

EXPLANATORY NOTES

This bylaw amends the Règlement de l'agglomération sur les systèmes d'alarme contre l'intrusion et le contrôle des fausses alarmes (Agglomeration Regulation on Intrusion Alarm Systems and False Alarm Control). It specifies the motions central alarm stations must abide by, following the sounding of an alarm against intrusion, and prior to police intervention, to ensure that it does not constitute a false alarm. In this respect, it stipulates that said central alarm stations must conduct a preliminary verification by attempting to call the user or designated persons no fewer than three times. This verification is deemed complete once the central alarm station reaches one of the aforementioned persons.

The bylaw also stipulates that a user must provide their contact information, as well as the contact information of their designated persons, to the alarm system installer or central alarm station, for preliminary verification purposes, as the case may be. The installer who receives this information must send it to the central alarm station, entrusting the latter with the mandate of remote surveillance for a given protected location. This information must always remain up-to-date.

The bylaw also indicates the information that must be provided to the Police Service of the City of Québec during a police intervention request, following the sounding of an alarm. Where a central alarm station is concerned, the caller must provide the company name and personal identification number, as assigned by the Police Service, in addition to their assigned personal identifier. In the 48 hours that follow the request for police intervention, the central alarm station must provide the Police Service with a document containing all information communicated during the request, and those pertaining to the preliminary verification, namely the name of the person reached or those they attempted to reach, the dialled telephone numbers, and the time at which each of these calls were made.

Furthermore, central alarm stations who provide remote surveillance services on the City of Québec's territory must acquire a permit. The permit is issued when the central alarm station has provided all the necessary information regarding protected locations, serviced users, and persons authorized to request police intervention. However, central alarm stations requesting police intervention via the City of Québec designated electronic means following the sounding of an alarm, and which provide access to their dispatching systems for emergency calls, will be exempted from this requirement. The central alarm stations bound by such a commitment will have to proceed in this manner for all future police intervention requests, for all the protected locations they service. All information related to preliminary verification must be transmitted through this channel, at the same time as those linked to the police intervention request, upon the time the request is made.

The bylaw stipulates that all costs incurred by the City during an intervention request falls under the responsibility of the protected location's owner, especially if the request has been dispatched to a police team, and that said police team later notes that the sounded alarm at the protected location constituted a false alarm, or that the Police Service was otherwise alerted to that fact.

This bylaw will take effect on January 1, 2018. The set date for the bylaw to take effect aims to allow central alarm stations to adapt their practices to the current bylaw's requirements. Central alarm stations or users, as the case may be, will benefit from this timeframe to make the necessary changes to their agreements with alarm system users, if applicable. This delay will also allow the City of Québec to finalize amendments to its emergency call dispatch system, which are required for the implementation of provisions to the current bylaw regarding police intervention requests sent electronically to the City of Québec.

R.A.V.Q. BYLAW 883**BYLAW AMENDING THE AGGLOMERATION'S
REGULATION ON INTRUSION ALARM SYSTEMS AND
FALSE ALARM CONTROL**

THE CITY OF QUÉBEC, BY THE AGGLOMERATION COUNCIL, ENACTS
AS FOLLOWS:

1. Section 2 of the *Règlement de l'agglomération sur les systèmes d'alarme contre l'intrusion et le contrôle des fausses alarmes* (Agglomeration Regulation on Intrusion Alarm Systems and False Alarm Control), R.A.V.Q. 601, has been amended with:

1° the deletion of the “non-residential establishment” definition;

2° the insertion, before the “false alarm” definition, of the following definitions:

“calling card”: a document containing the information that must be provided to the Police Service when a central alarm station establishes communication to require police intervention following the sounding of an alarm, as well as the names of persons contacted in the context of a preliminary verification, dialled telephone numbers, and the time at which each of these calls were made;

“central alarm station”: a person who delivers remote surveillance services to a location protected by an alarm system;

3° the insertion, before the “residence” definition, of the following definition:

“Installer”: a person who sells or leases alarm systems, or offers installation, repair, modification or maintenance services of these devices and who provides remote surveillance services of the protected location to the user, using the central alarm station's services;

4° the replacement of the “protected location” definition by the following:

“Protected location”: a land or building protected by an alarm system;

5° the insertion, after the “protected location” definition, of the following definitions:

“Non-residential protected location”: a protected location used for purposes other than that of residence, as defined in the *Règlement d'harmonisation sur l'urbanisme*.

A protected location used as a residence and for purposes other than that of a residence is considered a non-residential protected location;

“Designated person”: a person designated by the user to have access to the protected location and who can be contacted by the central alarm station for preliminary verification purposes, following the sounding of an alarm at said location;

6° the replacement of the “user” definition by the following:

“User”: the person, other than an installer, who deals with an installer or the central alarm station on matters pertaining to remote surveillance services of the protected location;

7° the addition, after the “user” definition, of the following definition:

“Preliminary verification”: all of the actions taken by a central alarm station following the sounding of an alarm at a protected location, to reach or attempt to reach the user or designated persons in order to ensure that it is not a false alarm before requesting police intervention.

2. This regulation has been amended by the insertion of the following in Section 7:

7.1. Upon request from the Police Service Chief, the alarm system’s user, whose alarm has sounded off unnecessarily more than three times over the course of a year, must provide him with an attestation of proper functioning within a reasonable timeframe; the attestation must be delivered by a person who specializes in the manufacturing or maintenance of these devices.

3. This regulation has been amended by the replacement of Chapter III with the following:

CHAPTER III

REMOTE SURVEILLANCE PERMITS FOR PROTECTED LOCATIONS

8. Any central alarm station that delivers remote surveillance services of a protected location on Québec territory must hold a City of Québec permit for that purpose.

8.1. Request for permits must be made to the City of Québec Police Service.

The permit is issued once the central alarm station has provided the following information:

1° the identification of each protected location where it delivers remote surveillance services and the following related information:

- a) the identification of the user and their contact information;
 - b) the identification of the installer, when the station communicates with said installer;
- 2° The identification of all central alarm station representatives likely to communicate with the City of Québec Police Service to request police intervention following the sounding of an alarm, as well as each of their personal identifiers.

The central alarm station must keep all information provided to the City of Québec up-to-date upon permit requests.

8.2. Upon the issuance of the permit, the Police Service issues the central alarm station a personal identification number.

The central alarm station must take all of the necessary means to keep its identification number confidential, notably by limiting its access within the company, and by making it accessible only to persons who must be made aware of it or require it in the context of their duties.

8.3. The permit outlined in Chapter III is annual. It cannot be divided and is non-refundable and unassignable.

The cost of the permit is established according to the regulated applicable fee.

CHAPTER III.1

REQUEST FOR POLICE INTERVENTION

SECTION I

COMMUNICATION WITH THE POLICE SERVICE

8.4. Before communicating with the Police Service to request police intervention following the sounding of an alarm, all persons must take all reasonable means to ensure that it is not a false alarm.

A central alarm station is deemed to have taken all reasonable means to ensure it was not a false alarm if it conducted a preliminary verification.

For the purpose of this section, a preliminary verification is complete when one of the following occurs:

- 1° the central alarm station has conducted a minimum of three telephone communications to reach the user or designated persons by using a different telephone number for each attempt;
- 2° the central alarm station reached the user or the designated person.

It must first try to reach the user. If it does not manage to reach them and does not complete a preliminary verification in accordance with this section, it must then try to reach designated persons.

8.5. All persons who communicate with the Police Service to request police intervention following the sounding of an alarm against intrusion must provide the following information at the time of communication:

1° their name and telephone number;

2° the address of the protected location and the name of the user;

3° the alarm zone identification at the protected location, namely the area where an intrusion has been signalled.

Further to the information mentioned in the first provision, the person who communicates with the Police Service on behalf of the central alarm station must provide the following information:

1° the identity of the central alarm station on whose behalf the person is communicating with the Police Service, as well as the personal identification number assigned by the City of Québec to said central alarm station, pursuant to this regulation;

2° the personal identifier assigned by the previously mentioned central alarm station;

3° when it communicates electronically, as indicated in section 8.6, the name of contacted persons in the context of preliminary verification, the dialled telephone numbers and the time at which each one of the calls were made.

For the purpose of paragraph 2 in the second provision, the central alarm station must provide each person that represents it and likely to communicate with the City of Québec's Police Service to request police intervention following the sounding of an alarm, with a confidential personal identifier. A personal identifier cannot be assigned to another person, even if the person it was given to no longer performs this duty.

8.6. Any central alarm station can communicate with the City of Québec electronically, as designated by the City, which grants access to its dispatching emergency call system for the purpose of requesting police intervention. The central alarm station is then exempted from the obligation of seeking the requested permit as stated in Chapter III.

For the purpose of this commitment, the central alarm station must make any police intervention request electronically for all of the protected locations that it serves on the City of Québec territory, as mentioned in the first provision; it otherwise violates said regulation every time it uses another means of communication.

During each of these communications, it must transmit the information outlined in section 8.5, as well as those related to preliminary verification, i.e. the names of persons who were contacted, the dialled telephone numbers and

the time at which the calls were made.

The central alarm station commits to the outlined in the first provision by completing and signing the form it receives from the Police Service. If it has not already received one in line with section 8.2, the central alarm station will be assigned a personal identification number upon receipt of the form.

8.7. Unless it communicates electronically as indicated in section 8.6, any central alarm station must transmit to the Police Service within a 48-hour window following communication as outlined in section 8.5, the calling card for the said communication. The request number provided by the Police Service during the call must also be provided and rightly associated.

SECTION II

REQUIRED CONTACT INFORMATION FOR PRELIMINARY VERIFICATION AND ACCESS TO PROTECTED LOCATIONS

8.8. The user must provide to the installer or the central alarm station with which it deals remote surveillance services for a protected location, a minimum of three valid telephone numbers in order to allow the central alarm station to conduct preliminary verification. For this purpose, they must provide at least one valid telephone number where they can be reached, as well as a list of all designated persons for the location, and at least one valid telephone number for each said person.

The installer must provide the information mentioned in the first provision to any central station it assigns a remote surveillance mandate of a protected location.

Persons in charge of providing the information mentioned in the current section must maintain said information up-to-date at all times.

8.9. Any central alarm station must possess at least one valid telephone number for the user of each protected location for which it performs remote surveillance, as well as an updated list of designated persons for each of these locations, and at least one valid telephone number to reach them.

8.10. The user must be able to travel to the protected location within a reasonable timeframe and give it access to the Police Service representative so that they may enter said location. Furthermore, the user must ensure that any person it designates, for the purpose of the current regulation, can also fulfill these obligations.

4. This regulation has been amended by:

1° the replacement of Chapter IV's title, namely "PENALTIES", by "REMEDIES AND PENALTIES";

2° the replacement of the title in section I of Chapter IV, namely "ADMINISTRATIVE PENALTIES" by "CIVIL REMEDIES"

5. Section 9 of this regulation has been modified by:

1° the replacement, in the first provision, of the word "user" by the words "owner of the protected location";

2° the replacement, each time they are used, of the words "non-residential establishment" by the words "non-residential protected location".

6. Section 11 of this regulation has been amended by the replacement of the words "non-residential establishment" by the words "non-residential protected location".

1° the replacement of "8" by "8.4";

2° the replacement of the words "non-residential establishment" by the words "non-residential protected location".

7. In accordance with the law, the current bylaw comes into effect on January 1, 2018.

Notice of motion

I hereby give notice that a bylaw that amends the Règlement de l'agglomération sur les systèmes d'alarme contre l'intrusion et le contrôle des fausses alarmes (Agglomeration Regulation on Intrusion Alarm Systems and False Alarm Control) will be presented at the next session. It will specify the motions central alarm stations must abide by, following the sounding of an alarm against intrusion, and prior to police intervention, to ensure that it does not constitute a false alarm. In this respect, it stipulates that said central alarm stations must conduct a preliminary verification by attempting to call the user or designated persons no fewer than three times. This verification is deemed complete once the central alarm station reaches one of the aforementioned persons.

The bylaw also stipulates that a user must provide their contact information, as well as the contact information of their designated persons, to the alarm system installer or central alarm station, for preliminary verification purposes, as the case may be. The installer who receives this information must send it to the central alarm station, entrusting the latter with the mandate of remote surveillance for a given protected location. This information must always remain up-to-date.

The bylaw also indicates the information that must be provided to the Police Service of the City of Québec during a police intervention request, following the sounding of an alarm. Where a central alarm station is concerned, the caller must provide the company name and personal identification number, as assigned by the Police Service, in addition to their assigned personal identifier. In the 48 hours that follow the request for police intervention, the central alarm station must provide the Police Service with a document containing all information communicated during the request, and those pertaining to the preliminary verification, namely the name of the person reached or those they attempted to reach, the dialled telephone numbers, and the time at which each of these calls were made.

Furthermore, central alarm stations who provide remote surveillance services on the City of Québec's territory must acquire a permit. The permit is issued when the central alarm station has provided all the necessary information regarding protected locations, serviced users, and persons authorized to request police intervention. However, central alarm stations requesting police intervention via the City of Québec designated electronic means following the sounding of an alarm, and which provide access to their dispatching systems for emergency calls, will be exempted from this requirement. The central alarm stations bound by such a commitment will have to proceed in this manner for all future police intervention requests, for all the protected locations they service. All information related to preliminary verification must be transmitted through this channel, at the same time as those linked to the police intervention request, upon the time the request is made.

The bylaw stipulates that all costs incurred by the City during an intervention request falls under the responsibility of the protected location's owner, especially if the request has been dispatched to a police team, and that said police team later notes that the sounded alarm at the protected location constituted a false alarm, or that the Police Service was otherwise alerted to that fact.

This bylaw will take effect on January 1, 2018. The set date for the bylaw to take effect aims to allow central alarm stations to adapt their practices to the current bylaw's requirements. Central alarm stations or users, as the case may be, will benefit from this timeframe to make the necessary changes to their agreements with alarm system users, if applicable. This delay will also allow the City of Québec to finalize amendments to its emergency call dispatch system, which are required for the implementation of provisions to the current bylaw regarding police intervention requests sent electronically to the City of Québec.

Reading exemption of this bylaw was requested, as all members of the Council have received a copy of said bylaw.