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: ___________________________________________________
1. Power outages, thunderstorms, and lightning are valid reasons for causing false alarms.
   - False

2. 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

3. 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

4. The purpose of the current Collier County Alarm Ordinance is to:
   - 1. Increase awareness to alarm users of their responsibilities in using their alarm system
   - 2. Provide alarm system education and training
   - 3. Decrease the number of false alarms law enforcement responds to
   - 4. All of the above

5. 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

6. 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
7. What can be done to prevent false alarms from inclement weather and power surges?
   - 1. Ground the system
   - 2. Use a surge protector
   - 3. Make sure the backup battery is working properly
   - 4. All of the above

8. “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”

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 valid alarm user who has access to an alarm site should have a valid:
    - 1. Driver’s License
    - 2. Code and password
    - 3. Code and social security number
    - 4. Excuse

11. Which statement is true in reference to passwords/passcodes?
    - 1. Contact your alarm company to assign each person their own personal password/passcode – it can be removed when no longer needed
    - 2. You must call the Sheriff’s Office and give them your password/passcode in order to cancel an alarm
    - 3. It is not necessary to have a password/passcode as long as you are cancelling an alarm from the phone number where the alarm came in from
    - 4. 1. and 2. are TRUE statements

12. 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.
13. 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

14. 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

15. 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

16. Spiders, cobwebs, lizards, and mylar balloons are objects that will set off a motion detector and cause a false alarm.
   □ True
   □ False

17. False alarms do not reduce crime and can also cause complacency, liability and endangerment to the alarm user and the responding agency.
   □ True
   □ False

18. Taking the online False Alarm Awareness Program and test helps educate the public and also assists an alarm user to help pay the cost of a $150 or $200 alarm citation.
   □ True
   □ False

19. It is recommended that your alarm system should be inspected and tested annually by your servicing alarm company.
   □ True
   □ False

20. Glassbreak detectors are tuned to the frequency of glass breaking, so they may need to be adjusted for sensitivity.
   □ True
   □ False