



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

**FIRESTAT**

*November 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

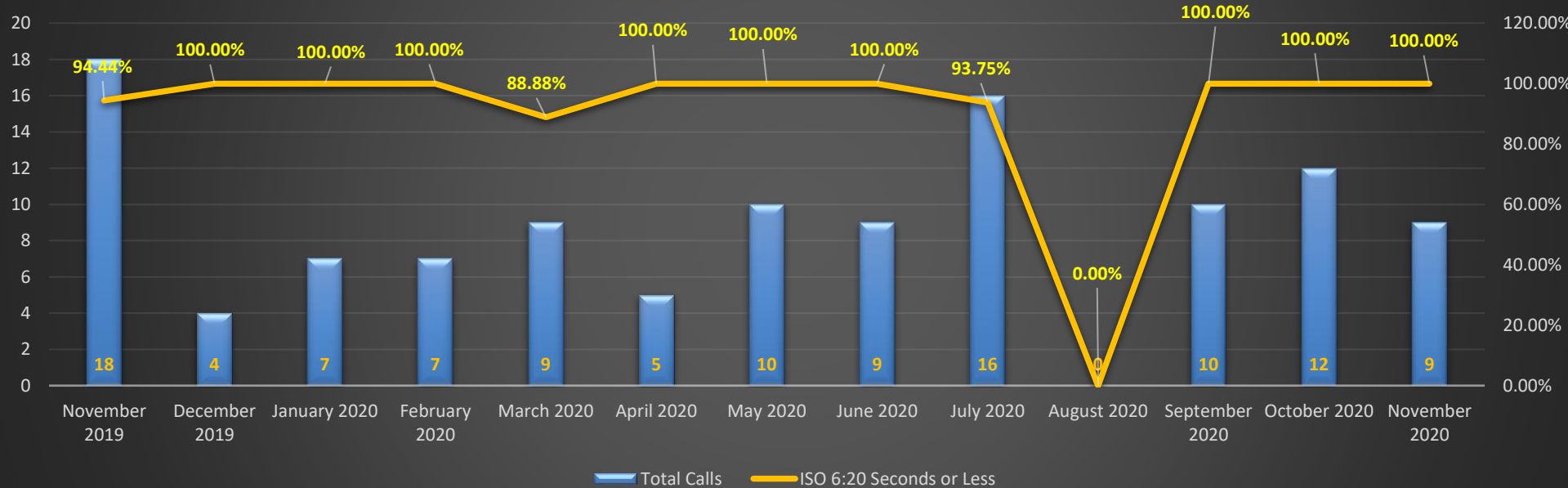
**Current Period:**  
11/01/2020 - 11/30/2020



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

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

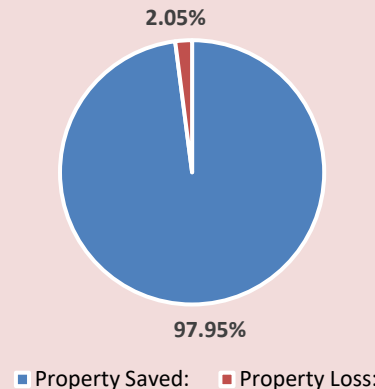
### Structure Fires



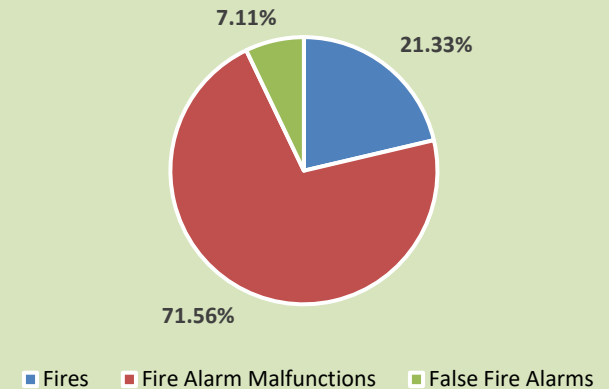
#### Analysis

- Exceeded the goal of 90% for 3<sup>rd</sup> month in a row.
- Excellent percentage of property saved (< 3%).
- Only 3 months out of 12 did the fire department not have 100% compliance with performance target.

#### 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.



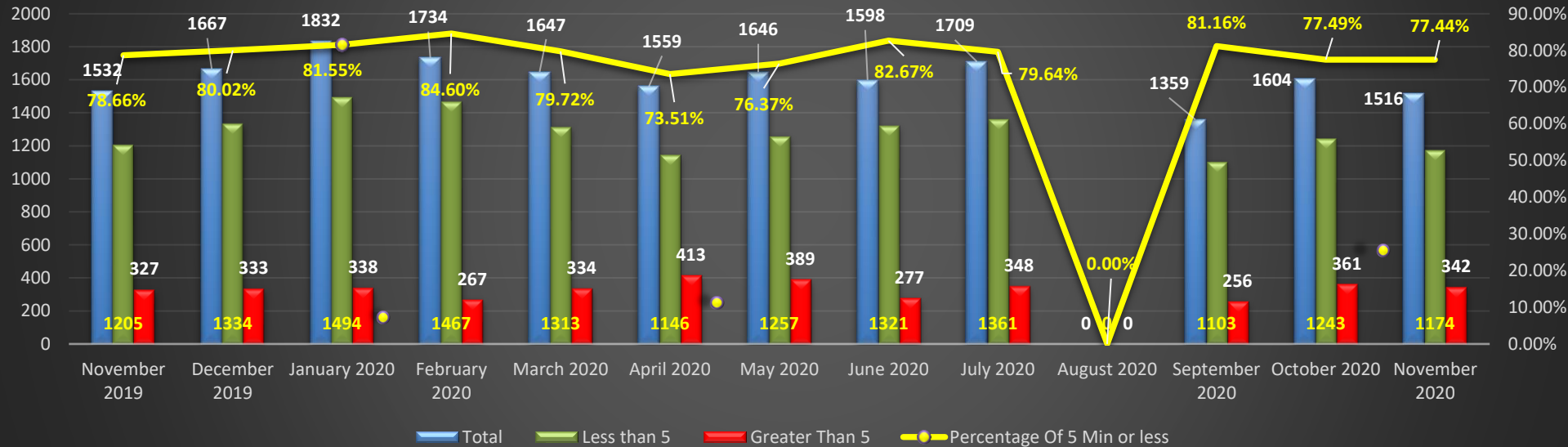
**Data Source:**  
Firehouse Software

**Current Period:**  
11/01/2020 - 11/30/2020

**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.

#### 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

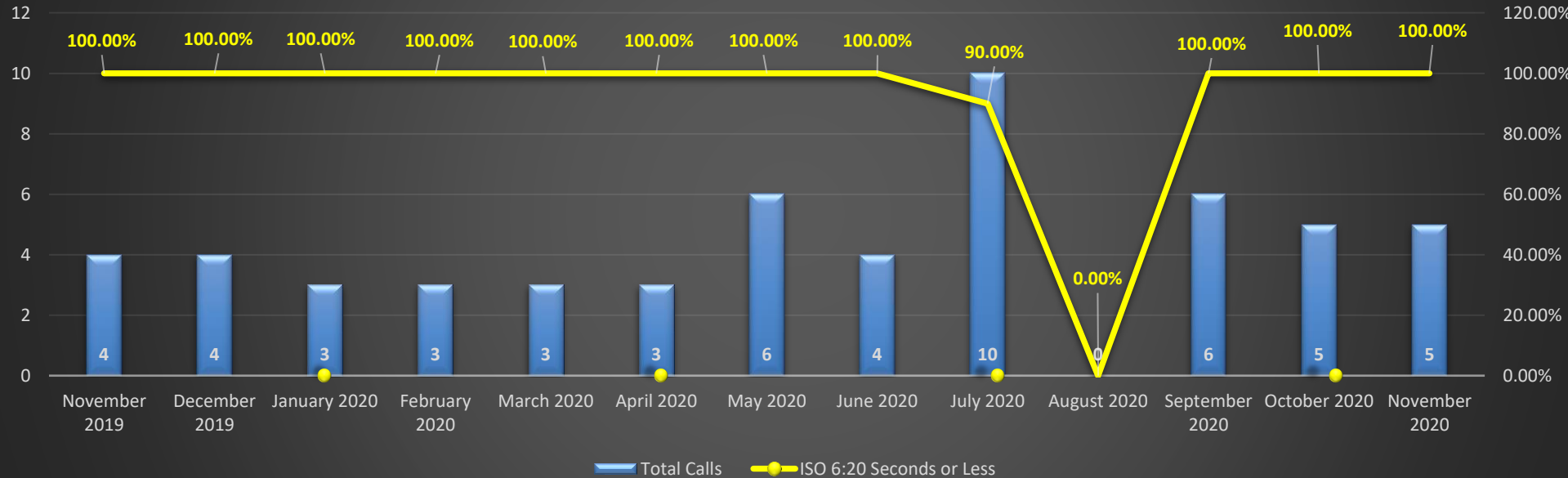
**Current Period:**  
11/01/2020 - 11/30/2020



**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.



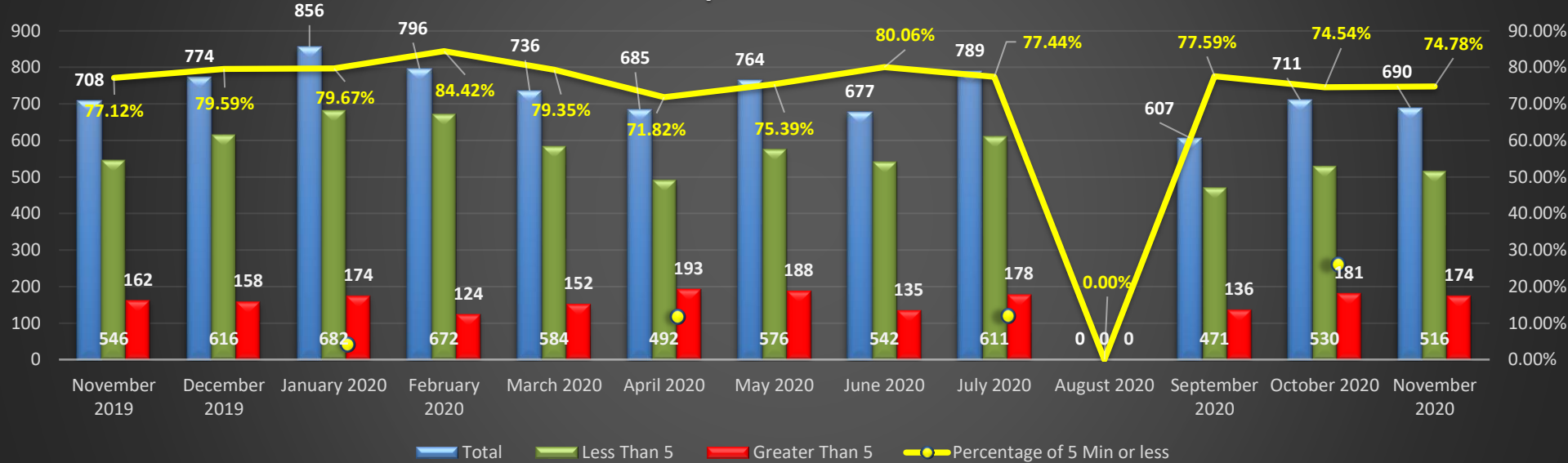
**Data Source:**  
Firehouse Software

**Current Period:**  
11/01/2020 - 11/30/2020

**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

➤ Excellent work, District 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

## District 2

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

**Data Source:** Firehouse Software

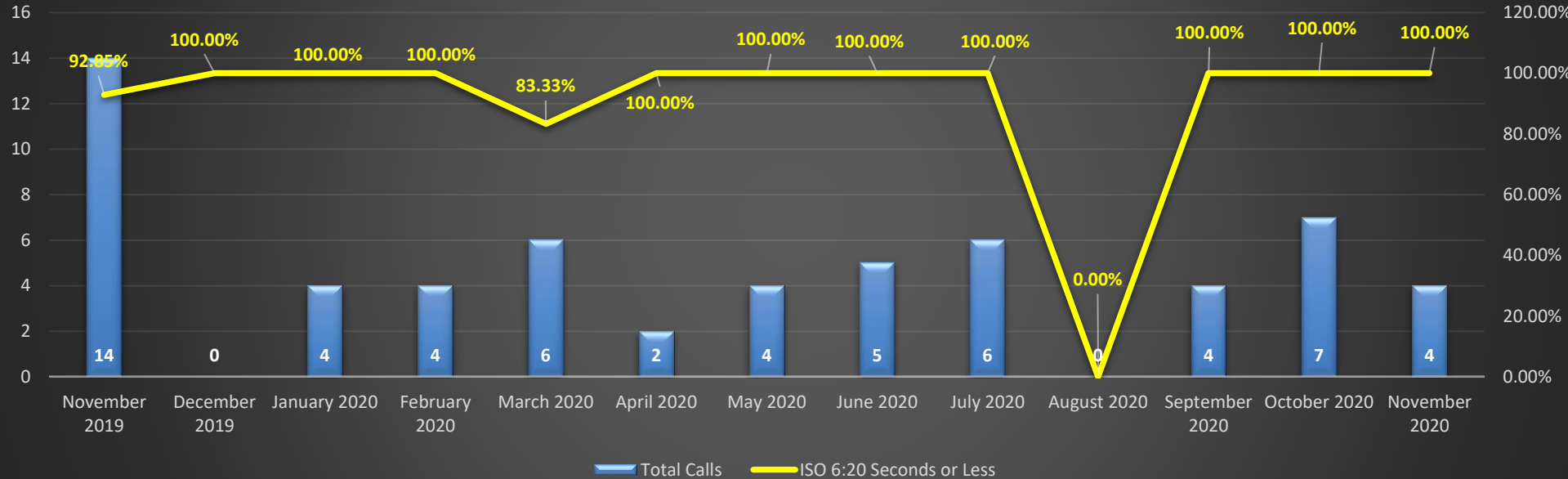
**Current Period:**  
11/01/2020 - 11/30/2020



**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

➤ Great job by 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.



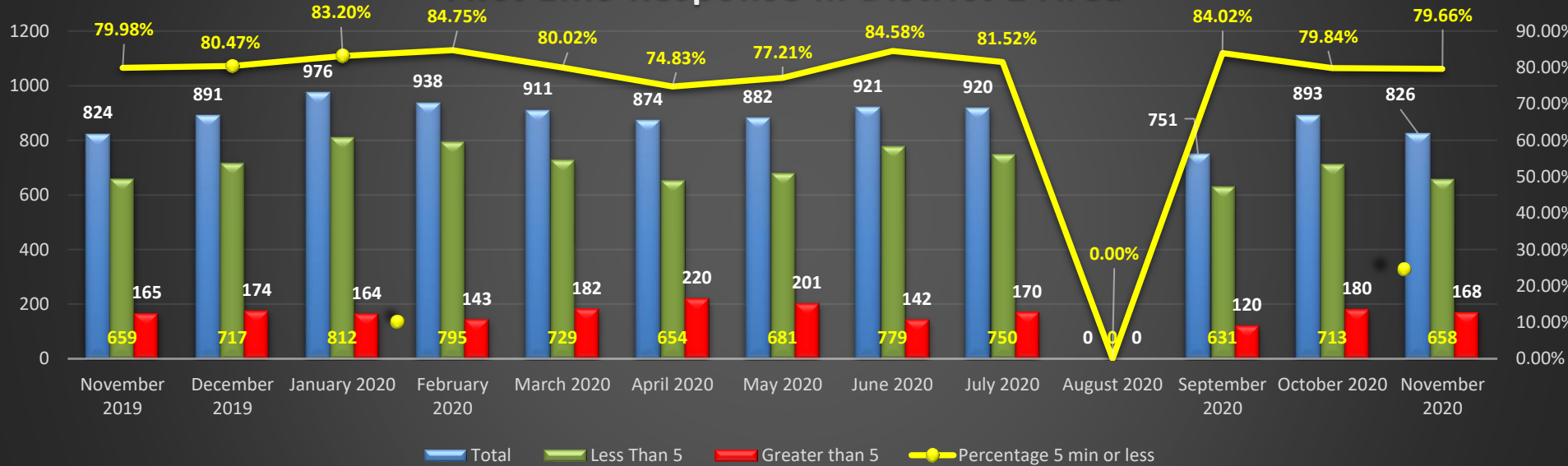
**Data Source:**  
Firehouse Software

**Current Period:**  
11/01/2020 - 11/30/2020

**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 2 Area



#### Analysis

➤ Taking into consideration the novel Corona virus, HFD personnel are doing an exceptional job with maintaining proper 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

## Tour A

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

**Data Source:** Firehouse Software

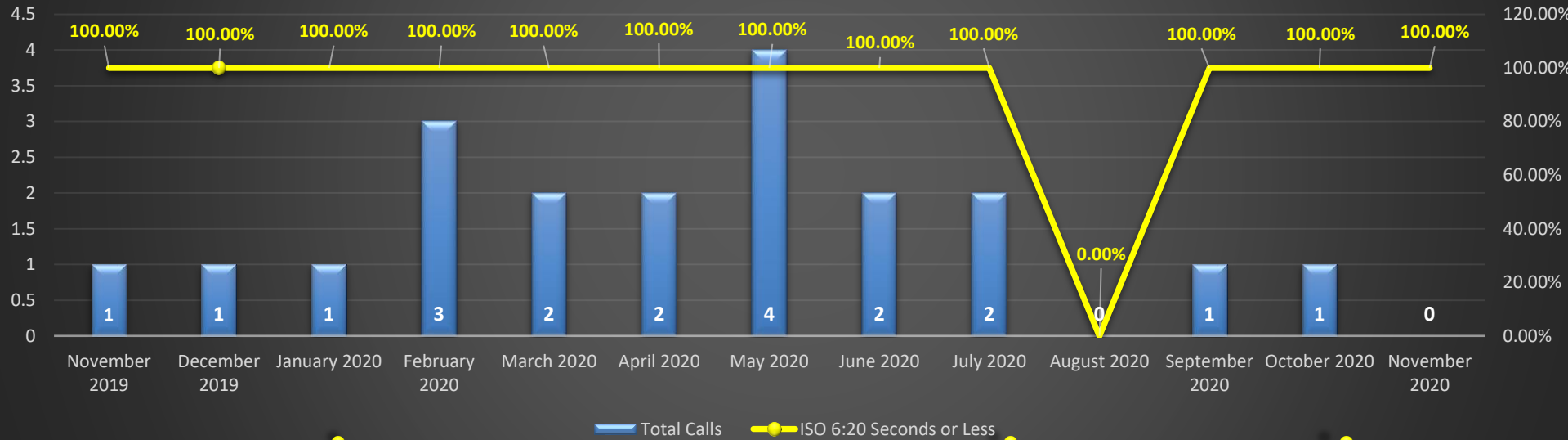
**Current Period:**  
11/01/2020 - 11/30/2020



**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.
- 12 months of 100% compliance!

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

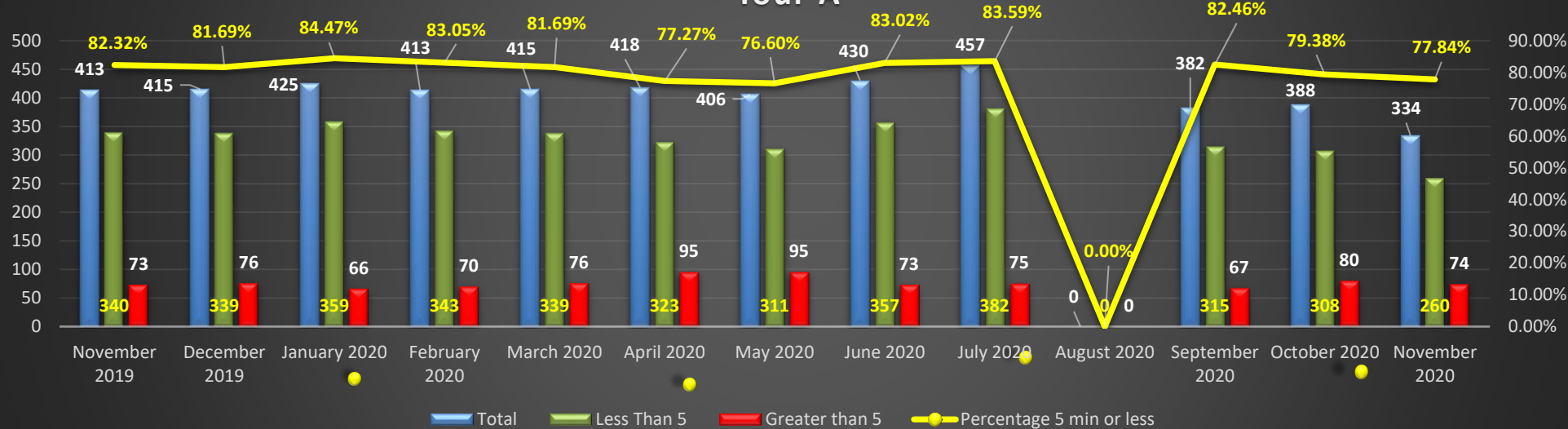
**Current Period:**  
11/01/2020 - 11/30/2020



**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.

#### 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

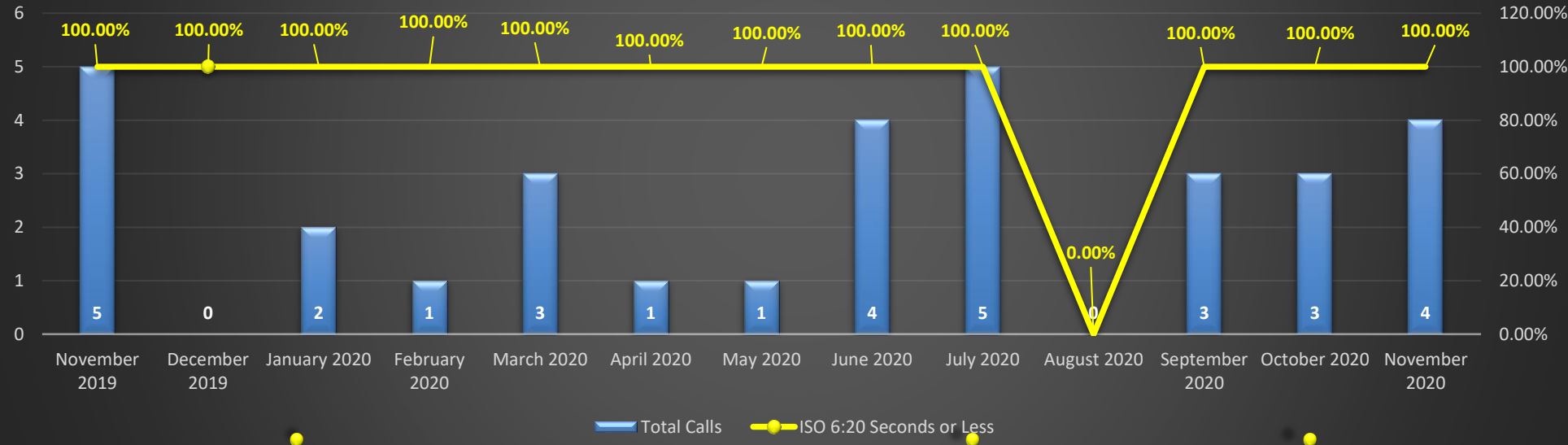
**Current Period:**  
11/01/2020 - 11/30/2020



**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. 12 months of 100% compliance!

➤ Maintain efficiency.

➤ Effective emergency response.

# EMS Response Scorecard

## Tour B

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



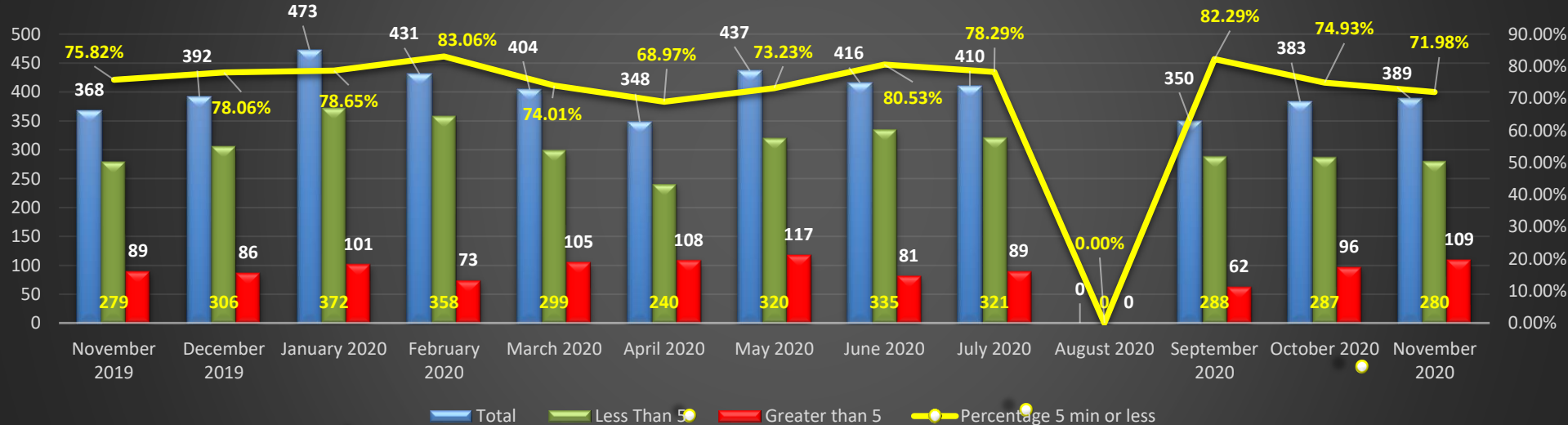
**Data Source:**  
Firehouse Software

**Current Period:**  
11/01/2020 - 11/30/2020

**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

➤ Response time compliance was above 70 percentile. Well done.

#### 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

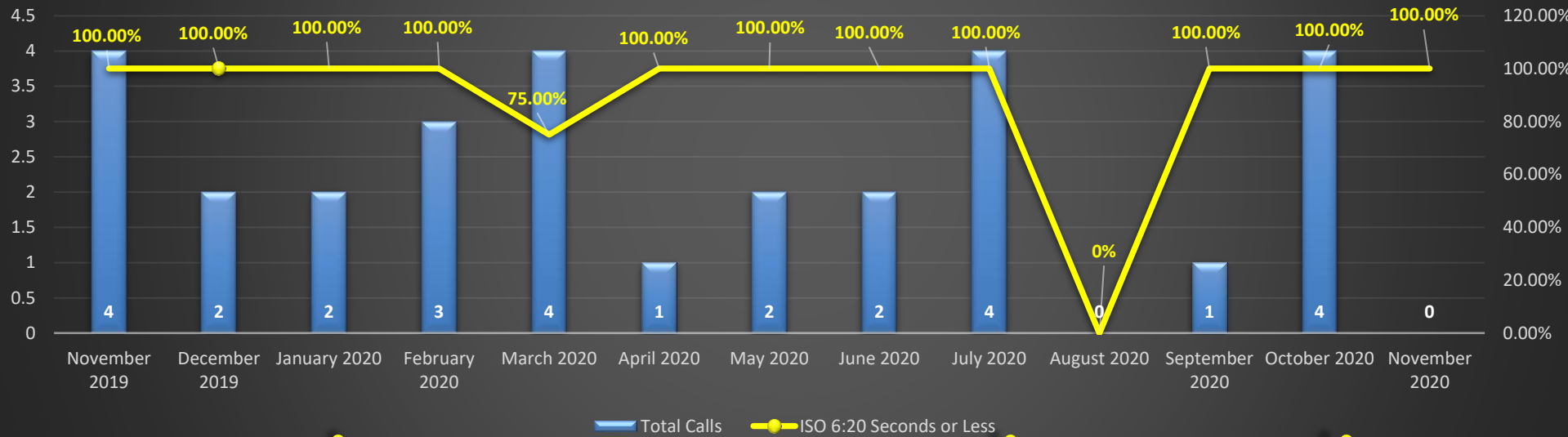
**Current Period:**  
11/01/2020 - 11/30/2020



**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.



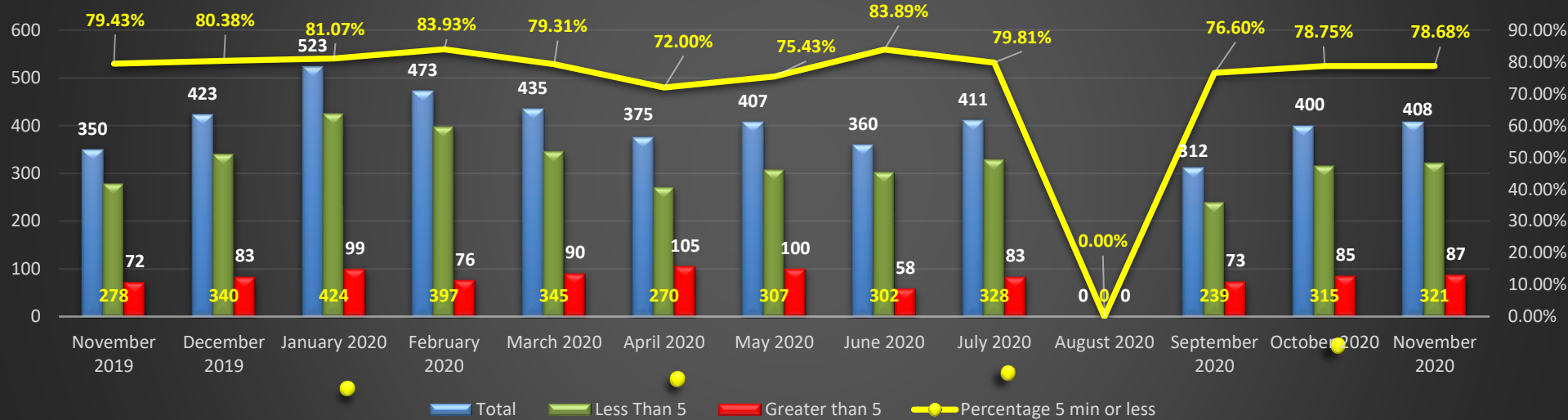
**Data Source:**  
Firehouse Software

**Current Period:**  
11/01/2020 - 11/30/2020

**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.
- Tour C has had 2 consecutive months of improvement.

### 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

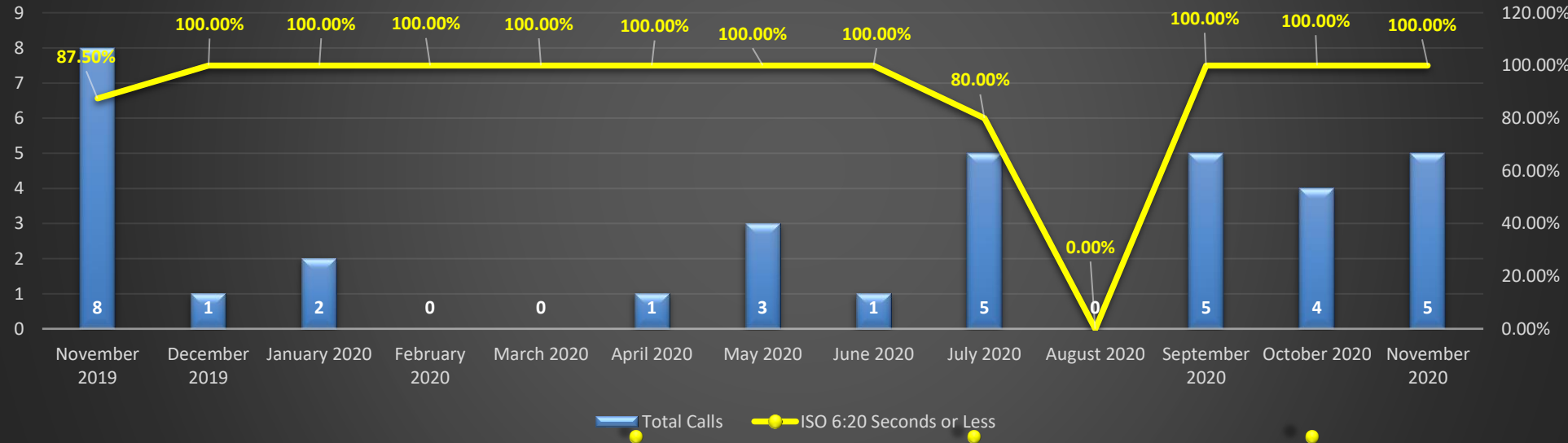
**Current Period:**  
11/01/2020 - 11/30/2020



**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

#### Recommendations

#### Impact

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

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.



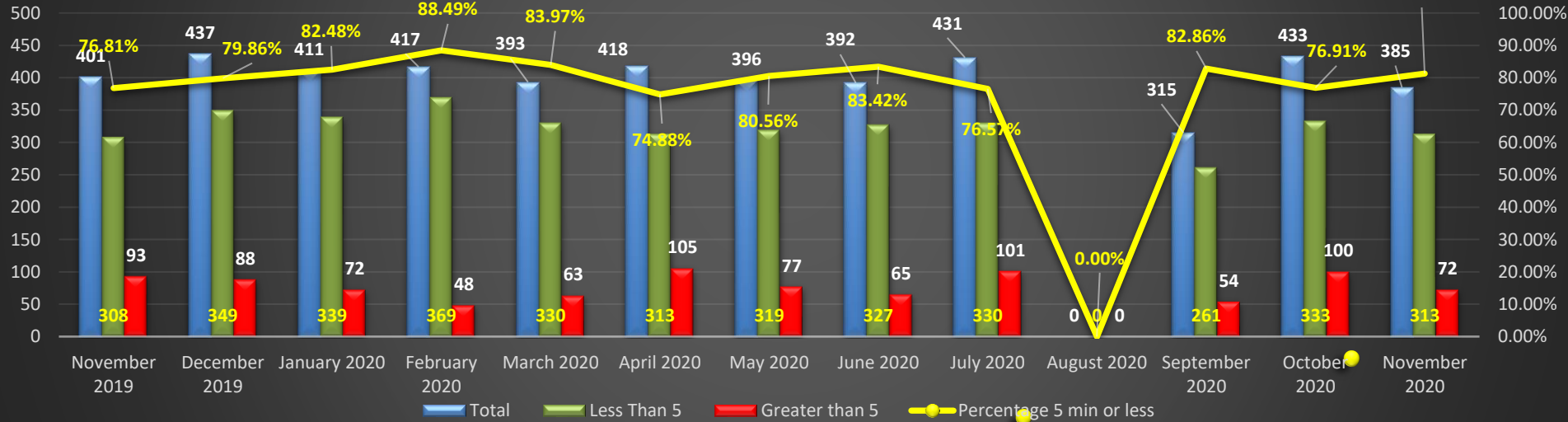
**Data Source:**  
Firehouse Software

**Current Period:**  
11/01/2020 - 11/30/2020

**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.

### 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.

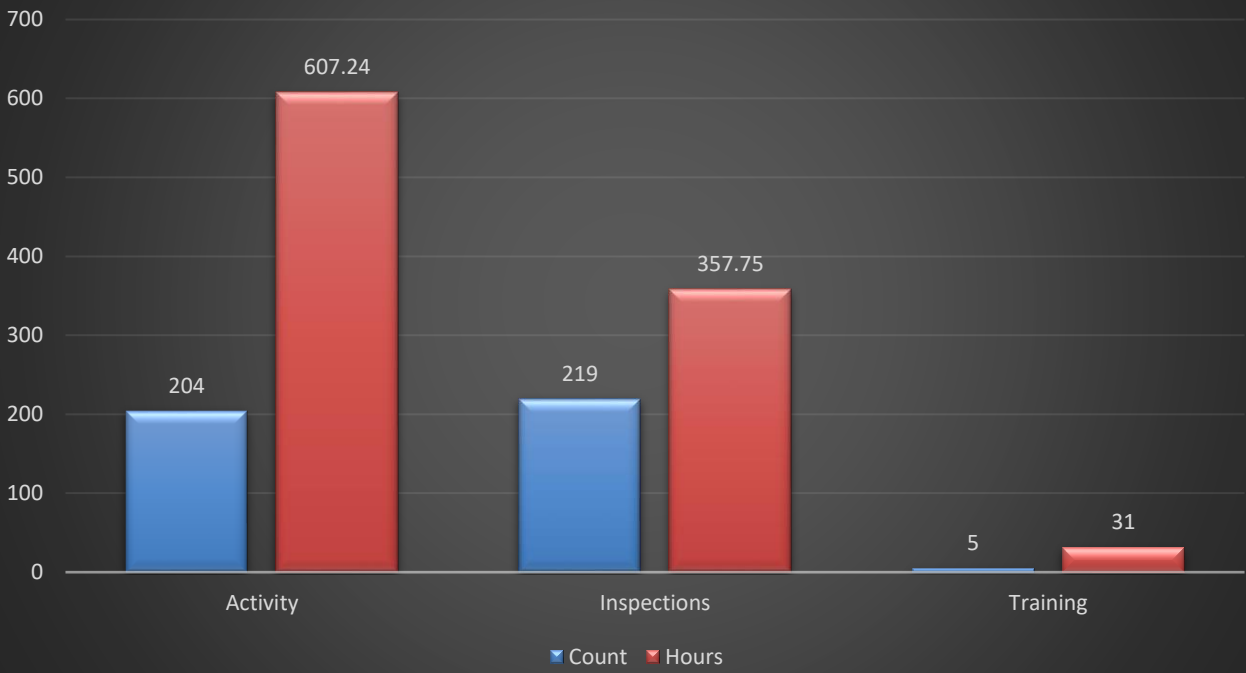
**Data Source:** HFD Firehouse Software

**Current Period:** 11/01/2020 - 11/30/2020

### HISTORICAL ANALYSIS

Reporting Period	Violations		
	Violations Found	Violations Cleared	
11/20	61	69	

### Fire Marshal Office



### Attendance

Total Working Hours:	995	Total Hours Off:	834
Total Hours on Duty:	1,136.50	Hours Accounted For:	87.55%

### Recommendations

- ✓ Why was the 90% time accounted for goal not met?
- ✓ What progress is being made on staying on schedule for all places of public assembly and high hazard occupancies?

### 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

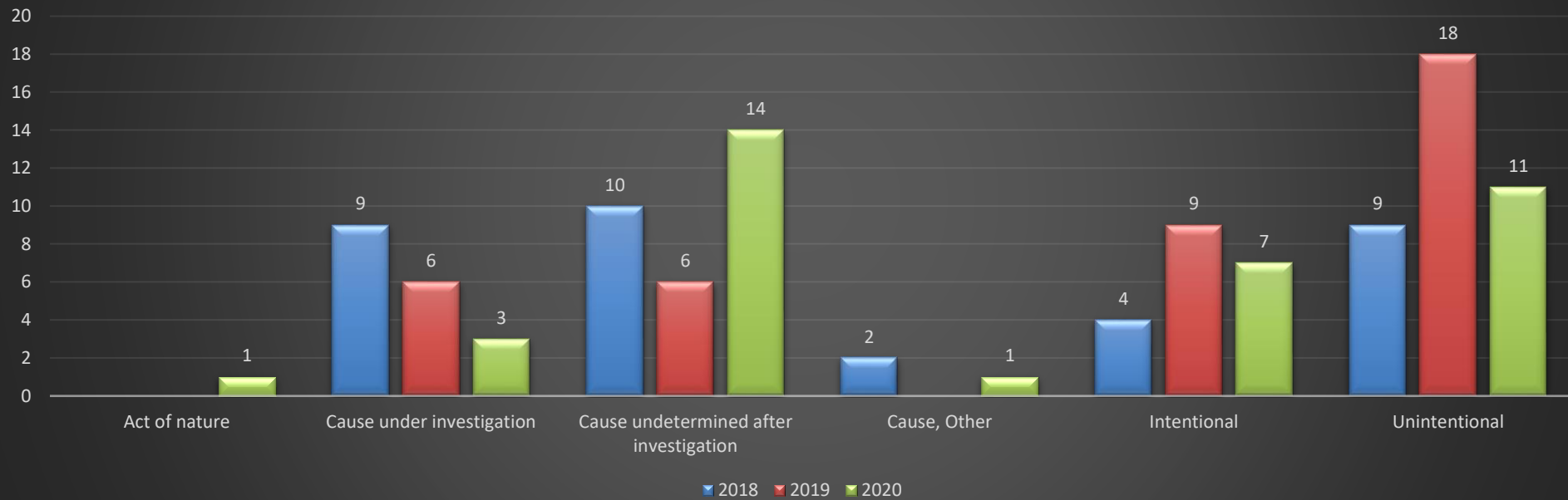
**Current Period:**  
11/01/2020 - 11/30/2020



**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 November



#### Analysis

➤ Intentional & Unintentional fires are down when compared to November of 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 1<sup>st</sup> Quarter 2019.

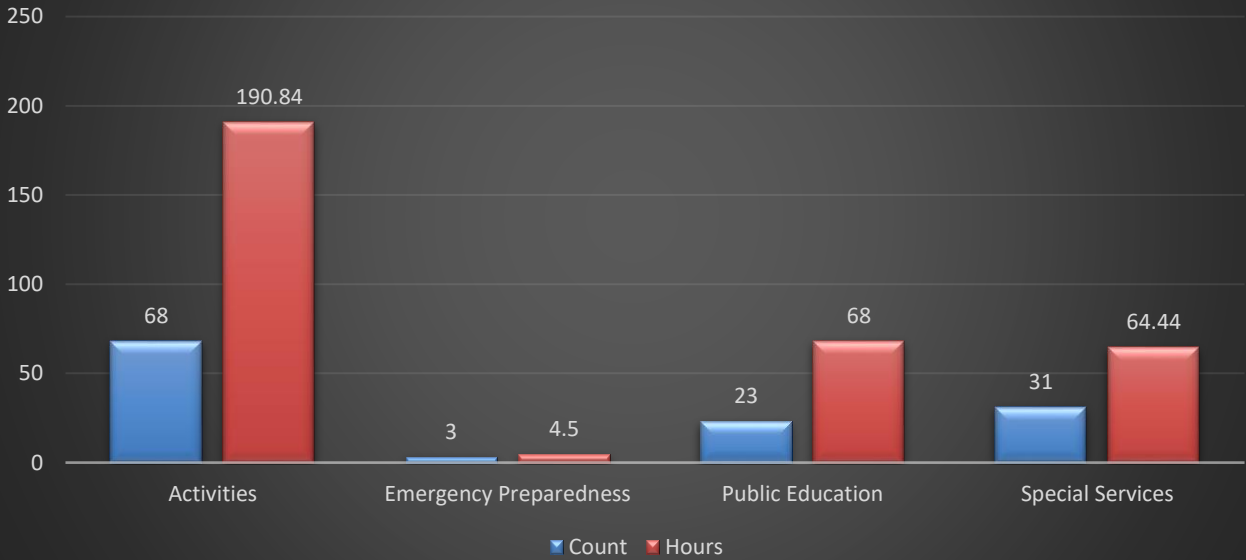
**Data Source:** HFD Firehouse Software

**Current Period:** 11/01/2020 - 11/30/2020

### HISTORICAL ANALYSIS

Reporting Period	11/20		
Total Activities	125		
Total Adults	518		
Total Children	32		
Smoke Detector	10		
Car Seats	2		

### Special Services 4 CO Alarms



### Attendance

Total Working Hours:	327.78	Total Hours Off:	20
Total Hours on Duty:	349.52	Hours Accounted For:	93.78%

### 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.



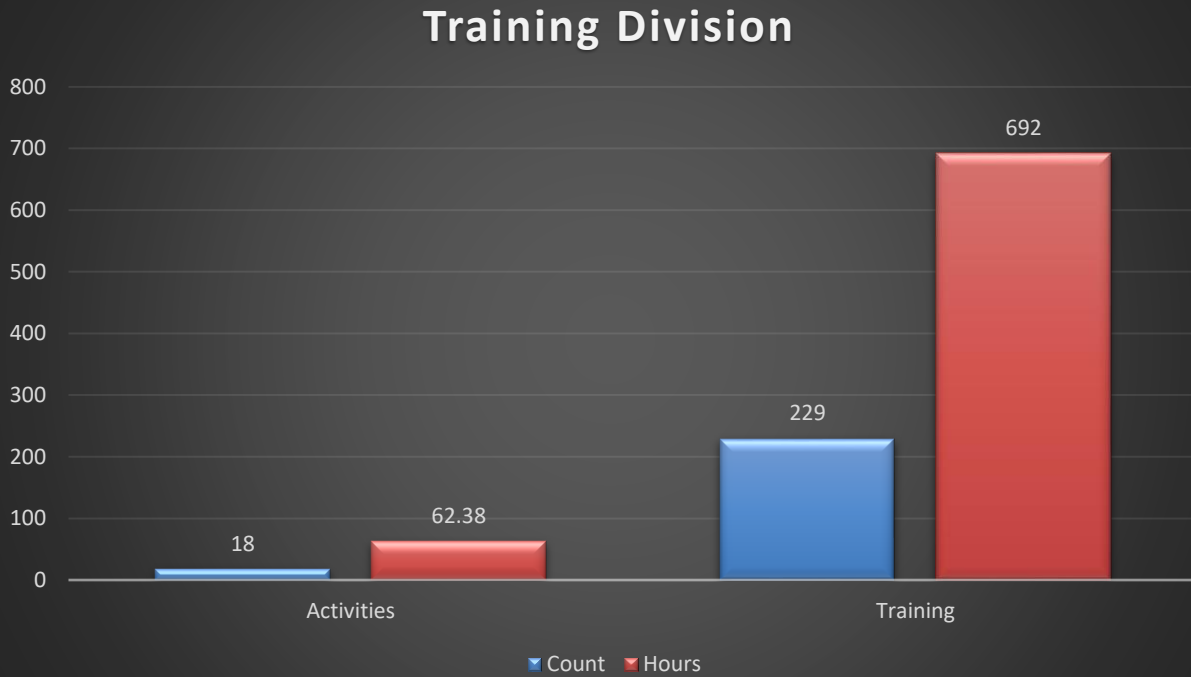
**HFD Strategic Priorities:**  
Provide Mandated Training to Hartford Fire Department Personnel

**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:** 11/01/2020 – 11/30/2020

### HISTORICAL ANALYSIS



### Attendance

### Recommendations

### Impact

<b>Total Working Hours:</b>	<b>754.38</b>	<b>Total Hours Off:</b>	<b>250</b>
<b>Total Hours on Duty:</b>	<b>832</b>	<b>Hours Accounted For:</b>	<b>90.67%</b>

Outstanding work by our Training Division personnel. Job well done.

- 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.

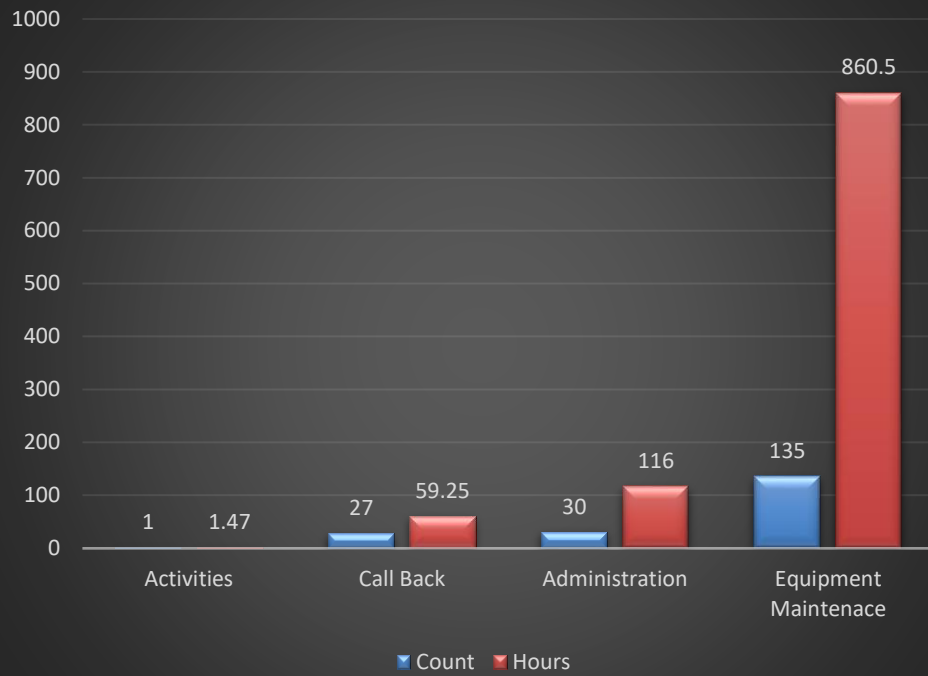
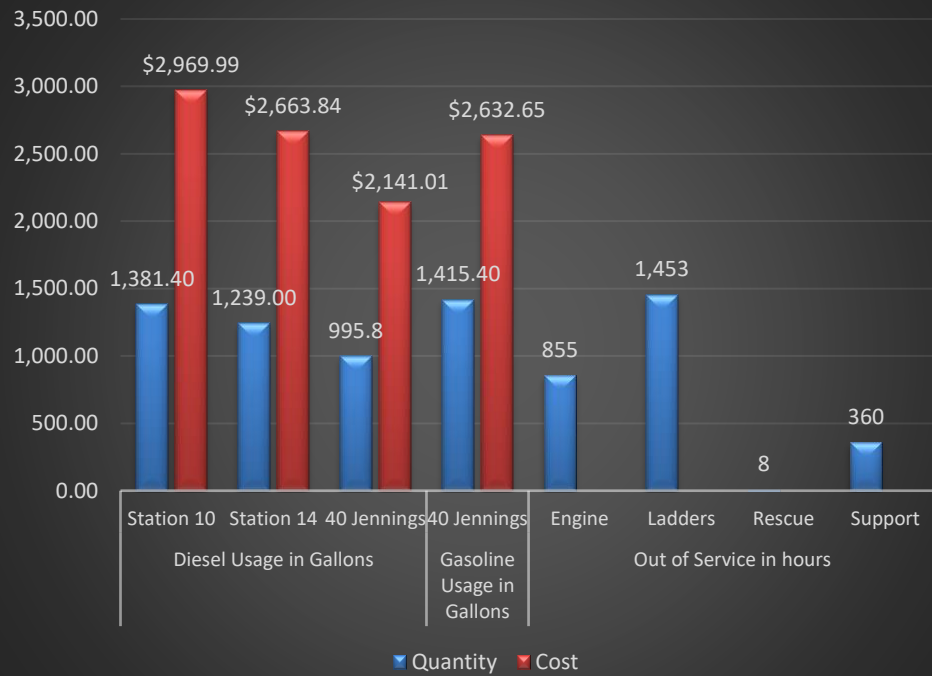


**Data Source:**  
HFD Firehouse Software

**Current Period:**  
11/01/2020 – 11/30/2020

**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

<b>Total Working Hours:</b>	<b>1037.22</b>	<b>Total Hours Off:</b>	<b>160</b>
<b>Total Hours on Duty:</b>	<b>1046</b>	<b>Hours Accounted For:</b>	<b>99.16%</b>

### Recommendations

- Where do we stand on all of our testing mandates of equipment and apparatus?
- Excellent job with time accounted for and work productivity.

### 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.

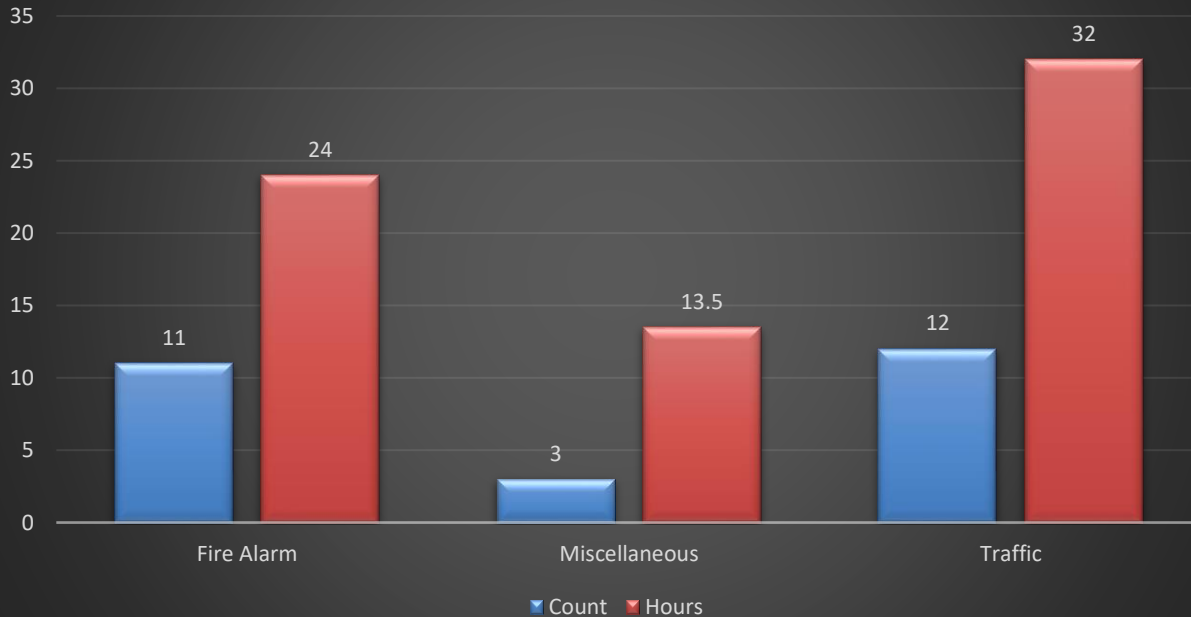
**Data Source:** HFD Firehouse Software

**Current Period:** 11/01/2020 – 11/30/2020

### HISTORICAL ANALYSIS

Reporting Period	Historical Analysis			
	Traffic	Comm & Tech	Training / Misc	Fire Alarm
11/20	12	0	3	11

### Fire Alarm Communications Technology



### Attendance

Total Working Hours:	69.5	Total Hours Off:	40
Total Hours on Duty:	623.5	Hours Accounted For:	11.15%

### Recommendations

- ✓ Excellent work, FACT division.
- ✓ Why is time accounted for a dismal 11%?

### Impact

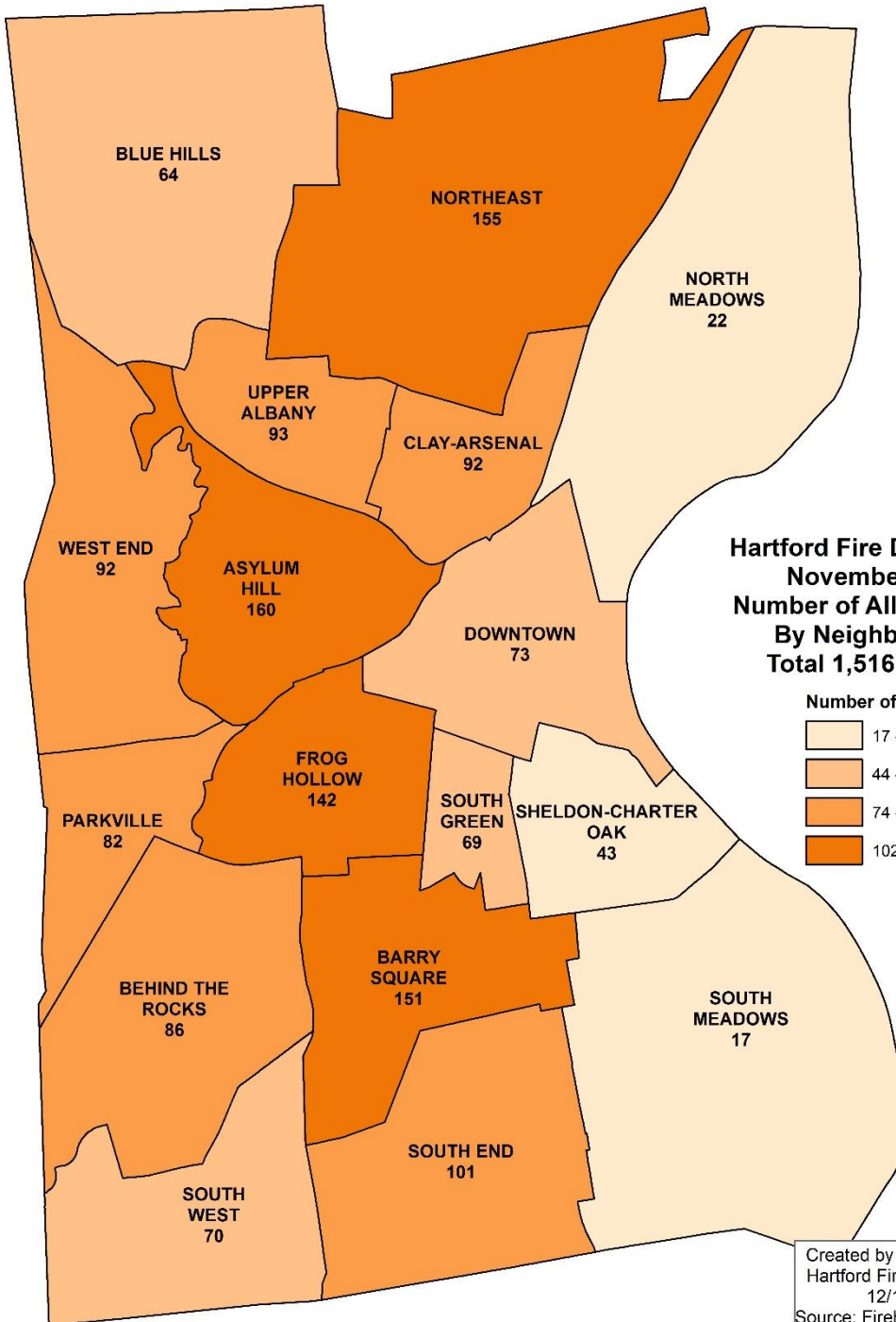
- IS&IT execution of relevant duties and responsibilities.

# EMERGENCY RESPONSE DATA

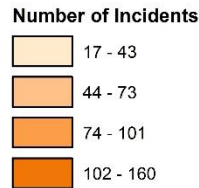


"Goal Oriented, Results Driven"

# EMS November 2020



**Hartford Fire Department  
November 2020  
Number of All EMS Calls  
By Neighborhood  
Total 1,516 of Calls**

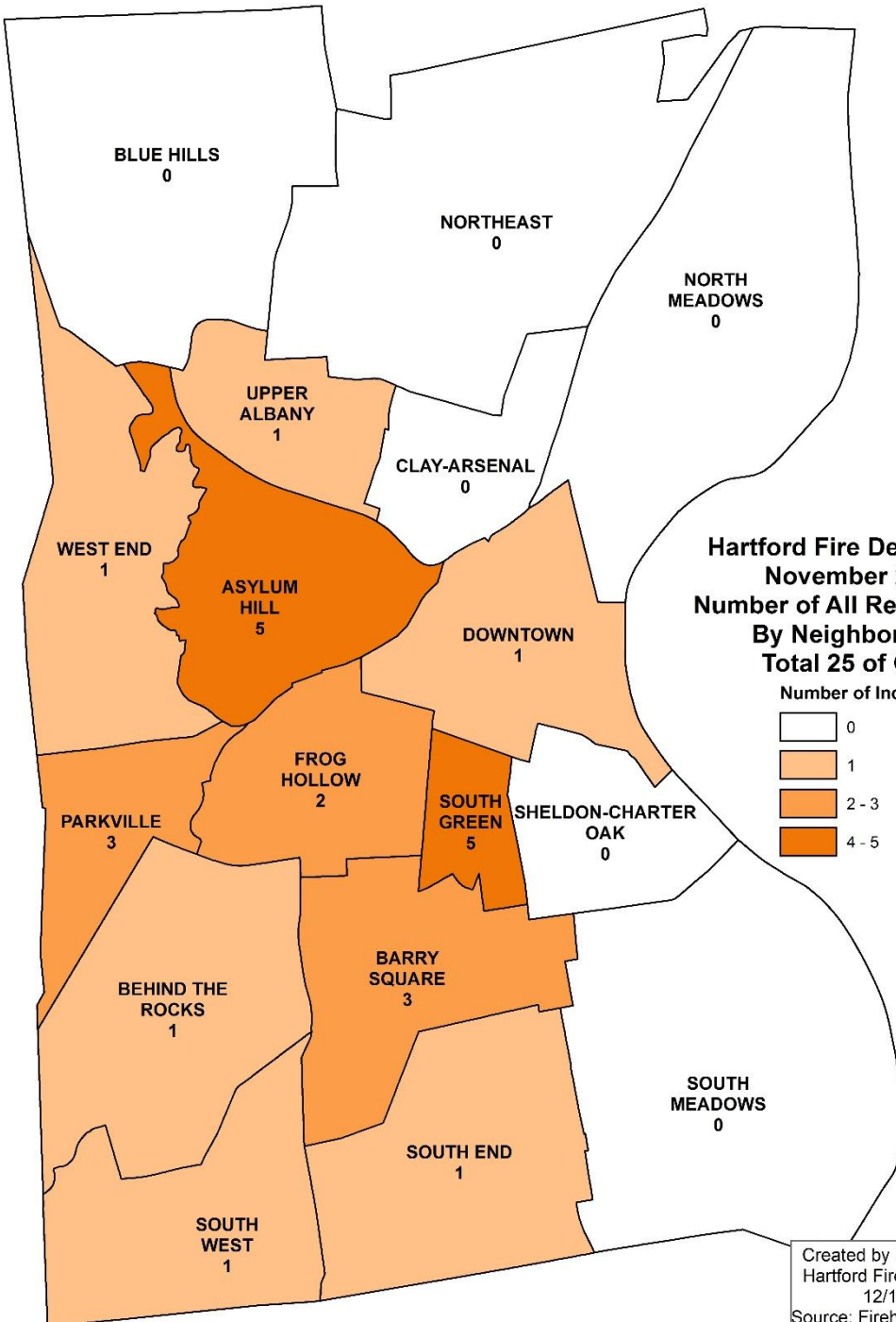


Created by Leandro Cieri  
Hartford Fire Department  
12/1/2020  
Source: Firehouse Software  
Geocoded 1,512  
Not Geocoded: 4

Incident Type	Description	Count
321	EMS call, excluding vehicle accident with injury	863
311	Medical assist, assist EMS crew	330
381	Rescue or EMS standby	137
324	Motor Vehicle Accident with no injuries	72
322	Motor vehicle accident with injuries	64
510	Person in distress, Other	29
300	Rescue, EMS incident, other	13
323	Motor vehicle/pedestrian accident (MV Ped)	6
320	Emergency medical service, other	2



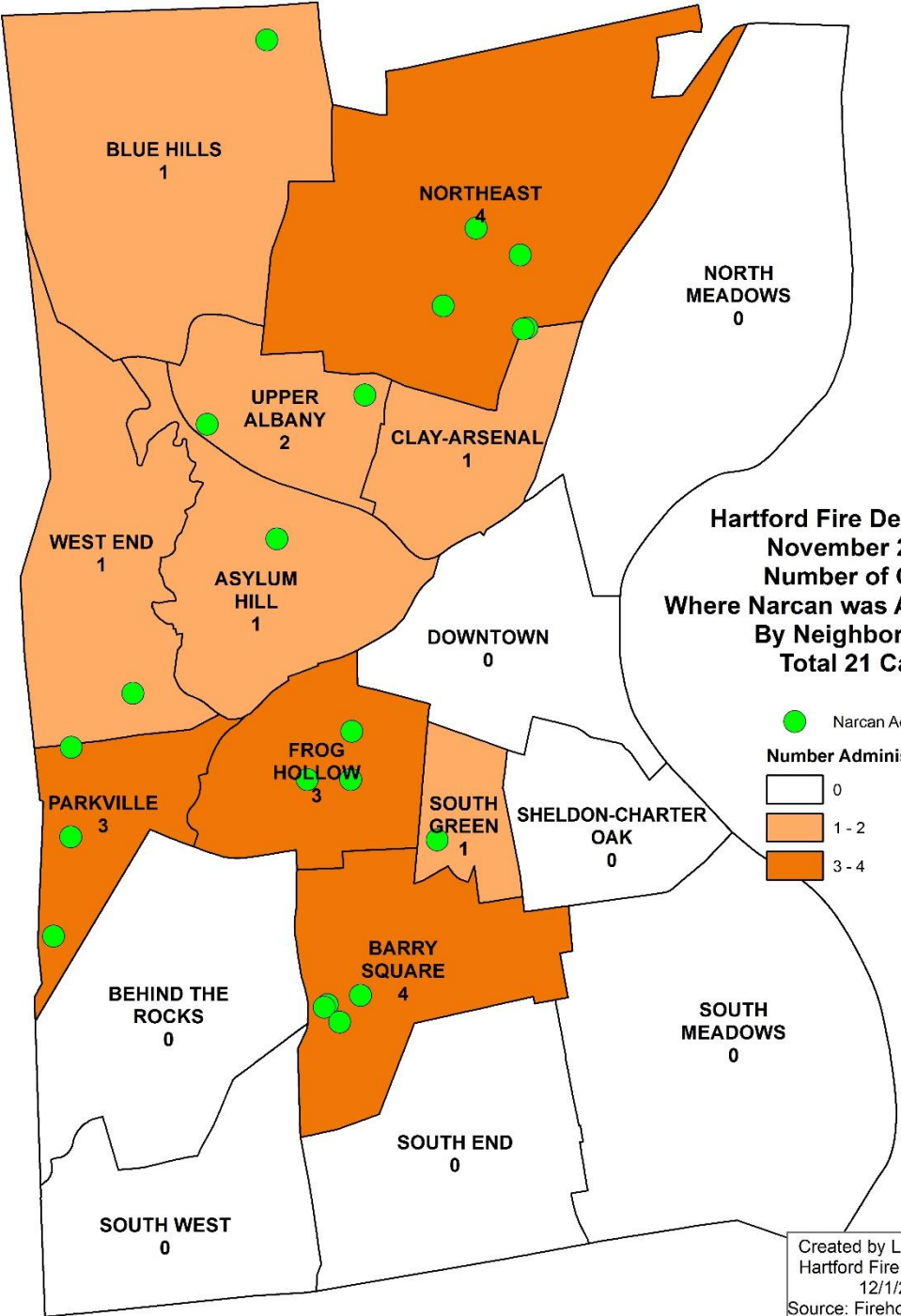
# Rescue Calls November 2020



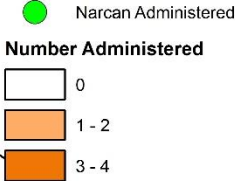
Created by Leandro Cieri  
Hartford Fire Department  
12/1/2020  
Source: Firehouse Software  
Geocoded: 24  
Not Geocoded: 1

Incident Type	Description	Count
511	Lock-out	11
353	Removal of victim(s) from stalled elevator	7
352	Extrication of victim(s) from vehicle	2
331	Lock-in (if lock out , use 511 )	2
461	Building or structure weakened or collapsed	1
361	Swimming/recreational water areas rescue	1
354	Trench/below-grade rescue	1

# Narcan Administered November 2020



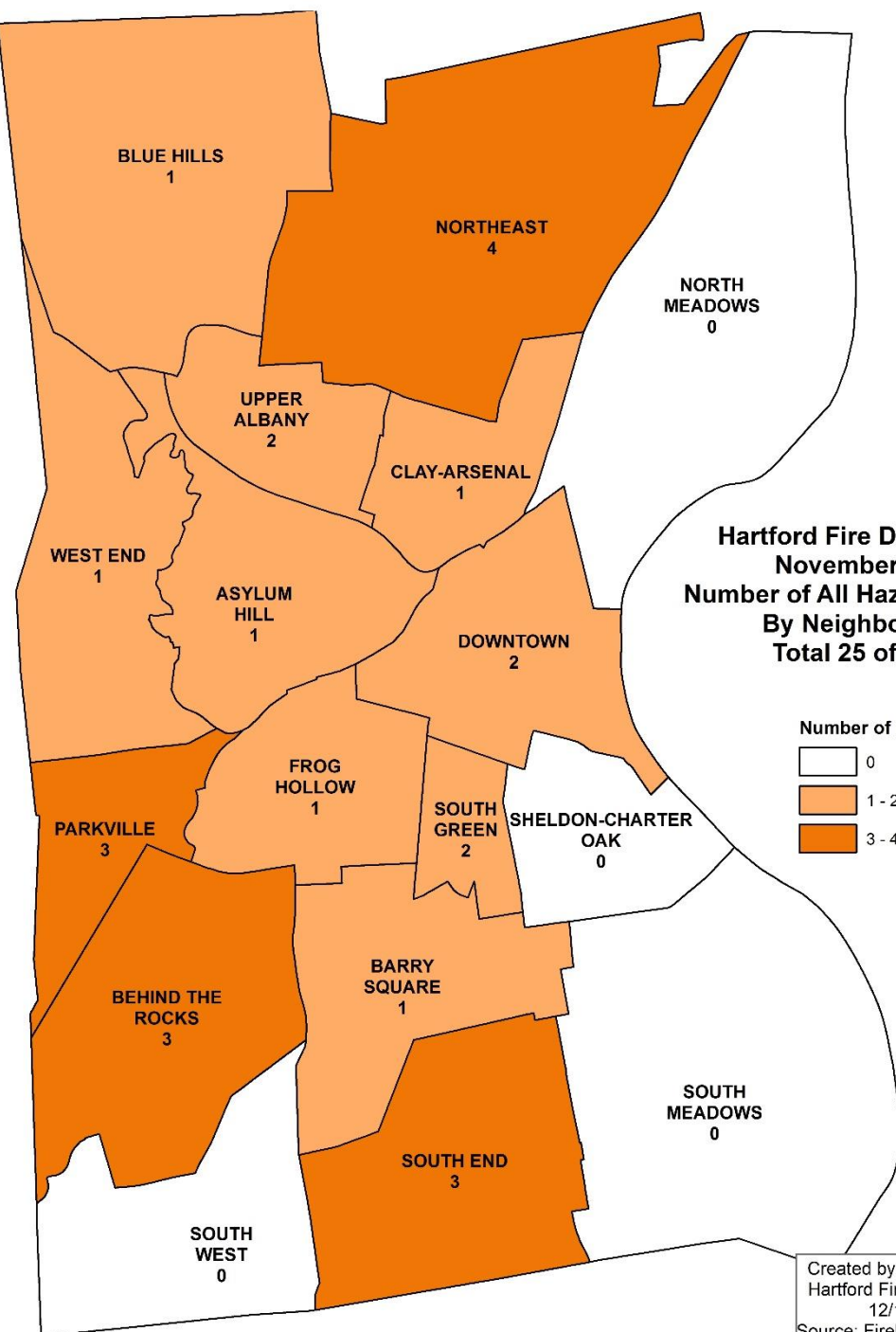
**Hartford Fire Department  
November 2020  
Number of Calls  
Where Narcan was Administered  
By Neighborhood  
Total 21 Calls**



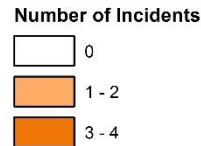
Created by Leandro Cieri  
Hartford Fire Department  
12/1/2020  
Source: Firehouse Software  
Geocoded: 21  
Not Geocoded: 0



# Hazardous Materials November 2020



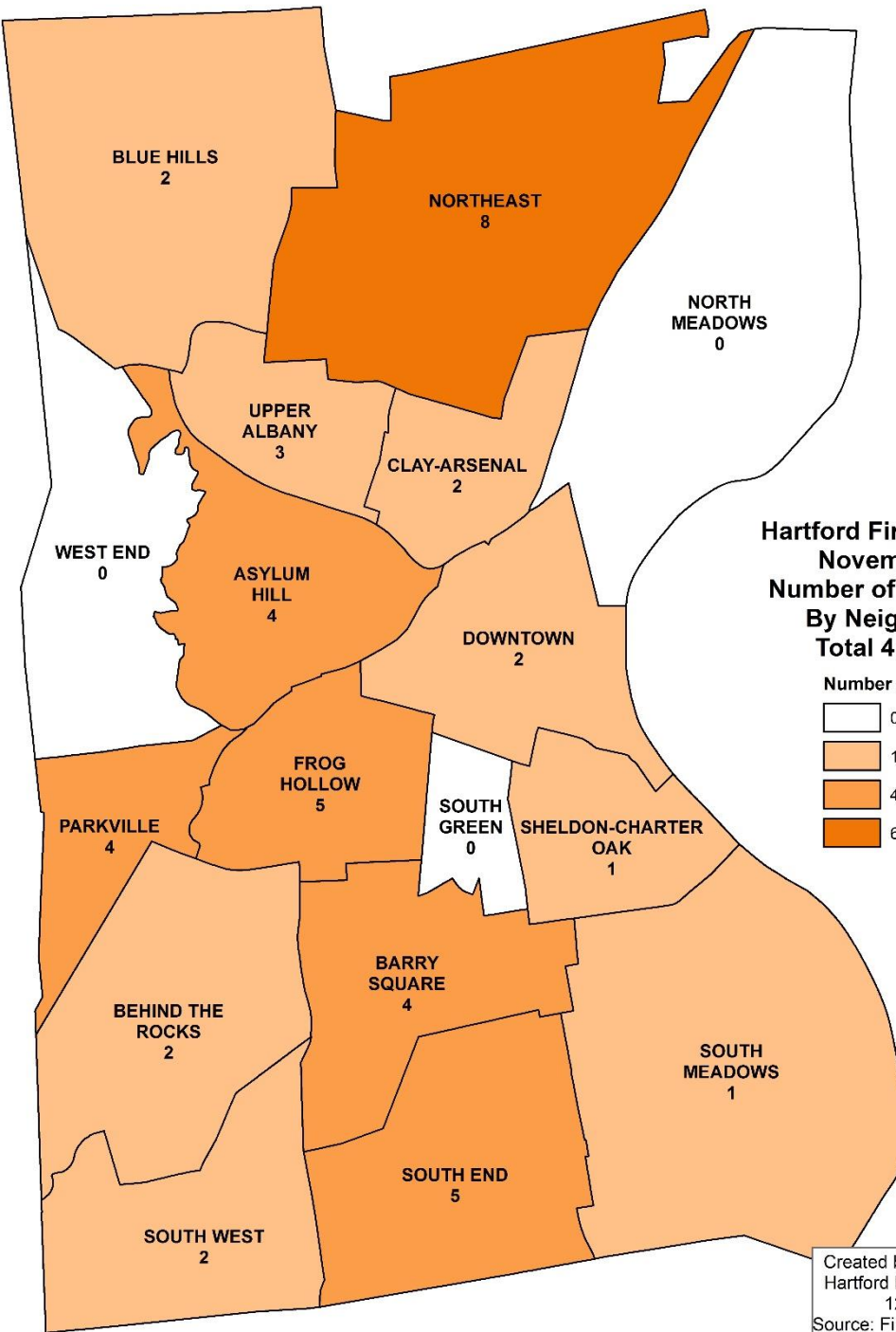
**Hartford Fire Department  
November 2020  
Number of All Hazardous Calls  
By Neighborhood  
Total 25 of Calls**



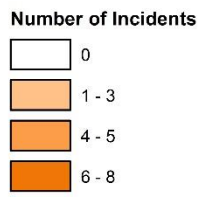
Created by Leandro Cieri  
Hartford Fire Department  
12/1/2020  
Source: Firehouse Software  
Geocoded: 25  
Not Geocoded: 0

Incident Type	Description	Count
400	Hazardous condition, Other	7
424	Carbon monoxide incident	6
412	Gas leak (natural gas or LPG)	5
411	Gasoline or other flammable liquid spill	3
463	Vehicle accident, general cleanup	1
460	Accident, potential accident, Other	1
413	Oil or other combustible liquid spill	1
410	Combustible/flammable gas/liquid condition, other	1

# All Fires November 2020



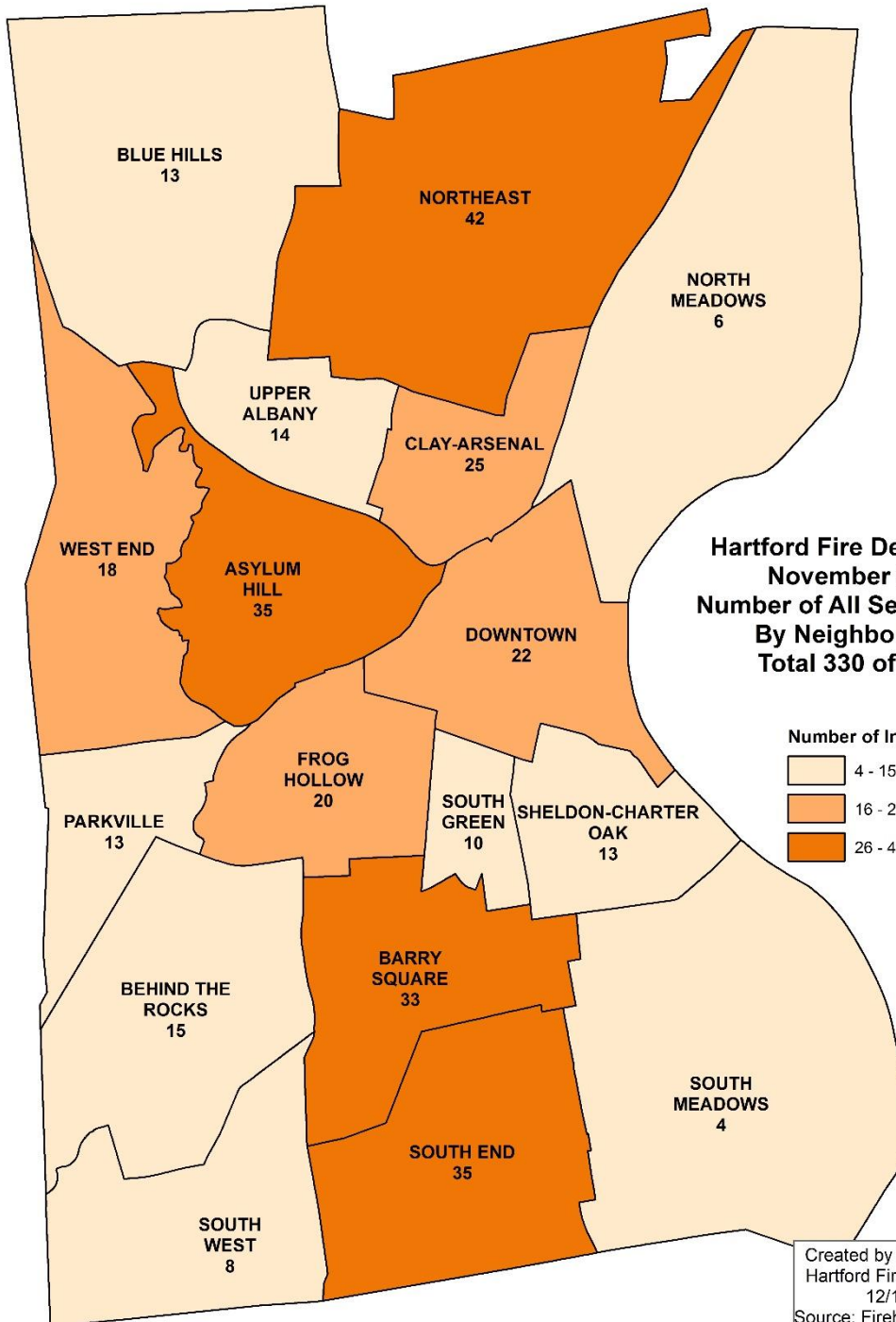
**Hartford Fire Department  
November 2020  
Number of All Fire Calls  
By Neighborhood  
Total 45 of Calls**



Created by Leandro Cieri  
Hartford Fire Department  
12/1/2020  
Source: Firehouse Software  
Geocoded: 45  
Not Geocoded: 0

Incident Type	Description	Count
131	Passenger vehicle fire	12
111	Building fire	9
142	Brush or brush-and-grass mixture fire	6
151	Outside rubbish, trash or waste fire	5
140	Natural vegetation fire, Other	3
113	Cooking fire, confined to container	3
118	Trash or rubbish fire, contained	2
100	Fire, Other	2
132	Road freight or transport vehicle fire	1
130	Mobile property (vehicle) fire, Other	1
150	Outside rubbish fire, Other	1

# Service Calls November 2020

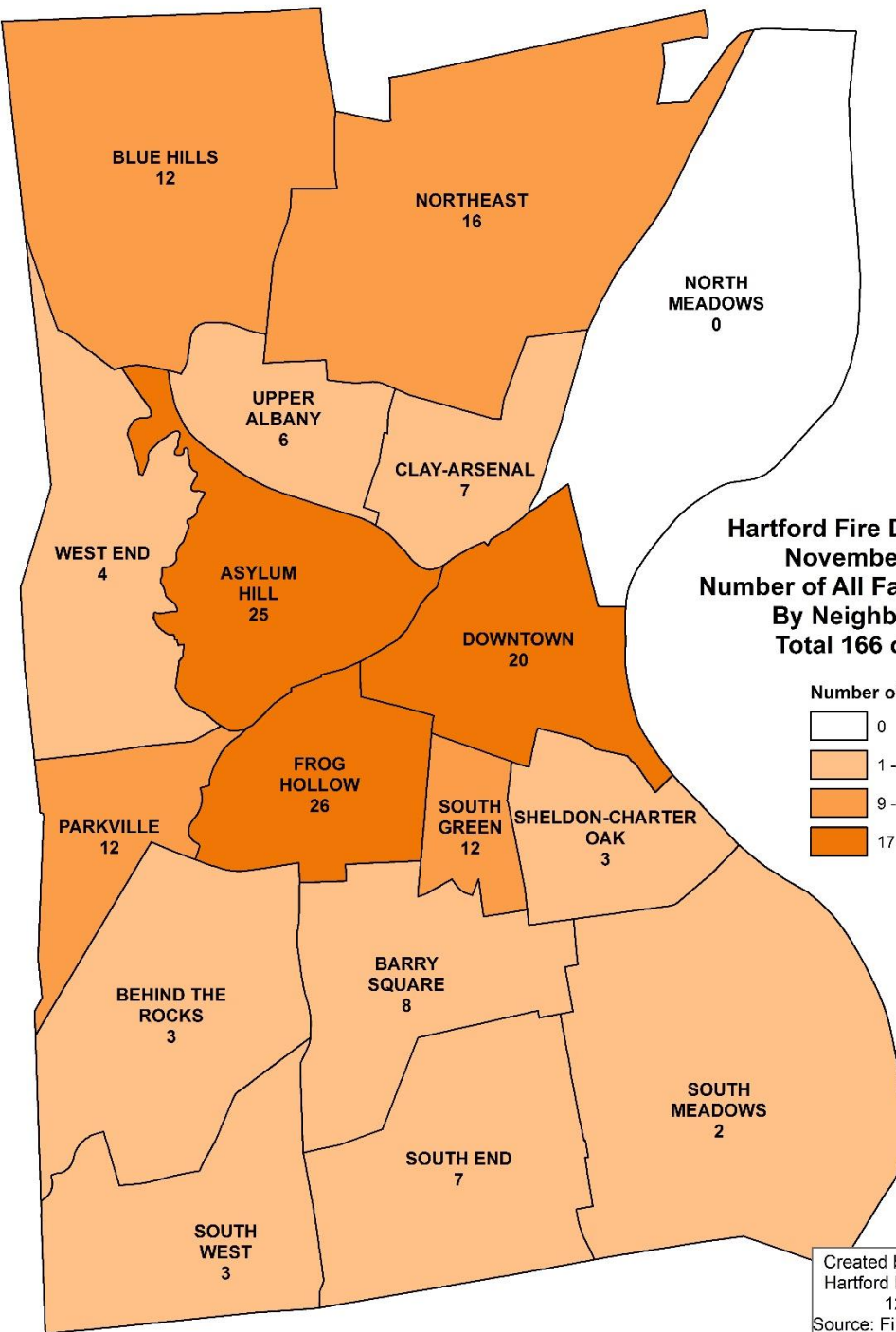


**Number of Incidents**  
 4 - 15  
 16 - 25  
 26 - 42

Created by Leandro Cieri  
 Hartford Fire Department  
 12/1/2020  
 Source: Firehouse Software  
 Geocoded: 326  
 Not Geocoded: 4

Incident Type	Description	Count
500	Service Call, other	144
552	Police matter	72
531	Smoke or odor removal	37
553	Public service	22
520	Water problem, Other	16
444	Power line down	9
550	Public service assistance, Other	7
554	Assist invalid	7
440	Electrical wiring/equipment problem, Other	7
522	Water or steam leak	3
551	Assist police or other governmental agency	3
445	Arcing, shorted electrical equipment	1
571	Cover assignment, standby, moveup	1
555	Defective elevator, no occupants	1

# Fire Alarms November 2020

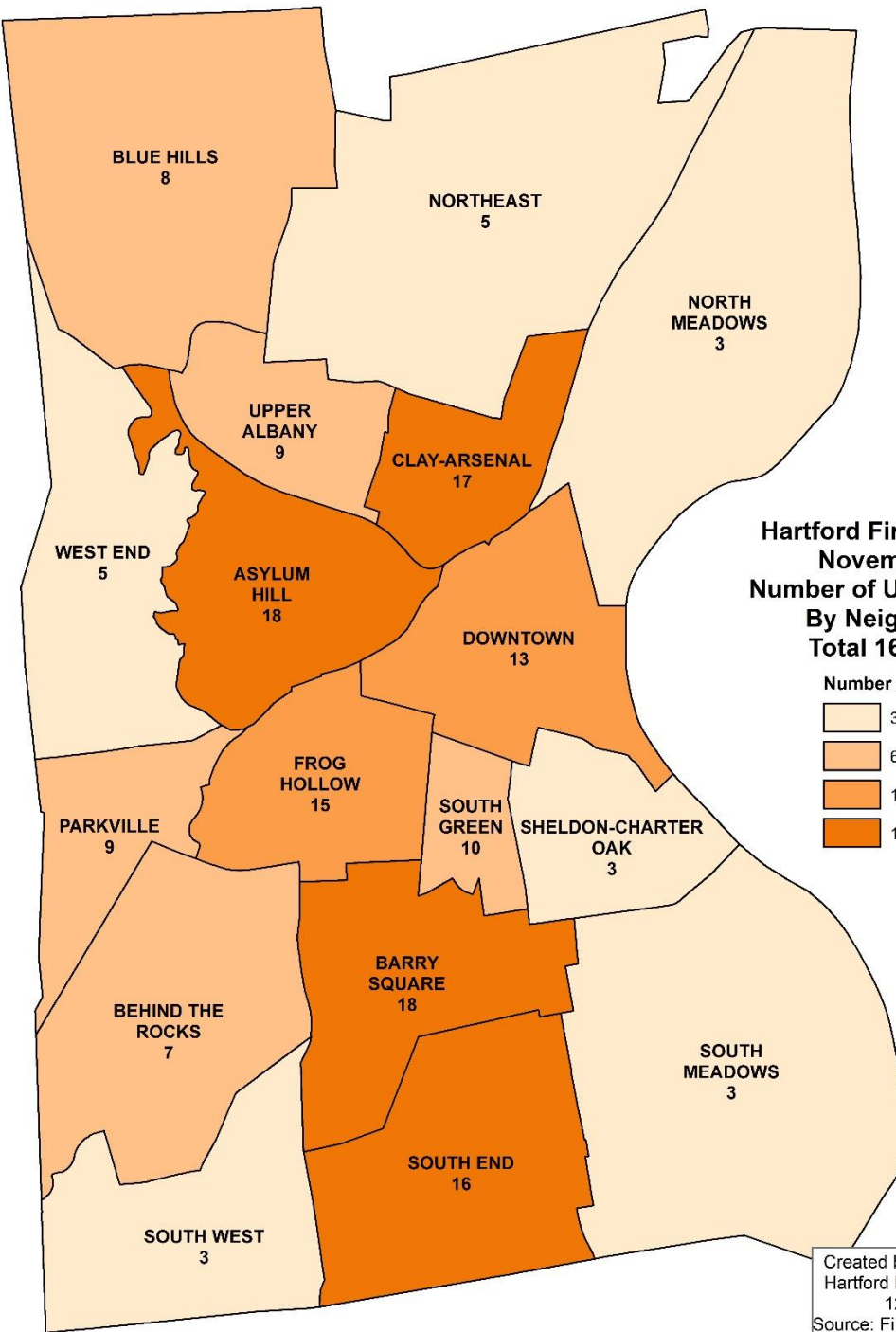


Created by Leandro Cieri  
Hartford Fire Department  
12/1/2020  
Source: Firehouse Software  
Geocoded: 166  
Not Geocoded: 0

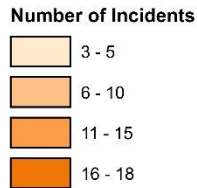
Incident Type	Description	Count
745	Alarm system activation, no fire - unintentional	56
743	Smoke detector activation, no fire - unintentional	34
735	Alarm system sounded due to malfunction	22
740	Unintentional transmission of alarm, Other	19
710	Malicious, mischievous false call, Other	10
733	Smoke detector activation due to malfunction	7
730	System malfunction, Other	6
744	Detector activation, no fire - unintentional	2
731	Sprinkler activation due to malfunction	2
714	Central station, malicious false alarm	2
736	CO detector activation due to malfunction	2
700	False alarm or false call, Other	2
741	Sprinkler activation, no fire - unintentional	1
715	Local alarm system, malicious false alarm	1



# Undefined Calls November 2020



**Hartford Fire Department  
November 2020  
Number of Undefined Calls  
By Neighborhood  
Total 162 of Calls**

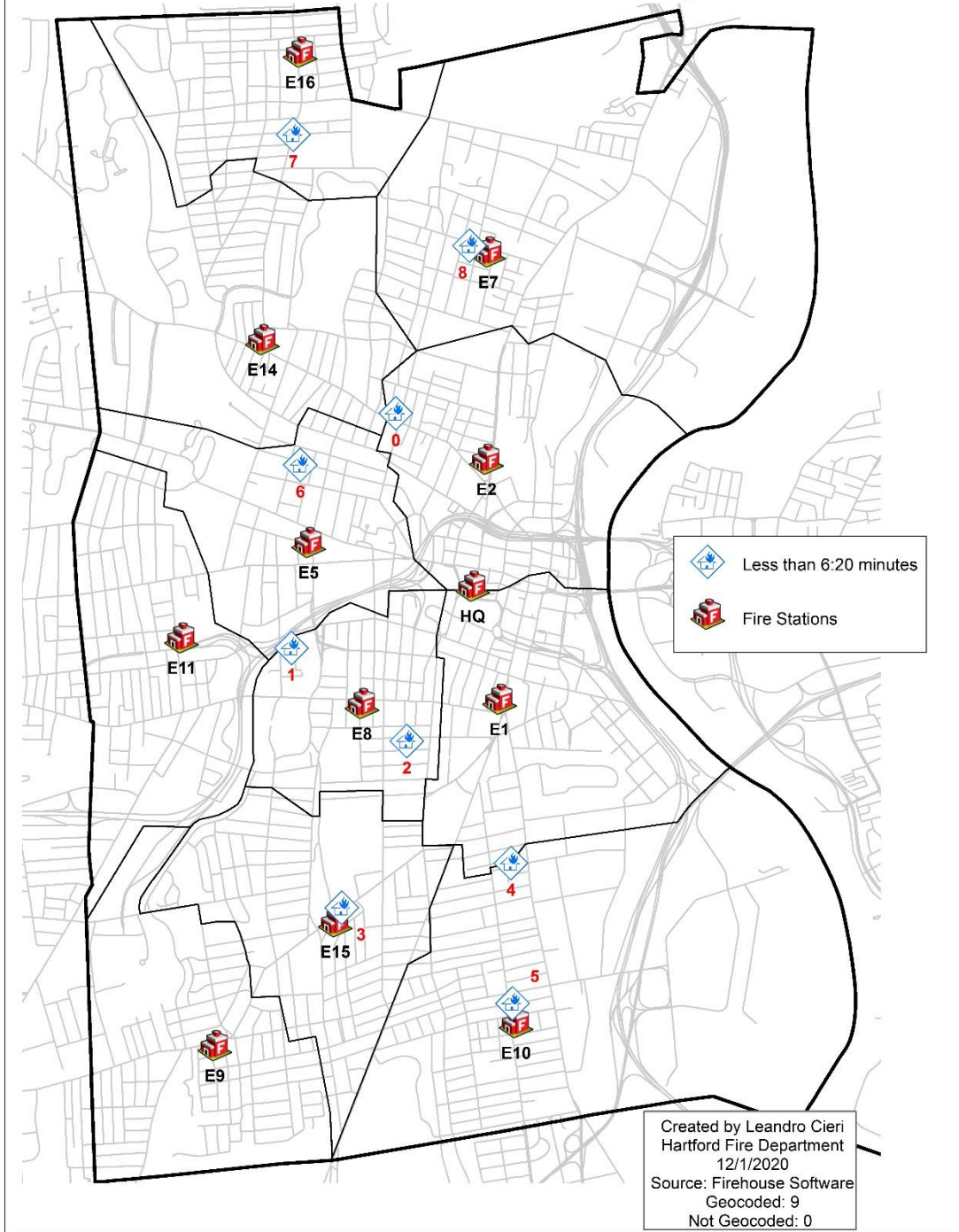


Created by Leandro Cieri  
Hartford Fire Department  
12/9/2020  
Source: Firehouse Software  
Geocoded: 162  
Not Geocoded: 0

Incident Type	Description	Count
622	No Incident found on arrival at dispatch address	138
661	EMS call, party transported by non-fire agency	7
651	Smoke scare, odor of smoke	3
611	Dispatched & cancelled en route	3
621	Wrong location	2
652	Steam, vapor, fog or dust thought to be smoke	2
671	HazMat release investigation w/no HazMat	2
900	Special type of incident, Other	2
600	Good intent call, Other	2
650	Steam, Other gas mistaken for smoke, Other	1

# Location of Structure Fires In Relationship to Fire Stations

Key	Incident Number	Response	Firefighter Fatality	Firefighter Injury	Civilian Fatality	Civilians Injured	Cause
0	20-0306032	0:03:23	0	0	0	0	Lighter: cigarette, cigar
1	20-0312048	0:03:21	0	0	0	0	Heat from powered equipment, Other
2	20-0312050	0:04:07	0	0	0	0	Heat from other open flame or smoking materials
3	20-0316035	0:02:52	0	0	0	0	Spark, ember or flame from operating equipment
4	20-0323009	0:04:45	0	0	0	0	Undetermined
5	20-0326047	0:02:35	0	0	0	0	Undetermined
6	20-0328016	0:04:36	0	0	0	1	Radiated, conducted heat from operating equipment
7	20-0330062	0:03:24	0	0	0	0	Candle
8	20-0332023	0:02:52	0	0	0	0	Undetermined



Created by Leandro Cieri  
 Hartford Fire Department  
 12/1/2020  
 Source: Firehouse Software  
 Geocoded: 9  
 Not Geocoded: 0

# QUESTIONS/COMMENTS



"Goal Oriented, Results Driven"