

The background of the slide is a dark field with a complex, glowing red network of lines and nodes, resembling a molecular structure or a data network. The lines are thin and connect various points, creating a web-like pattern that fills the entire frame.

# Relay the Message, Reporting What & Why?!

Jessica Handoko



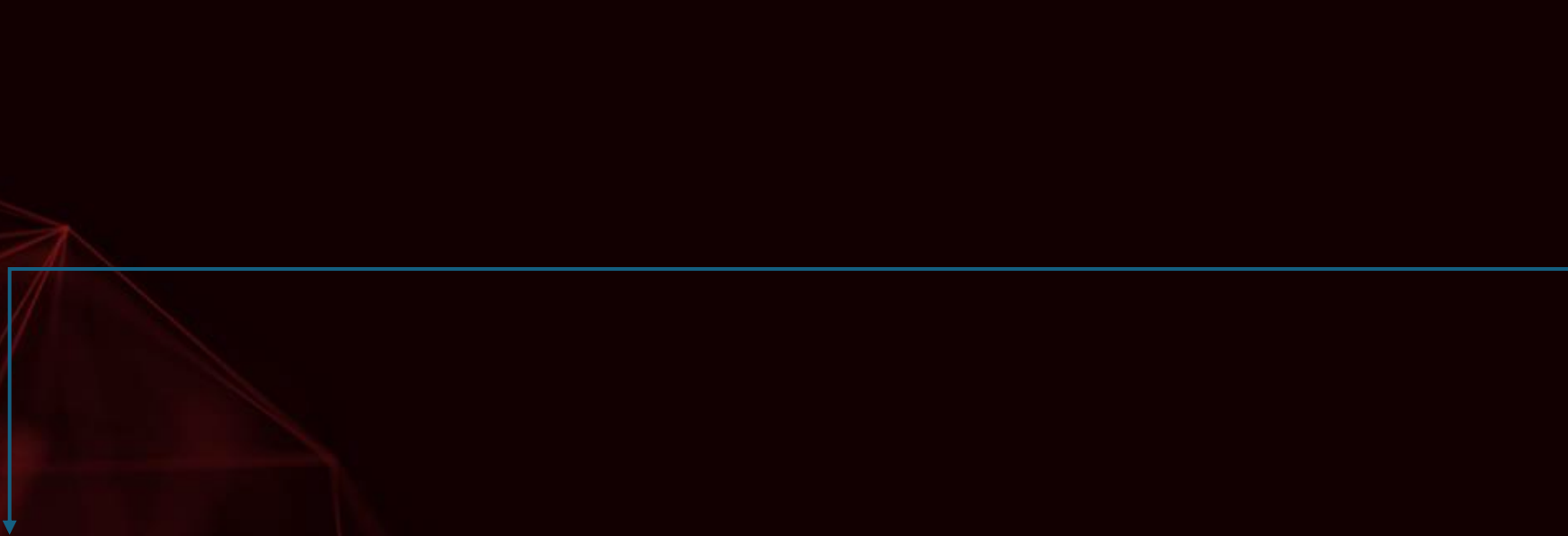
***Introduction***



***DASM & Who we are***



***Reporting***



***Documentation***



***Messaging & Wins***



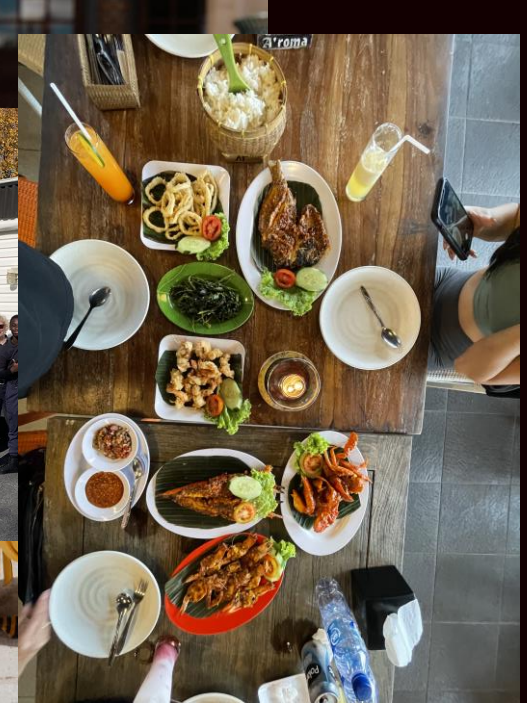
***Q & A***





# Jessica Handoko

- ❖ Graduated Towson University 2020
- ❖ 4 years of experience
  - 1 year as a police intern
  - 1 year as a DHHS data administrator
  - 2 years as a fire data analyst
  - Admin Volunteer with GWGVFD
- ❖ Proud dog mom
- ❖ Adventurous foodie
- ❖ World traveler



# DASM Who Are We & Who Has Access?

- ❖ Data Analytics Strategy Management Division
- ❖ In a short sense EVERYONE, and how?
  - Our DASM request form
  - SharePoint Site
- ❖ Group email: Fire-DataAnalytics
- ❖ Trainings (recruit schools, officer trainings, etc.)

**Data Analytics Strategy Management Division**  
Morrison, John C  
Data Analytics Strategy Manager

**DASM Roadmap** ☆  
Release : 2024 Q3

Managing data, analysis, of the Fairfax County Fire Department.

**Release : 2024 Q3**

Project Name	Status	Owner
EMS Risk Model Evaluation	Planned	Hanke, John
Monte Carlo Simulation	Planned	Hanke, John
Re-engineering of FRA Business...	Planned	Handoko, Jessica
Republish Drivetime Services	Planned	Hanke, John
Republish EVP Data Services	Planned	Hanke, John
Survey 123 FAQs	Planned	Handoko, Jessica
ArcGIS Enterprise 11.1 Upgrade	Planned	Hanke, John
FMAS Rebuild	Planned	Handoko, Jessica
Share Fire Scene Rehab data w...	Planned	Morrison, John C
Run Order Repository	Planned	Fisher, Eric K

**Release : 2024 Q2**

Project Name	Status	Owner
Azure Key Vault Pilot	In Development	Hanke, John
CAD/CAD data: Anne Arundel	Ready for Release	Hanke, John
Median Age Model	Planned	Hanke, John
Employee Contact Info Tbl	Planned	McClain, John
Financial Impact - Real-time Pr...	Planned	Handoko, Jessica
FRD-100 (Station Inspection)	Planned	Handoko, Jessica
DASM Style Guide	Planned	Good, Katherine E
RWS Box Redraw FS421	Planned	Good, Katherine E
Station Definition Review	Planned	Handoko, Jessica
Blood Accountability & Notifica...	In Development	Handoko, Jessica
Digital Training Roster	In Development	Handoko, Jessica

**Release : 2024 Q1**

Project Name	Status	Owner
Hydrant Notification Survey	Planned	Hanke, John
Medication & Equipment Invent...	Released	Hanke, John
Survey 123 - Daily Accountabil...	In Concept	Hanke, John
Financial Impact - EMS Logistics	In Concept	Hanke, John
Data Warehouse Pre-plan Data	In Development	Hanke, John
EVP Data Refactor	In Development	Hanke, John
Hospital Drive Time Model	Planned	Hanke, John



## Data, Analysis and GIS Request Form Fairfax County Fire and Rescue Department

This form is utilized by members of the FCFRD to request data, analysis or mapping products from the FCFRD Data Analytics Strategy Management Division.

Hi, Amadea. When you submit this form, the owner will see your name and email address.

\* Required



# DASM Tour

Idea: How do we get more people to talk about data and understand the why???

How do we try to get in front of every uniform personnel?

- ❖ Office hours at headquarters???
- ❖ DASM Station Tours
  - Gets every battalion and every shift
  - **PLUS FREE BURRITOS!!**



## STATS

- ❖ 8 Visits
  - 6 Interactive
  - 1 Bomb
  - 1 Cancelled
- ❖ 75% success rate





DATA ANALYTICS  
STRATEGY MANAGEMENT TEAM

## 2024 DASM TOUR

The FRD's Data Gurus are hitting the streets (*stations*) twice a month and playing some of our "BEST OF" soundtrack at every station like...

"Here's a quarter, Call DASM, They Care" 

"Show Me That Did You Know?, Baby One More Time" 

"Teardrops on my ePCR" 

01.10 FS401   BAT2	07.10 BATTALION 5: A
01.24 FS419   BAT5	07.24 BATTALION 1: B
02.07 FS438   BAT3	08.14 FS430   BAT4
02.21 FS439   BAT1	08.28 BATTALION 8: A
03.13 FS426   BAT8	09.11 FS431   BAT3
03.27 FS436   BAT3	09.25 BATTALION 4: B
04.10 FS411   BAT6	10.09 BATTALION 7: C
04.24 BATTALION 4: A	10.23 FS444   BAT2
05.08 BATTALION 7: A	11.13 BATTALION 6: A
05.22 BATTALION 6: B	11.25 BATTALION 7: B
06.12 BATTALION 1: C	12.11 BATTALION 5: C
06.26 FS402   BAT2	12.27 BATTALION 8: C

We're ready to spark up conversations and answer all your burning questions!

**Data questions?**  
**Report writing pains?**  
**What's Power BI?**  
**Why is this THAT way?**

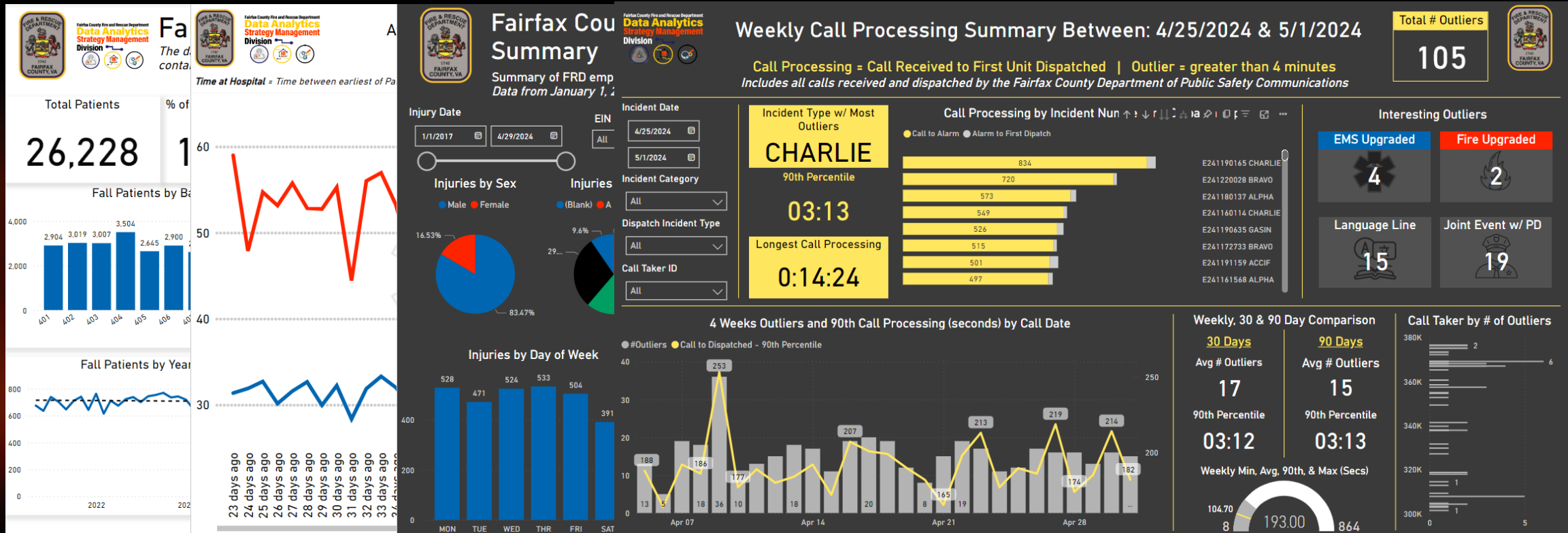
Want front row seats?  
Scan below to host us at your station!



QUESTIONS EMAIL:  
**FIRE-DATAANALYTICS@FAIRFAXCOUNTY.GOV**

# Reporting Templates (PBI)

- ❖ 2 types of reports
  - Detailed information
  - General broad information
- ❖ Power BI Themes
  - Cleaner and consistent





# Reporting Templates

- ❖ *DOCUMENTATION DOCUMENTATION!!*
- ❖ Section OneNote
  - How can we tell the field that we want them to document, if we don't do the same
- ❖ Methodology (Automations, PBI)
- ❖ End User Guides

The screenshot shows the Microsoft Power Automate interface. On the left, the 'Data Analytics Info' sidebar is visible with a list of categories: General, Application Catalog, Data Catalog, Recurring Tasks, ArcGIS, Task Tackling, Power Automate (selected), Power BI, Sharepoint (List, D...), and SQL. The main workspace displays a flow titled 'Teams Email to List' with a timestamp of 'Wednesday, September 13, 2023 9:40 AM'. The flow description reads: 'Getting the list of members in a team' and 'Can be used to send an email'. The flow steps are: 1. 'List group members' (Microsoft Teams connector) with 'Group Id' set to '7ab309a6-3a66-4d8e-8a00-1ff4f0a59314'. 2. 'Initialize variable' (Initialize variable connector) with 'Name' set to 'SICPO Email', 'Type' set to 'String', and 'Value' set to 'Enter initial value'.

**Fairfax County Fire and Rescue Department DASM**  
Automation Methodology  
Detailed out of Operations (DOOPS)

**Purpose:** Employees requesting to be detailed out of OPS needed a digital form.  
**Requestor:** OPS Admin, Capt. Rick Luong  
**Original Request Date:** 05/10/23  
**Division:** Operations  
**GO or IR:** [2023-bt-1-go.pdf](#)  
**Original Completion Date:** 07/06/23

**Power Automate**  
**Power Automate Flow Name:** OPS, DOOPS Form Submission  
**Location:** County (Shared w/ Team-FRD-App Development)  
**Description:** Triggers when someone submits a DOOPS request and notifies correct chain of command  
**Action Details**

1.	MS Forms, When a new response is submitted: Trigger the flow to start	• Forms ID is in the URL of the public form
2.	MS Forms, Get response details: Get the details of the form submitted	
3.	Condition: Is the requested Employee EIN not empty? Yes - Equipment Only	
4.	SQL, Execute Stored Procedure: Insert into DOOPS tbl	
5.	SQL, Execute Stored Procedure: Get DOOPS employee information	
6.	Parse JSON: Parses all the information from SQL	
7.	SP, Create Item: Creates a row for the request in DOOPS Form list in OPS Admin team (decision value should be empty, filled in OPS later)	
8.	Send Email from Shared Email: Email to OPS Admin with some details and link to SP List and Power BI report	
9.	Send Email from Shared Email: Confirmation email to requestor that OPS admin has received the request	
10.	Send an email from a shared mailbox: Failed email sent to Fire-DataAnalytics **	

**Power Automate Flow Name:** OPS, DOOPS Ops Decision  
**Location:** County (Shared w/ Team-FRD-App Development)  
**Description:** When OPS makes a decision, updates the SQL table, and notifies the correct people  
**Action Details**

1.	When an item is modified: Trigger when OPS makes a decision or changes something (when decision value is not empty)
2.	Delay: 2 Minutes
3.	SP, Get item: Get the item that was updated by OPS
4.	SQL, Execute Stored Procedure:
5.	Parse JSON
6.	Initialize Variable
7.	Initialize Variable

FCFRD/DASM/INITIALS  
Page 1 of 6  
Updated April 29, 2024

**Data Analytics Strategy Management Division**  
Fairfax County Fire and Rescue Department  
FRD-465

**Purpose:** Digitizing the FRD-465 Training Plan and Equipment Worksheet  
**Requestor:** Captain Mike D'Amico, FTO-Field Training  
**Directions:**

- New FRD-465 submissions will be submitted via Microsoft forms
  - Requestor receives a confirmation email
- Review the submission in the "FRD-465: Submissions" SharePoint list
  - Click on the corresponding "Submission Date" to open all the details
  - Click on "Edit All" to edit submission
  - FTO selects decision (Approved/Denied)
  - FTO documents any comments (if applicable)
    - If request is **denied**, type in reasoning
- Process has 2 min delay, let's FTO finish up any changes prior to confirmation
- The decision and details will be sent via email to both the requestor and the FTO group.
  - If **Approved**: SharePoint list will be updated, and PDF of full details will be under "Attachments"
  - Approved Email Sample:
- Denied Email Sample:

# Messaging: Did You Know? Campaign

**Did You Know? Vol4(1)**

LeBlanc, Jessica  
To: FIRE  
Tue 2/6/2024 11:35 AM

Hello!

This month we're here with some ❤️ and tips to minimize your time spent writing reports and seeing **red**...YAY!

On the 📖 side, learn how to **transfer an ePCR** to another FRD unit. Yes, even the Zoll and Handtrey data! IB forthcoming...

On the 🚨 side, learn how correct your report when those red validation errors pop up for the most common reason of a **changed incident type**.

**DID YOU KNOW?**  
FEBRUARY 2024

**EPCR TRANSFER (FFX TO FFX)**

Ideal for situations where a non-transport unit is the initial responder on the scene and begins patient care. That unit can initiate the ePCR and transfer to the transport unit.

- Disposition must be **Treated & Transported**
- Unit who started the ePCR:
  - Select **Upload Transfer**
  - Select **Transfer to Agency: Current Agency**

**DID YOU KNOW?**  
SEPTEMBER 2021

**NFIRS INCIDENT TYPE & ePCR DISPOSITION**

'INCIDENT TYPE' in a **NFIRS** report

Incident Type:   
First Due:

On the lighter, but still very important side... *math that cannot be coincidence:*

- The hallmark color of the Fire Service is **red**.
- The Kansas City Swifts will wear **red** in the Super Bowl.
- Taylor Swift's fourth album, **Red**, was released in 2012.
- The San Francisco 49ers have lost every Super Bowl they've played in since 2012 (2013 and 2020)
- Since the Swifts last beat the 49ers in Super Bowl 54 in 2020, the FCFRD has re/opened seven stations (FS418, FS419, FS424, FS425, FS426, FS430, and FS444)...

(stations) 18+19+24+25+26+30+44	<b>186</b>
Travis Kelce's jersey number	87 +
Taylor Swift's favorite number	13 +
Travis Kelce's hometown zip code (4+4+1+4+5)	18 +
Taylor Swift's hometown zip code (1+9+6+1+1)	18 +
Travis Kelce touchdowns since 2020	37 +
Taylor Swift albums released since 2020	4 +
Average # of mentions of Taylor Swift at any NFL game	9
	<b>186</b>

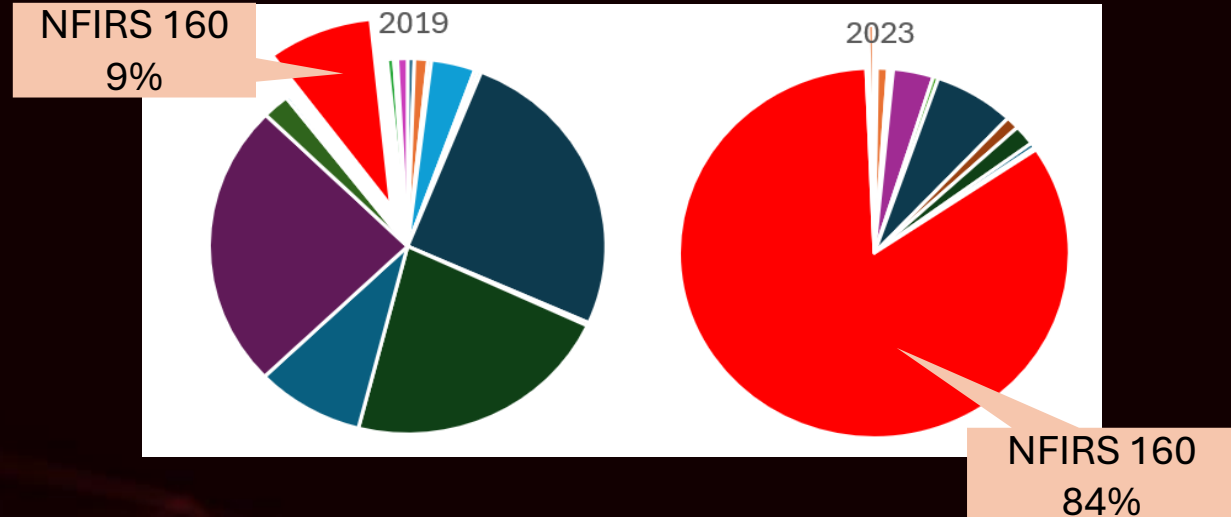
If you're a betting guy/gal, I think you know what to do...

- ❖ Started in 2021
- ❖ Misunderstanding, standards for the department (cohesive)
- ❖ Ideas directly from the field

**THEY DON'T KNOW WHAT THEY DON'T KNOW...**

Before QA and Education

After QA and Education



row of stores **versus** in an enclosed mall? For storage facilities that are **stand-alone versus** part of business/residential mixed use?





# Our Wins!!!

- ❖ Joining them in the Field Ride-Alongs
- ❖ Emails hearing back that things work!
- ❖ Seeing our DYKs in the stations

DM

To: Handoko, Jessica

I did thank you...that's what I actually have been using to make up. lol

KA

To: LeBlanc, Jessica

This is great! Thank you so much!

V/R,

I just wanted to let you know that I really like the "Did you know?" emails you send out. This is mostly because, I did not know. You have improved my report writing and reduced the time I spend searching through all the codes for the right one. Thank you so much!

Have a good day,



JH – you're a rockstar!

# Their Wins!! (The Field)

- ❖ Ah-ha moments when they learn the “Why?”
  - *LIGHTBLUB MOMENT!!*
  - Improved reporting (not just trying to remove the red)
- ❖ Getting their time back (food & sleep)
  - Station 429, elevators incidents → Notifying elevator company
  - Station 408 lift assists → CRT, connecting them with the right people

AlarmDT	FirstDispatchedDT	FirstEnrouteDT	FirstArrivedDT	FirstWithPatientDT	FirstTransportedDT	FirstTransportedArrivalDT	LastUnitClosedDT
2024-04-30 19:04:16.000	2024-04-30 19:04:31.000	2024-04-30 19:05:05.000	2024-04-30 19:07:53.000	2024-04-30 19:10:30.000	2024-04-30 19:26:25.000	2024-04-30 19:30:43.000	2024-04-30 20:10:39.000
2024-04-30 19:00:36.000	2024-04-30 19:00:57.000	2024-04-30 19:02:02.000	2024-04-30 19:06:00.000	2024-04-30 19:08:34.000	2024-04-30 19:11:57.000	2024-04-30 19:25:25.000	2024-04-30 19:38:07.000
2024-04-30 18:53:12.000	2024-04-30 18:53:29.000	2024-04-30 18:54:12.000	2024-04-30 18:58:42.000	2024-04-30 18:59:13.000	2024-04-30 19:14:07.000	2024-04-30 19:30:41.000	2024-04-30 20:01:58.000
2024-04-30 18:50:44.000	2024-04-30 18:51:05.000	2024-04-30 18:52:00.000	2024-04-30 18:54:12.000	2024-04-30 18:55:47.000	2024-04-30 19:08:03.000	2024-04-30 19:28:26.000	2024-04-30 19:48:26.000

Elevator out of service at 6040 RICHMOND HIGHWAY AND RICHMOND HWY SERVICE RD / | FRD Incident # E231250914

F

To

Bcc

↩ Reply

↩ Reply All

→ Forward

⋮

Sat 5/6/2023 08:00

This message was sent with High importance.

Hello,

The Fairfax County Fire & Rescue Department responded to an incident regarding the following out-of-service elevator.

Incident #: E231250914

Incident Date/Time: 2023-05-05T08:57:08

Incident Location: 6040 RICHMOND HIGHWAY AND RICHMOND HWY SERVICE RD /

Property Type: RESIDENTIAL- MID/HIGHRISE APARTMENT/CONDO

Elevator #/Location Description: 1


Report Narrative: E411 and T411 removed one pt from elevator #1 in 411's area. The power was secured and management was took to get it repaired. ; T411 shut down power to the involved stalled elevator. Truck and Engine 11 then opened the elevator door and helped the women out of the elevator. T411 in service;

There have been a total of 2 calls for an out-of-service elevator at this address in the last 30 days.

Thanks!

# Wins for Both!

- ❖ Quicker answers through automation
  - PDF, printouts to Digital Forms!!!
- ❖ Transparency in the department
  - Reports to help manage outstanding reports
  - Improvement in accountability



## DIRTS (Daily Incident Report Tracking System)

### Incomplete Reports for Battalion | Shift

# of Incomplete Reports  
**323**

# of Incomplete Reports Beyond One Tour  
**65**

report run on 05/02/24 at 09:31:12

This report summarizes incomplete fire, ePCR and apparatus tabs of the incident report for units assigned to Battalion . Reports are incomplete if they are missing apparatus portions or have not been finished and locked.

Select an incident for details

Fire Report (NFIRS)

EMS Report

Station	Incident	NFIRS Link	PSAP Date/Time	Apparatus Tab Complete?	Report Finished?	Report Locked?	Validity Score	ePCR Posted?	Incident Type	Unit Personnel
13										
M413	ALPHA	<a href="#">Report Link</a>	11/15/23 11:48:02	NO	NO	NO	88	YES		
A413	CHARLIE	<a href="#">Report Link</a>	01/29/24 01:25:43	YES	NO	NO	89	YES		
E413	CHARLIE	<a href="#">Report Link</a>	01/29/24 01:25:43	NO	NO	NO	89	YES		
E413	ALPHA	<a href="#">Report Link</a>	01/29/24 03:53:18	NO	NO	NO	89	YES		
E413	FHOU	<a href="#">Report Link</a>	04/30/24 15:23:58	YES	NO	NO	90	N/A	111 - Structure - Building fire	

F

fire.DoNotReply

To: [redacted]

Cc: FIRE-TrainingPlanWorksheets; fire.FRALogistics

FRD-465\_51296-54.pdf  
33 KB

Hello [redacted]

The Field Training Section has reviewed your FRD-465 request and **approved** your training request. Please find attached the details related to the training.

**FTO Comments:** \*\*\*Lt. Voigt will contact you about access and specific instructions about the use of the structure\*\*\*

If you have any questions/concerns, please contact: Fire.FieldTraining@fairfaxcounty.gov

Thank you!

Before (02/2024)		
Records	ePCR CQI - Working EMS Supervisor	Incidents Employees
577	ePCRs that have not been updated by the provider since the working EMS supervisor completed the CQI. <i>Please remind your providers to update their ePCR.</i>	565 242
After (05/2024)		
Records	ePCR CQI - Working EMS Supervisor	Incidents Employees
174	ePCRs that have not been updated by the provider since the working EMS supervisor completed the CQI. <i>Please remind your providers to update their ePCR.</i>	171 114



# QUESTIONS????

Jessica Handoko



 [amadea.handoko@fairfaxcounty.gov](mailto:amadea.handoko@fairfaxcounty.gov)

 <https://www.linkedin.com/in/ajhandoko/>

Fairfax FRD GitHub



Fire Analysts LinkedIn Group

