



# **FIRE DEPARTMENT QUARTERLY COUNCIL BRIEFING**

July 17, 2024



**Brandon M. Scott  
Mayor**

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# COMMAND STAFF

**Chief James W. Wallace**

Assistant Chief Dante P. Stewart

- Operations

Acting Director Shontee L. Hart

- Administration

Acting Assistant Chief Jason P. Goodwin

- Support Services and Community Risk Reduction

Assistant Chief James U. Matz

- Emergency Medical Services

Executive Assistant Chief Kensington W. White III



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# APPARATUS ON ORDER

BRAND	COUNT	TYPE	ETA
Wheeled Coach	14	EMS Transport	<b>June 2024 (4)</b> , August 2024 (4), October 2024 (4), January 2025 (2)
Pierce	3	TDA	<b>June 2024 (1)</b> , November 2025 (2)
Braun	4	EMS Transport	<b>June 2024 (2)</b> , September 2024 (2)
Pierce	6	Engines	<b>July 2024 (2)</b> , November 2025 (4)
Seagrave	4	TDA	August 2024 (1), September 2024 (1), November 2026 (2)
Seagrave	5	Engines	November 2024 (4), November 2026 (1)
Road Rescue	12	EMS Transport	December 2024 (12)
Seagrave	2	Towers	November 2025, November 2026
Silver Ships	2	Fire Boat	November 2025 (1), November 2026 (1)
Lowest bidder	1	Air Flex	Engineering Phase (24 months)
E-One	4	Engines	August – December 2027 (4)



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# VEHICLES ON ORDER

## Green Energy Vehicles:

- 8 hybrid SUVs placed in service at Fire Prevention Bureau
- Fully electric vehicles
- On order: 2 F-150 Lightning (logistics), 5 Ford Mach-E (FPB)
- Delivered being upfitted: 1 F-150 Lightning (OEM), 1 Ford Transit (logistics)

Vehicles that have been delivered will be placed in service over the next few weeks.



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# STATION CONSTRUCTION & RENOVATION

Baltimore received a \$10,000,000 grant from the State of Maryland for the construction/renovation of 2 stations:

Engine 14 (1908 Hollins St)

- Design phase completed, awaiting access to funding
- Awaiting Approval from Senator Hayes for State grant money for renovation

Engine 27 (4315 Mannasota Ave)

- Design phase
- Final review by CHAP 8/30

Engine 31 (3123 Greenmount Ave)

- \$500k State Grant for Renovation
- Approved by BOE on 6/5/2024
- Awaiting approval from State Board of Public Works (tentatively 7/17 meeting)



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# STATION RENOVATIONS

## ESPP Funded

The fire department was issued \$25,000,000 from ESPP funding in 2022 for station renovations.

- Lead paint abatement
- Individual sleeping quarters
- Gender neutral bathrooms
- Cancer reduction programs
- Green Energy Improvements

### Renovations In Process

- Station of Engine 2 - 800 Light St.
  - 90% Complete
- Station of Engine 52 - 3525 Woodbrook Ave
  - Design phase



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# FUTURE STATION RENOVATIONS

## ESPP Funded

- Station of Engine 55, 1229 Bush Street
- Station of Engine 29, 4312 Park Heights Avenue
- Station of Engine 33, 1223 North Montford Avenue
- Station of Engine 56, 6512 Harford Road
- Station of Engine 57, 4427 Pennington Avenue
- Station of Engine 30, 3220 Frederick Avenue
- Station of Engine 36, 2249 Edmondson Avenue



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# STATION RENOVATIONS

## ARPA Funding for Facilities

- Gender neutral bathroom renovations
  - Engine 44 – 1<sup>st</sup> week of August (10 weeks)
  - Engine 45 – End of September (10 weeks)
- Generator installation
  - Engine 46 - mid-August
- Fire Academy Boiler Removal
  - 1<sup>st</sup> week of August (6 weeks)
- Roof replacements
  - Engine 13 – 1<sup>st</sup> week of September (10 weeks)

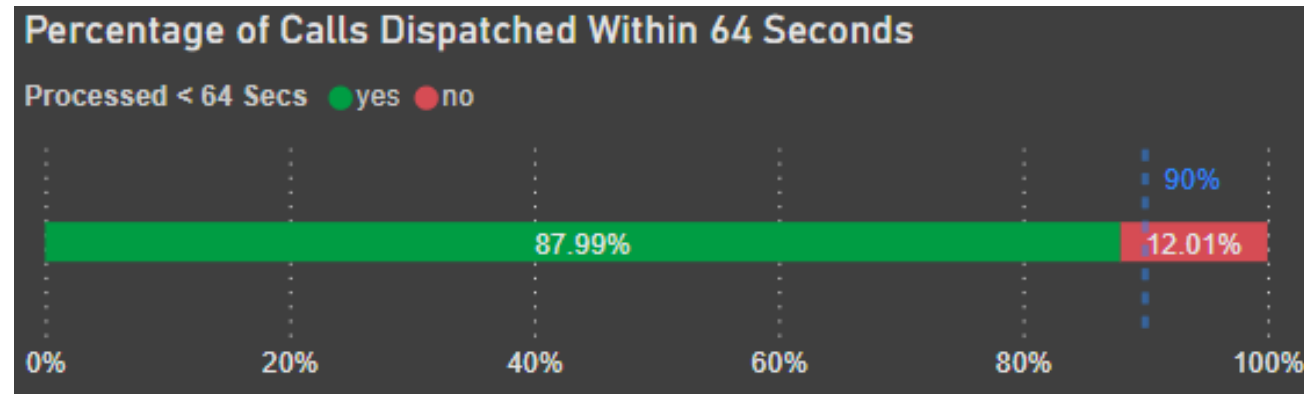


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# INFORMATION TECHNOLOGY AND PLANNING

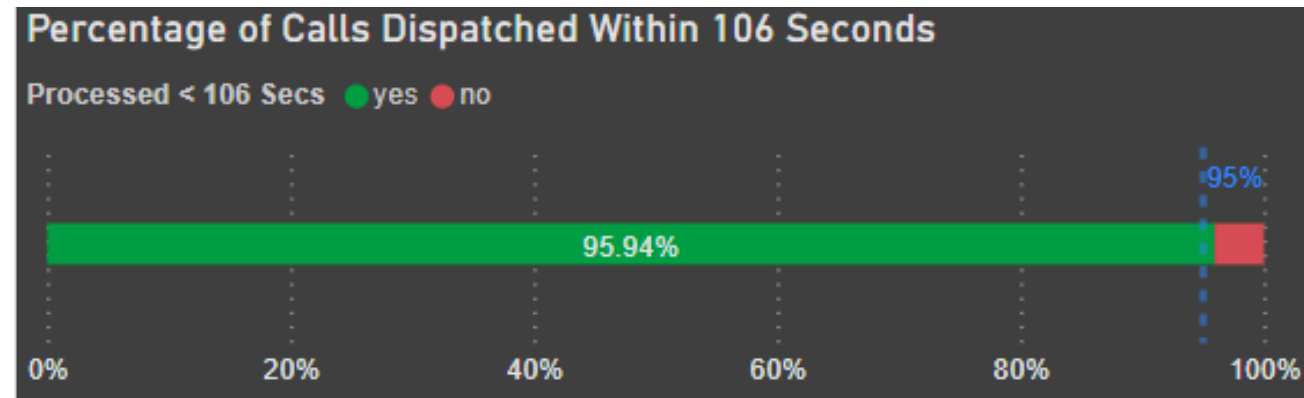
Fire Communications Bureau – Dispatch Center NFPA 1710: Q3 FY 2024

Percentage of Calls Dispatched Within 64 Seconds



Total Units Dispatched: 82,175  
EMS: 64,408  
Suppression: 17,767

Percentage of Calls Dispatched Within 106 Seconds

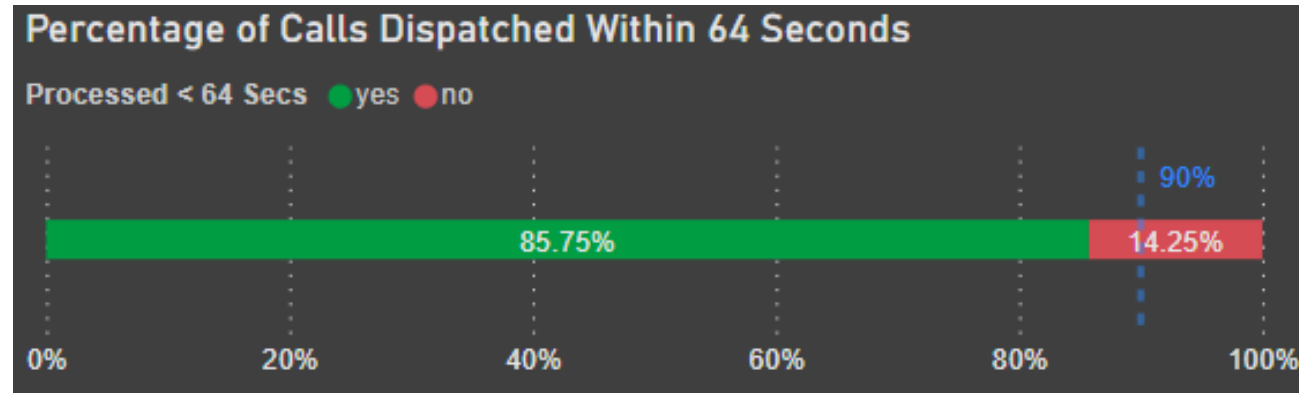


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# INFORMATION TECHNOLOGY AND PLANNING

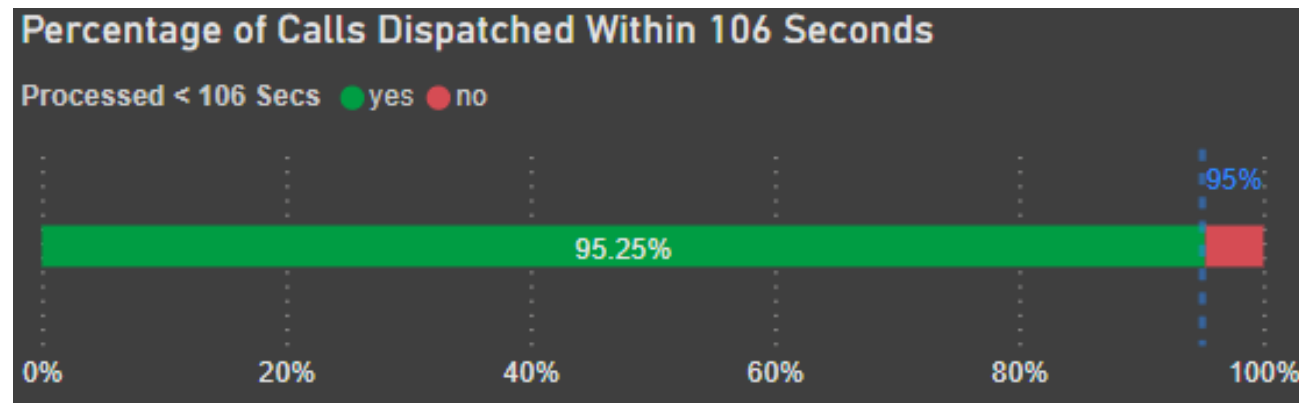
Fire Communications Bureau – Dispatch Center NFPA 1710: Q4 FY 2024

Percentage of Calls Dispatched Within 64 Seconds



Total Units Dispatched: 88,658  
EMS: 71,245  
Suppression: 17,413

Percentage of Calls Dispatched Within 106 Seconds



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# 911 EMERGENCY CALL CENTER

## **Call Volume:**

- Quarter 3 FY 2024 - 309,696 calls
- Quarter 4 FY 2024 - 362,074 calls
- Q3 & Q4 FY 2024 Total 671,770 calls
- 81.54% of 911 calls were answered within 15 seconds or less.

## **Hiring:**

- 14 candidates accepted offer letters for the July 8, 2024 hire date.
- 7 candidates are still in the final stages of the hiring process.

## **Technology:**

- Beta Testing AI generated real-time transcription through Prepared 911
- Received the 2024 NACO Achievement Award for the Behavioral Crisis Program



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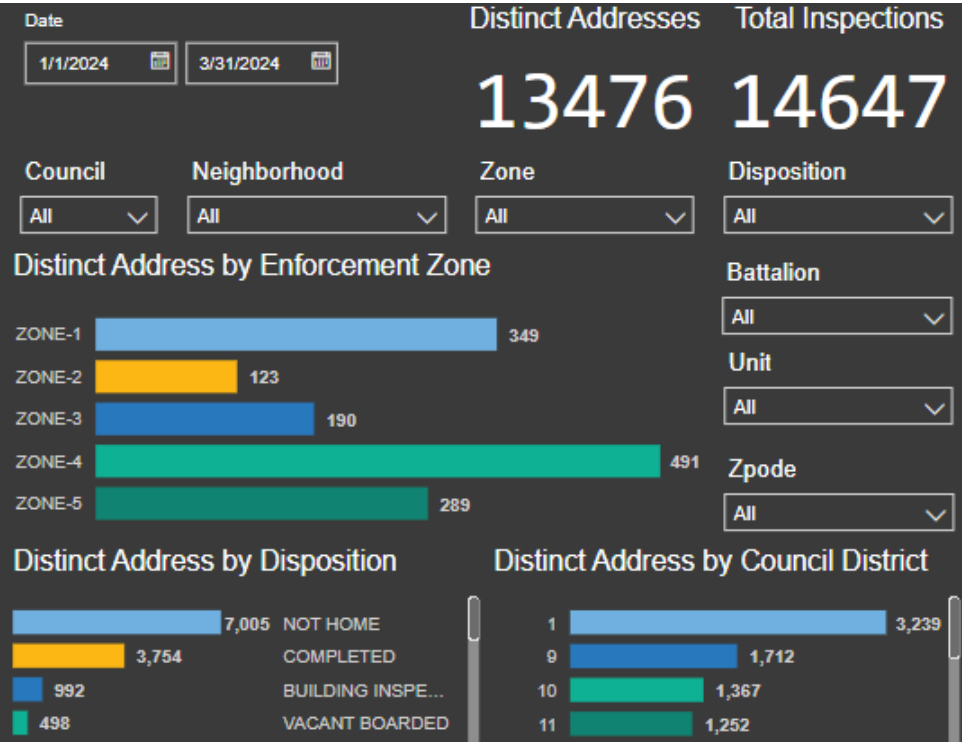
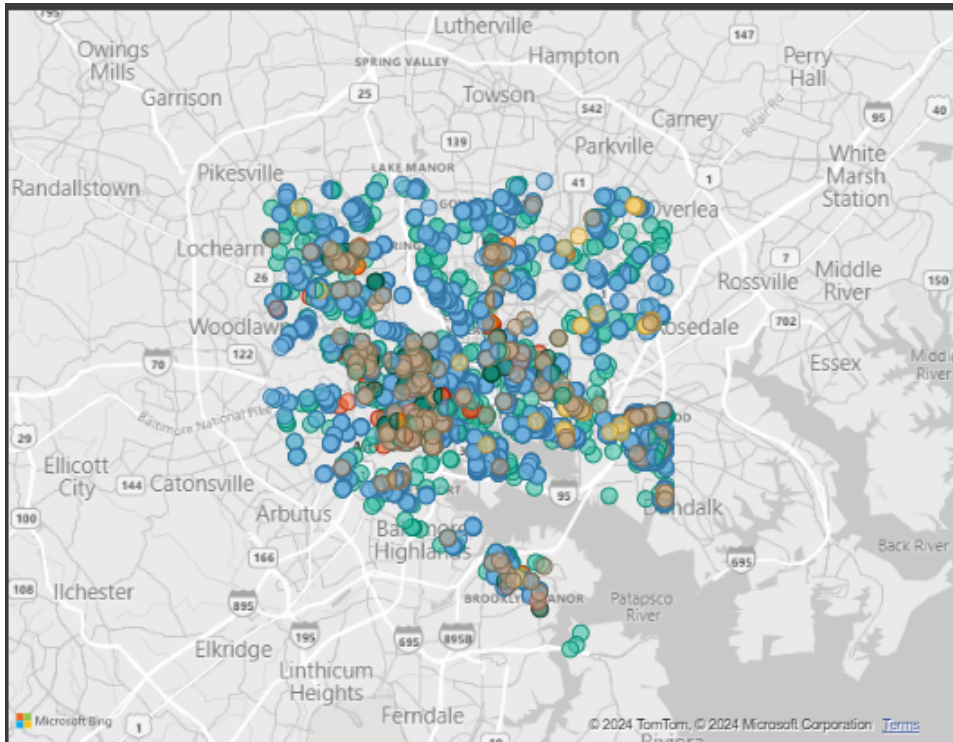
# OPERATIONS – DAILY ACTIVITIES

## WEEKLY SCHEDULE FOR DAILY UNIT ACTIVITIES

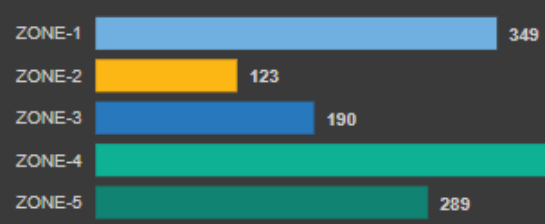
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Training	Hydrants	Buildings	Unsafe Vacant Survey	Buildings	Make Up Day	Safety Sweeps
Pumping & Driving (1.5 Hours)  Day Shift & Night Shift	1-2 Zones As dictated by Unit Commanders Policy	Pre-Fire Planning 1 Inspection Completed As directed in MOP 610	Identify and Mark 2.0 Hours As directed in MOP 610-5	Pre- Fire Planning 1 Inspection Completed As directed in MOP 610		As instructed in OPS Memo 15-13 Unless Otherwise Directed
Battalion Training (2.0 Hours)  Day Shift & Night Shift			* Survey Target Enforcement Zones			

# OPERATIONS – DAILY ACTIVITIES

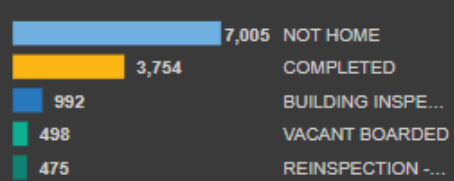
Q3 FY 2024



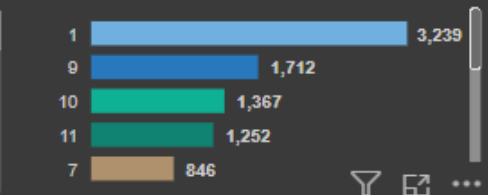
### Distinct Address by Enforcement Zone



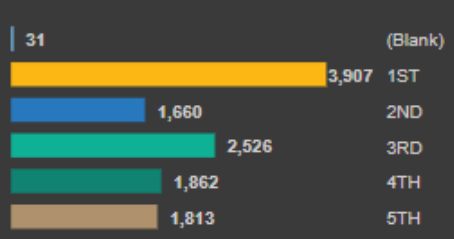
### Distinct Address by Disposition



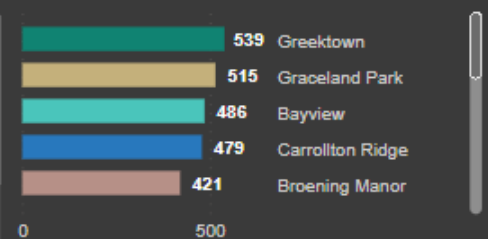
### Distinct Address by Council District



### Distinct Address by Battalion



### Top 15 Neighborhoods



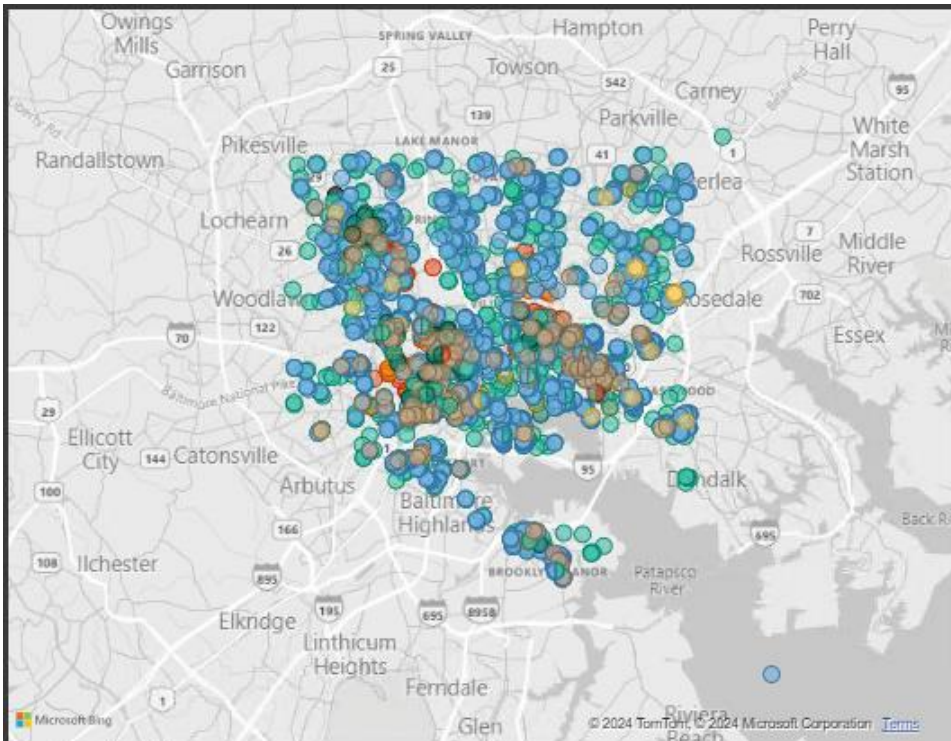
Smoke Alarms Installed	Placards Installed	Unsafe Initiative Addresses	Vacant Addresses
1,169	471	568	846
Smoke Alarms Inspected	Code-X Addresses	Distinct Unit Count	Unsecured Addresses
11,135	487	67	140



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# OPERATIONS – DAILY ACTIVITIES

Q4 FY 2024



Date: 4/1/2024 to 8/30/2024

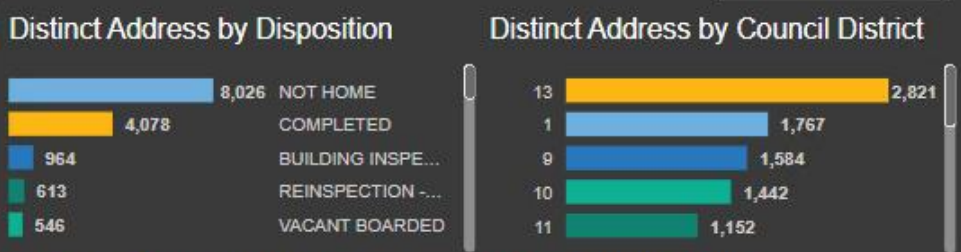
Distinct Addresses: **15117** | Total Inspections: **16049**

Council: All | Neighborhood: All | Zone: All | Disposition: All

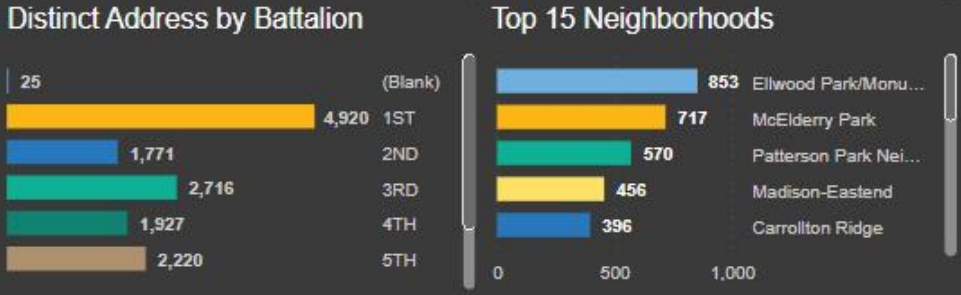
Battalion: All | Unit: All | Zpode: All

**Distinct Address by Enforcement Zone**

ZONE-1	347
ZONE-2	157
ZONE-3	224
ZONE-4	407
ZONE-5	2,945



Smoke Alarms Installed	Placards Installed	Unsafe Initiative Addresses	Vacant Addresses
<b>1,374</b>	<b>475</b>	<b>530</b>	<b>948</b>
Smoke Alarms Inspected	Code-X Addresses	Distinct Unit Count	Unsecured Addresses
<b>10,252</b>	<b>469</b>	<b>67</b>	<b>121</b>

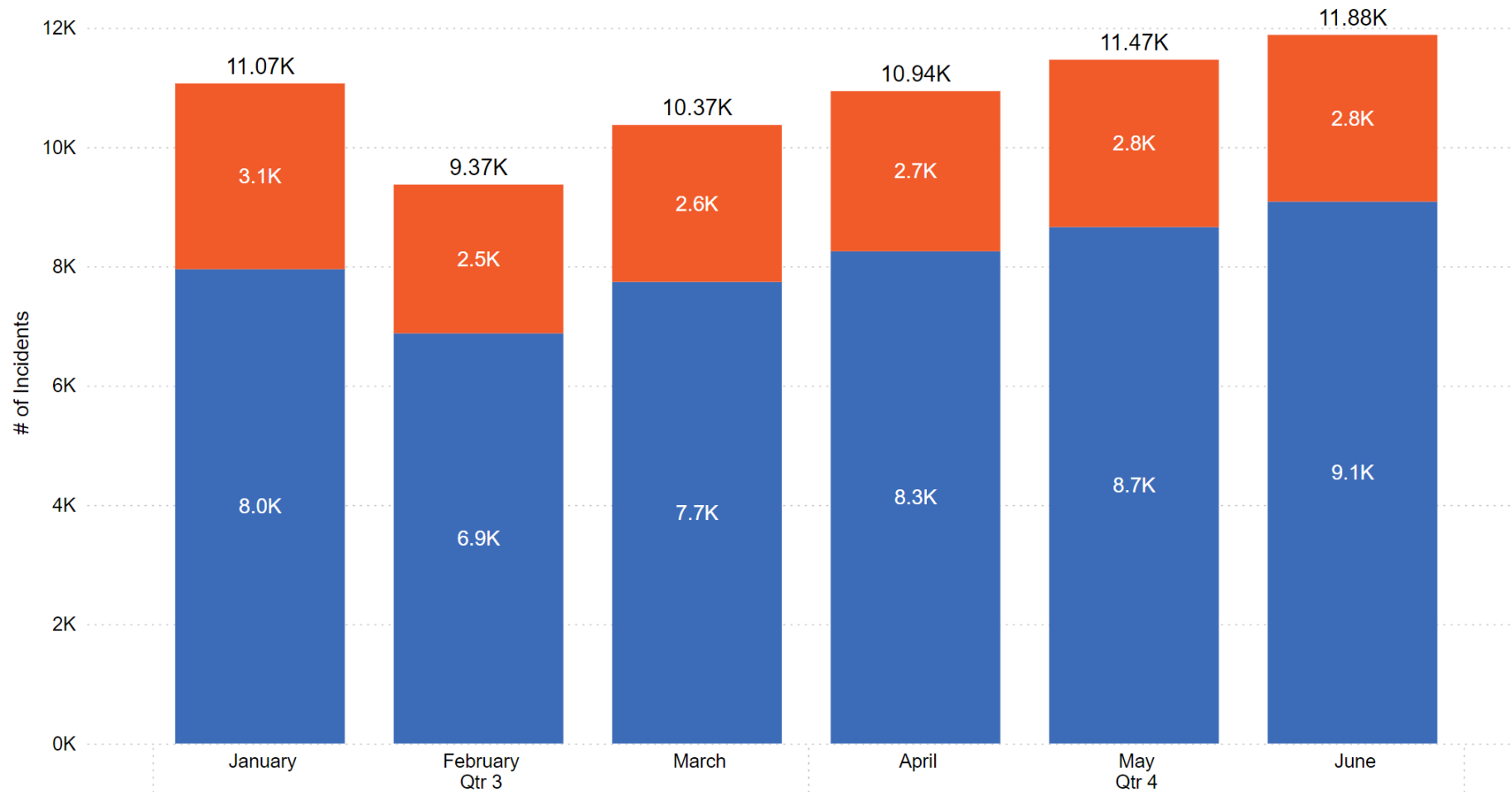


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# SUPPRESSION UNIT CALL VOLUME

Monthly Incidents with a Suppression Unit Response Q3 – Q4 FY 2024

● EMS ● SUPPRESSION



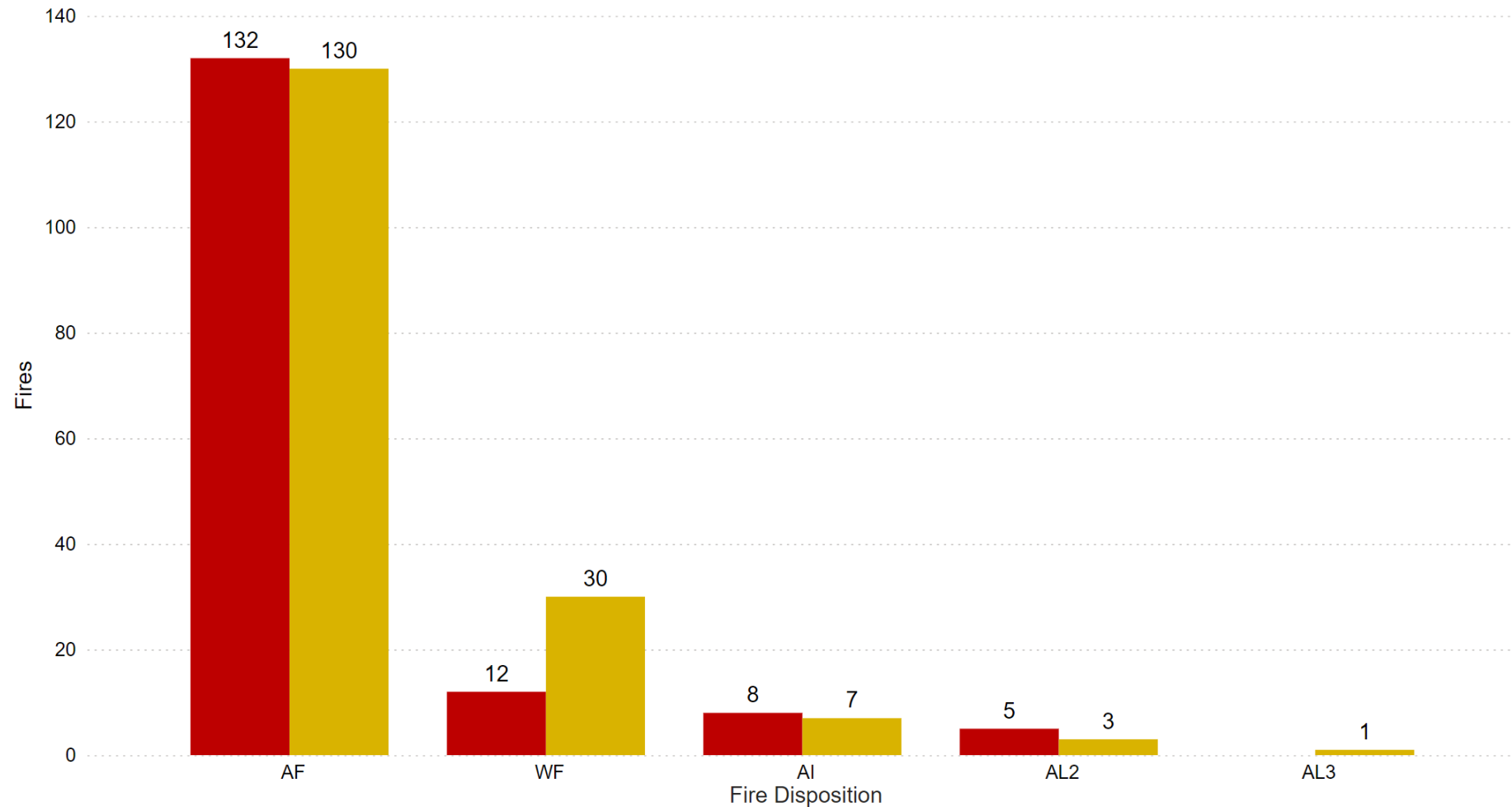
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# FIRE INCIDENTS

## Structure Fire Dispositions Q3 – Q4 FY 2024

Quarter ● Q3 ● Q4



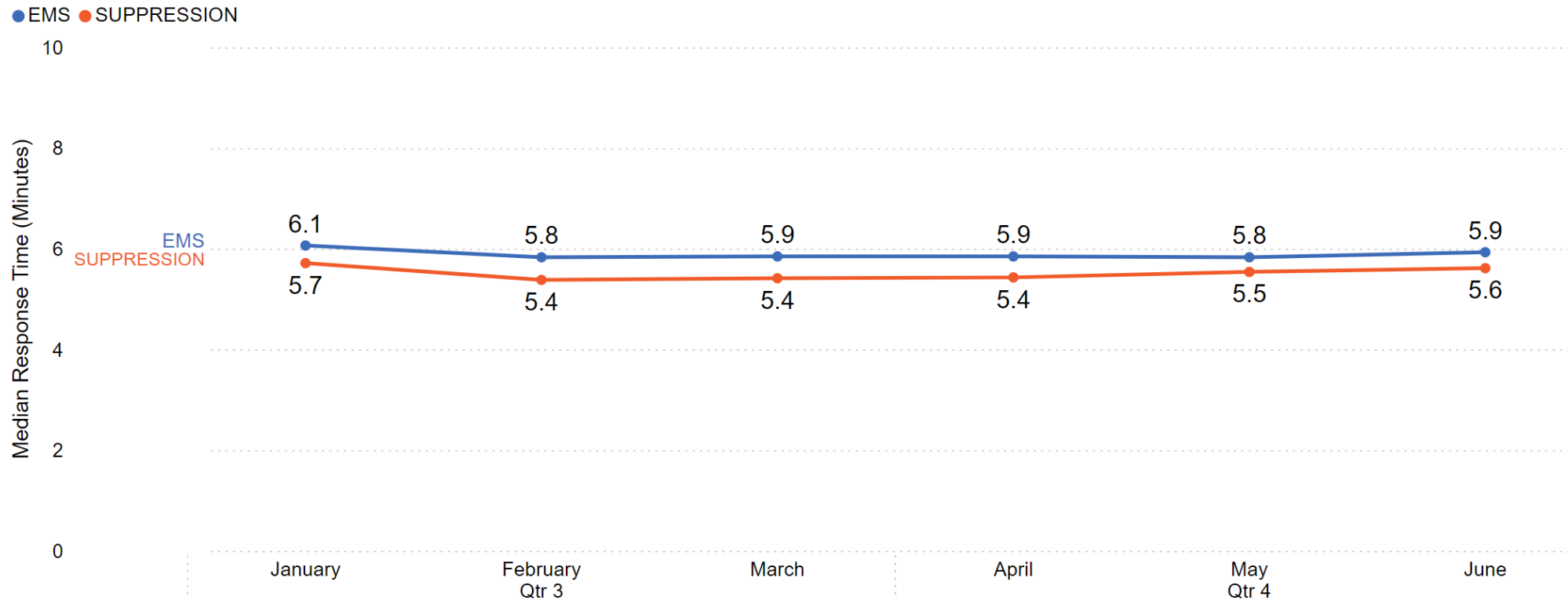
AF – Actual Fire  
WF – Working Fire  
AI – Actual Incident  
AL2 – 2<sup>nd</sup> Alarm  
AL3 – 3<sup>rd</sup> Alarm



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# FIRE RESPONSE TIME

Suppression Unit Response Times to All Call Types: 1st Due Units, Q3 – Q4 FY 2024

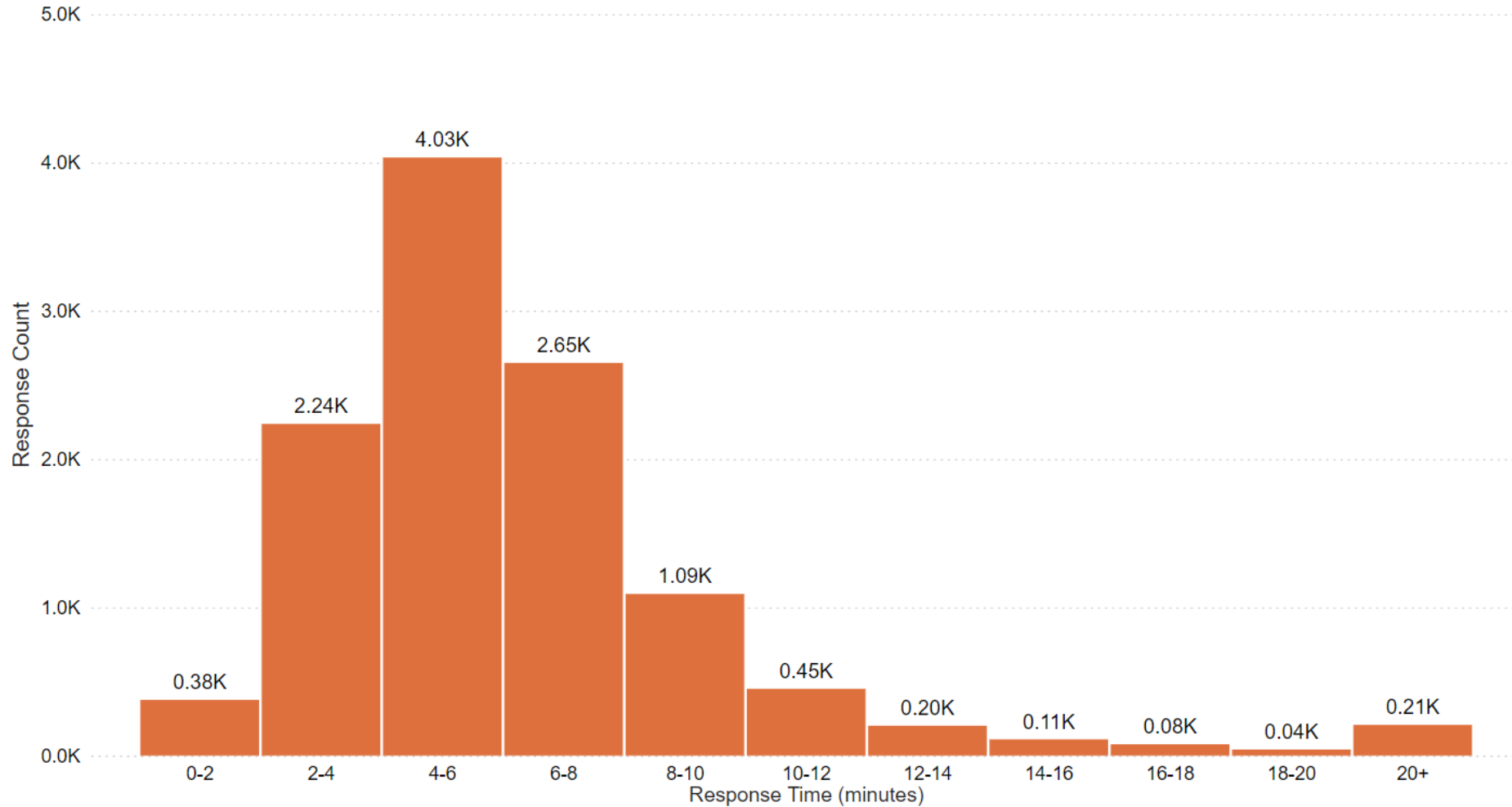


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# FIRE RESPONSE TIME

Suppression Unit Response Times to Suppression Call Types: 1st Due Units, Q3 FY 2024

DISCIPLINE ● SUPPRESSION

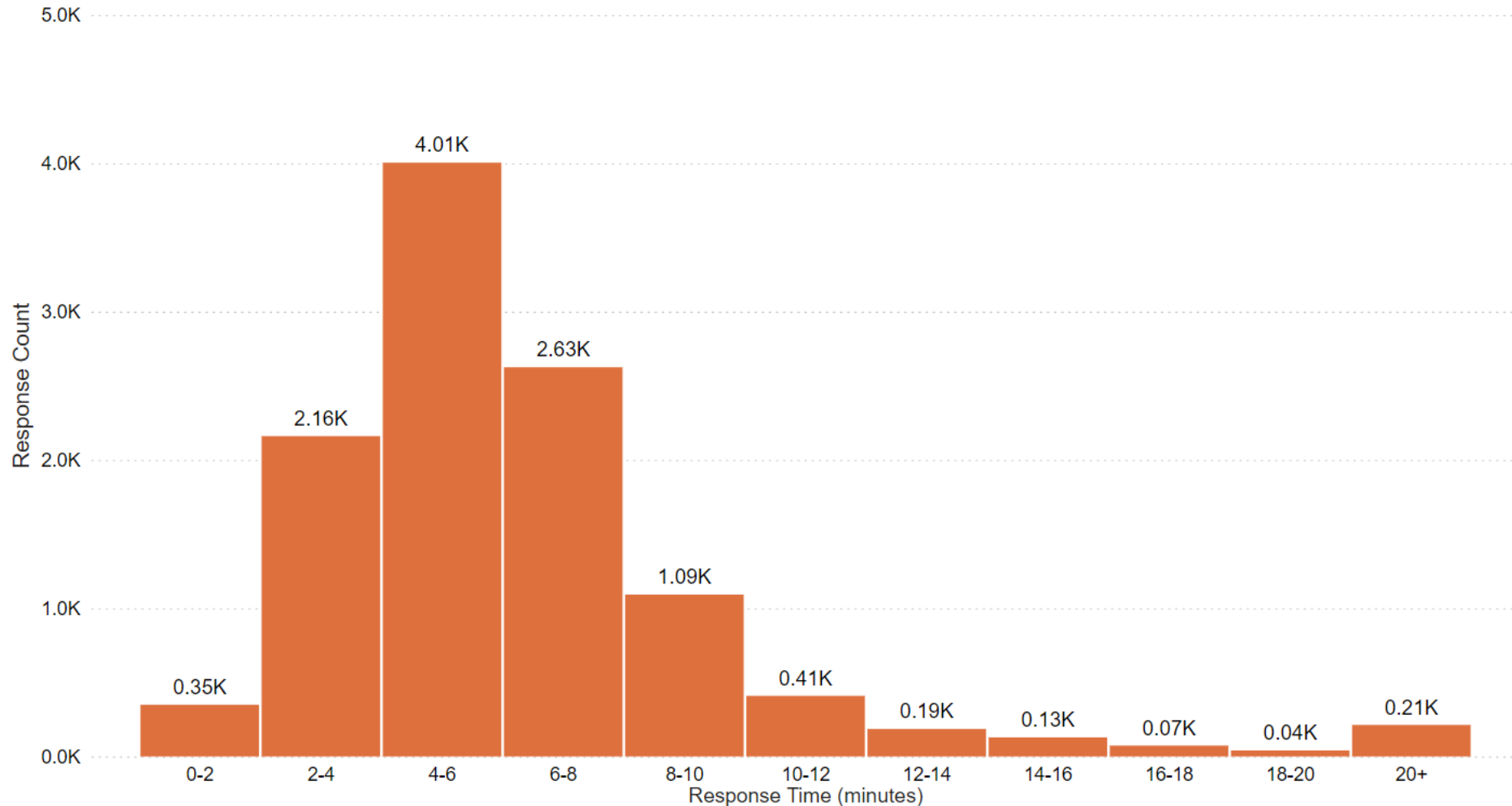


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# FIRE RESPONSE TIME

Suppression Unit Response Times to Suppression Call Types: 1st Due Units, Q4 FY 2024

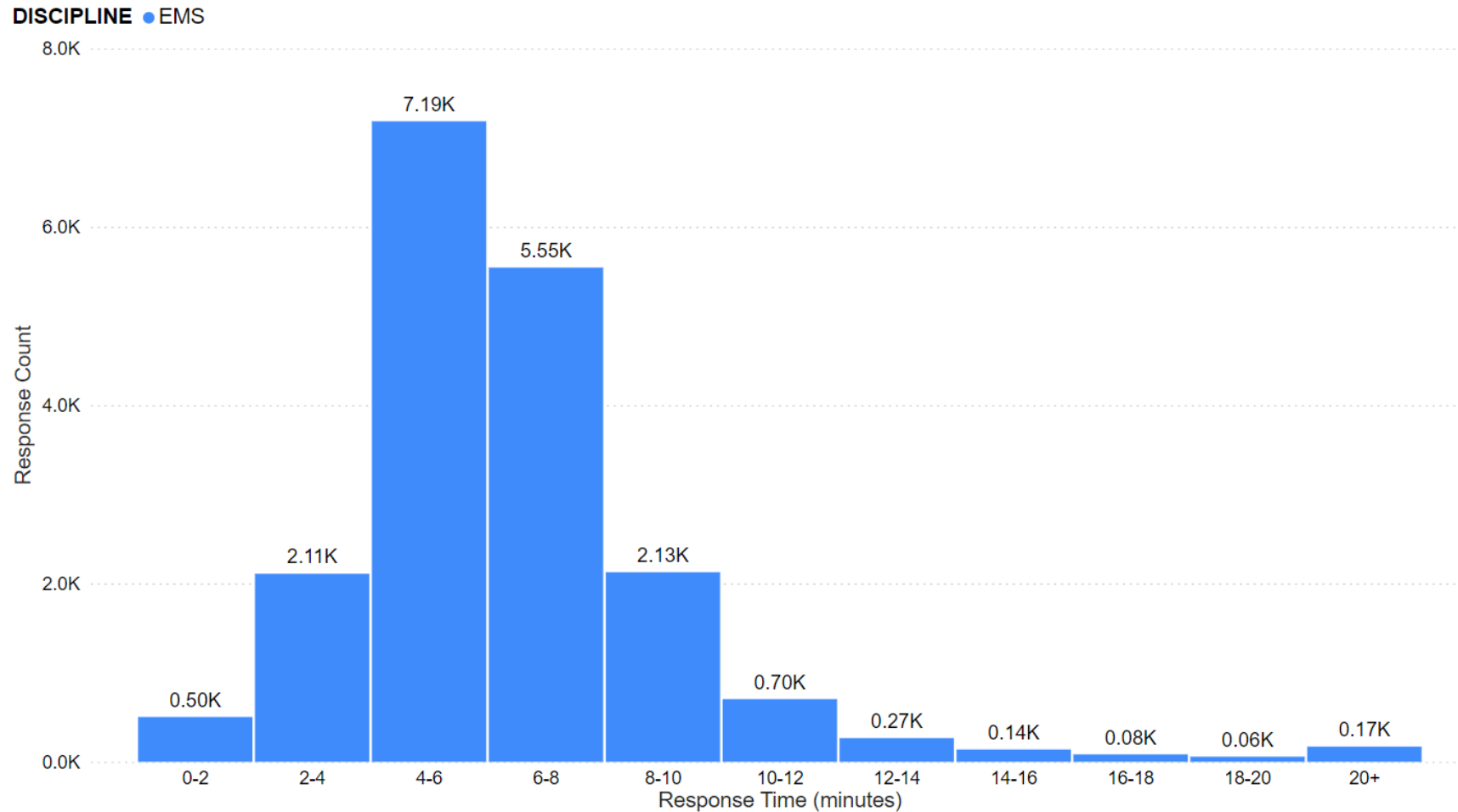
DISCIPLINE ● SUPPRESSION



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# FIRE RESPONSE TIME

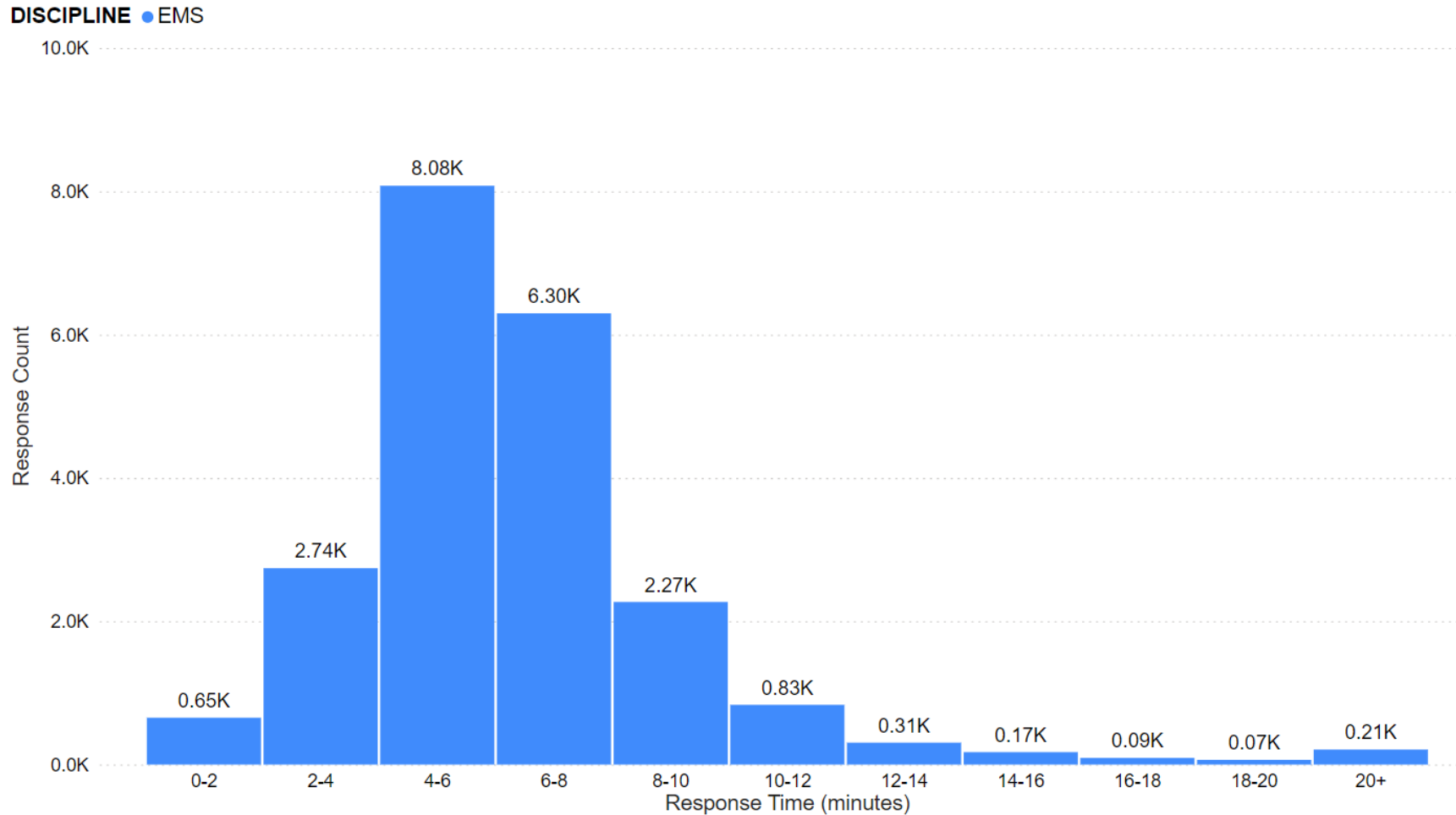
Suppression Unit Response Times to EMS Call Types: 1st Due Units, Q3 FY 2024



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# FIRE RESPONSE TIME

Suppression Unit Response Times to EMS Call Types: 1st Due Units, Q4 FY 2024

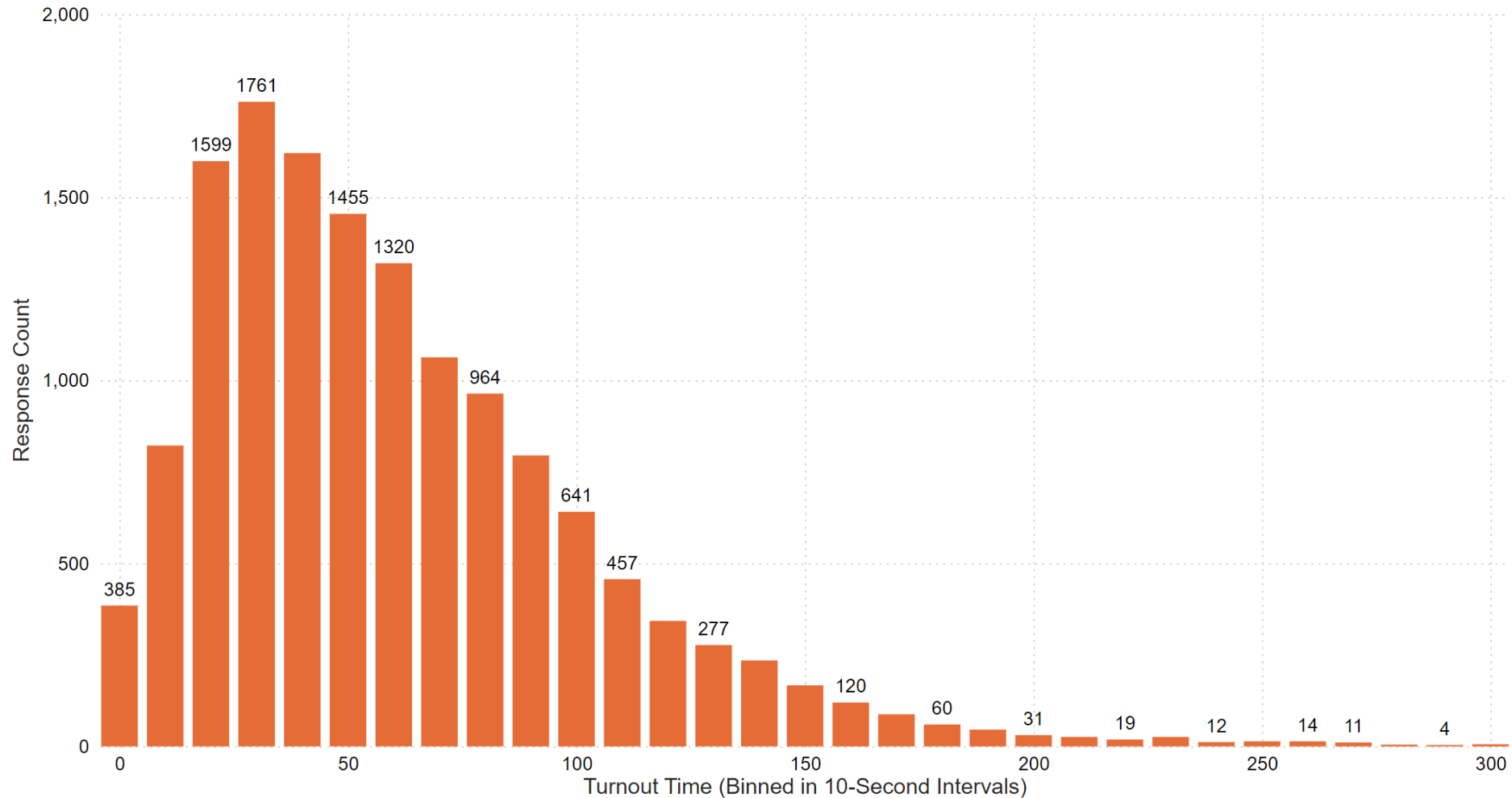


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# TURNOUT TIME

Suppression Unit Turnout Time to Suppression Call Types: 1st Due Units, Q3 FY 2024

DISCIPLINE ● SUPPRESSION

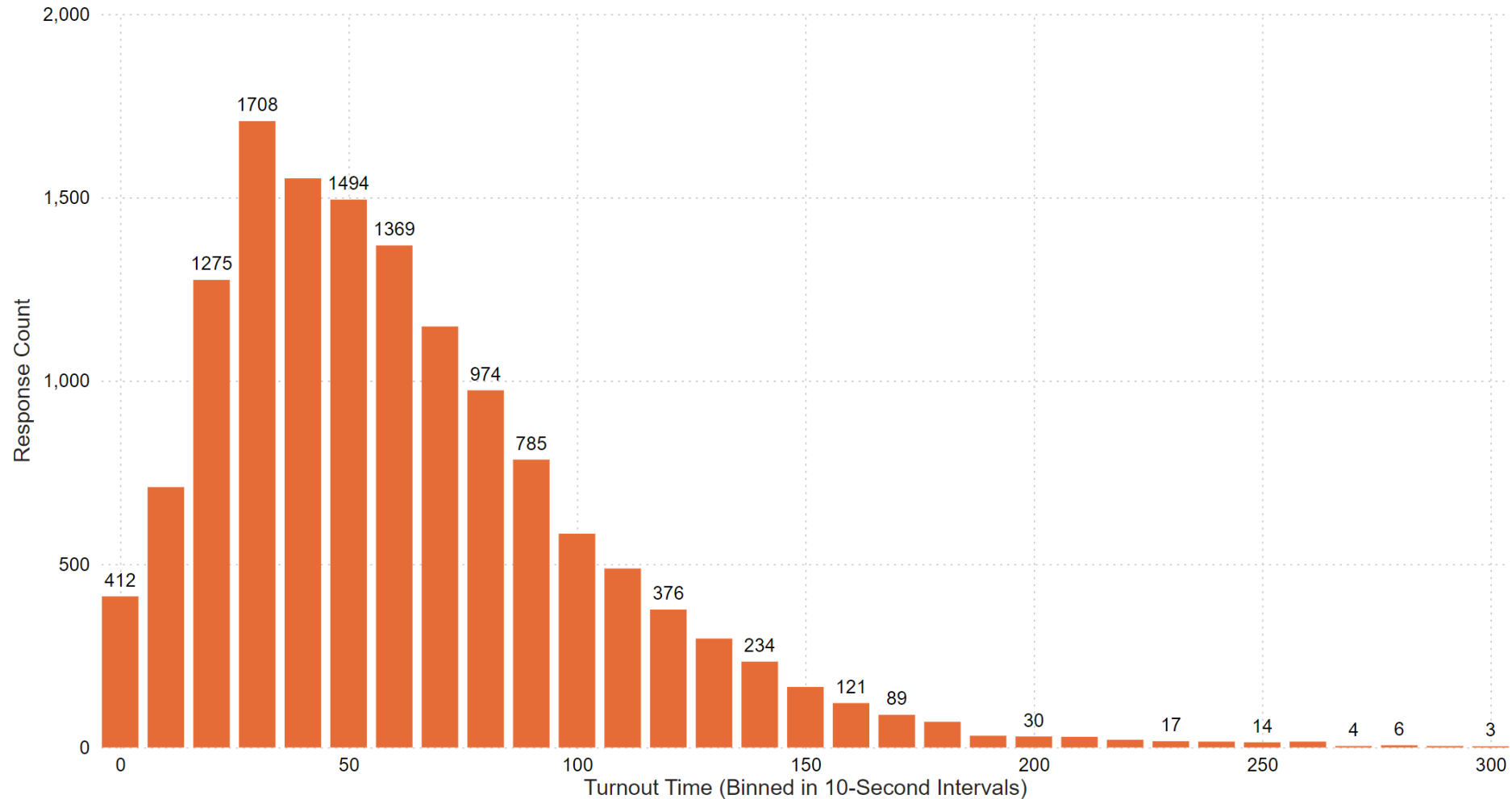


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# TURNOUT TIME

Suppression Unit Turnout Time to Suppression Call Types: 1st Due Units, Q4 FY 2024

DISCIPLINE ● SUPPRESSION

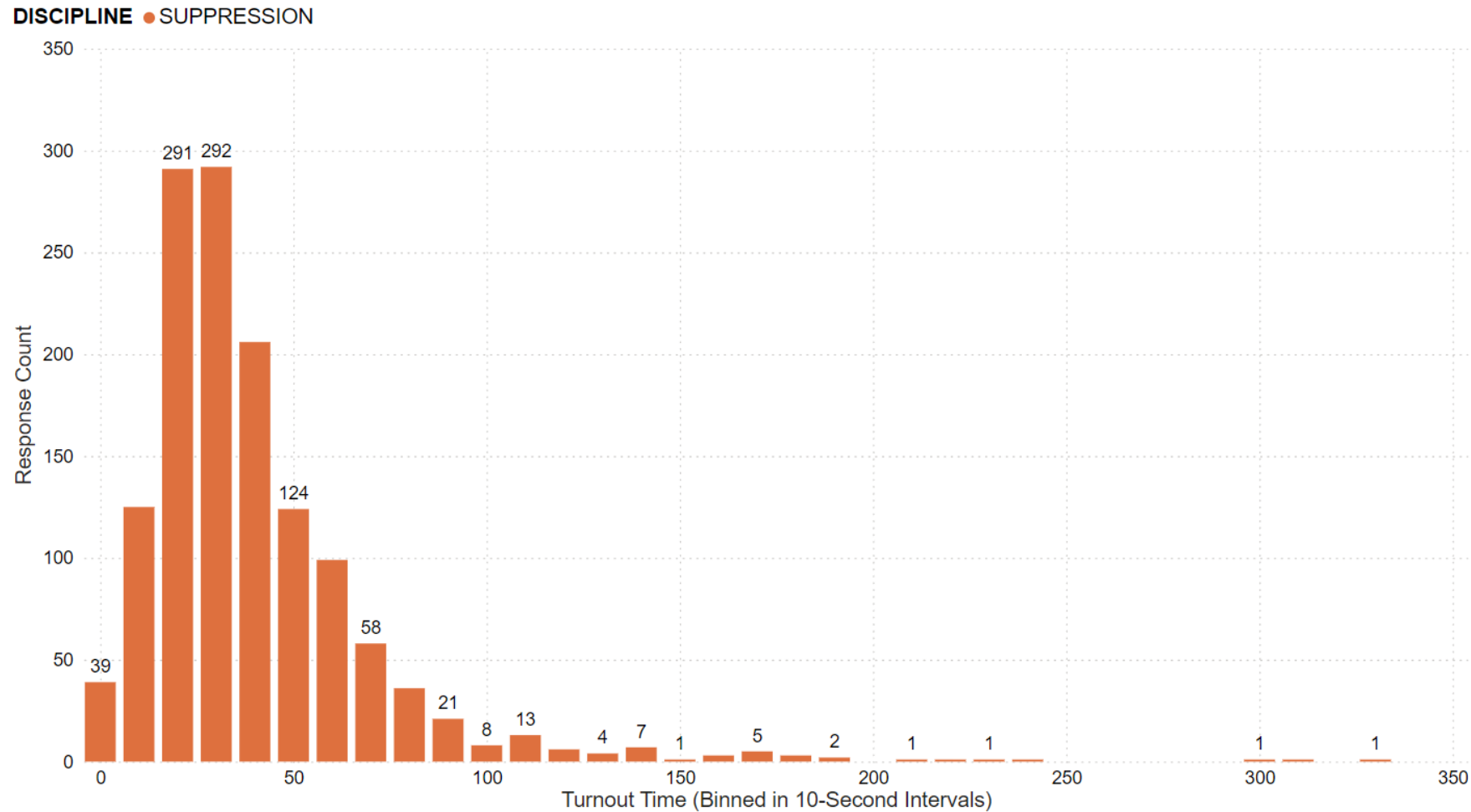


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# TURNOUT TIME

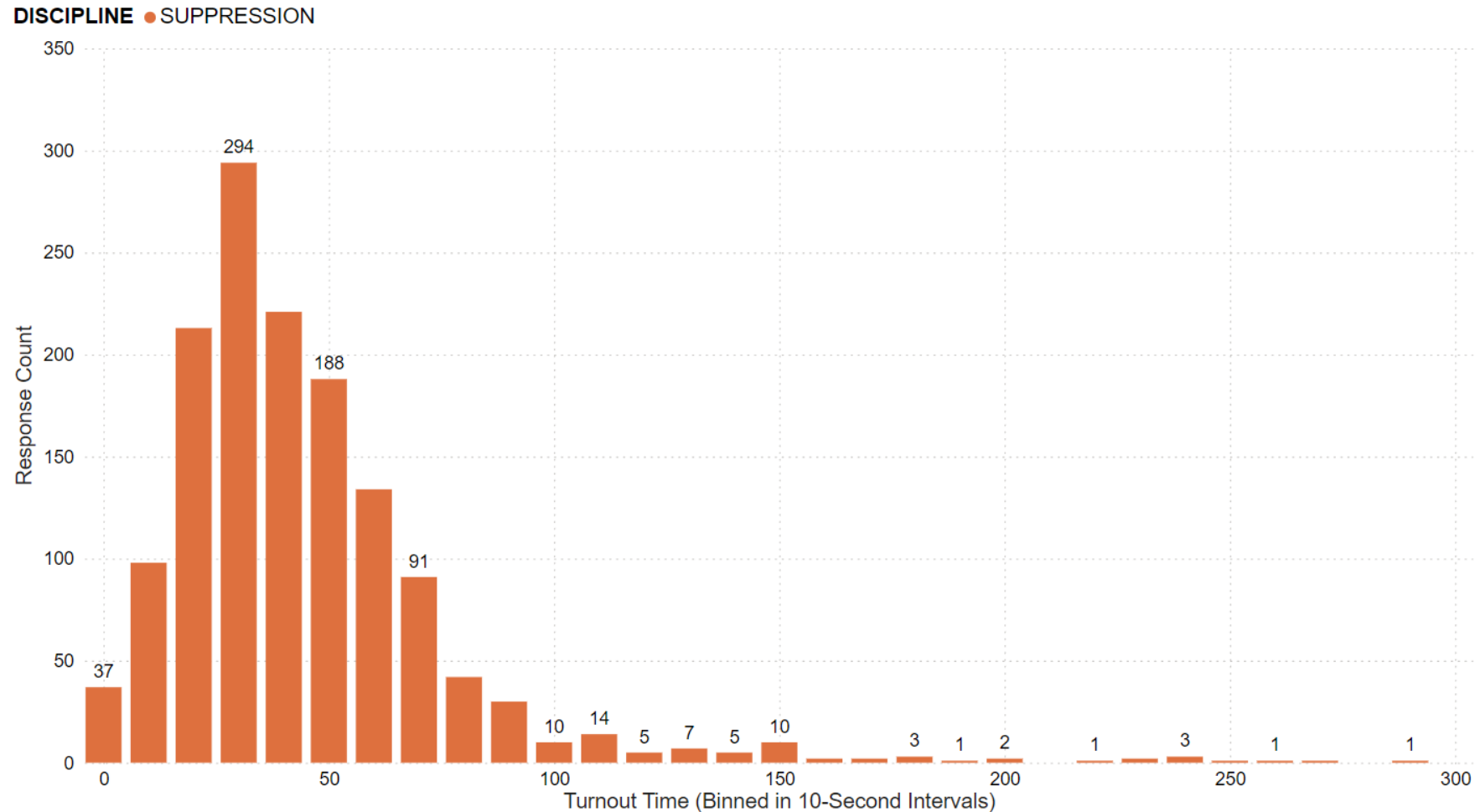
## Suppression Unit Turnout Time to Structure Fires: 1st Due Units, Q3 FY 2024



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# TURNOUT TIME

## Suppression Unit Turnout Time to Structure Fires: 1st Due Units, Q4 FY 2024

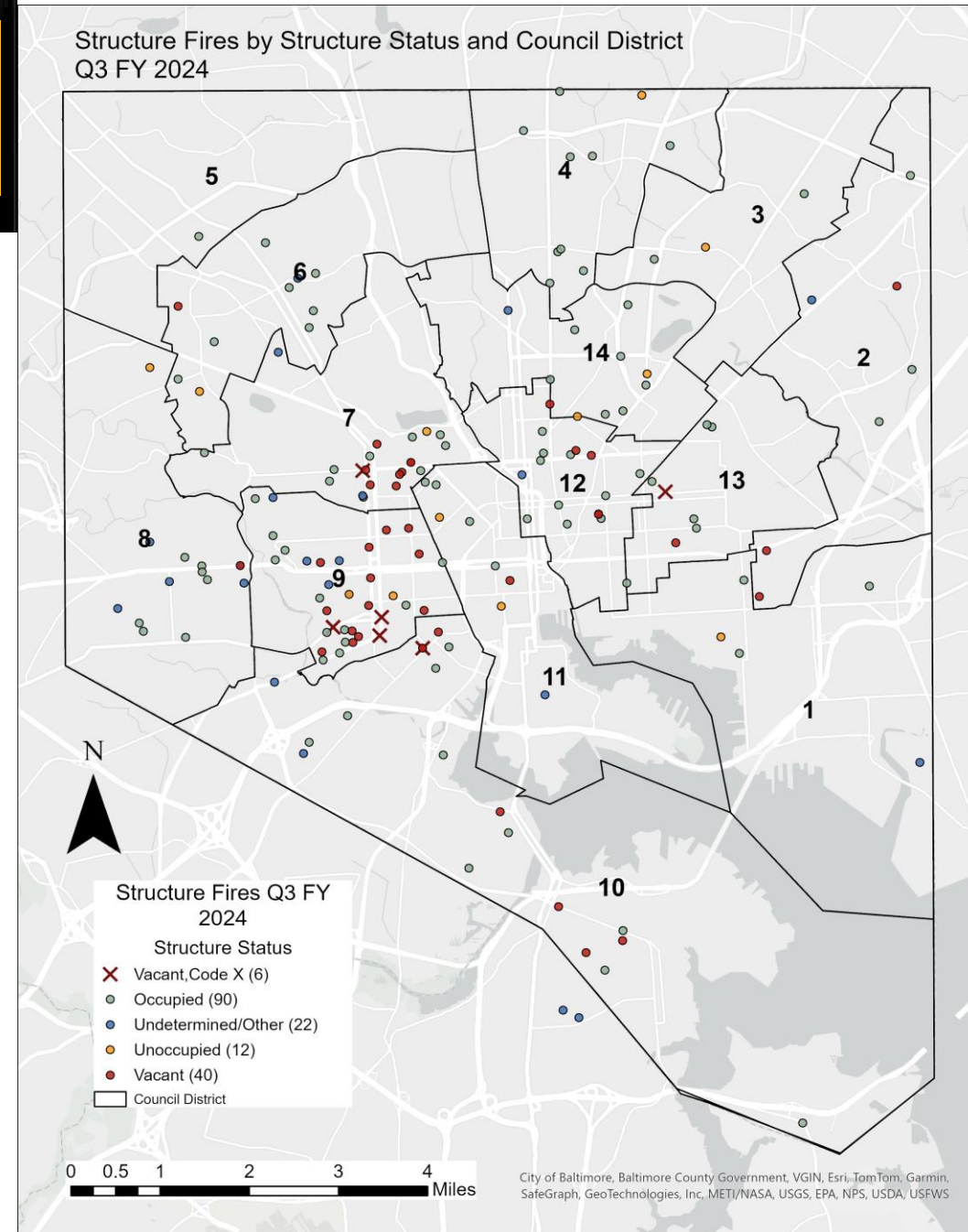


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# FIRE INCIDENTS

## Structure Fires by Structure Status: Q3 FY 2024

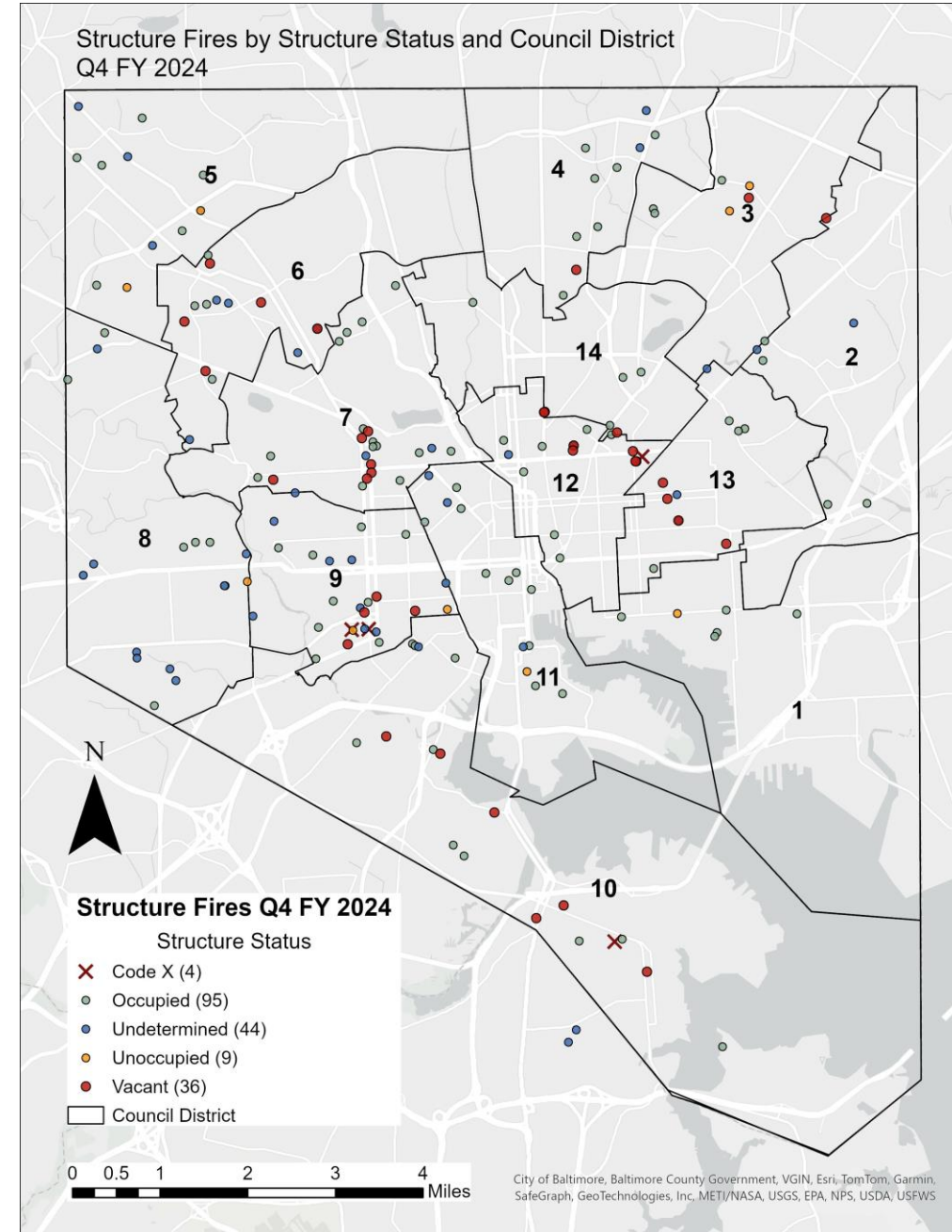
Council District	Code X	Occupied	Undetermined	Unoccupied	Vacant	Total
1		3	1	1		5
2		3	1		3	7
3		2		1		3
4		9		1		10
5		1				1
6		7	1	1	1	10
7	1	9	2	1	8	21
8		7	5	1	1	14
9	3	12	5	2	13	35
10	1	10	2		7	20
11		4	1	2	1	8
12		11	1		5	17
13	1	6			1	8
14		6	1	2		9
(blank)			2			2
Total	6	90	22	12	40	170



# FIRE INCIDENTS

## Structure Fires by Structure Status: Q4 FY 2024

Council District	Code X	Occupied	Undetermined	Unoccupied	Vacant	Total
1		5		1		6
2		4	2		1	7
3		3		2	1	6
4		7	2		1	10
5		6	4	2		12
6		4	5		5	14
7		14	2		6	22
8		7	9	1		17
9	2	10	9	2	4	27
10	1	10	1		6	18
11		10	3	1		14
12	1	6	2		5	14
13		4	3		4	11
14		5			3	8
(blank)			2			3
<b>Total</b>	<b>4</b>	<b>95</b>	<b>44</b>	<b>9</b>	<b>36</b>	<b>188</b>

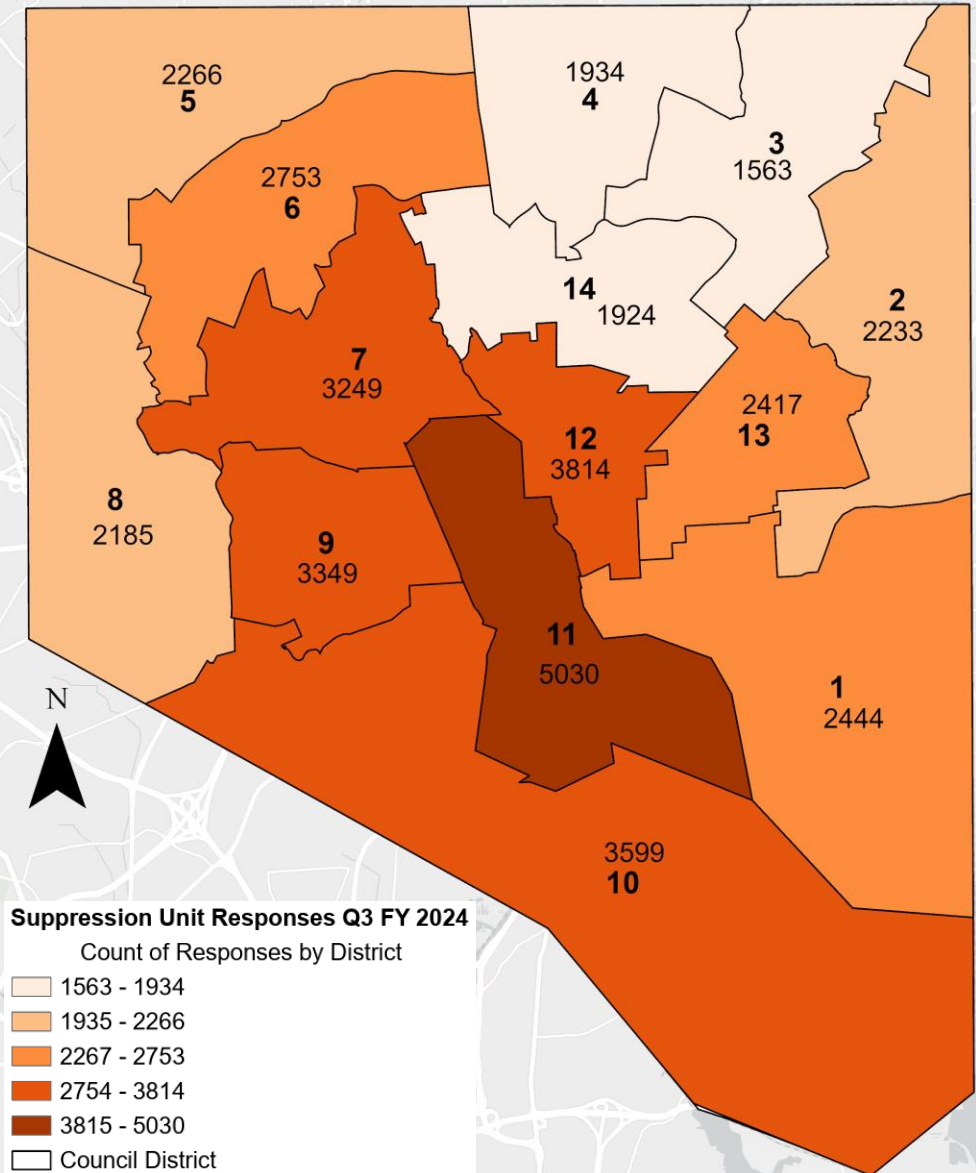


# SUPPRESSION UNIT RESPONSES

All Incidents: Q3 FY 2024

Council District	EMS	Suppression	Total
1	1466	978	2444
2	1461	772	2233
3	1006	557	1563
4	1115	819	1934
5	1277	989	2266
6	1755	998	2753
7	2125	1124	3249
8	1329	856	2185
9	2086	1263	3349
10	2182	1417	3599
11	2782	2248	5030
12	2567	1247	3814
13	1628	789	2417
14	1092	832	1924
<b>Total</b>	<b>23871</b>	<b>14889</b>	<b>38760</b>

Suppression Unit Responses by Council District  
Q3 FY 2024

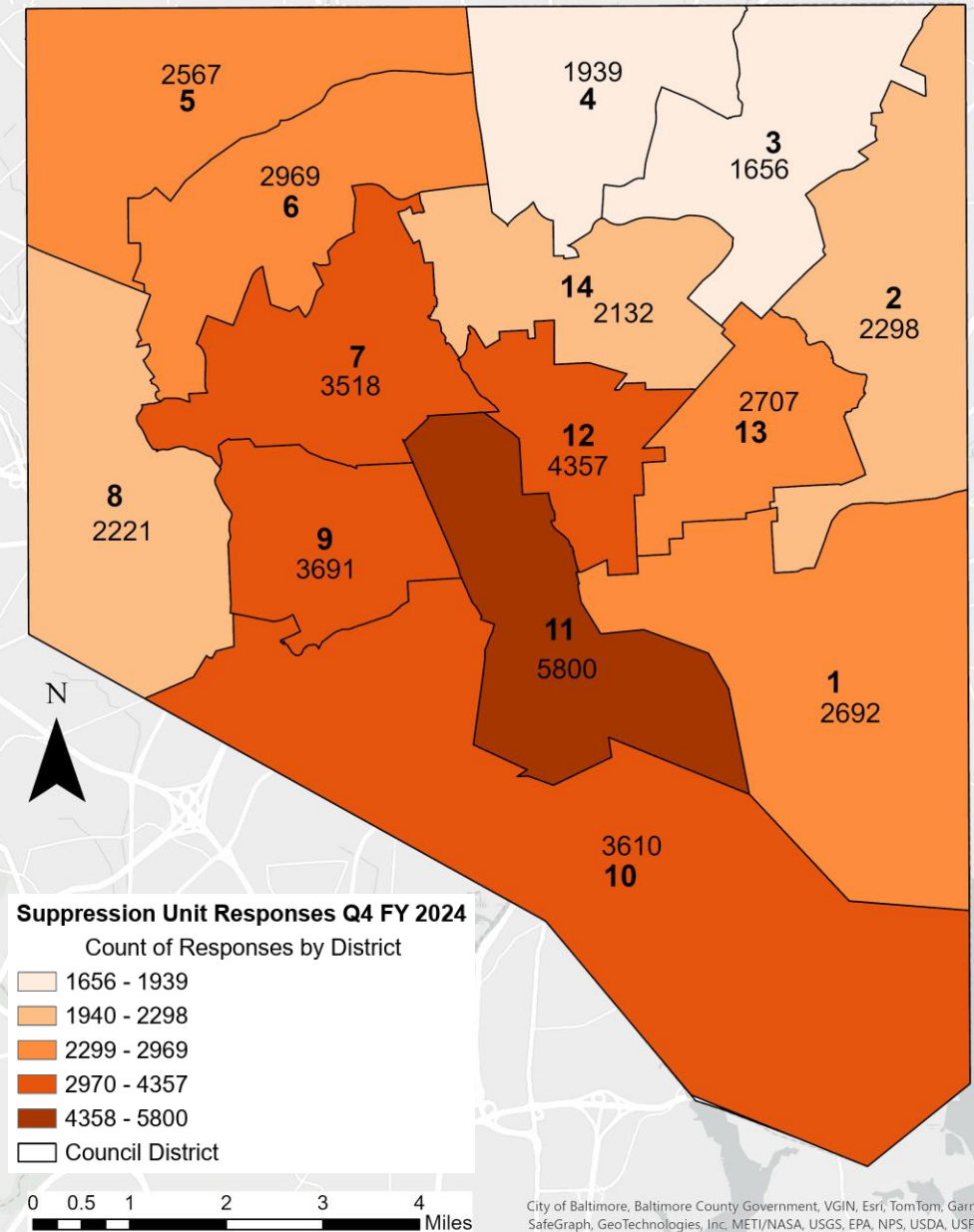


# SUPPRESSION UNIT RESPONSES

All Incidents: Q4 FY 2024

Council District	EMS	Suppression	Total
1	1675	1017	2692
2	1544	754	2298
3	1028	628	1656
4	1191	748	1939
5	1547	1020	2567
6	1980	989	2969
7	2447	1071	3518
8	1415	806	2221
9	2556	1135	3691
10	2397	1213	3610
11	3439	2361	5800
12	3127	1230	4357
13	1848	859	2707
14	1323	809	2132
<b>Total</b>	<b>27517</b>	<b>14640</b>	<b>42157</b>

Suppression Unit Responses by Council District  
Q4 FY 2024



# FIRE MARSHAL

## Q3 & Q4 FY 2024

- Office of the Fire Marshal is responsible for providing Fire Prevention, Fire Investigation, and Educational Resources to the Community
- Primary Functions
  - Conducting Fire Inspections for New Use and Occupancy Permits, Annual Operational Fire Permits, and to the Department of Social Services
  - Conducting Fire Inspections for New Fire Protection Systems (Fire Alarm, Automatic Sprinklers, Dry and Wet Chemical Fire Suppression Systems)
  - Conducting Plan Reviews for New Buildings and Fire Protection Systems
  - Delivering Fire Safety Talks and Conducting Fire Drills
  - Conducting Investigation of Building and Vehicular Fires (Origin and Cause)
  - Reviewing Special Event Permit Applications from DHCD and DOT; as well as providing Fire Inspectors to cover Large Scale Indoor Events and Outdoor Events such as Carnivals, Fairs, Festivals, Concerts, Ravens and Oriole Games, etc.

### Q3 FY 24 Activities

Fire Inspections	4705
Plan Reviews	240
Fire Safety Talks and Fire Drills	22
Fire Investigations	118

### Q4 FY 24 Activities

Fire Inspections	5465
Plan Reviews	382
Fire Safety Talks and Fire Drills	32
Fire Investigations	104

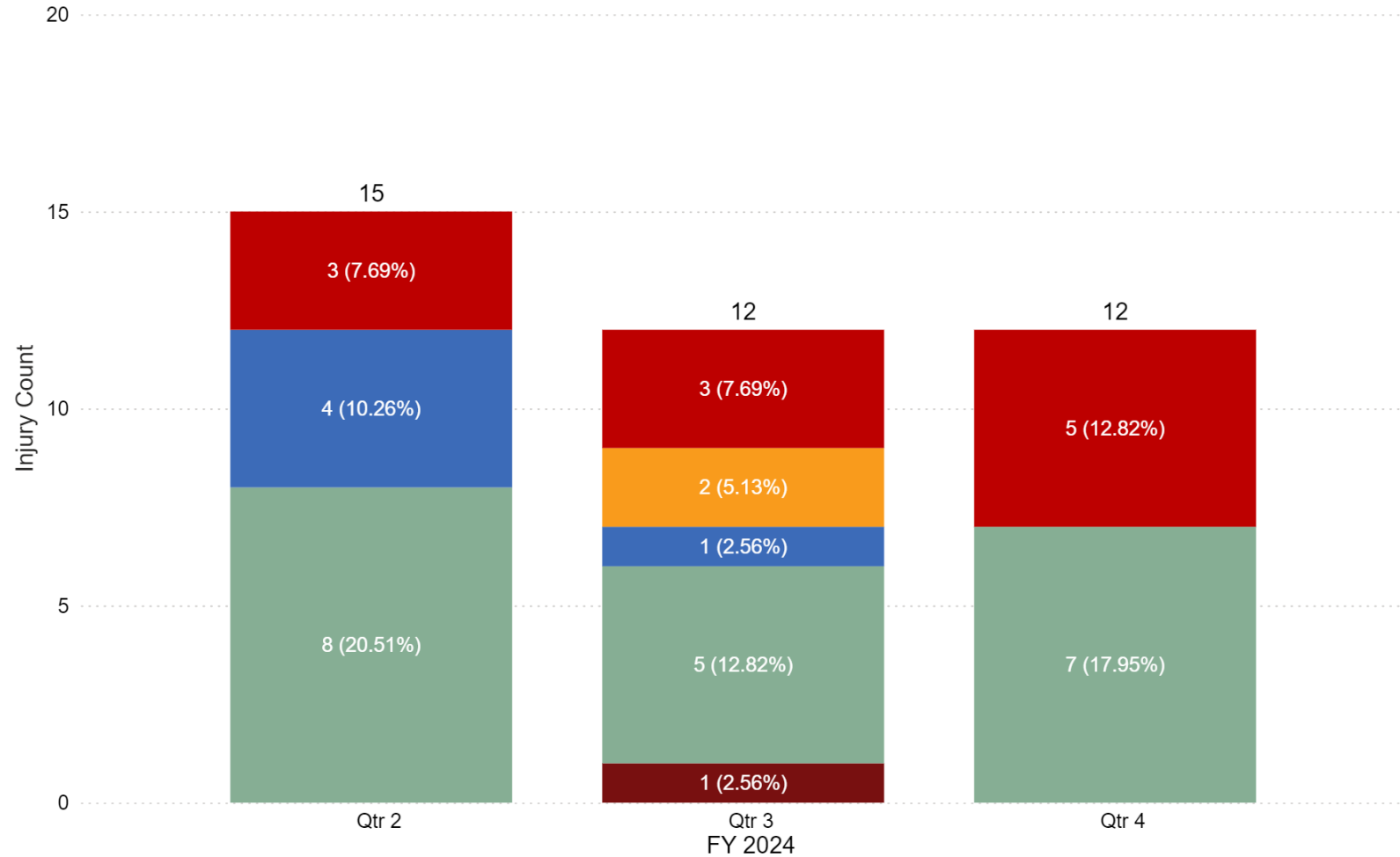


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# LINE OF DUTY FIREGROUND INJURIES

Q2 – Q4 FY24

Occupancy ● Code X ● Occupied ● Undetermined/Other ● Unoccupied ● Vacant



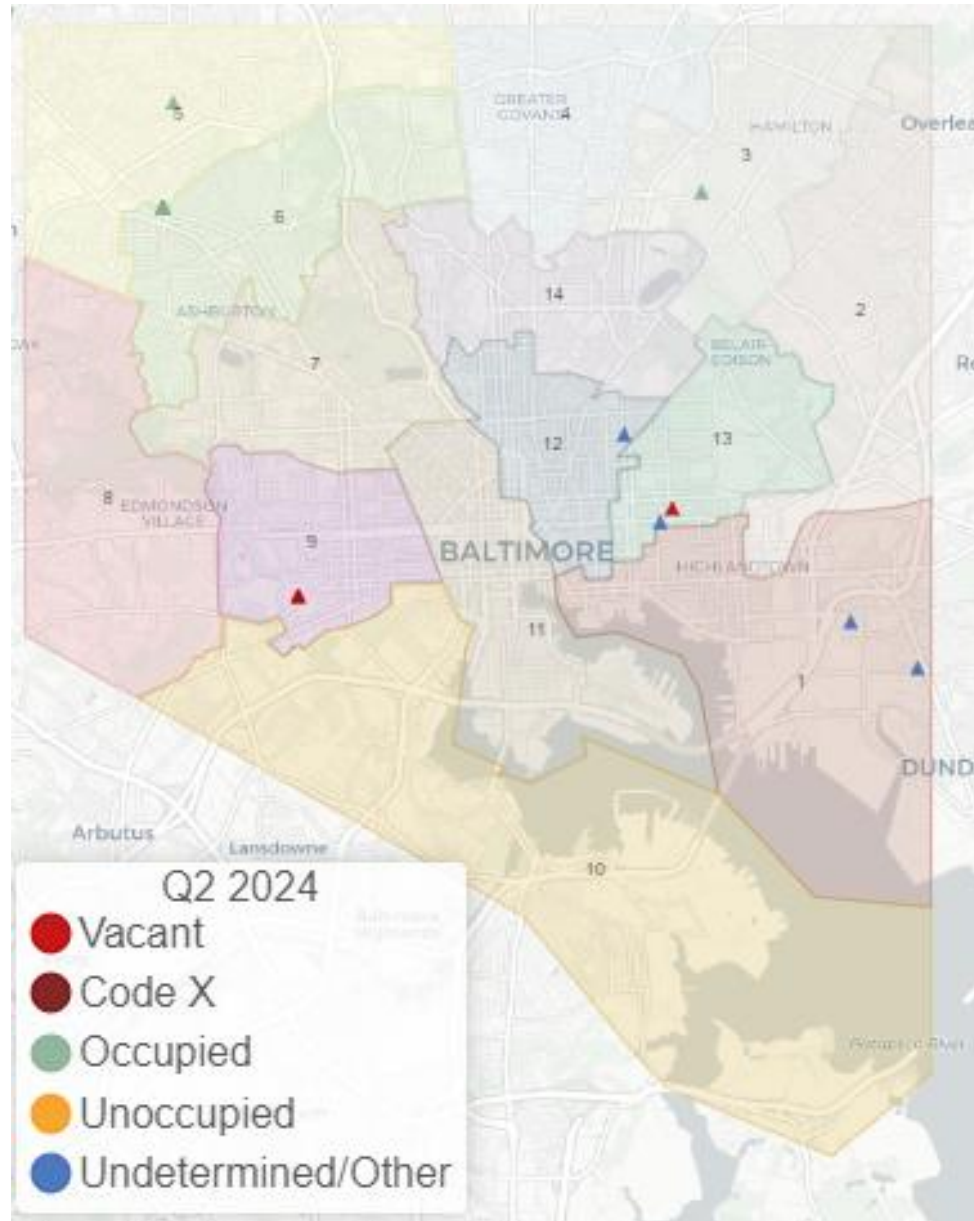
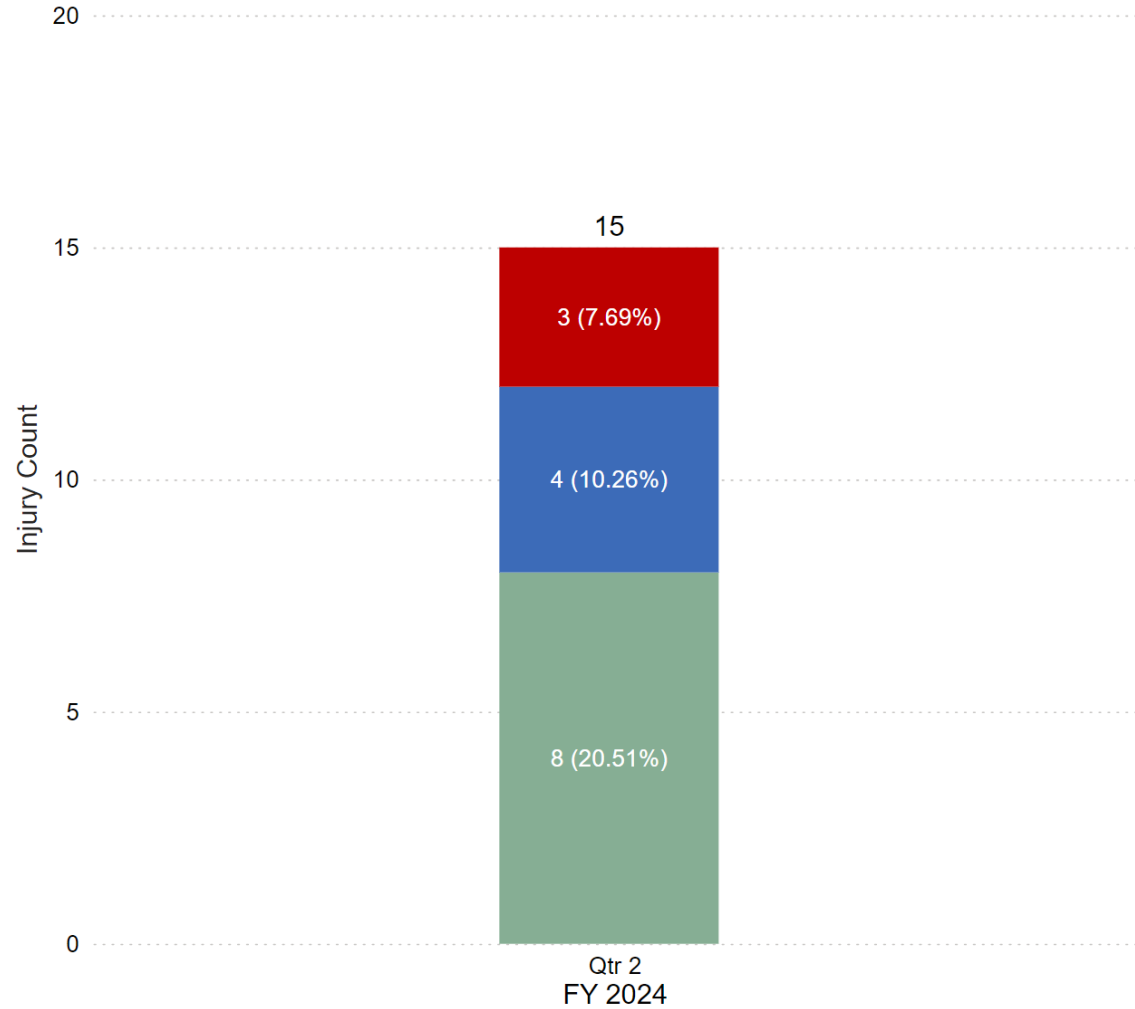
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# LINE OF DUTY FIREGROUND INJURIES

## Q2 FY 2024

**Occupancy** ● Occupied ● Undetermined/Other ● Vacant

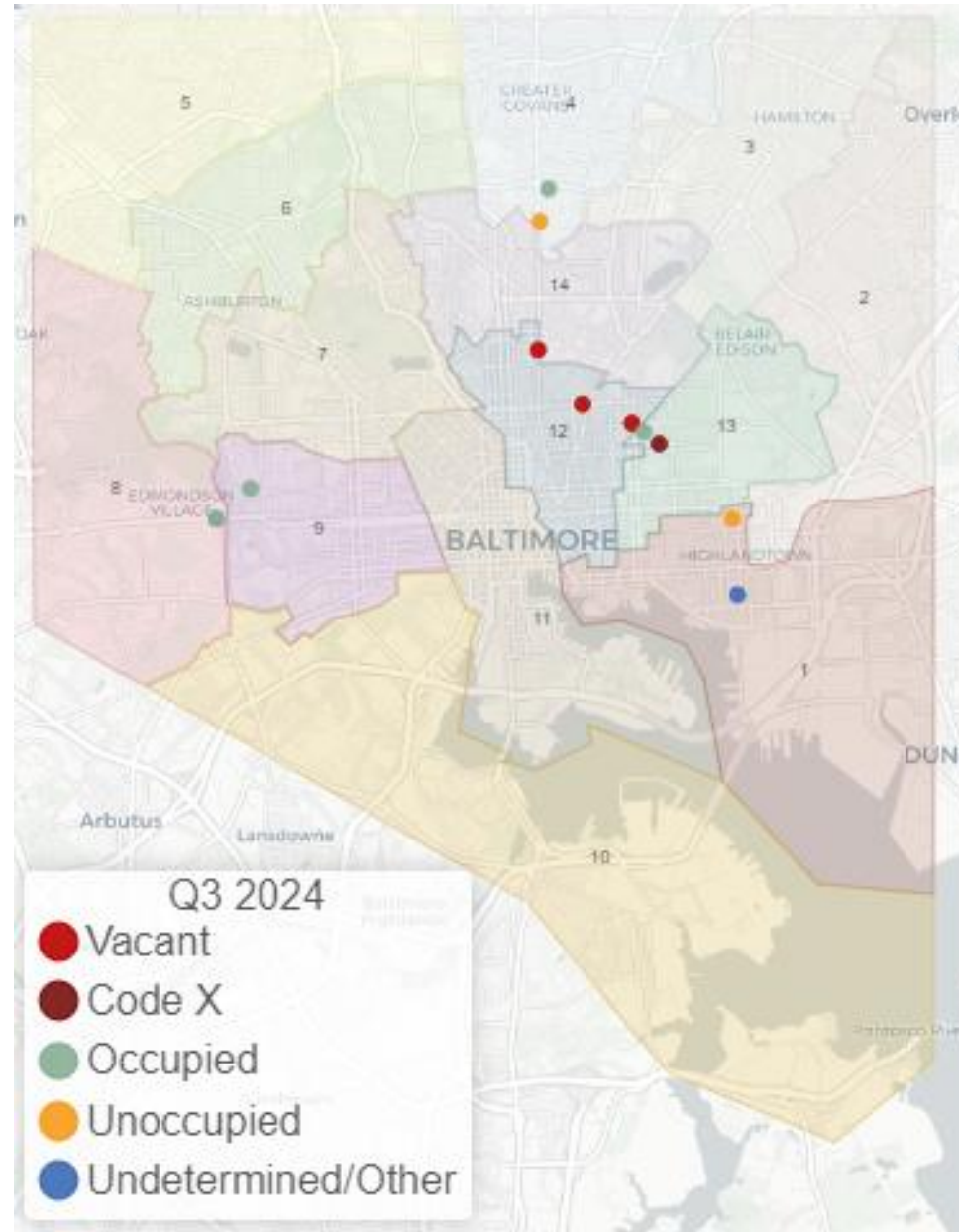
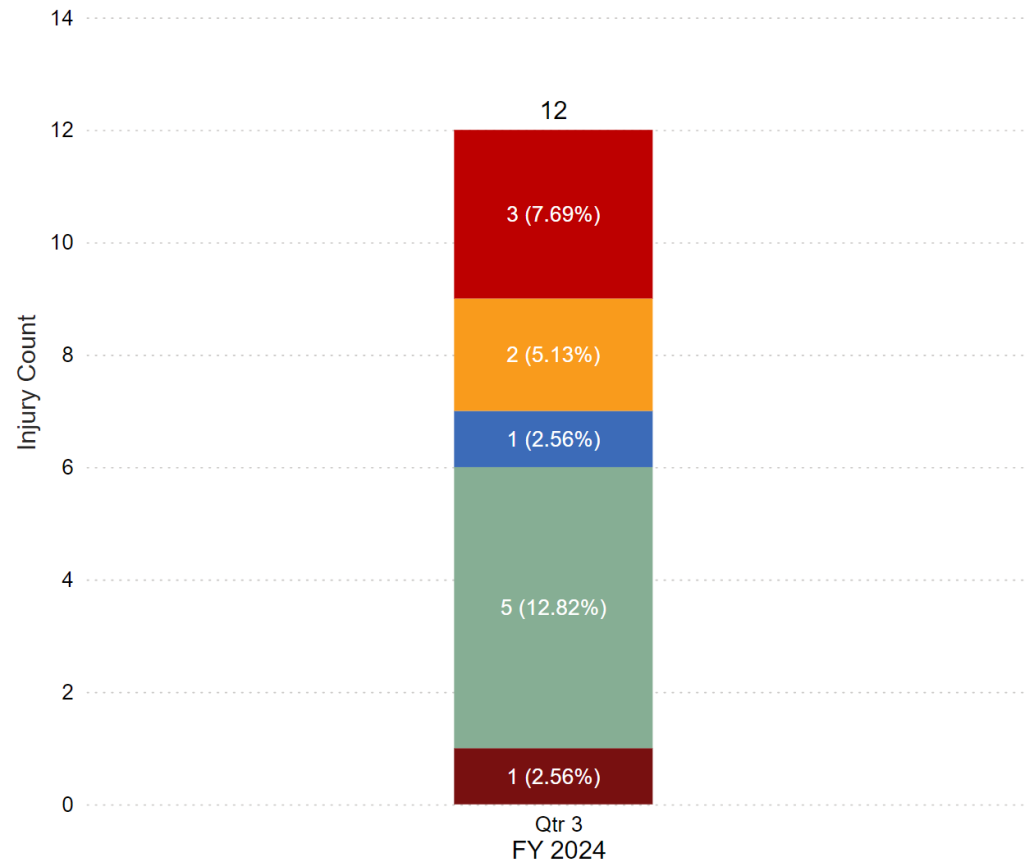


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# LINE OF DUTY FIREGROUND INJURIES

## Q3 FY 2024

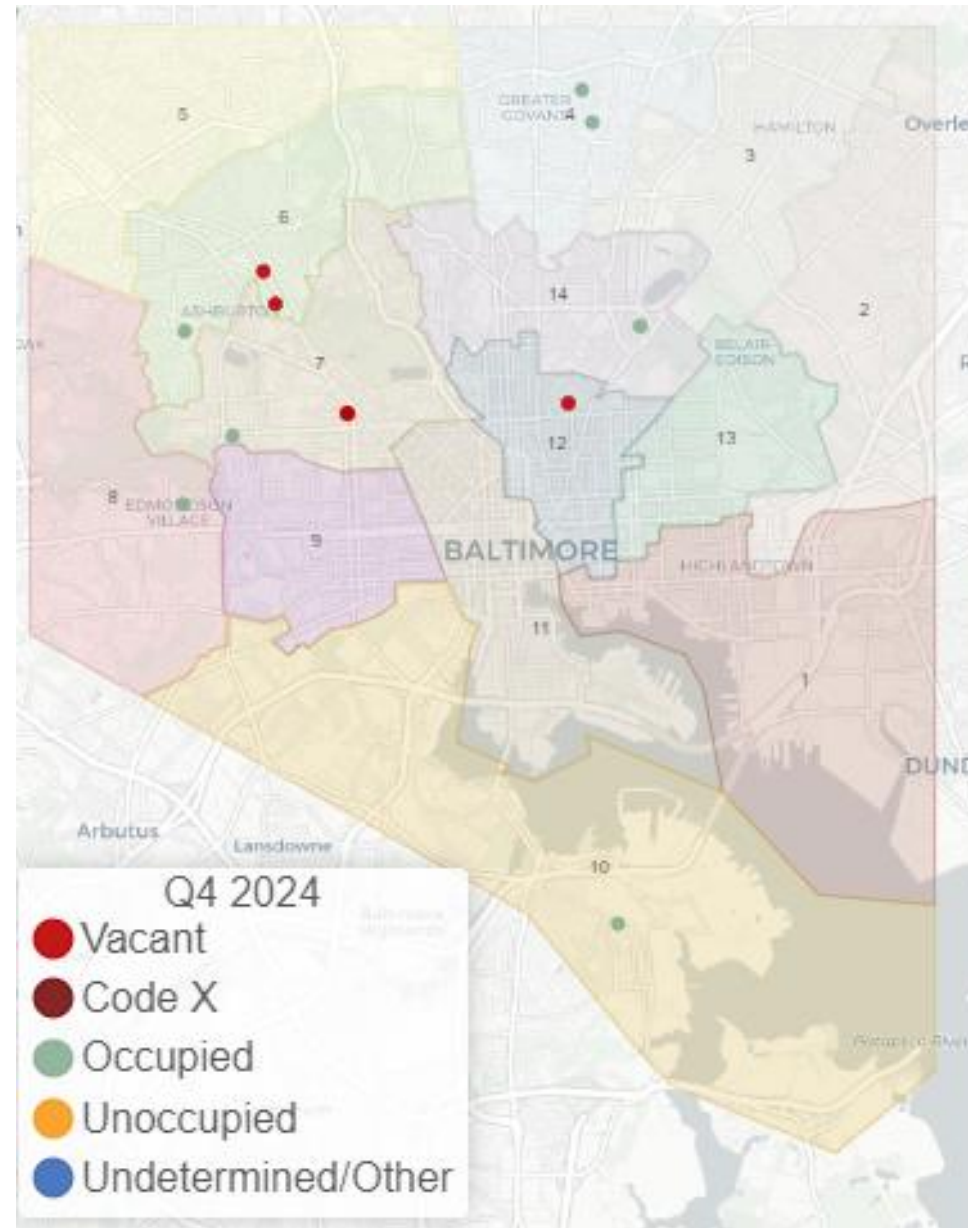
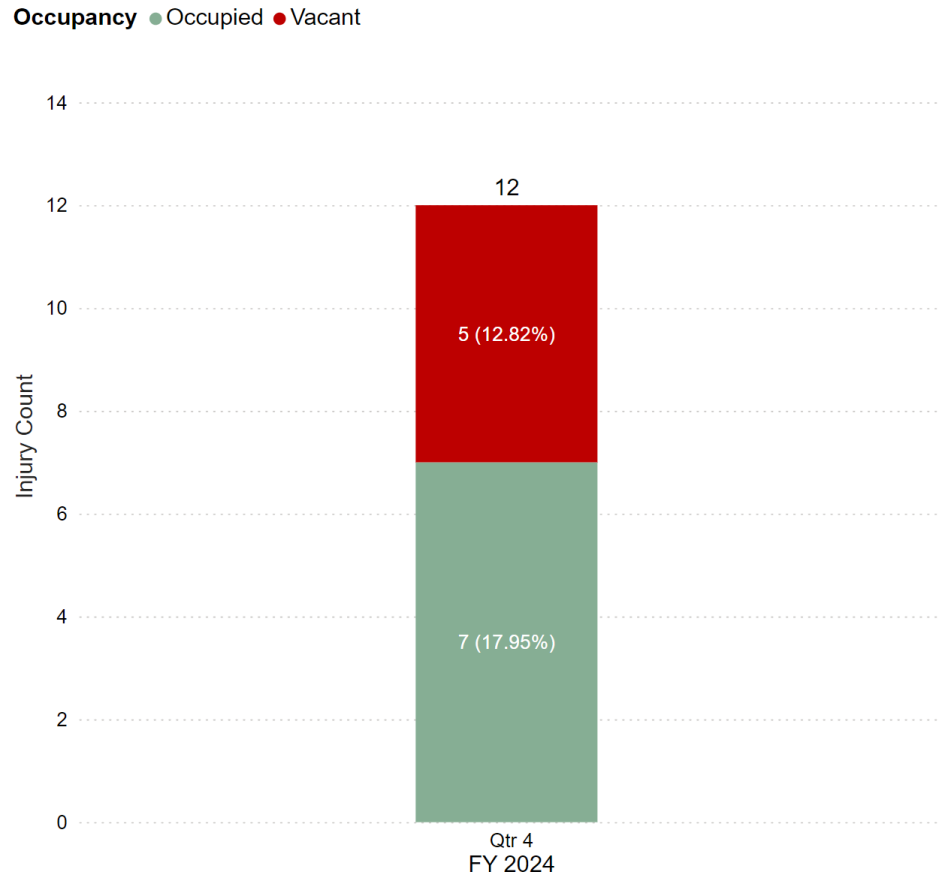
Occupancy ● Code X ● Occupied ● Undetermined/Other ● Unoccupied ● Vacant



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# LINE OF DUTY FIREGROUND INJURIES

## Q4 FY 2024



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# HUMAN RESOURCES

## Recent Hires

- EMS - (16) Class 24-02 - Hired 05.08
- Accountant II, Fiscal Services - Hired 05.08
- OEM - Training and Exercise Section Chief, Hired 05.22
- Contract Service Specialist I - Hired 6.5
- Contract Service Specialist II - Hired 6.5
- HR Director - Hired 6.19
- OEM - Planning Section Chief - Hired 6.24
- 911 Operator and Fire Dispatcher - (13) Hired 7.8



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# HUMAN RESOURCES

## Pending Hires

- Fire Dispatch – (8) candidates in the pre-employment screening phase. Tentative start date - 7.17
- 911 Operators – (4) candidates in the pre-employment screening phase. Tentative start date is early/mid-August
- EMT/FF - (60) candidates in the pre-employment screening phase. Tentative start date 09.11
- OEM - Lieutenant, interviews held 06.10 & 06.12.

# HUMAN RESOURCES

## Pending Hires

- OEM - Fiscal Officer, Operations Officer I, interviews held 06.26 & 06.28
- Battalion Fire Chief EMS-EMT-P - candidates under review
- OFM - Fire Plans Reviewer - candidates under review
- Chief of Fiscal Services II - candidates under review
- Public Information and Community Engagement, Fire Press Officer - candidates under review
- Emergency Services Instructor- candidates under review

# HUMAN RESOURCES

## School Career Day

Event	Location	Date
EMT/PM job Fair	BCCC	May 2, 2024
Career Fair	Patterson High School	May 6, 2024
Career Day	Carver VoTech	May 8, 2024
BCPSS Youth Apprentice Brunch	BCCC	May 9, 2024
BCCC Recruitment Workshop	BCCC	May 14, 2024
Career Fair	Renaissance Academy	May 22, 2024



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# HUMAN RESOURCES

## Youthworks

Youthworks Started 7.8.24.

- 17 High School Youth taking class for EMR Certifications at the Fire Academy
- 2 Youth working at the Fire Marshals office.
- 2 Youth working at the 911 Call Center



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# FIRE ACADEMY

Deputy Chief Laura A. Shiloh



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# FIRE ACADEMY

## Current Recruit Class Data

Current Recruit Classes	Start Date	Hired	Active	Graduation Date	Operational Date
EMTFF Recruit Class 2401	2/28/24*	61	47		
	* 2401(A)	21	20	8/9/24	August '24
	*2401(B)	40	27	11/1/24	November '24
EMT/PM Recruit Class 2402	5/8/24	19	8	8/23/24	August '24
EMTFF Recruit Class 2403	(Incumbents) 4/24/24	10	10	8/9/24 (with 2401A)	7/3/24
EMTFF Recruit Class 2404	9/11/24	TBD		January '24/May '25	February '24/June '25

# FIRE ACADEMY

## Daily Operational Field Training

Day	Training Type	Attendees/Session	Sessions/Day	Instructors/Session
Monday	Fire Operations Training (2 & 1)	12 per session	2	1 - 8 (based on topic)
Tuesday	Fire Officer Command & Simulation (FOCAS)	2 per session	2 - 3	7
Wednesday	Truck Operations 5.0	8	1	7
Thursday	Engine Operations 1.0	8	1	TBD
Friday	Bailout Re-Certification	12	2	7



**Brandon M. Scott**  
Mayor

# 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



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# FIRE ACADEMY

## IMPLEMENTATION OF IDENTIFIED TRAINING NEEDS

- Training Manual continual updates
- Building Construction Class developed for more in-depth training
- Optimizing Human Performance under stress in high-risk environments –delivered by Leadership Under Fire - expanded training offered to 120 Officers – weeklong class delivered 4 times – Grant funded with FY22 AFG - future inhouse offerings planned
- Monthly published training bulletins
- 5th member program – Piloted and remains in effect with positive feedback
- Enhanced radio training - loaner portable radios assigned to recruits during Fire Skills training – additional radios requested through FY23 AFG
- Mobile training – developed to deliver instructor led training to field units using portable training props, with goal of keeping units in their first due area more frequently



**Brandon M. Scott**  
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# FIRE ACADEMY

## Weekly Operational Field Training

Date(s)	Training Type	Attendees/Session	Sessions/Day	Instructors/Session
April/May	Annual Hose Testing	8	2	1
September/October	Annual Hose Testing	8	1	1

### Additional Daily Field Support:

- DDC Recertification
- Return to Duty Evaluations
- Out-of-Title Approval Evaluations (Drivers-PO/EVD)
- Vehicle Extrication/Forcible Entry Skills
- High Rise/Drafting Skills
- Performance Evaluations



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# FIRE ACADEMY

## Courses and Class Offerings

Dates	Standard Course Offerings	Attendees/ Session	Sessions/ Week	Instructors/ Session
Bi-annual Spring/Fall	Fire Instructor I	Max. 25 students	2	1
	Fire Officer I/II/III	Max.	2 for each	1
	Incident Command System 300/400	Registration Based	2	1

### Courses Offered as Requested

- Fire Instructor II
- Fire Department Incident Safety Officer
- Fire Inspector I and II
- NFPA 1403 Class

### Newly Developed Grant Funded Classes

- Advanced Firefighter Removal
- Optimizing Human Performance in High Stress Industries (*Leadership Under Fire*)
- Building Construction for the Fire Service
- Fire Dynamics – Thermal Imaging Camera/(TIC)

# FIRE ACADEMY

## Additional Responsibilities

### **Additional Responsibilities:**

- Training Manual Updates with QR Codes
- Training Bulletins with QR Codes
- PO & EVD promotional exam practical sessions
- Continual research & development
- Prop design & build
- Youthworks education

### **Special Projects / Events:**

- Camp Spark
- New Apparatus Familiarization
- Physical Ability Testing
- Fire Ops 101
- School Tours



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Mayor





# EMS Operations

Assistant Chief James Matz



**Brandon M. Scott**  
Mayor

# TOP 5 ALS & BLS CALLS FOR SERVICE

## Q3 FY 2024

### ALS

Call Type	Description	Incidents
06D02	BREATHING PRBLM	1730
26C02	SICK ABD BREATH	1091
26D01	SICK N/ALERT	1079
32D01	UNKNOWN PROB	896
26C01	SICK ALOC	798

### BLS

Call Type	Description	Incidents
26A10	SICK UNWELL	1398
29B01	VEHICLE ACCIDENT	1025
26A01	SICK	582
01A01	ABDOMINAL PAIN	454
17B01	FALL INJURY	424



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# TOP 5 ALS & BLS CALLS FOR SERVICE

## Q4 FY 2024

### ALS

Call Type	Description	Incidents
06D02	BREATHING PRBLM	1666
32D01	UNKNOWN PROB	1325
26D01	SICK N/ALERT	1134
26C02	SICK ABD BREATH	1051
31D02	UNCON TRB BREATH	911

### BLS

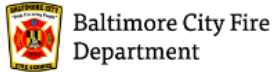
Call Type	Description	Incidents
26A10	SICK UNWELL	1466
29B01	VEHICLE ACCIDENT	1323
26A01	SICK	578
01A01	ABDOMINAL PAIN	494
17B01	FALL INJURY	404



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# EMS OPERATIONAL METRICS

## Q3 FY 2024



### 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

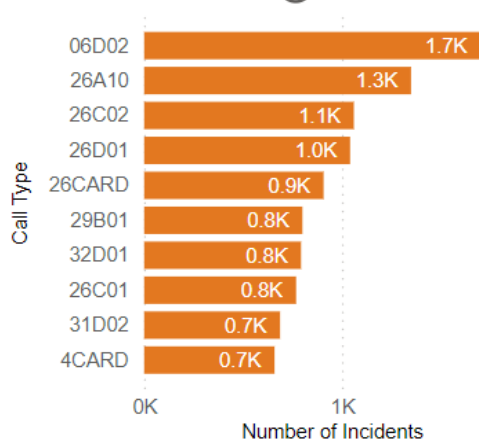
EMD Card

All

Unit

All

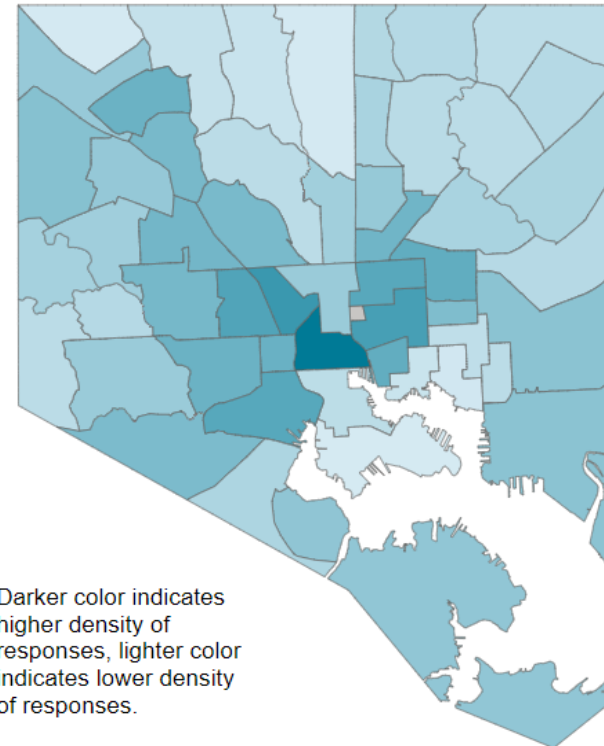
#### Top 10 Call Types



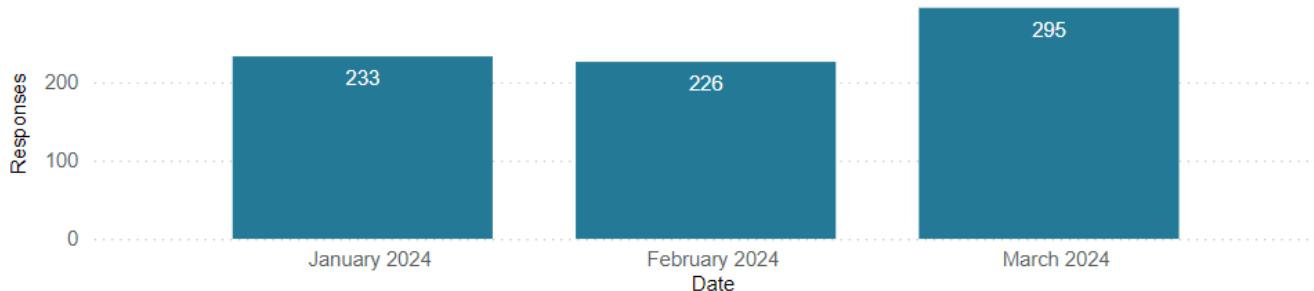
#### Map Values - Responses to Community

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
Pimlico/Arlington/Hilltop	1516	162

#### Responses to Community



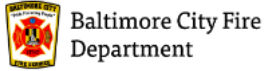
#### Responses to Overdose



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Mayor

# EMS OPERATIONAL METRICS

## Q4 FY 2024



### EMS Community Metrics

[Reset all filters to default display](#)



**FILTERS**

Date:

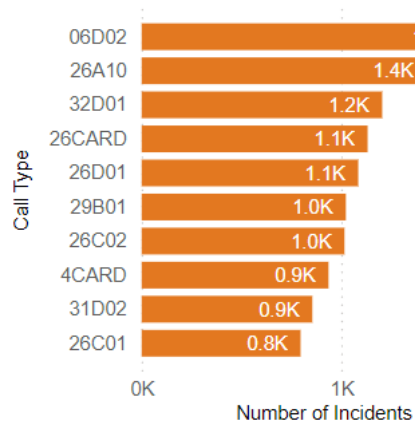
Battalion/Division:

Shift:

EMD Card:

Unit:

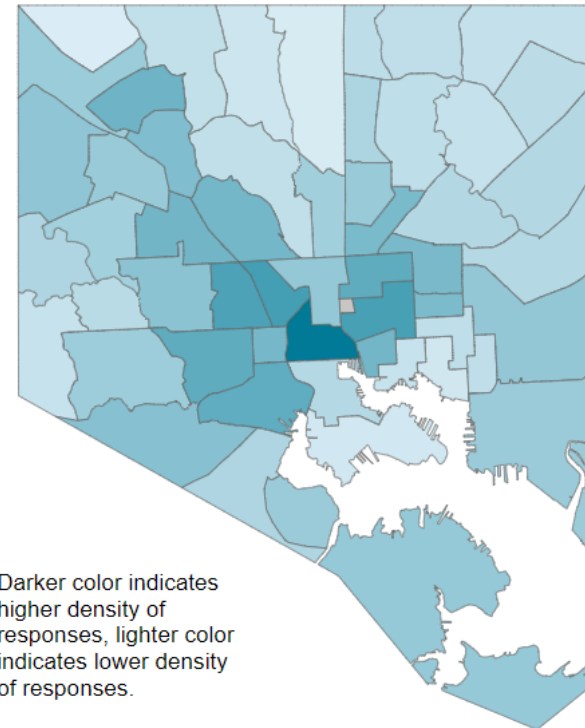
#### Top 10 Call Types ?



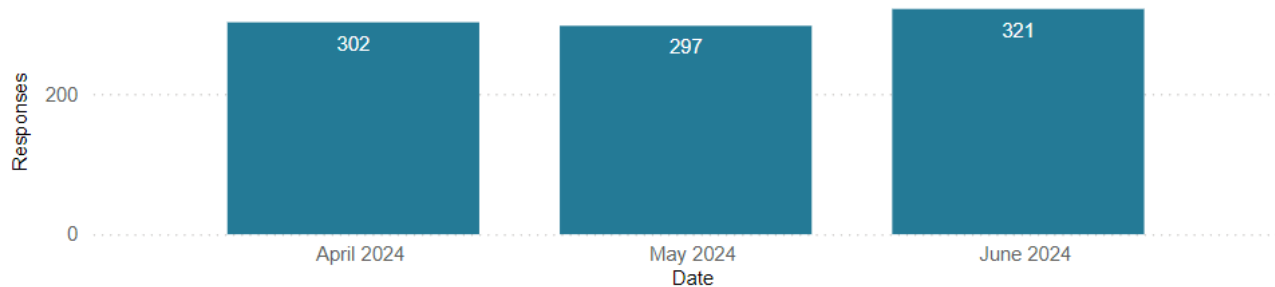
#### Map Values - Responses to Community

Community	Responses	Per Capita Response
Downtown/Seton Hill	3215	341
Upton/Druid Heights	2179	245
Oldtown/Middle East	2383	239
Sandtown-Winchester/Harlem Park	2446	233
Greenmount East	1439	207
Southwest Baltimore	2721	207
Washington Village/Pigtown	1068	206
Pimlico/Arlington/Hilltop	1743	186
Greater Mondawmin	1570	182
Harbor East/Little Italy	907	181

#### Responses to Community



#### Responses to Overdose ?



**Brandon M. Scott**  
Mayor

# 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

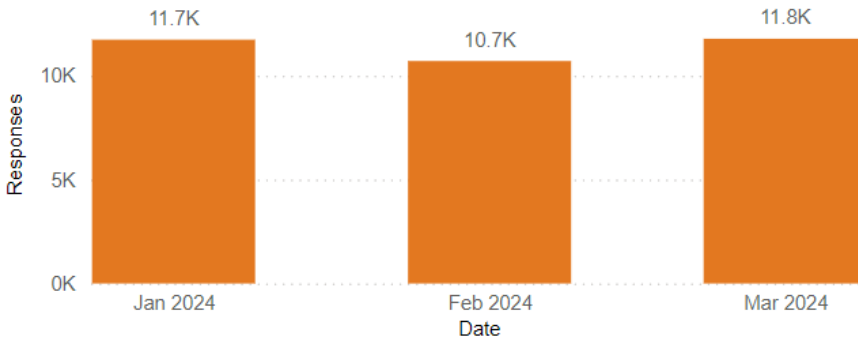
Battalion/Division: All

Shift: All

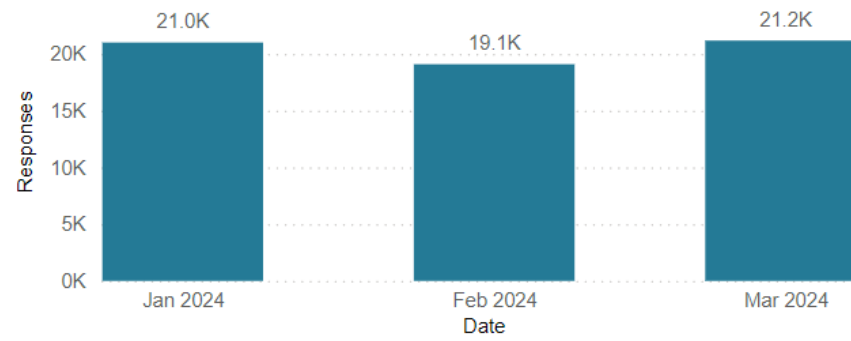
EMD Card: All

Unit: All

#### Total Incidents ?

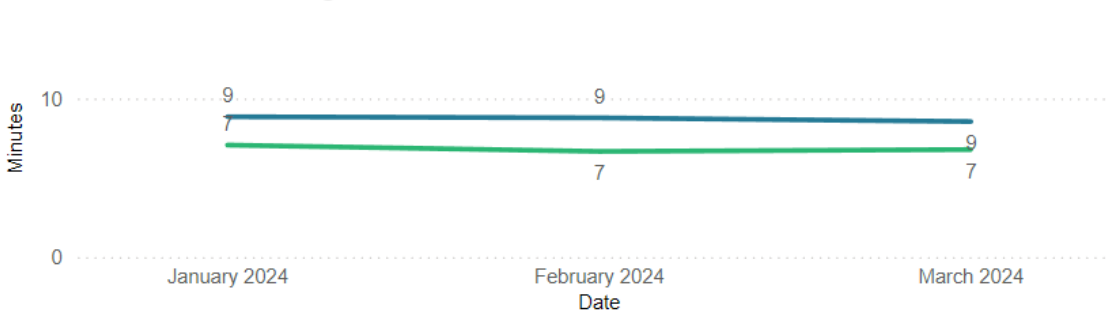


#### Total Responses ?

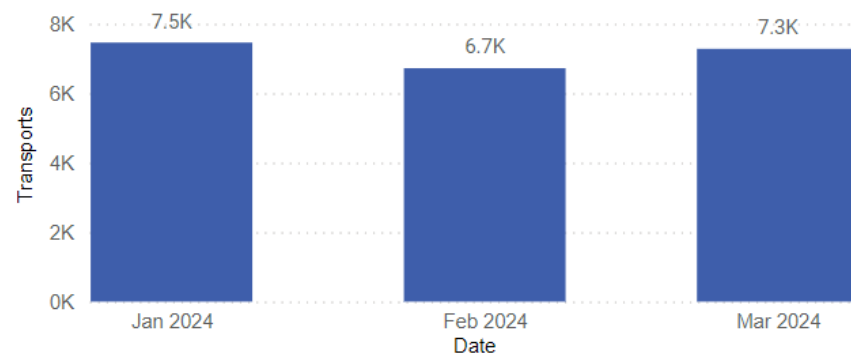


#### Median Response Time (Minutes) to Time Sensitive Calls

● Medics ● EMS Officers ? i



#### Total Transports ?



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# EMS OPERATIONAL METRICS

## Q4 FY 2024



Baltimore City Fire Department

### EMS Operational Metrics 1



Reset all filters to default display

**Total Incidents**  
**38K**

**Total Responses**  
**69K**

**Total Transports**  
**22K**

**Median Response Time to Time Sensitive Calls (mins)**  
**8.63**

**FILTERS**

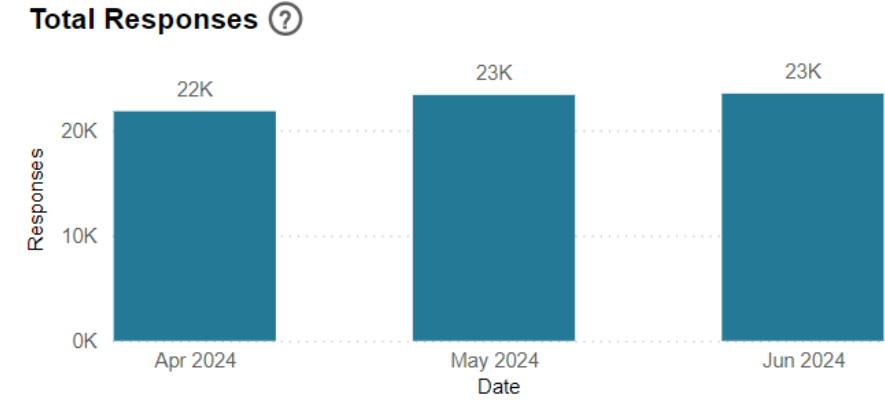
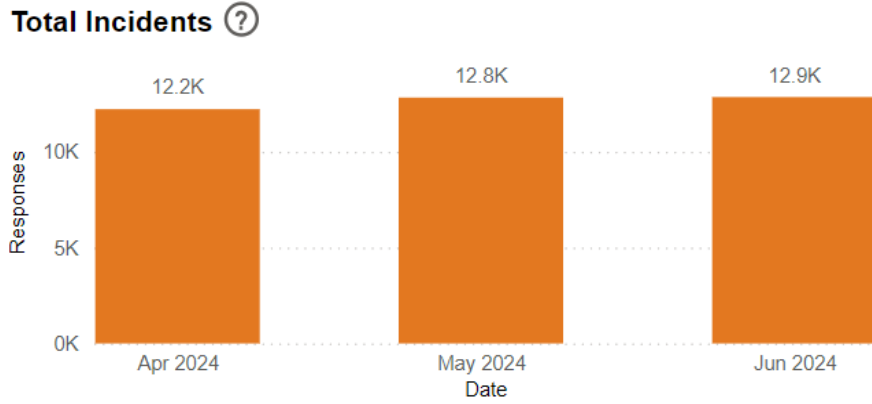
Date: 4/1/2024 to 6/30/2024

Battalion/Division: All

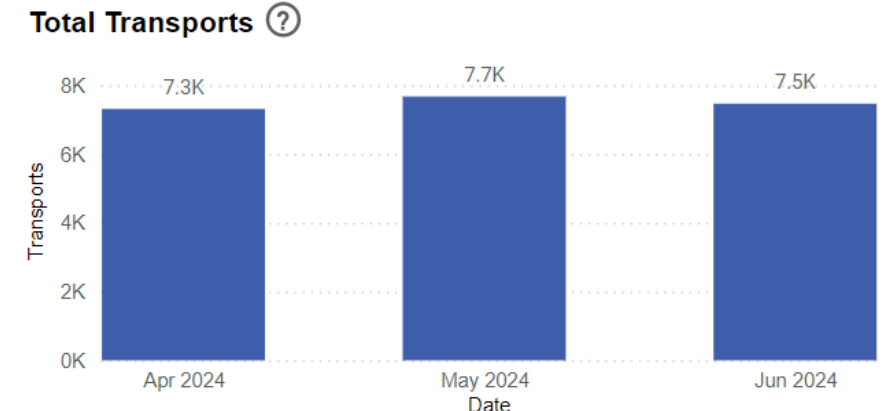
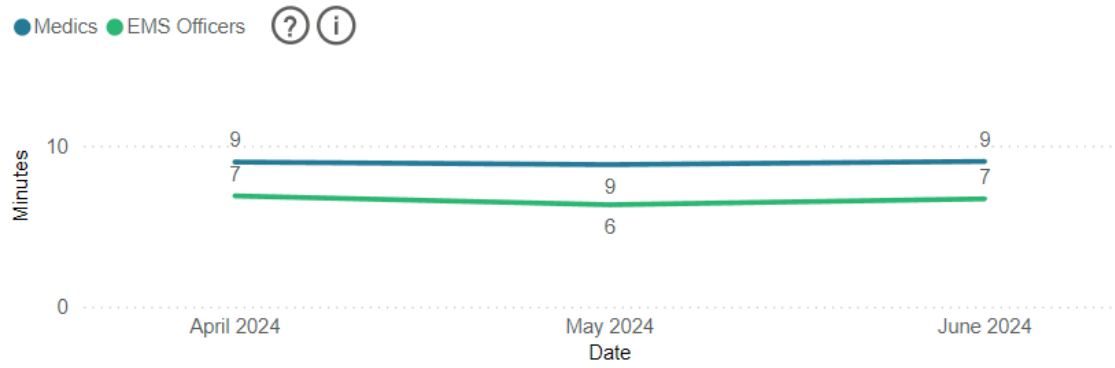
Shift: All

EMD Card: All

Unit: All



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



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# EMS OPERATIONAL METRICS

## Q3 FY 2024



Baltimore City Fire Department

### EMS Operational Metrics 2



Reset all filters to default display

Total Incidents with Suppression Wait Time > 30 Minutes  
**679**

Total Responses to Incidents with Suppression Wait Time > 30 Minutes  
**1551**

Median Suppression Wait Time (Minutes)  
**6.69**

#### FILTERS

Date:

Battalion/Division:

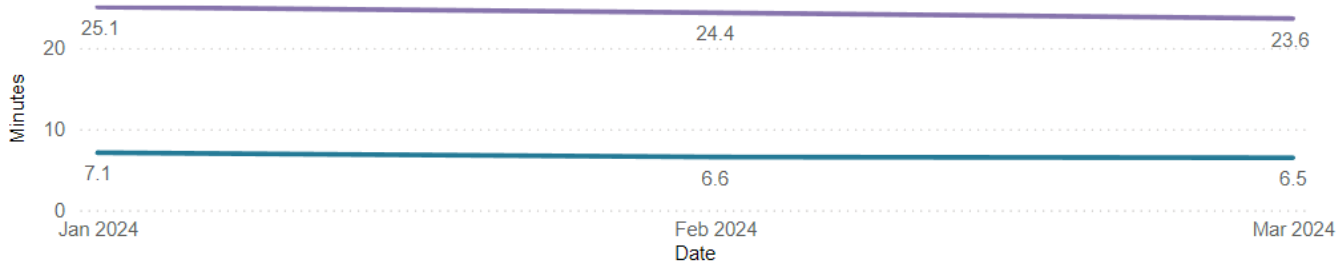
Shift:

EMD Card:

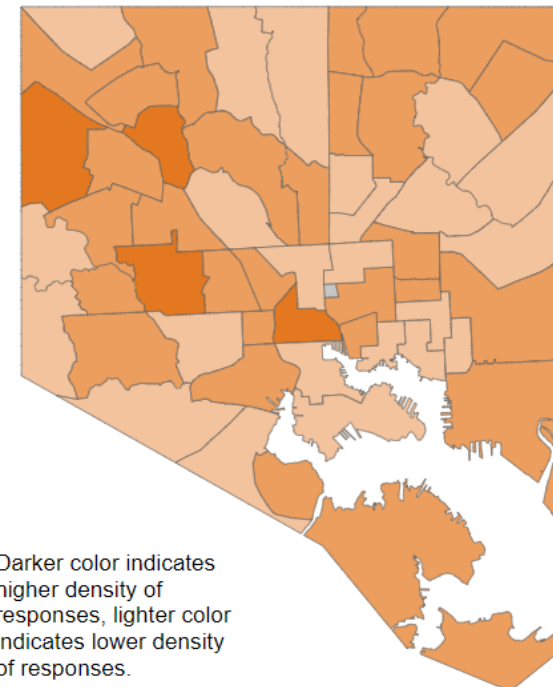
Unit:

#### Median and 90th% Suppression Wait Time (Minutes)

● 90th% Suppression Wait Time ● Median Suppression Wait Time ? i



#### Incidents with Suppression Wait Time > 30 Minutes by Community



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

#### Responses with Suppression Wait Time > 30 Minutes

Report Number	Date	EMD Card	Unit	Suppression Wait Time (Min)
BF240044449	03/31/2024	31D02	A23	36.37
BF240044449	03/31/2024	31D02	E21	36.37
BF240044556	03/31/2024	26B01	E29	31.58
BF240044459	03/31/2024	25B03D	E43	36.97
BF240044342	03/31/2024	06D02	E53	37.77
BF240044556	03/31/2024	26B01	M11	31.58
BF240044459	03/31/2024	25B03D	M14	36.97
BF240044342	03/31/2024	06D02	M15	37.77

#### Map Values - Incidents with Suppression Wait Time > 30 Minutes by Community

Community	Incidents	Per Capita Incidents
Downtown/Seton Hill	142	3
Greater Rosemont	211	3
Howard Park/West Arlington	184	3
Southern Park Heights	193	3
Allendale/Irvington/S. Hilton	155	2
Brooklyn/Curtis Bay/Hawkins Point	155	2
Cherry Hill	75	2
Chinquapin Park/Belvedere	62	2

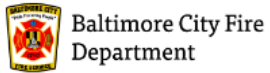


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# EMS OPERATIONAL METRICS

## Q4 FY 2024



### EMS Operational Metrics 2

Reset all filters to default display

Total Incidents with Suppression Wait Time > 30 Minutes  
**939**

Total Responses to Incidents with Suppression Wait Time > 30 Minutes  
**2204**

Median Suppression Wait Time (Minutes)  
**7.75**

**FILTERS**

Date:

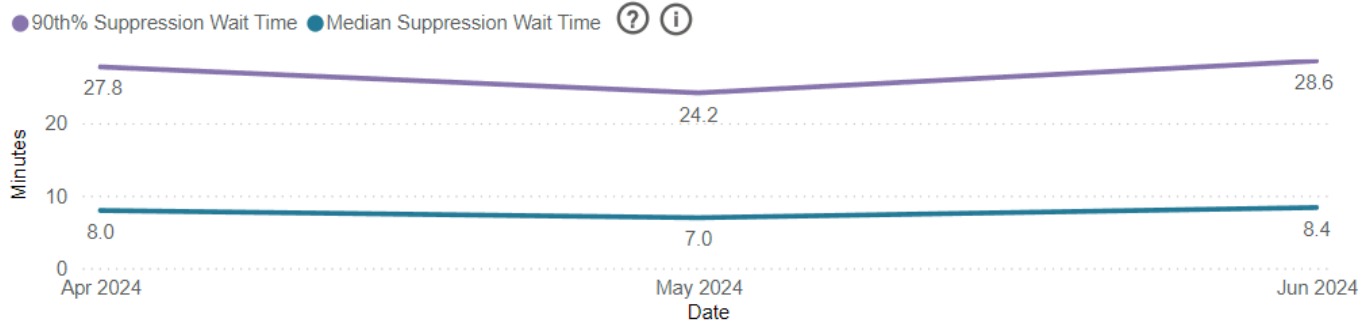
Battalion/Division:

Shift:

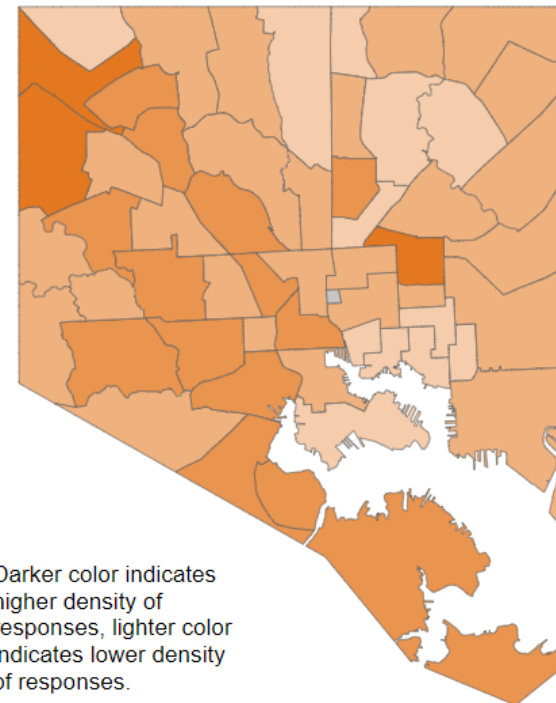
EMD Card:

Unit:

#### Median and 90th% Suppression Wait Time (Minutes)



#### Incidents with Suppression Wait Time > 30 Minutes by Community



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

#### Responses with Suppression Wait Time > 30 Minutes

Report Number	Date	EMD Card	Unit	Suppression Wait Time (Min)
BF240092758	06/30/2024	23D02A	A602	39.88
BF240092453	06/30/2024	01A02	E21	55.12
BF240092420	06/30/2024	06D01	E27	40.88
BF240092682	06/30/2024	06D01	E51	45.80
BF240092469	06/30/2024	04B01A	E55	51.47
BF240092453	06/30/2024	01A02	M16	55.12
BF240092420	06/30/2024	06D01	M2	40.88
BF240092758	06/30/2024	23D02A	M6	39.88

#### Map Values - Incidents with Suppression Wait Time > 30 Minutes by Community

Community	Incidents	Per Capita Incidents
Clifton-Berea	95	4
Glen-Fallstaff	222	4
Howard Park/West Arlington	184	4
Allendale/Irvington/S. Hilton	155	3
Brooklyn/Curtis Bay/Hawkins Point	155	3
Cherry Hill	75	3
Downtown/Seton Hill	142	3
Forest Park/Walbrook	120	3



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# EMS OPERATIONAL METRICS

## Q3 FY 2024



Baltimore City Fire Department

### EMS Operational Metrics 3



Reset all filters to default display

Total Transports

21K

Total Responses

61K

Median Response Time to Time Sensitive Calls (mins)

8.53

#### FILTERS

Hospital

All

Date

1/1/2024

3/31/2024

Battalion/Division

All

Shift

All

EMD Card

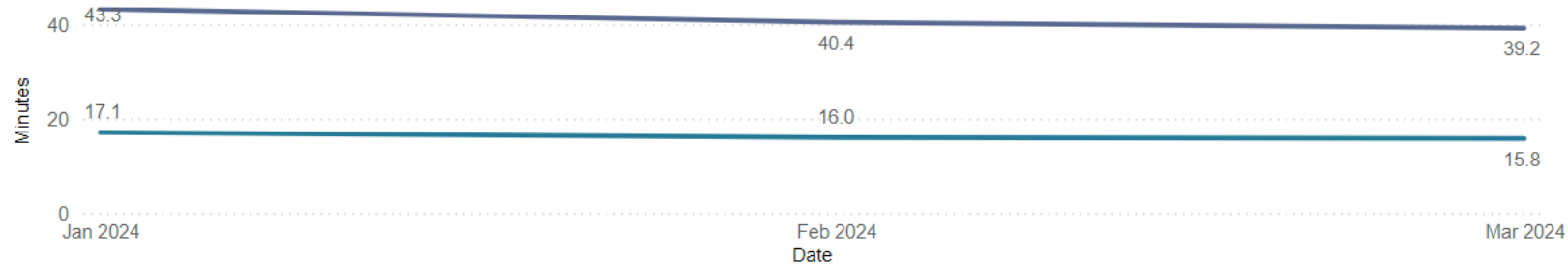
All

Unit

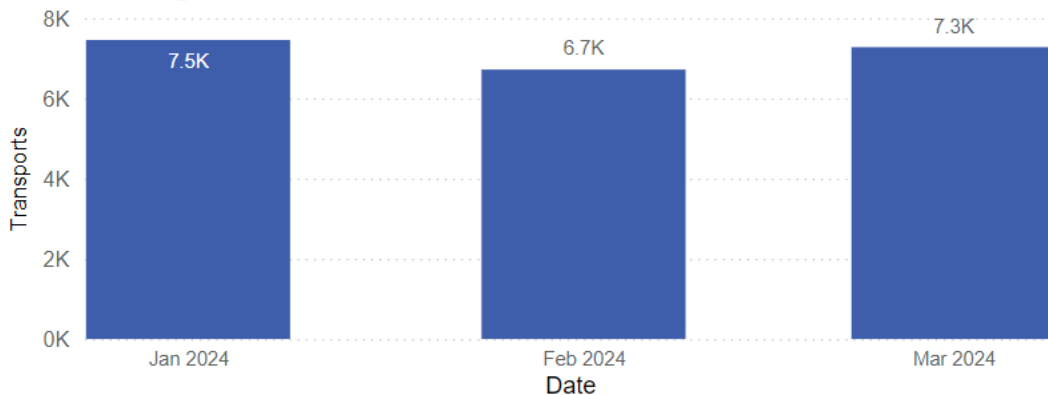
All

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

90th% Offload Time Rolling 30-Day Average Median Offload Time Rolling 30-Day Average

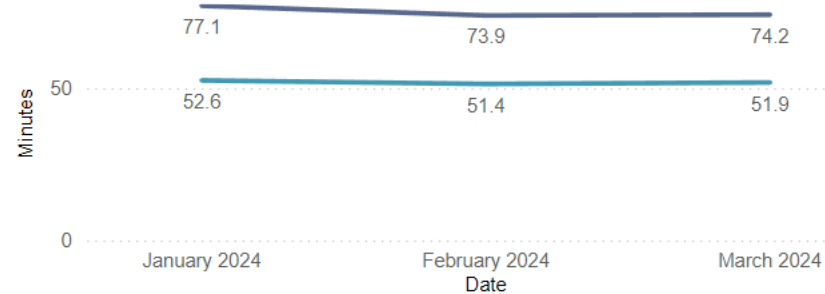


#### Transports



#### Median and 90th% Drop Time (Minutes)

90th% Drop Time Median Drop Time



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# EMS OPERATIONAL METRICS

## Q4 FY 2024



Baltimore City Fire Department

### EMS Operational Metrics 3



Reset all filters to default display

Total Transports  
**22K**

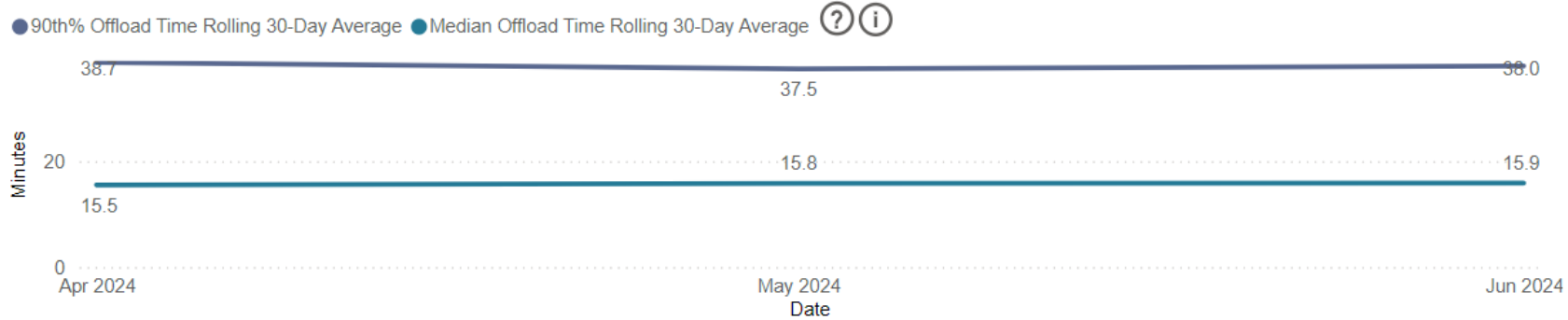
Total Responses  
**69K**

Median Response Time to Time Sensitive Calls (mins)  
**8.63**

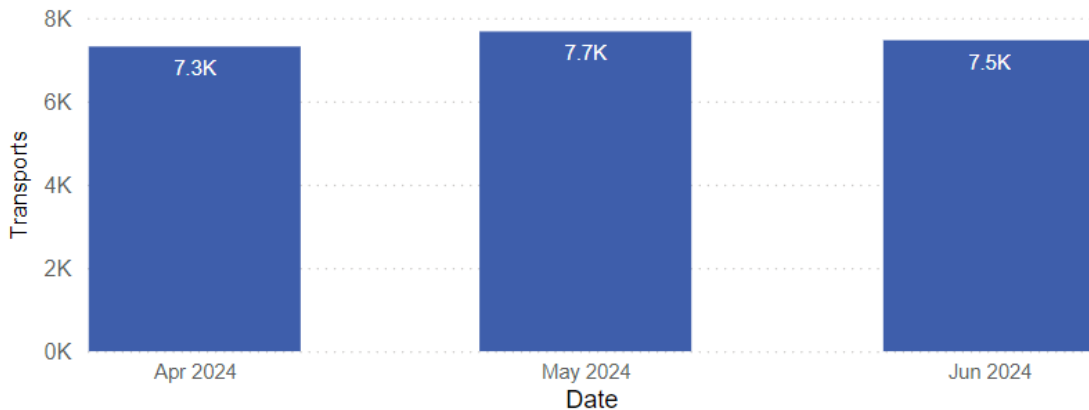
**FILTERS**

Hospital All	Date 4/1/2024 - 6/30/2024	Battalion/Division All	Shift All	EMD Card All	Unit All
-----------------	------------------------------	---------------------------	--------------	-----------------	-------------

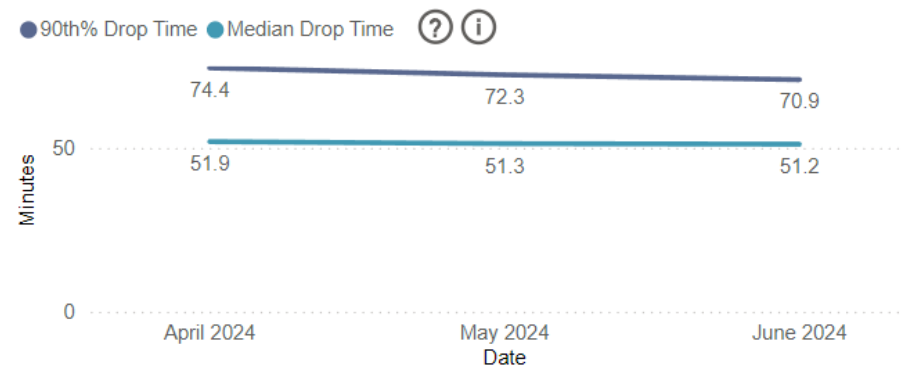
#### Median and 90th% Offload Time (Minutes) 30-Day Rolling Average



#### Transports ?



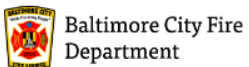
#### Median and 90th% Drop Time (Minutes)



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# EMS ALTERNATIVE DESTINATION METRICS

## Q3 FY 2024



Baltimore City Fire Department

### Alternative Destinations



Reset all filters to default display

Total Transports to BHSB Locations  
**9**

Total Transports from BHSB Locations  
**39**

Total Transports to UMMC  
**2**

Total Transports from UMMC  
**0**

Total Transports to All Alternative Destinations  
**11**

Total Transports from Gaudenzia Locations  
**59**

#### FILTERS

Date

1/1/2024 3/31/2024

Battalion/Division

All

Shift

All

EMD Card

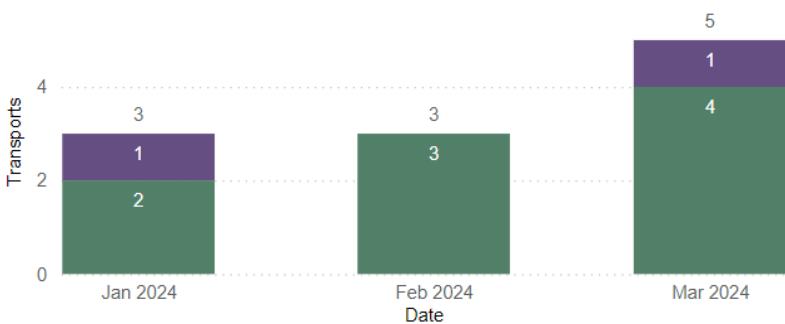
All

Unit

All

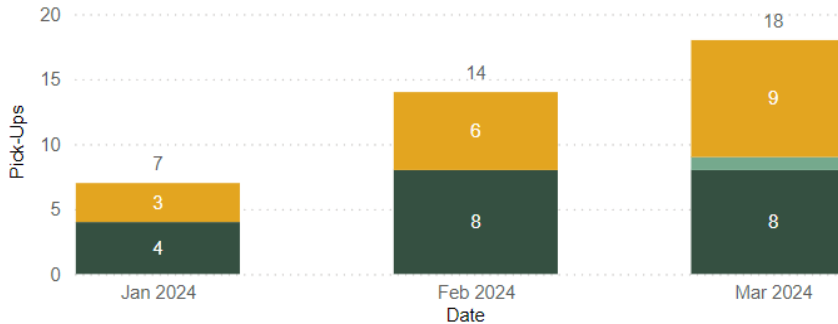
#### Transports to Alternative Destination Locations

● Stabilization Center (BHSB) ● Urgent Care University Campus (UMMC) ? i



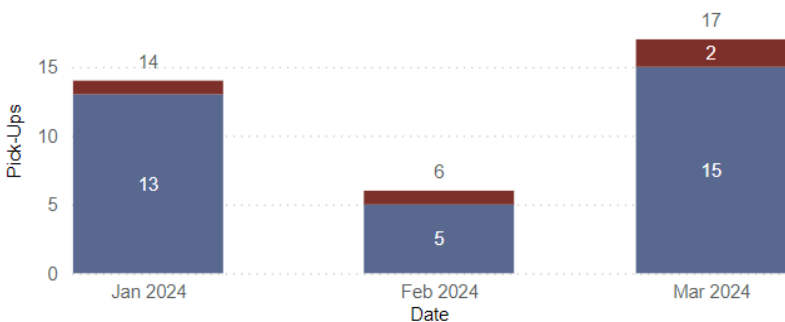
#### Pick Ups from BHSB Locations

● Tuerk House ● Rayner Ave ● N Dukeland St ? i



#### Pickups from Gaudenzia

● Park Heights Ave ● Woodland Ave ? i



#### Responses to BHSB & Gaudenzia Locations

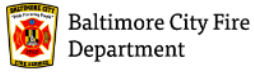
Date	Report Number	Call Type	Final Description	Unit	Call Disposition	Pick Up Location
3/31/2024	BF240044506	21A01T	HEMORRHAGE	A22	HBP	Dukeland
3/30/2024	BF240043796	10C01	CHEST PAIN W/TBR	E29	210	Park Heights
3/30/2024	BF240043796	10C01	CHEST PAIN W/TBR	M17	210	Park Heights
3/29/2024	BF240043192	31CARD	UNCONSCIOUS	M5	207	Tuerk House
3/29/2024	BF240043312	06D02	BREATHING PRBLM	M15	RS	Park Heights
3/29/2024	BF240043312	06D02	BREATHING PRBLM	T27	RS	Park Heights



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# EMS ALTERNATIVE DESTINATION METRICS

## Q4 FY 2024



### Alternative Destinations



Reset all filters to default display

Total Transports to BHSB Locations  
**5**

Total Transports from BHSB Locations  
**45**

Total Transports to UMMC  
**4**

Total Transports from UMMC  
**0**

Total Transports to All Alternative Destinations  
**9**

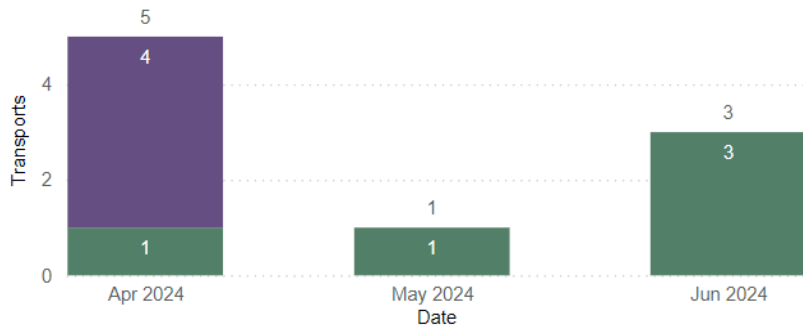
Total Transports from Gaudenzia Locations  
**74**

#### FILTERS

Date: 4/1/2024 - 6/30/2024  
 Battalion/Division: All  
 Shift: All  
 EMD Card: All  
 Unit: All

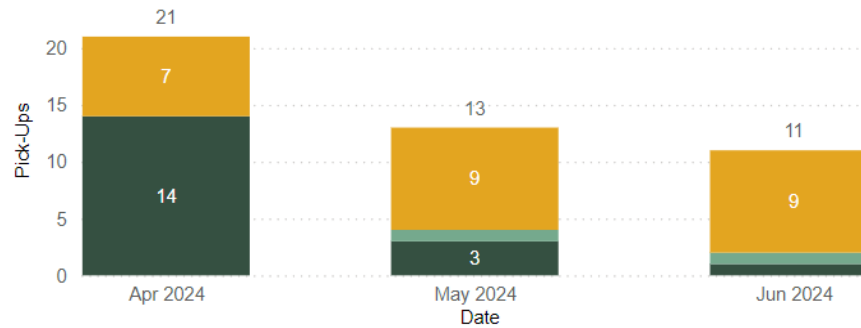
#### Transports to Alternative Destination Locations

● Stabilization Center (BHSB) ● Urgent Care University Campus (UMMC) ? i



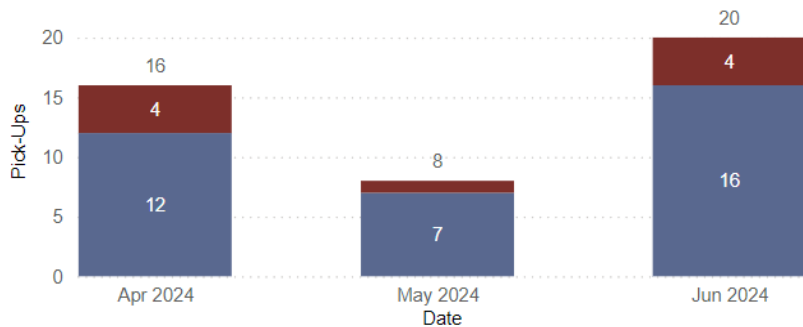
#### Pick Ups from BHSB Locations

● Tuerk House ● Rayner Ave ● N Dukeland St ? i



#### Pickups from Gaudenzia

● Park Heights Ave ● Woodland Ave ? i



#### Responses to BHSB & Gaudenzia Locations

Date	Report Number	Call Type	Final Description	Unit	Call Disposition	Pick Up Location
6/29/2024	BF240091952	12D04	SEIZURE N/VERIFD	E29	210	Woodland
6/29/2024	BF240091952	12D04	SEIZURE N/VERIFD	M11	210	Woodland
6/29/2024	BF240091952	12D04	SEIZURE N/VERIFD	M17	210	Woodland
6/27/2024	BF240091062	25B03C	SUIC INTENT	A22	208	Dukeland
6/26/2024	BF240090503	12D02	SEIZURE MULTIPLE	A28	210	Park Heights
6/26/2024	BF240090503	12D02	SEIZURE MULTIPLE	ASU1	210	Park Heights

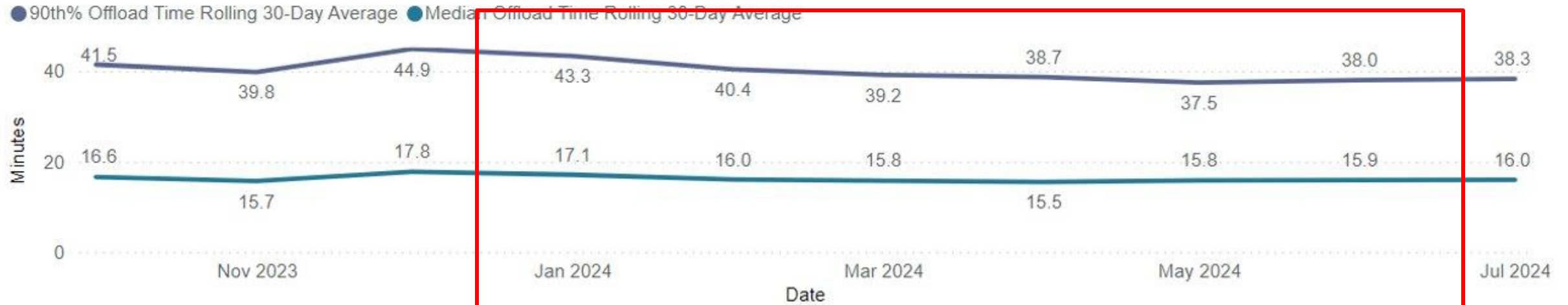


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# SELECT MITIGATION STRATEGIES

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

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



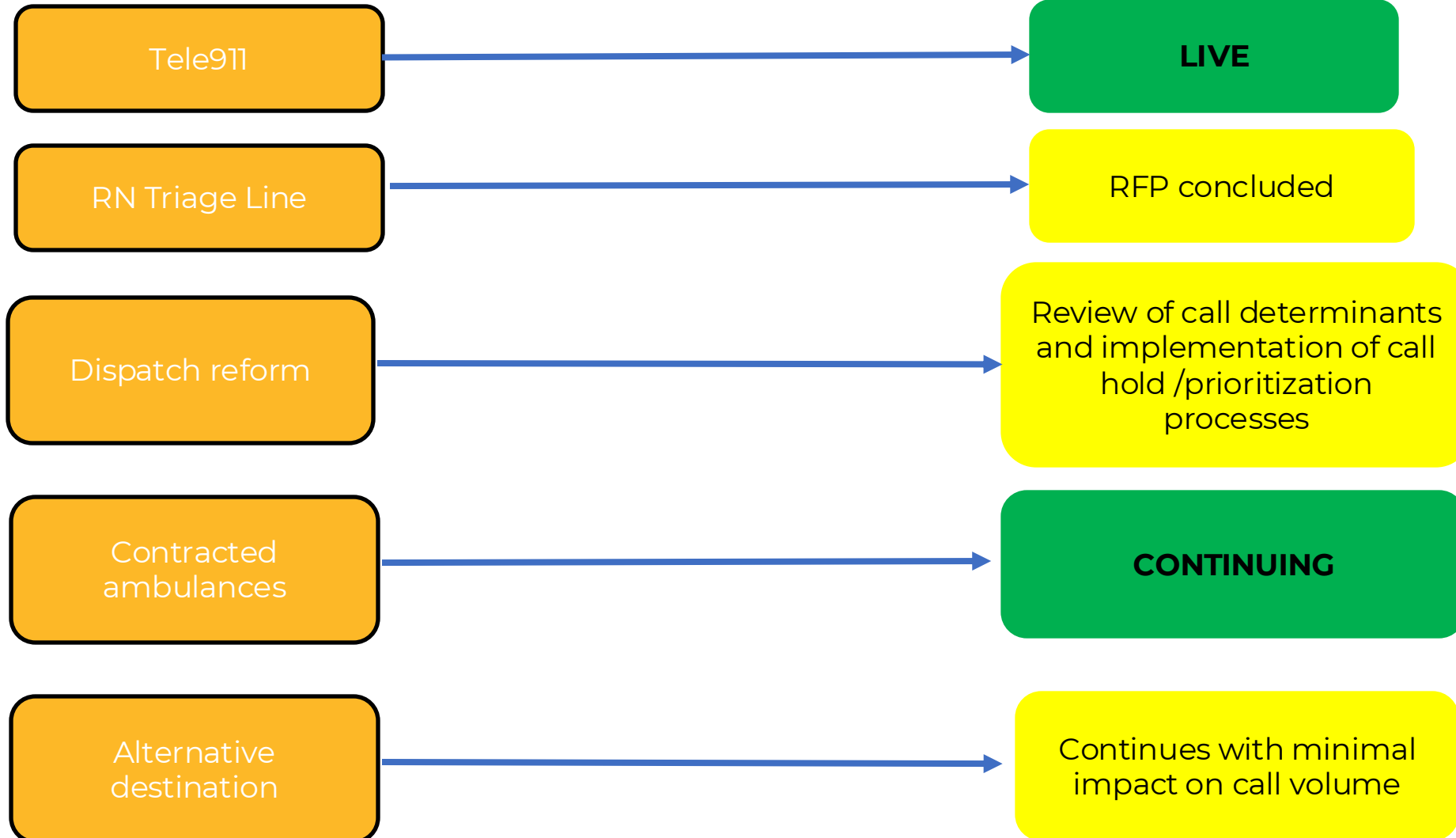
Median offload time 15.9 mins (stable)

90% offload time 39.2-43.3 mins (stable)



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# SELECT MITIGATION STRATEGIES



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# ALS Support Unit (ASU)



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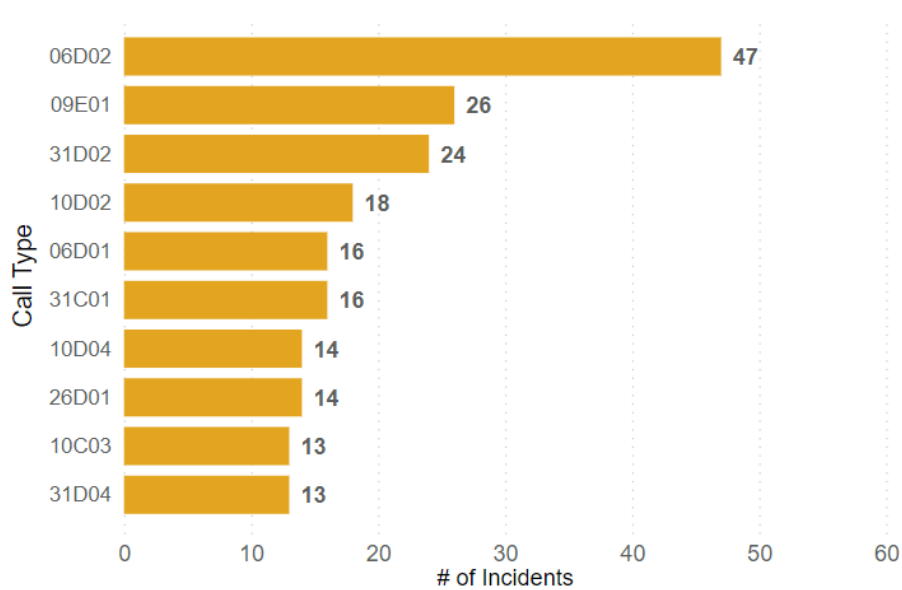


# CHASE CAR PILOT PROGRAM April 22, 2024 – July 29, 2024

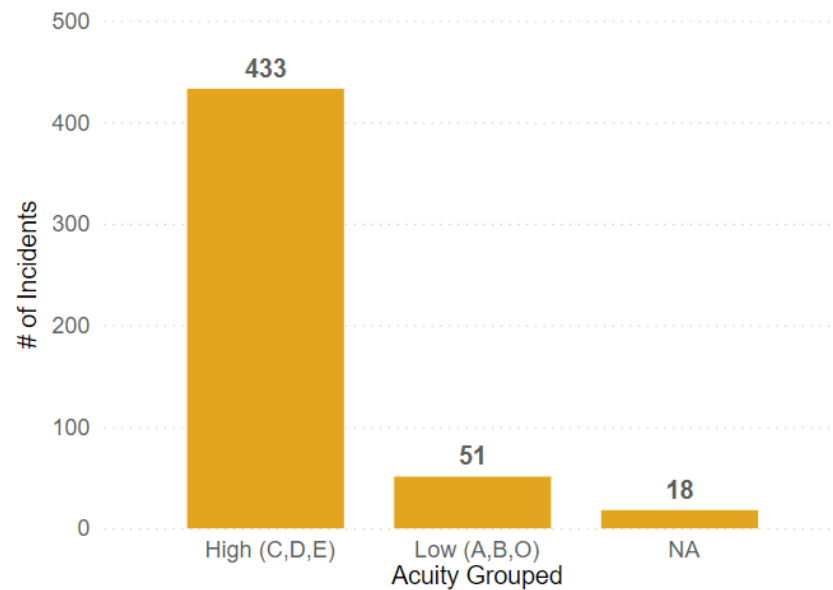
Advanced Life Support Unit (ASU1) is a non-transport Advanced Life Support (ALS) “Chase Car” vehicle staffed by two Paramedics and one EMT Driver. Its purpose is to deliver rapid ALS emergency care to patients and to upgrade BLS transport units when the need for ALS care is indicated. ASU1 provides operations with two additional ALS teams that can be split to handle multiple ALS incidents.

ASU1 in-service date: April 22, 2024; operational hours: 07:00-19:00; 7 days/week.

ASU1 - Top 10 Call Types



ASU1 - Incidents by Acuity Grouped



86.2% of ASU1 responses are to high acuity incidents (433/502).

Month Total Incidents

+	April	71
+	May	222
+	June	209
	<b>Total</b>	<b>502</b>

00:07:49

ASU1 - Median Response Time

00:20:36

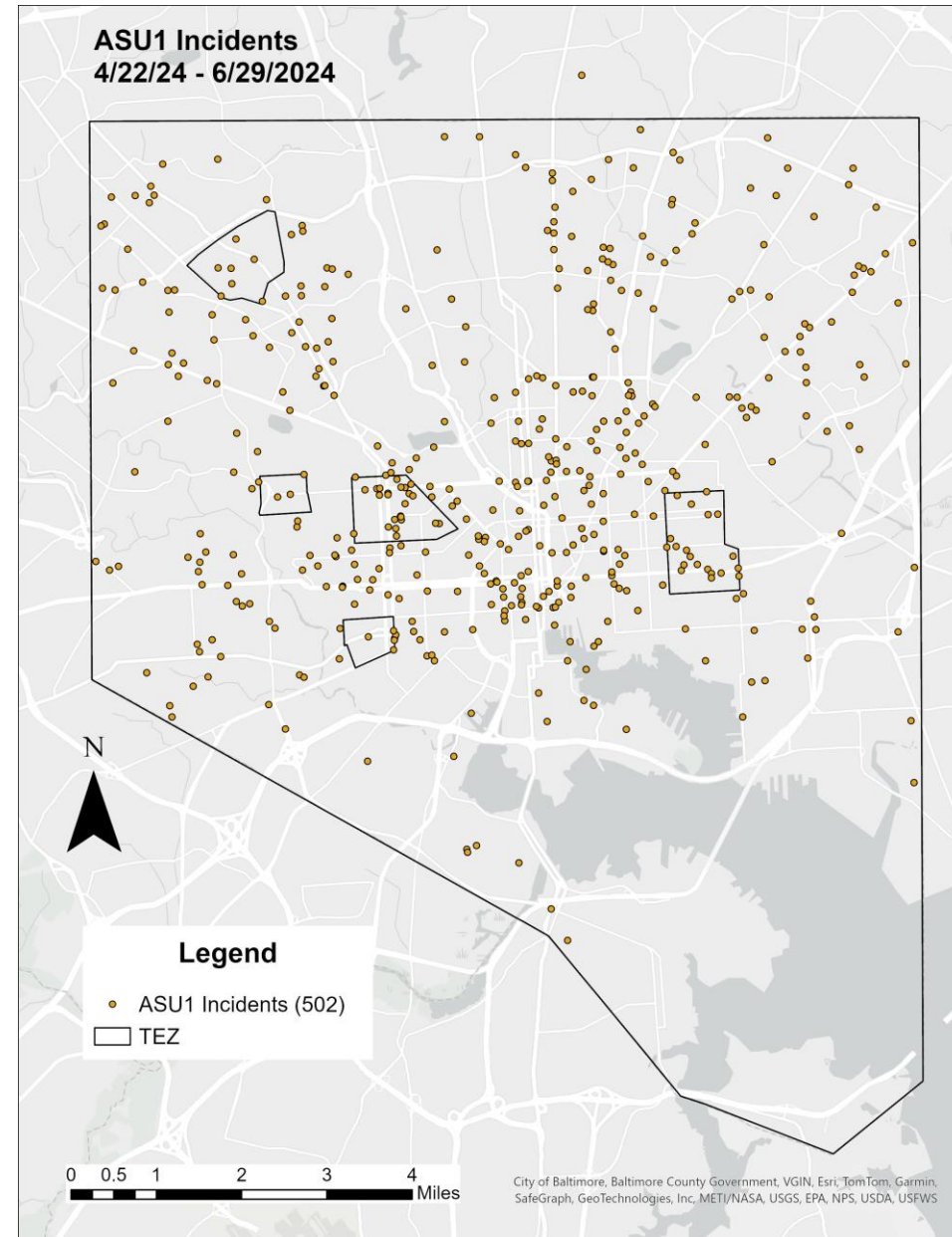
ASU1 - Median Out of Service Time



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# CHASE CAR PILOT PROGRAM

Date 4.22.24-6.30.24	Cumulative Totals
ALS Upgrade- Transport	190
ALS Care Provided- Transfer Care to an ALS Transport Unit	61
BLS Downgrade	4
ALS Care Provided - Termination of Resuscitation	8
Refusal or Presumed Deceased on Arrival	31
Stand-By	2
Cancelled/ALS Not Needed/False	206
Total # Incidents	507



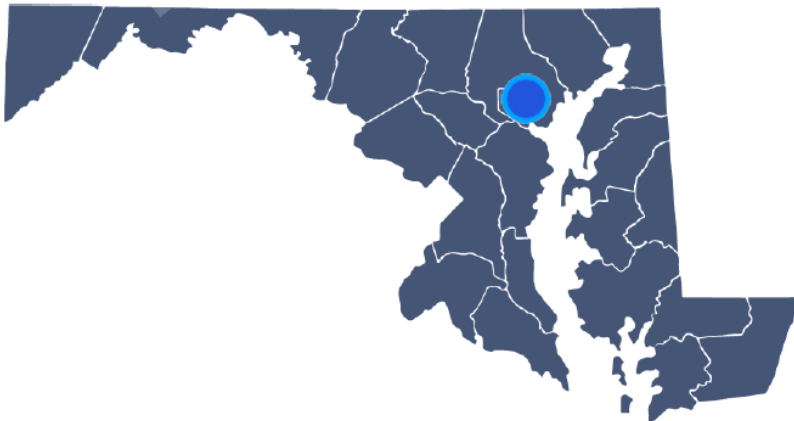
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# Tele 911



# Tele911

THE LEADER IN ER DIVERSION  
Telehealth | Telecare | Triage



## Training

AGENCY

Baltimore City Fire & EMS



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# Tele 911

Total Consults

192

Average Duration (Minutes)

9.46

Average Wait Time (Minutes) - TIP

0.48

Average Wait Time (Seconds)

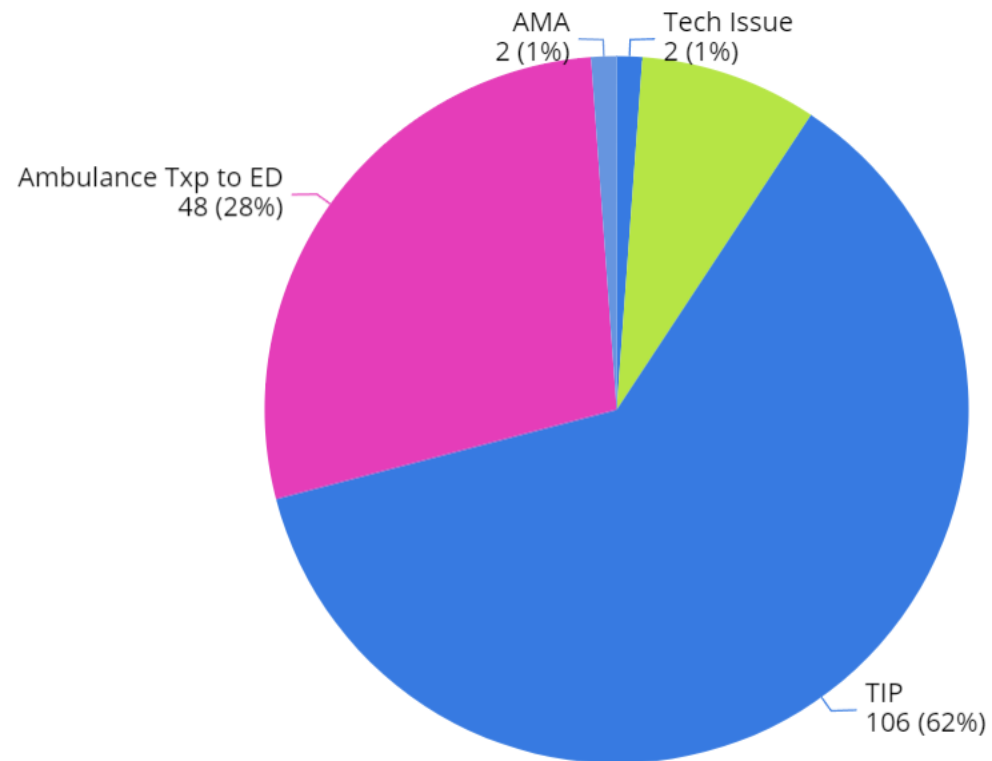
28.82



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# Tele 911

## Consults by Intake TIP Disposition



Group By: Final Disposition



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# BUPRENORPHINE

- **Training completed on 7/08/2024**

- Focus on increasing outreach and eligibility
- Linkage to care across city partners
- Collaboration with:
  - BCRI
  - BHSB
  - Johns Hopkins Medicine
  - University of Maryland School of Medicine
  - 988, community resources, BCDOH (Spot Van)



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# BEHAVIORAL HEALTH DIVERSION

## PROGRESS & UPDATES

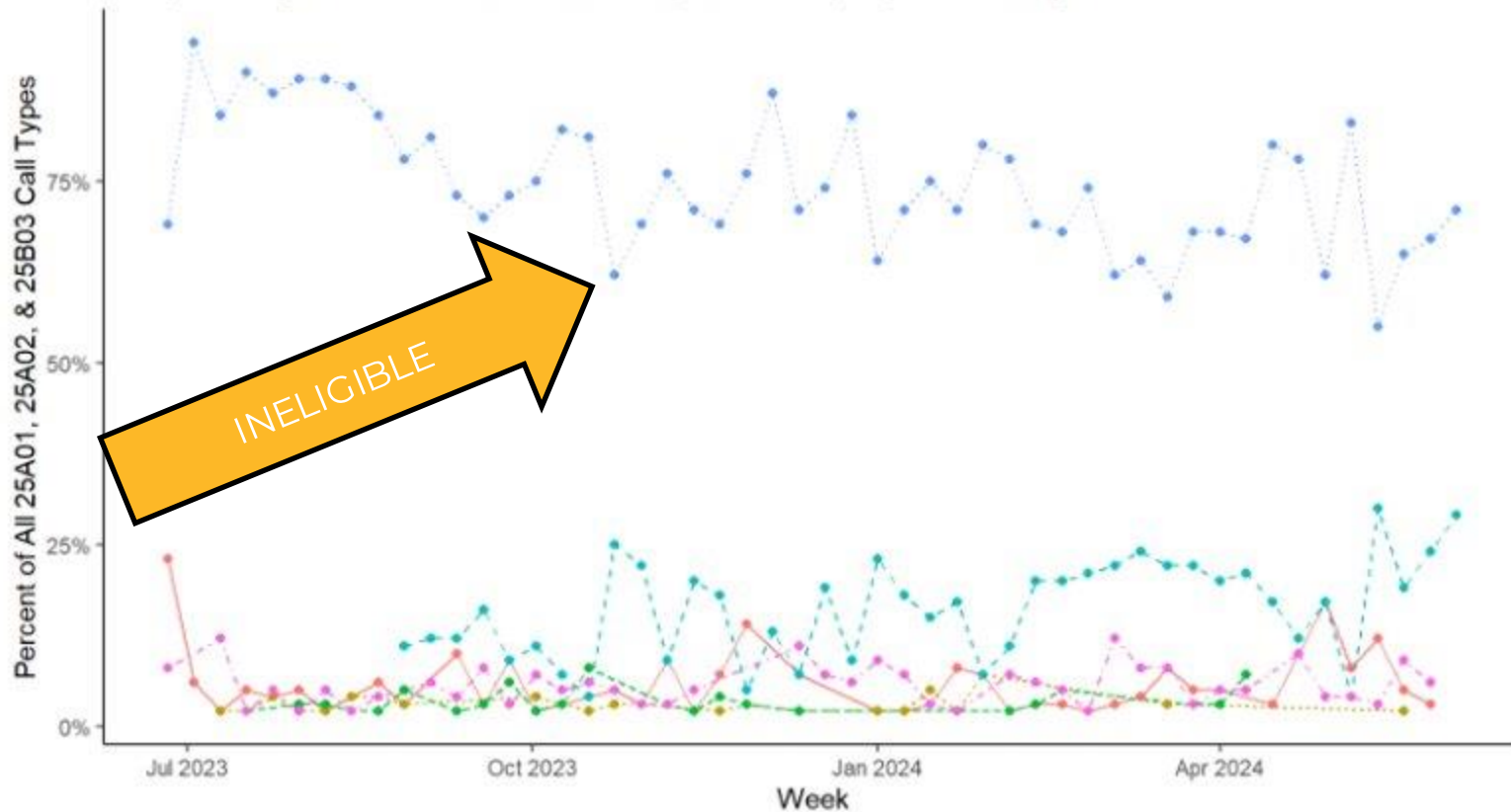
- Expanded determinants
- Collaboration with Harvard Government Performance Lab
- Behavioral health clinician in 911 center



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# 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



All Incidents, This Review Period

Incident Type	Count
Eligible Call Type	376
Eligible by Narrative	96
BCRI Involved in Incident	38
Diversion	1
Co-Notification	29
Escalated Diversion	6
Unable to Divert	23

response\_type

- co-notification
- diversion
- escalated diversion
- no attempt
- not eligible
- unable to divert



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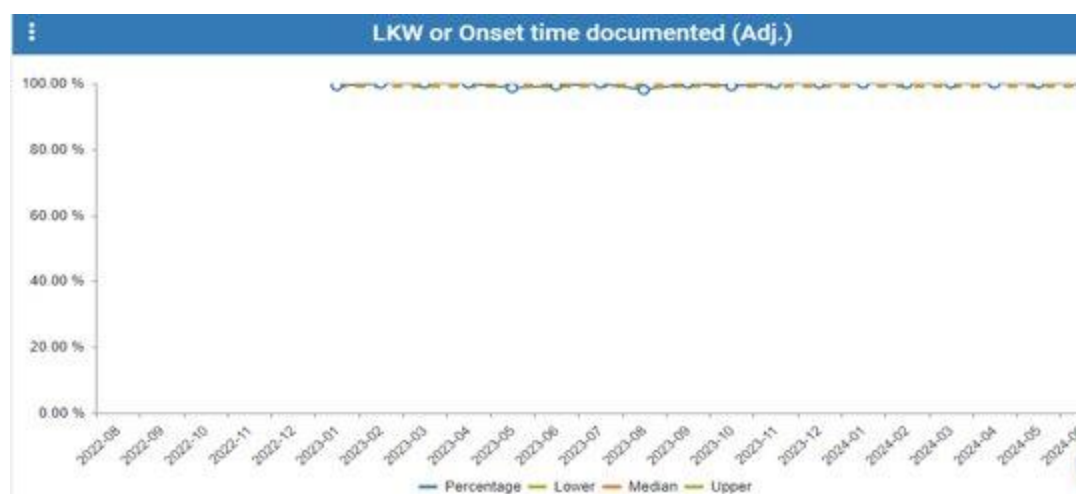
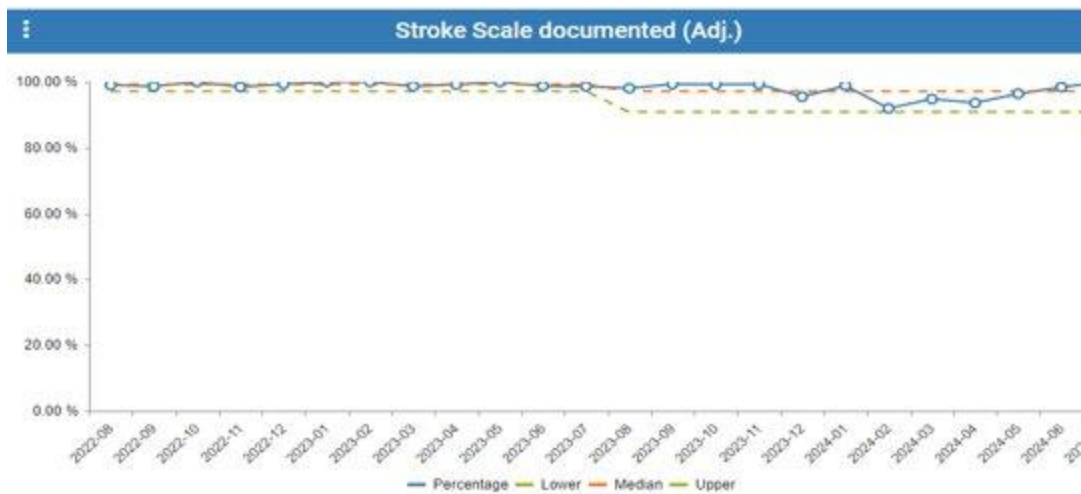
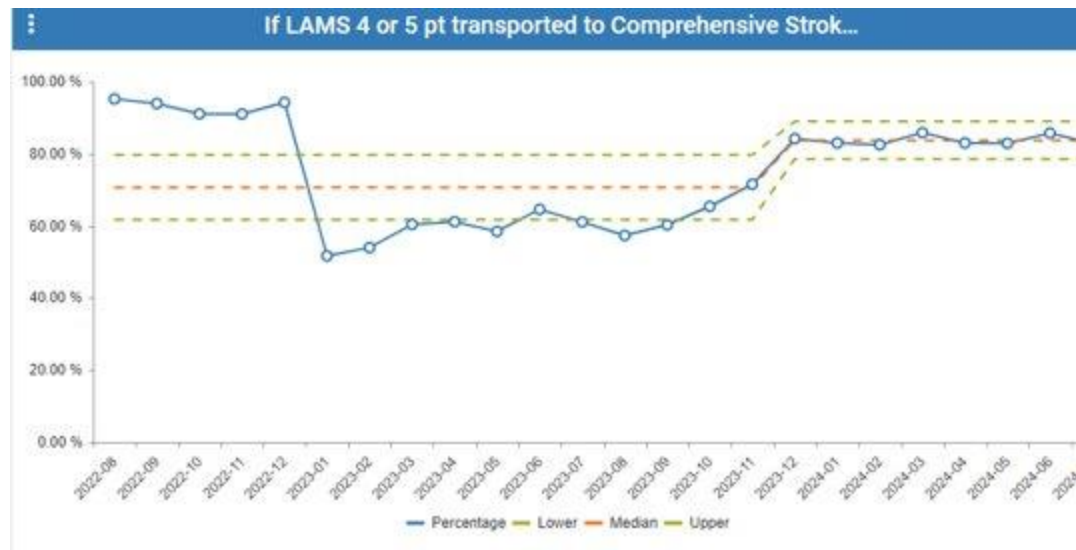
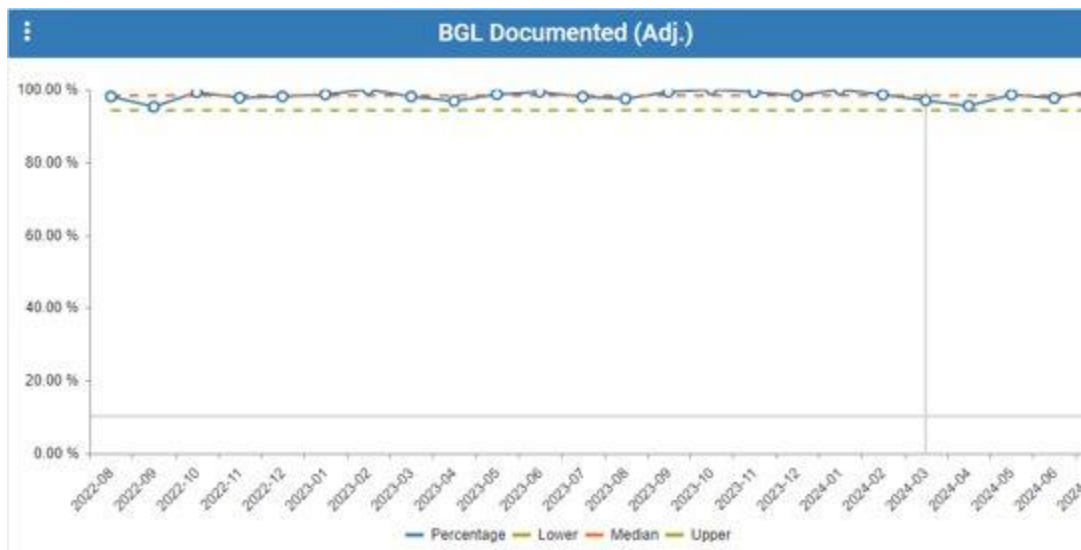
# EMS CLINICAL METRICS

- QA/QI lieutenants engaged in “just in time training”
- Advanced airway labs in partnership with Florida jurisdictions
- Tracking of national metrics (NEMSQA)
- Transparency and consistency in reporting
- 100% review on cardiac arrest, STEMI, ketamine, advanced airway



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# EMS CLINICAL METRICS: STROKE



# CARES METRICS: CARDIAC ARREST

- Working with MIEMSS and other jurisdictions on CPR LifeLinks
- PulsePoint
- Focus continues to remain on bystander CPR
- eCPR referral program went live on 7/1/2024



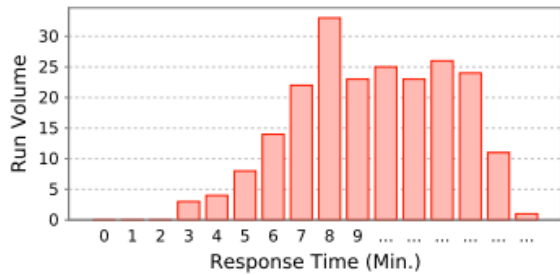
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# CARES METRICS: CARDIAC ARREST

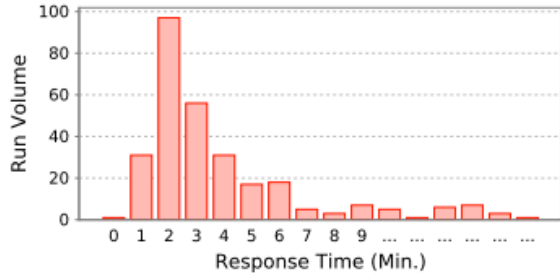
## Q3 FY 2024

### BCFD Data

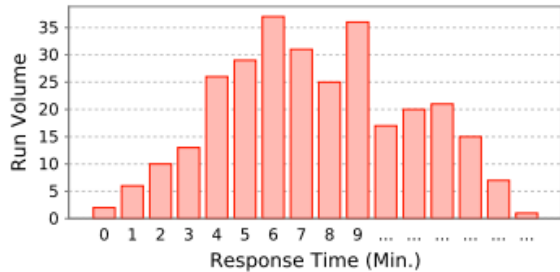
EMS Times: 911 to Arrival



EMS Times: 911 to Dispatch

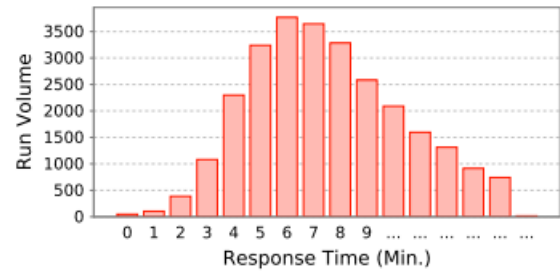


EMS Times: Dispatch to Arrival

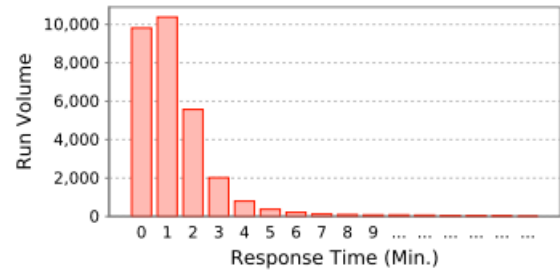


### National Data

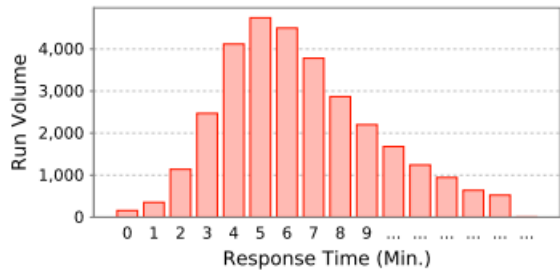
EMS Times: 911 to Arrival



EMS Times: 911 to Dispatch



EMS Times: Dispatch to Arrival



Improvement Opportunities:  
 → Immediate Recognition of Arrest  
 → Processing of Arrest Calls



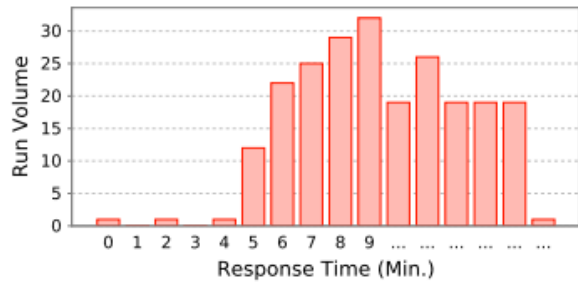
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# CARES METRICS: CARDIAC ARREST

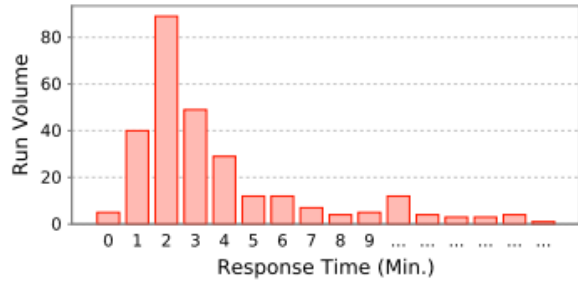
## Q4 FY 2024

### BCFD Data

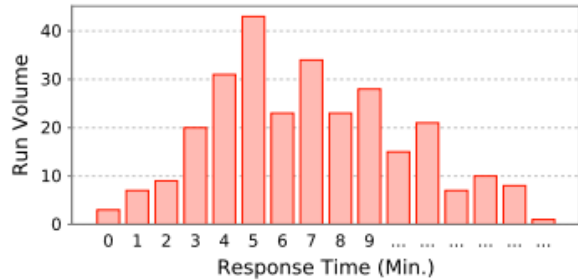
EMS Times: 911 to Arrival



EMS Times: 911 to Dispatch

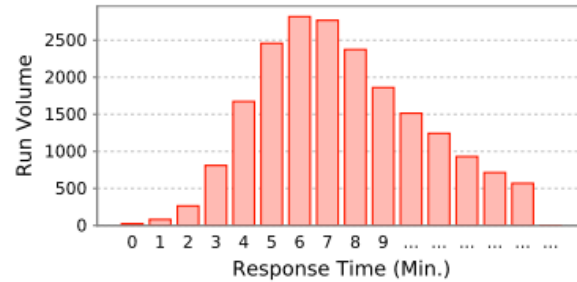


EMS Times: Dispatch to Arrival

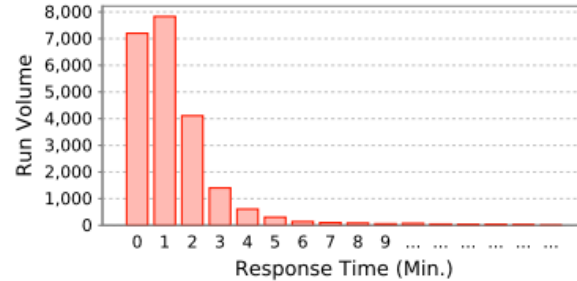


### National Data

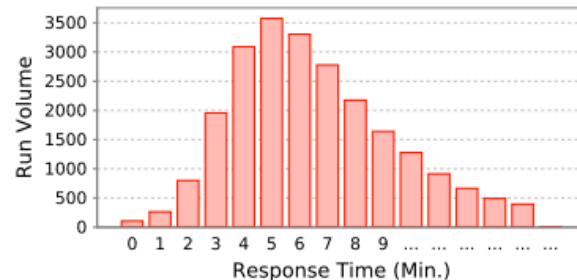
EMS Times: 911 to Arrival



EMS Times: 911 to Dispatch



EMS Times: Dispatch to Arrival



Improvement Opportunities:  
 → Immediate Recognition of Arrest  
 → Processing of Arrest Calls



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# CARES METRICS: UTSTEIN SURVIVAL REPORT

## Q3 FY 2024

### Utstein Survival Report

Baltimore City Fire Department

Date of Arrest: From 01/01/2024 Through 03/31/2024

#### Non-Traumatic Etiology Survival Rates

Overall:	7.2% (307)
Bystander Wit'd:	11.1%(72)
Unwitnessed:	2.5% (198)
Utstein <sup>1</sup> :	35.7% (14)
Utstein Bystander <sup>2</sup> :	50.0% (8)

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

CPR:	26.0% (223)
Public AED Use:	5.1% (39)

Prince George's

#### Non-Traumatic Etiology Survival Rates

Overall:	5.2% (289)
Bystander Wit'd:	9.4%(96)
Unwitnessed:	1.4% (146)
Utstein <sup>1</sup> :	28.6% (21)
Utstein Bystander <sup>2</sup> :	35.7% (14)

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

CPR:	41.8% (201)
Public AED Use:	8.1% (37)

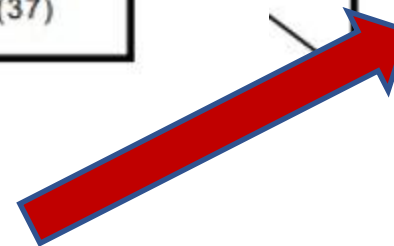
Howard

#### Non-Traumatic Etiology Survival Rates

Overall:	16.9% (65)
Bystander Wit'd:	16.7%(24)
Unwitnessed:	13.3% (30)
Utstein <sup>1</sup> :	44.4% (9)
Utstein Bystander <sup>2</sup> :	66.7% (6)

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

CPR:	57.4% (47)
Public AED Use:	22.2% (9)



Utstein survival rates: 27.3→35.7%  
 Utstein Bystander: 28.6→50%  
 Bystander Intervention: Unchanged



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# CARES METRICS: UTSTEIN SURVIVAL REPORT

## Q4 FY 2024

### Utstein Survival Report

Baltimore City Fire Department

Date of Arrest: From 04/01/2024 Through 06/30/2024 | Incident County: Baltimore (city)

#### Non-Traumatic Etiology Survival Rates

Overall:	3.1% (295)
Bystander Wit'd:	6.8%(73)
Unwitnessed:	1.0% (192)
Utstein <sup>1</sup> :	23.5% (17)
Utstein Bystander <sup>2</sup> :	33.3% (12)

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

CPR:	30.5% (220)
Public AED Use:	4.3% (47)

### Prince George's

#### Non-Traumatic Etiology Survival Rates

Overall:	3.0% (264)
Bystander Wit'd:	6.2%(96)
Unwitnessed:	0.0% (141)
Utstein <sup>1</sup> :	15.0% (20)
Utstein Bystander <sup>2</sup> :	23.1% (13)

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

CPR:	36.5% (197)
Public AED Use:	10.5% (19)

### Howard

#### Non-Traumatic Etiology Survival Rates

Overall:	5.1% (59)
Bystander Wit'd:	5.3%(19)
Unwitnessed:	2.8% (36)
Utstein <sup>1</sup> :	12.5% (8)
Utstein Bystander <sup>2</sup> :	0.0% (4)

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

CPR:	46.2% (52)
Public AED Use:	0.0% (7)



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# BALTIMORE CITY FIRE DEPARTMENT POPULATION HEALTH PROGRAM



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# Population Health Focus Areas

- Opioid harm reduction
- Interdisciplinary collaboration (sentinel event review, behavioral health, behavioral crisis response)
- High EMS utilizers
- Take home naloxone
- Just in time community education



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# BCFD POPULATION HEALTH – OUTREACH DATA

**Operational Period July 11- June 28, 2024**  
**11 Months / 235 Days**

## **Patient and Non-Patient Contacts-**

911 patient Contacts- 336

Non-Patient Contacts (Family, Bystander,  
Community Members, etc.)- 9097

## **High Utilizer Outreach-**

**291- Attempts to contact**

**24- Successfully contacted and initiated  
assessments**

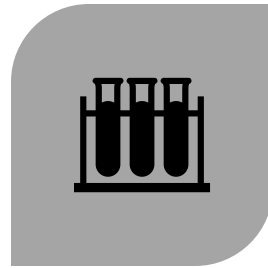


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# BCFD POPULATION HEALTH – OUTREACH DATA



**POPULATION  
HEALTH  
AWARENESS  
TOTALS:  
1,199 EVENTS  
=190 HOURS**



**FENTANYL  
TEST STRIPS:  
327  
XYLAZINE  
TEST STRIPS  
78**



**OUTSIDE  
AGENCY  
PROGRAM  
REFERRALS:  
227**



**NEEDLE  
EXCHANGE,  
FOOD, WATER,  
WOUND CARE  
KITS, ETC.  
DISTRIBUTED:  
1,898**



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# BCFD POPULATION HEALTH PROGRAM

Leave Behind Naloxone: Totals

**Total Leave Behind  
Naloxone Kits Distributed-**

**8,893 Kits =**

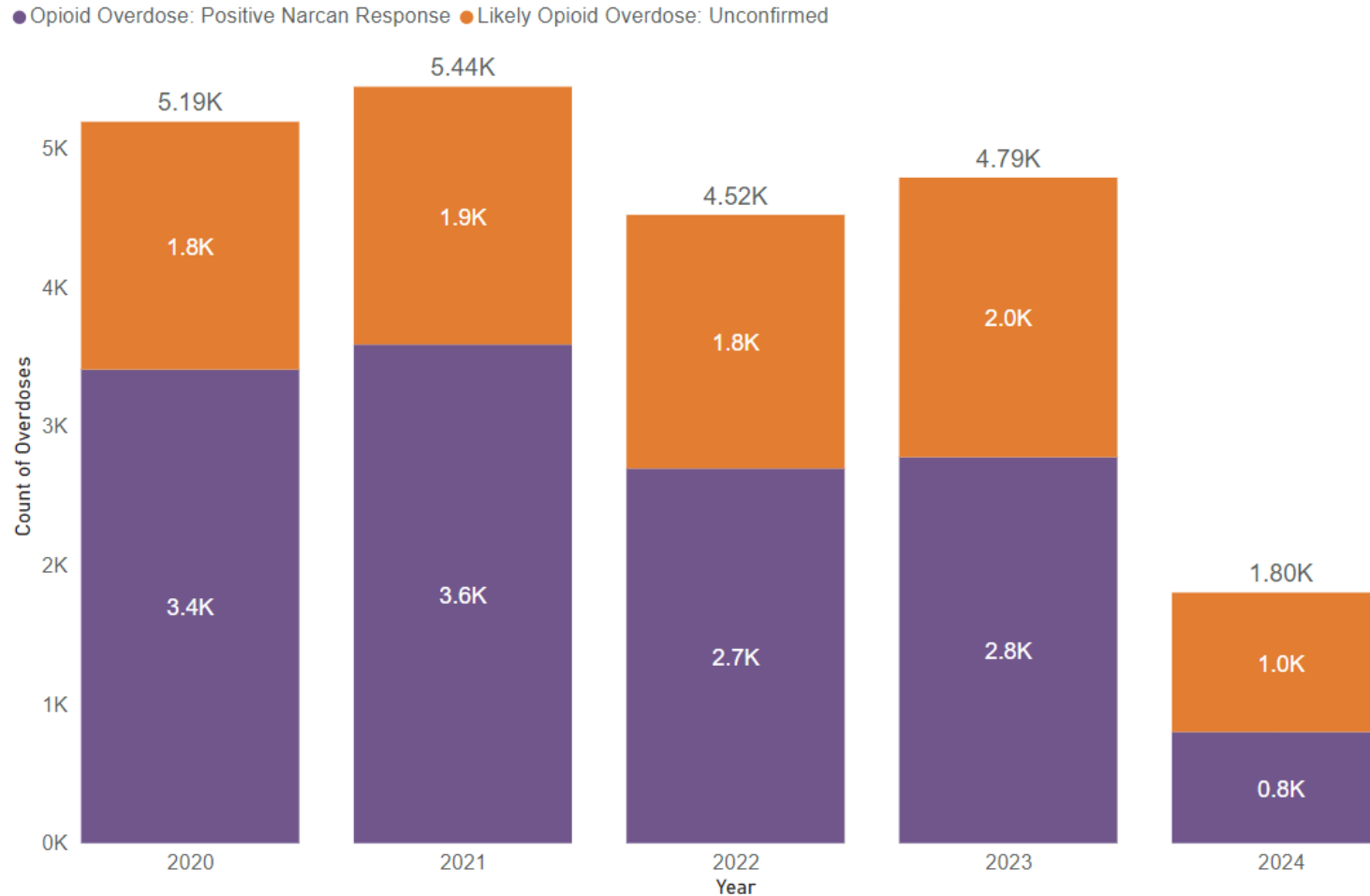
**17,786 Doses**



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# CITYWIDE OVERDOSE INCIDENTS YTD

## Calendar Year 2020 - 2024



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# BALTIMORE CITY FIRE DEPARTMENT COMMUNITY OUTREACH & EDUCATION (CORE)



**Baltimore City  
Fire Department**

Community Emergency Assistance Skills



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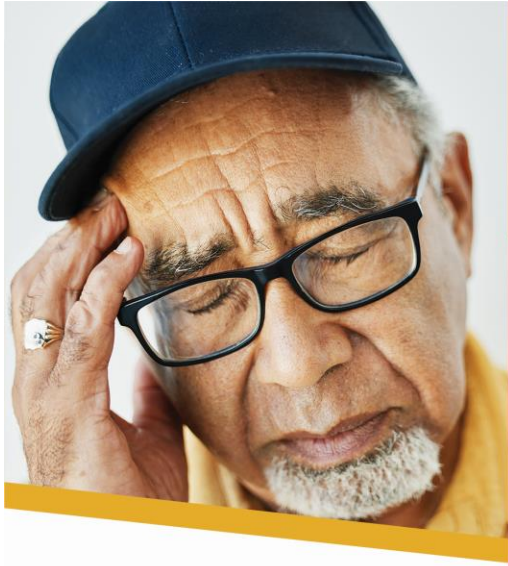
# COMMUNITY EMERGENCY ASSISTANCE SKILLS

- BCFD CORE Initiative- Community Emergency Assistance Skills- Spring 2024.
- Expansion of current Hands Only CPR Training.
- Strategy to enhance bystander “layperson” recognition and emergency assistance skills for common life-threatening emergencies.
- Focused rapid training for community members.
  - ✓ Stroke Recognition
  - ✓ Opioid awareness & Naloxone Use Instruction
  - ✓ Hands Only CPR
  - ✓ AED Awareness
- 686 Trained



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# BALTIMORE CITY FIRE DEPARTMENT COMMUNITY OUTREACH & EDUCATION



## Stroke - Act F.A.S.T.

A stroke happens when the brain's blood supply is cut off, causing brain cells to die within minutes. Prompt treatment is crucial. Remember FAST to recognize stroke signs:

- F**ace drooping
- A**rm weakness
- S**peech difficulty
- T**ime to call 9-1-1

## Opioid Overdose Awareness & Narcan



### 1. Check for signs of opioid overdose

- \*Does not wake up or respond to your voice.
- \*Breathing is very slow or has stopped.

### 2. Give NARCAN nasal spray

Gently insert the tip of the nozzle into either nostril.

- \*Press the plunger firmly.

### 3. Call 911

## Hands Only CPR

Hands-only CPR can double or triple a person's chance of survival by keeping blood flowing to vital organs until professional help arrives.

1. Check for responsiveness.
2. Call 9-1-1 or tell someone else to call.
3. Push hard and fast in the center of the chest.
4. Continue CPR until the Fire Department arrives and takes over compressions.



## How To Use An AED

An Automated External Defibrillator (AED) treats sudden cardiac arrest by delivering a shock to restore normal heart rhythm. It is easy to use, even for those without medical training.

1. Turn on AED immediately.
2. Apply pads to bare chest.
3. Plug in pad connector.
4. Listen closely to follow the directions from the AED.



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**THANK YOU**

