



City of Hartford
FIRE DEPARTMENT

FIRESTAT

May 2020

"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"

2020 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, 510.

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:
05/01/2020 - 05/31/2020



HFD Strategic Priorities:
Provide Quality Emergency Services

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

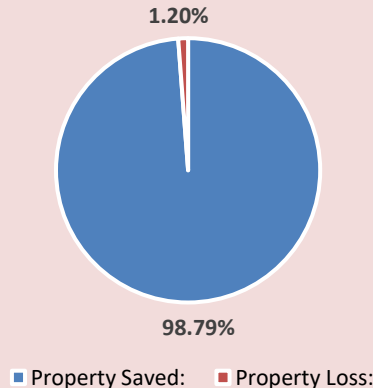
Structure Fires



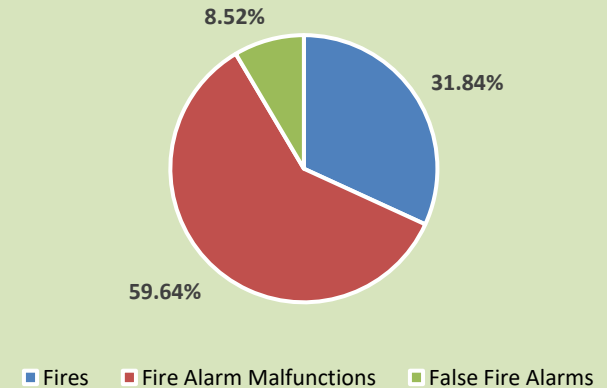
Analysis

- Exceeded the goal of 90%.
- Excellent percentage of property saved.

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.



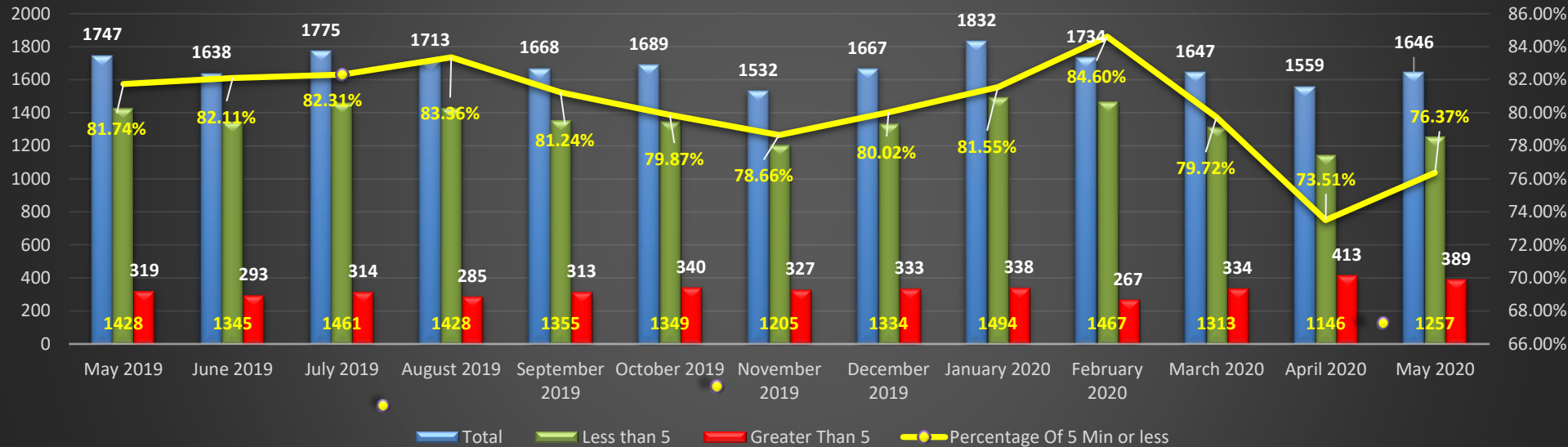
Data Source:
Firehouse Software

Current Period:
05/01/2020 - 05/31/2020

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

- Taking into consideration the novel Corona virus, HFD personnel are doing an exceptional job with maintaining proper EMS response.
- Improvement over last month which is good.

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

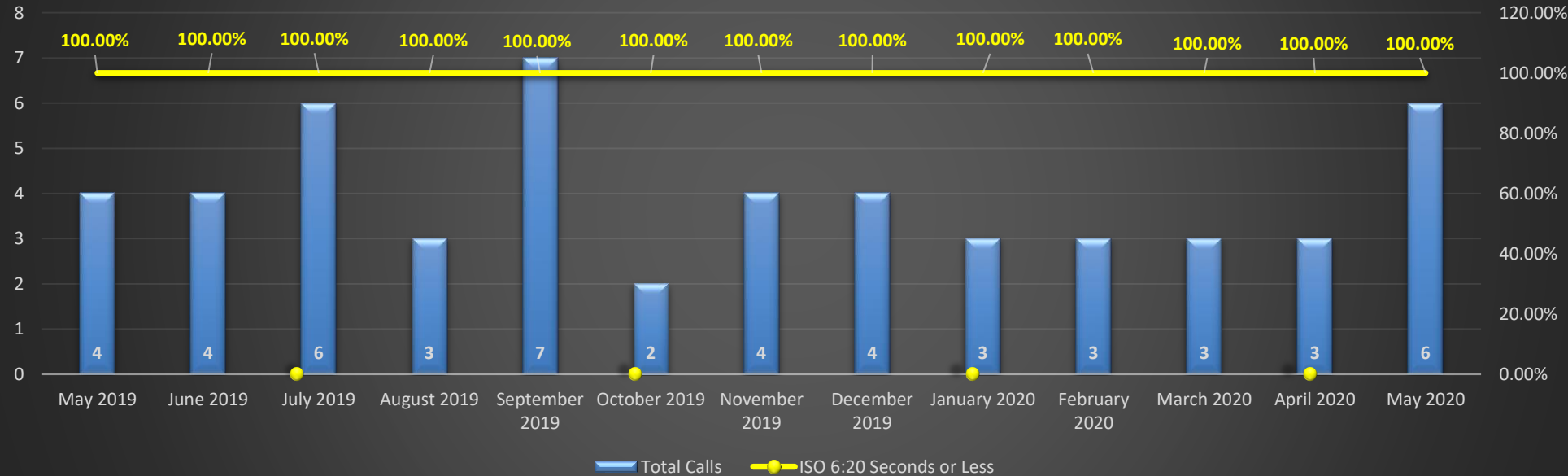
Current Period:
05/01/2020 - 05/31/2020



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 performance for 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.



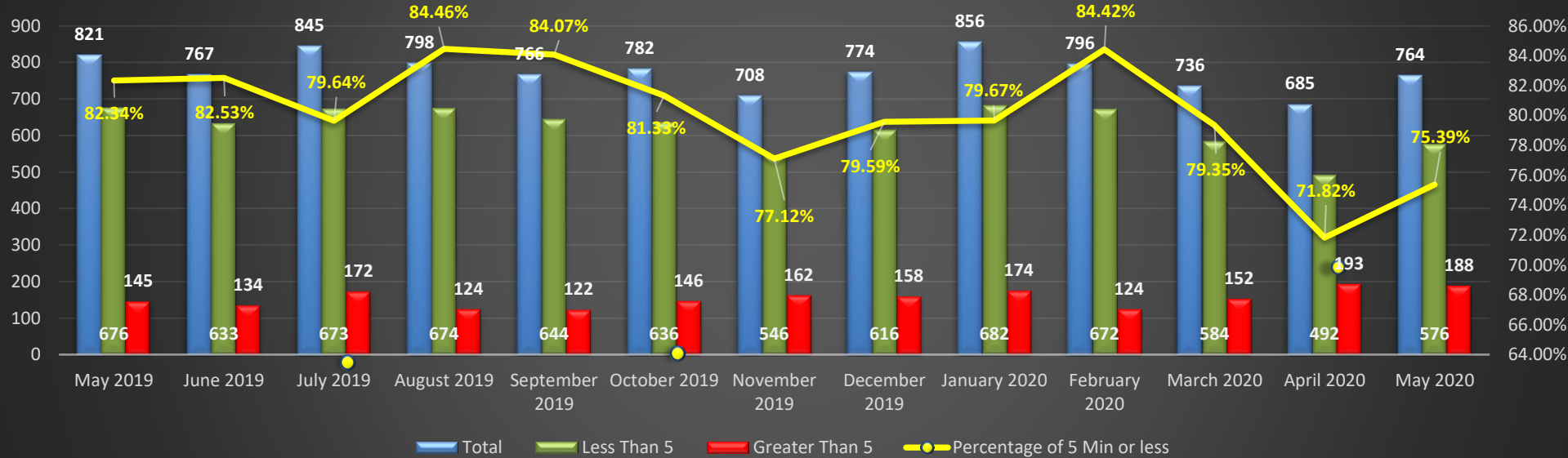
Data Source:
Firehouse Software

Current Period:
05/01/2020 - 05/31/2020

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

- Good effort, District 1.
- Improvement over 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

District 2

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

Data Source: Firehouse Software

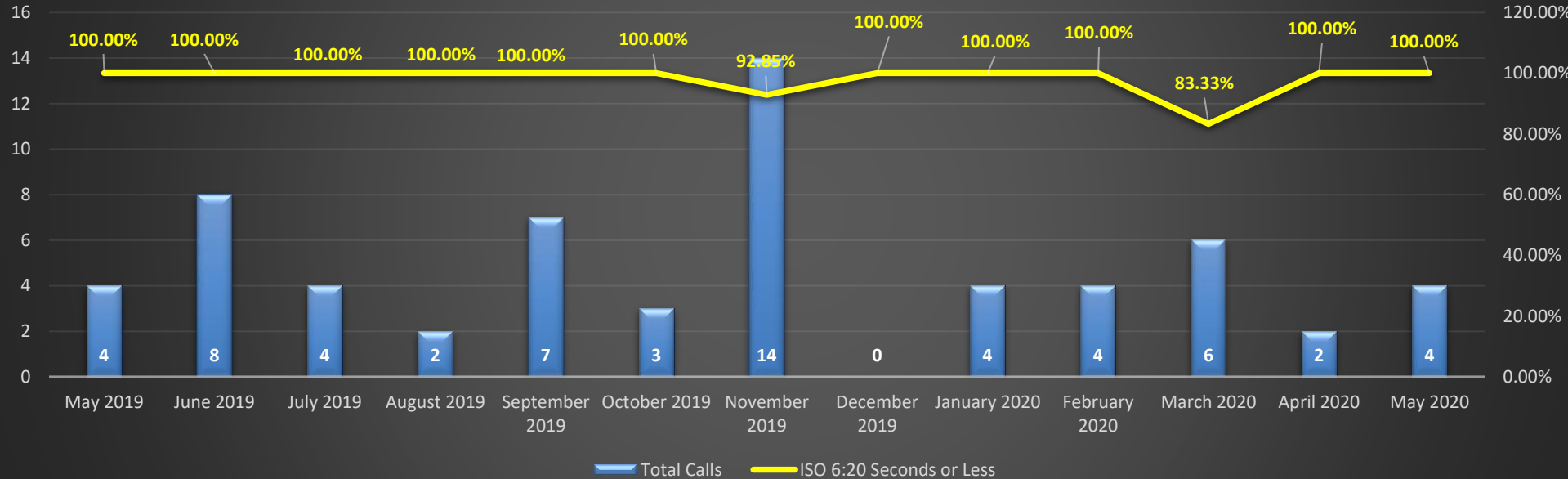
Current Period:
05/01/2020 - 05/31/2020



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

➤ Excellent work in District 2 for fire response.

Maintain proficiency.

➤ Effective emergency response.

EMS Response Scorecard

District 2

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

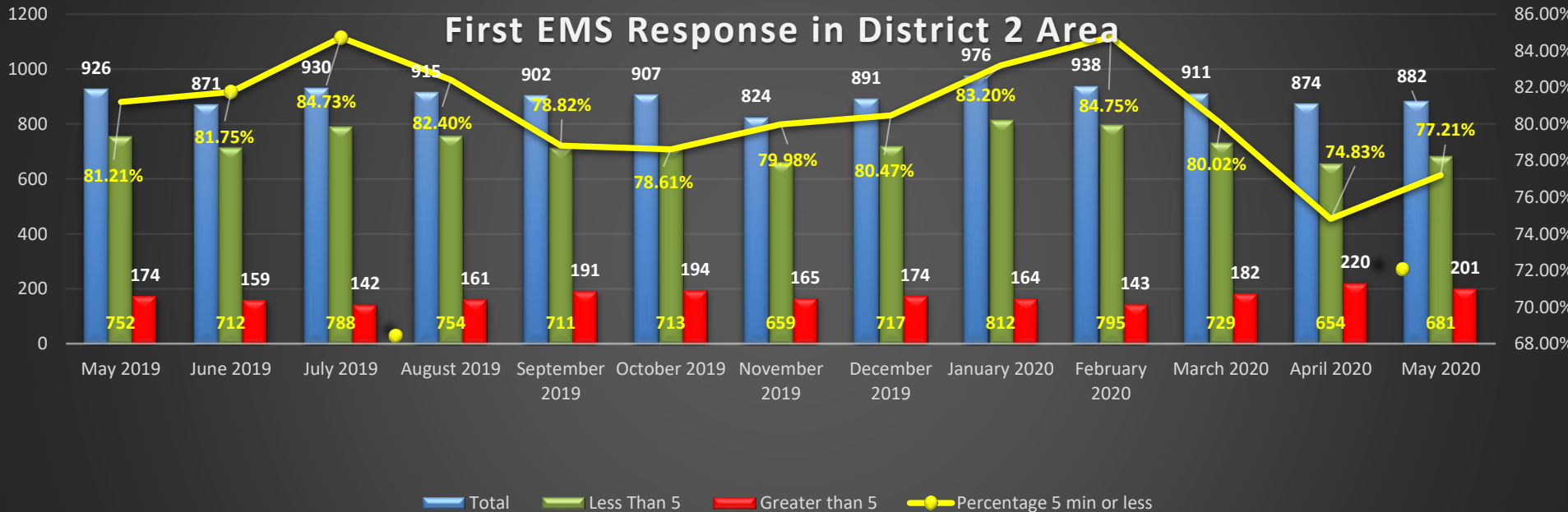


Data Source:
Firehouse Software

Current Period:
05/01/2020 - 05/31/2020

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%.



Analysis

- Taking into consideration the novel Corona virus, HFD personnel are doing an exceptional job with maintaining proper EMS response.
- Improvement over 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

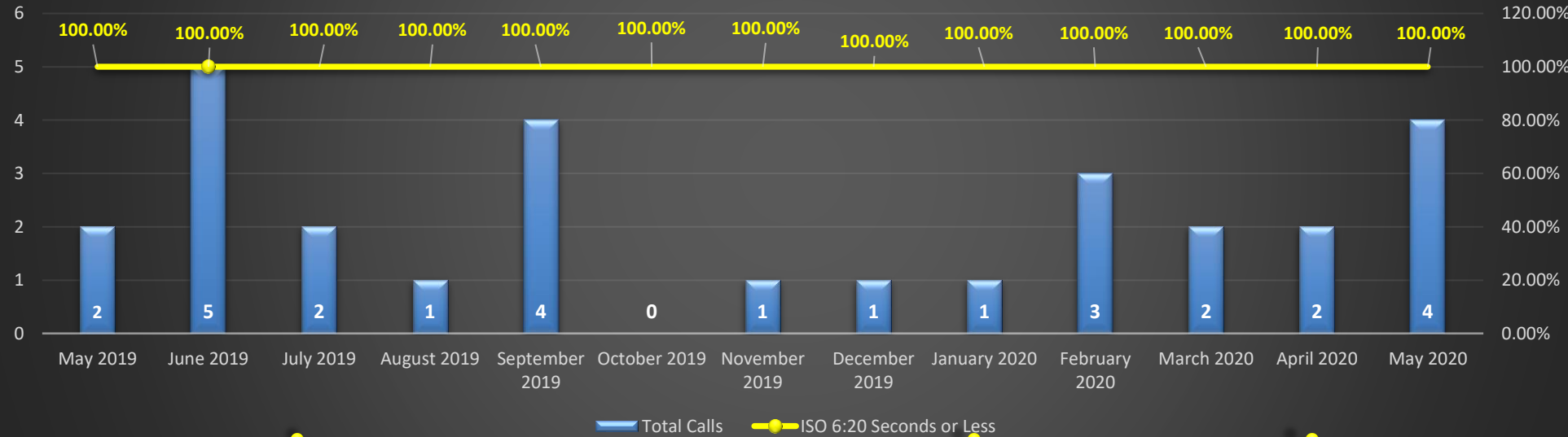
Current Period:
05/01/2020 - 05/31/2020



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. Phenomenal job with consistently obtaining goal.

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

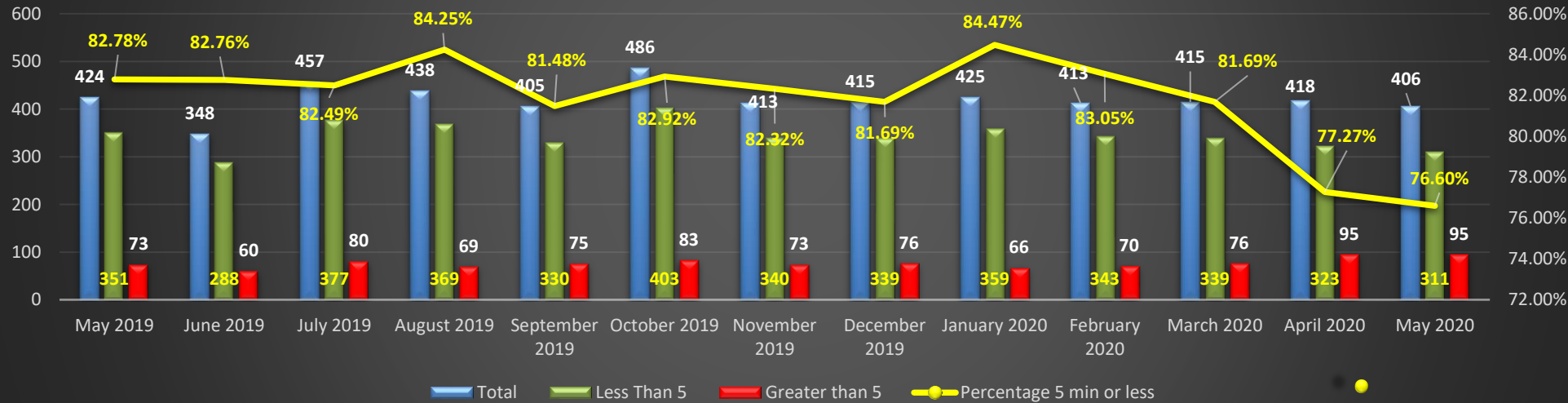
Current Period:
05/01/2020 - 05/31/2020



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

- Taking into consideration the novel Corona virus, HFD personnel are doing an exceptional job with maintaining proper EMS response.
- Slight declination of performance for this 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 B

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

Data Source: Firehouse Software

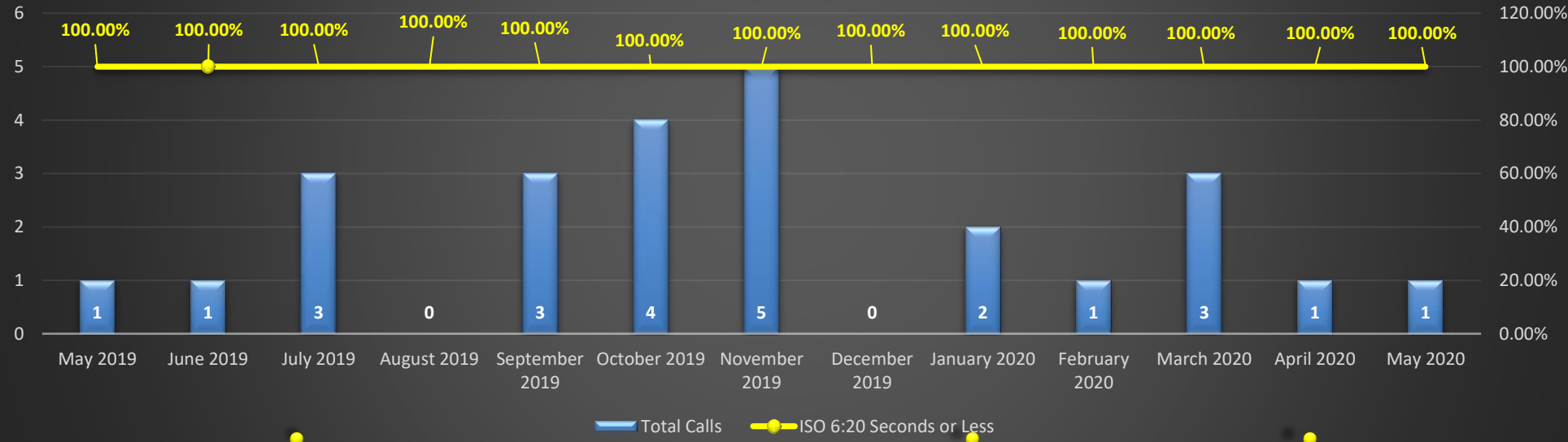
Current Period:
05/01/2020 - 05/31/2020



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 job, Tour B. Compliance is exceptional.

➤ Maintain efficiency.

➤ Effective emergency response.

EMS Response Scorecard

Tour B

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



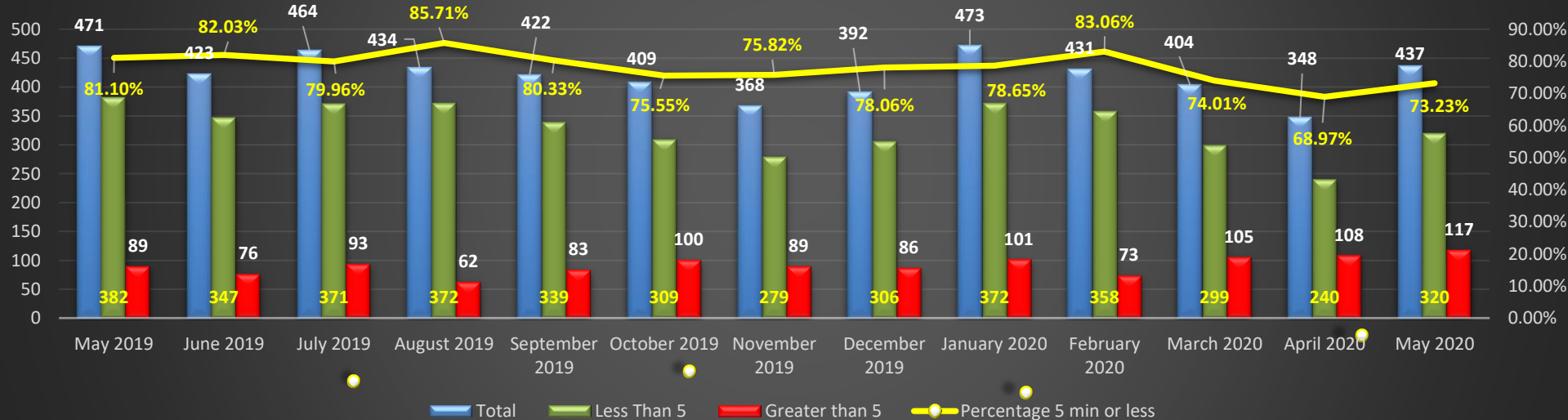
Data Source:
Firehouse Software

Current Period:
05/01/2020 - 05/31/2020

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

➤ Goal was not met for the month April.

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

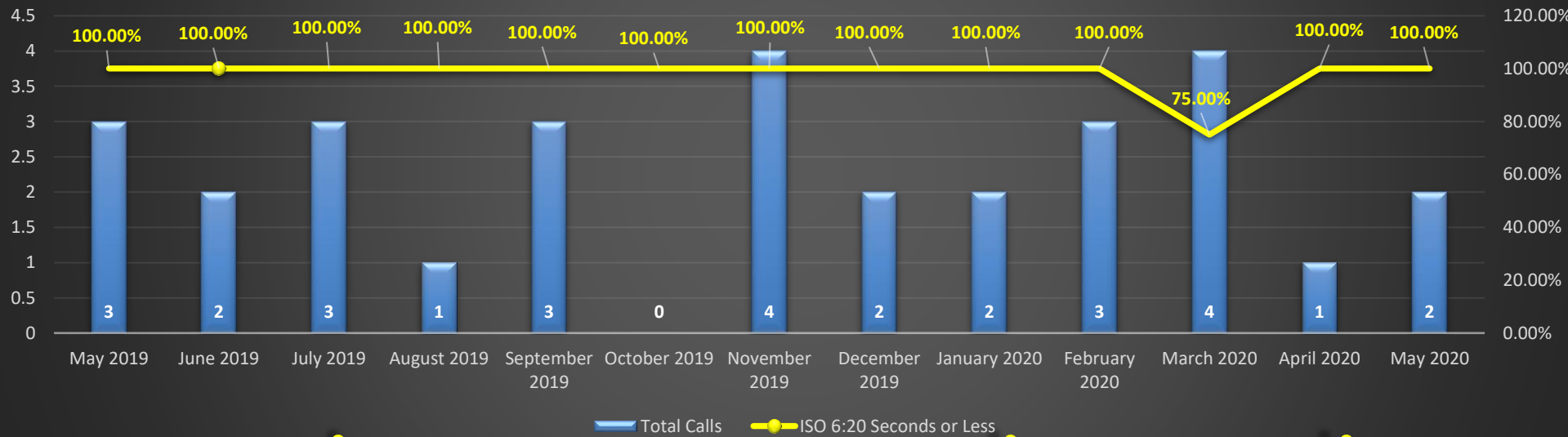
Current Period:
05/01/2020 - 05/31/2020



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 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

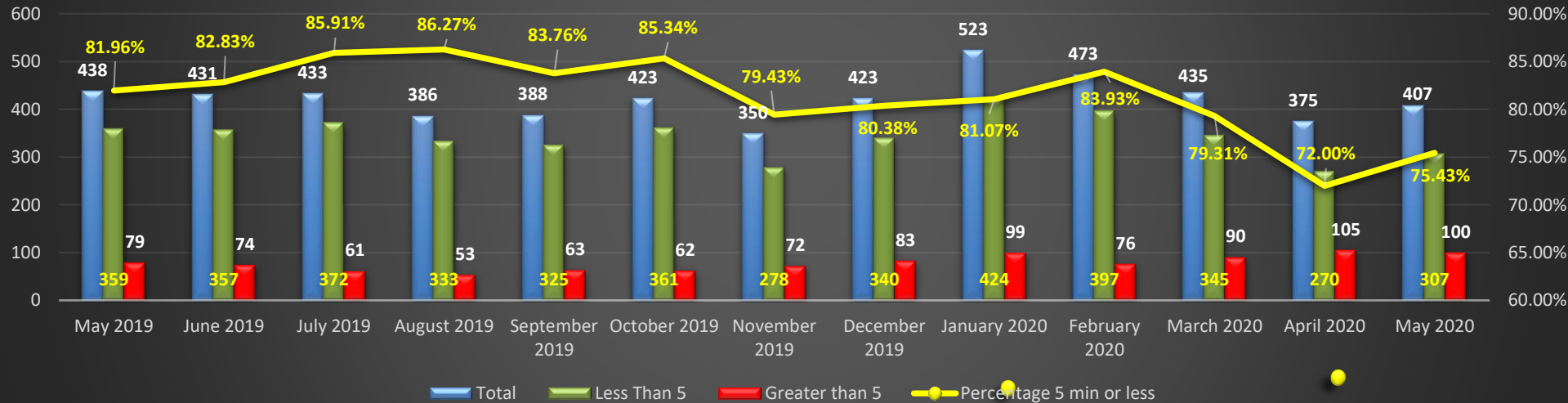
Current Period:
05/01/2020 - 05/31/2020



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

- Taking into consideration the novel Corona virus, HFD personnel are doing an exceptional job with maintaining proper EMS response.
- Improvement in performance over 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 D

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

Data Source: Firehouse Software

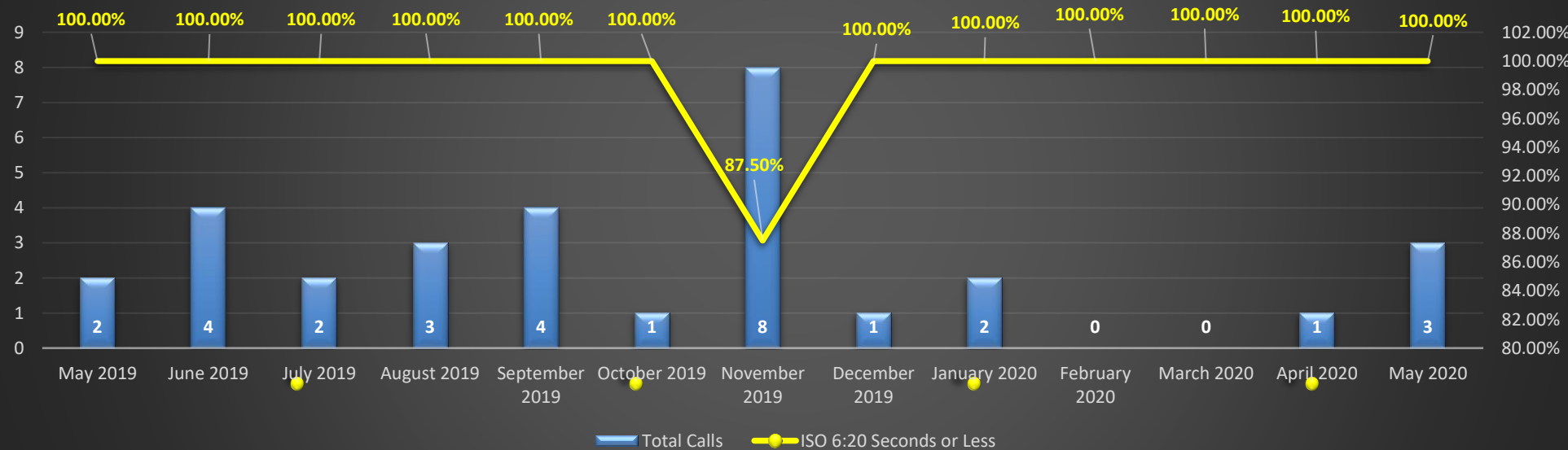
Current Period:
05/01/2020 - 05/31/2020



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

➤ Met performance goal with 100% compliance for the month of April.

Recommendations

Sustain excellent emergency responses.

Impact

➤ Life safety incident stabilization.

EMS Response Scorecard

Tour D

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



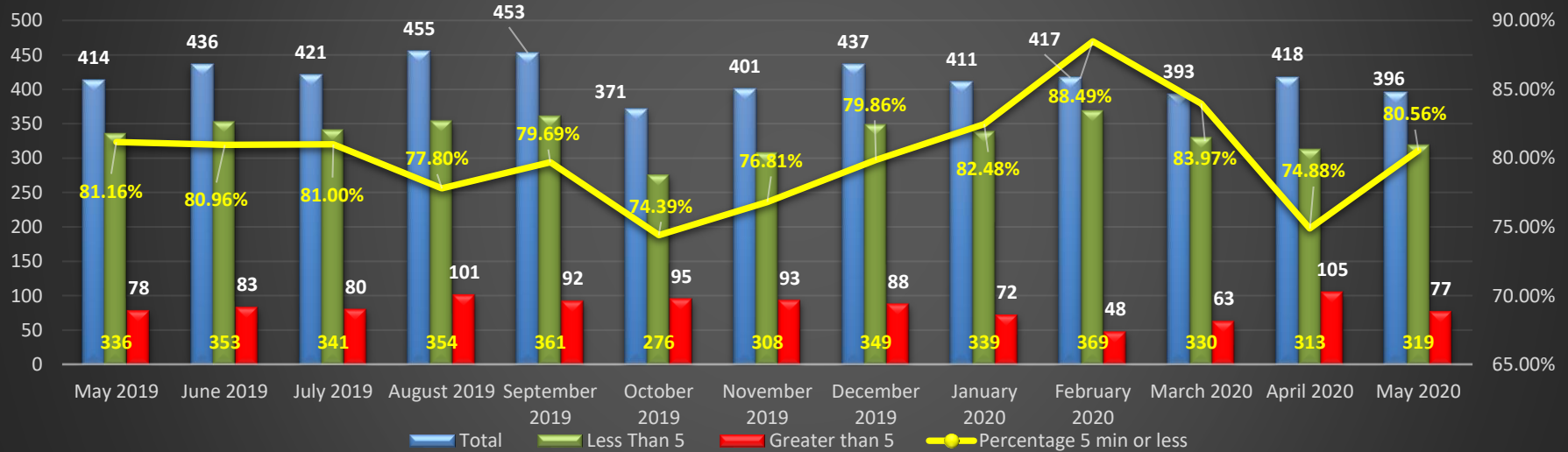
Data Source:
Firehouse Software

Current Period:
05/01/2020 - 05/31/2020

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

- Taking into consideration the novel Corona virus, HFD personnel are doing an exceptional job with maintaining proper EMS response.
- Significant improvement over last month's performance.

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.

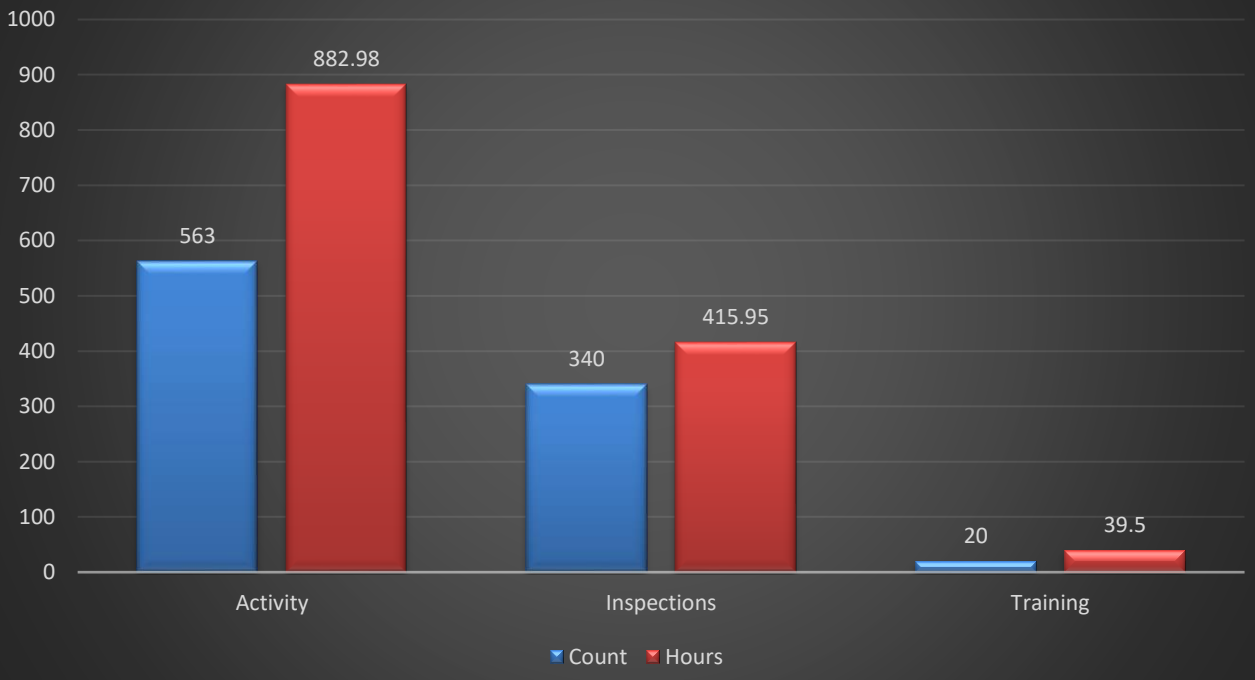
Data Source: HFD Firehouse Software

Current Period: 05/01/2020 - 05/31/2020

Fire Marshal Office

HISTORICAL ANALYSIS

Reporting Period	Violations		
	Violations Found	Violations Cleared	
11/19	186	440	
12/19	117	72	
01/20	138	133	
02/20	90	136	
03/20	120	93	
04/20	101	130	
05/20	55	69	



Attendance

Total Working Hours:	1,338.43	Total Hours Off:	770
Total Hours on Duty:	1,412.75	Hours Accounted For:	94.74%

Recommendations

- ✓ Excellent time accountability.
- ✓ Good productivity.

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:
05/01/2020 - 05/31/2020

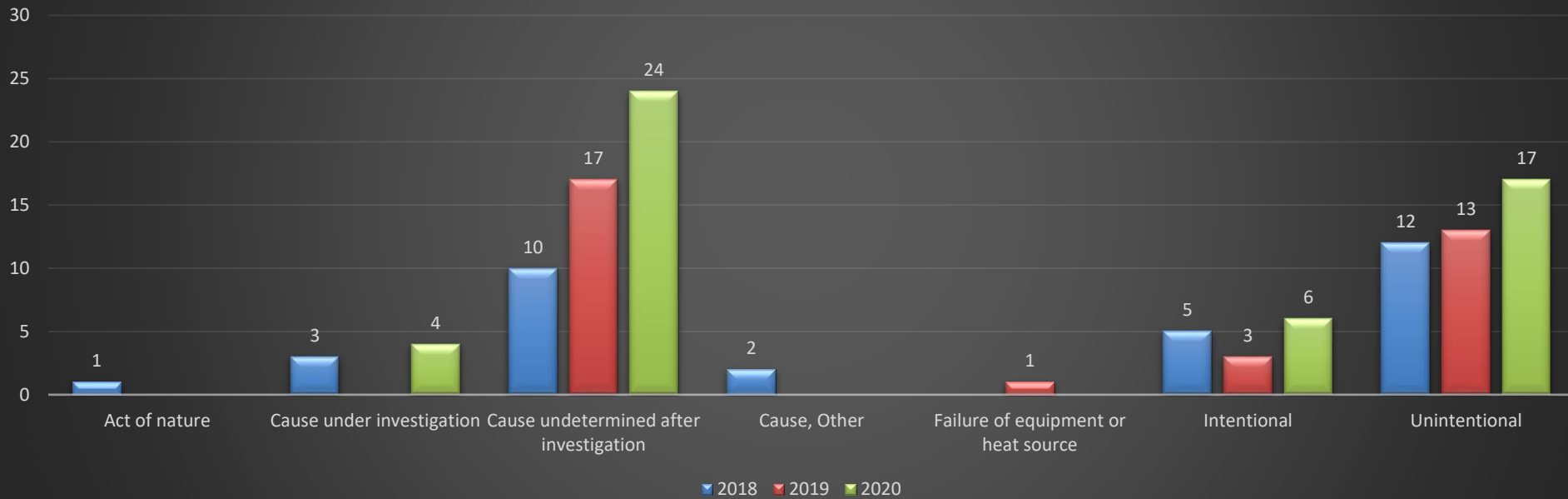


HFD Strategic Priorities:

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 May



Analysis

➤ Intentional & Unintentional fires are significantly done when compared to 2018 & 2019.

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.

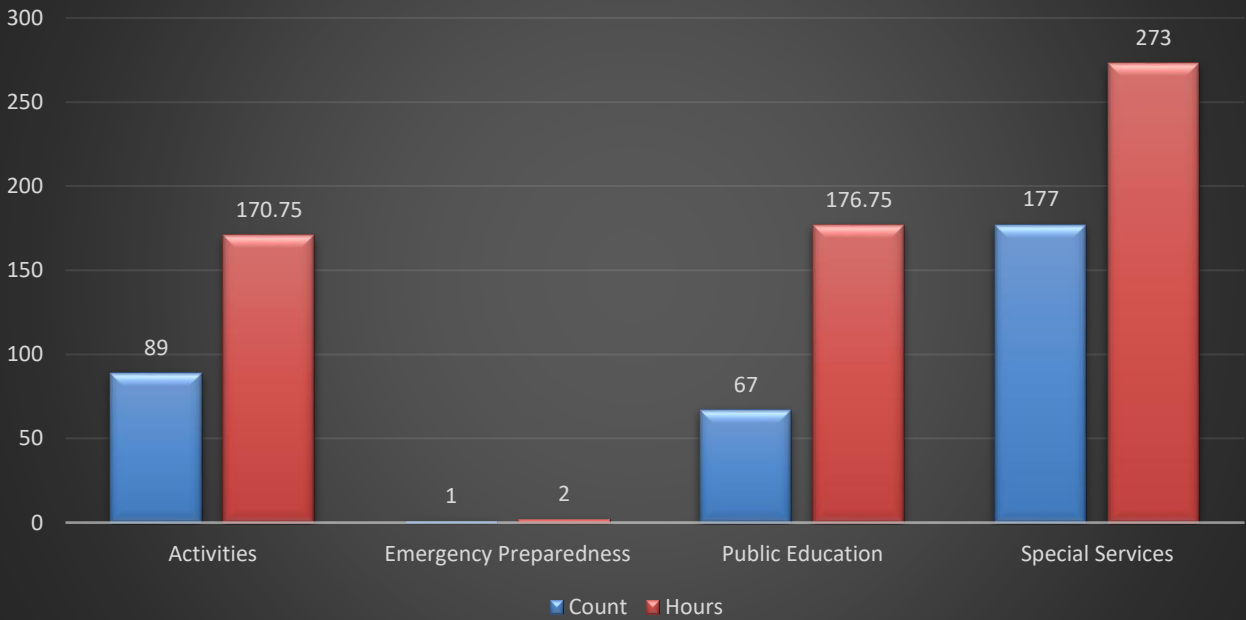
Data Source: HFD Firehouse Software

Current Period: 05/01/2020 - 05/31/2020

HISTORICAL ANALYSIS

Reporting Period	03/20	04/20	05/20
Total Activities	281	329	334
Total Adults	1,416	6,354	12,796
Total Children	108	17	136
Smoke Detector	14	9	0
Car Seats	0	0	0

Special Services



Attendance

Total Working Hours:	622.5	Total Hours Off:	20
Total Hours on Duty:	622.5	Hours Accounted For:	100.00%

Recommendations

- Outstanding work by SSU personnel.
- Exceptional work productivity.

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.

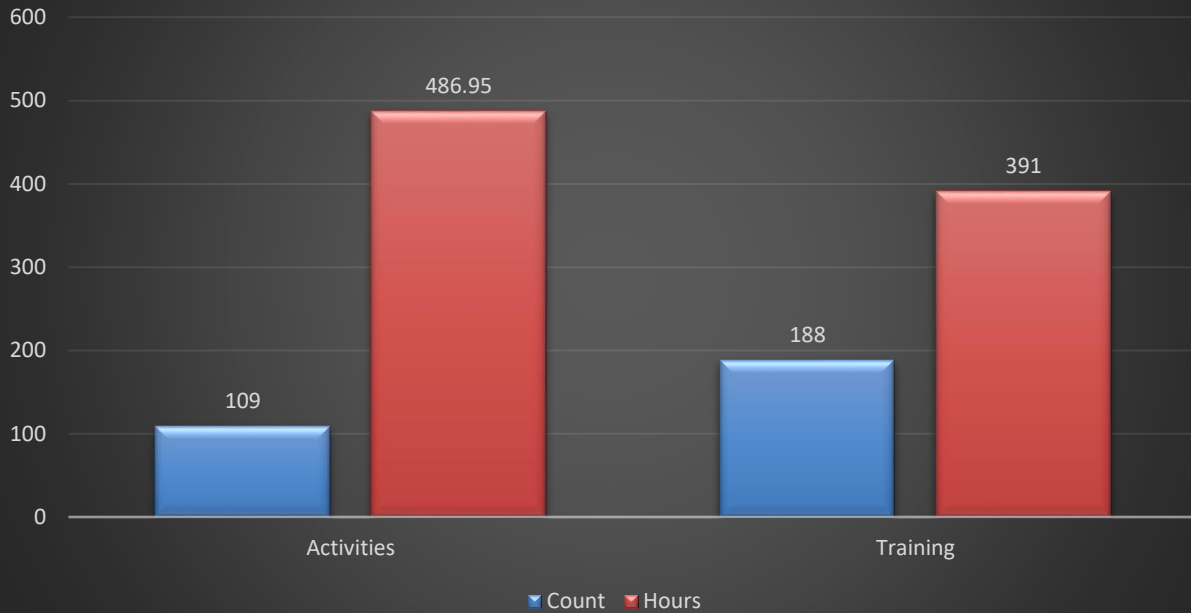
Data Source: HFD Firehouse Software

Current Period: 05/01/2020 – 05/31/2020

HISTORICAL ANALYSIS



Training Division



Attendance

Recommendations

Impact

Total Working Hours:	877.95	Total Hours Off:	170
Total Hours on Duty:	1011	Hours Accounted For:	86.84%

Outstanding work by our Training Division personnel. Job well done.
Why is time accounted for not 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.

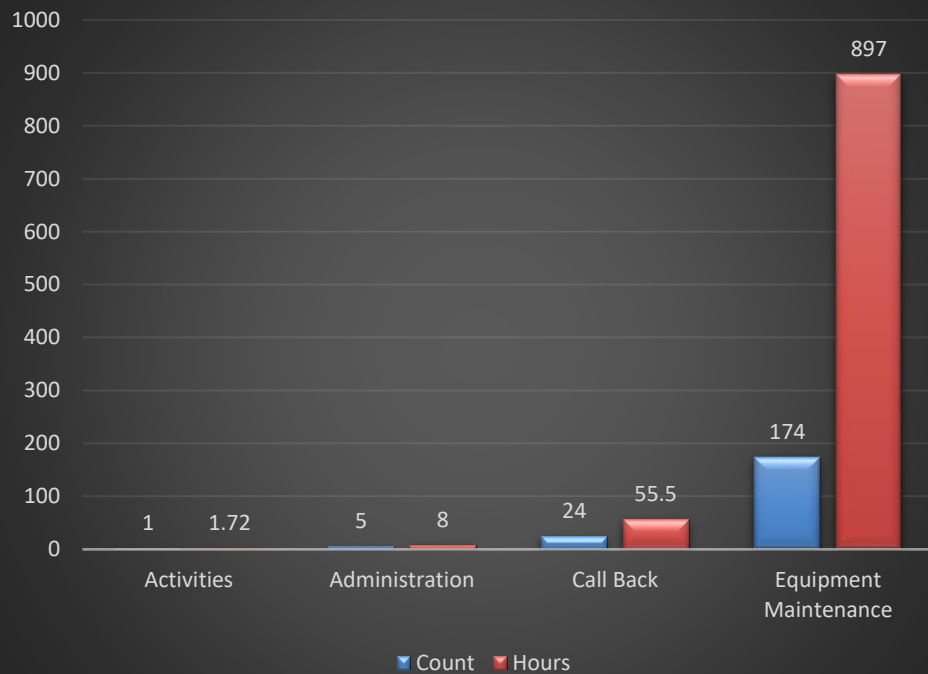
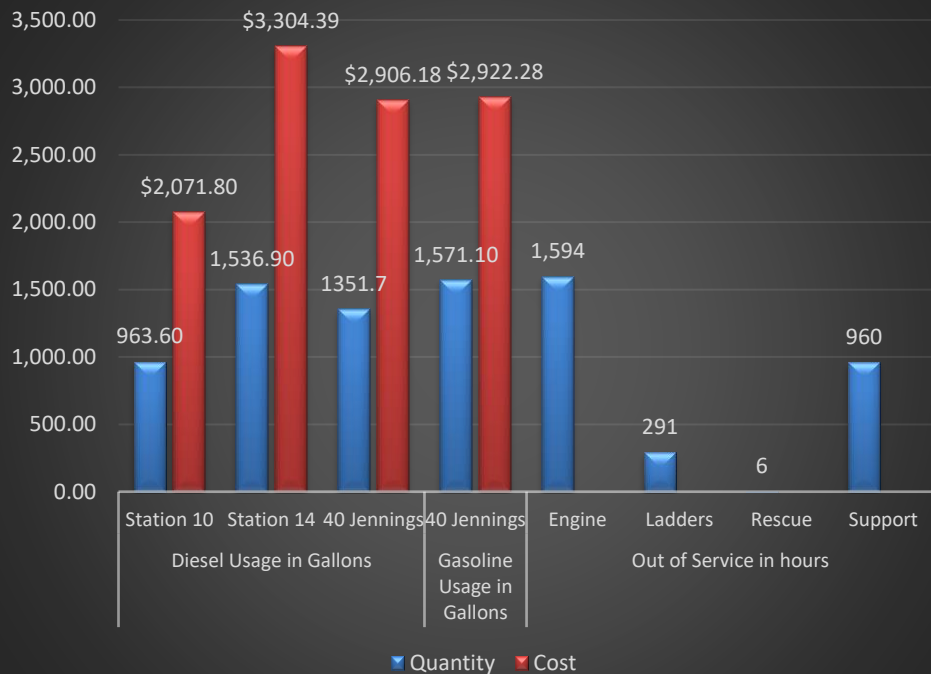


Data Source:
HFD Firehouse Software

Current Period:
05/01/2020 – 05/31/2020

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.



Attendance

Total Working Hours:	962.22	Total Hours Off:	340
Total Hours on Duty:	1,011.00	Hours Accounted For:	95.18%

Recommendations

- Ensure that all equipment and apparatus tests are done early in the calendar year versus at the end.
- Excellent job with time accounted for and work productivity.
- Why is fuel usage not available?

Impact

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

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.

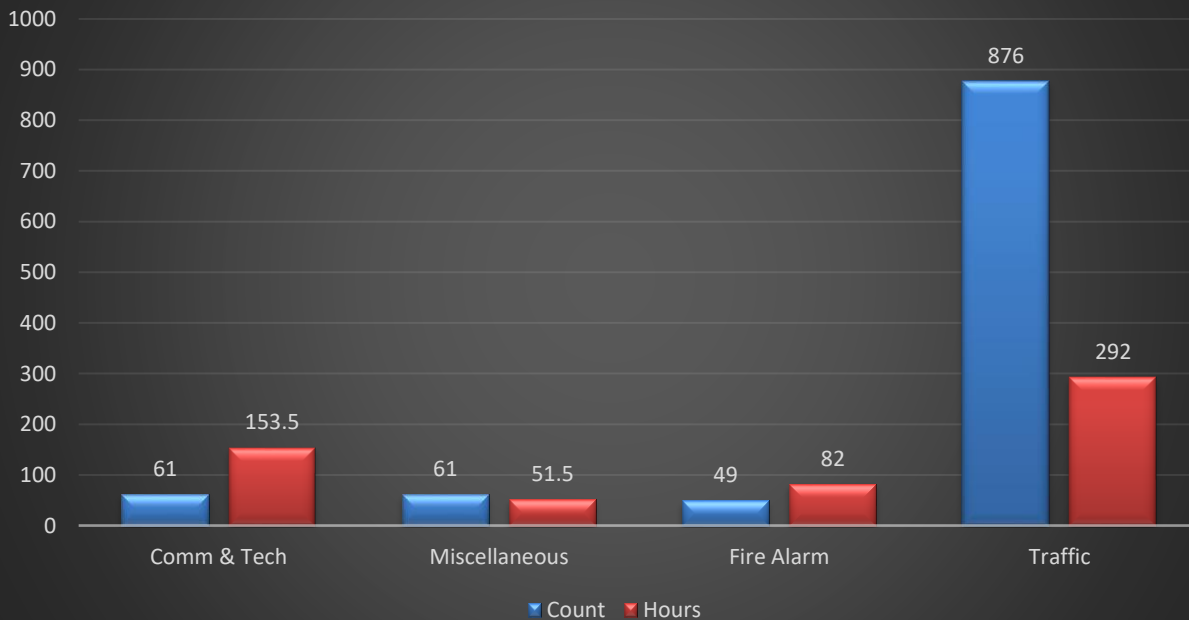
Data Source: HFD Firehouse Software

Current Period: 05/01/2020 – 05/31/2020

HISTORICAL ANALYSIS

Reporting Period	Historical Analysis			
	Traffic	Comm & Tech	Training / Misc	Fire Alarm
12/19	716	38	63	62
01/20	1206	61	75	76
02/20	582	63	45	55
03/20	649	45	47	38
04/20	694	47	57	39

Fire Alarm Communications Technology



Attendance

Total Working Hours:	579.00	Total Hours Off:	100
Total Hours on Duty:	636.00	Hours Accounted For:	91.04%

Recommendations

- ✓ Excellent work, FACT division.
- ✓ Excellent time accounted for.

Impact

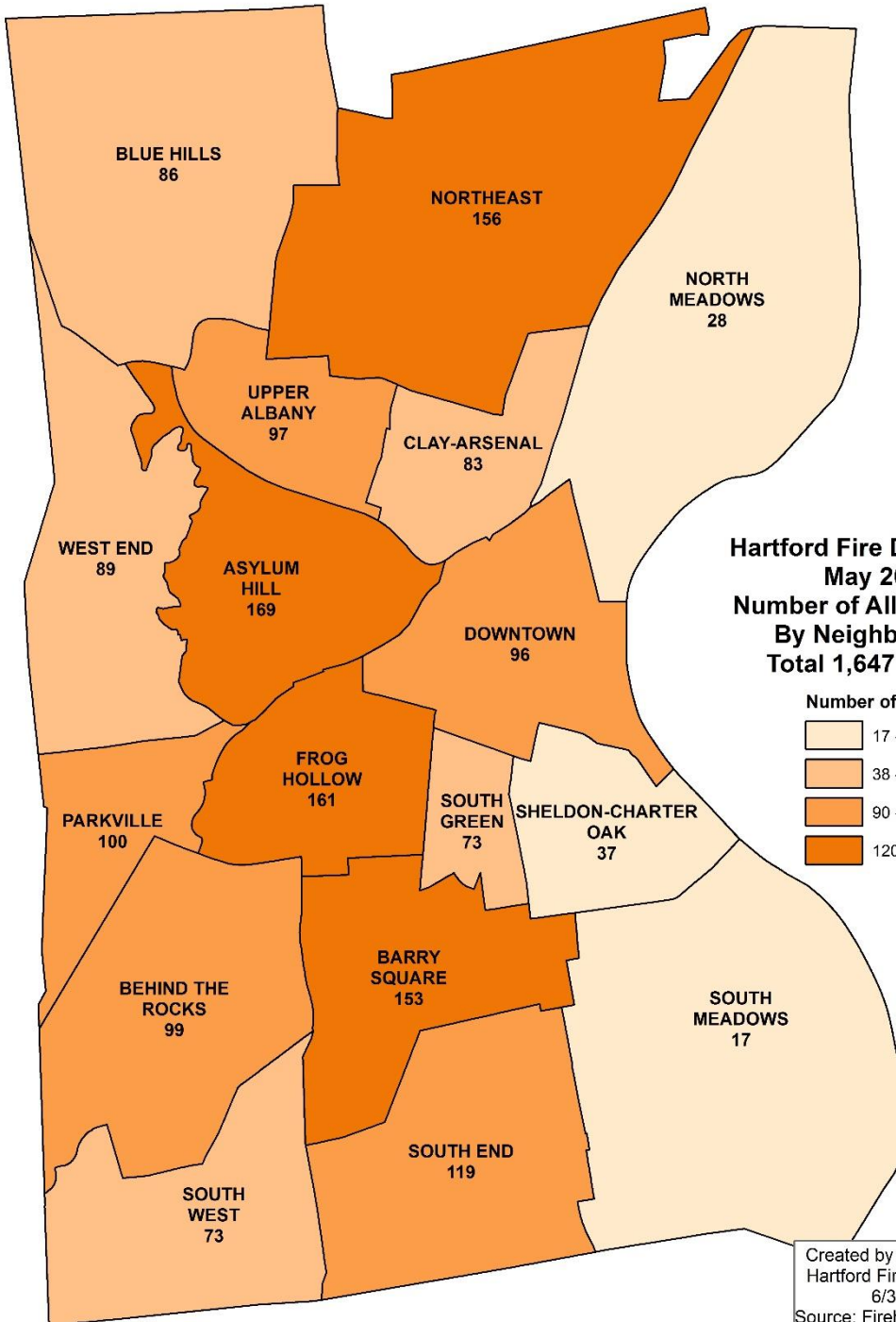
- IS&IT execution of relevant duties and responsibilities.

EMERGENCY RESPONSE DATA



"Goal Oriented, Results Driven"

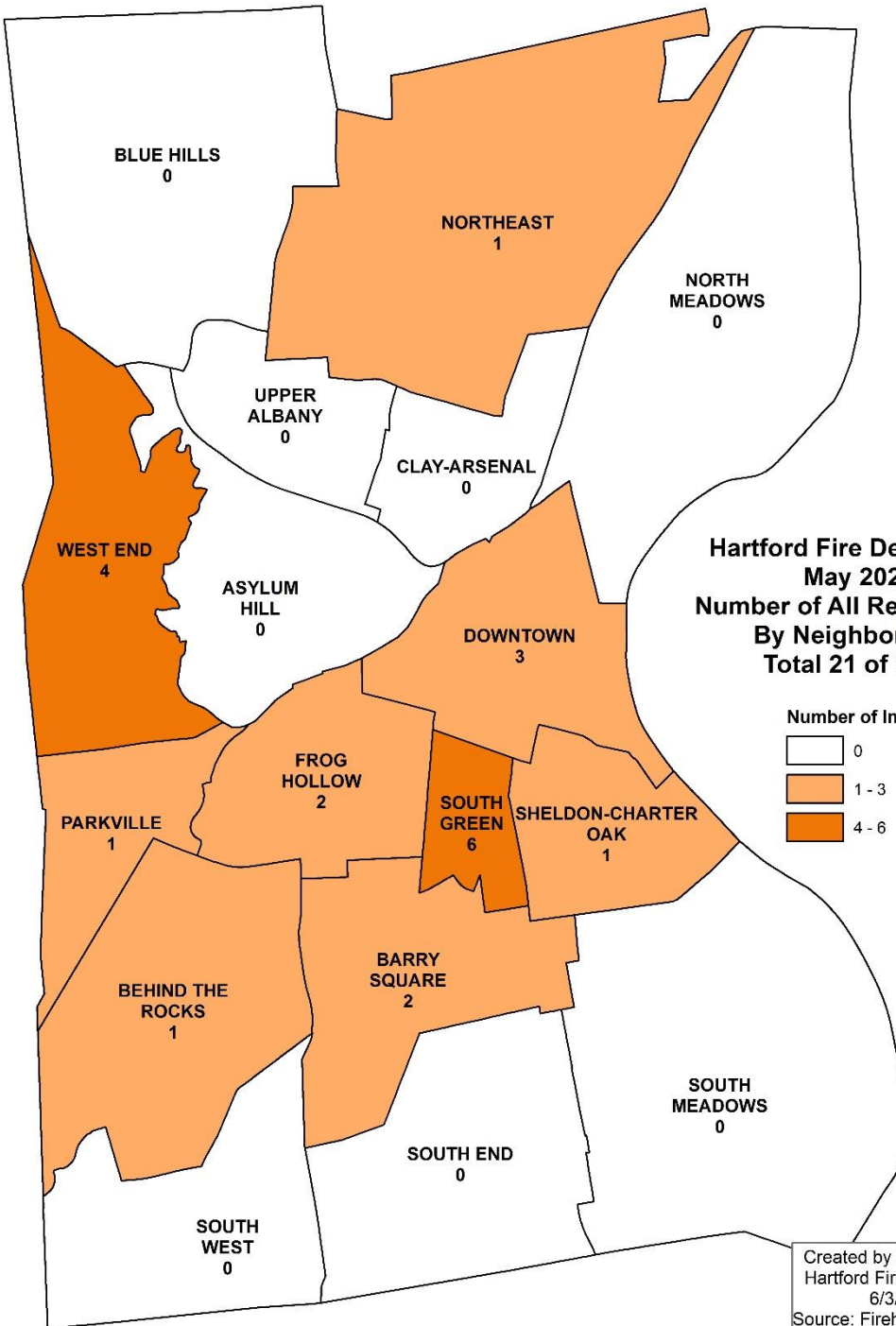
EMS May 2020



Created by Leandro Cieri
Hartford Fire Department
6/3/2020
Source: Firehouse Software
Geocoded 1,636
Not Geocoded: 11

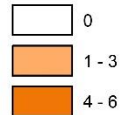
Incident Type	Description	Count
321	EMS call, excluding vehicle accident with injury	870
311	Medical assist, assist EMS crew	456
381	Rescue or EMS standby	145
324	Motor Vehicle Accident with no injuries	75
322	Motor vehicle accident with injuries	61
510	Person in distress, Other	20
300	Rescue, EMS incident, other	13
323	Motor vehicle/pedestrian accident (MV Ped)	7

Rescue Calls May 2020



**Hartford Fire Department
May 2020
Number of All Rescue Calls
By Neighborhood
Total 21 of Calls**

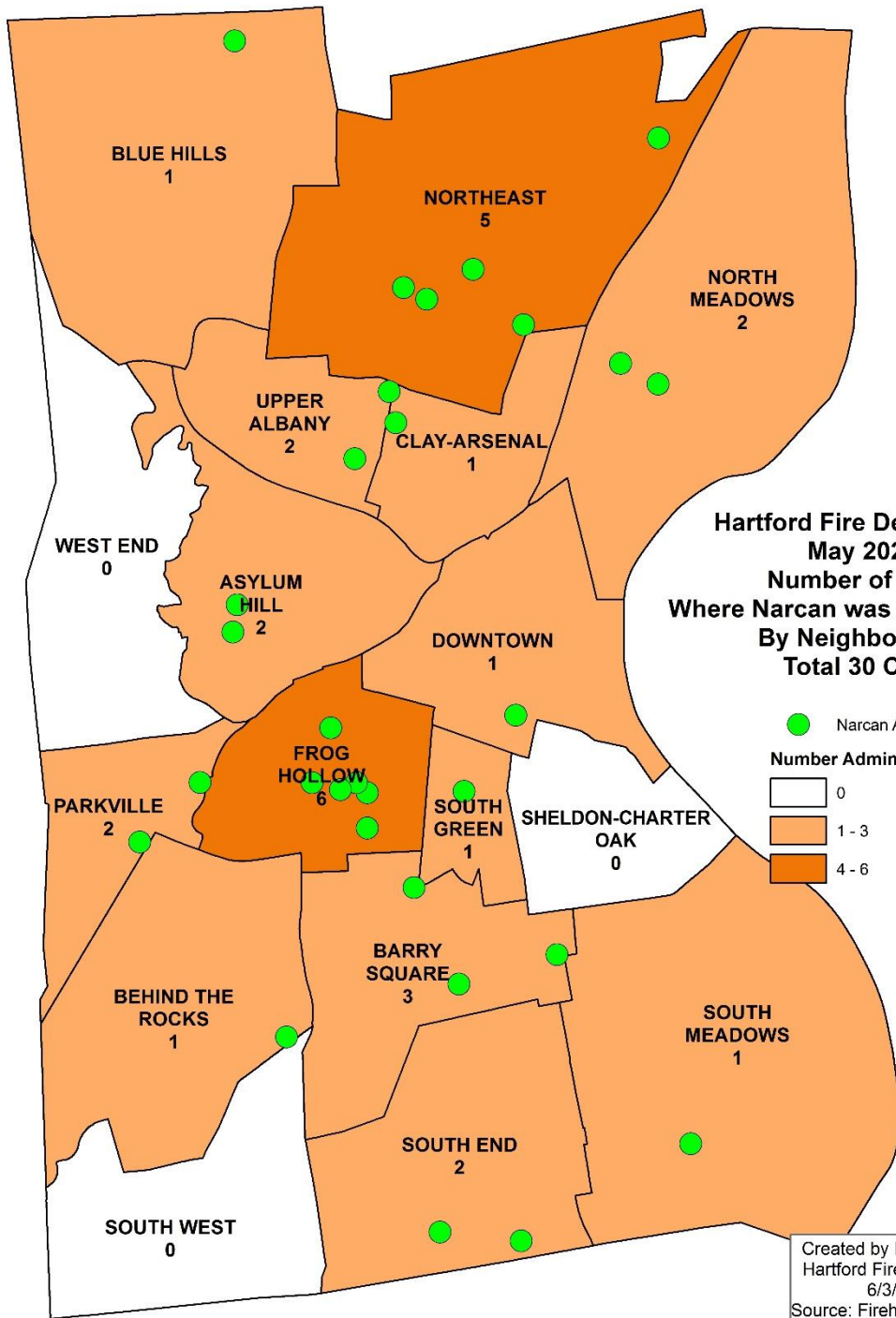
Number of Incidents



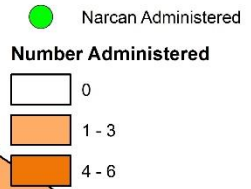
Incident Type	Description	Count
511	Lock-out	10
353	Removal of victim(s) from stalled elevator	6
352	Extrication of victim(s) from vehicle	3
512	Ring or jewelry removal	1
331	Lock-in (if lock out , use 511)	1

Created by Leandro Cieri
Hartford Fire Department
6/3/2020
Source: Firehouse Software
Geocoded: 21
Not Geocoded: 0

Narcan Administered May 2020

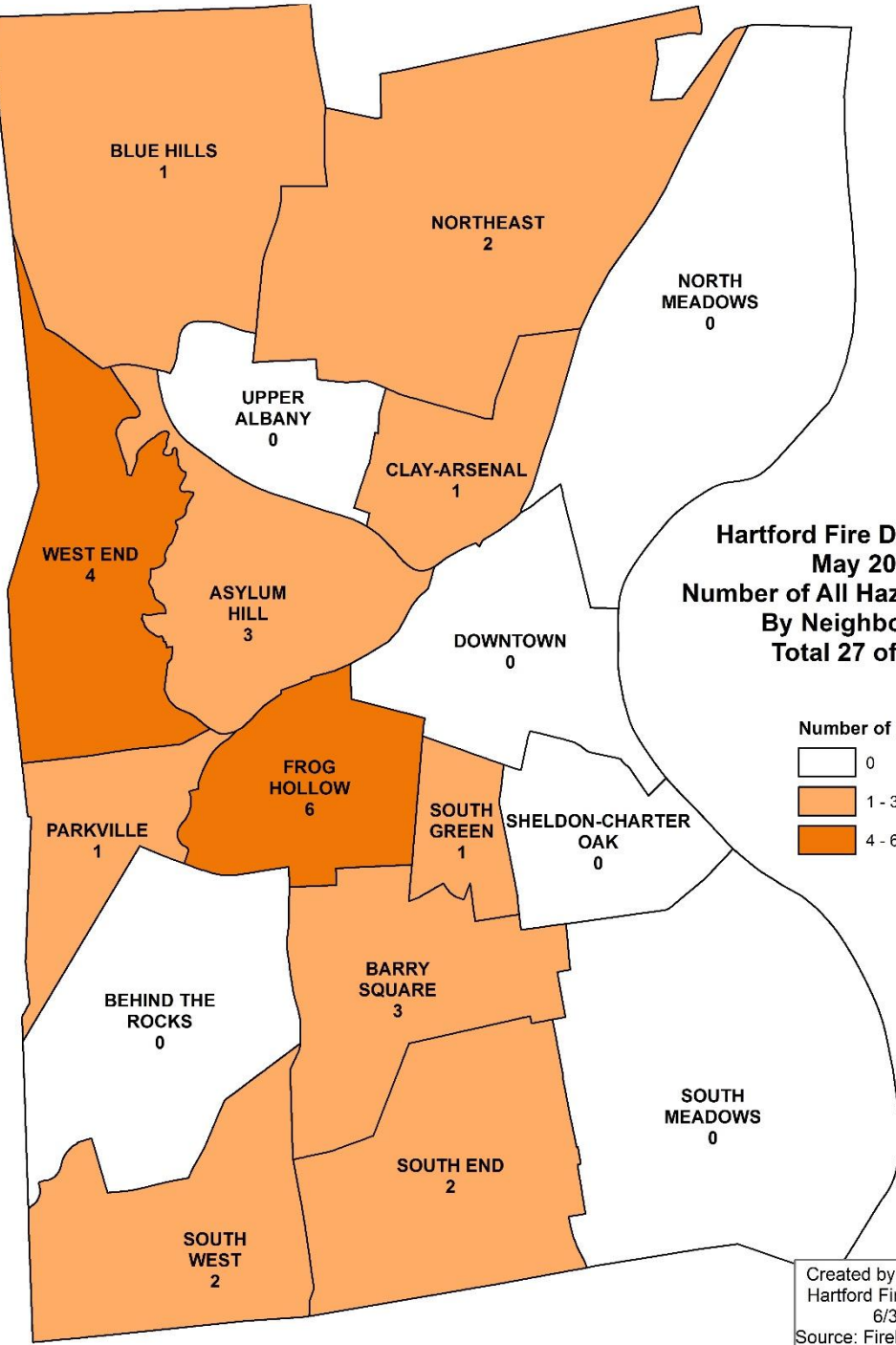


Hartford Fire Department
May 2020
Number of Calls
Where Narcan was Administered
By Neighborhood
Total 30 Calls

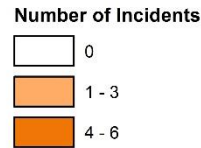


Created by Leandro Cieri
Hartford Fire Department
6/3/2020
Source: Firehouse Software
Geocoded: 30
Not Geocoded: 0

Hazardous Materials May 2020



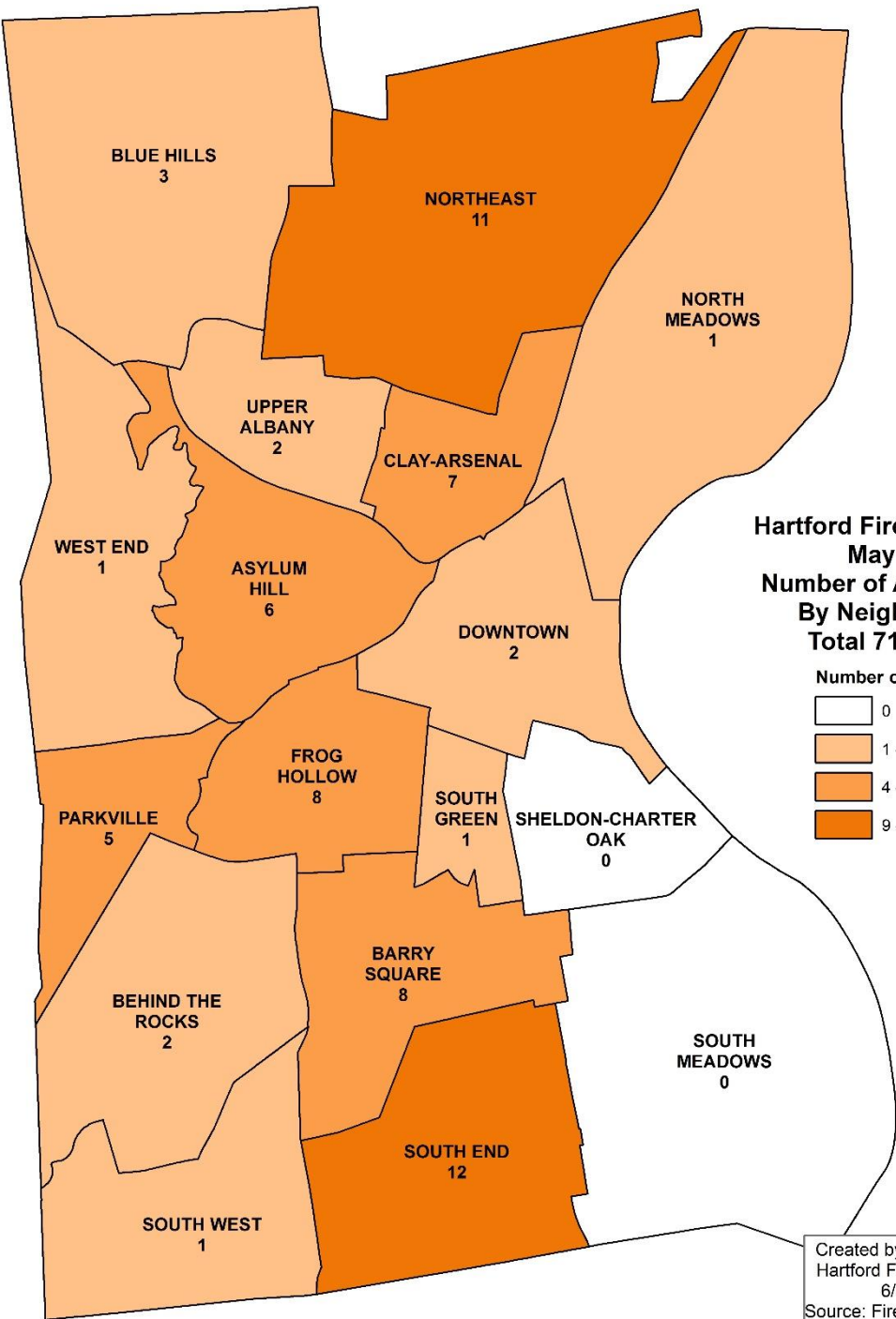
**Hartford Fire Department
May 2020
Number of All Hazardous Calls
By Neighborhood
Total 27 of Calls**



Created by Leandro Cieri
Hartford Fire Department
6/3/2020
Source: Firehouse Software
Geocoded: 26
Not Geocoded: 1

Incident Type	Description	Count
412	Gas leak (natural gas or LPG)	11
463	Vehicle accident, general cleanup	5
400	Hazardous condition, Other	3
411	Gasoline or other flammable liquid spill	2
460	Accident, potential accident, Other	2
410	Combustible/flammable gas/liquid condition, other	2
424	Carbon monoxide incident	1
413	Oil or other combustible liquid spill	1

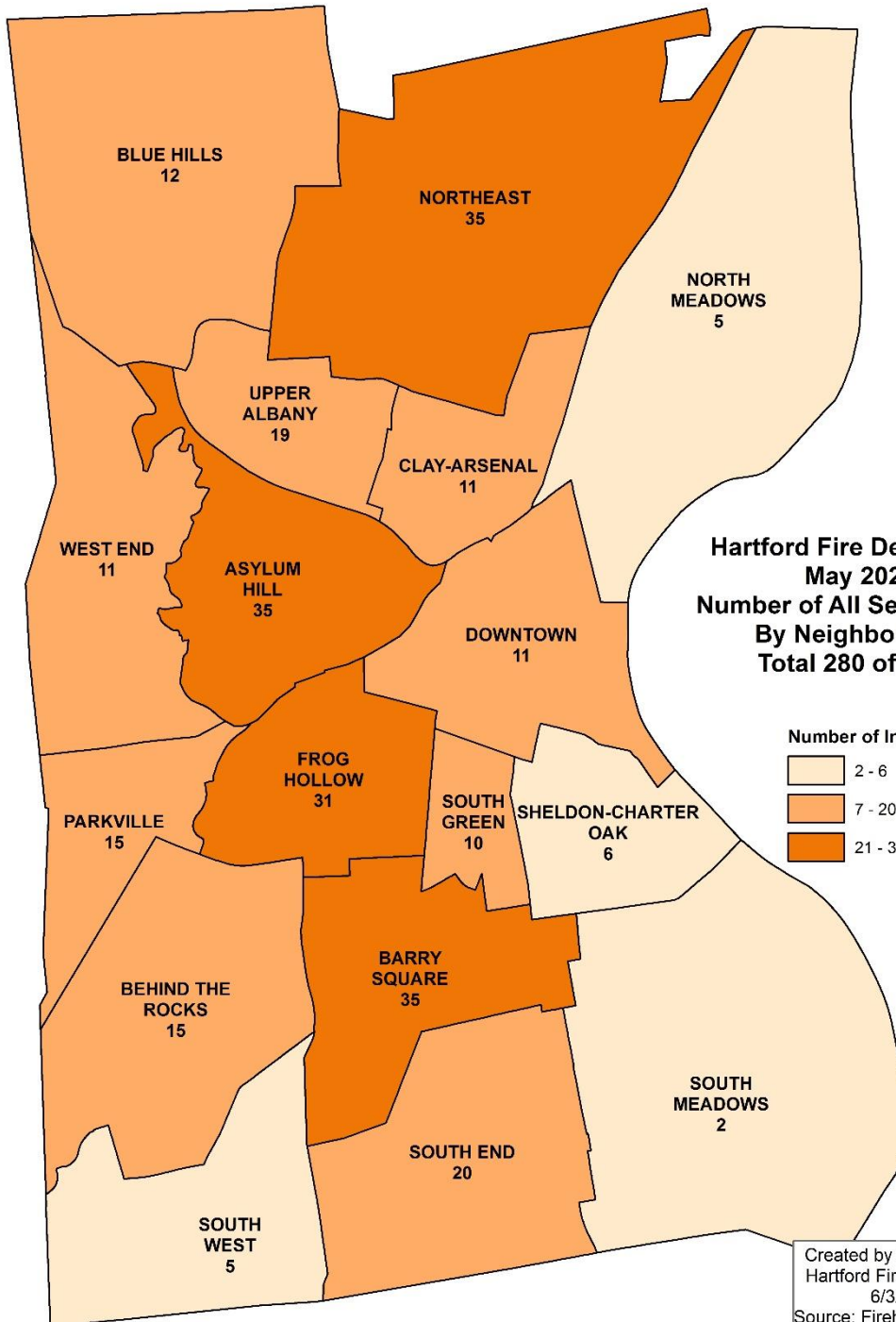
All Fires May 2020



Created by Leandro Cieri
Hartford Fire Department
6/3/2020
Source: Firehouse Software
Geocoded: 70
Not Geocoded: 1

Incident Type	Description	Count
151	Outside rubbish, trash or waste fire	14
111	Building fire	10
142	Brush or brush-and-grass mixture fire	9
131	Passenger vehicle fire	8
154	Dumpster or other outside trash receptacle fire	7
150	Outside rubbish fire, Other	4
118	Trash or rubbish fire, contained	4
140	Natural vegetation fire, Other	4
130	Mobile property (vehicle) fire, Other	2
112	Fires in structure other than in a building	2
143	Grass fire	2
113	Cooking fire, confined to container	1
481	Attempt to burn	1
161	Outside storage fire	1
134	Water vehicle fire	1
138	Off-road vehicle or heavy equipment fire	1

Service Calls May 2020

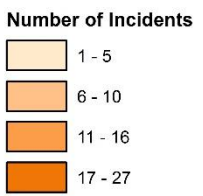
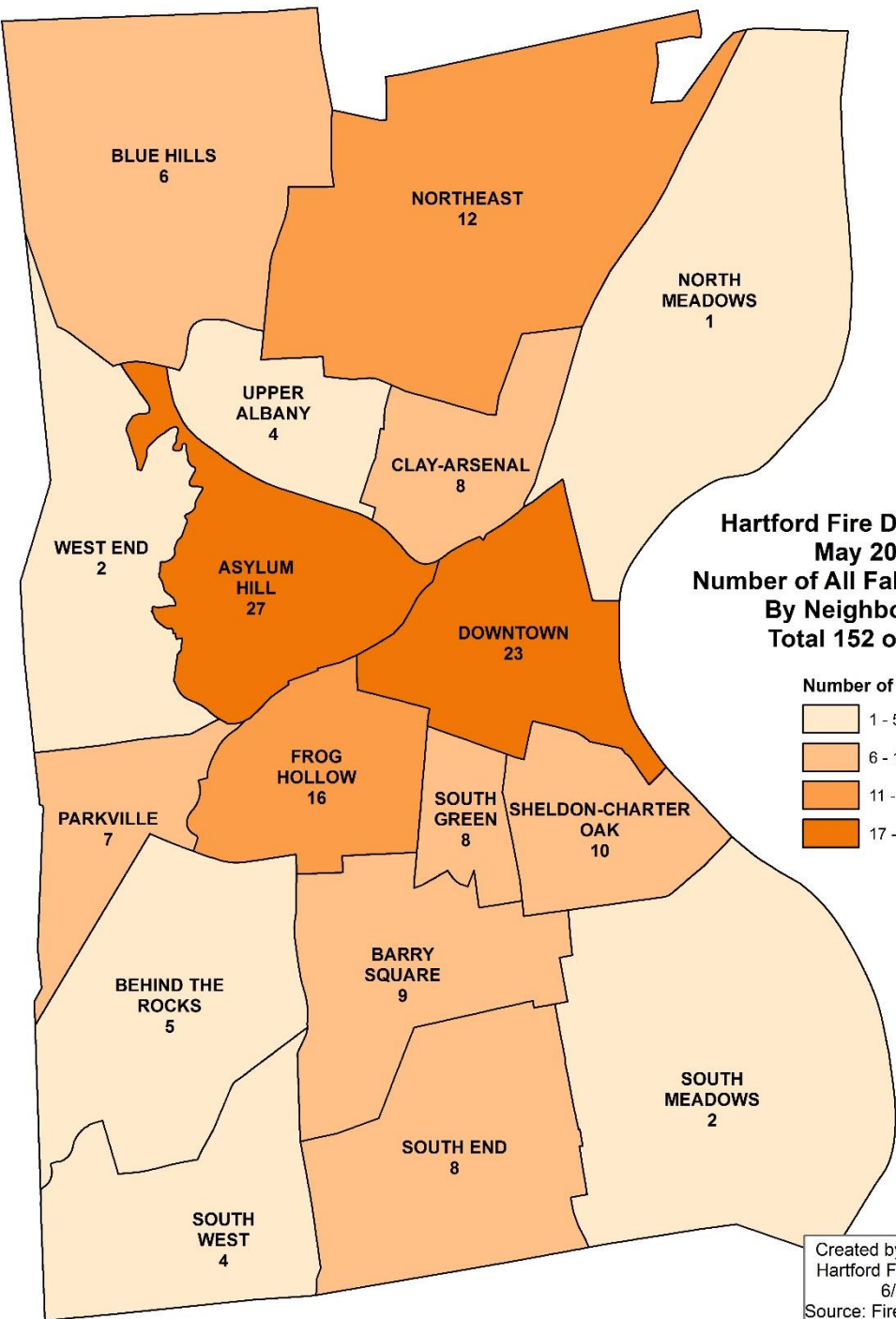


Number of Incidents
 2 - 6
 7 - 20
 21 - 35

Created by Leandro Cieri
 Hartford Fire Department
 6/3/2020
 Source: Firehouse Software
 Geocoded: 278
 Not Geocoded: 3

Incident Type	Description	Count
552	Police matter	92
500	Service Call, other	84
531	Smoke or odor removal	38
520	Water problem, Other	19
553	Public service	18
444	Power line down	10
550	Public service assistance, Other	8
440	Electrical wiring/equipment problem, Other	3
551	Assist police or other governmental agency	2
561	Unauthorized burning	2
554	Assist invalid	2
571	Cover assignment, standby, moveup	1
521	Water evacuation	1

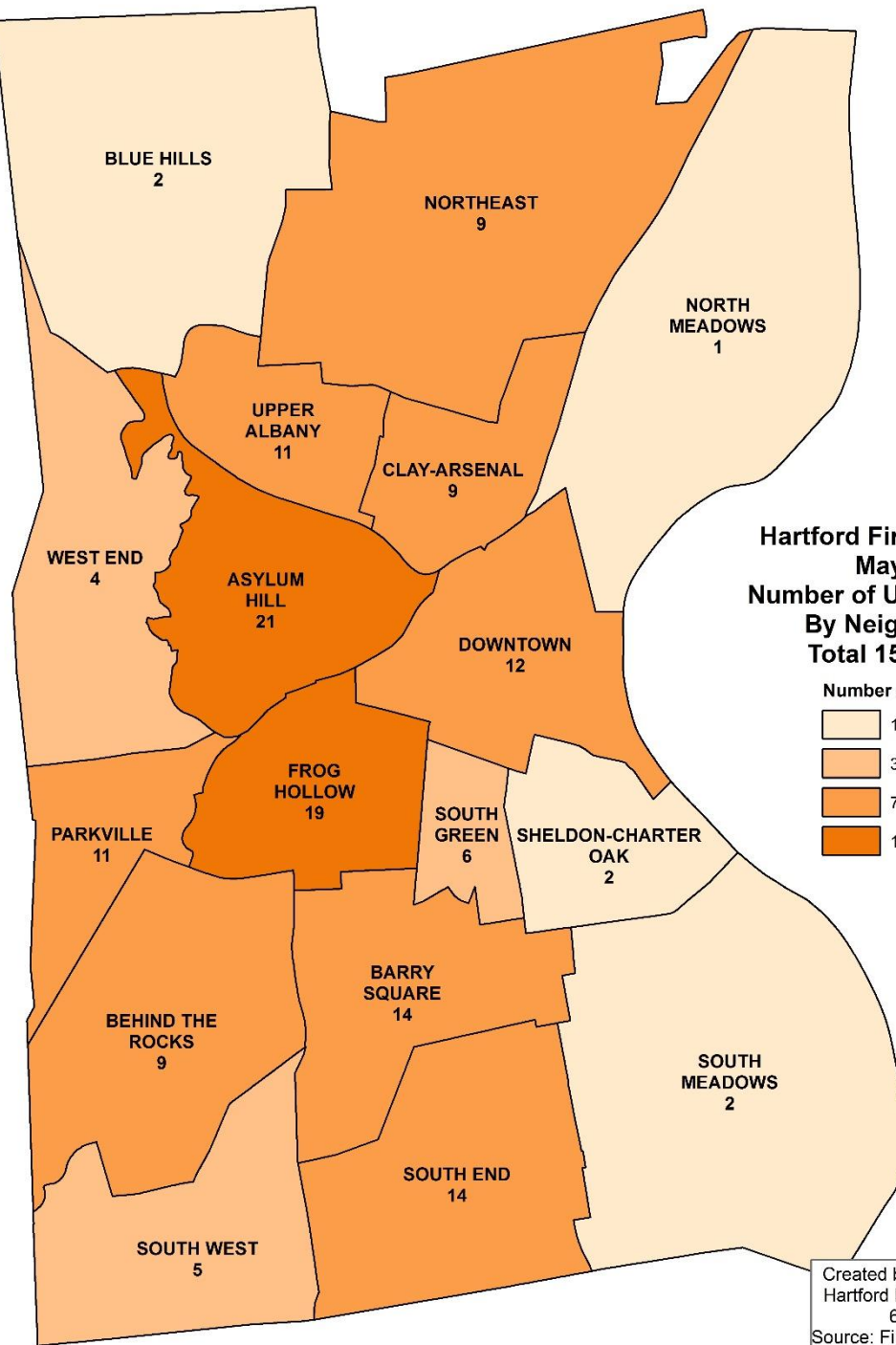
Fire Alarms May 2020



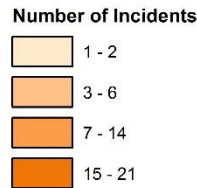
Created by Leandro Cieri
Hartford Fire Department
6/3/2020
Source: Firehouse Software
Geocoded: 152
Not Geocoded: 0

Incident Type	Description	Count
745	Alarm system activation, no fire - unintentional	46
743	Smoke detector activation, no fire - unintentional	32
735	Alarm system sounded due to malfunction	18
740	Unintentional transmission of alarm, Other	17
710	Malicious, mischievous false call, Other	9
733	Smoke detector activation due to malfunction	8
700	False alarm or false call, Other	6
730	System malfunction, Other	5
744	Detector activation, no fire - unintentional	4
714	Central station, malicious false alarm	2
731	Sprinkler activation due to malfunction	2
715	Local alarm system, malicious false alarm	2
746	Carbon monoxide detector activation, no CO	1

Undefined Calls May 2020



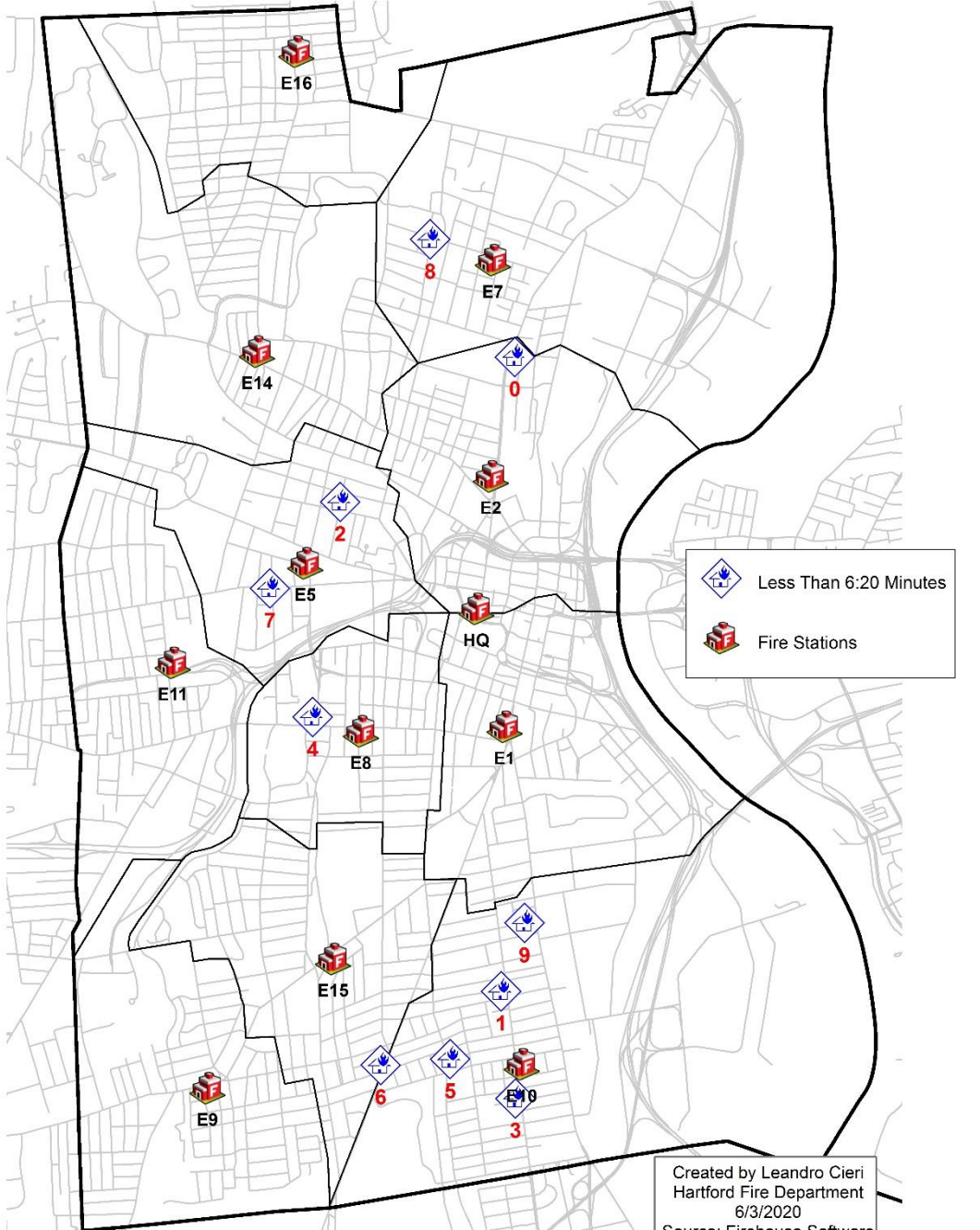
**Hartford Fire Department
May 2020
Number of Undefined Calls
By Neighborhood
Total 151 of Calls**



Created by Leandro Cieri
Hartford Fire Department
6/3/2020
Source: Firehouse Software
Geocoded: 151
Not Geocoded: 0

Incident Type	Description	Count
622	No Incident found on arrival at dispatch address	138
661	EMS call, party transported by non-fire agency	4
621	Wrong location	2
653	Smoke from barbecue, tar kettle	2
900	Special type of incident, Other	2
611	Dispatched & cancelled en route	2
650	Steam, Other gas mistaken for smoke, Other	1

Location of Structure Fires In Relationship to Fire Stations



Created by Leandro Cieri
 Hartford Fire Department
 6/3/2020
 Source: Firehouse Software
 Geocoded: 10
 Not Geocoded: 0

Key	Incident Number	Response	Firefighter Fatality	Firefighter Injury	Civilian Fatality	Civilians Injured	Cause
0	20-0123051	0:04:07	0	0	0	0	Hot or smoldering object, Other
1	20-0125009	0:03:06	0	0	0	0	Undetermined
2	20-0125011	0:03:48	0	0	0	0	Undetermined
3	20-0135033	0:03:45	0	0	0	0	Radiated, conducted heat from operating equipment
4	20-0138062	0:03:19	0	0	0	0	Hot or smoldering object, Other
5	20-0140061	0:05:08	0	0	0	0	Cigarette
6	20-0141039	0:04:17	0	0	0	0	Radiated, conducted heat from operating equipment
7	20-0149018	0:03:16	0	0	0	0	Spark, ember or flame from operating equipment
8	20-0149063	0:02:28	0	0	0	0	Undetermined
9	20-0152070	0:04:27	0	0	0	1	Undetermined

QUESTIONS/COMMENTS



"Goal Oriented, Results Driven"