

**SECURITY MONITORING SYSTEM GUIDELINES**

**A. SECURITY ALARM MONITORING POLICIES**

1. **CARD ISSUANCE:** Requests for new cards are to be forwarded to Floyd Swann at 594-1352 (fax). A cover sheet is not necessary. The appropriate form will be used and signed by the Principal or other appropriate supervisor. Please see the attached form.

The information will be entered in the database.

The request will then be faxed to the vendor for action.

When the vendor faxes its response back, the number will be added to the person's file in the database.

A card will be typed.

The card is forwarded to the School Principal or other appropriate supervisor. Normally, the custodial foreman will bring the cards to the employee. By request, the cards can be picked up at 900 East Fifth Avenue. The person receiving the card is asked to sign and thereby signify receipt of the card.

The vendor will not accept requests for cards from any other source than the Knox County Schools Maintenance & Operations Department (KCSMO)

2. **CARD DELETION:** Requests for deletions are to be forwarded to Floyd Swann at 594-1352 (fax). A cover sheet is not necessary. The appropriate form will be used and signed by the Principal or other appropriate supervisor. Please see the attached form.

The information will be entered in the database.

The request will then be faxed to the vendor for action.

The employee's number will be deleted from the database.

The form will be faxed to the vendor for action.

Vendor is not to accept requests for cards from any other source than KCSMO.

3. **TO CALL LISTS:** In order to report problems (whether the alarm is sounding or the arm is not set) their must be a "To Call List" for each site. This list is established by the principal or site administrator. This list is critical. It is very important that the person establishing the list take it very seriously. The people that are placed on the list must be responsible and willing to respond to calls when they occur.
  - a. In addition to the two persons named by the principal or site administrator, the custodial foreman will be added to the list. If none of these three people respond, the principal will be contacted (by Floyd Swann or Jim French) and made aware of the situation.

- b. KCSMO will provide an updated to call list to the After Hours Office of the Knox County Schools Maintenance & Operations Department
  - c. Throughout the school year, the school principals or department heads may provide change updates to Floyd Swann via the "Add/Delete Form." Please see the attached.
  - d. Whenever the "To Call List" is changed, KCSMO will printout a revised list for the After Hours Office and the Custodial Foremen. They are to dispose of all previous copies of the list.
4. **EMPLOYEES WITH SECURITY MONITORING SYSTEM ACCESS:** KCSMO will maintain a database for each site that shows each person who has security number. It is also very important to keep this list accurate. Principals or site administrators are encouraged to carefully consider the need to give out cards. The more cards issued, the more likelihood of problems.
- a. Twice a year, KCSMO will send this list out to the schools for updating.
  - b. Additionally, principals and site administrators are encouraged to submit changes as they occur.
5. **SITE INFORMATION:** KCSMO maintains information pertinent to each site. Specifically the models of the security equipment as well as the time at which the system is to be armed is tracked.
- a. Twice a year, KCSMO will send each site a printout of its closing time. If the school desires to change this, please edit the form and fax it back.
  - b. Keeping the "Arming Time" data current is very important to the success of the security systems. If your people must stay at the site later than the hour at which the alarm is supposed to be set, you need to notify Floyd Swann so that he can let the security firm know. This will help prevent false alarms.
6. **CAFETERIAS:** Please be advised that there are several different arrangements for the security monitoring services of kitchen/cafeteria areas. Some kitchens are monitored by different companies. Some are monitored by the same companies as the rest of the school but are on totally separate systems while other kitchens/cafeterias are monitored by the same companies just like any other part of the building.
7. **WORKING ON OR TESTING FIRE ALARMS:** Whenever KCSMO or a vendor is working on or testing a fire alarm system, they are to notify (through Floyd Swann) the vendor. This is to prevent false alarms from occurring. However, this is only necessary if your site is monitored for alarms. Currently many sites are not monitored for fire alarms-the alarm only provides an audible sound. Please see your school's information for details.
8. **SYSTEM WIDE ACCESS:** Certain people (Supervisors, Maintenance and Custodial workers) have System Wide access. Their code will work in all sites and in all panels. This is also referred to as a "SM Number" or a "M & O" number.

**B. PROCEDURES:**

1. **PROBLEM REPORTS:**

a. Daytime Procedures

If a school experiences a service problem during the day they will notify Floyd Swann. The vendor will be advised in writing by email or fax. **Vendors are not to accept requests for service from any other source than KCSMO except as noted in "B."**

b. Evening and Weekend Service

If a school experiences trouble, they are to contact the vendor directly. A service technician will attempt to help them by telephone. If the problem cannot be resolved or if a section of the alarm system must be bypassed, the school custodian will advise a custodial supervisor. The supervisor will decide if an emergency service call is required. If the supervisor requests service, a technician must respond. If the custodial foreman decides to postpone service, they will advise Floyd Swann (or Lawrence Dixson if Floyd is not available) to request service the next business day.

2. **REQUESTING ADDITIONAL SERVICES OR EQUIPMENT:**

Route requests for additional service or equipment to Floyd Swann at 594-1352 (fax). A cover sheet is not required.

3. **REQUESTING REPORTS:** From time to time, you as the site administrator, may need a report of who has entered or left a site in a particular time period. Please contact Floyd Swann at 594-1431 in order to obtain such. He will have it faxed to you.

4. **REPORTING PROBLEMS WITH VENDOR SERVICE OR EQUIPMENT:**

Should a school have a problem with the level or quality of service supplied by a vendor, please call Floyd Swann (594-1431) or fax a note to Floyd at 594-1352. If he is not available, contact Lawrence Dixson at 594-3774.

**C. CALLING PROCEDURES:**

1. The Security Monitoring firms will contact the Knox County Schools After Hours Office when a problem arises.

a. The operator will identify him/her self (by number and or name).

b. The operator will thoroughly explain the problem and provide as much detail as possible to the Knox County Schools employee.

c. In the case of an actual alarm (motion detector or otherwise) or fire the operator will first dispatch the police and/or fire department.

d. The Knox County Schools employee will then take the appropriate action based on the nature of the call.

2. TYPES OF CALLS:

- a. Fire Alarms: If an actual alarm is sounding (or activated) then the Knox County Schools employee will begin calling that site's "To Call List." to locate someone to respond.

If after the alarm sounds and is turned off, it sounds again, the vendor will call the After Hours Office to report the additional alarm.

The After Hours Office and/or the vendor will ask these questions to clarify what work is necessary:

1. Is the panel beeping? If so it may be annoying but it can wait until the next business day. On the next business day, the After Hours Office will report the problem to the electric foreman.
2. Is the horn sounding? If so this will disturb the neighbors. So the After Hours Office will begin going down the "To Call List" to get someone to turn the horn off.
3. Burglar Alarms: If an actual alarm is sounding, the alarm company will dispatch the police, then contact the Knox County Schools Maintenance & Operations Department who will then begin calling that site's "To Call List."

If after the alarm sounds and is turned off, it sounds again, the vendor will call the After Hours Office to report the additional alarm.

If the alarm sounds in the morning hours when it is highly probable that it is a employee who has entered the site improperly, the vendor may disregard the alarm. However if this becomes routine, the vendor will notify Floyd Swann so that the employee can be educated about the proper procedures.

- b. Failure to Arm the Alarm Calls: The Knox County Schools employee will begin calling that site's "To Call List." to locate someone to respond.
- c. Malfunction with the Fire Alarm: When the Knox County Schools employee receives this type of call, he/she will record the relevant information and relay it to the Knox County Schools Maintenance & Operations electric foreman the next day.

**D. ARMING/DISARMING PROCEDURES:**

1. **ARMING AND DISARMING PANEL MODELS 725, 800, 850, 854, 1000, 1008, 1016, 8800, 8900**

a. Arming Procedure

1. Make sure you have a steady green light
2. Enter your user code and the red "armed" light will come on
3. Leave the building.

b. Disarming Procedure

1. Enter your code and disarm system red light will go out.
2. If the system does not disarm, wait five seconds and try again.

2. **ARMING AND DISARMING PANEL MODELS 3000, 3200, 9600**

- a. Make sure the green light is on steady and the display reads "system ready".
- b. Enter user code, then press the on/off button.
- c. The green status light will go out and the red armed light will go on and the display will count down the exit delay time.
- d. Leave the building.
- e. If the system does not arm wait 5 seconds and try again.

3. **SITES WITH MULTIPLE AREAS**

If your site was set up with multiple zones, it was done so in order to allow the arming/disarming of individual zones. Thus if you are working in Wing A, the other wings can be armed and guarded against intruders.

If your site has multiple zones, you need to understand these facts:

- a. Arming one area does not provide coverage for the entire building.
- b. Disarming one area does not disarm the entire site.
- c. If one zone is in violation, it can be bypassed, permitting the area to be armed.
- d. If one zone is in violation, the "Arm All Areas" function from the keypad will not work and you will have to go to each panel to arm it individually. In order to arm the keypad in the area with a zone violation, the violation will have to be cleared or the zone will have to be bypassed.