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Wednesday, May 24, 2017

To whom it may concern,

The Delta Police Department acknowledges and appreciates the efforts that the alarm services industry makes towards making Delta one of the safest communities in Canada. Delta, like many other jurisdictions in the lower mainland has experienced rapid growth in both residential and commercial development in the past several years. This has resulted in increased calls for service during a period when existing resources are at times strained. To gain insight into current demands, the Delta Police Department (DPD) over the past year conducted a workload analysis to gather information that could be used to improve the effectiveness and efficiency of service delivery in Delta. A key finding of this analysis was that the DPD attends 1500 calls annually spending close to 2000 hours responding to alarm calls of which 95% are false or canceled. These false alarm calls take up an enormous amount of patrol resources, both in terms of their frequency and the overall time they take officers away from other important duties.

Therefore, the Delta Police Department is reviewing and considering amending its alarm response strategies including implementing an Enhanced Call Verification process. The objective is to ensure that police resources are available to respond to those calls for service, including alarm occurrences, where timely police response is required to ensure public safety. This will require a combined effort and the DPD would like to meet with your agencies representatives to discuss potential changes and seek your input as we move forward in this process.

The DPD believes that the number of reported false alarms can be significantly reduced through enhanced cooperation with the alarm industry, the implementation of the Enhanced Call Verification model, along with customer education and awareness. Other jurisdictions with similar programs have seen up to 40% reduction in false alarms. An additional benefit of this change will be a reduction in the number of false alarm fees incurred by alarm system owners.

We would like to schedule a meeting in early June to discuss this matter further. If you could please contact Staff Sergeant Scott Lebus at slebus@deltapolice.ca to advise your interest in collaborating and we will identify an appropriate date and venue. Any questions or concerns can be directed to him as well. If you no longer provide alarm service in Delta, please disregard this letter.

Thank you in advance for your cooperation.

Regards,

Harj Sidhu
Inspector, Special Projects
Delta Police Department