



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

**FIRESTAT**

*October 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

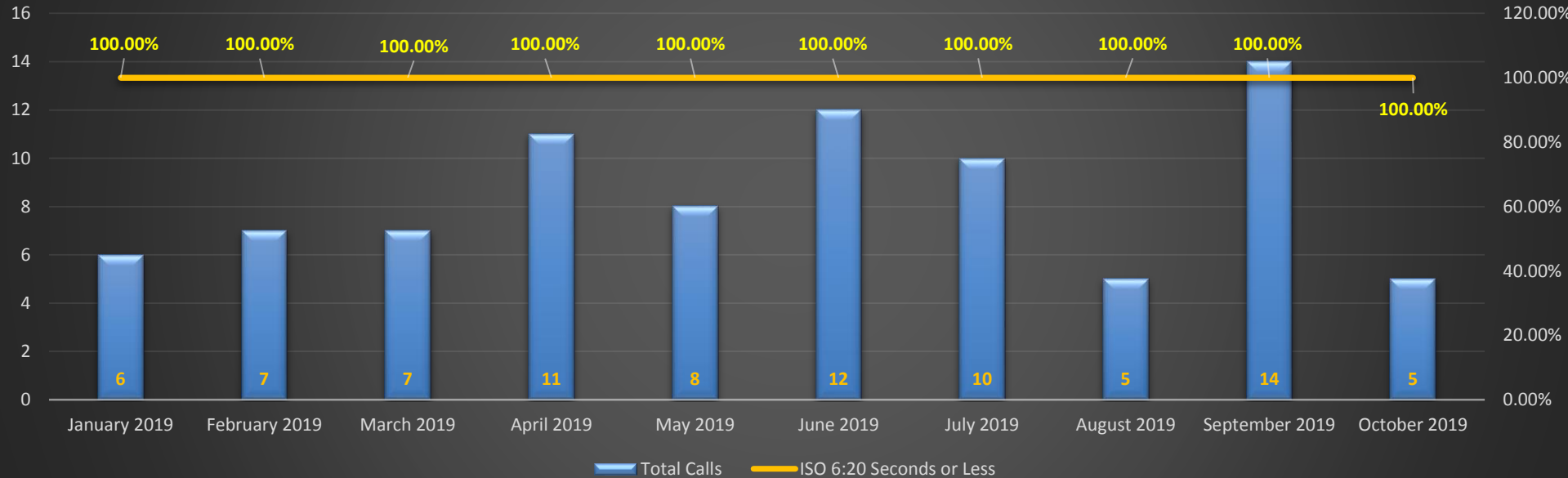
**Current Period:**  
10/01/2019 - 10/31/2019



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

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

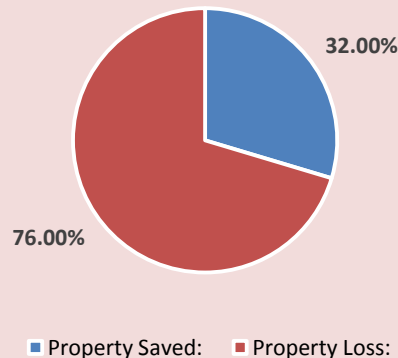
### Structure Fires



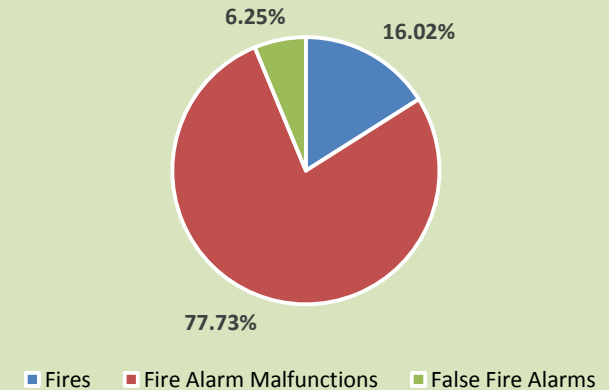
#### Analysis

- Stellar performance by all (4) tours. Keep up the great work.
- Why is percentage of property saved 32%?

#### 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.



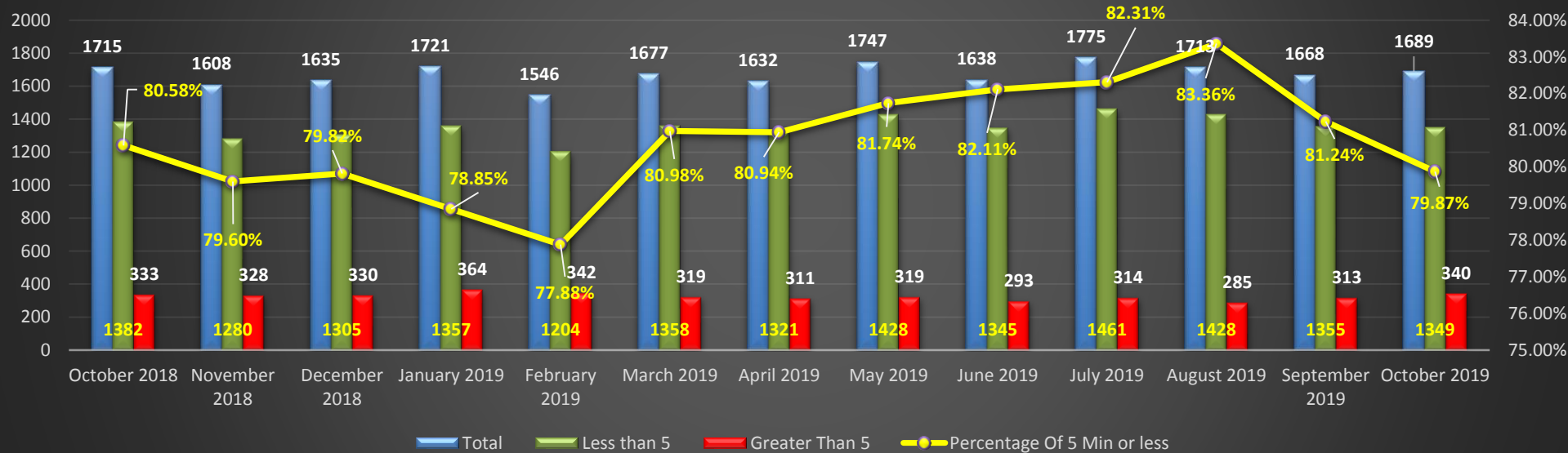
**Data Source:**  
Firehouse Software

**Current Period:**  
10/01/2019 - 10/31/2019

**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

➤ 2<sup>nd</sup> 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 to ISO standards.

**Data Source:** Firehouse Software

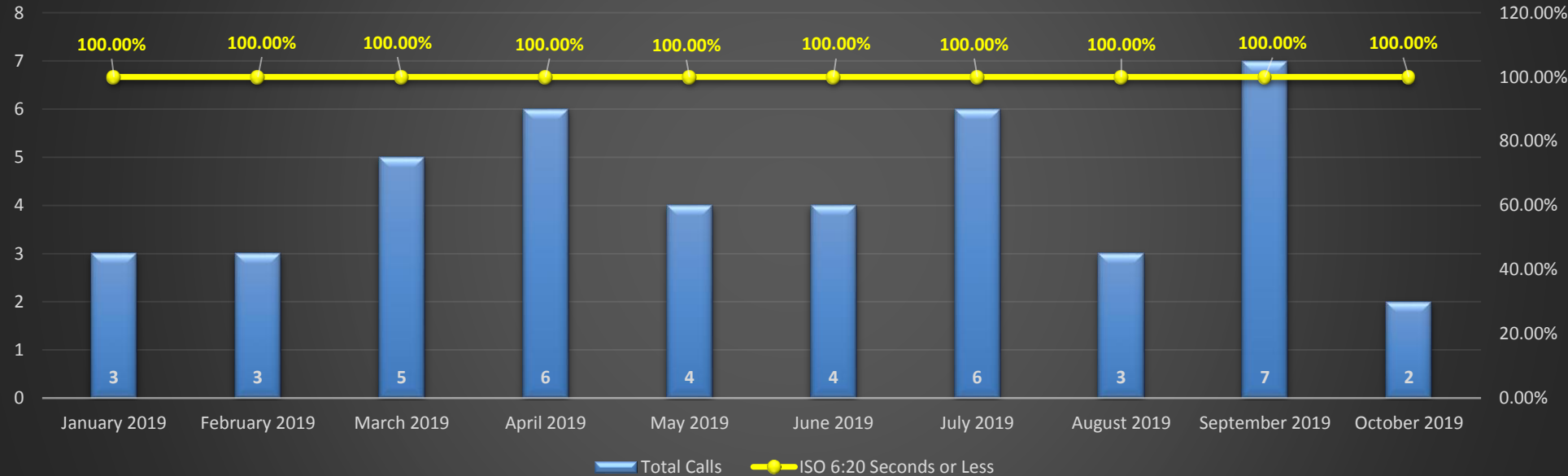
**Current Period:**  
10/01/2019 - 10/31/2019



**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

➤ 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.



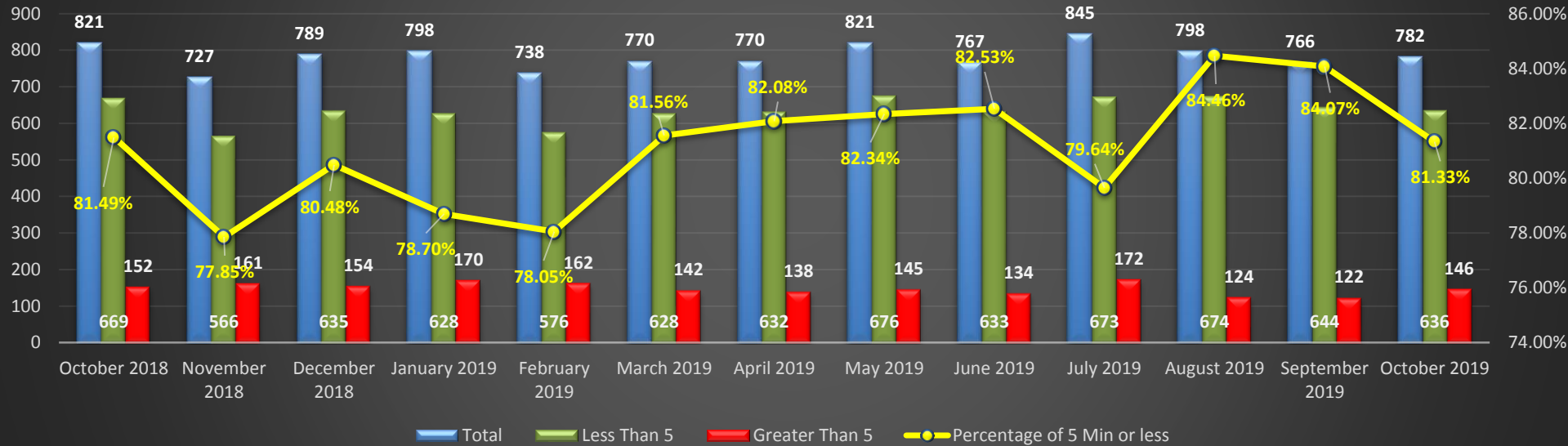
**Data Source:**  
Firehouse Software

**Current Period:**  
10/01/2019 - 10/31/2019

**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

➤ 2<sup>nd</sup> 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 to ISO standards.

**Data Source:** Firehouse Software

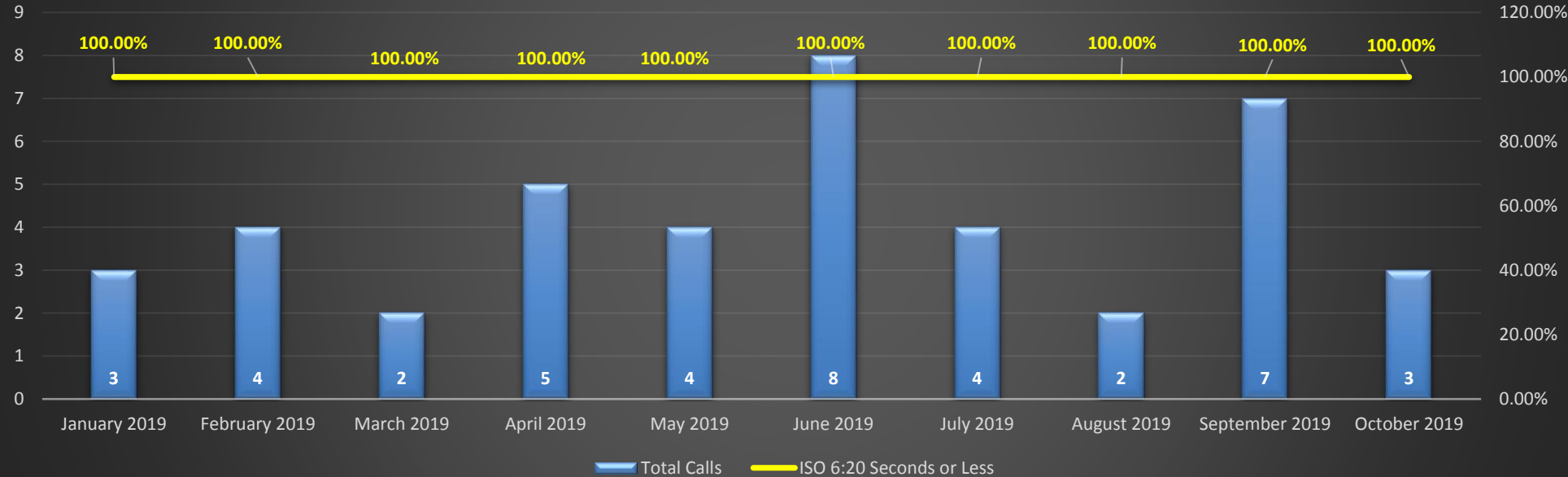
**Current Period:**  
10/01/2019 - 10/31/2019



**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

➤ Another great month for District 2.

Maintain proficiency.

➤ Effective emergency response.

# EMS Response Scorecard

## District 2

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



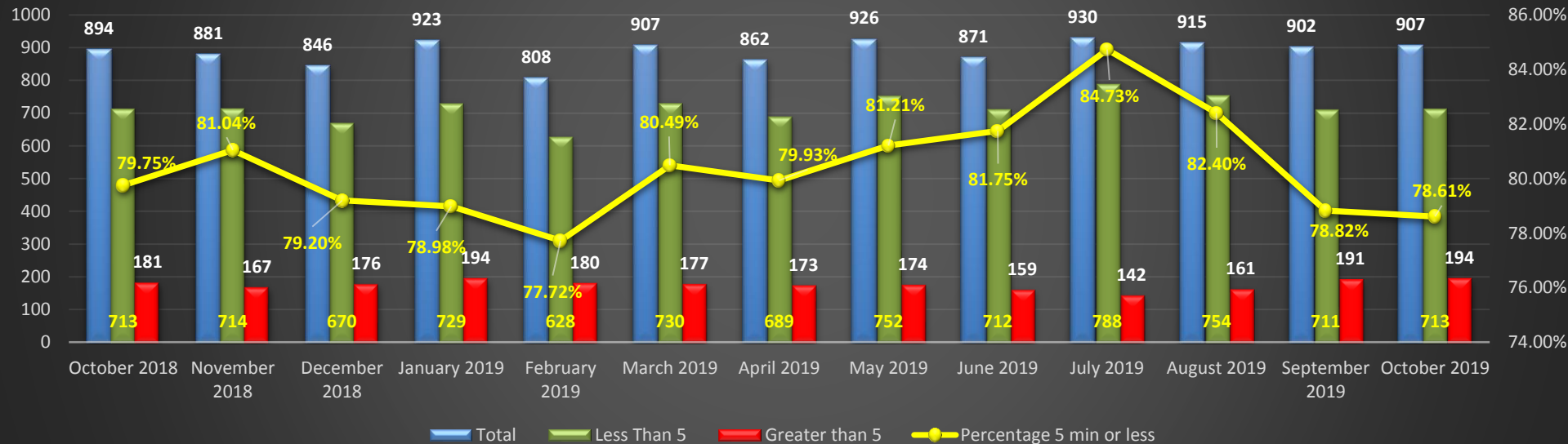
**Data Source:**  
Firehouse Software

**Current Period:**  
10/01/2019 - 10/31/2019

**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

➤ Declination in performance by District 2 for this month when compared to same time last year. Slight improvement 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 A

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

**Data Source:** Firehouse Software

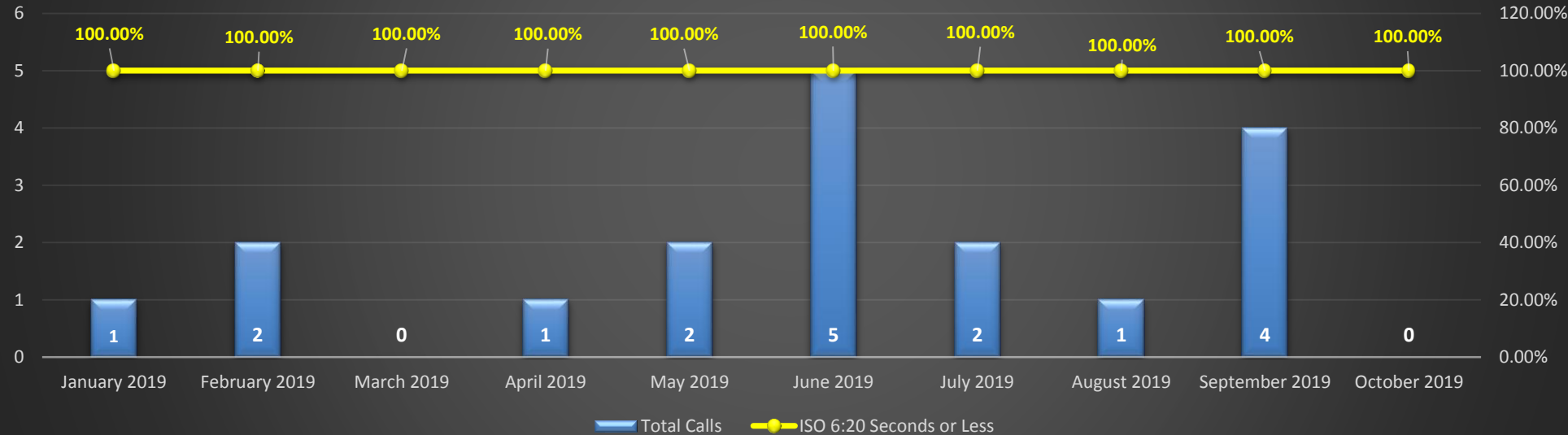
**Current Period:**  
10/01/2019 - 10/31/2019



**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

➤ 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

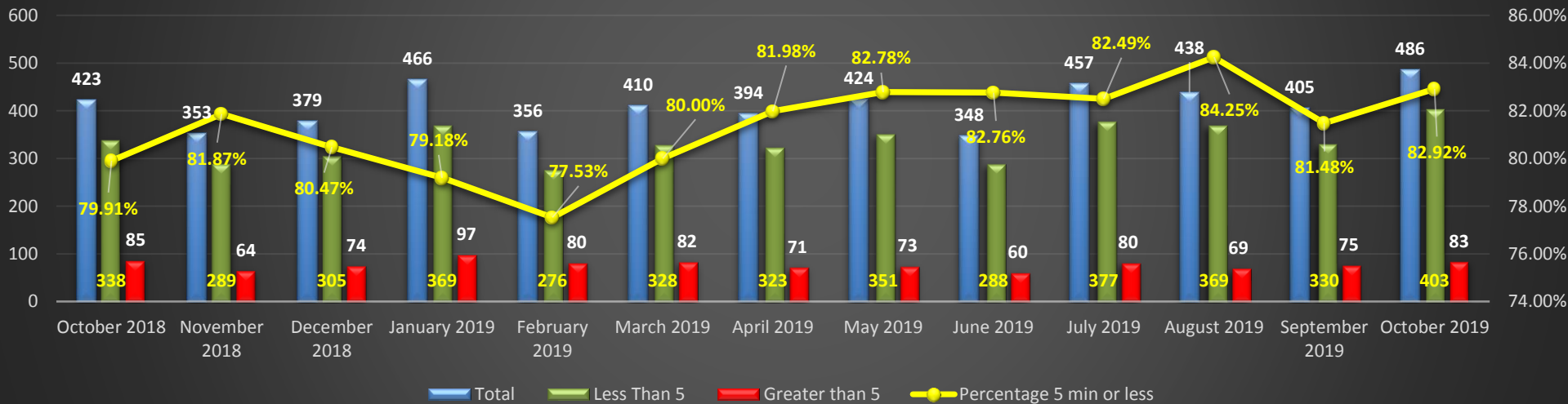
**Current Period:**  
10/01/2019 - 10/31/2019



**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

➤ Slight improvement in performance for the month of October when compared to September.

#### 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 to ISO standards.

**Data Source:** Firehouse Software

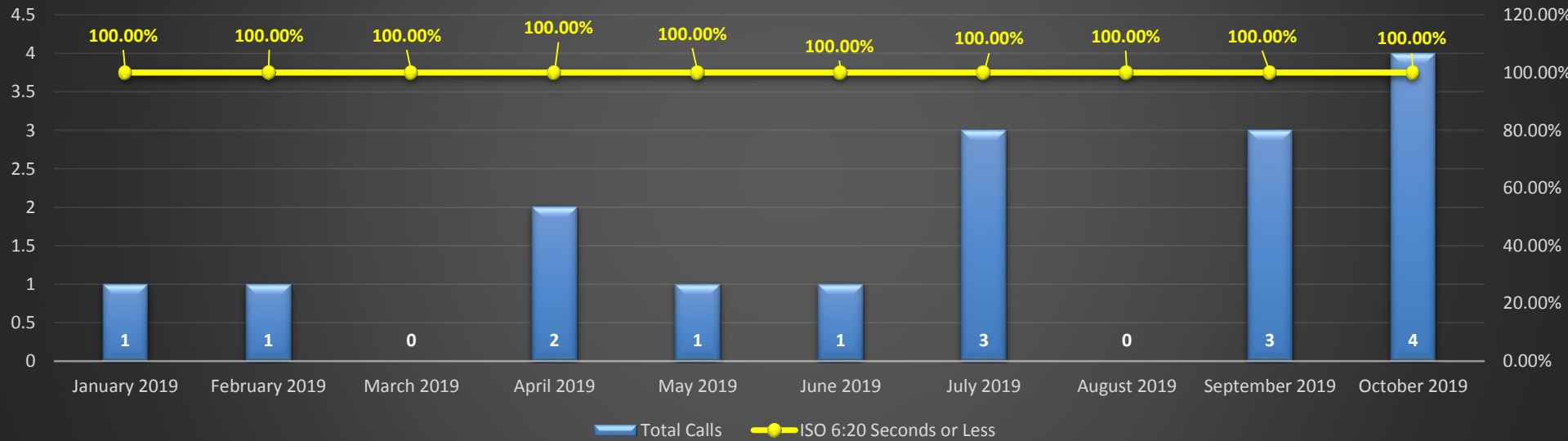
**Current Period:**  
10/01/2019 - 10/31/2019



**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

➤ Excellent job, Tour B for 10 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

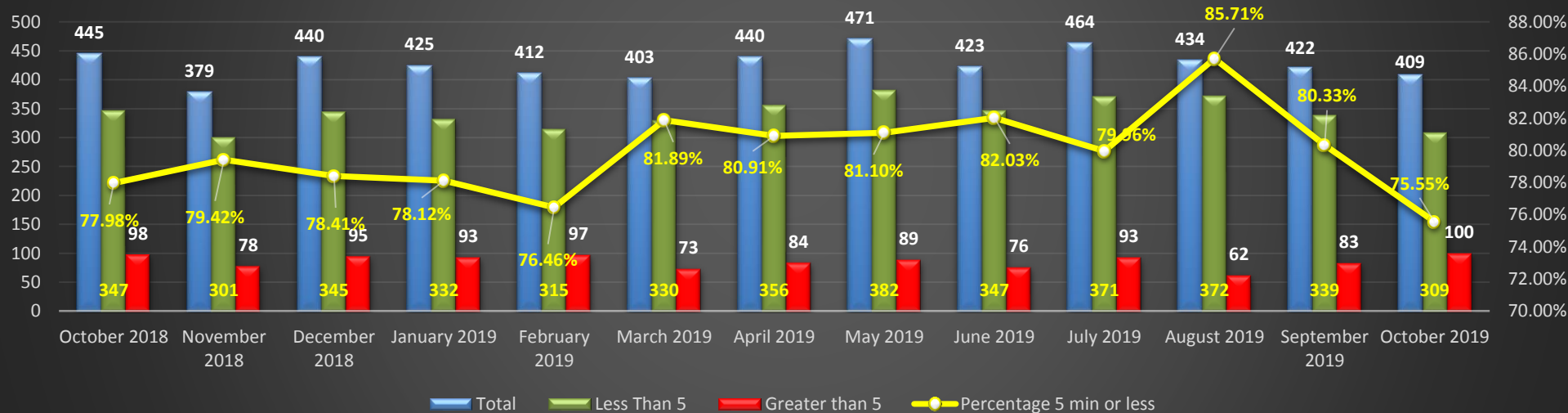
**Current Period:**  
10/01/2019 - 10/31/2019



**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

➤ Roughly 5 point declination in performance for September and October. Why?

#### 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

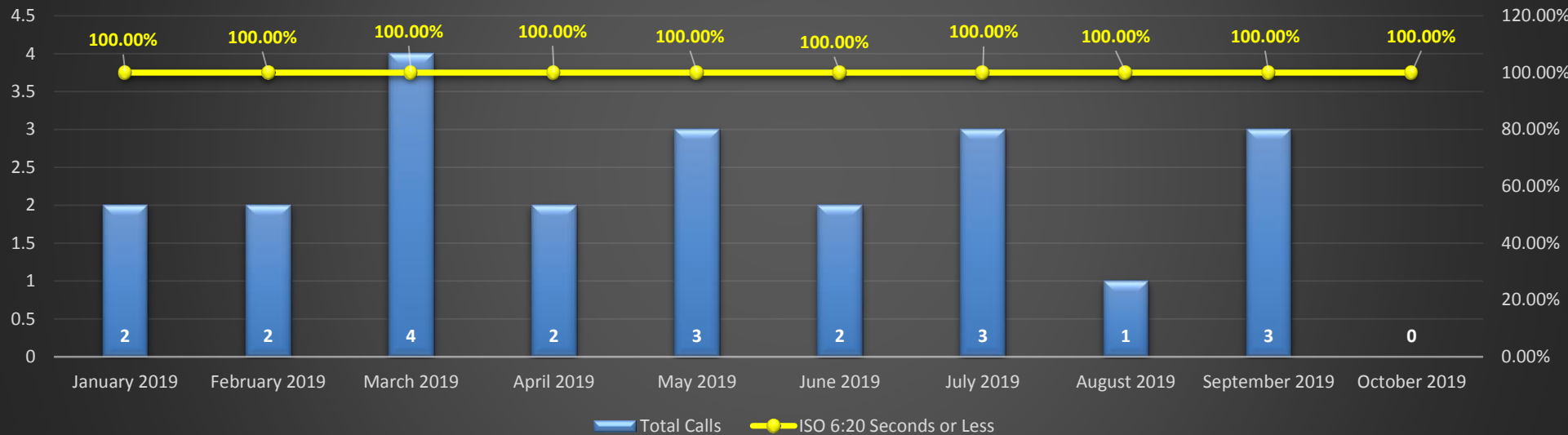
**Current Period:**  
10/01/2019 - 10/31/2019



**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

➤ Excellent work, Tour C for 10 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.



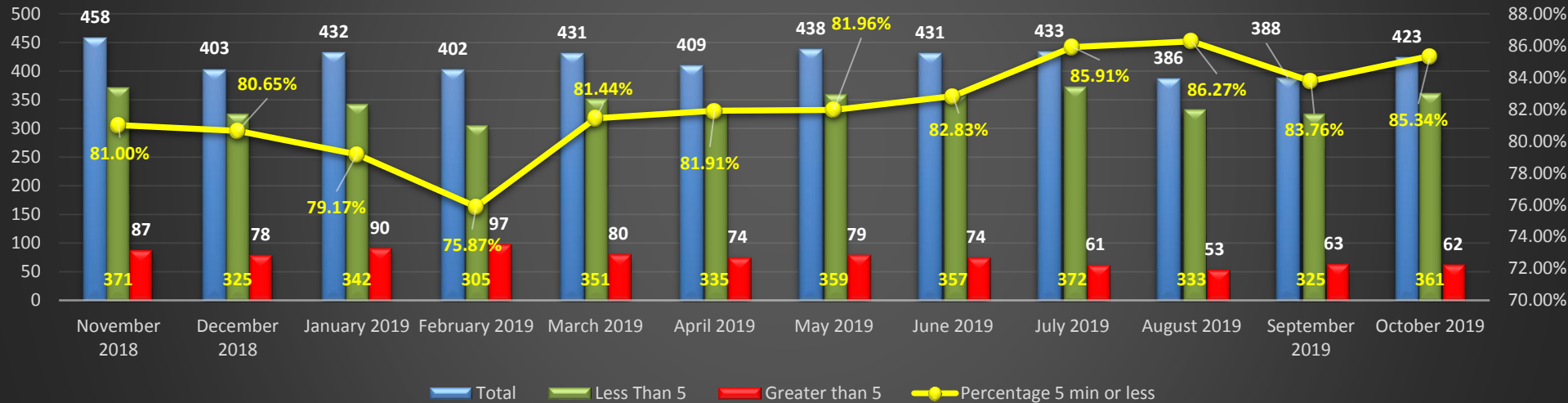
**Data Source:**  
Firehouse Software

**Current Period:**  
10/01/2019 - 10/31/2019

**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

➤ Slight increase in performance by Tour C pertaining to EMS response times for the month of October.

#### 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

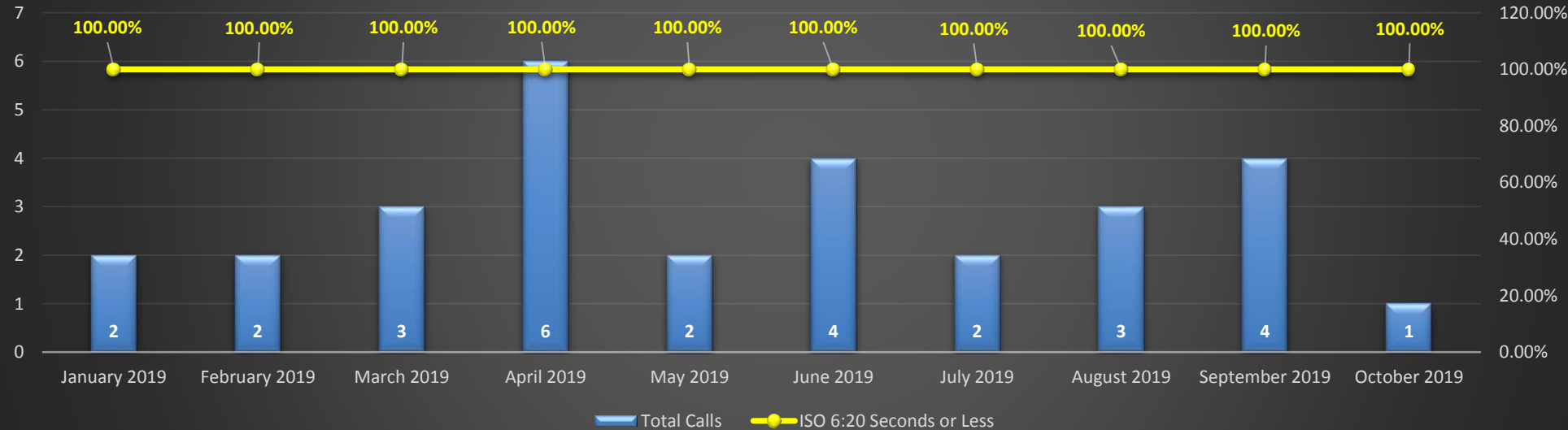
**Current Period:**  
10/01/2019 - 10/31/2019



**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

➤ Outstanding work by Tour D for 10 straight months.

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.



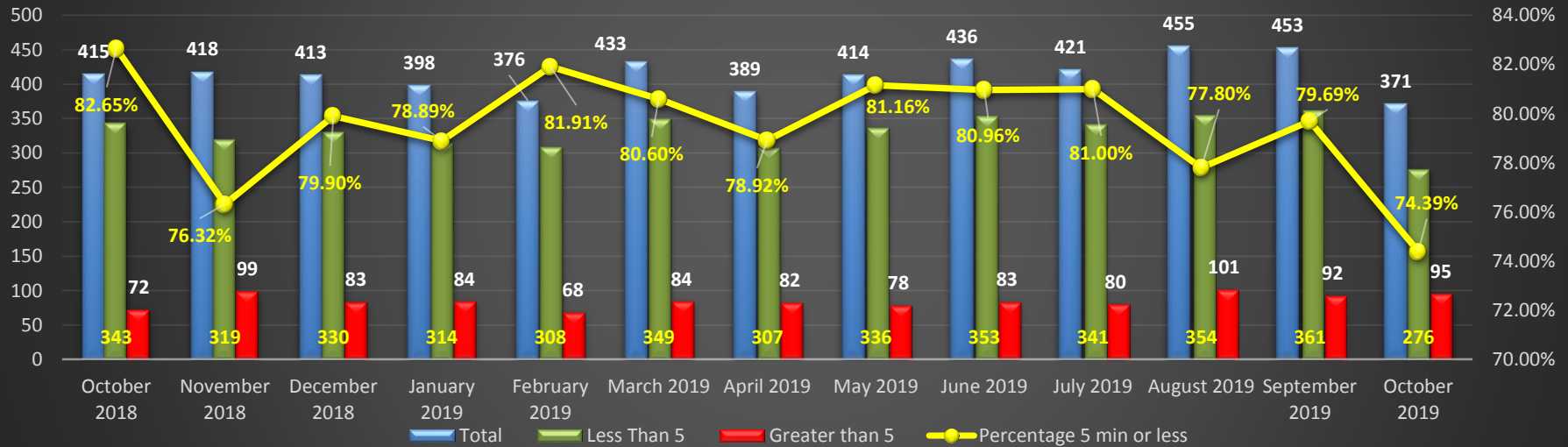
**Data Source:**  
Firehouse Software

**Current Period:**  
10/01/2019 - 10/31/2019

**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

➤ Noticeable declination in performance by Tour D for EMS response times in the month of October when compared to September.

#### 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.

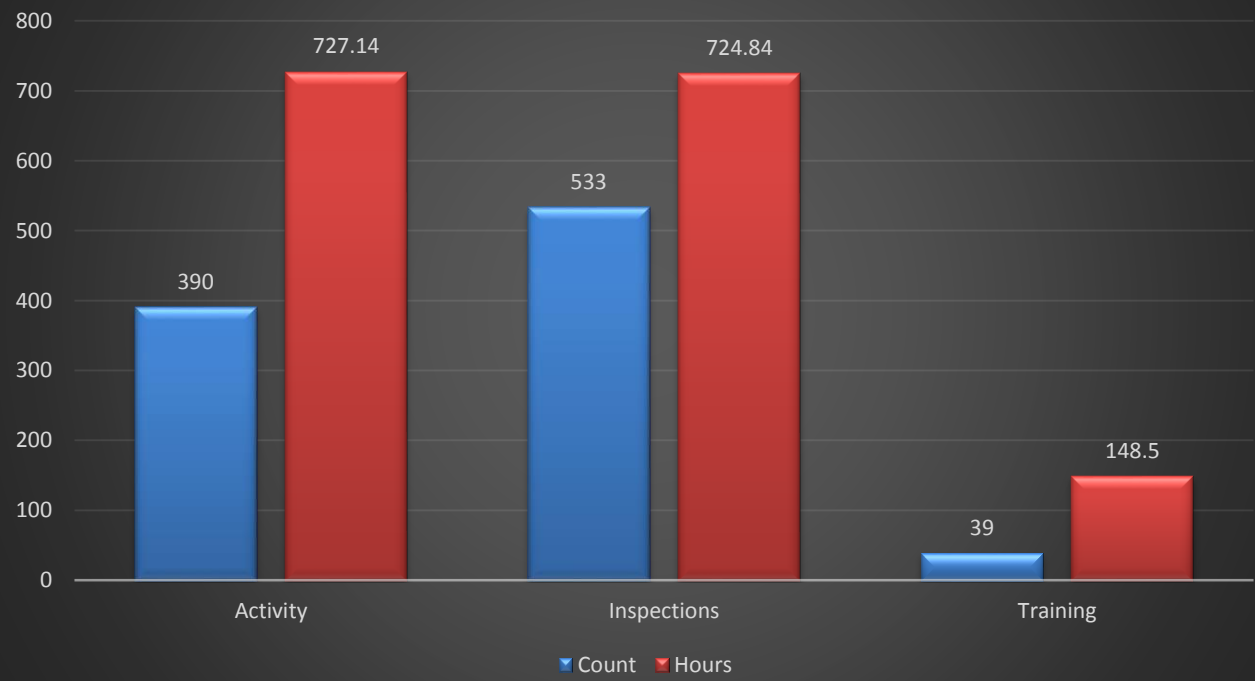
**Data Source:** HFD Firehouse Software

**Current Period:** 10/01/2019 - 10/31/2019

### Fire Marshal Office

### HISTORICAL ANALYSIS

Reporting Period	Violations		
	Violations Found	Violations Cleared	
04/19	320	369	
05/19	249	325	
06/19	154	426	
07/19	480	193	
08/19	459	387	
09/19	185	230	
10/19	390	459	



### Attendance

Total Hours Working:	1600.48	Off Duty:	714
Total Hours on Duty	2001	Percentage Account For:	79.98%

### Recommendations

- ✓ How many inspections have been conducted in October versus how many inspections were supposed to be completed?
- ✓ Why is percentage accounted for only 79%?

### 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:**  
10/01/2019 - 10/31/2019

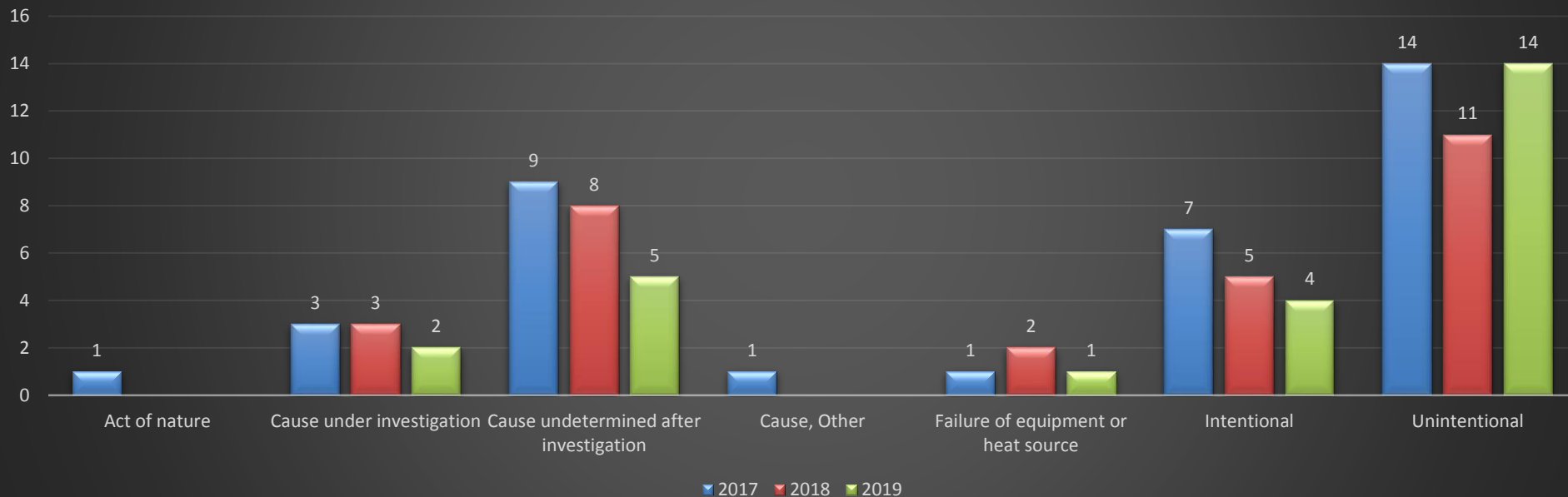


**HFD Strategic Priorities:**

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 October



#### Analysis

#### Recommendations

#### Impact

➤ Intentionally set fires are down when compared to same month in 2018 and 2017. Unintentional fire count is more than same period in 2018 and even when compared to 2017.

✓ 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



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# 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.

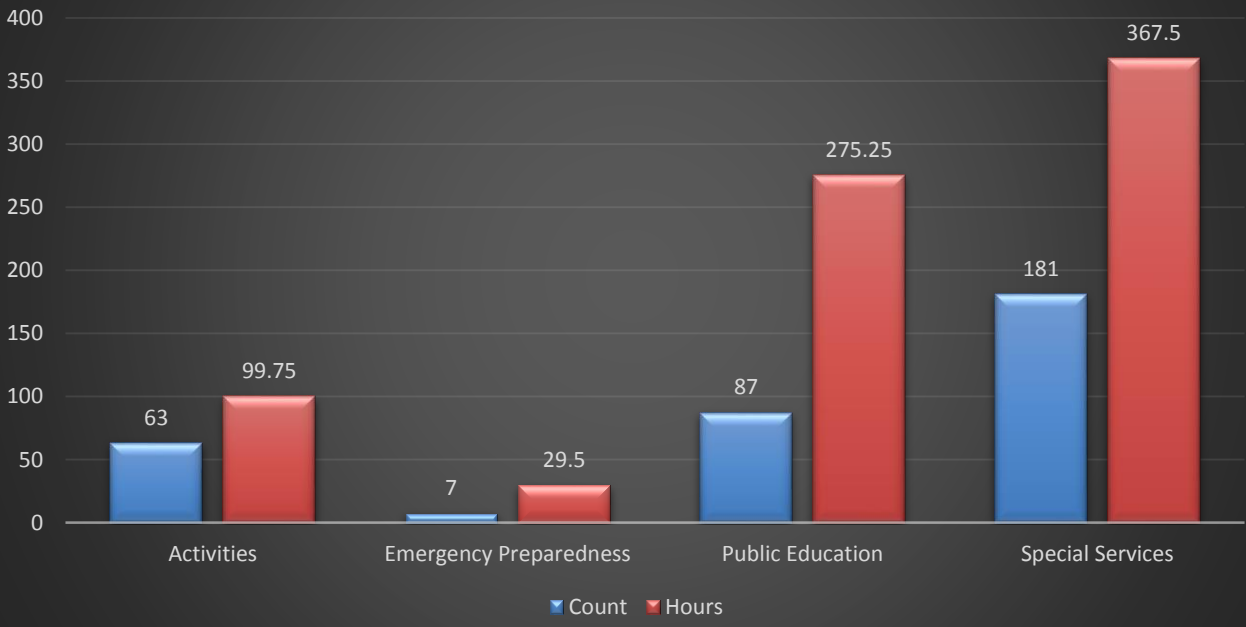
**Data Source:** HFD Firehouse Software

**Current Period:** 10/01/2019 - 10/31/2019

### HISTORICAL ANALYSIS

Reporting Period	08/19	09/19	10/19
Total Activities	343	248	338
Total Adults	9,097	3,667	5,613
Total Children	9,236	503	7,371
Smoke Detector	278	463	3
Car Seats	5	0	2

### Special Services



### Attendance

Total Hours Working:	772	Off Duty:	30
Total Hours on Duty:	777	Percentage Account For:	99.36%

### Recommendations

➤ Outstanding work by SSU personnel.

### 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.

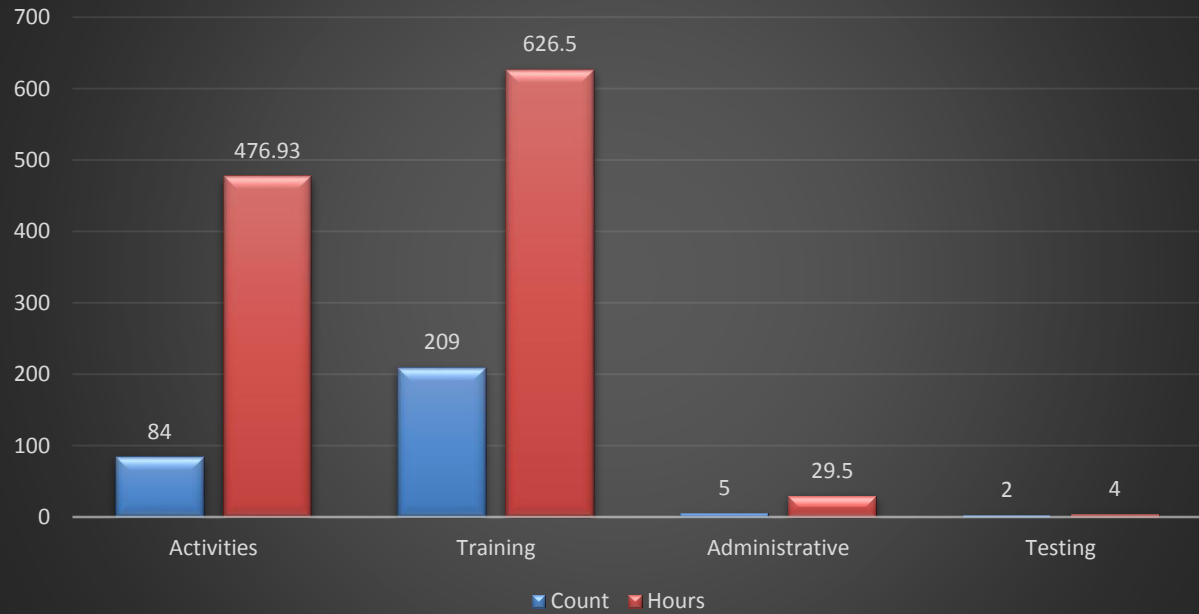
**Data Source:** HFD Firehouse Software

**Current Period:** 10/01/2019 – 10/31/2019

### HISTORICAL ANALYSIS



### Training Division



### Attendance

### Recommendations

### Impact

<b>Total Working Hours:</b>	<b>1136.93</b>	<b>Total Hours Off:</b>	<b>420</b>
<b>Total Hours on Duty:</b>	<b>1208.5</b>	<b>Hours Accounted For:</b>	<b>94.08%</b>

Outstanding work.

- 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.

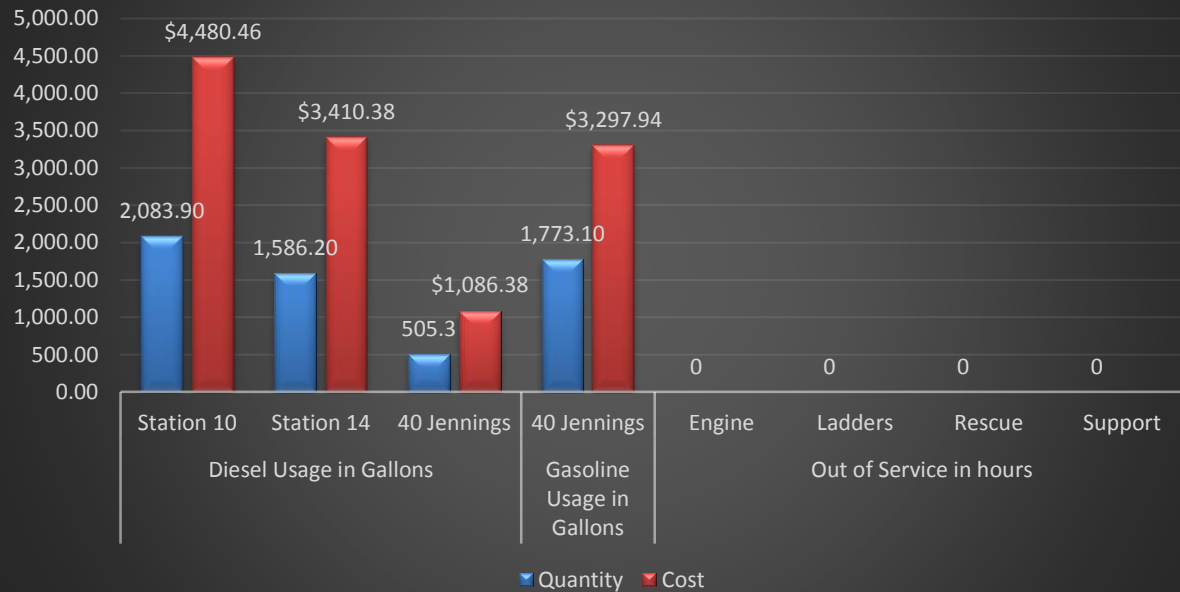
**Data Source:** HFD Firehouse Software

**Current Period:** 10/01/2019 – 10/31/2019

### HISTORICAL ANALYSIS

Reporting Period				
	Hose Testing	Aerial Testing	Ground Ladder Testing	Fit Test
06/19	0	0	0	0
07/19	0	4	0	0
08/19	0	0	0	0
09/19	0	0	0	0
10/19	0	0	0	0

### Equipment Maintenance Division



### Attendance

Total Working Hours:	1386.31	Total Hours Off:	70
Total Hours on Duty:	1379.5	Hours Accounted For:	100.49%

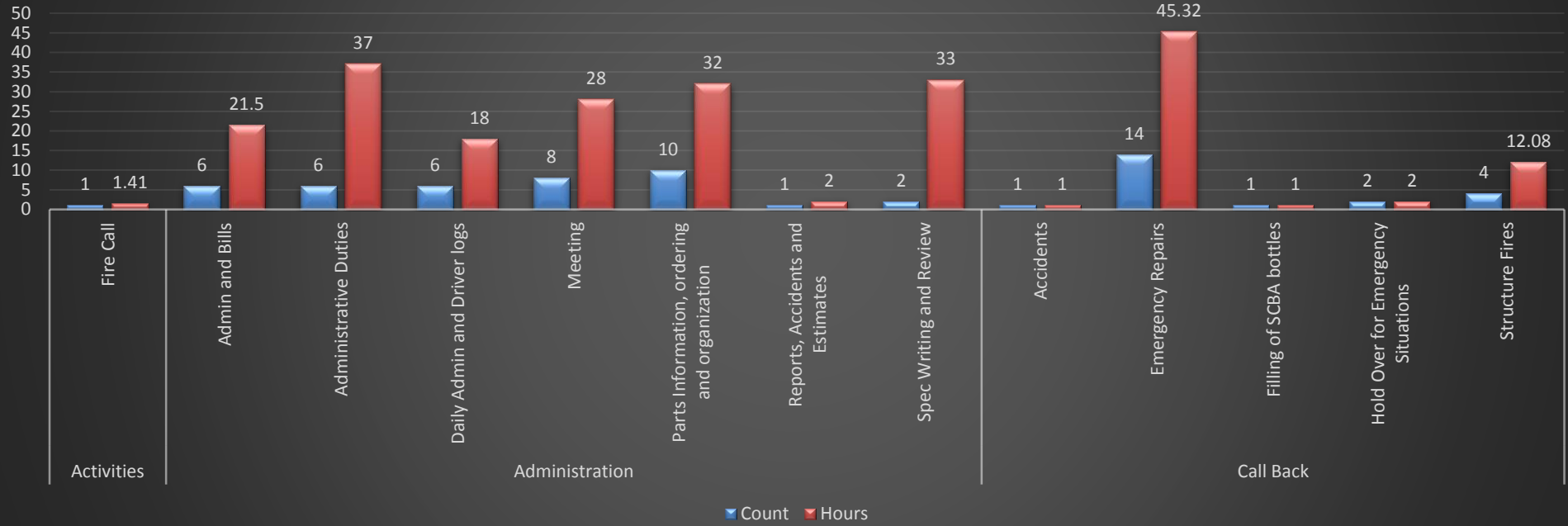
### Recommendations

- What progress has been made with all annual equipment testing?
- Why are there no “out of service in hours” info?

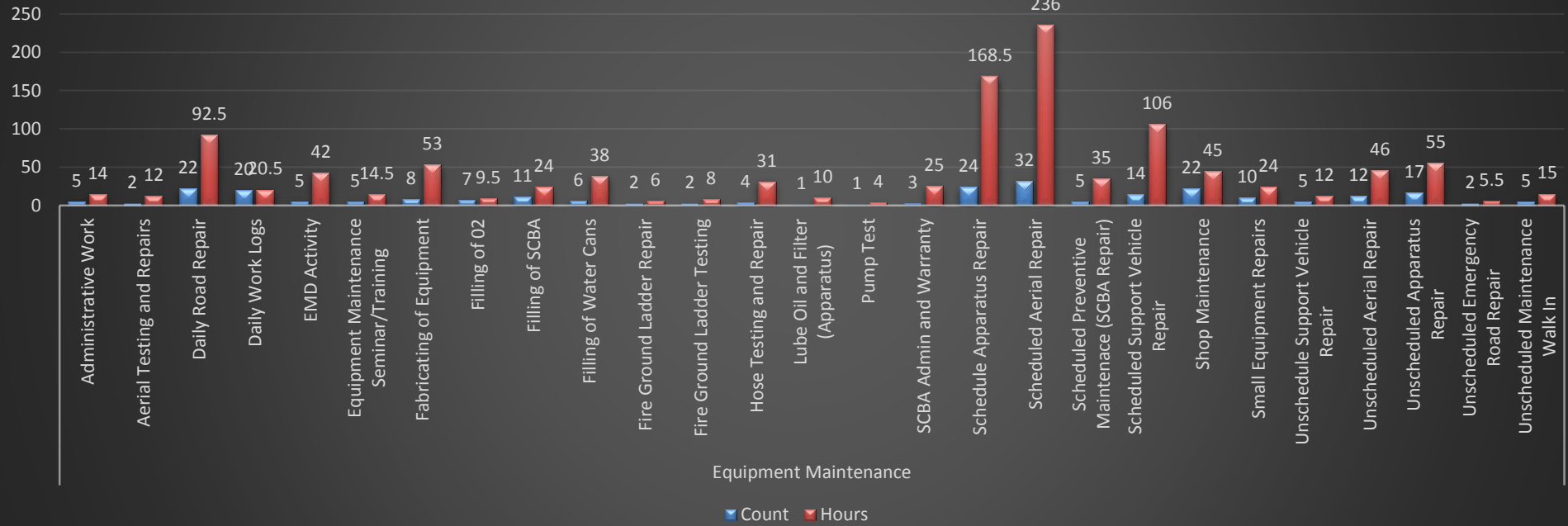
### Impact

- 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.

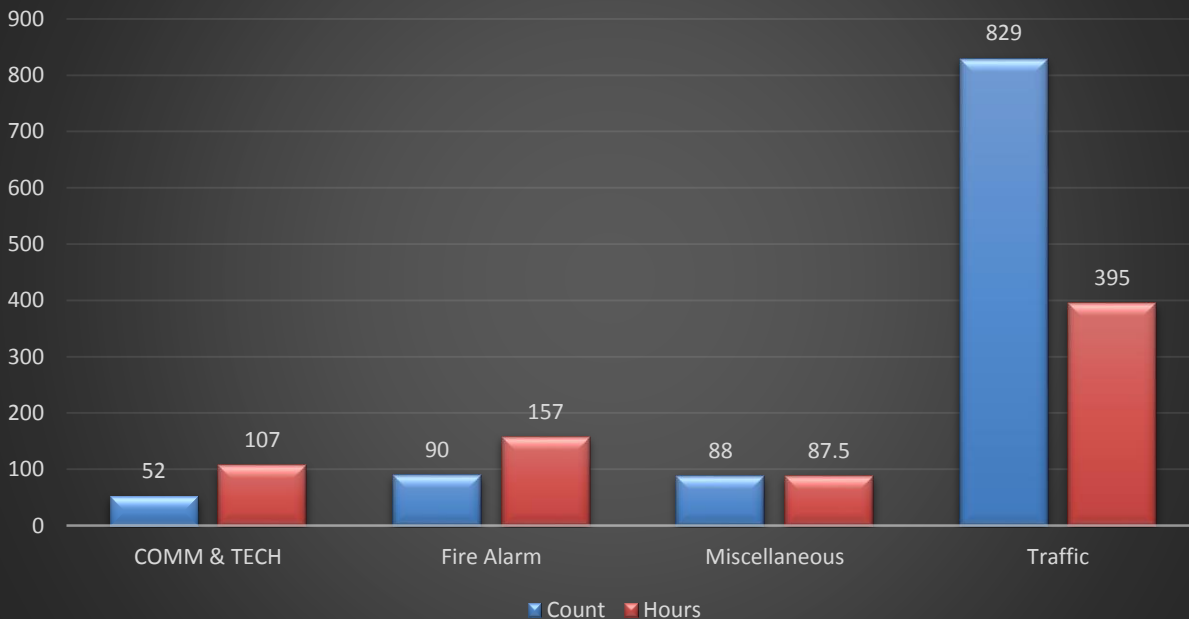
**Data Source:** HFD Firehouse Software

**Current Period:** 10/01/2019 – 10/31/2019

### HISTORICAL ANALYSIS

Reporting Period	Historical Analysis			
	Traffic	Comm & Tech	Training / Misc	Fire Alarm
05/19	902	56	71	72
06/19	722	69	77	54
07/19	913	51	83	91
08/19	705	34	72	73
09/19	1002	50	75	70

### Fire Alarm Communications Technology



### Attendance

Total Working Hours:	746.5	Total Hours Off:	60
Total Hours on Duty:	787.5	Hours Accounted For:	94.79%

### Recommendations

✓ FACT Tech position has been approved and will be replaced within the next 30 days.

### Impact

- IS&IT execution of relevant duties and responsibilities.

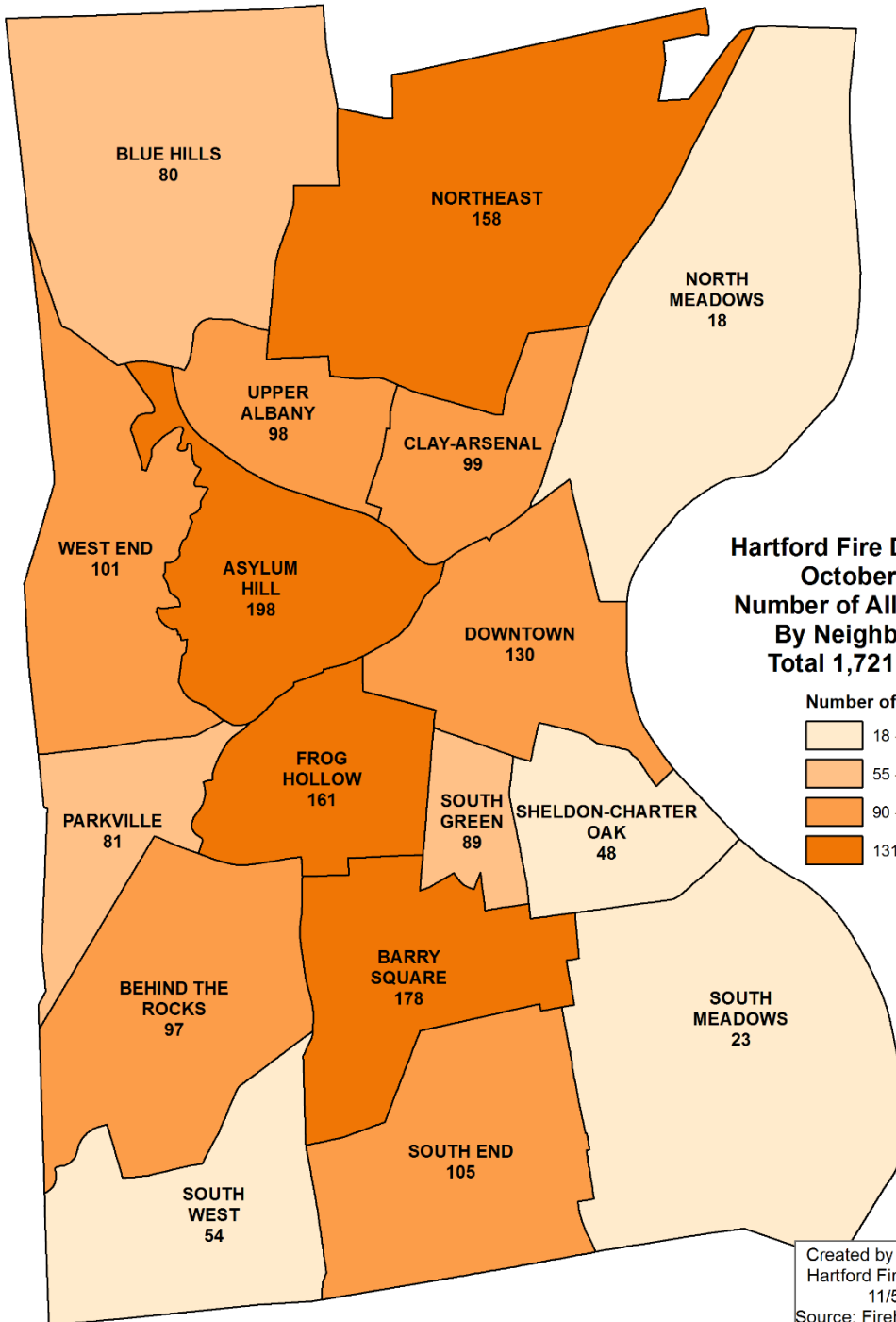
# EMERGENCY RESPONSE DATA



"Goal Oriented, Results Driven"

# EMS

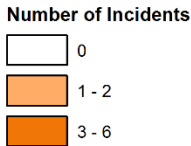
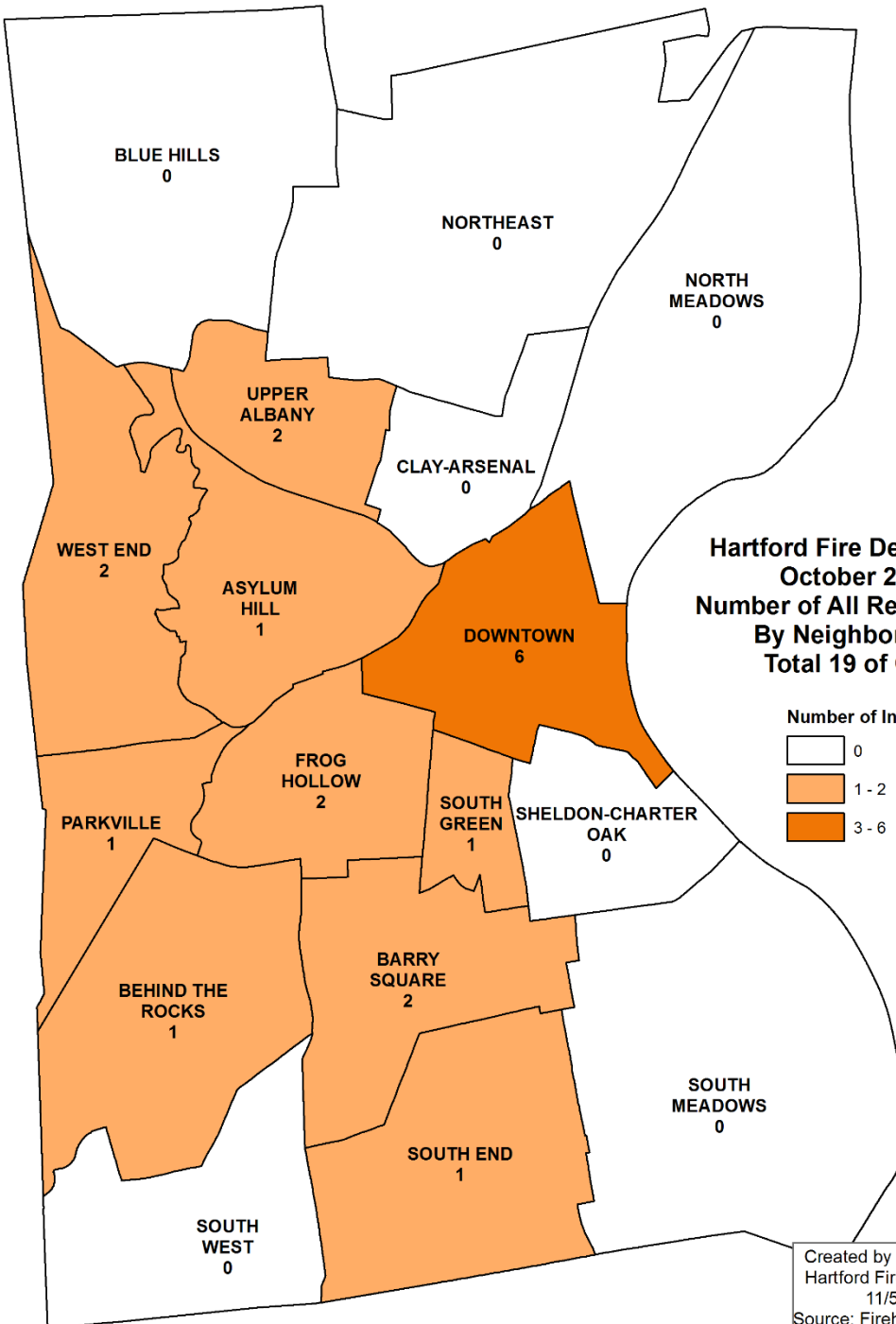
## October 2019



Created by Leandro Cieri  
Hartford Fire Department  
11/5/2019  
Source: Firehouse Software  
Geocoded 1,718  
Not Geocoded: 3

Incident Type	Description	Count
321	EMS call, excluding vehicle accident with injury	1069
311	Medical assist, assist EMS crew	401
322	Motor vehicle accident with injuries	93
324	Motor Vehicle Accident with no injuries	66
300	Rescue, EMS incident, other	51
510	Person in distress, Other	31
323	Motor vehicle/pedestrian accident (MV Ped)	8
320	Emergency medical service, other	2

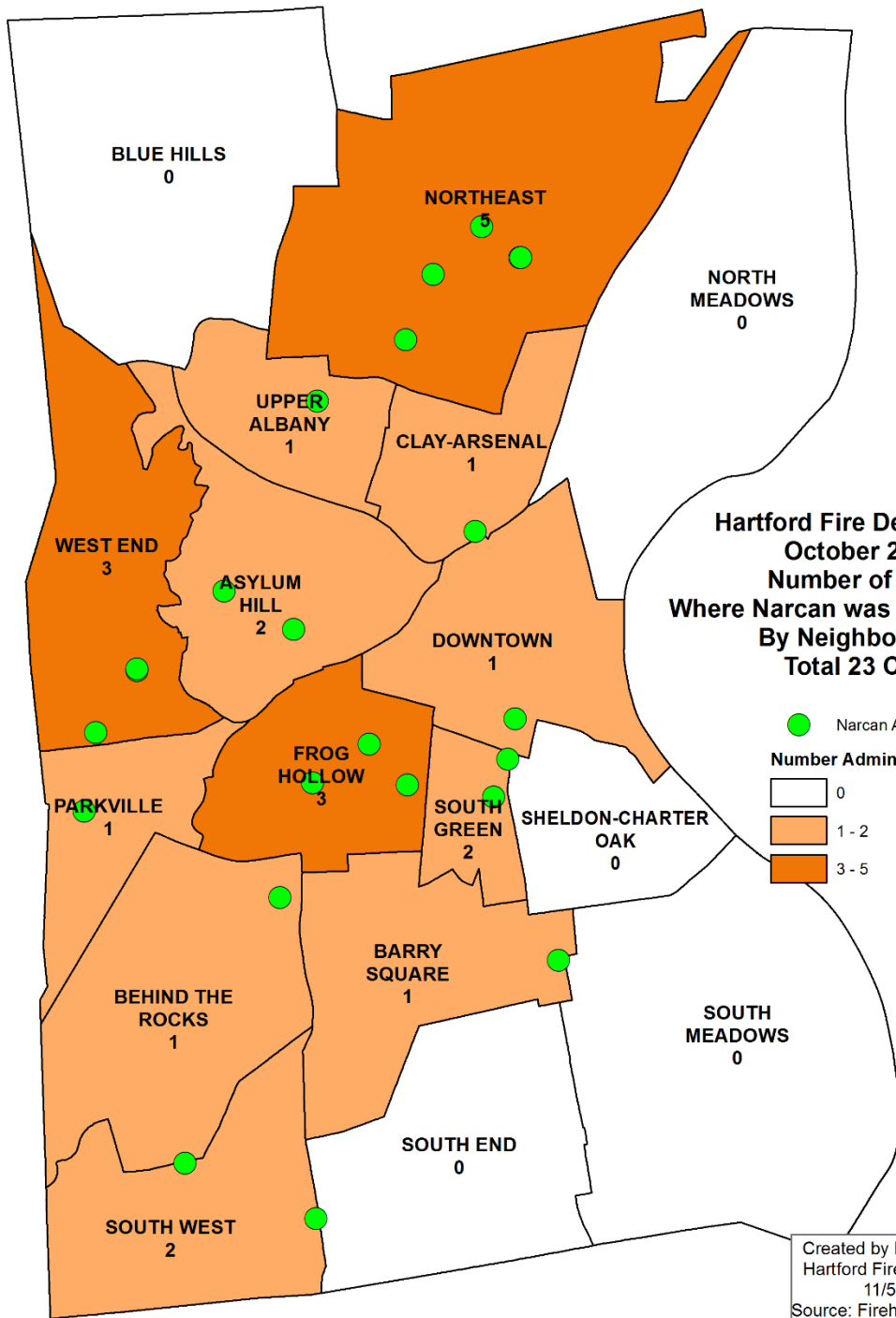
# Rescue Calls October 2019



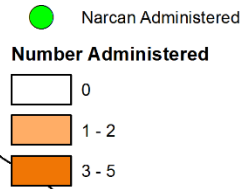
Created by Leandro Cieri  
Hartford Fire Department  
11/5/2019  
Source: Firehouse Software  
Geocoded: 19  
Not Geocoded: 0

Incident Type	Description	Count
511	Lock-out	9
353	Removal of victim(s) from stalled elevator	7
331	Lock-in (if lock out , use 511 )	2
352	Extrication of victim(s) from vehicle	1

# Narcan Administered October 2019

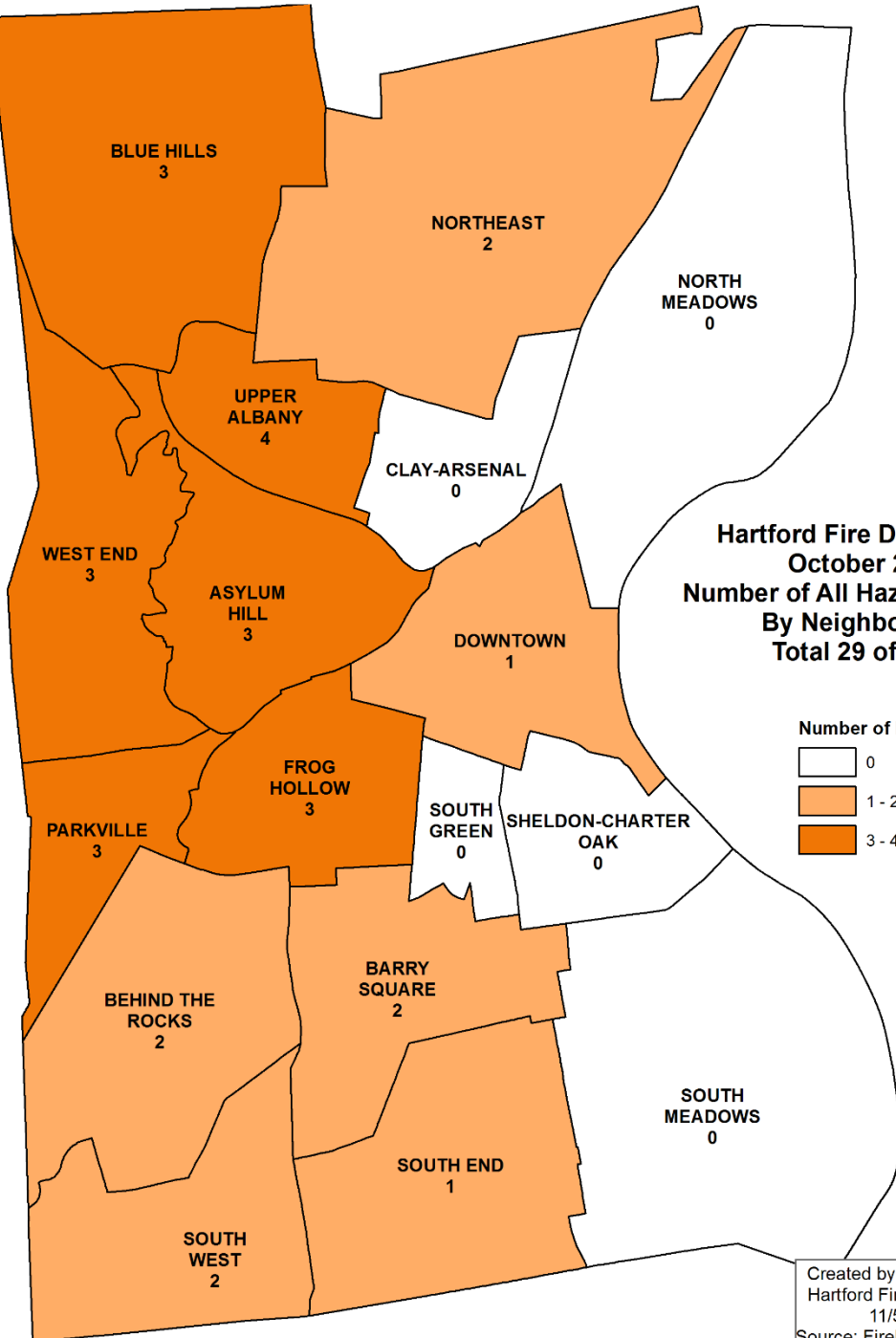


**Hartford Fire Department  
October 2019  
Number of Calls  
Where Narcan was Administered  
By Neighborhood  
Total 23 Calls**

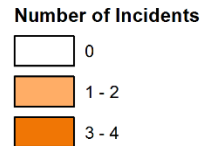


Created by Leandro Cieri  
Hartford Fire Department  
11/5/2019  
Source: Firehouse Software  
Geocoded: 23  
Not Geocoded: 0

# Hazardous Materials October 2019



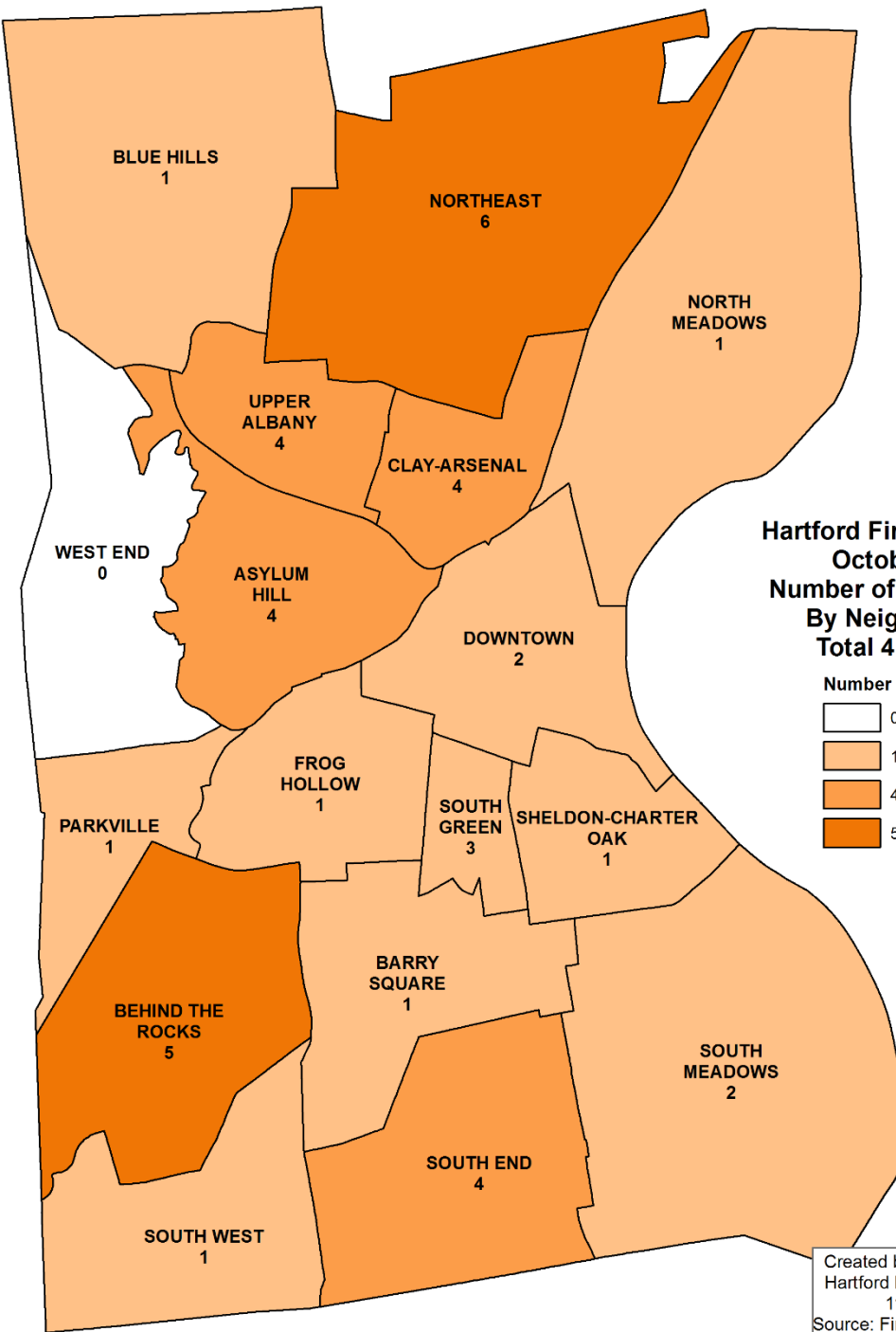
**Hartford Fire Department  
October 2019  
Number of All Hazardous Calls  
By Neighborhood  
Total 29 of Calls**



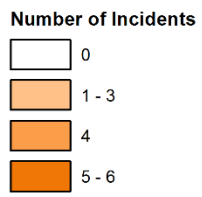
Incident Type	Description	Count
400	Hazardous condition, Other	12
412	Gas leak (natural gas or LPG)	9
424	Carbon monoxide incident	4
411	Gasoline or other flammable liquid spill	2
460	Accident, potential accident, Other	1
451	Biological hazard, confirmed or suspected	1

Created by Leandro Cieri  
Hartford Fire Department  
11/5/2019  
Source: Firehouse Software  
Geocoded: 29  
Not Geocoded: 0

# All Fires October 2019



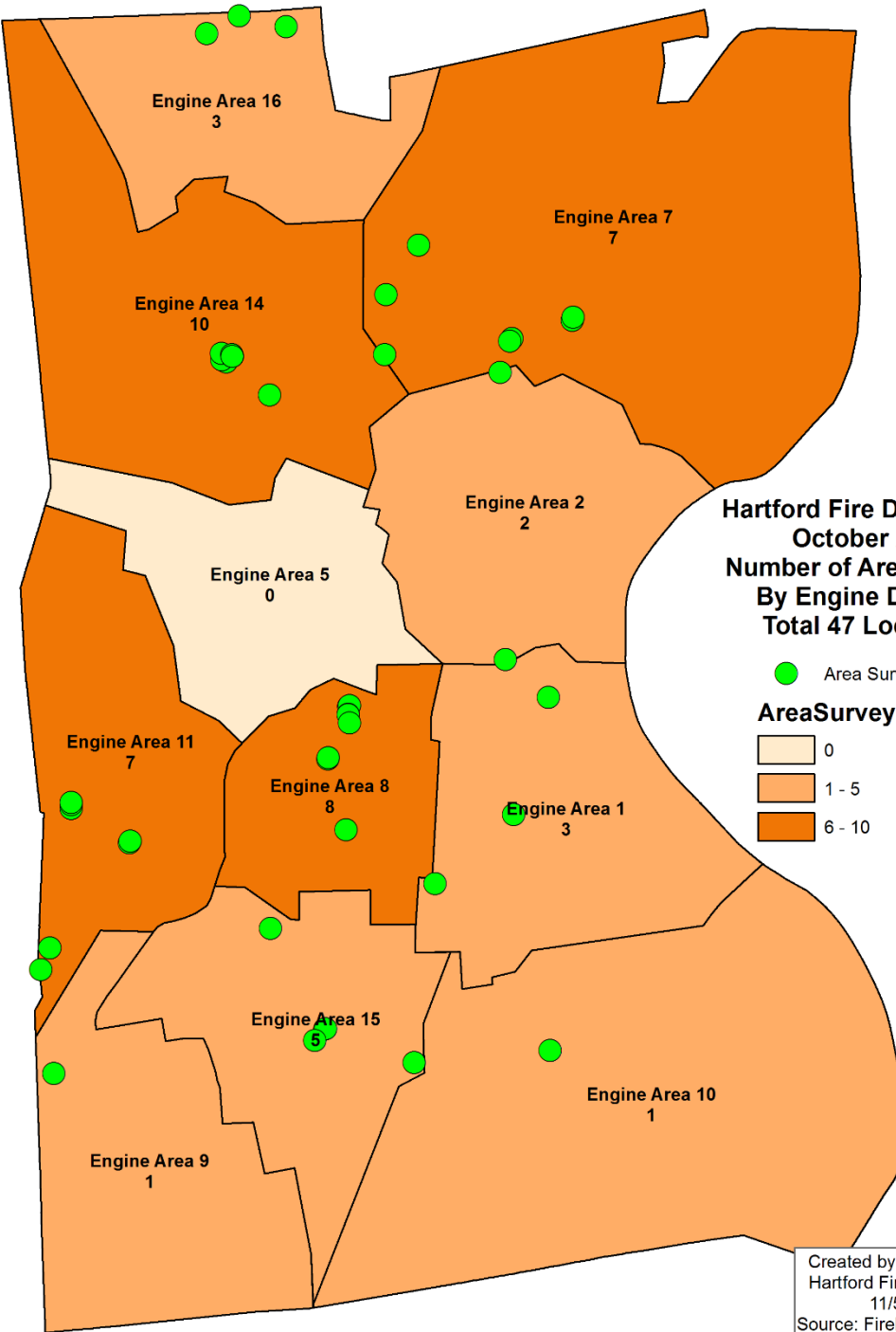
**Hartford Fire Department  
October 2019  
Number of All Fire Calls  
By Neighborhood  
Total 41 of Calls**



Created by Leandro Cieri  
Hartford Fire Department  
11/5/2019  
Source: Firehouse Software  
Geocoded: 41  
Not Geocoded: 0

Incident Type	Description	Count
151	Outside rubbish, trash or waste fire	8
131	Passenger vehicle fire	7
111	Building fire	5
113	Cooking fire, confined to container	4
100	Fire, Other	4
118	Trash or rubbish fire, contained	3
142	Brush or brush-and-grass mixture fire	3
154	Dumpster or other outside trash receptacle fire	2
117	Commercial Compactor fire, confined to rubbish	1
161	Outside storage fire	1
481	Attempt to burn	1
150	Outside rubbish fire, Other	1
140	Natural vegetation fire, Other	1

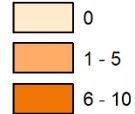
# Area Survey October 2019



**Hartford Fire Department  
October 2019  
Number of Area Surveys  
By Engine Districts  
Total 47 Locations**

● Area Survey Locations

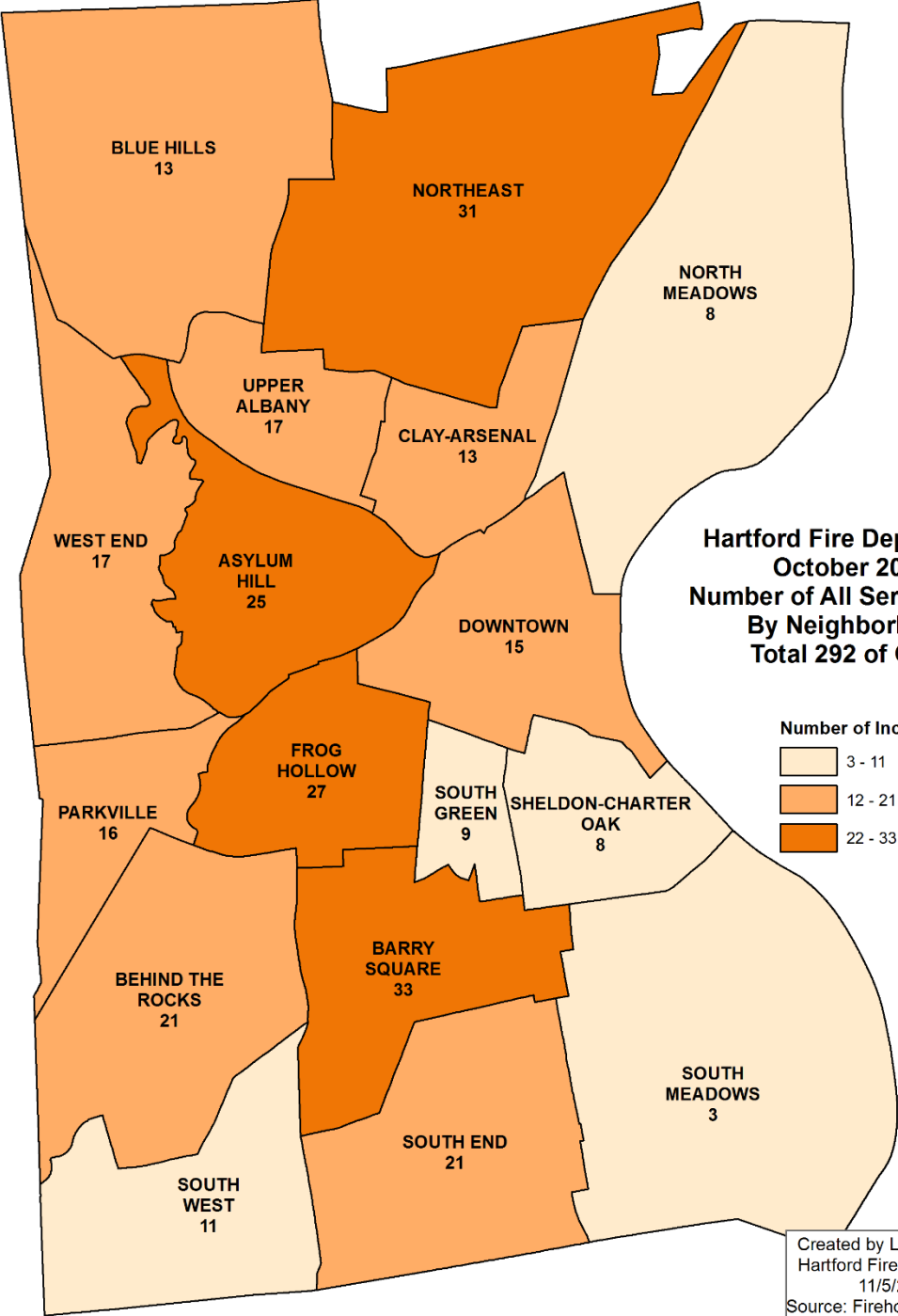
**AreaSurvey**



Created by Leandro Cieri  
Hartford Fire Department  
11/5/2019  
Source: Firehouse Software  
Geocoded: 47  
Not Geocoded: 0



# Service Calls October 2019

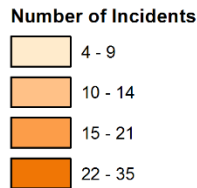
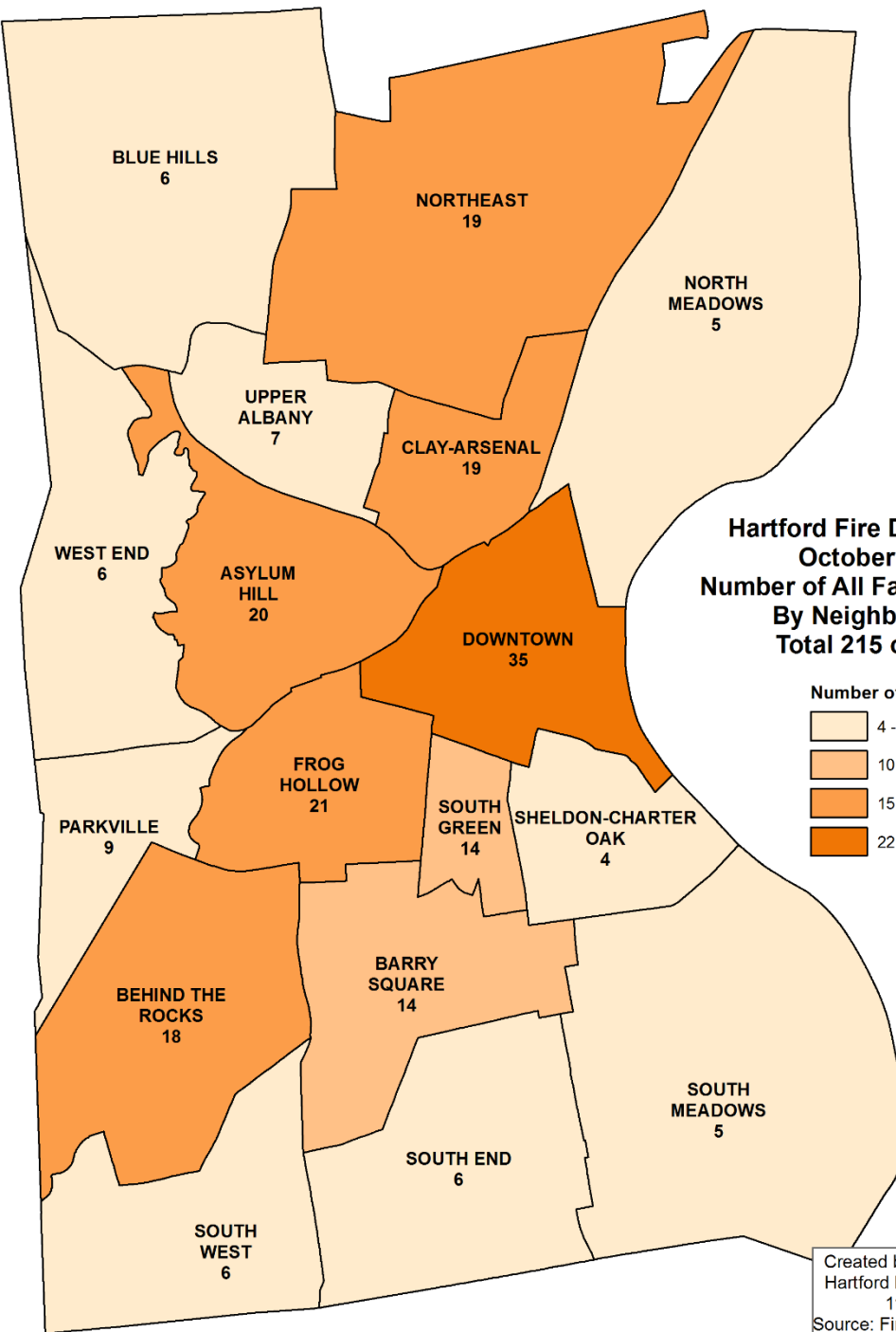


Created by Leandro Cieri  
Hartford Fire Department  
11/5/2019  
Source: Firehouse Software  
Geocoded: 288  
Not Geocoded: 4

Incident Type	Description	Count
500	Service Call, other	90
552	Police matter	75
531	Smoke or odor removal	41
553	Public service	25
444	Power line down	19
520	Water problem, Other	13
550	Public service assistance, Other	9
440	Electrical wiring/equipment problem, Other	7
571	Cover assignment, standby, moveup	4
554	Assist invalid	2
442	Overheated motor	2
522	Water or steam leak	1
445	Arcing, shorted electrical equipment	1
441	Heat from short circuit (wiring), defective/worn	1
551	Assist police or other governmental agency	1
521	Water evacuation	1

# Fire Alarms

## October 2019

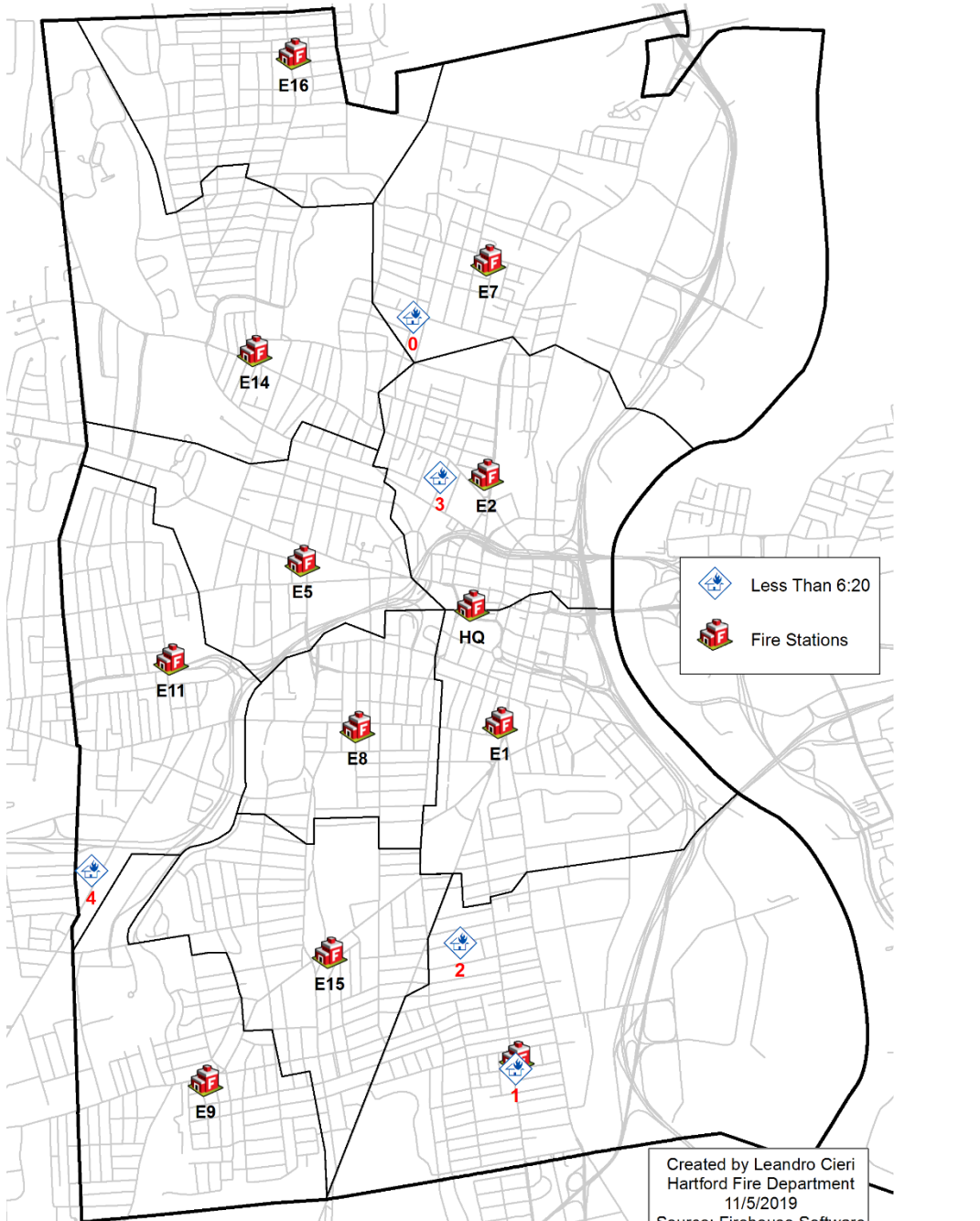


Created by Leandro Cieri  
Hartford Fire Department  
11/5/2019  
Source: Firehouse Software  
Geocoded: 214  
Not Geocoded: 1

Incident Type	Description	Count
745	Alarm system activation, no fire - unintentional	63
743	Smoke detector activation, no fire - unintentional	54
740	Unintentional transmission of alarm, Other	28
735	Alarm system sounded due to malfunction	17
730	System malfunction, Other	14
733	Smoke detector activation due to malfunction	12
710	Malicious, mischievous false call, Other	9
744	Detector activation, no fire - unintentional	6
715	Local alarm system, malicious false alarm	5
734	Heat detector activation due to malfunction	3
736	CO detector activation due to malfunction	2
714	Central station, malicious false alarm	2

# Location of Structure Fires In Relationship to Fire Stations

Key	Incident Number	Response	Firefighter Fatality	Firefighter Injury	Civilian Fatality	Civilians Injured	Cause
0	19-0276009	0:03:58	0	0	0	0	Undetermined
1	19-0279053	0:00:01	0	0	0	0	Cigarette
2	19-0287067	0:03:23	0	0	0	0	
3	19-0298017	0:04:22	0	0	0	0	Undetermined
4	19-0300005	0:04:54	0	1	0	0	



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

# QUESTIONS/COMMENTS



"Goal Oriented, Results Driven"