



# **BALTIMORE CITY COUNCIL PUBLIC SAFETY COMMITTEE**

## **Mission Statement**

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

**The Honorable Mark Conway**

**CHAIR**

**PUBLIC HEARING**

**11/18/2025**

**1:00PM**

**CLARENCE "DU" BURNS COUNCIL CHAMBERS**

***LO25-0006***

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

# City Council Committees

## BUDGET AND APPROPRIATIONS (BA)

Danielle McCray - Chair  
Isaac "Yitz" Schleifer – Vice Chair  
Sharon Green Middleton  
Paris Gray  
Antonio Glover

*Staff: Paroma Nandi (410-396-0271)*

## PUBLIC SAFETY (PS)

Mark Conway - Chair  
Zac Blanchard – Vice Chair  
Danielle McCray  
Isaac "Yitz" Schleifer  
Paris Gray  
Phylicia Porter  
Antonio Glover

*Staff: Ethan Navarre (410-396-1266)*

## HOUSING AND ECONOMIC DEVELOPMENT (HCD)

James Torrence – Chair  
Odette Ramos – Vice Chair  
Zac Blanchard  
Jermaine Jones  
Antonio Glover

*Staff: Anthony Leva (410-396-1091)*

## PUBLIC HEALTH AND ENVIRONMENT (PHE)

Phylicia Porter - Chair  
Mark Conway - Vice Chair  
Mark Parker  
Ryan Dorsey  
James Torrence  
John Bullock  
Odette Ramos

*Staff: Marguerite Currin (443-984-3485)*

## LEGISLATIVE INVESTIGATIONS (LI)

Isaac "Yitz" Schleifer - Chair  
Antonio Glover – Vice Chair  
Ryan Dorsey  
Sharon Green Middleton  
Paris Gray

*Staff: Ethan Navarre (410-396-1266)*

## LAND USE AND TRANSPORTATION

Ryan Dorsey – Chair  
Sharon Green Middleton – Vice Chair  
Mark Parker  
Paris Gray  
John Bullock  
Phylicia Porter  
Zac Blanchard

*Staff: Anthony Leva (410-396-1091)*

## LABOR AND WORKFORCE (LW)

Jermaine Jones – Chair  
James Torrence – Vice Chair  
Danielle McCray  
Ryan Dorsey  
Phylicia Porter

*Staff: Juliane Jemmott (410-396-1268)*

## EDUCATION, YOUTH AND OLDER ADULT (EYOA)

John Bullock – Chair  
Mark Parker – Vice Chair  
Sharon Green Middleton  
James Torrence  
Zac Blanchard  
Jermaine Jones  
Odette Ramos

*Staff: Juliane Jemmott (410-396-1268)*

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# CITY OF BALTIMORE

Brandon M. Scott – Mayor  
Zeke Cohen – Council President



## Office of Council Services

Nancy Mead – Director  
100 Holliday Street, Room 415  
Baltimore, MD 21202

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## PUBLIC SAFETY COMMITTEE

**The Honorable Mark Conway**  
**CHAIR**

### Legislative Oversight Hearing

*LO25-0006*

*Legislative Oversight*

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

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

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### **BACKGROUND**

During the Department's previous report to the Committee on May 6, 2025, it shared a number of notable challenges and initiatives related to its physical infrastructure. Among its challenges, the Department discussed issues affecting its apparatus and vehicles including repair delays, on account of national parts shortages and skilled labor constraints, and fleet replacement challenges, on account of prolonged build times and increased costs impacting the standard 20-year replacement cycle.

On its initiatives, the Department identified a number of ongoing "ARPA" projects including gender neutral bathroom renovations; upgrades to breathing apparatuses (with a planned 2024 upgrade); hose replacements, and improvements to forcible entry tools. The Department also highlighted a number of capital improvements it was undertaking to engine houses around the city.

The Department also highlighted five community risk reduction efforts it was currently undertaking:

- **“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.”

The Department also addressed its administration and emergency response efforts, including by highlighting:

- The full staffing of the 911 emergency call center;
- The 92% of all 911 calls answered within 15 seconds;
- The greatest amount of fire suppression responses occurring in districts 9, 11, and 12;
- The diversion of 911 calls needing a behavioral health response; and,
- The distribution of leave-behind naloxone kits.

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### ***FISCAL NOTE***

In FY 2026, the Department is budgeted to spend \$362,232,566, with its largest expenditures being salaries, at \$183,441,430, and “other personnel costs, at \$97,997,988.

Among the Department’s services, funds are primarily spent on Fire Suppression and Emergency Rescue, with a total FY 2026 budget of just over \$209 million. This service dwarfs others with the next highest spending service, Emergency Medical Services, only accounting for \$72 million; however, the Department’s FY 2026 budget is smaller than its actual FY 2024 budget of about \$215 million. In contrast, over the same period, the budget for Emergency Medical Services grew by about \$3 million.

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### ***REPORTING AGENCIES***

- Baltimore City Fire Department

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Analysis by: Ethan Navarre  
Analysis Date: 11/13/2025

Direct Inquiries to: [ethan.navarre@baltimorecity.gov](mailto:ethan.navarre@baltimorecity.gov)

# BALTIMORE CITY COUNCIL



## PUBLIC SAFETY COMMITTEE

*LO25-0006*

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

## Agency Reports



# **FIRE DEPARTMENT QUARTERLY COUNCIL BRIEFING**

Fiscal Year 2025

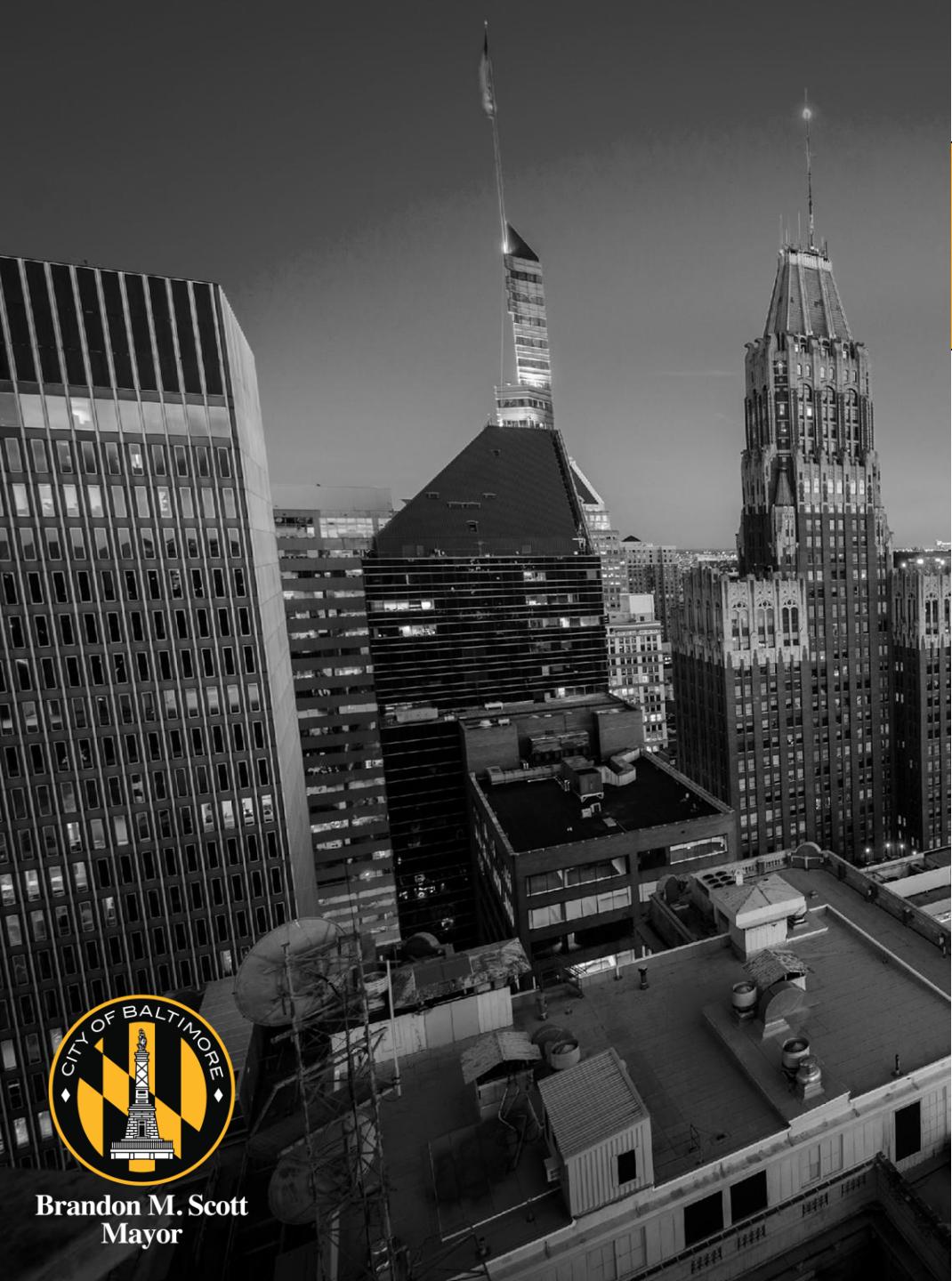


**Brandon M. Scott**  
**Mayor**

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  - Code X/ Vacant Initiatives Inspections
- Office of the Fire Marshal
- Safety & Risk Management
- Human Resources
- Fire Academy
- EMS Operations
- Tele911
- Behavioral Health Diversion
- EMS Clinical Metrics
- Chase Car Pilot Program
- Population Health





Brandon M. Scott  
Mayor

# COMMAND STAFF

Chief James W. Wallace

Assistant Chief John F. Eid

- Operations

Chief Administrative Officer Shontee 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

# APPARATUS

- **Recent Deliveries (FY-25 to present):** 6 Engines, 2 Trucks, and 34 Medic Units received
- **Upcoming Deliveries (FY-26/27):** 9 Engines, 4 Trucks, 2 Elevated Platform Units, 6 Medic Units, 1 POD Unit
- **Fleet Replacement:** Increasing difficulty in maintaining the recommended 20-year replacement cycle due to extended build times and increased cost; currently replacing vehicles that are 10 years old



# ARPA PROJECTS

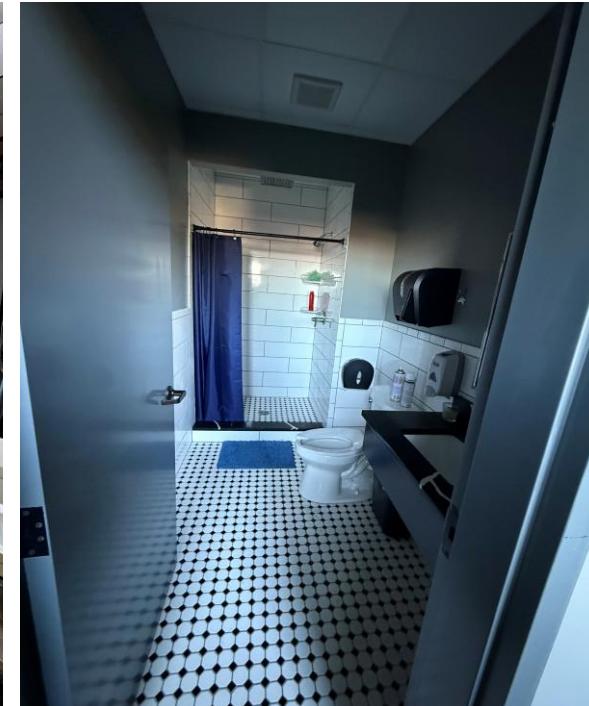
## Gender Neutral Bathroom Renovations Progress:

- **Station 45:** Completed and closed out
- **Engine 30:** 95% completed
- **Squad 54:** 95% completed
- **Engine 21:** Demolition and renovation underway
- **Engine 53:** Demolition and renovation underway
- **Engine 8:** Completed and closed out



## Equipment Upgrades:

- **SCBA Purchase:** Current (2018) NFPA standard equipment placed in service May 2025; future upgrade planned for 2024 NFPA standard once they become available
- **Hose Replacement:** Being delivered; anticipate complete replacement by the end of this calendar year
- **Forcible Entry Tools:** Outfitted remaining fleet units with tools to improve firefighting operations, including RIT (Rapid Intervention Team) enhancements and battery-powered cutting equipment



# Capital Improvement Projects

## Capital Improvement Highlights: Station Renovations

### ESPP Funds

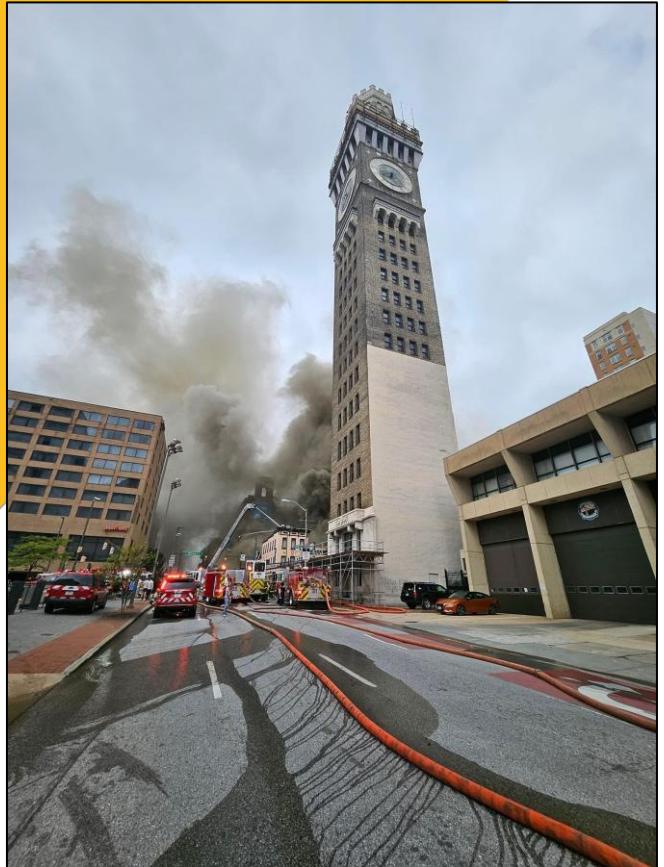
- **Engine 30:** Electrical system upgrades, roof replacement, environmental abatement station wide
- **Engine 55:** Brickwork repointing, second-floor structural repairs, energy efficiency upgrades
- **Engine 43:** Ceiling repairs; interior bay wall construction for HVAC efficiency
- **Engine 58:** Second-floor modifications for gender-neutral bunkrooms
- **Engine 6:** Rear brick wall repairs to prevent future safety hazards (vehicle accident damage)



### State of Maryland Grants

- **Engine 31:** HVAC upgrades underway and bathroom/kitchen remodel,
- **Engine 14:** Complete station renovation with small addition; construction phase has begun, currently undergoing environmental abatement;
- **Engine 27:** Complete station renovation with bay addition, currently in the design phase

# 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

# OPERATIONS – DAILY ACTIVITIES

## Average Suppression Unit Responses Per Day: 473

- EMS Call Types: 289 per day
- Suppression Call Types: 184 per day

## WEEKLY SCHEDULE FOR DAILY UNIT ACTIVITIES

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

# RED CROSS and BCFD PARTNERSHIP



# RED CROSS and BCFD PARTNERSHIP

## Sound the Alarm Events:

- Home Safety Inspections (HIS), Escape Plans, Smoke Detector Installs, Community Engagement
- Monthly Events: 3rd Saturday of the Month
- Larger Event: Done Quarterly
  - Sept 19<sup>th</sup>: HSI\*: 47, Detector Installs: 33, Detector Inspections: 144
- Multi-Lingual Handouts

# RED CROSS & BGE & BCFD PARTNERSHIP

## 2600 Marbourne Ave

Homes Made Safe (Homes inspected) : **13**

Not Home: **32**

Total Homes visited: **45**

Alarms Inspected: **25**

Alarms Installed : **9**

BCFD Total Homes Visited : 87

BCFD Total Homes Made Safe(Homes inspected) : 30

BCFD Total Alarms Inspected: 69

BCFD Total Alarms Installed: 18

## 2700 Wedgeworth Ln.

HMS (Homes inspected): **6**

Not Home : **3**

Total homes visited: **9**

Alarms Inspected: **17**

Alarms Installed: **3**

## 2600 Wedgeworth Ln.

HMS (Homes inspected) :**11**

Not Home : **21**

Refused : **1**

Total Homes visited: **33**

Alarms Inspected: **27**

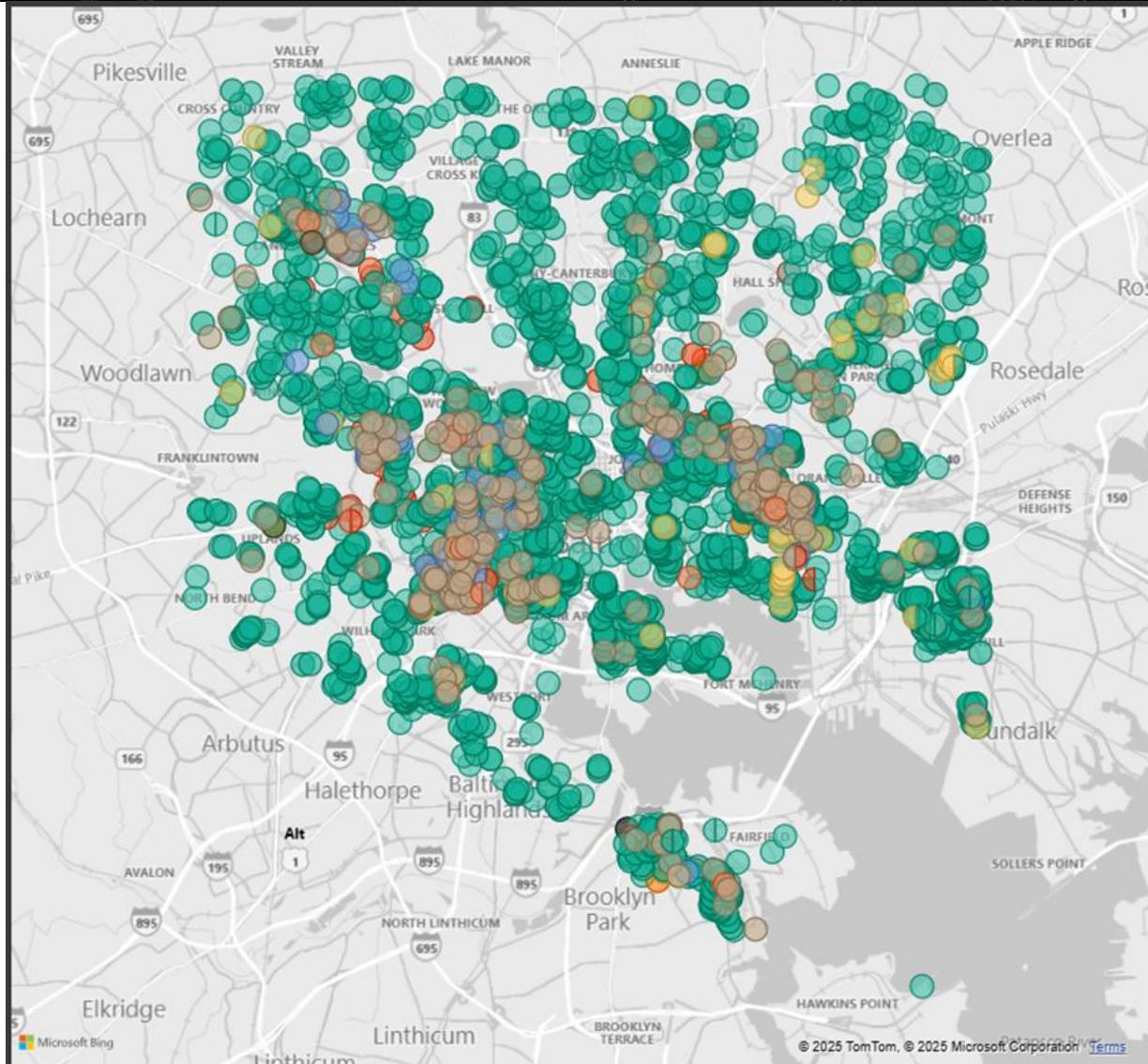
Alarms Installed: **6**

# OPERATIONS UNITS – INSPECTIONS



# OPERATIONS UNITS – INSPECTIONS

FY 2024



## Total Inspections

**57374**

Date

7/1/2023

Zone

All

6/30/2024

Battalion

All

## Code-X Addresses

**2095**

## Vacant Addresses

**3513**

## Placards Installed

**2,401**

## Alarms Inspected

**40,187**

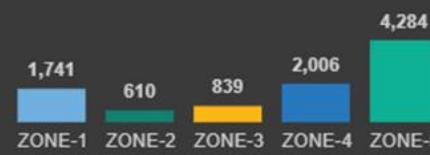
## Alarms Installed

**7,488**

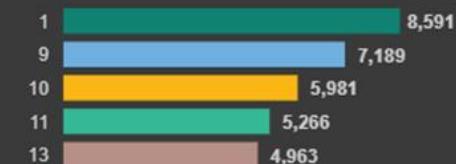
## Unsecured Addresses

**1061**

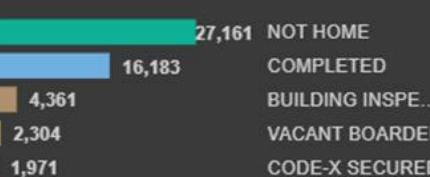
## Inspections by TEZ



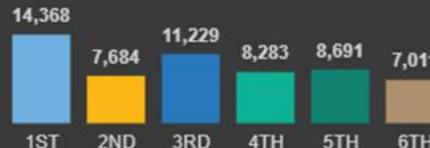
## Inspections by Council District



## Inspections by Disposition

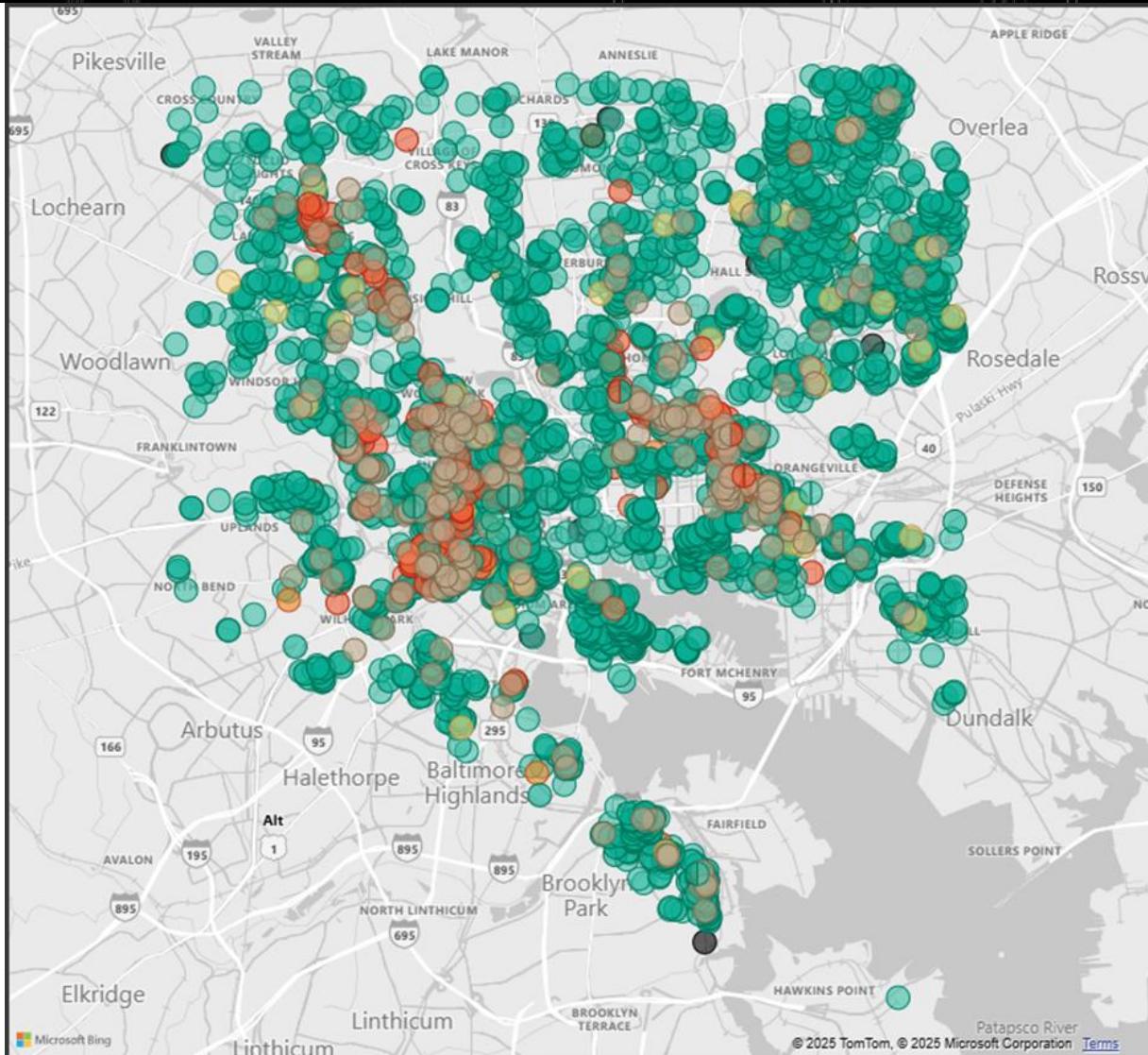


## Inspections by Battalion



# OPERATIONS UNITS – INSPECTIONS

FY 2025



Total Inspections

**59540**

Code-X Addresses

**1202**

Vacant Addresses

**3181**

Placards Installed

**826**

Alarms Inspected

**45,471**

Alarms Installed

**8,025**

Unsecured Addresses

**755**

Date

7/1/2024

6/30/2025

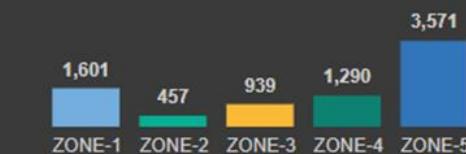
Zone

All

Battalion

All

Inspections by TEZ



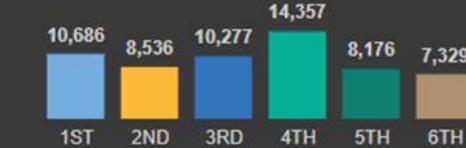
Inspections by Council District



Inspections by Disposition

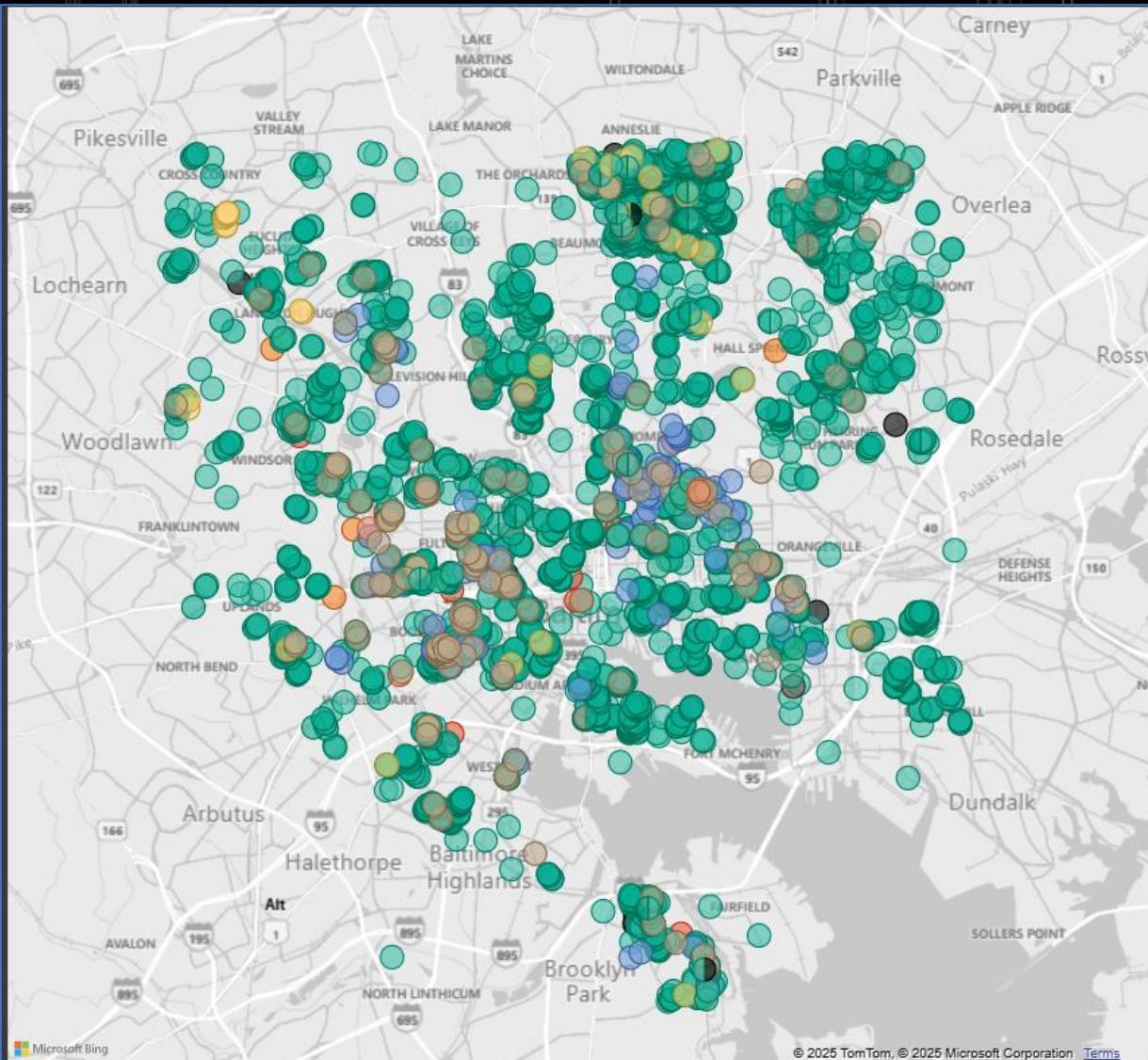


Inspections by Battalion



# OPERATIONS UNITS – INSPECTIONS

FY2026 Q1



total Inspections

**20101**

Date

7/1/2025

9/30/2025

Zone

All

Battalion

All

Code-X Addresses

**223**

Vacant Addresses

**752**

Placards Installed

**76**

Alarms Inspected

**12,565**

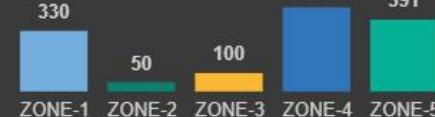
Alarms Installed

**2,167**

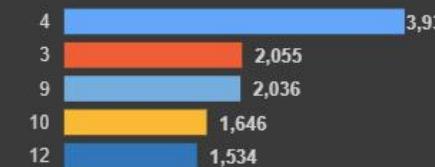
Unsecured Addresses

**167**

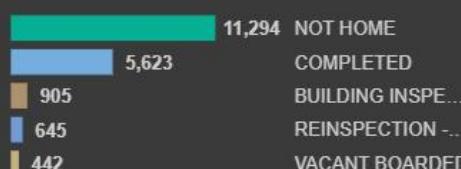
Inspections by TEZ



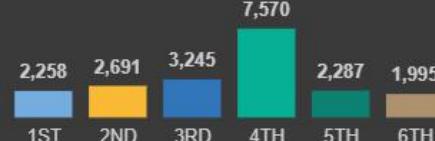
Inspections by Council District



Inspections by Disposition



Inspections by Battalion

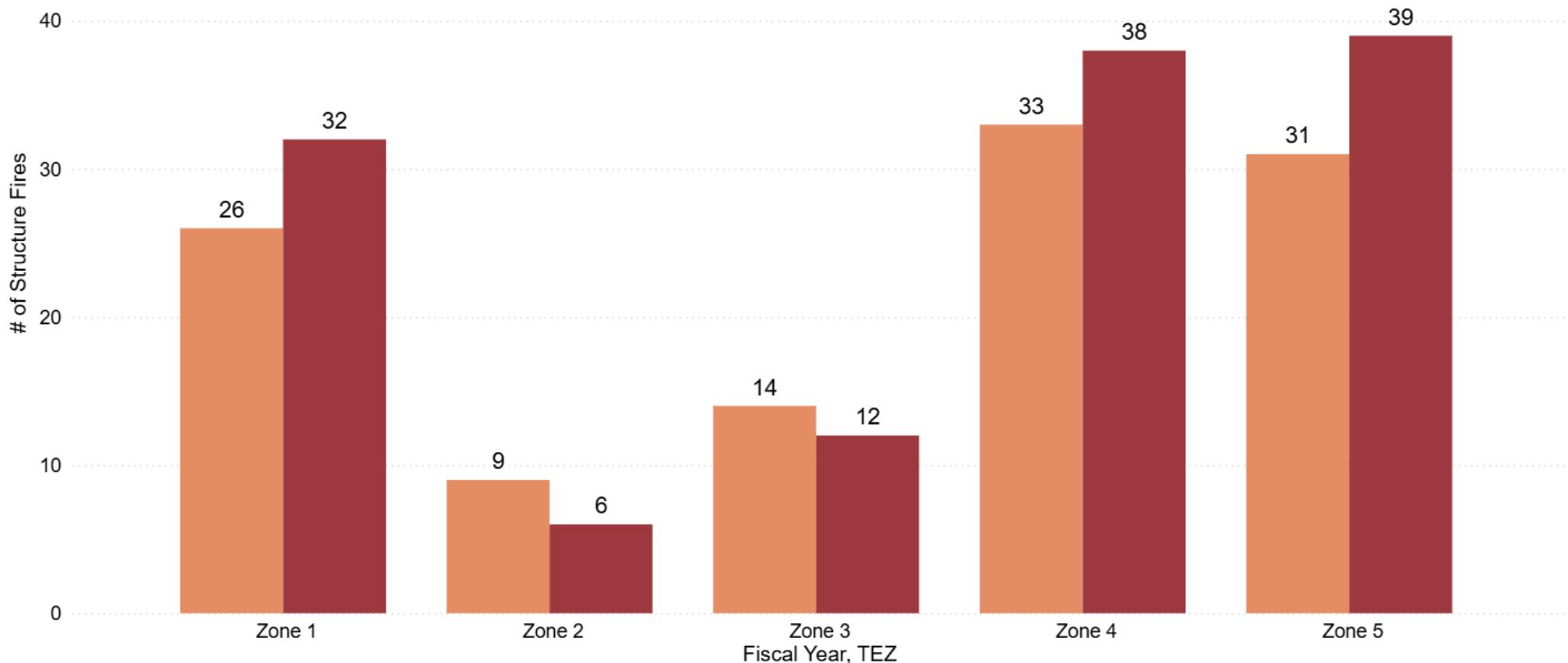


# Structure Fires in Target Enforcement Zones

FY24 vs. FY25

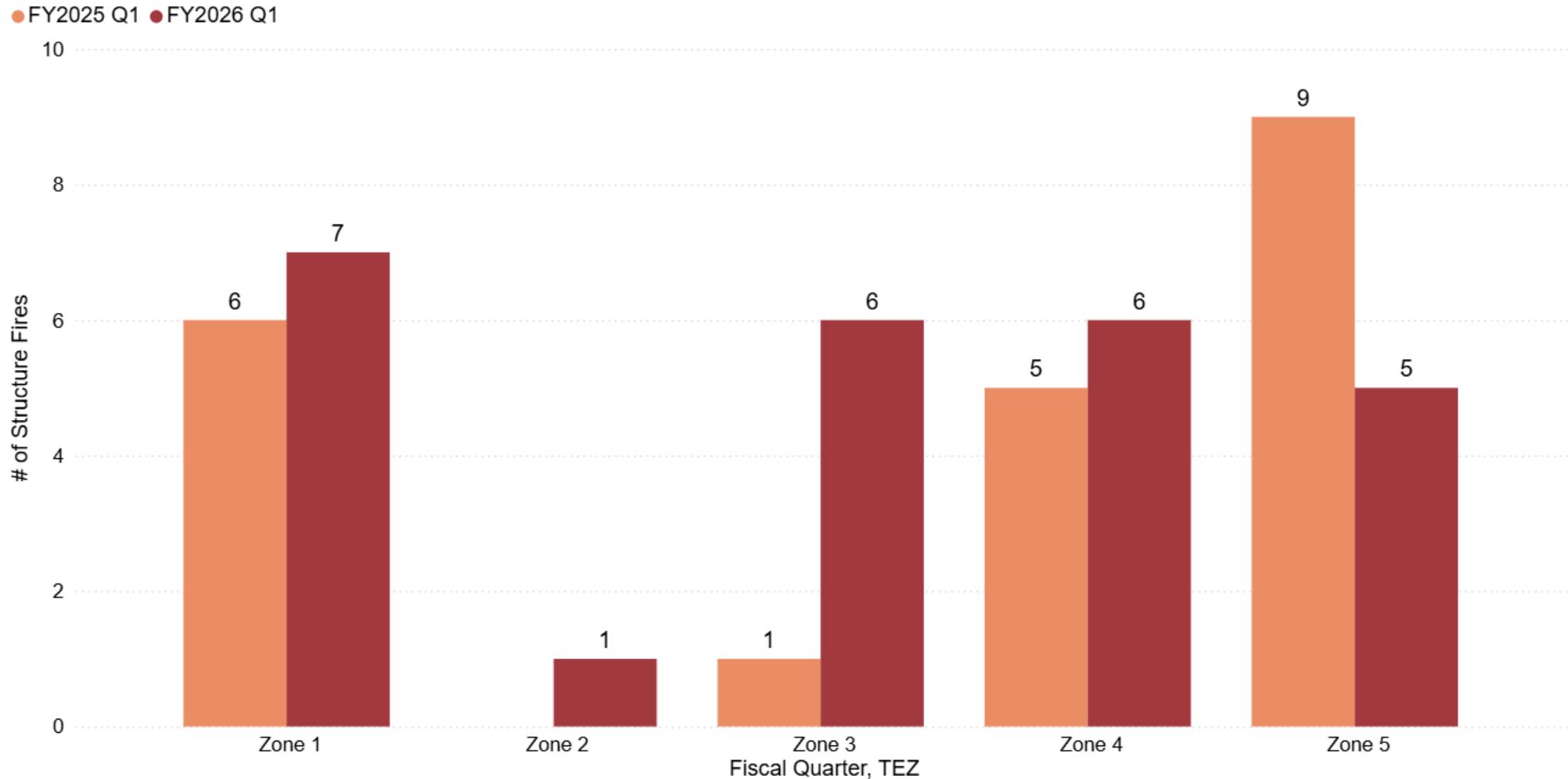
● FY2024 ● FY2025

50

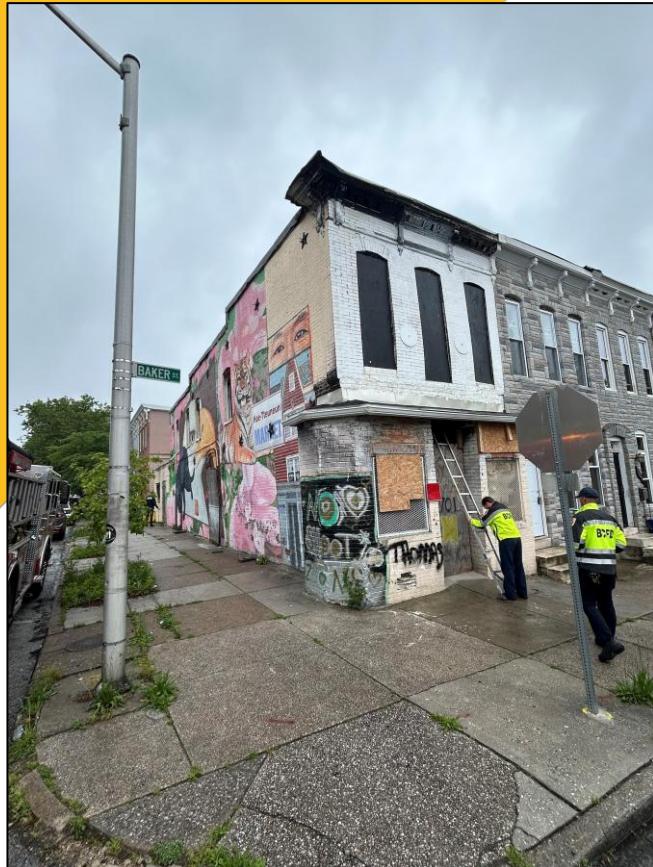


# Structure Fires in Target Enforcement Zones

FY25 Q1 vs. FY26 Q1



# Code X / Vacant Initiatives Inspections



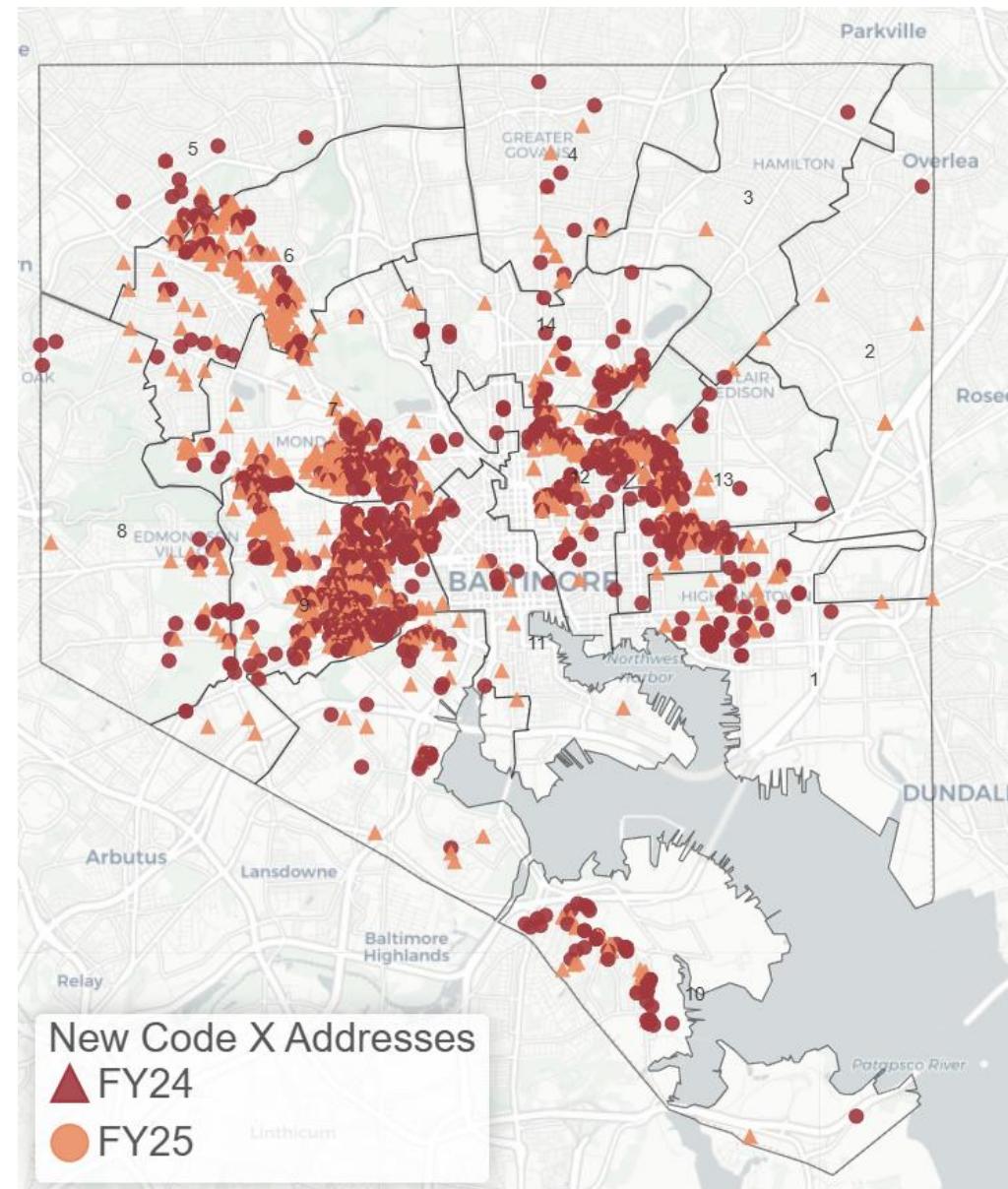
# Code X Address Inspections

FY24 vs FY25

As of Date	Total Active Code X Addresses	% Change
6/30/2024	4393	
6/30/2025	5367	22.17%

Fiscal Year	Newly Identified Code X	% Change
FY24	1551	
FY25	1009	-34.94%

## New Code X Entries by Fiscal Year



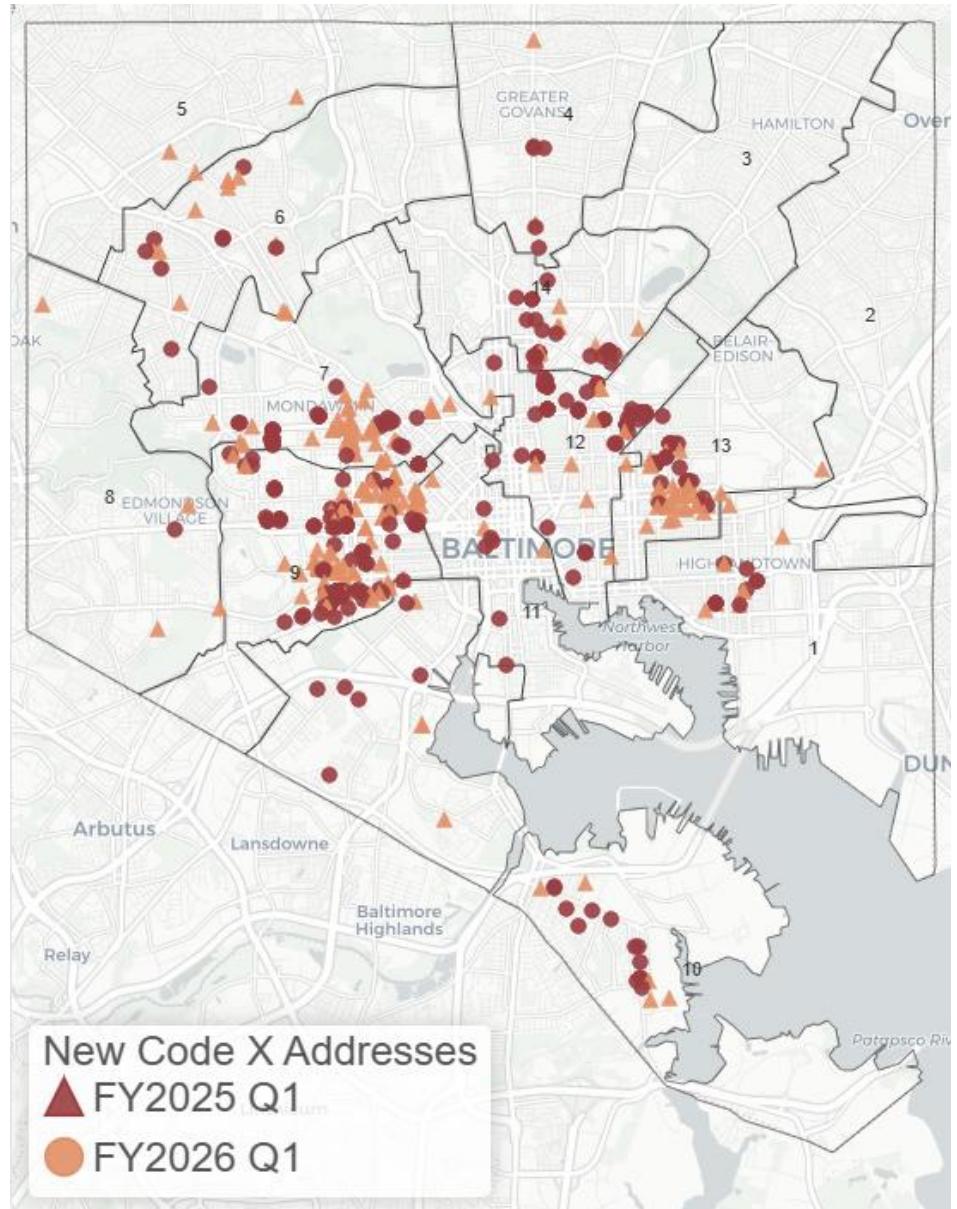
# Code X Address Inspections

FY25 Q1 vs. FY26 Q1

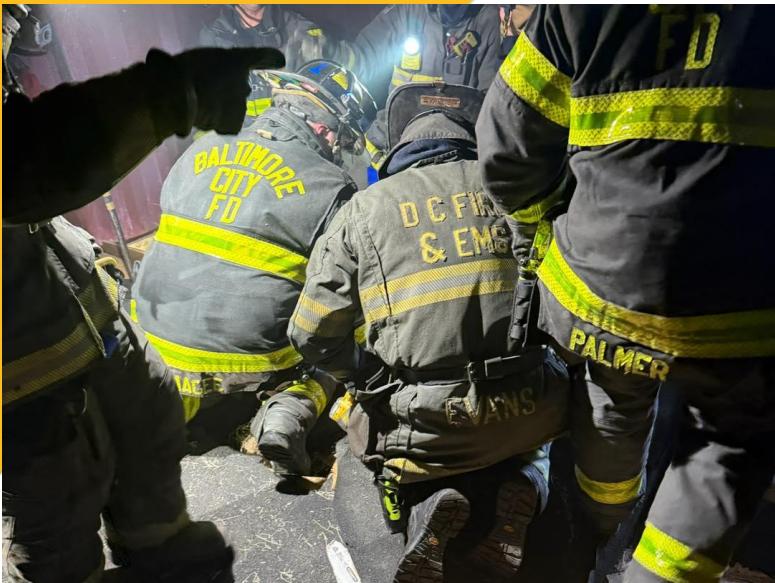
As of Date	Total Active Code X Addresses	% Change
9/30/2024	4363	
9/30/2025	5605	28.46%

Fiscal Year	Newly Identified Code X	% Change
FY25 Q1	241	
FY26 Q1	244	1.24%

## New Code X Entries by Fiscal Quarter



# OPERATIONAL PROGRESSION



## Preparation Response Mitigation Evaluation

- Continue to build new partnerships and strengthening existing relationships with partner agencies and surrounding jurisdictions
- Adaptive Training through *FOCAS LAB* (*Fire Officer Command and Simulation*)
- Evaluating our responses through *After Action Reviews*
- Leveraging what we learn through ongoing evaluations to strengthen our approach and consistently achieve more favorable outcomes
- ADASHI LiveView/Notify Programs
- Updated Command Worksheets

# After Action Reviews / ADASHI / Command Worksheets

## After Action Reports

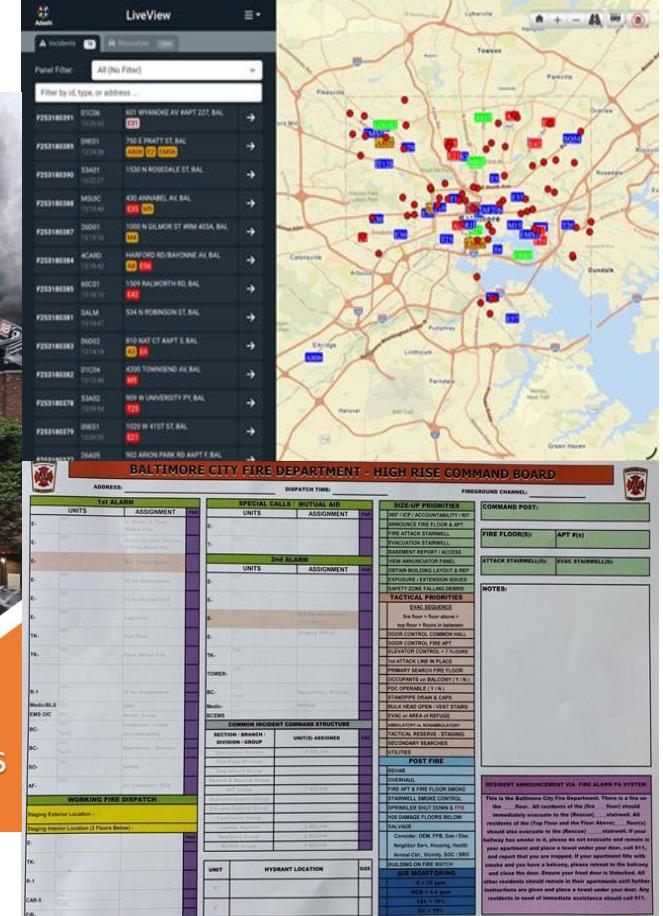
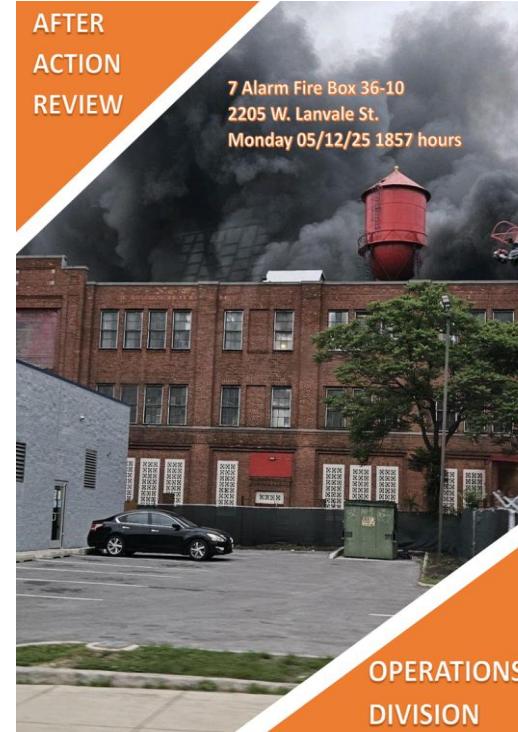
- Incident information is supplied by Fire Communications and forwarded to the responsible Battalion and Deputy Chief for evaluation.
- AAR is then reviewed by Operations for comment and training information
- AAR is then published department wide

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

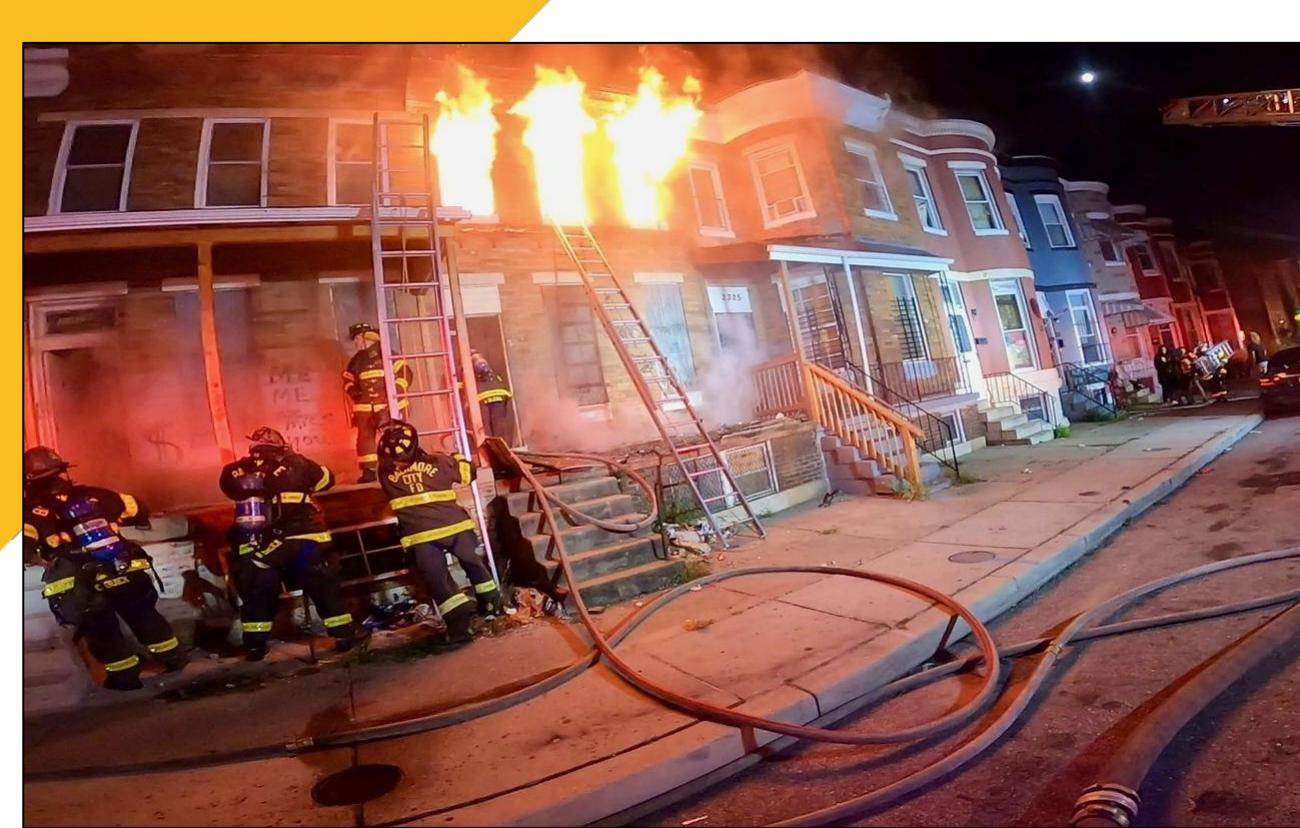
- Adashi (Real time CAD and Incident info)
- ERG (Haz-Mat Information)
- Askrail (Rail Car Information)
- Rail Crossing Locator (Identifies the owner)
- Insight (Interpretation Service)
- 311 App (Squatter reports, board up requests, etc...)

## Updated Command Worksheets.

- Provides an updated worksheet reflecting BCFD policy and industry best practice.
- Helps maintain continuity in incident management.



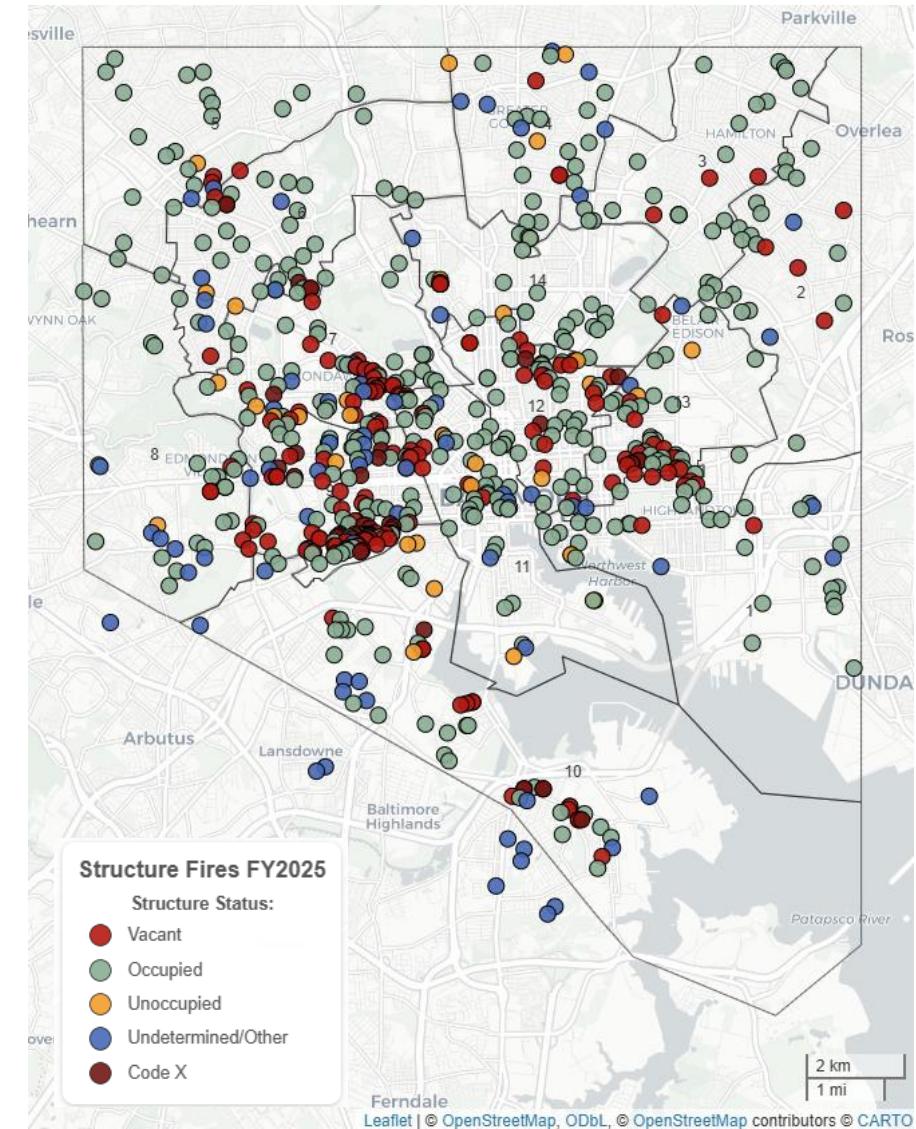
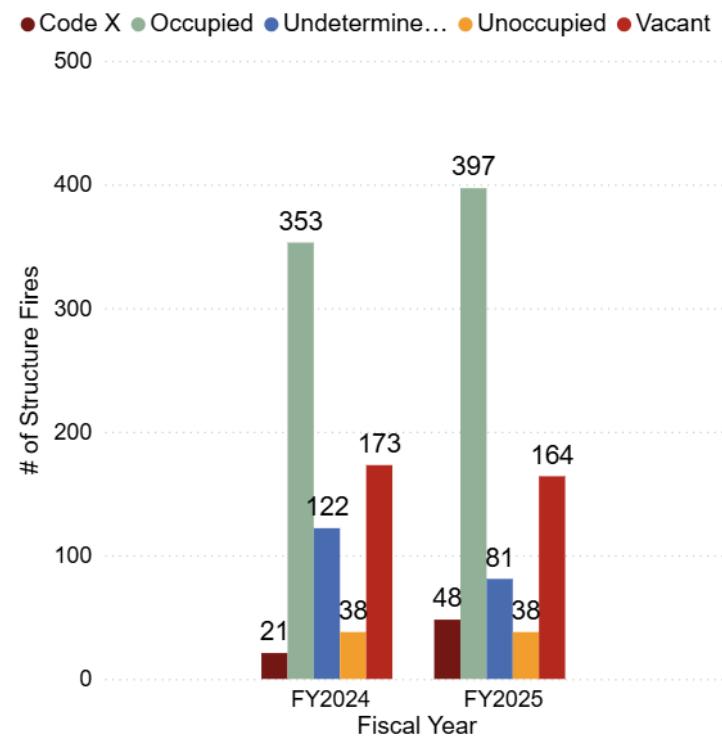
# STRUCTURE FIRES



# STRUCTURE FIRES BY STRUCTURE STATUS

FY24 vs. FY25

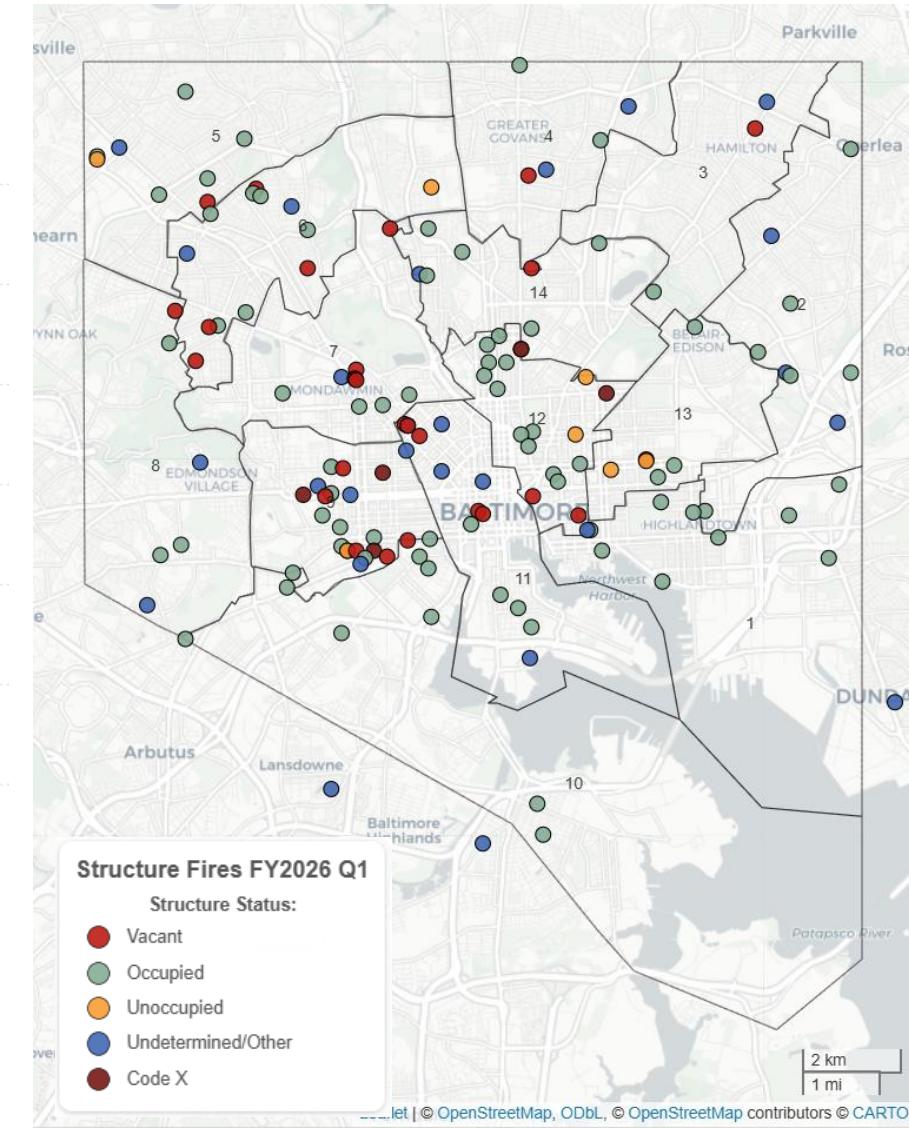
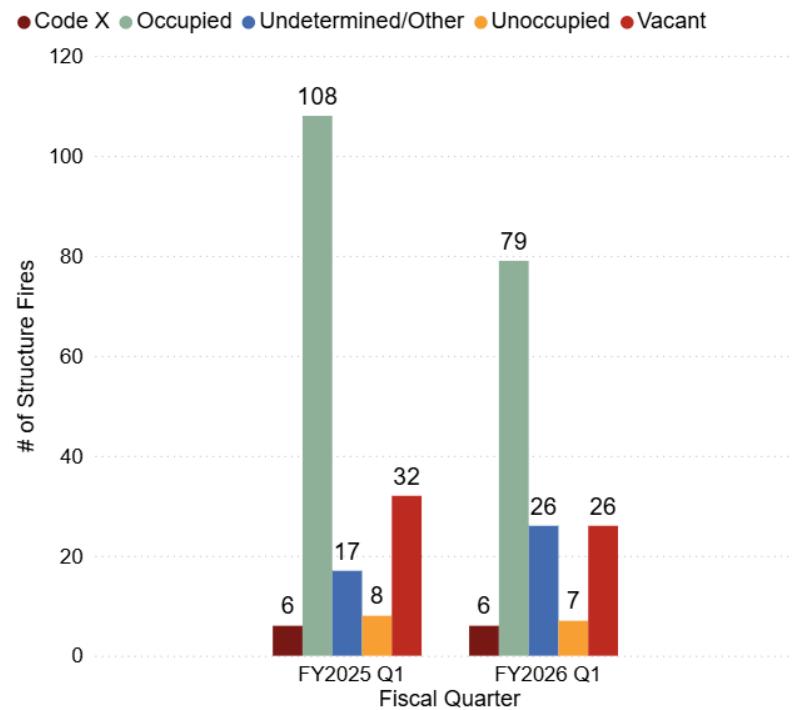
Structure Status	FY24	FY25	YoY %	Total
Code X	21	48	128.57%	69
Occupied	353	397	12.46%	750
Undetermined/Other	122	81	-33.60%	203
Unoccupied	38	38	0%	76
Vacant	173	164	-5.20%	337
Grand Total	707	728	2.97%	1435



# STRUCTURE FIRES BY STRUCTURE STATUS

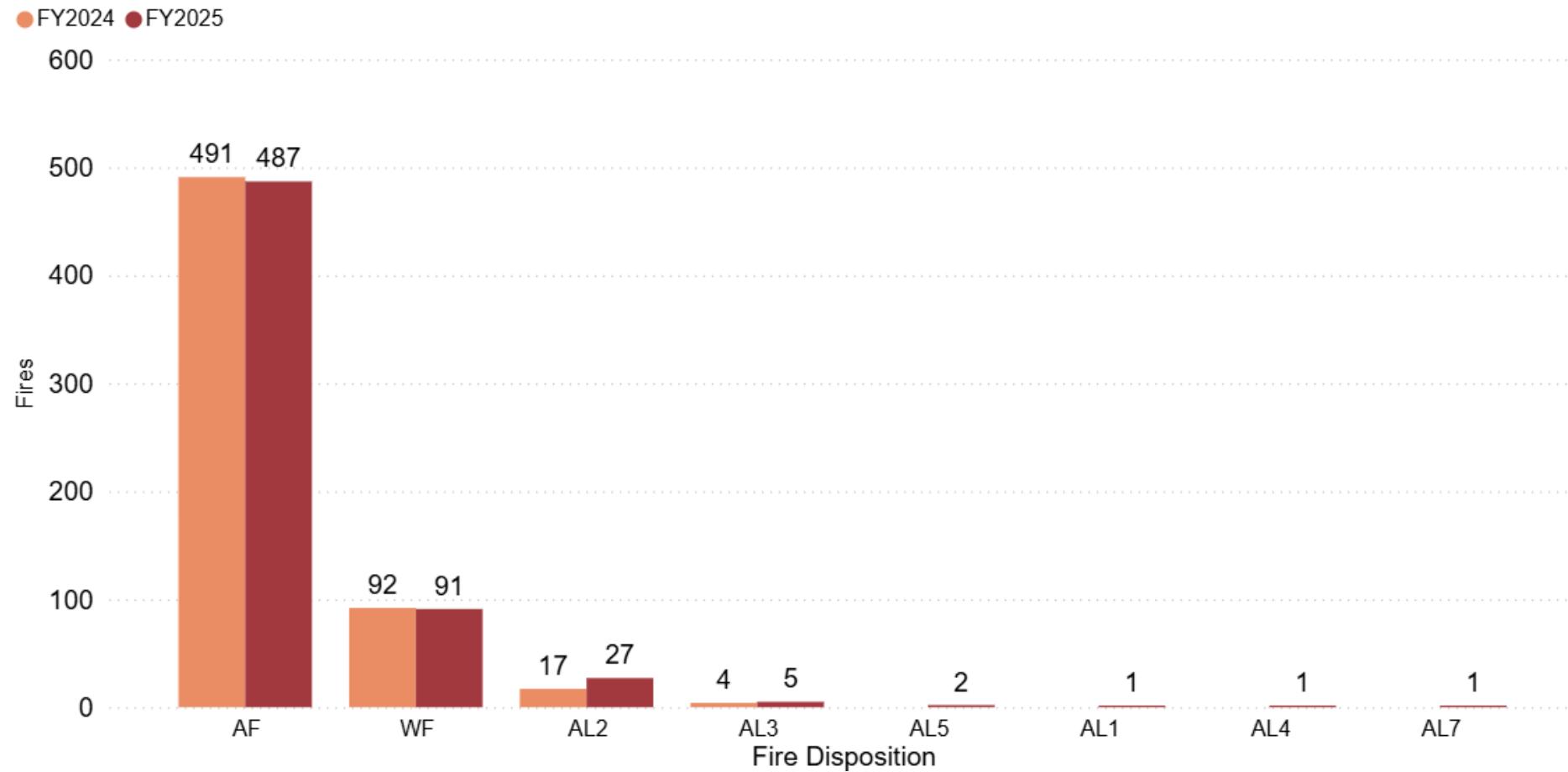
FY25 Q1 vs. FY26 Q1

Structure Status	FY25 Q1	FY26 Q1	YoY %	Total
Code X	6	6	0%	12
Occupied	108	79	-26.85%	187
Undetermined/Other	17	26	52.94%	43
Unoccupied	8	7	-12.50%	15
Vacant	32	26	-18.75%	58
Grand Total	171	144	-18.64%	315



# STRUCTURE FIRE INCIDENTS

Structure Fire Dispositions FY24 vs. FY25



**AF:** Actual Fire

**WF:** Working Fire

**AL2:** 2<sup>nd</sup> Alarm Fire

**AL3:** 3<sup>rd</sup> Alarm Fire

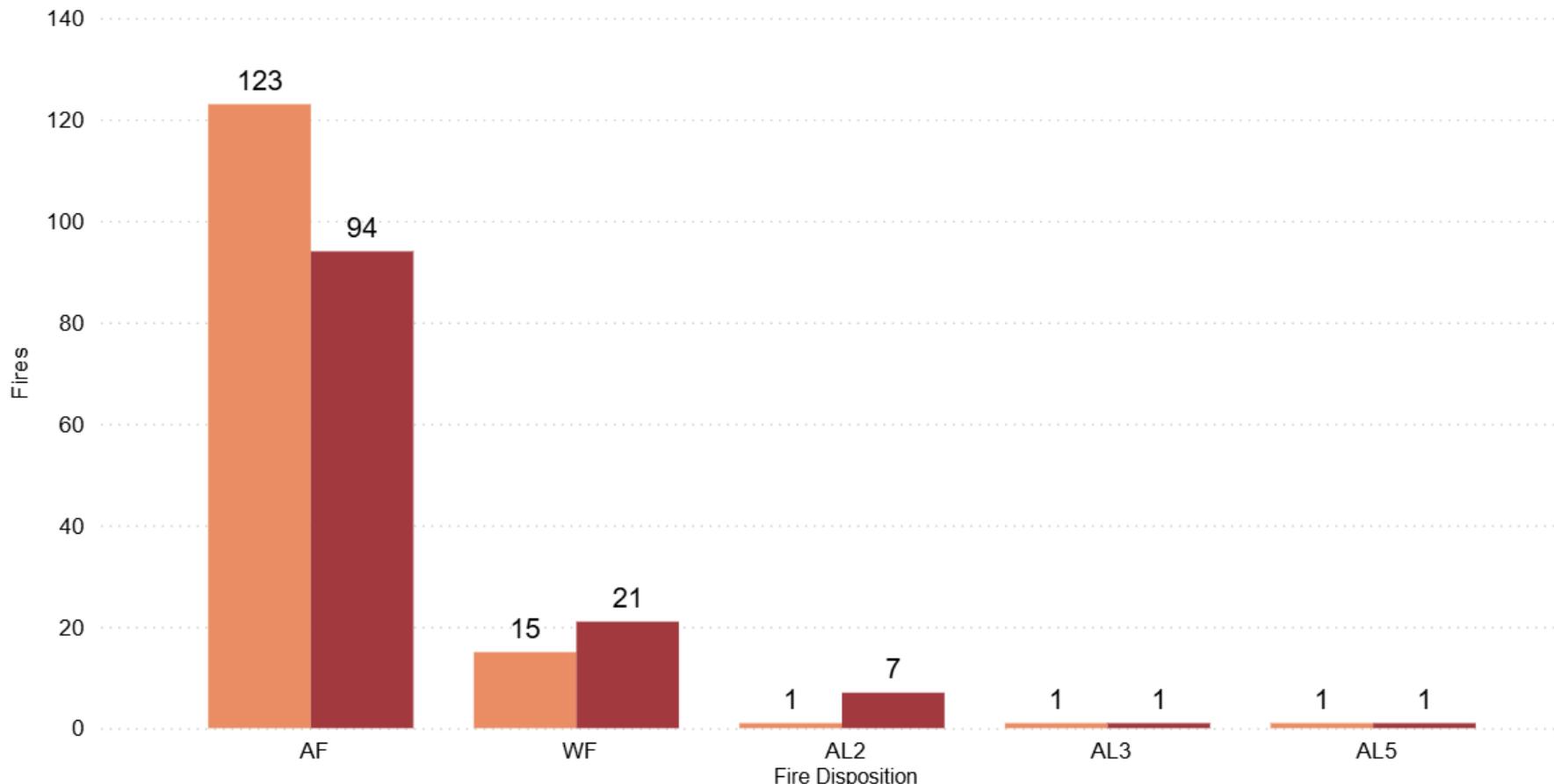
**AL4:** 4<sup>th</sup> Alarm Fire

**AL5:** 5<sup>th</sup> Alarm Fire

# STRUCTURE FIRE INCIDENTS

Structure Fire Dispositions FY25 Q1 vs. FY26 Q1

● FY2025 Q1 ● FY2026 Q1



**AF:** Actual Fire

**WF:** Working Fire

**AL2:** 2<sup>nd</sup> Alarm Fire

**AL3:** 3<sup>rd</sup> Alarm Fire

**AL4:** 4<sup>th</sup> Alarm Fire

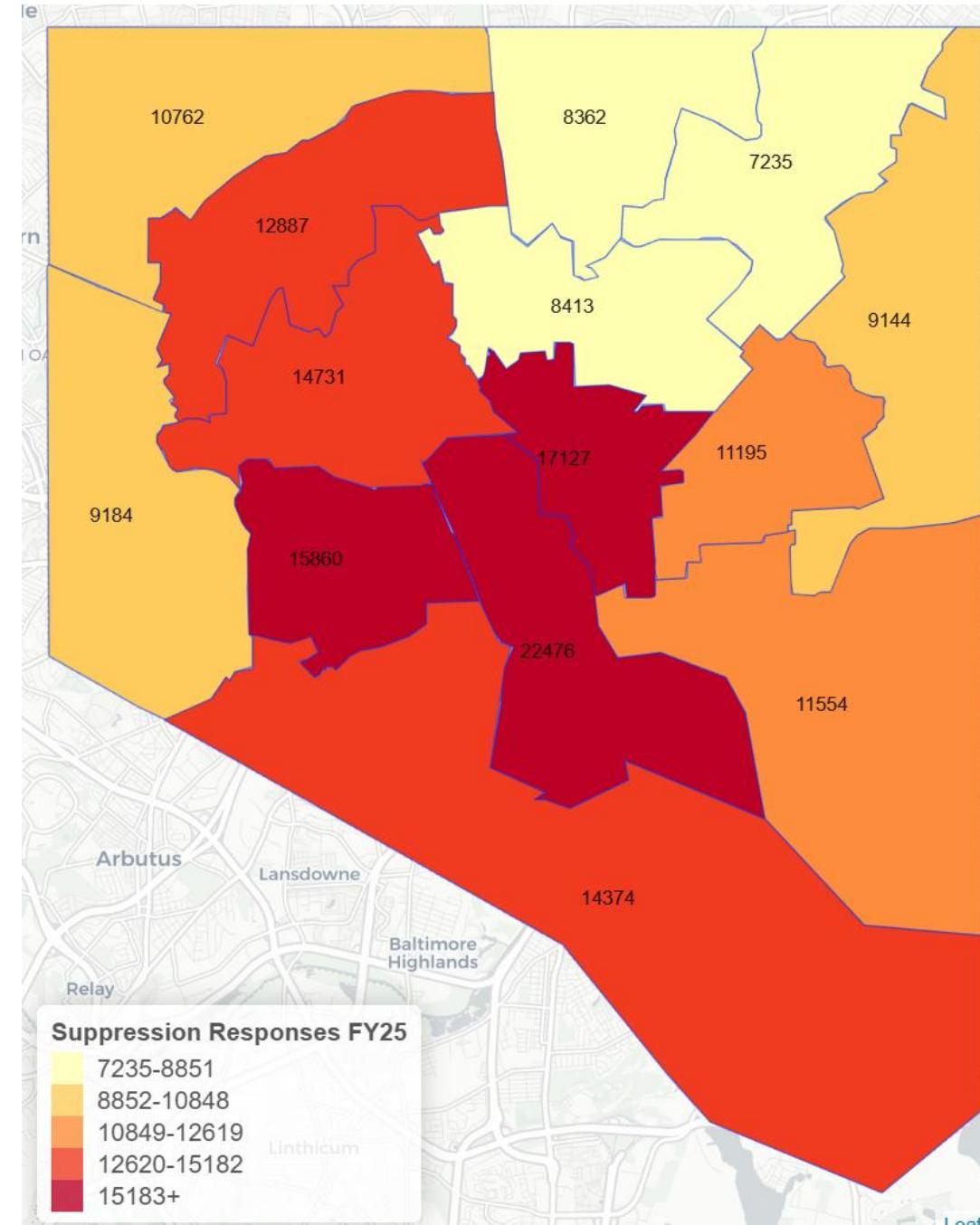
**AL5:** 5<sup>th</sup> Alarm Fire

# Suppression Responses

FY24 vs. FY25

District	FY24 Total Responses	FY25 Total Responses	YoY % Change
1	10963	11554	5.39%
2	9525	9144	-4.00%
3	7140	7235	1.33%
4	8264	8362	1.19%
5	10383	10762	3.65%
6	12243	12887	5.26%
7	14591	14731	0.96%
8	9656	9184	-4.89%
9	15433	15860	2.77%
10	15260	14374	-5.81%
11	22666	22476	-0.84%
12	17092	17127	0.20%
13	11514	11195	-2.77%
14	8466	8413	-0.63%

■ = Top 3 in FY25 Total Responses

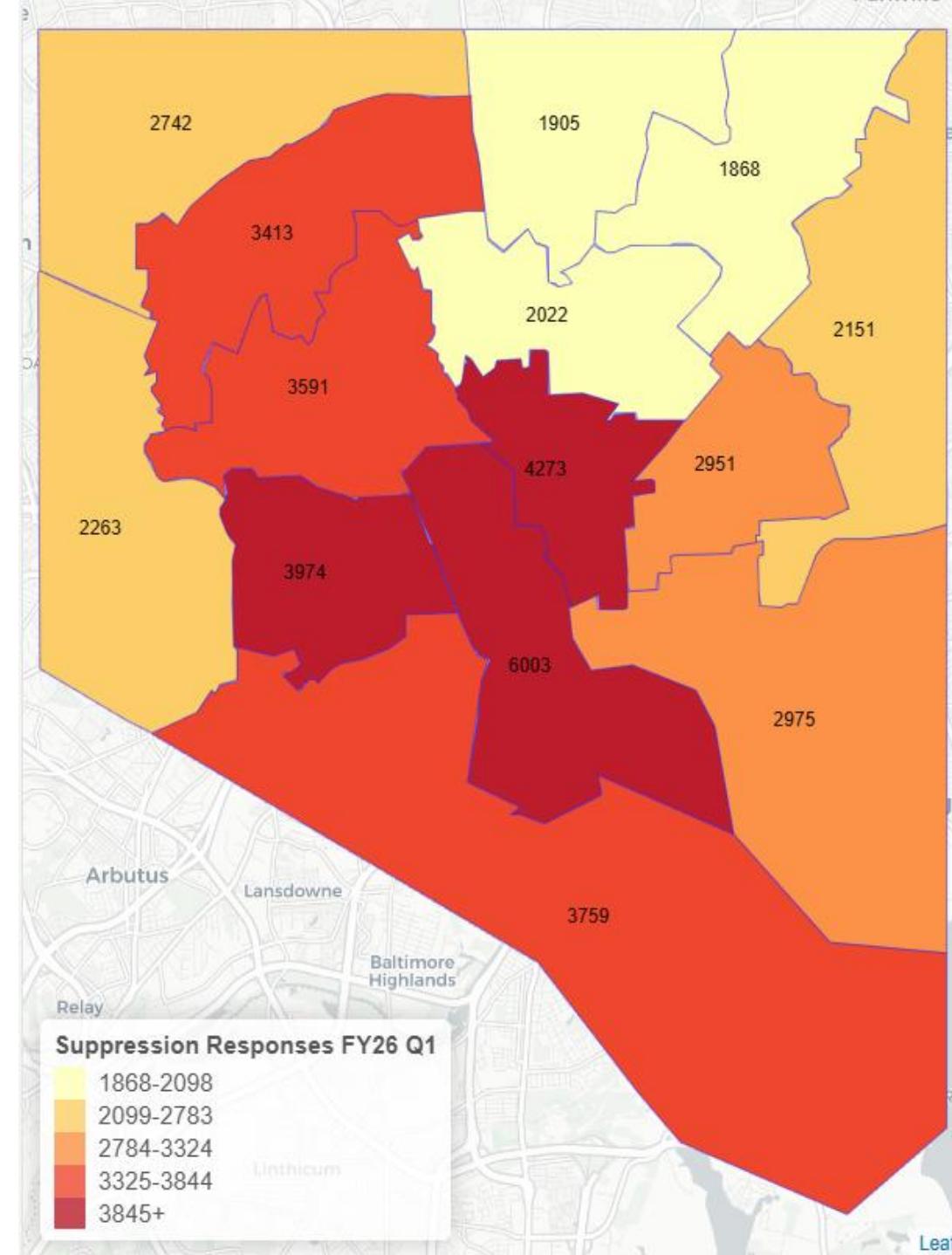


# Suppression Responses

FY25 Q1 vs. FY26 Q1

District	FY25 Q1 Total Responses	FY26 Q1 Total Responses	YoY % Change
1	3093	2975	-3.82
2	2468	2151	-12.84
3	1964	1868	-4.89
4	2229	1905	-14.54
5	2744	2742	-0.07
6	3292	3413	3.68
7	4048	3591	-11.29
8	2391	2263	-5.35
9	4074	3974	-2.45
10	3950	3759	-4.84
11	6102	6003	-1.62
12	4635	4273	-7.81
13	3136	2951	-5.90
14	2240	2022	-9.73

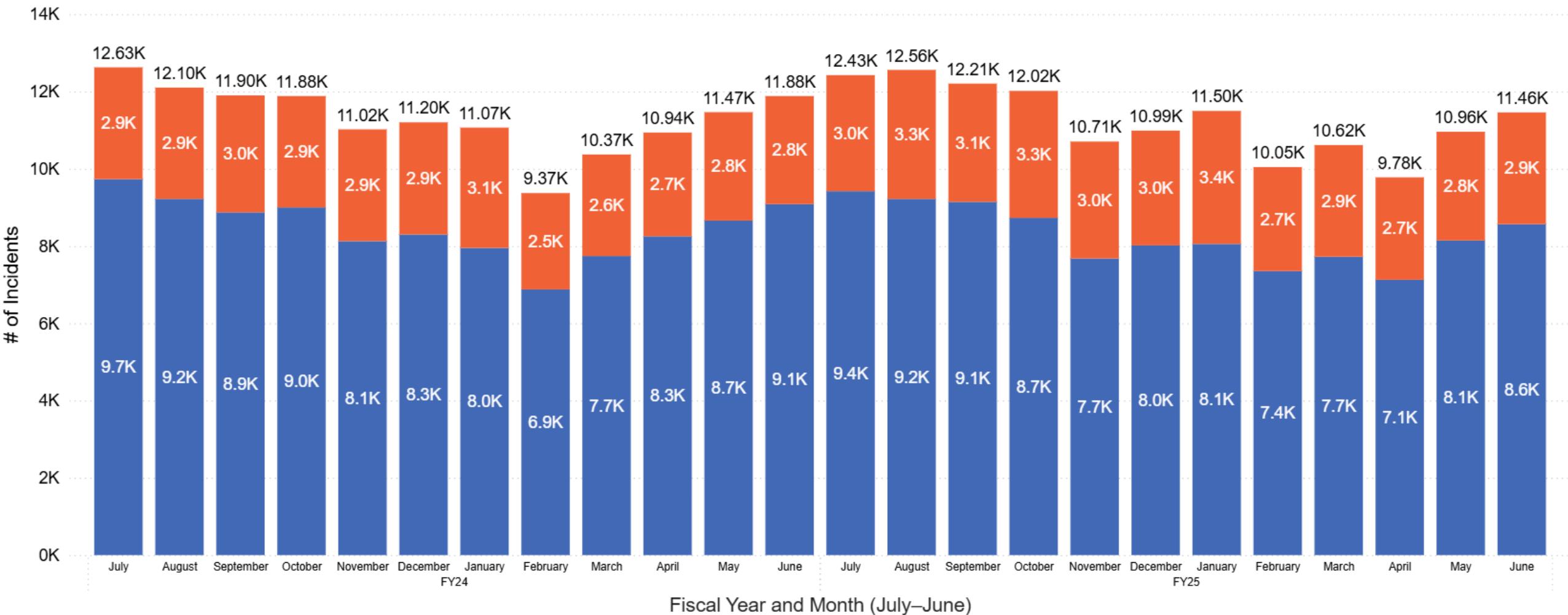
■ = Top 3 in FY26 Q1 Total Responses



# SUPPRESSION UNIT CALL VOLUME

Suppression Unit Responses FY24 & FY25

● EMS ● SUPPRESSION



# SUPPRESSION UNIT CALL VOLUME

Suppression Unit Responses FY25 Q1 vs. FY26 Q1

● EMS ● SUPPRESSION

14K

12K

12.43K

3.0K

12.56K

3.3K

12.21K

3.1K

12.04K

3.0K

11.68K

3.0K

11.57K

2.7K

# of Incidents

4K

9.4K

9.2K

9.1K

9.1K

8.7K

8.8K

2K

0K

July

August  
FY25 Q1

September

July

August  
FY26 Q1

September

Fiscal Quarter and Month

# FIRE MARSHAL

FY 2024 vs 2025 & Q1 FY25 vs Q1 FY26

## FY 24 Activities

Fire Inspections	16,229
Plan Reviews	2,350
Fire Investigations	596

## FY 25 Activities

Fire Inspections	20,237 (+20%)
Plan Reviews	2,240 (-5%)
Fire Investigations	561 (-6%)

## Q1 FY 25 Activities

Fire Inspections	4,553
Plan Reviews	534
Fire Investigations	132

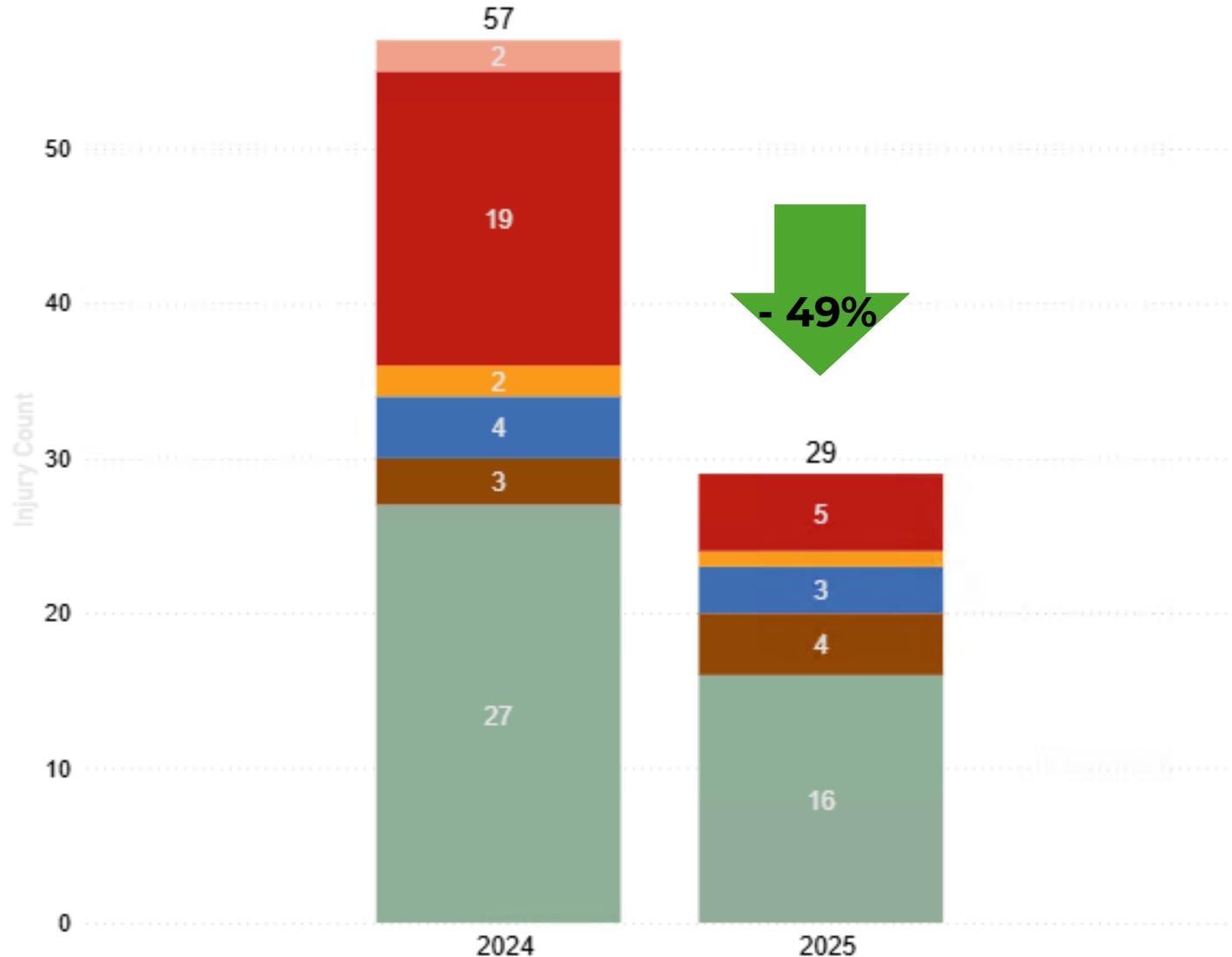
## Q1 FY 26 Activities

Fire Inspections	5,491 (+17%)
Plan Reviews	752 (+29%)
Fire Investigations	122 (-8%)

# LOD FIREGROUND INJURIES

FY 24 & 25

Injury Location ● Occupied ● Outside ● Undetermined/Other ● Unoccupied ● Vacant ● Vacant (Outside)

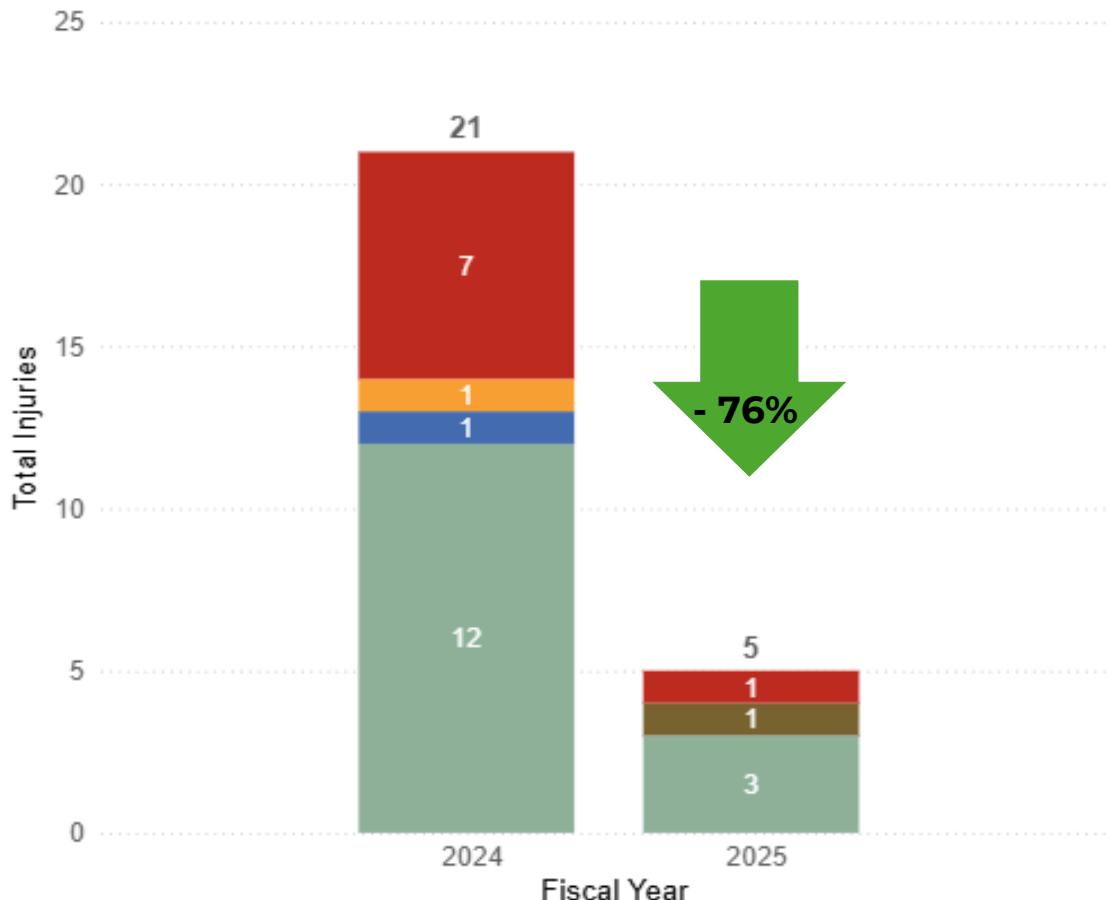


# LOD FIREGROUND INJURIES - BURNS

FY 24 vs. 25 & Q1 FY 24 vs. Q1 FY 25 & Q1 FY 26

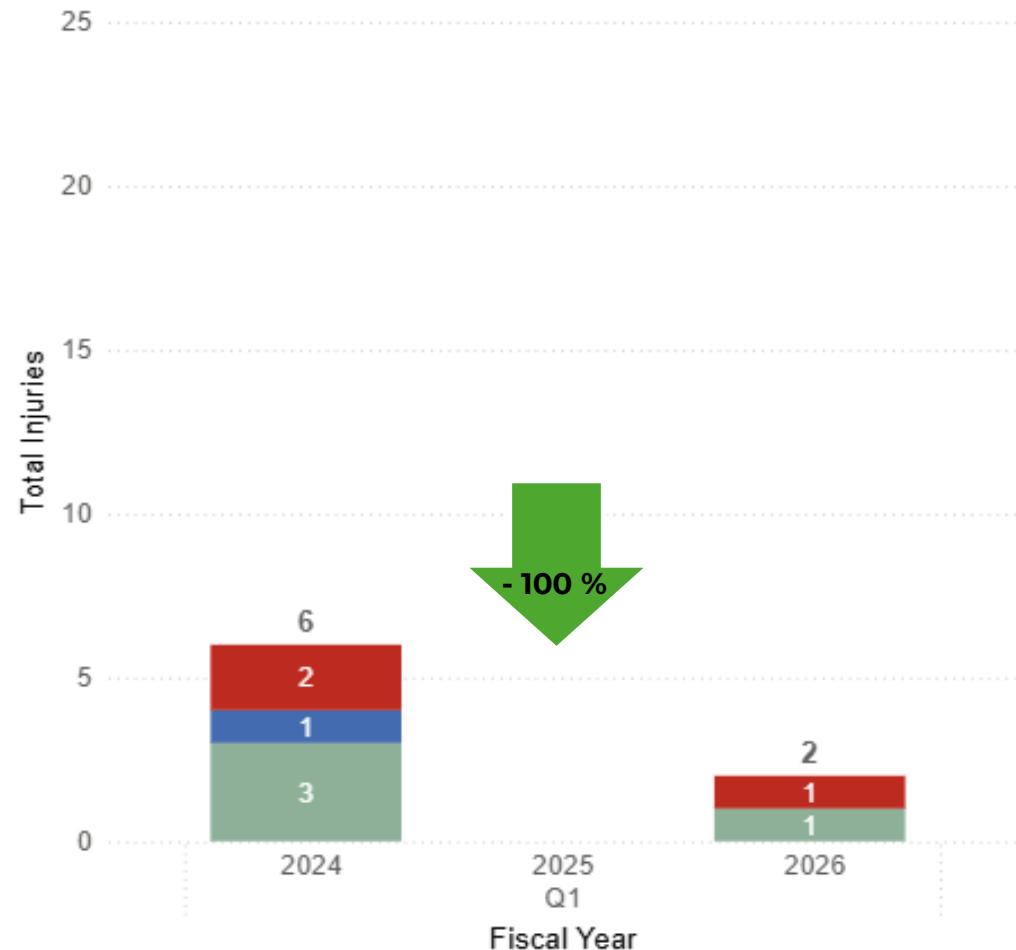
## Burns by Fiscal Year

Injury Location ● Occupied ● Outside ● Undetermined/Other ● Unoccupied ● Vacant



## Burns by Quarter 1 of Fiscal Years

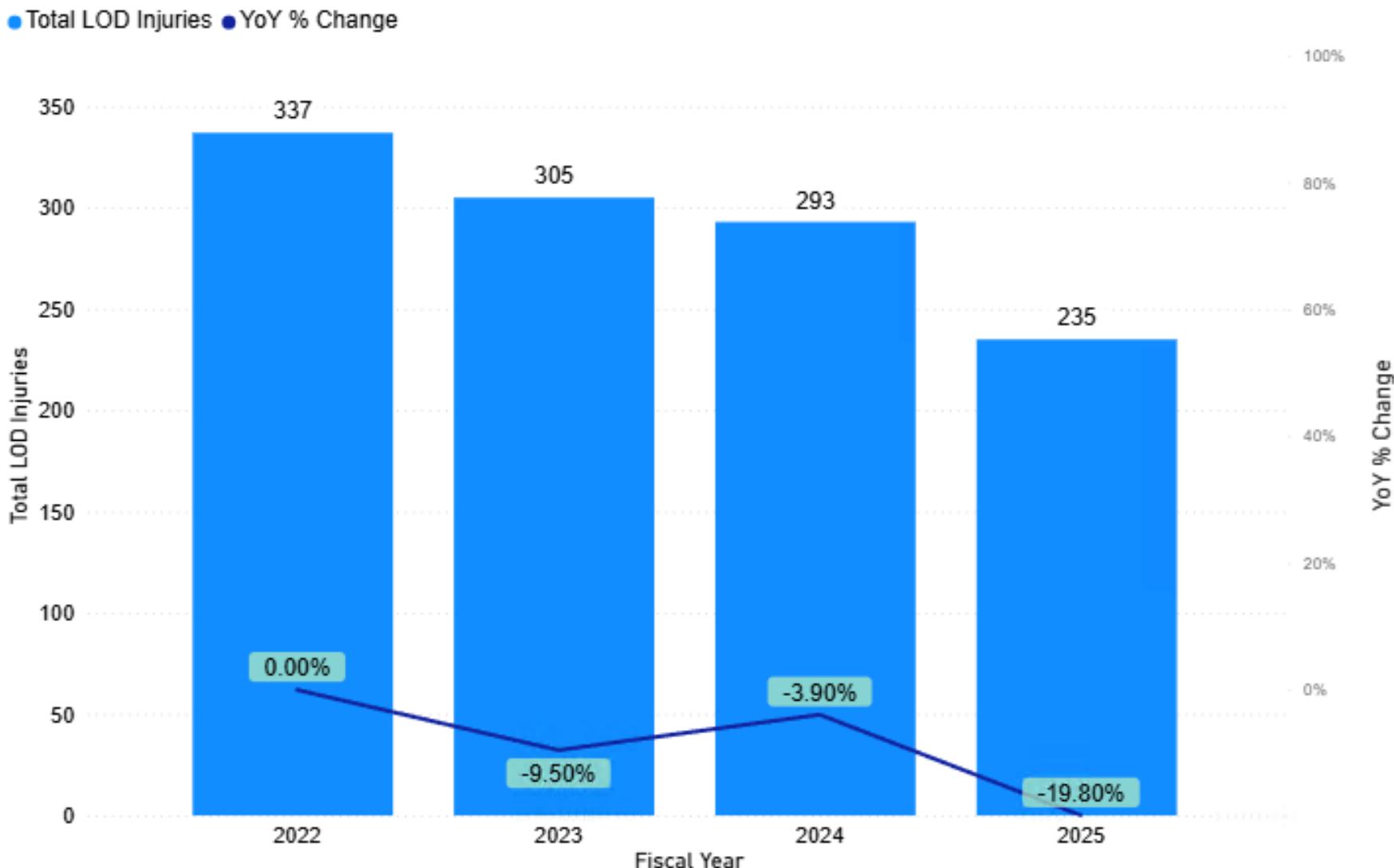
Injury Location ● Occupied ● Undetermined/Other ● Vacant



No burns in Q1 FY 2025

# ALL LINE OF DUTY INJURIES

FY 2022-2024



# HUMAN RESOURCES

## Recent Hires

Position	# of Hires	Start date
911 Operator	3	10/21/24
Operations Officer IV (Non-civil)/ Director of Government Affairs	1	10/23/24
EMT Firefighter, Suppression	7	10/23/24
Chief of Fiscal Services II	1	10/23/24
Paramedic	4	11/20/24
Emergency Medical Technician	8	11/20/24
HR Generalist II	1	11/20/24
HR Assistant II	1	1/15/25
Records and Payroll Manager	1	1/15/25
Grant Services Specialist III	1	1/23/25
EMT Firefighter, Suppression	34	1/29/25
Operations Officer I	1	3/12/25
Secretary III	1	3/12/25
Operations Assistant I (Non-civil)	1	3/12/25

Position	# of Hires	Start date
Accountant II	1	3/12/25
911 Operator	5	3/31/25
Operations Director II/Chief of Staff	1	4/2/25
911 Operator	8	4/12/25
Emergency Medical Technician	14	4/23/25
Paramedic	2	4/23/25
Operations Officer IV (Non-civil)/ Deputy Director Preparedness and Administration	1	5/1/25
Emergency Medical Technician	20	7/9/25
Paramedic	4	7/9/25
Grant Services Specialist III	1	7/16/25
Operations Officer III (Non-civil)	1	7/16/25
Paramedic	4	9/24/25
Emergency Medical Technician	11	9/24/25

# HUMAN RESOURCES

## Active Recruitments

<b>Positions (Number of Openings)</b>	<b>Active Recruitment</b>
Accountant II	1
Fire Plans Reviewer	2
Fire Dispatcher	3
Chief of Fiscal Services	1
Paramedic	Pending class on 1/14/26
Emergency Medical Technician	Pending class on 1/14/26
911 Operator	7
Community Aides	2

# HUMAN RESOURCES

## Recruitment Events

### Attended Recruitment Events for FY25:

Date	Event
October 1 <sup>st</sup> ,2024	Dom Viol Awareness Event
October 10 <sup>th</sup> ,2024	Morgan State
October 11 <sup>th</sup> ,2024	Edmondson Westside HS
October 17 <sup>th</sup> ,2024	College/Career Expo
October 24 <sup>th</sup> ,2024	Bard High School Career Event
November 7 <sup>th</sup> ,2024	Human Trafficking Event at War Memorial
November 13 <sup>th</sup> ,2024	Career Fair at Wildwood Elementary
November 21 <sup>st</sup> ,2024	Forest Pk HS Career Fair

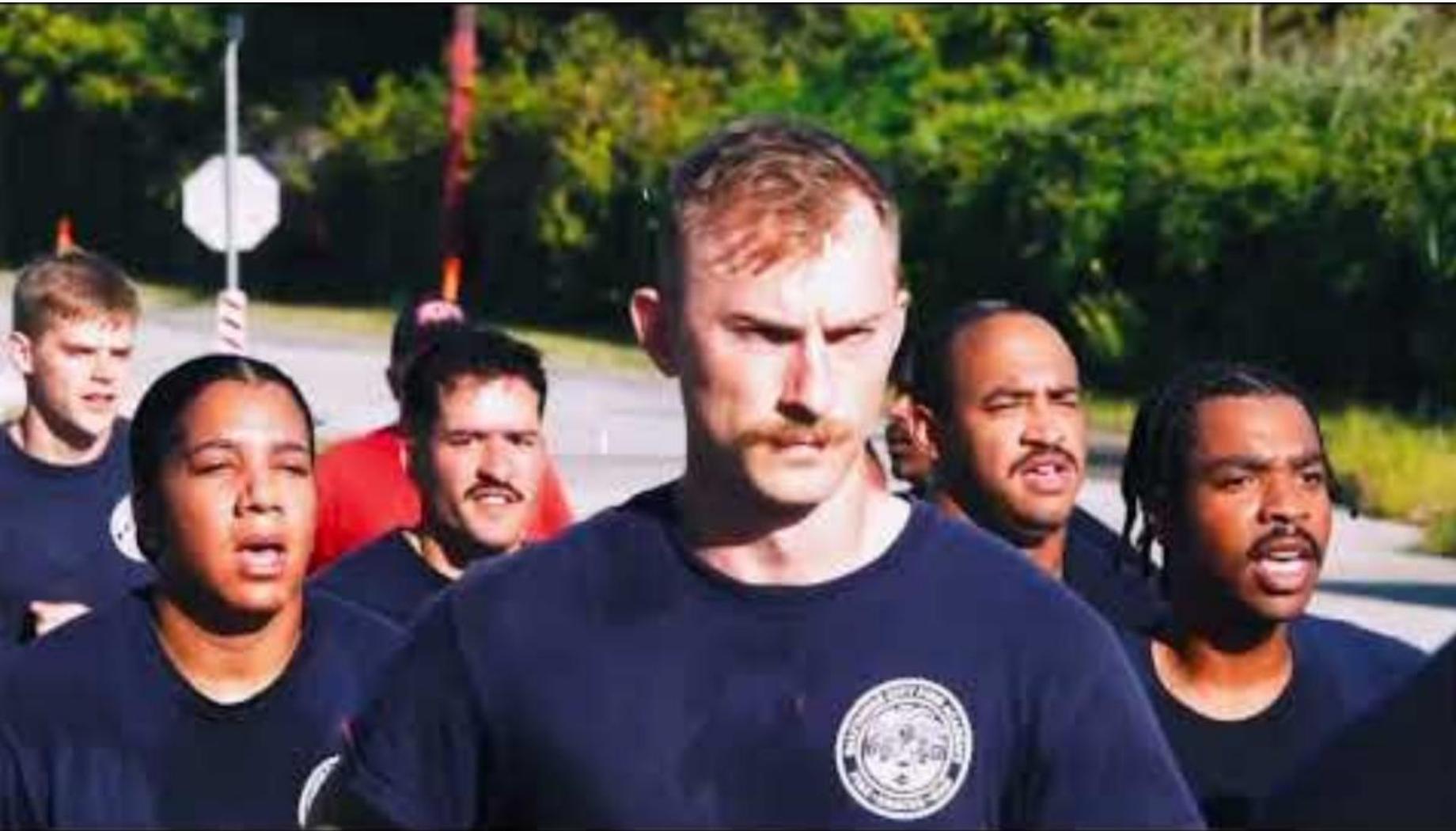
### Attended Recruitment Events in FY26:

Date	Event
March 20 <sup>th</sup> ,2025	New Psalmist Baptist Church
September 10 <sup>th</sup> ,2025	House of Ruth
October 2 <sup>nd</sup> ,2025	Bon Secours
October 10 <sup>th</sup> ,2025	Edmonson High School
October 15 <sup>th</sup> ,2025	BPD Public Safety
October 28 <sup>th</sup> ,2025	Digital High School
November 17 <sup>th</sup> ,2025	Waverly Elementary School

Green = Q1

# HUMAN RESOURCES

Recruitment Video - Trailor



# HUMAN RESOURCES

## Recruitment Outreach

BALTIMORE CITY FIRE DEPARTMENT



**BALTIMORE CITY FIRE DEPARTMENT**

**DO MORE! BE MORE!**

JOIN THE BALTIMORE CITY FIRE DEPARTMENT

**BENEFITS INCLUDE**

- ✓ Medical Insurance
- ✓ Dental & Vision Plan
- ✓ Retirement Plan
- ✓ Vacation Leave
- ✓ Overtime Opportunities
- ✓ Closing Cost Assistance
- ✓ Free Gym Membership

SCAN TO CONNECT



[WWW.FIRE.BALTIMORECITY.GOV](http://WWW.FIRE.BALTIMORECITY.GOV)

BALTIMORE CITY FIRE DEPARTMENT



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SCAN TO CONNECT



[WWW.FIRE.BALTIMORECITY.GOV](http://WWW.FIRE.BALTIMORECITY.GOV)

BALTIMORE CITY FIRE DEPARTMENT



**BALTIMORE CITY FIRE DEPARTMENT**

**RECRUITMENT TEAM**

**INTEREST LIST**



BALTIMORE CITY FIRE SERVICE



# FIRE ACADEMY

Deputy Chief Laura A. Shiloh



# FIRE ACADEMY

## Current Recruit Class Data

Class	Start	Grad
<b>Grey = Outside of FY25</b>		
2401	64	43
2402	19	8
2403	10	10
2404	61	40
2405	11	11
2406	15	12
2501	50	34
2502	19	13
<b>FY25</b>		
	156	124

- The greyed-out numbers under Start started in FY24.
- The greyed-out numbers under Grad graduated in FY26.

# FIRE ACADEMY

## Recruit Training Hours

**FY25 Quarter 1**  
**7/1/24 – 9/30/24**

Recruit Classes 2401A & 2401B,  
2404A & 2404B

Q1 total recruit hours - **920**

**FY26 Quarter 1**  
**7/1/25 – 9/30/25**

Recruit Classes 2501A & 2501B, 2502,  
2503 & 2504

Q1 total recruit hours - **1741**

# FIRE ACADEMY

## Daily Operational Field Training

<b>Day</b>	<b>Training Type</b>	<b>Attendees/Session</b>	<b>Sessions/Day</b>	<b>Instructors/Session</b>
Monday	Trauma Informed Care	12-24 per session	1	1-3
Tuesday	Fire Officer Command & Simulation (FOCAS)	2 per session	2 - 3	7
Wednesday	Engine Operations	8 per session	1	6
Thursday	Truck Operations	8 per session	2	6
Friday	Bailout Recertification	Suspended for Recruit Skills		

# FIRE ACADEMY

## Field Training

**FY25 Quarter 1**  
**7/1/24-9/30/24**

**-Total Hours 648**

Fire Instructor 1  
Fire Officer 1  
PO Training  
DDC  
Tiller Training  
FOCAS  
Holmatro V struts  
EVD training  
Newley issued equipment  
Positive pressure ventilation training  
Auto Extrication  
Fire Inspector 2  
Fire Inspector 1  
Return to Duty

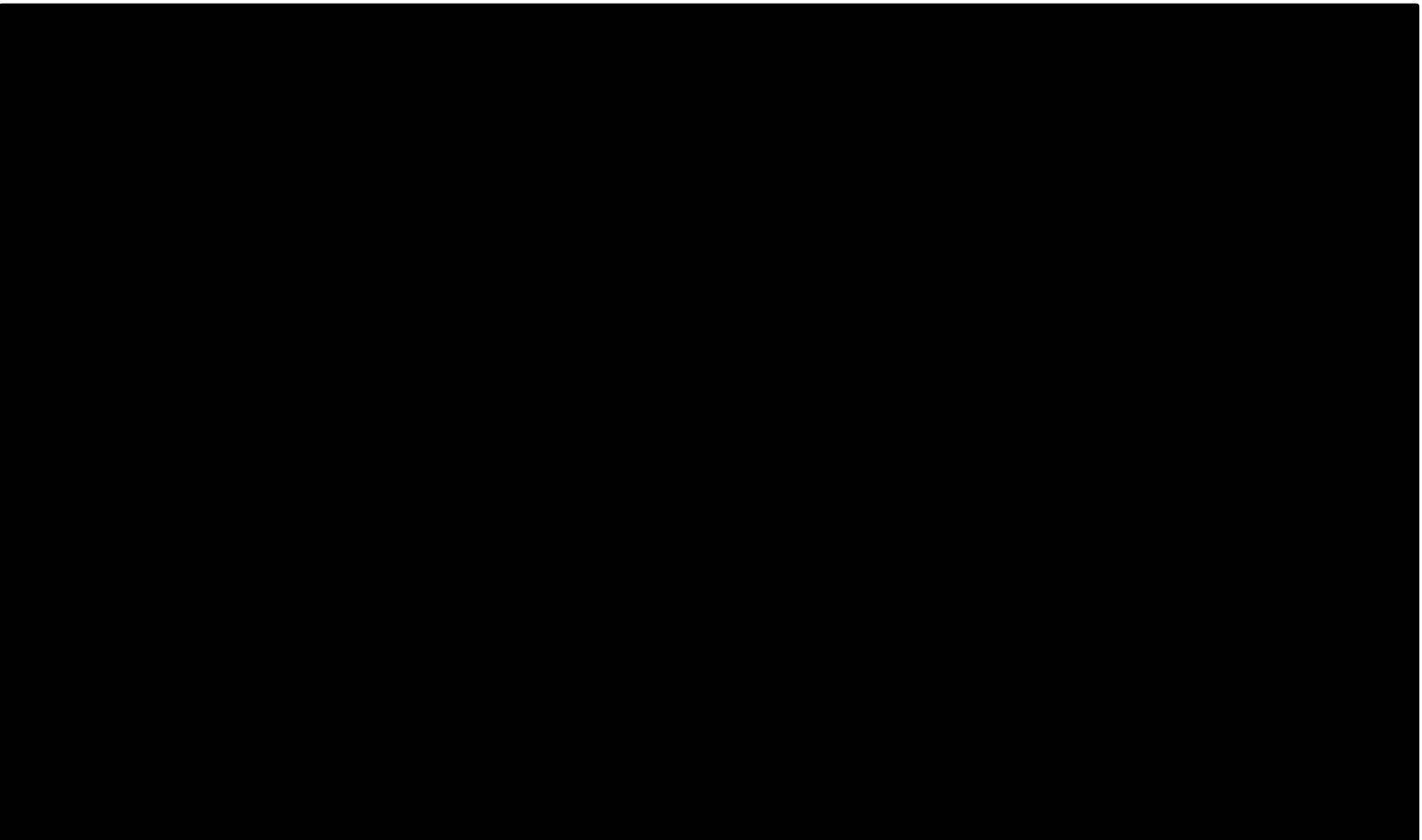
**FY26 Quarter 1**  
**7/1/25 – 9/30/25**

**- Total Hours 1067**

PO Training  
DDC  
Tiller Training  
FOCAS  
Hose Testing/Training  
EVD training  
Auto Extrication  
Mental Performance  
Return to Duty  
Fire Dynamics  
SCBA 2018 Standard  
MFRI 1403 Class (Live Fire Training Instructor)  
MFRI Marine Firefighting for Land Based Firefighters

# FIRE ACADEMY

“Connex City”



# 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
- Fire Dynamics – In-depth course incorporated into recruit training in addition to what is taught in FF1 & FF2 class
- Marine Firefighting for Land Based Firefighters-Certification level training to provide members with the knowledge and skills to safely and effectively perform shipboard fire suppression operations as part of a firefighting team

# FIRE ACADEMY

Grant Funding – Reimbursable Overtime Training

## FY24 Assistance to Firefighter's Grant (FEMA)

Notice of Award – 9/25/25

**Not yet accepted**

Total Awarded \$2,687,779.43 + 10% cost match

~ Training -

**\$472,820.00 Awarded (\$412K OT & Backfill)**

~ Equipment -

**\$2,483,737.30 Awarded**

## FY25 Port Security Grant Program (FEMA)

Notification of Award received 9/27/25

Total Awarded - \$537,120.00 + 25% cost match

**NOT YET ACCEPTED**

~Training OT & Backfill + travel cost -

**\$537,120.00 Awarded**

# FIRE ACADEMY

## Grant Spending – Reimbursable Overtime Training

### **FY25 Q1 – 7/1/24-9/30/24**

<b>Grant</b>	<b>Spending</b>
F.O.C.A.S.	\$4,262.68
M.P.I.	\$100,800.00
L.U.F.	\$42,500.00
<b>Total</b>	<b>\$147,562.68</b>

### **FY26 Q1 – 7/1/25-9/30/25**

<b>Grant</b>	<b>Spending</b>
F.O.C.A.S.	\$47,600.00
Optimizing Human Performance Under Stress	\$100,800.00
L.U.F.	\$42,500.00
<b>Total</b>	<b>\$190,900.00</b>

### **FY25 – 7/1/24-6/30/25**

Total Reimbursable Overtime	\$506,250
-----------------------------	-----------

# FIRE ACADEMY

## Clearboarding Initiative

Office of the Mayor, DPW, HCD, & BCFD Partnership

### BCFD Fire Academy

- Developed training to address gaining entry
- Researched Installation methods
- Conducted testing under fire conditions





# 911, FIRE COMMUNICATIONS & EMS OPERATIONS

Assistant Chief James Matz



Brandon M. Scott  
Mayor

# 911 EMERGENCY CALL CENTER



Brandon M. Scott  
Mayor

## Call Volume FY25:

- 911 calls received: 1,381,825
- 85% of calls answered within 15 seconds

## Call Volume FY26 Q1:

- 911 calls received: 337,991
- 85.04% of calls answered within 15 seconds

## Hiring:

- 15 new hires in FY25
- 14 Candidates interview for Fire Dispatcher
- 4 vacancies in 911, 4 vacancies in FCB

## Outreach:

- Partnership with BCRP (Baltimore City Recs & Parks)
- Baltimore city Hosted APCO's International Conference
- Participated in multiple Career Fairs with BCPS
- APCO's AI summit

## Technology:

- Fire Communications won the APCO Mid-Eastern Chapter Team of the Year Award
- Dispatch Assist (AI transcriptions of FCB radios)

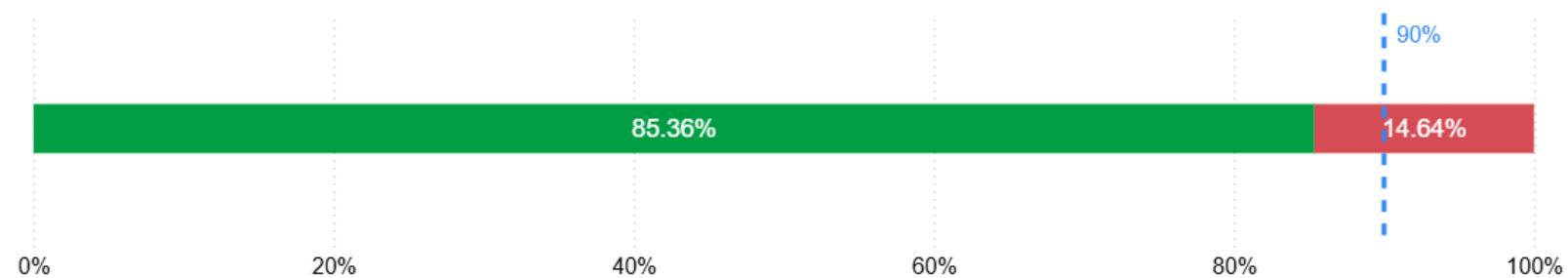


# FIRE COMMUNICATIONS BUREAU

Fire Dispatch Center NFPA 1710: FY 2025

Percentage of Calls Dispatched Within 64 Seconds

Processed < 64 Secs • Yes • No



Total Units Dispatched: 351,382 (+0.42%\*)

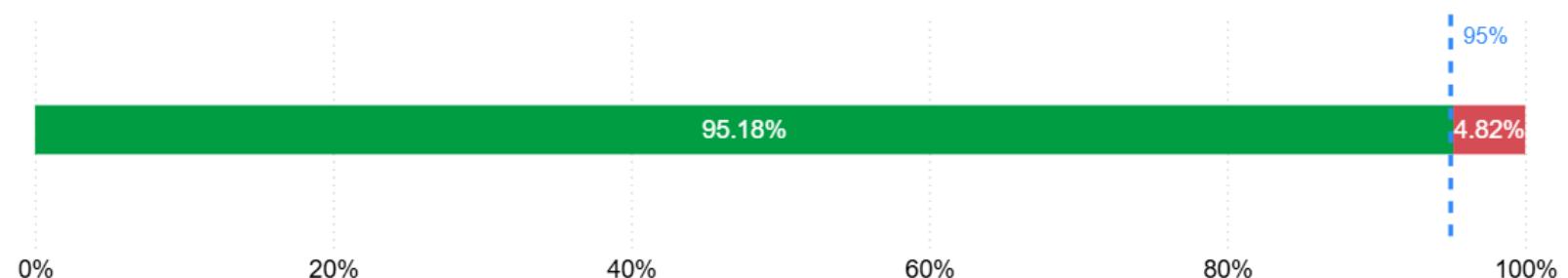
EMS: 276,434 (-0.83%\*)

Suppression: 74,948 (+5.34%\*)

- As compared to FY 2024

Percentage of Calls Dispatched Within 106 Seconds

Processed < 106 Secs • Yes • No

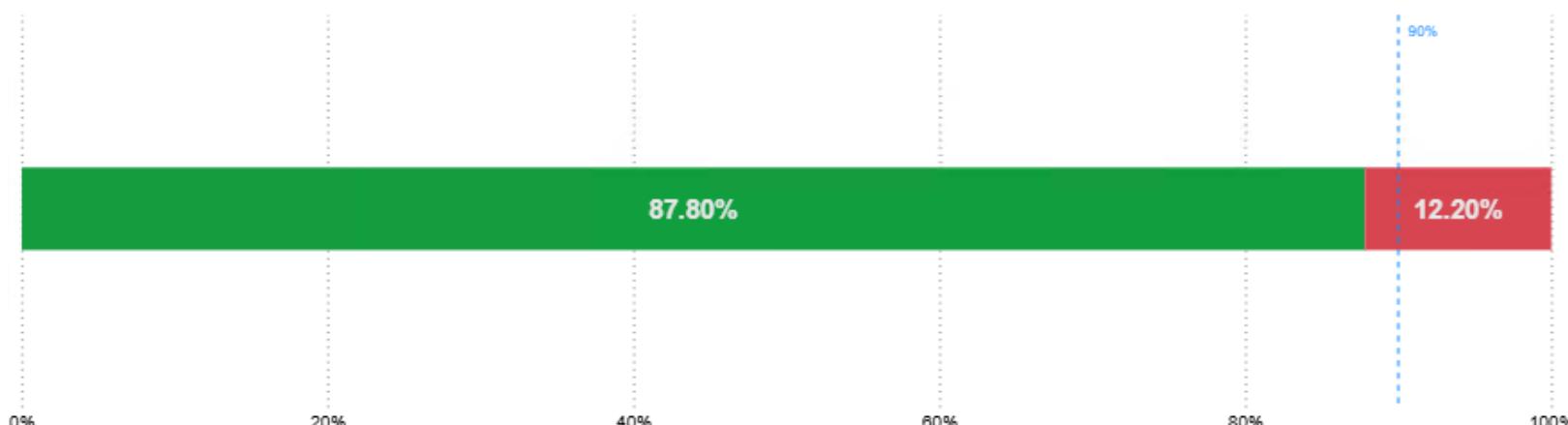


# FIRE COMMUNICATIONS BUREAU

Fire Dispatch Center NFPA 1710: FY 2026 Q1

Percentage of Calls Dispatched Within 64 Seconds

Processed < 64 Secs • yes • no



Total Units Dispatched: 91,493 (-0.80%\*)

EMS: 74,101 (+0.46%\*)

Suppression: 17,392 (-5.81%\*)

- As compared to FY 2025 Q1

Percentage of Calls Dispatched Within 106 Seconds

Processed < 106 Secs • yes • no



# EMS OPERATIONS OVERVIEW

Fiscal Year 2024 & 2025 & Q1 2026

EMS Incidents and Response by Fiscal Year			
	FY 2024	FY 2025	Q1 FY 2026
<b>EMS Responses</b>	291,744	287,903	77,428
<b>EMS Incidents</b>	161,816	158,754	42,349
<b>ALS</b>	90,648; 56.0%	87,536; 55.1%	23,537; 55.6%
<b>BLS</b>	62,213; 38.4%	62,719; 39.5%	16,460; 38.9%
<b>Transports</b>	88872; 54.9 %	91739; 57.7 %	23016; 54.3%
<b>Overdoses</b>	6448, 3.90%	4822; 3.0%	1464; 3.4%

# EMS OPERATIONAL METRICS

FY 2025



Baltimore City Fire  
Department

## EMS Operational Metrics 1



Reset all filters to default display

Total Incidents

147K

Total Responses

266K

Total Transports

91K

Median Response  
Time to Time  
Sensitive Calls (mins)

8.72

### FILTERS

Date

7/1/2024 6/30/2025

Battalion/Division

All

Shift

All

EMD Card

All

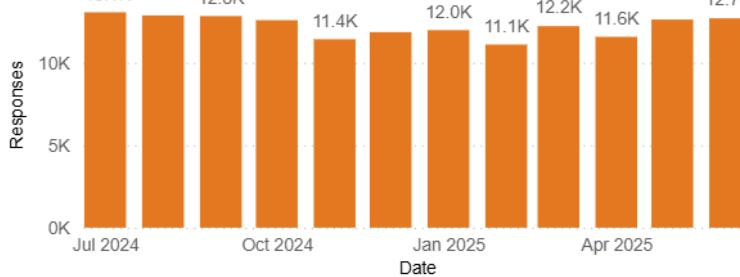
Unit

All

### Total Incidents



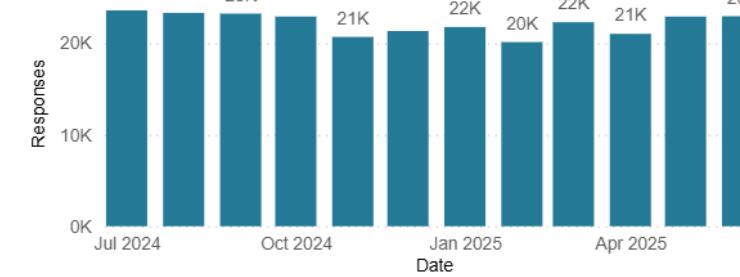
?



### Total Responses



?

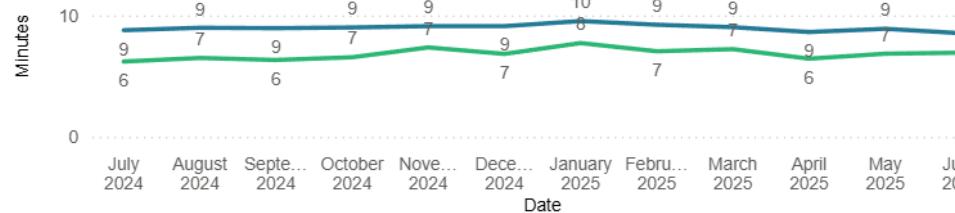


### Median Response Time (Minutes) to Time Sensitive Calls

● Medics ● EMS Officers



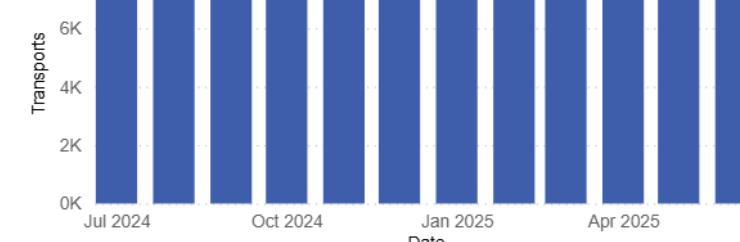
?



### Total Transports



?

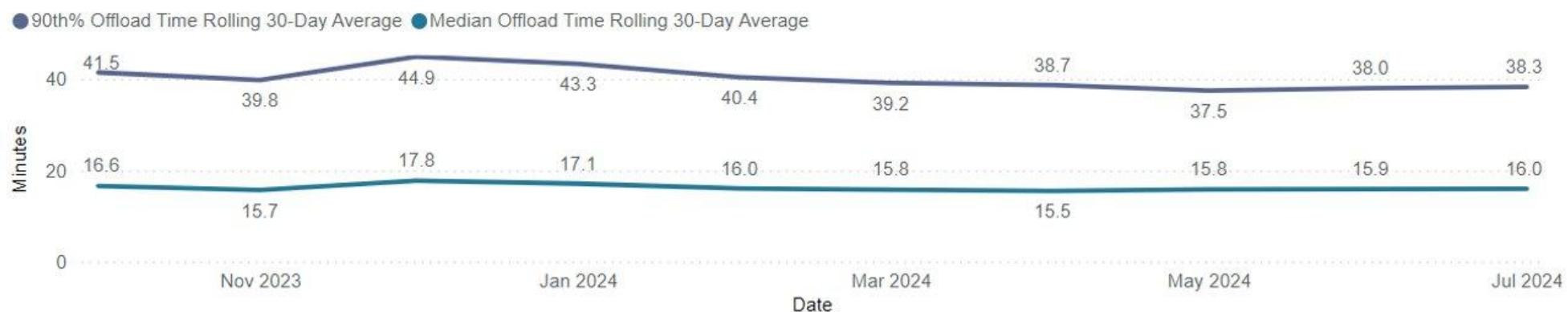


# OFFLOAD TIMES

FY 2024 & FY 2025

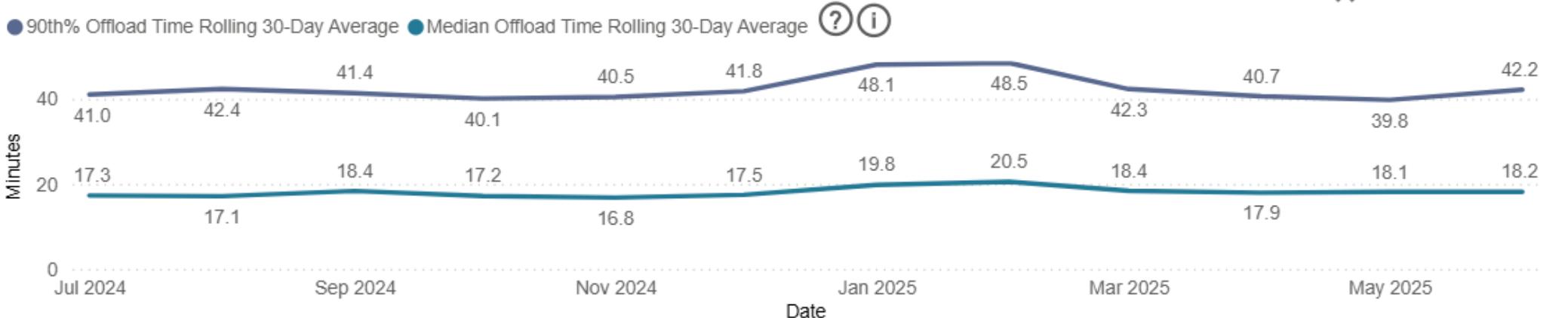
FY 2024

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



FY 2025

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



# BCFD Metrics

## FY 2024 & FY 2025

### Median and Mean Duration of Units on Scene Time (mins)

Median Duration On Scene Time (hh:mm:ss) <b>FY2024</b>	Median Duration On Scene Time (hh:mm:ss) <b>FY2025</b>
00:15:42	00:16:24

### Median and Mean Duration of Units At Hospital Time (mins)

Median Duration of Units At Hospital Time (hh:mm:ss) <b>FY2024</b>	Median Duration of Units At Hospital Time (hh:mm:ss) <b>FY2025</b>
00:48:49	00:50:31

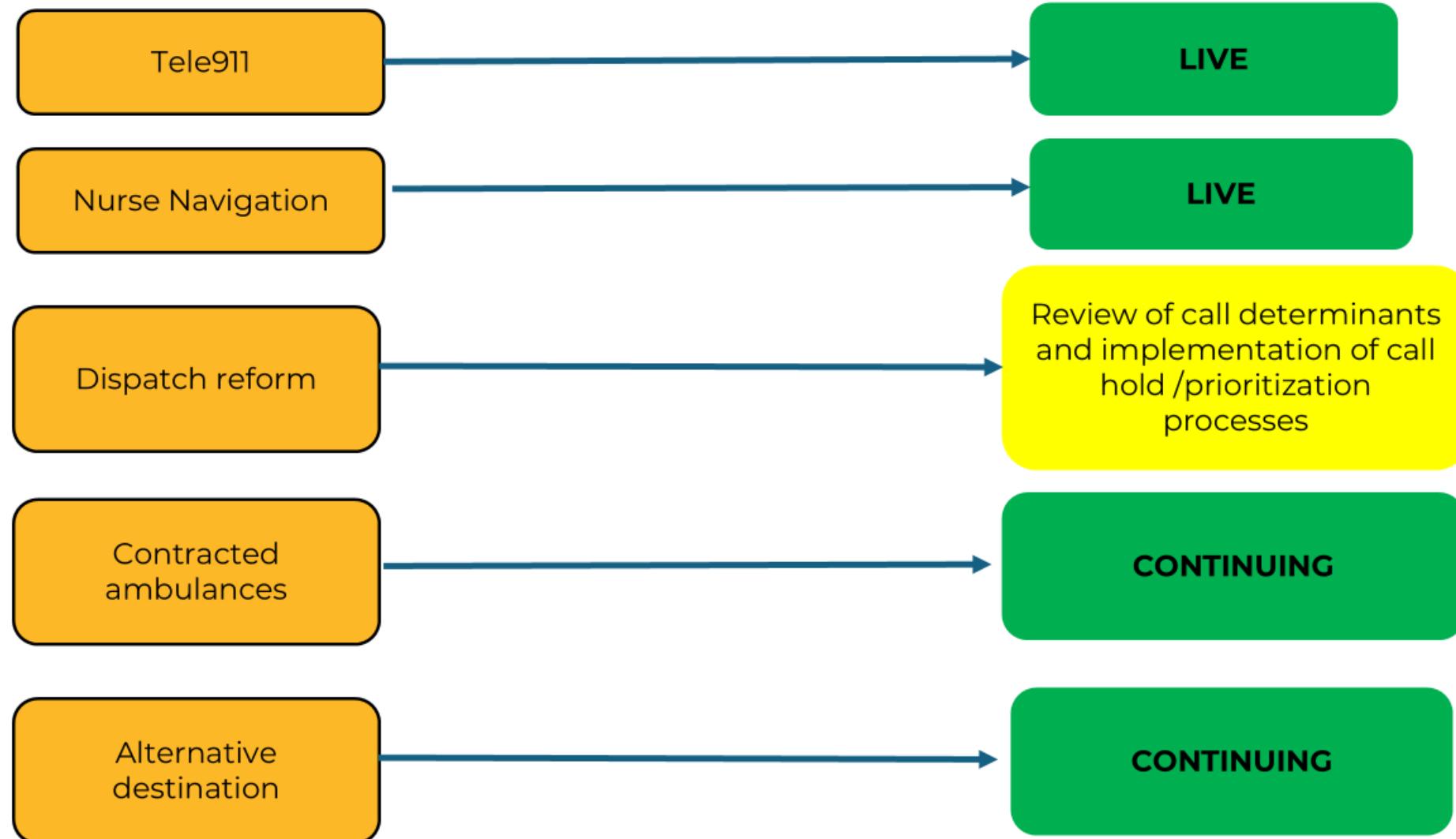
#### *Median Duration of Unit On Scene Time:*

- The duration of time a BCFD unit spends on scene, specifically the duration between the “unit\_onscene\_time” and either “unit\_beg\_transport\_time” or “unit\_clear\_time”.
- These measure only includes Core BCFD Units: Battalion Chiefs, Suppression Units, and Transport Units.

#### *Median Duration at Hospital Time (Drop Time):*

- The duration of time a BCFD Transport unit spends at the hospital, specifically the duration between and "unit\_clear\_time".
- This measure only includes BCFD EMS Transport Units.

# SELECT MITIGATION STRATEGIES



Total Consults

556

Visits Compared by DAY %
Nov 9, 2025 2  No data There was no data found for this visual

Visits Compared by WEEK %
Nov 2, 2025 2  0%

Visits Compared by MONTH %
Nov 2025 4 Oct 2025 17  -76.47%↓

Visits Compared by QUARTER %
Q4' 2025 21  21

Visits Compared by Previous DAYS %
Nov 12, 2025 1  1

Visits Compared by Previous WEEKS %
100%↑

Visits Compared by Previous MONTHS %
Oct 2025 16 Sep 2025 40  -60%↓

Visits Compared by Previous QUARTERS %
20.69%↑

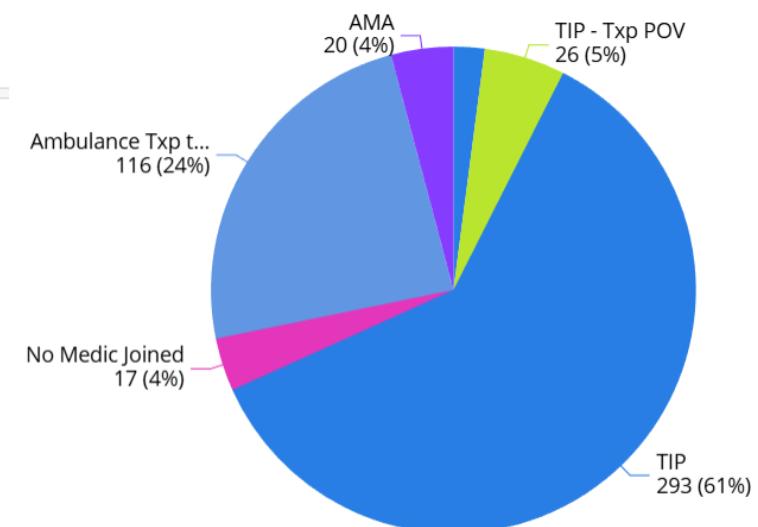
This Month

4

Last Month

17

Consults by Intake TIP Disposition





# 911 Nurse Diversion



Brandon M. Scott  
Mayor

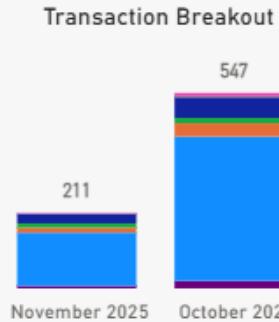


**AMR**  
A Global Medical Response Solution

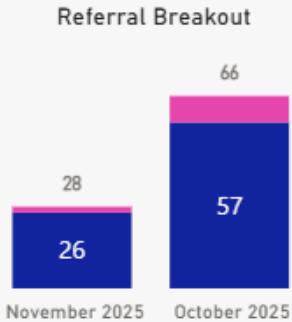
# Nurse Navigation Metrics (Started Oct 2025)

## Year-to-Date Nurse Navigation Transaction Overview

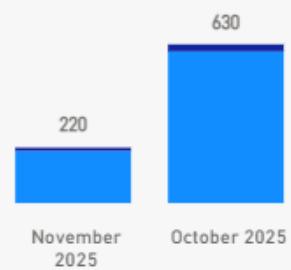
### Transaction Dashboard



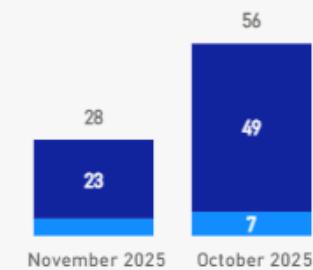
### Referral Dashboard



### Telephony Dashboard



### Transportation Dashboard



■ ALS ■ BLS ■ NN ER ■ REF CCR ■ SELF-CARE



■ SELF-CARE ■ VIRTUAL CARE

■ Calls Answered ■ Abandoned Calls

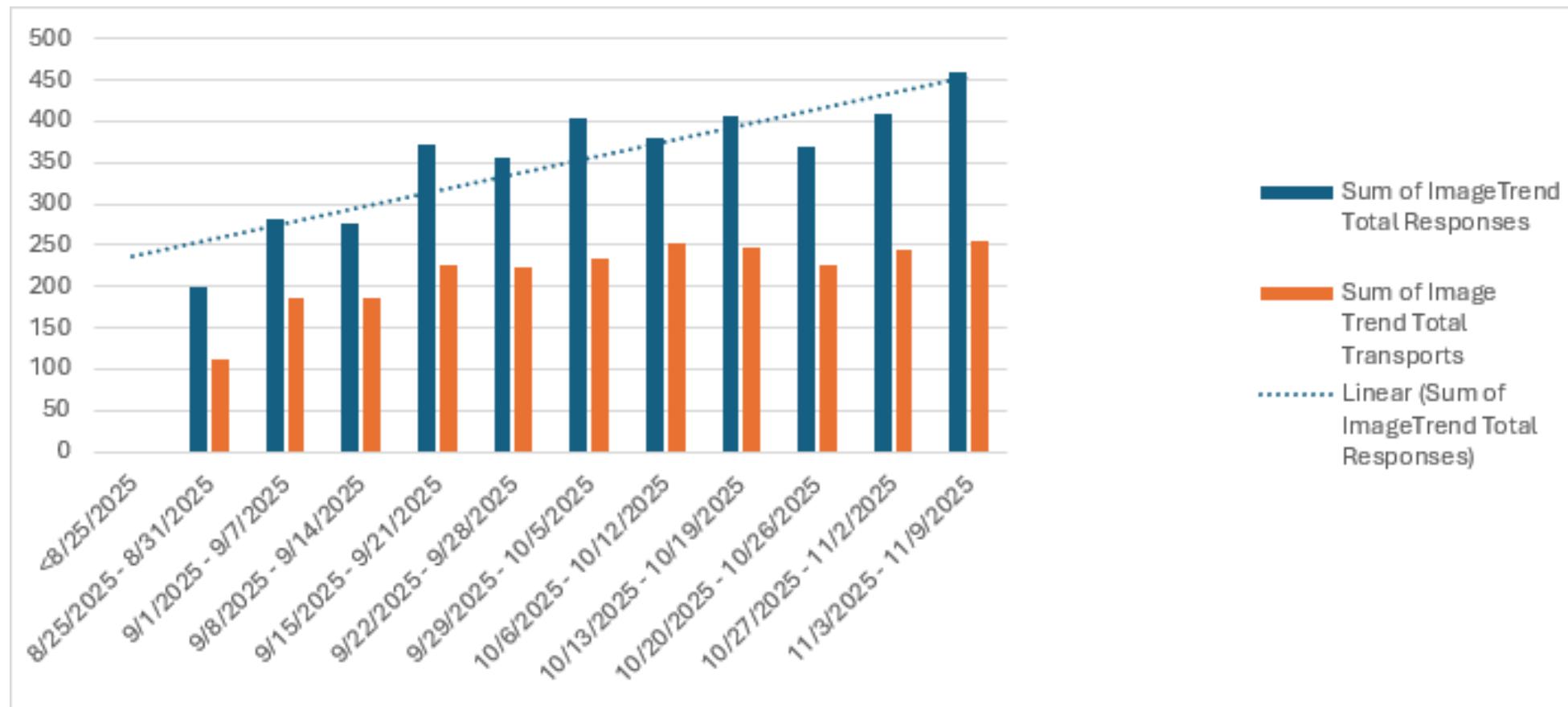
T=Outbound/Inbound ■ R ■ B

### Transaction Breakout

TCName	Calls Triage	Returned to 911	Non-Urgent Ambulance Transport to ED	REF-VC-RR	SELF CARE
911 MD, Baltimore - Medicaid	231	12	160	34	25
911 MD, Baltimore - Other	214	8	154	22	30
911 MD, Baltimore - Medicare	193	8	156	18	11
911 MD, Baltimore - Commercial	68	2	46	8	12
911 MD, Baltimore - Uninsured	34	0	25	7	2
911 MD, Baltimore - Kaiser	18	1	12	2	3
<b>Total</b>	<b>758</b>	<b>31</b>	<b>553</b>	<b>91</b>	<b>83</b>

Data until 11/10/2025: 758 calls answered

# Week Over Week Trends in AMR Responses & Transports



# AMR Responses & Transports

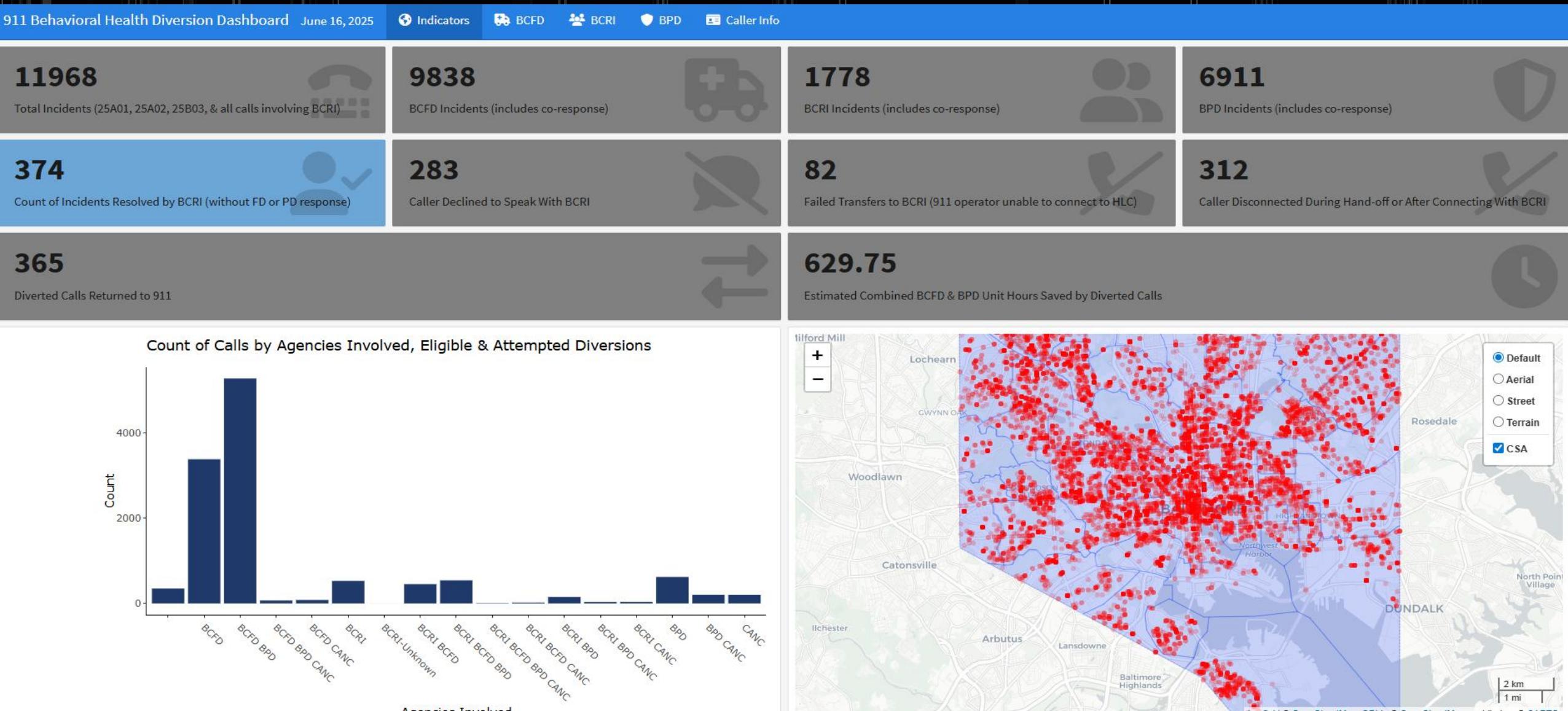
## Sept/Oct/Nov 2025

Month	Responses	Transports
September	1,415	904
October	1,732	1,058
November (up to 11/09)	568	318

Sept averaged 47 responses per day  
Oct averaged 56 responses per day  
Nov is averaging 63 responses per day

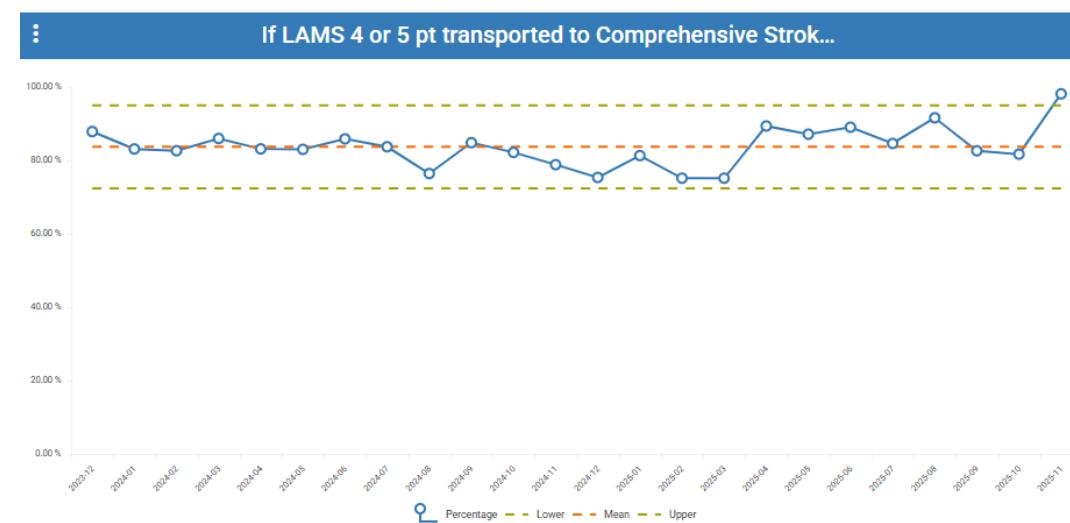
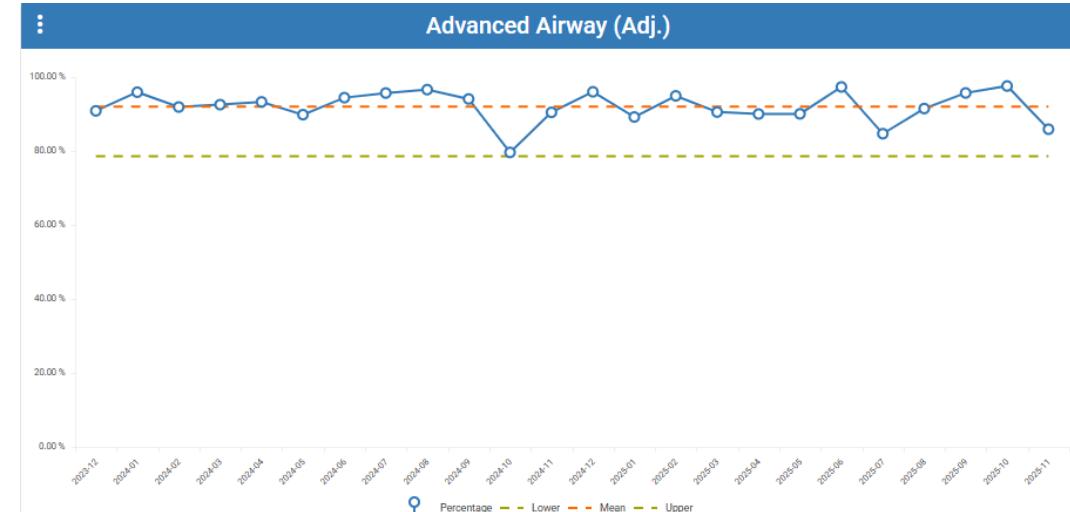


# BEHAVIORAL HEALTH DIVERSION (Cumulative data)



# EMS CLINICAL METRICS

- Ongoing surveillance on key performance areas
- Stroke
- STEMI
- Airway management
- Cardiac arrest
- Interdepartmental collaboration



# CARES METRICS: UTSTEIN SURVIVAL REPORT

## FY 2025, 07/01/2024-06/30/2025

### Utstein Survival Report

Baltimore City Fire Department

Date of Arrest: From 07/01/2024 Through 06/30/2025 | Incident County: Baltimore (city)

#### Non-Traumatic Etiology Survival Rates

Overall:	9.4% (1143)
Bystander Wit'd:	16.2% (328)
Unwitnessed:	4.2% (684)
Utstein <sup>1</sup> :	34.7% (75)
Utstein Bystander <sup>2</sup> :	44.4% (27)

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

CPR:	25.8% (855)
Public AED Use:	7.5% (160)

### Utstein Survival Report

All Agencies/National Data

Date of Arrest: From 07/01/2024 Through 06/30/2025 | Incident County: Prince George's

#### Non-Traumatic Etiology Survival Rates

Overall:	5.2% (1127)
Bystander Wit'd:	7.9% (394)
Unwitnessed:	1.6% (550)
Utstein <sup>1</sup> :	26.5% (83)
Utstein Bystander <sup>2</sup> :	20.0% (45)

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

CPR:	41.0% (757)
Public AED Use:	9.5% (95)

### Utstein Survival Report

All Agencies/National Data

Date of Arrest: From 07/01/2024 Through 06/30/2025 | Incident County: Howard

#### Non-Traumatic Etiology Survival Rates

Overall:	9.1% (231)
Bystander Wit'd:	10.5% (95)
Unwitnessed:	7.2% (111)
Utstein <sup>1</sup> :	27.3% (22)
Utstein Bystander <sup>2</sup> :	31.6% (19)

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

CPR:	59.5% (185)
Public AED Use:	21.4% (28)

Utstein survival increased  
Opportunity to increase bCPR  
Opportunity to increase public AED use

# CARES METRICS: UTSTEIN SURVIVAL REPORT

Q1 FY 2026, 07/01/2025-09/30/2025

Baltimore

<b><u>Non-Traumatic Etiology Survival Rates</u></b>	
Overall:	8.6% (257)
Bystander Wit'd:	18.2% (77)
Unwitnessed:	2.0% (151)
Utstein <sup>1</sup> :	54.5% (22)
Utstein Bystander <sup>2</sup> :	66.7% (9)

<b><u>Bystander Intervention Rates<sup>3</sup></u></b>	
CPR:	30.6% (196)
Public AED Use:	12.8% (39)

Prince George's

<b><u>Non-Traumatic Etiology Survival Rates</u></b>	
Overall:	2.2% (268)
Bystander Wit'd:	3.2% (94)
Unwitnessed:	1.5% (134)
Utstein <sup>1</sup> :	13.6% (22)
Utstein Bystander <sup>2</sup> :	9.1% (11)

<b><u>Bystander Intervention Rates<sup>3</sup></u></b>	
CPR:	43.5% (186)
Public AED Use:	18.5% (27)

Howard

<b><u>Non-Traumatic Etiology Survival Rates</u></b>	
Overall:	16.7% (48)
Bystander Wit'd:	9.1% (22)
Unwitnessed:	10.5% (19)
Utstein <sup>1</sup> :	14.3% (7)
Utstein Bystander <sup>2</sup> :	0.0% (3)

<b><u>Bystander Intervention Rates<sup>3</sup></u></b>	
CPR:	61.1% (36)
Public AED Use:	36.4% (11)

Improved survival reliably linked to bCPR and AED use

# CHASE CAR PILOT PROGRAM

July 1, 2024 – September 30, 2025

Total ASU1 Calls for Service  
Since 4/22/24

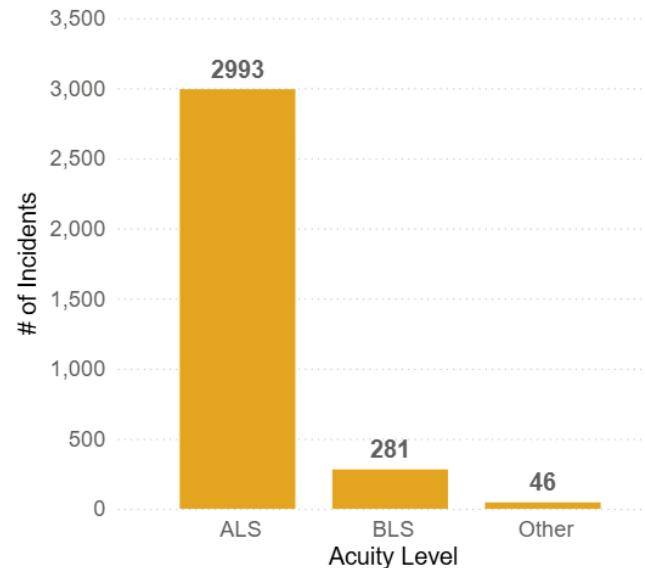
**3320**

ASU1 Median Response  
Time

**00:08:24**

**90.1%** of incidents ASU1 responds to are  
high acuity (2993/3320).

## ASU1 - Incidents by Acuity Level

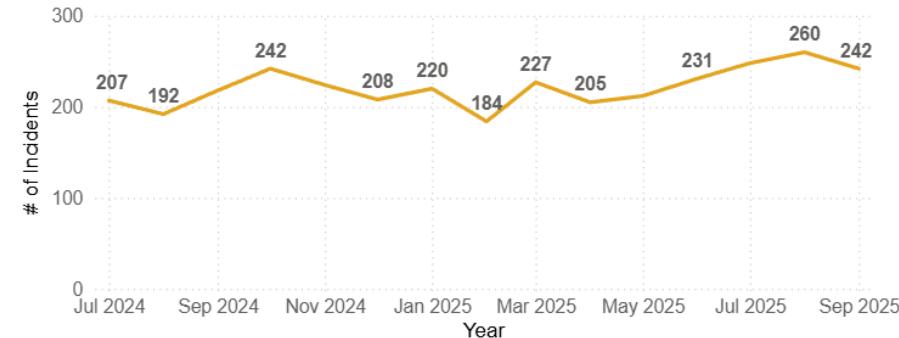


ALS – Advanced  
Life Support

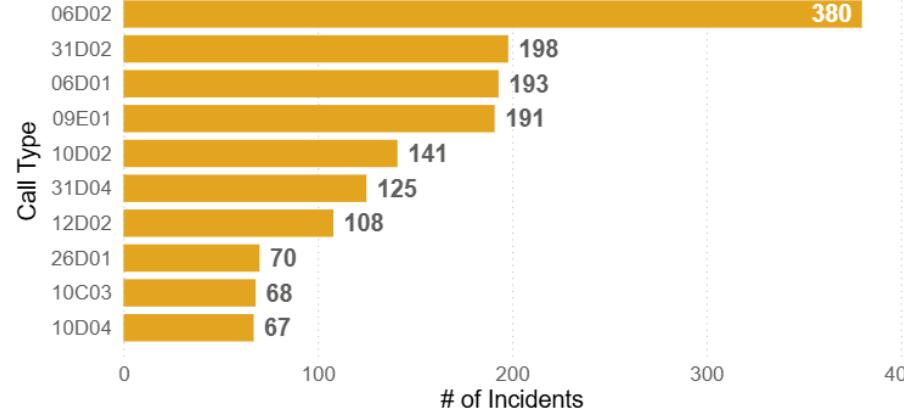
BLS – Basic Life  
Support

## Number of ASU1 Incidents by Month

4/22/2024 - 09/31/2024

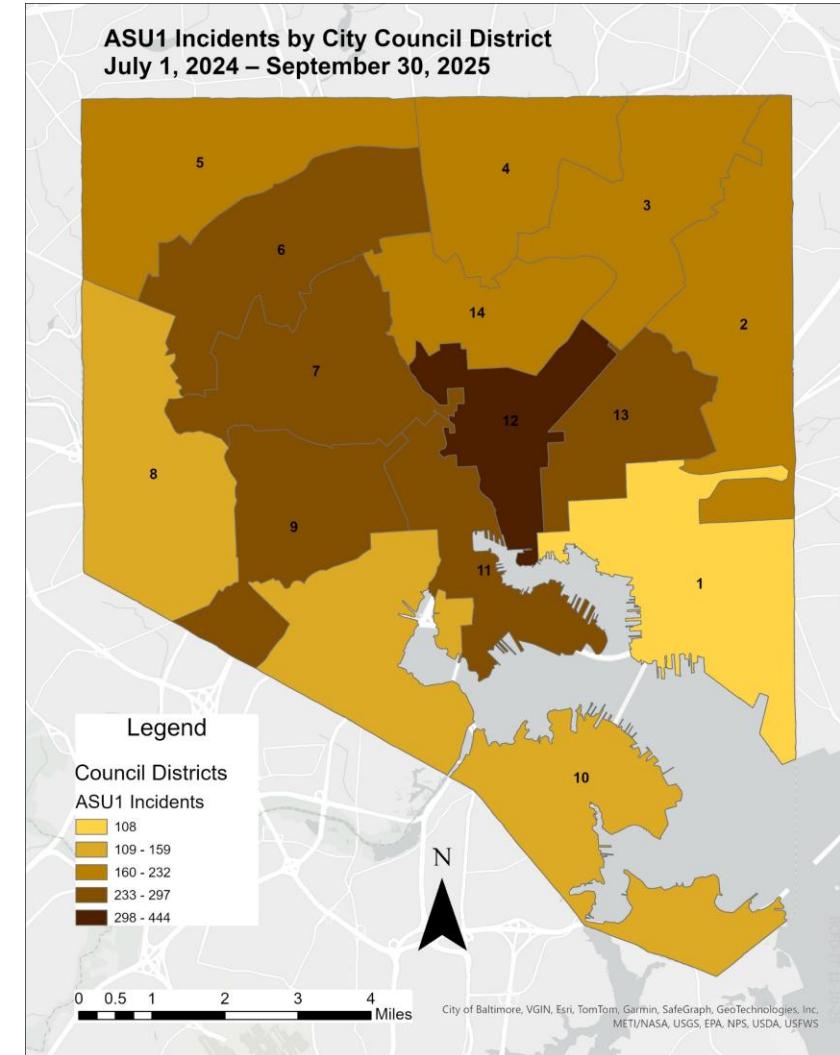


## Top 10 Calltypes for ASU1



## ASU1 Incidents by City Council District

July 1, 2024 – September 30, 2025



# BCFD COMMUNITY HEALTH PROGRAM – FY 2025 & Q1, FY2026



911 PATIENT  
CONTACTS

519

NON-  
PATIENT  
CONTACTS

9,154



BUPRENORPHINE  
INDUCTIONS

3



BCFD POST  
OVERDOSE  
OUTREACH

1,118

136

17



TREATMENT  
PROGRAM  
REFERRALS

385

(7 INPATIENT)



HARM REDUCTION  
RESOURCES  
DISTRIBUTED

7,350



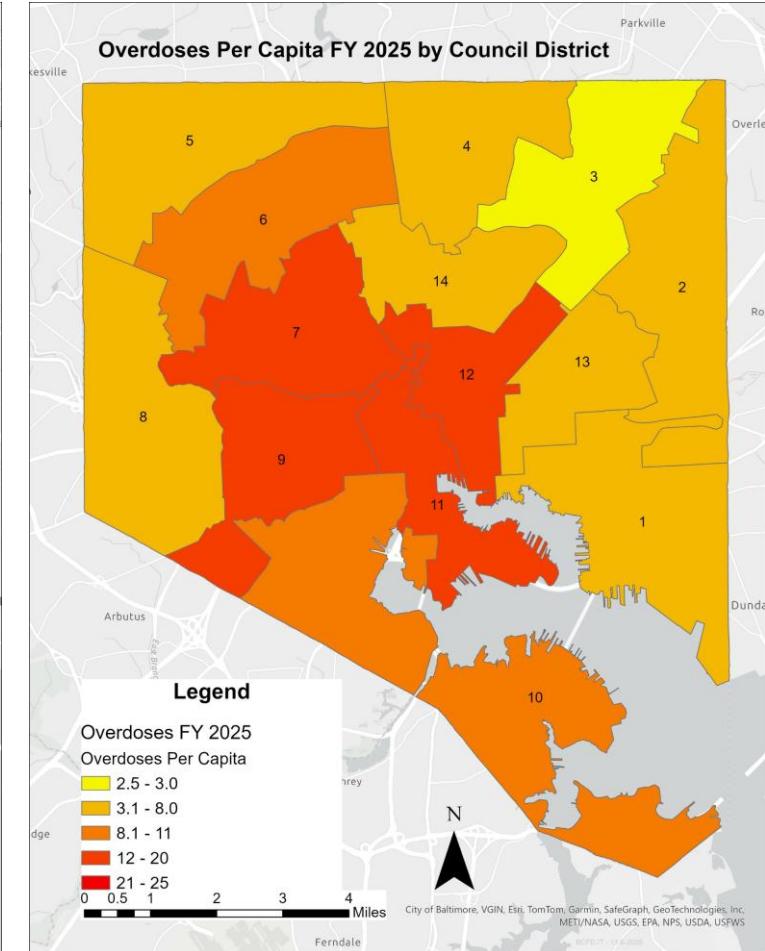
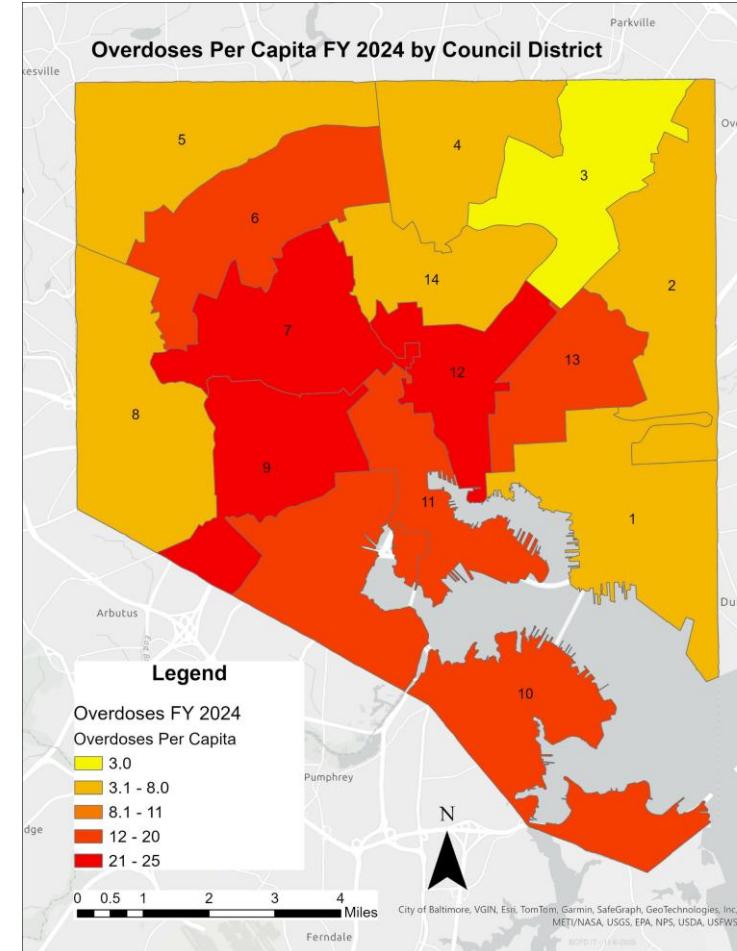
LEAVE BEHIND  
NALOXONE KITS  
DISTRIBUTED

8,842

# CITY WIDE OVERDOSES BY COUNCIL DISTRICT

FY 2024 vs. FY 2025

City Council District	FY24 Overdose Incidents	Overdose incidents per capita	FY5 Overdose Incidents	Overdose incidents per capita	% Change in Overdoses Per Capita
1	218	4.96	188	4.28	<b>-13.8%</b>
2	195	4.49	143	3.29	<b>-26.7%</b>
3	119	3.00	101	2.54	<b>-15.1%</b>
4	270	6.50	176	4.24	<b>-34.8%</b>
5	231	5.37	194	4.51	<b>-16.0%</b>
6	588	14.42	396	9.71	<b>-32.7%</b>
7	977	22.40	824	18.89	<b>-15.7%</b>
8	208	5.00	185	4.44	<b>-11.0%</b>
9	848	20.30	653	15.63	<b>-23.0%</b>
10	501	11.99	382	9.14	<b>-23.8%</b>
11	642	15.66	451	11.00	<b>-29.8%</b>
12	869	20.77	630	15.06	<b>-27.5%</b>
13	537	12.85	322	7.70	<b>-40.0%</b>
14	233	5.77	174	4.31	<b>-25.3%</b>



include **Positive Narcan Administration** and **Likely Opioid Overdose: Unconfirmed**



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

# Thank You



# BALTIMORE CITY COUNCIL



## PUBLIC SAFETY COMMITTEE

*LO25-0006*

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

## Additional Materials



**\*PREVIOUS QUARTERLY REPORT\***

# **FIRE DEPARTMENT QUARTERLY COUNCIL BRIEFING**

**FY25 Q3 Jan 1-Mar 31**



**Brandon M. Scott  
Mayor**

# TABLE OF CONTENTS

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





Brandon M. Scott  
Mayor

# COMMAND STAFF

Chief James W. Wallace

Assistant Chief John F. Eid

- Operations

Chief Administrative Officer Shontéé 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**



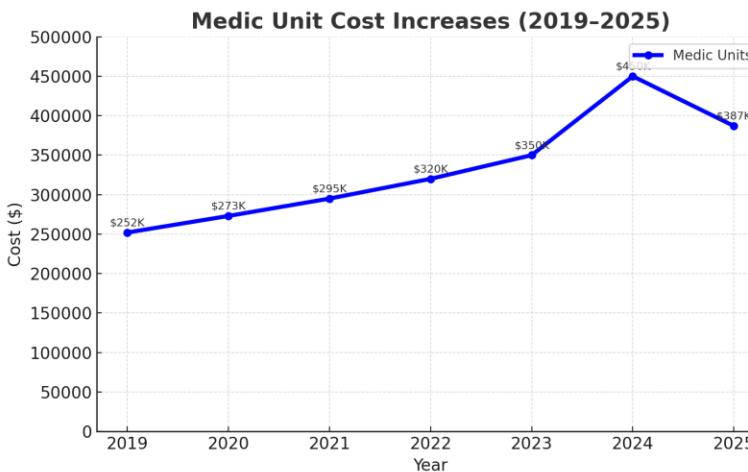
**5 Medic Units**



**4 Engines**

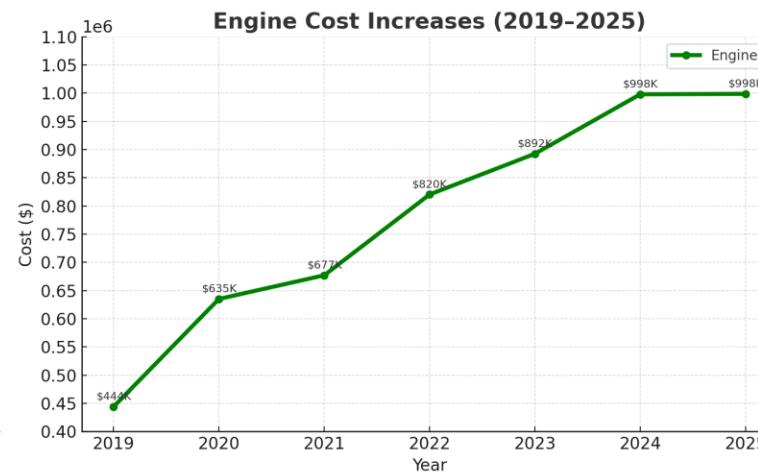
# Apparatus-Added Challenges

- **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

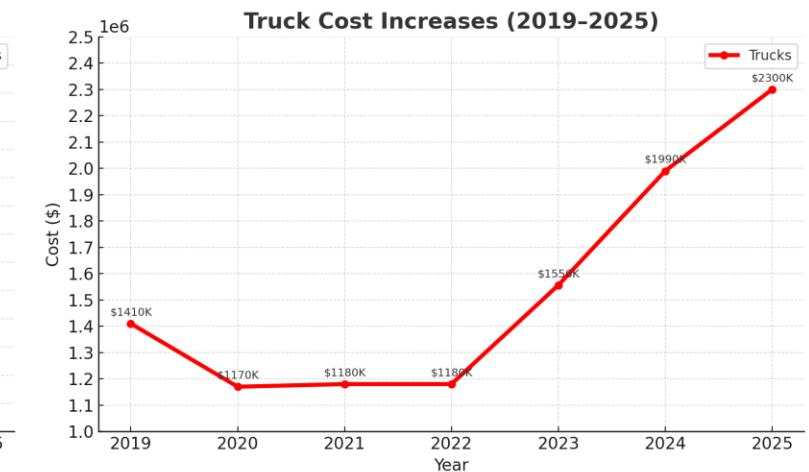


**Medic Units** – 44% Increase Since 2019

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



**Engines** – 55.51% Increase Since 2019



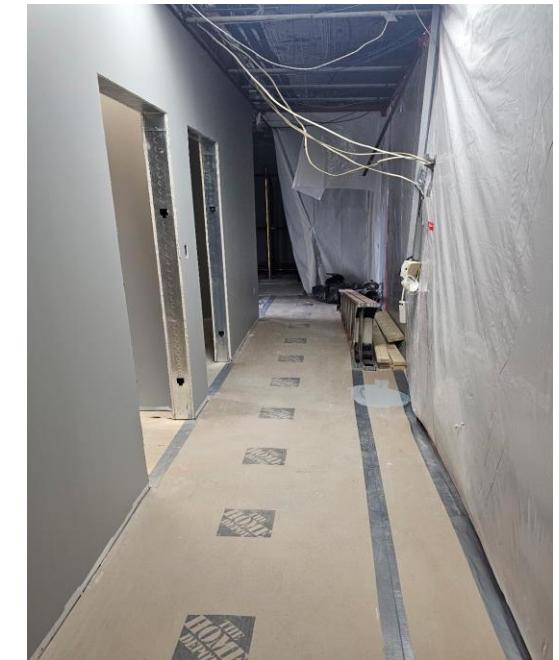
**Trucks** – 29.15% Increase Since 2019

\*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 Impaired Smoke Alarm  
Request



**BALTIMORE CITY FIRE DEPARTMENT**  
**LIFETONE HL**  
Protect yourself and your loved ones  
from the danger of sleeping through a fire.

**HOW DOES IT WORK?**

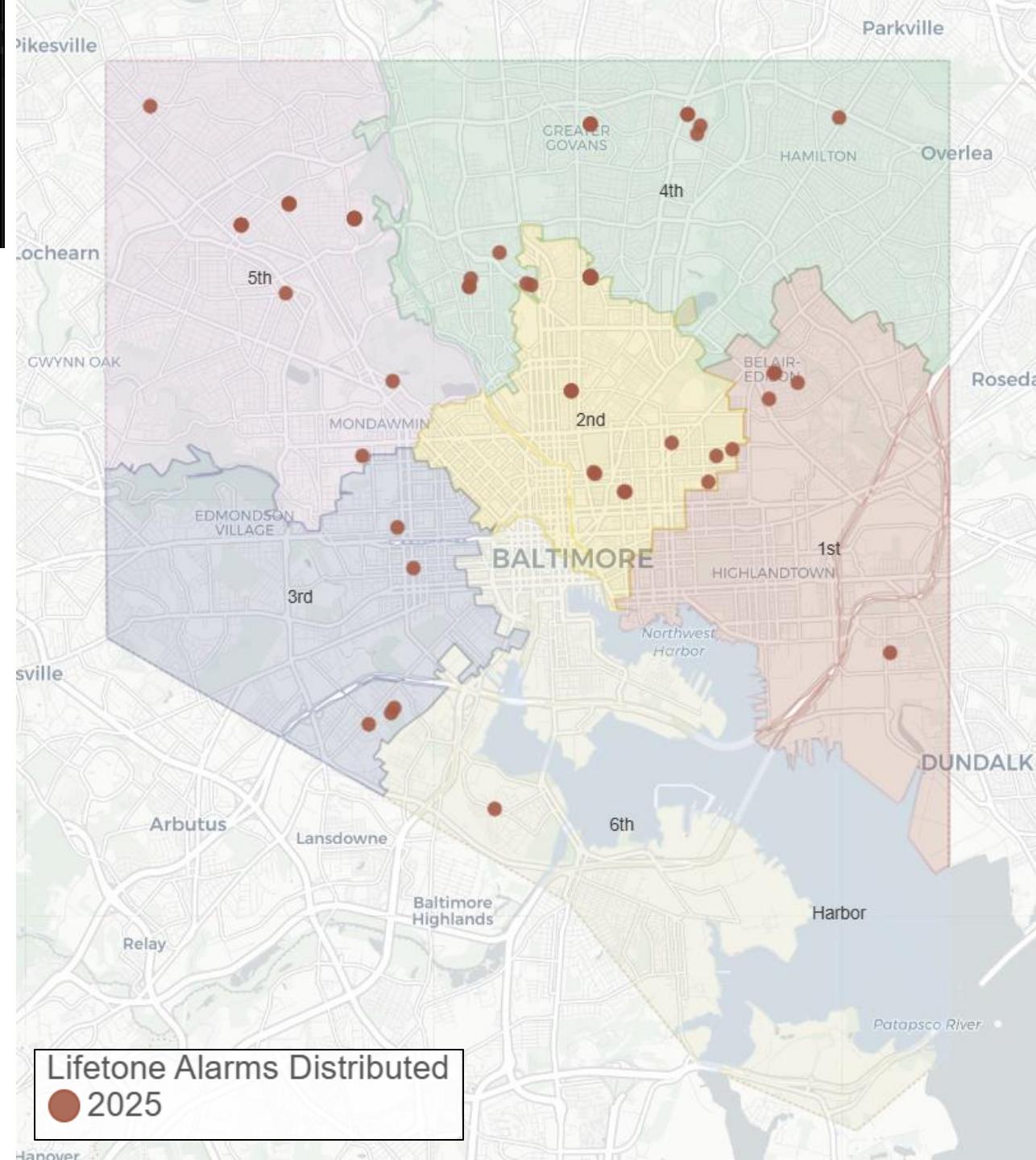
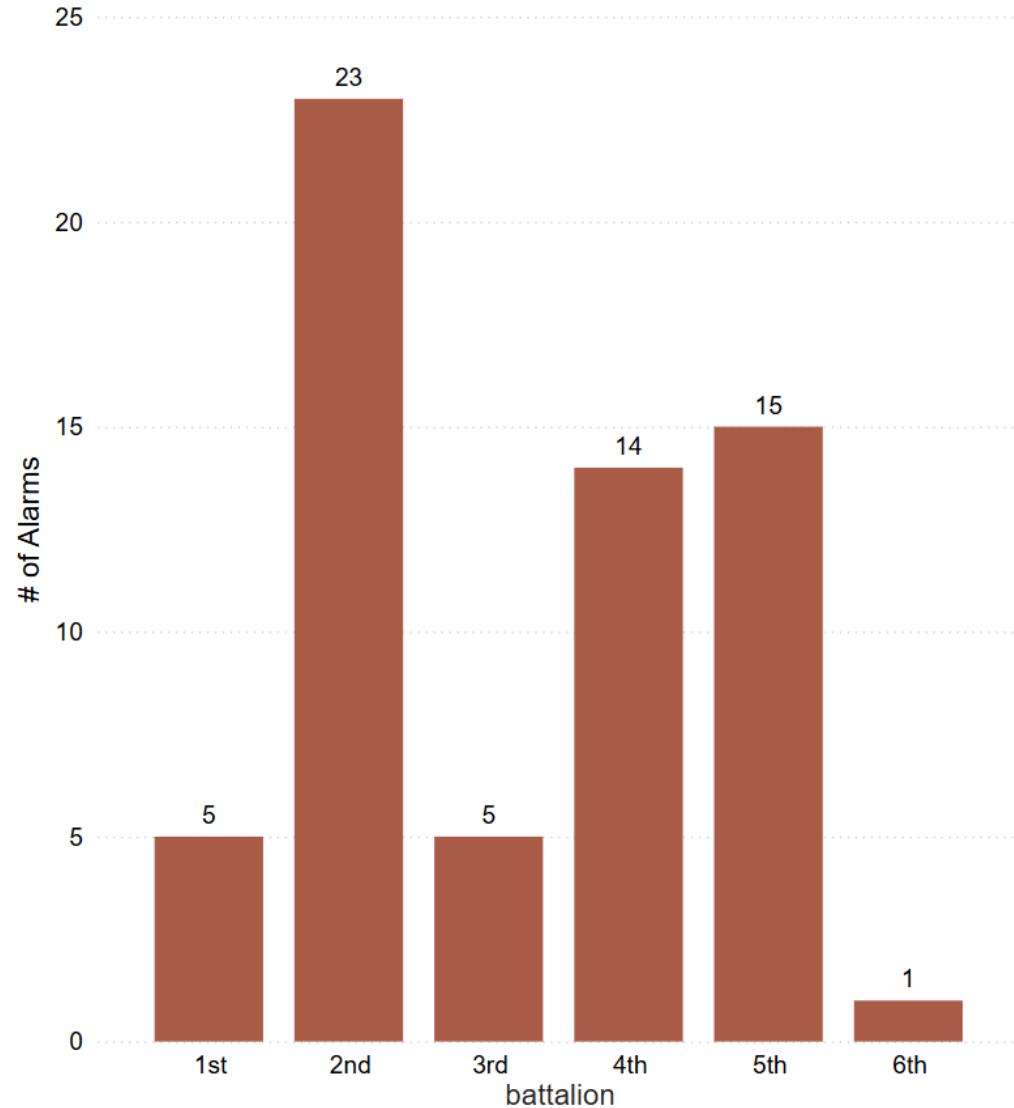
- Smoke Detection - A standard household smoke alarm detects a fire and sounds an alert.
- Constant Monitoring - The Lifetone HL uses patented technology to constantly listen for your smoke alarm.
- Audible Alerting & Announcing - A loud low frequency alarm (520 Hz) has been proven in scientific studies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

**FOR YOUR  
LIFETONE HL ALARM  
PLEASE CONTACT**

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

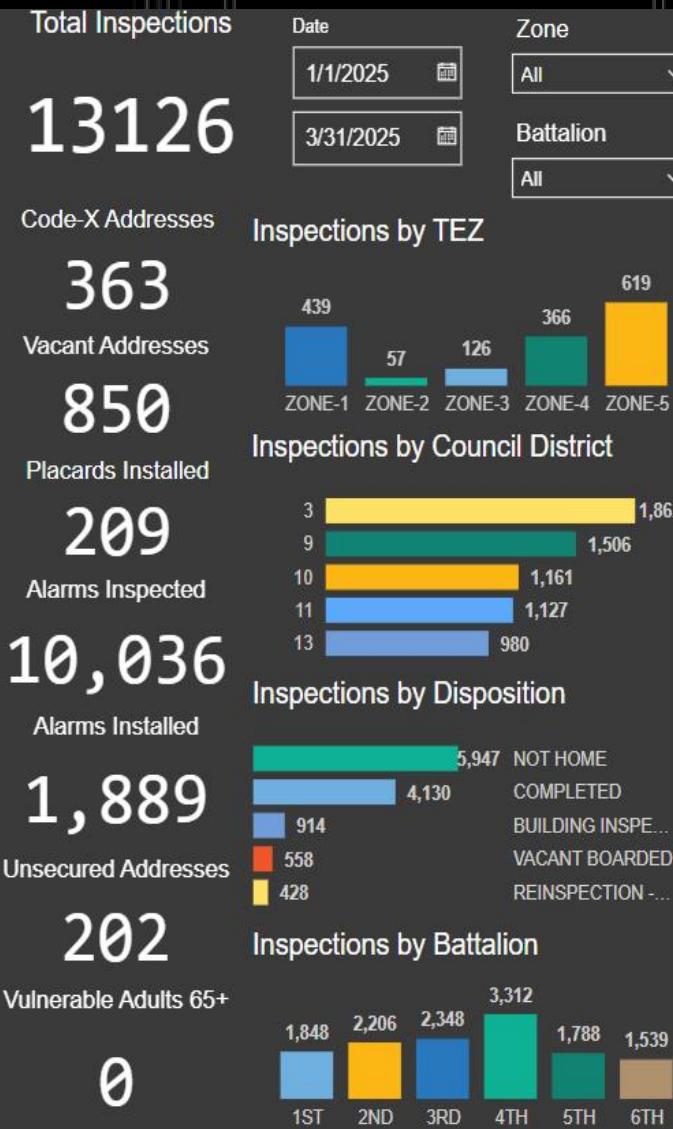
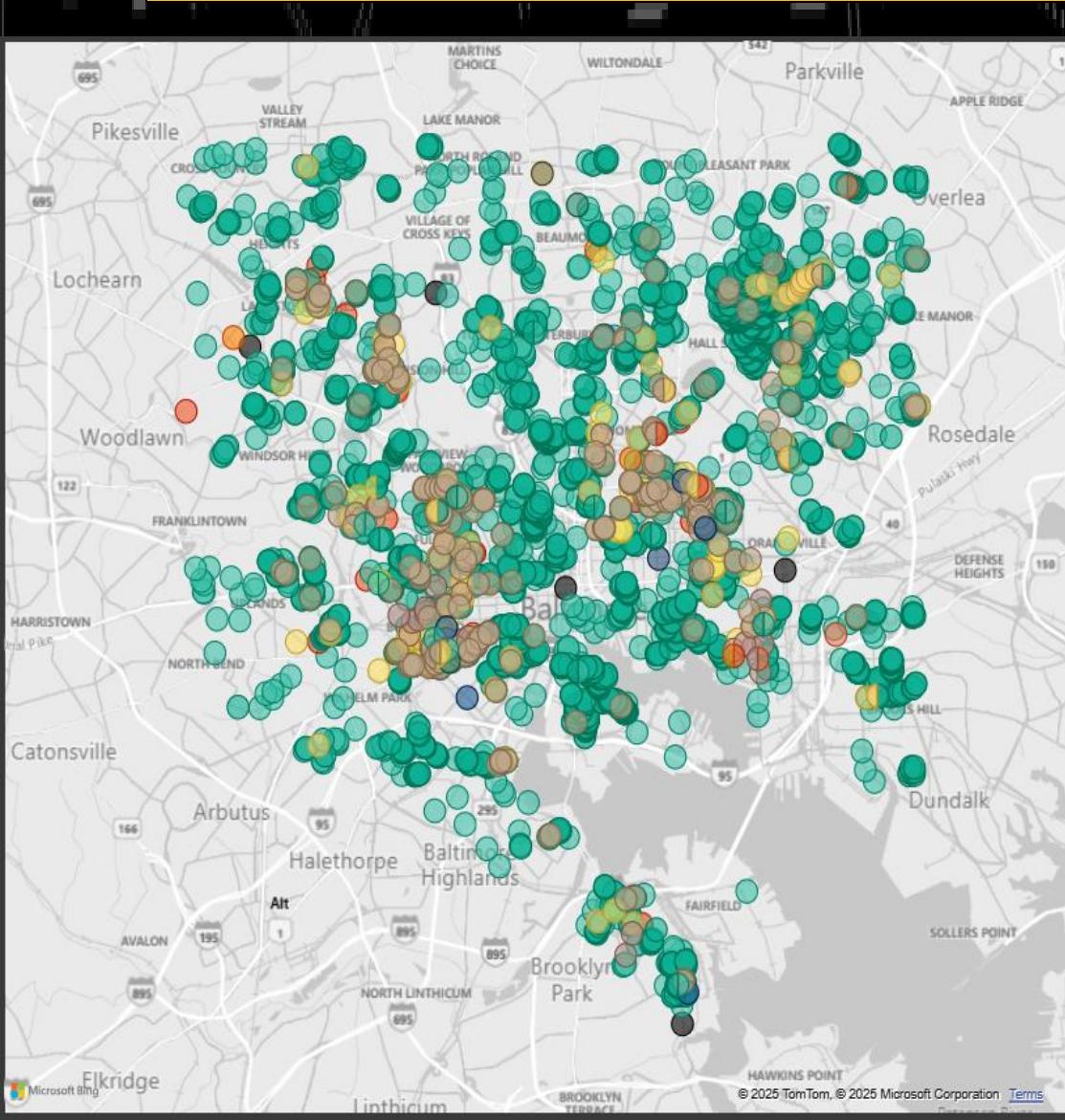
# Lifetone Alarms

January 1, 2025 – April 19, 2025



# Community Safety Sweeps Inspections

## FY25 Q3



**Total Inspections FY24 Q3**  
**15,033**

**Total Inspections FY25 Q3**  
**13,126**

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

# 911 EMERGENCY CALL CENTER



## Call Volume:

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

## Hiring:

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

## Outreach/Community Engagement:

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



Brandon M. Scott  
Mayor

# 911 EMERGENCY CALL CENTER



Brandon M. Scott  
Mayor

## 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



# FIRE COMMUNICATIONS BUREAU

Fire Dispatch Center NFPA 1710: FY25 Q3

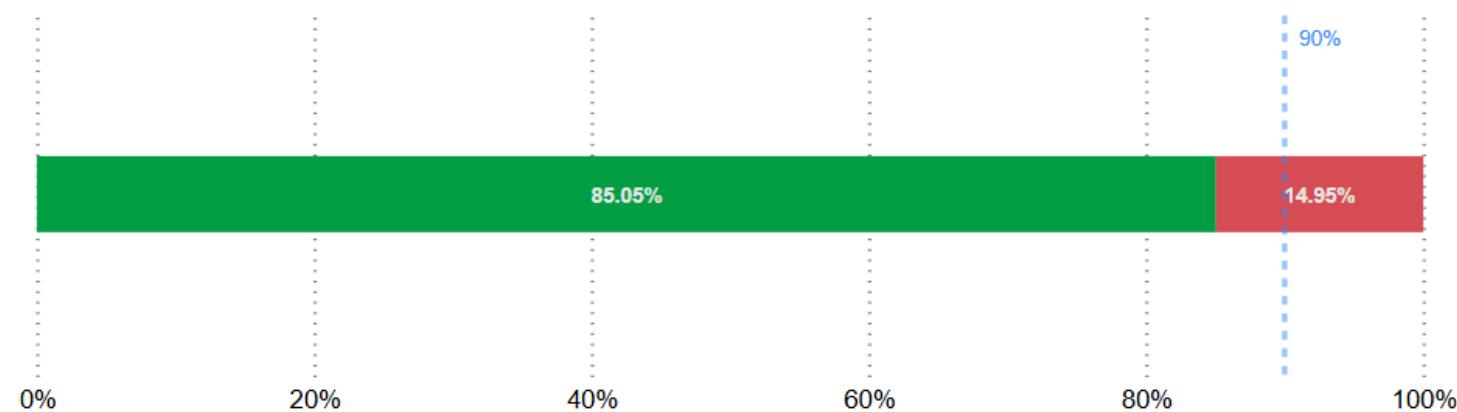
Total Units Dispatched: 85,264 (+3.75%\*)  
EMS: 66,279 (+2.90%\*)  
Suppression: 18,985 (+6.81%\*)

\*As compared to FY24 Q3

- 5 Vacancies
- Interview dates TBD

Percentage of Calls Dispatched Within 64 Seconds

Processed < 64 Secs ● yes ● no



Percentage of Calls Dispatched Within 106 Seconds

Processed < 106 Secs ● yes ● no



# OPERATIONS DIVISION



# OPERATIONS

## BCFD Suppression Unit Breakdown:

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

# SUPPRESSION UNIT TOTAL RESPONSES

## FY24 Q3 vs FY25 Q3

● EMS ● SUPPRESSION

14K

12K

10K

# of Incidents

8K

6K

4K

2K

0K

11.07K

3.1K

8.0K

9.37K

2.5K

6.9K

10.37K

2.6K

7.7K

11.50K

3.4K

8.1K

10.05K

2.7K

7.4K

10.62K

2.9K

7.7K

FY24 Q3  
January

FY24 Q3  
February  
2024

FY24 Q3  
March

FY25 Q3  
January

FY25 Q3  
February  
2025

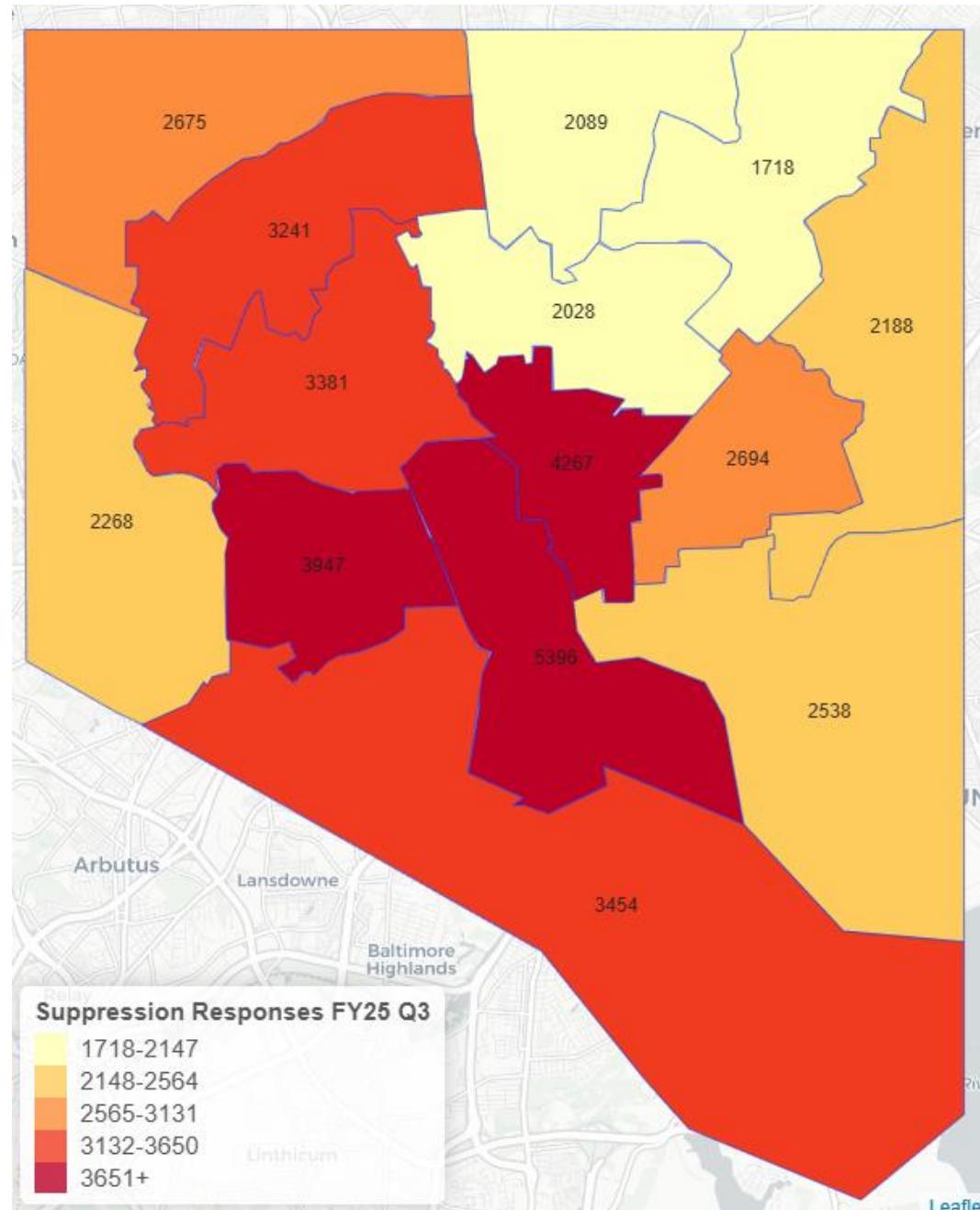
FY25 Q3  
March

# 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
<b>9</b>	<b>2304</b>	<b>1643</b>	<b>3947</b>	<b>3523</b>
10	2134	1320	3454	3719
<b>11</b>	<b>2767</b>	<b>2629</b>	<b>5396</b>	<b>5190</b>
<b>12</b>	<b>2639</b>	<b>1628</b>	<b>4267</b>	<b>3938</b>
13	1689	1005	2694	2491
14	1193	835	2028	1996

■ = Top 3 in FY25 Q3 Total Responses



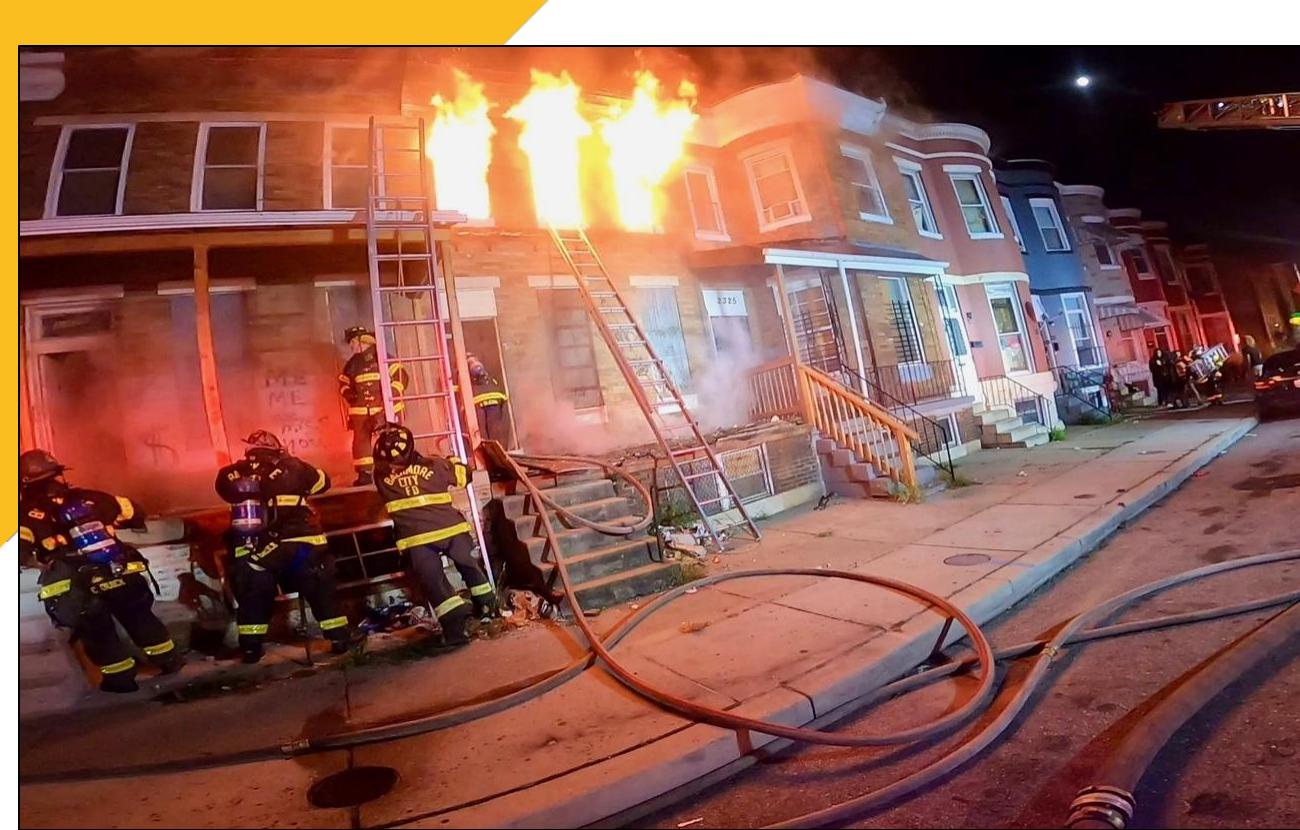
# FIRE RESPONSE TIME

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

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



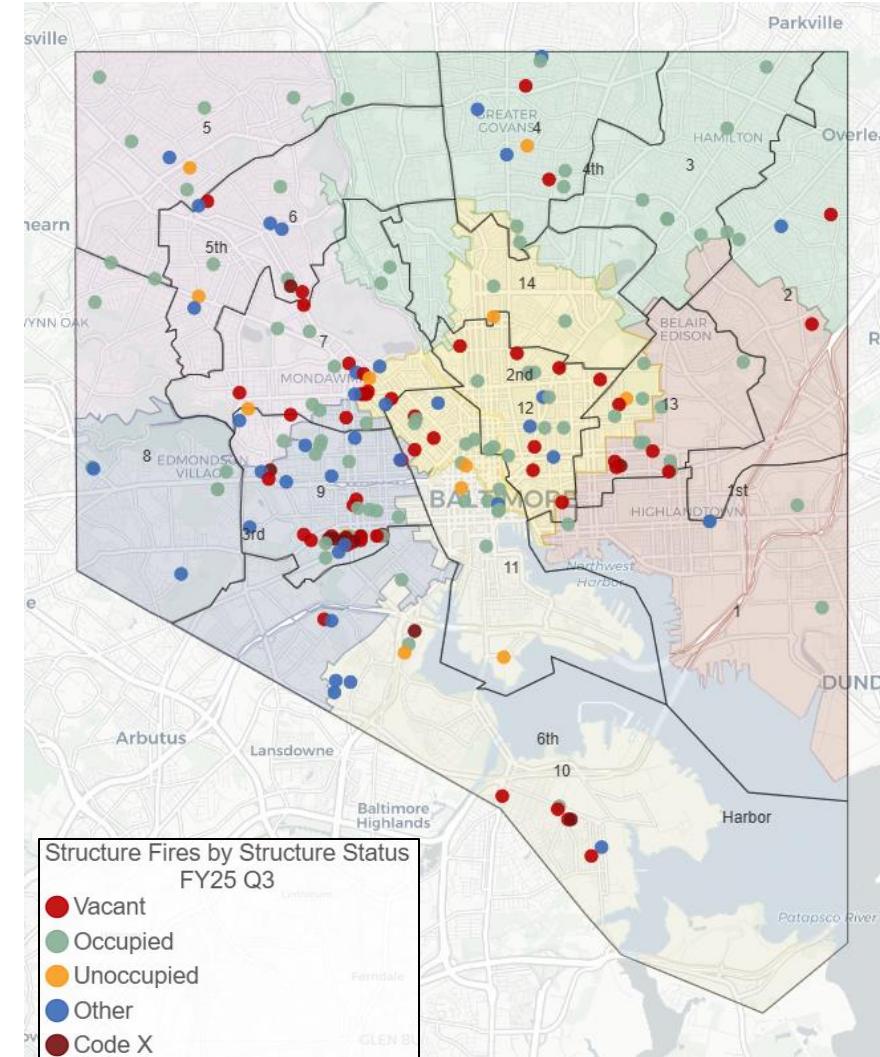
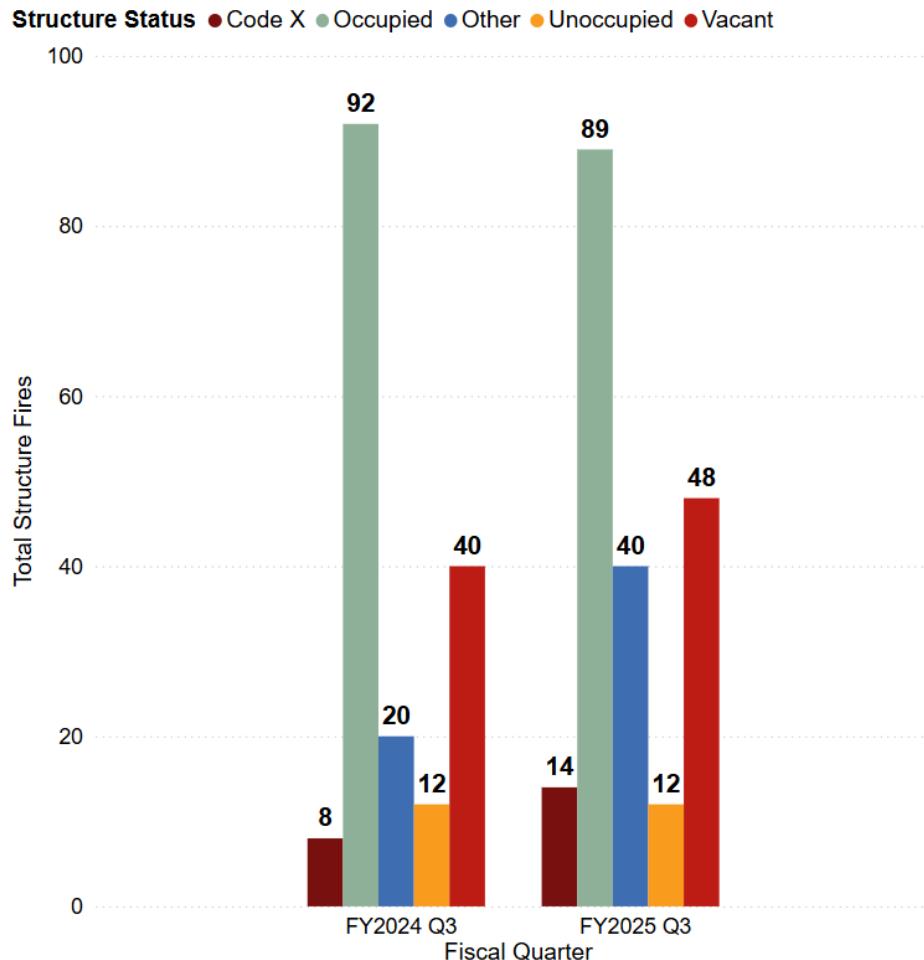
# STRUCTURE FIRES



# STRUCTURE FIRES BY STRUCTURE STATUS

FY24 Q3 vs FY25 Q3

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

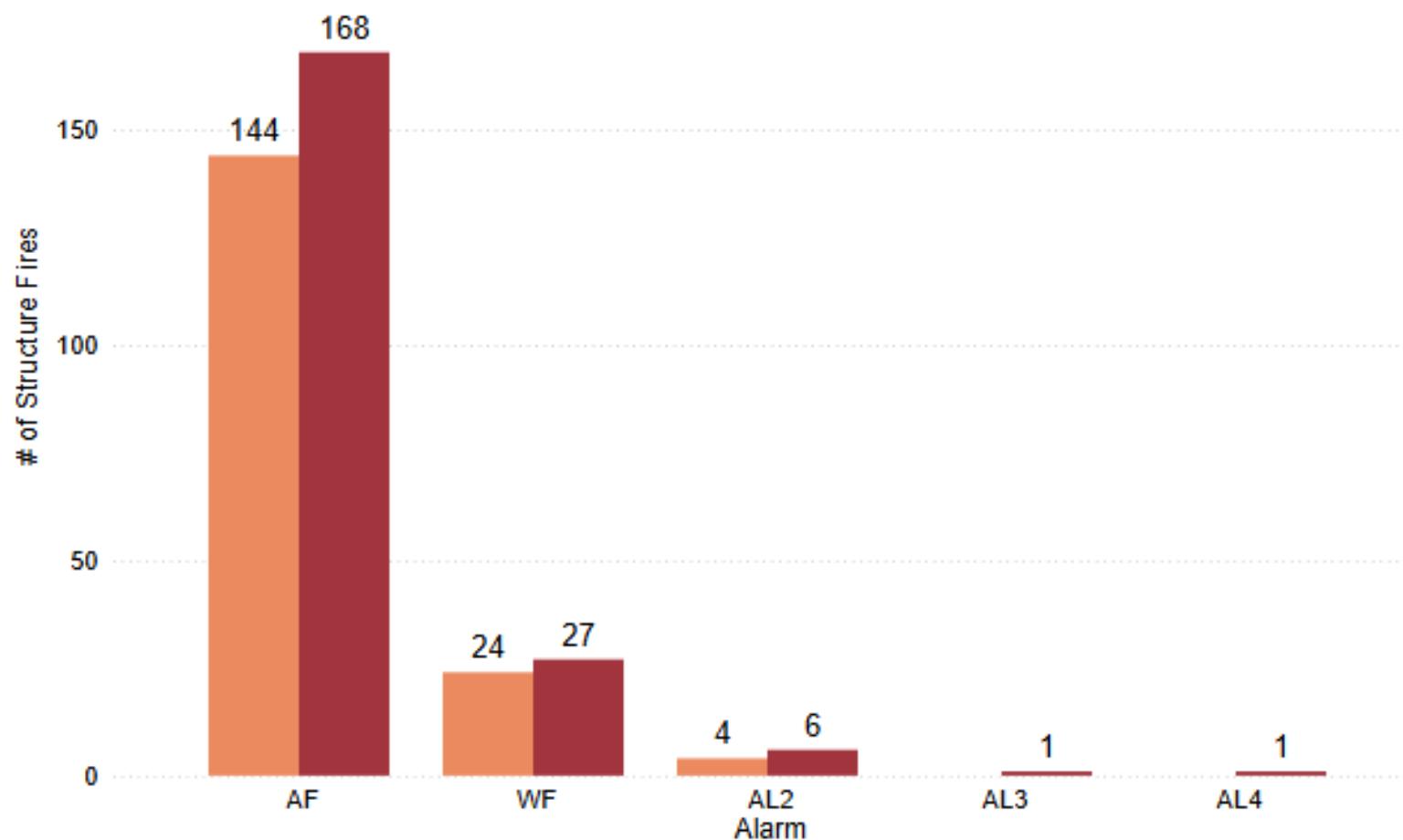


# STRUCTURE FIRE INCIDENTS BY ALARM

Structure Fire Dispositions FY24 Q3 vs FY25 Q3

Fiscal Quarter ● FY2024 Q3 ● FY2025 Q3

200



# OPERATIONS

## DAILY RESPONSES AND ACTIVITIES

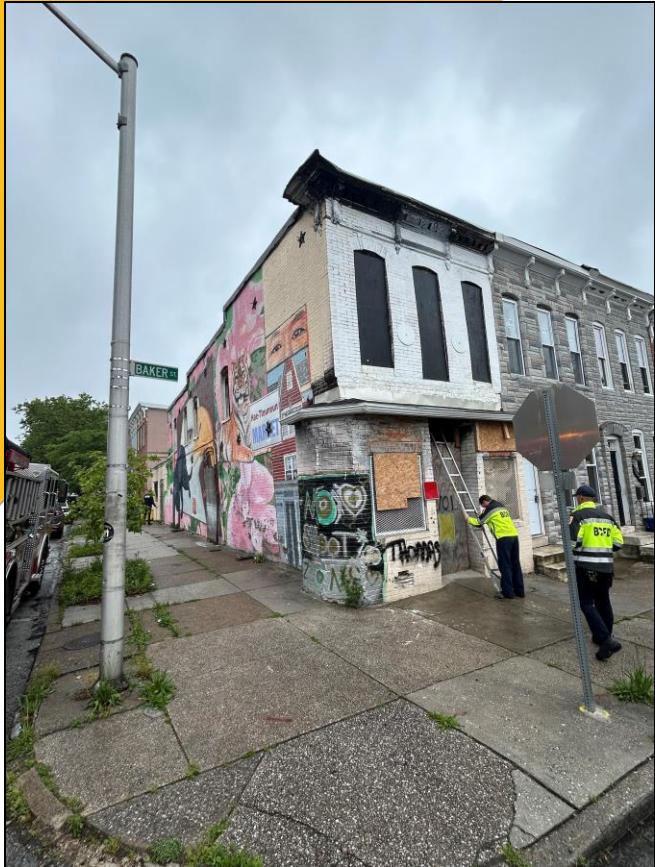
### Average Suppression Unit Responses Per Day: 453

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

### WEEKLY SCHEDULE FOR DAILY UNIT ACTIVITIES

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

# Code X / Vacant Initiatives Inspections



# Code X Address Inspections

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

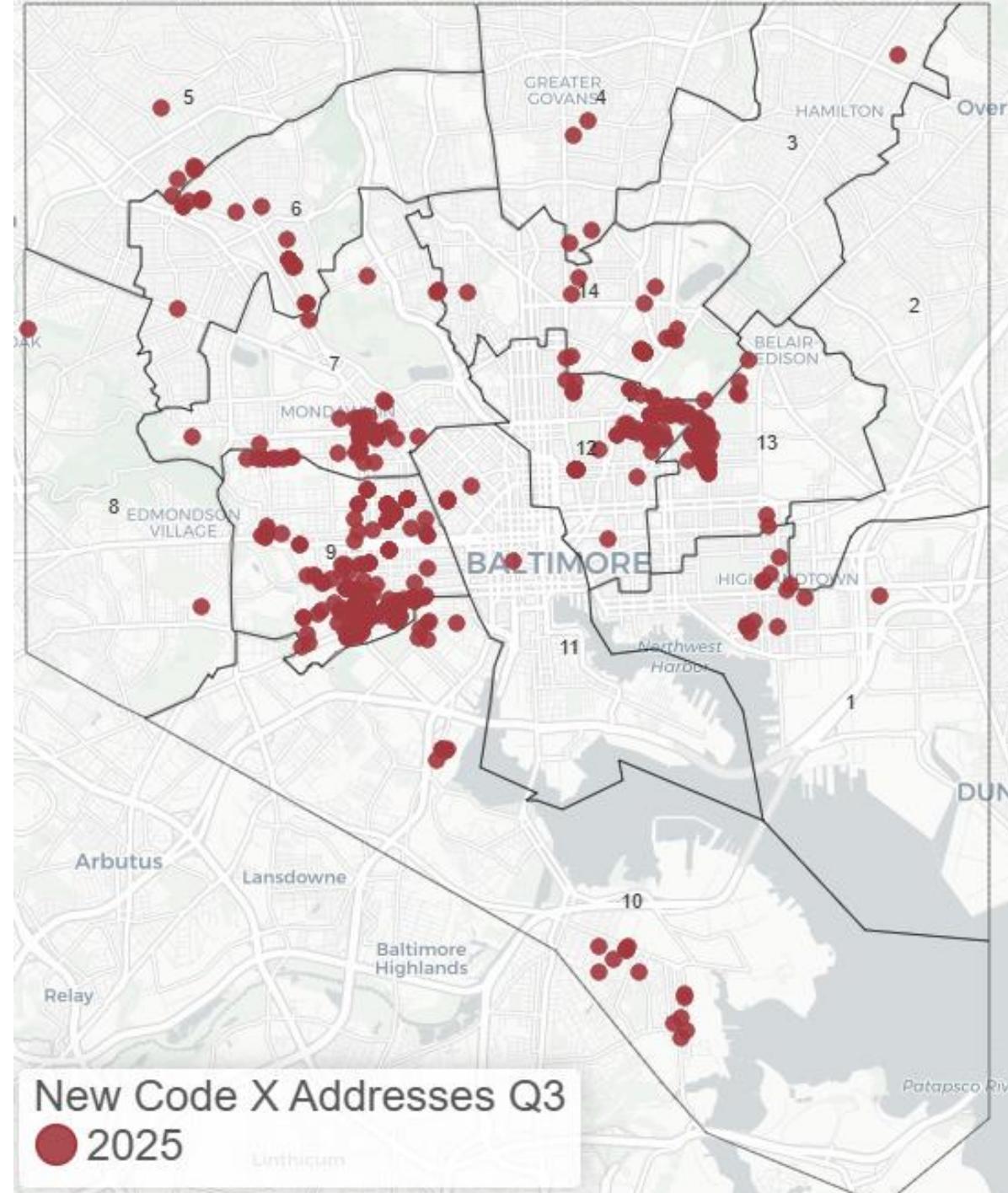
**5300**

**New Code X Entries FY25 Q3**

**456**

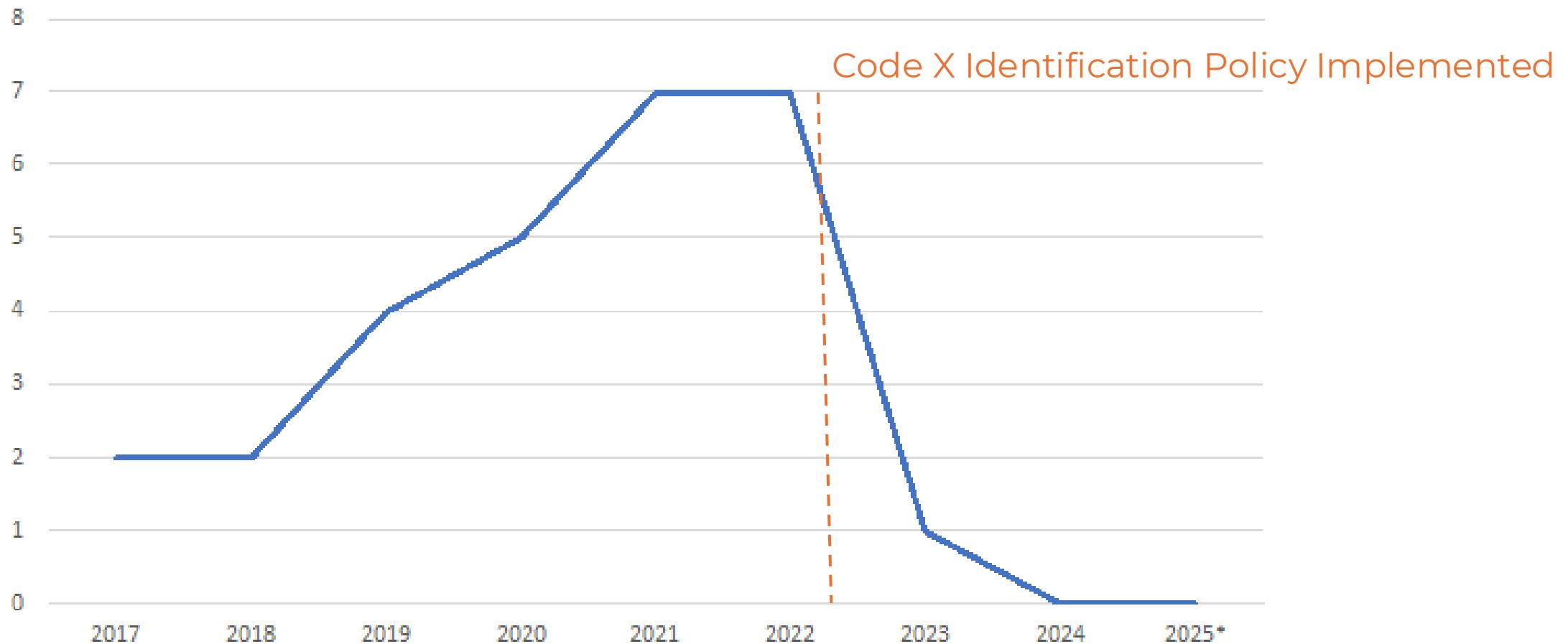
Vacant & Code X Reinspections FY25 Q3:

- 40 Razied
- 137 Returned to use

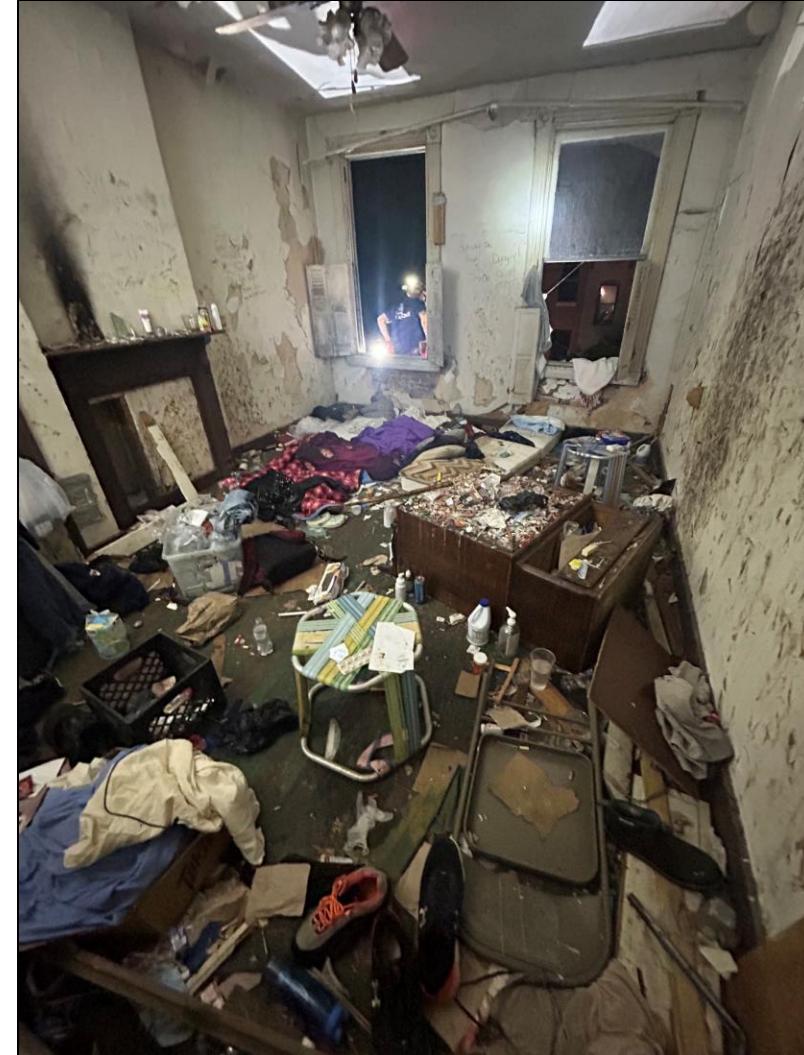


# Mayday

## Maydays by Year



# Identifying Illegally Occupied Structures – 311 Notification



# 311 Notification: Identification of Illegally Occupied Dwellings

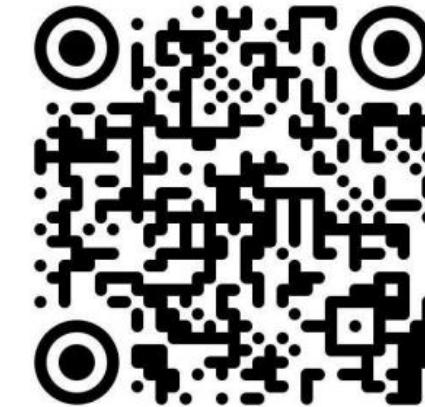
- 311 Request live 9/28/24
- Operation Memo 5-24 was created for Fire Department Operations
- 311 QR code
- Data sharing and platform created for the following departments: BPD, DPW, Housing, and Homeless Services
- FD Community Risk Reduction Action Plan
- Increase data sharing between all city departments

## New 311 Request Questions:

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

311 Service Request – Vacant Building/Squatter Encounter

### 311 QR Code



#### Option 1

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

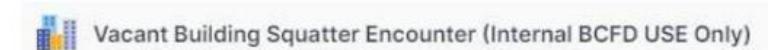
#### Option 2

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

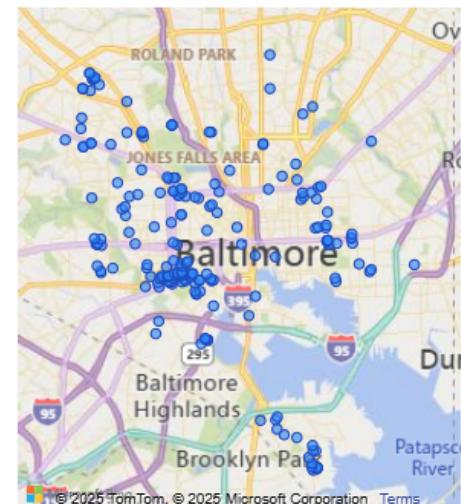
Once the website has loaded, Click the Housing, Buildings & Structure icon



Then select the Vacant Building Squatter Encounter icon.



# 311 Notification: Identification of Illegally Occupied Dwellings

Created Date	SR Type	Address	Neighbor	Squatter SRs (Distinct Addresses)
Sunday, April 27, 2025	HCD-Vacant Building Squatter Encounter (Internal BCFD USE Only)	1842 RAMSAY ST, BC, 21223	Carrollton	<b>196</b>
Sunday, April 27, 2025	HCD-Vacant Building Squatter Encounter (Internal BCFD USE Only)	2051 DRUID PARK DR, BC, 21211	Woodberry	<b>86</b>
Saturday, April 26, 2025	HCD-Vacant Building Squatter Encounter (Internal BCFD USE Only)	1908 WILKENS AVE, Baltimore City, 21223	Carrollton	<b>69</b>
Saturday, April 26, 2025	HCD-Vacant Building Squatter Encounter (Internal BCFD USE Only)	2334 E NORTH AVE, BC, 21213	South Cliff	<b>Count of Fire/EMS Incidents</b>
Thursday, April 24, 2025	HCD-Vacant Building Squatter Encounter (Internal BCFD USE Only)	206 S BRUCE ST, Baltimore City, 21223	Mount Clare	<b>13</b>
Wednesday, April 23, 2025	HCD-Vacant Building Squatter Encounter (Internal BCFD USE Only)	3428 W BELVEDERE AVE, Baltimore City, 21215	Arlington	<b>Count of Incidents w/ Squatter Injuries</b>
Tuesday, April 22, 2025	HCD-Vacant Building Squatter Encounter (Internal BCFD USE Only)	3809 8TH ST, Baltimore City, 21225	Brooklyn	<b>Squatt...</b> <input checked="" type="radio"/> Yes
Tuesday, April 22, 2025	HCD-Vacant Building Squatter Encounter (Internal BCFD USE Only)	3849 W FOREST PARK AVE, Baltimore City, 21216	Concord	
Tuesday, April 22, 2025	HCD-Vacant Building Squatter Encounter (Internal BCFD USE Only)	804 E NORTH AVE, Baltimore City, 21202	East Baltimore	<input type="radio"/> No
Tuesday, April 22, 2025	HCD-Vacant Building Squatter Encounter (Internal BCFD USE Only)	804 E NORTH AVE, Baltimore City, 21202	East Baltimore	<input type="radio"/> Unknown
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 Park	
Monday, April 21, 2025	HCD-Vacant Building Squatter Encounter (Internal BCFD USE Only)	3507 W GARRISON AVE, Baltimore City, 21215	Central Park	
Sunday, April 20, 2025	HCD-Vacant Building Squatter Encounter (Internal BCFD USE Only)	302 S GILMOR ST, Baltimore City, 21223	Mount Clare	
Thursday, April 17, 2025	HCD-Vacant Building Squatter Encounter (Internal BCFD USE Only)	1525 MEDFORD RD, Baltimore City, 21218	Ednor Gate	
Wednesday, April 16, 2025	HCD-Vacant Building Squatter Encounter (Internal BCFD USE Only)	1612 MCHENRY ST, Baltimore City, 21223	Mount Clare	
Wednesday, April 16, 2025	HCD-Vacant Building Squatter Encounter (Internal BCFD USE Only)	1625 FREDERICK AVE, Baltimore City, 21223	Union Square	
Wednesday, April 16, 2025	HCD-Vacant Building Squatter Encounter (Internal BCFD USE Only)	3915 WABASH AVE, Baltimore City, 21215	East Arlington	
Tuesday, April 15, 2025	HCD-Vacant Building Squatter Encounter (Internal BCFD USE Only)	319 S MOUNT ST, Baltimore City, 21223	Mount Clare	
Monday, April 14, 2025	HCD-Vacant Building Squatter Encounter (Internal BCFD USE Only)	2213 E MADISON ST, Baltimore City, 21205	Middle East	
Friday, April 11, 2025	HCD-Vacant Building Squatter Encounter (Internal BCFD USE Only)	2306 MOSHER ST, Baltimore City, 21216	Bridgeview	

# 311 Outreach Illegally Occupied Campaign

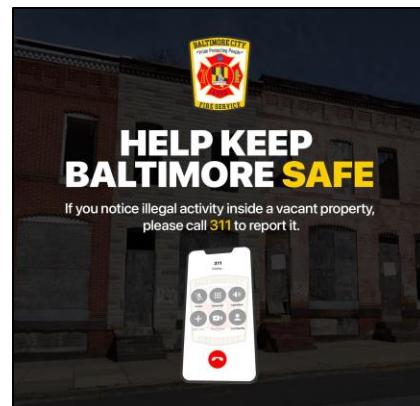
## Public Awareness/Outreach

### Campaign Tactics

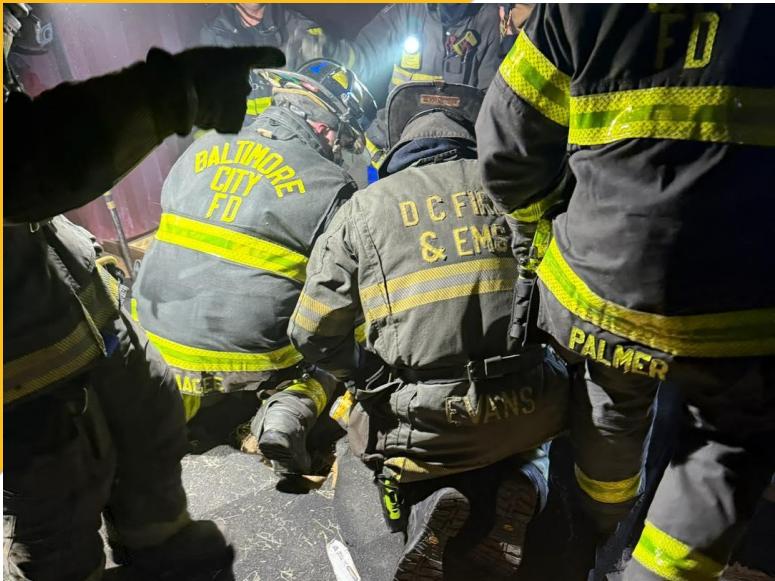
**Flyer Distribution:** Distribute residential door-hangers to increase outreach efforts.

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

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



# OPERATIONAL PROGRESSION



## Preparation Response Mitigation Evaluation

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

# NEIGHBORHOOD SERVICES

- Effective April 4, 2025



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



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

Department of Housing & Community Development has reinstated 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

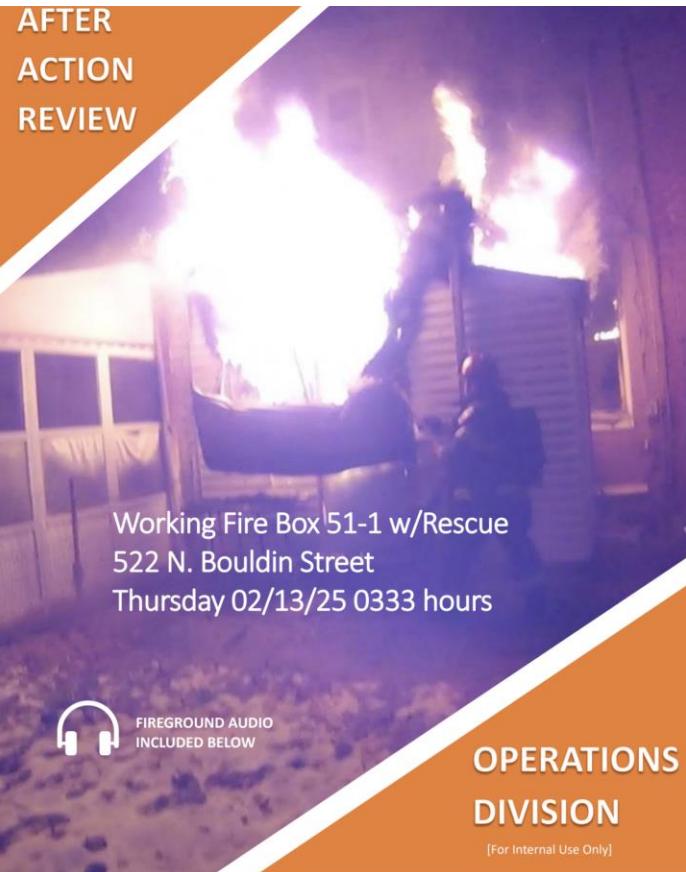
## Internal After-Action Review (AAR)

- 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

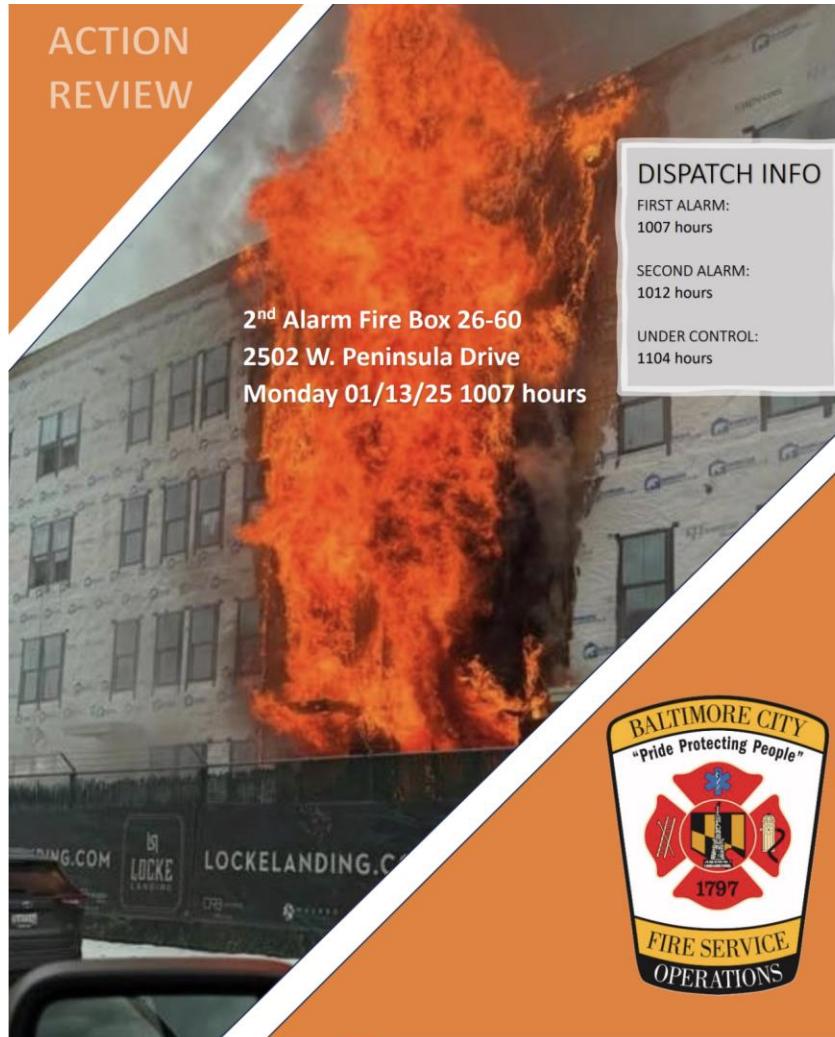


FIREGROUND AUDIO INCLUDED BELOW

## OPERATIONS DIVISION

[For Internal Use Only]

## ACTION REVIEW



## AFTER ACTION REVIEW

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



## OPERATIONS DIVISION

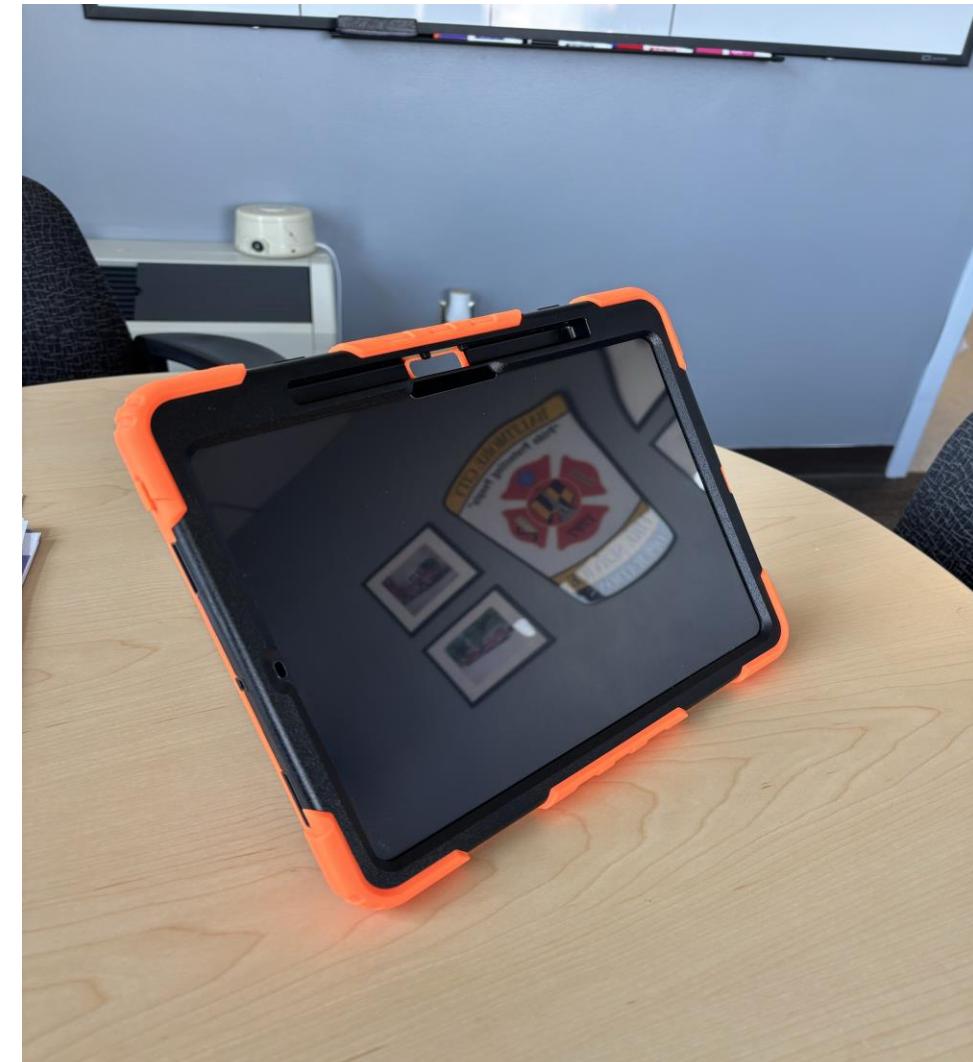
[For Internal Use Only]

- 10 Published in 2025

# New Technology - ADASHI

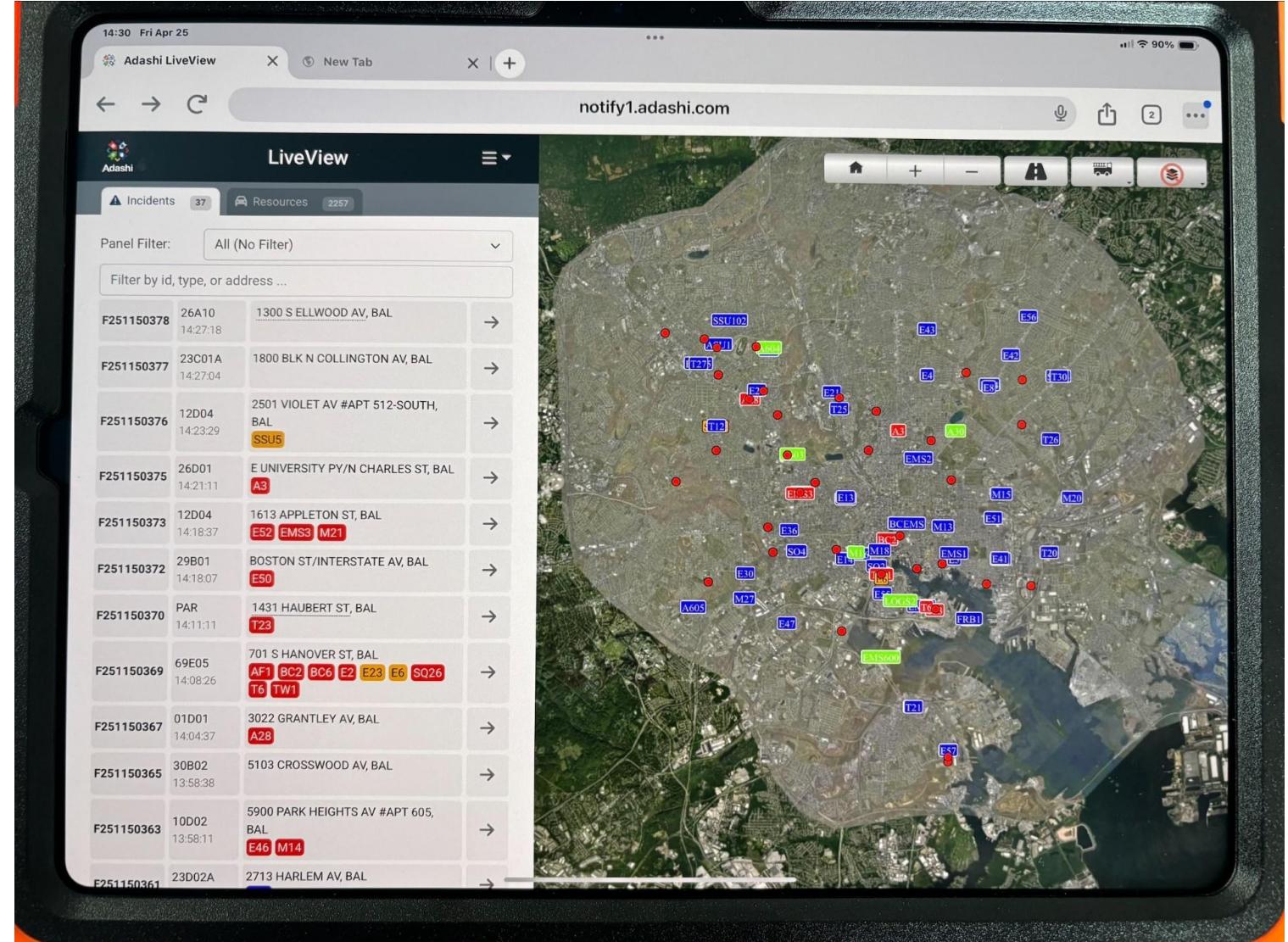
18 Apple iPad Pros purchased and loaded with software to assist on incidents with real time up to date and accurate information.

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



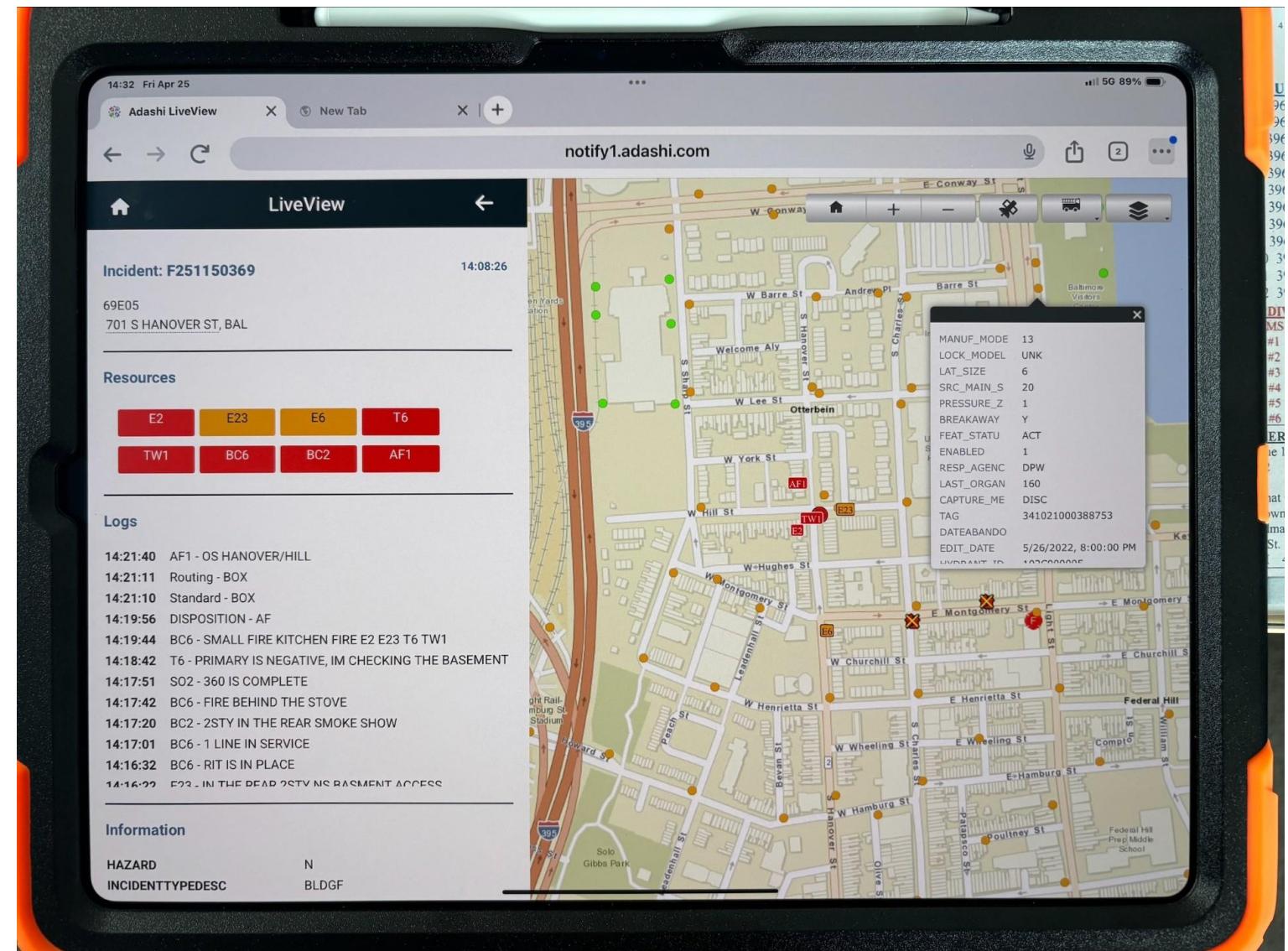
# ADASHI Software

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



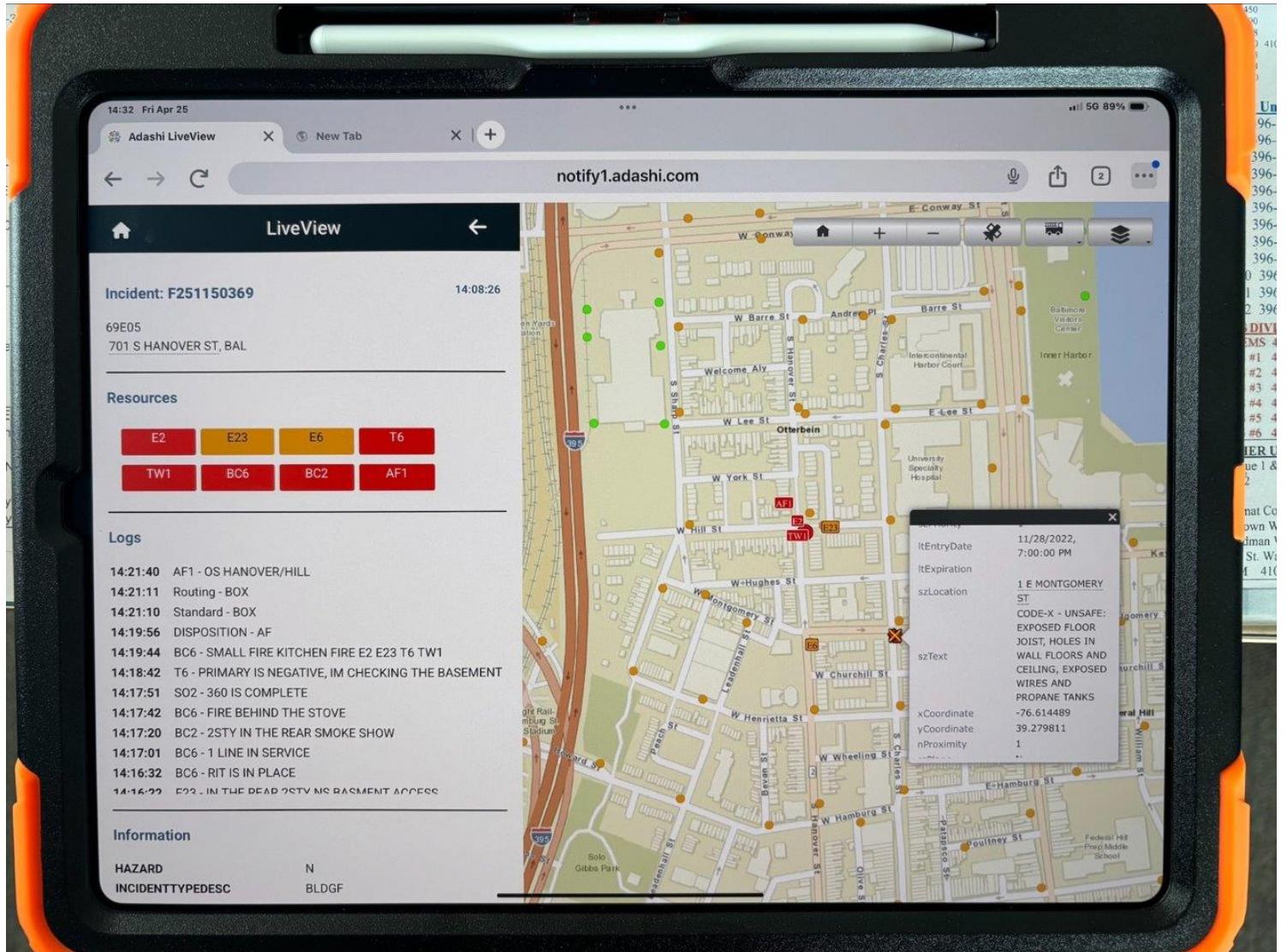
# ADASHI- Incident Information

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



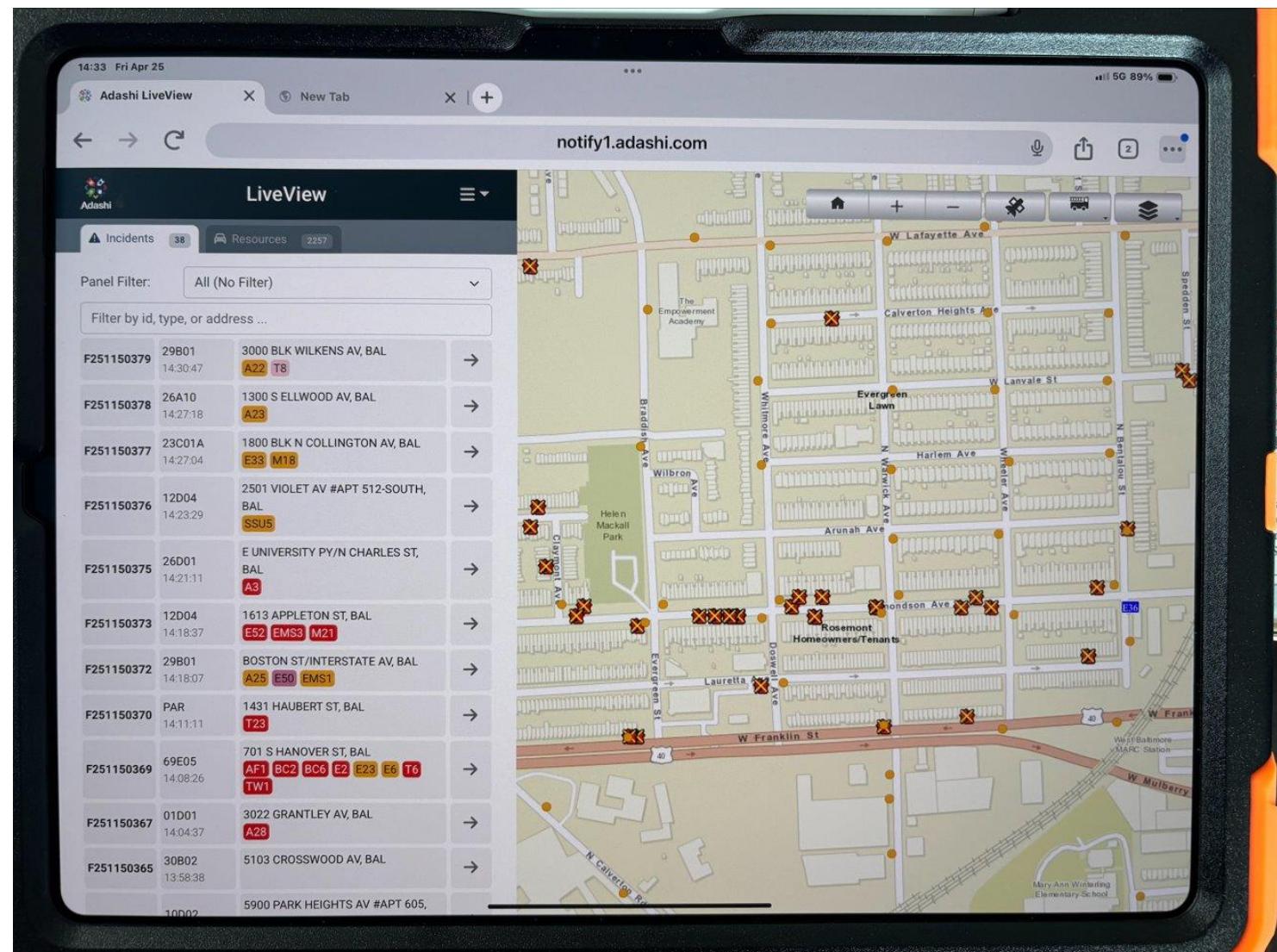
# ADASHI- Code X Ray Information

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



# ADASHI- Code X Ray Map

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



# FIRE MARSHAL

## Q3 FY25 Activities

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

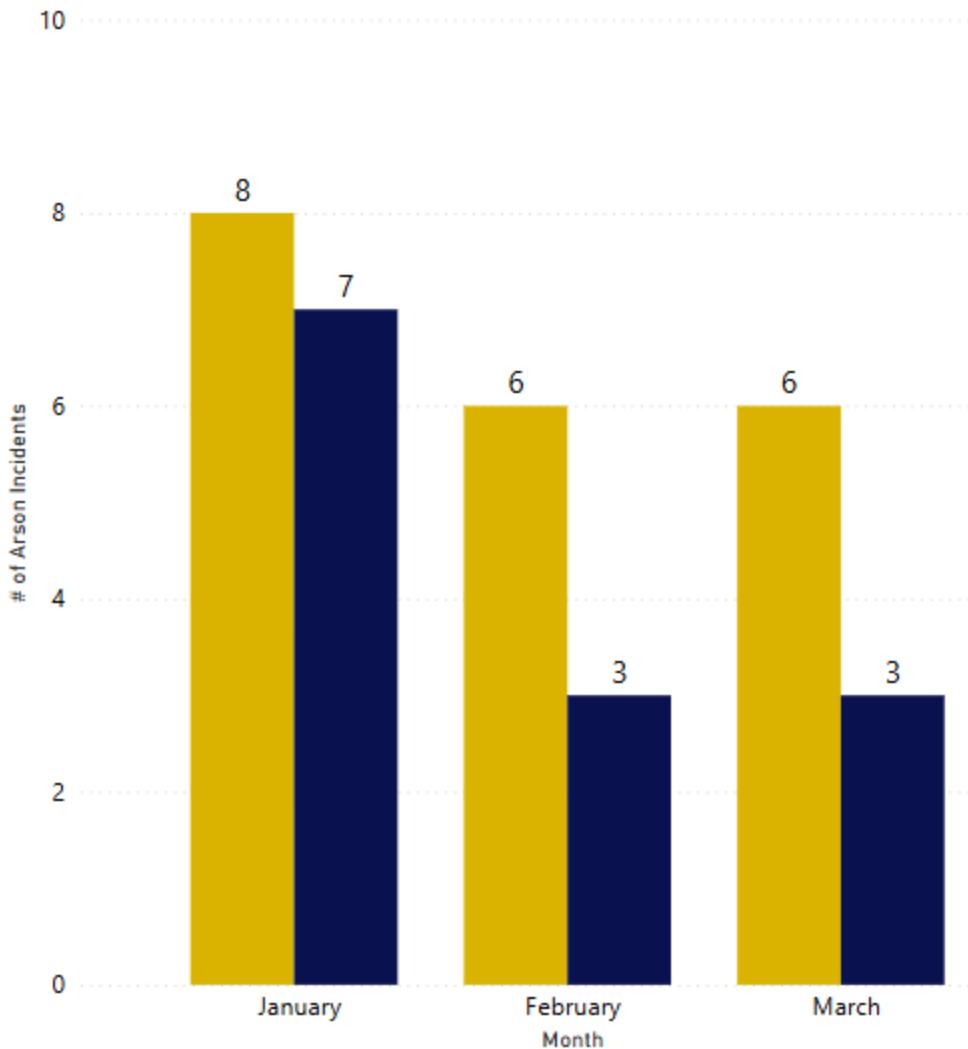
## Q2 FY25 Activities

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

# Citywide Arsons

January 1, 2024 – March 31, 2024  
January 1, 2025 – March 31, 2025

Year ● 2024 ● 2025



20

FY24 Q3

-35%

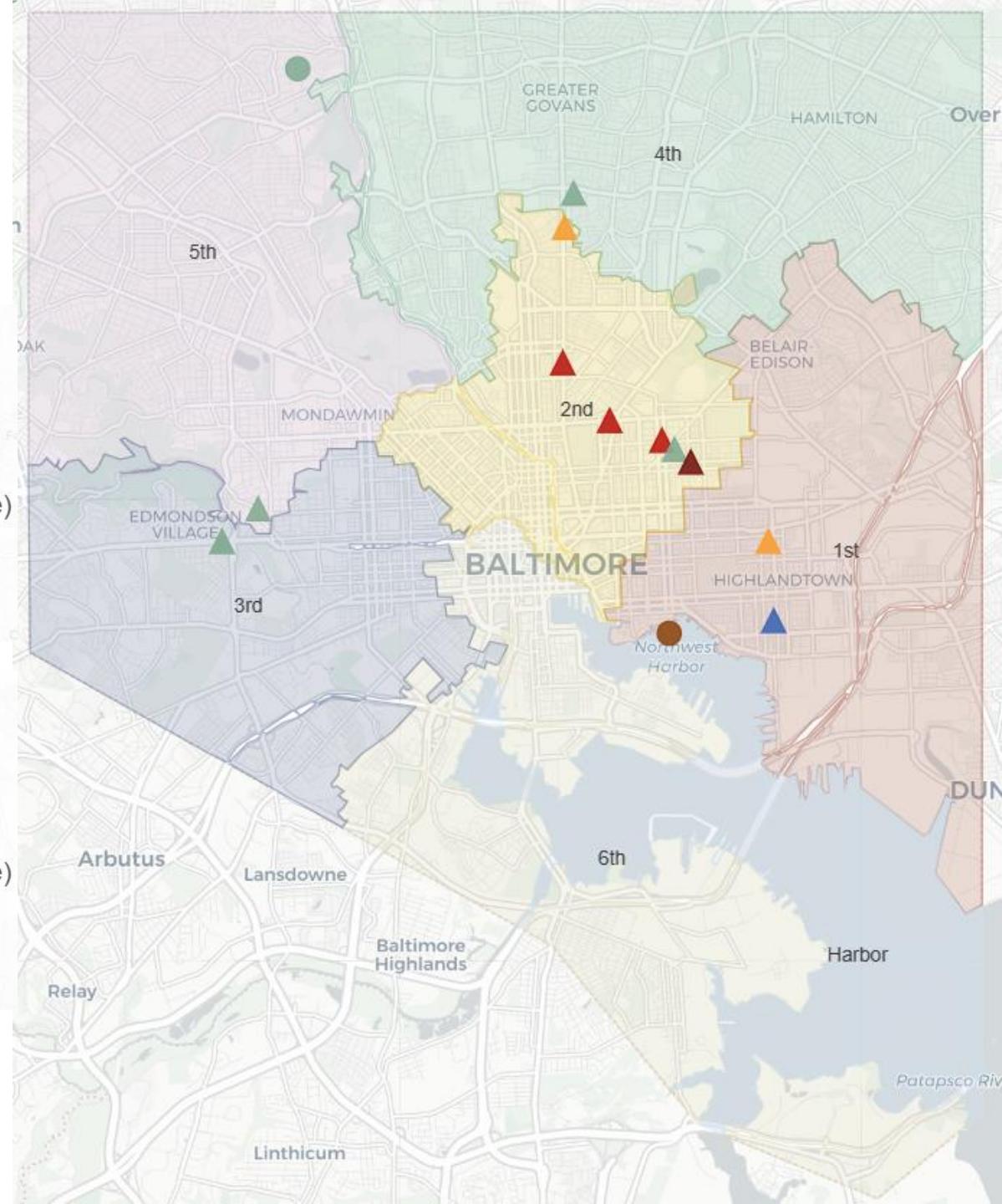
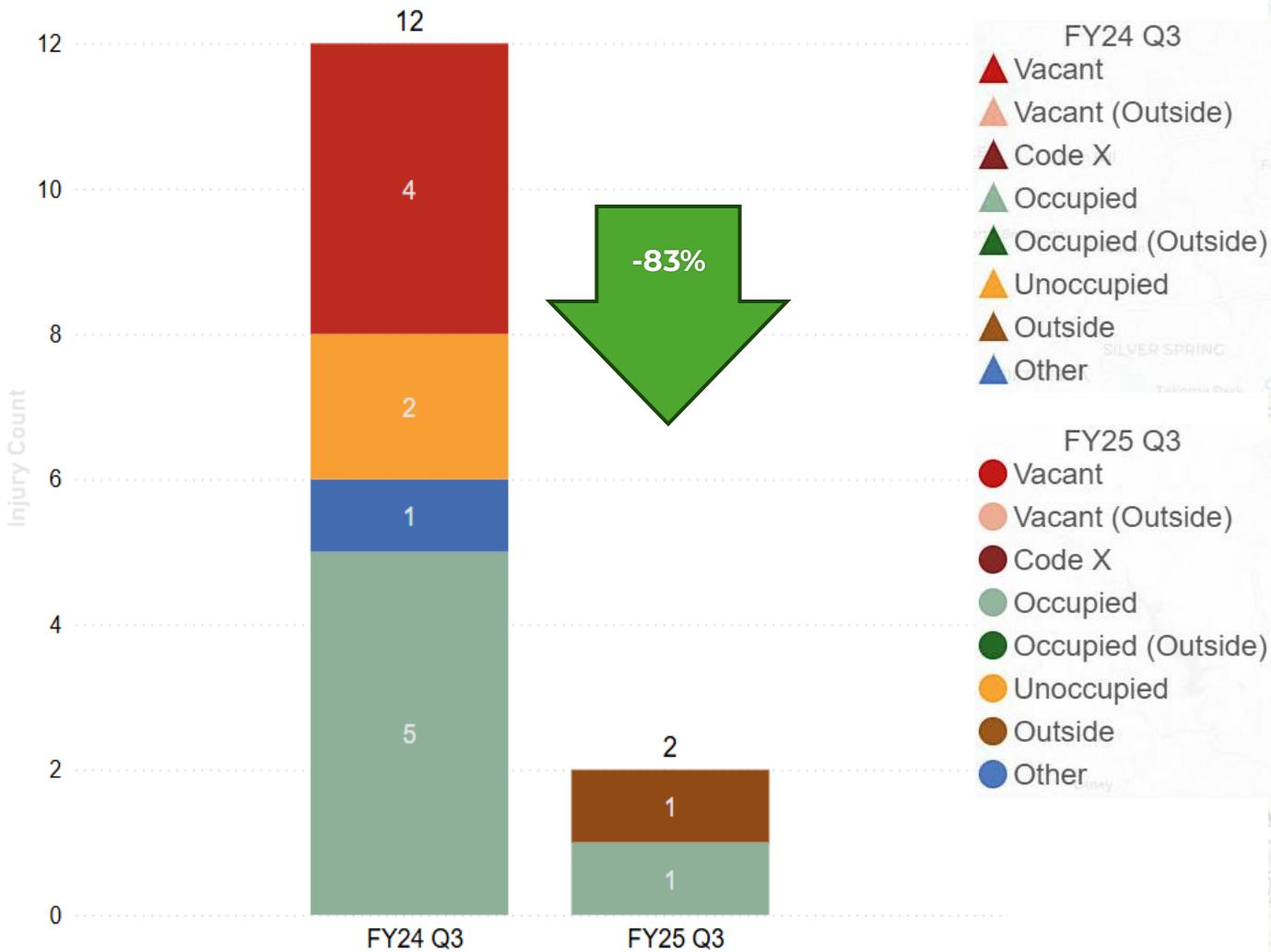
13

FY25 Q3

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

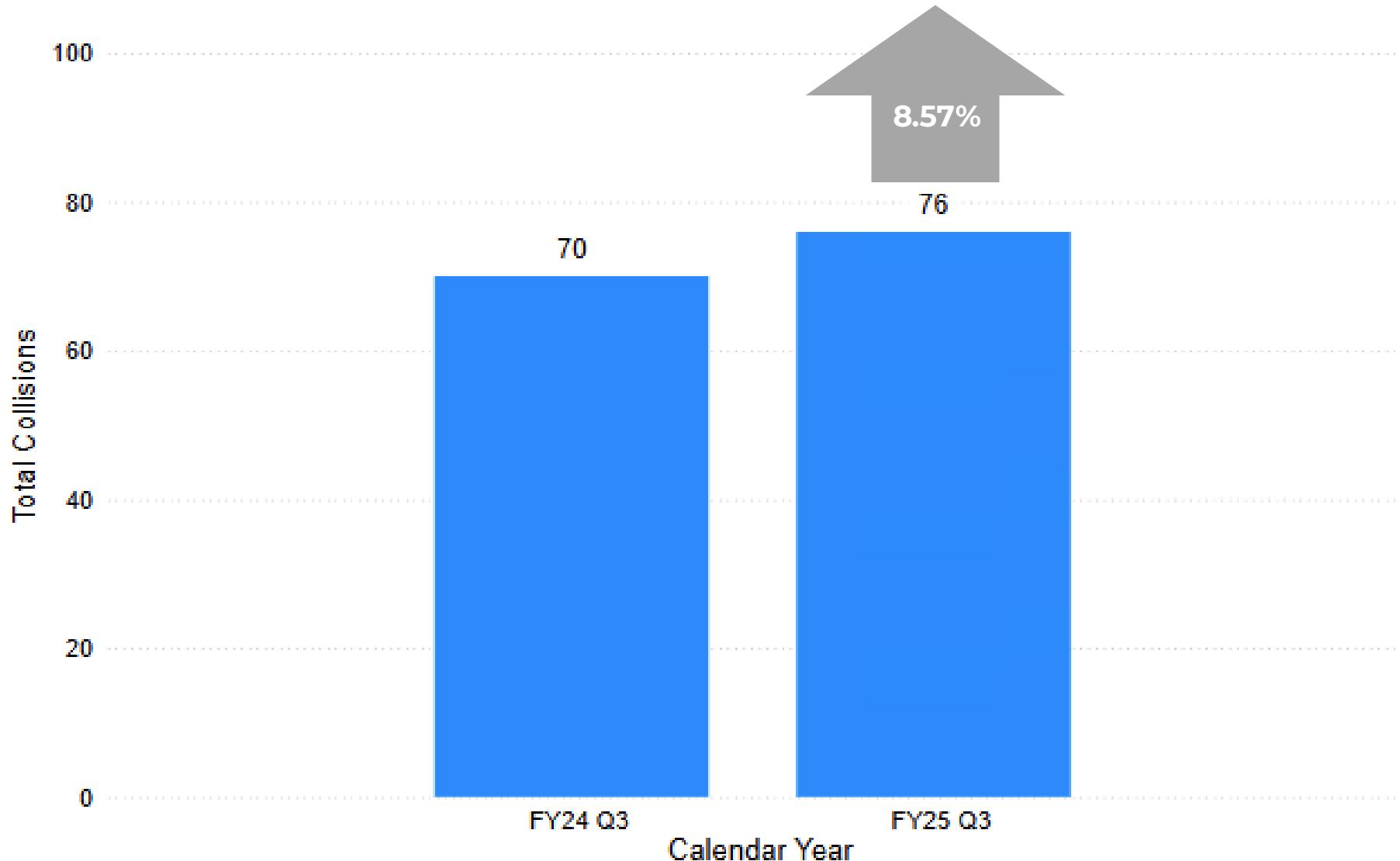
# FIREGROUND INJURIES

FY24 Q3 & FY25 Q3



# COLLISIONS

FY24 Q3 vs FY25 Q3



# HUMAN RESOURCES

Recent Hires – January 1 through March 31, 2025

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

# HUMAN RESOURCES

## Pending Hires/Active Recruitment

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

# HUMAN RESOURCES

## High School Program

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

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

### **YouthWorks Summer Program**

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

# FIRE ACADEMY

Deputy Chief Laura A. Shiloh



# FIRE ACADEMY

## Current Recruit Class Data

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

# FIRE ACADEMY

## Recruit & Field Training Hours

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

Recruit Classes 2302, 2303, 2401

**FY24 Q3 hours - 830**

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

Recruit Classes 2404, 2405, 2406, 2501, 2502

**FY25 Q3 recruit hours - 1876**

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

**685**

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

**1071**

# FIRE ACADEMY

## Implementation of Identified Training Needs

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

# FIRE Academy

## Advanced Firefighter Removal Class

### Key Points

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



# FIRE Academy

## Advanced Firefighter Removal Class

### Jurisdictions in Attendance Observing

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



# FIRE ACADEMY

## Grant Funding

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

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

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

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

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

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



# EMS OPERATIONS

Assistant Chief James Matz



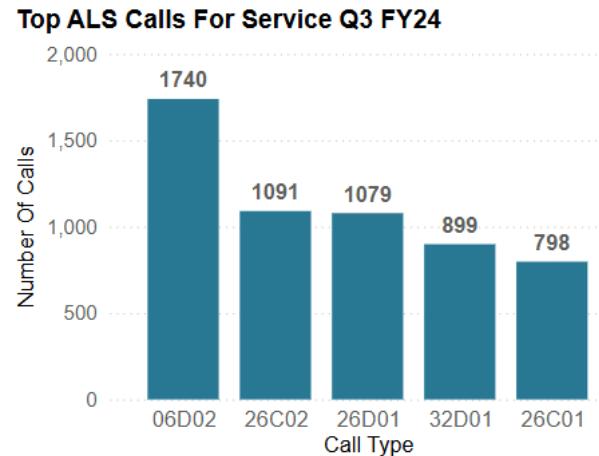
Brandon M. Scott  
Mayor

# TOP 5 ALS & BLS CALLS FOR SERVICE

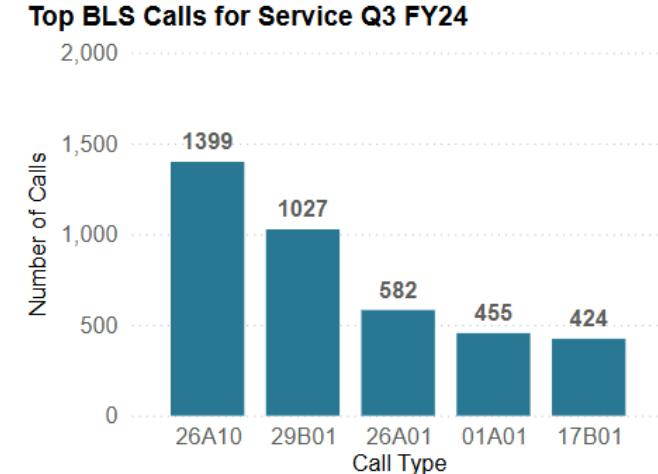
Q3 FY 2024 vs. Q3 FY 2025

## Q3 FY 2024

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

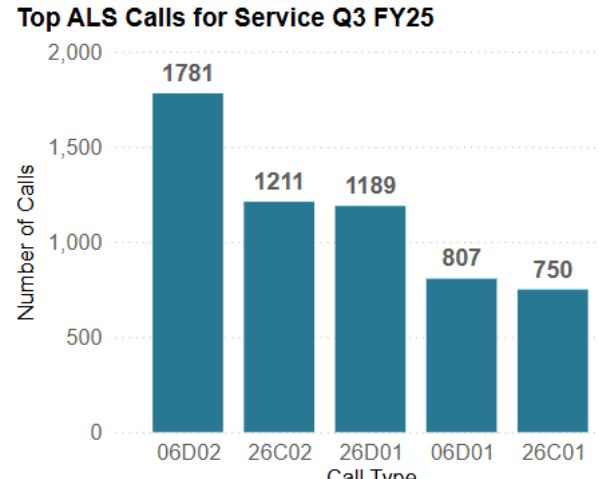


Top BLS Calls		
Call Type	Description	Total
26A10	Sick Unwell	1399
29B01	Vehicle Accident	1027
26A01	Sick	582
01A01	Abdominal Pain	455
17B01	Fall Injury	424

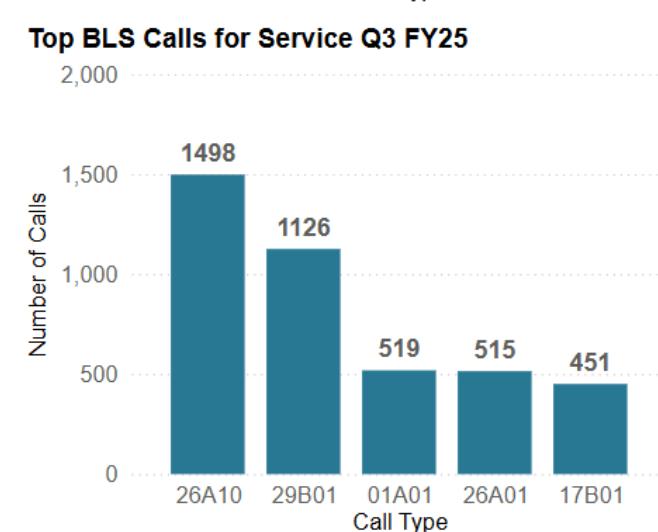


## Q3 FY 2025

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 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



# EMS COMMUNITY METRICS

Q3 FY 2024



Baltimore City Fire  
Department

## EMS Community Metrics



Reset all filters to default display

Total Incidents

34K

Total Responses

61K

Responses to Overdoses

754

### FILTERS

Date  
1/1/2024

3/31/2024

Battalion/Division  
All

Shift  
All

EMD Card  
All

Unit  
All

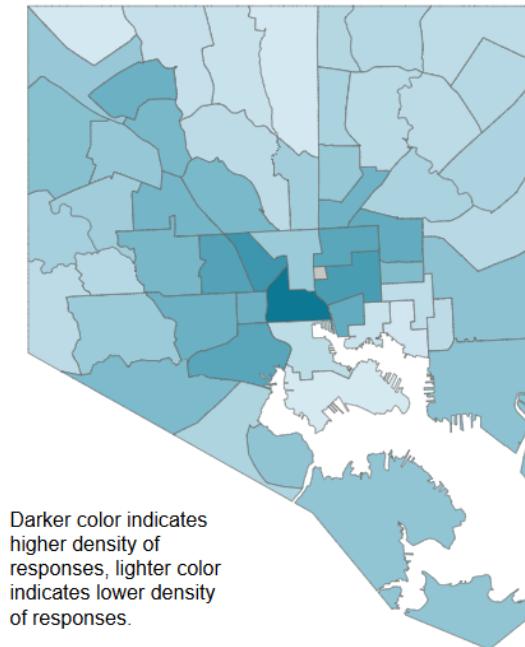
### Top 10 Call Types



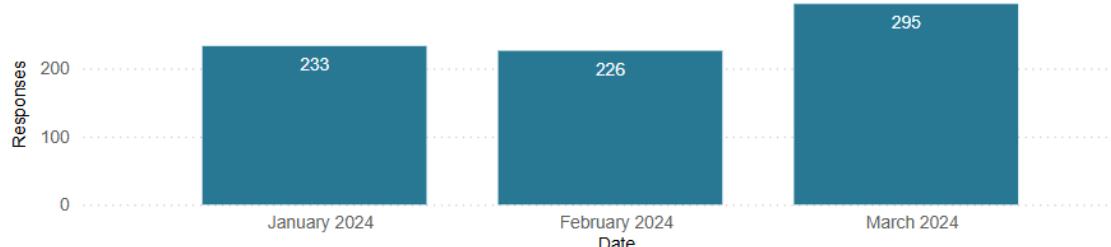
### Map Values - Responses to Community

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



### Responses to Overdose



# EMS COMMUNITY METRICS

Q3 FY 2025



Baltimore City Fire  
Department

## EMS Community Metrics



Reset all filters to default display

Total Incidents  
**35K**

Total Responses  
**64K**

Responses to Overdoses  
**486**

### FILTERS

Date  
1/1/2025 3/31/2025

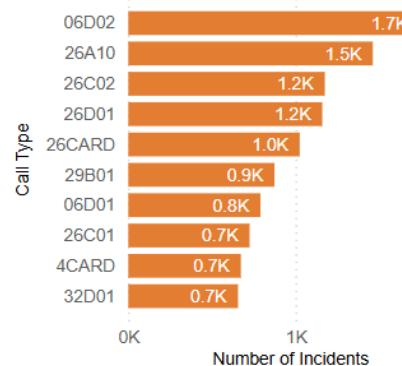
Battalion/Division  
All

Shift  
All

EMD Card  
All

Unit  
All

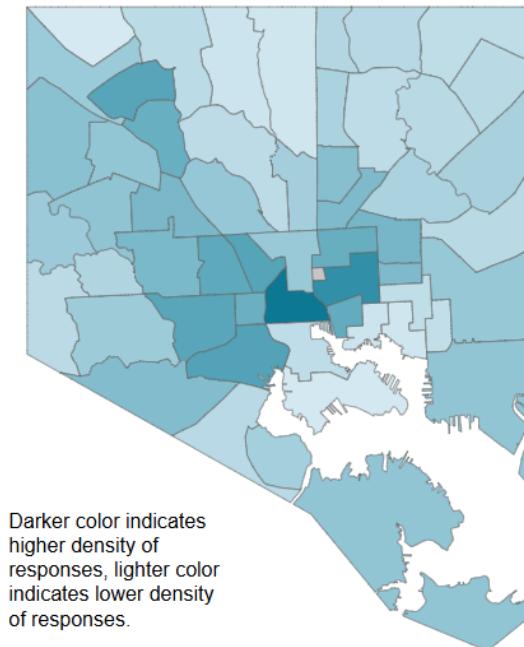
### Top 10 Call Types ?



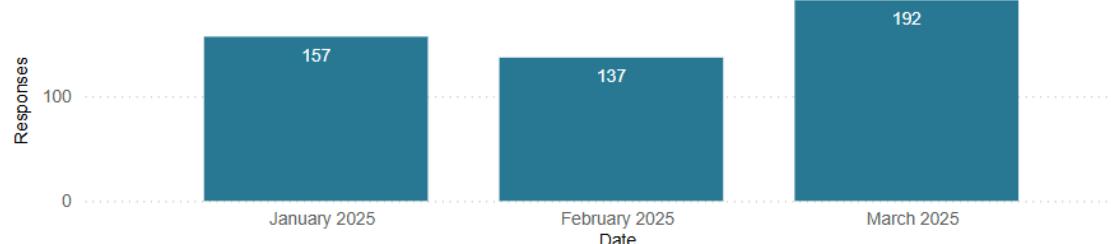
### Map Values - Responses to Community

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

### Responses to Community



### Responses to Overdose ?



Use these tabs to navigate between pages in this report

Designed by the Mayor's Office of Performance & Innovation

# EMS OPERATIONAL METRICS

Q3 FY 2024



Baltimore City Fire  
Department

Total Incidents

34K

Total Responses

61K

Total Transports

21K

Median Response  
Time to Time  
Sensitive Calls (mins)

8.53

## EMS Operational Metrics 1



Reset all filters to default display

### FILTERS

#### Date

1/1/2024 3/31/2024

#### Battalion/Division

All

#### Shift

All

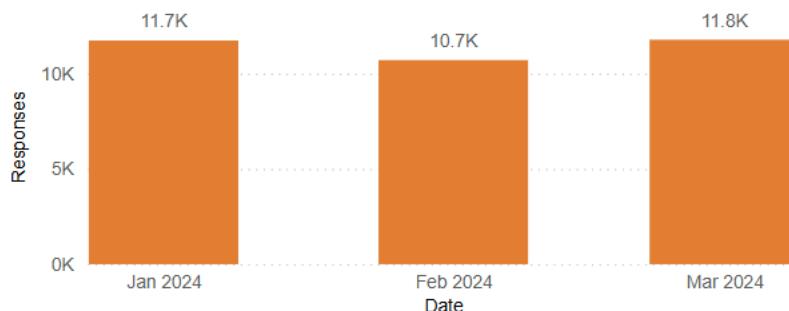
#### EMD Card

All

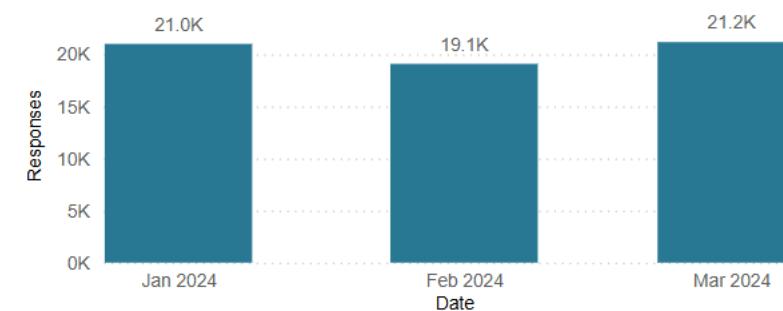
#### Unit

All

### Total Incidents

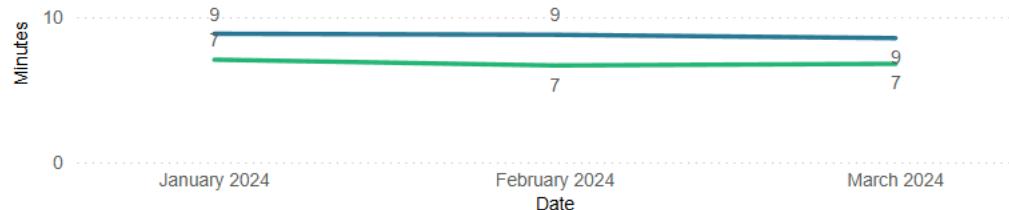


### Total Responses

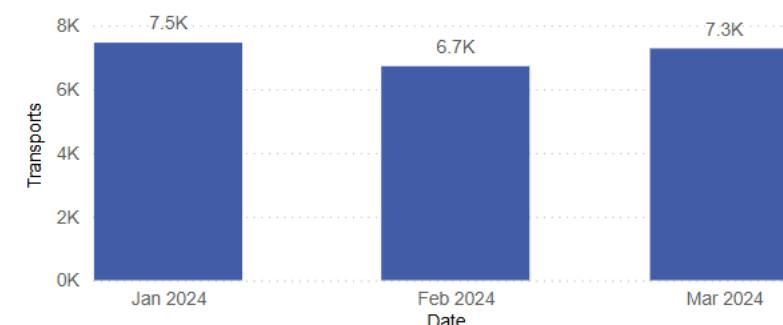


### Median Response Time (Minutes) to Time Sensitive Calls

● Medics ● EMS Officers



### Total Transports



# EMS OPERATIONAL METRICS

Q3 FY 2025



Baltimore City Fire  
Department

## EMS Operational Metrics 1



Reset all filters to default display

Total Incidents  
**35K**

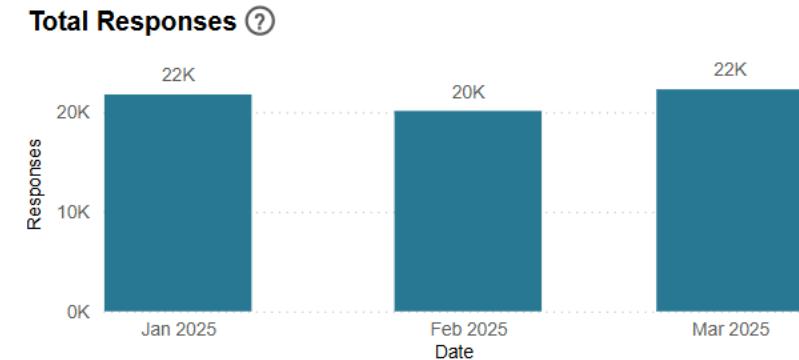
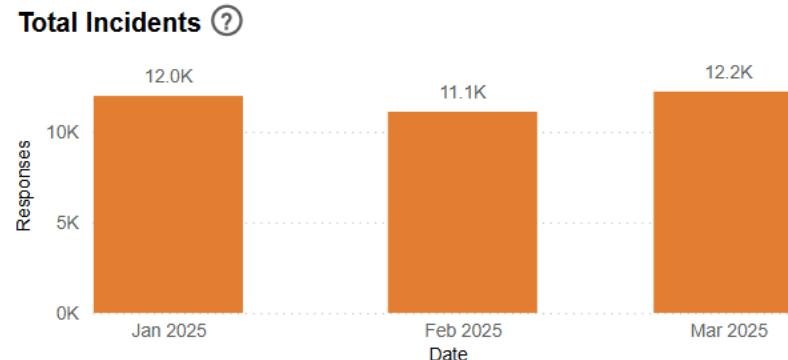
Total Responses  
**64K**

Total Transports  
**23K**

Median Response  
Time to Time  
Sensitive Calls (mins)  
**8.98**

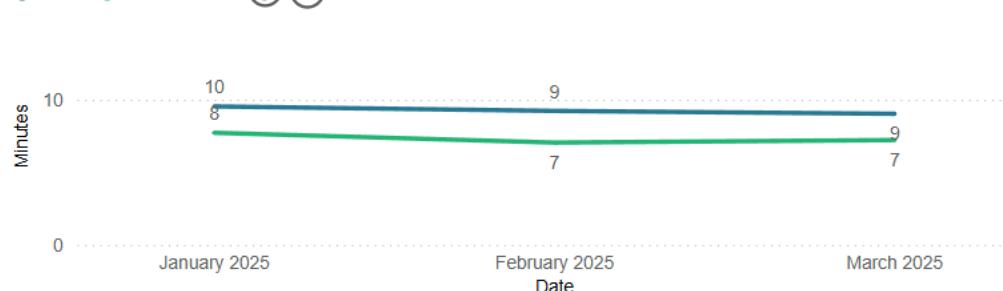
**FILTERS**

Date	1/1/2025	3/31/2025	Battalion/Division	All	Shift	All	EMD Card	All	Unit	All
------	----------	-----------	--------------------	-----	-------	-----	----------	-----	------	-----

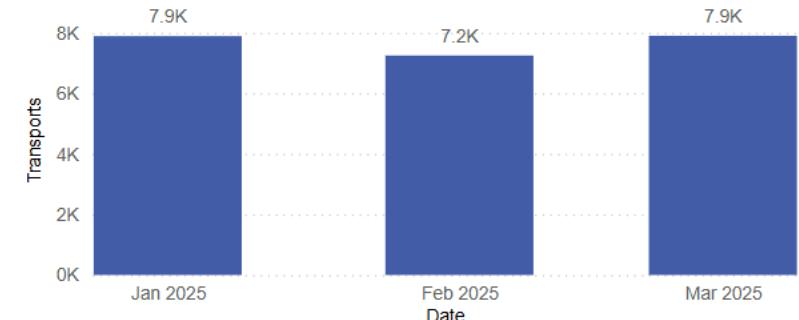


### Median Response Time (Minutes) to Time Sensitive Calls

● Medics ● EMS Officers ? i



### Total Transports



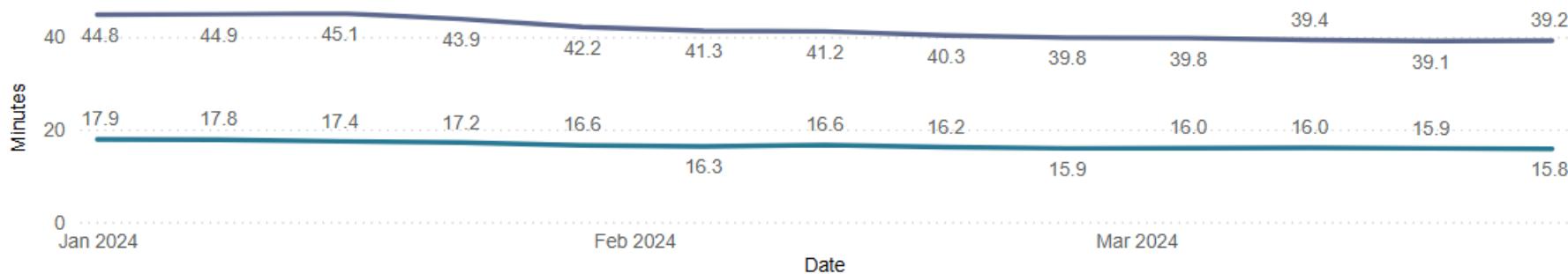
# OFFLOAD TIMES

Q3 FY 2024 vs Q3 FY 2025

## Q3 FY 2024

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

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



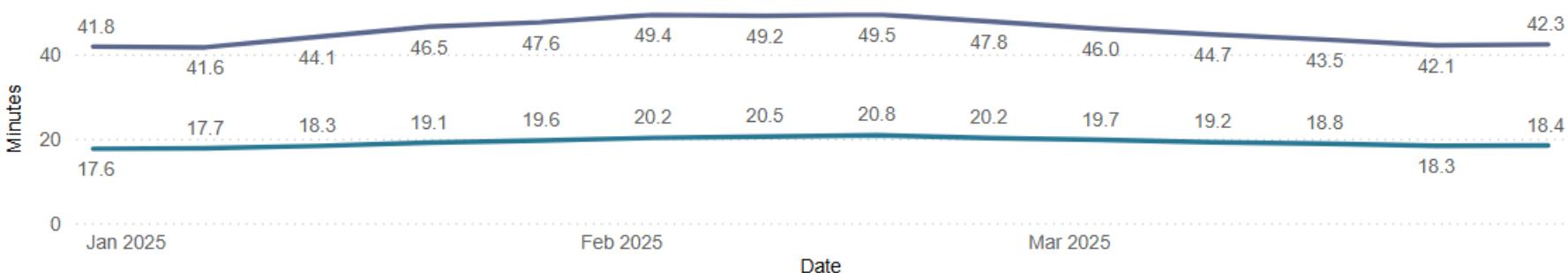
Median 90<sup>th</sup> Percentile offload time in Q3 FY 2024: **00:41:42**

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

## Q3 FY 2025

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

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



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

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

# EMS Metrics

Q3 FY 2024 vs. Q3 FY 2025

## Median and Mean Duration of Units on Scene Time (HH:MM:SS)

Median Duration On Scene Time in <b>Q3 FY 2024</b>	Median Duration On Scene Time <b>Q3 FY 2025</b>	Mean Duration On Scene Time <b>Q3 FY 2024</b>	Mean Duration On Scene Time <b>Q3 FY 2025</b>
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 <b>Q3 FY 2024</b>	Median Duration of Units At Hospital Time <b>Q3 FY 2025</b>	Mean Duration of Units At Hospital Time <b>Q3 FY 2024</b>	Mean Duration of Units At Hospital Time <b>Q3 FY 2025</b>
00:50:56	00:51:22	00:51:13	00:52:07

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

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

This measure only includes BCFD EMS Transport Units.

# Mortality (cardiac arrest) Tracking



2022

## Non-Traumatic Etiology Survival Rates

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

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

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

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

2023

## Non-Traumatic Etiology Survival Rates

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

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

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

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

2024

## Non-Traumatic Etiology Survival Rates

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

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

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

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

# CARES 2024 Comparison



## Baltimore City

### Utstein Survival Report

All Agencies/National Data

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

#### Non-Traumatic Etiology Survival Rates

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

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

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

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

## Prince George's

### Utstein Survival Report

All Agencies/National Data

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

#### Non-Traumatic Etiology Survival Rates

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

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

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

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

## Howard

### Utstein Survival Report

All Agencies/National Data

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

#### Non-Traumatic Etiology Survival Rates

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

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

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

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

# CARES 2024 Comparison



## Baltimore City

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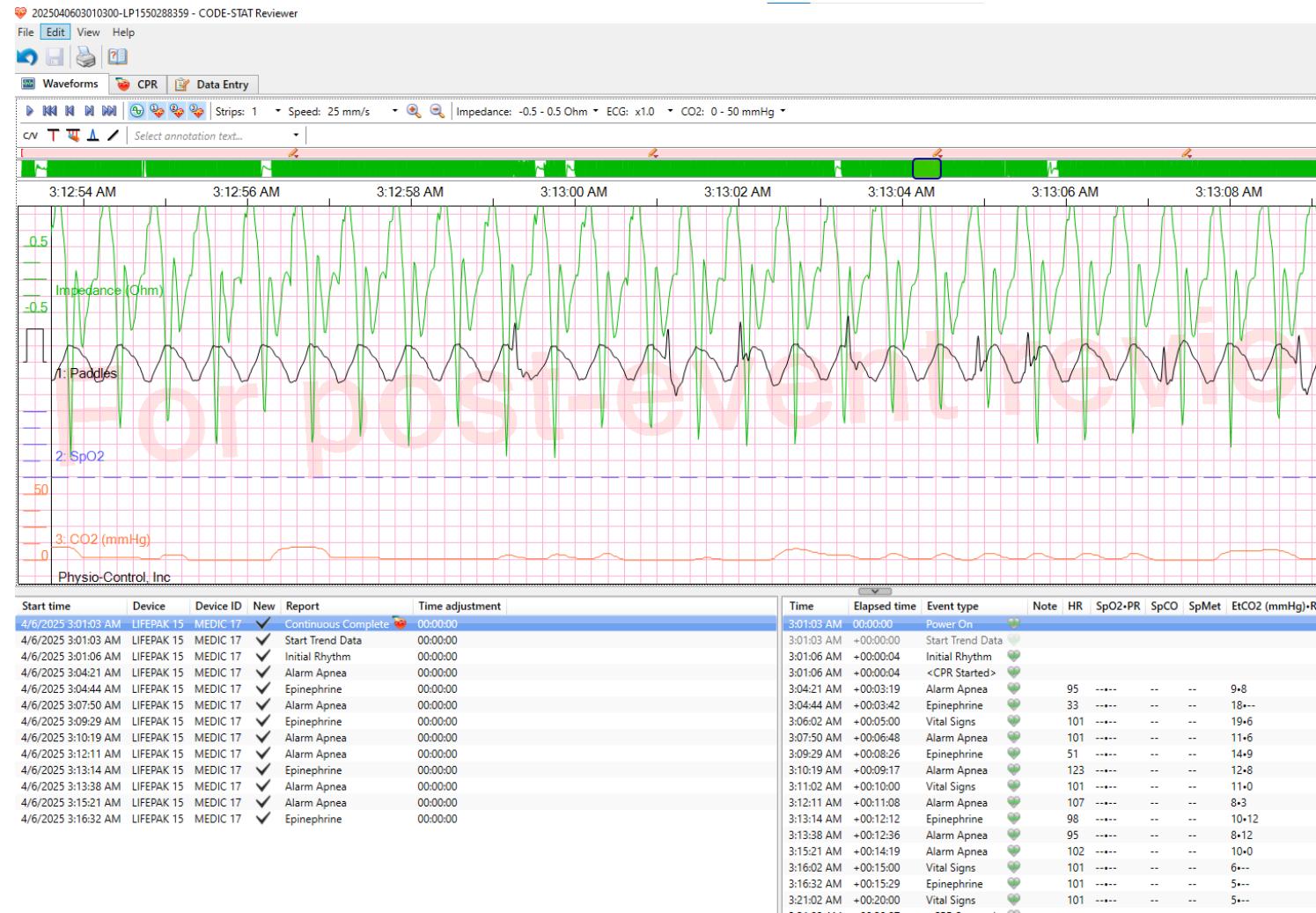
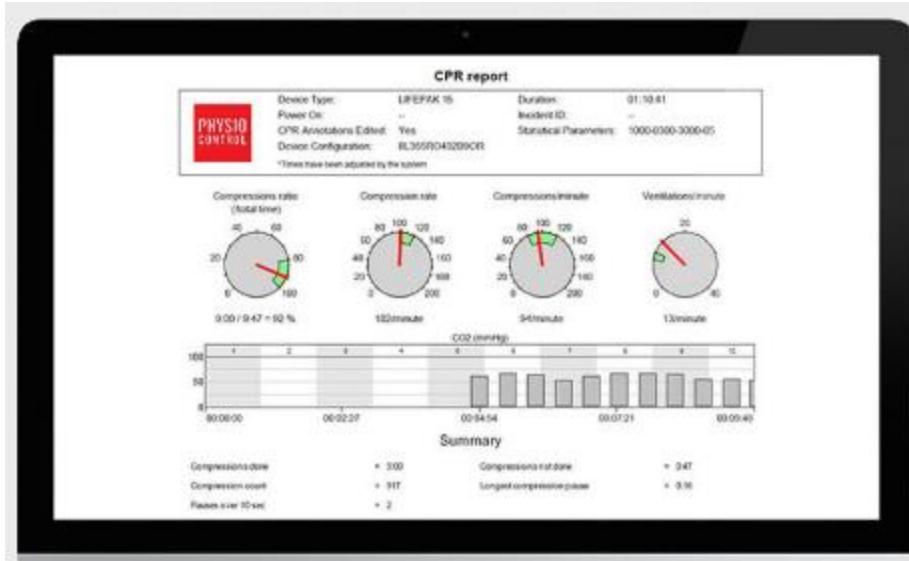
# Survival Based Strategies

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

# QA/QI Tracking and Clinical Metric

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

# Sample Post Cardiac Arrest Review

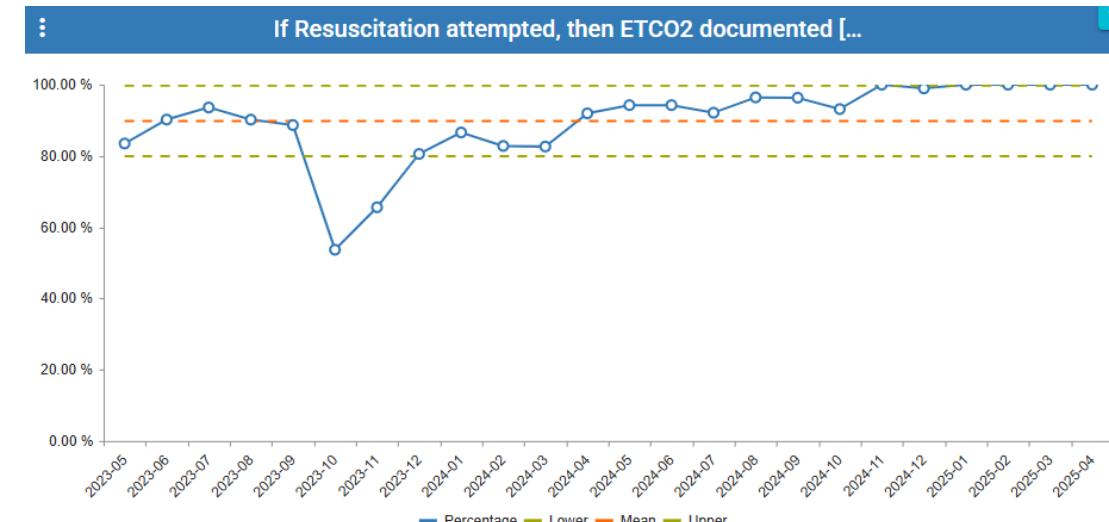
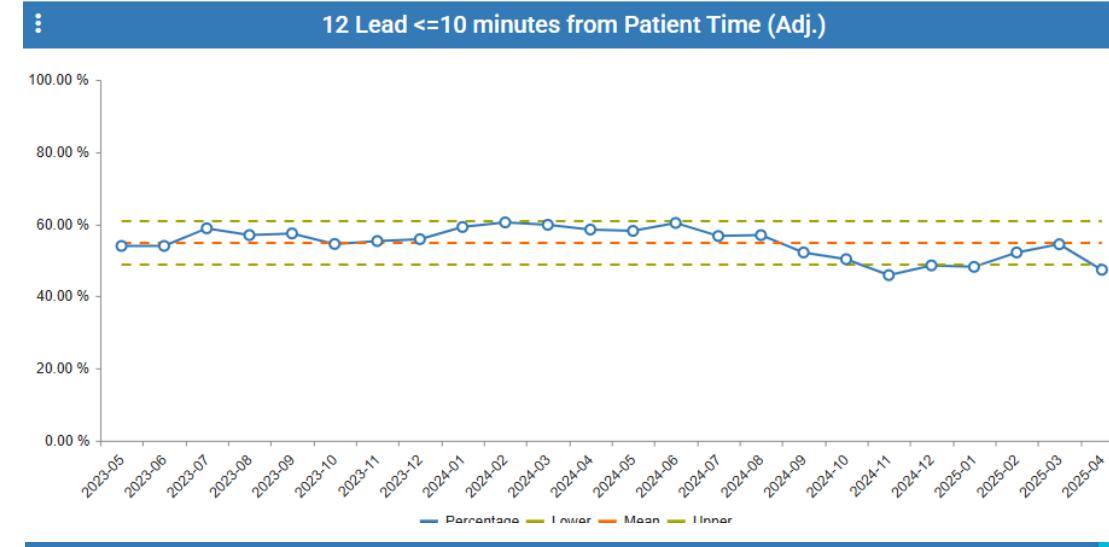
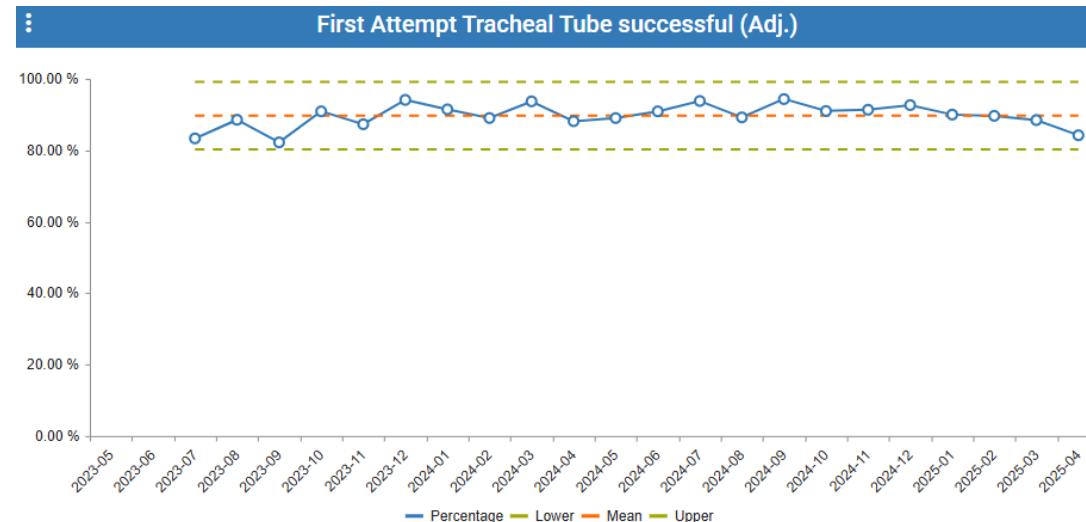
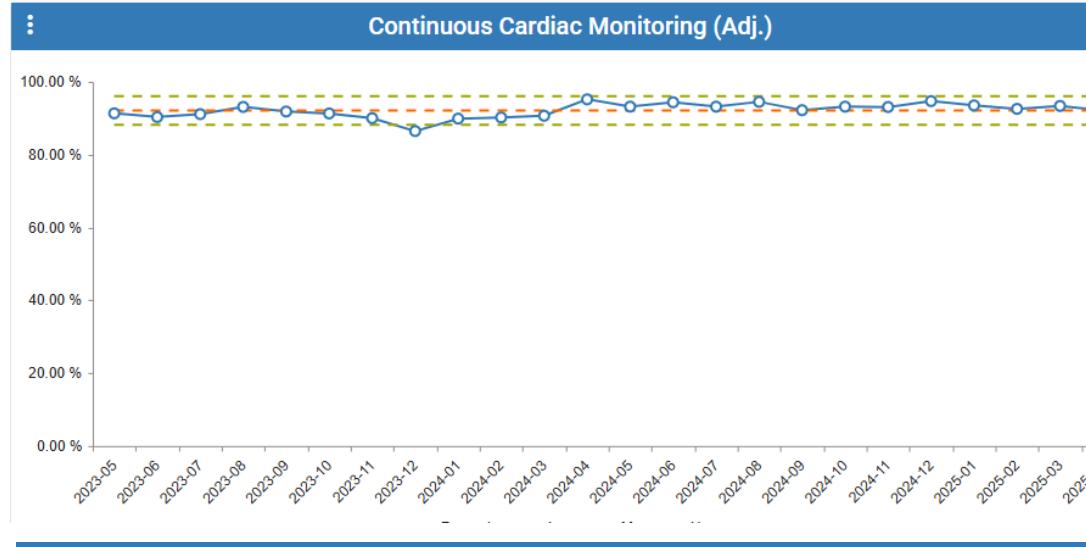


# EMS CLINICAL METRICS

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

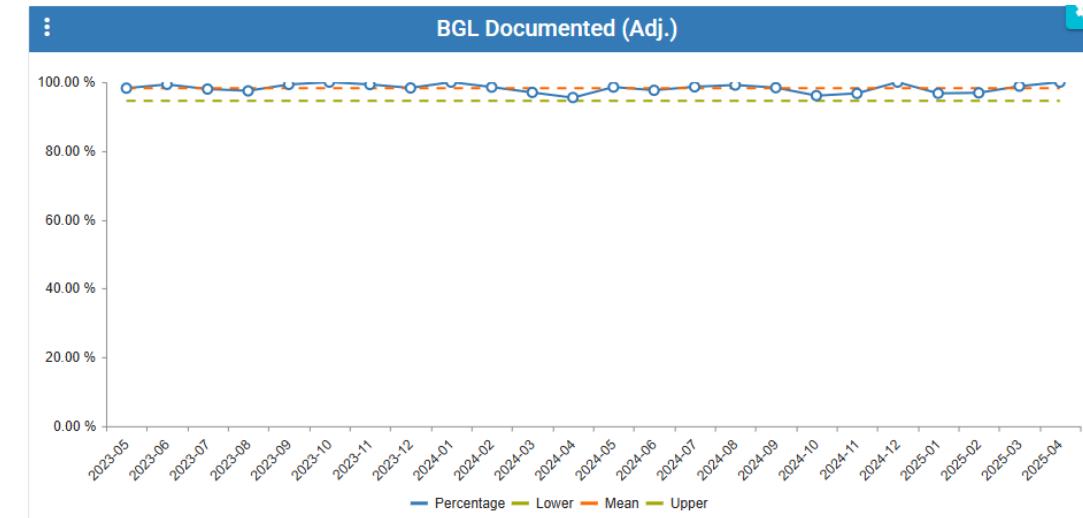
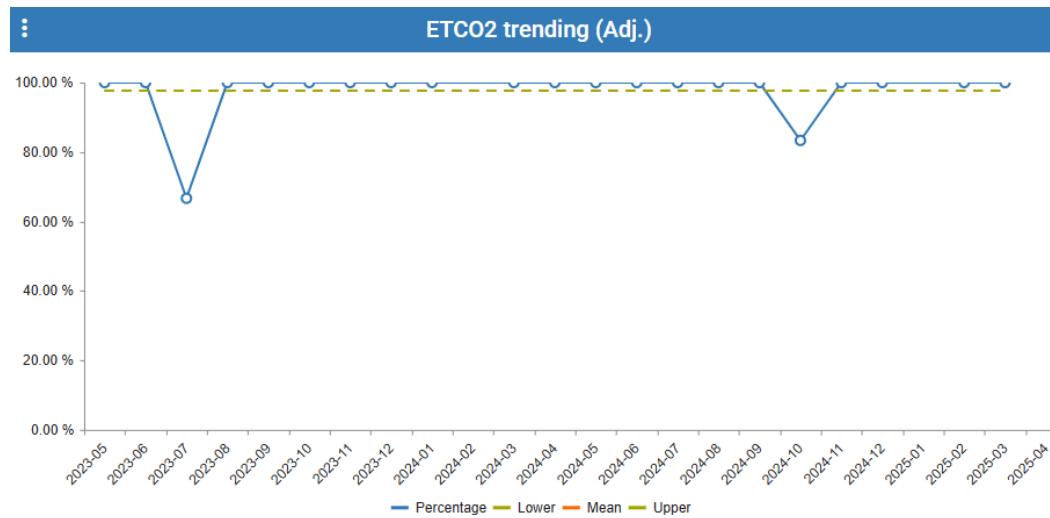
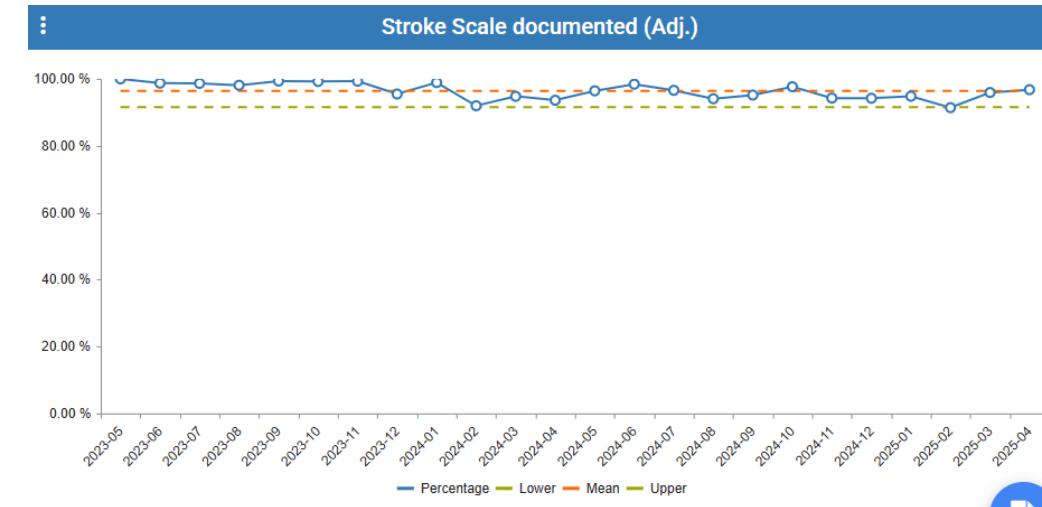
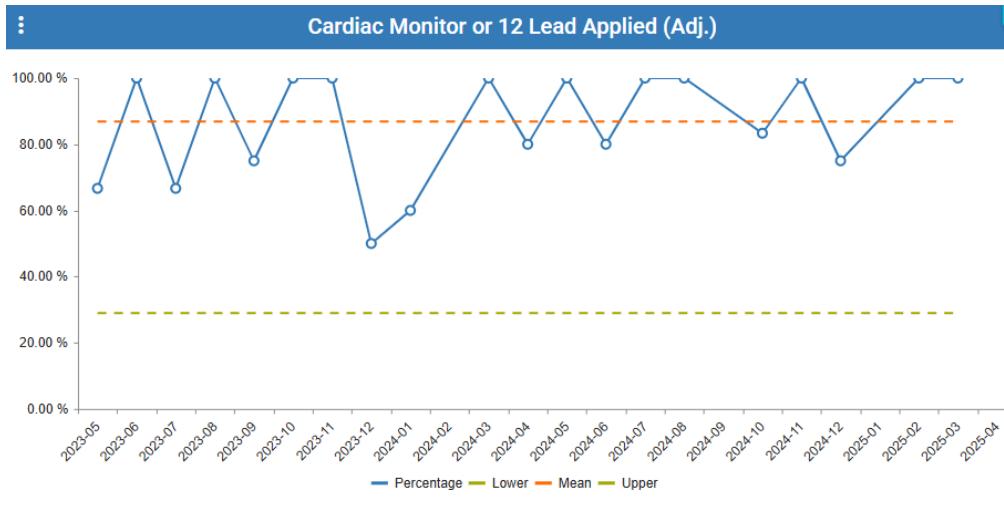
# Acute Coronary Syndromes and Advanced Airway Metrics (SAMPLE)

FIRST  
WATCH



# Ketamine and Stroke Review Metrics

FIRST  
WATCH



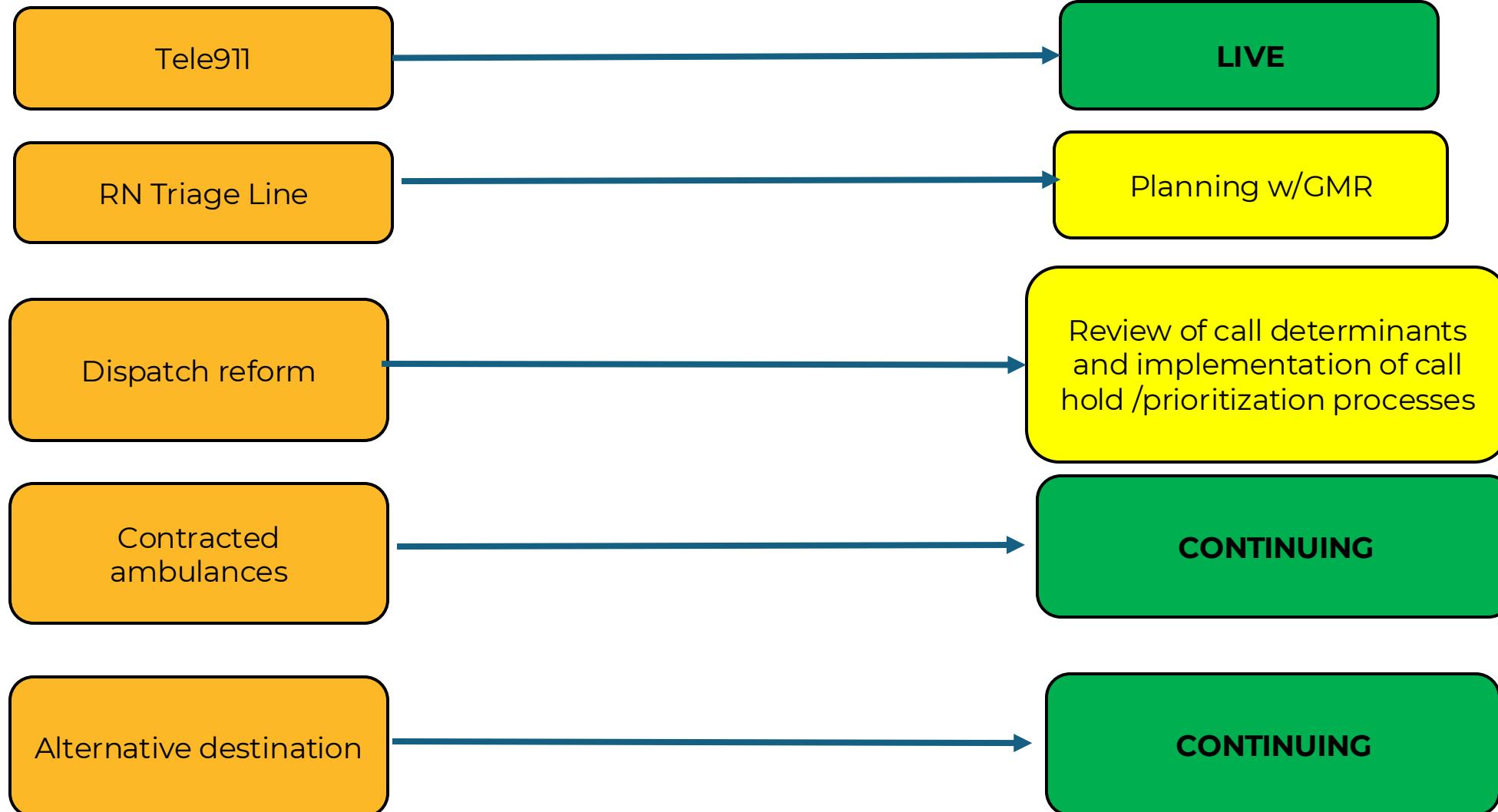
# VL Data

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

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

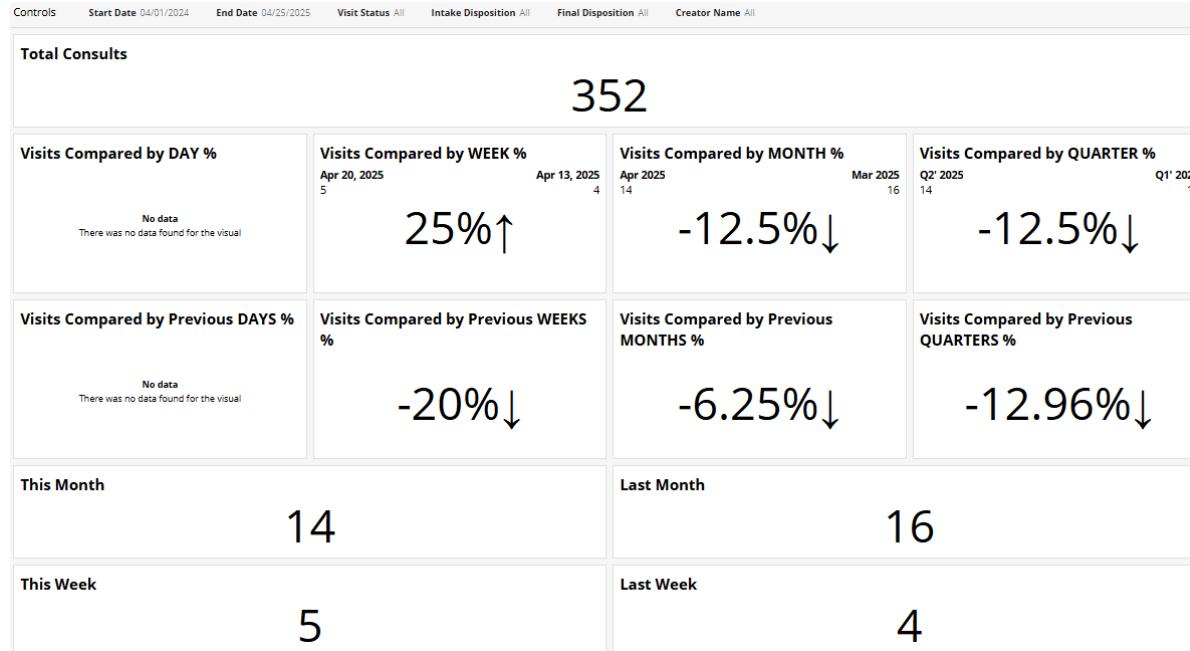
Of the 19,071 intubations in NEAR, 4,449 (23%) were for trauma, and nearly all (88%) had at least one difficult airway characteristic. **Prevalence of first-pass success was 86.8% (95% confidence interval [CI]: 83.3% to 90.3%).**

# SELECT MITIGATION STRATEGIES

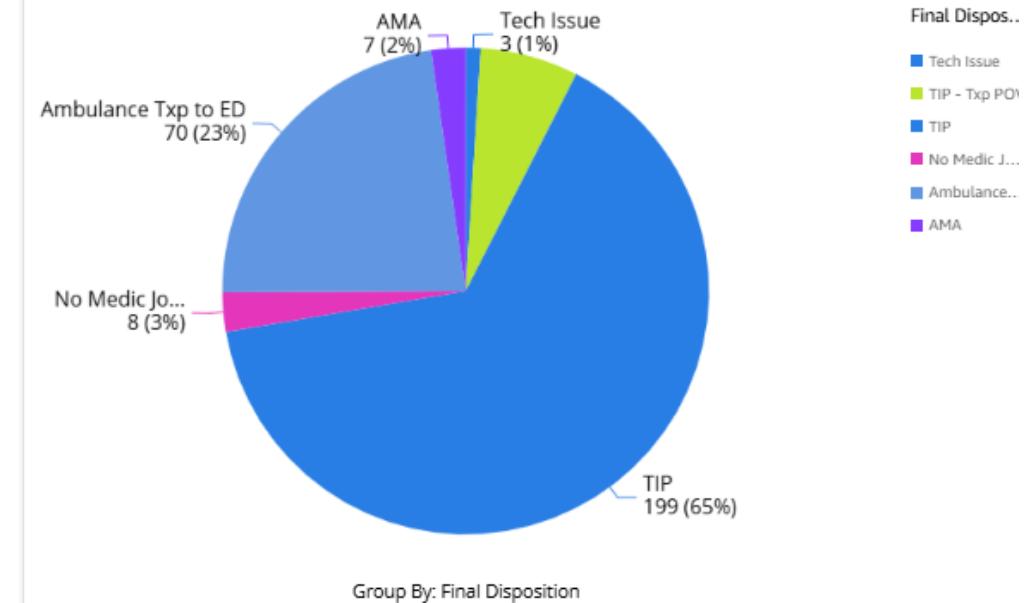


# SELECT MITIGATION STRATEGIES

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

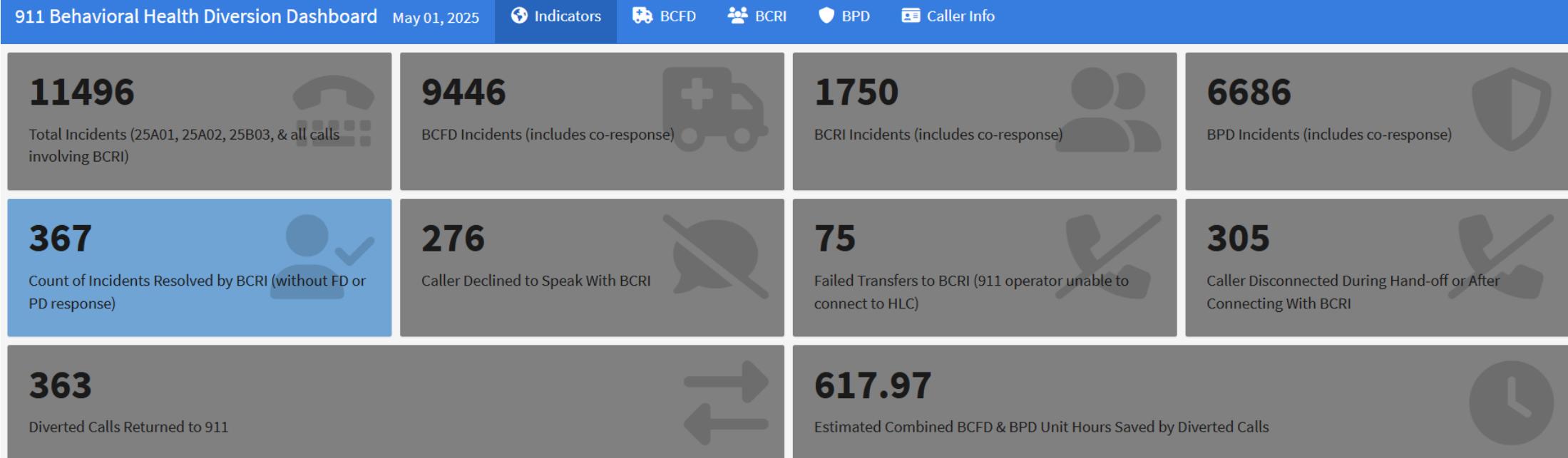


### Consults by Intake TIP Disposition



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

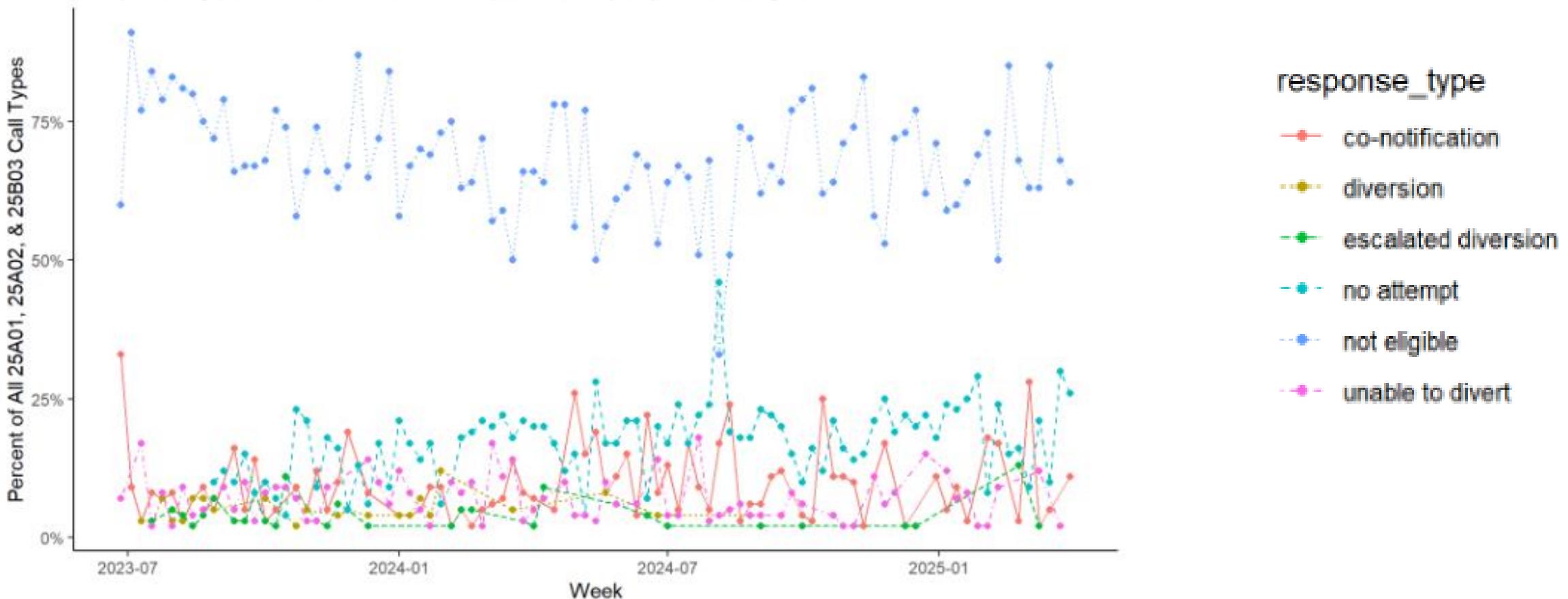
# BEHAVIORAL HEALTH DIVERSION



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

# BEHAVIORAL HEALTH DIVERSION

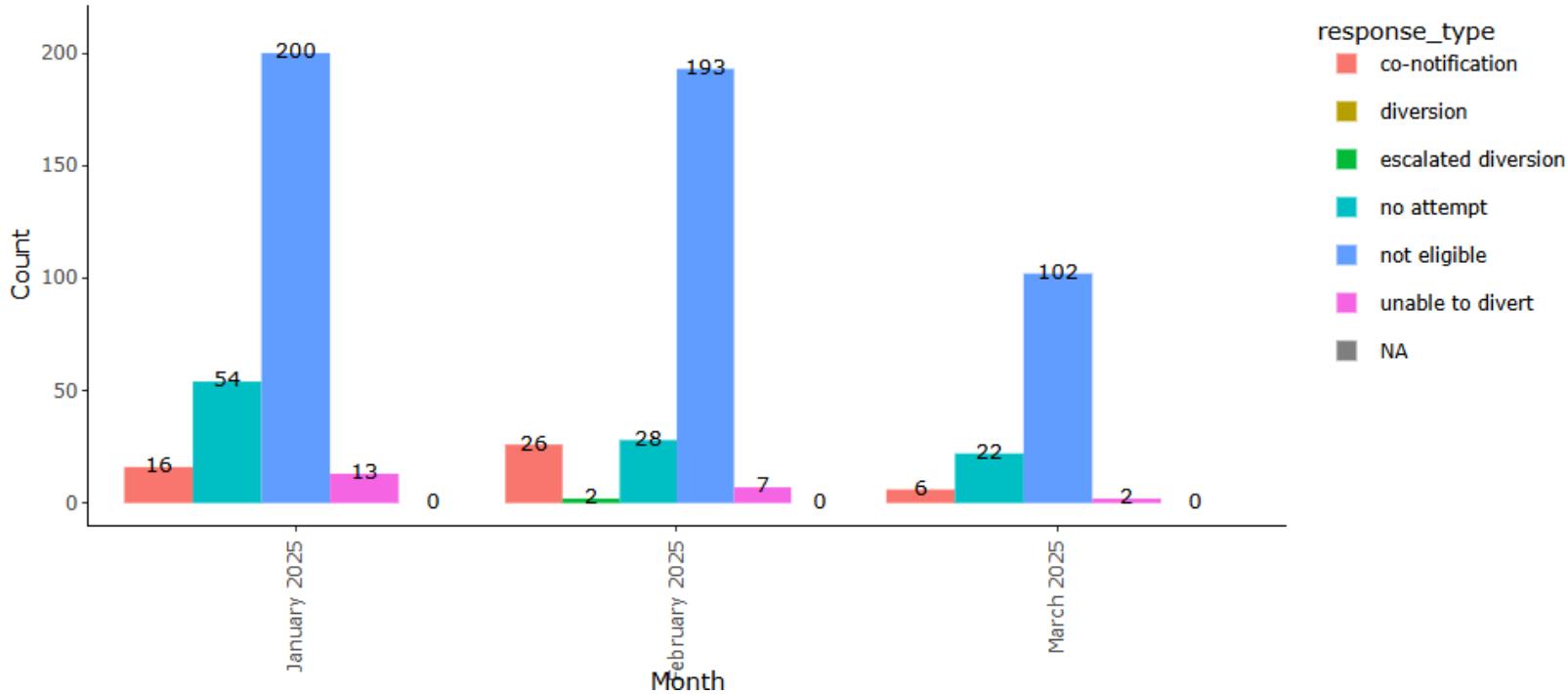
Response Types to 25A01/25A02 911 Calls by Week  
As a percentage of all 25A01/25A02 & 25B03 (after 3/17/22) responses during week



# BEHAVIORAL HEALTH DIVERSION

Q3 2025

Call Outcomes by Month for Eligible Call Types Only



All Incidents, This Review Period

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

# Clinical Innovation and Progress

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



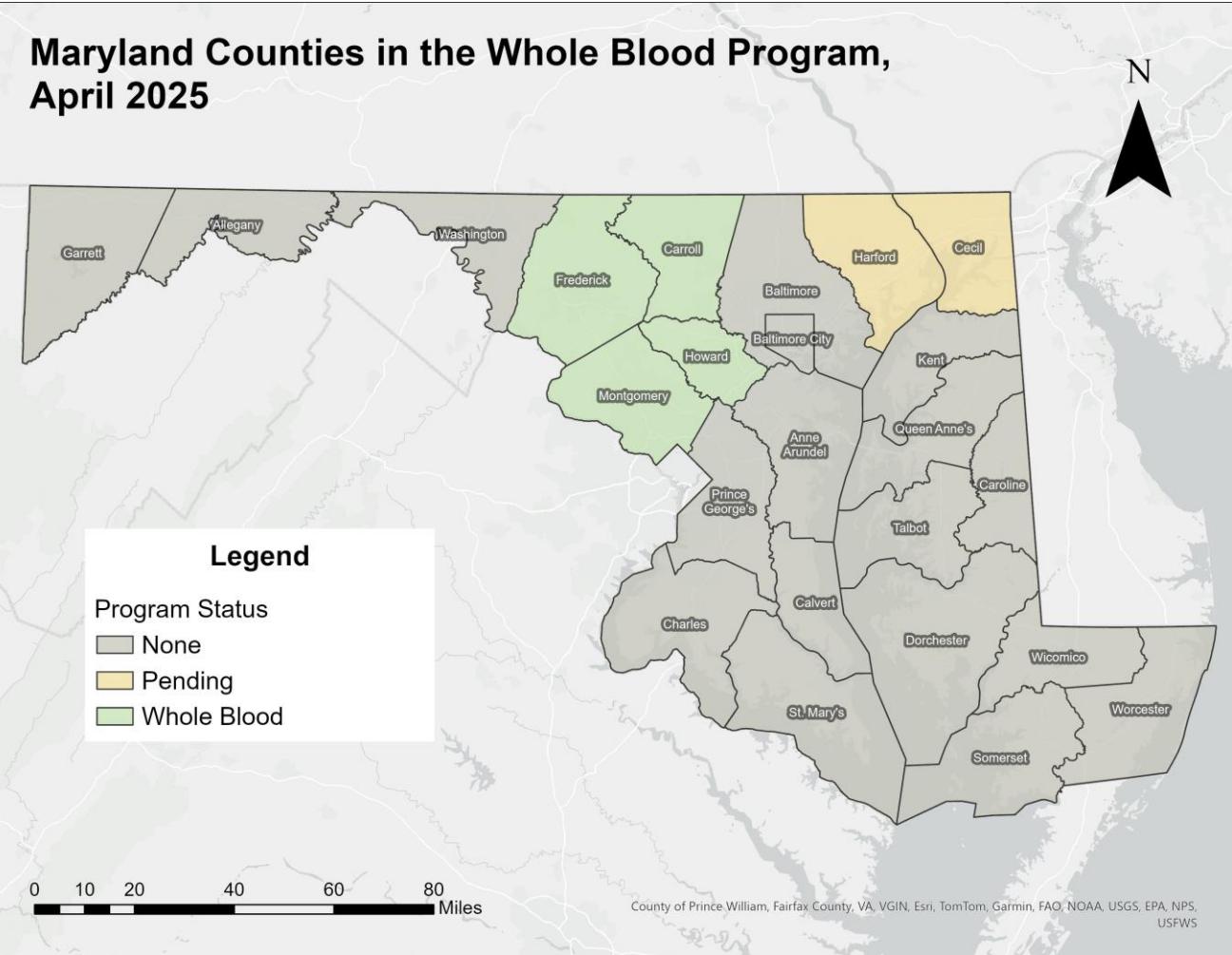
# Clinical Innovation and Progress: Whole Blood

## WHOLE BLOOD OPERATIONS:

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

## PENDING:

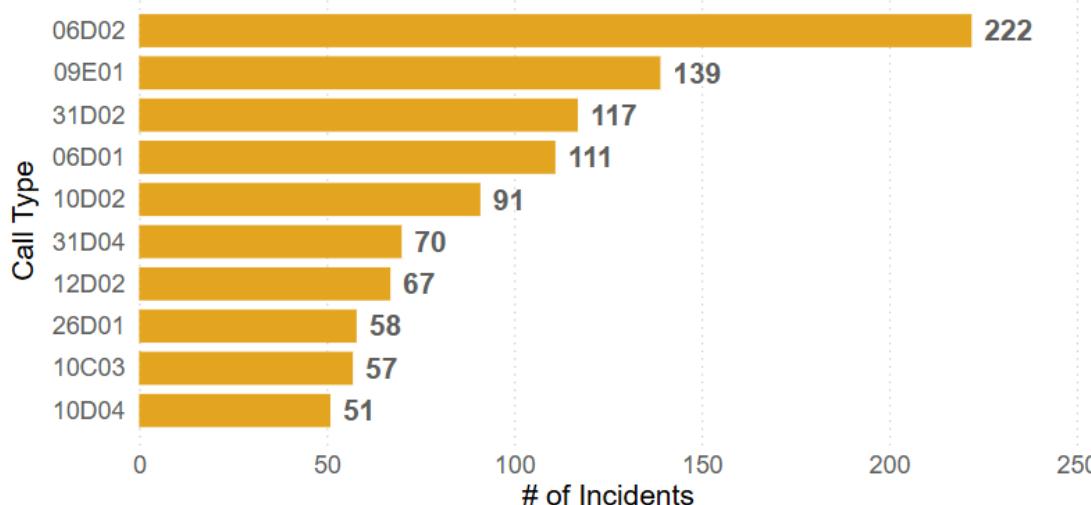
- Harford County
- Cecil County



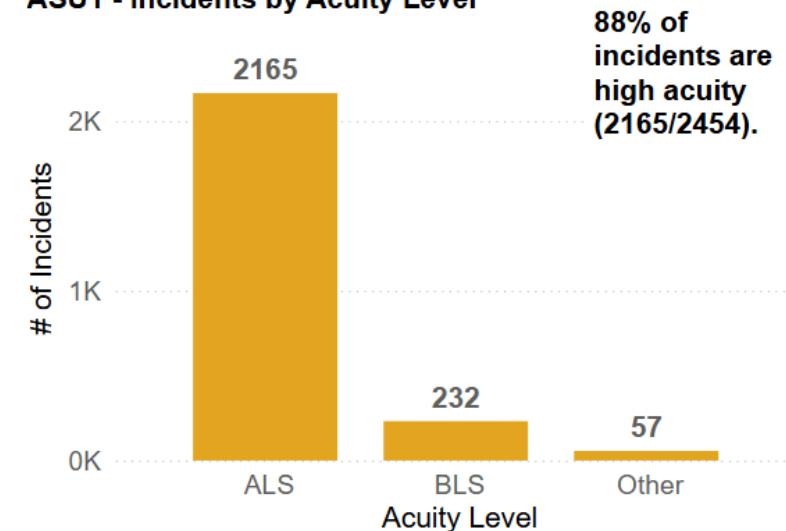
# CHASE CAR PILOT PROGRAM

April 22, 2024 – March 31, 2025

## Top 10 Calltypes for ASU1



## ASU1 - Incidents by Acuity Level



**2454**

Total ASU1 Calls for Service  
Since 4/22/24

**00:08:03**

ASU1 - Median Response Time

## Number of ASU1 Incidents is Consistent Month to Month



# BCFD POPULATION HEALTH – DATA

**Operational Period July 11, 2023- March 31, 2025**

**401 Days**

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

911 Patient Contacts - **550**

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

## **Post Overdose Outreach**

Attempts to Contact- **203**

Successfully Contacted and Began Outreach- **30**

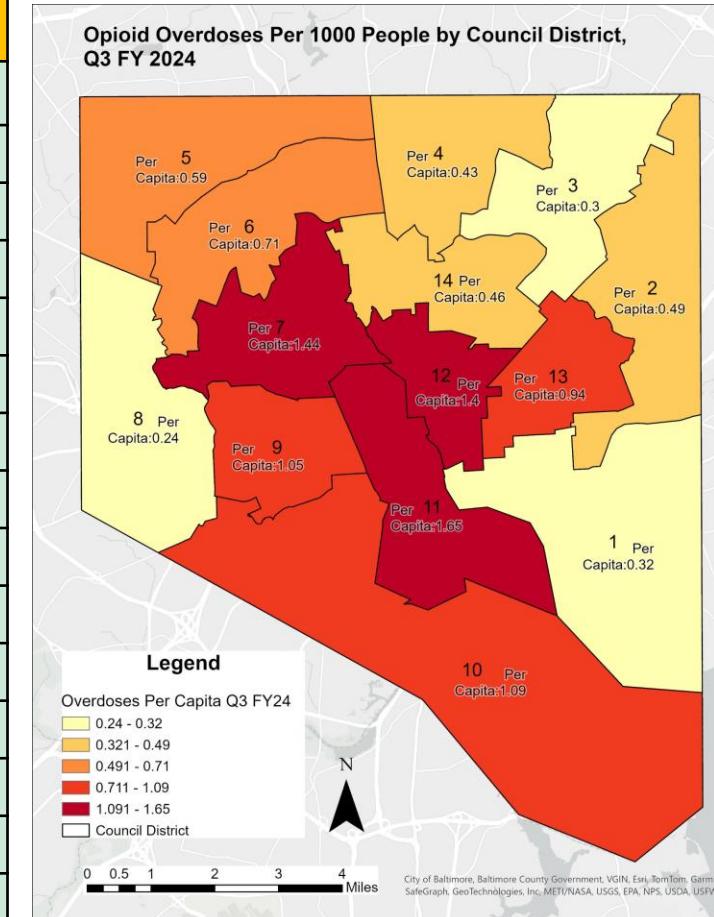
Successfully Enrolled into a Treatment Program- **2**

# CITY WIDE OPIOID OVERDOSES\*

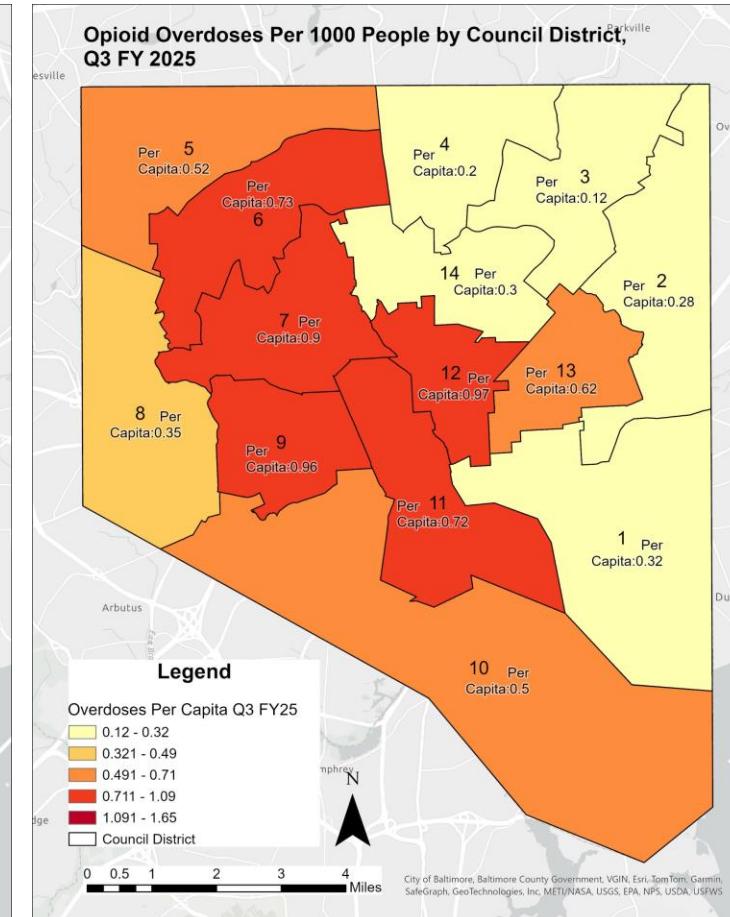
Q3 FY 2024 vs. Q3 FY 2025

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

Q3 FY2024



Q3 FY2025



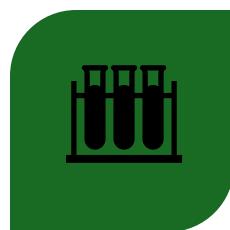
\*Positive reactions to Naloxone only

# BCFD POPULATION HEALTH – DATA



POPULATION  
HEALTH  
AWARENESS  
TOTALS:

**1,972** EVENTS



FENTANYL  
TEST STRIPS:

**1,036**

XYLAZINE  
TEST STRIPS:

**890**



OUTSIDE  
AGENCY  
PROGRAM  
REFERRALS:

**653**



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

**7,814**



LONG TERM  
TREATMENT  
CENTER  
REFERRALS:

**16**

# BCFD POPULATION HEALTH

## Buprenorphine Program

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

CFD Clinicians' observed barriers to induction:

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

# BCFD POPULATION HEALTH

Leave Behind Naloxone: Totals

**Total Leave Behind  
Naloxone Kits Distributed-**

**13,798 Kits =**

**27,596 Doses**

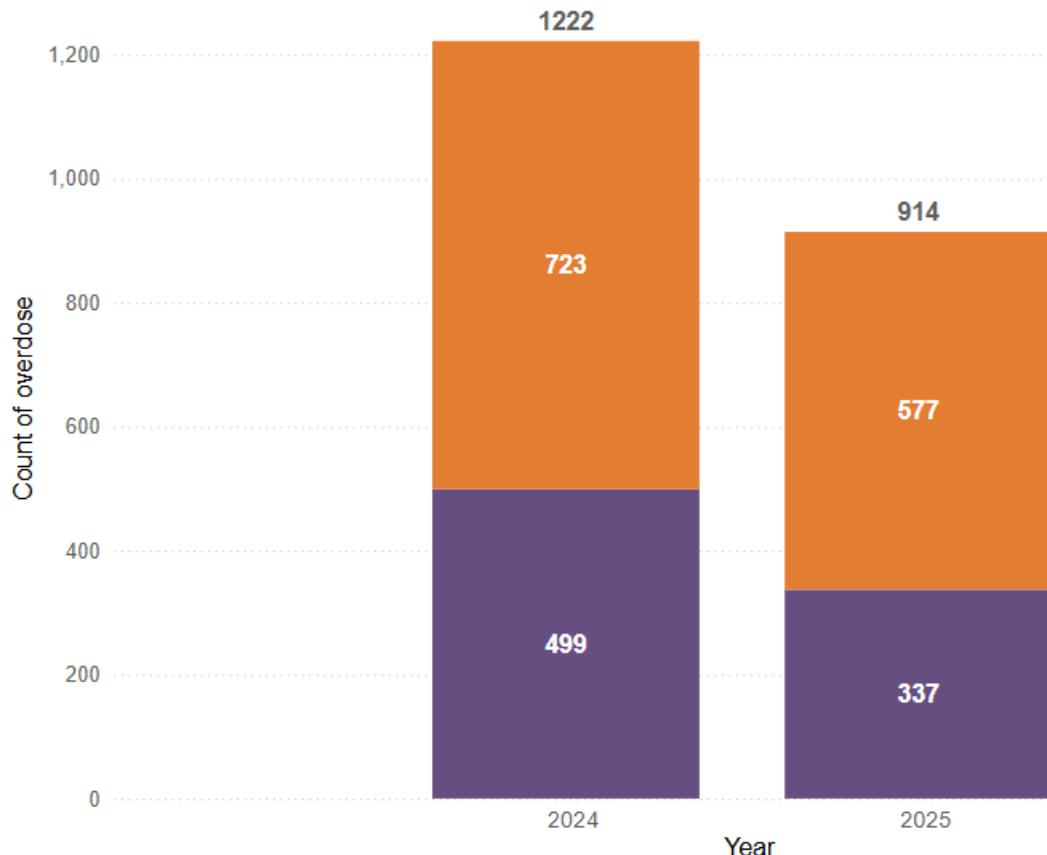
# CITY WIDE OVERDOSES

Q3 FY 2024 vs Q3 FY 2025

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

Q3 FY 2024 vs FY 2025

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



1222  
Overdoses  
Q3 FY 2024

-25.2%  
→

914  
Overdoses  
Q3 FY 2025



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

# Thank You

