



ACADEMY ANALYTICS

Monitor your center's performance data in near-real time!

Would you like to be able to monitor your center's performance in near-real time, from anywhere? The Academy Analytics dashboard delivers your team's current ProQA* performance data directly to your phone, computer, center monitors, or any web-connected device. You define key areas to track and filter, and Academy Analytics delivers the data at a glance.

WHAT IS ACADEMY ANALYTICS?

Academy Analytics collects data from your center and turns it into meaningful information you can use to quickly assess and improve performance. The result of a collaboration between FirstWatch, Priority Dispatch, and the International Academies of Emergency Dispatch* (IAED), Academy Analytics provides near-real time web-based dashboards and analytics for ProQA users, while also enabling ground-breaking research by the IAED. Agencies using ProQA can easily add Academy Analytics to securely capture, translate, and transmit vital information about ProQA performance data. For more information, visit prioritydispatch.net/academyanalytics.

EXAMPLES OF TRACKABLE DATA:

- Number of cases handled by calltaker
- Average and 90th percentile time to dispatch
- Frequency of aborted and reconfigured calls
- Performance by protocol/chief complaint
- Average and 90th percentile time to hands-on-chest and other DLS links
- Final dispatch level by hour
- Top 10 chief complaint codes
- Top 10 final dispatch codes

With Academy Analytics we've been able to improve performance in our center by knowing where to focus in group training as well as individual coaching.



ABOUT FIRSTWATCH

For more than two decades FirstWatch has partnered with 9-1-1 and public safety agencies, using data analytics for operational awareness and quality improvement. Serving more than 400 communities in North America, FirstWatch has deep experience and expertise in public safety, as providers, telecommunicators and in the software business. For more information, visit www.firstwatch.net/aa.

ABOUT PRIORITY DISPATCH

Priority Dispatch supports emergency dispatch centers around the world with the technology, tools, and training required to meet the needs of all types of dispatch environments. As the exclusive licensee and distributor of the IAED's unified protocol systems, Priority Dispatch integrates these protocols with the technology of ProQA software. ProQA enables dispatch operators to respond confidently and accurately with science-based protocols, time-tested across hundreds of millions of calls around the world.

ABOUT THE IAED

The IAED is the world's foremost standard-setting and certification organization for emergency communications with over 64,000 members in 46 countries. More than 3,600 communication centers employ IAED's protocols for medical, fire, police, and nurse triage dispatching.

HOW WILL ACADEMY ANALYTICS BENEFIT MY CENTER?

- IMPROVED CENTER PERFORMANCE with:
 - Near real-time monitoring of my center's ProQA performance data
 - Instant identification of outlier cases for review
 - Quicker intervention when calls are being aborted or overridden
 - Multiple dashboard views for supervisors and center managers
- INCREASED CALLTAKER JOB SATISFACTION with:
 - More balanced workload with data-driven staffing decisions
 - Decreased employee stress
 - Focused coaching to improve individual employee performance

USE PERFORMANCE DATA TO IMPROVE YOUR CENTER TODAY!

Call your Priority Dispatch Regional Account Manager at **(801) 363-9127** or email info@prioritydispatch.net. Learn more at prioritydispatch.net/academyanalytics.