

The Advantages and Benefits that FOAM Provides for the Accreditation Process

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Center for Public Safety Excellence

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Fire Operations Analytics/Accreditation Module (FOAM)

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June 3, 2020 | firstwatch.net

I. Overview of Benefits and Differentiation

- a. Accreditation is an extremely valuable process that requires a lot of focus and resources
- b. FirstWatch doesn't pretend to be all things to all people. But for purposes of Performance Reporting and Data Analysis FirstWatch clearly leads the field:
 - i. Automated 'cleaning' of data to identify outliers and non-relevant calls for service
 - ii. An "Exclusion" Tool that allows you to search for and sort calls, provided automated reasons for exclusion, re-calculates the data and provides a report for your peer review team identifying all the calls not included in your reporting and associates the reasons with your excluded call policy.
 - iii. The ability to "Drill Down" from out suite of reports to the data contained within individual CAD, RMS or ePCR data to evaluate individual calls for service and the response segments within them.
 - iv. Experienced people on the FirstWatch team with leadership experience in both the Fire Service and Technology industries to provide unmatched support and assistance.
 - v. High degree of customization based upon your agency's unique needs and planning characteristics.
- c. The following Matrix provides a high-level overview of how our comprehensive FOAM Module and the Reports Suite included within it can assist you in your Accreditation Efforts:

| | Geo Home Page | ACR | UHU | Turnout Time | Time Analysis Graph | Demand Charts | Station Reliability | Transports | Inc. and Resp Summary | SPC Temporal Charts |
|-----------------------------------------------|---------------|-----|-----|--------------|---------------------|---------------|---------------------|------------|-----------------------|---------------------|
| Category I - Governance and Administration | ✓ | ✓ | | | | ✓ | ✓ | | ✓ | ✓ |
| Category II - Assessment and Planning | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Category III — Goals and Objectives | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Category IV — Financial Resources | ✓ | ✓ | ✓ | | | | | | | ✓ |
| Category V — Community Risk Reduction Program | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Category VI — Physical Resources | ✓ | ✓ | | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Category VII — Human Resources | | | ✓ | ✓ | | ✓ | | ✓ | ✓ | ✓ |
| Category VIII — Training and Competency | | | ✓ | ✓ | | | | | | |
| Category IX — Essential Resources | ✓ | ✓ | | ✓ | | | | ✓ | ✓ | ✓ |
| Category X — External Systems Relationships | ✓ | ✓ | | | | ✓ | ✓ | ✓ | | ✓ |

II. Breakdown and Association with Competencies Required in Accreditation

a. Category I – Governance and Administration

- i. FOAM provides Governing Boards and communities with a variety of ways to display performance data from a variety of perspectives. These all have a very robust filtering and sorting capability allowing you to analyze and display by a variety of metrics including:

1. Response Segment reporting all included in the Annual Compliance Report (Auto Generated in v9 or v10 Format)


Date Range Type3 Yr ComparisonStart DateEnd Date

ShiftR,G,BInclude Current YearTrueFalse

1 of 7

100%

Find | Next

Every Record. In Real Time. Automatically.

FirstWatch Annual Compliance Report (DRAFT)

Criteria: 01/01/2018 to 02/19/2021
Shift(s): R, G, B

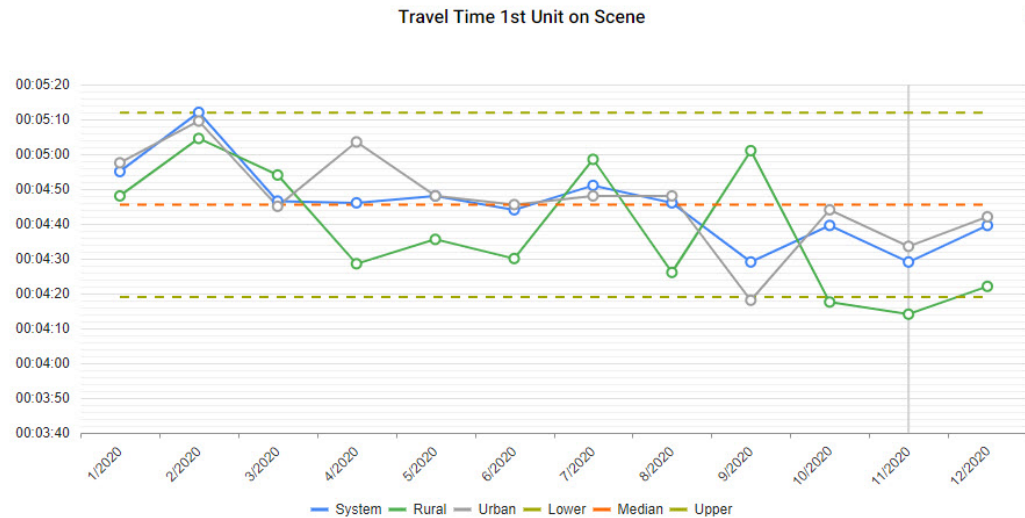
| Fire Suppression - Moderate Risk 90th Percentile | | | 2018 - 2021 | 2021 | 2020 | 2019 | 2018 | Benchmark |
|--------------------------------------------------|-------------------------------------------|-------|---------------|--------------|---------------|--------------|---------------|-----------|
| Alarm Handling | Pick-up to Dispatch | Urban | 01:16 | 00:25 | 01:22 | 01:04 | 01:16 | 01:00 |
| Turnout Time | Turnout Time 1st Unit | Urban | 01:30 | 01:20 | 01:33 | 00:52 | 01:30 | 01:30 |
| Travel Time | Travel Time 1st Unit Distribution | Urban | 04:46 | 01:46 | 04:49 | 03:37 | 04:21 | 04:00 |
| | Travel Time ERF Concentration | Urban | 10:32 | 07:25 | 11:46 | 09:37 | 10:30 | 08:00 |
| Total Response Time | Total Response Time 1st Unit Distribution | Urban | 06:57 | 02:50 | 07:01 | 05:04 | 06:30 | 06:30 |
| | | | <i>n = 30</i> | <i>n = 2</i> | <i>n = 10</i> | <i>n = 7</i> | <i>n = 11</i> | |
| | Total Response Time ERF Concentration | Urban | 12:33 | 08:29 | 13:52 | 10:57 | 12:24 | 10:30 |
| | | | <i>n = 25</i> | <i>n = 2</i> | <i>n = 8</i> | <i>n = 7</i> | <i>n = 8</i> | |

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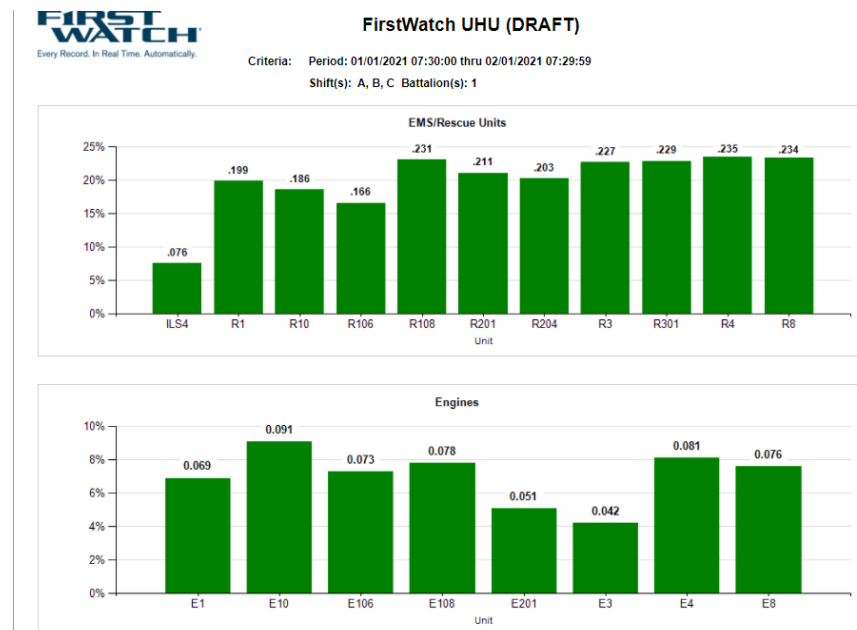
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2. Statistical Process Control and Temporal Charts of Performance


- a. Provides you with the ability to view changes in performance over time. This is extremely useful in times of change such as station closures, new development, annexations or changes in staffing or delivery strategies:



3. Resource demand and utilization from a Unit Hour Perspective (% of Time units are committed to calls for service)

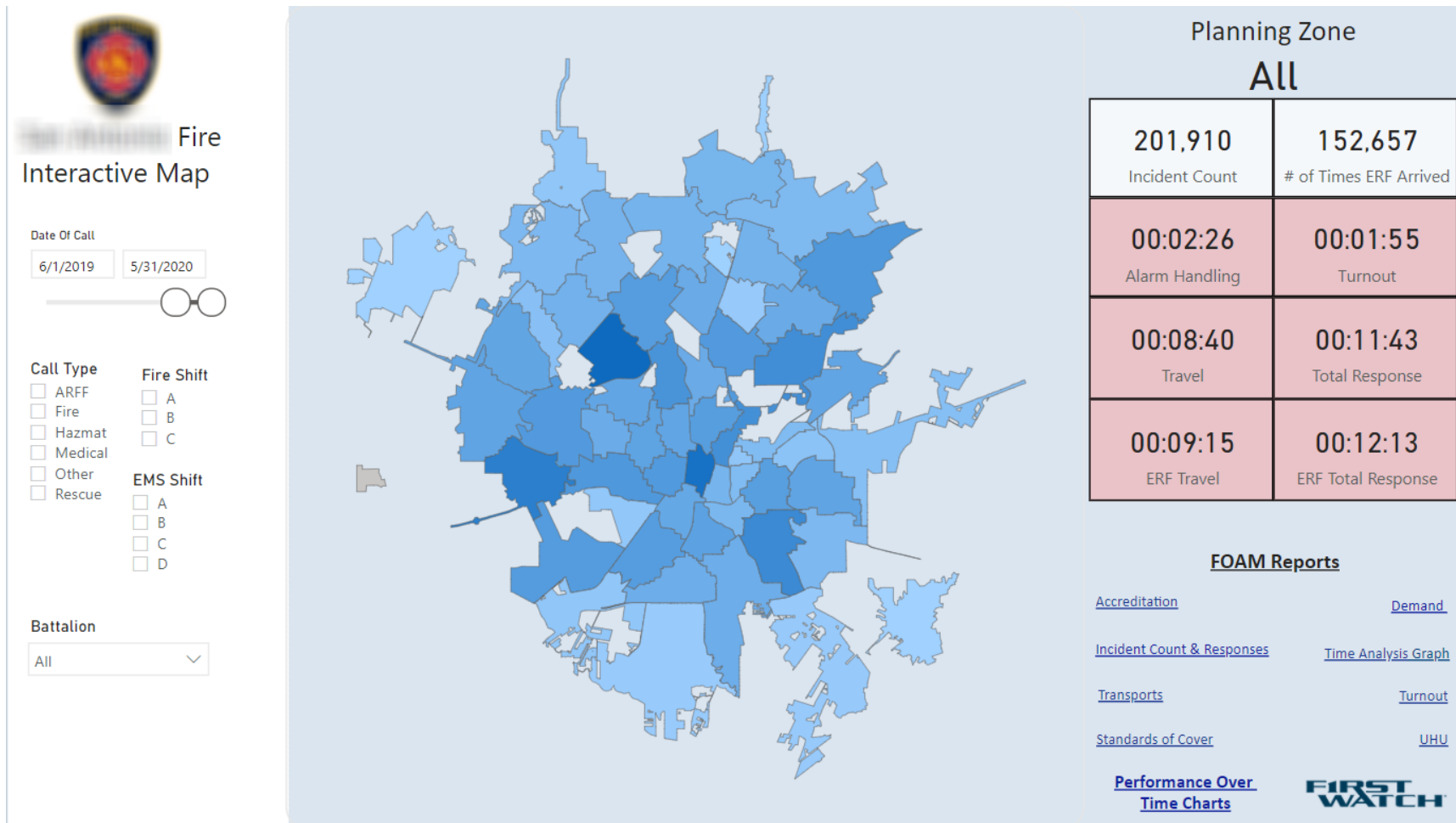


4. Station and Unit Reliability (How units arrive first in each planning or station area)

| Date Range Type | Last Month ▾ | Start Date | <input type="text"/> | <input checked="" type="checkbox"/> NULL | End Date | <input type="text"/> | <input checked="" type="checkbox"/> NULL | | | | | | | | | | | | | | | | | | | | | | | | | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|------------|---------------------------|------------------------------------------|-----------------|----------------------|------------------------------------------|------|--------|------|-------|------|-------|------|-------|------|--------|------|--------|------|--------|------|-------|------|-------|------|-------|-----------|-------|-----------|-------|-----------|-------|
| Shift | A,B,C ▾ | Cali Type | EMS,Fire,Structure Fire ▾ | Report | All Responses ▾ | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ◀ < 1 of 1 > ▶ ↺ ⌂ | 100% ▾ | 📄 | Find Next | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  FirstWatch Station Reliability (DRAFT) Date Range: 01/01/2021 to 02/01/2021 Shift(s): A, B, C | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Station | Unit | 1 | | 2 | | 3 | | 4 | | 6 | | 7 | | 8 | | 9 | | 10 | | 11 | | 12 | | 13 | | 14 | | MA Area 1 | | MA Area 2 | | MA Area 3 | |
| | | Resp | % | Resp | % | Resp | % | Resp | % | Resp | % | Resp | % | Resp | % | Resp | % | Resp | % | Resp | % | Resp | % | Resp | % | Resp | % | Resp | % | Resp | % | Resp | % |
| 1 | LR1 | 13 | 9.63% | 2 | 1.48% | 33 | 24.44% | 14 | 10.37% | 2 | 1.48% | 1 | 0.74% | 12 | 8.89% | 2 | 1.48% | 4 | 2.99% | 30 | 22.22% | | | | | | | | | | | | |
| | ME1 | 301 | 94.96% | | | 2 | 0.63% | 3 | 0.94% | | | | | 2 | 0.63% | | | 2 | 0.63% | | | | | | | | | | | 3 | 2.22% | 7 | 5.19% |
| | R1 | 264 | 91.99% | | | 3 | 1.05% | 2 | 0.70% | | | | | 3 | 1.05% | | | 5 | 1.74% | 1 | 0.35% | | | | | | | | | | | | |
| | T1 | 9 | 10.00% | 2 | 2.22% | 21 | 23.33% | 5 | 5.56% | | | 3 | 3.33% | 7 | 7.78% | | | 2 | 2.22% | 13 | 14.44% | 2 | 2.22% | | | | | | | | | | |
| | D5 | 6 | 4.72% | | | 21 | 16.54% | 7 | 5.51% | 5 | 3.94% | | | 8 | 6.30% | 3 | 2.38% | | | 31 | 24.41% | 1 | 0.70% | 5 | 3.94% | 3 | 2.38% | | | 10 | 7.87% | 7 | 5.51% |
| | E5 | 91 | 39.30% | 3 | 1.30% | 23 | 9.96% | 19 | 8.23% | 1 | 0.43% | | | 10 | 4.33% | | | 2 | 0.87% | 10 | 4.33% | 1 | 0.43% | | | 3 | 1.30% | | | | | | |
| | R5 | 26 | 9.52% | | | 2 | 0.73% | 4 | 1.47% | | | | | 3 | 1.10% | | | 1 | 0.37% | 2 | 0.73% | | | | | | | | | | | | |
| 2 | E2 | | | 199 | 82.92% | | | | | 2 | 0.83% | | | | | 9 | 3.75% | 2 | 0.83% | | | | | | | | | | | 3 | 1.25% | | |
| 3 | E3 | 9 | 3.80% | | | 150 | 63.29% | | | 14 | 5.91% | | | 8 | 3.38% | 1 | 0.42% | 2 | 0.84% | 29 | 12.24% | | | | | | | | | 3 | 1.27% | | |
| | ME3 | 2 | 0.75% | | | 259 | 97.00% | 1 | 0.37% | | | | | | | | | | | 4 | 1.50% | | | | | | | | | | | | |
| | R3 | 4 | 1.13% | | | 320 | 90.14% | | | 2 | 0.59% | | | 1 | 0.28% | | | | | 21 | 5.92% | | | | | | | | | | | | |
| 4 | E4 | 19 | 11.45% | | | 2 | 1.20% | 108 | 65.08% | | | 7 | 4.22% | | | | | 13 | 7.83% | | | 6 | 3.61% | 2 | 1.20% | | | 1 | 0.60% | | | | |
| | HR4 | 1 | 8.33% | | | 2 | 16.67% | 1 | 8.33% | | | | | | | 3 | 25.00% | | | | | | | | | | | | | | | | |
| | R4 | 7 | 2.49% | | | 2 | 0.70% | 250 | 88.03% | | | 7 | 2.49% | 1 | 0.35% | | | 5 | 1.76% | | | 5 | 1.76% | 1 | 0.35% | | | | | | | | |
| | T4 | 2 | 2.74% | 2 | 2.74% | 2 | 2.74% | 17 | 23.29% | 3 | 4.11% | 2 | 2.74% | 1 | 1.37% | 4 | 5.48% | 17 | 23.29% | 5 | 6.85% | 3 | 4.11% | 4 | 5.48% | | | | | | | | |

b. Category II — Assessment and Planning

- i. FOAM provides a number of tools that allow your agency to analyze data collected from one or many data sources allowing you to compare 'call received' data against 'situation found data' to provide a complete, accurate and comprehensive view of past, current and projected demands. This can be applied against any number of geographic overlays including Planning Zones, Census Tracts, Councilmanic districts, Station areas, climatic zones, etc.:



c. Category III — Goals and Objectives

- i. The Incident Count and Response Performance Report provides your agency with a summary of incidents and responses through a variety of filters that are defined by you. This can include date range, battalion or station. When combined with the complete Reports Suite it offers an essential component on operational performance and the ability of your current system to meet community goals:

Incident Count and Response Pe...

1 of 1
 100%
Find | Next

Incident Count and Response Performance by Unit

Date Range: 01/01/2021 07:30:00 to 02/01/2021 07:29:59

Shift(s): A, B, C Battalion(s): 1 Station(s): 1, 2, 3, 4, 5

| # of Incidents | | | |
|----------------|-------|--------|-------|
| Fire | EMS | HazMat | Total |
| 23 | 1,515 | 4 | 1,542 |

| Transports |
|-----------------|
| # of Transports |
| 647 |

| Response Measures by Unit by Incident Type (LVFR Units Only) | | | | | | | | | | | | | | | | | |
|--------------------------------------------------------------|-----------------|------------|-----------------|------------|-----------------|------------|------------------|------------|-----------------|------------|--------------------|--------------------------|--------------------------------------|------|--------|-------|-------|
| Unit | Dispatch | | TurnOut | | Travel | | Unit Performance | | Total Response | | Transports | | Number of Responses By Incident Type | | | | |
| | 90th Percentile | % Goal Met | 90th Percentile | % Goal Met | 90th Percentile | % Goal Met | 90th Percentile | % Goal Met | 90th Percentile | % Goal Met | Transports by Unit | Transport Assist by Unit | EMS | Fire | HazMat | Total | |
| B1 | 0:01:50 | ● | 0:01:39 | ● | 0:06:26 | ● | 0:07:31 | ● | 0:11:36 | ● | | | 7 | 21 | | | 28 |
| CBRN3 | 0:02:23 | ● | 0:01:50 | ● | 0:08:56 | ● | 0:09:47 | ● | 0:14:29 | ● | 1 | | 31 | 6 | | | 37 |
| E1 | 0:02:53 | ● | 0:01:46 | ● | 0:08:00 | ● | 0:08:34 | ● | 0:12:39 | ● | 9 | | 95 | 16 | 2 | | 113 |
| E201 | 0:02:59 | ● | 0:01:35 | ● | 0:07:38 | ● | 0:08:40 | ● | 0:14:02 | ● | 8 | | 79 | 18 | | | 97 |
| E3 | 0:02:43 | ● | 0:01:49 | ● | 0:08:50 | ● | 0:09:26 | ● | 0:13:13 | ● | 4 | | 45 | 4 | 2 | | 51 |
| E4 | 0:02:47 | ● | 0:01:36 | ● | 0:06:49 | ● | 0:07:49 | ● | 0:11:33 | ● | 8 | | 144 | 15 | 1 | | 160 |
| E5 | 0:02:47 | ● | 0:01:31 | ● | 0:08:07 | ● | 0:08:59 | ● | 0:11:41 | ● | 1 | | 34 | 4 | | | 38 |
| EMS1 | 0:00:58 | ● | 0:02:47 | ● | 0:08:45 | ● | 0:10:40 | ● | 0:19:08 | ● | | | | 7 | | | 7 |
| ILS4 | 0:13:02 | ● | 0:02:11 | ● | 0:11:51 | ● | 0:13:42 | ● | 0:26:30 | ● | | | 108 | | | | 108 |
| R1 | 0:02:46 | ● | 0:01:49 | ● | 0:07:29 | ● | 0:08:35 | ● | 0:11:06 | ● | 107 | | 177 | 2 | | | 179 |
| R201 | 0:03:05 | ● | 0:01:49 | ● | 0:07:00 | ● | 0:08:04 | ● | 0:11:01 | ● | 120 | | 226 | 4 | | | 230 |
| R204 | 0:02:57 | ● | 0:01:48 | ● | 0:07:32 | ● | 0:08:38 | ● | 0:11:19 | ● | 89 | | 220 | 4 | | | 224 |
| R3 | 0:02:50 | ● | 0:01:53 | ● | 0:07:19 | ● | 0:08:03 | ● | 0:10:53 | ● | 73 | | 129 | | | | 129 |
| R301 | 0:02:43 | ● | 0:02:00 | ● | 0:07:28 | ● | 0:08:55 | ● | 0:12:03 | ● | 121 | | 223 | 4 | | | 227 |
| R4 | 0:02:59 | ● | 0:01:43 | ● | 0:06:52 | ● | 0:08:10 | ● | 0:11:11 | ● | 118 | | 228 | 4 | | | 232 |
| R5 | 0:02:51 | ● | 0:01:54 | ● | 0:08:18 | ● | 0:09:36 | ● | 0:12:09 | ● | 19 | | 36 | | | | 36 |
| T1 | 0:03:16 | ● | 0:01:58 | ● | 0:08:50 | ● | 0:09:56 | ● | 0:14:36 | ● | | | 61 | 17 | | | 78 |
| Total* | 0:02:54 | ● | 0:01:51 | ● | 0:07:39 | ● | 0:08:48 | ● | 0:12:05 | ● | 647 | 31 | 1,843 | 126 | 5 | | 1,974 |

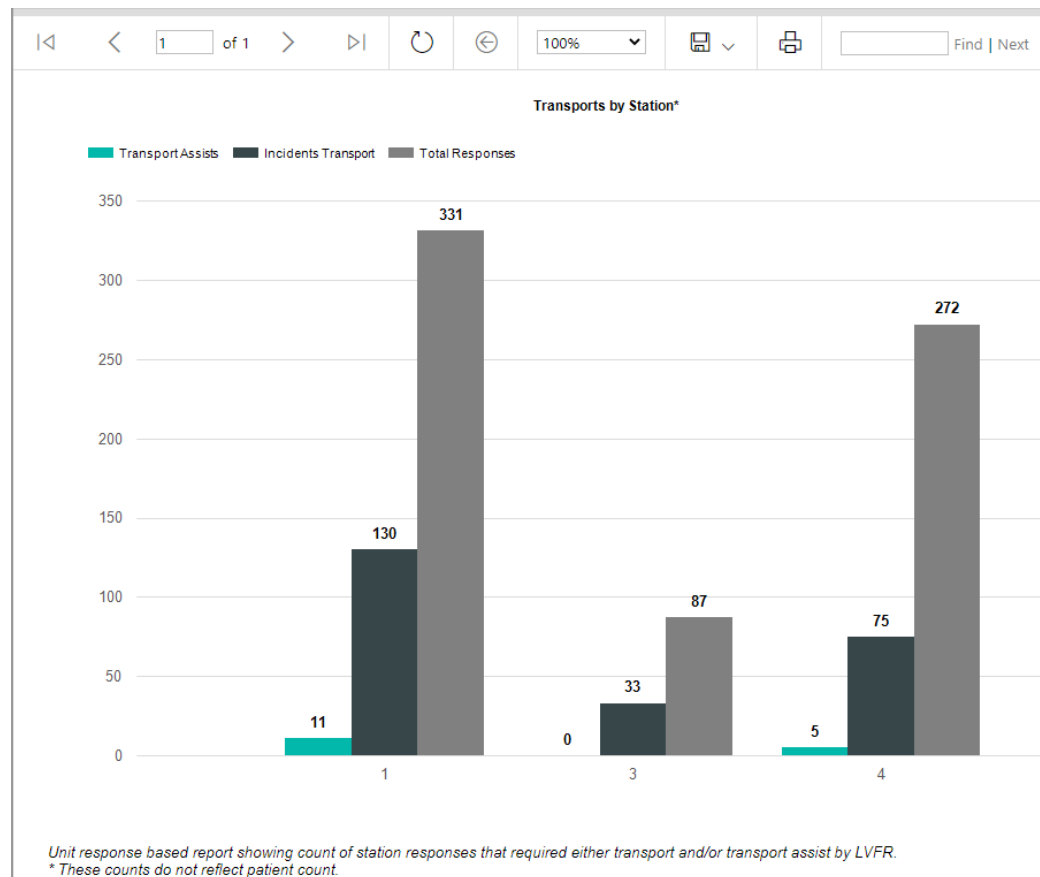
Dispatch - Phone Pickup to Dispatched, *TurnOut* - Dispatched to Enroute, *Travel* - Enroute to at Scene, *Unit Performance* - Assigned to at Scene, *Total Response* - Phone Pickup to at Scene

Goals: Dispatch - 00:01:00, TurnOut - 00:01:30, Travel - 00:07:30, Unit Performance - 00:09:00, Total Response - 00:10:00

d. Category IV — Financial Resources

| | Geo Home Page | ACR | UHU | Turnout Time | Time Analysis Graph | Demand Charts | Station Reliability | Transports | Inc. and Resp Summary | SPC Temporal Charts | | |
|-----------------------------------|---------------|-----|-----|--------------|---------------------|---------------|---------------------|------------|-----------------------|---------------------|--|--|
| Category IV — Financial Resources | ✓ | ✓ | ✓ | | | | | | | ✓ | | |

- i. FOAM is not designed as a financial reporting tool per se. However, within the planning and analysis context described above, your Agency's Financial Plan can be justified and monitored on operational, clinical and human resource metrics.
- ii. The impact of your Suppression and Rescue forces supporting or providing ambulance transports can be visualized through the Transport Report that provides not only an analysis of ambulance transports, but the extent to which your agency supports ambulance transports by utilizing suppression-based resources:



e. Category V — Community Risk Reduction Program

- i. In addition to the reporting capabilities described above, the impact of your planning for Community Risk Reduction can be displayed by the demand for services over time charts. (See our SPC/Temporal Chart example under Category I above.
- ii. Additionally, you can determine your historical demand for services through the Demand Report. This also can be filtered such that you can report on individual stations, battalions or any other geo-based metric that is important to you. Additionally, you can retrieve various date ranges to compare time periods for preparing your Standards of Cover Document. These can be displayed at either Counts of calls or the Average Number of Calls received during a given hour for a given period of time:

Counts

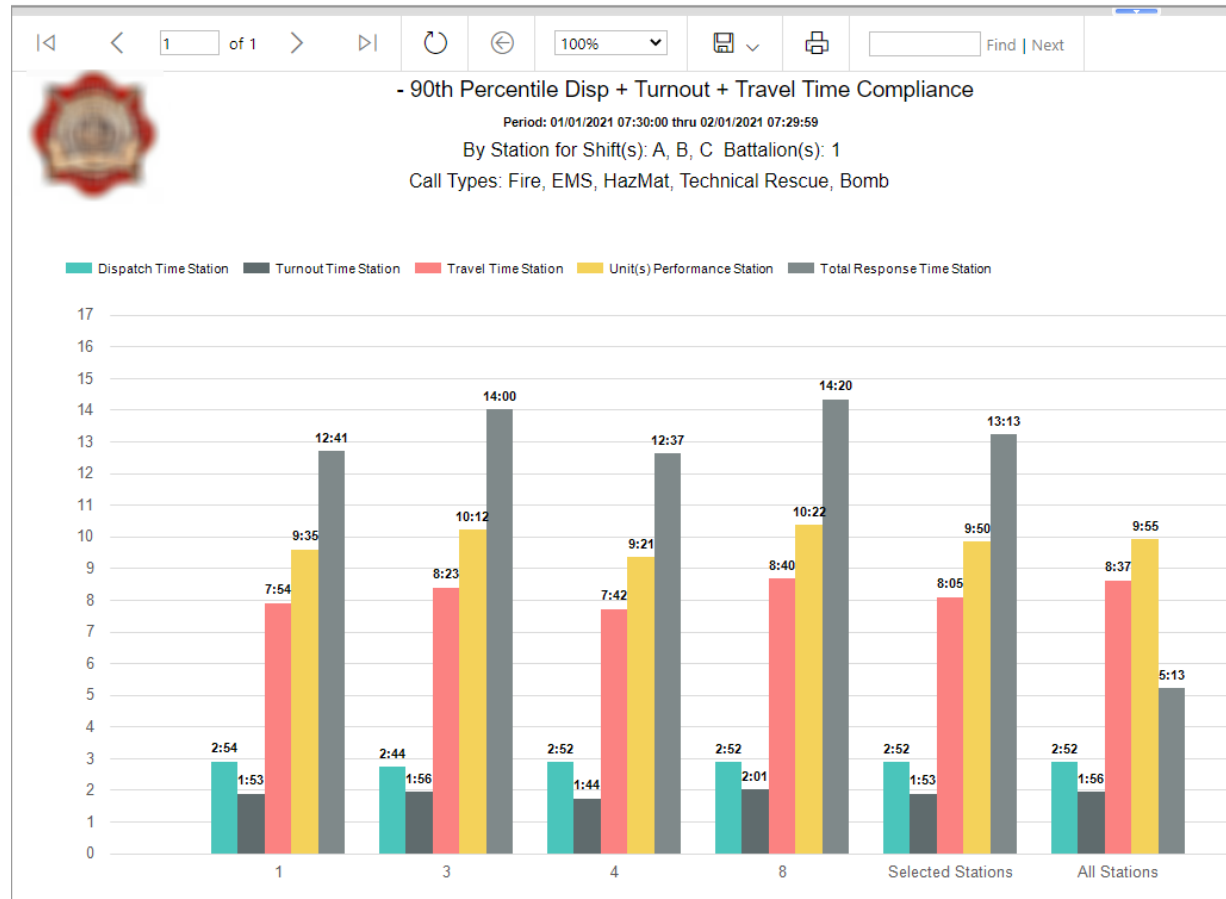
| Incidents | Hour of Day | | | | | | | | | | | | | | | | | | | | | | | | |
|-----------|-------------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|-------|
| DOW | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | Total |
| Sunday | 4 | 5 | 5 | 2 | 5 | 5 | 5 | 6 | 2 | 4 | 5 | 3 | 5 | 4 | 6 | 5 | 3 | 7 | 7 | 9 | 3 | 4 | 6 | 5 | 115 |
| Monday | 2 | 2 | 2 | 3 | 0 | 4 | 2 | 3 | 7 | 8 | 10 | 10 | 4 | 4 | 3 | 4 | 7 | 6 | 7 | 4 | 8 | 6 | 3 | 6 | 115 |
| Tuesday | 2 | 3 | 2 | 4 | 2 | 3 | 3 | 4 | 0 | 3 | 2 | 2 | 2 | 4 | 3 | 3 | 1 | 3 | 4 | 3 | 1 | 3 | 0 | 2 | 59 |
| Wednesday | 1 | 4 | 0 | 4 | 2 | 1 | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 16 |
| Thursday | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 1 | 1 | 0 | 4 | 5 | 5 | 2 | 2 | 2 | 4 | 2 | 1 | 2 | 34 |
| Friday | 0 | 3 | 2 | 2 | 2 | 0 | 1 | 3 | 1 | 4 | 4 | 6 | 4 | 5 | 4 | 5 | 5 | 3 | 5 | 2 | 5 | 5 | 2 | 8 | 81 |
| Saturday | 6 | 3 | 4 | 4 | 5 | 4 | 6 | 2 | 7 | 6 | 4 | 4 | 4 | 7 | 5 | 8 | 5 | 7 | 9 | 5 | 5 | 3 | 10 | 4 | 127 |
| Total | 15 | 20 | 15 | 19 | 16 | 17 | 20 | 20 | 18 | 25 | 26 | 26 | 20 | 24 | 25 | 30 | 26 | 28 | 34 | 25 | 26 | 23 | 22 | 27 | 547 |

| Responses | Hour of Day | | | | | | | | | | | | | | | | | | | | | | | | |
|-----------|-------------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|-------|
| DOW | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | Total |
| Sunday | 4 | 5 | 6 | 2 | 5 | 7 | 5 | 9 | 2 | 4 | 5 | 3 | 5 | 5 | 9 | 5 | 8 | 10 | 13 | 10 | 3 | 4 | 6 | 5 | 140 |
| Monday | 6 | 2 | 2 | 3 | 0 | 4 | 2 | 3 | 15 | 11 | 15 | 23 | 4 | 7 | 8 | 6 | 7 | 8 | 15 | 6 | 8 | 7 | 3 | 6 | 171 |
| Tuesday | 2 | 3 | 3 | 4 | 2 | 3 | 3 | 4 | 0 | 6 | 4 | 4 | 4 | 5 | 3 | 6 | 1 | 6 | 5 | 4 | 1 | 3 | 0 | 7 | 83 |
| Wednesday | 1 | 4 | 0 | 4 | 4 | 1 | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 18 |
| Thursday | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 1 | 1 | 1 | 0 | 4 | 6 | 5 | 2 | 2 | 2 | 4 | 2 | 1 | 2 | 36 |
| Friday | 0 | 3 | 2 | 2 | 2 | 0 | 1 | 3 | 1 | 5 | 4 | 6 | 4 | 6 | 7 | 5 | 7 | 4 | 6 | 2 | 5 | 6 | 2 | 8 | 91 |
| Saturday | 6 | 3 | 5 | 4 | 6 | 4 | 13 | 2 | 9 | 6 | 5 | 5 | 4 | 10 | 6 | 8 | 6 | 8 | 12 | 5 | 7 | 3 | 10 | 4 | 151 |
| Total | 19 | 20 | 18 | 19 | 19 | 19 | 27 | 24 | 28 | 32 | 34 | 42 | 22 | 33 | 37 | 36 | 34 | 38 | 53 | 29 | 28 | 25 | 22 | 32 | 690 |

f. Category VI — Physical Resources

| | | | | | | | | | | | | |
|----------------------------------|---------------|-----|-----|--------------|---------------------|---------------|---------------------|------------|-----------------------|---------------------|--|--|
| | Geo Home Page | ACR | UHU | Turnout Time | Time Analysis Graph | Demand Charts | Station Reliability | Transports | Inc. and Resp Summary | SPC Temporal Charts | | |
| Category VI — Physical Resources | ✓ | ✓ | | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | |

- i. Planning for physical resources is a direct result of establishing and meeting community goals. The reporting capability identified above all contain elements that contribute to the meeting of community service level goals.
- ii. The Time Analysis Graph report provides an easy read summary of the various response segments of the Annual Compliance Report in a high visual manner:



g. Category VII – Human Resources

- i. The adherence of your people to operational standards is of paramount importance in meeting community goals and expectations. Primary among these is the ‘turn-out time’ requirements that your agency expects. Continual, real time monitoring of individuals, units and stations provides a comprehensive tool for management of one of the critical response time segments:

| - 90th Percentile Turnout Time Compliance | | | | | | | | | |
|----------------------------------------------------------------------------------------|-------|---------------|-------|-----------------|-------|-------------------|-------|----------|-------|
| Period: 01/01/2021 07:30:00 thru 02/01/2021 07:29:59 | | | | | | | | | |
| By Call Type / Station / Shift | | | | | | | | | |
| Battalion(s): 1 Call Type(s): EMS, Fire, Technical Rescue, Bomb, HazMat, Public Assist | | | | | | | | | |
| Risk Category(ies): Moderate, High, Critical | | | | | | | | | |
| Station | Unit | A Shift - Day | Calls | A Shift - Night | Calls | A Shift - Overall | Calls | Overall | Calls |
| 1 | B1 | 00:01:01 | 17 | 00:01:47 | 5 | 00:01:22 | 22 | 00:01:22 | 22 |
| | E1 | 00:01:02 | 37 | 00:01:42 | 15 | 00:01:29 | 52 | 00:01:29 | 52 |
| | E201 | 00:01:24 | 23 | 00:02:19 | 12 | 00:01:48 | 35 | 00:01:48 | 35 |
| | R1 | 00:01:12 | 36 | 00:01:49 | 18 | 00:01:38 | 54 | 00:01:38 | 54 |
| | R201 | 00:01:18 | 55 | 00:01:47 | 29 | 00:01:40 | 84 | 00:01:40 | 84 |
| | R301 | 00:01:34 | 52 | 00:02:24 | 28 | 00:02:07 | 80 | 00:02:07 | 80 |
| | T1 | 00:01:23 | 22 | 00:01:58 | 11 | 00:01:45 | 33 | 00:01:45 | 33 |
| Station Total: | | 00:01:21 | 242 | 00:02:04 | 118 | 00:01:45 | 360 | 00:01:45 | 360 |
| 3 | CBRN3 | 00:01:37 | 18 | 00:01:53 | 5 | 00:01:45 | 23 | 00:01:45 | 23 |
| | E3 | 00:01:24 | 30 | 00:02:06 | 5 | 00:01:32 | 35 | 00:01:32 | 35 |
| | R3 | 00:01:20 | 53 | 00:02:25 | 29 | 00:02:08 | 82 | 00:02:08 | 82 |
| Station Total: | | 00:01:25 | 101 | 00:02:14 | 39 | 00:02:02 | 140 | 00:02:02 | 140 |
| 4 | E4 | 00:01:25 | 62 | 00:02:04 | 15 | 00:01:51 | 77 | 00:01:51 | 77 |
| | R204 | 00:01:17 | 59 | 00:02:14 | 23 | 00:01:55 | 82 | 00:01:55 | 82 |
| | R4 | 00:01:16 | 73 | 00:02:36 | 25 | 00:01:51 | 98 | 00:01:51 | 98 |
| Station Total: | | 00:01:21 | 194 | 00:02:20 | 63 | 00:01:53 | 257 | 00:01:53 | 257 |
| 8 | E8 | 00:01:15 | 30 | 00:01:19 | 9 | 00:01:15 | 39 | 00:01:15 | 39 |
| | R8 | 00:01:39 | 47 | 00:02:33 | 20 | 00:02:12 | 67 | 00:02:12 | 67 |
| | T8 | 00:01:25 | 12 | 00:02:35 | 5 | 00:02:05 | 17 | 00:02:05 | 17 |
| Station Total: | | 00:01:31 | 89 | 00:02:29 | 34 | 00:02:03 | 123 | 00:02:03 | 123 |
| Total | | 00:01:24 | 626 | 00:02:15 | 254 | 00:01:53 | 880 | 00:01:53 | 880 |

- ii. The Unit Hour Utilization report already discussed in IIa above, combined with the Demand Report provides a view into the work level and potential stress that work level has on your people. Like all the reports in FOAM they can be filtered to reflect any time period and a variety of other variables including stations, units and shifts.

h. Category VIII — Training and Competency

- i. FirstWatch has significant experience and capabilities in reporting on various Learning Module Systems and have developed unique Training Program scheduling and monitoring programs. However, these are outside of the FOAM Module itself. Please contact your Regional Manager for more information.

i. Category IX — Essential Resources

- i. Alarm Handling Time is an essential component of your Communications Infrastructure. These data are captured and analyzed in our ACR and SPC/Time Charting.
- ii. CAD data source connections and Communication Center monitoring are an integral part of FirstWatch services and product offerings. We have a unique partnership with the International Academies of Emergency Dispatch for real time monitoring of Communication Center functions and Priority Dispatch performance. Please contact your Regional Manager for more information.

j. Category X — External Systems Relationships

- i. For more than 22-years FirstWatch has partnered with our customers to solve Data-related pain-points & challenges, including working together at our customers request to develop automated data analysis, reporting and data visualizations related to the CPSE / CFAI accreditation process via the NEW FirstWatch FOAM module. Our FOAM – Fire Operations & Accreditation/Analytics Module was designed leveraging FirstWatch data expertise, combined with strategic customer feedback to create tools to aid with review of operational & performance measurements related to the CPSE / CFAI accreditation process. Also based upon daily customer use and the iterative FirstWatch product development process, timely feedback & customer enhancement requests have helped FOAM quickly evolve into an industry-leading tool for Fire Departments across the US & Canada.

If you are interested in FirstWatch FOAM – our Fire Operations Analytics/Accreditation Module (FOAM), please contact Terry Fitch or Chris Carlson to set-up a demo, or reach out to your Regional Manager to learn about how FirstWatch helps our Fire Service customer partners across the USA.



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