

Response Time Performance, by Zone

In this example, CAD generated time-stamps for defined response components are computed for a single specified Fire/EMS response zone and are measured against a user-defined standard (8 minutes, 90 % of the time). When response goals are not met, real-time alerts are automatically transmitted to pre-identified personnel accountable for agency performance objectives.

Zone 4 - 1st Responder Current Call Information

Calls displayed represent active or performed calls between the hours of 4/8/2008 5:23:20 AM and 4/8/2008 5:23:20 PM. Performance Standard = 00:08:00

Data and Report from the FirstWatch TM Internet Server

| Outside Standard | Time Sent To Queue | Problem | ProQA | Response # | <u>Unit</u> | Address/Location | Assign To Enroute | Assign To Scene | Create To Dispatch |
|---------------------|----------------------|-------------------------------|--------------|------------|---|---|----------------------|--------------------|-----------------------|
| No | 4/8/2008 6:13:19 AM | Traffic Accident (L1) | 29D02f | 023064 | E44 | | 00:02:28 | 00:04:27 | 00:06:55 |
| No | 4/8/2008 6:27:23 AM | Diabetic Problems (L1) | 13C01C | 023070 | E37 | | 00:02:44 | 00:02:44 | 00:05:28 |
| No | 4/8/2008 7:12:34 AM | Diabetic Problems (L1) | 13C01 | 023077 | E23 Zone 4 - 1st Responder Graphit | Summary The bars of Children 5/25/20 AM and Children 5/25/20 PM | 00:02:31 | 00:02:52 | 00:05:23 |
| No | 4/8/2008 7:34:49 AM | Unc/Fainting (Non Trauma)(L1) | 31D01 | 023079 | resent in grains, within or sampleted calls between a translated in the title of the translated in the title of the title | Performance Chart | 00:02:29 | 00:03:30 | 00:05:59 |
| No | 4/8/2008 7:45:11 AM | Traffic Accident (L1) | <u>29801</u> | 023080 | 9= | | 00:04:14 | 00:02:33 | 00:06:47 |
| No | 4/8/2008 7:57:17 AM | Traffic Accident (L1) | <u>29806</u> | 023082 | * Control Companies * 1970 Companies | Annih Complete Cont | 00:02:51 | 00:01:59 | 00:04:50 |
| No | 4/8/2008 8:36:06 AM | Traffic Accident (L1) | | 023086 | | Why was | 00:03:13 | 00:03:19 | 00:06:32 |
| No | 4/8/2008 10:12:56 AM | Breathing Problems (L1) | 06D03A | 023094 | Corner Compliance | New Englance Mark 1s Day Congliser | 00:02:07 | 00:01:47 | 00:03:54 |
| No | 4/8/2008 11:10:07 AM | Convulsions / Seizures (L1) | <u>12D02</u> | 023103 | | | 00:01:52 | 00:02:18 | 00:04:10 |
| | | | | | Outside Standard St or 20%[Within Standard ST or 9000%] | No Carlosin Disorderd (N. or S VIV.) No Willers (Seeding (N. or S VIV.) NORTH (Seeding (N. or S VIV.) | | | |