Manitou: TMA-AVS-01 Standard Enhanced Action Pattern Setup

Contents

TMA-AVS-01 Standard Enhanced Action Pattern Setup

Purpose

This standard defines a process for burglar alarm activations where data received at a monitoring center associated with alarm activations enable a monitoring center agent, either manually or assisted by the automation system, to use applicable data to generate standardized alarm scoring metrics. Relevant data may be video or audio (or both), or other high confidence human presence technologies. This standard is aggregate to existing Alarm Confirmation processes.

A standardized method of creating an alarm scoring metric that grades the probability of unauthorized activity detected by alarm systems will assist law enforcement with resource allocation and Call for Service prioritization.

Alarm Levels

Alarm Level 0 (AL0) — No call for service.

Alarm Level 1 (AL1) — A call for service with no other information.

Alarm Level 2 (AL2) — A call for service with proof of high probability of knowing a person or persons are present at the alarm site.

Alarm Level 3 (AL3) — A call for service knowing a person or persons are present at the alarm site, and it appears there is a threat to property.

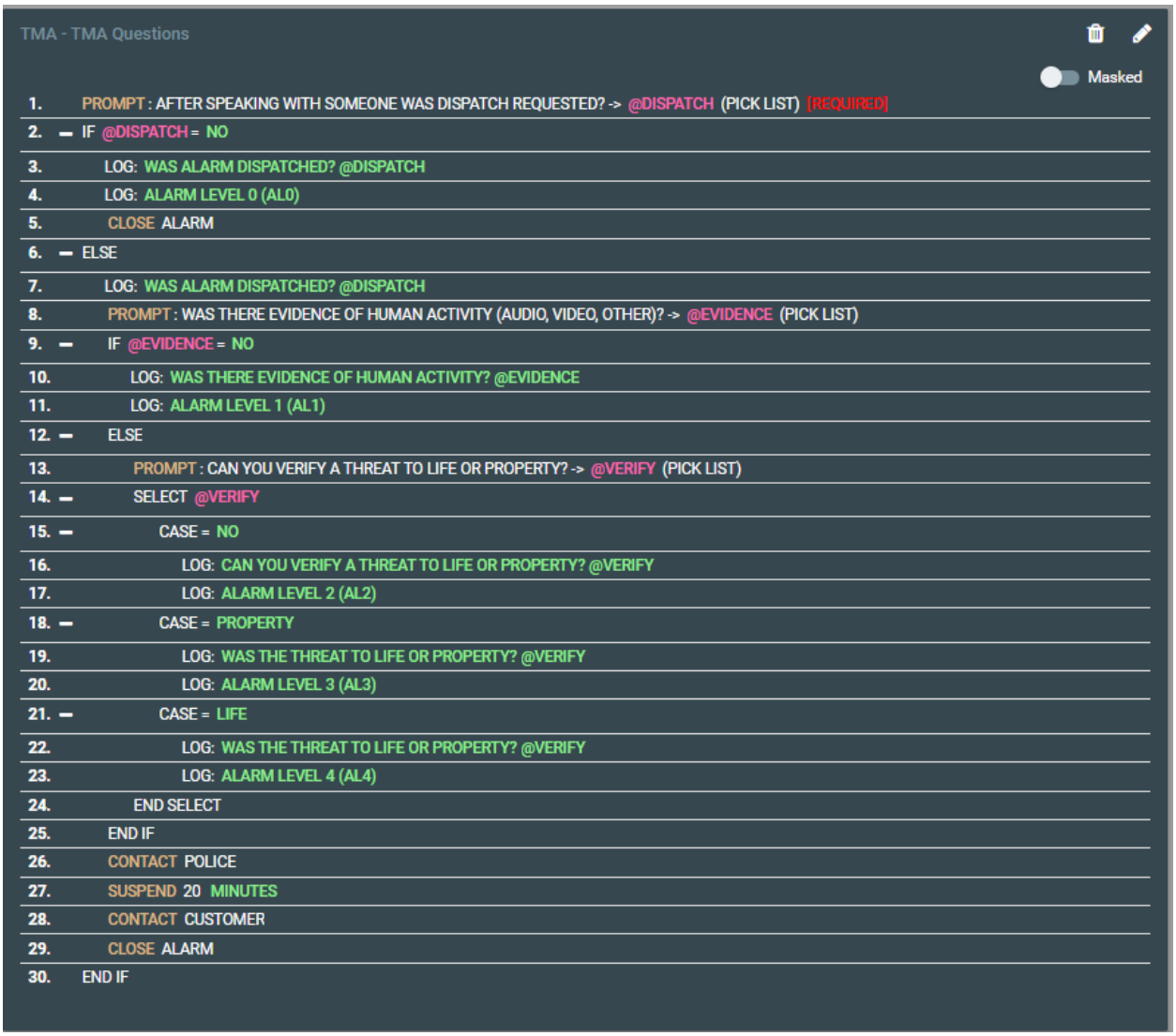
Alarm Level 4 (AL4) — A call for service knowing a person or persons are present at the alarm site, and it appears there is a threat to life.

Setup

The suggested setup will be to have the review questions, based on the answers, dictate which Alarm Level to log in the alarm as its own Action Pattern. This will enable global changes if necessary to a single location. It also offers flexibility to use the Alarm Level logging in various Action Patterns for multiple reasons.

Note: Below is sample Action Pattern that should be modified to align with customers' operations.

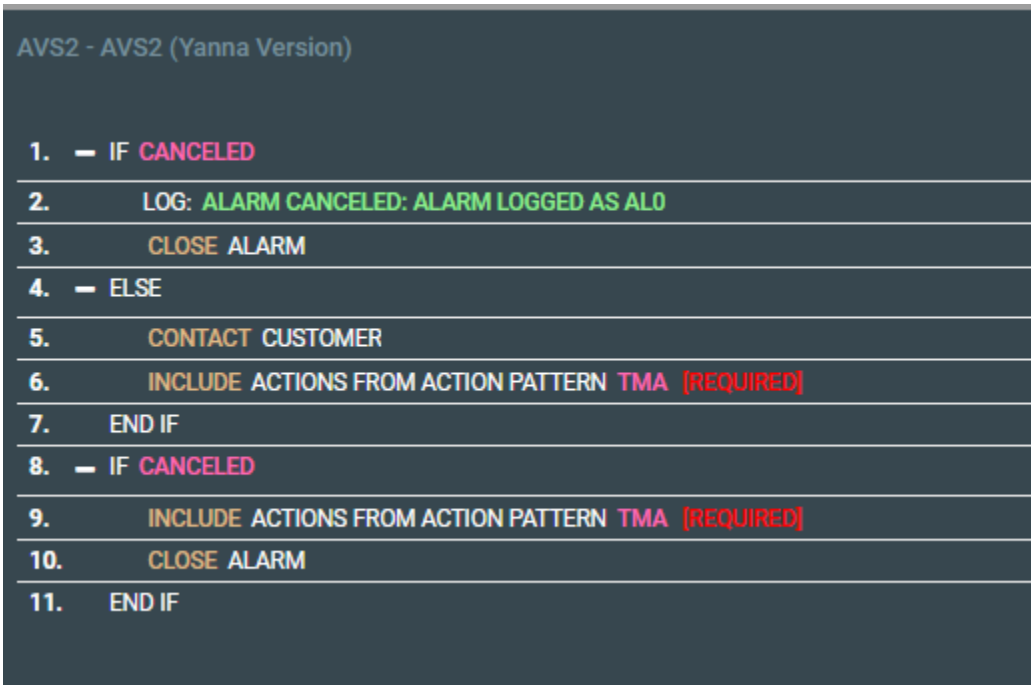
TMA-AVS-01 Action Pattern



In the sample Action Pattern, the first prompt action should be marked as “Required”. This will create an additional warning dialog to the Operator if they attempt to close, or if the customer does a cancel/close, to complete the logging questions prior to closing the alarm. The questions will step the Operator through to determine which Alarm Level should be noted in the Activity Log for the alarm. The Close Alarm actions can be marked as “Auto” so that as soon as the Operator responds to the pick list, the alarm will log and close without further intervention.

Burglary Action Pattern with the TMA Questions Action Pattern Included

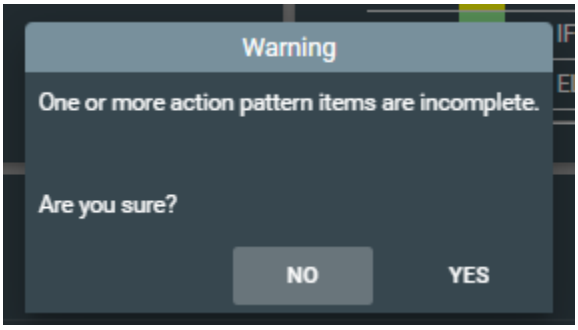
In the sample Action Pattern, the first lines will look to see if the Burglary Alarm was canceled by any signal that indicates it is a canceling event. This is not limited to just BC (Burglary Cancel), because Manitou is configurable and various customers can set any event type to have the canceling properties.



If a cancel comes in prior to an Operator opening the alarm, it is assumed that nothing needs to be done with the alarm and it should be logged as an Alarm Level 0 (AL0). Central stations can choose to have these actions auto-run to where an Operator never sees the alarm, or they can choose to leave it for the Operator to still open; verify that it was canceled; and close the alarm manually.

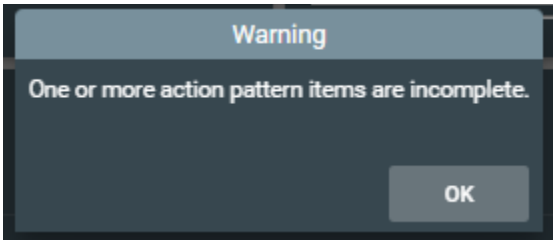
If no cancel signal comes in before the Operator opens the alarm, the assumed next action would be to contact the customer. After contact is made, the actions will step the Operator through the questions to determine the Alarm Level.

If during the course of the course of the conversation with the customer (or contact) the alarm is marked as Closed, since the included TMA Questions action pattern is marked as “Required”, if the Operator attempts to close the alarm (with or without a customer cancel), they will get a popup dialog box letting them know that not all required actions have been done, asking if they are sure they wish to close.



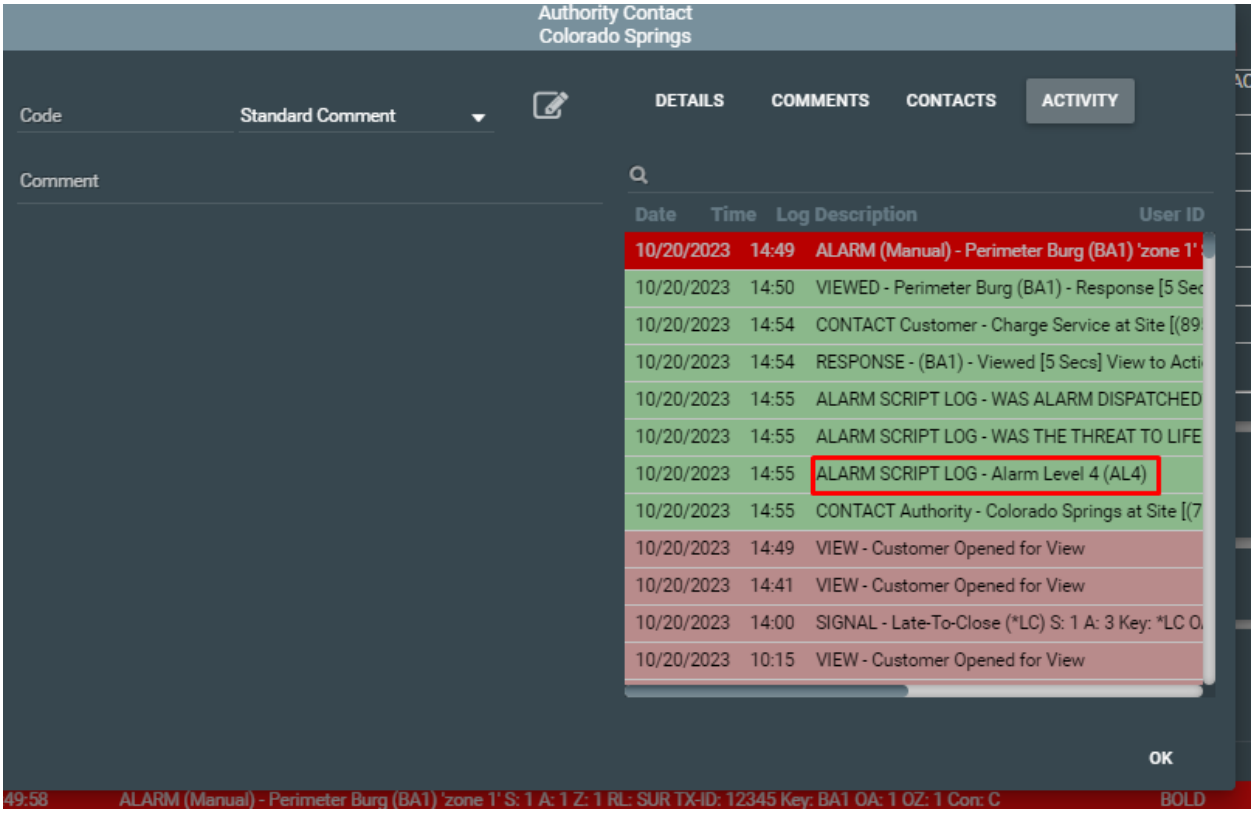
Clicking “No” will take them back to the action pattern to complete the required actions (TMA Questions). Clicking “Yes” will close the alarm without completing the actions.

Doing a Finish>Close will not give the option. It will tell the Operator that they have not completed all necessary actions.

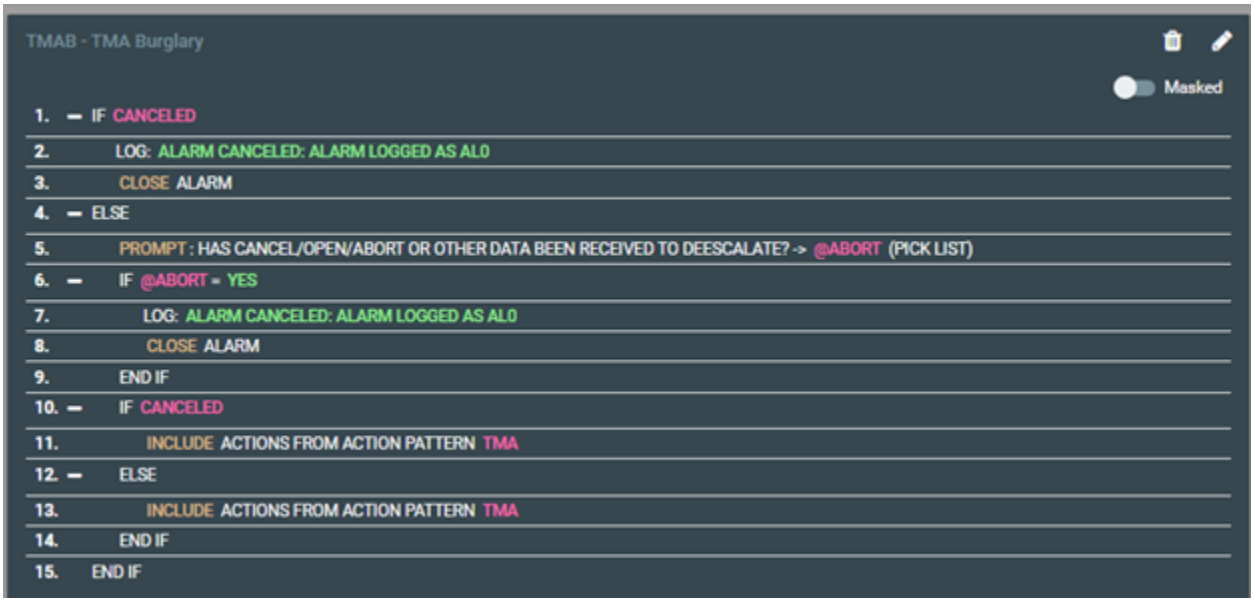


Once in the TMA Questions action, the first action asks if Dispatch was requested. If the Operator selects that there was no requested dispatch, the alarm will log as level Alarm Level 0 (AL0) and close.

If the Operator selects yes that dispatch was requested, it will continue down the line of questions to determine the Alarm Level. After the Alarm Level has been obtained based on the answers to the questions, the next action will be to contact the Authority. The Alarm Level can be found in the Activity of the dispatch dialog so that the Operator can pass that information on to the Authority.



If there are no contact options and the Operator is making the determination of the alarm level, the Action Pattern could look more like this:



In this case, instead of a contact to the customer, the Operator is prompted if there is a cancel/open/abort or other data that has come in that would deescalate the alarm. If No is selected then it will continue asking if dispatch is necessary and other questions to determine the Alarm Level.

Note:

In the VB Client (Operator Workstation), once the Operator is inside the IF logic block, either canceled or not, they cannot close in any way until the TMA Questions action pattern is completed. There is not a popup dialog box that will give them the option to continue; the Finish menu items will be greyed out and unavailable.

It is by design and expected functionality that if a cancel signal comes in after the alarm has been opened by an Operator it will not cancel the alarm. Therefore, if the alarm is open and a cancel signal comes in, the IF logic blocks will not be looking for that signal. They will still only apply if the alarm is canceled by the customer or the operator, or it will fall into the ELSE logic block.