



SBStat

Fire SB Stat

Q2 | July 23, 2020

Today's Agenda

I. Highlights from this past quarter

II. Using data to drive performance

III. Taking action

IV. Celebrating our values

Highlights from this past quarter

Fire Portfolio Summary

Status of SBStat projects in the queue for 2020

Project	Brief Description	Status
Promotion Process	Digitizing and updating documentation for captain & chief promotion process	●
Fire Prevention Project	Exploring collecting and using data to drive decision-making	●
Fire Operations Dashboard	Visualization of data from ESO	●

Legend



Project on schedule



Project delayed



Project cancelled



Project under consideration

Project Update 1

Promotion Process

- Moving from paper to MyStaffingPro to keep better track of applicants
- Improved collaboration with Mayor's Office and HR, keeping everyone in the loop throughout the process rather than periodic reports
- Applicants submissions are more uniform

Project Update 2

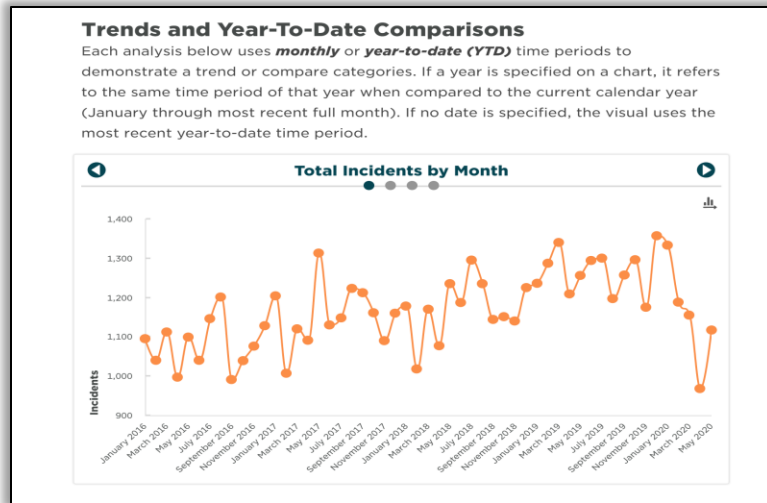
Fire dashboard prototype underway

Purpose

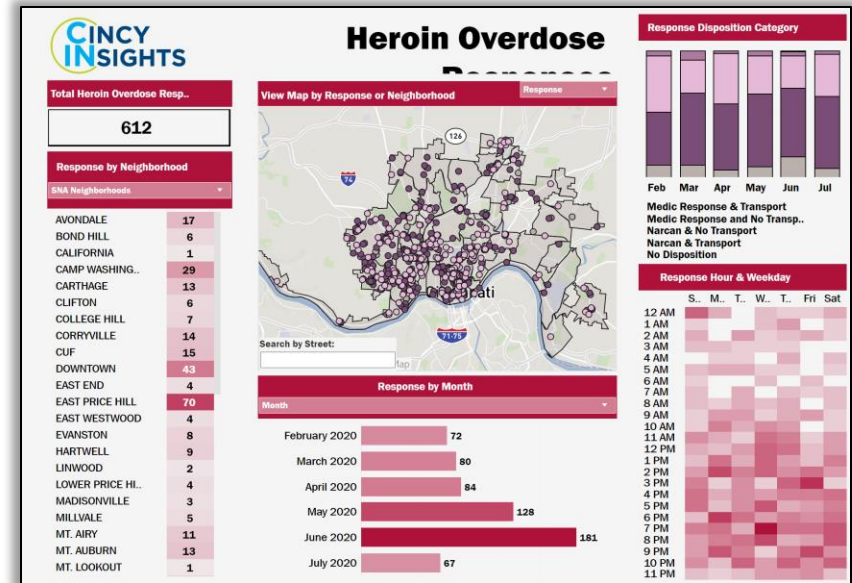
Measure data for incident counts, response times, and other Fire key performance indicators to support data-driven decision-making and government transparency.

Inspiration from other Cities

Springdale, AZ



Cincinnati, OH



Project Update 2

Fire dashboard prototype underway



South Bend Fire Department Incident Responses

[description]. Updated [frequency].

Search by Month

All ▼

10,037

Number of Incidents

Central Fire Station

1,417

Station 6

786

Station 10

1,347

Station 4

710

Station 2

1,185

Station 9

709

Station 11

1,051

Station 8

692

Station 3

829

Station 5

456

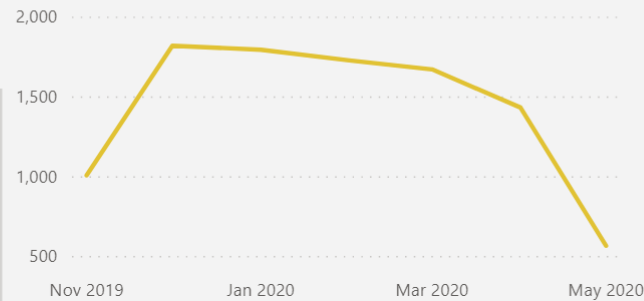
Station 7

819

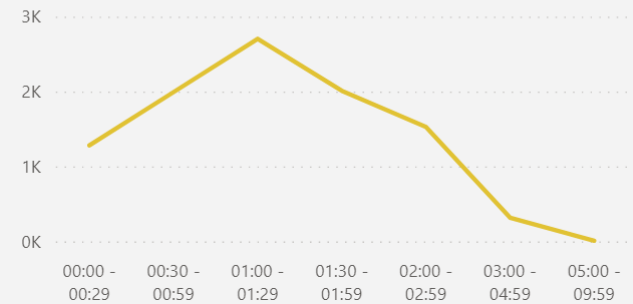
UNKNOWN

28

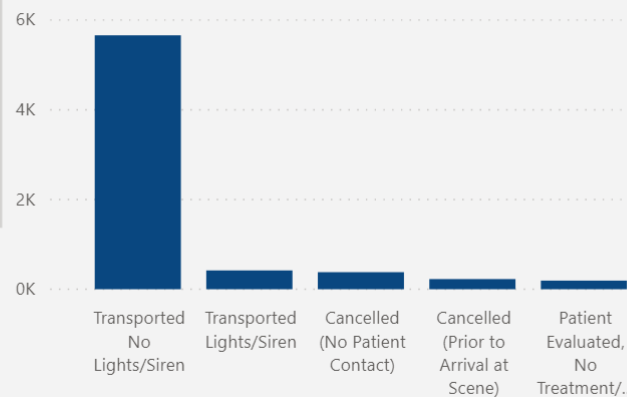
Number of Incidents over Time



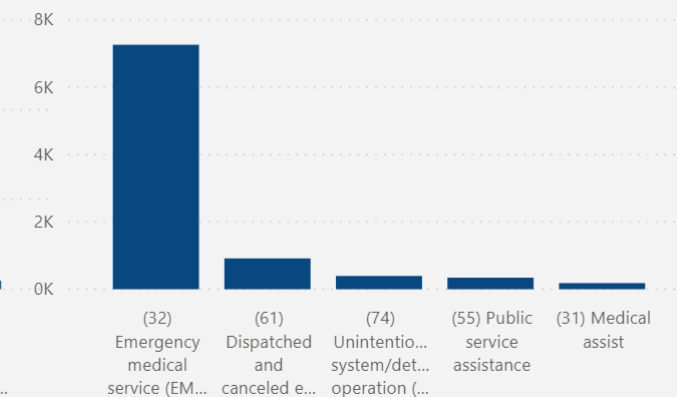
First Apparatus Turnout Time



Top Disposition Types



Top Incident Types



→ Explore EMS Incidences

Using data to drive performance

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

- COVID-19 & SBFD
- Fire Prevention – Inspection Map
- Fire Prevention – Smoke Alarm Program



COVID-19 & SBFD

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

Background

- As front line and public safety workers, the COVID-19 pandemic has been front-of-mind for SBFD.
- SBFD has taken precautions to keep staff safe and have been tracking symptoms, quarantines, and testing.
- SBFD has been keeping up with the COVID-19 pandemic since the beginning – CDC, WHO, other guidelines.

Data Analysis - Operations

- [Operations Dashboard](#)
- Calls from Jan-June of 2020 are slightly down from the same time period in 2019
- 306 calls with COVID/Flu symptoms from Jan-June 2020
 - Highest point in April with 95 calls
- Vast majority of COVID/Flu calls resulted in a transport with no lights or sirens

Data & Analysis - PPE

- [PPE Dashboard](#)
- Daily usage of PPE is down from its peak in April
- PPE in storage and in the field has been fairly steady since late March
- Focusing on PPE availability in the future
 - Pricing & availability of PPE now and in the future

Data & Analysis - Staffing

- [Staffing Dashboard](#)
- Summary
 - 102 people are included in the COVID analysis
 - 37 people have been tested
 - 6 people have tested positive
 - 63 people have been quarantined
 - 21 people have reported symptoms
- Time off Work – 14 days minimum
- [Exposure Policy](#) - Broken into Low, Medium, and High categories

Key Takeaways

- Financial & operations impact
 - Access to PPE, cost of PPE
 - Overtime and vacations
- Both PPE usage and COVID-19/Flu calls had a peak in April
- Overall, COVID-19 has not had a significant impact on the number of EMS calls
- If necessary, we will provide updates at upcoming stat meetings

Fire Prevention – Inspection Map

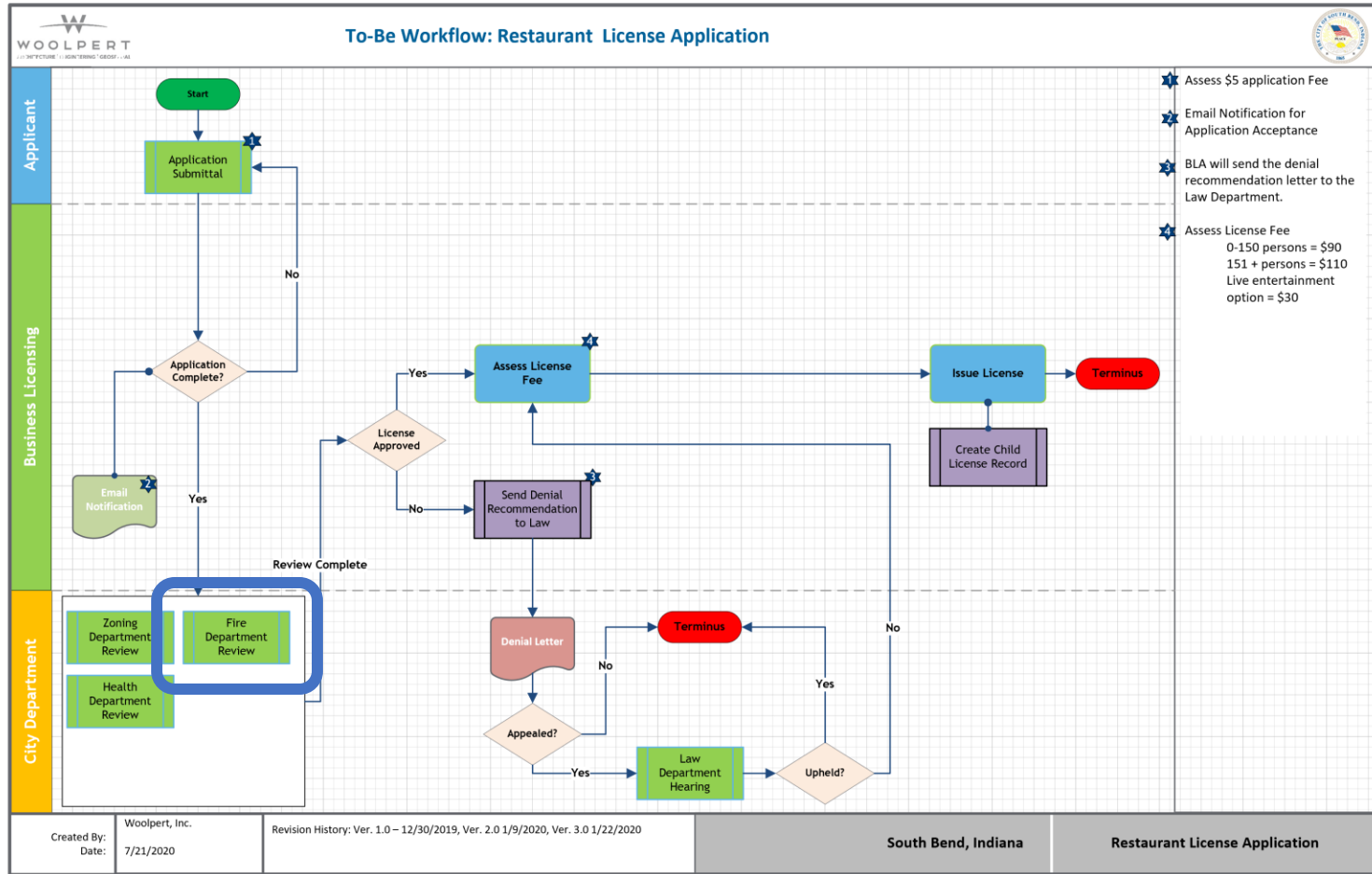
- Background / Context
- Available data / Analysis
- Overview of strategies that improve performance



Background

- The DCI Business Licensing team recently moved to CityWorks, allowing for new data export possibilities
- Fire inspections have been greatly impacted by COVID-19 shut-downs and social distancing measures

Business Licensing Process



Fire's Role

- Businesses need to pass a fire inspection in order to get their licenses and operate
- Fire Inspectors visit businesses applying for licenses to conduct inspections
 - If the business does not pass, they schedule a reinspection
- Fire Inspectors also aim to inspect businesses annually, outside of the application process

Inspection Map

- [Link to map](#)
- Currently, the map displays businesses that have applied for licenses, but have not passed their fire inspections yet
- The map incorporates information from the business licensing process, such as the type of business

Potential Further Development

- Customizing map to Fire or building dashboard off data from map
 - Pass/fail information, why business failed*
 - Other inspection information – did they pass other inspections?
 - Time between application and first fire inspection
 - Completed license requests for 2019 and YTD for 2020

Uses for Dashboard/Map

- Help establish current state
 - Establish KPIs
- Identify trends in data for potential future projects
 - Do small businesses or first-time business owners tend to fail more often?
 - Does the age of the building impact likelihood to pass?
 - Do we take longer to get to certain parts of the City?
 - How does planning impact this?
 - Are certain kinds of businesses more likely to fail?

Fire Prevention – Smoke Alarm Program

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



Background

- Data on installations since 2011, but SBFD was doing outreach long before
 - More restrictions in the past – must be owner-occupied, income restrictions
- Changes in 2014
 - Red Cross funding
 - Targeted outreach based on fires/fatalities
 - On demand installs based on resident requests
 - Better alarms from grants

Data & Analysis

- Building on previous program analysis
- Outreach from 2011-2017
- Neighborhood canvassing based on:
 - AHS survey - "Do you own a smoke alarm?"
 - House age, income level, structure fire history
- [Dashboard](#)
- Distribution increased and more focused as the program matured

Background

- How the program has grown or changed since last analysis as context for new data
 - Canvassing
 - Based on need in certain area, structure fire fatalities
- Funding has switched from Red Cross to self-funded
 - Red Cross still provides volunteers
- Recently, alarms have been coming from IDHS

Data & Analysis

- Potentially refocusing efforts based on structure fires and fatalities
- How are we choosing neighborhoods to canvas?
- [Dashboard](#)

Key Takeaways

- Majority of smoke alarms in houses visited didn't work!
- Reached 1,000+ residents through canvassing
- Fire Alarm distribution has gone up in the past few years, but CO detector distribution has gone down
 - CO detectors are grant & donation based

Targeted Outreach

- Cluster of structure fires on the northwest side of town in the past year and a half
- Residents who are deaf or hard of hearing
 - High risk population
 - SBFD has installed 30+ alarms and have 25 more to install when program is no longer on hold.
 - From FEMA grant that supplies Bed Shaker alarms that work in conjunction with other smoke alarms.

New Funding Options

- Potential Using data and analysis to apply for grants
- State has smoke alarm supplies

Education & Awareness

- While canvassing, firefighters educate households about fire safety
 - Talking about the importance of having an escape plan
- Education where smoke alarms should be located – people will take smoke alarms out of their kitchens
- Most alarms being installed have a 10 year battery life – people will often not replace batteries

Program Maintenance & Restart

- Canvassing has been on pause since pandemic started
- Focusing on recent structure fires for upcoming canvassing
 - Fatality area – Leer St

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
COVID Impacts	●
Smoke Alarm Targeted Installation	●
Fire Inspection Map/Dashboard	●
Fire Operations Dashboard	●

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

Celebrating Our Values

- Accountability, Excellence
- Keeping firefighters safe through aggressive testing and quarantines.
- SBFD has kept track of exposures and potential exposures on calls and in the stations.
- Tracking worker's comp, staffing, and PPE



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