



# False Alarm Reduction

## Registration of your Alarm System

**Registration is not required** however we recommend that you do register, especially if the system is new to you. False alarms occur frequently with new alarm users as well as businesses with a high employee turn-over. Accurate up-to-date information about alarm subscribers and the monitoring companies serving them, helps the Hamilton Police Service know who to contact in case of an emergency.

Registration is yearly and will begin on the day payment is received.

**The benefit for you is that fees for police response to false alarms are less if the premise is registered.**

### YEARLY REGISTRATION FEES

Residential: \$24.00

Non-Residential: \$48.00

## Hamilton Police Service False Alarm Reduction Unit

155 King William Street  
PO Box 1060, LCD 1  
Hamilton, ON L8N 4C1

**Phone:**

905-546-4718

**Fax:**

905-546-5480

alarms@hamiltonpolice.on.ca

## ENHANCED CALL VERIFICATION: Avoiding False Alarms

### What is Enhanced Call Verification and how does it work?

Enhanced Call Verification is a simple and effective way that you can prevent law enforcement from responding to a false burglar alarm at your home or business. It requires your alarm company to attempt to verify a burglar alarm activation by making a minimum of two phone calls to two different numbers prior to dispatching law enforcement. The first call is to the home or business where the alarm is occurring, and, having failed to reach a responsible party, a second call is made to a different phone number that will be answered after hours or when the alarm owner is away. The most effective second call is to a cell phone.

The Enhanced Call Verification procedure is only used for burglar alarm signals. All fire, medical, panic, hold-up or duress and robbery signals would follow the dispatch procedures required by your local ordinance and/or policies and in accordance with the alarm company's standard operating procedures.

### What is a typical scenario where Enhanced Call Verification would be used?

You are in your car getting ready to go to an appointment. You realize you have forgotten something you need inside. Instead of turning off your alarm system, you think you can beat the exit delay so you just run in, get what you need, and run back out. You are a couple blocks away when your cell phone rings. It is your alarm company notifying you that your alarm has activated. They already called the premises, but received no answer and want to know if law enforcement should be dispatched. You realize that you set off the alarm when you re-entered your premises because you did not beat the exit delay on your system. You provide the appropriate password and prevent a law enforcement response to a false alarm.

### How can Enhanced Call Verification benefit you?

Enhanced Call Verification provides alarm users with a simple way to help avoid false alarms and the fines imposed by many cities and counties, including alarms caused by:

- o After-hours cleaning crews, scheduled maintenance work, or employees who forget their password;
- o Forgetting to close a window or door before activating your alarm system, leaving pets in areas protected by motion detectors or by authorized users returning home and not remembering their password.

### How will Enhanced Call Verification benefit the community?

Communities where Enhanced Call Verification is required have seen law enforcement response to false alarms reduced by 30%-50%. These reductions lower costs, save tax dollars, and help ensure officers will be available to respond to real emergencies.

### How do I request Enhanced Call Verification from my alarm company?

Contact your alarm company and tell them you want Enhanced Call Verification monitoring procedures for your account. Most alarm companies already offer this service at no cost to the alarm user, and many have made it their standard operating procedure for burglary alarms. Make sure your emergency call list is up-to-date and provide your cell phone number. Ensure the person selected for Enhanced Call Verification is educated on the correct procedure and knows the necessary passwords.

*Enhanced Call Verification is endorsed by the International Association of Chiefs of Police and the False Alarm Reduction Association as an effective tool in reducing the number of police dispatches to false burglar alarms.*



**Your premise could be suspended on the fourth false alarm.**

**Take the time to appeal each alarm if you have a good reason for the activation and dispatch.**

## PROCESS OF APPEAL

### Actual Criminal Activity

If you believe that the alarm was not a false alarm, in other words it was an attempted or actual break and enter it must be reported to the police immediately. Your appeal will not be considered unless a police officer has taken a report, either in person or by phone.

When you appeal in writing to the False Alarm Reduction Unit, the appeal must include the number of the police report given to you by the officer that took the report.

### Mechanical/Equipment Issues

If the reason for the false alarm was mechanical failure of the equipment, you may send us a copy of the repair report provided by your alarm company when they attended to fix your alarm system. This must be accompanied by payment of your invoice, as the alarm is still false in nature. An appeal will be done and will possibly reduce the false alarm count against your premise. An appeal of this nature will not be done unless the fees associated to the alarm are paid.

All letters of appeal must include:

- Premise Name
- Location
- Phone Number
- Contact Name
- Premise ID Number

Appeals should be submitted within 30 days of the date of the alarm occurring. Appeals will not be accepted following 60 days from the date of the incident.

### FREQUENTLY ASKED QUESTIONS:

**How do I know the police actually responded to my alarm if I wasn't there?**

The Hamilton Police Service receives a request for dispatch from your monitoring station. Our dispatch computers record the time the call was received, dispatched to the officers, the time they arrived and the time that they cleared from the premise. Your monitoring station can verify a dispatch to police.

**If I have had a false alarm as an unregistered premise and I register, will you backdate the registration?**

No. At the time the false alarm occurred the premise was not registered and thusly the premise has been invoiced the appropriate fees. You may register at any time and any false alarms following registration are subject to the registered rate. Your alarm company should notify this service within seven days of the installation of your alarm system so that we may send you information on the registration program. If this has been done then you should have sufficient time to register before your alarm company removes your system from the test mode.

### FEE STRUCTURE FOR ALARMS:

#### RESIDENTIAL PREMISE

	<u>Non-Registered</u>	<u>Registered</u>
1st False	\$50.00	Free
2nd False	\$50.00	\$24.00
3rd False	\$50.00	\$36.00
4th False	\$50.00 +Suspension	\$36.00 +Suspension

#### NON-RESIDENTIAL PREMISE

	<u>Non-Registered</u>	<u>Registered</u>
1st False	\$100.00	Free
2nd False	\$100.00	\$48.00
3rd False	\$100.00	\$72.00
4th False	\$100.00 +Suspension	\$72.00 +Suspension