FOR IMMEDIATE RELEASE

FirstWatch Helps North Shore Fire/Rescue, WI with Real-time Fire Intelligence Dashboards, Visualizations and Reports

Encinitas, Calif. – December 16, 2015 – In the wake of the fire department dashboard system VineLight shutting off their subscriber site to customers with few hours' notice, North Shore Fire/Rescue, WI needed a system to help keep their finger on the pulse of their data – and FirstWatch was there to help.

North Shore Fire Chief Robert Whitaker said, "We use our data for situational awareness, performance measures, NFPA measures, monitoring compliance and so much more. I want to be in-the-know of what's happening in our system at all times – we can't do that without data."

Since April FirstWatch has received multiple requests for assistance from fire departments across the US. "While VineLight was not a real-time system like FirstWatch, these departments counted on the information it provided, and the sudden loss of that information had negative impacts for the departments and the citizens they serve," said Todd Stout, President of FirstWatch.

The North Shore Fire Department, near Milwaukee, Wisconsin, was in the middle of a CPSE Accreditation process when VineLight closed down. "They needed to get back up and running as soon as possible, said Stout. "Since then they have joined the FirstWatch family and have real-time access to their data via our intelligence dashboards, visualizations and reports."

Chief Whitaker noted that, "not only did the FirstWatch team come to our rescue – but my CPSE site visit went smoothly too. I have come to rely upon FirstWatch so much for keeping my finger on the pulse of our day-to-day operational and performance measures, that I find myself regularly opening the FirstWatch App on my iPhone to see how well our team is performing and what's happening in our system right now!"

About FirstWatch:

FirstWatch, based in Encinitas-Calif., began monitoring 911 data in Kansas City, Mo. in 1999. Since then, FirstWatch has grown into a leader in real-time public safety data analysis—one that's utilized by over 300 EMS, fire, police, and public health across North America.

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