

FALSE ALARM AWARENESS COURSE

Collier County Sheriff's Office | Sheriff Kevin J. Rambosk
& the Alarm Association of Florida



Instructions:

The following test is given to make sure you have taken the time to review all the materials in this course. After you have taken the test, mail to: Collier County Sheriff's Office, False Alarm Bureau, 3319 Tamiami Trail E., Naples, FL 34112 or fax to: 239-252-0701.

Once the test is received, it will be graded, and if passed, a certificate will be sent to you. Should you have any questions on the process, please call the False Alarm Bureau at 239-252-0503 or 239-252-0502.

You must pass this test with a score of 80% or better.

Please complete all the following information (failure to do so could invalidate the test)

Name: _____

Address: _____

City: _____

State: _____ Zip Code _____

Email Address: _____

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1. Enhanced Call Verification (ECV) is used for:
 1. Hold up alarms
 2. Burglary alarms
 3. Panic alarms
 4. Fire alarms
2. Per the current alarm ordinance 2017-32, you do not have to register your alarm system with the Sheriff's Office, although your alarm company is responsible to register for you.
 - True
 - False
3. An alarm system is required to be registered by the alarm user, per the current Collier County Ordinance, and should be renewed:
 1. Every 2 years
 2. Bi-annually
 3. Only when information changes
 4. Annually
4. The control panel is the "Brain" of an alarm system.
 - True
 - False
5. The most frequent cause of false alarms is:
 1. Pets
 2. Lightning
 3. User error
 4. Incorrect installation of alarm devices
6. A component of an alarm system which is considered the "hearing aid" is the:
 1. Glassbreak Detector
 2. Alarm Panel
 3. Motion Detector
 4. None of the above
7. When going on vacation, it is important to consider that you may have numerous false alarms, so it is wise to call your alarm company and make sure vital information is current and up-to-date.
 - True
 - False

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8. The Enhanced Call Verification (ECV) process helps to reduce dispatched calls to alarm activations.
- True
- False
9. If you have a problem with a motion detector, the alarm system manual will explain how that particular zone can be by-passed so that you can still use the remainder of the system until the alarm company can service your alarm.
- True
- False
10. A maintenance contract may be purchased through an alarm company so that your alarm system can be serviced annually to keep it in good working condition.
- True
- False
11. "Cross-Zoning" would allow your alarm company to:
1. Dispatch only when a motion goes off by itself
2. Dispatch only when a motion alarm goes off with an exterior alarm, such as a door or window
3. Both A and B above
4. There is no such thing as "Cross-Zoning"
12. False alarms do not reduce crime and can also cause complacency, liability and endangerment to the alarm user and the responding agency.
- True
- False
13. Which of the following statements is NOT true?
1. Any person who services or installs an alarm system must be licensed by the State of Florida and carry their identification on them when performing work
2. The keypad is the unit that activates the alarm system
3. The alarm user will incur a registration fine if their alarm system is not registered with the Sheriff's Department False Alarm Unit.
4. Your alarm company is responsible to register your alarm site per the current Collier County Alarm Ordinance 2017-32.
14. False Alarms:
1. Do not reduce crimes
2. Cause a certain level of complacency among all concerned parties
3. Increase liability and endanger the safety and welfare of the public
4. All of the above

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15. According to the False Alarm Fine Schedule, if the alarm user has not registered their alarm system or if it is expired, they will incur a \$25.00 alarm fine plus a \$25.00 registration fine on their:
- 1. 2nd false alarm response
 - 2. 9th and consecutive false alarm response
 - 3. 7th and 8th false alarm response
 - 4. 5th and 6th false alarm response
16. The "key pad" is the unit that activates the alarm system.
- True
 - False
17. Motion detectors are considered the "inside eyes" of a security alarm system and the motion is detected by movement rather than by measurement of heat transfer.
- True
 - False
18. It is recommended that your alarm system should be inspected and tested annually by your servicing alarm company.
- True
 - False
19. Alarm system equipment consists of at least what three major components:
- 1. Keypad, glassbreak detectors, and motion detectors
 - 2. Control panel, outside audible horn and alarm sign in the yard
 - 3. Keypad, motion detectors, and a door bell
 - 4. Control panel, keypad, and contacts
20. In order to avoid false alarms and costly fines due to weather related and power problems, contact your alarm company and be sure:
- 1. The alarm system is grounded
 - 2. Power and phone lines have surge protectors
 - 3. A backup battery is in use, is working properly and will hold a charge for a minimum of four hours
 - 4. All of the above