



City of Hartford
FIRE DEPARTMENT

FIRESTAT

February 2022

"Goal Oriented, Results Driven"



AGENDA



- Introductions
- Remark's from Chief Barco
- Remark's from Chief Reilly
- Remark's from Chief Tenney
- Division Briefings
- Questions/Comments

"Goal Oriented, Results Driven"

Chief Barco



"Goal Oriented, Results Driven"

Chief Reilly



"Goal Oriented, Results Driven"

Chief Tulier



"Goal Oriented, Results Driven"

EMERGENCY SERVICES



"Goal Oriented, Results Driven"

2021 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.
 - Phone Pick Up time is now included in the Total Response time of six minutes and twenty seconds.

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

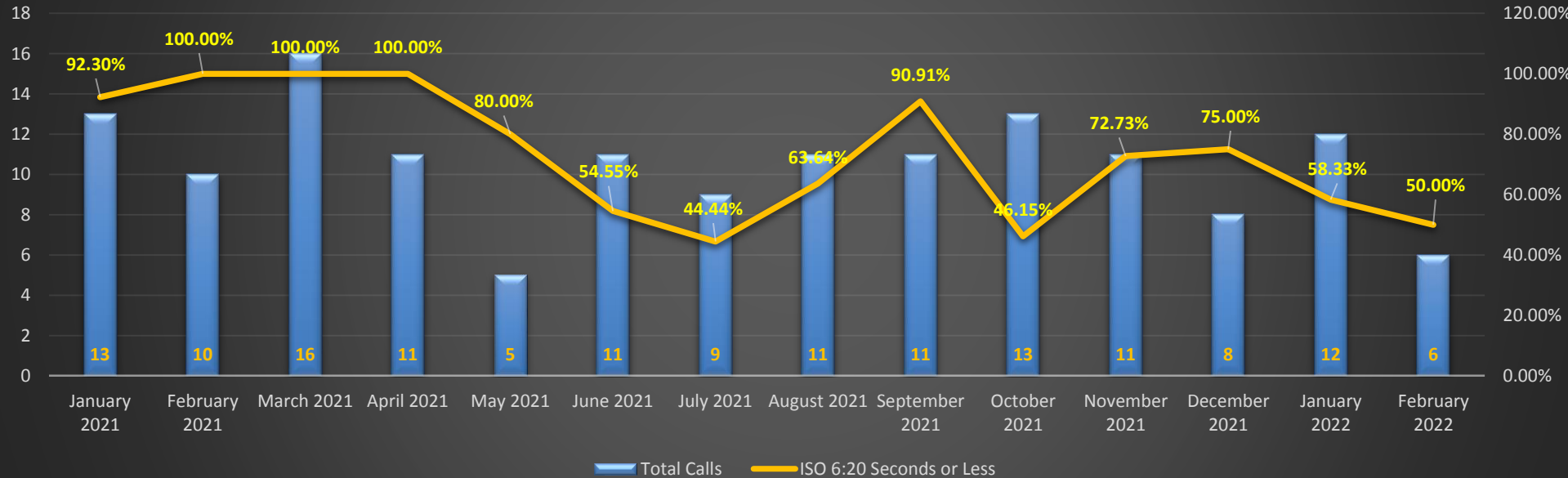
Current Period:
02/01/2022 - 02/28/2022



HFD Strategic Priorities:
Provide Quality Emergency Services

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

Structure Fires

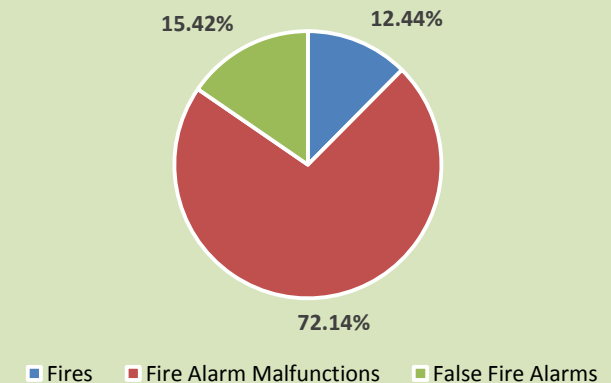


Analysis

- Investigate the declination in response times.
- Significant more fire duty last month compared to February.

- Continue to reiterate the importance of response time compliance.

Fire Alarms compared to Actual Fires



EMS Response Scorecard

City-Wide

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



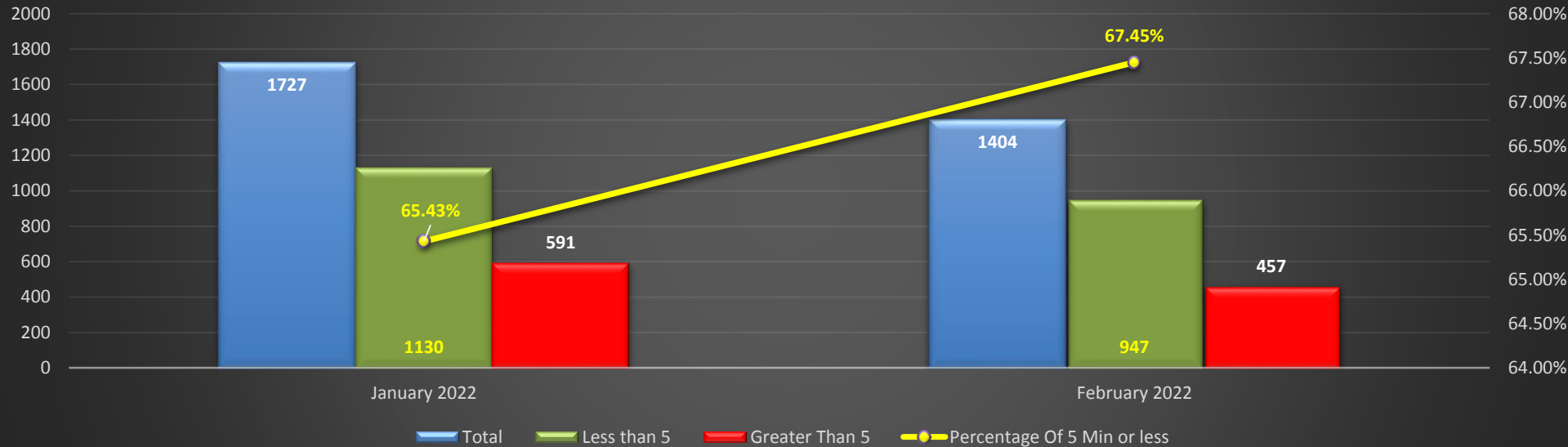
Data Source:
Firehouse Software

Current Period:
02/01/2022 - 02/28/2022

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

➤ Good improvement of response time compliance.

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

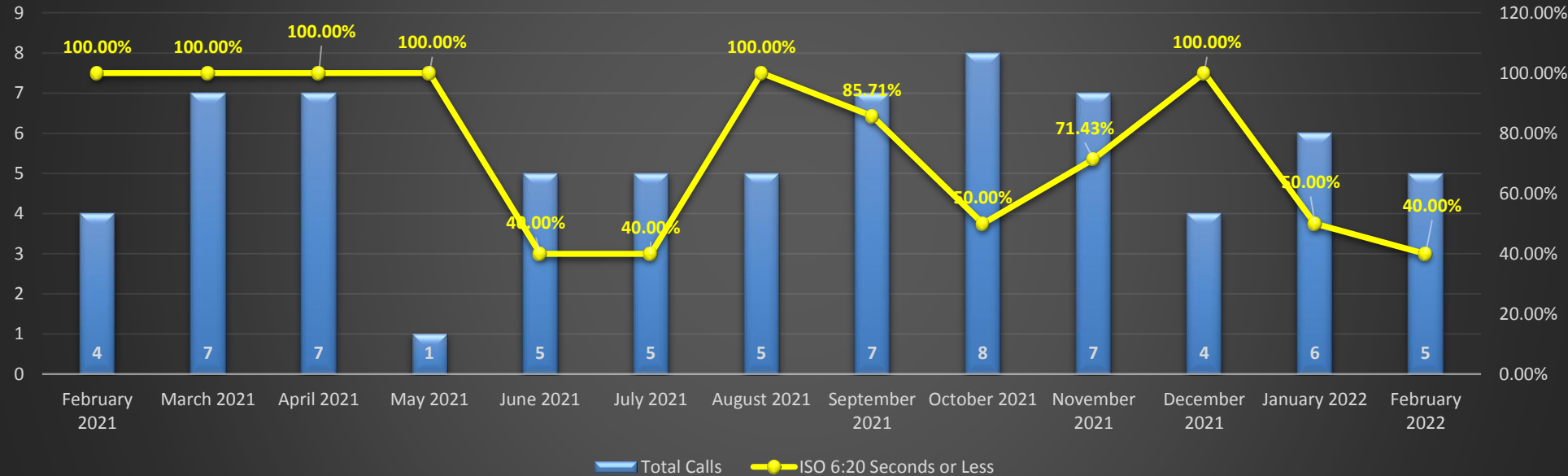
Current Period:
02/01/2022 - 02/28/2022



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

➤ Excellent work.

➤ 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.



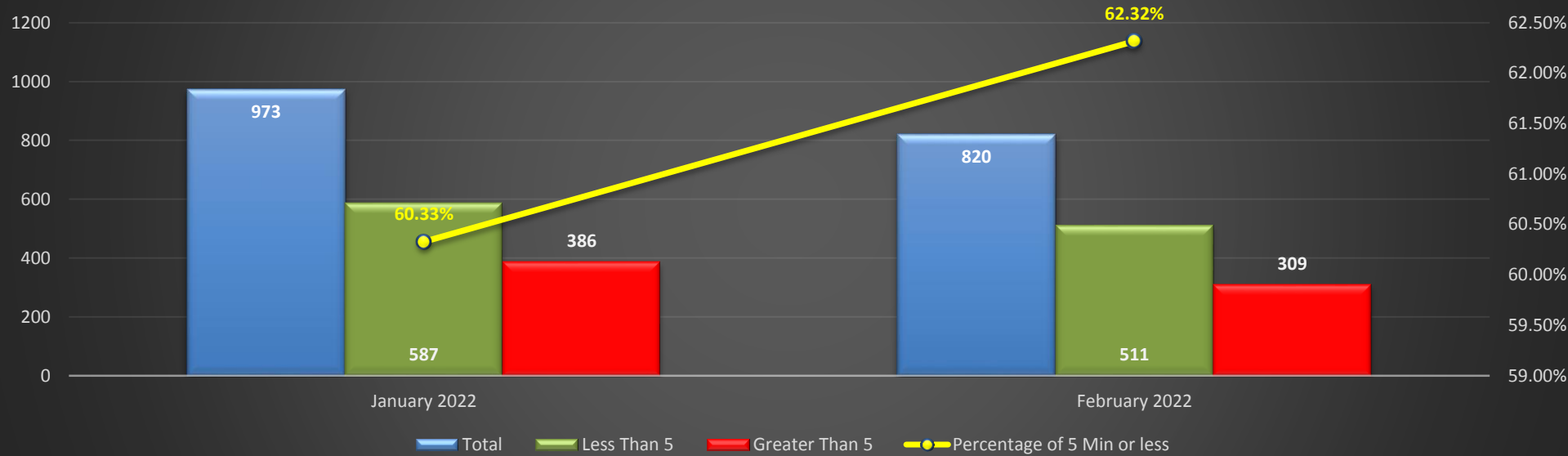
Data Source:
Firehouse Software

Current Period:
02/01/2022 - 02/28/2022

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 improvement when compared to the prior 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 ISO standards.

Data Source: Firehouse Software

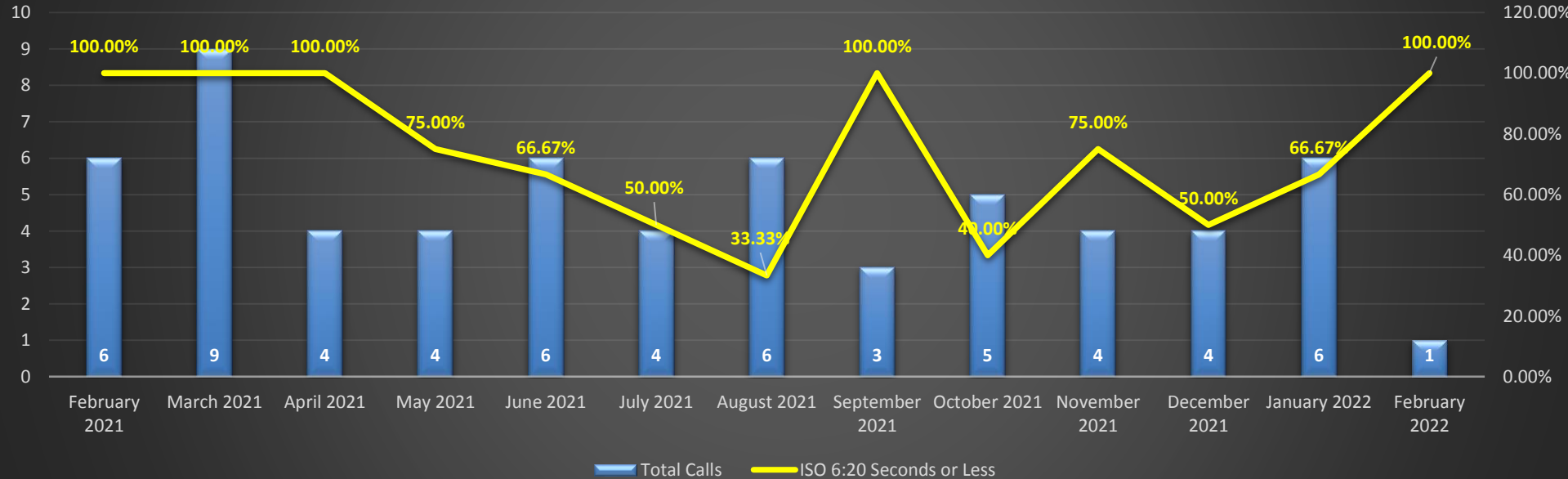
Current Period:
02/01/2022 - 02/28/2022



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 by District 2.

➤ Maintain proficiency.

➤ Effective emergency response.

EMS Response Scorecard

District 2

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



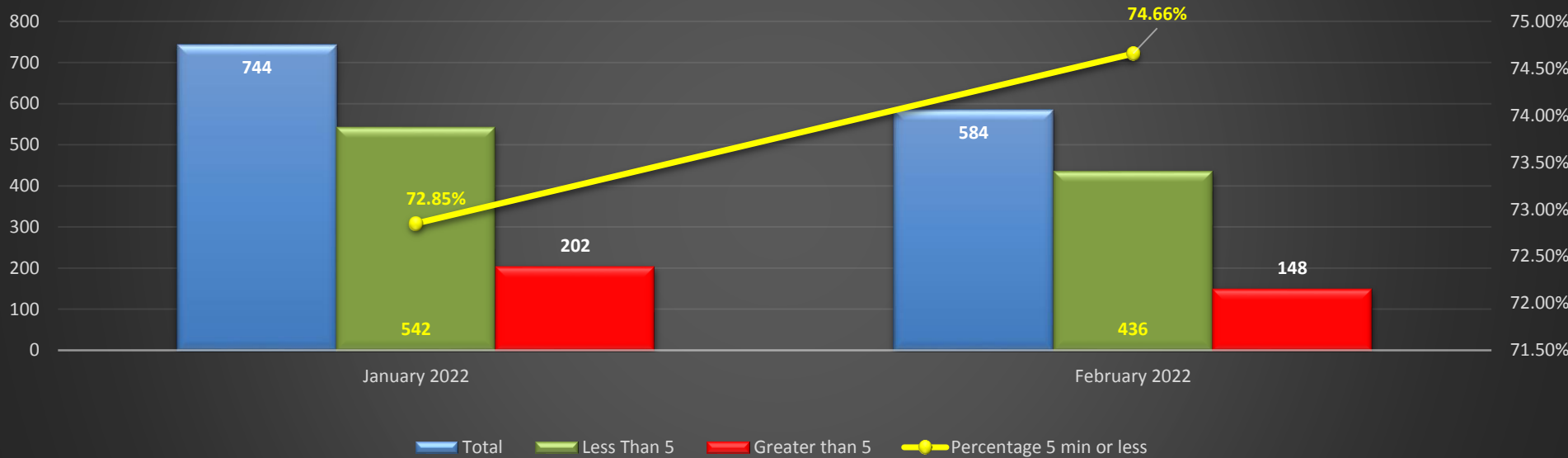
Data Source:
Firehouse Software

Current Period:
02/01/2022 - 02/28/2022

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

➤ Good improvement when compared to the prior 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:
02/01/2022 - 02/28/2022



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

➤ One fire call for the month of February. Investigate the steady declination in response times.

➤ 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.



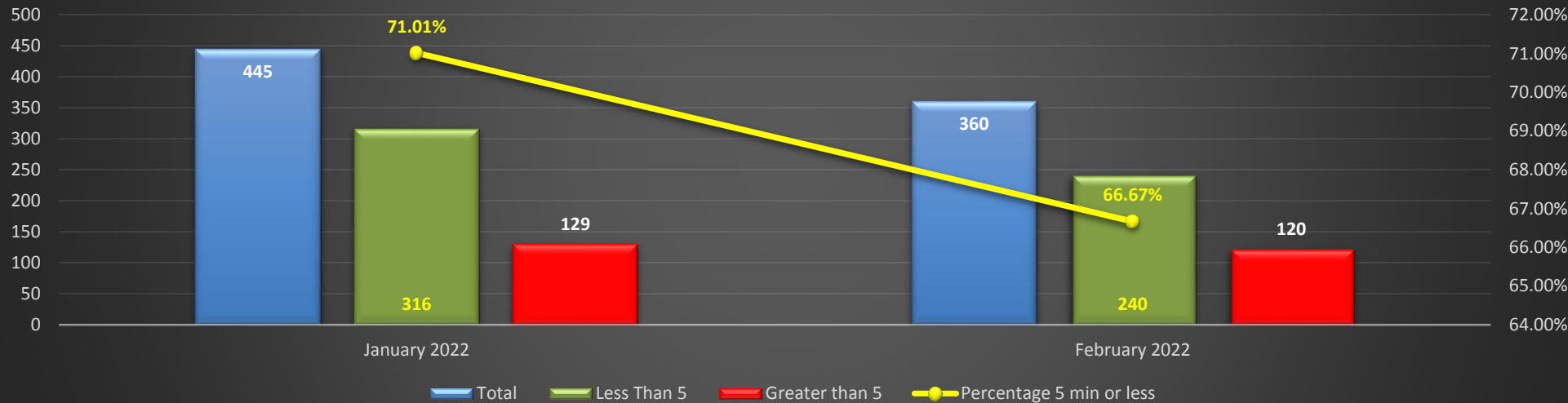
Data Source:
Firehouse Software

Current Period:
02/01/2022 - 02/28/2022

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

➤ Inclement weather played a part in the response time average.

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:
02/01/2022 - 02/28/2022



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

- One less call for the month of February. Investigate the declination in response times.
- Compliance performance need improvement.

- Continue to reiterate the importance of response time compliance.

- Effective emergency response.

EMS Response Scorecard

Tour B

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



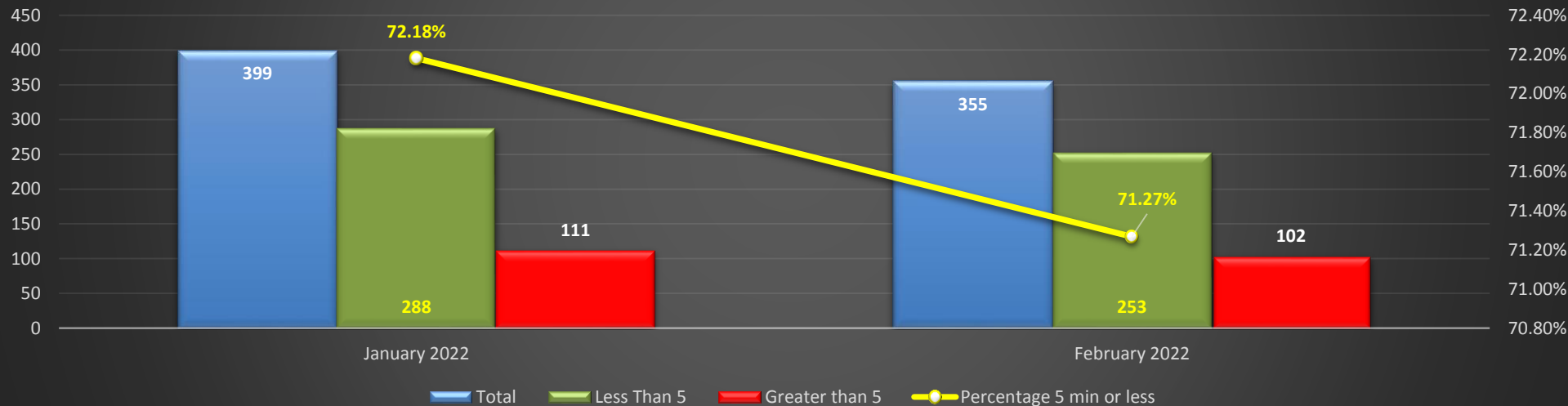
Data Source:
Firehouse Software

Current Period:
02/01/2022 - 02/28/2022

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

➤ Inclement weather played a part in the response time average.

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:
02/01/2022 - 02/28/2022



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.



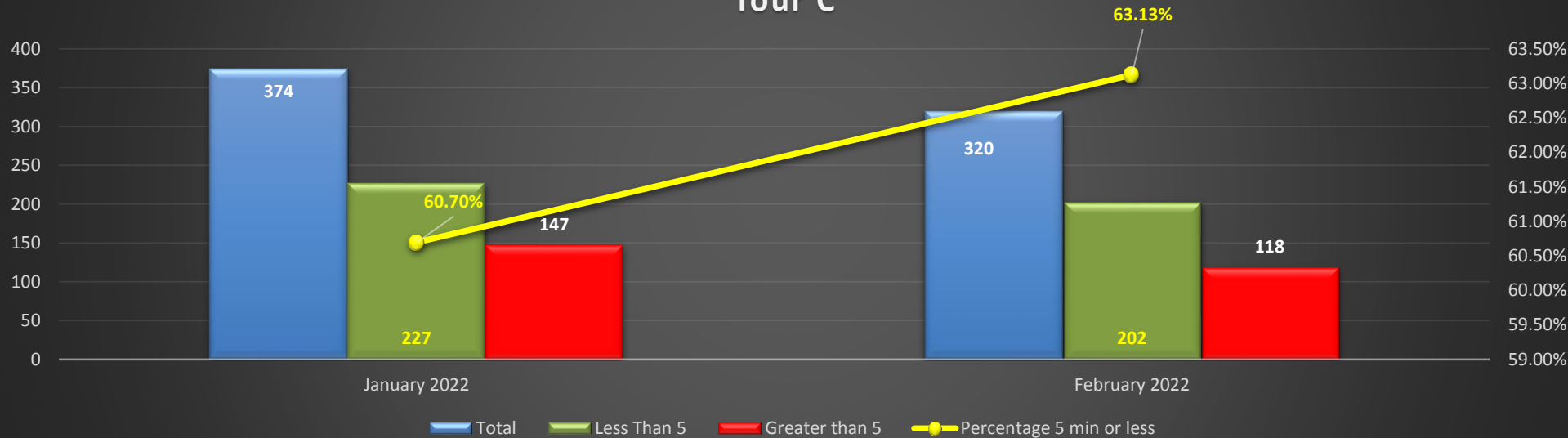
Data Source:
Firehouse Software

Current Period:
02/01/2022 - 02/28/2022

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

➤ Excellent effort by Tour C.

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:
02/01/2022 - 02/28/2022



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 February.

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.



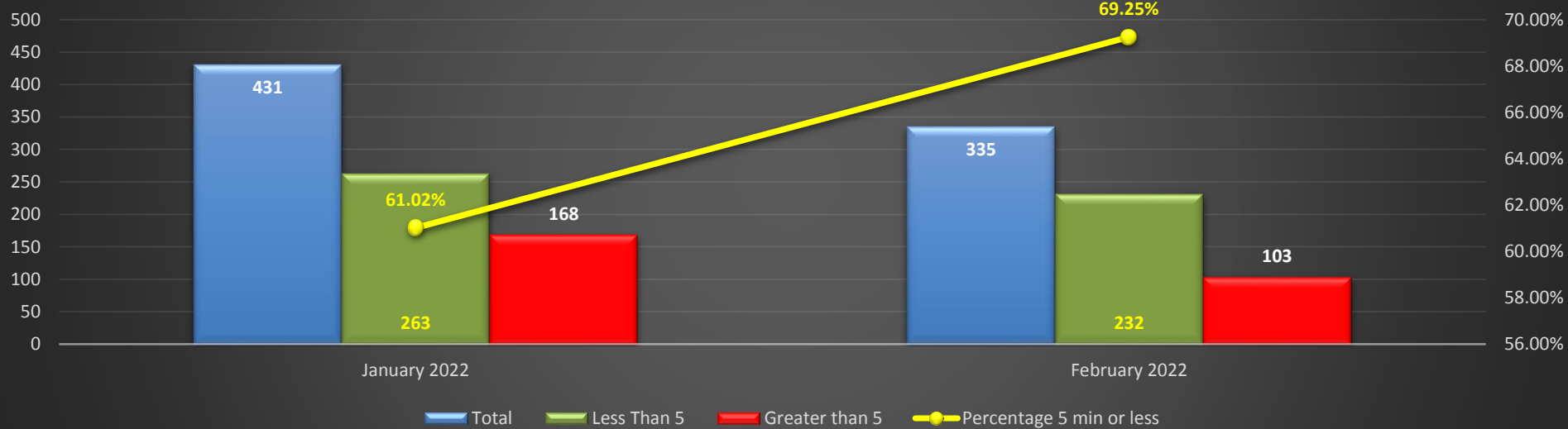
Data Source:
Firehouse Software

Current Period:
02/01/2022 - 02/28/2022

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

➤ Solid improvement when compared to February'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

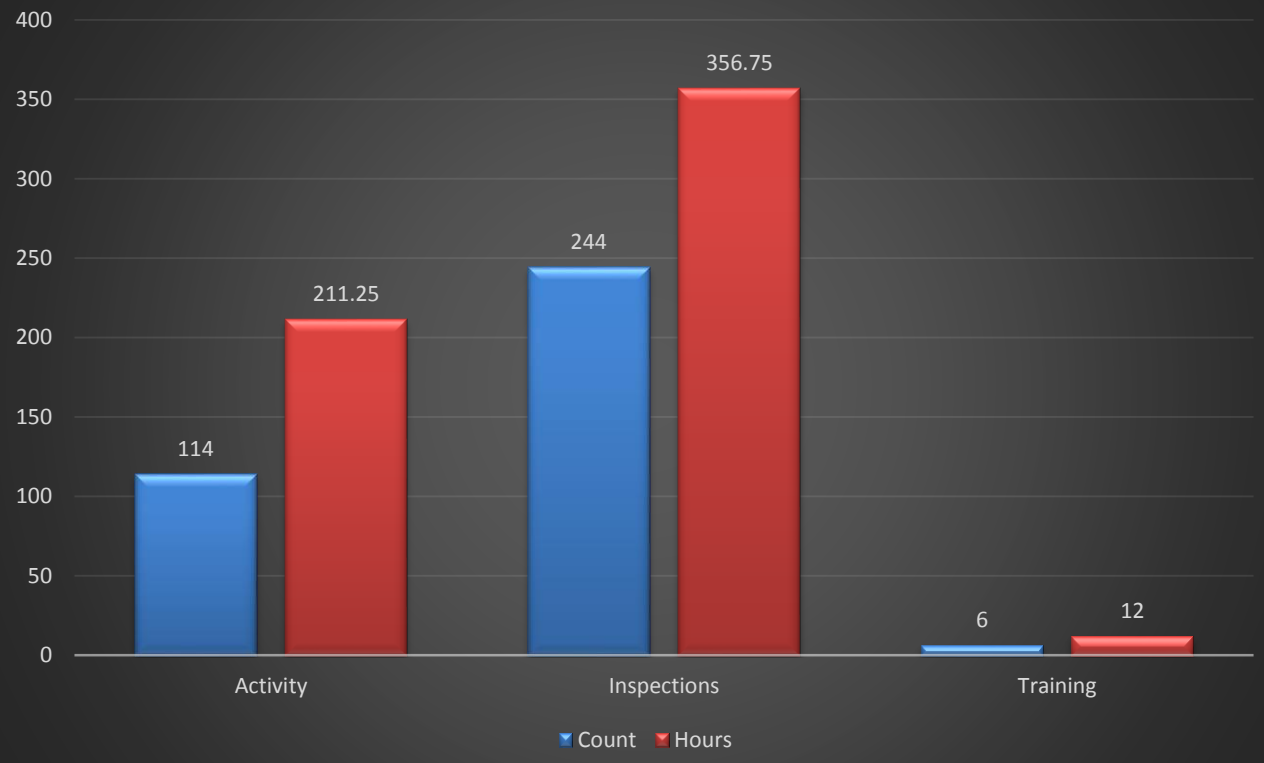
Performance Target – Risk in the community are minimized through a proactive code enforcement and public education program, respectively.

Data Source: HFD Firehouse Software

Current Period: 02/01/2022 - 02/28/2022

HISTORICAL ANALYSIS

Reporting Period	Violations		
	Violations Found	Violations Cleared	
08/21	429	142	
09/21	88	266	
10/21	65	236	
11/21	57	114	
12/21	267	53	
01/21	438	88	
02/21	161	99	



Attendance

Total Hours Accounted:	580	Total Hours Off:	600
Total Hours on Duty:	1049.2	Hours Accounted For:	55.28%

Recommendations

- ✓ Over 40% of time not accounted for.
- ✓ Keep up the good work with violations cleared.

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.

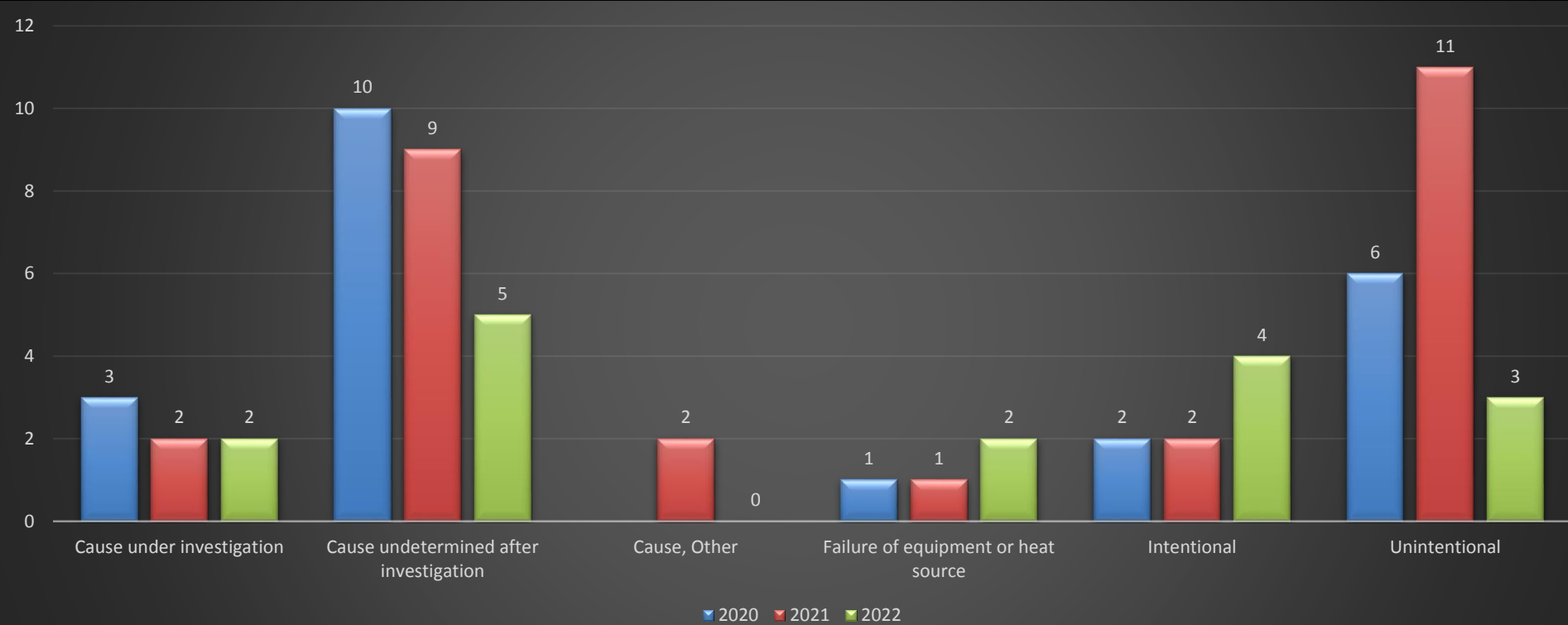


Data Source:
Firehouse Software

Current Period:
02/01/2022 - 02/28/2022

HFD Strategic Priorities:
Provide Quality Code Enforcement, Public Education, & Community Engagement

Performance Target – Show a 30% decrease in fires by end of FY2021.



Analysis

- Unintentional fires were higher for February 2022 than they were in February of 2021.
- Intentional fires are up in comparison to 2020 & 2021.

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

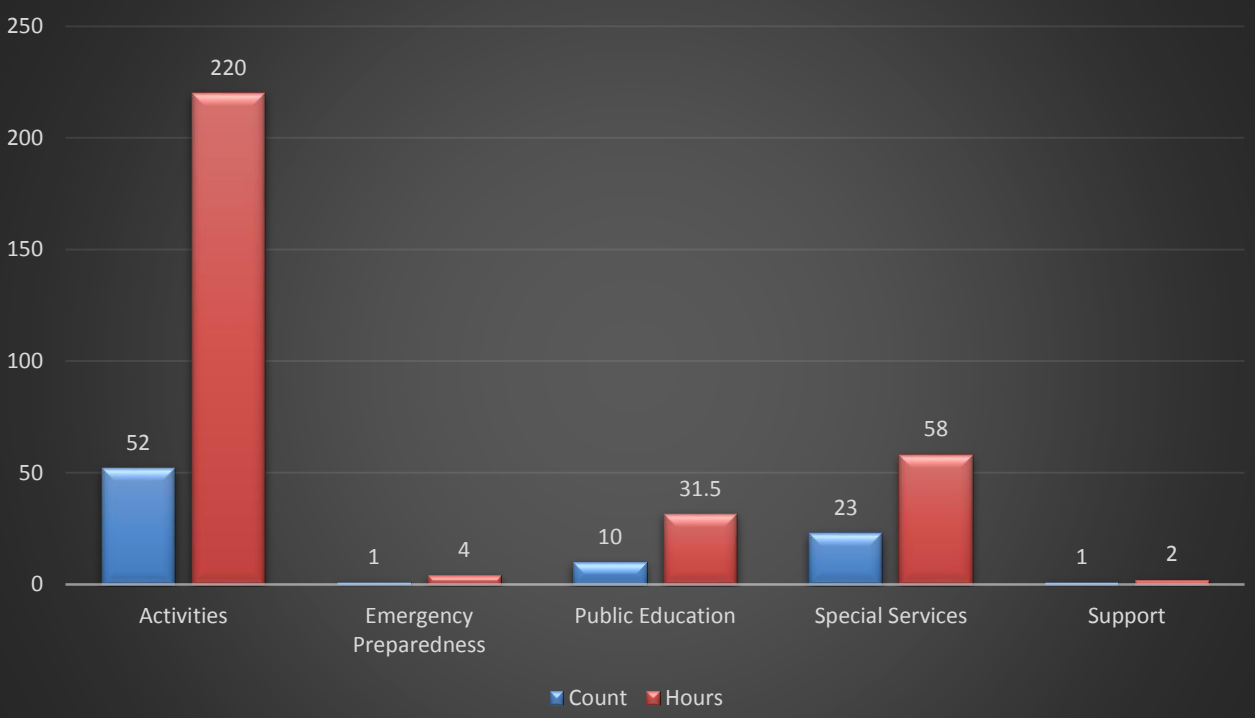
Performance Target – Reduction in Residential Structure Fires by 20% by 1st Quarter 2021.

Data Source: HFD Firehouse Software

Current Period: 02/01/2022 - 02/28/2022

HISTORICAL ANALYSIS

Reporting Period	11/21	01/22	02/22
Total Activities	88	61	87
Total Adults	1469	14761	333
Total Children	694	168	20
Smoke Detector	15	19	7
Car Seats	0	0	2



Attendance

Total Hours Accounted:	315.5	Total Hours Off:	10
Total Hours on Duty:	390.5	Hours Accounted For:	80.79%

Recommendations

➤ Excellent community engagement and work in the firehouses.

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.



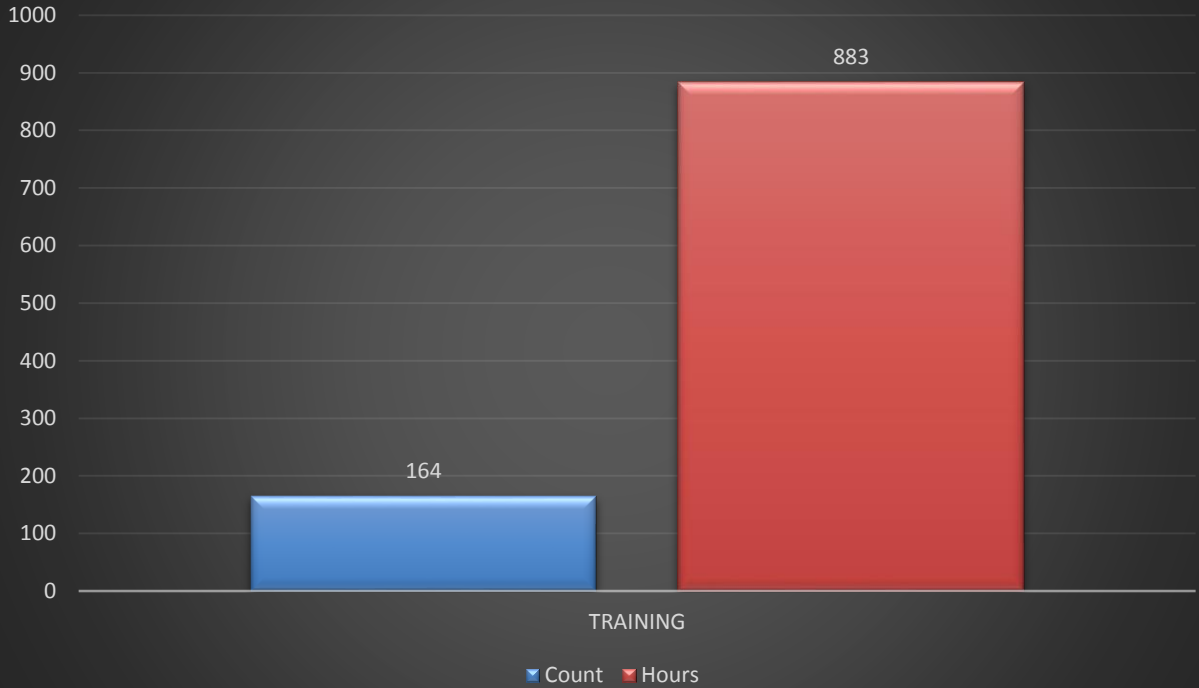
HFD Strategic Priorities:
Provide Mandated Training to Hartford Fire Department Personnel

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: 02/01/2022 – 02/28/2022

HISTORICAL ANALYSIS



Attendance

Recommendations

Impact

Total Hours Accounted:	883	Total Hours Off:	140
Total Hours on Duty:	887	Hours Accounted For:	99.55%

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

- Workforce that is compliant with ISO and CONOSHA requirements.

Excellent time accounted for.

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.

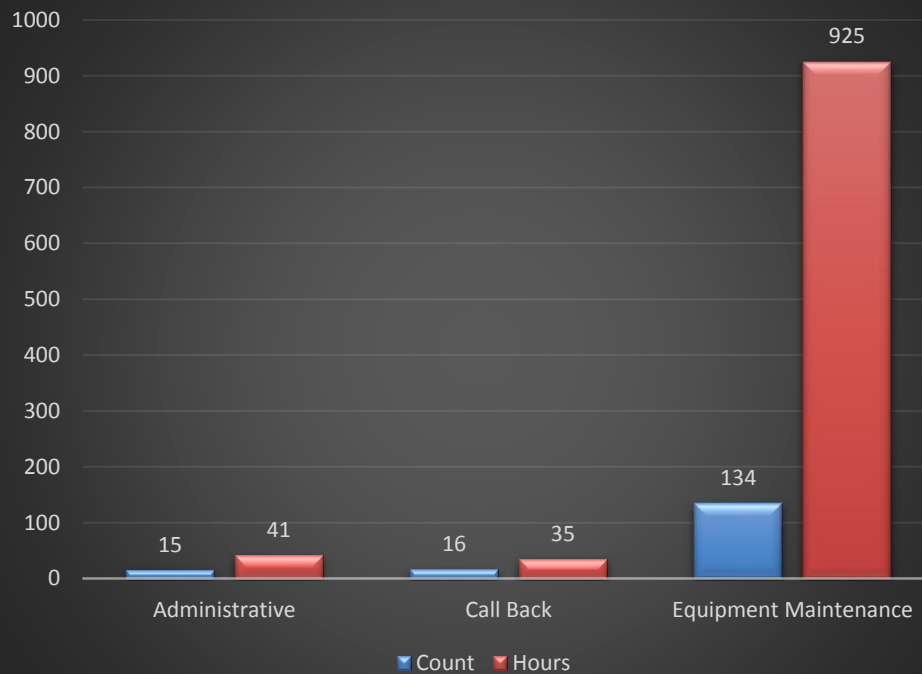
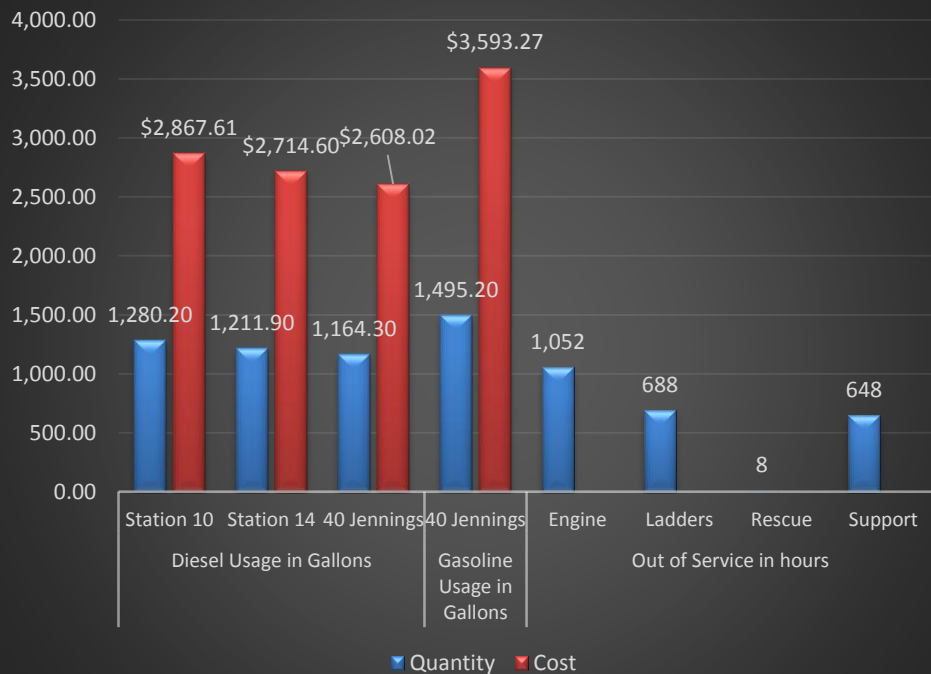


Data Source:
HFD Firehouse Software

Current Period:
02/01/2022 – 02/28/2022

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

Recommendations

Impact

Total Hours Accounted:	1001	Total Hours Off:	270
Total Hours on Duty:	1279	Hours Accounted For:	78.26%

- Strong work from EMD.
- 90% of time must be accounted for.

- 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 and safety for the City of Hartford & the Hartford Fire Department.



HFD Strategic Priorities:
Provide Quality I.T. & Technical Assistance to HFD

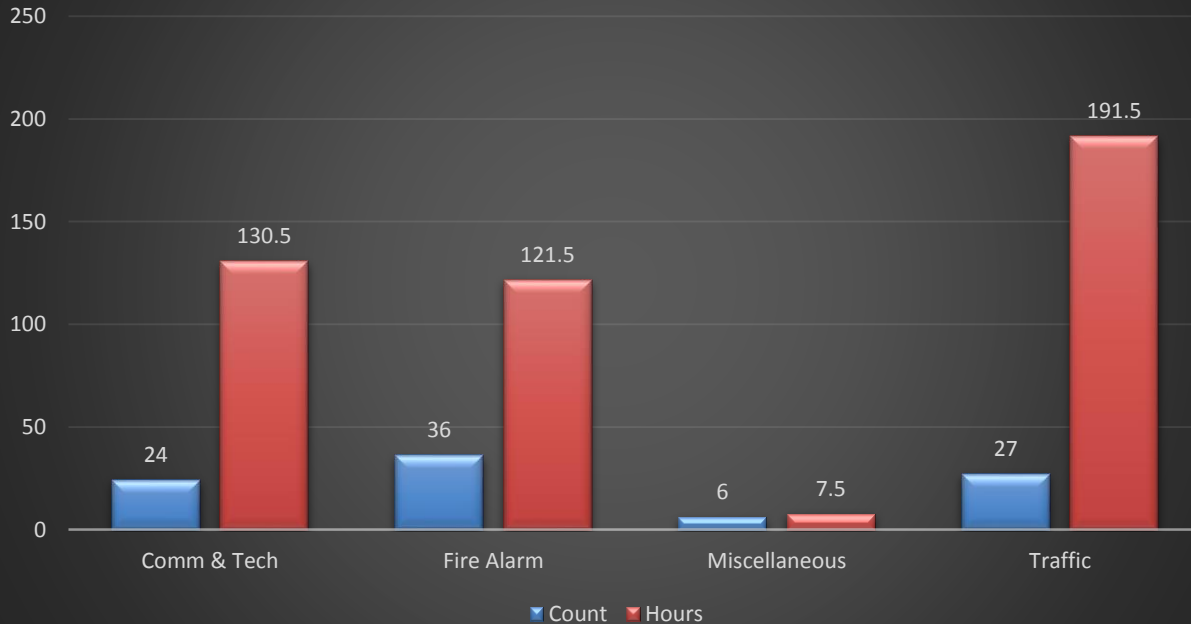
Performance Target – Mitigate a diverse portfolio of service calls.

Data Source: HFD Firehouse Software

Current Period: 02/01/2022 – 02/28/2022



221 Call Before You Digs



Attendance

Total Hours Accounted:	451	Total Hours Off:	20
Total Hours on Duty:	463	Hours Accounted For:	97.41%

Recommendations

- ✓ Excellent overall work.
- ✓ 90% of time must be accounted for. Consecutive months of non-compliance. Address the problem.

Impact

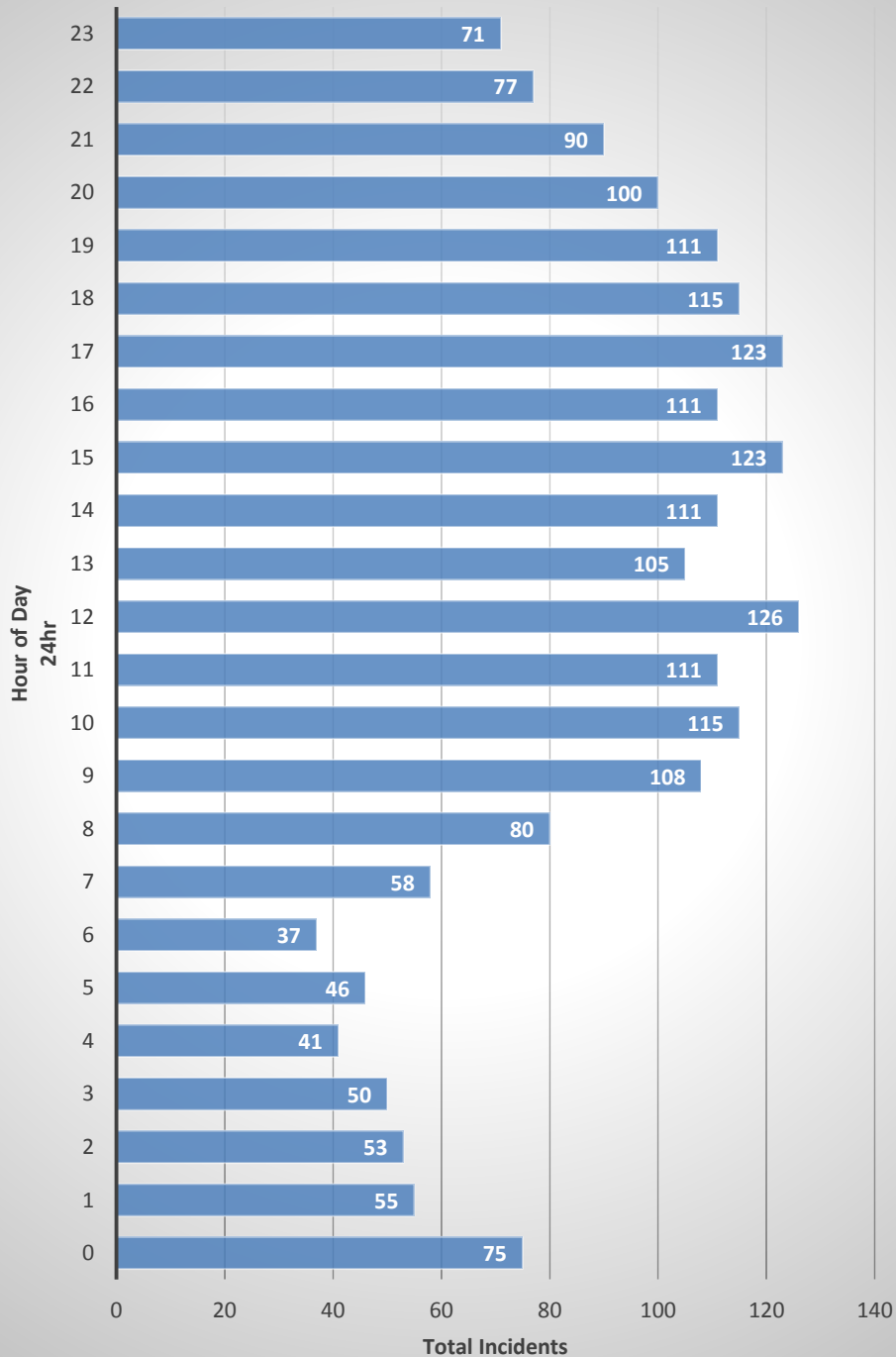
- IS&IT execution of relevant duties and responsibilities.

EMERGENCY RESPONSE DATA

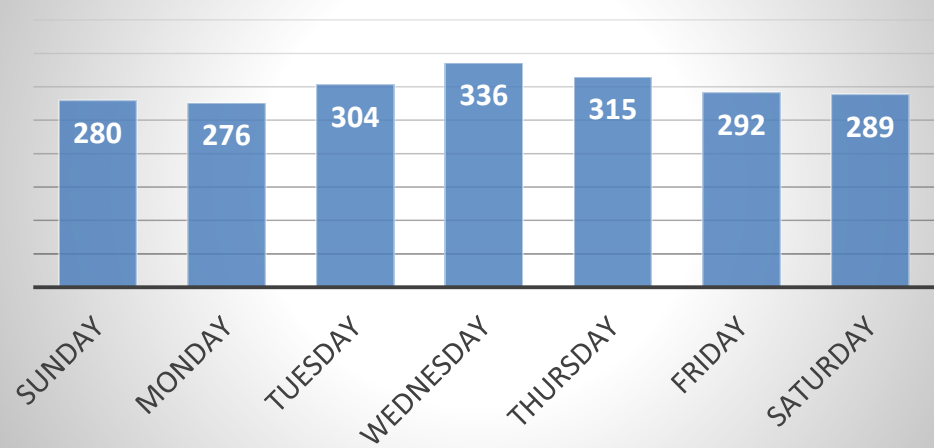


"Goal Oriented, Results Driven"

Incidents by Hour



Incidents by Day of Week



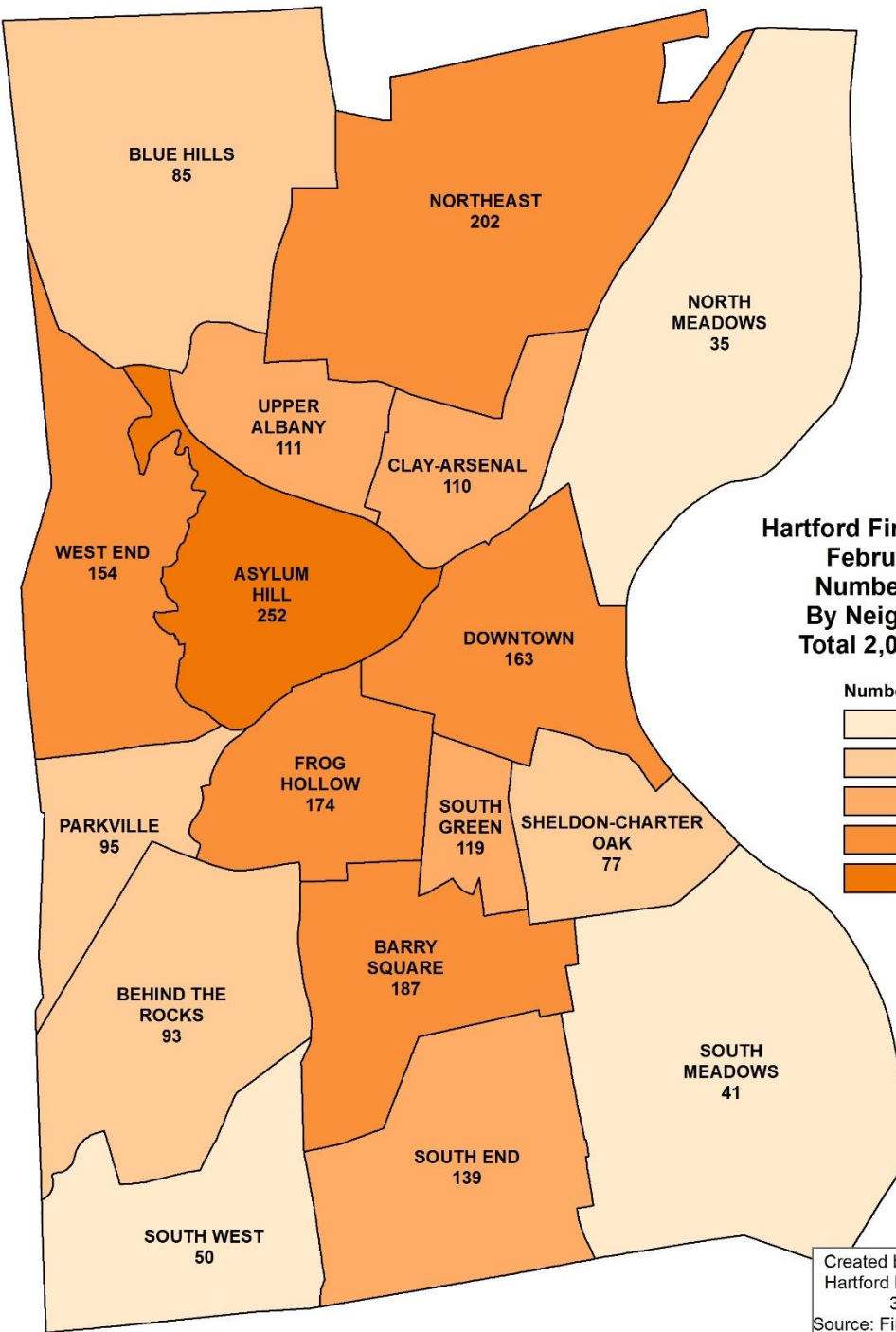
Top 5 Calls for Service

Incident Type	Description	Count
321	EMS call, excluding vehicle accident with injury	694
311	Medical assist, assist EMS crew	464
622	No Incident found on arrival at dispatch address	146
500	Service Call, other	106
745	Alarm system activation, no fire - unintentional	67

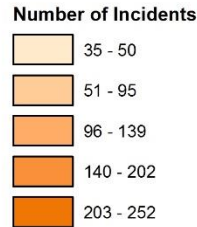
Incidents by Category

Category	Incidents
EMS	1404
SERVICE	273
ALARM	176
UNDEFINE	169
FIRE	25
HAZMAT	25
RESCUE	19

Incidents by Neighborhood February 2022



**Hartford Fire Department
February 2022
Number of Calls
By Neighborhood
Total 2,092 of Calls**

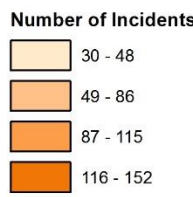
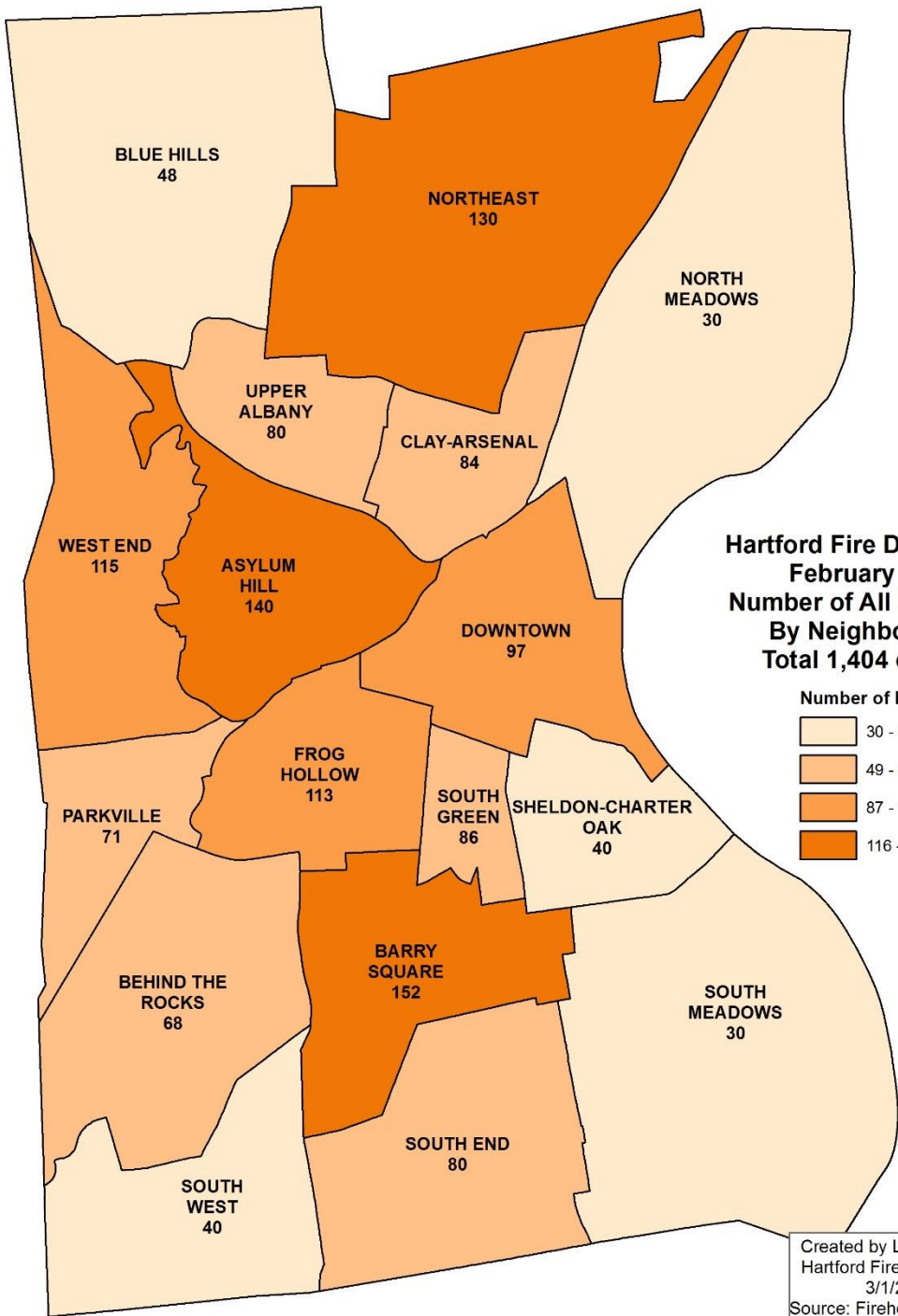


Neighborhood	Count
ASYLUM HILL	252
NORTHEAST	202
BARRY SQUARE	187
FROG HOLLOW	174
DOWNTOWN	163
WEST END	154
SOUTH END	139
SOUTH GREEN	119
UPPER ALBANY	111
CLAY-ARSENAL	110
PARKVILLE	95
BEHIND THE ROCKS	93
BLUE HILLS	85
SHELDON-CHARTER OAK	77
SOUTH WEST	50
SOUTH MEADOWS	41
NORTH MEADOWS	35

Created by Leandro Cieri
Hartford Fire Department
3/1/2022
Source: Firehouse Software
Geocoded: 2,087
Not Geocoded: 5

EMS

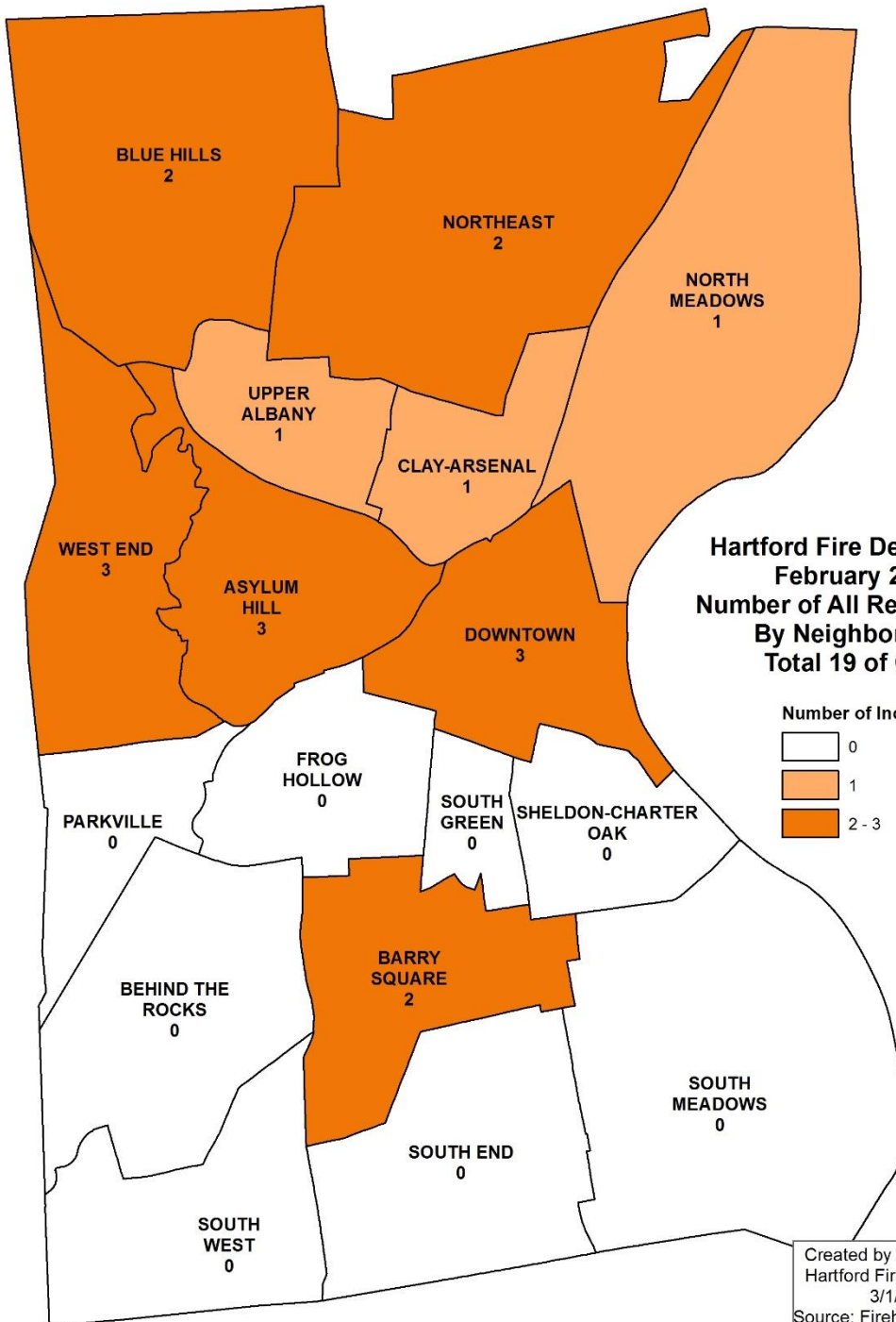
February 2022



Incident Type	Description	Count
321	EMS call, excluding vehicle accident with injury	694
311	Medical assist, assist EMS crew	464
381	Rescue or EMS standby	65
324	Motor Vehicle Accident with no injuries	63
322	Motor vehicle accident with injuries	61
300	Rescue, EMS incident, other	31
510	Person in distress, Other	19
323	Motor vehicle/pedestrian accident (MV Ped)	6
320	Emergency medical service, other	1

Created by Leandro Cieri
Hartford Fire Department
3/1/2022
Source: Firehouse Software
Geocoded 1,404
Not Geocoded: 0

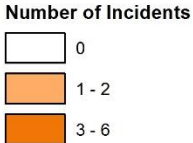
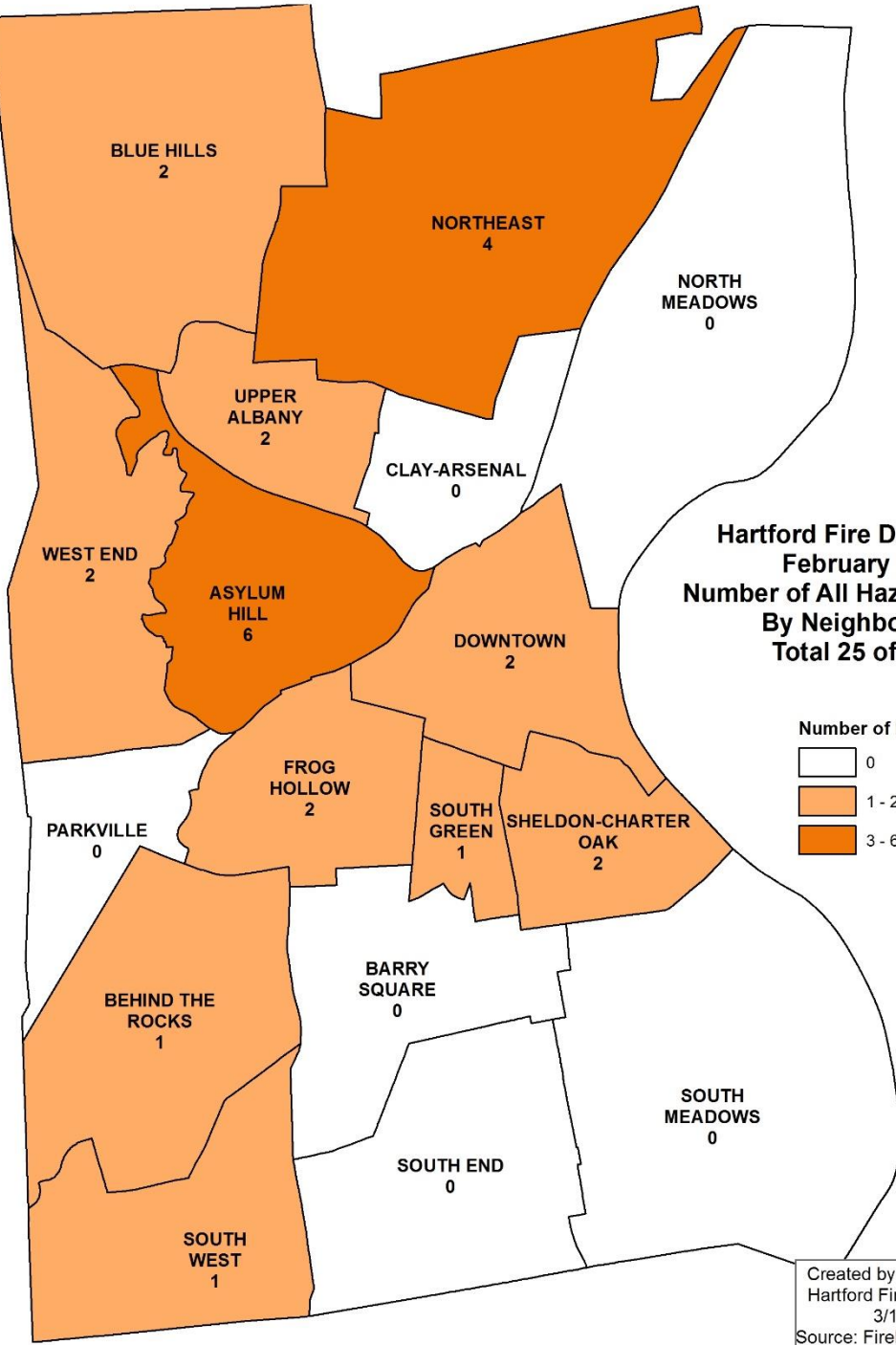
Rescue Calls February 2022



Incident Type	Description	Count
353	Removal of victim(s) from stalled elevator	7
352	Extrication of victim(s) from vehicle	6
511	Lock-out	3
331	Lock-in (if lock out , use 511)	2
461	Building or structure weakened or collapsed	1

Created by Leandro Cieri
Hartford Fire Department
3/1/2022
Source: Firehouse Software
Geocoded: 18
Not Geocoded: 1

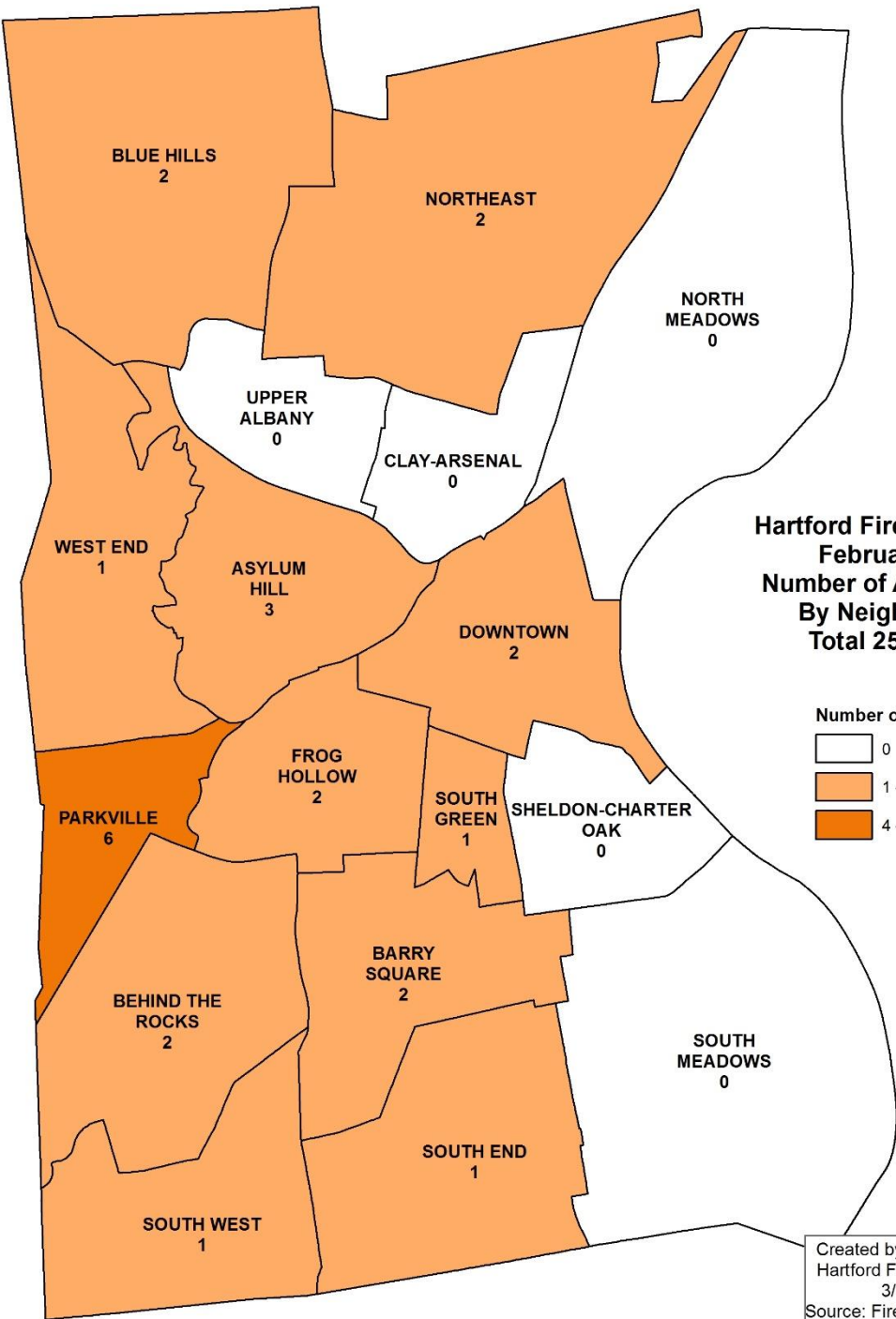
Hazardous Materials February 2022



Created by Leandro Cieri
Hartford Fire Department
3/1/2022
Source: Firehouse Software
Geocoded: 25
Not Geocoded: 0

Incident Type	Description	Count
412	Gas leak (natural gas or LPG)	11
463	Vehicle accident, general cleanup	5
400	Hazardous condition, Other	3
424	Carbon monoxide incident	2
460	Accident, potential accident, Other	1
411	Gasoline or other flammable liquid spill	1
421	Chemical hazard (no spill or leak)	1
413	Oil or other combustible liquid spill	1

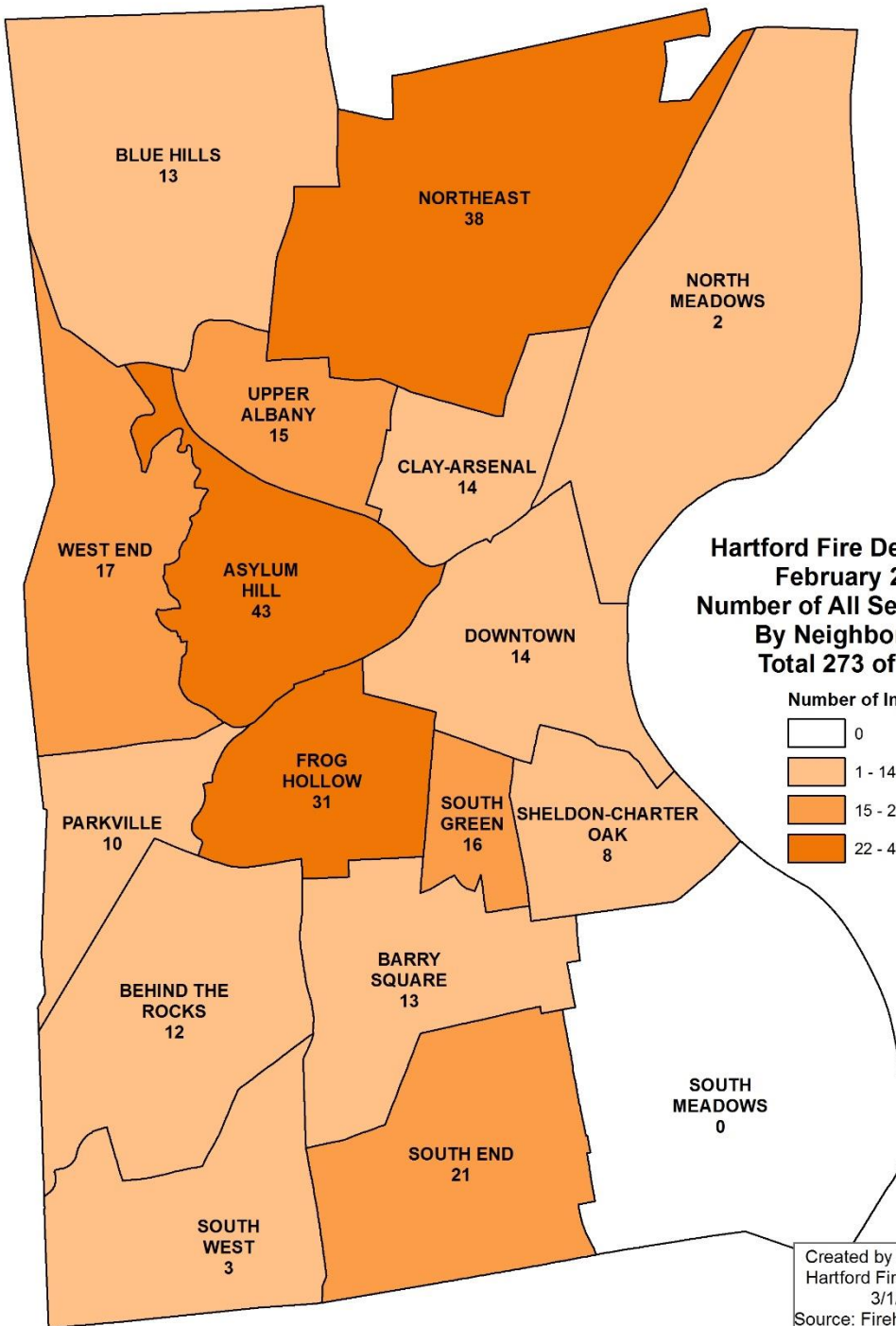
All Fires February 2022



Incident Type	Description	Count
131	Passenger vehicle fire	6
111	Building fire	6
151	Outside rubbish, trash or waste fire	4
113	Cooking fire, confined to container	2
118	Trash or rubbish fire, contained	2
150	Outside rubbish fire, Other	1
130	Mobile property (vehicle) fire, Other	1
112	Fires in structure other than in a building	1
116	Fuel burner/boiler malfunction, fire confined	1
140	Natural vegetation fire, Other	1

Created by Leandro Cieri
Hartford Fire Department
3/1/2022
Source: Firehouse Software
Geocoded: 25
Not Geocoded: 0

Service Calls February 2022

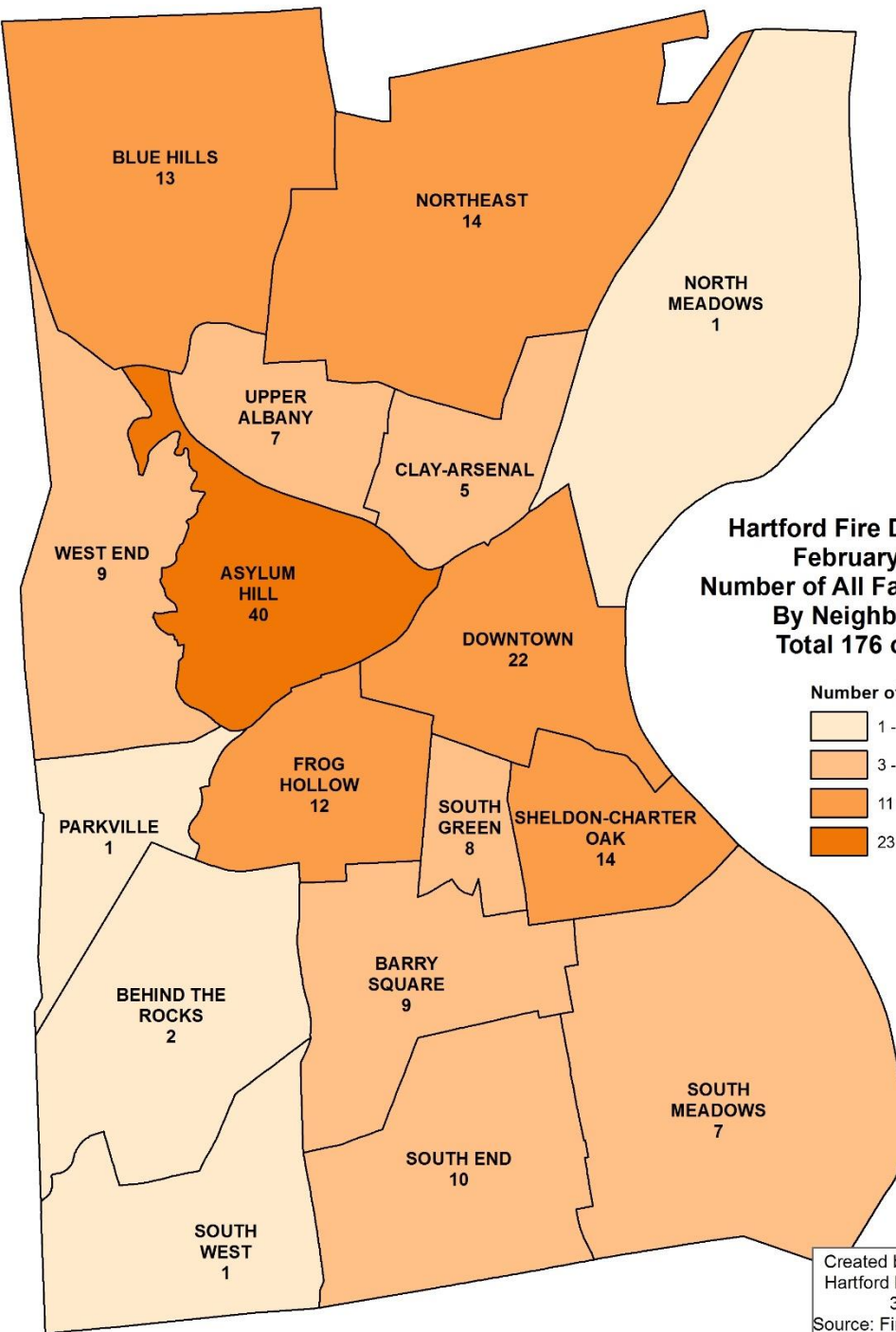


Created by Leandro Cieri
Hartford Fire Department
3/1/2022
Source: Firehouse Software
Geocoded: 270
Not Geocoded: 3

Incident Type	Description	Count
500	Service Call, other	106
552	Police matter	64
531	Smoke or odor removal	33
553	Public service	27
520	Water problem, Other	15
444	Power line down	7
440	Electrical wiring/equipment problem, Other	5
550	Public service assistance, Other	4
522	Water or steam leak	3
571	Cover assignment, standby, moveup	3
554	Assist invalid	2
442	Overheated motor	1
551	Assist police or other governmental agency	1
445	Arcing, shorted electrical equipment	1
542	Animal rescue	1

Fire Alarms

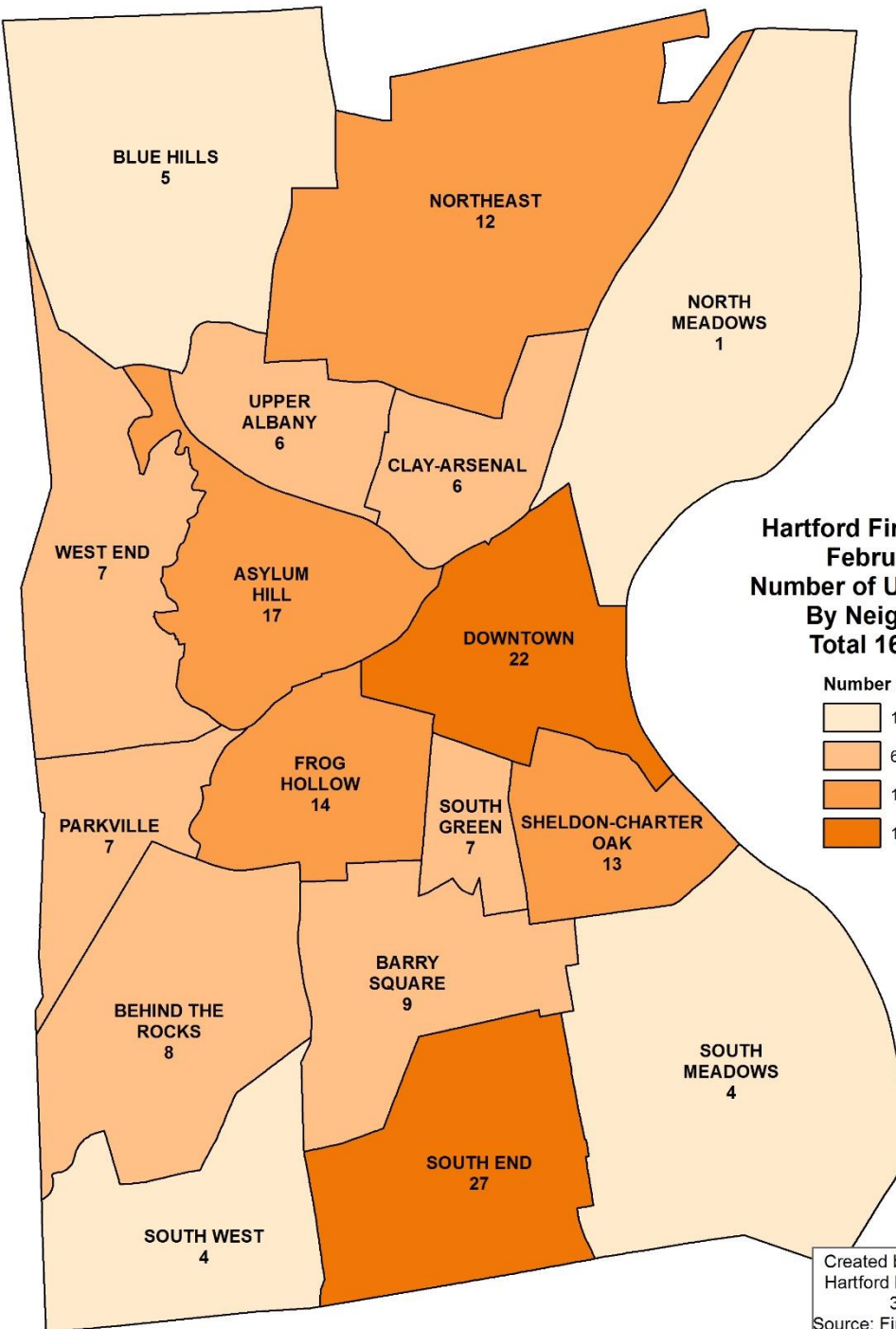
February 2022



Created by Leandro Cieri
Hartford Fire Department
3/1/2022
Source: Firehouse Software
Geocoded: 175
Not Geocoded: 1

Incident Type	Description	Count
745	Alarm system activation, no fire - unintentional	67
743	Smoke detector activation, no fire - unintentional	23
735	Alarm system sounded due to malfunction	22
710	Malicious, mischievous false call, Other	18
740	Unintentional transmission of alarm, Other	12
733	Smoke detector activation due to malfunction	8
715	Local alarm system, malicious false alarm	7
730	System malfunction, Other	5
700	False alarm or false call, Other	5
731	Sprinkler activation due to malfunction	3
736	CO detector activation due to malfunction	2
741	Sprinkler activation, no fire - unintentional	2
714	Central station, malicious false alarm	1
744	Detector activation, no fire - unintentional	1

Undefined Calls February 2022

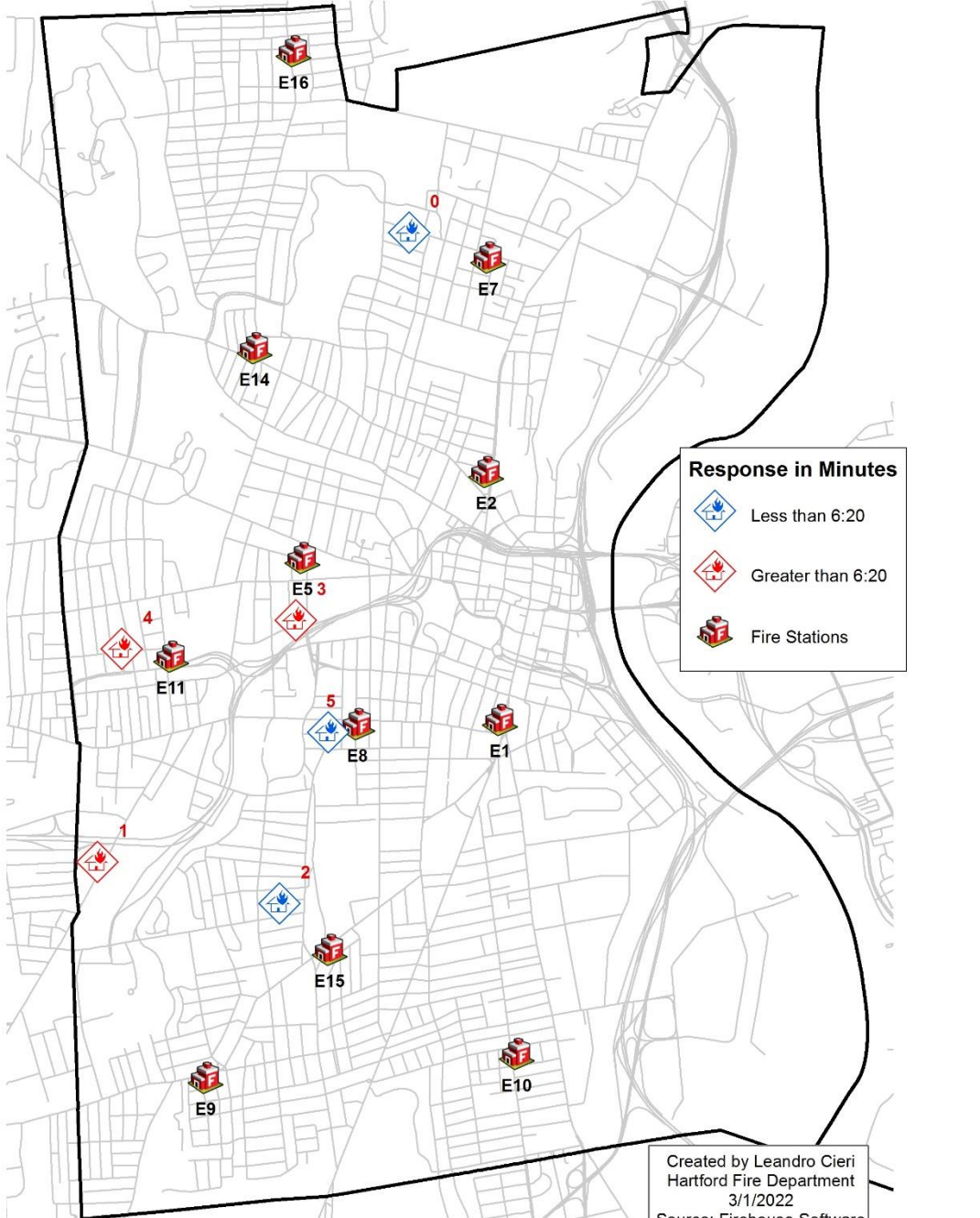


Created by Leandro Cieri
Hartford Fire Department
3/1/2022
Source: Firehouse Software
Geocoded: 169
Not Geocoded: 0

Incident Type	Description	Count
622	No Incident found on arrival at dispatch address	146
900	Special type of incident, Other	7
661	EMS call, party transported by non-fire agency	6
651	Smoke scare, odor of smoke	3
650	Steam, Other gas mistaken for smoke, Other	1
611	Dispatched & cancelled en route	1
621	Wrong location	1
600	Good intent call, Other	1
911	Citizen complaint	1
652	Steam, vapor, fog or dust thought to be smoke	1
653	Smoke from barbecue, tar kettle	1

Location of Structure Fires In Relationship to Fire Stations

Key Incident Number Response Outlier Cause



Response in Minutes

-  Less than 6:20
-  Greater than 6:20
-  Fire Stations

Key	Incident Number	Response	Outlier	Cause
0	22-041091	0:05:15		
1	22-042042	0:07:22		
2	22-044049	0:05:57		
3	22-048003	0:10:17		
4	22-048005	0:11:05		
5	22-053021	0:04:11		

Created by Leandro Cieri
 Hartford Fire Department
 3/1/2022
 Source: Firehouse Software
 Geocoded: 6
 Not Geocoded: 0

QUESTIONS/COMMENTS



"Goal Oriented, Results Driven"