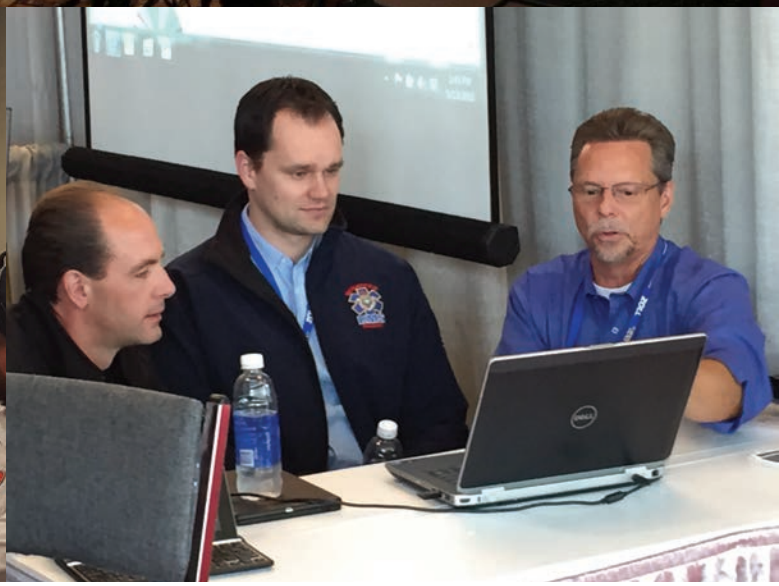


20 YEARS OF IMPROVING PERFORMANCE & HARNESSING THE POWER OF YOUR DATA

FirstWatch® transforms ZOLL® CAD, ePCR, Fire RMS, and Billing data into real-time, actionable information

Once interfaced with your ZOLL data systems, FirstWatch enables automated, real-time data analysis, Dashboard and Mobile App Views – all based upon user-defined performance, operational, and quality measures! Currently deployed at more than 400 agencies across the U.S. and Canada, FirstWatch is a highly customizable data visualization tool designed to save time, money, and precious human resources – all while providing enhanced situational awareness, improved operational effectiveness, and better outcomes. FirstWatch customers are supported by a team with more than 500 combined years of experience in public safety and public safety software.

FIRST WATCH®

Every Record. In Real Time. Automatically.

PARTNERSHIP • TRUST • INNOVATION
FIRST WATCH
20 YEARS
1998-2018

FirstWatch Core Features

Harnessing the power of your data will improve your agency's performance and quality of patient care. Tap into the knowledge your data can provide with FirstWatch's multifaceted suite of real-time tools.

Real-Time Data
CAD, ePCR, ProQA, RMS, Lowcode, Billing, or Hospital ED Data at your fingertips

Improve Performance
Monitor KPI's and adherence to patient care protocols for improved patient care

Early Event Detection
Alerts for early signs of chemical, radioactive, or occurring epidemics or pandemics

Dashboards
Quickly see the status of any dataset - take action in real-time

Easy Implementation
Easy to install, reliable and secure

Situational Awareness
Early recognition of suspicious activity, crime trends, arson patterns or activity around high-threat facilities

Enhancement Modules

FirstPass
Automated real-time quality improvement and protocol compliance

Online Compliance Utility (OCU)
Simplify and manage contract compliance for exceptions and exemptions reporting

Hospital Status Dashboard
Track how many units are en-route to, or at multiple hospital facilities

Transfer of Care (TOC)
Track patient handoff to monitor and improve destination times

Data Mover
Transfer data from FirstWatch to other applications or stakeholders

Billing Analytics Module (BAM)
Automated dashboards

Demand Analysis
Download select views of demand and consumption data into an Excel Spreadsheet

Reports
User defined parameters against data from within the FirstWatch system

Performance Plus
Monitor performance by individual, unit, shift, station etc.

Fire Operations Analytics Module (FOAM)
Helps with fire accreditation (CRFAI)

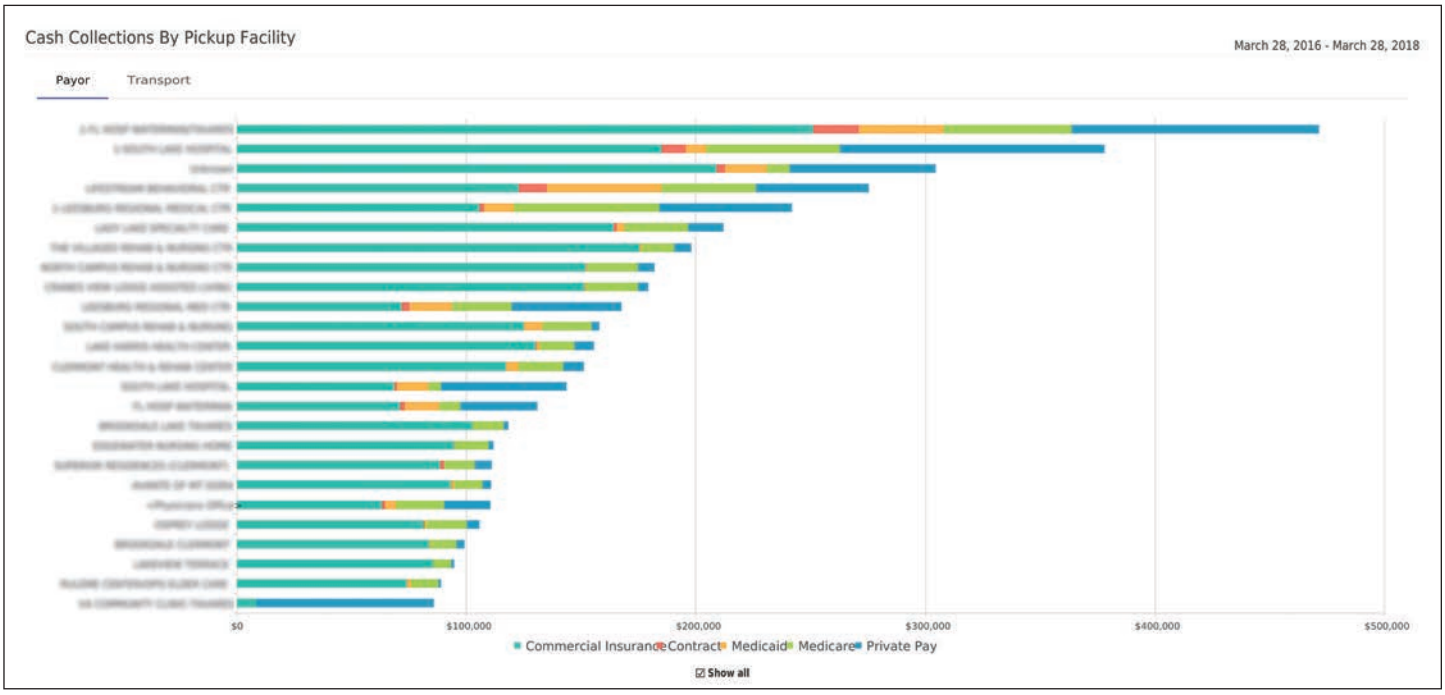
ProQA Dashboard
Monitor in near real-time ProQA usage

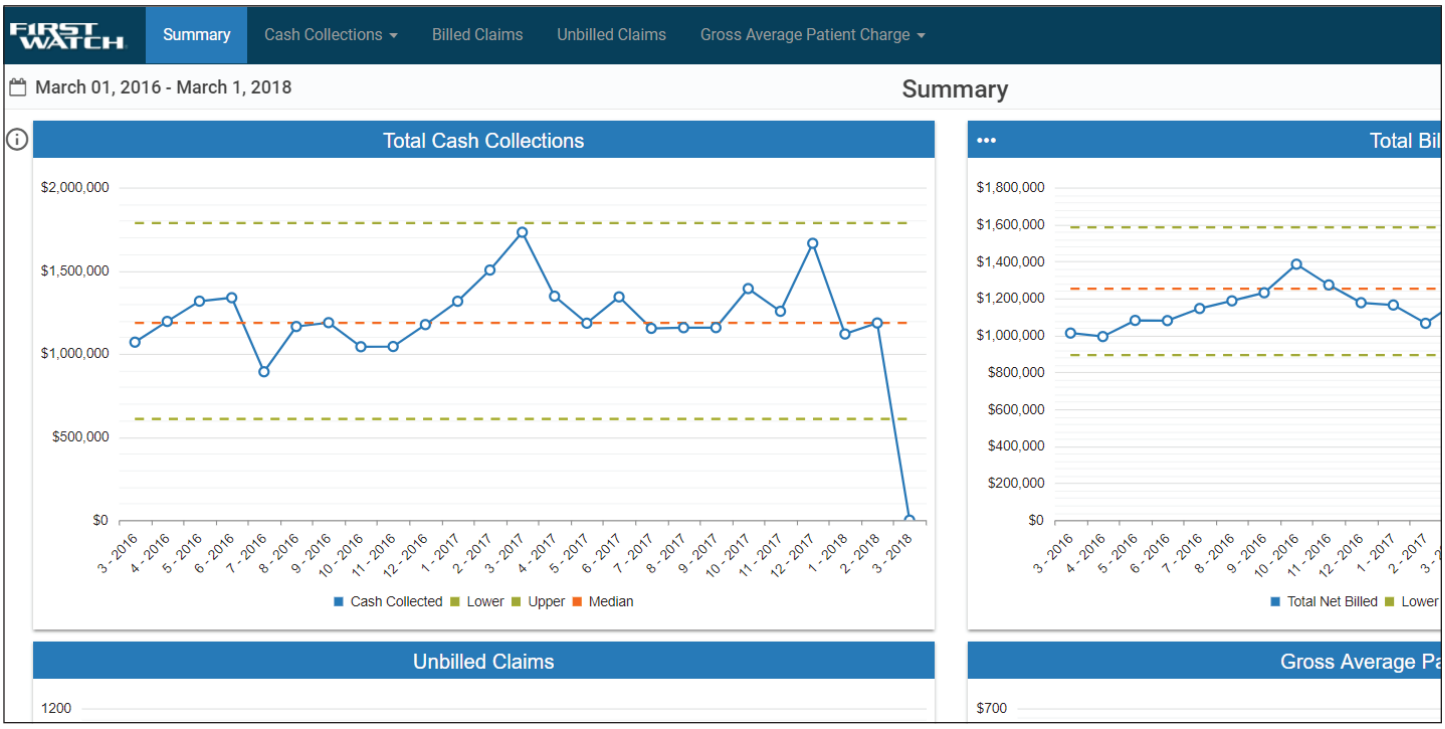
Academy Analytics
Improving system awareness and performance through real-time ProQA data analysis

Billing Analytics Module (BAM)

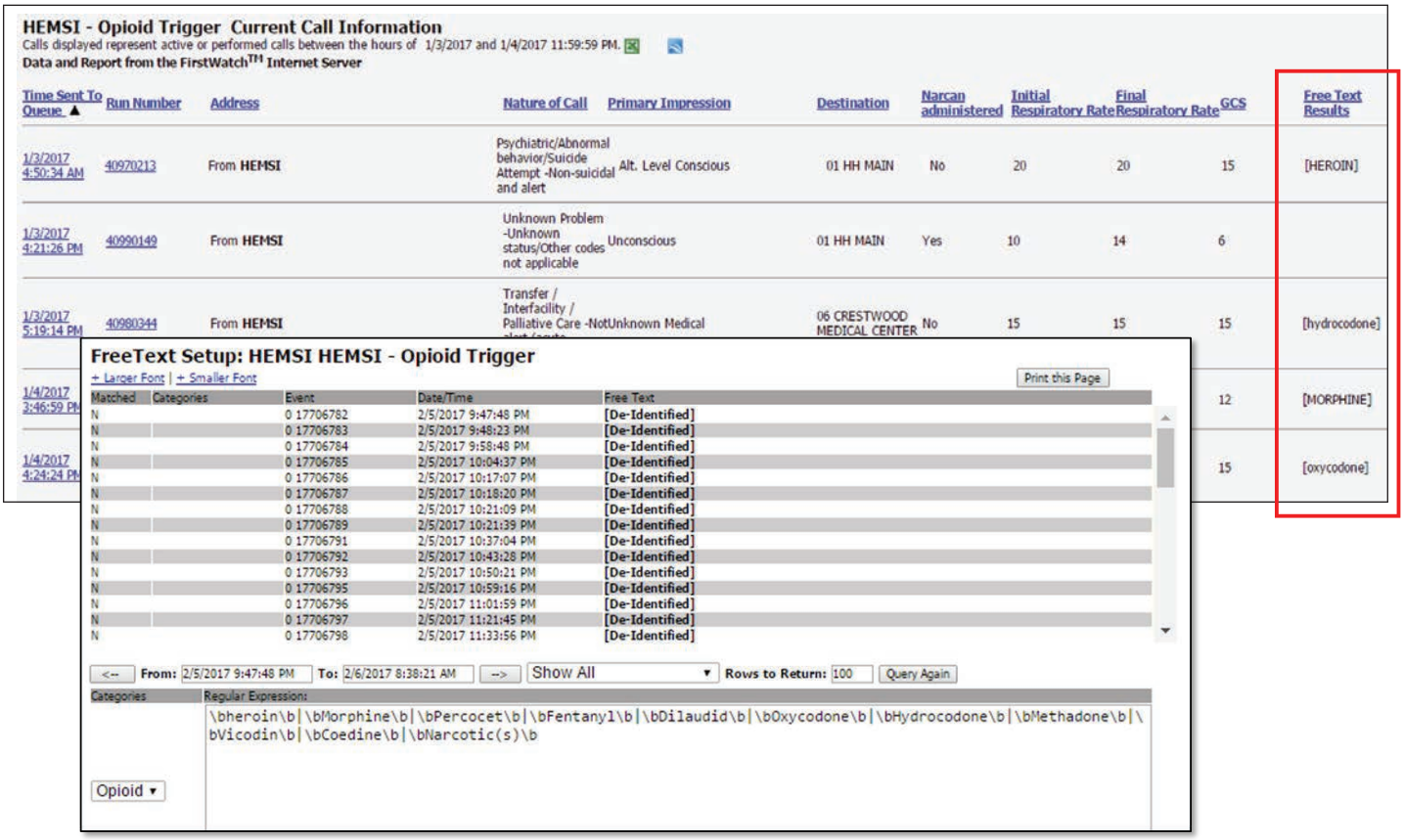
Our **NEW** Interactive Billing Dashboard is currently in development!

- Billing Summary view of Cash Collections, Billed Total, Gross Billing per Transport and Unbilled Total
- Billing views by Transport Type, Transport Mix, Charge Occurrance , Miles per Transport
- Cash Collections by Payor Source, by Facility





Real-Time Tracking of Opiates Overdoses



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 and alert	Alt. Level Conscious	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		06 CRESTWOOD MEDICAL CENTER	No	15	15	15	[hydrocodone]
1/4/2017 3:46:59 PM									12	[MORPHINE]
1/4/2017 4:24:24 PM									15	[oxycodone]

FreeText Setup: HEMSI HEMSI - Opioid Trigger

+ Larger Font | + Smaller Font — Print this Page

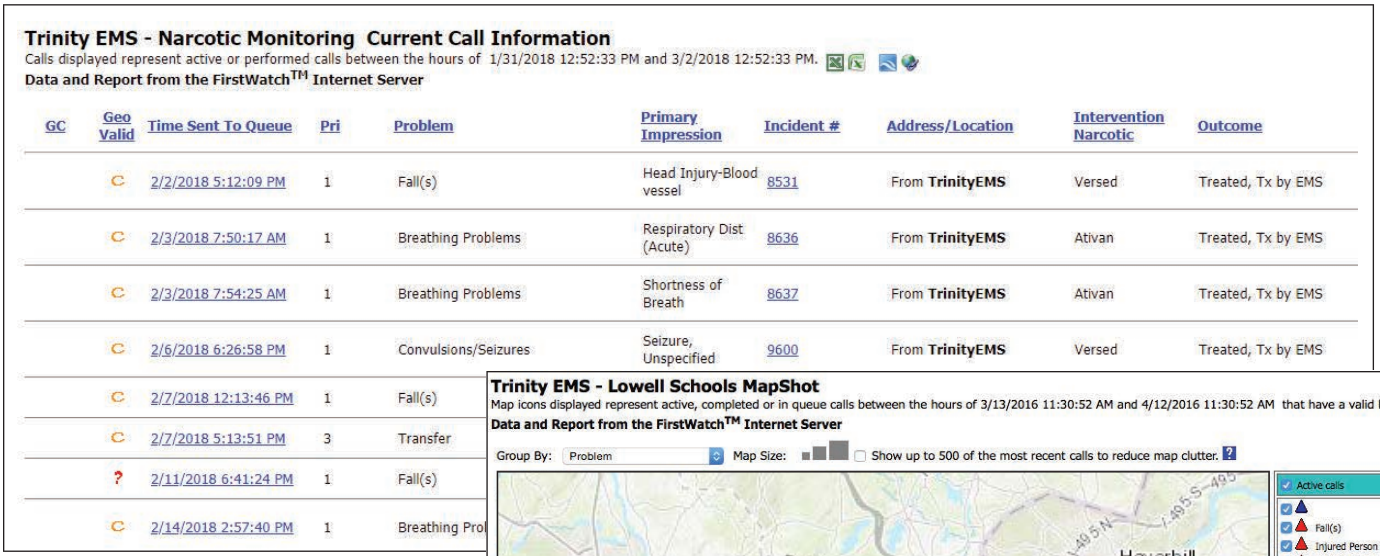
Matched	Categories	Event	Date/Time	Free Text
N		0 17706782	2/5/2017 9:47:48 PM	[De-Identified]
N		0 17706783	2/5/2017 9:48:23 PM	[De-Identified]
N		0 17706784	2/5/2017 9:58:48 PM	[De-Identified]
N		0 17706785	2/5/2017 10:04:37 PM	[De-Identified]
N		0 17706786	2/5/2017 10:17:07 PM	[De-Identified]
N		0 17706787	2/5/2017 10:18:20 PM	[De-Identified]
N		0 17706788	2/5/2017 10:21:09 PM	[De-Identified]
N		0 17706789	2/5/2017 10:21:39 PM	[De-Identified]
N		0 17706791	2/5/2017 10:37:04 PM	[De-Identified]
N		0 17706792	2/5/2017 10:43:28 PM	[De-Identified]
N		0 17706793	2/5/2017 10:50:21 PM	[De-Identified]
N		0 17706795	2/5/2017 10:59:16 PM	[De-Identified]
N		0 17706796	2/5/2017 11:01:59 PM	[De-Identified]
N		0 17706797	2/5/2017 11:21:45 PM	[De-Identified]
N		0 17706798	2/5/2017 11:33:56 PM	[De-Identified]

<-- From: 2/5/2017 9:47:48 PM To: 2/6/2017 8:38:21 AM --> Show All Rows to Return: 100 Query Again

Categories: Opioid

Regular Expression:

```
\bheroin\b|\bMorphine\b|\bPercocet\b|\bFentanyl\b|\bDilaudid\b|\bOxycodone\b|\bHydrocodone\b|\bMethadone\b|\bVicodin\b|\bCoedine\b|\bNarcotic(s)\b
```

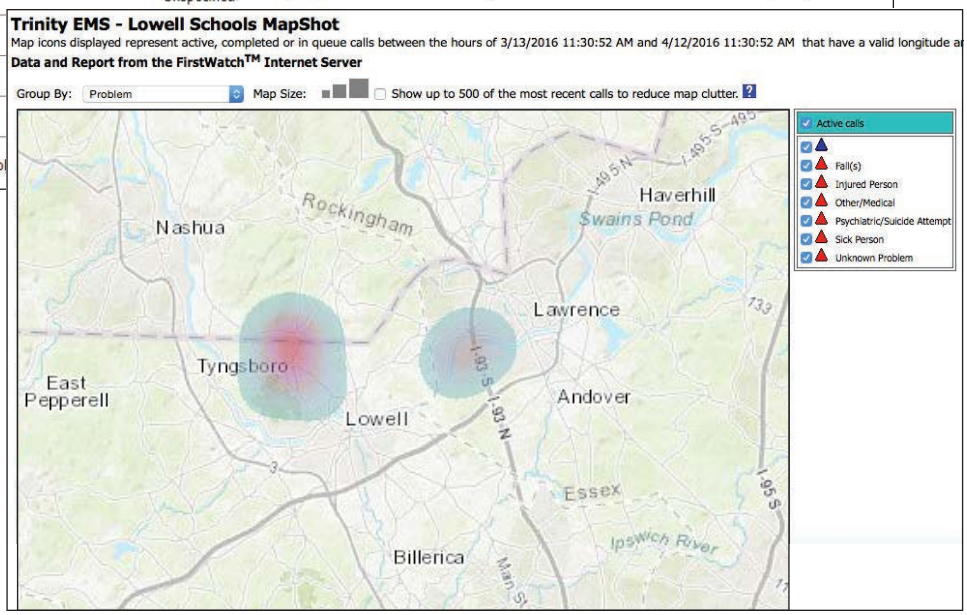


Trinity EMS - Narcotic Monitoring Current Call Information

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)					
	C	2/7/2018 5:13:51 PM	3	Transfer					
	?	2/11/2018 6:41:24 PM	1	Fall(s)					
	C	2/14/2018 2:57:40 PM	1	Breathing Prol					



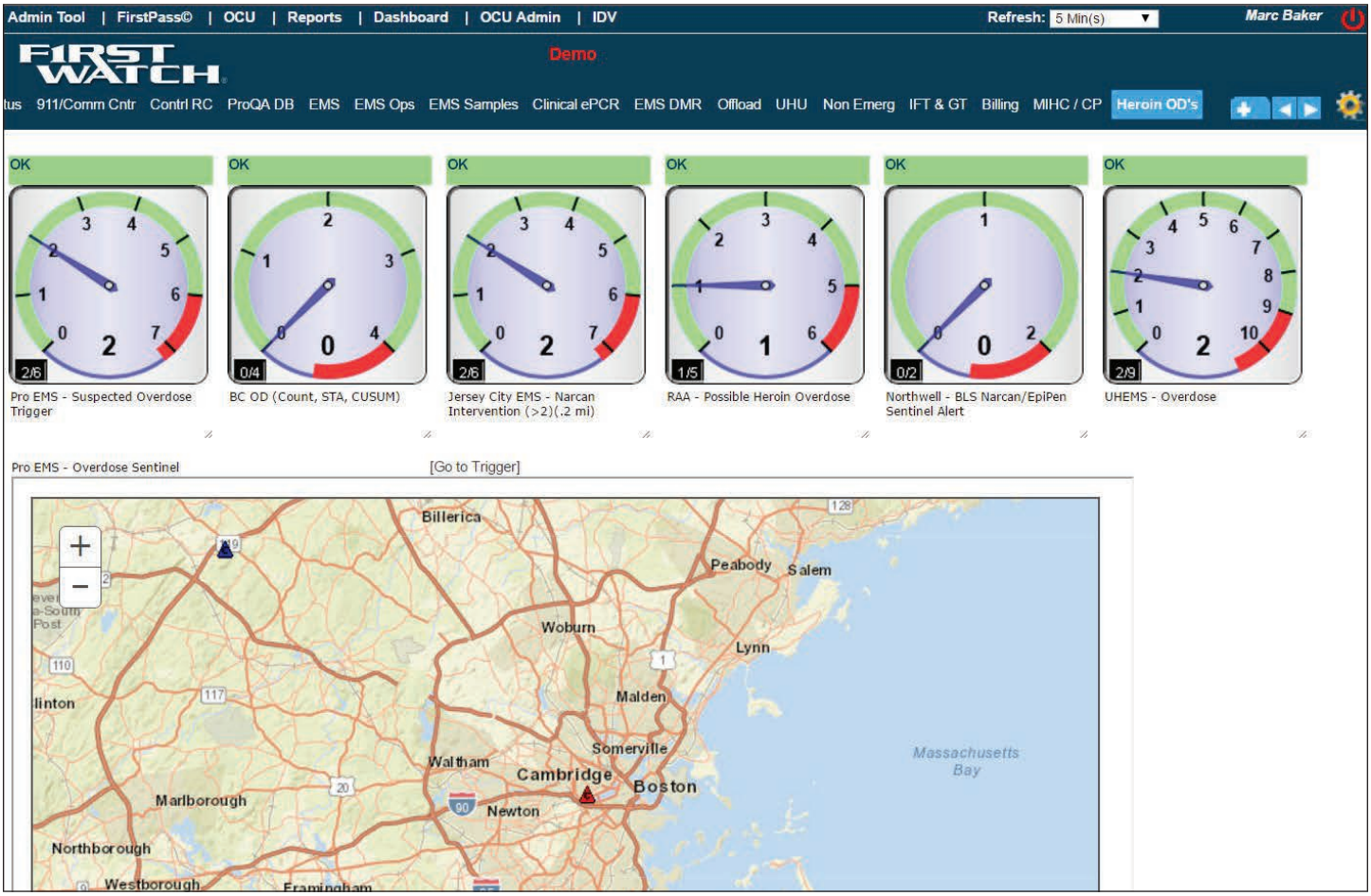
Trinity EMS - Lowell Schools MapShot

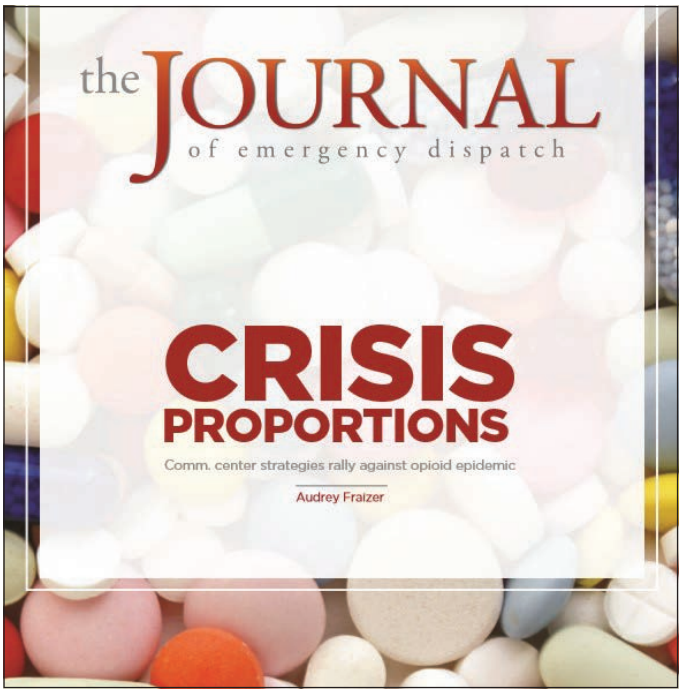
Map icons displayed represent active, completed or in queue calls between the hours of 3/13/2016 11:30:52 AM and 4/12/2016 11:30:52 AM that have a valid longitude a

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.

Real-Time Tracking of Opiates Overdoses





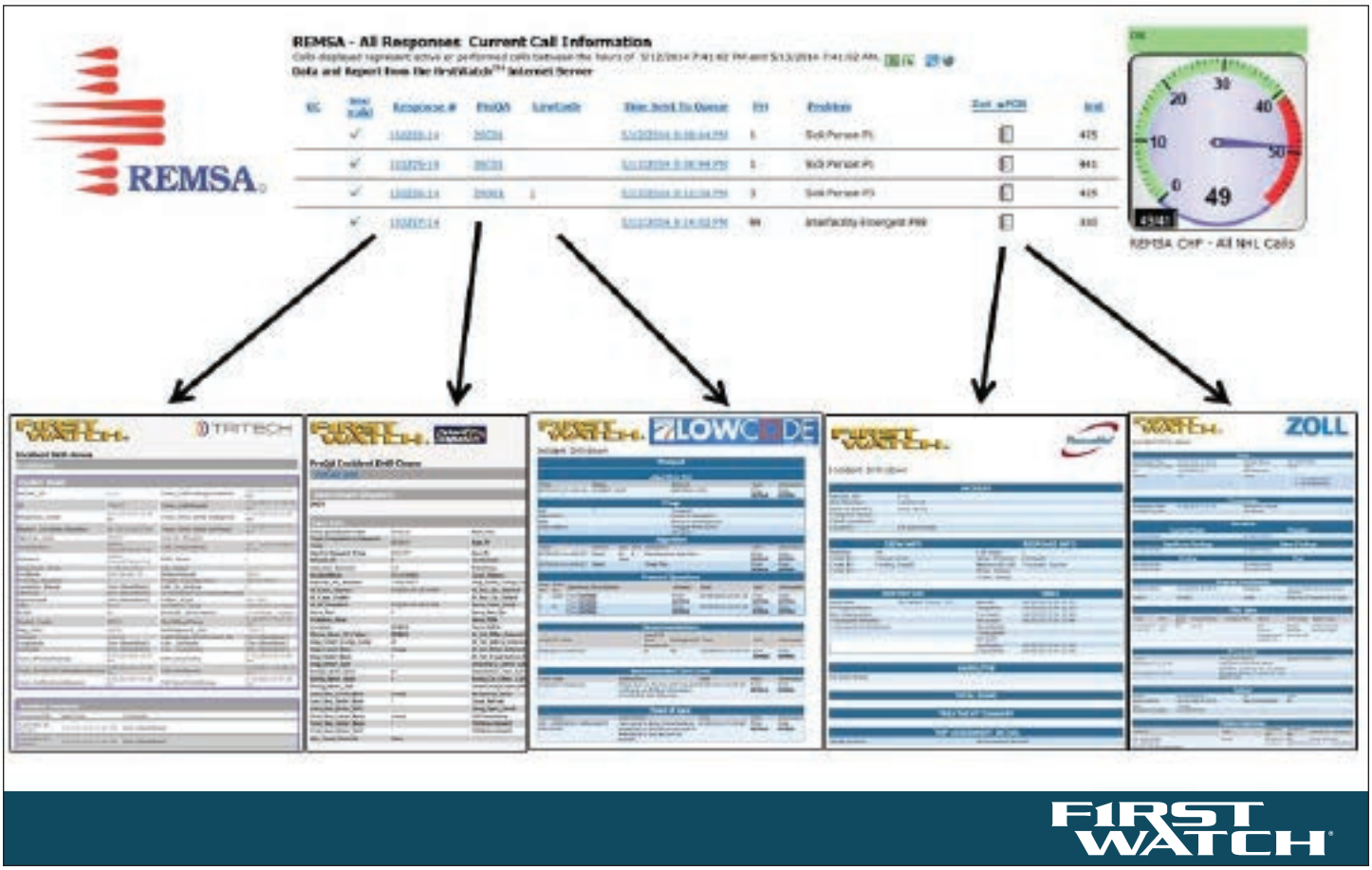
IAED March/April 2017 Issue

Crisis Proportions: Comm center strategies rally against opioid epidemic

Surveillance and multi-agency cooperation using and sharing CAD and electronic patient care reporting (ePCR) data is a strategy with the persistence to escalate the war against opioid abuse.

This article features FirstWatch customers like RAA, VA and ProEMS, MA who both use FirstWatch to track potential opioid-related calls by searching ePCRs for terms such as “Narcan” or “heroin”. Read the full article here: https://iaedjournal.org/crisis-proportions/

1 Patient Encounter = 5 Data Sources



REMSA Community Health Early Intervention Team...
and the Role FirstWatch Plays

The Regional Emergency Medical Services Authority of Reno, Nevada, a non-profit provider of ground and air ambulance services (and long-time FirstWatch customer), in partnership with Renown Medical Group, the University of Nevada-Reno School of Community Health Sciences, the Washoe County Health District, and the State of Nevada Office of Emergency Medical Services, received an award to create a Community Health Early Intervention Team (CHIT) to respond to lower acuity and chronic Disease situations in urban, suburban, and rural areas of Washoe County Nevada.

FirstWatch is monitoring REMSA's CAD, ProQA, two ePCR sources and Low Code data source to provide near real-time data and actionable information that can be used to reach the project's goals of reducing: number of non-emergency visits, unreimbursed emergency department costs, hospital admissions, hospital readmissions, hospital stay times and ambulance transports.

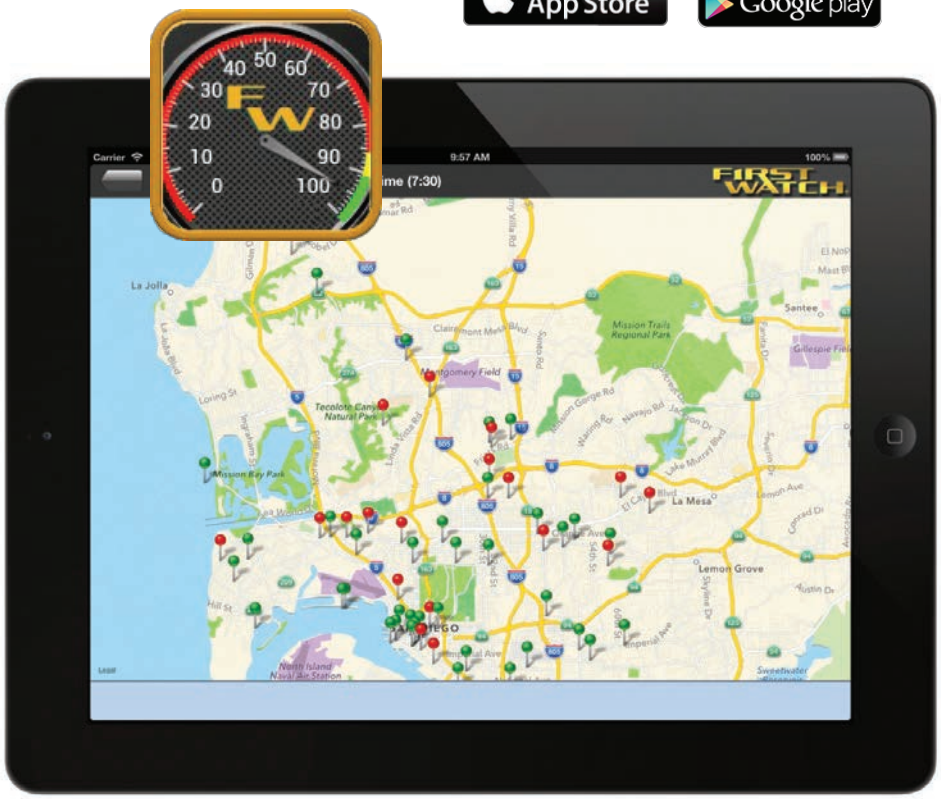
FirstWatch Mobile for iOS and Android

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

Download on the App Store

GET IT ON Google play



2014 EMSWORLD INNOVATION AWARDS

JEMS HOT PRODUCT EMS TODAY 2015

Customer Alert:

DOWNLOAD the FirstWatch App for iPhone, iPad, Android Tablet and Phone

Trending and Performance Based Gauges

Ability to Drill-Down into the Details or each Trigger

Real-Time Alerts Right on your phone!

Trigger Status

Easily Swipe to View Additional Triggers

HOT Trigger Examples

Frequent Patients / Hot Spots

PGFD - ePCRs - Frequent Patient Current Call Information

Calls displayed represent active or performed calls between the hours of 2/5/2017 10:46:10 PM and 2/6/2017 10:46:10 AM

Data and Report from the FirstWatch™ Internet Server

Geo Valid	CAD	Time Sent To Queue	Box #	First Name	Last Name	Count of Duplicates	To
✓		2/5/2017 11:44:22 PM		[Deidentified]	[Deidentified]	3	7
✓		2/5/2017 11:53:26 PM		[Deidentified]	[Deidentified]	11	7
✓		2/5/2017 11:53:26 PM		[Deidentified]	[Deidentified]	11	7
✓		2/5/2017 11:56:35 PM		[Deidentified]	[Deidentified]	1	4
✓		2/6/2017 12:01:44 AM		[Deidentified]	[Deidentified]	4	2
✓		2/6/2017 1:28:51 AM		[Deidentified]	[Deidentified]	3	0
✓		2/6/2017 1:59:52 AM		[Deidentified]	[Deidentified]	1	0
✓		2/6/2017 2:19:14 AM		[Deidentified]	[Deidentified]	14	21

PGFD - ePCRs - Frequent Patient - Google Chrome

Secure | https://sanbsubscriber.firstwatch.net/W

Prehospital Patient Care Report

Previous Patient Past Year Same DOB

INC_DT	Incident ID	Primary Impression	First Name	Las
01/18/2017 03:37:30	6936150	Altered Mental Status	DE-IDENTIFIED	DE
12/26/2016 14:02:39	6826400	Diabetic Symptoms (Hypoglycemia)	DE-IDENTIFIED	DE
12/18/2016 07:03:56	6794038	Diabetic Symptoms (Hypoglycemia)	DE-IDENTIFIED	DE
12/14/2016 09:55:35	6781013	Diabetic Symptoms (Hypoglycemia)	DE-IDENTIFIED	DE
12/07/2016 09:24:36	6754275	Diabetic Symptoms (Hypoglycemia)	DE-IDENTIFIED	DE
12/02/2016 10:36:07	6733310	Diabetic Symptoms (Hypoglycemia)	DE-IDENTIFIED	DE
11/08/2016 02:39:46	6646629	Diabetic Symptoms (Hypoglycemia)	DE-IDENTIFIED	DE
10/31/2016 14:06:33	6618639	Diabetic Symptoms (Hypoglycemia)	DE-IDENTIFIED	DE
10/09/2016 01:23:27	6538038	Diabetic Symptoms (Hypoglycemia)	DE-IDENTIFIED	DE
09/09/2016 10:37:44	6425159	Diabetic Symptoms (Hypoglycemia)	DE-IDENTIFIED	DE
08/24/2016 13:58:16	6365585	Altered Mental Status	DE-IDENTIFIED	DE
08/19/2016 03:15:14	6345784	Diabetic Symptoms (Hypoglycemia)	DE-IDENTIFIED	DE

Critical / Special Incidents

AHEMS - Critical Incidents Current Call Information

Calls displayed represent active or performed calls between the hours of 1/1/2017 and 2/6/2017 11:59:59 PM.

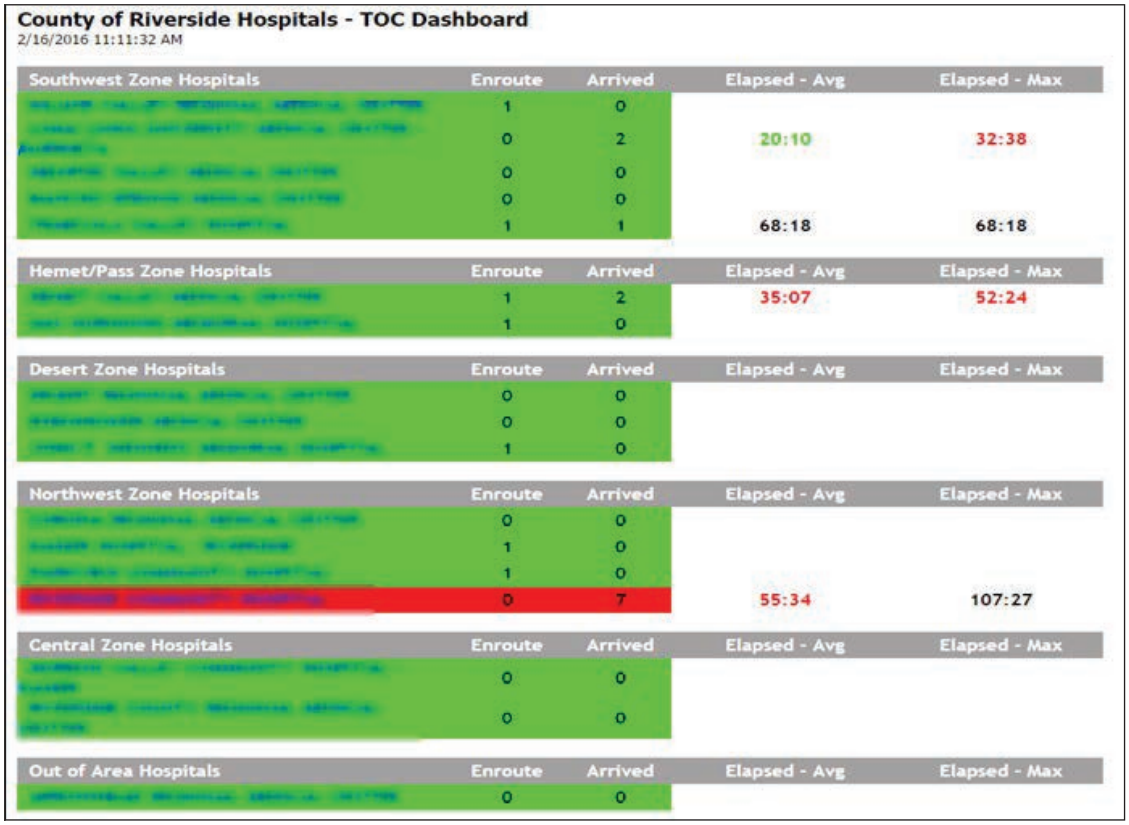
Data and Report from the FirstWatch™ Internet Server

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
✓	1	1/1/2017 3:31:32 PM	10	27 Stab/ Gunshot / Penetrating	27D04Y	010117-0255	From **AHEMS**
✓	1	1/1/2017 8:52:26 PM	10	27 Stab/ Gunshot / Penetrating	27D02X	010117-0340	From **AHEMS**
✓	1	1/1/2017 8:52:26 PM	10	27 Stab/ Gunshot / Penetrating	27D02X	010117-0340	From **AHEMS**
✓		1/7/2017 11:28:26 AM	15	FS Fire Standby		010717-0163	From **AHEMS**
✓	1	1/13/2017 5:42:40 AM	10	27 Stab/ Gunshot / Penetrating	27D04G	011317-0056	From **AHEMS**
✓	1	1/14/2017 9:10:22 AM	10	27 Stab/ Gunshot / Penetrating	27D05G	011417-0099	From **AHEMS**
✓	1	1/14/2017 9:10:22 AM	10	27 Stab/ Gunshot / Penetrating	27D05G	011417-0099	From **AHEMS**
✓	1	1/14/2017 9:10:22 AM	10	27 Stab/ Gunshot / Penetrating	27D05G	011417-0099	From **AHEMS**

Hospital Status Dashboard & TOC

The **Hospital Transport Status Dashboard** lists each primary hospital in the area, showing how many units are currently en-route to, or at each facility. Additionally, the dashboard provides: count of units transporting to and arrived at each hospital; average elapsed time and maximum time at hospital; visual warnings; by hospital / pre-defined counts and time thresholds; summary and detailed view of each hospital; custom sorting by hospital, allowing each hospital to see transports and times.



County of Riverside Hospitals - TOC Dashboard
2/16/2016 11:11:32 AM

Southwest Zone Hospitals	Enroute	Arrived	Elapsed - Avg	Elapsed - Max
[redacted]	1	0		
[redacted]	0	2	20:10	32:38
[redacted]	0	0		
[redacted]	0	0		
[redacted]	1	1	68:18	68:18

Hemet/Pass Zone Hospitals	Enroute	Arrived	Elapsed - Avg	Elapsed - Max
[redacted]	1	2	35:07	52:24
[redacted]	1	0		

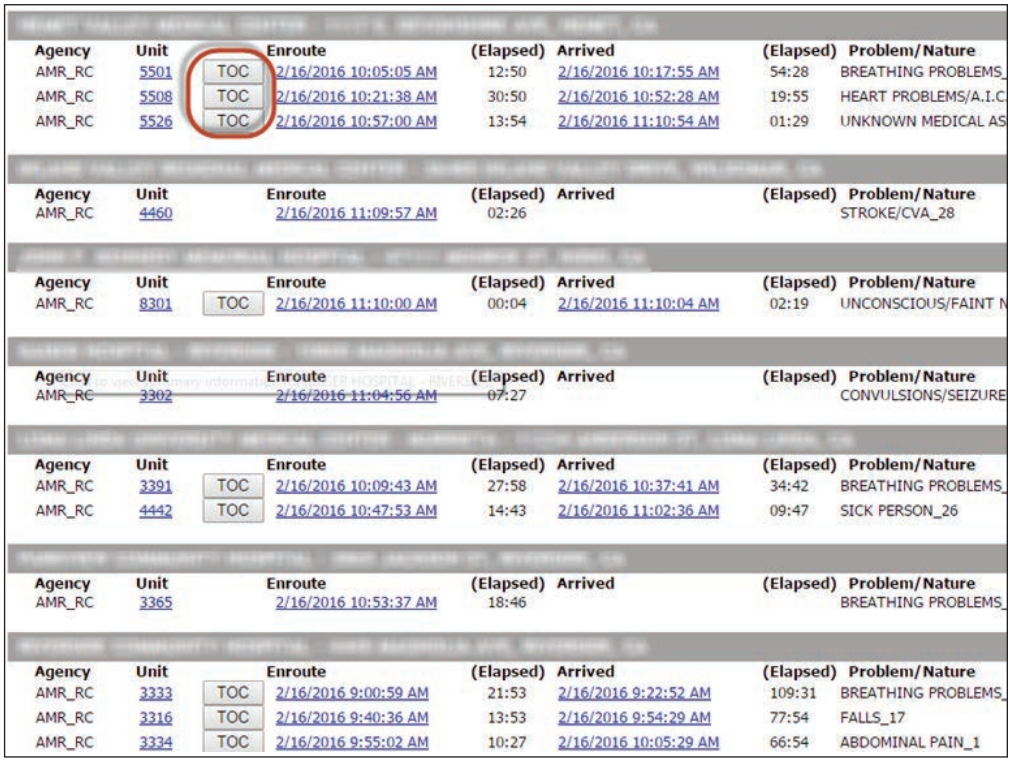
Desert Zone Hospitals	Enroute	Arrived	Elapsed - Avg	Elapsed - Max
[redacted]	0	0		
[redacted]	0	0		
[redacted]	1	0		

Northwest Zone Hospitals	Enroute	Arrived	Elapsed - Avg	Elapsed - Max
[redacted]	0	0		
[redacted]	1	0		
[redacted]	1	0		
[redacted]	0	7	55:34	107:27

Central Zone Hospitals	Enroute	Arrived	Elapsed - Avg	Elapsed - Max
[redacted]	0	0		
[redacted]	0	0		

Out of Area Hospitals	Enroute	Arrived	Elapsed - Avg	Elapsed - Max
[redacted]	0	0		

Available as an add-on feature to the Hospital Status Transport Dashboard, the **Transfer of Care module** is a web enabled system that records and tracks the transfer and acceptance of a patient to the Emergency Department. In addition to capturing the date and time stamp for the transfer of care at each facility, the TOC tool can be configured to capture delay reasons over a user defined threshold.



Agency	Unit		Enroute	(Elapsed)	Arrived	(Elapsed)	Problem/Nature
AMR_RC	5501	TOC	2/16/2016 10:05:05 AM	12:50	2/16/2016 10:17:55 AM	54:28	BREATHING PROBLEMS_
AMR_RC	5508	TOC	2/16/2016 10:21:38 AM	30:50	2/16/2016 10:52:28 AM	19:55	HEART PROBLEMS/A.I.C
AMR_RC	5526	TOC	2/16/2016 10:57:00 AM	13:54	2/16/2016 11:10:54 AM	01:29	UNKNOWN MEDICAL AS

Agency	Unit		Enroute	(Elapsed)	Arrived	(Elapsed)	Problem/Nature
AMR_RC	4460		2/16/2016 11:09:57 AM	02:26			STROKE/CVA_28

Agency	Unit		Enroute	(Elapsed)	Arrived	(Elapsed)	Problem/Nature
AMR_RC	8301	TOC	2/16/2016 11:10:00 AM	00:04	2/16/2016 11:10:04 AM	02:19	UNCONSCIOUS/FAINT

Agency	Unit		Enroute	(Elapsed)	Arrived	(Elapsed)	Problem/Nature
AMR_RC	3302		2/16/2016 11:04:56 AM	07:27			CONVULSIONS/SEIZURE

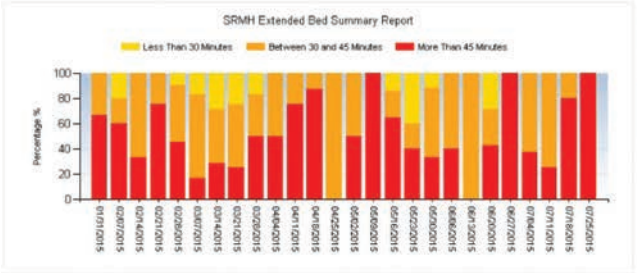
Agency	Unit		Enroute	(Elapsed)	Arrived	(Elapsed)	Problem/Nature
AMR_RC	3391	TOC	2/16/2016 10:09:43 AM	27:58	2/16/2016 10:37:41 AM	34:42	BREATHING PROBLEMS_
AMR_RC	4442	TOC	2/16/2016 10:47:53 AM	14:43	2/16/2016 11:02:36 AM	09:47	SICK PERSON_26

Agency	Unit		Enroute	(Elapsed)	Arrived	(Elapsed)	Problem/Nature
AMR_RC	3365		2/16/2016 10:53:37 AM	18:46			BREATHING PROBLEMS_

Agency	Unit		Enroute	(Elapsed)	Arrived	(Elapsed)	Problem/Nature
AMR_RC	3333	TOC	2/16/2016 9:00:59 AM	21:53	2/16/2016 9:22:52 AM	109:31	BREATHING PROBLEMS_
AMR_RC	3316	TOC	2/16/2016 9:40:36 AM	13:53	2/16/2016 9:54:29 AM	77:54	FALLS_17
AMR_RC	3334	TOC	2/16/2016 9:55:02 AM	10:27	2/16/2016 10:05:29 AM	66:54	ABDOMINAL PAIN_1

Report Example: Extended Bed Summary

SRMH Extended Bed Summary Report
Incident Date 07/19/2015 to 07/25/2015



Week Ending	Less Than 30 Min	Between 30 and 45 Min	More Than 45 Min	Totals
07/25/2015	0	0	4	4
Totals	0	0	4	4

$730.38	Cost to the EMS System in Lost Unit Hours Between 07/19/2015 and 07/25/2015
$13,182.29	Cost to the EMS System in Lost Unit Hours Running Year to Date

Drop Time Range	Date of Call	Pri	Problem	Status	Unit	Incident #	Address/Location	Destination	Transport Complete	EB Time	Clear EB Time	Drop Time
More Than 45 Minutes	7/19/2015 7:26:28 PM	3	MEDICAL AID	EB	MED775	SRS152000056		1165 MONTGOMERY DR SR: @MEMORIAL HOSPITAL	7/19/2015 7:35:51 PM	7/19/2015 7:44:39 PM	7/19/2015 8:30:04 PM	00:54:13
More Than 45 Minutes	7/20/2015 6:05:36 PM	6	TRANSFER -ALS ASAP	EB	MED120	CLSD15201002		1165 MONTGOMERY DR SR: @MEMORIAL HOSPITAL	7/20/2015 6:31:29 PM	7/20/2015 6:59:51 PM	7/20/2015 11:01:51 PM	02:30:22
More Than 45 Minutes	7/20/2015 7:57:58 PM	2	LAW, FIRE AND AMBULANCE RELATED EVENT	EB	MED776	SRS152010073		1165 MONTGOMERY DR SR: @MEMORIAL	7/20/2015 8:24:15 PM	7/20/2015 8:40:12 PM	7/20/2015 10:07:30 PM	01:43:15
More Than 45 Minutes	7/20/2015 8:16:43 PM	5	MEDICAL AID	EB	MED681	HEA152010003			7/20/2015 9:08:46 PM	7/20/2015 9:22:35 PM	7/20/2015 10:00:01 PM	00:51:15

Note: Each unique Incident #/Unit combination only counts once so the number of details may exceed the count.

** Lost Unit Hour calculation is using $2.50/min for that time which starts at first EB Status through EX/ED/etc or AM/AR/AQ (Available)

Fatigue Reporting

ENHANCEMENT MODULE

Total Task Time = all time on runs from assigned to clear *Green* = 0 - 0.75 *Yellow* = 0.75 - 0.85 *Red* = 0.85 - 1

Active Time = Time unit is resting (Time on Duty - Total Time at Post) *Green* = 0 - 0.8 *Yellow* = 0.8 - 0.85 *Red* = 0.85 - 1

Refreshed at - 12:13:28

[redacted] - Live Workload Report - DRAFT

Unit	Scheduled Crew	Scheduled Start Time	Actual Start Time	Total Time on Duty	Hours Scheduled	# of Run Assignments	# of Arrivals	# of Transports	Total Task Time	Task Time UHU		# of Post Assignments	At Post Time	Posting Drive Time	# of Times Out of Service	Out of Service Time
Division - CORE																
Battalion - Manhattan																
Station - M1 [redacted] Hospital																
Charlie08		12:04:00	12:05:22	07:48:46	12				00:00:00	0.00		0	00:00:00	00:00:00		
Station - M3 [redacted]																
1M04		18:00:00	18:42:03	01:12:03	8				00:00:00	0.00		1	00:00:00	00:00:00		
1M05		12:15:00	12:15:08	07:30:00	13	3	2	1	01:57:18	0.26		2	00:00:18	05:09:15	1	00:07:35
1Y01		18:00:00	18:03:02	01:51:06	12	1	1	1	01:44:05	0.94		0	00:00:00	00:00:00		
Battalion - Nassau																
Station - CEMS HQ - [redacted]																
6H51		07:15:00	07:16:30	12:37:38	15	10	7	6	08:15:05	0.65		4	00:00:00	03:35:19	1	00:28:55
6L50		07:31:00	07:32:10	12:21:58	12				00:00:00	0.00		0	00:00:00	04:11:09		
6M04		18:45:00	18:45:57	01:08:11	14				00:00:00	0.00		0	00:00:00	00:00:00		
6M21		07:15:00	07:02:33	12:51:35	13	7	5	5	09:18:42	0.72		0	00:00:00	02:34:49	2	00:39:36

[redacted] Live Workload Report

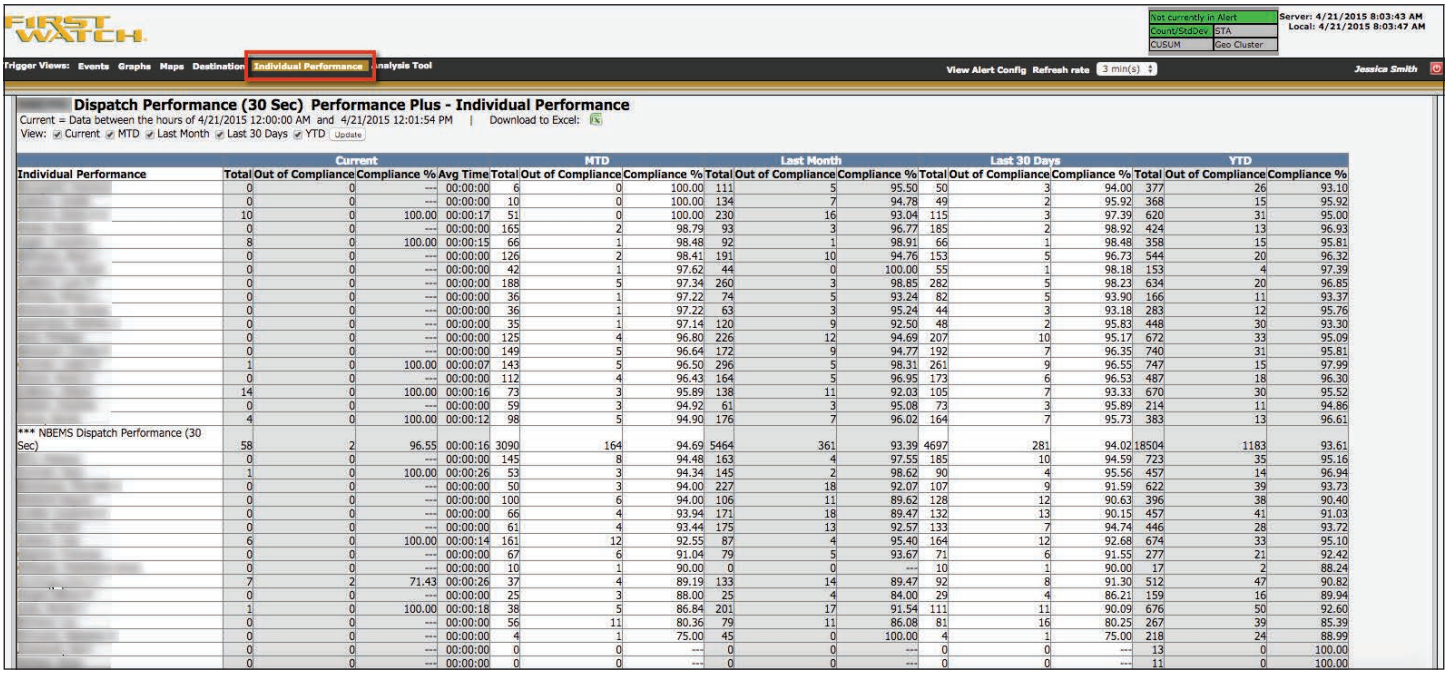
Unit	Scheduled Crew	Scheduled Start Time	Actual Start Time	Total Time on Duty	Scheduled End Time	# of Run Assignments	# of Arrivals	# of Transports	Avg Drop Time	Total Task Time	Task Time UHU		# of Post Assignments	At Post Time	Posting Drive Time	# of Times Out of Service	Out of Service Time	Active Time UHU	
Eastern Division																			
101	[redacted]	05:14:35	05:14:35	06:51:40	17:14:35	4	4	4	00:11:13	05:37:52	0.82		4	00:11:08	00:26:51			0.97	
102	[redacted]	07:02:39	07:02:39	05:03:36	19:02:39	4	3	3	00:23:08	02:30:55	0.57		6	01:02:12	00:54:50			0.80	
103	[redacted]	08:15:02	08:15:02	03:51:13	20:15:02	3	2	2	00:30:31	03:03:48	0.79		4	00:18:57	00:14:54			0.92	
104	[redacted]	08:14:10	08:14:10	03:52:05	20:14:10	3	2	2	00:19:18	02:40:23	0.69		5	00:35:26	00:29:59			0.85	
105	[redacted]	07:15:46	07:15:46	04:50:29	19:15:46	3	2	2	00:41:04	02:46:24	0.57		6	00:48:53	00:52:01			0.83	
106	[redacted]	09:18:23	09:18:23	02:47:52	21:18:23						0.00		5	02:16:05	00:31:03			0.19	
108	[redacted]	06:17:22	06:17:22	05:48:53	18:17:22	5	4	4	00:18:02	04:24:17	0.76		9	00:36:54	00:42:58			0.89	
110	[redacted]	10:13:31	10:13:31	01:52:44	22:13:31	1	1	1	00:29:19	01:30:31	0.80		1	00:09:25	00:09:05			0.92	
112	[redacted]	07:01:49	07:01:50	05:04:25	19:01:50	6	4	4	00:25:24	04:07:08	0.81		7	00:25:41	00:26:50			0.92	
116	[redacted]	06:36:29	06:36:29	05:29:46	18:36:29	6	4	4	00:17:01	04:01:45	0.73		6	00:33:46	00:28:11			0.90	
117	[redacted]	08:02:54	08:02:54	04:03:21	20:02:54	3	2	2	00:17:02	02:50:53	0.71		4	00:53:17	00:09:08			0.78	
126	[redacted]	06:16:33	06:16:33	05:49:42	19:16:33	8	8	3	00:25:52	04:35:32	0.79		14	00:33:51	00:52:00			1.00	
127	[redacted]	06:41:48	06:41:48	05:24:27	18:41:48	5	3	3	00:25:32	03:17:35	0.61		6	01:07:21	00:50:47			0.79	
128	[redacted]	07:06:33	07:06:33	04:59:42	19:06:33	2	2	2	00:33:22	02:30:11	0.50		3	01:54:43	00:29:30			0.62	
129	[redacted]	05:41:08	05:41:08	06:25:07	17:41:08	7	4	3	00:32:43	05:07:23	0.80		7	00:30:21	00:37:13			0.90	
132	[redacted]	07:34:25	07:34:25	04:31:50	19:34:25	3	2	1	00:25:34	01:50:25	0.41		8	01:34:25	00:39:11			0.58	
133	[redacted]	08:36:11	08:36:11	03:30:04	20:36:11	3	3	2	00:36:41	02:30:34	0.75		8	00:20:19	00:29:17			0.90	
135	[redacted]	08:38:59	08:38:59	03:27:16	20:38:59	3	3	2	00:23:40	02:37:25	0.76		6	00:13:51	00:32:51			0.93	
136	[redacted]	08:23:35	08:23:35	03:42:40	20:23:35	3	3	2	00:24:51	02:40:28	0.72		4	00:05:40	00:00:02			0.97	
138	[redacted]	08:12:27	08:12:27	03:53:48	20:12:27	3	2	2	00:33:53	03:07:07	0.80		6	00:21:13	00:15:17			0.91	
142	[redacted]	05:33:31	05:33:31	06:32:44	17:33:31	4	2	2	00:39:44	04:02:00	0.62		5	01:44:25	00:26:52			0.73	
143	[redacted]	10:58:59	10:58:59	01:07:20	22:58:59	1	1	1	00:20:44	00:52:59	0.79		2	00:00:00	00:00:06			1.00	
145	[redacted]	07:31:23	07:31:23	04:34:52	19:31:23	4	3	3	00:37:27	03:01:42	0.68		4	00:49:27	00:30:56			0.82	
147	[redacted]	04:04:08	04:04:08	08:02:07	16:04:08	4	2	4	00:18:18	05:26:24	0.68		6	01:23:18	00:49:50			0.82	

Performance by Individual, by Unit, or Shift

ENHANCEMENT MODULE

FirstWatch Performance Plus is an enhancement module to existing FirstWatch standard Performance Triggers. While standard Performance Triggers are great at providing the overall compliance perspective, they do not provide compliance monitoring at the various individual or specific component levels. For example – standard Performance Triggers can monitor overall Priority 1 calls processed within 45 seconds, ninety percent of the time. However, they cannot measure or monitor the individual Call-Taker's performance against the same standard (John Smith's performance).

The Performance Plus module is designed to do just that, by analyzing both the overall and the specific components that make up the overall compliance. By automating these performance measures, it increases situational awareness and early detection of potential problem areas, which in turn allows for early mitigation – resulting in improved performance, compliance, and operational efficiencies. Real-time alerts on individual performance keep your finger on the pulse of performance in your agency.



	Current				MTD			Last Month			Last 30 Days			YTD		
Individual Performance	Total	Out of Compliance	Compliance %	Avg Time	Total	Out of Compliance	Compliance %	Total	Out of Compliance	Compliance %	Total	Out of Compliance	Compliance %	Total	Out of Compliance	Compliance %
	0	0	---	00:00:00	6	0	100.00	111	5	95.50	50	3	94.00	377	26	93.10
	0	0	---	00:00:00	10	0	100.00	134	7	94.78	49	2	95.92	368	15	95.92
	10	0	100.00	00:00:17	51	0	100.00	230	16	93.04	115	3	97.39	620	31	95.00
	0	0	---	00:00:00	165	2	98.79	93	3	96.77	185	2	98.92	424	13	96.93
	8	0	100.00	00:00:15	66	1	98.48	92	1	98.91	66	1	98.48	358	15	95.81
	0	0	---	00:00:00	126	2	98.41	191	10	94.76	153	5	96.73	544	20	96.32
	0	0	---	00:00:00	42	1	97.62	44	0	100.00	55	1	98.18	153	4	97.39
	0	0	---	00:00:00	188	5	97.34	260	3	98.85	282	5	98.23	634	20	96.85
	0	0	---	00:00:00	36	1	97.22	74	5	93.24	82	5	93.90	166	11	93.37
	0	0	---	00:00:00	36	1	97.22	63	3	95.24	44	3	93.18	283	12	95.76
	0	0	---	00:00:00	35	1	97.14	120	9	92.50	48	2	95.83	448	30	93.30
	0	0	---	00:00:00	125	4	96.80	226	12	94.69	207	10	95.17	672	33	95.09
	0	0	---	00:00:00	149	5	96.64	172	9	94.77	192	7	96.35	740	31	95.81
	1	0	100.00	00:00:07	143	5	96.50	296	5	98.31	261	9	96.55	747	15	97.99
	0	0	---	00:00:00	112	4	96.43	164	5	96.95	173	6	96.53	487	18	96.30
	14	0	100.00	00:00:16	73	3	95.89	138	11	92.03	105	7	93.33	670	30	95.52
	0	0	---	00:00:00	59	3	94.92	61	3	95.08	73	3	95.89	214	11	94.86
	4	0	100.00	00:00:12	98	5	94.90	176	7	96.02	164	7	95.73	383	13	96.61
*** NBEMS Dispatch Performance (30 Sec)	58	2	96.55	00:00:16	3090	164	94.69	5464	361	93.39	4697	281	94.02	18504	1183	93.61
	0	0	---	00:00:00	145	8	94.48	163	4	97.55	185	10	94.59	723	35	95.16
	1	0	100.00	00:00:26	53	3	94.34	145	2	98.62	90	4	95.56	457	14	96.94
	0	0	---	00:00:00	50	3	94.00	227	18	92.07	107	9	91.59	622	39	93.73
	0	0	---	00:00:00	100	6	94.00	106	11	89.62	128	12	90.63	396	38	90.40
	0	0	---	00:00:00	66	4	93.94	171	18	89.47	132	13	90.15	457	41	91.03
	0	0	---	00:00:00	61	4	93.44	175	13	92.57	133	7	94.74	446	28	93.72
	6	0	100.00	00:00:14	161	12	92.55	87	4	95.40	164	12	92.68	674	33	95.10
	0	0	---	00:00:00	67	6	91.04	79	5	93.67	71	6	91.55	277	21	92.42
	0	0	---	00:00:00	10	1	90.00	0	0	---	10	1	90.00	17	2	88.24
	7	2	71.43	00:00:26	37	4	89.19	133	14	89.47	92	8	91.30	512	47	90.82
	0	0	---	00:00:00	25	3	88.00	25	4	84.00	29	4	86.21	159	16	89.94
	1	0	100.00	00:00:18	38	5	86.84	201	17	91.54	111	11	90.09	676	50	92.60
	0	0	---	00:00:00	56	11	80.36	79	11	86.08	81	16	80.25	267	39	85.39
	0	0	---	00:00:00	4	1	75.00	45	0	100.00	4	1	75.00	218	24	88.99
	0	0	---	00:00:00	0	0	---	0	0	---	0	0	---	13	0	100.00
	0	0	---	00:00:00	0	0	---	0	0	---	0	0	---	11	0	100.00

Example Performance Plus Triggers:

- Call processing times – performance by individual call taker
- Dispatch assignment – performance by individual dispatcher
- Total call processing performance – performance by individual
- Call-taker/dispatcher performance by priority
- Call-taker call completeness/accuracy
- Geovalidation by call-taker
- Call-taker overides
- 1st unit assignment accuracy
- Unit/crew times – performance by unit, by station, by battalion, and individual

Workload Monitoring

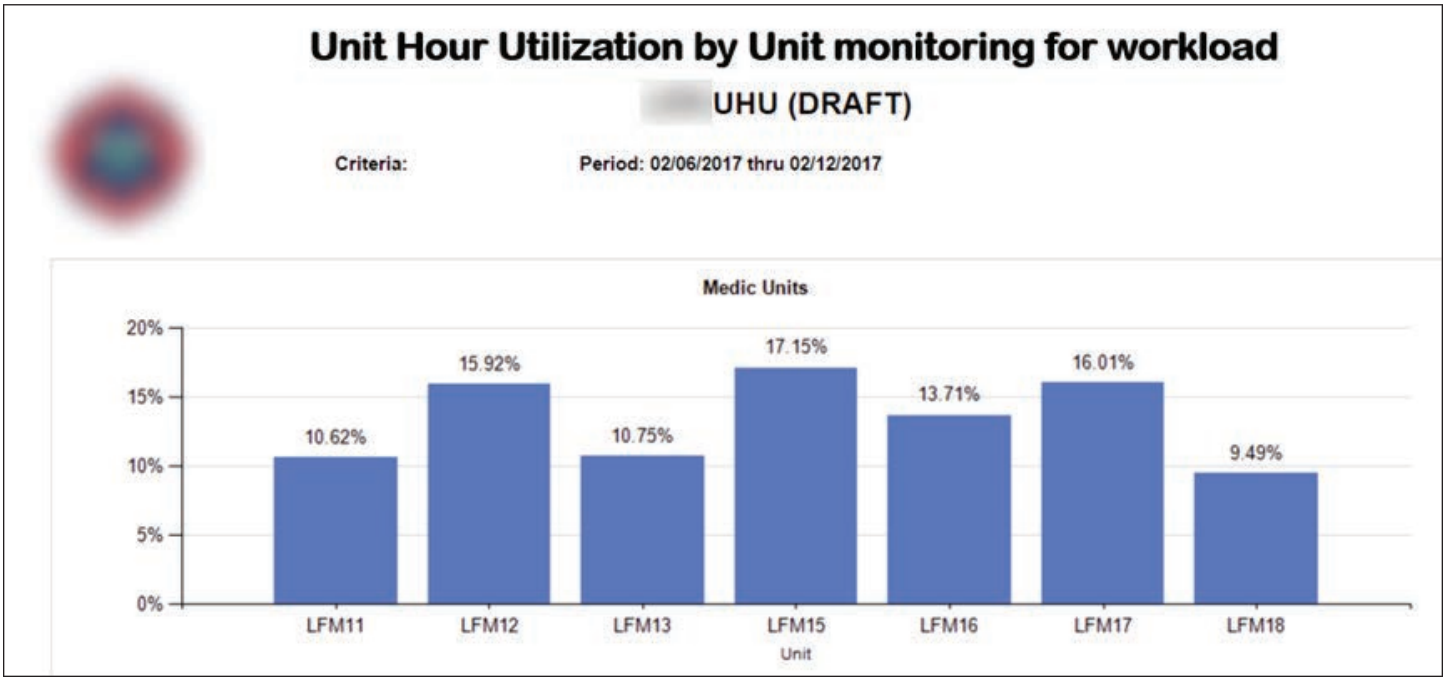
Make informed, real-time decisions when sending your crews on calls based on their current total task time for that shift.

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



Telecommunicator & Provider Wellness

Critical Incident Notification

Allina Health EMS uses their Critical Incidents trigger 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 within Call Comments):

Critical Incidents, No Patient Contact

(Drill down into each call's detail to see which free-text words or phrases were found in the call comments and had a corresponding Category.)

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

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

Northwell - Workforce Safety Current Call Information

Calls displayed represent active or performed calls between the hours of 4/1/2016 and 4/18/2016 11:59:59 PM.

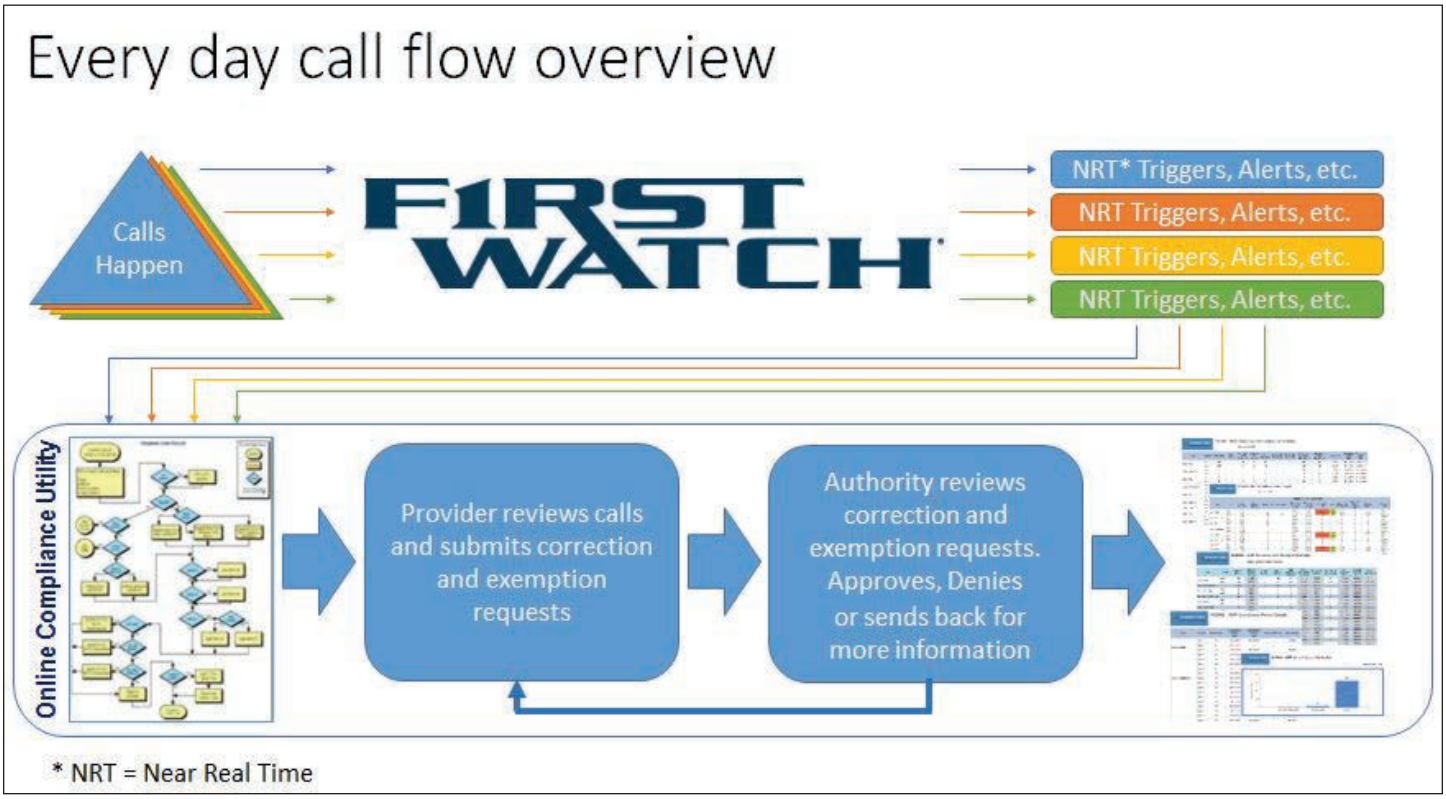
Data and Report from the FirstWatch™ Internet Server

Geo Valid	Time Sent To Queue ▲	Pri	Problem	Incident #
	4/2/2016 10:52:17 AM	204	Workforce Safety	04022016-000216
	4/5/2016 5:58:03 PM	204	Workforce Safety	04052016-000674
	4/6/2016 6:54:42 PM	204	Workforce Safety	04062016-000792
	4/7/2016 5:24:22 PM	204	Workforce Safety	04072016-000892
	4/11/2016 5:45:10 PM	204	Workforce Safety	042914

Online Compliance Utility (OCU)

ENHANCEMENT MODULE

The Online Compliance Utility (OCU) module is a web-enabled collaboration tool for use by Providers and Authorities to simplify and manage contract compliance for exceptions and exemption reporting. The web-based FirstWatch add-on tool provides interactive queues with a consistent "look and feel" for both the provider and the authority, allowing for on-line review and adjudication of late runs based on agreed upon business rules. Once business rules for call processing have been agreed upon, FirstWatch secures any changes to those rules unless agreed upon by both active participants (Authority and Provider). OCU is capable of capturing late response analysis, evaluating complex business logic, supporting documentation attachments and auto generated reporting output.



OCU Module Capabilities:

- The OCU module is capable of capturing late response data, supporting documentation and attachments, and provides flexibility for staff input.
- Records being initially placed in a presumptively "Late Call" category (queue) can be submitted for exception or exemption consideration once supporting information is supplied.
- A decision, based on the agreed upon protocols, can then be made with the OCU offering the ability to document the approval, denial or the request for further information. The OCU module also supplies the means for appealing any such decision.
- The Online Compliance Utility module is a "near real time" software tool that offers up to date compliance percentages, etc. precluding the more conventional "end of month" system analysis and reports.
- With the OCU module comes the output of monthly compliance reporting, documenting performance standards, penalties and fines as defined by the agency.

Important to note: As a neutral third - party, FirstWatch will only implement the OCU business rules as agreed upon by the Authority and Provider. FirstWatch secures any changes to those rules unless agreed upon by both active participants (Authority and Provider). This allows for transparency and collaboration between all involved parties.

Online Compliance Utility (OCU) continued

OCU Reports:

The following reports come with the purchase of the OCU enhancement module:

1. **OCU Incident Detail** - one combined report with all the calls in OCU
2. **OCU Calls in Progress** - emailed daily to the provider and authority OCU users to show the OCU users if they have any calls in the OCU that they need to work
3. **Compliance Report** - shows the Contractual response time compliance summary based on the criteria for the contract which may be by Zone/Priority or City/Determinant
4. **Penalty Report** - shows the Contractual response time compliance and penalties based on the criteria for the contract which may be by Zone/Priority or City/Determinant
5. **Exemption Reasons** - report shows a count of how many exemption reasons were used for a given time period
6. **Response and Transport Summary** - summary of response and transport information for a given time period
7. **Mutual Aid Received and Given** - allows the provider to see how much mutual aid comes into the contracted areas and how much mutual aid the provider is providing outside the contracted area
8. **Late Reasons** - used internally by the Provider and is not made available to the Authority. Its purpose is to allow the provider to flag incidents that were late by the list of customizable reasons
9. **Reconciliation Report** - used to show which incidents are in the OCU based on qualifying criteria and which incidents did not qualify to be in the OCU

OCU Key Benefits:

- Real-time access to calls outside defined standards
- Web-enabled, late run call analysis completed anywhere
- Simple, universal tool designed for both Authority and Provider
- Automated rules designed to simplify and streamline the process
- 3rd party transparency
- Save time, money and resources

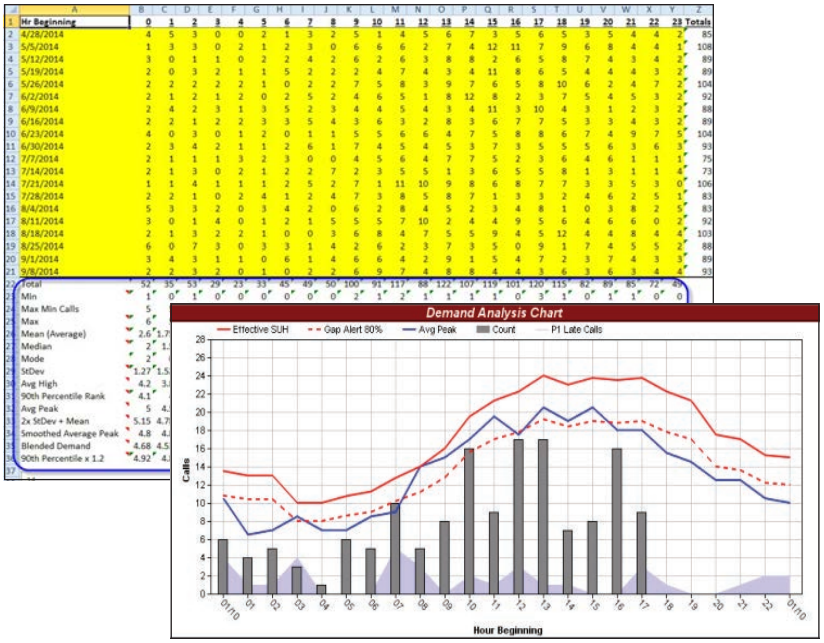
Testimonial:

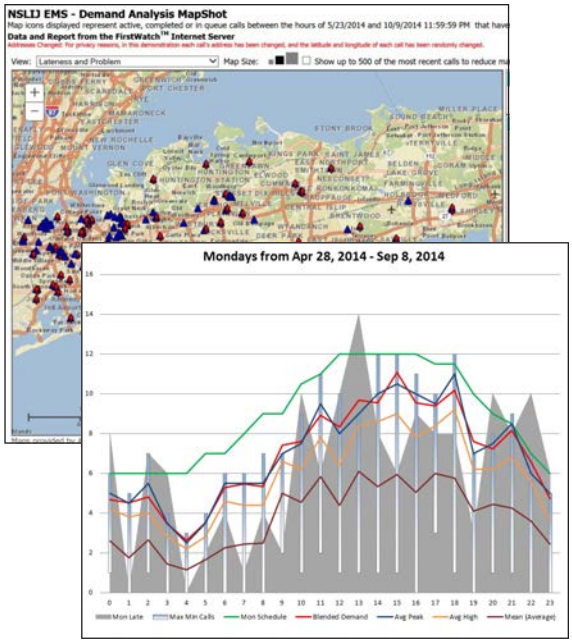
"Before we implemented our FirstWatch OCU, I would spend 20-30 hours every month processing the late responses and exemption requests which included manually verifying the call information and personally calculating the penalty amounts by ambulance zone and then individually generating 10 invoices that were delivered via U.S. mail. Due to the time commitment, we were often 30-45 days behind in completing the process and getting the invoices sent out. Now, with OCU, I spend an hour or two a few times a month to go through the current late responses and exemption requests. FirstWatch generates the invoices and they are emailed to providers directly, which has reduced our invoicing process as much as 45 days. FirstWatch OCU has truly revolutionized our ambulance response compliance program." – ***Steve Carroll, EMS Administrator, Ventura County, CA***

Demand, Consumption, and Analysis

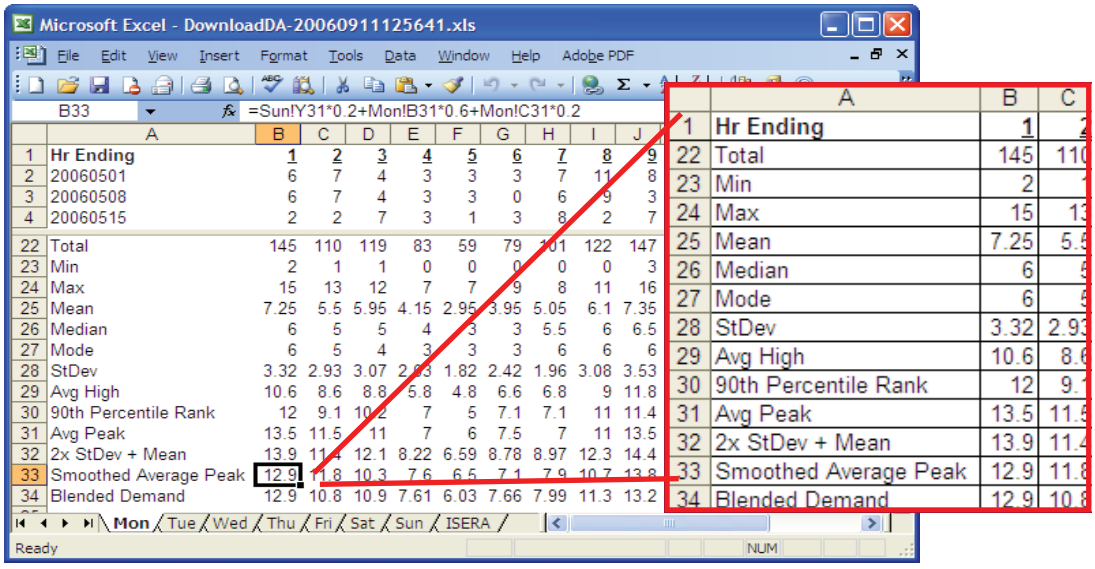
One of the many challenges faced by agencies is making the most effective use of the resources they have available. A common way to forecast needs for staffing, scheduling and resource deployment is to analyze historical patterns of demand for service, both by day of week and hour of day and geographically. This time proven approach is referred to as "Demand Analysis."

Variations of this approach have been used for more than 20 years all around the world. In the past, the process of compiling and creating a complete temporal and geographic Demand Analysis was tedious, time-consuming, and too often, very manual.



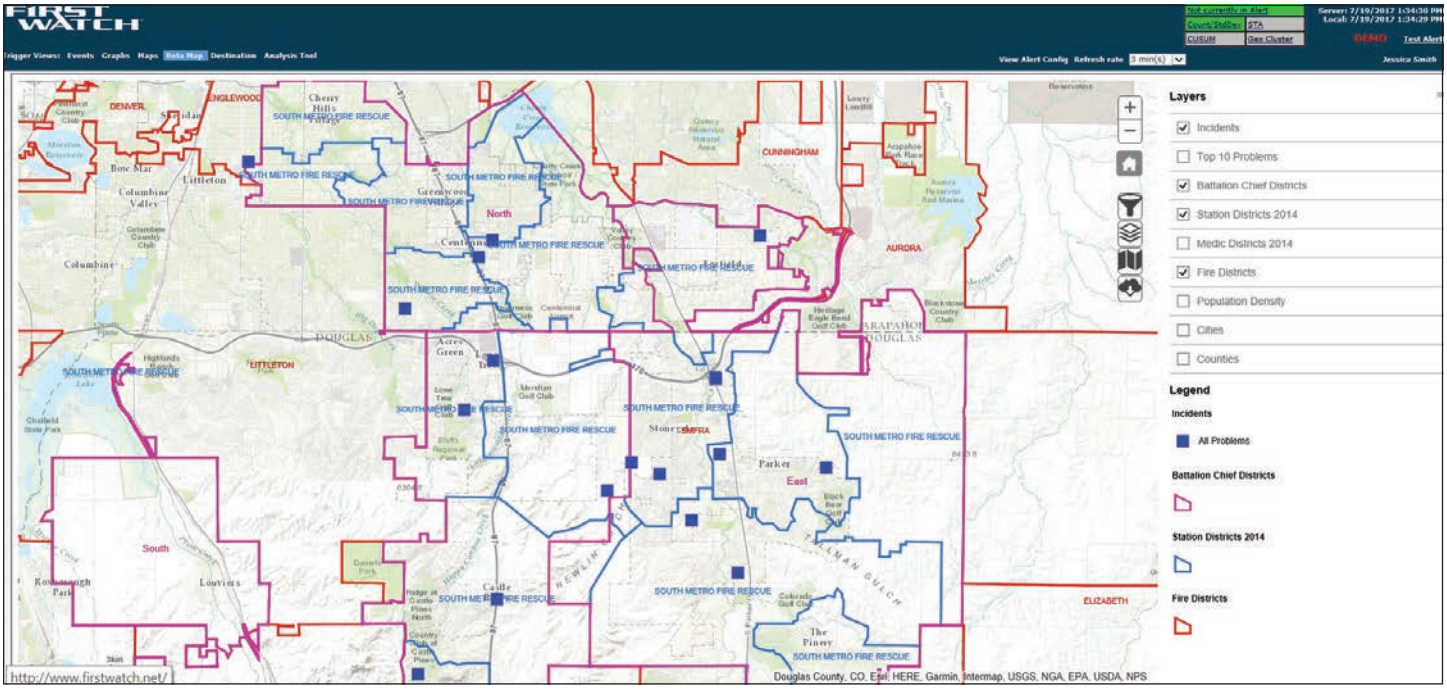


FirstWatch has created a real time, dynamically updated and calculated Demand Analysis Module which offers views of select customer data. The Demand Analysis calculations in the data can be downloaded into an Excel spreadsheet, with all formulas intact. We're working to enhance the Demand Analysis module by adding a Demand Consumption-based approach, as well as addressing geographical demands by creating up-to-the minute problem/solution maps for each hour of the day and each day of the week and/or other user-defined intervals.

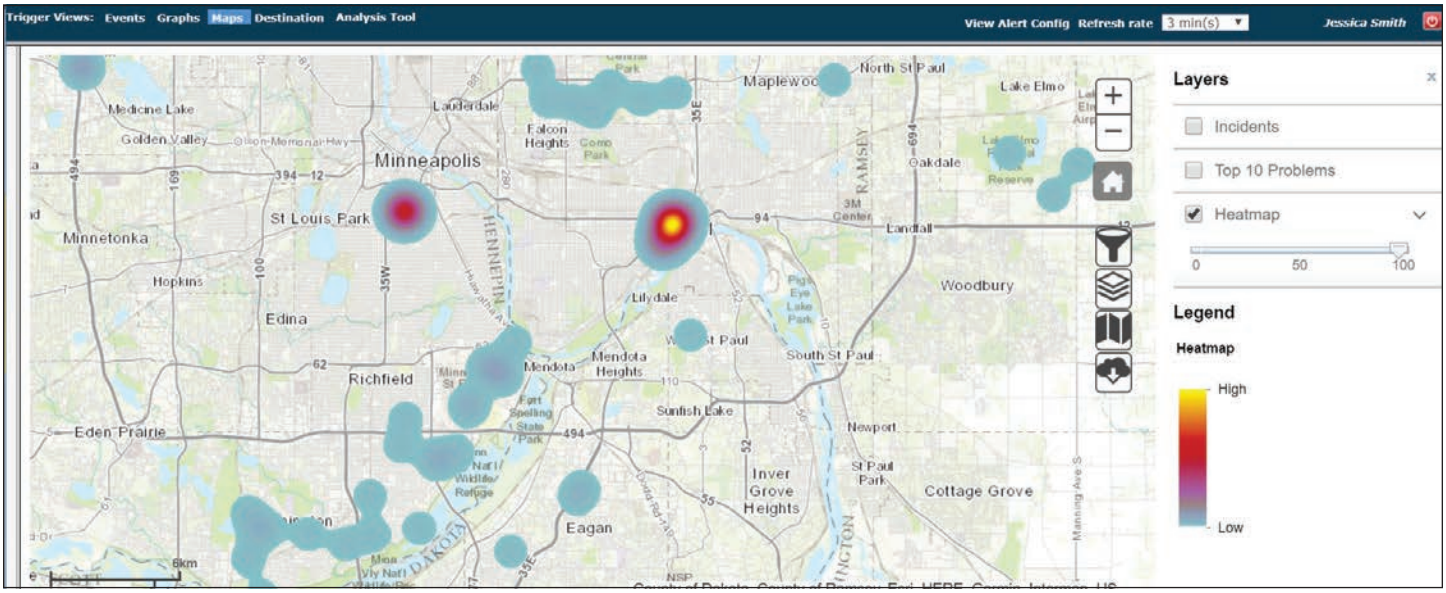


NEW: Mapping Features

Toggle on/off to layer different mapping components such as Battalion Chief Districts, 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

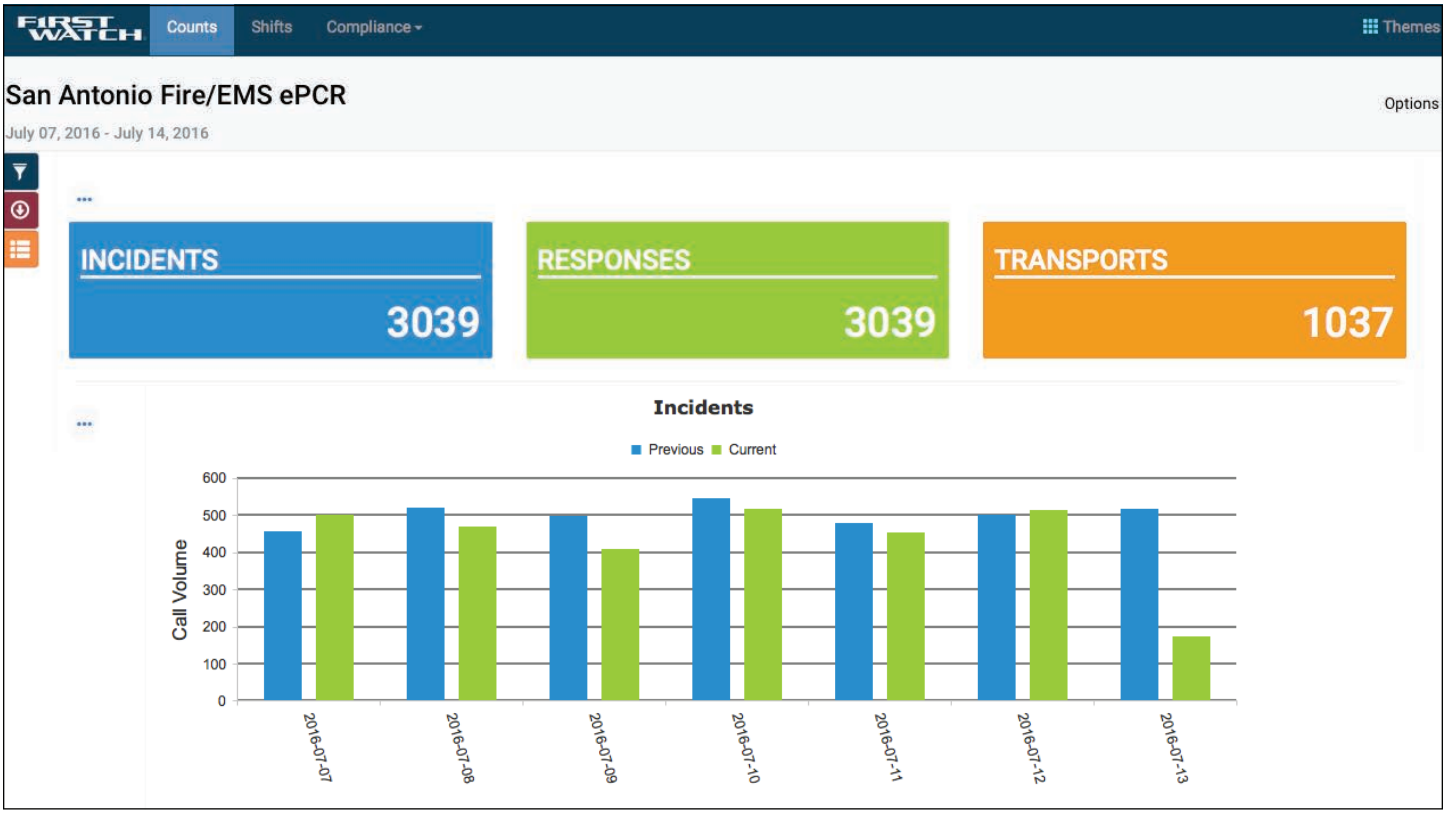


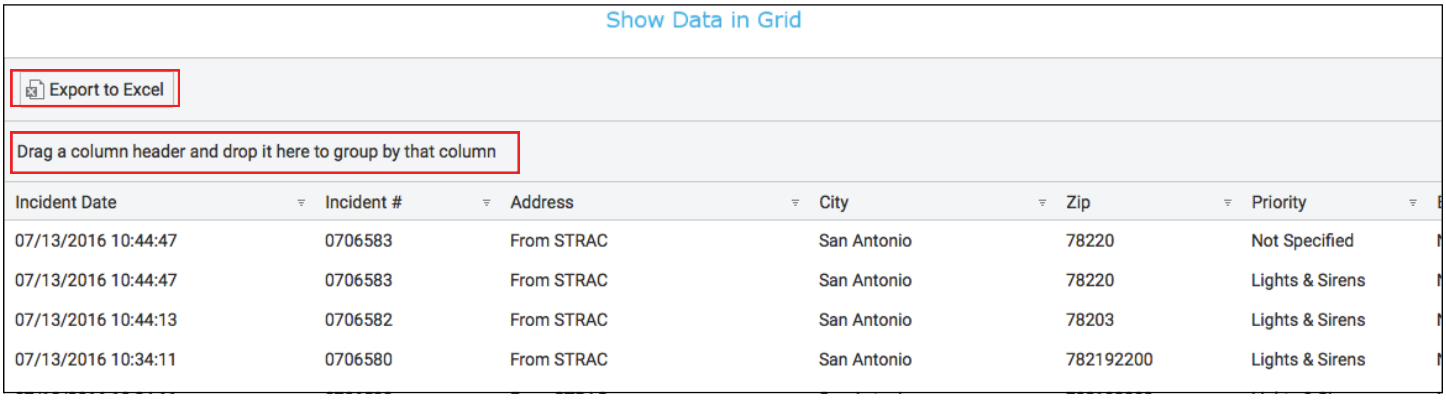
NEW: Interactive Data Visualization Tool (IDV)

IN DEVELOPMENT: Our NEW Interactive Data Visualization Tool (IDV) is a modernized look and feel that allows users to interact with the data that has been configured for a particular trigger. The end user is able to view or filter based upon the desired data elements:

- Ability to save customer filters or settings
- Volume and Response Compliance Interval breakdown by: Selectable data ranges (up to 5 years), Demographically, Day of week/hour of day, Station, Company, Shift, Battalion Unit
- Grouping data and comparing by previous day, month or year
- Flexibility in visual display allows user to change the display that is right for them
- Ability to view data in grid that allows the end user to modify the order or select the columns to display or apply custom filters and then export this information to Excel as needed.

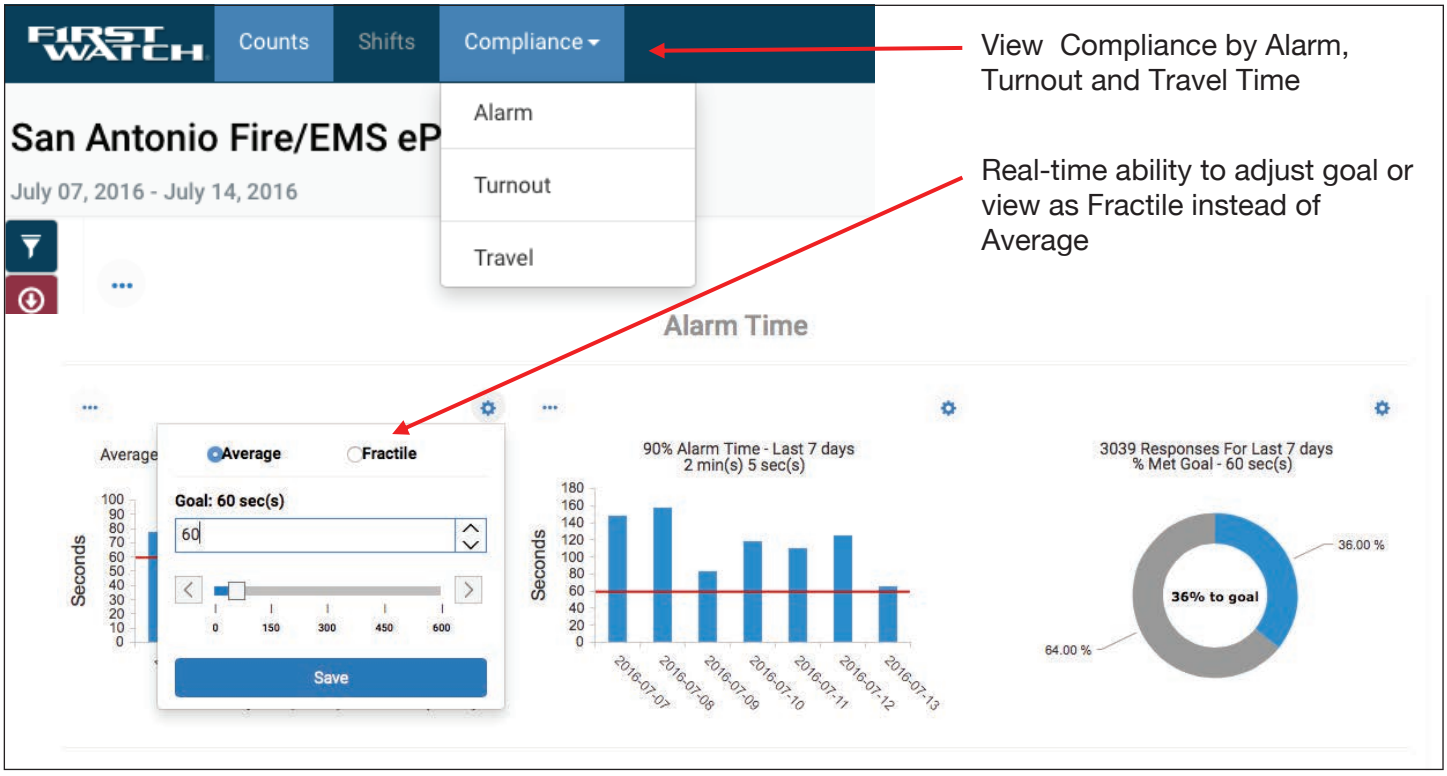
JEMS HOT PRODUCT EMS TODAY 2017





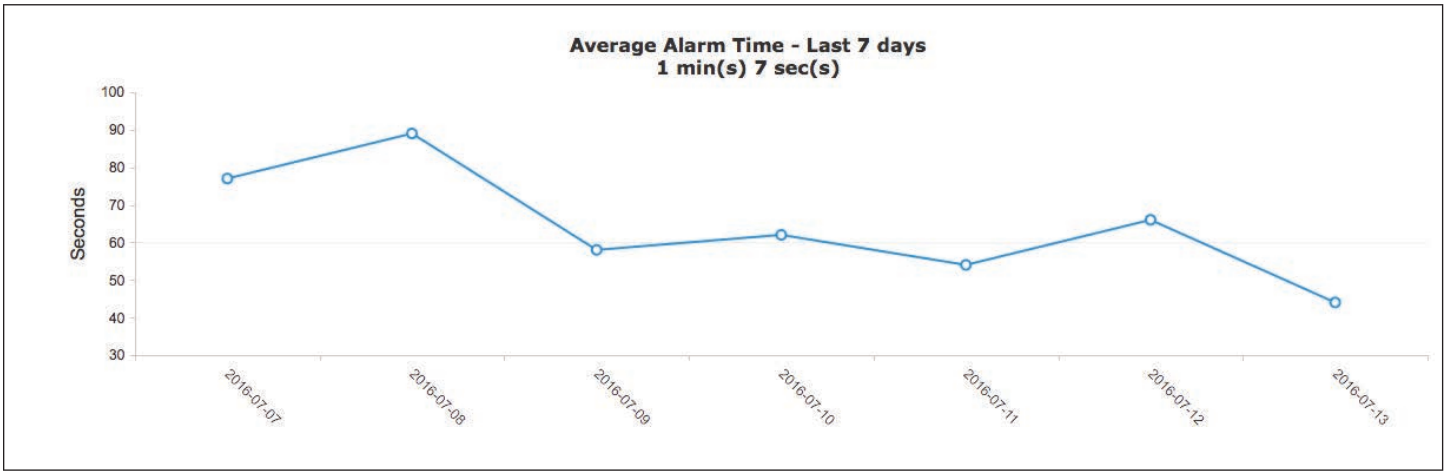
Incident Date	Incident #	Address	City	Zip	Priority
07/13/2016 10:44:47	0706583	From STRAC	San Antonio	78220	Not Specified
07/13/2016 10:44:47	0706583	From STRAC	San Antonio	78220	Lights & Sirens
07/13/2016 10:44:13	0706582	From STRAC	San Antonio	78203	Lights & Sirens
07/13/2016 10:34:11	0706580	From STRAC	San Antonio	782192200	Lights & Sirens

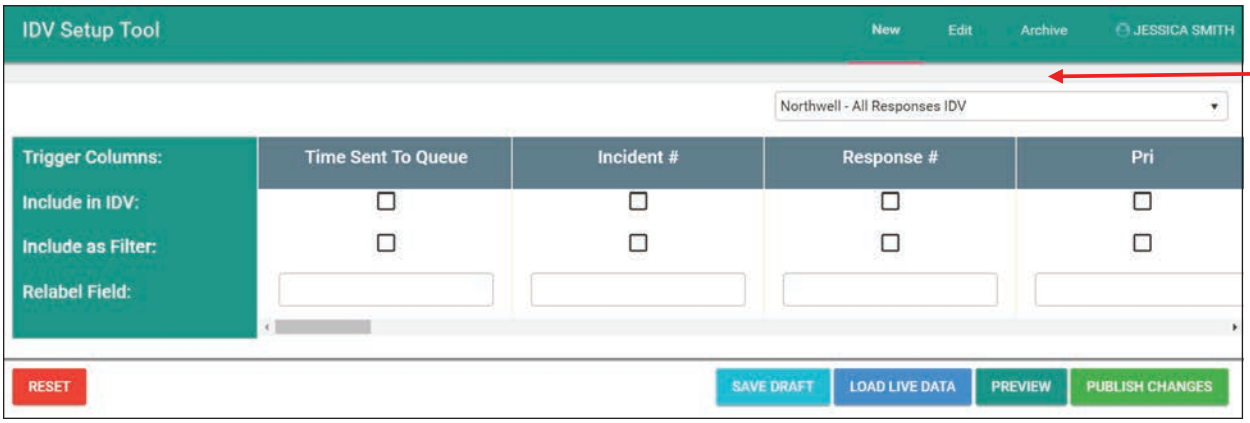
NEW: Interactive Data Visualization Tool (IDV)



View Compliance by Alarm, Turnout and Travel Time

Real-time ability to adjust goal or view as Fractile instead of Average





NEW Custom Set-up Tool to Customize your IDV views

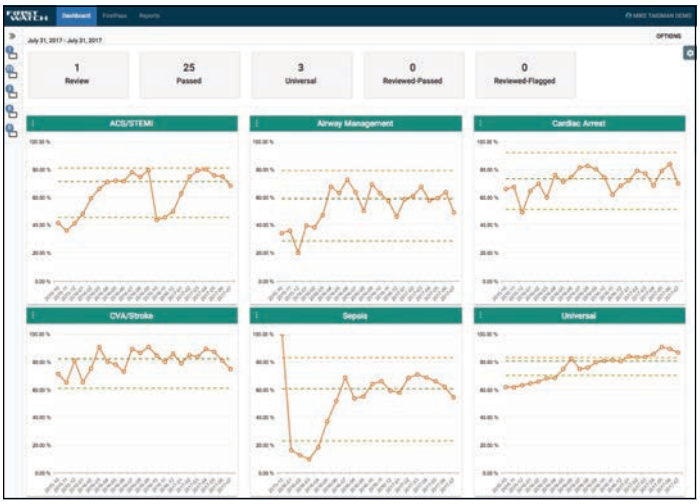
FirstPass Module

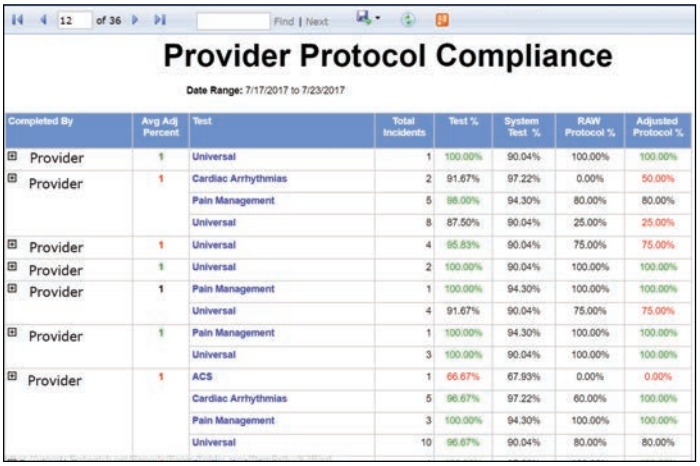
Automates Performance Improvement

Know how your system is performing on the things that matter most in near-real time.

The NEW FirstPass Dashboard includes a customizable display of a tiled summary of where your calls are in your FirstPass queues, and Statistical Process Control (SPC) charts for each of your system's Protocols.

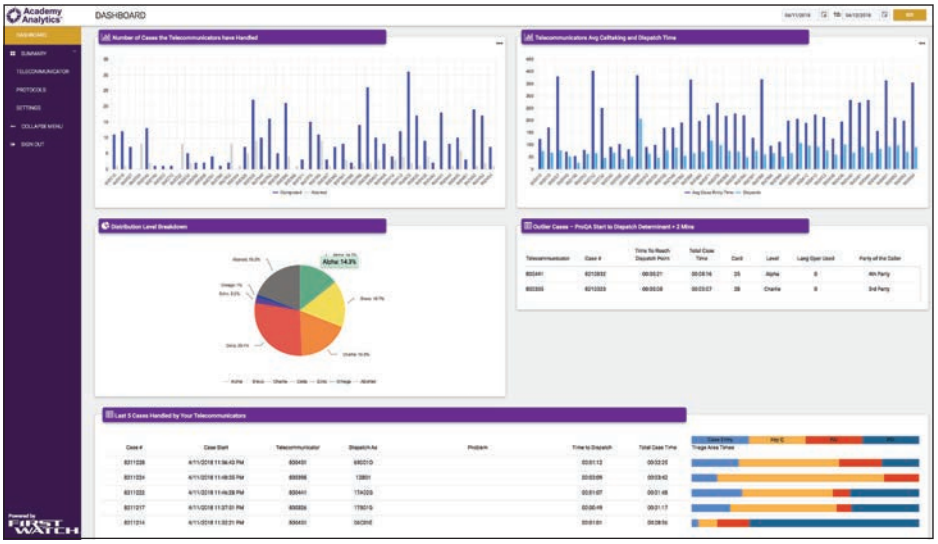
- Real-time Atuomated Performance Improvement - use one tool to monitor Protocol compliance, documanetation, and improvement sucess
- Measure Protocol Compliance - Priortize and monitor the protocols that are most improtant to your system
- Enhance Documentation Quality - real-time review of completion of required ePCR fields
- Provide Meaningful Feedback - ask questions and provide medics with feedback before they end their shift
- Save Time & Resources - Let the computer do the work and save the human for what is most important
- Monitor Medic Performance - Track individual performance to overall system objectives





Academy Analytics for ProQA Data

Our newly enhanced ProQA Dashboard will give communications dispatch supervisors a quick and easy way to identify in near real-time their ProQA usage.



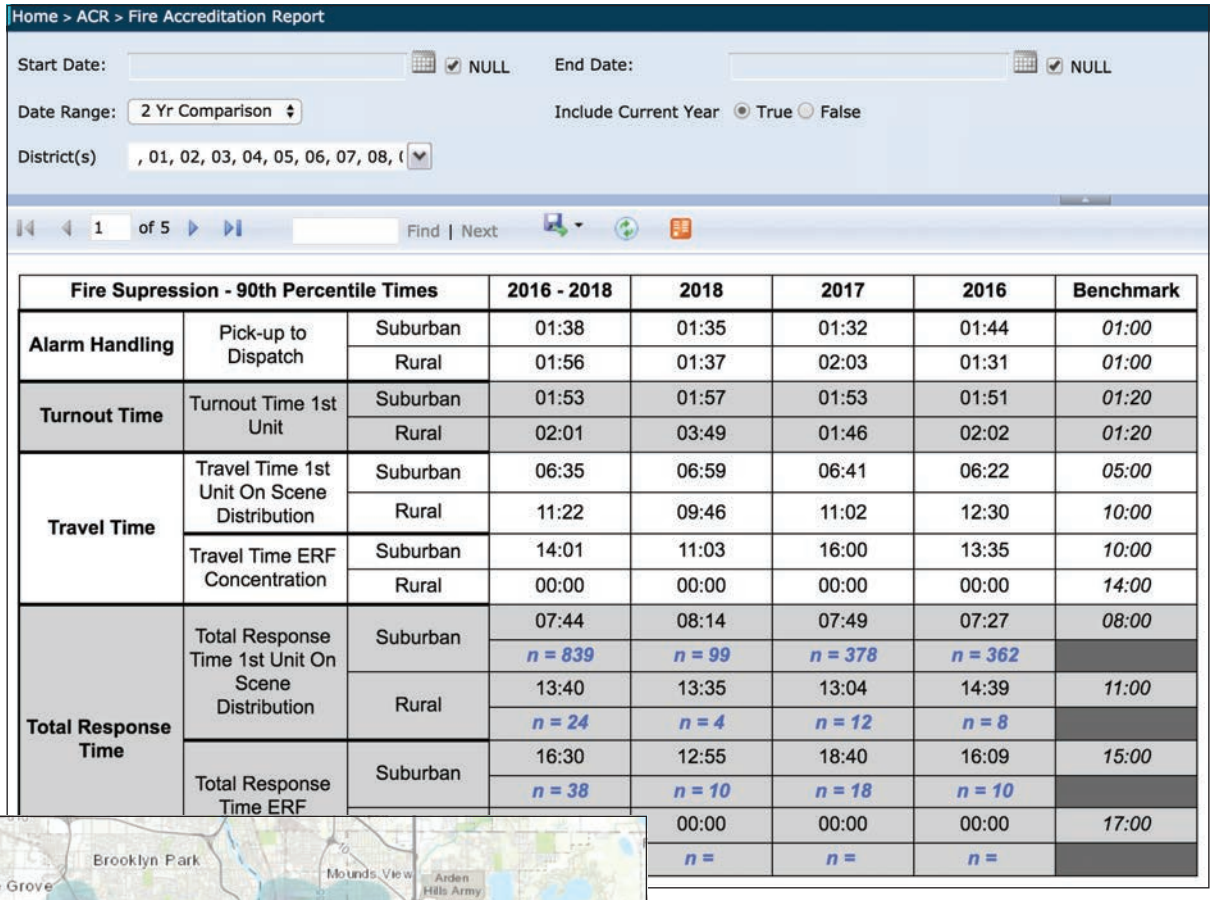
Product Features

- Seamlessly interfaces with ProQA/Paramount for EMD, Fire and Police
- FREE to existing FirstWatch customers with ProQA interface
- Multiple ProQA measures in one dashboard view
- Monitor Pre/Post caller instructions
- Determine if the appropriate dispatch level was assigned
- Improve call processing times
- Refreshes automatically!

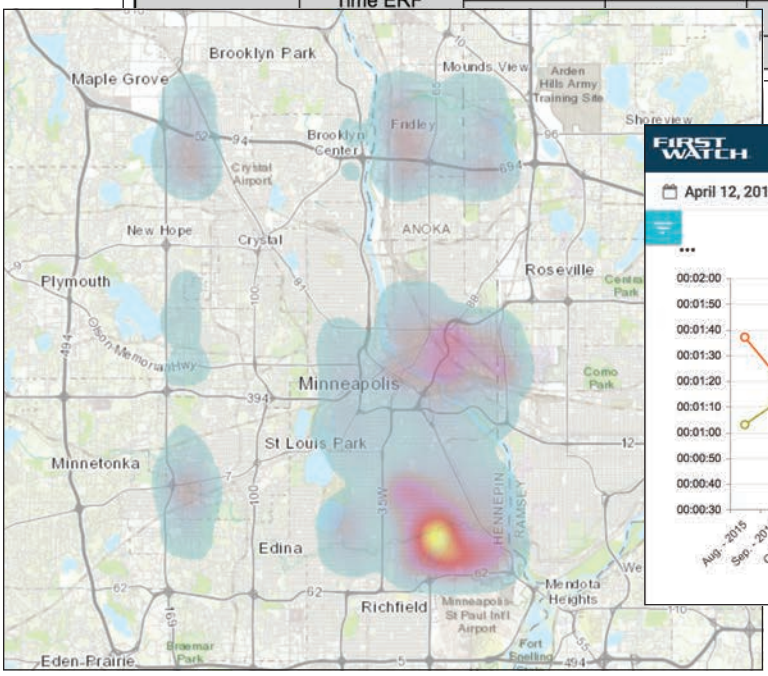
Fire Operations Analytics Module (FOAM)

ENHANCEMENT MODULE

- The Fire Operations and Analytics Module provides fully automated and dynamic reporting of your Fire Department's Operational Metrics and Key Performance Indicators.
- Full integration with your Department's Standards of Cover and Strategic Planning Documents
- Provides GIS/Mapping display capabilities to illustrate community risks, demands and coverage.
- Data is integrated into a true Quality Improvement framework that tracks performance over time and identifies trends that require attention.
- Suite of dynamically updated and auto-distributed reports on operational performance factors including turnout and travel times and demand for services.



Fire Supression - 90th Percentile Times			2016 - 2018	2018	2017	2016	Benchmark
Alarm Handling	Pick-up to Dispatch	Suburban	01:38	01:35	01:32	01:44	*01:00*
		Rural	01:56	01:37	02:03	01:31	*01:00*
Turnout Time	Turnout Time 1st Unit	Suburban	01:53	01:57	01:53	01:51	*01:20*
		Rural	02:01	03:49	01:46	02:02	*01:20*
Travel Time	Travel Time 1st Unit On Scene Distribution	Suburban	06:35	06:59	06:41	06:22	*05:00*
		Rural	11:22	09:46	11:02	12:30	*10:00*
	Travel Time ERF Concentration	Suburban	14:01	11:03	16:00	13:35	*10:00*
		Rural	00:00	00:00	00:00	00:00	*14:00*
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Suburban	07:44	08:14	07:49	07:27	*08:00*
			n = 839	*n = 99*	*n = 378*	*n = 362*	
		Rural	13:40	13:35	13:04	14:39	*11:00*
			n = 24	*n = 4*	*n = 12*	*n = 8*	
	Total Response Time ERF	Suburban	16:30	12:55	18:40	16:09	*15:00*
			n = 38	*n = 10*	*n = 18*	*n = 10*	
					00:00	00:00	00:00	*17:00*
					n =	*n =*	*n =*	



Join Us

We will be at the following conferences this spring/summer and would love to see you. If you would like to schedule time to meet with us one-on-one at any of these conferences, please contact: Jenny Abercrombie, Marketing Coordinator at jabercrombie@firstwatch.net

Upcoming Conferences

May 20-24
ICC
Naples, FL

MAY 20-24
CFED WEST
Indian Wells, CA

May 21-24
NASEMSO
Providence, RI

May 30-31
EMSAAC
San Diego, CA

June 11-13
Fire Rescue Med
Henderson, NV

June 11-14
NFPA
Las Vegas, NV

June 13-15
PCC
Edmonton, CAN

July 23-27
Pinnacle
Phoenix, AZ

August 8-11
IAFC
Dallas, TX

Recent Awards & Media Coverage

To learn more about how FirstWatch transforms raw data into real-time, actionable information, stop by FirstWatch **Booth #24**

FIRST WATCH
Every Record. In Real Time. Automatically.

Contact one of our team members today to learn more about our real-time, quality improvement tools.

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