



# Streamline Daily Observation Reporting With DOR Tracker

DOR Tracker Modernizes and Simplifies Emergency Communication DORs



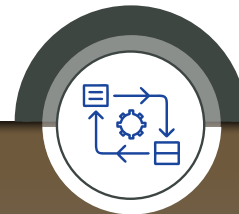
Frontline's DOR Tracker simplifies how Emergency Communication Centers manage training progress, accountability, and documentation by digitizing and customizing Daily Observation Reports. Empower your Supervisors with intuitive dashboards, customizable forms, and automated processes to ensure high-quality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



Modernize manual DOR processes like handwritten forms, spreadsheets, and email communications which are inefficient and prone to error. **Streamline all your DORs with Frontline DOR Tracker.**



DOR Tracker provides the tools that Supervisors need and Telecommunicators want to ensure real-time feedback, clear training status tracking, consistency in scoring, and **better overall transparency.**



Short-staffed ECCs struggle to find time to perform consistent DOR evaluations. But DOR Tracker streamlines processes to **save significant time and make DOR processes efficient, consistent, and scalable, even for the shortest-staffed ECCs.**



### **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.

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### **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. Filter any report by trainee, date, shift, evaluator, or training phase.

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### **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. Add internal-only comments for leadership review and confidentiality until the DOR is ready for trainee review.

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### **Flexible Scoring Options and Evaluation**

Use ECC-defined point scales, require commentary for low (or high) ratings, include N.O. (Not Observed) and N.R.T. (Not Responding to Training) selections, add summaries, and report on any data stored in the software.

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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.

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### **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 when for better transparency and accountability.

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### **Easier Access to Information—with One Login**

Frontline has nine cloud-based solutions under one login; leverage DOR Tracker, QA Tracker, Policy Tracker, Training Tracker, and more without having to log into separate programs. The consistent user interface helps your team become proficient with the application faster, to expedite your return on investment.