DOCUMENT TYPE	■ Administrative Directive		☐ Operating Procedure	
	☐ Guideline		☐ Standard	
DOCUMENT ID/VERSION	EUS-008(1)		**EFFECTIVE DATE:**	01/30/2025
APPLIES TO	All campuses, all buildings on state land maintained by the university and/or insured by CSURMA			
SUBJECT	*Central Station Fire Alarm monitoring setup and notification procedures*			
RESPONSIBLE ADMINISTRATOR	Aaron Klemm			

Purpose

This operating procedure standardizes the steps and appropriate responses for Central Station Fire Alarm monitoring for all San José State University (SJSU) facilities. SJSU's University Police Department (UPD) dispatch center is a full-service 911 call center focused on emergency response and supporting sworn law enforcement officers.

This Administrative Directive provides information to the monitoring company to route fire alarms, supervisory alarms, and trouble alarms. In the event of any conflict between UPD Policy 411 and this standard operating procedure, UPD Policy 411 shall govern.

Alarms from fire protection systems consist of four (4) types:

Fire Alarm is the highest priority in a fire alarm system indicating that a smoke detector, heat detector, manual pull station, or water flow switch has been activated. The alarm system will be at full activation including audible, visual, and emergency notifications. The monitoring station or company will receive the alarm and immediately notify SJFD and UPD. The panel will be acknowledged, silenced, or reset by qualified staff once an all-clear is given by SJFD or UPD.

Supervisory Alarm is the second highest priority in a fire alarm system indicating that one or more critical fire protection devices indicate a problem with the input circuit. A local panel alarm will sound and the fire alarm control panel will send a supervisory signal to the monitoring station in UPD dispatch and monitoring company (if applicable).

Trouble Alarms are the lowest priority in a fire alarm system and indicate an electrical or device malfunction such as a wiring fault, phone line problem, or device problem. A local panel alarm will sound and the monitoring station(s) will receive a Trouble Signal.

Local Alarms can be found in some older buildings that do not send signals to the monitoring stations or UPD. The local alarm will sound within the space or building and occupants, or evacuation teams, should contact UPD at 408-924-2222.

During Normal Business hours (Monday through Friday 8 am to 5 pm except campus closure Holidays):

Fire Alarm

When a Fire Alarm is triggered the building's fire alarm system will sound audible and visual alarms that can consist of horns, strobes, announcements, or bells.

Central Monitoring Station:

If the facility is monitored by a Central Monitoring Station (ALQ, CVA, CVB, CVC, CV2, SVP, SAC, ISH or ISB) the monitoring service shall call SJFD and then call UPD dispatch 408-924-2222 and will follow UPD policy 411.

UPD Proprietary Monitoring Station:

For all campus buildings, UPD will receive a signal from its Proprietary Monitoring System indicating a fire alarm on the monitoring computer and will follow UPD policy 411.

Supervisory Alarm

Central Monitoring Station:

If the facility is monitored by a Central Monitoring Station (CVA, CVB, CVC, CV2, CV6, ISH, SAC, SVP, or ISB) the monitoring service shall call FD&O's Customer Service at 408-924-1990 or email workcontrol@sjsu.edu.

In the event of failure, a secondary contact shall be made via email to aaron.klemm@sjsu.edu and regino.garcia@sjsu.edu.

A tertiary call shall be made via telephone to Aaron at 408-924-1959 or Regino at 408-924-1954.

Trouble Alarm

Central Monitoring Station:

If the facility is monitored by a Central Monitoring Station (ALQ, CVA, CVB, CVC, CV2, SVP, SAC, ISH or ISB) the monitoring service shall call FD&O's Customer Service at 408-924-1990 or email workcontrol@sjsu.edu.

A secondary contact shall then be made via email to aaron.klemm@sjsu.edu and regino.garcia@sjsu.edu.

A tertiary call shall be made via telephone to Aaron at 408-924-1959 or Regino at 408-924-1954.

During After Hours and campus closure (Friday 5:01 pm through Monday 7:59 am and Monday through Friday 5:01 pm to 7:59 am):

<u>**Fire Alarm**</u>

When a Fire Alarm is triggered the building's fire alarm system will sound audible and visual alarms that can consist of horns, strobes, announcements, or bells.

Central Monitoring Station:

If the facility is monitored by a Central Monitoring Station such as (ALQ, CVA, CVB, CVC, CV2, SVP, SAC, ISH or ISB) the monitoring service shall call SJFD and then call UPD dispatch 408-924-2222 and will follow UPD policy 411.

UPD Proprietary Monitoring Station:

For all campus buildings, UPD will receive a signal from its Proprietary Monitoring System indicating a fire alarm on the monitoring computer and will follow UPD policy 411.

<u>**Supervisory Alarm**</u>

Central Monitoring Station:

If the facility is monitored by a Central Monitoring Station such as (ALQ, CVA, CVB, CVC, CV2, SVP, SAC, ISH or ISB) the monitoring service shall call UPD dispatch at 408-924-2222, and UPD dispatch will contact the FD&O after-hours on-call manager will contact staff to respond, follow callback procedure for supervisory alarms.

<u>**Trouble Alarm**</u>

Central Monitoring Station:

If the facility is monitored by a Central Monitoring Station such as (ALQ, CVA, CVB, CVC, CV2, SVP, SAC, ISH or ISB) the monitoring service shall email FD&O's Customer Service at workcontrol@sjsu.edu.

A secondary contact can be made via email to aaron.klemm@sjsu.edu and regino.garcia@sjsu.edu.

REFERENCE DOCUMENTS	
Document Title	
UPD Policy Manual - 411	
Interim Life Safety Measures (ILSM) Matrix	
Fire Watch Log Form	
Fire protection system out of service	
Fire Watch Procedure (template)- Signage	

VERSION HISTORY		
Version	**Approved By**	**Revision Date**
(1) Original	Aaron Klemm	01/30/2025

FD&O's commitment to process improvement

FD&O is committed to continuous improvement and providing facilities, development & operations services to the campus. Every Administrative Directive, Standard Operating Procedure, Guideline, and Standard accepts feedback from customers, FD&O employees, and leadership to facilitate continuous improvement.

FD&O accepts feedback continuously and conducts reviews when a particular procedure receives substantial feedback and periodic reviews.

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