



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

**FIRESTAT**

*April 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.



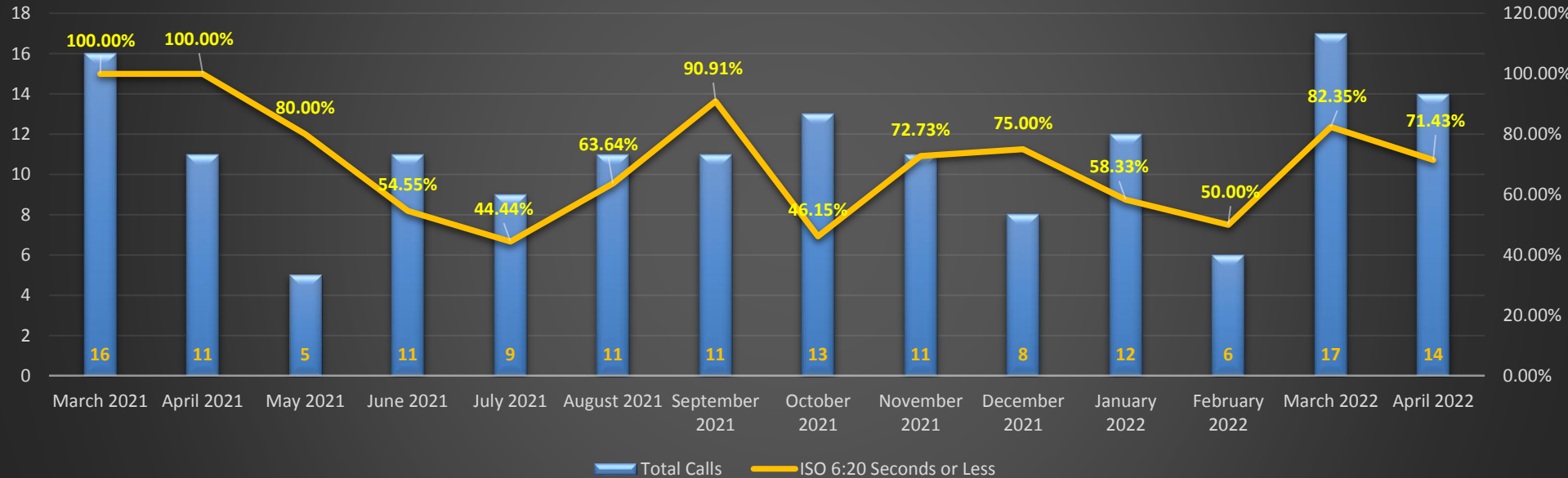
**Data Source:** Firehouse Software

**Current Period:**  
04/01/2022 - 04/30/2022

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

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

### Structure Fires



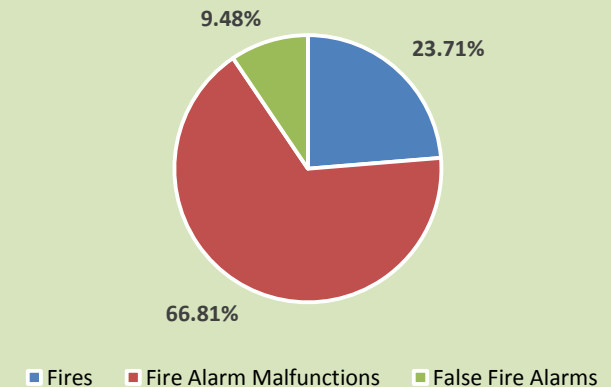
#### Analysis

#### Recommendations

#### Fire Alarms compared to Actual Fires

- Slight increase in more fire duty compared to April 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.



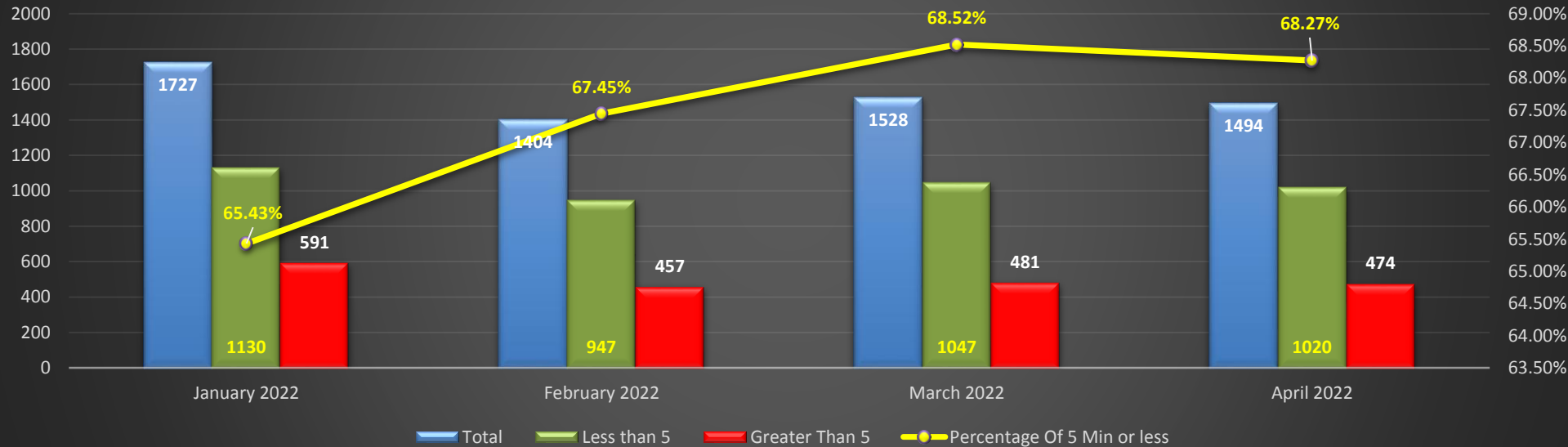
**Data Source:**  
Firehouse Software

**Current Period:**  
04/01/2022 - 04/30/2022

**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



#### 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:**  
04/01/2022 - 04/30/2022



**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 1 Area



#### Analysis

#### Recommendations

#### Impact

➤ Significant decrease in response time performance 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.



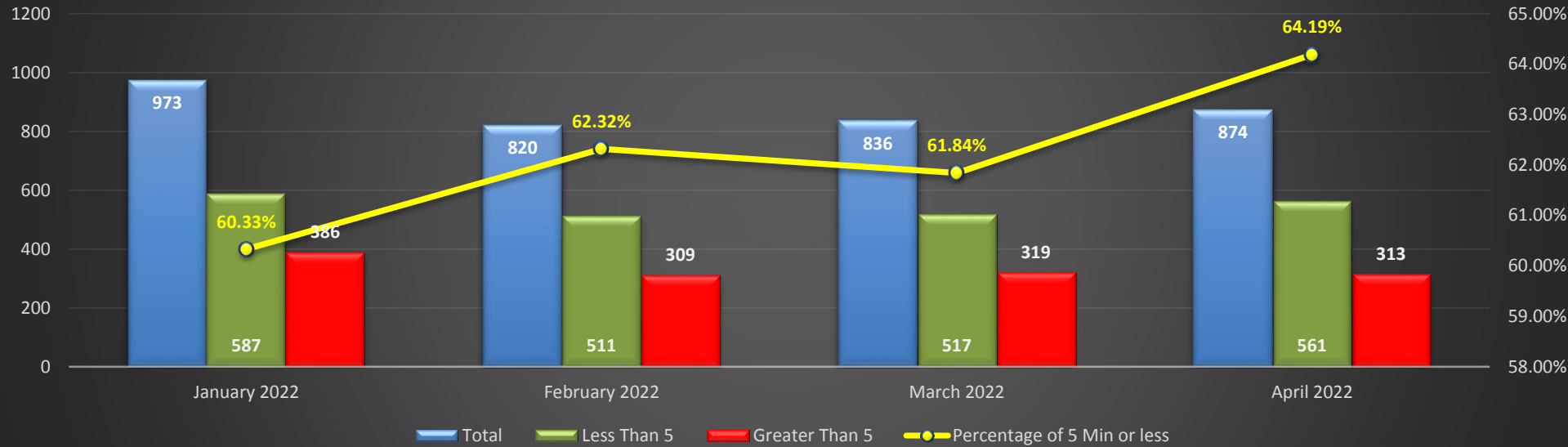
**Data Source:**  
Firehouse Software

**Current Period:**  
04/01/2022 - 04/30/2022

**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 1 Area



#### Analysis

➤ Slight inclination 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

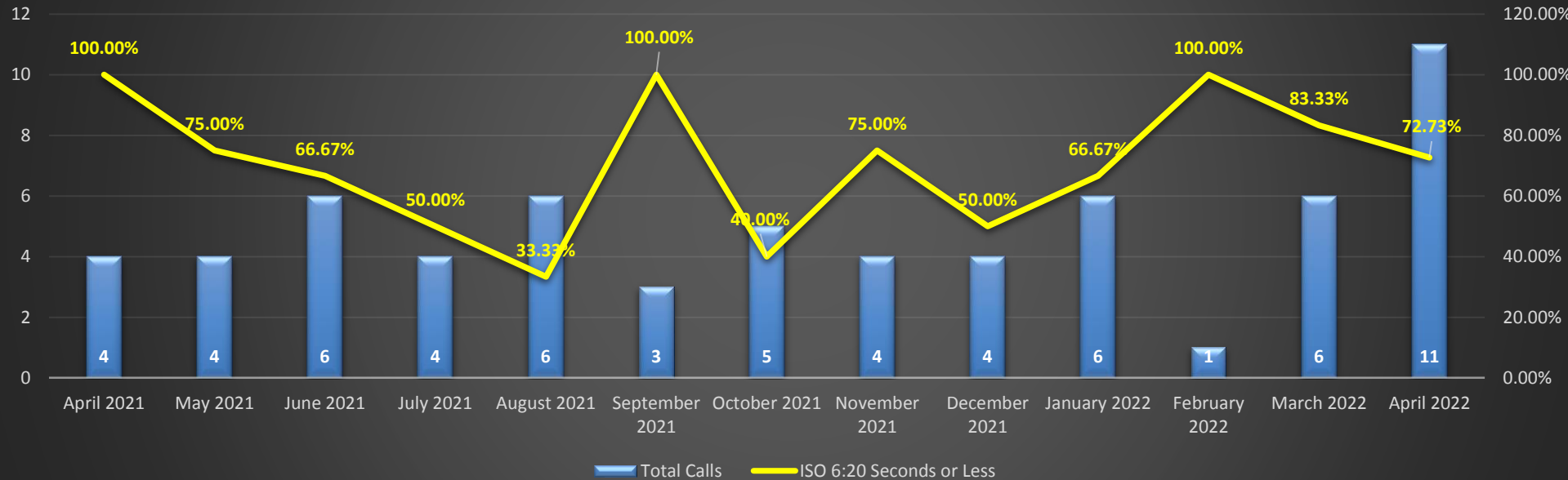
**Current Period:**  
04/01/2022 - 04/30/2022



**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



#### Analysis

#### Recommendations

#### Impact

➤ Significant decrease in response time performance in District 2 geographical area.

- 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.



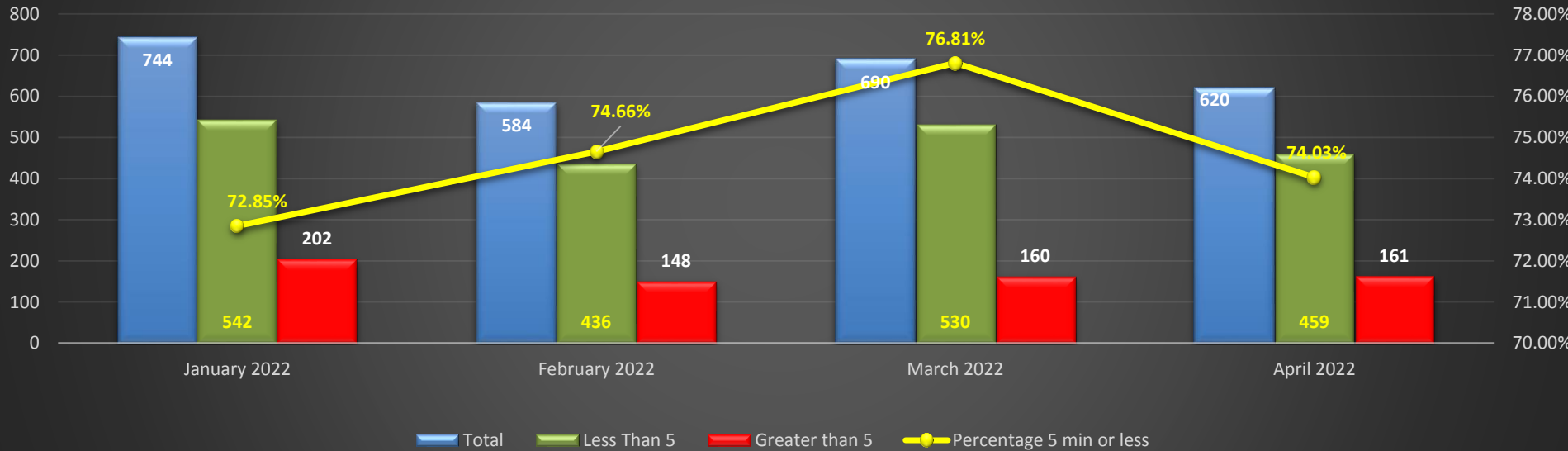
**Data Source:**  
Firehouse Software

**Current Period:**  
04/01/2022 - 04/30/2022

**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



#### Analysis

➤ Slight decrease 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 ISO standards.

**Data Source:** Firehouse Software

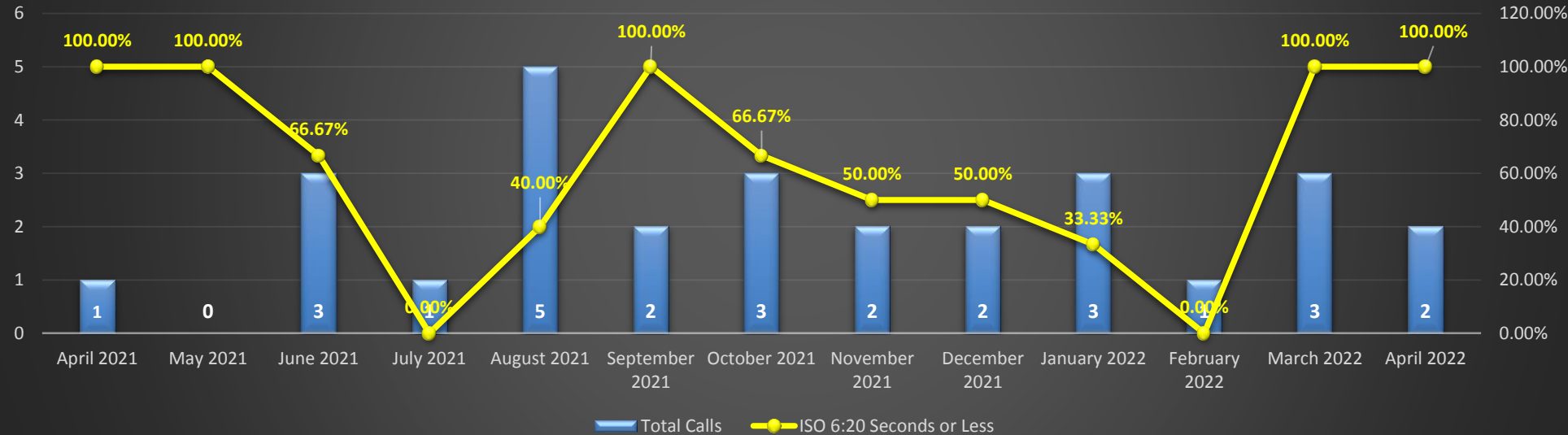
**Current Period:**  
04/01/2022 - 04/30/2022



**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



#### Analysis

#### Recommendations

#### Impact

➤ Excellent work exceeding the response time performance benchmark two 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.



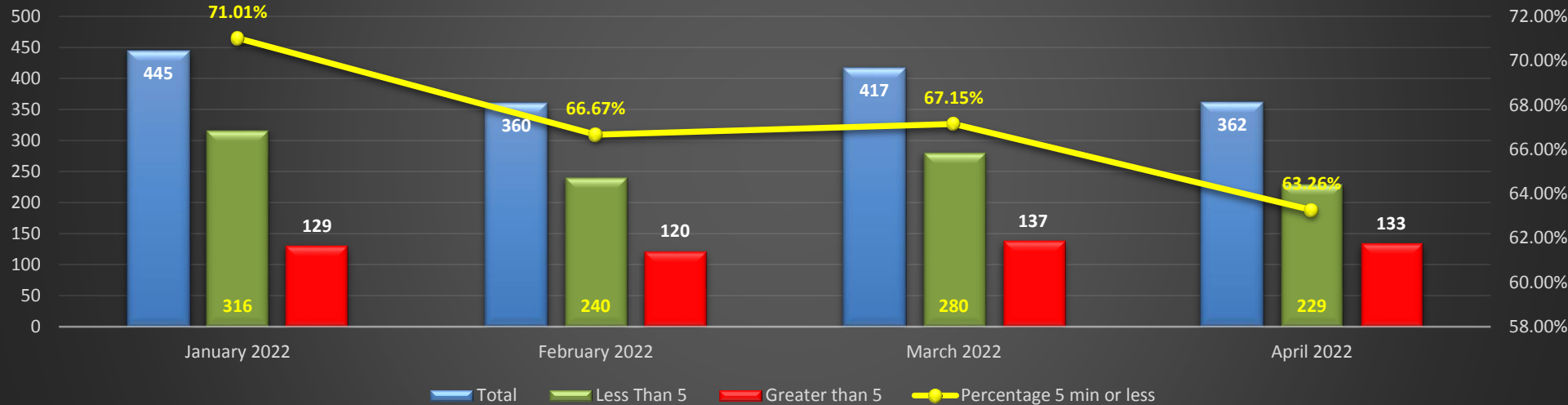
**Data Source:**  
Firehouse Software

**Current Period:**  
04/01/2022 - 04/30/2022

**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



#### Analysis

➤ Decrease 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:**  
04/01/2022 - 04/30/2022



**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



#### Analysis

#### Recommendations

#### Impact

➤ Significant decrease in response time performance.

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

➤ Effective emergency response.



# EMS Response Scorecard

## Tour B

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



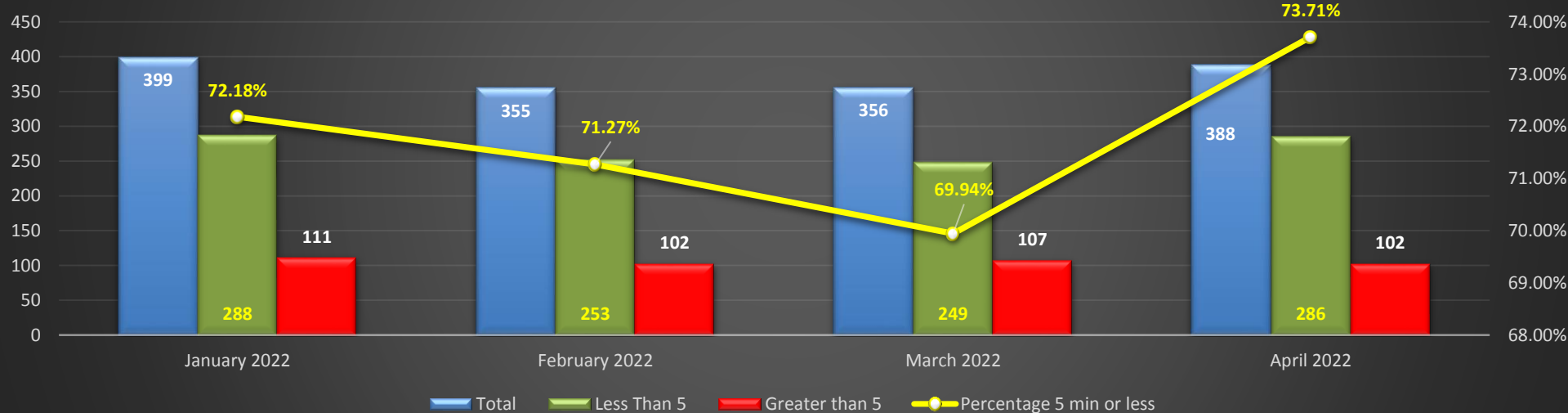
**Data Source:**  
Firehouse Software

**Current Period:**  
04/01/2022 - 04/30/2022

**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



#### Analysis

➤ Improvement 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

## 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:**  
04/01/2022 - 04/30/2022

**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



#### Analysis

#### Recommendations

#### Impact

➤ Slight decrease in response time performance.

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

➤ Efficiency of emergency response.

# EMS Response Scorecard

## Tour C

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



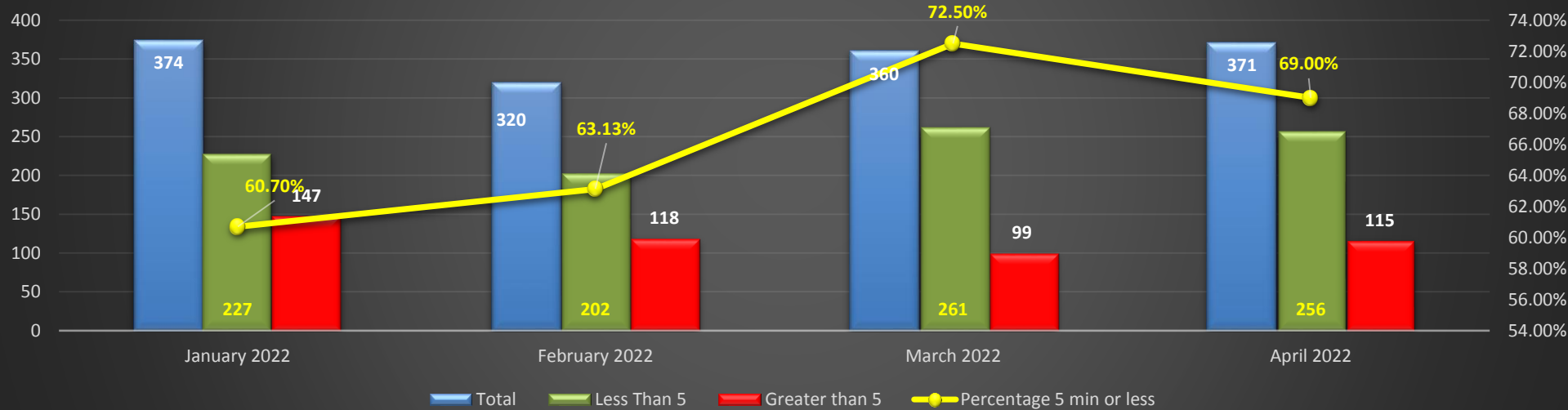
**Data Source:**  
Firehouse Software

**Current Period:**  
04/01/2022 - 04/30/2022

**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



#### Analysis

➤ Slight decrease 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

## Tour D

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

**Data Source:** Firehouse Software

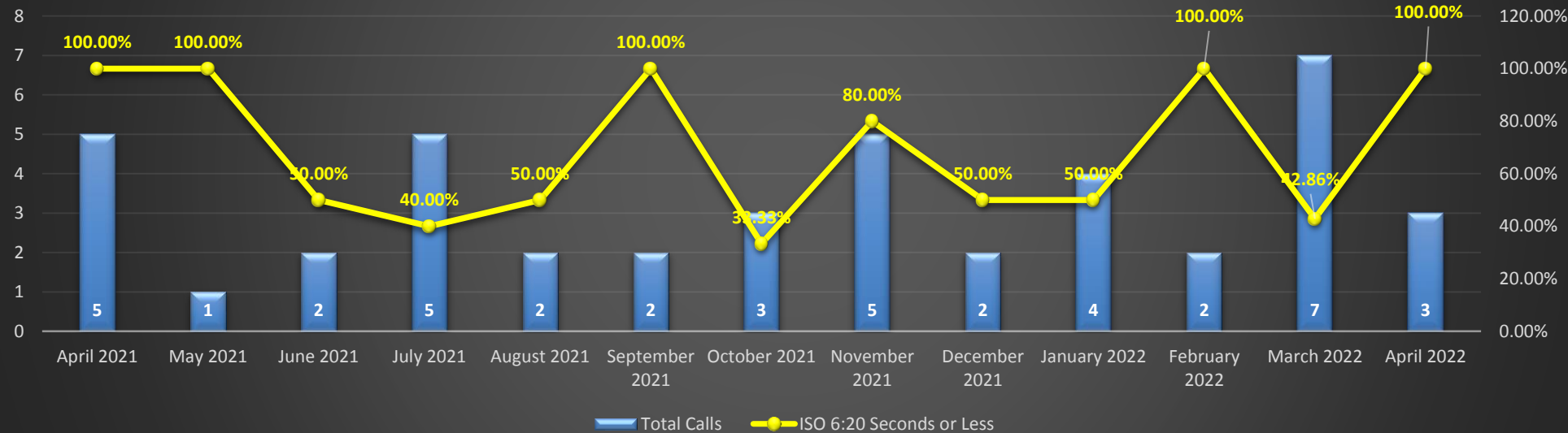
**Current Period:**  
04/01/2022 - 04/30/2022



**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

➤ Great work exceeding the benchmark in response time performance Tour D at 100%.

- Maintain proficiency.
- 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.



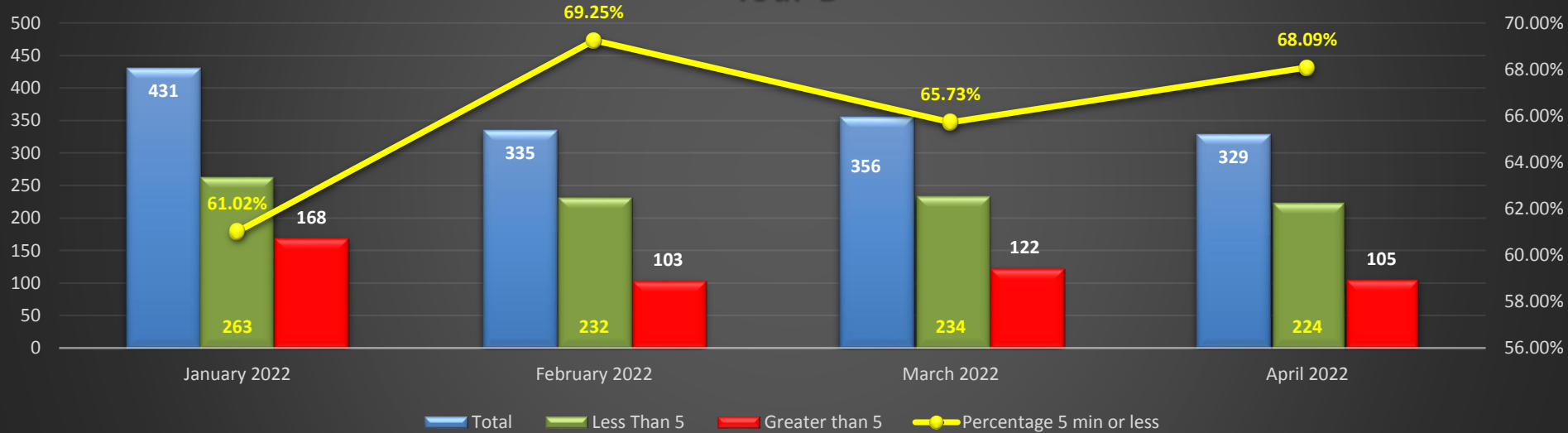
**Data Source:**  
Firehouse Software

**Current Period:**  
04/01/2022 - 04/30/2022

**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



#### 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

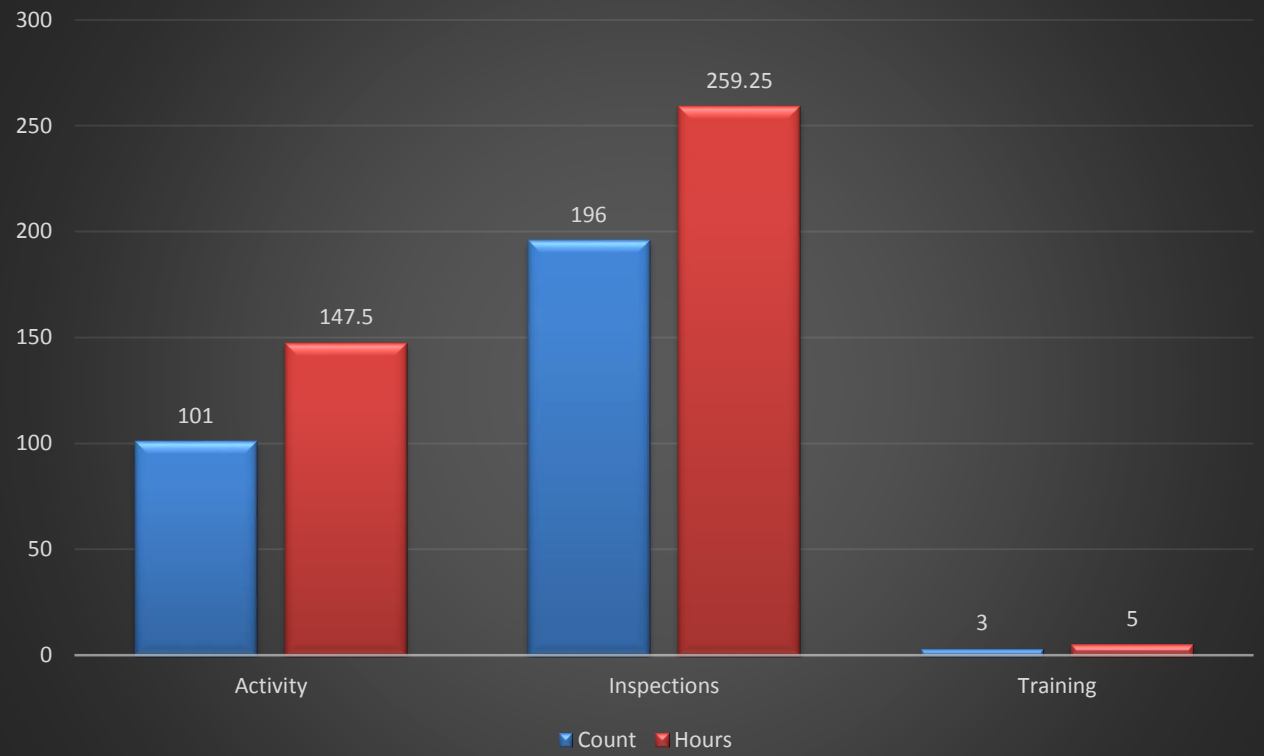
**Performance Target –** Risk in the community are minimized through a proactive code enforcement and public education program, respectively.

**Data Source:** HFD Firehouse Software

**Current Period:** 04/01/2022 - 04/30/2022

### HISTORICAL ANALYSIS

Reporting Period	Violations		
	Violations Found	Violations Cleared	
10/21	65	236	
11/21	57	114	
12/21	267	53	
01/22	438	88	
02/22	161	99	
03/22	68	88	
04/22	44	89	



### Attendance

Total Hours Accounted:	1060.25	Total Hours Off:	660
Total Hours on Duty:	1363.75	Hours Accounted For:	77.75%

### 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.

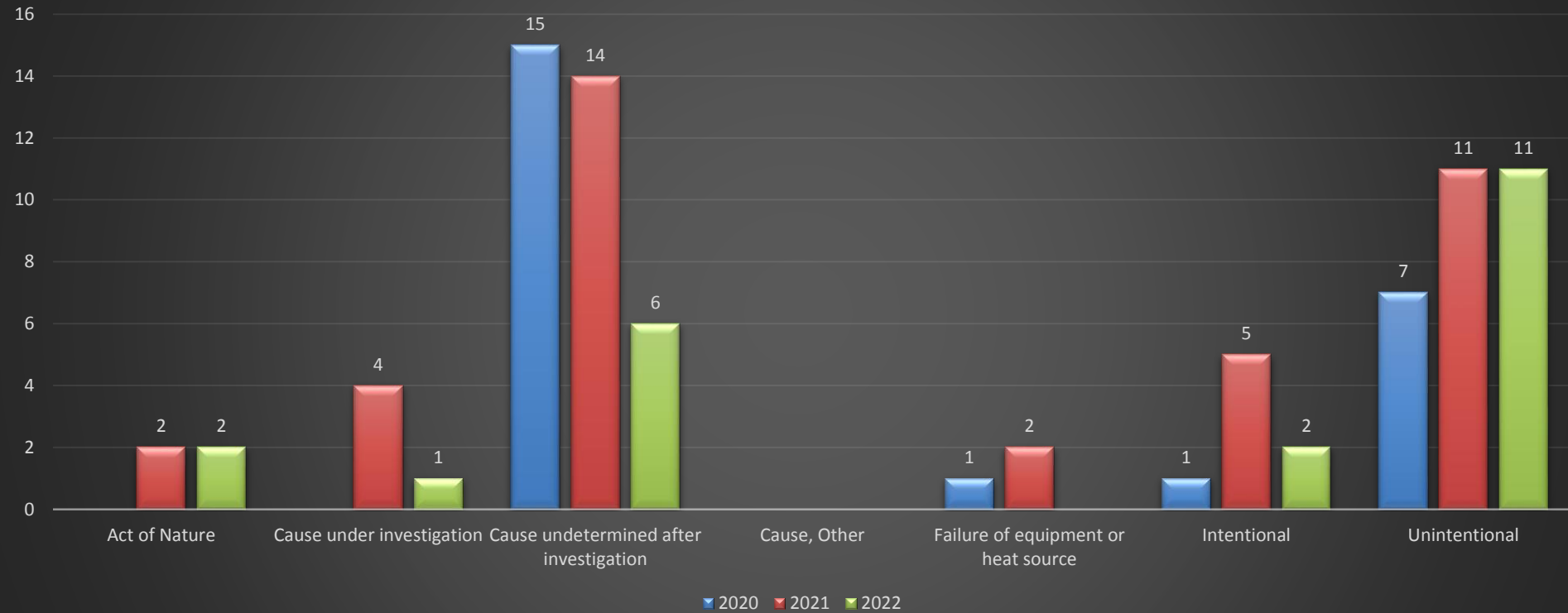


**Data Source:**  
Firehouse Software

**Current Period:**  
04/01/2022 - 04/30/2022

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

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



### Analysis

### Recommendations

### Impact

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

- Assess effectiveness of community risk reduction program.
- 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



**Operational Performance Measure:** Decrease avoidable incidents within the City of Hartford.

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

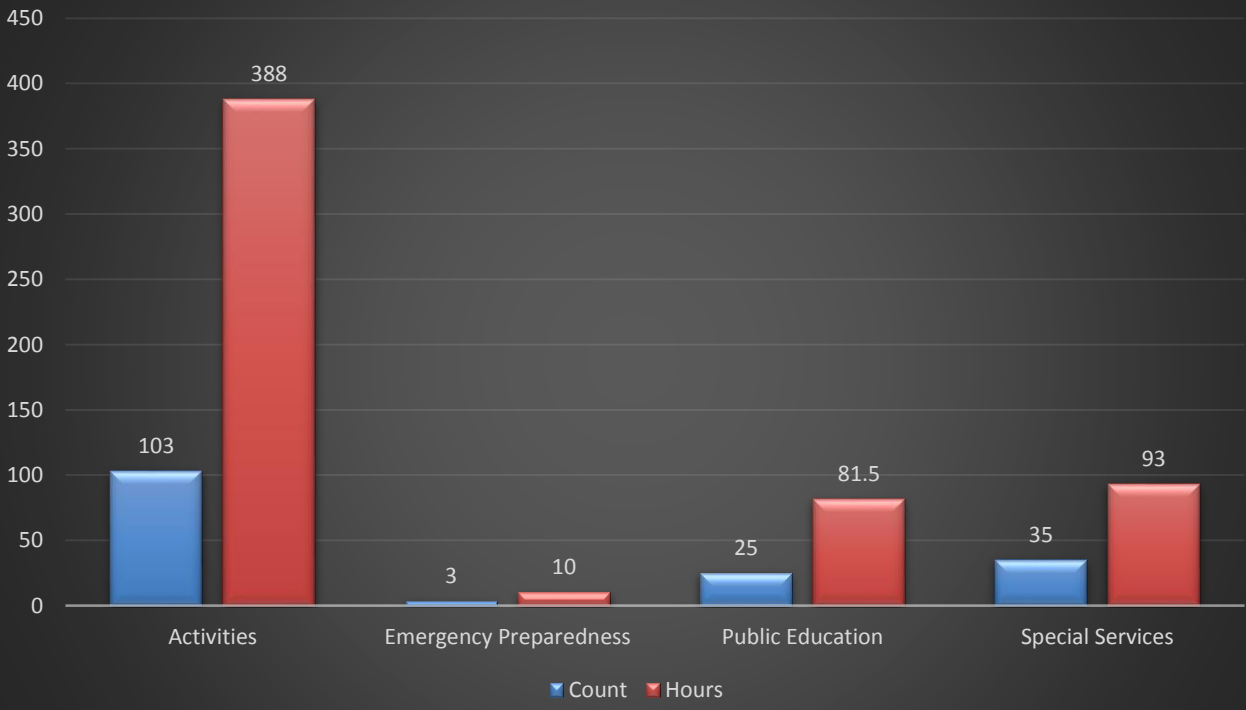
**Performance Target –** Reduction in Residential Structure Fires by 20% by 1<sup>st</sup> Quarter 2021.

**Data Source:** HFD Firehouse Software

**Current Period:** 04/01/2022 - 04/30/2022

### HISTORICAL ANALYSIS

Reporting Period	02/22	03/22	04/22
Total Activities	87	229	166
Total Adults	333	328	924
Total Children	20	109	382
Smoke Detector	7	14	0
Car Seats	2	2	1



### Attendance

Total Hours Accounted:	572.5	Total Hours Off:	130
Total Hours on Duty:	570.5	Hours Accounted For:	100.35%

### 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.



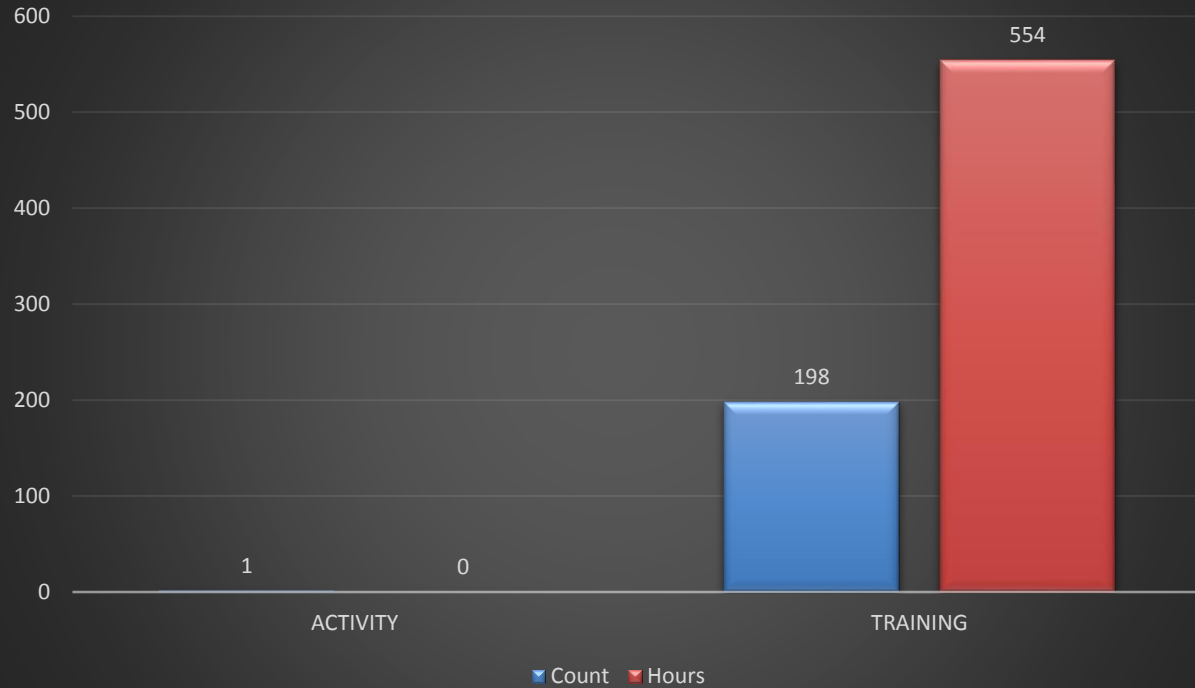
**HFD Strategic Priorities:**  
Provide Mandated Training to Hartford Fire Department Personnel

**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:** 04/01/2022 – 04/30/2022

### HISTORICAL ANALYSIS



### Attendance

### Recommendations

### Impact

<b>Total Hours Accounted:</b>	<b>554</b>	<b>Total Hours Off:</b>	<b>160</b>
<b>Total Hours on Duty:</b>	<b>833.5</b>	<b>Hours Accounted For:</b>	<b>66.47%</b>

- Outstanding work by our Training Division personnel. Job well done.
- 90% of time must be 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.

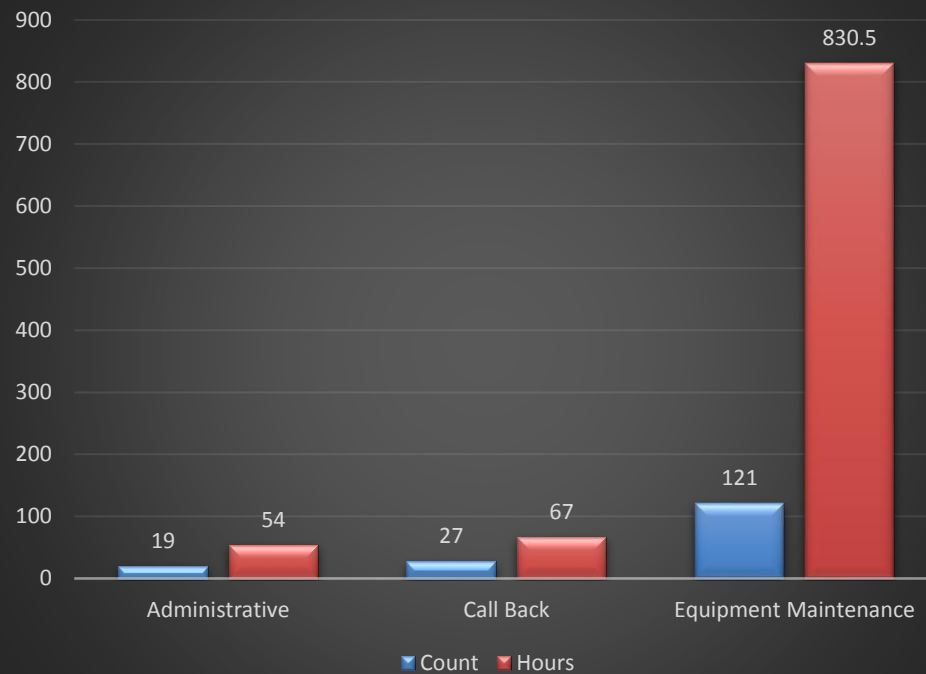
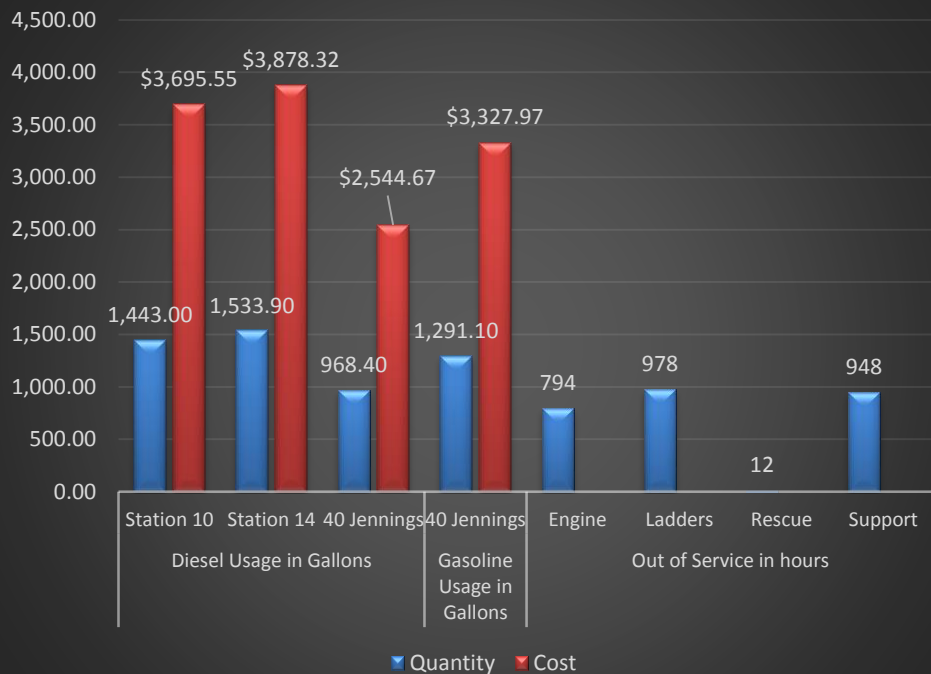


**Data Source:**  
HFD Firehouse Software

**Current Period:**  
04/01/2022 – 04/30/2022

**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

<b>Total Hours Accounted:</b>	<b>951.5</b>	<b>Total Hours Off:</b>	<b>450</b>
<b>Total Hours on Duty:</b>	<b>1205.5</b>	<b>Hours Accounted For:</b>	<b>78.93%</b>

### 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

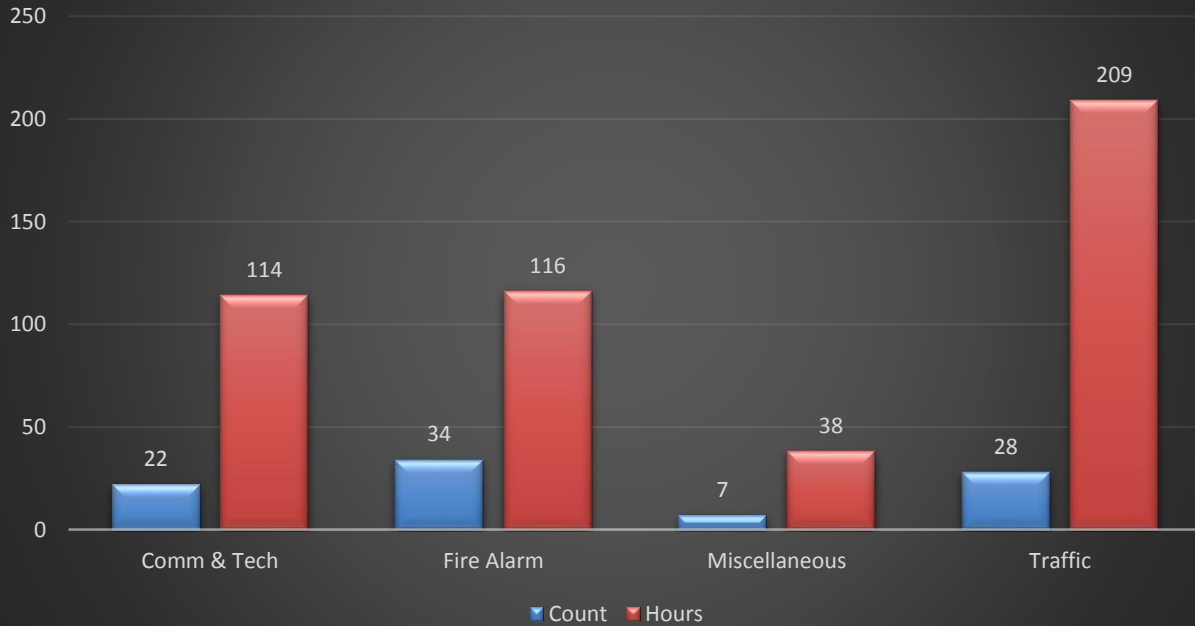
**Performance Target** – Mitigate a diverse portfolio of service calls.

**Data Source:** HFD Firehouse Software

**Current Period:** 04/01/2022 – 04/30/2022



### 681 Call Before You Digs



### Attendance

<b>Total Hours Accounted:</b>	<b>477</b>	<b>Total Hours Off:</b>	<b>40</b>
<b>Total Hours on Duty:</b>	<b>487</b>	<b>Hours Accounted For:</b>	<b>97.95%</b>

### Recommendations

- ✓ Excellent overall work.
- ✓ Excellent record of time.

### Impact

- IS&IT execution of relevant duties and responsibilities.

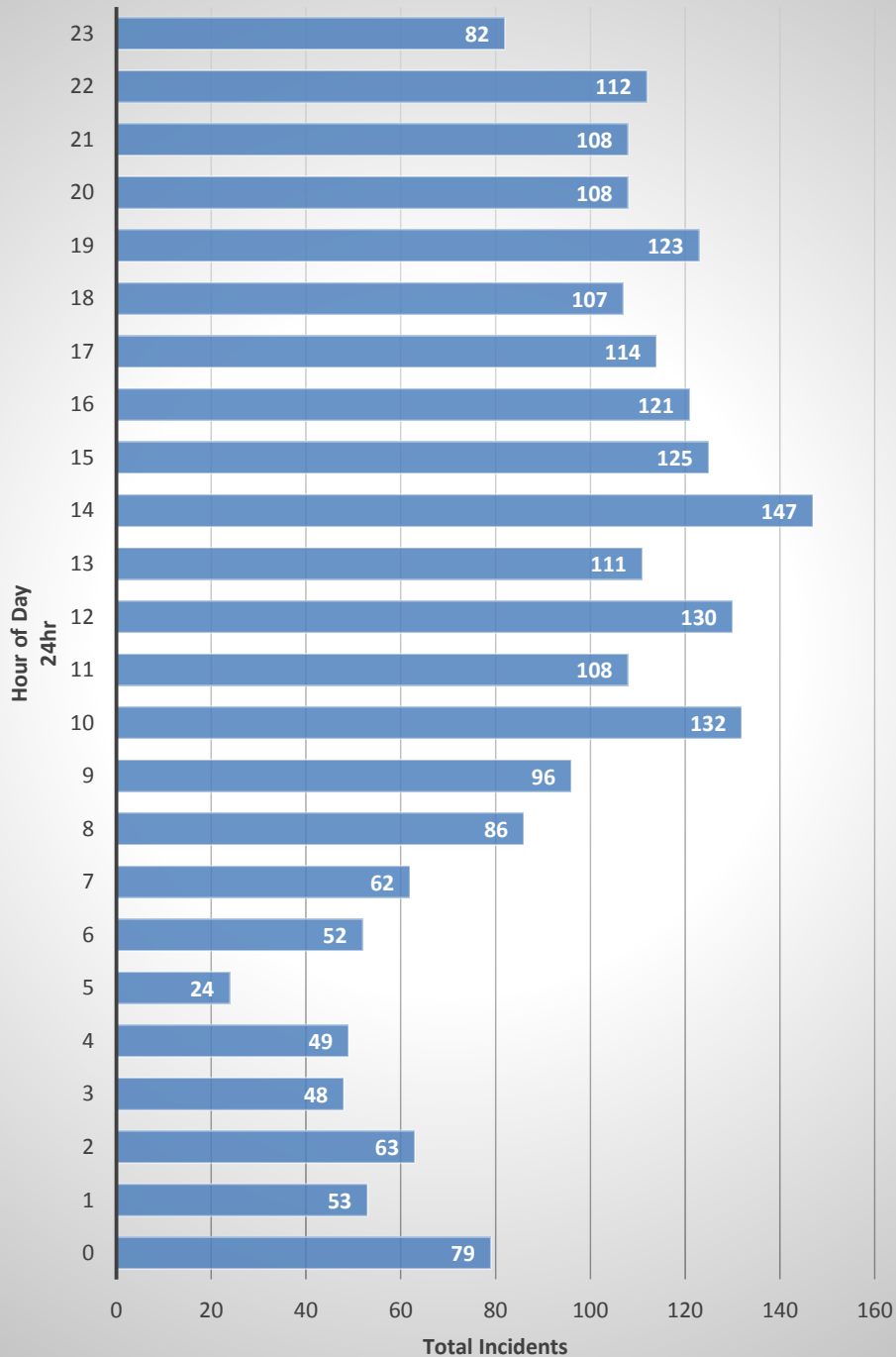


# EMERGENCY RESPONSE DATA

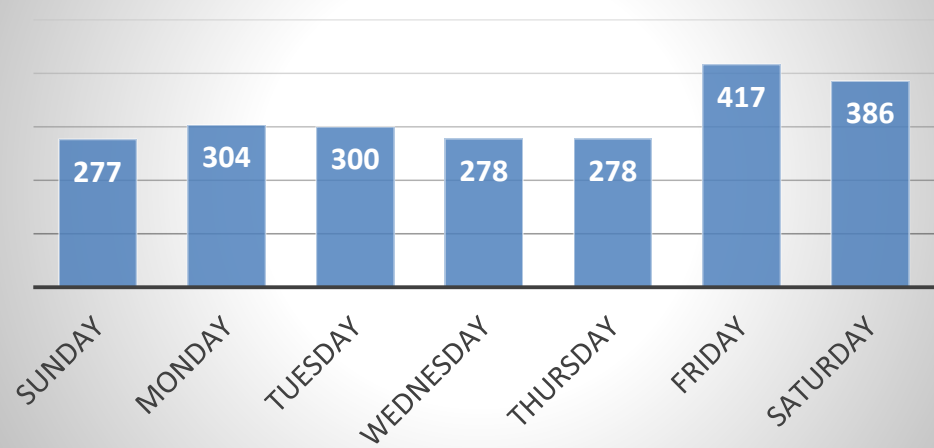


"Goal Oriented, Results Driven"

## Incidents by Hour



## Incidents by Day of Week



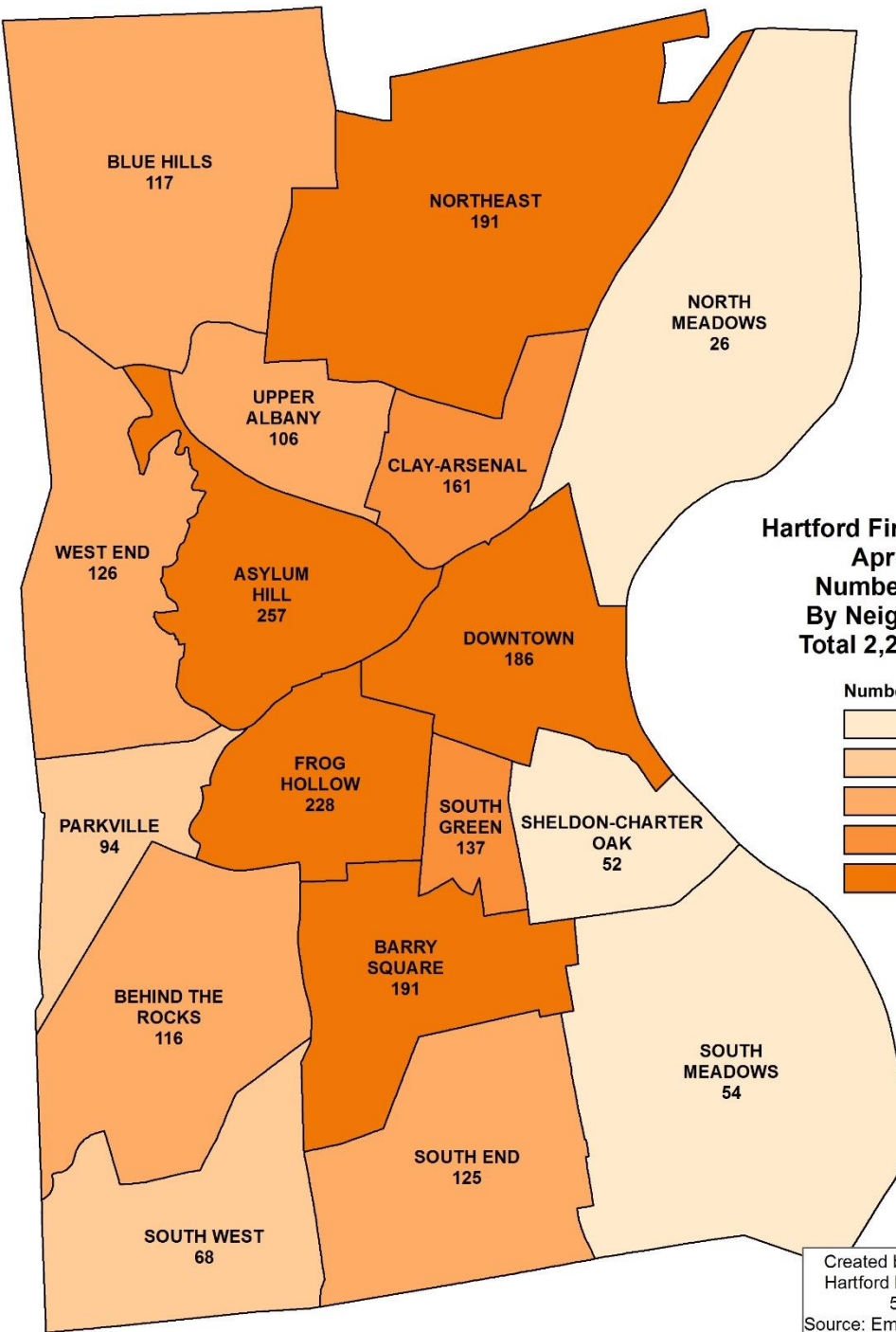
### Top 5 Calls for Service

Incident Type	Description	Count
<b>321</b>	EMS call, excluding vehicle accident with injury	775
<b>311</b>	Medical assist, assist EMS crew	463
<b>622</b>	No Incident found on arrival at dispatch address	139
<b>500</b>	Service Call, other	137
<b>322</b>	Motor vehicle accident with injuries	70

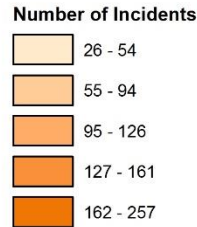
### Incidents by Category

Category	Incidents
EMS	1494
SERVICE	307
ALARM	177
UNDEFINE	155
FIRE	55
RESCUE	25
HAZMAT	21

# Incidents by Neighborhood April 2022



**Hartford Fire Department  
April 2022  
Number of Calls  
By Neighborhood  
Total 2,240 of Calls**

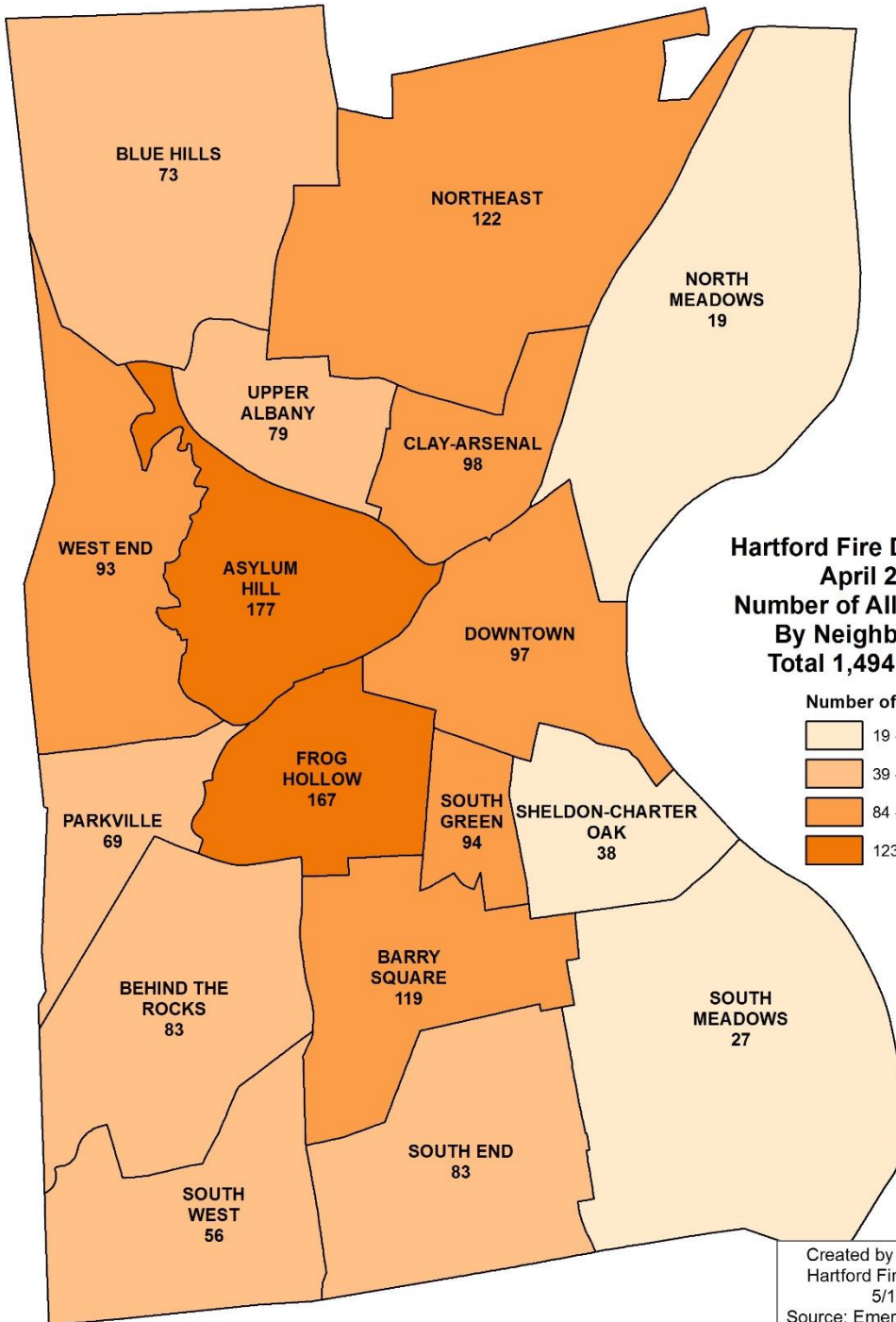


Neighborhood	Count
ASYLUM HILL	257
FROG HOLLOW	228
BARRY SQUARE	191
NORTHEAST	191
DOWNTOWN	186
CLAY-ARSENAL	161
SOUTH GREEN	137
WEST END	126
SOUTH END	125
BLUE HILLS	117
BEHIND THE ROCKS	116
UPPER ALBANY	106
PARKVILLE	94
SOUTH WEST	68
SOUTH MEADOWS	54
SHELDON-CHARTER OAK	52
NORTH MEADOWS	26

Created by Leandro Cieri  
Hartford Fire Department  
5/1/2022  
Source: Emergency Reporting  
Geocoded: 2,235  
Not Geocoded: 5

# EMS

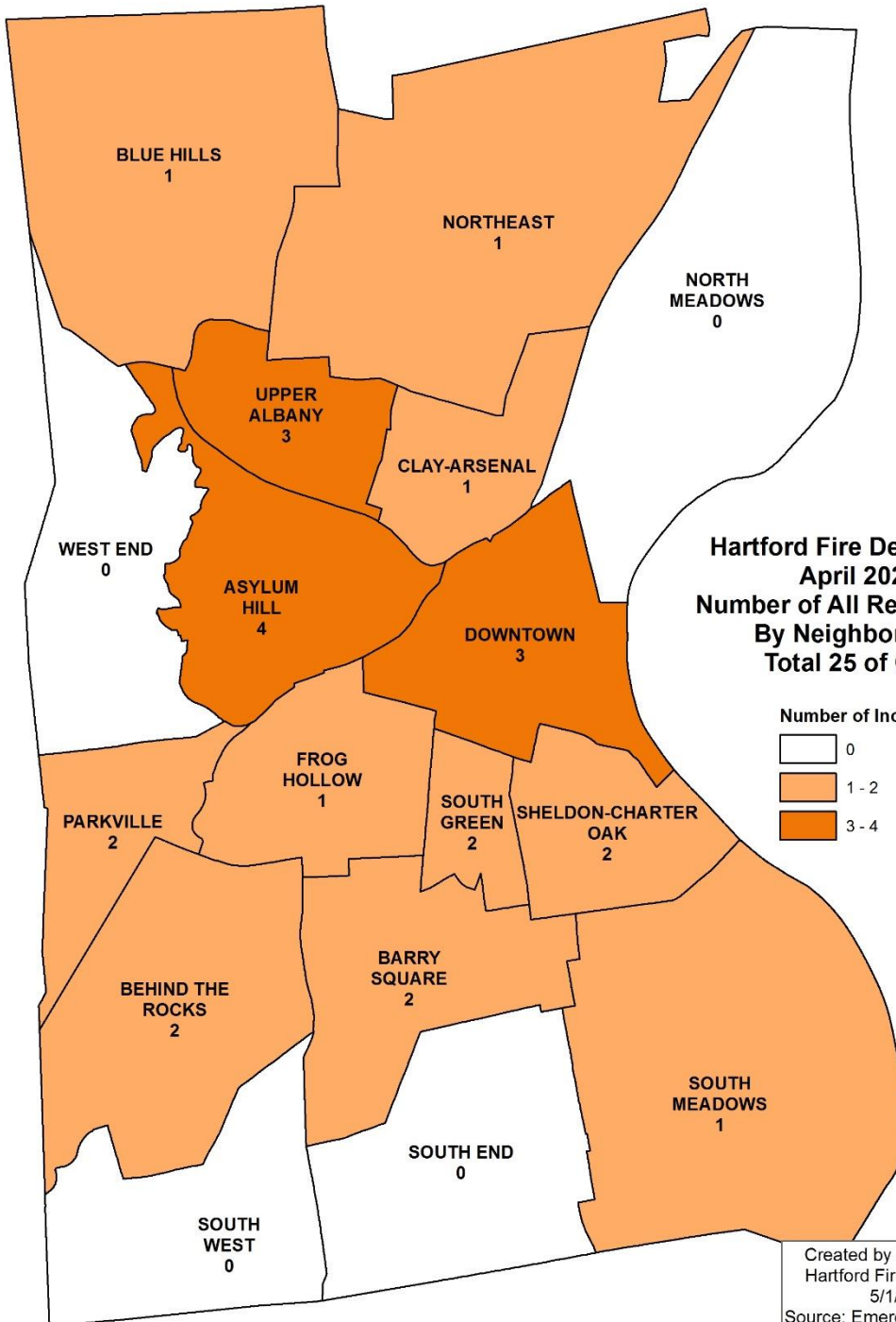
## April 2022



Created by Leandro Cieri  
Hartford Fire Department  
5/1/2022  
Source: Emergency Reporting  
Geocoded 1,494  
Not Geocoded: 0

Incident Type	Description	Count
321	EMS call, excluding vehicle accident with injury	775
311	Medical assist, assist EMS crew	463
322	Motor vehicle accident with injuries	70
381	Rescue or EMS standby	65
324	Motor Vehicle Accident with no injuries	62
300	Rescue, EMS incident, other	39
510	Person in distress, Other	14
323	Motor vehicle/pedestrian accident (MV Ped)	5
320	Emergency medical service, other	1

# Rescue Calls April 2022

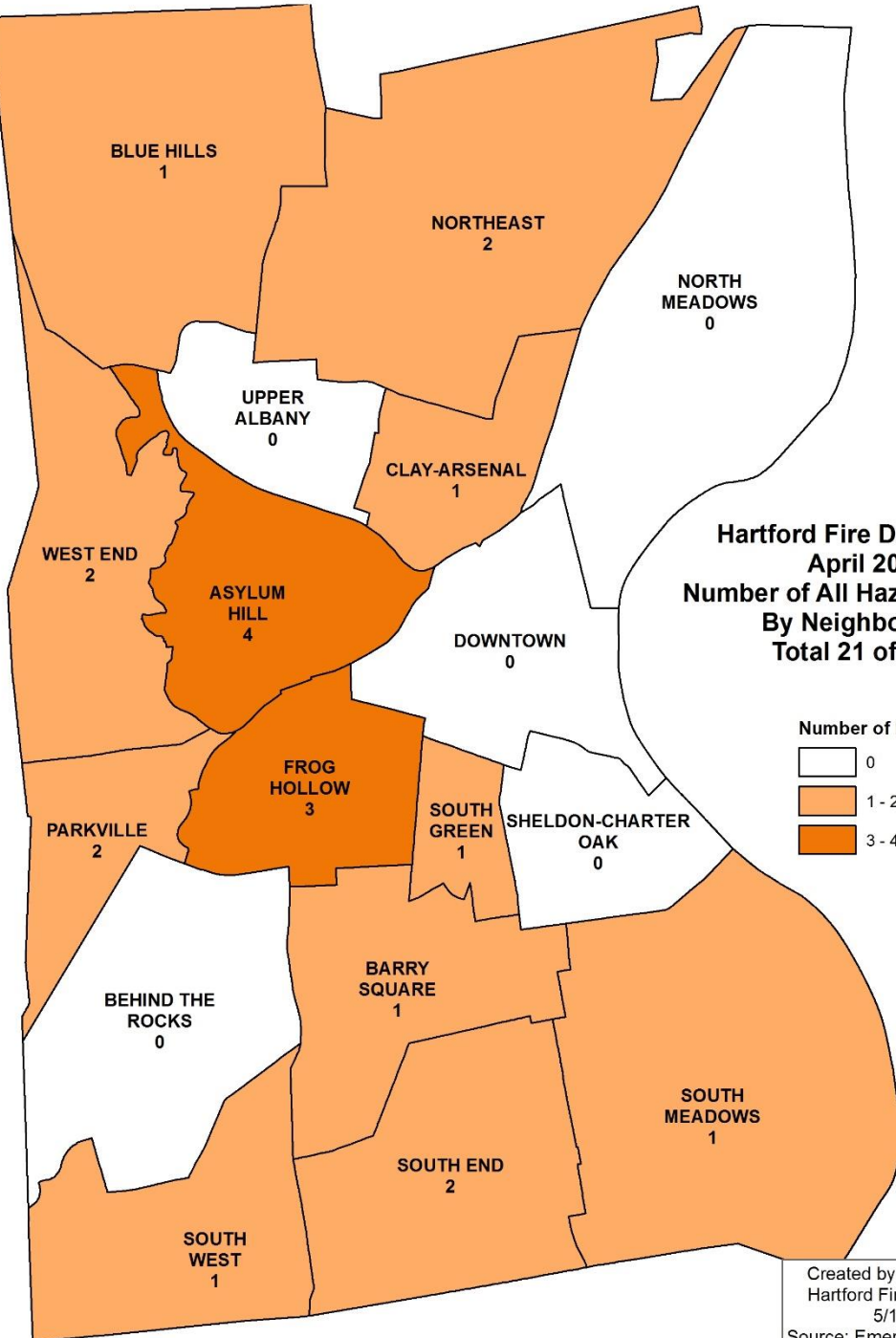


Incident Type	Description	Count
353	Removal of victim(s) from stalled elevator	10
511	Lock-out	7
352	Extrication of victim(s) from vehicle	6
331	Lock-in (if lock out , use 511 )	1
351	Extrication of victim(s) from building/structure	1

Created by Leandro Cieri  
Hartford Fire Department  
5/1/2022  
Source: Emergency Reporting  
Geocoded: 25  
Not Geocoded: 0

# Hazardous Materials

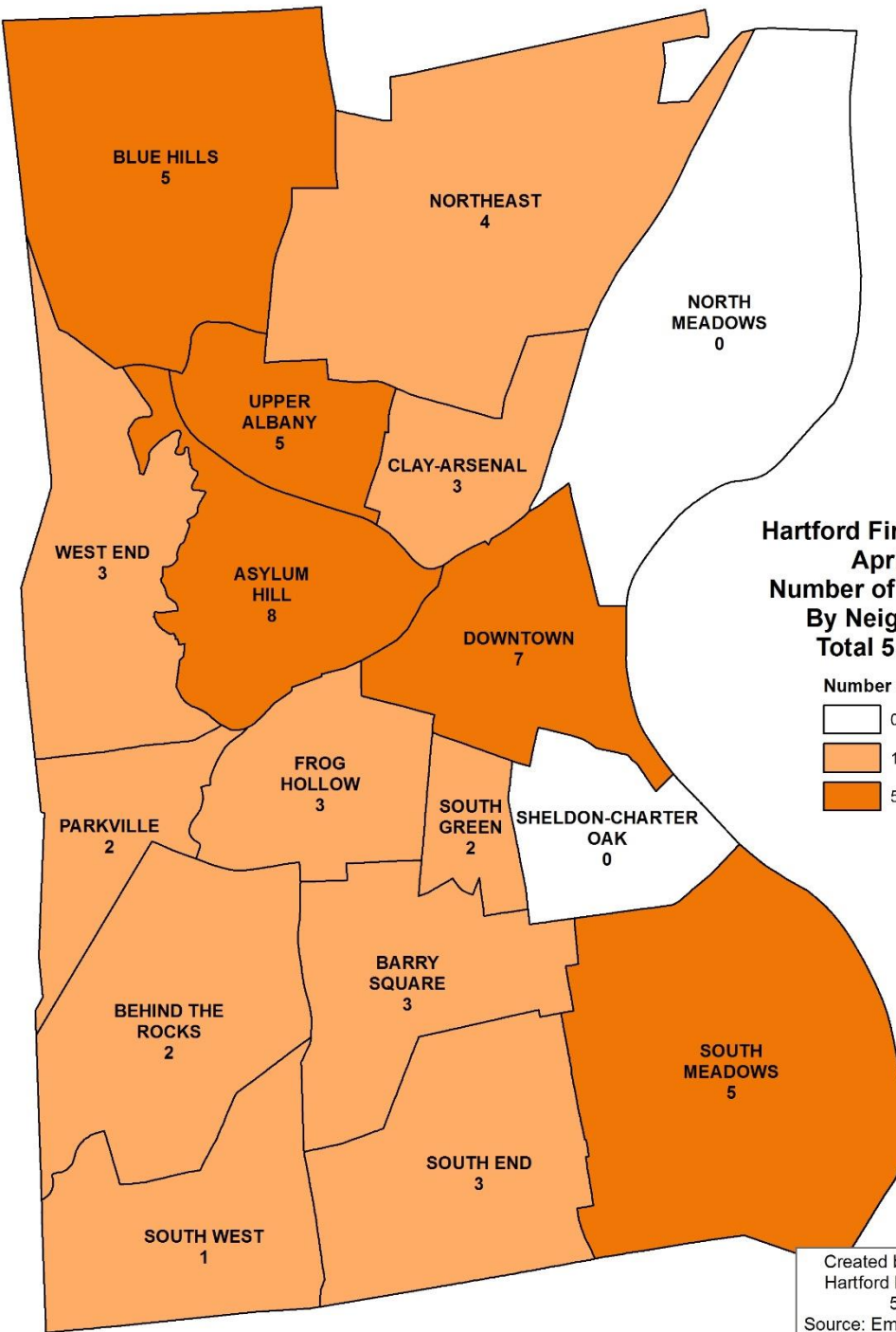
## April 2022



Incident Type	Description	Count
412	Gas leak (natural gas or LPG)	9
400	Hazardous condition, Other	4
463	Vehicle accident, general cleanup	4
413	Oil or other combustible liquid spill	2
422	Chemical spill or leak	1
424	Carbon monoxide incident	1

Created by Leandro Cieri  
 Hartford Fire Department  
 5/1/2022  
 Source: Emergency Reporting  
 Geocoded: 21  
 Not Geocoded: 0

# All Fires April 2022

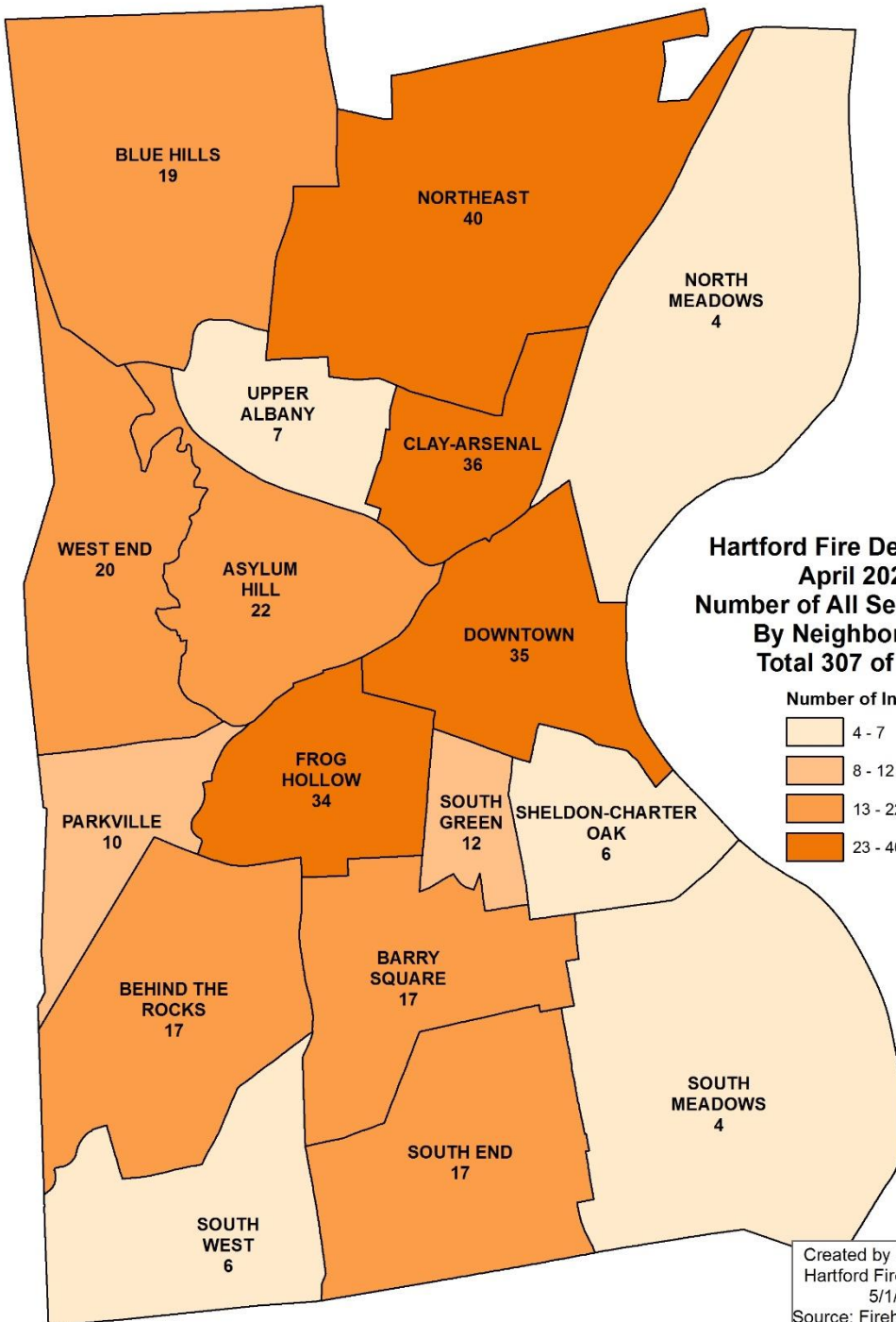


Incident Type	Description	Count
111	Building fire	14
142	Brush or brush-and-grass mixture fire	9
151	Outside rubbish, trash or waste fire	6
113	Cooking fire, confined to container	5
131	Passenger vehicle fire	5
118	Trash or rubbish fire, contained	4
154	Dumpster or other outside trash receptacle fire	3
140	Natural vegetation fire, Other	3
150	Outside rubbish fire, Other	2
152	Garbage dump or sanitary landfill fire	1
160	Special outside fire, Other	1
100	Fire, Other	1
143	Grass fire	1

Created by Leandro Cieri  
Hartford Fire Department  
5/1/2022  
Source: Emergency Reporting  
Geocoded: 55  
Not Geocoded: 0

# Service Calls

## April 2022



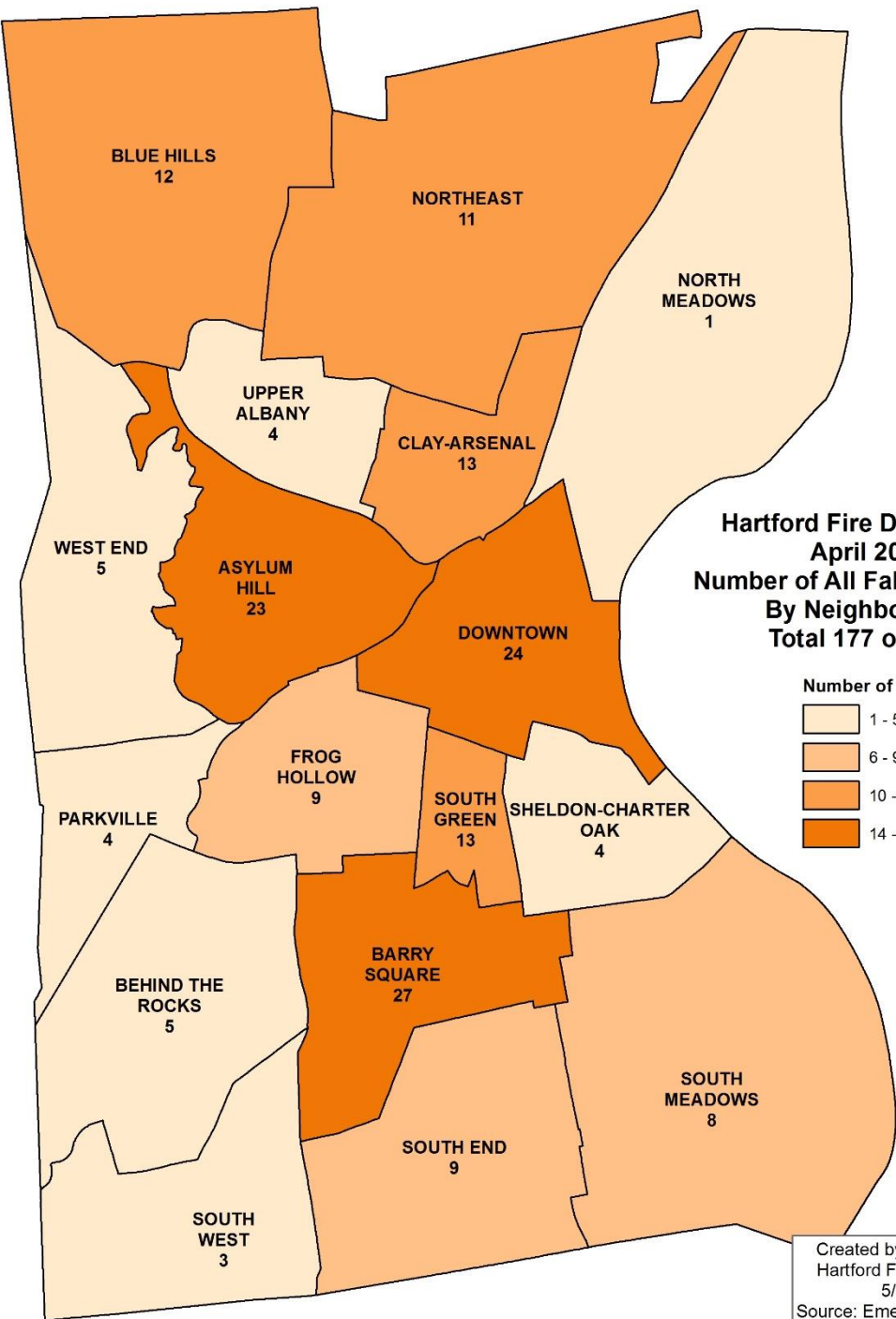
Incident Type	Description	Count
500	Service Call, other	137
552	Police matter	67
553	Public service	34
531	Smoke or odor removal	31
520	Water problem, Other	15
444	Power line down	8
522	Water or steam leak	4
551	Assist police or other governmental agency	3
554	Assist invalid	2
442	Overheated motor	2
550	Public service assistance, Other	2
571	Cover assignment, standby, moveup	1
542	Animal rescue	1

Created by Leandro Cieri  
Hartford Fire Department  
5/1/2022  
Source: Firehouse Software  
Geocoded: 306  
Not Geocoded: 1



# Fire Alarms

## April 2022

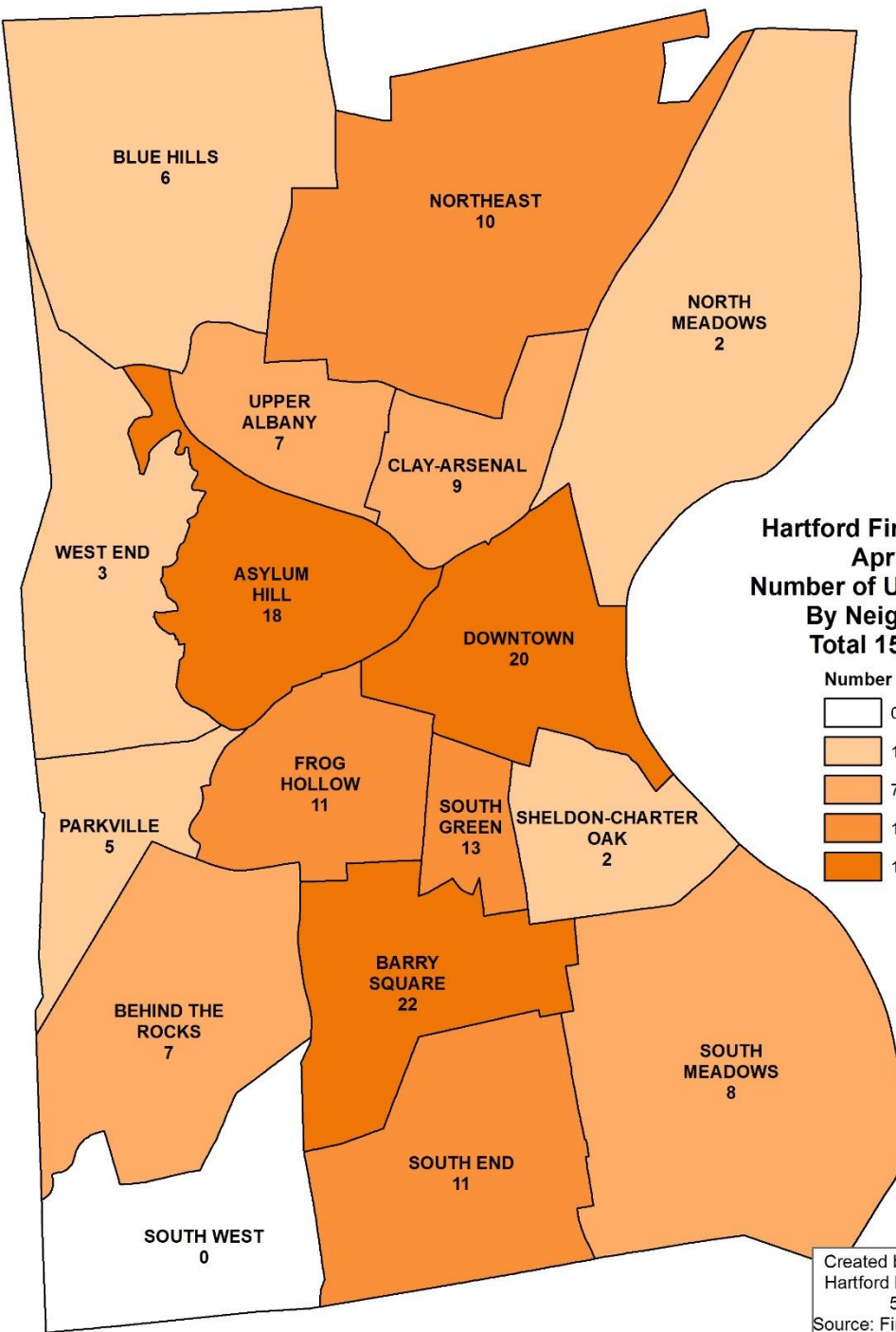


Created by Leandro Cieri  
Hartford Fire Department  
5/1/2022  
Source: Emergency Reporting  
Geocoded: 175  
Not Geocoded: 2

Incident Type	Description	Count
745	Alarm system activation, no fire - unintentional	66
743	Smoke detector activation, no fire - unintentional	40
735	Alarm system sounded due to malfunction	19
710	Malicious, mischievous false call, Other	16
740	Unintentional transmission of alarm, Other	11
731	Sprinkler activation due to malfunction	5
715	Local alarm system, malicious false alarm	4
741	Sprinkler activation, no fire - unintentional	4
730	System malfunction, Other	3
746	Carbon monoxide detector activation, no CO	2
733	Smoke detector activation due to malfunction	2
744	Detector activation, no fire - unintentional	2
734	Heat detector activation due to malfunction	1
751	Biological hazard, malicious false report	1
714	Central station, malicious false alarm	1

# Undefined Calls

## April 2022

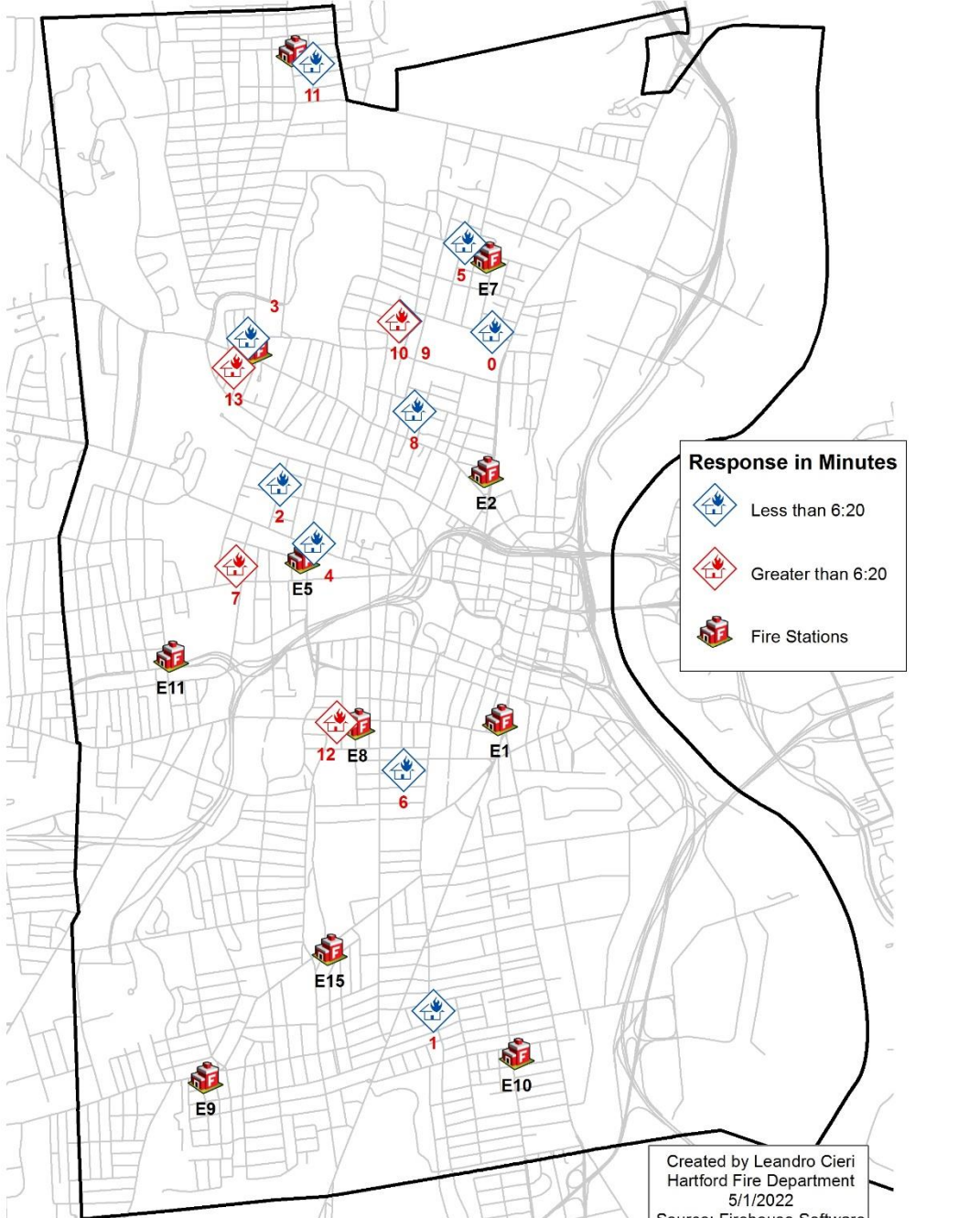


Created by Leandro Cieri  
Hartford Fire Department  
5/1/2022  
Source: Firehouse Software  
Geocoded: 154  
Not Geocoded: 1

Incident Type	Description	Count
622	No Incident found on arrival at dispatch address	139
661	EMS call, party transported by non-fire agency	6
900	Special type of incident, Other	4
611	Dispatched & cancelled en route	2
600	Good intent call, Other	2
650	Steam, Other gas mistaken for smoke, Other	1
641	Vicinity alarm (incident in other location)	1

# Location of Structure Fires In Relationship to Fire Stations

Key	Incident Number	Response
0	22-120077	0:04:14
1	22-114042	0:04:33
2	22-113062	0:04:38
3	22-108074	0:04:05
4	22-107014	0:03:30
5	22-106003	0:04:38
6	22-104078	0:05:05
7	22-104066	0:06:23
8	22-101083	0:04:40
9	22-100019	0:05:18
10	22-100006	0:07:11
11	22-099032	0:04:45
12	22-095090	0:06:59
13	22-091071	0:08:03



**Response in Minutes**

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

Created by Leandro Cieri  
 Hartford Fire Department  
 5/1/2022  
 Source: Firehouse Software  
 Geocoded: 14  
 Not Geocoded: 0

# QUESTIONS/COMMENTS



"Goal Oriented, Results Driven"