

Stephanie Rawlings-Blake
Mayor



Room 250
City Hall
Baltimore, MD 21202

**PRIVILEGED AND CONFIDENTIAL
MEMORANDUM:**

September 28, 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

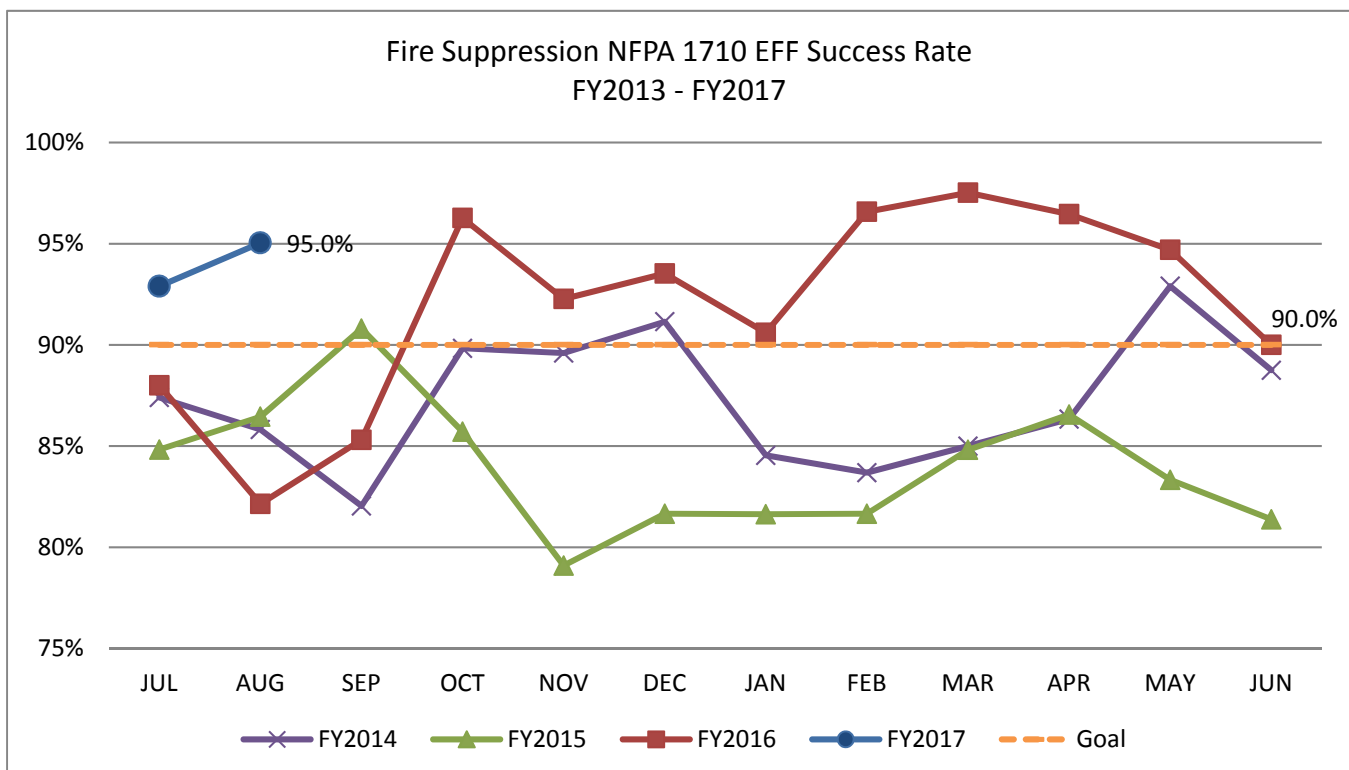
FROM: CitiStat Team

SUBJECT: FireStat Briefing



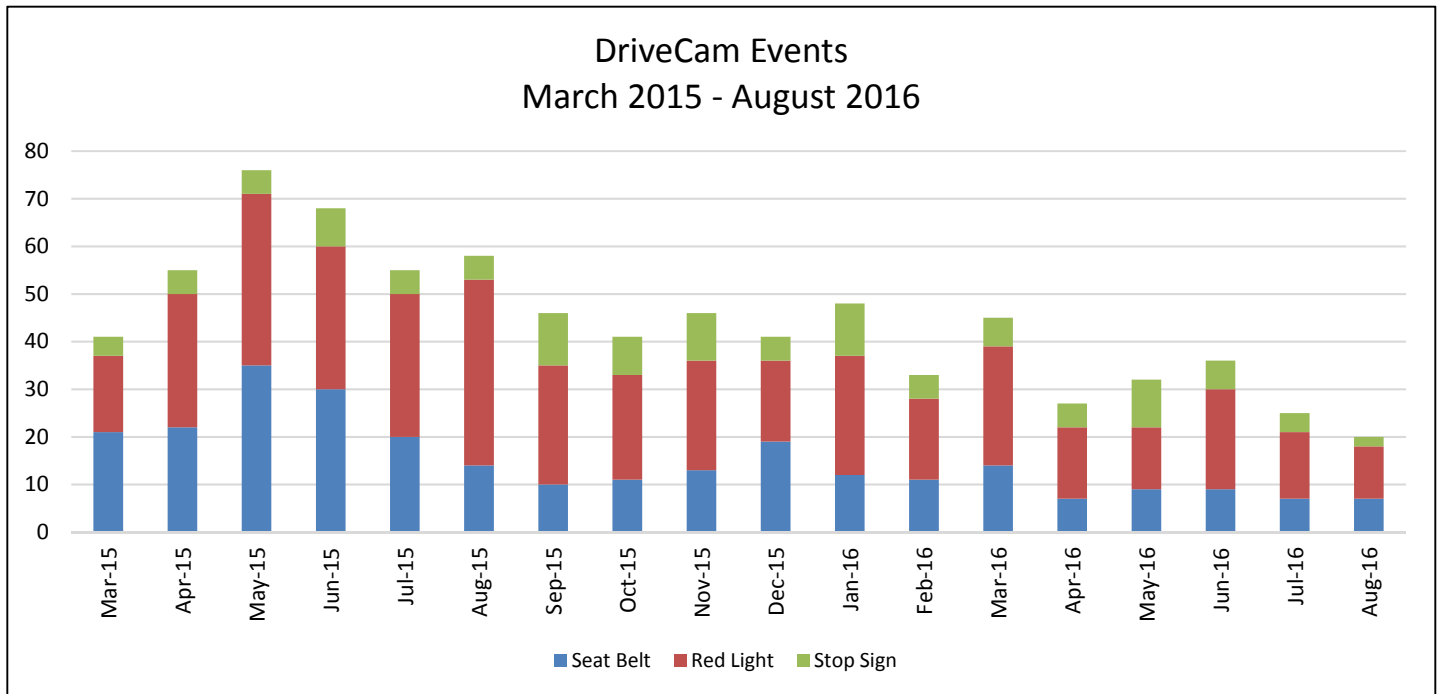
Making Progress

- **Fire Suppression EFF Success Rate.** One of the primary performance measures for the Baltimore City Fire Department (BCFD) suppression is the Effective Firefighting Force (EFF) which measures how successful all apparatuses are in responding to a call within their goal times. As of September 2015, EFF is calculated using the adjusted rate, which accounts for when there is clear audio or visual evidence a unit arrived on scene within the established NFPA 1710 time parameters. BCFD has an internal goal of 90%, meaning all apparatuses respond on time for 90% of all calls. As shown in the chart below, the EFF success rate was the highest ever for the month of August.



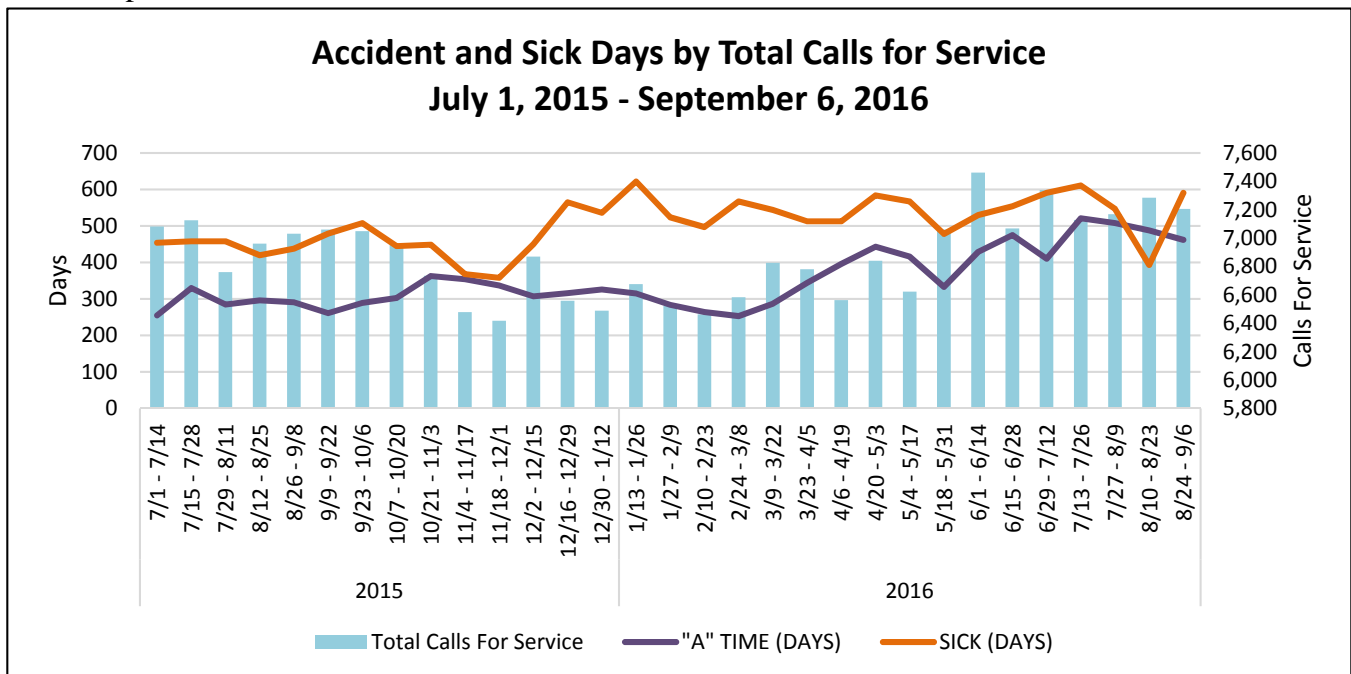


- DriveCam Occurrences.** The DriveCam program aims to decrease accidents and save money long term by identifying and correcting risky driving behaviors by BCFD personnel. The chart below shows events generated by the DriveCam system from March 2015 to August 2016 by seat belt, red light, and stop sign violations. In August, the total number of occurrences decreased to a total of 20 with 55% of occurrences being red light related.



Needs Improvement

- Accident and Sick Days.** BCFD is seeing an increase in both “A” Time (Accident Time) and Sick days as well as a steady increase in calls for service. The chart below shows the increases from July 1, 2015 to September 6, 2016 and the total number of calls for service.





- Call Center Audit.** BCFD performs audits on 911 calls to provide feedback on call takers' performance. While the call center accepts over 100,000 calls a month, most audited measures of calls score at 90% or higher. The figure below tracks audited calls from March through August 2016. In August, EMD calls fell below the requirements in Case Entry Protocol Compliance, Chief Complaint Selection, Key Question Compliance, and Post-Dispatch Instructions Compliance.

QC Call Auditing Report						
March - August 2016						
	2016	2016	2016	2016	2016	2016
	March	April	May	June	July	August
	(February Calls)	(March Calls)	(April/May)	(May Calls)	(June Calls)	(July Calls)
911 Call Audit	Random	Random	Random	Random	Random	Random
Average Answer Time (seconds)	5 Seconds	5 Seconds	6 Seconds	6 Seconds	6 Seconds	7 Seconds
Call Accepted at 911 Center	108520	107929	116831	118840	120071	117446
Calls Answered at 911 Center	98390	96660	104594	106466	107239	103289
QA/QI Status	QA Initiated	QA Initiated	QA Initiated	QA Initiated	QA Initiated	QA Initiated
Total number of calls scored - EMD	303	156	295	303	305	324
Critical Deviations - Address not Obtained	0/303	0/156	0/156	0/303	0/305	0/324
Critical Deviations - Phone Number not Obtained	0/303	5/156	12/156	5/303	5/305	5/324
Critical Deviations - Chief Complaint	13	11	10	16	22	13
Critical Deviations - Failure to Shunt to correct protocol	0	0	1	2	0	0
Critical Deviations - DLS Links	99	27	46	48	55	91
Critical Deviations - Determinant Level Incorrect	10	3	13	5	7	7
Major Deviations- Address not verified	1/303	0/156	8/295	8/295	6/305	0/324
Major Deviations-Callback number not verified	Not Graded	Not Graded	Not Graded	Not Graded	Not Graded	Not Graded
Case Entry Protocol Compliance Average Score	84.43	85.64	86.09	85.70	84.23	84.35
Chief Complaint Selection Average Score	88.80	91.53	93.39	91.77	90.84	91.87
Key Question Compliance Average Score	88.86	91.07	92.44	91.44	91.06	89.06
Post- Dispatch Instructions Compliance Average Score	90.77	91.42	92.49	90.40	90.19	89.04
Pre- Arrival Instructions Compliance Average Score	87.50 (2 calls)	83.33 (3 calls)	63.64 (6 Calls)	50% (5 Calls)	90% (8 Calls)	100% (1 Call)
Final Coding Accuracy Score	97.69	98.33	95.80	97.49	97.44	98.09
Customer Service	97.96	97.80	97.72	97.83	97.25	97.01
Total Score - Average	90.10	91.57	91.82	91.22	90.75	90.49
Total number of calls scored - EFD	119	50	132	125	157	134
Critical Deviations - Address not Obtained	0/119	0/50	0/132	0/125	0/125	0/134
Critical Deviations - Phone Number not Obtained	0/119	2/50	0/132	0/125	0/125	0/134
Critical Deviations - Chief Complaint	4	1	7	7	7	6
Critical Deviations - Failure to Shunt to correct protocol	3	2	0	1	1	0
Critical Deviations - DLS's, PAI's, or KQ's	0	0	0	0	0	0
Critical Deviations - Determinant Level Incorrect	6	5	8	11	12	5
Major Deviations- Address not verified	Graded	Graded	Graded	Graded	Graded	Graded
Major Deviations-Callback number not verified	Not Graded	Not Graded	Not Graded	Not Graded	Not Graded	Not Graded
Case Entry Protocol Compliance Average Score	98.32	97.80	97.50	98.56	98.85	98.96
Key Question Compliance Average Score	89.82	92.20	93.52	90.41	90.95	89.32
Post- Dispatch Instructions Compliance Average Score	90.21	87.08	90.88	91.01	91.47	89.61
Pre- Arrival Instructions Compliance Average Score	NA	NA	NA	NA	NA	NA
Chief Complaint Selection Score	96.92	98.00	95.80	95.46	96.46	96.21
Final Coding Accuracy Score	95.63	92.00	95.76	93.76	93.89	96.42
Customer Service	97.35	96.70	98.58	98.78	98.73	98.51
Total Score - Average	94.18	93.42	94.55	93.25	93.85	93.97