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EMERGENCY CALLS

This Tableau Accelerator allows you to:

- **Assess & Improve our efficiency in handling emergency calls**
- **Better serve citizens across areas**
- **Better allocate our resources to areas that need it most**
- **Adapt our staffing to activity peaks**

Answer key business questions

- What volume of calls for service do we have to manage?
- What are the most common types of incidents?
- Where do we operate the most?
- How effective are our stations in handling a call for service?

Monitor and improve KPIs

Incidents

- **Nb Incidents**: Total number of incidents over the period
- **Distance**: Average distance between the station selected to operate and an incident

Durations

- **Time to Dispatch**: Average time needed to dispatch a call to a station (time from First call to Dispatch, expressed in min)
- **Time to En Route**: Average time needed for a station to start a vehicle to the scene of an incident (time from Dispatch to En route, expressed in min)
- **Time to Arrival**: Average time needed for a vehicle to arrive to the scene of incident since the first call (time from First call to Arrival, expressed in min)
- **Time from En Route to Arrival**: Average time needed for a vehicle to arrive to the scene of incident since the call is finished (time from En Route to Arrival, expressed in min)
- **Time from Call to Arrival**: Average time needed for a vehicle to arrive to the scene of incident since the first call (time from First call to Arrival, expressed in min)

SLA Targets

- **Time to Dispatch Target**: According to SLA, max time to dispatch a call to a station (time from First call to Dispatch)
- **Time to En Route Target**: According to SLA, max time for a station to start a vehicle to the scene of an incident (time from Dispatch to En route, expressed in min)

Adherence to Dispatch SLA

- **Nb Incidents in Dispatch SLA**: Total number of incidents that were dispatch within Service Level Agreement: [Actual Dispatch Time] <= [Target Dispatch Time]
- **Incidents in Dispatch SLA %**: Share of incidents that were dispatch within Service Level Agreement: [Actual Dispatch Time] <= [Target Dispatch Time] (expressed in %)
- **Nb Incidents not in Dispatch SLA**: Total number of incidents that were dispatch outside Service Level Agreement: [Actual Dispatch Time] > [Target Dispatch Time]

Adherence to En Route SLA

- **Nb Incidents in En Route SLA**: Total number of incidents where "en route" took place within Service Level Agreement: [Actual En Route Time] <= [Target En Route Time]
- **Incidents in En Route SLA %**: Share of incidents where "en route" took place within Service Level Agreement: [Actual En Route Time] <= [Target En Route Time] (expressed in %)

Required attributes

- **Incident #** *(string)*: Incident unique identifier
- **Call Date Time** *(datetime)*: Date and time the incident was reported
- **Incident Type** *(string)*: Nature of the incident ("Fire Alarm","Explosion","Vehicle Fire"...)
- **Incident Description** *(string)*: Longer description of the incident ("Accidental activation fire alarm..."...)
- **Station** *(string)*: Station to which the emergency call was first dispatched
- **Country** *(string, role: country)*: Country where the incident occurred
- **State** *(string, role: province)*: Province/State where the incident occurred
- **Incident City** *(string, role: city)*: City where the incident occurred
- **Incident ZipCode** *(string, role: zip code)*: Zip code where the incident occurred
- **Incident Latitude** *(numeric, role: latitude)*: Latitude of the incident
- **Incident Longitude** *(numeric, role: longitude)*: Longitude of the incident
- **Station City** *(string, role: city)*: City in which the station in charge of the incident is located
- **Station Zip Code** *(string, role: zip code)*: Zip code in which the station in charge of the incident is located
- **Station Latitude** *(numeric, role: latitude)*: Latitude of the station in charge of the incident
- **Station Longitude** *(numeric, role: longitude)*: Longitude of the station in charge of the incident
- **Time to Dispatch** (in sec) *(numeric)*: Time needed to dispatch the call to a station (expressed in seconds)
- **Time to Dispatch Target** (in sec) *(numeric)*: Maximum time allowed to dispatch a call to a station (expressed in seconds)
- **Time to En Route** (in sec) *(numeric)*: Time needed for the station to start a vehicle towards the scene of the incident (from dispatch to en route - expressed in seconds)
- **Time to En Route Target** (in sec) *(numeric)*: Maximum time allowed for the station to start a vehicle towards the scene of the incident (expressed in seconds)
- **Time to Arrival** (in sec) *(numeric)*: Time required for the vehicle to arrive at the scene of the incident (from en route to arrival - expressed in seconds)
- **Distance** *(numeric)*: Distance from the station to the scene of the incident (expressed in miles or kilometers)