

FirstWatch - Situational Awareness and Early Warning Software

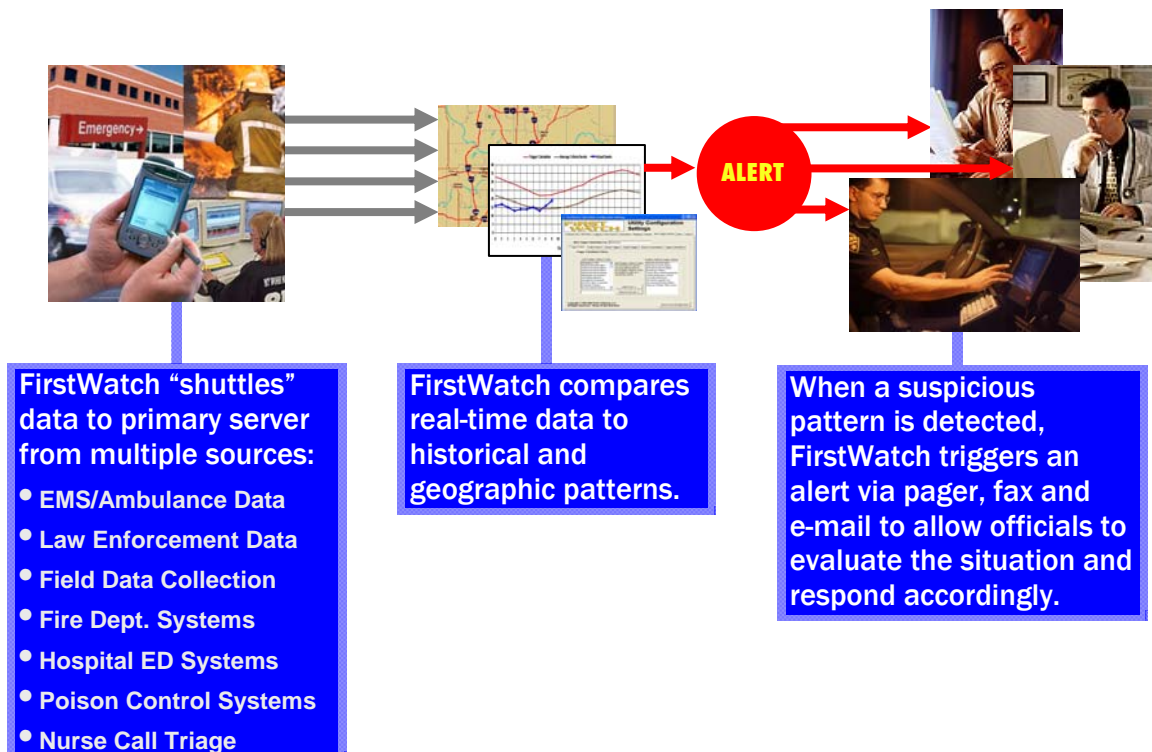
FirstWatch® is a real-time, web-based, commercial off-the-shelf (cots) situational awareness, data surveillance and early-warning software system.

Developed in 1999, FirstWatch was originally deployed in Kansas City, Missouri as a custom-built utility to monitor for trends and patterns in 9-1-1 call center data that could indicate a possible WMD occurrence.

Since 1999, FirstWatch has been deployed and is LIVE in 28 states and provinces (representing 84 metro areas). FirstWatch is currently protecting more than 60 million people in the US and Canada.

Once FirstWatch is configured to work with an agency's existing data sources, FirstWatch will allow authorized users to securely monitor for statistically significant occurrences in user-defined criteria—from a situational awareness, homeland security, public health or operational standpoint.

How does it work?



Once a concerning volumetric or geographic trend (or pattern) is detected, the FirstWatch system will alert user-defined personnel by sending summary call charts and a map showing geographic distribution of occurrences (including reports with details) via email, pager, or fax.

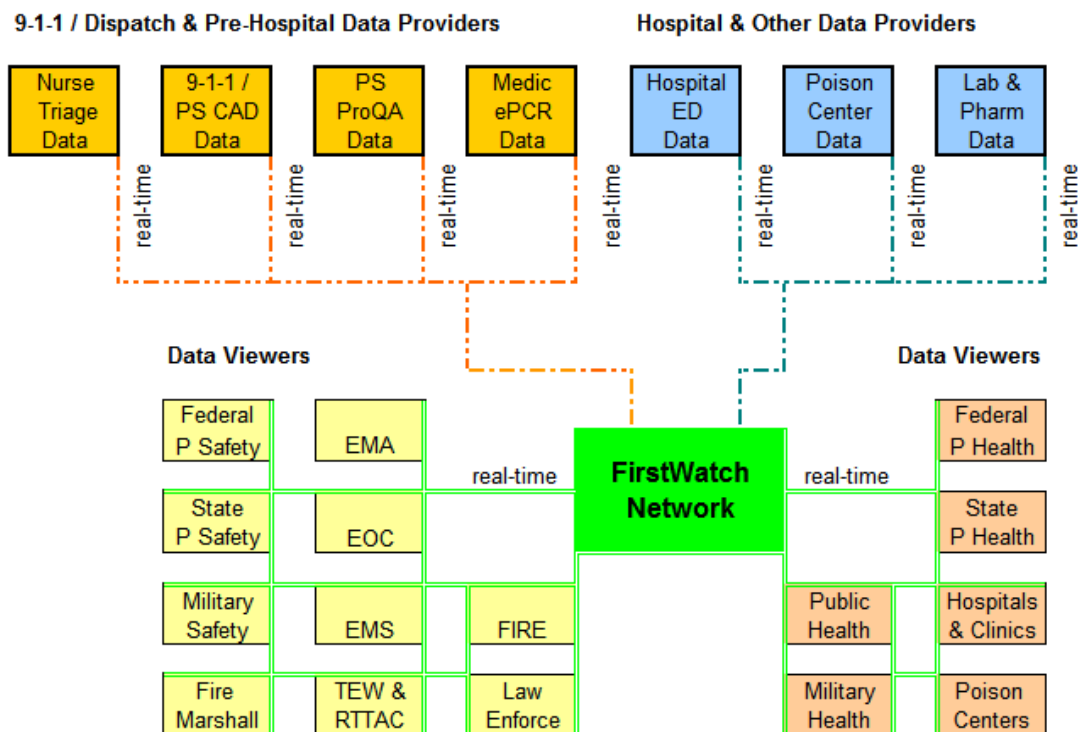
FirstWatch - Situational Awareness and Early Warning Software (cont.)

Alerted personnel can use the real-time FirstWatch information to determine the nature and significance of the occurrence, and take appropriate steps to warn and protect the public (as well as first responders), if necessary.

FirstWatch is currently providing Public Safety and Public Health agencies with real-time situational awareness and data surveillance information by monitoring 9-1-1 (Police, Fire and EMS) data sources such as Computer Aided Dispatch (CAD) and ProQA, as well as Poison Control Center data, Paramedic Field data (EPCR data) and Hospital ED data. Soon FirstWatch will also begin monitoring additional data sources such as: Nurse Call Triage data and Hospital Diversion data.

Who are typical Data Providers, Data Viewers and Alert Recipients?

FirstWatch Data Providers can be public safety or public health teams that have existing data sources. They can use FirstWatch to share views of real-time data and / or automated alerts with other agencies within (or outside of) their local, regional or state areas.



Real-time Views, Trigger (filter) criteria and Automated Alerts can be controlled by authorized users

FirstWatch was designed to aggregate data, from multiple agencies (with disparate or similar data sources), to provide authorized users with not only automated alerting, but a true real-time situational awareness perspective across geopolitical boundaries and operational areas.