



ALARMS

PRP-OP-002

Effective Date: 2014/09/26
Amended: 2018/11/23

Policy Statement

It is the policy of the Regional Municipality of Peel Police Services Board that the Chief of Police is to establish procedures and processes relating to police response to alarm calls, which is has been identified as consuming a significant quantity of police resources which could be better directed to enhancing the police presence in the community.

1. Policy Requirements

It is the policy of the Board with respect to response to alarms, the Chief of Police shall:

- a) Ensure complete compliance with legislative and constitutional requirements, and recognized legal principles;
- b) Maintain both officer and public safety as a priority;
- c) Recognize the intent of intrusion alarm systems and provide the highest standard of service to alarmed premises;
- d) Develop requirements and procedures for police response to alarms;
- e) Develop and implement an alarm response program in order to respond to alarms efficiently and aimed at reducing police attendance at false alarms so that police resources may be utilized effectively to meet the general needs of the community;
- f) Ensure that members involved in the alarm response program have the knowledge, skills and abilities to perform this function;
- g) Ensure that the Domestic Violence Emergency Response System (D.V.E.R.S.) personal alarms are be exempt from the Alarm Program;
- h) Ensure that screening point alerts at Pearson International Airport are exempt from the Alarm Program;
- i) Ensure that an alarm response program allows for verbal and written communication by the alarm subscriber, alarm company and alarm monitoring station, in an effort to reduce false alarms and applies equally to all residences and types of business; and
- j) Conduct ongoing statistical analysis, and qualitative and quantitative review of police response to alarms.

2. Reporting

The Chief of Police shall report on an exception basis as identified below:

- a) On those circumstances where police response to an alarm has resulted in an "exceptional" circumstance, or a circumstance which may be detrimental to the police service; and/or resulted in significant issues of potential risk or liability to the Board and/or the police service; and
- b) On circumstances where a substantial increase in police attendance at false alarms which may have a potential impact on police resources for the community.

3. Authority/Legislative Reference

Board Minute:#63/09/14.

Board Minute: #IC35-11-18

4. Linkage to Appropriate Police Service Procedure/Directive

I-B-108 (F) Alarms