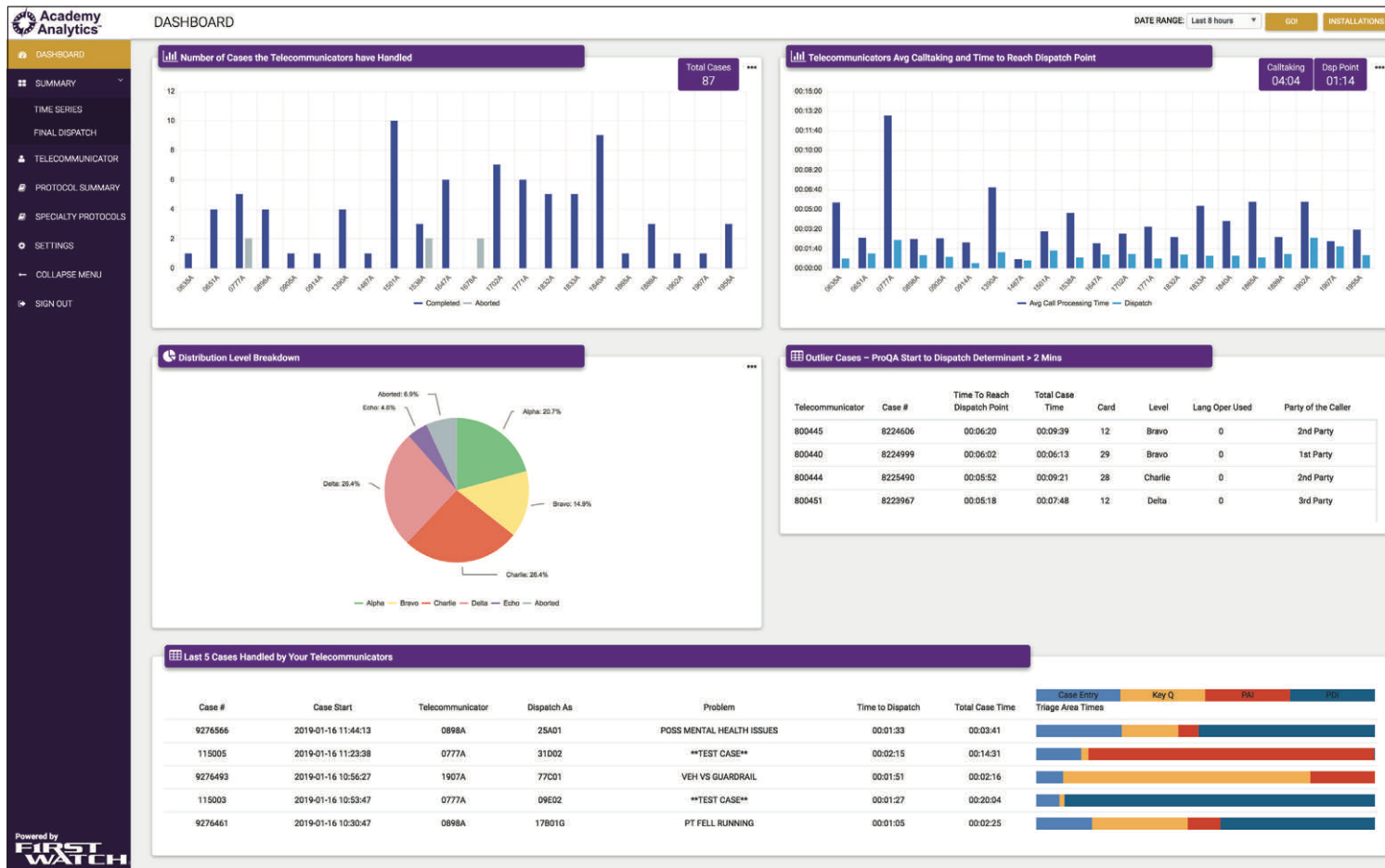


With Academy Analytics you can:

- Monitor your center's ProQA performance, **in near real-time, from anywhere!**
- Instantly identify outlier cases for review.
- Provide teammates with a dashboard that shows how they are doing on the things that matter.
- Know when there is an increase in aborted or overridden calls.
- Balance the workload to help manage employee stress.
- Coach your team to optimal performance.
- Potentially increase the number of cardiac arrest patients that survive.



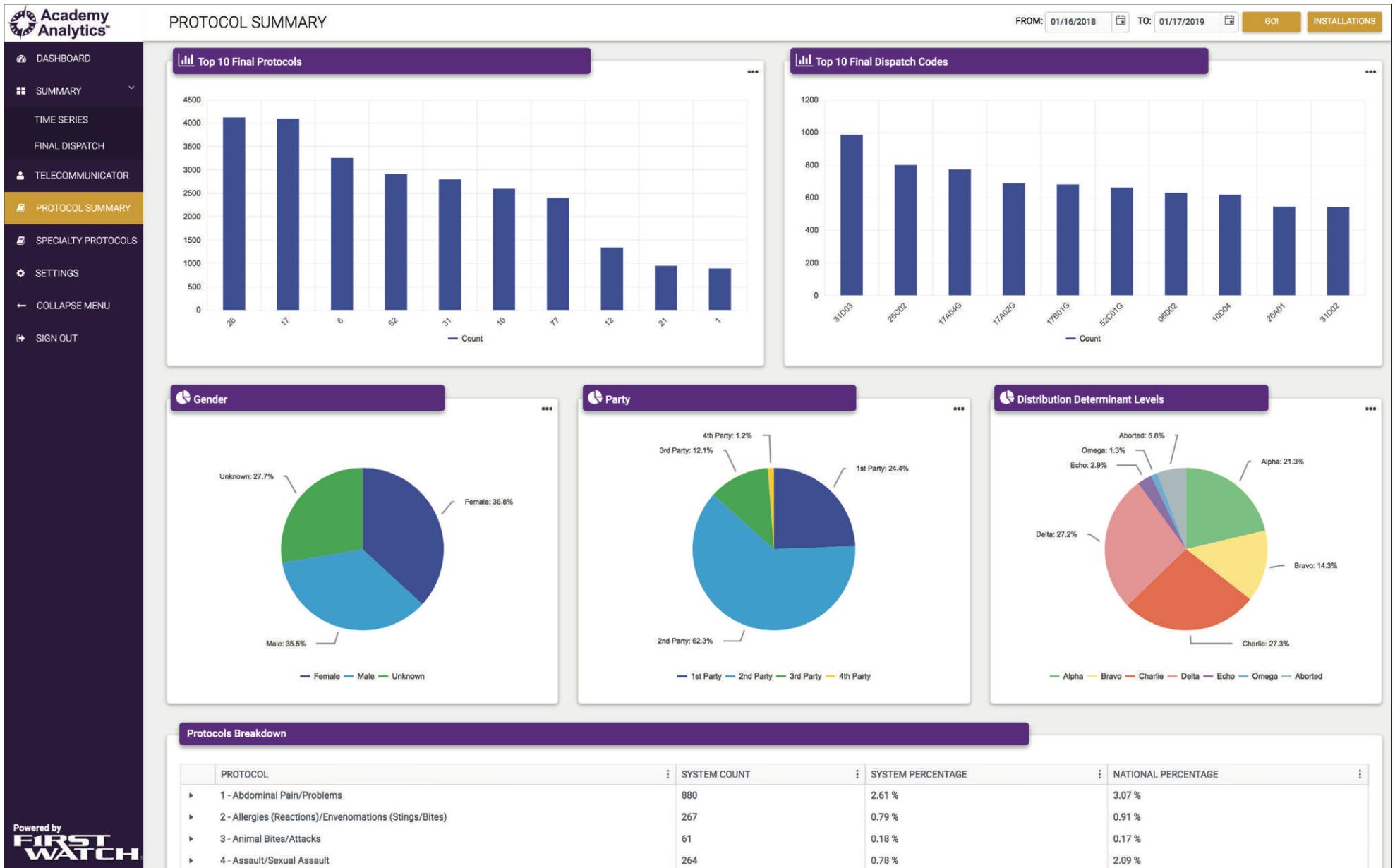
View your ProQA dashboards and analytics from any web-connected device!



Academy Analytics™



Academy Analytics™



PROTOCOL SUMMARY

FROM: 01/16/2018

TO: 01/17/2019

GO!

INSTALLATIONS

DASHBOARD

SUMMARY

TIME SERIES

FINAL DISPATCH

TELECOMMUNICATOR

PROTOCOL SUMMARY

SPECIALTY PROTOCOLS

SETTINGS

COLLAPSE MENU

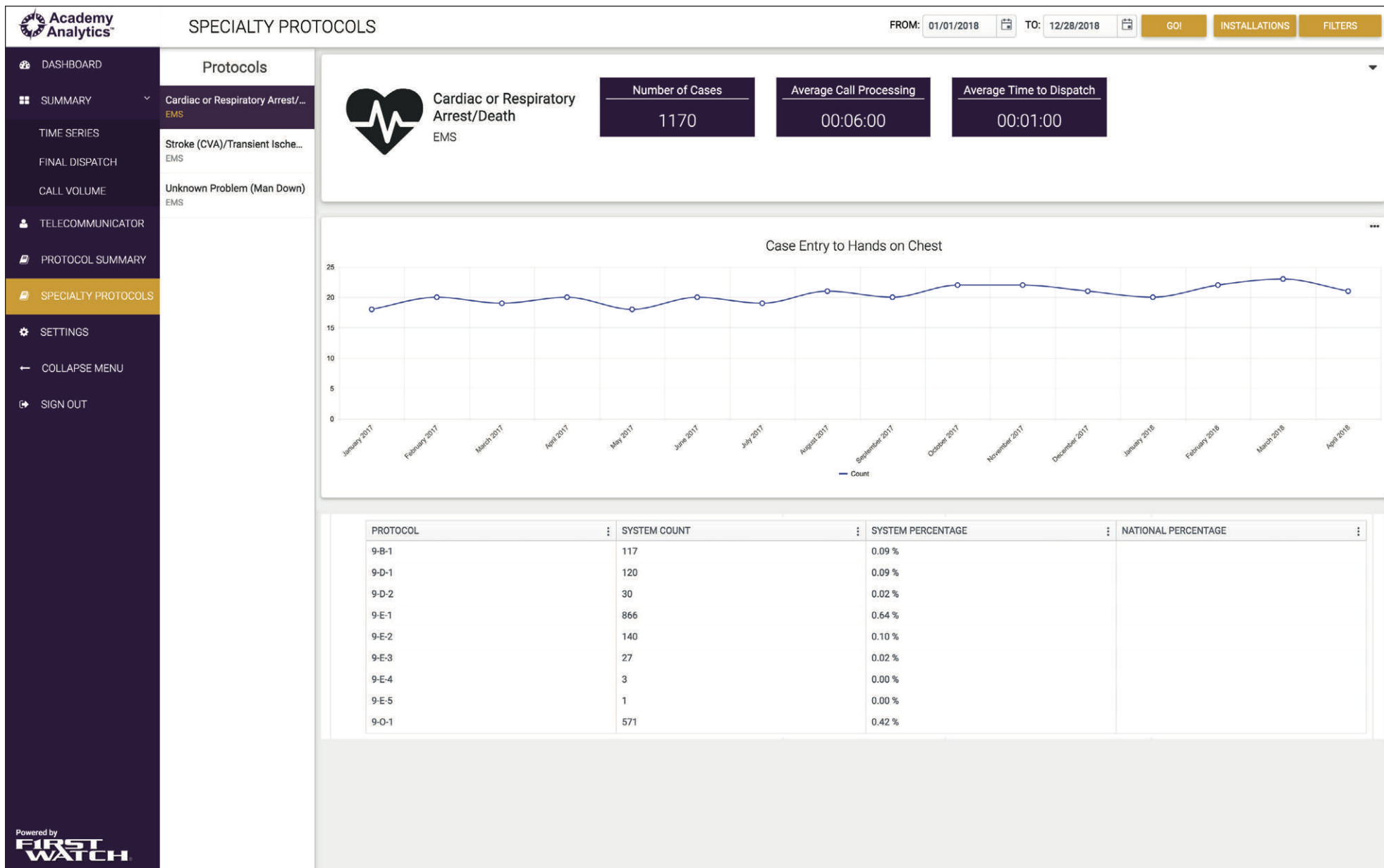
SIGN OUT

Protocols Breakdown

PROTOCOL	SYSTEM COUNT	SYSTEM PERCENTAGE	NATIONAL PERCENTAGE
1 - Abdominal Pain/Problems	880	2.61 %	3.07 %
2 - Allergies (Reactions)/Envenomations (Stings/Bites)	267	0.79 %	0.91 %
3 - Animal Bites/Attacks	61	0.18 %	0.17 %
4 - Assault/Sexual Assault	264	0.78 %	2.09 %
5 - Back Pain (Non-Traumatic or Non-Recent Trauma)	329	0.98 %	1.05 %
6 - Breathing Problems	3249	9.65 %	9.32 %
7 - Burns (Scalds)/Explosion (Blast)	47	0.14 %	0.18 %
8 - Carbon Monoxide/Inhalation/HAZMAT/CBRN	9	0.03 %	0.10 %
9 - Cardiac or Respiratory Arrest/Death	485	1.44 %	1.82 %
<div>9-B-1</div> <div>9-D-1</div> <div>9-D-2</div> <div>9-E-1</div> <div>9-E-2</div> <div>9-E-3</div> <div>9-E-4</div> <div>9-O-1</div>	<div>88</div> <div>38</div> <div>10</div> <div>260</div> <div>58</div> <div>11</div> <div>1</div> <div>19</div>	<div>0.26 %</div> <div>0.11 %</div> <div>0.03 %</div> <div>0.77 %</div> <div>0.17 %</div> <div>0.03 %</div> <div>0.00 %</div> <div>0.06 %</div>	
10 - Chest Pain (Non-Traumatic)	2586	7.68 %	7.84 %
11 - Choking	139	0.41 %	0.48 %
12 - Convulsions/Seizures	1338	3.97 %	4.56 %
13 - Diabetic Problems	493	1.46 %	2.14 %
14 - Drowning (near)/Diving/SCUBA Accident	21	0.06 %	0.05 %
15 - Electrocutation/Lightning	10	0.03 %	0.03 %
16 - Eye Problems/Injuries	41	0.12 %	0.14 %
17 - Falls	4091	12.15 %	11.54 %
18 - Headache	187	0.56 %	0.67 %
19 - Heart Problems/AICD	442	1.31 %	1.66 %
20 - Heat/Cold Exposure	50	0.15 %	0.27 %
21 - Hemorrhage/Laceration	947	2.81 %	3.18 %
23 - Overdose/Poisoning (Ingestion)	666	1.98 %	2.31 %
24 - Pregnancy/Childbirth/Miscarriage	273	0.81 %	0.79 %
25 - Psychiatric/Abnormal Behavior/Suicide Attempt	161	0.48 %	2.28 %
26 - Sick Person (Specific Diagnosis)	4114	12.21 %	16.14 %
	36	0.11 %	0.43 %

Powered by

FIRST WATCH



Academy Analytics™

TELECOMMUNICATOR

FROM: 01/01/2018

TO: 01/17/2019

GO!

INSTALLATIONS

DASHBOARD

SUMMARY

TIME SERIES

FINAL DISPATCH

TELECOMMUNICATOR

PROTOCOL SUMMARY

SPECIALTY PROTOCOLS

SETTINGS

COLLAPSE MENU

SIGN OUT

Telecommunicators

0379A

TELECOMMUNICATOR

0392A

TELECOMMUNICATOR

0427A

TELECOMMUNICATOR

0429A

TELECOMMUNICATOR

0451A

TELECOMMUNICATOR

0481A

TELECOMMUNICATOR

0482A

TELECOMMUNICATOR

0485A

TELECOMMUNICATOR

0509A

TELECOMMUNICATOR

0543A

TELECOMMUNICATOR

0615A

TELECOMMUNICATOR

0620A

TELECOMMUNICATOR

0635A

TELECOMMUNICATOR

0641A

TELECOMMUNICATOR

0642A

TELECOMMUNICATOR

0651A

TELECOMMUNICATOR

0652A

TELECOMMUNICATOR

0696A

TELECOMMUNICATOR

0753A

TELECOMMUNICATOR

0777A

TELECOMMUNICATOR

0801A

TELECOMMUNICATOR

0379A

Telecommunicator

(619) 555-4848

Number of Cases

273

Average Call Processing

00:03:17

Average Time to Dispatch

00:01:23

Average Call Processing Time

Frequency of Reconfigured Calls

Frequency of Aborted Calls

Distribution Determinant Levels

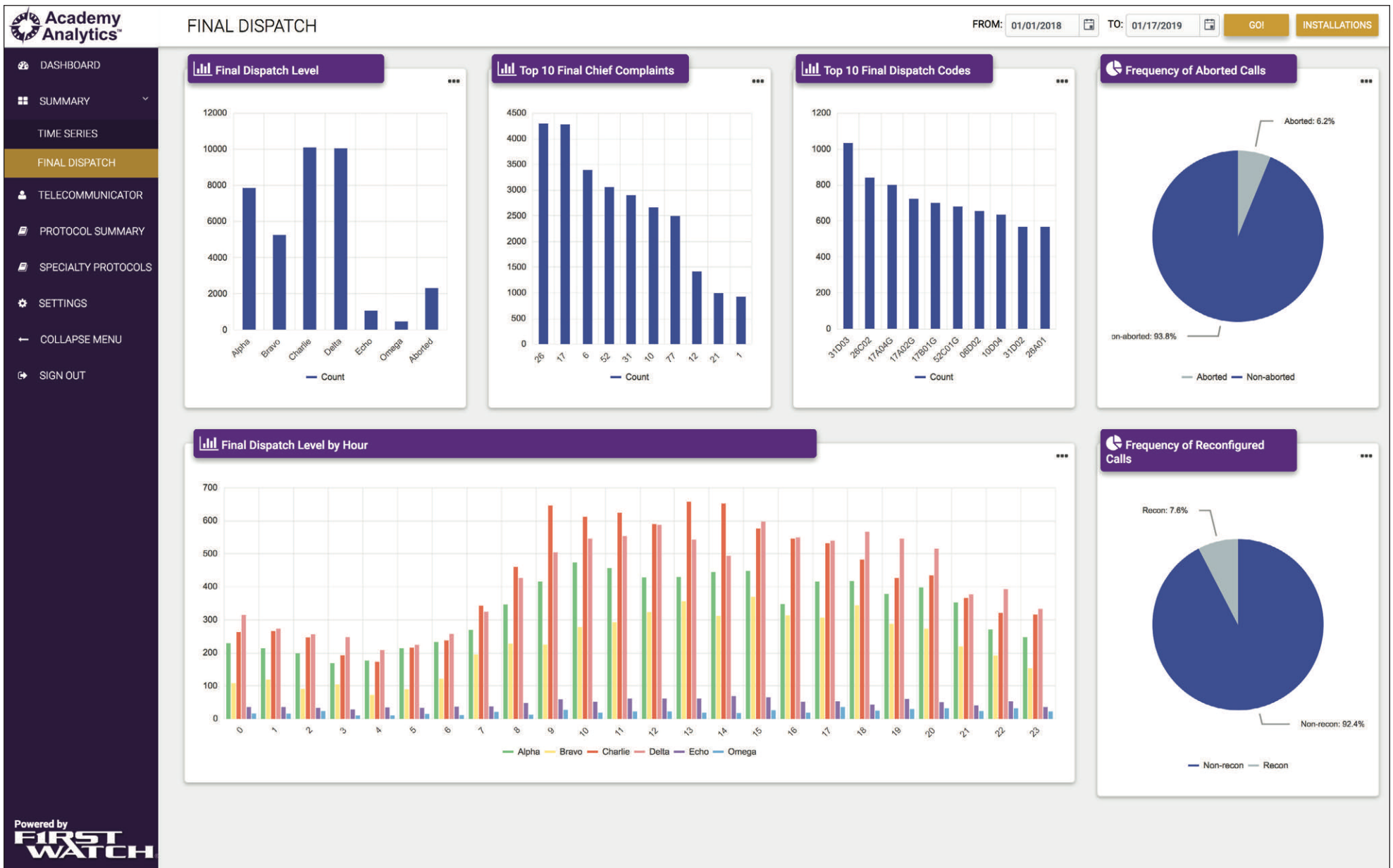
Protocols Breakdown

PROTOCOL	COUNT	PERCENTAGE	SYSTEM COUNT	SYSTEM PERCENTAGE	NATIONAL PERCENTAGE
1 - Abdominal Pain/Problems	16	6.18 %	914	2.60 %	3.07 %
2 - Allergies (Reactions)/Envenomations (Stings/Bites)	1	0.39 %	274	0.78 %	0.91 %

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FIRST WATCH

Academy Analytics™



Filters

DASHBOARD

DATE RANGE: Last 7 Days

Filters

My filters:

Discipline:

Protocol:

Determinant Level:

Telecommunicator:

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
00 01	00 01	00 01	00 01	00 01	00 01	00 01
02 03	02 03	02 03	02 03	02 03	02 03	02 03
04 05	04 05	04 05	04 05	04 05	04 05	04 05
06 07	06 07	06 07	06 07	06 07	06 07	06 07
08 09	08 09	08 09	08 09	08 09	08 09	08 09
10 11	10 11	10 11	10 11	10 11	10 11	10 11
12 13	12 13	12 13	12 13	12 13	12 13	12 13
14 15	14 15	14 15	14 15	14 15	14 15	14 15
16 17	16 17	16 17	16 17	16 17	16 17	16 17
18 19	18 19	18 19	18 19	18 19	18 19	18 19
20 21	20 21	20 21	20 21	20 21	20 21	20 21
22 23	22 23	22 23	22 23	22 23	22 23	22 23

CLEAR

APPLY

Number of Cases the Telecommunicators have Handled

Total Cases 405

Telecommunicators Avg Calltaking and Time to Reach Dispatch

Distribution Level Breakdown

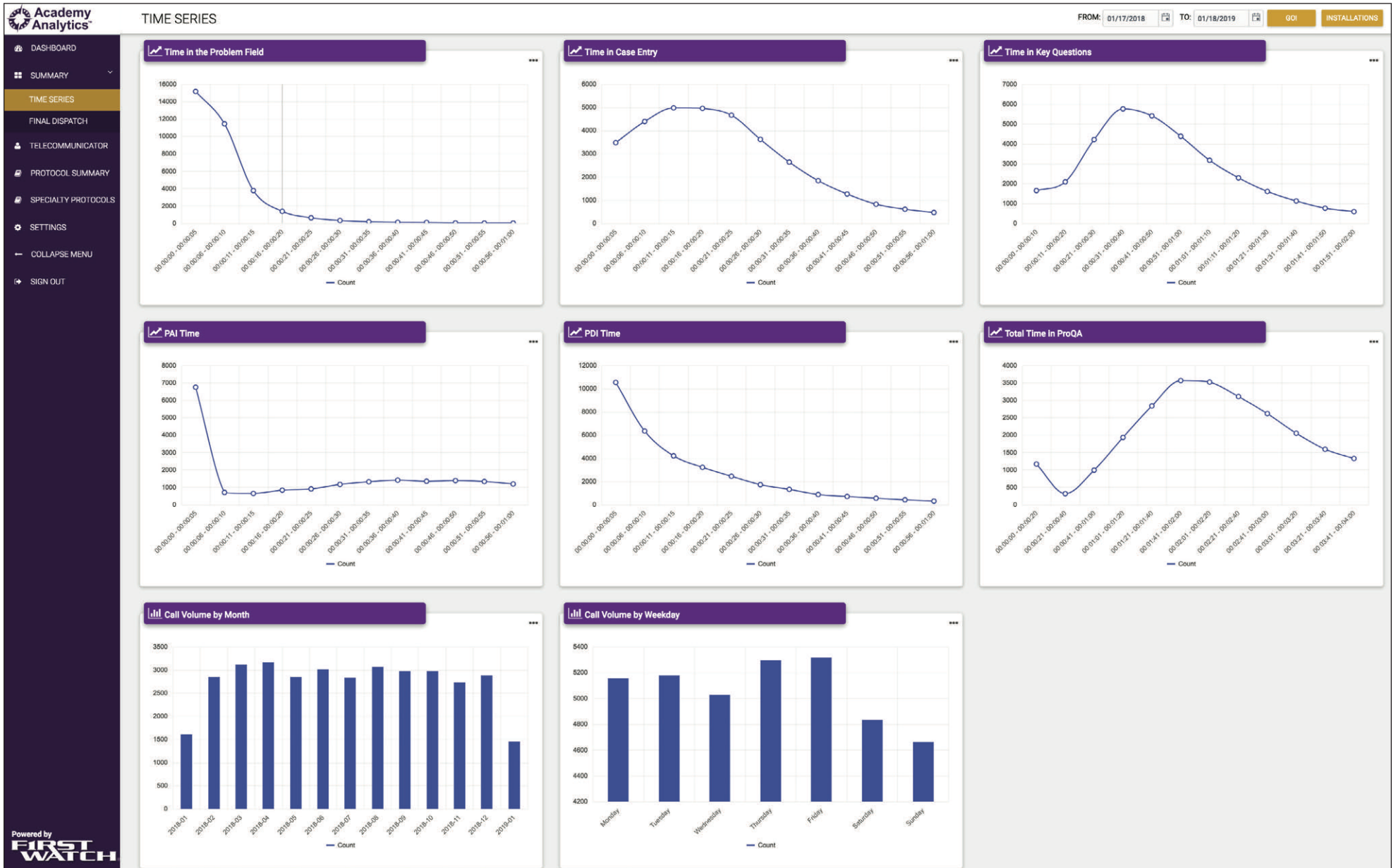
Last 5 Cases Handled by Your Telecommunicators

Telecommunicator	Case #	Time To Reach Dispatch Point	Total Case Time	Case Entry
JENNIFER.JOYNER	2019109314	00:08:09	00:09:05	130
MISTY.PIERCE	2019110090	00:06:48	00:07:23	122
CHARLES.GOERTZ	2019000439	00:06:06	00:06:58	9
NIKI.ESPOSITO	2019000440	00:05:42	00:06:46	9
CADTRN4	2019002481	00:05:24	00:06:16	9
MICHAEL.DEAN	2019109557	00:05:05	00:05:27	125

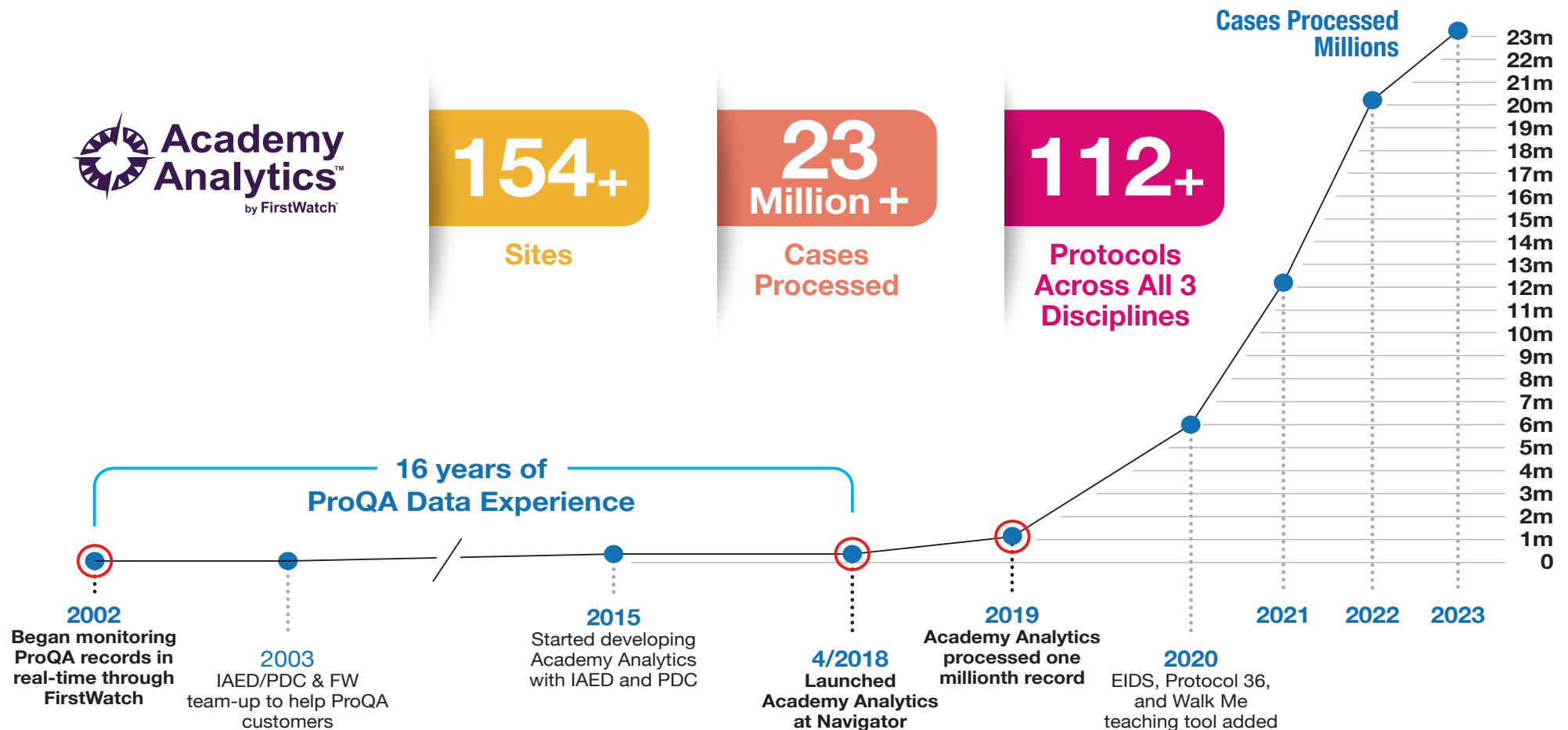
Outlier Cases – ProQA Start to Dispatch Determinant > 2 Mins

Telecommunicator	Case #	Time To Reach Dispatch Point	Total Case Time	Case Entry
JENNIFER.JOYNER	2019109314	00:08:09	00:09:05	130
MISTY.PIERCE	2019110090	00:06:48	00:07:23	122
CHARLES.GOERTZ	2019000439	00:06:06	00:06:58	9
NIKI.ESPOSITO	2019000440	00:05:42	00:06:46	9
CADTRN4	2019002481	00:05:24	00:06:16	9
MICHAEL.DEAN	2019109557	00:05:05	00:05:27	125

Academy Analytics™



The evolution of Academy Analytics by FirstWatch

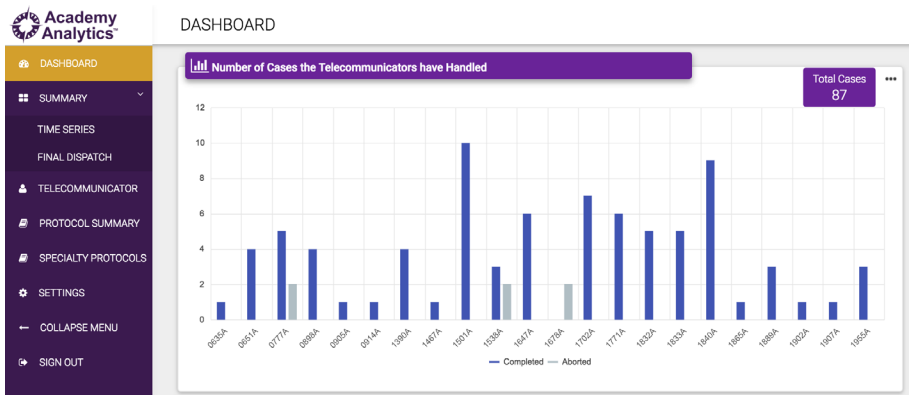




Academy Analytics by FirstWatch is the result of a collaboration between FirstWatch and the International Academies of Emergency Dispatch (IAED) to provide near-real-time web-based dashboards and analytics for ProQA users, while also enabling ground-breaking research by the IAED.

FirstWatch has partnered with the IAED and Priority Dispatch since 2002, monitoring 45 million+ ProQA records (more than 23 million via Academy Analytics). Now, agencies using ProQA can benefit from near-real-time analytics quickly and easily by adding Academy Analytics to their ProQA system.

To learn more about Academy Analytics, visit
FirstWatch.net/AA



Who We Are...

FirstWatch is a 25+ years strong, public safety software company whose 75+ team members have over 350 years of public safety experience and another 300+ years of public safety software experience. We help 911 Agencies, Law Enforcement, EMS Systems, Fire Departments, and Public Health transform raw data into meaningful information in real time. We have monitored over 350 million 911, ProQA, CAD, ePCR, and RMS records in real time, and add more than 100,000 new records to that total each day. Our 500+ customer partners serve over one-third of the population of the U.S. and Canada.

We're all about doing the right things for the right reasons, for our customers, their patients, the citizens they serve—and each other.

FirstWatch.net

