

Stephanie Rawlings-Blake
Mayor



Room 250
City Hall
Baltimore, MD 21202

**PRIVILEGED AND CONFIDENTIAL
MEMORANDUM:**

August 24, 2016

TO: The Honorable Mayor Stephanie Rawlings-Blake
Kaliopé Parthemos, Chief of Staff
Kim Morton, Deputy Chief of Staff
Neal Janey, Director of Public Safety
Sam Sidh, Director of CitiStat

FROM: CitiStat Team

SUBJECT: FireStat Briefing



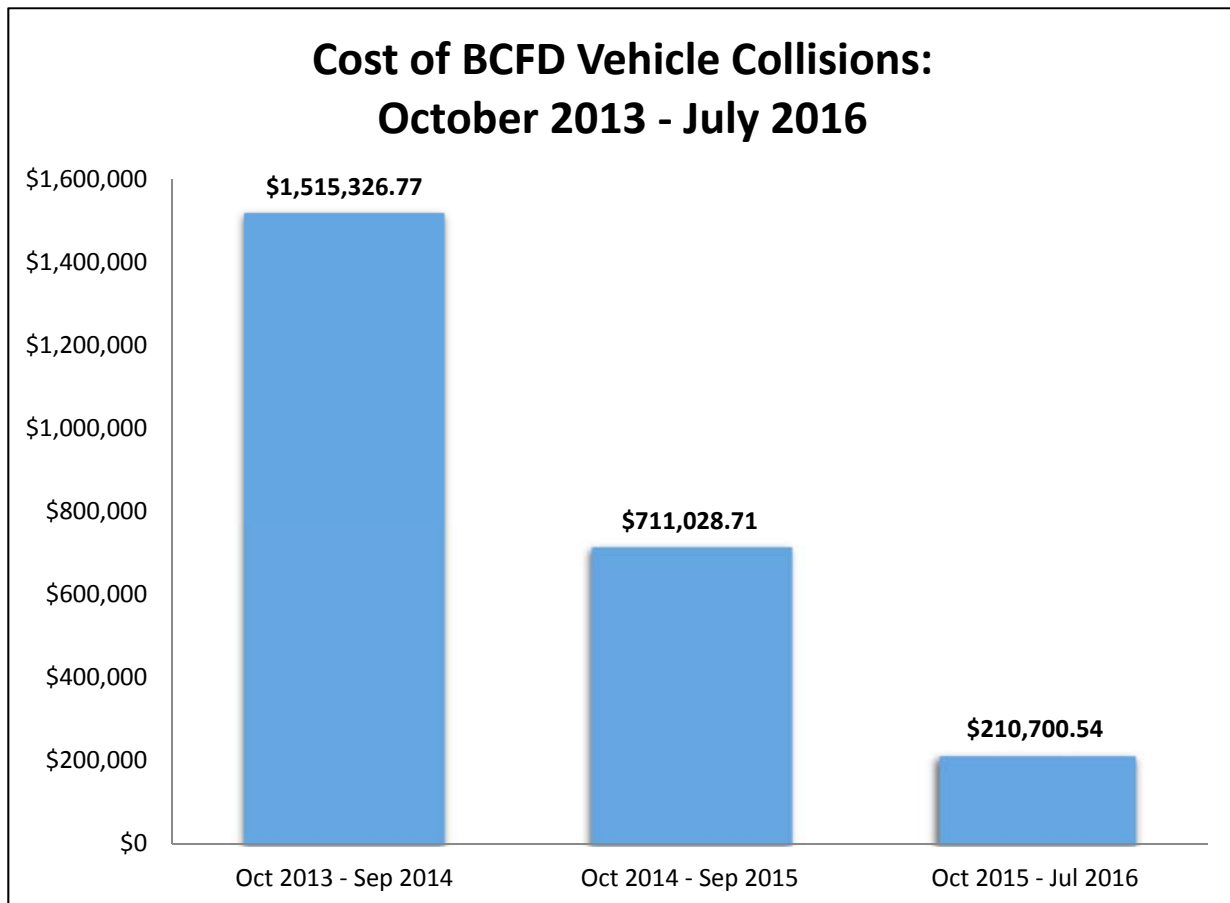
Making Progress

- **911 Call Center Award.** The Baltimore City Emergency Communications team won the Team of the Year award from the Association of Public-Safety Communications Officials (APCO) for their work during the civil unrest. The APCO presents awards to those who demonstrate high levels of performance in the field. Below is a picture of Emergency Communications staff accepting the award.





- **Cost Collision Reduction.** The DriveCam program aims to save money long term by decreasing the total costs of departmental vehicle accidents. Total costs are calculated through vehicle repair costs, workers' compensation, third party payouts, and cost recovery through subrogation. The following table displays total vehicle accident costs incurred. Compared to October 2014 – September 2015 there has been a 70% reduction in costs.



Needs Improvement

- **EMS Billings.** On August 16, CitiStat met with Finance and BCFD to determine how much money is outstanding and, of that amount, how much money can be collected. Based on the discussion a few follow-up questions were sent to the vendor, Digitech, who replied on August 22. There is now a better understanding of what is included in the various charges, what can be collected, and reasons for Medicare claims remaining unpaid.



- **EMS Incidents.** In FY16, every reporting period had a higher amount of EMS incidents than FY15. The total number of incidents for FY16 is 146,406 and at this time last year there were a total of 133,739 EMS incidents. The charts below show the number of incidents in FY15 compared to FY16 by hour. From 11am to 8pm there was a 5% or higher increase in number of incidents. Strategies on how to adjust to the increase in calls are needed.

