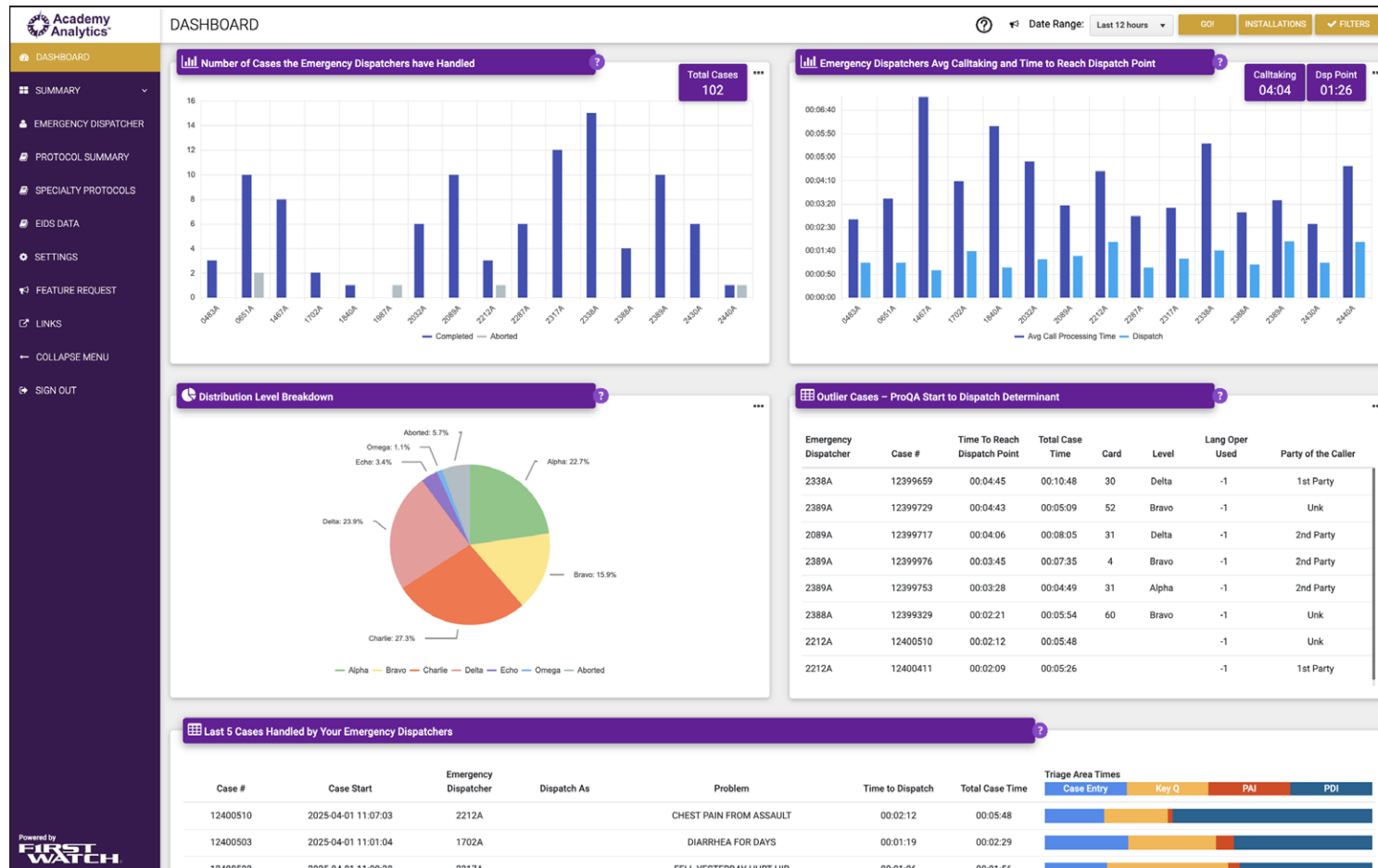




## With Academy Analytics you can:

- Monitor your center's ProQA performance in **near real-time** across all disciplines.
- Instantly identify outlier cases for review.
- Drill down to see metrics specific to individual protocols, determinant levels, and individual emergency dispatchers.
- 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.
- Identify data-driven, targeted areas for continuing dispatch education.
- See data specific to Cardiac/Respiratory Arrests, like time to hands-on chest and percentage of times hands-on chest was performed.



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

# Academy Analytics™



## CALL VOLUME



From:

01/01/2018



To:

12/31/2021



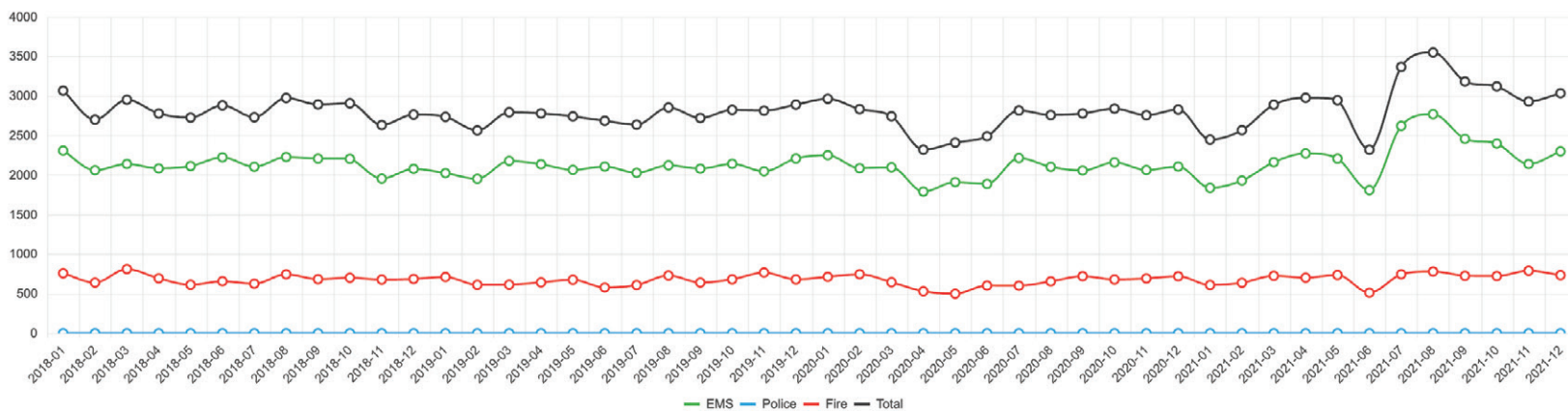
GO!

INSTALLATIONS

FILTERS

- DASHBOARD
- SUMMARY
- TIME SERIES
- TIME TREND
- FINAL DISPATCH
- CALL VOLUME
- ABORTED CALLS
- HISTORICAL DASHBOARD
- EMERGENCY DISPATCHER
- PROTOCOL SUMMARY
- SPECIALTY PROTOCOLS
- EIDS DATA
- SETTINGS
- FEATURE REQUEST
- LINKS
- COLLAPSE MENU
- SIGN OUT

### Call Volume by Discipline by Month

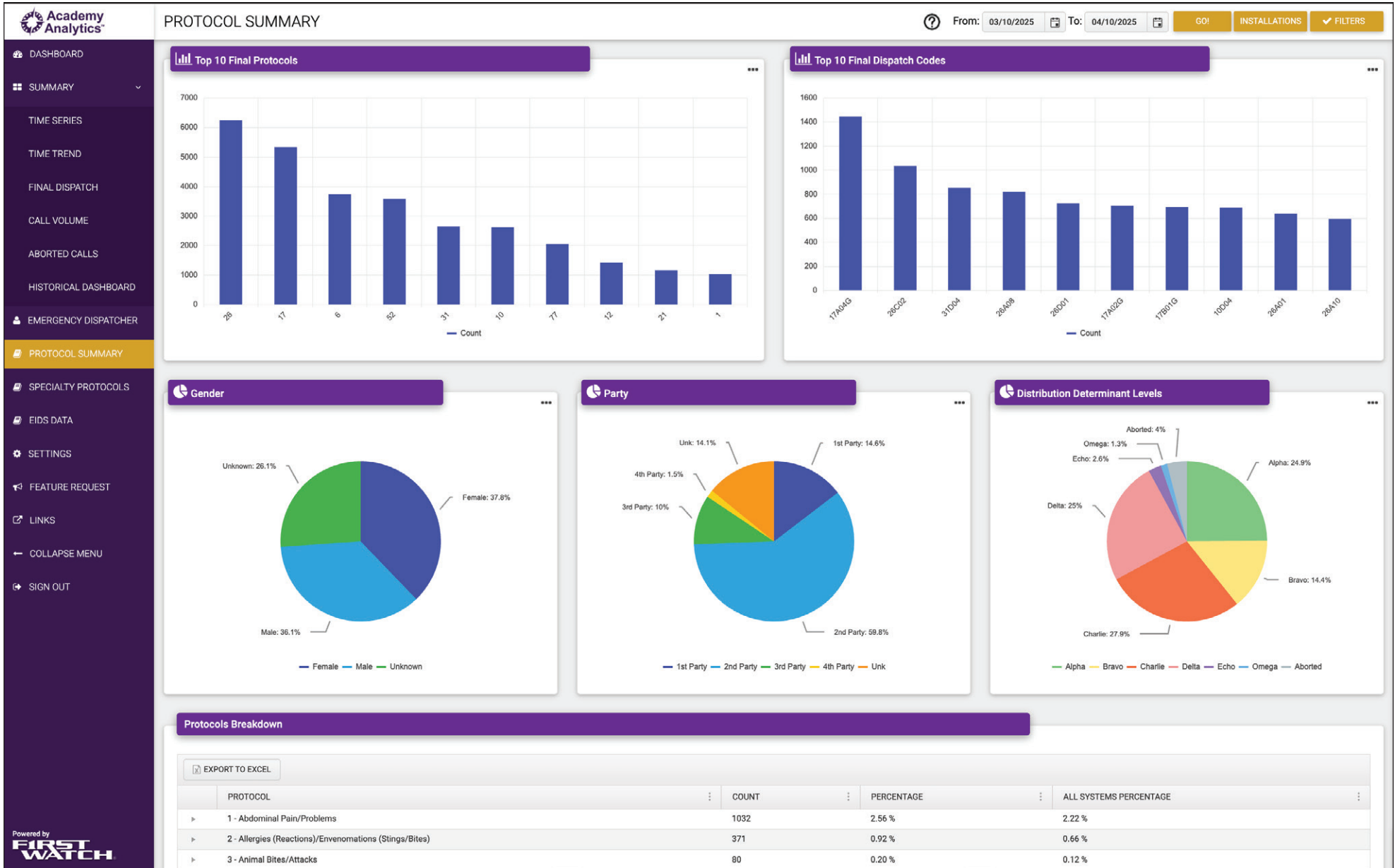



### Call Volume by Hour of Day, Day of Week

|           | 0   | 1   | 2   | 3   | 4   | 5   | 6   | 7   | 8   | 9    | 10   | 11   | 12   | 13   | 14   | 15   | 16   | 17   | 18   | 19   | 20  | 21  | 22  | 23  |
|-----------|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|------|------|------|------|------|------|------|------|------|------|-----|-----|-----|-----|
| Sunday    | 634 | 658 | 518 | 446 | 364 | 366 | 465 | 518 | 637 | 797  | 822  | 880  | 880  | 1020 | 940  | 956  | 913  | 953  | 1016 | 958  | 862 | 731 | 675 | 595 |
| Monday    | 528 | 425 | 396 | 339 | 383 | 413 | 546 | 704 | 865 | 1120 | 1073 | 1121 | 1148 | 1147 | 1140 | 1130 | 1075 | 1074 | 1070 | 990  | 983 | 777 | 666 | 644 |
| Tuesday   | 482 | 459 | 397 | 370 | 378 | 400 | 461 | 686 | 918 | 1034 | 1172 | 1084 | 1088 | 1214 | 1156 | 1134 | 1104 | 1087 | 1044 | 979  | 876 | 771 | 652 | 580 |
| Wednesday | 476 | 428 | 382 | 343 | 359 | 373 | 490 | 631 | 853 | 1113 | 1077 | 1138 | 1119 | 1205 | 1109 | 1150 | 1030 | 1051 | 1066 | 952  | 932 | 770 | 672 | 606 |
| Thursday  | 474 | 491 | 453 | 379 | 363 | 394 | 508 | 628 | 935 | 1051 | 1174 | 1070 | 1182 | 1240 | 1191 | 1142 | 1137 | 1137 | 1110 | 987  | 990 | 770 | 710 | 622 |
| Friday    | 552 | 459 | 472 | 423 | 394 | 390 | 480 | 666 | 889 | 1048 | 1088 | 1146 | 1144 | 1226 | 1197 | 1189 | 1102 | 1102 | 1024 | 1002 | 982 | 746 | 733 | 672 |
| Saturday  | 668 | 594 | 504 | 453 | 399 | 369 | 449 | 525 | 584 | 797  | 842  | 940  | 981  | 958  | 1026 | 1034 | 918  | 1002 | 1103 | 1002 | 977 | 876 | 746 | 656 |



# Academy Analytics™





## PROTOCOL SUMMARY

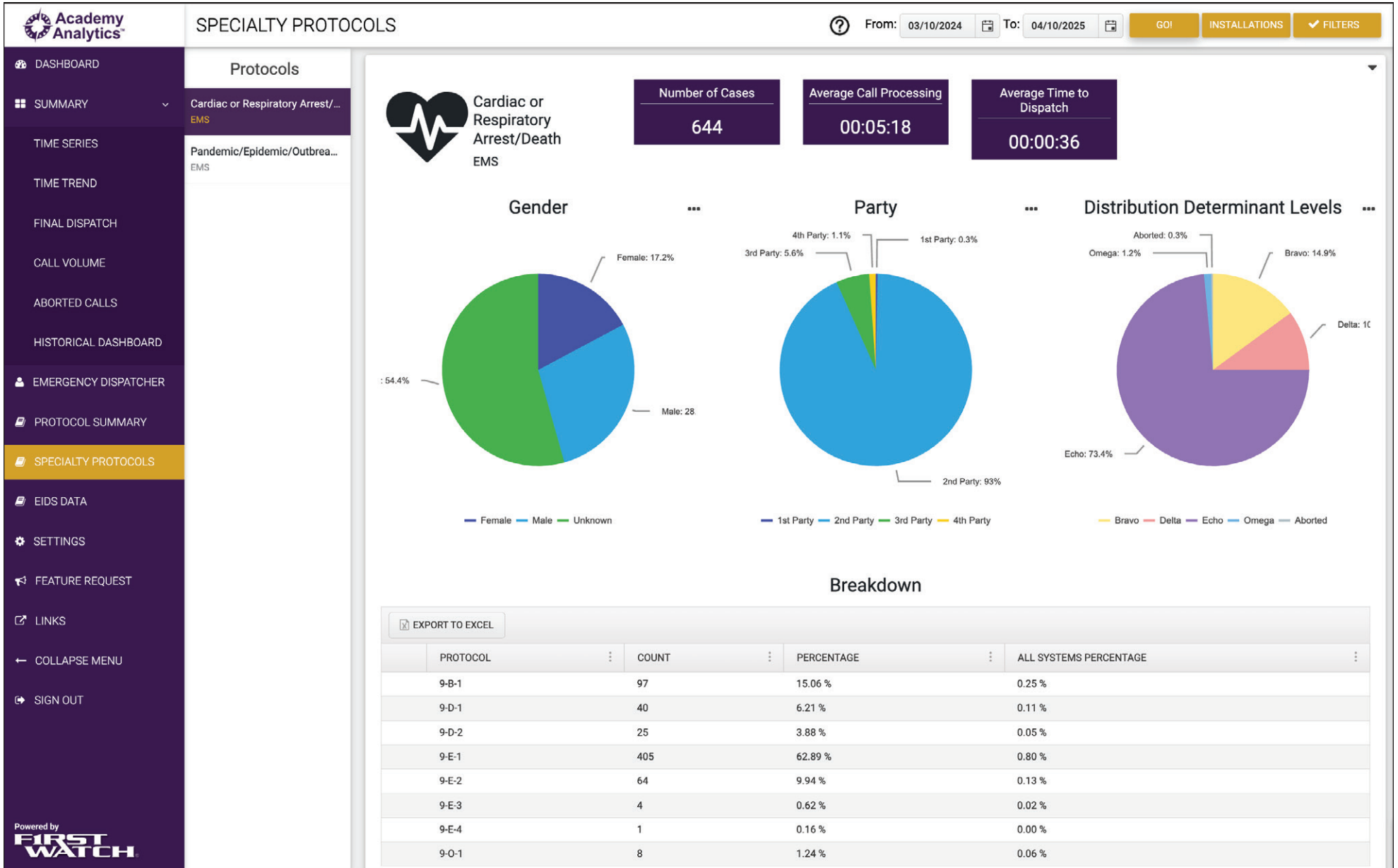
?
From: 03/10/2025
To: 04/10/2025
GO!
INSTALLATIONS
FILTERS

**Protocols Breakdown**

EXPORT TO EXCEL

|   | PROTOCOL   | COUNT | PERCENTAGE | ALL SYSTEMS PERCENTAGE |  |          |       |            |                        |  |       |    |        |        |  |       |    |        |        |  |       |    |        |        |  |       |     |        |        |  |       |    |        |        |  |       |   |        |        |  |       |   |        |        |  |       |   |        |        |
|---|--|-------|------------|------------------------|--|----------|-------|------------|------------------------|--|-------|----|--------|--------|--|-------|----|--------|--------|--|-------|----|--------|--------|--|-------|-----|--------|--------|--|-------|----|--------|--------|--|-------|---|--------|--------|--|-------|---|--------|--------|--|-------|---|--------|--------|
| ▶   | 1 - Abdominal Pain/Problems                            | 1032  | 2.56 %     | 2.22 %                 |  |          |       |            |                        |  |       |    |        |        |  |       |    |        |        |  |       |    |        |        |  |       |     |        |        |  |       |    |        |        |  |       |   |        |        |  |       |   |        |        |  |       |   |        |        |
| ▶   | 2 - Allergies (Reactions)/Envenomations (Stings/Bites) | 371   | 0.92 %     | 0.66 %                 |  |          |       |            |                        |  |       |    |        |        |  |       |    |        |        |  |       |    |        |        |  |       |     |        |        |  |       |    |        |        |  |       |   |        |        |  |       |   |        |        |  |       |   |        |        |
| ▶   | 3 - Animal Bites/Attacks                               | 80    | 0.20 %     | 0.12 %                 |  |          |       |            |                        |  |       |    |        |        |  |       |    |        |        |  |       |    |        |        |  |       |     |        |        |  |       |    |        |        |  |       |   |        |        |  |       |   |        |        |  |       |   |        |        |
| ▶   | 4 - Assault/Sexual Assault                             | 297   | 0.74 %     | 1.20 %                 |  |          |       |            |                        |  |       |    |        |        |  |       |    |        |        |  |       |    |        |        |  |       |     |        |        |  |       |    |        |        |  |       |   |        |        |  |       |   |        |        |  |       |   |        |        |
| ▶   | 5 - Back Pain (Non-Traumatic or Non-Recent Trauma)     | 432   | 1.07 %     | 0.86 %                 |  |          |       |            |                        |  |       |    |        |        |  |       |    |        |        |  |       |    |        |        |  |       |     |        |        |  |       |    |        |        |  |       |   |        |        |  |       |   |        |        |  |       |   |        |        |
| ▶   | 6 - Breathing Problems                                 | 3731  | 9.25 %     | 7.29 %                 |  |          |       |            |                        |  |       |    |        |        |  |       |    |        |        |  |       |    |        |        |  |       |     |        |        |  |       |    |        |        |  |       |   |        |        |  |       |   |        |        |  |       |   |        |        |
| ▶   | 7 - Burns (Scalds)/Explosion (Blast)                   | 36    | 0.09 %     | 0.11 %                 |  |          |       |            |                        |  |       |    |        |        |  |       |    |        |        |  |       |    |        |        |  |       |     |        |        |  |       |    |        |        |  |       |   |        |        |  |       |   |        |        |  |       |   |        |        |
| ▶   | 8 - Carbon Monoxide/Inhalation/HAZMAT/CBRN             | 14    | 0.03 %     | 0.07 %                 |  |          |       |            |                        |  |       |    |        |        |  |       |    |        |        |  |       |    |        |        |  |       |     |        |        |  |       |    |        |        |  |       |   |        |        |  |       |   |        |        |  |       |   |        |        |
| ▶   | 9 - Cardiac or Respiratory Arrest/Death                | 592   | 1.47 %     | 1.43 %                 |  |          |       |            |                        |  |       |    |        |        |  |       |    |        |        |  |       |    |        |        |  |       |     |        |        |  |       |    |        |        |  |       |   |        |        |  |       |   |        |        |  |       |   |        |        |
| <table border="1" style="width: 100%; border-collapse: collapse; margin: 5px auto;"> <thead> <tr style="background-color: #f2f2f2;"> <th style="width: 5%;"></th> <th style="width: 45%;">PROTOCOL</th> <th style="width: 10%;">COUNT</th> <th style="width: 15%;">PERCENTAGE</th> <th style="width: 25%;">ALL SYSTEMS PERCENTAGE</th> </tr> </thead> <tbody> <tr><td></td><td>9-B-1</td><td>92</td><td>0.23 %</td><td>0.25 %</td></tr> <tr><td></td><td>9-D-1</td><td>35</td><td>0.09 %</td><td>0.11 %</td></tr> <tr><td></td><td>9-D-2</td><td>20</td><td>0.05 %</td><td>0.05 %</td></tr> <tr><td></td><td>9-E-1</td><td>373</td><td>0.92 %</td><td>0.80 %</td></tr> <tr><td></td><td>9-E-2</td><td>59</td><td>0.15 %</td><td>0.13 %</td></tr> <tr><td></td><td>9-E-3</td><td>4</td><td>0.01 %</td><td>0.02 %</td></tr> <tr><td></td><td>9-E-4</td><td>1</td><td>0.00 %</td><td>0.00 %</td></tr> <tr><td></td><td>9-O-1</td><td>8</td><td>0.02 %</td><td>0.06 %</td></tr> </tbody> </table> |  |       |            |                        |  | PROTOCOL | COUNT | PERCENTAGE | ALL SYSTEMS PERCENTAGE |  | 9-B-1 | 92 | 0.23 % | 0.25 % |  | 9-D-1 | 35 | 0.09 % | 0.11 % |  | 9-D-2 | 20 | 0.05 % | 0.05 % |  | 9-E-1 | 373 | 0.92 % | 0.80 % |  | 9-E-2 | 59 | 0.15 % | 0.13 % |  | 9-E-3 | 4 | 0.01 % | 0.02 % |  | 9-E-4 | 1 | 0.00 % | 0.00 % |  | 9-O-1 | 8 | 0.02 % | 0.06 % |
|   | PROTOCOL   | COUNT | PERCENTAGE | ALL SYSTEMS PERCENTAGE |  |          |       |            |                        |  |       |    |        |        |  |       |    |        |        |  |       |    |        |        |  |       |     |        |        |  |       |    |        |        |  |       |   |        |        |  |       |   |        |        |  |       |   |        |        |
|   | 9-B-1  | 92    | 0.23 %     | 0.25 %                 |  |          |       |            |                        |  |       |    |        |        |  |       |    |        |        |  |       |    |        |        |  |       |     |        |        |  |       |    |        |        |  |       |   |        |        |  |       |   |        |        |  |       |   |        |        |
|   | 9-D-1  | 35    | 0.09 %     | 0.11 %                 |  |          |       |            |                        |  |       |    |        |        |  |       |    |        |        |  |       |    |        |        |  |       |     |        |        |  |       |    |        |        |  |       |   |        |        |  |       |   |        |        |  |       |   |        |        |
|   | 9-D-2  | 20    | 0.05 %     | 0.05 %                 |  |          |       |            |                        |  |       |    |        |        |  |       |    |        |        |  |       |    |        |        |  |       |     |        |        |  |       |    |        |        |  |       |   |        |        |  |       |   |        |        |  |       |   |        |        |
|   | 9-E-1  | 373   | 0.92 %     | 0.80 %                 |  |          |       |            |                        |  |       |    |        |        |  |       |    |        |        |  |       |    |        |        |  |       |     |        |        |  |       |    |        |        |  |       |   |        |        |  |       |   |        |        |  |       |   |        |        |
|   | 9-E-2  | 59    | 0.15 %     | 0.13 %                 |  |          |       |            |                        |  |       |    |        |        |  |       |    |        |        |  |       |    |        |        |  |       |     |        |        |  |       |    |        |        |  |       |   |        |        |  |       |   |        |        |  |       |   |        |        |
|   | 9-E-3  | 4     | 0.01 %     | 0.02 %                 |  |          |       |            |                        |  |       |    |        |        |  |       |    |        |        |  |       |    |        |        |  |       |     |        |        |  |       |    |        |        |  |       |   |        |        |  |       |   |        |        |  |       |   |        |        |
|   | 9-E-4  | 1     | 0.00 %     | 0.00 %                 |  |          |       |            |                        |  |       |    |        |        |  |       |    |        |        |  |       |    |        |        |  |       |     |        |        |  |       |    |        |        |  |       |   |        |        |  |       |   |        |        |  |       |   |        |        |
|   | 9-O-1  | 8     | 0.02 %     | 0.06 %                 |  |          |       |            |                        |  |       |    |        |        |  |       |    |        |        |  |       |    |        |        |  |       |     |        |        |  |       |    |        |        |  |       |   |        |        |  |       |   |        |        |  |       |   |        |        |
| ▶   | 10 - Chest Pain (Non-Traumatic)                        | 2610  | 6.47 %     | 4.99 %                 |  |          |       |            |                        |  |       |    |        |        |  |       |    |        |        |  |       |    |        |        |  |       |     |        |        |  |       |    |        |        |  |       |   |        |        |  |       |   |        |        |  |       |   |        |        |
| ▶   | 11 - Choking   | 176   | 0.44 %     | 0.36 %                 |  |          |       |            |                        |  |       |    |        |        |  |       |    |        |        |  |       |    |        |        |  |       |     |        |        |  |       |    |        |        |  |       |   |        |        |  |       |   |        |        |  |       |   |        |        |
| ▶   | 12 - Convulsions/Seizures                              | 1426  | 3.53 %     | 2.75 %                 |  |          |       |            |                        |  |       |    |        |        |  |       |    |        |        |  |       |    |        |        |  |       |     |        |        |  |       |    |        |        |  |       |   |        |        |  |       |   |        |        |  |       |   |        |        |
| ▶   | 13 - Diabetic Problems                                 | 523   | 1.30 %     | 1.29 %                 |  |          |       |            |                        |  |       |    |        |        |  |       |    |        |        |  |       |    |        |        |  |       |     |        |        |  |       |    |        |        |  |       |   |        |        |  |       |   |        |        |  |       |   |        |        |
| ▶   | 14 - Drowning (near)/Diving/SCUBA Accident             | 5     | 0.01 %     | 0.03 %                 |  |          |       |            |                        |  |       |    |        |        |  |       |    |        |        |  |       |    |        |        |  |       |     |        |        |  |       |    |        |        |  |       |   |        |        |  |       |   |        |        |  |       |   |        |        |
| ▶   | 15 - Electrocutation/Lightning                         | 8     | 0.02 %     | 0.02 %                 |  |          |       |            |                        |  |       |    |        |        |  |       |    |        |        |  |       |    |        |        |  |       |     |        |        |  |       |    |        |        |  |       |   |        |        |  |       |   |        |        |  |       |   |        |        |
| ▶   | 16 - Eye Problems/Injuries                             | 81    | 0.20 %     | 0.10 %                 |  |          |       |            |                        |  |       |    |        |        |  |       |    |        |        |  |       |    |        |        |  |       |     |        |        |  |       |    |        |        |  |       |   |        |        |  |       |   |        |        |  |       |   |        |        |
| ▶   | 17 - Falls   | 5313  | 13.17 %    | 9.06 %                 |  |          |       |            |                        |  |       |    |        |        |  |       |    |        |        |  |       |    |        |        |  |       |     |        |        |  |       |    |        |        |  |       |   |        |        |  |       |   |        |        |  |       |   |        |        |
| ▶   | 18 - Headache  | 271   | 0.67 %     | 0.47 %                 |  |          |       |            |                        |  |       |    |        |        |  |       |    |        |        |  |       |    |        |        |  |       |     |        |        |  |       |    |        |        |  |       |   |        |        |  |       |   |        |        |  |       |   |        |        |
| ▶   | 19 - Heart Problems/AICD                               | 632   | 1.57 %     | 1.24 %                 |  |          |       |            |                        |  |       |    |        |        |  |       |    |        |        |  |       |    |        |        |  |       |     |        |        |  |       |    |        |        |  |       |   |        |        |  |       |   |        |        |  |       |   |        |        |

Powered by



EMERGENCY DISPATCHER

From: 04/10/2024
To: 04/10/2025
GO!
INSTALLATIONS
FILTERS

**Emergency Dispatchers**

- 0509A  
EMERGENCY DISPATCH...
- 0543A  
EMERGENCY DISPATCH...
- 0620A  
EMERGENCY DISPATCH...
- 0635A  
EMERGENCY DISPATCH...
- 0642A  
EMERGENCY DISPATCH...
- 0651A  
EMERGENCY DISPATCH...
- 0652A  
EMERGENCY DISPATCH...
- 0801A  
EMERGENCY DISPATCH...
- 0872A  
EMERGENCY DISPATCH...
- 0898A  
EMERGENCY DISPATCH...
- 0905A  
EMERGENCY DISPATCH...
- 0914A  
EMERGENCY DISPATCH...
- 0986A  
EMERGENCY DISPATCH...
- 1129A  
EMERGENCY DISPATCH...
- 1159A  
EMERGENCY DISPATCH...
- 1164A  
EMERGENCY DISPATCH...
- 1209A  
EMERGENCY DISPATCH...
- 1216A  
EMERGENCY DISPATCH...
- 1308A  
EMERGENCY DISPATCH...
- 1331A  
EMERGENCY DISPATCH...
- 1389A  
EMERGENCY DISPATCH...

**0483A**  
Emergency Dispatchers

Number of Cases

**371**

Average Call Processing

**00:03:10**

Average Time to Dispatch

**00:01:26**

**Average Call Processing Time by Month**

**Frequency of Reconfigured Calls**

**Frequency of Aborted Calls**

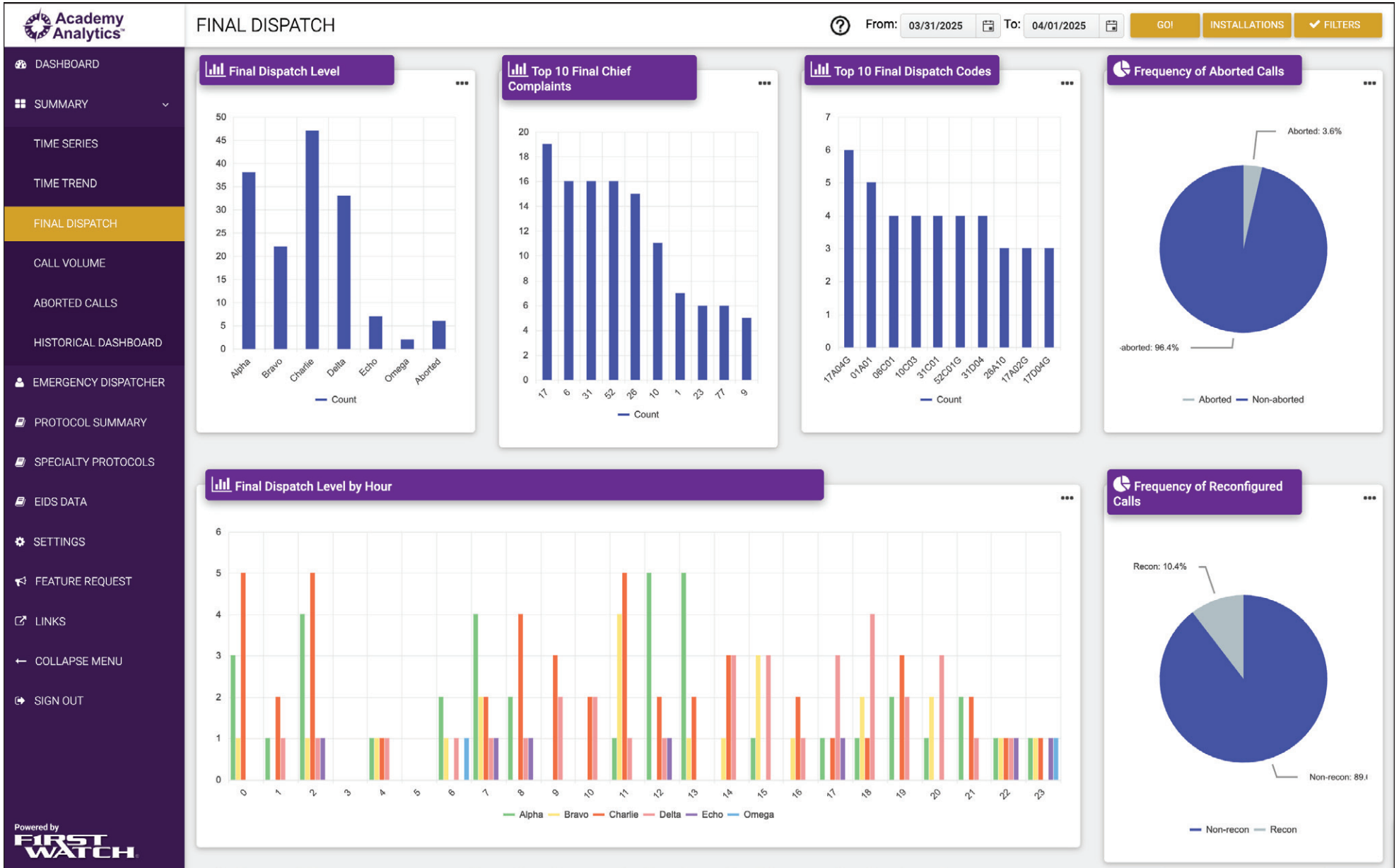
**Distribution Determinant Levels**

**Protocols Breakdown**

EXPORT TO EXCEL

| PROTOCOL                    | COUNT | PERCENTAGE | SYSTEM COUNT | SYSTEM PERCENTAGE | ALL SYSTEMS PERCENTAGE |
|-----------------------------|-------|------------|--------------|-------------------|------------------------|
| 1 - Abdominal Pain/Problems | 12    | 3.34 %     | 1032         | 2.56 %            | 2.22 %                 |

# Academy Analytics™



## Filters

☰ DASHBOARD
DATE RANGE: Last 1

### Number of Cases the Telecommunicators have Handled

Total Cases: 405

Completed (Dark Blue) | Aborted (Light Blue)

### Telecommunicators Avg Calltaking and Time to Reach Dispatch

Avg Call Processing Time

### Distribution Level Breakdown

Alpha: 15.1% | Bravo: 18.8% | Charlie: 17% | Delta: 21.2% | Echo: 3.2% | Omega: 4.9% | Aborted: 19.8%

### Outlier Cases – ProQA Start to Dispatch Determinant > 2 Mins

| Telecommunicator | Case #     | Time To Reach Dispatch Point | Total Case Time | Car |
|------------------|------------|------------------------------|-----------------|-----|
| 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 |

☰ Last 5 Cases Handled by Your Telecommunicators

Case Entry
CLEAR
APPLY

Filters
✕

My filters:

---

Discipline:

EMD

EFD

EPD

Protocol:

1 - Abdominal Pain/Problems EMS

Determinant Level:

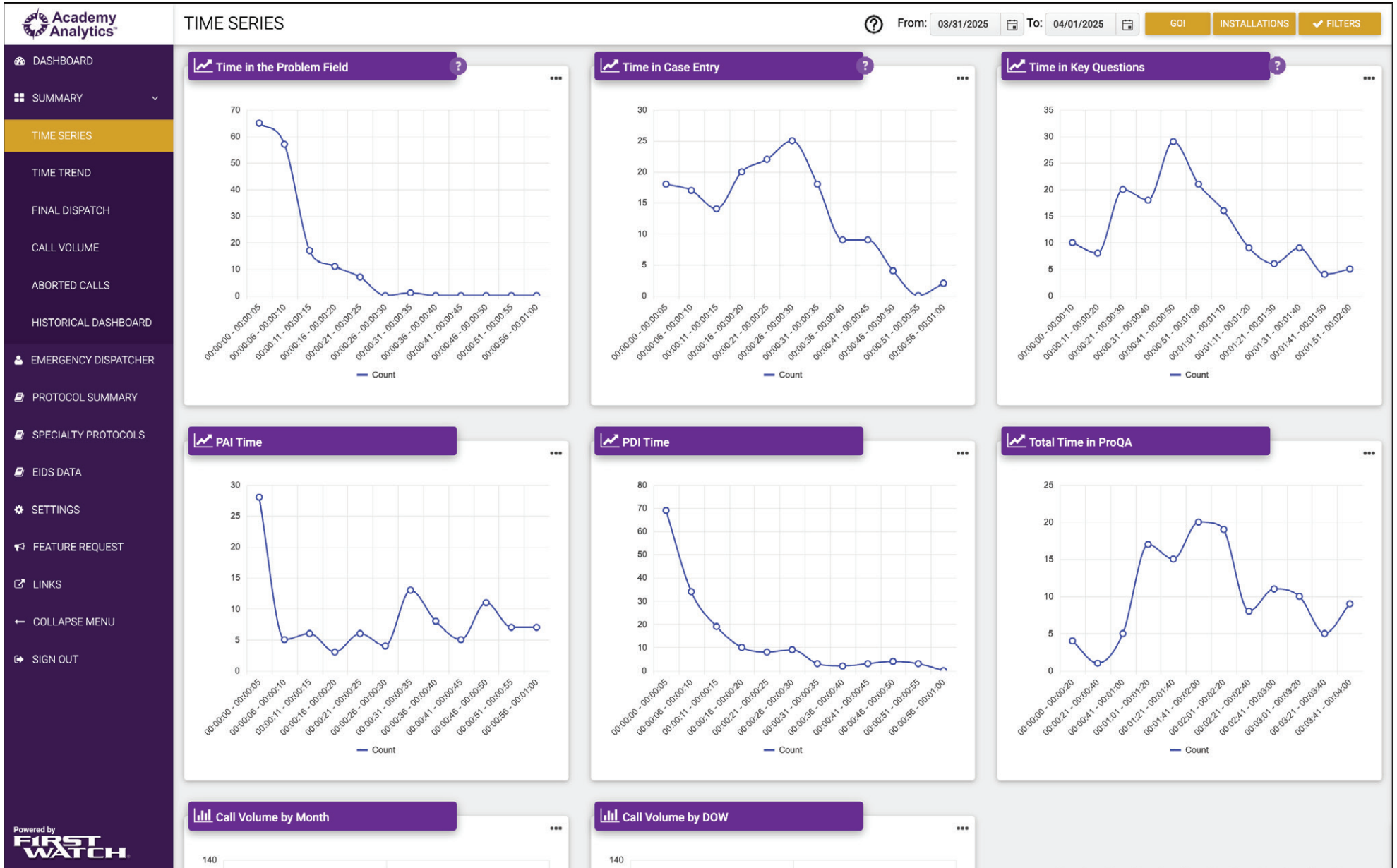
Bravo

Telecommunicator:

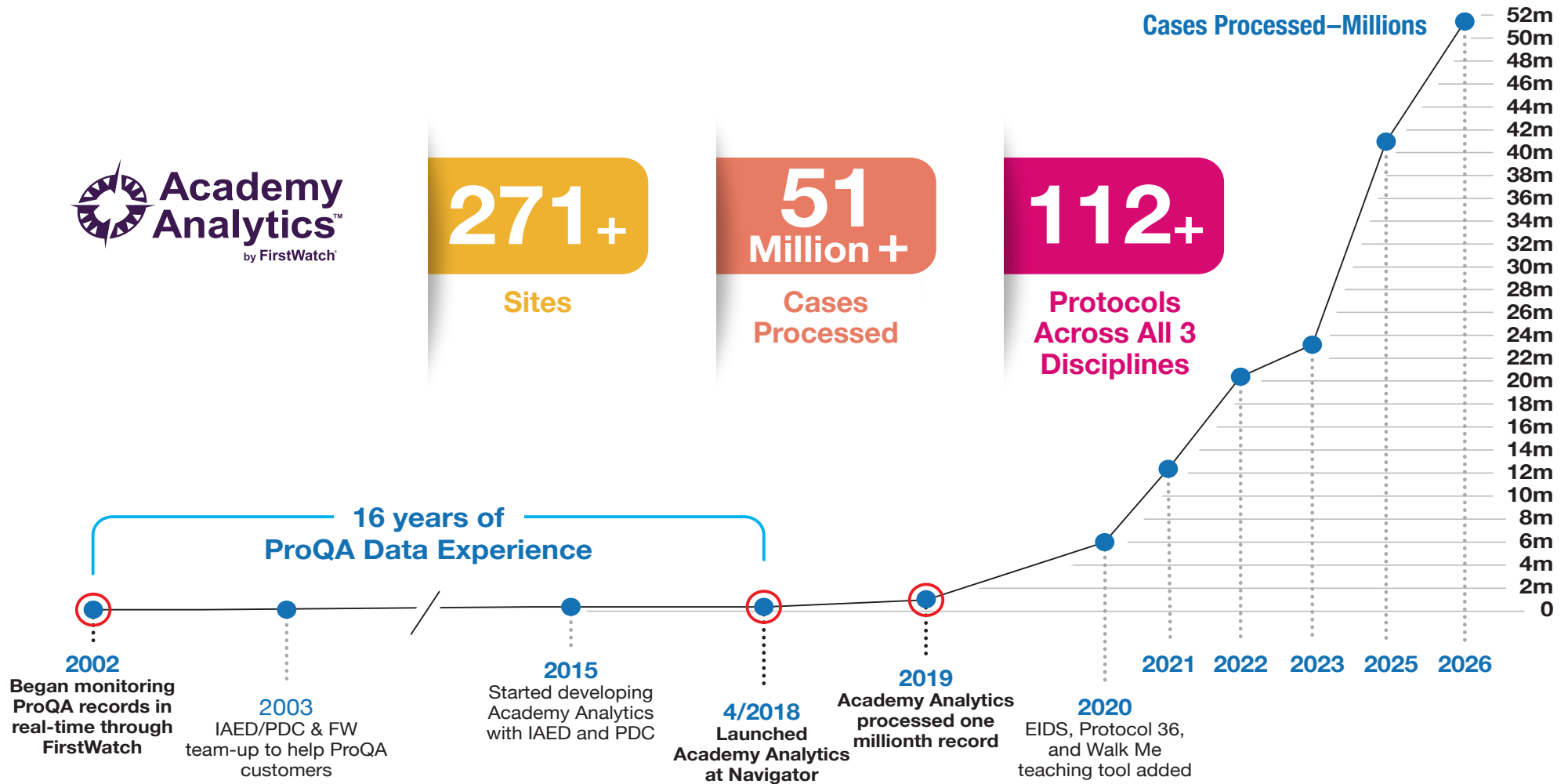
Select telecommunicators...

| 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 |

# Academy Analytics™



## The evolution of Academy Analytics by FirstWatch

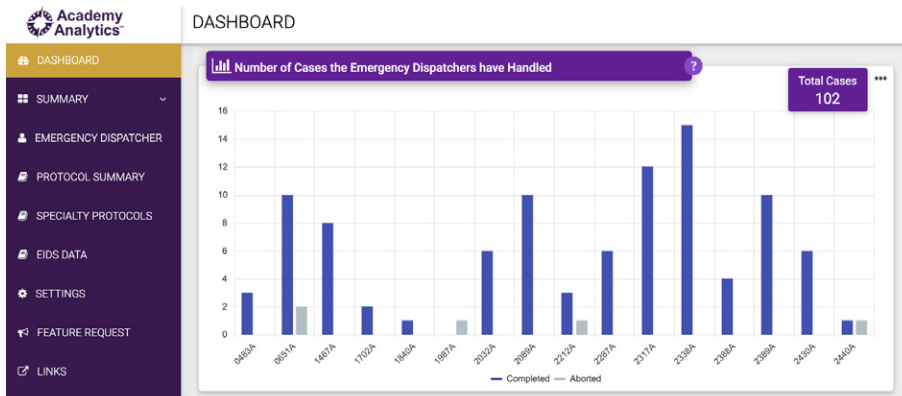




**Academy Analytics by FirstWatch** is the result of a collaboration between FirstWatch and the International Academies of Emergency Dispatch (IAED) to provide near-real-time web-based dashboards and analytics for ProQA users, while also enabling ground-breaking research by the IAED.

FirstWatch has partnered with the IAED and Priority Dispatch since 2002, monitoring 63 million+ ProQA records (more than 41 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](https://www.firstwatch.net/AA)



## Who We Are...

FirstWatch is a 28+ years strong, public safety software company whose 80+ team members have over 400 years of public safety experience and another 375+ 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 590 million 911, ProQA, CAD, ePCR, and RMS records in real time, and add more than 175,000 new records to that total each day. Our 500+ customer partners serve more than 50% of the US & 30% of Canadian populations.

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](https://www.firstwatch.net)

