Staffing Forecast by ECaTS
Run your agency more efficiently

Staff better, perform better, make 911 better

ECaTS' Staffing Forecast report helps you calculate your PSAP's precise staffing requirements based on your own historical 911 call data. With Staffing Forecast, you can better predict resource needs based on NENA and NFPA standards—or adjust to unique service level goals. Using the industry-recognized Erlang-C model, you can plan for staffing within a PSAP or across a county or state jurisdiction.

Sophisticated analytics made simple

Staffing Forecast draws up from up to 12 months of available 911 call data to recommend the optimal number of agents needed to answer calls on any given day, at any given time. This tool combines time-series forecasting techniques with the Erlang-C formula for the most reliable and accurate results for your PSAP.

Customizable reporting with near-real-time insights

With Staffing Forecast, you can filter date and adjust forecasting benchmarks using:

- Day and/or Time
- Call Count
- Call Type
- Service Level
- Target Answer Time
- Average Call Duration

CPE-agnostic

ECaTS' solutions are compatible with all leading CPE platforms. Better yet, our tools can capture data from disparate CPE systems across your entire enterprise, and aggregate and consolidate the information for streamlined reporting and analysis.

Let's save more lives together.

Connect with us to customize a reporting and analyzing solution that meets your unique requirements.

Online: ecats911.com
Email: info@ecats911.com
Phone: 1-855-333-0826

Ask about our other reporting tools:

- Real-time PSAP monitoring
- Wireless Routing Analysis
- Text-to-911
- i3 Logger (ESInet)
- MIS

Information to Insight

ecats911.com

Ongoing Customer Service and Support

ECaTS' unlimited phone support, data request assistance and educational webinars are unique within the industry. Our customer team makes sure you're leveraging our tools to the fullest capabilities while ensuring you have the ad hoc and scheduled reports you need to understand every facet of your agency's operations.

With ECaTS, you can:

- Make smarter decisions with real insights
- Plan better budgets using the right data
- Justify funding with facts and statistics
- Identify and respond to incidents faster
- Staff your PSAP using trusted models
- Improve PSAP operations and performance
- Spot trends and solve problems faster

Why ECaTS?

- Flexible 911 reporting and analytics tool
- Intuitive and customizable
- Relentless customer service and support
- Extremely secure and highly-available web interface
- Trusted by more than 2000 agencies
- Seamless integration with leading providers
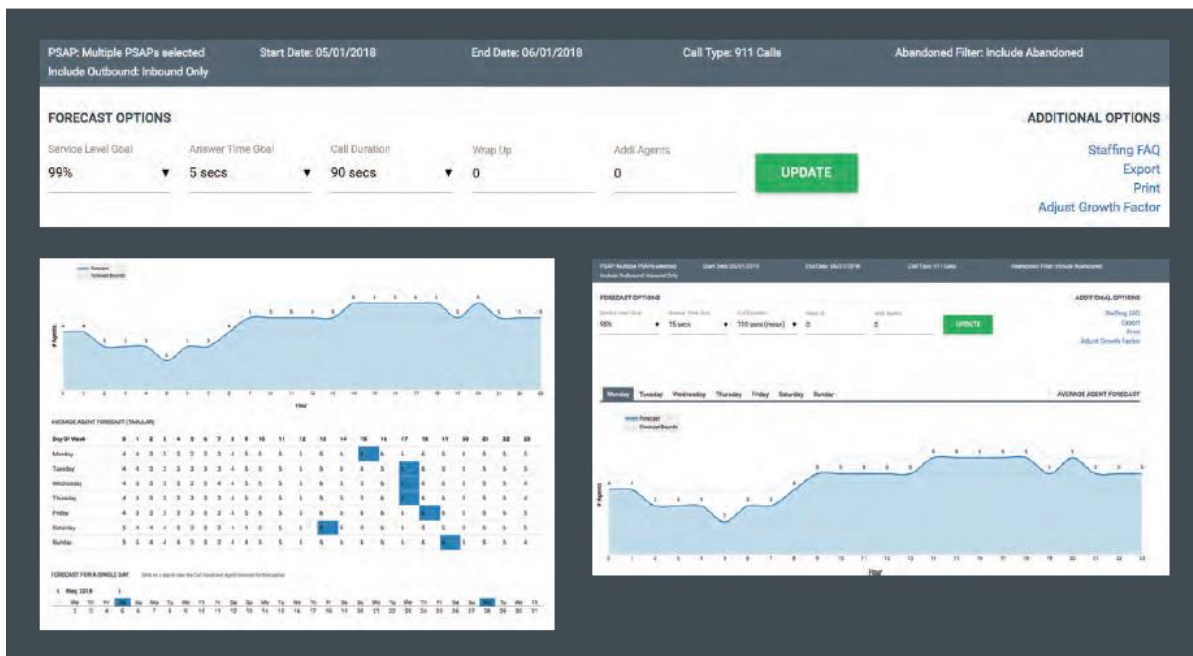
About ECaTS

We're as passionate about public safety and saving lives as you are. That's why the ECaTS team works hand-in-hand with our customers as we develop, manage and optimize every facet of our reporting and analytics solutions. Our business is 100% dedicated to emergency call tracking and reporting so that you make decisions that lead to improved emergency response and, ultimately, more saved lives.

For more information, please call 1-855-333-0826, email info@ecats911.com or visit ecats911.com

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