



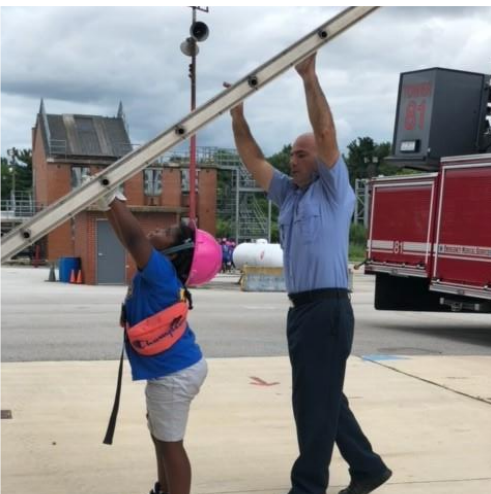
Baltimore City Fire Department

# 2020 ANNUAL REPORT

**PRIDE » PROTECTING » PEOPLE**

Niles R. Ford, PhD | Fire Chief





## **TABLE OF CONTENTS**

Message from the Mayor of Baltimore City.....	4
Message from the Fire Chief.....	5
BCFD History.....	6
Mission, Vision, Values.....	7
Who We Are.....	8
BCFD Services.....	9
Stations.....	10
Battalions.....	11
Members.....	12
Accomplishments.....	13
Budget.....	14
Human Resources & Recruitment.....	15-16
High School Program.....	17
BCFD Equity.....	18-19
Navigating Through COVID-19.....	20-21
Emergency Medical Services (EMS).....	22-25
Mobile Integrated Health – Community Paramedicine.....	26
Support Services & Community Risk Reduction.....	27-31
In the News.....	32-33
Office of Communications.....	34
Special Operations.....	35-36

# MESSAGE FROM THE MAYOR OF BALTIMORE CITY

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Greetings,

For more than 150 years, the Baltimore City Fire Department (BCFD) has served the City of Baltimore in providing fire protection and Emergency Medical Services to the residents across the city. 2020 was a year of hardship. But in the face of adversity, BCFD accomplished milestones, the most notable being the report of Baltimore’s lowest fire fatality rate in the history of Baltimore City under the leadership of Fire Chief Niles R. Ford. Every one of our first responders pledges a commitment to the residents of Baltimore responding to more than 100,000 calls for service per year.

The sworn and civilian members of the BCFD strive to bring positive change to residents within the City of Baltimore, embodying the department’s motto “**Pride Protecting People.**” The BCFD prioritizes partnerships to help strengthen and encourage the community exemplified in programs like Camp Spark, the BCFD High School program and more. With 38 fire stations strategically placed throughout the city, our fire first responders are easily accessible and ready to assist residents in need.

As equity serves as the guiding principle from which my administration governs, we strive to ensure all residents and city employees are provided for. I am proud to recognize the same guiding principle in the BCFD’s long history of service and practices. For years, the BCFD has made public its commitment to increasing diversity throughout the entire department, while creating an inclusive environment that provides opportunities for individuals of every race, gender, sexual orientation, religious background or creed.

As we continue into this new year with hope and optimism, I look forward to witnessing the BCFD’s continued evolution in providing high-quality emergency response to our residents. On behalf of all Baltimoreans, I want to thank Chief Ford and all of our firefighters, EMTs and first responders for their dedication, love, and life-saving work they do each day for our city.

In Service,

A handwritten signature in blue ink that reads "Brandon M. Scott". The signature is written in a cursive, flowing style.

Brandon M. Scott  
Mayor

## MESSAGE FROM THE FIRE CHIEF

As the Fire Chief for the Baltimore City Fire Department (BCFD), it is an absolute pleasure to share our 2020 Annual Report. While 2020 had its share of challenges – to say the least – I remain confident in the men and women who unceasingly put their lives on the line for the sake of others.

COVID-19 helped impel the start of 2020 and while it pervaded the daily functions of the fire department's Operations, Community Relations, EMS Responses, and Call Volumes; the need to protect our first responders, the community and the residents of Baltimore City remained at the forefront.

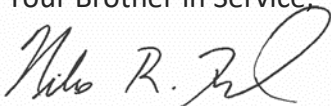
Within this 2020 Annual Report, we highlight BCFDs Performance Metrics, Key Initiatives, Future Plans, EMS and Suppression Operations, Community Partnerships, Diversity Initiatives and most importantly, reaching a department milestone with having the lowest fire fatalities. Moving forward, we anticipate fulfilling our on-going commitment to provide exceptional service to the City of Baltimore, while exhibiting **"Pride Protecting People."**

The members of the Baltimore City Fire Department respond to more than 100,000 EMS calls each year and 29,870 Fire Suppression Calls– which, in my eyes, is a significant number of emergencies that confront our members. Yet, the members of this department continue to grow and cultivate public safety and humility in order to serve others.

As always, I remain humbled to serve as Fire Chief for the Baltimore City Fire Department. Moreover, I remain impressed by the hard work and dedication our members exhibit on a daily basis. Regardless of the challenges we face, the members of the Baltimore City Fire Department will continue to identify ways to protect citizens, this great City, and remain visible and connected to the community and visitors, in an effort to improve the quality of life for all.

For more information related to BCFDs events, members, community involvement and ways we serve the City of Baltimore, please follow us on Facebook, Twitter and Instagram @BaltimoreFire. You can also view fire department safety videos and public service announcements on our YouTube Channel @BaltimoreCityFireDepartment.

Your Brother in Service,



Niles R. Ford, PhD  
Fire Chief  
Baltimore City Fire Department



## BCFD HISTORY

The Maryland General Assembly formally established the Town of Baltimore in 1729, with the first municipally established fire ordinance written into law in 1747.

Urban growth in the 1800's led local businesses and political leaders to form volunteer fire companies to guard against loss. Competitive resentment between these companies led local fire chiefs to organize the Baltimore Association of Firemen to improve the fire service's public image. In 1858, when that initiative failed to bring order, city politicians disbanded the volunteers and introduced the 153-member professional Baltimore City Fire Department. Similar to other rapidly growing cities across the country, urban density with the spread of factories, port facilities, warehouses and apartment buildings, created the potential for danger.



Truck 13 at a fire on Pratt & Poppleton Streets  
photo provided by Charles Meile

On February 8, 1904, the Great Baltimore Fire burned for more than a day and destroyed more than 1,500 buildings and 70 blocks in downtown Baltimore. The fire covered more than 140 acres – which required over 1,200 firefighters to bring the fire under control. Firefighters from Pennsylvania and Washington D.C. answered the call to help control the fire, but their efforts were minimal at best due to the incompatibility of the size and



Great Baltimore Fire of 1904  
photo credit February 6, 2011(Baltimore Sun)

gauge of Baltimore's hoses and hydrant connections. Five people died in the fire, thousands were left homeless and an estimated 35,000 were left unemployed. Consequently, as a result of the fire, the City of Baltimore adopted building codes, the National Fire Protection Association (NFPA), adopted national standard for fire hydrants and hose connections. That incident led to structured urban renewal programs and uniform national standards in firefighting equipment and protocols.



## **M** MISSION

The Baltimore City Fire Department (BCFD) is a diverse and evolving extension of the community that is committed to providing excellent service to all we serve, in a professional and humanitarian way. We pledge to protect lives, property and the environment through a safe, effective, and timely response. We remain innovative when providing emergency medical services, fire suppression, rescue, emergency communications, fire prevention, community outreach, education and other services.

## **V** ISION

To remain committed to providing residents a safer & healthier neighborhood through an engaged, educated & diverse workforce. BCFD members are dedicated to safety & improving the quality of life for others.

## **V** ALUES

Accountability  
Integrity  
Professionalism  
Respect

## **M** OTTO Pride Protecting People

### **BALTIMORE CITY**

584,537 **POPULATION**

2,000 **ROADWAY MILES**

80.9 **SQ.MILES**

150 **NEIGHBORHOODS**

293,877 **HOUSING UNITS**

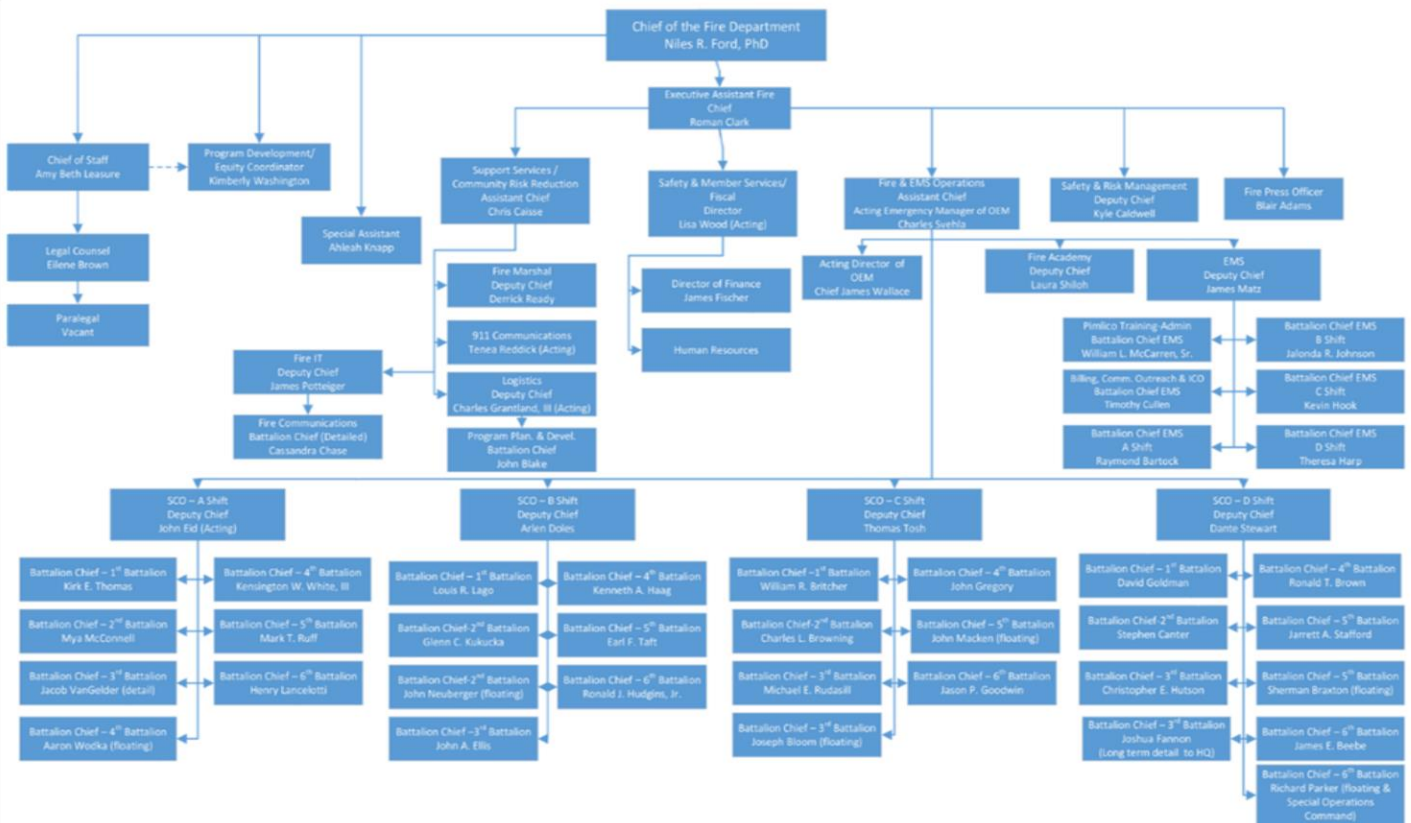
242,694 **HOUSEHOLDS**

38 **FIRE STATIONS**

# WHO WE ARE

BCFD are dedicated public servants who proudly serve the City of Baltimore, its visitors & residents. Like this great city, the fire department is bursting with rich history & traditions. As First Responders, we strive to improve ourselves by staying on the cutting edge of technology & utilizing best practices, to continue to provide high-quality emergency responses with customer service that is second to none.

## ORGANIZATIONAL CHART





**BCFD MEMBERS WORK A  
VARIATION OF 4 SHIFTS & SERVICE  
BALTIMORE CITY RESIDENTS  
24-HOURS, 7 DAYS A WEEK**

**EVERYDAY THE DEPARTMENT HAS:**

**1 SHIFT  
COMMANDER**



**6 SUPPRESSION  
BATTALION CHIEFS**



**1 EMS BATTALION  
CHIEF**



**BCFD HAS:**

**6 BATTALIONS**



**38 FIRE STATIONS**

35 Engine Companies &  
17 Truck Companies



**36 EMS TRANSPORT  
UNITS**



**6 SPECIALITY  
UNITS**



## BCFD BATTALIONS

### Battalion 1

E5 T3 M10: 2120 EASTERN AVE.  
E27 T26: 4315 MANNASOTA AVE.  
E41 BC1: 520 S. CONKING ST.  
E50 M2 EMS5: 1601 BROENING HWY.  
E51: 646 N. HIGHLAND AVE.  
20 M20: 5714 EASTERN AVE.



### Battalion 2

E6 T1 M7 M24 AC2 BC2 BCEMS  
FIB SO IT MCU SC: 1100 HILLEN ST.  
E13 T16 M4: 405 McMECHEN ST.  
E31 M3: 3123 GREENMOUNT AVE.  
E33: 1223 NORTH MONTFORD AVE.  
T5 EMS3 M16: 801 E. 25TH ST.



### Battalion 3

E8 T10 BC3 M15: 1503 W.  
LAFAYETTE AVE.  
E14 M21: 1908 HOLLINS ST.  
E30 T8 M12: 3220 FREDERICK AVE.  
E36: 2249 EDMONDSON AVE.  
SQ47: 2608 WASHINGTON BLVD.  
E53: 608 SWANN AVE.  
E55 T23 M22: 1229 RUSH ST.



### Battalion 4

E4 T29: 1201 EAST COLDSRING LN.  
E21 M19: 3724 ROLAND AVE.  
E42 M6 BC4: 4522 HARFORD RD.  
E43 M18: 1100 WALTERS AVE.  
E44 T25: 2 UPLAND RD.  
SQ54 T30 M13: 5821 BELAIR RD.  
E56: 6512 HARFORD RD.



### Battalion 5

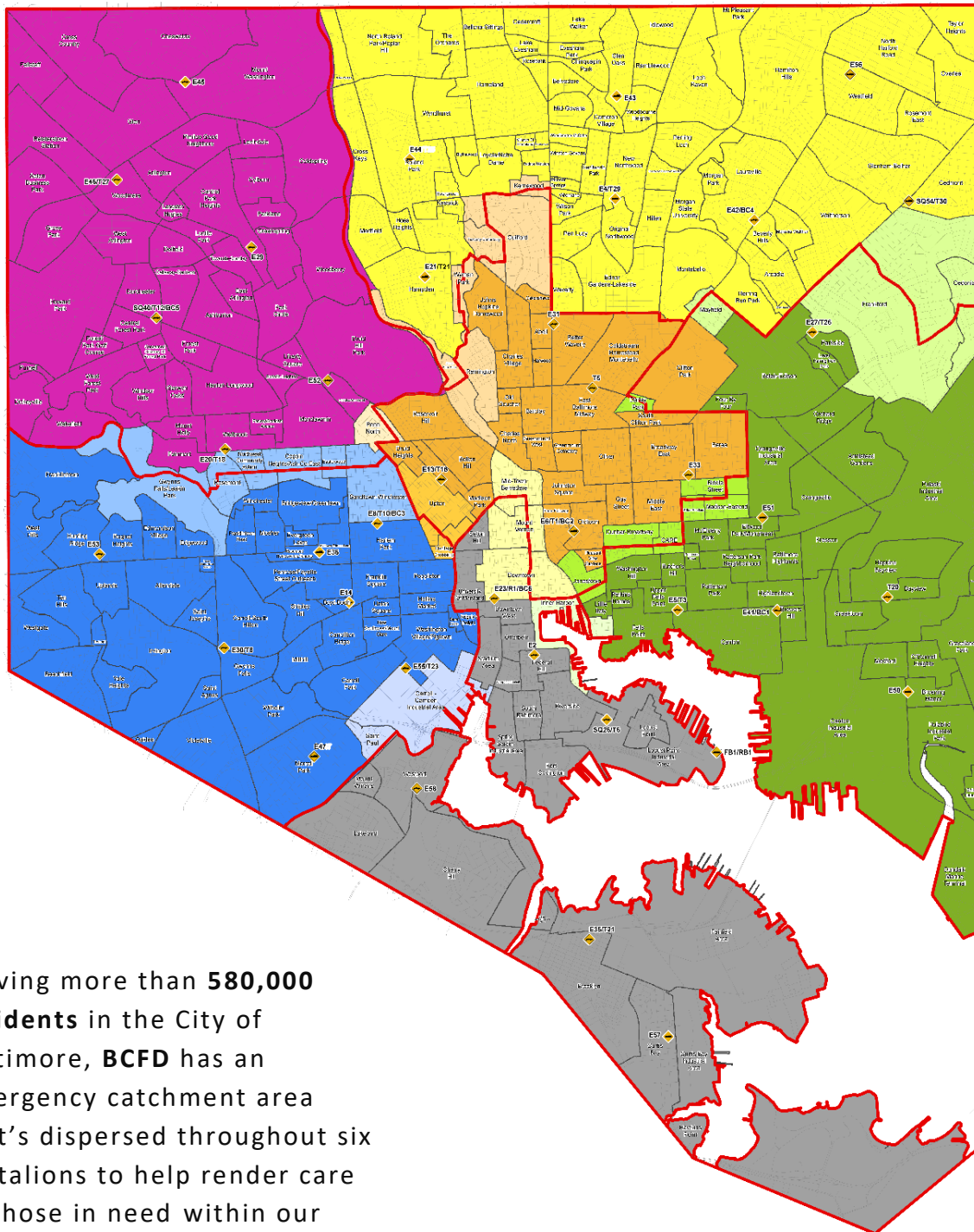
E20 T18 M8: 3130 W. NORTH AVE.  
E29 M17: 4312 PARK HEIGHTS AVE.  
SQ40 T12 M11 BC5:  
3906 LIBERTY HEIGHTS AVE.  
E45 M14: 2700 GLEN AVE.  
E46 T27 EMS4: 5500 REISTERSTOWN RD.  
E52: 3525 WOODBROOK AVE.



### Battalion 6

E2: 800 LIGHT ST.  
E23 M1 M23 R1 AC1 HM1 BC6:  
15 S. EUTAW ST.  
SQ26 T6 M5 SCUBA1:  
1001 E FORT AVE.  
E35 T21 M9: 430 MAUDE AVE.  
E57: 4427 PENNINGTON AVE.  
E58: 2425 ANNAPOLIS RD.  
FB1 RB1: 2609 LEAHY ST.





Serving more than **580,000** residents in the City of Baltimore, **BCFD** has an emergency catchment area that's dispersed throughout six Battalions to help render care to those in need within our community.

# BCFD MEMBERS

The department has **1,668 members**; an amalgamation of **1,493 sworn** and **175 civilians**.  
The members include:



## SWORN

**1 Chief of Fire Department**  
**3 Assistant Fire Chief**  
**9 Deputy Fire Chief**  
**1 Fire Commander**  
**39 Battalion Chief**  
**85 Captain**  
**208 Lieutenant**  
**120 Pump Operator**  
**134 Emergency Vehicle Driver**

**160 Paramedic**  
**83 EMT**  
**5 Fire Operations Aide**  
**606 Firefighter**  
**6 Fire Emergency Instructor**  
**6 Emergency Boat Operator**  
**8 Marine Engineer**  
**4 Marine Pilot**  
**15 Fire Prevention Inspector**

**4 911 Lead Operator 78 911 Operator 4 911 Operator Supervisor**  
**1 Accountant II 2 Accounting Assistant III 2 Agency IT Specialist III**  
**1 Chief of Fiscal Services II 1 Call Center Operations Manager 1 Equity Coord**  
**8 Contract Srvc Specialist II 1 Data Fellow 4 Fire Dispatch Administrator**  
**1 Fire Dispatch Manager 3 Fire Dispatch Supervisor 1 Fire Press Officer**  
**1 Fire Dispatch Supv Training QA 31 Fire Dispatcher 1 HR Assistant I**  
**1 Fiscal Supervisor 1 Fiscal Technician 1 General Counsel 3 Secretary III**  
**1 HR Assistant II 1 HR Business Partner 2 HR Generalist II**  
**1 IT Project Manager 1 Liaison Officer I 1 Medical Claims Processor II**  
**1 Office Support Specialist II 3 Office Support Specialist III**  
**1 Operations Manager I 3 Operations Officer I 2 Operations Officer II**  
**1 Operations Officer III 1 Operations Officer V 1 Operations Research Analyst**  
**1 Paralegal 1 Permit and Records Tech II 2 Radio Maintenance Tech II**

## CIVILIAN

# BCFD ACCOMPLISHMENTS

## ADMINISTRATION

Introduced a diverse & inclusive recruitment committee  
Developed & validated new Physical Agility Test (PAT) for new hires  
Facilitated a citizen driven interview program that utilizes citizens & business owners  
Developed BCFDs Employee Assistance Program (EAP) to provide services to members & their families

## 9-1-1 EMERGENCY OPERATIONS

Launched Text to 9-1-1 to allow callers to text callers to text an emergency from their cell phones  
Launched Next Generation: a system that gives a more accurate location from callers  
Established a Crisis Response Team with Baltimore Police to redirect behavioral health calls

## OFFICE OF EMERGENCY MANAGEMENT

Set-up & managed City-wide COVID-19 equipment & supplies  
Awarded over \$5.5 million in grants  
Provided community outreach at 11 events  
Provided on-scene coordination & support for approximately 50 incidents

## HUMAN RESOURCES

Completed hiring process for 20 EMT/FFs  
Continued human resources daily functions throughout COVID-19  
Reviewed & improved internal policies & procedures

## SPECIAL OPERATIONS

Trained & certified 6 new divers  
Added a new BCFD Squad for technical rescue & hazmat services  
Designed & implemented COVID-19 decontamination protocols  
Provided technical rescue services for two major explosions & multiple water rescue incidents

## SUPPORT SERVICES & COMMUNITY RISK REDUCTION

Managed COVID-19 warehouse  
Renovated 1 fire station & created design plans for 3 additional stations  
Implemented a fire station alerting system to improve response times  
Added 3 new trucks & 2 new Engines to BCFD

## OPERATIONS

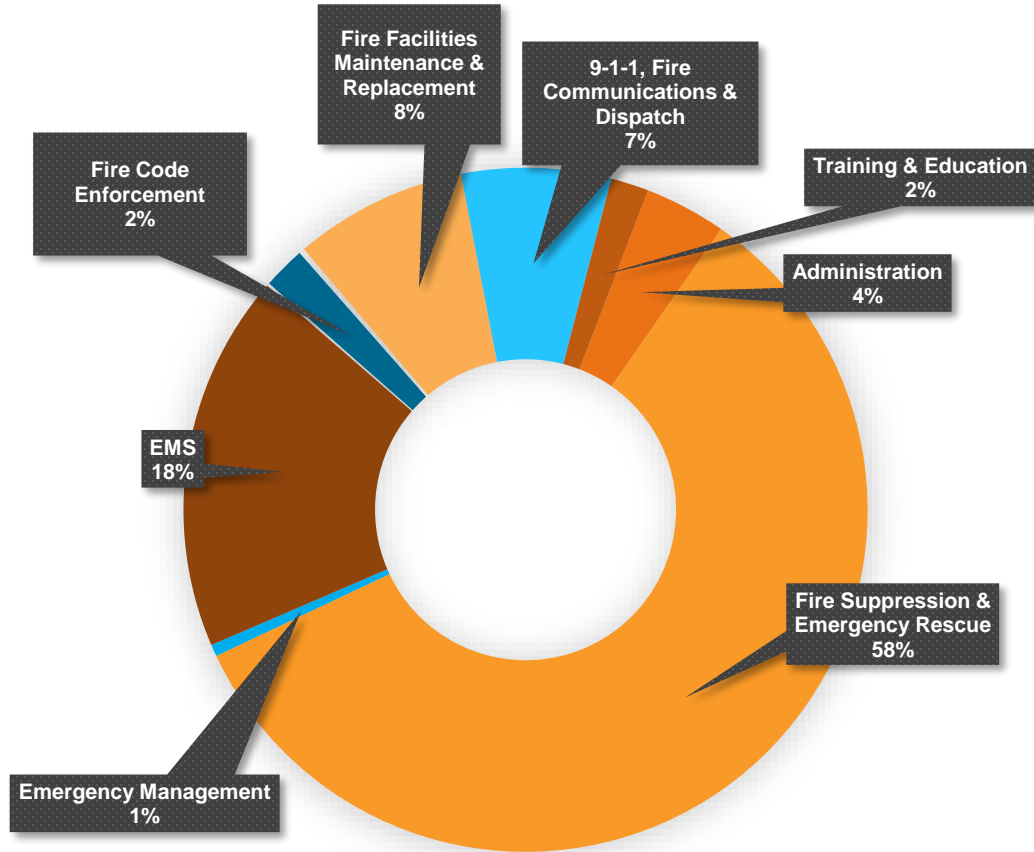
Wrote & published a new high-rise response Manual of Procedure  
Published a new Civil Unrest Manual of Procedure  
Coordinated a Rescue Task Force Training partnership with Baltimore Police  
Significantly updated manuals & procedures for BCFD recruits

## EMERGENCY MEDICAL SERVICES (EMS)

Received Mission Lifeline Award from the American Heart Association  
First in Maryland to launch the Alternative Destination Program  
Completed the 2<sup>nd</sup> year of Mobile Integrated Health -Community Paramedicine  
Selected to participate in the Emergency, Triage, Treat & Transport (ET3) model

# BUDGET

BCFD manages a budget of over \$288 million to provide emergency services to the City of Baltimore. Our primary & most visible functions are to prevent & suppress fires, provide emergency medical services, & facilitate extensive all risk and all hazard response rescue and mitigation.



Administration	\$11,139,397
Fire Suppression & Emergency Rescue	\$168,481,338
Emergency Management	\$1,608,362
Emergency Medical Services	\$51,579,951
Fire & Emergency Community Outreach	\$391,371
Fire Code Enforcement	\$5,800,409
Fire Investigation	\$784,186
Fire Facilities Maint. & Replacement	\$23,877,084
Fire Comm. & Dispatch	\$20,412,038
Fire Training & Education	\$5,187,873
<b>Total</b>	<b>\$289,062,009</b>

# HUMAN RESOURCES & RECRUITMENT



BCFD Human Resources division strives to provide effective and efficient support services for employees that align with the department's mission and values. Support services include: **Benefit Support, Employee Relations, Hiring, Payroll & Recruitment.**

We take pride in creating a diverse & equitable recruitment & hiring opportunities, facilitating a smooth on-boarding process & other services relative to employee's needs, all while developing talents and skills through an engaging work experience.



## EMPLOYEE RELATIONS SERVICES

- Leave Inquiries/Resolutions
- Family & Medical Leave
- Performance Management
- Labor Management – Union Relations
- Complaint Resolution/Conflict Management
- Equal Opportunity Investigations
- Accommodations

## HUMAN RESOURCES SERVICES

- General Employee Inquiries
- Employment Verifications
- Payroll Inquires/Resolutions
- Recruitment & Hiring
- Promotional Processes
- Compensation Inquiries/Issues Resolution
- Policy Administration/Revision





In partnership with Baltimore City Public Schools, BCFD encourages high school students to participate in an on-going fire department career track. Participating students' complete coursework that prepares them for a career as an **Emergency Medical Technician (EMT) / Firefighter (FF)**.

## The program is available at:

- Frederick Douglas High School
- Paul Laurence Dunbar High School
- Patterson High School
- Vivien T. Thomas Medical Arts Academy

Upon graduation, students who complete the course are hired by BCFD as a Community Aide. Through the course offerings, 27 Baltimore City high school students have been hired with the Baltimore City Fire Department as an EMT/ FF.



**Vivien T. Thomas  
Medical Arts Academy  
Graduation**



**BCFD Community  
Aides**



**BCFD Friends  
&  
Family Night**

Everyone has a place within BCFD. Our commitment to increasing diversity & inclusion efforts is imperative as we create an environment that provides opportunities for individuals regardless of: **age, ethnicity, disability or religious background, gender, race, or sexual orientation.**

## DIVERSITY

Baltimore City is a diverse community with a population of more than 590,000 residents. While BCFD progressively manages to ameliorate diversity, we have taken consistent strides toward attracting members who are reflective of the community we serve.

Since 2014, the fire department has been assiduous in creating a diverse and inclusive agency. In recent years, recruiting continues to be centered around identifying diverse, qualified candidates who can selflessly serve the community.

***According to the City of Baltimore's Equity Policy, "Equity" is defined as "closing the gaps in policy, practice and allocation of resources so that race, gender, religion, sexual orientation and income do not predict one's success, while also improving outcomes for all."***



## BCFD DIVERSITY EFFORTS INCLUDE:



### **Women in Fire Service:**

The purpose of Women in Fire Service is to introduce women to career opportunities within the fire service. The program also strives to help & inform women about promotional opportunities and offer mentorship sessions to young women interested in pursuing a career within the fire service.

### **Camp Spark:**

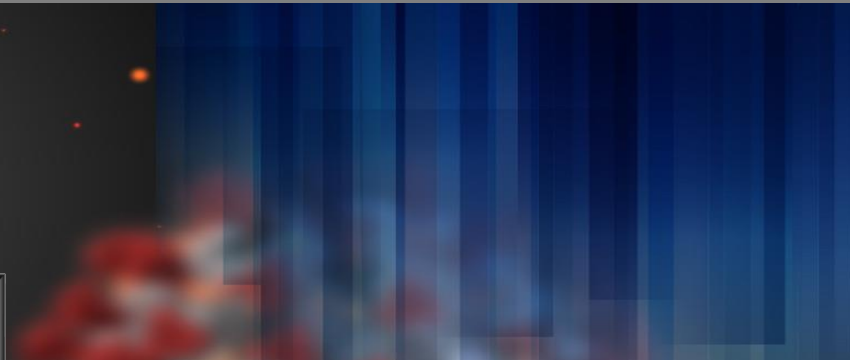
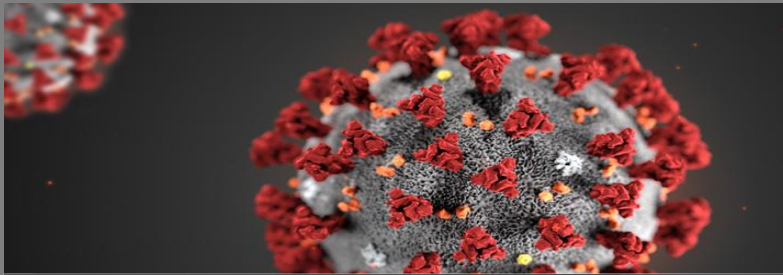
Within the 2-day fire service empowerment camp for girls aged 12-16, the campers gain leadership skills, participate in real-world firefighting experiences, focus on team-building, receive hands-on Fire/Emergency Medical Technician simulations and more.



### **Baltimore City Community Panel Assessors:**

Community members assist with the hiring of Firefighters, Emergency Medical Technicians (EMTs) and Paramedics. Panel Assessors commit to serving the community and are responsible for evaluating candidates.





## NAVIGATING THROUGH THE COVID-19 PANDEMIC

Before and during the COVID-19 pandemic, BCFD members will unceasingly remain on the forefront to help those in need within the City of Baltimore. Since the onset, BCFD: **implemented & updated policies & procedures, distributed additional Personal Protective Equipment (PPE) to all members and updated guidelines per the Center for Disease Control and Prevention (CDC).**

***“I am incredibly proud of the men and women of the Baltimore City Fire Department. Not just for their continued selflessness, but for their compassion and unwavering service towards helping others”. – Chief Niles R. Ford***

The BCFD leadership team takes numerous measures to safeguard members & our community, by ensuring efficiency & clarity from a host of COVID-19 safety information to all members via email, through an internal learning portal & information placed on the fire department’s social media platforms. A series of social media campaigns and videos were produced to reiterate the importance of: **frequent hand washing, practicing social distancing, using hand sanitizer, wearing a mask and wearing the proper PPE.**



## **T**hroughout the pandemic, BCFD:

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- Shared & distributed safety information to members
- Implemented policies, procedures & processes to ensure safety
- Issued Personal Protective Equipment (PPE) to provide guidance & protection for all members that were in line with the recommendations of the Center for Disease



Control and Prevention (CDC)

- Produced a series of social media campaigns & videos to reiterate frequent hand washing, wearing a mask, using hand sanitizer, social distancing & wearing the proper PPE
- Collaborated with City agencies throughout the pandemic about best practices
- Developed & implemented a daily supervised health screening program to identify & isolate symptomatic personnel while working
- Collaborated with local hospital systems who offered COVID-19 testing to BCFD personnel
- Implemented mandatory PPE use on all patient care responses to decrease exposure risks to our health care providers.



## **P**olicies & Procedures Implemented

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- Daily Tracking & Reporting System
- Implemented a streamlined process for sick employees
- Implemented mandatory face mask use for all fire department members while on duty
- Contact tracing & notifications have been handled by BCFD Infection Control for all occupational exposures
- Distributed hand sanitizer for all stations, apparatus, training centers, offices, etc.
- Guidance on social distancing (Fire Ground & In-Station)
- Procurement & issuance of PPE to personnel & city agencies

# EMERGENCY MEDICAL SERVICES (EMS)

BCFD EMS division is one of the busiest in the nation and continues to be a huge component of the fire department. We have **26 First Line Medic Units** (20 ALS & 6 BLS) and **10 Peak Time Medic Units**. On average, our EMS system transports over **100,000 patients** to emergency departments at various hospitals each year; while providing quality care to residents of Baltimore City. However, due to COVID-19, the transports decreased to nearly **90,000 patients** for 2020.



The National Fire Protection Agency (NFPA) Standard 1710 are requirements for effective and efficient deployment of: **Fire Suppression Operations, Emergency Medical Operations** and **Special Operations** to the public in an effort to protect the community. The average response time is **6 minutes** for the first arriving suppression unit to arrive on a scene of an incident. This is the time from when the call is received to the time the first unit is on scene.

## BCFD RESPONSE STATISTICS

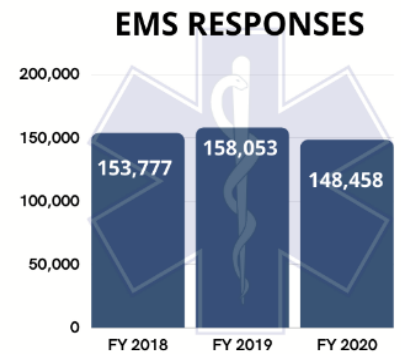
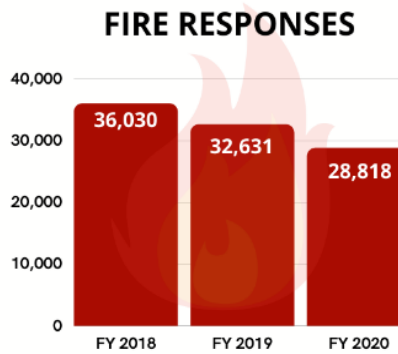


**183,141**  
EMS responses

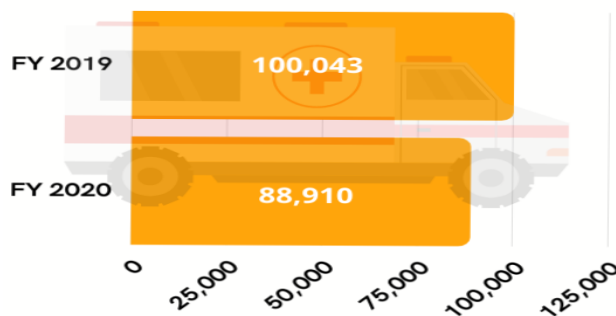


**171,631**  
Fire & other responses

### FIRE & EMS INCIDENT RESPONSES

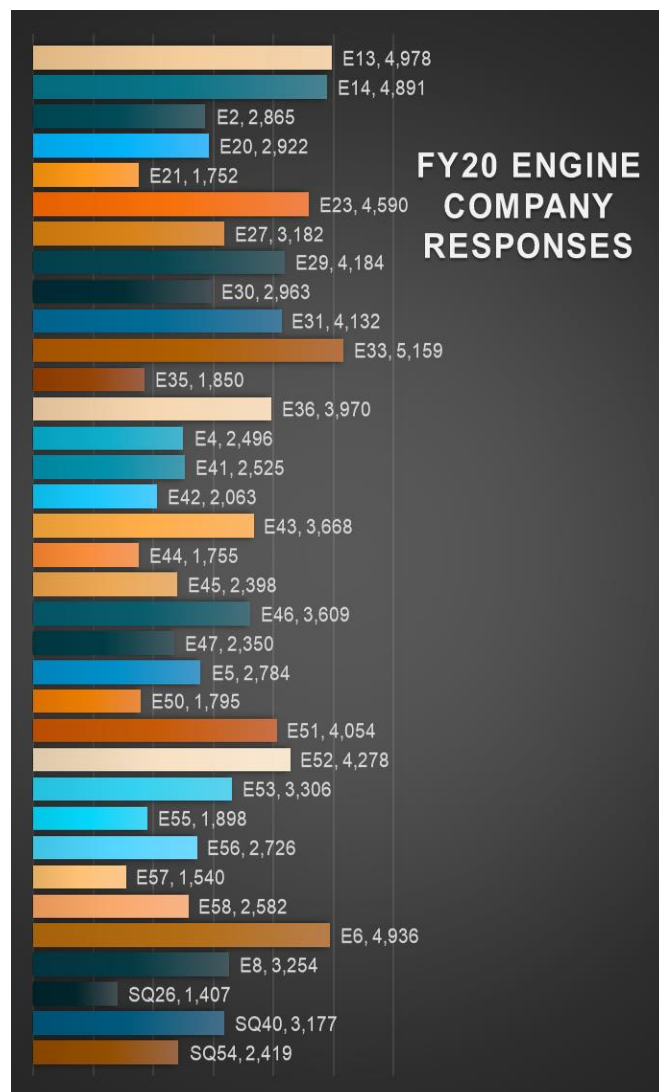
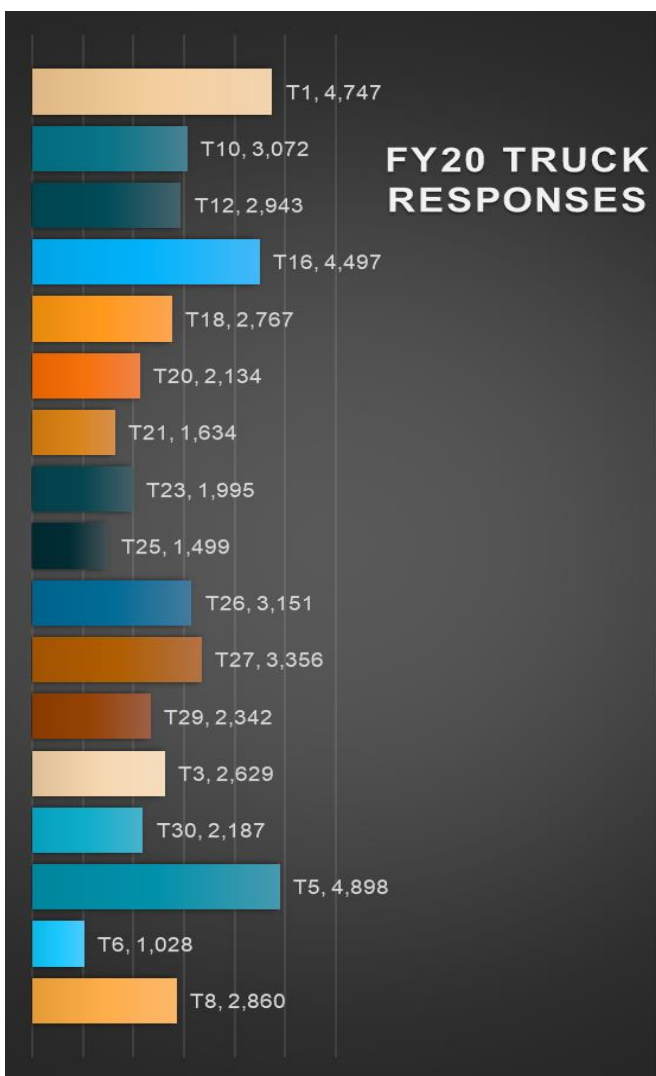


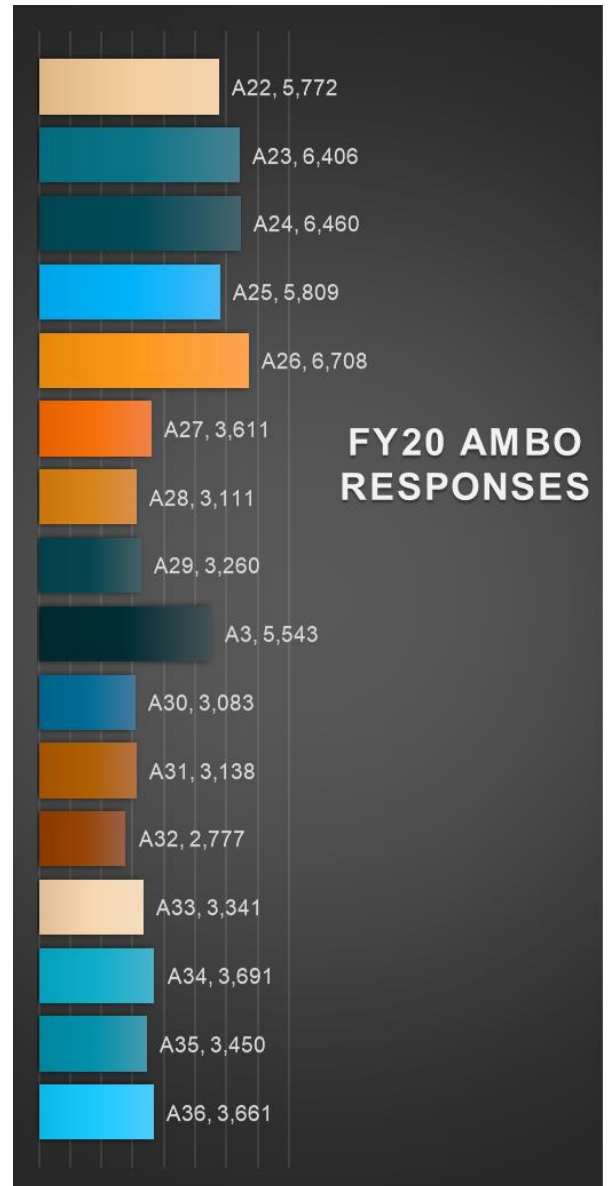
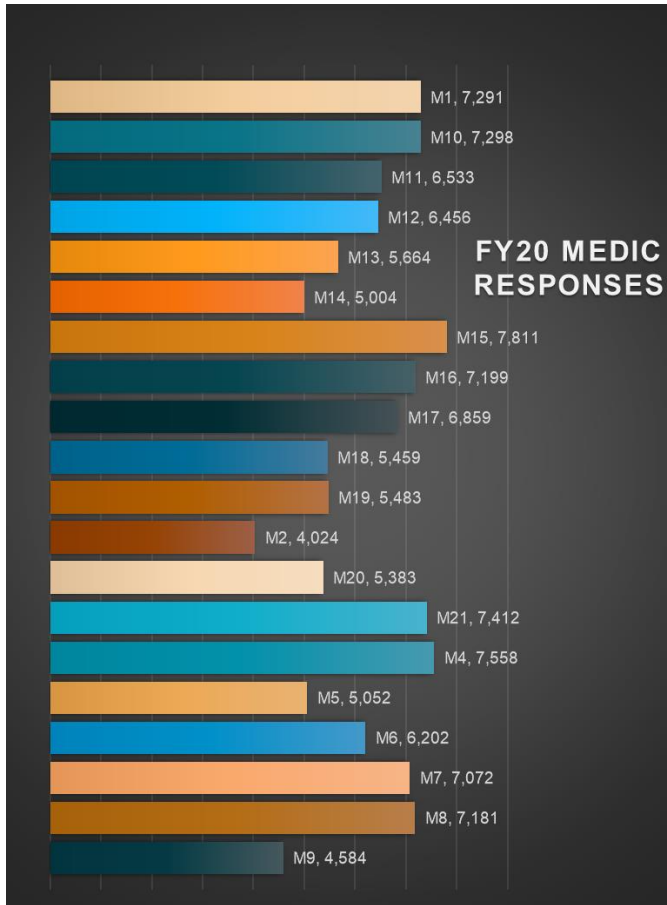
### BCFD TRANSPORTS



## RESPONSE STATISTICS

In FY20, BCFD units responded to a cumulative total of 354,772 responses. Mapped out are the total responses per **Truck & Engine Company, Medic & Ambulance Units** and **Specialty Units**.









BCFD EMTs and Paramedics are trained to render pre-hospital care to patients in the event of an emergency. Within the **EMS Training Academy**, there are:

- 2 Battalion Chiefs
- 3 Captains
- 5 Lieutenants
- 4 Paramedic Instructors
- 1 Population Health Paramedic
- 5 five Civilian/Administrative positions

**Emergency Medical Technicians (EMTs)** complete the state required 24-hour refresher course that includes classroom and skills lab sessions that cover:

- Basic patient assessment & treatment
- Bleeding control
- Splinting
- Airway management

**Paramedics** complete 60 hours of mandatory refresher training; consisting of 48 EMS training & 12 Advanced Life Support (ALS) Training hours, which cover:

- Advanced patient assessment
- Medication administration
- Cardiac Rhythm analysis
- Medical & trauma related patient care
- Advanced airway management

**For FY20, BCFD EMS division:**

Held 46 Basic Life Support refreshers/training sessions, recertifying 318 Basic Life Support (BLS) Clinicians.

## MOBILE INTEGRATED HEALTH – COMMUNITY PARAMEDICINE (MIH-CP)

In an effort to offer medical care and improve health disparities throughout the City, BCFD successfully completed two years of its MIH-CP pilot program – a community-based program designed to provide treatment outside of the hospital setting, decrease emergency room visits and prevent hospital readmission.



Since its launch in 2018, BCFD Paramedics remain focused on improving patient care, while assisting patients with health needs at their home. Within MIH-CP, there are two initiatives: **Minor Definitive Care Now** and **Transitional Health Support**.

### MINOR DEFINITIVE CARE NOW



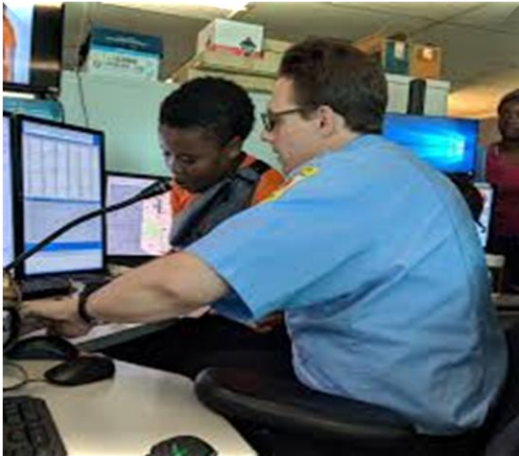
- After a 9-1-1 call is placed and before going to the emergency room, patient is informed of available services
- Paramedic-

Nurse Practitioner determine if the patient qualifies for on-site evaluation (minor health issues)

- Patient is evaluated and treated (with informed consent)
- Paramedic-Nurse Practitioner schedules follow-up care with patient's primary care physician
- Patient can opt to go to the emergency room

### TRANSITIONAL HEALTH SUPPORT (THS)

- Delivers care to identified patients after being discharged from the hospital
- Patient is connected with a paramedic nurse team for follow-up care
- Patient receives chronic disease management for 30 days
- Paramedic nurse team may provide medications to patients



BFCDs **Support Services & Community Risk Reduction (SSCRR)** manages **9-1-1 Emergency Operations, Fire Communications, Fire IT, the Fire Marshal's Office & Logistics**. Each division is essential to the daily functions and operations of the fire department – in an effort to ensure a safe, productive community for residents and the City of Baltimore.

**9-1-1 Emergency Operations** are the heartbeat of the city and is overseen daily by the Acting 9-1-1 Director. The center has 91 highly-skilled and dedicated 9-1-1 Specialists who answer over 1.4 million emergency calls for service per year; which accounts for nearly 4,000 calls per day.

**9-1-1 Specialists:**

- Certified in Emergency Medical & Fire Dispatch
- CPR certified
- Re-certified every two years
- Trained on new policies, procedures & protocols

To handle such a large quantity of calls, our **9-1-1 Emergency Operations** is divided into three **8-hour shifts** to maintain the **24/7 operations**. Each shift has:

- 1 Supervisor
- 2 Lead Specialists
- 25-30 – 9-1-1 Specialists

911 Specialists are fortified with some of the most modernized equipment, allowing them to better serve the citizens of Baltimore City.

### Emergency Systems Used:

- Computer Aided Dispatch (CAD)
- Vesta (phone system)
- Rapid SOS
- Maverick mapping
- Rapid Deploy
- Text to 9-1-1

9-1-1 Specialists are required to complete a **15-week training** that includes:

- CPR certifications
- Emergency Medical & Emergency Fire Dispatch

The training curriculum is based on the National Academies of Emergency Dispatch Telecommunicator Course and requires determination, selflessness, empathy and courage in order to handle a wide range of emergency calls.

**F**ire Communications processes, dispatches and manages over 180,000 incidents per year. Fire Communications carry the responsibility of:

- Dispatching units
- Managing radio communications with units on responses
- Managing the status of non-emergency units (Fire Prevention Inspectors and assigned units to smoke alarm installations)

**F**ire Department Information Technology (FDIT) division oversees the technology support for the entire fire department. FDIT has two software specialists on hand 24/7 and manages over **900 computers, laptops and printers at 43 locations**. FDIT also supports numerous software applications: **Incident Reporting**, **Telestaff** (a staffing software) and **Active 9-1-1** (an alerting application).

Another major area supported by FDIT is the unit Mobile Data Terminals (MDTs). These MDTs display call information to responding units. They also display call hazard information and provide the unit AVL/GPS feed which improves dispatch performance by sending the closest unit.

The Fire Marshal's Office has the responsibility of ensuring that all structures follow the fire and life safety codes. Per the owner's approval, inspections are completed effectively and timely for businesses, commercial buildings and private dwellings. Inspections are completed for new structures or businesses that require fire permits, annual inspections and inspections not covered by permit fees such as complaints and the weekend BARNs (Bars, Assemblies, Restaurant and Nightclub Sweeps). Inspections are crucial to ensuring not only fire and life safety of citizens, but to also sustain and/or increase economic viability for the City of Baltimore.



## THE OFFICE OF THE FIRE MARSHAL CONSISTS OF TWO BUREAUS

**Fire Prevention Bureau (FPB):** FPB has 16 Fire Inspectors, 9 Fire Lieutenants, 4 Fire Captains, 1 Fire Commander, & 1 Deputy Chief (Fire Marshal). The Fire Inspectors are

responsible for enforcing the Baltimore City Fire Code outlined in the **Building, Fire, & Related Codes (BFRC)** of Baltimore City. Fire Inspectors oversee all public schools, high rise buildings, assemblies, businesses, construction sites, nursing homes, daycare centers, as well as handling all fire & life safety complaints arising in the City. FPB Inspectors are responsible for:

- Reviewing & approving plans for new constructions and fire protection systems
- Facilitating Public Fire & Life Safety Educational workshop

**Fire Investigation Bureau (FIB):** FIB has **5 Fire Investigators** and **8 Fill-In Investigators** that are on-duty 24-hour, 7 days a week. Investigators discover & settle fires that involve:

- Automobile fires
- Damage to city-owned property
- Human fatalities & burns
- Multiple alarm fires
- Working fires
- Suspicious fires



## FY20 INSPECTIONS CONDUCTED

ALARM SYSTEM TEST	130
ANNUAL INSPECTIONS	8,214
ANNUAL PERMIT RE-INSPECTION	471
COMPLAINTS	167
FIRE DRILLS	10
NEW USER OCCUPANCY	1,752
NEW USER OCCUPANCY RE-INSPECTION	255
PLANS REVIEWED	1,886
RE-INSPECTION FOLLOW-UP	236
SPECIAL EVENTS*	230
SMOKE ALARMS INSTALLED*	5,102
VIOLATION FOLLOW-UP	182

\*Numbers decreased dramatically due to the COVID-19 pandemic



# LOGISTICS

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The Logistics division consists of four sections: **Air Mask Repair (AMR)**, **Facilities Maintenance**, **Fire Apparatus Coordinator's Office** and **Fire & Medical Supply**, that share the responsibility of administering and distributing items and supplies to members of the fire department.

**A**ir Mask Repair (AMR): oversees breathing apparatus, thermal imaging devices and gas monitoring devices for the Baltimore City Fire Department. AMR maintains, services & repairs all Self-Contained Breathing Apparatus (SCBA) used by members. OSHA —a mandated fit testing of facepieces are also completed, tracked, and documented by this office located at the Fire Academy.

**F**acilities Maintenance: coordinates all repairs and projects relating to our fire stations and other BCFD Facilities. Projects range from leaky faucet to a complete remodel of a station. We work hand in hand with DGS Capital projects and contracted vendors such as plumbing and HVAC companies.

**F**ire & Medical Supply: is responsible for the requisitions, purchases, and distribution of items to BCFD members including: **turnout gear, equipment, tools, ladders, helmets, clothing, cleaning supplies & office supplies**. Medical Supply manages the ordering, storing, and distribution of all items needed for EMS responses on both fire suppression and EMS transport units including: **medicine, medical supplies & equipment**. Since the onset of COVID-19, Logistics coordinated personal protective equipment (PPE) and cleaning materials for the department.

**F**ire Apparatus Coordinator's Office (FAC) is responsible for BCFD's fleet of vehicles including: **fire engines, trucks, medic units, fire boats, trailers, generators, and staff vehicles**. The FAC oversees the engineering, design, and build phase of apparatus purchasing. Routine preventative maintenance and any needed repairs are also coordinated through this office. We work closely with DGS' Fleet Maintenance division and any vendors necessary for purchase and repair of our fleet. Currently, the BCFD has on order 9 new fire engines and 2 new fire trucks. These purchases are modernizing our fleet and are moving us very close to a goal of having a fleet of all first line apparatus no older than 10 years. This is a feat that has not been accomplished in decades for the BCFD.



# Baltimore City Fire Department

Brandon M. Scott, Mayor



Niles R. Ford, Fire Chief

PRIDE PROTECTING PEOPLE

## BCFD MAKES HISTORY: REPORTING THE LOWEST FIRE FATALITIES IN THE HISTORY OF THE FIRE DEPARTMENT



**Monday, January 4, 2021** - (BALTIMORE, MD) – As 2020 concluded, the Baltimore City Fire Department declared it was the year that “history was made” – marking the lowest number of fire fatalities in the history of the department, according to Fire Chief Niles R. Ford. Reaching a historic low, the department confirmed that there were seven fire fatalities in 2020.

“I want to thank Chief Ford and the Baltimore City Fire Department for their hard work and unwavering dedication to the residents of Baltimore,” said Mayor Brandon M. Scott. “Every life saved is monumental for us all and a testament to the efforts of our first responders who continue to make a huge impact in this city.”

Within the past decade, fire fatalities soared into the double-digits; with causes ranging from smoke inhalation, lack of working smoke alarms and portable heaters. However, this milestone has been attributed to all BCFD First Responders: Fire Fighters, EMTs, Paramedics, 9-1-1 Specialists, Fire Instructors, Safety Officers and other ranking Fire Officers and members, for their allegiance to “Pride Protecting People.”

“While my overarching goal is to have zero fire fatalities, this is a great step in the right direction,” said Fire Chief Niles R. Ford. “This was a significant decrease that is unmatched and my hope is that we will continue this downward trend.”

In the more than 200-year history of the Baltimore City Fire Department, the highest fire fatality was in 1984, when an alarming 88 people died from fires. Within the past decade, the lowest fire fatalities were in 2012 and 2018, tying at 12 fire related deaths.



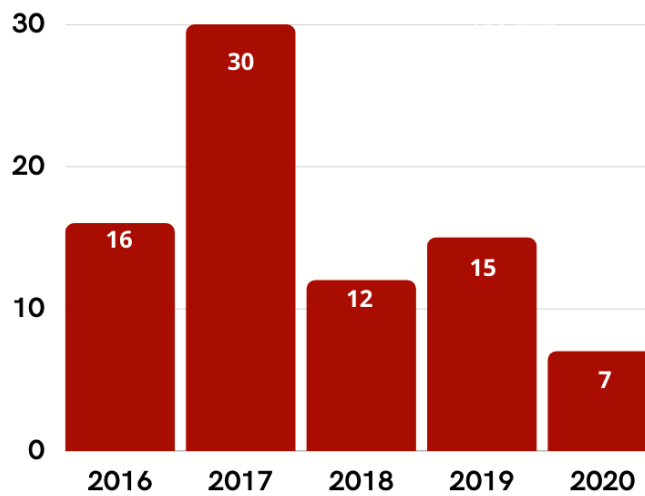
The department is ambitious about continuing the downward trend and will “remain proactive in protecting the residents of Baltimore City,” said Chief Ford. “We’ve continued smoke alarm installations, performing safety sweeps, distributing fire safety related information to the community and disseminated safety messaging through social media.”

Chief Ford says, "anytime there's a fire fatality, it affects us all."



Fire officials encourage residents to have a safety sweep completed and working smoke alarms installed; by calling 3-1-1.

So far this year, no fire fatalities have been reported.



# OFFICE OF COMMUNICATIONS

The Office of Communications provides departmental information & communications to the public & to the citizens of Baltimore City.



## The Office of Communications has:

- 1 Chief Public Information Officer
- 1 Fire Commander

## Responsibilities Include:

- Conducting interviews (Live and/or Recorded)
- Writing **Media Advisories, Press Releases & Media Alerts**
- Producing video & photographic Public Service Announcements (PSAs)
- Creating fire department **Brochures, Manuals, Reports & Promotional Flyers**
- Photographing & highlighting fire department events
- Creating social media campaigns
- Developing & maintaining fire department's social media platforms (**Facebook, Twitter, Instagram & YouTube**)
- Producing fire department quarterly newsletters
- Responding to incidents & coordinating media coverage
- Responding to media inquiries

 **23.5K**  
followers  
on Twitter

 **35.2K**  
likes on  
Facebook

 **10.7K**  
likes on  
Instagram



# SPECIAL OPERATIONS



Special Operations Command (SOC) Unit provides a variety of technical specialty services to the citizens of Baltimore through its SOC Unit. SOC has a: **Marine Unit, Hazardous Materials Team, Dive Rescue Team, & Technical Rescue Team.** These teams provide an extension of conventional services and operate in environments requiring technical knowledge and skill to successfully complete a mission.

SOC Unit has been geographically distributed to various areas of the City of Baltimore, which provides a decentralized approach to rapid response. This approach allows the department to respond with adequate resources, while not creating voids in coverage to other areas of the city.



## OPERATIONS COMMAND RESOURCES

ENGINE COMPANIES	2
TRUCK COMPANIES	1
SQUAD COMPANIES	3
HEAVY RESCUE UNITS	1
SPECIAL RESCUE RESPONSE UNITS	1
HAZMAT/CBRNE RESPONSE UNITS	1
HAZMAT SPILL RESPONSE UNITS	1
TECHNICAL DECONTAMATION UNITS	1
87' FIRE BOAT	1
37' FIRE RESCUE BOAT	1
SPECIAL OPERATIONS BATTALION CHIEF	1



Training is a vital component within BCFD and the consistent training helps to enhance and sharpen expertise as first responders. While the pandemic modified large-scale trainings to ensure everyone's safety, modified training opportunities were made available that remained in compliance with applicable Code of Federal Regulations (CFR) and National Fire Protection Association (NFPA) standards & requirements.



Members assigned to the Special Operations Command (SOC) Unit are required to continuously maintain their skill levels and, in some cases, maintain their licenses and certifications. Members conduct "in-house" level training on a frequent basis, as well as larger group trainings. Larger scale training this year resulted in 1880 hours of training, which shows motivation within the respective services, as well as an ability to continuously refine needed technical skills while observing COVID-19 safety precautions.

BCFD Hazmat training is consistent with NFPA 472 standards and has recently focused on technical decontamination, which has become frequently utilized during COVID-19. The BCFD Hazmat team is credited with performing numerous COVID-19 specific decontaminations and has been identified as housing essential services.

## **SPECIAL OPERATIONS FY20 TRAININGS:**

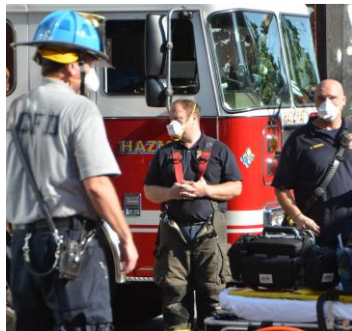
200 Training Hours

Confined space rescue  
recertification

Swift water rescue classes

Implemented COVID-19  
protocols







BRANDON M. SCOTT  
MAYOR



NILES R. FORD, PhD  
FIRE CHIEF

## BALTIMORE CITY FIRE DEPARTMENT

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