



FALSE ALARM REDUCTION PROGRAM

(REVISED APRIL 1, 1996)

FALSE ALARM REDUCTION PROGRAM LONDON POLICE SERVICE

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The London Police False Alarm Reduction Program involves:

- a) Having an Alarm Control Coordinator who will maintain an ongoing liaison with the alarm/monitoring companies and alarm users to reduce false alarms;
- b) Monitoring alarm calls received by the London Police, and cautioning and sanctioning alarm users when required;
- c) Having alarm/monitoring companies utilize verification procedures as set down by the London Police;
- d) Evaluating alarm calls received;
- e) Terminating police response to premises in accordance with this policy -

IN ORDER TO REDUCE THE NUMBER OF FALSE ALARM CALLS RECEIVED BY THE LONDON POLICE.

1. Definitions:

- 1.1 **VALID ALARM:** A valid alarm is an alarm signal activated for the purpose it was installed.
- 1.2 **FALSE ALARM:** A false alarm is an alarm that prompts a police response to a premises where an emergency does not exist.

2. Response Codes

2.1 Code 3 Routine Calls for Service

Unless otherwise indicated all calls for service will be considered Code 3. A member responding to a routine call for service will comply with existing speed limits and traffic control devices. If a traffic violator or other incident is encountered on route the Member shall render such action as the circumstances require and forthwith notify the communications centre operator of their delay.

2.2 Code 2 Urgent Calls for Service

This Code will be used when the reported incident is of an urgent nature and requires an immediate response. A member responding Code 2 shall proceed as quickly as possible without the use of emergency lighting equipment and comply with existing speed limits and traffic control devices.

2.3 Code 1 Emergency Call for Service

This code will be used when the incident is reported to be a serious crime in progress or other situation of a life-threatening nature. A member responding Code 1 shall proceed as quickly and safely as possible using emergency lighting equipment and siren. Such members may exceed the speed limit by not more than 33 kilometers per and when approaching a red signal light or stop sign the member shall bring the police vehicle to a full stop. After ascertaining it is safe to do so, the member may proceed with caution through the red signal light or stop sign.

3. Cautions And Terminations of Service

3.1 The London Police recognizes the intent of alarms and it is our policy to provide an immediate response to alarm calls where there is confirmation that a crime or emergency exists.

3.2 Two false alarms in any 365 day period at the same premise will result in a Caution Notice being issued to the alarm system user. (see appendix A)

Effective October 1, 1996 a caution notice will be issued after one false alarm.

3.3 One subsequent false alarm in the same 365 day period, after a Caution Notice has been issued will result in termination of police response. (see appendix B)

3.4 After termination, (response) service may only be reinstated to an alarmed premise at the discretion of the Alarm Control Coordinator, under the authority of the Chief of Police, upon provision of written documentation from the user or alarm/monitoring company stating that the problem which caused the false alarms has been corrected and the alarm is in good working order. Any alarm user who has been terminated under the provisions of this policy shall pay a two hundred dollar reinstatement fee to the London Police prior to reinstatement.

3.5 Item 3.2 shall apply to an alarmed premises reinstated in accordance with item 3.4.

3.6 The London Police will not respond to any alarm within the City of London unless the alarmed premises has been registered with the London Police Alarm Control Coordinator and an Alarm Control number has been issued, and the alarm system has been installed for a minimum of 7 days.

3.7 London Police will not respond to alarm calls where the Alarm/Monitoring company has not followed alarm verification procedures as outlined in section 5 of this policy

3.8 The London Police will not respond to alarms that have been communicated

to them by an automatic dialing device and pre-recorded message.

4. Alarm Control Number (ACN)

4.1 Every alarm company installing alarm systems, and those who have alarm systems installed in the City of London, will be required to submit to the Alarm Control Coordinator, a complete and accurate listing of all alarm customers they have in the city.

4.2 This information will then be entered in the Alarm Control File by the Coordinator and each installation will be assigned an Alarm Control Number. The information supplied along with the ACN will then be returned to the supplying company.

4.3 From that point on when an alarm/monitoring company reports an alarm to the Communications Centre, the Alarm Control Number and the premise address will be given to the communications operator, along with the identification number of the caller.

4.4 The ACN will be queried in the Alarm Control File and its accuracy confirmed by the communications operator. If there is a discrepancy between the ACN and the address, or no ACN is on file, the police will not respond to the alarm.

4.5 London Police will not respond to alarm calls where there is no Alarm Control Number given by the complainant.

5. Verification

Verification is action taken by an alarm/monitoring company to establish whether or not a police response is required.

5.1 It is the responsibility of the alarm/monitoring company to attempt to verify alarms.

5.2 Verification of alarms will occur prior to notifying the police.

5.3 If the alarm/monitoring company confirms the alarm is false, the police shall not be called.

5.4 Acceptable methods of verification are under (appendix C)

5.5 It is the responsibility of the alarm/monitoring company to ensure that each user is aware that verification will take place and to instruct the user on the procedures of verification as it may apply to each alarm installation.

5.6 If verification cannot be made or if the alarm company does not believe an authorized person has been contacted, then Police should be contacted. If no other sanctions apply, officers will be dispatched to investigate. If the alarm is subsequently determined to be false then it will be documented as such.

5.7 Alarm/monitoring companies are to be aware of the usual business hours of the premise where they have installed alarm systems. Using this information, incidents will arise where it may not be prudent to dispatch the Police to the alarm. Each of these incidents must be evaluated on its own merits.

5.8 Communication operators querying the Alarm Control File for the premise history prior to dispatching officers will determine if the alarm/monitoring company has attempted to verify the alarm prior to dispatch.

5.9 If a keyholder is contacted and advises that he/she will not be responding to the alarm, then police are not to be called. (A keyholder is required to attend every alarm call.)

6. Responsibilities - Alarm/Monitoring Companies

6.1 It will be the responsibility of the alarm/monitoring companies to be fully aware of the London Police False Alarm Reduction Program and conform with it.

6.2 Alarm/Monitoring companies must provide up-to-date, accurate information to the London Police through the Alarm Control Coordinator, on any pertinent changes to their company and/or customers.

6.3 It is the responsibility of the alarm/monitoring companies to ensure that their customers are properly educated in the use of the alarm system, and verification procedures required by the London Police.

6.4 Alarm/monitoring companies are responsible for up-to-date, accurate keyholder files for each of the monitored alarm premises they service.

6.5 Alarm companies installing local alarm systems will assist their customers in forwarding keyholder information to the Alarm Control Coordinator.

7. Responsibilities - Alarm Users

7.1 Alarm users are responsible for their alarm activity.

7.2 It is the users responsibility to ensure all persons who are authorized to use the alarm system are properly trained. This will include third party users, such as sub-contractors and maintenance staff.

7.3 Should an alarm system be terminated, it will be the user and/or the alarm/monitoring company who must submit in writing to the Alarm Control Coordinator what steps have been taken to eliminate the problem, if they wish to apply for reinstatement.

7.4 It is the responsibility of the user to ensure that an I up-to-date, accurate list of keyholders is supplied to I the alarm/monitoring company.

7.5 The user must understand that the keyholders have a responsibility to attend at an alarm scene if requested to do so by the alarm/monitoring company or the police and their response to the call must be as soon as the call is received.

7.6 To the extent that each alarm system allows, the keyholder must assist responding officers in determining the origin of an alarm signal in the system and its cause.

7.7 Persons installing their own alarm systems must advise the Alarm Control Coordinator. Information about the system will then be entered into the Alarm Control File. Keyholder information relating to these systems must also be forwarded to be entered into London Police Keyholder File.

8. Responsibilities - Alarm Control Coordinator

8.1 It will be the responsibility of the Alarm Control Coordinator to monitor all alarm calls received by the London Police.

8.2 In the course of monitoring the alarm calls, it will be the responsibility of the Coordinator to issue Caution Notices and Termination Notices to the alarm system user, and to advise the alarm/monitoring companies of this action.

8.3 The Coordinator will be responsible for the updating of the Alarm Control File.

Generally, the Alarm Coordinator will be available to take an active role as liaison with the alarm companies, users and members of the London Police. This will allow for open interaction between the department and the public who are involved with alarms, to eliminate chronic false alarm problems.

9. Responsibilities - Communications Centre

9.1 Communications Supervisors may use their discretion in overriding the Code 2 response assignment for an alarm call after taking into consideration

circumstances and conditions that exist at the time the call is received.

9.2 In the event that demands for service exceed the capability of the police to respond within 30 minutes. the Communications Supervisor may determine that a police response is not prudent and will advise the alarm/monitoring company of this at the time.

9.3 In the event of "multiple hits" being received from an area as the result of a probable weather condition or power failure. the Communications Supervisor will advise the alarm/monitoring company that there will be no police response. The alarm/monitoring company will have to justify a police response.

9.4 It is not the function of police communication operators to call keyholders. or to call alarm/monitoring companies to determine if keyholders have been notified and whether or not someone is attending.

9.5 It is not the function of police communication operators to attempt to verify alarm calls. This is a function of the alarm/monitoring company.

9.6 If responding officers clear an apparently secure premise when a keyholder is on route. the Communications Centre will not re-dispatch officers upon keyholder arrival. unless some sign of criminal activity exists.

9.7 The Communications Centre may dispatch officers to a reported false alarm should they believe that circumstances warrant such action.

9.8 When responding officers advise the Communications Centre of the reason for a false alarm. the communications operator will note this reason on the occurrence card for future reference and for appropriate action by the alarm control coordinator.

9.9 If notified of an alarm where no Alarm Control Number is located in the File, the communication operator will note this on the occurrence card and officers will not be dispatched to the alarm call unless approved by a communications supervisor.

9.10 The Communications Centre will enquire if there has been an attempt to verify the alarm by asking the monitoring station the name and phone number of the keyholder that was contacted, prior to accepting the call. If there has been no attempt to verify the alarm, the Alarm/Monitoring company will be instructed to attempt verification and, after doing so the communications centre will be called if Police are required.

10. Responsibilities - Responding Officers

10.1 Officers dispatched to alarm calls will respond according to the dispatch code supplied by the Communications Centre.

10.2 Officers will clear the scene when checks reveal the premise appears secure, and will not wait for keyholders to arrive.

10.3 If a keyholder attends prior to officer departure, officers will check the premise and may receive the necessary assistance from the keyholder.

10.4 Officers will note in their duty book the particulars of the keyholder, should one attend, including work phone number, position in the company, and the cause of the alarm.

10.5 If the alarm is false, officers will advise the Communications Centre of this and state the cause as being either, "user", "system" or "unknown".

10.6 If the alarm is valid, the officer will advise the Communications Centre of this and the nature of the offence which caused the alarm.

10.7 If there are any circumstances which the officer feels should be investigated further, such as keyholder problems, or an obvious problem with the alarm system or its application, these concerns should be submitted on a general occurrence report to the attention of the Alarm Control Coordinator.

APPENDIX "C" - Acceptable Methods of Verification

- 1) Audio Communications. The establishment of voice communication with an authorized person at the premises who may indicate that no emergency exists.
- 2.) Cancel Code. The utilization of a feature in the panel that permits the system to send a unique signal to the station that will cancel an alarm signal after it has been sent.
- 3.) Video. The installation of a video system that provides the monitoring station with the ability to confirm criminal activity when a signal is received.
- 4.) Keyholder or Alternative Response. The confirmation that a signal is an emergency, either by the keyholder or an alternative response agency, made before dispatching the police.
- 5.) Other. In the absence of confirmed criminal activity, the monitoring station shall implement a verification process that attempts to establish communication with an authorized person at the premises who can confirm that no emergency exists. This will include attempts to contact person(s) on a keyholder list when contact with the premises cannot be made.

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