



DURHAM REGIONAL POLICE

leaders in
community safety



Alarm Management Program

Alarm Companies Online Registration/Update

It is the goal of the Durham Regional Police Alarm Management Program to provide outstanding service and protection to the citizens of the Region of Durham and their property.

Our revised Alarm Management Program took effect January 1, 2008 and no longer requires residents/business owners to register their premises for alarm response, nor pay re-instatement fees. Premises will no longer be subject to a suspension from the program, which will allow our officers to continue to provide outstanding protection and service.

We have amended our cost recovery solution to address the increasing demands for Police response to monitored alarms within the Durham Region. All fees will be charged directly to the Central Monitoring Stations representing the premise owners.

Durham Regional Police will charge the Central Monitoring Station \$150.00 for all monitored alarms requesting a police dispatch, which are found to be false. \$75.00 for alarms that are cancelled while officers are en route.

If the alarm, is in fact, an indication of criminal activity (e.g. Break & Enter, Property Damage etc. that has just occurred), no remittance from the Central Monitoring Station will be required.

Alarm Verification is a strategy that we will use to prevent false alarms from becoming false dispatches. The amended 2008 Alarms Management Policy requires that all alarm calls be verified prior to a request for Police Response. A verified alarm call will be dispatched to the first available police unit. A non-verified alarm call will be processed at a lower level, which could result in a significant delay before a dispatch is made.

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DRPS Member

ID Code



Frequently Asked Questions

(1) Where is the Alarms Management Unit located?

The Alarms Management Unit is located at 605 Rossland Rd E, Whitby, Ontario. Our office hours are 8:00 a.m. to 4:00 p.m., Monday to Friday. We are closed on weekends and Statutory Holidays. You can contact us by phone 905-579-1520 ext. 4454, by fax 905-666-8733 or by email alarms@drps.ca

(2) Where does the money go?

All monies collected are used to offset the costs of Police response to alarms within the Durham Regional Police Budget, as approved by the Police Services Board and Regional Council.

(3) How do I know the police actually responded to my alarm if I wasn't there?

The Durham Regional Police Service receives a request for dispatch from your monitoring station. Our dispatch computers record the time the call was received, dispatched to the officers, the time they arrived and the time that they cleared from the premise. Your monitoring station can verify a dispatch to police.

(4) If my Central Monitoring Station receives an invoice for a false alarm but there was a break and enter, what do I do?

If you return home or to your business and discover that in fact the premise was broken into you must immediately contact Durham Regional Police Communications. The call taker will create a call for service and either have an officer attend or have an officer contact you by phone (you will be advised at the time of your call.) Once the Break and Enter report has been taken, you must contact your Central Monitoring Station. On

your behalf, they will submit a Disposition Appeal Request to the Alarm Management Unit.

(5) What is alarm verification ?

Your Central Monitoring Station will be required to attempt to verify your alarm prior to requesting a police dispatch. We have offered them several options;

- The Central Monitoring Station has established audio communication with the premise and has confirmed the need for emergency assistance; or
- The premise owner or a party present at the premise has activated the key pad panic authorization; or
- The Central Monitoring Station has established video contact with the premise and has observed a security breach at the premise; or
- The Central Monitoring Station has established contact with the premise owner and has confirmed unauthorized activation of the premise alarm; or has made at least two (2) attempts, using two (2) separate telephone numbers to contact the premise owner or authorized key holder; or
- The Central Monitoring Station has confirmed the presence of cross zone activation at the premise; or
- The Central Monitoring Station has confirmed that there is eye witness verification in support of the alarm.

Central Monitoring Stations must sign and adhere to the policies and provisions set out in a service agreement.

(6) Who would the Police Service recommend for an alarm company?

Durham Regional Police will not recommend any specific Alarm Company. We will advise however to obtain three quotes from three different types of services, such as a small, medium and larger size company. This can usually be determined by the size of their yellow page ad. Once you have met with each of the three you will have a better understanding of what each has to offer and something to compare one to another.

We do require all Central Monitoring Stations to have on file, a Service Agreement with our Police Service. Requirements for the Service Agreement include membership in CANASA (Canadian Security Association) and Certification with the ULC (Underwriters' Laboratories of Canada). Both have useful web sites that may include information helpful to you in choosing your monitoring system.

www.canasa.org

www.ulc.ca

(7) What if I don't have a Central Monitoring Station?

Requests for police dispatch in response to alarm activations that come directly from the premise owner, or an agent acting on behalf of the owner, will be invoiced to the premise owner at the same cost recovery rate. Failure to remit payment will result in a collections initiative.

(8) How will I know if my Central Monitoring Station has a signed Service Agreement on file with Durham Regional Police?

Click [here](#) to view a list of the Central Monitoring Stations that have a valid Service Agreement On file with our Service. Monitoring Stations that are not on this list will not be recognized as an authorized agent of the premise owner or occupant, and Durham Regional Police will not dispatch a call for service.

An alarm system can be a valuable tool in deterring crime and providing peace of mind. However, as the owner of a security system you have a responsibility to use the system properly. A false alarm wastes valuable time and money, both yours and your local police department's.

We strongly recommend that the alarm holder be encouraged to use 9-1-1 during an emergent event.

Prevention Checklist

False alarms are costly and dangerous because they divert police officers from calls that may be true emergencies.

Resolving False Alarms is everyone's responsibility. There are some simple measures that can be taken to

reduce false alarms. The following are simple tips that can dramatically reduce the number of false dispatches you may experience.

Tips to Reduce False Alarms

- Correct all draughts that may move plants or curtains.
- Insist your keypad is easily accessible from the entry/exit points.
- Replace your battery back-up every three years.
- Insist your system has a cancel signal.
- Request annual maintenance checks by your alarm company.
- When re-modeling or adding pets, inform your alarm company.
- Ensure ALL key holders are trained in the proper use of the system.
- Never provide a key to someone who is not familiar with your alarm system.
- Make sure your Central Monitoring Station has up to date key holder information and that those key holders are willing to attend should police require them.
- Keep pets, cobwebs, balloons, fax machines and fans away from motion sensors.

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Contact us: Emergency - 911

Non-Emergency - Local: (905) 579-1520 Toll Free: 1-888-579-1520
