

Stephanie Rawlings-Blake  
Mayor



Room 250  
City Hall  
Baltimore, MD 21202

**PRIVILEGED AND CONFIDENTIAL  
MEMORANDUM:**

December 18, 2015

**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

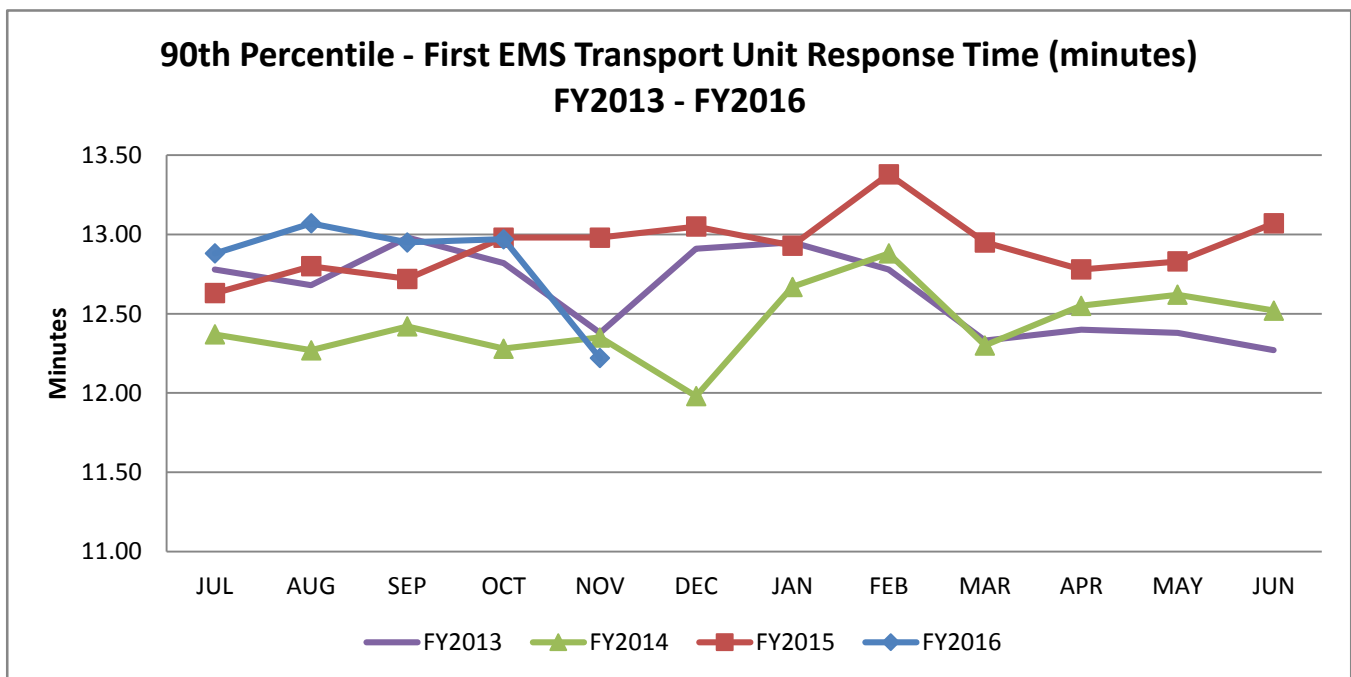


**FROM:** CitiStat Team

**SUBJECT:** FireStat Briefing

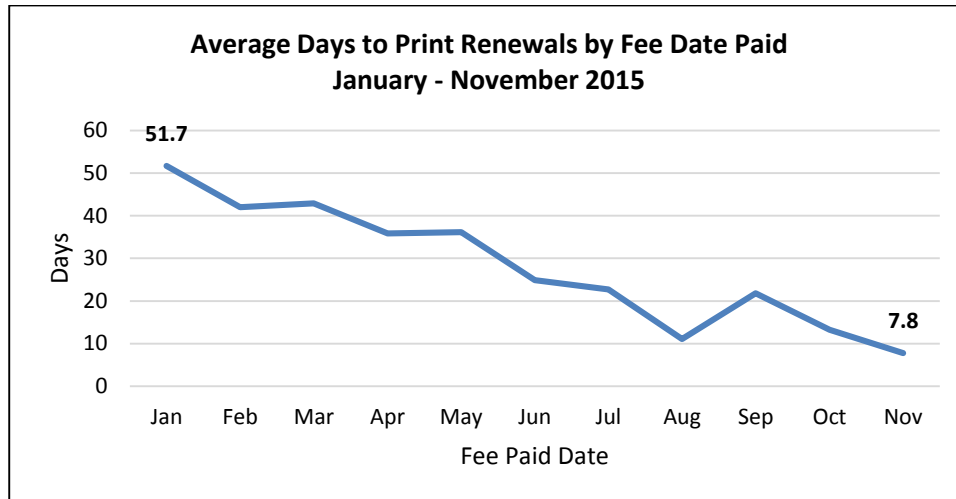
• **Making Progress**

- **EMS Response Times:** The chart below provides a comparison of Emergency Medical Services (EMS) response times over the last 4 years. Response times were high during July through October 2015, but dipped well below previous years in November. In fact, the response time of 12.22 minutes in November is the second lowest monthly average time recorded during the last four fiscal years. Please note, response times are reported in tenths of minutes rather than in seconds. For example, a 12.5 response time equates to 12 minutes and 30 seconds.





- **Lean Event Update:** The Baltimore City Fire Department (BCFD) has implemented a number of recommendations from the lean initiative to improve the permitting process. The following chart shows that prior to the implementation of batch printing of renewal notices in April 2015, it took more than 30 days to process a permit. As of November, renewal permits print in an average of 7.8 days.



- **Needs Improvement**

- **Smoke Alarm Analytics:** One of the main ways BCFD decreases the risk of a home fire is through installation of smoke alarms. Residents of Baltimore City can call 311 to request installation of a smoke alarm and the Fire Department’s goal is to install the alarm within two hours. Improved data collection and analysis strategies related to smoke alarms are needed to ensure the community receives quality fire safety information.

