



City of Hartford
FIRE DEPARTMENT

FIRESTAT

April 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

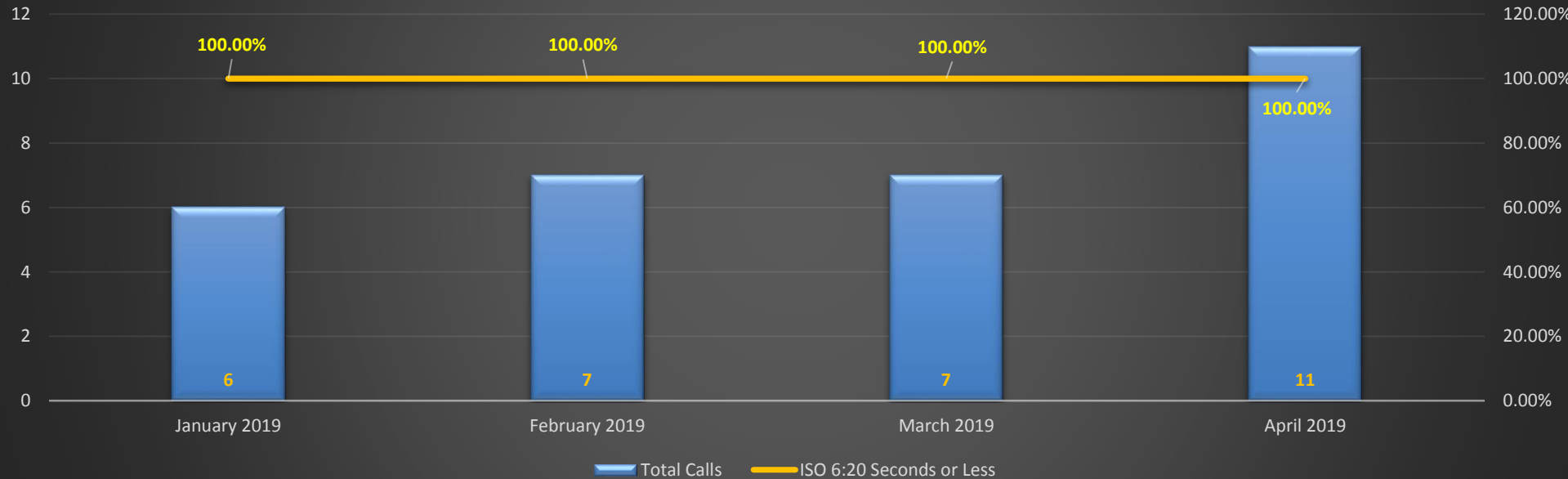
Current Period:
04/01/2019 - 04/30/2019



HFD Strategic Priorities:
Provide Quality Emergency Services

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

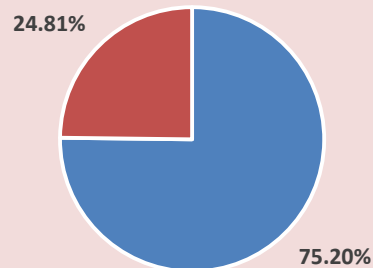
Structure Fires



Analysis

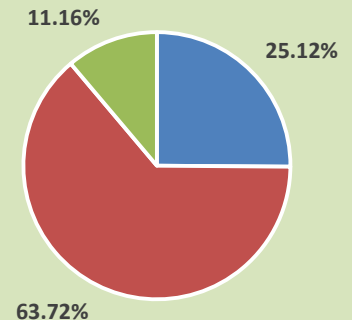
- Outstanding job by all four tours.
- Property saved is at an usual 75%. What fires contributed to this?
- Fire alarm malfunctions is unusually low and actual fires is up from a fire alarm perspective.

Percentage of Property Saved



■ Property Saved: ■ Property Loss:

Fire Alarms compared to Actual Fires



■ Fires ■ Fire Alarm Malfunctions ■ False Fire Alarms

EMS Response Scorecard

City-Wide

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



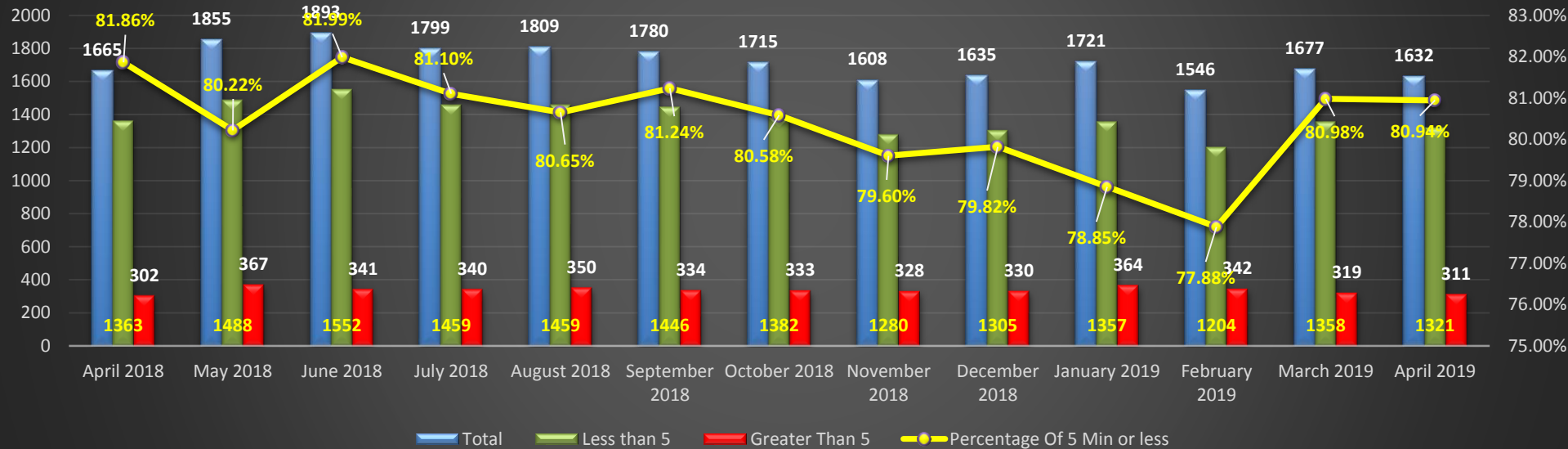
Data Source:
Firehouse Software

Current Period:
04/01/2019 - 04/30/2019

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

➤Aprils EMS response was almost identical to that of March.

Recommendations

➤Continue to emphasize the importance of responding to EMS per our standard.

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 to ISO standards.

Data Source: Firehouse Software

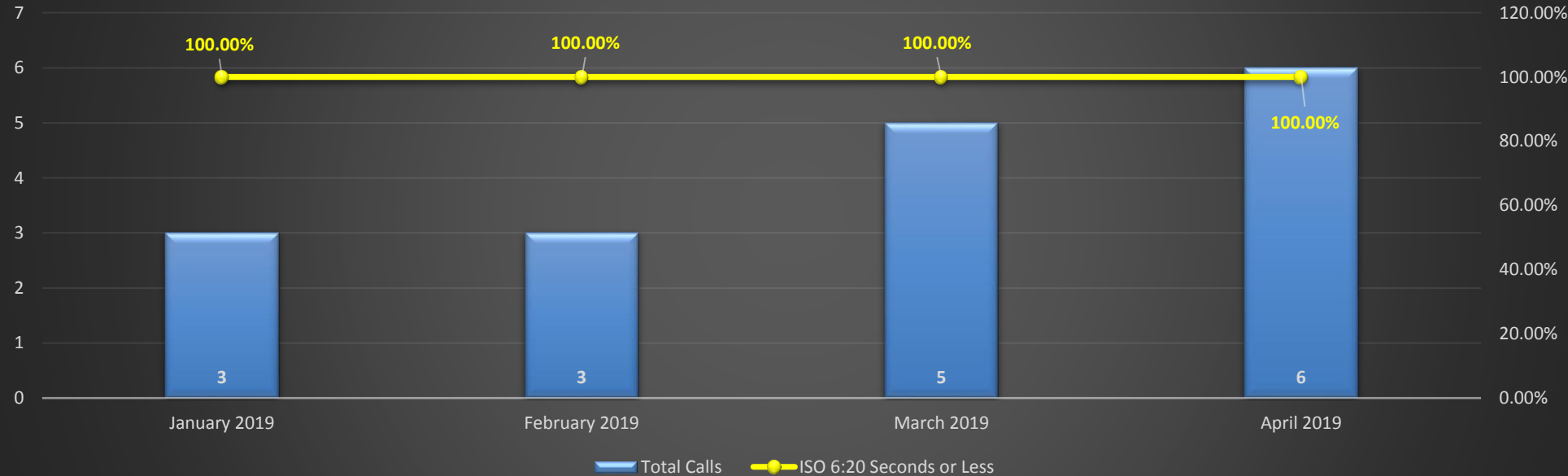
Current Period:
04/01/2019 - 04/30/2019



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

➤ District 1 did a phenomenal job in the month of April.

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.



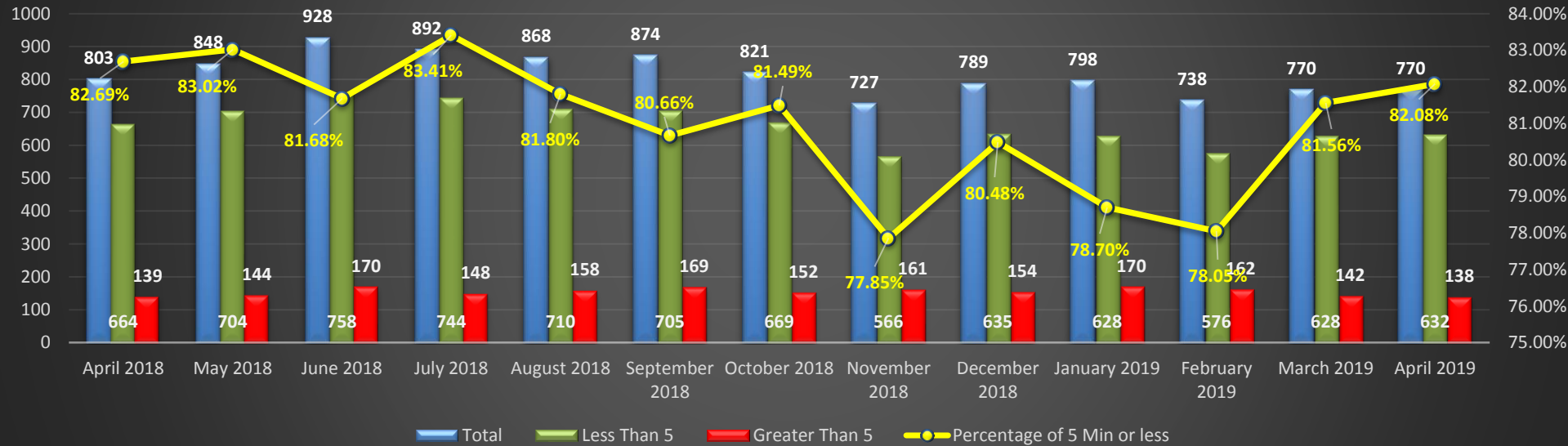
Data Source:
Firehouse Software

Current Period:
04/01/2019 - 04/30/2019

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

Slight improvement in performance in District 1's area for EMS responses.

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

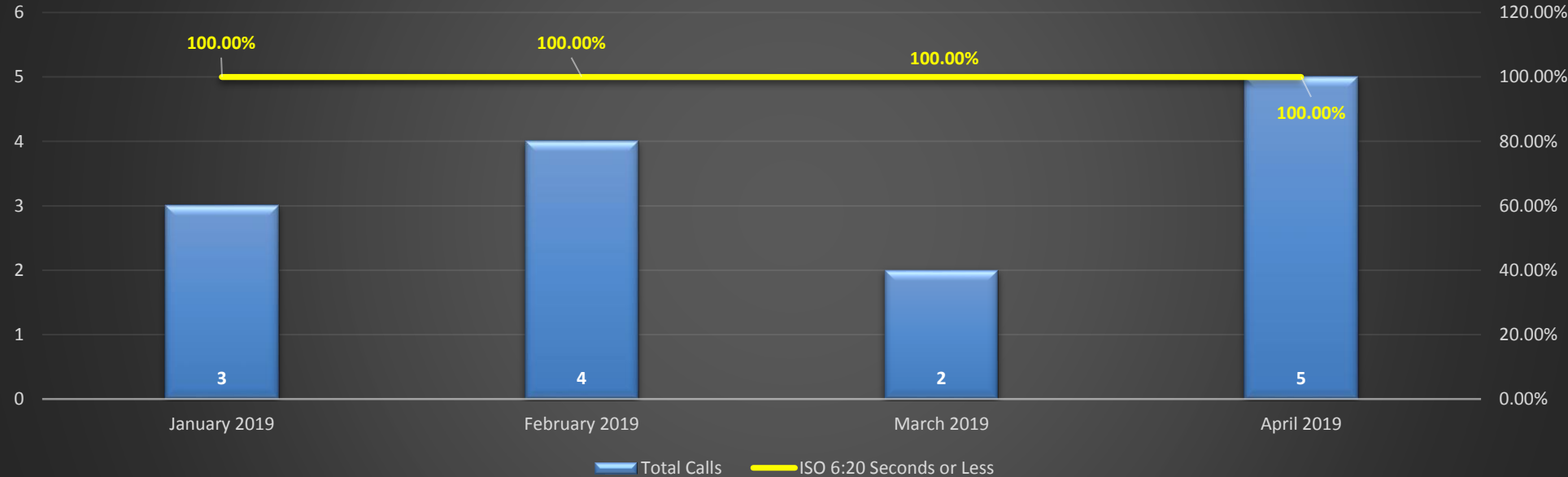
Current Period:
04/01/2019 - 04/30/2019



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

➤ Most runs in the quarter occurred in the month of April and there was still 100% compliance. Well done.

Maintain proficiency.

➤ Effective emergency response.

EMS Response Scorecard

District 2

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



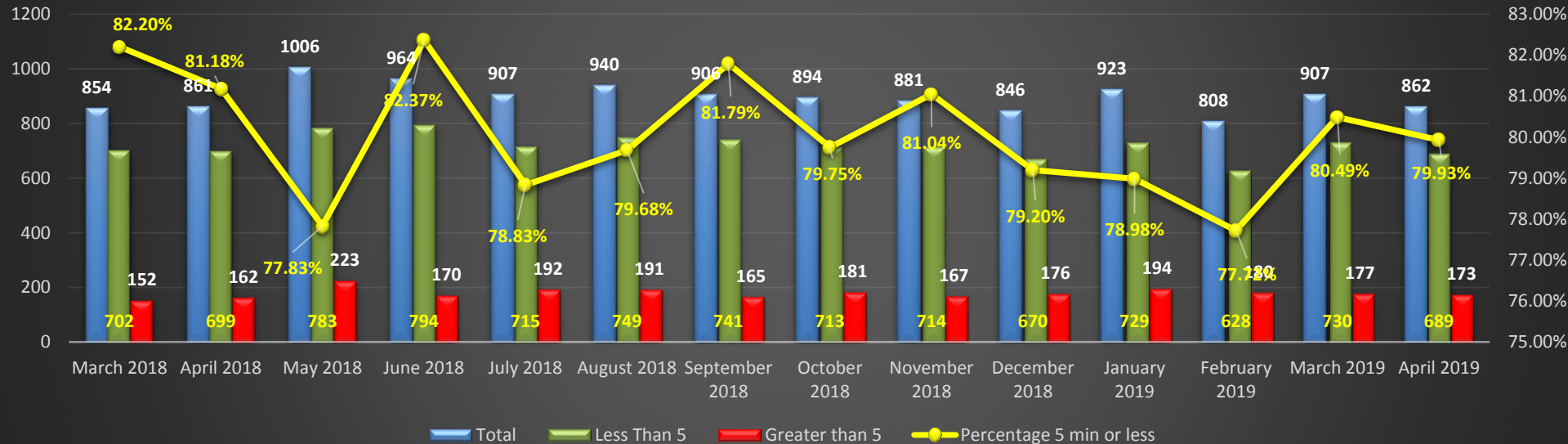
Data Source:
Firehouse Software

Current Period:
04/01/2019 - 04/30/2019

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

➤ District 2 EMS performance was slightly down when compared to March (less than 1%).

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

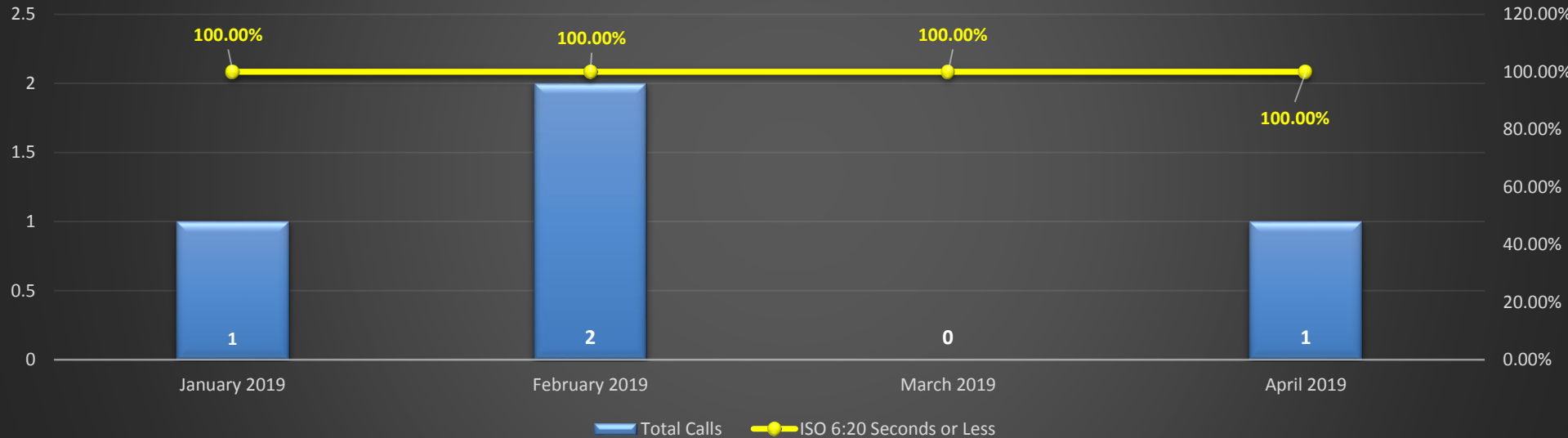
Current Period:
04/01/2019 - 04/30/2019



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

➤ Tour A: 100% compliant. Well done.

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

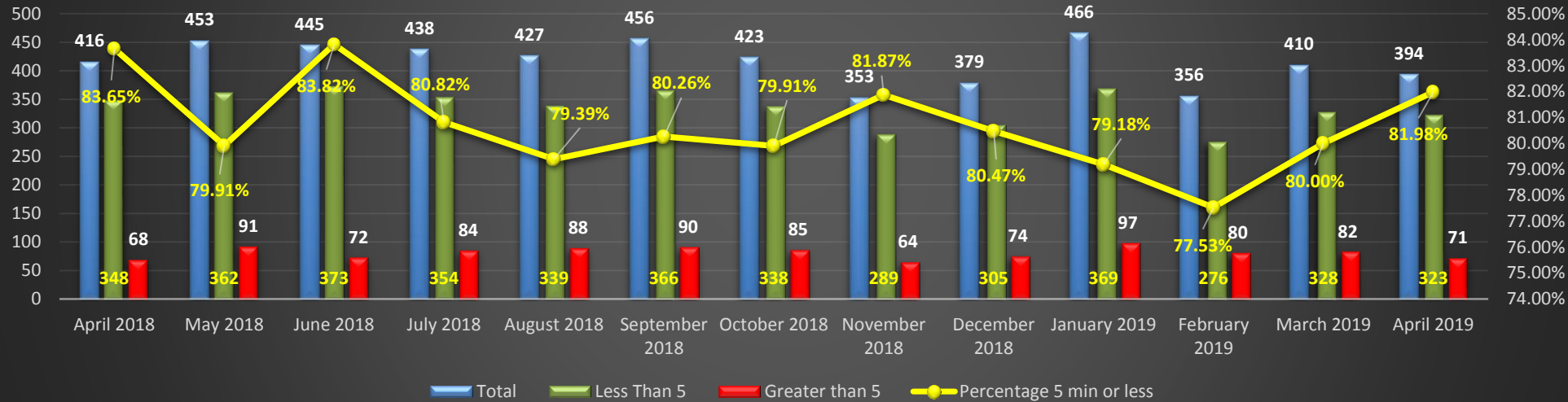
Current Period:
04/01/2019 - 04/30/2019



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

Recommendations

Impact

➤ EMS response for Tour A was slightly improved upon when compared to March.

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

➤ 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 to ISO standards.

Data Source: Firehouse Software

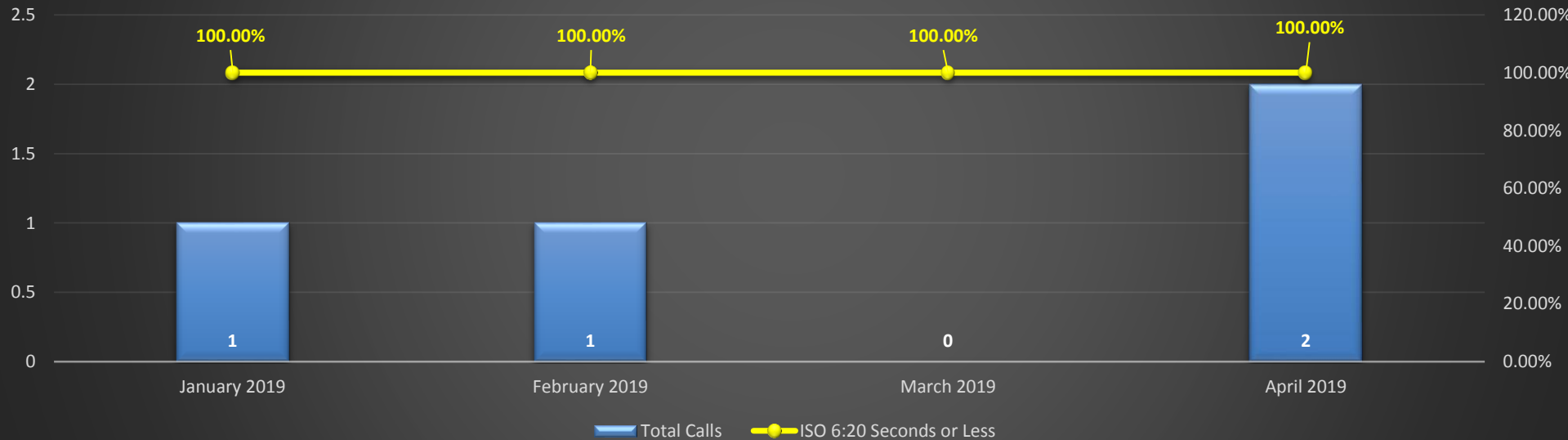
Current Period:
04/01/2019 - 04/30/2019



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

➤ Excellent job, Tour B.

➤ Maintain efficiency.

➤ Effective emergency response.

EMS Response Scorecard

Tour B

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



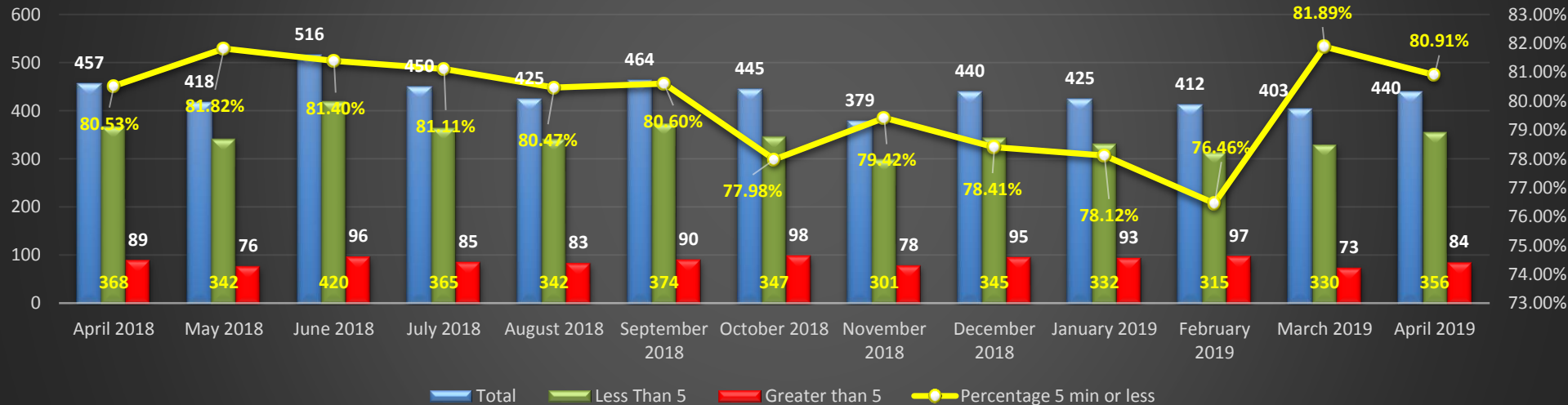
Data Source:
Firehouse Software

Current Period:
04/01/2019 - 04/30/2019

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

➤ Less than 1% declination of performance for the month of April when compared to March.

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

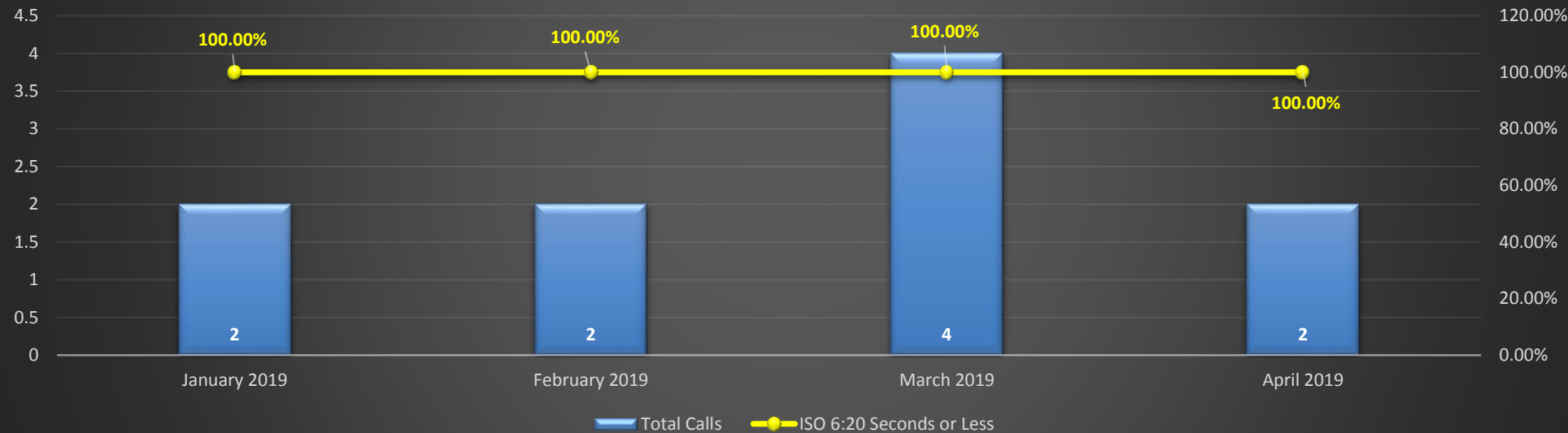
Current Period:
04/01/2019 - 04/30/2019



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

➤ Excellent job, 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

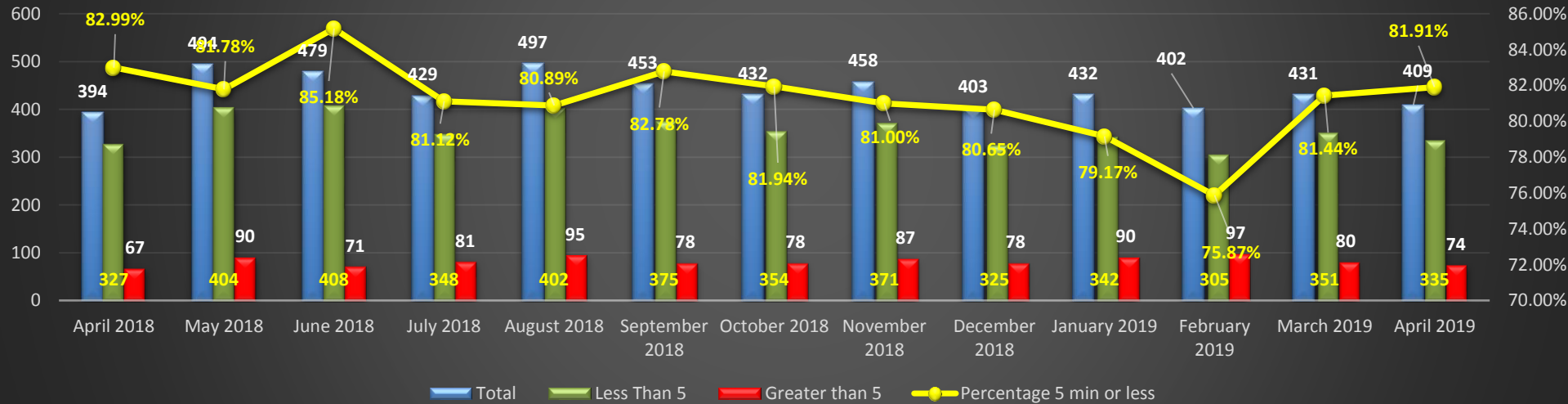
Current Period:
04/01/2019 - 04/30/2019



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

➤ Improvement in performance when compared to March.

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 to ISO standards.

Data Source: Firehouse Software

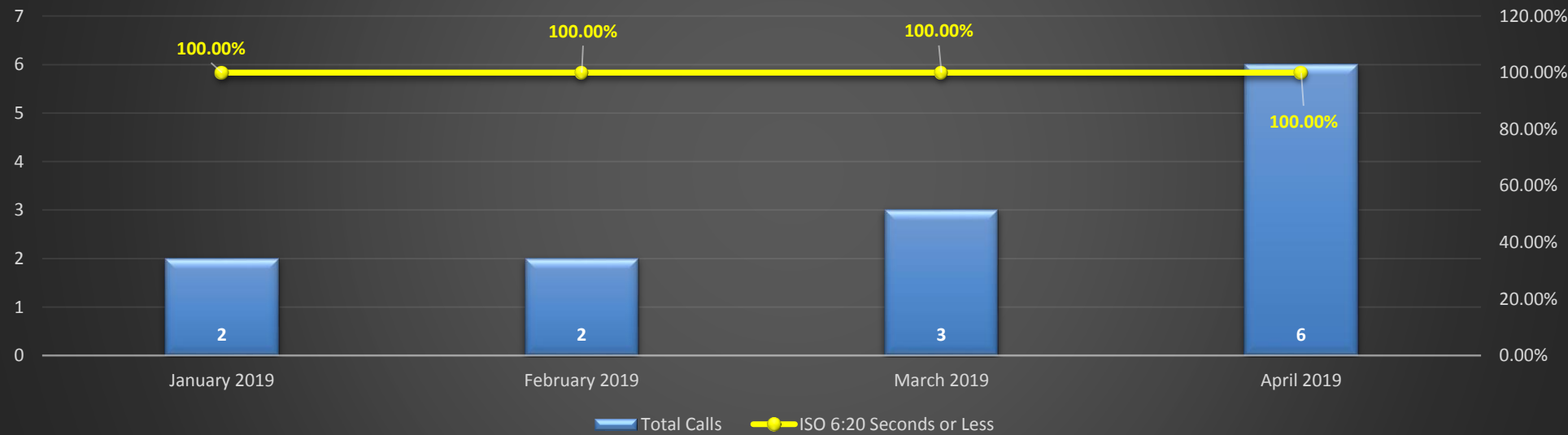
Current Period:
04/01/2019 - 04/30/2019



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

➤ Tour D saw the most runs in the quarter in April and still had 100% compliance.

Conduct performance analysis.

➤ Life safety incident stabilization.

EMS Response Scorecard

Tour D

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



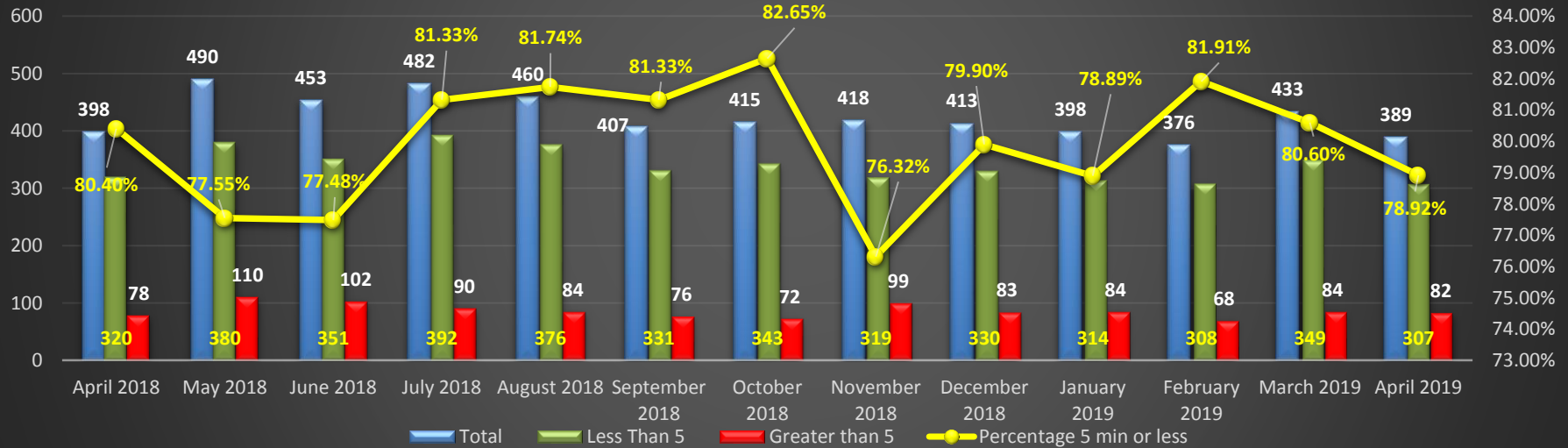
Data Source:
Firehouse Software

Current Period:
04/01/2019 - 04/30/2019

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

➤ Decline in EMS response time performance by Tour D.

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.

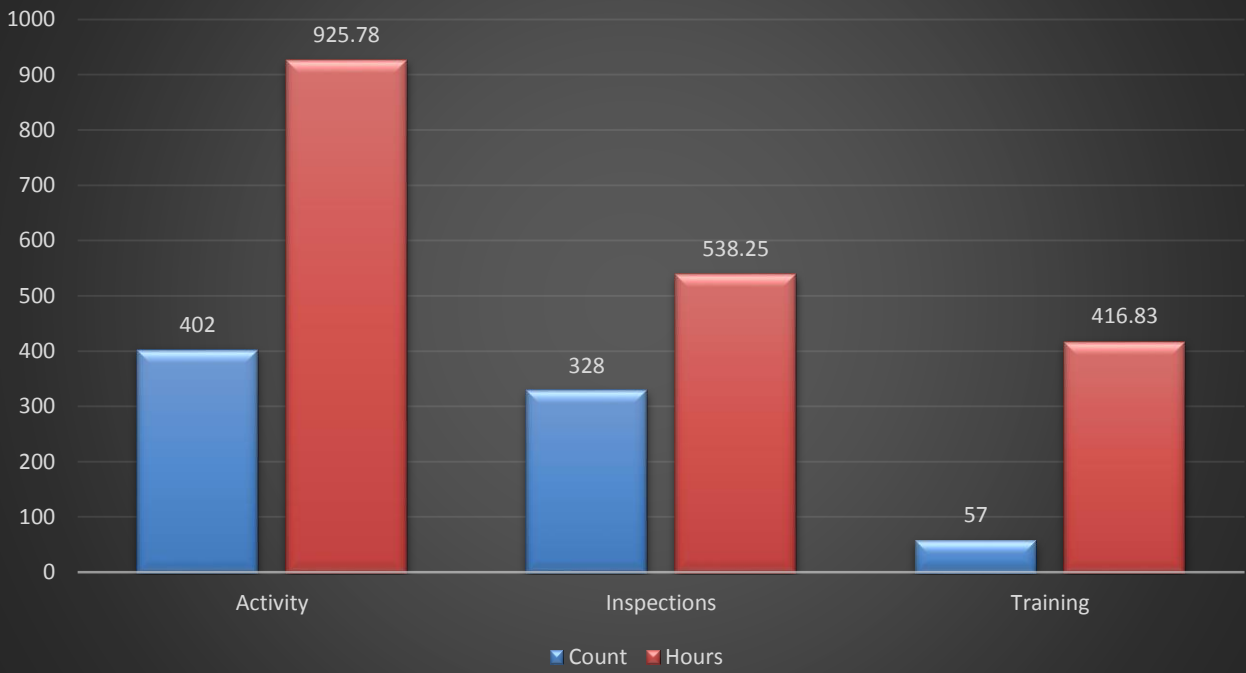
Data Source: HFD Firehouse Software

Current Period: 04/01/2019 - 04/30/2019

Fire Marshal Office

HISTORICAL ANALYSIS

Reporting Period	Violations		
	Violations Found	Violations Cleared	
01/19	560	369	
02/19	210	142	
03/19	418	565	
04/19	320	369	



Attendance

Total Hours Working:	1880.86	Off Duty:	690
Total Hours on Duty	2284.25	Percentage Account For:	82.34%

Recommendations

- ✓ Why is the percentage of time accounted for only 82%?
- ✓ What topics were included in “training”?

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:
04/01/2019 - 04/30/2019

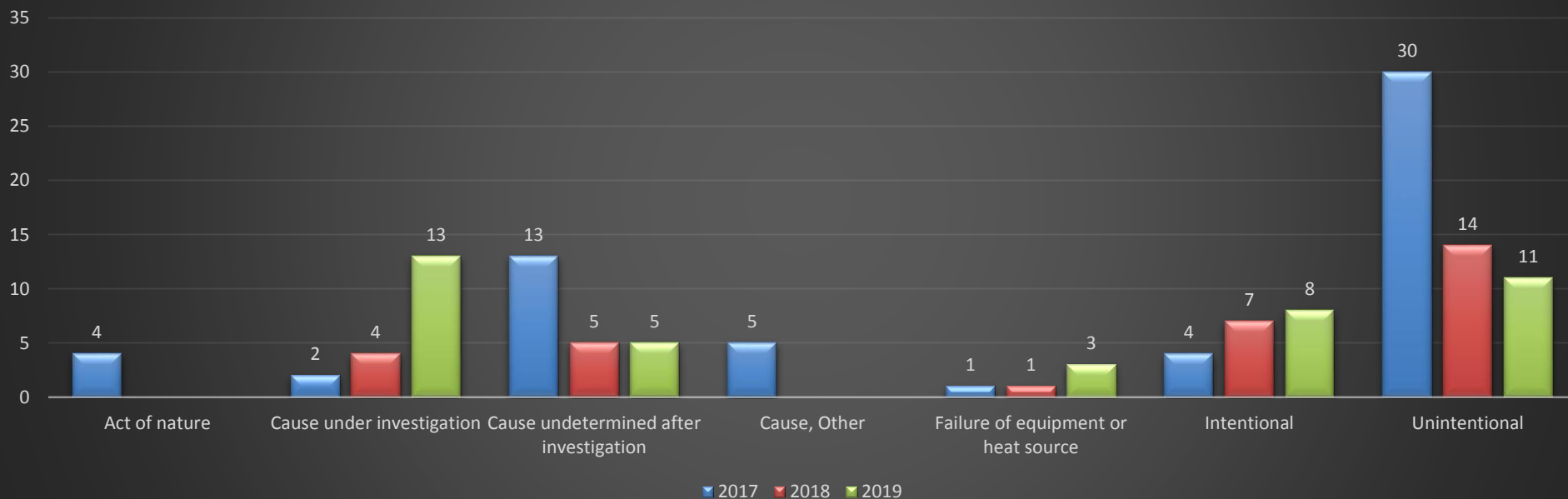


HFD Strategic Priorities:

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 April



Analysis

➤ Intentionally set fires are up when compared to same month in 2017 & 2018. Unintentional fires are down when compared to 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 1st Quarter 2019.

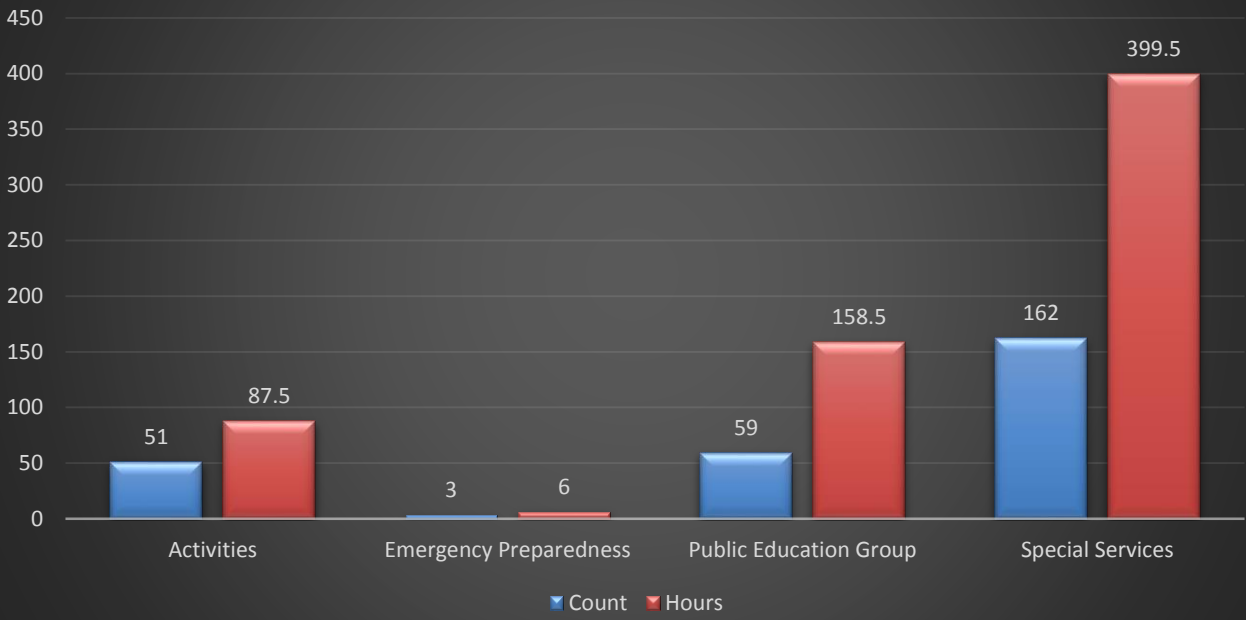
Data Source: HFD Firehouse Software

Current Period: 04/01/2019 - 04/30/2019

HISTORICAL ANALYSIS

Reporting Period	02/19	03/19	04/19
Total Activities	255	267	275
Total Adults	1738	10,143	4,042
Total Children	578	1,136	5,047
Smoke Detector	6	7	15
Car Seats	52	35	34

Special Services



Attendance

Total Hours Working:	651.5	Off Duty:	70
Total Hours on Duty:	664	Percentage Account For:	98.12%

Recommendations

Excellent month of productivity for the Special Services Unit.

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.

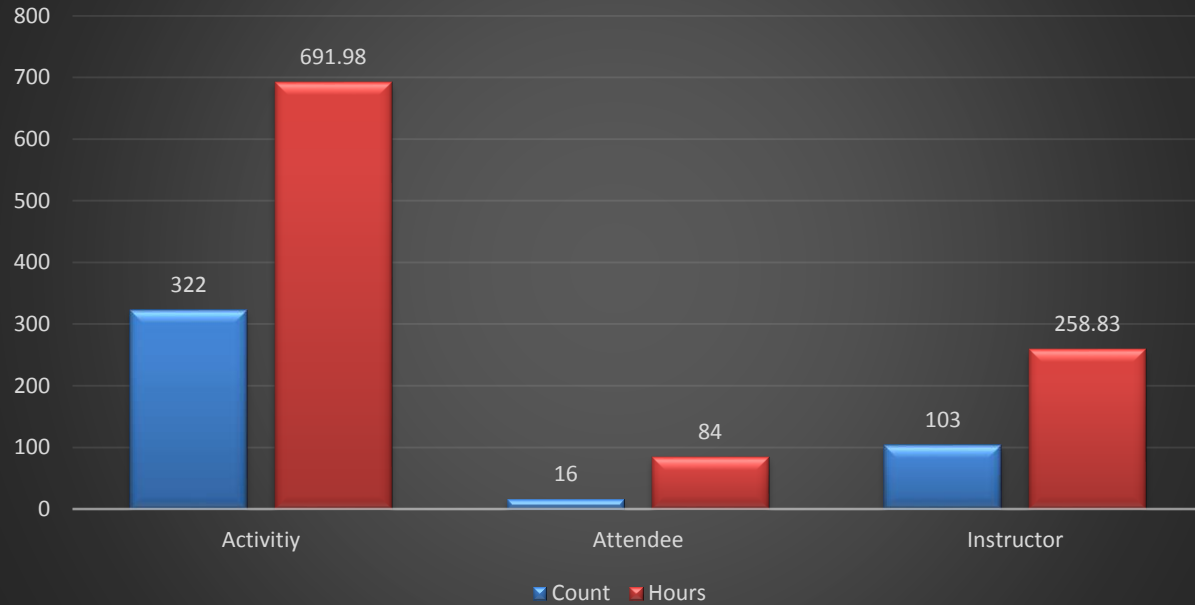
Data Source: HFD Firehouse Software

Current Period: 04/01/2019 – 04/30/2019

HISTORICAL ANALYSIS



Training Division



Attendance

Total Working Hours:	1186.89	Total Hours Off:	370.5
Total Hours on Duty:	1192	Hours Accounted For:	99.57%

Recommendations

Another great job by our Training Division.

Impact

- 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.

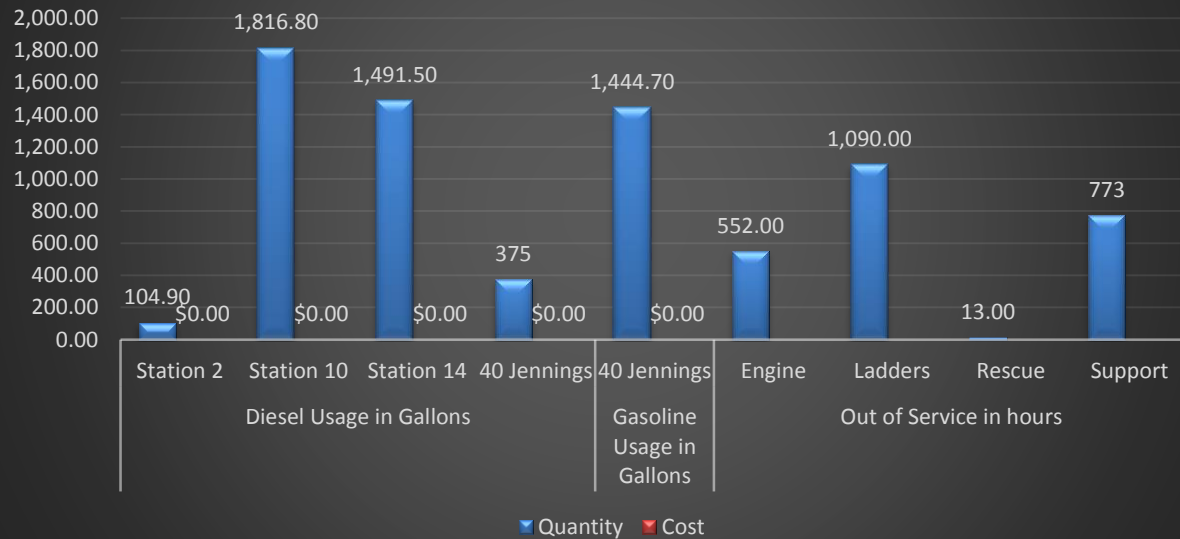
Data Source: HFD Firehouse Software

Current Period: 04/01/2019 – 04/30/2019

HISTORICAL ANALYSIS

Reporting Period				
	Hose Testing	Aerial Testing	Ground Ladder Testing	Fit Test
01/19	0	0	0	0
02/19	0	0	1	196
03/19	0	0	0	398
04/19	0	0	10	0

Equipment Maintenance Division April 2019



Attendance

Total Working Hours:	846.5	Total Hours Off:	180
Total Hours on Duty:	1127.5	Hours Accounted For:	75.08%

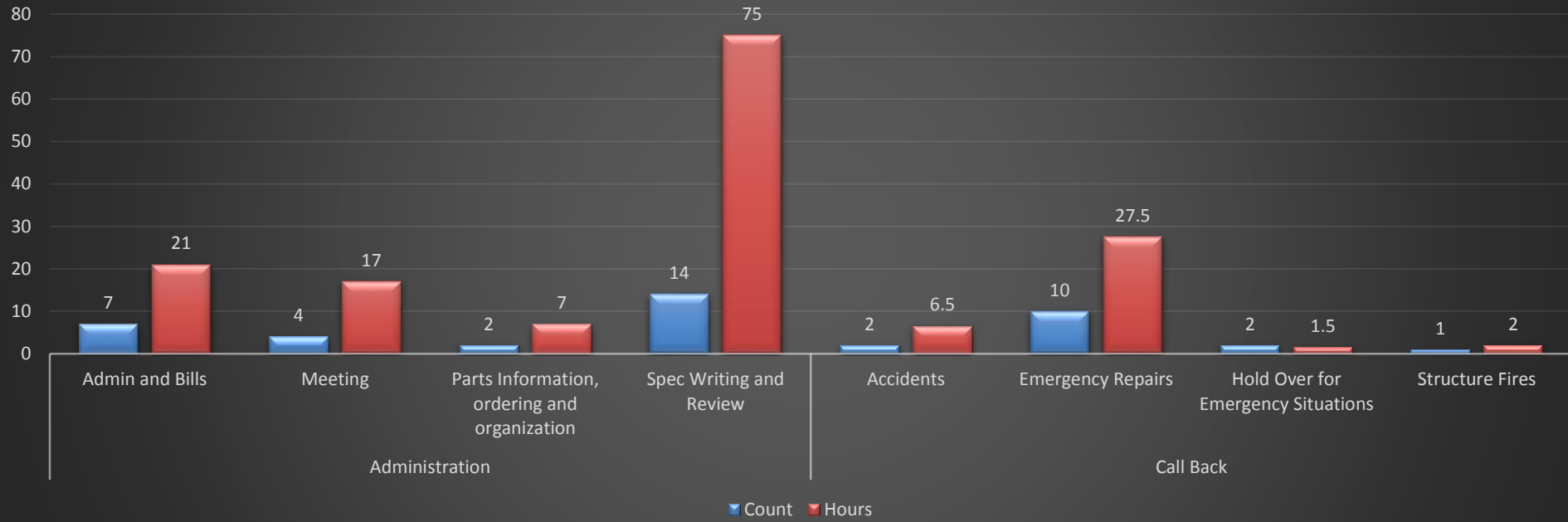
Recommendations

➤ Why is time accounted for so low this month?

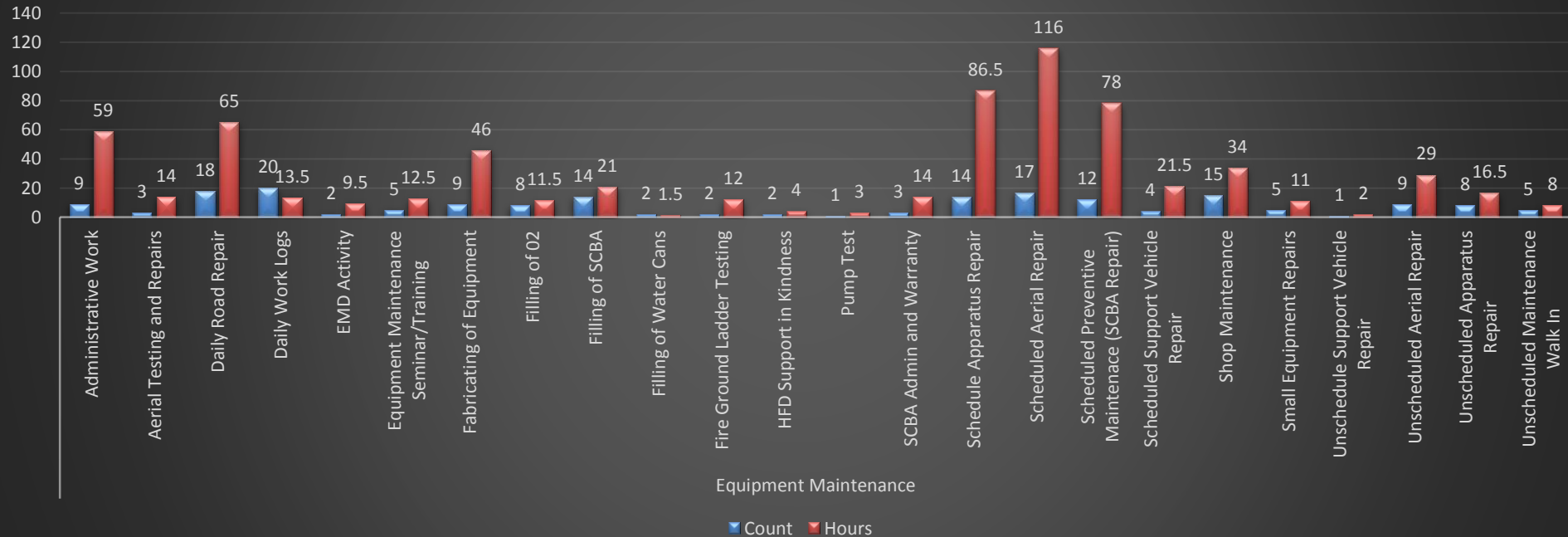
Impact

- 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.

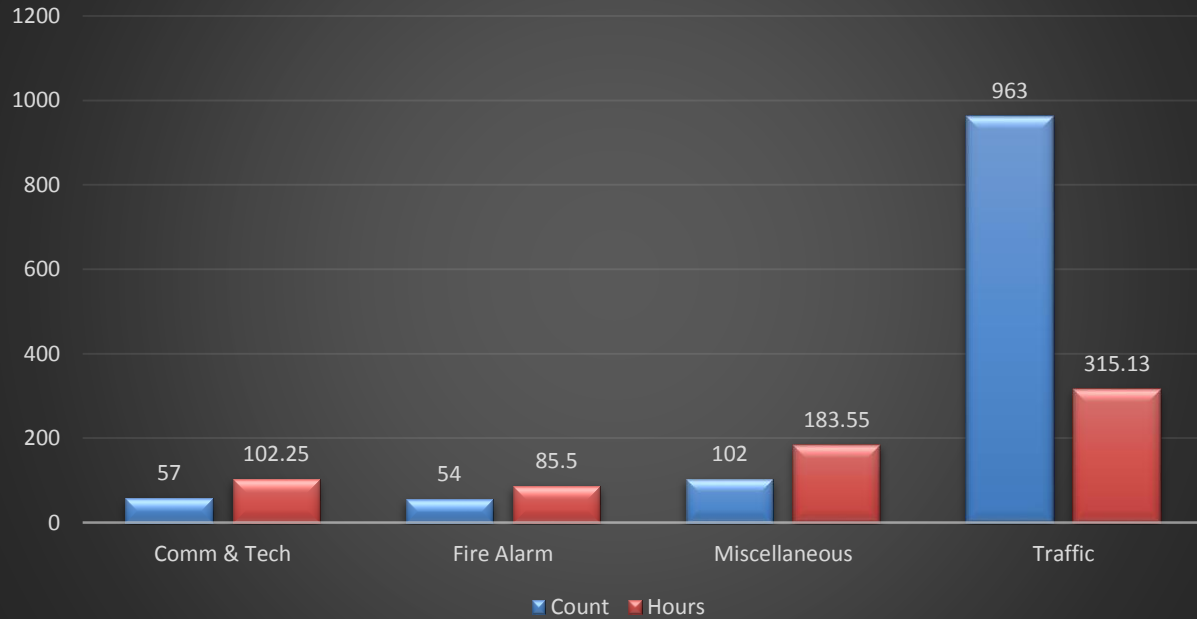
Data Source: HFD Firehouse Software

Current Period: 04/01/2019 – 04/30/2019

HISTORICAL ANALYSIS

Reporting Period	Historical Analysis			
	Traffic	Comm & Tech	Training / Misc	Fire Alarm
01/19	430	82	95	99
02/19	516	68	100	59
03/19	610	82	99	76
04/19	963	57	102	54

Fire Alarm Communications Technology



Attendance

Total Working Hours:	686.43	Total Hours Off:	80
Total Hours on Duty:	736.5	Hours Accounted For:	93.20%

Recommendations

✓ Strong work by our FACT Division.

Impact

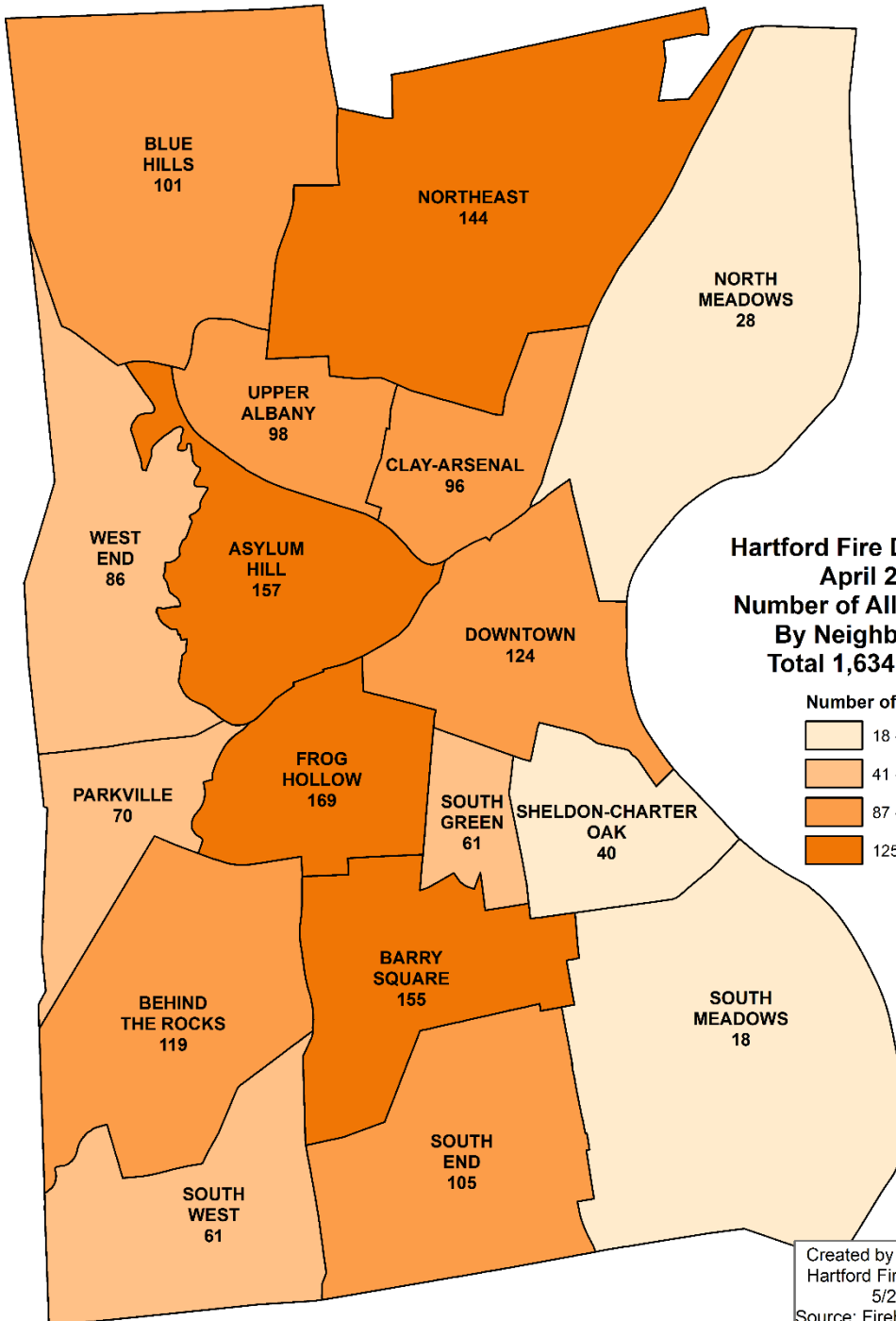
- IS&IT execution of relevant duties and responsibilities.

EMERGENCY RESPONSE DATA

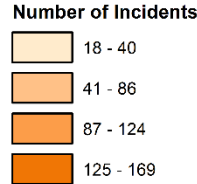


"Goal Oriented, Results Driven"

EMS April 2019



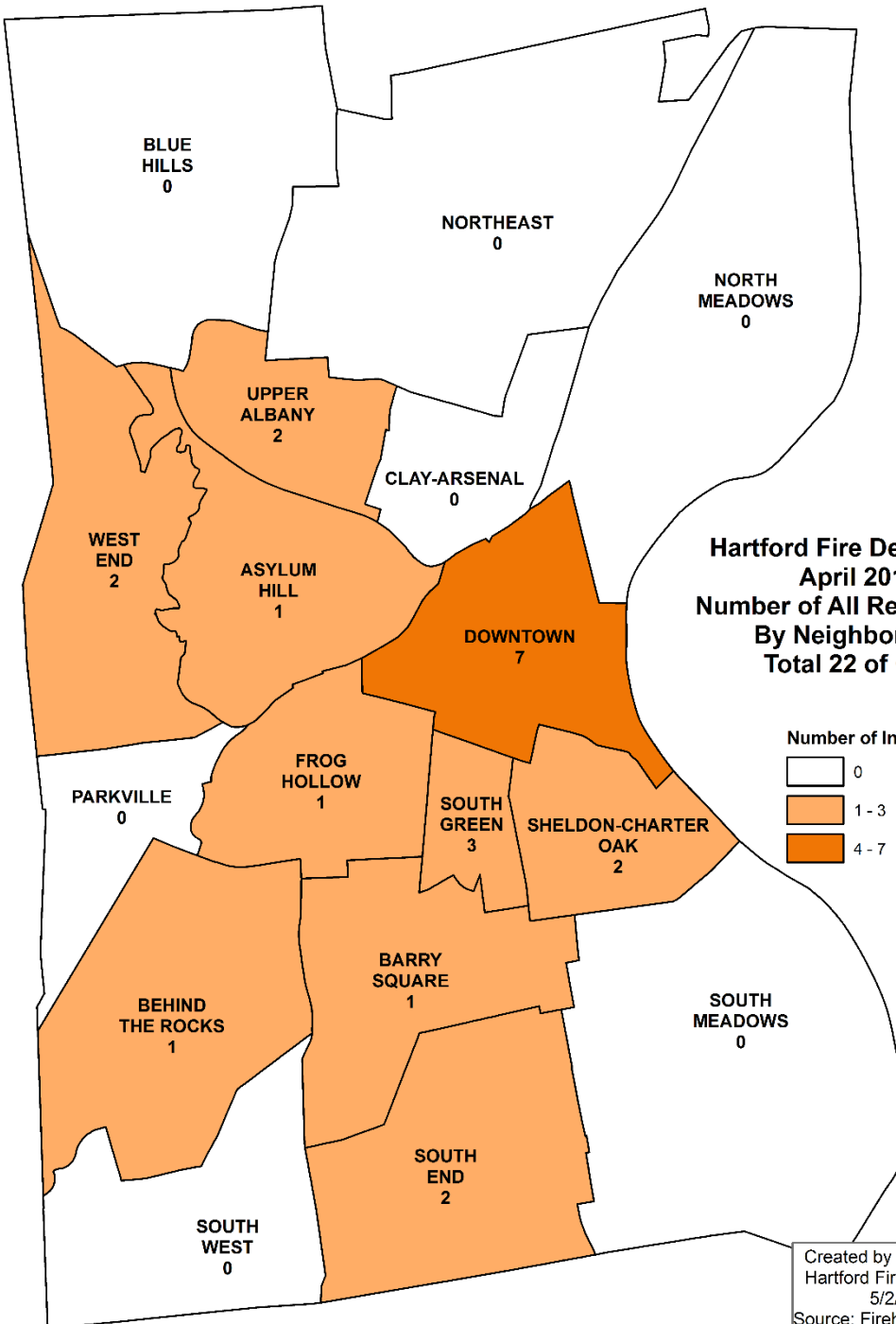
**Hartford Fire Department
April 2019
Number of All EMS Calls
By Neighborhood
Total 1,634 of Calls**



Incident Type	Description	Incident Count
321	EMS call, excluding vehicle accident with injury	1056
311	Medical assist, assist EMS crew	393
322	Motor vehicle accident with injuries	86
324	Motor Vehicle Accident with no injuries	63
300	Rescue, EMS incident, other	27
323	Motor vehicle/pedestrian accident (MV Ped)	6
320	Emergency medical service, other	3

Created by Leandro Cieri
Hartford Fire Department
5/2/2019
Source: Firehouse Software
Geocoded 1,632
Not Geocoded: 2

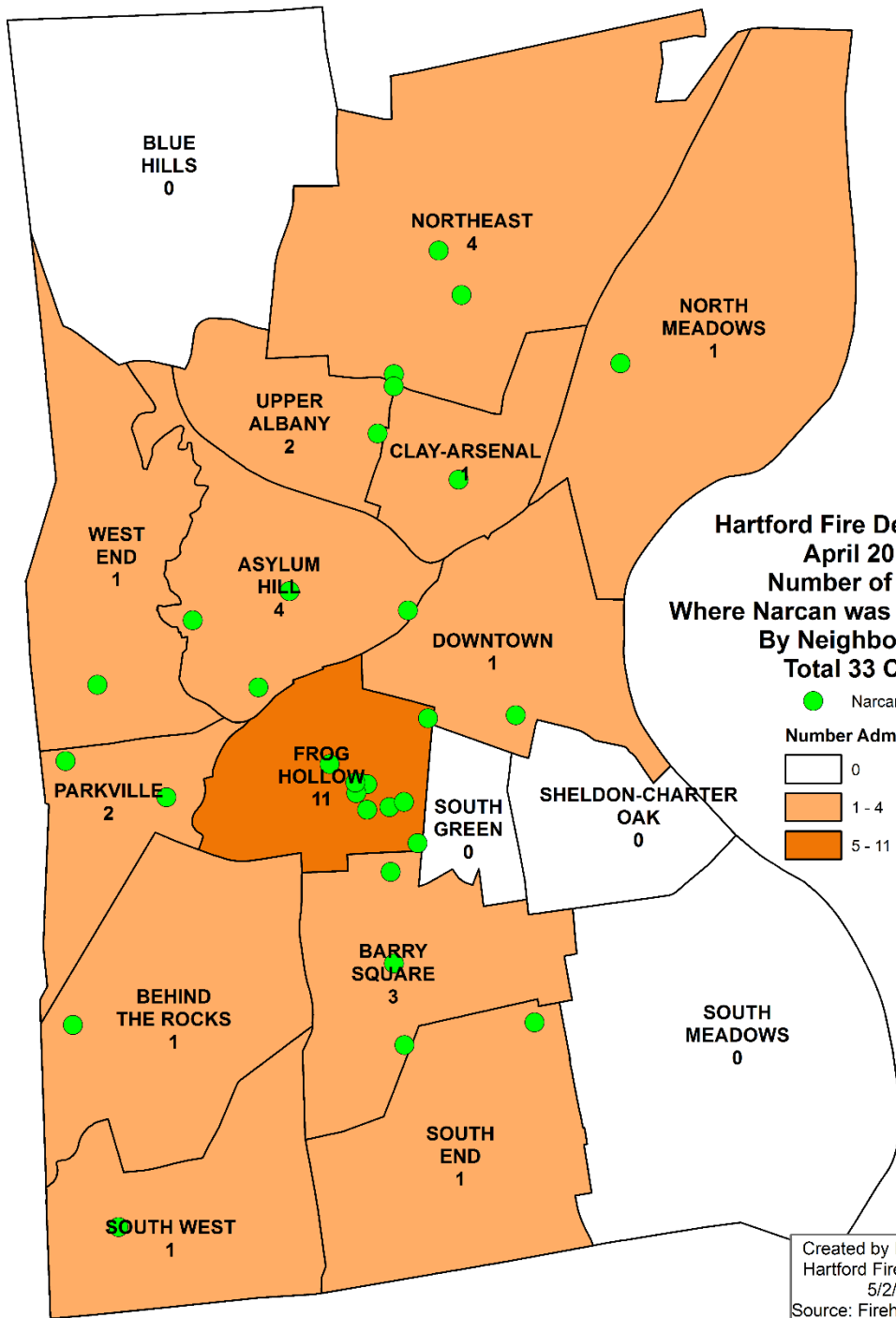
Rescue Calls April 2019



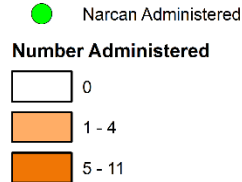
Created by Leandro Cieri
Hartford Fire Department
5/2/2019
Source: Firehouse Software
Geocoded: 22
Not Geocoded: 0

Incident Type	Description	Incident Count
353	Removal of victim(s) from stalled elevator	12
352	Extrication of victim(s) from vehicle	5
331	Lock-in (if lock out , use 511)	4
350	Extrication, rescue, Other	1

Narcan Administered April 2019



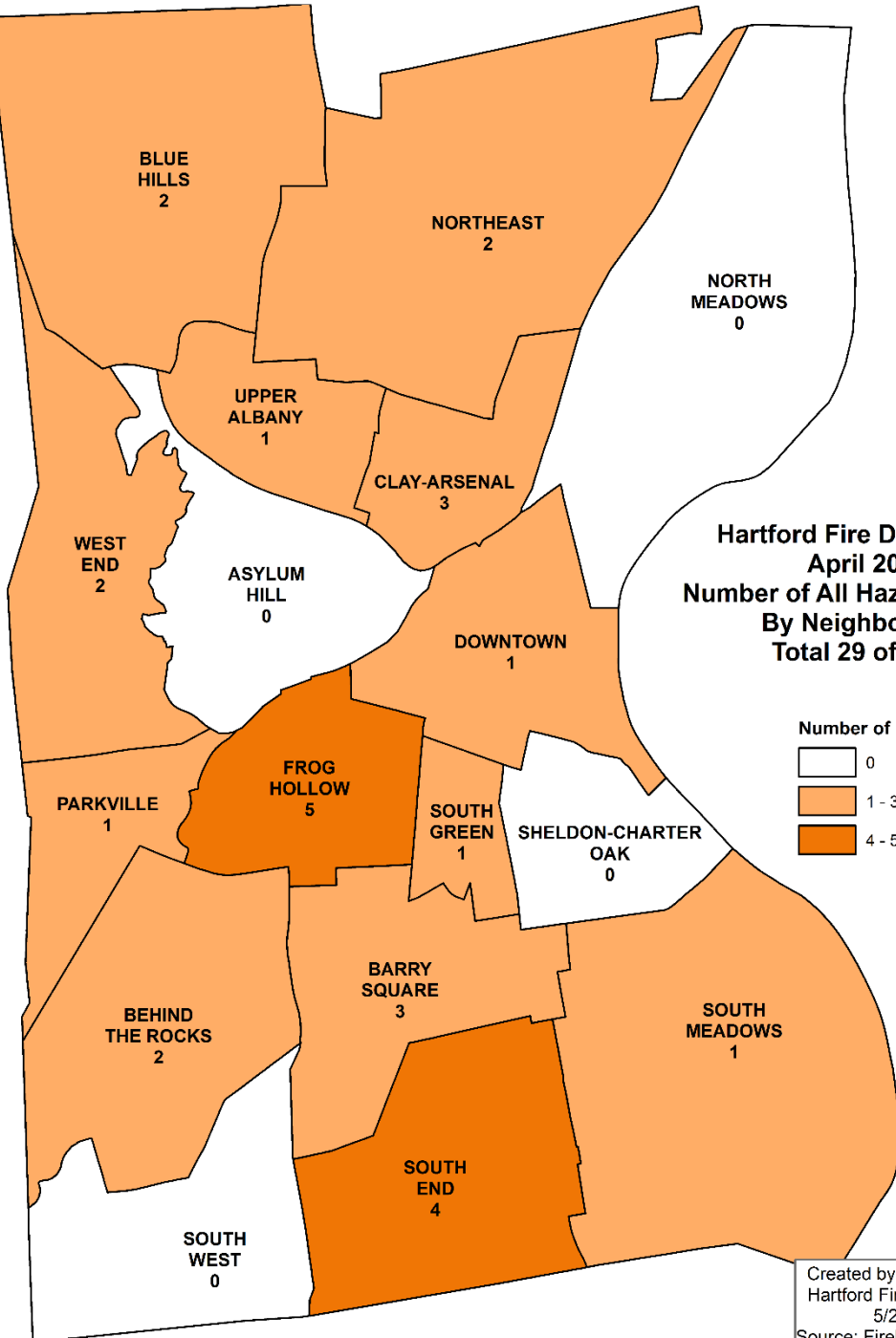
**Hartford Fire Department
April 2019
Number of Calls
Where Narcan was Administered
By Neighborhood
Total 33 Calls**



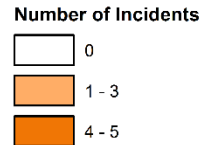
Created by Leandro Cieri
Hartford Fire Department
5/2/2019
Source: Firehouse Software
Geocoded: 33
Not Geocoded: 0

Hazardous Materials

April 2019



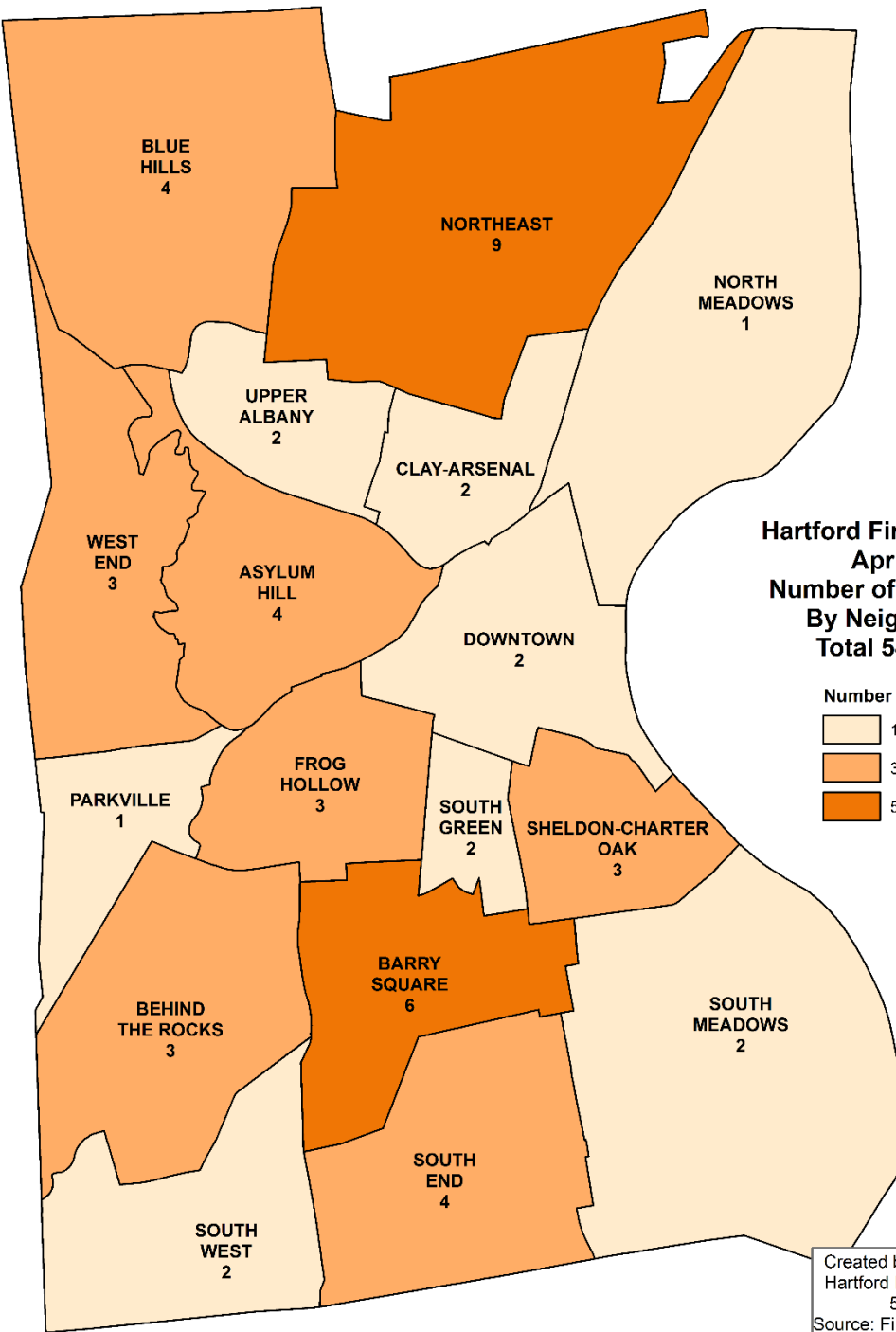
Hartford Fire Department
April 2019
Number of All Hazardous Calls
By Neighborhood
Total 29 of Calls



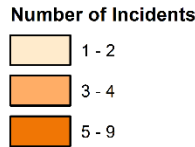
Incident Type	Description	Incident Count
412	Gas leak (natural gas or LPG)	11
400	Hazardous condition, Other	9
424	Carbon monoxide incident	2
411	Gasoline or other flammable liquid spill	2
413	Oil or other combustible liquid spill	2
410	Combustible/flammable gas/liquid condition, other	1
463	Vehicle accident, general cleanup	1
461	Building or structure weakened or collapsed	1

Created by Leandro Cieri
 Hartford Fire Department
 5/2/2019
 Source: Firehouse Software
 Geocoded: 28
 Not Geocoded: 1

All Fires April 2019



**Hartford Fire Department
April 2019
Number of All Fire Calls
By Neighborhood
Total 54 of Calls**

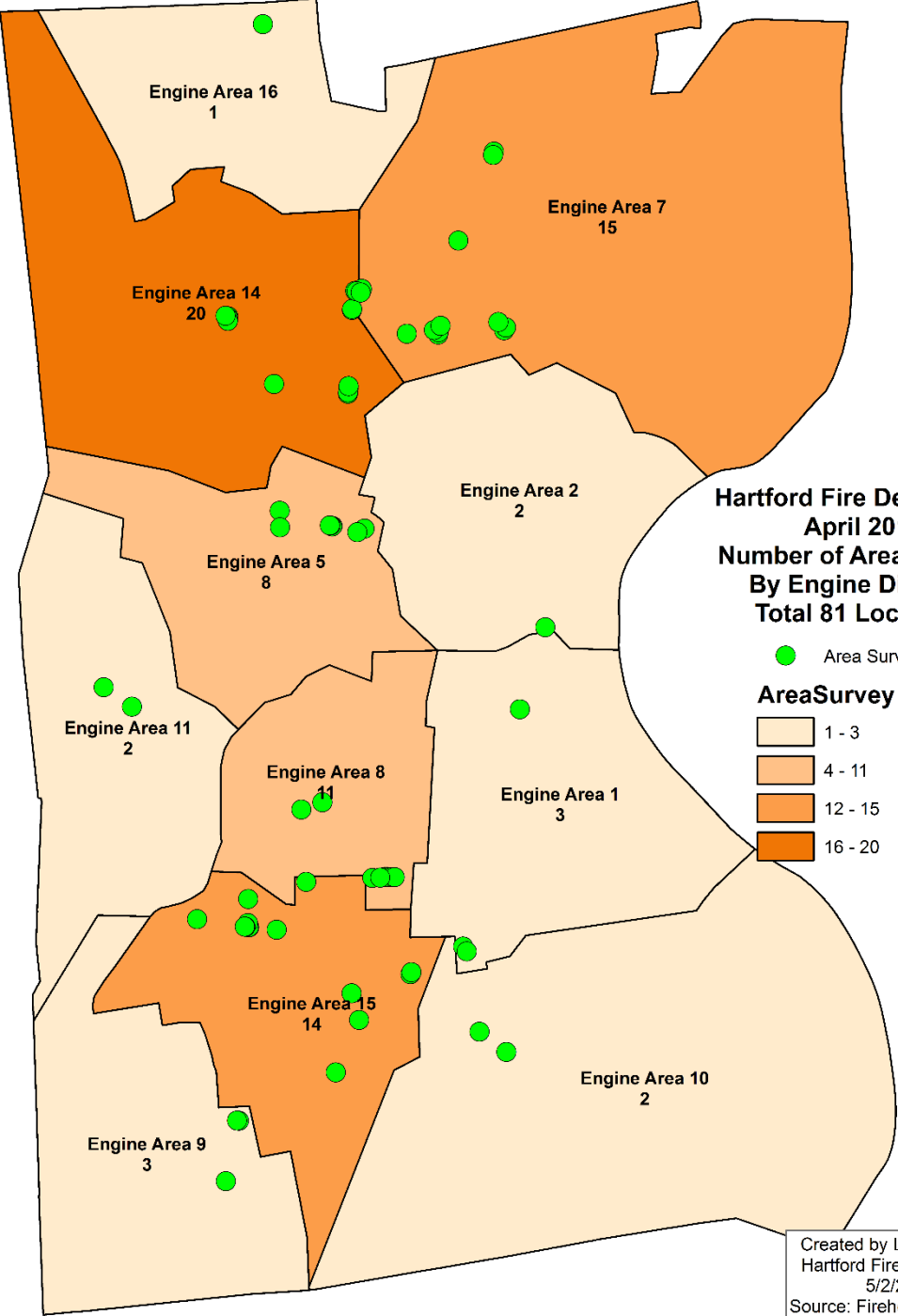


Created by Leandro Cieri
Hartford Fire Department
5/2/2019
Source: Firehouse Software
Geocoded: 53
Not Geocoded: 1

Incident Type	Description	Incident Count
111	Building fire	12
131	Passenger vehicle fire	8
142	Brush or brush-and-grass mixture fire	7
151	Outside rubbish, trash or waste fire	5
154	Dumpster or other outside trash receptacle fire	4
118	Trash or rubbish fire, contained	4
113	Cooking fire, confined to container	3
140	Natural vegetation fire, Other	2
130	Mobile property (vehicle) fire, Other	2
132	Road freight or transport vehicle fire	1
100	Fire, Other	1
150	Outside rubbish fire, Other	1
137	Camper or recreational vehicle (RV) fire	1
115	Incinerator overload or malfunction, fire confined	1
116	Fuel burner/boiler malfunction, fire confined	1
112	Fires in structure other than in a building	1

Area Survey

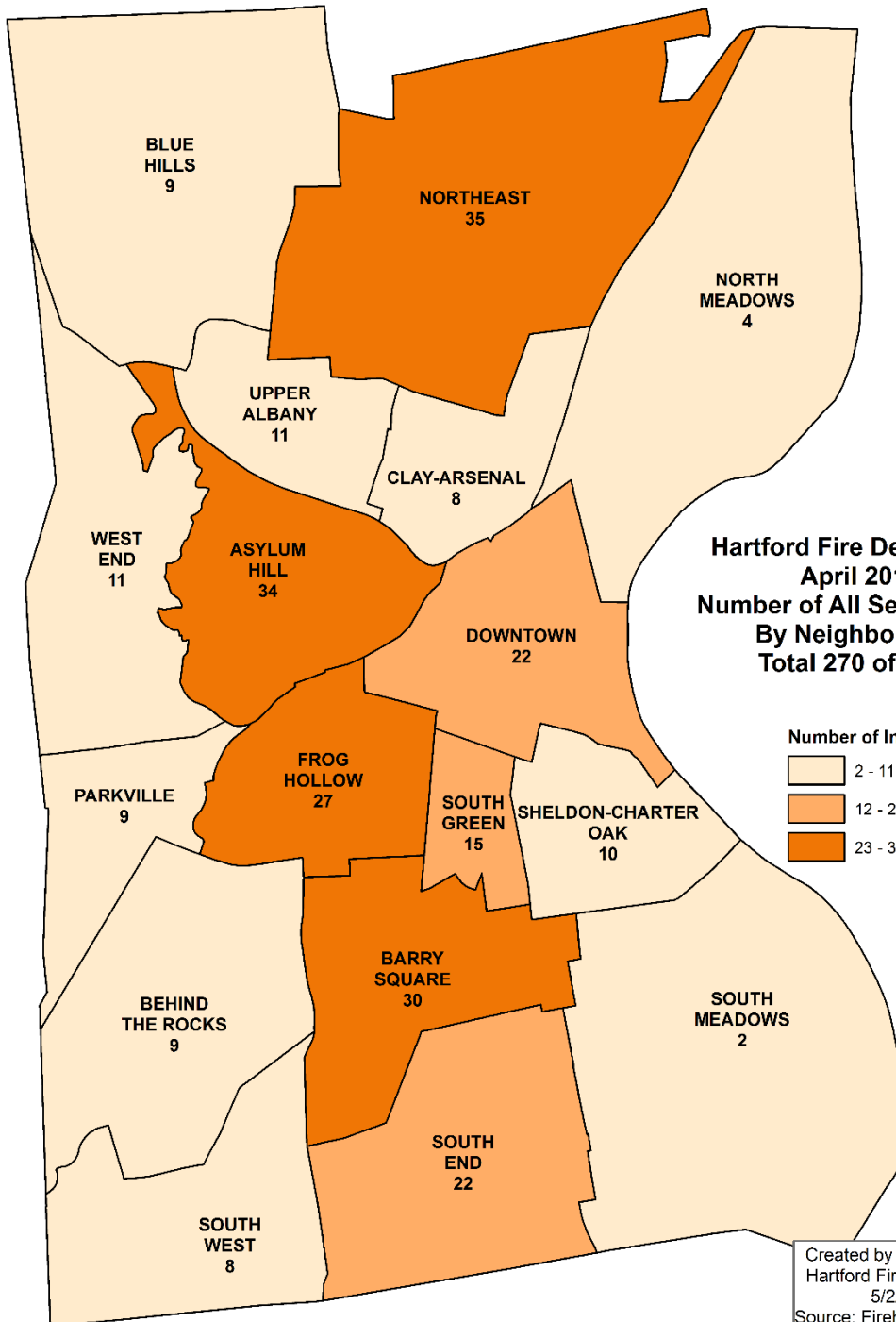
April 2019



Created by Leandro Cieri
Hartford Fire Department
5/2/2019
Source: Firehouse Software
Geocoded: 81
Not Geocoded: 0

Service Calls

April 2019



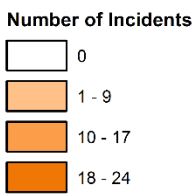
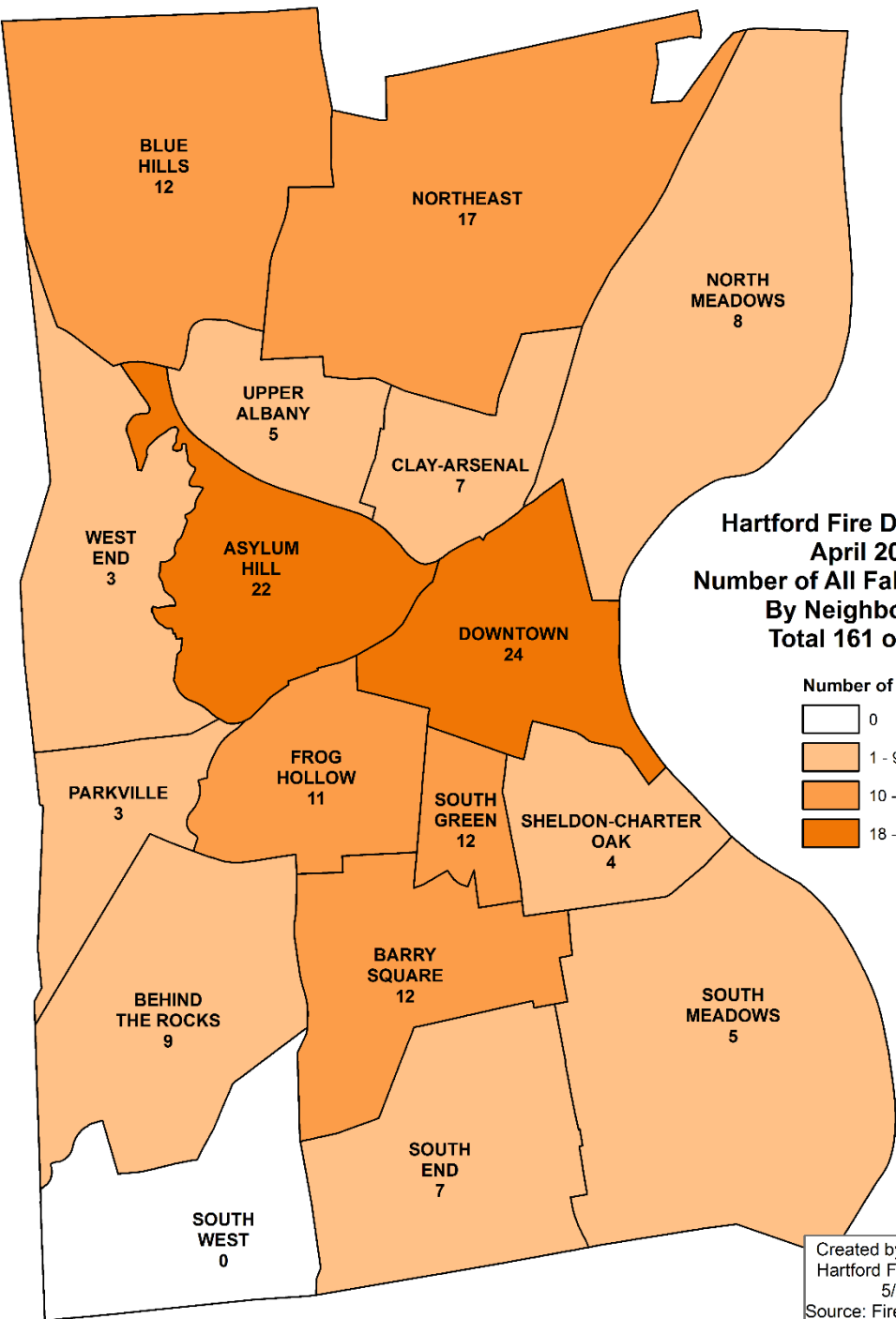
Number of Incidents

- 2 - 11
- 12 - 22
- 23 - 35

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Hartford Fire Department
5/2/2019
Source: Firehouse Software
Geocoded: 266
Not Geocoded: 4

Incident Type	Description	Incident Count
500	Service Call, other	72
552	Police matter	68
531	Smoke or odor removal	42
510	Person in distress, Other	27
553	Public service	13
444	Power line down	9
550	Public service assistance, Other	9
520	Water problem, Other	9
440	Electrical wiring/equipment problem, Other	4
511	Lock-out	3
571	Cover assignment, standby, moveup	3
522	Water or steam leak	3
441	Heat from short circuit (wiring), defective/worn	2
555	Defective elevator, no occupants	2
554	Assist invalid	2
551	Assist police or other governmental agency	1
445	Arcing, shorted electrical equipment	1

Fire Alarms April 2019



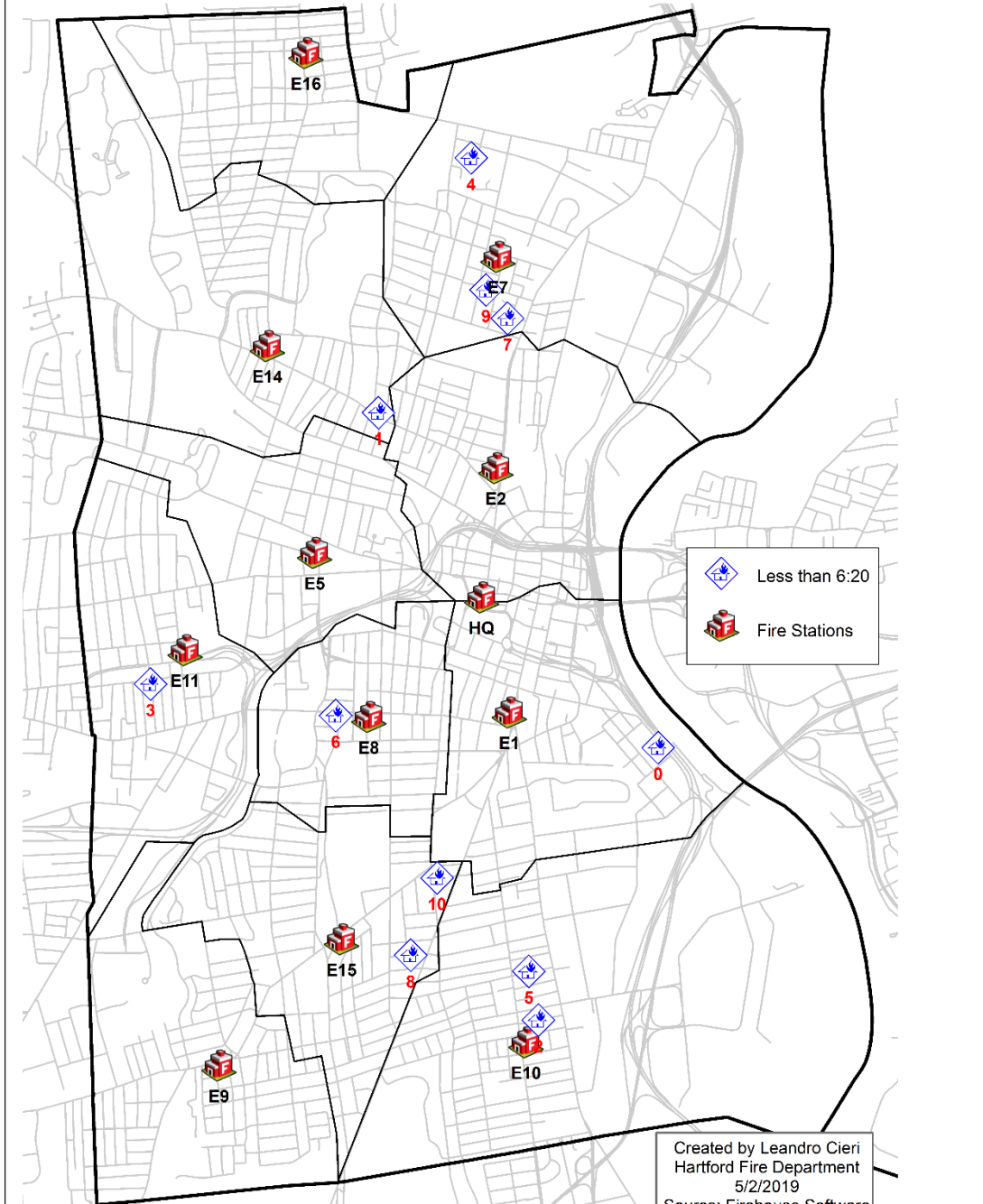
Created by Leandro Cieri
Hartford Fire Department
5/2/2019
Source: Firehouse Software
Geocoded: 161
Not Geocoded: 0

Incident Type	Description	Incident Count
745	Alarm system activation, no fire - unintentional	55
743	Smoke detector activation, no fire - unintentional	26
740	Unintentional transmission of alarm, Other	25
710	Malicious, mischievous false call, Other	14
735	Alarm system sounded due to malfunction	9
730	System malfunction, Other	4
736	CO detector activation due to malfunction	4
744	Detector activation, no fire - unintentional	4
714	Central station, malicious false alarm	3
715	Local alarm system, malicious false alarm	3
741	Sprinkler activation, no fire - unintentional	3
700	False alarm or false call, Other	3
733	Smoke detector activation due to malfunction	3
711	Municipal alarm system, malicious false alarm	1
734	Heat detector activation due to malfunction	1
746	Carbon monoxide detector activation, no CO	1
731	Sprinkler activation due to malfunction	1
732	Extinguishing system activation due to malfunction	1

Location of Structure Fires In Relationship to Fire Stations

Key	Incident Number	Response	Firefighter Fatality	Firefighter Injury	Civilian Fatality	Civilians Injured	Cause
0	19-0093052	0:05:12	0	0	0	0	Heat from other open flame or smoking materials
1	19-0093058	0:02:28	0	0	0	0	Heat from powered equipment, Other
2	19-0093079	0:03:24	0	0	0	0	Heat from other open flame or smoking materials
3	19-0100057	0:04:22	0	0	0	0	Heat from powered equipment, Other
4	19-0101057	0:05:09	0	0	0	0	Hot or smoldering object, Other
5	19-0105022	0:03:36	0	0	0	0	Undetermined
6	19-0107014	0:04:21	0	0	0	0	Undetermined
7	19-0108005	0:05:03	0	0	0	0	Undetermined
8	19-0108042	0:02:31	0	0	0	0	Hot or smoldering object, Other
9	19-0113056	0:04:00	0	0	0	0	Undetermined
10	19-0114040	0:04:22	0	0	0	0	Heat from direct flame, convection currents

**Incident 19-0118060 is not included in analysis. Though coded as a 111, Incident 19-0118060 was a report for a extinguished fire.



Created by Leandro Cieri
 Hartford Fire Department
 5/2/2019
 Source: Firehouse Software
 Geocoded: 11
 Not Geocoded: 0

QUESTIONS/COMMENTS



"Goal Oriented, Results Driven"