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WATERLOO REGIONAL POLICE

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Address all correspondence to:

R. LARRY GRAVILL
CHIEF OF POLICE

Attention:

November 22, 2004

Alarm Companies
Waterloo Region

Dear Owner / Operator,

We would like to bring to attention that the Waterloo Regional Police Service will be introducing changes to the alarm policy under the Regional By-law effective January 1, 2005. Please review at your earliest opportunity.

Alarm Management

The Waterloo Regional Police Service responded to more than 7500 false alarms in 2003, costing taxpayers approximately \$825,000 to administer. Of the total number of alarms, 95% of all alarm calls were false.

Many police services throughout North America face similar problems with the high rates of false alarms. Studies have shown that;

- false alarms consume a significant amount of patrol officers' time;
- the volume of false alarms continue to increase;
- over time, the high volume of false alarms can cause police officers to become conditioned in their response to false alarms, leaving them unprepared for the rare occasion that an alarm is legitimate.

In order to address these concerns, the Waterloo Regional Police Services Board is amending the Alarm By-law (97-1).

The purpose of the amendments is threefold:

1. to reduce the number of false alarm calls attended by police officers;
2. to provide a database of alarm systems in the Region of Waterloo to enable a greater degree of officer safety when responding to alarm calls; and
3. to ensure that persons causing false alarms are accountable for the cost of police response instead of the community bearing the costs.

The by-law will introduce the following changes to the fee schedule:

- **\$10.00 annual fee** to register each residential or commercial alarm location.
- **\$75.00 fee** for the first response to a false alarm within a 365 day period.
- **\$75.00 plus an escalating \$25.00** to respond to additional false alarms within the 365 day period. For example, \$75 for first false alarm, \$100 for second false alarm, \$125 for the third, etc.
- **\$150 fee** for attending any false alarm for a non-registered dwelling or for expired registrations.

Billing

All fees will be invoiced to the alarm company, not to the alarm location. You will receive invoices from the Waterloo Regional Police Service instead of the Region of Waterloo commencing April 1, 2005.

It will be the responsibility of each company to notify their customers of any impact this may have on them and to encourage proper alarm usage.

Registration expires every year on March 31. There will be no prorating of this fee for alarms registered later in the year.

Registration

Registration of alarm locations will ensure a proper response and increase police officer safety. It is also more economical for your customers as non-registered alarms or expired registrations will be charged \$150 for each response.

We encourage you to use the form which will be provided next year, to indicate each alarm you will be registering with us. We are currently developing an electronic format for more convenient submission of the form.

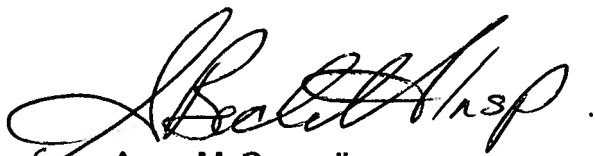
We understand this will take some effort to put into place. In order to facilitate a smooth transition, the implementation of the new fee schedule will be delayed until March 31, 2005.

Summary

- Register and submit payment for all alarm locations by March 31, 2005.
- New fees will be charged effective April 1, 2005.
- Alarm companies will be invoiced for the fees.

If you have any questions or concerns please contact Sergeant Dave Sernoski at
(519) 653-7700 extension 8887.

Sincerely,

A handwritten signature in black ink, appearing to read "Anne McConnell". The signature is fluid and cursive, with a large initial "A" and "M".

per . Anne McConnell
Superintendent, Support Services
(519) 650-8500 ext. 8800