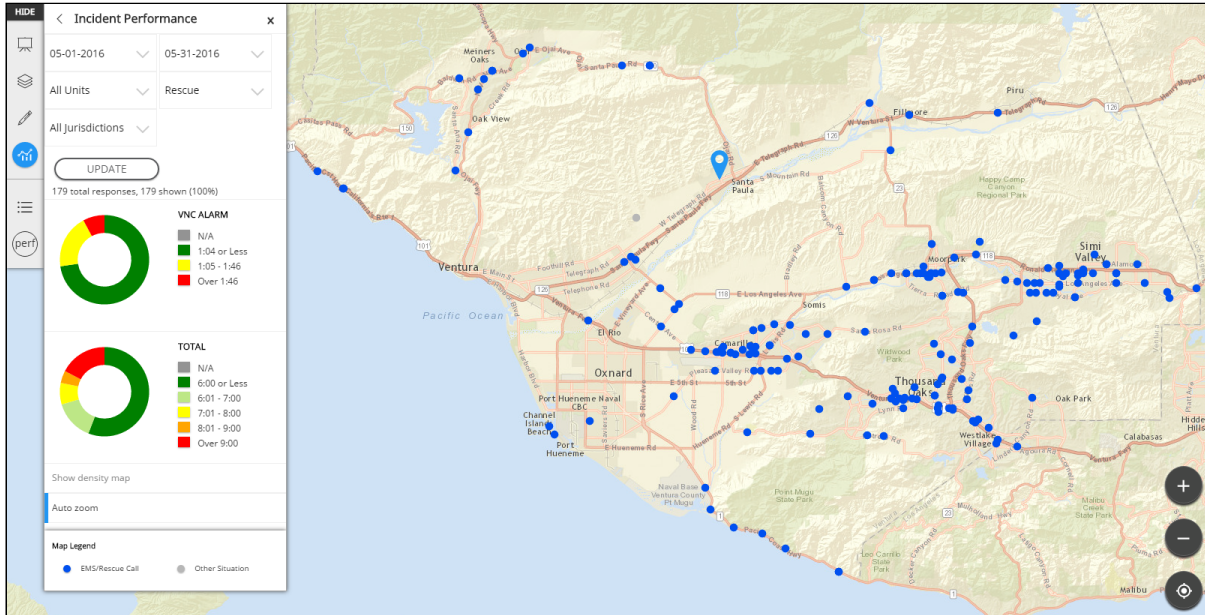


## INCIDENT PERFORMANCE

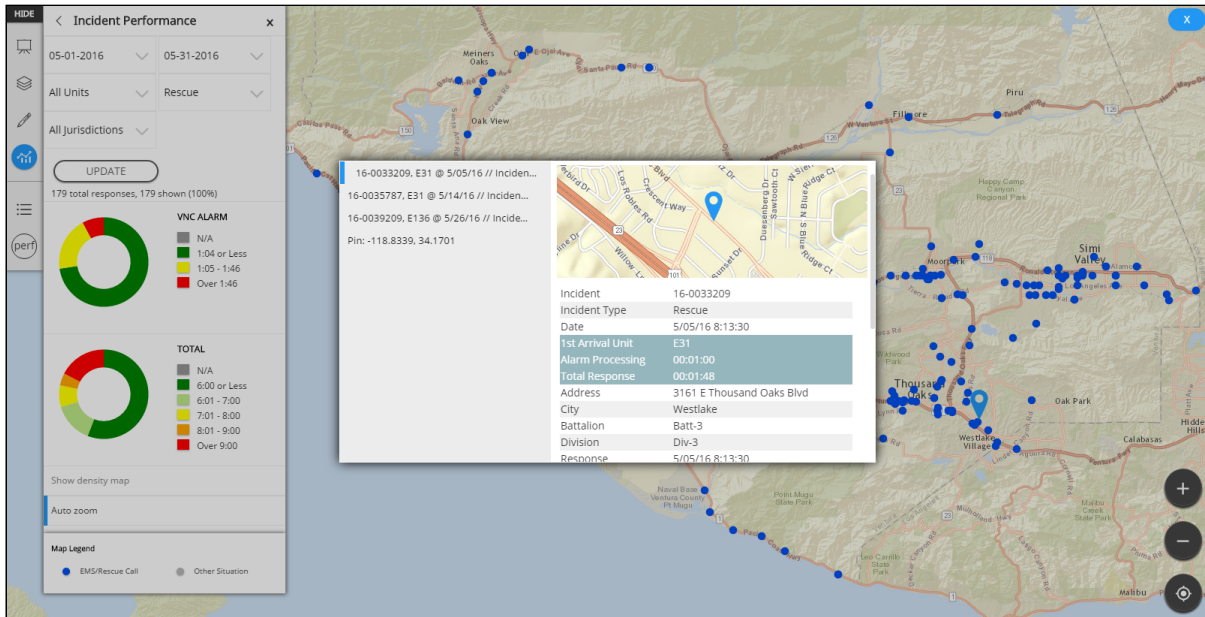
To use SituationAnalyst's Incident Performance reporting, complex CAD data must first be set up to be displayed in SA.

Once your organization has the CAD data worked out with Intterra, you can see the map context for:

- incident performance reported in charts, and

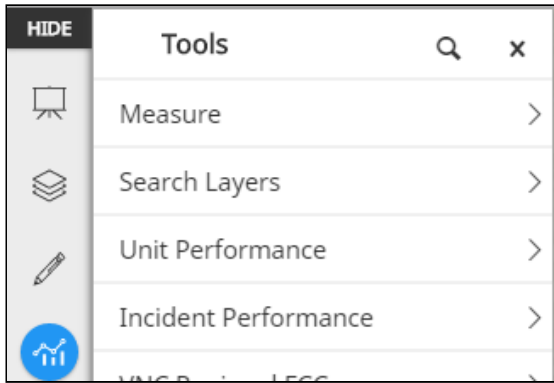


- the incident report in a window.

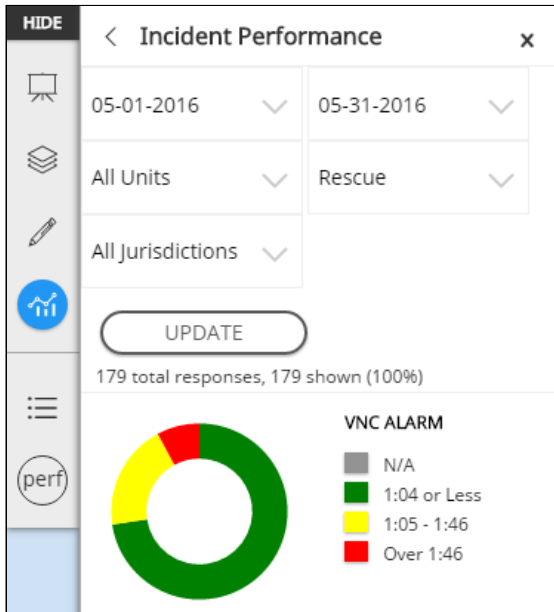


To see dynamic Incident Performance reports in SituationAnalyst:

- Go to the 'Performance' workspace. (Hint: Select the icon for the current workspace at the bottom of the gray bar menu to see if 'Performance' is available.)
- If Incident Performance is not already open, select 'TOOLS' from the gray menu and then 'Incident Performance'.



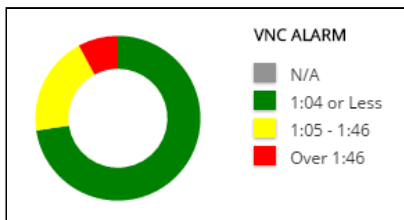
3. Adjust the parameters for date range, units, incidents, and jurisdictions as needed for your analysis.



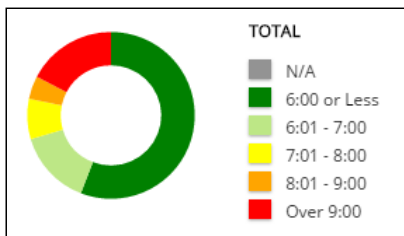
4. If you adjusted report parameters, select 'UPDATE' or 'APPLY NEW DATE' just below the parameter choices.  
Fair warning: CAD data may take a couple of minutes to process, particularly for longer date ranges.

5. The report produced is in the form of donut charts with selectable slices. Select each slice to see the incidents that are represented by the slice show up on the map.

- The 'ALARM' donut represents the timeframe between the receipt of the 911 call to the dispatch of the *first* responding unit.



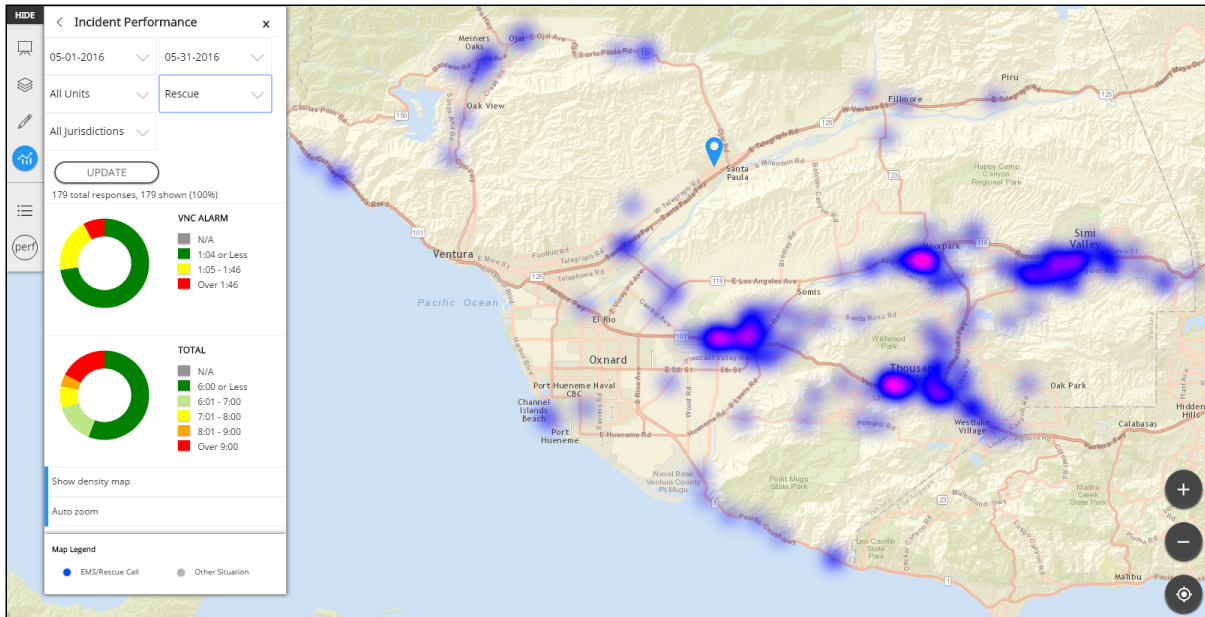
- The 'TOTAL' chart represents the timeframe between the receipt of the 911 call to the *first* responding unit's arrival on scene.



6. Scroll down to the end of the report panel (if necessary) for these additional options:

- Select 'Show density map' to get a picture of the data clusters occurring within the timeframe chosen.

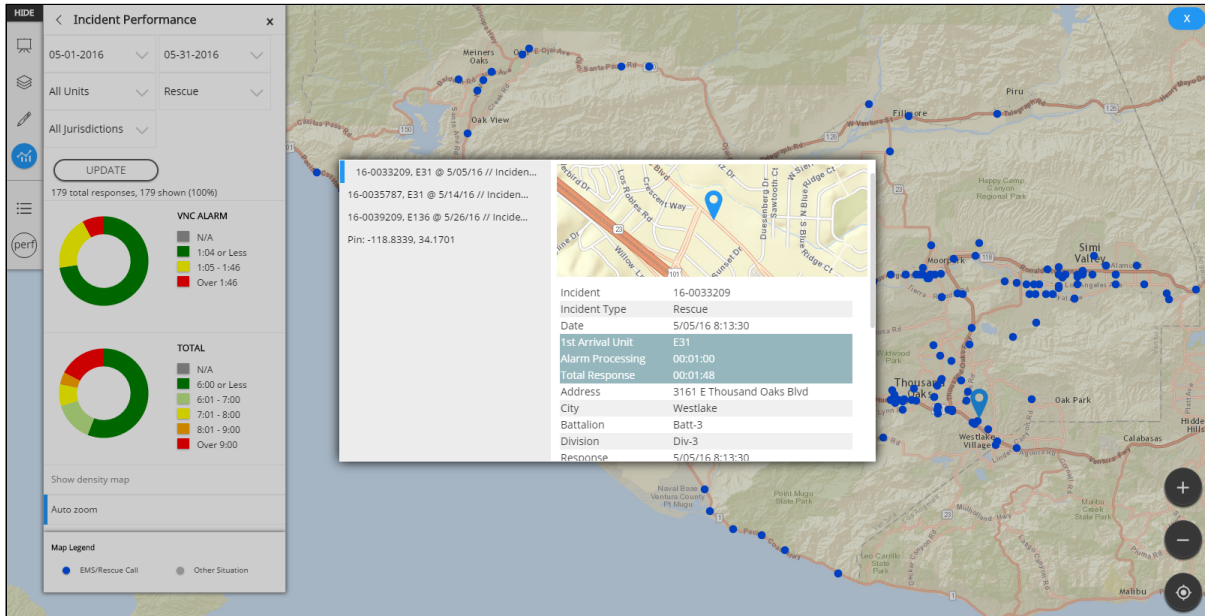
**Note:** This may be more useful if you adjust the 'All Incidents' pull-down menu to show all 'EMS' or all 'Structure' for a broader span of dates.



- 'Auto zoom' (if left in the default 'ON' mode) adjusts your view of the map to the results of your report query. Select 'Auto zoom' to turn it off and see the blue stripe disappear indicating that it is 'OFF'.

**To see incident-specific reports:**

1. Follow the steps listed above to apply the date range you want.
2. Select the location dot for the incident you need to read. See the detailed report in the report window.
3. In the window, scroll down past the top location-zoomed map to read the AVL times and the report that was filed, if any.



**Note:** If incident locations are close together, the report widow may offer more than one report listed in the left half of the window.