CFS Analytics™

Turning CFS Data into Operational and Strategic Intelligence

Benefits

RTI International's CFS Analytics™ tool improves your agency's ability to understand your day-to-day operations by

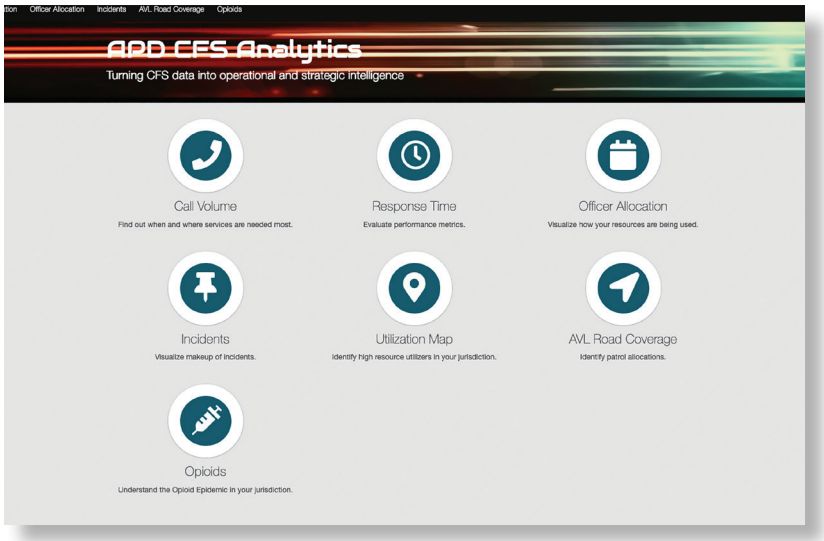
- **Managing Performance**—Compare response times and other performance metrics quickly across multiple units.
- **Identifying Time/Staffing Constraints**—Detect operational chokepoints where resources are outstripped by demand.
- **Justifying Budgets**—Demonstrate to external parties the demands on an agency's resources.
- **Allocating Resources**—Confirm that resources are being deployed to the right place at the right time.
- **Improving Awareness**—Increase institutional knowledge and prepare first responders with visualizations and data.
- **Comparing Citizen- and Responder-Initiated Work**—Identify how citizen demand for resources compares with where services are delivered.

As the public calls for increased transparency and accountability from public safety and emergency services, making sure your activities align with your community's needs has become a priority for agencies. To ensure that alignment, you must accurately—and efficiently—determine the demand for your resources and understand how they are being used.

Calls for service (CFS) drive the demand for your agency's resources. These data are the foundation for analyzing operational demands and strategic priorities. Despite understanding the essential value of CFS data, agencies often lack the resources, time, and tools to transform CFS data into ***operational and strategic intelligence***.

The Solution

As a research-based, nonprofit organization (and not a software company), **RTI International** is already recognized as a thought leader in policing research. The **CFS Analytics**™ tool—combined with RTI's strengths in data integration, modeling, and data visualization—processes that raw CFS data pulled from ***first responder databases*** and presents them in a user-friendly and intuitive interface.



Law enforcement, **fire**, and **emergency medical services (EMS)** agencies gain stronger insight into operational issues and can adjust resources proactively. This allows all levels within the chain of command to make informed decisions, ensure better response times, and improve services for citizens and businesses within their jurisdictions.

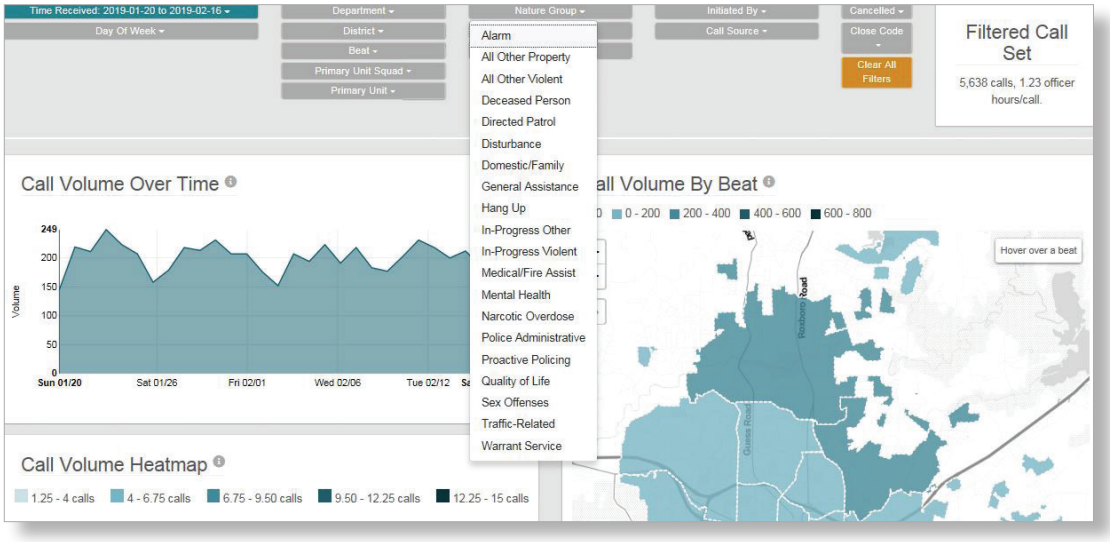
www.cfsanalytics.rti.org

"The Durham Police Department has benefited from our partnership with RTI International in many ways. The calls for service tool that was developed has allowed department leadership to quickly analyze our operations and allocate resources appropriately."

—Durham, NC, Chief of Police Cerelyn J. Davis

CFS Analytics™ distributes analytic capabilities throughout agencies.

- Leaders become better equipped to optimize resource allocations.
- Departments can automate routine analyses and visualizations, allowing crime analysts to focus on more complex issues.
- City managers can view their communities' public safety operations holistically and systematically.



How CFS Analytics™ Can Help with Decision Making

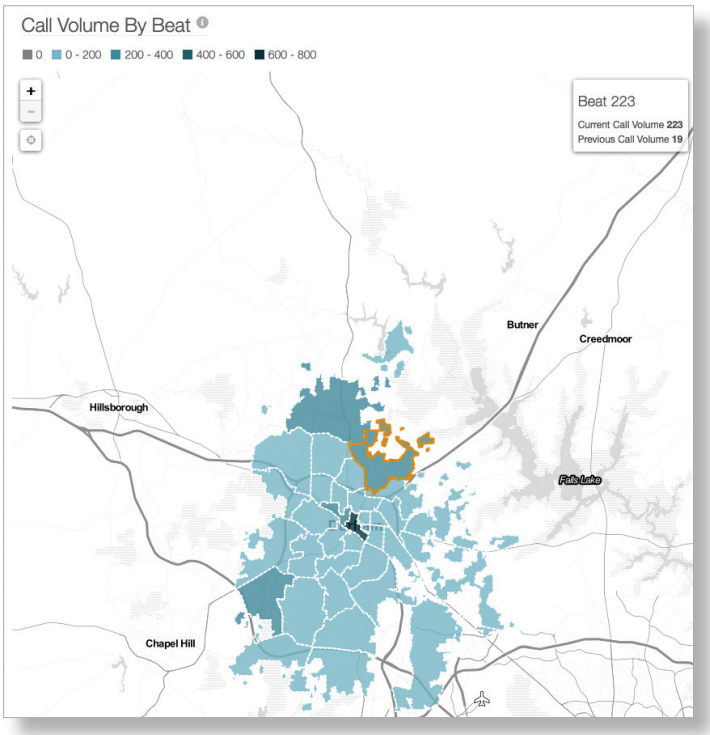
Understand the impact of responses by reviewing and analyzing data to challenge and inform long-term decisions, policies, and practices to make your agency more effective in improving public safety.

For Police/Law Enforcement

- Quickly analyze officer allocation and determine availability.
- Easily visualize call volume by beats.
- Noticeably strengthen costs and efficiencies.

For Fire/EMS

- Find out when/where response times are exceeding the department's targets.
- Identify the types of calls that receive a delayed response.
- Anticipate growth areas and understand the impact of moving or adding stations.



Special Feature

CFS Analytics™ can proactively analyze opioids data to help prevent overdose deaths, improve safety, and develop trust between agencies and communities.

RTI International is an independent, nonprofit research institute dedicated to improving the human condition. Clients rely on us to answer questions that demand an objective and multidisciplinary approach—one that integrates expertise across the social and laboratory sciences, engineering, and international development. We believe in the promise of science, and we are inspired every day to deliver on that promise for the good of people, communities, and businesses around the world. For more information, visit www.rti.org.

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Learn more or request a demo at cfsanalytics@rti.org.