# Text-to-911 Reporting by ECaTS
## Measure and monitor text and SMS

## Track results and improve response

Just as with 911 voice calls, accepting text-to-911 messages at your agency requires careful monitoring of volumes, answer times, response times, and more. With ECaTS' Text-to-911 Reporting, you can gain insights into the effectiveness of your program. You can make decisions about how best to respond to emergency texts from your community.

## Analyze key text-to-911 stats

Text-to-911 Reporting helps you identify periods of high text volume and monitor response times by session and message. You can easily review text transcripts and investigate incidents of misuse of the 911 system. These tools can also provide insight into the adoption and use of text-to-911 within your community for educational purposes and community outreach.

## Simple and intuitive

Text-to-911 Reporting includes:

- Busiest Hours – Incoming Sessions
- Busiest Hours – Incoming Messages
- Speed of Answer
- Speed of Response
- Average Session Duration
- Average Messages per Session
- Number of SMS-to-TTY Sessions
- Messages per Hour per Carrier
- Text Transcript

## 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.

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**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

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**Ask about our other reporting tools:**

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

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**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 their fullest capabilities while ensuring you have the ad hoc 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
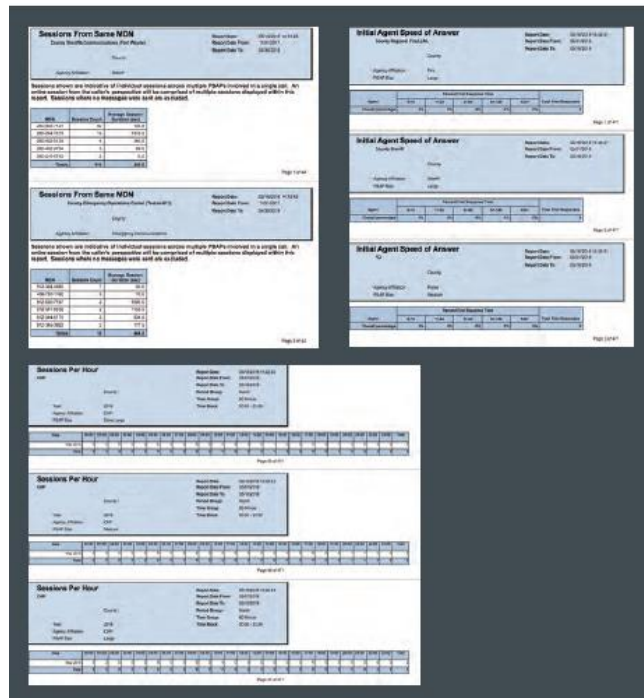
## About ECaTS

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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