



FirstWatch's Near Real-Time Analysis = Extraordinary Performance



Customized software provides in-depth, fast, and reliable data analysis to gather insight on operations and staff performance

“Everything was superior,” says Chief Digman, referring to FirstWatch in comparison to previously used platforms. “It saves me days of work. It takes 30 seconds to run a report for a five-year data set that would have taken me a week to do manually.”



Background

Located just outside St. Louis, Missouri, the Metro West Fire Protection District (MWFPD) provides fire, EMS, and rescue services to an area of nearly 60 square miles. Averaging about 6,000 EMS runs and 2,000 fire runs per year, MWFPD has served as an exclusively-ALS agency since 1981. Their fire and EMS services are dispatched from a single PSAP, which follows the International Academies of Emergency Dispatch (IAED) Emergency Medical Dispatch (EMD) protocols.

The Need

An accredited agency through the Commission on Fire Accreditation International (CFAI) in conjunction with the Center for Public Safety Excellence, MWFPD is required to provide data analysis of its performance. And with a busy agency to manage, Mike Digman, deputy chief of operations and training, needed a time-saving reporting platform. He tried two software solutions before finding FirstWatch in 2016, which provided faster, more reliable reporting mechanisms.

The District employs FirstWatch for nearly everything related to data, including using about 20 different reports to assist with their accreditation process. They can also run specific reports on any of their 170 planning zones, any one of 30 specific units to evaluate performance and resilience, and most importantly, evaluate overall demand in the agency by time, day, and location. For example, “Interactive Report” acts as a live dashboard, presenting visuals on the District’s incident counts, fire losses, response performance, heat maps of incidents, and other drilled-down data points.

“It’s very graphic-intensive, which is exactly what I need to make my presentations,” Chief Digman says. “It’s so much more detailed than just averages and counts. We’re doing percentile performance, time-of-day analysis, and other things that aren’t as intuitive on other platforms as they are on this platform.”

The user interface is also very easy to navigate, especially when using FOAM (Fire Operations Analytics and Accreditation Module), which greatly helps simplify the reporting process, Chief Digman reports.

"It's plug and play—I can put it straight into my reports and it's an accurate representation of our performance," he says. "The District's elected officials guided us to pursue CFAI Accredited status to demonstrate to the public that the organization is committed to providing excellence in emergency service delivery. The District commits to maintaining accredited status as it challenges the organization to continuously strive to improve response performance."

Solution

FirstWatch's customized technology is not only user-friendly but easy to implement as well, with customer service readily available to guide users through every step of the process. Because every fire and EMS agency is unique, Chief Digman notes, FirstWatch ensured his district's platform was truly customized for their needs. "The technical customer support is phenomenal. Issues are resolved almost immediately because they're very responsive and very helpful," he says.

Beyond customer service and rapid reporting capabilities, the overall positive impact FirstWatch has had on MWFPD has been "life-changing," according to Chief Digman. "We're getting excellent results out of the program. It enables me to be so much more productive."

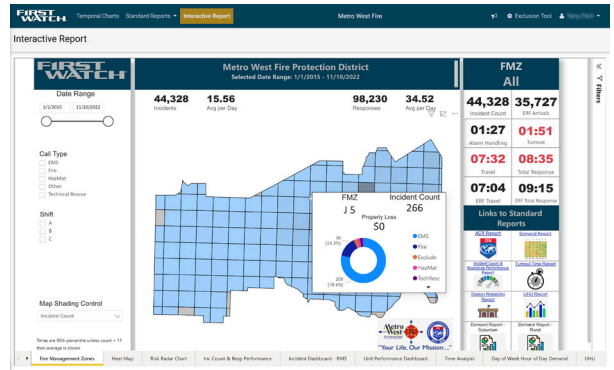
By mining data with FirstWatch's tools, the agency was able to determine they needed a new ALS medic unit in their fleet and even the exact location where it was needed. "We've seen a noticeable impact on our response times and resiliency to the west end of our district," says Digman. "I'm almost certain we would not have put that ambulance where we did if we didn't have the ability to analyze the data correctly, and that would've ultimately been a mistake for the organization."

Conclusion

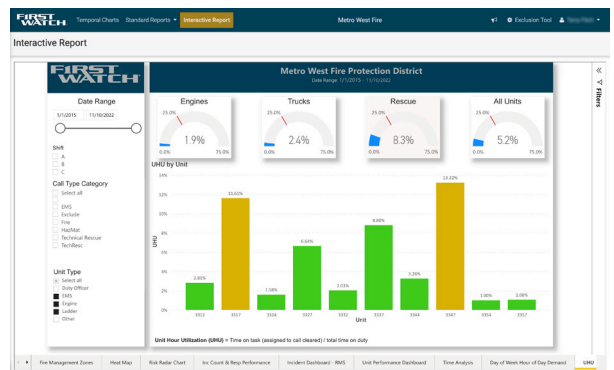
For more information on how FirstWatch could help your organization, go to firstwatch.net/schedule-a-demo to schedule a demonstration.

To view other case studies and watch related interviews, visit: firstwatch.net/case-studies

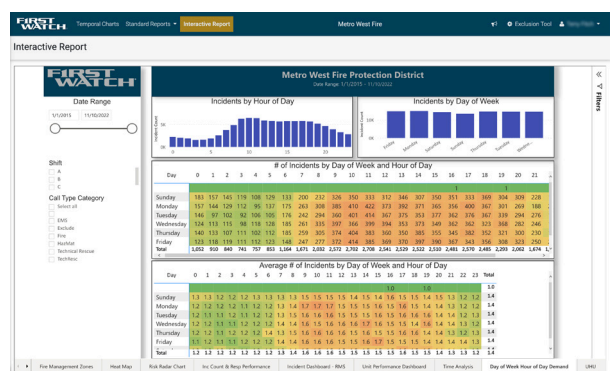
FOAM Interactive Displays



The FOAM Interactive Display provides quick and easy access to data pertaining to fire zones or geographic areas in near real-time.



The FOAM UHU (Unit Hour Utilization) provides quick and accurate access to Agency Unit Activity and Workload in near real-time.



The FOAM Demand report provides snapshot information of call volume demand in near real-time.

FirstWatch is proud to partner with innovative agencies like Metro West Fire Protection District to help their team and the communities they serve.

For more information, visit firstwatch.net



FIRST WATCH
Helping the Helpers