



THE LONDON POLICE FALSE ALARM REDUCTION PROGRAMME

A **FALSE ALARM** is an alarm that prompts a **POLICE** response to a premise where an **EMERGENCY** does **NOT** exist.

CAUTION

A **CAUTION** Notice will be issued to the alarm premise after **ONE FALSE ALARM.**

***Once a Caution Notice is issued by police to alarm system users, IT IS THE USER'S OR THE ALARM AND/OR MONITORING COMPANIES' RESPONSIBILITY TO IDENTIFY AND CORRECT THE PROBLEM.**

TERMINATION

One **subsequent** false alarm **in the same 365 day period** will result in **TERMINATION** of police response to **alarms** at the premise.

RE-INSTATEMENT

After Termination, you can choose to **Re-instate** with the London Police by paying a fee of \$200 **AND** having your alarm company forward documentation showing that your alarm system has since been **INSPECTED AND SERVICED** by a qualified alarm technician.

MANDATORY REGISTRATION

When the alarm system is installed, it is the responsibility of **YOUR ALARM COMPANY** to register any alarm system that they install within the city of London with the London Police Alarm Co-ordinator. They have been assigned company numbers and given forms to do the registrations. In addition, **the alarm company should be able to correctly explain to you the London Police False Alarm Policy.**

ALARM VERIFICATION

The alarm system user and any person authorized to use your alarm system must be aware of the verification procedures. **Alarm verification is action taken by an alarm and/or monitoring company to determine if a police response is required.** Each alarm company may use a different means to verify alarms. Many use keyholders.

IMPORTANT NOTES TO CONSIDER

1. **The London Police DO NOT monitor your alarm system or any signals sent from it.** The police are notified by phone from your alarm and/or monitoring company of an activated alarm.
2. **No alarm company** or their customers are given any **preferential treatment** for dispatch purposes. **ALL are treated equally.**

3. The London Police False Alarm Reduction Programme **addresses alarm calls only**, and shall not interfere with emergency calls for service to a premise when required.

ALARM SYSTEM OWNER RESPONSIBILITIES

Alarm system owners are responsible for ensuring that ALL persons authorized to use their respective alarm systems are properly trained. This will include **ALL KEYHOLDERS**, children, staff members, and third party users, such as cleaning staff and subcontractors.

DETERMINE WHY A FALSE ALARM OCCURRED

- If it is a **USER** error, make sure that all users are properly trained on how to properly operate the system. This will include **all third party users** such as cleaners, subcontractors, etc. Contact your alarm company if you need further training on the system.
- You should **contact your alarm company after every false alarm** whether the police have attended or not. Your alarm company should be able to supply you with detailed information about the alarm.

Find out:

- How many **zones** were activated and what zones those were
- Which **keyholders** were contacted and make sure they are up to date
- What **verification procedures** were used by the monitoring station

This information should help you and your alarm company in determining what action should be taken to prevent further false alarms.

CHECKING PREMISES – KEYHOLDER TIPS

The police may have already responded to the alarm, inspected and departed from the premises prior to a keyholder's attendance. The police will not return to this premise unless some sign of **criminal activity** exists.

The police may respond while the keyholder is within the premises, and could mistake the keyholder for an intruder.

The keyholder may contact their alarm and/or monitoring company from another location to ascertain if police have attended.

In order to maintain the safety of the attending keyholder, the following measures should be adhered to:

1. While checking the premises, **DO SO WITH CARE**, and maintain a high degree of alertness;
2. Complete a perimeter check from a safe distance;
3. If there are obvious signs of force entry, **DO NOT ENTER THE PREMISES**;
4. Immediately call the police from a safe distance by dialing 9-1-1;
5. After police notification, remain at a safe distance and observe your premises and await the arrival of police;

6. Make yourself known to the responding officer(s);
7. If there are no obvious signs of forced entry, the keyholder may wish to check the premises;
8. Turn on the lights. **DO NOT** search around in a dark building;
9. Immediately on entering the premises, **CALL YOUR ALARM COMPANY** to advise them that you are inside;
10. Determine from the alarm company the source of the alarm;
11. If the keyholder concludes that the alarm is false, the keyholder should advise their alarm and/or monitoring company. They may be able to prevent an unnecessary police response; and
12. Take appropriate steps to ensure that the alarm is not falsely activated again.

For Further information on the **FALSE ALARM REDUCTION PROGRAMME**, call the Alarm Control Co-ordinator at 661-5849 or check out the website at <http://police.london.ca>



"Dedicated to Community Service"

FALSE ALARM

REDUCTION PROGRAMME