# City of Hartford
# FIRE DEPARTMENT

## FIRESTAT

*September 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 ISO standards.

**Data Source:** Firehouse Software

**Current Period:** 09/01/2022 - 09/30/2022

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

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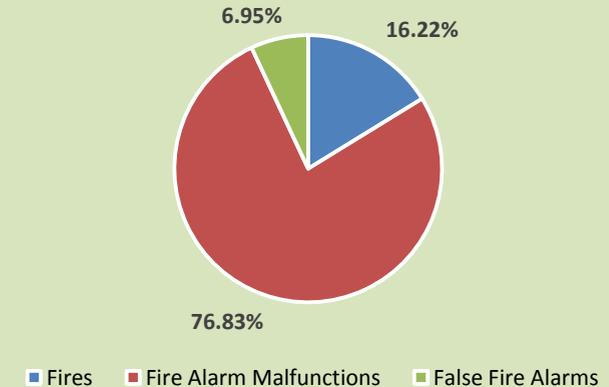
## Structure Fires

| Month | Total Calls | ISO 6:20 Seconds or Less |
|---|---|---|
| September 2021 | 11 | 90.91% |
| October 2021 | 13 | 46.15% |
| November 2021 | 11 | 72.73% |
| December 2021 | 8 | 75.00% |
| January 2022 | 12 | 58.33% |
| February 2022 | 6 | 50.00% |
| March 2022 | 17 | 82.35% |
| April 2022 | 14 | 71.43% |
| May 2022 | 11 | 81.82% |
| June 2022 | 15 | 66.67% |
| July 2022 | 17 | 70.59% |
| August 2022 | 7 | 85.71% |
| September 2022 | 7 | 71.43% |

Legend: Total Calls — ISO 6:20 Seconds or Less

### Analysis
- Same amount of fires compared to last month.
- Significant decrease in response time performance.

### Recommendations
- 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.

### Fire Alarms compared to Actual Fires
- Fires: 16.22%
- Fire Alarm Malfunctions: 76.83%
- False Fire Alarms: 6.95%

# EMS Response Scorecard
## City-Wide

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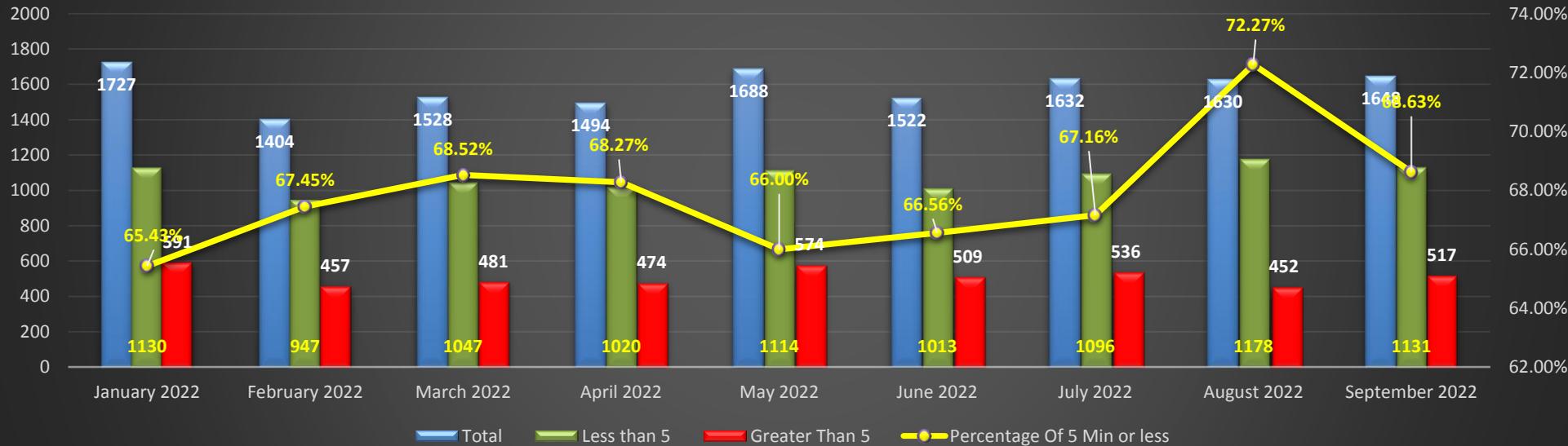
**Data Source:** Firehouse Software

**Current Period:** 09/01/2022 - 09/30/2022

**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

| Month | Total | Less than 5 | Greater Than 5 | Percentage Of 5 Min or less |
|---|---|---|---|---|
| January 2022 | 1727 | 1130 | 591 | 65.43% |
| February 2022 | 1404 | 947 | 457 | 67.45% |
| March 2022 | 1528 | 1047 | 481 | 68.52% |
| April 2022 | 1494 | 1020 | 474 | 68.27% |
| May 2022 | 1688 | 1114 | 574 | 66.00% |
| June 2022 | 1522 | 1013 | 509 | 66.56% |
| July 2022 | 1632 | 1096 | 536 | 67.16% |
| August 2022 | 1630 | 1178 | 452 | 72.27% |
| September 2022 | 1648 | 1131 | 517 | 68.63% |

### Analysis
➢ Slight decrease from last month.
➢ Room for improvement in response time.

### 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

### First Engine Response in District 1 Area



| | Total Calls | ISO 6:20 Seconds or Less |
|---|---|---|
| September 2021 | 7 | 85.71% |
| October 2021 | 8 | 50.00% |
| November 2021 | 7 | 71.43% |
| December 2021 | 4 | 100.00% |
| January 2022 | 6 | 50.00% |
| February 2022 | 5 | 40.00% |
| March 2022 | 13 | 76.92% |
| April 2022 | 3 | 66.67% |
| May 2022 | 8 | 75.00% |
| June 2022 | 9 | 66.67% |
| July 2022 | 9 | 77.78% |
| August 2022 | 5 | 80.00% |
| September 2022 | 5 | 60.00% |

| Analysis | Recommendations | Impact |
|---|---|---|
| ➢ A significant decrease in response time performance in District 1 geographical area.<br>➢ Same amount of fire duty as last month. | ➢ Investigate loss in response time performance.<br>➢ Continue to strive for 90% benchmark. | ➢ Life safety stabilization |

# EMS Response Scorecard
## District 1

**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

| Month | Total | Less Than 5 | Greater Than 5 | Percentage of 5 Min or less |
|---|---|---|---|---|
| January 2022 | 973 | 587 | 386 | 60.33% |
| February 2022 | 820 | 511 | 309 | 62.32% |
| March 2022 | 836 | 517 | 319 | 61.84% |
| April 2022 | 874 | 561 | 313 | 64.19% |
| May 2022 | 1007 | 616 | 391 | 61.17% |
| June 2022 | 875 | 546 | 329 | 62.40% |
| July 2022 | 877 | 538 | 339 | 61.35% |
| August 2022 | 909 | 633 | 276 | 69.64% |
| September 2022 | 936 | 633 | 303 | 67.63% |

## Analysis
- Slight declination in response time performance from last month.
- Area for 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
## 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:** 09/01/2022 - 09/30/2022

**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

| Month | Total Calls | ISO 6:20 Seconds or Less |
|---|---|---|
| September 2021 | 3 | 100.00% |
| October 2021 | 5 | 40.00% |
| November 2021 | 4 | 75.00% |
| December 2021 | 4 | 50.00% |
| January 2022 | 6 | 66.67% |
| February 2022 | 1 | 100.00% |
| March 2022 | 6 | 83.33% |
| April 2022 | 11 | 72.73% |
| May 2022 | 3 | 100.00% |
| June 2022 | 6 | 66.67% |
| July 2022 | 8 | 62.50% |
| August 2022 | 2 | 100.00% |
| September 2022 | 2 | 100.00% |

| Analysis | Recommendations | Impact |
|---|---|---|
| ➤ Great job District 2 in responses to your geographical area.<br>➤ 100% compliance. | ➤ Maintain proficiency.<br>➤ 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:** 09/01/2022 - 09/30/2022

**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

| Month | Total | Less Than 5 | Greater than 5 | Percentage 5 min or less |
|-------|-------|-------------|----------------|--------------------------|
| January 2022 | 744 | 542 | 202 | 72.85% |
| February 2022 | 584 | 436 | 148 | 74.66% |
| March 2022 | 690 | 530 | 160 | 76.81% |
| April 2022 | 620 | 459 | 161 | 74.03% |
| May 2022 | 680 | 498 | 182 | 73.24% |
| June 2022 | 645 | 467 | 178 | 72.40% |
| July 2022 | 751 | 557 | 194 | 74.17% |
| August 2022 | 719 | 544 | 175 | 75.66% |
| September 2022 | 710 | 498 | 212 | 70.14% |

| Analysis | Recommendations | Impact |
|----------|-----------------|--------|
| ➢ Slight decrease in response time performance compared to the prior month. ➢Area for improvement | ➢ Continue to re-emphasize importance of EMS responses to members of suppression. ➢ Continue to strive for 90% benchmark. | ➢ 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:**
09/01/2022 - 09/30/2022

**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



| Month | Total Calls | ISO 6:20 Seconds or Less |
|---|---|---|
| September 2021 | 2 | 100.00% |
| October 2021 | 3 | 66.67% |
| November 2021 | 2 | 50.00% |
| December 2021 | 2 | 50.00% |
| January 2022 | 3 | 33.33% |
| February 2022 | 1 | 0.00% |
| March 2022 | 3 | 100.00% |
| April 2022 | 2 | 100.00% |
| May 2022 | 3 | 100.00% |
| June 2022 | 3 | 66.67% |
| July 2022 | 5 | 60.00% |
| August 2022 | 3 | 100.00% |
| September 2022 | 4 | 75.00% |

| Analysis | Recommendations | Impact |
|---|---|---|
| ➤ A 25% decrease in response time performance.<br>➤ Down from last month and also compared to September 2021. | ➤ Maintain proficiency.<br>➤ Investigate performance declination.<br>➤ Continue to strive for 90% benchmark. | ➤ Effective emergency response. |

# EMS Response Scorecard
## Tour A

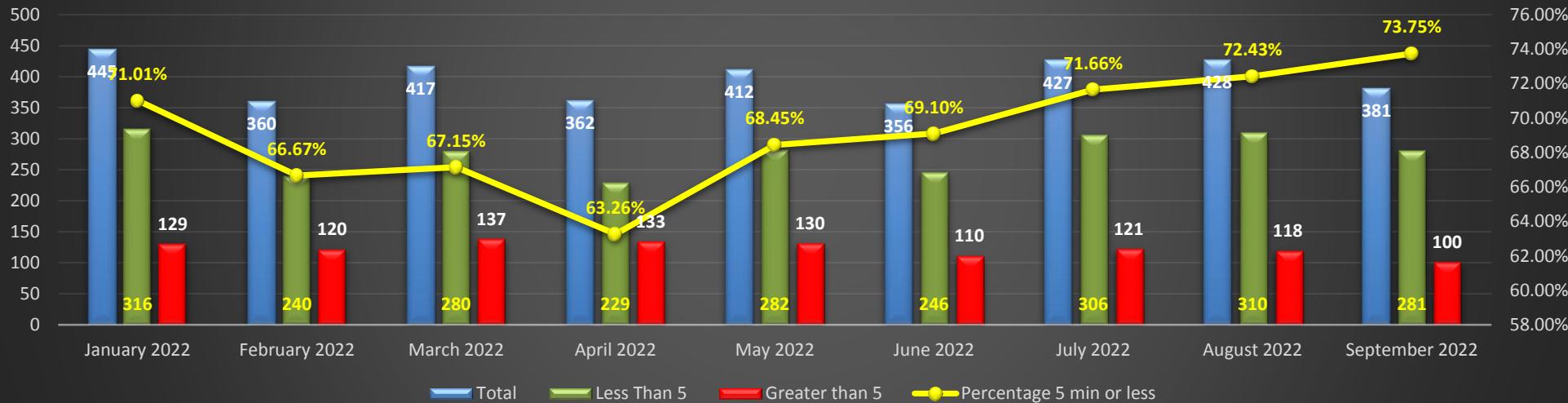**Operational Performance Measure:** To measure the Response to EMS incidents City-wide.

**Data Source:** Firehouse Software

**Current Period:** 09/01/2022 - 09/30/2022

**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

| Month | Total | Less Than 5 | Greater than 5 | Percentage 5 min or less |
|---|---|---|---|---|
| January 2022 | 445 | 316 | 129 | 71.01% |
| February 2022 | 360 | 240 | 120 | 66.67% |
| March 2022 | 417 | 280 | 137 | 67.15% |
| April 2022 | 362 | 229 | 133 | 63.26% |
| May 2022 | 412 | 282 | 130 | 68.45% |
| June 2022 | 356 | 246 | 110 | 69.10% |
| July 2022 | 427 | 306 | 121 | 71.66% |
| August 2022 | 428 | 310 | 118 | 72.43% |
| September 2022 | 381 | 281 | 100 | 73.75% |

| Analysis | Recommendations | Impact |
|---|---|---|
| ➢ Slight increase in response time performance. | ➢ Continue to re-emphasize importance of EMS responses to members of suppression. <br> ➢ Continue to strive for 90% benchmark. | ➢ 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.
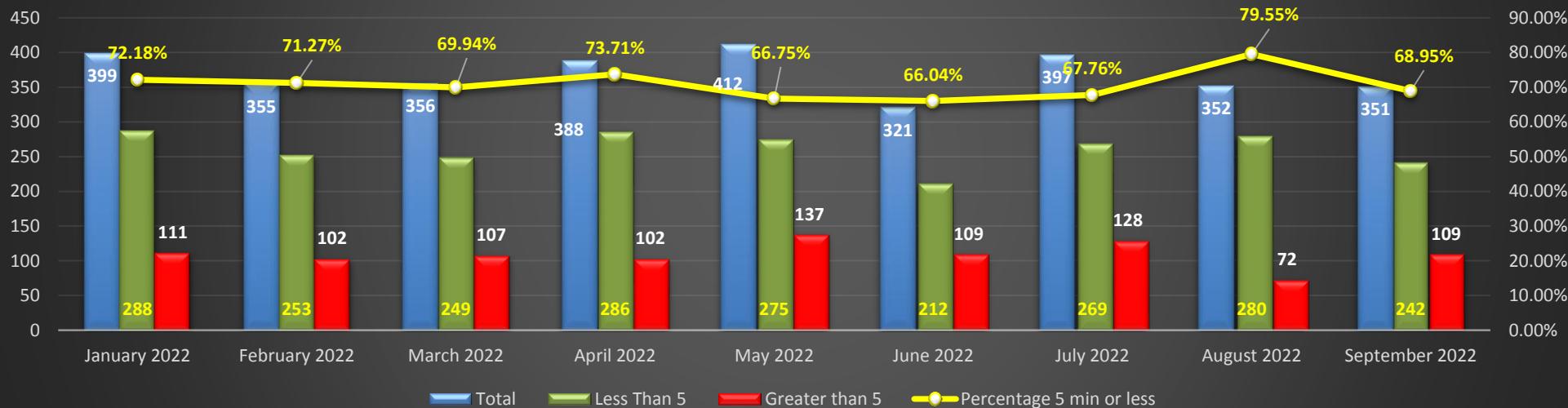
**Data Source:** Firehouse Software

**Current Period:**
09/01/2022 - 09/30/2022

**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

| Month | Total Calls | ISO 6:20 Seconds or Less |
|---|---|---|
| September 2021 | 1 | 0.00% |
| October 2021 | 4 | 25.00% |
| November 2021 | 2 | 100.00% |
| December 2021 | 2 | 100.00% |
| January 2022 | 3 | 66.67% |
| February 2022 | 2 | 0.00% |
| March 2022 | 3 | 100.00% |
| April 2022 | 4 | 25.00% |
| May 2022 | 3 | 100.00% |
| June 2022 | 5 | 60.00% |
| July 2022 | 2 | 50.00% |
| August 2022 | 1 | 100.00% |
| September 2022 | 1 | 100.00% |

| Analysis | Recommendations | Impact |
|---|---|---|
| ➤ Excellent work B Tour, 100% compliance two months in a row. | ➤ Maintain proficiency.<br>➤ Continue to strive for 90% benchmark. | ➤ 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:**
09/01/2022 - 09/30/2022

**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

| Month | Total | Less Than 5 | Greater than 5 | Percentage 5 min or less |
|---|---|---|---|---|
| January 2022 | 399 | 288 | 111 | 72.18% |
| February 2022 | 355 | 253 | 102 | 71.27% |
| March 2022 | 356 | 249 | 107 | 69.94% |
| April 2022 | 388 | 286 | 102 | 73.71% |
| May 2022 | 412 | 275 | 137 | 66.75% |
| June 2022 | 321 | 212 | 109 | 66.04% |
| July 2022 | 397 | 269 | 128 | 67.76% |
| August 2022 | 352 | 280 | 72 | 79.55% |
| September 2022 | 351 | 242 | 109 | 68.95% |

| Analysis | Recommendations | Impact |
|---|---|---|
| ➢ Significant decrease in response time performance. | ➢ Continue to re-emphasize importance of EMS responses to members of suppression.<br>➢Investigate decrease in response time performance<br>➢ Continue to strive for 90% benchmark. | ➢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.
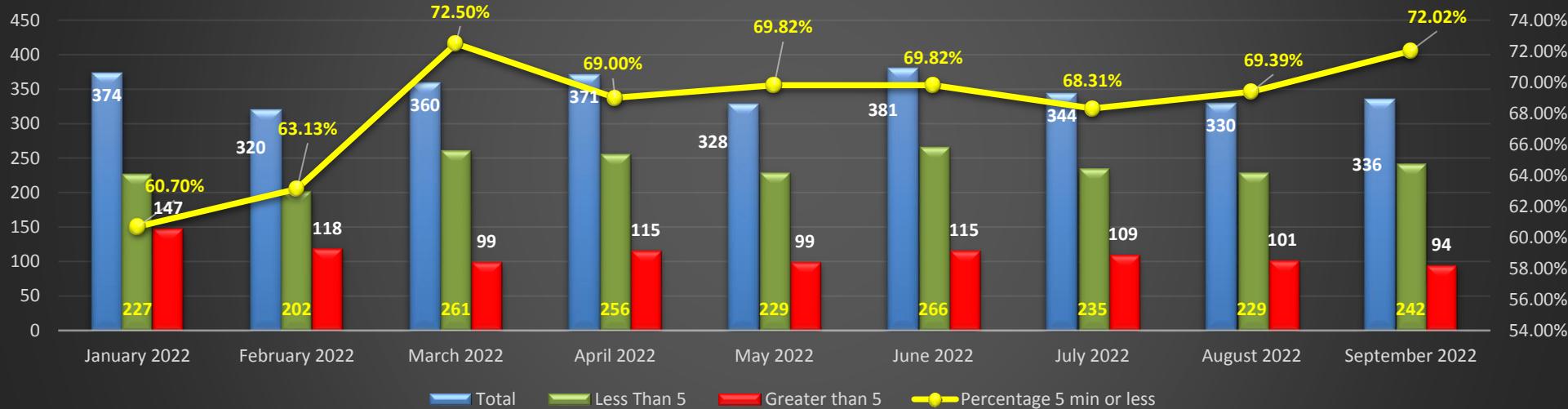
**Data Source:** Firehouse Software

**Current Period:**
09/01/2022 - 09/30/2022

**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



| Month | Total Calls | ISO 6:20 Seconds or Less |
|---|---|---|
| September 2021 | 5 | 100.00% |
| October 2021 | 3 | 66.67% |
| November 2021 | 2 | 50.00% |
| December 2021 | 2 | 100.00% |
| January 2022 | 2 | 100.00% |
| February 2022 | 1 | 100.00% |
| March 2022 | 4 | 100.00% |
| April 2022 | 5 | 80.00% |
| May 2022 | 2 | 50.00% |
| June 2022 | 3 | 100% |
| July 2022 | 5 | 60.00% |
| August 2022 | 2 | 50.00% |
| September 2022 | 1 | 0.00% |

| Analysis | Recommendations | Impact |
|---|---|---|
| ➤ Significant decrease in response time performance. <br> ➤ Fewer calls than the prior month. <br> ➤ Below 65% response performance 3 months in row. | ➤ Maintain proficiency. <br> ➤ Continue to strive for 90% benchmark. <br> ➤ Investigate the continued decrease in response time. | ➤ 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:** 09/01/2022 - 09/30/2022

**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

| | January 2022 | February 2022 | March 2022 | April 2022 | May 2022 | June 2022 | July 2022 | August 2022 | September 2022 |
|---|---|---|---|---|---|---|---|---|---|
| Total | 374 | 320 | 360 | 371 | 328 | 381 | 344 | 330 | 336 |
| Less Than 5 | 227 | 202 | 261 | 256 | 229 | 266 | 235 | 229 | 242 |
| Greater than 5 | 147 | 118 | 99 | 115 | 99 | 115 | 109 | 101 | 94 |
| Percentage 5 min or less | 60.70% | 63.13% | 72.50% | 69.00% | 69.82% | 69.82% | 68.31% | 69.39% | 72.02% |

| Analysis | Recommendations | Impact |
|---|---|---|
| ➤ Steady response time performance 5 months straight.<br>➤ Average 344 calls over the 5-month period. | ➤ Continue to re-emphasize importance of EMS responses to members of suppression.<br>➤ Continue to strive for 90% benchmark.<br>➤ Investigate low response time average | ➤ 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:** 09/01/2022 - 09/30/2022 |

**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 |
|---|---|---|
| ➢ 100% achieved in response time performance.<br>➢ 3 months of perfect response times good job Tour D. | ➢ Maintain proficiency.<br>➢ Continue to strive for 90% benchmark. | ➢Life safety incident stabilization. |

# EMS Response Scorecard
## Tour D

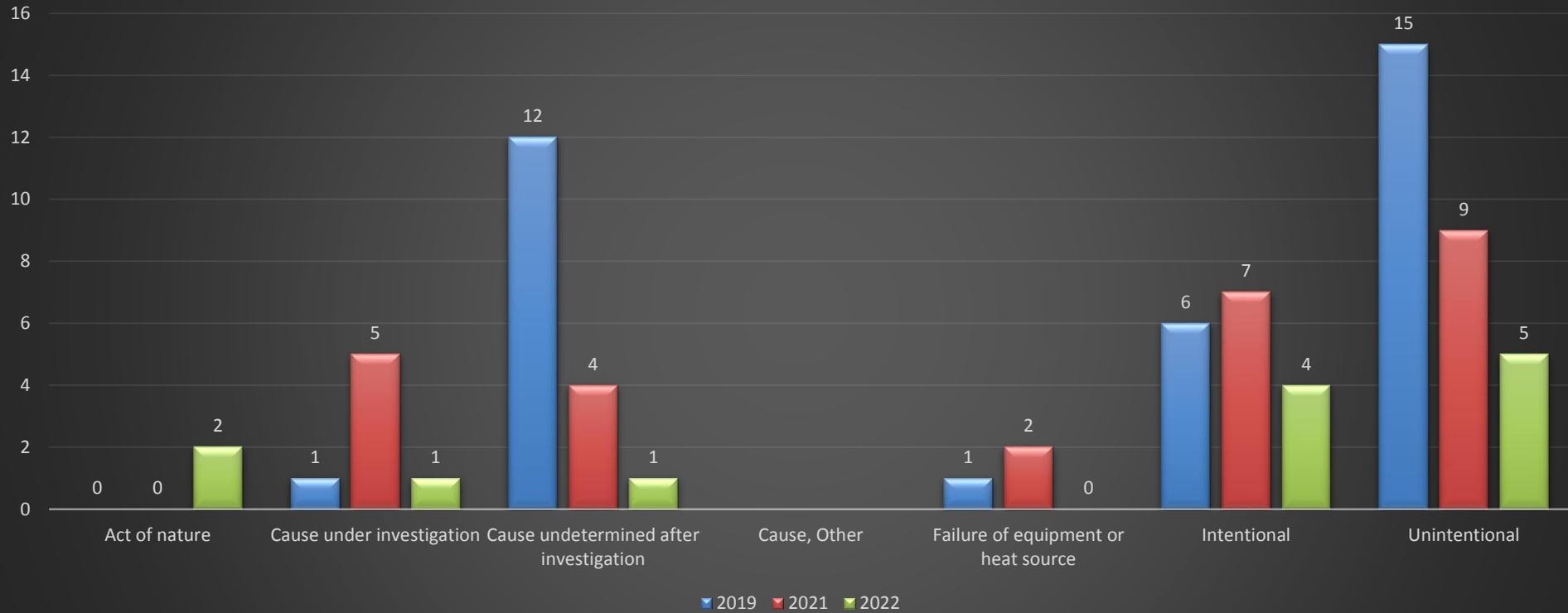**Operational Performance Measure:** To measure the Response to EMS incidents City-wide.

**Data Source:** Firehouse Software

**Current Period:** 09/01/2022 - 09/30/2022

**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

| Month | Total | Less Than 5 | Greater than 5 | Percentage 5 min or less |
|---|---|---|---|---|
| January 2022 | 431 | 263 | 168 | 61.02% |
| February 2022 | 335 | 232 | 103 | 69.25% |
| March 2022 | 356 | 234 | 122 | 65.73% |
| April 2022 | 329 | 224 | 105 | 68.09% |
| May 2022 | 428 | 268 | 160 | 62.62% |
| June 2022 | 386 | 238 | 148 | 61.66% |
| July 2022 | 375 | 234 | 141 | 62.40% |
| August 2022 | 393 | 277 | 116 | 70.48% |
| September 2022 | 412 | 265 | 147 | 64.32% |

| **Analysis** | **Recommendations** | **Impact** |
|---|---|---|
| ➢ Significant decrease in response time performance. | ➢ Continue to re-emphasize importance of EMS responses to members of suppression.<br>➢Investigate response time declination.<br>➢ Continue to strive for 90% benchmark. | ➢ 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:** 09/01/2022 - 09/30/2022

## HISTORICAL ANALYSIS

| Reporting Period | Violations | | |
|---|---|---|---|
| | Violations Found | Violations Cleared | |
| **03/22** | 68 | 88 | |
| **04/22** | 44 | 89 | |
| **05/22** | 93 | 58 | |
| **06/22** | 54 | 16 | |
| **07/22** | 87 | 35 | |
| **08/22** | 438 | 32 | |
| **09/22** | 71 | 38 | |



Bar chart — Activity: Count 292, Hours 816.5; Inspections: Count 206, Hours 383.75; Training: Count 44, Hours 280.5. Legend: Count, Hours.
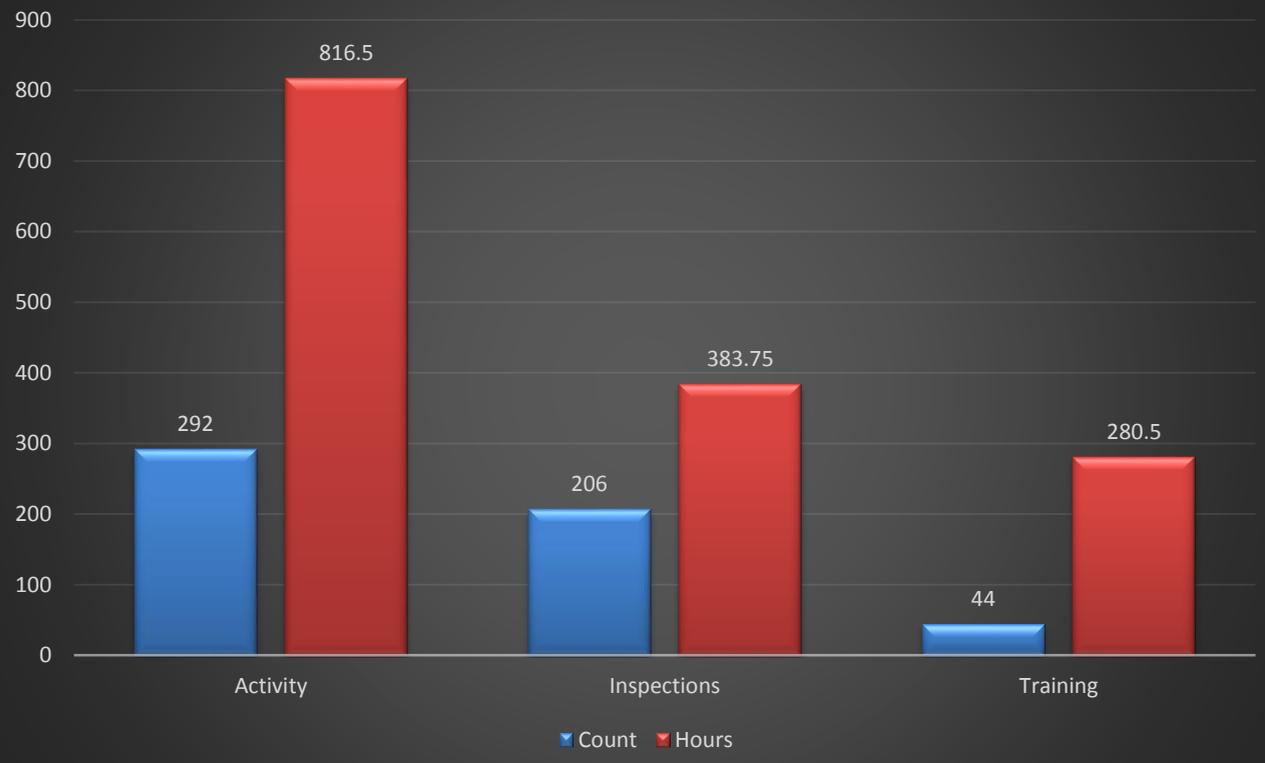
## Attendance

| | | | |
|---|---|---|---|
| Total Hours Accounted: | 1480.75 | Total Hours Off: | 290 |
| Total Hours on Duty: | 2100.25 | Hours Accounted For: | 70.50% |

## Recommendations

➢ *90% of hours need to be 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: | Current Period: |
|---|---|
| Firehouse Software | 09/01/2022 - 09/30/2022 |

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

Performance Target –



Chart data (2019, 2021, 2022):
- Act of nature: 0, 0, 2
- Cause under investigation: 1, 5, 1
- Cause undetermined after investigation: 12, 4, 1
- Cause, Other: (none), (none), (none)
- Failure of equipment or heat source: 1, 2, 0
- Intentional: 6, 7, 4
- Unintentional: 15, 9, 5

Legend: 2019, 2021, 2022

| Analysis | Recommendations | Impact |
|---|---|---|
| ➢ Unintentional fires are up compared to 2021.<br>➢ Intentional fires are down in comparison to 2021. | ➢ Assess effectiveness of community risk reduction program.<br>➢ Continue to monitor cause of fires. | ➢ 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

**HFD Strategic Priorities:**
Provide Public Education, & Community Engagement

**Important Highlights –** 19 events were attended by detailed staff only, 6 events were attended by Special Services and detailed staff, 9 CO Alarms were installed

**Data Source:** HFD Firehouse Software

**Current Period:** 09/01/2022 - 09/30/2022

## HISTORICAL ANALYSIS

| Reporting Period | 07/22 | 08/22 | 09/22 |
|---|---|---|---|
| Total Activities | 111 | 108 | 85 |
| Total Adults | 9,291 | 7,629 | 2,646 |
| Total Children | 1,747 | 4,985 | 1,609 |
| Smoke Detector | 36 | 39 | 25 |
| Car Seats | 0 | 0 | 0 |



Chart data:
- Activities: Count 32, Hours 189
- Emergency Preparedness: Count 5, Hours 15
- Public Education: Count 28, Hours 81.5
- Special Services: Count 20, Hours 41

Legend: ■ Count ■ Hours
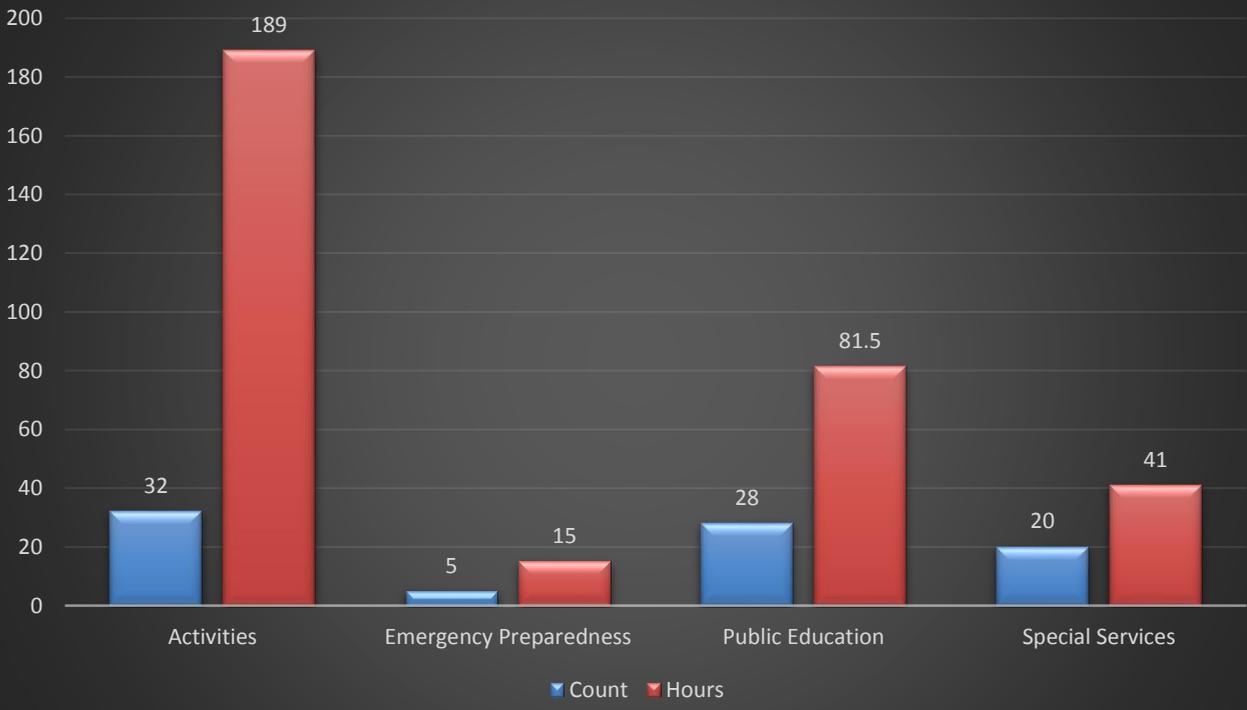
## Attendance

| Total Hours Accounted: | 326.5 | Total Hours Off: | 80 |
|---|---|---|---|
| Total Hours on Duty: | 342.5 | Hours Accounted For: | 95.33% |

## Recommendations

➢ Excellent community engagement and work in the firehouses.
➢ Time accounted for needs improving at minimum 90%.

## Impact

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

# TRAINING DIVISON



## "Goal Oriented, Results Driven"

# Performance Scorecard

## Training Division

**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:** 09/01/2022 – 09/30/2022

### HISTORICAL ANALYSIS



Chart values:
- Activities: Count 5, Hours 25
- Training: Count 253, Hours 890
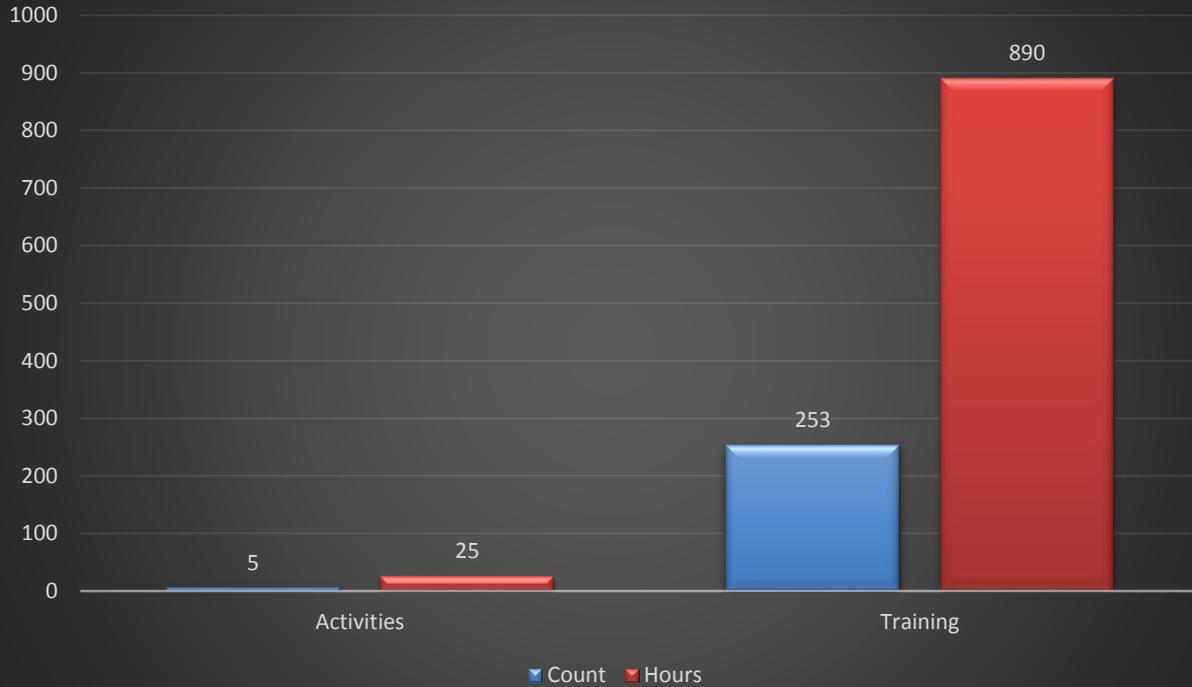
| Attendance | | | |
|---|---|---|---|
| Total Hours Accounted: | 915 | Total Hours Off: | 200 |
| Total Hours on Duty: | 934 | Hours Accounted For: | 97.97% |

## Recommendations

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

➢ Time accounted for at 97%.

## Impact

➢ Workforce that is compliant with ISO and CONOSHA requirements.

# EQUIPMENT MAINTENANCE DIVISION



"Goal Oriented, Results Driven"

# Performance Scorecard

## Equipment Maintenance Division

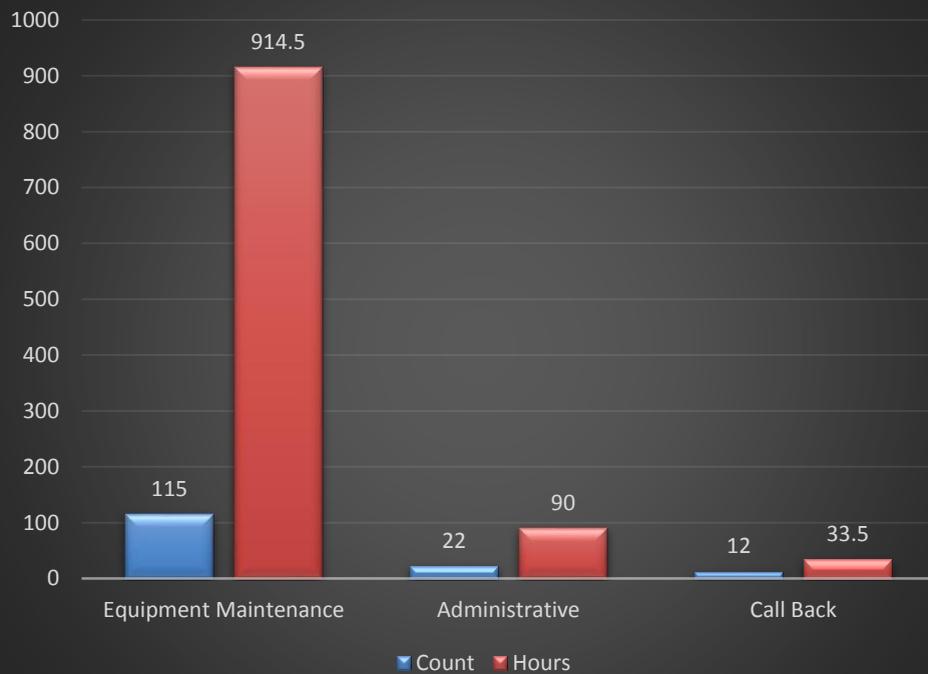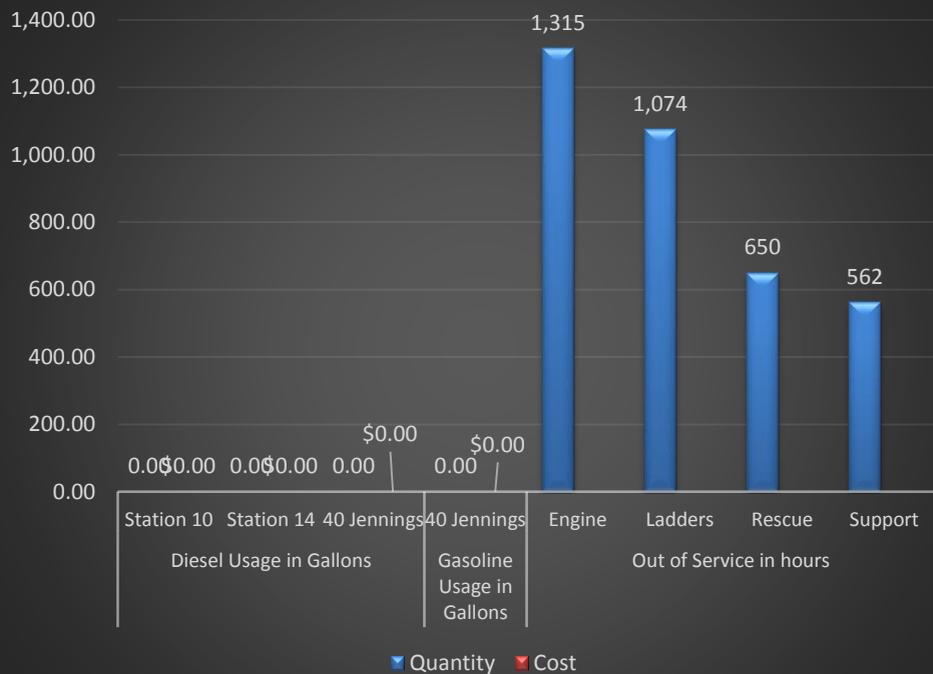| Data Source: | Current Period: |
|---|---|
| HFD Firehouse Software | 09/01/2022 – 09/30/2022 |

**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: | 1038 | Total Hours Off: | 310 |
|---|---|---|---|
| Total Hours on Duty: | 1105 | Hours Accounted For: | 93.94% |

## Recommendations

➢ Strong work from EMD.

➢ 90% of time accounted for.

## Impact

➢ Safe repair and maintenance of fire department tools, equipment, and apparatus.
➢ Management of fleet.

# F.A.C.T. DIVISION



CITY OF HARTFORD FIRE DEPARTMENT
SINCE 1864

"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:**
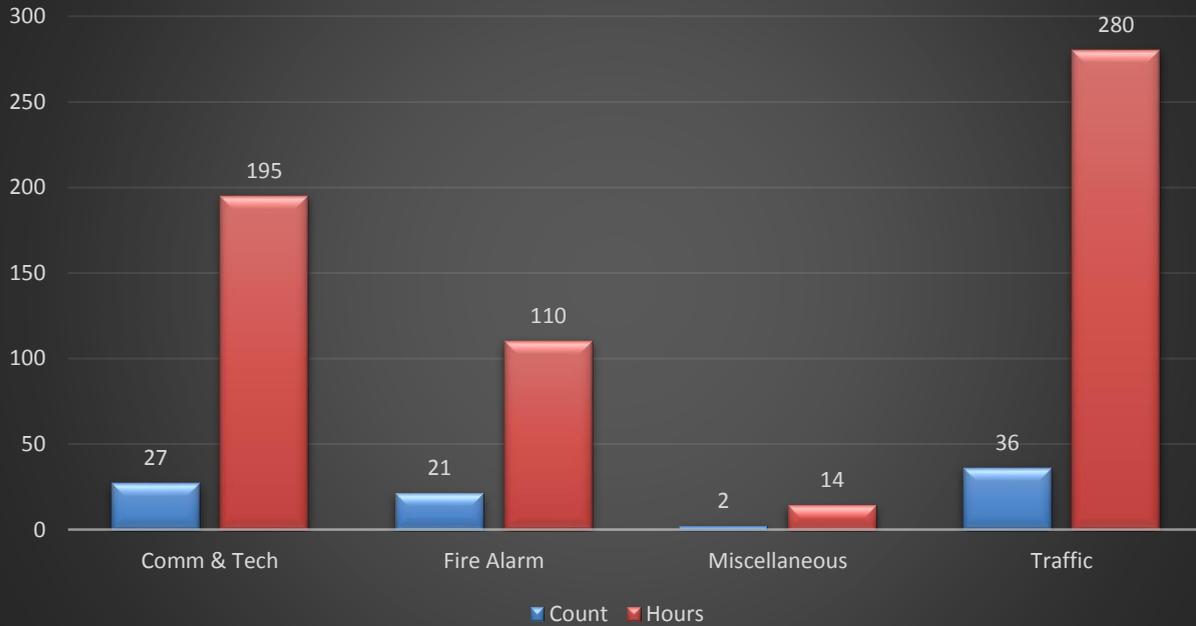Provide Quality I.T. & Technical Assistance to HFD

**Performance Target** – Mitigate a diverse portfolio of service calls.

**Data Source:** HFD Firehouse Software

**Current Period:** 09/01/2022 – 09/30/2022



### 352 Call Before You Digs

| Category | Count | Hours |
|---|---|---|
| Comm & Tech | 27 | 195 |
| Fire Alarm | 21 | 110 |
| Miscellaneous | 2 | 14 |
| Traffic | 36 | 280 |

| Attendance | | | |
|---|---|---|---|
| Total Hours Accounted: | 599 | Total Hours Off: | 50 |
| Total Hours on Duty: | 708 | Hours Accounted For: | 84.60% |

## Recommendations

✓ Excellent overall work.

✓ 90% of time must be accounted for.

## Impact

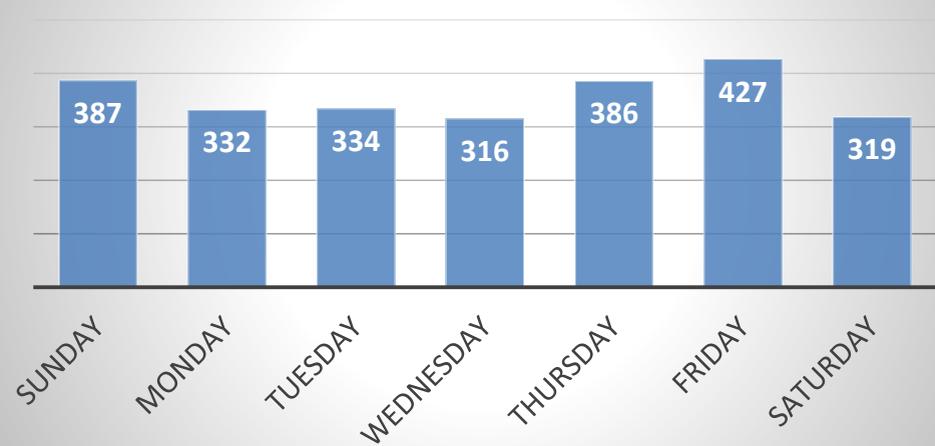• IS&IT execution of relevant duties and responsibilities.

# EMERGENCY RESPONSE DATA

## Incidents by Hour

| Hour of Day 24hr | Total Incidents |
|---|---|
| 23 | 110 |
| 22 | 118 |
| 21 | 111 |
| 20 | 114 |
| 19 | 129 |
| 18 | 112 |
| 17 | 110 |
| 16 | 121 |
| 15 | 160 |
| 14 | 133 |
| 13 | 143 |
| 12 | 127 |
| 11 | 149 |
| 10 | 106 |
| 9 | 119 |
| 8 | 102 |
| 7 | 58 |
| 6 | 70 |
| 5 | 65 |
| 4 | 61 |
| 3 | 51 |
| 2 | 76 |
| 1 | 71 |
| 0 | 85 |

## Incidents by Day of Week

| Day | Incidents |
|---|---|
| SUNDAY | 387 |
| MONDAY | 332 |
| TUESDAY | 334 |
| WEDNESDAY | 316 |
| THURSDAY | 386 |
| FRIDAY | 427 |
| SATURDAY | 319 |
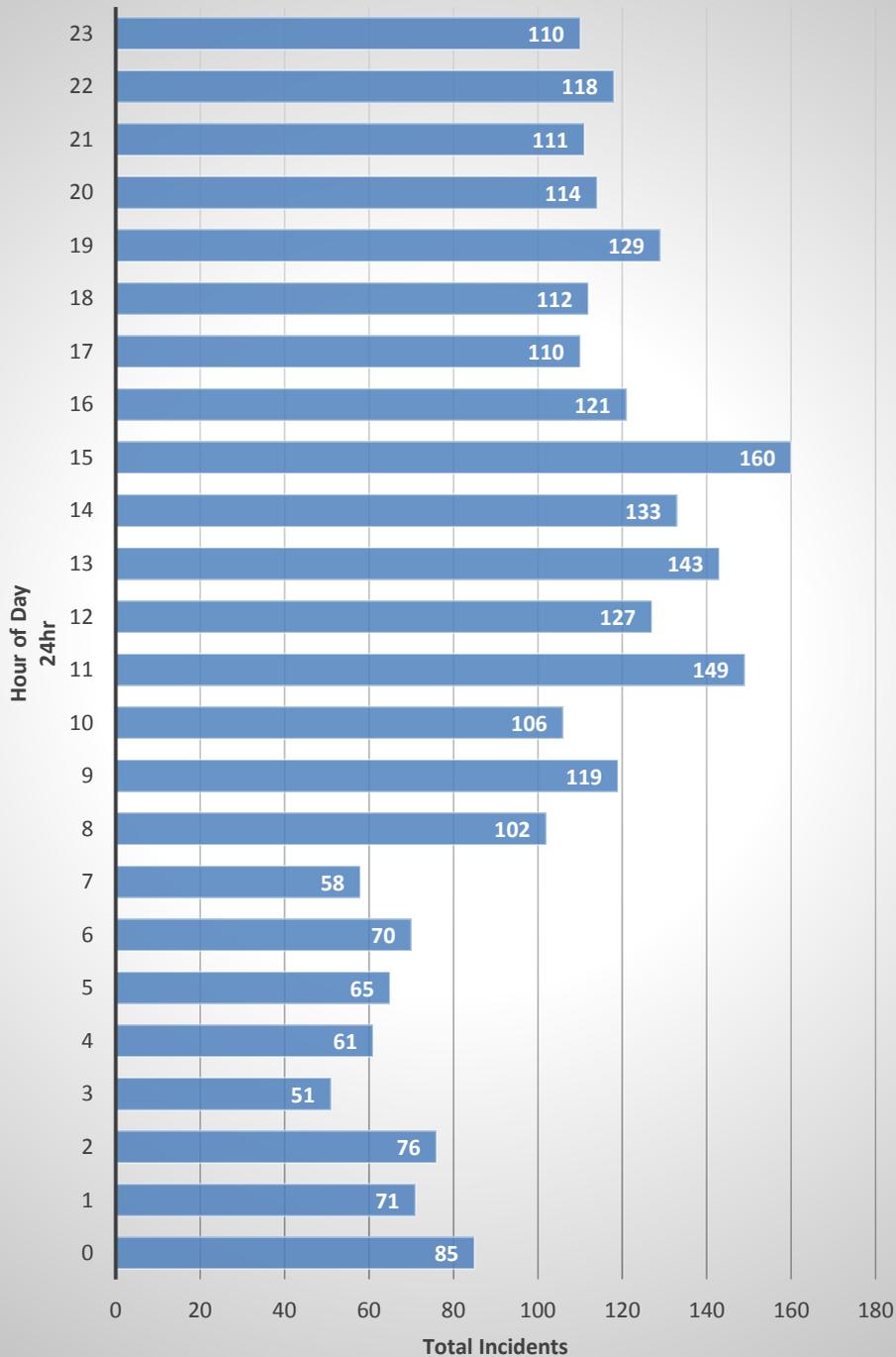
## Top 5 Calls for Service

| Incident Type | Description | Count |
|---|---|---|
| 321 | EMS call, excluding vehicle accident with injury | 835 |
| 311 | Medical assist, assist EMS crew | 545 |
| 500 | Service Call, other | 173 |
| 622 | No Incident found on arrival at dispatch address | 151 |
| 745 | Alarm system activation, no fire - unintentional | 82 |

## Incidents by Category

| Category | Incidents |
|---|---|
| EMS | 1659 |
| SERVICE | 362 |
| ALARM | 217 |
| UNDEFINE | 166 |
| FIRE | 42 |
| RESCUE | 25 |
| HAZMAT | 23 |

# Incidents by Neighborhood September 2022

BLUE HILLS
116

NORTHEAST
231

NORTH MEADOWS
46

UPPER ALBANY
151

CLAY-ARSENAL
171

WEST END
155

ASYLUM HILL
248

DOWNTOWN
220

FROG HOLLOW
191

PARKVILLE
124

SOUTH GREEN
173

SHELDON-CHARTER OAK
75

BARRY SQUARE
214

BEHIND THE ROCKS
116

SOUTH MEADOWS
43

SOUTH END
159

SOUTH WEST
65
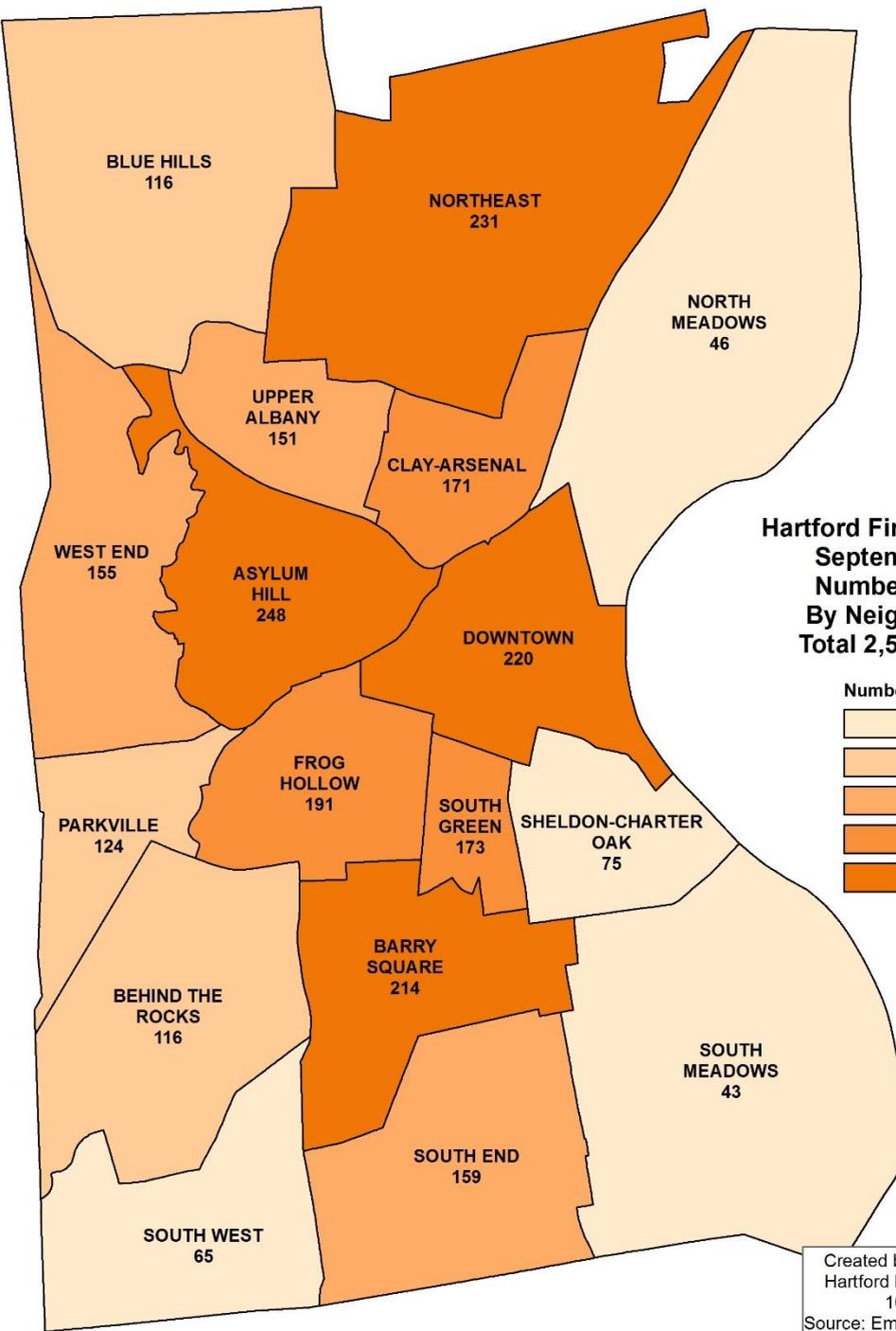
**Hartford Fire Department
September 2022
Number of Calls
By Neighborhood
Total 2,501 of Calls**

**Number of Incidents**
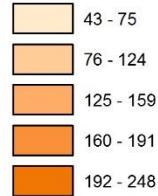
| | |
|---|---|
| | 43 - 75 |
| | 76 - 124 |
| | 125 - 159 |
| | 160 - 191 |
| | 192 - 248 |

| Neighborhood | Count |
|---|---|
| ASYLUM HILL | 248 |
| NORTHEAST | 231 |
| DOWNTOWN | 220 |
| BARRY SQUARE | 214 |
| FROG HOLLOW | 191 |
| SOUTH GREEN | 173 |
| CLAY-ARSENAL | 171 |
| SOUTH END | 159 |
| WEST END | 155 |
| UPPER ALBANY | 151 |
| PARKVILLE | 124 |
| BEHIND THE ROCKS | 116 |
| BLUE HILLS | 116 |
| SHELDON-CHARTER OAK | 75 |
| SOUTH WEST | 65 |
| NORTH MEADOWS | 46 |
| SOUTH MEADOWS | 43 |

# EMS September 2022



Hartford Fire Department
September 2022
Number of All EMS Calls
By Neighborhood
Total 1,659 of Calls

**Number of Incidents**
- 21 - 35
- 36 - 76
- 77 - 110
- 111 - 169

Map neighborhoods and counts:
- BLUE HILLS 76
- NORTHEAST 169
- NORTH MEADOWS 35
- UPPER ALBANY 109
- CLAY-ARSENAL 110
- WEST END 104
- ASYLUM HILL 150
- DOWNTOWN 128
- FROG HOLLOW 132
- SOUTH GREEN 99
- SHELDON-CHARTER OAK 55
- PARKVILLE 94
- BEHIND THE ROCKS 75
- BARRY SQUARE 147
- SOUTH MEADOWS 21
- SOUTH END 102
- SOUTH WEST 51

Created by Leandro Cieri
Hartford Fire Department
10/6/2022
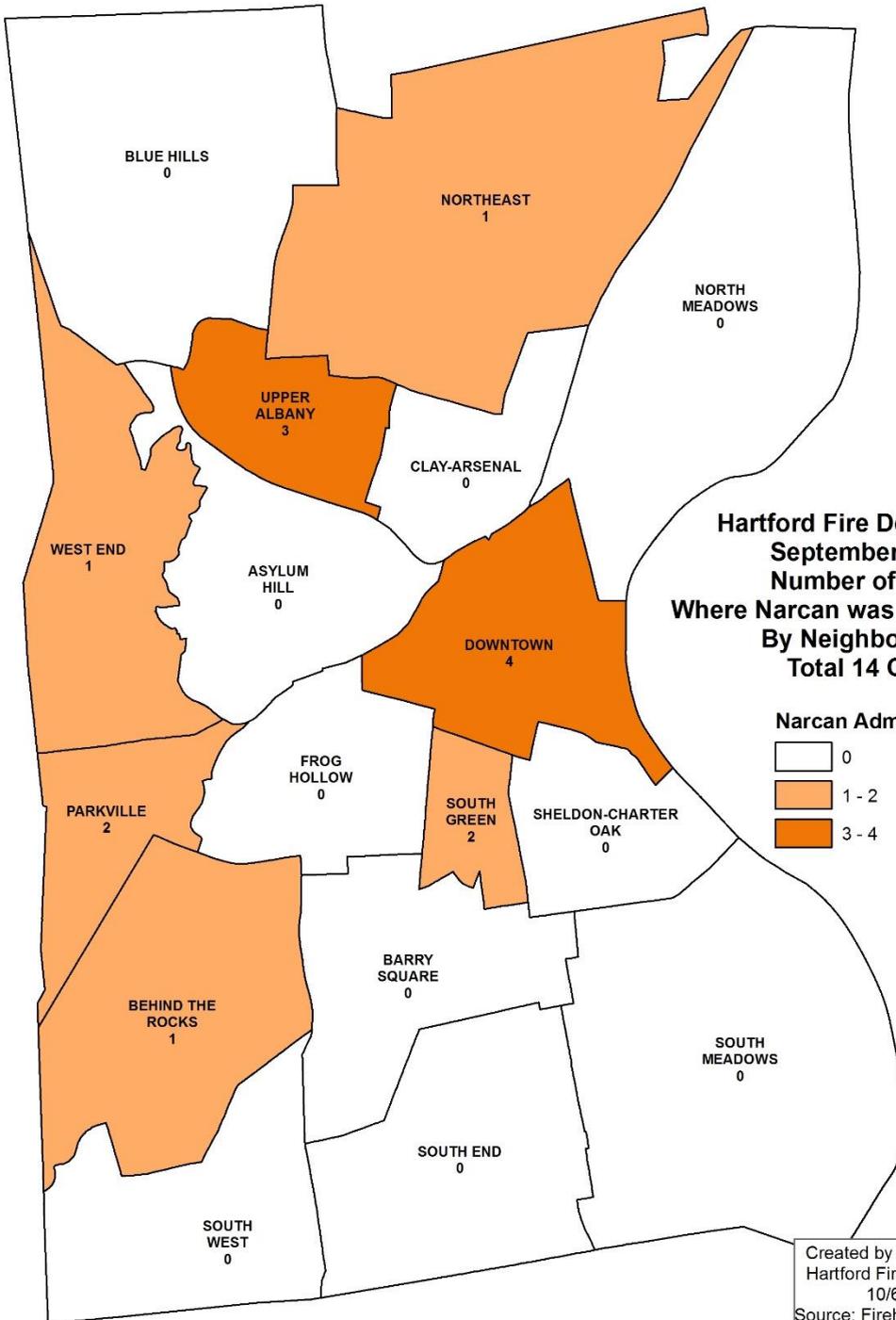Source: Emergency Reporting
Geocoded 1,657
Not Geocoded: 2
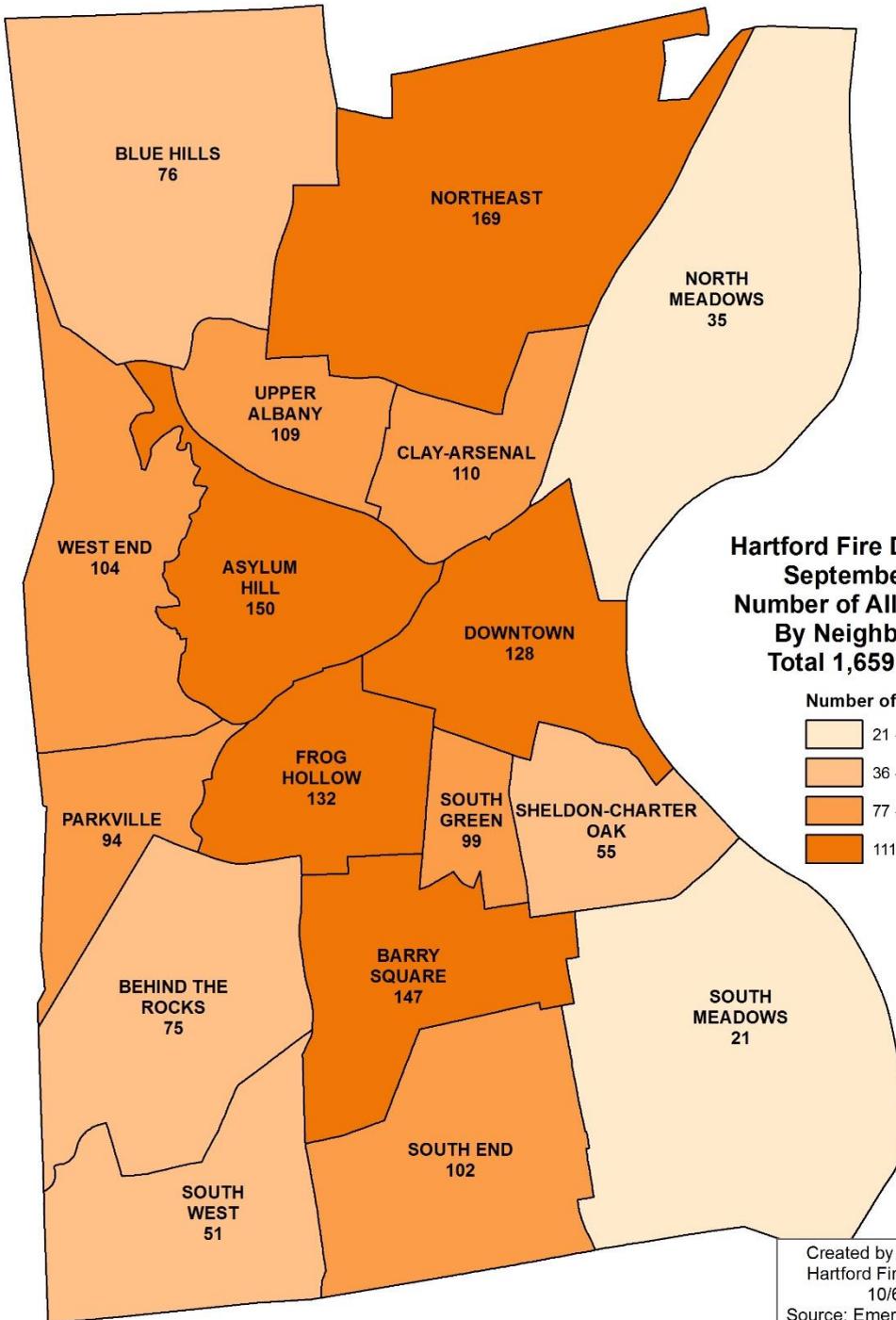
| Incident Type | Description | Count |
|---|---|---|
| 321 | EMS call, excluding vehicle accident with injury | 835 |
| 311 | Medical assist, assist EMS crew | 545 |
| 381 | Rescue or EMS standby | 80 |
| 322 | Motor vehicle accident with injuries | 73 |
| 324 | Motor Vehicle Accident with no injuries | 57 |
| 300 | Rescue, EMS incident, other | 46 |
| 510 | Person in distress, Other | 15 |
| 323 | Motor vehicle/pedestrian accident (MV Ped) | 7 |
| 320 | Emergency medical service, other | 1 |

# Narcan Administered September 2022



BLUE HILLS
0

NORTHEAST
1

NORTH MEADOWS
0

UPPER ALBANY
3

CLAY-ARSENAL
0

WEST END
1

ASYLUM HILL
0

DOWNTOWN
4

**Hartford Fire Department**
**September 2022**
**Number of Calls**
**Where Narcan was Administered**
**By Neighborhood**
**Total 14 Calls**

FROG HOLLOW
0

SOUTH GREEN
2

SHELDON-CHARTER OAK
0

PARKVILLE
2

**Narcan Administered**

| | |
|---|---|
| | 0 |
| | 1 - 2 |
| | 3 - 4 |

BARRY SQUARE
0

BEHIND THE ROCKS
1

SOUTH MEADOWS
0

SOUTH END
0

SOUTH WEST
0

Created by Leandro Cieri
Hartford Fire Department
10/6/2022
Source: Firehouse Software
Geocoded: 14
Not Geocoded: 0

# Rescue Calls September 2022



**Hartford Fire Department
September 2022
Number of All Rescue Calls
By Neighborhood
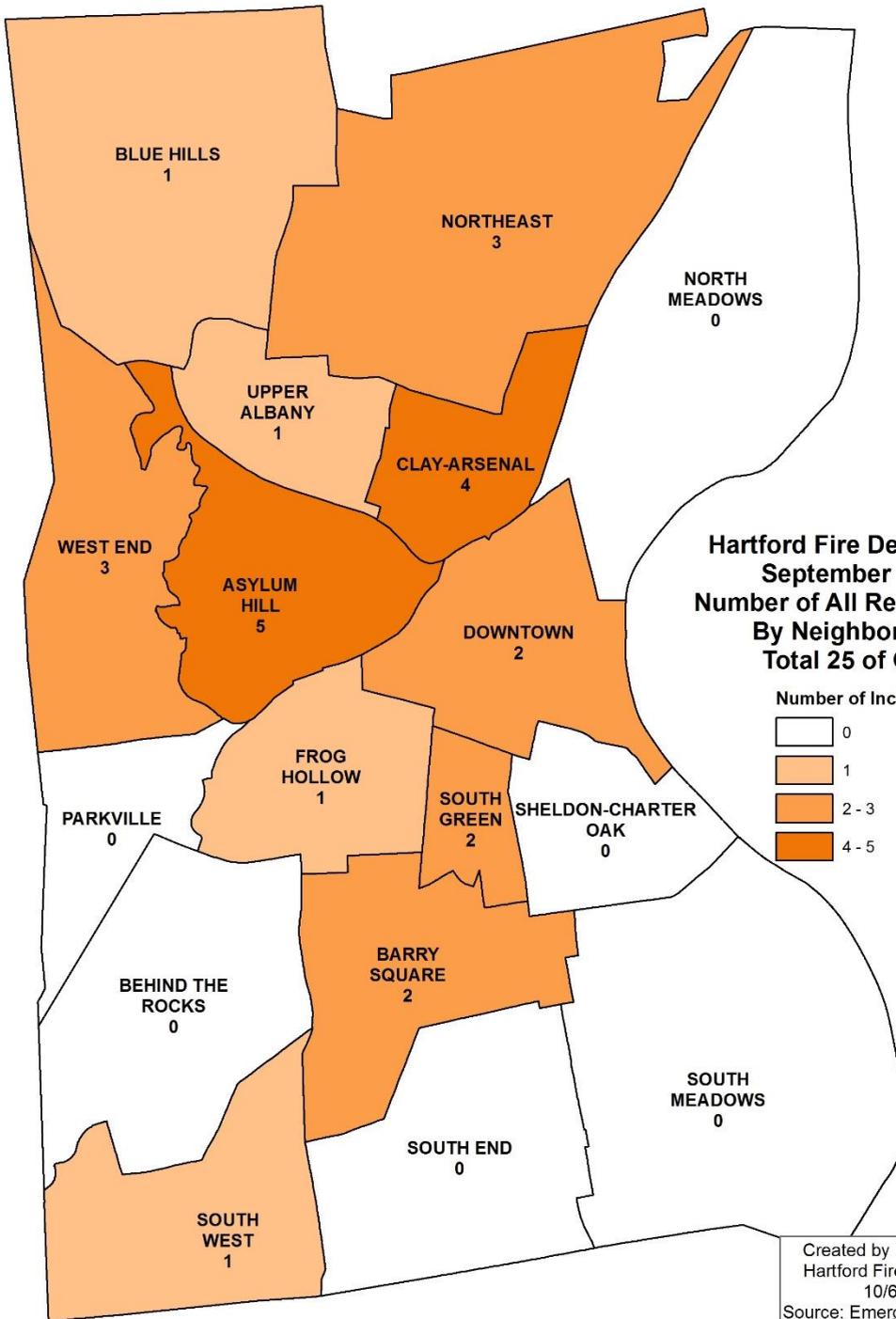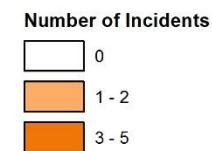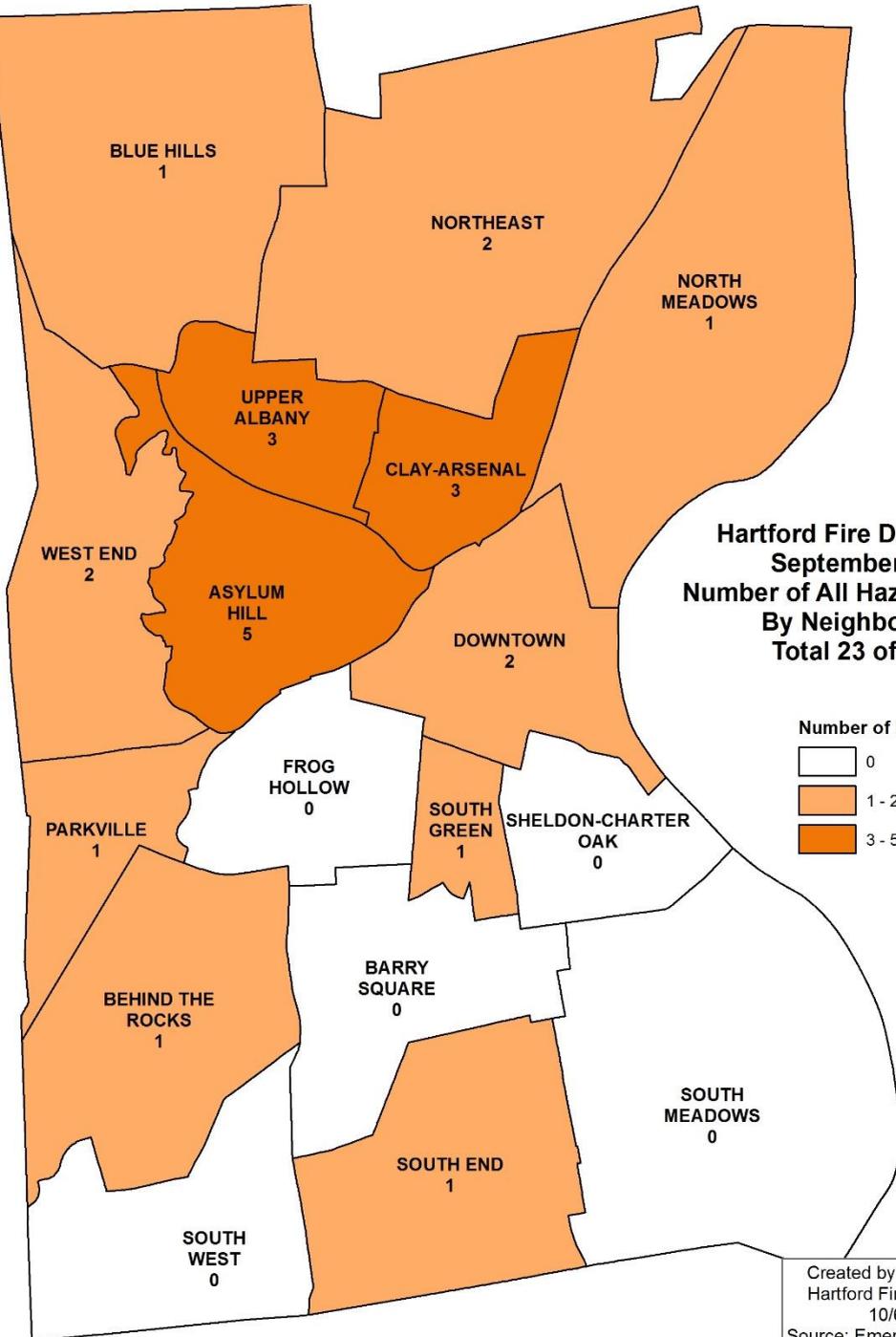Total 25 of Calls**

**Number of Incidents**

- 0
- 1
- 2 - 3
- 4 - 5

Created by Leandro Cieri
Hartford Fire Department
10/6/2022
Source: Emergency Reporting
Geocoded: 25
Not Geocoded: 0

| Incident Type | Description | Count |
|:---:|:---:|:---:|
| 511 | Lock-out | 11 |
| 353 | Removal of victim(s) from stalled elevator | 9 |
| 331 | Lock-in (if lock out , use 511 ) | 2 |
| 352 | Extrication of victim(s) from vehicle | 2 |
| 512 | Ring or jewelry removal | 1 |

# Hazardous Materials September 2022



Map: Hartford Fire Department neighborhoods with Number of All Hazardous Calls

- BLUE HILLS: 1
- NORTHEAST: 2
- NORTH MEADOWS: 1
- UPPER ALBANY: 3
- CLAY-ARSENAL: 3
- WEST END: 2
- ASYLUM HILL: 5
- DOWNTOWN: 2
- FROG HOLLOW: 0
- SOUTH GREEN: 1
- SHELDON-CHARTER OAK: 0
- PARKVILLE: 1
- BEHIND THE ROCKS: 1
- BARRY SQUARE: 0
- SOUTH MEADOWS: 0
- SOUTH END: 1
- SOUTH WEST: 0

**Hartford Fire Department
September 2022
Number of All Hazardous Calls
By Neighborhood
Total 23 of Calls**

**Number of Incidents**
- 0
- 1 - 2
- 3 - 5

| Incident Type | Description | Count |
|---|---|---|
| 412 | Gas leak (natural gas or LPG) | 6 |
| 400 | Hazardous condition, Other | 5 |
| 463 | Vehicle accident, general cleanup | 4 |
| 411 | Gasoline or other flammable liquid spill | 4 |
| 410 | Combustible/flammable gas/liquid condition, other | 2 |
| 424 | Carbon monoxide incident | 2 |

Created by Leandro Cieri
Hartford Fire Department
10/6/2022
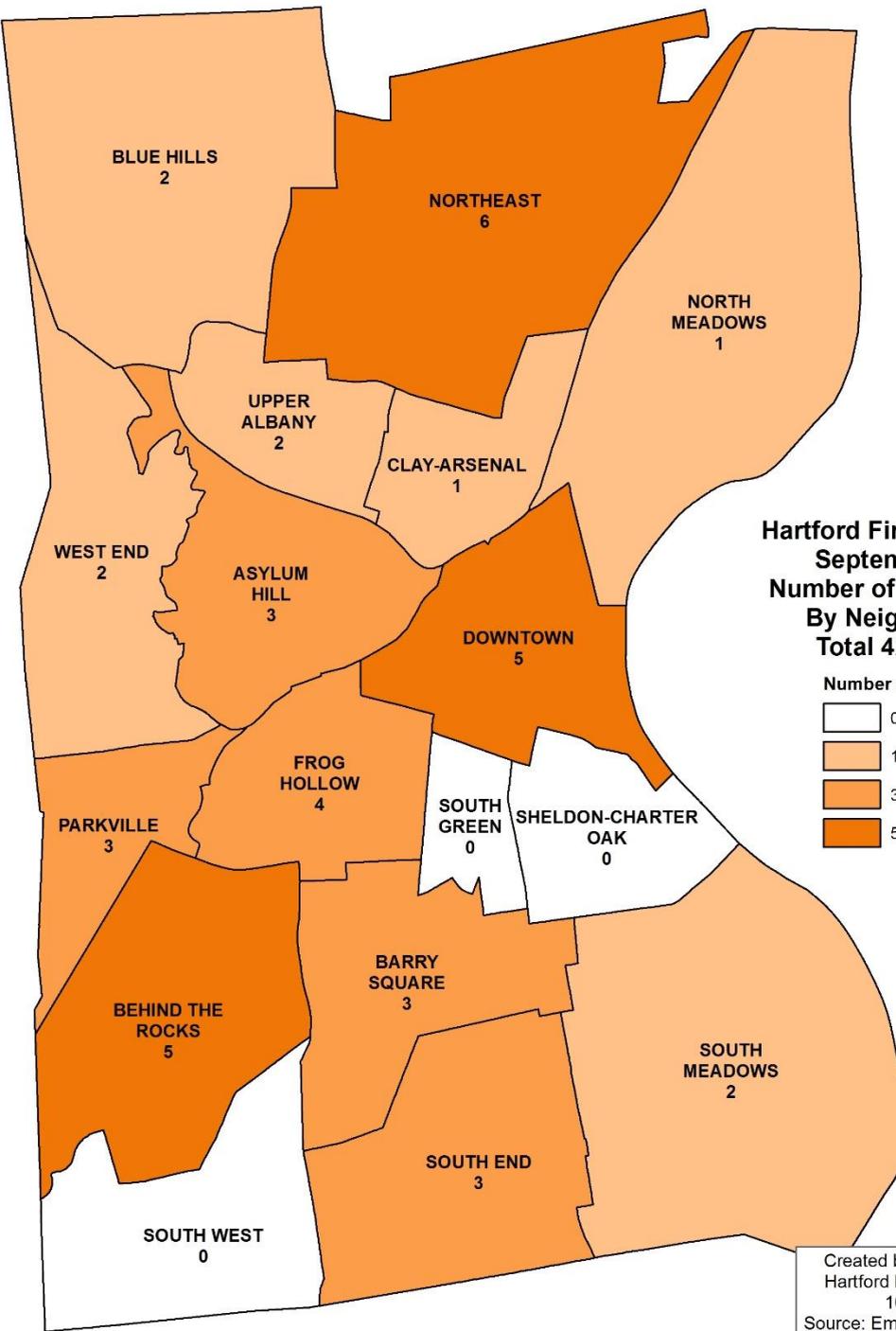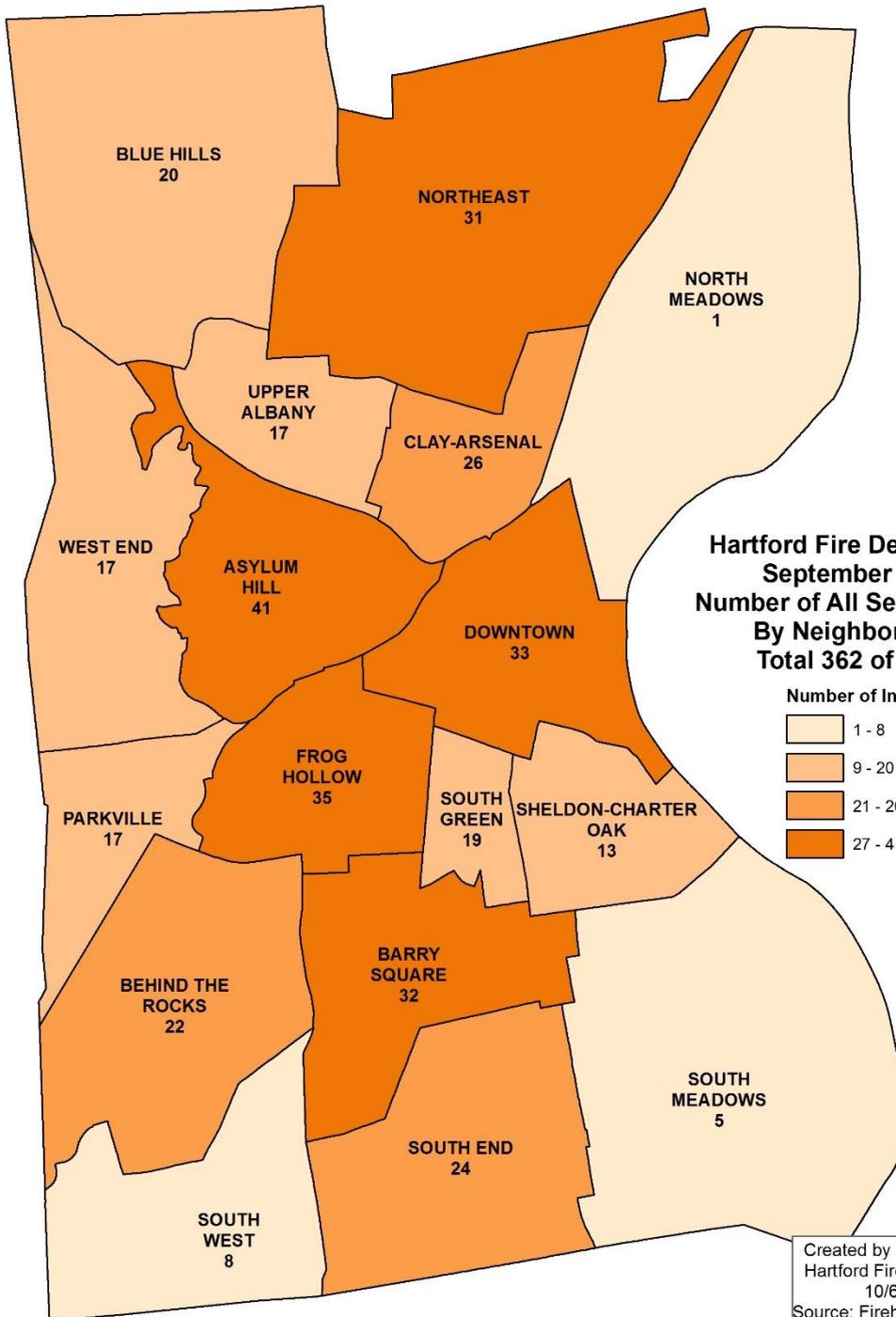Source: Emergency Reporting
Geocoded: 23
Not Geocoded: 0

# All Fires September 2022

| Incident Type | Description | Count |
|:---:|:---:|:---:|
| 131 | Passenger vehicle fire | 12 |
| 111 | Building fire | 7 |
| 142 | Brush or brush-and-grass mixture fire | 6 |
| 113 | Cooking fire, confined to container | 4 |
| 100 | Fire, Other | 3 |
| 150 | Outside rubbish fire, Other | 2 |
| 118 | Trash or rubbish fire, contained | 2 |
| 151 | Outside rubbish, trash or waste fire | 1 |
| 112 | Fires in structure other than in a building | 1 |
| 154 | Dumpster or other outside trash receptacle fire | 1 |
| 160 | Special outside fire, Other | 1 |
| 143 | Grass fire | 1 |
| 140 | Natural vegetation fire, Other | 1 |

Hartford Fire Department
September 2022
Number of All Fire Calls
By Neighborhood
Total 42 of Calls

**Number of Incidents**

- 0
- 1 - 2
- 3 - 4
- 5 - 6

Created by Leandro Cieri
Hartford Fire Department
10/6/2022
Source: Emergency Reporting
Geocoded: 42
Not Geocoded: 0

**Map labels:**
BLUE HILLS 2
NORTHEAST 6
NORTH MEADOWS 1
UPPER ALBANY 2
CLAY-ARSENAL 1
WEST END 2
ASYLUM HILL 3
DOWNTOWN 5
FROG HOLLOW 4
SOUTH GREEN 0
SHELDON-CHARTER OAK 0
PARKVILLE 3
BEHIND THE ROCKS 5
BARRY SQUARE 3
SOUTH MEADOWS 2
SOUTH END 3
SOUTH WEST 0

# Service Calls September 2022

**BLUE HILLS 20**

**NORTHEAST 31**

**NORTH MEADOWS 1**

**UPPER ALBANY 17**

**CLAY-ARSENAL 26**

**WEST END 17**

**ASYLUM HILL 41**

**DOWNTOWN 33**

**FROG HOLLOW 35**

**PARKVILLE 17**

**SOUTH GREEN 19**

**SHELDON-CHARTER OAK 13**

**BEHIND THE ROCKS 22**

**BARRY SQUARE 32**

**SOUTH MEADOWS 5**

**SOUTH END 24**

**SOUTH WEST 8**

**Hartford Fire Department
September 2022
Number of All Service Calls
By Neighborhood
Total 362 of Calls**

**Number of Incidents**
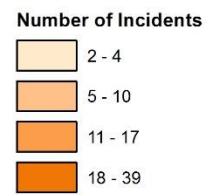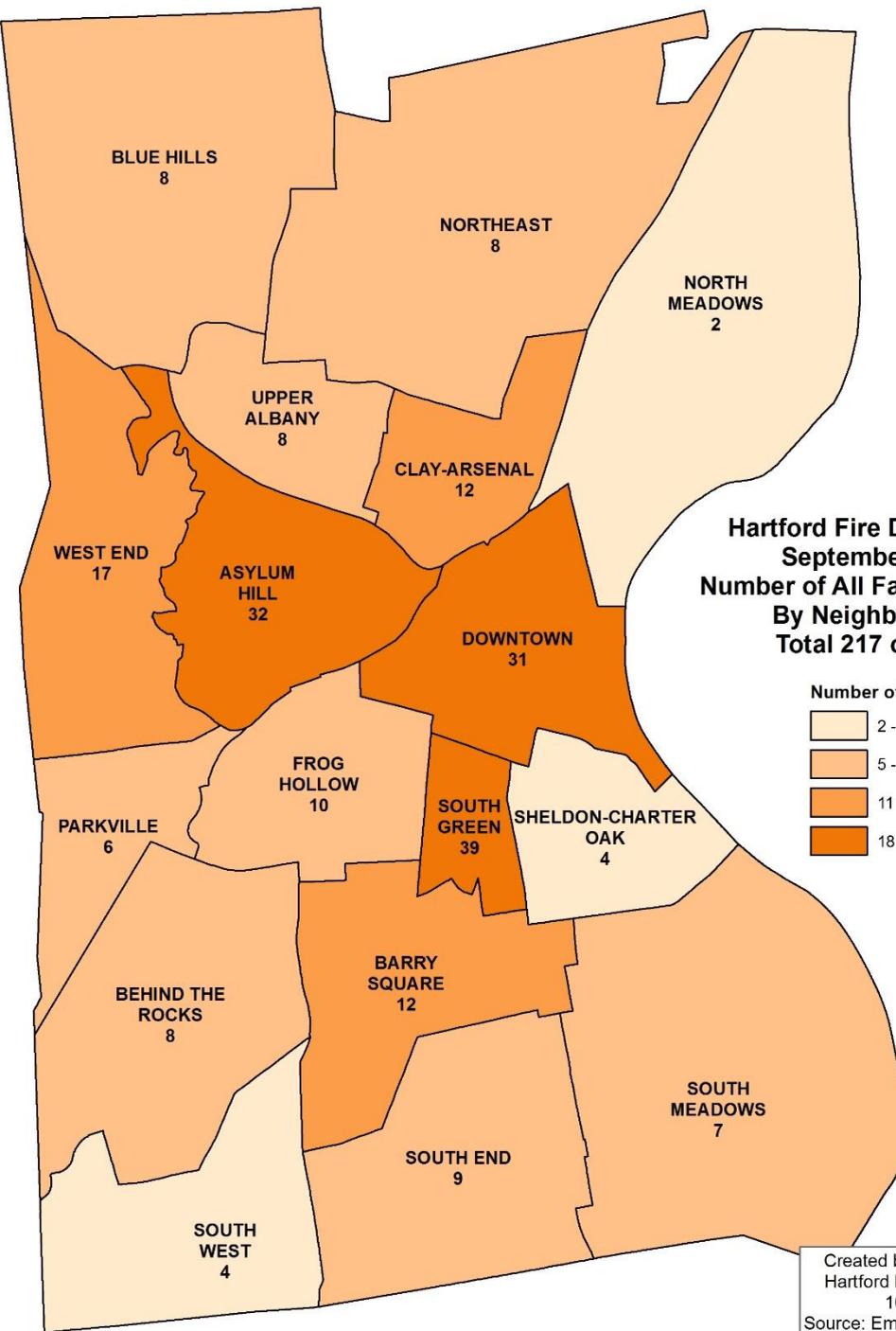
- 1 - 8
- 9 - 20
- 21 - 26
- 27 - 41

Created by Leandro Cieri
Hartford Fire Department
10/6/2022
Source: Firehouse Software
Geocoded: 361
Not Geocoded: 1

| Incident Type | Description | Count |
|---|---|---|
| 500 | Service Call, other | 173 |
| 552 | Police matter | 70 |
| 531 | Smoke or odor removal | 40 |
| 553 | Public service | 25 |
| 520 | Water problem, Other | 21 |
| 444 | Power line down | 11 |
| 550 | Public service assistance, Other | 5 |
| 554 | Assist invalid | 3 |
| 555 | Defective elevator, no occupants | 2 |
| 442 | Overheated motor | 2 |
| 522 | Water or steam leak | 2 |
| 571 | Cover assignment, standby, moveup | 2 |
| 445 | Arcing, shorted electrical equipment | 1 |
| 441 | Heat from short circuit (wiring), defective/worn | 1 |
| 551 | Assist police or other governmental agency | 1 |
| 443 | Breakdown of light ballast | 1 |
| 541 | Animal problem | 1 |
| 542 | Animal rescue | 1 |

# Fire Alarms September 2022

Hartford Fire Department
September 2022
Number of All False Fire Calls
By Neighborhood
Total 217 of Calls

**Number of Incidents**
- 2 - 4
- 5 - 10
- 11 - 17
- 18 - 39

Map neighborhoods and counts:
- BLUE HILLS 8
- NORTHEAST 8
- NORTH MEADOWS 2
- UPPER ALBANY 8
- CLAY-ARSENAL 12
- WEST END 17
- ASYLUM HILL 32
- DOWNTOWN 31
- FROG HOLLOW 10
- PARKVILLE 6
- SOUTH GREEN 39
- SHELDON-CHARTER OAK 4
- BEHIND THE ROCKS 8
- BARRY SQUARE 12
- SOUTH MEADOWS 7
- SOUTH END 9
- SOUTH WEST 4

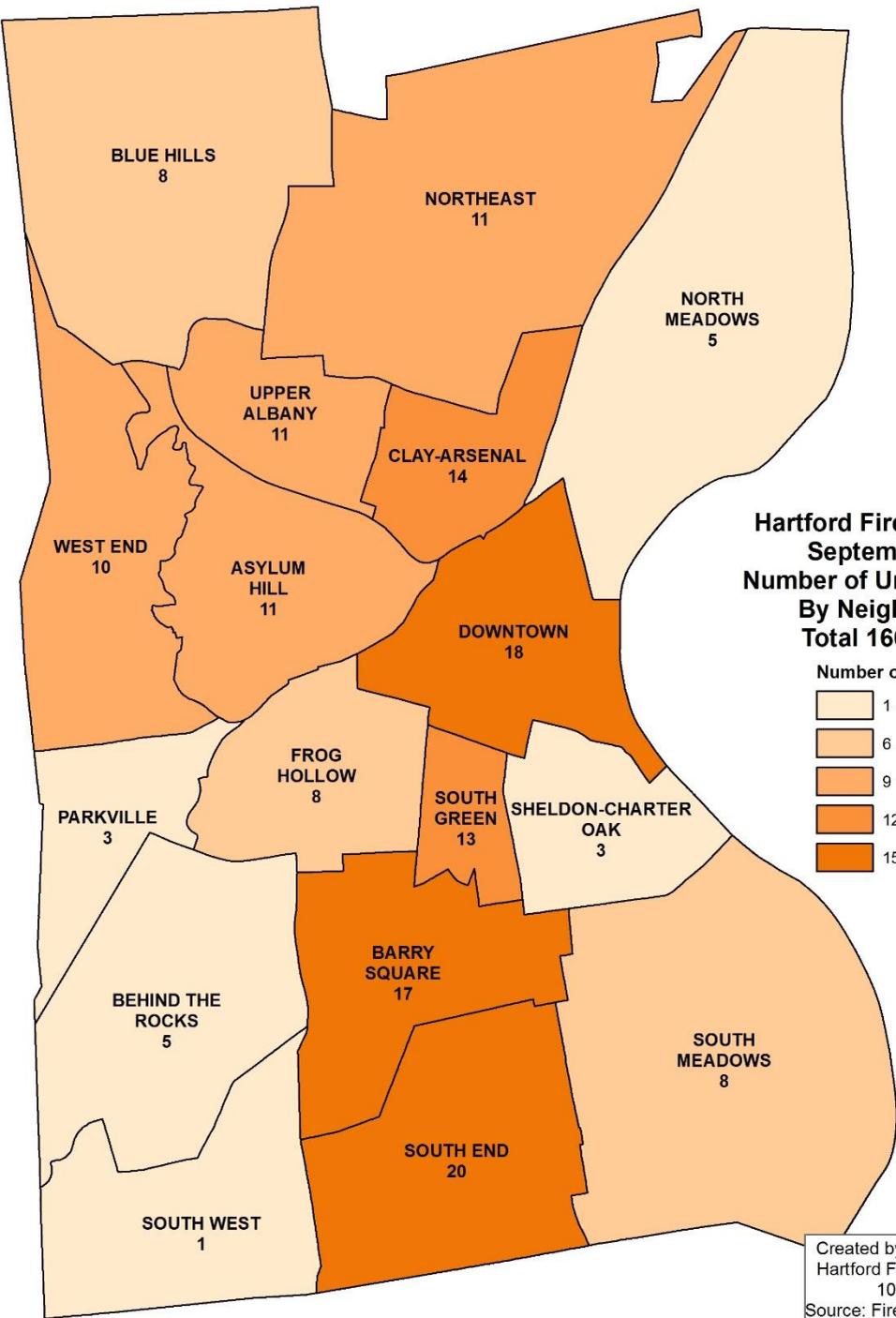| Incident Type | Description | Count |
|---|---|---|
| 745 | Alarm system activation, no fire - unintentional | 82 |
| 743 | Smoke detector activation, no fire - unintentional | 40 |
| 735 | Alarm system sounded due to malfunction | 28 |
| 730 | System malfunction, Other | 15 |
| 740 | Unintentional transmission of alarm, Other | 10 |
| 710 | Malicious, mischievous false call, Other | 9 |
| 733 | Smoke detector activation due to malfunction | 9 |
| 731 | Sprinkler activation due to malfunction | 4 |
| 734 | Heat detector activation due to malfunction | 4 |
| 744 | Detector activation, no fire - unintentional | 3 |
| 715 | Local alarm system, malicious false alarm | 3 |
| 700 | False alarm or false call, Other | 3 |
| 741 | Sprinkler activation, no fire - unintentional | 2 |
| 711 | Municipal alarm system, malicious false alarm | 1 |
| 742 | Extinguishing system activation | 1 |
| 746 | Carbon monoxide detector activation, no CO | 1 |
| 714 | Central station, malicious false alarm | 1 |
| 712 | Direct tie to FD, malicious false alarm | 1 |

Created by Leandro Cieri
Hartford Fire Department
10/6/2022
Source: Emergency Reporting
Geocoded: 217
Not Geocoded: 0

# Undefined Calls September 2022

BLUE HILLS
8

NORTHEAST
11

NORTH MEADOWS
5

UPPER ALBANY
11

CLAY-ARSENAL
14

WEST END
10

ASYLUM HILL
11

DOWNTOWN
18

**Hartford Fire Department**
**September 2022**
**Number of Undefined Calls**
**By Neighborhood**
**Total 166 of Calls**

**Number of Incidents**

| | |
|---|---|
| ▢ | 1 - 5 |
| ▢ | 6 - 8 |
| ▢ | 9 - 11 |
| ▢ | 12 - 14 |
| ▢ | 15 - 20 |

FROG HOLLOW
8

SOUTH GREEN
13

SHELDON-CHARTER OAK
3

PARKVILLE
3

BEHIND THE ROCKS
5

BARRY SQUARE
17

SOUTH MEADOWS
8

SOUTH END
20

SOUTH WEST
1

| Incident Type | Description | Count |
|---|---|---|
| 622 | No Incident found on arrival at dispatch address | 151 |
| 600 | Good intent call, Other | 4 |
| 661 | EMS call, party transported by non-fire agency | 3 |
| 900 | Special type of incident, Other | 2 |
| 240 | Explosion (no fire), Other | 2 |
| 911 | Citizen complaint | 1 |
| 611 | Dispatched & cancelled en route | 1 |
| 651 | Smoke scare, odor of smoke | 1 |
| 621 | Wrong location | 1 |

# Location of Structure Fires In Relationship to Fire Stations



| Key | Incident Number | Response |
|-----|-----------------|----------|
| 0 | 22-268013 | 0:04:48 |
| 1 | 22-263002 | 0:08:57 |
| 2 | 22-261059 | 0:04:29 |
| 3 | 22-260064 | 0:08:39 |
| 4 | 22-259014 | 0:01:49 |
| 5 | 22-254086 | 0:03:43 |
| 6 | 22-247008 | 0:05:45 |
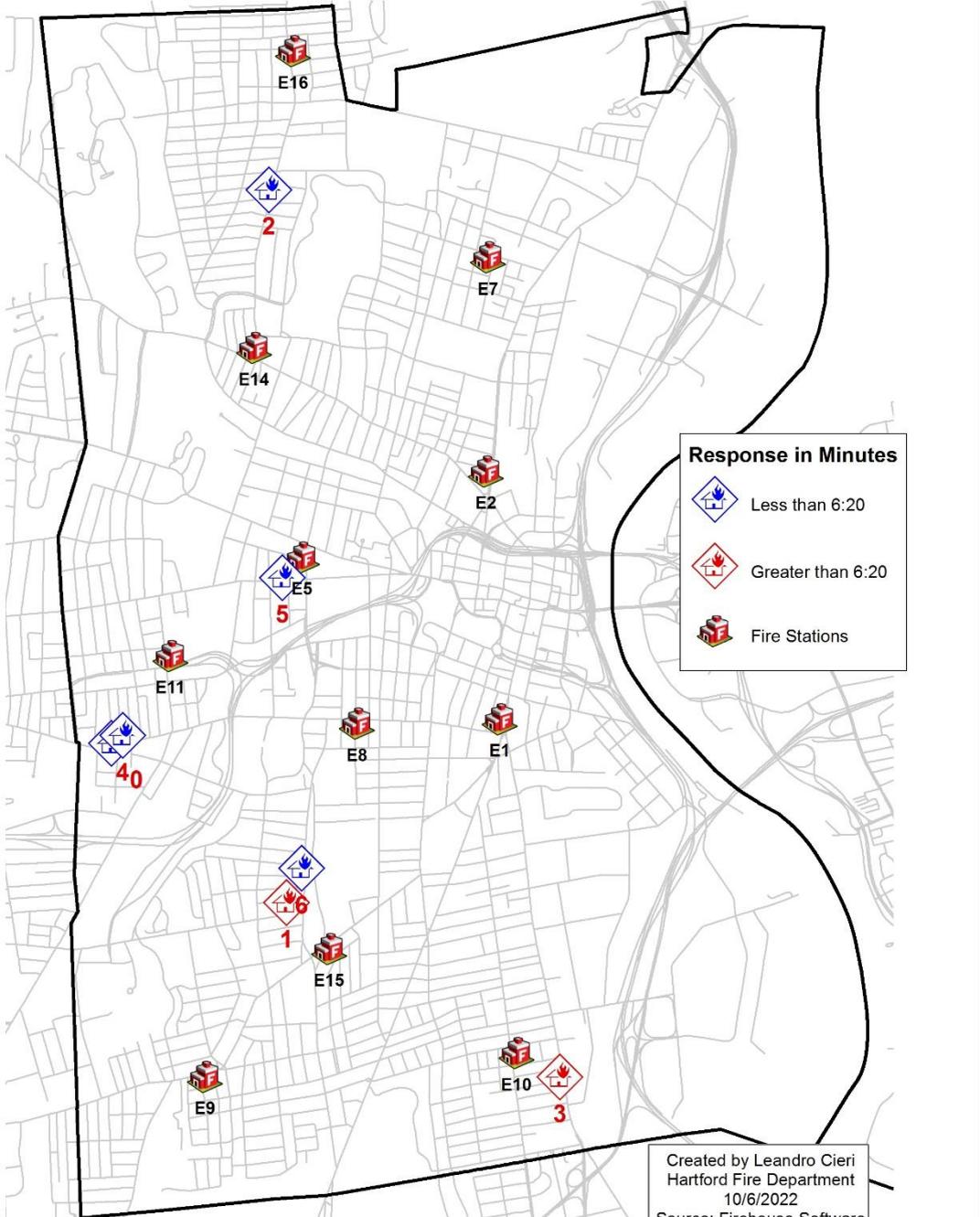
**Response in Minutes**

◇ Less than 6:20

◇ Greater than 6:20

🏠 Fire Stations

Created by Leandro Cieri
Hartford Fire Department
10/6/2022
Source: Firehouse Software
Geocoded: 7
Not Geocoded: 0

# QUESTIONS/COMMENTS



"Goal Oriented, Results Driven"