



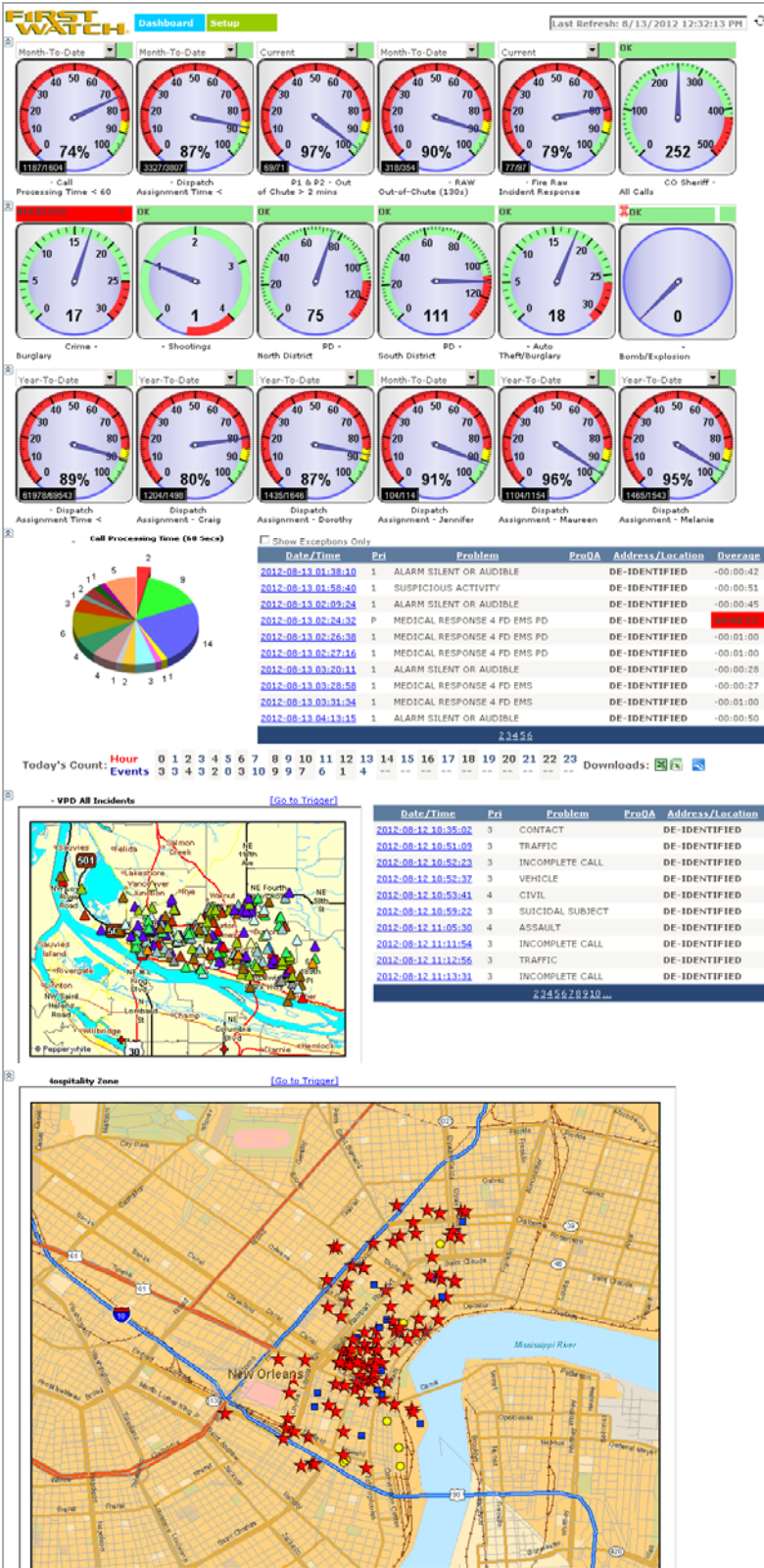
FirstWatch Triggers for PSAPs – Critical Data Views Overall & Broken down for each Agency you dispatch for

- **Triggers for Law, Fire & EMS:** Automated data analysis and Dashboard views for each Agency in Combined / Consolidated Dispatch Center. Detailed data views for all authorized users / agencies from any web-connectable device.
- **Key Performance Indicators (KPI's) for: individual Call Takers & Dispatchers** – Current, Month-to-Date and YTD Compliance to performance goals & objectives. Provides detailed drill-downs into individual call taker & dispatcher performance. *
- **KPI's for Operations** – System-wide views on Chute/Reflex Times, Response Times, Time on Task, Hospital Drop-off Times as well as detailed, granular data drill-down views by Call Type, Priority, Crew, Unit, Station, Zone or Beat as well as for compliance to established quality measures. *
- **Geo-Fences** – Establish virtual boundaries surrounding critical infrastructure and areas of known drug, gang or other criminal activity which automatically alert selected command staff when predefined events occur within the defined Geo-Fence area. Automated Alerting frees up precious resources, acts as force multiplier.
- **Major Incident Sentinel** – Automated notification of major regional incidents based on response volume (ex: 3, 4, 5 or more Units) or event type (ex: MCI, Bomb Threat, Plane crash, Train Derailment, HazMat, Terrorism, Critical Infrastructure).
- **Free Text – Hot Alerts** – Key Words & Phrases, Severe Weather, Flu, Partial Plates, Suspect Name, Vehicle Description, or anything captured within the notes of CAD incident narrative can be analyzed. Free Text matches can be configured to automatically send to pre-determined alert recipients in real-time, no need for PSAP staff to provide calls, pages or emails to stakeholder groups anymore.
- **Special Situation Trigger** – Triggers can be deployed for unique events which often over burden Public Safety resources. Recent examples include; 2012 APEC Summit, 2012 Mardi Gras & NCAA Final Four, Hurricane Irene, 2012 PGA Championship in Charleston, also planned use for the upcoming RNC and DNC events in Tampa and Charlotte.
- **Early Warning of Pandemic/Bioterrorism** – automated alerts for potential CBRN/SARs/SRI or Hazmat incidents, as well as NSSE surveillance.

* requires performance plus module for granular drill-down functionality.

FirstWatch interfaces with existing Public Safety: Phone, CAD, ProQA, ePCR and RMS data systems.

When minutes count: its WHAT you know & WHEN you know it...



FirstWatch Improves Situational Awareness via real-time data analysis of mission critical Communication Center data sources such as: **Computer Aided Dispatch (CAD), ProQA and RMS data systems** —all based on user-defined criteria.

Real-time Dashboards & Reporting Tools

Performance & Operational KPI's

Automatic Notifications

Free-Text Analysis (weather, flu, partial plate, vehicle description, suspect name)

Secure Views by Authorized Stakeholder Group

Suspicious Activities Near High-Threat Facilities or Schools

Target Crime Trends, Patterns & Geo-Clusters

Geo-Fence GIS Capabilities