



NIAGARA REGIONAL POLICE SERVICE

Chief of Police Bryan MacCulloch, BA, MA

To Whom it May Concern,

The Niagara Regional Police Service is dedicated to serving and protecting residents and visitors within the Regional Municipality of Niagara. In partnership with the community we provide quality policing services with integrity, diligence and sensitivity. One of our core beliefs is developing creative solutions to policing concerns through community oriented policing. Our research indicates that we receive and respond to approximately 6,500 residential and business intrusion alarms each year, 99 per cent of which are deemed false. In order to continue providing the highest level of quality policing possible in an efficient and effective manner, we are transitioning our fee-based False Alarm Reduction Program to a no-fee Verified Alarm Response Program for residential and business intrusion alarms. This is in keeping with evolving practice of police services across Ontario.

Our revised alarm program will take effect July 1, 2018 and residents and businesses will no longer be charged a fee to register alarm systems at their premises or pay fees for police response to a false alarm. Alarm companies may still be requested to register their customer information with our police service.

Alarm companies and alarm monitoring agencies will be required to verify any intrusion alarm prior to requesting a police response. The Niagara Regional Police Service will not accept any intrusion alarm that has not been verified. There are a number of ways that an intrusion alarm can be verified by an alarm company or a monitoring agency; any **one** of the following would justify a verified dispatch request:

- audio sensing/signals that confirm criminal activity by the sounds detected within the premise;
- video monitoring that confirms criminal activity through visual images;
- confirmation made by an owner, key holder, an alternate response agency, or a witness on scene who can confirm the existence of a suspected criminal act; or
- multiple alarm activation points whose manner or sequence of activation indicates that suspected criminal activity is, or has taken place.

A verified intrusion alarm call will be dispatched to the first available police unit.



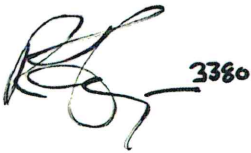
The Niagara Regional Police will continue to respond to calls for service; however, it will be the responsibility of the monitoring company or monitoring agency to verify the alarm and determine if a police response is requested prior to contacting the Niagara Regional Police.

The Verified Alarm Response Program only applies to residential and commercial intrusion alarms being reported by an alarm company or monitoring agency. Hold-up, robbery, panic/duress or registered Mobile Tracking Emergency Response System alarms called in by an alarm company or monitoring agency are not affected by this change and will continue to receive priority police response.

The Niagara Regional Police is committed to working with all of our stakeholders to help ensure that we are providing the most efficient and effective policing services possible. We understand that a Verified Alarm Response Program may result in changes with the way you do business with your customers and we are prepared to assist you in making this transition as smooth as possible.

We will be hosting an industry information session for alarm companies and monitoring agencies at 2pm on Monday, May 14, 2018 at Niagara Regional Police Headquarters 5700 Valley Way, Niagara Falls and you are invited to attend that session. In the interim, should you have any questions please contact Superintendent Richard Frayne at Richard.Frayne@niagarapolice.ca.

Thank You,



Richard Frayne
Superintendent
Operational Support