



## **BALTIMORE CITY COUNCIL PUBLIC SAFETY COMMITTEE**

### ***Mission Statement***

*On behalf of the Citizens of Baltimore City, the Public Safety Committee will be responsible for matters concerning public safety, including, but not limited to; emergency preparedness, police services, fire/EMS, & their administrative functions.*

**The Honorable Mark Conway  
Chair**

### **PUBLIC HEARING**

**Tuesday, May 6, 2025  
12:00 PM**

**CLARENCE "DU" BURNS COUNCIL CHAMBERS**

**LO25-0006**

***Legislative Oversight – Baltimore City Fire  
Department & Emergency Medical Services  
Operations & Oversight***

## CITY COUNCIL COMMITTEES

### **BUDGET AND APPROPRIATIONS (BA)**

Danielle McCray - Chair  
Isaac "Yitzy" Schleifer – Vice Chair  
Sharon Green Middleton  
Paris Gray  
Antonio Glover  
*Staff: Marguerite Currin (443-984-3485)*

### **PUBLIC SAFETY (PS)**

Mark Conway - Chair  
Zac Blanchard – Vice Chair  
Danielle McCray  
Isaac "Yitzy" Schleifer  
Paris Gray  
Phylicia Porter  
Antonio Glover  
*Staff: Anthony Leva (410-396-1091)*

### **HOUSING AND ECONOMIC DEVELOPMENT (HCD)**

James Torrence – Chair  
Odette Ramos – Vice Chair  
Zac Blanchard  
Jermaine Jones  
Danielle McCray  
Antonio Glover  
*Staff: Anthony Leva (410-396-1091)*

### **PUBLIC HEALTH AND ENVIRONMENT (PHE)**

Phylicia Porter - Chair  
Mark Conway - Vice Chair  
Mark Parker  
Ryan Dorsey  
James Torrence  
John Bullock  
Odette Ramos  
*Staff: Deontre Hayes (410-396-1260)*

### **LABOR AND WORKFORCE (LW)**

Jermaine Jones – Chair  
James Torrence – Vice Chair  
Danielle McCray  
Ryan Dorsey  
Phylicia Porter  
*Staff: Deontre Hayes (410-396-1260)*

### **LAND USE AND TRANSPORTATION**

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Mark Parker  
Paris Gray  
John Bullock  
Phylicia Porter  
Zac Blanchard  
*Staff: Anthony Leva (410-396-1091)*

### **EDUCATION, YOUTH AND OLDER ADULT (EYOA)**

John Bullock – Chair  
Mark Parker – Vice Chair  
Sharon Green Middleton  
James Torrence  
Zac Blanchard  
Jermaine Jones  
Odette Ramos  
*Staff: Deontre Hayes (410-396-1260)*

### **LEGISLATIVE INVESTIGATIONS (LI)**

Isaac "Yitzy" Schleifer - Chair  
Antonio Glover – Vice Chair  
Ryan Dorsey  
Sharon Green Middleton  
Paris Gray  
*Staff: Marguerite Currin (443-984-3485)*



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## LEGISLATIVE OVERSIGHT

Committee: Public Safety

LO25-0006

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### Legislative Oversight – Baltimore City Fire Department & Emergency Medical Services Operations & Oversight

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#### Purpose:

For the purpose of inviting representatives from the Fire Department, Office of Emergency Management, 911 call center, and Emergency Medical Services (EMS) to discuss their operations, apparatus, equipment, hiring, training, and safety.

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#### **REPORTING AGENCIES**

Baltimore City Fire Department

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#### **BACKGROUND**

##### **Apparatus on order**

Since the last oversight hearing in February 2025, BCFD has taken possession of:

- 2 Fire Trucks
- 4 Engines
- 5 Medic Units (ambulances)

BCFD in their presentation also noted that there are difficulties in maintaining apparatus due to constraints on parts and skilled labor. Costs are up since 2019 on apparatus, but for year the year-over-year (2024-2025) cost on:

- Trucks have gone up from \$199,000 to \$230,000 (approx. 13%)
- Engines have plateaued at \$998,000
- Medic Units have decreased from \$450,000 to \$387,000 (approx. 16%)

##### **911 Call Center**

- 14 new hires in 911 since February 2025 (dept is fully staffed)
- Over 227K calls received in FY25 Q3

- 92% of calls answered in 15 seconds in FY 25 Q3
- Recognized as Emergency Communications Center of the Year by OnStar during Telecommunications Week
- Hosted Federal Communications Commission (FCC) for site visit

### **Operations**

In its presentation, BCFD has noted

- The three districts with the biggest suppression need have been 9, 11, & 12 which has been consistent for the entire fiscal year. These were also the three districts with the greatest need in FY 24 Q3
- Response time is well under NFPA standard of 4 minutes (3 minutes in Q3 FY 25)
- There has been an increase in fires between FY 24 Q3 & FY 25 Q3 notably in
  - Vacant Code X
    - As of 3/31/25 there are 5,300 code x structures in the city with 456 new ones in FY25 Q3
    - 40 code x have been razed in Q3 & 137 returned to use (215 razed & 156 returned to use in Q1 FY25)
  - Vacant
  - Structures classified as other

Structure Status	FY24 Q3	FY25 Q3
Vacant - Code X	8	14
Occupied	92	89
Other	20	40
Unoccupied	12	12
Vacant	40	48
<b>Grand Total</b>	<b>172</b>	<b>203</b>

### **EMS Service**

In Q3 of FY25 there were:

- Over 34K incidents with
  - 61k total responses
  - 754 overdose responses (compared to 1052 in Q1 )

Downtown/Seton Hill has continued to be one of the areas of the City with the heaviest need for EMS response, though the number of calls is down from Q1. Offload time for ambulances continues to be an issue, with the median & 90<sup>th</sup> percentile offload times increasing from Q3



of FY 24 from 41 minutes to 46 minutes in FY 25 Q3 & the 30-day rolling average increasing from 16 minutes in FY 24 Q3 to 19 minutes in FY 25 Q3.

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### **ADDITIONAL INFORMATION**

#### **Fiscal Note:**

In the preliminary FY 26 budget, BCFD is recommended to have increases in almost all of its services, but with notable cuts to:

- Emergency Management decrease of- \$179,238 from \$2,939,794 FY 25 budget (approx. 6%)
- Fire & Community Outreach decrease of - \$13,856 from \$425,359 FY 25 Budget (approx. 3%)

Federal & State monies to the department are projected to have a substantial increase. Over 2 million additional federal dollars and 1.8 million in additional state dollars are expected in FY26, with a decrease in what has been noted as special funding from a high of \$71,618,259 to \$14,898,251.

Overall, the BCFD budget is projected to increase to nearly 35 million dollars from FY25 (approx. 10%). Notes from the preliminary budget include:

- Allocating \$5.2 million for the Opioid Restitution Fund for contracted EMS Services, 911 Nurse Triage, and Population Health.
- Eliminating the EMS Special Fund and transferring all EMS costs to the General Fund. Moving forward, all EMS revenue will be recorded as General Fund revenue. In Fiscal 2026, the City estimates receiving \$75 million in EMS revenue.
- Allocating \$500,000 to create additional positions within Fire Code Enforcement to improve turnaround time for permit review.

#### **Information Source(s):**

- **BCFD presentation for October 2024 hearing (presentation in Additional Materials)**
  - **BCFD budget information (FY26 preliminary budget) included in the hearing packet.**
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Analysis by: Tony Leva      Direct Inquiries to: 410-396-1091  
Analysis Date: May 5, 2025

# **Baltimore City Council**



## **Public Safety Committee**

**LO25-0006**

**Legislative Oversight – Baltimore City Fire  
Department & Emergency Medical  
Services Operations & Oversight**

# **Additional Materials**

## Fire

The Baltimore City Fire Department (BCFD), established by the City Charter, is dedicated to fire prevention, suppression, and emergency medical services, all delivered with professionalism and compassion. BCFD employs innovative strategies in fire safety, community outreach, public education, and other services. While emergency response is the primary focus, increased prevention efforts—such as residential fire safety training, the Mobile Safety Center, the Youth Fire and Life Safety Program, early childhood education, and free smoke detector programs—have significantly reduced fire incidents and related injuries.

### Recommended Budget

Fund Name	Fiscal 2025 Budget		Fiscal 2026 Budget	
	Dollars	Positions	Dollars	Positions
General	251,619,336	1,685	339,370,425	1,679
Federal	2,645,002	9	4,788,995	8
State	1,352,944	0	3,174,895	0
Special	71,618,259	85	14,898,251	92
<b>Total</b>	<b>327,235,541</b>	<b>1,779</b>	<b>362,232,566</b>	<b>1,779</b>

### Service Changes

Service	Budget	
	Fiscal 2025	Fiscal 2026
600: Administration - Fire	12,252,493	13,971,691
602: Fire Suppression and Emergency Rescue	188,053,804	209,120,381
608: Emergency Management	2,939,794	2,760,556
609: Emergency Medical Services	65,836,397	72,098,856
610: Fire and Emergency Community Outreach	425,359	411,503
611: Fire Code Enforcement	5,949,638	7,170,301
612: Fire Investigation	831,871	992,260
613: Fire Facilities Maintenance and Replacement	25,865,731	29,416,304
614: Fire Communications and Dispatch	19,939,700	20,763,085
615: Fire Training and Education	5,140,754	5,527,629
<b>Total</b>	<b>327,235,541</b>	<b>362,232,566</b>

The Fiscal 2026 Preliminary Budget reflects:

- Allocating \$5.2 million for the Opioid Restitution Fund for contracted EMS Services, 911 Nurse Triage, and Population Health.
- Eliminating the EMS Special Fund and transferring all EMS costs to the General Fund. Moving forward, all EMS revenue will be recorded as General Fund revenue. In Fiscal 2026 the City estimates receiving \$75 million in EMS revenue.
- Allocating \$500,000 to create additional positions within Fire Code Enforcement to improve turnaround time for permit review.

# **Baltimore City Council**



## **Land Use & Transportation Committee**

**LO25-0006**

**Legislative Oversight – Baltimore City Fire  
Department & Emergency Services  
Operations & Oversight**

## **Agency Reports**



# **FIRE DEPARTMENT QUARTERLY COUNCIL BRIEFING**

FY25 Q3 Jan 1-Mar 31



**Brandon M. Scott**  
Mayor

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- Logistics
  - Apparatus & Vehicles Delivery
  - Station Renovation
  - Facility Inspection
- 911 & Fire Communications
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  - Activities, Partnerships
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  - Structure Fires in Target Enforcement Zones
  - Code X/ Vacant Initiatives Inspections
- Office of the Fire Marshal
- Safety & Risk Management
- Human Resources
- Fire Academy
- EMS Operations
- Tele911
- Behavioral Health Diversion
- EMS Clinical Metrics
- Chase Car Pilot Program
- Population Health







# COMMAND STAFF

Chief James W. Wallace

Assistant Chief John F. Eid

- Operations

Chief Administrative Officer Shontée L. Hart

- Administration

Assistant Chief Dante P. Stewart

- Support Services and Community Risk Reduction

Assistant Chief James U. Matz

- Emergency Medical Services

Executive Assistant Chief Kensington W. White III



Brandon M. Scott  
Mayor

# NEW APPARATUS DELIVERED



**2 Trucks**



**5 Medic Units**

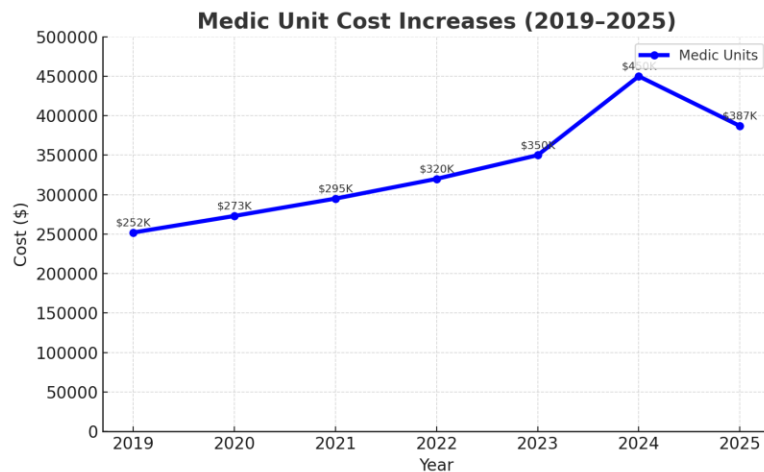


**4 Engines**



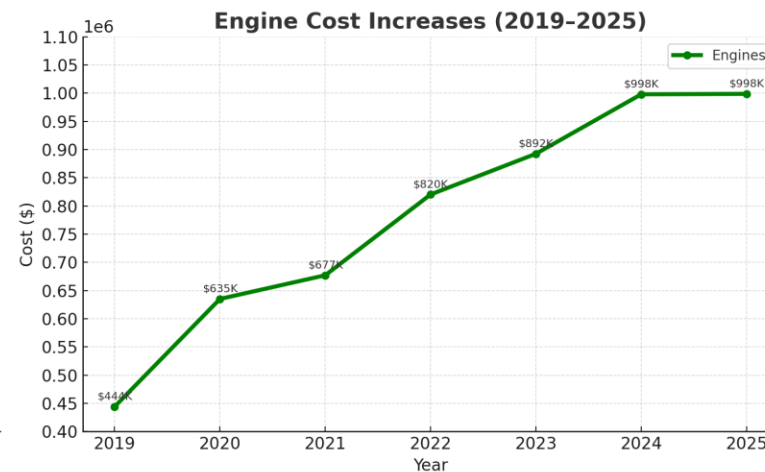
# Apparatus-Added Challenges

- **Repair Delays:** Significant delays due to national parts shortages and skilled labor constraints
- **Fleet Replacement Challenges:** Increasing difficulty in maintaining the recommended 20-year replacement cycle due to extended build times and increased cost

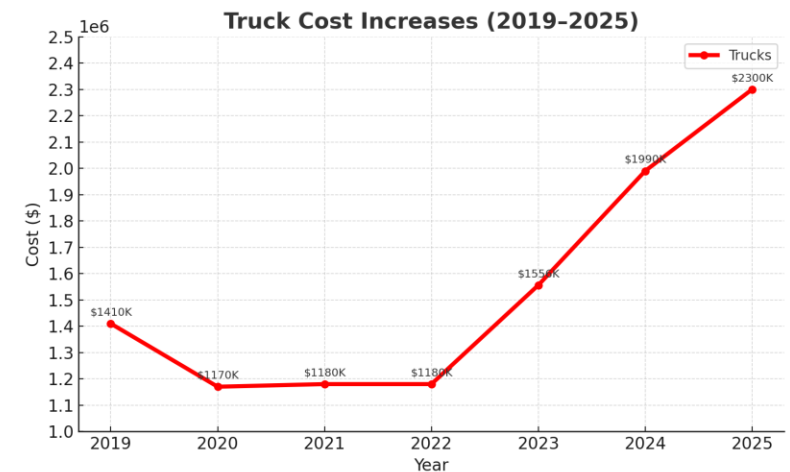


**Medic Units** – 44% Increase Since 2019

\*2025 Decrease by reducing vehicle/unit size to help save cost



**Engines** – 55.51% Increase Since 2019



**Trucks** – 29.15% Increase Since 2019

\*2020 Decrease by moving to medium duty truck

# ARPA PROJECTS

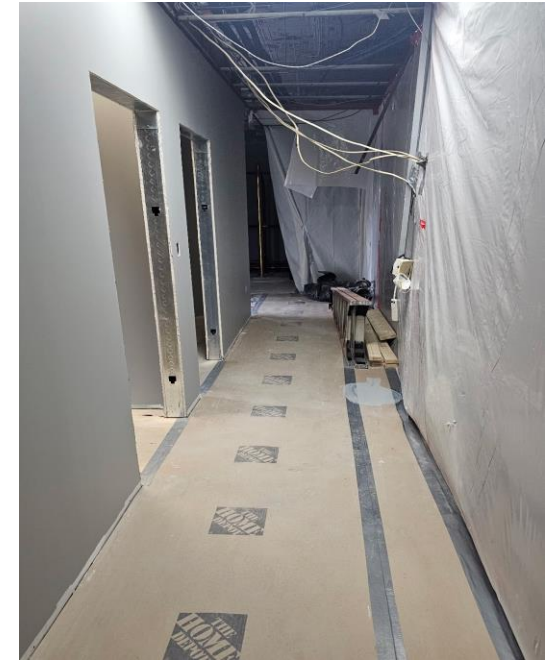
## Gender Neutral Bathroom Renovations Progress:

- **Station 45:** Renovation near completion.
- **Engine 30:** Front bathroom nearing completion; rear renovation underway.
- **Squad 54:** Design phase completed; construction starting soon.
- **Engine 21:** Walkthrough and design planning initiated.
- **Engine 53:** Walkthrough and design planning to start after E21
- **Engine 8:** Renovation timeline advanced due to severe concrete foundation damage; bundled with larger structural repairs.



## Equipment Upgrades:

- **SCBA Purchase:** Upgraded breathing apparatus from 2013 standard to 2018 standard; future upgrade planned for 2024 NFPA standard once available.
- **Hose Replacement:** Replacing aging fleet hose (some over 20 years old) to align with NFPA 10-year service life standards.
- **Forcible Entry Tools:** Outfitted remaining fleet units with tools to improve firefighting operations, including RIT (Rapid Intervention Team) enhancements.



# Capital Improvement Projects

## Capital Improvement Highlights: Station Renovations

- **Engine 30:** Electrical system upgrades for Energy Upgrades Station Wide as well as previous electric concerns
- **Engine 55:** Brickwork repointing, second-floor structural repairs, energy efficiency upgrades
- **Engine 43:** Roof/ceiling repairs; interior bay wall construction for HVAC efficiency
- **Engine 58:** Second-floor modifications for gender-neutral bunkrooms
- **Engine 8:** Major structural repairs, asbestos and lead removal, parking lot/retaining wall repairs
  - \*Station Closed and Under construction currently due to safety concern for emergency repairs
- **Engine 6:** Rear brick wall repairs to prevent future safety hazards (vehicle accident damage)
- **Engine 31:** HVAC upgrades and bathroom/kitchen remodel
- **Engine 14:** Set to start as soon as Engine 8 is reopened
  - \*Entire station remodel similar to Engine 2 with small addition

## Funding:

- **ESPP Funds** (All projects except Engine 31)
- **State of Maryland Grant** (Engine 31 and Engine 14)





# Community Risk Reduction

## Efforts Currently in Progress:

- **Historical Data Analysis:** Using fire incident trends to focus prevention efforts.
- **Targeted Home Visit Strategy:** Dashboard-driven adjustments to prioritize high-risk neighborhoods.
- **Life Safety Challenges:** Addressing major risk factors such as smoking in bed and hoarding conditions.
- **Fire Trend Response:** Operational strategies adjusted based on evolving fire causes and community risks.
- **65+ Population Focus:** Enhanced smoke alarm installations for older adults, including devices for visually and hearing-impaired residents.



**BALTIMORE CITY FIRE DEPARTMENT**

**LIFETONE HL**

Protect yourself and your loved ones from the danger of sleeping through a fire.

**HOW DOES IT WORK?**

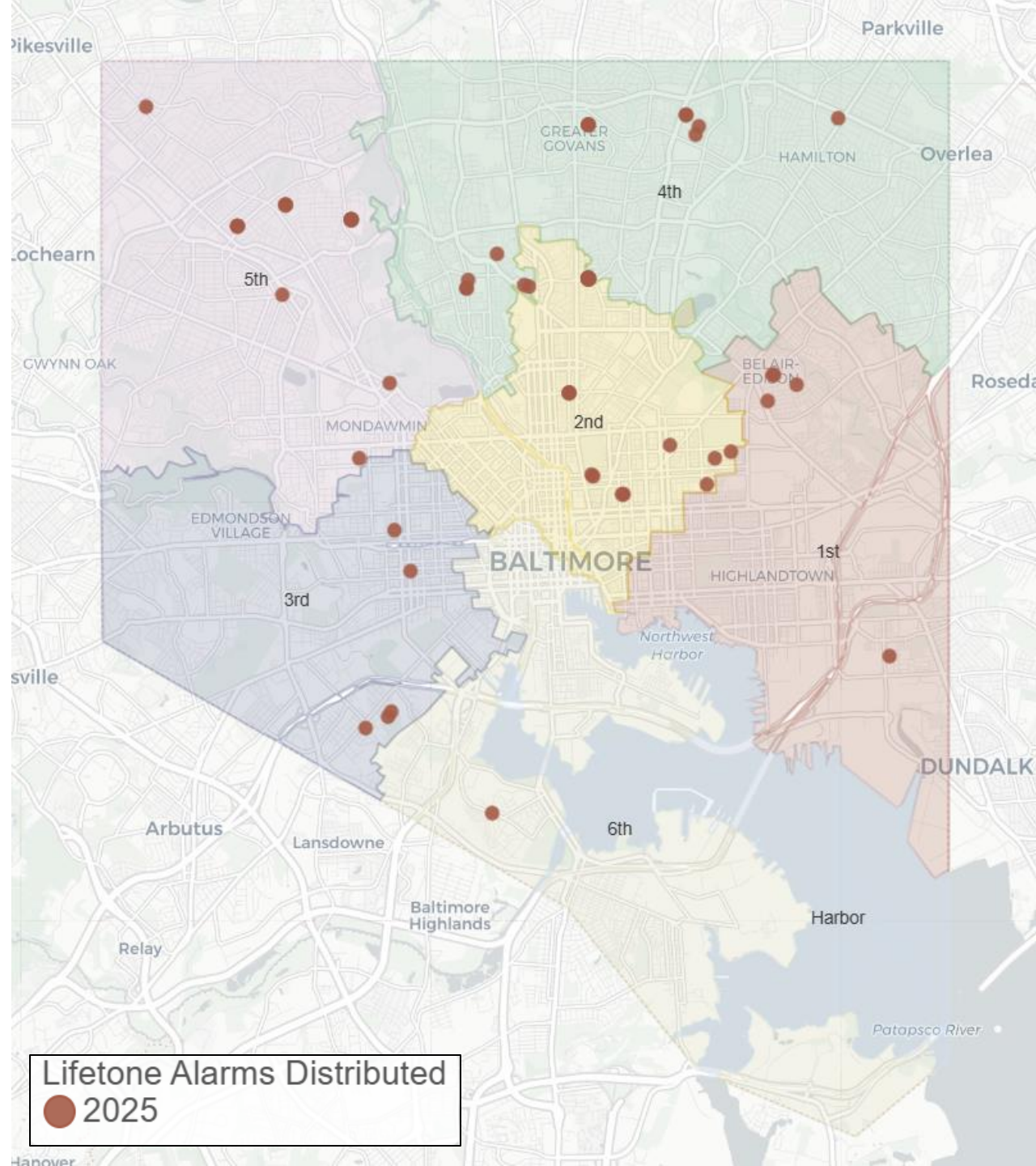
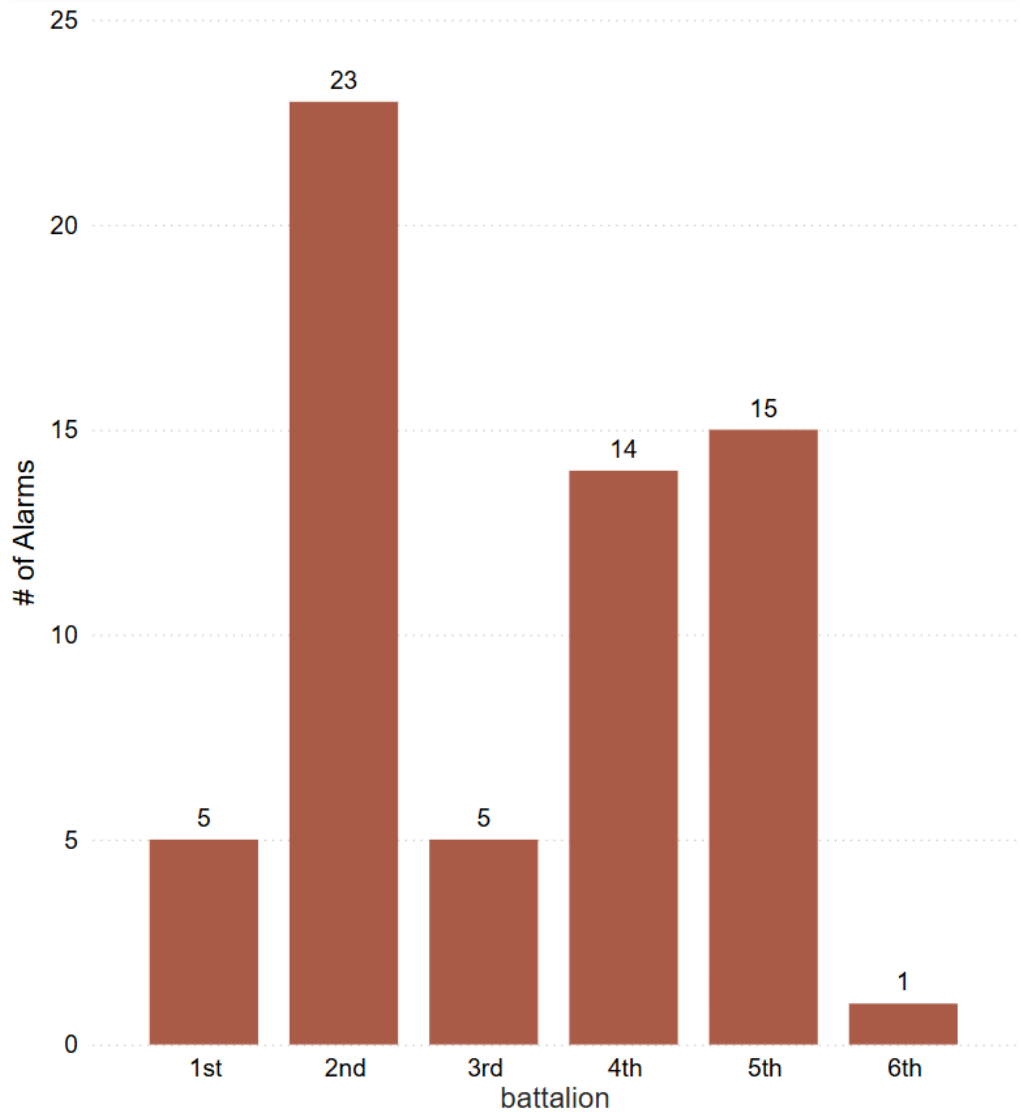
- **Smoke Detection** - A standard household smoke alarm detects a fire and sounds an alert.
- **Constant Monitoring** - The Lifetone HL uses patented technology to constantly listen for your smoke alarm.
- **Audible Alerting & Announcing** - A loud low frequency alarm (520 Hz) has been proven in scientific studies to be the best alarm for awakening people. The Lifetone HL also emits a loud voice command informing nearby sleepers of a fire, and telling them to "Get Out!"
- **Visual Notification** - The Lifetone HL screen flashes FIRE! Using a bright light to wake up nearby sleepers.
- **Tactile Alerting** - A vibrating bed shaker physically alerts sleepers, and shakes them awake.

**FOR YOUR LIFETONE HL ALARM PLEASE CONTACT**

Office of Fire Marshal  
410 East Lexington St.  
Baltimore, MD 21201  
410-396-5752

# Lifetone Alarms

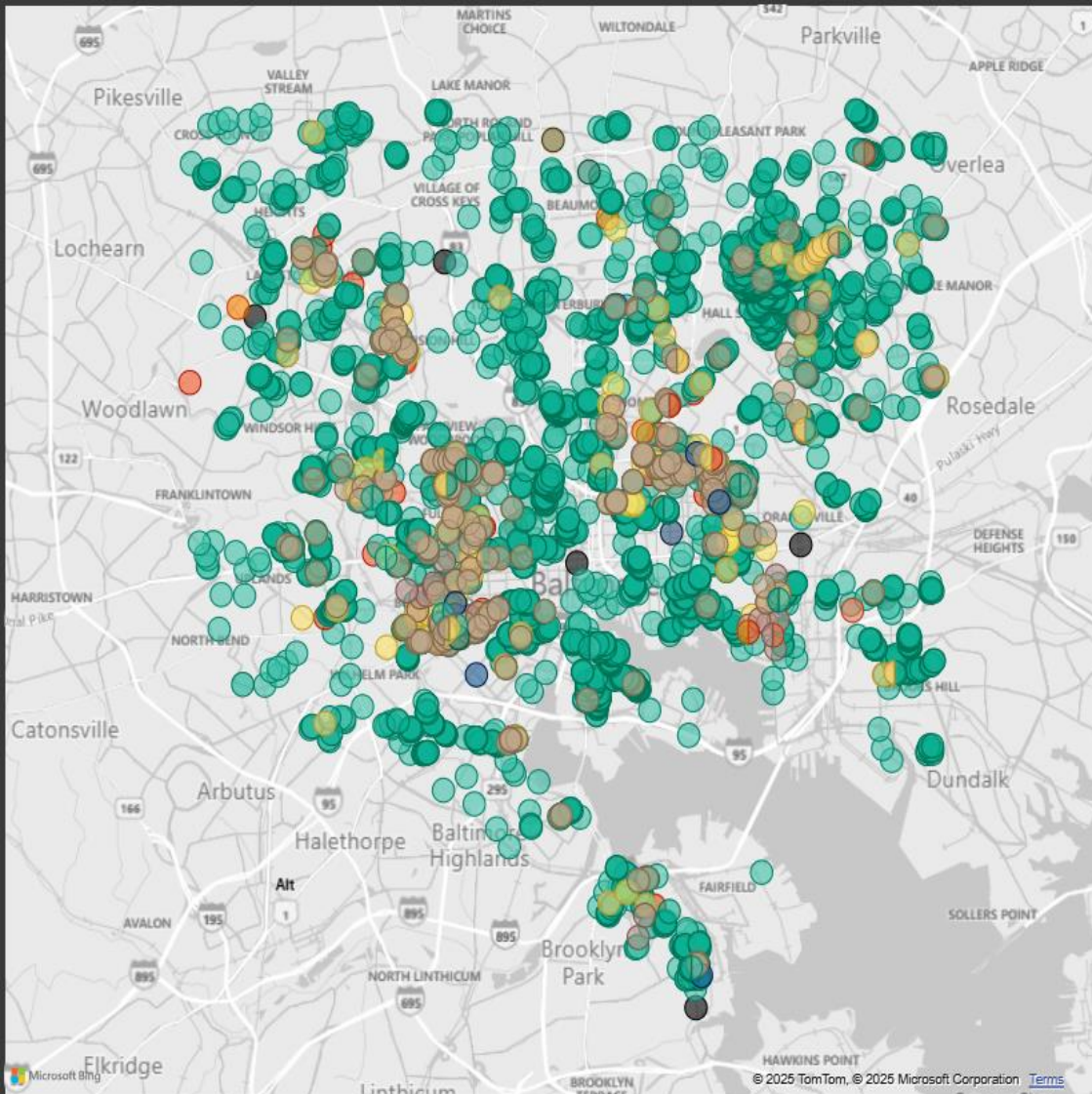
January 1, 2025 – April 19, 2025





# Community Safety Sweeps Inspections

## FY25 Q3



Total Inspections

13126

Code-X Addresses

363

Vacant Addresses

850

Placards Installed

209

Alarms Inspected

10,036

Alarms Installed

1,889

Unsecured Addresses

202

Vulnerable Adults 65+

0

Date

1/1/2025

3/31/2025

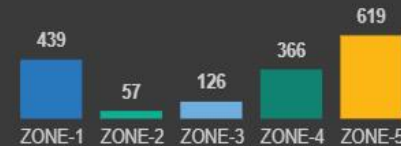
Zone

All

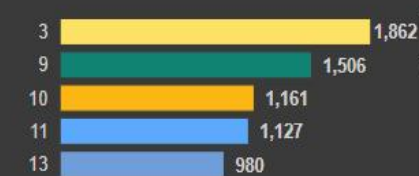
Battalion

All

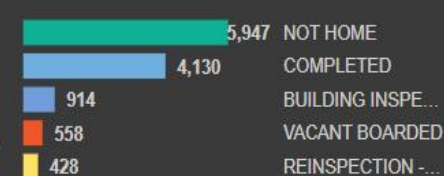
Inspections by TEZ



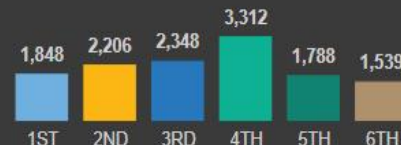
Inspections by Council District



Inspections by Disposition



Inspections by Battalion



Total Inspections FY24 Q3  
**15,033**

Total Inspections FY25 Q3  
**13,126**

Change in Total  
**-1,907 (-12.68%)**

# 911 EMERGENCY CALL CENTER

## Call Volume:

- 911 calls received in Q3: **227,021** (188,296 FY24 Q3)
- **92%** of calls answered within 15 seconds (80% FY24 Q3)

## Hiring:

- 6 new hires March 31, 2025
- 8 new hires April 14, 2025
- Fully staffed

## Outreach/Community Engagement:

- 2025-26 School Year: 911/Emergency Dispatch in Public Safety curriculum with internship program
  - Patterson High School
  - Digital Harbor High School



Brandon M. Scott  
Mayor



# 911 EMERGENCY CALL CENTER

## Recognition:

- Recognized as Emergency Communications Center of the Year by OnStar during Telecommunications Week
- Hosted Federal Communications Commission (FCC) for site visit



## Innovation:

- Implemented AI technology within 911 with real-time call transcription and language translation
- Real-time transcription for radio communications
- Non-emergency call triage using AI Agents



Brandon M. Scott  
Mayor



# FIRE COMMUNICATIONS BUREAU

Fire Dispatch Center NFPA 1710: FY25 Q3

Total Units Dispatched: 85,264 (+3.75%\*)

EMS: 66,279 (+2.90%\*)

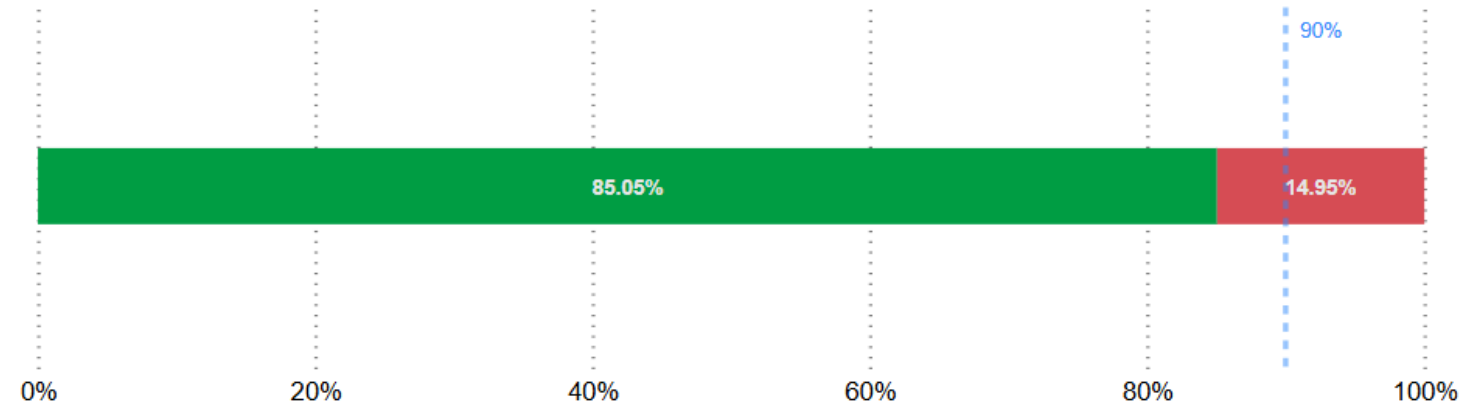
Suppression: 18,985 (+6.81%\*)

\*As compared to FY24 Q3

- 5 Vacancies
- Interview dates TBD

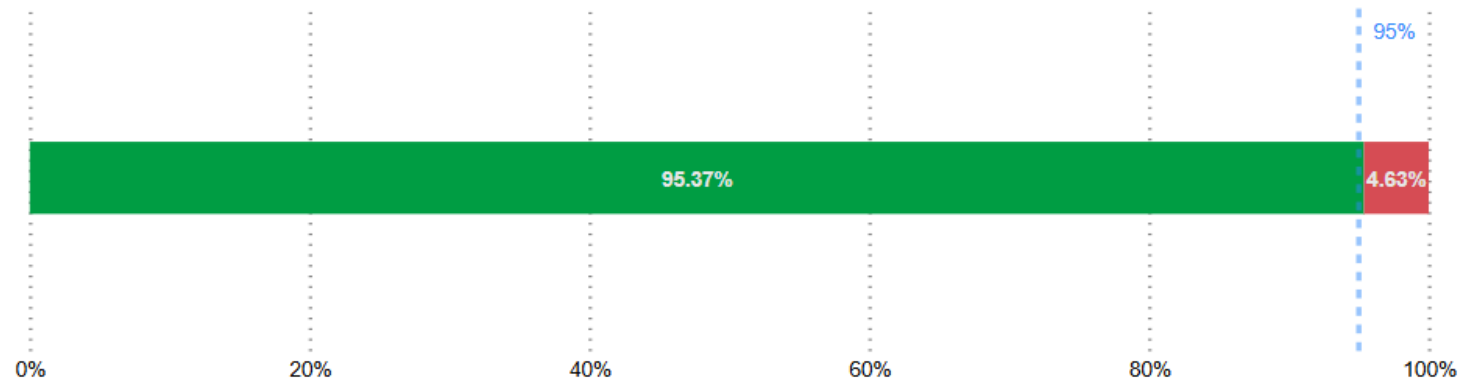
Percentage of Calls Dispatched Within 64 Seconds

Processed < 64 Secs ● yes ● no



Percentage of Calls Dispatched Within 106 Seconds

Processed < 106 Secs ● yes ● no



# OPERATIONS DIVISION



# OPERATIONS

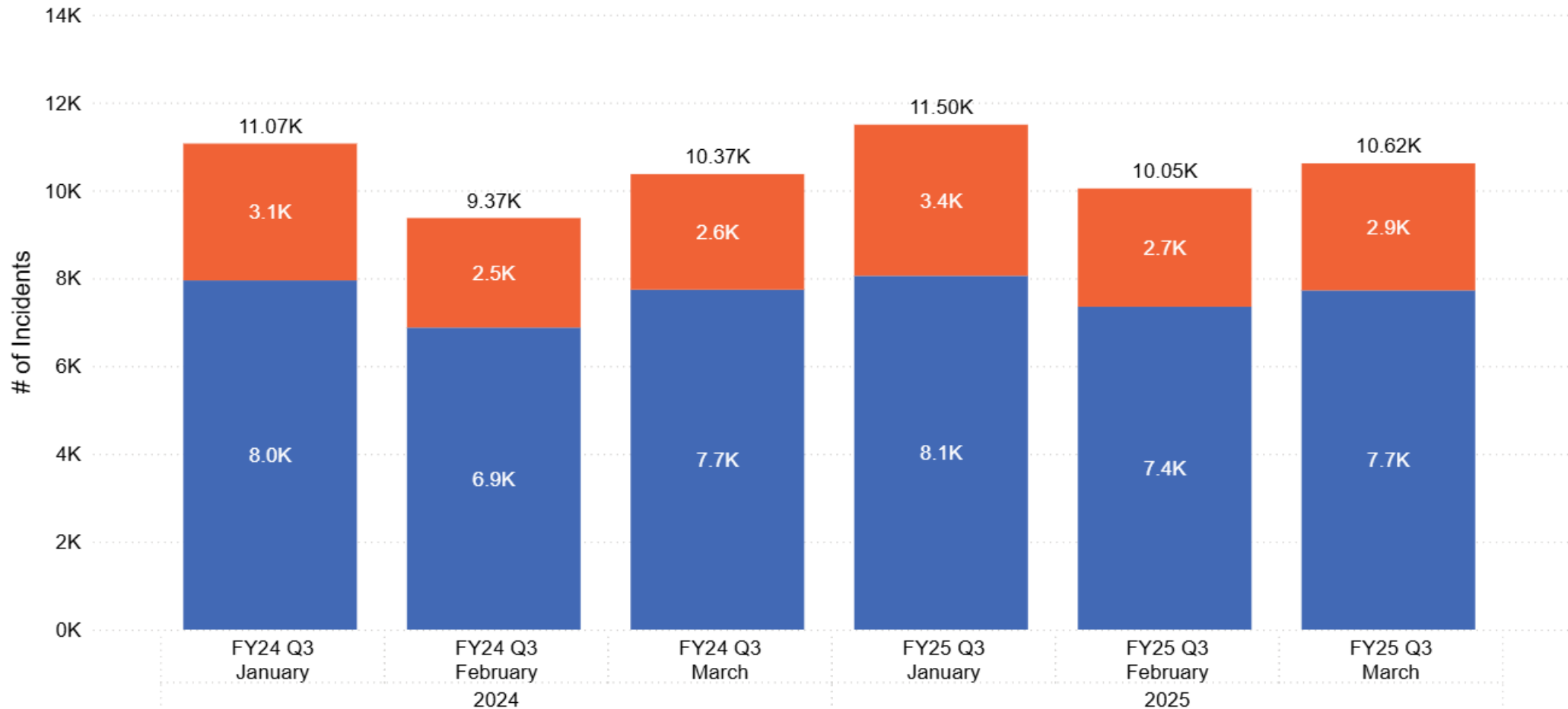
## BCFD Suppression Unit Breakdown:

- 39 Fire Stations
- 4 Deputy Chiefs – Shift Commanders
- 24 Battalion Chiefs
- 32 Engine Companies
- 17 Truck Companies
- 3 Rescue Squads
- 1 Heavy Rescue
- Multiple Special Operations Units: HazMat, Decon, Fire Boats, Dive, Collapse, Air Flex

# SUPPRESSION UNIT TOTAL RESPONSES

FY24 Q3 vs FY25 Q3

● EMS ● SUPPRESSION



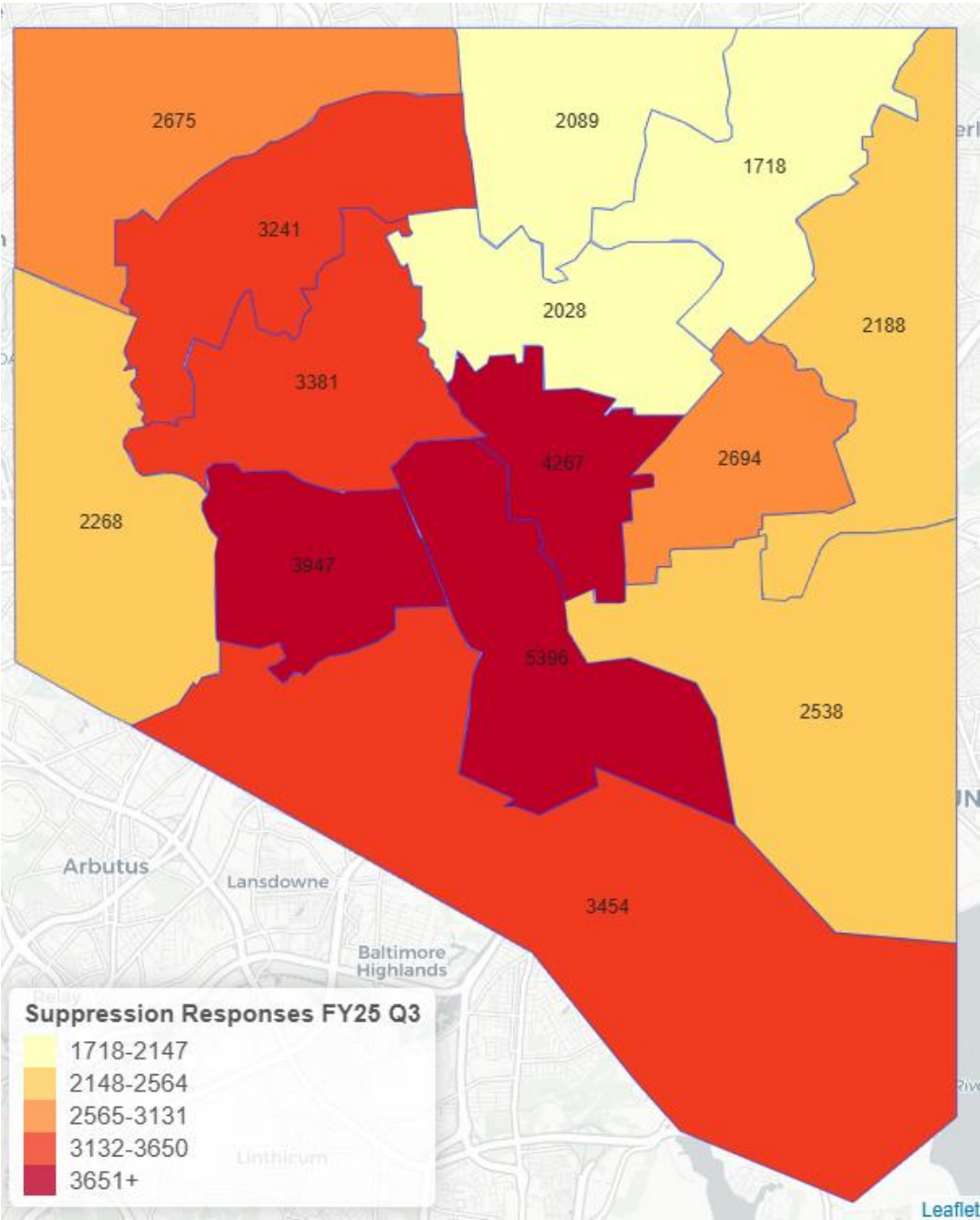


# Suppression Responses by Council District

FY24 Q3 vs FY25 Q3

District	FY25 Q3 EMS Responses	FY25 Q3 Sup. Responses	FY25 Q3 Total Responses	FY24 Q3 Total Responses
1	1381	1157	2538	2509
2	1462	726	2188	2314
3	1049	669	1718	1610
4	1186	903	2089	1999
5	1405	1270	2675	2331
6	1954	1287	3241	2840
7	2032	1349	3381	3390
8	1398	870	2268	2267
9	2304	1643	3947	3523
10	2134	1320	3454	3719
11	2767	2629	5396	5190
12	2639	1628	4267	3938
13	1689	1005	2694	2491
14	1193	835	2028	1996

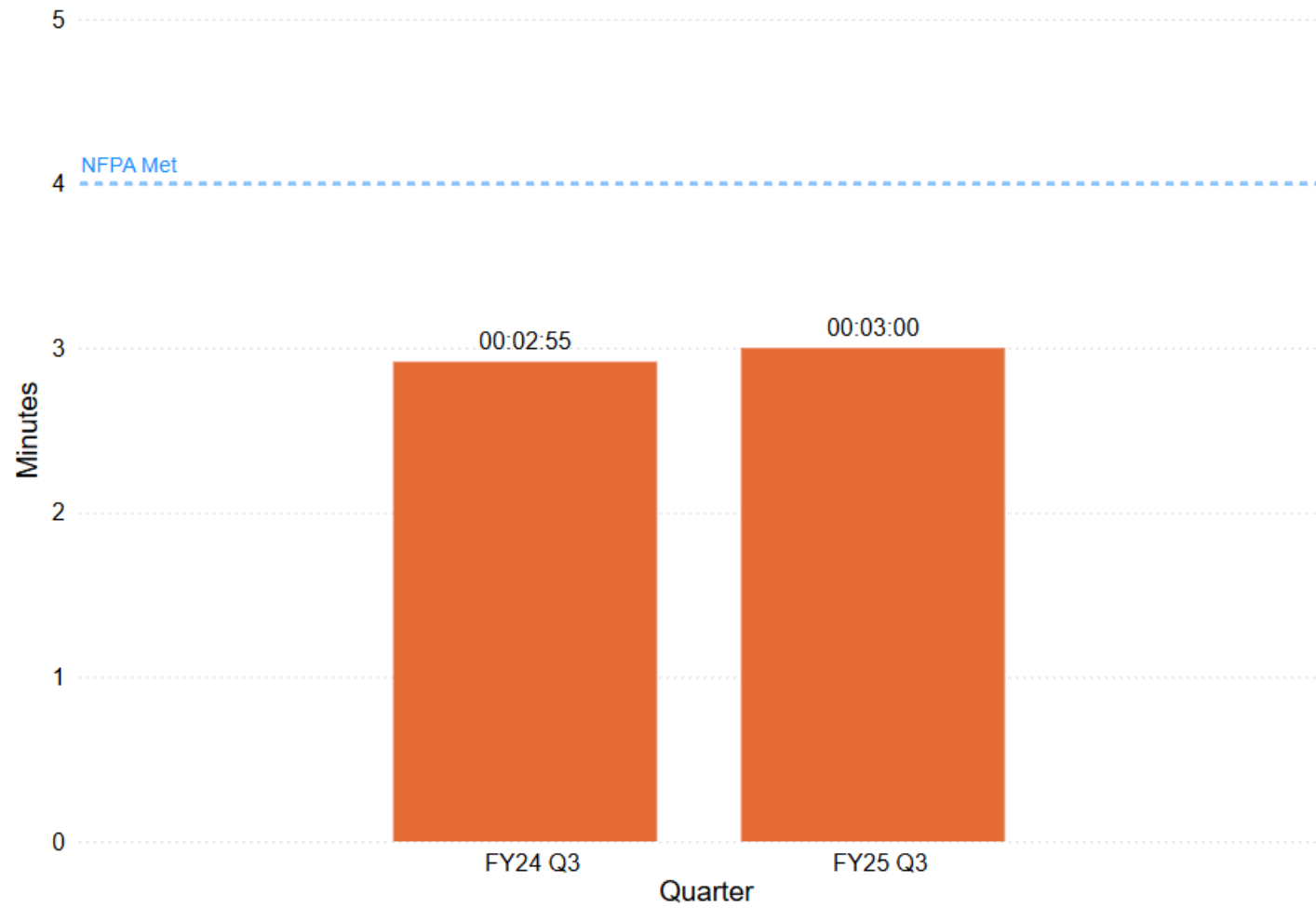
= Top 3 in FY25 Q3 Total Responses



# FIRE RESPONSE TIME

1st On-Scene Engine Response Time to Structure Fires: FY24 Q3 and FY25 Q3

Median Response Time to Structure Fires by First On-Scene Engine  
NFPA 1710 Standard: First Engine On-scene within 4 minutes



# STRUCTURE FIRES

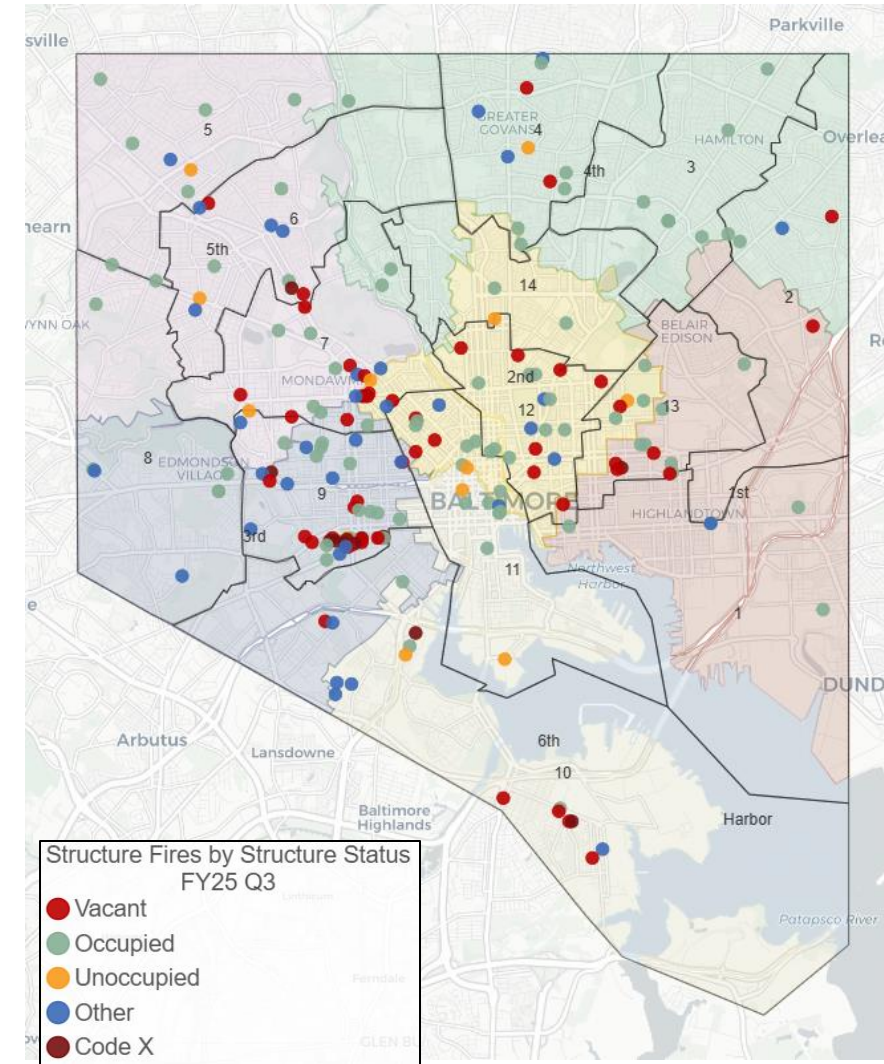
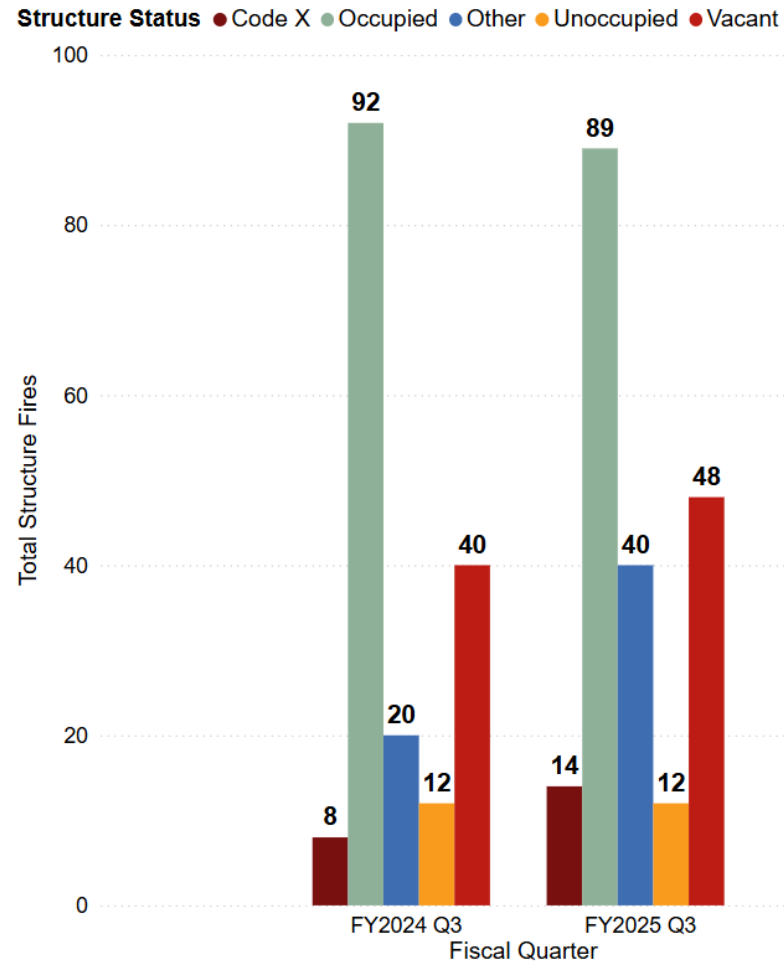




# STRUCTURE FIRES BY STRUCTURE STATUS

FY24 Q3 vs FY25 Q3

Structure Status	FY24 Q3	FY25 Q3
Vacant - Code X	8	14
Occupied	92	89
Other	20	40
Unoccupied	12	12
Vacant	40	48
<b>Grand Total</b>	<b>172</b>	<b>203</b>

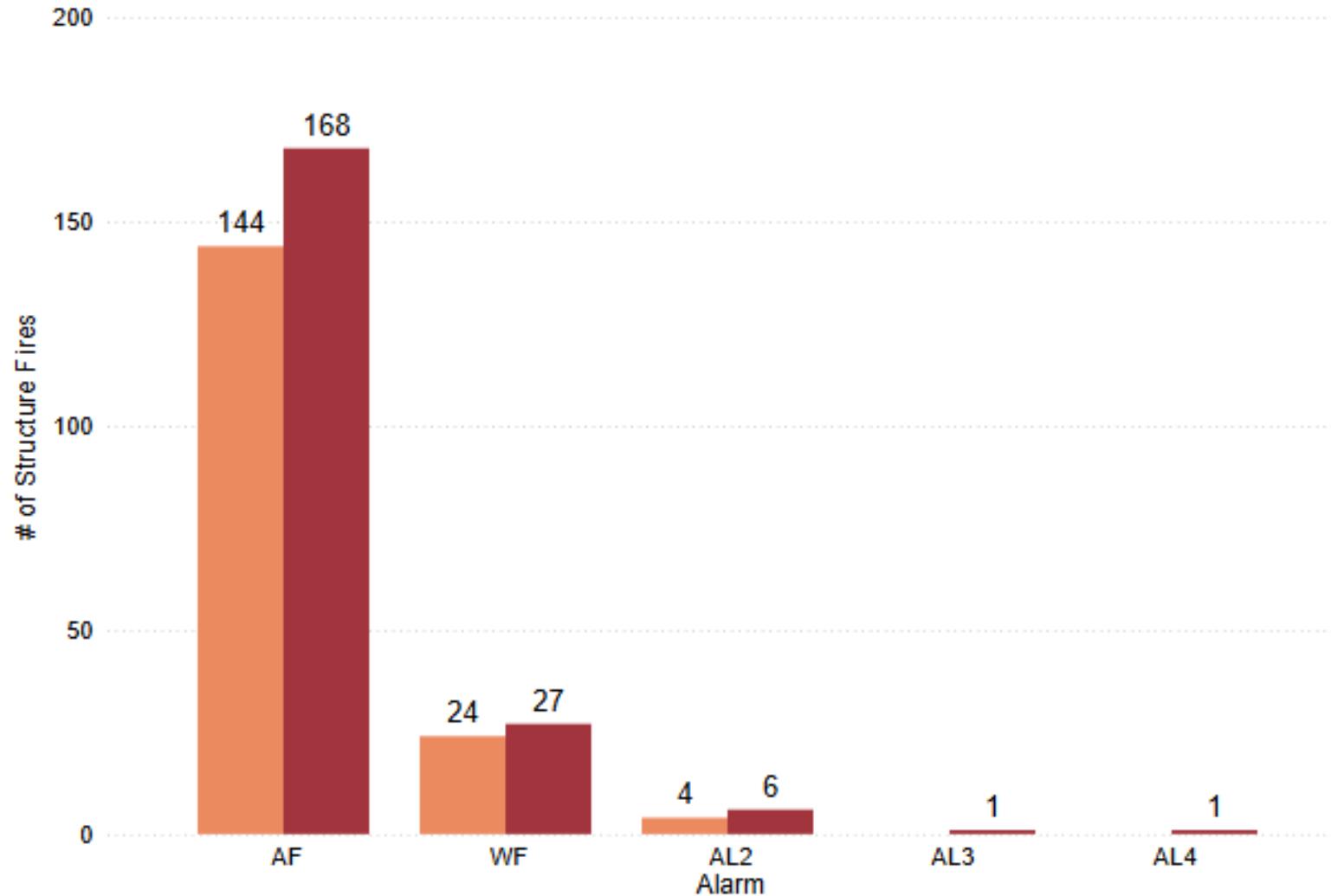




# STRUCTURE FIRE INCIDENTS BY ALARM

Structure Fire Dispositions FY24 Q3 vs FY25 Q3

Fiscal Quarter ● FY2024 Q3 ● FY2025 Q3



# OPERATIONS

## DAILY RESPONSES AND ACTIVITIES

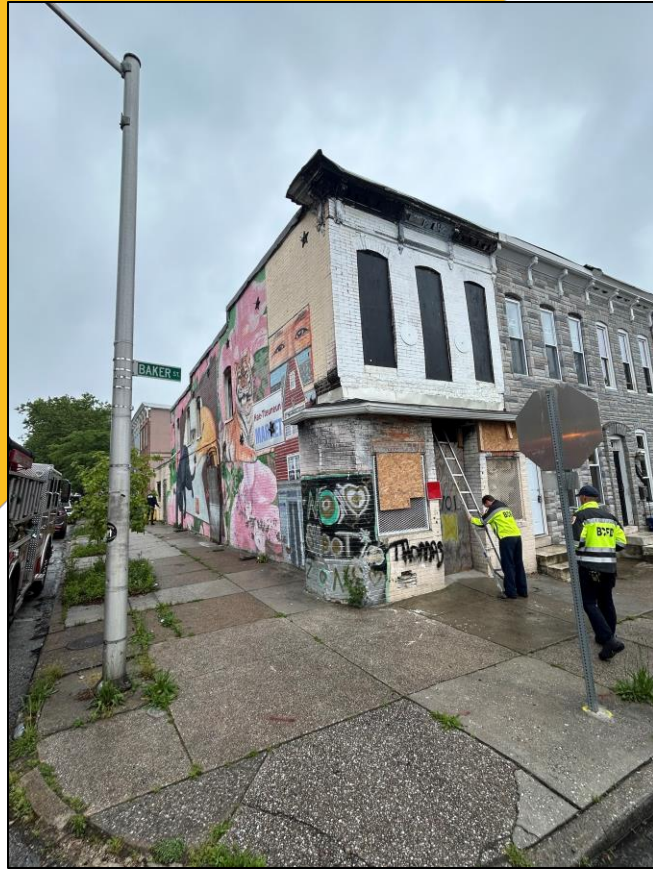
### Average Suppression Unit Responses Per Day: 453

- EMS Call Types: 268 per day
- Suppression Call Types: 185 per day
- Highest Daily Call Count: 28 (Truck 1), 28 (Engine 23)

## WEEKLY SCHEDULE FOR DAILY UNIT ACTIVITIES

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Training <ul style="list-style-type: none"><li>▪ Battalion training</li><li>▪ Pre-determined topic via Fire Academy</li></ul>	Hydrants <ul style="list-style-type: none"><li>▪ 10,000 water department hydrants</li><li>▪ 2 Inspections per year</li></ul>	Buildings <ul style="list-style-type: none"><li>▪ ~100 performed per week</li></ul>	Unsafe Vacant Survey <ul style="list-style-type: none"><li>▪ February 2022</li><li>▪ Slight decrease in new Code X addresses</li></ul>	Buildings	Make Up Day	Safety Sweeps <ul style="list-style-type: none"><li>▪ 500 Attempted Inspections Citywide</li><li>▪ Red Cross Sweeps</li></ul>

# Code X / Vacant Initiatives Inspections



# Code X Address Inspections

**Total Active Code X Addresses  
As of 3/31/2025**

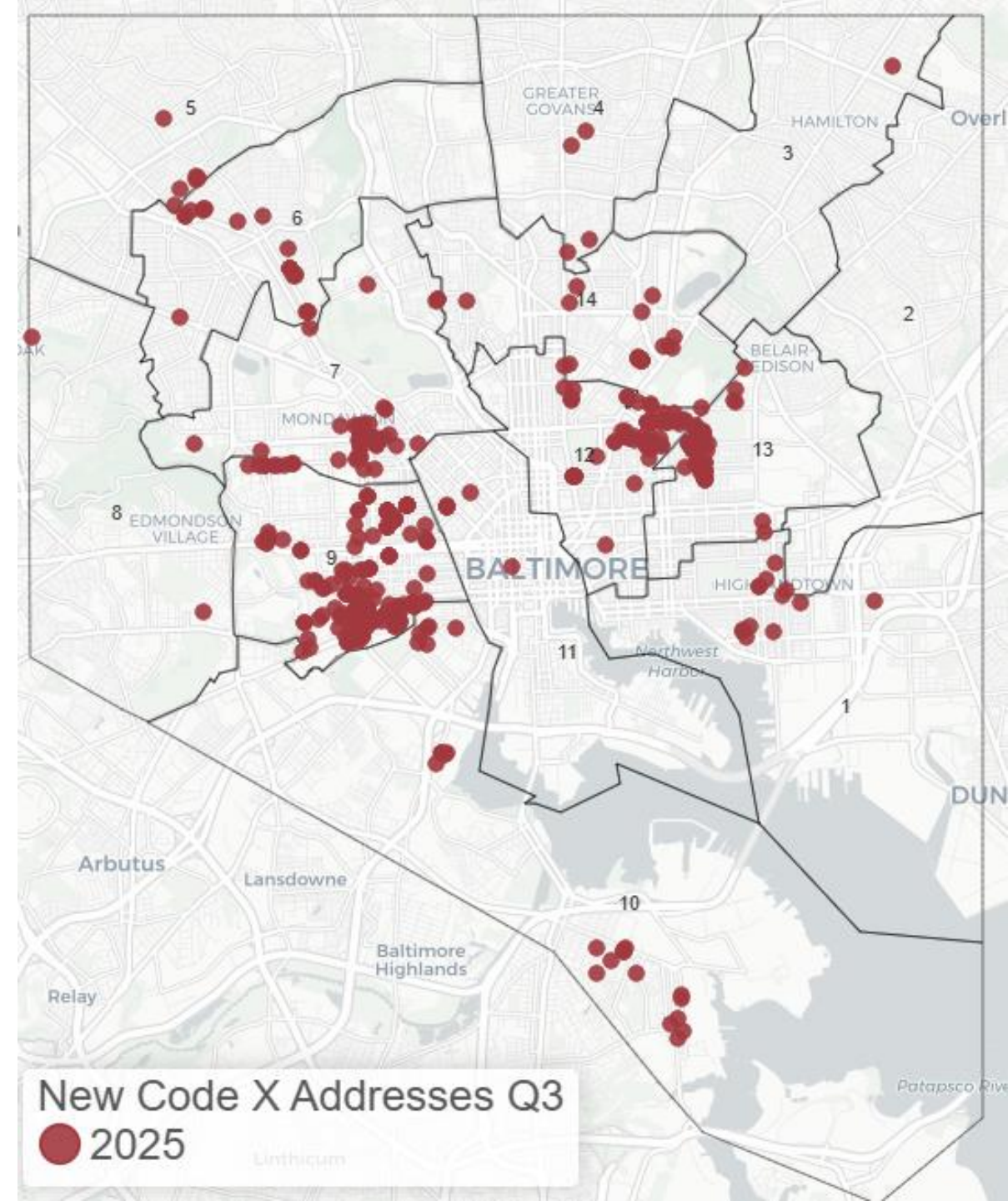
**5300**

**New Code X Entries FY25 Q3**

**456**

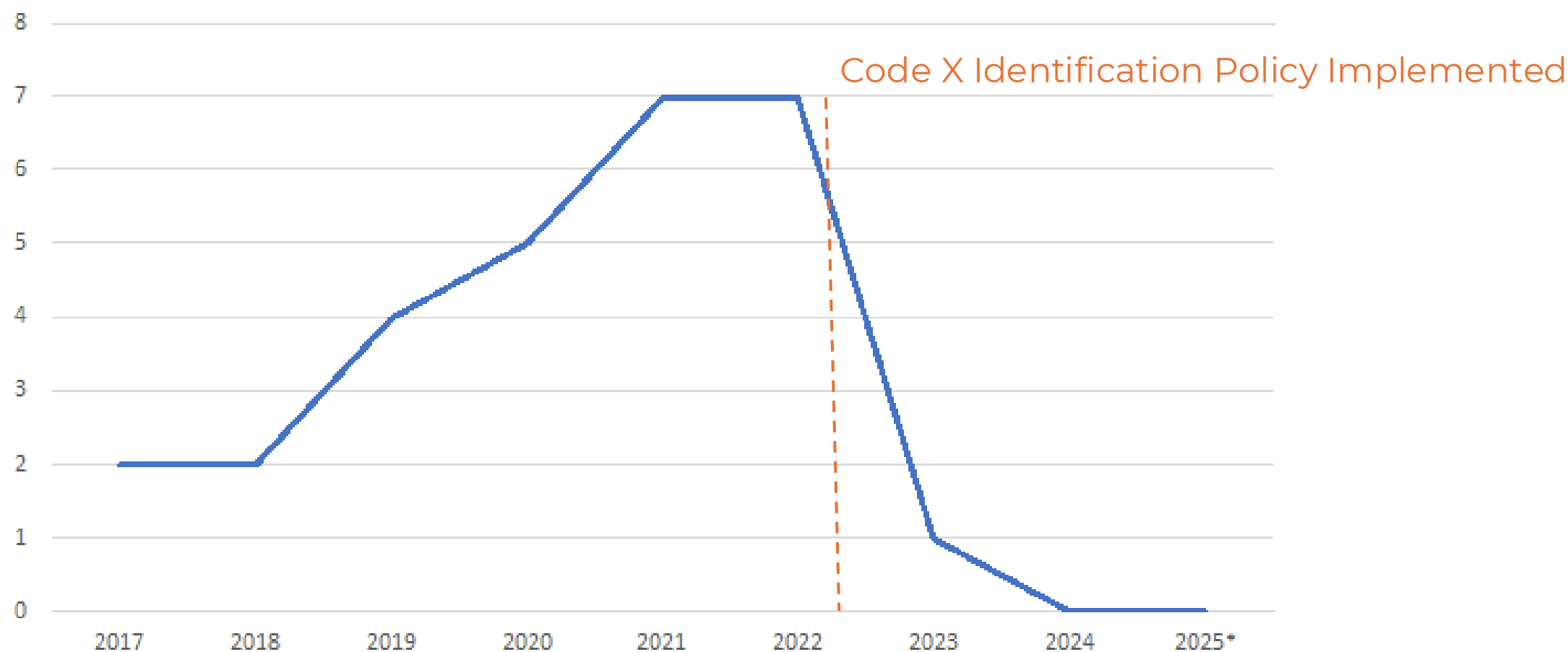
Vacant & Code X Reinspections FY25 Q3:

- 40 Razed
- 137 Returned to use



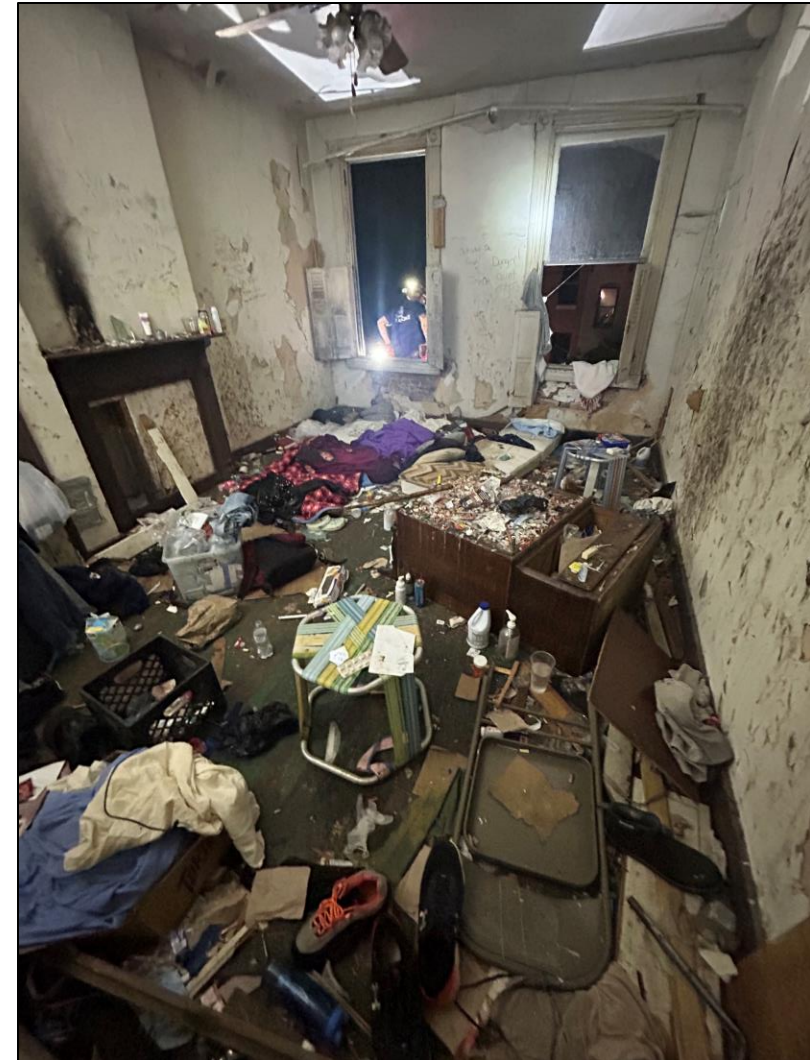
# Mayday

Maydays by Year





# Identifying Illegally Occupied Structures – 311 Notification



# 311 Notification: Identification of Illegally Occupied Dwellings

- 311 Request live 9/28/24
- Operation Memo 5-24 was created for Fire Department Operations
- 311 QR code
- Data sharing and platform created for the following departments: BPD, DPW, Housing, and Homeless Services
- FD Community Risk Reduction Action Plan
- Increase data sharing between all city departments

## **New 311 Request Questions:**

- Type of incident or encounter with illegal occupants
- Number of illegal occupants *encountered*
- *Were there any injuries or fatalities of illegal occupants during the fire incident?*
- Is boarding required?
- Additional info

## 311 Service Request – Vacant Building/Squatter Encounter

### 311 QR Code



#### Option 1

Once the website has loaded, type BCFD in the Search Service Request bar.

#### Option 2

<https://balt311.baltimorecity.gov/citizen/s/>

Once the website has loaded, Click the Housing, Buildings & Structure icon



Housing, Buildings & Structures

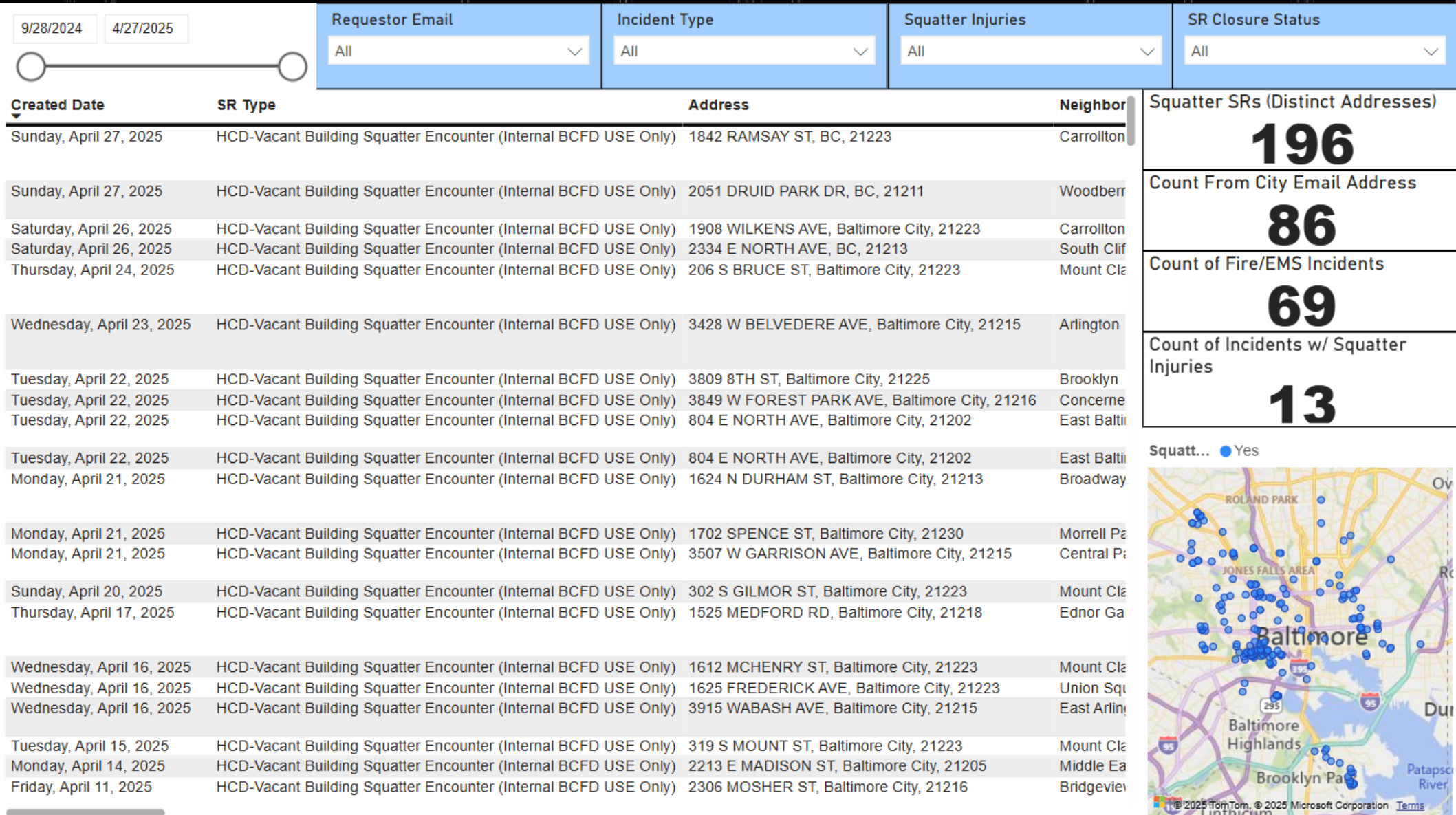
Then select the Vacant Building Squatter Encounter icon.



Vacant Building Squatter Encounter (Internal BCFD USE Only)



# 311 Notification: Identification of Illegally Occupied Dwellings





# 311 Outreach Illegally Occupied Campaign

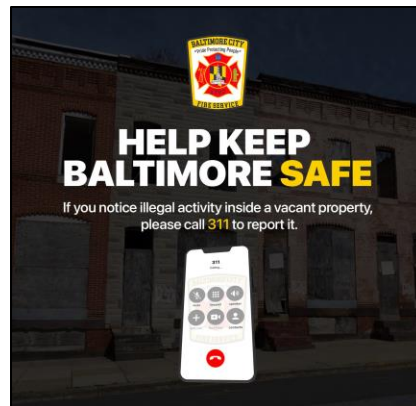
Public Awareness/Outreach

## Campaign Tactics

**Flyer Distribution:** Distribute residential door-hangers to increase outreach efforts.

**Community Risk Reduction:** Collaboration with all Stakeholders/City Agencies to promote messaging, data sharing, and roles/responsibilities.

**Social Media Campaign:** Regularly post highlighting the dangers of occupying vacant buildings and the importance of calling 311.



# OPERATIONAL PROGRESSION



## Preparation Response Mitigation Evaluation

- Continue to build new partnerships and strengthening existing relationships
- Adaptive Training through *FOCAS LAB*
- Evaluating our responses through *After Action Reviews*
- Learning from our evaluations
- *ADASHI LiveView Program*

# NEIGHBORHOOD SERVICES

- Effective April 4, 2025



## Baltimore City Fire Department Operations Memo

No. 05-25

Date: April 4, 2025



From: **Mr. John F. Eid, Assistant Chief of Operations**  
To: **Operations**  
Subject: **Neighborhood Services – Notification on Emergency Incidents**

Department of Housing & Community Development has reinstituted the Neighborhood Services Program. Neighborhood Services will assist displaced residents at emergency incidents.

**Effective Immediately**, Neighborhood Services (NHS) will be notified by Fire Communications (FCB) at the request of the Incident Commander (IC) whenever an occupied structure is involved with displaced residents. This is the **primary resource** for BCFD units to assist displaced residents. All other policies and procedures related to displaced residents can be discontinued.

On large scale incidents, Red Cross is still an option for the Incident Commander. NHS and Office of Emergency Management should be consulted if further assistance is required.

# OPERATIONAL INCIDENT REVIEWS

## Internal After-Action Review (AAR)

- What occurred?
  - What was supposed to happen?
  - What went well and why?
  - What can we improve on and how?
- Debrief working incidents and emergencies
  - Analyze tactics and procedures
  - Review audio from incident
  - Identify strengths and weaknesses
  - Drive future training



# OPERATIONAL INCIDENT REVIEWS

## AFTER ACTION REVIEW

Working Fire Box 51-1 w/Rescue  
522 N. Bouldin Street  
Thursday 02/13/25 0333 hours



FIREGROUND AUDIO  
INCLUDED BELOW

**OPERATIONS  
DIVISION**

(For Internal Use Only)

## ACTION REVIEW

2<sup>nd</sup> Alarm Fire Box 26-60  
2502 W. Peninsula Drive  
Monday 01/13/25 1007 hours

### DISPATCH INFO

FIRST ALARM:  
1007 hours

SECOND ALARM:  
1012 hours

UNDER CONTROL:  
1104 hours



## AFTER ACTION REVIEW

EMS Incident  
110 N. Central Avenue  
Thursday 02/20/25 1105 hours

### DISPATCH INFO

Dispatch Time: 1105 hours  
On Scene Time: 1108 hours  
Confirmed Shooting: 1111 hours  
Active Shooter Notification: 1113 hours  
Shooter in Custody: 1228 hours  
All Units Clear of Building: 1249 hours

**OPERATIONS  
DIVISION**

(For Internal Use Only)

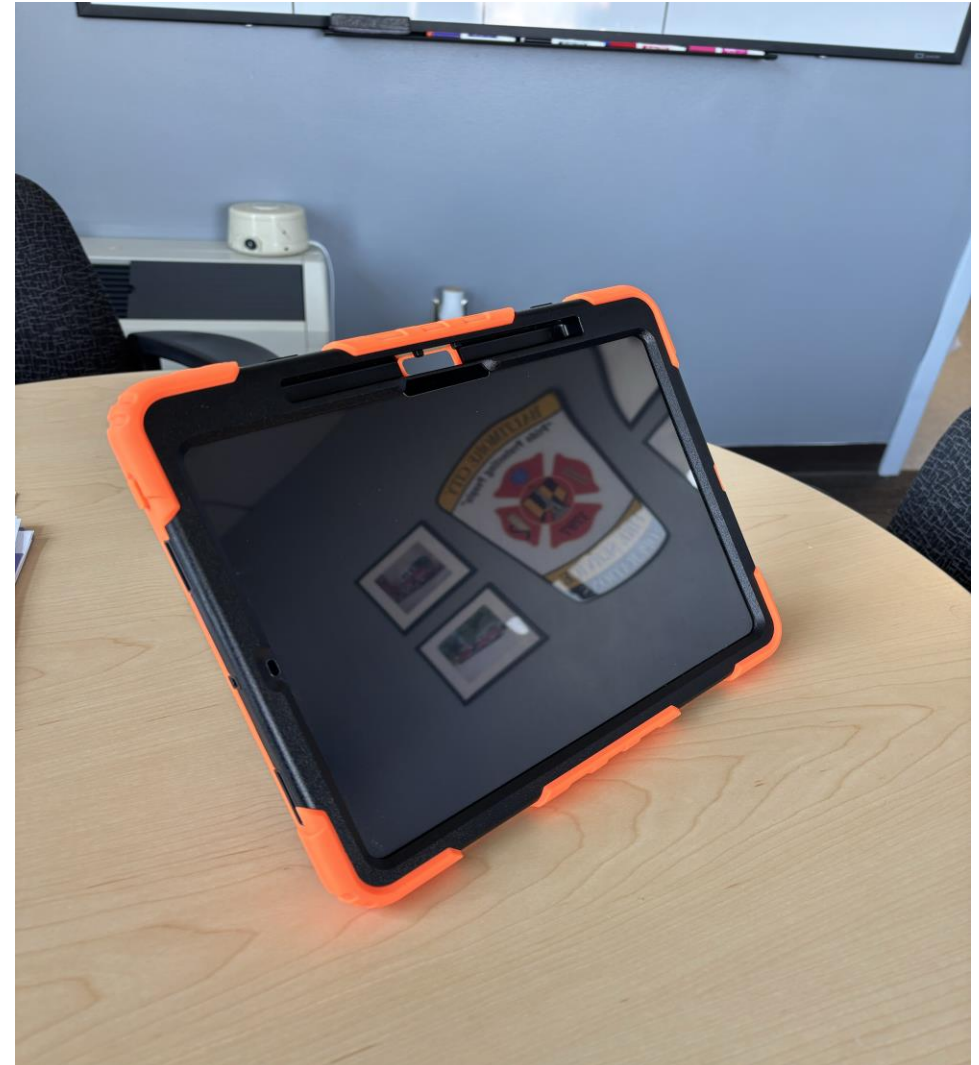
- 10 Published in 2025



# New Technology - ADASHI

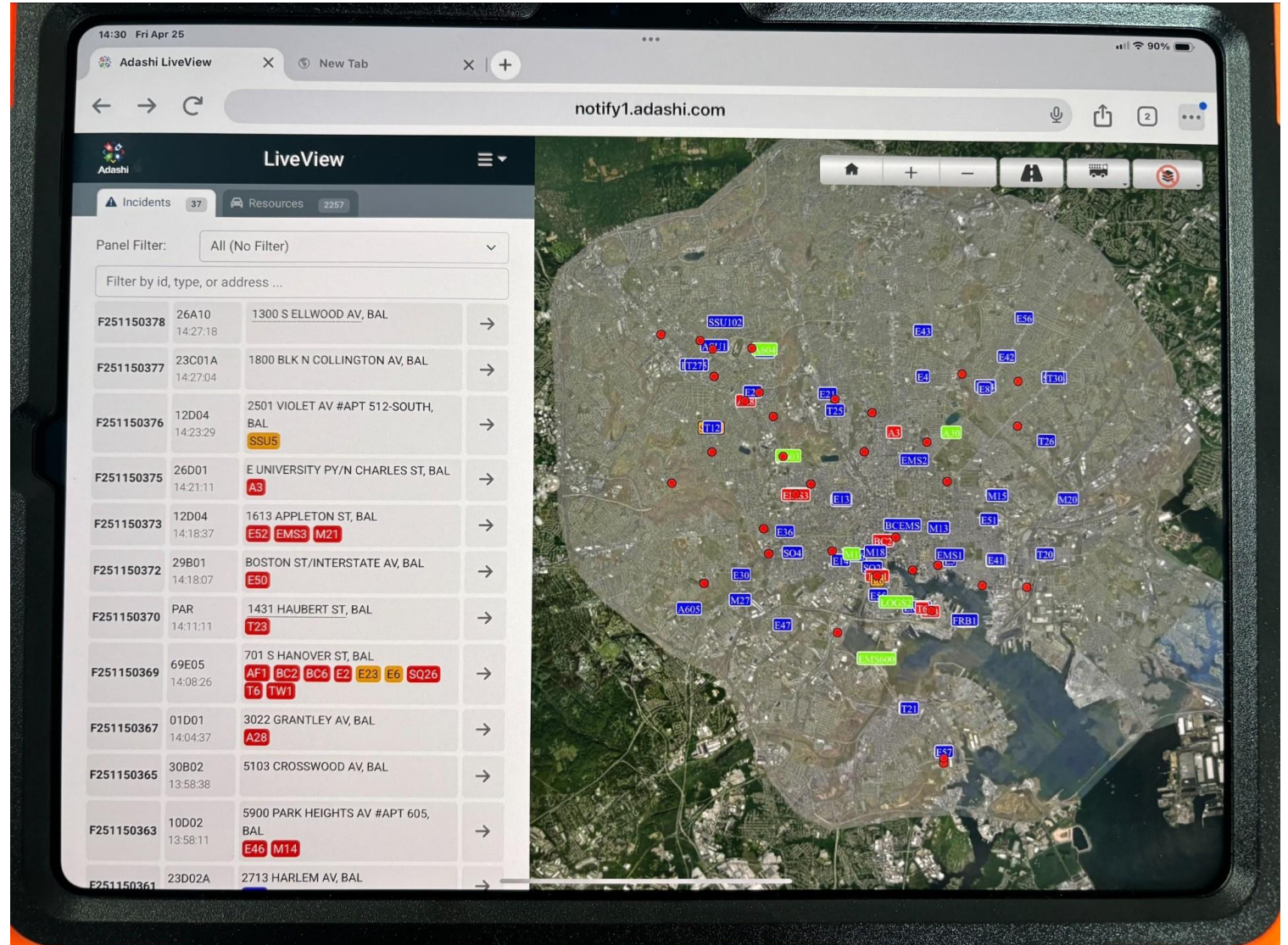
18 Apple iPad Pros purchased and loaded with software to assist on incidents with real time up to date and accurate information.

- Adashi (Real time CAD and Incident info)
- ERG (Haz-Mat Information)
- Askrail (Rail Car Information)
- Rail Crossing Locator (Identifies the owner)
- EV Rescue (EV Information)
- Insight (Interpretation Service)
- Tele911
- 311 App (Squatter reports, board up requests, etc...)



# ADASHI Software

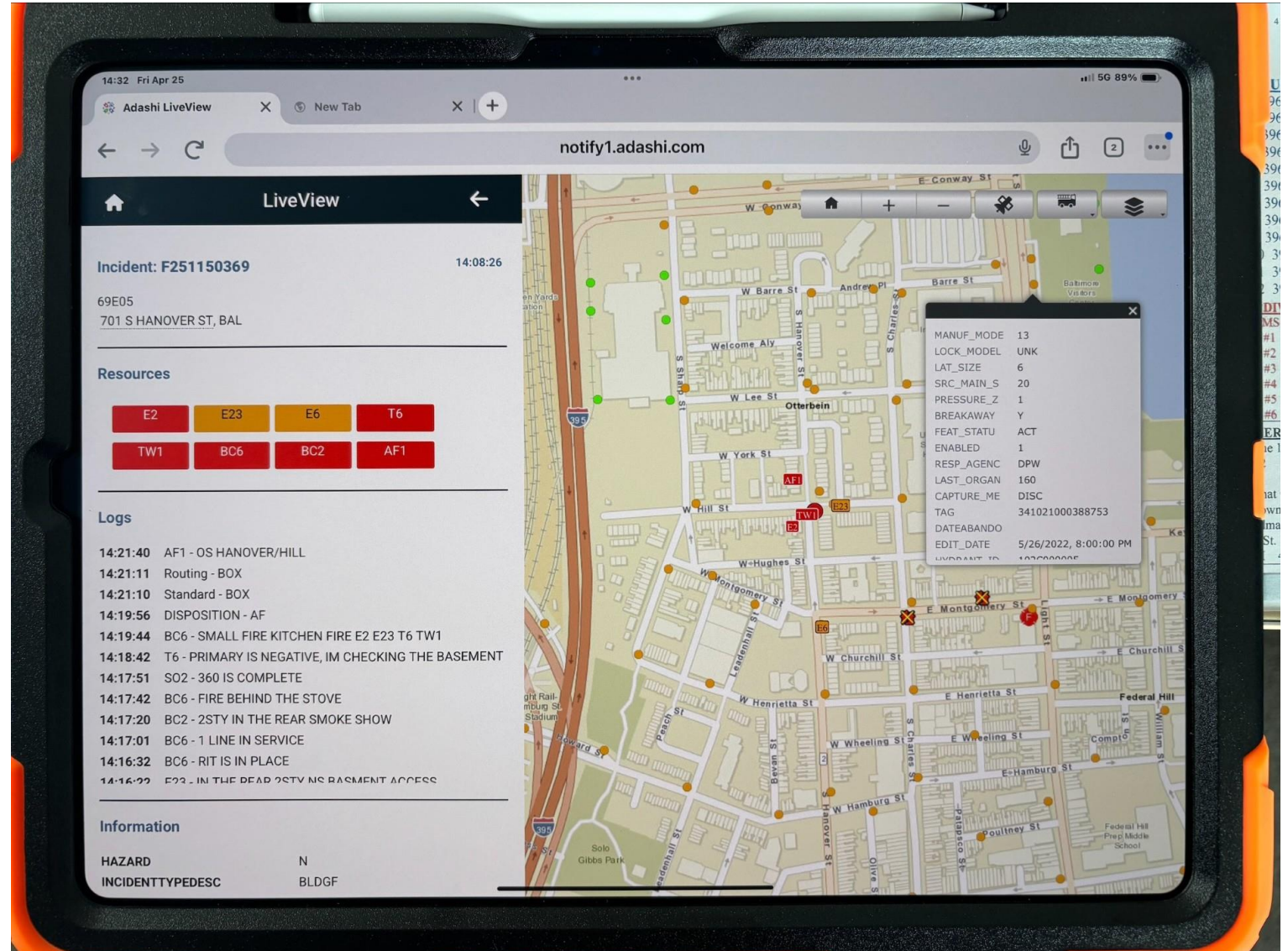
- City Wide Situational Awareness
- Ability to monitor incidents and unit locations/status
- Ability to see gaps in coverage and redeploy units more effectively





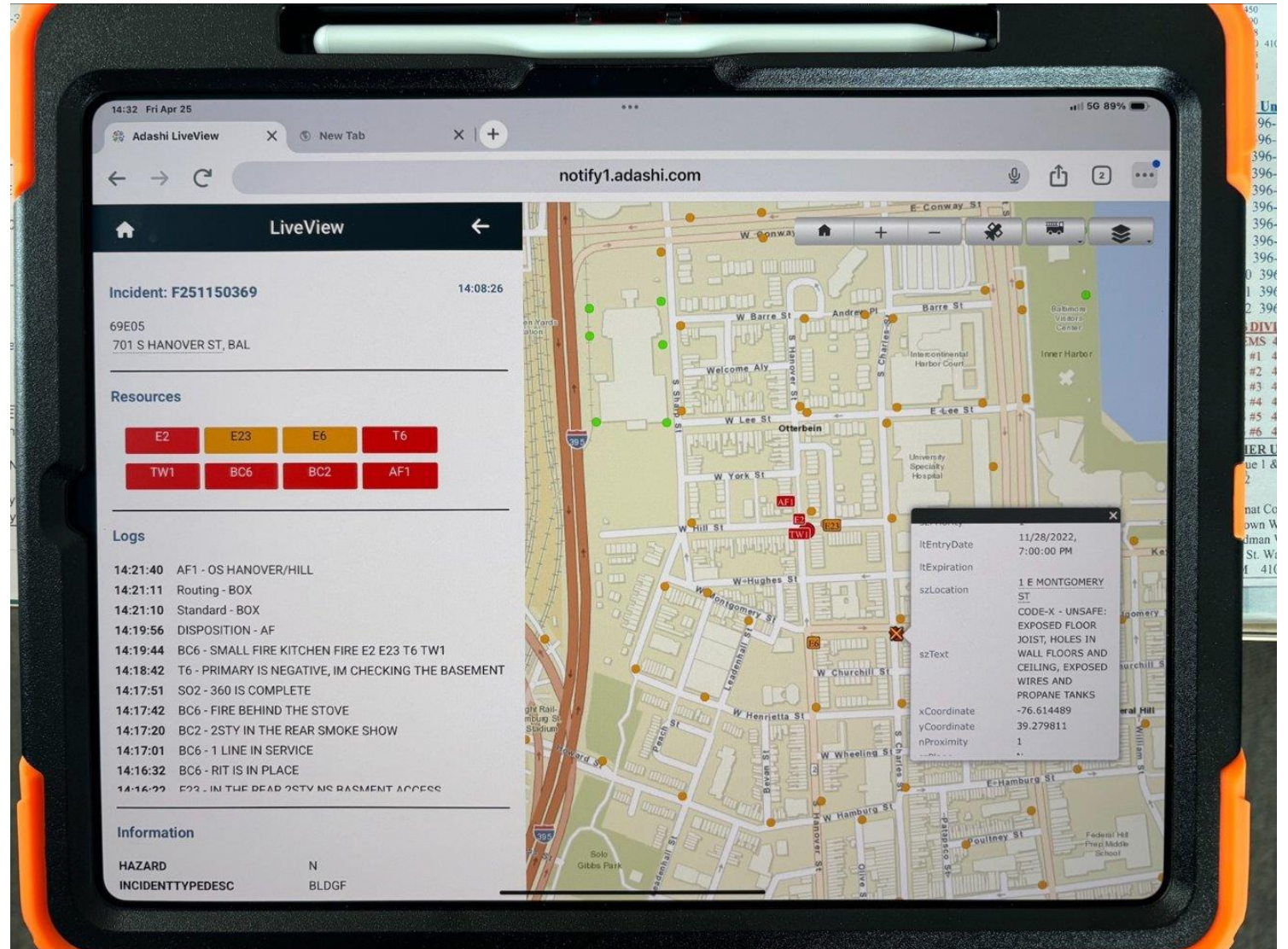
# ADASHI- Incident Information

- Units assigned
- Unit Location
- Hydrant / Code X Locations
- Real time incident notes
- Location Hazard Information
- Weather



# ADASHI- Code X Ray Information

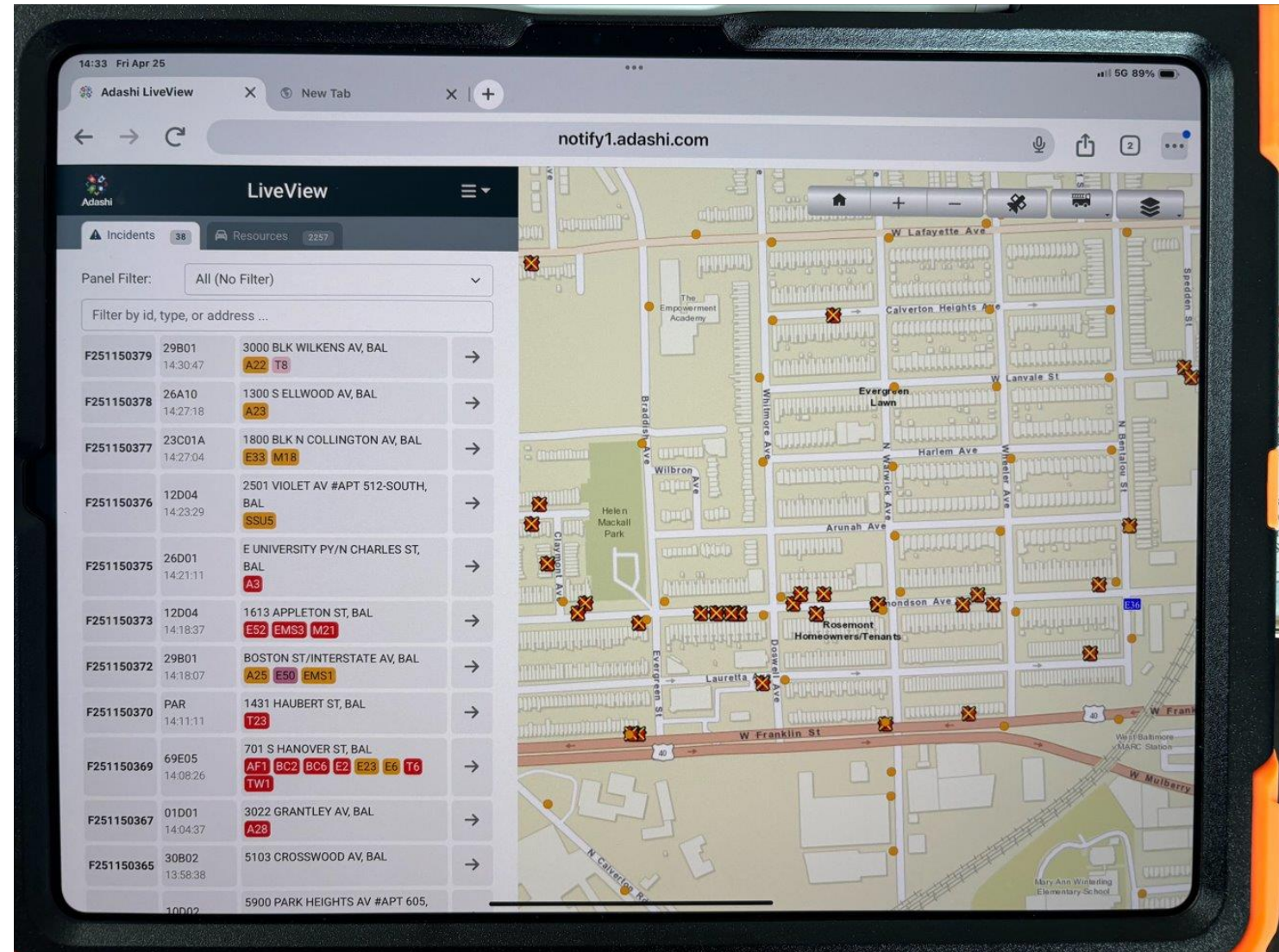
- Ability to see Code X locations
- Ability to read any Code X notes that have been entered





# ADASHI- Code X Ray Map

- Ability to see Code X locations to assist with reinspection's in a unit's respective inspection district.
- First step in giving the unit officer the ability to bring the office with them to where the boots hit the street



# FIRE MARSHAL

## Q3 FY25 Activities

Fire Inspections	4822
Plan Reviews	608
Fire Safety Talks and Fire Drills	53
Fire Investigations	146

## Q2 FY25 Activities

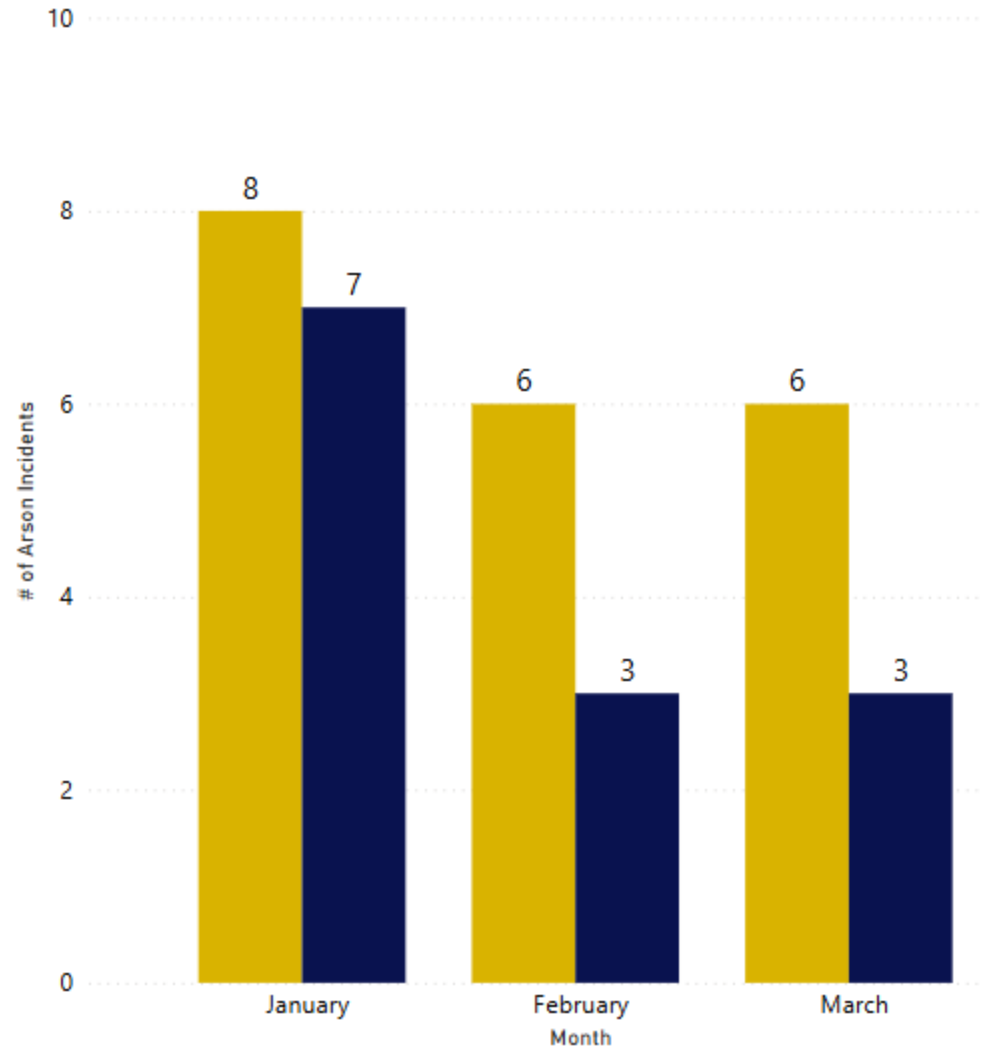
Fire Inspections	4562
Plan Reviews	614
Fire Safety Talks and Fire Drills	89
Fire Investigations	102

# Citywide Arsons

January 1, 2024 – March 31, 2024

January 1, 2025 – March 31, 2025

Year ● 2024 ● 2025



20

FY24 Q3

-35%



13

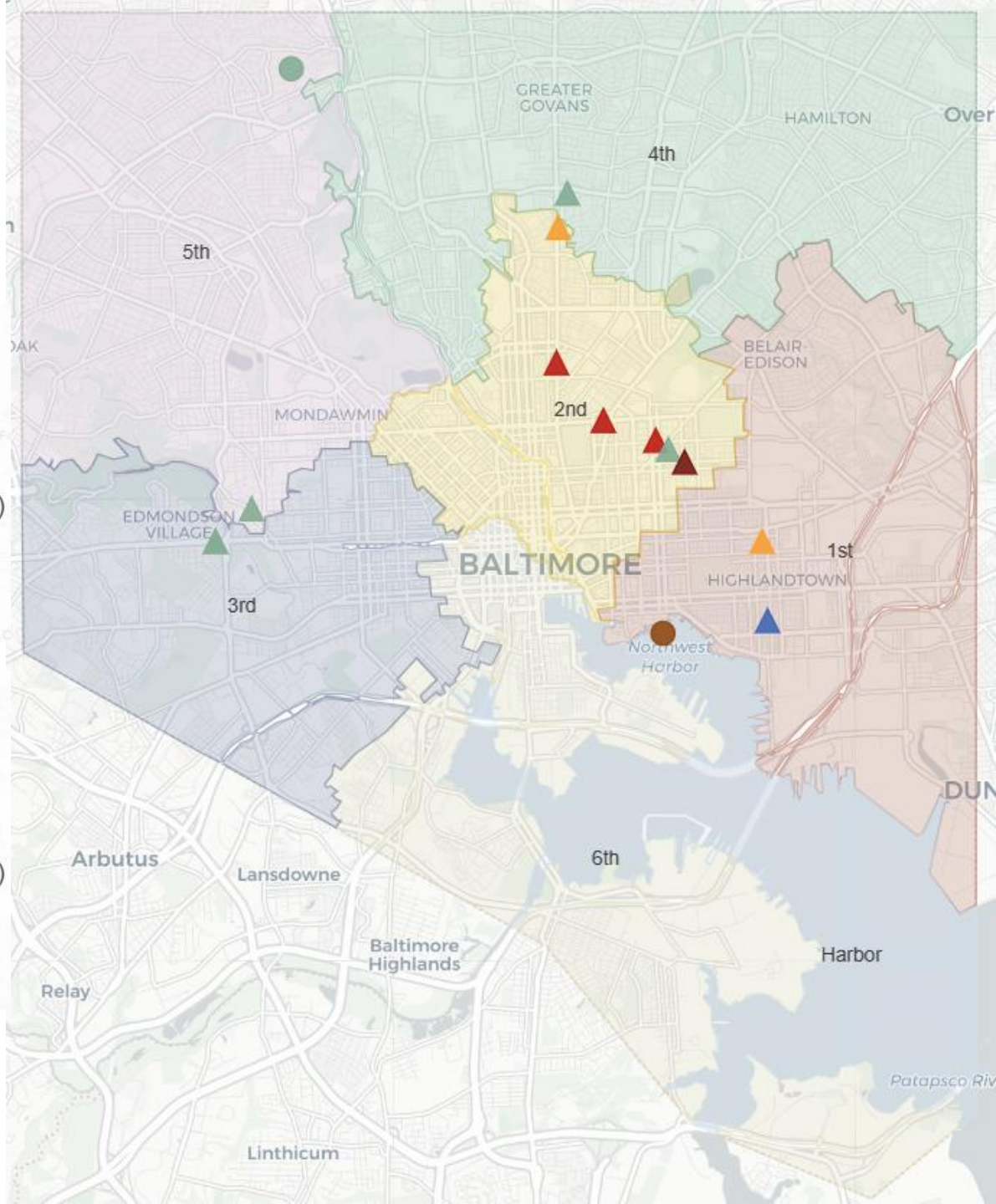
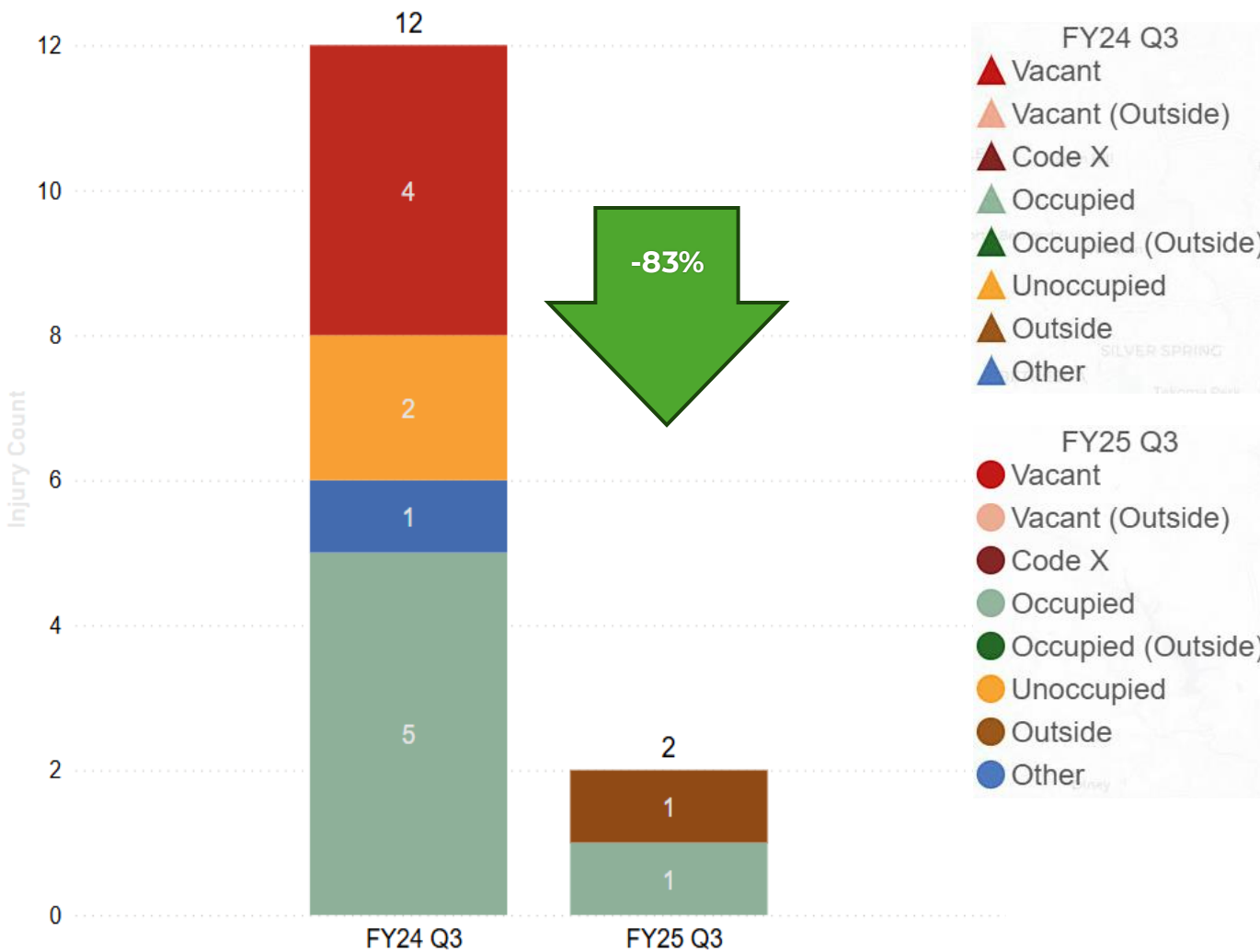
FY25 Q3

Month	2024	2025
Jan	8	7
Feb	6	3
Mar	6	3



# FIREGROUND INJURIES

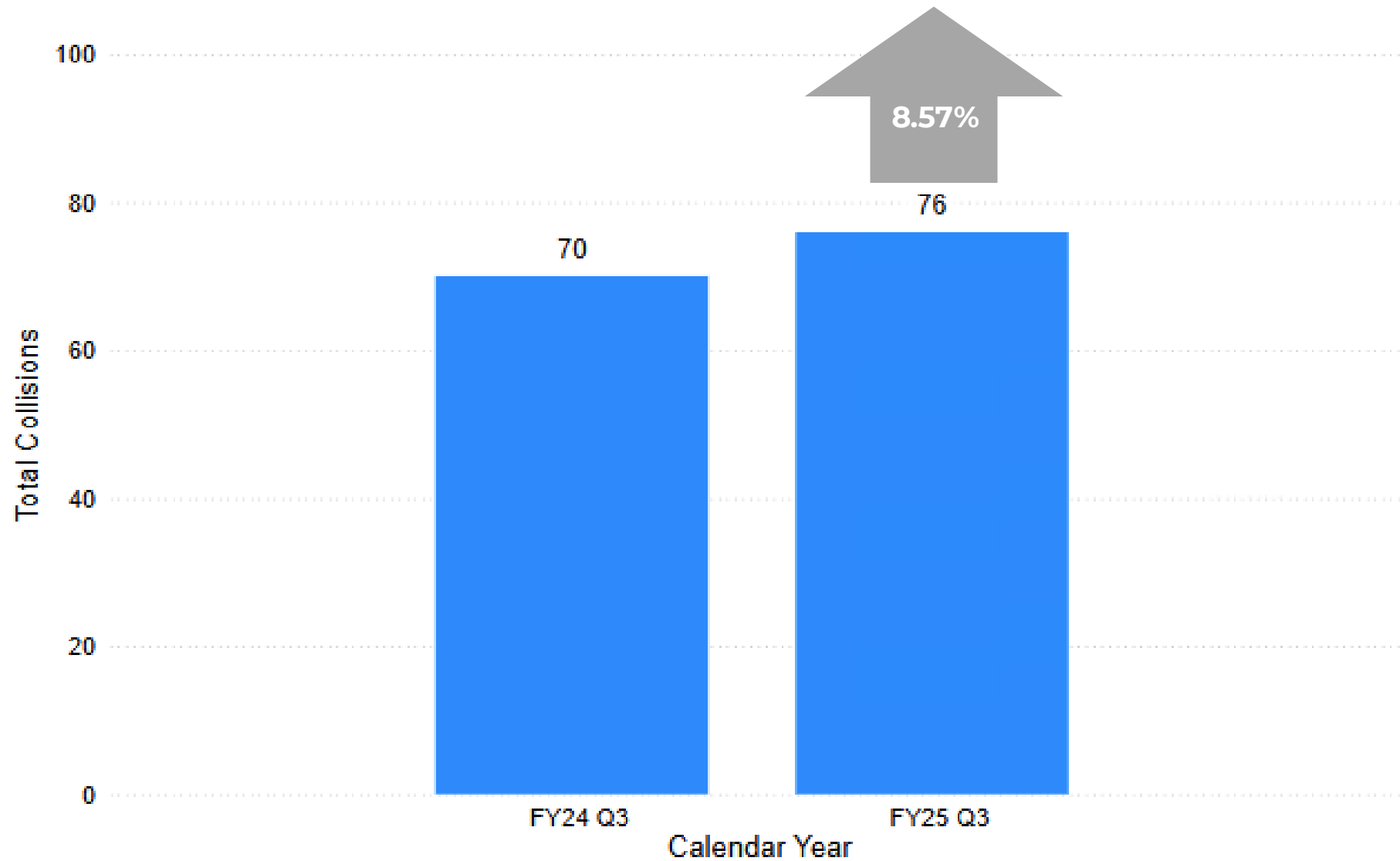
FY24 Q3 & FY25 Q3





# COLLISIONS

FY24 Q3 vs FY25 Q3



# HUMAN RESOURCES

Recent Hires – January 1 through March 31, 2025

Position	# of Hires	Start Date
Payroll Manager	1	Jan - 15
Human Resources Assistant II	1	Jan - 15
EMT/Firefighters ( <b>currently 41 in class</b> )	50	Jan - 29
Lateral transfer from an Accountant II Fiscal to Operations Officer I OEM	1	Mar - 12
Operations Assistant II	1	Mar - 12
Training Academy, Secretary III	1	Mar - 12
911 Supervisors	2	Mar - 29
911 Operators	6	Mar - 31

# HUMAN RESOURCES

Pending Hires/Active Recruitment

Position	Status
EMS Class - <b>17</b> (15 EMTs, 2 Paramedics)	Start date April 23, 2025
Fiscal Technician	Open recruitment
Training and Exercise Coordinator/OEM	Open recruitment
Fire Codes Plans Reviewer	Open recruitment

# **HUMAN RESOURCES**

## High School Program

### **Vivien T Thomas Medical Arts Academy**

- Emergency Medical Responder (EMR) Pilot
- March 3, 2025 – May 20, 2025
- BCFD MICRB Certified Lead Instructor
- 14 Students Enrolled

### **YouthWorks Summer Program**

- July 7, 2025 – August 8, 2025
- 25 Students - CTE Programs



# FIRE ACADEMY

Deputy Chief Laura A. Shiloh



# FIRE ACADEMY

## Current Recruit Class Data

Current Recruit Classes Start Date	Hired	Active	Graduation Date
EMTFF Recruit Class 2404 (9/11/24)	61		
2404(A)	22	17	February 21, 2025
2404(B)	39	25	June 6, 2025
EMTFF Recruit Class 2501 (1/29/25)	51	41	
2501 (A)	26	22	October 31, 2025
2501 (B)	25	19	October 31, 2025
EMT/PM Recruit Class 2502 (4/23/25)	19	18	August 8, 2025

# FIRE ACADEMY

## Recruit & Field Training Hours

### **FY24 – Q3 Recruit Training Hours**

Recruit Classes 2302, 2303, 2401

**FY24 Q3 hours - 830**

### **FY 25 – Q3 Recruit Training Hours**

Recruit Classes 2404, 2405, 2406, 2501, 2502

**FY25 Q3 recruit hours - 1876**

### **FY24 – Q3 Field Training Hours**

**685**

### **FY25 – Q3 Field Training Hours**

**1071**

# **FIRE ACADEMY**

## Implementation of Identified Training Needs

- Rapid Intervention Team – RIT Training – NFPA 1407 –Standard training (recruit & field training)
- Incident Command-IAP/ Operational Risk Assessment – F.O.C.A.S (Fire Officer Command and Simulation) training for Incident Commanders (Battalion Chiefs, Battalion Technicians, and Captains with future expansion planned)-FCB included in training
- Mayday/RIT – Roles & Responsibilities – Incorporated into recruit training, field training and built out into Specialized Firefighter Removal 4-day training program
- Training – Thermal Imaging Cameras – Incorporated into recruit training – developed into full day course delivered as part of Building Construction class
- H.E.A.T. – Fire Dynamics, Thermal Imager & Building Construction added to Recruit Skills training
- Fire Skills training – development of enhanced emergency activation training
- Optimizing Human Performance under stress in high-risk environments

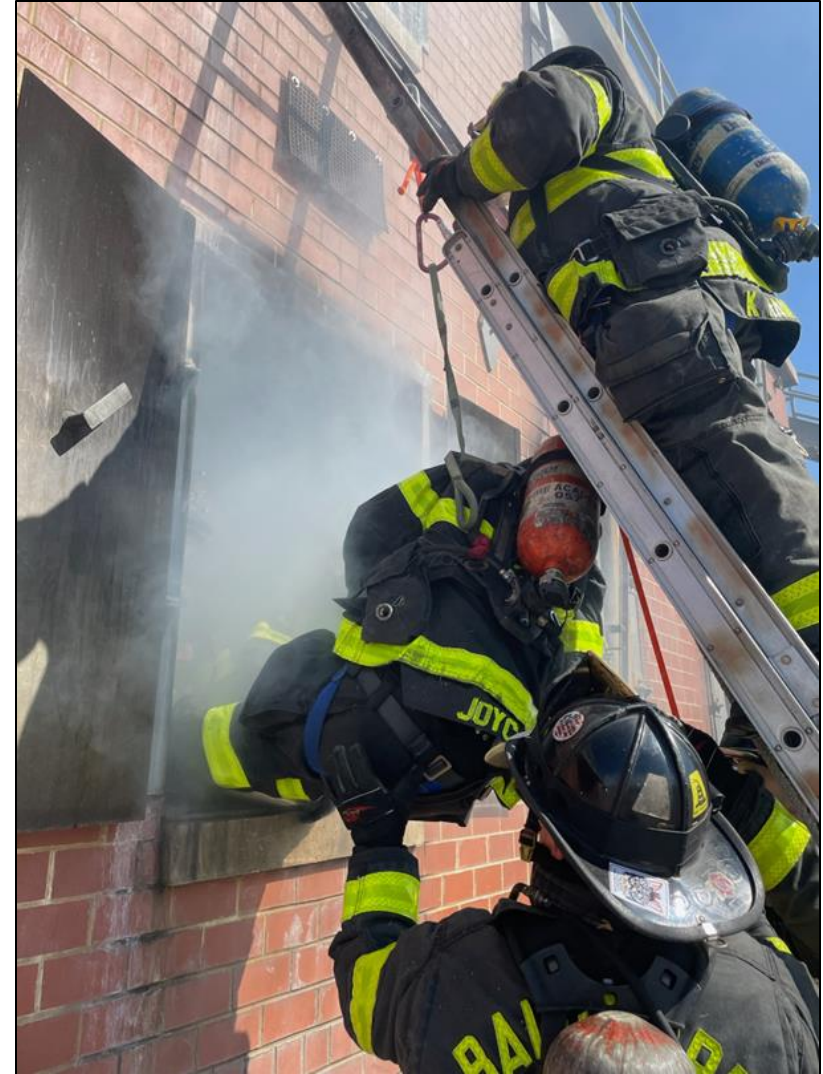


# FIRE Academy

## Advanced Firefighter Removal Class

### Key Points

- Firefighter Injuries and Fatalities
- MAYDAY Events
- Advanced RIT Techniques
- EMS Care of Injured Firefighters
- Practical Scenario Based Evolutions Developed by BCFD Members
- Eight AFFR Classes Delivered
- 160 Members Trained in these Techniques



# FIRE Academy

## Advanced Firefighter Removal Class

### Jurisdictions in Attendance Observing

- Anne Arundel County Fire Dept.
- Annapolis City Fire Department
- **Baltimore County Fire Department**
- Boston Fire Department
- **DC Fire and EMS\***
- Frederick County Fire and Rescue
- Howard County Fire and Rescue
- **Milwaukee Fire Department**
- Montgomery County Fire and Rescue
- Prince Georges County Fire and EMS



# FIRE ACADEMY

## Grant Funding

### FY22 Assistance to Firefighter's Grant (FEMA)

Effective 9/15/23 – end of grant period 9/21/25

Training	<b>\$1,552,800.00</b> Awarded
Equipment	<b>\$193,454.00</b> Awarded

### FY23 Assistance to Firefighter's Grant (FEMA)

Period of Performance 9/26/24 to 9/25/26

Training	<b>\$1,687,360</b> Awarded
Training Props	<b>\$50,000</b> Awarded

# EMS OPERATIONS

Assistant Chief James Matz



Brandon M. Scott  
Mayor



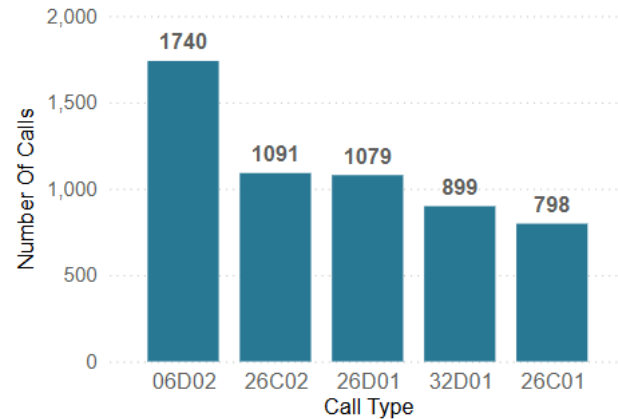
# TOP 5 ALS & BLS CALLS FOR SERVICE

Q3 FY 2024 vs. Q3 FY 2025

## Q3 FY 2024

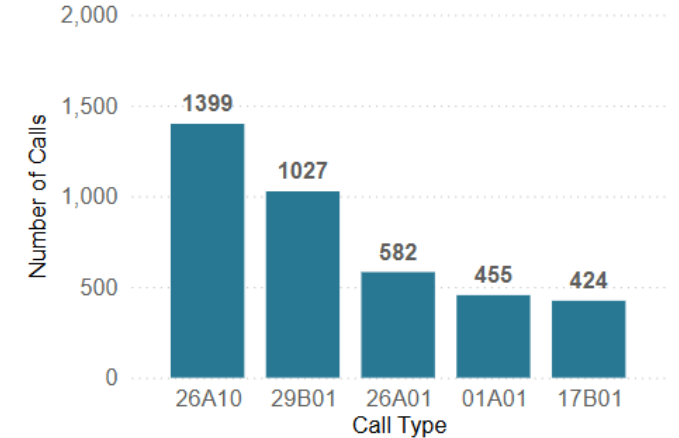
Top ALS Calls		
Call Type	Description	Total
06D02	Breathing Prblm	1740
26C02	Sick Abd Breath	1091
26D01	Sick N alert	1079
32D01	Unknown Prob	899
26C01	Altered Level Of Consciousness	798

Top ALS Calls For Service Q3 FY24



Top BLS Calls		
Call Type	Description	Total
26A10	Sick Unwell	1399
29B01	Vehicle Accident	1027
26A01	Sick	582
01A01	Abdominal Pain	455
17B01	Fall Injury	424

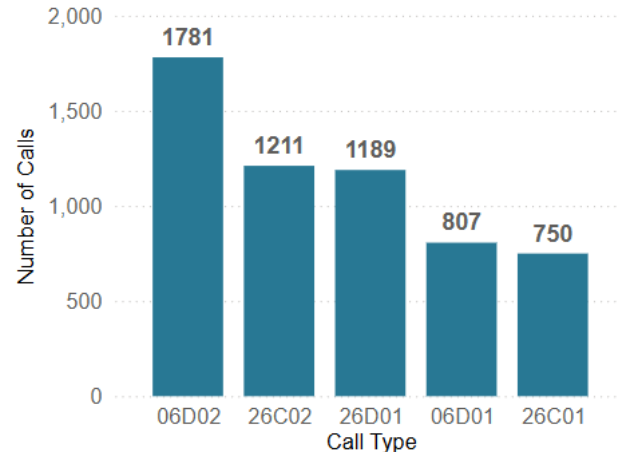
Top BLS Calls for Service Q3 FY24



## Q3 FY 2025

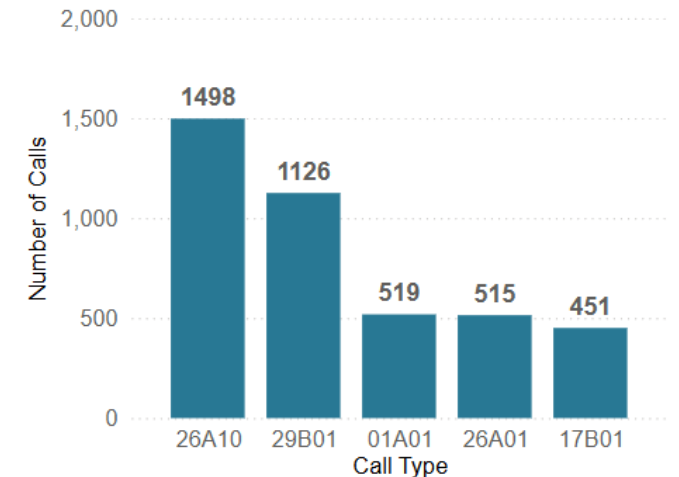
Top ALS Calls		
Call Type	Description	Total
06D02	Breathing Prblm	1781
26C02	Sick Abd Breath	1211
26D01	Sick alert	1189
06D01	Breathing Prblm Not Alert	807
26C01	Altered Level Of Consciousness	750

Top ALS Calls for Service Q3 FY25



Top BLS Calls		
Call Type	Description	Total
26A10	Sick Unwell	1489
29B01	Vehicle Accident	1126
01A01	Abdominal Pain	519
26A01	Sick	515
17B01	Fall Injury	451

Top BLS Calls for Service Q3 FY25



# EMS COMMUNITY METRICS

Q3 FY 2024



Baltimore City Fire  
Department

## EMS Community Metrics



Reset all filters to default display

Total Incidents

34K

Total Responses

61K

Responses to Overdoses

754

FILTERS

Date

1/1/2024

3/31/2024

Battalion/Division

All

Shift

All

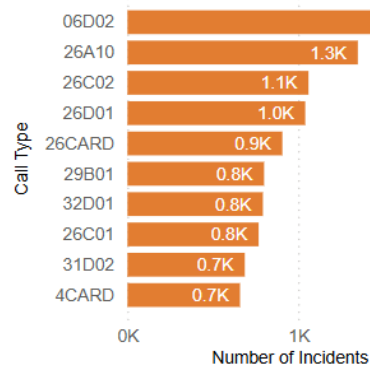
EMD Card

All

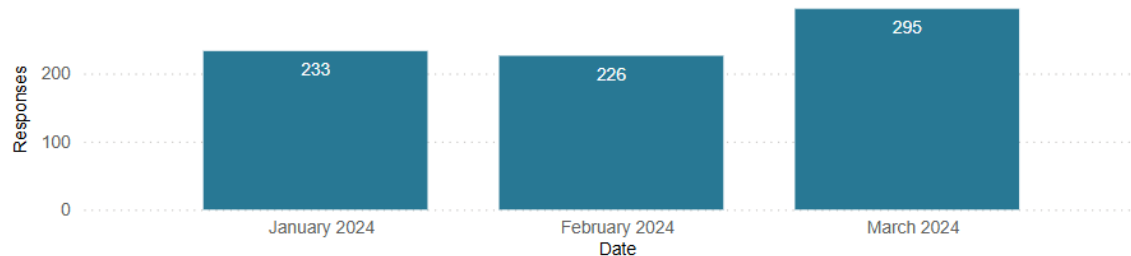
Unit

All

### Top 10 Call Types ?



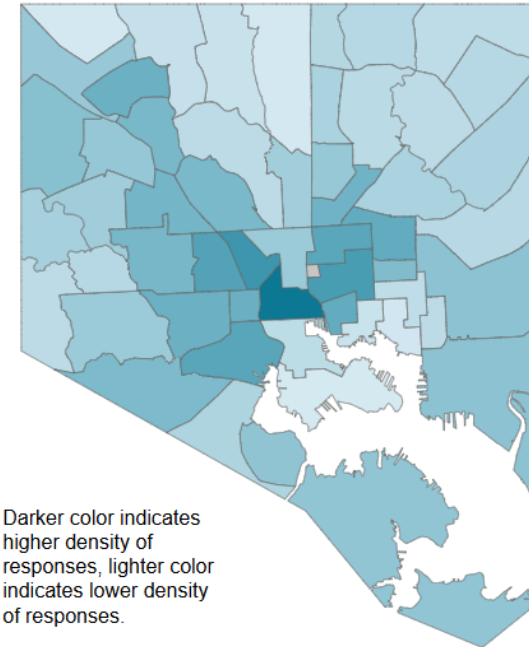
### Responses to Overdose ?



### Map Values - Responses to Community

Community	Responses	Per Capita Response
Downtown/Seton Hill	2733	290
Upton/Druid Heights	1963	221
Oldtown/Middle East	2045	205
Sandtown-Winchester/Harlem Park	2023	193
Washington Village/Pigtown	960	186
Greenmount East	1274	184
Clifton-Berea	1316	174
Harbor East/Little Italy	866	173
Poppleton/The Terraces/Hollins Market	771	164

### Responses to Community



Darker color indicates  
higher density of  
responses, lighter color  
indicates lower density  
of responses.

# EMS COMMUNITY METRICS

Q3 FY 2025



Baltimore City Fire  
Department

## EMS Community Metrics



Reset all filters to default display

Total Incidents

35K

Total Responses

64K

Responses to Overdoses

486

FILTERS

Date

1/1/2025

3/31/2025

Battalion/Division

All

Shift

All

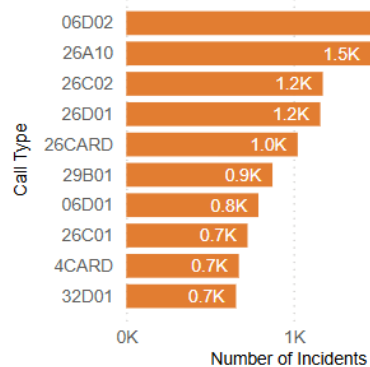
EMD Card

All

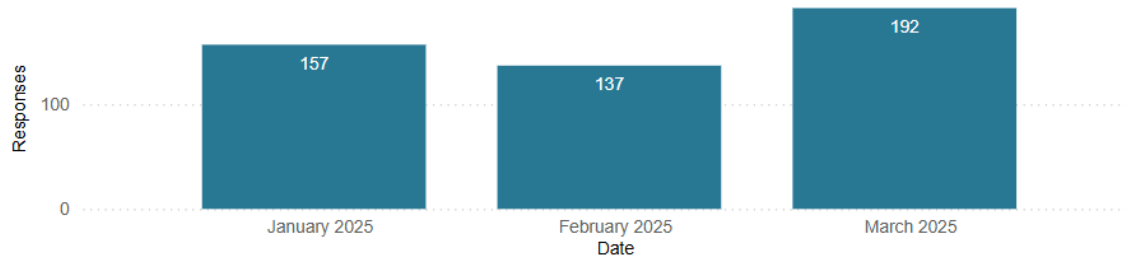
Unit

All

### Top 10 Call Types (i)



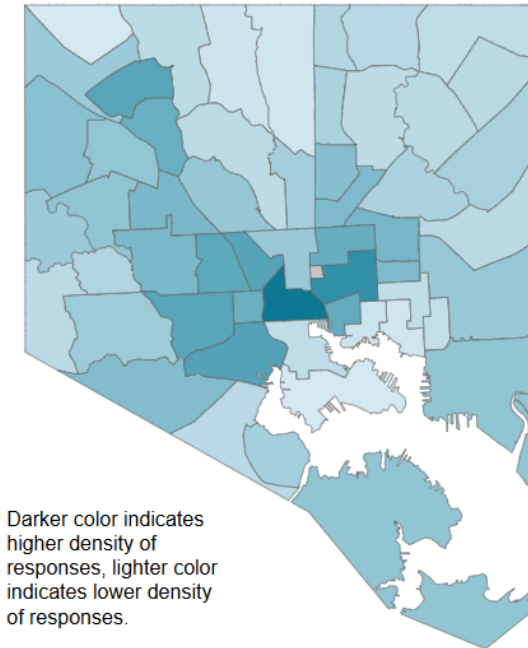
### Responses to Overdose (?)



### Map Values - Responses to Community

Community	Responses	Per Capita Response
Downtown/Seton Hill	2881	305
Oldtown/Middle East	2479	248
Washington Village/Pigtown	1050	203
Upton/Druid Heights	1779	200
Pimlico/Arlington/Hilltop	1831	196
Southwest Baltimore	2569	195
Sandtown-Winchester/Harlem Park	1976	188
Harbor East/Little Italy	917	183
Greenmount East	1212	175

### Responses to Community



Use these tabs to navigate between pages in this report

Designed by the Mayor's Office of Performance & Innovation

# EMS OPERATIONAL METRICS

Q3 FY 2024



Baltimore City Fire  
Department

## EMS Operational Metrics 1



Reset all filters to default display

Total Incidents

34K

Total Responses

61K

Total Transports

21K

Median Response  
Time to Time  
Sensitive Calls (mins)

8.53

### FILTERS

Date

1/1/2024

3/31/2024

Battalion/Division

All

Shift

All

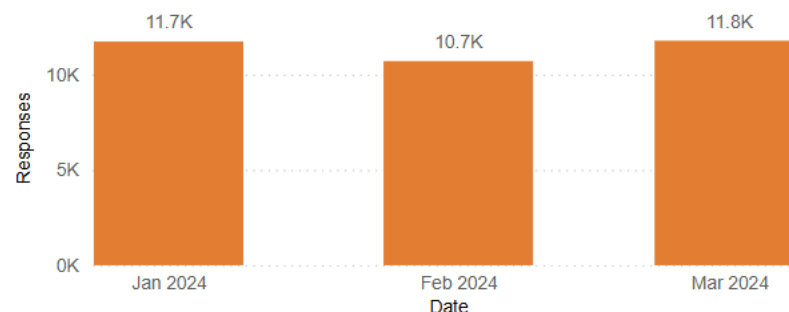
EMD Card

All

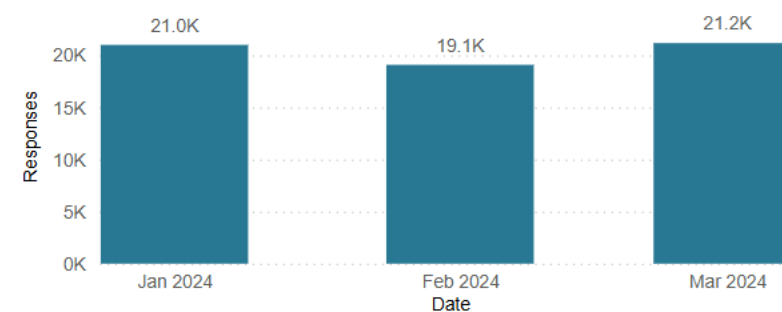
Unit

All

### Total Incidents ?

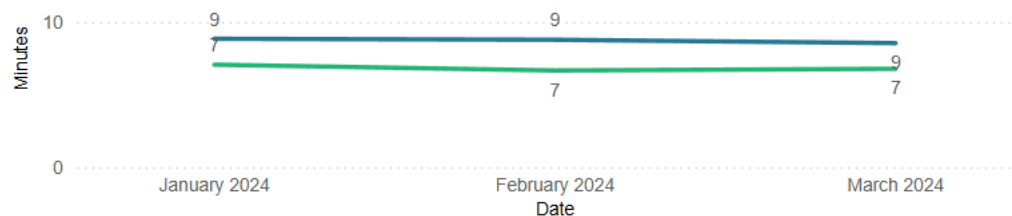


### Total Responses ?

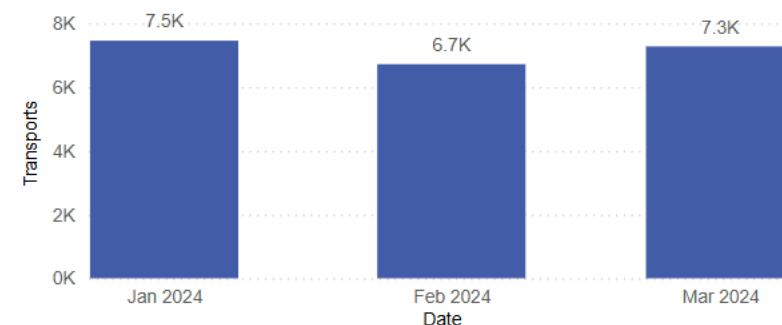


### Median Response Time (Minutes) to Time Sensitive Calls

Medics EMS Officers ? i



### Total Transports ?





# EMS OPERATIONAL METRICS

Q3 FY 2025



Baltimore City Fire  
Department

## EMS Operational Metrics 1



Reset all filters to default display

Total Incidents

35K

Total Responses

64K

Total Transports

23K

Median Response  
Time to Time  
Sensitive Calls (mins)

8.98

### FILTERS

Date

1/1/2025

3/31/2025

Battalion/Division

All

Shift

All

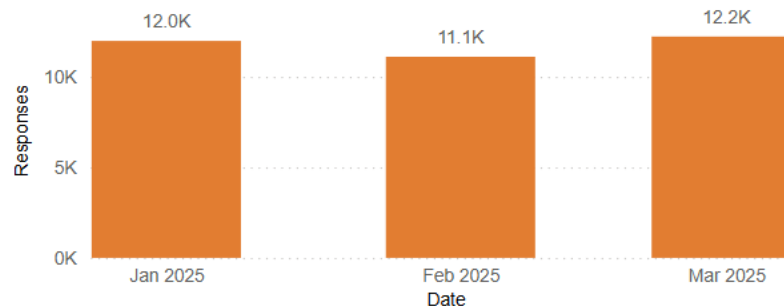
EMD Card

All

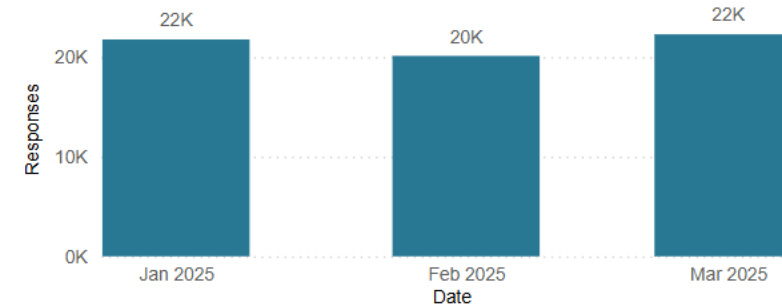
Unit

All

### Total Incidents ?

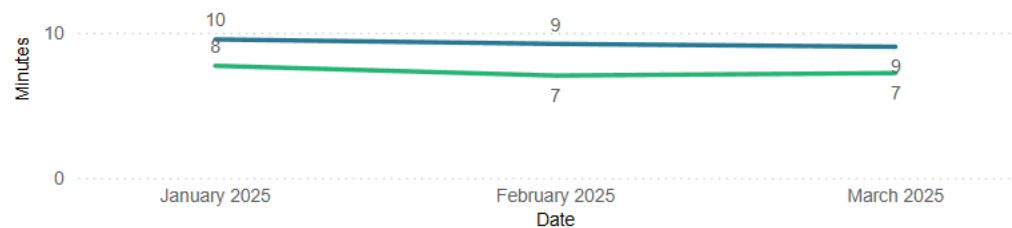


### Total Responses ?

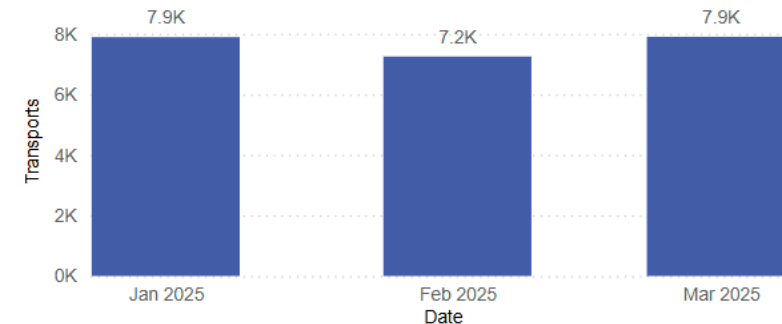


### Median Response Time (Minutes) to Time Sensitive Calls

Medics EMS Officers ? i



### Total Transports ?

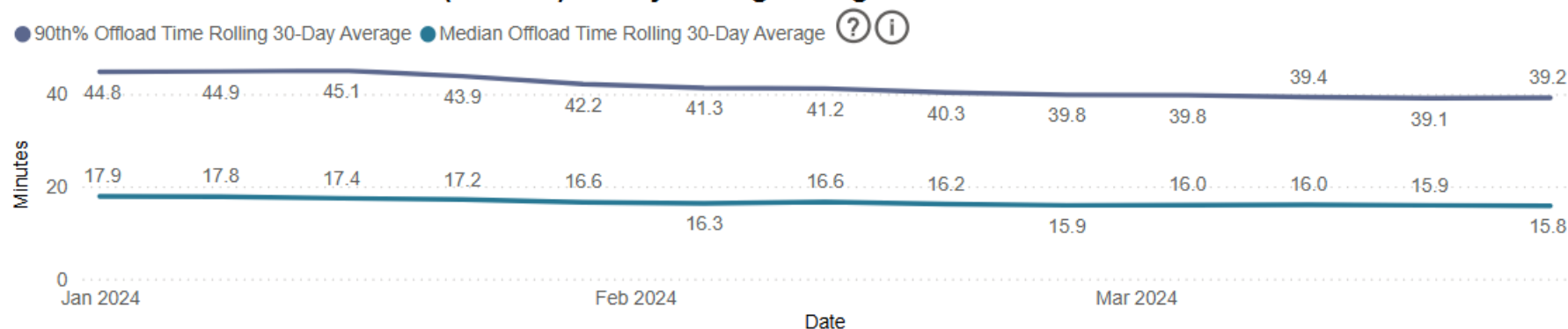


# OFFLOAD TIMES

Q3 FY 2024 vs Q3 FY 2025

## Q3 FY 2024

### Median and 90th% Offload Time (Minutes) 30-Day Rolling Average

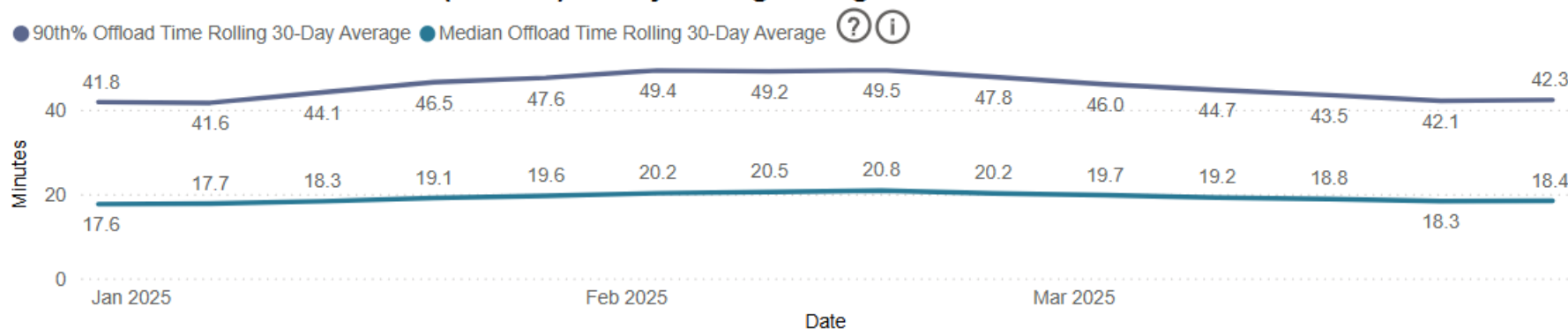


Median 90<sup>th</sup> Percentile offload time in Q3 FY 2024: **00:41:42**

Median offload time in Q3 FY 2024: **00:16:36**

## Q3 FY 2025

### Median and 90th% Offload Time (Minutes) 30-Day Rolling Average



Median 90<sup>th</sup> Percentile offload time in Q3 FY 2025: **00:46:06**

Median offload time in Q3 FY 2025: **00:19:30**

# EMS Metrics

Q3 FY 2024 vs. Q3 FY 2025

Median and Mean Duration of Units on Scene Time (HH:MM:SS)			
Median Duration On Scene Time in Q3 FY 2024	Median Duration On Scene Time Q3 FY 2025	Mean Duration On Scene Time Q3 FY 2024	Mean Duration On Scene Time Q3 FY 2025
00:16:48	00:16:46	00:20:00	00:19:59

## *Duration of Unit On Scene Time:*

The time a BCFD unit remains on scene, from arrival until it either begins patient transport or clears from the location.

Metric only includes Core BCFD Units:  
Battalion Chiefs, Suppression Units, and Transport Units.

Median and Mean Duration of Units At Hospital Time (HH:MM:SS)			
Median Duration of Units At Hospital Time Q3 FY 2024	Median Duration of Units At Hospital Time Q3 FY 2025	Mean Duration of Units At Hospital Time Q3 FY 2024	Mean Duration of Units At Hospital Time Q3 FY 2025
00:50:56	00:51:22	00:51:13	00:52:07

## *Duration of Units at Hospital Time (Drop Time):*

The time a BCFD transport unit spends at the hospital, measured from when it completes patient transport to when it becomes available for the next call.

This measure only includes BCFD EMS Transport Units.

# Mortality (cardiac arrest) Tracking



2022

## Non-Traumatic Etiology Survival Rates

Overall:	5.1% (1287)
Bystander Wit'd:	7.8%(334)
Unwitnessed:	2.3% (824)
Utstein <sup>1</sup> :	21.7% (46)
Utstein Bystander <sup>2</sup> :	28.6% (14)

## Bystander Intervention Rates <sup>3</sup>

CPR:	19.4% (978)
Public AED Use:	5.0% (160)

CPC 1 or 2: 14  
CPC 3 or 4: 12

2023

## Non-Traumatic Etiology Survival Rates

Overall:	7.2% (1215)
Bystander Wit'd:	10.3%(329)
Unwitnessed:	4.0% (769)
Utstein <sup>1</sup> :	27.8% (36)
Utstein Bystander <sup>2</sup> :	40.0% (15)

## Bystander Intervention Rates <sup>3</sup>

CPR:	24.7% (929)
Public AED Use:	4.5% (202)

CPC 1 or 2: 13  
CPC 3 or 4: 21

2024

## Non-Traumatic Etiology Survival Rates

Overall:	9.3% (1181)
Bystander Wit'd:	16.0%(306)
Unwitnessed:	4.8% (743)
Utstein <sup>1</sup> :	40.8% (76)
Utstein Bystander <sup>2</sup> :	48.6% (37)

## Bystander Intervention Rates <sup>3</sup>

CPR:	25.5% (891)
Public AED Use:	7.2% (167)

CPC 1 or 2: 27  
CPC 3 or 4: 22



# CARES 2024 Comparison



## Baltimore City

### Utstein Survival Report

All Agencies/National Data

Date of Arrest: From 01/01/2024 Through 01/01/2025 | Incident County: Baltimore

#### Non-Traumatic Etiology Survival Rates

Overall:	10.4% (884)
Bystander Wit'd:	17.1%(310)
Unwitnessed:	4.8% (461)
Utstein <sup>1</sup> :	36.0% (75)
Utstein Bystander <sup>2</sup> :	39.1% (46)

#### Bystander Intervention Rates <sup>3</sup>

CPR:	39.5% (636)
Public AED Use:	9.2% (87)

CPC 1 or 2: 29  
CPC 3 or 4: 24

## Prince George's

### Utstein Survival Report

All Agencies/National Data

Date of Arrest: From 01/01/2024 Through 01/01/2025 | Incident County: Prince George's

#### Non-Traumatic Etiology Survival Rates

Overall:	5.6% (1105)
Bystander Wit'd:	9.2%(390)
Unwitnessed:	1.8% (557)
Utstein <sup>1</sup> :	26.4% (91)
Utstein Bystander <sup>2</sup> :	30.4% (56)

#### Bystander Intervention Rates <sup>3</sup>

CPR:	40.3% (767)
Public AED Use:	11.1% (108)

CPC 1 or 2: 25  
CPC 3 or 4: 11

## Howard

### Utstein Survival Report

All Agencies/National Data

Date of Arrest: From 01/01/2024 Through 01/01/2025 | Incident County: Howard

#### Non-Traumatic Etiology Survival Rates

Overall:	12.0% (242)
Bystander Wit'd:	15.6%(90)
Unwitnessed:	8.1% (124)
Utstein <sup>1</sup> :	36.0% (25)
Utstein Bystander <sup>2</sup> :	50.0% (16)

#### Bystander Intervention Rates <sup>3</sup>

CPR:	55.8% (190)
Public AED Use:	22.6% (31)

CPC 1 or 2: 12  
CPC 3 or 4: 2

# CARES 2024 Comparison



## Baltimore City

### Utstein Survival Report

All Agencies/National Data

Date of Arrest: From 01/01/2024 Through 01/01/2025 | Incident County: Baltimore

#### Non-Traumatic Etiology Survival Rates

Overall:	10.4% (884)
Bystander Wit'd:	17.1%(310)
Unwitnessed:	4.8% (461)
Utstein <sup>1</sup> :	36.0% (75)
Utstein Bystander <sup>2</sup> :	39.1% (46)

#### Bystander Intervention Rates <sup>3</sup>

CPR:	39.5% (636)
Public AED Use:	9.2% (87)

CPC 1 or 2: 29  
CPC 3 or 4: 24

## Prince George's

### Utstein Survival Report

All Agencies/National Data

Date of Arrest: From 01/01/2024 Through 01/01/2025 | Incident County: Prince George's

#### Non-Traumatic Etiology Survival Rates

Overall:	5.6% (1105)
Bystander Wit'd:	9.2%(390)
Unwitnessed:	1.8% (557)
Utstein <sup>1</sup> :	26.4% (91)
Utstein Bystander <sup>2</sup> :	30.4% (56)

#### Bystander Intervention Rates <sup>3</sup>

CPR:	40.3% (767)
Public AED Use:	11.1% (108)

CPC 1 or 2: 25  
CPC 3 or 4: 11

## Howard

### Utstein Survival Report

All Agencies/National Data

Date of Arrest: From 01/01/2024 Through 01/01/2025 | Incident County: Howard

#### Non-Traumatic Etiology Survival Rates

Overall:	12.0% (242)
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#### Bystander Intervention Rates <sup>3</sup>

CPR:	55.8% (190)
Public AED Use:	22.6% (31)

CPC 1 or 2: 12  
CPC 3 or 4: 2

# Survival Based Strategies

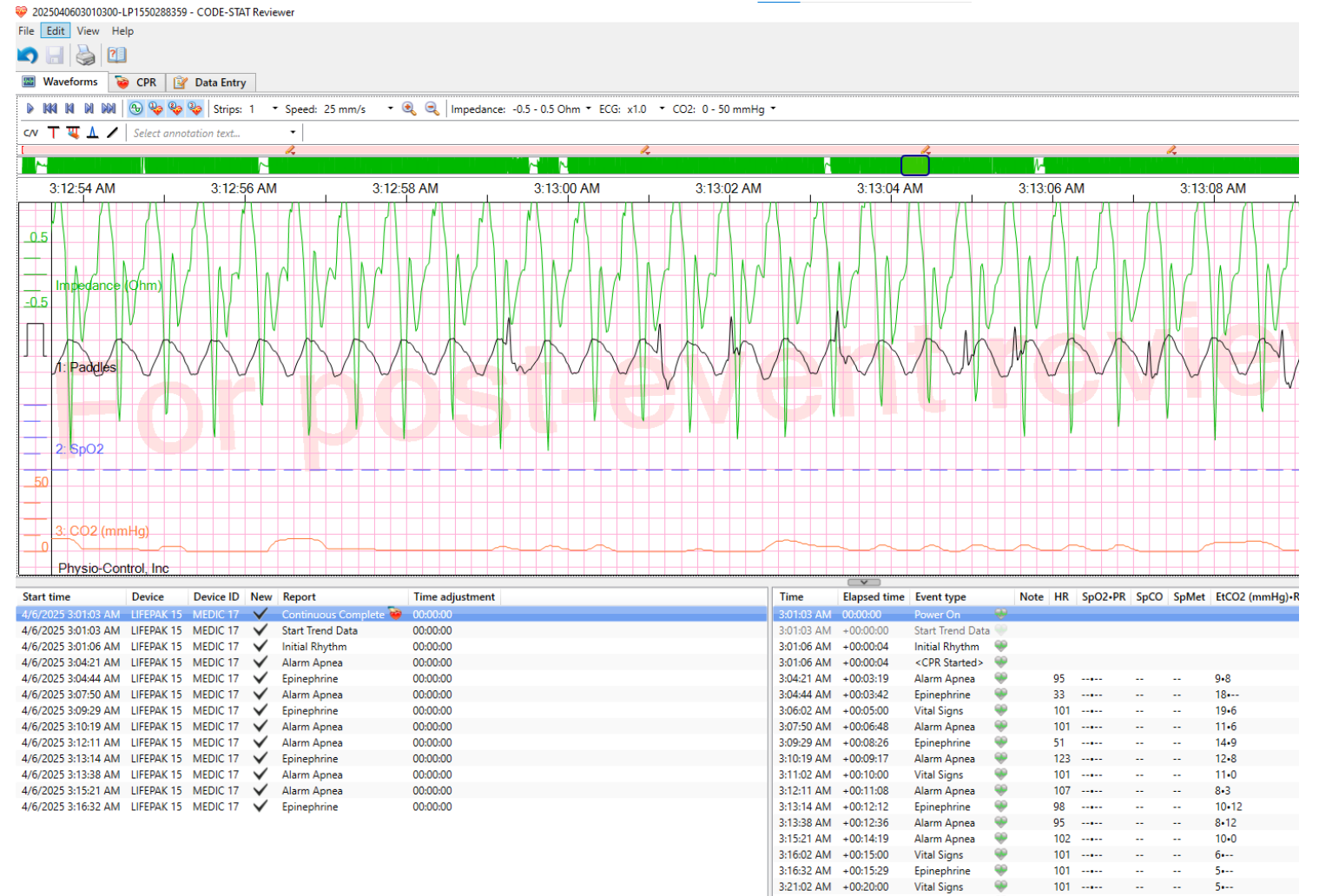
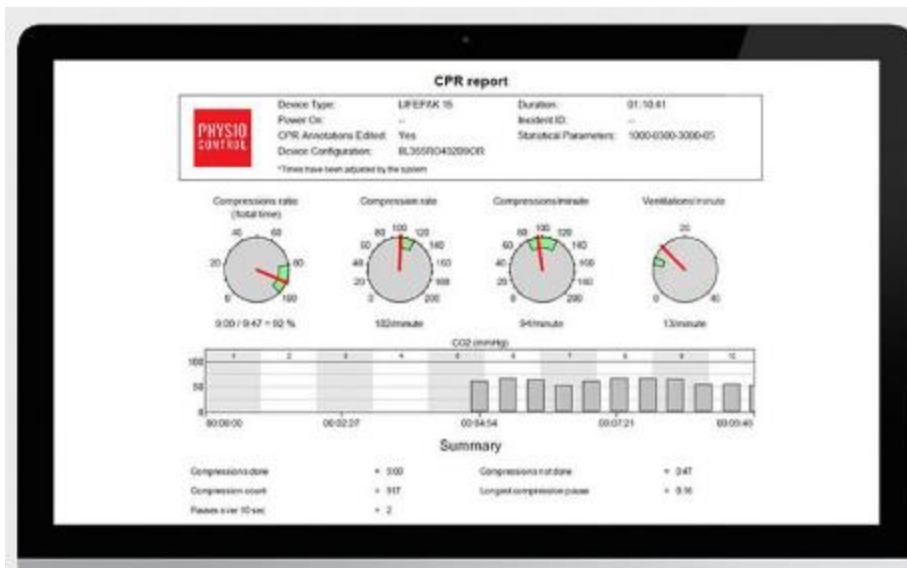
- Community based education
- BCFD officers and 911/FCB personnel attending Resuscitation Academy in Howard County
- CPR LifeLinks / CDC sponsored training completed with 911 specialists
- Community outreach
- 100% ongoing review, just in time training
- Planning for Pulse Point

# QA/QI Tracking and Clinical Metric

- 100% review of high acuity incidents (ketamine, cardiac arrest, intubation)
- Surveillance via first pass on chest pain/STEMI, stroke, and refusals
- Field initiated follow up requests on high acuity incidents
- MIEMSS required reporting (prohibited conduct, protocol variation with harm)
- Input and analysis of CARES registry soon to include CARES 2.0
- Behavioral health diversion and audits
- Extensive tracking of intubation and video assisted intubation
- Pursuit of NEMSQA metrics ongoing



# Sample Post Cardiac Arrest Review

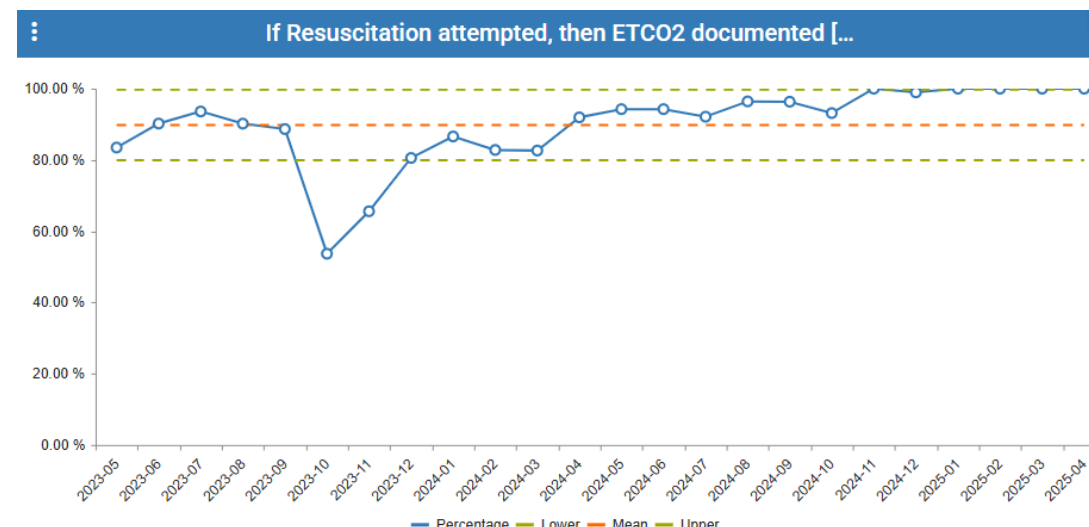
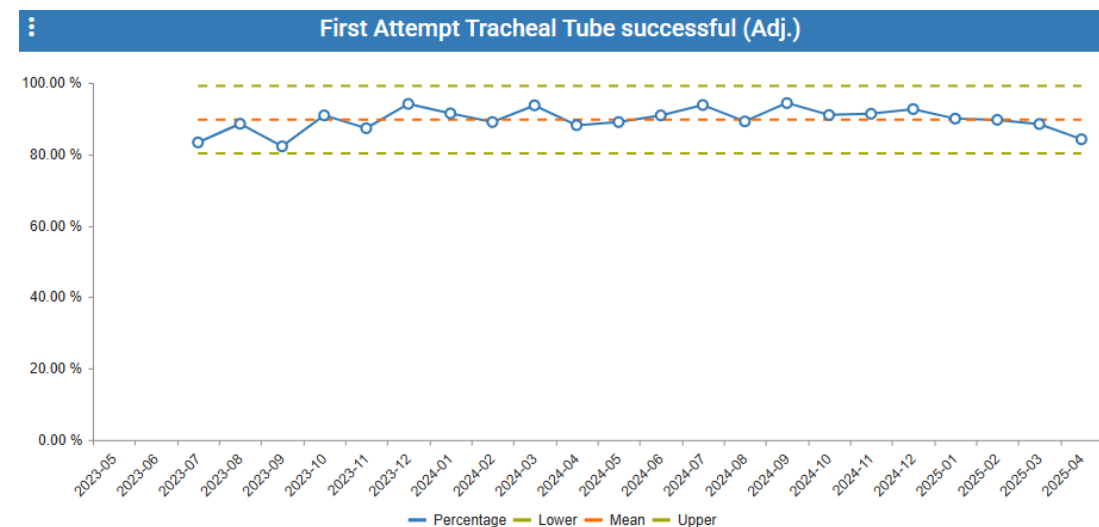
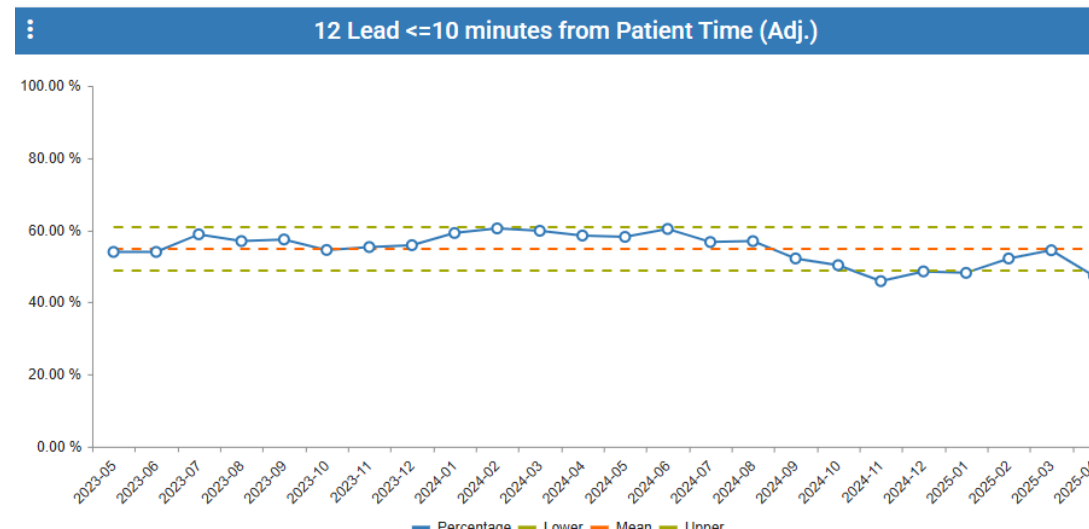
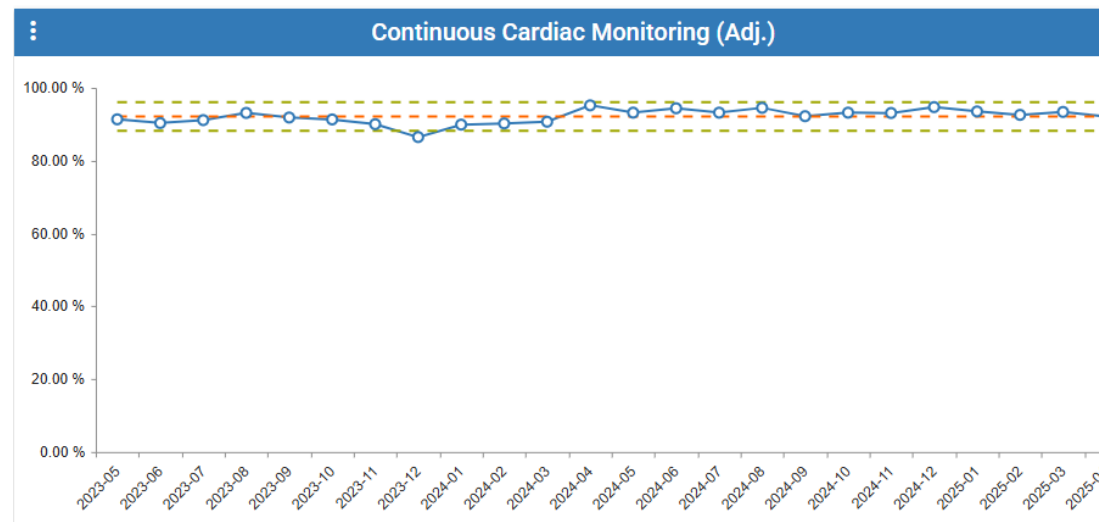


# EMS CLINICAL METRICS

- QA/QI lieutenants engaged in “just in time training”
- Advanced airway labs in partnership with Florida jurisdictions
- Tracking of nationally endorsed metrics (NEMSQA)
- Transparency and consistency in reporting

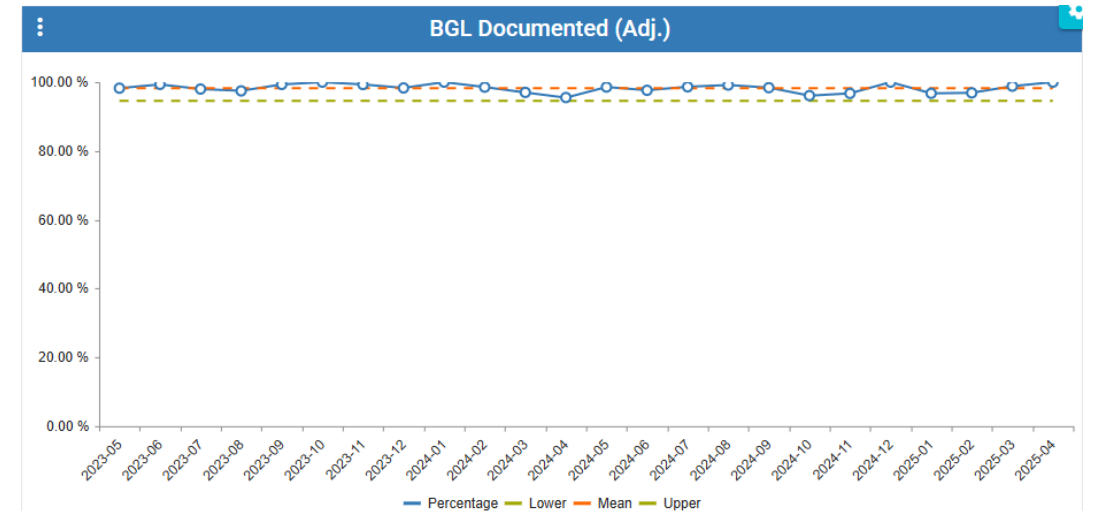
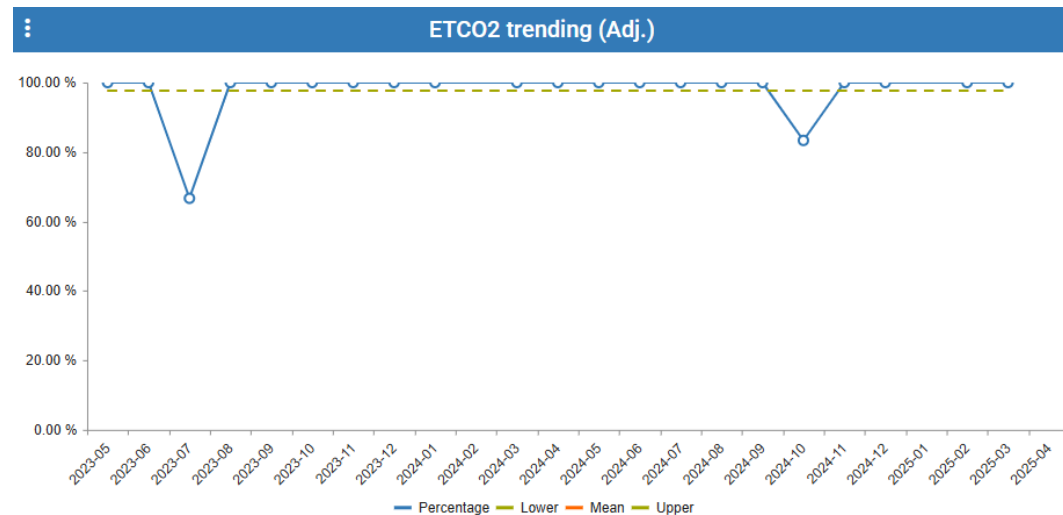
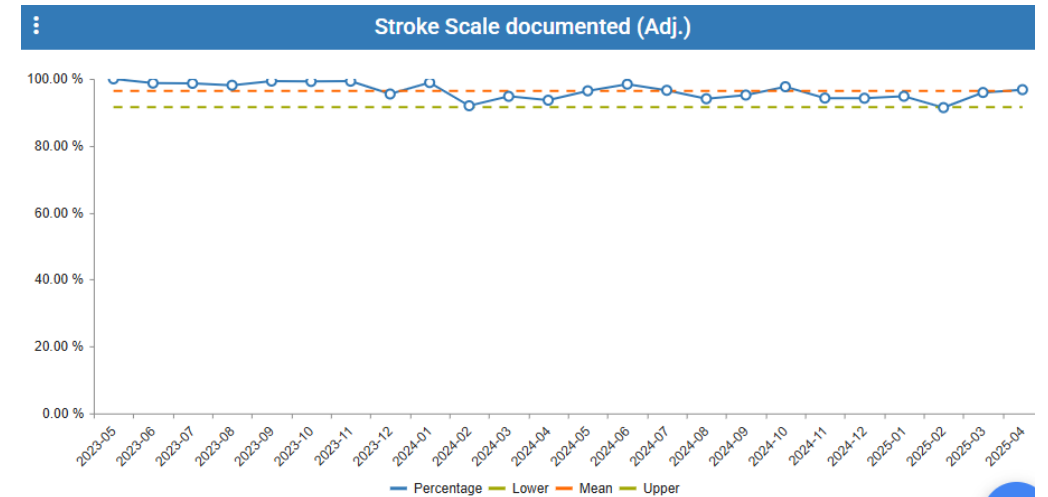
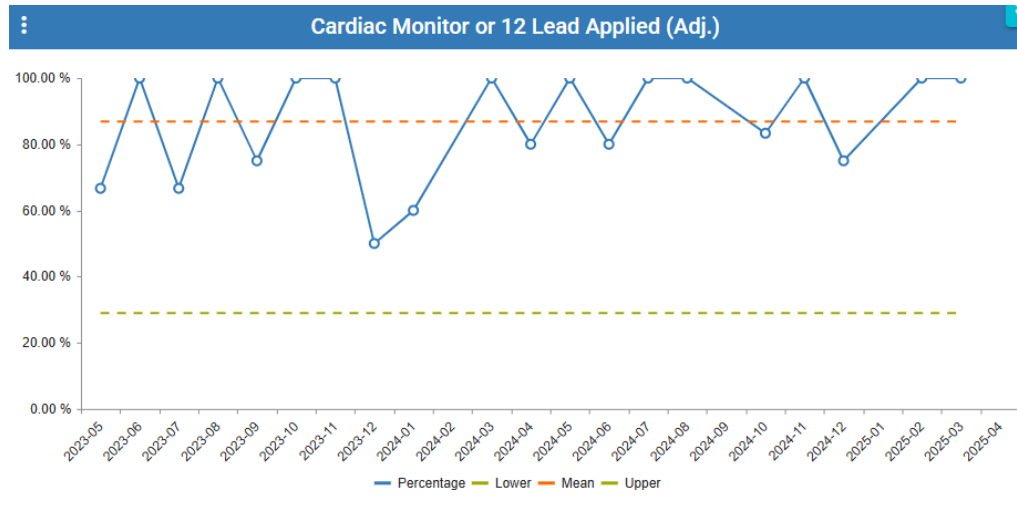
# Acute Coronary Syndromes and Advanced Airway Metrics (SAMPLE)

FIRST  
WATCH



# Ketamine and Stroke Review Metrics

FIRST WATCH





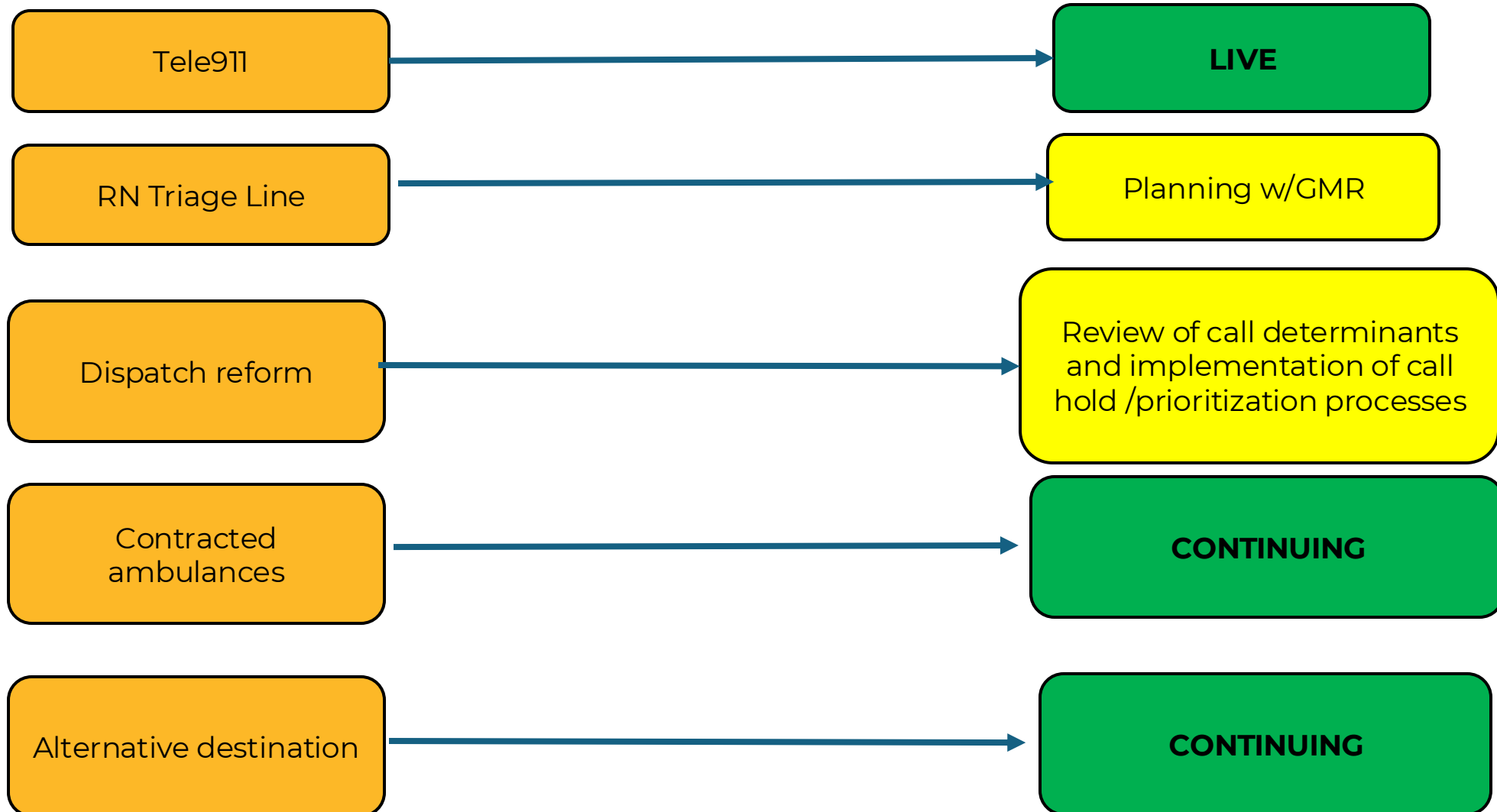
# VL Data

2023				1st pass success	1st pass percent	90%ile 1st attempt time	2nd pass success	90%ile 2nd attempt time	3rd pass success	90%ile 3rd attempt time
unsuccessful	7	patients	126	75	59.52%	0:01:26	22	0:01:15	9	0:00:45
		attempts	162	75	46.30%					
2024				1st pass success	1st pass percent	90%ile 1st attempt time	2nd pass success	90%ile 2nd attempt time	3rd pass success	90%ile 3rd attempt time
unsuccessful	19	patients	285	199	69.82%	0:01:14	37	0:00:46	10	0:00:50
		attempts	344	199	57.85%					
Overall				1st pass success	1st pass percent	90%ile 1st attempt time	2nd pass success	90%ile 2nd attempt time	3rd pass success	90%ile 3rd attempt time
unsuccessful	23	patients	415	300	72.29%	0:01:20	56	0:01:20	18	0:00:49
		attempts	456	300	65.79%					

Video Laryngoscopy Is Associated With First-Pass Success in Emergency Department Intubations for Trauma Patients: A Propensity Score Matched Analysis of the National Emergency Airway Registry (2021)

Of the 19,071 intubations in NEAR, 4,449 (23%) were for trauma, and nearly all (88%) had at least one difficult airway characteristic. **Prevalence of first-pass success was 86.8% (95% confidence interval [CI]: 83.3% to 90.3%).**

# SELECT MITIGATION STRATEGIES

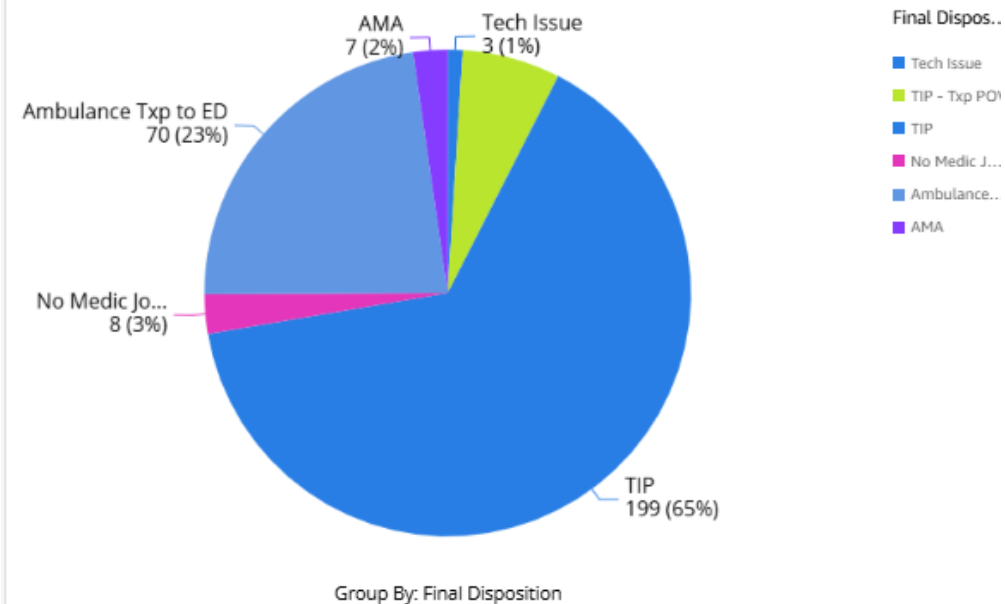


# SELECT MITIGATION STRATEGIES

- ARPA-Heroes / B-Core collaboration **FUNDED**
- Phase 1 implementation in collaboration with city and ORF
- Use of “Goldie” to connect services
- Integration of BCFD into 24/7 crisis response framework
- Developing connected referral network for care linkage
- Exploring feasibility of 911 diversion for substance use

Controls Start Date 04/01/2024 End Date 04/25/2025 Visit Status All Intake Disposition All Final Disposition All Creator Name All							
Total Consults							
352							
Visits Compared by DAY %		Visits Compared by WEEK %		Visits Compared by MONTH %		Visits Compared by QUARTER %	
No data There was no data found for the visual.		Apr 20, 2025 5		Apr 13, 2025 4		Q2' 2025 14	
		25%↑		-12.5%↓		-12.5%↓	
Visits Compared by Previous DAYS %		Visits Compared by Previous WEEKS %		Visits Compared by Previous MONTHS %		Visits Compared by Previous QUARTERS %	
No data There was no data found for the visual.							
This Month		14		Last Month		16	
This Week		5		Last Week		4	

Consults by Intake TIP Disposition



- Looking to roll tele-medicine into broader nurse triage line initiative



# BEHAVIORAL HEALTH DIVERSION

911 Behavioral Health Diversion Dashboard May 01, 2025

Indicators

BCFD

BCRI

BPD

Caller Info

**11496**

Total Incidents (25A01, 25A02, 25B03, & all calls involving BCRI)

**9446**

BCFD Incidents (includes co-response)

**1750**

BCRI Incidents (includes co-response)

**6686**

BPD Incidents (includes co-response)

**367**

Count of Incidents Resolved by BCRI (without FD or PD response)

**276**

Caller Declined to Speak With BCRI

**75**

Failed Transfers to BCRI (911 operator unable to connect to HLC)

**305**

Caller Disconnected During Hand-off or After Connecting With BCRI

**363**

Diverted Calls Returned to 911

**617.97**

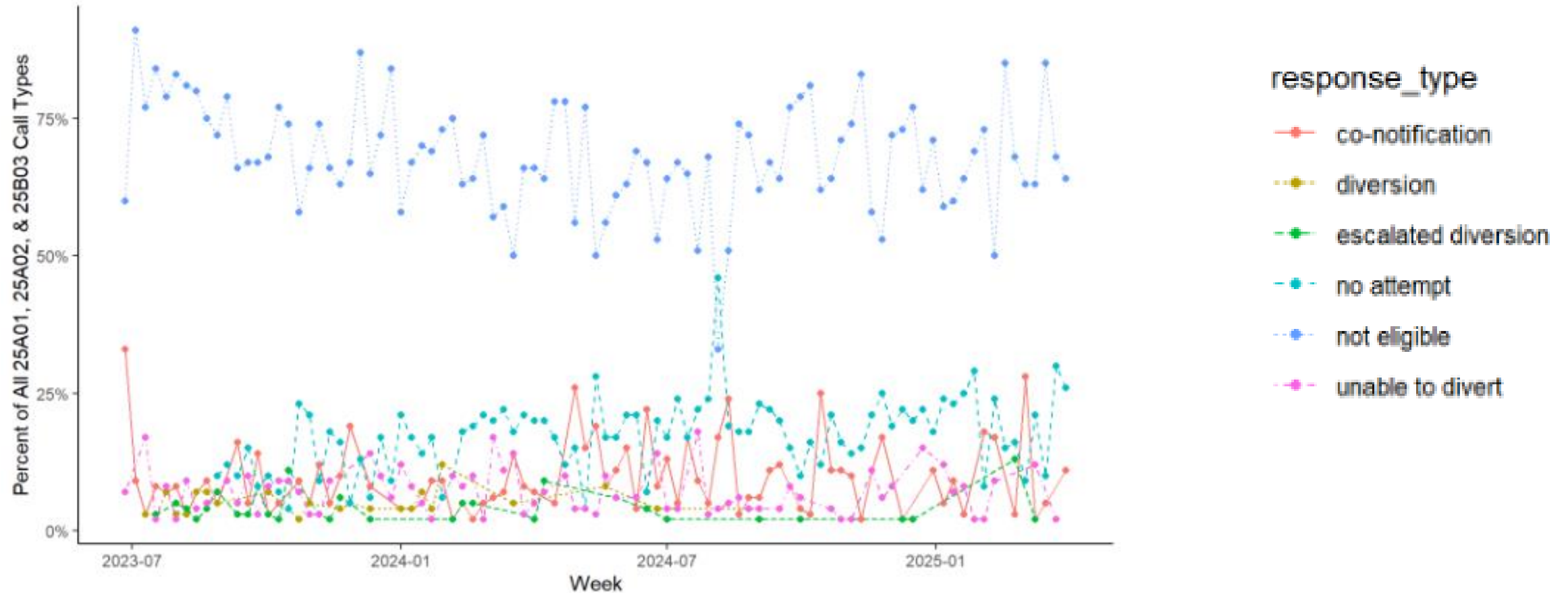
Estimated Combined BCFD & BPD Unit Hours Saved by Diverted Calls

- Monthly, comprehensive QA/QI calls
- Behavioral Health authorities, Health department BPD, BCFD
- Tracking metrics for behavioral health clinician
- Compliance with paragraph 97 of consent decree
- Increased co-notification and deployment of mobile crisis teams

# BEHAVIORAL HEALTH DIVERSION

Response Types to 25A01/25A02 911 Calls by Week

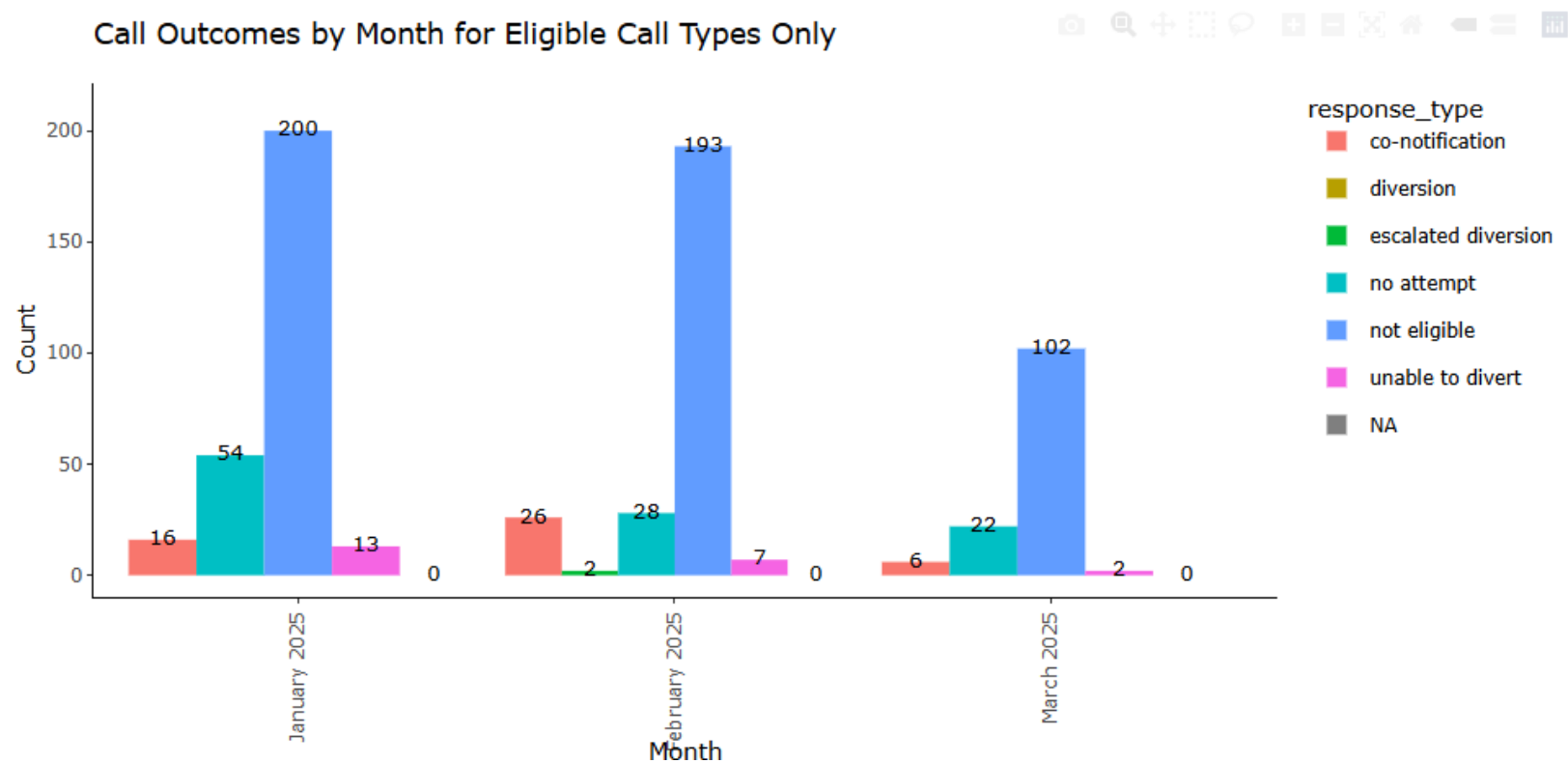
As a percentage of all 25A01/25A02 & 25B03 (after 3/17/22) responses during week



# BEHAVIORAL HEALTH DIVERSION

## Q3 2025

Call Outcomes by Month for Eligible Call Types Only



All Incidents, This Review Period

Incident Type	Count
Eligible Call Type	384
Eligible by Narrative	74
BCRI Involved in Incident	50
Diversion	5
Co-Notification	33
Escalated Diversion	5
Unable to Divert	14

# Clinical Innovation and Progress

- CPAP for first response units
- Ultrasound
- High fidelity simulation /cadaver labs
- SEAL hemostatic agent spray
- Optimizing ASU dispatch determinants
- ***Continued work on whole blood***





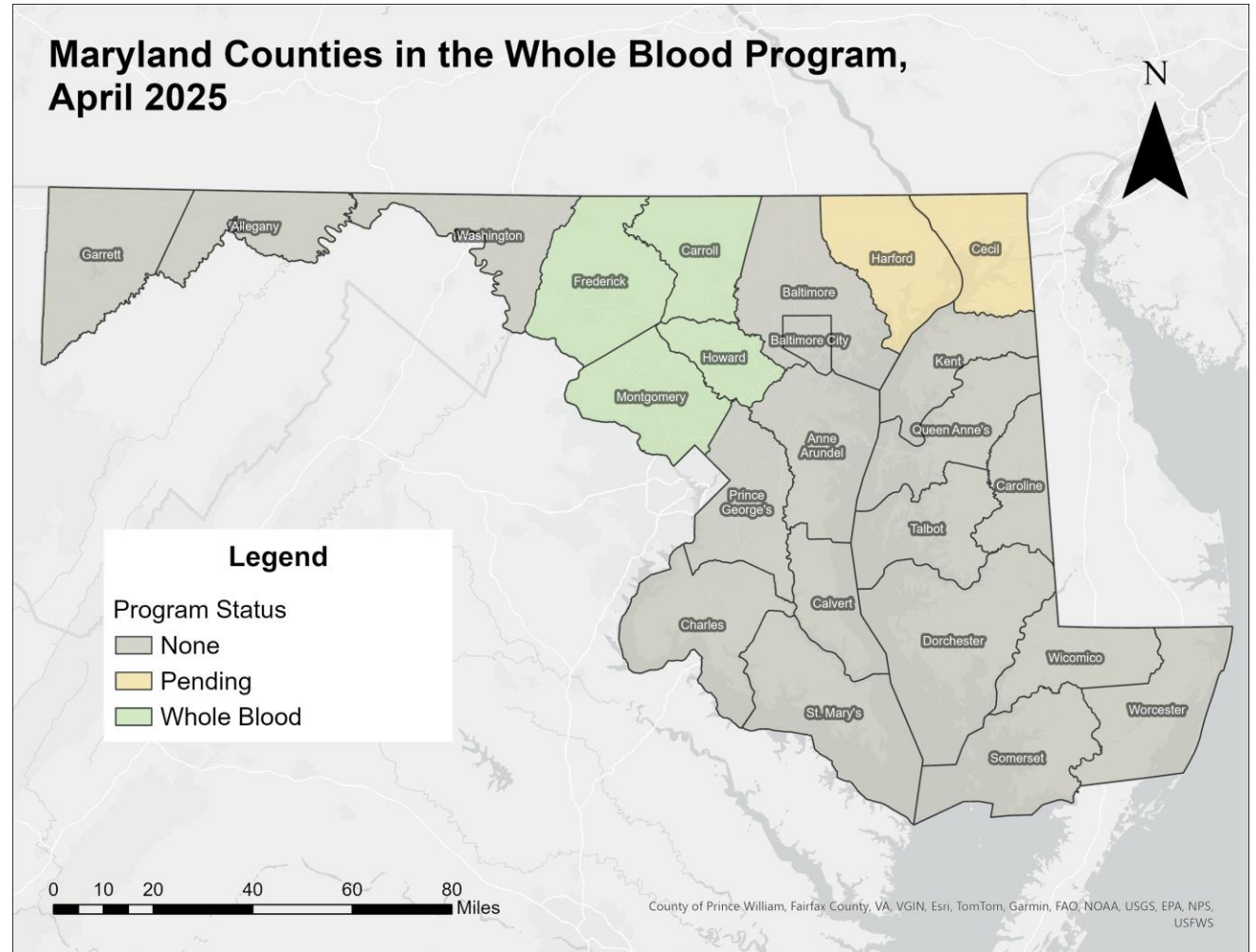
# Clinical Innovation and Progress: Whole Blood

## WHOLE BLOOD OPERATIONS:

- Montgomery County
- Howard County
- Maryland State Police Aviation Command
- Washington DC
- Carroll County (go live in a few months)
- Frederick Country

## PENDING:

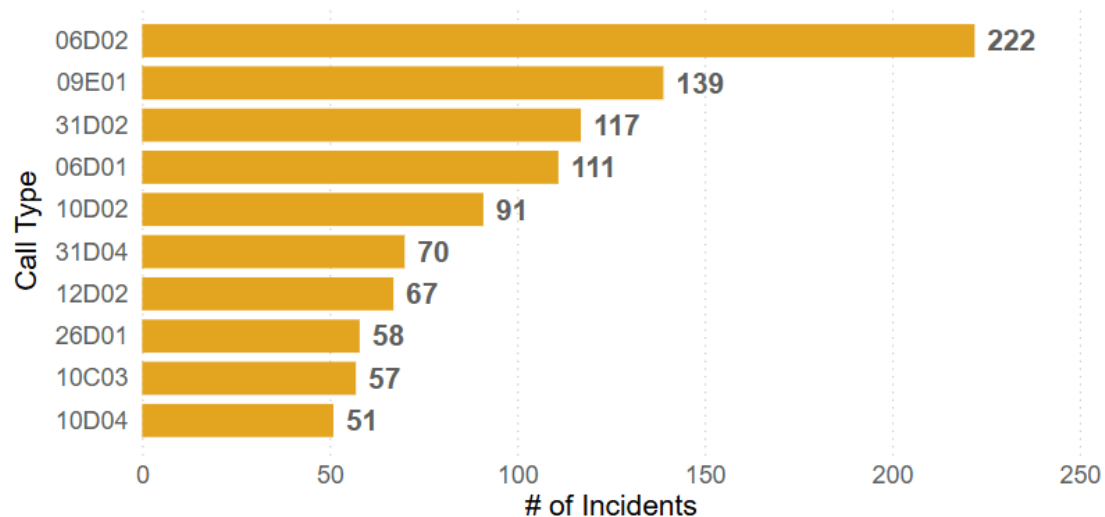
- Harford County
- Cecil Count



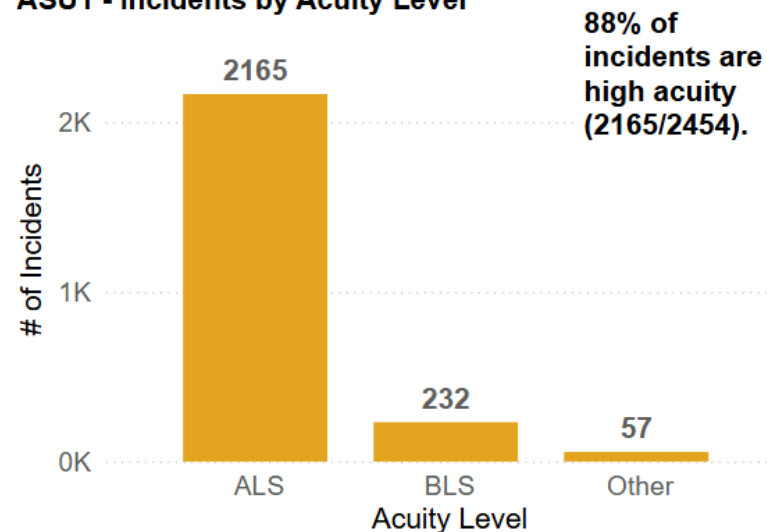
# CHASE CAR PILOT PROGRAM

April 22, 2024 – March 31, 2025

Top 10 Calltypes for ASU1



ASU1 - Incidents by Acuity Level



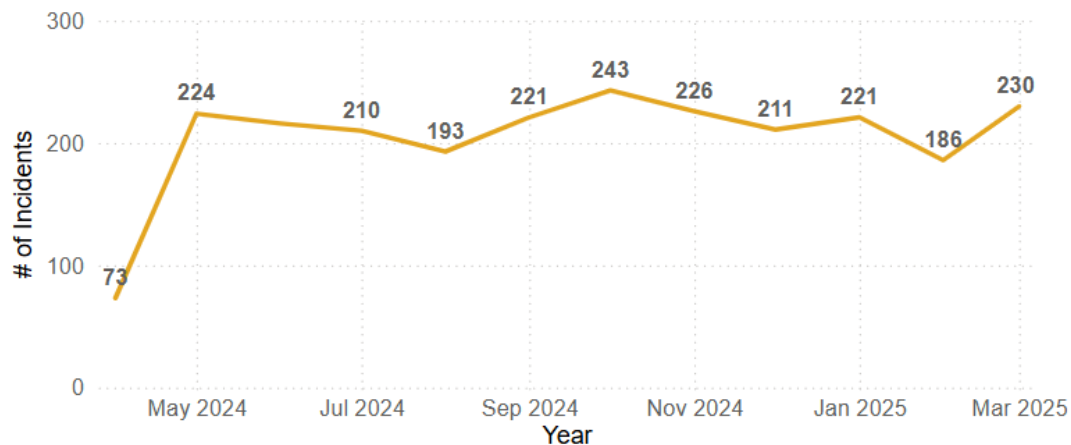
**2454**

Total ASU1 Calls for Service  
Since 4/22/24

**00:08:03**

ASU1 - Median Response Time

Number of ASU1 Incidents is Consistent Month to Month



# BCFD POPULATION HEALTH – DATA

Operational Period July 11, 2023- March 31, 2025  
401 Days

## Emergency Patient and Non-Patient Contacts

911 Patient Contacts - **550**

Non-Patient Contacts (Family, Bystander,  
Community Members, etc.) - **14,601**

## Post Overdose Outreach

Attempts to Contact- **203**

Successfully Contacted  
and Began Outreach- **30**

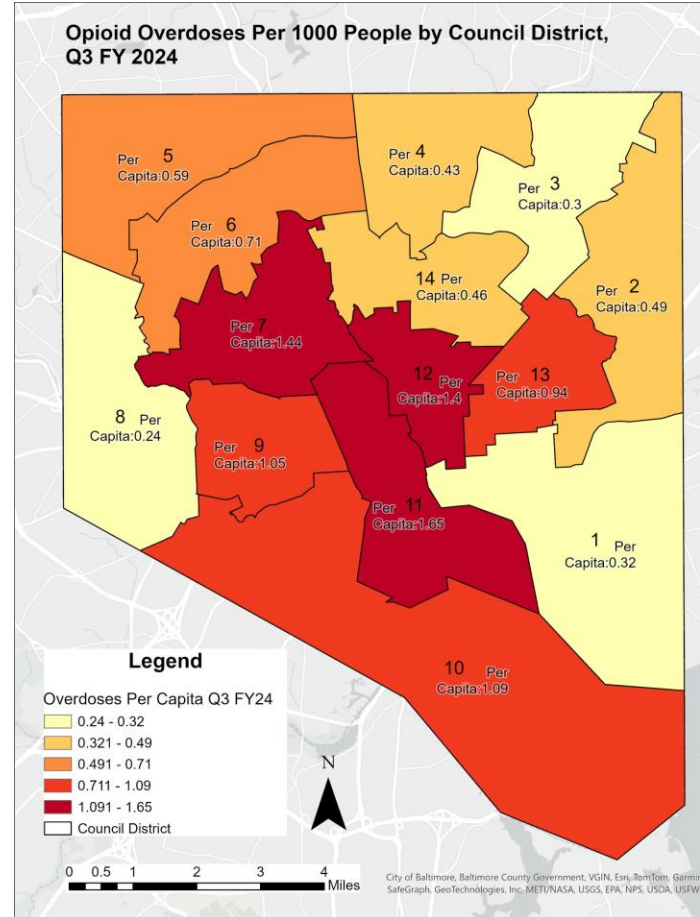
Successfully Enrolled into  
a Treatment Program- **2**

# CITY WIDE OPIOID OVERDOSES\*

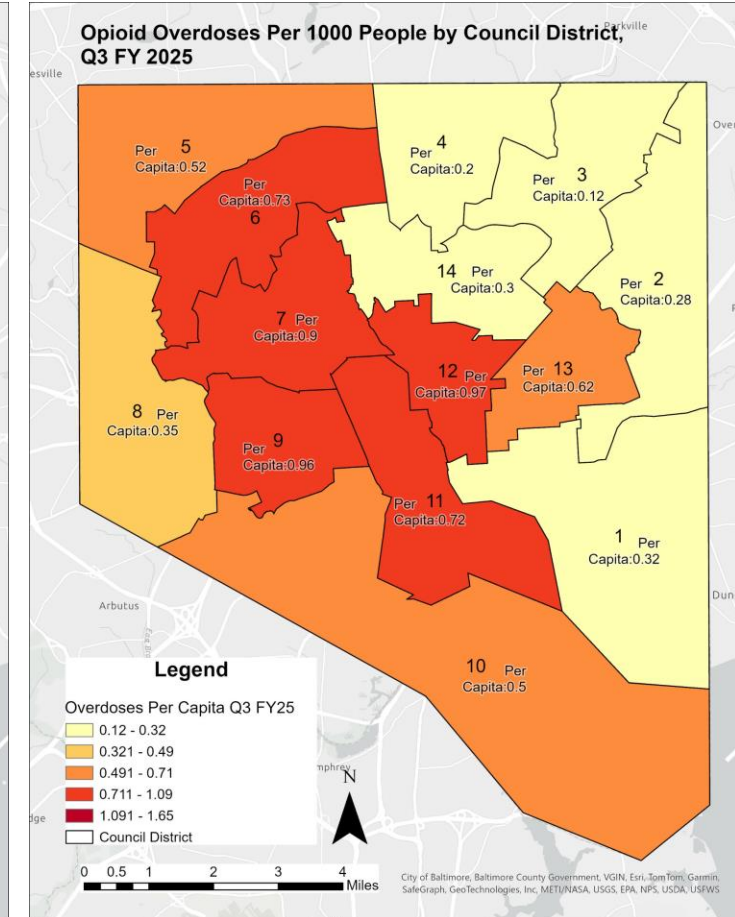
Q3 FY 2024 vs. Q3 FY 2025

District	Q3 FY24 Incidents	Incidents per 1000	Q3 FY25 Incidents	Incidents per 1000	Incidents % Change
District 1	15	0.32	15	0.32	0 %
District 2	21	0.49	12	0.28	-42.86 %
District 3	13	0.30	5	0.12	-61.54 %
District 4	19	0.43	9	0.20	-52.63 %
District 5	26	0.59	23	0.52	-11.54 %
District 6	32	0.71	33	0.73	3.12 %
District 7	64	1.44	40	0.90	-37.5 %
District 8	11	0.24	16	0.35	45.45%
District 9	49	1.05	45	0.96	-8.16 %
District 10	50	1.09	23	0.50	-54 %
District 11	76	1.65	33	0.72	-56.58 %
District 12	62	1.40	43	0.97	-30.65 %
District 13	41	0.94	27	0.62	-34.15 %
District 14	20	0.46	13	0.30	-35 %
Total	499	11.10	337	7.49	-32.5 %

Q3 FY2024



Q3 FY2025



\*Positive reactions to Naloxone only



# BCFD POPULATION HEALTH – DATA



POPULATION  
HEALTH  
AWARENESS  
TOTALS:

**1,972** EVENTS



FENTANYL  
TEST STRIPS:

**1,036**

XYLAZINE  
TEST STRIPS:

**890**



OUTSIDE  
AGENCY  
PROGRAM  
REFERRALS:

**653**



TOTAL  
RESOURCES  
DISTRIBUTED  
(FOOD, WATER,  
CLEAN NEEDLES,  
WOUND KITS,  
ETC.):

**7,814**



LONG TERM  
TREATMENT  
CENTER  
REFERRALS:

**16**

# **BCFD POPULATION HEALTH**

## Buprenorphine Program

Collaboration with BCHD Healthcare on the SPOT and UMMC Addiction Treatment Center

CFD Clinicians' observed barriers to induction:

- Patient does not meet capacity to consent
- Patients do not meet criteria for induction
- Poly substance use- contraindication
- Stigma surrounding Buprenorphine leading to patient refusal
- Already enrolled in a treatment program

# BCFD POPULATION HEALTH

Leave Behind Naloxone: Totals

**Total Leave Behind  
Naloxone Kits Distributed-**

**13,798 Kits =**

**27,596 Doses**

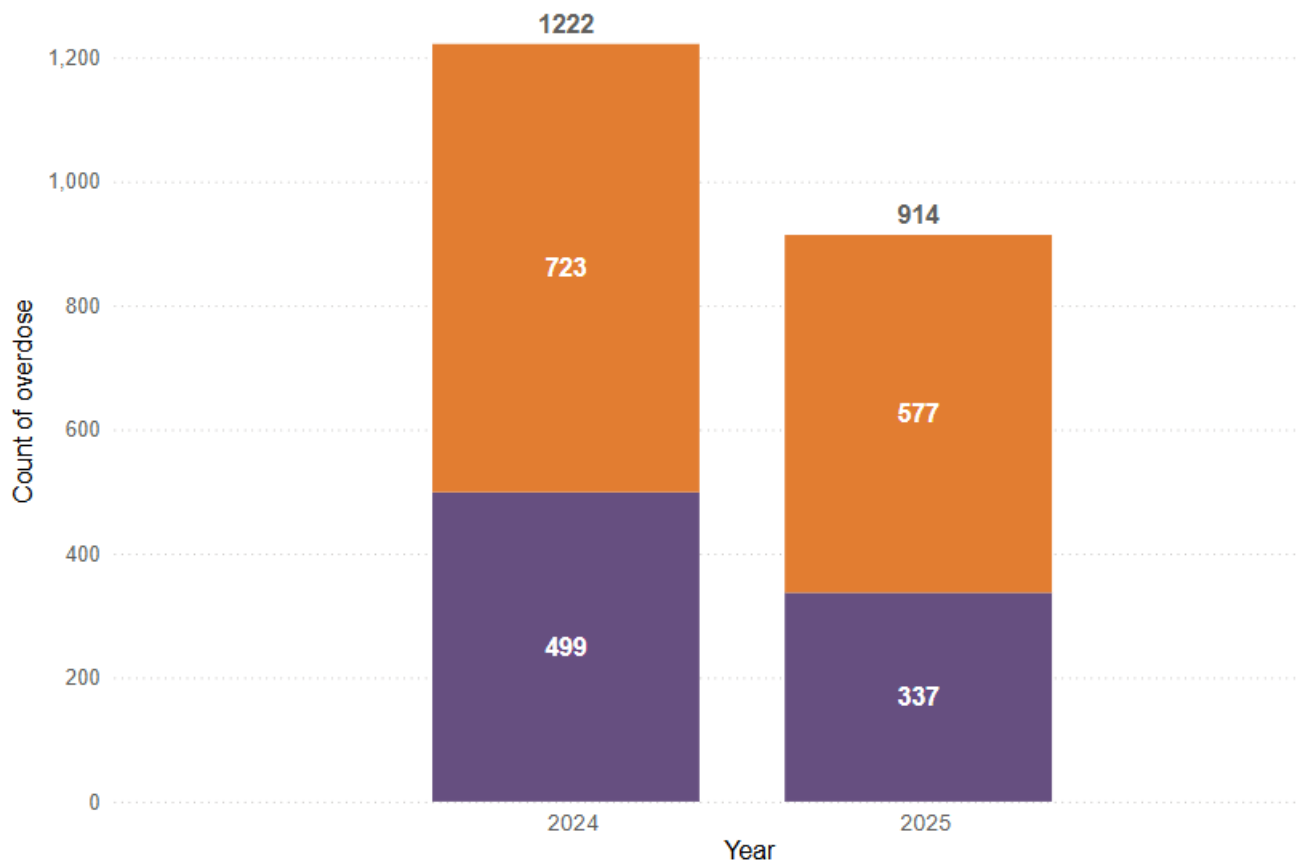
# CITY WIDE OVERDOSES

## Q3 FY 2024 vs Q3 FY 2025

### Number of Overdoses, Year-Over-Year Comparison

Q3 FY 2024 vs FY 2025

● Opioid Overdose: Positive Narcan Response ● Likely Opioid Overdose: Unconfirmed



1222  
Overdoses  
Q3 FY 2024

**-25.2%**  
→

914  
Overdoses  
Q3 FY 2025



**Brandon M. Scott**  
**Mayor**

# Thank You

