

**Stephanie Rawlings-Blake**  
Mayor



Room 250  
City Hall  
Baltimore, MD 21202

**PRIVILEGED AND CONFIDENTIAL  
MEMORANDUM:**

June 29, 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

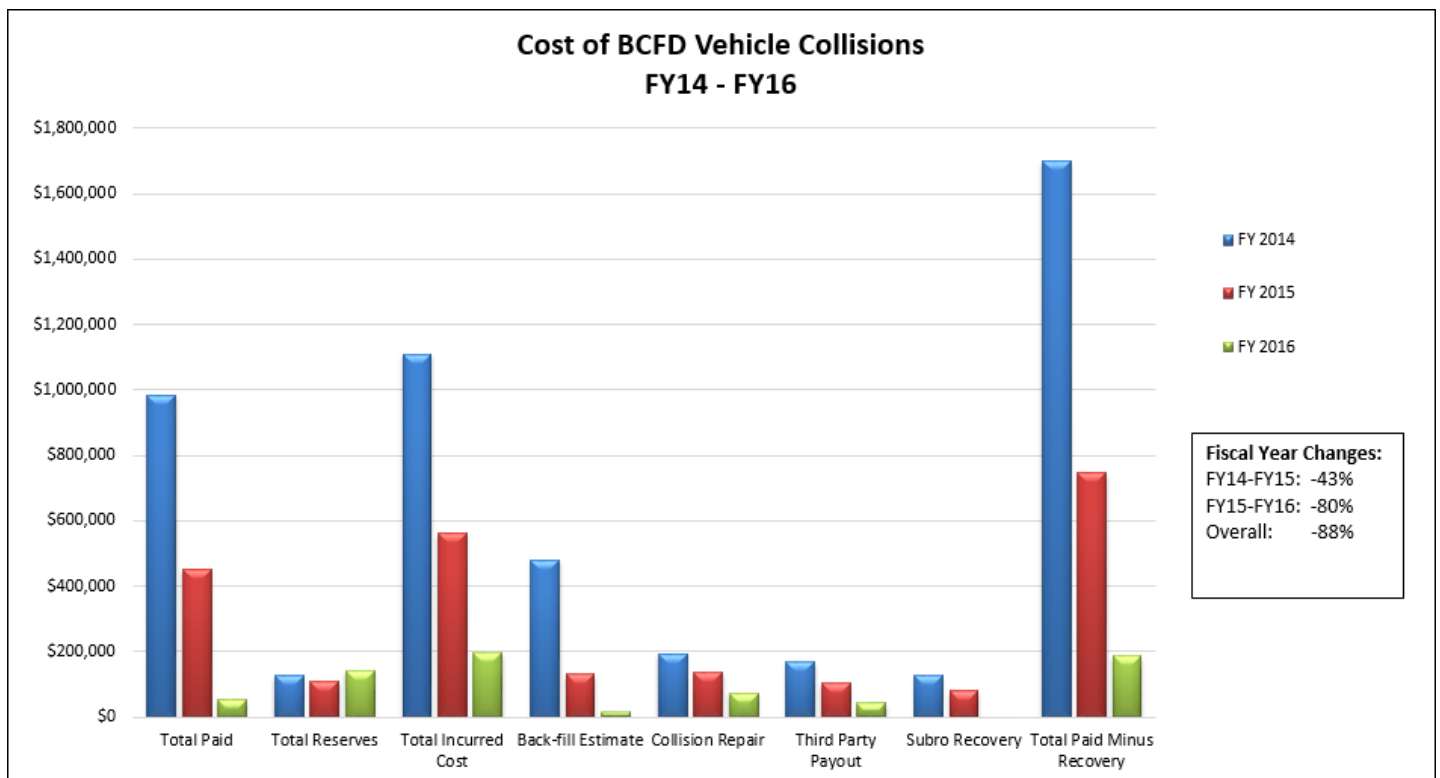


**FROM:** CitiStat Team

**SUBJECT:** FireStat Briefing

**Making Progress**

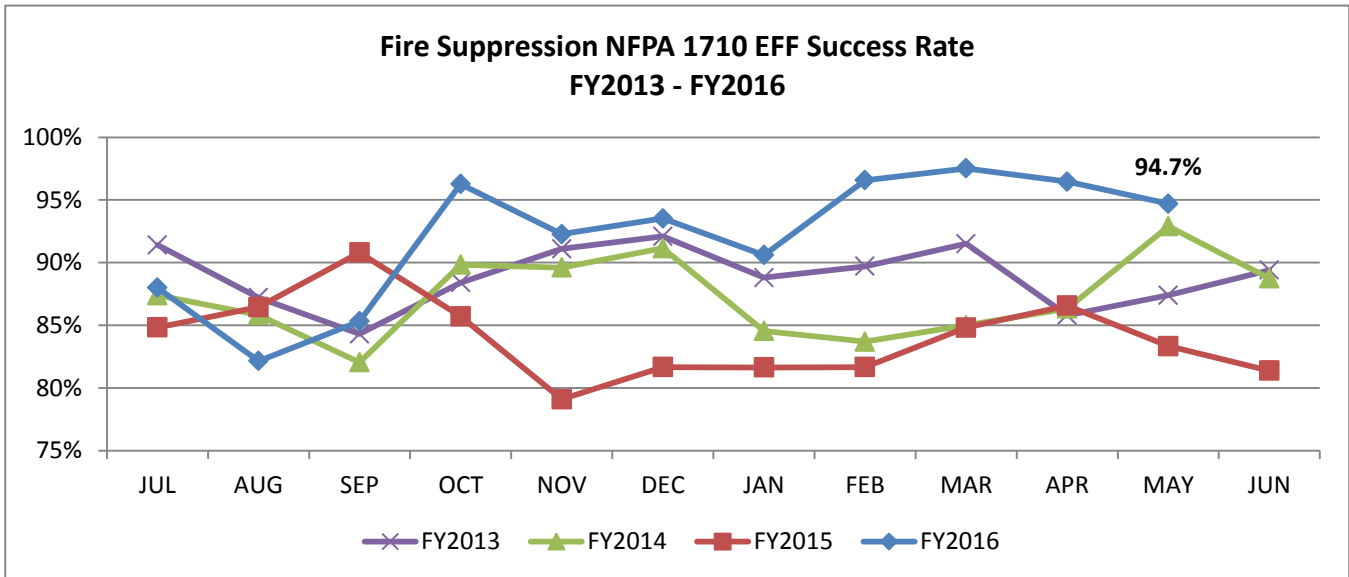
- **Collision Cost Reduction.** In an effort to reduce the amount of motor vehicle accidents and improve the safety of Departmental personnel, the Baltimore City Fire Department (BCFD) installed drive cameras in the bulk of the department's fleet. The installed cameras automatically trigger whenever 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 following table displays the large decreases for vehicle accident costs incurred from FY2014 to FY2016.





**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 a goal of 90%, meaning all apparatuses respond on time for 90% of all calls. As shown in the chart below, the EFF success rate in May was 94.7%, a decrease from the past 3 months. Additionally, only the First Truck passed with a 100% rate.





- 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 May 2016. In May, 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, although both scores increased compared to previous months. In addition, a phone number was not obtained in 12 of the EMD calls and 13 determinant levels were incorrect.

QC Call Auditing Report					
January 2016 - May 2016					
	2016	2016	2016	2016	2016
	January	February	March	April	May
	(December Calls)	(January Calls)	(February Calls)	(March Calls)	(April/May)
911 Call Audit	Random	Random	Random	Random	Random
Average Answer Time (seconds)	3 Seconds	3 Seconds	5 Seconds	5 Seconds	6 Seconds
Call Accepted at 911 Center	101221	92498	108520	107929	116831
Calls Answered at 911 Center	93810	85794	98390	96660	104594
QA/QI Status	QA Initiated	QA Initiated	QA Initiated	QA Initiated	QA Initiated
<b>Total number of calls scored - EMD</b>	350	384	303	156	295
Critical Deviations - Address not Obtained	0/350	0/384	0/303	0/156	0/156
Critical Deviations - Phone Number not Obtained	5/350	3/384	0/303	5/156	12/156
Critical Deviations - Chief Complaint	27	22	13	11	10
Critical Deviations - Failure to Shunt to correct protocol	0	1	0	0	1
Critical Deviations - DLS Links	80	81	99	27	46
Critical Deviations - Determinant Level Incorrect	22	12	10	3	13
Major Deviations-Address not verified	17/350	17/350	1/303	0/156	8/295
Major Deviations-Callback number not verified	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
Chief Complaint Selection Average Score	88.13	88.86	88.80	91.53	93.39
Key Question Compliance Average Score	87.78	90.36	88.86	91.07	92.44
Post- Dispatch Instructions Compliance Average Score	88.43	90.08	90.77	91.42	92.49
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)
Final Coding Accuracy Score	95.94	97.14	97.69	98.33	95.80
Customer Service	95.61	98.26	97.96	97.80	97.72
<b>Total Score - Average</b>	88.16	90.02	90.10	91.57	91.82
<b>Total number of calls scored - EFD</b>	130	145	119	50	132
Critical Deviations - Address not Obtained	0/130	0/145	0/119	0/50	0/132
Critical Deviations - Phone Number not Obtained	2/130	1/145	0/119	2/50	0/132
Critical Deviations - Chief Complaint	5	4	4	1	7
Critical Deviations - Failure to Shunt to correct protocol	1	2	3	2	0
Critical Deviations - DLS's, PAI's, or KQ's	5	0	0	0	0
Critical Deviations - Determinant Level Incorrect	6	4	6	5	8
Major Deviations-Address not verified	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	88.12	96.86	98.32	97.80	97.50
Key Question Compliance Average Score	88.20	89.66	89.82	92.20	93.52
Post- Dispatch Instructions Compliance Average Score	74.41	81.54	90.21	87.08	90.88
Pre- Arrival Instructions Compliance Average Score	NA	NA	NA	NA	NA
Chief Complaint Selection Score	95.43	96.68	96.92	98.00	95.80
Final Coding Accuracy Score	92.92	96.55	95.63	92.00	95.76
Customer Service	95.72	98.01	97.35	96.70	98.58
<b>Total Score - Average</b>	87.57	92.14	94.18	93.42	94.55