

**VERMONT STATE POLICE  
BURGLARY/ROBBERY ALARM RESPONSE  
REQUIREMENTS**

**GENERAL STATEMENT OF POLICY**

The incidence of false alarms is so high, and our response comes from a widespread area covered by patrols, it is important that each alarm is responded to based on information associated with the reported alarm and on the false alarm record of the alarm site.

We recognize that alarms are installed to protect residential and business properties and responding to those properties will continue to be a service offered by the State Police. It is our belief that by enforcing these procedures, we will limit, to the greatest extent possible, our alarm response to those instances when it is likely that a criminal offense or emergency is occurring.

**REGISTRATION**

We require that all alarm holders (expecting the VSP to be the primary responding law enforcement agency) become registered with the VSP, including an annual fee of \$50. (Statutory authority for alarm registration fees in Title 20, VSA, § 1871 (e)(3).) Without updated information regarding the property and the alarm owners, we are unable to effectively track alarms and communicate with the property owner. It is important that the registration form include an accurate mailing address so we may communicate incidents of false alarms before the customer is placed in non-response mode.

A property owner must only register their alarm if they wish to have the VSP respond to burglary alarm activations. If the alarm holder chooses not to register and there is a verified emergency at the premise, the VSP will respond.

In towns where there is a local police department, there may be different requirements for alarm holders. Property owners should contact their local police department or town clerk's office to get this information. Properties outside of VSP jurisdiction are not required to register. If a homeowner is unsure if they are in a VSP area, they may click on [this link](#) to view the coverage map. For those alarm holders in towns where the VSP provides after hours or back-up coverage, they should register with us so that we may have accurate

information regarding the property. They are not required to pay the registration fee.

When filling out the Alarm Registration form, please include the property owner's information. If the property does not have a specific owner (financial institutions, schools, associations, etc.) please leave these fields blank. The **Alarm Code** is a secret word or number that should be made available to only management or supervisory personnel or owner/ occupants of residences at the alarm site who might be present at the time of false alarms. Upon receipt of an alarm that the dispatcher has a logical reason to believe could be false due to either human error or mechanical failure and the nearest Trooper is in excess of five minutes away, the dispatcher will attempt to make contact with the alarm site to verify the circumstances surrounding the alarm. Your code will be requested. Your code should also be given in the event the user should need to advise the State Police of anticipated false alarms due to maintenance and / or test.

Once the registration form and fee is received and the information is entered into our software program an "alarm number" is assigned to each property. We will contact the alarm holder's monitoring company and give them this unique number. When the monitoring company calls our dispatch center, they will provide this number to the dispatcher allowing us to access the record in a timely and accurate fashion. If an alarm is unfounded, notification will be made to the alarm holder based on the information provided on the registration form.

## **FALSE ALARMS**

False alarms are universally considered by public safety officials to be one of the most serious problems in law enforcement. Notification will be made to the property owner for any false alarms and fees will be assessed as specified under 20 VSA § 1871 9(f)(3):

1st False Alarm	No charge
2nd False Alarm	\$50
3rd False Alarm	\$75

\*All false alarm fees must be paid within 30 days of the invoice date to avoid being placed in non-response mode.

After three (3) false alarms per calendar year, your alarm will be placed in non-response mode. Should you wish to have the Vermont State Police begin responding again, you must comply with our reinstatement policy. Your alarm will remain in non-response mode until compliance with the reinstatement policy is met.

## **REINSTATEMENT POLICY**

An account, whose burglary alarm response by the Vermont State Police (VSP) has been suspended, may have alarm response reinstated by completing the criteria listed below.

**1. The Alarm Installation/Service Company or Dealer must completely test and inspect the entire system**, including transmitting all burglary zones within the alarm system at the premise to the Monitoring Central Station to validate that they function correctly. Please indicate on the Reinstatement Application, all service or repairs completed.

**2. The Alarm Installation/Service Company or Dealer will provide any necessary training and education to the property owner.** The property owner is responsible for the training and education of all users of the alarm system. Education should include proper use of alarm system as well as the importance of false alarm reduction.

**3. The property owner must pay any outstanding fees and fines for Alarm Registration and past false alarms.**

**4. The property must be free from any alarms requiring a police dispatch for a 60-day Probationary Period. If, however, the homeowner believes a crime to be occurring, instruct the Monitoring Central Station to dispatch the VSP immediately or call 911.** During this 60-day probationary period, the Monitoring Central Station must document all burglary alarm activity including arming/disarming signals. If during the Probationary Period, the Monitoring Central Station receives a burglary alarm signal, calls the premises and; the phone is not answered

OR the person answering does not have a valid access code or other acceptable form of identification on file with the Monitoring Central Station OR no one can be reached to validate the burglary alarm signal, the 60 day Probationary Period will begin again.

If the property was unable to be "false alarm free" for the 60-day Probationary Period, he or she will have the opportunity to try again. The alarm subscriber may make as many attempts as necessary to obtain a contiguous 60-day period without false alarms.

5. The property owner must complete and submit the Reinstatement Application to the VSP for review. After the VSP reviews the application, they will notify the property owner and Alarm Installation/Service Company of their decision for reinstatement. If the decision is favorable for reinstatement, the property will be placed in response mode as of the date stated in the notification.

[DPS HOMEPAGE](#) | [STATE OF VERMONT HOME](#)

[WEBMASTER](#)

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updated January 4, 2006 .