



EMERGENCY CALL TRACKING SYSTEM

Description

California's Emergency Call Tracking System, known as ECaTS, is a centralized statewide enterprise 9-1-1 emergency call reporting system used by state, regional and local 9-1-1 stakeholders.

Background

The California 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch) recognized the need for standardized metrics in order to develop 9-1-1 reports consistent across local, regional and statewide levels. The CA 9-1-1 Branch worked with industry subject matter experts and stakeholders to determine the metrics necessary in order to provide valuable and meaningful reporting to California's 9-1-1 community.

ECaTS captures, stores, compresses, and encrypts the call data at the local Public Safety Answering Point (PSAP) before sending it to centralized servers. Users are then able to login to a secure, web-based management tool to access the system.

ECaTS provides statewide standardization of call measurements, comparative data metrics, and the ability to perform call data analysis.

Goal

To provide a statewide enterprise emergency call data collection system that allows all stakeholders to run valuable and meaningful reports.

Key Information

- California implemented one of the first statewide 9-1-1 emergency call reporting systems
- ECaTS collects call data from disparate systems and gives the ability to produce standard reports
- ECaTS allows for the monitoring of call volume, frequency and type, providing for geographical trends on the 9-1-1 network
- ECaTS provides comparative call data metrics across PSAPs of similar size and geographic proximity
- 9-1-1 County Coordinators can compile comparative analytics across all PSAPs within their counties
- PSAPs have the ability to share their data with other PSAP managers or county coordinators
- Users have the ability to track calls through the entire call lifecycle when calls are transferred from one PSAP to another
- Call volume reporting by circuit and time of day provides PSAPs the ability to perform circuit utilization and staffing analysis
- Call data can be tracked for investigative purposes such as harassing caller scenarios
- Network providers and call handling vendors use raw data for troubleshooting purposes
- ECaTS provides various reporting levels (standard, management, basic and advanced ad-hoc) to meet the specific needs of each user

Support and Contact Information

ECaTS provides direct support to all PSAPs to assist with reports, access and new account requests, training and tutorials, line profile modifications, and general questions.

For assistance, contact ECaTS Support at support@ecats911.com.