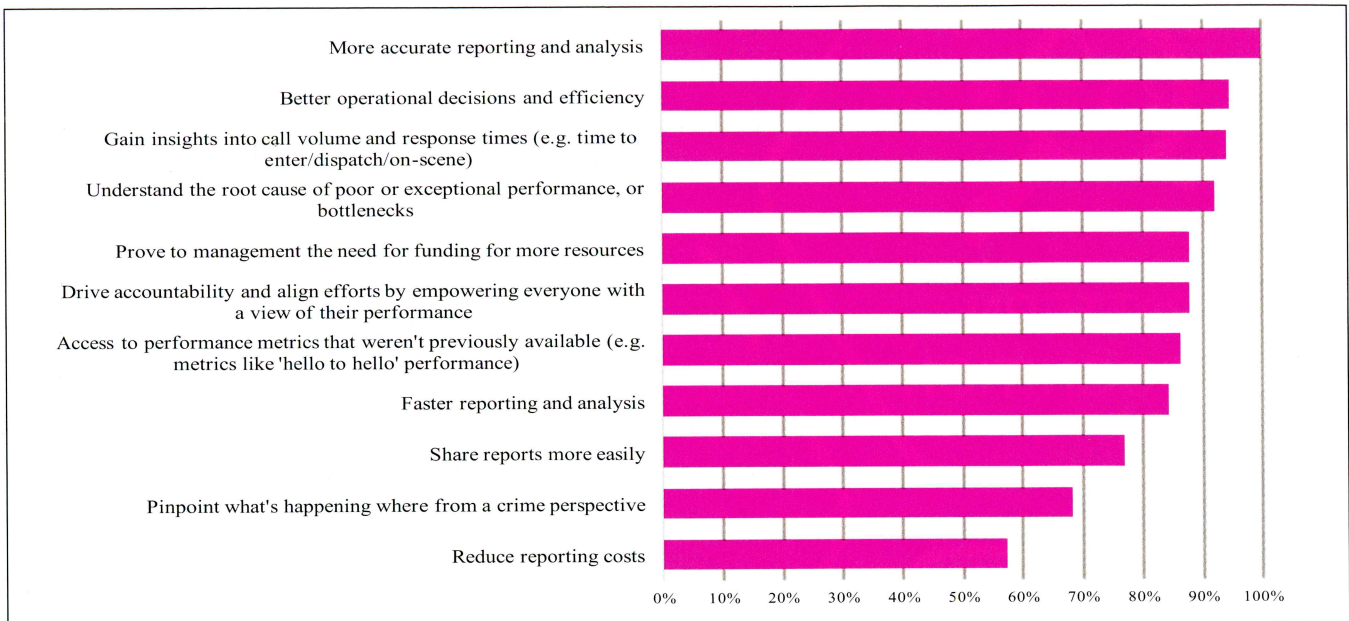


Graph 7: Desired Capabilities and Benefits II



supervisor. “It’s kind of a competition with our public safety telecommunicators; we run the stats to show them who’s really excelling at that.”

“We’re not CALEA-accredited yet, although we do ascribe to some of their requirements and we do run stats on priority one events that took longer than five minutes to respond to. And that’s from time of answer to our first unit on-scene. We also run all of those stats by call taker, time to dispatch, and time on-scene. The transport times are very important for our fire department and this is all stuff we can do with our business intelligence solution.”

Saggau and her team provide monthly reports on priority one incidents to the command staff. Using the business intelligence tool, it’s a 10-minute process to pull the reports together. “As managers, we can actually be on the floor more and do more supervision, and that’s a big thing for the telecommunicators to have that support,” she said.

The new tool provides a single, automated collection point for all of the data that feeds into it, so managers don’t have to manually collect, cut and paste data from different systems.

“Before we had this tool, reporting on priority one events was especially cumbersome because you literally had to go into CAD, see when the call taker started entering the call into CAD, and then the time when the first officer arrived on-scene. Then I’d have to backtrack from there and go find the call to see what time the citizen actually called in,

because it sometimes could be a minute or two before the call was actually entered into CAD.”

Now all of that data is pulled from the various systems and “hello to hello” time for priority one calls is calculated automatically.

Westminster PD must justify every priority one call where a response took longer than five minutes. If a priority one requirement wasn’t met, Saggau can look at all of the information available to make a determination as to why. “For example, I’m able to say it took 6 minutes because of all of these other priority one events happening during the same time. It allows me to see the big picture.”

She can also use the tool to investigate complaints — like when someone claims it took too long for help to arrive on-scene. “It’s super-fast,” she says. “I can have an answer for someone almost immediately.”

She can even drill down to play back a recording of the actual call, simply by clicking on the incident on the dashboard. “It’s so helpful because I can actually hear what I’m looking at.”

The city also relies heavily on the dashboard to evaluate the success of current mutual aid arrangements. Mutual aid calls are tracked with a specific event type and Saggau says it’s easy to correlate the impact of mutual aid arrangements on response times.

METRICS FOR STAFFING AND TRAINING

Staffing is another area where the business intelligence tool is helpful. Using the dashboard, managers can visualize call volumes by

time of day and day of week, and make better staffing decisions based on near real-time data. “We can use it for dispatch scheduling, to justify overtime and also to ensure we have adequate supervisor coverage. It really helps us with staffing decisions by providing concrete visual information.”

The solution also has heat maps so managers can see which areas are getting hardest hit with what types of calls, as well as identifying crime patterns. “As the city has grown and the demographics have shifted we’ve never in twenty years changed our patrol beat structure,” said Saggau. “Our business intelligence tool is really going to help us with that. It also shows the police side how their shift scheduling impacts our time to dispatch. If there simply isn’t an officer available, that’s going to be abundantly clear in the BI dashboard.”

Finally, Saggau uses the dashboard to keep a watchful eye on new trainees. “Through the BI tool we can track the time from when they take the call to the time it’s dispatched, so we can immediately be aware of any troublesome patterns and identify where additional training and improvement is needed.”

Through its application of business intelligence tools, the Westminster Police Department is demonstrating how emergency communications center performance metrics can be transformed from a ‘tick-the-box’ task into opportunities for real operational improvements. ●

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