



**City of Hartford**  
**FIRE DEPARTMENT**

**FIRESTAT**

*January 2019*

**"Goal Oriented, Results Driven"**



# AGENDA



- Introductions
- Remark's from Chief Freeman
- Remark's from Chief Reilly
- Remark's from Chief Barco
- Division Briefings
- Questions/Comments

**"Goal Oriented, Results Driven"**

# Chief Freeman



"Goal Oriented, Results Driven"

# Chief Reilly



"Goal Oriented, Results Driven"

# Chief Barco



"Goal Oriented, Results Driven"

# EMERGENCY SERVICES



"Goal Oriented, Results Driven"

# 2019 FireStat Updates

- Suppression Only
  - The ISO standard will be used to gauge the efficiency of fire suppression personnel to structure fires. A total time of **six minutes and twenty seconds** is allotted from time the alarm is received at Dispatch to the time the first Engine/Pumper company arrives.
  - The NFPA 1710 for EMS will be used to gauge the efficiency of fire suppression personnel responding to EMS related incidents. 60 seconds is allotted for turnout time and 240 seconds are allotted for travel time.
  - EMS runs are calculated using incident types 300 through 329.

# Fire Response Scorecard

City-Wide

**Operational Performance Measure:** To measure the Response time of 4 firefighters or 1 Engine according to ISO standards.

**Data Source:** Firehouse Software

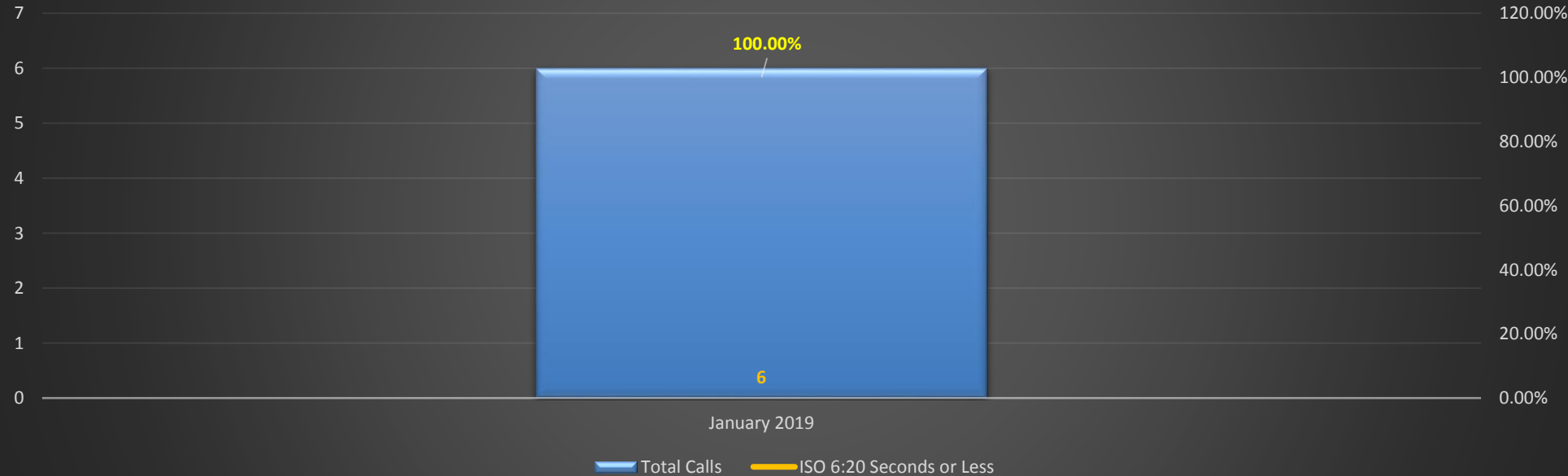
**Current Period:**  
01/01/2019 - 01/31/2019



**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 1 Engine in 6:20 minutes (ISO) 90% of time

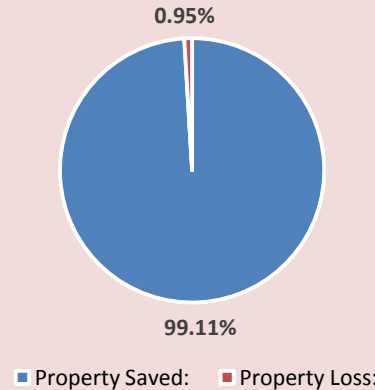
## Structure Fires



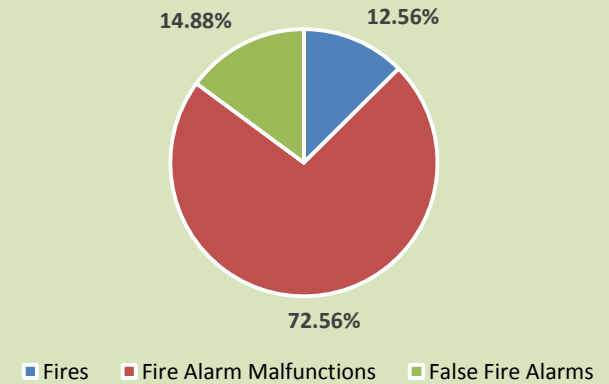
### Analysis

➤ Excellent work by suppression personnel

### Percentage of Property Saved



### Fire Alarms compared to Actual Fires





# EMS Response Scorecard

## City-Wide

**Operational Performance Measure:** To measure the Response to EMS incidents City-wide.



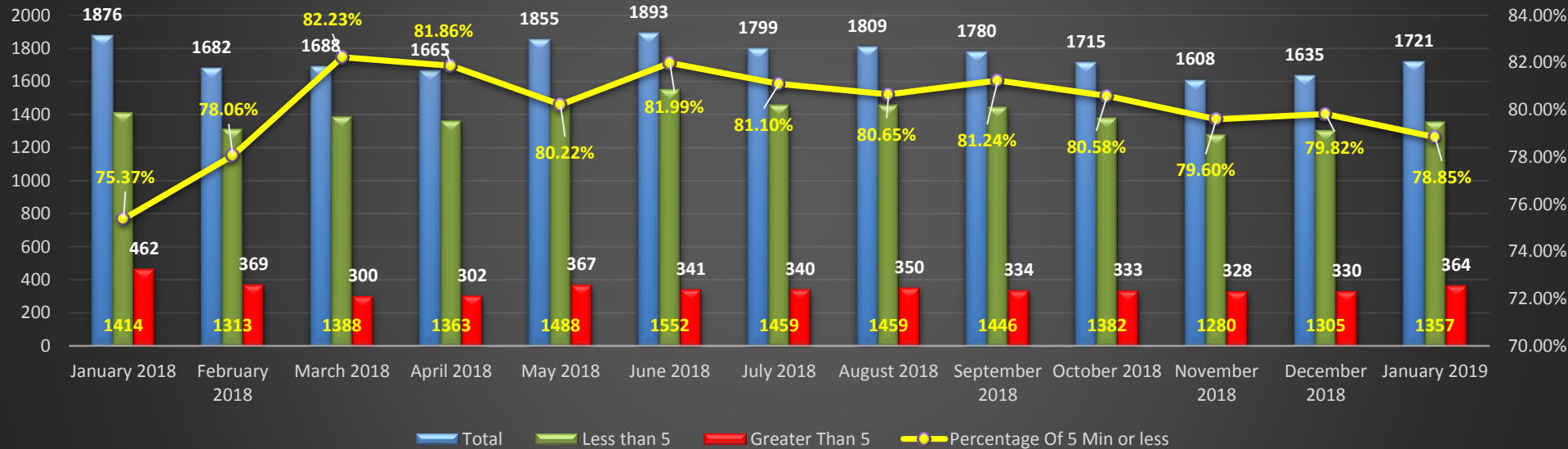
**Data Source:**  
Firehouse Software

**Current Period:**  
01/01/2019 - 01/31/2019

**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 5 minutes or less for First Responder calls - National Standard 1710 is at 90%.

### EMS Response City Wide



#### Analysis

➤ First responder(s) arrived on scene in five minutes or less just under 79% of the time.

#### Recommendations

➤ Assess any challenges that exist with meeting NFPA standard for EMS call response.

#### Impact

➤ Sustainment of efficient EMS delivery which allows us as a department to have a positive impact on patient survivability.

# Fire Response Scorecard

## District 1

**Operational Performance Measure:** To measure the Response time of 4 firefighters or 1 Engine according ISO standards.

**Data Source:** Firehouse Software

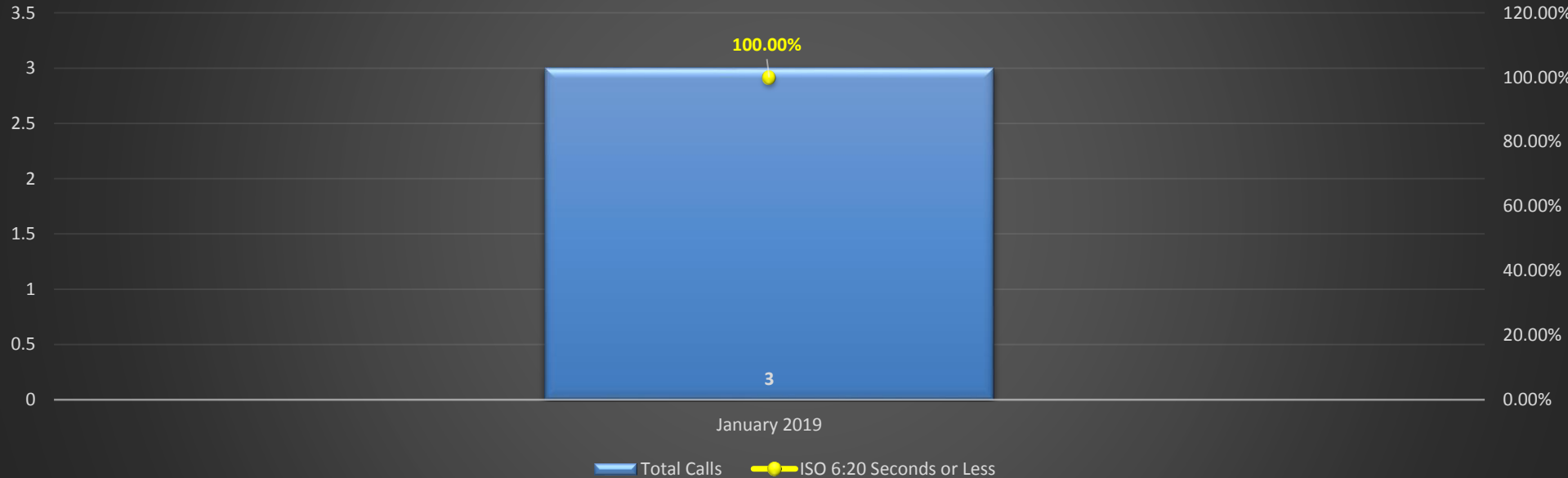
**Current Period:**  
01/01/2019 - 01/31/2019



**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 1 Engine in 6:20 minutes (ISO) 90% of time

### First Engine Response in District 1 Area



#### Analysis

#### Recommendations

#### Impact

➤ Outstanding work, District 1.

Continue to reiterate the importance of response time compliance.

➤ **Life safety stabilization**

# EMS Response Scorecard

## District 1

**Operational Performance Measure:** To measure the Response to EMS incidents City-wide.



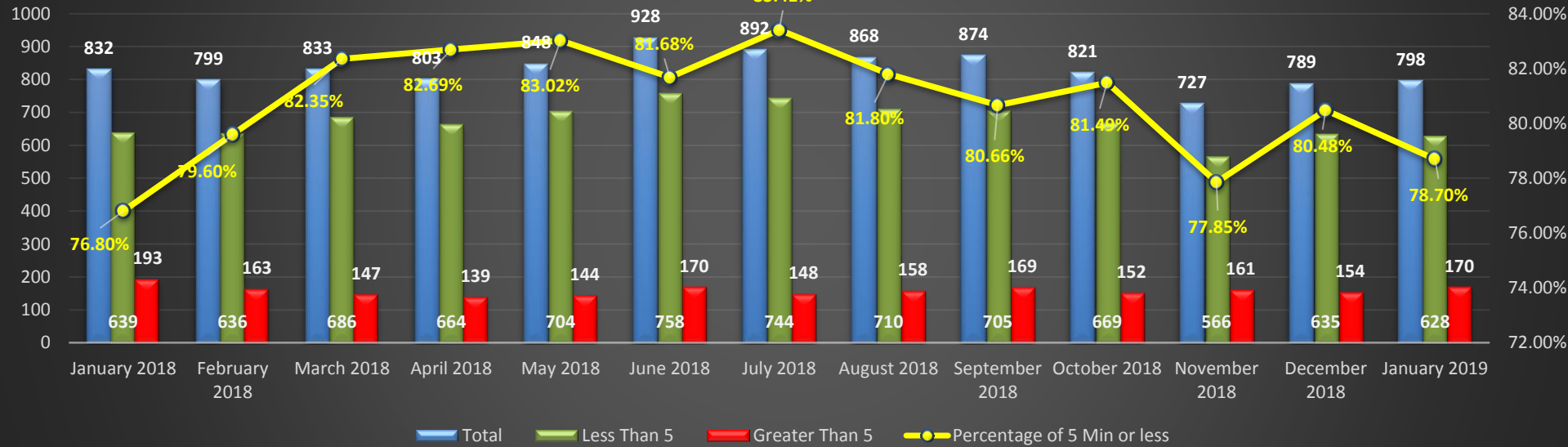
**Data Source:**  
Firehouse Software

**Current Period:**  
01/01/2019 - 01/31/2019

**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 5 minutes or less for First Responder calls - National Standard 1710 is at 90%.

### First EMS Response in District 1 Area



#### Analysis

➤ First responder(s) arrived on scene in five minutes or less 78.70% of the time.

#### Recommendations

➤ Continue to re-emphasize importance of EMS responses to members of suppression.

#### Impact

➤ Sustainment of efficient EMS delivery which allows us as a department to have a positive impact on patient survivability.

# Fire Response Scorecard

## District 2

**Operational Performance Measure:** To measure the Response time of 4 firefighters or 1 Engine according ISO standards.

**Data Source:** Firehouse Software

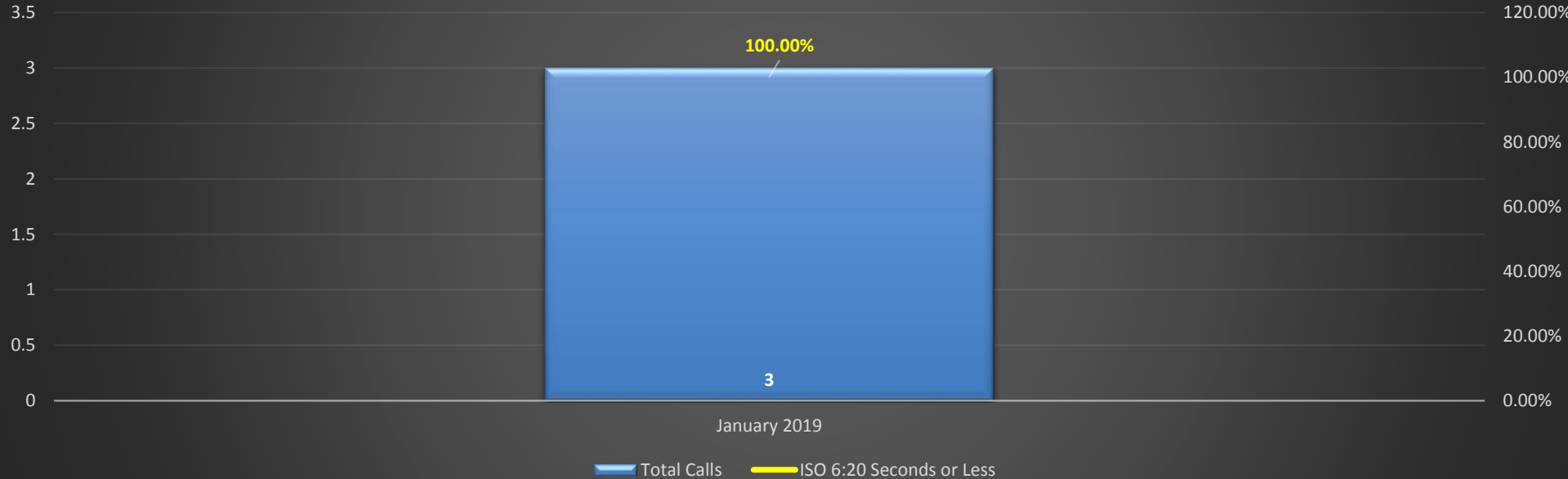
**Current Period:**  
01/01/2019 - 01/31/2019



**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 1 Engine in 6:20 minutes (ISO) 90% of time

### First Engine Response in District 2 Area



#### Analysis

#### Recommendations

#### Impact

➤ Outstanding work, District 2

Maintain proficiency.

➤ Effective emergency response.

# EMS Response Scorecard

## District 2

**Operational Performance Measure:** To measure the Response to EMS incidents City-wide.



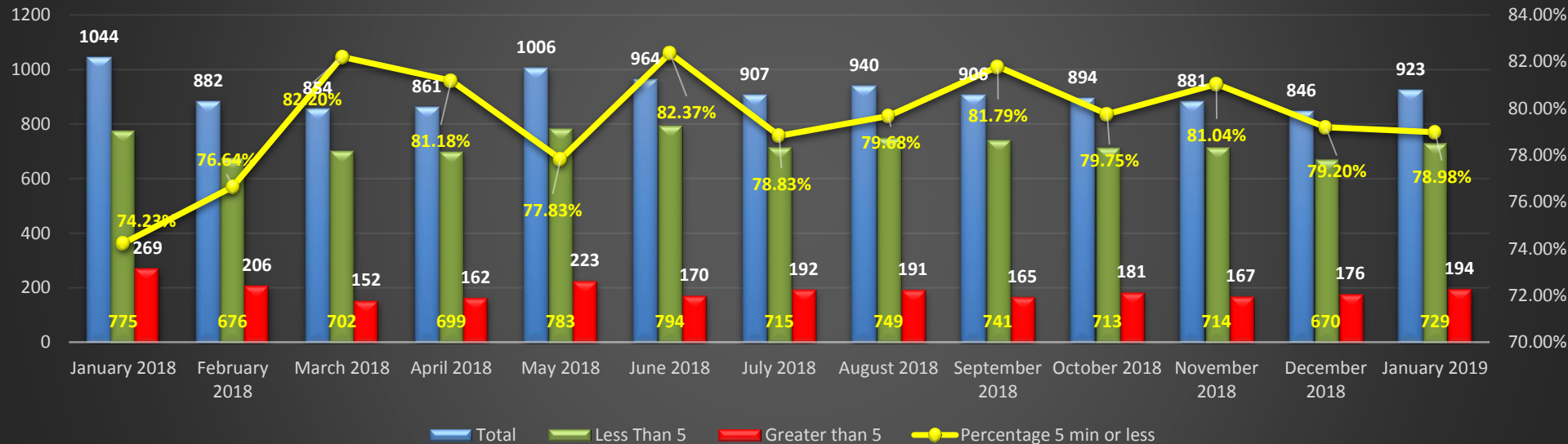
**Data Source:**  
Firehouse Software

**Current Period:**  
01/01/2019 - 01/31/2019

**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 5 minutes or less for First Responder calls - National Standard 1710 is at 90%.

### First EMS Response in District 2 Area



#### Analysis

➤ 4 point increase in performance when compared to same period last year.

#### Recommendations

➤ Continue to re-emphasize importance of EMS responses to members of suppression.

#### Impact

➤ Sustainment of efficient EMS delivery which allows us as a department to have a positive impact on patient survivability.

# Fire Response Scorecard

## Tour A

**Operational Performance Measure:** To measure the Response time of 4 firefighters or 1 Engine according to ISO standards.

**Data Source:** Firehouse Software

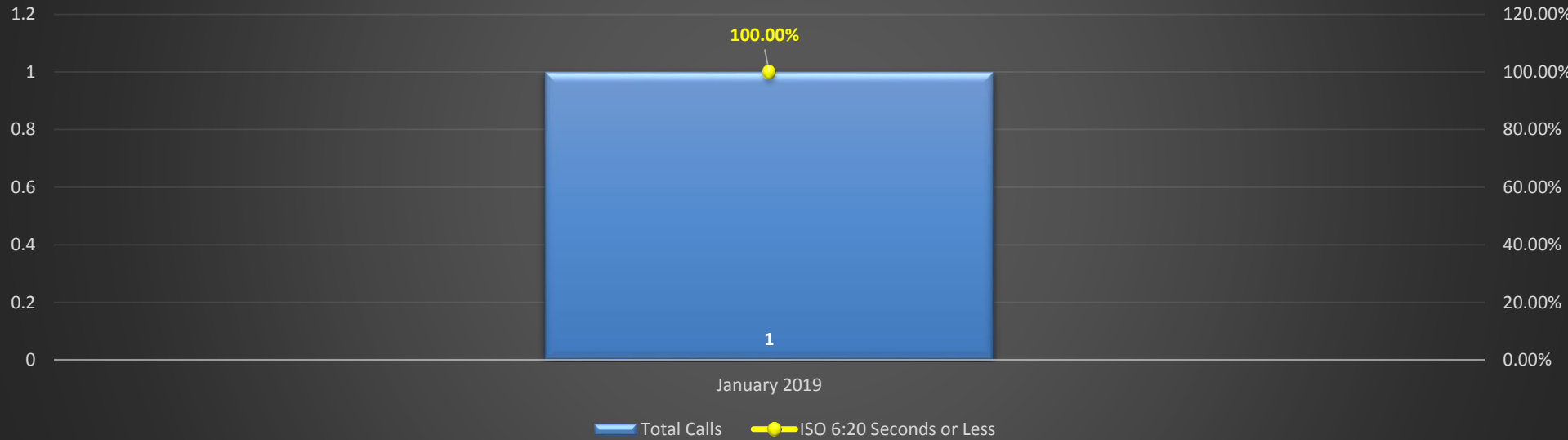
**Current Period:**  
01/01/2019 - 01/31/2019



**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 1 Engine in 6:20 minutes (ISO) 90% of time

### First Engine Response Tour A



#### Analysis

#### Recommendations

#### Impact

➤ Excellent work, Tour A.

Reiterate the importance of safely responding to calls for service in the allotted time period.

➤ Effective emergency response.

# EMS Response Scorecard

## Tour A

**Operational Performance Measure:** To measure the Response to EMS incidents City-wide.



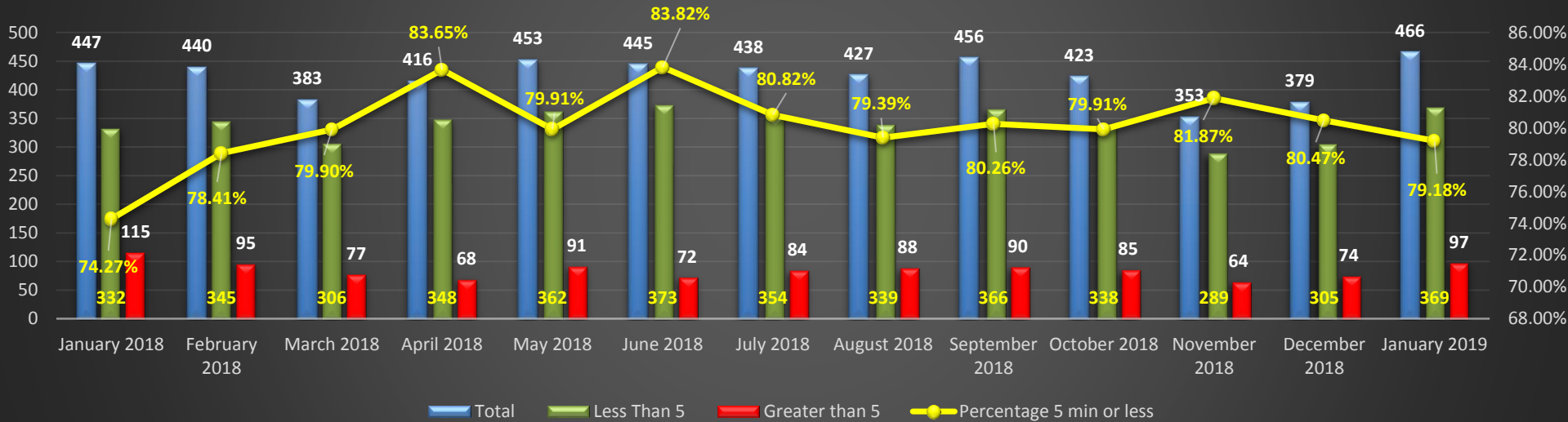
**Data Source:**  
Firehouse Software

**Current Period:**  
01/01/2019 - 01/31/2019

**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 5 minutes or less for First Responder calls - National Standard 1710 is at 90%.

### First EMS Response Tour A



#### Analysis

➤ Responded to more calls for service than the same period last year. 5 point increase in performance as well.

#### Recommendations

➤ Continue to re-emphasize importance of EMS responses to members of suppression.

#### Impact

➤ Sustainment of efficient EMS delivery which allows us as a department to have a positive impact on patient survivability.

# Fire Response Scorecard

## Tour B

**Operational Performance Measure:** To measure the Response time of 4 firefighters or 1 Engine according ISO standards.

**Data Source:** Firehouse Software

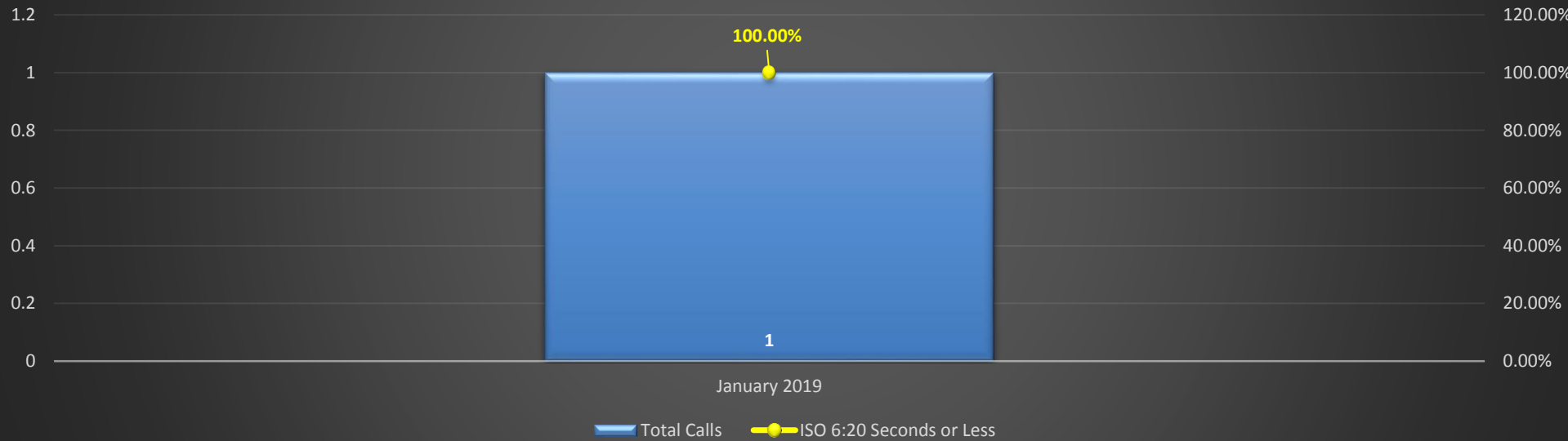
**Current Period:**  
01/01/2019 - 01/31/2019



**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 1 Engine in 6:20 minutes (ISO) 90% of time

### First Engine Response Tour B



#### Analysis

#### Recommendations

#### Impact

Outstanding work, Tour B.

➤ Maintain efficiency.

➤ Effective emergency response.



# EMS Response Scorecard

## Tour B

**Operational Performance Measure:** To measure the Response to EMS incidents City-wide.



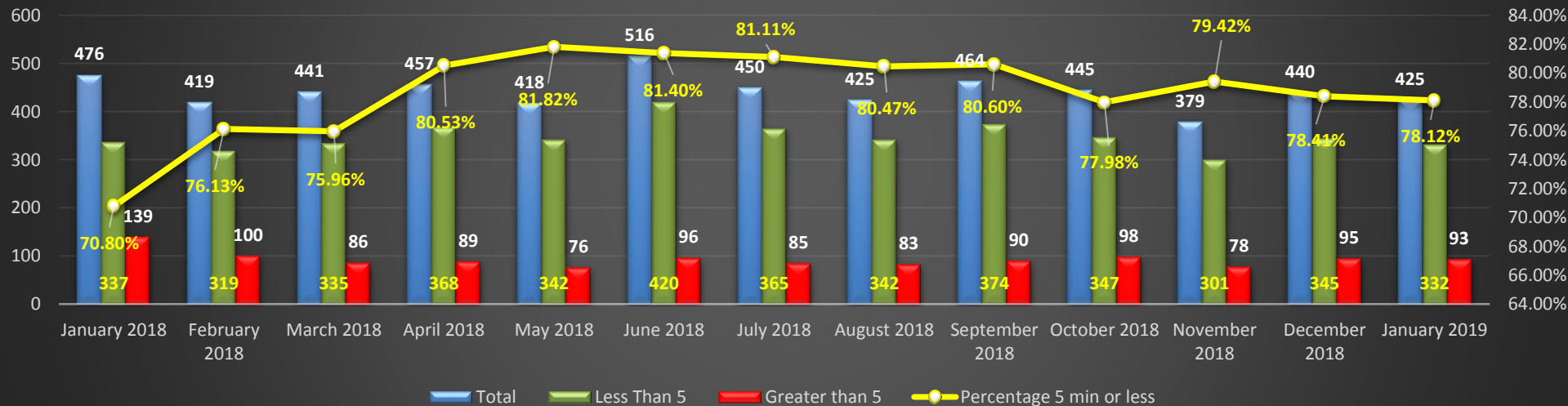
**Data Source:**  
Firehouse Software

**Current Period:**  
01/01/2019 - 01/31/2019

**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 5 minutes or less for First Responder calls - National Standard 1710 is at 90%.

### First EMS Response Tour B



#### Analysis

➤ Responded to less EMS calls when compared to same period last year but had a higher completion percentage by 8 points.

#### Recommendations

➤ Continue to re-emphasize importance of EMS responses to members of suppression.

#### Impact

➤ Sustainment of efficient EMS delivery which allows us as a department to have a positive impact on patient survivability.

# Fire Response Scorecard

## Tour C

**Operational Performance Measure:** To measure the Response time of 4 firefighters or 1 Engine according ISO standards.

**Data Source:** Firehouse Software

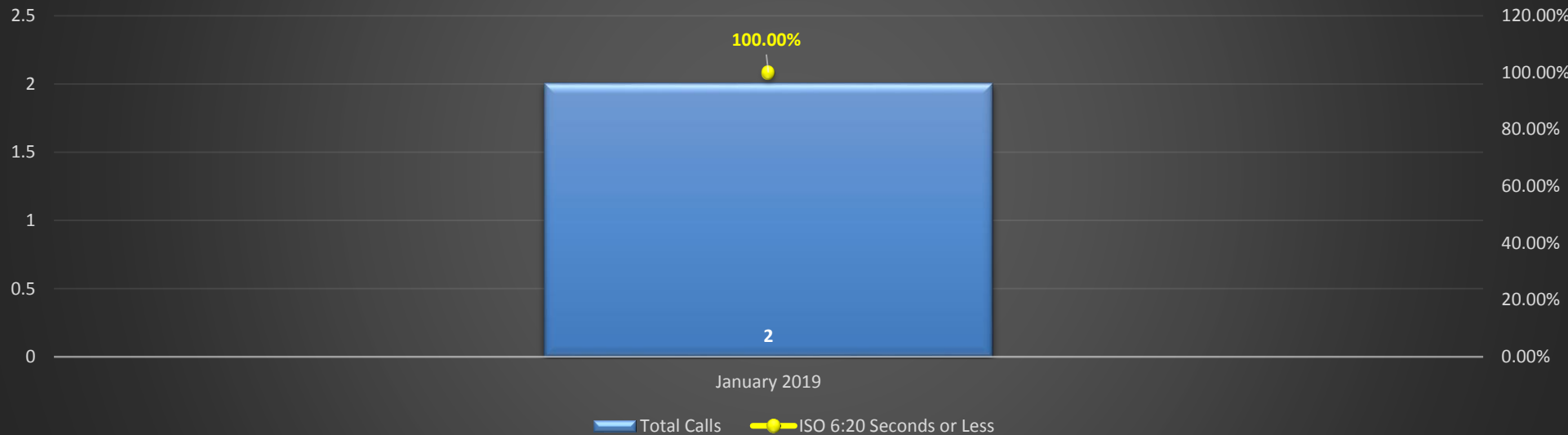
**Current Period:**  
01/01/2019 - 01/31/2019



**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 1 Engine in 6:20 minutes (ISO) 90% of time

### First Engine Response Tour C



#### Analysis

#### Recommendations

#### Impact

➤ Outstanding work, Tour C

Reiterate the continued expectation of compliance.

➤ Efficiency of emergency response.

# EMS Response Scorecard

## Tour C

**Operational Performance Measure:** To measure the Response to EMS incidents City-wide.



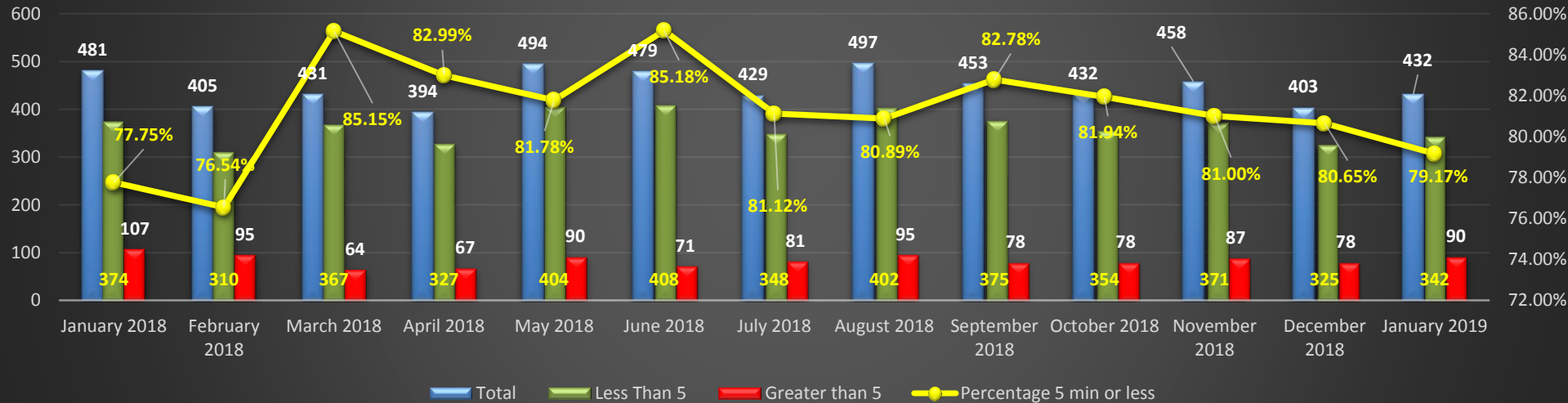
**Data Source:**  
Firehouse Software

**Current Period:**  
01/01/2019 - 01/31/2019

**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 5 minutes or less for First Responder calls - National Standard 1710 is at 90%.

### First EMS Response Tour C



#### Analysis

➤ Tour C responded to less calls for EMS service when compared to same period last year and increased compliance percentage by 2 points.

#### Recommendations

➤ Continue to re-emphasize importance of EMS responses to members of suppression.

#### Impact

➤ Sustainment of efficient EMS delivery which allows us as a department to have a positive impact on patient survivability.

# Fire Response Scorecard

## Tour D

**Operational Performance Measure:** To measure the Response time of 4 firefighters or 1 Engine according ISO standards.

**Data Source:** Firehouse Software

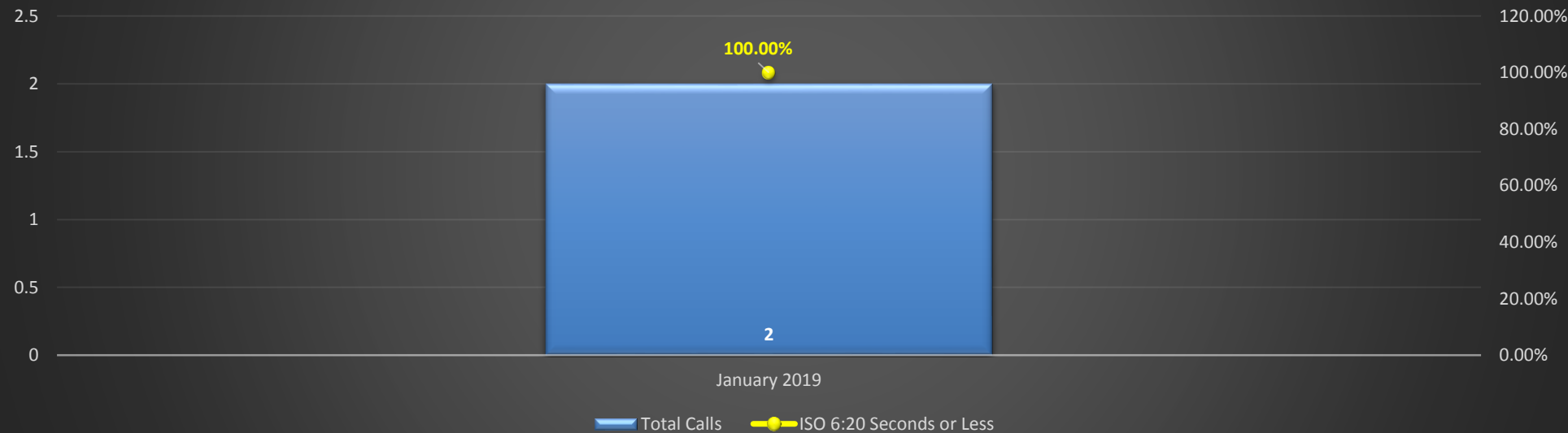
**Current Period:**  
01/01/2019 - 01/31/2019



**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 1 Engine in 6:20 minutes (ISO) 90% of time

### First Engine Response Tour D



#### Analysis

#### Recommendations

#### Impact

➤ Great job Tour D

Conduct performance analysis.

➤ Life safety incident stabilization.

# EMS Response Scorecard

## Tour D

**Operational Performance Measure:** To measure the Response to EMS incidents City-wide.



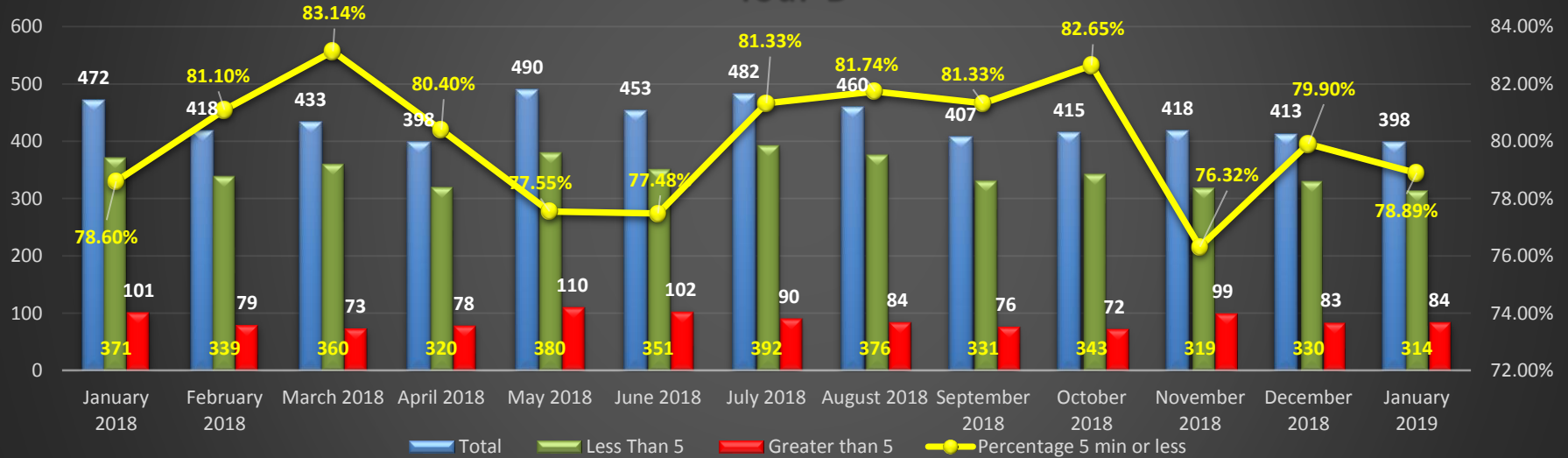
**Data Source:**  
Firehouse Software

**Current Period:**  
01/01/2019 - 01/31/2019

**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 5 minutes or less for First Responder calls - National Standard 1710 is at 90%.

### First EMS Response Tour D



#### Analysis

➤ Responded to less calls for service when compared to same period last year; however, compliance has increased.

#### Recommendations

Continue to reiterate the importance of compliance.

#### Impact

➤ Sustainment of efficient EMS delivery which allows us as a department to have a positive impact on patient survivability.

# COMMUNITY RISK REDUCTION – **FIRE MARSHAL OFFICE**



"Goal Oriented, Results Driven"

# Performance Scorecard

## Community Risk Reduction Division -FM



**Operational Performance Measure:** Efficient Deployment of resources to support code enforcement and fire prevention initiatives that reduce avoidable incidents.

**HFD Strategic Priorities:**  
Provide Quality Code enforcement

**Performance Target –** Risk in the community are minimized through a proactive code enforcement and public education program, respectively.

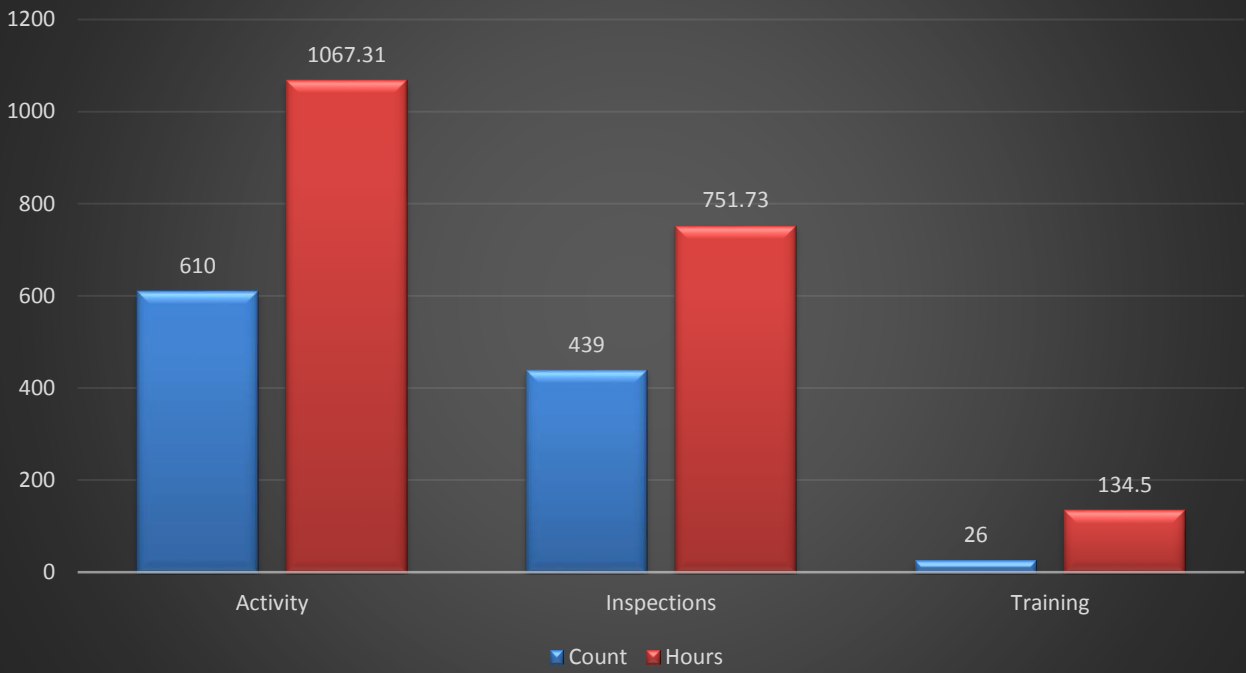
**Data Source:** HFD Firehouse Software

**Current Period:** 01/01/2019 - 01/31/2019

### HISTORICAL ANALYSIS

Reporting Period	Violations		
	Violations Found	Violations Cleared	
01/19	560	369	

### Fire Marshal Office



### Attendance

Total Hours Working:	1953.54	Off Duty:	824
Total Hours on Duty	2163.25	Percentage Account For:	90.31%

### Recommendations

- ✓ Outstanding work for FMO.

### Impact

- Reduction of risks in the community as it pertains to our external stakeholders.



# Performance Scorecard

## Community Risk Reduction Division -FM

**Operational Performance Measure:** Decrease avoidable incidents within the City of Hartford.

**Data Source:**  
Firehouse Software

**Current Period:**  
01/01/2019 - 01/31/2019

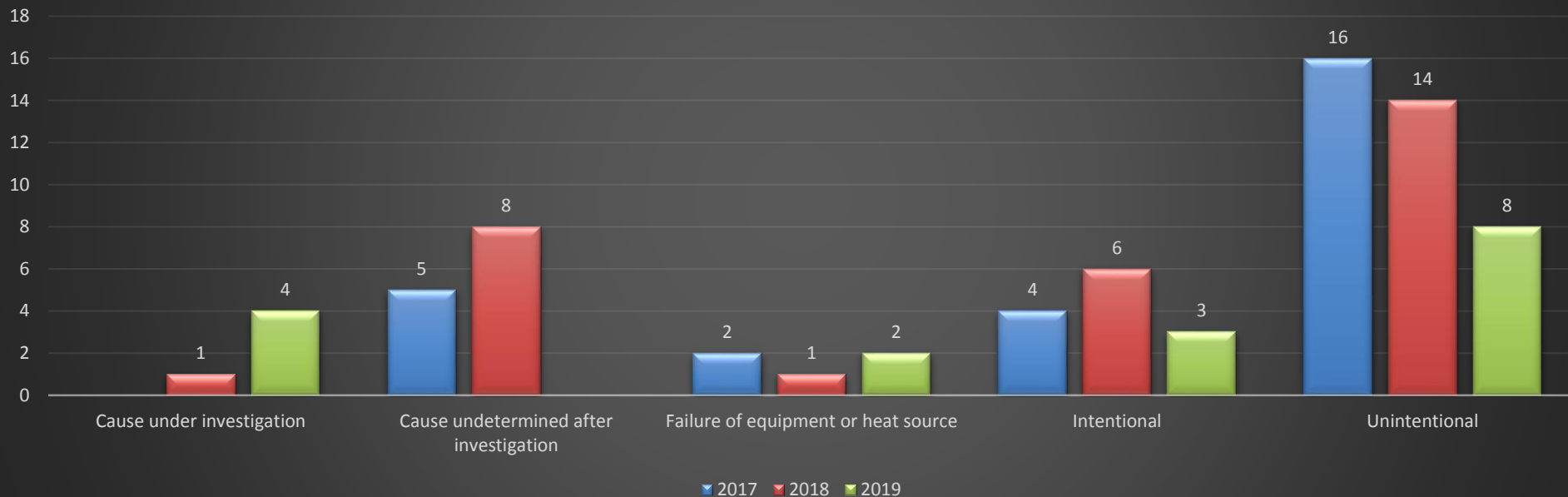


**HFD Strategic Priorities:**

Provide Quality Code Enforcement, Public Education, & Community Engagement

**Performance Target –** Show a 30% decrease in fires by end of FY2019.

### Cause of Fire Month of January



### Analysis

➤ Intentionally set fires continue to trend down when compared to 2017 and 2018. There were 50% less fires in this month when compared to same month in 2017 & 2018.

### Recommendations

✓ Assess effectiveness of community risk reduction program.

### Impact

- Minimization of conflagrations in all parts of the city that are adversely impacted.



# COMMUNITY RISK REDUCTION – SPECIAL SERVICES UNIT



"Goal Oriented, Results Driven"

# Performance Scorecard

## Community Risk Reduction Division -SSU

**Operational Performance Measure:** Decrease avoidable incidents within the City of Hartford.



**HFD Strategic Priorities:**  
Provide Public Education, & Community Engagement

**Performance Target –** Reduction in Residential Structure Fires by 20% by 1<sup>st</sup> Quarter 2019.

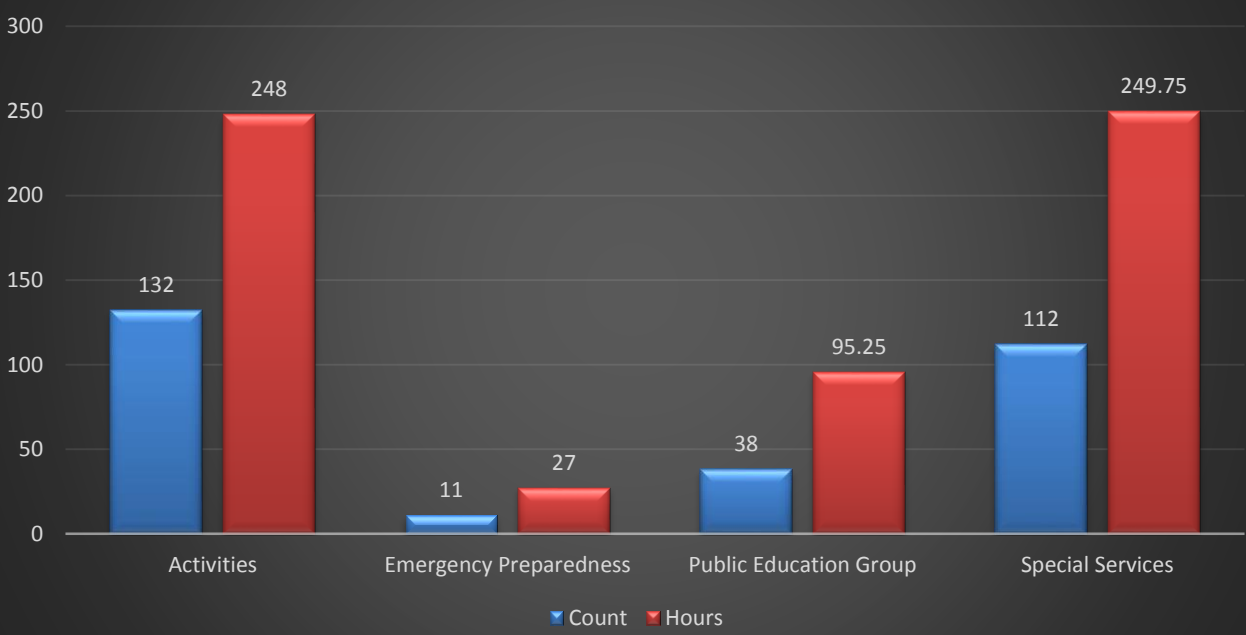
**Data Source:** HFD Firehouse Software

**Current Period:** 01/01/2019 - 01/31/2019

### HISTORICAL ANALYSIS

Reporting Period	01/19		
Total Activities	293		
Total Adults	1614		
Total Children	776		
Smoke Detector	70		
Car Seats	4		

### Special Services



### Attendance

Total Hours Working:	620	Off Duty:	50
Total Hours on Duty:	619.5	Percentage Account For:	100.08%

### Recommendations

Excellent work, SSU. 100.08% attendance compliance?

### Impact

Community is receiving adequate public fire & life safety education. Partnership with FMO has to be enhanced.

# TRAINING DIVISION



"Goal Oriented, Results Driven"

# Performance Scorecard

## Training Division

**Operational Performance Measure:** Internal / External Stakeholder Engagement – Increase public /personnel awareness about the City of Hartford Fire Department.



**HFD Strategic Priorities:**  
Provide Mandated Training to Hartford Fire Department Personnel

**Performance Target** – Adequately train members of the HFD in proficiency topics that assist with sharpening knowledge, skills, and abilities.

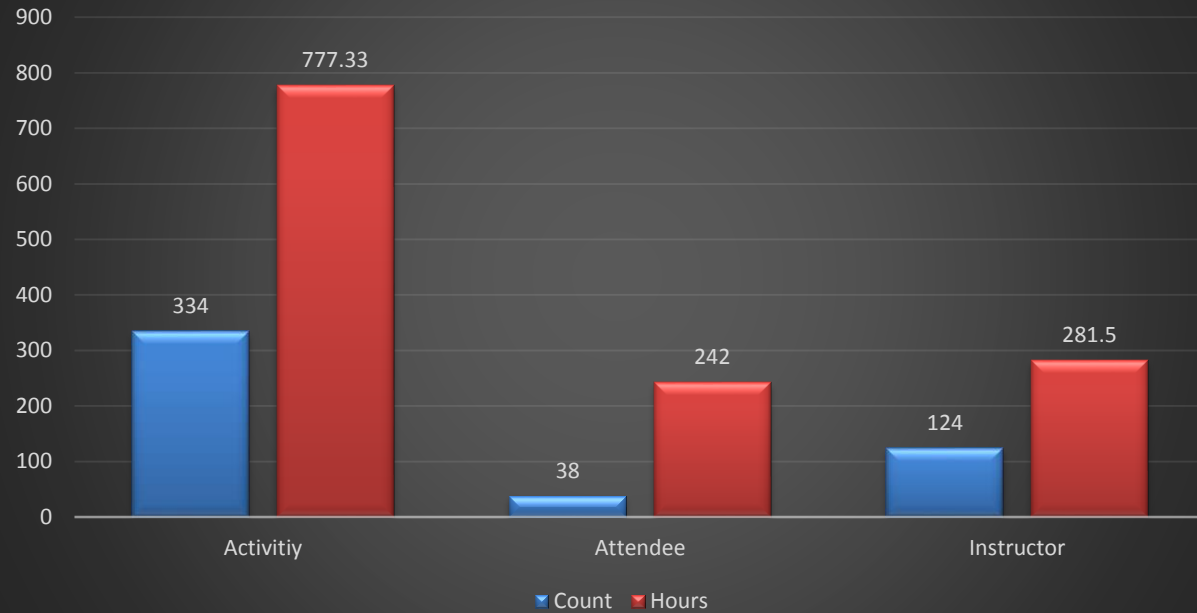
**Data Source:** HFD Firehouse Software

**Current Period:** 01/01/2019 – 01/31/2019

### HISTORICAL ANALYSIS



### Training Division



### Attendance

### Recommendations

### Impact

<b>Total Working Hours:</b>	<b>1300.83</b>	<b>Total Hours Off:</b>	<b>300</b>
<b>Total Hours on Duty:</b>	<b>1482</b>	<b>Hours Accounted For:</b>	<b>87.78%</b>

Why is time accounted for not at the required 90%?

- Workforce that is compliant with ISO and CONOSHA requirements.

# EQUIPMENT MAINTENANCE DIVISION



**"Goal Oriented, Results Driven"**



# Performance Scorecard

## Equipment Maintenance Division

**Operational Performance Measure:** Internal / External Stakeholder Engagement – Increase public /personnel awareness about the City of Hartford Fire Department.



**HFD Strategic Priorities:**  
Provide Quality & Timely Equipment Maintenance to All Apparatus/Equipment

**Performance Target** – Respond in a timely manner when sequestered by ESD/Support Services.

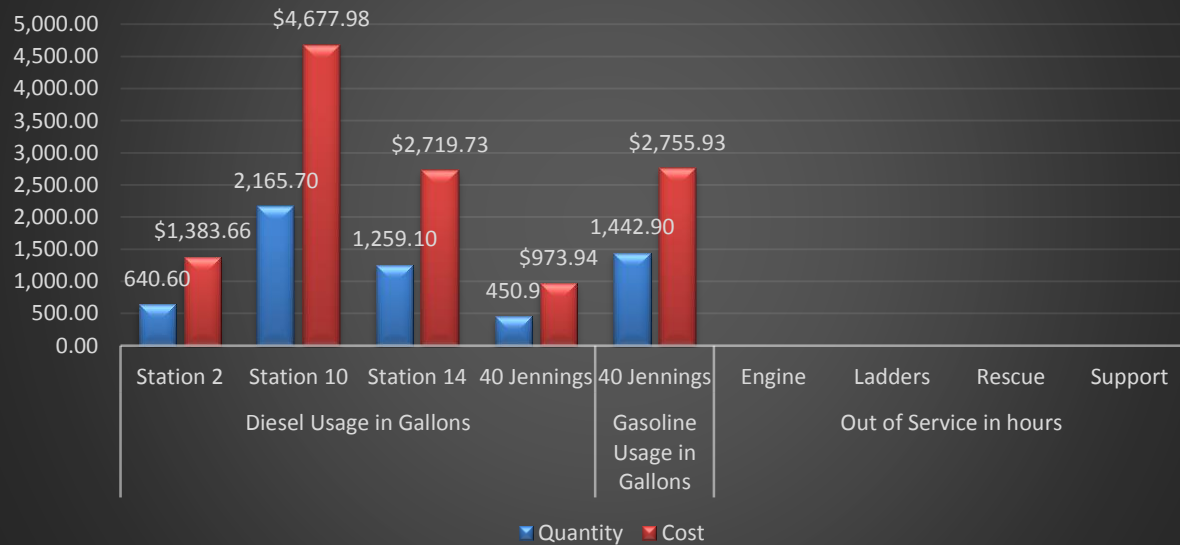
**Data Source:** HFD Firehouse Software

**Current Period:** 01/01/2019 – 01/31/2019

### HISTORICAL ANALYSIS

Reporting Period				
	Hose Testing	Aerial Testing	Ground Ladder Testing	Fit Test
01/19	0	0	0	0

### Equipment Maintenance Division January 2019



### Attendance

Total Working Hours:	1148	Total Hours Off:	100
Total Hours on Duty:	1277	Hours Accounted For:	89.90%

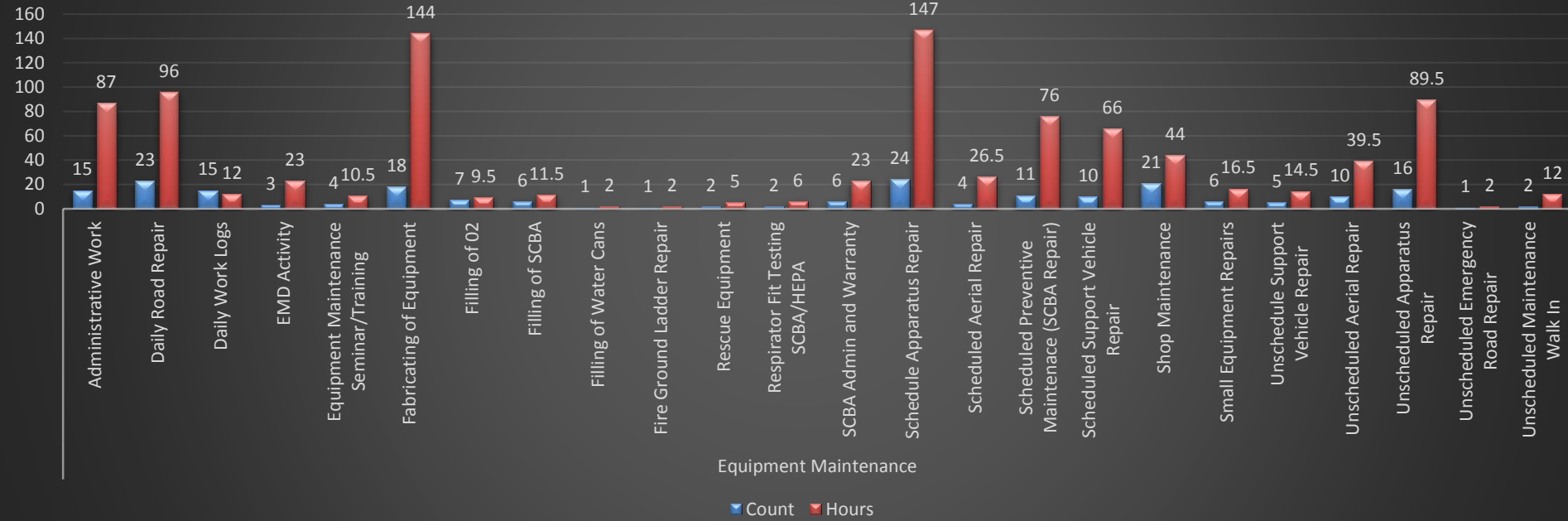
### Recommendations

➤ No out of service hours for apparatus this month?

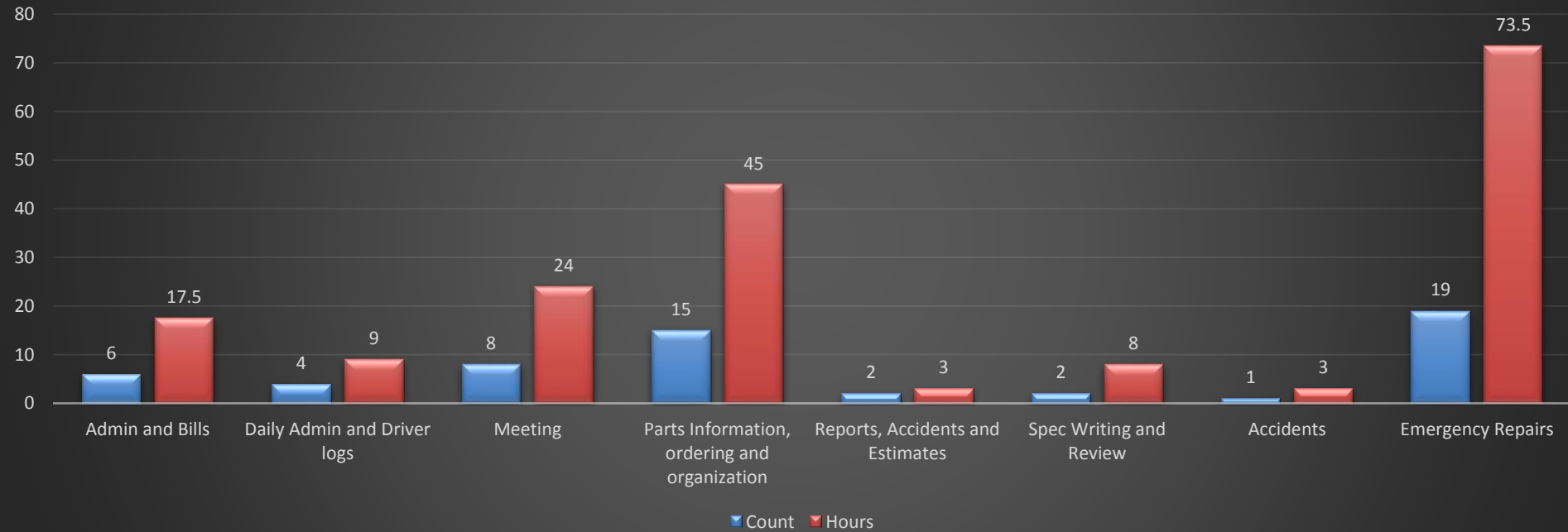
### Impact

- Safe repair and maintenance of fire department tools, equipment, and apparatus.

# Equipment Maintenance



# Equipment Maintenance



# F.A.C.T. DIVISION



"Goal Oriented, Results Driven"



# Performance Scorecard

## F.A.C.T. Division

**Operational Performance Measure: Internal / External Stakeholder Engagement** – Increase public /personnel awareness about the City of Hartford Fire Department.



**HFD Strategic Priorities:**  
Provide Quality I.T. & Technical Assistance to HFD

**Performance Target** – Mitigate a diverse portfolio of service calls.

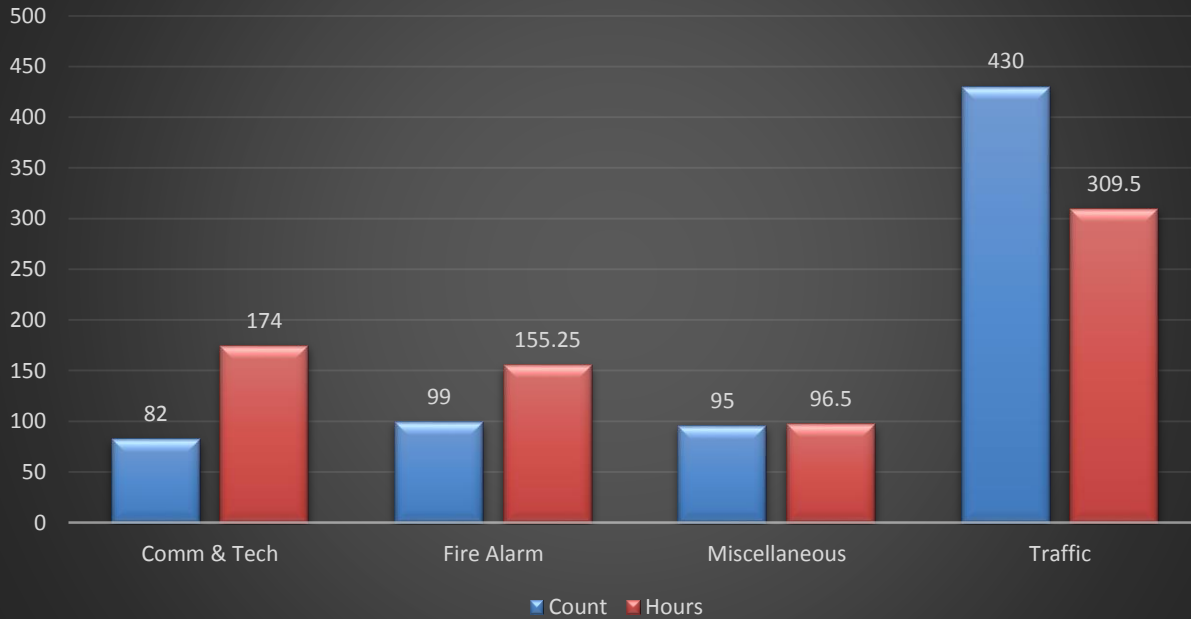
**Data Source:** HFD Firehouse Software

**Current Period:** 01/01/2019 – 01/31/2019

### HISTORICAL ANALYSIS

Reporting Period	Historical Analysis			
	Traffic	Comm & Tech	Training / Misc	Fire Alarm
01/19	430	82	95	99

### Fire Alarm Communications Technology



### Attendance

Total Working Hours:	735.25	Total Hours Off:	40
Total Hours on Duty:	788.5	Hours Accounted For:	93.25%

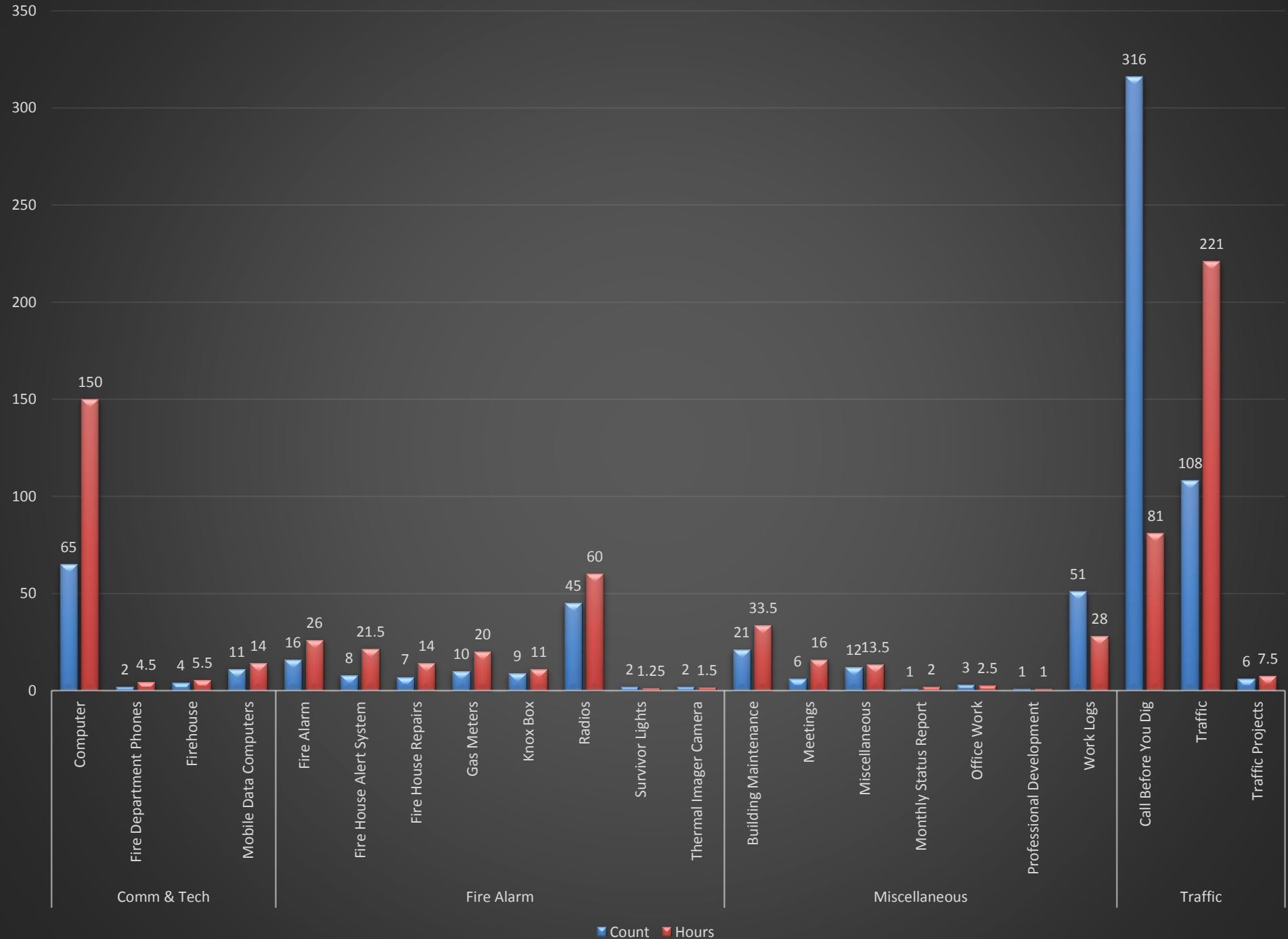
### Recommendations

✓ Excellent work.

### Impact

- IS&IT execution of relevant duties and responsibilities.

# Fire Alarm Communications Technology

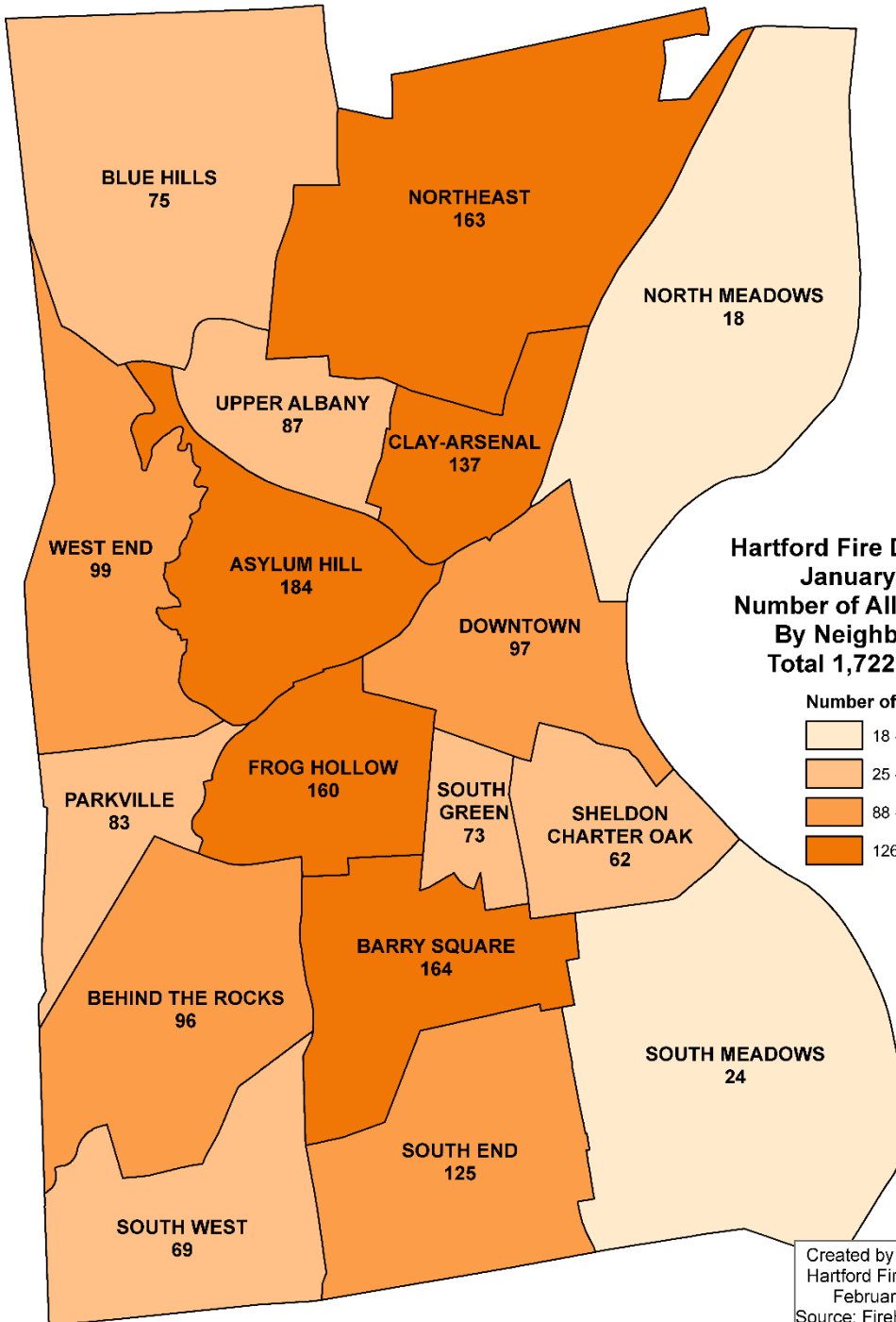


# EMERGENCY RESPONSE DATA



"Goal Oriented, Results Driven"

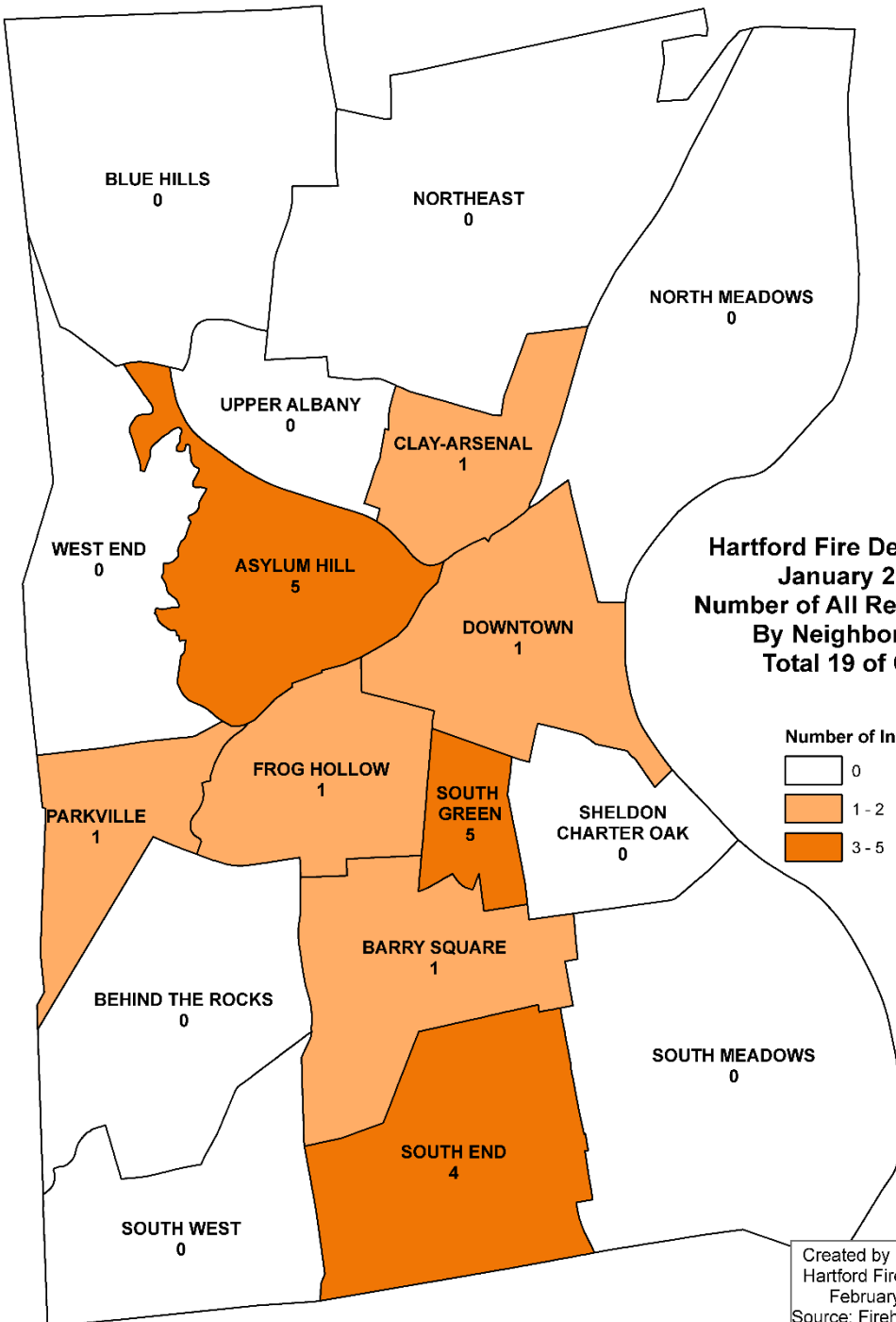
# EMS Calls January 2019



Created by Leandro Cieri  
Hartford Fire Department  
February 18, 2019  
Source: Firehouse Software  
Geocoded 1,716  
Not Geocoded: 7

Incident Type	Description	Incident Count
321	EMS call, excluding vehicle accident with injury	1097
311	Medical assist, assist EMS crew	431
324	Motor Vehicle Accident with no injuries	69
322	Motor vehicle accident with injuries	63
300	Rescue, EMS incident, other	56
323	Motor vehicle/pedestrian accident (MV Ped)	5
320	Emergency medical service, other	1

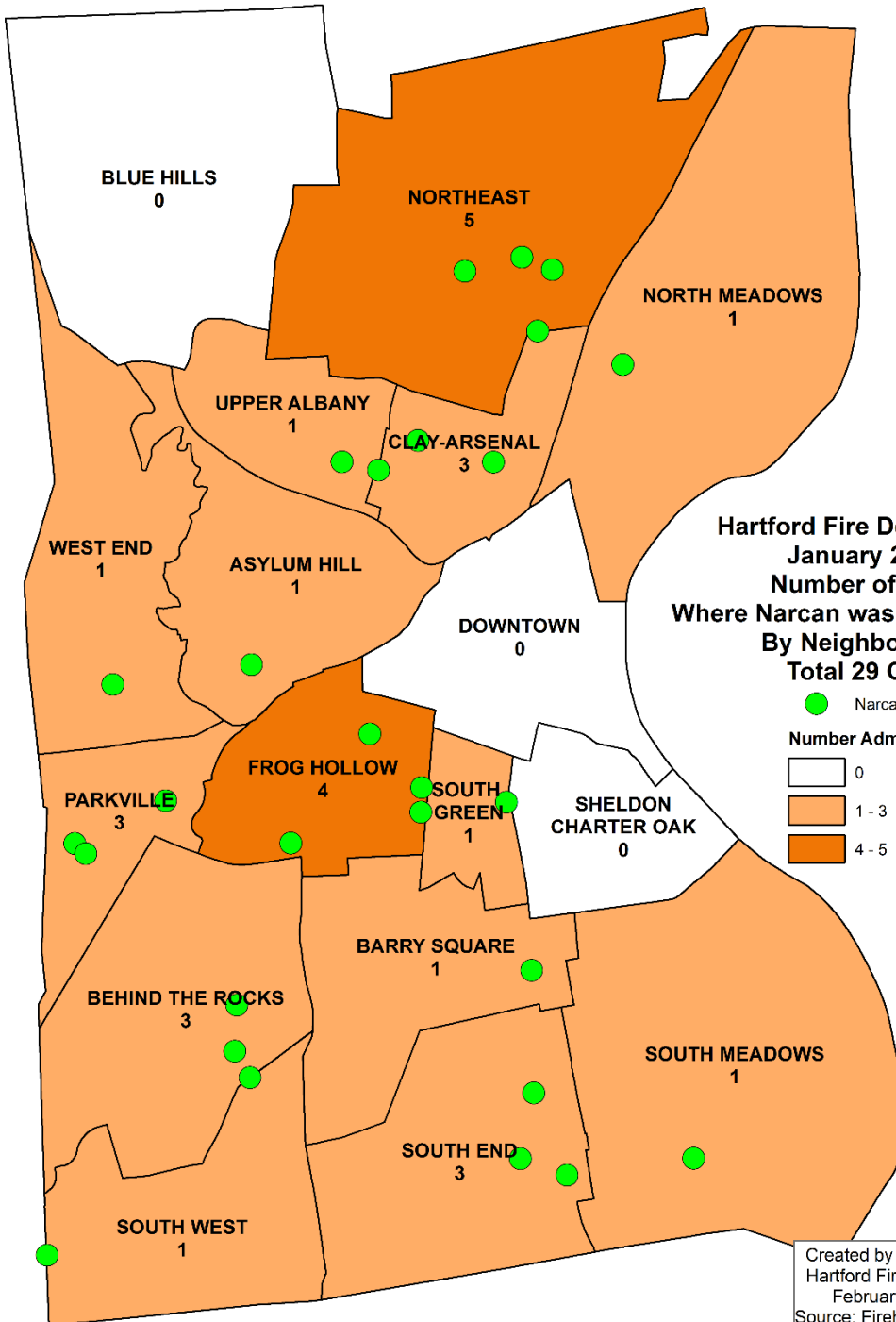
# Rescue Calls January 2019



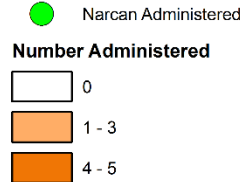
Created by Leandro Cieri  
Hartford Fire Department  
February 18, 2019  
Source: Firehouse Software  
Geocoded: 19  
Not Geocoded: 0

Incident Type	Description	Incident Count
353	Removal of victim(s) from stalled elevator	14
352	Extrication of victim(s) from vehicle	4
331	Lock-in (if lock out , use 511 )	1

# Narcan Administered January 2019

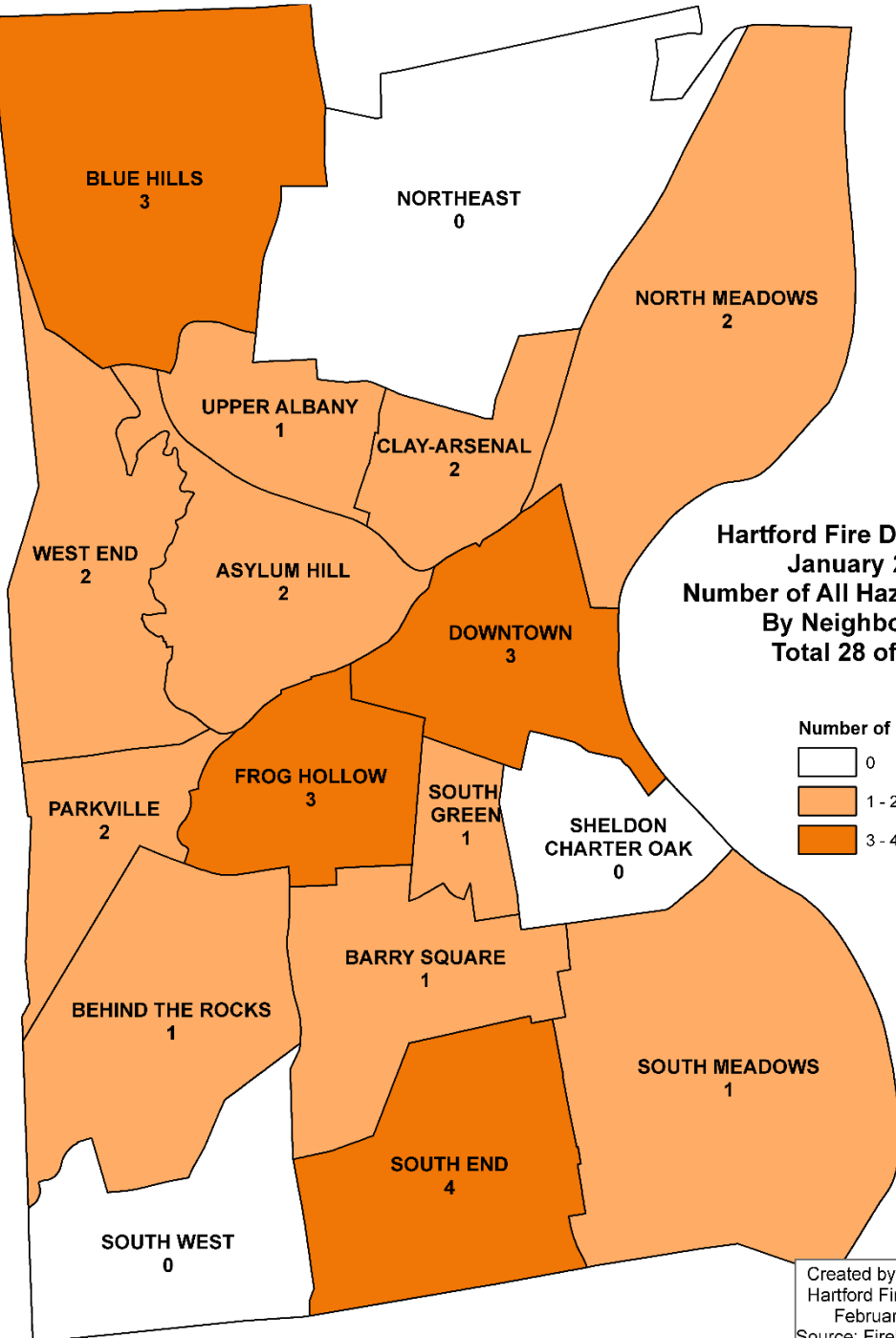


**Hartford Fire Department  
January 2019  
Number of Calls  
Where Narcan was Administered  
By Neighborhood  
Total 29 Calls**

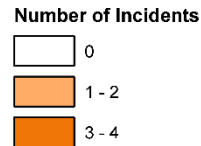


Created by Leandro Cieri  
Hartford Fire Department  
February 18, 2019  
Source: Firehouse Software  
Geocoded: 29  
Not Geocoded: 0

# Hazardous Materials January 2019



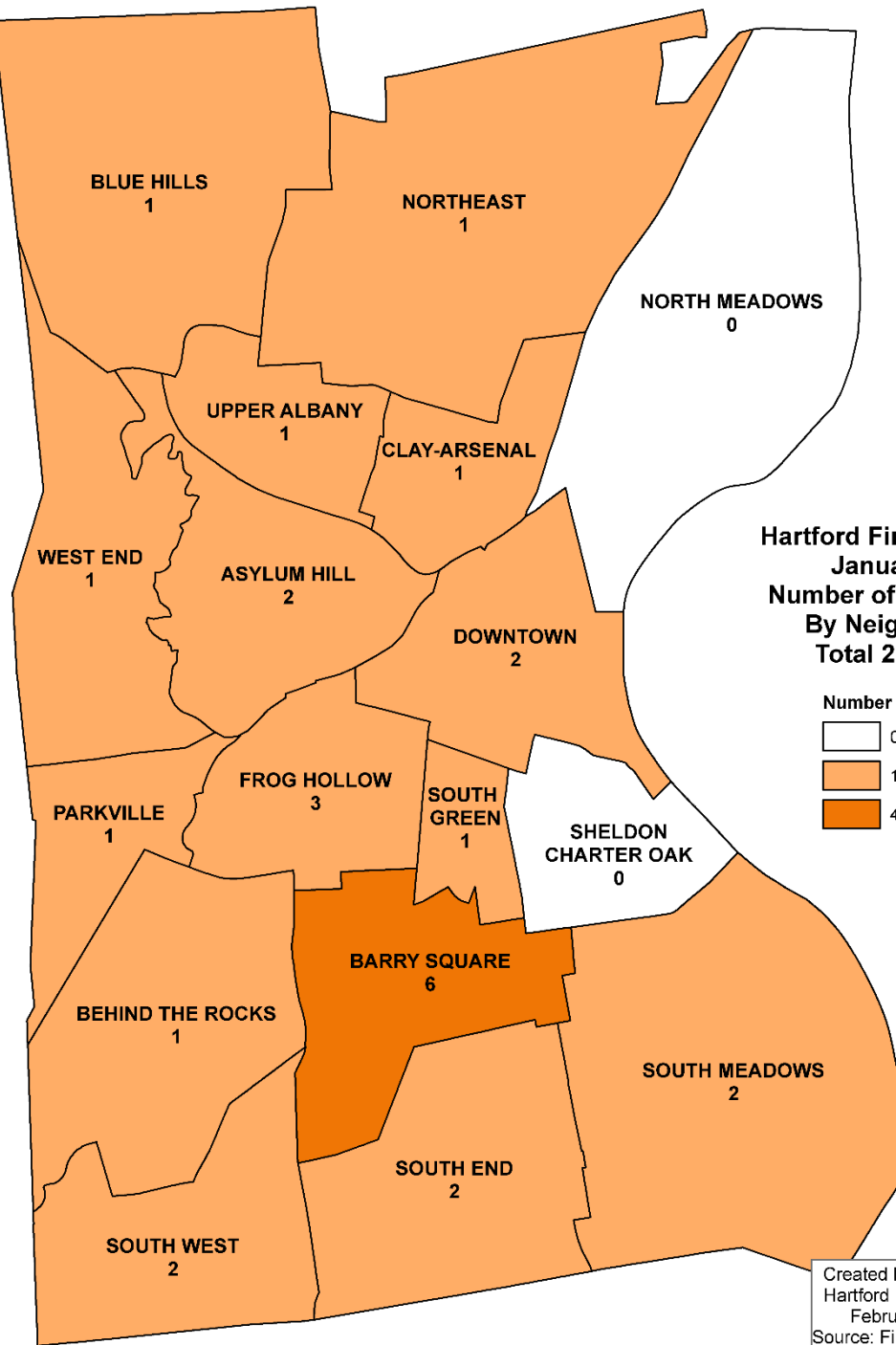
**Hartford Fire Department  
January 2019  
Number of All Hazardous Calls  
By Neighborhood  
Total 28 of Calls**



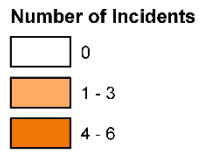
Created by Leandro Cieri  
Hartford Fire Department  
February 18, 2019  
Source: Firehouse Software  
Geocoded: 28  
Not Geocoded: 0

Incident Type	Description	Incident Count
400	Hazardous condition, Other	8
412	Gas leak (natural gas or LPG)	6
424	Carbon monoxide incident	4
411	Gasoline or other flammable liquid spill	3
410	Combustible/flammable gas/liquid condition, other	2
413	Oil or other combustible liquid spill	2
423	Refrigeration leak	1
451	Biological hazard, confirmed or suspected	1
422	Chemical spill or leak	1

# All Fires January 2019



**Hartford Fire Department  
January 2019  
Number of All Fire Calls  
By Neighborhood  
Total 27 of Calls**

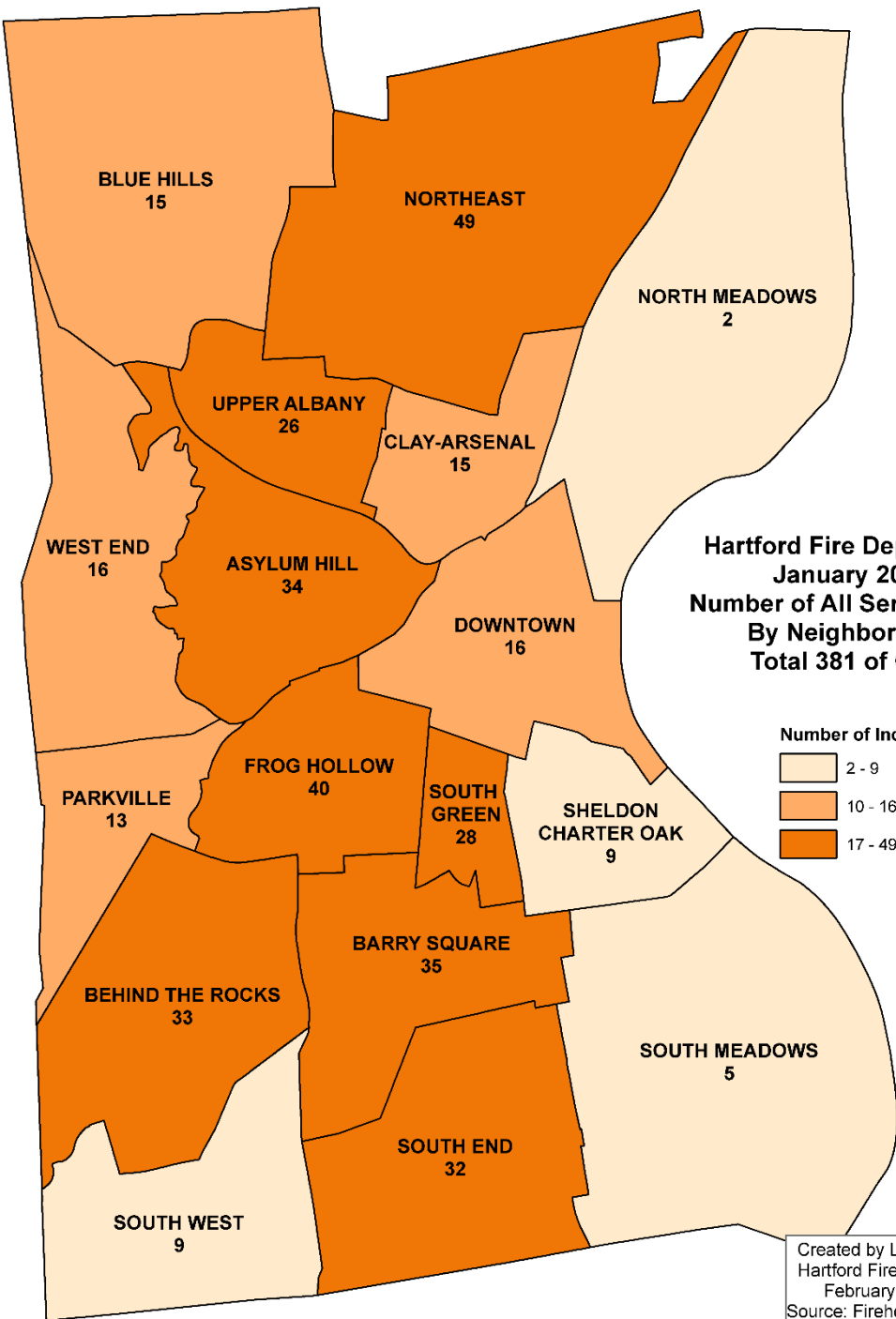


Incident Type	Description	Incident Count
111	Building fire	6
131	Passenger vehicle fire	6
151	Outside rubbish, trash or waste fire	3
118	Trash or rubbish fire, contained	3
116	Fuel burner/boiler malfunction, fire confined	2
150	Outside rubbish fire, Other	2
160	Special outside fire, Other	2
100	Fire, Other	2
142	Brush or brush-and-grass mixture fire	1

Created by Leandro Cieri  
Hartford Fire Department  
February 18, 2019  
Source: Firehouse Software  
Geocoded: 27  
Not Geocoded: 0



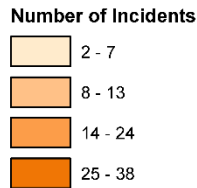
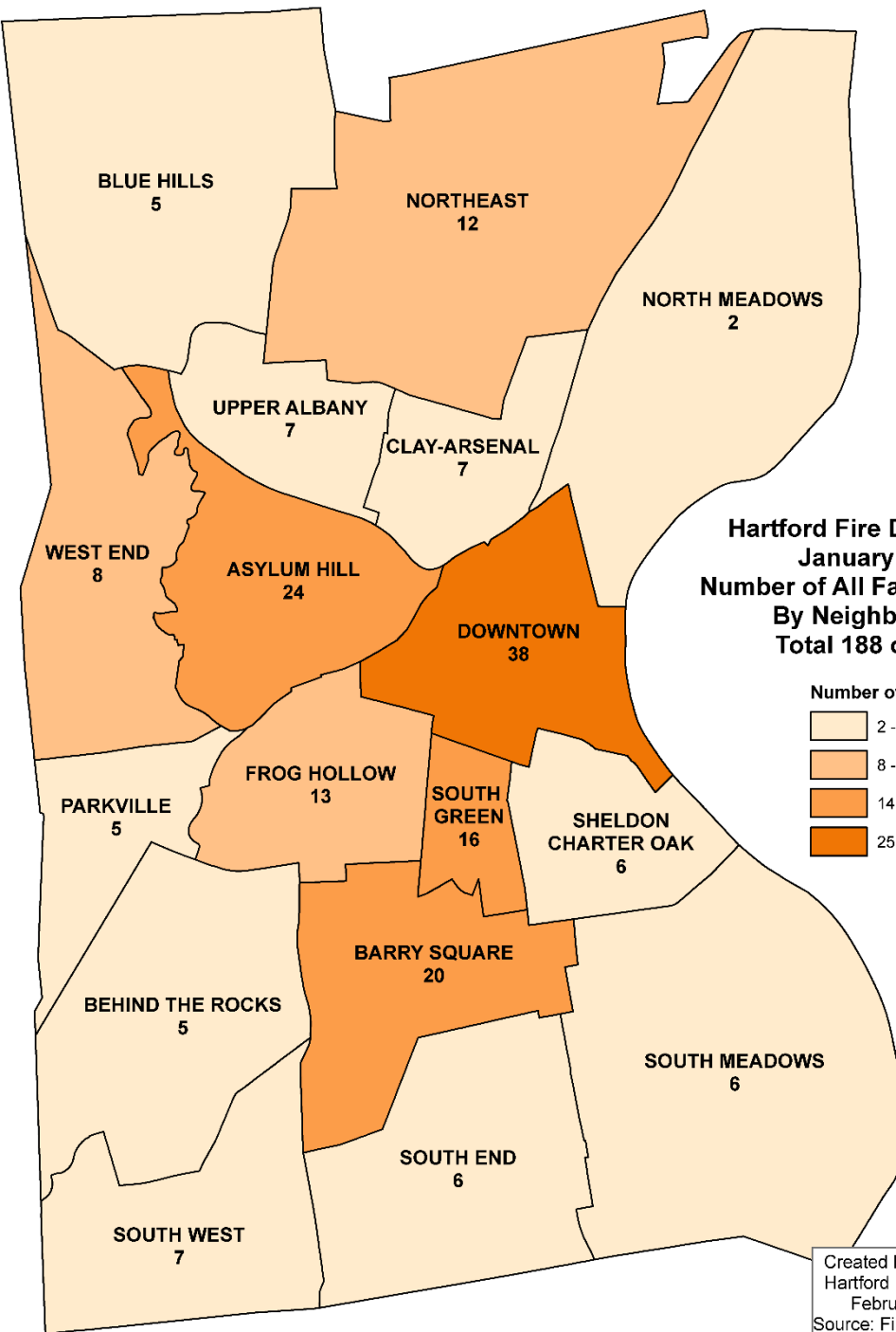
# Service Calls January 2019



Created by Leandro Cieri  
Hartford Fire Department  
February 18, 2019  
Source: Firehouse Software  
Geocoded: 377  
Not Geocoded: 4

Incident Type	Description	Incident Count
520	Water problem, Other	81
552	Police matter	73
500	Service Call, other	57
531	Smoke or odor removal	51
510	Person in distress, Other	34
553	Public service	20
550	Public service assistance, Other	17
511	Lock-out	14
551	Assist police or other governmental agency	6
440	Electrical wiring/equipment problem, Other	6
444	Power line down	6
522	Water or steam leak	5
554	Assist invalid	4
445	Arcing, shorted electrical equipment	3
442	Overheated motor	2
441	Heat from short circuit (wiring), defective/worn	2

# Fire Alarms January 2019



Created by Leandro Cieri  
Hartford Fire Department  
February 18, 2019  
Source: Firehouse Software  
Geocoded: 187  
Not Geocoded: 1

Incident Type	Description	Incident Count
745	Alarm system activation, no fire - unintentional	55
740	Unintentional transmission of alarm, Other	28
743	Smoke detector activation, no fire - unintentional	27
710	Malicious, mischievous false call, Other	20
744	Detector activation, no fire - unintentional	12
735	Alarm system sounded due to malfunction	10
741	Sprinkler activation, no fire - unintentional	9
700	False alarm or false call, Other	6
731	Sprinkler activation due to malfunction	5
736	CO detector activation due to malfunction	4
733	Smoke detector activation due to malfunction	4
714	Central station, malicious false alarm	3
746	Carbon monoxide detector activation, no CO	1
715	Local alarm system, malicious false alarm	1
711	Municipal alarm system, malicious false alarm	1
730	System malfunction, Other	1
712	Direct tie to FD, malicious false alarm	1

# Location of Structure Fires In Relationship to Fire Stations

Key	Incident Number	Response	Firefighter Fatality	Firefighter Injury	Civilian Fatality	Civilians Injured	Cause
0	19-0001041	0:03:42	0	0	0	0	Cigarette
1	19-0003031	0:04:47	0	0	0	0	Heat source: other
2	19-0004017	0:03:29	0	0	0	0	Cigarette
3	19-0012045	0:03:44	0	0	0 &lt;td&gt;0&lt;/td&gt;                 &lt;td&gt;0&lt;/td&gt;                 &lt;td&gt;0&lt;/td&gt;                 &lt;td&gt;Candle&lt;/td&gt;             &lt;/tr&gt;             &lt;tr&gt;             &lt;td&gt;4&lt;/td&gt;             &lt;td&gt;19-0021043&lt;/td&gt;             &lt;td&gt;0:04:44&lt;/td&gt;             &lt;td&gt;0&lt;/td&gt;             &lt;td&gt;0&lt;/td&gt;             &lt;td&gt;0&lt;/td&gt;             &lt;td&gt;0&lt;/td&gt;             &lt;td&gt;Undetermined&lt;/td&gt;             &lt;/tr&gt;             &lt;tr&gt;             &lt;td&gt;5&lt;/td&gt;             &lt;td&gt;19-0026084&lt;/td&gt;             &lt;td&gt;0:05:31&lt;/td&gt;             &lt;td&gt;0&lt;/td&gt;             &lt;td&gt;0&lt;/td&gt;             &lt;td&gt;0&lt;/td&gt;             &lt;td&gt;0&lt;/td&gt;             &lt;td&gt;Hot ember or ash&lt;/td&gt;             &lt;/tr&gt;         &lt;/tbody&gt;     &lt;/table&gt; </div <div data-bbox="0 87 1091 1478" data-label="Figure"> <p>Map showing the location of structure fires in relationship to fire stations. The map displays the city grid and fire station locations (E1, E2, E5, E8, E9, E10, E11, E14, E15, E16, HQ). Structure fire locations are marked with red numbers (0-5) and blue diamond icons indicating response times. A legend indicates that blue diamond icons represent response times of less than 6:20 seconds. A text box at the bottom right provides creation details: Created by Leandro Cieri, Hartford Fire Department, February 18, 2019, Source: Firehouse Software, Geocoded: 6, Not Geocoded: 0.</p> </div> <div data-bbox="730 1342 969 1478" data-label="Text"> <p>Created by Leandro Cieri      Hartford Fire Department      February 18, 2019      Source: Firehouse Software      Geocoded: 6      Not Geocoded: 0</p> </div>		

# QUESTIONS/COMMENTS



"Goal Oriented, Results Driven"