



Edmonton Police Service
9620 – 103 A Avenue
Edmonton, Alberta T5H 0H7
Fax: (780) 421-2341

TO: Alarm Program Members

DATE: 11 February 2003

FROM: Constable Terry JORDAN
Crime Prevention and Youth Unit

SUBJECT: EDMONTON POLICE SERVICE (EPS) INTERNAL POLICY CHANGES IN
REGARDS TO EPS RESPONSE TO INTRUSION ALARMS EFFECTIVE APRIL
15, 2003 (NOTICE #03-01)

The EPS has been working with the Alarm Industry to reduce the number of calls for service for false alarms in Edmonton. In 2001 the EPS responded to a total of 7612 Residential and Commercial alarms and 94% were false alarms. In 2002 the EPS responded to 9104 Residential and Commercial alarms and 88% were false. These figures do not include those calls that were entered for dispatch but have been cancelled prior to police arrival. They reflect the actual number of calls EPS arrived on scene. This is creating an unrealistic demand upon police resources/budget and cannot continue.

As a result of meetings held with the Alarm Bylaw Review Committee and a presentation made on December 4, 2002 CANASA meeting, the EPS allowed the Alarm Industry to conduct self monitoring to reduce the call load. This has not occurred and the false alarms calls are still increasing. Therefore the EPS is announcing the following policy changes regards to EPS response to the reported intrusion alarms.

- All “SINGLE HIT” intrusion alarms from residential premises, will require VERIFICATION that this alarm is not false before police response is approved. Verification can be from subsequent signals from the premise, audio or video verification from the premise or third party verification.
- All “SINGLE HIT” intrusion alarms from commercial premises will be subject to the same verifications requirements between the hours of 7:00 AM to 5:00 PM (Monday through Friday) before police response is approved.
- All alarms reported to the EPS will be checked to ensure that the reporting Alarm Monitors are following the requirements of the Edmonton Alarm Bylaw Section 12. Those firms that fail to take all the necessary verifications steps may be held accountable as per the provisions of the bylaw. (Section 12 (1) Fail to verify alarm status \$500.00)

These policy changes will take effect on April 15, 2003. EPS Communications personnel have begun a process of conducting inquiries with alarm monitors in order to confirm that all verification processes have been undertaken as required by the Alarm Bylaw. This process will continue in an effort to educate alarm monitors, and to reduce the number of false and inappropriate alarm reports. Those alarms that have not been properly verified will not be approved for police dispatch and the monitoring station will be advised accordingly.

The above changes are to internal EPS Policy and the Edmonton Alarm Bylaw has not been revised at this time. We are taking these steps to reduce the tremendous drain on resources that the current false alarm problem is creating.

Cordially,

CST Terry JORDAN
Edmonton Police Service
Crime Prevention Unit-Alarm Program Coordinator



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TO: Alarm Program Members

DATE: 11 February 2003

FROM: Constable Terry JORDAN
Crime Prevention and Youth Unit

Subject: Edmonton Alarm Permit Information

The EPS Alarm Program Staff are encountering numerous alarm permits that do not have current and valid information. Some examples of the problems with Alarm Permit information are:

- Alarm Company/Monitoring Station changes but the permit holder fails to notify the EPS Alarm Program (Alarm Bylaw Section 9 - \$100 fine for permit holder failing to notify/ update permit information)
- Alarm Company Staff/Agents incorrectly filling out the permit application and making errors on the address or name. (Alarm Bylaw Section 10 - \$100 fine for anyone providing incorrect, incomplete or misleading information)

If an Alarm Company takes over an alarm system from another firm, please ensure that the permit holder makes the required updates. There is a \$10 administration fee to update and change the permit information.

The EPS Alarm Staff will not release any permit information to the new company unless we are in possession of a signed Alarm Permit Application Update from the Permit Holder.



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TO: Alarm Program Members

DATE: 12 March 2003

**FROM: Constable Terry JORDAN
Crime Prevention and Youth Unit**

**Subject: Alarm Permits for portable construction site trailers
(Notice # 03-03)**

With recent changes in Edmonton Police Service (EPS) Alarm policy we have been reviewing all alarm permit applications. In the past some permits were issued to construction firms for their portable trailers that they set up at construction sites. These permits had been issued to that company and the EPS allowed permit application updates when the trailer was moved from one construction site to the next.

All alarm permits are address specific and are not transferable from one address to the next. This is covered under Section 11(1) of the Edmonton Alarm Bylaw. Those firms that have been issued these types of permits will be notified in writing that these permits have been cancelled pursuant to the Alarm Bylaw once the construction trailer has been moved.

Alarm permits can still be obtained for the construction trailer, but the permit is for that address only and valid for the period of time that the trailer is on site. A new permit must be obtained for each and every site.

There are a limited number of these types of permits in use and the EPS Alarm Control Staff will notify those firms involved directly. This letter is to notify those monitoring stations that handle these types of clients of this policy change that takes effect immediately.



Chubb Security Systems

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Dear Chubb Customer:

An important message for Chubb Customers in the City of Edmonton

Chubb Security Systems is committed to keeping you informed of any changes to police and emergency response in your region. We would like to take this opportunity to inform you of the upcoming changes in the City of Edmonton.

The City of Edmonton implemented a Bylaw 10922 to assist in reducing the number of calls for police response to events that turn out to be false alarms. Since false alarms are continuing to place a significant demand on police resources, the Edmonton Police Service will implement their revised police response procedures on April 15, 2003.

Residential Premises – police will not attend on a **single alarm** or a generic burglary signal (i.e. burglary signal with no definition of the alarm point), without prior **verification** of that alarm.

Commercial Premises – police will not attend on a **single trip** or a generic burglary signal generated between the hours of 7am to 5pm (Monday to Friday), without prior **verification** of that alarm.

Police consider **verification** to be the generation of **subsequent signals** from the alarm system. Verification may also take the form of **audio or video contact, or a confirmation report from someone attending the scene**.

We remind customers **who might not currently be registered** to ensure that their alarm system is registered with the police. Police will not respond if the Monitoring Centre cannot provide them with a valid permit number. **Please communicate the permit number to our office to avoid unnecessary fines from the police.**

- The permit fee is \$30.00 (for Residential, Commercial & Financial) and is a **one time registration**.
- The fees for police response to **each false alarm** (1st, 2nd, 3rd & 4th dispatch) are as follows:

	Burglary	Hold-up
Residential Premises	\$75.00	\$75.00
Commercial Premises up to 500 sq. metres	\$100.00	\$100.00
Commercial Premises over 500 sq. metres	\$150.00	\$150.00
Financial Premises (Branch or ATM)	\$150.00	\$150.00

The 4th false alarm in a 12th month period will result in the suspension of police response to the premises for three months.

Chubb encourages customers to ensure that their emergency contact list is current. This will enable the Monitoring Centre to provide accurate verification of alarm signals. If you would like to update any of the contact numbers or authorized designates on your contact list, please contact Chubb at (780) 423-3281 **or** by Fax at (780) 425-4196. **Your Chubb representative can help in identifying guard response or key-holder response options.**

To obtain a copy of the Edmonton Police Service policy, please visit our website at www.chubbsecurity.com, then proceed to **News, Event, Affiliations** and then to **Police and Fire Response Programs**.

If you require any other information, please do not hesitate to contact our Customer Service Center at

1-888-844-CHUBB.