

USING THE POWER OF DATA ANALYTICS TO SAVE LIVES ACROSS THE COUNTRY

9-1-1 CALL TRACKING & REPORTING

Direct Technology built a Data Analytics Platform (DAP), the first of its kind, to help CalOES track and report on emergency calls across the state. The DAP now allows public safety access points (PSAPs) to run over 40 standard and custom reports on call data, response time, operator efficiency, and more, and is used in 40% of all PSAPs nationwide. That's over half a million calls every day!

DATA INTAKE & STANDARDIZATION

Our DAP can take call data from any data format and transform it into a universal format so that we can interpret and analyze everything in a standardized way, then send out standardized reports. The DAP connects to more than 15 different call handling systems to normalize the data, and provides a holistic view of the entire 9-1-1 call network.

MONITORING AND FORECASTING

The 9-1-1 DAP efficiently and accurately organizes, stores, and disseminates data for emergency calls around the nation, with zero downtime. Our analytics machine can forecast the number of callers during a given time period or event, and help PSAP directors properly staff the PSAP to handle the predicted call volume – and set and measure performance goals. This requires smooth integration with a custom API between call handling systems, HR systems, workstations, and more...a feature unique to our platform.

NEAR-REAL-TIME ANALYTICS & VISUALIZATION

The DAP provides analytics across the entire dataset, inclusive of PSAP calling metrics as well as caller locations, giving a full visualization of overall PSAP performance in addition to plotting caller location and movement. That means we're capable of identifying if major events cause outages (Ex: hurricane in Florida knocking out 9-1-1 wireless services) and visualize them on a dashboard/map.

