



City of Hartford
FIRE DEPARTMENT

FIRESTAT

May 2022

"Goal Oriented, Results Driven"



AGENDA



- Introductions
- Remark's from Chief Barco
- Remark's from Chief Reilly
- Remark's from Chief Tulier
- 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

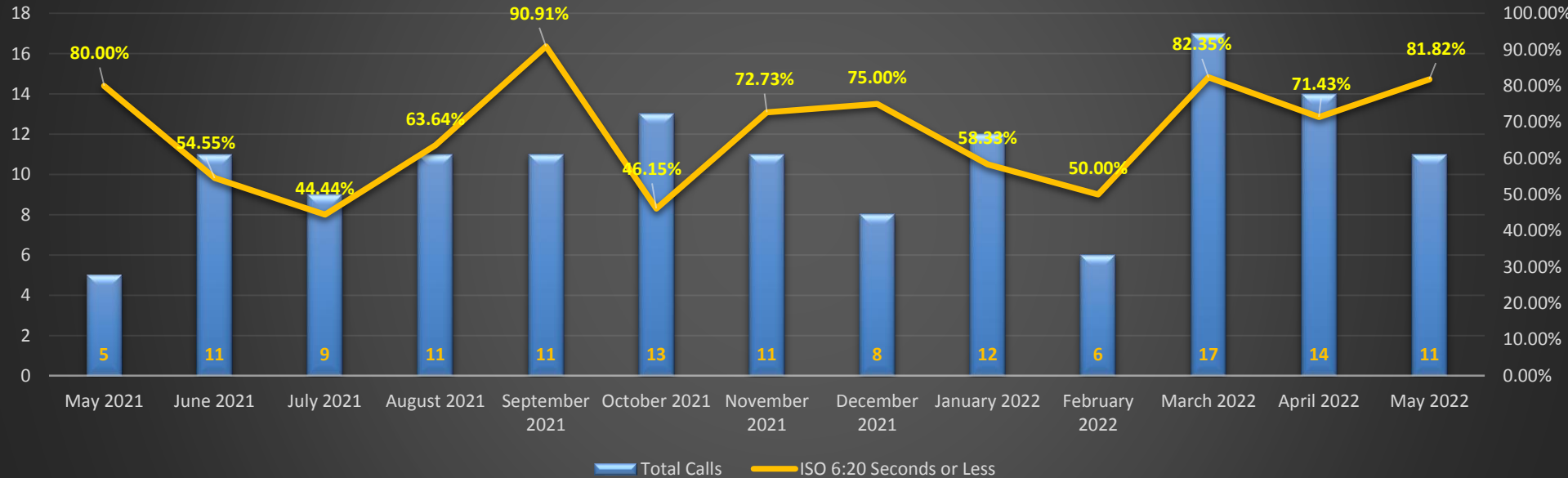
Current Period:
05/01/2022 - 05/31/2022



HFD Strategic Priorities:
Provide Quality Emergency Services

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

Structure Fires



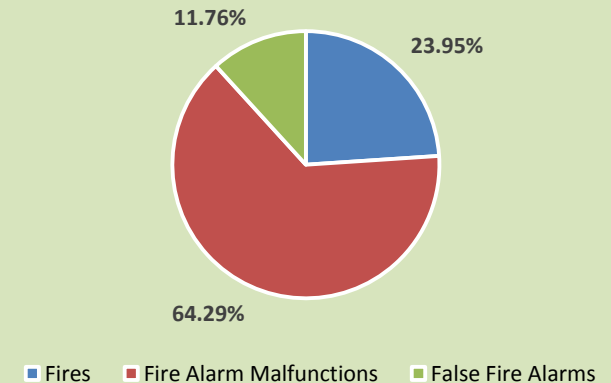
Analysis

Recommendations

Fire Alarms compared to Actual Fires

- Slight increase and more fire duty compared to May 2021.
- Significant decrease in response time performance.

- Continue to reiterate the importance of response time compliance.
- Reiterate the importance of safely responding to calls for service in the allotted time period.
- Maintain proficiency.



EMS Response Scorecard

City-Wide

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



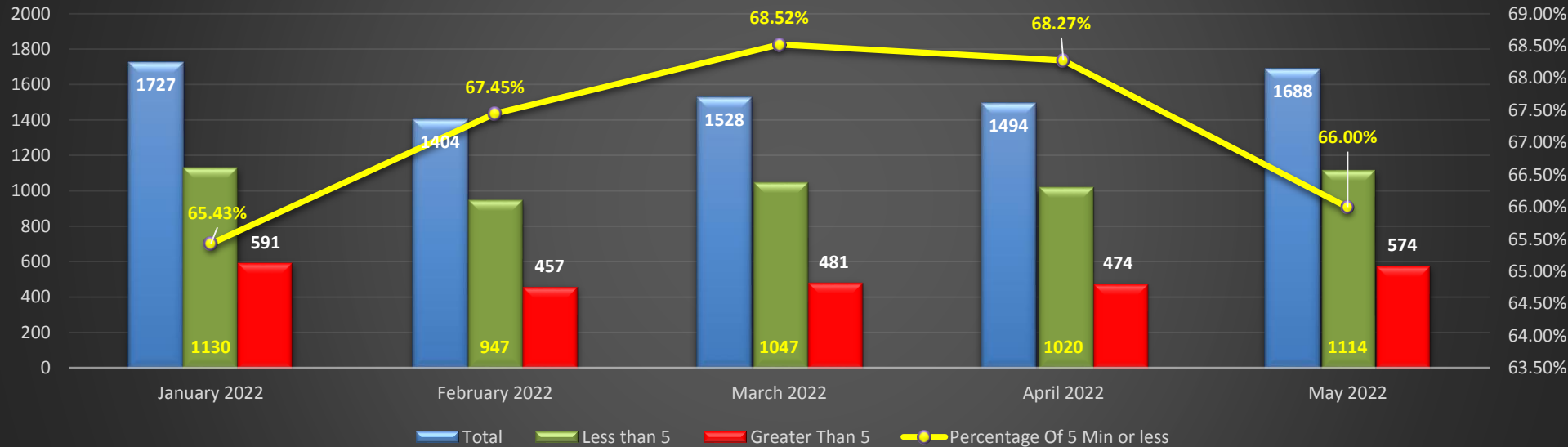
Data Source:
Firehouse Software

Current Period:
05/01/2022 - 05/31/2022

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

➤ Area for improvement in response time performance.

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

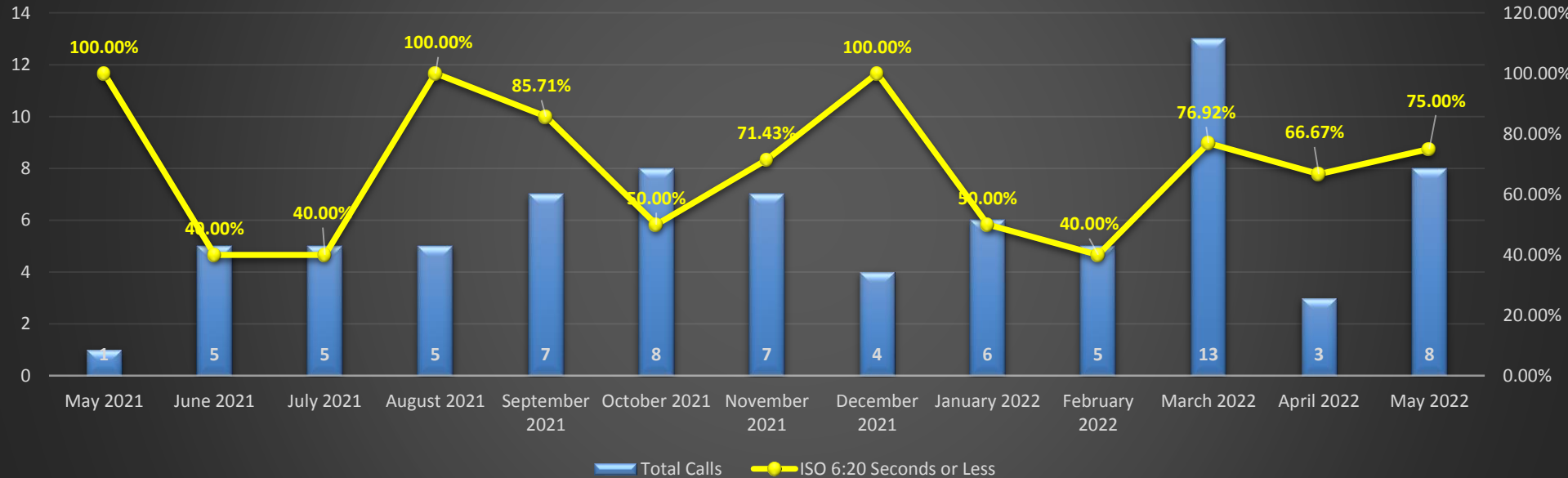
Current Period:
05/01/2022 - 05/31/2022



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

➤ An increase in response time performance of nearly 10% in District 1 geographical area.

- Maintain proficiency.
- Continue to strive for 90% benchmark.

➤ **Life safety stabilization**

EMS Response Scorecard

District 1

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



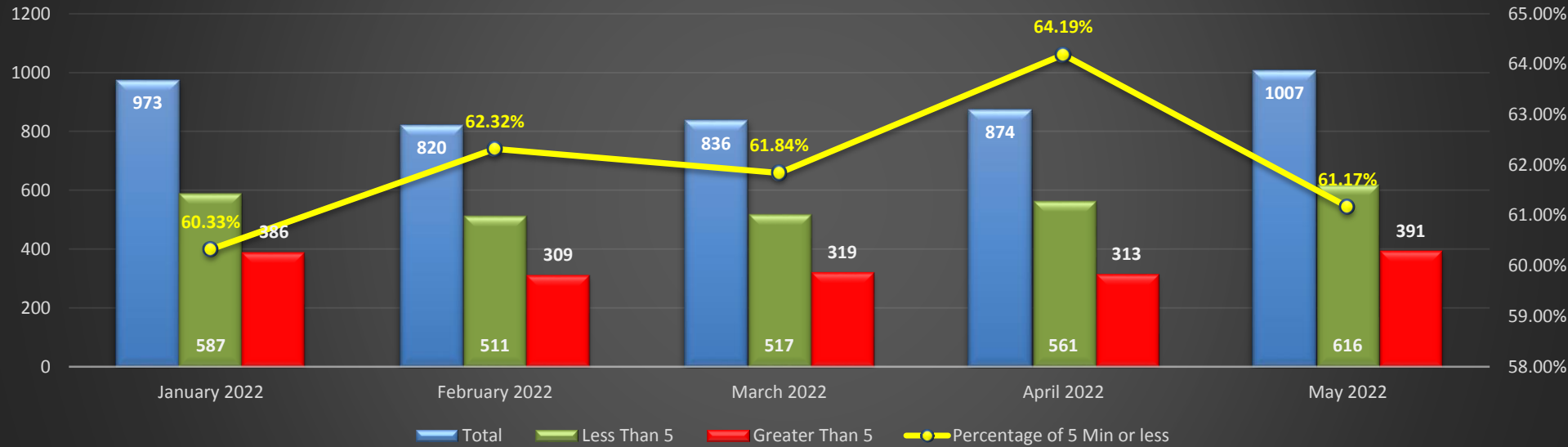
Data Source:
Firehouse Software

Current Period:
05/01/2022 - 05/31/2022

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

➤ Slight declination in response time performance.

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:
05/01/2022 - 05/31/2022



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

- 100% response time performance in District 2 geographical area.
- Great Job District 2

- Maintain proficiency.
- Continue to strive for 90% benchmark.

- Effective emergency response.

EMS Response Scorecard

District 2

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



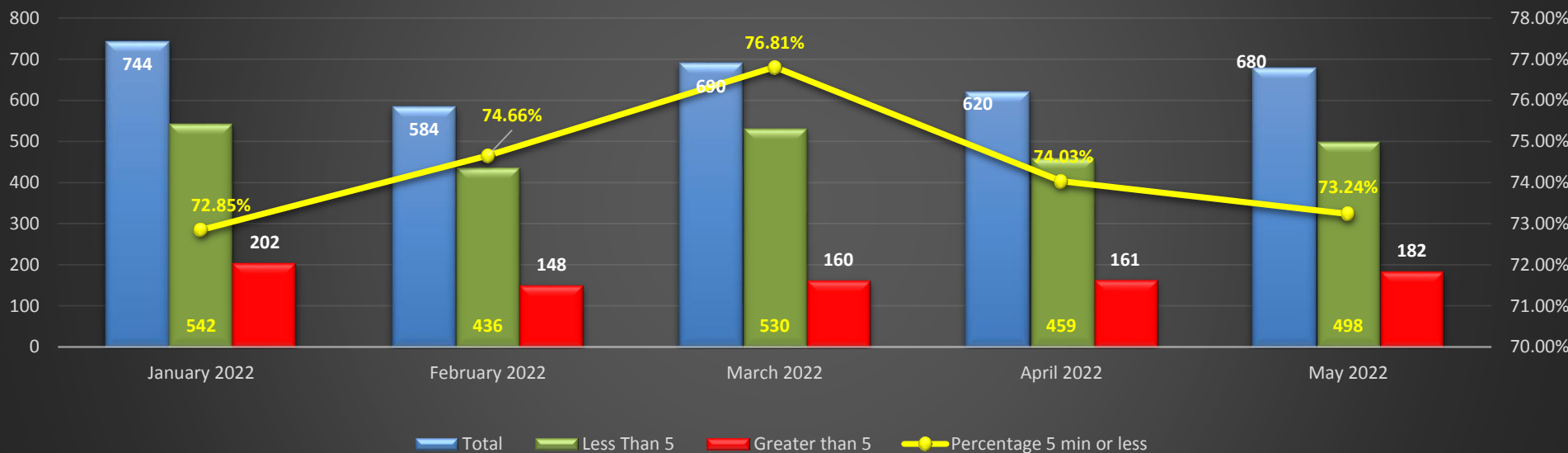
Data Source:
Firehouse Software

Current Period:
05/01/2022 - 05/31/2022

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

➤ Slight decrease when compared to the prior month.

Recommendations

- Continue to re-emphasize importance of EMS responses to members of suppression.
- Investigate below average response times

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

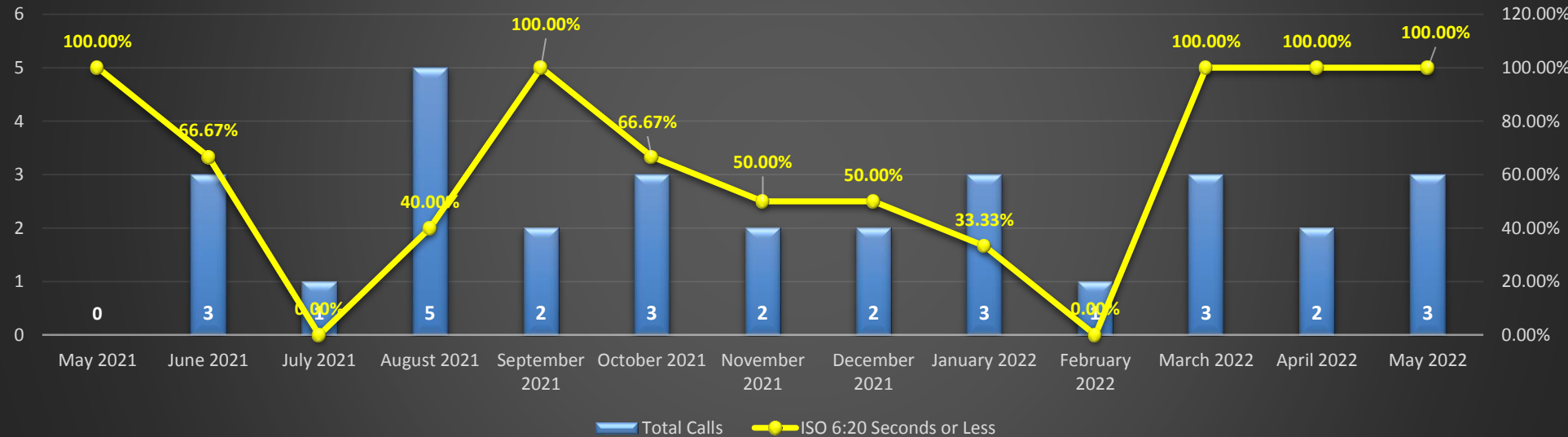
Current Period:
05/01/2022 - 05/31/2022



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

- Excellent work exceeding the response time performance benchmark 3 months in a row.

- Maintain proficiency.
- Continue to strive for 90% benchmark.

- Effective emergency response.

EMS Response Scorecard

Tour A

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



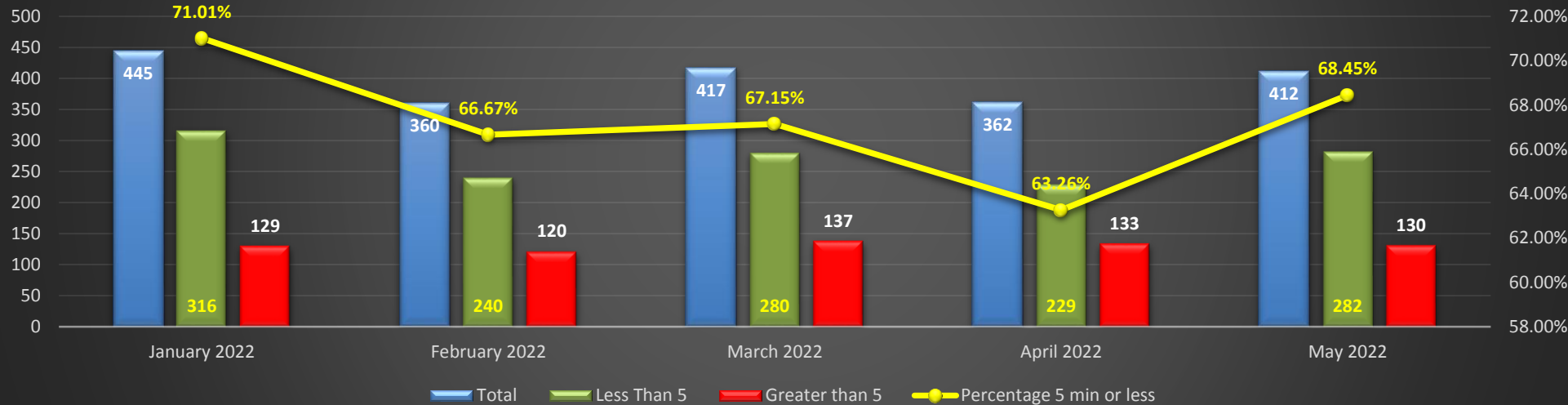
Data Source:
Firehouse Software

Current Period:
05/01/2022 - 05/31/2022

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

➤ Slight increase in response time performance.

Recommendations

➤ Continue to re-emphasize importance of EMS responses to members of suppression.
➤ Investigate below average response times for A Tour.

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

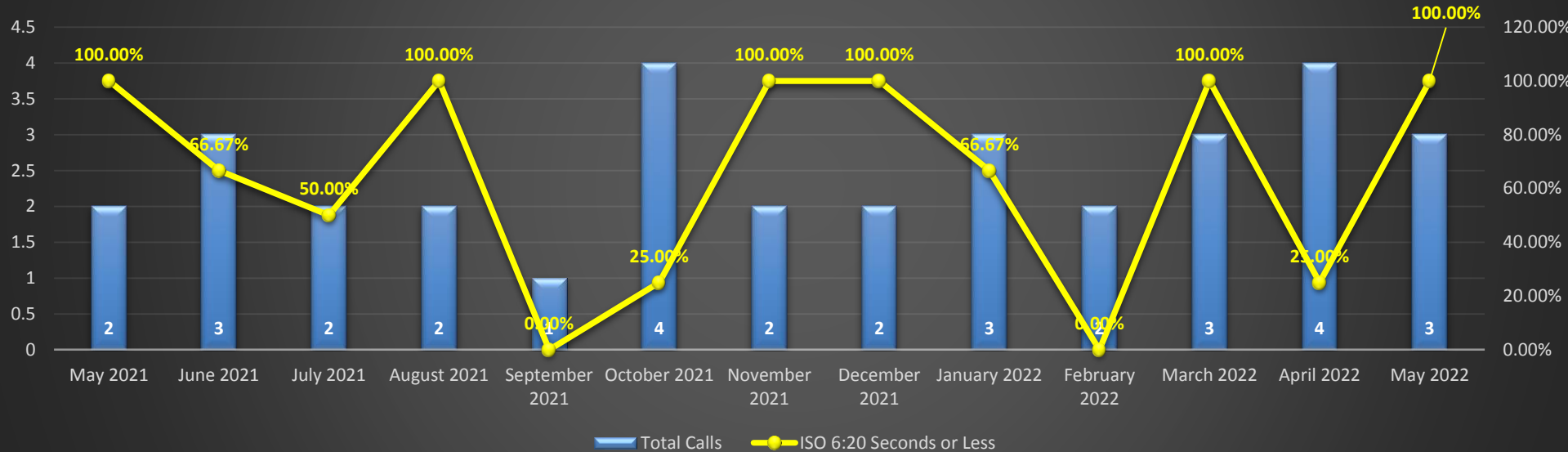
Current Period:
05/01/2022 - 05/31/2022



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

- 100% compliance in response time performance.
- Excellent work B Tour

Recommendations

- Maintain proficiency.
- Continue to strive for 90% benchmark.
- Investigate below average response time for April.

Impact

- Effective emergency response.

EMS Response Scorecard

Tour B

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



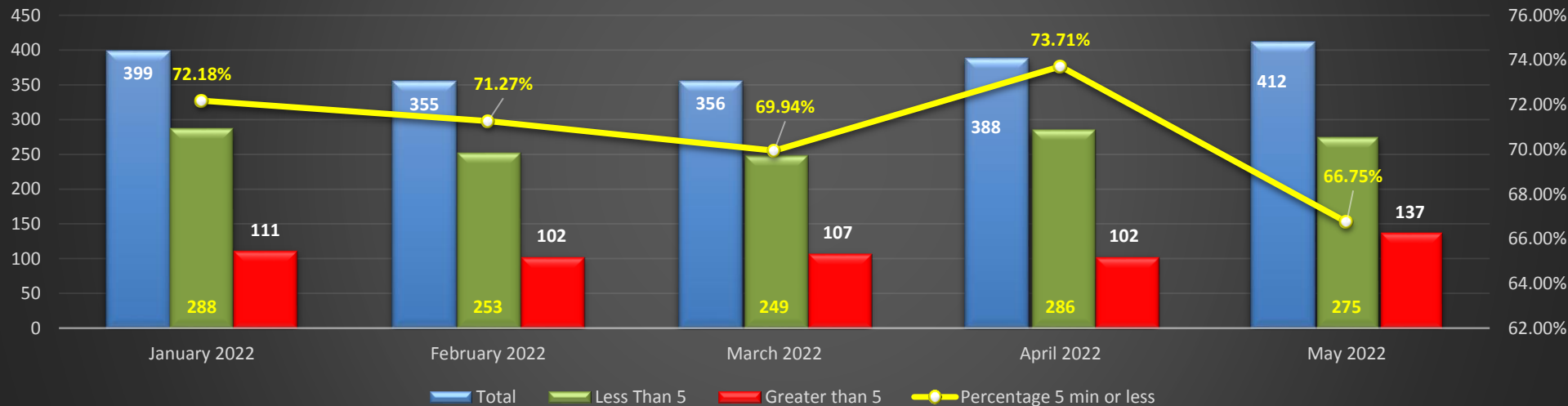
Data Source:
Firehouse Software

Current Period:
05/01/2022 - 05/31/2022

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

➤ Significant declination in response time performance.

Recommendations

- Continue to re-emphasize importance of EMS responses to members of suppression.
- Investigate below average response time

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:
05/01/2022 - 05/31/2022



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

➤ Significant decrease in response time performance.

Recommendations

- Maintain proficiency.
- Continue to strive for 90% benchmark.
- Investigate below average response time for the month of May.

Impact

➤ Efficiency of emergency response.

EMS Response Scorecard

Tour C

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



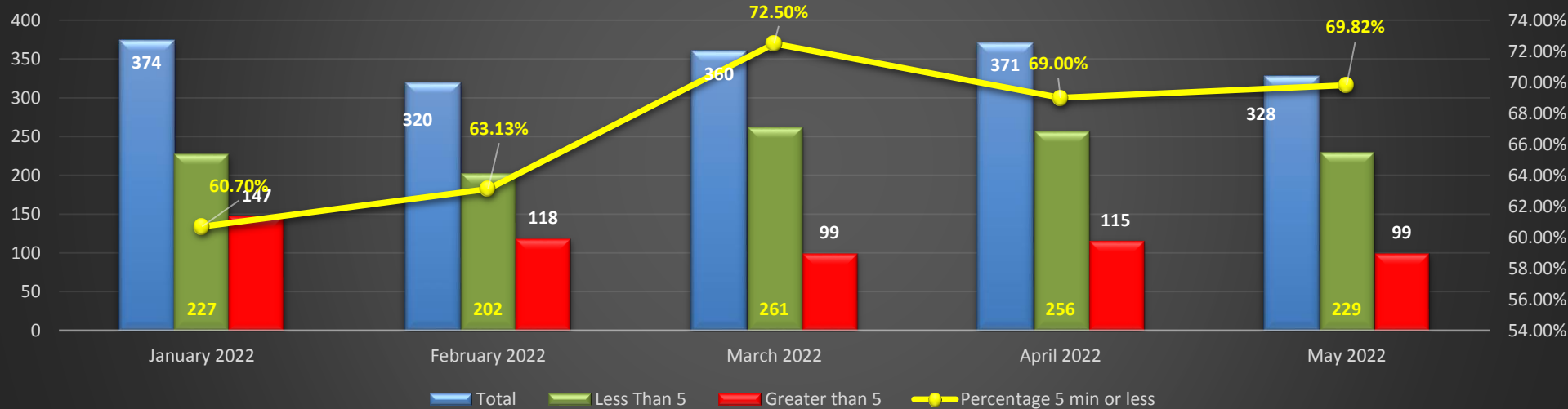
Data Source:
Firehouse Software

Current Period:
05/01/2022 - 05/31/2022

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

- Steady performance in response time performance two months straight.
- Improvement in response time needed

Recommendations

- Continue to re-emphasize importance of EMS responses to members of suppression.
- Investigate below average response times.

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

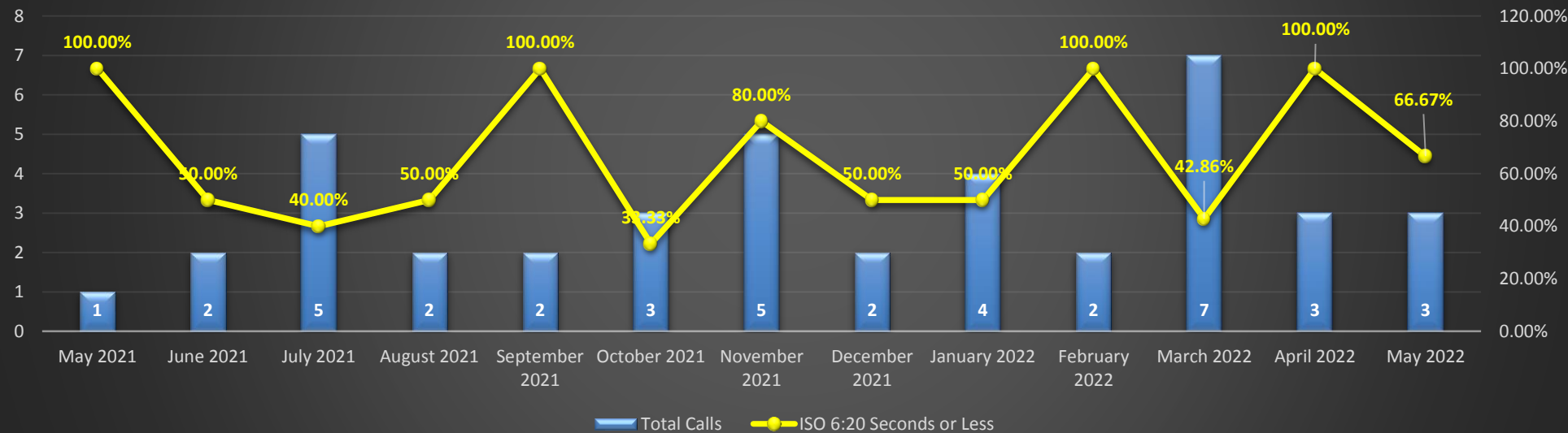
Current Period:
05/01/2022 - 05/31/2022



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

➤ Approximately 35% declination in response time.

Recommendations

- Maintain proficiency.
- Continue to strive for 90% benchmark.

Impact

➤ Life safety incident stabilization.

EMS Response Scorecard

Tour D

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



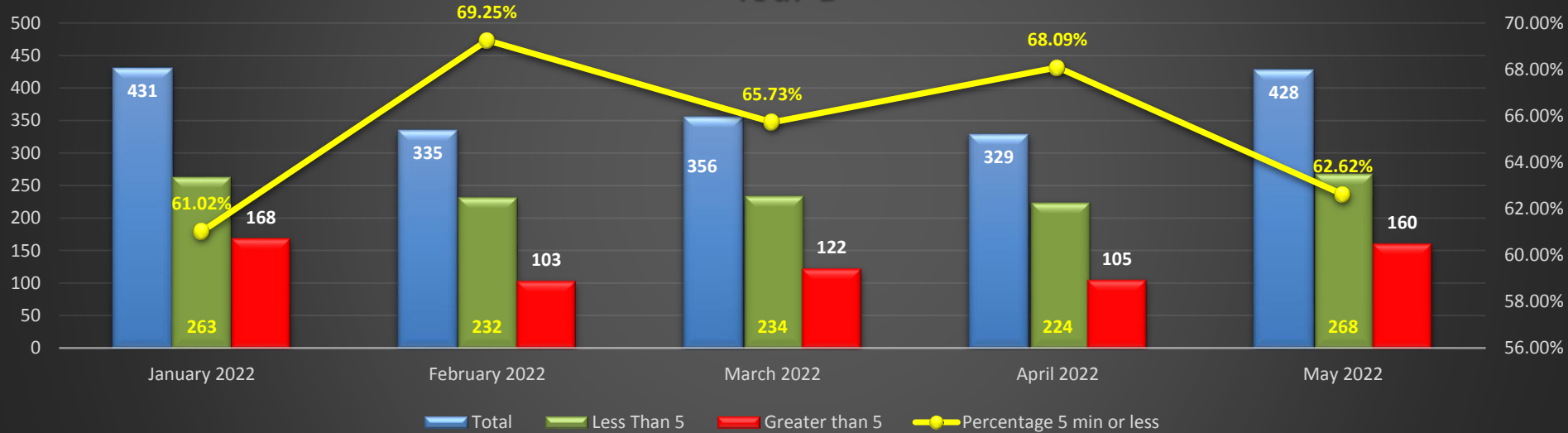
Data Source:
Firehouse Software

Current Period:
05/01/2022 - 05/31/2022

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

➤ Slight inclination in response time performance.

Recommendations

➤ Continue to re-emphasize importance of EMS responses to members of suppression.
➤ Strive to attain benchmark goal each month.

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

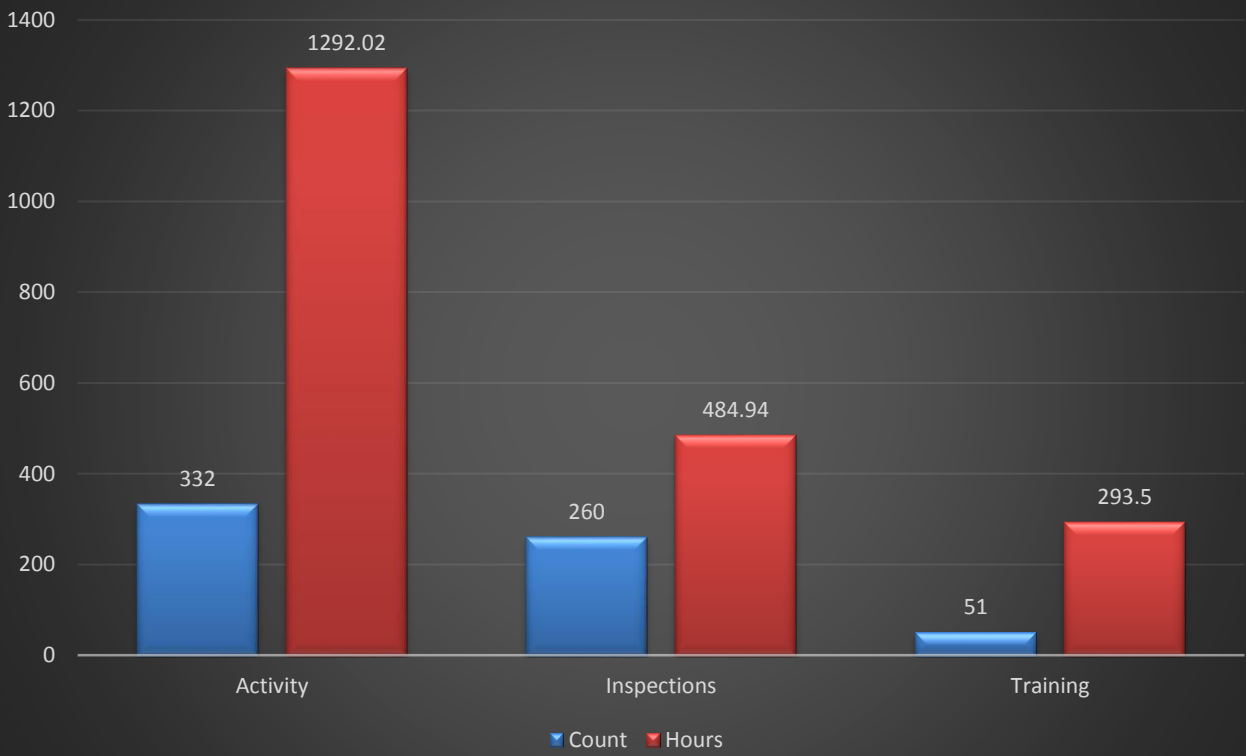
Performance Target – Risk in the community are minimized through a proactive code enforcement and public education program, respectively.

Data Source: HFD Firehouse Software

Current Period: 05/01/2022 - 05/31/2022

HISTORICAL ANALYSIS

Reporting Period	Violations		
	Violations Found	Violations Cleared	
11/21	57	114	
12/21	267	53	
01/22	438	88	
02/22	161	99	
03/22	68	88	
04/22	44	89	
05/22	93	58	



Attendance

Total Hours Accounted:	2070.46	Total Hours Off:	1016
Total Hours on Duty:	2670.5	Hours Accounted For:	77.53%

Recommendations

- Over 20% of time not accounted for.
- Input hours accounted within 24 hours.

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.

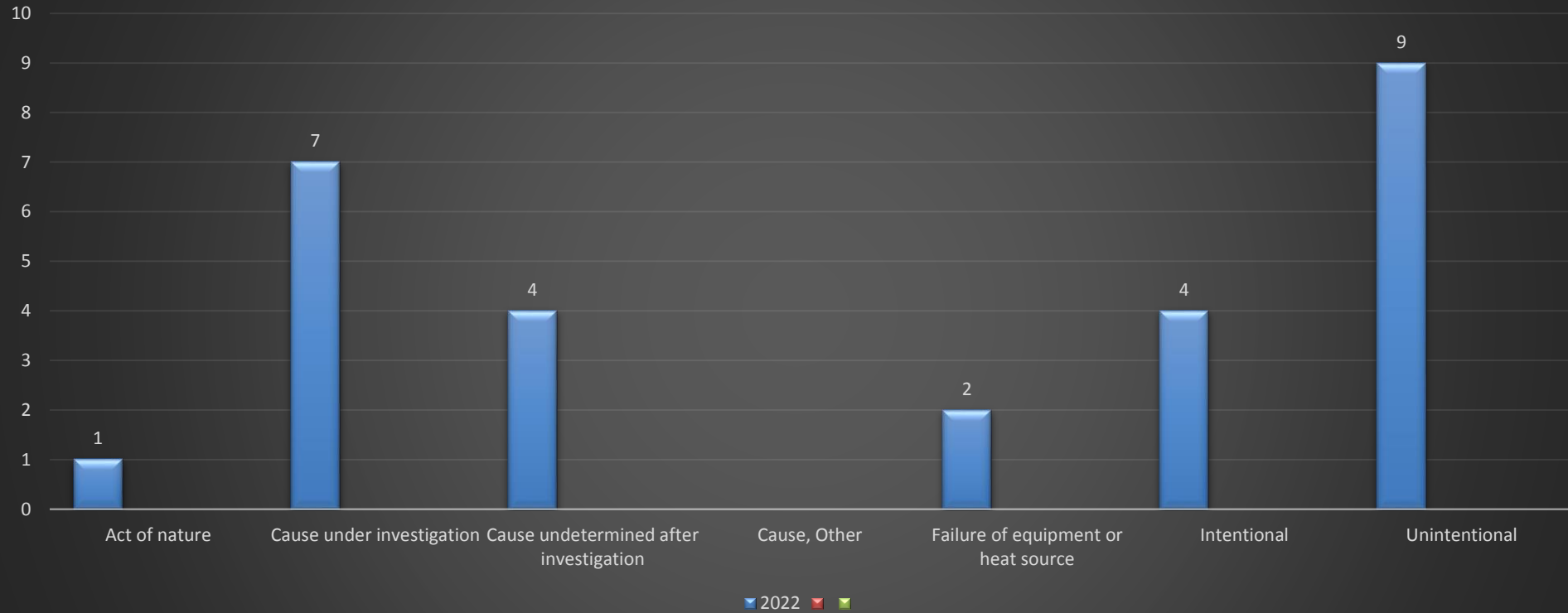


Data Source:
Firehouse Software

Current Period:
05/01/2022 - 05/31/2022

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 remain steady compared to 2021.
- Intentional fires are down in comparison to 2021.

Recommendations

- Assess effectiveness of community risk reduction program.
- Continue to monitor cause of fires.

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.

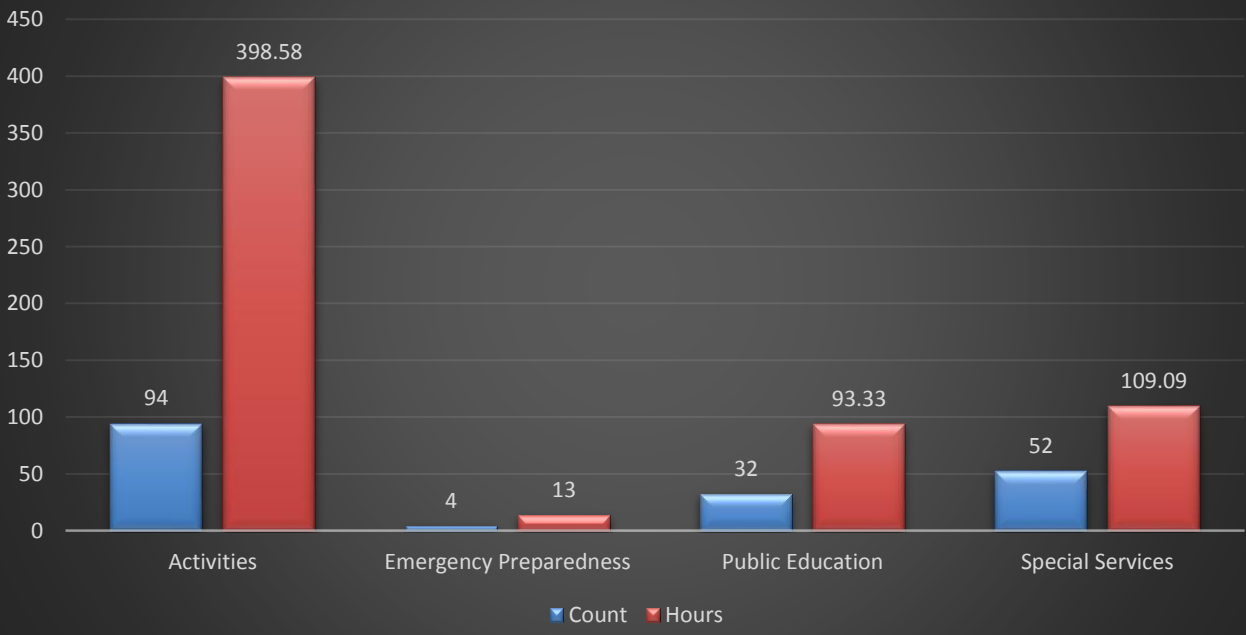
Data Source: HFD Firehouse Software

Current Period: 05/01/2022 - 05/31/2022

HISTORICAL ANALYSIS

Reporting Period	03/22	04/22	05/22
Total Activities	229	166	182
Total Adults	328	924	2,476
Total Children	109	382	774
Smoke Detector	14	0	48
Car Seats	2	1	0

7 CO Alarms



Attendance

Total Hours Accounted:	614	Total Hours Off:	60
Total Hours on Duty:	621.5	Hours Accounted For:	98.79%

Recommendations

- Excellent community engagement and work in the firehouses.
- Excellent account of time.

Impact

- Community is receiving adequate public fire & life safety education. Partnership with FMO has been 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.



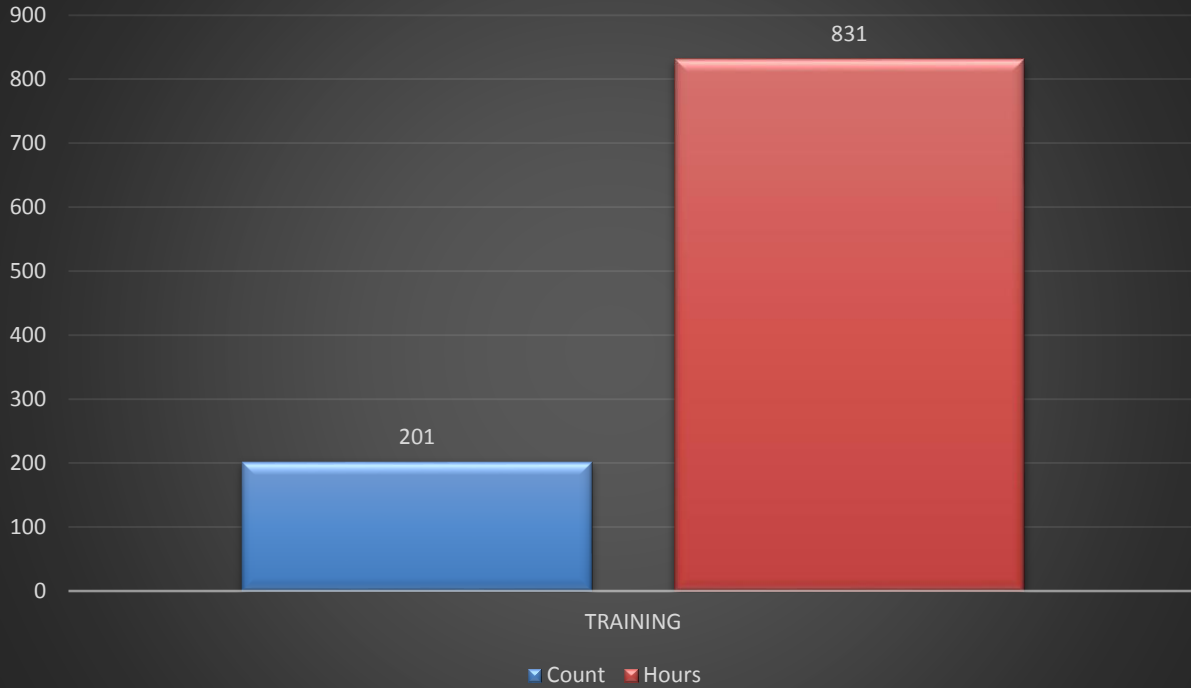
HFD Strategic Priorities:
Provide Mandated Training to Hartford Fire Department Personnel

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: 05/01/2022 – 05/31/2022

HISTORICAL ANALYSIS



Attendance

Recommendations

Impact

Total Hours Accounted:	831	Total Hours Off:	240
Total Hours on Duty:	831	Hours Accounted For:	100.00%

- Outstanding work by our Training Division personnel. Job well done.
- 100% of time accounted for.

- 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.

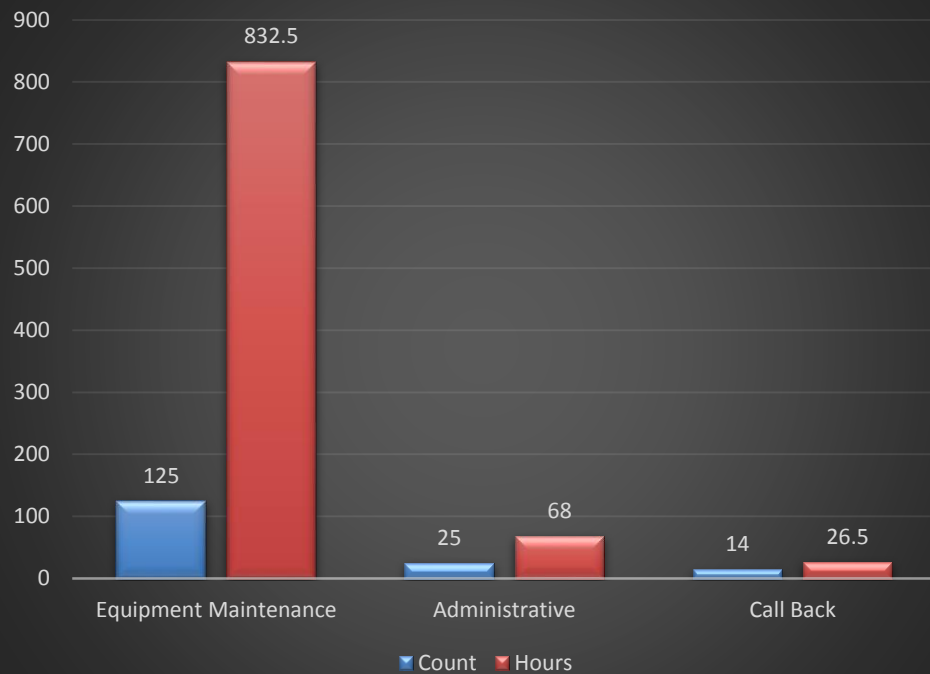
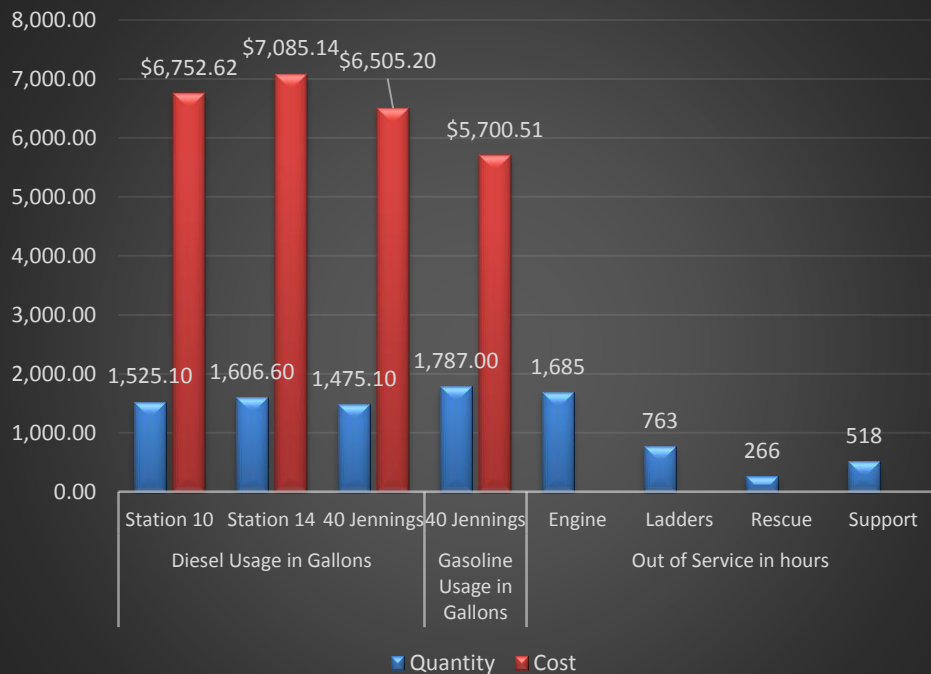


Data Source:
HFD Firehouse Software

Current Period:
05/01/2022 – 05/31/2022

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

Total Hours Accounted:	927	Total Hours Off:	310
Total Hours on Duty:	1121	Hours Accounted For:	82.69%

Recommendations

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

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



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

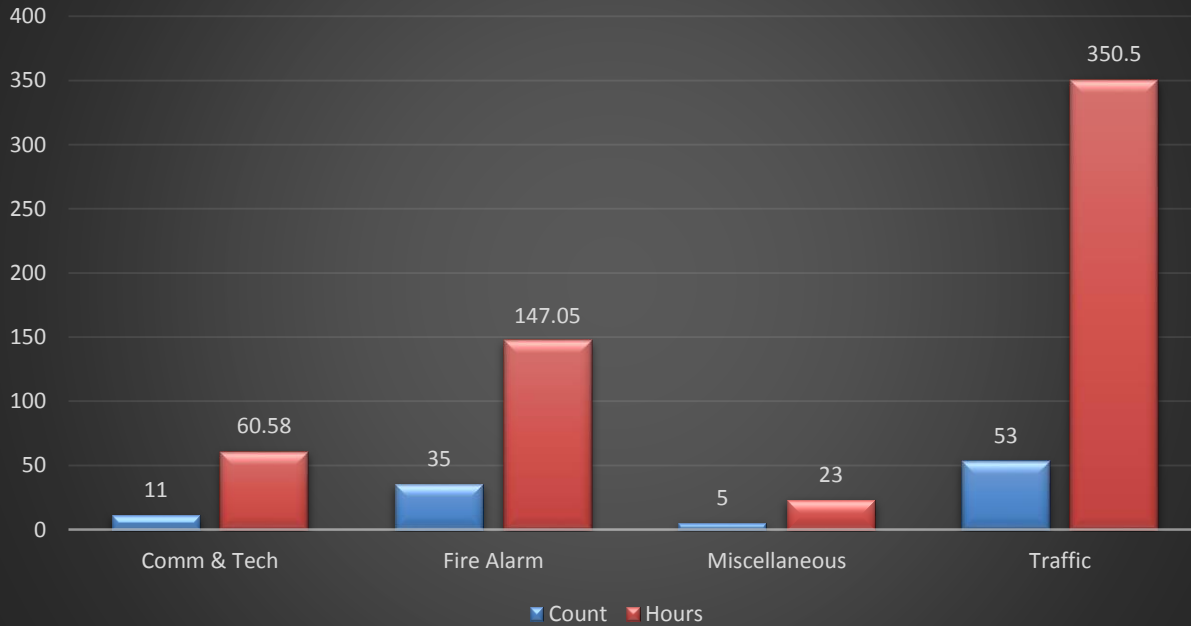
Performance Target – Mitigate a diverse portfolio of service calls.

Data Source: HFD Firehouse Software

Current Period: 05/01/2022 – 05/31/2022



764 Call Before You Digs



Attendance

Total Hours Accounted:	581.13	Total Hours Off:	50
Total Hours on Duty:	720.58	Hours Accounted For:	80.65%

Recommendations

- ✓ Excellent overall work.
- ✓ 90% of time must be accounted for.

Impact

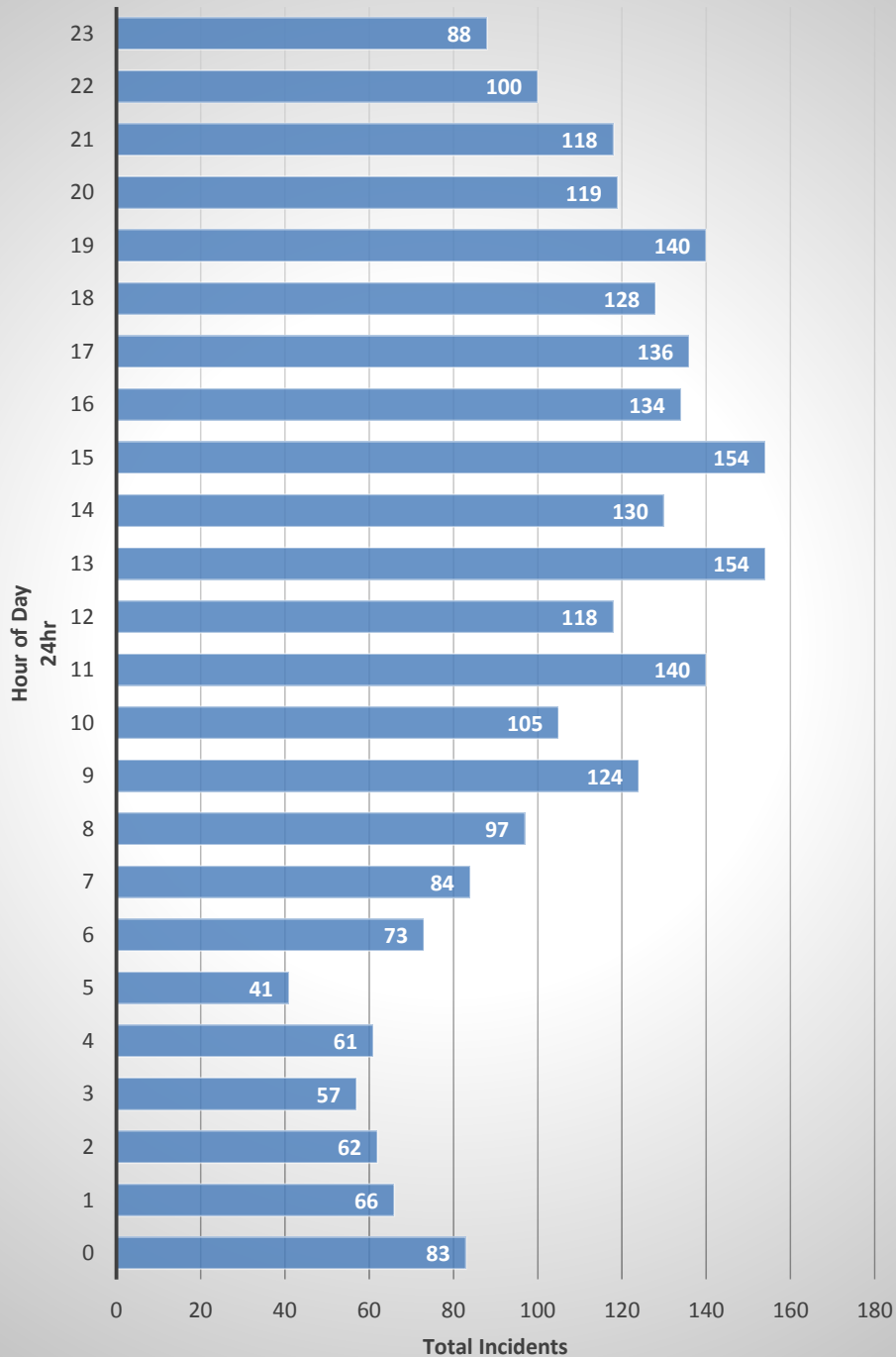
- IS&IT execution of relevant duties and responsibilities.

EMERGENCY RESPONSE DATA

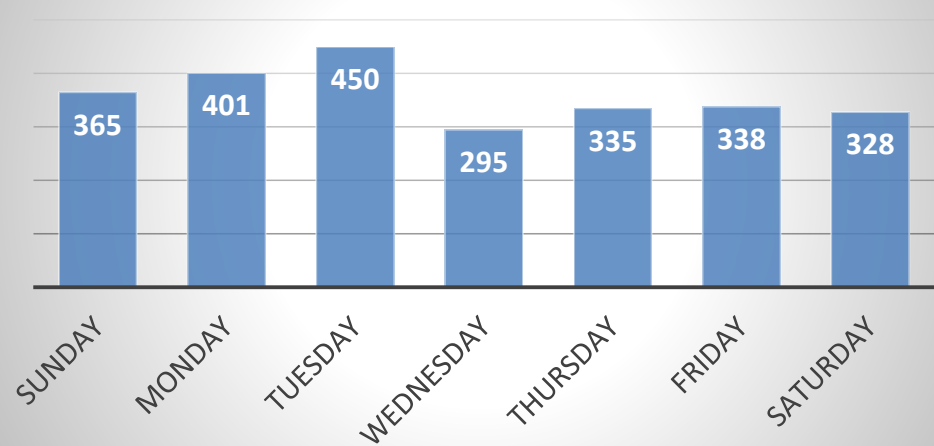


"Goal Oriented, Results Driven"

Incidents by Hour



Incidents by Day of Week



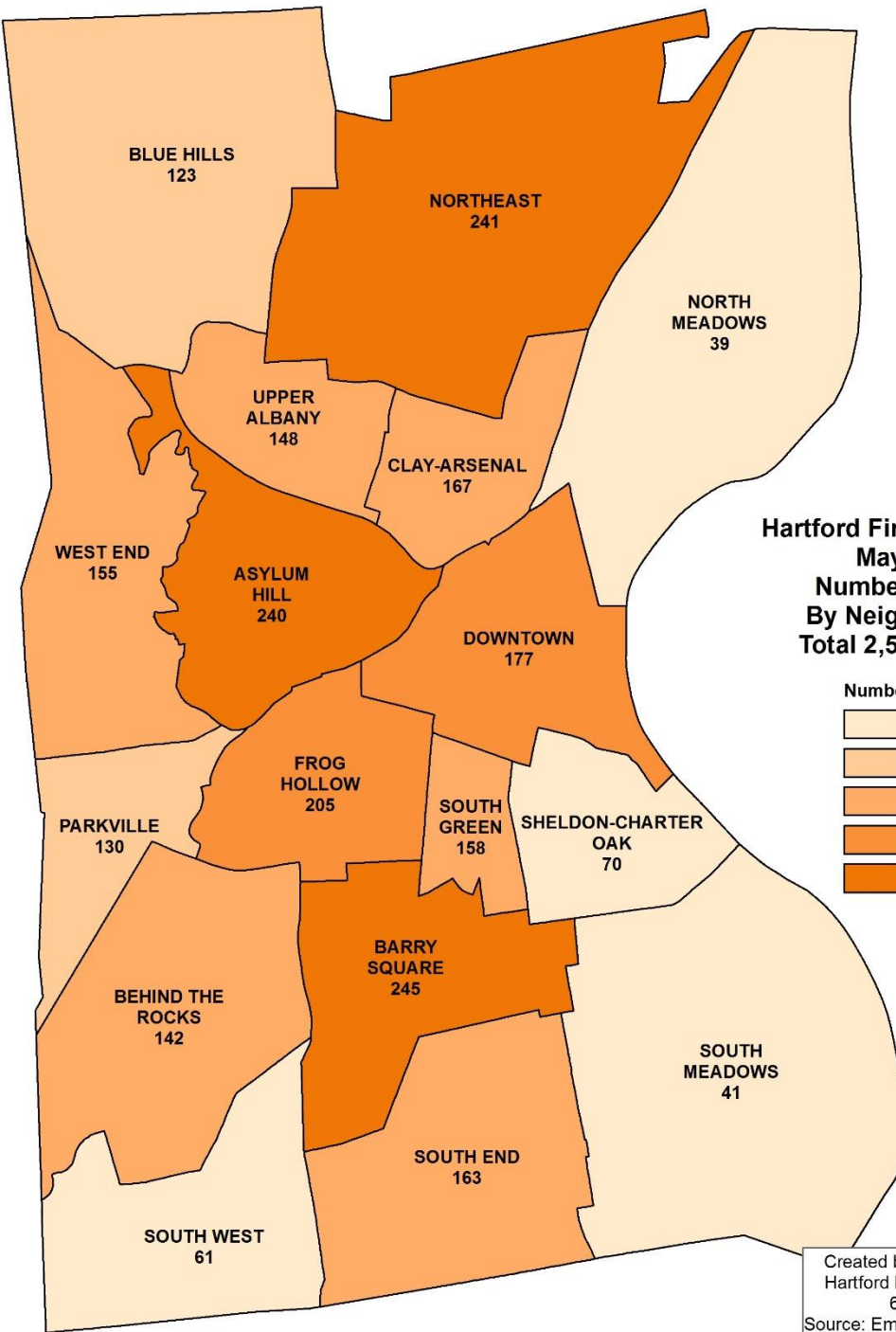
Top 5 Calls for Service

Incident Type	Description	Count
321	EMS call, excluding vehicle accident with injury	880
311	Medical assist, assist EMS crew	502
500	Service Call, other	174
622	No Incident found on arrival at dispatch address	168
322	Motor vehicle accident with injuries	93

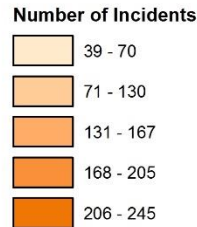
Incidents by Category

Category	Incidents
EMS	1694
SERVICE	344
UNDEFINE	190
ALARM	181
FIRE	57
RESCUE	28
HAZMAT	15

Incidents by Neighborhood May 2022



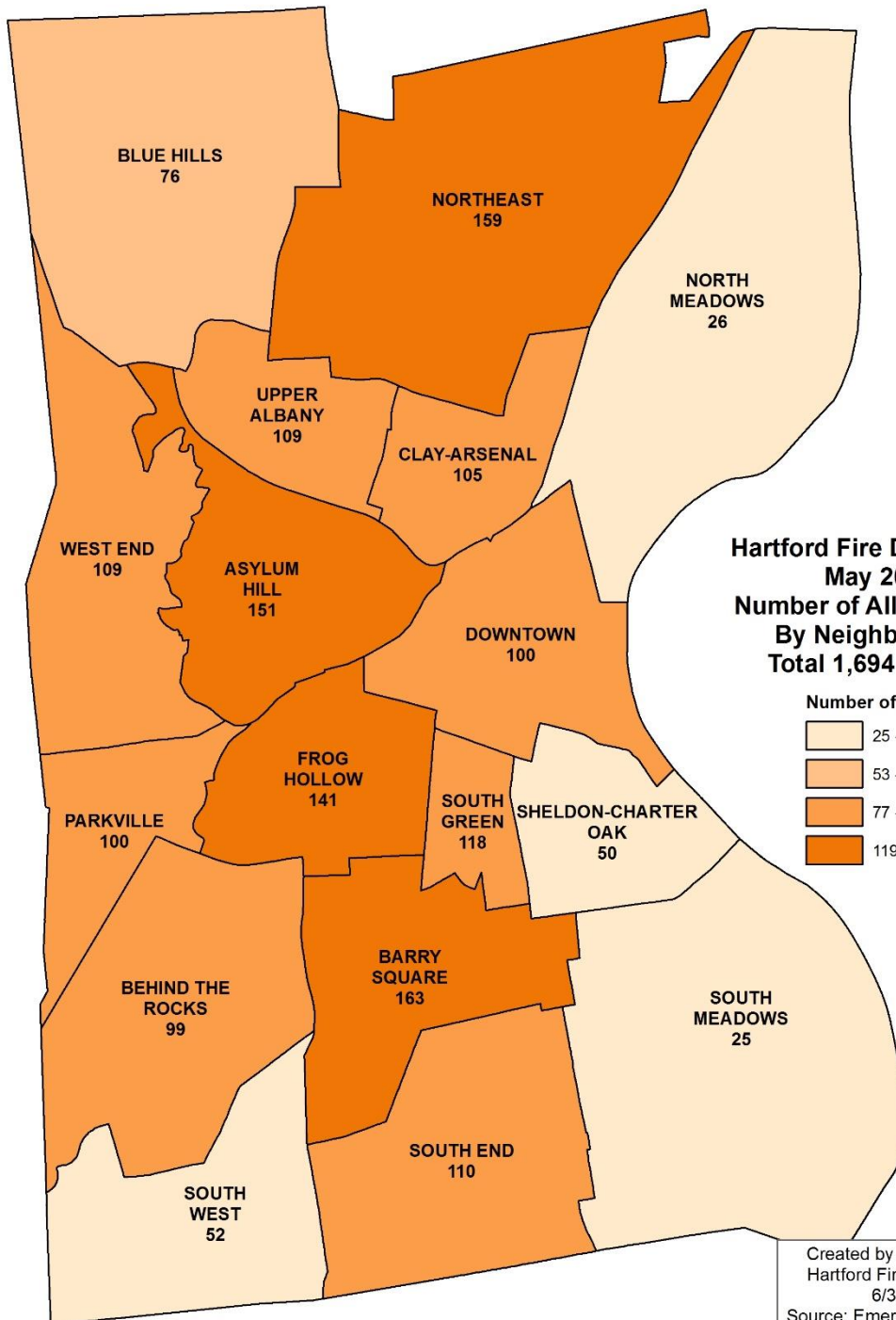
**Hartford Fire Department
May 2022
Number of Calls
By Neighborhood
Total 2,512 of Calls**



Neighborhood	Count
BARRY SQUARE	245
NORTHEAST	241
ASYLUM HILL	240
FROG HOLLOW	205
DOWNTOWN	177
CLAY-ARSENAL	167
SOUTH END	163
SOUTH GREEN	158
WEST END	155
UPPER ALBANY	148
BEHIND THE ROCKS	142
PARKVILLE	130
BLUE HILLS	123
SHELDON-CHARTER OAK	70
SOUTH WEST	61
SOUTH MEADOWS	41
NORTH MEADOWS	39

Created by Leandro Cieri
Hartford Fire Department
6/3/2022
Source: Emergency Reporting
Geocoded: 2,505
Not Geocoded: 7

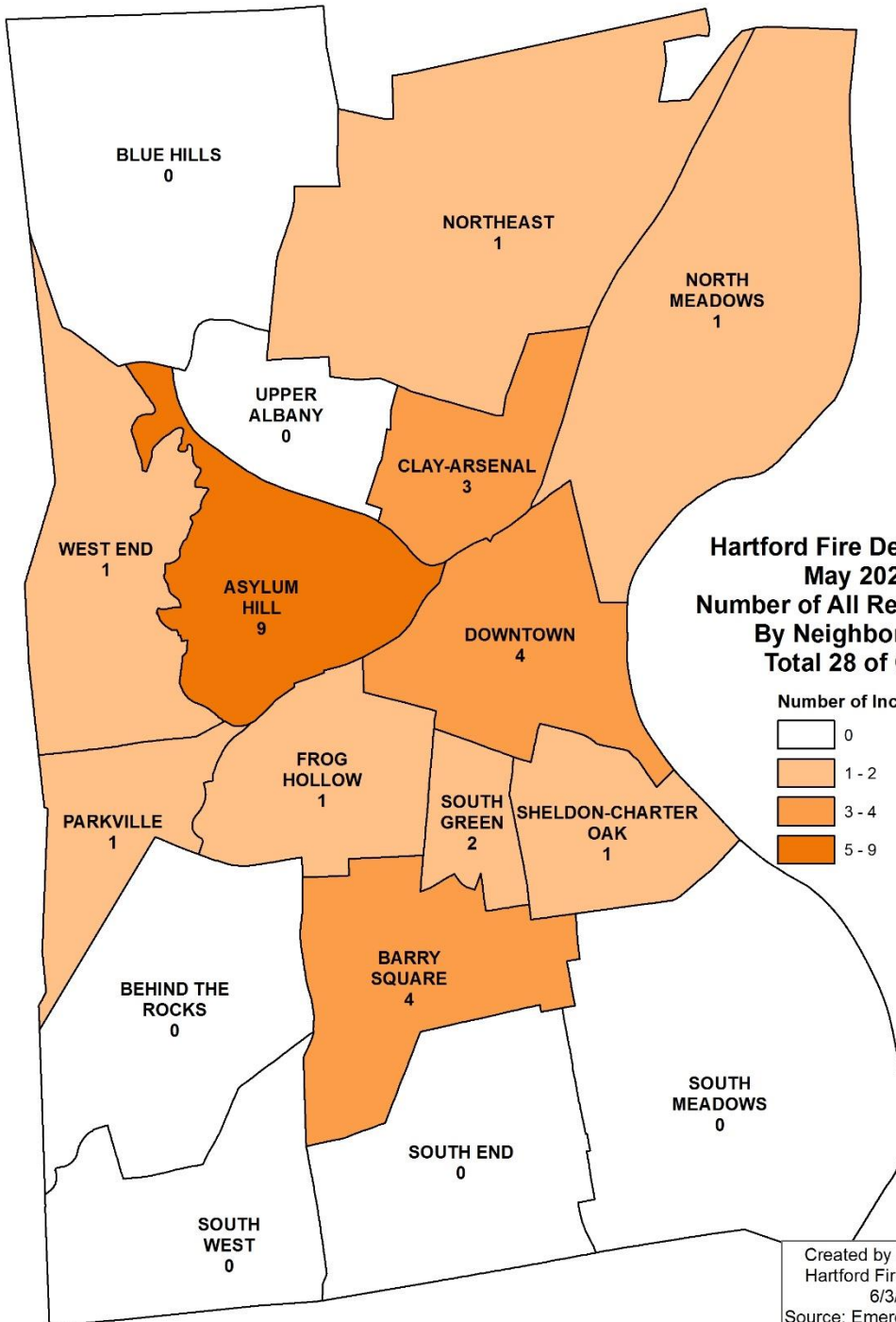
EMS May 2022



Incident Type	Description	Count
321	EMS call, excluding vehicle accident with injury	880
311	Medical assist, assist EMS crew	502
322	Motor vehicle accident with injuries	93
381	Rescue or EMS standby	71
324	Motor Vehicle Accident with no injuries	69
300	Rescue, EMS incident, other	45
510	Person in distress, Other	29
323	Motor vehicle/pedestrian accident (MV Ped)	5

Created by Leandro Cieri
Hartford Fire Department
6/3/2022
Source: Emergency Reporting
Geocoded 1,693
Not Geocoded: 1

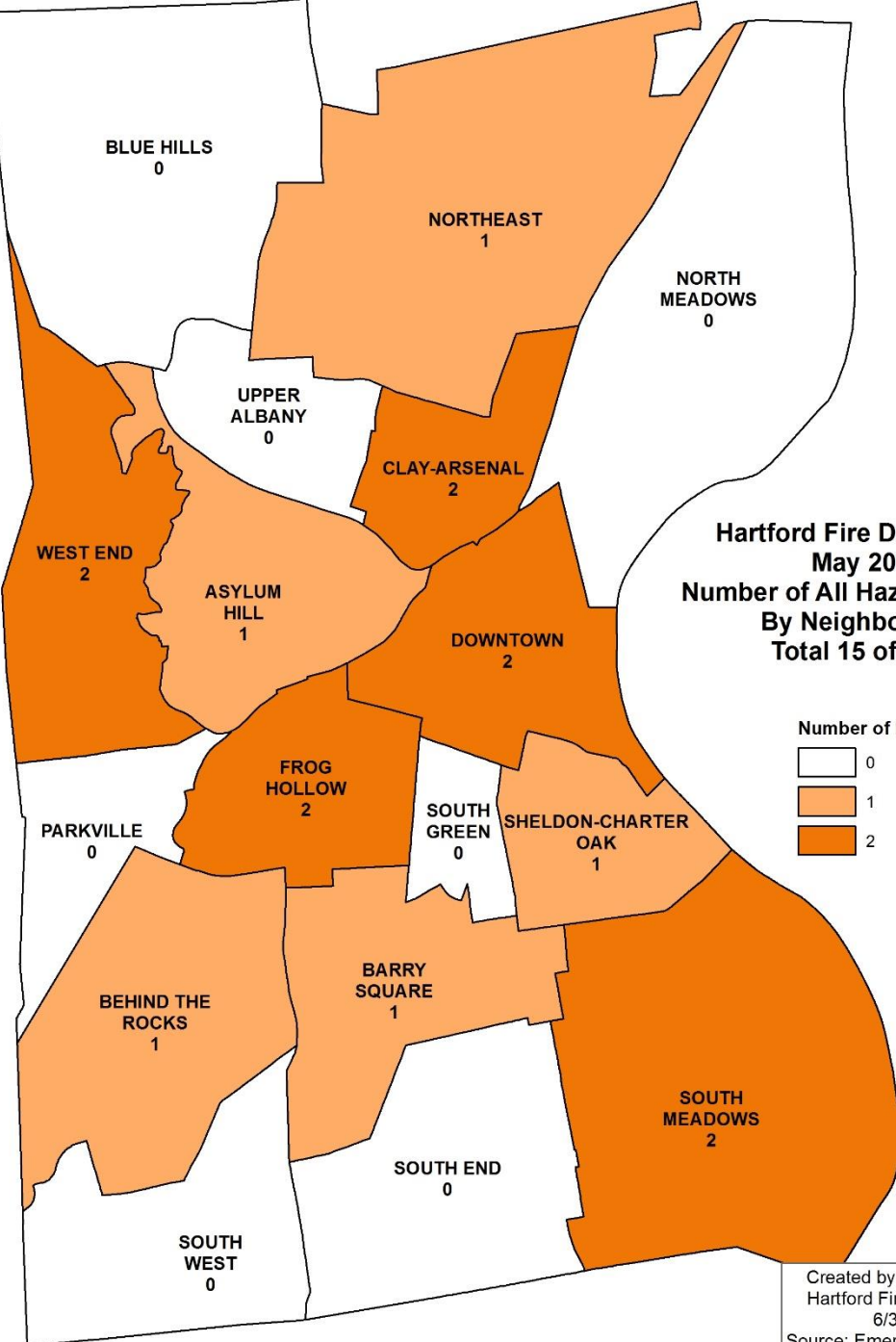
Rescue Calls May 2022



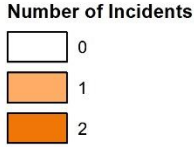
Incident Type	Description	Count
353	Removal of victim(s) from stalled elevator	18
511	Lock-out	7
352	Extrication of victim(s) from vehicle	3

Created by Leandro Cieri
Hartford Fire Department
6/3/2022
Source: Emergency Reporting
Geocoded: 28
Not Geocoded: 0

Hazardous Materials May 2022

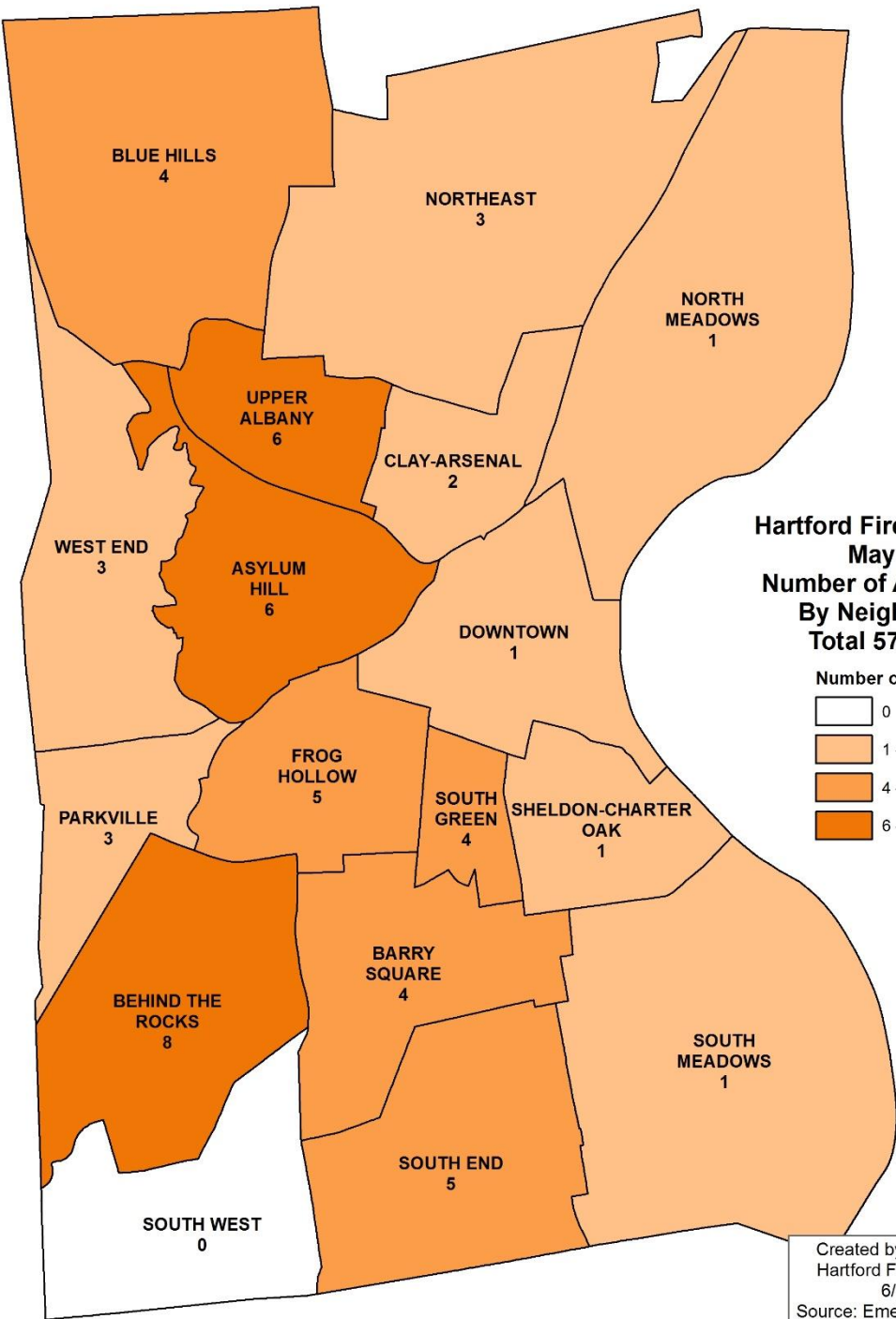


Incident Type	Description	Count
412	Gas leak (natural gas or LPG)	8
411	Gasoline or other flammable liquid spill	4
400	Hazardous condition, Other	2
463	Vehicle accident, general cleanup	1



Created by Leandro Cieri
Hartford Fire Department
6/3/2022
Source: Emergency Reporting
Geocoded: 15
Not Geocoded: 0

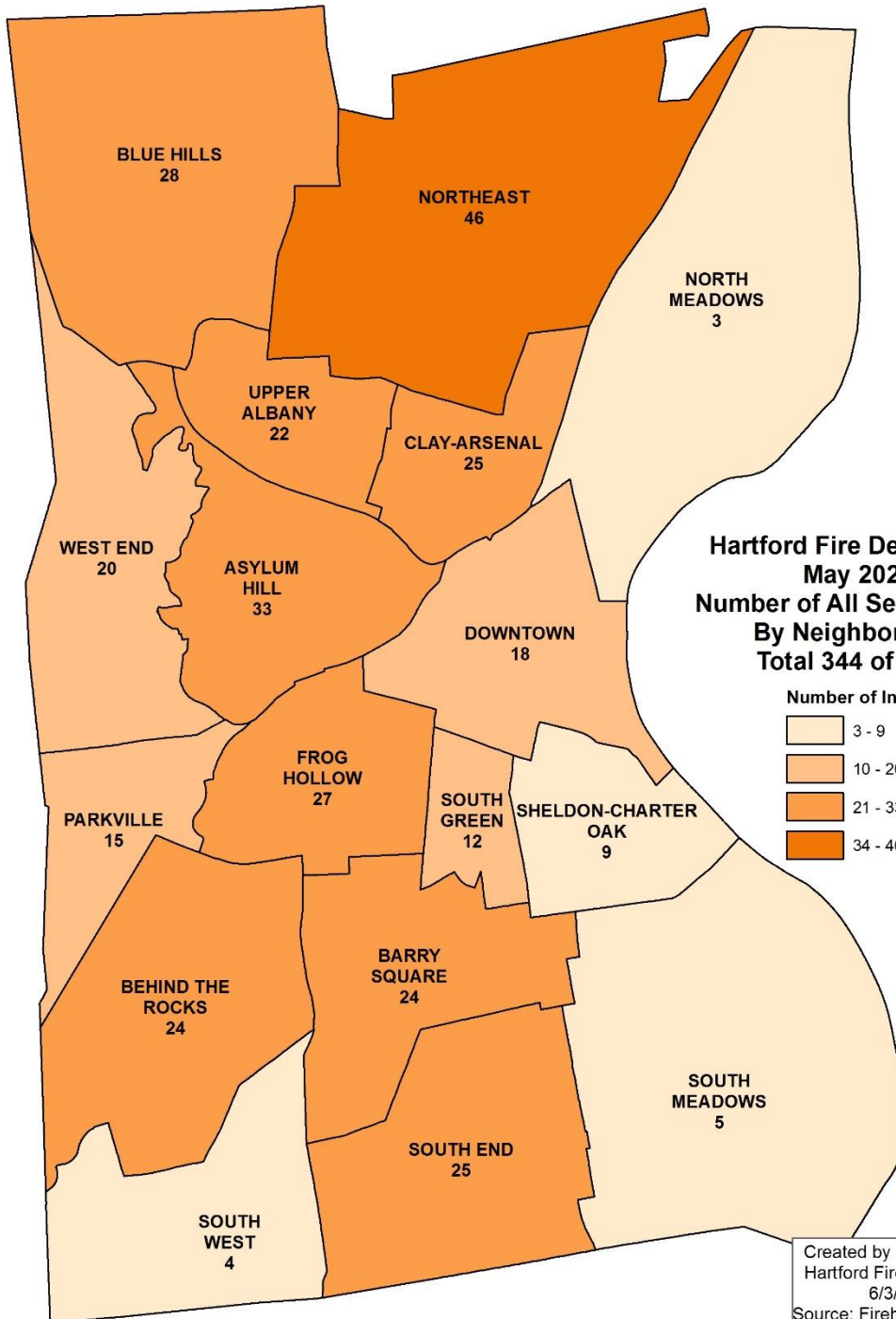
All Fires May 2022



Incident Type	Description	Count
111	Building fire	11
140	Natural vegetation fire, Other	8
151	Outside rubbish, trash or waste fire	6
150	Outside rubbish fire, Other	5
131	Passenger vehicle fire	5
113	Cooking fire, confined to container	4
118	Trash or rubbish fire, contained	4
154	Dumpster or other outside trash receptacle fire	4
142	Brush or brush-and-grass mixture fire	3
112	Fires in structure other than in a building	2
160	Special outside fire, Other	1
153	Construction or demolition landfill fire	1
143	Grass fire	1
100	Fire, Other	1
141	Forest, woods or wildland fire	1

Created by Leandro Cieri
Hartford Fire Department
6/3/2022
Source: Emergency Reporting
Geocoded: 57
Not Geocoded: 0

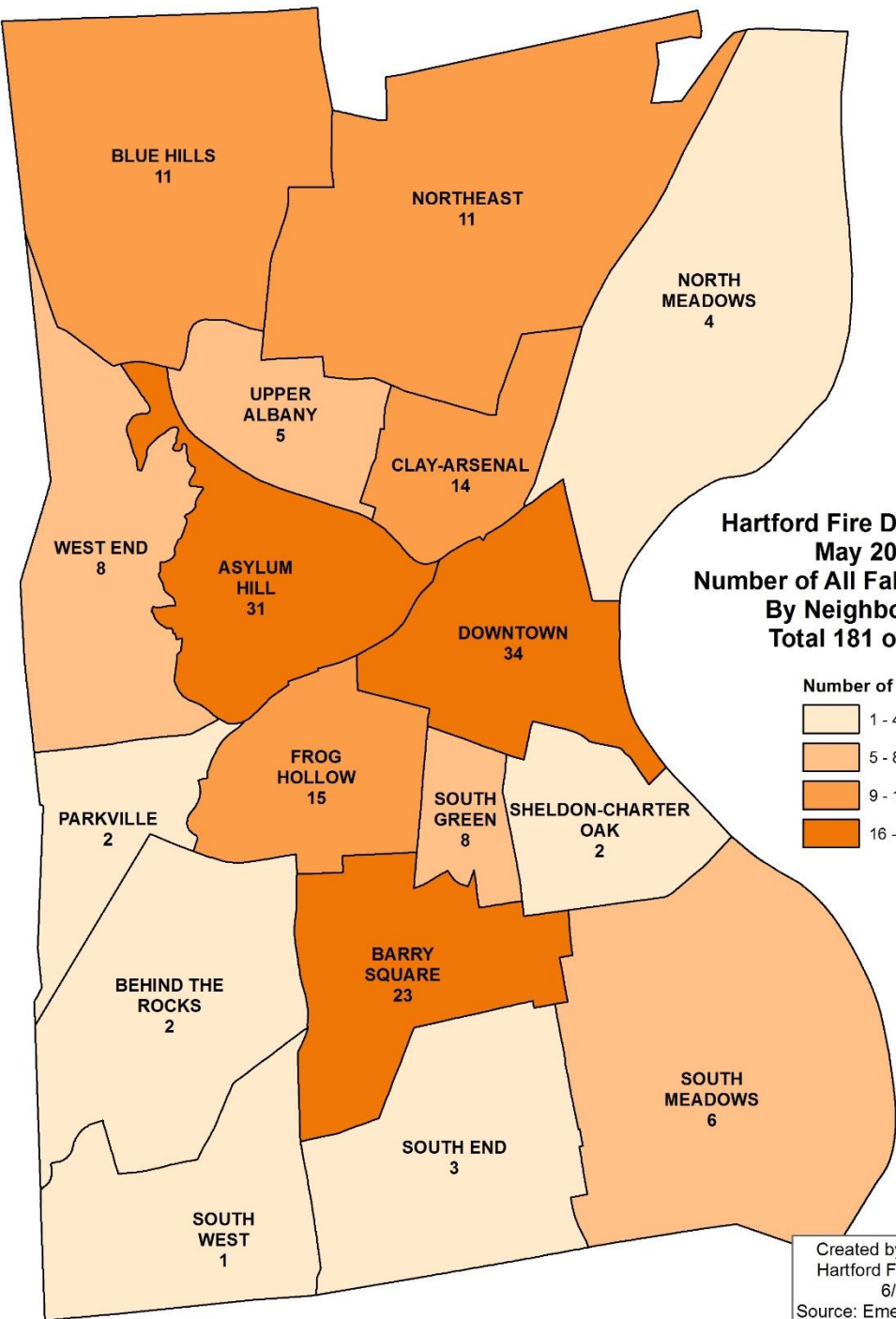
Service Calls May 2022



Created by Leandro Cieri
Hartford Fire Department
6/3/2022
Source: Firehouse Software
Geocoded: 340
Not Geocoded: 4

Incident Type	Description	Count
500	Service Call, other	174
552	Police matter	55
531	Smoke or odor removal	47
553	Public service	26
444	Power line down	9
440	Electrical wiring/equipment problem, Other	7
551	Assist police or other governmental agency	5
520	Water problem, Other	5
554	Assist invalid	4
571	Cover assignment, standby, moveup	3
522	Water or steam leak	3
550	Public service assistance, Other	3
442	Overheated motor	2
542	Animal rescue	1

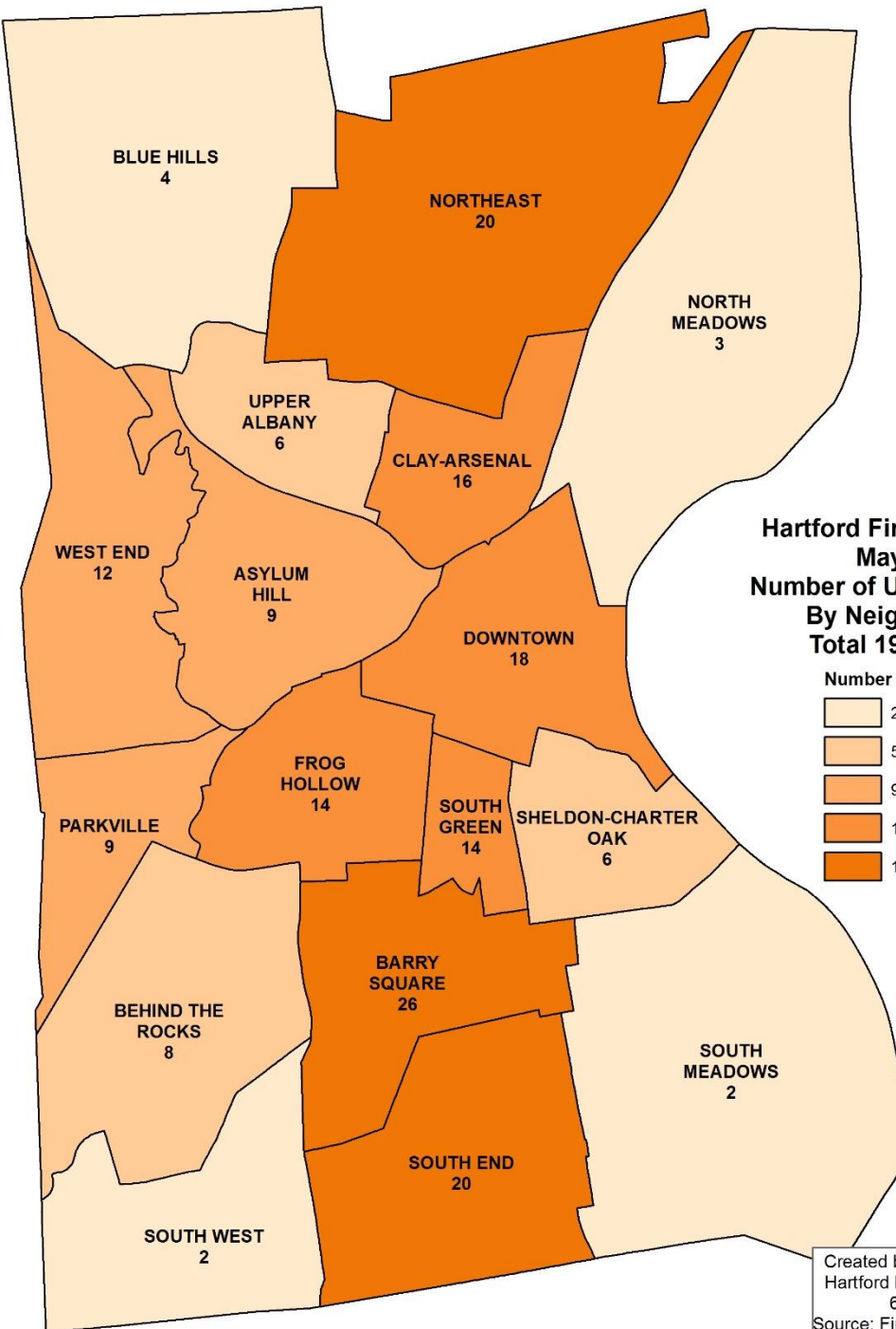
Fire Alarms May 2022



Created by Leandro Cieri
Hartford Fire Department
6/3/2022
Source: Emergency Reporting
Geocoded: 180
Not Geocoded: 1

Incident Type	Description	Count
745	Alarm system activation, no fire - unintentional	57
735	Alarm system sounded due to malfunction	33
743	Smoke detector activation, no fire - unintentional	28
710	Malicious, mischievous false call, Other	17
740	Unintentional transmission of alarm, Other	16
730	System malfunction, Other	10
733	Smoke detector activation due to malfunction	5
715	Local alarm system, malicious false alarm	5
714	Central station, malicious false alarm	2
741	Sprinkler activation, no fire - unintentional	2
711	Municipal alarm system, malicious false alarm	2
700	False alarm or false call, Other	2
736	CO detector activation due to malfunction	1
731	Sprinkler activation due to malfunction	1

Undefined Calls May 2022

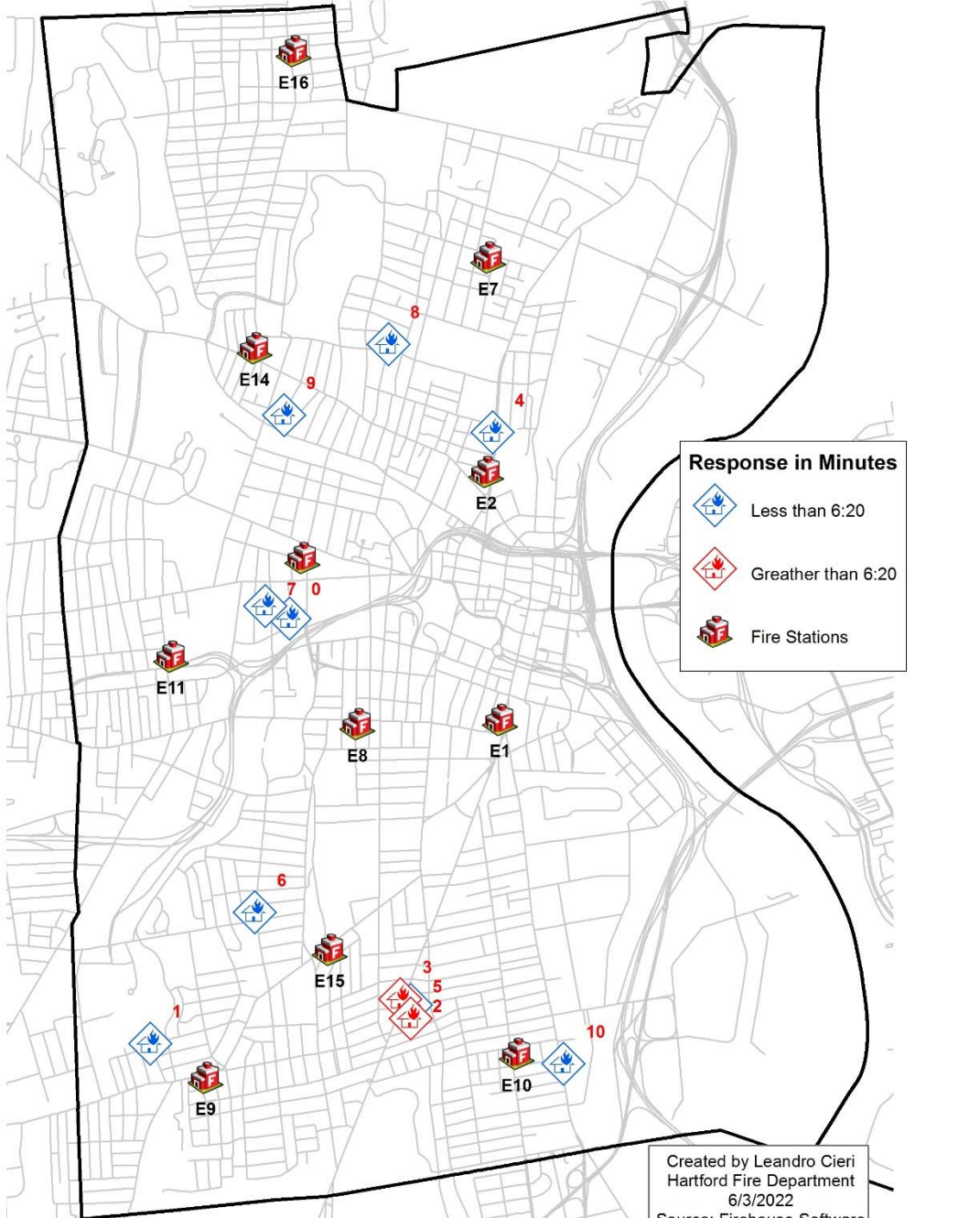


Created by Leandro Cieri
Hartford Fire Department
6/3/2022
Source: Firehouse Software
Geocoded: 189
Not Geocoded: 1

Incident Type	Description	Count
622	No Incident found on arrival at dispatch address	168
661	EMS call, party transported by non-fire agency	8
900	Special type of incident, Other	7
611	Dispatched & cancelled en route	3
652	Steam, vapor, fog or dust thought to be smoke	1
621	Wrong location	1
653	Smoke from barbecue, tar kettle	1
651	Smoke scare, odor of smoke	1

Location of Structure Fires In Relationship to Fire Stations

Key	Incident Number	Response
0	22-147017	0:05:39
1	22-147015	0:05:11
2	22-141034	0:05:34
3	22-140061	0:08:00
4	22-130046	0:03:16
5	22-129061	0:06:27
6	22-129029	0:05:05
7	22-127044	0:04:56
8	22-126075	0:04:28
9	22-126066	0:04:32
10	22-124045	0:04:46



Response in Minutes

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

Created by Leandro Cieri
 Hartford Fire Department
 6/3/2022
 Source: Firehouse Software
 Geocoded: 11
 Not Geocoded: 0

QUESTIONS/COMMENTS



"Goal Oriented, Results Driven"