FIRE DEPARTMENT QUARTERLY COUNCIL BRIEFING

FY25 Q3 Jan 1-Mar 31

City of Baltimore

Brandon M. Scott
Mayor

TABLE OF CONTENTS

Brandon M. Scott
Mayor

COMMAND STAFF
Chief James W. Wallace

Assistant Chief John F. Eid
- Operations

Chief Administrative Officer Shonteé 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

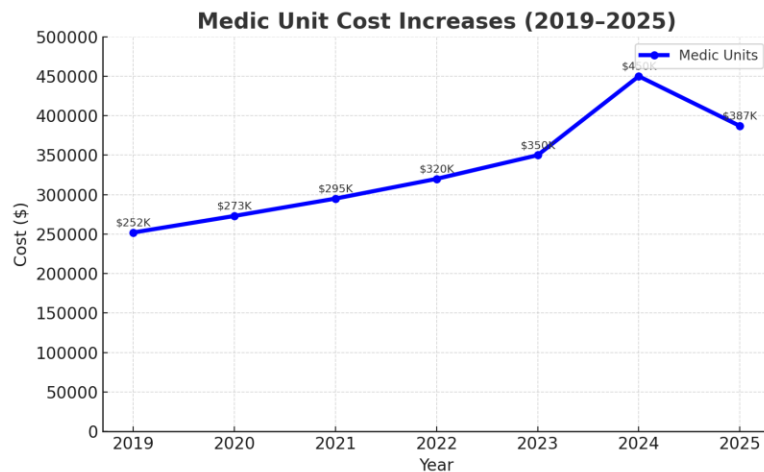# NEW APPARATUS DELIVERED

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

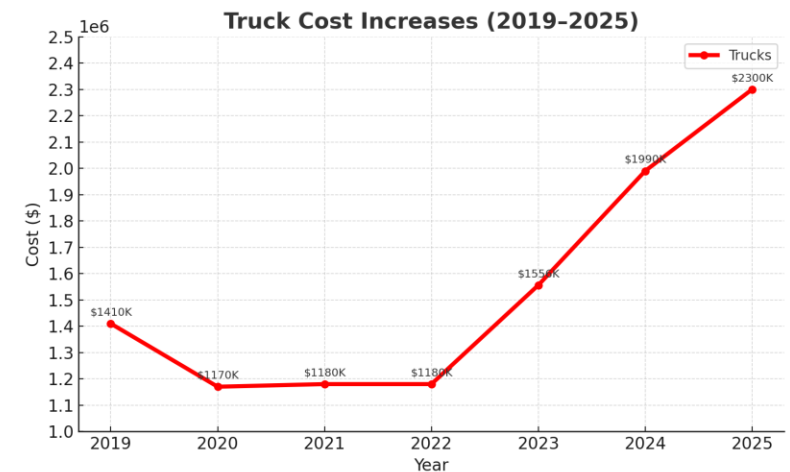

Medic Units – _44%_ Increase Since 2019

*2025 Decrease by reducing vehicle/unit size to help save cost
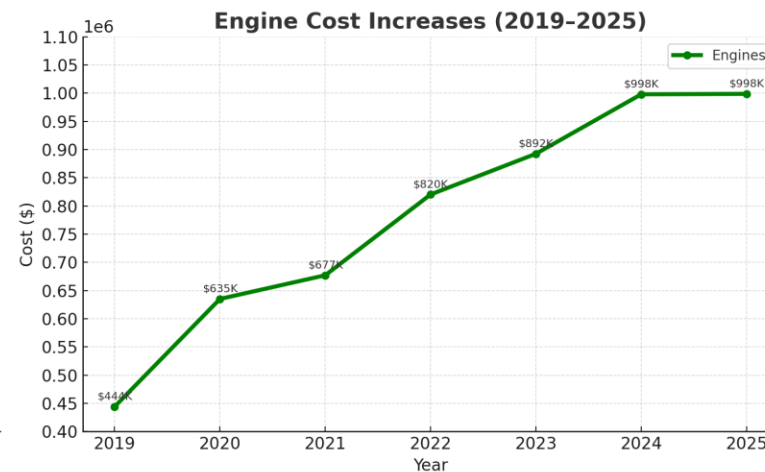
Engines – _55.51%_ Increase Since 2019

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.
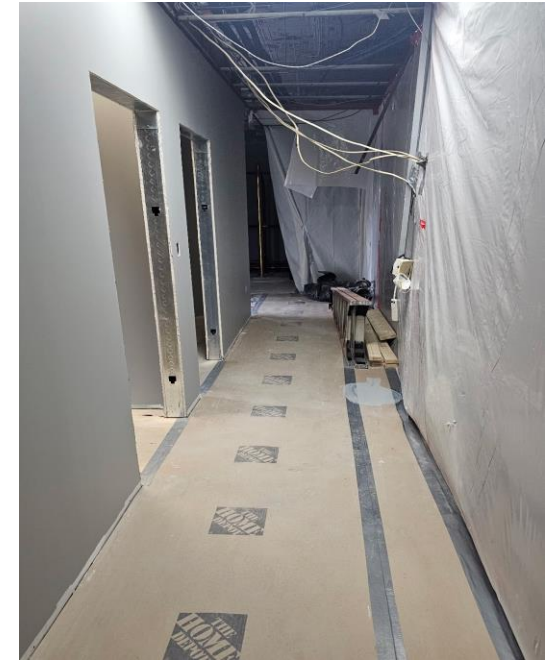
Capital Improvement Projects

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
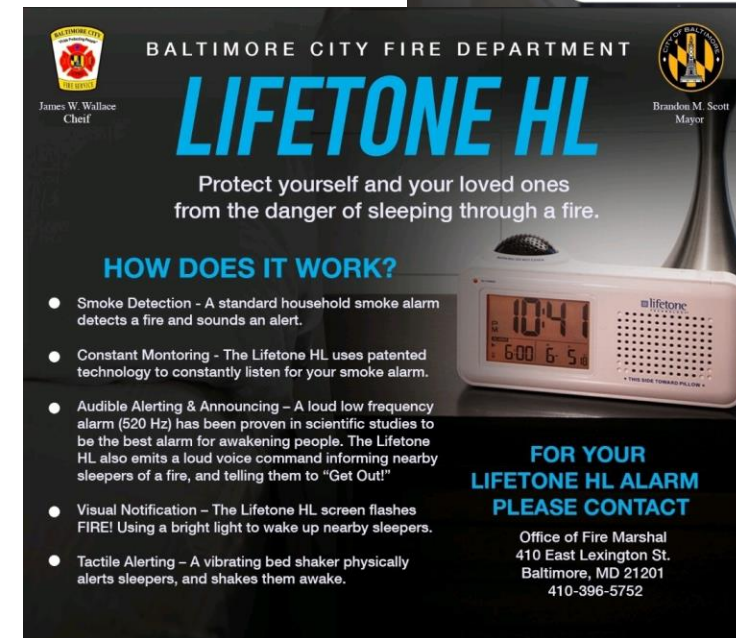   - *Entire station remodel similar to Engine 2 with small addition

Funding:

- **ESPP Funds** (All projects except Engine 31)

- **State of Maryland Grant** (Engine 31 and Engine 14)
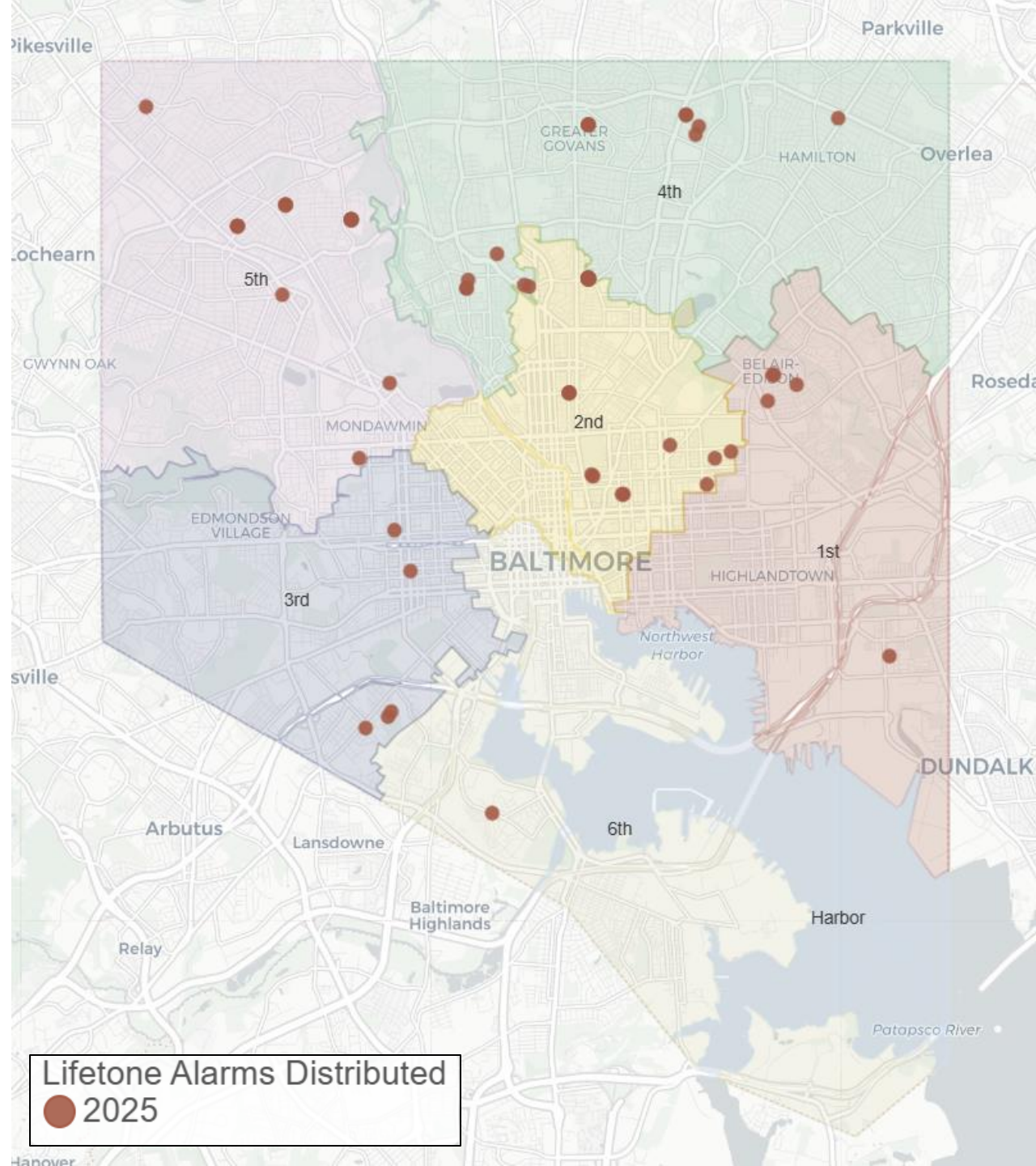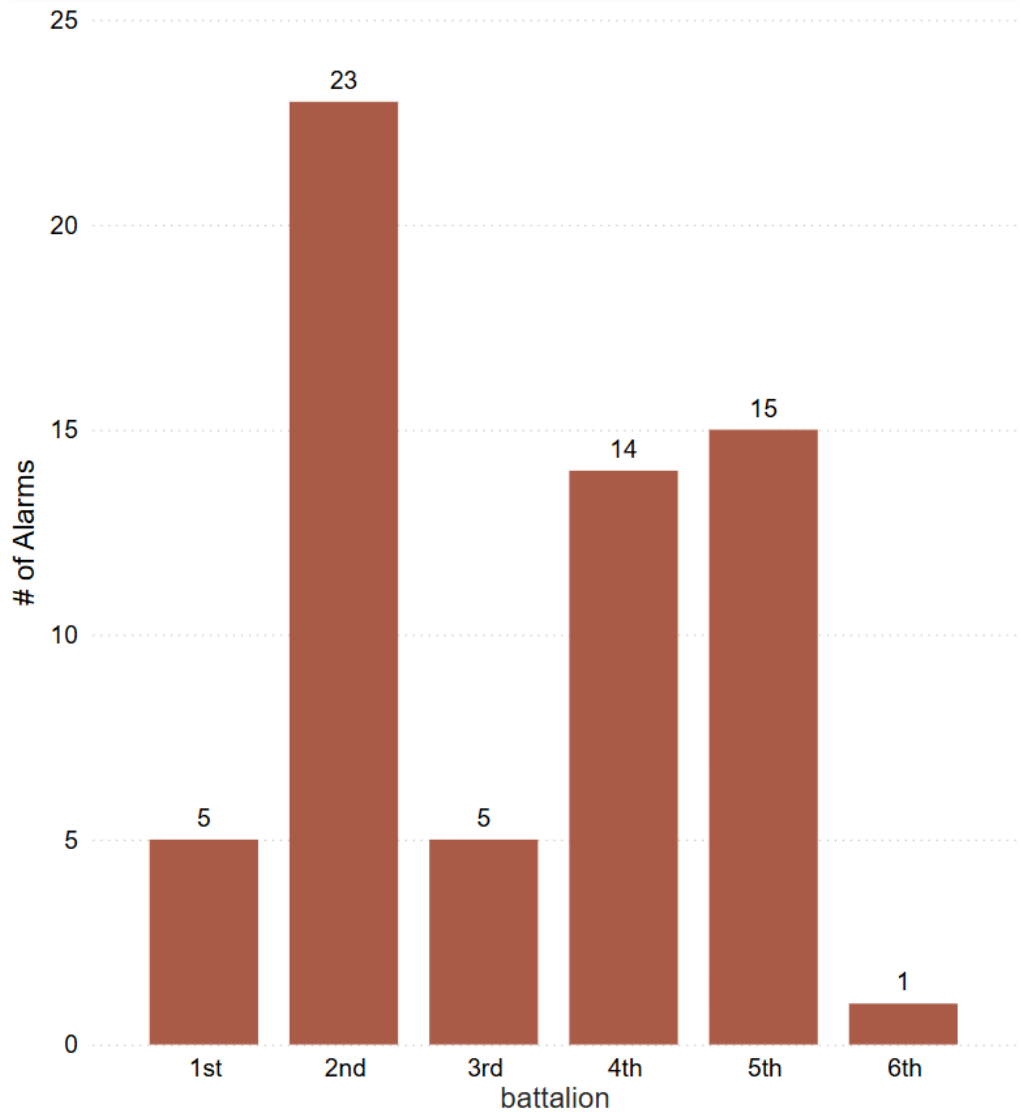
Community Risk Reduction

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.
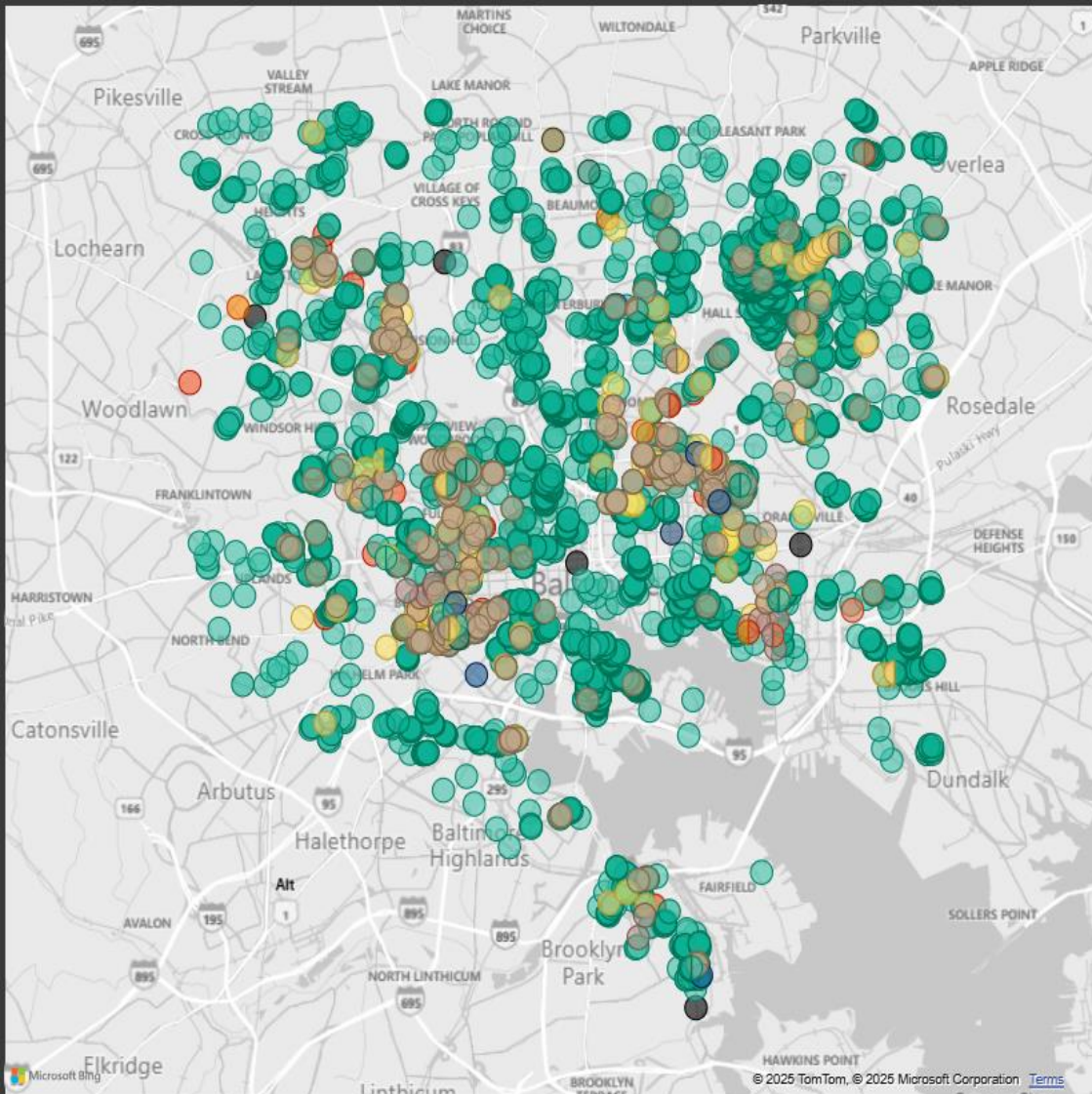

BALTIMORE CITY FIRE DEPARTMENT
Hearing Impared Smoke Alarm
Request

BALTIMORE CITY FIRE DEPARTMENT

James W. Wallace
Cheif

Brandon M. Scott
Mayor

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 Montoring - 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
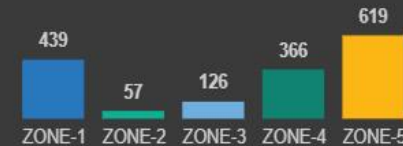
911 EMERGENCY CALL CENTER

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

City of Baltimore

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

85.05%		14.95%

90%

0% — 20% — 40% — 60% — 80% — 100%
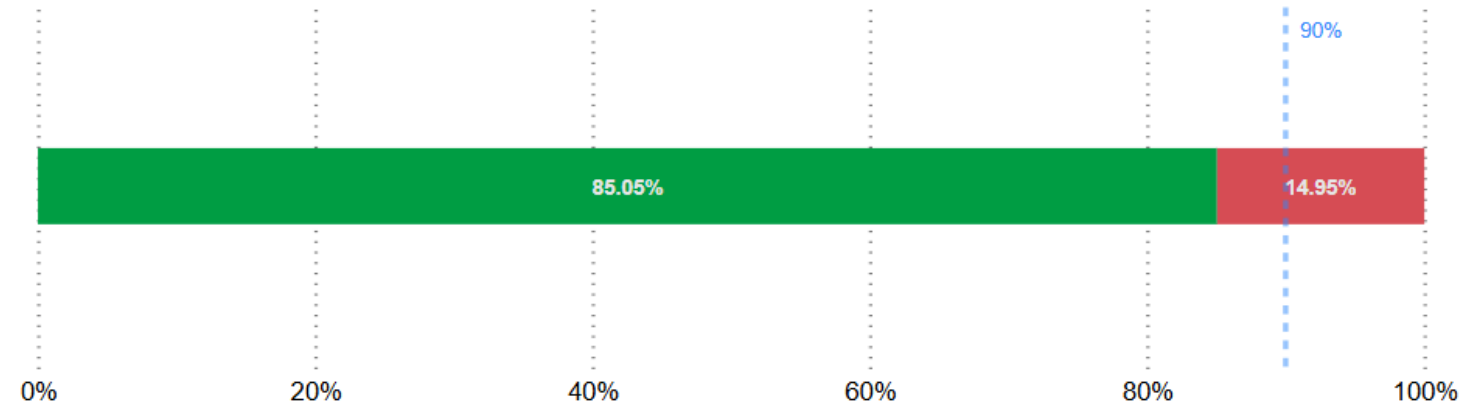
Percentage of Calls Dispatched Within 106 Seconds

Processed < 106 Secs ● yes ● no

95.37%	4.63%

95%

0% — 20% — 40% — 60% — 80% — 100%
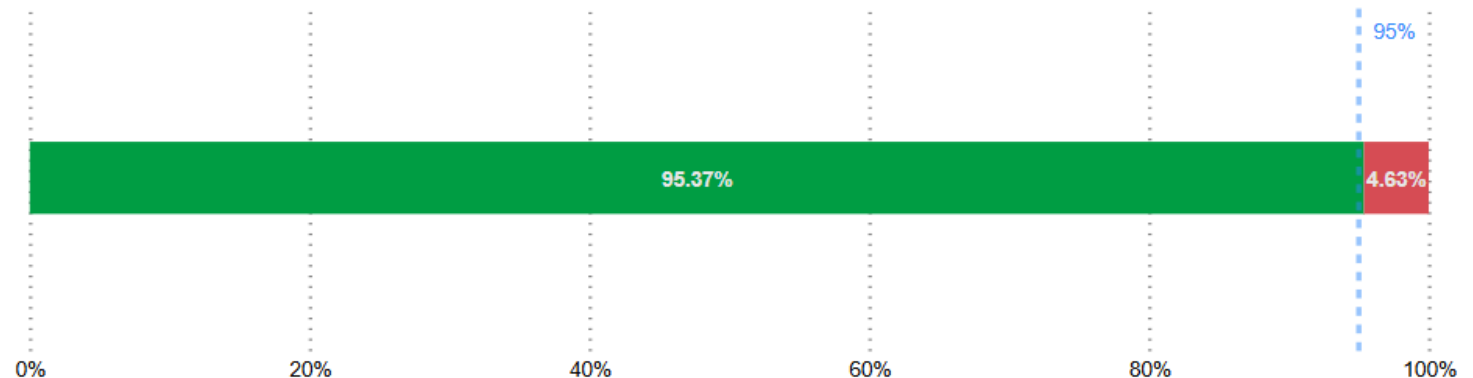
OPERATIONS DIVISION

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
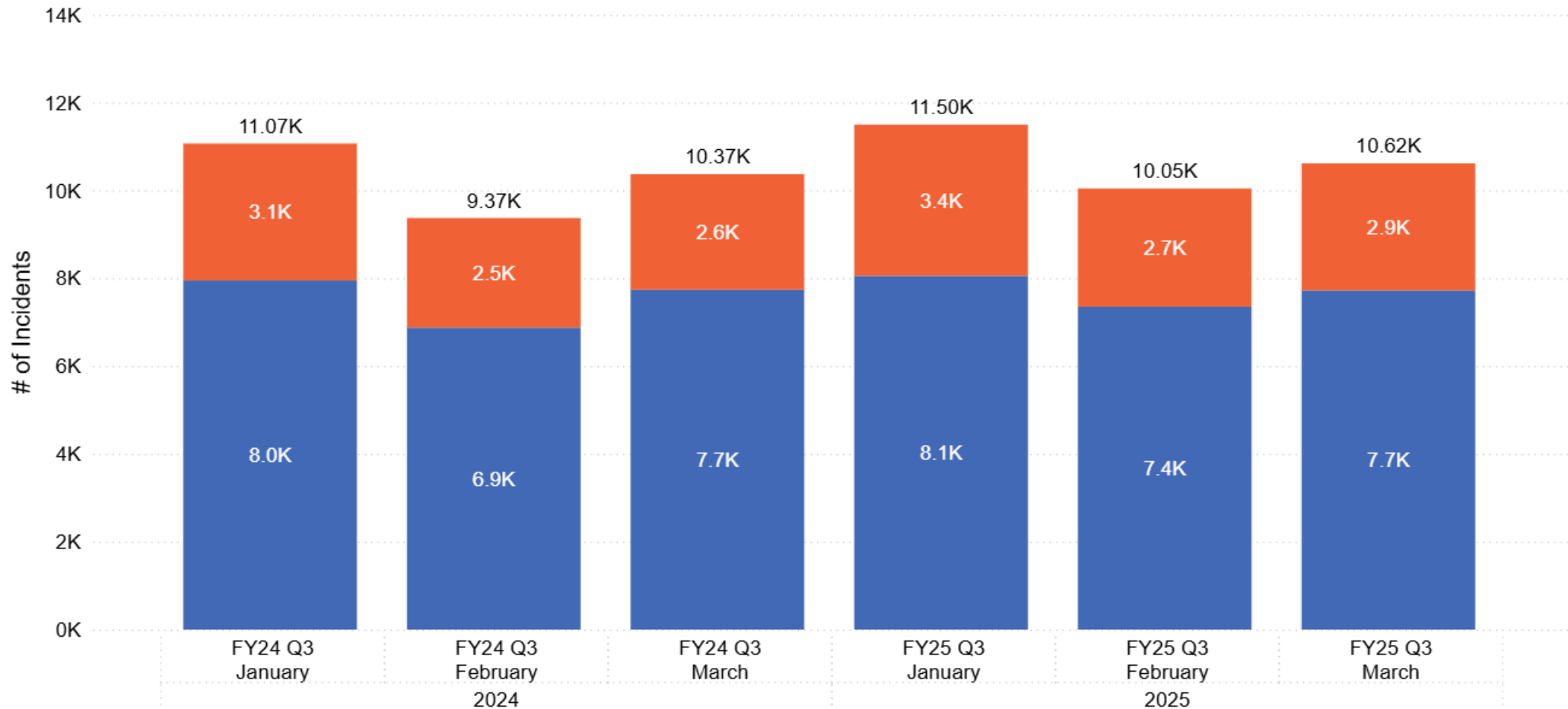
Suppression Responses by Council District
FY24 Q3 vs FY25 Q3

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

Suppression Responses FY25 Q3
- 1718-2147
- 2148-2564
- 2565-3131
- 3132-3650
- 3651+
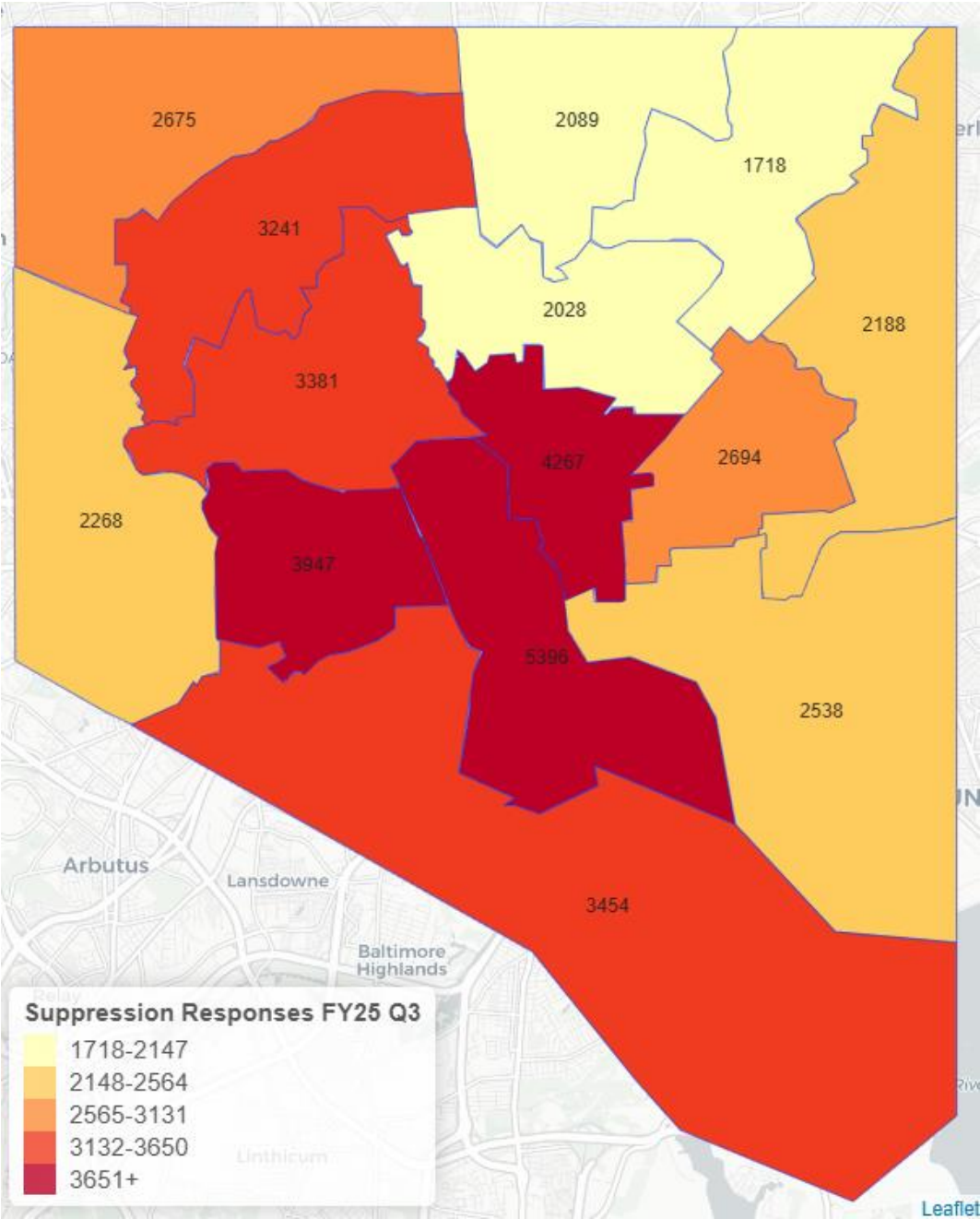
FIRE RESPONSE TIME
1st On-Scene Engine Response Time to Structure Fires: FY24 Q3 and FY25 Q3

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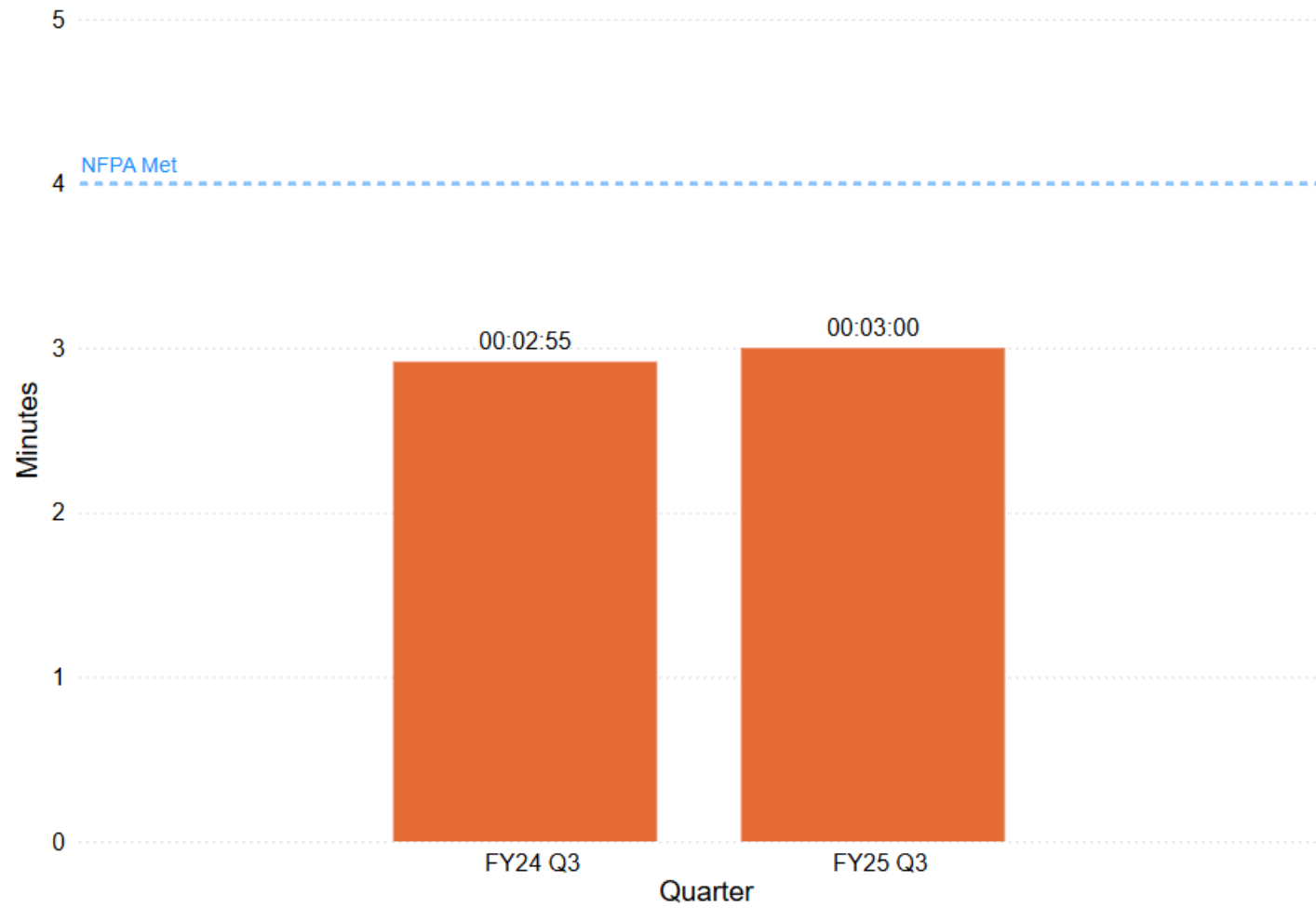
STRUCTURE FIRES

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
Grand Total	**172**	**203**

Structure Status ● Code X ● Occupied ● Other ● Unoccupied ● Vacant

Structure Fires by Structure Status
FY25 Q3
● Vacant
● Occupied
● Unoccupied
● Other
● Code X
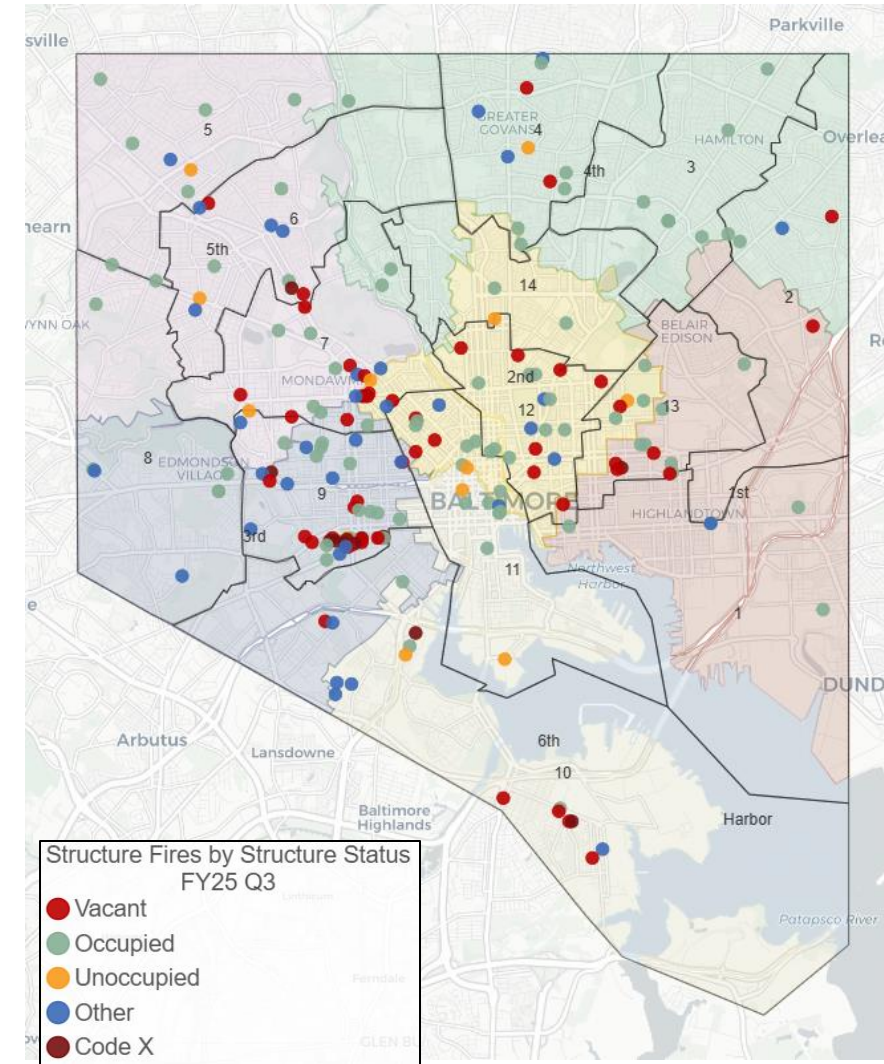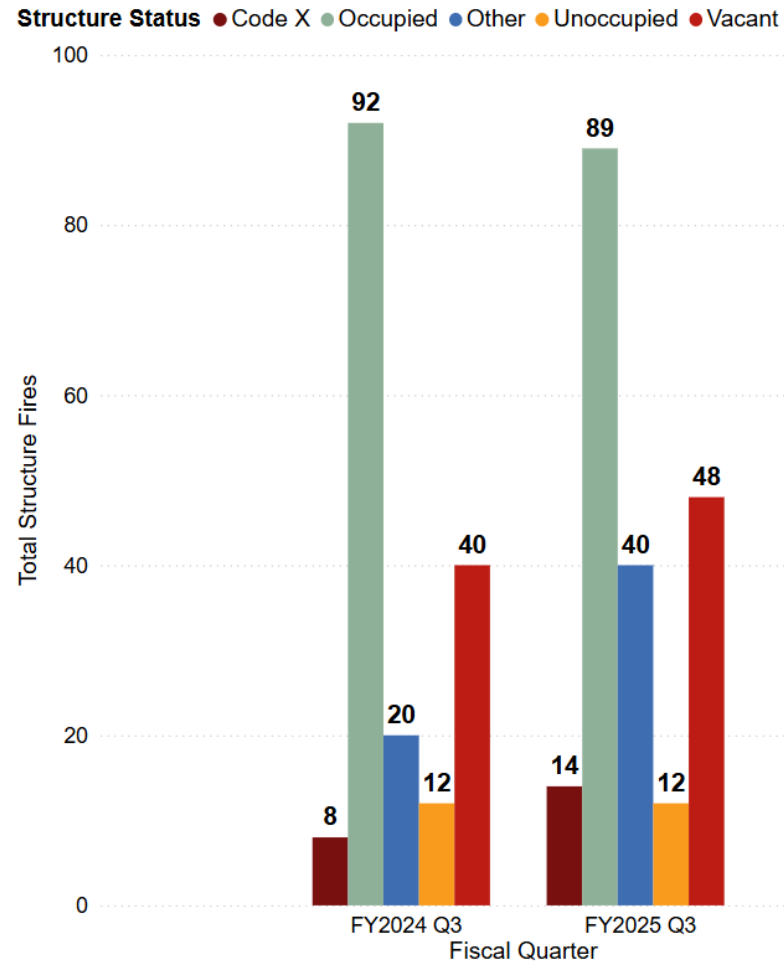
STRUCTURE FIRE INCIDENTS BY ALARM
Structure Fire Dispositions FY24 Q3 vs FY25 Q3

Fiscal Quarter ● FY2024 Q3 ● FY2025 Q3
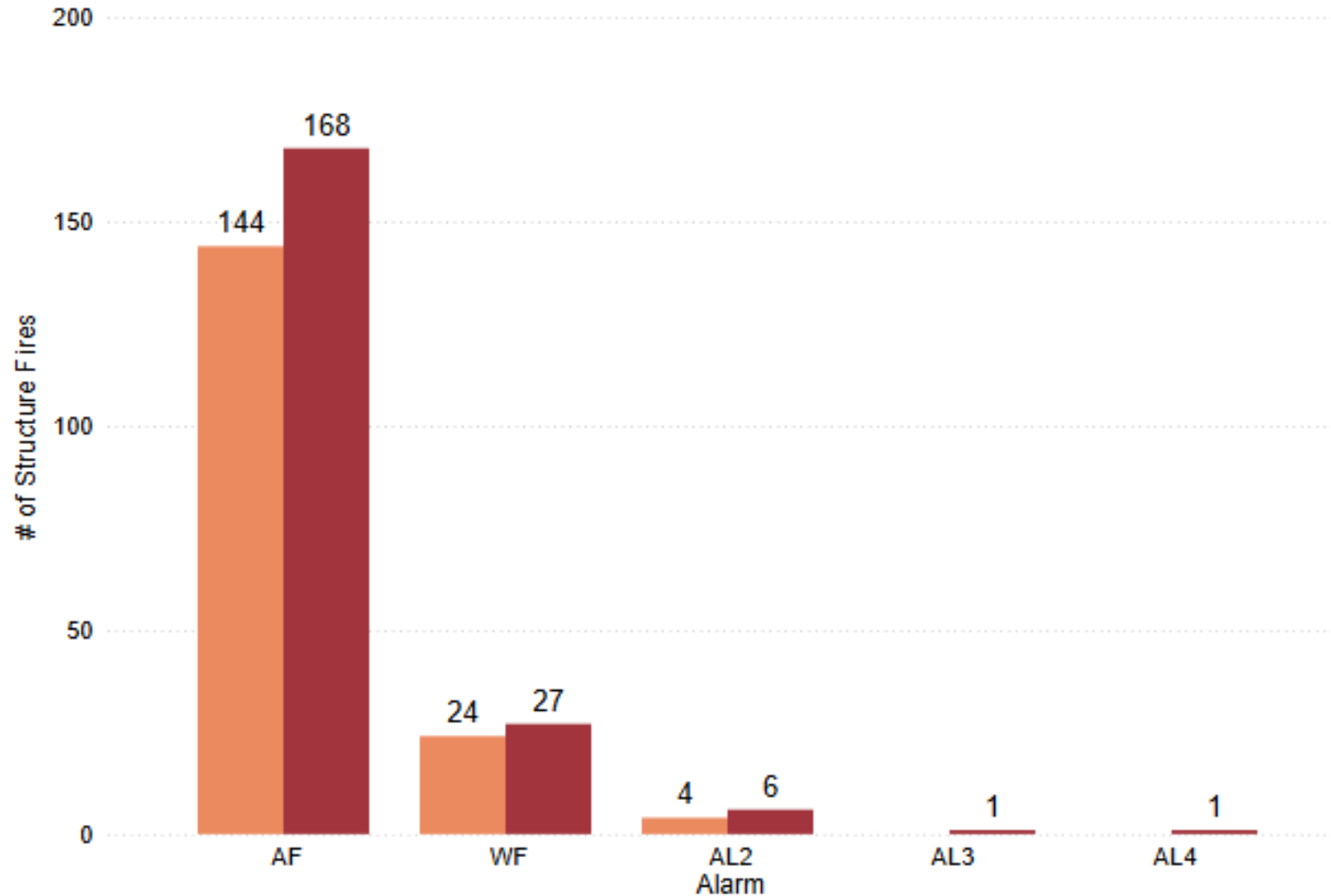
OPERATIONS
DAILY RESPONSES AND ACTIVITIES

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 - Battalion training - Pre-determined topic via Fire Academy	Hydrants - 10,000 water department hydrants - 2 Inspections per year	Buildings - ~100 performed per week	Unsafe Vacant Survey - February 2022 - Slight decrease in new Code X addresses	Buildings	Make Up Day	Safety Sweeps - 500 Attempted Inspections Citywide - Red Cross Sweeps

Code X / Vacant Initiatives Inspections
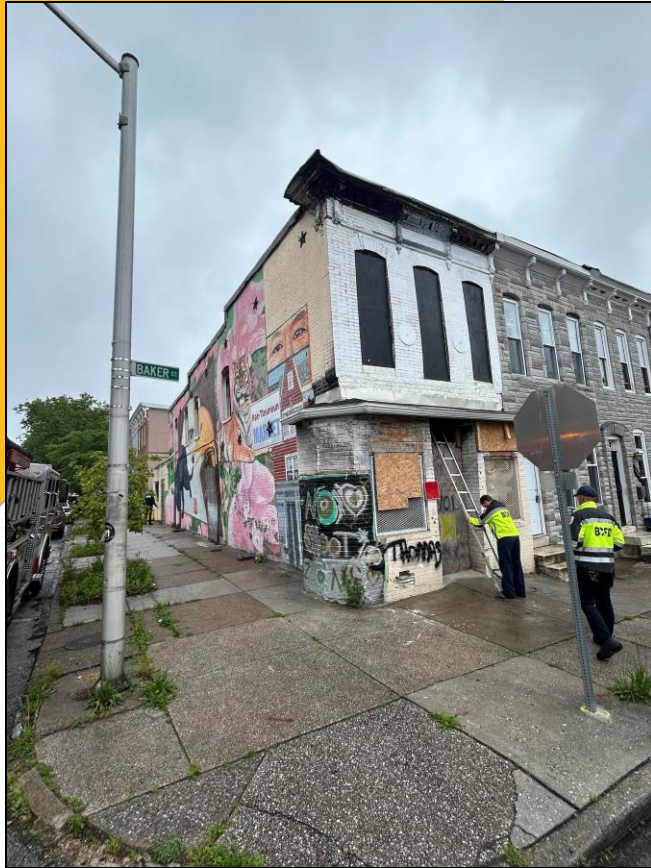
Code X Address Inspections

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
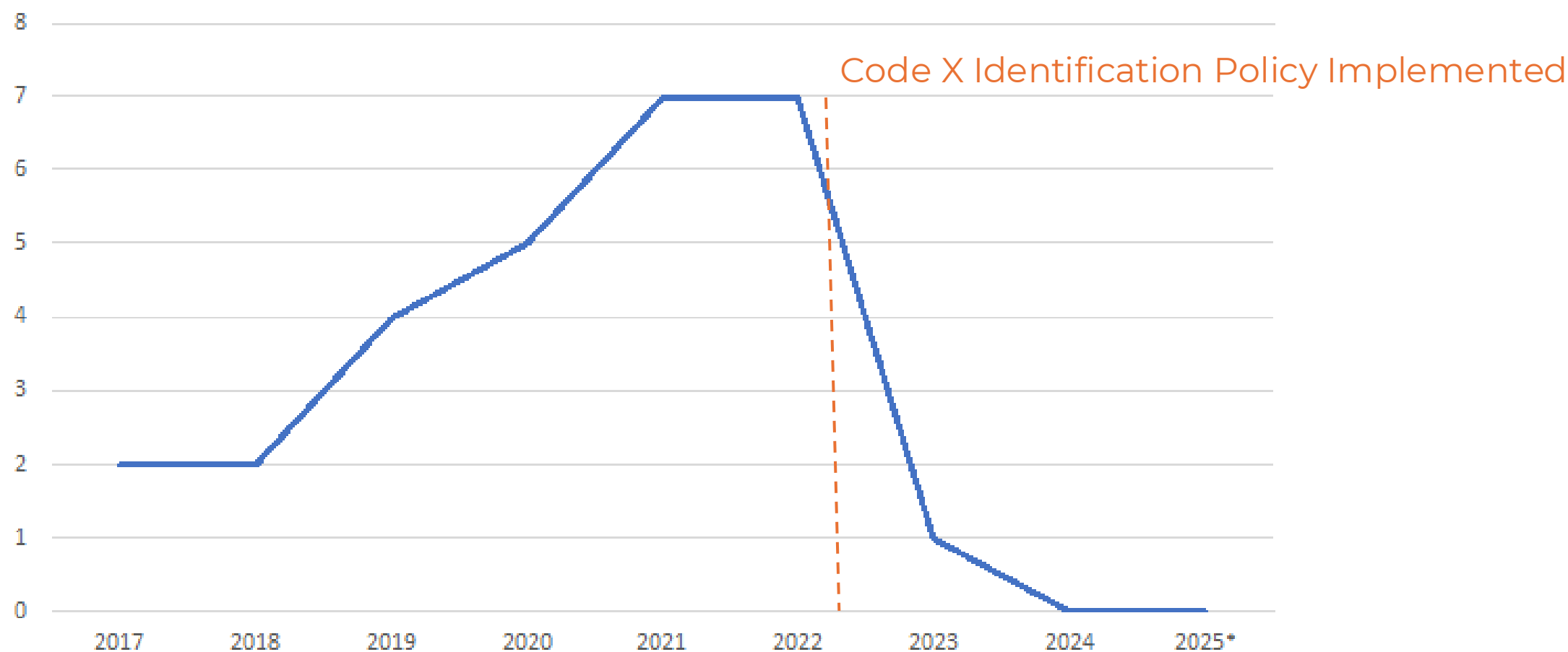
New Code X Addresses Q3
● 2025

Mayday

Maydays by Year

Code X Identification Policy Implemented
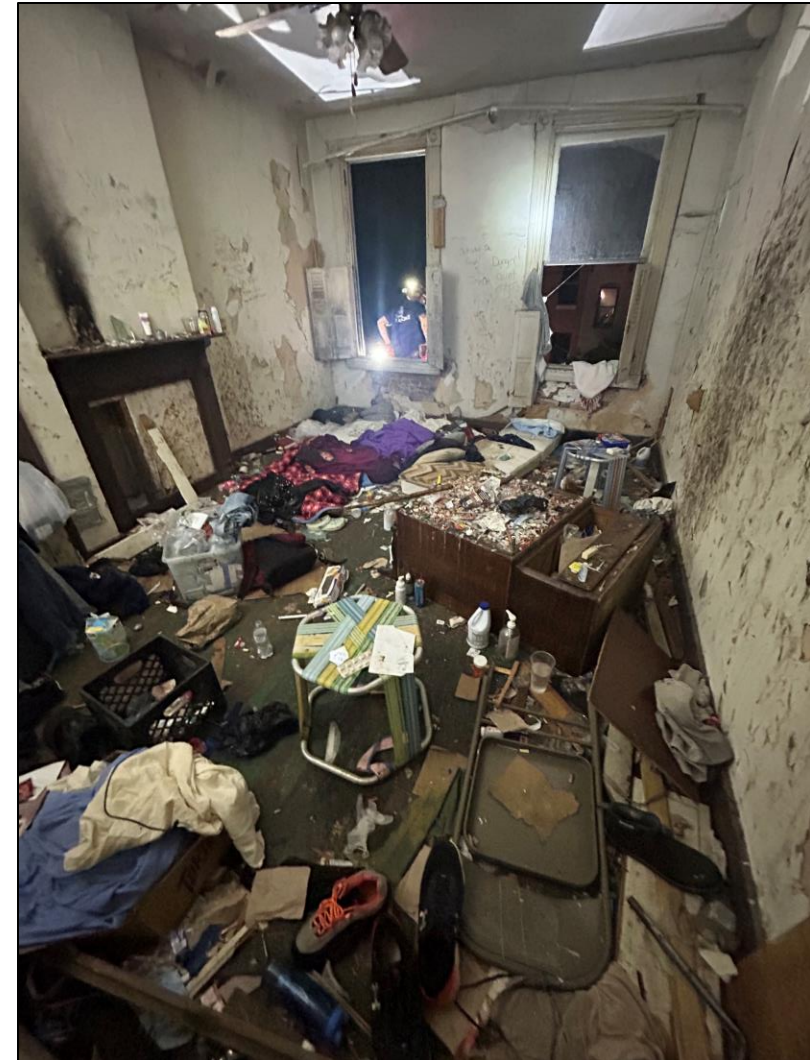
311 Notification: Identification of Illegally Occupied Dwellings

- 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

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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

9/28/2024	4/27/2025	Requestor Email	Incident Type	Squatter Injuries	SR Closure Status
		All	All	All	All

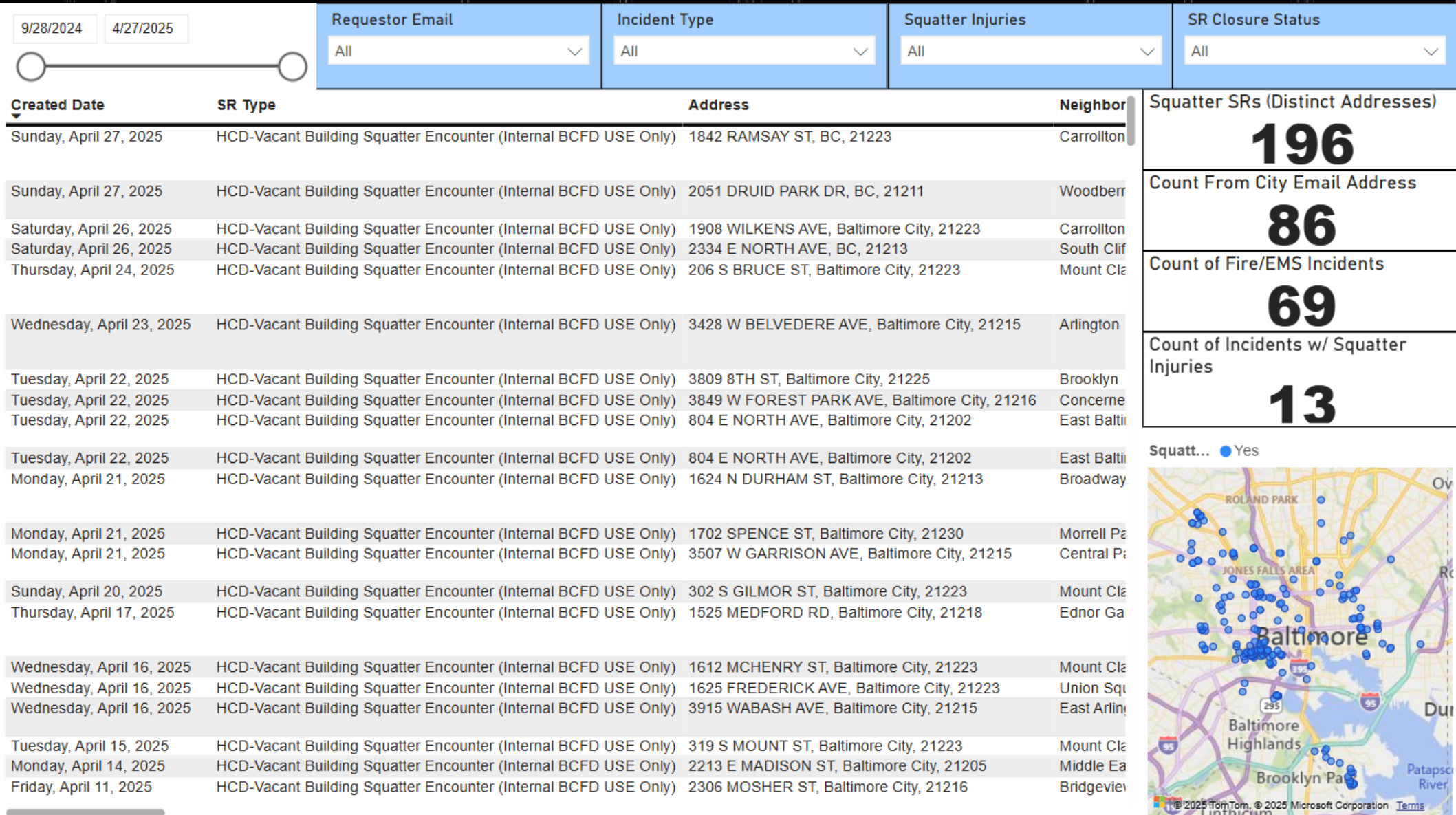| Created Date	SR Type	Address	Neighbor
Sunday, April 27, 2025	HCD-Vacant Building Squatter Encounter (Internal BCFD USE Only)	1842 RAMSAY ST, BC, 21223	Carrollton
Sunday, April 27, 2025	HCD-Vacant Building Squatter Encounter (Internal BCFD USE Only)	2051 DRUID PARK DR, BC, 21211	Woodberr
Saturday, April 26, 2025	HCD-Vacant Building Squatter Encounter (Internal BCFD USE Only)	1908 WILKENS AVE, Baltimore City, 21223	Carrollton
Saturday, April 26, 2025	HCD-Vacant Building Squatter Encounter (Internal BCFD USE Only)	2334 E NORTH AVE, BC, 21213	South Clif
Thursday, April 24, 2025	HCD-Vacant Building Squatter Encounter (Internal BCFD USE Only)	206 S BRUCE ST, Baltimore City, 21223	Mount Cla
Wednesday, April 23, 2025	HCD-Vacant Building Squatter Encounter (Internal BCFD USE Only)	3428 W BELVEDERE AVE, Baltimore City, 21215	Arlington
Tuesday, April 22, 2025	HCD-Vacant Building Squatter Encounter (Internal BCFD USE Only)	3809 8TH ST, Baltimore City, 21225	Brooklyn
Tuesday, April 22, 2025	HCD-Vacant Building Squatter Encounter (Internal BCFD USE Only)	3849 W FOREST PARK AVE, Baltimore City, 21216	Concerne
Tuesday, April 22, 2025	HCD-Vacant Building Squatter Encounter (Internal BCFD USE Only)	804 E NORTH AVE, Baltimore City, 21202	East Balti
Tuesday, April 22, 2025	HCD-Vacant Building Squatter Encounter (Internal BCFD USE Only)	804 E NORTH AVE, Baltimore City, 21202	East Balti
Monday, April 21, 2025	HCD-Vacant Building Squatter Encounter (Internal BCFD USE Only)	1624 N DURHAM ST, Baltimore City, 21213	Broadway
Monday, April 21, 2025	HCD-Vacant Building Squatter Encounter (Internal BCFD USE Only)	1702 SPENCE ST, Baltimore City, 21230	Morrell Pa
Monday, April 21, 2025	HCD-Vacant Building Squatter Encounter (Internal BCFD USE Only)	3507 W GARRISON AVE, Baltimore City, 21215	Central Pa
Sunday, April 20, 2025	HCD-Vacant Building Squatter Encounter (Internal BCFD USE Only)	302 S GILMOR ST, Baltimore City, 21223	Mount Cla
Thursday, April 17, 2025	HCD-Vacant Building Squatter Encounter (Internal BCFD USE Only)	1525 MEDFORD RD, Baltimore City, 21218	Ednor Ga
Wednesday, April 16, 2025	HCD-Vacant Building Squatter Encounter (Internal BCFD USE Only)	1612 MCHENRY ST, Baltimore City, 21223	Mount Cla
Wednesday, April 16, 2025	HCD-Vacant Building Squatter Encounter (Internal BCFD USE Only)	1625 FREDERICK AVE, Baltimore City, 21223	Union Squ
Wednesday, April 16, 2025	HCD-Vacant Building Squatter Encounter (Internal BCFD USE Only)	3915 WABASH AVE, Baltimore City, 21215	East Arlin
Tuesday, April 15, 2025	HCD-Vacant Building Squatter Encounter (Internal BCFD USE Only)	319 S MOUNT ST, Baltimore City, 21223	Mount Cla
Monday, April 14, 2025	HCD-Vacant Building Squatter Encounter (Internal BCFD USE Only)	2213 E MADISON ST, Baltimore City, 21205	Middle Ea
Friday, April 11, 2025	HCD-Vacant Building Squatter Encounter (Internal BCFD USE Only)	2306 MOSHER ST, Baltimore City, 21216	Bridgeview

Squatter SRs (Distinct Addresses)
196

Count From City Email Address
86

Count of Fire/EMS Incidents
69

Count of Incidents w/ Squatter Injuries
13

Squatt... ● Yes

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.
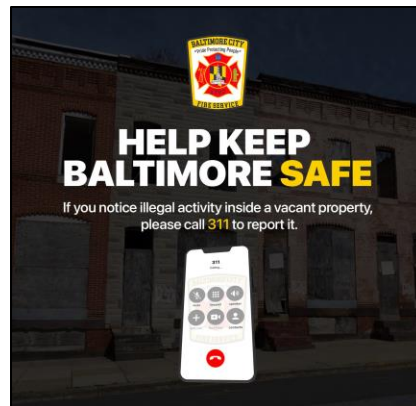
OPERATIONAL PROGRESSION

**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*

- Effective April 4, 2025

Baltimore City Fire Department
Operations Memo
No. 05-25
Date: April 4, 2025

Operations

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

2nd 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

BALTIMORE CITY
"Pride Protecting People"
1797
FIRE SERVICE
OPERATIONS

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...
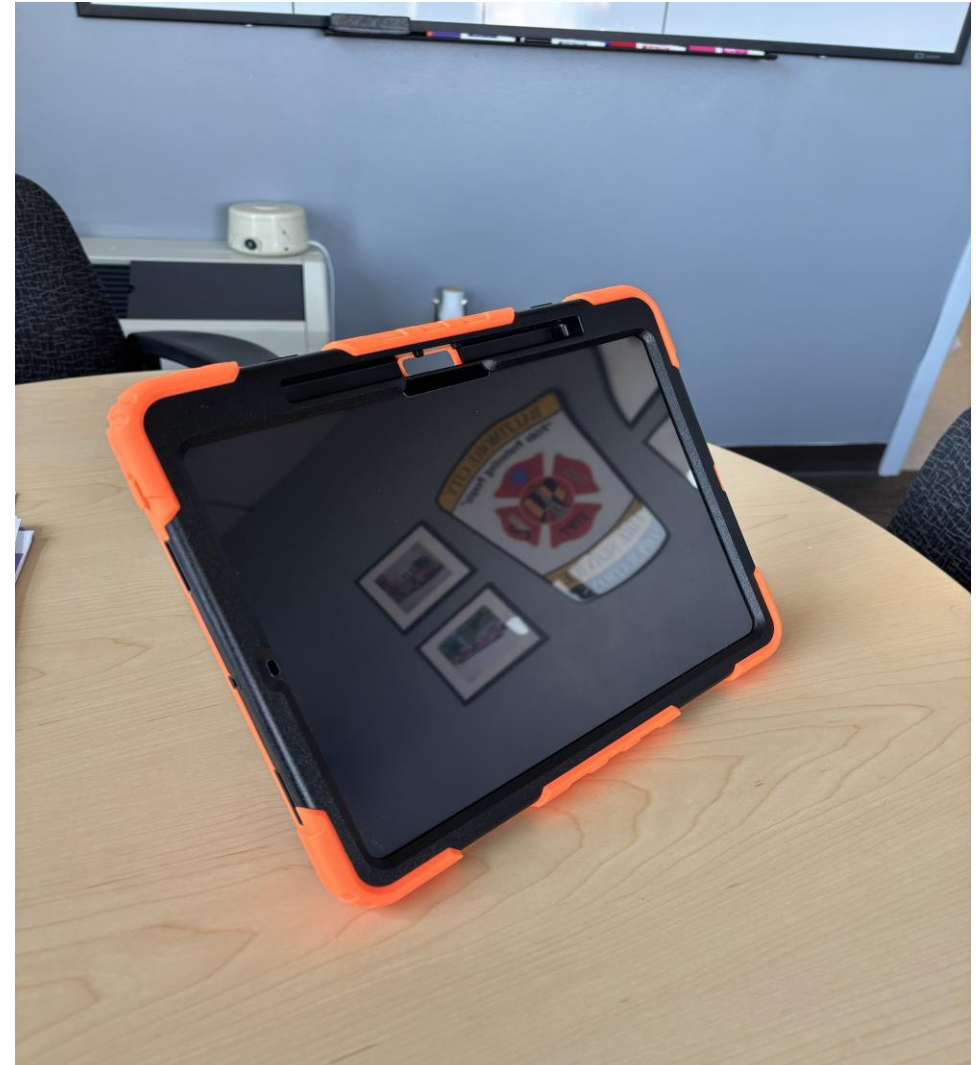
ADASHI Software

- City Wide Situational Awareness

- Ability to monitor incidents and unit locations/status

- Ability to see gaps in coverage and redeploy units more effectively
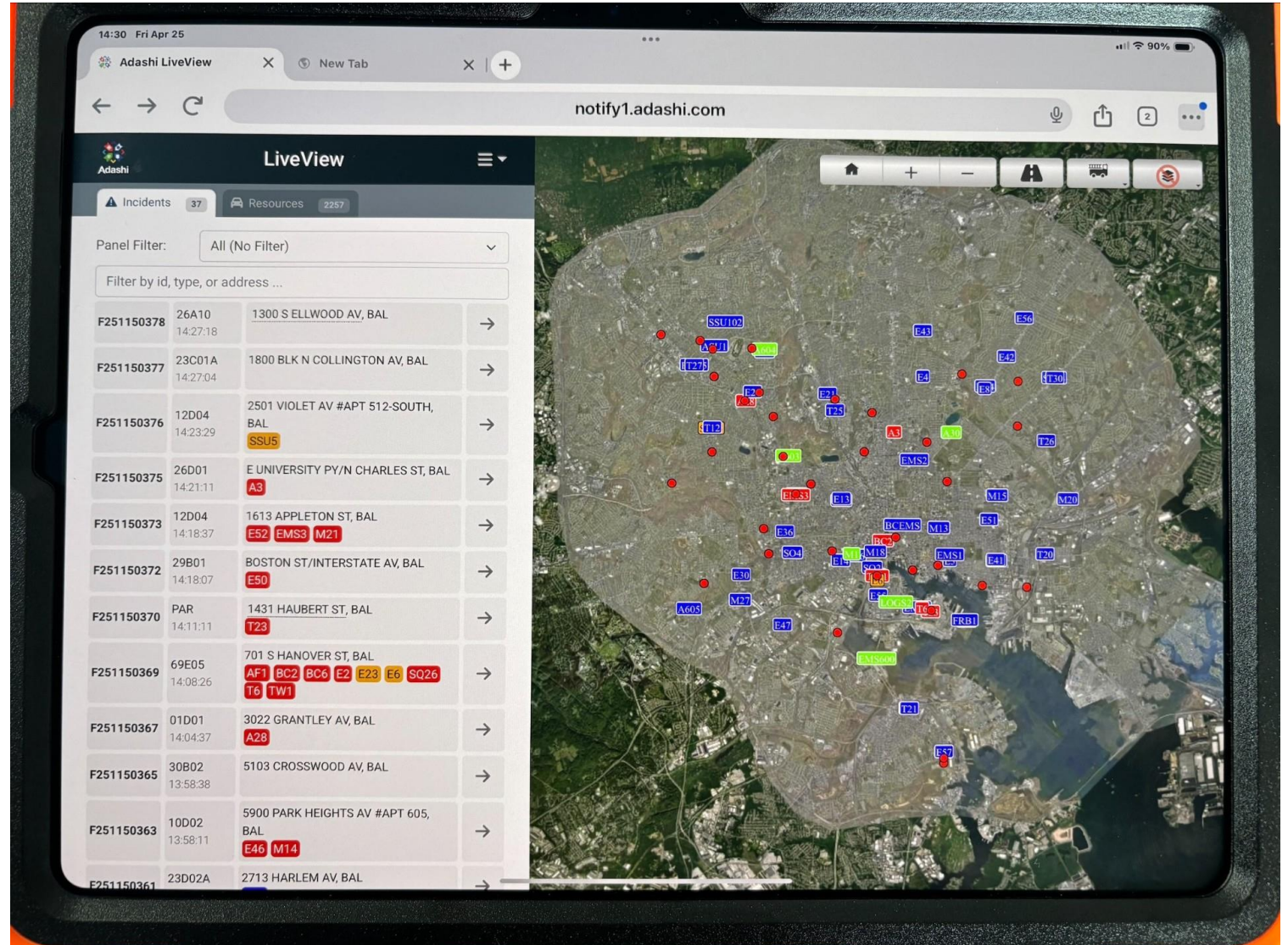
ADASHI- Incident Information

- Units assigned

- Unit Location

- Hydrant / Code X Locations

- Real time incident notes

- Location Hazard Information

- Weather
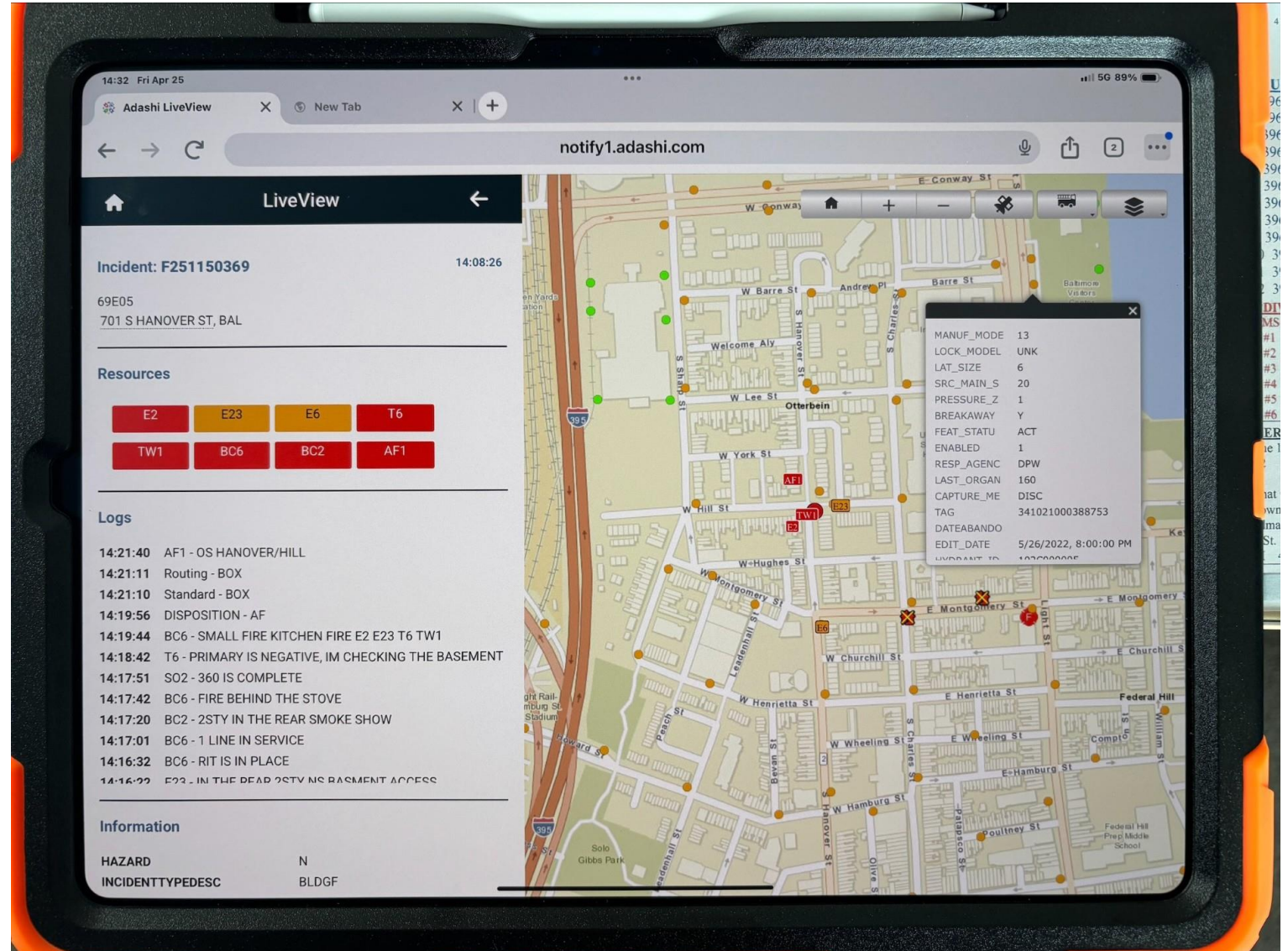
ADASHI- Code X Ray Information

- Ability to see Code X locations

- Ability to read any Code X notes that have been entered
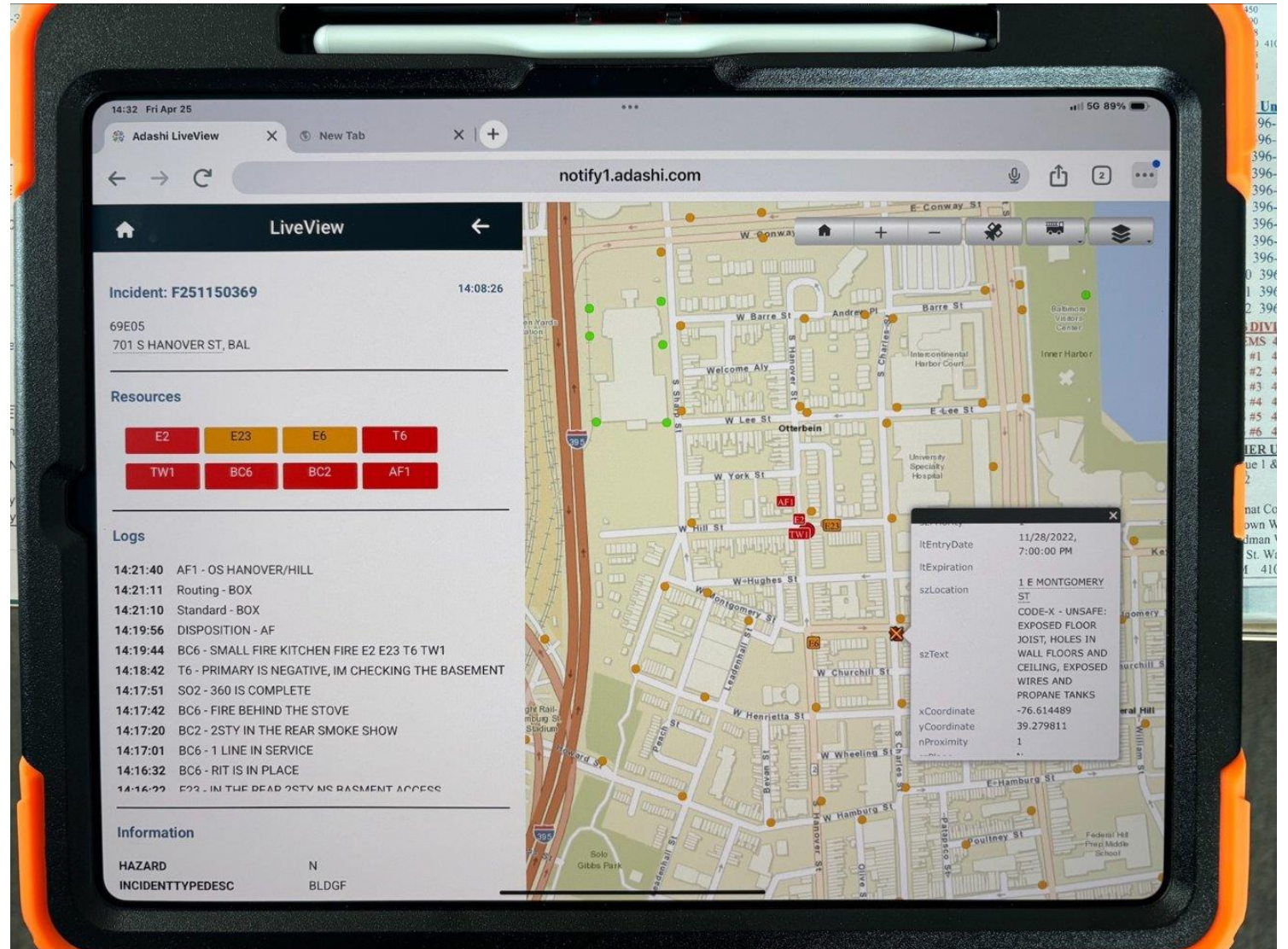
ADASHI- Code X Ray Map

- 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
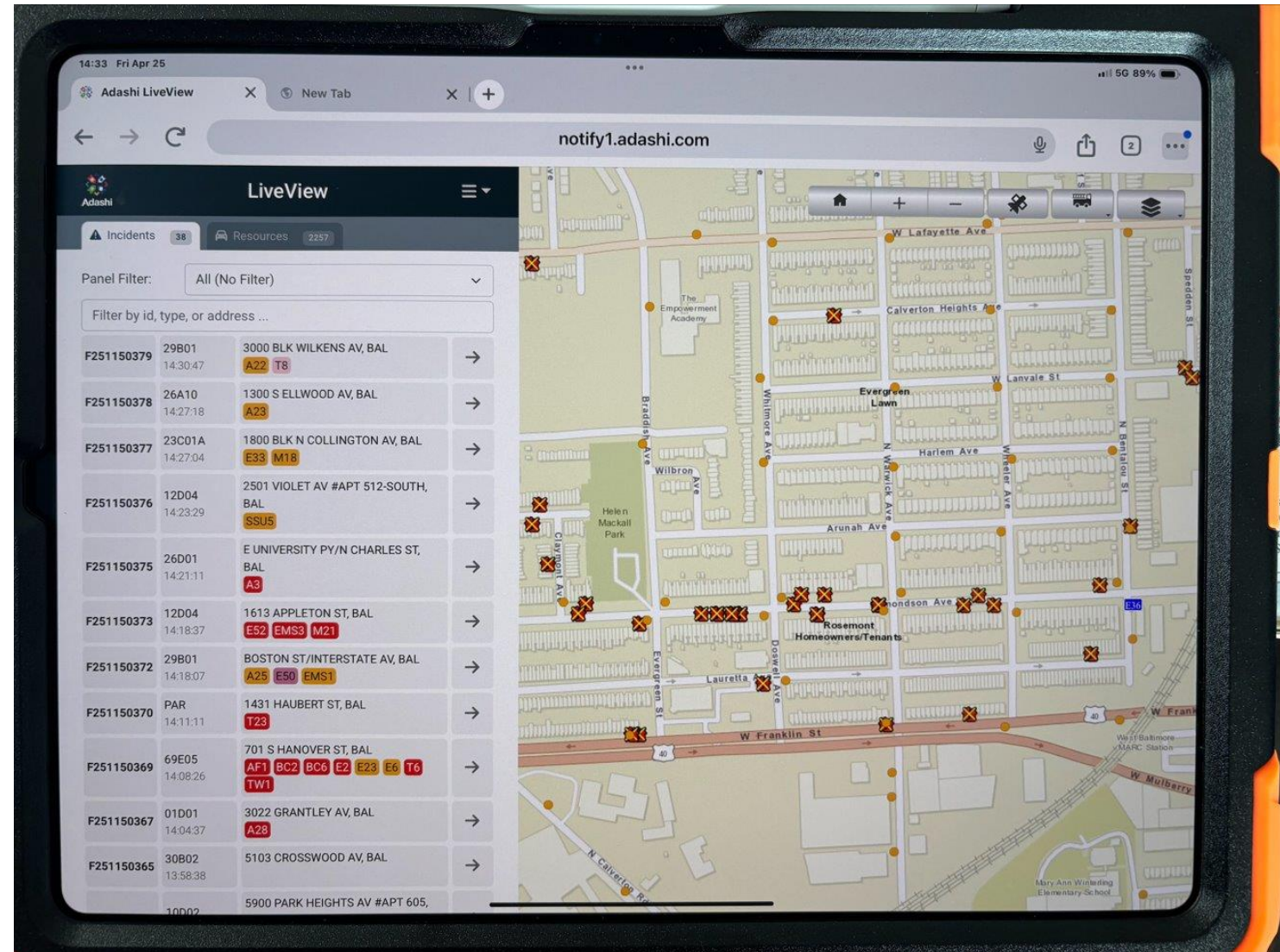
FIRE MARSHAL

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
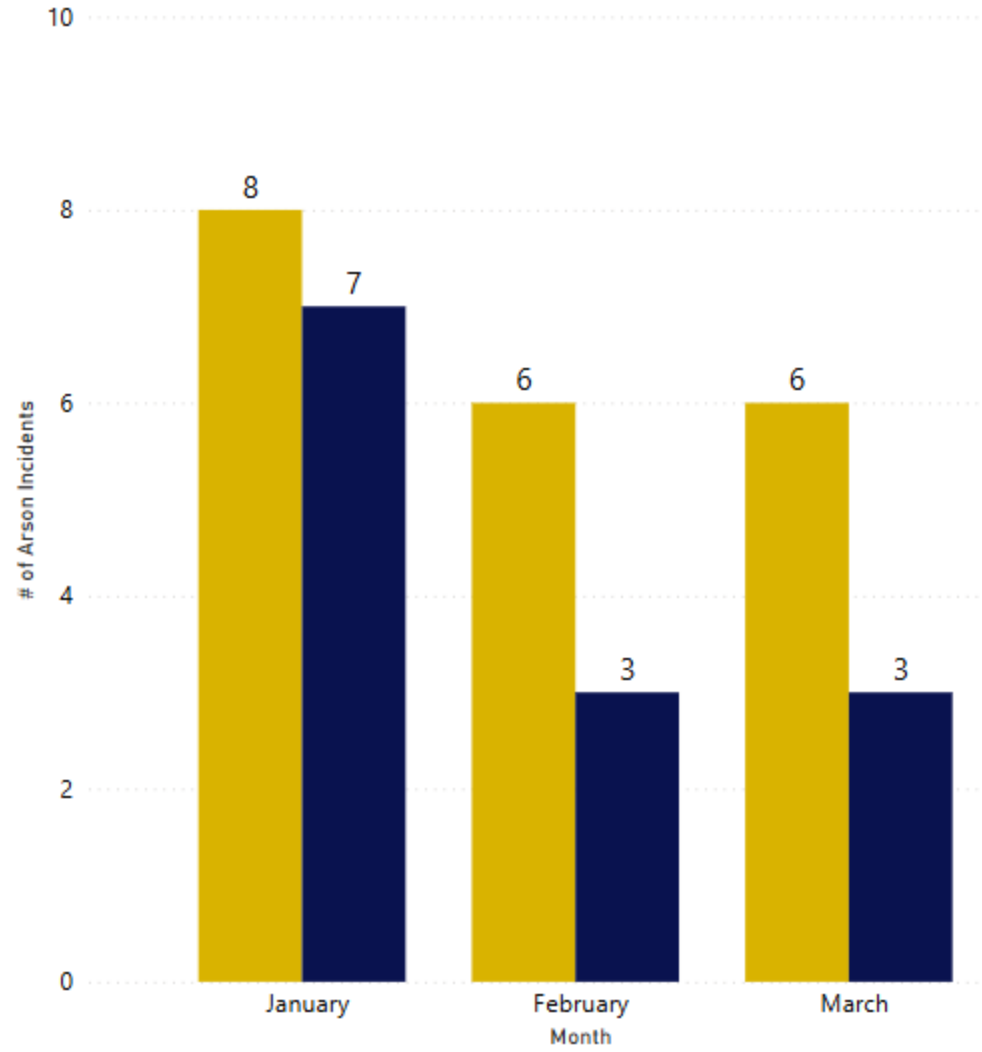
	20	-35% →	13
	FY24 Q3		FY25 Q3

Month	2024	2025
Jan	8	7
Feb	6	3
Mar	6	3
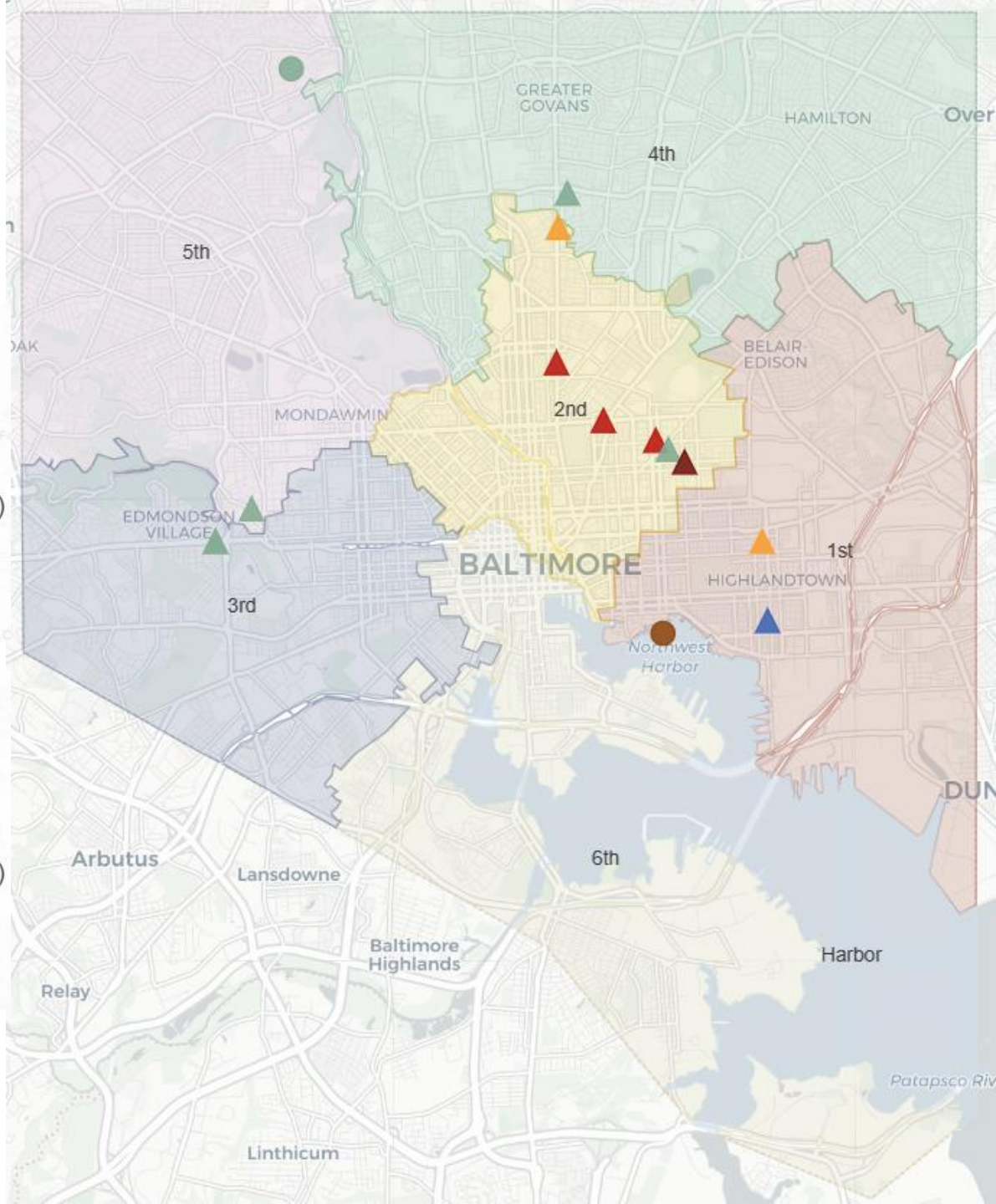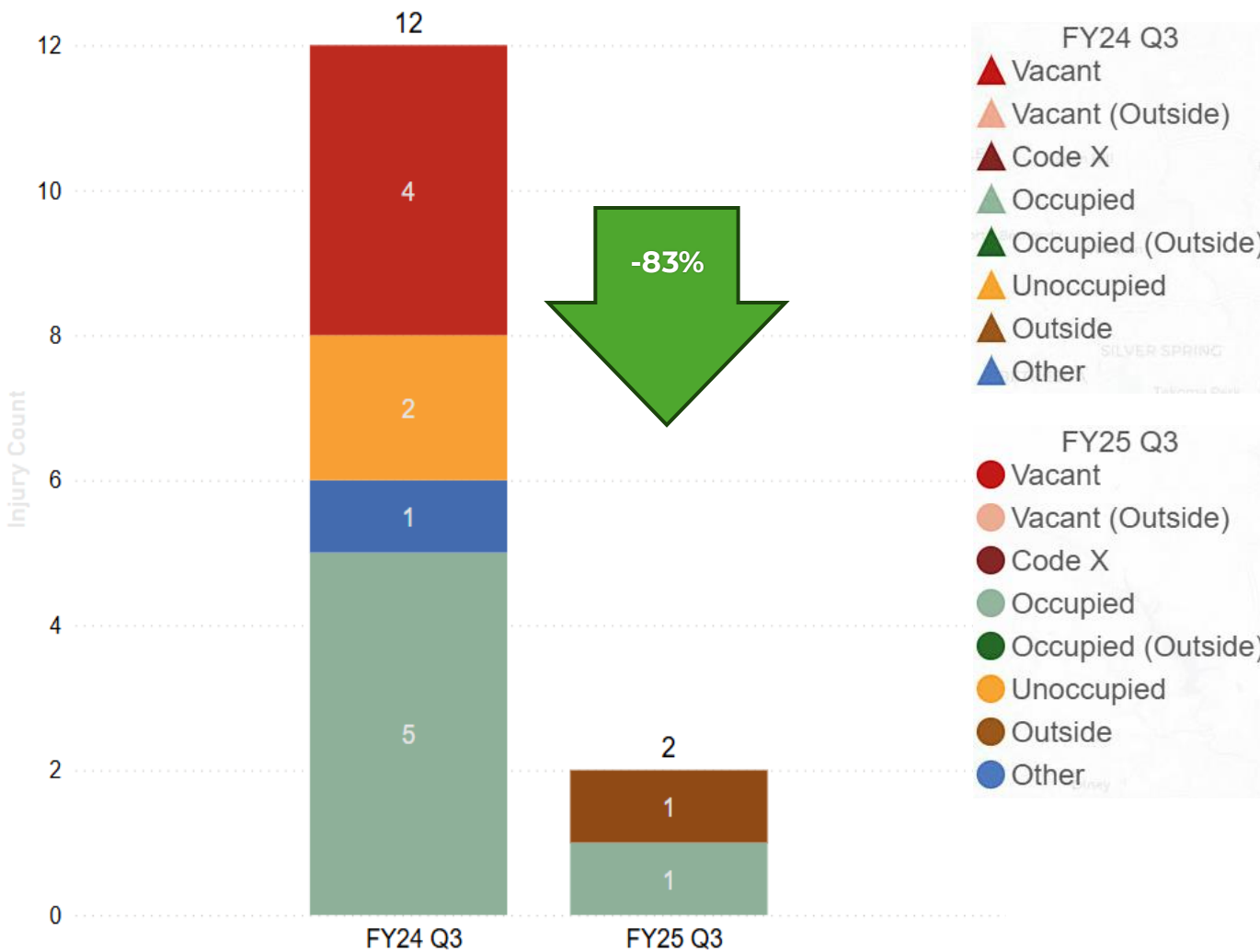
COLLISIONS
FY24 Q3 vs FY25 Q3
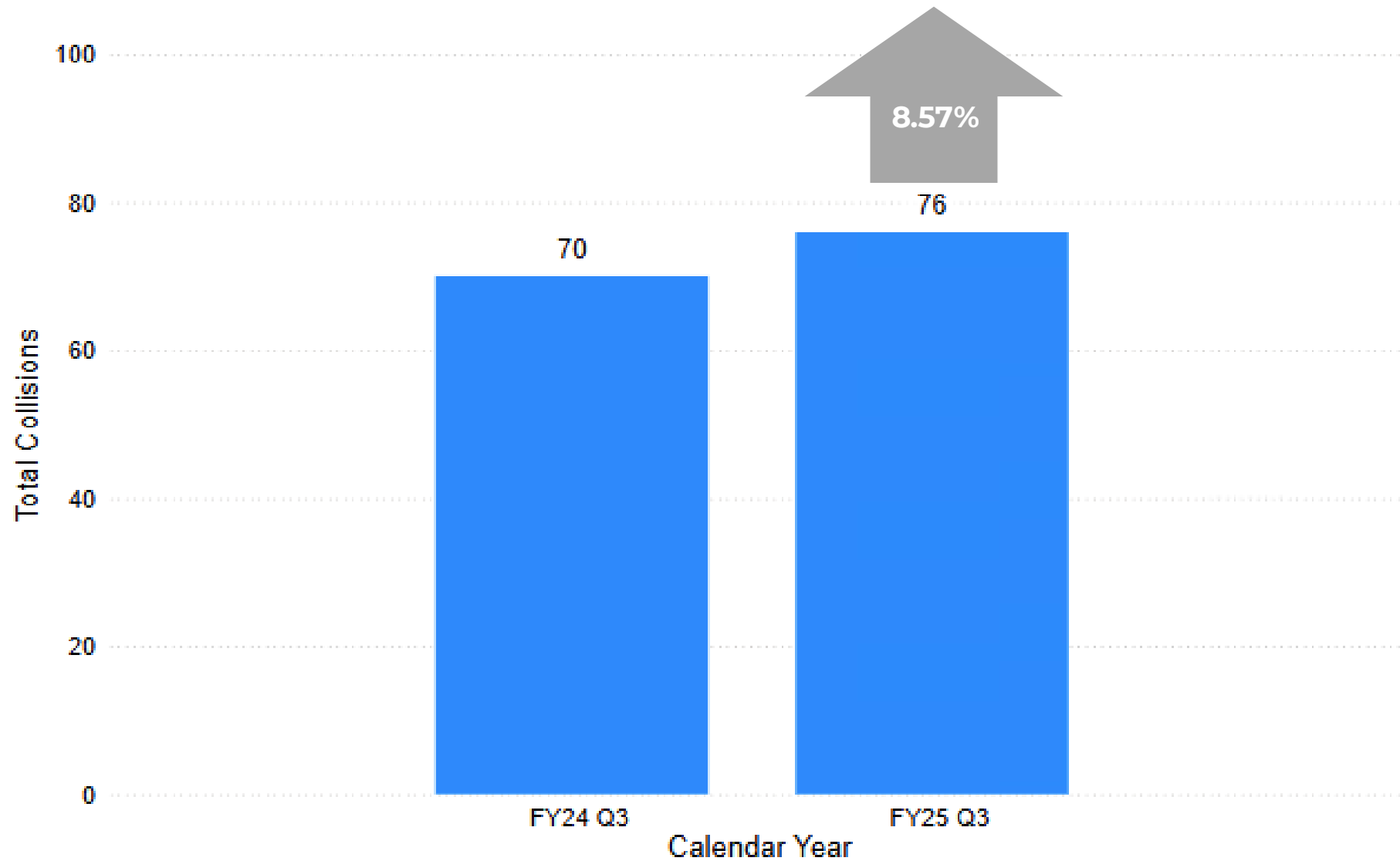
HUMAN RESOURCES
Recent Hires – January 1 through March 31, 2025

Position	# of Hires	Start Date
Payroll Manager	1	Jan - 15
Human Resources Assistant II	1	Jan - 15
EMT/Firefighters *(currently 41 in class)*	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 - **17** (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
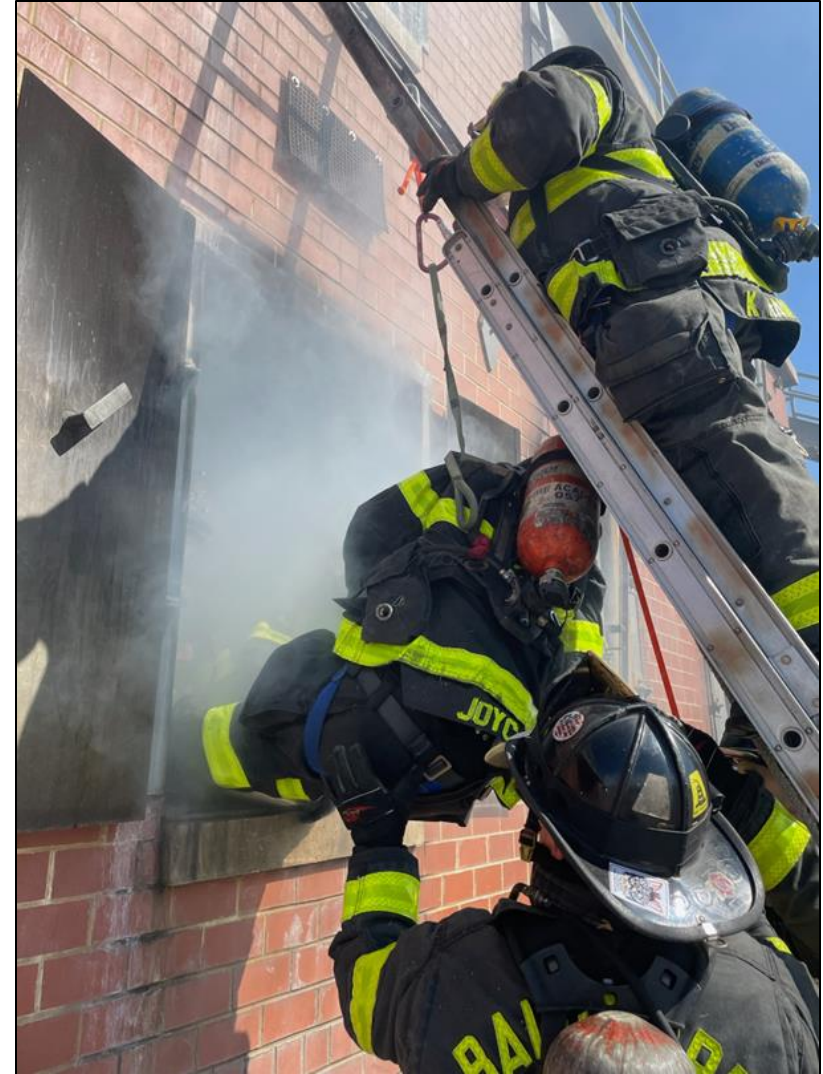
FIRE Academy
Advanced Firefighter Removal Class

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	**$1,552,800.00** Awarded
Equipment	**$193,454.00** Awarded

FY23 Assistance to Firefighter's Grant (FEMA)	
Period of Performance 9/26/24 to 9/25/26	
Training	**$1,687,360** Awarded
Training Props	**$50,000** Awarded

EMS OPERATIONS
Assistant Chief James Matz

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
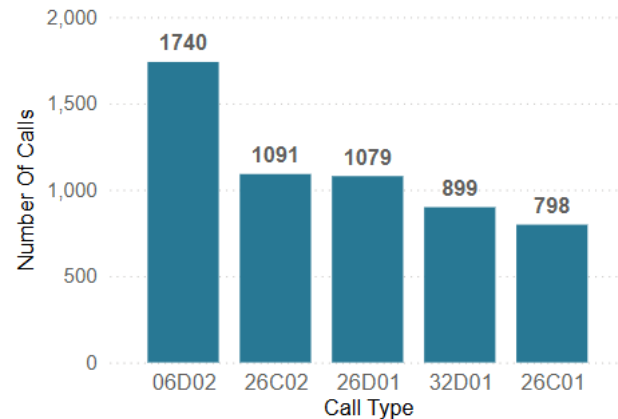
Top BLS Calls

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
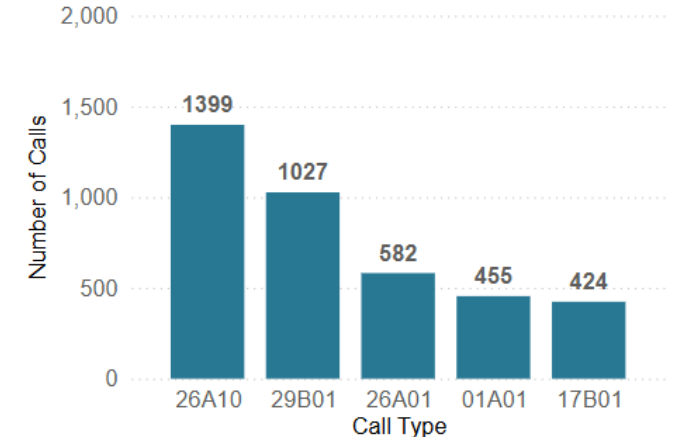
Q3 FY 2025

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
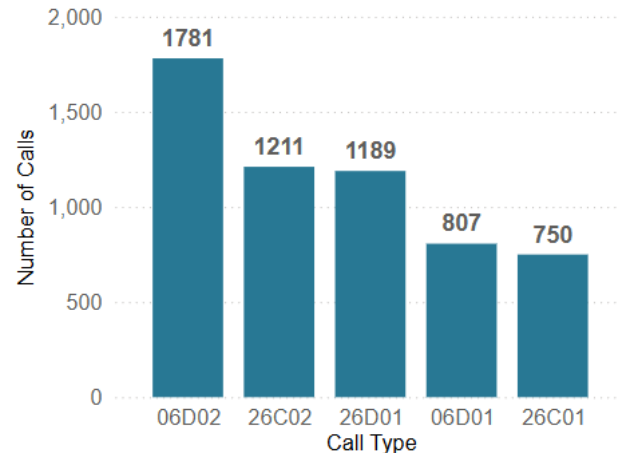
Top BLS Calls

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
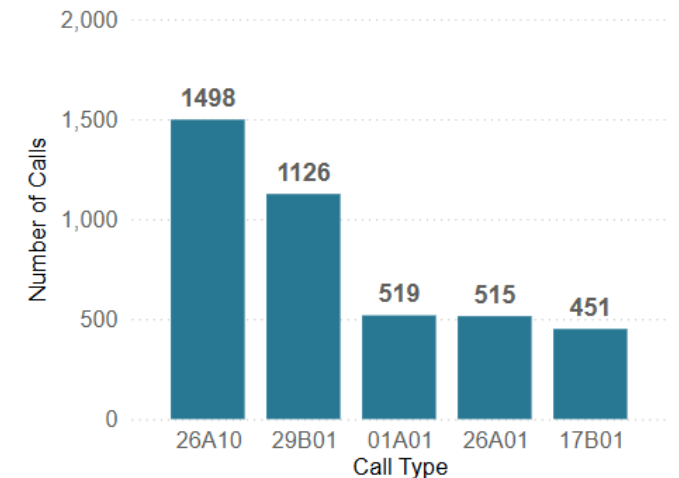
EMS COMMUNITY METRICS
Q3 FY 2024

Baltimore City Fire Department

EMS Community Metrics

Reset all filters to default display

Total Incidents	Total Responses	Responses to Overdoses
34K	61K	754

FILTERS

Date		Battalion/Division	Shift	EMD Card	Unit
1/1/2024	3/31/2024	All	All	All	All

Top 10 Call Types ⓘ

Call Type	Number of Incidents
06D02	1.7K
26A10	1.3K
26C02	1.1K
26D01	1.0K
26CARD	0.9K
29B01	0.8K
32D01	0.8K
26C01	0.8K
31D02	0.7K
4CARD	0.7K
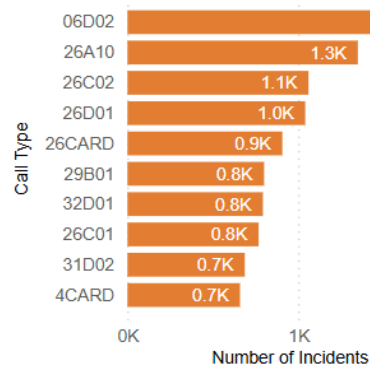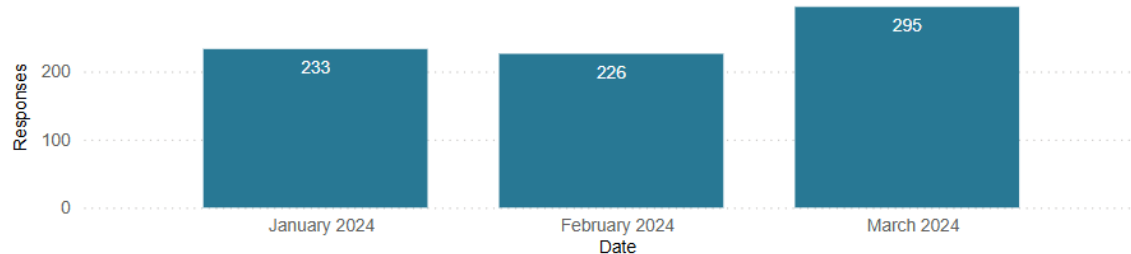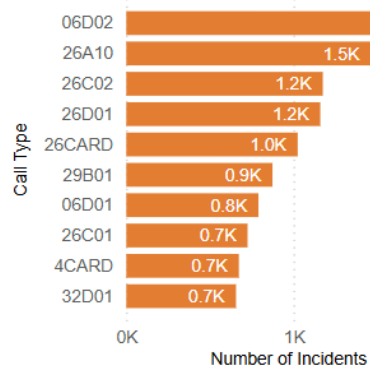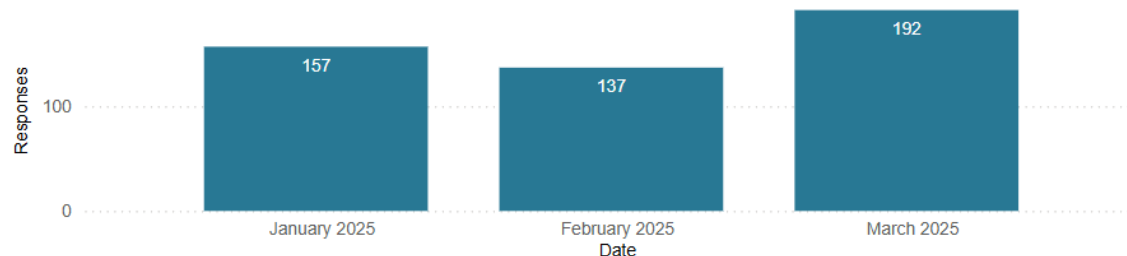
Map Values - Responses to Community

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
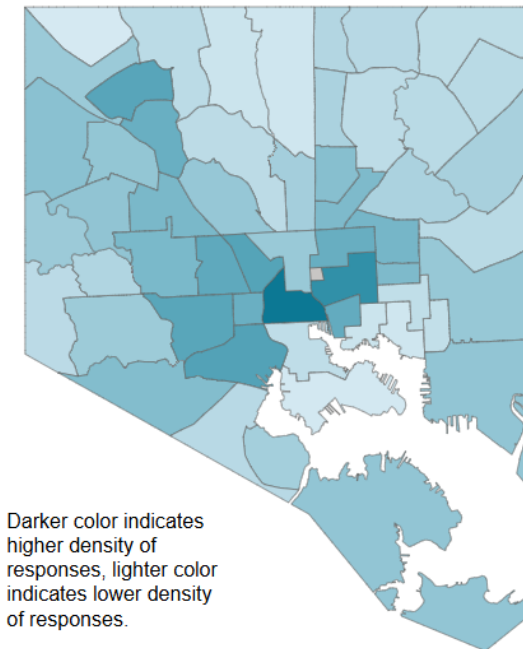
Responses to Community

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

Responses to Overdose ❓

Date	Responses
January 2024	233
February 2024	226
March 2024	295

EMS COMMUNITY METRICS
Q3 FY 2025
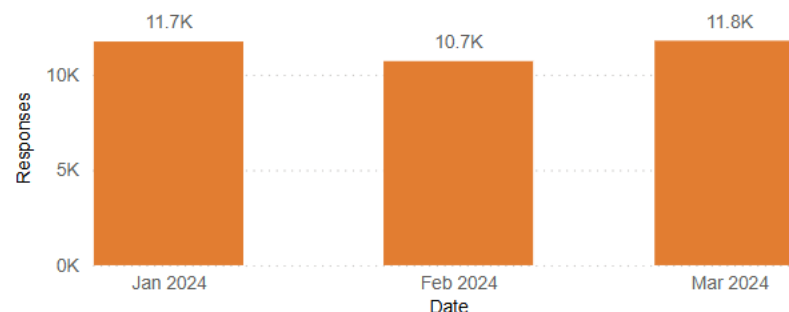
EMS OPERATIONAL METRICS
Q3 FY 2024
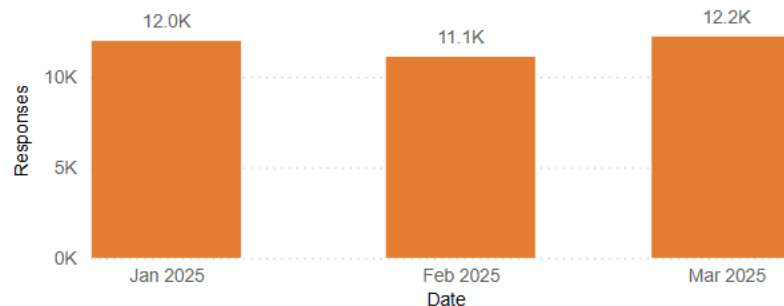
OFFLOAD TIMES
Q3 FY 2024 vs Q3 FY 2025

Q3 FY 2024

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

● 90th% Offload Time Rolling 30-Day Average ● Median Offload Time Rolling 30-Day Average (?) (i)

44.8	44.9	45.1	43.9	42.2	41.3	41.2	40.3	39.8	39.8	39.4	39.2

39.1

17.9 17.8 17.4 17.2 16.6 16.6 16.2 16.0 16.0 15.9

16.3 15.9 15.8

Jan 2024   Feb 2024   Mar 2024

Date
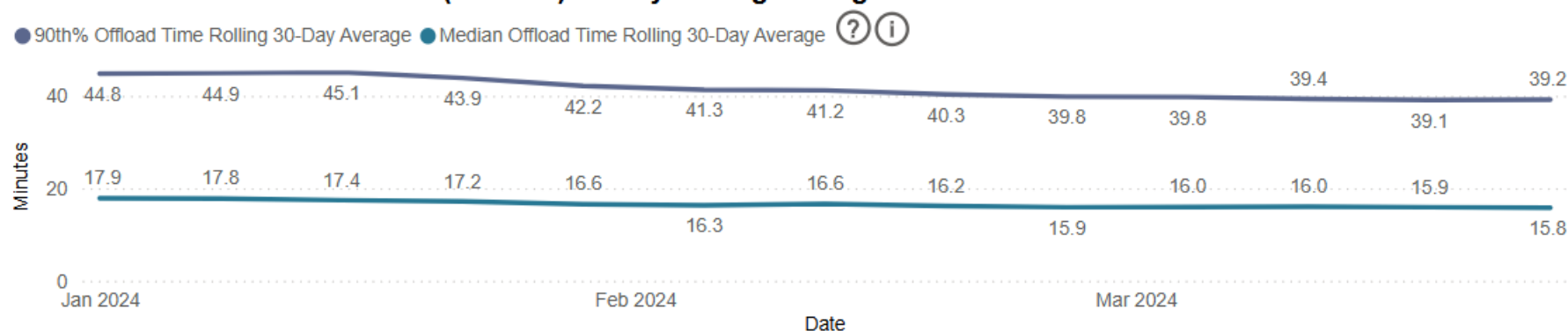
Median 90th Percentile offload time in Q3 FY 2024: **00:41:42**

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

Q3 FY 2025

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

● 90th% Offload Time Rolling 30-Day Average ● Median Offload Time Rolling 30-Day Average (?) (i)

41.8 41.6 44.1 46.5 47.6 49.4 49.2 49.5 47.8 46.0 44.7 43.5 42.1 42.3

17.6 17.7 18.3 19.1 19.6 20.2 20.5 20.8 20.2 19.7 19.2 18.8 18.3 18.4

Jan 2025   Feb 2025   Mar 2025

Date
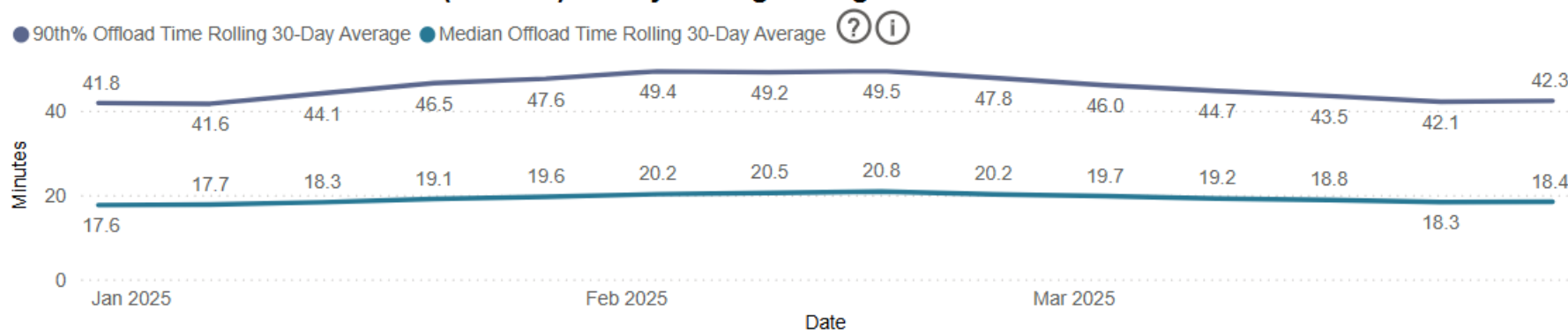
Median 90th Percentile offload time in Q3 FY 2025: **00:46:06**

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

CARES
Cardiac Arrest Registry
to Enhance Survival

2022

Non-Traumatic Etiology Survival Rates

Overall:	5.1% (1287)
Bystander Wit'd:	7.8% (334)
Unwitnessed:	2.3% (824)
Utstein[1]:	21.7% (46)
Utstein Bystander[2]:	28.6% (14)

Bystander Intervention Rates [3]

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[1]:	27.8% (36)
Utstein Bystander[2]:	40.0% (15)

Bystander Intervention Rates [3]

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[1]:	40.8% (76)
Utstein Bystander[2]:	48.6% (37)

Bystander Intervention Rates [3]

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

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

CARES 2024 Comparison

CARES
Cardiac Arrest Registry to Enhance Survival

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[1]:	36.0% (75)
Utstein Bystander[2]:	39.1% (46)

Bystander Intervention Rates [3]

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[1]:	26.4% (91)
Utstein Bystander[2]:	30.4% (56)

Bystander Intervention Rates [3]

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[1]:	36.0% (25)
Utstein Bystander[2]:	50.0% (16)

Bystander Intervention Rates [3]

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

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

CARES 2024 Comparison

CARES — Cardiac Arrest Registry to Enhance Survival

Baltimore City

Utstein Survival Report
All Agencies/National Data
Date of Arrest: From 01/01/2024 Through 01/01/2025 | Incident County: Baltimore

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|	
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
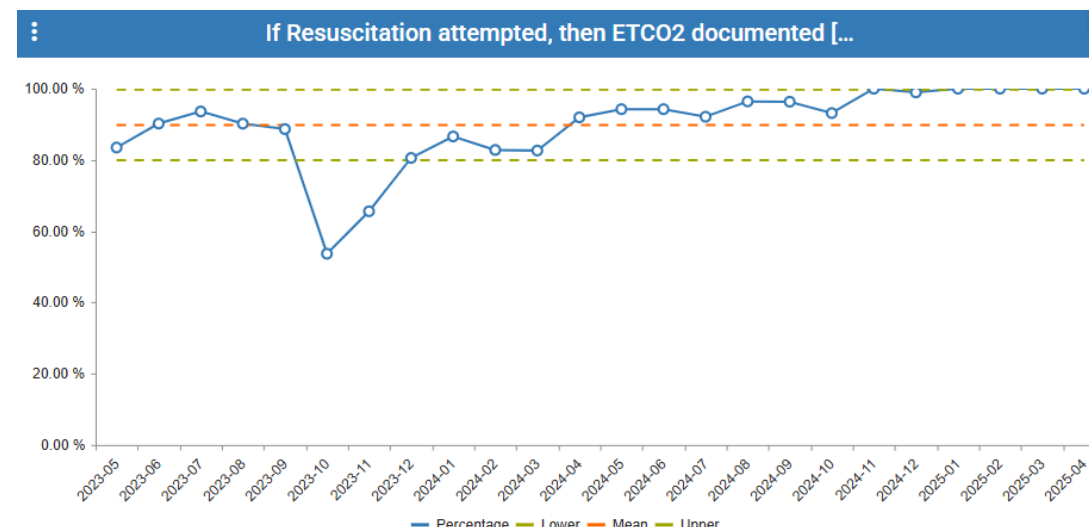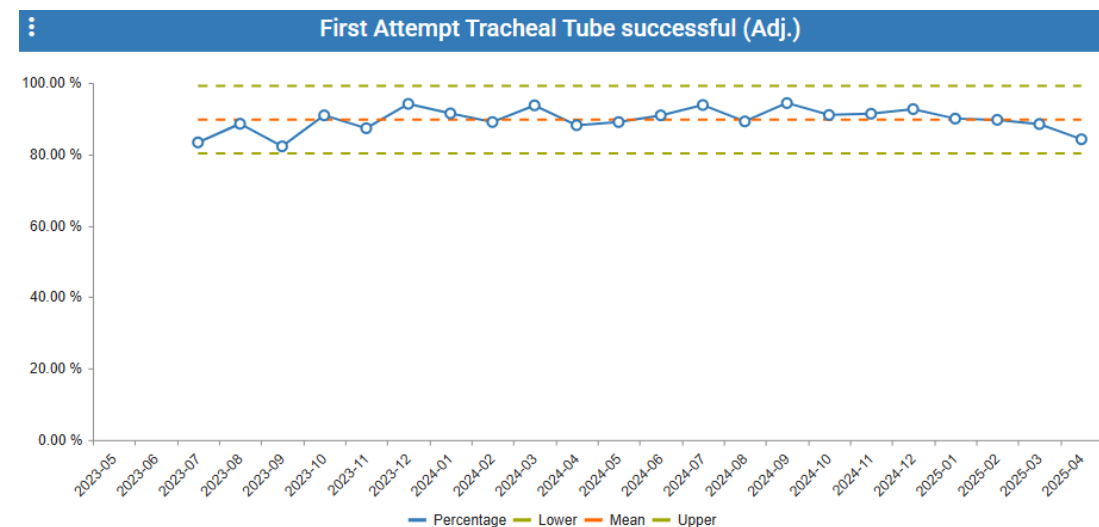
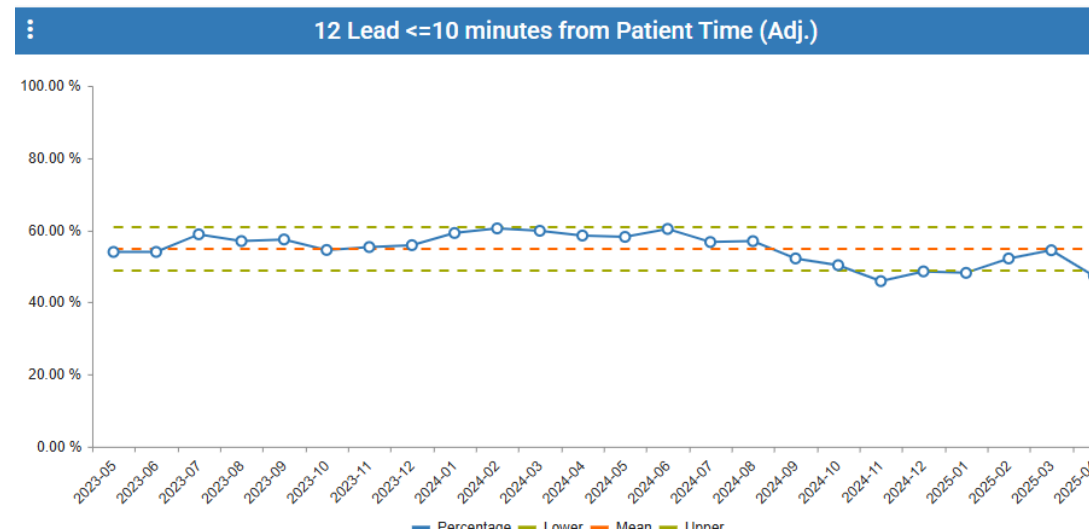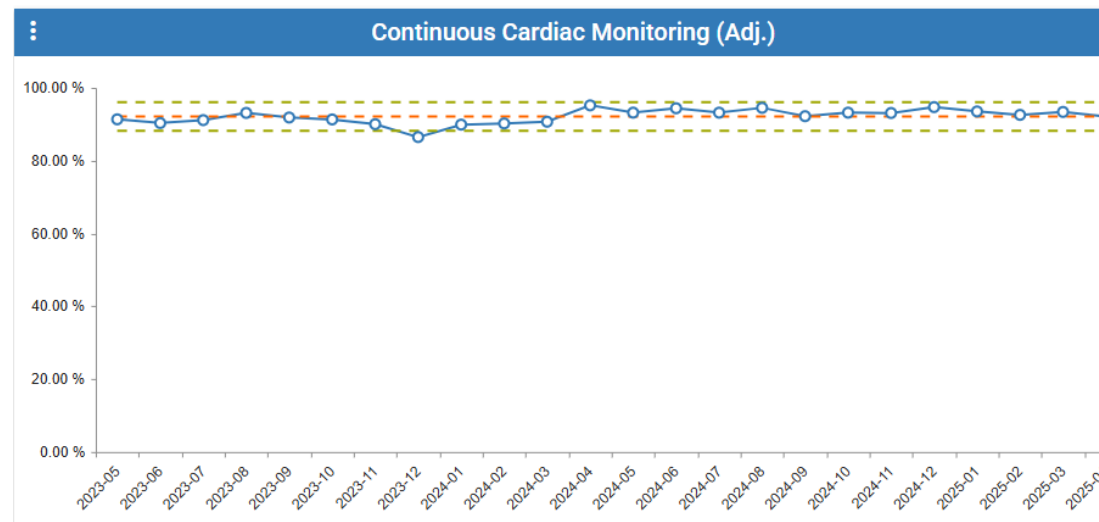# Sample Post Cardiac Arrest Review
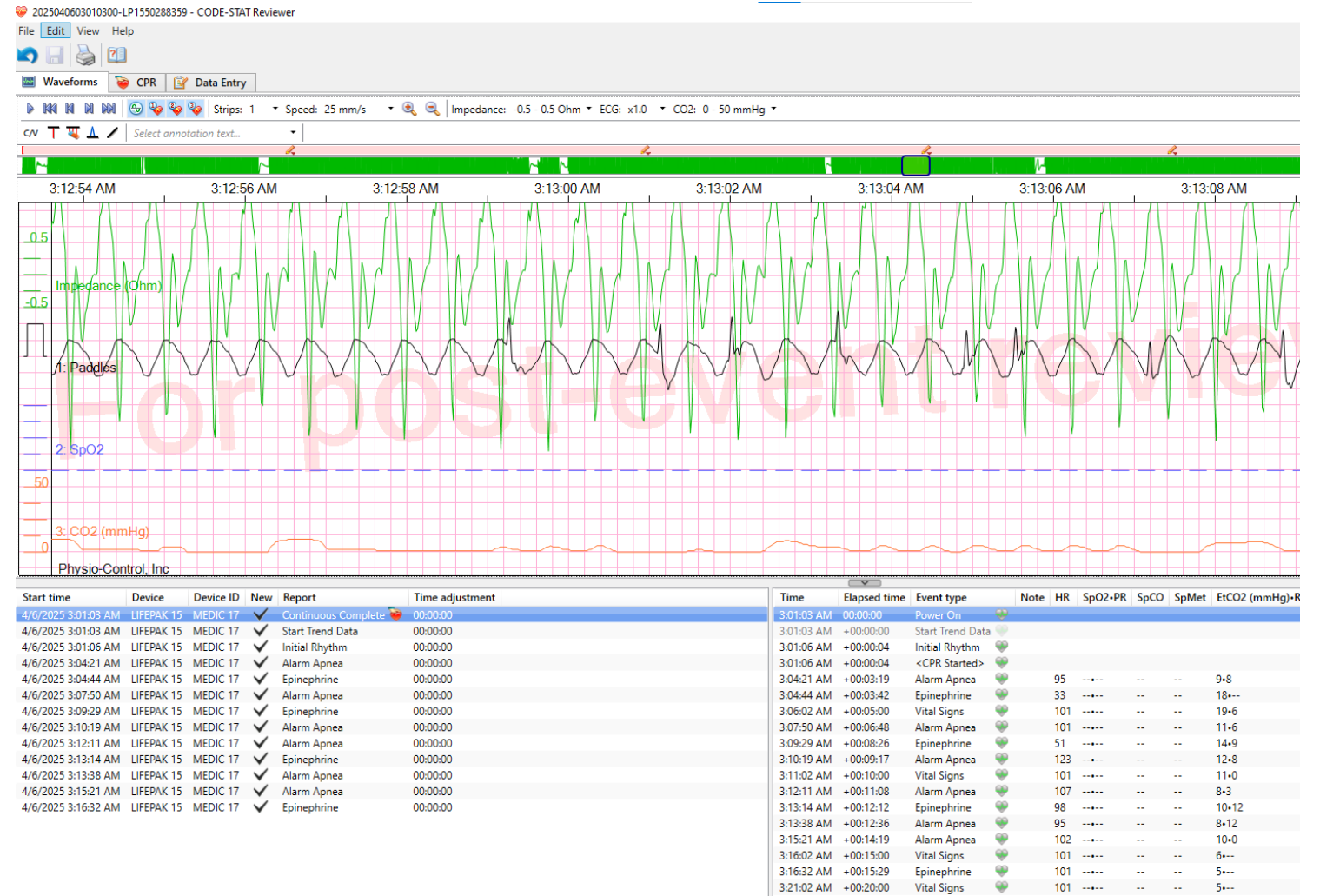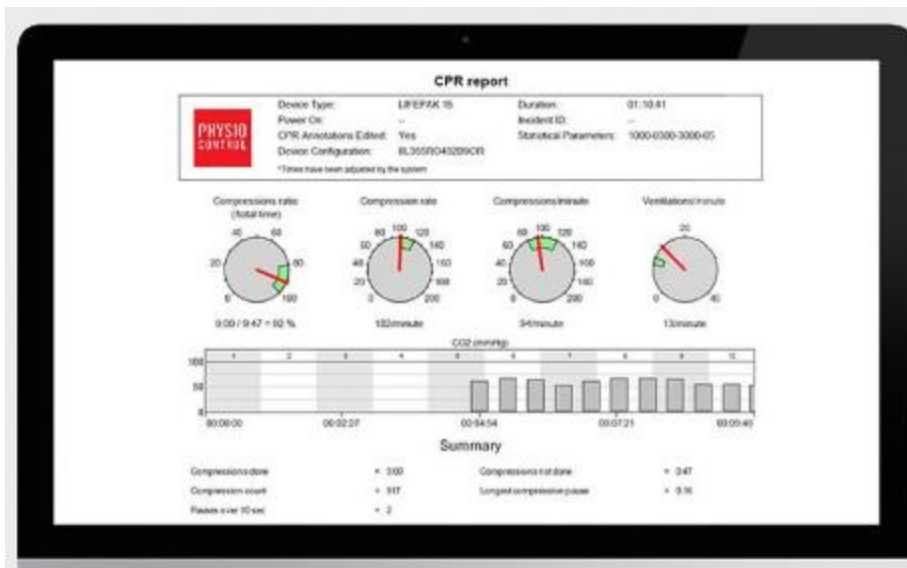
EMS CLINICAL METRICS

- QA/QI lieutenants engaged in "just in time training"

- Advanced airway labs in partnership with Florida jurisdictions

- Tracking of nationally endorsed metrics (NEMSQA)

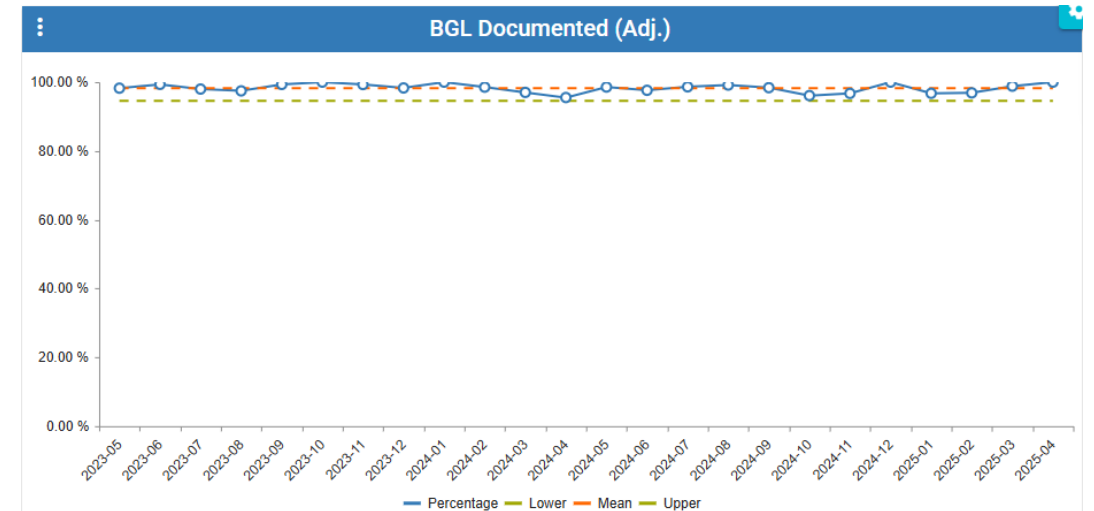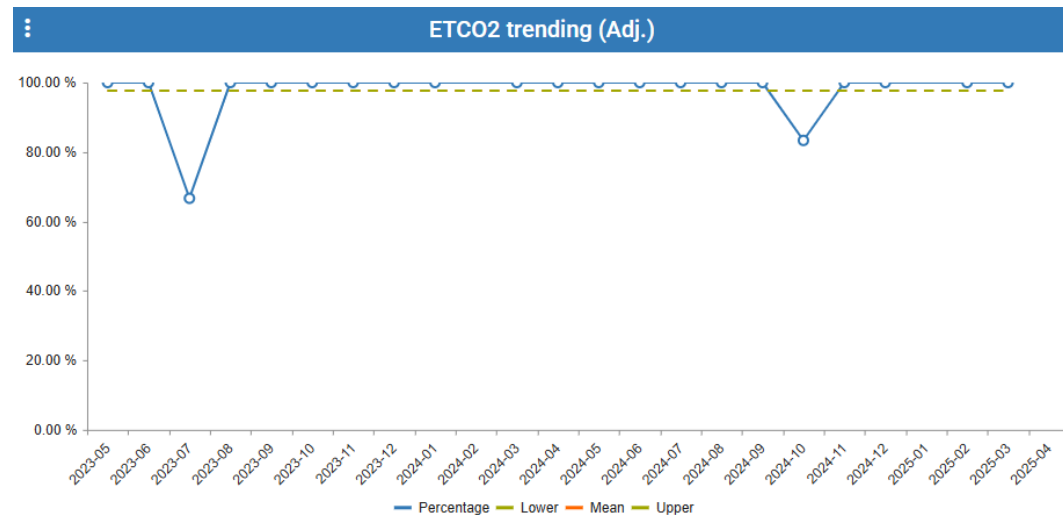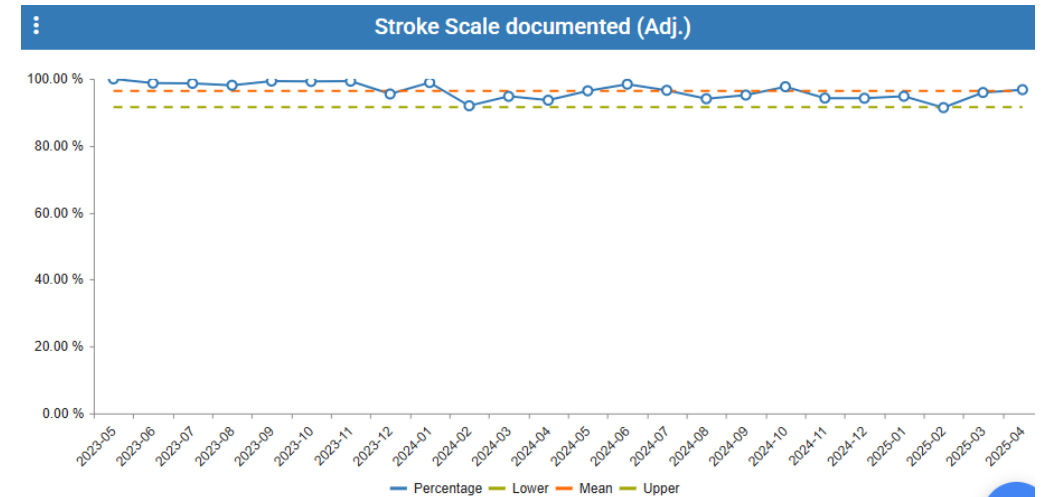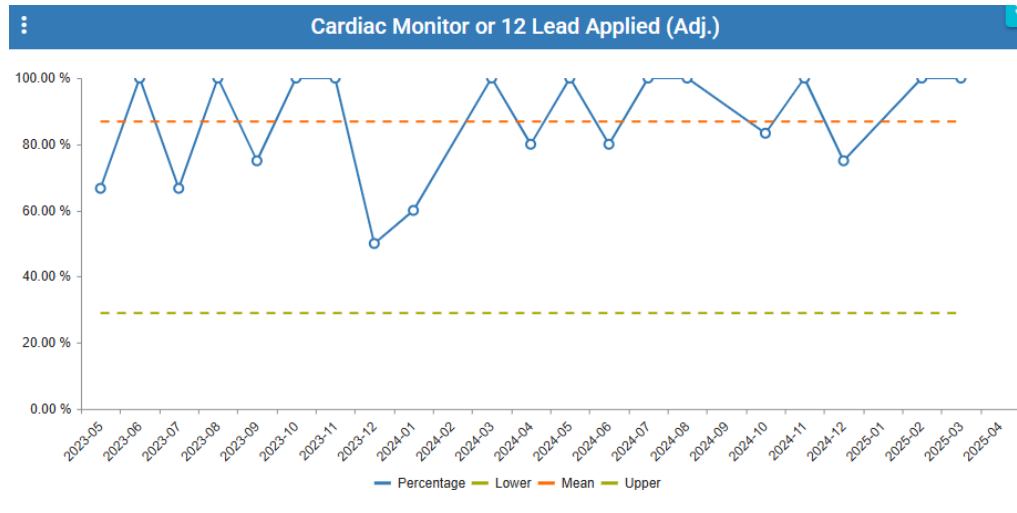- Transparency and consistency in reporting

Acute Coronary Syndromes and Advanced Airway Metrics (SAMPLE)

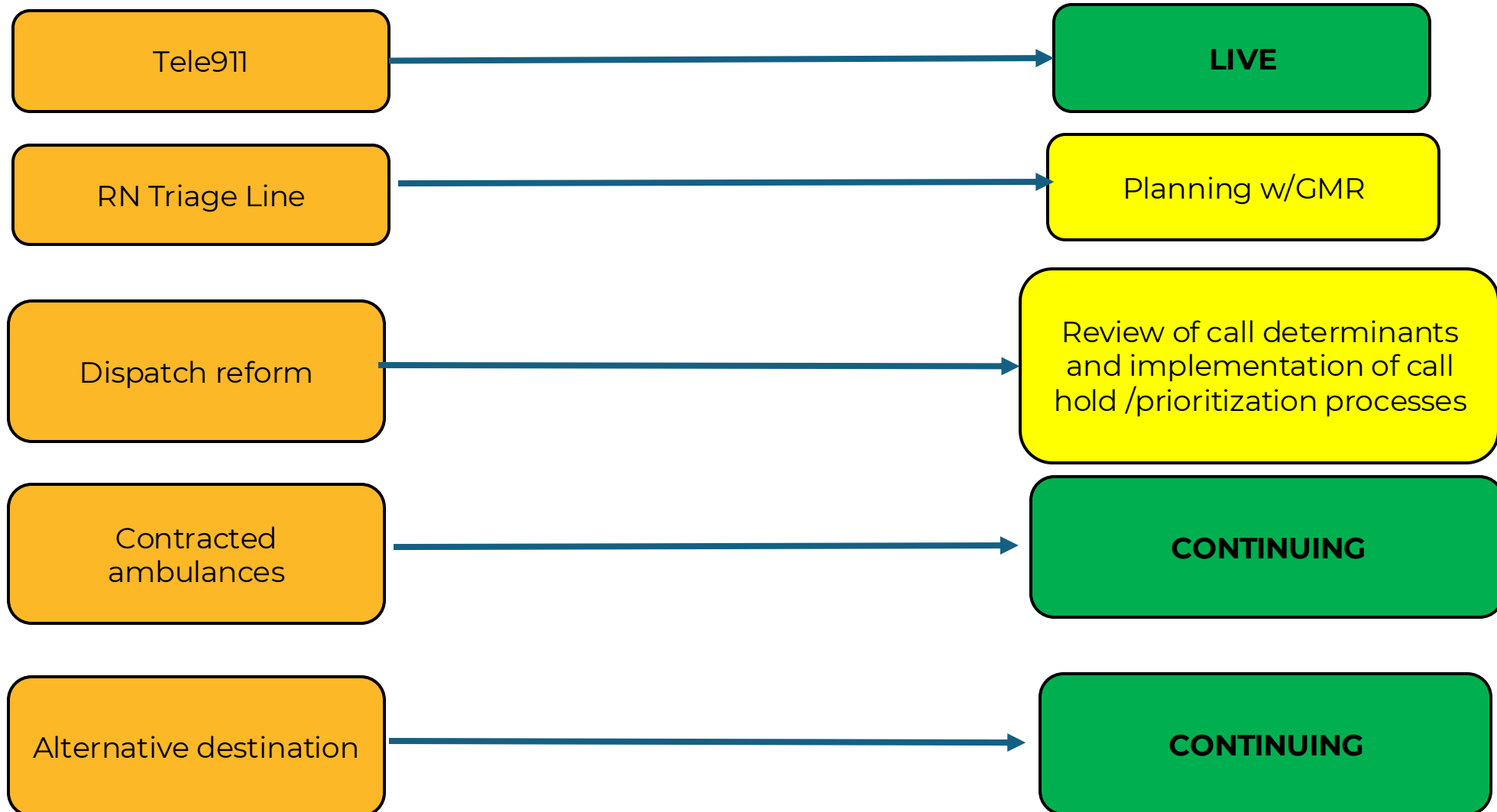| 2023				1st pass success	1st pass percent	90%ile 1st attempt time	2nd pass success	90%ile 2nd attempt time	3rd pass success	90%ile 3rd attempt time
unsuccessful	7	patients	126	75	59.52%	0:01:26	22	0:01:15	9	0:00:45
		attempts	162	75	46.30%					
2024				1st pass success	1st pass percent	90%ile 1st attempt 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

Tele911	→	**LIVE**
RN Triage Line	→	Planning w/GMR
Dispatch reform	→	Review of call determinants and implementation of call hold /prioritization processes
Contracted ambulances	→	**CONTINUING**
Alternative destination	→	**CONTINUING**

SELECT MITIGATION STRATEGIES

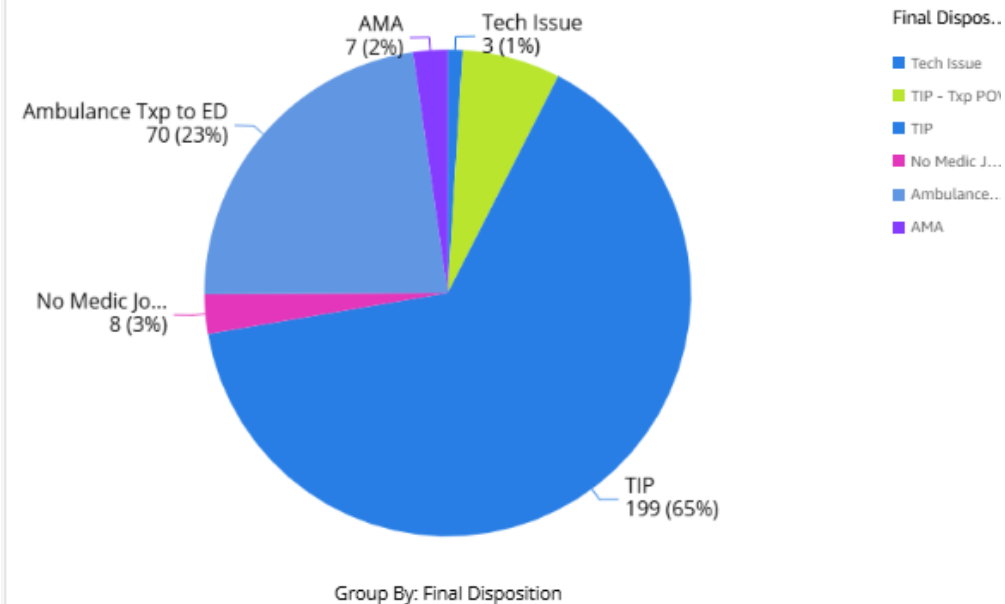- ARPA-Heroes / B-Core collaboration **FUNDED**

- 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

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
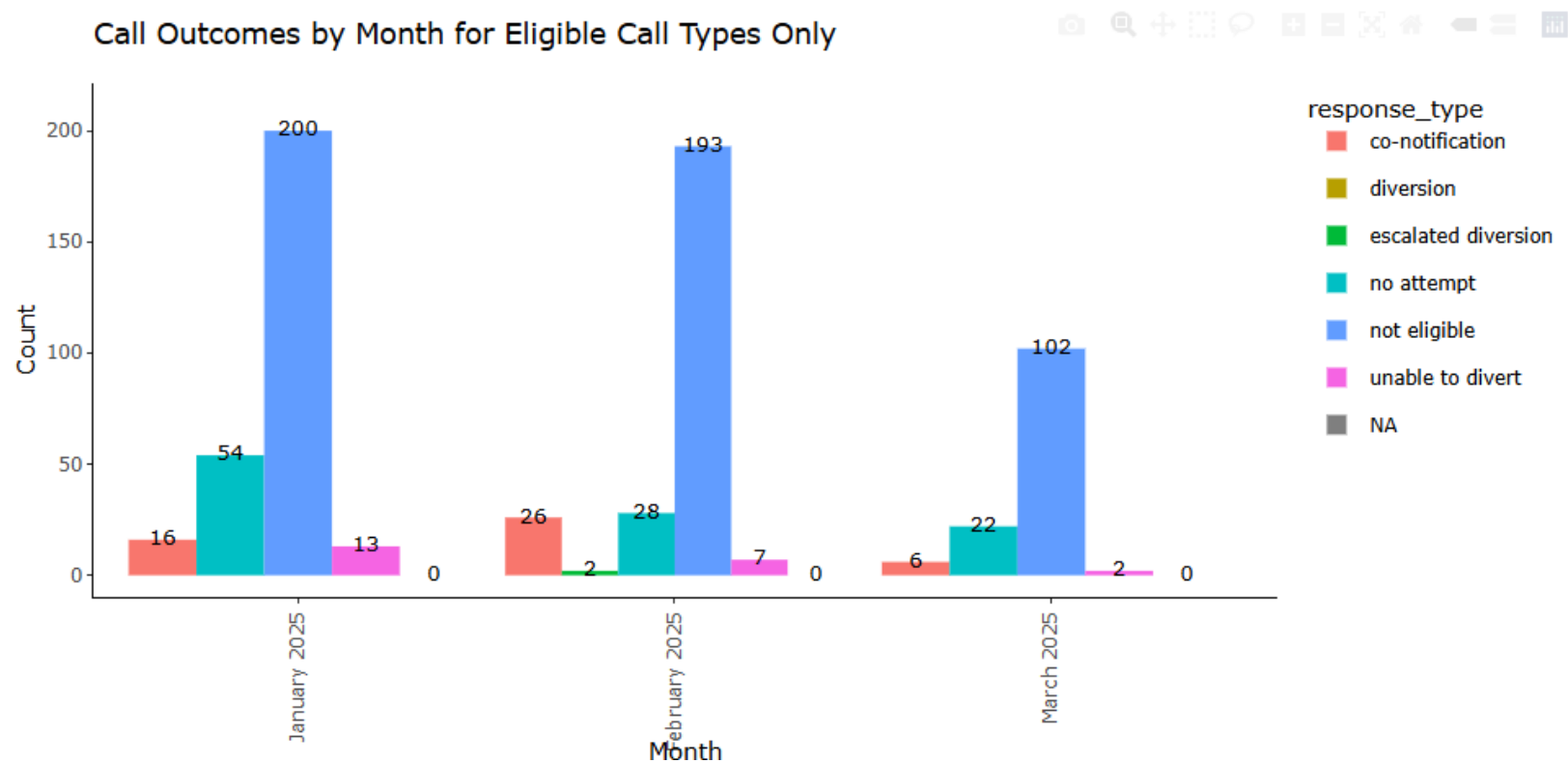
All Incidents, This Review Period

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
- Caroll County (go live in a few months)
- Fredrick Country

PENDING:
- Harford County
- Cecil Count

Maryland Counties in the Whole Blood Program, April 2025

Legend

Program Status
- None
- Pending
- Whole Blood

County of Prince William, Fairfax County, VA, VGIN, Esri, TomTom, Garmin, FAO, NOAA, USGS, EPA, NPS, USFWS
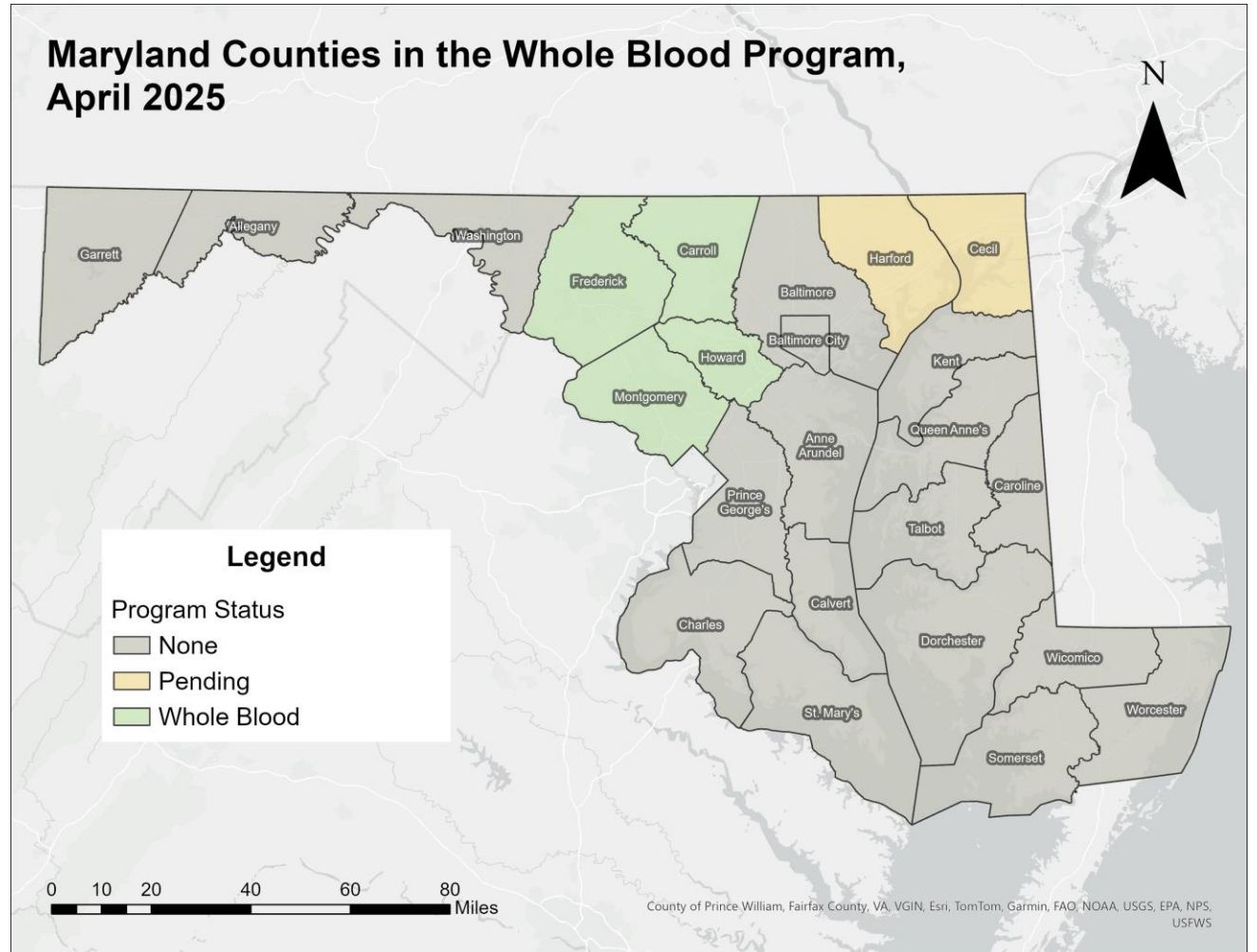
CHASE CAR PILOT PROGRAM
April 22, 2024 – March 31, 2025

Top 10 Calltypes for ASU1

Call Type	# of Incidents
06D02	222
09E01	139
31D02	117
06D01	111
10D02	91
31D04	70
12D02	67
26D01	58
10C03	57
10D04	51
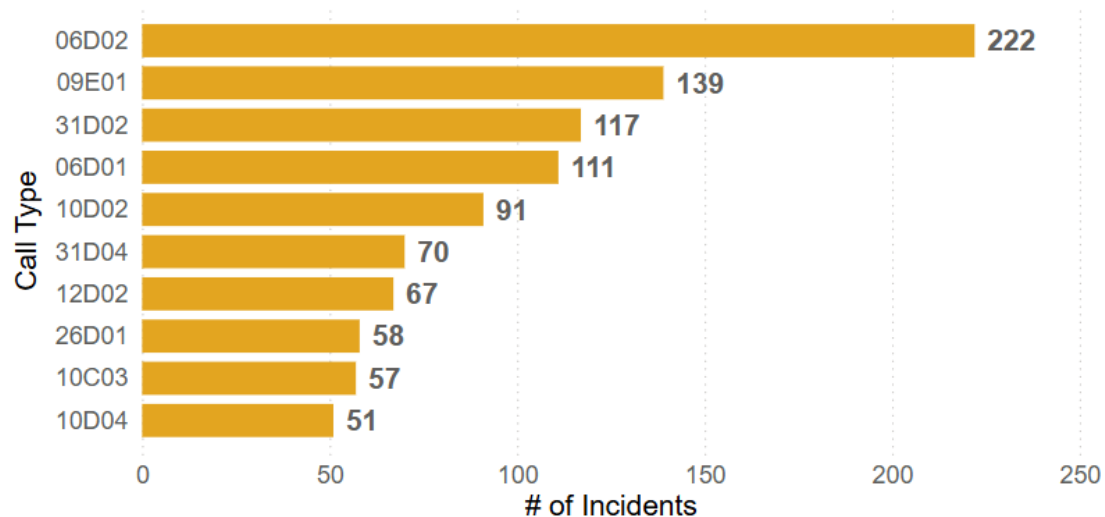
ASU1 - Incidents by Acuity Level

Acuity Level	# of Incidents
ALS	2165
BLS	232
Other	57

88% of incidents are high acuity (2165/2454).

Number of ASU1 Incidents is Consistent Month to Month

Month	# of Incidents
	73
May 2024	224
Jul 2024	210
	193
Sep 2024	221
	243
Nov 2024	226
	211
Jan 2025	221
	186
Mar 2025	230
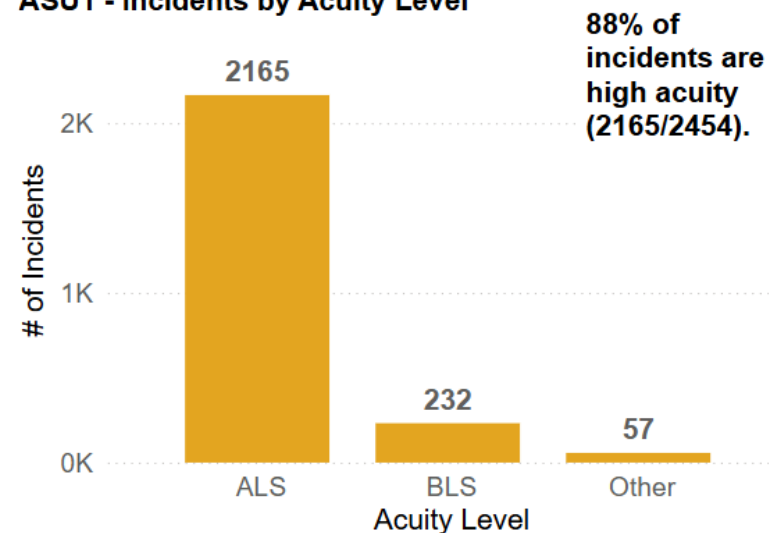
2454
Total ASU1 Calls for Service Since 4/22/24

00:08:03
ASU1 - Median Response Time
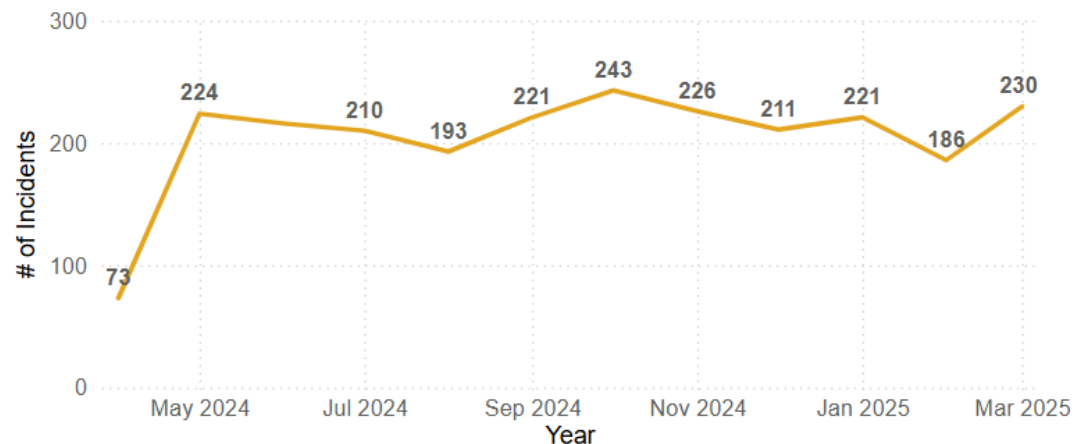
BCFD POPULATION HEALTH – DATA

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**

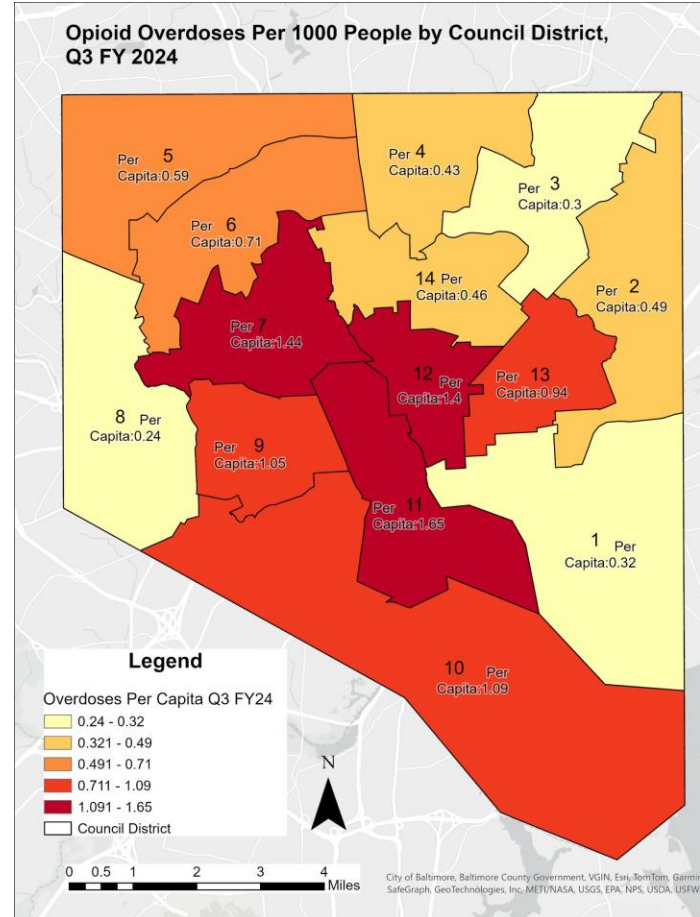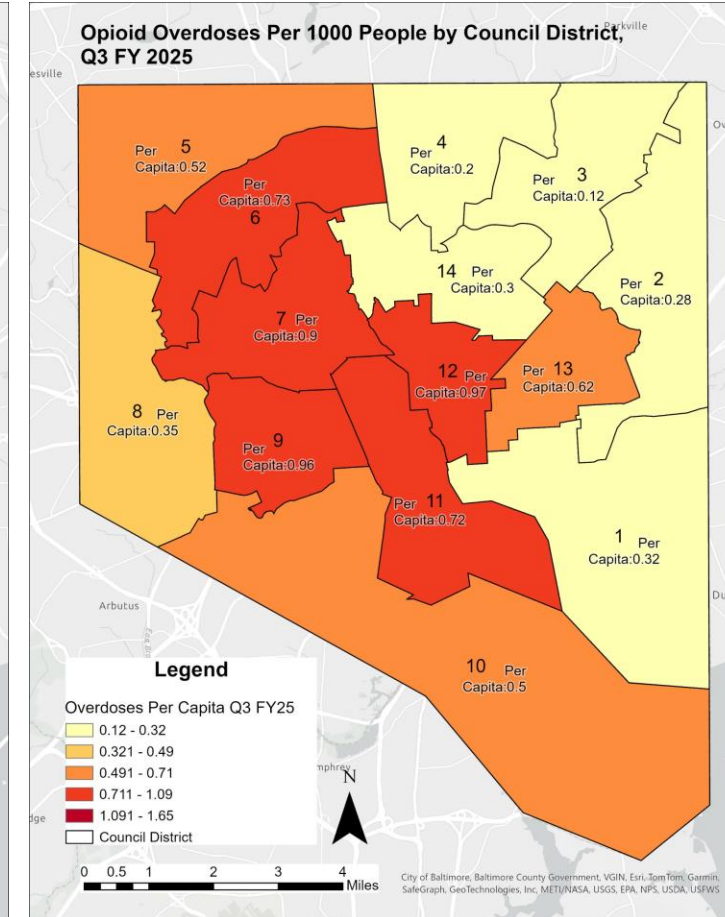| District	Q3 FY24 Incidents	Incidents per 1000	Q3 FY25 Incidents	Incidents per 1000	Incidents % Change
District 1	15	0.32	15	0.32	0 %
District 2	21	0.49	12	0.28	-42.86 %
District 3	13	0.30	5	0.12	-61.54 %
District 4	19	0.43	9	0.20	-52.63 %
District 5	26	0.59	23	0.52	-11.54 %
District 6	32	0.71	33	0.73	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

Opioid Overdoses Per 1000 People by Council District, Q3 FY 2024

Per 5 Capita:0.59
Per 4 Capita:0.43
Per 3 Capita:0.3
Per 6 Capita:0.71
14 Per Capita:0.46
Per 2 Capita:0.49
Per 7 Capita:1.44
12 Per Capita:1.4
Per 13 Capita:0.94
8 Per Capita:0.24
Per 9 Capita:1.05
Per 11 Capita:1.65
1 Per Capita:0.32
10 Per Capita:1.09

Legend
Overdoses Per Capita Q3 FY24
- 0.24 - 0.32
- 0.321 - 0.49
- 0.491 - 0.71
- 0.711 - 1.09
- 1.091 - 1.65
- Council District

0 0.5 1 2 3 4 Miles

City of Baltimore, Baltimore County Government, VGIN, Esri, TomTom, Garmin, SafeGraph, GeoTechnologies, Inc. METI/NASA, USGS, EPA, NPS, USDA, USFWS

Q3 FY2025

Opioid Overdoses Per 1000 People by Council District, Q3 FY 2025

Per 5 Capita:0.52
Per 4 Capita:0.2
Per 3 Capita:0.12
Per 6 Capita:0.73
14 Per Capita:0.3
Per 2 Capita:0.28
Per 7 Capita:0.9
12 Per Capita:0.97
Per 13 Capita:0.62
8 Per Capita:0.35
Per 9 Capita:0.96
Per 11 Capita:0.72
1 Per Capita:0.32
10 Per Capita:0.5

Legend
Overdoses Per Capita Q3 FY25
- 0.12 - 0.32
- 0.321 - 0.49
- 0.491 - 0.71
- 0.711 - 1.09
- 1.091 - 1.65
- Council District

0 0.5 1 2 3 4 Miles

City of Baltimore, Baltimore County Government, VGIN, Esri, TomTom, Garmin, SafeGraph, GeoTechnologies, Inc. METI/NASA, USGS, EPA, NPS, USDA, USFWS

*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

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-
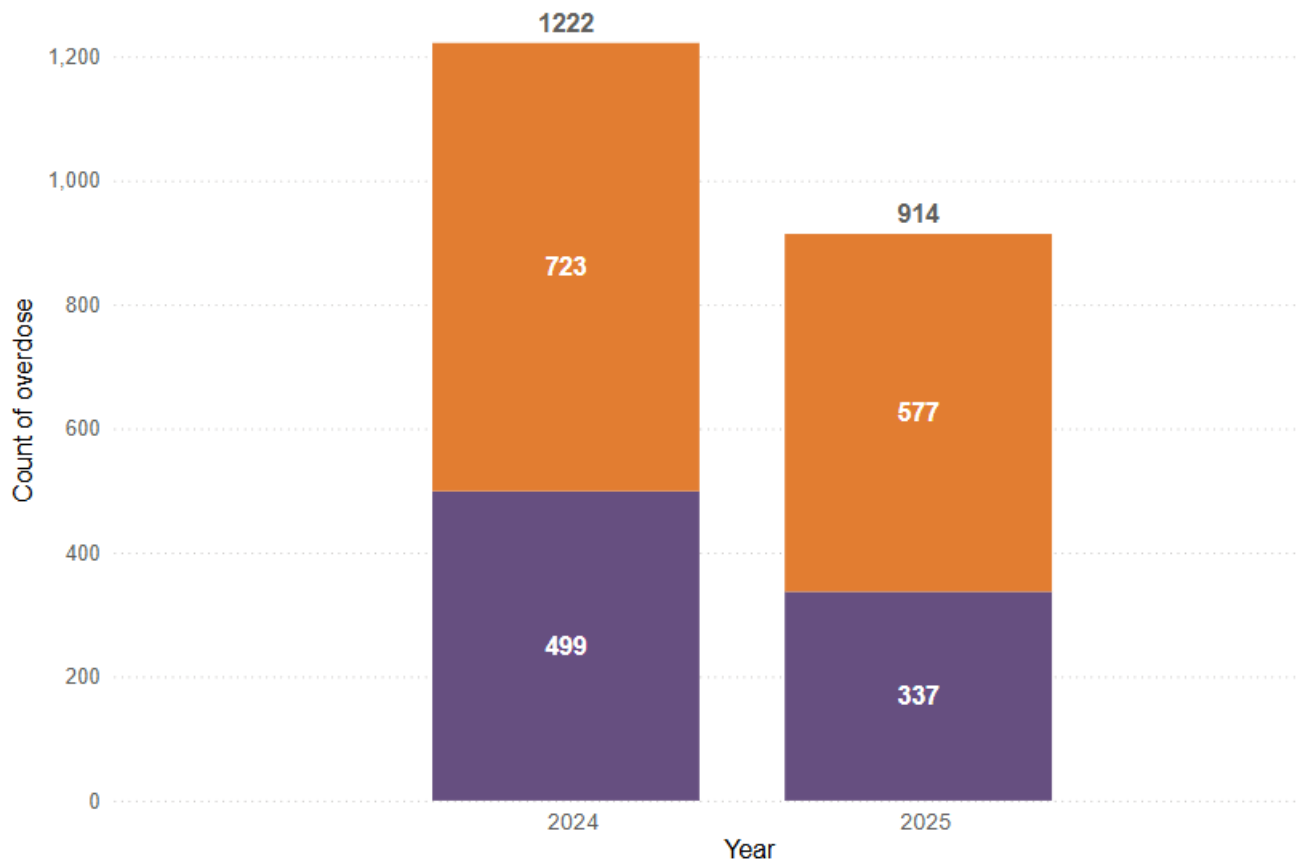
13,798 Kits =

27,596Doses

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