



THE CITY OF
CALGARY

2004 February 27

Member
Calgary Apartment Association

Dear Member:

RE: New Fire Fees Bylaw

On January 1, 2004, the Fire Department introduced the new Fire Fees Bylaw that brings into effect fees for select non-emergency services such as fire crew response to repeated, preventable false fire alarms.

In 2002, false alarms accounted for over 14.5 per cent of the Fire Department's total calls. Through the introduction of the Fire Fees Bylaw, we want to take the opportunity to educate businesses and citizens on ways to reduce non-emergency calls so our crews can be available to respond to actual emergencies when they happen.

The majority of false alarms can be prevented through system maintenance, modifications to alarm systems, or control of construction, maintenance and renovation of buildings. If you own or manage a facility that encounters repeated false alarms for which there is no actual emergency or fire, we encourage you to look for ways you can prevent future false alarms from occurring.

The safety of our citizens remains our primary concern. If someone believes there is a fire or a fire alarm is activated, call 9-1-1 immediately. No fees will be assessed if a fire was or is in progress.

Included with this letter is an information sheet outlining the new bylaw, related fees, and tips on how to prevent false alarms. We hope you will share this information with others in your buildings and facilities in an effort to help us ensure fire crews are available for those calls where emergency help is truly needed.

Regards,

Steve Dongworth
Deputy Chief, Community Services
Fire Department
Location Code #48