



WINDSOR POLICE SERVICE

Al Frederick, Chief of Police

P.O. Box 60

Windsor, Ontario N9A 6J5

November 23rd, 2017

Effective Wednesday December 13th, 2017, the Windsor Police Service will be providing 911 call-answering and Police Dispatch Services for the Amherstburg Police Service. It is important to note the following procedural changes when contacting our dispatch centre for alarms.

The Windsor Police Service utilizes the **Avaya** Contact Centre and Forced Call Answer System which will automatically respect the call priority, place calls on hold as required and play a recorded announcement when all call-takers are busy on active calls. The calls will then be dropped into the call-taker's headset in priority sequence.

With **Forced Call Answer**, calls will be answered in the following priority sequence:

911 calls – Priority One (1)

Ambulance, Fire and Alarm calls – Priority Two (2)

(519) 258-6111 Non-Emergency calls – Priority Three (3)

This poses a problem for out of town Monitoring Stations that are unable to call **911** for “**Hold-up, Medical and Panic Alarms**” in addition to all **Pharmacies and Financial Institutions**. **Effective Wednesday December 13th, 2017**, all out of town Alarm Companies requesting dispatch for Amherstburg Police Service (in **Priority Two (2)** sequence) are required to call **(519) 258-1713** for the above noted alarm calls only. All other alarm calls will be called in utilizing the non-emergency number **(519) 258-6111**.

Local Alarm Companies can continue to call **911** only for “**Hold-up, Medical & Panic Alarms**” along with **Pharmacies and Financial Institution alarms**. All other alarm calls will be called in utilizing the non-emergency number **(519) 258-6111**.

For both out of town and local alarm companies - the monitoring station **must immediately identify the Police Agency as either “Amherstburg” or “Windsor”**. All Amherstburg Police Service dispatches will **NOT BE CANCELLED** under any circumstances.

Please ensure that all staff is made aware of these important changes to ensure a smooth transition and to alleviate any unnecessary delays in service.

Thank you in advance for your cooperation.

Katherine Rudover

Katherine Rudover

Alarm Coordinator

Windsor Police Service



WINDSOR POLICE SERVICE

Security Company Registration

krudover@police.windsor.on.ca

Windsor Police Service
P.O. Box 60 or 150 Goyeau St
Windsor, Ontario N9A 6J5
(519) 255-6700 Ext. # 4457
(519) 255-7954 By Facsimile

REGISTRATION #

ALARM COMPANY INFORMATION

COMPANY NAME	
EMAIL ADDRESS	
ADDRESS	POSTAL CODE
PHONE NUMBER	MAILING ADDRESS IF DIFFERENT THAN ABOVE

TYPE OF SERVICE

INSTALLATION SERVICE MONITOR

OTHER AFFILIATED COMPANIES

NAME	INSTALLATION <input type="checkbox"/>	MONITOR <input type="checkbox"/>
NAME	INSTALLATION <input type="checkbox"/>	MONITOR <input type="checkbox"/>
NAME	INSTALLATION <input type="checkbox"/>	MONITOR <input type="checkbox"/>

COMPANY CONTACTS

NAME	HOME #	CELL #	OTHER #
NAME	HOME #	CELL #	OTHER #
NAME	HOME #	CELL #	OTHER #

CERTIFICATION

A. Modifications to this information must be forwarded to the Alarm Coordinator within 15 days of the change.
 B. It is the Alarm Companies responsibility to register with the Windsor Police Service and ensure that a valid alarm registration exists. Terms of the Agreement of Understanding under the Windsor Police Services Board False Alarm Reduction Bylaw must be adhered to.

I CERTIFY THAT ALL INFORMATION CONTAINED HEREIN IS CORRECT TO THE BEST OF MY KNOWLEDGE"

APPLICANT'S NAME

APPLICANT'S SIGNATURE

DATE

The personal information on this form is being collected under the authority of the Municipal Freedom of Information & Protection of Privacy Act for the purpose of administering alarm responses, pursuant to the Windsor Police Services Board's False Alarm Reduction By-law & for other law enforcement purposes, where they are consistent with the Municipal Freedom of Information & Protection of Privacy Act. I understand & agree that the information contained herein will be provided, on my behalf, to the Windsor Police Service.