



# **ALARM RESPONSE POLICY**

November 1, 2018

# PEEL REGIONAL POLICE - ALARM RESPONSE

On May 1, 1989, the Peel Regional Police Alarm Response Policy commenced, which permits officers to serve other emergent needs of the Cities of Brampton and Mississauga in The Regional Municipality of Peel. The Alarm Response Policy provides for suspension of police service to premises with a history of false alarm activity.

Peel Regional Police respond to alarm call requests on a daily basis. In 2013, Peel Regional Police received 22,763 alarm calls of which only 2% were valid. Every day valuable police resources are spent in responding to false alarms.

**EFFECTIVE - JULY 1, 2014**

**Peel Regional Police implemented a Cost Recovery Program to assist with increased demands and costs for response to residential and commercial intrusion alarm systems with the intention to further reduce the false alarm dispatches to police.**

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## A. ALARM RESPONSE POLICY

1. This Service recognizes the intent of intrusion alarm systems and will provide the highest standard of service to alarmed premises.
2. This Service does not respond to automatic dialing systems activated by alarms.
3. The Policy is applied equally to all residences and types of business, and places the onus on Alarm Subscribers to ensure systems are operated efficiently and that equipment performance meets the criteria for which it was installed. It allows for verbal and written communication with the Supervisor-Alarm Program by the Alarm Subscriber, Alarm Company and Central Monitoring Station in an effort to reduce false alarms.

4. It is the intent of this Service to:

- (i) respond to alarms in a prompt manner.
- (ii) provide a False Alarm Notice and a copy of the Peel Regional Police Alarm Response Policy to the alarm subscriber after one (1) false alarm in a one (1) year period.

These Notices urge the Alarm Subscriber to contact their Alarm Company immediately and request assistance in avoiding further false alarms, future loss of police service and false alarm fees. Peel Regional Police Alarm Program Unit telephone number is made available for information or enquiries on the Alarm Response Policy.

- (iii) provide a Notice of Suspension to the alarm subscriber after two (2) false alarms in a one year period. However, there are sixty (60) days from the date of the first false alarm before the Suspension Notice is issued. This provides the Alarm Subscriber time to resolve any false alarm issues and to receive the Peel Regional Police Alarm Response Policy.

Police service is suspended for a one (1) year period from the date of the second false alarm. The Alarm Subscriber is urged to immediately contact their insurer and alarm company so that alternative arrangements can be made to protect their premises and to avoid false alarm fees. The Alarm Subscriber is advised that all other police services will be maintained.

5. Reinstatement of police service may be granted at the discretion of the Supervisor-Alarm Program upon receipt of Peel Regional Police Reinstatement Request form from the Alarm Company or the Central Monitoring Station confirming that all issues are resolved.

Confirmation of the reinstatement status will be made directly to the originator of the request. Two (2) further false alarms within the one (1) year period from the date of suspension will result in the confirmation of the original suspension.

6. COST RECOVERY FEES (Effective July 1st, 2014)

Peel Regional Police has implemented a cost recovery program to assist with increased demands and costs for response to residential and commercial intrusion alarm systems with the intention to reduce the false alarm dispatches to police.

The program permits Peel Regional Police to charge a \*fee for any alarm event police have attended and deemed a false alarm, or where police were enroute and an alarm response cancellation request was received from the Central Monitoring Station advising police response was not required (ref. B.1).

The fee will only commence on the confirmed Suspension of the premise and subsequent false alarms thereafter, until the anniversary date of the Suspension is reached and the premise (location) returns to "0" false alarm status.

The Central Monitoring Stations will be billed monthly by Peel Regional Police. The invoice is to be paid in full and discrepancies will be reviewed in the form of a written appeal to the Supervisor-Alarm Program. All appeals will be responded to by the Alarm Program Unit.

- \* False Alarm Fee - \$160 Effective July 1<sup>st</sup>, 2014
- \* False Alarm Fee - \$164 Effective Sept. 1<sup>st</sup>, 2015
- \* False Alarm Fee - \$170 Effective Jan. 1<sup>st</sup>, 2016
- \* False Alarm Fee - \$173 Effective Jan. 1<sup>st</sup>, 2017
- \* False Alarm Fee - \$173 + HST Effective Nov. 1<sup>st</sup>, 2018

## B. DEFINITIONS

1. **FALSE ALARM**  
An alarm call where police responded and were not required; or where an alarm response cancellation request was received after dispatch, from the Central Monitoring Station advising police response was not required.
  
2. **INTRUSION ALARM SYSTEM**  
Device installed to detect an intrusion at a residential or commercial premise and includes panic alarms and interior/exterior detection equipment.
  
3. **PREMISES FILE NUMBER (Premise I.D. #)**  
Number assigned to a specific address by the Peel Regional Police Alarm Program Unit on the first alarm response request. The Central Monitoring Station is provided with this number for future requests for police response to alarm activations at the same location.
  
4. **VALID ALARM**  
An alarm response request is confirmed by the attending police officer that police response was required.

## C. GENERAL

1. Where the volume of calls attributable to power failure or severe weather conditions has a serious effect on resources, police response may be withheld and the caller will be advised of the reason for this action; and to notify this Service if a crime or emergency is confirmed.
2. This Service will accept all telephone requests from a Central Monitoring Station Operator to cancel police response prior to the alarm call being dispatched. Requests to cancel after the alarm call has been dispatched will deem the alarm to be false.
3. This Service acknowledges the importance of alarm verification in preventing false alarms from becoming false dispatches. It is recommended that all verification options be presented to an Alarm Subscriber and in place prior to going on line with the Central Monitoring Station:

Verification Options:

- telephone the premise
- contact key holder(s)
- review number and type of signals
- work schedule, business hours
- audio and visual technology, etc.

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## D. RESPONSIBILITIES

### 1. ALARM COMPANIES - TO ENSURE ALARM SUBSCRIBERS ARE ADVISED OF:

- (i) the Peel Regional Police Alarm Response Policy;
- (ii) the importance of resolving all false alarm issues immediately and to consider all options of alarm verification in an effort to reduce false alarms;
- (iii) their responsibility to ensure that their alarmed location can be identified by a street number/unit number, and in particular an alarmed commercial location, be clearly signed at the front (and rear where applicable); and
- (iv) their responsibility to maintain updated key holder information and to acknowledge the key holder(s) responsibility to be available at the time of every alarm to assist police if required.

### 2. CENTRAL MONITORING STATIONS

- (i) Central Monitoring Stations shall call (905) 453-2121, Ext. 4520 when requesting police response to alarm activations,
- (ii) to enable Peel Regional Police Call Taker to determine the appropriate police response to alarm requests, a Central Monitoring Station Operator must be able to provide the following:
  - Premise I.D. # (assigned by Peel Regional Police)
  - name - residence or commercial (signed as);
  - address - full address, including unit number;
  - telephone or cell number at the alarmed location;
  - the Central Monitoring Station Operator's name or number, toll-free call back telephone number, normal business hours of the business location;
  - verification attempts;
  - if a key holder is attending with an estimated time of arrival;
  - anything unusual about this location or circumstances of the alarm that attending officers should be aware of; and
  - type of alarm - audio, visual, perimeter, interior or manually activated
- (iii) the Alarm Subscriber should be given the opportunity to confirm the accuracy of their information on the Central Monitoring Station records with respect to their alarmed location and shall include the below:
  - (a) street number and street name, all locations have an assigned municipal address. Rural route numbering, R.R. # is not acceptable;
  - (b) location telephone number or cell phone number;
  - (c) any other information to assist police to locate the premises;

For commercial locations, address verification shall include:

- (d) unit or suite number;
- (e) building number (when assigned); and
- (f) name on the business sign, (not the name of the property management company, subsidiary or affiliated company financially responsible for the operation of the alarmed location).

**NOTE:** Each alarm call request has an event number which can serve as a reference for the Central Monitoring Station Operator.

### 3. ALARM SUBSCRIBERS

- (i) All Alarm Subscribers shall ensure that:
  - (a) upon the installation of an alarm system, or any changes in name, address, telephone number or key holder information, the Central Monitoring Station is notified to ensure the information has been correctly added to the Central Monitoring Station records;
  - (b) they are familiar with the causes of false alarms;
  - (c) the alarm system, including batteries, are in good working order;
  - (d) everyone with a key to the premise is familiar with the operation of the alarm system including how to cancel an alarm activation; and
  - (e) key holder listings are current at all times with the Central Monitoring Station.
- (ii) Commercial Alarm Subscribers shall ensure that:
  - (a) the business name used by the Central Monitoring Station is the signed name on the alarmed location;
  - (b) the business name and unit number are clearly visible;
  - (c) in multiple unit locations, unit numbers are posted on all front and rear doors;
  - (d) the Central Monitoring Station has current key holder information; and
  - (e) the key holder, who lives in close proximity to the alarmed location, is prepared to attend on every alarm response if required, to provide access for officers or to properly secure an alarmed location.



## E. CALL 9-1-1

### If there is a POLICE, FIRE or MEDICAL EMERGENCY call 9-1-1

When you call 9-1-1 your call goes directly to the Peel Regional Police 9-1-1 Communications Center. You will be connected immediately to an experienced 9-1-1 operator. The operator will dispatch the appropriate emergency service required and will stay on the line to provide assistance to you until help arrives.

For further information, please contact:

PEEL REGIONAL POLICE  
**Alarm Program Unit**  
7150 Mississauga Road  
Mississauga, ON L5N 8M5

Tel: (905) 453-2121, ext. 4594  
Email: [alarmprogram@peelpolice.ca](mailto:alarmprogram@peelpolice.ca)  
Website: [www.peelpolice.ca](http://www.peelpolice.ca)