

**SOUTH SIMCOE POLICE SERVICE**  
**ALARM RESPONSE POLICY**  
**EFFECTIVE May 1st, 2022**  
**CENTRAL MONITORING STATIONS**

**Introduction**

This document is to notify Central Monitoring Stations that effective May 1st, 2022 the existing Alarm Response Policy will include an Alarm Cost Recovery Program to be billed to the Alarm Monitoring Stations for all false alarms and cancelled alarms by the South Simcoe Police Service.

**Purpose**

South Simcoe Police Service will be implementing the cost to assist with the increased demands in responding to false alarms and with the intention to further reduce false alarms dispatched to police.

**Alarm Cost Recovery Program**

The Cost recovery program is for the calendar year which the alarm occurred.

A fee of \$180.00 will now be charged to Central Monitoring Agency's for every dispatched alarm that is deemed to be false and a fee of \$120.00 will be charged for every dispatched alarm that is cancelled, and Officer(s) have already arrived on scene. For residential alarms only, the first false alarm and/or cancelled alarm will be forgiven, one time only. Any subsequent alarms will be billed to alarm monitoring stations.

The invoice is to be paid in full. Discrepancies will be reviewed in the form of a written or electronic email appeal to the Information Support Unit at

[Infosupport@southsimcoepolice.ca](mailto:Infosupport@southsimcoepolice.ca)

**Contact**

If you have any questions regarding this communication, please contact:  
Information Support Unit, at 705-436-2141 or 905-775-3311 @ Ext. 1992.