PSAP Performance Metrics & Reporting Benchmark Study
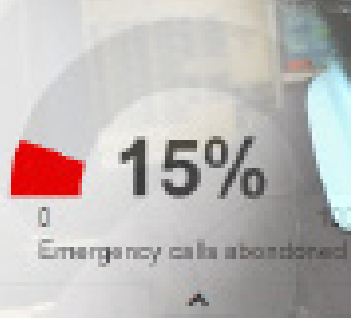
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1. Executive Summary

The PSAP Performance Metrics and Reporting benchmark study results affirm that it's now time for public safety agencies to prioritize focus on improved reporting and monitoring of operational performance metrics related to the entire incident journey process, overall operational efficiency, as well as the agency's ability to comply with accreditation reporting requirements.

The negative consequences of doing nothing and simply staying with the existing reporting methods are becoming more severe because the environment in which the agencies operate is far from stagnant - it imposes escalating demands on today's PSAP professionals. Apart from rapidly growing rates of specific types of crimes and shrinking budgets that most Public Safety agencies have to contend with, the latest influx of new NG9-1-1, LTE, and broadband communication methods increase the complexity of managing operational performance even more. The issue of inadequate access to operational metrics along the entire incident journey impacts not only PSAPs internally, but it reaches to multiple teams within public safety agencies.

The results of the survey conducted in the second half of 2018, which represents the input of management representatives from over 200 agencies, supports these points in a number of ways.

Most agencies are still not equipped to meaningfully access and reconcile all needed metrics without excessive time investment into manual data gathering from various disparate databases and systems. While there is a substantial consensus about the types of metrics that need to be regularly gathered, reported and acted on, only a small fraction of survey respondents have means to regularly obtain all such metrics.

When agencies were asked about the information that presents the biggest challenge, time-wasting manual data compilation was the predominant answer, with others referring to difficulties with converting data into useful information and actionable insights, timeliness of information, and the need for involvement of IT resources to access the information.

2. Key Highlights of Survey Findings

It's clear that agencies want and need to have much better performance monitoring capabilities that are afforded by next generation analytics, instead of continued reliance on time-consuming manual reporting methods

90% of survey respondents see the ability to automatically consolidate and reconcile data from multiple systems as the top priority

70% need reporting to prove compliance with standards and regulations and to defend their accreditation

60% need access to operational metrics in close to real time which isn't possible with today's standard reporting methods

94% see more accurate reporting and analysis as extremely important, especially for better operational decisions and efficiency

3. Benchmark Study Demographics

- 204 respondents from 195 unique agencies of all sizes

- Representing 5 countries and 43 US states

- 75% PSAP Director or Manager job role

44%

30%

7%

6%

5%

5%

3%
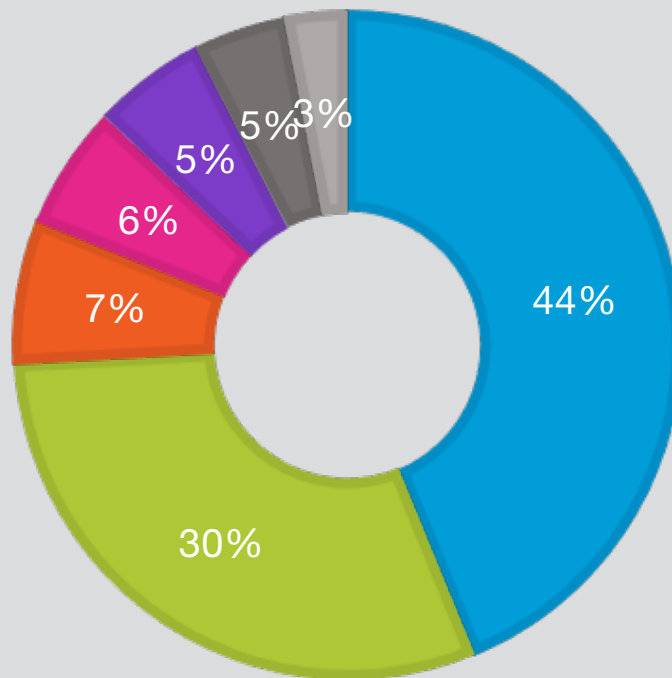
- PSAP Executive/Director
- Manager/Supervisor
- Quality Assurance Analyst
- Other
- Training Officer
- IT Manager
- Telecommunicator

4. The Frequency of Reporting

Question:

How often do you compile PSAP performance reports?

Different frequency of report runs corresponds to different job functions and different objectives behind reporting.

The more strategic, long term decisions, funding justifications, and accreditation reports require broader data sets included in quarterly and annual reports, while tactical reporting that seeks to monitor and understand metrics at hand and act on them in a relatively short time requires much more frequent access to information.

While end-of-month reporting is required from nearly a half of all survey respondents (43%), there is a near-even split between those who report more frequently (28%) and less frequently (29%).

Annually 12%
Daily 12%
Weekly 14%
Quarterly 19%
Monthly 43%
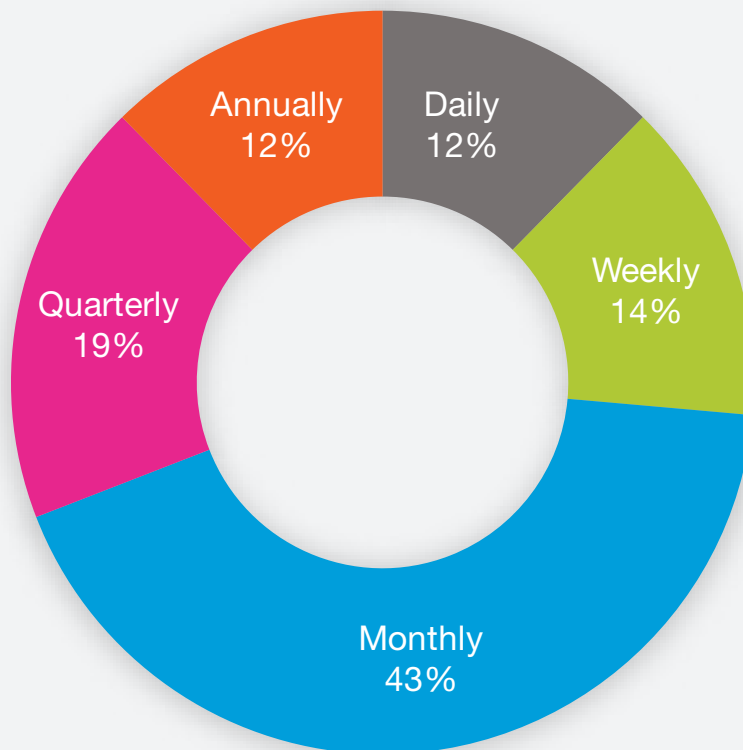
5. Time Spend on Compiling Reports

Question:

How much time does your PSAP spend compiling reports?

Legend:
- <5 hours per month
- 6-10 hours per month
- 11-25 hours per month
- 26-50 hours per month
- 51-100 hours per month
- >100 hours per month

Pie chart values: 39%, 23%, 22%, 12%, 3%, 1%
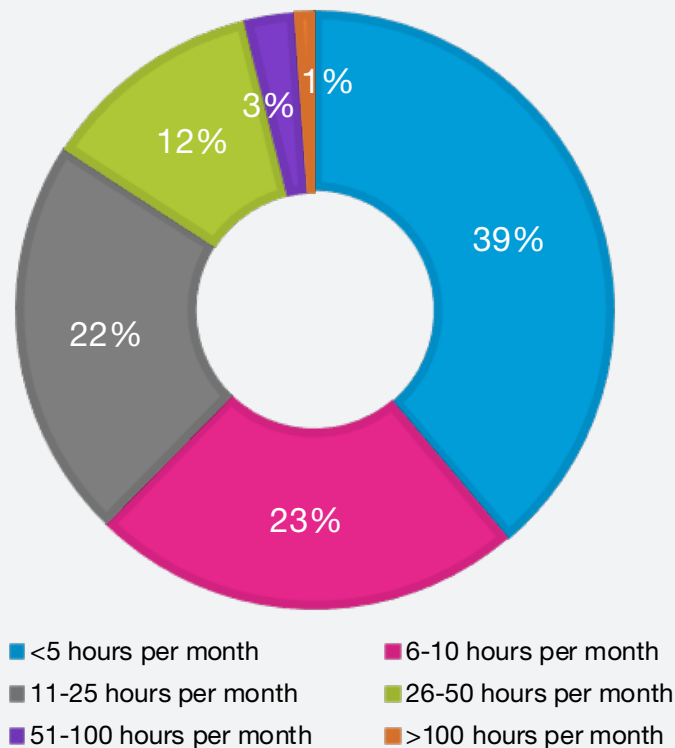
Report Generation is a Strenuous, Time-Consuming Process

Monthly time investment into reporting claims from under 5 hours per month to the alarming 51-100 hours per month per PSAP.

While the investment of up to 10 hours is very common as reported by a total of 62% respondents, 23% invest up to 25 hours and the remaining 15% need 26 to 100 hours to produce the required reports.

Is anything more than agency size behind this dramatic difference?

6. The Biggest Reporting Challenges
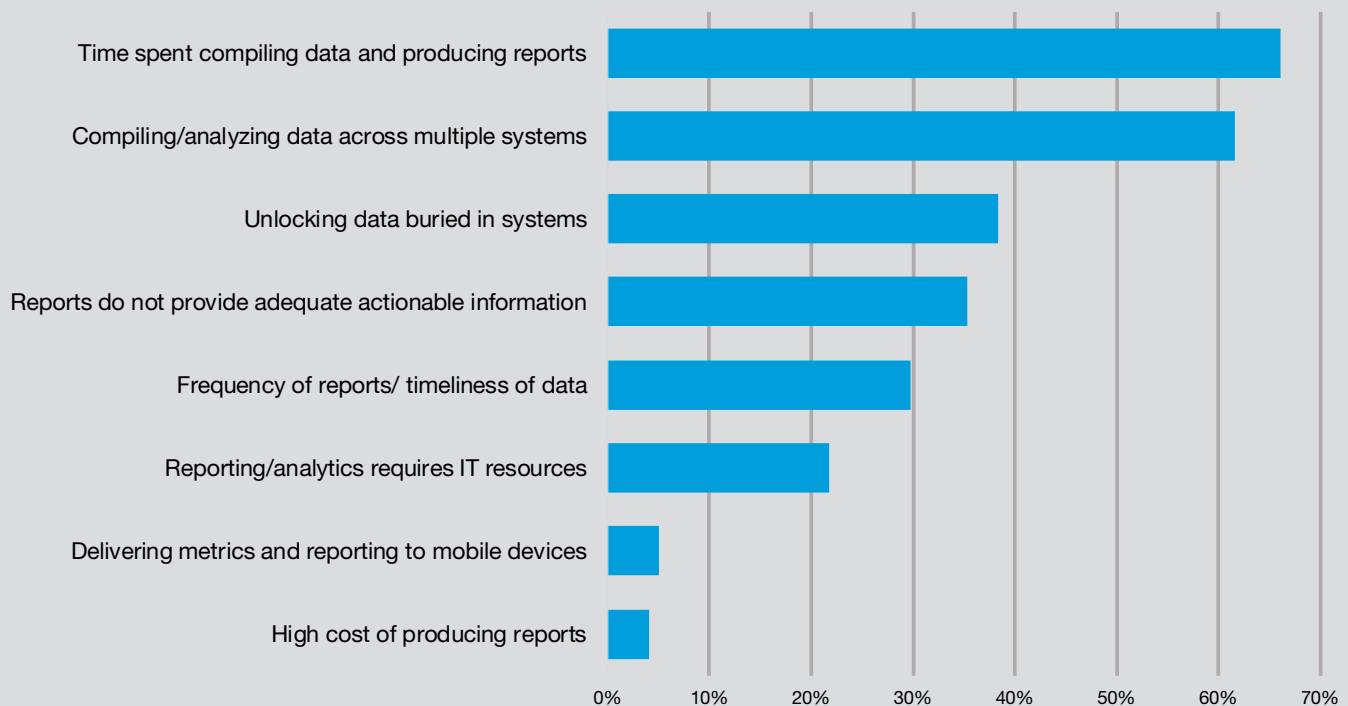
What are your biggest reporting challenges?

Challenge	Percentage
Time spent compiling data and producing reports	~66%
Compiling/analyzing data across multiple systems	~61%
Unlocking data buried in systems	~38%
Reports do not provide adequate actionable information	~35%
Frequency of reports/ timeliness of data	~30%
Reporting/analytics requires IT resources	~22%
Delivering metrics and reporting to mobile devices	~5%
High cost of producing reports	~4%

(Chart scale: 0% – 70%)

Most Agencies are Challenged by Data from Disjointed Systems

66%

Respondents state that that manual data compilations pose the greatest reporting challenge
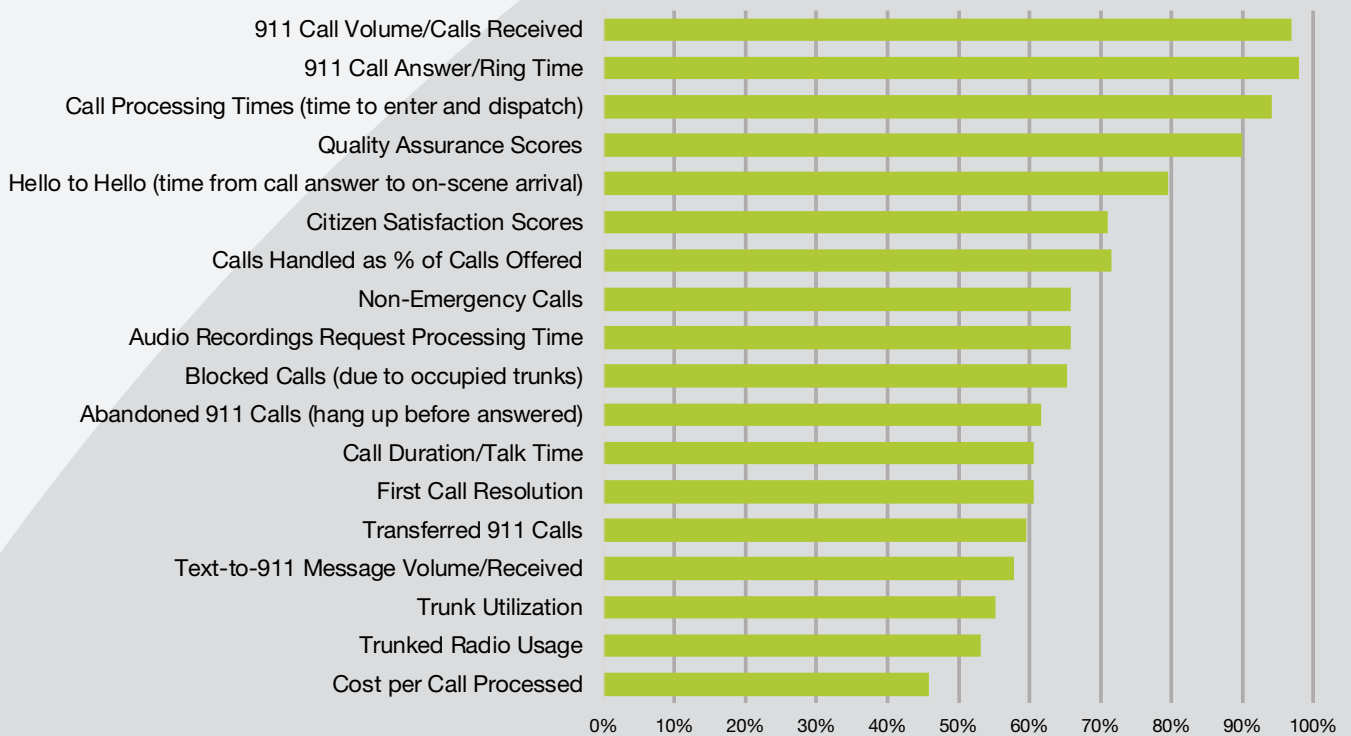
61%

Respondents state that the problem lies in the compilation across multiple systems that hold the source data

Each of these two groups stands above all others by the factor of two, exposing the main reason for reporting delays and excessive time investment – disconnected data silos.

7. The Most Important Performance Metrics

Question:

Thinking of your dream dashboard, how important are the following performance metrics?
[Extremely or Very Important]

Metric	
911 Call Volume/Calls Received	
911 Call Answer/Ring Time	
Call Processing Times (time to enter and dispatch)	
Quality Assurance Scores	
Hello to Hello (time from call answer to on-scene arrival)	
Citizen Satisfaction Scores	
Calls Handled as % of Calls Offered	
Non-Emergency Calls	
Audio Recordings Request Processing Time	
Blocked Calls (due to occupied trunks)	
Abandoned 911 Calls (hang up before answered)	
Call Duration/Talk Time	
First Call Resolution	
Transferred 911 Calls	
Text-to-911 Message Volume/Received	
Trunk Utilization	
Trunked Radio Usage	
Cost per Call Processed	

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

## Most Agencies Need Both Operational and Incident-Centric Metrics

Unsurprisingly, traditionally reported metrics on call volumes and associated call answer times continue to be critical - for the planning of overall staffing needed to receive and process all calls, while considering specific work schedules.

Majority of respondents also need to monitor metrics on their PSAP's ability to properly respond to the calls and incidents, meeting the externally dictated compliance and quality standards, as well as internal operational objectives.

8. Improving Operational Effectiveness and Efficiency

Question:

Thinking of the benefits of a new PSAP performance reporting solution, how important are each of the following? [Extremely or Very Important]
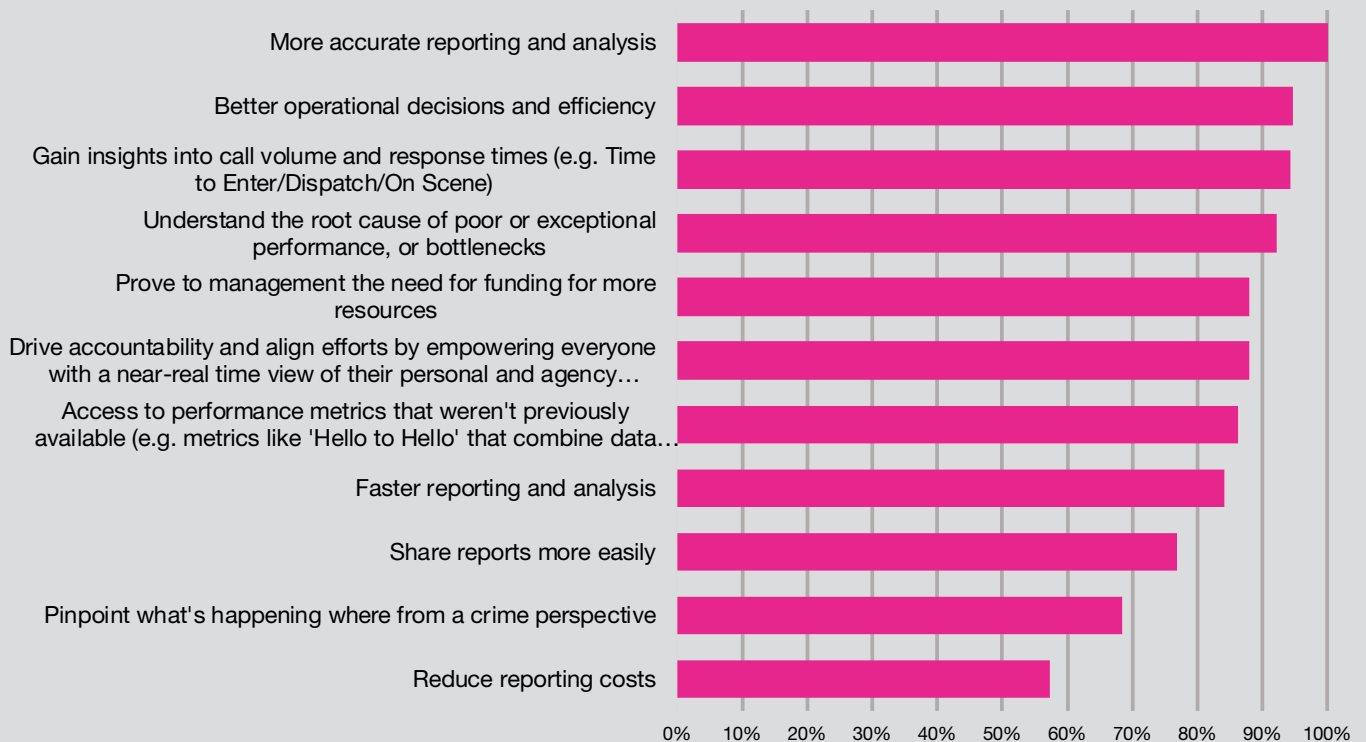
Agencies Strive for Better Operational Efficiency but Lack Needed Insights
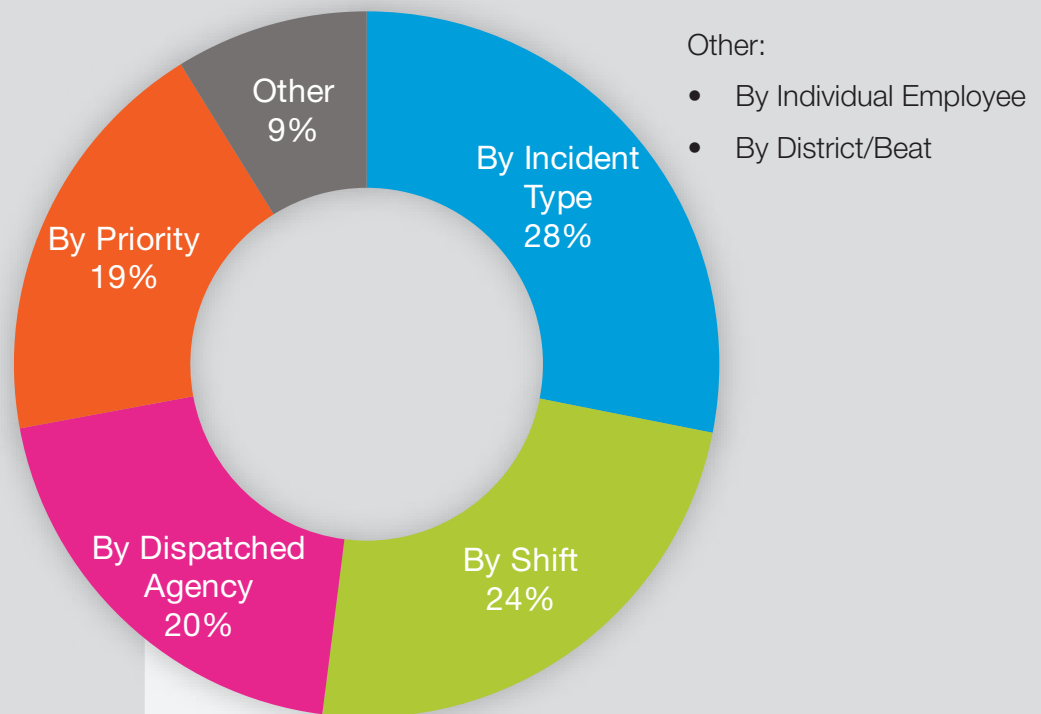
Based on these results, the objectives for better reporting are predominantly driven by the need for improvement of operational effectiveness and efficiency.

The respondents understand that such results can only be achieved with accurate, timely reporting that is granular enough to provide actionable insights into root causes, as well as sufficiently intuitive and presentable at different user levels to support meaningful decisions and their execution.

9. Get Better Insights into Performance Metrics

Question:

How would you like to be able to break out metrics?

Other:
- By Individual Employee
- By District/Beat

Pie chart labels:
- Other 9%
- By Incident Type 28%
- By Shift 24%
- By Dispatched Agency 20%
- By Priority 19%

Balance between Incident Types and Proper Staffing Is a Must

Understanding the metrics based on different break out parameters corresponds to the purpose for their use which, as with previous questions, revolves around staffing and preparedness to adequately respond to incidents.
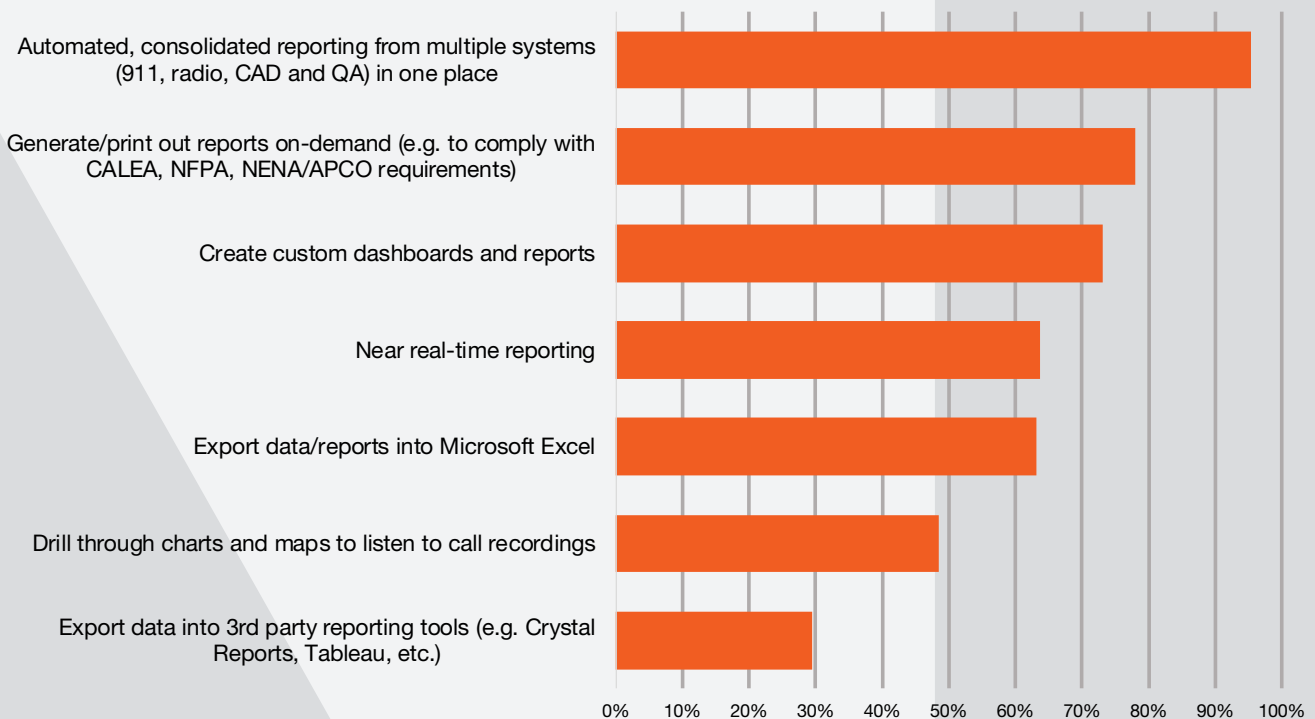
The most respondents need better insights into metrics based on incident type, so that human and technical resources can be better planned, trained, prioritized and coordinated to correspond to local needs and incident patterns. Break out by priority is related to this as well.

On the other hand, understanding metrics by shifts and dispatch agencies conveys staffing and funding requirements, both of which need to be in balance to support the required quality and compliance standards.

10. More Operational and Tactical Insights

Question:

What capabilities are most important to you in a new reporting solution?
(select all that apply)

Chart data (horizontal bar chart, scale 0% to 100%):

- Automated, consolidated reporting from multiple systems (911, radio, CAD and QA) in one place — ~95%
- Generate/print out reports on-demand (e.g. to comply with CALEA, NFPA, NENA/APCO requirements) — ~78%
- Create custom dashboards and reports — ~73%
- Near real-time reporting — ~63%
- Export data/reports into Microsoft Excel — ~63%
- Drill through charts and maps to listen to call recordings — ~49%
- Export data into 3rd party reporting tools (e.g. Crystal Reports, Tableau, etc.) — ~30%

Fast, Consolidated, Customized Reporting Is the Top Priority

90% of survey respondents see the ability to automatically consolidate and reconcile data from multiple systems as the top priority, because manual data compilations take too much time to produce, are error prone, and limit the scope of information that can be actually reviewed and interpreted. 60% of respondents underlined this by stating the need for access to this information in close to real time which isn't possible with today's standard reporting methods that often involve manual data manipulation in Excel. In fact, having accepted this status quo, 60% of respondents expect to continue with Excel.

70% of respondents need reporting to prove compliance with standards and regulations and to defend their accreditation. Due to the limits of today's reporting tools, time investment into this reporting area tends to take precedence over reporting that would expose more operational, tactical insights.

About NICE Public Safety

NICE Public Safety solutions integrate and put into context information from many sources to help emergency communications centers and investigation departments reconstruct and understand the who, what, when, where and why of an incident. NICE Inform, the industryleading digital evidence management (DEM) solution, gives emergency communications centers better insight into how to continuously improve their operations. NICE Investigate is the leading open, digital policing solution that automates and expedites the entire digital investigation process, helping to increase case clearance rates. Over 3,000 organizations worldwide rely on NICE public safety solutions.

www.nice.com/public-safety

About NICE

NICE (NASDAQ: NICE) is the worldwide leader of software solutions that deliver strategic insights by capturing and analyzing mass quantities of structured and unstructured data in real time from multiple sources, including, phone calls, mobile apps, emails, chat, social media, and video. NICE solutions enable organizations to take the Next-Best-Action to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies.

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