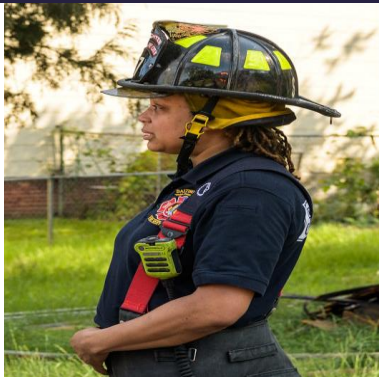




# BALTIMORE CITY FIRE DEPARTMENT 2021 ANNUAL REPORT



**NILES R. FORD, PHD | FIRE CHIEF**

OUR FALLEN SISTER & BROTHERS

1/24/2022



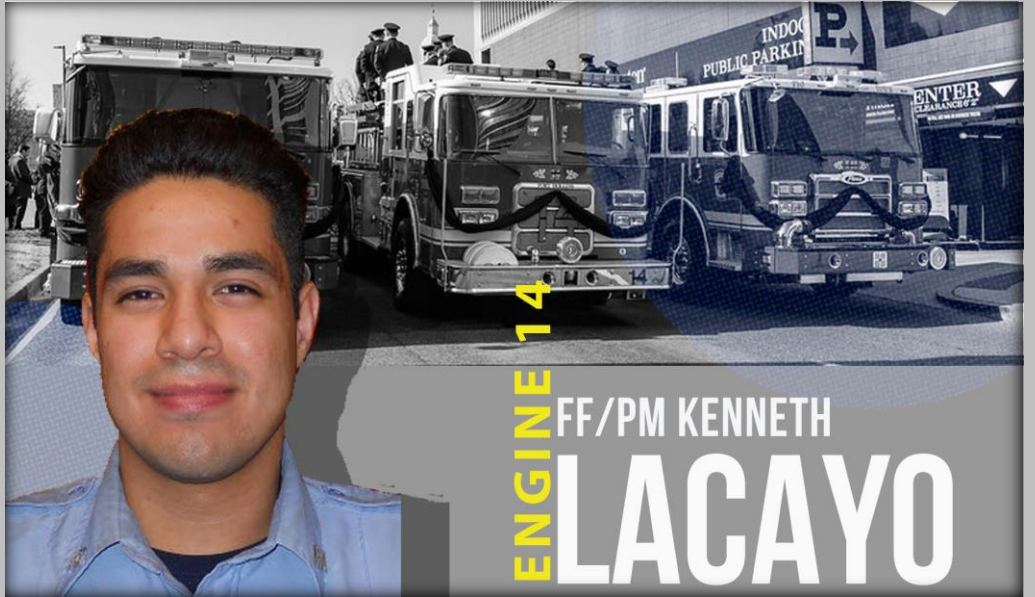
TRUCK 23

LT. PAUL  
BUTRIM



ENGINE 14

LT. KELSEY  
SADLER



ENGINE 14

FF/PM KENNETH  
LACAYO

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## A MESSAGE FROM THE MAYOR OF BALTIMORE CITY



As one of the oldest fire services in the nation, the Baltimore City Fire Department (BCFD) has continuously served the City of Baltimore in providing fire protection and Emergency Medical Services to the residents and visitors across the city.

2021 presented a host of challenges; however, the members of BCFD upheld their pledge and commitment to the residents of Baltimore City. Last year, I charged each city agency to increase their diversity and inclusion efforts. Under the leadership of Fire Chief Niles R. Ford, BCFD established a Blueprint for Diversity, Equity and Inclusion to lead the department toward an agency reflective of the community it serves.

The Baltimore City Fire Department continues to respond to more than 100,000 calls for service per year, yet our First Responders demonstrate the department's motto: **"Pride Protecting People"** when helping those in need.

While this Annual Report highlights the 2021 accolades for the Baltimore City Fire Department, I would be remiss if I did not acknowledge the loss of Lt. Paul Butrim, Lt. Kesley Sadler, and FF/PM Kenneth Lacayo – three heroes that paid the ultimate sacrifice on January 24, 2022, as they battled a fire in the 200 block of S. Stricker Street. While the department mourned, and the community and entire country grappled with the loss, we gained a better understanding of just how vital the work of a First Responder is. Lt. Butrim, Lt. Sadler, and FF/PM Lacayo died while protecting the City of Baltimore. They will forever be missed and will forever be known as true American heroes.

As Mayor of the City of Baltimore, I hope that we continue 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 our firefighters, EMTs, and first responders for their dedication, love, and the life-saving work they do each day for our city.

In Service,

Brandon M. Scott  
Mayor

## A MESSAGE FROM THE FIRE CHIEF

For the past eight years, I've served as Fire Chief for the Baltimore City Fire Department and I am as honored to serve today, as I was in 2014. While a lot has changed, one thing remains constant – my dedication & commitment to this fire department and to the City of Baltimore.




The start of 2022 was like no other for BCFD and the City of Baltimore. On January 24, 2022, members from Engine 14 and Truck 23 responded to a fire in the 200 block of S. Stricker Street. Fire was showing from multiple floors of a vacant home and while firefighters battled the fire, a partial collapse occurred – resulting in the death of Lt. Paul Butrim, Lt. Kelsey Sadler and FF/PM Kenneth Lacayo. Their deaths impacted the entire fire department, our community and people from across the country. The generosity & compassion from everyone helped our agency continue our mission and remain committed to having ***Pride Protecting People*** when considering the safety of others. In January, the department also mourned the loss of Herman Williams Jr., BCFD's first African American Fire Chief – a man known as a champion and a pioneer who sought equality for everyone. While serving BCFD, Chief Williams implemented the smoke alarm program to protect residents within Baltimore City, a program which continues to this day. He made a difference in our community, and his legacy will always be remembered.

Within 2021, we were continuously met with challenges centered around COVID-19, operations, staffing shortages, recruitment, supply & shipping delays and the way in which we interact & serve our community. However, the members within this department remained dedicated to the residents of Baltimore City and committed to maintaining a high-level of service.

We concluded 2021 with 11 fire fatalities – which is the second lowest annual fire fatalities in the department's history. Throughout the year, we had the ability to increase fire apparatus, build upon our citywide & community partnerships, introduce new programs & transform initiatives. I am determined to have an inclusive & diverse agency, where we can collectively identify gaps in our services to build upon the Baltimore City Fire Department's rich history.

While impossible to highlight everything that has transpired within 2021, my hope is that within our **2021 Annual Report** you understand the positive impacts from our members & their commitment to keeping Baltimore City residents and visitors safe.

Your Brother in Service,

  
Niles R. Ford, PhD  
Fire Chief



## MISSION, VISION & VALUES

### *PRIDE PROTECTING PEOPLE*

THE BCFD IS A DIVERSE AND EVOLVING EXTENSION OF THE COMMUNITY, 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 WILL BE INNOVATIVE IN PROVIDING SERVICE IN EMERGENCY MEDICAL SERVICES, FIRE SUPPRESSION, RESCUE, EMERGENCY COMMUNICATIONS, FIRE PREVENTION, COMMUNITY OUTREACH, EDUCATION, AND OTHER SERVICES.

## DIVERSITY, EQUITY & INCLUSION

In 2021, the Baltimore City Fire Department made significant progress in creating a framework for the advancement of equity within our department. Understanding there is more work to be done, BCFD remains committed to improving equity and inclusion by training our senior staff and expanding training to the entire membership of the department to close some of the inequity gaps. As an agency, we have a responsibility to our members and the residents of Baltimore City to ensure that we are doing this important work in a way that is inclusive. The pandemic, in many ways, exposed the inequities that exist in our communities.

Although examining our policies, procedures, procurement, etc. through an equity lens remains one of our primary challenges, we are more committed than ever to continue this work to effect change.

### WHERE DO WE GO FROM HERE

We will continue to focus on recruitment, education and training to ensure that we are creating a diverse and inclusive workforce that is reflective of the community we serve. We will also review our processes, particularly related to our disciplinary and procurement policies to make sure we are looking at them through an equitable lens.



### INCLUSION AND BELONGING

Mentoring and training are strong components of creating an inclusive and welcoming work environment. The Chief plans regular visits to firehouses to ensure that the message of inclusivity is reaching all corners of the agency. These regular visits will also give rank and file members an opportunity to communicate issues directly to the Chief. The Chief's monthly meetings with the Vulcan Blazers, Phoenix, the LGBTQ Liaison, and the Fire/EMS Committee also are intended to enhance inclusivity, and to help ensure leadership

is aware of potential issues various groups may be facing in the field to facilitate solutions.

## EXTERNAL IMPACT

The Fire Department provides emergency medical services, fire suppression, rescue, emergency communications, fire prevention, community outreach, education, and other services. Baltimore City has many strengths, however areas of disinvestment present challenges. This gives us opportunities to provide services that can improve the overall health and safety of many disadvantaged communities.



## WOMEN IN FIRE

BCFD created a chapter of Women in Fire called “Phoenix” to help create greater opportunities for women within the department. The nearly dozen committee members provide input to the Fire Chief on issues related to equitable treatment within the department. In 2021, committee members were credited for assisting with the implementations of fire station enhancements & accommodations and improving turnout gear & quality of uniforms for women in the department.

## LGBTQ LIAISON

BCFD established a LGBTQ Liaison position to work internally with members of the department & externally with members of the community on LGBTQ issues. The LGBTQ Liaison aided in the implementation of gender-neutral bathrooms and designating all firehouses as safe places. The Liaison offers insight on issues related to the LGBTQ community to the Fire Chief. In 2021, BCFD required all members complete LGBTQ training to help steer this effort.



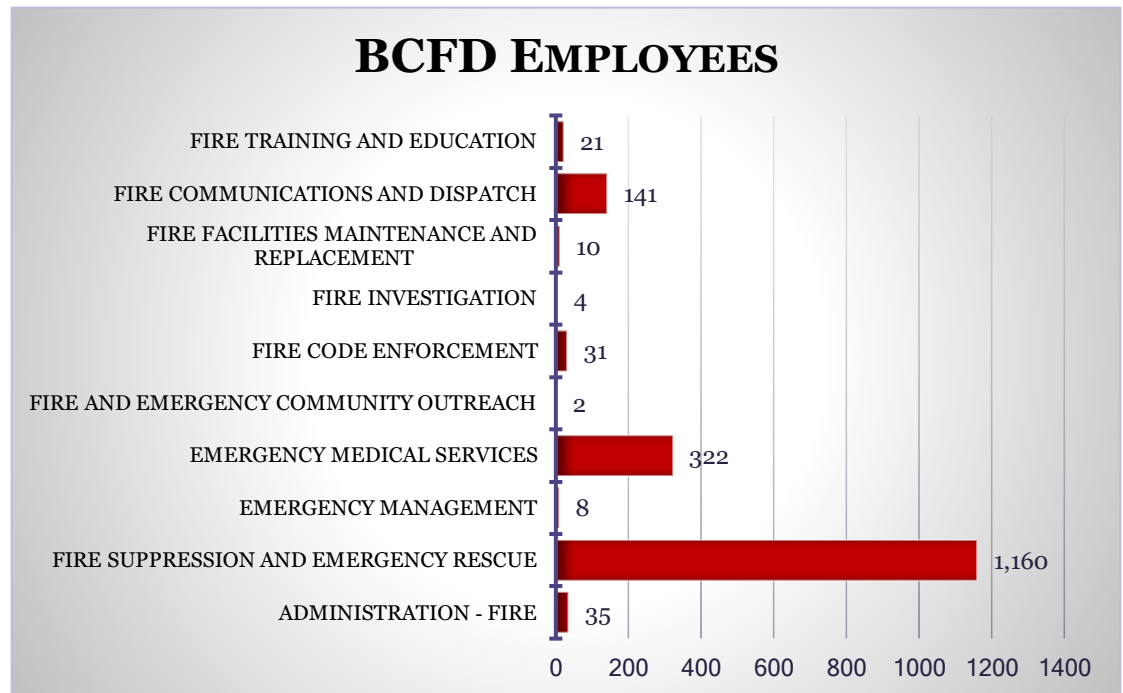
## EQUITY COORDINATOR

BCFD is committed to Diversity, Equity, and Inclusion within the department – therefore an Equity Coordinator was brought on-board to bring about positive changes within the culture of the department. The Equity Coordinator is committed to helping the Fire Chief create an inclusive & diverse workforce that is reflective of the community we serve. In 2021, the focus on recruitment, education, & training for members continued – to create an equitable work environment.

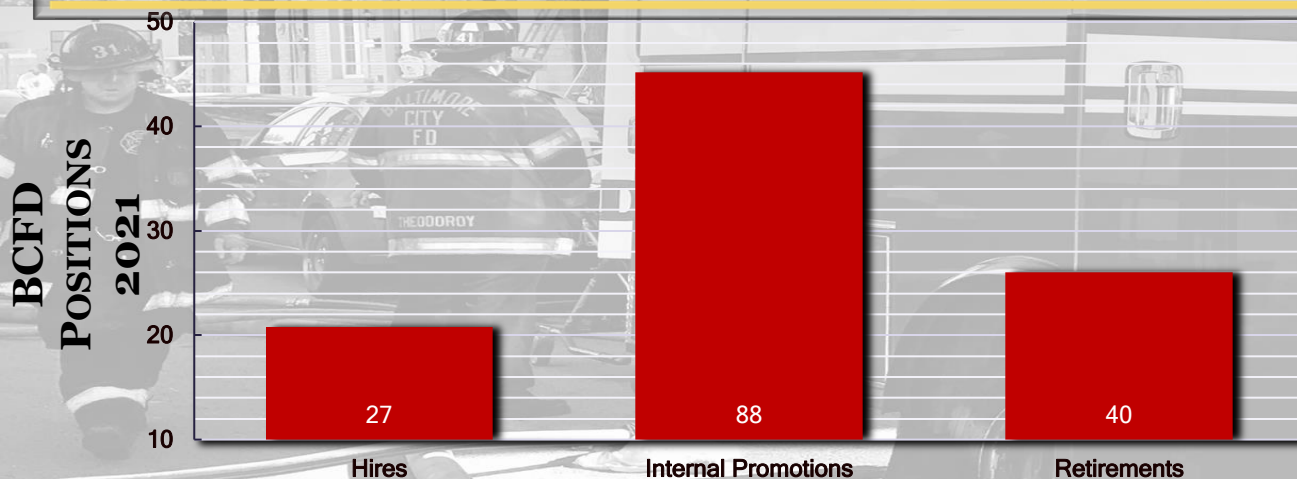


## HUMAN RESOURCES & RECRUITMENT

The BCFD Human Resources team is committed to enhancing & promoting a diverse work environment reflective of the community we serve. With a series of robust recruitment initiatives, we offer effective & efficient HR services to attract women and men regardless of their race, religion, sexual orientation or any other protected category. Continuously, our HR team offers employee relations, payroll & benefit support services to current employees.



**With looming challenges surrounding COVID-19, in 2021 BCFD hired 27 new employees, consisting of 11 Civilian and 16 Entry-Level sworn positions. There were 88 Internal promotions for an array of positions: Battalion Chief, Captain, Lieutenants, Emergency Vehicle Drivers and Pump Operator positions.**

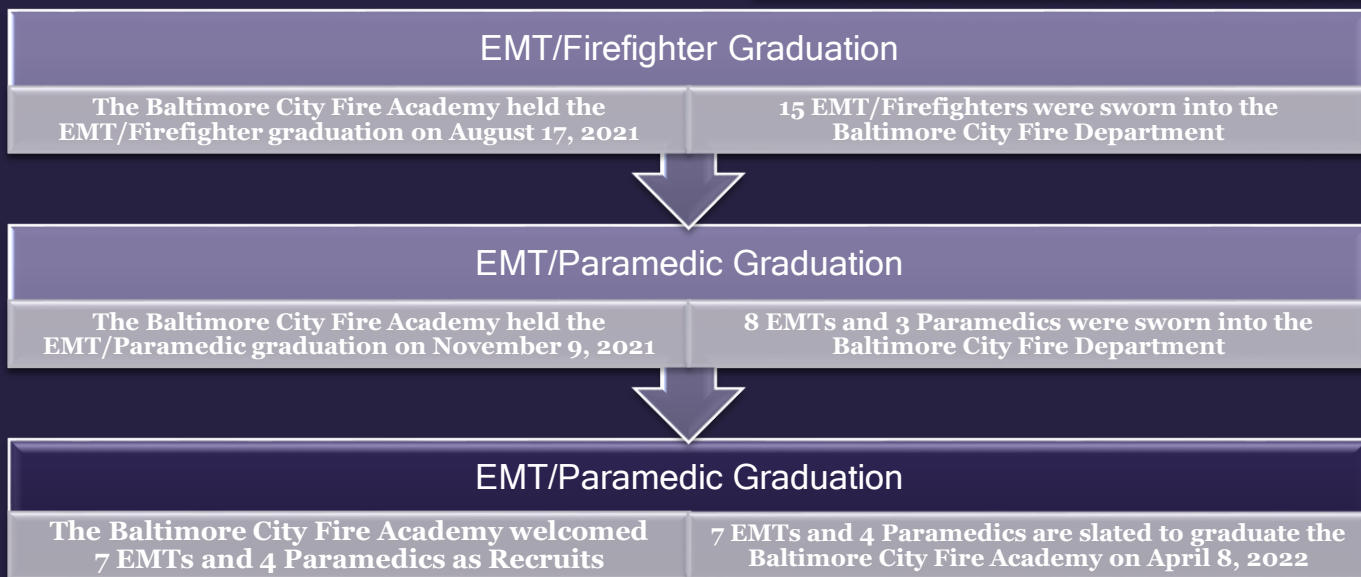


## FIRE ACADEMY

EMTs, Paramedics and EMT/Firefighters are trained by a group of experienced & knowledgeable BCFD Instructors who prepare candidates for a rewarding career within the fire department. As EMT/Firefighter Recruits, training consist of EMT, Firefighter I & II, Hazmat Operations and Emergency Vehicle Operator, Rescue Technician and Firefighter Survival & Rescue. As an EMT or Paramedic Recruit, training consist of Emergency Medical Technician Refresher, Firefighter I, Hazmat Operations and Emergency Vehicle Operator.



**2021 BCFD GRADUATING CLASS**



# FIRE ACADEMY TRAINING

Current BCFD members are encouraged to register for competency training offered by training staff at the Fire Academy. Training is offered when members are on-duty, three days a week.

## MANAGEMENT CLASSES

Current BCFD members are offered annual management classes that consist of: Fire Officer 1-3, Instructor 1 & 2 and Incident Command. A six-week Officer Development Course is also offered to all Fire Officers and members on promotional lists and first Acting Supervisors.



## DEFENSIVE DRIVING

The Fire Academy offers on-going Defensive Driving Certification (DDC) training to new and current members. DDC recertification is required every three years for current BCFD members. Fire Academy Instructors are responsible for evaluating existing and Acting Pump Operators and Emergency Vehicle Drivers (EVD) skills to determine their eligibility to operate Fire Engines and Ladder Trucks.

**The 9-1-1 Emergency Call Center has 91 highly skilled and dedicated 9-1-1 Specialists who answer more than 1.4 million emergency calls per year. In 2021, the emergency call center trained and implemented new & modernized policies and updated procedures & protocols to improve call efficiency.**

### 9-1-1 Call Diversion/Baltimore Crisis Response (BCRI)

- This procedure allows the “least-police involved response” for calls involving people with mental health disorders and direct contact with a clinician from the Baltimore Crisis Response Inc. hotline who have their own triage process

### ADT Emergency Data Broker

- This allows alarm companies to text their request for service directly to 911 which helps increase response time

### Emergency Medical Dispatch (EMD)/Emergency Fire Dispatch (EFD) Protocols

- The upgrade to the current versions of EMD 13.3 and EFD 7.1 consists of a quicker dispatch time for calls for service, better recommendations for the appropriate apparatus and the most accurate life saving techniques applied to those in need

### Rapid Deploy Version 4

- Rapid Deploy is a mapping system that provides a more concise location, and is quicker & more efficient. This upgrade permits the use of cameras on roadways such as the Jones Falls Expressway (83) and I-95. In addition, Rapid Deploy Version 4 allows texting 911 callers in over ninety (90) languages

### CAD to CAD

- This allows multiple colleges and secondary Public Safety Answering Points (PSAPS) to view incidents in their jurisdictions on our CAD, in a read only mode

### Next Gen 9-1-1

- The current Vesta system was upgraded to prepare for Next Gen 9-1-1. The new upgrade will transition the system from analog to digital and include video texting capabilities

**9-1-1 EMERGENCY CALL CENTER**

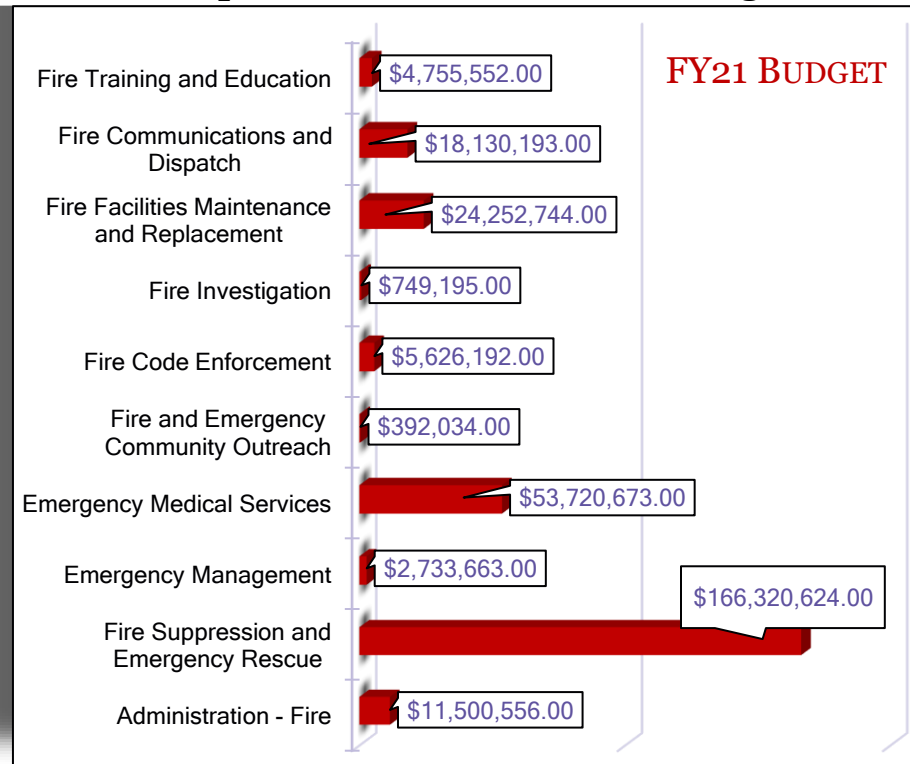
## BCFD ADMINISTRATION SUPPORT

The Administration Support team within BCFD is a critical component within the department. Chief of Fiscal Services II James Fischer oversees and directs the administrative staff for the department’s needs, such as **Financial Operations, Medical & EMS Billing, and Pay and Personnel Matters.**

The Administration Support team includes an Accountant, Accounting Assistants, a Fiscal Supervisor, a Fiscal Technician, a Medical Claims Processor, Office Support Specialists and a Paramedic. The entire Administrative Support team takes pride in their role helping BCFD run smoothly.

## BUDGET SUMMARY

Operating with a \$288.2 million budget for FY21, the Baltimore City Fire Department has 1,597 sworn members and 164 civilians. BCFD’s primary and most visible functions are to prevent and suppress fires and to provide emergency medical services. BCFD also provides rescue, emergency communications, fire prevention, community outreach, education and other services crucial to the well-being of the City of Baltimore.



## COVID-19 RESPONSE

Within the Office of Infection Control & Prevention, in 2021, the COVID-19 Pandemic continued to dominate every aspect within the community and in the fire department. BCFD has remained proactive in our approach to Personal Protective Equipment (PPE) for the health and safety of our personnel. BCFD developed and implemented an Internal COVID-19 Testing Program for personnel who become symptomatic or have been involved in a potential exposure. Fortunately, BCFD had the resources to develop and implement an Internal Contract Tracing Program for occupational exposures for members.



Internal testing program for personnel who become symptomatic or have been involved in a potential exposure.



Vaccination Clinics available for all personnel that offer first & second doses & booster vaccine.

# POPULATION HEALTH AND MOBILE INTEGRATED HEALTH – COMMUNITY PARAMEDICINE

In partnership with the Baltimore City Health Department, in 2021, BCFD began administering At-Home COVID-19 vaccinations to City residents.



City Residents unable to visit vaccination sites due to lack transportation, mobility challenges and/or lack of resources are candidates for the At-Home vaccination program. As we continue this partnership, BCFD expanded this program to offer and distribute COVID-19 testing kits to homebound residents.

*600 In Home Vaccinations Were Administered in 2021*

CITY COLLABORATIONS

The Baltimore City Fire Department is part of the Occupational Health and Safety Workstream – which focuses on the safety and health of City employees throughout the ongoing pandemic. In 2021, BCFD EMS Clinicians partnered with the Baltimore City Health Department’s COVID-19 Vaccination POD Clinics.

**PUTTING OUT FIRES AND COVID ONE VACCINE AT A TIME.**  
Our fire staff take pride in protecting the people of Baltimore from any danger. That's why Battalion Chief Mya McConnell and her colleagues are getting the COVID-19 vaccine.

**ONE VACCINE AT A TIME**

**STOPPING THE SPREAD OF FLAMES & COVID.**  
Our fire staff take pride in protecting the people of Baltimore from any potential danger. That's why Battalion Chief Mya McConnell and her colleagues are getting the COVID-19 vaccine.

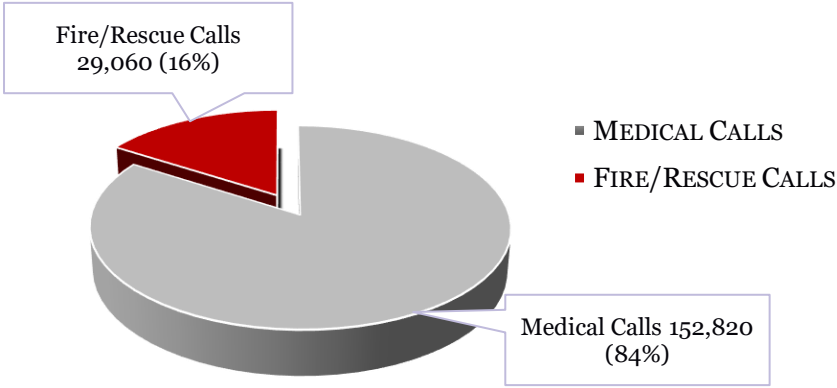
**STOPPING THE SPREAD**

**OUR FIRST RESPONDERS ARE WILLING TO PROTECT YOU FROM ANY HARM...**  
...Including the spread of COVID-19. That's why first responders like Captain Myra Robinson are getting the COVID-19 vaccine.

**PROTECTING YOU FROM HARM**

# EMS & FIRE STATISTICS

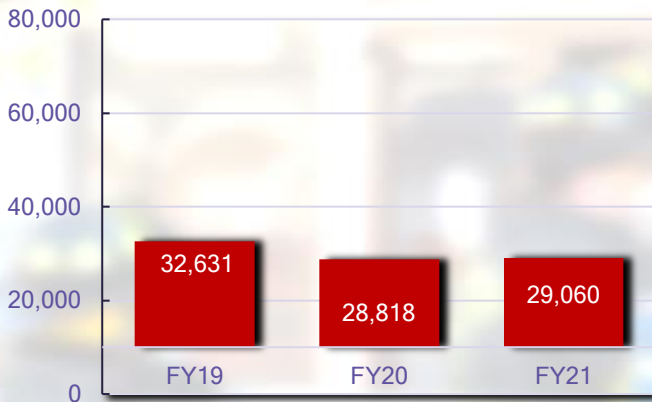
## FY2021 EMS/FIRE CALLS



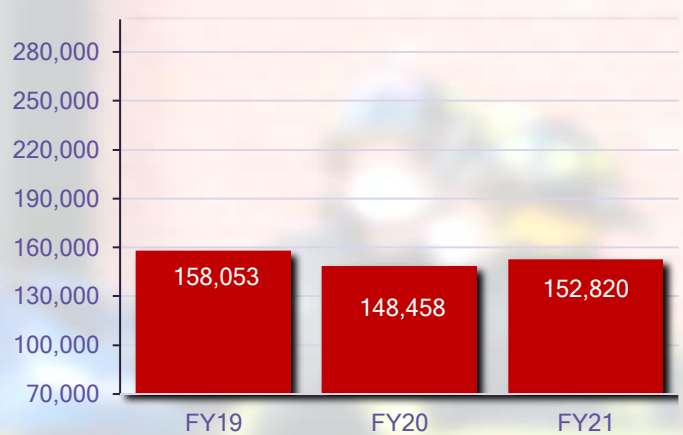
TOTAL FY2021  
CALL VOLUME: **181,880**



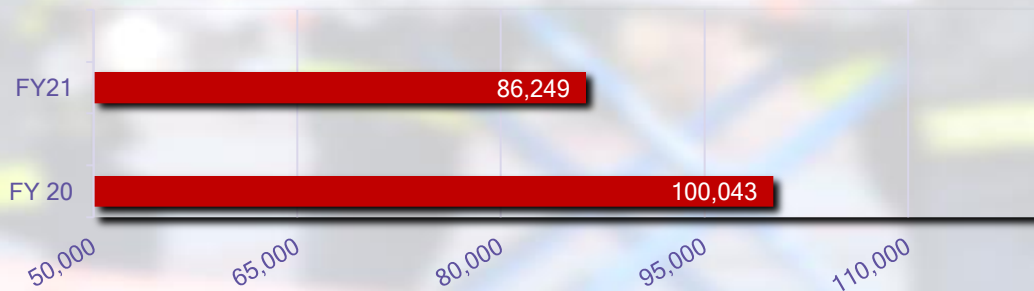
### FIRE INCIDENTS



### EMS INCIDENTS



### BCFD TRANSPORTS



# SPECIAL OPERATIONS & TRAINING

The BCFD Special Operations Command (SOC) Unit consists of 85 members who are committed to providing a variety of technical specialty services to the City of Baltimore. In FY21, the SOC Unit responded to 630 special operations incidents. The SOC Unit has a: **MARINE UNIT, HAZARDOUS MATERIALS TEAM, DIVE RESCUE TEAM, & TECHNICAL RESCUE TEAM.** Each team provides an extension of conventional services and operates in environments requiring technical knowledge and skill to successfully complete a mission.

## TECHNICAL RESCUE

BCFD has 77 members who are a part of the Technical Rescue Team. They are trained and assist with confined space, trench rescue, structure collapse, crane and rope rescues. In 2021, the Technical Rescue Team completed 486 hours of training.



## DIVE RESCUE TEAM

The Dive Rescue Team has 18 members – who have on average 3 -4 years of experience. The Dive Team focuses on Swiftwater technical training, dive rescue training and ice rescue training. In 2021, the Dive Rescue Team completed 259 hours of training.

**OPERATIONS**



BCFD Operations supports 6 Battalions, 38 fire stations and nearly 1,500 sworn members and is responsible for the daily staffing for all fire stations within Baltimore City. We currently have 287 Fire Officers (Suppression & EMS), 508 Firefighters, 152 Paramedics, 83 EMTs.



## **FIREFIGHTERS**

Respond to and mitigate hazardous incidents, extinguish fires, perform rescues & provide emergency medical treatment on incidents. Firefighters also assist with the ventilation of buildings on fires, rescue victims from inside buildings and apply basic life support care when necessary.

## **PARAMEDICS**

Provide pre-hospital care on medical emergency calls and render ALS care on major fire incidents. Paramedics are required to complete 60 hours of mandatory refresher training; consisting of 48 EMS training & 12 Advanced Life Support (ALS) training hours.



## **EMERGENCY MEDICAL TECHNICIANS (EMTs)**

Respond to medical emergency calls and render BLS care on fire incidents. EMTs render quality care, serving as medical backup and transportation when needed. EMTs are mandated to complete the state required 24-hour refresher course every two years that includes classroom and skills lab sessions that cover: basic patient assessment & treatment, bleed control, splinting and airway management.



## LOGISTICS

**THIS WAS AN EXCITING YEAR FOR BCFD, EQUIPMENT-WISE.** To meet the ever-changing needs of our community, in 2021, BCFD purchased nearly a dozen new apparatus including new Medic Units, Fire Trucks, and Fire Engines.



We currently have: 21

Advanced Life Support transport units (ALS), 7 Basic Life Support transport units (BLS), 32 Engines, 16 Trucks and 5 Squads, 1 Tower, 1 Rescue, 1 Fire Boat, 2 Fire Rescue Boats, 2 Air Flex Units, 2 Hazardous Materials Units, 1 Collapse Unit, 1 Dive Rescue Unit and 1 Mobile Command Unit. In 2022, BCFD will receive 23 new Medic Units, 17 new Engines and 5 new Trucks.

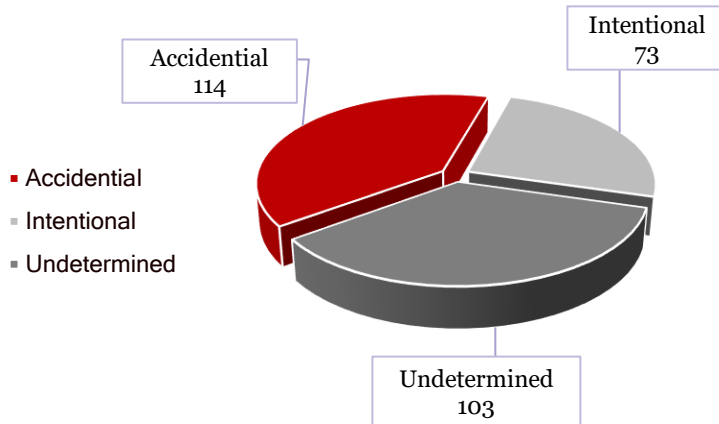
The Engines, Trucks and Medic Units purchased by BCFD will update our front-line units and serve as a supplement for reserve units. The new fire apparatus units are fully up-to-date with modernized technology & safety features – providing the department with the most modern fleet since the 1930s.



## OFFICE OF THE FIRE MARSHAL

The Office of the Fire Marshal is managed by 1 Deputy Chief & 1 Fire Commander. Fire & Life Safety and Inspections are critical components within the Office of the Fire Marshal, with the primary focus being the protection of residents & property within the City of Baltimore. The division has two components: **Fire Prevention** and **Fire Investigation**.

### BCFD FIRE INVESTIGATION DETERMINATION CAUSES



In 2021, BCFD investigated 405 fires and completed more than 23 thousand inspections. Throughout the year, the department had:

- **85 Working Fires**
- **30 Two Alarm Fires**
- **1 Three Alarm Fire**
- **1 Four Alarm Fire**
- **1 Five Alarm Fire**

### FIRE PREVENTION

Within Fire Prevention, there are 14 Fire Inspectors, 8 Lieutenants & 4 Fire Captains. Fire Inspectors oversee all public schools, hire-rise buildings, assemblies, businesses, construction sites, nursing homes, and daycare centers. They also review & approve plans for new constructions & fire protection systems and facilitate public fire & life safety educational workshops.



### FIRE INVESTIGATION

BCFD has 5 Fire Investigators and 4 Fill-In Investigators who collectively provide on-duty support 24 hours, 7 days a week. Investigators are responsible for identifying the origin & cause of automobile fires, damage to city-owned property, human fatalities & injuries, working fires, multiple alarm fires, arsons & explosions. Fire Investigators are also responsible for investigating fire department related crimes such as false alarms & fall calls.

## COMMUNITY OUTREACH & INVOLVEMENT

While COVID-19 dramatically altered how BCFD interacts with our community members, we were creative in our outreach & community involvement efforts.

### BCFD RENAMES

**ENGINE 52** after Hilton Roberts, Sr. – an African American Firefighter determined to make a change in the community.

Nestled on the corner of Woodbrook and Liberty Heights Avenues in the Mondawmin community, Engine 52 stands tall – serving as the core safety hub for this community. Now, the

nearly 100-year-old fire station has been renamed to the Hilton L. Roberts, Sr. Fire Station – in honor of one of the eight African American Firefighters to first graduate and enter the department in 1954.



### BCFD FIRE PREVENTION

**WEEK** kicked off in October to help the community learn about fire safety. BCFD members spoke with residents, schools and organizations about the importance of recognizing & understanding the sounds coming from smoke alarms. Not just for Fire Prevention Week, but BCFD offers residents free safety checks – where homes are checked for working smoke alarms, identifying at least two ways out of the home in the event of a fire, helping families develop a meeting place outside the home, and other life saving tips.

## PUBLIC EDUCATION

Public Education & community engagement is an invaluable component within BCFD. Members throughout the department help residents within Baltimore City learn about fire safety, install smoke alarms and attend community events. Public Education extends beyond the fire stations, as members connect with residents via schools, daycare centers and organizations engagement opportunities.



Thank you for reading our  
*BCFD 2021 Annual Report.*

Summarized is a snapshot of the great work BCFD members demonstrate throughout the City of Baltimore. Each day, our First Responders continue to have:

***PRIDE PROTECTING PEOPLE***

*IN HONOR OF:*  
*LT. PAUL BUTRIM*  
*LT. KESLEY SADLER*  
*FF/PM KENNETH LACAYO*  
*LAST ALARM 1/24/2022*



**NILES R. FORD, PHD**  
**FIRE CHIEF**

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