



Toronto Police Service

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Mark Saunders
Chief of Police

File Number:

To: Representatives

Monitoring Stations Registered with the Toronto Police Service

NOTIFICATION OF PENDING AMENDMENTS TO THE ALARM RESPONSE POLICY –SPECIFICALLY VERIFIED RESPONSE

On a daily basis, the Toronto Police Service and its members endeavor to respond to new demands and pressures, contain costs and place our resources where they are needed most. Throughout the years, various policies have been introduced to reduce police attendance at false alarms. Despite these efforts, the Toronto Police Service has continued to provide response to a high number of alarm events, which year after year, have been found to be false.

Our Strategy Management Unit has re-examined the 2014 Chief's Internal Organizational Review (CIOR) which identified opportunities to improve upon efficiencies throughout the Toronto Police Service. The CIOR was conducted in consultation with the Canadian Security Association (CANASA) to address alarm related calls for service. The review showed that in 2016, 97% of alarm activations reported were identified as false and that alarm activation is not necessarily an indicator of criminal activity.

In 2015, the Toronto Police Service deferred implementing a verified response to burglar alarms until further notice. The deferral was for the benefit the alarm industry and its clients in order to make the necessary contractual and business practice changes. Correspondence about this decision was issued in November 2015 to all registered monitoring stations and CANASA.

Effective September 10, 2018, the Toronto Police Service will be fully implementing a "verified response" requirement for all burglar alarm activations. As such, a revised Alarm Response Policy will be issued. This method of response has been found to be an effective way to reduce police attendance at false alarm related calls for service; allowing for a more effective deployment of police resources.

This implementation date is being communicated to all registered monitoring stations and the Canadian Security Association (CANASA).

What does this mean?

- The Toronto Police Service will no longer respond to alarms solely on the request of alarm monitoring stations
- The verification requirement will apply to burglar alarm activations
- **Panic Alarms** will **NOT** be included in the verified response requirement

Verified response is defined as:

The requirement of validation that criminal activity is occurring/has taken place OR there is imminent threat to personal safety PRIOR to requesting a police response.

Burglar Alarm – includes, but is not limited to, alarm distinctions described as burglar, motion, door, window, glass break, etcetera.

Verification of a burglar alarm can be established using one of more of the following methods:

- Audio device
- Video device
- Eyewitness (private security or person on scene)
- Multiple zone activation

Panic Alarm activation includes, but is not limited to; alarm distinctions described as panic, hold-up, duress, emergency button, etcetera.

The Toronto Police Service will continue to treat alarm activations as a high priority call for service with our response being determined by the nature of the call, demand, priorities and resources available at the time of the request for service.

In the event of any questions regarding the verified response policy, please contact the Alarm Response Coordinator, Sergeant Wendy Drummond or a member of the Alarm Unit via email at alarms.program@torontopolice.on.ca or telephone at 416-808-8860.



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