

Stephanie Rawlings-Blake
Mayor



Room 250
City Hall
Baltimore, MD 21202

**PRIVILEGED AND CONFIDENTIAL
MEMORANDUM:**

May 25, 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

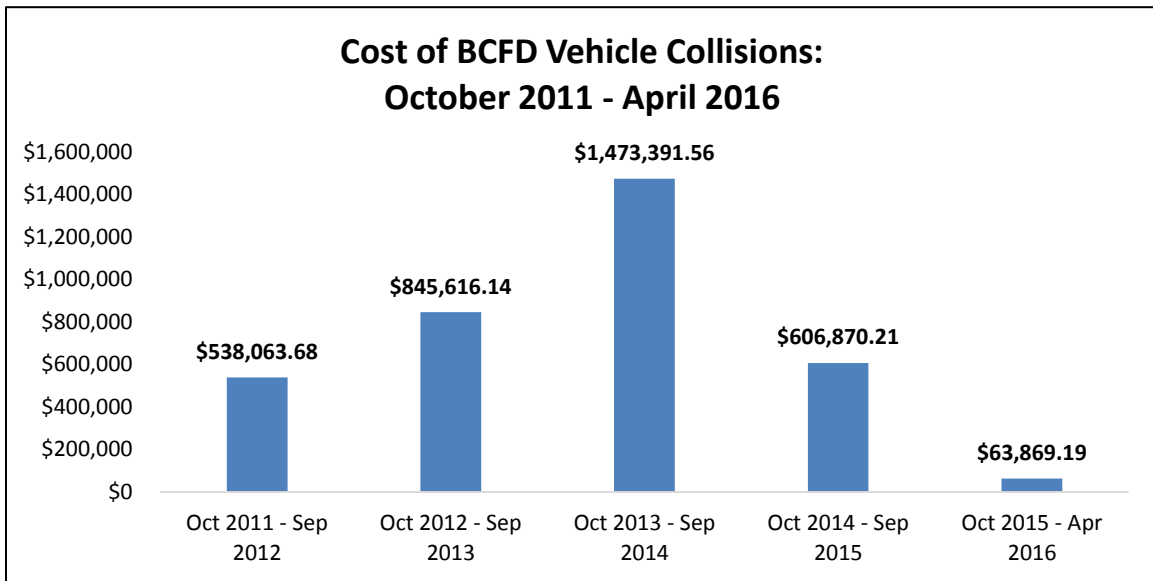


Making Progress

- **EMS Community Outreach.** Emergency Medical Services (EMS) offers hands-only CPR training for citizens at community events. A total of 7,075 people have been trained as of February 2016, meaning EMS has reached and exceeded their FY2016 target of 7,000. The figure below illustrates efforts by month.

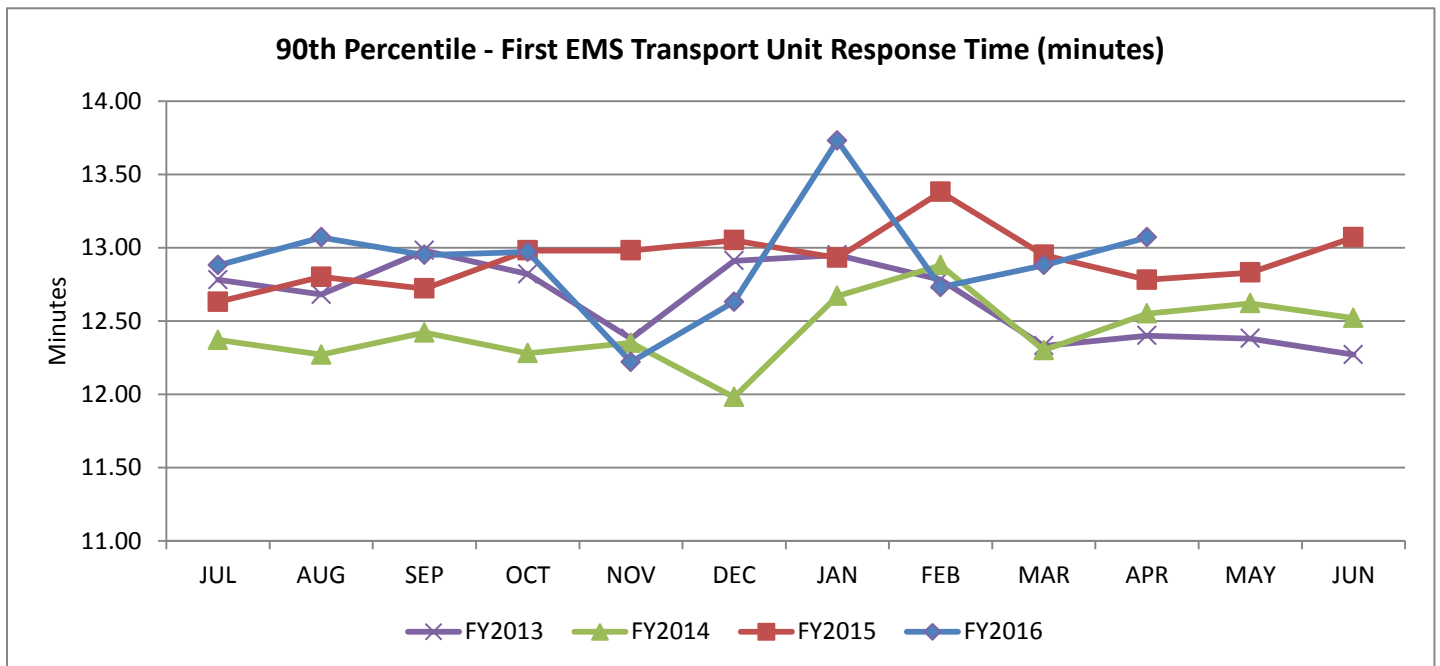
Number of People Taught Hands-Only CPR in FY2016											
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	TOTAL
# of People	1,025	1,806	816	992	888	67	248	352	388	493	7,075
# of Events	17	31	21	13	6	1	4	6	3	1	103

- **Collision Cost Reduction.** In an effort to reduce the amount of motor vehicle accidents and improve the safety of Departmental personnel, the Baltimore City Fire Department (BCFD) installed drive cameras in the bulk of the department's fleet. The installed cameras automatically trigger whenever an unusual amount of force is placed on the vehicle and can be used to recognize risky driving. Another aim of the DriveCam program is to save money long term by decreasing the total costs of departmental vehicle accidents. Total costs are calculated through vehicle repair costs, worker's compensation, third party payouts and cost recovery through subrogation. The table on the following page displays total vehicle accident costs incurred from October 2011 to April 2016. Please note the fifth bar includes 7 months of data.



Needs Improvement

- EMS Response Times.** The chart below provides a comparison of EMS response times from FY2013 to FY2016. In April, the response time increased to 13.07 minutes, which is the highest time for the month of April over the past four (4) fiscal years.





- 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. The figure below tracks audited calls in January, February, March, and April 2016. Please note, the switch to a new call taking software occurred on March 17 and only data after that date is captured in the last column. In April, EFD calls met the minimum scores for accreditation except for Post-Dispatch Instructions. EMD calls fell below the requirements in both Case Entry Protocol Compliance and Chief Complaint Selection, although both scores increased compared to previous months. In addition, a phone number was not obtained in five of the EMD calls.

QC Call Auditing Report January - April 2016				
	2016	2016	2016	2016
	January	February	March	April
	(December Calls)	(January Calls)	(February Calls)	(March Calls)
911 Call Audit	Random	Random	Random	Random
Average Answer Time (seconds)	3 Seconds	3 Seconds	5 Seconds	5 Seconds
Call Accepted at 911 Call Center	101221	92498	108520	107929
Calls Answered at 911 Call Center	93810	85794	98390	96660
QA/QI Status	QA Initiated	QA Initiated	QA Initiated	QA Initiated
Total number of calls scored - EMD	350	384	303	156
Critical Deviations - Address not Obtained	0/350	0/384	0/303	0/156
Critical Deviations - Phone Number not Obtained	5/350	3/384	0/303	5/156
Critical Deviations - Chief Complaint	27	22	13	11
Critical Deviations - Failure to Shunt to correct protocol	0	1	0	0
Critical Deviations - DLS Links	80	81	99	27
Critical Deviations - Determinant Level Incorrect	22	12	10	3
Major Deviations- Address not verified	17/350	17/350	1/303	0/156
Major Deviations-Callback number not verified	Not Graded	Not Graded	Not Graded	Not Graded
Case Entry Protocol Compliance Average Score	80.94	83.95	84.43	85.64
Chief Complaint Selection Average Score	88.13	88.86	88.80	91.53
Key Question Compliance Average Score	87.78	90.36	88.86	91.07
Post-Dispatch Instructions Compliance Average Score	88.43	90.08	90.77	91.42
Pre-Arrival Instructions Compliance Average Score	75.83 (4 Calls)	78.89 (5 calls)	87.50 (2 calls)	83.33 (3 calls)
Final Coding Accuracy Score	95.94	97.14	97.69	98.33
Customer Service	95.61	98.26	97.96	97.80
Total Score - Average	88.16	90.02	90.10	91.57
Total number of calls scored - EFD	130	145	119	50
Critical Deviations - Address not Obtained	0/130	0/145	0/119	0/50
Critical Deviations - Phone Number not Obtained	2/130	1/145	0/119	2/50
Critical Deviations - Chief Complaint	5	4	4	1
Critical Deviations - Failure to Shunt to correct protocol	1	2	3	2
Critical Deviations - DLS's, PAI's, or KQ's	5	0	0	0
Critical Deviations - Determinant Level Incorrect	6	4	6	5
Major Deviations- Address not verified	Graded	Graded	Graded	Graded
Major Deviations-Callback number not verified	Not Graded	Not Graded	Not Graded	Not Graded
Case Entry Protocol Compliance Average Score	88.12	96.86	98.32	97.80
Key Question Compliance Average Score	88.20	89.66	89.82	92.20
Post-Dispatch Instructions Compliance Average Score	74.41	81.54	90.21	87.08
Pre-Arrival Instructions Compliance Average Score	NA	NA	NA	NA
Chief Complaint Selection Score	95.43	96.68	96.92	98.00
Final Coding Accuracy Score	92.92	96.55	95.63	92.00
Customer Service	95.72	98.01	97.35	96.70
Total Score - Average	87.57	92.14	94.18	93.42