



To: Monitoring Stations
Re: GPS Monitored Alarm Verification Strategy 2014

In response to the increasing demands for police response to monitored alarms and, in particular, the increased numbers of false alarms within the City of Guelph, the Guelph Police Service is implementing an Alarm Verification Strategy in cooperation with Central Monitoring Stations. As an established monitoring company you are receiving this notification letter although your current customers may not include Guelph premises owners.

Alarm systems are valuable tools in deterring crime and providing peace of mind. However, false alarms waste valuable resources and put others at risk.

Commencing March 1, 2014, Central Monitoring Stations servicing Guelph property owners' premises will be required to verify alarm calls prior to requesting Guelph Police response. Verified alarm calls will be dispatched to first available Guelph Police Service two officer units for response. Non-verified alarm calls will be processed at a lower level of police response.

The Guelph Police Service will charge the Central Monitoring Station a fee of \$160.00 for all monitored alarms requesting a police dispatch which are found to be false (ie. upon arrival, no evidence of criminal activity) or \$80.00 if the request is cancelled when police are en route. It is to be noted that in the case of banks and other financial institutions, requests for police dispatch cannot be cancelled and the fee of \$160.00 will be due and payable for false alarms at such premises. Where it is determined criminal activity has, in fact, occurred (ie. break and enter; property damage) no remittance from the Central Monitoring Station will be required.

The following will be considered verified alarm calls eliciting Guelph Police Service first available two officer response:

- The Central Monitoring Station has established audio communication with the premises and has confirmed the need for emergency assistance; or
- The premises owner or a party present at the premises has activated the key pad panic authorization; or

Monitored Alarm Verification Strategy 2014

Page 2

- The Central Monitoring Station has established video contact with the premises and has observed a security breach at the premises; or
- The Central Monitoring Station has established contact with the premises owner and has confirmed unauthorized activation of the premises alarm or has made at least two attempts, using two separate telephone numbers, to contact the premises owner or authorized key holder, or;
- The Central Monitoring Station has confirmed the presence of cross zone activation at the premises; or
- The Central Monitoring Station has confirmed that there is eye witness verification in support of the alarm.

Your company may or may not be monitoring properties in Guelph. If you currently have Guelph premises owners for whom you provide monitoring services, please refer to the attached service level agreement with the Guelph Police Service. You are asked to sign and return the document to:

Sandra Odorico
Manager, Data Services
Guelph Police Service
15 Wyndham Street, South
Guelph, ON N1H 4C6

As well please send us your contact information to be used for billing.

For further inquiries please contact:

Sandra Odorico
Manager, Data Services
Guelph Police Service
15 Wyndham St. South
Guelph, ON N1H 4C6
(519) 824-1212 Ext7059
Sodorico@guelphpolice.ca