



City of Hartford
FIRE DEPARTMENT

FIRESTAT

November 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:
11/01/2019 - 11/30/2019



HFD Strategic Priorities:
Provide Quality Emergency Services

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

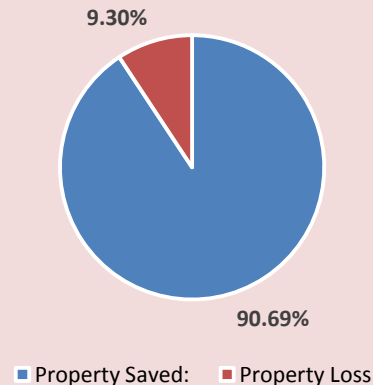
Structure Fires



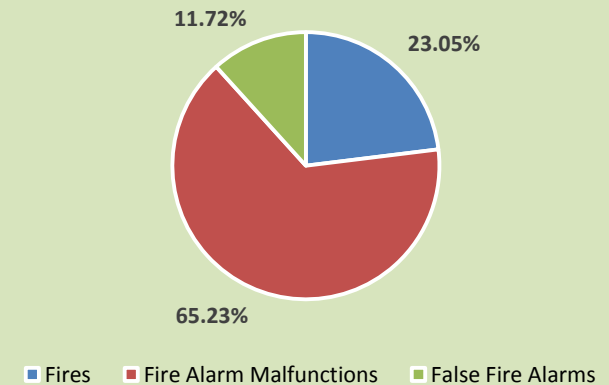
Analysis

- Exceeded the goal of 90% for the month of November. Well done.
- Excellent percentage of property saved for an usual number of structure fire activity.

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.



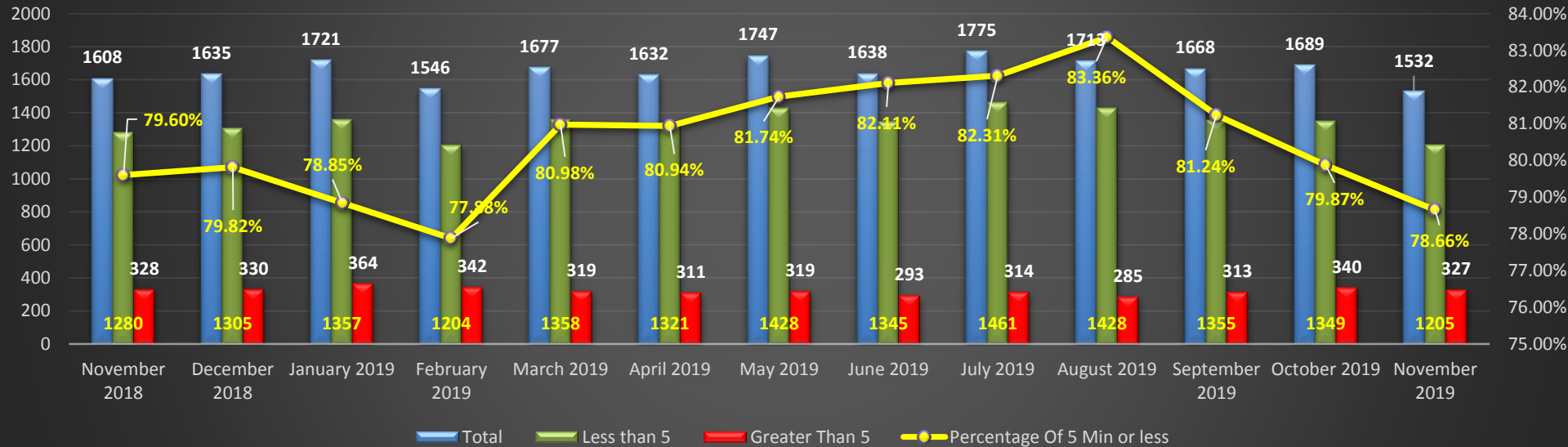
Data Source:
Firehouse Software

Current Period:
11/01/2019 - 11/30/2019

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

➤ 3rd month in a row of performance declination for EMS response times.

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 ISO standards.

Data Source: Firehouse Software

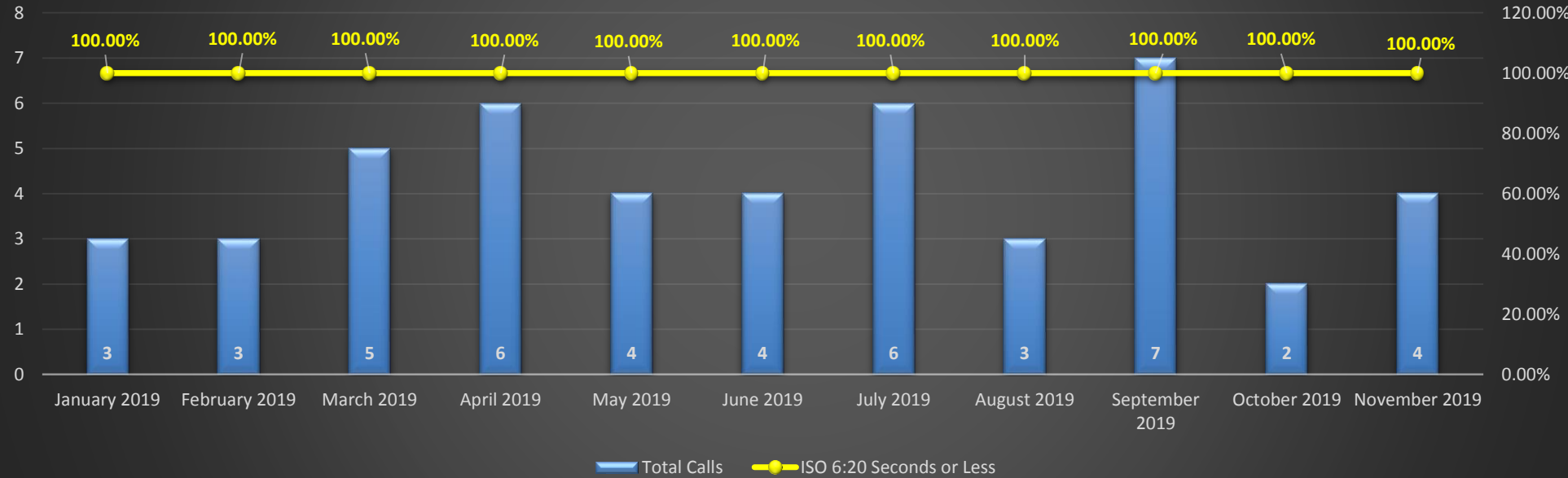
Current Period:
11/01/2019 - 11/30/2019



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

➤ Great work once again in 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.



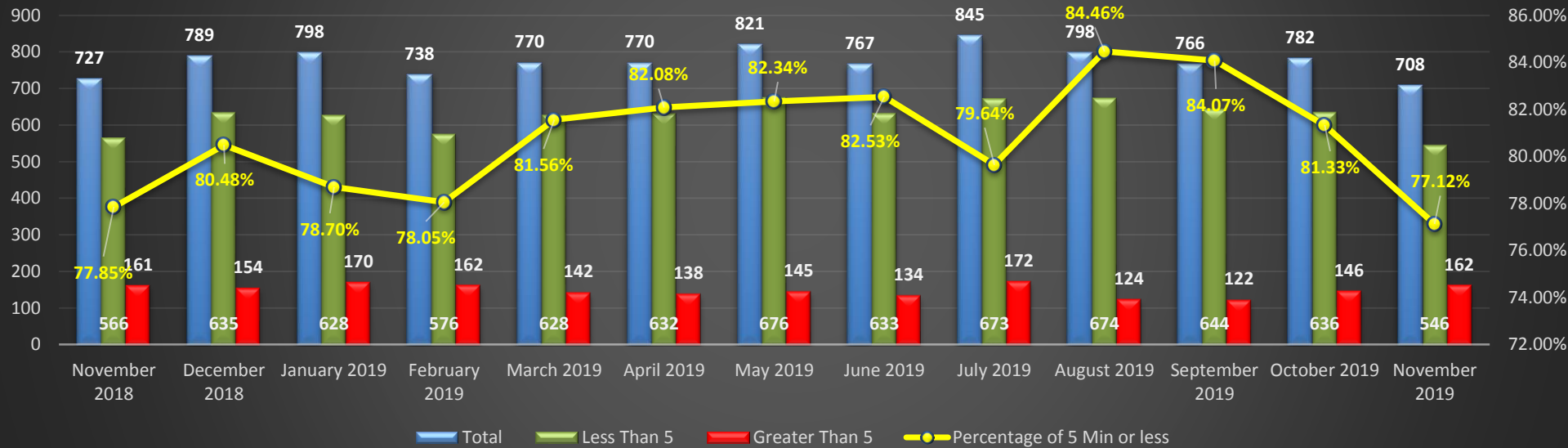
Data Source:
Firehouse Software

Current Period:
11/01/2019 - 11/30/2019

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

➤ 3rd month in a row of performance decline in District 1 for EMS response.

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

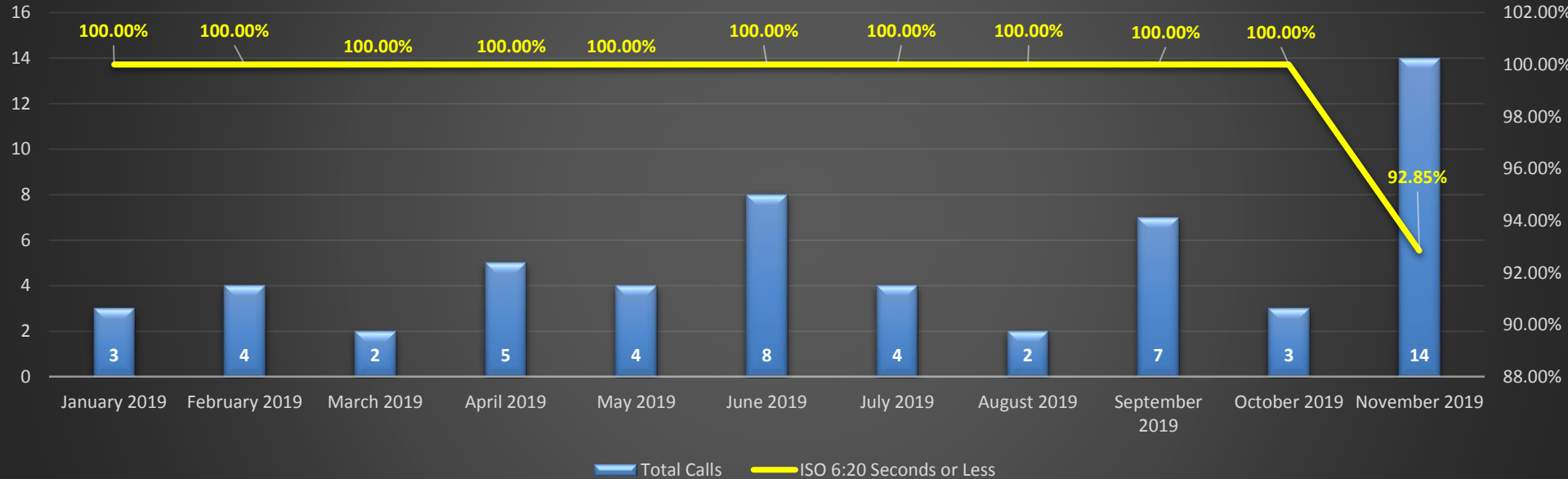
Current Period:
11/01/2019 - 11/30/2019



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

➤ Exceeded the goal of 90%. Well done.

Maintain proficiency.

➤ Effective emergency response.

EMS Response Scorecard

District 2

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



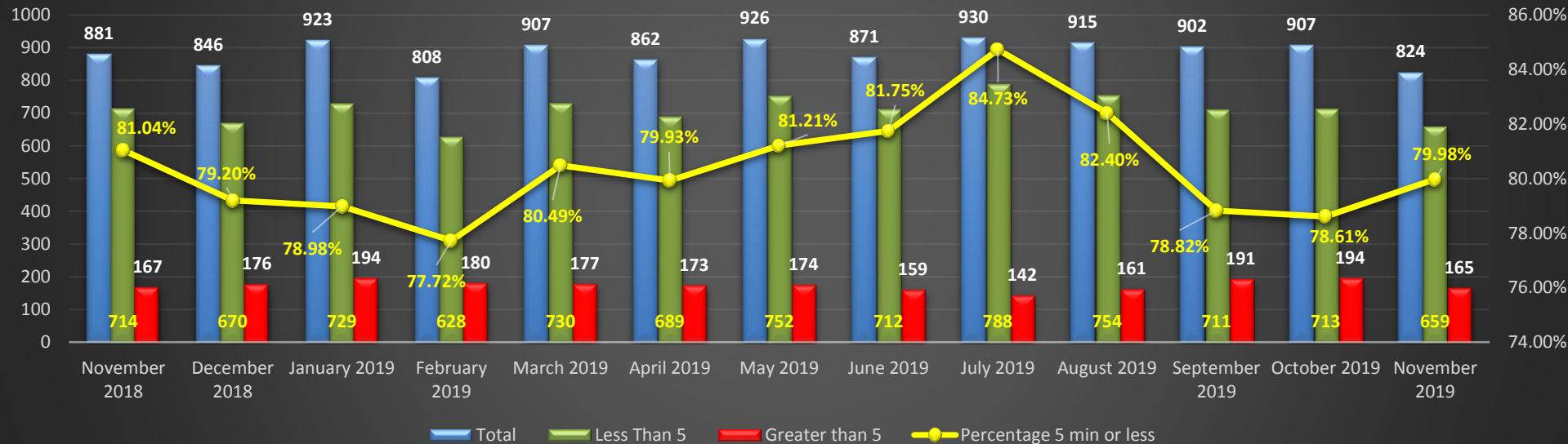
Data Source:
Firehouse Software

Current Period:
11/01/2019 - 11/30/2019

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

➤ Increase in performance by District 2.

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

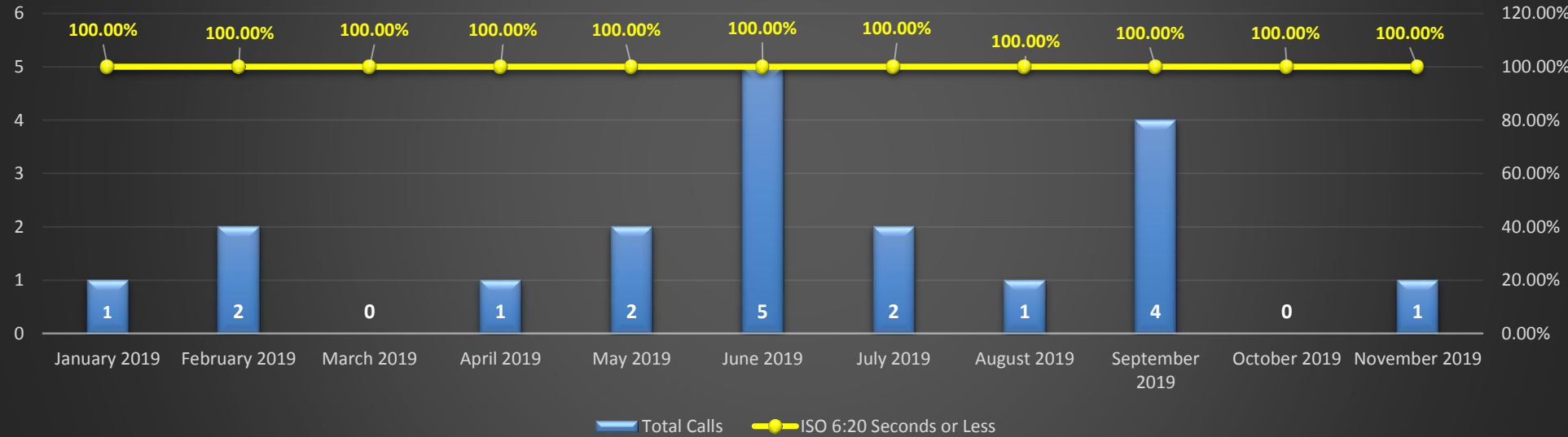
Current Period:
11/01/2019 - 11/30/2019



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

➤ Outstanding job, 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

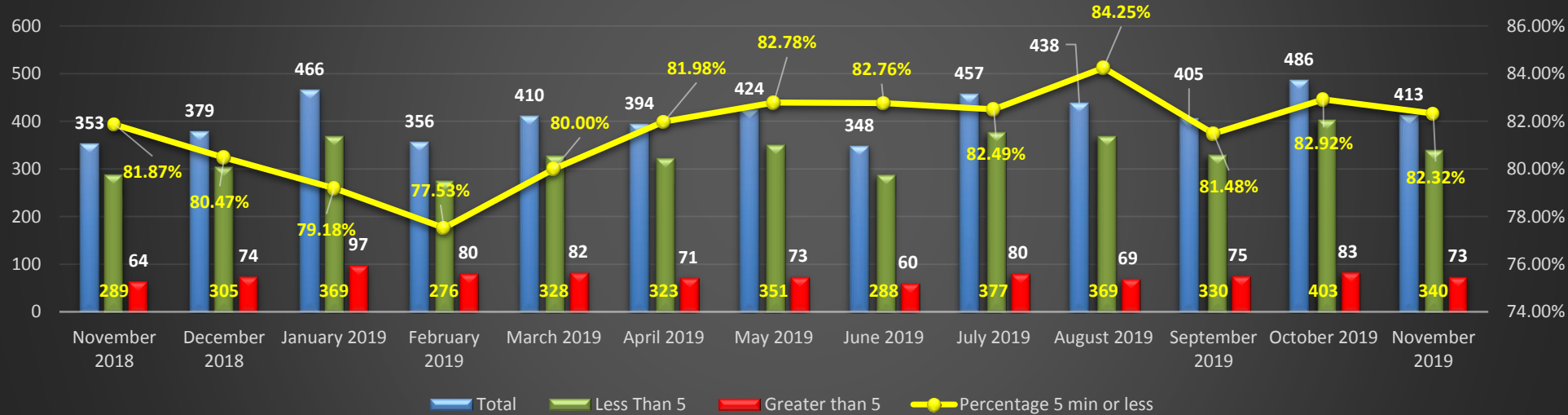
Current Period:
11/01/2019 - 11/30/2019



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

➤ Slight declination in performance for November. Increase in performance when compared to same time frame 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 B

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

Data Source: Firehouse Software

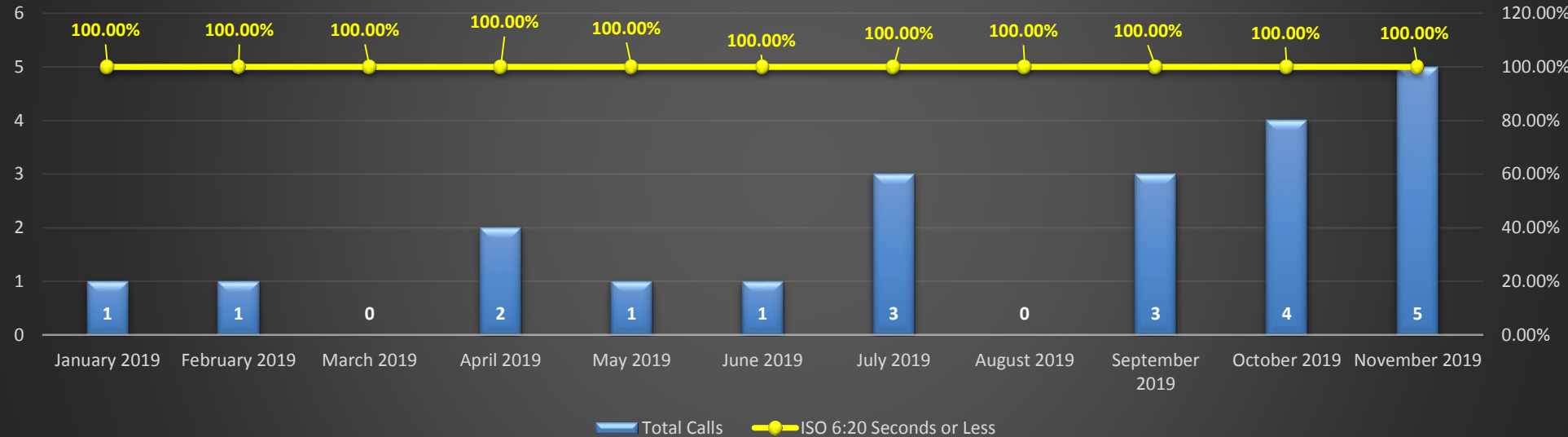
Current Period:
11/01/2019 - 11/30/2019



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 for 11 straight months.

➤ Maintain efficiency.

➤ Effective emergency response.

EMS Response Scorecard

Tour B

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



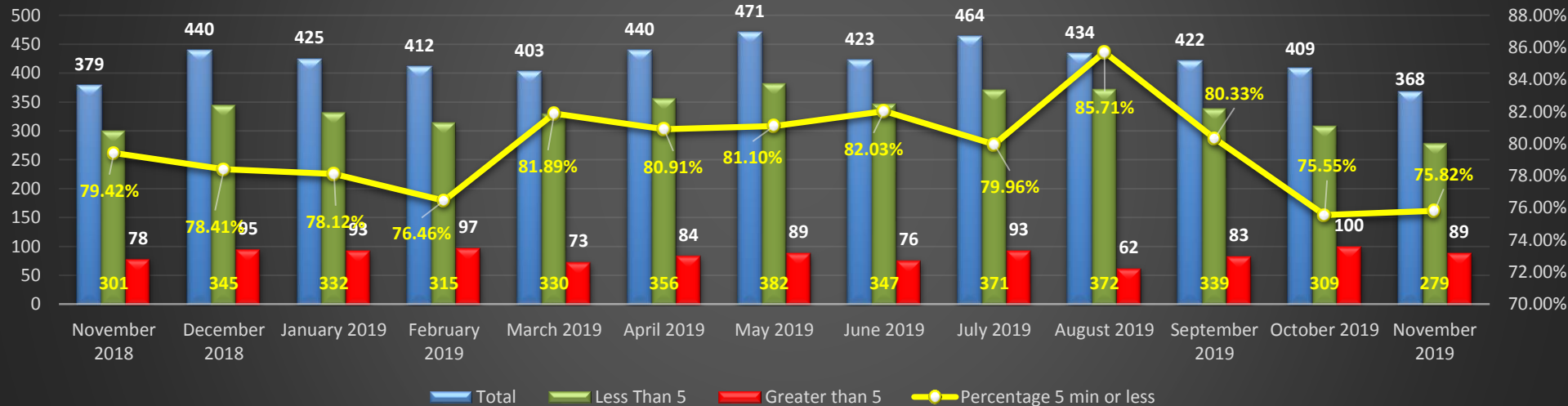
Data Source:
Firehouse Software

Current Period:
11/01/2019 - 11/30/2019

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

➤ Slight increase in performance when compared to last month.

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 to ISO standards.

Data Source: Firehouse Software

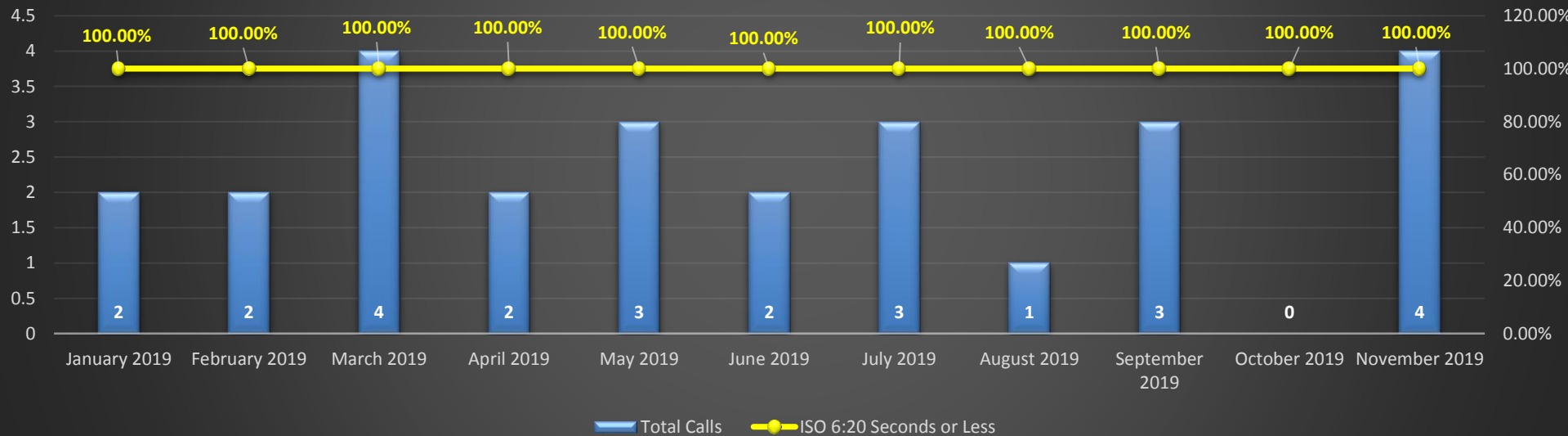
Current Period:
11/01/2019 - 11/30/2019



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 work, Tour C for 11 straight months.

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

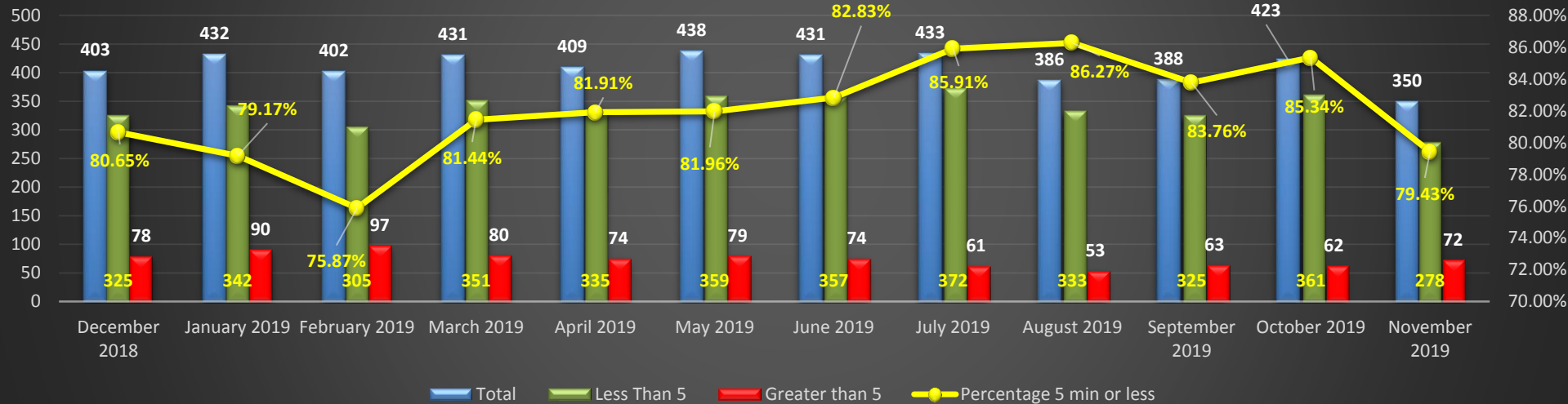
Current Period:
11/01/2019 - 11/30/2019



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

➤ Slight decrease in performance by Tour C pertaining to EMS response times when compared to same time frame 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 D

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

Data Source: Firehouse Software

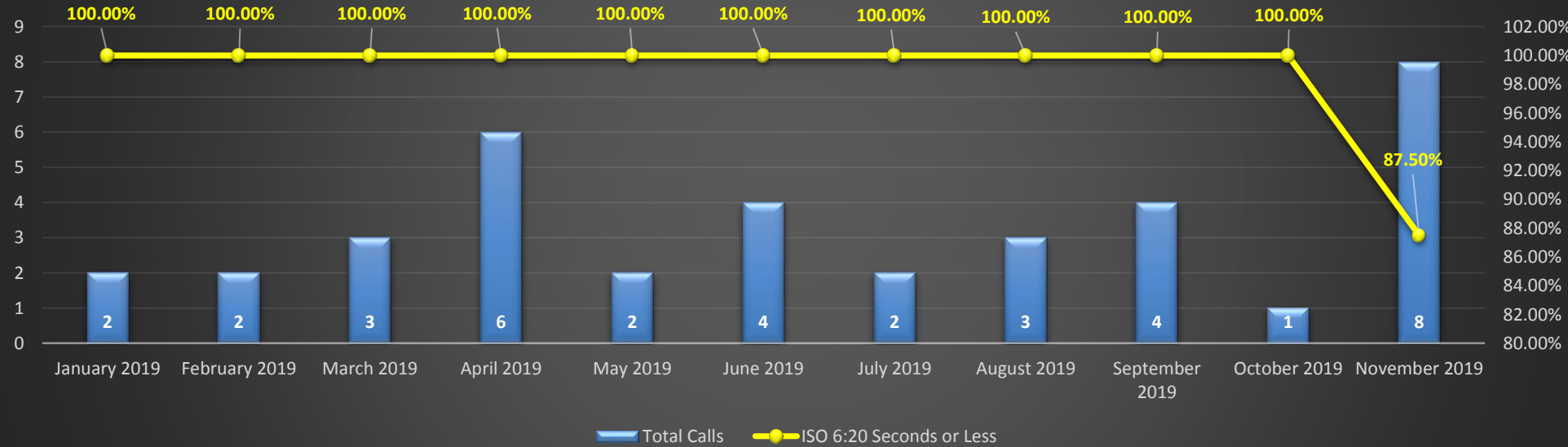
Current Period:
11/01/2019 - 11/30/2019



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

➤ Did not meet performance goal of 90% this month. Explanation?

Sustain excellent emergency responses.

➤ Life safety incident stabilization.

EMS Response Scorecard

Tour D

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



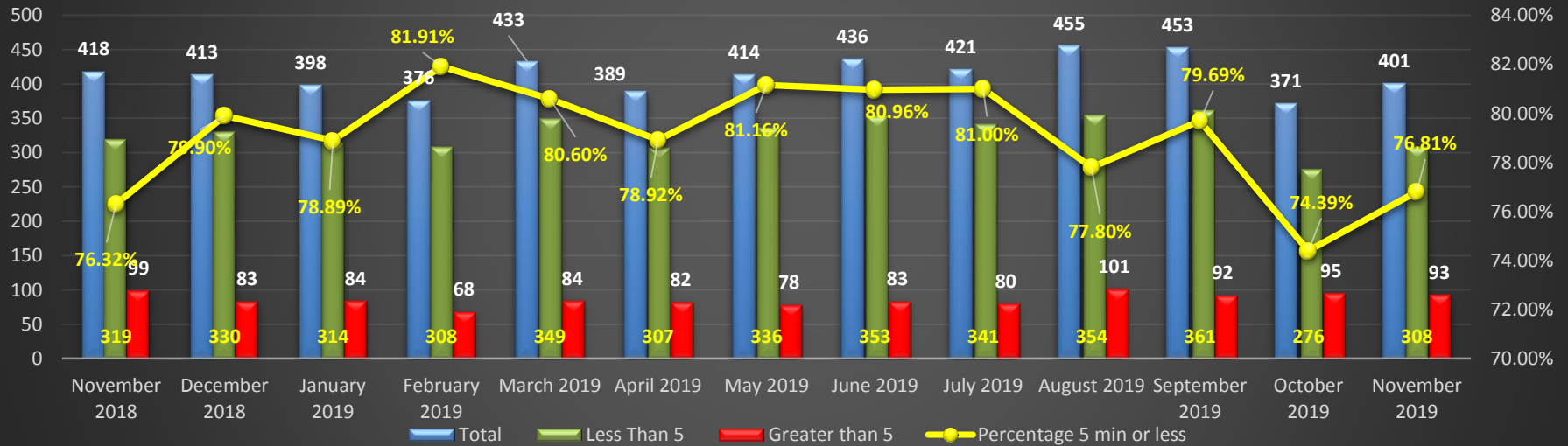
Data Source:
Firehouse Software

Current Period:
11/01/2019 - 11/30/2019

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

➤ Tour D for EMS response times in the month of November when compared to same time frame last year has increased. Slight increase in performance over last month as well.

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.

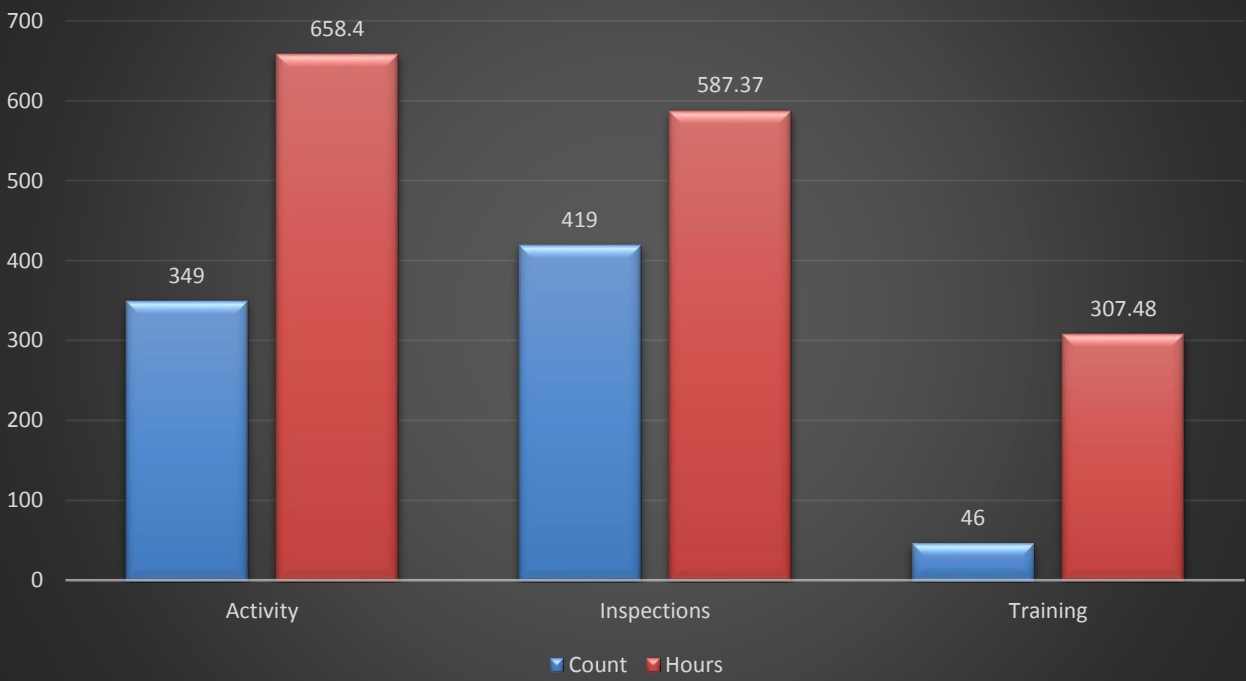
Data Source: HFD Firehouse Software

Current Period: 11/01/2019 - 11/30/2019

Fire Marshal Office

HISTORICAL ANALYSIS

Reporting Period	Violations		
	Violations Found	Violations Cleared	
05/19	249	325	
06/19	154	426	
07/19	480	193	
08/19	459	387	
09/19	185	230	
10/19	390	459	
11/19	186	440	



Attendance

Total Hours Working:	1553.25	Off Duty:	618
Total Hours on Duty	1578.5	Percentage Account For:	98.40%

Recommendations

✓ Excellent time accountability this month.

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:
11/01/2019 - 11/30/2019

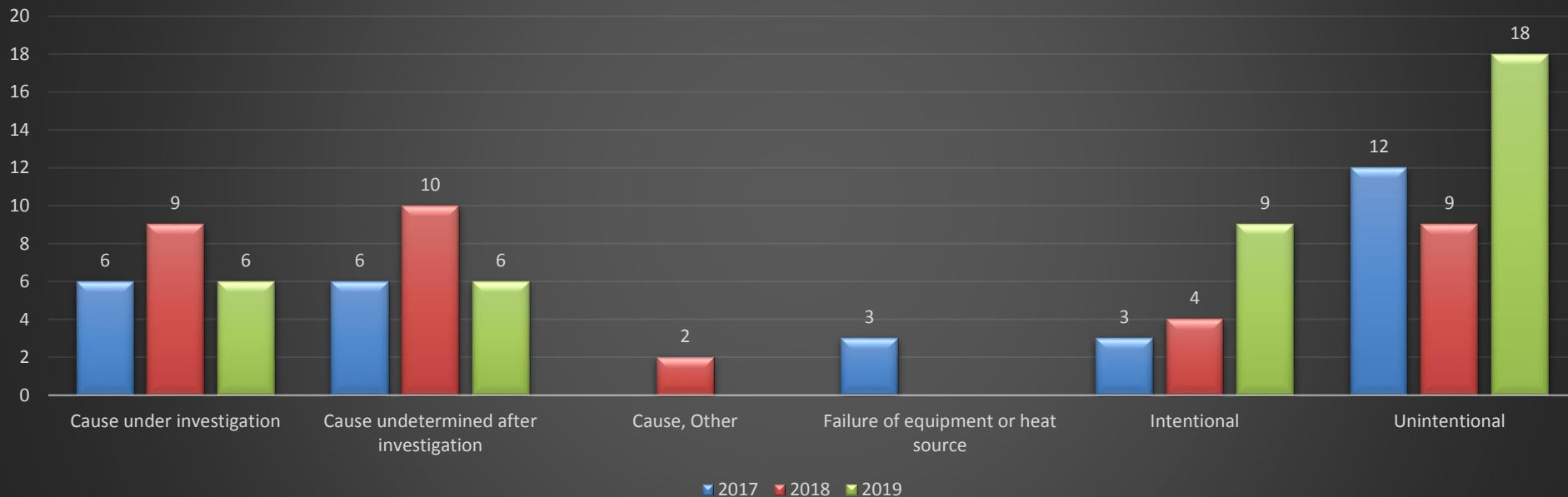


HFD Strategic Priorities:

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 November



Analysis

Recommendations

Impact

➤ Both intentional and unintentional fires are up when compared to past two years.

✓ Assess effectiveness of community risk reduction program.

- 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.

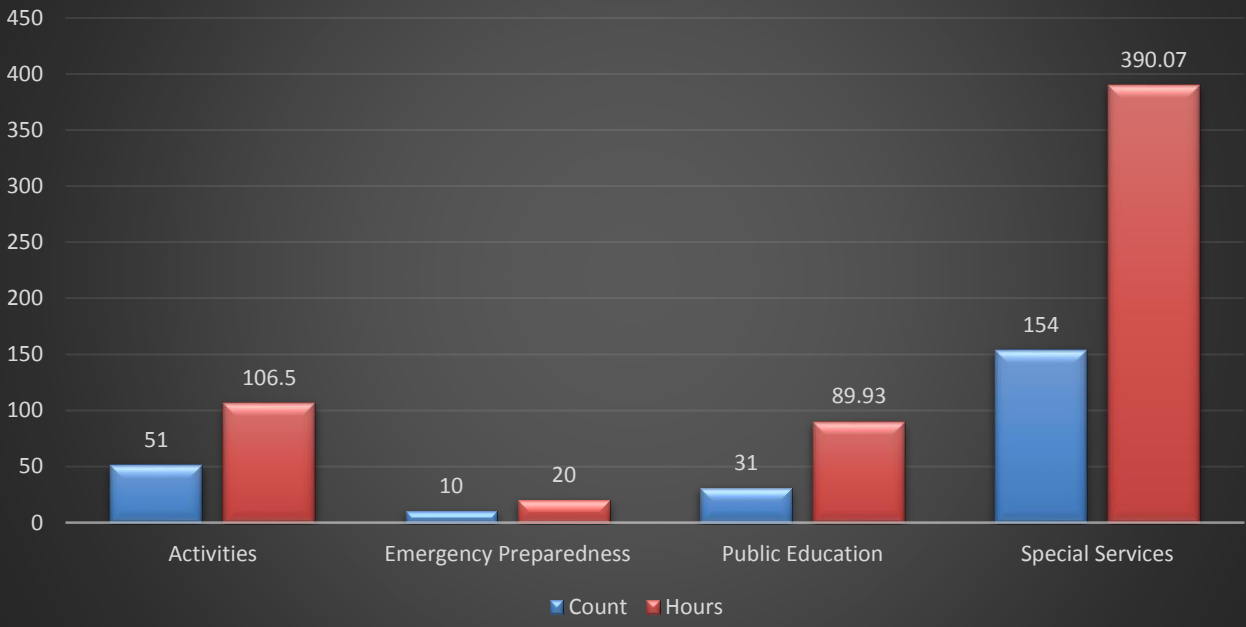
Data Source: HFD Firehouse Software

Current Period: 11/01/2019 - 11/30/2019

HISTORICAL ANALYSIS

Reporting Period	09/19	10/19	11/19
Total Activities	248	338	246
Total Adults	3,667	5,613	4,279
Total Children	503	7,371	980
Smoke Detector	463	3	39
Car Seats	0	2	7

Special Services



Attendance

Total Hours Working:	606.5	Off Duty:	60
Total Hours on Duty:	605	Percentage Account For:	100.25%

Recommendations

- Outstanding work by SSU personnel.
- Please ensure that time accounted for does not exceed 100%.
- How are we with emergency supplies for relocations and emergency shelter?

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.



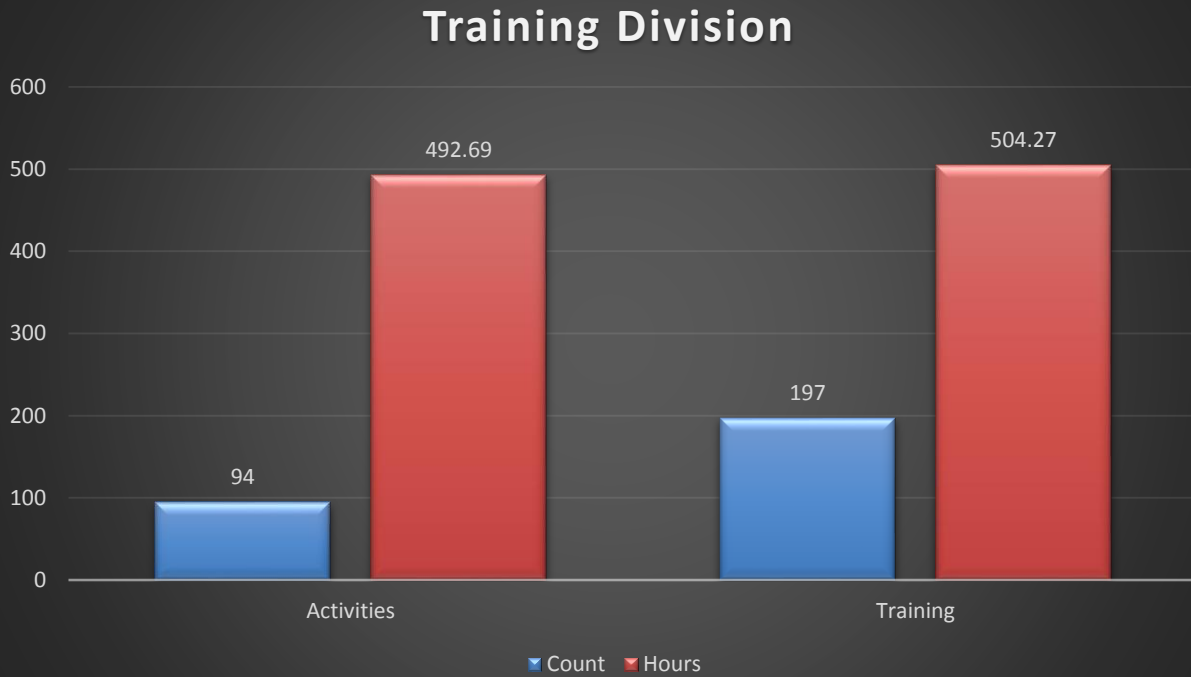
HFD Strategic Priorities:
Provide Mandated Training to Hartford Fire Department Personnel

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: 11/01/2019 – 11/30/2019

HISTORICAL ANALYSIS



Attendance

Recommendations

Impact

Total Working Hours:	996.96	Total Hours Off:	280
Total Hours on Duty:	1017	Hours Accounted For:	98.03%

Outstanding work again by our Training Division personnel.

- 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.

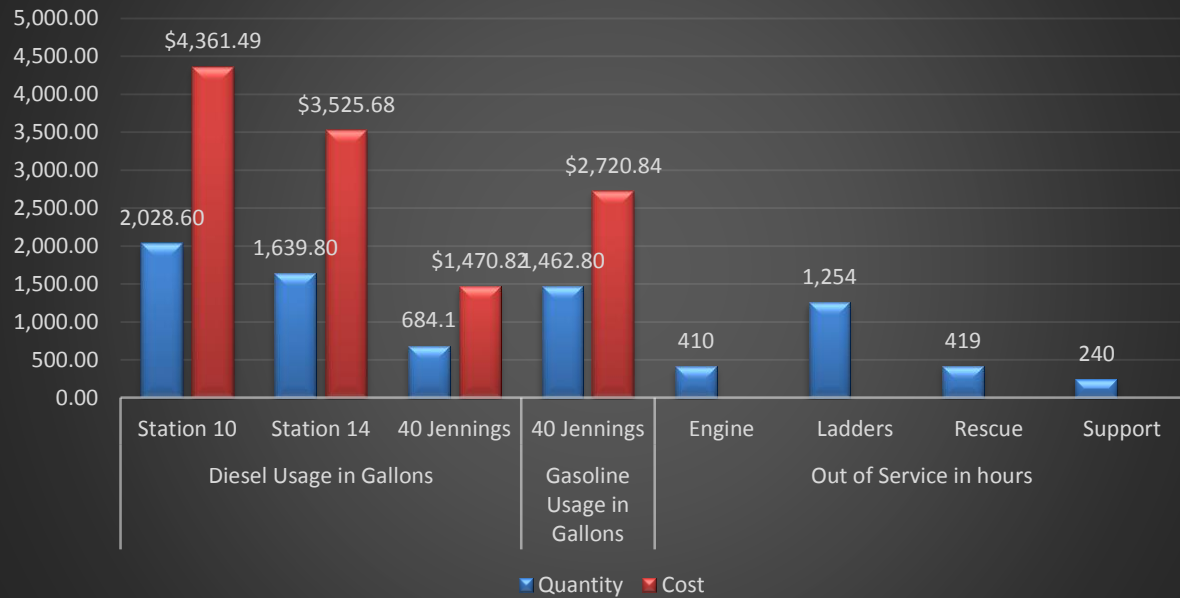
Data Source: HFD Firehouse Software

Current Period: 11/01/2019 – 11/30/2019

HISTORICAL ANALYSIS

Reporting Period				
	Hose Testing	Aerial Testing	Ground Ladder Testing	Fit Test
07/19	0	4	0	0
08/19	0	0	0	0
09/19	0	0	0	0
10/19	0	0	0	0
11/19	0	0	0	0

Equipment Maintenance Division



Attendance

Total Working Hours:	1212.96	Total Hours Off:	160
Total Hours on Duty:	1277	Hours Accounted For:	94.99%

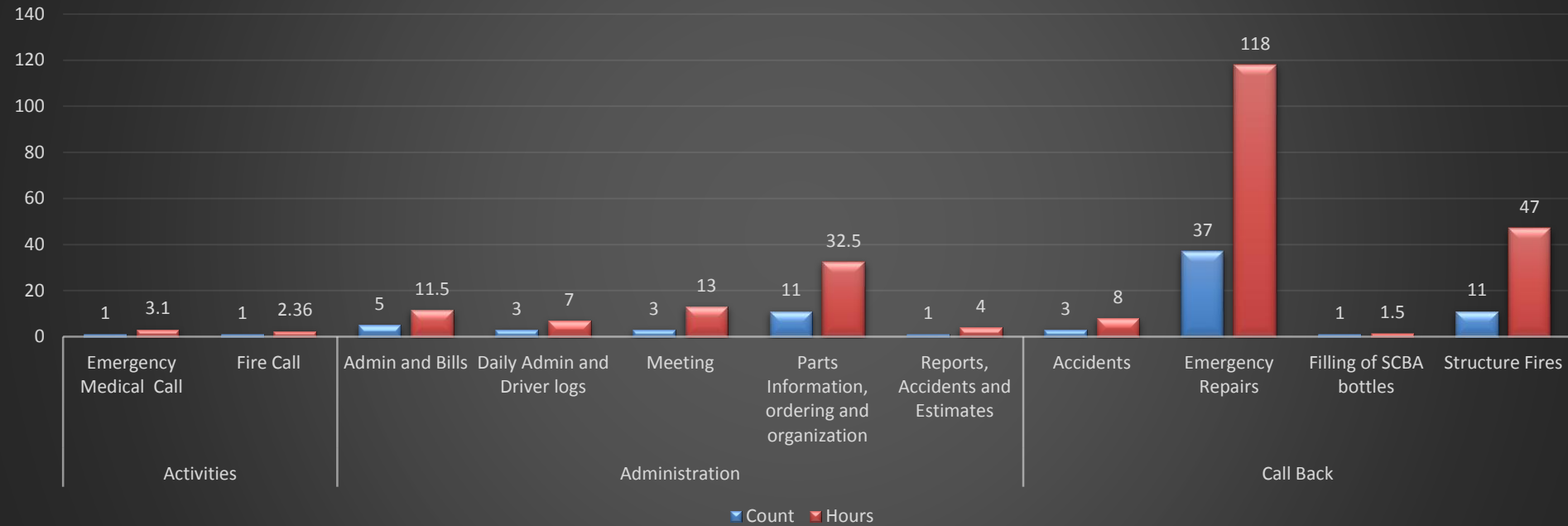
Recommendations

➤ How are we looking with hose testing?

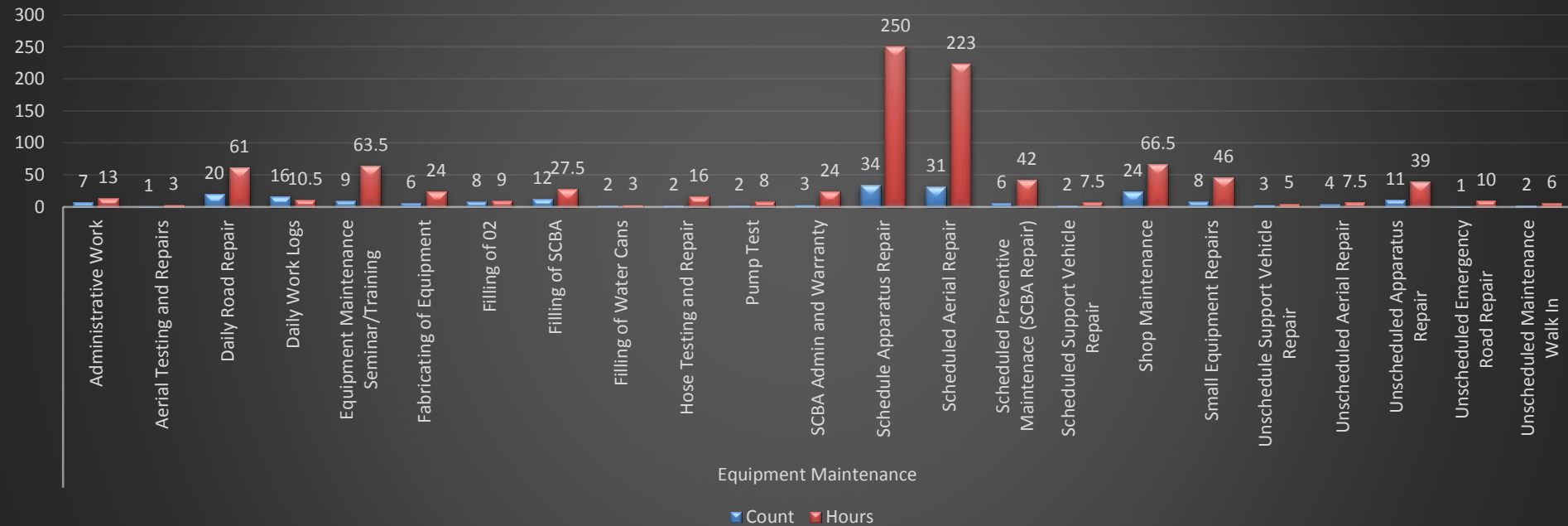
Impact

- 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.

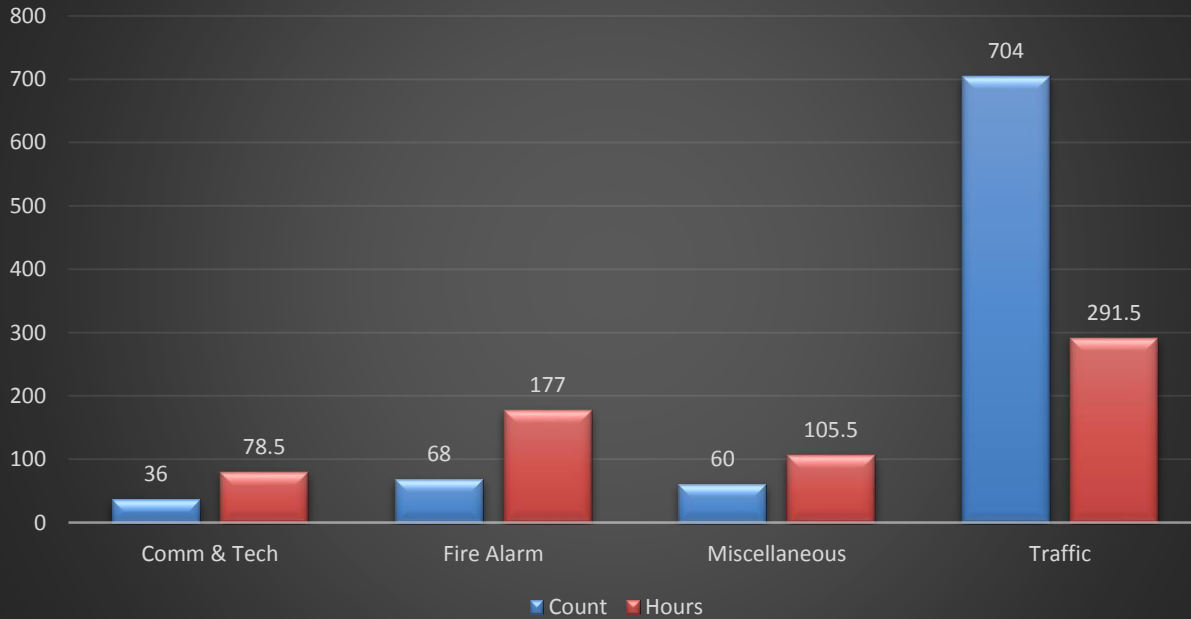
Data Source: HFD Firehouse Software

Current Period: 11/01/2019 – 11/30/2019

HISTORICAL ANALYSIS

Reporting Period	Historical Analysis			
	Traffic	Comm & Tech	Training / Misc	Fire Alarm
06/19	722	69	77	54
07/19	913	51	83	91
08/19	705	34	72	73
09/19	1002	50	75	70
10/19	829	52	88	90

Fire Alarm Communications Technology



Attendance

Total Working Hours:	652.5	Total Hours Off:	41
Total Hours on Duty:	675.5	Hours Accounted For:	96.60%

Recommendations

✓ Excellent work, FACT division.

Impact

- IS&IT execution of relevant duties and responsibilities.

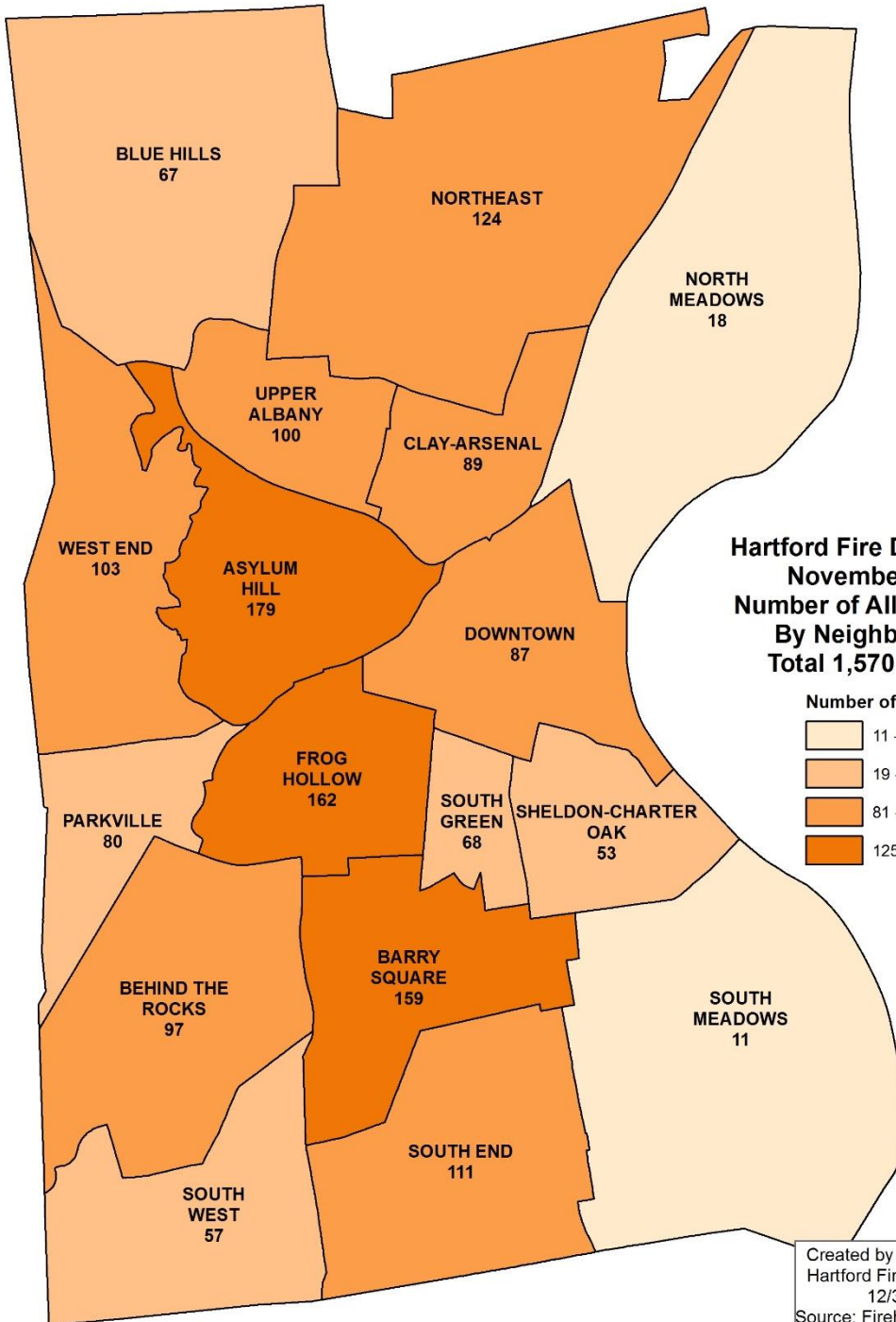
EMERGENCY RESPONSE DATA



"Goal Oriented, Results Driven"

EMS

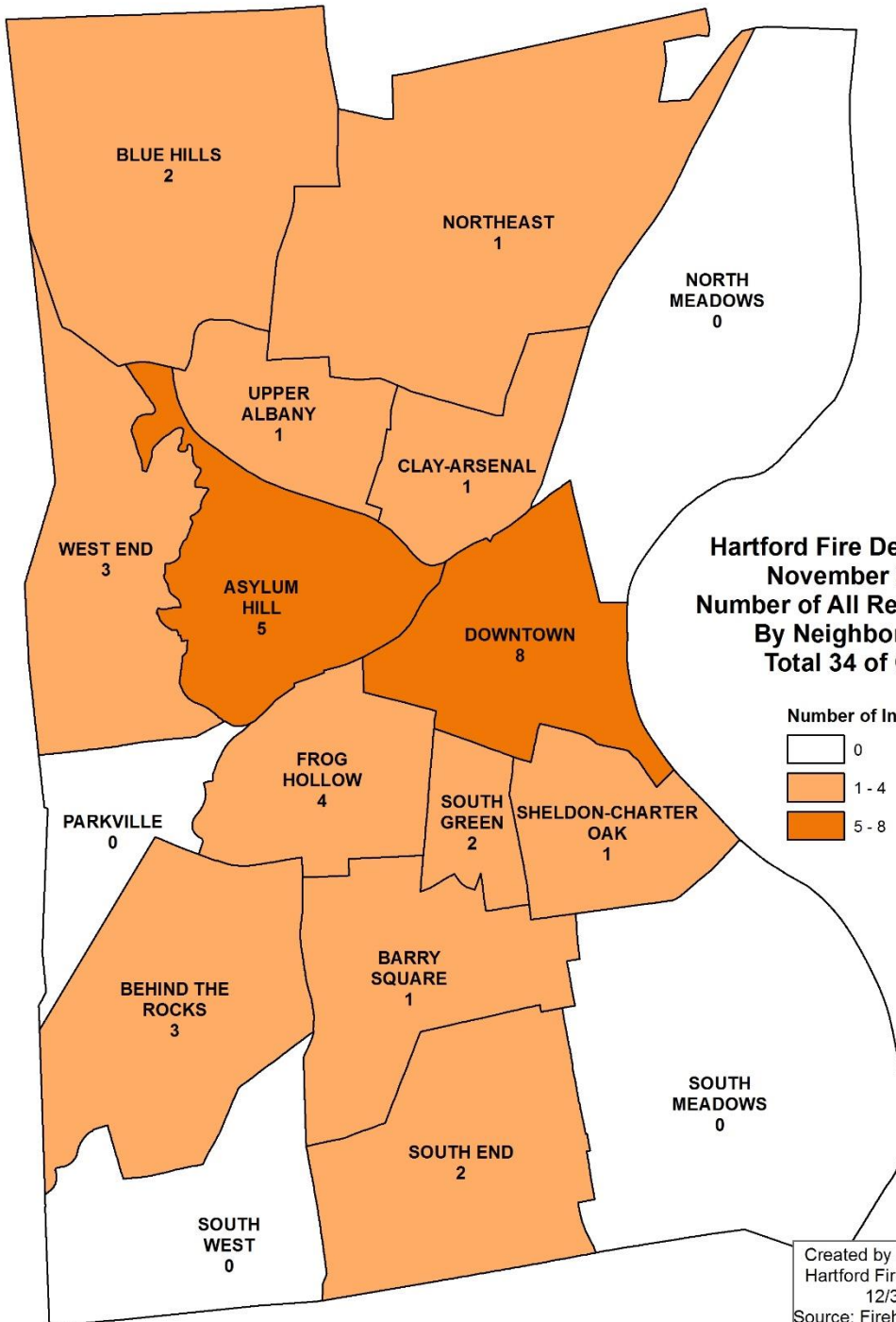
November 2019



Created by Leandro Cieri
Hartford Fire Department
12/3/2019
Source: Firehouse Software
Geocoded 1,565
Not Geocoded: 5

Incident Type	Description	Count
321	EMS call, excluding vehicle accident with injury	955
311	Medical assist, assist EMS crew	382
324	Motor Vehicle Accident with no injuries	72
322	Motor vehicle accident with injuries	69
300	Rescue, EMS incident, other	46
510	Person in distress, Other	37
323	Motor vehicle/pedestrian accident (MV Ped)	6
320	Emergency medical service, other	3

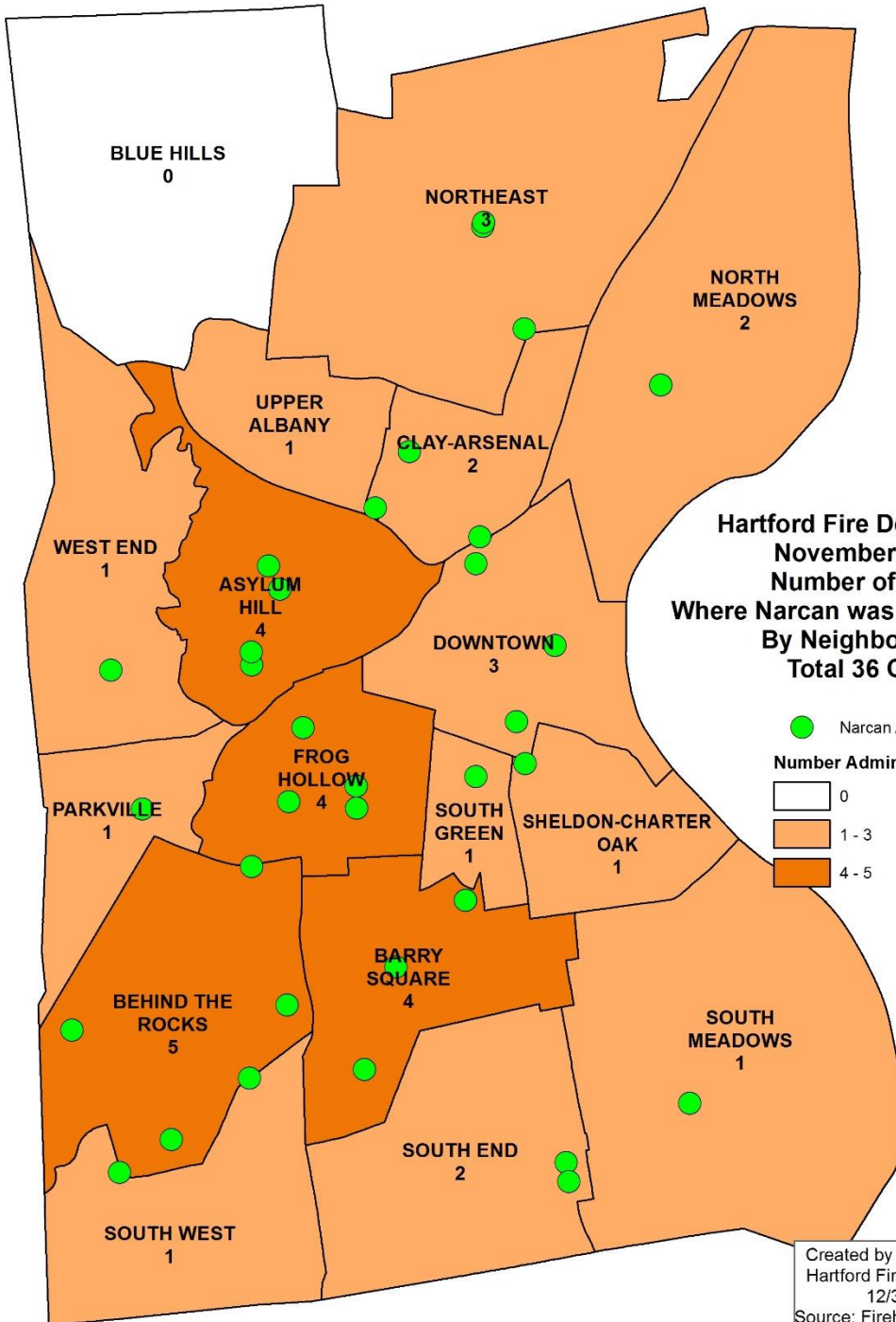
Rescue Calls November 2019



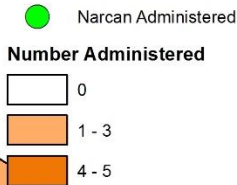
Created by Leandro Cieri
Hartford Fire Department
12/3/2019
Source: Firehouse Software
Geocoded: 34
Not Geocoded: 0

Incident Type	Description	Count
511	Lock-out	17
353	Removal of victim(s) from stalled elevator	12
331	Lock-in (if lock out , use 511)	2
352	Extrication of victim(s) from vehicle	2
461	Building or structure weakened or collapsed	1

Narcan Administered November 2019

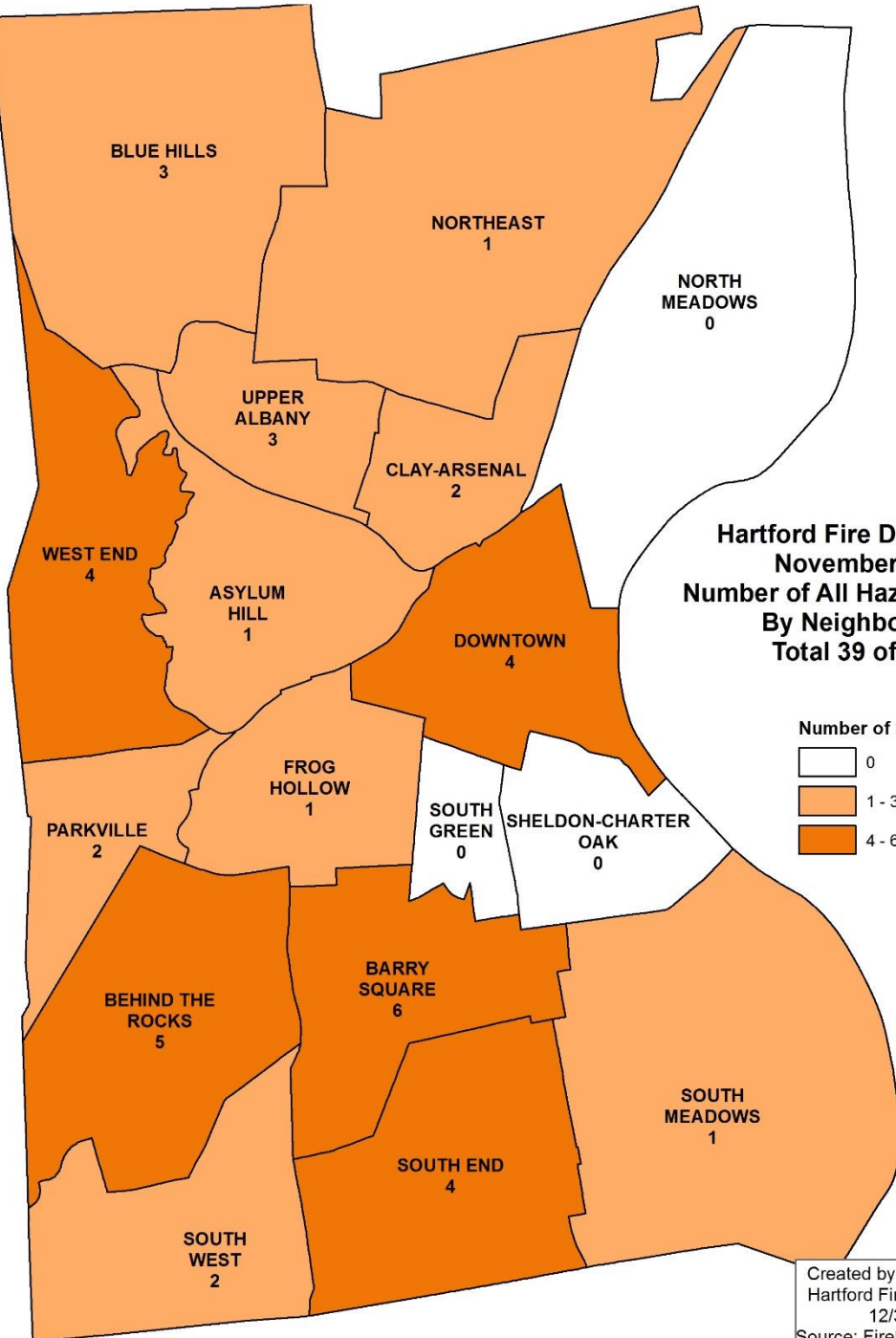


**Hartford Fire Department
November 2019
Number of Calls
Where Narcan was Administered
By Neighborhood
Total 36 Calls**

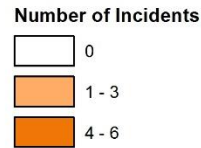


Created by Leandro Cieri
Hartford Fire Department
12/3/2019
Source: Firehouse Software
Geocoded: 36
Not Geocoded: 0

Hazardous Materials November 2019



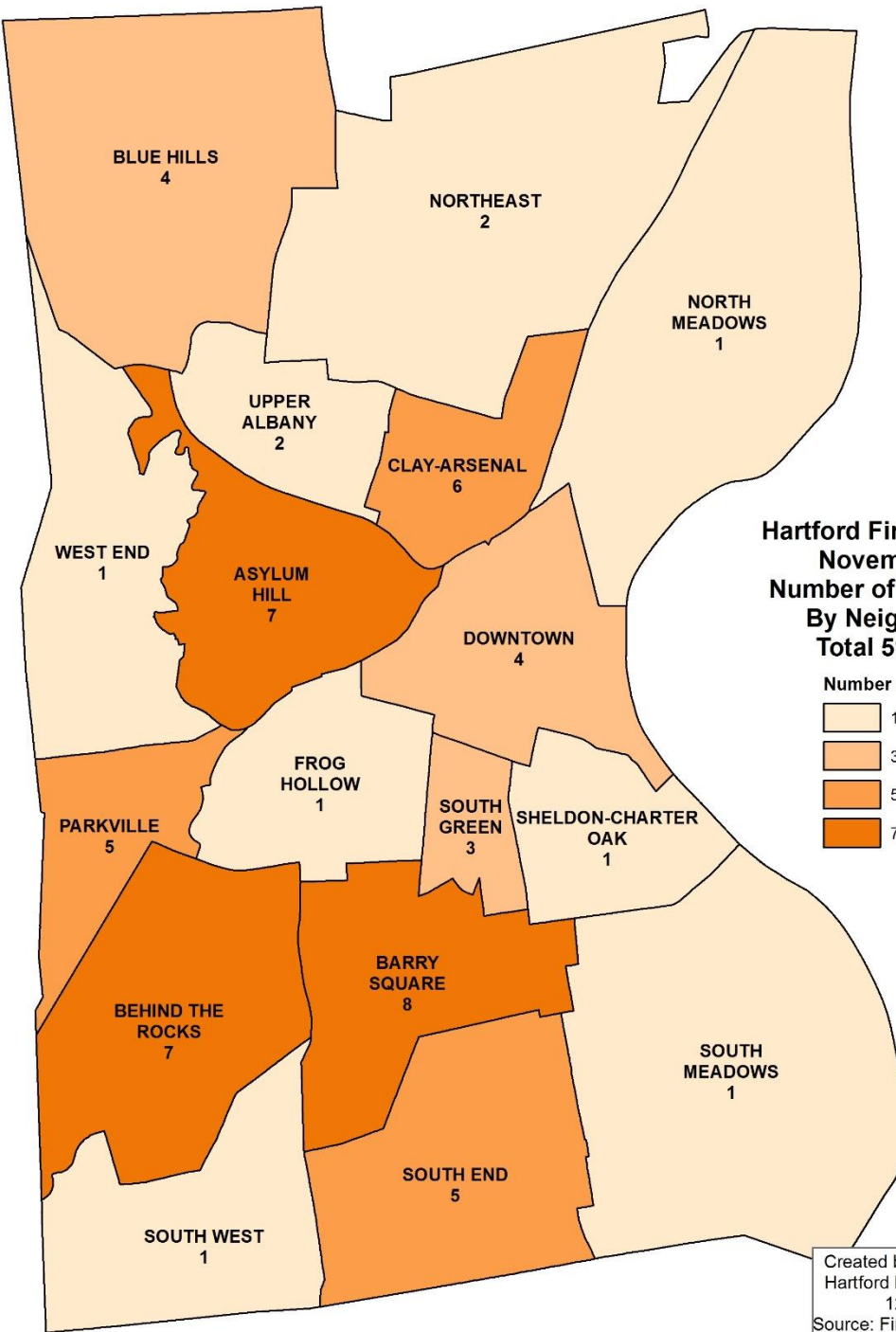
**Hartford Fire Department
November 2019
Number of All Hazardous Calls
By Neighborhood
Total 39 of Calls**



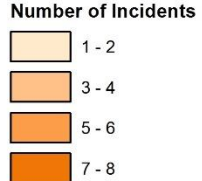
Incident Type	Description	Count
400	Hazardous condition, Other	20
412	Gas leak (natural gas or LPG)	8
424	Carbon monoxide incident	4
463	Vehicle accident, general cleanup	3
410	Combustible/flammable gas/liquid condition, other	2
411	Gasoline or other flammable liquid spill	1
422	Chemical spill or leak	1

Created by Leandro Cieri
Hartford Fire Department
12/3/2019
Source: Firehouse Software
Geocoded: 39
Not Geocoded: 0

All Fires November 2019



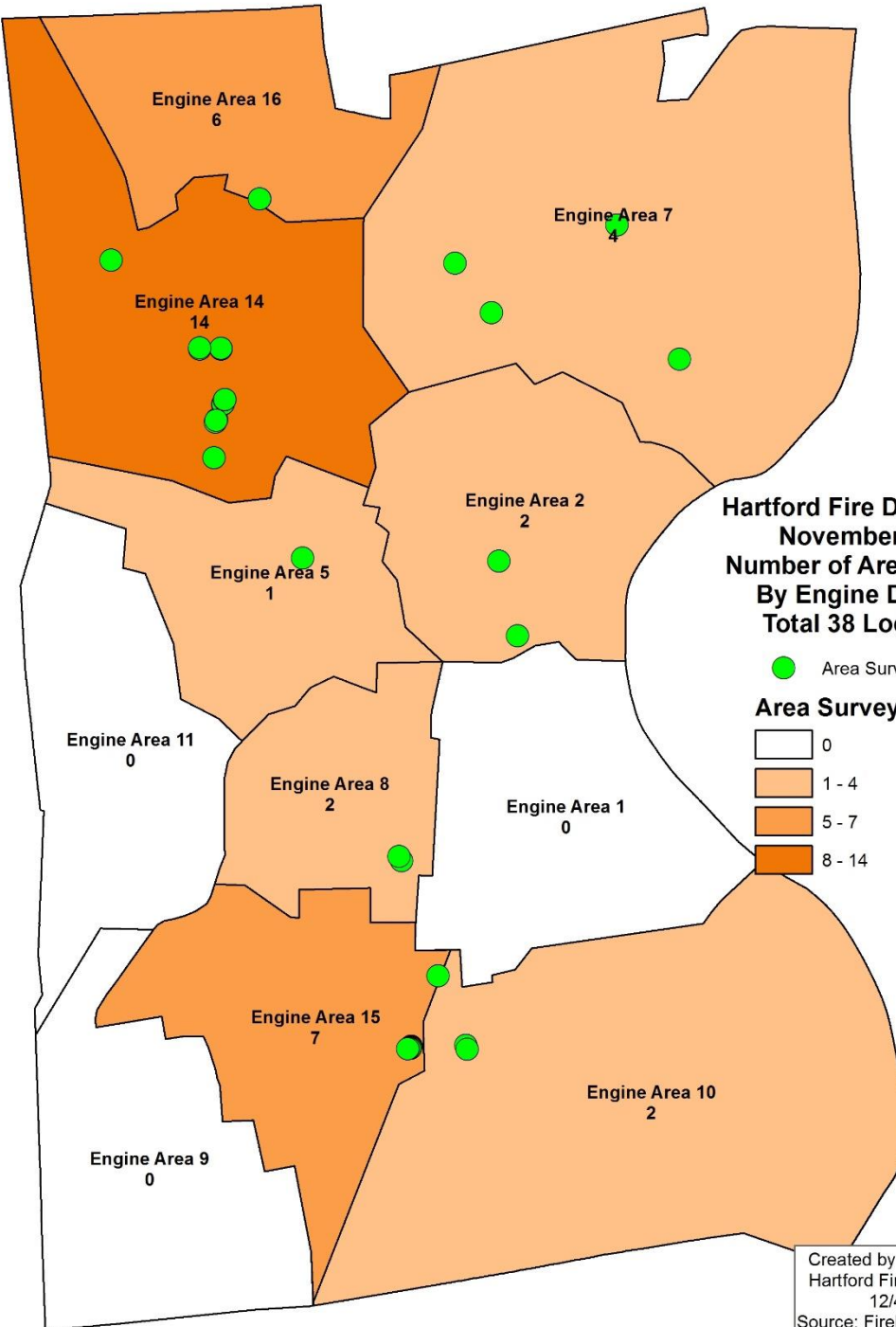
**Hartford Fire Department
November 2019
Number of All Fire Calls
By Neighborhood
Total 59 of Calls**



Created by Leandro Cieri
Hartford Fire Department
12/3/2019
Source: Firehouse Software
Geocoded: 59
Not Geocoded: 0

Incident Type	Description	Count
111	Building fire	18
131	Passenger vehicle fire	7
151	Outside rubbish, trash or waste fire	7
113	Cooking fire, confined to container	7
142	Brush or brush-and-grass mixture fire	5
150	Outside rubbish fire, Other	4
154	Dumpster or other outside trash receptacle fire	4
140	Natural vegetation fire, Other	3
118	Trash or rubbish fire, contained	2
160	Special outside fire, Other	1
130	Mobile property (vehicle) fire, Other	1

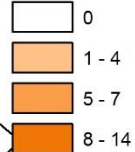
Area Survey November 2019



Hartford Fire Department
November 2019
Number of Area Surveys
By Engine Districts
Total 38 Locations

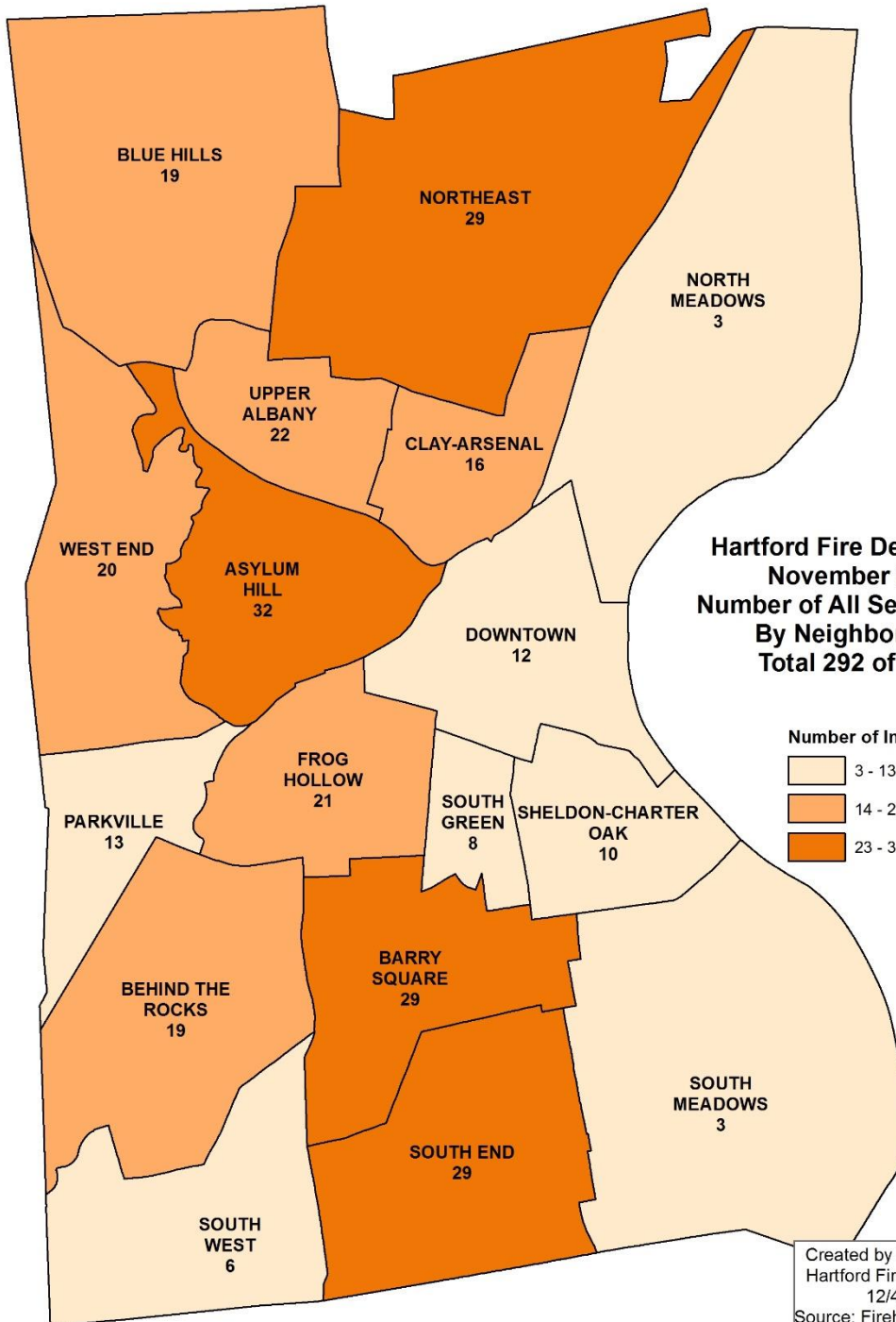
● Area Survey Locations

Area Survey



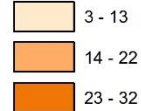
Created by Leandro Cieri
Hartford Fire Department
12/4/2019
Source: Firehouse Software
Geocoded: 38
Not Geocoded: 0

Service Calls November 2019



**Hartford Fire Department
November 2019
Number of All Service Calls
By Neighborhood
Total 292 of Calls**

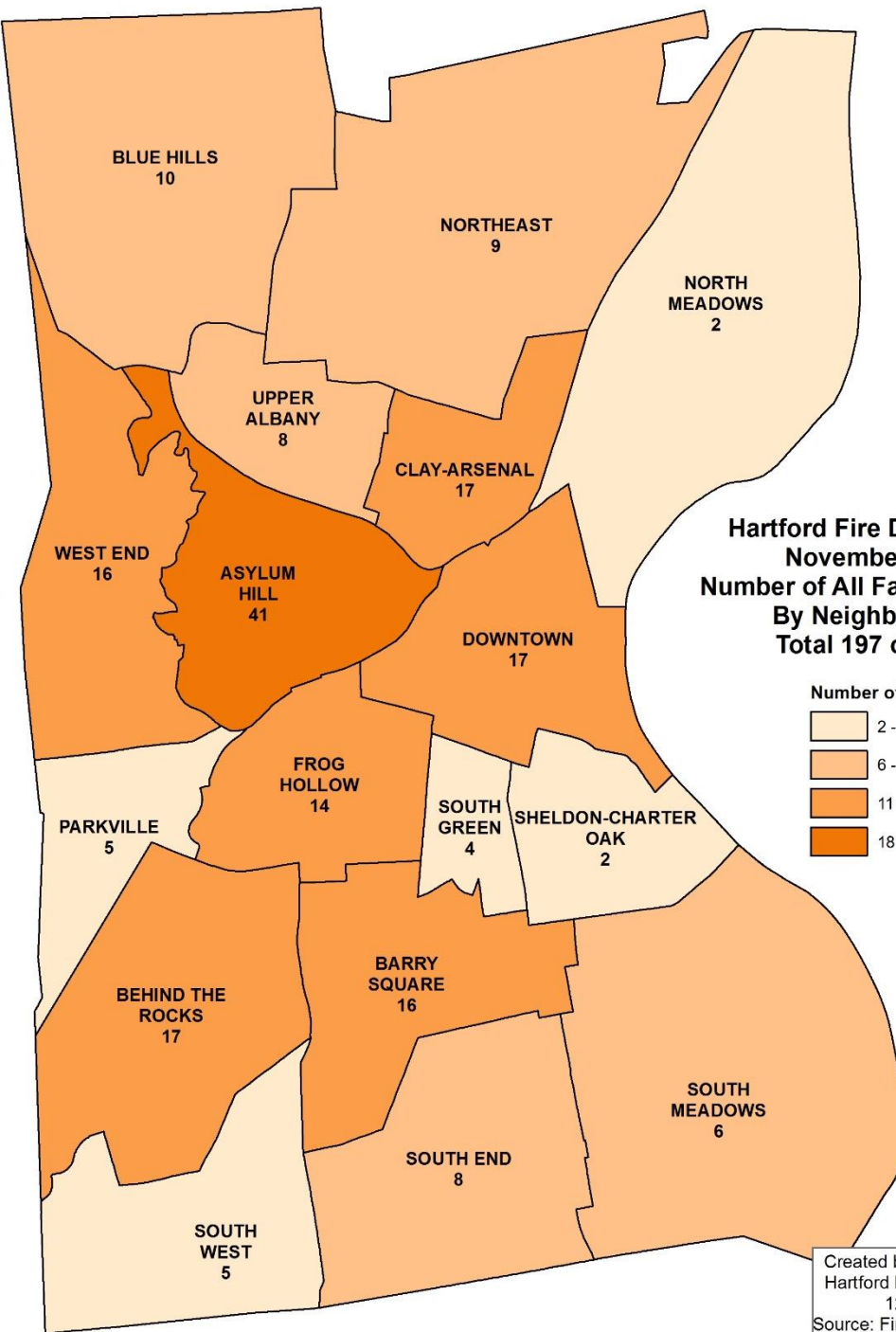
Number of Incidents



Incident Type	Description	Count
500	Service Call, other	92
552	Police matter	69
531	Smoke or odor removal	47
520	Water problem, Other	26
553	Public service	21
444	Power line down	16
550	Public service assistance, Other	8
440	Electrical wiring/equipment problem, Other	3
522	Water or steam leak	3
551	Assist police or other governmental agency	3
445	Arcing, shorted electrical equipment	2
555	Defective elevator, no occupants	1
554	Assist invalid	1

Created by Leandro Cieri
Hartford Fire Department
12/4/2019
Source: Firehouse Software
Geocoded: 291
Not Geocoded: 1

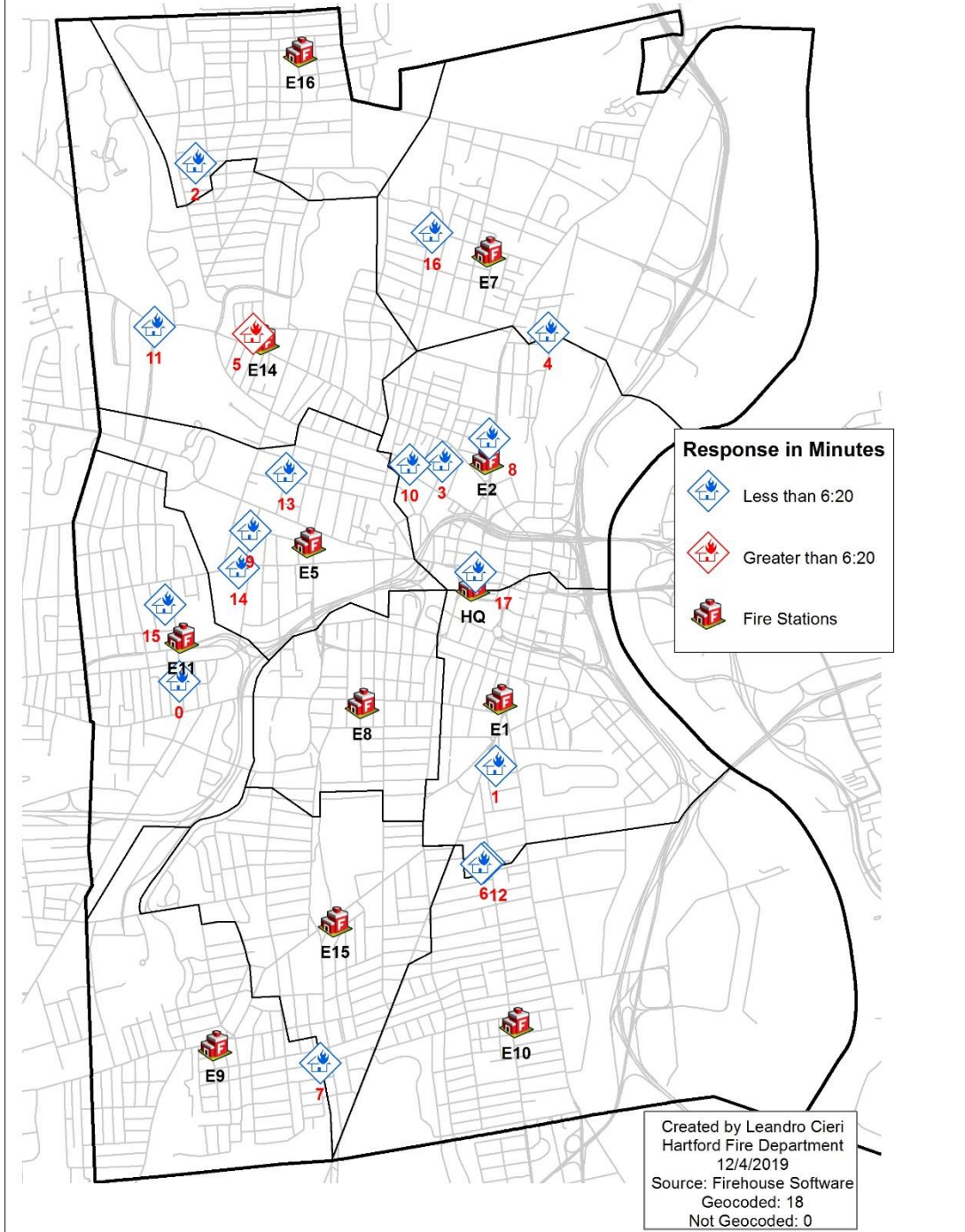
Fire Alarms November 2019



Created by Leandro Cieri
Hartford Fire Department
12/4/2019
Source: Firehouse Software
Geocoded: 197
Not Geocoded: 0

Incident Type	Description	Count
745	Alarm system activation, no fire - unintentional	48
743	Smoke detector activation, no fire - unintentional	41
735	Alarm system sounded due to malfunction	30
740	Unintentional transmission of alarm, Other	22
710	Malicious, mischievous false call, Other	16
700	False alarm or false call, Other	7
736	CO detector activation due to malfunction	7
733	Smoke detector activation due to malfunction	7
714	Central station, malicious false alarm	4
744	Detector activation, no fire - unintentional	3
741	Sprinkler activation, no fire - unintentional	3
746	Carbon monoxide detector activation, no CO	2
715	Local alarm system, malicious false alarm	2
731	Sprinkler activation due to malfunction	2
730	System malfunction, Other	2
711	Municipal alarm system, 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	19-0305088	0:02:07	0	0	0	0	Cigarette
1	19-0310064	0:04:45	0	0	0	0	Radiated, conducted heat from operating equipment
2	19-0312015	0:03:55	0	0	0	0	Hot or smoldering object, Other
3	19-0313018	0:03:50	0	0	0	0	Undetermined
4	19-0313030	0:03:27	0	0	0	0	Undetermined
5	19-0313031	0:06:34	0	0	0	0	Radiated, conducted heat from operating equipment
6	19-0313052	0:03:53	0	0	0	0	Hot or smoldering object, Other
7	19-0317013	0:04:25	0	0	0	0	Heat from other open flame or smoking materials
8	19-0320016	0:04:23	0	0	0	0	Undetermined
9	19-0320019	0:04:33	0	0	0	0	Undetermined
10	19-0320022	0:04:04	0	0	0	0	Cigarette
11	19-0329038	0:05:33	0	0	0	0	Undetermined
12	19-0331045	0:03:36	0	0	0	0	Undetermined
13	19-0331058	0:02:55	0	0	0	0	Hot or smoldering object, Other
14	19-0332023	0:04:48	0	0	0	0	Spark, ember or flame from operating equipment
15	19-0332040	0:04:04	0	0	0	0	Spark, ember or flame from operating equipment
16	19-0334006	0:03:35	0	1	0	2	Undetermined
17	19-0334018	0:05:27	0	0	0	0	Heat from other open flame or smoking materials

QUESTIONS/COMMENTS



"Goal Oriented, Results Driven"