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"Partnerships in Policing"
Alarm Response Working Group

14th April 2011

AMENDMENT TO REDUCE FALSE DURESS ALARMS

- * The information contained in this document is intended for security installers of electronic alarms.

Dear Sir/Madam,

The Western Australia Police (WAPOL), in consultation with the Alarm Response Working Group (ARWG), has amended existing strategies to reduce the number of unwarranted Duress alarms being passed onto Police communications.

Every alarm call that is ultimately determined to be unwarranted has the effect of degrading the WAPOL response capability to other situations that may be genuinely urgent.

On the 1st of December 2007 a new alarm response category of 'Request for Assistance' (RFA) was introduced so that alarm monitoring centres could verify the type of response required and determine if the event was genuine.

The result was an immediate reduction of over 62% of unwanted calls to police communications without any degradation of response or service to the community.

To maintain calls at a manageable level and in an effort to improve Police response times, **all** Duress Alarms will now be responded by the monitoring centres as a Request For Assistance (RFA) until such time as they are verified as a genuine Duress event.

It will be the responsibility of the monitoring centre to contact their client and verify the appropriate response required before contacting WAPOL.

The implementation date of this amendment has been nominated as Wednesday 1st of June 2011 and is to be adopted by all accredited monitoring centres that are approved to pass alarms through to the Western Australia Police Communications Centre.

It is expected that all monitoring centres will conform to these new amendments by 1st July 2011.

It should be noted that monthly statistics already exist for each individual monitoring centre at Police Communications showing the number of Duress alarm calls. These statistics will indicate the level of compliance for the new amendments.

As of March 2011 the monthly average of Duress calls to WAPOL is in the order of 175 per month, of which less than 15% are determined genuine.

If you or your clients require any further clarification on this matter they should contact their alarm monitoring centre or security industry association.

Information and standards are also available from www.police.wa.gov.au
Standard Code for Supply and Installation of Hold-up and Duress Alarm Devices.

Superintendent Andy Greatwood
Co Chairman ARWG
14th April 2011

Michael Dyer
Co Chairman ARWG
14th April 2011