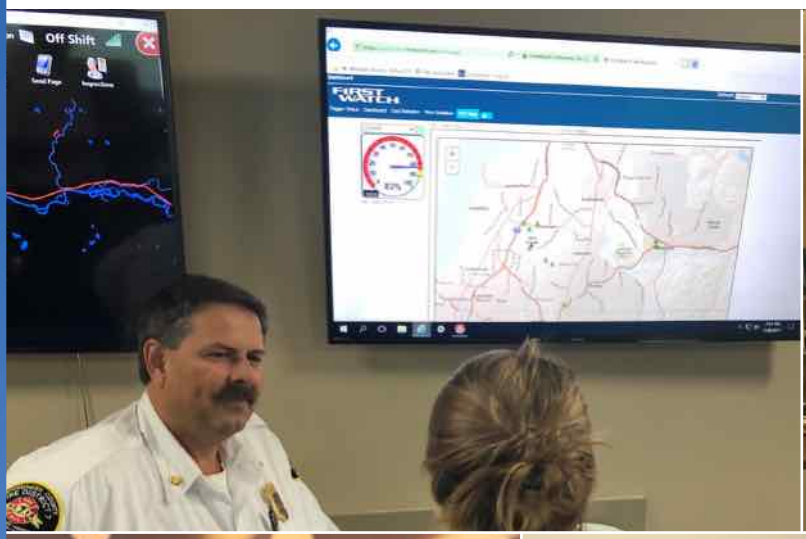
FIRST WATCH®
Helping the Helpers

24 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.

JEMS HOT PRODUCTS EMS TODAY 2020

See page 17

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.

Real-Time data from your CAD, ProQA, ePCR, RMS, Phone, Nurse Triage, Billing, or Hospital ED systems

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 RESILIENCE FIRST AID

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

Fire Operations

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)

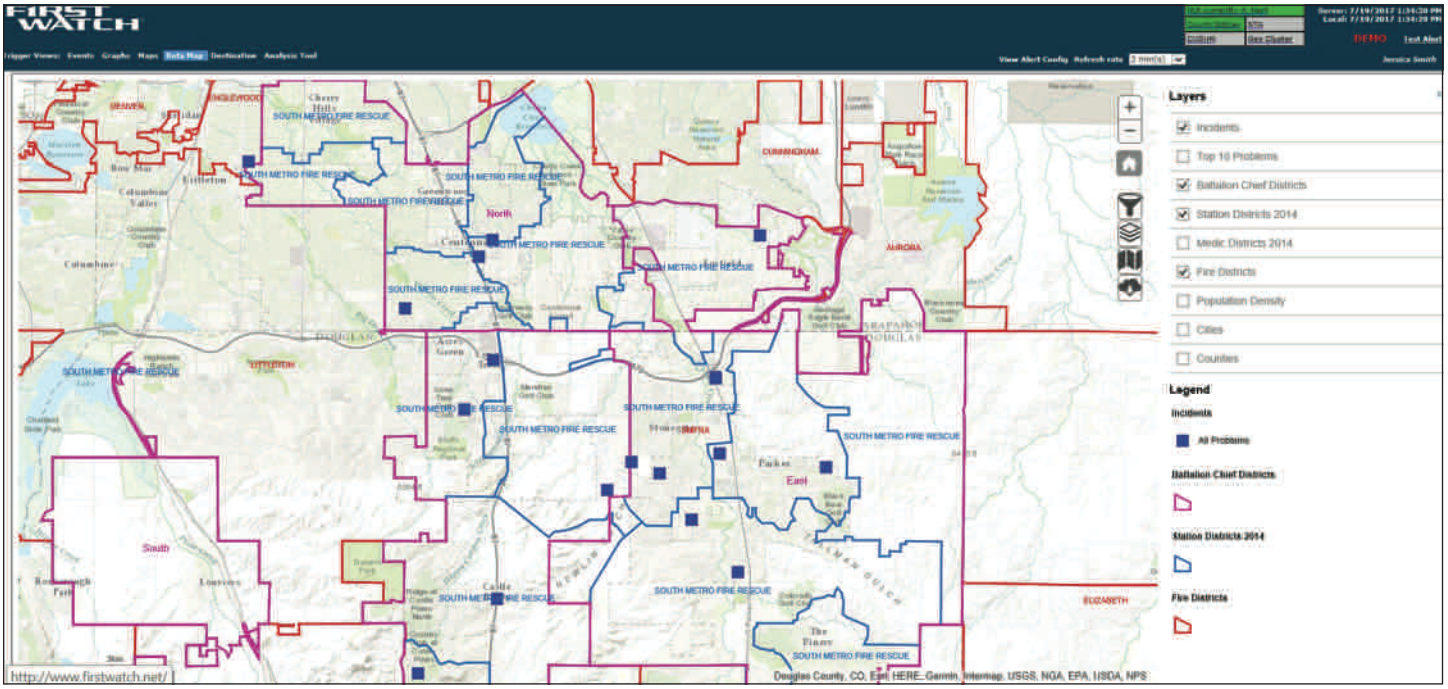
Proposed Fire & EMS Triggers to Get You Started

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

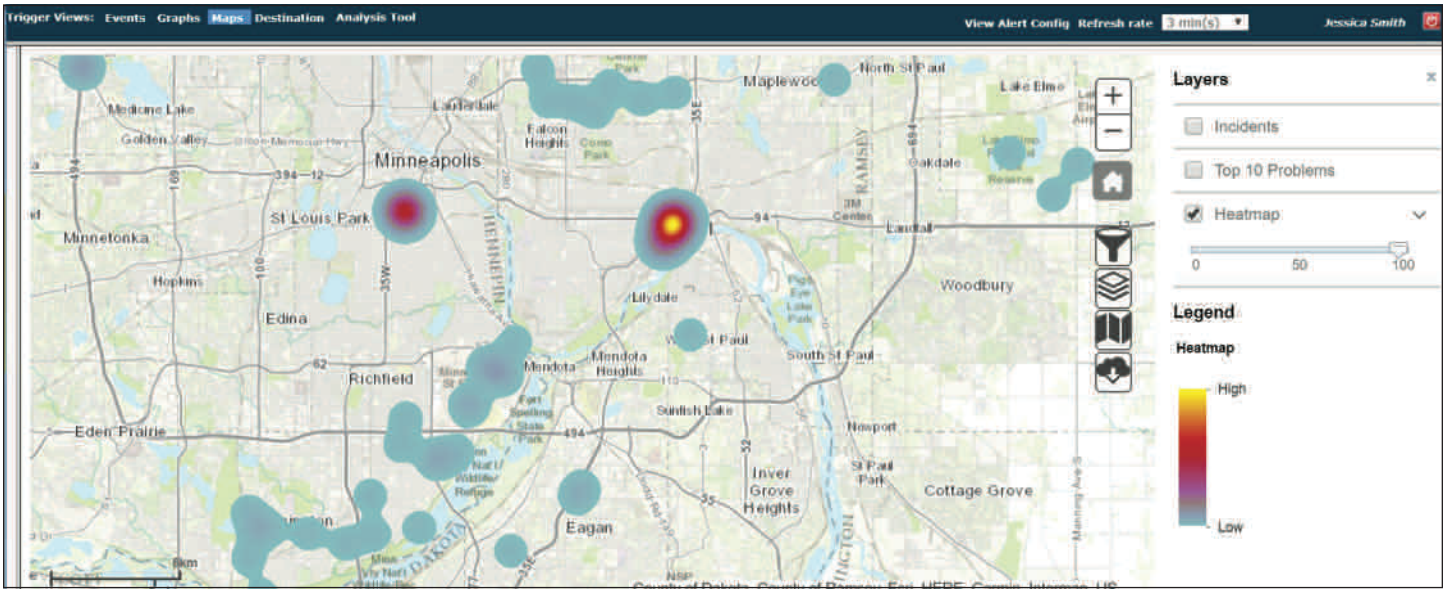
- Alarm Transfer
- Alarm Answering
- Alarm Processing
- EMS Turnout – Days
- EMS Turnout – Nights
- Fire Turnout – Days
- Fire Turnout – Nights
- Travel Time – 1st Engine
- Travel Time – 1st Assignment (Urban, Suburban, Rural etc.)
- Total Response Time
- Structure Fire
- 1st In Engine Response Time
- 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 and alert	Alt. Level Conscious	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 -NotUnknown Medical alert (acute change)		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

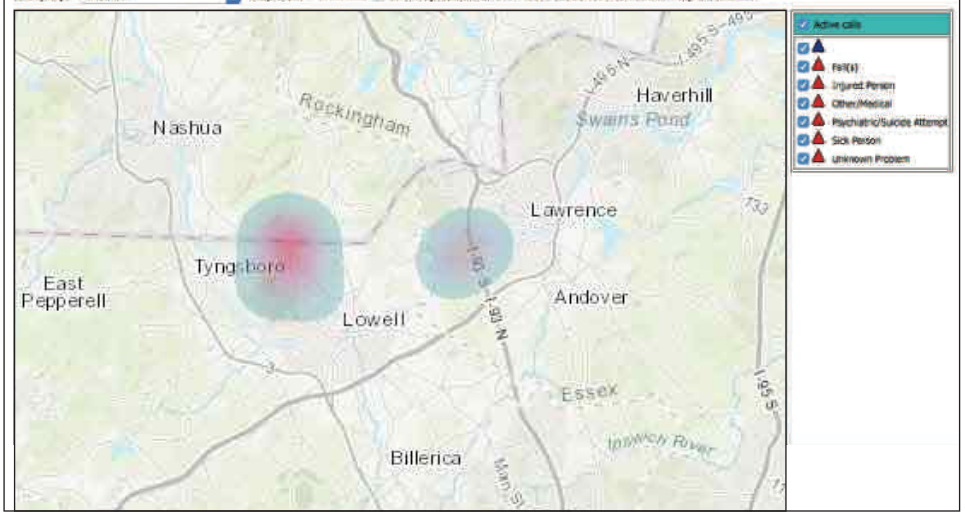
GC	Geo Valid	Time Sent To Queue	Pri	Problem	Primary Impression	Incident #	Address/Location	Intervention Narcotic	Outcome
	C	2/2/2018 5:12:09 PM	1	Fall(s)	Head Injury-Blood vessel	8531	From **TrinityEMS**	Versed	Treated, Tx by EMS
	C	2/3/2018 7:50:17 AM	1	Breathing Problems	Respiratory Dist (Acute)	8636	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 Pro					

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.



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

		Dispatch		TurnOut		Travel		Response	
Incident Type	Zone Type	70th Percentile	90th Percentile	70th Percentile	90th Percentile	70th Percentile	90th Percentile	70th Percentile	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
Every Record. In Real Time. Automatically.

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%
Fire	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%
HazMat	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%
Rescue	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

Parameters
Alarm received to 1st unit

Measuring Compliance for Accreditation

FIRST 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	Parameters	Urban Benchmarks	Suburban Benchmarks	Rural Benchmarks
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
Turn				
Trav				
Res				

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	00:04:28	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

Fire Operations Analytics/Accreditation Module (FOAM)

ENHANCEMENT MODULE

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

FIRST WATCH
Every Record. In Real Time. Automatically.

Annual Compliance Report

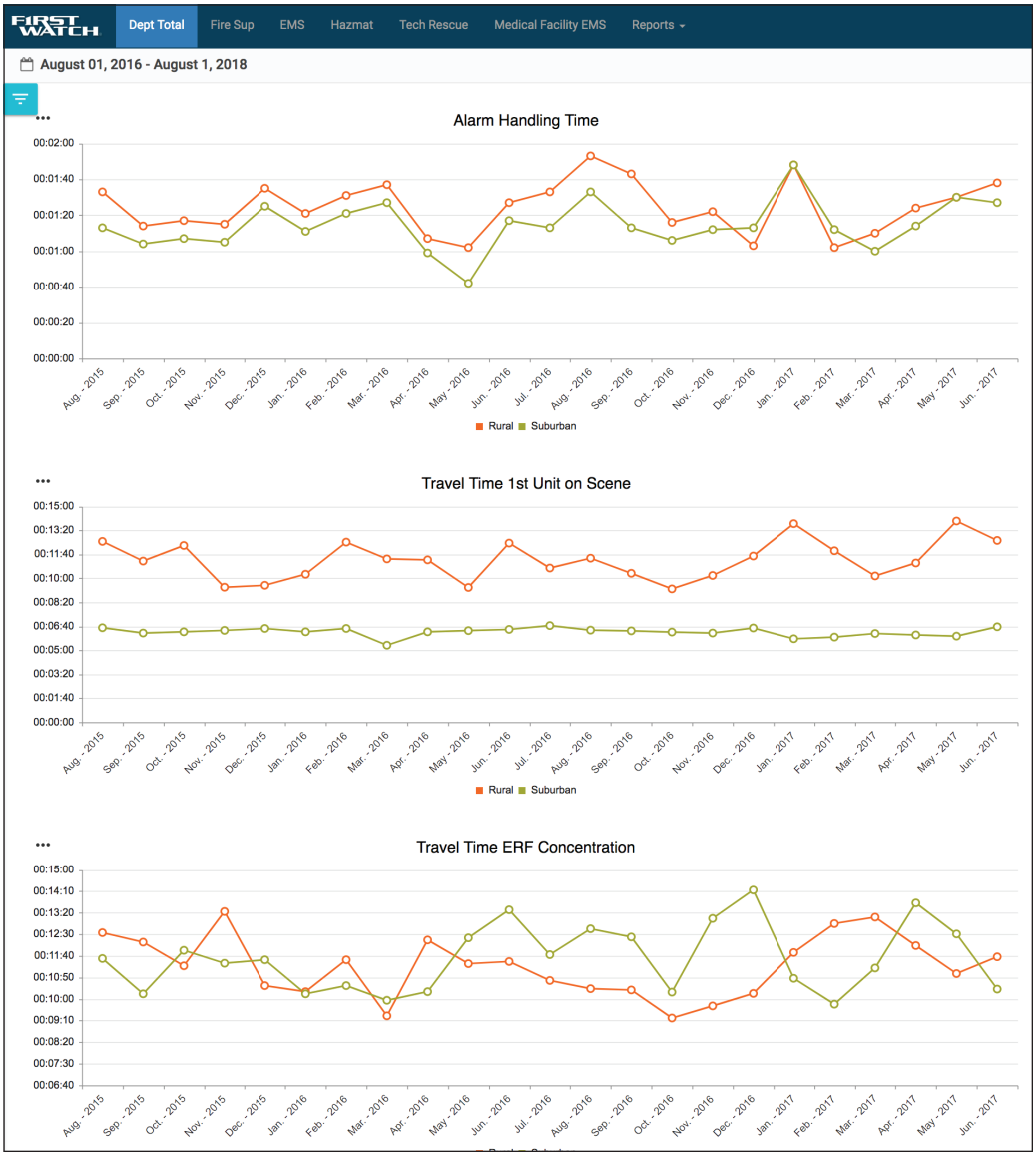
Criteria: 01/01/2016 to 12/31/2017

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*	

Track quality improvement efforts over time.



Fire Operations Analytics/Accreditation Module (FOAM)

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		00:01:33	1	00:00:00	0	00:00:00		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.

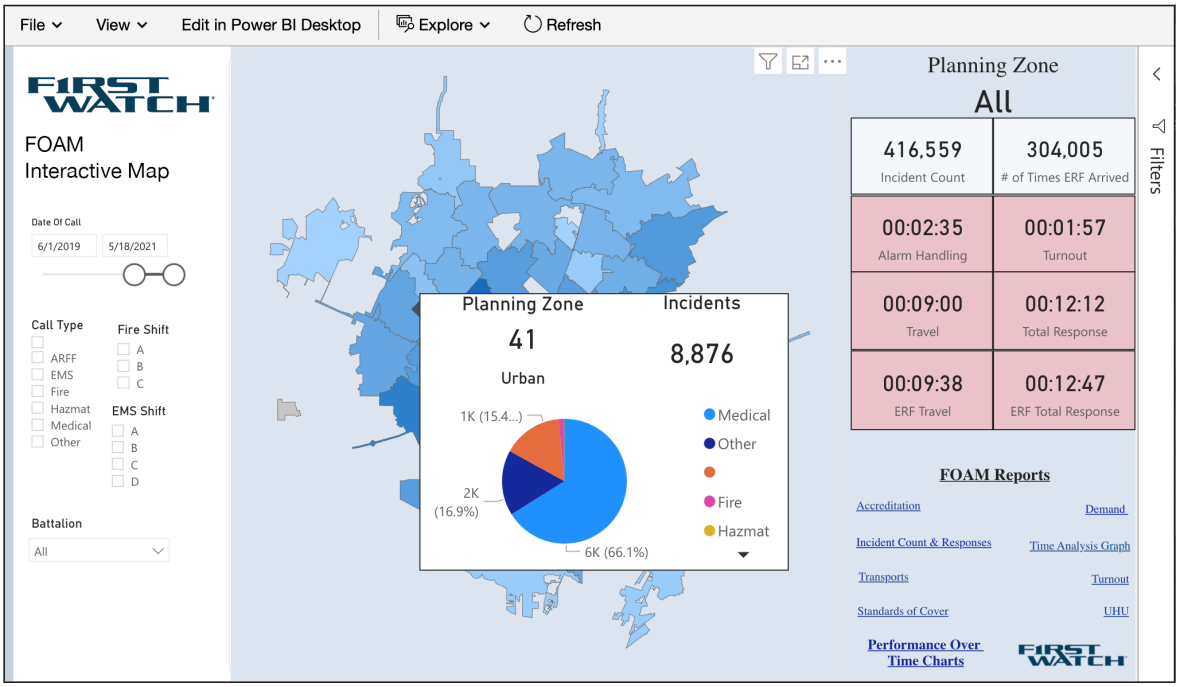
FirstWatch Demand by Hour of Day and Day of week

Date Range: 01/01/2020 07:30:00 to 02/01/2020 07:29:59

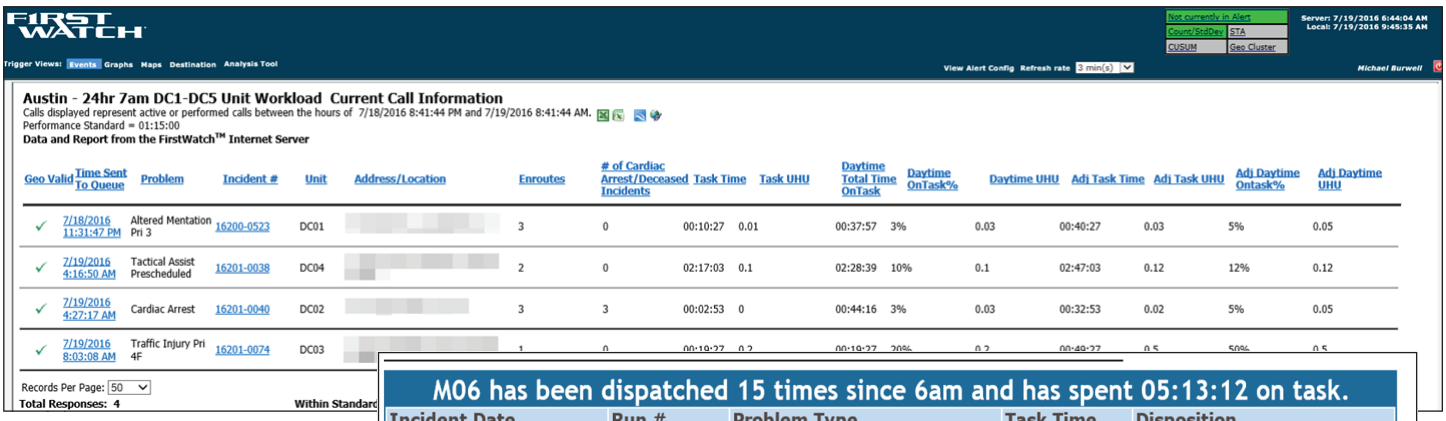
Battalion(s): 1, 10, 4 Call Type(s): Fire, EMS, HazMat, Bomb, Public Assist, Other

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

	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	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**



Workload Monitoring



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

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	F5 Fire Standby		051217-0028	From AHEMS	ARDEN HILLS	RAMSEY	Allina North
✓	1	5/12/2017 1:32:56 AM	15	F5 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

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

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	05:38:43	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	02:28:57	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	08:03:38	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	02:45:50	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		–	8	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		–	1	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		–	0	00:00:00	0	1.00

Report Example: Automated Compliance Reporting

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

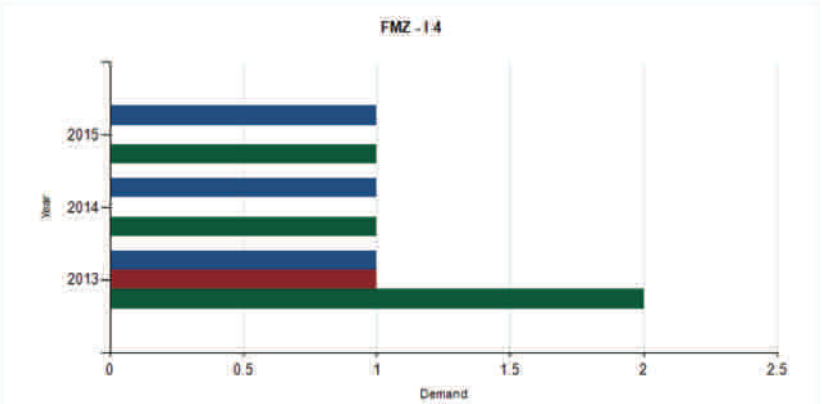
Risk Category: *Low, Moderate, High*

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	07:42	07:20	07:06	*08:00*
			n = 888	*n = 281*	*n = 316*	*n = 291*	
		Rural	13:41	12:44	15:56	11:21	*11:00*
			n = 11	*n = 4*	*n = 4*	*n = 3*	
	Total Response Time ERF Concentration	Urban	00:00	00:00	00:00	00:00	*15:00*
			n =				
		Rural	00:00				
			n =				

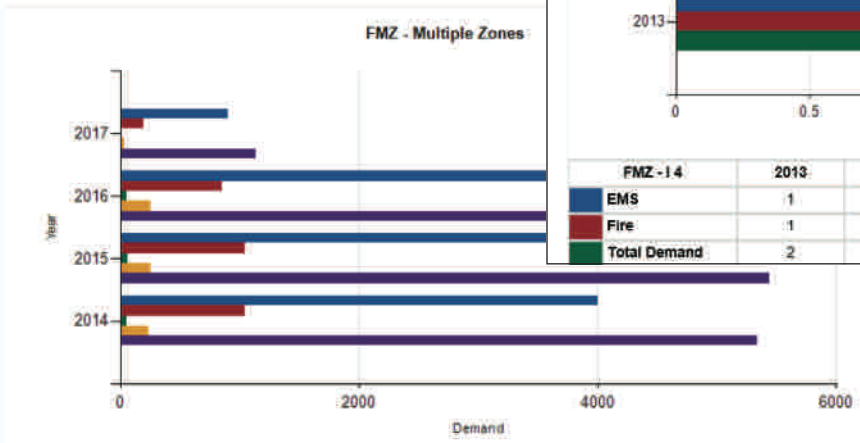
Printed on 11/9/2018 11:31:19 AM

Fire Call Type Demand by Suburban Zones (DRAFT)

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



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



	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

Effective Fire Force

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	Total Engine Personnel	Total Truck Units	Total Truck Personnel	Total Battalion Units	Total Battalion Personnel	Total Brush Units	Total Brush Personnel
	✓	2/6/2017 2:19:47 AM	Fire	11	Structure Highrise/Hospital		FS17018098	From SDHSE	26	2/6/2017 2:18:23 AM	2/6/2017 2:19:48 AM	00:20:55	Yes	4	16	2	8	2	2	0	

Incident Drill-down

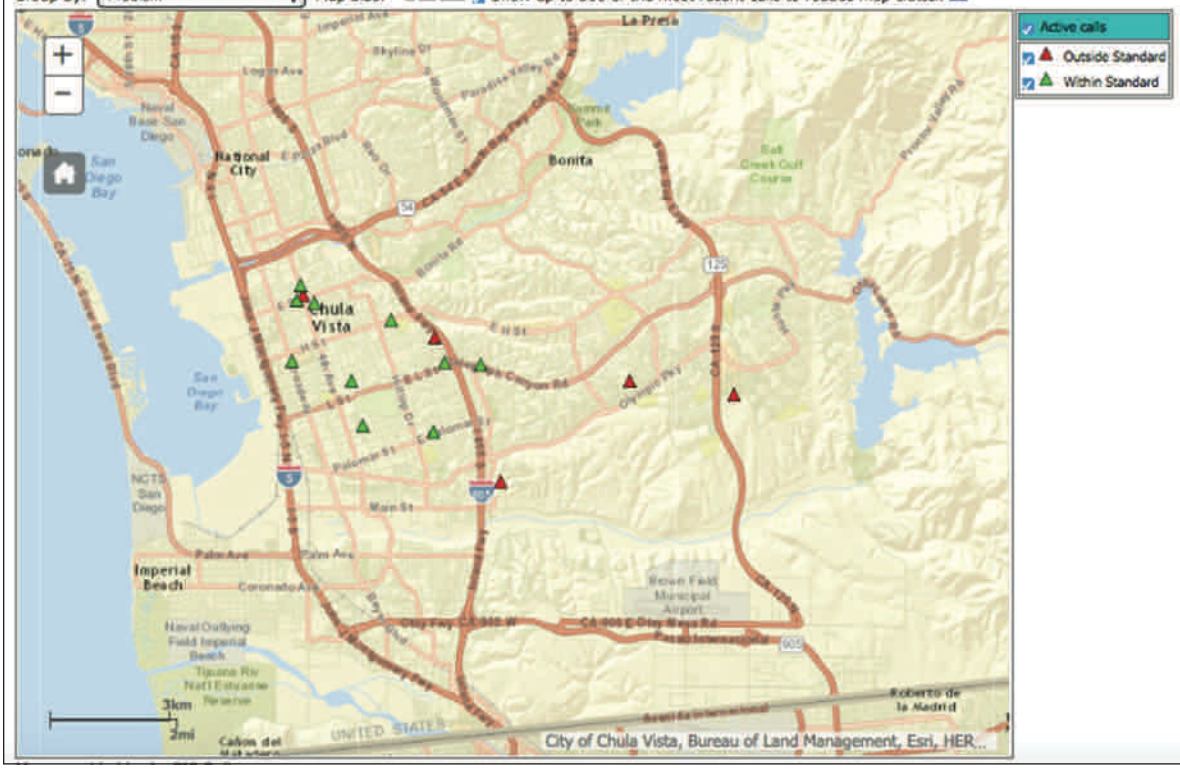
Incident Details			
fwCust_ID	15 (c)	Time_FirstCallTaking	
ID	3720046	Time_CallEnteredQueue	02/06/2017 02:19:47
FWTimeStamp	02/06/2017 02:40:01	Time_CallTakingComplete	02/06/2017 02:20:25
Response_Date	02/06/2017 02:18:27	Time_CallClosed	02/06/2017 02:39:18
Master_Incident_Number	FS17018098	Time_First_Unit_Assigned	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

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.



Interact with data visualizations, displayed your way

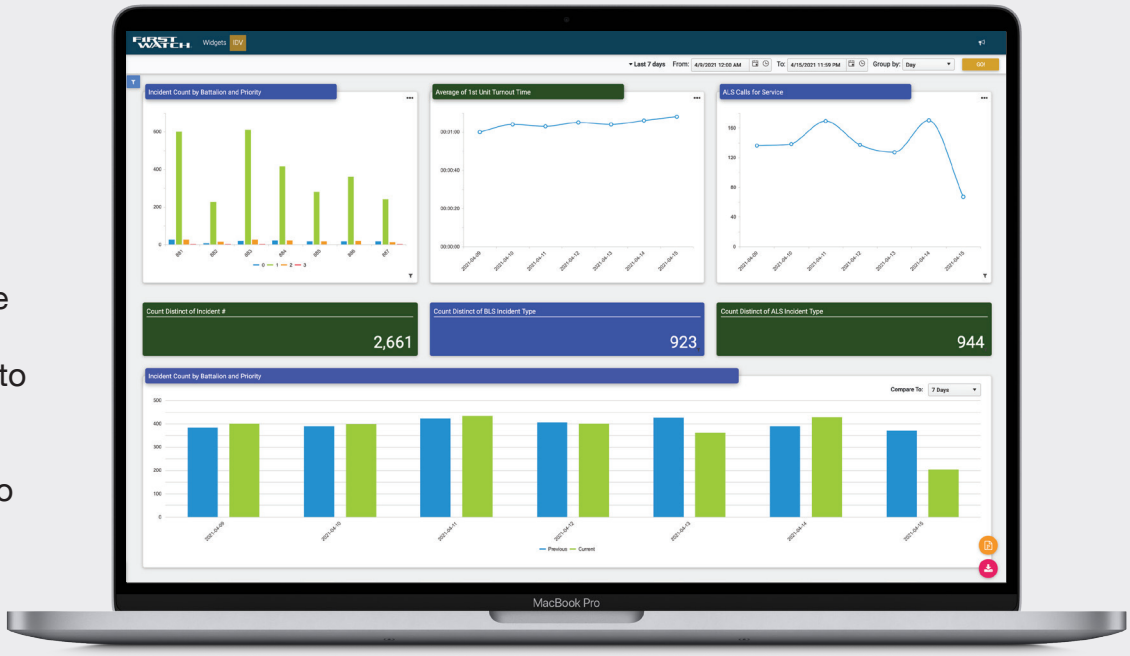
FIRST WATCH Core System Feature

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.

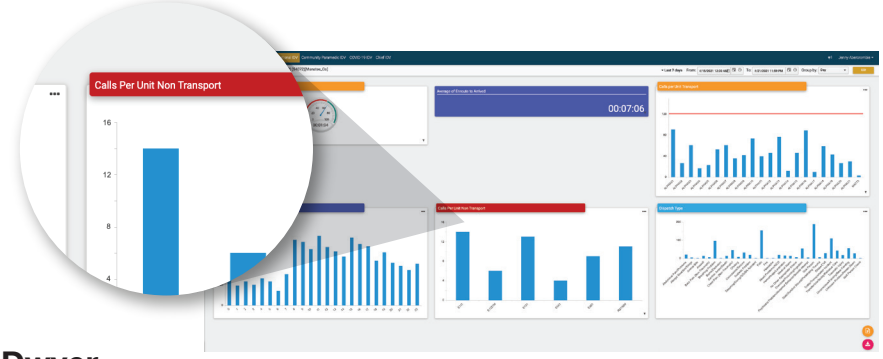
➤ More IDV FAQs, please visit: firstwatch.net/idv



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."



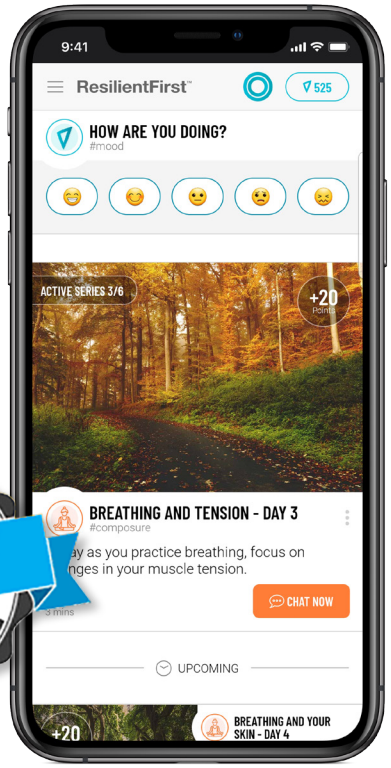
Sean Dwyer
Assistant Chief, Special Operations
Manatee County EMS

ResilientFirst™

STAND-ALONE PRODUCT

ResilientFirst is an AI-powered virtual coach helping emergency service professionals build resilience and improve wellness.

JEMS HOT PRODUCTS EMS TODAY 2020



DATA SCIENCE SCIENTIFICALLY PROVEN DATA SCIENCE

Easy, familiar interaction, like texting with a wise friend.

It's like taking your mind to the gym. Building strength to deal with day to day stress and critical incidents without developing burnout, depression, or PTSD.

Daily 3-5 min "micro-tasks" make skill building easy, effective, and sustainable.

Resilient FIRST™ Powered by driven

Train your peer support team to build a culture of resilience.

RESILIENCE FIRST AID™

Resilience First Aid is a 2-day mental health certification course.

Option 1: Blended – 14 hours blended training
- 2 hours live video workshop
- 10 hours self-paced (14 days to complete)
- 2 hour live video workshop closing session

Option 2: Fully Live – Two days of fully live facilitated training

FIRST WATCH & driven

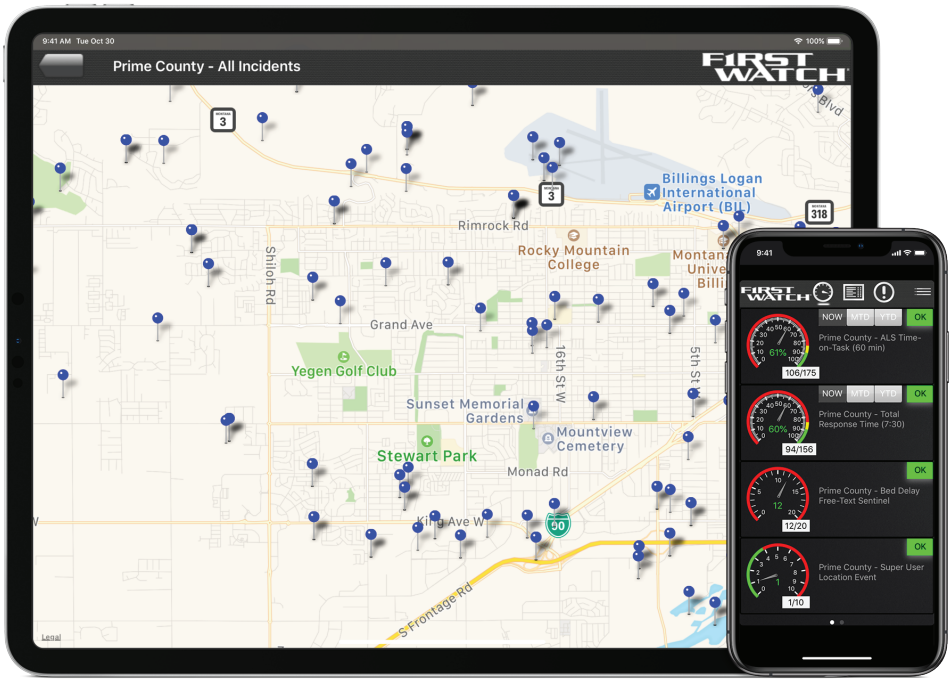
To find out more or schedule a demo, visit: **firstwatch.net/rf** or contact: **resilient@firstwatch.net**

FirstWatch Mobile App for iOS and Android

FIRST WATCH Core System Feature

Real-Time Dashboards for:

- Situational Awareness
- 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

GET IT ON Google play — Android Devices

Real-Time Alerts Right on your Phone

Trending and Performance Based Gauges

Trigger Status

Ability to Drill-Down into the Details of each Trigger

Easily Swipe to View Additional Triggers

Product Innovation Awards

EMS 10 INNOVATORS IN EMS

2014 EMSWORLD INNOVATION AWARDS

JEMS HOT PRODUCT EMS TODAY 2015 Mobile App

AMBY awards 2016 Honoring Excellence in EMS — Best Use of Technology — TRINITY EMERGENCY MEDICAL SERVICE — FIRST WATCH — OPIOID EPIDEMIC PROJECT

JEMS HOT PRODUCT EMS TODAY 2017 IDV

JEMS HOT PRODUCTS EMS TODAY 2020 ResilientFirst

Todd Stout

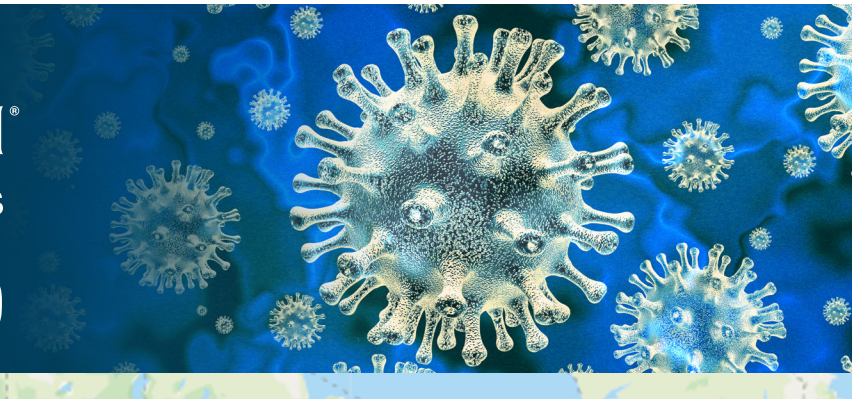
Mike Taigman

Check out our COVID-19 handout to see how we are helping

FIRST WATCH®

Helping the Helpers

through COVID-19



FirstWatch is helping more than 160 communities across the US and Canada with real-time COVID-19 related data analysis and automated alerting.

Contact one of our team members today!

To find out who is your regional manager, visit: firstwatch.net/map

Sally Olson-Nelson - Regional Manager

sallyo@firstwatch.net
D: 760.658.9867
C: 727.463.9968

Phil Davis - Regional Manager

pdavis@firstwatch.net
D: 727.330.3411
C: 727.432.2312

Dave Amaya - Regional Manager

damaya@firstwatch.net
D: 760.658.9918
C: 913.244.9445

Terry Fitch - Director of Sales

tfitch@firstwatch.net
D: 760.658.9868
C: 858.444.0622

Marc Baker - Vice President & Partner

mbaker@firstwatch.net
D: 760.658.9848
C: 619.977.4785

More than 350 years of Public Safety experience and over 300 years of Public Safety software development experience

PARTNERSHIP • TRUST • INNOVATION
FIRST WATCH
24 YEARS
SINCE 1998

USING DATA TO IMPROVE OUR COMMUNITIES TOGETHER

Contact us Today for a Live Demo:
sales@firstwatch.net
760.943.9123
FirstWatch.net

FIRST WATCH®
Helping the Helpers