



NORTH BAY POLICE SERVICE

2008 Annual Report ALARM MONITORING

**Report Date: 06 February 2009
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A. Mandate of the Unit

It is the policy of the North Bay Police Service that response to intrusion alarms shall be coordinated to provide optimum security to alarm owner/operators recognizing the responsibility they assume with alarm operation and/or ownership.

The Alarm Coordinator is responsible for the efficient and equitable implementation of the North Bay Police Service policy, "Responding to Intrusion Alarms". This includes coordination with members of the Service, the alarm industry and alarm holders.

B. Executive Summary

In 2008, in accordance with Service policy, the Traffic Sergeant was designated by the Chief of Police as the member responsible to monitor alarms, received by the North Bay Police Service, and screen the number of false alarms attended for each address. Repeat false alarm, experienced by an address, were documented to ensure compliance with the provisions of the alarm policy. Panic and hold-up alarms continue to be exempt from the provisions of the policy.

Those who experienced multiple false alarms, where officers attended to the report of the alarm, were levied a fee of Sixty Dollars (\$60.00) set by resolution of the North Bay Police Services Board, in order to offset the cost of a police response to repeated false alarms.

C. Activities

Activity Directly Related to Mandate:

The Alarm Coordinator's duties include:

- ✓ Monitoring all alarm requests received by the North Bay Police Service,
- ✓ Being responsible for the indexing of all persons / premises requesting police response to intrusion alarms,

- ✓ Except when the applicable alarm response has been paid, being responsible for ensuring that the Suspension Notices are served in accordance with Service policy,
- ✓ Being responsible for coordinating the payment of the Alarm Response Fees,
- ✓ Being responsible for advising the Supervisor in Charge / Communications Center and the Officers in Charge / Operations and Support Services, of the issuance of Suspension Notices and reinstatements due to payment of the Alarm Response Fee.

The Alarm Coordinator, with the consent of the Officer in Charge – Administration, may give consideration to situations that result in numerous False Alarms being reported to the Communications Center due to one specific external cause, as it relates to suspending alarm service (**e.g. an electrical storm causing multiple alarms**).

Activity In Addition to Mandate:

Nil

Training Received:

Nil

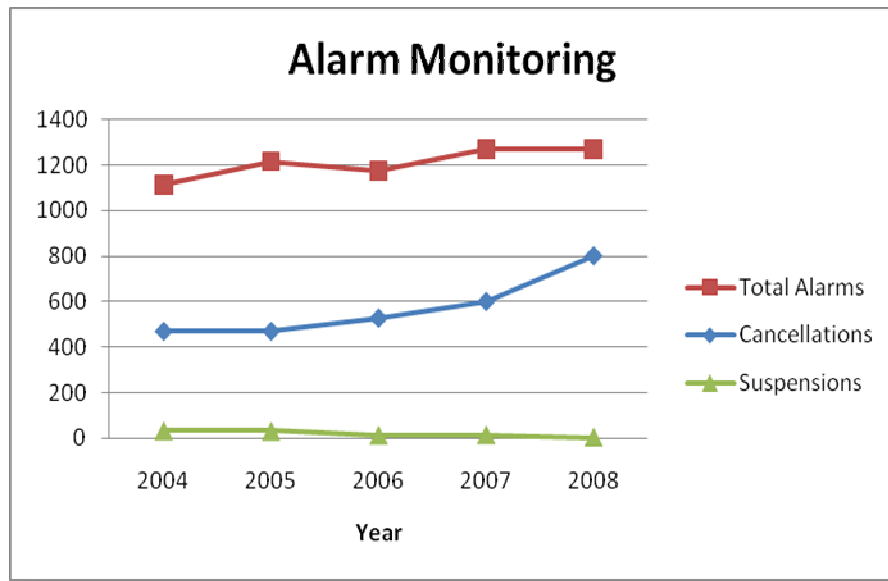
Training Given:

Nil

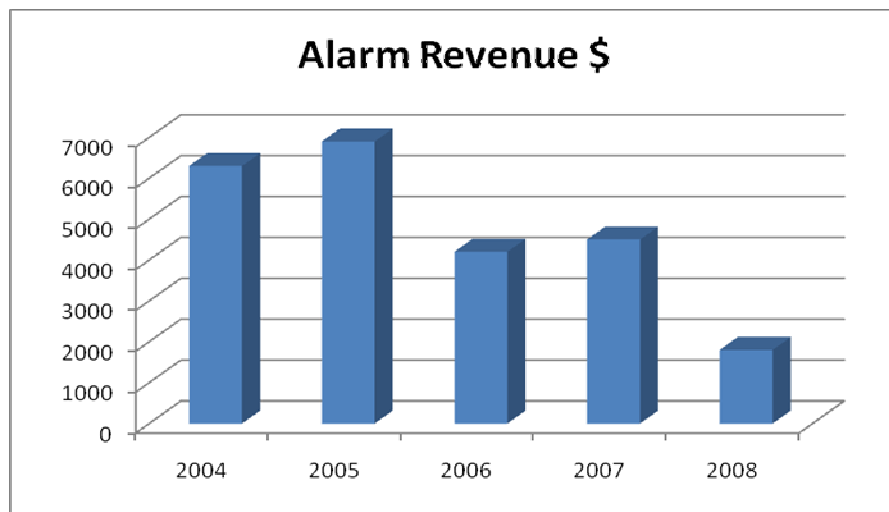
D Performance Indicators

The number of calls for service received in 2008, in response to intrusion alarms, remained relatively unchanged from the previous year. In the calendar year the NBPS received 1268 reports of alarms, through dispatch personnel, in comparison with the 1269 received in 2007.

The remarkable change was in the amount of calls that were cancelled, by keyholders and/or alarm monitoring agencies, prior to police attendance at the scene of the alarm. In 2007, 597 of the 1269 calls were cancelled; representing 47 % of the total. In 2008, 801 of the 1268 calls (63 %) were cancelled prior to police attendance.



The policy, regarding NBPS response to intrusion alarms, is obviously having a significant effect on the level of responsibility being placed on alarm owner/operators. The increased diligence being undertaken by those with alarms is allowing for uniform patrol personnel to attend to other duties that are of public concern. The consequential attention being paid by property owners to alarm maintenance, lockup policies and housekeeping issues, that are a usual result in false alarms occurring, has also had a significant impact on the number of invoices being issued for alarm response fees and, ultimately, alarm suspensions. Alarm suspensions have significantly decreased from a high of 32 in 2004 to a low of 6 in 2008, a decrease of 81 % since inception of the policy.



E. Anticipated Issues for the Future

There will be a requirement for continued diligence in the enforcement and administration of the Standard Operating Procedure governing the Service's response to intrusion alarms. Through the standardized reporting procedure, a determination must be made annually in regard to the benefits of continuation with the status quo or whether amendments to the policy will be necessary.

There is a demonstrated need to communicate with the Provincial Alarm Coordinating Committee in order to explore the viability of benchmarking to determine whether there are may be best practices within the industry that can be adopted by this Service.

F. Performance Objectives for the Next Year

To maintain the Service's monitoring of intrusion alarms in order to determine whether the policy continues to have the desired effect on calls for service being received.