## BUREAU OF SECURITY AND INVESTIGATIVE SERVICES

# OCCUPATIONAL ANALYSIS OF THE ALARM COMPANY OPERATOR QUALIFIED MANAGER PROFESSION



OFFICE OF PROFESSIONAL EXAMINATION SERVICES



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This report was prepared and written by the Office of Professional Examination Services California Department of Consumer Affairs

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Heidi Lincer, Ph.D., Chief

Brian Petrie, M.A., Research Analyst II



## EXECUTIVE SUMMARY

The Bureau of Security and Investigative Services (Bureau) requested that the Department of Consumer Affairs' Office of Professional Examination Services (OPES) conduct an occupational analysis (OA) of alarm company operator qualified manager (ACQ) practice in California. The purpose of the OA is to define practice for ACQs in terms of the actual job tasks that new licensees must be able to perform safely and competently at the time of licensure. The results of this OA provide a description of practice for the ACQ profession that can then be used as the basis for the ACQ licensing examination in California.

OPES test specialists began by researching the profession and conducting telephone interviews with licensed ACQs working in various locations throughout California. The purpose of these interviews was to identify the tasks performed by ACQs and to specify the knowledge required to perform those tasks in a safe and competent manner. An initial workshop of practitioners was held at OPES in January 2017 to review the results of the interviews, to identify changes and trends in ACQ practice specific to California, and to refine the task and knowledge statements derived from the telephone interviews. Licensees in the workshop also performed a preliminary linkage of the task and knowledge statements to ensure that all tasks had a related knowledge and all knowledge statements had a related task.

Upon completion of the first workshop, OPES test specialists developed a three-part questionnaire to be completed by ACQs statewide. Development of the questionnaire included a pilot study which was conducted using a group of licensees. The pilot study participants' feedback was incorporated into the final questionnaire, which was administered in May 2017.

In the first part of the questionnaire, licensees were asked to provide demographic information relating to their work settings and practice. In the second part, licensees were asked to rate specific job tasks in terms of frequency (i.e., how often the licensee performs the task in the licensee's current practice) and importance (i.e., how important the task is to performance of the licensee's current practice). In the third part of the questionnaire, licensees were asked to rate specific knowledge statements in terms of how important that knowledge is to performance of their current practice.

In May 2017, OPES distributed an invitation to the entire California-licensed population of ACQs (a total of 2,000 licensees) on behalf of the Bureau to complete the questionnaire online. A total of 94 ACQs, or approximately 4.7% of the licensed ACQs, responded by accessing the online questionnaire. The final sample size included in the data analysis was 68, or 3.4% of the licensed population. This response rate reflects two adjustments. First, data from respondents who indicated they were not currently licensed and practicing as ACQs in California were excluded from

analysis. Second, questionnaires containing a large volume of incomplete and unresponsive data were removed. The demographic composition of the respondent sample is representative of the California ACQ population.

OPES test specialists then performed data analyses of the task and knowledge ratings obtained from the questionnaire respondents. The task frequency and importance ratings were combined to derive an overall criticality index for each task statement. The mean importance rating was used as the criticality index for each knowledge statement.

Once the data had been analyzed, an additional workshop was conducted with licensed ACQs to evaluate the criticality indices and determine whether any task or knowledge statements should be eliminated. The licensees in this group also established the linkage between job tasks and knowledge statements, organized the task and knowledge statements into content areas, and defined those areas. The licensees then evaluated and confirmed the content area weights of the new examination content outline for the ACQ licensing examination.

The examination content outline is structured into six content areas weighted by criticality relative to the other content areas. The examination content outline specifies the job tasks and knowledge critical to safe and effective practice as an ACQ in California at the time of licensure. It also serves as a basis for developing an examination for inclusion in the process of granting California ACQ licensure. Similarly, this examination content outline serves as a basis for evaluating the degree to which the content of any examination under consideration measures content critical to California ACQ practice.

At this time, California licensure as an ACQ is granted by meeting the requisite training requirements and passing the written examination for California ACQs.

### OVERVIEW OF THE ALARM COMPANY OPERATOR QUALIFIED MANAGER EXAMINATION CONTENT OUTLINE

	Content Area	Content Area Description	Percent Weight
1.	Consultation	This area assesses the candidate's ability to provide recommendations about the installation and placement of alarm system components according to customer needs while taking into consideration the applicable laws and ordinances.	15
2.	Installation	This area assesses the candidate's ability to install alarm systems according to system design, code, and manufacturer's specifications, and to educate the customer about alarm system functions.	27
3.	Service and Repair	This area assesses the candidate's ability to investigate reported alarm system problem(s), repair or service alarm systems, and verify that the repaired alarm system is operational.	14
4.	Management	This area assesses the candidate's ability to manage the operations of the alarm company in accordance with BSIS laws and regulations.	20
5.	Monitoring	This area assesses the candidate's ability to establish and maintain the monitoring of installed alarm systems in accordance with BSIS laws and regulations.	8
6.	False Alarms	This area assesses the candidate's ability to identify and correct the situations that lead to false alarms as well as educate the customer about false alarm prevention.	16
	Total		100

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## CHAPTER 1. INTRODUCTION

## PURPOSE OF THE OCCUPATIONAL ANALYSIS

The Bureau of Security and Investigative Services (Bureau) requested that the Department of Consumer Affairs' Office of Professional Examination Services (OPES) conduct an occupational analysis (OA) to identify critical job activities performed by California-licensed alarm company operator qualified managers (ACQs). This OA was part of the Bureau's comprehensive review of ACQ practice in California. The purpose of the OA is to define practice for ACQs in California in terms of actual job tasks that new licensees must be able to perform safely and competently at the time of licensure. The results of this OA provide a description of practice for the ACQ profession that can then be used as the basis for the ACQ licensing examination in California.

### CONTENT VALIDATION STRATEGY

OPES used a content validation strategy to ensure that the OA reflected the actual tasks performed by practicing ACQs. The technical expertise of California-licensed ACQs was used throughout the OA process to ensure that the identified task and knowledge statements directly reflect requirements for performance in current practice.

### UTILIZATION OF SUBJECT MATTER EXPERTS

The Bureau selected California-licensed ACQs to participate as subject matter experts (SMEs) during various phases of the OA. These SMEs were selected from a broad range of practice settings, geographic locations, and experience backgrounds. The SMEs provided information regarding the different aspects of current ACQ practice during the development phase of the OA, and they participated in workshops to review the content of task and knowledge statements for technical accuracy prior to administration of the OA questionnaire. Following the OA questionnaire's administration, a group of SMEs were convened at OPES to review the questionnaire results and finalize the description of practice that ultimately provides the basis of the examination content outline.

### ADHERENCE TO LEGAL STANDARDS AND GUIDELINES

Licensing, certification, and registration programs in the State of California adhere strictly to federal and state laws and regulations and professional guidelines and technical standards. For the purpose of occupational analyses, the following laws and guidelines are authoritative:

- California Business and Professions Code section 139.
- Uniform Guidelines on Employee Selection Procedures (1978), Code of Federal Regulations, Title 29, Section 1607.
- California Fair Employment and Housing Act, Government Code section 12944.
- Principles for the Validation and Use of Personnel Selection Procedures (2003), Society for Industrial and Organizational Psychology (SIOP).
- Standards for Educational and Psychological Testing (2014), American Educational Research Association, American Psychological Association, and National Council on Measurement in Education.

For a licensure program to meet these standards, it must be solidly based upon the job activities required for practice.

### DESCRIPTION OF OCCUPATION

The ACQ occupation is described as follows in section 7590.2 of the California Business and Professions Code:

- (a) An "alarm company operator" means a person who, for any consideration whatsoever, engages in business or accepts employment to install, maintain, alter, sell on premises, monitor, or service alarm systems or who responds to alarm systems except for any alarm agent. "Alarm company operator," includes any entity that is retained by a licensed alarm company operator, a customer, or any other person or entity, to monitor one or more alarm systems, whether or not the entity performs any other duties within the definition of an alarm company operator. The provisions of this chapter, to the extent that they can be made applicable, shall be applicable to the duties and functions performed in monitoring alarm systems.
- (b) A person licensed as an alarm company operator shall not conduct any investigation or investigations except those that are incidental to personal injury, or the theft, loss, embezzlement, misappropriation, or concealment of any property, or any other thing enumerated in this section, which he or she has been hired or engaged to protect.

(c) A person who is licensed, certified, or registered pursuant to this chapter is exempt from locksmithing requirements, pursuant to subdivision (e) of Section 6980.12, if the duties performed that constitute locksmithing are performed in combination with the installation, maintenance, moving, repairing, replacing, servicing, or reconfiguration of an alarm system, as defined in subdivision (n) of Section 7590.1, and limited to work on electronic locks or access control devices that are controlled by an alarm system control device, including the removal of existing hardware.

## CHAPTER 2. OCCUPATIONAL ANALYSIS QUESTIONNAIRE

### SUBJECT MATTER EXPERT INTERVIEWS

The Bureau provided OPES with a list of seven California-licensed ACQs to contact for telephone interviews. During the semi-structured interviews, the licensed ACQs were asked to identify all of the activities performed that are specific to the ACQ profession. The licensees confirmed major content areas of ACQ practice and the job tasks performed in each content area. The licensees were also asked to identify the knowledge necessary to perform each job task safely and competently.

### TASK AND KNOWLEDGE STATEMENTS

OPES test specialists integrated the information gathered from prior studies of the ACQ profession and the telephone interviews to develop task and knowledge statements. The results of the semi-structured telephone interviews were reviewed by seven subject matter experts (SME) in a workshop convened at OPES in January 2017. The SMEs in the initial workshop participated in refining the task and knowledge statements derived from the telephone interviews and performed preliminary linkage of the task and knowledge statements to ensure that every task had a related knowledge and every knowledge statement had a related task. The task and knowledge statements were then organized into major content areas of ACQ practice. Additional task and knowledge statements were created as needed to complete the scope of the content areas.

Once the lists of task and knowledge statements were verified and finalized, the information was used to develop an online questionnaire that was sent to all California-licensed ACQs for completion and evaluation.

### QUESTIONNAIRE DEVELOPMENT

OPES test specialists developed the online occupational analysis questionnaire soliciting licensed ACQs' ratings of the job task and knowledge statements. The ACQs were instructed to rate each job task in terms of how often they perform the task (Frequency) and in terms of how important the task is to the performance of their current practice (Importance). In addition, they were instructed to rate each knowledge statement in terms of how important the specific knowledge is to the performance of their current practice (Importance). The questionnaire also included a demographic section for purposes of developing an accurate profile of the respondent sample. The questionnaire can be found in Appendix E.

#### PILOT STUDY

Prior to developing the final questionnaire, OPES prepared and administered an online pilot questionnaire. The pilot questionnaire was reviewed by the Bureau and a group of 14 SMEs who provided feedback about the technical accuracy of the task and knowledge statements, the estimated time for completion, online navigation, and ease of use. OPES used this feedback to develop the final questionnaire.

## CHAPTER 3. RESPONSE RATE AND DEMOGRAPHICS

## SAMPLING STRATEGY AND RESPONSE RATE

In May 2017, the Bureau mailed notification letters to all of the licensed ACQs with a California address (a total of 2,000) inviting them to complete the questionnaire online. The notification letter is provided as Appendix D. The questionnaire's online format allowed for several enhancements to the questionnaire and the data collection process. As part of the development, configuration, and analysis of the questionnaire, various criteria were established to ensure the integrity of the data.

A total of 94 respondents, or 4.7% of the ACQs in the licensed population (2,000), responded to the Web-based questionnaire. The final number of ACQs included in the data analysis was 68, or 3.4% of the population invited to complete the questionnaire. This response rate (3.4%) reflects two adjustments. First, data from respondents who indicated they were not currently licensed and practicing as ACQs in California were excluded from analysis. Second, the reconciliation process removed questionnaires containing a large volume of missing or unresponsive data. The respondent sample is representative of the population of California-licensed ACQs based on the sample's demographic composition.

## DEMOGRAPHIC SUMMARY

Of the 68 respondents included in the analysis, 23.5% had been licensed as an ACQ for 5 years or less, 13.2% had been practicing between 6 and 10 years, 23.5% had been practicing between 11 and 20 years, and 38.2% had been practicing for more than 20 years (see Table 1).

When asked to indicate their current employment status as an ACQ, 67.6% of respondents reported working as an owner / qualified manager, 26.5% of respondents reported working as a qualified manager, 2.9% of respondents reported working as a nondesignated qualified manager, and 1.5% of respondents reported Other (see Table 2).

As shown in Table 3, 36.8% of respondents reporting working more than 40 hours per week, 27.9% of respondents reported working 31 to 40 hours per week, 20.6% of respondents reported working 1 to 10 hours per week, 8.8% of respondents reported working 11 to 20 hours per week, and 5.9% of respondents reported working 21 to 30 hours per week.

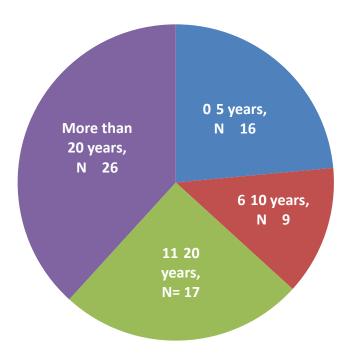
Respondents were also asked to indicate their highest level of education achieved. As shown in Table 4, 33.8% of respondents had a high school diploma, 32.4% of respondents had a bachelor's degree, 16.2% of respondents had an associate degree, 10.3% of the respondents had a master's degree, and 7.4% of respondents indicated Other. More detailed demographic information from the respondents can be found in Tables 5 through 15.

## TABLE 1 – NUMBER OF YEARS PRACTICING IN CALIFORNIA AS AN ALARM COMPANY QUALIFIED MANAGER

YEARS	NUMBER (N)	PERCENT
0 to 5 years	16	23.5
6 to 10 years	9	13.2
11 to 20 years	17	23.5
More than 20 years	26	38.2
Total	68	100*

\*NOTE: Percentages do not add to 100 due to rounding.

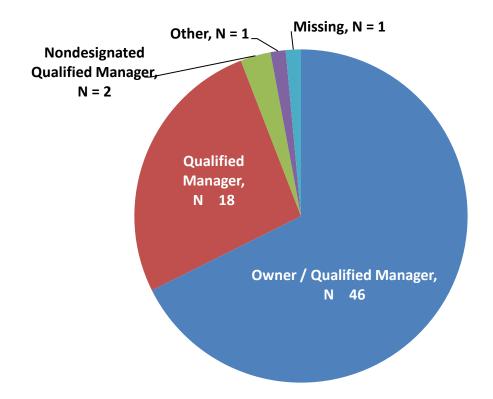
## FIGURE 1 – NUMBER OF YEARS PRACTICING IN CALIFORNIA AS AN ALARM COMPANY QUALIFIED MANAGER



## TABLE 2 – CURRENT EMPLOYMENT STATUS

STATUS	NUMBER (N)	PERCENT
Owner / Qualified Manager	46	67.6
Qualified Manager	18	26.5
Nondesignated Qualified Manager	2	2.9
Other	1	1.5
Missing	1	1.5
Total	68	100

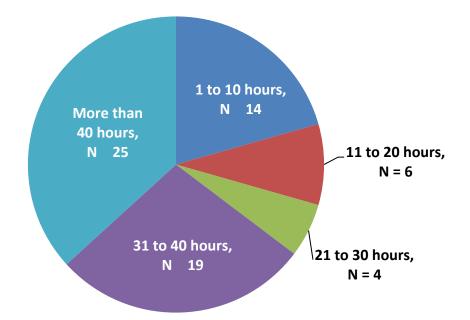
## FIGURE 2 – CURRENT EMPLOYMENT STATUS



## TABLE 3 – NUMBER OF HOURS WORKED PER WEEK

HOURS	NUMBER (N)	PERCENT
1 to 10 hours	14	20.6
11 to 20 hours	6	8.8
21 to 30 hours	4	5.9
31 to 40 hours	19	27.9
More than 40 hours	25	36.8
Total	68	100

FIGURE 3 – NUMBER OF HOURS WORKED PER WEEK



## TABLE 4 – HIGHEST LEVEL OF EDUCATION ACHIEVED

EDUCATION	NUMBER (N)	PERCENT
High school diploma or equivalent	23	33.8
Associate Degree	11	16.2
Bachelor's Degree	22	32.4
Master's Degree	7	10.3
Other (please specify)	5	7.4
Total	68	100*

\*NOTE: Percentages do not add to 100 due to rounding.

## FIGURE 4 – HIGHEST LEVEL OF EDUCATION ACHIEVED

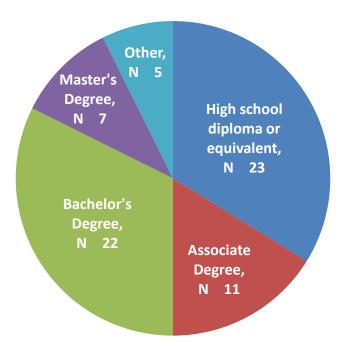
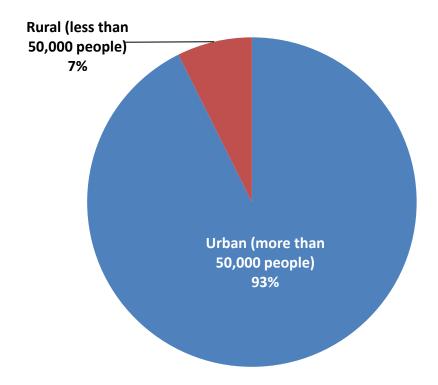


TABLE 5 – PRIMARY WORK SETTING

LOCATION	NUMBER (N)	PERCENT
Urban (more than 50,000 people)	63	92.6
Rural (less than 50,000 people)	5	7.4
Total	68	100

## FIGURE 5 – PRIMARY WORK SETTING

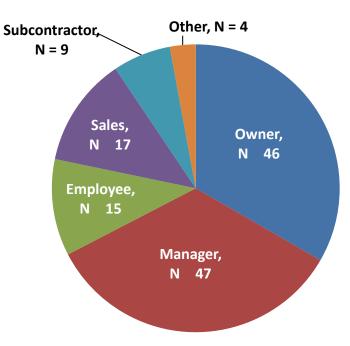


### TABLE 6 – MAJORITY OF RESPONSIBILITIES AS A LICENSED ALARM COMPANY QUALIFIED MANAGER

RESPONSIBILITIES*	NUMBER (N)	PERCENT
Owner	46	33.3
Manager	47	34.1
Employee	15	10.9
Sales	17	12.3
Subcontractor	9	6.5
Other	4	2.9

\*NOTE: Respondents were asked to select all that apply. Percentages indicate the proportion in the sample of respondents.

### FIGURE 6 – MAJORITY OF RESPONSIBILITIES AS A LICENSED ALARM COMPANY QUALIFIED MANAGER

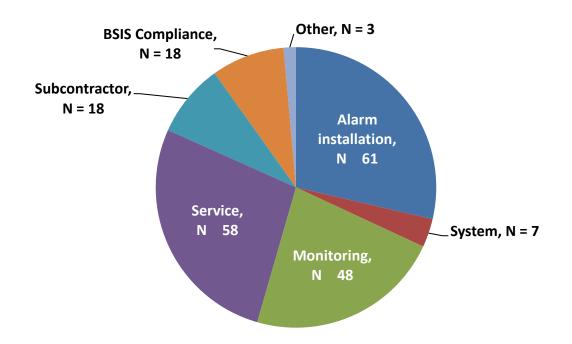


## TABLE 7 – SERVICES PROVIDED AS AN ALARM COMPANY QUALIFIED MANAGER

SERVICES*	NUMBER (N)	PERCENT
Alarm installation	61	28.6
System	7	3.3
Monitoring	48	22.5
Service	58	27.2
Subcontractor	18	8.5
BSIS Compliance	18	8.5
Other	3	6.4

\*NOTE: Respondents were asked to select all that apply. Percentages indicate the proportion in the sample of respondents.

## FIGURE 7 – SERVICES PROVIDED AS AN ALARM COMPANY QUALIFIED MANAGER



#### TABLE 8 – DOES BUSINESS HAVE BRANCH OFFICES

BRANCH OFFICE	NUMBER (N)	PERCENT
Yes	9	13.2
No	58	85.3
Missing	1	1.5

### TABLE 9 – OPERATING OWN CENTRAL MONITORING STATION

CENTRAL MONITORING	NUMBER (N)	PERCENT
Yes	18	26.5
No	50	73.5

#### TABLE 10 – DO EMPLOYEES PHYSICALLY RESPOND TO ALARMS

PHYSICALLY RESPOND	NUMBER (N)	PERCENT
Yes	11	16.2
No	57	83.8

#### TABLE 11 – DO EMPLOYEES CARRY FIREARMS IN THE COURSE OF THEIR DUTIES WITH THE ALARM COMPANY

CARRY FIREARMS	NUMBER (N)	PERCENT
Yes	2	2.9
No	66	97.1

#### TABLE 12 – DO EMPLOYEES CARRY NONLETHAL WEAPONS IN THE COURSE OF THEIR DUTIES WITH THE ALARM COMPANY

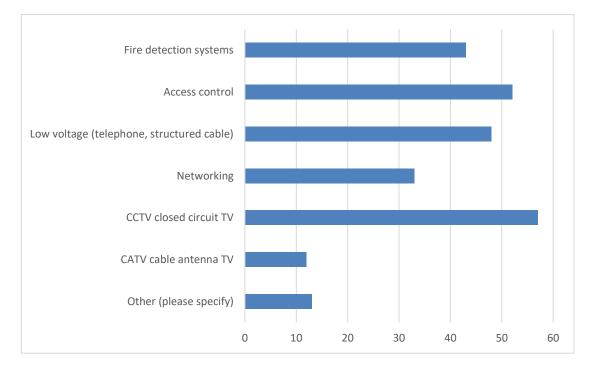
CARRY NONLETHAL WEAPONS	NUMBER (N)	PERCENT
Yes	2	2.9
No	66	97.1

## TABLE 13 – SPECIALTY AREAS PERFORMED

SPECIALTY AREAS*	NUMBER (N)	PERCENT
Fire detection systems	43	63.2
Access control	52	76.5
Low voltage (telephone, structured cable)	48	70.6
Networking	33	48.5
CCTV closed circuit TV	57	83.8
CATV cable antenna TV	12	17.6
Other (please specify)	13	19.1

\*NOTE: Respondents were asked to select all that apply. Percentages indicate the proportion in the sample of respondents.

## FIGURE 8 – SPECIALTY AREAS PERFORMED

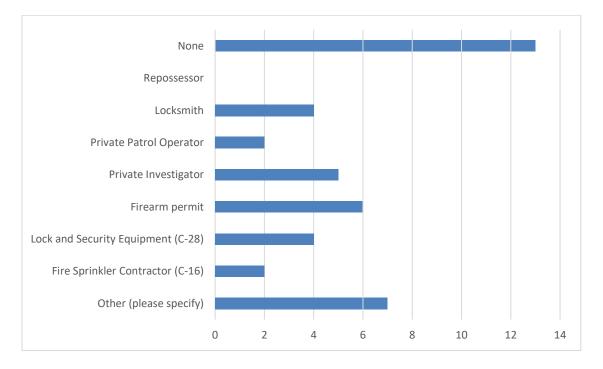


### TABLE 14 – OTHER CALIFORNIA-ISSUED LICENSES OR CERTIFICATIONS HELD

LICENSES OR CERTIFICATIONS*	NUMBER (N)	PERCENT
None	13	19.1
Repossessor	0	0.0
Locksmith	4	5.9
Private Patrol Operator	2	2.9
Private Investigator	5	7.4
Firearms permit	6	8.8
Lock and Security Equipment (C-28)	4	5.9
Fire Protection Contractor (C-16)	2	2.9
Other (please specify)	7	10.3

\*NOTE: Respondents were asked to select all that apply. Percentages indicate the proportion in the sample of respondents.

## FIGURE 9 – OTHER CALIFORNIA-ISSUED LICENSES OR CERTIFICATIONS HELD



## TABLE 15 - RESPONDENTS BY REGION\*

REGION NAME	NUMBER (N)	PERCENT
Los Angeles County and Vicinity	27	39.7
North Coast	1	1.5
Riverside and Vicinity	6	8.8
Sacramento Valley	3	4.4
San Diego County and Vicinity	5	7.4
San Francisco Bay Area	13	19.1
San Joaquin Valley	6	8.8
Shasta/Cascade	1	1.5
Sierra Mountain Valley	1	1.5
South/Central Coast	3	4.4
Missing	2	2.9
Total	68	100

\*NOTE: Appendix A shows a more detailed breakdown of the frequencies by region.

## CHAPTER 4. DATA ANALYSIS AND RESULTS

#### **RELIABILITY OF RATINGS**

The job task and knowledge ratings obtained from the questionnaire were evaluated with a standard index of reliability called coefficient alpha ( $\alpha$ ) that ranges from 0 to 1. Coefficient alpha is an estimate of the internal consistency of the respondents' ratings of the job task and knowledge statements. A higher coefficient value indicates more consistency between respondent ratings. Coefficients were calculated for all respondent ratings.

Table 16 displays the reliability coefficients for the task statement rating scales in each content area. The overall ratings of task frequency and task importance across content areas were highly reliable (frequency  $\alpha = .96$ ; importance  $\alpha = .90$ ). Table 17 displays the reliability coefficients for the knowledge statements rating scale in each content area. The overall ratings of knowledge importance across content areas were highly reliable ( $\alpha = .97$ ). These results indicate that the responding ACQs rated the task and knowledge statements consistently throughout the questionnaire.

	CONTENT AREA	Number of Tasks	α Frequency	α Importance
1.	Consultation	5	.934	.864
2.	Installation	7	.968	.950
3.	Service and Repair	3	.883	.806
4.	Management	9	.782	.682
5.	Monitoring	4	.827	.787
6.	False Alarms	4	.908	.859
	Total	32	.956	.900

#### TABLE 16 – TASK SCALE RELIABILITY

CONTENT AREA	Number of Knowledge Statements	α Importance
1. Consultation	12	.864
2. Installation	24	.979
3. Service and Repair	8	.940
4. Management	13	.886
5. Monitoring	8	.819
6. False Alarms	7	.929
Total	72	.973

## TASK CRITICALITY INDICES

A workshop comprised of a diverse group of eight SMEs was convened at OPES in July 2017 to review the mean frequency and importance ratings for all task statements and their criticality indices, and to evaluate the mean importance ratings for all knowledge statements. The purpose of this workshop was to identify the essential tasks and knowledge required for safe and effective ACQ practice at the time of licensure.

In order to calculate the criticality indices of the task statements, the mean frequency rating (Fi) and the mean importance rating (Ii) were multiplied for each task.

Task criticality index = mean [(Fi) X (li)]

The task statements were then ordered by their criticality index. The task statements, their mean frequency and importance ratings, and their associated criticality indices, sorted by descending order and content area, are presented in Appendix B.

OPES test specialists instructed the SMEs from the July 2017 workshop to identify a cutoff value in order to determine if any of the tasks did not have a high enough criticality index to be retained. Based on the SMEs' opinion of the relative importance of all tasks to ACQ practice, the SMEs determined that no cutoff value should be established and that all task statements were meaningful for ACQ practice.

#### KNOWLEDGE IMPORTANCE RATINGS

In order to determine the importance of each knowledge statement, the mean importance (KImp) rating for each knowledge statement was calculated. The knowledge statements and their mean importance ratings, sorted by descending order and content area, are presented in Appendix C.

The July 2017 workshop of SMEs that evaluated the task criticality indices also reviewed the knowledge statement importance ratings. After reviewing the mean importance ratings and considering their relative importance to ACQ practice, the SMEs determined that a cutoff value was not necessary.

## CHAPTER 5. EXAMINATION OUTLINE

## TASK—KNOWLEDGE LINKAGE

The SMEs who participated in the July 2017 workshop reviewed the preliminary assignment of task and knowledge statements to content areas from the January 2017 workshop. The SMEs established the final linkage of specific knowledge statements to task statements.

## CONTENT AREAS AND WEIGHTS

The SMEs in the July 2017 workshop were also asked to finalize the weights for content areas on the ACQ examination. OPES test specialists presented the SMEs with preliminary weights of the content areas that were calculated by dividing the sum of the criticality indices for the tasks in a content area by the overall sum of the criticality indices for all tasks, as shown below.

Sum of Criticality Indices for Tasks in Content Area =	Percent Weight of
Sum of Criticality Indices for All Tasks	Content Area

The SMEs evaluated the preliminary weights by reviewing the following elements for each content area: the group of tasks and knowledge, the linkage established between the tasks and knowledge, and the relative importance of the tasks to ACQ practice in California. The SMEs made minor adjustments to the preliminary weights based on what they perceived to reflect the relative importance of the tasks' area to ACQ practice in California. A summary of the preliminary and finalized content area weights for the ACQ examination is presented in Table 18.

TABLE 18 - CONTENT AREA WEIGHTS FOR THE CALIFORNIA ACQ EXAMINATION

	CONTENT AREA	Criticality Indices Prelim. Weights.	Final Weights
1.	Consultation	16%	15%
2.	Installation	23%	27%
3.	Service and Repair	9%	14%
4.	Management	25%	20%
5.	Monitoring	13%	8%
6.	False Alarms	14%	16%
	Total	100%	100%

The examination content outline for the ACQ profession is presented in Table 19.

## TABLE 19 – EXAMINATION CONTENT OUTLINE: ALARM COMPANY OPERATOR QUALIFIED MANAGER

22

1. Consultation (15%) – This area assesses the candidate's ability to provide recommendations about the installation and placement of alarm system components according to customer needs while taking into consideration the applicable laws and ordinances.

	Job Tasks	Associated Knowledge Statements		
T1.	<ol> <li>Evaluate feasibility of alarm system needs with customer to develop system plans and specifications.</li> </ol>	K1. Knowledge of advantages and disadvantages associated with types of alarm systems.		
		K2. Knowledge of methods to assess customer's needs and expectations regarding alarm systems.		
		K3. Knowledge of laws related to the limitations of types of electronic systems that can be installed by alarm company operators.		
		K4. Knowledge of factors that affect placement of detection devices.		
		K5. Knowledge of factors that affect placement of alarm system keypad(s) and control equipment.		
		K8. Knowledge of methods to identify cellular and radio signal strengths at alarm system location.		
		K12. Knowledge of the factors that result in false alarms.		
T2.	<ol> <li>Designate locations for alarm system control panel and/or key pad(s) to be installed by alarm company personnel by consulting with customer.</li> </ol>	K1. Knowledge of advantages and disadvantages associated with types of alarm systems.		
		K2. Knowledge of methods to assess customer's needs and expectations regarding alarm systems.		
		K4. Knowledge of factors that affect placement of detection devices.		
		K5. Knowledge of factors that affect placement of alarm system keypad(s) and control equipment.		
		K8. Knowledge of methods to identify cellular and radio signal strengths at alarm system location.		
		K12. Knowledge of the factors that result in false alarms.		
to determi	Design alarm system plan by consulting with customer to determine points of protection (e.g., doors, windows,	K1. Knowledge of advantages and disadvantages associated with types of alarm systems.		
	motion sensors, glass break sensors).	K2. Knowledge of methods to assess customer's needs and expectations regarding alarm systems.		
		K4. Knowledge of factors that affect placement of detection devices.		
		K12. Knowledge of the factors that result in false alarms.		
	Instruct customer to obtain alarm system permit(s) if	K6. Knowledge of permits required for alarm system installation.		
	required by the city/county to be in compliance with local ordinances.	K7. Knowledge of sources to obtain information about ordinances regarding alarm system operation within customer's jurisdiction.		

1. Consultation (15%) – This area assesses the candidate's ability to provide recommendations about the installation and placement of alarm system components according to customer needs while taking into consideration the applicable laws and ordinances.

Job Tasks	Associated Knowledge Statements
T5. Complete contract with customer in accordance with laws and regulations prior to installation.	<ul> <li>K6. Knowledge of permits required for alarm system installation.</li> <li>K9. Knowledge of 3 Day Right of Rescission requirement in contract for residential customers.</li> <li>K10. Knowledge of laws pertaining to deposit allowed prior to installation on residential contracts.</li> <li>K11. Knowledge of laws and regulations related to alarm service contracts.</li> </ul>

## 2. Installation (27%) – This area assesses the candidate's ability to install alarm systems according to system design, code, and manufacturer's specifications, and to educate the customer about alarm system functions.

Job Tasks		Associated Knowledge Statements	
T6. Inst	tall alarm system according to applicable codes.	<ul> <li>K15. Knowledge of installation procedures for alarm system control panel unit (CPU).</li> <li>K17. Knowledge of existing construction as it relates to alarm system installation.</li> <li>K19. Knowledge of equipment and tools required for installation of alarm protection devices.</li> <li>K21. Knowledge of procedures for conduit/raceway installation in alarm systems.</li> <li>K22. Knowledge of conduit types related to alarm systems.</li> <li>K23. Knowledge of wiring methods (e.g., home run, series) related to alarm system installation.</li> <li>K24. Knowledge of types of wire used in alarm system installation.</li> <li>K25. Knowledge of methods to ground alarm system equipment.</li> <li>K26. Knowledge of the use of hand and power tools in alarm system installations.</li> <li>K32. Knowledge of the use of protective and safety equipment during alarm system installation.</li> </ul>	
in le cor	stall alarm system control panel and/or keypad(s) location designated by customer needs, alarm mpany personnel recommendations, and anufacturer's specifications.	<ul> <li>K13. Knowledge of methods to test cellular and/or radio signal strength at alarm system location to determine the type of communication module (e.g., GSM, CDMA) to install.</li> <li>K14. Knowledge of the capabilities of wireless devices.</li> <li>K15. Knowledge of installation procedures for alarm system control panel unit (CPU).</li> <li>K16. Knowledge of installation procedures for alarm system keypad.</li> <li>K17. Knowledge of existing construction as it relates to alarm system installation.</li> <li>K20. Knowledge of alarm system design principles.</li> <li>K26. Knowledge of electrical codes that apply to alarm system installation.</li> <li>K35. Knowledge of installation procedures that minimize the occurrence of false alarms.</li> </ul>	
mo	stall interior/perimeter detection devices (e.g., otion detector) in location(s) according to customer eds, alarm company personnel recommendations, d manufacturer's specifications.	<ul> <li>K14. Knowledge of the capabilities of wireless devices.</li> <li>K17. Knowledge of existing construction as it relates to alarm system installation.</li> <li>K18. Knowledge of installation procedures of alarm system interior/exterior detection devices.</li> </ul>	

## **2.** Installation (27%) – This area assesses the candidate's ability to install alarm systems according to system design, code, and manufacturer's specifications, and to educate the customer about alarm system functions.

Job Tasks	Associated Knowledge Statements
T9. Connect alarm system communication transmission device(s) to remote monitoring facility to monitor alarm system activity.	<ul> <li>K23. Knowledge of wiring methods (e.g., home run, series) related to alarm system installation.</li> <li>K24. Knowledge of types of wire used in alarm system installation.</li> <li>K35. Knowledge of installation procedures that minimize the occurrence of false alarms.</li> <li>K13. Knowledge of methods to test cellular and/or radio signal strength at alarm system location to determine the type of communication module (e.g., GSM, CDMA) to install.</li> <li>K23. Knowledge of wiring methods (e.g., home run, series) related to alarm system installation.</li> </ul>
	<ul> <li>K24. Knowledge of types of wire used in alarm system installation.</li> <li>K28. Knowledge of methods to connect communication transmission device with remote monitoring facility.</li> <li>K29. Knowledge of methods to install phone line interface devices (e.g. line seizure module).</li> <li>K30. Knowledge of effects of DSL internet connection on alarm system communication transmission.</li> <li>K31. Knowledge of methods to install DSL internet filters.</li> </ul>
T10. Test alarm system communication transmission device(s) by activating each point of protection/zone to verify correct signal transmissions to monitoring facility.	<ul> <li>K13. Knowledge of methods to test cellular and/or radio signal strength at alarm system location to determine the type of communication module (e.g., GSM, CDMA) to install.</li> <li>K33. Knowledge of the operation of installed alarm systems.</li> <li>K36. Knowledge of the monitoring process in the event of a triggered alarm.</li> </ul>
T11. Follow safety procedures while operating equipment and using tools during alarm system installation to protect personnel.	<ul> <li>K19. Knowledge of equipment and tools required for installation of alarm protection devices.</li> <li>K27. Knowledge of the use of hand and power tools in alarm system installations.</li> <li>K32. Knowledge of the use of protective and safety equipment during alarm system installation.</li> </ul>
T12. Explain alarm system functions to educate customer about the operation of the system.	<ul><li>K33. Knowledge of the operation of installed alarm systems.</li><li>K34. Knowledge of methods to explain alarm system functions to customers.</li><li>K36. Knowledge of the monitoring process in the event of a triggered alarm.</li></ul>

3. Service and Repair (14%) – This area assesses the candidate's ability to investigate reported alarm system problem(s), repair or service alarm systems, and verify that the repaired alarm system is operational.

Job Tasks	Associated Knowledge Statements
T13. Investigate reported alarm system problem(s) (e.g., alarm activity report, customer complaint) to identify equipment or devices that are defective to determine course of action.	<ul> <li>K37. Knowledge of techniques to test alarm system functioning.</li> <li>K38. Knowledge of basic troubleshooting procedures.</li> <li>K39. Knowledge of relationship between problem symptom and problem cause.</li> <li>K40. Knowledge of methods used to interpret central monitoring activity reports.</li> <li>K41. Knowledge of methods used to analyze service history.</li> <li>K42. Knowledge of methods used to recognize problems with alarm system equipment.</li> </ul>
T14. Repair alarm system to restore to operating condition.	<ul><li>K43. Knowledge of methods to repair alarm systems according to manufacturer specifications.</li><li>K44. Knowledge of compatibility of alarm system components for repair service.</li></ul>
T15. Test alarm system signals through monitoring station to verify that signal transmission and sensors are operational following repair.	K37. Knowledge of techniques to test alarm system functioning.

# **4. Management (20%)** – This area assesses the candidate's ability to manage the operations of the alarm company in accordance with BSIS laws and regulations.

Job Tasks	Associated Knowledge Statements
T16. Develop standard contract for customers in regard to the installation, service, and monitoring of alarm systems.	<ul> <li>K45. Knowledge of legal obligations regarding alarm system equipment and installation.</li> <li>K46. Knowledge of legal requirements for contracts related to alarm system installation.</li> </ul>
T17. Verify that alarm company employees (ACE) are in compliance with Bureau guidelines regarding registration requirements.	<ul> <li>K47. Knowledge of BSIS requirements used during screening process for hiring alarm system personnel.</li> <li>K51. Knowledge of fingerprinting requirements of alarm company personnel as mandated by the Alarm Company Act (BSIS).</li> <li>K52. Knowledge of laws regarding powers of arrest training for alarm company personnel.</li> <li>K53. Knowledge of laws regarding nonlethal weapons training for alarm company personnel.</li> <li>K54. Knowledge of laws regarding firearms training for alarm company personnel.</li> <li>K55. Knowledge of registration, compliance, and renewal requirements related to alarm company personnel.</li> </ul>
T18. Verify that alarm company employees (ACE) maintain their registration with the Bureau to meet legal obligations.	K55. Knowledge of registration, compliance, and renewal requirements related to alarm company personnel.

4. Management (20%) – This area assesses the candidate's ability to manage the operations of the alarm company in accordance with BSIS laws and regulations.

Job Tasks	Associated Knowledge Statements
T19. Train alarm company employees (ACE) by following Bureau guidelines to meet legal obligations.	<ul> <li>K45. Knowledge of legal obligations regarding alarm system equipment and installation.</li> <li>K46. Knowledge of legal requirements for contracts related to alarm system installation.</li> <li>K48. Knowledge of laws related to record keeping of firearms.</li> <li>K49. Knowledge of laws requiring the submission of deadly weapons report following the discharge of a firearm.</li> <li>K52. Knowledge of laws regarding powers of arrest training for alarm company personnel.</li> <li>K53. Knowledge of laws regarding nonlethal weapons training for alarm company personnel.</li> <li>K54. Knowledge of laws regarding firearms training for alarm company personnel.</li> <li>K55. Knowledge of registration, compliance, and renewal requirements related to alarm company personnel.</li> <li>K56. Knowledge of laws and regulations pertaining to the advertising of the alarm</li> </ul>
T20. Maintain records of firearms possessed by and under the personal control of alarm company employees (ACE) according to legal guidelines.	company business.K48. Knowledge of laws related to recordkeeping of firearms.K50. Knowledge of laws regarding the use of a firearm as an alarm company operator.K54. Knowledge of laws regarding firearms training for alarm company personnel.
<ul><li>T21. Submit deadly weapon report of incidence(s) as required by law to the Bureau.</li><li>T22. Identify methods to secure confidential customer information.</li></ul>	<ul> <li>K49. Knowledge of laws requiring the submission of deadly weapons report following the discharge of a firearm.</li> <li>K46. Knowledge of legal requirements for contracts related to alarm system installation.</li> </ul>
<ul> <li>T23. Adhere to laws and regulations regarding the advertisement of alarm company business.</li> <li>T24. Adhere to Bureau regulations regarding company and branch licensing.</li> </ul>	K56. Knowledge of laws and regulations pertaining to the advertising of the alarm company business.         K57. Knowledge of licensing requirements for alarm company and branch offices.

**5.** Monitoring (8%) – This area assesses the candidate's ability to establish and maintain the monitoring of installed alarm systems in accordance with BSIS laws and regulations.

Job Tasks	Associated Knowledge Statements
T25. Provide monitoring services to alarm system customers in accordance with Bureau guidelines.	<ul> <li>K58. Knowledge of laws related to the use of third party monitoring services by alarm company operators.</li> <li>K59. Knowledge of laws regarding alarm company monitoring services.</li> <li>K60. Knowledge of monitoring agreement criteria for contracts between alarm company operator and monitoring service provider.</li> </ul>
T26. Verify that alarm signals received from protected premises match information on file provided by installation.	<ul> <li>K61. Knowledge of system programming regarding types of signals (e.g., contact ID, SIA, 4x2 format) transmitted by alarm systems.</li> <li>K62. Knowledge of communication methods (e.g., digital, radio) used to transmit alarm system activity.</li> <li>K63. Knowledge of methods used to verify recorded event history.</li> <li>K65. Knowledge of methods used to verify that points of protection, panel programming, and monitoring station data base correspond.</li> </ul>
T27. Contact responsible parties according to established procedures and customer special instructions to determine if dispatch is required.	K64. Knowledge of methods to obtain updated contact information from client.
T28. Maintain an up-to-date emergency call list of Responsible Parties.	K64. Knowledge of methods to obtain updated contact information from client.

6. False Alarms (16%) – This area assesses the candidate's ability to identify and correct the situations that lead to false alarms as well as to educate the customer about false alarm prevention.

Job Tasks	Associated Knowledge Statements
T29. Minimize false alarm occurrences by educating customer(s)/user(s) on false alarm prevention procedures.	K66. Knowledge of customer/user responsibility regarding false alarm prevention. K67. Knowledge of causes of false alarms.
	<ul> <li>K68. Knowledge of methods to obtain information about local ordinances (e.g., fines, nonresponse) related to false alarms.</li> <li>K69. Knowledge of alarm system equipment use as related to false alarm</li> </ul>
	prevention. K70. Knowledge of programming options for alarm systems as related to false alarm prevention
	K71. Knowledge of alarm industry standards related to alarm verification prior to dispatch.
T30. Maintain/Repair alarm system according to manufacturer's specifications to prevent or correct false alarms.	K69. Knowledge of alarm system equipment use as related to false alarm prevention.
	K70. Knowledge of programming options for alarm systems as related to false alarm prevention
	K72. Knowledge of methods used to determine source (e.g., user, equipment) of false alarm activity.
T31. Verify alarm system has been programmed correctly to rule out as cause of false alarms.	K70. Knowledge of programming options for alarm systems as related to false alarm prevention
T32. Identify source of false alarm activity to determine corrective action.	<ul> <li>K67. Knowledge of causes of false alarms.</li> <li>K69. Knowledge of alarm system equipment use as related to false alarm prevention.</li> </ul>
	K70. Knowledge of programming options for alarm systems as related to false alarm prevention
	K72. Knowledge of methods used to determine source (e.g., user, equipment) of false alarm activity

# CHAPTER 6. CONCLUSION

The occupational analysis (OA) of the ACQ profession described in this report provides a comprehensive description of current practice in California. The procedures employed to perform the OA were based upon a content validation strategy to ensure that the results accurately represent ACQ practice. Results of this OA provide information regarding current practice that can be used to make job-related decisions regarding professional licensure.

By adopting the ACQ description of practice and the ACQ examination content outline contained in this report, the Bureau ensures that its examination program reflects current practice.

This report provides all documentation necessary to verify that the analysis has been completed in accordance with legal, professional, and technical standards.

APPENDIX A. RESPONDENTS BY REGION

## LOS ANGELES COUNTY AND VICINITY

County of Practice	Frequency
Los Angeles	20
Orange	7
TOTAL	27

#### NORTH COAST

County of Practice	Frequency
Sonoma	1
TOTAL	1

#### RIVERSIDE AND VICINITY

County of Practice	Frequency
Riverside	5
San Bernardino	1
TOTAL	6

### SACRAMENTO VALLEY

County of Practice	Frequency
Sacramento	3
TOTAL	3

#### SAN DIEGO COUNTY AND VICINITY

County of Practice	Frequency
San Diego	5
TOTAL	5

#### SAN FRANCISCO BAY AREA

County of Practice	Frequency
Alameda	3
Contra Costa	2
San Francisco	2
San Mateo	2
Santa Clara	2
Santa Cruz	1
Solano	1
TOTAL	13

### SAN JOAQUIN VALLEY

County of Practice	Frequency
Fresno	1
Kern	1
Madera	1
Tulare	3
TOTAL	6

### SHASTA/CASCADE

County of Practice	Frequency
Shasta	1
TOTAL	1

### SIERRA MOUNTAIN VALLEY

County of Practice	Frequency
Nevada	1
TOTAL	1

## SOUTH/CENTRAL COAST

County of Practice	Frequency
San Luis Obispo	1
Santa Barbara	1
Ventura	1
TOTAL	3

APPENDIX B. CRITICALITY INDICES FOR ALL TASKS

### **Content Area 1: Consultation**

Task Number	Task Statement	Mean Freq	Mean Imp	Task Criticality Index
5	Complete contract with customer in accordance with laws and regulations prior to installation.	3.43	3.97	15.22
3	Design alarm system plan by consulting with customer to determine points of protection (e.g., doors, windows, motion sensors, glass break sensors).	3.22	3.75	13.6
4	Instruct customer to obtain alarm system permit(s) if required by the city/county to be in compliance with local ordinances.	3.16	3.47	12.89
1	Evaluate feasibility of alarm system needs with customer to develop system plans and specifications.	3.13	3.67	12.81
2	Designate locations for alarm system control panel and/or key pad(s) to be installed by alarm company personnel by consulting with customer.	3.07	3.40	12.07

## **Content Area 2: Installation**

Task Number	Task Statement	Mean Freq	Mean Imp	Task Criticality Index
12	Explain alarm system functions to educate customer about the operation of the system.	3.35	4.05	14.88
10	Test alarm system communication transmission device(s) by activating each point of protection/zone to verify correct signal transmissions to monitoring facility.	3.16	3.98	14.52
11	Follow safety procedures while operating equipment and using tools during alarm system installation to protect personnel.	3.24	3.83	14.31
6	Install alarm system according to applicable codes.	3.19	3.86	14.29
9	Connect alarm system communication transmission device(s) to remote monitoring facility to monitor alarm system activity.	2.94	3.60	13.09
7	Install alarm system control panel and/or keypad(s) in location designated by customer needs, alarm company personnel recommendations, and manufacturer's specifications.	3.03	3.62	12.82
8	Install interior/perimeter detection devices (e.g., motion detector) in location(s) according to customer needs, alarm company personnel recommendations, and manufacturer's specifications.	2.87	3.49	12.1

# **Content Area 3: Service and Repair**

Task Number	Task Statement	Mean Freq	Mean Imp	Task Criticality Index
13	Investigate reported alarm system problem(s) (e.g., alarm activity report, customer complaint) to identify equipment or devices that are defective to determine course of action.	3.78	4.00	13.7
15	Test alarm system signals through monitoring station to verify signal transmission and sensors are operational following repair.	2.99	3.80	13.44
14	Repair alarm system to restore to operating condition.	2.54	3.63	11.38

# Content Area 4: Management

Task Number	Task Statement	Mean Freq	Mean Imp	Task Criticality Index
22	Identify methods to secure confidential customer information.	3.54	4.39	16.17
17	Verify that alarm company employees (ACE) are in compliance with Bureau guidelines regarding registration requirements.	3.38	3.97	15.35
18	Verify that alarm company employees (ACE) maintain their registration with the Bureau to meet legal obligations.	3.27	3.94	14.65
16	Develop standard contract for customers in regard to the installation, service, and monitoring of alarm systems.	3.25	3.94	14.54
24	Adhere to Bureau regulations regarding company and branch licensing.	3.03	3.81	13.76
23	Adhere to laws and regulations regarding the advertisement of alarm company business.	3.12	3.59	13.04
19	Train alarm company employees (ACE) by following Bureau guidelines to meet legal obligations.	3.07	3.60	12.98
20	Maintain records of firearms possessed by and under the personal control of alarm company employees (ACE) according to legal guidelines.	.194	.483	0.9
21	Submit deadly weapon report of incidence(s) as required by law to the Bureau.	.075	.500	0.33

# Content Area 5: Monitoring

Task Number	Task Statement	Mean Freq	Mean Imp	Task Criticality Index
26	Verify that alarm signals received from protected premises match information on file provide by installation.	3.29	3.94	14.73
25	Provide monitoring services to alarm system customers in accordance with Bureau guidelines.	3.34	3.61	14.44
28	Maintain an up-to-date emergency call list of Responsible Parties.	2.96	3.68	13.14
27	Contact responsible parties according to established procedures and customer special instructions to determine if dispatch is required.	2.41	3.02	10.33

### **Content Area 6: False Alarms**

Task Number	Task Statement	Mean Freq	Mean Imp	Task Criticality Index
29	Minimize false alarm occurrences by educating customer(s)/user(s) on false alarm prevention procedures.	3.46	4.33	15.49
31	Verify alarm system has been programmed correctly to rule out as cause of false alarms.	3.18	4.12	14.09
32	Identify source of false alarm activity to determine corrective action.	3.01	4.17	13.36
30	Maintain/Repair alarm system according to manufacturer's specifications to prevent or correct false alarms.	2.88	4.03	12.81

APPENDIX C. KNOWLEDGE IMPORTANCE RATINGS

## **Content Area 1: Consultation**

Item Number	Knowledge Statement	Mean Importance
12	Knowledge of the factors that result in false alarms.	4.30
3	Knowledge of laws related to the limitations of types of electronic systems that can be installed by alarm company operators.	4.13
6	Knowledge of permits required for alarm system installation.	4.13
11	Knowledge of laws and regulations related to alarm service contracts.	4.06
4	Knowledge of factors that affect placement of detection devices.	4.00
2	Knowledge of methods to assess customer's needs and expectations regarding alarm systems.	3.95
9	Knowledge of 3 Day Right of Rescission requirement in contract for residential customers.	3.80
1	Knowledge of advantages and disadvantages associated with types of alarm systems.	3.78
5	Knowledge of factors that affect placement of alarm system keypad(s) and control equipment.	3.77
7	Knowledge of sources to obtain information about ordinances regarding alarm system operation within customer's jurisdiction.	3.75
8	Knowledge of methods to identify cellular and radio signal strengths at alarm system location.	3.64
10	Knowledge of laws pertaining to deposit allowed prior to installation on residential contracts.	3.61

## **Content Area 2: Installation**

Item Number	Knowledge Statement	Mean Importance
35	Knowledge of installation procedures that minimize the occurrence of false alarms.	4.11
34	Knowledge of methods to explain alarm system functions to customers.	4.10
20	Knowledge of alarm system design principles.	3.98
33	Knowledge of the operation of installed alarm systems.	3.97
36	Knowledge of the monitoring process in the event of a triggered alarm.	3.94
23	Knowledge of wiring methods (e.g., home run, series) related to alarm system installation.	3.86
18	Knowledge of installation procedures of alarm system interior/exterior detection devices.	3.81
15	Knowledge of installation procedures for alarm system control panel unit (CPU).	3.80
14	Knowledge of the capabilities of wireless devices.	3.77
24	Knowledge of types of wire used in alarm system installation.	3.71
28	Knowledge of methods to connect communication transmission device with remote monitoring facility.	3.71
32	Knowledge of the use of protective and safety equipment during alarm system installation.	3.69
26	Knowledge of electrical codes that apply to alarm system installation.	3.68
16	Knowledge of installation procedures for alarm system keypad.	3.66
19	Knowledge of equipment and tools required for installation of alarm protection devices.	3.60
13	Knowledge of methods to test cellular and/or radio signal strength at alarm system location to determine the type of communication module (e.g., GSM, CDMA) to install.	3.56
29	Knowledge of methods to install phone line interface devices (e.g. line seizure module).	3.45
17	Knowledge of existing construction as it relates to alarm system installation.	3.43
30	Knowledge of effects of DSL internet connection on alarm system communication transmission.	3.42
21	Knowledge of procedures for conduit/raceway installation in alarm systems.	3.35
25	Knowledge of methods to ground alarm system equipment.	3.30
22	Knowledge of conduit types related to alarm systems.	3.29
27	Knowledge of the use of hand and power tools in alarm system installations.	3.29
31	Knowledge of methods to install DSL internet filters.	3.23

# Content Area 3: Service and Repair

Item Number	Knowledge Statement	Mean Importance
37	Knowledge of techniques to test alarm system functioning.	4.00
40	Knowledge of methods used to interpret central monitoring activity reports.	4.00
39	Knowledge of relationship between problem symptom and problem cause.	3.95
38	Knowledge of basic troubleshooting procedures.	3.92
42	Knowledge of methods used to recognize problems with alarm system equipment.	3.79
43	Knowledge of methods to repair alarm systems according to manufacturer specifications.	3.74
44	Knowledge of compatibility of alarm system components for repair service.	3.66
41	Knowledge of methods used to analyze service history.	3.52

# Content Area 4: Management

Item Number	Knowledge Statement	Mean Importance
46	Knowledge of legal requirements for contracts related to alarm system installation.	4.20
45	Knowledge of legal obligations regarding alarm system equipment and installation.	4.11
47	Knowledge of BSIS requirements used during screening process for hiring alarm system personnel.	3.90
51	Knowledge of fingerprinting requirements of alarm company personnel as mandated by the Alarm Company Act (BSIS).	3.90
55	Knowledge of registration, compliance, and renewal requirements related to alarm company personnel.	3.89
56	Knowledge of laws and regulations pertaining to the advertising of the alarm company business.	3.66
57	Knowledge of licensing requirements for alarm company and branch offices.	3.66
52	Knowledge of laws regarding powers of arrest training for alarm company personnel.	2.08
50	Knowledge of laws regarding the use of a firearm as an alarm company operator.	1.93
53	Knowledge of laws regarding nonlethal weapons training for alarm company personnel.	1.77
48	Knowledge of laws related to recordkeeping of firearms.	1.62
54	Knowledge of laws regarding firearms training for alarm company personnel.	1.57
49	Knowledge of laws requiring the submission of deadly weapons report following the discharge of a firearm.	1.31

# **Content Area 5: Monitoring**

Item Number	Knowledge Statement	Mean Importance
62	Knowledge of communication methods (e.g., digital, radio) used to transmit alarm system activity.	3.93
61	Knowledge of system programming regarding types of signals (e.g., contact ID, SIA, 4x2 format) transmitted by alarm systems.	3.90
59	Knowledge of laws regarding alarm company monitoring services.	3.82
65	Knowledge of methods used to verify that points of protection, panel programming, and monitoring station data base correspond.	3.77
60	Knowledge of monitoring agreement criteria for contracts between alarm company operator and monitoring service provider.	3.59
63	Knowledge of methods used to verify recorded event history.	3.52
64	Knowledge of methods to obtain updated contact information from client.	3.41
58	Knowledge of laws related to the use of third party monitoring services by alarm company operators.	3.39

### **Content Area 6: False Alarms**

Item Number	Knowledge Statement	Mean Importance
67	Knowledge of causes of false alarms.	4.10
70	Knowledge of programming options for alarm systems as related to false alarm prevention.	4.00
72	Knowledge of methods used to determine source (e.g., user, equipment) of false alarm activity.	4.00
69	Knowledge of alarm system equipment use as related to false alarm prevention.	3.92
71	Knowledge of alarm industry standards related to alarm verification prior to dispatch.	3.92
66	Knowledge of customer/user responsibility regarding false alarm prevention.	3.85
68	Knowledge of methods to obtain information about local ordinances (e.g., fines, nonresponse) related to false alarms.	3.72

APPENDIX D. LETTER TO PRACTITIONERS



BUSINESS, CONSUMER SERVICES, AND HOUSING AGENCY . GOVERNOR EDMUND G. BROWN JR.

Bureau of Security and Investigative Services 901 P Street, Suite 142A, Sacramento, CA 95814 P (916) 263-5355 | F (866) 543-1311 | http://www.chiro.ca.gov



May XX, 2017

Name Address City, State Zip

Dear Alarm Company Qualified Manager,

The Bureau is inviting you to participate in the 2017 Occupational Analysis (OA) regarding the Alarm Company profession.

As you know, the Bureau is responsible for developing examinations to test applicant's knowledge for licensure in California. The development of an examination begins with an occupational analysis which is a method for identifying the tasks performed in a profession and the knowledge required to perform the job. The OA is only conducted every five to seven years and the results are very important to the development of the written exams.

Several workshops with Alarm Company Qualified Managers (ACQ) have been held in Sacramento, conducted by the Office of Professional Examination Services (OPES). As a result of their efforts, a survey questionnaire has been developed and we invite you to participate in evaluating the 2017 OA as it relates to the current practice of the Alarm Company industry. Your response will be combined with responses of other Alarm Company Qualified Manager professionals to determine the tasks and knowledge needed for independent practice. Your individual responses will be kept confidential.

The survey will be available from <u>May 10th 2017 – June 10th 2017</u>, 24 hours a day, 7 days a week. It will take approximately 60 minutes to complete the online survey questionnaire. For your convenience, you may begin the survey questionnaire and exit to return at a later time, as long as it is from the same computer.

If you are interested in helping us out with this important project, please:

The Survey Web-link Password is: ACQ2017 (all upper case)

Use the following link to access the survey:

https://www.surveymonkey.com/r/PBWMKGJ

Again, we appreciate your dedication to your profession and to our mission of protecting the consumers of California by licensing qualified and competent providers.

Sincerely,

The Bureau of Security and Investigative Services

# APPENDIX E. QUESTIONNAIRE

#### Alarm Company Operator Qualified Manager Occupational Analysis

#### Dear Licensee:

You have been selected by the Bureau of Security and Investigative Services to participate in the 2017 Alarm Company Operator Qualified Manager Occupational Survey. The purpose of this questionnaire is to gather data on the job tasks performed by California-licensed Alarm Company Operator Qualified Managers (ACQ) as well as to specify the knowledge and abilities required to perform those tasks. Your participation is essential to the success of this project.

You can complete the survey all at one sitting or return to it multiple times. Your individual responses will be confidential.

In order to progress through this questionnaire, please use the following navigation buttons:

Click the Next button to continue to the next page.

Click the Prev button to return to the previous page.

Click the Exit this Survey button if you need to exit the questionnaire and return to it at a later time.

Click the Done/Submit button to submit your questionnaire when fully completed.

Any questions marked with an asterisk (\*) require an answer in order to progress through the questionnaire.

This questionnaire has three parts:

PART I asks you for background information about yourself and your current job.

PART II asks you to rate job tasks in terms of: HOW OFTEN you perform each task in your current job; and HOW IMPORTANT the performance of each task is to your current job.

PART III asks you to rate knowledge in terms of HOW IMPORTANT each type of knowledge is to the performance of tasks in your current job.

Your participation is critical in making certain that this occupational analysis is based on accurate and up-to-date information, and your contributions will help ensure that future ACQs are qualified to practice.

Please submit the completed questionnaire no later than May 31, 2017.

Please Note:

Once you have started the questionnaire, you can exit at any time and return to it later as long as you are using the same computer. The questionnaire automatically saves fully completed pages, but it will not save partially completed pages. Therefore, if you exit the questionnaire on a page with only a few questions completed, you will return to that same page but will need to answer those questions again. The Web link is available 24 hours a day, 7 days a week, for your convenience.

If you have any questions about completing this questionnaire, please contact Justina Binsfeld with the Bureau at Justina.Binsfeld@dca.ca.gov or (916) 575-7051. The Bureau welcomes your participation in this project and thanks you for your time.

emographics	
* 1. Are you currently working as a licensed ACQ in California?	
⊖ Yes	
Νο	
* 2. Do you currently reside in California?	
○ Yes	
No	
3. How many years have you been licensed as an ACQ in California?	
O 0-5 years	
6-10 years	
0 11-20 years	
O More than 20 years	
Other (please specify)	
4. How would you classify your current employment status as it relates to the ACQ license?	
Owner/Qualified Manager	
Qualified Manager	
Nondesignated Qualified Manager	
Other (please specify)	
5. How many hours per week do you work as an ACQ in California?	
1 to 10 hours	
<ul> <li>11 to 20 hours</li> </ul>	
<ul> <li>21 to 30 hours</li> </ul>	
<ul> <li>31 to 40 hours</li> </ul>	
More than 40 hours	

#### PART I - PERSONAL DATA

The information you provide in this section is voluntary and confidential. It will be treated as personal information subject to the Information Practices Act (Civil Code section 1798 et seq.) and used only for the purpose of analyzing the ratings from this questionnaire.

#### OCCUPATIONAL ANALYSIS OF ALARM COMPANY OPERATOR QUALIFIED MANAGERS

The Bureau recognizes that every ACQ may not perform all of the tasks or use all of the knowledge contained in this questionnaire. However, your participation is essential to the success of this project, and your contributions will help establish standards for safe and effective Alarm Company Operator Qualified Manager practice in the State of California.

Complete this questionnaire only if you are currently licensed as an Alarm Company Operator Qualified Manager in California.

6. V	/hat is the highest level of education you have achieved?
$\bigcirc$	High school diploma or equivalent
$\bigcirc$	Associate Degree
$\bigcirc$	Bachelor's Degree
$\bigcirc$	Master's Degree
$\bigcirc$	Doctorate
$\bigcirc$	Other (please specify)
7. V	/hat describes the location of your primary work setting?
$\bigcirc$	Urban (more than 50,000 people)
$\bigcirc$	Rural (less than 50,000 people)
вЦ	low would you classify the majority of your responsibilities as the ACQ? (Check all that apply)
	Manager
	Employee
	Sales
	Subcontractor
	Other (please specify)
9. V	/hat type of services do you provide as an ACQ? (Check all that apply)
	Alarm installation
	Monitoring
	Service
	Subcontractor
	BSIS Compliance
	Other (please specify)

Yes         No         1. Do you operate your own central monitoring station?         Yes         No         12. Does your company have employees that physically respond to alarms?         Yes         No         13. Does your company have employees that carry firearms in the course of their duties with the alarm company?         Yes         No         14. Does your company have employees that carry firearms in the course of their duties with the alarm company?         Yes         No         14. Does your company have employees that carry nonlethal weapons in the course of their duties with the alarm company?         Yes         No         15. Which of the following specialty areas do you perform in your profession? (Check all that apply)         Fire detection systems         Access control         Low voltage (telephone, structured cable)         Networking         CTV closed circuit TV         CTV cable antenna TV	No         11. Do you operate your own central monitoring station?         Yos         No         12. Does your company have employees that physically respond to alarms?         Yes         No         13. Does your company have employees that carry firearms in the course of their duties with the alarm company?         Yes         No         14. Does your company have employees that carry nonlethal weapons in the course of their duties with the alarm company?         Yes         No         15. Which of the following specialty areas do you perform in your profession? (Check all that apply)         Fire detection systems         Access control         Low voltage (telephone, structured cable)         Networking         CCTV closed circuit TV	10. Does your business have branch offices?
I. Do you operate your own central monitoring station?  Yes No  I. Does your company have employees that physically respond to alarms?  Yes No  I. Does your company have employees that carry firearms in the course of their duties with the alarm company?  Yes No  I. Does your company have employees that carry nonlethal weapons in the course of their duties with the alarm company?  Yes No  Swo  Swo  Swo  Swo  C. Work of the following specialty areas do you perform in your profession? (Check all that apply) Fire detection systems Access control Ketworking C. CTV closed circuit TV	1. Do you operate your own central monitoring station?         Yes         No         12. Does your company have employees that physically respond to alarms?         Yes         No         13. Does your company have employees that carry firearms in the course of their duties with the alarm company?         Yes         No         14. Does your company have employees that carry nonlethal weapons in the course of their duties with the alarm company?         Yes         No         15. Which of the following specialty areas do you perform in your profession? (Check all that apply)         Fire detection systems         Access control         Low voltage (telephone, structured cable)         Networking         CCTV closed circuit TV         CATV cable antenna TV	Yes
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<li>12. Does your company have employees that physically respond to alarms? </li> <li>Yes </li> <li>No </li> <li>13. Does your company have employees that carry firearms in the course of their duties with the alarm company? </li> <li>Yes </li> <li>No </li> <li>14. Does your company have employees that carry nonlethal weapons in the course of their duties with the alarm company? </li> <li>Yes </li> <li>No </li> <li>14. Does your company have employees that carry nonlethal weapons in the course of their duties with the alarm company? </li> <li>Yes </li> <li>No </li> <li>15. Which of the following specialty areas do you perform in your profession? (Check all that apply) </li> <li>Fire detection systems </li> <li>Access control </li> <li>Low voltage (telephone, structured cable) </li> <li>Networking </li> <li>CCTV closed circuit TV </li>	<li>12. Does your company have employees that physically respond to alarms? </li> <li>Yes </li> <li>No </li> <li>13. Does your company have employees that carry firearms in the course of their duties with the alarm company? </li> <li>Yes </li> <li>No </li> <li>14. Does your company have employees that carry nonlethal weapons in the course of their duties with th alarm company? </li> <li>Yes </li> <li>No </li> <li>14. Does your company have employees that carry nonlethal weapons in the course of their duties with th alarm company? </li> <li>Yes </li> <li>No </li> <li>15. Which of the following specialty areas do you perform in your profession? (Check all that apply) </li> <li>Fire detection systems </li> <li>Access control </li> <li>Low voltage (telephone, structured cable) </li> <li>Networking </li> <li>CCTV closed circuit TV </li> <li>CATV cable antenna TV </li>	
Yes         No         13. Does your company have employees that carry firearms in the course of their duties with the alarm company?         Yes         No         14. Does your company have employees that carry nonlethal weapons in the course of their duties with the alarm company?         Yes         No         15. Which of the following specialty areas do you perform in your profession? (Check all that apply)         Fire detection systems         Access control         Low voltage (telephone, structured cable)         Networking         CCTV closed circuit TV	Yes         No         13. Does your company have employees that carry firearms in the course of their duties with the alarm company?         Yes         No         14. Does your company have employees that carry nonlethal weapons in the course of their duties with the alarm company?         Yes         No         15. Which of the following specialty areas do you perform in your profession? (Check all that apply)         Fire detection systems         Access control         Low voltage (telephone, structured cable)         Networking         CCTV closed circuit TV         CATV cable antenna TV	○ No
<ul> <li>No</li> <li>13. Does your company have employees that carry firearms in the course of their duties with the alarm company?</li> <li>Yes</li> <li>No</li> <li>14. Does your company have employees that carry nonlethal weapons in the course of their duties with the alarm company?</li> <li>Yes</li> <li>Yes</li> <li>No</li> <li>15. Which of the following specialty areas do you perform in your profession? (Check all that apply)</li> <li>Fire detection systems</li> <li>Access control</li> <li>Low voltage (telephone, structured cable)</li> <li>Networking</li> <li>CCTV closed circuit TV</li> </ul>	<ul> <li>No</li> <li>13. Does your company have employees that carry firearms in the course of their duties with the alarm company?</li> <li>Yes</li> <li>No</li> <li>14. Does your company have employees that carry nonlethal weapons in the course of their duties with the alarm company?</li> <li>Yes</li> <li>Yes</li> <li>No</li> <li>15. Which of the following specialty areas do you perform in your profession? (Check all that apply)</li> <li>Fire detection systems</li> <li>Access control</li> <li>Low voltage (telephone, structured cable)</li> <li>Networking</li> <li>CCTV closed circuit TV</li> <li>CATV cable antenna TV</li> </ul>	12. Does your company have employees that physically respond to alarms?
<ul> <li>13. Does your company have employees that carry firearms in the course of their duties with the alarm company?</li> <li>Yes</li> <li>No</li> <li>14. Does your company have employees that carry nonlethal weapons in the course of their duties with the alarm company?</li> <li>Yes</li> <li>Yes</li> <li>No</li> <li>15. Which of the following specialty areas do you perform in your profession? (Check all that apply)</li> <li>Fire detection systems</li> <li>Access control</li> <li>Low voltage (telephone, structured cable)</li> <li>Networking</li> <li>CCTV closed circuit TV</li> </ul>	13. Does your company have employees that carry firearms in the course of their duties with the alarm company?         Yes         No         14. Does your company have employees that carry nonlethal weapons in the course of their duties with the alarm company?         Yes         No         15. Which of the following specialty areas do you perform in your profession? (Check all that apply)         Fire detection systems         Access control         Low voltage (telephone, structured cable)         Networking         CCTV closed circuit TV         CATV cable antenna TV	Yes
<pre>company?     Yes     No  14. Does your company have employees that carry nonlethal weapons in the course of their duties with the alarm company?     Yes     No  15. Which of the following specialty areas do you perform in your profession? (Check all that apply)     Fire detection systems     Access control     Low voltage (telephone, structured cable)     Networking     CCTV closed circuit TV </pre>	company?         Yes         No         14. Does your company have employees that carry nonlethal weapons in the course of their duties with the alarm company?         Yes         No         15. Which of the following specialty areas do you perform in your profession? (Check all that apply)         Fire detection systems         Access control         Low voltage (telephone, structured cable)         Networking         CCTV closed circuit TV         CATV cable antenna TV	No
<ul> <li>No</li> <li>14. Does your company have employees that carry nonlethal weapons in the course of their duties with the alarm company?</li> <li>Yes</li> <li>No</li> <li>15. Which of the following specialty areas do you perform in your profession? (Check all that apply)</li> <li>Fire detection systems</li> <li>Access control</li> <li>Low voltage (telephone, structured cable)</li> <li>Networking</li> <li>CCTV closed circuit TV</li> </ul>	<ul> <li>No</li> <li>14. Does your company have employees that carry nonlethal weapons in the course of their duties with the alarm company?</li> <li>Yes</li> <li>No</li> <li>15. Which of the following specialty areas do you perform in your profession? (Check all that apply)</li> <li>Fire detection systems</li> <li>Access control</li> <li>Low voltage (telephone, structured cable)</li> <li>Networking</li> <li>CCTV closed circuit TV</li> <li>CATV cable antenna TV</li> </ul>	
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alarm company?          Yes         No         15. Which of the following specialty areas do you perform in your profession? (Check all that apply)         Fire detection systems         Access control         Low voltage (telephone, structured cable)         Networking         CCTV closed circuit TV	<ul> <li>alarm company?</li> <li>Yes</li> <li>No</li> <li>15. Which of the following specialty areas do you perform in your profession? (Check all that apply)</li> <li>Fire detection systems</li> <li>Access control</li> <li>Low voltage (telephone, structured cable)</li> <li>Networking</li> <li>CCTV closed circuit TV</li> <li>CATV cable antenna TV</li> </ul>	○ No
<ul> <li>15. Which of the following specialty areas do you perform in your profession? (Check all that apply)</li> <li>Fire detection systems</li> <li>Access control</li> <li>Low voltage (telephone, structured cable)</li> <li>Networking</li> <li>CCTV closed circuit TV</li> </ul>	<ul> <li>15. Which of the following specialty areas do you perform in your profession? (Check all that apply)</li> <li>Fire detection systems</li> <li>Access control</li> <li>Low voltage (telephone, structured cable)</li> <li>Networking</li> <li>CCTV closed circuit TV</li> <li>CATV cable antenna TV</li> </ul>	
<ul> <li>Fire detection systems</li> <li>Access control</li> <li>Low voltage (telephone, structured cable)</li> <li>Networking</li> <li>CCTV closed circuit TV</li> </ul>	<ul> <li>Fire detection systems</li> <li>Access control</li> <li>Low voltage (telephone, structured cable)</li> <li>Networking</li> <li>CCTV closed circuit TV</li> <li>CATV cable antenna TV</li> </ul>	◯ No
Access control Low voltage (telephone, structured cable) Networking CCTV closed circuit TV	<ul> <li>Access control</li> <li>Low voltage (telephone, structured cable)</li> <li>Networking</li> <li>CCTV closed circuit TV</li> <li>CATV cable antenna TV</li> </ul>	15. Which of the following specialty areas do you perform in your profession? (Check all that apply)
Low voltage (telephone, structured cable)      Networking      CCTV closed circuit TV	Low voltage (telephone, structured cable)   Networking   CCTV closed circuit TV   CATV cable antenna TV	Fire detection systems
Networking     CCTV closed circuit TV	Networking         CCTV closed circuit TV         CATV cable antenna TV	Access control
CCTV closed circuit TV	CCTV closed circuit TV CATV cable antenna TV	Low voltage (telephone, structured cable)
	CATV cable antenna TV	Networking
CATV cable antenna TV		CCTV closed circuit TV
	Other (please specify)	CATV cable antenna TV
Other (please specify)		Other (please specify)

ssor n atrol Operator vestigator ermit t
atrol Operator vestigator ermit
atrol Operator vestigator ermit
vestigator ermit
ermit
L
Contractor (C-10)
ge Contractor (C-7)
Security Equipment (C-28)
kler Contractor (C-16)
ease specify)
38

17.	In what California county do you	ı per	form the majority of your work?		
$\bigcirc$	Alameda	$\bigcirc$	Marin	$\bigcirc$	San Mateo
$\bigcirc$	Alpine	0	Mariposa	0	Santa Barbara
$\bigcirc$	Amador	$\bigcirc$	Mendocino	$\bigcirc$	Santa Clara
$\bigcirc$	Butte	0	Merced	$\bigcirc$	Santa Cruz
$\bigcirc$	Calaveras	$\bigcirc$	Modoc	$\bigcirc$	Shasta
$\bigcirc$	Colusa	$\bigcirc$	Mono	$\bigcirc$	Sierra
$\bigcirc$	Contra Costa	0	Monterey	0	Siskiyou
$\bigcirc$	Del Norte	0	Napa	$\bigcirc$	Solano
$\bigcirc$	El Dorado	$\bigcirc$	Nevada	$\bigcirc$	Sonoma
$\bigcirc$	Fresno	0	Orange	0	Stanislaus
$\bigcirc$	Glenn	0	Placer	0	Sutter
$\bigcirc$	Humboldt	0	Plumas	0	Tehama
0	Imperial	0	Riverside	0	Trinity
$\bigcirc$	Inyo	0	Sacramento	$\bigcirc$	Tulare
$\bigcirc$	Kern	$\bigcirc$	San Benito	$\bigcirc$	Tuolumne
$\bigcirc$	Kings	$\bigcirc$	San Bernardino	$\bigcirc$	Ventura
$\bigcirc$	Lake	$\bigcirc$	San Diego	$\bigcirc$	Yolo
$\bigcirc$	Lassen	$\bigcirc$	San Francisco	$\bigcirc$	Yuba
$\bigcirc$	Los Angeles	$\bigcirc$	San Joaquin		
$\bigcirc$	Madera	0	San Luis Obispo		

#### PART II - TASK RATINGS

In this part of the questionnaire, please rate each task as it relates to your current job as an ACQ. Your Frequency and Importance ratings should be separate and independent ratings. Therefore, the ratings that you assign using one rating scale should not influence the ratings that you assign using the other rating scale.

If the task is NOT a part of your current job, rate the task as "0" (zero)Frequency and "0" (zero) Importance.

The boxes for rating the Frequency and Importance of each task have drop-down lists. Click on the "down" arrow for each list to see the rating, and then select the value based on your current job. Use the following Frequency and Importance scales to rate the tasks.

#### FREQUENCY RATING

HOW OFTEN are these tasks performed in your current job? Use the following scale to make your ratings.

0 - DOES NOT APPLY TO MY JOB.I do not perform this task in my job.

1 - RARELY. This task is one of the tasks I perform least often in my job relative to other tasks I perform.

- 2 SELDOM. This task is performed less often than most other tasks I perform in my job.
- 3 REGULARLY. This task is performed as often as other tasks I perform in my job.
- 4 OFTEN. This task is performed more often than most other tasks I perform in my job.

5 - VERY OFTEN. This task is one of the tasks I perform most often in my job relative to other tasks I perform.

#### **IMPORTANCE RATING**

HOW IMPORTANT are these tasks in the effective performance of your current job? Use the following scale to make your ratings.

0 - NOT IMPORTANT; DOES NOT APPLY TO MY JOB. This task is not important to my current job; I do not perform this task in my job.

**1** - OF MINOR IMPORTANCE. This task is of minor importance for effective performance relative to other tasks; it has the lowest priority of all the tasks I perform in my current job.

2 - FAIRLY IMPORTANT. This task is fairly important for effective performance relative to other tasks; however, it does not have the priority of most other tasks I perform in my current job.

**3** - MODERATELY IMPORTANT. This task is moderately important for effective performance relative to other tasks; it has average priority of all the tasks I perform in my current job.

4 - VERY IMPORTANT. This task is very important for effective performance relative to other tasks;

it has a higher	degree of pric	rity than mos	t other tacks	I norform in m	current job
it has a myner	uegree or pric	inty than mos	Unici lasks	periorini in my	v current job.

5 - CRITICALLY IMPORTANT. This task is one of the most critical tasks I perform relative to other tasks; it has the highest degree of priority of all the tasks I perform in my current job.

#### TASK STATEMENTS

	Frequency	Importance
<ol> <li>Evaluate feasibility of alarm system needs with customer to develop system plans and specifications.</li> </ol>		
<ol> <li>Designate locations for alarm system control panel and/or key pad(s) to be installed by alarm company personnel by consulting with customer.</li> </ol>		
3. Design alarm system plan by consulting with customer to determine points of protection (e.g., doors, windows, motion sensors, glass break sensors).		
<ol> <li>Instruct customer to obtain alarm system permit(s) if required by the city/county to be in compliance with local ordinances.</li> </ol>		
5. Complete contract with customer in accordance with laws and regulations prior to installation.		
6. Install alarm system according to applicable codes.		
<ol> <li>Install alarm system control panel and/or keypad(s) in location designated by customer needs, alarm company personnel recommendations, and manufacturer's specifications.</li> </ol>		

#### PART II - TASK RATINGS

#### 

TASK STATEMENTS		
	Frequency	Importance
<ol> <li>Install interior/perimeter detection devices (e.g., motion detector) in location(s) according to customer needs, alarm company personnel recommendations, and manufacturer's specifications.</li> </ol>		
<ol> <li>Connect alarm system communication transmission device(s) to remote monitoring facility to monitor alarm system activity.</li> </ol>		
10. Test alarm system communication transmission device(s) by activating each point of protection/zone to verify correct signal transmissions to monitoring facility.		
11. Follow safety procedures while operating equipment and using tools during alarm system installation to protect personnel.		
12. Explain alarm system functions to educate customer about the operation of the system.		
13. Investigate reported alarm system problem(s) (e.g., alarm activity report, customer complaint) to identify equipment or devices that are defective to determine course of action.		
14. Repair alarm system to restore to operating condition.		

# PART II - TASK RATINGS

### TASK STATEMENTS

	Frequency	Importance
15. Test alarm system signals through monitoring station to verify signal transmission and sensors are operational following repair.		
16. Develop standard contract for customers in regard to the installation, service, and monitoring of alarm systems.		
17. Verify that alarm company employees (ACEs) are in compliance with Bureau guidelines regarding registration requirements.		
18. Verify that alarm company employees (ACEs) maintain their registration with the Bureau to meet legal obligations.		
19. Train alarm company employees (ACEs) by following Bureau guidelines to meet legal obligations.		
20. Maintain records of firearms possessed by and under the personal control of alarm company employees (ACEs) according to legal guidelines.		
21. Submit deadly weapon report of incidence(s) as required by law to the Bureau.		

# PART II - TASK RATINGS

#### TASK STATEMENTS

	Frequency	Importance
22. Identify methods to secure confidential customer information.		
23. Adhere to laws and regulations regarding the advertisement of alarm company business.		
24. Adhere to Bureau regulations regarding company and branch licensing.		
25. Provide monitoring services to alarm system customers in accordance with Bureau guidelines.		
26. Verify that alarm signals received from protected premises match information on file provided by installation.		
27. Contact responsible parties according to established procedures and customer special instructions to determine if dispatch is required.		
28. Maintain an up-to-date emergency call list of responsible parties.		

# PART II - TASK RATINGS

### TASK STATEMENTS

	Frequency	Importance
29. Minimize false alarm occurrences by educating customer(s)/user(s) on false alarm prevention procedures.		
30. Maintain or repair alarm system according to manufacturer's specifications to prevent or correct false alarms.		
31. Verify alarm system has been programmed correctly to rule it out as cause of false alarms.		
32. Identify source of false alarm activity to determine corrective action.		

In this part of the questionnaire, you will be presented with 72 knowledge statements. Rate each knowledge statement based on how important you believe that knowledge is to the performance of tasks in your current job.

If a knowledge does NOT apply to your job, rate the statement as "0" (zero)not important; not required and go on to the next item.

Use the following importance scale to rate the knowledge statements.

#### IMPORTANCE SCALE

HOW IMPORTANT is this knowledge to the performance of tasks in yourcurrent job?

0 - NOT IMPORTANT; NOT REQUIRED. This job knowledge does not apply to my job; it is not required for job performance.

**1** - OF MINOR IMPORTANCE. This job knowledge is of minor importance for job performance; it is useful for some relatively minor part of my job.

2 - FAIRLY IMPORTANT. This job knowledge is fairly important for job performance in some relatively major part of my job.

**3** - MODERATELY IMPORTANT. This job knowledge is moderately important for job performance in some relatively major part of my job.

4 - VERY IMPORTANT. This job knowledge is very important for job performance in a significant part of my job.

5 - CRITICALLY IMPORTANT. This job knowledge is critically important for job performance.

	NOT REQUIRED	OF MINOR	FAIRLY IMPORTANT	MODERATELY IMPORTANT		CRITICALLY IMPORTANT
<ol> <li>Knowledge of advantages and disadvantages associated with types of alarm systems.</li> </ol>	0	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
<ol> <li>Knowledge of methods to assess customer's needs and expectations regarding alarm systems.</li> </ol>	0	$\bigcirc$	0	0	0	0
3. Knowledge of laws related to the limitations of types of electronic systems that can be installed by alarm company operators.	0	$\bigcirc$	0	$\bigcirc$	0	0
<ol> <li>Knowledge of factors that affect placement of detection devices.</li> </ol>	0	0	0	0	0	0
<ol> <li>Knowledge of factors that affect placement of alarm system keypad(s) and control equipment.</li> </ol>	0	$\bigcirc$	$\bigcirc$	0	0	0
6. Knowledge of permits required for alarm system installation.	$\bigcirc$	$\bigcirc$	0	$\bigcirc$	$\bigcirc$	0
7. Knowledge of sources to obtain information about ordinances regarding alarm system operation within customer's jurisdiction.	0	$\bigcirc$	0	0	0	0
8. Knowledge of methods to identify cellular and radio signal strengths at alarm system location.	0	$\bigcirc$	0	0	0	0

	NOT REQUIRED	OF MINOR	FAIRLY IMPORTANT	MODERATELY IMPORTANT	VERY	CRITICALLY
9. Knowledge of 3 Day Right of Rescission requirement in contract for residential customers.	$\bigcirc$	0	0	0	0	0
<ol> <li>Knowledge of laws pertaining to deposi allowed prior to installation on residential contracts.</li> </ol>	0	0	0	0	0	0
11. Knowledge of laws and regulations related to alarm service contracts.	$\bigcirc$	0	0	$\bigcirc$	$\bigcirc$	0
12. Knowledge of the factors that result in false alarms.	$\bigcirc$	0	0	0	0	0
13. Knowledge of methods to test cellular and/or radio signal strength at alarm system location to determine the type of communication module (e.g., GSM, CDMA) to install.	$\bigcirc$	0	0	0	0	0
14. Knowledge of the capabilities of wireless devices.	0	$\bigcirc$	0	0	$\bigcirc$	0
15. Knowledge of installation procedures for alarm system control panel unit (CPU).	r O	$\bigcirc$	0	0	$\bigcirc$	0
16. Knowledge of installation procedures fo alarm system keypad.	r ()	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$

	NOT REQUIRED	OF MINOR IMPORTANCE	FAIRLY IMPORTANT	MODERATELY IMPORTANT	VERY IMPORTANT	CRITICALLY IMPORTANT
17. Knowledge of existing construction as it relates to alarm system installation.	0	$\bigcirc$	0	0	0	0
<ol> <li>Knowledge of installation procedures of alarm system interior/exterior detection devices.</li> </ol>	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
19. Knowledge of equipment and tools required for installation of alarm protection devices.	0	0	0	$\bigcirc$	0	0
20. Knowledge of alarm system design principles.	$\bigcirc$	0	0	0	0	0
21. Knowledge of procedures for conduit/raceway installation in alarm systems.	0	$\bigcirc$	0	0	0	0
22. Knowledge of conduit types related to alarm systems.	$\bigcirc$	0	0	0	0	0
23. Knowledge of wiring methods (e.g., home run, series) related to alarm system installation.	$\bigcirc$	0	$\bigcirc$	0	0	0
24. Knowledge of types of wire used in alarm system installation.	$\bigcirc$	0	0	$\bigcirc$	0	0

	NOT REQUIRED	OF MINOR	FAIRLY IMPORTANT	MODERATELY IMPORTANT	VERY IMPORTANT	CRITICALLY IMPORTANT
25. Knowledge of methods to ground alarm system equipment.	$\bigcirc$	$\bigcirc$	0	0	0	0
26. Knowledge of electrical codes that apply to alarm system installation.	$^{\prime}$ $^{\circ}$	0	$\bigcirc$	$\bigcirc$	$\bigcirc$	0
27. Knowledge of the use of hand and power tools in alarm system installations.	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	0	0
<ol> <li>Knowledge of methods to connect communication transmission device with remote monitoring facility.</li> </ol>	0	0	0	0	0	0
29. Knowledge of methods to install phone line interface devices (e.g., line seizure module).	0	0	0	$\bigcirc$	0	0
30. Knowledge of effects of DSL Internet connection on alarm system communication transmission.	$\bigcirc$	$\bigcirc$	$\bigcirc$	0	$\bigcirc$	$\bigcirc$
31. Knowledge of methods to install DSL Internet filters.	$\bigcirc$	0	$\bigcirc$	0	$\bigcirc$	0
<ol> <li>Knowledge of the use of protective and safety equipment during alarm system installation.</li> </ol>	0	$\bigcirc$	0	0	0	0

	NOT REQUIRED	OF MINOR IMPORTANCE	FAIRLY IMPORTANT	MODERATELY IMPORTANT	VERY	CRITICALLY IMPORTANT
33. Knowledge of the operation of installed alarm systems.	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	0	0
34. Knowledge of methods to explain alarm system functions to customers.	$\bigcirc$	0	0	0	$\bigcirc$	0
35. Knowledge of installation procedures that minimize the occurrence of false alarms.	$\bigcirc$	0	$\bigcirc$	0	$\bigcirc$	0
36. Knowledge of the monitoring process in the event of a triggered alarm.	$\bigcirc$	0	0	0	$\bigcirc$	0
37. Knowledge of techniques to test alarm system functioning.	0	0	0	0	0	0
38. Knowledge of basic troubleshooting procedures.	$\bigcirc$	$\bigcirc$	0	0	$\bigcirc$	0
39. Knowledge of relationship between problem symptom and problem cause.	$\bigcirc$	$\bigcirc$	0	0	$\bigcirc$	$\bigcirc$
40. Knowledge of methods used to interpre central monitoring activity reports.		$\bigcirc$	$\bigcirc$	0	$\bigcirc$	$\bigcirc$

	NOT REQUIRED	OF MINOR IMPORTANCE	FAIRLY IMPORTANT	MODERATELY IMPORTANT	VERY IMPORTANT	CRITICALLY IMPORTANT
41. Knowledge of methods used to analyze service history.	0	$\bigcirc$	0	0	$\bigcirc$	0
42. Knowledge of methods used to recognize problems with alarm system equipment.	0	0	0	0	0	0
43. Knowledge of methods to repair alarm systems according to manufacturer specifications.	0	0	0	0	0	0
44. Knowledge of compatibility of alarm system components for repair service.	0	0	0	0	0	0
45. Knowledge of legal obligations regarding alarm system equipment and installation.	0	$\bigcirc$	0	0	0	0
46. Knowledge of legal requirements for contracts related to alarm system installation.	0	0	$\bigcirc$	0	0	0
47. Knowledge of BSIS requirements used during screening process for hiring alarm system personnel.	0	0	0	0	0	0
48. Knowledge of laws related to recordkeeping of firearms.	$\bigcirc$	0	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$

	NOT REQUIRED	OF MINOR	FAIRLY IMPORTANT	MODERATELY IMPORTANT		CRITICALLY IMPORTANT
49. Knowledge of laws requiring the submission of deadly weapons report following the discharge of a firearm.	$\bigcirc$	0	0	0	0	0
50. Knowledge of laws regarding the use of a firearm as an ACQ.	$\bigcirc$	0	0	$\bigcirc$	$\bigcirc$	0
51. Knowledge of fingerprinting requirements of alarm company personnel as mandated by the Alarm Company Act.	0	0	0	0	0	0
52. Knowledge of laws regarding powers of arrest training for alarm company personnel.	$\bigcirc$	0	0	0	0	0
53. Knowledge of laws regarding nonlethal weapons training for alarm company personnel.	0	0	0	0	0	0
54. Knowledge of laws regarding firearms training for alarm company personnel.	$\bigcirc$	0	0	$\bigcirc$	$\bigcirc$	0
55. Knowledge of registration, compliance, and renewal requirements related to alarm company personnel.	$\bigcirc$	0	$\bigcirc$	$\bigcirc$	0	0
56. Knowledge of laws and regulations pertaining to the advertising of the alarm company business.	$\bigcirc$	$\bigcirc$	0	0	0	0

	NOT REQUIRED	OF MINOR IMPORTANCE	FAIRLY IMPORTANT	MODERATELY IMPORTANT		CRITICALLY IMPORTANT
57. Knowledge of licensing requirements for alarm company and branch offices.	0	$\bigcirc$	0	0	0	0
58. Knowledge of laws related to the use of third party monitoring services by alarm company operators.	0	0	0	$\bigcirc$	0	0
59. Knowledge of laws regarding alarm company monitoring services.	0	0	0	0	0	0
60. Knowledge of monitoring agreement criteria for contracts between alarm company operator and monitoring service provider.	0	0	0	0	0	0
61. Knowledge of system programming regarding types of signals (e.g., contact ID, SIA, 4x2 format) transmitted by alarm systems.	0	0	0	0	0	0
62. Knowledge of communication methods (e.g., digital, radio) used to transmit alarm system activity.	0	0	0	0	0	0
63. Knowledge of methods used to verify recorded event history.	$\bigcirc$	$\bigcirc$	0	0	0	0
64. Knowledge of methods to obtain updated contact information from client.	$\bigcirc$	0	0	$\bigcirc$	0	0

	NOT REQUIRED	OF MINOR	FAIRLY IMPORTANT	MODERATELY IMPORTANT	VERY IMPORTANT	CRITICALLY IMPORTANT
65. Knowledge of methods used to verify that points of protection, panel programming, and monitoring station database correspond.	0	0	0	$\bigcirc$	0	0
66. Knowledge of customer/user responsibility regarding false alarm prevention.	0	0	0	0	0	0
67. Knowledge of causes of false alarms.	0	$\bigcirc$	0	$\bigcirc$	0	0
68. Knowledge of methods to obtain information about local ordinances (e.g., fines, nonresponse) related to false alarms.	0	$\bigcirc$	0	0	0	0
69. Knowledge of alarm system equipment use as related to false alarm prevention.	0	0	0	0	0	0
70. Knowledge of programming options for alarm systems as related to false alarm prevention.	$\bigcirc$	0	$\bigcirc$	0	0	$\bigcirc$
71. Knowledge of alarm industry standards related to alarm verification prior to dispatch.	$\bigcirc$	0	0	0	0	0
72. Knowledge of methods used to determine source (e.g., user, equipment) of false alarm activity.	0	0	0	0	0	0

THANK YOU FOR COMPLETING THIS QUESTIONNAIRE.

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