

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. When testing your alarm system, you should:
 1. Call your monitoring central alarm station before and after testing
 2. Call your alarm servicing company during the test
 3. Call your alarm servicing company 24 hours prior to testing
 4. Calling the alarm servicing company or the monitoring station is not necessary
2. Pertaining to alarm system registration, it is important that alarm users update any change of information, such as keyholder name and phone number, new billing address, new cell phone number, to:
 1. The Sheriff's Office False Alarm Bureau
 2. Your alarm company and the local post office
 3. Only the post office
 4. Your central monitoring station.
3. Enhanced Call Verification does not require your alarm company to attempt to verify the alarm activation by making two phone calls to two different phone numbers prior to calling law enforcement .
 - True
 - False
4. 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
5. Per the current Collier County Alarm Ordinance 2018-26, 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
6. Alarm System Registration is required in order to determine how many alarm systems are in use in Collier County and to insure up-to-date information on each alarm user.
 - True
 - False
7. Window and door contacts, motion detectors and low battery power are common equipment problems that create false alarms.
 - True
 - False

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8. The "key pad" is the unit that activates the alarm system.
- True
 - False
9. Motion is detected by:
- 1. Movement through an area
 - 2. Measurement of heat transfer
 - 3. Weight of an object
 - 4. None of the above
10. 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
11. The benefits of the False Alarm Prevention Program and test are:
- 1. To provide the opportunity for alarms users to become aware of the procedures used by law enforcement
 - 2. Learn about alarm components, their functions and how to prevent false alarms
 - 3. Have the opportunity to reduce or eliminate the cost of a fine and how to prevent future false alarms from occurring
 - 4. All of the above
12. It is recommended that your alarm system should be inspected and tested annually by your servicing alarm company.
- True
 - False
13. Going on vacation? Which of the following does not pertain to your security checklist?
- 1. Let your alarm company know the dates you will be gone and who is authorized to be in your home
 - 2. Train each person that will enter the premise on how to use the system and what to do if an alarm occurs and give them a password/passcode
 - 3. Call the Sheriff's Office False Alarm Bureau and give them your password/passcode(s)
 - 4. Leave a phone number with your alarm company where you can be reached if you want to be notified of any alarms while you are away
14. Spiders, cobwebs, lizards, and mylar balloons are objects that will set off a motion detector and cause a false alarm.
- True
 - False

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15. 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 2018-26.
16. The Sheriff's Office False Alarm Bureau's task is to
- 1. Enforce state statues, laws and county ordinances
 - 2. Compile and record false alarm information
 - 3. Keep track of individual alarm sites and provide them an account history
 - 4. All of the above
17. "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"
18. The Enhanced Call Verification (ECV) process:
- 1. Reduces alarm dispatch requests
 - 2. Preserves law enforcement response while protecting law enforcement resources
 - 3. Helps to ensure law enforcement officers will be available to respond to emergencies
 - 4. All of the above
19. Per the Collier County False Alarm Ordinance, the first two false alarms within a 180 day period are not charged to the alarm owner, if registered, but the third and subsequent alarms will generate a fine according to the ordinance.
- True
 - False
20. A "false alarm" is any alarm caused by human error or equipment problems that require police response , with no evidence of an actual crime having been committed.
- True
 - False