

Reporting and Analytics Module

- Intended to be the “easy button” for those questions you get frequently asked
- Designed to ingest a scheduled daily incident and unit extract from the Agency’s RMS or CAD
- Up to 5 shape files can be processed for geo-spatial referencing (comparing the incident coordinates to the polygon boundaries)
- Easily export data for additional analysis
- Data Quality Report

Standard R&A

Includes:

- 2 Map Based Performance Tools
- 7 Standard Dashboards
- Up to 5 processed Shape Files
- Consulting/Support of Lookup Table definition to meet reporting needs
- Ability to extract all Incident and Unit data

Advanced

Optional Add-on Includes:

- Predetermined set of Advanced Dashboards

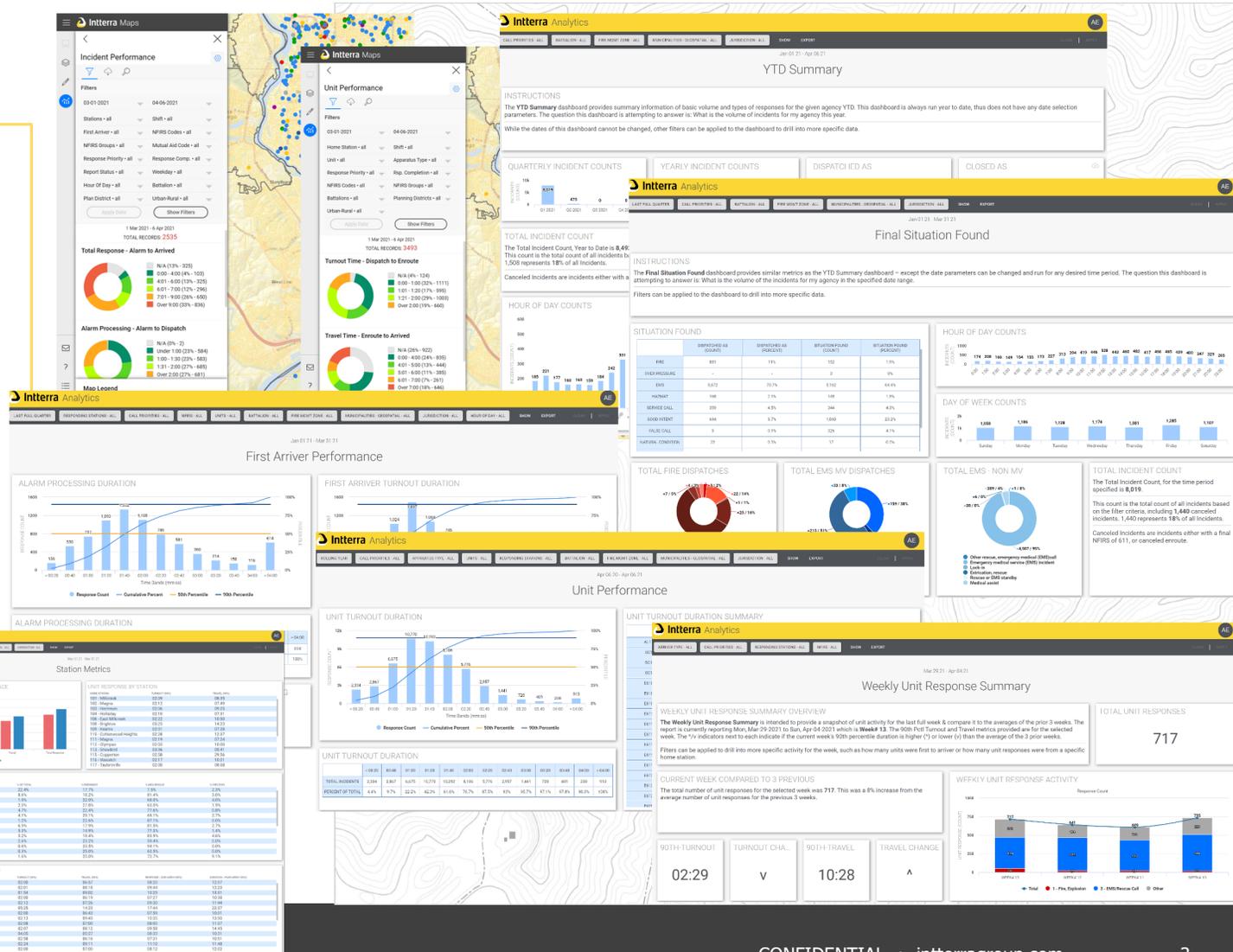
Custom Dashboards

Optional Custom Engagement Includes:

- Consulting engagement to determine feasibility, scope and effort
- Delivery of agreed upon dashboards

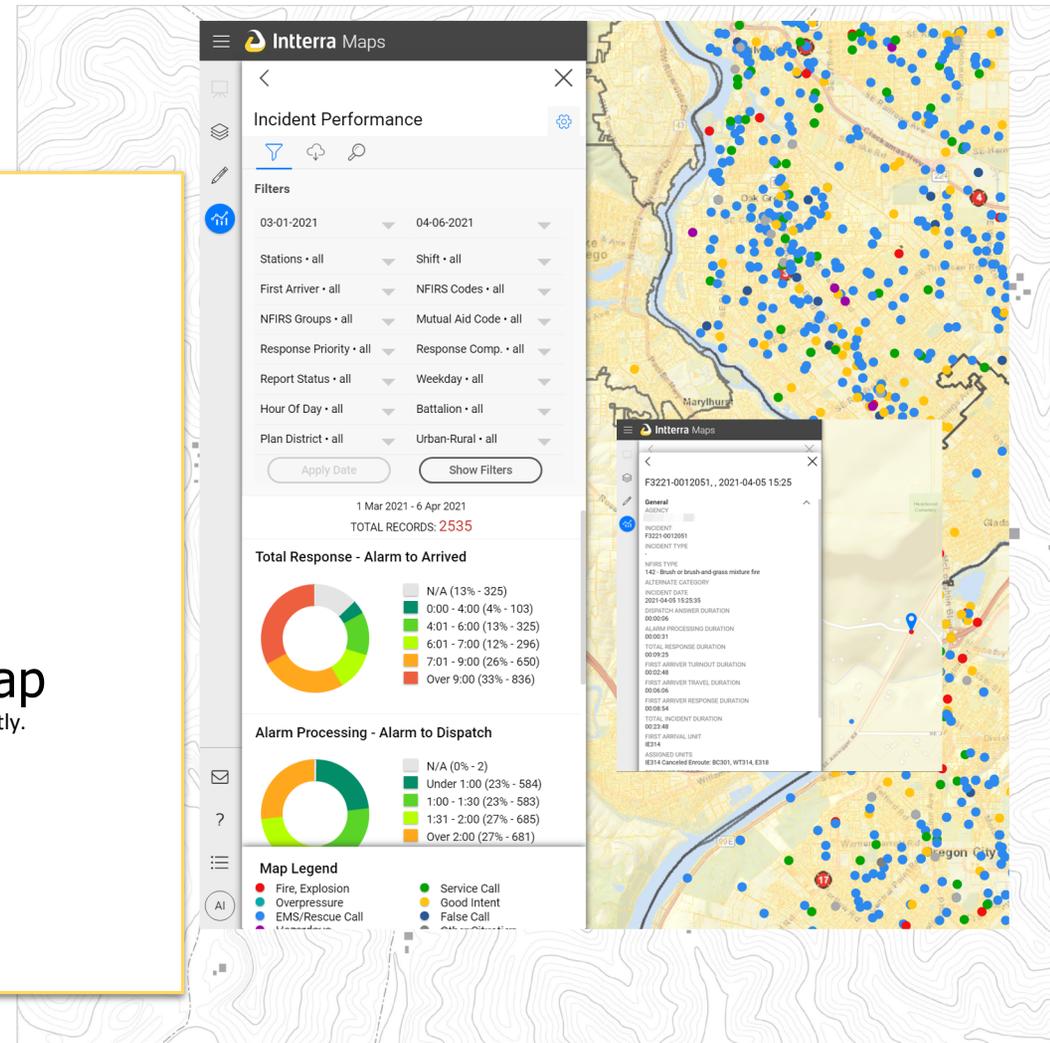
Standard R&A

- Data Integration with RMS or CAD History
- 2 Interactive Mapped Based Performance Tools:
 - Incident Performance
 - Unit Performance
- 7 Standard Dashboards with customizable filters based on available data
 - YTD Summary
 - Quarterly Performance Overview
 - Final Situation Found
 - First Arriver Performance
 - Unit Performance
 - Weekly Unit Response Summary
 - Station Metrics



Incident Performance Tool

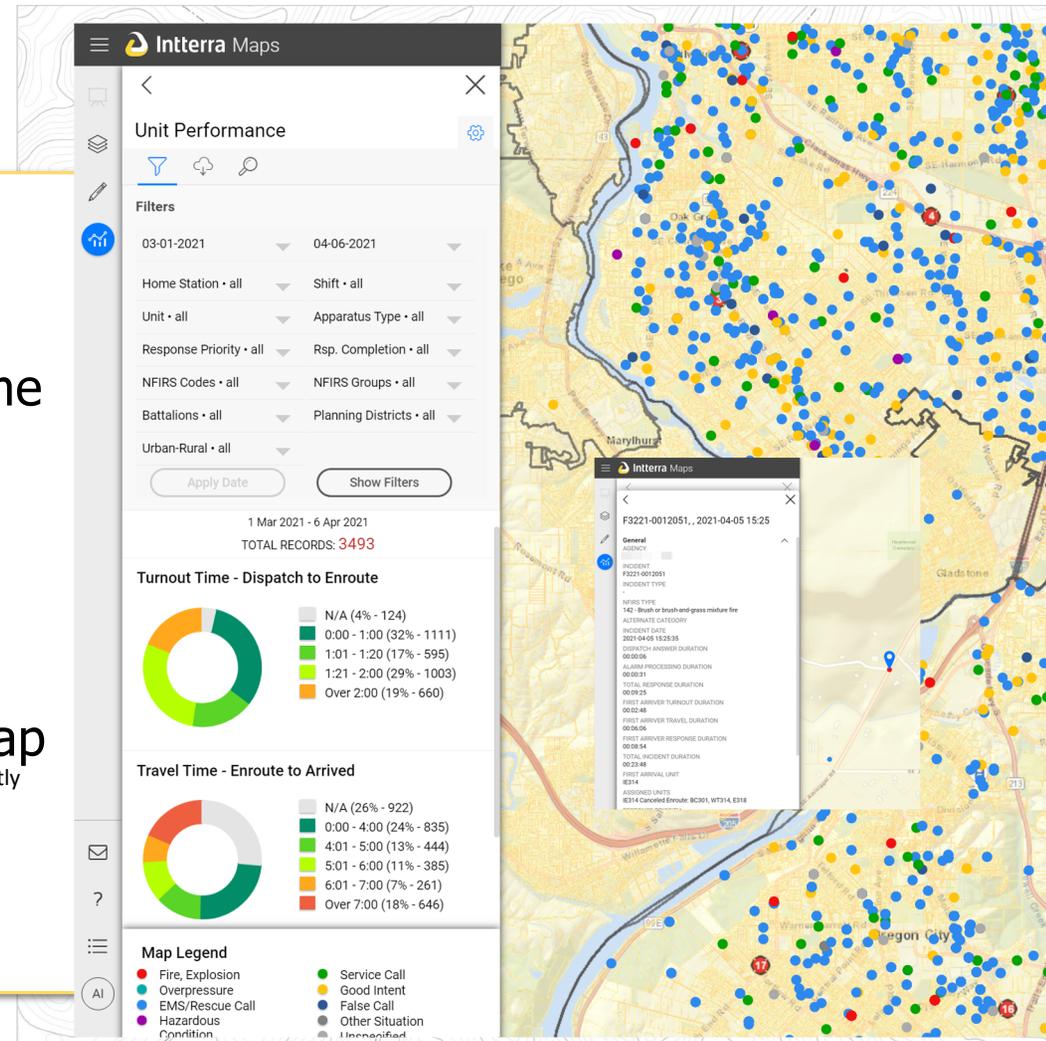
- Interactive Filters
- Incident Counts
- Geo-Spatial display of Incidents
- View Incident details
- Search for Incidents by ID
- Download results
- View Incidents as points or heatmap
- Valid incident coordinates are required for performance tools to render correctly.



STANDARD

Unit Performance Tool

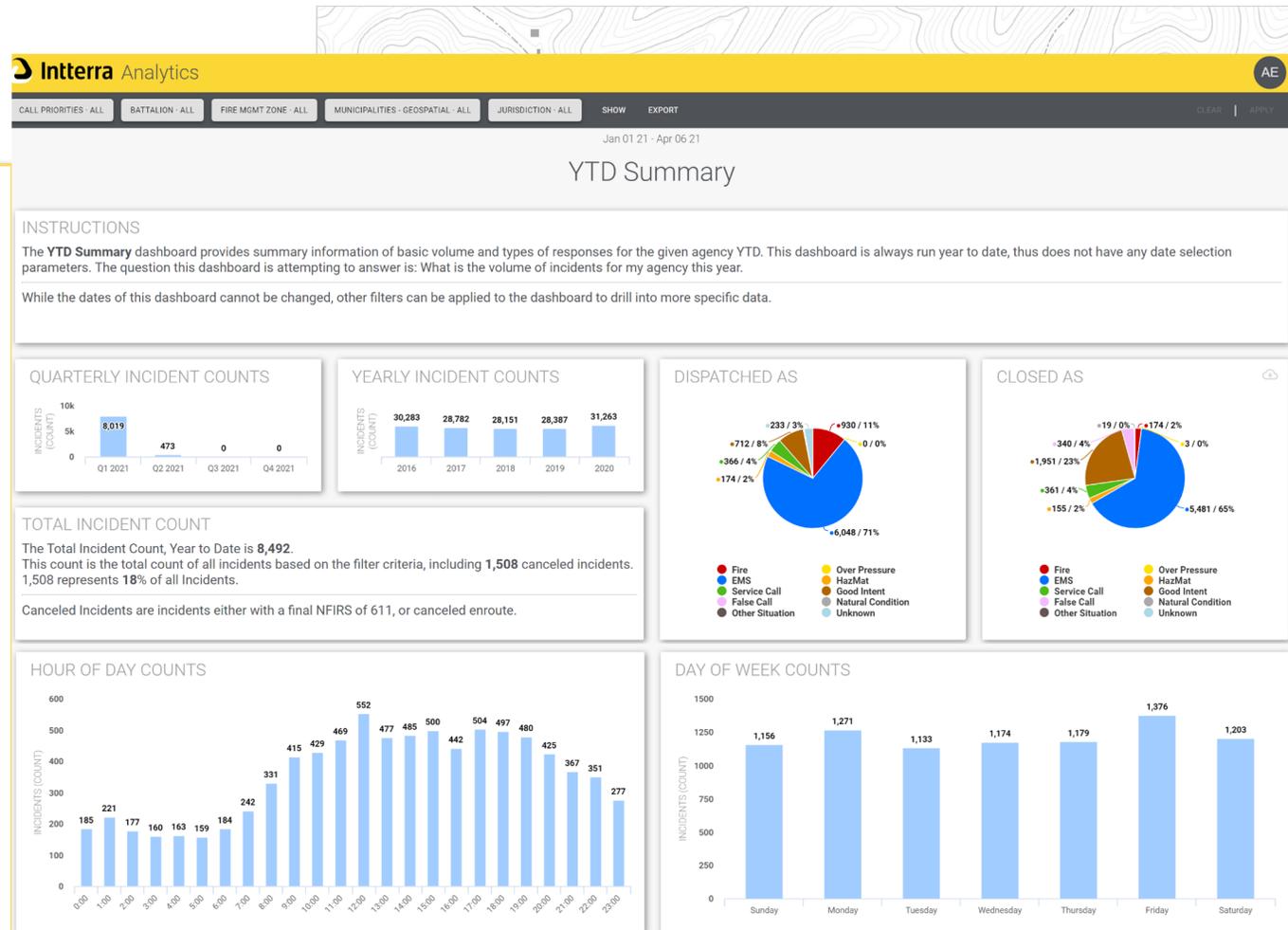
- Interactive Filters
- Counts of Dispatched Units
- Interactive filtering by Turnout Time and Travel Time
- Geo-Spatial display of Incidents
- View Incident details
- Search for Incidents by ID
- Download results
- View Incidents as points or heatmap
- Valid incident coordinates are required for performance tools to render correctly



STANDARD

YTD Summary

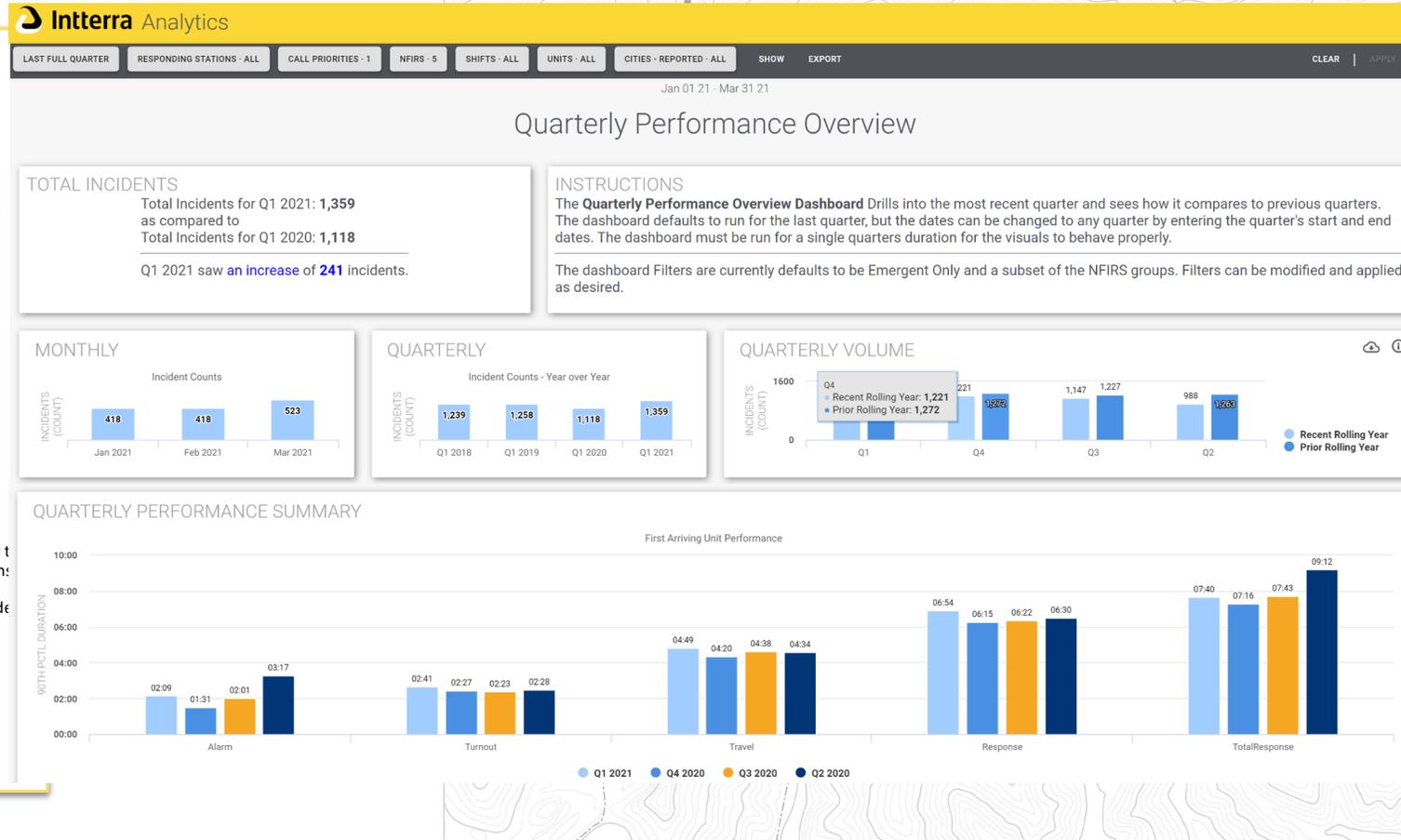
- Snapshot of Incident volume
- Breakdown by NFIRS Group
- Configurable filters based on agency data
 - This dashboard can ONLY be run Year to Date so there are no date filter options.
 - NFIRS Codes are required (or CAD codes can be mapped to NFIRS Groups)



STANDARD

Quarterly Performance Overview

- Compares Incident Volume for recent Quarter to previous Quarters and same Quarter in previous years
- Configurable filters based on agency data
 - This dashboard can ONLY be run Year to Date so there are no date filter options
 - NFIRS Codes are required (or CAD code can be mapped to NFIRS Groups)



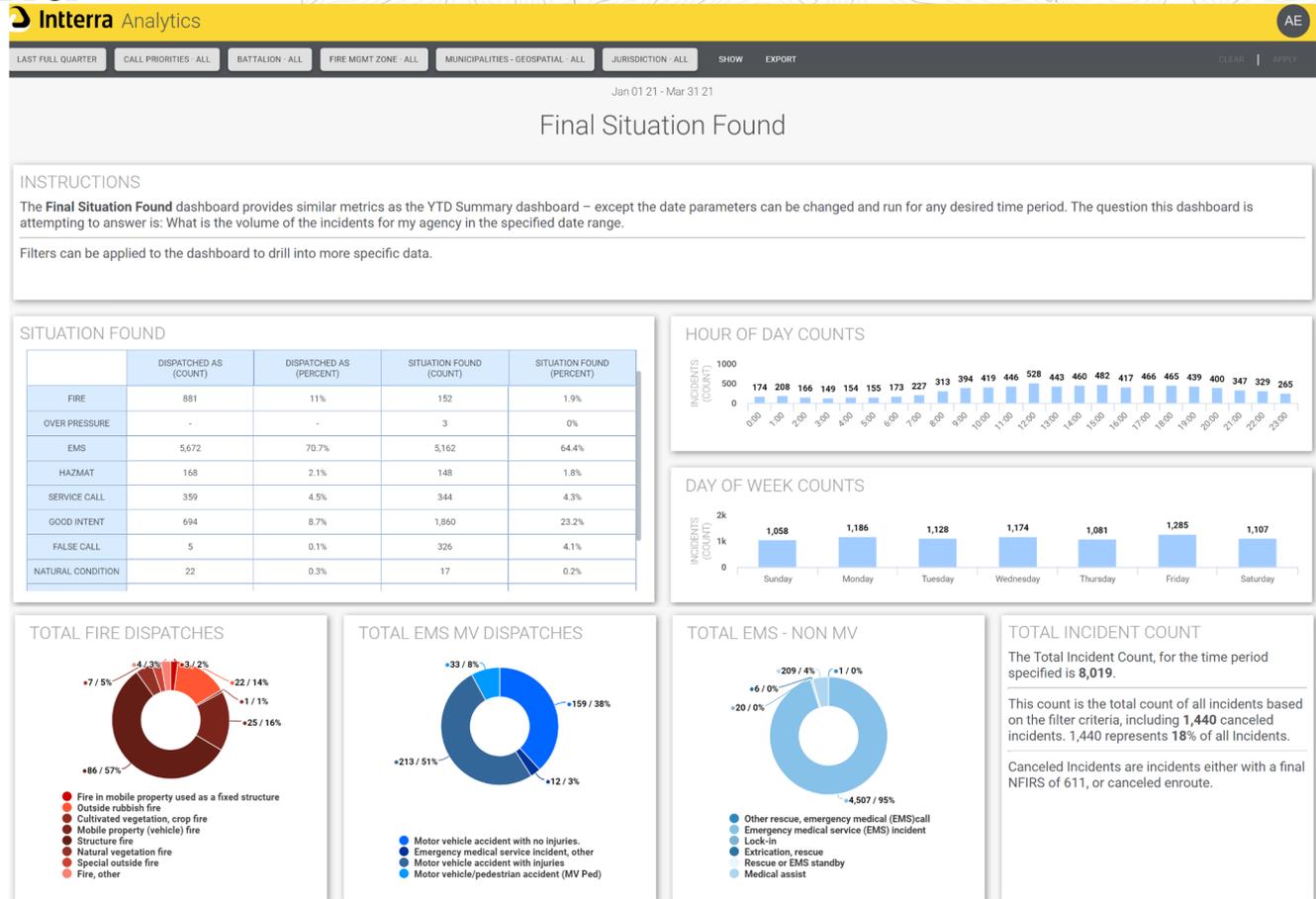
STANDARD

Final Situation Found

- Snapshot of Incident volume
- Breakdown by NFIRS Group
- Further breakdown of Fire and EMS calls
- Configurable filters based on agency data
- Date Parameters defined by user

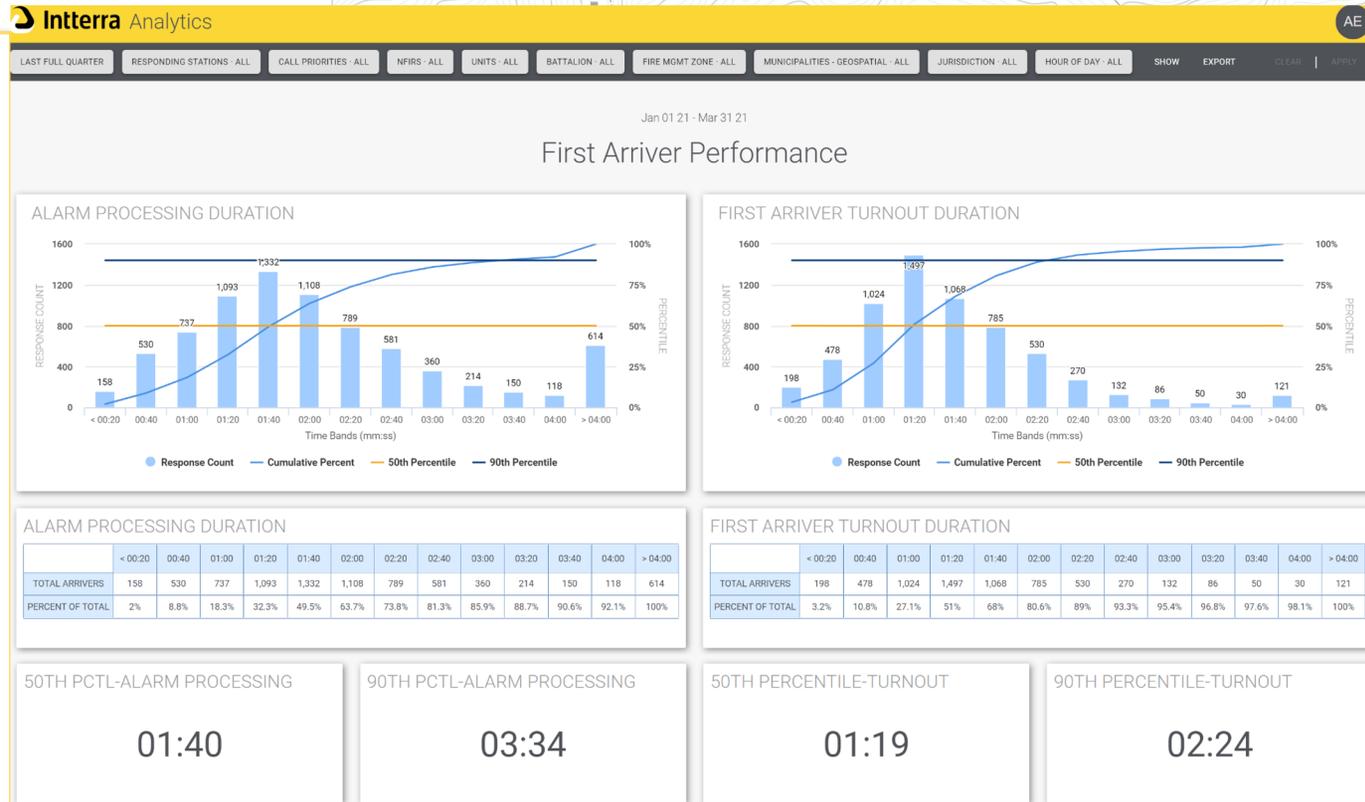
- NFIRS Codes are required (or CAD codes can be mapped to NFIRS Groups)

STANDARD



First Arriver Performance

- Calculates Alarm Processing duration for the incident
- Calculates Turnout, Travel and Total Response for the First Arriving Unit
- The dashboard can be modified to exclude response that are too long or too short (for example, exclude any response where the travel is 0, or > 30 minutes)
- Configurable filters based on agency data
 - The following timestamps are required to calculate the various durations: PSAP, Dispatched, Enroute, Arrived
 - Any alternative calculation of the first arriving unit (such as first effective unit) would need to be evaluated and scoped as a custom report

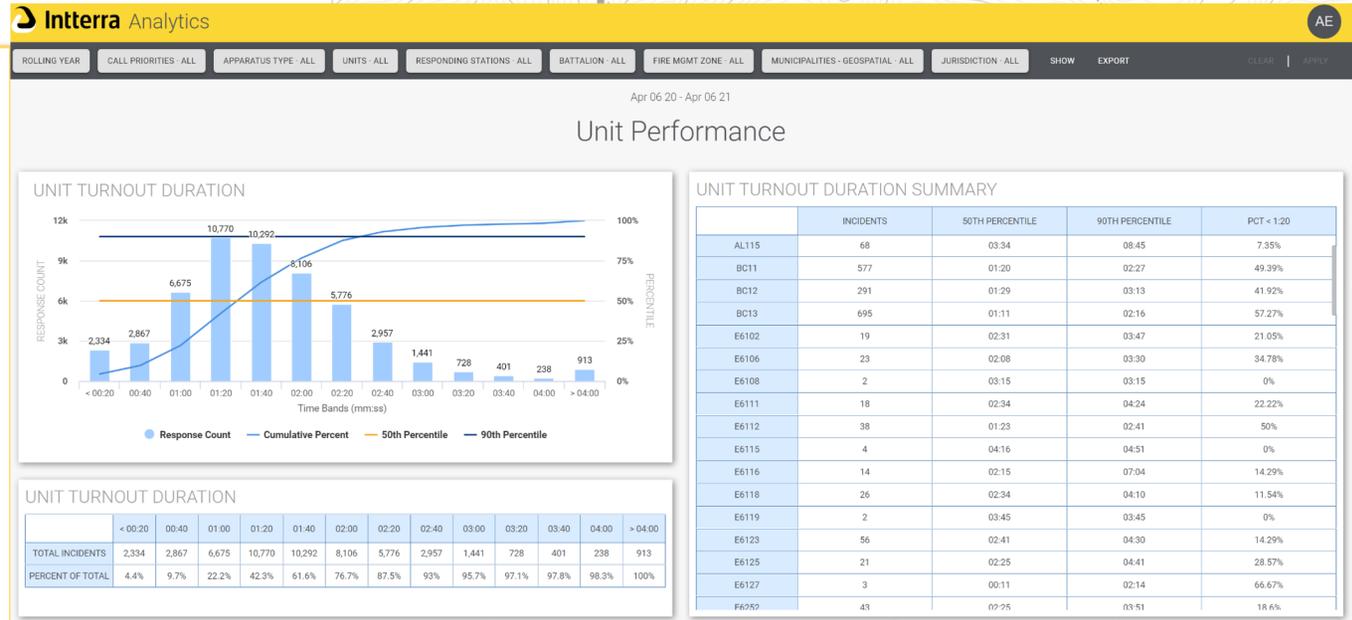


Data repeats for Travel and Total Response

STANDARD

Unit Performance

- Calculates Turnout and Travel for ALL units that were dispatched
- The dashboard can be modified to exclude response that are too long or too short (for example, exclude any response where the travel is 0, or > 30 minutes)
- The dashboard provides an extract of any units where the response time was "too long" as well as unit response missing key timestamps
 - The following timestamps are required to calculate the various durations: Dispatched, Enroute, Arrived
- Configurable filters based on agency data
 - The following timestamps are required to calculate the various durations: Dispatched, Enroute, Arrived

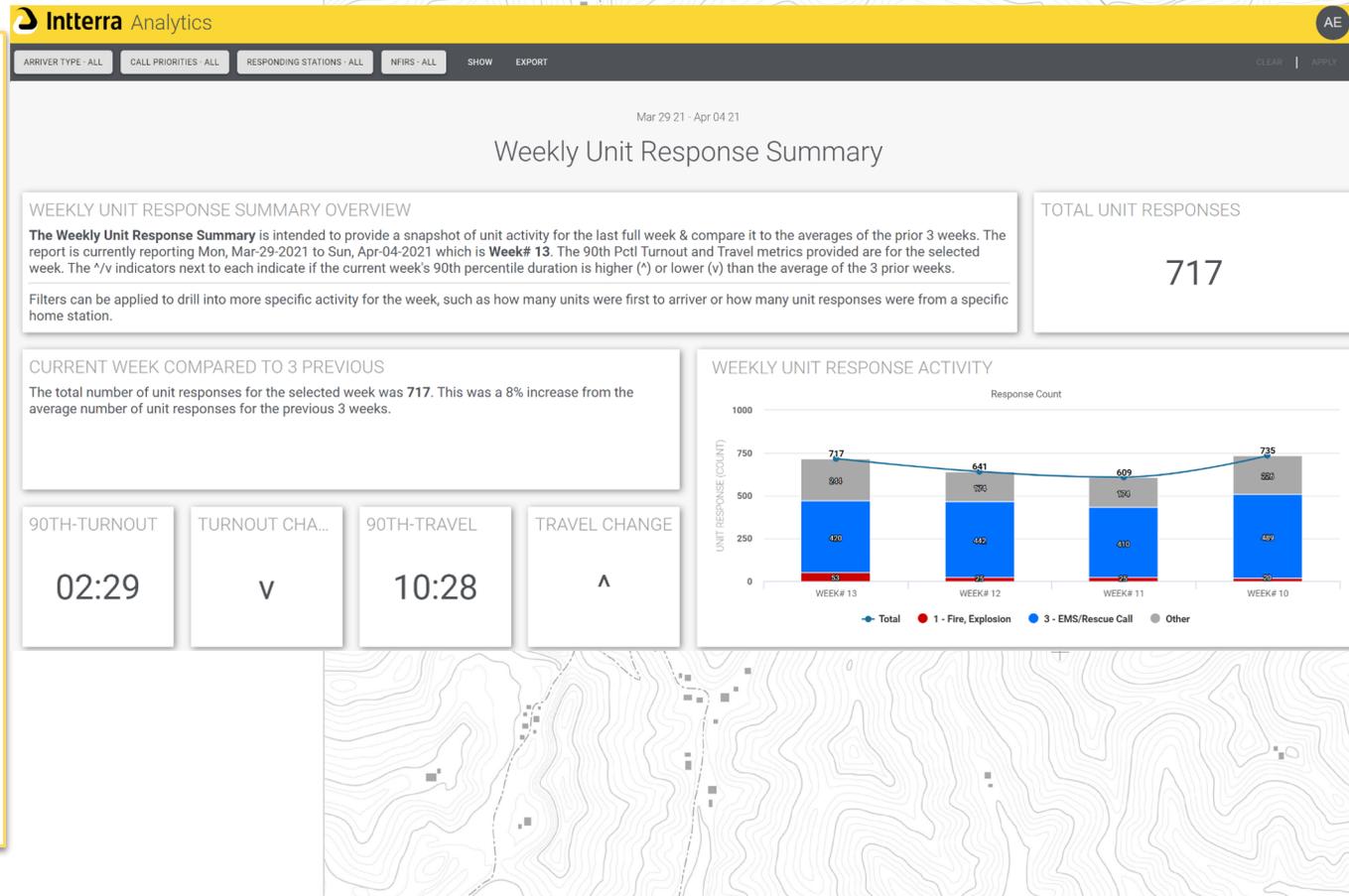


Data repeats for Travel and exceptional data exports

STANDARD

Weekly Unit Response Summary

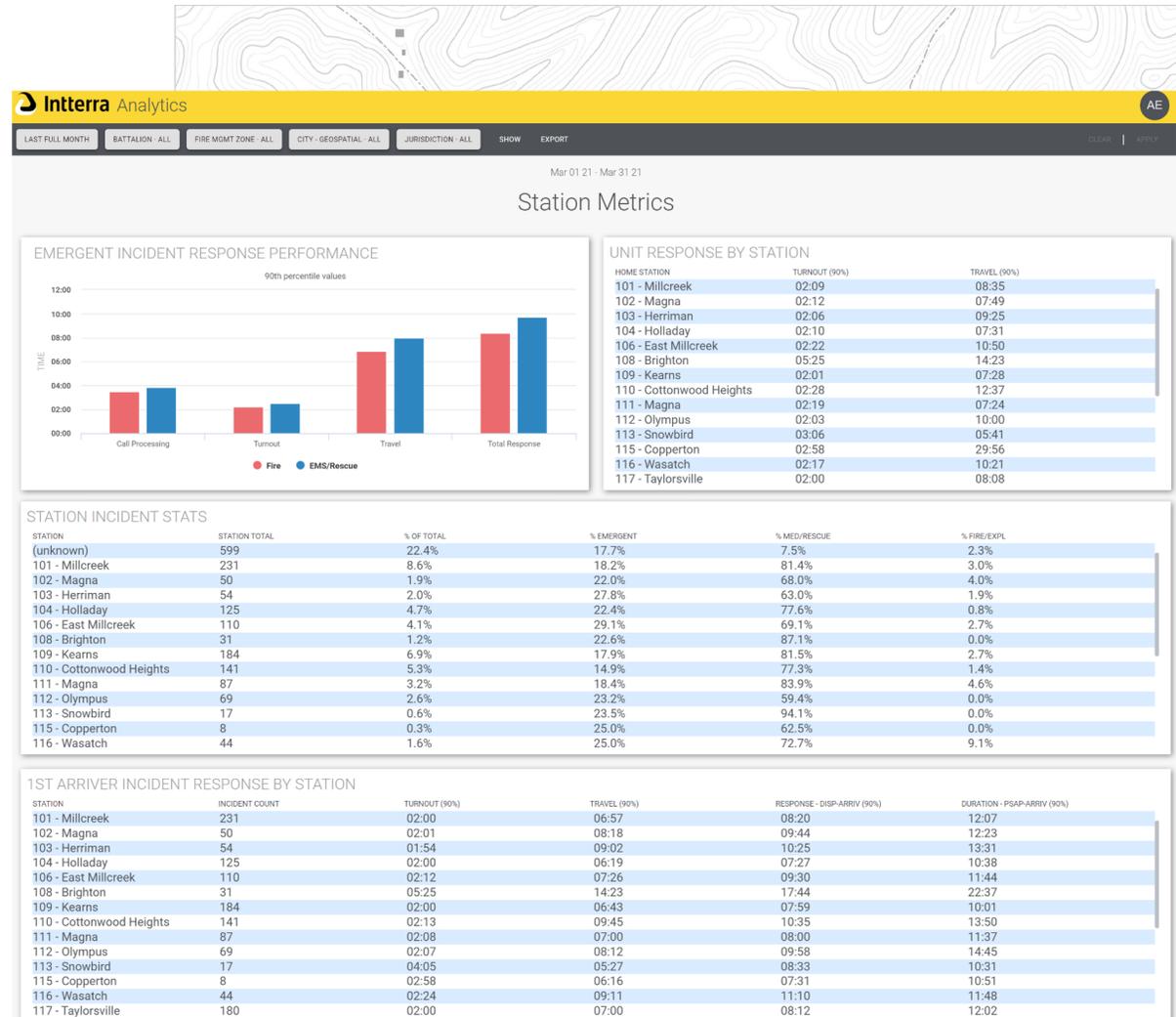
- A snapshot view of the unit activity for the last full week as compared to the prior 3 weeks
- The dashboard can be customized to exclude response that are too long or too short (for example, exclude any response where the travel is 0, or > 30 minutes)
- Customizable filters based on agency data
 - Units must have been dispatched to be evaluated
 - There are not date parameters - it always looks at the last full week



STANDARD

Station Metrics

- Summarizes activity by unit's home station
- Configurable filters based on agency data
 - Units must have been dispatched for the station to be evaluated
 - Lookup tables mapping Units and their Home Station must be completed and maintained for reporting accuracy



STANDARD

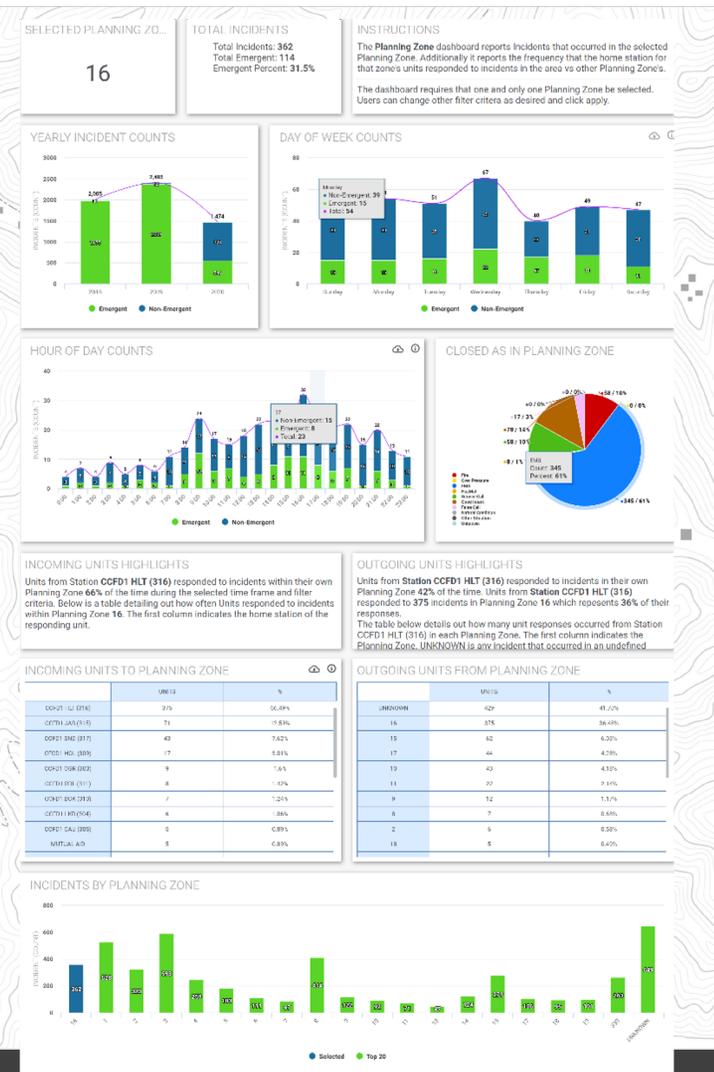
Advanced R&A

- Advanced Dashboard Reports are reports where the logic has been developed, but they must be modified/configured to meet the customers needs.
- The dashboards typically fall into 3 categories
 1. **Client specific layout/presentation** - The client can pick the specific visuals from their existing dashboards that they want organized into a single dashboard for their users to easily access (rather than hop from dashboard to dashboard). Intterra will work with the customer to pull visuals that will work together based on the filters desired (the filters must be able to be applied to all visuals within a dashboard).
 2. **Geo-Spatial Area Reports** - Based on the provided GIS layers, a report that provides the incident volume data for a single selected Polygon.
 3. **Modified Calculations** - dashboard that require customizations to make the calculations work for the agency
- Plan for Advanced R&A add-on work to occur after standard dashboards are delivered & validated by the client
- Includes light consultative engagement with Intterra R&A team and an outyear maintenance fee

GeoSpatial Area Based Report

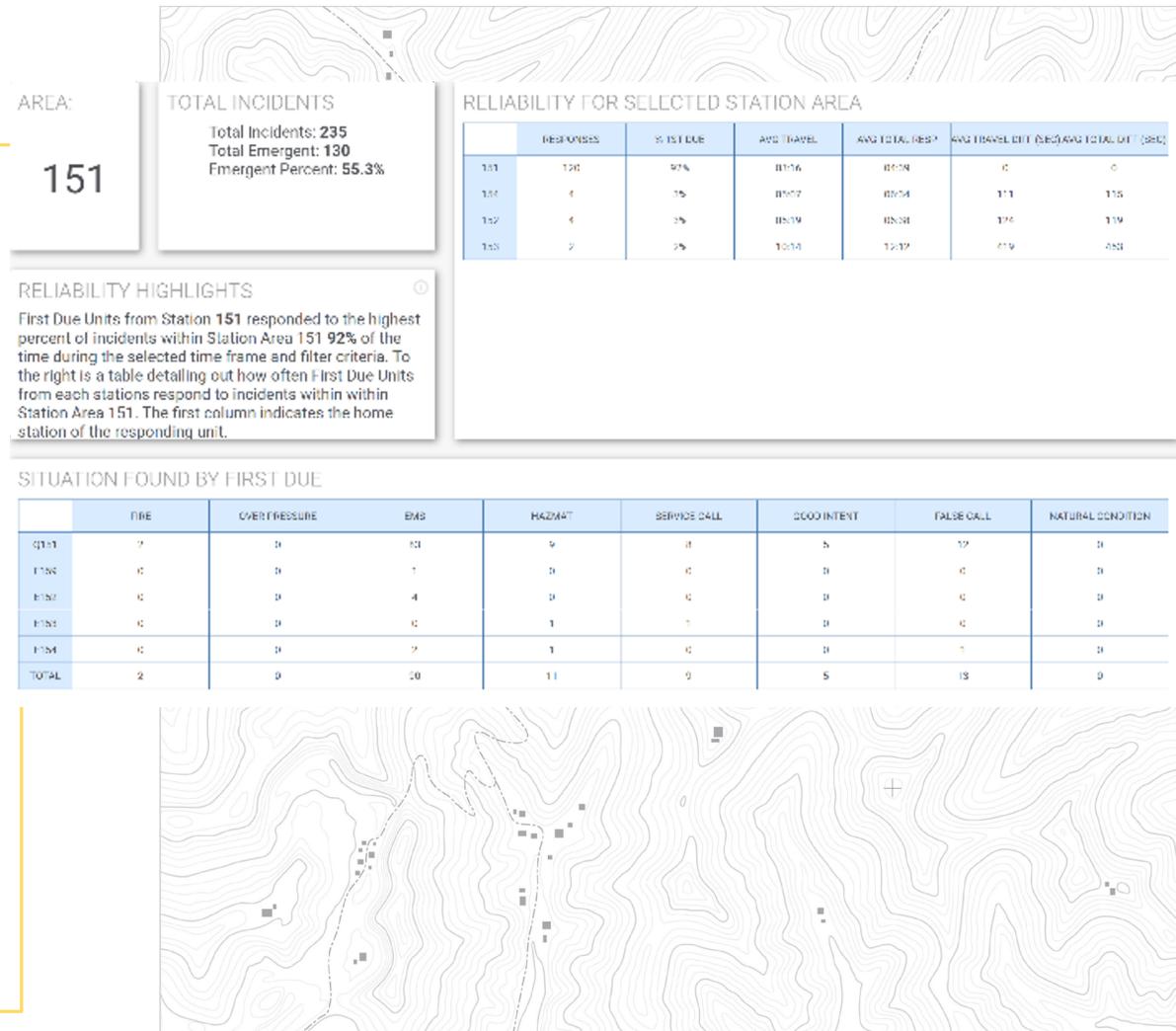
- Based on the provided GIS layers, a report that provides the incident volume data for a single selected Polygon.
- The report calculates volumes for the selected area and can units from what home station respond to incidents in that area as well as for the stations in that area, what polygons they responded to incidents in.
- Finally, the report compares the incident volume in the selected polygon to the volume of incidents in others.
- This report is typically used with FMZs, Station Area and Political Boundaries such as cities, municipalities or city council districts.

ADVANCED ADD-ON



Reliability Report (Geo)

- The Reliability Report requires a Station Area/FMZ Polygon that defines the boundary around each station for which that station is primarily responsible for responding.
- Calculates for the selected area, what is the frequency that the first arriving unit when a home station is within the response area, versus, when the first arriving unit is from other station areas
- Calculates the travel time for the first arriving units and compares the average travel time of units within the station area to those outside

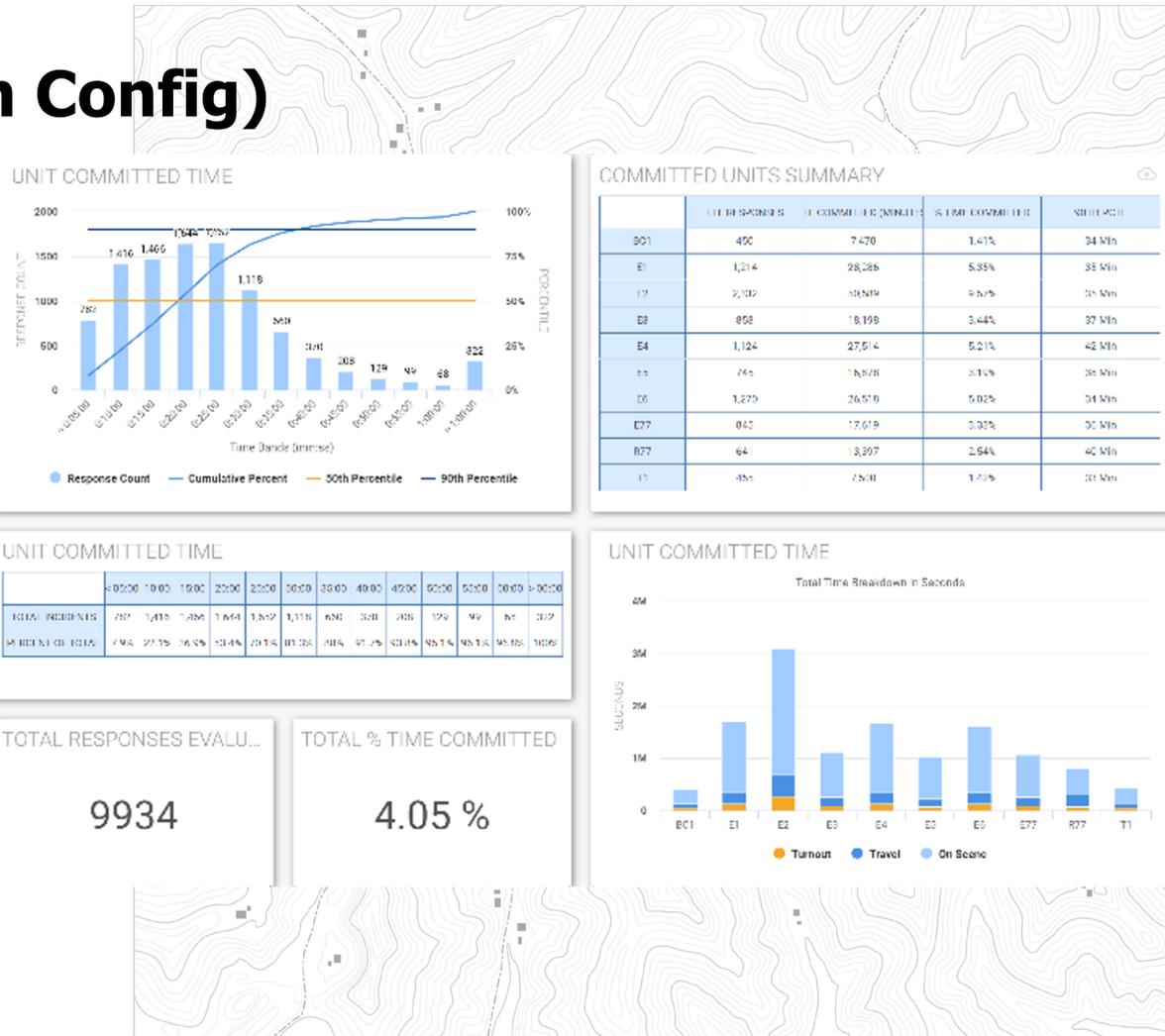


ADVANCED ADD-ON

Committed Units (Custom Config)

- The committed units report calculates the total amount of time a unit is committed to an incident (dispatch to clear) and compares that to the total amount of time for which the report is run
- The report is configured to default to a select set of primary resources but can be edited by the user at run time
- This report assumes all resources are available

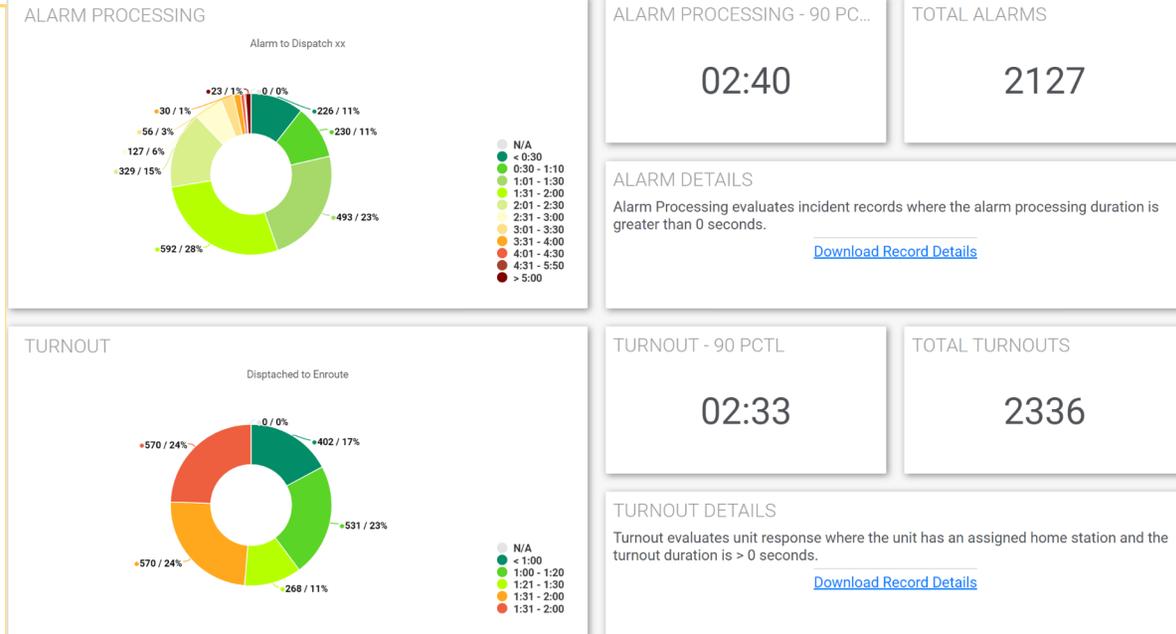
availability requirements
scoped as a custom report



ADVANCED ADD-ON

Donut Dashboard (Custom Config)

- The donut dashboard provides the donut KPIs available in the performance tools in one consolidated dashboard
- Donuts are calculated for alarm processing, turnout, travel and total
- The donut intervals can be modified to meet the customers' needs
- The following timestamps are required to calculate the various durations: PSAP, Dispatched, Enroute, Arrived

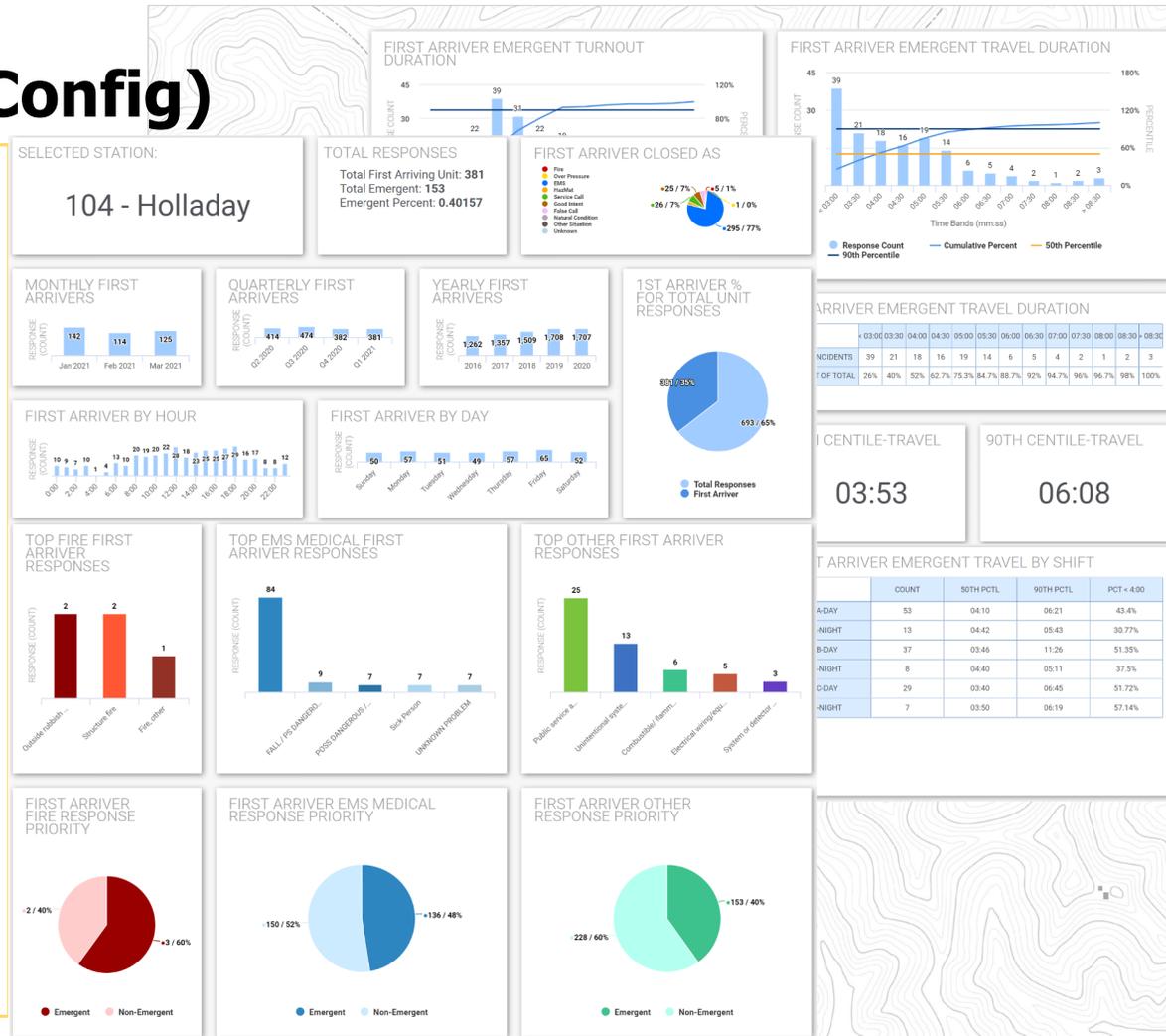


Data repeats for Travel and Total Response

ADVANCED ADD-ON

Station Report (Custom Config)

- The Station report provides metrics based on incident responses by units assigned to that home station.
- The report requires a home station be selected
- The report can be configured to only evaluate the first arriving units, or all units
- Provides volume, history and incident types for that station, as well as percent emergent and non emergent
- Calculates turnout and travel for the units (first arriving or all) that respond to incidents as emergent



ADVANCED ADD-ON

Ambulance Details & Wall Time (Custom Config)

- Report breaks down the committed time of ambulances detailing out the time spent in hospital transports and wall time
- In addition to the PSAP, Dispatched, Enroute and Arrived timestamps, the enroute to facility and arrived at facility must be reliably documented for this report to provide value

AMBULANCE BED DELAY



COMMITTED MEDIC AMBULANCE DETAILS

	TTL RESPONSES	TURNOUT 90 PCTL	TRAVEL 90 PCTL	ON SCENE 90TH PCTL	TRANSPORT 90TH PCTL	BED DELAY 90TH PCTL
MA10	19	02:32	13:43	0:37:41	1:04:36	0:33:27
MA14	5	02:50	17:05	0:18:50	0:40:28	0:09:15
MA22	18	09:23	17:25	0:31:07	0:16:44	0:54:23
MA25	17	09:23	12:50	0:28:09	0:32:19	0:50:49
MA26	13	03:41	26:43	0:22:06	1:43:53	2:02:41
MA332	29	03:04	07:35	0:24:46	0:21:00	0:54:57
MA302A	32	09:14	07:46	0:30:22	0:18:44	0:53:24
MA304	36	01:45	14:12	0:17:26	0:18:57	0:42:35
MA325	27	02:29	13:44	0:19:41	0:40:32	1:01:52
MA305A	24	02:54	11:55	0:20:31	0:23:29	1:05:44

AMBULANCE BED DELAY

	< 10:00	10:00	30:00	40:00	50:00	60:00	10:00	20:00	30:00	40:00	50:00	60:00	00:00	> 00:00
TOTAL INCIDENTS	3	20	36	38	18	19	12	1	4	3	3	0	3	
INCREMENT %	2%	13.2%	23.3%	25.2%	11.9%	6.6%	7.9%	0.7%	2.6%	2%	2%	0%	2%	
CUMULATIVE %	2%	15.2%	39.1%	64.2%	76.2%	82.8%	90.7%	91.4%	94%	96%	98%	98%	100%	

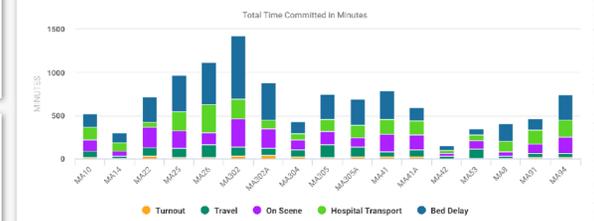
BED DELAY - 90 PCTL

0:54:23

TOTAL MA % TIME COMMITTED

8.1 %

AMBULANCE COMMITTED BREAKDOWN



ADVANCED ADD-ON

Custom R&A

- Custom Dashboards are new dashboards not yet created, or require full customization (more than custom configuration) to make them work for a client.
- The custom engagement will begin with consulting where Intterra will work with the customer to understand the need, and what can be achieved with the data and tools available
- Intterra will document the scope, effort & cost identified for the client's approval - if all parties agree, then the development of the dashboard will proceed
- Includes a separate annual maintenance fee