

Business Type:	Preschool
Business Location:	Walnut, Southern California
Business Hour:	Mon ~ Fri, 8:00AM ~ 6:30PM
Building Type:	Commercial
Building Space:	30,000 square feet
Alarm System:	Ademco Vista 100
Motions:	Basic PIR X 24
Zones:	49 zones in use
eFAR:	EE668 V2.0 eFAR X 4
Total false alarms occurred	249 (from 4/18/2003 to 4/18/2004)
Total false alarms received by CTS	4 (from 4/18/2003 to 4/18/2004)
Total false alarms prevented by eFAR	245 (from 4/18/2003 to 4/18/2004)
eFAR efficiency:	98.39%

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

Zone 27 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 4 false alarms received by CTS is attached at the end of this report. We can notice these false alarms are all triggered by zone 26 PIR, between 18:00 to 20:00 mostly.

Possible reason:

The air temperature fluctuation from air condition, sunset, or opened windows. The light reflection through opposite windows by passing school buses.

Improvement suggestion:

Relocate PIR #26 or upgrade to dual-tech PIR
Improve condition.

4/18/2004 21:15:16 27 3416 NETWORK DIAGNOSTIC
4/18/2004 20:50:44 88 2000 RESTORE (ZONE RESET)
4/18/2004 20:50:28 27 3416 NETWORK DIAGNOSTIC
4/18/2004 20:41:58 PDF 4602 CONDITIONAL CLEAR BLANKET
4/18/2004 20:35:39 88 2000 RESTORE (ZONE RESET)
4/18/2004 20:35:23 27 3416 NETWORK DIAGNOSTIC
4/18/2004 20:26:34 SMD 4610 * PARTIAL CLEAR
4/18/2004 20:26:34 PRIORITY:254
4/18/2004 20:26:18 SMD 4554 MASWEB/MASLINK NTFD
4/18/2004 20:26:17 SMD 1979 * CALL A/C *
4/18/2004 20:26:13 SMD 4412 * DISPATCHED 21
4/18/2004 20:23:03 SMD 4600 * ON HOLD
4/18/2004 20:22:38 SMD 4010 * CALL PD
4/18/2004 20:22:37 SMD 4853 * RP REQUEST DISP
4/18/2004 20:22:34 SMD 4410 * RP ADVISED ROSA
4/18/2004 20:20:20 SMD 4410 * RP ADVISED ROSA
4/18/2004 20:19:29 SMD:PER TELCO
4/18/2004 20:19:29 SMD 4168 * INCORRECT RP # RP3/ 1ST #
4/18/2004 20:18:36 SMD 4506 * 3RD RP
4/18/2004 20:18:33 SMD:PER MALE
SAID THAT RP NO LONGER WORKS AT SUB
4/18/2004 20:18:33 SMD 4168 * INCORRECT RP # 1ST RP
4/18/2004 20:17:18 SMD 4505 * 2ND RP
4/18/2004 20:17:16 SMD 4513 * ANS MACH/MSG 2ND #
4/18/2004 20:16:13 SMD 4513 * ANS MACH/MSG 1ST#
4/18/2004 20:15:34 SMD 4504 * 1ST RP
4/18/2004 20:15:29 SMD 4887 * PER NOTE * GM
4/18/2004 20:15:21 SMD 4512 * ANS MACH/NO VERIF
4/18/2004 20:14:32 SMD 4500 * CALL SUBSCRIBER
4/18/2004 20:14:05 SMD 1455 * DISPATCHER ACK #55
4/18/2004 20:14:03 SMD 4096 ACCOUNT ACCESSED CRT: 301
4/18/2004 20:13:52 88 2000 RESTORE (ZONE RESET)
4/18/2004 20:13:36 26 645 I.R. (BURG) FAR #4
4/18/2004 13:46:57 88 2000 RESTORE (ZONE RESET)
4/18/2004 13:46:41 27 3416 NETWORK DIAGNOSTIC
4/18/2004 13:37:49 RDG 4602 CONDITIONAL CLEAR BLANKET
4/18/2004 13:37:48 88 2000 RESTORE (ZONE RESET)
4/18/2004 13:37:32 27 3416 NETWORK DIAGNOSTIC
4/18/2004 13:30:07 88 2000 RESTORE (ZONE RESET)
4/18/2004 13:29:50 27 3416 NETWORK DIAGNOSTIC
4/18/2004 13:29:18 RJM 4610 * PARTIAL CLEAR
4/18/2004 13:29:18 PRIORITY:254
4/18/2004 13:29:09 RJM 4511 * NO DISP PER RP DEBORAH
4/18/2004 13:29:02 RJM 4410 * RP ADVISED DEBORAH
4/18/2004 13:28:27 100.1 DEBORAH CHUN
4/18/2004 13:28:27 RJM 4087 * DIALED PASSCARD # 6269668282
4/18/2004 13:28:23 RJM 4504 * 1ST RP
4/18/2004 13:28:21 RJM 4887 * PER NOTE * G,2
4/18/2004 13:27:55 RJM 4512 * ANS MACH/NO VERIF DC
4/18/2004 13:27:09 RJM 4081 * DIALED SUBSCRIBER# 9094689798
4/18/2004 13:27:06 RJM 4500 * CALL SUBSCRIBER
4/18/2004 13:27:02 RJM 9112 *DISPATCHER ACK #112
4/18/2004 13:26:43 RJM 4096 ACCOUNT ACCESSED CRT: 326
4/18/2004 13:22:23 88 2000 RESTORE (ZONE RESET)
4/18/2004 13:22:05 26 645 I.R. (BURG) FAR #4
4/18/2004 08:05:08 88 2000 RESTORE (ZONE RESET)

6/28/2004 23:56:02 27 3416 NETWORK DIAGNOSTIC
6/28/2004 21:16:09 PDF 4602 CONDITIONAL CLEAR BLANKET
6/28/2004 20:46:32 JAA 4610 * PARTIAL CLEAR

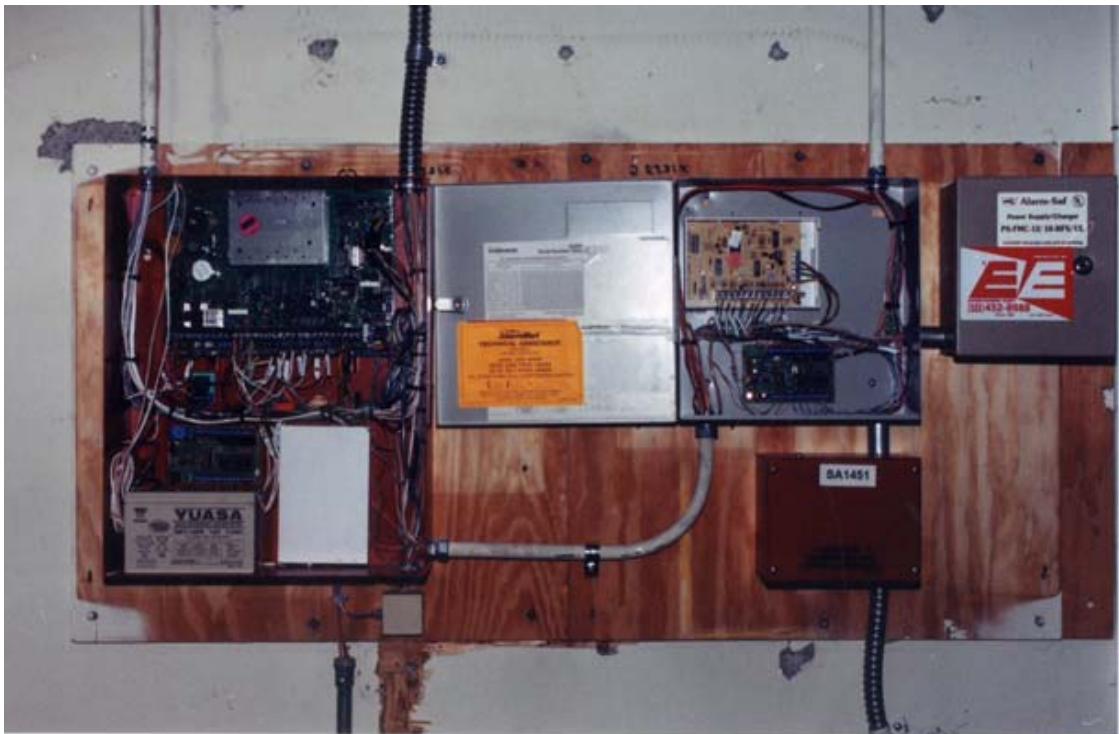
6/28/2004 20:46:32 PRIORITY:254
6/28/2004 20:46:28 JAA 4511 * NO DISP PER RP DEBORAH CHUN
6/28/2004 20:46:27 JAA 4410 * RP ADVISED DEBORAH CHUN
6/28/2004 20:45:41 100.2 DEBORAH CHUN
6/28/2004 20:45:41 JAA 4087 * DIALED PASSCARD # 6262531688
6/28/2004 20:45:39 JAA:FEMALE
6/28/2004 20:45:39 JAA 4894 * RP NOT IN * 1STRP/1ST#
6/28/2004 20:44:51 100.1 DEBORAH CHUN
6/28/2004 20:44:51 JAA 4087 * DIALED PASSCARD # 6269668282
6/28/2004 20:44:49 JAA 4504 * 1ST RP
6/28/2004 20:44:45 JAA:RPS B4 DISP
6/28/2004 20:44:45 JAA 4887 * PER NOTE * ZDO
6/28/2004 20:44:36 JAA 4512 * ANS MACH/NO VERIF DC
6/28/2004 20:43:54 JAA 4081 * DIALED SUBSCRIBER# 9094689798
6/28/2004 20:43:52 JAA 4500 * CALL SUBSCRIBER
6/28/2004 20:43:51 88 2000 RESTORE (ZONE RESET)
6/28/2004 20:43:47 JAA 1489 * DISPATCHER ACK #89
6/28/2004 20:43:45 JAA 4096 ACCOUNT ACCESSED CRT: 349
6/28/2004 20:43:35 26 645 I.R. (BURG) FAR #4
6/28/2004 05:37:45 88 2000 RESTORE (ZONE RESET)

7/18/2004 13:26:25 27 3416 NETWORK DIAGNOSTIC
7/17/2004 18:34:22 TML 4602 CONDITIONAL CLEAR BLANKET
7/17/2004 18:27:32 88 2000 RESTORE (ZONE RESET)
7/17/2004 18:13:10 IKJ 4087 * DIALED PASSCARD # 6268108795
7/17/2004 18:13:07 IKJ 4506 * 3RD RP
7/17/2004 18:13:03 IKJ:PER TELCO CALL CAN NOT BE COMPLETED FROM THIS
PHONE AT CUSTOMERS REQ
7/17/2004 18:13:03 IKJ 4168 * INCORRECT RP # 2NDRP/DC
7/17/2004 18:12:27 105.1 CYNTHIA NG
7/17/2004 18:12:27 IKJ 4087 * DIALED PASSCARD # 909594631
7/17/2004 18:12:23 IKJ 4505 * 2ND RP
7/17/2004 18:12 IKJ:DC
7/17/2004 18:12 IKJ 4513 * ANS MACH/MSG 1STRP/2ND#
7/17/2004 18:11:43 100.2 DEBORAH CHUN
7/17/2004 18:11:43 IKJ 4087 * DIALED PASSCARD # 6262531688
7/17/2004 18:11:38 IKJ 4513 * ANS MACH/MSG 1STRP/DC
7/17/2004 18:10:44 100.1 DEBORAH CHUN
7/17/2004 18:10:44 IKJ 4087 * DIALED PASSCARD # 6269668282
7/17/2004 18:10:40 IKJ 4504 * 1ST RP
7/17/2004 18:10:39 IKJ:RPS B4 DISP
7/17/2004 18:10:39 IKJ 4887 * PER NOTE * GEN
7/17/2004 18:10:29 IKJ 4512 * ANS MACH/NO VERIF DC
7/17/2004 18:09:58 IKJ 4081 * DIALED SUBSCRIBER# 9094689798
7/17/2004 18:09:54 IKJ 4500 * CALL SUBSCRIBER
7/17/2004 18:09:52 88 2000 RESTORE (ZONE RESET)
7/17/2004 18:09:45 IKJ 1424 * DISPATCHER ACK #24
7/17/2004 18:09:40 IKJ 4096 ACCOUNT ACCESSED CRT: 350
7/17/2004 18:09:35 26 645 I.R. (BURG) FAR #4
7/11/2004 19:16 88 2000 RESTORE (ZONE RESET)

8/4/2004 19:36:30 88 2000 RESTORE (ZONE RESET)
8/4/2004 19:36:13 27 3416 NETWORK DIAGNOSTIC
8/4/2004 19:35:05 PDF 4602 CONDITIONAL CLEAR BLANKET
8/4/2004 19:34:38 EMM 4610 * PARTIAL CLEAR
8/4/2004 19:34:38 PRIORITY:254
8/4/2004 19:34:34 EMM 4554 MASWEB/MASLINK NTFD
8/4/2004 19:34:32 EMM 1979 * CALL A/C *
8/4/2004 19:34:05 EMM 4412 * DISPATCHED OP-19
8/4/2004 19:33:53 88 2000 RESTORE (ZONE RESET)

8/4/2004 19:33:37 27 3416 NETWORK DIAGNOSTIC
8/4/2004 19:31:36 EMM 4600 * ON HOLD
8/4/2004 19:30:51 116.1 CA. WALNUT SHERIFFS
8/4/2004 19:30:51 EMM 4082 * DIALED POLICE # 3232672546
8/4/2004 19:30:50 EMM 4010 * CALL PD
8/4/2004 19:30:48 EMM:DEBORAH/10MIN/SILVERTOYOTA S.U.V
8/4/2004 19:30:48 EMM 4411 * RP TO RESPOND
8/4/2004 19:30:21 EMM 4853 * RP REQUEST DISP DEBOREH
8/4/2004 19:29:28 88 2000 RESTORE (ZONE RESET)
8/4/2004 19:29:12 27 3416 NETWORK DIAGNOSTIC
8/4/2004 19:28:55 100.1 DEBORAH CHUN
8/4/2004 19:28:55 EMM 4087 * DIALED PASSCARD # 6269668282
8/4/2004 19:28:47 EMM 4504 * 1ST RP
8/4/2004 19:28:45 EMM:RP'S B4 DISP
8/4/2004 19:28:45 EMM 4887 * PER NOTE * GM
8/4/2004 19:28:33 EMM 4100 * NO ANSWER DC
8/4/2004 19:27:52 EMM 4081 * DIALED SUBSCRIBER# 9094689798
8/4/2004 19:27:50 EMM 4500 * CALL SUBSCRIBER
8/4/2004 19:27:48 EMM 1452 * DISPATCHER ACK #52
8/4/2004 19:27:45 EMM 4096 ACCOUNT ACCESSED CRT: 360
8/4/2004 19:27:29 88 2000 RESTORE (ZONE RESET)
8/4/2004 19:27:11 26 645 I.R. (BURG) FAR #4

Job Site photo shot:



* Data source: NACC. For more information, please contact E&E at 626-452-8988. This test can be repeated on any alarm account installed eFAR.