



CALGARY POLICE SERVICE

To: All Video Monitoring Agency's

From: Alison Turgeon
Alarm Coordinator
Calgary Police Service

Re: Calgary Police Service Attendance and Protocol at 'Verified' Video Request Calls

In follow-up to the implementation of Phase 1 changes to Calgary Alarm Bylaw 31M95 and CPS Dispatch Criteria, we felt it important to address the matter of 'verified' video monitoring calls for service.

Calgary Police Service recognizes the benefits of video monitoring and the valuable information that is obtained by this type of alarm system and relative agent expertise. However, under the City of Calgary Alarm Bylaw 31M95's definition of a 'false alarm' (an alarm signal necessitating response by the Calgary Police Service where crime investigation, law enforcement and other emergency services usually provided by the Police Service are not required), we continue to experience attendance to these calls for service where the findings of our members are deemed as false.

Recent internal consultation meetings have established the following criteria regarding Calgary Police Service attendance for video monitored calls for service:

- Calgary Police Service will attend all video monitored calls for service where it has been verified that 'unknown' persons are on scene.
- When a video monitoring station requests Calgary Police Service attendance, the agency must confirm that the ECV (Enhanced Call Verification) process has been conducted prior to dispatching police. If contact has been made with a valid keyholder, they must be informed of the requirement for their attendance at the scene.
- Upon Calgary Police Service attendance:
 - If no suspicious or confirmed activity is found or if no persons can be found on site upon police arrival, the result of the attendance will be deemed as 'False' and a False Alarm Penalty would be assessed.
 - If an unauthorized person is found on site and removed by a Calgary Police Service member, the result of the attendance will be deemed as 'Other' and a False Alarm Penalty will not be assessed.
 - If confirmed criminal activity is found resulting in a casefile will be submitted to our Records Processing Unit, the cause of the alarm will be deemed as 'Valid', the result will be deemed as 'Other, Unknown or Arrested' and a False Alarm Penalty will not be assessed.

If a Request for Review is being submitted for a False Alarm Penalty, it is the onus of the alarm agency and/or the permit holder to demonstrate that the activation was caused by the act of some person other than:

- the permittee, including the permittee's officers, agents, employees, independent contractors or any other person subject to the direct or indirect control of the permittee

If the Request for Review does not demonstrate these criteria it will not be accepted; re-submission of your video surveillance does not suffice.

If you have any questions, please call Alison Turgeon (Alarm Coordinator) 403-428-4559 or Melanie Assen (Alarm Unit Coordinator) 403-428-8546.