DEALER Guide - What are Action Patterns?

Alarm operations often operate from a set of Standard Operating Procedures (SOPs) that determine how they will respond to each type of alarm received. These SOPs are turned into the step-by-step, automated Action Patterns in Manitou.

Mistakes happen when operators read and interpret written instructions because interpretation introduces variation. Each person must translate words into actions under pressure, which slows response times and leads to missed or incorrect steps. Even simple phrases like "verify" or "notify" can be applied differently across shifts.

Action Patterns remove that risk by replacing interpretation with guided execution.The system presents exact steps based on event type, dealer, and conditions, ensuring every operator responds the same way. *This isn't about limiting judgment—it's about eliminating avoidable errors so operators can focus on accuracy and speed when it matters most*. Action Patterns not only contain who to call and in what order, but may also apply logic, review standards, and make decisions so that alarm operators only receive the events that they must manage, most specifically those events that protect property and life safety.

Here are some common SOPs for many third-party, and independent, monitoring stations:

Fire Alarms

If Commercial

- **Dispatch** the responding **Authority**.
- **Contact** the **Site**.
- **Notify Responsible Parties**.
- **Hold** for Resolution.
- **Complete** the alarm.

If Residential

- **Contact** the **site**.
- If unable to contact or a confirmed alarm by the party, **Dispatch** the **Authority**.
- **Notify** additional **Responsible Parties**.
- **Complete** the Alarm.

Residential fire alarms require at least one verification call because many are caused by non-emergencies such as cooking smoke, steam, or low batteries. Fire departments spend enormous time and resources responding to these false alarms, which can delay help for real fires. Making one quick call to the premise allows operators to confirm whether there's visible smoke or fire before dispatching.

This doesn't slow response when danger is real—the call happens immediately and takes only seconds—but it prevents wasted fire-department trips and reduces fines for homeowners. The goal is to confirm genuine emergencies fast while protecting public safety resources from being overwhelmed by false alarms.

Medical Alarms

If PERS

- **Connect** with the two-way caller and assess the situation.
- If the person needs help or is unable to determine they are okay, **dispatch** the **Authority**.
- **Notify Responsible Parties**.
- **Complete** the Alarm.

If Not PERS

- **Attempt** to reach the **Customer** at the Site.
- If no answer or confirmed by the person, **dispatch** the **Authorities**.
- If all is clear, and the person requests further notifications, **notify** the **Responsible parties**.
- **Complete** the alarm.

Panic/Holdup/Duress

- **Dispatch** the Authority.
- **Make no other calls to all for Response for prescribed number of minutes.**
- **Notify Responsible Parties**.
- **Complete** the alarm.

Burglary

If Commercial & During Business Hours

- **Contact** the **Site**.
- If no, answer at the Site, **attempt** to contact a **Responsible Party**. (*Called Two-Call Verification required by many Authorities Having Jurisdiction (AHJs)* *see below*).
- If unable to contact or confirmed by the contacts, **dispatch** the **Authority**.
- **Notify Responsible Parties**.
- **Complete** the alarm.

If Commercial & Outside Business Hours

- **Dispatch** the **Authority**.
- **Notify Responsible Parties**.
- **Complete** the Alarm.

If Residential

- **Contact** the **Site**.
- If unable to reach, **contact a Responsible Party**. (*Called Two-Call Verification required by many Authorities Having Jurisdiction (AHJs)*).
- If unable to reach, or confirmed actual by those contacted, **Dispatch** the **Authority**.
- **Notify Responsible Parties**.
- **Complete** the Alarm.

Two-call alarm verification exists because police and other authorities are overwhelmed with false alarms. Most intrusion alarms turn out to be accidents—wrong codes, open doors, or pets triggering sensors. Each false dispatch takes time, fuel, and manpower away from real emergencies.

By calling the site first and then a second contact before dispatching, monitoring centers help reduce unnecessary police trips. This process respects the time of local responders, keeps departments available for true crimes or emergencies, and shows that the alarm industry takes responsibility for helping manage public safety resources wisely.

Burglar alarms often have the most variances, including verification of multiple zones or trips before making a first attempt to contact. Manitou Action Patterns can look at the history and count the number of events in the past X number of minutes to make that determination. This reduces the number of alarms that are erroneously dispatched. Other items that can automatically clear or notify of cancellation are Open events or Entry/Exit delays built into the accounts.

Fire Supervisory, General Supervisory, General Trouble, and Lower Priority Events.

Fire Supervisory events enter the alarm queue at a higher priority than all other trouble and supervisory events; otherwise, their actions are the same.

- **Contact** the **Site**.
- **Contact** the **Responsible Parties**.

These events can also receive logic for restoring events, canceling events, and based on the day of the week or times of the day.

See the How the Action Pattern is Assigned guide for details on where overrides to these actions may occur.

You may request your Monitoring Company update your standards from their Global Standards, or attend more advanced training sessions to learn how to accomplish them yourself.

Most Manitou installations have the following Global Action Patterns assigned to their events

- Fire = **G1**
- Medical = **G2** (or G3, depending on the operational organization)
- Panic/Holdup/Duress = **G3** (or G2 depending on the operational organization)
- Burglary = **G4**
- Fire Supervisory = **G5**
- General Trouble/Supervisory/Notifications = **G6**

Some sites will use **G7** for their Open/Close Schedule violations or create their own.