



COUNCIL QUESTIONS & ANSWERS

Council Questions – Standing Committee June 5, 2023

1. Fees and Charges Bylaw Amendments

How many false alarm calls does the City receive, and do fees help to reduce these calls?

On average, the Fire Department typically responds to approximately 250 false alarm calls per year, with the majority being a one-time occurrence.

In the department's experience, false alarm fees can help change behaviour, but there are a number of repeat offenders that may find it more cost effective to continue to pay the fees. It's unlikely that increased fees alone would change this behaviour, and supplementary approaches need to be considered to increase effectiveness. For example, providing education on the appropriate placement of alarms and highlighting the importance of alarm servicing and testing may help to reduce call volume.