


<b>F R O M</b>	Name & Title	Niles R. Ford, Fire Chief <i>MF</i>	CITY OF BALTIMORE  <b>MEMO</b>	
	Agency Name & Address	Baltimore City Fire Department 401 E. Fayette Street, Mezzanine		
	Subject	LO 21-0015 BCFD – EMS Stat – Response to Questions		

TO: The Honorable Councilman Mark Conway, DATE: April 18, 2022  
 Chair of the Public Safety and Government Operations Committee

During the April 6, 2022 Public Safety and Government Operations quarterly EMS Stat Oversight hearing, Councilwoman Ramos raised the issue of whether there were adequate Spanish language speakers in 911 and fire communications operations.

We currently have one Spanish language speaker in 911 and at least one in Fire Communications. However, we, along with all Maryland Public Safety Answering Points (PSAPs), use language access which allows third party interpretation when a language other than English is required. Specifically, the 911 Center has an account with Language Line with Priority telephonic interpretation service. Language Line has 14,000 on-demand professionally trained interpreters fluent in more than 240 languages. This service is available 24/7/365. In 2019, approximately 3.27% of the City’s 911 calls required assistance from Language Line with Priority, representing 40,822.9 out of 1,245,244 calls. Of those calls, 37,573.8 required Spanish language assistance, representing a little over 3% of all calls to the 911 system.<sup>1</sup>

We also use Rapid Deploy, which is a service that converts multiple languages (including Spanish) to text in the 911 system. The benefit of Rapid Deploy over the language access line is that it is faster and allows us to pinpoint the location of the call easier. We also are piloting an additional service called Responder Connect, which has more languages and dialects built into the system and can be available to all personnel in the 911 Call Center, including Fire Communications and BPD Dispatch.

While we think these services provide us with the necessary tools to respond to a diverse population, we look forward to expanding our recruitment efforts so that our workforce is more representative of our entire community.

In addition, during the EMS Stat Oversight hearing, Councilman Costello requested a City-wide map with an overlay of the BCFD box areas. BCFD IT created a web map to respond to Councilman Costello’s request, which is available at:

<https://baltimore.maps.arcgis.com/apps/webappviewer/index.html?id=9c1489ff43fd4f3b945b4ec68a85808a>

When opening the map, it will default to a zoomed-out map of the City with the City Council

<sup>1</sup> We have requested updated data from Language Line. We will provide this updated data once we receive it.

districts labeled and shaded. Zoom in once or twice and it adds boundaries and labels for neighborhoods as well as icons for fire stations. Zoom in a third time and the labels and boundaries of the neighborhoods turn off but boundaries and labels turn on for the Box Area layer.

Accessing the map will require the ability to log into ESRI's ARCGIS Online (AGOL). If Councilmembers are not able to access the map, please contact BCFD's Chief of Staff Amy Beth Leasure at amybeth.leasure@baltimorecity.gov, and she can assist with obtaining access.

Finally, BCFD was requested to provide data on the number of mutual aid responses where other jurisdictions had to come into the City to help support our EMS operations; and when the BCFD had to help surrounding jurisdictions' EMS operations. BCFD will make sure to include this data in its EMS Stat presentations going forward.

Please do not hesitate to contact me with any follow up questions or concerns.

NF/kw