

The Total Response Time may be represented as follows:

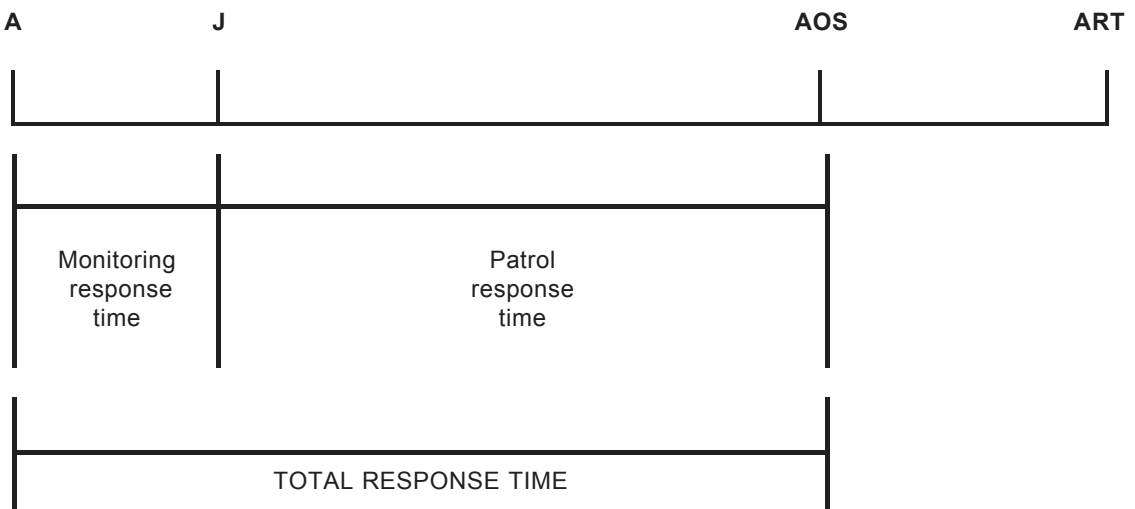


FIGURE 1 REPRESENTATION OF TOTAL RESPONSE TIME

B2.2 Response area—an area where the response/patrol company has geographic coverage.

B2.3 Metropolitan area Any major regional area.

NOTE: This area is usually clearly defined in each State, generally a metropolitan area with more than 30 000 people.

B2.4 Weekday normal business hours alarm response—responses during established weekday coverage time.

NOTE: This is normally Monday to Friday 0600 to 1800 hours except for public holidays; however, the coverage times may vary between States.

B3 MONITORING RESPONSE TIME This is the responsibility of the control station. The following monitoring response times shall apply:

- (a) When patrol response is the first action less than or equal to 5 min.
- (b) When patrol response is a subsequent action less than or equal to 5 min. from the time authority is given or confirmed to send a patrol response.
- (c) When late to close less than or equal to 25 min.

NOTE: These times may be varied on negotiation and agreement between the client and the central station.

B4 PATROL RESPONSE TIME

B4.1 General This is the responsibility of the response/patrol company. Except where allowed in Paragraph B4.2, the following patrol response times shall apply:

- (a) Standard alarm response less than or equal to 35 min.
- (b) Late-to-close less than or equal to 45 min.
- (c) Weekday response, where provided less than or equal to 75 min.

NOTE: These times may be varied on negotiation and agreement between the client or the central station on behalf of the client and the response/patrol company.

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B4.2 Exceptions The patrol response times shall not apply under the following circumstances:

- (a) Where the client is responsible for late response time, such as where the patrol officer is instructed to meet the client's representative on site at a prearranged time, or the patrol officer is unable to gain access due to keys being changed.
- (b) Where external checks are carried out by another patrol officer or inspector within the relevant patrol response time.

NOTE: Such a situation may occur when the patrol vehicle with the keys is delayed.

- (c) In non-response areas and country areas.

NOTE: The response area should be agreed between the client and monitoring company.
