

GOVERNMENT OF THE DISTRICT OF COLUMBIA

Fire and Emergency Medical Services



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the DC Fire and EMS Information Technology Department has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) **Transparency**

Describe the steps your agency has taken or plans to take to be more transparent. Please include a description of:

- *How and to what extent your agency shares information with the public, e.g. publication of information in the District register and on the agency website, press releases, and documents in the agency's FOIAXpress reading room.*

"District of Columbia Fire & Emergency Medical Services (DCFEMS)" is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online for the year of 2014, as well as publishing FEMS "Open Government Reports to our FOIA online reading room. There is a host of additional information that's posted on FEMS website in accordance and in compliance with the Mayor's Order 2014-170, such as data feeds regarding FEMS information, salary information for government/FEMS employees, mobile application (Twitter), which allows the residents of the District of Columbia to stay connected with FEMS current events, Proposed/Final DC Regulations and DC Register, which provides the D.C. residents with access to the District regulations and Mayor's Orders, updated FEMS Organization chart, etc.

The below listed information is accessible to the public on the DCFEMS website <http://fems.dc.gov/publication/how-obtain-fems-records-instructional-page> and <http://fems.dc.gov/page/open-government-and-foia-fems> Open Government Material Page, which states.

"The District is committed to a transparent, open form of government. District agency websites are required to make certain records available online to the public, if those records exist. In cases where these records exist but are not yet available online, agencies are working to provide them as soon as possible. If you have any questions, please contact the FOIA Officer."

- Public Employee Salary Information (Please note that this is the complete listing of District employees. Agency designation is located in column two.)
 - Administrative Staff Manuals
 - FEMS FY14 Budget
 - 2013 District of Columbia Fire Code
 - P Card Purchases
 - Awarded Contracts
 - FEMS Organizational Chart
 - FEMS Performance Plans
 - Cardiac Arrest Registry to Enhance Survival (CARES) Data
 - FEMS Inspection and Permits
 - FEMS Final Orders in Adjudicated Cases
 - Submit feedback using Grade DC
 - District-wide FOIA Reports
 - District-wide FOIA Officers
 - DC FOIA Statute
- *How the agency meets its obligations pursuant to the District's Freedom of Information Act and Open Meetings Act.*

DCFEMS has taken several steps to be more transparent and to increase public access by:

Establishing an online FOIA request product for the last year, and we are currently merging that data in the Citywide FOIA express.

Releasing a mobile application for Windows, Apple, and Android phones. This mobile application has performance metrics and response times.

- *Steps your agency will take to increase public access to information.*
- DCFEMS has created an online Permit request application that includes a digital payment process. This standardizes the permit process and makes reporting exponentially easier. The Department is in the process of mirroring this success for a Special Events portal that will allow customers to book events and pay for them with ease.
- *Steps your agency will take, including an implementation timeline, to webcast live and archive on the Internet board or commission meetings. (This question only applies to agencies that are overseen or advised by a board or commission that is subject to the Open Meetings Act.)*
- *How your agency has taken or plans to take steps to make more of its data available to the public.*

DCFEMS is working to digitize many paper processes, such as vehicle inspections, disciplinary and compliance processing. Once this is done, the Department can consider what data can be shared easier.

DCFEMS website, <http://fems.dc.gov/> has a wealth of information to share with the public. The website is updated with upcoming events, hiring and portals to assist the public.

2) **Public Engagement and Participation**

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making. Please include a description of:

- *How your agency provides online access to proposed rules and regulations and secures public input on them. Please list links to specific websites.*

DCFEMS provides online access to rules and regulations which are listed on the FEMS website <http://fems.dc.gov/page/open-government-and-foia-fems> under Administrative Staff Manuals and Departmental Orders at <http://fems.dc.gov/page/departmental-orders>

- *How your agency shares information and resources to keep the public properly informed, e.g. community meetings, public hearings, FAQs, and ways the public can provide input such as Twitter, grade.dc.gov, and email contacts.*

DCFEMS currently receives input, shares information and resources to educate and inform the District community about meeting publications, documents, fire safety and other crucial emergency health information through various mediums to include the following:

- Community meetings
- Civic Association
- Advisory Neighborhood Commission Meeting
- Social Media – Facebook and Twitter
- Public Hearings
- Community Outreach Programs
- DCFEMS Website <http://fems.dc.gov/> and <http://fems.dc.gov/page/open-government-and-foia-fems>
- “Ask the Chief” at http://app.dc.gov/apps/about.asp?page=atd&type=dsf&referrer=fems.dc.gov&agency_id=1026&femsNav=31507
- “Frequently Asked Questions” at <http://fems.dc.gov/page/frequently-asked-questions-about-fems>

- FEMS Customer Service Satisfaction Survey at <http://fems.dc.gov/page/fems-customer-service-satisfaction-survey> -As part of the Mayor's commitment to customer service, we are looking for ways to improve your interaction with the District government. Our Customer Satisfaction Survey is intended to gather information about public safety assistance or basic city services you recently requested. DCFEMS uses comments and feedback to identify areas where operational improvements are necessary.
- Information is shared during meetings with stakeholder's
- Open houses in Fire stations
- Emergency Medical Services Task Force
- FEMS publications and documents list at <http://fems.dc.gov/publications-list>, which includes meeting minutes, agendas, letters, memos, task force notes, permit requirements, Emergency Medical Services protocols, ect.

- *How your agency identifies stakeholders and invites their participation.*

DCFEMS identifies stakeholders who present themselves and are referred through the following venues:

- task force
- presenting themselves
- referred by other agencies
- public/private partnerships
- partners at the local, state and regional level

- *Steps your agency will take to improve public engagement and participation including any new feedback tools or mechanisms the agency is considering.*

DCFEMS Information Technology Division is currently working on new feedback and mechanism by working with:

- Other agencies such as DMV for getting automated driver's licensing information, which will eliminate the need for employees to go to the DMV to collect a record and provide to us.
- OUC to transfer over management of our communication devices, such as Toughbook's and radios. We have been active participant in 311 online <http://311.dc.gov> for more than a year now.
- OCTO to get pertinent employee data into PeopleSoft, and auto updated into other mission-specific FEMS apps.
- Working on an initiative to eliminate all paper processes, which we believe will greatly benefit the agency and each department. We are

coordinating digitization of the new recruit process with FEMS Human Resource, and we created an Equal Employment Opportunity database.

DEFEMS has established and continually assess our programs, to enhance public engagement and participation through the following programs listed on the DCFEMS website:

Blood Pressure Program

Blood pressure taken on a walk-in basis at any fire station. This program is conducted as a courtesy of the DC Fire and Emergency Medical Services (F&EMS). A copy of the Blood Pressure test will be provided with suggestions.

Child Safety Seat Program

The DC Fire & EMS Department offers free Child Safety Seat Inspection services.

CPR Training Program

The DC Fire/EMS Department offers Cardio-Pulmonary Resuscitation (CPR) training under the American Heart Association Guide lines.

Fire and Injury Prevention Education

The Public Information and Public Education Office offers fire safety and fire prevention presentations by appointment at no cost. Our programs are offered throughout the community for all ages.

Fire Prevention Inspection

Inspections of residential dwellings are available by appointment. These inspections are conducted as a courtesy of the DC Fire and Emergency Medical Services (F&EMS) Department's Firefighting Division.

Free Smoke Detectors

The A'sia Sutton Smoke Alarm Giveaway and Installation Program is a DC Fire and EMS Department District-wide initiative to ensure that all District of Columbia homes have working smoke alarms.

Home Fire Safety Inspection

Home fire safety inspections are available by appointment. These home inspections are conducted as a courtesy of the DC Fire and Emergency Medical Services (F&EMS) Department's Firefighting Division.

Operational Permits

The DC Fire & EMS Department Fire Prevention Division (FPD) is responsible for ensuring safe operational practices of those individuals, companies, and businesses who wish to use or participate in operations that

are considered to be hazardous and pose a potential threat to the safety and well

Project Safe Place

All 33 DC Fire/EMS Department fire stations and the fireboat are designed as “Safe Places” for youths in crisis 24 hours a day through Project Safe Place. Project Safe Place is a national program that provides safe places for youths who are in need of crisis-related help. The program is managed in the District of Columbia by Sasha Bruce Youthwork. The DC Fire/EMS Department has been a partner since 1992

Juvenile Firesetter's Intervention Program

The Facts Fires and burns are the leading causes of injury and death to children. Children are twice as likely as adults to die in a fire. Even toddlers can start a fire with a match or a lighter.

Safety Workshop

The DC Fire and EMS department offers Child Safety and Injury prevention and pedestrian safety workshops free of cost.

Community Feedback – Ask the Chief

Provides a way for the community to ask the Fire Chief questions

3) **Collaboration**

Describe the steps your agency has taken or plans to take to enhance or expand cooperation among departments, other governmental agencies, and the public, and non-profit and private entities in fulfilling its obligations. Please include a description of:

- *How your agency currently collaborates with the above parties. Please list links to specific websites if appropriate.*

DCFEMS continues to collaborate with local, regional, state and federal agencies to achieve its mission and aims.

- *Steps your agency will take to improve collaboration with the above parties including any new feedback tools or mechanisms the agency is considering, e.g. prizes, competitions, and other innovative methods.*

DCFEMS is consistently working with other government agencies, the public and non-profit and private entities to enhance the quality of services we provide. This will continually be accomplished through partnerships, community meetings, task force, focus groups and feedback.