

Stephanie Rawlings-Blake
Mayor



Room 250
City Hall
Baltimore, MD 21202

**PRIVILEGED AND CONFIDENTIAL
MEMORANDUM:**

April 27, 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

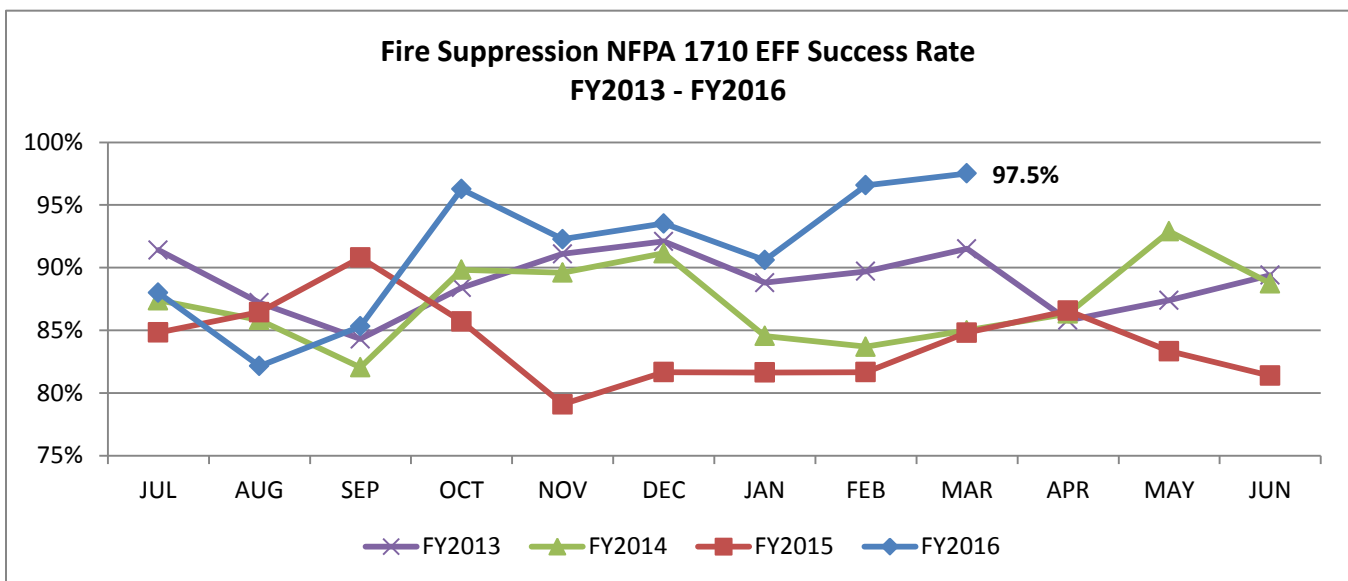


FROM: CitiStat Team

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. Both the First Engine and Three Engines passed with a 100% rate. The chart below displays monthly EFF success rates by fiscal year. For a second consecutive month, BCFD reached its highest success rate since the beginning of FY13, climbing from 96.6% to 97.5%.





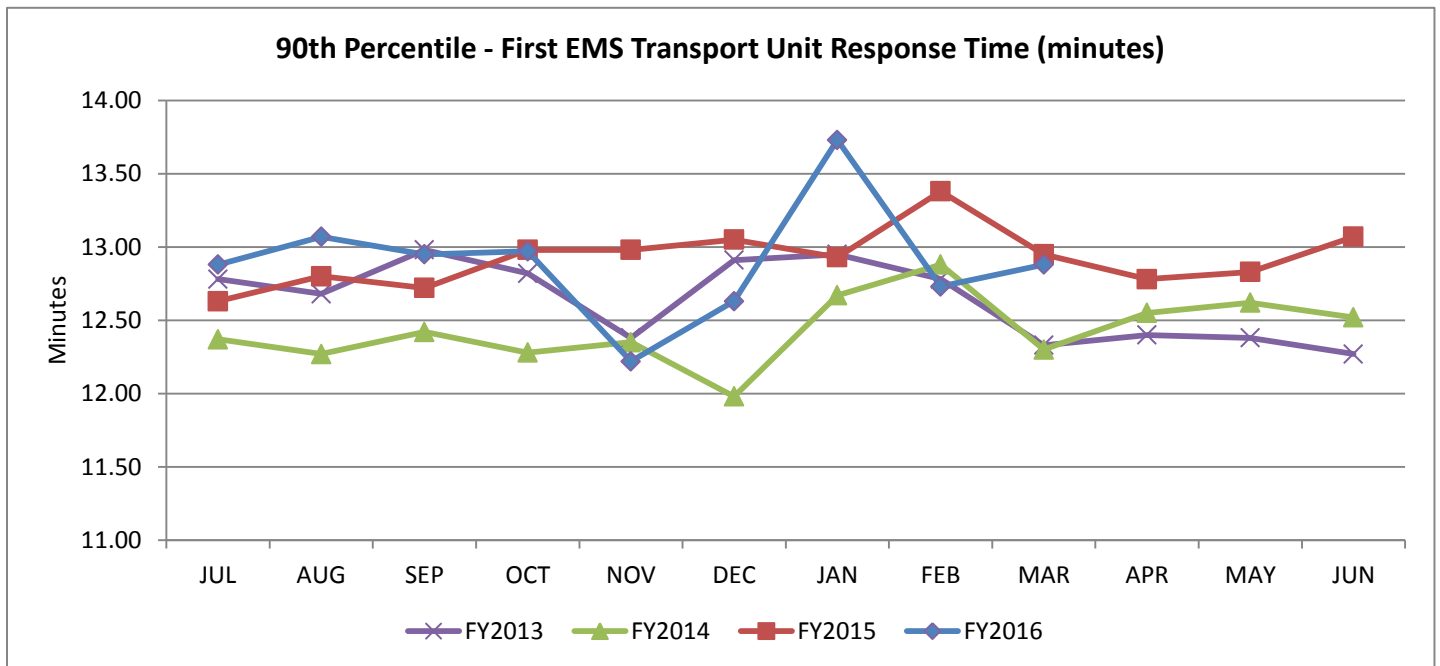
- Prompt Payment.** The City has been working to ensure vendor invoices are paid on time (30 days or less), as prompt payment of vendors promotes competition for City contracts and is vital for small businesses who rely on timely payments in order to stay fiscally solvent. From April 2, 2016 through April 26, 2016, BCFD has paid invoices 92% on time with an average of 31 days for payment.

Agency	Total Invoices Paid	# Paid On Time	% Paid on Time	Average Days (weighted)
Fire	196	178	91%	31

Needs Improvement

- EMS Response Times.** The chart below provides a comparison of Emergency Medical Services (EMS) response times from FY2013 to FY2016. In March, the response time increased to 12.88 minutes, slightly lower than this same time in FY2015. BCFD reported that modest increases in response times are being driven by increased call volumes in FY16.

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.





- 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 December 2015 and January, February, and March 2016. In March, EFD calls met the minimum scores for accreditation, but fell below the requirements in a few categories highlighted in yellow for EMD calls.

It should be noted that total call scores have seen incremental improvement on both the EMD and EFD sides over the past two (2) months. A recent upgrade in call taking software should help increase overall accuracy moving forward into the summer.

QC Call Auditing Report				
December 2015 and January, February, and March 2016				
	2015	2016	2016	2016
	December	January	February	March
	(November Calls)	(December Calls)	(January Calls)	(February Calls)
911 Call Audit	Random	Random	Random	Random
Average Answer Time (seconds)	3 Seconds	3 Seconds	3 Seconds	5 Seconds
Call Accepted at 911 Call Center	107760	101221	92498	108520
Calls Answered at 911 Call Center	99363	93810	85794	98390
QA/QI Status	QA Initiated	QA Initiated	QA Initiated	QA Initiated
Total number of calls scored - EMD	310	350	384	303
Critical Deviations - Address not Obtained	0/310	0/350	0/384	0/303
Critical Deviations - Phone Number not Obtained	5/310	5/350	3/384	0/303
Critical Deviations - Chief Complaint	19	27	22	13
Critical Deviations - Failure to Shunt to correct protocol	0	0	1	0
Critical Deviations - DLS Links	57	80	81	99
Critical Deviations - Determinant Level Incorrect	14	22	12	10
Major Deviations- Address not verified	14/310	17/350	17/350	1/303
Major Deviations-Callback number not verified	Not Graded	Not Graded	Not Graded	Not Graded
Case Entry Protocol Compliance Average Score	81.65	80.94	83.95	84.43
Chief Complaint Selection Average Score	90.35	88.13	88.86	88.80
Key Question Compliance Average Score	89.76	87.78	90.36	88.86
Post- Dispatch Instructions Compliance Average Score	89.27	88.43	90.08	90.77
Pre- Arrival Instructions Compliance Average Score	62.50 (4 Calls)	75.83 (4 Calls)	78.89 (5 calls)	87.50 (2 calls)
Final Coding Accuracy Score	96.65	95.94	97.14	97.69
Customer Service	95.04	95.61	98.26	97.96
Total Score - Average	89.43	88.16	90.02	90.10
Total number of calls scored - EFD	101	130	145	119
Critical Deviations - Address not Obtained	0/101	0/130	0/145	0/119
Critical Deviations - Phone Number not Obtained	2/101	2/130	1/145	0/119
Critical Deviations - Chief Complaint	5	5	4	4
Critical Deviations - Failure to Shunt to correct protocol	1	1	2	3
Critical Deviations - DLS's, PAI's, or KQ's	4	5	0	0
Critical Deviations - Determinant Level Incorrect	8	6	4	6
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	87.08	88.12	96.86	98.32
Key Question Compliance Average Score	90.55	88.20	89.66	89.82
Post- Dispatch Instructions Compliance Average Score	84.84	74.41	81.54	90.21
Pre- Arrival Instructions Compliance Average Score	NA	NA	NA	NA
Chief Complaint Selection Score	95.04	95.43	96.68	96.92
Final Coding Accuracy Score	93.07	92.92	96.55	95.63
Customer Service	98.64	95.72	98.01	97.35
Total Score - Average	89.94	87.57	92.14	94.18