Real-Time Dispatcher / Call-Taker Performance

Dispatch Performance Current Call Information

Calls displayed represent active or performed calls between the hours of 4/8/2008 7:55:38 AM and 4/8/2008 7:55:38 PM.
Performance Standard = 00:01:00

Data and Report from the FirstWatch ™ Internet Server

GC	Geo Valid	Time Sent To Queue	Problem	ProQA	Response #	Unit	Address/Location	Dispatcher	Create To Dispatch	Outside Standard
	✔	4/8/2008 8:13:25 AM	Falls		25460	5223			00:04:17	Yes
	✔	4/8/2008 8:33:47 AM	Diabetic Problems		25467	00988			00:00:09	No
	?	4/8/2008 8:55:48 AM	Heart Problems / A.I.C.D.		25470	01197			00:00:22	No
	✔	4/8/2008 9:01:34 AM	Hemorrage / Lacerations		25472	3050	De-identified information	De-identified information	00:00:34	No
	✔	4/8/2008 9:04:23 AM	Falls		25473	01039			00:00:21	No
	✔	4/8/2008 9:48:11 AM	Unknown Problem (Man Down)		25480	5223			00:00:12	No
	✔	4/8/2008 10:23:33 AM	Abdominal Pain / Problems		25483	00975			00:00:17	No
	✔	4/8/2008 10:24:44 AM	Traffic/Transportation Accidents		25484	GAEMS			00:00:31	No

Dispatch Performance GraphIt Summary
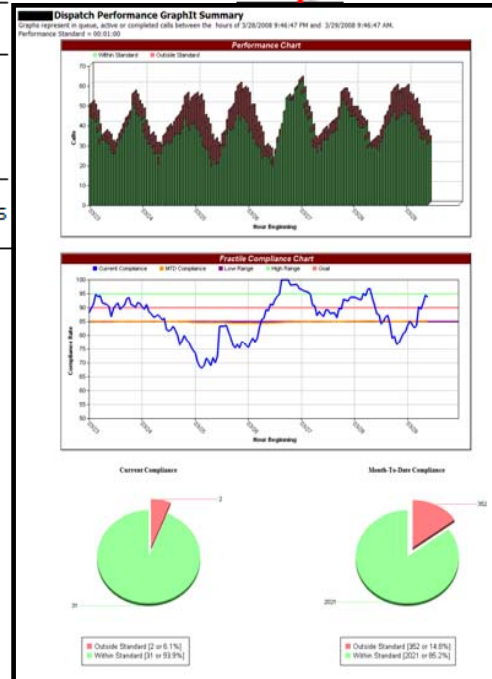
When measured against pre-defined standards, dispatch related time intervals captured via CAD system operation may be used as Key Performance Indicators. In this instance, a CAD computed elapsed time of 4 minutes, 17 seconds, representing the dispatch interval between "clock start" and "clock stop" is noted to have exceeded the user-determined 60 second standard. Using FirstWatch, appropriate administrative personnel can be alerted in real time when current and/ or month-to-date dispatch elements, calculated as a percentage of overall compliance goals, exceed user-set baselines.