



York Regional Police

Chief of Police
Armand P. La Barge

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8765423

July 20, 2006

BULL DOG FIRE AND SECURITY
277 MANITOU DR # C
KITCHENER, ON N2C1L4

#610 - BULL DOG FIRE AND SECURITY
277 MANITOU DR # C
KITCHENER, ON N2C1L4

Dear Alarm Company/Monitoring Station,

Please be advised that as a result of the continuing high number of false alarms (97.8%) responded to by York Regional Police the following amendments have been made to the Regional Municipality of York Police Services By-law 14-00 governing the York Regional Police Alarm Program.

- As of Monday, October 16, 2006, each Alarm Business shall be required to request police response to alarm calls by utilizing the toll number supplied by York Regional Police. Each Alarm Business shall bear the cost of requesting police response to an alarm call to York Regional Police, (\$2.50 per three (3) minute call), however, the cost for reporting a valid alarm will be reimbursed to the Alarm Business, (The toll number will be supplied prior to October 16, 2006).
- As of Monday, October 16, 2006, the reinstatement fee option to reduce the false alarm count to zero (0), thereby eliminating the suspension condition attributed to the most recent false alarm(s), will be \$250.00.
- As of Monday, October 16, 2006, premises not registered in the Priority category will be considered Unregistered. Fees required to register in the Priority category will remain unchanged. Any premise registered in the No Fee category, which is not upgraded to Priority category prior to October 16, 2006 will be downgraded to the Unregistered category.

As of September 1, 2006, registrations will be accepted via the York Regional Police website located at www.police.york.on.ca. Access to the registration form requires your company code (located at top right hand of this notice beside your company name), monitoring station code (as supplied by your monitoring station) and password (YRPALARM). Please note that registrations are not accepted from end users.

If you have any questions regarding these changes, visit our website located at www.police.york.on.ca or contact the Alarms Office.

Sincerely,

Inspector Mark A Grant #240
Officer in Charge
Communications Bureau



York Regional Police

Alarm Program

Regional Municipality of York Police Services Board By-Law No.00-14, Overview

Definitions:

Alarm Service Provider - a person who engages in the business of installing or monitoring alarm systems.

End User - a person who pays funds to an alarm business in exchange for monitoring their alarm system.

Permit Number - a number issued to an alarm subscriber by the York Regional Police computer dispatch system to identify an alarm location.

Caution Notice - a document issued by the York Regional Police after two (2) alarms which were not valid alarms. Caution Notices will not be issued to unregistered premises.

Suspension Notice - a document issued by the York Regional Police to a priority premise after three (3) alarms and an unregistered premise after one (1) alarm, which were not valid alarms, that suspends response to an alarm at a specified location fourteen days after the date of the notice for a period of three hundred and sixty-five (365) days.

Priority Premise - alarmed premise registered with the York Regional Police for which a fee has been paid entitling priority response and benefits.

Unregistered Premise - alarmed premise for which no information has been supplied to the York Regional Police.

Commercial Premise - lands, buildings or structures used, designated or intended for use other than residential use.

Residential Premise - a building used or intended solely for use as a residence for one or more individuals.



York Regional Police

Alarm Program

Registrations are only accepted from the alarm industry. Registrations or payments for monthly invoices received from end users will not be processed.

False alarms remain on the end users account for a period of 365 days.

Suspensions are for a period of 365 days which begins on the suspension date.

End users, as well as the alarm company and/or monitoring station on file, will be notified in writing when their account reaches a caution or suspension status. Suspensions take effect 14 days after the notice is generated. Any notices returned to the York Regional Police Alarm Program Office by Canada Post will be forwarded via regular mail to the monitoring station that requested the initial response. This delay will not affect the suspension date.

There are two classifications in the York Regional Police Alarm Program:
Priority and Unregistered.

Priority Premise - a fee is required to register in this category.

A priority premise will be issued a permit number to be used by the monitoring station when requesting police dispatch to an alarm call.

The use of the permit number reduces the amount of time it takes to process alarm premise and location details resulting in an expedient dispatch of a police officer.

A priority premise will be cautioned after two (2) false alarms and suspended after three (3) false alarms.

Registrations will be accepted from the alarm industry via mail or fax to (905) 895-7264 or online at www.police.york.on.ca. Registration fees are invoiced on a monthly basis at the following rates:

1st Year Residential - \$3.75
2nd Year Residential - \$2.50

Year Commercial - \$9.58
Year Commercial - \$6.25

Invoices are generated the first week of each month for the previous month and payment is due upon receipt. Quarterly, semi-annually, yearly or preauthorized payments are not accepted.

Registrations received on or before the 15th day of each month will be added to the invoice generated for that month. Registrations received after the 15th day of each month will be added to the monthly invoice for the following month.

2nd year rates only apply to accounts with unbroken service. 1st year rates apply to any account that has been cancelled if re-registration is required. Payments for registration made directly by the end user will not be accepted.

Appeals will be accepted on a priority premise once (1) within a three hundred and sixty-five (365) day period if the York Regional Police Alarm Co-ordinator is satisfied that corrective measures have been taken to rectify a faulty or inadequate alarm system.

Appeals will only be accepted in writing from the alarm industry on behalf of the end user and must be submitted on a York Regional Police Alarm Program Appeal Request Form.

User error or error on the part of the alarm industry is not an acceptable reason for reinstatement. Appeals will only be granted if the cause of the false alarm(s) is mechanical and has been rectified.

Unregistered Premise

An unregistered premise will be suspended after one (1) false alarm.

Premises registered in this category will depend on their monitoring stations to contact the police and provide all relevant information regarding the alarm, the location and the premise to the police before a police officer can be dispatched. This exchange of information at the time of the alarm condition is time consuming and effectively delays police response.

Appeals will not be accepted on Unregistered accounts, regardless of the cause of the false alarm.

Reinstatement Fees

Reinstatement fees are as follows:

\$250.00 to reduce the false alarm count **to** zero (0)

Suspension will be lifted upon receipt of a reinstatement fee and the end user, as well as the alarm company **and** monitoring station on file, will be notified in writing.

Permit Numbers

Permit numbers are issued upon registration and are forwarded to the monitoring station on file. Permit numbers **must** be used when requesting police response to an alarm situation to expedite police response, as well as to minimize any possibility of confusion or error.

Requesting Police Dispatch to an Alarm Situation

Each Alarm Business shall report alarms to the York Regional Police only by utilizing the toll number supplied to it by the York Regional Police. Each Alarm Business shall bear the cost (\$2.50 per 3 minute call) of reporting any alarm to the York Regional Police, provided, however, that the York Regional Police shall reimburse the Alarm Business for the cost of reporting any Valid Alarm.

Canceling Police Dispatch to an Alarm Situation

Cancellation of police dispatch requests are accepted up to the time officers arrive on scene with no penalty to the end user. Cancellation requests may be made using the regular police dispatch phone numbers (not the toll line), however if the monitoring station makes the request over the toll line in error the call will be accepted and a refund will not be given.

Cancellation of Registration

Cancellations are only accepted from the alarm company to which the account is registered. Cancellations will only be accepted from the monitoring station when an alarm company is not on file.

Any cancellation request that does not specify if an account is to be downgraded or cancelled from the customer list will have the account cancelled and removed from the customer list, resulting in the account being deemed as unregistered.

Cancellations are in effect upon receipt and post dated cancellation requests will not be accepted. Permit numbers are required to cancel an account. All permit numbers have been made available to the alarm company and monitoring station for each account.

It is the policy of the York Regional Police Alarm Program to notify end users in writing when an account is downgraded or cancelled.

A complete list of all premises registered to your alarm business, including permit numbers, may be obtained by contacting the York Regional Police Alarm Program office at (905) 830-0303, extension 7090. Customer lists will only be provided to the alarm business, via regular mail, to the address on file with the Alarms Office.

Contact Us

Mail

York Regional Police
17250 Yonge Street
Newmarket, Ontario
L3Y 4W5

Attention: Alarms Office

Phone

Alarm Coordinator, extension 7904

Lisa Connolly
(905) 830-0303
(905) 764-1300
(905) 773-1222
(905) 895-1221

Toll Free 1-866-876-5423 (administrative only)

Assistant Coordinator, extension 7090

Lorien Goldman
Fax (905) 895-7264