TimelinePI

Process Intelligence for 911 Emergency Service

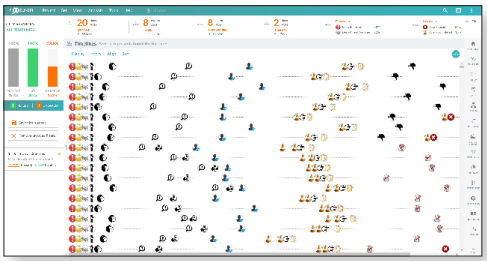
TimelinePI delivers a new approach to analyzing emergency services data to simplify productivity and effective analysis of emergency medical, fire, police and related personnel. It is designed to combine data from any number of computer aided dispatch (CAD) and other fire and police systems to provide a integrated platform to analyze response times, track firefighter and law enforcement officer performance and identify equipment issues. Using TimelinePI command staff can also identify performance variances tied to specific individuals or departments and proactively monitor for future performance issues.

Empowerment through Insight

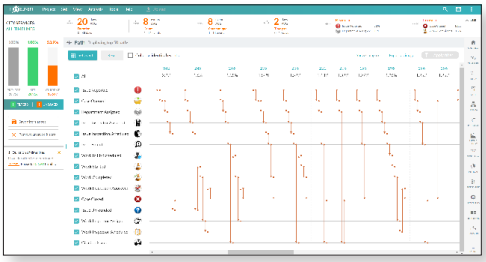
At its core, the mission for any emergency response team is to provide its services quickly and efficiently. Certain factors, such as the complexity of the emergency situation or the type of incident, can contribute greatly to the time and resources required. Other factors, such as call handling times, chute time, procedural violations, challenges with multi-agency coordination and more can result in performance impacts which may be purely process related.

Using a new type of process intelligence called Timeline Analysis, command staff and emergency response planners can examine the the entire lifecycle of a single call as well as entire groups of calls. Calls can be subdivided by any available call detail data (e.g. call type, responder (individually or by company/ precinct), time taken, outcome, etc. TimelinePI provides a single, consolidated view of all related actions and events associated with a call even when the underlying information is spread across multiple backend systems.

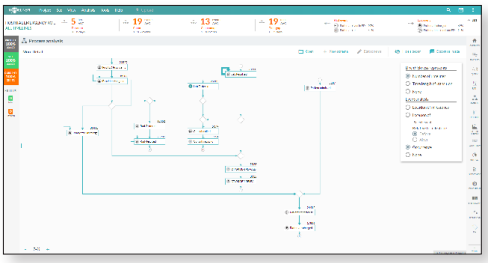
The detailed insights enabled by TimelinePI empowers command staff and all members of the emergency response team to make informed decisions and deliver better service to their jurisdictions.



Timeline Analysis automatically reconstructs all call details from data collected on any number of back-end CAD or other systems to provide a detailed process record.



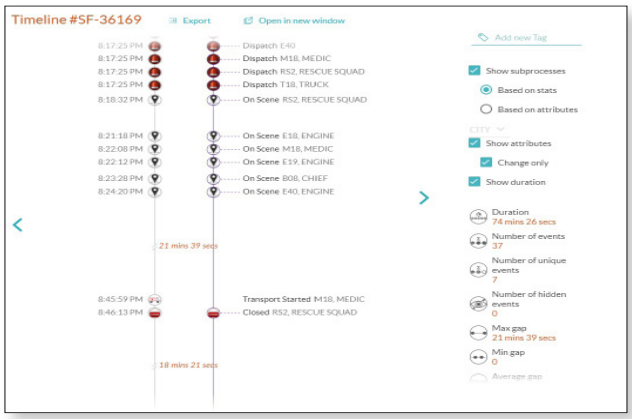
Path Analysis allows users to identify patterns of process execution and uncover examples of non-compliance or other inconsistencies.



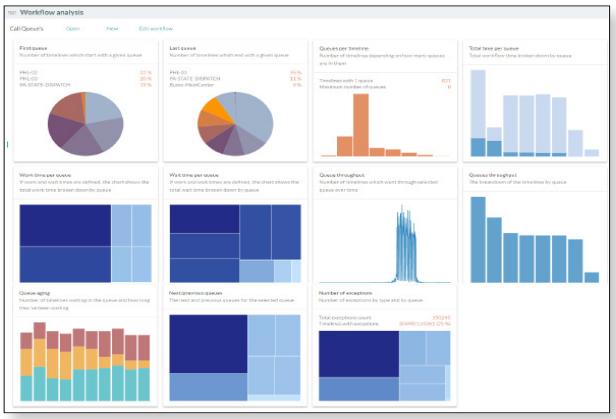
Process Schema allows you to automatically uncover the process flow and visualize each step of responding to an incident.

TIMELINEPI

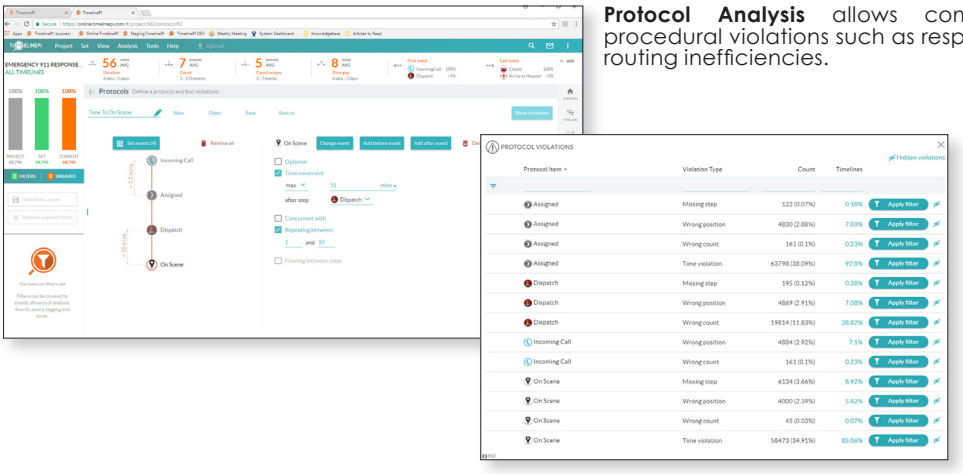
TimelinePI delivers results in a fraction of the time versus any other approach, giving Emergency management more time to understand and act on information. Response managers can streamline emergency efforts using real-time analytics, monitor system performance, workload and compliance metrics, and receive alerts where performance variables approach contractual or internal thresholds. When time, accuracy and performance matter most, TimelinePI delivers on all critical analytics and process management needs for emergency response departments.



Detailed Incident Analysis automatically analyzes all components of an incident and provides a detailed process record which includes the time taken at each step in the process.



Workflow Analysis allows responders to analyze the entire life cycle of a call, from call type, to time taken, and performance outcomes.



Protocol Analysis allows commanders to analyze procedural violations such as response time violations and routing inefficiencies.

For more information please contact TimelinePI at: *info@timelinepi.com*

or visit our website at: *www.timelinepi.com*