Unified Agency Readiness Platform

Technology to Train, Prepare, and Retain Your Telecommunicators— *Because Readiness Saves Lives*

VectorSolutions™ | FRONTLINE PUBLIC SAFETY

Unified Agency Readiness Platform

As emergency communication centers (ECCs) face continued ongoing staffing challenges and an ever-changing technology and crisis landscape—Telecommunicator readiness becomes even more crucial. That means the need for cost-effective, comprehensive software that operationalizes Telecommunicator readiness is equally crucial.

Vector's unified agency readiness platform equips comm centers with technology tools that optimize team preparedness, mitigate risk, strengthen organizational culture, and improve safety outcomes—while reducing administrative burdens.

Purpose-built for ECCs and PSAPs, the Frontline platform connects your people and compliance operations under one login to train, prepare, and retain your Telecommunicators. ECC supervisors are equipped with modern technology that helps ensure operational readiness where it matters most—your Telecommunicators—*because readiness saves lives.*

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Training Management

Simplify and Centralize All Training Management in One Place

Frontline's Training Tracker modernizes how your ECC handles all aspects of training. Centralize all your training in one place and under one login—whether online training or in-person training. Leverage the system's visual dashboards, automated reminders, and tools to easily assign and track all your training and ensure everyone stays compliant.

Streamline Administrative Tasks
Easily assign, track, and manage all training within a single system.

Centralize All Training Records
Keep all training-related documentation and records in one secure, digital repository.

Reduce Liability with Legally Defensible Training Records
Show proof of Telecommunicator competency and easily respond to audits and public records requests.

Track Training Requests and Expenses
Allow your personnel to request a training course with automated supervisor workflow for approval. Assign and filter training expenses by employee, course, or location to optimize your training spend.

TRAINING TRACKER

Employee Dashboards Offer Transparency
Telecommunicators have more insight into their training status with a dashboard that shows their respective training records, including completed and pending courses, certifications, and upcoming deadlines.

Onboarding Management (Daily Observation Reports)

Modernize, Streamline, and Simplify Telecommunicator DORs

Frontline's DOR Tracker simplifies how ECCs manage training progress, accountability, and documentation by digitizing and customizing Daily Observation Reports. Empower your Supervisors with intuitive dashboards, customizable forms, and automated processes to ensure high-quality training and efficient oversight.

Pre-Loaded and Custom DORs
Start with the APCO standard DOR or create your own to match your agency's unique training needs. Customize questions, categories, event types, checklists, workflows, and more.

DOR TRACKER

At-a-Glance Dashboards and Easy Reporting
Access out-of-the-box reports and visual dashboards that quickly provide the information needed to identify training needs and process improvements. Create your own ad-hoc reports by selecting the data fields you want to see.

Supervisor Dashboards Streamline Reviews and Approvals
Supervisors can view all DORs that are completed or require an action in a single dashboard. Eliminate bottlenecks by automating workflows and reminders.
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Comparison Report Improves Evaluator Consistency and Fairness
Your Telecommunicators will appreciate the DOR Tracker Comparison Report that provides Directors with a comparison of evaluator ratings to help improve scoring consistency and fairness.

Automated Signature and Approval Workflow
Save time and improve processes with electronic signatures and automated reviews and approval routing. Date stamps and audit logs provide a record of who reviewed what and whenfor better transparency and accountability.

Policy Management

Save Significant Administrative Time While Also Reducing Agency Risk

Frontline Policy Tracker provides a simple, secure way to manage, distribute, and track all agency policies and memos—ensuring every employee is up to date, accountable, and compliant with your agencies' policies.

POLICY TRACKER

Easier Policy Management

Simple policy creation/ revision/archive with detailed tracking and audit logs removes time-consuming manual processes and ensures accountability and legal defensibility.

Detailed Reporting

Gain insights through comprehensive reporting, including how long a person viewed a policy before signing–helping to ensure each policy is read in its entirety.

Test Comprehension

Leverage the AI quiz question generator to simplify the testing and comprehension processes to ensure your officers understand and comply with all agency policies.

Citizen Engagement

Empower Citizens and Partner Agencies to Provide Helpful Input

Frontline's Community Policing Connect helps comm centers enhance their communication with partnering agencies and citizens within their jurisdiction. This mobile-friendly, customizable portal provides a secure access point for citizens and the agencies that your comm center partners with to submit feedback and concerns—24/7 from any connected device.

Document At-Risk Residents

Leverage a shared portal with the agencies that your comm center dispatches for to collect important citizen information, like at-risk residents. Enable your citizens with an easy way to document loved ones who live with a mental condition so that your Telecommunicators can notify first responders and prevent mistaken confrontations.

COMMUNITY POLICING CONNECT
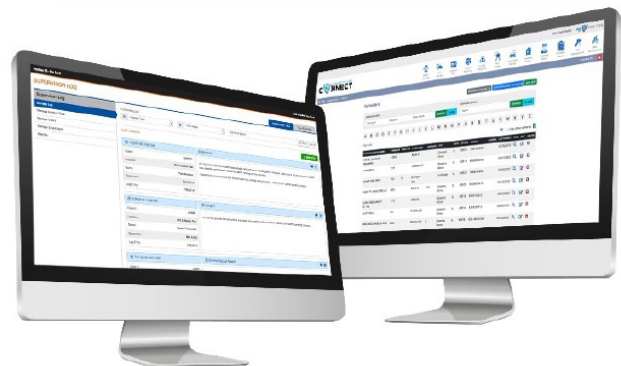
Better Information = Better Support

Whether an at-risk resident's condition is autism, dementia, Alzheimer's, or another mental illness, a public portal provides citizens with a simple way to document emergency contact information, photos, caretaker and medical providers, and more so that first responders are able to provide appropriate support.

Collect Partner Agency Feedback

The fast-paced rhythm of emergency response doesn't always allow time for feedback. Yet, feedback can be one of the most important aspects of performance and encouragement. Make it easy for the first responders that your agency works with to provide feedback on Telecommunicator performance so that Supervisors are better equipped to delivery coaching when needed, as well as kudos and recognition.

Shift Scheduling

Simplify Scheduling and Empower Your Telecommunicators with a Mobile App

Save valuable administrative time by managing complex staffing needs with flexible scheduling tools and intelligent automation. Agency-defined limits and buffers ensure compliance with overtime and ECC policy mandates. Telecommunicators love the native mobile app that allows them to manage their schedules from their mobile device.

Fill Open Shifts Quickly
With rules-based automation, comm centers can expedite callbacks and fill open shifts quickly and effectively. Mass calls, texts, or push notifications can be sent to a particular shift or the entire staff in seconds.

Intuitive Drag-and-Drop Functionality
Modify schedules on the fly and from anywhere with an easy-to-use, customizable dashboard.

24/7 Access Via Native Mobile App
Telecommunicators can review scheduling information, request time off, and respond to callbacks all via mobile app. Admins can notify personnel with just a few clicks via text, call, email, or in-app.

Meet Minimum Staffing Levels
Meet real-time minimum staffing demands with hour-by-hour tracking and flexible recurring patterns.

Simplify Shift Bidding
Intelligent shift bidding capabilities transform how agencies manage shift bids at scale. Automate bidding processes, allow Telecommunicators to select shifts based on predefined rules while maintaining control and real-time oversight.

VECTOR SCHEDULING
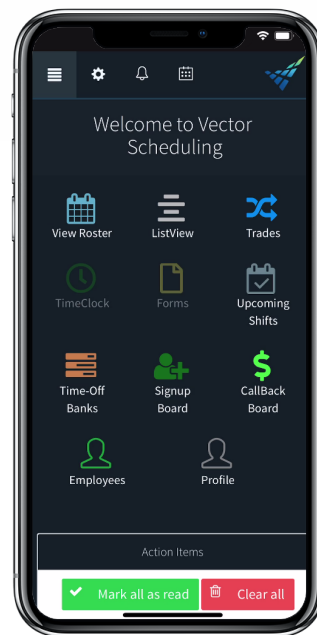
Time and Attendance Reports
Generate exportable reports aligned with your payroll system to ensure pay accuracy and gain insights into staffing trends, overtime data, accrued time off, and to justify new position requests.

Equipment and Inventory Inspections

Modernize Equipment and Inventory Management

Reduce risk, improve accountability, and streamline equipment maintenance to save time and ensure Telecommunicators have operational equipment.

Eliminate Paper Forms
Digitally document equipment inspections via mobile app or browser. Streamline routine inspections of backup power supplies.

Easily Monitor Maintenance and Repairs
Get real-time status updates regarding work orders and repairs with a built-in maintenance ticketing system.

Improve Equipment-Related Communication
Communicate equipment, inventory, and asset changes across shifts. View real-time status updates regarding work orders, inspections, and equipment assigned to each person or station.

Increase Accountability and Track Spending Trends
Ensure inspections are completed by every Telecommunicator and use filterable dashboards to view equipment trends and spending over time.
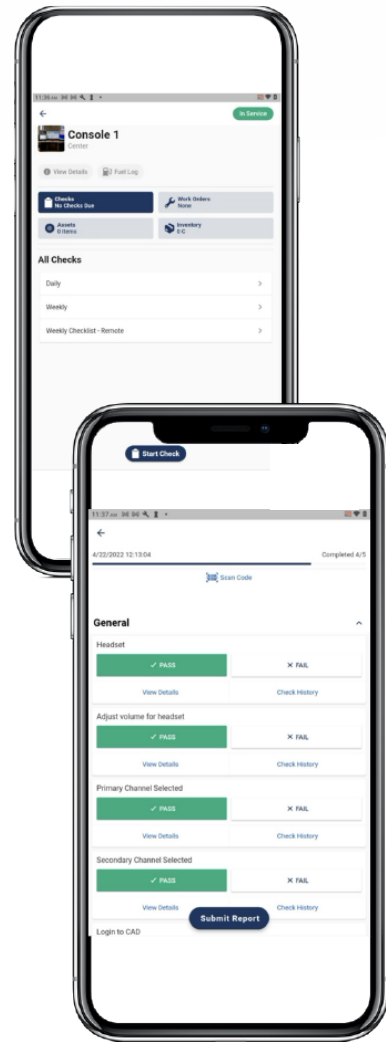
Set Up Regular Inspections
Schedule inspections at the required intervals and set up automatic reminders and alerts to ensure they are completed on time

VECTOR CHECK IT

Early Intervention and Conduct Management

Enhance Accountability and Empower Early Intervention

Frontline's Pro Standards Tracker empowers agencies to monitor the health of the department, track personnel trends, navigate potential risks through early intervention, and ensure an actionable path towards accountability and excellence. Modernize how your agency manages critical professional standards processes, including complaints, compliments and employee wellness.

PRO STANDARDS TRACKER

Simple and Effective Early Intervention System
Identify employee trends and personnel who may benefit from health and wellness resources. Set specific criteria, point allocations, and thresholds to trigger alerts, with a dedicated dashboard to visualize personnel conduct and related details. Add details that provide additional context to inform your ECC's supportive actions.

Learn more at **Frontlinepss.com**

Conduct and Wellness and Related Impacts

Track events as they happen, whether out-of-the-ordinary behavior, significant or triggering Telecommunicator calls, and other incidents that are associated with conduct and wellness. Leverage the side-by-side dashboard graphs to compare conduct and wellness events to identify potential causal links.

Compliments, Complaints, Awards—and an Online Citizen Portal

Document all supervisor, peer-to-peer, and citizen compliments, complaints, and employee awards to help identify positive performance or potential issues. Easily include in performance reviews to provide tangible context for ratings. Track corrective actions, resolutions, and share via employee dashboards for transparency and improved self-awareness. A dedicated, customized online portal makes it easy to collect citizen feedback and improve community engagement.

Quality Assurance Management

Modernize, Centralize, and Streamline Your QA/QI Processes

Frontline's QA Tracker modernizes and simplifies your Emergency Communication Center's Quality Assurance (QA) and Quality Improvement (QI) operations. The system enables Supervisors to efficiently evaluate, document, and report on Telecommunicator performance—helping ECCs maintain industry standards and drive continual performance improvement.

Centralized QA/QI Solution
Centralize your call-taking, dispatching, and radio traffic QA evaluations in one centralized system—across all call disciplines. Let QA Tracker select randomized calls from CAD and prepopulate fields with Frontline's API integration option.

QA TRACKER

Pre-Loaded Forms for APCO/NENA Standards
QA Tracker comes preloaded with six ready-to-use forms that are compliant with APCO/NENA ANS 1.107.1.2015 Standard.

Comprehensive Customization
With fully customizable forms, fields, scoring, workflows, signature routing, and alerts, QA Tracker can meet your ECC's unique needs.

Powerful Reporting and Better Data
Access better data to help identify trends and coaching opportunities. QA Tracker provides detailed dashboards and customizable reports that help Supervisors spend less time on QA reporting and more time on QI training.

Calibration Tool Improves Evaluator Consistency and Fairness
Your Telecommunicators will appreciate the QA Tracker Calibration feature that equips Directors with a tool to compare evaluator ratings to help improve scoring consistency and fairness.

Learn more at **Frontlinepss.com**

Performance Evaluations

Empowers Public Safety Agencies with Data-Driven Performance Management From All Aspects

Frontline's Performance Tracker revolutionizes how emergency communication centers manage, track, and analyze employee performance evaluations. This innovative solution modernizes manual processes, provides instant access to critical data from other performance-related sources, and ensures high-quality, consistent evaluations across your entire team. Move beyond traditional HR software and elevate your workforce effectiveness with centralized and unparalleled insight into every aspect of employee performance.

PERFORMANCE TRACKER
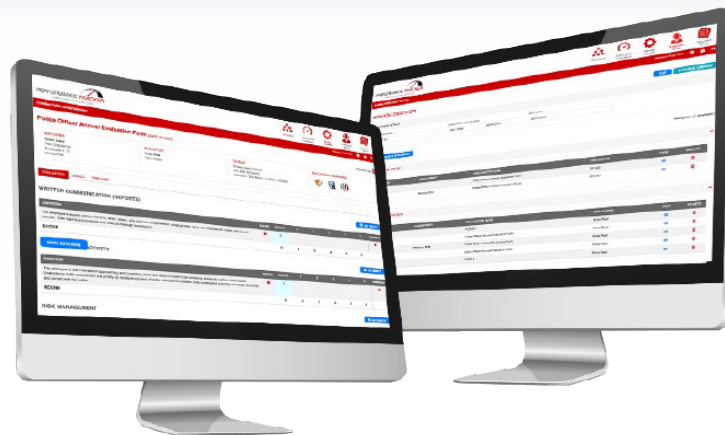
Performance Management That Works for Your Agency (vs. Generic HR)
Capture the data that means the most to your emergency communication center and employee performance metrics. Easily create performance campaigns that align with your preferred frequency of evaluation cycles. Administrators can quickly bulk assign employees to evaluators and reuse the performance campaign in the next cycle for easy "rinse-and-repeat" time savings. Easily transfer data to your county or city HR program as needed.

More Wholistic, Data-Driven Performance Evaluations for Public Safety
Public safety agencies track a variety of performance-related information, including significant events that personnel have been involved in professionally or personally (i.e. incidents involving children, suicide, domestic violence, etc.), conduct-related events (i.e. tardies, days of missed work, etc.), citizen feedback, awards, advanced trainings, and more. Frontline Performance Tracker links directly to other Frontline solutions to make it easy to quickly gather additional performance-related information. Evaluators can also easily access employee historical information and include data deemed helpful (documented in the Activity log section) to validate ratings, provide a more comprehensive evaluation.

Customizable Forms, Ratings, and SEGs
Create as many customizable evaluation forms as needed for different roles, specialties, or ranks within your agency. Use rating labels (e.g., "Needs improvement," "Meets standard," "Exceeds standard," "NA"), point-based ratings (e.g., "1-10" or any numerical scale), narrative-based input, or a combination of these. Leverage the Standard Evaluation Guidelines (SEGs) tool to include definitions for more evaluator consistency and require commentary to help explain a low and/or high score.

Notes

CONTACT US TODAY

To learn more about about how Vector Solutions can support operational readiness at your communication center.

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