

Room 250 City Hall Baltimore, MD 21202

PRIVILEGED AND CONFIDENTIAL M E M O R A N D U M:

July 27, 2016

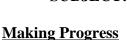
TO: The Honorable Mayor Stephanie Rawlings-Blake

Kaliope 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



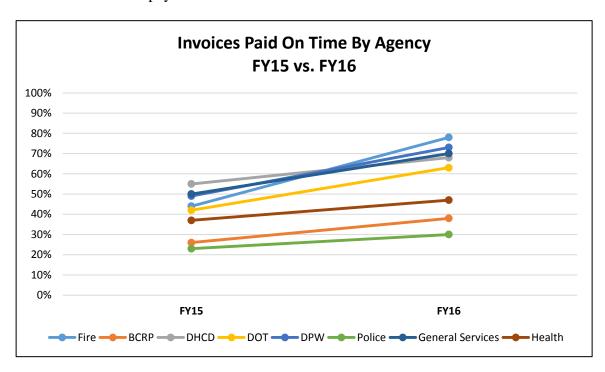
• EMS Community Outreach. Emergency Medical Services (EMS) offers Hands Only CPR training for citizens at community events. Two events were held in June, bringing the FY16 total number of people trained to 7,153, meaning EMS has reached and exceeded their FY16 target of 7,000. Additionally, 105 events were held over the fiscal year which is an average of 68 people trained per event. The figures below illustrate efforts by month for FY16 and FY17 as of July 18, 2016.

Number of People Taught Hands Only CPR in FY2016													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL
# of People	1,025	1,806	816	992	888	67	248	352	388	493	0	78	7,153
# of Events	17	31	21	13	6	1	4	6	3	1	0	2	105

Number of People Taught Hands Only CPR in FY2017 (as of Jul 18)													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL
# of People	1,119												1,119
# of Events	10												10

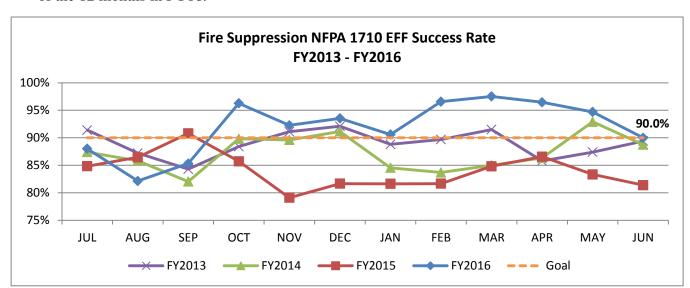


• **Prompt Payment.** The City has been working to ensure vendor invoices are paid on time (30 days or less), as prompt payment of vendors promotes competition for City contracts and is vital for small businesses who rely on timely payments in order to stay fiscally solvent. Below is a chart displaying the percent of invoices paid on time for FY16. BCFD has consistently lead City government performance in on time payment of invoices.



Needs Improvement

• **Fire Suppression EFF Success Rate.** One of the primary performance measures for 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 declined in the last 3 months of the Fiscal Year. However, the EFF rate remained at or above 90% for 9 of the 12 months in FY16.





• 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 through June 2016. In June, EFD calls met the minimum scores for accreditation, but again EMD calls fell below the requirements in both Case Entry Protocol Compliance and Chief Complaint Selection.

QC Call Auditing Report										
January - June 2016										
	2016	2016	2016	2016	2016	2016				
	January	February	March	April	May	June				
	December Calls	(January Calls)	(February Calls)	(March Calls)	(April/May)	(May Calls)				
911 Call Audit	Random	Random	Random	Random	Random	Random				
Average Answer Time (seconds)	3 Seconds	3 Seconds	5 Seconds	5 Seconds	6 Seconds	6 Seconds				
Call Accepted at 911 Center	101221	92498	108520	107929	116831	118840				
Calls Answered at 911 Center	93810	85794	98390	96660	104594	106466				
QA/QI Status	QA Initiated	QA Initiated	QA Initiated	QA Initiated	QA Initiated	QA Initiated				
Total number of calls scored - EMD	350	384	303	156	295	303				
Critical Deviations - Address not Obtained	0/350	0/384	0/303	0/156	0/156	0/303				
Critical Deviations - Phone Number not Obtained	5/350	3/384	0/303	5/156	12/156	5/303				
Critical Deviations - Chief Complaint	27	22	13	11	10	16				
Critical Deviations - Failure to Shunt to correct proto	0	1	0	0	1	2				
Critical Deviations - DLS Links	80	81	99	27	46	48				
Critical Deviations - Determinant Level Incorrect	22	12	10	3	13	5				
Major Deviations- Address not verified	17/350	17/350	1/303	0/156	8/295	8/295				
Major Deviations-Callback number not verified	Not Graded	Not Graded	Not Graded	Not Graded	Not Graded	Not Graded				
Case Entry Protocol Compliance Average Score	80.94	83.95	84.43	85.64	86.09	85.7				
Chief Complaint Selection Average Score	88.13	88.86	88.8	91.53	93.39	91.77				
Key Question Compliance Average Score	87.78	90.36	88.86	91.07	92.44	91.44				
Post- Dispatch Instructions Compliance Average So	88.43	90.08	90.77	91.42	92.49	90.4				
Pre- Arrival Instructions Compliance Average Score	75.83 (4 Calls)	78.89 (5 calls)	87.50 (2 calls)	83.33 (3 calls)	63.64 (6 Calls)	50% (5 Calls)				
Final Coding Accuracy Score	95.94	97.14	97.69	98.33	95.8	97.49				
Customer Service	95.61	98.26	97.96	97.8	97.72	97.83				
Total Score - Average	88.16	90.02	90.1	91.57	91.82	91.22				
Total number of calls scored - EFD	130	145	119	50	132	125				
Critical Deviations - Address not Obtained	0/130	0/145	0/119	0/50	0/132	0/125				
Critical Deviations - Phone Number not Obtained	2/130	1/145	0/119	2/50	0/132	0/125				
Critical Deviations - Chief Complaint	5	4	4	1	7	7				
Critical Deviations - Failure to Shunt to correct proto		2	3	2	0	1				
Critical Deviations - DLS's, PAI's, or KQ's	5	0	0	0	0	0				
Critical Deviations - Determinant Level Incorrect	6	4	6	5	8	11				
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	88.12	96.86	98.32	97.80	97.50	98.56				
Key Question Compliance Average Score	88.20	89.66	89.82	92.20	93.52	90.41				
Post- Dispatch Instructions Compliance Average Sc		81.54	90.21	87.08	90.88	91.01				
Pre- Arrival Instructions Compliance Average Score	NA	NA	NA	NA	NA	NA				
Chief Complaint Selection Score	95.43	96.68	96.92	98.00	95.80	95.46				
Final Coding Accuracy Score	92.92	96.55	95.63	92.00	95.76	93.76				
Customer Service	95.72	98.01	97.35	96.70	98.58	98.78				
Total Score - Average	87.57	92.14	94.18	93.42	94.55	93.25				