

ALARM USER AWARENESS CLASS



Alarm Industry
Research & Educational
FOUNDATION


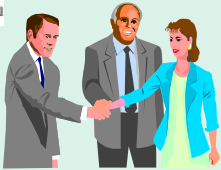
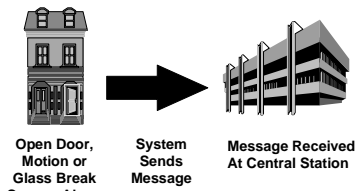

Presentation:

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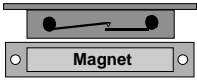
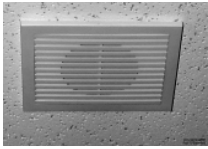
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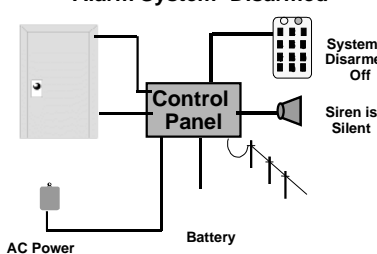
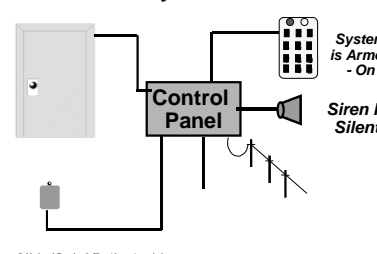
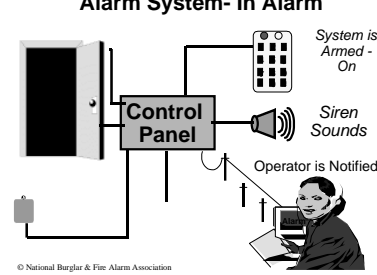
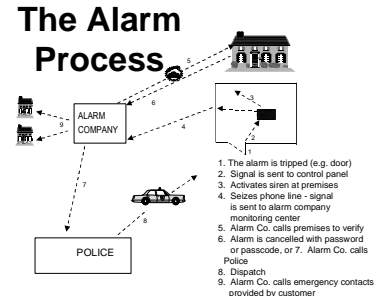
Alarm User Awareness Class

Slide 1	<div style="text-align: center;"> <h2>Alarm User Awareness Class</h2>   <p style="font-size: small;">© Electronic Security Association</p> </div>	<p>Today we will:</p> <ul style="list-style-type: none"> Explain to you what an alarm system is and how they work - not to make you an expert, but just a quick “alarms 101” overview. Answer the question - Do alarm systems really work? 	
Slide 2	<div style="text-align: center;"> <h3>What We Will Cover</h3> <ul style="list-style-type: none"> What is an alarm system? How alarm systems really work? What is a False Alarm? Causes & impacts of false alarms. How to reduce & eliminate false alarms. And more.... <p style="font-size: x-small;">© National Burglar & Fire Alarm Association</p> </div>	<ul style="list-style-type: none"> Define and discuss the causes of false alarms and false dispatches. Discuss false alarm reduction, statistics, the impact of false alarms and most importantly the industry’s effort to reduce and eliminate false alarms and false dispatches. 	
Slide 3	<div style="text-align: center;"> <h3>What Causes a Signal?</h3>  <p style="font-size: x-small;">© National Burglar & Fire Alarm Association</p> </div>		
Slide 4	<div style="text-align: center;"> <h3>Control Panel</h3> <ul style="list-style-type: none"> The “brain” of the system Monitors the various sensors connected to it Activates the siren; sends signal over the phone line.  <p style="font-size: x-small;">© National Burglar & Fire Alarm Association</p> </div>	<p>A master control unit - the brains of an alarm - system interprets signals from the sensors based on the nature of the emergency. It can notify all occupants of the home or business by noise or beeping.</p>	


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Slide 5	<p style="text-align: center;">Keypad</p> <div style="display: flex; align-items: center;">  <div style="margin-left: 20px;"> <ul style="list-style-type: none"> The user interface with the system Allows the user to operate the system by pushing keys </div> </div> <p style="font-size: small; margin-top: 10px;">© National Burglar & Fire Alarm Association 5</p>		
Slide 6	<p style="text-align: center;">Glassbreak Detector</p> <div style="display: flex; align-items: center;">  <div style="margin-left: 20px;"> <ul style="list-style-type: none"> The “hearing aid” of the system Detects sound of breaking glass </div> </div> <p style="font-size: small; margin-top: 10px;">© National Burglar & Fire Alarm Association 6</p>		
Slide 7	<p style="text-align: center;">Motion Detectors</p> <div style="display: flex; align-items: center;">  <div style="margin-left: 20px;"> <ul style="list-style-type: none"> The inside “eyes” of the system Detects motion on interior of premises </div> </div> <p style="font-size: small; margin-top: 10px;">© National Burglar & Fire Alarm Association 7</p>		
Slide 8	<p style="text-align: center;">Contacts</p> <div style="display: flex; align-items: center;"> <ul style="list-style-type: none"> The perimeter “ears” of the system Located on doors & windows to detect opening  </div> <p style="font-size: small; margin-top: 10px;">© National Burglar & Fire Alarm Association 8</p>		
Slide 9	<p style="text-align: center;">Siren/Speaker</p> <div style="display: flex; align-items: center;"> <ul style="list-style-type: none"> The “voice” of the system Sounds to frighten intruder & warn occupants  </div> <p style="font-size: small; margin-top: 10px;">© National Burglar & Fire Alarm Association 9</p>		



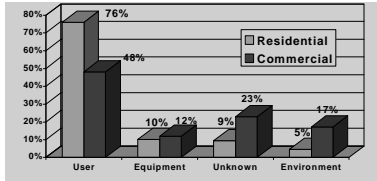
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Slide 10	<p style="text-align: center;">Alarm System- Disarmed</p>  <p style="text-align: right;">System is Disarmed- Off Siren is Silent</p> <p style="font-size: small;">© National Burglar & Fire Alarm Association 10</p>	
Slide 11	<p style="text-align: center;">Alarm System- Armed</p>  <p style="text-align: right;">System is Armed - On Siren is Silent</p> <p style="font-size: small;">© National Burglar & Fire Alarm Association 11</p>	
Slide 12	<p style="text-align: center;">Alarm System- In Alarm</p>  <p style="text-align: right;">System is Armed - On Siren Sounds Operator is Notified</p> <p style="font-size: small;">© National Burglar & Fire Alarm Association 12</p>	<p>Monitoring Center Notification</p> <p>A monitored security system sends a signal by telephone line to the alarm dealers central station. Automation within the central station interprets the signal and directs the central station operator to the proper course of action.</p>
Slide 13	<p style="text-align: center;">The Alarm Process</p>  <p style="font-size: x-small;">1. The alarm is tripped (e.g. door) 2. Signal is sent to control panel 3. Activates siren at premises 4. Seizes phone line - signal is sent to alarm company monitoring center 5. Alarm Co. calls premises to verify 6. Alarm is cancelled with password or passcode, or 7. Alarm Co. calls Police 8. Dispatch 9. Alarm Co. calls emergency contacts provided by customer</p> <p style="font-size: x-small;">© National Burglar & Fire Alarm Association 13</p>	<p>Responding Authority Notification</p> <p>This may include notification to the police, fire, medical or just owner notification for non-emergency events.</p>
Slide 14	<p style="text-align: center;">Alarms: Your First Line of Defense</p> <p style="text-align: center;">Used properly, alarm systems are one of the most effective ways to deter burglaries and break-ins.</p> <p style="text-align: center;">There's just one problem...</p> <p style="font-size: x-small;">© National Burglar & Fire Alarm Association 14</p>	

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Slide 15	<p style="text-align: center;">What's That Sound I Hear Next Door?</p>  <ul style="list-style-type: none"> • Could it be a false alarm? • False Alarm vs. False Dispatch <ul style="list-style-type: none"> - False Alarm: Alarm system detects alarm status erroneously through user error, equipment, etc.. - False Dispatch: Notification of an alarm to the law enforcement agency and responding authority finds no evidence of a criminal offense or attempted criminal offense. <p style="font-size: small; margin-top: 10px;">© National Burglar & Fire Alarm Association 15</p>	<p>What's that sound next door? It's that dang alarm system going off at the neighbor's home or business.</p> <p>Could it be a false alarm? What is a false alarm vs. a false dispatch. There is a very definitive difference.</p>	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
Slide 16	<p style="text-align: center;">False Alarms: The Problem</p> <ul style="list-style-type: none"> ▪ The City has over _____ residential and commercial alarm systems ▪ The number of new alarm systems in is growing at the rate of _____% per year <p style="font-size: small; margin-top: 10px;">© National Burglar & Fire Alarm Association 16</p>		<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
Slide 17	<p style="text-align: center;">False Alarms: The Problem</p> <ul style="list-style-type: none"> ▪ The current average of false alarm dispatches per alarm user per year is _____ ▪ Our goal is to reduce the number of false alarm dispatches per alarm user per year to _____ <p style="font-size: small; margin-top: 10px;">© National Burglar & Fire Alarm Association 17</p>		<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
Slide 18	<p style="text-align: center;">False Alarms: The Problem</p> <ul style="list-style-type: none"> ▪ _____ % of all calls for dispatch of law enforcement were due to false alarms ▪ The Law Enforcement Agency responded to _____ false alarms last year at a cost of \$_____ per response ▪ The Municipality spent over \$___ responding to false alarms last year <p style="font-size: small; margin-top: 10px;">© National Burglar & Fire Alarm Association 18</p>		<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
Slide 19	<p style="text-align: center;">False Alarms: The Problem</p> <ul style="list-style-type: none"> ▪ Alarm systems provide an effective deterrent to crime & serve as the first line of defense against crime, ▪ <u>BUT FALSE ALARMS:</u> <ul style="list-style-type: none"> - waste law enforcement resources & taxpayer money - may cause law enforcement officers to be complacent in responding to alarms - may eventually result in limited or no law enforcement response to alarms <p style="font-size: small; margin-top: 10px;">© National Burglar & Fire Alarm Association 19</p>		<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

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Slide 20	<div style="border: 1px solid black; padding: 10px;"> <h3 style="text-align: center;">What Causes False Alarms?</h3> <p>In the past</p> <ul style="list-style-type: none"> • Equipment Quality • Installation Quality • Misapplication of Equipment • Weather • User Inexperience <p>Today</p> <ul style="list-style-type: none"> • User Error • Misapplication of Equipment • Installation Quality <div style="text-align: center;">  </div> <p style="font-size: small; margin-top: 10px;">© National Burglar & Fire Alarm Association 20</p> </div> <p style="margin-top: 10px;">What causes false alarms?</p> <p>Today you probably never hear that loud siren next door like in the past.</p>	<p>Times have changed and improvements in the alarm industry have been phenomenal.</p> <p>A while back when you heard the neighbor's alarm system go off it probably was caused by a multitude of things.</p> <p>And what are the primary causes of false alarms and dispatches today?</p>	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <p>Several years ago most were equipment caused, today most are user error, misapplication of equipment and sometimes, depending on the dealer, poor installation quality.</p> <p>Equipment failure with new systems, is a very small percent of false alarms.</p>
Slide 21	<div style="border: 1px solid black; padding: 10px;"> <h3 style="text-align: center;">Law Enforcement + Industry Involvement = Fewer False Dispatches</h3> <ul style="list-style-type: none"> • Government Regulation <ul style="list-style-type: none"> - Ordinances - Permitting - Eliminating response to top offenders • Industry Self Regulation <ul style="list-style-type: none"> - Equipment Standards & Improved Application - Employee Training - User Training - Improved Monitoring Center Procedures <div style="text-align: center; margin-top: 10px;">  </div> <p style="font-size: small; margin-top: 10px;">© National Burglar & Fire Alarm Association 21</p> </div> <p style="margin-top: 10px;">How will the industry help eliminate false alarms in the future?</p>	<p>The alarm industry has developed and updates regularly:</p> <ul style="list-style-type: none"> • Equipment standards and application guides • Installer training and servicing. • More complete, recurring and simplified user training. • Improved monitoring center procedures like alarm verification before dispatch and operator training programs. 	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <p>Industry self regulation is just as important as our cooperative national programs and state and local government regulations.</p>
Slide 22	<div style="border: 1px solid black; padding: 10px;"> <h3 style="text-align: center;">Which False Dispatch Problems Do We Fix First?</h3>  <p style="font-size: x-small; margin-top: 5px;">© National Burglar & Fire Alarm Association National Study of False Alarms- SIA-STAT-1994 22</p> </div>	<p>Alarm Users play a critical role in preventing <i>both</i> false alarms & false dispatches.</p>	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

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<p>Slide 23</p>	<p style="text-align: center;">What can YOU do to Reduce False Dispatches</p> <ul style="list-style-type: none"> • Understand how your system works. • Lock & secure all doors & windows. • Know cancellation code. • Respond to activated alarm to meet officers. <p style="font-size: small;">© National Burglar & Fire Alarm Association 23</p>	<p>Make sure a responsible party is available to meet law enforcement officers when the alarm has been activated.</p>	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<p>Slide 24</p>	<p style="text-align: center;">What can YOU do to Reduce False Dispatches</p> <p><u>Call your alarm company:</u></p> <ul style="list-style-type: none"> - BEFORE you start any remodeling. - When you add or change a new authorized alarm user or emergency contact. - When you change your phone number or phone service. - When you add a pet to your home. - When you are moving - When you have an unexplained false alarm <p style="font-size: small;">© National Burglar & Fire Alarm Association 24</p> <p>Keep your responsible party list that you provide to your monitoring service up to date.</p>	<p>Call the central station and inform them of any remodeling, repair, electrical, telephone line work that is going to be done at the premises.</p> <p>Advise your alarm company of any telephone number change at home or work. Telephone numbers for your responsible parties should be checked for any changes.</p> <p>If you change anything at the premises, please call your alarm company.</p>	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <p>Make sure everyone is out of the building or residence before arming the system.</p>
<p>Slide 25</p>	<p style="text-align: center;">What can YOU do to Reduce False Dispatches</p> <p style="text-align: center;"><u>Train ALL alarm users</u></p> <ul style="list-style-type: none"> - Everyone who has a key needs to know how to use your system - Includes - housekeepers, guests, neighbors, relatives, etc. Anyone who may stay at your home while you are not there. <p style="font-size: small;">© National Burglar & Fire Alarm Association 25</p> <p>Make sure everyone who has access (this also means keys) to the premises knows how to operate (turn the alarm on and off) the alarm system.</p>	<p>Make sure they know how to clear a false alarm with the monitoring company. This includes baby-sitters, maids, Realtors, relatives, teachers, janitors, etc.</p> <p>Be sure that telephone repairmen, electricians, carpenters and other repairmen or servicemen are aware and careful of the alarm system.</p>	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <p>Every person who uses the system should know their password or identification code for verification with the central station.</p>

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Slide 26	<p style="text-align: center;">What can YOU do to Reduce False Dispatches</p> <p style="text-align: center;"><u><i>Re-Entering</i></u></p> <ul style="list-style-type: none"> • If you re-enter your premises because you've forgotten something, turn off the alarm & re-set it when you leave again <p style="font-size: small; margin-top: 10px;">© National Burglar & Fire Alarm Association 26</p>		
Slide 27	<p style="text-align: center;">What can YOU do to Reduce False Dispatches</p> <p style="text-align: center;"><u><i>Canceling Alarms</i></u></p> <ul style="list-style-type: none"> • If you accidentally set off an alarm make sure all phones are on the hook and wait for your alarm company to call you back, OR • Follow your alarm company's instructions for canceling an alarm signal <p style="font-size: small; margin-top: 10px;">© National Burglar & Fire Alarm Association 27</p>		
Slide 28	<p style="text-align: center;">What can YOU do to Reduce False Dispatches</p> <p style="text-align: center;"><u><i>Bypassing Zones</i></u></p> <ul style="list-style-type: none"> • Know how to "bypass"(shut off) the motion detector when you are at home • Know how to shut off a malfunctioning component ("zone") until repair is completed <p style="font-size: small; margin-top: 10px;">© National Burglar & Fire Alarm Association 28</p>		
Slide 29	<p style="text-align: center;">What can YOU do to Reduce False Dispatches</p> <p style="text-align: center;"><u><i>Inspect The Alarm System</i></u></p> <ul style="list-style-type: none"> ▪ Follow your alarm company's instructions on testing the system regularly - don't test it by intentionally setting it off. ▪ Have your alarm company replace batteries as needed; wireless systems generally require this more often. ▪ Get a yearly systems inspection. <p style="font-size: small; margin-top: 10px;">© National Burglar & Fire Alarm Association 29</p>	<p>If your power must be off for more than 10 hours, please call your alarm company.</p> <p>What shape is the battery in? The battery's life depends on how often power outages occur and how many accessories the system is driving (i.e., keypads, motion detectors, smoke detectors, etc.)</p> <p>Most panels will send a low battery signal to the central station when the battery's voltage lowers to a certain level.</p>	<p style="text-align: center;">Low batteries are the most common equipment reason for false alarm activation's.</p>

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Slide 30	<p>What can YOU do to Reduce False Dispatches</p> <p><u>Holdup Buttons</u></p> <ul style="list-style-type: none">• Seriously consider whether you truly need this option• Properly train your employees• Make sure you do not have "single action" holdup buttons <p><small>© National Burglar & Fire Alarm Association 30</small></p>		<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
Slide 31	<p>What can YOU do to Reduce False Dispatches</p> <p><u>Duress Codes</u></p> <ul style="list-style-type: none">• A duress code appears to turn off the system but sends a special emergency message to your monitoring center, for example, if you were forced to turn off the system against your will <p><small>© National Burglar & Fire Alarm Association 31</small></p>		<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
Slide 32	<p>What can YOU do to Reduce False Dispatches</p> <p><u>Keypad Entry Errors</u></p> <ul style="list-style-type: none">• Know how to "clear" a wrong code if you make a mistake on the keypad• Some keypads only require that you eventually get the right numbers in sequence <p><small>© National Burglar & Fire Alarm Association 32</small></p>		<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

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Slide
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What can YOU do to Reduce False Dispatches

Door & Window Alarms

- Doors & windows must be tight fitting & locked
- Door & window contacts must be free of paint & varnish
- Make sure there is no door or window warping
- Check weathering of security screens

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Be sure the door or window is completely closed and locked. If an unlocked door is opened by a person, wind, dog, etc., the alarm is activated and law enforcement respond, it is considered a false alarm.

What to watch for in doors:

- Unsecured magnets
- Warping of the top of the door
- A metal or metal sheathed door should have a larger or stronger magnet

- Closed but not latched and locked doors (especially your delay doors)
- An increased gap between door and jamb due to settling of house
- For double doors - make sure fixed side is pinned on top and bottom
- Shaking a door should not set off the alarm

What to watch for in windows:

- Unsecured magnets- Windows should be completely closed and **locked** - it may show a good circuit at the time of arming, but a misaligned magnet and contact may false alarm with a change in temperature or humidity

- Casement windows that are cranked closed against the closed latch with the latch not securing the window
- Mini blinds attracted to the magnet
- Unplugged alarm screens
- Tears or excessive patches on window foil

Slide
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What can YOU do to Reduce False Dispatches

Motion Detector Alarms

- Be aware of what can cause motion detector alarms -
 - helium balloons (especially mylar)
 - pets
 - bugs on the lens
 - curtains

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- A motion detector should not be aimed directly toward an air vent or fireplace
- Caution should be used in placing plants in field of view of motion detector
- Mylar balloons are a common cause of false alarms
- If pets are in your premises while the interior motion(s) is/are on, be sure the detector and lens are designed to provide a pet alley. If you acquire a pet, please contact your alarm company.

- Spiders or bugs may form webs around the detector or may actually get inside the case. Keep the face of the detector clean.
- Drafts in the walls can cause false alarms if the motion detector is flush mount
- Movement of vertical blinds can cause false alarms
- Christmas and Holiday decorations cause false alarms
- Motion detectors need a clear view - do not block them. Do not stack things around the line of view, as they may fall over

- Ceiling fans cause air movement - this can cause false alarms
- The area around smoke detectors, motion sensors or other interior devices should be inspected for dust, webs and insects. Interior cleaning of these devices must be done by your alarm company





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Slide 35	<p style="text-align: center;">The Alarm Ordinance</p> <p style="text-align: center;">Each alarm system must be registered with the city</p> <p style="font-size: small; text-align: center;">© National Burglar & Fire Alarm Association 35</p>		
Slide 36	<p style="text-align: center;">The Alarm Ordinance</p> <p style="text-align: center;"><u>Permit Fees:</u></p> <ul style="list-style-type: none"> • Residential \$ _____ • Renewal(annual) \$ _____ • Commercial \$ _____ • Renewal(annual) \$ _____ <p style="font-size: small; text-align: center;">© National Burglar & Fire Alarm Association 36</p>		
Slide 37	<p style="text-align: center;">The Alarm Ordinance</p> <ul style="list-style-type: none"> • _____ "Free" false alarms per year • Schedule of fines for false alarms in excess of this number <p style="font-size: small; text-align: center;">© National Burglar & Fire Alarm Association 37</p>		
Slide 38	<p style="text-align: center;">The Alarm Ordinance</p> <p style="text-align: center;"><u>Suspension:</u></p> <ul style="list-style-type: none"> • Alarm permit may be suspended after _____ false alarms • One chargeable false alarm waived if you attend alarm awareness school <p style="font-size: small; text-align: center;">© National Burglar & Fire Alarm Association 38</p>		
Slide 39	<p style="text-align: center;">The Alarm Ordinance</p> <ul style="list-style-type: none"> • False alarm is defined as: <ul style="list-style-type: none"> – An alarm dispatch request to the law enforcement agency when the responding officer finds no evidence of a criminal offense or attempted criminal offense after having completed a timely investigation of the alarm site. <p style="font-size: small; text-align: center;">© National Burglar & Fire Alarm Association 39</p>		

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Slide 40	<p style="text-align: center;">What To Expect From Your Alarm Company</p> <ul style="list-style-type: none"> • Provide written instruction manual • Provide clear training at the time of installation • Available to answer follow-up questions prompt & effective repair of the system • Alarm verification by telephone call, video or audio built into your system <p style="font-size: small; margin-top: 5px;">© National Burglar & Fire Alarm Association 40</p>		
Slide 41	<p style="text-align: center;">What To Expect From Your Alarm Company</p> <ul style="list-style-type: none"> • Proper licenses • Available to update account information - phone numbers, emergency contacts • Able to identify "zones" which have been tripped • Available to receive calls and perform repairs after normal business hours <p style="font-size: small; margin-top: 5px;">© National Burglar & Fire Alarm Association 41</p>		
Slide 42	<p style="text-align: center;">Measure Your Company's IQ</p> <ul style="list-style-type: none"> • The Installation Quality Certification Program is an industry certification program which identifies companies that exceed standards in the areas of: <ul style="list-style-type: none"> • IQ User Training Guidelines • IQ Employee Training Guidelines • IQ System Design Guidelines • IQ Equipment Guidelines • IQ Installation Guidelines • IQ Monitoring Guidelines • Ask your company if they are IQ Certified! <p style="font-size: small; margin-top: 5px;">© National Burglar & Fire Alarm Association 42</p>		
Slide 43	<p style="text-align: center;">Now you know...</p> <p style="text-align: center;">ALARMS CAN BE YOUR FIRST LINE OF DEFENSE</p> <p style="text-align: center;">But...</p> <p style="text-align: center;">You have a responsibility to use your system properly.</p> <p style="text-align: center;">And...</p> <p style="text-align: center;">Now you know how!!!</p> <p style="font-size: small; margin-top: 5px;">© National Burglar & Fire Alarm Association 43</p>		

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<p>Slide 44</p>	<p style="text-align: center;">Contact Information</p> <p style="text-align: center;">For more information, feel free to contact:</p> <div style="display: flex; flex-direction: column; gap: 10px;"> <div style="display: flex; align-items: flex-start;">  <div style="margin-left: 5px;"> <p>The Security Industry Alarm Coalition (972) 377-9401 or stan@siacinc.org</p> </div> </div> <div style="display: flex; align-items: flex-start;">  <div style="margin-left: 5px;"> <p>The Electronic Security Association (formerly NBFAA) (972) 807-6800 or fact@alarm.org</p> </div> </div> <div style="display: flex; align-items: flex-start;">  <div style="margin-left: 5px;"> <p>The Installation Quality Certification Board (301) 585-1855 or iq@alarm.org</p> </div> </div> <div style="display: flex; align-items: flex-start;">  <div style="margin-left: 5px;"> <p>The False Alarm Reduction Association (301) 279-1917</p> </div> </div> </div> <p style="font-size: small; margin-top: 10px;">© Electronic Security Association</p>	<p>The Electronic Security Association (ESAA) is an association of installing & monitoring alarm dealers that provides: seminars, training, guides, user brochures & lists of qualified dealers</p> <p>The False Alarm Reduction Association is an association of government-employed alarm ordinance managers, most of whom work for local law enforcement agencies.</p>	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<p>Slide 45</p>	<p style="text-align: center;">For More Information!</p> <ul style="list-style-type: none"> • CANASA - Canadian Alarm & Security Association • CSAA - Central Station Alarm Association • IACP- International Chiefs of Police • SACOP- State Association of Chiefs of Police • SIA - Security Industry Association • SIAC – Security Industry Alarm Coalition • State & Local Alarm Organizations 	<p>ESA can put you in touch with other organizations with resources to help you.</p> <ul style="list-style-type: none"> • Call us at 972-807-6800 • Or check the SIAC web site at www.siacinc.org for links to them all. 	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<p>Slide 46</p>	<p style="text-align: center;">Copyright & Acknowledgements</p> <ul style="list-style-type: none"> • This presentation was created by the ESA False Alarm Prevention Committee and is © 1998 Electronic Security Association(ESA). • ESA grants permission to use this presentation in conjunction with any Alarm User Awareness School. • ESA gives permission to modify this presentation only in order to make it applicable to a locality's ordinance specifics so long as the ESA copyright is left intact on all slides. • ESAA is grateful for the input of FARA & Brink's Home Security during the development of this presentation. <p style="font-size: x-small; margin-top: 10px;">© Electronic Security Association</p>		<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>