Fire

Q3 | October 20, 2020

SBStat

Today's Agenda

I. Highlights from this past quarter

II. Using data to drive performance

III. Taking action

IV. Celebrating our values

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 the summarizes basic Fire operations, including response time, incident types, etc.	🟢

Legend 🟢 Project on schedule 🟡 Project delayed 🔴 Project cancelled 🟠 Project under consideration

ISO Highlights

- ISO visit on October 7

- Completing additional tasks and compiling documentation for score

Background

- Insurance Service Office
    - Uses ratings to assess risk of fire damage for insurance companies
    - SBFD uses ISO ratings because they are an impartial 3rd party
- Audit based on three categories
    - Emergency Communications (10%)
    - Fire Department (50%)
   - Water Supply (40%)

Background

- Community Benefits
  - Lower insurance rates, especially for commercial properties
  - Safer community
- Benefits of getting a 1
  - City Values - Excellence
  - Best in the state
  - Top 1% nationally (400 out of ~40,000)
- Fire Department Mission
  - The South Bend Fire Department exists to provide our community with the highest quality emergency services protecting life and property through education, response, and dynamic outreach.

ISO Inspection

- Inspection consisted of rep coming and reviewing documentation with SBFD
  - We were sent a pre-survey and gathered the expected information
- Will be sent back to other inspectors and supervisors to review since we could potentially get a one

Feedback from ISO

- Currently gathering info to complete inspection
  - We have until November 4th to gather information
  - Water Works, SBFD, and PSAP all working to gather info
- ISO review could take up to 120 days
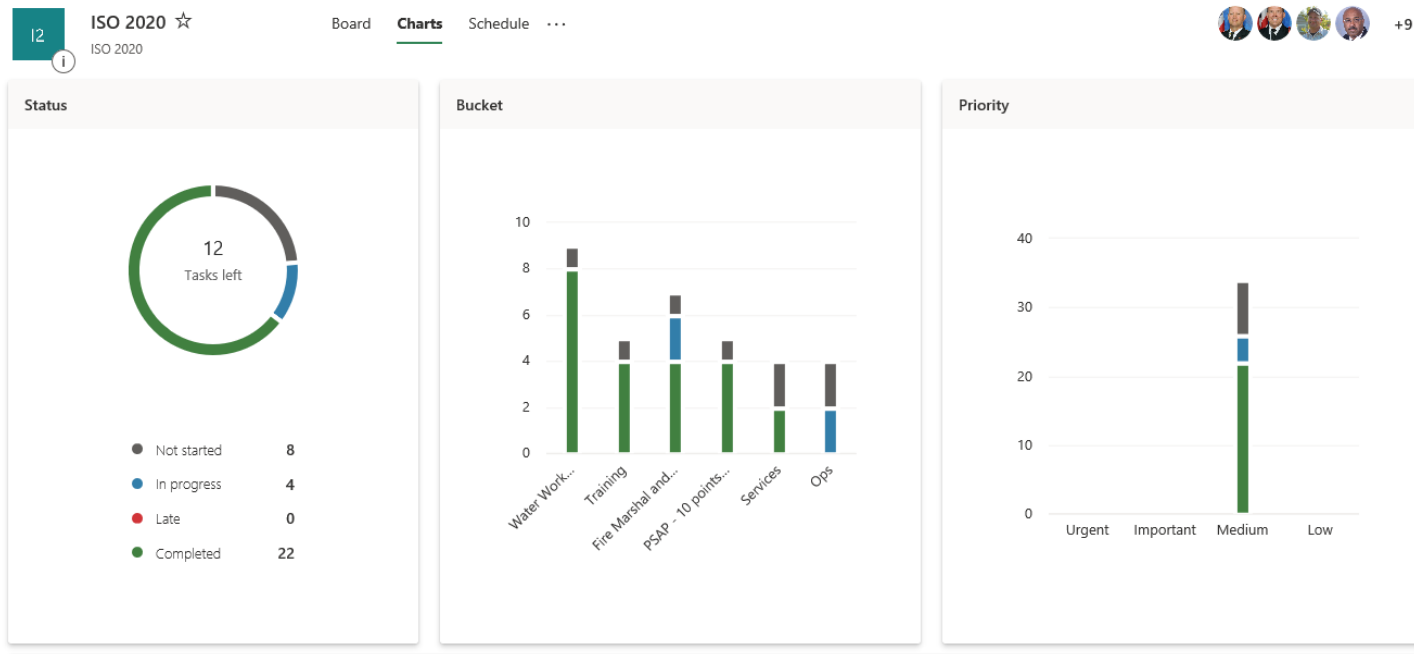
COVID-19 Impacts
Visualizing the impacts of COVID-19 on Fire operations

- The number of COVID-19 or Flu-like calls have decreased since their peak in the spring
- [Link to dashboard](#)

COVID-19 Impacts

- We've been hovering around 30-40 calls per month since June
  - More people are testing positive and we're transporting fewer people
  - Some COVID cases may not be recorded as COVID cases since patients are asymptomatic and test positive later

- The vast majority of patients are still transported with no lights or sirens

Operations

- Continuing to follow the recommendations of local health dept and CDC

- Policies have remained in place since the beginning of the pandemic

- 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

Metro Chiefs Talk

- Local chiefs of departments that have EMS
  - Has continued to grow – adding Notre Dame in the fall
- Meeting every Tuesday since March
- Collaborating on best practices for employee exposures, PPE
  - Sharing our guidelines and procedures
- Improved Fire and EMS services in the city and the community overall

PPE Usage

- We're measuring PPE usage in gowns as they are a single use product.
    - If someone uses a gown, that means they're using a full set of PPE
- We're down from April and May, when SBFD was averaging 13 to 14 sets of PPE per day

Using data to drive performance

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

- Fire Operations Dashboard

- Fire Prevention Dashboard
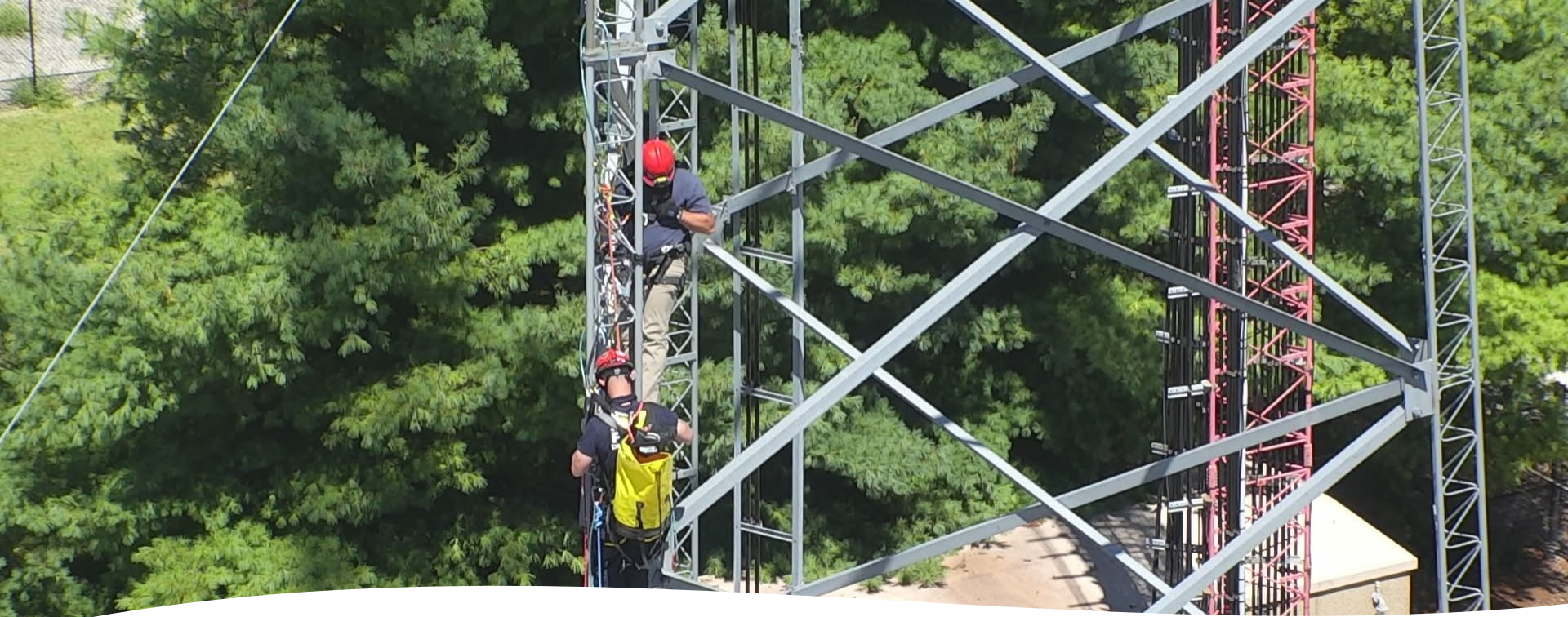
Fire Operations Dashboard

- Background / Context

- Available data / Analysis

- Overview of strategies that improve performance

Q2 Recap

- Last quarter, we introduced a draft dashboard to illustrate what kinds of data we could pull

- This quarter we're working on focusing the scope of the dashboard and communicating the data in a clear, concise way

Fire Operations Dashboard Prototype

[Link to dashboard](#)

Metrics included in dashboard

- Incident type
- Turnout Time
- Travel Time

Data Source

- The information for this dashboard is coming from ESO for both EMS and Fire

Insights & Takeaways

- Overview
  - Central Fire and Stations 10 & 11 consistently have the highest call volumes
    - EMS
  - Turnout time is usually less than 3 minutes
- EMS
  - Call time to arrival on scene for EMS is usually less than 8 minutes
  - Usually on the scene for less than 10 minutes
    - Quality of care – medical vs trauma

Potential Improvements

- Improved visualizations for elapsed time - turnout time, time on scene, etc.
    - Add in context around time on scene – medical vs trauma
    - Separate out county (medic 10 & 11) and City
- Expand on data included
    - Add apparatus info
- Additions of standards or goals for different areas

Feedback

- Is this meeting the needs of SBFD?
- What is helpful? What isn't helpful?

- Is this informative for the Mayor's Office?
  - What other metrics would be helpful?

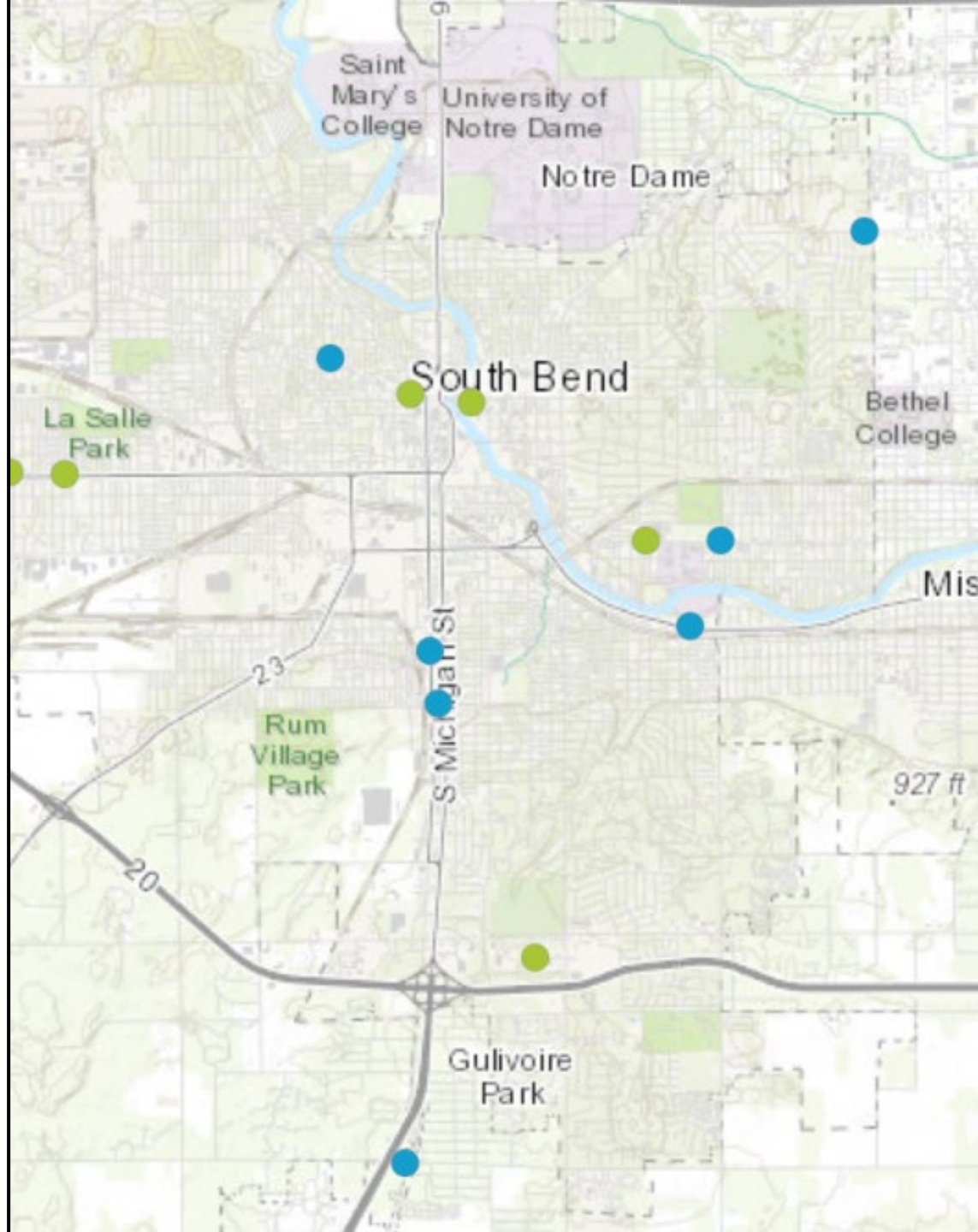- Would this be informative for the public if we released it?

Fire Prevention Dashboard

- Background / Context

- Available data / Analysis

- Overview of strategies that improve performance

Last Quarter

- We showed a simple map of data from CityWorks of businesses to be inspected by SBFD
    - [Link to map](#)

Current Draft

[Link to Dashboard](#)

Metrics included in dashboard

- YTD inspection information
- Upcoming inspection information
- Outreach information

Data Sources

- Inspection information from ESO
- Outreach information from FormSite

Insights from Q3 Prototype

1. Most of the audience is school-aged (6-17)

2. Not able to do some traditional outreach, but participating in birthday parades and other socially distanced activities
    - Current concern is outreach with older adults, as they are a target audience and are high-risk for COVID-19

Potential improvements to include next quarter

- Incorporation of business licensing info
- Refining visualizations for info provided, event type, program used
- Exploring data automation
- Adding basic stats from last year for comparison

Discussion

- Is this meeting the needs of SBFD?
- What is helpful? What isn't helpful?

- Is this informative for the Mayor's Office?
  - What other metrics would we want to see?

- Would this be informative for the public if we released it?

Compensation Study

- Background / Context

- Available data / Analysis

- Overview of strategies that improve performance

Update

- Similar to PD study from earlier this year
    - Gathering info from comparable cities
    - Accounting for differences in benefits and policies
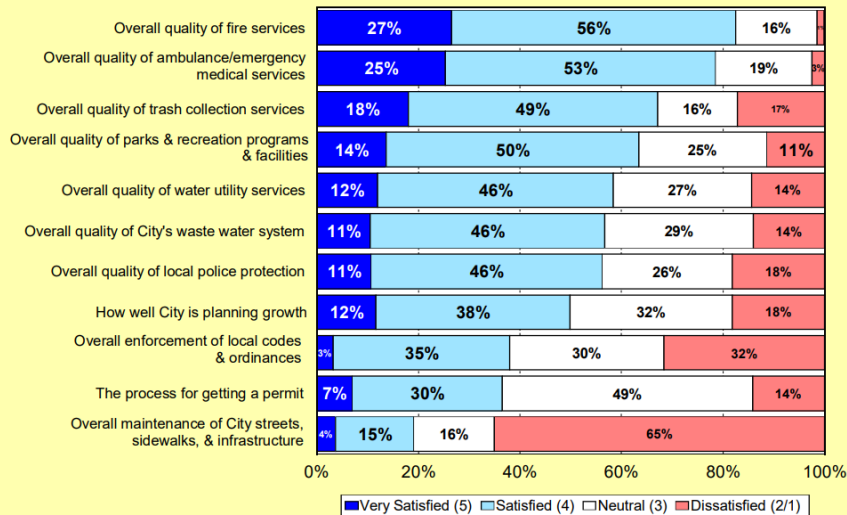- Plan to be complete Q1 2021

2020 Community Survey Results

2020 Community Survey Results for Fire

2018

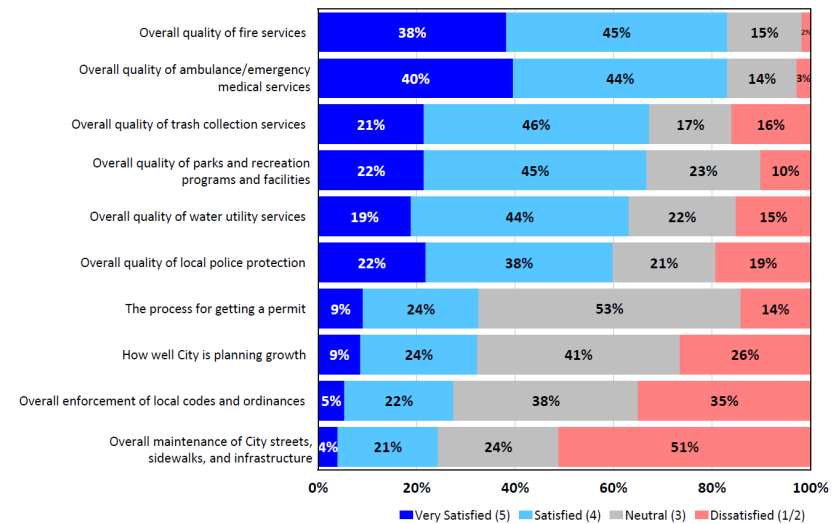

Q13. Satisfaction with Major Categories of City Services
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

Source: ETC Institute (2018)

2020

2020 City of South Bend Community Survey: Findings Report

Q11. Major Categories of City Services
by percentage of respondents (excluding don't knows)

Source: ETC Institute (2020)
ETC Institute (2020)
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Insights & Takeaways

- Strong positive satisfaction with Fire and EMS services remain
- More residents 'Very Satisfied' with Fire and EMS services in 2020 than 2018

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 Fire Stat Portfolio

Project	Status
COVID-19 Impact Analysis	🟢
Fire Inspection Map/Dashboard	🟢
Fire Operations Dashboard	🟢

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?

Legend 🟢 Project on schedule 🟡 Project delayed 🔴 Project cancelled 🟠 Project under consideration

SBStat 2020

Celebrating our values

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

Fire

Q3 October 20, 2020

SBStat