

RTA Overview

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An **RTA (Regulated Time to Act)** is an alert that determines the amount of time a dispatcher has to react to and modify the status of a dispatch when it's reached a certain status (e.g. New, Unassigned, Assigned, On Route, On Scene, Cleared), priority, and/or location.

For example, if you created an RTA that requires a dispatcher change the status from New to Assigned within ten minutes for high priority dispatches, once a high priority dispatch has been created, the dispatcher will see a green timer on the **Dispatches** panel that will count down from 0:10:00.

Search

New to Unassigned
Allow 1 Minutes
High

New to Unassigned
Allow 2 Minutes

New to Assigned
Allow 10 Minutes

New to On Route
Allow 5 Minutes
High

New to On Route
Allow 1 Hours 10 Minutes
Medium, High, Low

Assigned to On Route
Allow 4 Minutes
Medium, High, Low

Active

New Unassigned Assigned On Route On Scene Cleared

Time Allowed (Less than 24h)

0 : 10 : 0
Hours Minutes Seconds

By Location

By Priority

The RTA settings.

RTA Colors

RTAs appear in the following colors:

- A **green** RTA timer indicates there is time left to take the appropriate action and displays the amount of time left to do so.
- A **yellow** RTA timer indicates that there is only a minimal amount of time left to take action and displays the amount of time left to do so.
- A **red** RTA timer indicates time has run out. The timer will start counting the amount of time that has passed since the RTA expired.

Dispatches - Caissa Fischer								
Dispatch	Work Zone	Priority	Dispatch Status	RTA		Call Category	Location	Reported Time
BB-24	Bishop Brownstone	Medium	Assigned	52.1%	0:02:05	Security Request > Escort	Benjamin Building	12:32:58 PM
CF-25	King's Corner	Low	New	0.0%	-0:00:20	General Assistance > Direction	Benjamin Building	12:33:45 PM
CFC-26	Caissa Fischer Corp	High	New	28.3%	0:00:33	Emergency Response > Unstabil	Benjamin Building	12:34:40 PM

Dispatch Officer Dispatch Organization Clear All Auto-Focus

The Dispatches panel displaying RTAs at various stages.

Evaluation Rules

You can create multiple RTAs for the same status, but only one RTA will be displayed based on the order of the criteria below (known as **evaluation rules**).

1. Indoor location.
2. Location.
3. Priority.
4. Shortest duration.

For example, you created four RTAs for New to Assigned with the following criteria:

- A. Time Allowed: 10 minutes; Priority: High.
- B. Time Allowed: 15 minutes; By Location: Company Office; Priority: Low.
- C. Time Allowed: 12 minutes; By Location: Company Office > Back staircase; Priority: Medium.
- D. Time Allowed: 8 minutes; Priority: Low.

Based on the evaluation rules, the RTAs you created for New to Assigned would take precedence as follows:

- RTA C would take precedence over A, B, and D because it has an indoor location point.
- RTA B would take precedence over A and D because it has a location.
- RTA A would take precedence over D because it has a higher priority.

If there are no criteria added for location or priority, the RTA with the shortest time allowed will take precedence.

In order for an RTA to take precedence over any other alerts (based on the evaluation rules), the priority and/or location information in a dispatch must exactly match the priority and/or location criteria (including any indoor location points) specified in that RTA.