



# ALARMS PRP-OP-002

Effective Date: 2014/09/26

## **Policy Statement**

*It is the policy of the Regional Municipality of Peel Police Services Board that the requirements set out in this document shall form part of the Board Policies and the Chief of Police is hereby directed to implement and comply with these requirements in his/her administration and operation of the Peel Regional Police.*

### **1. Subject**

The guiding principles under which the Chief of Police is to establish procedures and processes relating to police response to alarm calls, and to clarify controls administered in reducing police attendance at false alarms in order that resources may be available to better meet the general needs of the community.

### **2. Specific Definitions**

#### **“alarm system”**

Means any device which is used for the detection of a criminal act or unauthorized entry into a building, structure or facility and which when activated emits a sound or transmits a signal or message to an alarm business;

#### **“cancelled alarm”**

Means an alarm where police response was cancelled prior to an officer being dispatched;

#### **“Domestic Violence Emergency Response System (D.V.E.R.S.)”**

Refers to personal alarms provided to victims of domestic violence who are at high risk of life-threatening violence by their partner. These alarms are monitored by an alarm monitoring company;

#### **“false alarm”**

Means an alarm signal where a police response is not required however police are dispatched and an alarm response cancellation request is received prior to arrival at the scene;

#### **“intrusion alarm system”**

Refers to a device installed to detect criminal activity at a residence or business and includes panic alarms and interior and exterior detection equipment;

#### **“screening point alerts”**

Refers to manually activated alarms at Pearson International Airport which are monitored by the Security Operations of the Grater Toronto Airports Authority.

### **3. 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; and
- 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.

#### **4. Measurement Methods**

The Chief of Police shall conduct ongoing statistical analysis, and qualitative and quantitative review of police response to alarms.

#### **5. Reporting**

On an annual basis, the Chief of Police shall provide the Board with an In Camera report to contain the following information:

- a) Total number of police response to alarms
- b) Total number of police response to false alarms
- c) Percentage of false alarms of alarm responses
- d) Reduction or increase of alarm calls comparison from previous year
- e) Total number of false alarms fees billed
- f) Total number of false alarm fees recovered

The Chief of Police shall also report 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 liability to the Board and/or the police service.

#### **6. Authority/Legislative Reference**

Board Minute:63/1.

#### **7. Linkage to Appropriate Police Service Procedure/Directive**

I-B-108 (F) Alarms