



Response Time Performance, by Zone or Sector

In this example, CAD generated time stamps for defined response components are computed for a single specified Fire/EMS response zone and are measured against a user-defined standard (8 minutes, 90 % of the time). When response goals are not met, real-time alerts are automatically transmitted to pre-identified personnel accountable for agency performance objectives.

Zone 4 - 1st Responder Current Call Information

Calls displayed represent active or performed calls between the hours of 4/8/2008 5:23:20 AM and 4/8/2008 5:23:20 PM.

Performance Standard = 00:08:00

Data and Report from the FirstWatch™ Internet Server

<u>Outside Standard</u>	<u>Time Sent To Queue</u>	<u>Problem</u>	<u>ProQA</u>	<u>Response #</u>	<u>Unit</u>	<u>Address/Location</u>	<u>Assign To Enroute</u>	<u>Assign To Scene</u>	<u>Create To Dispatch</u>
No	4/8/2008 6:13:19 AM	Traffic Accident (L1)	29D02f	023064	E44		00:02:28	00:04:27	00:06:55
No	4/8/2008 6:27:23 AM	Diabetic Problems (L1)	13C01C	023070	E37		00:02:44	00:02:44	00:05:28
No	4/8/2008 7:12:34 AM	Diabetic Problems (L1)	13C01	023077	E23		00:02:31	00:02:52	00:05:23
No	4/8/2008 7:34:49 AM	Unc/Fainting (Non Trauma)(L1)	31D01	023079			00:02:29	00:03:30	00:05:59
No	4/8/2008 7:45:11 AM	Traffic Accident (L1)	29B01	023080			00:04:14	00:02:33	00:06:47
No	4/8/2008 7:57:17 AM	Traffic Accident (L1)	29B06	023082			00:02:51	00:01:59	00:04:50
No	4/8/2008 8:36:06 AM	Traffic Accident (L1)		023086			00:03:13	00:03:19	00:06:32
No	4/8/2008 10:12:56 AM	Breathing Problems (L1)	06D03A	023094			00:02:07	00:01:47	00:03:54
No	4/8/2008 11:10:07 AM	Convulsions / Seizures (L1)	12D02	023103			00:01:52	00:02:18	00:04:10

