

Stephanie Rawlings-Blake
Mayor



Room 250
City Hall
Baltimore, MD 21202

**PRIVILEGED AND CONFIDENTIAL
MEMORANDUM:**

March 23, 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

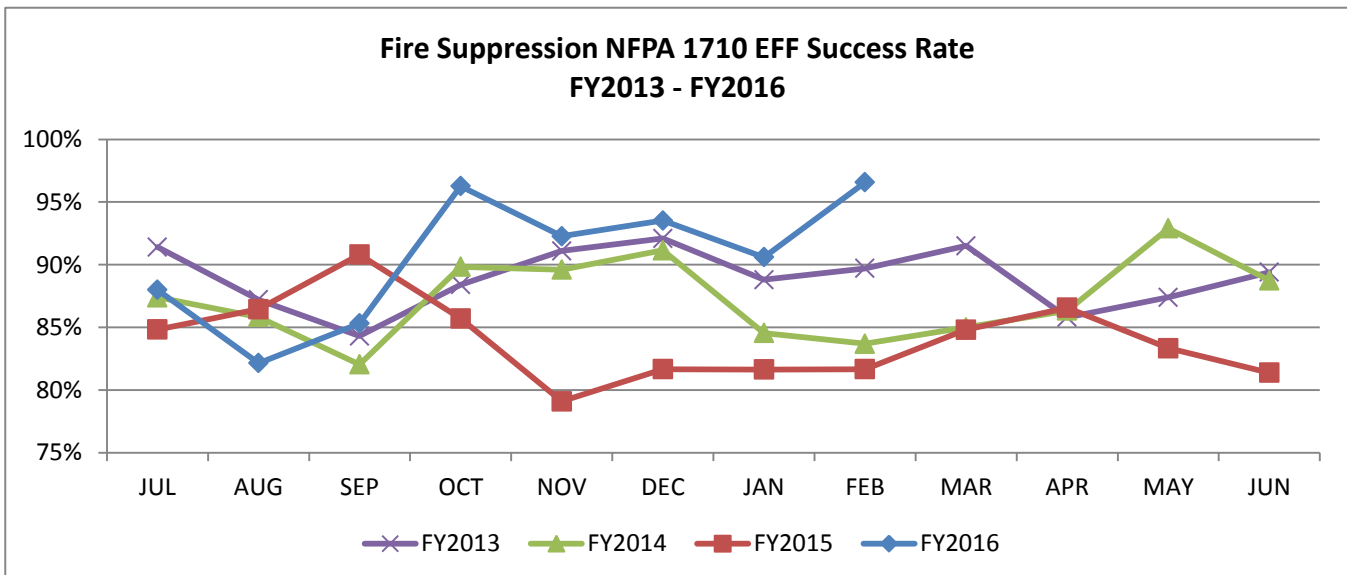


FROM: CitiStat Team

SUBJECT: FireStat Briefing

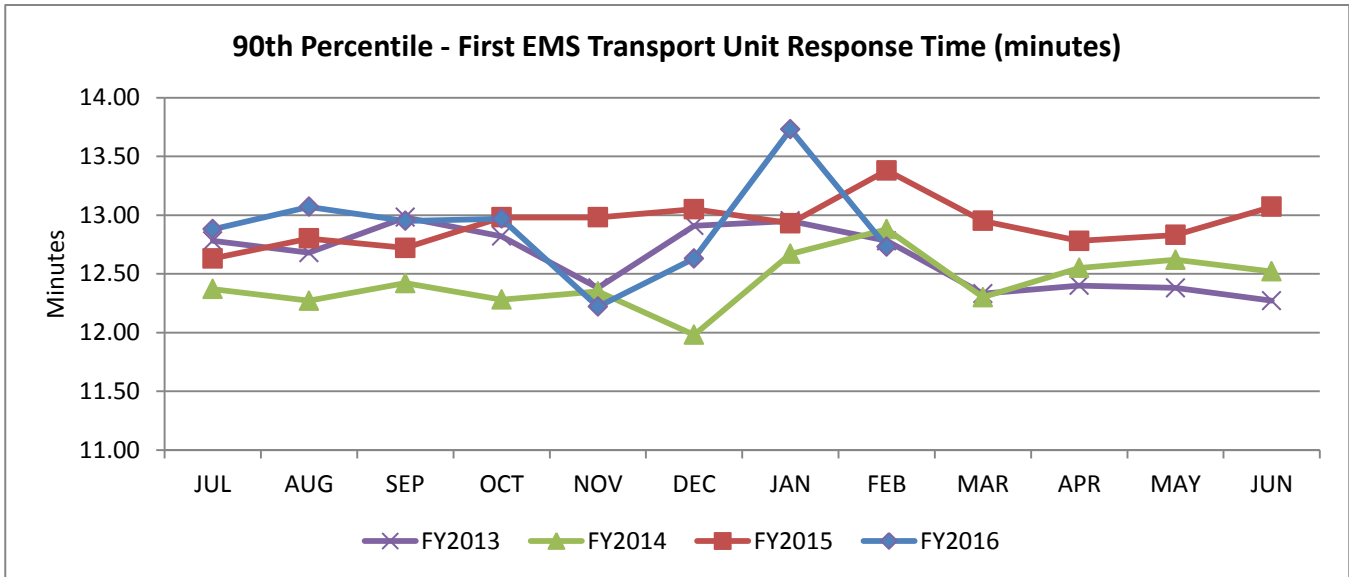
Making Progress

- **Fire Suppression EFF Success Rate.** One of the primary performance measures for the Baltimore City Fire Department (BCFD) is the Effective Firefighting Force (EFF), which measures how successful all apparatuses are in responding to a call within a goal of 90%, meaning all apparatuses respond on time for 90% of all calls. In February, the success rate peaked to the highest level of 96.6%. The chart below displays monthly EFF success rates for recent fiscal years.





- EMS Response Times.** The chart below provides a comparison of Emergency Medical Services (EMS) response times from FY2013 to FY2016. In January, the response time spiked to 13.73 minutes most likely due to Winter Storm Jonas. In February, the response time normalized to 12.73 minutes. 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.



Needs Improvement

- Call Center Audit:** The Fire Department 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. Some measures highlighted in yellow need improvement, mostly among Emergency Medical Dispatch (EMD) calls. A recent upgrade in call taking software should help increase overall accuracy.

Due to technical issues there was no data available for October and November 2015. The figure on the next page tracks audited calls in August, September, and December 2015 as well as January and February 2016.



QC Call Auditing Report						
July, August, September 2015 + January and February 2016						
	2015	2015	2015	2016	2016	2016
	August	September	December	January	February	
	(July Calls)	(August Calls)	(November Calls)	(December Calls)	(January Calls)	
911 Call Audit	Random	Random	Random	Random	Random	
Average Answer Time (seconds)	8 Seconds	8 Seconds	3 Seconds	3 Seconds	3 Seconds	
Call Accepted at 911 Center	131895	127436	107760	101221	92498	
Calls Answered at 911 Center	114716	111565	99363	93810	85794	
QA/QI Status	QA Initiated	QA Initiated	QA Initiated	QA Initiated	QA Initiated	
Total number of calls scored - EMD	264	180	310	350	384	
Critical Deviations - Address not Obtained	0/264	0/180	0/310	0/350	0/384	
Critical Deviations - Phone Number not Obtained	0/264	6/180	5/310	5/350	3/384	
Critical Deviations - Chief Complaint	27	10	19	27	22	
Critical Deviations - Failure to Shunt to correct protocol	2	1	0	0	1	
Critical Deviations - DLS Links	25	18	57	80	81	
Critical Deviations - Determinant Level Incorrect	4	3	14	22	12	
Major Deviations- Address not verified	Not Graded	11/180	14/310	17/350	17/350	
Major Deviations-Callback number not verified	Not Graded	Not Graded	Not Graded	Not Graded	Not Graded	
Case Entry Protocol Compliance Average Score	79.89	80.24	81.65	80.94	83.95	
Chief Complaint Selection Average Score	87.43	90.96	90.35	88.13	88.86	
Key Question Compliance Average Score	87.59	84.51	89.76	87.78	90.36	
Post- Dispatch Instructions Compliance Average Score	94.14	93.94	89.27	88.43	90.08	
Pre- Arrival Instructions Compliance Average Score	55.56	55.71 (4 calls)	62.50 (4 Calls)	75.83 (4 Calls)	78.89 (5 calls)	
Final Coding Accuracy Score	98.03	98.22	96.65	95.94	97.14	
Customer Service	99.32	99.17	95.04	95.61	98.26	
Total Score - Average	89.15	89.27	89.43	88.16	90.02	
Total number of calls scored - EFD	96	72	101	130	145	
Critical Deviations - Address not Obtained	0/96	0/72	0/101	0/130	0/145	
Critical Deviations - Phone Number not Obtained	0/96	3/72	2/101	2/130	1/145	
Critical Deviations - Chief Complaint	0	0	5	5	4	
Critical Deviations - Failure to Shunt to correct protocol	0	0	1	1	2	
Critical Deviations - DLS's, PAI's, or KQ's	0	0	4	5	0	
Critical Deviations - Determinant Level Incorrect	1	1	8	6	4	
Major Deviations- Address not verified	Not Graded	Graded	Graded	Graded	Graded	
Major Deviations-Callback number not verified	Not Graded	Not Graded	Not Graded	Not Graded	Not Graded	
Case Entry Protocol Compliance Average Score	99.06	95.69	87.08	88.12	96.86	
Key Question Compliance Average Score	83.86	79.08	90.55	88.2	89.66	
Post- Dispatch Instructions Compliance Average Score	100	97.14	84.84	74.41	81.54	
Pre- Arrival Instructions Compliance Average Score	NA	NA	NA	NA	NA	
Chief Complaint Selection Score	97.92	98.24	95.04	95.43	96.68	
Final Coding Accuracy Score	98.96	98.61	93.07	92.92	96.55	
Customer Service	100	99.86	98.64	95.72	98.01	
Total Score - Average	95.96	93.75	89.94	87.57	92.14	

NEW PRIORITY DISPATCH Q - TEAM ASSIGNED TO BALTIMORE CITY