



## OTTAWA

### ALARM AND DISPATCH SERVICE

#### Alarm Permit Registration

The registration of your alarm system is voluntary, and we strongly encourage this to be done. Here is why:

1. A registered alarm system allows Police to predict response requests for alarm calls and permits informed decisions to be made on staffing levels.
2. It allows quicker handling of alarm calls by our dispatch center since alarm companies only need to quote a registration number which, when entered, our computer system, will automatically pre-fill an alarm dispatch screen.
3. It provides a higher degree of officer safety and protection of your property. Alarm calls are inherently more dangerous for Police since Police are walking into an unpredictable situation.

#### False Alarm Policy

All False Alarms attended by the Police will be charged \$145 (plus any applicable taxes) to the Registration Certificate Holder for the Security Alarm System responsible for the False Alarm.

### PROTECTION PLUS POLICIES

**Customers who do not wish to register with the Police, we offer an alternative service for Guard response.**

**PROTECTION PLUS offers a Private Guard Response in York Region.** This service provides a response from a Private Guard company that will dispatch qualified Guards to your residence. Should the dispatch be the result of a false alarm, the Guard will leave a Patrol Report at your house. However, should the emergency be real, the Guard will immediately contact the Police and request appropriate action.

All **Panic Button Signals** will still be attended to by the Police (and are subject to fees if deemed false).

**Residential** \$4.95 + tax monthly or \$80.00 + tax per response

**Commercial** \$7.95 + tax monthly or \$95.00 + tax per response

**Note:** To reduce false alarms responses, please remember to call the monitoring station on all alarms. Please do not wait for their call.

**Disclaimer:** Please note that policies and charges may change on occasion. Please verify the information accordingly.