



SBStat

Fire SB Stat

Q1 May 5, 2020

Today's Agenda

I. Highlights from this past quarter

II. Using Data to Drive Performance

III. Policy, Data, & Taking Action





IV. Celebrating our values

Highlights from this past quarter

1. Community Paramedicine
2. EMS Satisfaction Survey

Fire Stat Portfolio Summary

Status of SBStat projects in the queue for 2020

Project	Brief Description	Status
EMS Customer Satisfaction Survey		
2020 Strategic Plan	Developing plan for department/community feedback and input	
Community Paramedicine	Consolidating data input	
Promotion process & career progression analysis		

Legend



Project on Schedule



Project delayed



Project cancelled



Project under consideration

Community Paramedicine

- Two records of Community Paramedicine Data
 - Working to consolidate multiple records into one
- Work during COVID-19
 - Practicing social distancing as much as possible with contactless delivery
- New CP paramedic
 - Want to hire new paramedic by June

EMS Satisfaction Survey



Project Context

One of the only incomplete action items remaining from the 2014 Strategic Plan



Project Scope

Dispatch
EMS (first responders, ambulances, paramedics)
Billing (office staff, rates)



Measuring

Cleanliness
Professionalism & Courteousness of Staff
Knowledge & Skill of Staff
Staff Commendations

Privacy considerations

- We want to get as detailed feedback as possible, but want to respect privacy of those responding
- We want detailed responses without violating HIPPA laws

Draft Questions

- Potential draft questions:
 - How would you rate x on a scale of 1-10
 - Follow up – did anything stand out to you about the x of this team? Positive or negative
- Making some questions optional:
 - If you know it, what ambulance responded
 - Was it a South Bend Fire Department Ambulance?

Survey Distribution

Link on bill

- Not everyone has access to a computer or the internet at home

Paper Survey

- Would require additional processing by SBFD staff
- Would require multiple steps from residents – not only fill the survey out but also get it back to SBFD

Implementing Changes

- Cleanliness
 - EMS - Implement spot checks of ambos
- Professionalism & Courteousness of Staff
 - Dispatch – share results with dispatch leadership
 - EMS – share results with station leadership, plan training
- Knowledge & Skill of Staff
 - EMS – review training on any issues that arise
 - Billing – set up time to talk about questions they couldn't answer
- Staff Commendations
 - Incorporate into dept-wide communications
 - Strategic plan

Using data to drive performance

Diving deep into a few key initiatives being undertaken to improve city performance

- SBFD Promotion Process

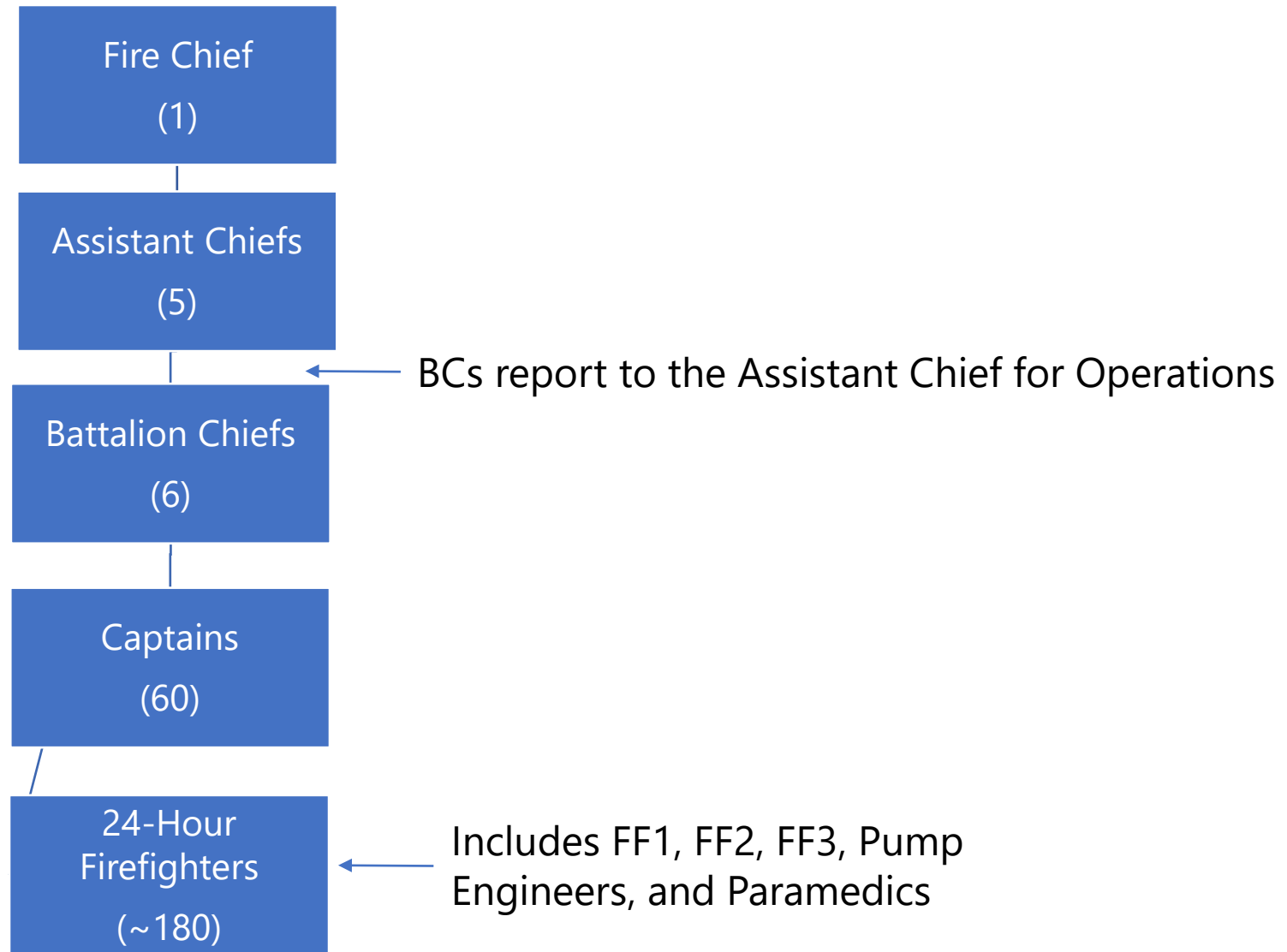
SOUTH BEND FIRE DEPARTMENT CENTRAL FIRE STATION



SBFD Promotion Process

- Overview
- Initial recruitment and early promotions
- Battalion and Assistant Chief promotions





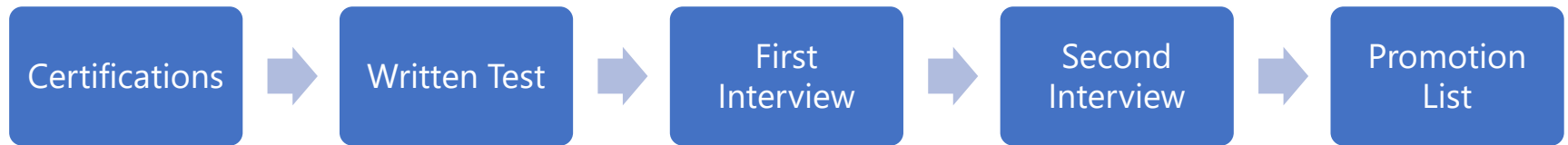
Recruitment Process

- Application
 - Physical Test
 - Written Test
 - Interview
 - Polygraph test
 - Background test
 - MMPI and psychological examination
- Recruit School

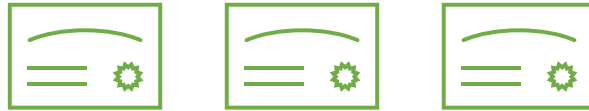
Captain Promotion Process

- Overview
 - Currently a (mostly) paper process
 - Can take test after being with SBFD for 8 years
 - Promotion list lasts for two years
 - Resume and cover letter are requested as a part of the application
- Internal Practice
 - There are captains who were promoted before these requirements existed
 - Battalion Chiefs and up must obtain Captain certifications

Captain Promotion Process



Certifications



- In order to take the written test, applicants need to get the following certifications:
 - Driver Operator Pumper
 - Fire Officer Strategy
 - Tactics, Fire Instructor 1 and Fire Officer 1

Written Test



- The Candidate must pass a written test with a minimum score of 80% to be eligible to move on to the first interview
- All test questions will be based on the 2017 Duty Manual and the 2018-2021 Collective Bargaining Agreement.

First Interview



Two Chief Officers



Three Captains

- Each interviewer asks the candidate two questions and provides a rating based on the candidate's answers.
 - The high and low scores are discarded on the first interview board.
- The candidates that score in the top 12 or top 50% of the list are eligible to move on

Second Interview



Two Chief Officers

Two Captains

- Each interviewer will ask the candidate questions and provide a rating based on the candidate's answers.
- The scores are compiled and candidates are ranked based on scores.

Board of Public Safety



- Final ranking will be turned over to the South Bend Board of Public Safety for final approval.
- After Board of Public Safety approval, the final promotion list will be active for 2 years and candidates will be eligible for promotion to Captain in Special Assignment as vacancies become available.

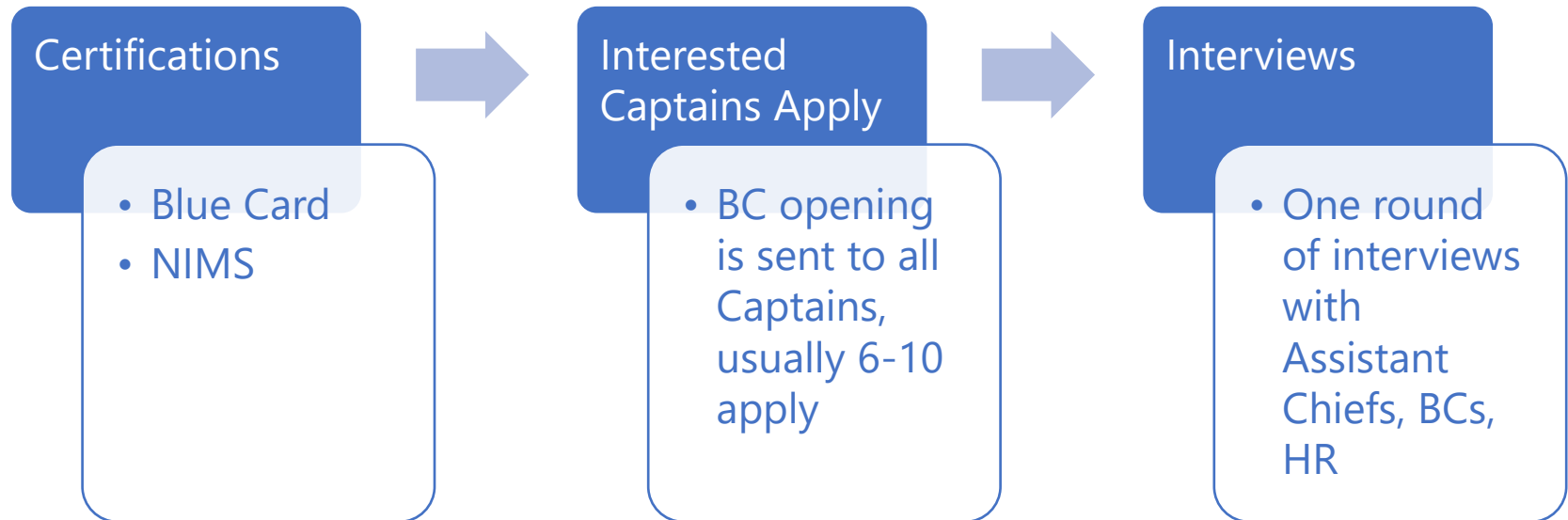
Data & Dashboard

- [View Dashboard](#)

Takeaways and Discussion Points

- Since it takes 8 years for someone to apply to be a captain, the impacts of diverse recruiting are not immediately visible in the promotion process.

Battalion Chief Promotions



Application Process

- BC opening is sent to all Captains
 - Just started using MyStaffingPro, HR's application tool
 - Handled internally by SBFD
 - Previously done over email
 - Interested Captains send in resumes and cover letters

Interview

- One round of interviews with Assistant Chiefs, BCs, HR
- Candidates' answers are scored and candidates are ranked by those scores

Takeaways and Discussion Points

- Chief level promotions require a resume and cover letter submission
- No written test
- HR or Mayor's Office in interview panel

Assistant Chief Promotion Process

- Open to Captains & Battalion Chiefs
- There is no written test, only interviews with the Assistant Chiefs and Fire Chief
 - Involves Mayor's Office and HR

Takeaways and Discussion Points

- Open to Captains
- Involves Mayor's Office & HR
- Interview panel is not set as these promotions are so infrequent

Taking action

Offering policy alternatives, data-based frameworks, and decision points to take action in improving the lives of South Bend residents

Closing out the quarter

Revisiting the [Insert Priority Area] Portfolio

Project	Status
EMS Survey	●
2020 Strategic Plan	●
Promotion Process	●
Fire Inspection Process	●

Legend

- Project on schedule
- Project delayed
- Project cancelled
- Project under consideration

Questions to close out the quarter

- Do we have clear next steps for the key initiatives discussed today?
- Is the portfolio to the left still accurate? Should the projects next up in the queue be prioritized for next quarter?
- Are there any initiatives/areas of interest that should be added to the portfolio for next quarter?

Celebrating our values

This section highlights exemplary work happening in the City to improve performance that may otherwise go unnoticed

Fabric Facemask Donation

- Fire stations giving out non-medical face masks in their neighborhoods

