# F1RST WATCH®

## Helping the Helpers

# 23 Years Of Improving Performance & Harnessing The Power Of Your Data



FirstWatch helps public safety and healthcare professionals serve their communities through the use of technology and the science of quality improvement. Drawing on deep experience in emergency services, the FirstWatch team develops software and personalized solutions to help organizations continuously improve at what they do. Founded in 1998, and based in Carlsbad, Calif., FirstWatch has partnered with more than 500 communities across North America to improve outcomes, efficiency, safety, and operations.

**FirstWatch.net**

# Automated, Real-Time Situational Awareness, Performance, Operational and Clinical Quality Measures, 24-7-365
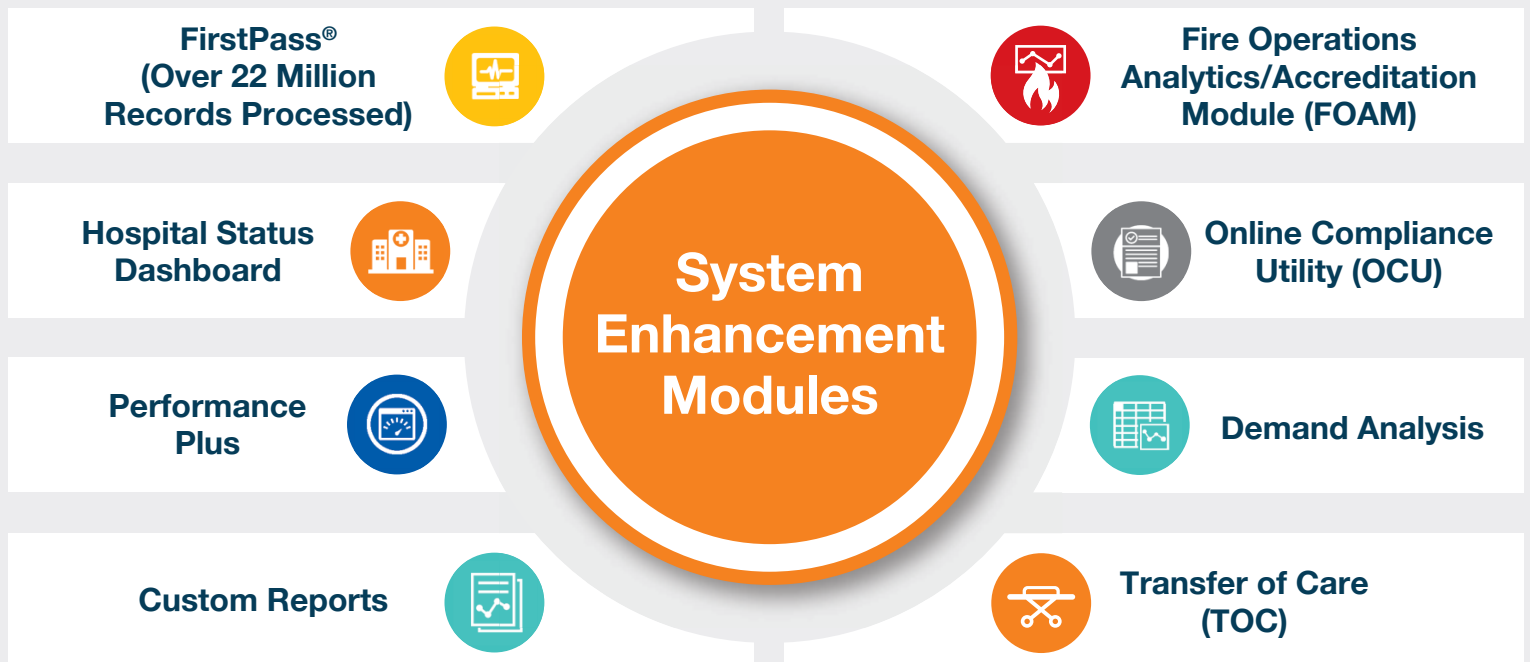
FirstWatch turns your raw data into actionable, meaningful information in real-time. Helping **over 500 agencies**, our aim is to maximize the value of your CAD, ePCR, ProQA, RMS, Billing, Hospital ED, and Phone data.

Fire departments are increasingly turning to technology and real-time data to measure performance and operational benchmarks using FirstWatch. This includes automated analysis and reporting against criteria established by the Center for Public Safety Excellence (CPSE) and the National Fire Protection Association (NFPA).

Orange County Fire Rescue, FL (Fire Chief Otto Drozd pictured above) uses their FirstWatch Mobile App to monitor system activity. The FirstWatch App allows real-time views into your data for situational awareness, response times

and KPIs, clinical and operational performance, automated alerting, regional data aggregation and sharing, bioterrorism and pandemic/public health surveillance.

In addition to Orange County Fire Rescue, FirstWatch works with these other CPSE accredited agencies including: ConFire JPA (Berkeley, Chino Valley Fire, Colton Fire, Rancho Cucamonga, Redlands), CA | El Paso Fire, TX | Fenton Fire Protection District, MO | Fond du Lac Fire/Rescue, WI | La Crosse Fire, WI | Las Vegas Fire Rescue, NV | Metro West Fire Protection District, MO | Montgomery Co Fire and Rescue, MD | North Shore Fire Rescue, WI | Ontario Fire, CA | Pinellas County (Pinellas Park Fire, St. Petersburg Fire & Rescue), FL | San Antonio Fire, TX | Snohomish County (Fire District 7, South County), WA | and Victorville Fire, CA.

## FIRST WATCH® Core System Features

- Dashboards
- Mobile App
- Triggers
- ESRI Maps
- Alerts
- Interactive Data Visualization (IDV)

## System Enhancement Modules

- FirstPass® (Over 22 Million Records Processed)
- Fire Operations Analytics/Accreditation Module (FOAM)
- Hospital Status Dashboard
- Online Compliance Utility (OCU)
- Performance Plus
- Demand Analysis
- Custom Reports
- Transfer of Care (TOC)

## Stand Alone Products

- Academy Analytics™
- Resource Planner™
- ResilientFirst™ Powered by Driven
- ASK ABOUT HART (High Adversity Resilience Training)

## About FirstWatch

FirstWatch helps public safety and healthcare professionals serve their communities through the use of technology and the science of quality improvement. Drawing on deep experience in emergency services, the FirstWatch team develops software and personalized solutions for over 500 communities across North America.   firstwatch.net

FIRST WATCH®

Helping the Helpers

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## Operational & Performance Triggers/Time Compliance Analysis:

- **Call Taker & Dispatch Times** – used to monitor in near real-time, the time it takes call takers and dispatchers to process the initial call against a time standard.
  Detailed drill-downs can be enabled by Call Taker or Dispatcher*

- **Out of Chute / Reflex / Out of Station** – used to monitor in near real-time, the time it takes units to respond after they've been assigned/dispatched to an incident.
  Detailed drill-downs can be enabled by Unit, Station or Crew by Shift*

- **Response Time** – used to monitor in near real-time, the response time for an incident. There are many variables to start and stop clock times.
  Detailed drill-downs can be enabled by Zone, Unit or Crew or by Shift*

- **Time on Task** – used to monitor in near real-time, the total time a unit is on a call from time assigned/dispatched to the time the unit is available or the call is cleared.
  Detailed drill-downs can be enabled by Unit or Crew or by Shift*

*requires optional Performance PLUS (PP) enhancement module*

**Knock Down Times**

**NFPA, CPSE Compliance to National Goals & Standards** (NFPA 1710, etc.)

**Operational, Command Staff or Supervisory Sentinel**

## Fire Sentinel Event Detection Trigger Examples:

- All Fire Calls
- Suspicious fire activity
  - Dumpster
  - Grass / Brush fire
  - Vacant building Smoke investigation
- Vehicle fire
- Occupied Dwelling / Multi-floor
- Boat fire
- Tree Down
- Arson / Arson Patterns
- Fireworks
- Tree into Power Lines
- Transformer Fire / Pole Down
- Illegal Burn
- Explosions

# Fire Operations

## Fire Situational Awareness Trigger Examples:

- Mutual Aid In and Out
- 2nd Alarm / Multi-Alarm Fires
- All Active Fires
- Fire Near / Around High Threat / High Visibility Locations
- School Fires / Nursing Home / Hospital Fires
- Strike Team Assignment
- Bomb Threat
- Explosion
- Aircraft Fire
- Domestic Terrorism
- 1st Unit on Scene

- Homeland Security
- Heavy Rescue
- Hazmat / Chemical
- Task Force Request
- Arson Investigation
- Commercial Structure
- Residential Structure
- Swift Water Rescue
- > "X" Engines Responding
- All Fires by City, County, State (aggregated views)

## Proposed Fire & EMS Triggers to Get You Started

Not sure where you should start? Try starting with the following Fire & EMS configurable triggers:

- Alarm Transfer
- Alarm Answering
- Alarm Processing
- EMS Turnout – Days
- EMS Turnout – Nights
- Fire Turnout – Days
- Fire Turnout – Nights
- Travel Time – 1st Engine
- Travel Time – 1st Assignment (Urban, Suburban, Rural etc.)
- Total Response Time
- Structure Fire
- 1st In Engine Response Time
- Effective Response Force

- Response Time Effective Fire Force
- Total Incidents (Fire, EMS, Call Categorization, Alarm)
- Total Responses
- Total Transports
- Total Non-Emergent
- Mutual Aid Given
- Mutual Aid Received
- Simultaneous Counts
- Response Time to 2-In/2-Out (subset of EFR for agencies <4 person staffing)
- Escalation to 2nd or Greater Alarm (Sentinel)
- Major/Key Incident (Sentinel – E.G. Hazmat, Schools, High Hazard Occupancy, MCI, Fatality, Firefighter Injury, Community Leader, etc.)

# NEW: Mapping Features

Toggle on/off to layer different mapping components such as Planning Zones, Station Districts, Fire Districts, Population Density, Cities and Counties. Display calls by Top 10 Problems in order to see what/where your most common calls are happening.
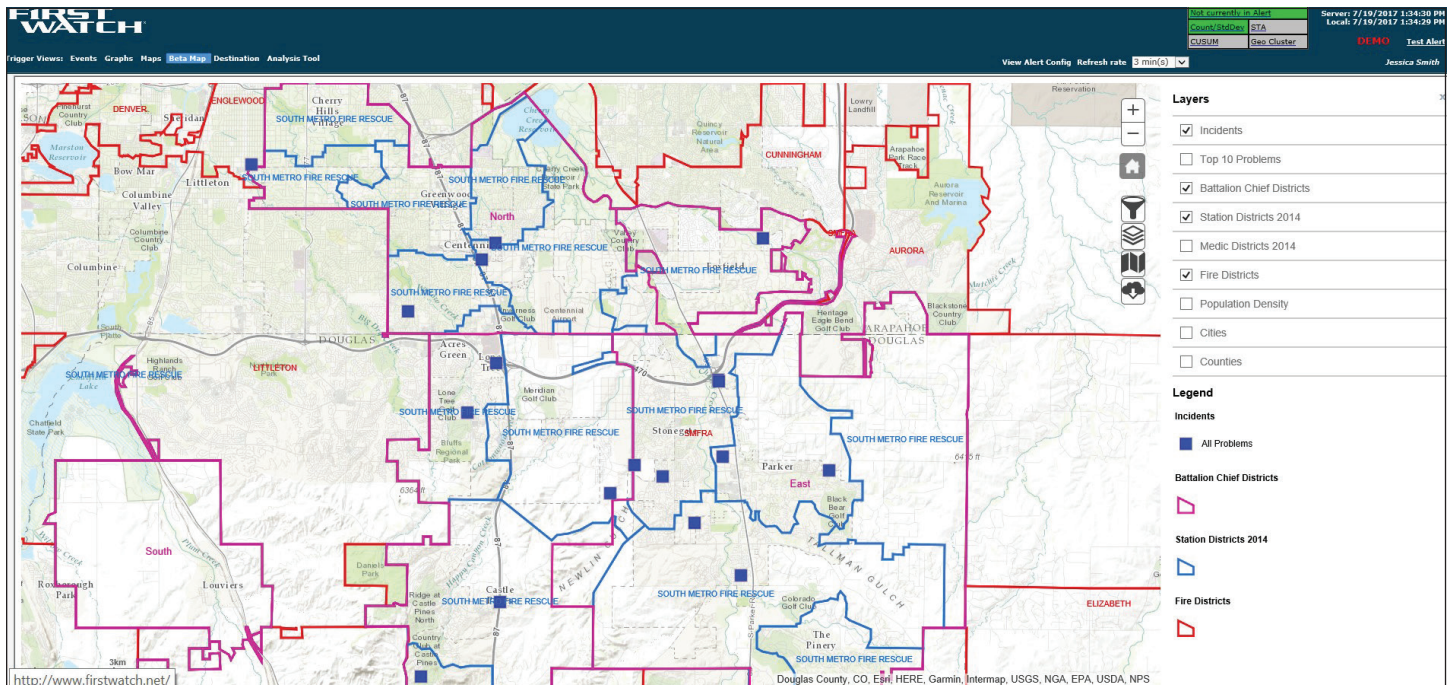


Heat maps with a sliding transparency scale
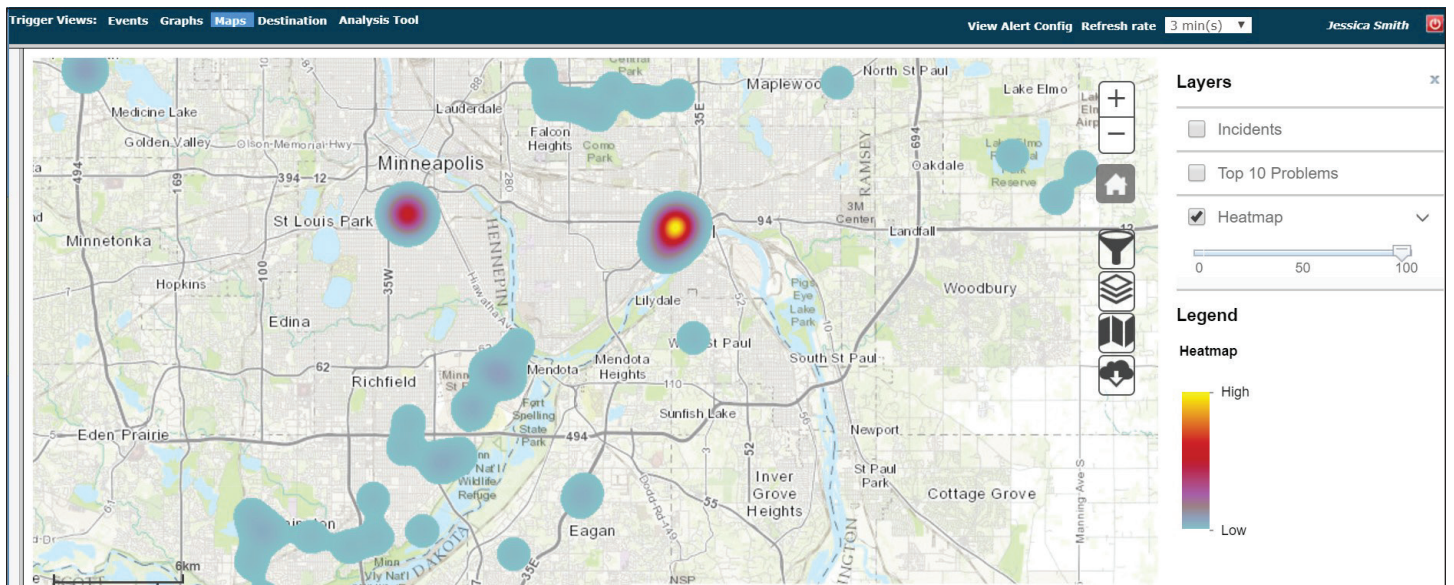
# Real-Time Tracking of Opiates Overdoses

**HEMSI - Opioid Trigger  Current Call Information**
Calls displayed represent active or performed calls between the hours of  1/3/2017 and 1/4/2017 11:59:59 PM.
Data and Report from the FirstWatch™ Internet Server

| Time Sent To Queue ▲ | Run Number | Address | Nature of Call | Primary Impression | Destination | Narcan administered | Initial Respiratory Rate | Final Respiratory Rate | GCS | Free Text Results |
|---|---|---|---|---|---|---|---|---|---|---|
| 1/3/2017 4:50:34 AM | 40970213 | From HEMSI | Psychiatric/Abnormal behavior/Suicide Attempt -Non-suicidal | Alt. Level Conscious and alert | 01 HH MAIN | No | 20 | 20 | 15 | [HEROIN] |
| 1/3/2017 4:21:26 PM | 40990149 | From HEMSI | Unknown Problem -Unknown status/Other codes not applicable | Unconscious | 01 HH MAIN | Yes | 10 | 14 | 6 | |
| 1/3/2017 5:19:14 PM | 40980344 | From HEMSI | Transfer / Interfacility / Palliative Care -Not alert (acute change) | Unknown Medical | 06 CRESTWOOD MEDICAL CENTER | No | 15 | 15 | 15 | [hydrocodone] |
| 1/4/2017 3:46:59 PM | 40999037 | From HEMSI | NO DISPATCH CODE -*** No Dispatch Code *** | Bed Confined (at the time of transfer), Terminally Ill (weak) - note type in narrative, Weakness | 08 HOME / RESIDENCE | No | 16 | 16 | 12 | [MORPHINE] |
| 1/4/2017 4:24:24 PM | 40997455 | From HEMSI | Unknown Problem -Unknown status/Other codes not applicable | Back Pain (No Trauma), Nausea, Vomiting | 01 HH MAIN | No | 20 | 20 | 15 | [oxycodone] |

**Trinity EMS - Narcotic Monitoring  Current Call Information**
Calls displayed represent active or performed calls between the hours of  1/31/2018 12:52:33 PM and 3/2/2018 12:52:33 PM.
Data and Report from the FirstWatch™ Internet Server

| GC | Geo Valid | Time Sent To Queue | Pri | Problem | Primary Impression | Incident # | Address/Location | Intervention Narcotic | Outcome |
|---|---|---|---|---|---|---|---|---|---|
| | C | 2/2/2018 5:12:09 PM | 1 | Fall(s) | Head Injury-Blood vessel | 8531 | From TrinityEMS | Versed | Treated, Tx by EMS |
| | C | 2/3/2018 7:50:17 AM | 1 | Breathing Problems | Respiratory Dist (Acute) | 8636 | From TrinityEMS | Ativan | Treated, Tx by EMS |
| | C | 2/3/2018 7:54:25 AM | 1 | Breathing Problems | Shortness of Breath | 8637 | From TrinityEMS | Ativan | Treated, Tx by EMS |
| | C | 2/6/2018 6:26:58 PM | 1 | Convulsions/Seizures | Seizure, Unspecified | 9600 | From TrinityEMS | Versed | Treated, Tx by EMS |
| | C | 2/7/2018 12:13:46 PM | 1 | Fall(s) | Fell | 9769 | From TrinityEMS | Fentanyl | Treated, Tx by EMS |
| | C | 2/7/2018 5:13:51 PM | 3 | Transfer | other | 9827 | From TrinityEMS | Ativan | Treated, Tx by EMS |
| | ? | 2/11/2018 6:41:24 PM | 1 | Fall(s) | | 10800 | From TrinityEMS | Fentanyl | Treated, Tx by EMS |
| | C | 2/14/2018 2:57:40 PM | 1 | Breathing Prol | | | | | |

**Trinity EMS - Lowell Schools MapShot**
Map icons displayed represent active, completed or in queue calls between the hours of 3/13/2016 11:30:52 AM and 4/12/2016 11:30:52 AM  that have a valid longitude a...
Data and Report from the FirstWatch™ Internet Server

Group By: Problem    Map Size:    Show up to 500 of the most recent calls to reduce map clutter.



Active calls
Fall(s)
Injured Person
Other/Medical
Psychiatric/Suicide Attempt
Sick Person
Unknown Problem
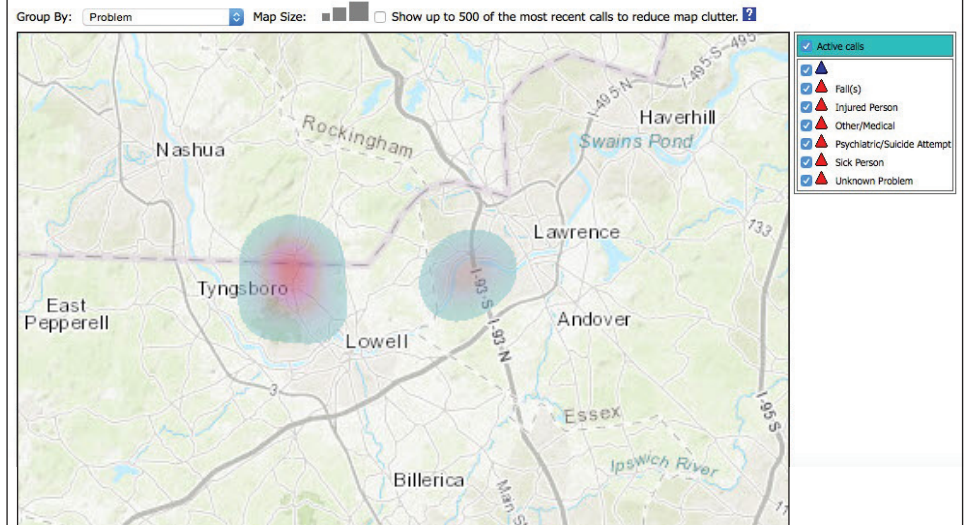
# Measuring Compliance for Accreditation

Incident Time Analysis Reports: breakdown of time intervals for current and a 2,3,4 or 5 year view broken up by: Incident Type, Population Density, and 70th% and 90th% Percentile. Breakdown by Yesterday, Last Week, Last Month, Year-to-Date etc.

## FIRST WATCH
*Every Record. In Real Time. Automatically.*

### FirstWatch Incident Time Analysis

**Criteria: 2/29/2016 to 3/6/2016**

| Incident Type | Zone Type | Dispatch 70th Percentile | Dispatch 90th Percentile | TurnOut 70th Percentile | TurnOut 90th Percentile | Travel 70th Percentile | Travel 90th Percentile | Response 70th Percentile | Response 90th Percentile |
|---|---|---|---|---|---|---|---|---|---|
| EMS | Urban | 00:00:38 | 00:00:45 | 00:01:10 | 00:01:33 | 00:04:32 | 00:05:48 | 00:05:52 | 00:07:12 |
| | Suburban | 00:00:37 | 00:00:45 | 00:01:24 | 00:01:42 | 00:05:11 | 00:07:44 | 00:06:20 | 00:09:41 |
| | Rural | 00:00:26 | 00:00:33 | 00:01:24 | 00:01:59 | 00:07:47 | 00:08:31 | 00:09:11 | 00:10:00 |
| Fire | Urban | 00:00:39 | 00:00:43 | 00:01:27 | 00:01:31 | 00:09:59 | 00:11:24 | 00:11:37 | 00:13:08 |
| | Suburban | 00:00:35 | 00:00:50 | 00:01:59 | 00:02:07 | 00:08:18 | 00:10:46 | 00:09:34 | 00:12:31 |
| | Rural | 00:01:28 | 00:01:40 | 00:01:07 | 00:01:13 | 00:06:52 | 00:06:59 | 00:08:10 | 00:08:24 |

| Measure | Parameters | Urban Benchmarks | Suburban Benchmarks | Rural Benchmarks |
|---|---|---|---|---|
| Dispatch - | Alarm received to 1st unit dispatched | 01:00 | 01:00 | 01:00 |
| TurnOut - | Dispatched to 1st unit enroute | 01:30 | 01:30 | 01:30 |
| Travel - | 1st unit enroute to 1st unit @ scene | 04:00 | 05:00 | 10:00 |
| Response - | Alarm received to 1st unit @ scene | 06:30 | 07:30 | 10:30 |

## FIRST WATCH
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### Incident Time Analysis - 2, 3, 4, 5 Yr Comparison by Measurement

| DISPATCH | | 2016 | 2015 | 2014 | 2016 | 2015 | 2014 |
|---|---|---|---|---|---|---|---|
| Incident Type | Zone Type | Disp 70th% | Disp 70th% | Disp 70th% | Disp 90th% | Disp 90th% | Disp 90th% |
| EMS | Urban | 00:00:38 | 00:00:37 | 00:00:40 | 00:00:47 | 00:00:48 | 00:00:52 |

| TURN OUT | | 2016 | 2015 | 2014 | 2016 | 2015 | 2014 |
|---|---|---|---|---|---|---|---|
| Incident Type | Zone Type | Disp 70th% | Disp 70th% | Disp 70th% | Disp 90th% | Disp 90th% | Disp 90th% |
| EMS | Urban | 00:01:18 | 00:01:16 | 00:01:15 | 00:01:41 | 00:01:40 | 00:01:39 |

| TRAVEL | | 2016 | 2015 | 2014 | 2016 | 2015 | 2014 |
|---|---|---|---|---|---|---|---|
| Incident Type | Zone Type | Disp 70th% | Disp 70th% | Disp 70th% | Disp 90th% | Disp 90th% | Disp 90th% |
| EMS | Urban | 00:04:26 | 00:04:22 | 00:04:31 | 00:05:52 | 00:05:44 | 00:06:00 |
| | Suburban | 00:05:05 | 00:04:57 | 00:05:10 | 00:06:57 | 00:06:33 | 00:06:55 |

| TOTAL RESPONSE | | 2016 | 2015 | 2014 | 2016 | 2015 | 2014 |
|---|---|---|---|---|---|---|---|
| Incident Type | Zone Type | Disp 70th% | Disp 70th% | Disp 70th% | Disp 90th% | Disp 90th% | Disp 90th% |
| EMS | Urban | 00:05:43 | 00:05:40 | 00:05:48 | 00:07:18 | 00:07:11 | 00:07:23 |
| | Suburban | 00:06:31 | 00:06:15 | 00:06:30 | 00:08:16 | 00:08:00 | 00:08:26 |
| | Rural | 00:07:50 | 00:07:38 | 00:07:36 | 00:09:46 | 00:09:33 | 00:09:54 |

(left column labels: Incident Type — EMS, Fire, HazMat, Rescue)

*Parameters*
Alarm received to 1st unit

# Measuring Compliance for Accreditation

**F1RST WATCH** — Every Record. In Real Time. Automatically.

## Incident Time Analysis - 2, 3, 4, 5 Yr Comparison by Inc Type

| Incident Type | Year | Zone Type | Dispatch 70th Percentile | Dispatch 90th Percentile | TurnOut 70th Percentile | TurnOut 90th Percentile | Travel 70th Percentile | Travel 90th Percentile | Response 70th Percentile | Response 90th Percentile |
|---|---|---|---|---|---|---|---|---|---|---|
| Fire | 2014 | Urban | 00:00:48 | 00:01:07 | 00:01:25 | 00:01:47 | 00:04:42 | 00:06:23 | 00:06:11 | 00:07:42 |
| | | Suburban | 00:00:49 | 00:01:16 | 00:01:25 | 00:01:50 | 00:05:53 | 00:07:28 | 00:07:35 | 00:09:10 |
| | | Rural | 00:00:48 | 00:01:07 | 00:01:36 | 00:02:11 | 00:07:30 | 00:09:13 | 00:09:15 | 00:11:04 |
| | 2015 | Urban | 00:00:48 | 00:01:02 | 00:01:29 | 00:01:51 | 00:05:03 | 00:06:27 | 00:06:30 | 00:07:55 |
| | | Suburban | 00:00:49 | 00:01:09 | 00:01:32 | 00:01:48 | 00:05:53 | 00:08:11 | 00:07:27 | 00:09:45 |
| | | Rural | 00:00:52 | 00:01:06 | 00:01:39 | 00:02:02 | 00:07:15 | 00:09:28 | 00:09:08 | 00:11:03 |
| | 2016 | Urban | 00:00:40 | 00:00:48 | 00:01:33 | 00:01:51 | 00:05:01 | 00:06:26 | 00:06:33 | 00:07:30 |
| | | Suburban | 00:00:44 | 00:00:59 | 00:01:35 | 00:01:57 | 00:05:38 | 00:09:00 | 00:07:25 | 00:10:08 |
| | | Rural | 00:00:49 | 00:01:23 | 00:01:31 | 00:01:44 | 00:06:57 | 00:08:08 | 00:08:22 | 00:09:49 |

**Measure**
Dispatch - Alarm...
TurnOut - Disp...
Travel - 1st...
Response - Alarm...

| Incident Type | Year | Zone Type | Dispatch 70th Percentile | Dispatch 90th Percentile | TurnOut 70th Percentile | TurnOut 90th Percentile | Travel 70th Percentile | Travel 90th Percentile | Response 70th Percentile | Response 90th Percentile |
|---|---|---|---|---|---|---|---|---|---|---|
| EMS | 2014 | Urban | 00:00:40 | 00:00:52 | 00:01:15 | 00:01:39 | 00:04:31 | 00:06:00 | 00:05:48 | 00:07:23 |
| | | Suburban | 00:00:39 | 00:00:53 | 00:01:18 | 00:01:40 | 00:05:10 | 00:06:55 | 00:06:30 | 00:08:26 |
| | | Rural | 00:00:40 | 00:00:53 | 00:01:27 | 00:01:48 | 00:06:18 | 00:08:20 | 00:07:36 | 00:09:54 |
| | 2015 | Urban | 00:00:37 | 00:00:48 | 00:01:16 | 00:01:40 | 00:04:22 | 00:05:44 | 00:05:40 | 00:07:11 |
| | | Suburban | 00:00:37 | 00:00:48 | 00:01:18 | 00:01:40 | 00:04:57 | 00:06:33 | 00:06:15 | 00:08:00 |
| | | Rural | 00:00:39 | 00:00:51 | 00:01:22 | 00:01:43 | 00:06:16 | 00:07:59 | 00:07:38 | 00:09:33 |
| | 2016 | Urban | 00:00:38 | 00:00:47 | 00:01:18 | 00:01:41 | 00:04:26 | 00:05:52 | 00:05:43 | 00:07:18 |
| | | Suburban | 00:00:38 | 00:00:48 | 00:01:22 | 00:01:43 | 00:05:04 | 00:06:56 | 00:06:31 | 00:08:16 |
| | | Rural | 00:00:35 | 00:00:44 | 00:01:26 | 00:01:47 | 00:06:20 | 00:08:11 | 00:07:50 | 00:09:46 |

**Measure** **Parameters** **Urban Benchmarks** **Suburban Benchmarks** **Rural Benchmarks**

| Incident Type | Year | Zone Type | Dispatch 70th Percentile | Dispatch 90th Percentile | TurnOut 70th Percentile | TurnOut 90th Percentile | Travel 70th Percentile | Travel 90th Percentile | Response 70th Percentile | Response 90th Percentile |
|---|---|---|---|---|---|---|---|---|---|---|
| Rescue | 2014 | Urban | 00:00:56 | 00:01:00 | 00:00:51 | 00:01:14 | 00:04:12 | 00:04:30 | 00:05:09 | 00:05:45 |
| | | Suburban | 00:01:05 | 00:01:45 | 00:00:59 | 00:01:25 | 00:04:58 | 00:05:24 | 00:06:24 | 00:06:53 |
| | | Rural | 00:01:34 | 00:01:34 | 00:00:50 | 00:00:50 | 00:09:36 | 00:09:36 | 00:10:49 | 00:10:49 |
| | 2015 | Urban | 00:00:59 | 00:01:04 | 00:00:59 | 00:01:08 | 00:05:52 | 00:07:40 | 00:06:46 | 00:09:15 |
| | | Suburban | 00:01:08 | 00:02:11 | 00:00:26 | 00:01:07 | 00:09:52 | 00:21:48 | 00:11:27 | 00:22:22 |
| | 2016 | Urban | 00:01:04 | 00:01:15 | 00:00:39 | 00:00:44 | 00:04:02 | 00:04:29 | 00:04:46 | 00:05:16 |
| | | Suburban | 00:01:02 | 00:01:02 | 00:00:13 | 00:00:13 | 00:03:12 | 00:03:12 | 00:03:47 | 00:03:47 |

**Measure** **Parameters** **Urban Benchmarks** **Suburban Benchmarks** **Rural Benchmarks**
Dispatch - Alarm received to 1st unit dispatched 01:00 01:00 01:00
TurnOut...
Travel...
Response...

| Incident Type | Year | Zone Type | Dispatch 70th Percentile | Dispatch 90th Percentile | TurnOut 70th Percentile | TurnOut 90th Percentile | Travel 70th Percentile | Travel 90th Percentile | Response 70th Percentile | Response 90th Percentile |
|---|---|---|---|---|---|---|---|---|---|---|
| HazMat | 2014 | Urban | 00:00:59 | 00:01:29 | 00:01:22 | 00:01:47 | 00:05:06 | 00:05:45 | 00:06:35 | 00:09:07 |
| | | Suburban | 00:01:08 | 00:01:24 | 00:01:30 | 00:01:39 | 00:06:32 | 00:08:36 | 00:08:21 | 00:10:03 |
| | | Rural | 00:01:04 | 00:01:04 | 00:01:26 | 00:01:26 | 00:05:37 | 00:05:37 | 00:07:10 | 00:07:10 |
| | 2015 | Urban | 00:00:48 | 00:00:55 | 00:01:33 | 00:01:50 | 00:04:26 | 00:04:59 | 00:05:55 | 00:06:40 |
| | | Suburban | 00:00:32 | 00:01:07 | 00:01:15 | 00:01:20 | 00:06:35 | 00:08:02 | 00:07:57 | 00:09:07 |
| | | Rural | 00:00:34 | 00:00:34 | 00:00:43 | 00:00:54 | 00:06:26 | 00:07:02 | 00:07:04 | 00:07:32 |
| | 2016 | Urban | 00:00:40 | 00:00:43 | 00:00:56 | 00:00:58 | 00:04:28 | 00:04:53 | 00:05:39 | 00:06:05 |

| Measure | Parameters | Urban Benchmarks | Suburban Benchmarks | Rural Benchmarks |
|---|---|---|---|---|
| Dispatch - | Alarm received to 1st unit dispatched | 01:00 | 01:00 | 01:00 |
| TurnOut - | Dispatched to 1st unit enroute | 01:30 | 01:30 | 01:30 |
| Travel - | 1st unit enroute to 1st unit @ scene | 04:00 | 05:00 | 10:00 |
| Response - | Alarm received to 1st unit @ scene | 06:30 | 07:30 | 10:30 |

## New F.O.A.M. Module Includes:

- Module Landing Page and Drill Downs
- Annual Compliance Report (CFAI Format v9)
- GIS Mapping Output of Compliance Reports
- 10 Report Modules

## Track quality improvement efforts over time.



**F1RST WATCH** — Every Record. In Real Time. Automatically.

### Annual Compliance Report
Criteria: 01/01/2016 to 12/31/2017
Risk Category: *Significant*
Districts: *1, 2, 3, 4, 5*

| Fire Suppression - 90th Percentile Times | | | 2016 - 2017 | 2017 | 2016 | Benchmark |
|---|---|---|---|---|---|---|
| Alarm Handling | Pick-up to Dispatch | Suburban (1:50) | 01:49 | 00:39 | 01:55 | 01:00 |
| Turnout Time | Turnout Time 1st Unit | Suburban (2:00) | 01:16 | 00:21 | 01:18 | 01:20 |
| Travel Time | Travel Time 1st Unit On Scene Distribution | Suburban (6:30) | 06:09 | 06:08 | 05:48 | 04:00 |
| | Travel Time ERF Concentration | Suburban (13:00) | 12:44 | 09:35 | 12:52 | 08:00 |
| Total Response Time | Total Response Time 1st Unit On Scene Distribution | Suburban (9:00) | 06:58 | 06:29 | 06:58 | 06:20 |
| | | | n = 6 | n = 1 | n = 5 | |
| | Total Response Time ERF Concentration | Suburban (16:00) | 15:59 | 10:35 | 15:59 | 10:20 |
| | | | n = 6 | n = 1 | n = 5 | |



**F1RST WATCH** | Dept Total | Fire Sup | EMS | Hazmat | Tech Rescue | Medical Facility EMS | Reports ▾

August 01, 2016 - August 1, 2018

Alarm Handling Time

Travel Time 1st Unit on Scene

Travel Time ERF Concentration

**ENHANCEMENT MODULE**

## FIRST WATCH
Every Record. In Real Time. Automatically.

### DEMO - 90th Perc Turnout Time Compliance
### By Call Type / Station / Shift

Criteria: Period: 7/1/2018 thru 7/31/2018

| Call Type | Station | Unit | A Shift - Day | Calls | B Shift - Day | Calls | C Shift - Day | Calls | A Shift - Night | Calls | B Shift - Night | Calls | C Shift - Night | Calls |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| EMS | 1 | 1302 | 00:01:13 | 2 | 00:00:31 | 4 | 00:01:27 | 10 | 00:01:45 | 3 | 00:00:00 | 0 | 00:03:41 | 1 |
| | | 1315 | 00:01:02 | 13 | 00:00:56 | 10 | 00:01:04 | 9 | 00:01:45 | 4 | 00:01:26 | 2 | 00:01:43 | 3 |
| | | 1317 | 00:01:20 | 20 | 00:00:55 | 24 | 00:01:13 | 25 | 00:01:33 | 9 | 00:01:25 | 8 | 00:01:38 | 9 |
| | | Station Total: | 00:01:12 | 35 | 00:00:55 | 38 | 00:01:16 | 44 | 00:01:47 | 16 | 00:01:30 | 10 | 00:01:46 | 13 |
| | 2 | Station Total: | 00:00:48 | 11 | 00:00:50 | 5 | 00:01:22 | 9 | 00:01:43 | 6 | 00:00:47 | 1 | 00:02:00 | 2 |
| | 3 | Station Total: | 00:00:51 | 39 | 00:01:04 | 23 | 00:01:18 | 36 | 00:01:27 | 11 | 00:02:15 | 12 | 00:01:49 | 7 |
| | 4 | Station Total: | 00:01:01 | 6 | 00:01:14 | 4 | 00:01:18 | 8 | 00:01:35 | 2 | 00:00:00 | 0 | 00:01:49 | 3 |
| | ADM | Station Total: | 00:00:01 | 1 | 00:00:06 | 4 | 00:00:01 | 2 | 00:00:00 | 0 | 00:00:00 | 0 | 00:00:00 | 0 |
| | | Call Type Total: | 00:01:06 | 92 | 00:00:59 | 74 | 00:01:21 | 99 | 00:01:47 | 35 | 00:01:53 | 23 | 00:01:55 | 25 |
| Fire | | Station Total: | 00:00:00 | 1 | 00:00:55 | | 00:01:16 | | 00:00:00 | 0 | 00:01:30 | | 00:01:46 | |
| | 1 | 1302 | 00:01:11 | 5 | 00:01:24 | 5 | 00:00:59 | 5 | 00:00:00 | 0 | 00:01:54 | 3 | 00:01:51 | 1 |
| | | 1315 | 00:00:53 | 3 | 00:00:51 | 1 | 00:00:36 | 3 | 00:00:00 | 0 | 00:01:27 | 1 | 00:01:42 | 2 |
| | | 1317 | 00:01:00 | 1 | 00:00:31 | 1 | 00:01:33 | 1 | 00:00:00 | 0 | 00:00:00 | 0 | 00:00:00 | 0 |
| | | Station Total: | 00:01:06 | 9 | 00:01:20 | 6 | 00:01:08 | 9 | 00:00:00 | 0 | 00:01:52 | 4 | 00:01:52 | 3 |

## FIRST WATCH
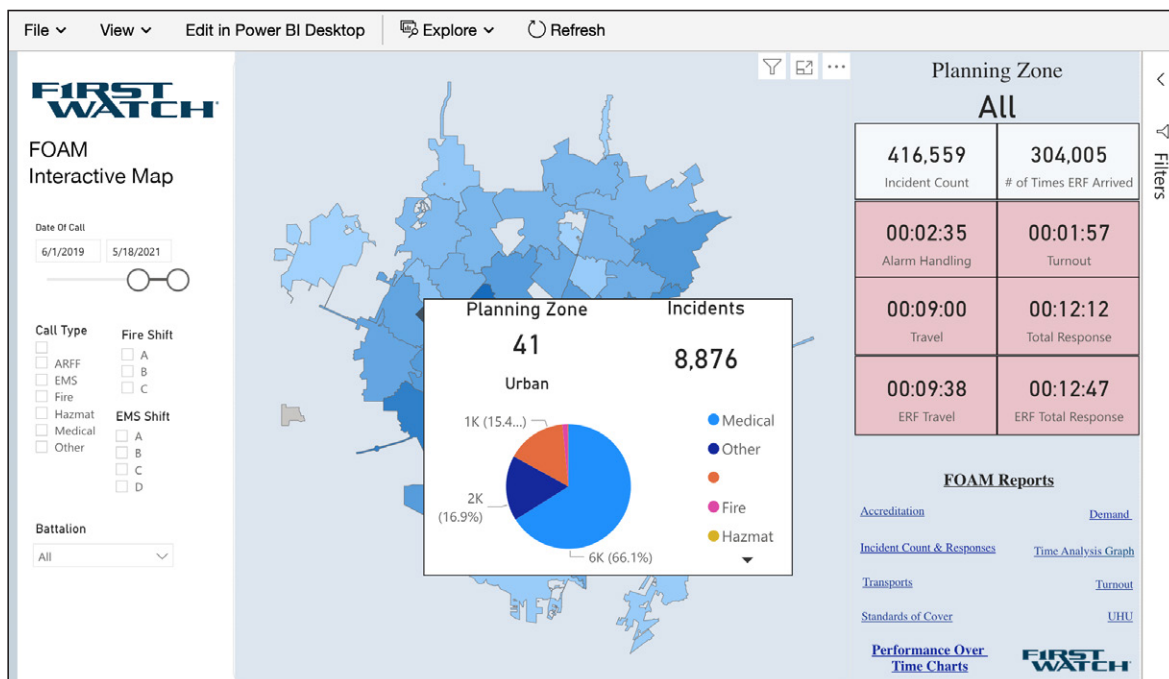Every Record. In Real Time. Automatically.

### FirstWatch Demand by Hour of Day and Day of week
Date Range: 01/01/2020 07:30:00 to 02/01/2020 07:29:59
Battalion(s): 1, 10, 4  Call Type(s):  Fire, EMS, HazMat, Bomb, Public Assist, Other
Service Area(s):  1, 10, 102, 103, 106, 107, 108, 2, 3, 4, 41, 42, 43, 44, 45, 47, 48, 5, 6, 7, 8, 9

| 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 | 38 | 57 | 27 | 30 | 35 | 39 | 35 | 33 | 34 | 50 | 65 | 42 | 48 | 51 | 64 | 59 | 70 | 78 | 62 | 60 | 63 | 52 | 50 | 49 | 1,191 |
| Monday | 49 | 40 | 32 | 26 | 16 | 26 | 39 | 42 | 61 | 57 | 75 | 81 | 69 | 57 | 69 | 89 | 77 | 77 | 68 | 53 | 48 | 51 | 45 | 47 | 1,294 |
| Tuesday | 29 | 50 | 19 | 37 | 27 | 47 | 45 | 46 | 41 | 64 | 81 | 76 | 47 | 96 | 86 | 83 | 61 | 68 | 79 | 79 | 60 | 46 | 45 | 40 | 1,352 |
| Wednesday | 26 | 28 | 29 | 19 | 42 | 43 | 36 | 54 | 73 | 73 | 57 | 66 | 85 | 64 | 96 | 86 | 91 | 115 | 99 | 84 | 80 | 72 | 64 | 38 | 1,520 |
| Thursday | 39 | 60 | 27 | 29 | 41 | 41 | 32 | 41 | 80 | 92 | 91 | 112 | 85 | 109 | 94 | 85 | 87 | 108 | 104 | 85 | 79 | 71 | 58 | 48 | 1,698 |
| Friday | 44 | 34 | 34 | 31 | 34 | 42 | 35 | 53 | 80 | 67 | 66 | 70 | 91 | 89 | 83 | 101 | 98 | 113 | 93 | 81 | 83 | 84 | 86 | 44 | 1,636 |
| Saturday | 81 | 49 | 32 | 46 | 39 | 27 | 32 | 45 | 59 | 56 | 54 | 67 | 59 | 66 | 69 | 57 | 70 | 64 | 59 | 45 | 61 | 60 | 69 | 44 | 1,310 |
| Total | 306 | 318 | 200 | 218 | 234 | 265 | 254 | 314 | 428 | 459 | 489 | 514 | 484 | 532 | 561 | 560 | 554 | 623 | 564 | 487 | 474 | 436 | 417 | 310 | 10,001 |

---

File ∨   View ∨   Edit in Power BI Desktop   Explore ∨   Refresh

## FIRST WATCH
FOAM Interactive Map

Date Of Call
6/1/2019   5/18/2021

Call Type
- ARFF
- EMS
- Fire
- Hazmat
- Medical
- Other

Fire Shift
- A
- B
- C

EMS Shift
- A
- B
- C
- D

Battalion
All ∨

**Planning Zone**
**All**

| 416,559 | 304,005 |
|---|---|
| Incident Count | # of Times ERF Arrived |
| 00:02:35 | 00:01:57 |
| Alarm Handling | Turnout |
| 00:09:00 | 00:12:12 |
| Travel | Total Response |
| 00:09:38 | 00:12:47 |
| ERF Travel | ERF Total Response |

Planning Zone 41 — Urban   Incidents 8,876

- Medical — 6K (66.1%)
- Other — 2K (16.9%)
- Fire — 1K (15.4...)
- Hazmat

### FOAM Reports
Accreditation        Demand
Incident Count & Responses        Time Analysis Graph
Transports        Turnout
Standards of Cover        UHU
Performance Over Time Charts

FIRST WATCH

11

# Workload Monitoring

Trigger Views: Events Graphs Maps Destination Analysis Tool

Not currently in Alert | Count/StdDev STA | CUSUM | Geo Cluster

Server: 7/19/2016 6:44:04 AM
Local: 7/19/2016 9:45:35 AM

View Alert Config  Refresh rate 3 min(s)

Michael Burwell

### Austin - 24hr 7am DC1-DC5 Unit Workload  Current Call Information

Calls displayed represent active or performed calls between the hours of  7/18/2016 8:41:44 PM and 7/19/2016 8:41:44 AM.
Performance Standard = 01:15:00
Data and Report from the FirstWatch™ Internet Server

| Geo Valid | Time Sent To Queue | Problem | Incident # | Unit | Address/Location | Enroutes | # of Cardiac Arrest/Deceased Incidents | Task Time | Task UHU | Daytime Total Time OnTask | Daytime OnTask% | Daytime UHU | Adj Task Time | Adj Task UHU | Adj Daytime Ontask% | Adj Daytime UHU |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| ✓ | 7/18/2016 11:31:47 PM | Altered Mentation Pri 3 | 16200-0523 | DC01 | | 3 | 0 | 00:10:27 | 0.01 | 00:37:57 | 3% | 0.03 | 00:40:27 | 0.03 | 5% | 0.05 |
| ✓ | 7/19/2016 4:16:50 AM | Tactical Assist Prescheduled | 16201-0038 | DC04 | | 2 | 0 | 02:17:03 | 0.1 | 02:28:39 | 10% | 0.1 | 02:47:03 | 0.12 | 12% | 0.12 |
| ✓ | 7/19/2016 4:27:17 AM | Cardiac Arrest | 16201-0040 | DC02 | | 3 | 3 | 00:02:53 | 0 | 00:44:16 | 3% | 0.03 | 00:32:53 | 0.02 | 5% | 0.05 |
| ✓ | 7/19/2016 8:03:08 AM | Traffic Injury Pri 4F | 16201-0074 | DC03 | | 1 | 0 | 00:19:27 | 0.2 | 00:19:27 | 20% | 0.2 | 00:49:27 | 0.5 | 50% | 0.5 |

Records Per Page: 50
Total Responses: 4                                                    Within Standard

**M06 has been dispatched 15 times since 6am and has spent 05:13:12 on task.**

| Incident Date | Run # | Problem Type | Task Time | Disposition |
|---|---|---|---|---|
| 06/29/2016 07:42:54 | 16785805 | Psychiatric Pri 3 | 00:07:46 | Reconfigured Response |
| 06/29/2016 07:37:33 | 16785761 | Unknown Pri 4 | 00:00:20 | Reconfigured Response |
| 06/29/2016 07:59:58 | 16785860 | Unknown Pri 3 | 00:05:03 | No Patient |
| 06/29/2016 08:06:36 | 16785897 | Syncopal Episode Pri 3 | 01:04:37 | South Austin |
| 06/29/2016 09:12:04 | 16786241 | Unknown Pri 3 | 00:07:26 | Referred Austin Police Dept. |
| 06/29/2016 09:41:13 | 16786407 | Seizure Pri 3 | 00:59:45 | University Med Ctr Brackenridg |
| 06/29/2016 10:48:40 | 16786807 | Allergic Reaction Pri 4 | 00:01:07 | Reconfigured Response |
| 06/29/2016 10:54:00 | 16786844 | Chest Pain Pri 2 | 01:18:10 | University Med Ctr Brackenridg |
| 06/29/2016 13:18:40 | 16787813 | Psychiatric Pri 5 | 00:10:54 | Cancelled |
| 06/29/2016 13:30:24 | 16787895 | Psychiatric Pri 4 | 00:27:16 | Refusal |
| 06/29/2016 13:59:08 | 16788085 | Psychiatric Pri 4 | | |
| 06/29/2016 13:53:50 | 16788049 | Overdose Pri 1 | 00:02:15 | Reconfigured Response |
| 06/29/2016 14:16:00 | 16788196 | Unknown Pri 3 | 00:01:38 | Cancelled |
| 06/29/2016 14:29:38 | 16788317 | Respiratory Pri 1 | 00:46:55 | Saint Davids |
| 06/29/2016 15:16:05 | 16788686 | Fall Pri 3 | | |

| OOS Log | | | |
|---|---|---|---|
| **OOS Description** | **Start Time** | **End Time** | **Time Taken** |
| OS Repair EMSG | 06/29/2016 12:22:28 | 06/29/2016 12:45:55 | 00:23:27 |

Make informed, real-time  decisions when sending your crews on calls based on their current total task time for that shift.

# Workload Fatigue Reporting

ENHANCEMENT MODULE

Real-time reporting on your Units to determine the number of run assignments they have been on within a given time frame, their total task time, and more.

### Live Workload Report

| Unit | Scheduled Start Time | Actual Start Time | Total Time on Duty | # of Run Assignments | # of Arrivals | Total Task Time | Task Time UHU | | # of Post Movements | Time not at Post | Active Time UHU | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **North Metro** | | | | | | | | | | | | |
| 636 | 04:01:23 | 04:01:23 | 14:08:56 | 9 | 7 | 05:50:49 | 0.41 | 🟡 | 14 | 08:45:52 | 0.62 | 🟡 |
| 637 | 05:34:56 | 05:34:56 | 12:35:23 | 6 | 5 | 04:05:50 | 0.33 | 🟡 | 12 | 08:40:00 | 0.69 | 🟡 |
| 634 | 06:00:34 | 06:00:34 | 12:09:45 | 6 | 4 | 06:03:56 | 0.50 | 🟡 | 7 | 08:18:08 | 0.68 | 🟡 |
| 684 | 06:29:44 | 06:29:44 | 11:40:35 | 6 | 6 | 04:52:52 | 0.42 | 🟡 | 8 | 07:11:39 | 0.62 | 🟡 |
| 635 | 06:54:42 | 06:54:42 | 11:15:37 | 11 | 10 | 05:53:05 | 0.52 | 🔴 | 15 | 07:49:02 | 0.69 | 🟡 |
| 685 | 08:34:16 | 08:34:16 | 09:36:03 | 8 | 6 | 05:30:26 | 0.57 | 🔴 | 6 | 06:41:26 | 0.70 | 🟡 |
| 682 | 09:06:41 | 09:06:41 | 09:03:38 | 4 | 3 | 02:07:43 | 0.23 | 🟢 | 11 | 06:59:15 | 0.77 | 🔴 |
| 683 | 09:34:46 | 09:34:46 | 08:35:33 | 2 | 2 | 02:36:29 | 0.30 | 🟡 | 3 | 04:37:33 | 0.54 | 🟡 |
| 628 | 10:03:44 | 10:03:44 | 08:06:35 | 5 | 5 | 04:52:49 | 0.60 | 🔴 | 7 | 06:13:14 | 0.77 | 🔴 |
| 642 | 12:00:13 | 12:00:13 | 06:10:06 | 3 | 3 | 02:55:41 | 0.47 | 🟡 | 5 | 04:45:00 | 0.77 | 🔴 |
| 654 | 13:02:04 | 13:02:04 | 05:08:15 | 4 | 4 | 03:50:08 | 0.75 | 🔴 | 2 | 04:41:31 | 0.91 | 🔴 |
| 651 | 15:34:11 | 15:34:11 | 02:36:08 | 2 | 1 | 01:25:40 | 0.55 | 🔴 | 1 | 01:55:05 | 0.74 | 🔴 |
| 681 | 16:25:30 | 16:25:30 | 01:44:49 | 1 | 1 | 00:42:18 | 0.40 | 🟡 | 2 | 01:14:21 | 0.71 | 🔴 |
| 643 | 16:44:35 | 16:44:36 | 01:25:43 | 1 | 1 | 01:21:34 | 0.95 | 🔴 | 0 | 01:25:43 | 1.00 | 🔴 |
| 656 | 17:32:17 | 17:32:17 | 00:38:02 | 0 | 0 | 00:00:00 | 0.00 | 🟢 | 1 | 00:29:46 | 0.78 | 🔴 |

## Critical Incident Notification

Allina Health EMS and Las Vegas Fire uses their Critical Incidents triggers to alert their Chaplain in real-time.

**AHEMS - Critical Incidents  Current Call Information**
Calls displayed represent active or performed calls between the hours of 5/12/2017 and 5/18/2017 11:59:59 PM.
Data and Report from the FirstWatch™ Internet Server

**INFO:** MATCHING PROBLEM TYPES: 07 Burns / Explosions 14 Drowning / Diving / SCUBA 22 Industrial / Machine Accid. 27 Stab/ Gunshot / Penetrating AND MATCHING DETERMINANTS: 7% 14C% 14D% 14E% 22% 27B% 27D% OR 4 OR MORE UNITS ARE ON SCENE OR HAS BRAIN MATTER IN THE PCR NARRATIVE OR PCR HAS PT AGE <= 18 WITH PRIMARY/SECONDARY IMPRESSION OF CARDIAC ARREST. EXCLUDES: TEST, MIS-ASSIGNED, DUPLICATE CALLS AND PRIORITY 99 CALLS, SEA ALS Special Event Ded., SEA ALS Special Event Nondedic, SEB BLS Special Event Ded., SEB BLS Special Event Nondedic

| Geo Valid | ePCR | Time Sent To Queue ▲ | Pri | Problem | ProQA | Incident # | Address/Location | City | County | Division |
|---|---|---|---|---|---|---|---|---|---|---|
| ✓ | 1 | 5/12/2017 1:32:56 AM | 15 | FS Fire Standby | | 051217-0028 | From AHEMS | ARDEN HILLS | RAMSEY | Allina North |
| ✓ | 1 | 5/12/2017 1:32:56 AM | 15 | FS Fire Standby | | 051217-0028 | From AHEMS | ARDEN HILLS | RAMSEY | Allina North |
| ✓ | 1 | 5/12/2017 10:50:32 AM | 5 | 27 Stab/ Gunshot / Penetrating | | 051217-0180 | From AHEMS | MOUNDS VIEW | RAMSEY | Allina North |
| ✓ | 1 | 5/14/2017 10:27:50 AM | 5 | 29 Traffic Accident / PI | | 051417-0138 | From AHEMS | ANOKA | ANOKA | Allina North |

**LVFR - Critical Incident Notification  Current Call Information**
Calls displayed represent active or performed calls between the hours of 4/17/2016 and 4/18/2016 11:59:59 PM.
Data and Report from the FirstWatch™ Internet Server

| Geo Valid | ePCR | Time Sent To Queue ▲ | Incident # | Pri | Problem | ProQA |
|---|---|---|---|---|---|---|
| ✓ | 1 | 4/17/2016 12:07:58 AM | 04172016-6108729 | | | |
| ✓ | 3 | 4/17/2016 1:04:56 AM | 04172016-6108772 | | | |
| ✓ | | 4/18/2016 12:33:27 AM | 04182016-6109705 | | | |

Records Per Page: 50 ▼
**Total Responses: 3**

> LVFR units only AND matching determinants: GSW (explosive to head) - "27B05G" GSW (multiple victims) - "27D05G" Building Fire with person inside - "07C01" Cardiac Arrest Obvious Death - "09B1%" Drownings - "14D%" and "14B%" Traffic Accident - "29D%" OR Matching Problems Types: "27B-Stab/Gunshot Wound" "27D-Stab/Gunshot Wound" "7C-Burns/Explosion" "9B-Cardiac/Respiratory Arrest" OR With "Hanging" or "Jumper" in the ePCR narrative. Unit must be on scene > 2 minutes Does not include "unable to locate" or "no patient contact" in ePCR narrative

**DRAFT - LVFR - Critical Incident Notification Filter Criteria**
Includes Priorities: 1, 10, 11, 12, 13, 14, 15, 16, 17, 18, 2, 3, 4, 5, 6, 7, 8, 9  Only.

**Trigger Criteria Include the Following Categories (with Matching Free-Text Entries with Call Comments):**
   Critical Incidents, No Patient Contact

**(Drill down into each call's detail to see which free-text words or phrases were found in the call comments and had a corresponding Category.)**

Other Information: LVFR units only AND matching determinants: GSW (explosive to head) - "27B05G" GSW (multiple victims) - "27D05G" Building Fire with person inside - "07C01" Cardiac Arrest Obvious Death - "09B1%" Drownings - "14D%" and "14B%" Traffic Accident - "29D%" OR Matching Problems Types: "27B-Stab/Gunshot Wound" "27D-Stab/Gunshot Wound" "7C-Burns/Explosion" "9B-Cardiac/Respiratory Arrest" OR With "Hanging" or "Jumper" in the ePCR narrative. Unit must be on scene > 2 minutes Does not include "unable to locate" or "no patient contact" in ePCR narrative

## Workforce Safety

Monitor unit activity in real-time.

### Live Workload Report

| Unit | Scheduled Start Time | Actual Start Time | Total Time on Duty | # of Responses | # of Arrivals | Total Task Time | Task Time UHU | | # of Times Out of Service | Out of Service Time | # of Post Movements | Time not at Post | @ Post > 30 Min | Active Time UHU | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ALS Units** | | | | | | | | | | | | | | | |
| 3333 | 05:00:00 | 05:17:52 | 08:46:04 | 4 | 4 | 04:43:17 | 0.54 | 🟥 | 1 | 00:34:57 | 6 | 06:30:03 | 0 | 0.74 | 🟥 |
| 3334 | 05:30:00 | 05:29:54 | 08:34:02 | 5 | 2 | 05:13:53 | 0.61 | 🟥 | 1 | 00:51:17 | 4 | 06:15:15 | 0 | 0.73 | 🟥 |
| 3331 | 05:30:00 | 05:30:43 | 08:33:13 | 4 | 3 | 05:56:19 | 0.69 | 🟥 | 1 | 00:47:26 | 6 | 07:43:04 | 0 | 0.90 | 🟥 |
| 3385 | 06:00:00 | 06:23:05 | 07:40:51 | 3 | 3 | 05:47:11 | 0.75 | 🟥 | | -- | 6 | 06:48:45 | 0 | 0.89 | 🟥 |
| 3340 | 06:00:00 | 06:43:44 | 07:20:12 | 6 | 5 | 04:11:53 | 0.57 | 🟥 | | -- | 9 | 05:26:22 | 0 | 0.74 | 🟥 |
| 3336 | 06:30:00 | 06:44:34 | 07:19:22 | 3 | 3 | 03:32:27 | 0.48 | 🟨 | 1 | 00:40:47 | 4 | 04:21:10 | 0 | 0.59 | 🟨 |
| 3101 | 06:30:00 | 06:46:18 | 07:17:38 | 3 | 3 | 05:40:41 | 0.78 | 🟥 | | -- | 0 | 00:00:00 | 0 | 1.00 | 🟥 |
| 3338 | 07:00:00 | 07:03:25 | 07:00:31 | 4 | 4 | 03:49:44 | 0.55 | 🟥 | | -- | 7 | 05:26:09 | 1 | 0.78 | 🟥 |
| 3317 | 07:30:00 | 07:30:43 | 06:33:13 | 7 | 2 | 02:29:57 | 0.38 | 🟨 | | -- | 8 | 05:09:15 | 1 | 0.79 | 🟥 |
| 3339 | 07:30:00 | 07:53:44 | 06:10:12 | 3 | 3 | 04:09:10 | 0.67 | 🟥 | | -- | 6 | 05:37:21 | 0 | 0.91 | 🟥 |
| 3343 | 08:00:00 | 08:01:01 | 06:02:55 | 0 | 0 | 00:00:00 | 0.00 | 🟥 | 2 | 05:51:38 | 0 | 00:00:00 | 0 | 0.03 | 🟥 |
| 3107 | 08:00:00 | 08:02:46 | 06:01:10 | 3 | 3 | 05:40:46 | 0.94 | 🟥 | | -- | 0 | 00:00:00 | 0 | 1.00 | 🟥 |
| 3364 | 08:00:00 | 08:03:39 | 06:00:17 | 2 | 1 | 02:22:00 | 0.39 | 🟨 | | -- | 4 | 02:54:27 | 0 | 0.48 | 🟨 |
| 3327 | 08:00:00 | 08:17:24 | 05:46:32 | 1 | 1 | 04:37:47 | 0.80 | 🟥 | | -- | 3 | 05:03:41 | 0 | 0.88 | 🟥 |
| 3332 | 08:00:00 | 08:17:50 | 05:46:06 | 3 | 2 | 04:23:44 | 0.76 | 🟥 | 1 | 00:50:50 | 2 | 04:41:52 | 0 | 0.81 | 🟥 |
| 3344 | 09:00:00 | 09:16:14 | 04:47:42 | 0 | 0 | 00:00:00 | 0.00 | 🟥 | 1 | 04:47:44 | 0 | 00:00:00 | 0 | 0.00 | |
| 3342 | 09:00:00 | 09:42:03 | 04:21:53 | 3 | 3 | 04:12:16 | 0.96 | 🟥 | | -- | 2 | 00:00:00 | 0 | 1.00 | 🟥 |
| 3103 | 09:30:00 | 10:07:35 | 03:56:21 | 1 | 1 | 02:45:59 | 0.70 | 🟥 | | -- | 0 | 00:00:00 | 0 | 1.00 | 🟥 |
| 3365 | 10:00:00 | 10:08:16 | 03:55:40 | 2 | 2 | 02:18:20 | 0.59 | 🟥 | | -- | 3 | 03:07:19 | 0 | 0.79 | 🟥 |
| 3104 | 10:00:00 | 10:09:40 | 03:54:16 | 1 | 1 | 03:23:33 | 0.87 | 🟥 | | -- | 1 | 03:37:19 | 0 | 0.93 | 🟥 |
| 3366 | 11:00:00 | 11:38:43 | 02:25:13 | 2 | 2 | 01:15:56 | 0.52 | 🟥 | | -- | 5 | 02:13:12 | 0 | 0.92 | 🟥 |
| 3102 | 06:00:00 | 12:44:12 | 01:19:44 | 1 | 1 | 01:18:20 | 0.98 | 🟥 | | -- | 0 | 00:00:00 | 0 | 1.00 | 🟥 |
| 3113 | 11:00:00 | 13:29:44 | 00:34:12 | 0 | 0 | 00:00:00 | 0.00 | 🟥 | | -- | 1 | 00:32:52 | 0 | 0.96 | 🟥 |
| 3108 | 13:00:00 | 13:32:26 | 00:31:30 | 0 | 0 | 00:00:00 | 0.00 | 🟩 | | -- | 0 | 00:30:11 | 0 | 0.96 | 🟥 |
| **BLS Units** | | | | | | | | | | | | | | | |
| 4490 | 07:30:00 | 08:46:26 | 1.05:17:30 | 18 | 10 | 10:43:07 | 0.37 | 🟨 | 1 | 00:53:28 | 5 | 12:30:40 | 6 | 0.43 | 🟥 |
| 3341 | 06:00:00 | 06:04:29 | 07:59:27 | 3 | 2 | 04:54:59 | 0.62 | 🟥 | | -- | 1 | 05:36:07 | 0 | 0.70 | 🟥 |
| 3302 | 07:00:00 | 07:11:12 | 06:52:44 | 2 | 2 | 01:39:03 | 0.24 | 🟩 | | -- | 2 | 06:20:02 | 1 | 0.92 | 🟥 |
| 3348 | 07:30:00 | 07:38:55 | 06:25:01 | 2 | 2 | 01:53:12 | 0.29 | 🟩 | | -- | 3 | 06:23:29 | 0 | 1.00 | 🟥 |
| 4441 | 08:30:00 | 08:40:27 | 05:23:29 | 2 | 2 | 03:50:31 | 0.71 | 🟥 | | -- | 2 | 00:00:00 | 0 | 1.00 | 🟥 |

The very labor intensive effort of providing Annual Compliance Reporting (ACR) is simplified by this ACR Custom Report. Defined by the User, this provides year over year performance to response time and demand requirements of the organization. It is a dynamic report, updating on a real-time basis allowing leaders to provide real time monitoring and review of their systems performance. This allows for real-time feedback to crews maximizing organizational performance improvement efforts.

**FIRST WATCH** · Every Record. In Real Time. Automatically.

**FirstWatch Annual Compliance Report (ACR v.9) (DRAFT)**

Criteria: 01/01/2015 to 12/31/2017

Risk Category: *Low, Moderate, High*

| Fire Supression - 90th Percentile Times | | | 2015 - 2017 | 2017 | 2016 | 2015 | Benchmark |
|---|---|---|---|---|---|---|---|
| Alarm Handling | Pick-up to Dispatch | Urban | 01:32 | 01:29 | 01:32 | 01:41 | *01:00* |
| | | Rural | 02:04 | 02:01 | 01:33 | 05:02 | *01:00* |
| Turnout Time | Turnout Time 1st Unit | Urban | 01:42 | 01:46 | 01:36 | 01:46 | *01:20* |
| | | Rural | 02:03 | 01:58 | 02:08 | 01:11 | *01:20* |
| Travel Time | Travel Time 1st Unit On Scene Distribution | Urban | 06:18 | 06:31 | 06:13 | 05:55 | *05:00* |
| | | Rural | 11:28 | 10:45 | 13:54 | 10:15 | *10:00* |
| | Travel Time ERF Concentration | Urban | 00:00 | 00:00 | 00:00 | 00:00 | *10:00* |
| | | Rural | 00:00 | 00:00 | 00:00 | 00:00 | *14:00* |
| Total Response Time | Total Response Time 1st Unit On Scene Distribution | Urban | 07:22 / n = 888 | 07:42 / n = 281 | 07:20 / n = 316 | 07:06 / n = 291 | *08:00* |
| | | Rural | 13:41 / n = 11 | 12:44 / n = 4 | 15:56 / n = 4 | 11:21 / n = 3 | *11:00* |
| | Total Response Time ERF Concentration | Urban | 00:00 / n = | 00:00 | 00:00 | 00:00 | *15:00* |
| | | Rural | 00:00 / n = | | | | |

Printed on 11/9/2018 11:31:19 AM

**Fire Call Type Demand by Suburban Zones (DRAFT)**

Criteria: 01/01/2012 to 03/15/2017
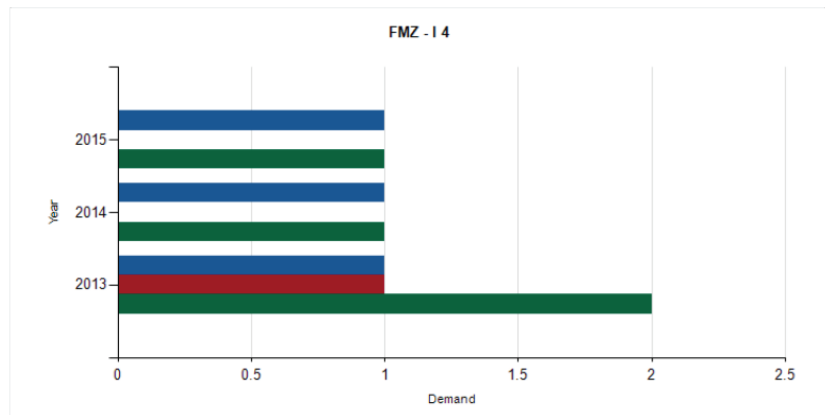


FMZ - I 4

| FMZ - I 4 | 2013 | 2014 | 2015 |
|---|---|---|---|
| EMS | 1 | 1 | 1 |
| Fire | 1 | | |
| Total Demand | 2 | 1 | 1 |



FMZ - Multiple Zones
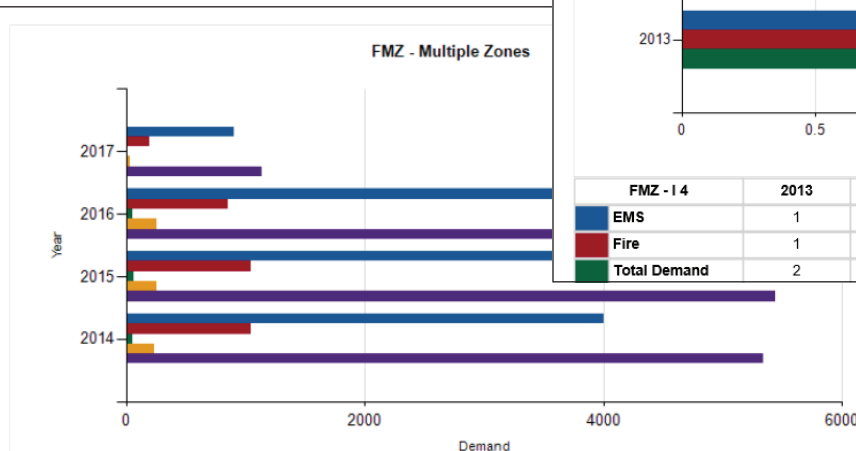
| | 2014 | 2015 | 2016 | 2017 |
|---|---|---|---|---|
| EMS | 1 | 374 | 55 | 14 |
| Fire | 1 | 93 | 37 | 7 |
| HazMat | 1 | 6 | 1 | 1 |
| Technical Rescue | 1 | 21 | 11 | 1 |
| Total Demand | 1 | 494 | 104 | 22 |

**SDFD - EFF Initial 1st Alarm (17FF) 10:30  Current Call Information**
Calls displayed represent active or performed calls between the hours of  2/5/2017 7:56:53 PM and 2/6/2017 7:56:53 AM.
Performance Standard = 00:10:30
**Data and Report from the FirstWatch™ Internet Server**

| GC | Geo Valid | Time Sent To Queue | Agency | Pri | Problem | ProQA | Incident # | Address/Location | Effective Force Count | Phone Pick Up | First Unit Assigned | Call Pickup to 17th Person | Outside Standard | Total Engine Units |
|----|-----------|--------------------|--------|-----|---------|-------|------------|------------------|------------------------|----------------|----------------------|-----------------------------|-------------------|---------------------|
| | ✓ | 2/6/2017 2:19:47 AM | Fire | 11 | Structure Highrise/Hospital | | FS17018098 | From SDMSE | 26 | 2/6/2017 2:18:23 AM | 2/6/2017 2:19:48 AM | 00:20:55 | Yes | 4 |

## Incident Drill-down

### Incident Details

| fwCust_ID | 15 (c) | Time_FirstCallTaking Keystroke | 02/06/2017 02:18:23 |
|-----------|--------|-------------------------------|---------------------|
| ID | 3720046 | Time_CallEnteredQueue | 02/06/2017 02:19:47 |
| FWTimeStamp | 02/06/2017 02:40:01 | Time_CallTakingComplete | 02/06/2017 02:20:25 |
| Response_Date | 02/06/2017 02:18:27 | Time_CallClosed | 02/06/2017 02:39:18 |
| Master_Incident_Number | FS17018098 | Time_First_Unit_Assigned | 02/06/2017 02:19:48 |
| Agency_Type | Fire | Time_First_Unit_Arrived | 02/06/2017 02:26:28 |
| Jurisdiction | San Diego | Cancel_Reason | |
| Division | Zone 5 | Call_Disposition | 1-CALL COMPLETE |
| Response_Area | 35-Z5-01 | EMD_Used | 0 |
| Problem | Structure Highrise/Hospital | CIS_Used | 0 |
| Priority_Number | 11 | Determinant | |
| Location_Name | DE-IDENTIFIED | ProQA_CaseNumber | |
| Address | DE-IDENTIFIED | Call_Is_Active | 0 |
| Apartment | DE-IDENTIFIED | CreatedbyPrescheduleModule | |
| City | SAN DIEGO | Caller_Type | |
| State | CA | Location_Type | Access Information |
| Postal_Code | DE-IDENTIFIED | Priority_Description | Level 1 Fire |
| Map_Info | 3220F2 | ClockStartTime | 02/06/2017 02:18:27 |
| County | San Diego | MultiAgency_Ptr | 3720046 |
| Longitude | DE-IDENTIFIED | CallTaking_Performed_By | DE-IDENTIFIED |
| Latitude | DE-IDENTIFIED | Calc_Latitude | DE-IDENTIFIED |
| Time_PhonePickUp | 02/06/2017 02:18:23 | Calc_Longitude | DE-IDENTIFIED |

| Total Engine Personnel | Total Truck Units | Total Truck Personnel | Total Battalion Units | Total Battalion Personnel | Total Brush Units | Total Brush Personnel |
|-------------------------|--------------------|------------------------|------------------------|-----------------------------|--------------------|------------------------|
| 16 | 2 | 8 | 2 | 2 | 0 | |

Shows the time it takes for the correct count/combination of firefighters (and equipment) to arrive on scene from the initial first alarm, measured against a pre-determined time standard set by the agency (or against NFPA guidelines)

**J-CVFD - EFF Initial 1st Alarm Time (14FF) 10:20 MapShot**
Map icons displayed represent active, completed or in queue calls between the hours of 12/15/2015 and 1/21/2016 11:59:59 PM  that have a valid longitude and latitude associated with it.
Performance Standard = 00:10:20
**Data and Report from the FirstWatch™ Internet Server**

Group By: [Problem]   Map Size: ▪ ■ ▇   ☑ Show up to 500 of the most recent calls to reduce map clutter. [?]



Legend:
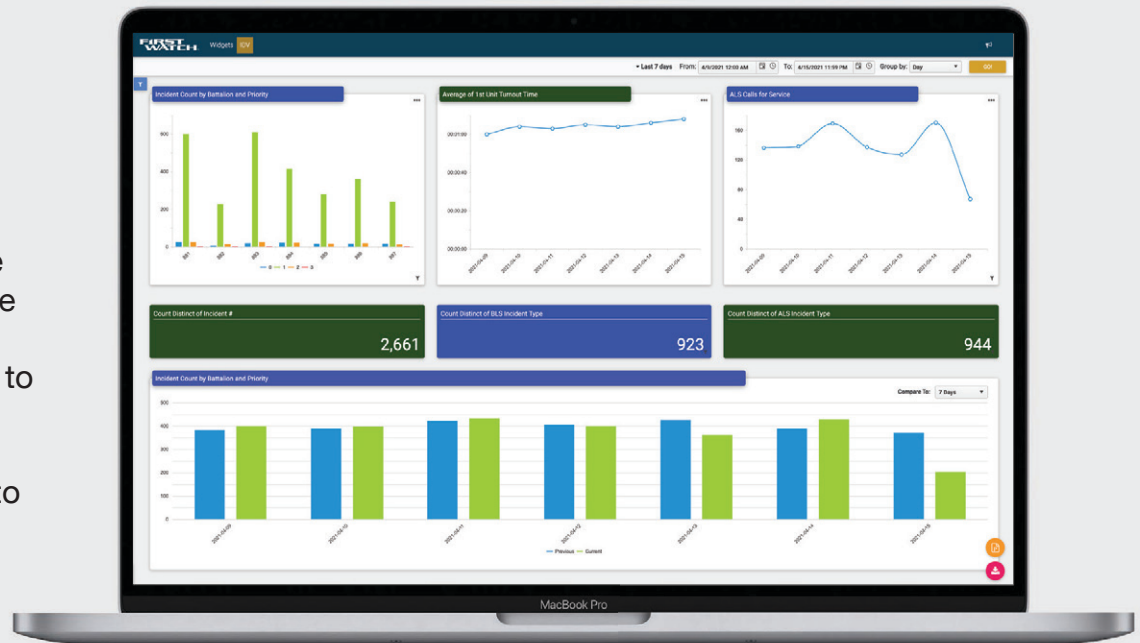☑ Active calls
☑ ▲ Outside Standard
☑ ▲ Within Standard
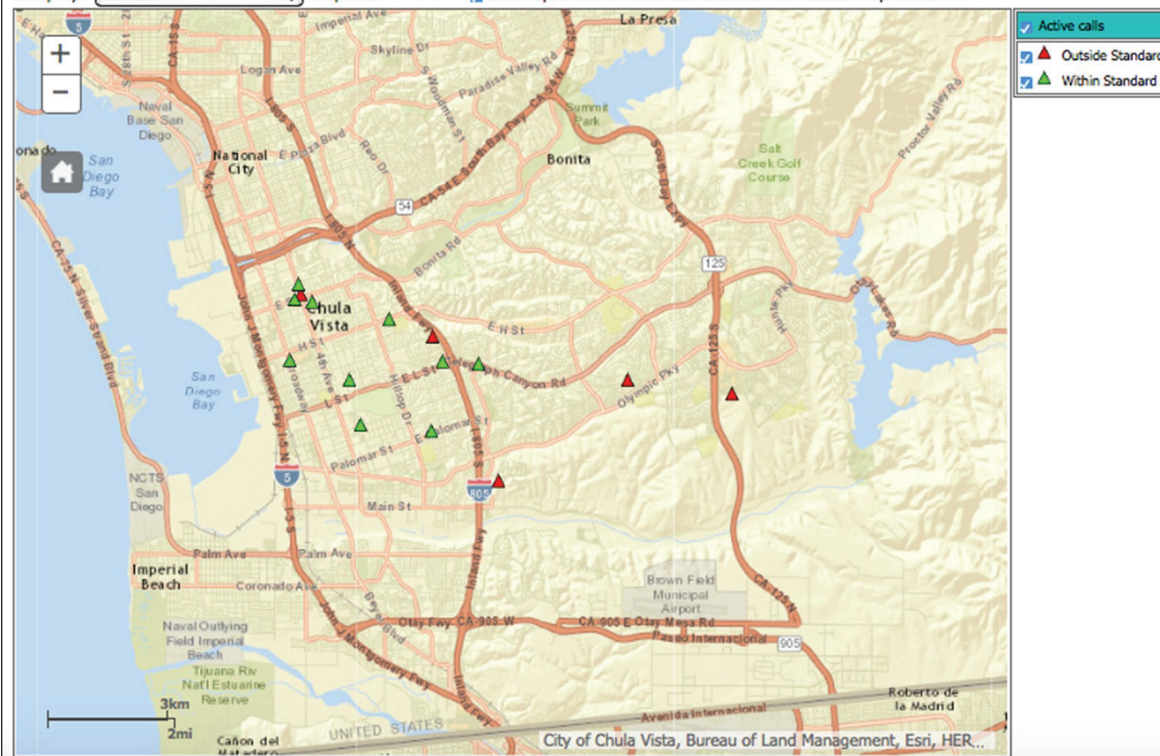
# IDV

## What does IDV stand for?

IDV stands for Interactive Data Visualization and like the name suggests, its intended to enable users to create dashboard visualizations offering interactive drill-downs into their FirstWatch data.

> More IDV FAQs, please visit: firstwatch.net/idv



## Manatee County EMS Customer Spotlight

"We use IDV to communicate with our hospital partners daily. We provide them with data that showcases their Transfer of Care times, Nurse Signature Times for Transfer and Volume. This helps us have a continual pulse on their performance as it relates to getting our units turned around at their facilities.

We also use IDV to provide senior leadership within our organization a view of how our system is performing. Some of the most desired data is presented to them through IDV to quickly show trends in our teams performance."



**Sean Dwyer**
Assistant Chief, Special Operations
Manatee County EMS

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- Response Times and KPIs
- Clinical and Operational Performance

- Automated Alerting
- Regional Data Aggregation and Sharing
- Bioterrorism
- Pandemic/Public Health Surveillance



2014 EMSWORLD INNOVATION AWARDS

JEMS HOT PRODUCT EMS TODAY 2015
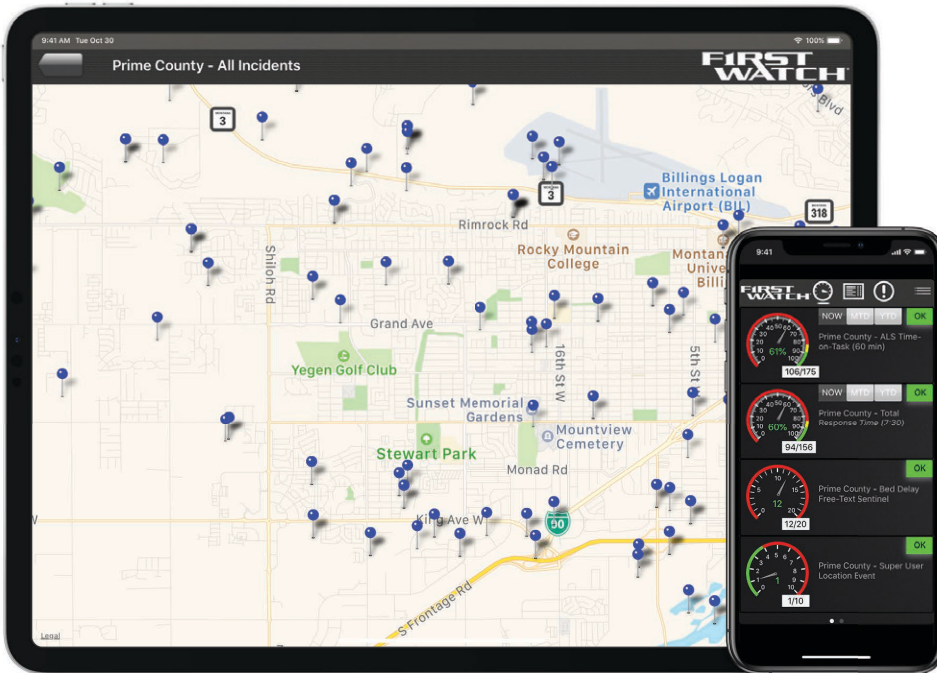
**DOWNLOAD the FirstWatch App for iPhone, iPad, Android Phone, and Tablet**

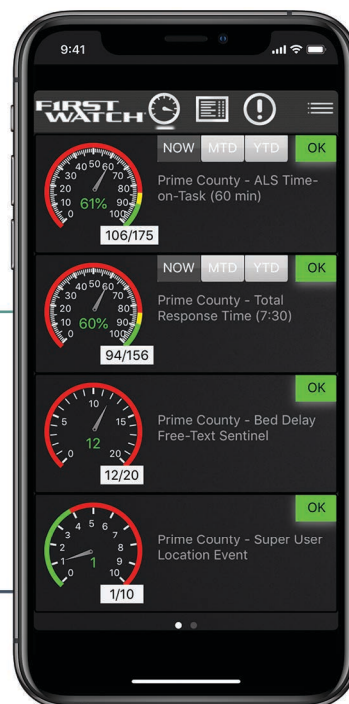Download on the App Store — Apple Devices

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OPIOID EPIDEMIC PROJECT

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JEMS HOT PRODUCTS EMS TODAY 2020
ResilientFirst

Todd Stout

Mike Taigman

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# through COVID-19

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# Contact one of our team members today!

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YEARS

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# USING DATA TO IMPROVE OUR COMMUNITIES TOGETHER

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Helping the Helpers