



# SBStat

## Fire

Q4 December 16th, 2020

# Today's Agenda

I. Highlights from this past quarter

II. Using data to drive performance

- Fire Operations Dashboard
- Fire Prevention Dashboard

III. Taking action

IV. Celebrating our values

# Highlights from this past quarter

# Fire Stat Portfolio Summary

Status of SBStat projects in the queue for 2020

Project	Brief Description	Status
COVID-19 Impact Analysis	Analyzing the impacts of COVID-19 on basic Fire operations	●
Fire Inspection Map/Dashboard	Visualizing data that summarizes the Fire inspection and prevention programs	●
Fire Operations Dashboard	Visualizing data that summarizes basic Fire operations, including response time, incident types, etc.	●
Compensation Study	A comparative analysis of SBFD's compensation package to other agencies	●

Legend



Project on schedule



Project delayed



Project cancelled



Project under consideration



**BEACON COVID  
TESTING UNIT**

*Ready to serve*



## COVID-19 Impact of on Fire operations

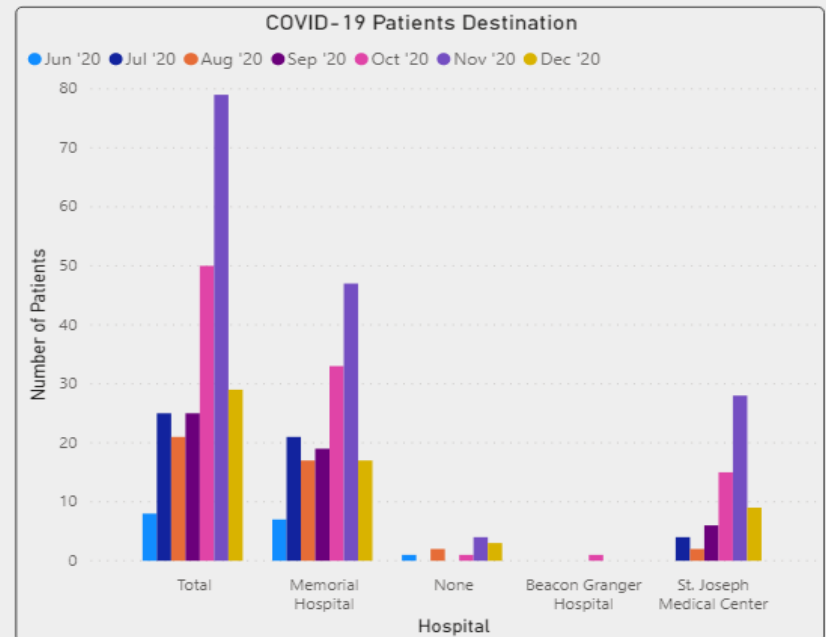
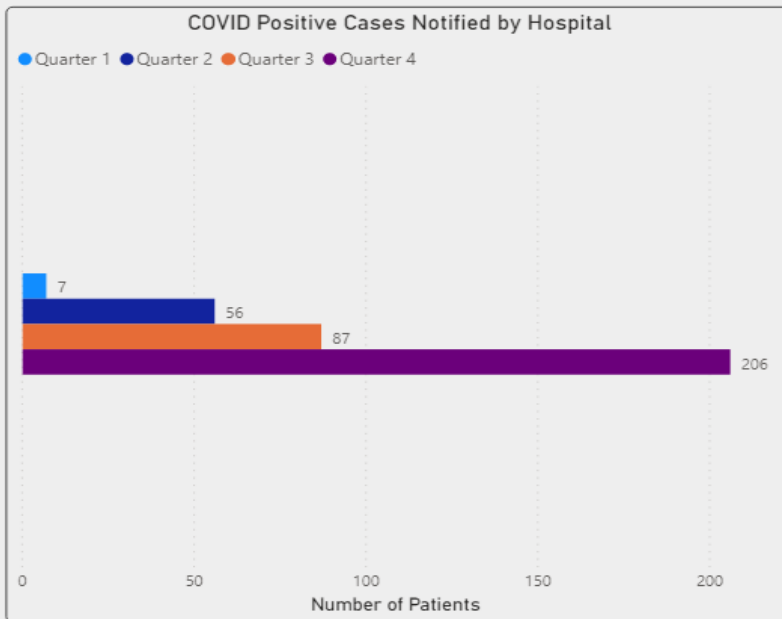
- The number of COVID-19 or Flu like calls and transports have increased since Q3

# COVID-19 Dashboard



## COVID-19 Impact

A quick breakdown of COVID-19 for Q4



# COVID-19 Insights

- Averaging around 65 incidents per month since October
  - More people testing positive and transporting more people compared to Q3
  - Some COVID cases may not be recorded as COVID cases since patients are asymptomatic and test positive later

# COVID-19 Insights

- The majority of patients are still transported with no lights or sirens
  - The number of transported in Q3 was 101 and increase to 176 in Q4





# COVID-19 Impact

## Recommendations

- Continue to follow the recommendations of local health department and CDC
- Policies have remained in place, but have become strict due to the increased cases
- Fire administration has been very proactive in employee health and safety
  - Under guidance of a physician, we've been aggressively tracking and quarantining potential exposures

# Discussion Questions

## Impact of COVID-19

- Are there new guidelines from the CDC or Health Department?
- How can we help the community really understand dangers of COVID-19 to decrease cases in the South Bend area?

# Using data to drive performance

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

- Fire Operations Dashboard
- Fire Prevention Dashboard
- Compensation Study



# Fire Operations Dashboard

- Recap and Best Practices
- Dashboard Prototype Overview
- Discussion

# Fire Operations Dashboard

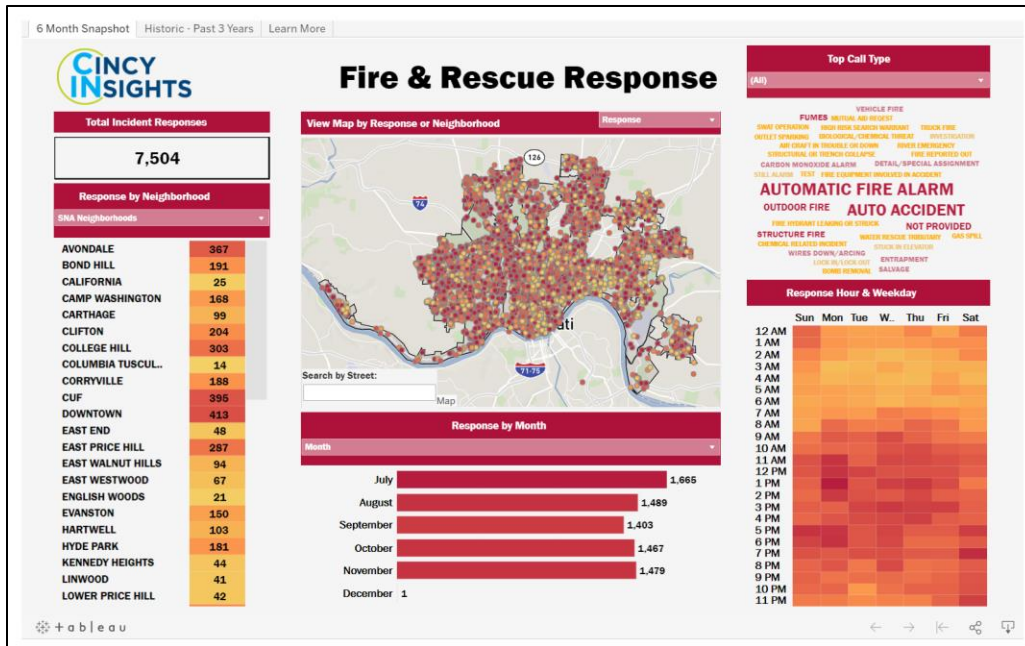
*Recap from Quarter 3 Stat*

1. Last quarter, we produced a dashboard that had metrics of incident type, turnout time, and travel time
2. This quarter the main focus is building a prototype dashboard that communicates precise data with improvements to the visualizations.

# A new transparency initiative: Fire Operations Dashboard

Cincinnati, OH

Valparaiso, IN



## Monthly Response Report

This page analyzes the department's **emergency** response times using several key indicators to track and improve performance. Alarm handling, turnout time, and travel time are all elements of **total time**. Each element on this page provides the 90th percentile calculation. This provides the response capabilities for **90 percent of the responses**. While the department has varying levels of control over each of these elements, it is essential to track each one to capture internal improvements so we may continue to collaborate with the community in maintaining our excellent service.

**08:14**  
October  
ERF Total Time  
Valparaiso, IN

**08:00**  
Year-to-Date  
ERF Total Time  
Valparaiso, IN

### Monthly Total Time Breakdown by Response Category

Valparaiso, IN	Minutes
Turnout Time	02:40
First Arriving Travel Time	06:08
ERF Travel Time	06:52
First Arriving Total Time	07:24
ERF Total Time	08:14

# Fire Operations Dashboard

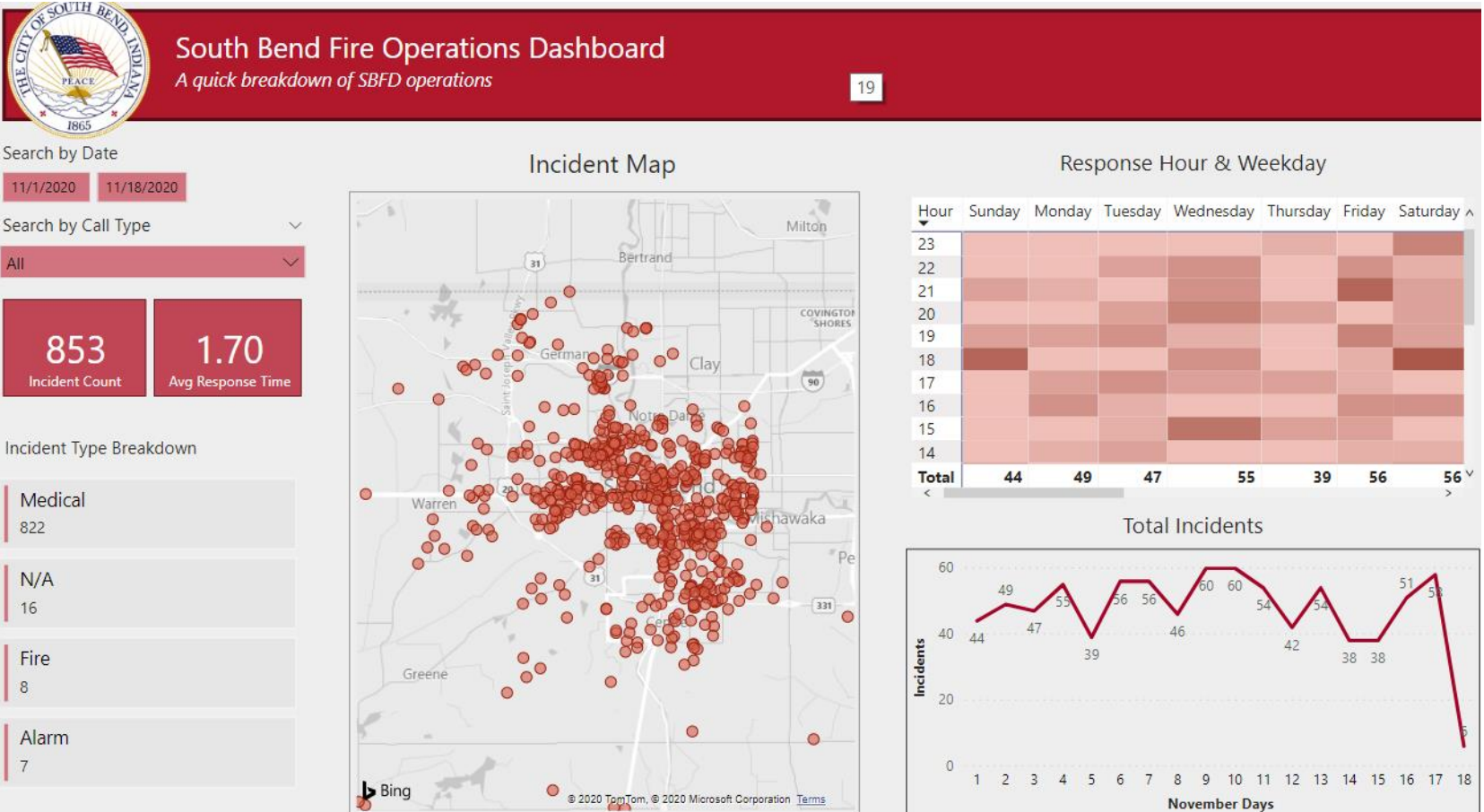
## *Industry Best Practices*

- Cincinnati's dashboard is comprehensible and very user friendly for residents to use.
- Valparaiso's dashboard was more designed for internal use for the actual fire department
  - Potentially designing an internal dashboard for only the fire department to utilize

[Link to Cincinnati Fire Response Dashboard](#)

# Fire Operations Dashboard

Q4 Prototype





# Fire Operations Dashboard

## *Insights & Takeaways*

- A vast majority of calls were medical rather than fire and alarm
- Average response time was less than 3 minutes
- Majority of the incidents occur between 11am-7pm
- Average incidents a day are 47

# Fire Operations Dashboard

## *Discussion Questions*

- What do you like about the prototype? What do you not like?
- How understandable is the prototype? Is it understandable for residents?
- What are the next steps you see for the prototype?



# Fire Inspections Dashboard

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Recap and Best Practices

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Dashboard Prototype Overview

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Discussion

# Fire Inspections Dashboard

## *Q3 Recap*

- Last quarter, we added inspection info for 2020 broken down by inspector, location, and business type

# Fire Inspections Dashboard

- [Dashboard Link](#)
- Incorporating previous year's data
  - SBFD was recording inspection data differently in 2019, so it doesn't always match up
- Incorporating map of upcoming business license inspections

# Fire Inspections Dashboard

## *Insights & Takeaways*

- Inspections are down since 2019, due to pandemic restrictions and changes in business operations

# Fire Prevention Dashboard

## *Discussion Questions*

- What do you like about the prototype? What do you not like?
- How understandable is the prototype? Is it understandable for residents?
- What are the next steps you see for the prototype?



## Compensation Study

- Background / Context
- Available data / Analysis
- Overview of strategies that improve performance



# Compensation Study

*Update*

## Purpose

The study will follow the same methodology as the 2020 Police Department compensation study department that was performed in early 2020

## Timeline

Scheduled to be complete by and presented at 2021 Q2 Fire Stat

## Methodology

- Easily comparable incentives
- Cities of similar size or population
- Averaged out through a 10 and 20 year time horizon

# Compensation Study Analysis

## *Update*

- Gathering information from comparable Indiana cities, such as:
  - Carmel
  - Fishers
  - Elkhart
  - Hammond
- Accounting for the difference in benefits and policies, such as:
  - Salary
  - Pension
  - Clothing allowance

# Compensation Study Analysis

## *Discussion Questions*

- What criteria would you like to make sure is evaluated in the compensation study?

# Taking action

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

# Taking Action

## *Fire Operations and Prevention Dashboards*

### 2020 Q4 Stat

- Receive feedback on prototypes
- Refine dashboard prototypes based on Stat feedback and best practices

### Early 2021

- Finalize internal and external dashboards with Fire Department
- When approved, publish external dashboards to City Website

### 2021 Q1 Stat

- Present final dashboards, discuss media promotion opportunities

# Closing out the Quarter

*Revisiting the Fire Stat Portfolio*

Project	Status
COVID-19 Impact Analysis	●
Fire Operations Dashboard	●
Fire Inspections Dashboard	●
Compensation Study	●

## Questions to close out the quarter

- Do we have clear next steps for the key initiatives discussed today?
- Are there any initiatives/areas of interest that should be added to the portfolio for next quarter?

Legend



Project on schedule



Project delayed



Project cancelled



Project under consideration

# Celebrating our values

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







# SBStat

## Fire Stat

Q4 December 16th, 2020