

## ***Fire Department Examples***

### **Operational & Performance Triggers / Time Compliance Analysis:**

- **Call Taker & Dispatch Times** – used to monitor in near real-time, the time it takes call takers & dispatchers to dispatch the initial call against a time standard.
  - Detailed drill-downs can be enabled by Call Taker or Dispatcher –  
*\*requires optional Performance PLUS (PP) enhancement module*
  
- **Out of Chute / Reflex / Out of Station** – used to monitor in near real-time, the time it takes units to go responding after they've been assigned/dispatched to an incident.
  - Detailed drill-downs can be enabled by Unit, Station or Crew by shift –  
*\*requires optional PP enhancement module*
  
- **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 –  
*\*requires optional PP enhancement module*
  
- **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 go is available or the call is cleared.
  - Detailed drill-downs can be enabled by Unit or Crew or by Shift – *\*requires optional 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 fire
  - 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 Situational Awareness Trigger Examples:**

- 2<sup>nd</sup> Alarm / Multi-Alarm Fires
- All Active Fires
- Fire Near / Around High Treat / High Visibility Locations
- School Fires / Nursing Home / Hospital Fires
- Strike Team Assignment
- Bomb Threat
- Explosion
- Aircraft Fire
- Domestic Terrorism
- 1<sup>st</sup> 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 – 1<sup>st</sup> Engine
- Travel Time – 1<sup>st</sup> Assignment (Urban, Suburban, Rural etc.)
- Total Response Time
- Structure Fire
- 1<sup>st</sup> in Engine Response Time
- Effective Response Force



Every Record. In Real Time. Automatically.

- 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 2<sup>nd</sup> or Greater Alarm (Sentinel)
- Major/Key Incident (Sentinel – E.G. Hazmat, Schools, High Hazard Occupancy, MCI, Fatality, Firefighter Injury, Community Leader, etc.)

All of the Sample FirstWatch Trigger Types & Ideas outlined above are examples based on customer / user-defined criteria and represent a combination of standard and custom FirstWatch Triggers as well as FirstWatch enhancement modules.\* For specific ideas on FirstWatch Triggers that can be defined & configured based on data elements supported within your system and by data source interface(s) you have in mind, please contact your FirstWatch sales or operations representative. *\*FirstWatch Enhancement modules require additional fees to deploy, configure & support annually.*