

ESO Insights Global Dashboards for Fire Incidents – Release Notes (5/12/23)

The following Global Dashboards have been updated in Insights.

Dashboard Name: Fire Resources - Personnel and Units (call volume)			
Data Source: Fire Incidents			
Summary of Changes: The most substantive changes are in two widgets. First, the “Percentage of Calls by Personnel” widget the Dashboard-level filters had previously been disabled resulting in inaccurate data being displayed – this has been resolved in this release. On the “Breakdown of Calls by Personnel” widget, “N\A” values for Unit Personnel Last Name had been excluded – this filter has been removed. Elsewhere in the Dashboard there minor changes to labels and titles that are not data-impacting. Full details are listed below.			
Location	Old Setting	New Setting	Note
Dashboard Filter	Last 180 Days in [Alarm Date Time]	Last 30 Days in [Alarm Date Time]	The same column is being used for filtering. Shorter default timeframe is being used for better user context and Dashboard performance. It remains editable by users.
Widget Total Time on Scene	Widget title of Total Time on Scene	Widget title of Average Time on Scene	Widget functionality unchanged. Name updated to better reflect the underlying computation.
Widget Breakdown of Calls by Unit	Column Median of Unit Total On Scene Time	Column Percentage of Calls	New column reflects the proportion of all calls that the unit’s calls represents.
	Column Incident Count	Column Average Time at Scene	New column displays the average time on scene, shown in hh:mm:ss for that unit.
Widget Percentage of Calls by Personnel	Dashboard Filters toggled off.	Dashboard Filters toggled on.	With Dashboard Filters toggled on, this widget is now inheriting the Dashboard level filters. With the old setting, this Widget was displaying data that was confusing and inconsistent with other Widgets on the Dashboard*.
	Column name Answered Calls	Column name Percentage of Calls	Label changed to be more consistent with the widget’s calculation.
	Column Answered Calls function (<code>COUNT([Unit Personnel Last Name]) / COUNT([IncidentID])</code>)	Column Percentage of Calls function (<code>CONTRIBUTION(COUNT([IncidentID]))</code>)	Use of CONTRIBUTION function avoids inconsistencies in percentages due to multiple personnel per unit.
Widget Breakdown of Calls by Personnel	Widget filter to exclude N\A values for Unit Personnel Last Name	Widget filter removed	Excluding N\A last name values is unnecessary.

*As a reminder, Widget-level filters will override Dashboard-level filters if there is a conflict. [This Insights video contains additional useful details.](#)

Dashboard Name: Fire Index			
Data Source: Fire Incidents			
Summary: The most substantive changes are in two widgets: "Alarm Handling Time" and "Alarm Processing Time". Both of these widgets are now using the "Alarm Handling Time" column from the Basic Module for its calculations. Previously they had been using the "PSAP Alarm Handling Time". Elsewhere in the Dashboard there minor changes to labels and titles that are not data-impacting. Full details are listed below.			
Location	Old Setting	New Setting	Note
Widget Alarm Handling Time	Primary value label of 90th Percentile PSAP Alarm Handling Time	Primary value label of 90th Percentile Alarm Handling Time	Label changed to match new column being used (see below).
	Secondary value label of Avg PSAP Alarm Handling Time	Secondary value label of Average Handling Time	Label changed to match new column being used (see below).
	Primary value formula <code>PERCENTILE ([PSAP Alarm Handling Time], 0.9)</code>	Primary value formula <code>PERCENTILE ([Alarm Handling Time], 0.9)</code>	Formula is identical but is now using Alarm Handling Time
	Secondary value formula <code>AVG ([PSAP Alarm Handling Time])</code>	Secondary value formula <code>AVG ([Alarm Handling Time])</code>	Formula is identical but is now using Alarm Handling Time
Widget Alarm Processing Time	Widget title Dispatch Notified Time	Widget title Alarm Processing Time	Title changed to match new column being used (see below).
	Primary value label 90th Percentile Dispatch Time	Primary value label 90th Percentile Alarm Processing Time	Label changed to match new column being used (see below).
	Secondary value label Average Dispatch Time	Secondary value label Ave. Alarm Processing Time	Label changed to match new column being used (see below).
	Primary value formula <code>PERCENTILE ([Dispatch Notified Alarm Handling Time], 0.9)</code>	Primary value formula <code>PERCENTILE ([Alarm Processing Time], 0.9)</code>	Formula is identical but is now using Alarm Processing Time
	Secondary value formula <code>AVG ([Dispatch Notified Alarm Handling Time])</code>	Secondary value formula <code>AVG ([Alarm Processing Time])</code>	Formula is identical but is now using Alarm Processing Time
Widget Turnout Time	Primary value label 90th Percentile Unit Turnout Time	Primary value label 90th Percentile Turnout Time	Only the label has changed. No changes to formula or data elements.
	Secondary value label PSAP Unit Turnout Time	Secondary value label Turnout Time	Only the label has changed. No changes to formula or data elements.
Widget Travel Time	Widget title Unit Travel Time	Widget title Travel Time	Only the title has changed. No changes to formulas or data elements.
	Secondary value label Dispatch Travel Time	Secondary value label Unit Travel Time	Only the label has changed. No changes to formula or data elements.
Widget Response Time	Primary value label 90th Percentile Unit Total Response Time	Primary value label 90th Percentile Unit Response Time	Only the label has changed. No changes to formula or data elements.
	Secondary value label Avg Unit Response Time	Secondary value label Average Unit Response Time	Only the label has changed. No changes to formula or data elements.