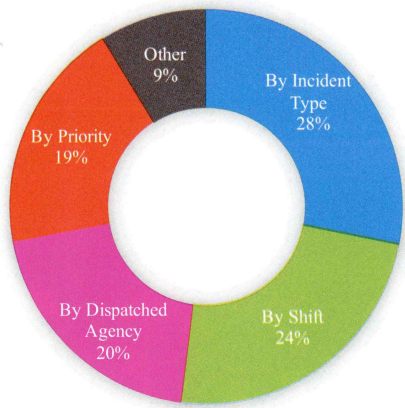


Graph 5: Metrics Wish List II



going to get as much out of the statistics as the data could otherwise be telling them.”

BIGGEST REPORTING CHALLENGES

When asked about their biggest reporting challenges, unsurprisingly, time spent compiling data and producing reports topped everyone’s list. Most respondents also struggled with pulling together data from disjointed systems.

WISH LIST

When asked which metrics they’d like to track, respondents cited over a dozen key stats, with call volume, call answer/ring time, call processing times, QA scores, and “hello to hello” time high on the list.

Despite the huge wish list, most 9-1-1 centers are only tracking basic metrics. “They’re tracking call volume, maybe average answer time and average call time,” said Rennie. “It’s

what they can get relatively easily. It’s not for lack of desire; it’s for lack of time and tools.”

When asked how they would like to analyze different metrics, respondents specified a wide range of parameters. Averages can only reveal so much. Drilling down into the data can identify root causes of problems and provide in depth insights for actionable decision-making.

Despite the desire to analyze data on a very granular level, number crunching today is done at a high level.

Rennie likens it to an engine warning light in a car. “Say your average call handling times are going up; that might be almost as useless as having an engine warning light come on. You know there’s a problem. But you may have no idea what to do about it.”

Also, averages can mask underlying problems. Consider a 9-1-1 telecommunicator who’s constantly hanging up on callers and has a considerably lower call duration, but this fact is buried in average statistics for the whole center.

DESIRED CAPABILITIES AND BENEFITS

When asked what capabilities were most important to them in a reporting solution, respondents felt that having an automated way to pull and consolidate data from different systems would make report creation easier. Also high on the list was the desire to be able to create custom dashboards and reports, and generate/print reports on-demand. Over 60% of respondents also wanted the ability to do near real-time reporting.

Survey respondents also rated the benefits below as very or extremely important to any new reporting solution.

WESTMINSTER POLICE DEPARTMENT – LEADING THE WAY

While most 9-1-1 centers can only dream of these capabilities, the Westminster (Colo.) Police Department is one of the first in the nation to deploy a new business intelligence tool that breaks down the barriers of bringing together, analyzing and acting on operational, phone, radio, CAD and quality metrics. This enables center management to easily access, interpret, share and act on data.

The solution comes with pre-built, customizable dashboards that provide up-to-the-minute snapshots of key performance metrics. Managers can also quickly pinpoint and visualize calls related to a large-scale police, fire or EMS incident, and see what types of incidents are occurring where. They can even drill down to incident data and play back voice recordings.

The center uses the business intelligence tool to assess whether its call answering time is on the mark. “We pride ourselves on answering all of our calls, emergency and non-emergency, within 10 seconds, 99% of the time,” said Melissa Saggau, former Westminster PD 9-1-1 center



Melissa Saggau

Saggau, former Westminster PD 9-1-1 center

Graph 6: Desired Capabilities and Benefits I

