

Business Type:	General Office
Business Location:	Temple City, Southern California
Business Hour:	Mon ~ Sat, 8:00AM ~ 8:30PM
Building Type:	2 stores commercial office building
Building Space:	6,000 square feet
Alarm System:	Ademco Vista 128
Motions:	Basic PIR X 15
Zones:	84 zones in use
eFAR:	EE668 V1.0 eFAR X 4
Total false alarms occurred	62 (from 09/02/2003 to 09/02/2004)
Total false alarms received by CTS	3 (from 09/02/2003 to 09/02/2004)
Total false alarms prevented by eFAR	59 (from 09/02/2003 to 09/02/2004)
eFAR efficiency:	95.16%

eFAR efficiency = (Total false alarms prevented by eFAR) / (Total false alarms occurred) x100%

Zone 1 is set as DIAGNOSTIC zone for:

- 1> Track false alarms to analyze the alarm system for further improvement
- 2> Generate local warning to enhance the alarm system protection performance.

False alarm description:

The history log of 3 false alarms received by CTS is attached at the end of this report. We can notice these false alarms are all triggered by zone 4 PIR, between 22:00 to 03:00 mostly.

Possible reason:

The zone 4 PIR is used for at least 6 years. Dirty environment, some insects and spider web.

Improvement suggestion:

Relocate zone 4 PIR, upgrade to dual-tech PIR, or clean condition (after 08/23/2004, zone 4 PIR cleaned. Since then, no more false alarm is generated.)

8/23/2004 23:37:05 0 20 TIMER TEST E602
8/23/2004 22:56:47 CAT 4602 CONDITIONAL CLEAR BLANKET
8/23/2004 22:11:05 CSB 4610 * PARTIAL CLEAR
8/23/2004 22:11:05 PRIORITY:254
8/23/2004 22:10:46 CSB:20049525
8/23/2004 22:10:13 CSB 4620 * CREATE FOLLOW-UP 8/23 2239
8/23/2004 22:10:13 NO DISP ON ZN 4 NTFY AC ONLY
8/23/2004 22:07:59 CSB 4014 * CANCELLED DISPATCH OP 8
8/23/2004 22:07:24 126.1 CA. EL MONTE P
8/23/2004 22:07:24 CSB 4082 * DIALED POLICE # 6265802100
8/23/2004 22:07:22 CSB 4010 * CALL PD
8/23/2004 22:07:20 CSB 4510 * NO DISP PER A/C
8/23/2004 22:07:16 CSB 4508 * A/C NOTIFIED
8/23/2004 22:07:13 CSB 4410 * RP ADVISED MARLENE XU
8/23/2004 22:06:05 100.1 RANDALL/MARLENE W.
8/23/2004 22:06:05 CSB 4087 * DIALED PASSCARD # 6265741782
8/23/2004 22:06:03 CSB 4504 * 1ST RP
8/23/2004 22:06 CSB 4412 * DISPATCHED OP 15
8/23/2004 22:04:23 126.1 CA. EL MONTE P
8/23/2004 22:04:23 CSB 4082 * DIALED POLICE # 6265802100
8/23/2004 22:04:21 CSB 4010 * CALL PD
8/23/2004 22:04:14 CSB:MSG CENTER
8/23/2004 22:04:14 CSB 4019 * NO CODE PROVIDED SUB/DC
8/23/2004 22:03:42 4 2000 RESTORE (ZONE RESET) R132 S/E MOTION
8/23/2004 22:03:40 4 584 I.R./2ND FL (BURG) E132 C4 S/E MOTION
8/23/2004 22:03:23 CSB 4081 * DIALED SUBSCRIBER# 6264528988
8/23/2004 22:03:21 CSB 4500 * CALL SUBSCRIBER
8/23/2004 22:03:14 CSB 1426 * DISPATCHER ACK #26
8/23/2004 22:03:11 CSB 4096 ACCOUNT ACCESSED CRT: 313
8/23/2004 22:02:48 4 2000 RESTORE (ZONE RESET) R132 S/E MOTION
8/23/2004 22:02:46 4 584 I.R./2ND FL (BURG) E132 C4 S/E MOTION
8/23/2004 22:01:56 1 2000 RESTORE (ZONE RESET) R132 DIAGNOSTIC
8/23/2004 22:01:52 1 1999 TEST LOG ONLY E132 C1

8/18/2004 23:59:28 JZA 4610 * PARTIAL CLEAR
8/18/2004 23:59:28 PRIORITY:254
8/18/2004 23:59:26 JZA 4554 MASWEB/MASLINK NTFD
8/18/2004 23:59:13 JZA 1979 * CALL A/C *
8/18/2004 23:59:11 JZA 4410 * RP ADVISED RANDALL
8/18/2004 23:58:08 100.1 RANDALL/MARLENE W.
8/18/2004 23:58:08 JZA 4087 * DIALED PASSCARD # 6265741782
8/18/2004 23:58:06 JZA 4504 * 1ST RP
8/18/2004 23:58:05 JZA 4412 * DISPATCHED OP15
8/18/2004 23:56:56 126.1 CA. EL MONTE P
8/18/2004 23:56:56 JZA 4082 * DIALED POLICE # 6265802100
8/18/2004 23:56:55 JZA 4010 * CALL PD
8/18/2004 23:56:52 JZA 4398 * SUPERVISOR NTFD * AFS
8/18/2004 23:55:37 JZA 4096 ACCOUNT ACCESSED CRT: 318
8/18/2004 23:54:52 CON 4096 ACCOUNT ACCESSED CRT: 343
8/18/2004 23:53:07 JZA 4610 * PARTIAL CLEAR
8/18/2004 23:53:07 PRIORITY:254
8/18/2004 23:53 JZA 4554 MASWEB/MASLINK NTFD
8/18/2004 23:52:58 JZA 1979 * CALL A/C *
8/18/2004 23:52:56 JZA:NOTIFIED
8/18/2004 23:52:56 JZA 4518 * CHECK HISTORY * KIM
8/18/2004 23:52:02 JZA 4081 * DIALED SUBSCRIBER# 6264528988
8/18/2004 23:52:01 JZA 4500 * CALL SUBSCRIBER
8/18/2004 23:51:40 JZA 1406 * DISPATCHER ACK #06
8/18/2004 23:51:38 4 2000 RESTORE (ZONE RESET) R132 S/E MOTION
8/18/2004 23:51:36 4 584 I.R./2ND FL (BURG) E132 C4 S/E MOTION
8/18/2004 23:51:33 JZA 4096 ACCOUNT ACCESSED CRT: 318

8/18/2004 23:51:31 4 2000 RESTORE (ZONE RESET) R132 S/E MOTION
 8/18/2004 23:51:29 4 584 I.R./2ND FL (BURG) E132 C4 S/E MOTION
 8/18/2004 23:51:05 1 2000 RESTORE (ZONE RESET) R132 DIAGNOSTIC
 8/18/2004 23:51:01 1 1999 TEST LOG ONLY E132 C1
 8/18/2004 23:14:41 0 20 TIMER TEST E602
 8/18/2004 20:30:46 1C2 2222 CLOSE/LOG ONLY R401 U2
 8/18/2004 08:03:58 1O7 3333 OPEN/LOG ONLY E401 U7

 7/27/2004 02:50:53 RON 4602 CONDITIONAL CLEAR BLANKET
 7/27/2004 02:42:28 KND 4096 ACCOUNT ACCESSED CRT: 365
 7/27/2004 02:39:55 RAM 4610 * PARTIAL CLEAR
 7/27/2004 02:39:55 PRIORITY:254
 7/27/2004 02:39:48 RAM 4554 MASWEB/MASLINK NTFD
 7/27/2004 02:39:45 RAM 1979 * CALL A/C *
 7/27/2004 02:39:41 RAM 4410 * RP ADVISED MR TANG
 7/27/2004 02:38:18 105.1 RAYMOND TANG
 7/27/2004 02:38:18 RAM 4087 * DIALED PASSCARD # 6265726967
 7/27/2004 02:38:10 105.1 RAYMOND TANG
 7/27/2004 02:38:10 RAM 4087 * DIALED PASSCARD # 6265726967
 7/27/2004 02:38:06 RAM 4505 * 2ND RP
 7/27/2004 02:37:59 RAM:DC
 7/27/2004 02:37:59 RAM 4513 * ANS MACH/MSG 1STRP2ND#
 7/27/2004 02:36:20 100.2 RANDALL/MARLENE W.
 7/27/2004 02:36:20 RAM 4087 * DIALED PASSCARD # 6267576398
 7/27/2004 02:36:01 RAM 4513 * ANS MACH/MSG 1STRP1ST#/
 7/27/2004 02:35:14 100.1 RANDALL/MARLENE W.
 7/27/2004 02:35:14 RAM 4087 * DIALED PASSCARD # 6265741782
 7/27/2004 02:35:07 RAM 4504 * 1ST RP
 7/27/2004 02:35:04 RAM 4412 * DISPATCHED OP#8
 7/27/2004 02:33:53 126.1 CA. EL MONTE P
 7/27/2004 02:33:53 RAM 4082 * DIALED POLICE # 6265802100
 7/27/2004 02:33:46 RAM 4010 * CALL PD
 7/27/2004 02:33:38 RAM 4019 * NO CODE PROVIDED KIM
 7/27/2004 02:31:04 RAM 4081 * DIALED SUBSCRIBER# 6264528988
 7/27/2004 02:31:02 RAM 4500 * CALL SUBSCRIBER
 7/27/2004 02:30:58 4 2000 RESTORE (ZONE RESET) R132 S/E MOTION
 7/27/2004 02:30:34 4 584 I.R./2ND FL (BURG) E132 C4 S/E MOTION
 7/27/2004 02:30:32 4 2000 RESTORE (ZONE RESET) R132 S/E MOTION
 7/27/2004 02:30:08 4 584 I.R./2ND FL (BURG) E132 C4 S/E MOTION
 7/27/2004 02:30:04 4 2000 RESTORE (ZONE RESET) R132 S/E MOTION
 7/27/2004 02:30:04 RAM 9114 * DISPATCHER ACK#114
 7/27/2004 02:30 RAM 4096 ACCOUNT ACCESSED CRT: 334
 7/27/2004 02:30 4 584 I.R./2ND FL (BURG) E132 C4 S/E MOTION
 7/27/2004 02:29:58 1 2000 RESTORE (ZONE RESET) R132 DIAGNOSTIC
 7/27/2004 02:29:54 1 1999 TEST LOG ONLY E132 C1

* Data source: NACC. For more information, please contact E&E at 626-452-8988. This test can be repeated at any alarm account installed eFAR. For privacy reason, some phone numbers are masked.