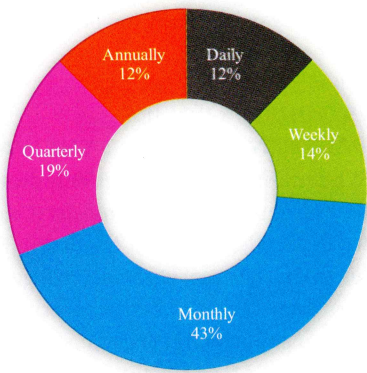


Graph 1: Frequency of Reporting



“The problem with this approach is you’re getting a rear-view mirror look at what’s happening,” said Patrick Botz, director of

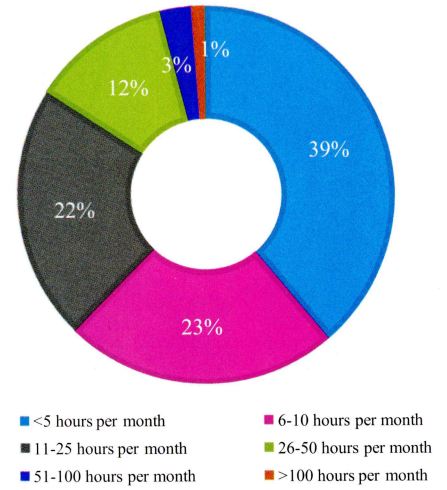
engagement for NICE Public Safety. “You could be making the same mistakes over and over, but you wouldn’t know until the end of the month, quarter or year.”

TIME SPENT COMPILING REPORTS

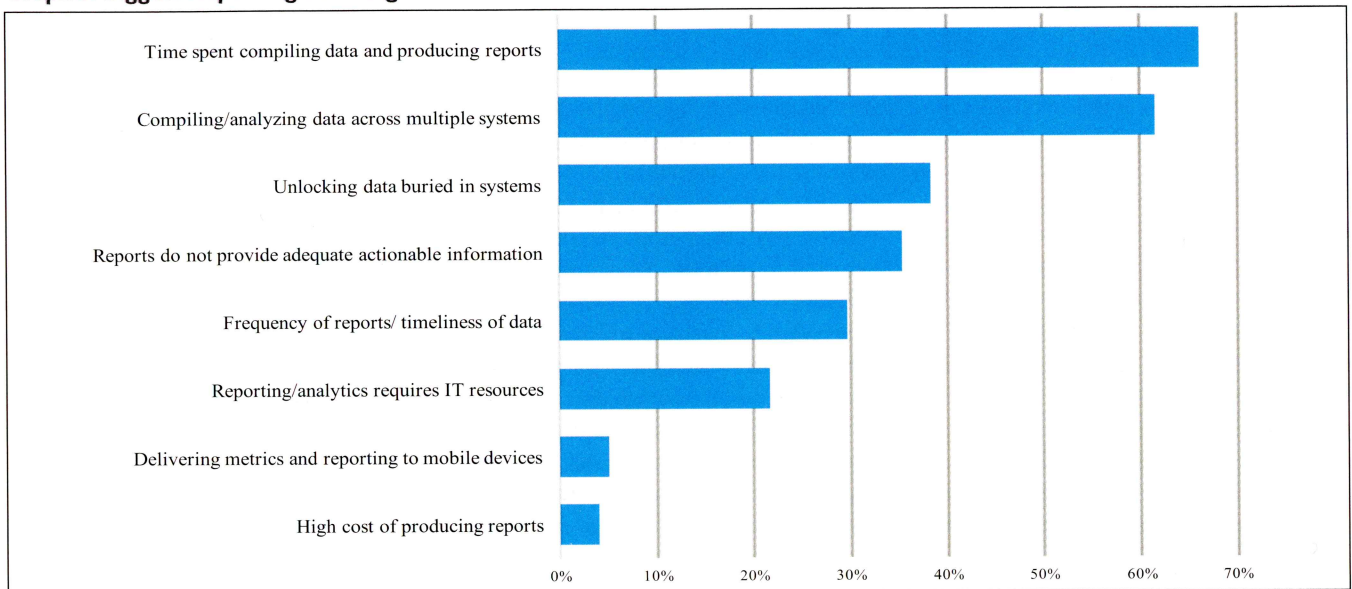
When asked how much time is spent producing reports, the majority of 9-1-1 centers (62%) said they spent up to 10 hours/month. Four percent stated they spent 50 or more hours monthly.

“If it takes a long time to manually produce statistics, the emergency communications center is not going to produce a lot of them,” said John Rennie, general manager, NICE Public Safety. “Management is not

Graph 2: Time Spent Compiling Reports



Graph 3: Biggest Reporting Challenges



Graph 4: Metrics Wish List I

