

The Corporation of the Town of The Blue Mountains

By-Law Number PSB 2007 – 01

Being a By-law of the Town of The Blue Mountains Police Services Board establishing a system and the procedures, which will result in such benefits as the reduction of false dispatches related to security alarms in the Municipality of the Town of The Blue Mountains.

Whereas the Police Services Board is responsible for the provision of police services within the Town of The Blue Mountains;

And Whereas the Police Services Board may, by by-law, make rules for the effective management of the police service, pursuant to Section 31(6) of the Police Services Act and amendments thereto;

And Whereas the Police Services Board may pass by-laws imposing fees or charges for services or activities provided by or on behalf of it, pursuant to Section 391 of the Municipal Act;

And Whereas Section 398 of the Municipal Act permits the Treasurer of a Municipality to add fees and charges imposed by a local board to the tax roll for a property and collect them in the same manner as municipal taxes;

And Whereas the number of false dispatches related to security alarms in the Town of The Blue Mountains has been identified as consuming a significant quantity of police service resources which could be better utilized to enhance the police presence in the Municipality;

And Whereas the registration of security alarm systems is an integral part of the strategy to reduce the number of false dispatches to security alarms in the Town of The Blue Mountains, to promote education and discipline of alarm users and alarm companies, and to enhance officer safety;

Now Therefore the Town of The Blue Mountains Police Services Board enacts as follows:

1. DEFINITIONS

“Advisory Board” means persons appointed by the Board that shall be representative of the community, alarm industry, and the Police Service. The Advisory Board shall consist of a minimum of three (3) persons and shall review and recommend false dispatch reduction efforts related to security alarms and report to the Board. The Advisory Board shall also deal with appeals, conflicts and disputes, which cannot be resolved at a lower level.

“alarm company” means the business, by an individual, partnership, corporation, or other entity of selling, leasing, maintaining, servicing, repairing, altering, replacing, moving or installing an alarm system in an alarm site.

“Alarm Coordinator” means the person appointed by the Chief of Police and/or the Director to administer the provisions of this By-law.

“alarm dispatch request” means a notification to the Police Services that an alarm, either manual or automatic, has been activated at a particular alarm site.

“alarm registration” means the notification by an alarm company or an alarm user to the Alarm Coordinator that an alarm system has been installed and is in use.

“alarm site” means a single fixed premises or location served by an alarm system or systems. Each tenancy, if served by a separate alarm system in a multi-tenant building or complex, shall be considered a separate alarm site.

“alarm system” means a device or series of devices, including but not limited to, systems interconnected with a radio frequency method such as cellular or private radio signals, which emit or transmit a remote or local audible, visual or electronic signal indicating an alarm condition and intended to summon Police. This includes a local alarm system. Alarm System does not include an alarm installed on a vehicle or person unless the vehicle or personal alarm is permanently located at a site nor does it include the Aware Alarm System.

“Alarm System Inspection Report” means a report on the operating condition of an alarm

system and completed by an approved alarm service technician.

“alarm user” means any person or group of persons who use an alarm system to protect any building, structure, facility, premises, or ATM and may be the owner, occupier, or lessee of the premises where the alarm system is installed.

“Approved Alarm Service Technician” means a technician employed by an Alarm Company and possessing, as a minimum, certification by the Canadian Alarm and Security Association as a Level One Alarm Technician, or certification from the alarm system manufacturer, or a Provincial Trades Qualification Technician for Alarm Service, where such a trades qualification designation exists.

“ATM” (Automated Teller Machine) means a stand-alone device used to dispense or receive cash.

“Automatic Voice Dialer” means any electrical, electronic, mechanical, or other device capable of being programmed to send a pre-recorded voice message, when activated, over a telephone line, radio or other communication system, to the Police Service.

“Aware Alarm” means the personal alarm provided, in conjunction with the Town of The Blue Mountains Police Service, to Domestic Violence victims for use in their homes.

“Board” means the Town of The Blue Mountains Police Services Board.

“By-law Enforcement Officer” means a person duly appointed by the Council of the Town of The Blue Mountains to enforce the by-laws of the municipality.

“cancellation” means the process by which an alarm company providing monitoring verifies with the alarm user or a responsible party that a false dispatch has occurred and there is not an existing situation at the alarm site requiring Police Service response and the Police Service is notified to cancel its response.

“Chief of Police” means the Detachment Commander for the Town of The Blue Mountains Police Service, or his/her designate.

“conversion” means the transaction or process by which one alarm company begins monitoring of a previously non-monitored alarm system or an alarm system previously monitored by another alarm company.

“Director” means the Director, Building & By-law, Corporation of the Town of The Blue Mountains, or his/her designate.

“Duress Alarm” means a silent alarm system signal generated by the manual activation of a device intended to signal a life threatening situation or a crime in progress requiring a Police response.

“false dispatch” means an alarm dispatch request to the Police Service, when the responding officer finds no evidence of a criminal offence or attempted criminal offence after having completed an investigation of the alarm site.

“Holdup Alarm” means a silent alarm signal generated by the manual activation of a device intended to signal a robbery in progress.

“keyholder” means an individual designated by the alarm user who can be contacted in the event of an alarm condition. This individual must have access to the alarm site and be able to operate the alarm system.

“keypad” means a device that allows control of an alarm system by the manual entering of a coded sequence of numbers or letters.

“license” means a license issued by an authority having jurisdiction to an alarm company to sell, install, monitor, repair, or replace alarm systems.

“local alarm system” means any alarm system that annunciates an alarm only by an internal and/or external audio device.

“monitoring” means the process by which an alarm company receives signals for an alarm system and relays an alarm dispatch request to the Police Service for the purpose of

summoning a Police response to the alarm site.

“Monitoring Company” means the business, by an individual, partnership, corporation, or other entity providing monitoring of an alarm system in an alarm site.

“One Plus Duress Alarm” means the manual activation of a silent alarm signal by entering at a keypad a code that adds one to the last digit of the normal arm/disarm code. (Normal code = 1234; One Plus Duress Code = 1235)

“panic” means an audible alarm system signal generated by the manual activation of a device intended to signal a life threatening or emergency situation requiring a Police response.

“person” means an individual, corporation, partnership, association, organization or similar entity.

“Police response” means the dispatch of officers of the Town of The Blue Mountains Police Service.

“Police Service” means the Town of The Blue Mountains Police Service and includes the Police Services Board.

“suspended alarm system” means an alarm system where the Chief of Police has refused a police response to an alarm incident.

“takeover” means the transaction or process by which an alarm user takes over control of an existing alarm system which was previously controlled by another alarm user.

“Town” means the Corporation of the Town of The Blue Mountains and includes its members of Council, employees and agents.

“verification” means an attempt on the part of the Monitoring Company to contact the alarm site and/or a maximum of five (5) keyholders by telephone or other electronic means to determine whether a police response is warranted to the alarm site, prior to an alarm dispatch request being transmitted to the Police Service. Verification by telephone, may be omitted by the Monitoring Company, in the event that positive verification of criminal activity has been received. Positive verification may include but is not limited to video images and/or audio listen-in capabilities.

“zones” means the subdivisions into which an alarm system is divided to indicate the general location from which an alarm system signal is transmitted.

2. REGISTRATION

(1) No alarm user shall operate, or cause to be operated, an alarm system at its alarm site without a valid registration issued by the Alarm Coordinator. A separate registration is required for each alarm site. An additional alarm registration classification shall be required for alarm systems programmed with a Duress Alarm or Holdup Alarm.

(2) The fee for a registration or a registration renewal shall reflect the administration cost. No refund of a registration or registration renewal fee will be made. The initial registration fee must be submitted to the Alarm Coordinator within ten (10) business days after the alarm installation or alarm takeover.

(3) Upon receipt of a completed application form and the alarm registration fee, the Alarm Coordinator shall register the applicant unless the applicant has:

- a) Failed to pay a fee assessed under Section 9 and/or Schedule “A”; or
- b) Had an alarm registration for the alarm site suspended and the violation causing the suspension has not been corrected.

(4) Each alarm registration application must include the following information:

- a) The name, complete address (including apt/suite #) and telephone numbers of the person who will be the registration holder and be responsible for the proper maintenance and operation of the alarm system and payment of the fees assessed pursuant to this by-law;
- b) The classification of the alarm site as either residential (includes condo, mobile home,

- etc.), commercial or apartment;
- c) The classification of the alarm system for each alarm system at an alarm site, i.e., burglary, Holdup, Duress, or other, for each purpose whether audible or silent;
 - d) The mailing address if different from that of the alarm site;
 - e) Any dangerous or special conditions present at the alarm site;
 - f) For Local Alarm Systems, the name, address and telephone numbers of at least two (2) individuals who are able and have agreed to receive notification of an alarm activation at any time; able to respond to the alarm site within thirty (30) minutes; and upon request can grant access to the alarm site and deactivate the alarm system if such becomes necessary;
 - g) The type of business conducted at the alarm site;
 - h) Signed certification from the alarm user stating:
 - 1. the date of installation, conversion or takeover of the alarm system, whichever is applicable;
 - 2. the name, address and telephone number of the alarm company performing the alarm system installation, conversion or alarm system takeover and responsible for providing repair service to the alarm system;
 - 3. the phone number of the monitoring company if different from the installing alarm company;
 - 4. that a set of written operating instructions for the alarm system, including written guidelines on how to avoid false alarms, have been left with the applicant; and that the alarm company has trained the applicant in the proper use of the alarm system, including instructions on how to avoid false alarms; and,
 - 5. that Police response may be based on factors such as: availability of police units, priority of calls, weather conditions, traffic conditions, emergency conditions, staffing levels, etc.

(5) Any false statement of a material fact made by an applicant for the purpose of obtaining an alarm registration shall be sufficient cause for refusal to issue a registration.

(6) An alarm registration cannot be transferred to another person or alarm site. An alarm user shall inform the Alarm Coordinator within ten (10) business days of any change that alters any information listed on the registration application.

(7) All fees owed by an applicant must be paid before a registration may be issued or renewed.

3. ALARM SYSTEMS IN APARTMENT COMPLEXES

(1) A tenant of an apartment with an alarm system shall obtain an alarm registration from the Alarm Coordinator before operating or causing the operation of an alarm system in the tenant's residential unit. The owner or property manager of an apartment complex shall obtain a separate alarm registration for any alarm system operated in offices or common areas of the apartment complex. The fee for registration or registration renewal shall be the same as the fee for a residential alarm site.

(2) If an alarm system installed by an individual tenant in an apartment complex unit is monitored, the tenant must provide the name of a representative of the apartment owner or property manager, who can grant access to the apartment to the alarm company.

(3) For the purposes of this By-law, the tenant is responsible for false alarms emitted from the alarm system in the tenant's residential unit.

(4) Each apartment unit shall be considered an alarm site.

4. ATM'S

All ATM's must be registered separately from any other alarm system at an alarm site.

5. REGISTRATION DURATION AND RENEWAL

A registration shall expire three (3) years from the date of issuance and must be renewed by submitting an updated application and a registration renewal fee to the Alarm Coordinator. The

Alarm Coordinator shall notify each alarm user of the need to renew sixty (60) days prior to the expiration of the registration. It is the responsibility of the alarm user to submit an application prior to the registration expiry date. Failure to renew will be classified as use of a non-registered alarm system and fees shall be assessed without waiver. A \$25.00 late fee shall be assessed if the renewal is more than sixty (60) days late.

6. DUTIES OF THE ALARM USER

- (1) An alarm user shall maintain the premises and the alarm system in a manner that will minimize or eliminate false alarms and make every reasonable effort to respond or cause a representative to respond to the alarm site within thirty (30) minutes when notified by the Police Service to deactivate a malfunctioning alarm system, to provide access to the premises, or to provide alternative security for the premises, and not to manually activate an alarm for any reason other than an occurrence of an event that the alarm system was intended to report.
- (2) An alarm user shall adjust the mechanism or cause the mechanism to be adjusted so that an alarm signal audible on the exterior of an alarm site will sound for no longer than five (5) minutes after being activated (or fifteen (15) minutes for systems operating under Underwriter Laboratories Inc. Standard 365 or 609).
- (3) An alarm user shall have an Approved Alarm Service Technician inspect the alarm system after two (2) false alarms in a 365 day year period. The Alarm Coordinator may waive an inspection requirement if it is determined that a false alarm could not have been related to a defect or malfunction in the alarm system. The alarm user shall provide the alarm inspection report to the Alarm Coordinator within fourteen (14) days of the false alarm or the Alarm Coordinator may request suspension of Police response to alarm dispatch requests.
- (4) After three (3) false alarms within a 365 day period, the alarm user must have an Approved Alarm Service Technician inspect the alarm system and provide the related inspection report to the Alarm Coordinator and provide training to the keyholders. (Also see Section 10, "Suspension of Response", Section 13, "Requirements for Reinstatement" and, Schedule "E", "Installer's False Alarm Prevention Checklist").
- (5) An alarm user shall not use an Automatic Voice Dialer.
- (6) An alarm user shall maintain at each alarm site, a set of written operating instructions for each alarm system.

7. DUTIES OF ALARM COMPANY

- (1) Upon enactment of this By-law, alarm companies shall not program alarm systems so that they are capable of sending One Plus Duress Alarms. Alarm companies may continue to report One Plus Duress Alarms received from alarm systems programmed with One Plus Duress prior to enactment of this By-law. However, upon enactment of this By-law, when a takeover or conversion occurs or if an alarm user requests an alarm system inspection or modification pursuant to Section 6(3) of this by-law, an alarm company must remove the One Plus Duress Alarm capability from such an alarm system.
- (2) Upon enactment of this By-law, alarm companies shall not install a device activating a Holdup Alarm, which is a single action non-recessed button. An alarm company must remove all single action non-recessed buttons when a takeover or conversion occurs.
- (3) Upon enactment of this By-law, alarm companies shall use control panels tested for conformance to the Security Industry Association (SIA) Control Panel Standard – Features for False Alarm Reduction.
- (4) After completion of the installation, an alarm company employee shall review with the alarm user the Customer False Prevention Checklist (Schedule "F").
- (5) A Monitoring Company shall:
 - a) Offer a training period in which no request for dispatch of Police will occur until the alarm user has been fully trained on the proper use of the alarm system;
 - b) Report alarm signals by using telephone numbers designated by the Alarm Coordinator;
 - c) Attempt to verify every alarm signal, except Holdup Alarm activation, before requesting

- a Police response to an alarm system signal;
- d) Communicate alarm dispatch requests to the Police Service in a manner and form determined by the Alarm Coordinator;
- e) Communicate cancellations to the Police Service in a manner and form determined by the Alarm Coordinator;
- f) Ensure that alarm users of alarm systems equipped with Holdup Alarms are given adequate training as to the proper use of the Holdup Alarm;
- g) Communicate any available information (north, south, front, back, floor etc.) about the location of the alarm system signals(s);
- h) Communicate the type(s) of alarm signal (silent or audible, interior or perimeter);
- i) Provide the alarm user's registration number when making an alarm dispatch request;
- j) Endeavour to contact the alarm user when an alarm dispatch request is made; and,
- k) Upon enactment of this By-law, Monitoring Companies must maintain for a period of at least three (3) years, records relating to Alarm Dispatch Requests. Records must include the name, address and phone number of the alarm user, the alarm system zone(s) activated, the date and time of the alarm dispatch request and evidence of an attempt to verify. The Alarm Coordinator may request copies of such records for individually named alarm users.

8. DUTIES OF THE ALARM COORDINATOR

- (1) The Alarm Coordinator, in conjunction with the Chief of Police, shall:
- a) designate a manner, form and telephone numbers for the communication of alarm dispatch requests; and;
 - b) establish a procedure to accept cancellation of alarm dispatch requests.
- (2) The Alarm Coordinator, in conjunction with the Chief of Police, shall establish a procedure to record such information on alarm dispatch requests necessary to permit the Alarm Coordinator to maintain records, including, but not limited to, the following information:
- a) identification of the registration number for the alarm site;
 - b) identification of the alarm site;
 - c) date and time the alarm dispatch request was received;
 - d) date and time of Police Officer(s) arrival at the alarm site;
 - e) zone if available;
 - f) name of the alarm user's representative on premises, if any;
 - g) identification of the responsible alarm company, if applicable;
 - h) whether or not the Police Officers responding were unable to locate the alarm site address; and,
 - i) the cause of the alarm, if known.
- (3) The Alarm Coordinator shall establish a procedure for the notification to the alarm user of a false dispatch. The notice shall include the following information:
- a) the date and time of the Police response to the false alarm;
 - b) the badge number(s) of the responding police officer(s);
 - c) The Police Service incident number; and,
 - d) A statement urging the alarm user to ensure that the alarm system is properly operated, inspected and serviced in order to avoid false alarms and resulting fees.

If there is reason to believe that an alarm system is not being used or maintained in a manner that ensures proper operation and suppresses false alarms, the Alarm Coordinator may require a conference with the alarm user and the alarm company responsible for the alarm system to review the circumstances of each false dispatch.

9. FEES

- (1) An alarm user shall be subject to warnings, fees and suspension of Police response depending on the number of false dispatches emitted from an alarm system within a 365 day period.

1st False Dispatch – \$0.00

2nd False Dispatch – \$50.00

3rd False Dispatch – \$100.00 per response.

(2) In addition, any person requesting Police response to a non-registered alarm site (whether suspended or never acquired) will be subject to an administrative fee of \$200.00 plus GST, in addition to any other administrative fees. (Schedule “A”)

(3) If cancellation occurs prior to Police arrival at an alarm site and within a reasonable length of time from the originating dispatch request, the alarm will not be classified as a false dispatch and no administrative fee will be assessed.

(4) The Monitoring Company may be assessed an administrative fee of \$200.00 plus GST for failure to verify, if the Alarm Coordinator determines the existence of a consistent pattern or written policy against verification.

(5) The alarm company may be assessed an administrative fee of \$200.00 plus GST if the Alarm Coordinator determines that the alarm company’s employee made a false statement concerning the inspection of an alarm site or the performance of an alarm system.

10. SUSPENSION OF RESPONSE

(1) The Alarm Coordinator may request suspension of Police response to alarm dispatch requests if it is determined that:

- a) the alarm user has three (3) or more false dispatches in a 365 day period;
- b) there is a false statement of material fact in the application for registration;
- c) the alarm user has failed to make timely payment of a fee assessed pursuant to the provisions of this By-law; or,
- d) the alarm user has failed to submit a written certification from an alarm company, that complies with the requirements of this By- law, stating that the alarm system has been inspected and repaired (if necessary) by the alarm company.

(2) A person violates the provisions of this By-law if he/she operates or causes the operation of an alarm system during the period in which his/her registration is suspended and is subject to the administrative fees set out in Schedule “A”. A Monitoring Company violates the provisions of this By-law if, after being notified by the Alarm Coordinator that the registration for an alarm system has been suspended, the Monitoring Company continues to request police response to the alarm site to which the registration applies. The Monitoring Company is subject to the administrative fees set out in Schedule “A”.

(3) If an alarm registration is reinstated pursuant to Section 13, the Alarm Coordinator may suspend alarm response if it is determined that two (2) false disptaches have occurred within sixty (60) days after the reinstatement date.

11. NOTIFICATION

The Alarm Coordinator shall notify the alarm user in writing after the first, second and third, if applicable, false dispatches within a 365 day period. The notification shall include: the amount of the administrative fee for the false dispatches in a 365 day period, the fact that response will be suspended after the third false dispatch and a description of the appeals procedure available to the alarm user. The Alarm Coordinator shall notify the alarm user and the Monitoring Company in writing after the third false dispatch that alarm response has been suspended. This notice of suspension shall include the amount of the administrative fee for the third false dispatch, and a description of the appeals procedure available to the alarm user and the alarm company. All notification shall be served personally or by registered letter on the alarm user. The Monitoring Company shall be notified by sending the notice by facsimile to the Monitoring Company’s business address.

12. APPEALS

- a) An alarm user may appeal the assessment of an administrative fee, suspension, or request reinstatement to the Alarm Coordinator. An appeal fee of \$25.00 will

accompany the appeal by the alarm user. Appeal fees will be returned to the alarm user if the appeal is upheld. The filing of an appeal with the Alarm Coordinator stays the assessment of the administrative fee or suspension until the Alarm Coordinator makes a final decision. The alarm user shall file a written appeal to the Alarm Coordinator by setting forth the reasons for the appeal within ten (10) days after receipt of notice of the administrative fee assessment or suspension.

- b) The Alarm Coordinator may intercede prior to an appeal going to the Advisory Board. If the Alarm Coordinator denies the issuance or renewal of an alarm registration, or suspends response, the Alarm Coordinator shall send written notice of the action and a statement of the right to an appeal to either the applicant or alarm user and the alarm company.
- c) Appeal to the Advisory Board is available in cases where the alarm user is not satisfied with the decision reached at a lower level. The application or alarm user or alarm company on behalf of the alarm user may appeal the decision of the Alarm Coordinator to the Advisory Board by filing a written request for a review setting forth the reasons for the appeal within twenty (20) days after receipt of the notice for the Alarm Coordinator.
- d) The Advisory Board shall conduct a formal hearing and consider the evidence of any interested person(s). The Advisory Board shall make its decision on the basis of the preponderance of evidence presented at the hearing. The Advisory Board must render a decision within thirty (30) days after the request for an appeal hearing is filed. The Advisory Board shall affirm or revise the assessment of the administrative fee, refusal to register or suspension and its decision is final. Filing a request for appeal shall stay the action by the Alarm Coordinator, refusing or suspending a registration or assessing an administrative fee, until the Advisory Board has completed its review. If a request for review is not made within the twenty (20) day period, the action of the Alarm Coordinator is final.

13. REQUIREMENTS FOR REINSTATEMENT

An alarm user whose alarm response has been suspended may have alarm response reinstated by the Alarm Coordinator or the Advisory Board, if the alarm user has abided by ALL OF THE FOLLOWING:

- a) submits an updated application and registration fee;
- b) pays or otherwise resolves all outstanding administrative fees;
- c) submits certification from an alarm company, that complies with the requirements of this By-law, stating that the alarm system has been inspected and repaired (if necessary) by the alarm company and is in good working order; and,
- d) pays a reinstatement fee of \$50.00.

14. CONFIDENTIALITY

Information collected as a result of the operation of this By-law shall be governed by the provisions of the Municipal Freedom of Information and Protection of Privacy Act.

15. GOVERNMENT IMMUNITY

Registration of an alarm system is not intended to, nor will it, create a contract, duty or obligation, either express or implied, of response. By registering an alarm system, the alarm user acknowledges that police response may be based on factors such as: availability of police units, priority of calls, weather conditions, traffic conditions, emergency conditions and staffing levels.

16. GENERAL

- a) Schedules "A", "B", "C", "D", "E" and "F" are attached to, and form part of this By-law. For monitored alarm users, the schedules shall be forwarded to alarm companies who shall provide the applicable schedules to their customers. The Alarm Coordinator shall

provide the applicable schedules directly to registrations of local alarm systems.

- b) Every person who:
 - (i) violates any provision of this by-law;
 - (ii) permits any act or thing to be done in contravention or in violation of any of the provisions of this by-law;
 - (iii) neglects to do or refrains from doing anything required to be done by any of the provisions of this by-law; or,
 - (iv) fails to comply with any order, direction, or notice given under this By-law,is subject to suspension of their alarm registration.
- c) Testing of an alarm system is permitted, however the alarm system shall be placed “out of service” when testing or maintenance is undertaken.
- d) Administration of this By-law is the responsibility of the Chief of Police and the Director.

17. This By-law is not to be construed at any time in such a fashion as to hold the Police Service, the Town, the Police Services Board or its members, employees or agents liable for failing to ensure that persons comply with the provisions of this By-law.

18. This By-law may be cited as the “Security Alarm By-law”.

19. Where an alarm user has failed to pay fees or charges imposed under this By-law, the unpaid fees and charges, plus an administrative fee, the Town Treasurer may add same to the tax roll of the property associated with the alarm site and may be collected by action or in like manner as municipal taxes.

20. This By-law shall come into full force and take effect on September 1, 2007, provided this By-law has been approved by resolution by the Council for the Town of The Blue Mountains.

And Further that this By-law shall come into force and take effect upon the enactment thereof.

Enacted and passed this ____ day of April, 2007

Chair, The Blue Mountains Police Services Board

Vice-Chair, The Blue Mountains Police Services Board

Secretary, The Blue Mountains Police Services Board

Town of The Blue Mountains

Schedule "A"

By-law No. PSB 2007 – 01

Fees

1. ALARM REGISTRATION

There shall be a \$25.00 registration fee for residential and \$50.00 for business alarm systems. The fee shall cover a THREE year period from the date of registration. GST is applicable to the registration fee and shall be inclusive of aforementioned amounts. Registration fees shall be paid at the time of application for registration.

2. FEES

- a) A registered alarm user shall be subject to a fee of \$50.00 plus GST for the 2nd false dispatch and \$100.00 plus GST for the 3rd false dispatch in any 365 day period.
- b) The user of an automatic voice dialer that transmits messages to any telephone number assigned to the Police Service shall be subject to an administrative fee of \$200.00 plus GST.
- c) An alarm user shall be subject to an administrative fee of \$200.00 plus GST for Police response to an unregistered alarm system.

3. An alarm company that notifies the Police Service of an alarm incident which relates to an alarm registration that has been suspended shall be subject to an administrative fee of \$200.00 plus all applicable taxes.

4. Prior to reinstatement for any reason under this By-law, the alarm registrant will be required to pay a reinstatement fee of \$50.00 plus applicable taxes as well as any administrative fees outstanding prior to suspension.

5. Where an alarm user has failed to pay fees or charges imposed under this By-law, the Town Treasurer may add same, plus a \$25.00 administrative fee, to the tax roll of the property associated with the alarm site and same may be collected by action or in like manner as municipal taxes.

Town of The Blue Mountains

Schedule "B"

By-law No. PSB 2007 – 01

Payment Schedule

Registered Alarm Systems

Registered Alarm Systems that incur a 2nd, 3rd or subsequent false disptach within a 365 day period:

1. The alarm registrant shall have 30 days from the date of service of the administrative fee notice to comply with payment or the alarm system shall be considered suspended, unless the alarm registrant shows just cause why an extension should be granted.

Unregistered Alarm Systems

1. The alarm user shall have 30 days from the date of service of the administrative fee notice to comply with payment.

Where an alarm user has failed to pay fees or charges imposed under this By-law, the Town Treasurer may add same, plus a \$25.00 administrative fee, to the tax roll of the property associated with the alarm site and same may be collected by action or in like manner as municipal taxes.

Town of The Blue Mountains

Schedule “C”

By-law No. PSB 2007 – 01

Agreement of Understanding

Alarm Companies

1. It will be the responsibility of the Alarm Company to be fully aware of the Police Services Board Security Alarm By-law and to conform to it.
2. Alarm companies will provide current, accurate information to the Alarm Coordinator, on any pertinent changes to their company and/or customers.
3. It is the responsibility of the Alarm Company to ensure their customers are properly educated in the use of the alarm system and verification procedures required by the Police Service.
4. Alarm companies are responsible for current, accurate keyholder files for each of the monitored alarm premises they service.
5. Alarm companies will provide all new customers (both monitored and non-monitored systems) with the approved alarm registration form.
6. Alarm companies installing local alarm systems will assist those customers in forwarding keyholder information to the Police Service.
7. The Alarm Company will provide the alarm registration number and the name of the keyholder contacted to the Police Service when calling in the alarm.
8. The Alarm Company will attempt to verify all alarm incidents prior to contacting the Police Service. (Exception noted in Subsection 7(5)c).
9. The Alarm Company shall provide their customers with the Alarm User Checklist as set out in Schedule “F”.

Town of The Blue Mountains

Schedule “D”

By-law No. PSB 2007 – 01

Agreement of Understanding

Alarm Users

1. Alarm users are responsible for their alarm activity.
2. It is the alarm user’s responsibility to ensure all persons who are authorized to use the alarm system are properly trained in both the use of the system and the requirements of keyholders under this By-law. This includes third party users, such as subcontractors and maintenance staff.
3. It is the responsibility of the alarm user to ensure that a current, accurate list of keyholders is supplied to the alarm company.
4. The alarm user must understand that the keyholders have a responsibility to attend at an alarm site if requested to do so by the alarm company or the Police Service. Their response to the scene must be as soon as practicable after the call is received.
5. To the extent that each alarm system allows, the keyholder must assist the responding officers in determining the origin of an alarm signal and its cause.
6. The keyholder must be able to provide officers access to the premise, be able to deactivate the alarm system, and secure the premise upon police departure.
7. Persons installing their own alarm systems must register the alarm system in accordance with the provisions of this By-law.

Town of The Blue Mountains

Schedule "E"

By-law No. PSB 2007 – 01

Installer False Dispatch Prevention Program Checklist (Check Yes or No)

If a duress feature was installed, I thoroughly explained it and I did not use "1+" keyboard coding.

Yes No

I confirm that the control panel has been programmed so that:

It will not transmit more than alarm signals from the same zone until manually restored at the premises. (Recommend no more than two).

Yes No

It will delay at least 15 seconds before initiating dialing on intrusion alarm signals.

Yes No

It has adequate delay time on entry/exit doors (delay of 45 seconds or more is recommended).

Yes No

A cancel code can be entered by the customer to cancel accidental alarms.

Yes No

I verified that police and fire panic buttons cause a siren or speaker to sound and that medical panic buttons cause an audible signal.

Yes No

I verified that the keypad(s) emit sufficient sound to inform occupants when an entry/exit door sensor has been triggered.

Yes No

I installed and tested standby/backup power.

Yes No

I reviewed the "Customer False Alarm Prevention Checklist" with the customer.

Yes No

I determined whether the customer had special telephone features, such as call waiting, and took appropriate steps to allow proper control panel dialing and monitoring center verification.

Yes No

I made sure the control panel was properly grounded.

Yes No

I made sure that all door and window contacts were properly selected, installed and tested. I considered loose fitting doors and windows, whether wide gap contacts were needed, and steel doors and windows. I followed the manufacturer's installation instructions.

Yes No

I made sure all glass breakage sensors were properly selected, installed and tested, I gave consideration to pets, on site noises and the general environment. I followed the manufacturer's installation instructions.

Yes No

All motion type detectors were properly selected, properly installed and tested. I gave consideration to pets, sunlight, other heat sources, and harsh environments. I followed the manufacturer's installation instructions.

Yes No

Please explain if you answered "No" to any of the above items:

Installation Technician:

Printed Name: _____

Signature/Date: _____

Town of The Blue Mountains

Schedule "F"

By-law No. PSB 2007 – 01

Customer False Dispatch Prevention Program Checklist (Check Yes or No)

I have been trained in the proper operation of the system.

Yes No

I have been given a summary operating sheet.

Yes No

I have been given the security system operating manual.

Yes No

I know how to cancel an accidental alarm activation.

Yes No

I have the cancellation code.

Yes No

I know how to turn off motion detectors while leaving other sensors on.

Yes No

I know how to test the system, including the communication link with the monitoring center.

Yes No

I understand the length of the delay time on designated entry/exit doors and I believe this will provide sufficient time to get in and out of the premises.

Yes No

My entry time is _____

My exit time is _____

I have the alarm company phone number to request repair service or to ask questions about the alarm system.

Yes No

I have been offered the option of a training/no dispatch period.

Yes No

I understand that indoors pets can cause false alarms and I will contact the alarm company to adjust the system if I acquire any additional indoor pets.

Yes No

I know where the main control panel and transformer are located.

Yes No

I have received an alarm sheet which describes how the alarm company will communicate with me in the event of various alarm signals.

Yes No

I understand the importance of keeping my emergency contact information updated and I know how to do this.

Yes No

I understand the importance of immediately advising the alarm company if my phone number changes (including area code changes).

Yes No

I understand the importance of any other changes to my telephone service such as call waiting or a fax line or high speed internet connection.

Yes No

I have been made aware of the alarm by-law, if any, that governs the operation of my alarm system and I will comply with applicable requirements (permits, fees, etc.).

Yes No

I will advise the alarm company if I do any remodelling (such as extensive painting, moving walls, doors or windows).

Yes No

I understand that certain building defects (such as loose fitting doors or windows, rodents, inadequate power, and roof leaks) can cause false alarms. I will correct these defects as I become aware of them.

Yes No

The alarm company has given me written false alarm prevention techniques to help me prevent false alarms.

Yes No

I understand it is my responsibility to prevent false alarms and I understand it is critical and my responsibility to assure that all users of the system (such as residents, employees, guests, cleaning people, and repair people) are trained on the proper use of the system.

Yes No

Comments:

Alarm Company Customer:

Printed Name: _____

Signature/Date: _____