

Town of Drumheller COUNCIL MEETING AGENDA

Tuesday, September 3, 2019 at 4:30 PM
Council Chamber, Town Hall
224 Centre Street, Drumheller, Alberta



Page

1. **CALL TO ORDER**
2. **MAYOR'S OPENING REMARK**
- 3 2.1. Deputy Mayor Swearing In - Councillor Kristyne DeMott for September and October 2019
[Oath of Office Deputy Mayor Kristyne DeMott](#)
3. **ADOPTION OF AGENDA**
4. **MINUTES**
- 4 - 15 4.1. Regular Council Meeting Minutes August 19, 2019
[Regular Council Meeting Minutes August 19 2019](#)
- 4.1. **ADOPTION OF REGULAR COUNCIL MEETING MINUTES**
- 4.2. **MINUTES OF MEETING PRESENTED FOR INFORMATION**
- 4.3. **BUSINESS ARISING FROM THE MINUTES**
5. **DELEGATIONS**
6. **REQUEST FOR DECISION REPORTS**
- 6.1. **CAO**
- 6.2. **DEPUTY CAO / DIRECTOR OF CORPORATE SERVICES**
- 6.3. **DIRECTOR OF INFRASTRUCTURE SERVICES**
- 16 - 18 6.3.1. Request for Decision - Water and Waste Water Chemical Supply
[Request for Decision - 2019 Water and Wastewater Treatment Chemical Supply](#)
- 6.4. **DIRECTOR OF EMERGENCY / PROTECTIVE SERVICES**
- 19 - 24 6.4.1. RCMP Alarm Policy
[RCMP adopt new alarm policy](#)
- 6.5. **MANAGER OF ECONOMIC DEVELOPMENT**
- 6.6. **COMMUNICATIONS OFFICER**
- 6.7.
- REVIEW OF STRATEGIC PRIORITIES
7. **PRESENTATION OF QUARTERLY REPORTS BY ADMINISTRATION**
8. **PUBLIC HEARING TO COMMENCE AT 5:30 PM**

9. PUBLIC HEARING DECISIONS
10. UNFINISHED BUSINESS
11. NOTICE OF MOTION
12. COUNCILLOR REPORTS
13. IN-CAMERA MATTERS



Oath of Office

Deputy Mayor

I, Kristyne De Mott

do swear that I will diligently, faithfully, and to the
best of my ability, execute according to the law,
the office of **Deputy Mayor** for the Town of Drumheller
for the months of September and October, 2019,
SO HELP ME GOD.

SWORN/AFFIRMED before me at the Town of Drumheller
in the Province of Alberta
this 3rd day of September, A.D., 2019.

Kristyne De Mott

Mayor Heather Colberg

**Town of Drumheller
COUNCIL MEETING
MINUTES**

August 19, 2019, at 4:30 PM
Council Chamber, Town Hall
224 Centre Street, Drumheller, AB, T0J 0Y4



PRESENT:

MAYOR:

Heather Colberg

COUNCIL:

Kristyne DeMott

Jay Garbutt

Tony Lacher

Tom Zariski

DEPUTY CAO/DIRECTOR OF CORPORATE SERVICES:

Barb Miller

DIRECTOR OF INFRASTRUCTURE SERVICES:

Dave Brett

MANAGER OF ECONOMIC DEVELOPMENT:

Sean Wallace

COMMUNICATION OFFICER:

Julia Fielding

RECORDING SECRETARY:

Dori Appleton

ABSENT:

CHIEF ADMINISTRATIVE OFFICER:

Darryl Drohomerski

DIRECTOR OF PROTECTIVE SERVICES:

Greg Peters

COUNCILLORS

Fred Makowecki

Lisa Hansen-Zacharuk

1 CALL TO ORDER

Mayor Colberg called the meeting to order at 4.31 pm

2 MAYOR'S OPENING REMARK

Thanked the filming industry that have come to town.

AGENDA ITEM #4.1.

Regular Council Meeting Minutes
August 19, 2019

Carnival was a huge success.
Jan Ardenn, concert at the Badlands Amphitheatre was sold out.

3 ADOPTION OF AGENDA

M2019.141 – T. Lacher, J. Garbutt moved to adopt the agenda as amended.

Amendment: 6.7.2. Poverty Reduction – Terms of Reference – FCCS to be tables to September 16th agenda.

Carried Unanimously.

4 MINUTES

4.1 ADOPTION OF REGULAR COUNCIL MEETING MINUTES

4.1.1 Regular Council Meeting Minutes of July 22, 2019

M2019.142 – J. Garbutt, K. DeMott to adopt minutes of the regular meeting of council of July 22/2019 as handed out at the Council Meeting.

Amendment: Minutes handed out at Council Meeting that corrected some errors from Minutes included in Agenda Package.

Carried Unanimously.

4.2 MINUTES OF MEETING PRESENTED FOR INFORMATION

4.2.1 Drumheller & District Solid Waste Management Association, Minutes June 20th 2019 Regular Meeting

4.2.2 Municipal Planning Commission Minutes, July 11th 2019

4.2.3 Municipal Planning Commission Minutes, July 25th 2019

4.3 BUSINESS ARISING FROM THE MINUTES

5 DELEGATIONS

6 REQUEST FOR DECISION REPORTS

6.1 CAO

AGENDA ITEM #4.1.

6.2 DEPUTY CAO / DIRECTOR OF CORPORATE SERVICES

6.2.1 Council Policy #C-02-19 Relief of Municipal Property Tax on Destroyed Improvements.

M2019.143 – J. Garbutt, T. Zariski moved to adopt Council Policy #C-02-19 Relief of Municipal Property Tax on Destroyed Improvements as amended.

Amendments – 5.1 insert “no later than March 31st of the year immediately following the date of destruction”.

Carried Unanimously.

6.2.2 Request for Decision - Intermunicipal Development Plan Joint Committee Council Committee Appointments

B. Miller – The modernized MGA requires all municipalities to have an Intermunicipal Development Plan with each of its neighbouring municipalities which for Drumheller includes Starland, Wheatland and Kneehill Counties and Special Areas #2. To move forward, two (2) Council appointments are required to serve on the IDP committee.

M2019.144 - K. Demott, J. Garbutt moved to appoint Councillor Tony Lacher and Councillor Tom Zariski to be the Drumheller representative for the IDP committee between Wheatland, Kneehill, Starland Counties and Special Areas #2 until the next organizational meeting of Council.

Carried Unanimously.

6.3 DIRECTOR OF INFRASTRUCTURE SERVICES

6.4 DIRECTOR OF EMERGENCY / PROTECTIVE SERVICES

6.5 MANAGER OF ECONOMIC DEVELOPMENT

6.5.1 Drone Use - Council Policy #C-07-19

S. Wallace – spoke to the policy and its application since adoption. The need for a slight amendment to the policy has been identified and has been brought forward for adoption.

Discussion was had on the absence of authority to enforce the policy and the tools of enforcement (fines) available through a bylaw. Direction was given to

administration to address this gap either through a new Drone Use or amended Community Standards Bylaw.

M2019.145 – J. Garbutt, K. DeMott moved to adopt Drone Use Council Policy #C-07-19 as amended.

Amendment - changed from: no recreational use in the municipality to no drone use on municipal property.

Carried Unanimously.

6.6 COMMUNICATIONS OFFICER

6.6.1 Communication Strategy (Smart Phone App - Update)

J. Fielding – The RFP for the development/maintenance of a Smart Phone App closed August 15th. Eleven (11) proposals were received of which the top three (3) firms will be invited to present before Council on September 30th.

6.6.2 Dino Brand (Logo) Update

J. Fielding – Data collected through public consultation is being analysed with the Branding Committee scheduled to meet August 30th. Following that, the designer will be engaged. Draft design to be presented to Council September 30th.

6.7 REVIEW OF STRATEGIC PRIORITIES

6.7.1 Trail Gaps update – Infrastructure

D. Brett – progress is being made on the trail system mapping a communications strategy around the trail system and policy development regarding signage and maintenance.

To come back to Council September 30th with an update.

6.7.2 Poverty Reduction - Terms of Reference - FCSS - April Harrison

6.7.3 Civic Solar – CAO

B. Miller – in continued discussions with legal representatives

To come back to Council September 30th with and update.

AGENDA ITEM #4.1.

- 6.7.4 Parks and Recreation Plan - Infrastructure / Recreation
D. Brett – is in discussion with D. Goldthorpe Manager of Arts Culture and Recreation , D. Brett does not have a clear understanding of what this Plan is and will spend time in the fall with D. Goldthorpe to continue discussions and have a clear set of plans.

Asking to move this discussion to September 30th Council Meeting.

- 6.7.5 Employee Innovation Options - Deputy CAO

B. Miller – item has been deferred to the new HR Manager

- 6.7.6 Staff Vacancies - Deputy CAO

B. Miller – HR Manager (Part-time) has been engaged starting September 16th

Utilities Manager Position – a recruitment firm has been engaged and the search is in progress.

7 PRESENTATION OF QUARTERLY REPORTS BY ADMINISTRATION

8 PUBLIC HEARING TO COMMENCE AT 5:30 PM

9 PUBLIC HEARING DECISIONS

10 UNFINISHED BUSINESS

11 NOTICE OF MOTION

12 COUNCILLOR REPORTS

13 IN-CAMERA MATTERS

- 13.1 Labour Matter (*FOIP Section 17 Personal Privacy*)

M2019.146 – J. Garbutt, K. DeMott moved to go into closed meeting at 5.28 pm.

Carried Unanimously.

AGENDA ITEM #4.1.

Regular Council Meeting Minutes
August 19, 2019

M2019.147 – T. Lacher, K. DeMott moved to revert back to open meeting at 6.18 pm.

Carried Unanimously.

M2019.148 - J. Garbutt, T. Zariski moved to ratify the 4-year agreement (2019-2022) with CUPE Local 4604 as presented noting the following increases:

- 1.0% on 2019 January 1st
- 0.65% on July 1st
Market adjust of 0.50 % on September 1st

- 1.0% on 2020 January 1st
Market adjustment of 0.50 % on January 1st
- 0.75% on July 1st

- 2.0% on 2021 January 1st
- 2.5% on 2022 January 1st

Carried Unanimously.

14 ADJOURNMENT

M2019.149 – J. Garbutt, T. Zariski moved to adjourn the meeting at 6.21 pm.

Chief Administrative Officer

Mayor



**Town of Drumheller
REQUEST FOR DECISION**

TITLE:	Water and Wastewater Treatment Chemicals
DATE:	August 27, 2019
PRESENTED BY:	Dave Brett, Director of Infrastructure Services
ATTACHMENT:	Breakdown of Resulting Contracts

SUMMARY

On July 22, 2019 the Town of Drumheller sent out a Request for Quotation (RFQ) for a three year term to supply chemicals for the Water Treatment Plant, Wastewater Treatment Plant and Aquaplex. The RFQ was posted on the Town’s website and the Alberta Purchasing Connection website as per the Town’s purchasing policy. The intention of the RFQ was to set the chemical pricing for the next 3 yr period, on those chemicals used by the Town’s treatment processes. Award for the supply of the chemicals would go to the appropriate supplier based on cost and applicability to the treatment process, potentially resulting in partial award to various suppliers. Three (3) quotations were received and are summarized below.

Brenntag did not provide pricing for year two and three and was deemed ineligible.

Klearwater is only capable of providing a portion of the required chemicals.

Company Name	Total Quotation Amount (Excluding GST) [Value of 3 year Bid]
Brenntag	DISQUALIFIED
Klearwater	\$ 503,179.55
ClearTech Industries Inc.	\$ 934,628.61

RECOMMENDATION

It is Administration’s recommendation that the Town proceed with partial award of this material by way of the following three Standing Purchase Orders. Each of these Standing Purchase Orders will be for a three (3) year duration ending September 2022:

- Contract 1) WTP/WWTP - Klearwater – 4 products (1 product will require pilot test in order to ensure compatibility with the Town’s Treatment Process). upset limit of \$ 485,582.75 (estimated annual value \$161,860.92)
- Contract 2) WTP/WWTP - ClearTech -13 products, upset limit of \$ 250,105.86 (estimated annual value \$83,368.62)
- Contract 3) Aquaplex - ClearTech -3 products, upset limit of \$ 59,955.60 (estimated annual value \$19,985.20)
- Estimated Total Value (for the 3yr period): \$ 795,644.21 (estimated annual value \$265,214.74)

DISCUSSION (OPTIONS / BENEFITS / DISADVANTAGES)

The continuous supply of these chemicals is a requirement for the public safety and the protection of the environment as indicated by the operating approvals and permits of the various facilities. The awarding of a multiyear contract will allow the Town to have firm budgeting plans and is financially responsible.

Previously the chemicals had been purchased on an as needed basis at market price.

NOTE: there is one product that no supplier provided pricing for; future purchases of this product will be dealt with on a “one off” basis as necessary due to low volumes used.

FINANCIAL IMPACT

Award of these three (3) Standing Purchase Orders will result in more efficient budgetary planning for the three year cycle, and protect the Town from market changes.

STRATEGIC POLICY ALIGNMENT

The work requested supports the Town’s commitment to provide quality water and wastewater treatment and operate the Aquaplex complex in a safe and environmentally sound manner.


COMMUNICATION PLAN


The successful vendors will be advised of the award and letters of non-award will be issued to the unsuccessful bidders. The successful vendors will receive a list of the products the Town will be purchasing from them.

MOTION: Councillor _____

I move that the Town proceed with partial awards of the following three Standing Purchase Orders, each being for duration of 3 years:

- Contract 1) WTP/WWTP - Klearwater – 4 products (1 product will require pilot test in order to ensure compatibility with the Town’s Treatment Process) upset limit of \$ 485,582.75 (estimated annual value \$161,860.92)
- Contract 2) WTP/WWTP - ClearTech -13 products upset limit of \$ 250,105.86 (estimated annual value \$83,368.62)
- Contract 3) Aquaplex - ClearTech -3 products upset limit of \$ 59,955.60 (estimated annual value \$19,985.20)


Prepared By:
Dave Brett, P Eng., PMP
Director of Infrastructure Services


Approved By:
Darryl Drohomerski, C.E.T.
Chief Administrative Officer

Request for Decision

Page 2

Attachment #1 – Breakdown of Resulting Contracts

Award items

Klearwater – Contract Total \$485,582.75

- CE8055 Cationic Flocculant, NSF 60 (requires Jar Test and pilot test)
- CTI4900 Aluminum Chlorohydrate (ACH), NSF 60
- Coagulant Acid Polymer (AP2565) NSF 60
- Filter Polymer LT22S

Cleartech (WTP & WWTP) – Contract Total \$250,105.86

- Sodium Hypochlorite (12%) – NSF 60 – 210 kg Drum
- Sodium Hypochlorite (12%) – NSF 60 - 20L Pails
- Copper Sulfate – NSF 80
- Copper Sulfate – NSF 40
- KMN04 (Potassium Permanganate) - NSF 60
- Sulfuric Acid (93%) – NSF 60
- Hydrofluorosalic Acid – NSF 60
- CTI4912 Aluminum Chlorohydrate (ACH) Polymer Blend – NSF 60
- Chlorine Gas – NSF 60
- Calcium thiosulphate (30% solution)
- Calcium Hypochlorite Granular (65% - 70%)
- Soda Ash
- De-Chlorination Pucks

Cleartech (Aquaplex) – Contract Total \$59,955.60

- Sodium Hypochlorite (12%) – 20 L Pails – NSF 60
- Sodium Bisulphate
- Sodium Bicarbonate

No Award

- Sodium Hydroxide
 - Will need a Request For Quotation at time of purchase.

Alberta RCMP adopt new alarm policy after responding to 15,500 false alarms in 2017

630CHED



By Kirby Bourne

Digital Content Coordinator 630CHED




WATCH ABOVE: The RCMP is changing the way they respond to alarms in Alberta, after a new policy came into effect in July. Kim Smith explains.

Alberta RCMP are following a new alarm policy after just under 15,500 false alarms took up an estimated 8,000 human resource hours in 2017.

The new policy, which came into effect on July 13, states that police will verify alarms before responding and will not respond to alarms that are only triggered once.

READ MORE: Saskatoon Police Service proposes fee hike for false alarms

Related

-  **Halifax fire crews dealing with triple the false alarm calls due high humidity**
-  **Victoria police respond to security alarm set off by very large rat**
-  **Montreal factories to run industrial alarm tests Tuesday afternoon**

In a news release issued Tuesday, police said a review showed that most alarms that are only triggered once are false alarms. These false alarms tie up police resources, as well as 911 lines, the release stated.

"You can help us keep our 911 lines open and our officers free to respond to real emergencies," A/Commr. John Ferguson said. "By cutting down on false alarms, we can ensure our officers are where they are needed most."

READ MORE: 'Crime is everywhere': Rural victim fed up after face-to-face encounter with suspect

According to the release, police will still respond to ATM, multi-zone intrusion, panic, duress, holdup, glass break, domestic violence and verified alarms.

Police in Edmonton and Calgary already follow similar policies.

In 2016, the police service in both cities underwent reviews and both found that 96 per cent of calls they responded to after the first alarm were false alarms.

Edmonton Police say they will not respond to a first alarm call until there is a combination of an exterior breach and the internal motion alarm is activated or if police are able to make contact with the keyholder to

7/30/2019

Alberta RCMP adopt new alarm policy after responding to 15,500 false alarms in 2017 | Globalnews.ca

determine the legitimacy of the alarm.

READ MORE: Calgary home alarm bylaw changed after data shows 96% are false alarms

The Calgary Police Service operates under a similar policy, except that two keyholders need to be reached before police will respond to an alarm call where only one alarm zone has been activated.

The second phase of the policy change was brought in in November 2016 and stated 911 wouldn't dispatch police to an address that didn't have a valid alarm permit, if the permit is suspended, if the call is within 14 days of an alarm system being installed or where the alarm company isn't properly licensed.

Both police forces said they will still respond to calls involving panic, hold-up or duress alarms and any verified valid alarm action.

READ MORE: Calgary home alarm calls down by 54% after bylaw changes: police

To cut down on false alarms, police recommend placing alarm equipment so animals or debris will not trigger the alarm, knowing all alarm codes, securing all windows and doors, regularly replacing batteries and reporting damaged or faulty equipment to the alarm company.

Lethbridge Police Services is now the only police force in the province that continues to respond to first alarm calls. A spokesperson for the LPS said their officers don't verify or wait for a second alarm before responding but will call off their response if an alarm is cancelled.

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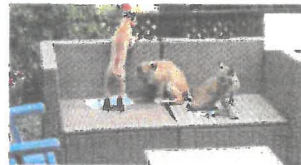
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FEATURED



Watch Live Soon: Police provide update on 2008 homicide



Extended: Bobcat kittens frolic in Calgary yard



B.C. police Taser pet emu that blocked traffic



Calgary Sky Watch weather

[Watch more here...](#)

Calgary business owner questions poor response after break-in



Brenna Rose, Video Journalist
@BrennaRoseTV

Published Saturday, August 10, 2019 5:25PM MDT

Last Updated Sunday, August 11, 2019 10:55AM MDT

A shop owner whose Inglewood store was recently broken into is sharing her story in hopes of helping other Calgary business owners.

Danielle Fawcett says thieves targeted The Shoe Closet in Inglewood on July 14, making away with thousands of dollars in merchandise.

"They were in and out for about eight to 10 minutes and they took a lot of merchandise."

PHOTOS



Danielle Fawcett, owner of The Shoe Closet in Inglewood, says her security company failed her when thieves got in and stole thousands last month.



An image from a security video shows how thieves battered their way in through the back door of her Inglewood store.

She was first made aware there was an issue when her alarm company called, asking if she wanted police to attend.

"About five minutes later, my alarm company called me back saying that police dispatch said they wouldn't dispatch the police because only one alarm was set off."

Fawcett called police herself when she arrived at the store, but says it took another five hours for Calgary police officers to show up.

Staff Sgt. John McCarthy confirmed it did, in fact, take police hours to get to the scene.

"The problem we had on this call was there was only one hit and there wasn't a licenced alarm on the premise."

In 2016, changes were made to Calgary Police Service's protocol regarding break-ins, in an attempt to reduce the number of false alarm calls.

As a result, officers no longer respond to one-alarm calls and security systems need an annual permit; police say, to improve efficiency.

"If there's any indication that a bad person or criminal is still in the premise, that would be a priority response to us or if there is a threat to life," said McCarthy.

He says that wasn't the case in this incident and Fawcett's business did not have the proper alarm permit.

Fawcett says when officers did arrive they made note of where the motion detectors were installed by her security company, Fluent.

"The one in the back was so far from the back door and in a low stockroom, that it virtually could see nothing."

Fawcett wants to change to another company, but was told by customer service representatives with Fluent that she'll need to pay 80 per cent of the remainder of her contract before she can be released.

The company has offered to move the sensors to a better spot, but she says, at this point, the trust is broken.

"Obviously I'm not a security expert so I trusted my security company."

CTV News reached out to Fluent for comment but the company did not return requests for an interview.



False Alarm Prevention

Information for Alarm Users

IT IS EVERYONE'S RESPONSIBILITY TO



FALSE ALARMS

Provided as a Public Service by the False Alarm Reduction Association- www.faraonline.org

WHAT'S AN ALARM USER TO DO? ALARM USER RESPONSIBILITY



Being an owner or operator of an alarm system, or an employee of a business that is equipped with an alarm, brings with it certain responsibilities. Alarm activations summon public safety to respond; therefore, alarms should be completely reliable and should only request police and fire dispatches in the event of an actual emergency. Did you know that 98% of all alarm activations turn out to be false alarms? It is up to you, the alarm user, to do your part to eliminate false alarms.

The following tips will reduce false alarms in your community and save you valuable money in false alarm fines:

- An alarm system needs general upkeep, annual maintenance and repair. Contact your alarm company today to schedule an appointment.
- Change all batteries at least every 3 years or more often if you experience frequent power outages.
- Get to know your local alarm ordinance and registration requirements.
 - Update call lists with police, fire and alarm companies on an annual basis, or as the information changes. Make sure everyone on the call list knows their passcode.
 - Educate and fully train everyone who has access to the alarm location.
 - Understand and emphasize the importance of canceling a public safety dispatch in the event of a false alarm. Enter your alarm monitoring company's phone number in your cell phone for quick access.
- Check with your alarm monitoring company to see if they call the alarm location and another phone number before they dispatch public safety on a burglar alarm activation. This technique has been proven effective in avoiding false alarms.
- Ensure guests, renters, workers, contractors or hired help are properly trained and are given a code and password to your alarm system, OR do not leave them unaccompanied at the alarm site.
- If you are having trouble with your alarm system, contact your alarm company immediately.



Training
Knowledge
useful ability
backbone of ex
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Remember, operating an alarm system is a big responsibility. It is up to you, as the owner or operator, to be proactive and manage your alarm system in order to eliminate false alarms.

Everyone benefits from false alarm reduction.
Be the solution.



False Alarm Prevention

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Your Alarm System, Battery Backup And False Alarm Prevention



Q. What is a false alarm?

A. A false alarm occurs when an alarm is reported, public safety agencies respond, and no evidence of criminal activity or fire is found.

Q. What is a backup battery?

A. Almost all security systems have a rechargeable battery that powers the system for a minimum of four hours in the event of a power outage. If you have a wireless system, you may have several batteries in the motion detectors, as well as a backup system battery.

Q. How can backup batteries cause false alarms?

A. If you have false alarms during or after a storm, it may not be the storm that caused the alarm. If your batteries are at or near the end of their life, a false alarm activation may be generated by your wireless devices or motion detectors when your alarm system powers up following a power failure. Even a short power failure of a second or less may be long enough to cause a false alarm.

Q. How can I reduce the chance that my battery will cause a false alarm?

A. Like all batteries, your backup has a useful life of about 3 to 5 years, but that life may be shortened if you have had several power outages. Your system battery should be checked annually, or after any storm related false alarm, by an alarm technician and replaced when needed.

Q. What other steps can I take to prevent a false alarm?

- A.
- Make sure that your doors and windows are all locked before arming the system.
 - Move your pets into an area that does not have a motion detector before arming the system.
 - Be sure that window treatments and plants are not affected by drafts. Their

movement may cause a motion detector to activate.

- Test your system monthly. **Always contact your alarm company before you test the system.**

- Have your system tested by a technician annually or any time you have an unexplained false activation.

- Educate everyone who lives or works at the alarm site on the proper operation of the system.

- Never give a key to someone who has not been educated on the proper use of the alarm system. Be certain to provide those individuals a personal passcode/password in the event they cause a false alarm.





False Alarm Prevention

Information for Alarm Users

IT IS EVERYONE'S
RESPONSIBILITY TO



FALSE ALARMS

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Reduce Commercial False Alarms Improve Your Bottom Line

Commercial alarms account for virtually half of the total false alarms responded to by public safety agencies. False alarms cost business owners and the public millions of dollars in wasted money and resources. The impact of false alarms can be minimized by following a few simple steps.



- Take your alarm seriously – it summons emergency response. Don't cry wolf!
- Take responsibility for proactive maintenance and upkeep of your alarm system. Schedule annual or routine maintenance. Contact your alarm company about a service contract.
- Keep up! Make sure you know every time your alarm has been triggered and why. Don't wait for a costly false alarm fine to tell you how many false alarms you have had.
 - Regularly train all employees on the proper use of the alarm system with specific instruction on cancellation of false alarm dispatches.
 - A silent hold-up or duress alarm will not sound an alarm at the premises or warrant a phone call from your alarm company; however, public safety will be dispatched.
 - Take a proactive stance in the cancellation of false alarm calls. Follow the instructions provided to you by your alarm company for canceling a false dispatch. The alarm monitoring company phone number should be displayed near the phone for ease of use.
- Consider whether it makes sense for you to eliminate scheduled opening alarms. If your business is not on a specific schedule, it could cause unnecessary dispatches and false alarms.
- Make sure all door and window locking mechanisms are in working order. Always secure and lock doors and windows before you arm your alarm system.
- Train cleaning staff on the proper use of your alarm system. Provide them with an alarm code and password and instruct them on when and how to use each. Give specific training on how to cancel a false alarm dispatch.
- Update employee contact names and phone numbers with the alarm monitoring company and your local law enforcement. Update all call lists as changes occur.
- Use your system. Your alarm system does deter crime, and the more you use it the less likely you are to have false alarm issues due to user error.



For more information on false alarm prevention and the steps you can take, please visit FARA at www.faraonline.org.