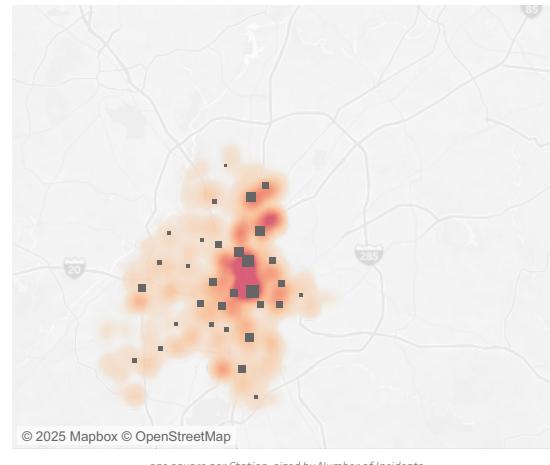
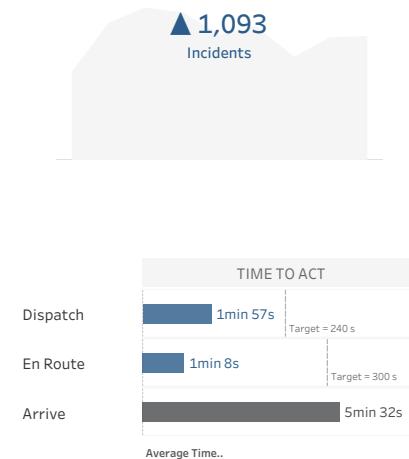




Emergency Calls

Unified AI-Powered Emergency Integrated Dispatch System (EIDS)



I want to:

Respond to

Emergency Calls

Assess & Improve

Effectiveness of Calls for Service

Better Serve

Areas

Adapt to

Activity Peaks

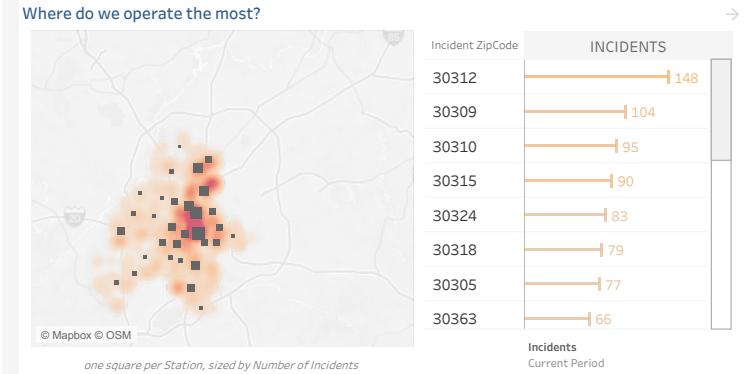
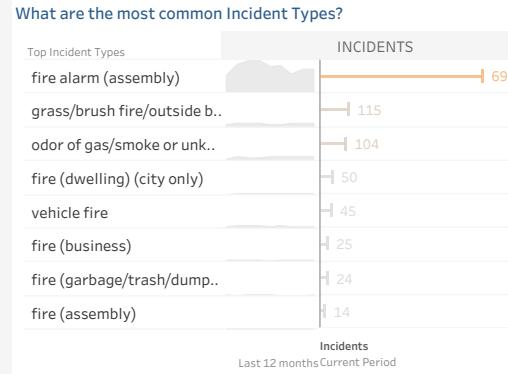
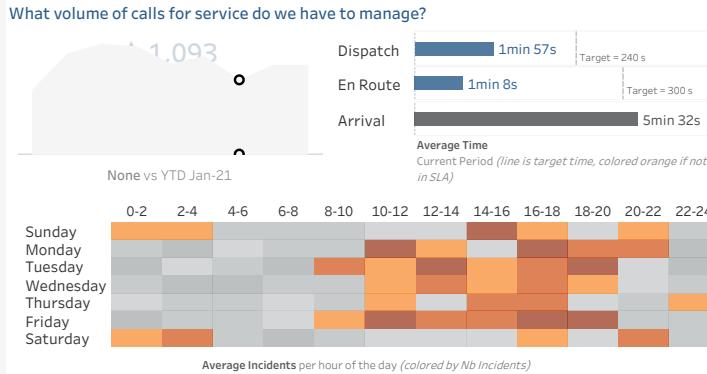
Start >>

Emergency Calls

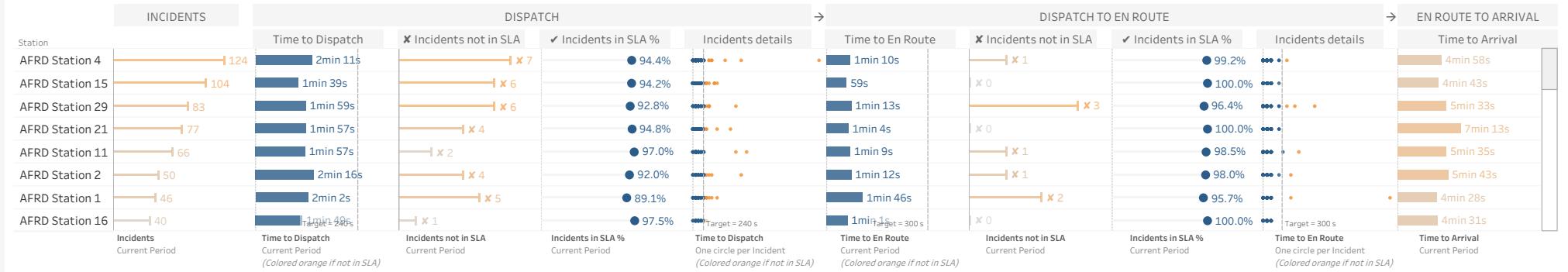
Executive Summary

Current Month Jan	Current Year 2022	Incident City All	Station City All
Current Period vs Reference Period Year-to-Date: Current Year vs Previous Year	defines color coding	Incident Type All	Station Type All

YTD Jan-22 compared to YTD Jan-21



How effective are our Stations in handling a call for service?

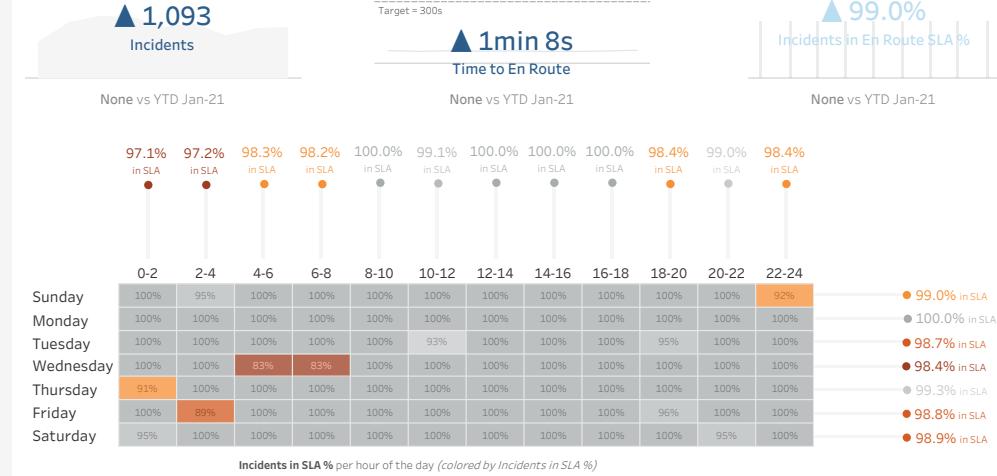


Emergency Calls

Effectiveness of Calls for Service

YTD Jan-22 compared to YTD Jan-21

How efficient are we to En Route?



Current Month
Jan

Current Year
2022

Incident City
All

Station City
All

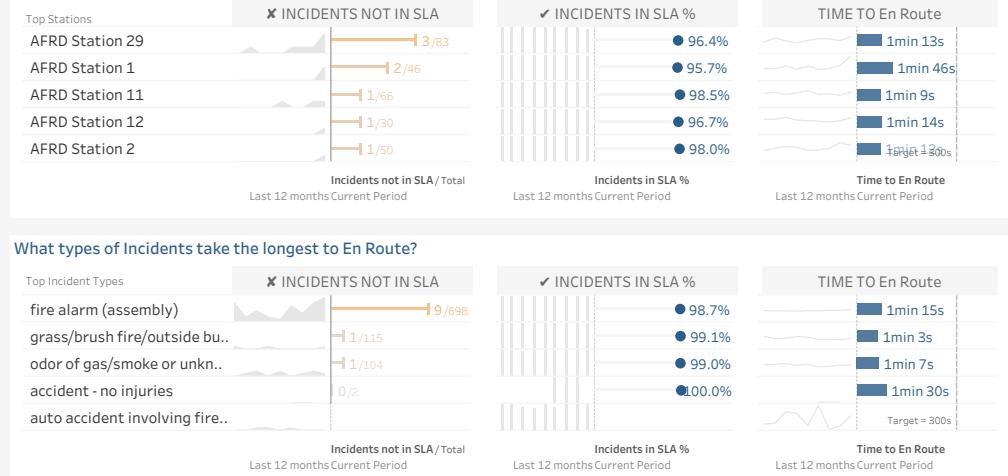
Current Period vs Reference Period defines color coding
Year-to-Date: Current Year vs Previous Year

Incident Type
All

Station
All

Show time to En Route

Which stations take the longest to En Route?



What are the details of the incidents of the period?

Incident #	Incident Description	Incident Type	Date	Hour	State	Incident City	Incident ZipCode	Station City	Station ZipCode	Station	Is En Route SLA Reached?	TIME TO EN ROUTE
22003076	Detailed description of the incident #22003076	fire alarm (assembly)	13-Jan-22	1 AM	GA	Atlanta	30313	Atlanta	30313	AFRD Station 1	SLA missed	32min
22002157	Detailed description of the incident #22002157	fire alarm (assembly)	09-Jan-22	2 AM	GA	Atlanta	30324	Atlanta	30324	AFRD Station 29	SLA missed	13min
22001242	Detailed description of the incident #22001242	fire alarm (assembly)	05-Jan-22	5 AM	GA	Atlanta	30363	Atlanta	30363	AFRD Station 11	SLA missed	9min
22001149	Detailed description of the incident #22001149	fire alarm (assembly)	04-Jan-22	6 PM	GA	Atlanta	30324	Atlanta	30324	AFRD Station 29	SLA missed	8min
22006713	Detailed description of the incident #22006713	fire alarm (assembly)	30-Jan-22	11 PM	GA	Atlanta	30354	Atlanta	30354	AFRD Station 34	SLA missed	Target = 300s

Time to En Route..

Emergency Calls

Served Areas - Time from Call to Arrival

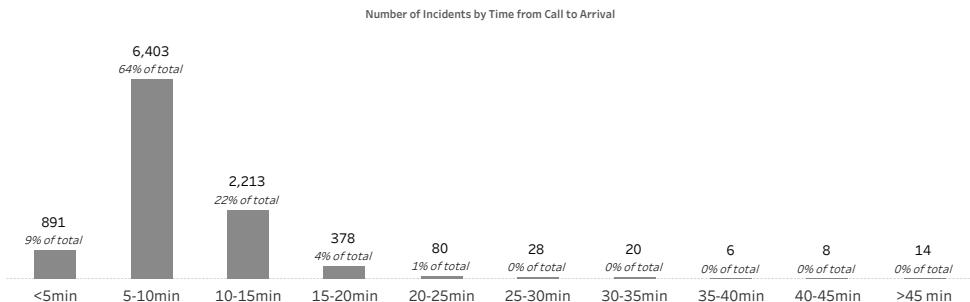
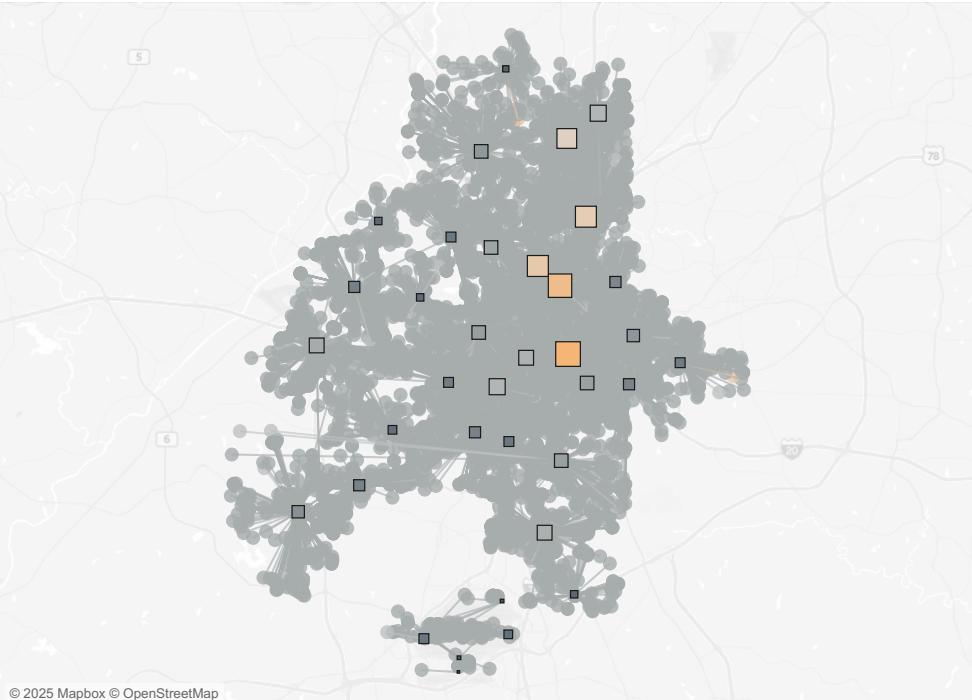
Incident City
All

Station City
All

Incident Date
June 20, 2014 to December 28, 2022

Incident Type
All

Where were the incidents for which time from Call to Arrival was long?



Station	INCIDENTS	TIME FROM..	TIME FROM..	✓ INCIDENTS IN ..	✓ INCIDENTS IN ..
AFRD Station 4	983	7min 56s	7min 56s	● 93.9%	● 99.6%
AFRD Station 15	874	7min 29s	7min 29s	● 94.3%	● 99.5%
AFRD Station 11	730	8min 15s	8min 15s	● 94.0%	● 99.6%
AFRD Station 29	680	8min 47s	8min 47s	● 92.5%	● 99.0%
AFRD Station 21	618	8min 35s	8min 35s	● 94.8%	● 99.5%
AFRD Station 3	384	8min 14s	8min 14s	● 94.5%	● 99.0%
AFRD Station 7	384	7min 35s	7min 35s	● 96.4%	● 99.5%
AFRD Station 1	368	7min 43s	7min 43s	● 93.2%	● 99.5%
AFRD Station 30	362	8min 17s	8min 17s	● 90.6%	● 99.7%
AFRD Station 9	345	9min 45s	9min 45s	● 91.0%	● 99.4%
AFRD Station 23	319	9min 1s	9min 1s	● 89.7%	● 99.4%

Emergency Calls

Incident Date Time
1/1/2016 12:00:00 AM to 12/31/2.. All

Incident City
All

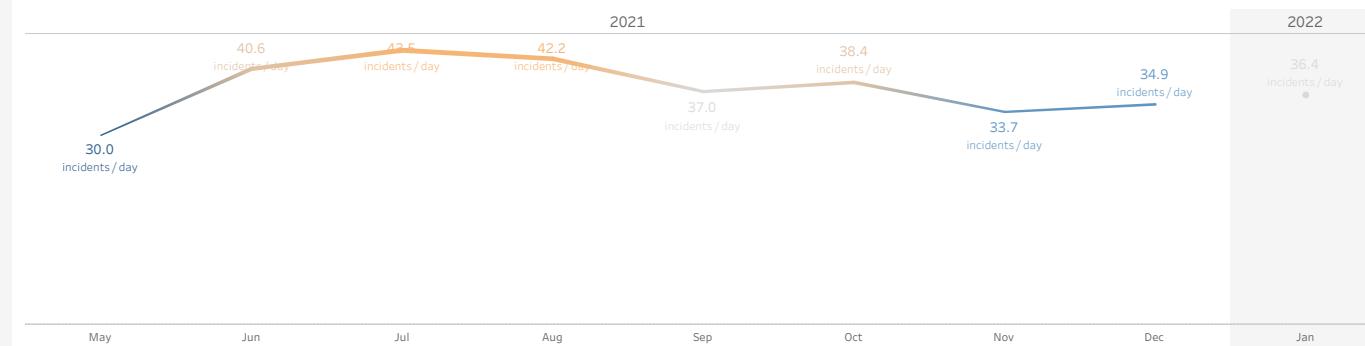
Station City
All

Incident Activity Peaks

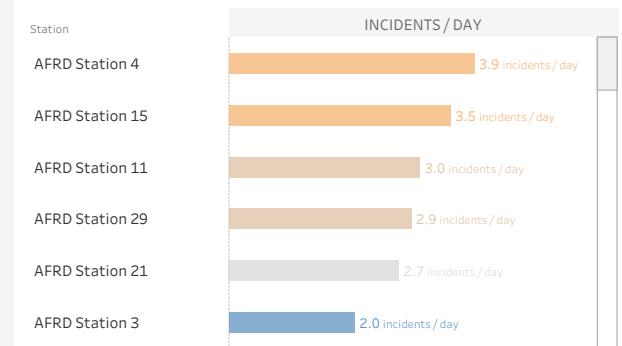
How many incidents did we handle per hour of the day?

	12 AM	1 AM	2 AM	3 AM	4 AM	5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM	7 PM	8 PM	9 PM	10 PM	11 PM	
Sunday	1.9 inc./hr	1.8 inc./hr	2.2 inc./hr	2.2 inc./hr	1.8 inc./hr	1.5 inc./hr	1.9 inc./hr	1.7 inc./hr	1.7 inc./hr	1.9 inc./hr	1.8 inc./hr	2.1 inc./hr	1.9 inc./hr	2.3 inc./hr	2.4 inc./hr	2.2 inc./hr	2.1 inc./hr	2.7 inc./hr	2.5 inc./hr	2.1 inc./hr	1.7 inc./hr	37.3 incidents/day			
Monday	2.1 inc./hr	1.7 inc./hr	1.7 inc./hr	1.3 inc./hr	1.7 inc./hr	1.5 inc./hr	1.5 inc./hr	1.7 inc./hr	1.7 inc./hr	2.2 inc./hr	2.3 inc./hr	2.6 inc./hr	2.8 inc./hr	2.3 inc./hr	2.1 inc./hr	2.1 inc./hr	2.2 inc./hr	3.0 inc./hr	2.6 inc./hr	2.5 inc./hr	2.1 inc./hr	2.1 inc./hr	38.3 incidents/day		
Tuesday	1.6 inc./hr	1.7 inc./hr	1.9 inc./hr	1.7 inc./hr	1.3 inc./hr	1.3 inc./hr	1.4 inc./hr	1.4 inc./hr	1.9 inc./hr	1.9 inc./hr	2.2 inc./hr	2.6 inc./hr	2.4 inc./hr	2.5 inc./hr	2.4 inc./hr	2.7 inc./hr	2.0 inc./hr	2.4 inc./hr	2.2 inc./hr	1.9 inc./hr	1.8 inc./hr	2.0 inc./hr	37.9 incidents/day		
Wednesday	1.4 inc./hr	1.5 inc./hr	1.3 inc./hr	1.4 inc./hr	1.4 inc./hr	1.5 inc./hr	1.6 inc./hr	1.9 inc./hr	1.9 inc./hr	2.2 inc./hr	2.6 inc./hr	2.4 inc./hr	2.5 inc./hr	2.4 inc./hr	2.7 inc./hr	1.8 inc./hr	2.5 inc./hr	2.6 inc./hr	2.6 inc./hr	2.1 inc./hr	2.3 inc./hr	2.2 inc./hr	2.1 inc./hr	1.7 inc./hr	36.5 incidents/day
Thursday	1.8 inc./hr	1.5 inc./hr	2.0 inc./hr	1.3 inc./hr	1.4 inc./hr	1.6 inc./hr	1.9 inc./hr	1.6 inc./hr	2.3 inc./hr	2.3 inc./hr	2.2 inc./hr	2.7 inc./hr	2.4 inc./hr	2.5 inc./hr	2.0 inc./hr	2.3 inc./hr	2.3 inc./hr	2.5 inc./hr	2.2 inc./hr	2.5 inc./hr	1.8 inc./hr	2.3 inc./hr	38.3 incidents/day		
Friday	1.9 inc./hr	1.8 inc./hr	1.8 inc./hr	1.5 inc./hr	1.5 inc./hr	1.6 inc./hr	1.5 inc./hr	1.7 inc./hr	2.2 inc./hr	2.7 inc./hr	2.5 inc./hr	2.6 inc./hr	2.3 inc./hr	2.0 inc./hr	2.2 inc./hr	2.4 inc./hr	2.4 inc./hr	2.1 inc./hr	2.7 inc./hr	2.4 inc./hr	2.2 inc./hr	2.0 inc./hr	1.7 inc./hr	2.1 inc./hr	37.3 incidents/day
Saturday	1.9 inc./hr	1.7 inc./hr	1.7 inc./hr	2.1 inc./hr	1.6 inc./hr	1.4 inc./hr	1.7 inc./hr	1.4 inc./hr	2.1 inc./hr	2.0 inc./hr	2.2 inc./hr	2.1 inc./hr	2.0 inc./hr	2.4 inc./hr	1.9 inc./hr	2.5 inc./hr	2.2 inc./hr	2.3 inc./hr	2.3 inc./hr	2.1 inc./hr	2.4 inc./hr	2.0 inc./hr	2.5 inc./hr	2.0 inc./hr	37.7 incidents/day
Total Avg	1.8 inc./hr	1.7 inc./hr	1.8 inc./hr	1.7 inc./hr	1.5 inc./hr	1.5 inc./hr	1.6 inc./hr	1.7 inc./hr	2.0 inc./hr	2.2 inc./hr	2.3 inc./hr	2.4 inc./hr	2.4 inc./hr	2.2 inc./hr	2.3 inc./hr	2.3 inc./hr	2.6 inc./hr	2.2 inc./hr	2.4 inc./hr	2.2 inc./hr	2.0 inc./hr	2.0 inc./hr	2.0 inc./hr	37.3 incidents/day	

How many incidents per day did we handle on average over the months?



How many incidents per day did we handle on average per type of incident?



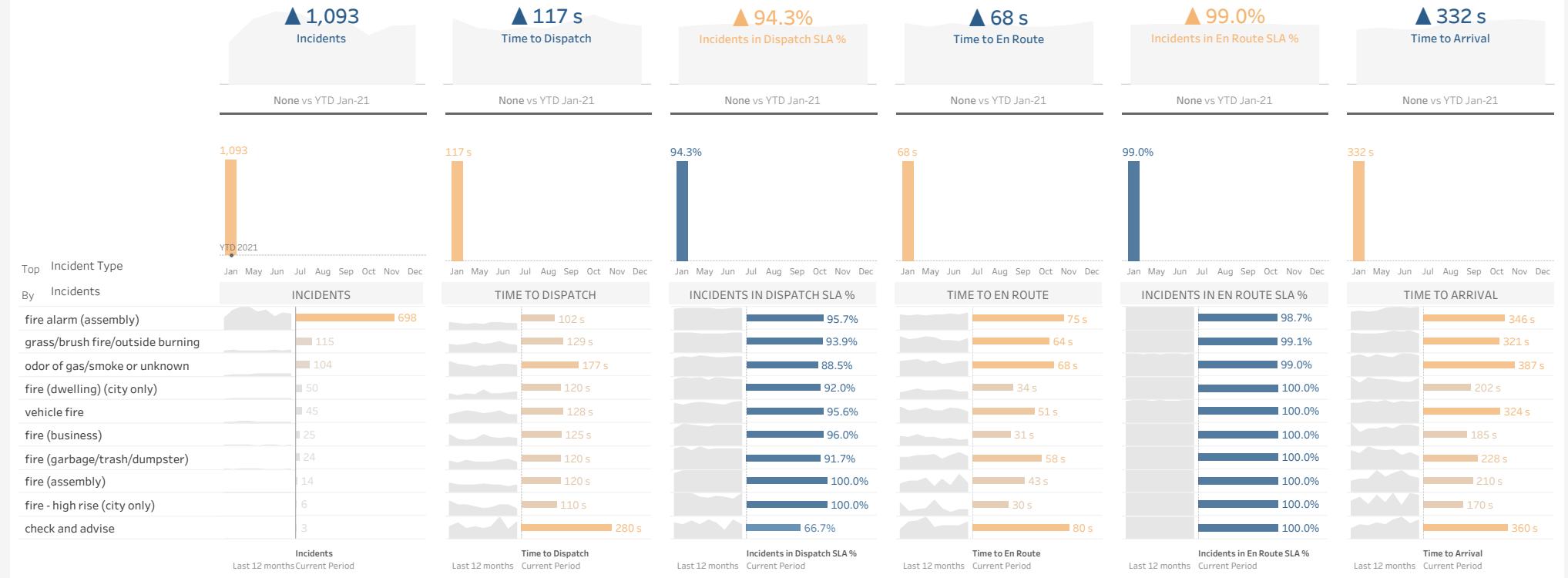
Emergency Calls

Top Performers

Current Month Jan	Current Year 2022	Incident City All	Station City All
Current Period vs Reference Period Year-to-Date: Current Year vs Previous Year	defines color coding	Incident Type All	Station All

YTD Jan-22 compared to YTD Jan-21

Performance by Incident Type



Salesforce | Emergency Calls

Emergency Calls

Trends Analysis

Incident City
All

Station City
All

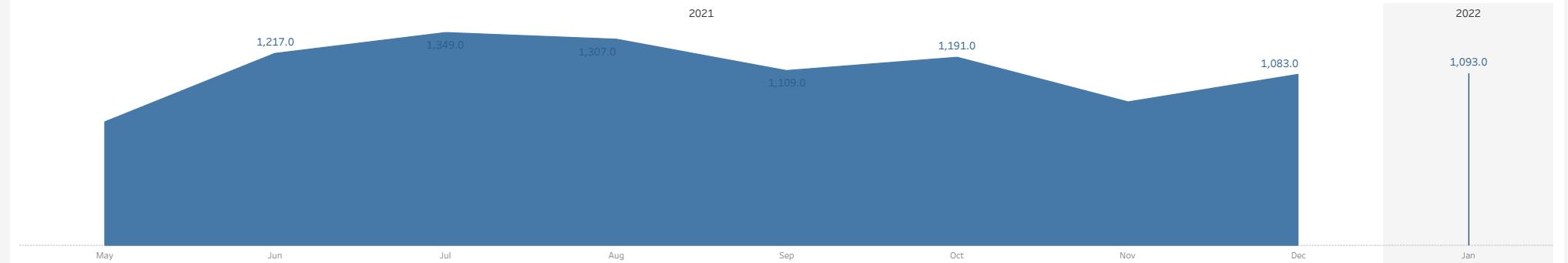
Incident Date Time
1/1/2016 12:00:00 AM to 12/31/2..

Incident Type
All

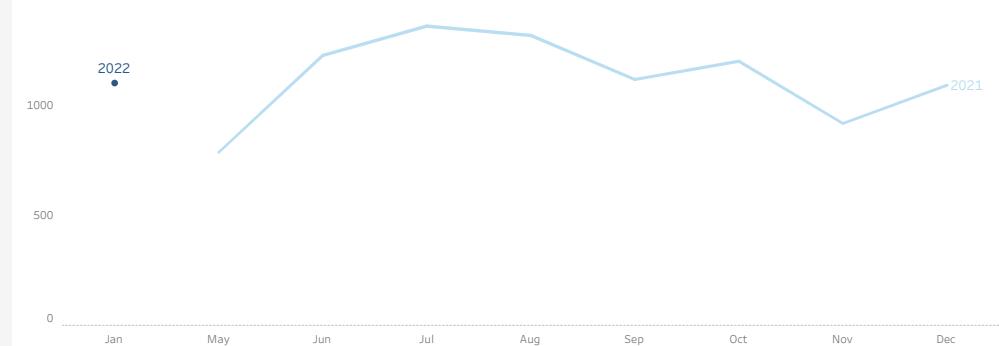
Station
All

Show Incidents

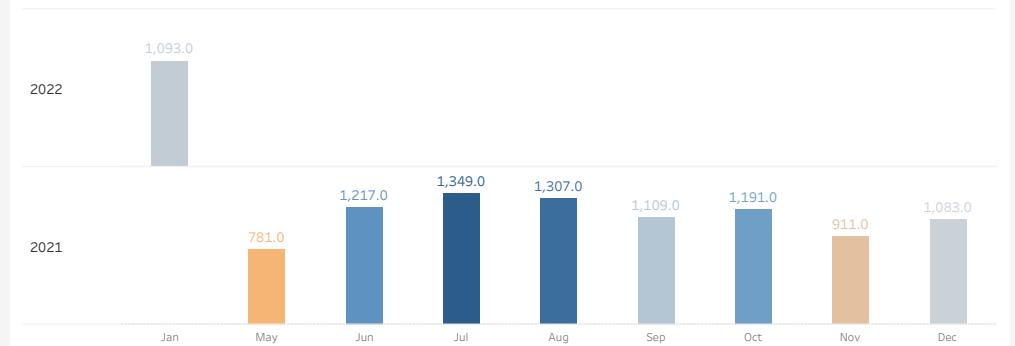
Incidents Evolution



Year over Year



Yearly Evolution



Emergency Calls

Adhoc Analysis

