



Vigilance
Courage
Pride

July 16, 2019

To Alarm Agencies

RE: CALGARY POLICE SERVICE DISPATCH PROCEDURES

The Calgary Police Service ("The Service") would like to take this opportunity to remind all alarm agencies of the procedures that the Service follows with regards to our response to various alarm activations.

As of May 15, 2016, Calgary 9-1-1 no longer dispatch police to '1-hit' alarm activations, where only one zone has been activated in a premise. Alarm agencies will be required to conduct enhanced call verification, whereby attempts to contact at least two keyholders must be made prior to contacting police.

Once the above enhanced call verification has been completed or the activation has been confirmed a valid offence by the premises owner or a listed keyholder, the Service will attend residential intrusion alarms 24 hours a day, seven days a week. At this time the Service will only attend commercial and financial premises intrusion alarms between the hours of 1700 hrs (5 p.m.) and 0700 hrs (7 a.m.), seven days per week.

If the alarm agency has determined the intrusion alarm (residential, commercial or financial) to be false after requesting police dispatch, a cancellation request may be made by calling Calgary 9-1-1 and quoting the case number provided during the initial request. A cancellation request will not be accepted after members have arrived on scene.

The Service will continue to respond to all ***hold-up, panic or duress alarms***. We ask that alarm agencies do not contact the business or property; staff at Calgary 9-1-1 will initiate contact in an attempt to determine if the alarm activation is a genuine emergency or accidental.

PLEASE NOTE: duress, hold-up and panic alarms are designed to allow alarm users to activate the system in specific emergency situations when they are **NOT** able to dial 9-1-1. These types of alarms generally result in a heightened response and it is very important that alarm users understand that activation of alarms in non-emergency or improper situations may place law enforcement officers, alarm users and the general public at increased risk.

Appropriate use of hold-up, duress or panic alarms is as follows:

- ✓ An emergency situation when you are unable to dial 9-1-1 for police assistance
- ✓ During a robbery (theft by force or threat of force) or hold-up in progress
- ✓ When you are in a life-threatening or emergency situation

Inappropriate use of hold-up, duress or panic alarms includes:

- × When you need fire or medical assistance
- × To check to see how long it takes law enforcement officers to respond
- × When someone has shoplifted merchandise
- × To report a fight in the parking lot
- × When an underage person attempts to buy alcohol
- × To report that a vehicle has been stolen
- × Any other circumstance in which you are not in a life-threatening or emergency situation

Alarm Agency requests for police dispatch to hold-up, panic or duress alarms should be reported to the 9-1-1 emergency phone line within Calgary city limits or via 587-392-1469, the alarm agency priority line for alarm agencies outside of Calgary city limits. Cancellation requests for these types of alarm incidents cannot be accepted. Each occurrence must

be attended and investigated by a police officer, and may result in a false alarm penalty being assessed if the activation and subsequent request for dispatch is deemed to be false.

Thank you for attention in this matter, and ensuring your policy and procedures are updated accordingly. Please contact our main customer service line (403-428-8336), the unit coordinator (403-428-8564) or the unit supervisor (403-428-4559) if you have any further inquiries or concerns with this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Alison M. Turgeon', with a stylized, cursive script.

Alison M. Turgeon
Alarm Coordinator
Calgary Police Service