27 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

F1RST WATCH®

Helping the Helpers

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.

GENUINE · CARING · CAN-DO
FIRST WATCH
27 YEARS
SINCE 1998

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)

Risk IDentification for Emergency Services (RIDES)

Online Compliance Utility (OCU)

Performance Plus

Demand Analysis

Custom Reports

Transfer of Care (TOC)

Hospital Status Dashboard

Academy Analytics™

Stand Alone Products

Resource Planner™

ASK US ABOUT
ai
Our NEW AI Capability

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

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.
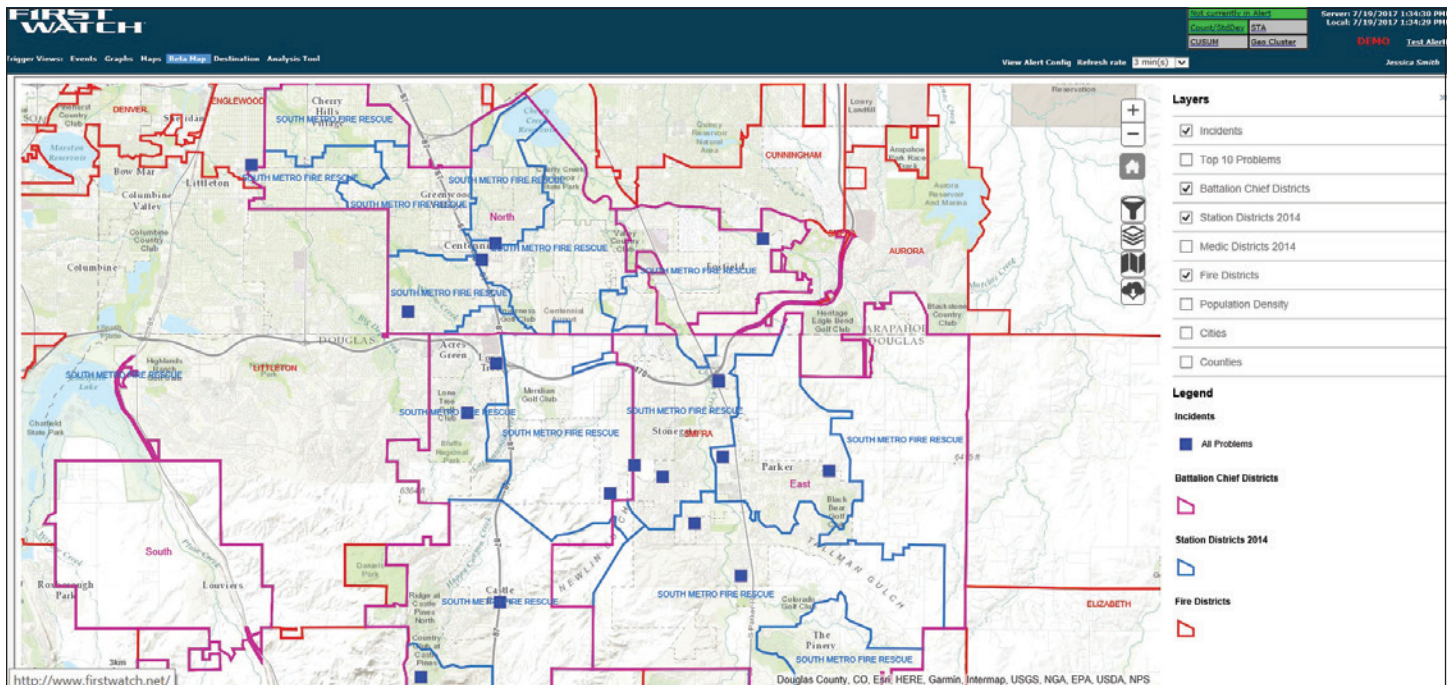
Heat maps with a sliding transparency scale
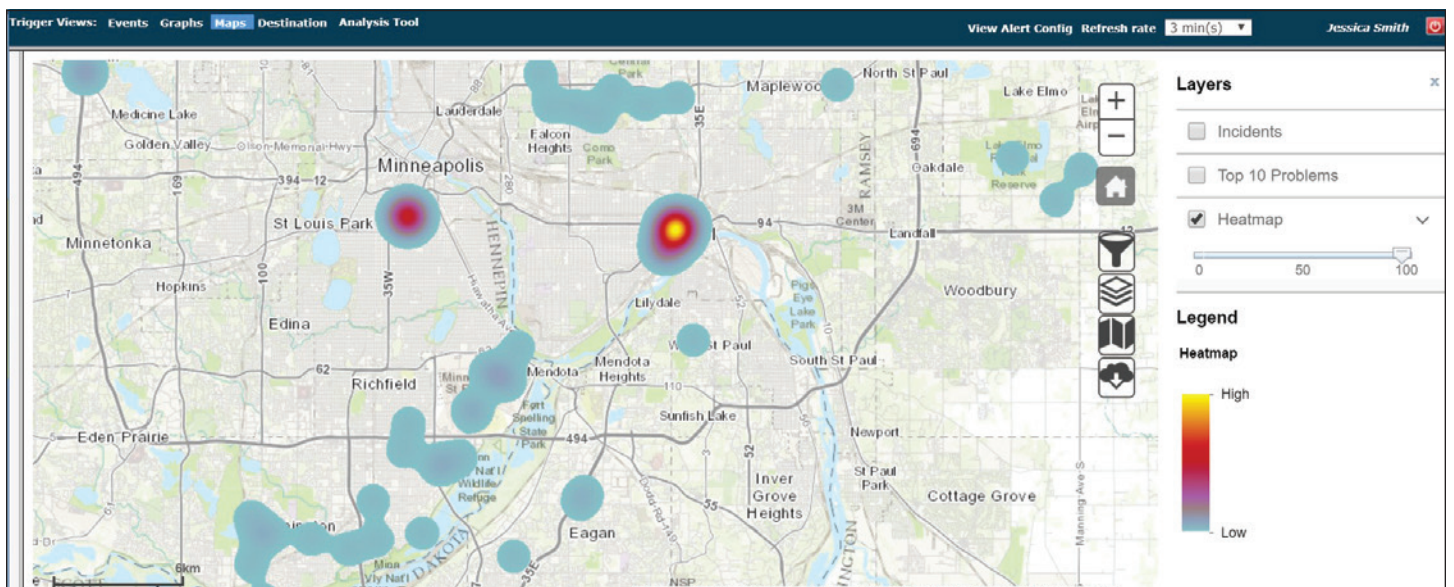
HEMSI - Opioid Trigger Current Call Information

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 -NotUnknown Medical 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 *** type in narrative, Weakness	Bed Confined (at the time of transfer), Terminally Ill (weak) - note	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.
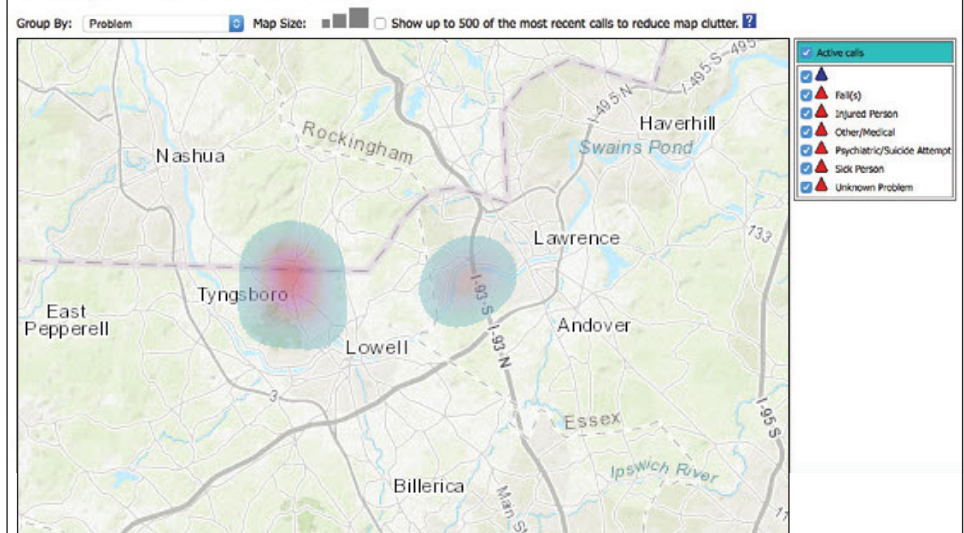Data and Report from the FirstWatch™ Internet Server

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.

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

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

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

Parameters
Alarm received to 1st unit

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
Dispatch - Alarm...
TurnOut - Disp...
Travel - 1st u...
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	00:04:26	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

FOAM Module Includes:

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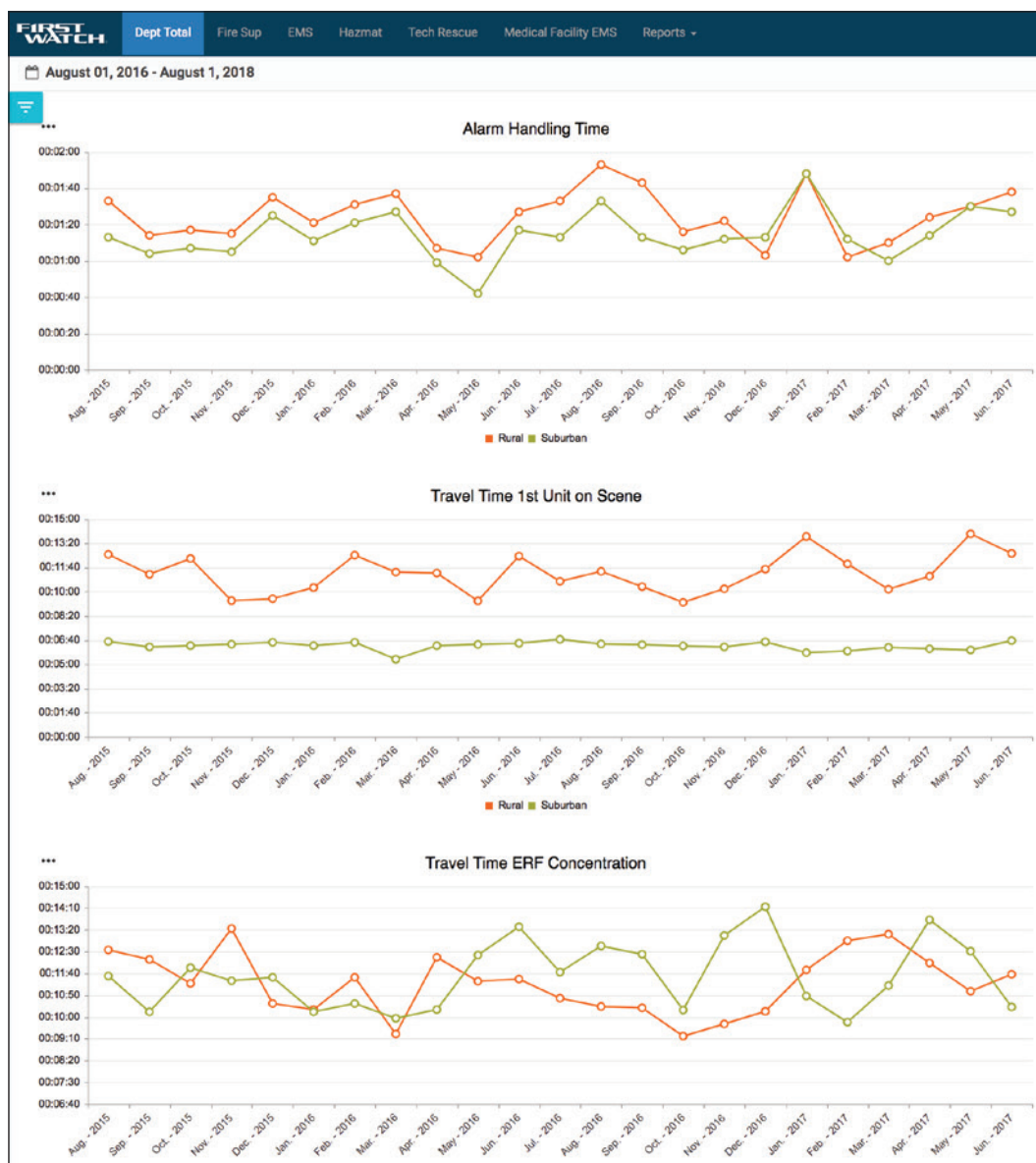- 10 Report Modules

FIRST WATCH

Annual Compliance Report
Criteria: 01/01/2019 to 12/31/2020
Shift(s): A, B, C   Battalion(s): 1
Service Area(s): 1, 3, 4, 8, 10, 106, 108

Fire - Critical - 90th Percentile			2019 - 2020	2020	2019	Benchmark	Gap
Alarm Handling	Pick-up to Dispatch	Urban	02:06	01:39	03:00	01:30	00:36
Turnout Time	Turnout Time 1st Unit	Urban	00:43	00:37	01:10	01:20	00:37
Travel Time	Travel Time 1st Unit Distribution	Urban	03:49	05:15	03:19	04:00	00:11
	Travel Time ERF Concentration	Urban	05:21	05:09	05:30	08:00	02:39
Total Response Time	Total Response Time 1st Unit Distribution	Urban	05:20	05:52	04:39	06:30	01:10
			n = 19	n = 10	n = 9		
	Total Response Time ERF Concentration	Urban	05:54	05:16	06:40	10:30	04:36
			n = 16	n = 7	n = 9		

Track quality improvement efforts over time.

ENHANCEMENT MODULE

F1RST WATCH

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

F1RST WATCH

Temporal Charts Standard Reports ▾ **Interactive Report**   FirstWatch   📣 ⚙ Exclusion Tool 👤 Jenny Abercrombie ▾

Interactive Report

Prime County Fire Department
Selected Date Range: 1/1/2024 - 3/20/2025

Date Range
Slicer Date
1/1/2024   3/20/2025

8,349 Incidents   **18.85** Avg per Day   **15,943** Responses   **35.99** Avg per Day

Call Type
☐ EMS
☐ Exclude
☐ Fire
☐ HazMat
☐ Technical Rescue

Shift
☐ A
☐ B
☐ C

Planning Zone **All**

8,349 Incident Count   **6,162** ERF Arrivals
01:59 Alarm Handling   **01:48** Turnout
08:07 Travel   **09:50** Total Response
07:32 ERF Travel   **09:57** ERF Total Response

Planning Zone: 2   Incident Count: 1,139
83 (7.3%) · 190 (16.7%) · 816 (71.6%)
● EMS ● Exclude ● Fire ● HazMat ● Technical...

Links to Standard Reports
ACR Report · Demand Report · Incident Count & Response Performance Report · Turnout Time Report · Station Reliability Report · UHU Report · Custom Quarterly Report

Map Shading Control
Incident Count ▾

Times are 90th percentile unless count < 11 then average is shown

Planning Zones | Heat Map | Risk Radar Chart | Turnout Times | Inc Count & Resp Performance | Incident Dashboard - CAD | Incident Dashboard - RMS | Unit Performance Dashboard | Station Reliability | Time Analysis

---

F1RST WATCH

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

Workload Monitoring

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

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

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

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 ... in the call comments and had a corresponding Category.)

> 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

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	■		--	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	■		--	6	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	■		--	1	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
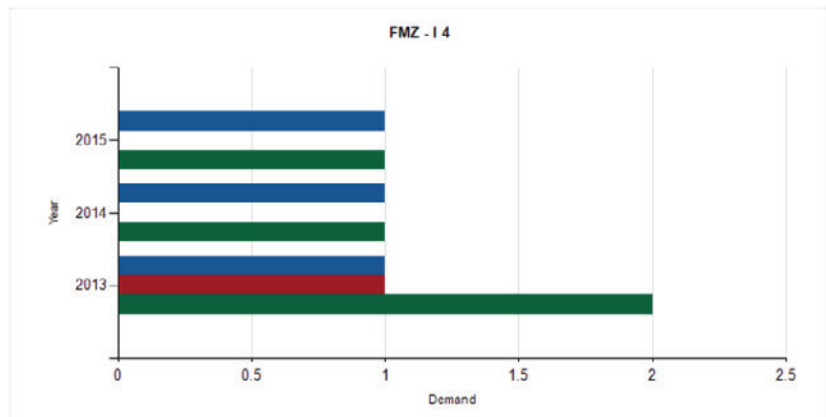
FMZ - I 4

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

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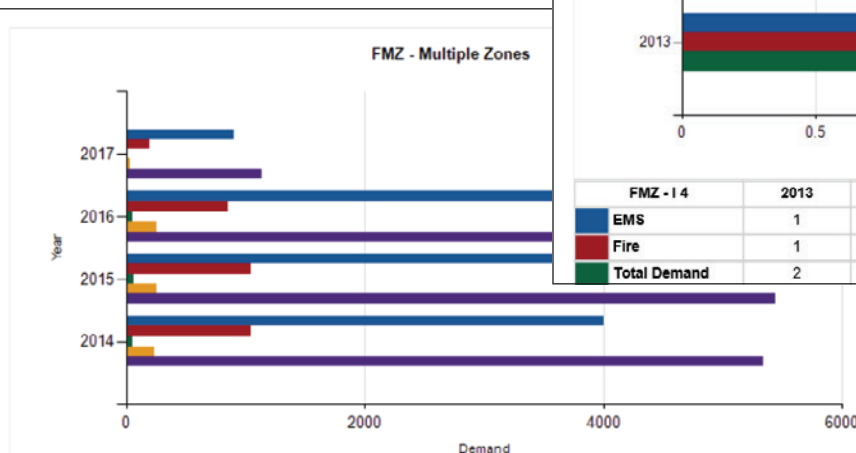
	2014	2015	2016	2017
EMS	1	374	55	14
Fire	1	93	37	7
HazMat	1	6	1	1
Technical Rescue	1	21	11	1
Total Demand	1	494	104	22

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

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	

Incident Drill-down

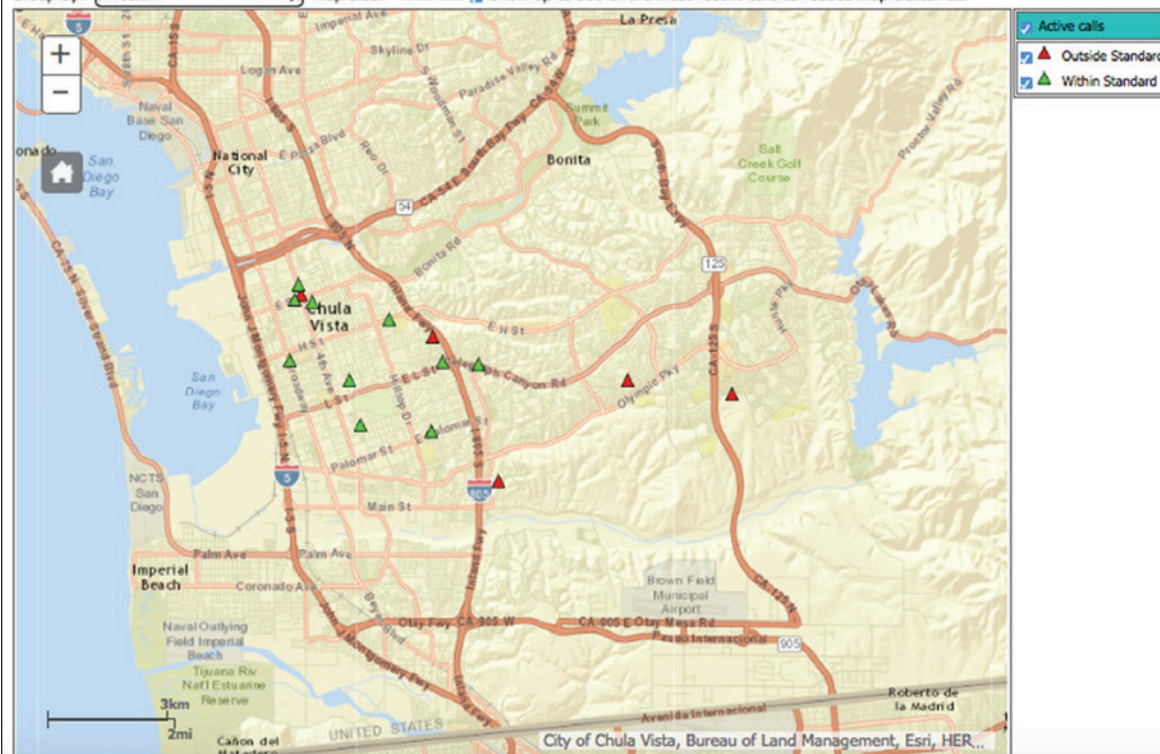| Incident Details			
fwCust_ID	15 (c)	Time_FirstCallTaking Keystroke	02/06/2017 02:19:25
ID	3720046	Time_CallEnteredQueue	02/06/2017 02:19:47
FWTimeStamp	02/06/2017 02:40:01	Time_CallTakingComplete	02/06/2017 02:20:25
Response_Date	02/06/2017 02:18:27	Time_CallClosed	02/06/2017 02:39:18
Master_Incident_Number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

☑ Active calls
☑ ▲ Outside Standard
☑ ▲ Within Standard

City of Chula Vista, Bureau of Land Management, Esri, HER...

Interact with data visualizations, displayed your way
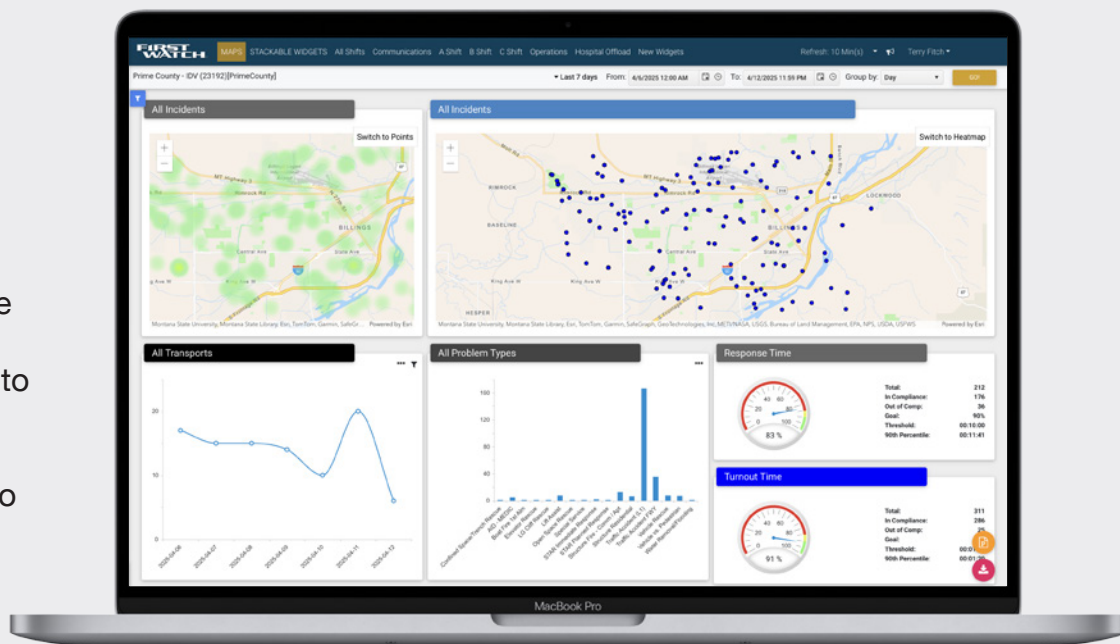
Core System Feature

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

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FIRST WATCH

FirstWatch Mobile App for iOS and Android

FirstWatch 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 EMS WORLD INNOVATION AWARDS

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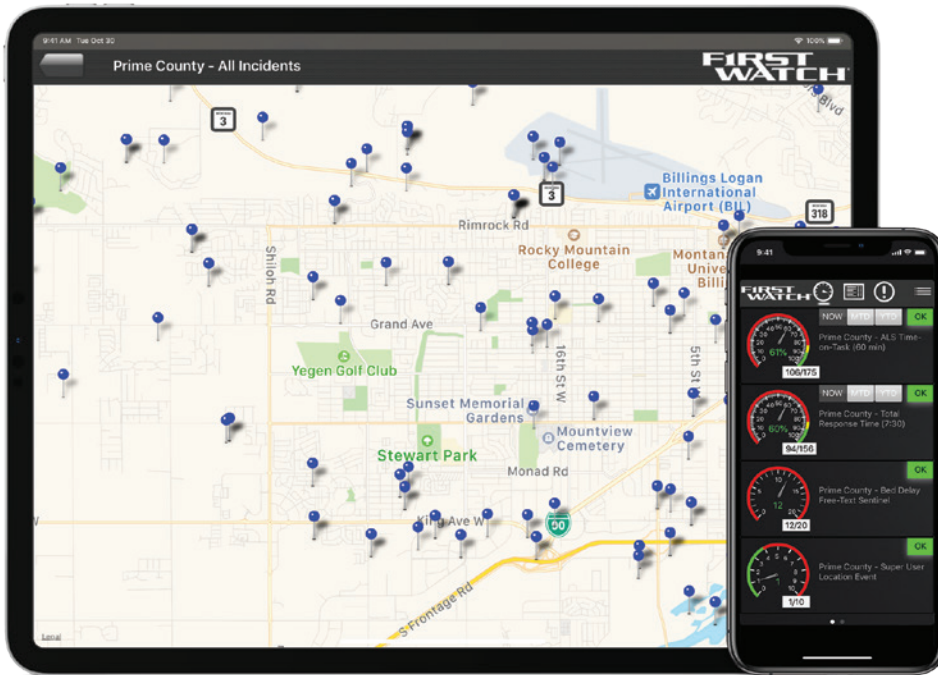
DOWNLOAD the FirstWatch App for iPhone, iPad, Android Phone, and Tablet

Download on the App Store — Apple Devices

GET IT ON Google play — Android Devices

Trending and Performance Based Gauges

Ability to Drill-Down into the Details of each Trigger

Real-Time Alerts Right on your Phone

Trigger Status

Easily Swipe to View Additional Triggers

RIDES is an interactive, data-driven tool that helps Public Safety leaders:

- Safely reduce the use of lights and siren response
- Test the effects on your system of alternative system designs
- Accurately predict the outcomes of schedule, crew, or response changes
- Use your data to analyze the need for ALS vs. BLS resources
- Evaluate response assignments for efficiency and effectiveness
- Is my EMD or Priority Dispatch system working the way we think it is?
- Change the variables in your system and evaluate the impacts – unit types, medications, response priorities

Getting the right resources to the right problem in the right way, with RIDES
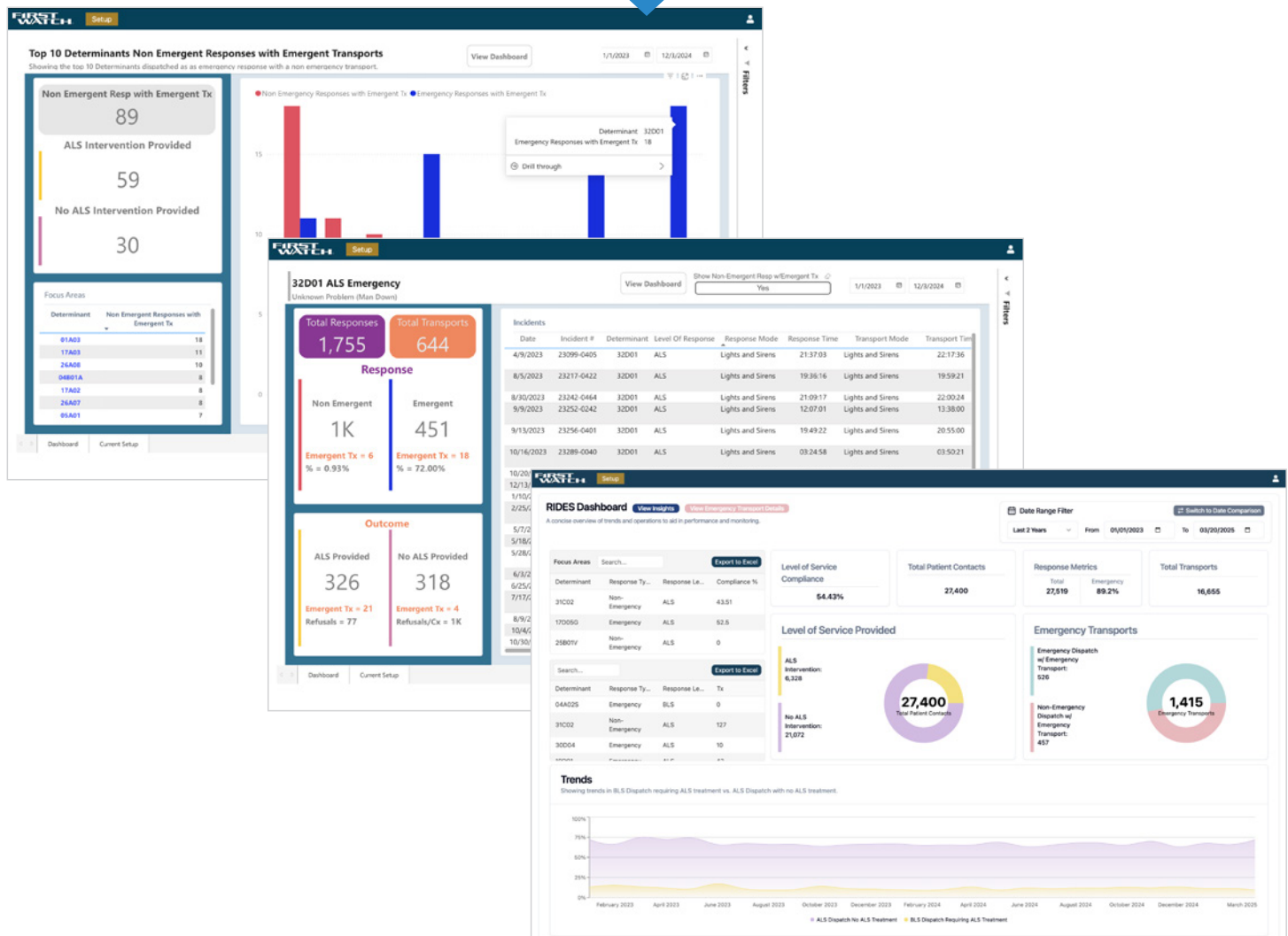
Test your assumptions, evaluate alternatives, and provide data-driven solutions for your community.

Ask Us How

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Contact one of our team members today!

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

Scott Streicher - Regional Manager
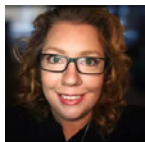
sstreicher@firstwatch.net

C: 703-624-6059

Sarah Komes - Sales & Marketing

skomes@firstwatch.net

C: 405-465-9988

Terry Fitch - Director of Sales

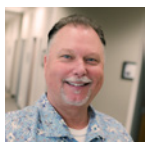tfitch@firstwatch.net

D: 760-658-9868

C: 858-444-0622

Marc Baker - Vice President & Partner

mbaker@firstwatch.net

D: 760-658-9848

C: 619-977-4785

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sales@firstwatch.net | 760-943-9123 | FirstWatch.net

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