



City of Hartford
FIRE DEPARTMENT

FIRESTAT

January 2021

"Goal Oriented, Results Driven"



AGENDA



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

"Goal Oriented, Results Driven"

Chief Freeman



"Goal Oriented, Results Driven"

Chief Reilly



"Goal Oriented, Results Driven"

Chief Barco



"Goal Oriented, Results Driven"

EMERGENCY SERVICES



"Goal Oriented, Results Driven"

2020 FireStat Updates

- Suppression Only
 - The ISO standard will be used to gauge the efficiency of fire suppression personnel to structure fires. A total time of **six minutes and twenty seconds** is allotted from time the alarm is received at Dispatch to the time the first Engine/Pumper company arrives.
 - The NFPA 1710 for EMS will be used to gauge the efficiency of fire suppression personnel responding to EMS related incidents. 60 seconds is allotted for turnout time and 240 seconds are allotted for travel time.
 - EMS runs are calculated using incident types 300 through 329, 510.

Fire Response Scorecard

City-Wide

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

Data Source: Firehouse Software

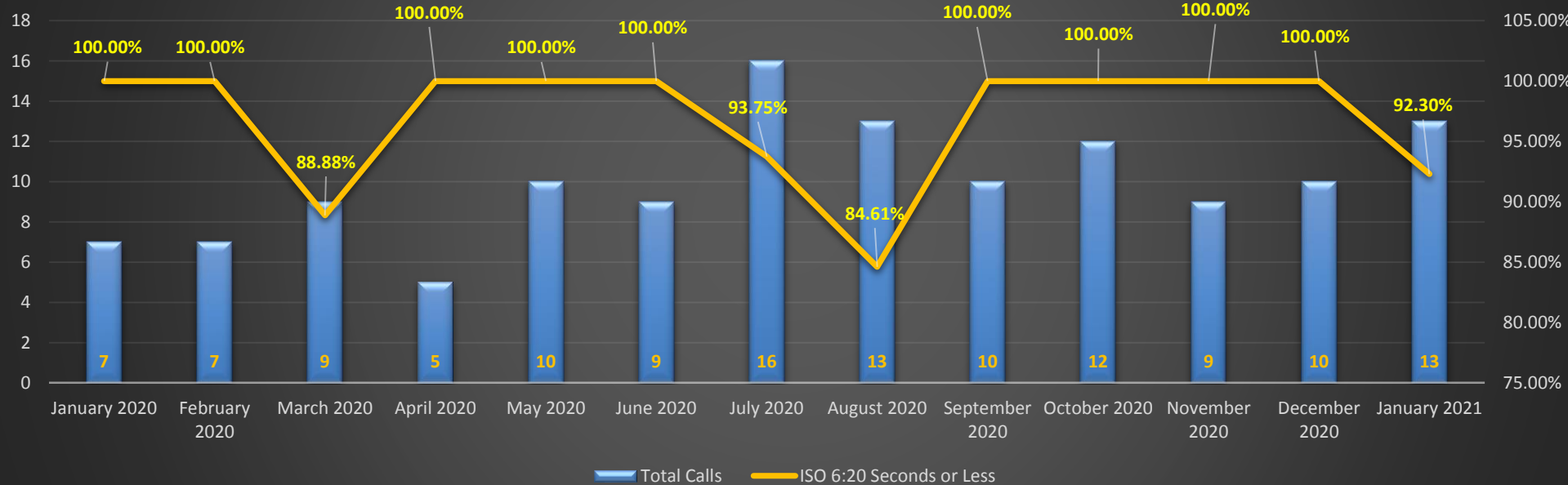
Current Period:
01/01/2021 - 01/31/2021



HFD Strategic Priorities:
Provide Quality Emergency Services

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

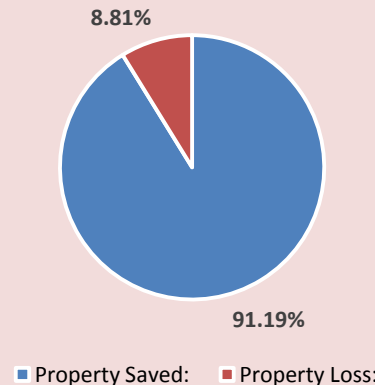
Structure Fires



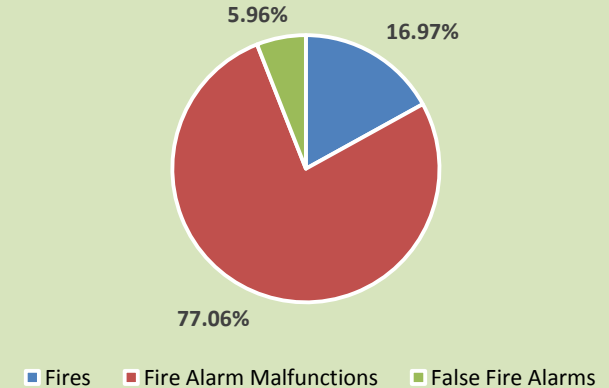
Analysis

- Exceeded the goal of 90% for 4 consecutive months prior to this evaluation period.
- 7 more structure fires than January of 2020.

Percentage of Property Saved



Fire Alarms compared to Actual Fires



EMS Response Scorecard

City-Wide

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

Data Source:
Firehouse Software

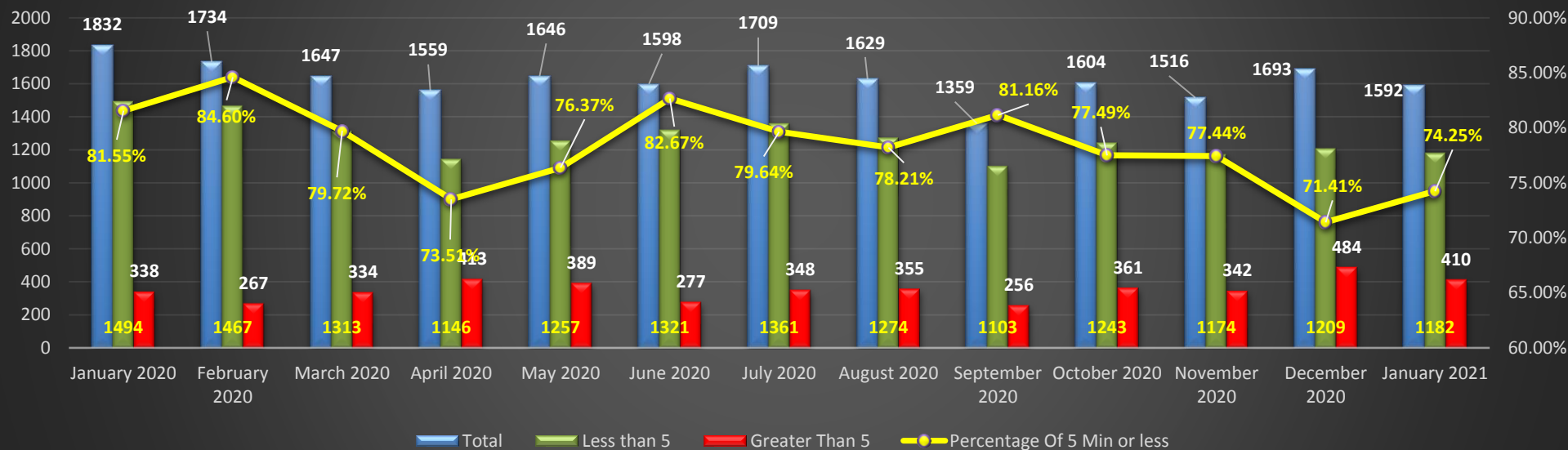
Current Period:
01/01/2021 - 01/31/2021



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

➤ Slight improvement in performance when compared to December of 2020.

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 to ISO standards.

Data Source: Firehouse Software

Current Period:
01/01/2021 - 01/31/2021



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

➤ Why is compliance under 90% target goal?

Recommendations

Continue to reiterate the importance of response time compliance.

Impact

➤ Life safety stabilization

EMS Response Scorecard

District 1

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



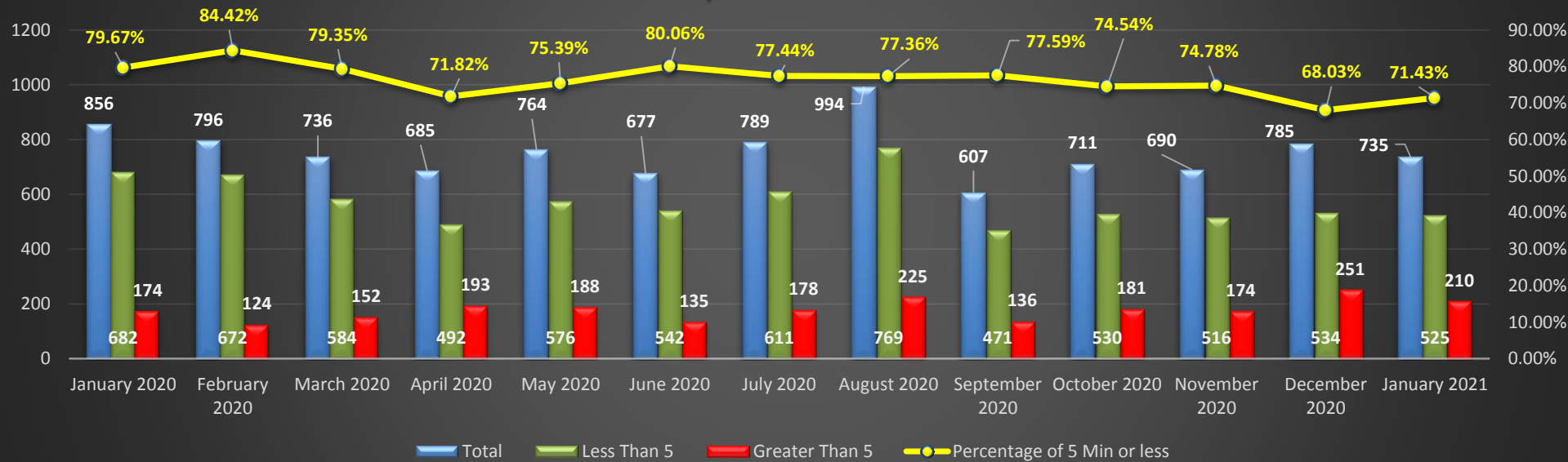
Data Source:
Firehouse Software

Current Period:
01/01/2021 - 01/31/2021

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 improvement in performance when compared to December of 2020.

Recommendations

➤ Continue to re-emphasize importance of EMS responses to members of suppression.

Impact

➤ Sustainment of efficient EMS delivery which allows us as a department to have a positive impact on patient survivability.

Fire Response Scorecard

District 2

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

Data Source: Firehouse Software

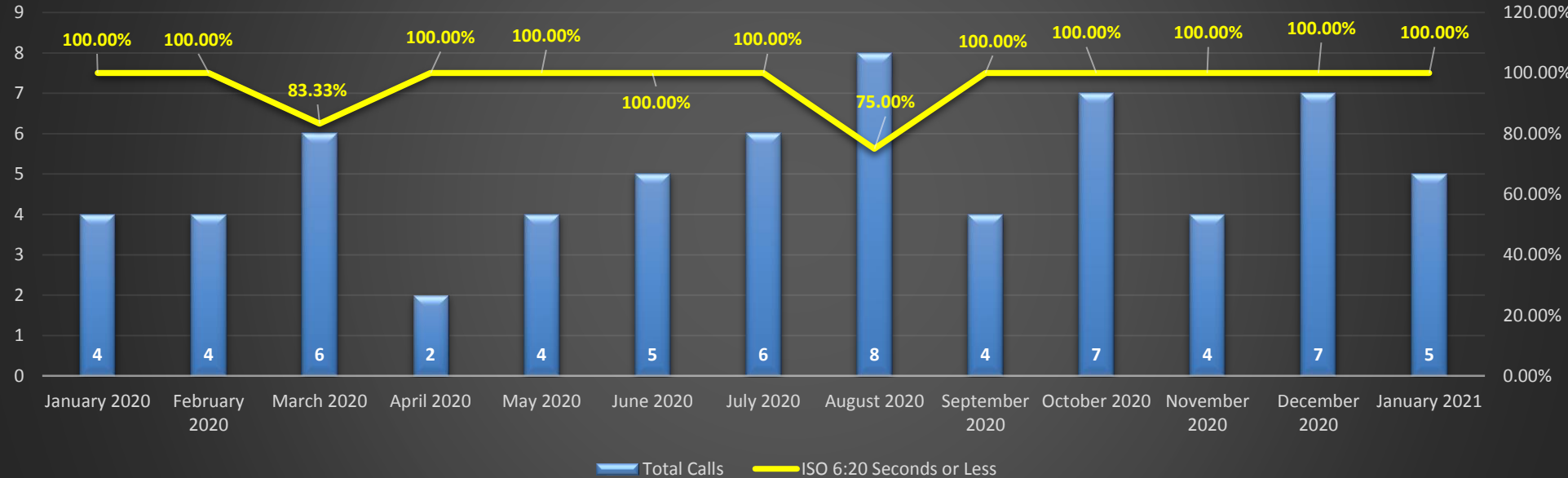
Current Period:
01/01/2021 - 01/31/2021



HFD Strategic Priorities:
Provide Quality Emergency Services

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

First Engine Response in District 2 Area



Analysis

Recommendations

Impact

➤ Excellent work by District 2.

Maintain proficiency.

➤ Effective emergency response.

EMS Response Scorecard

District 2

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



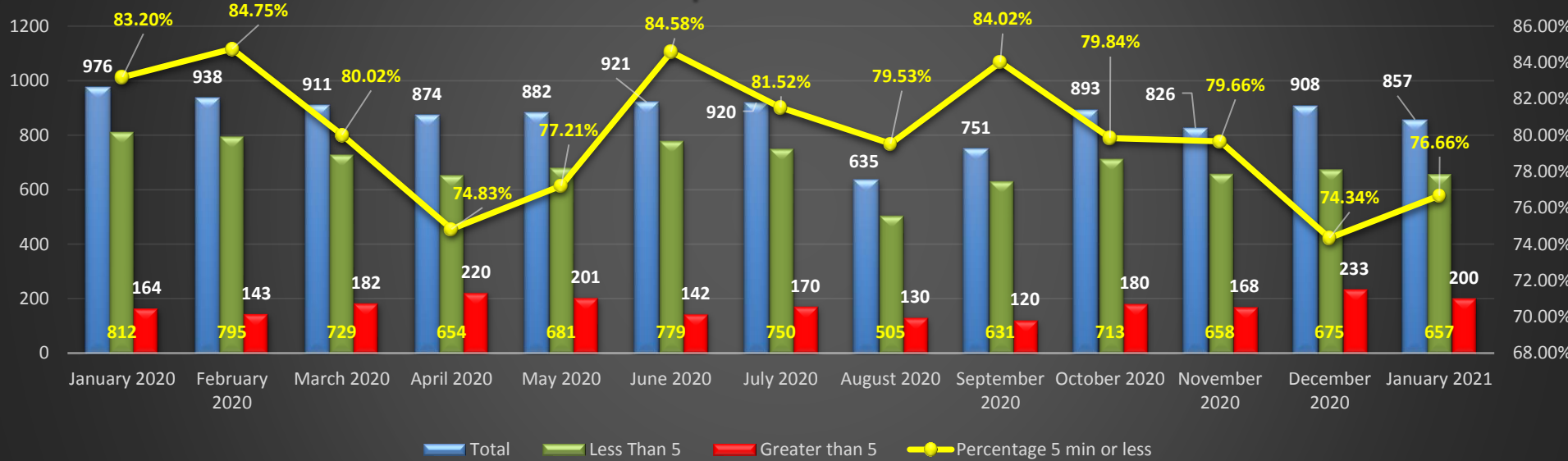
Data Source:
Firehouse Software

Current Period:
01/01/2021 - 01/31/2021

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 increase in performance when compared to December of 2020.

Recommendations

➤ Continue to re-emphasize importance of EMS responses to members of suppression.

Impact

➤ Sustainment of efficient EMS delivery which allows us as a department to have a positive impact on patient survivability.

Fire Response Scorecard

Tour A

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

Data Source: Firehouse Software

Current Period:
01/01/2021 - 01/31/2021



HFD Strategic Priorities:
Provide Quality Emergency Services

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

First Engine Response Tour A



Analysis

Recommendations

Impact

- Outstanding job, Tour A. Phenomenal job with consistently obtaining goal.
- 5 consecutive months of 100% compliance! Excellent work.

Reiterate the importance of safely responding to calls for service in the allotted time period.

- Effective emergency response.

EMS Response Scorecard

Tour A

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



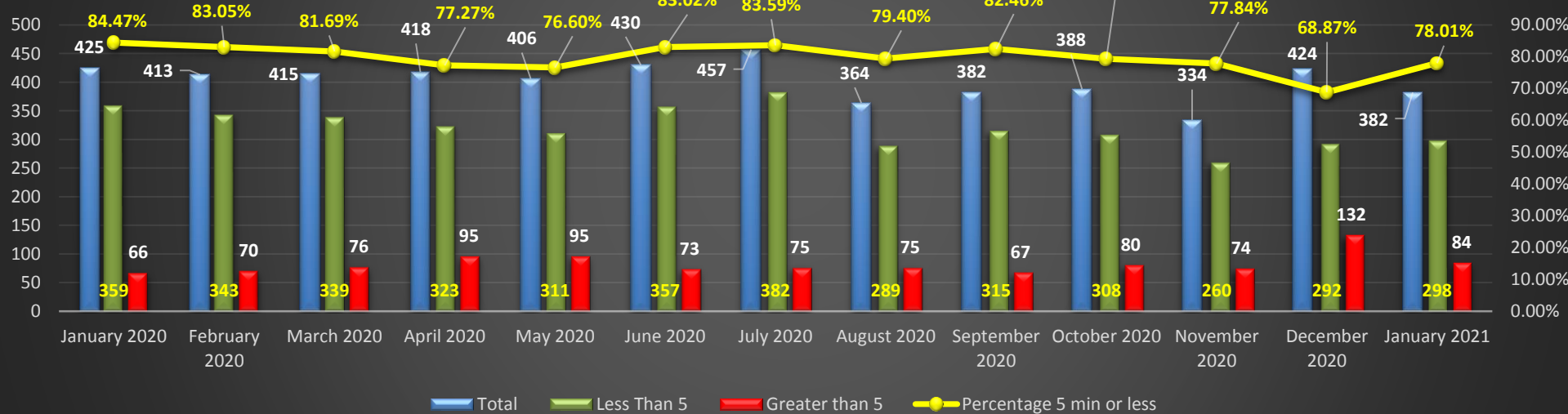
Data Source:
Firehouse Software

Current Period:
01/01/2021 - 01/31/2021

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

➤ Significant improvement of performance when compared to the month prior.

Recommendations

➤ Continue to re-emphasize importance of EMS responses to members of suppression.

Impact

➤ Sustainment of efficient EMS delivery which allows us as a department to have a positive impact on patient survivability.

Fire Response Scorecard

Tour B

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

Data Source: Firehouse Software

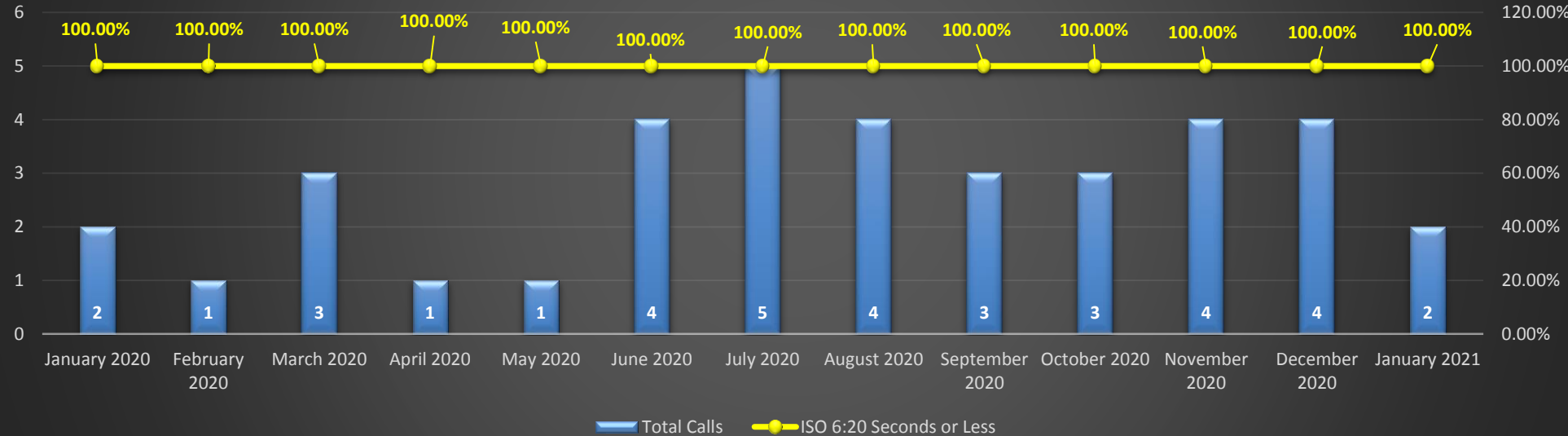
Current Period:
01/01/2021 - 01/31/2021



HFD Strategic Priorities:
Provide Quality Emergency Services

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

First Engine Response Tour B



Analysis

Recommendations

Impact

➤ Outstanding job, Tour B. Compliance performance is exceptional.

➤ Maintain efficiency.

➤ Effective emergency response.

EMS Response Scorecard

Tour B

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



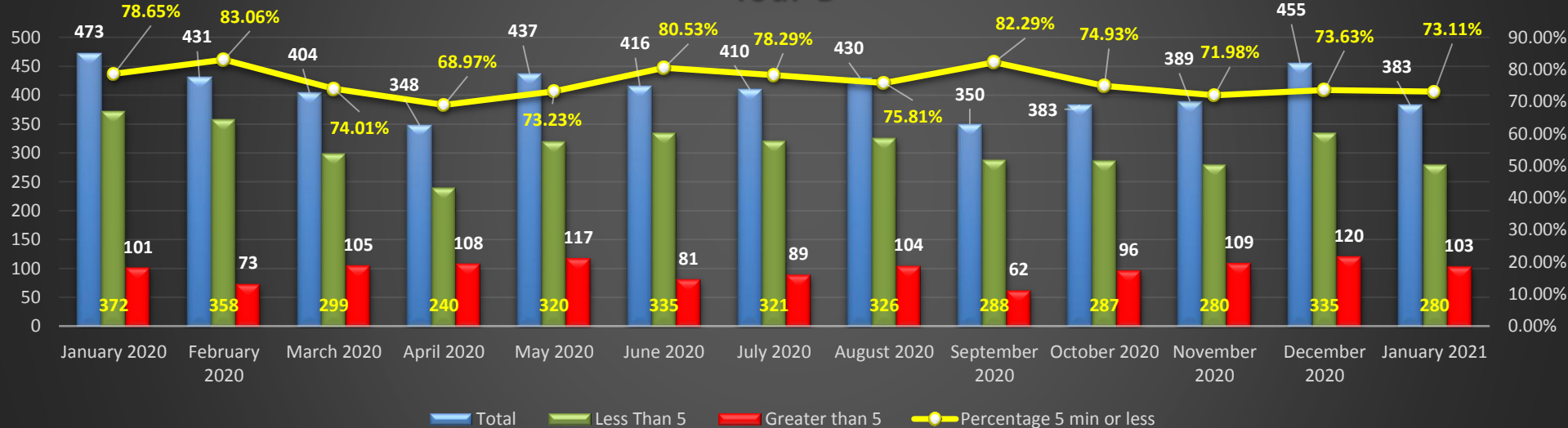
Data Source:
Firehouse Software

Current Period:
01/01/2021 - 01/31/2021

HFD Strategic Priorities:
Provide Quality Emergency Services

Performance Target: Arrival of 5 minutes or less for First Responder calls - National Standard 1710 is at 90%.

First EMS Response Tour B



Analysis

➤ Response time compliance was above 70 percentile.

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

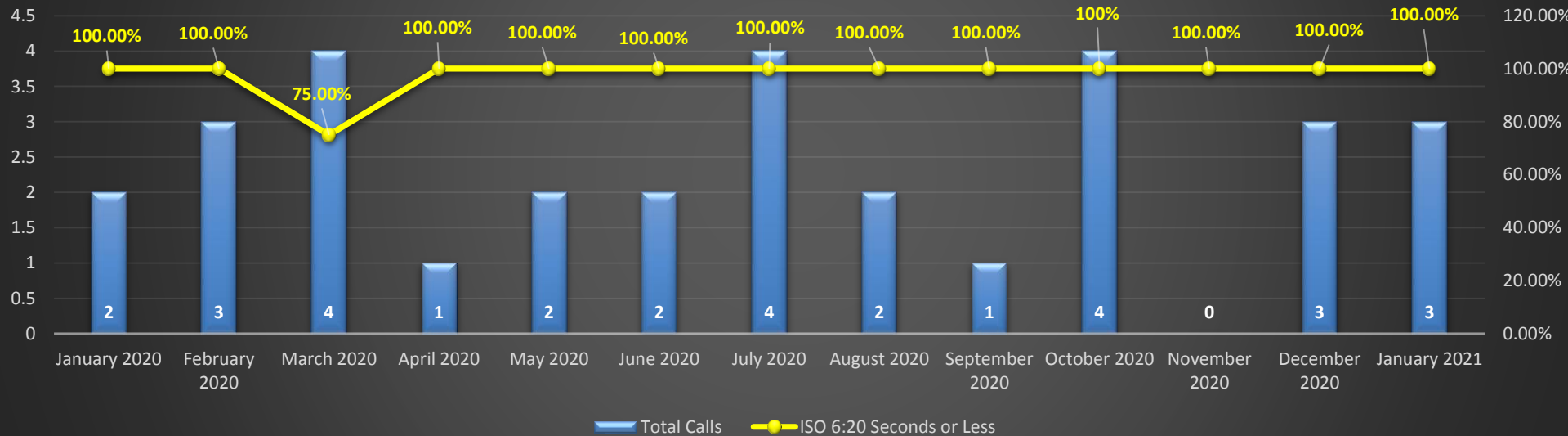
Current Period:
01/01/2021 - 01/31/2021



HFD Strategic Priorities:
Provide Quality Emergency Services

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

First Engine Response Tour C



Analysis

Recommendations

Impact

➤ Outstanding job, Tour C.

Reiterate the continued expectation of compliance.

➤ Efficiency of emergency response.

EMS Response Scorecard

Tour C

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



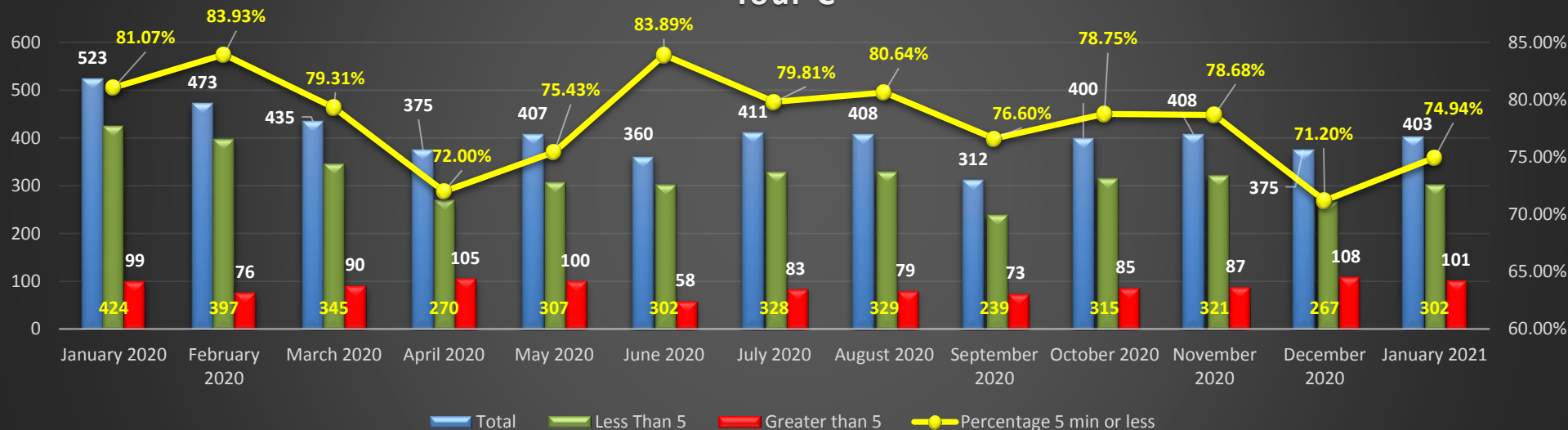
Data Source:
Firehouse Software

Current Period:
01/01/2021 - 01/31/2021

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 increase in performance when compared to 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 D

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

Data Source: Firehouse Software

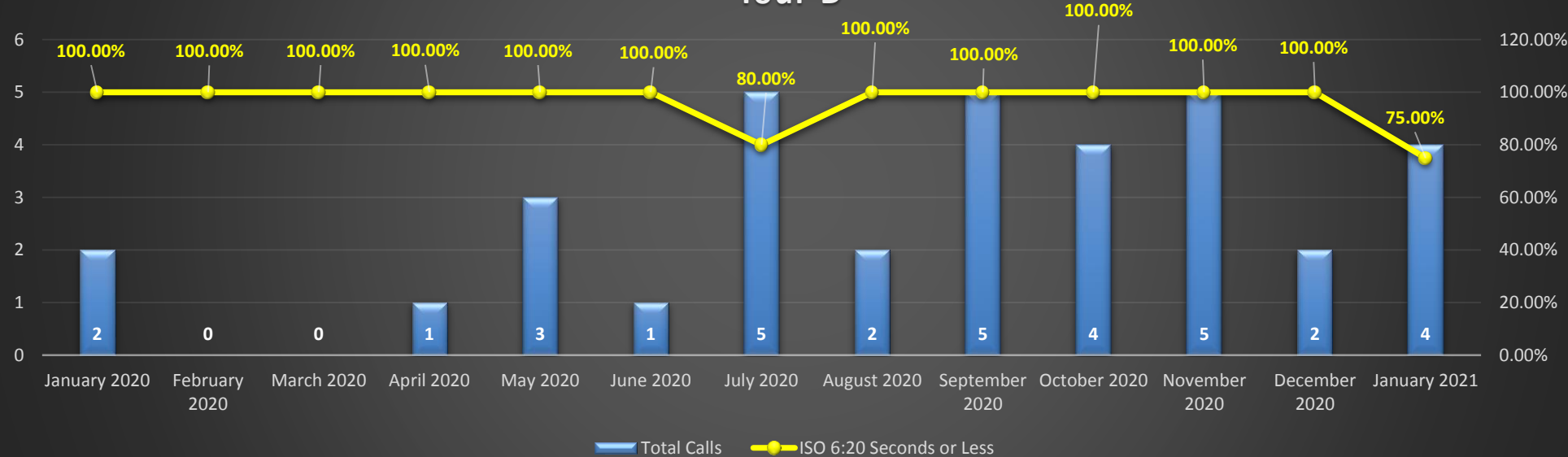
Current Period:
01/01/2021 - 01/31/2021



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

➤ Did not meet performance goal with 75% compliance for the month of January.

Sustain excellent emergency responses.

➤ Life safety incident stabilization.

EMS Response Scorecard

Tour D

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



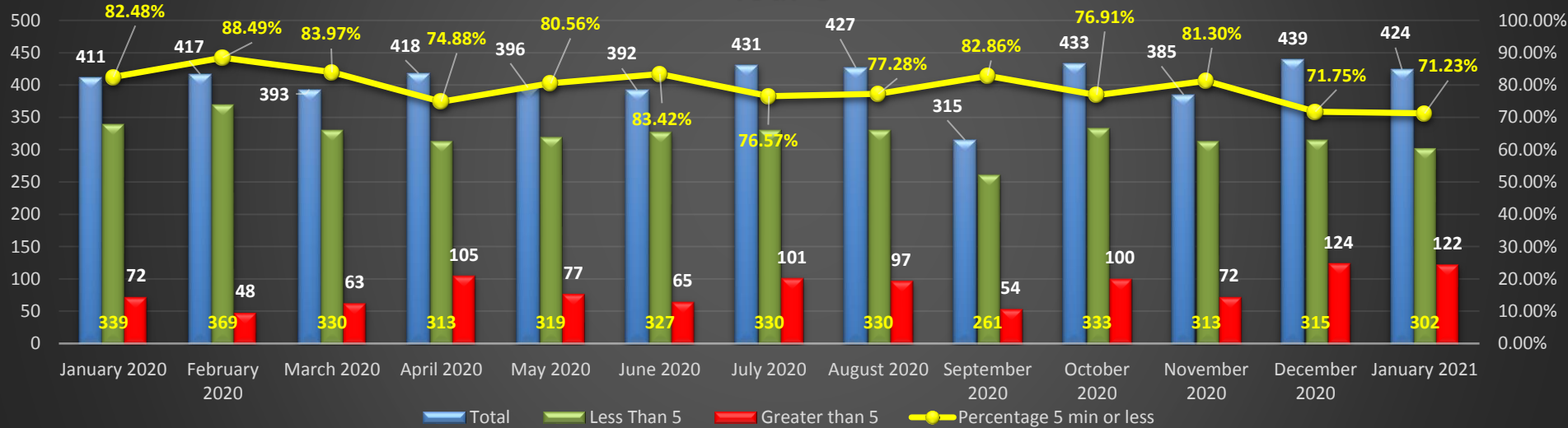
Data Source:
Firehouse Software

Current Period:
01/01/2021 - 01/31/2021

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

➤ Compliance was above 70% but below the 90% goal.

Recommendations

Continue to reiterate the importance of compliance.

Impact

➤ Sustainment of efficient EMS delivery which allows us as a department to have a positive impact on patient survivability.

COMMUNITY RISK REDUCTION – **FIRE MARSHAL OFFICE**



"Goal Oriented, Results Driven"

Performance Scorecard

Community Risk Reduction Division -FM



Operational Performance Measure: Efficient Deployment of resources to support code enforcement and fire prevention initiatives that reduce avoidable incidents.

HFD Strategic Priorities:
Provide Quality Code enforcement

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

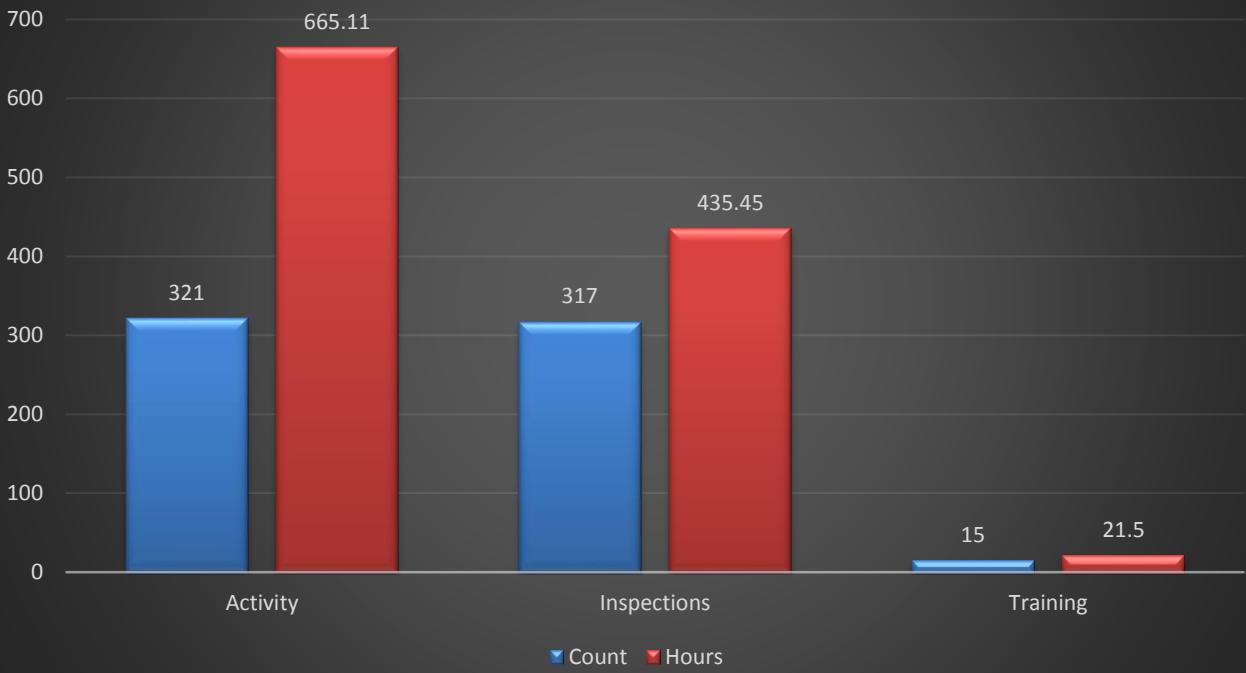
Data Source: HFD Firehouse Software

Current Period: 01/01/2021 - 01/31/2021

Fire Marshal Office

HISTORICAL ANALYSIS

Reporting Period	Violations		
	Violations Found	Violations Cleared	
11/20	61	69	
12/20	122	177	
01/21	381	21	



Attendance

Total Working Hours:	1122.06	Total Hours Off:	890
Total Hours on Duty:	1,333.50	Hours Accounted For:	84.14%

Recommendations

- ✓ Why is time accounted below 90% and what is being done to ensure compliance?
- ✓ Forward a report to the fire chief's office pertaining to what inspections were supposed to be done in 2020 versus what inspections actually did get done which should include a plan on how inspections will be conducted in 2021.

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

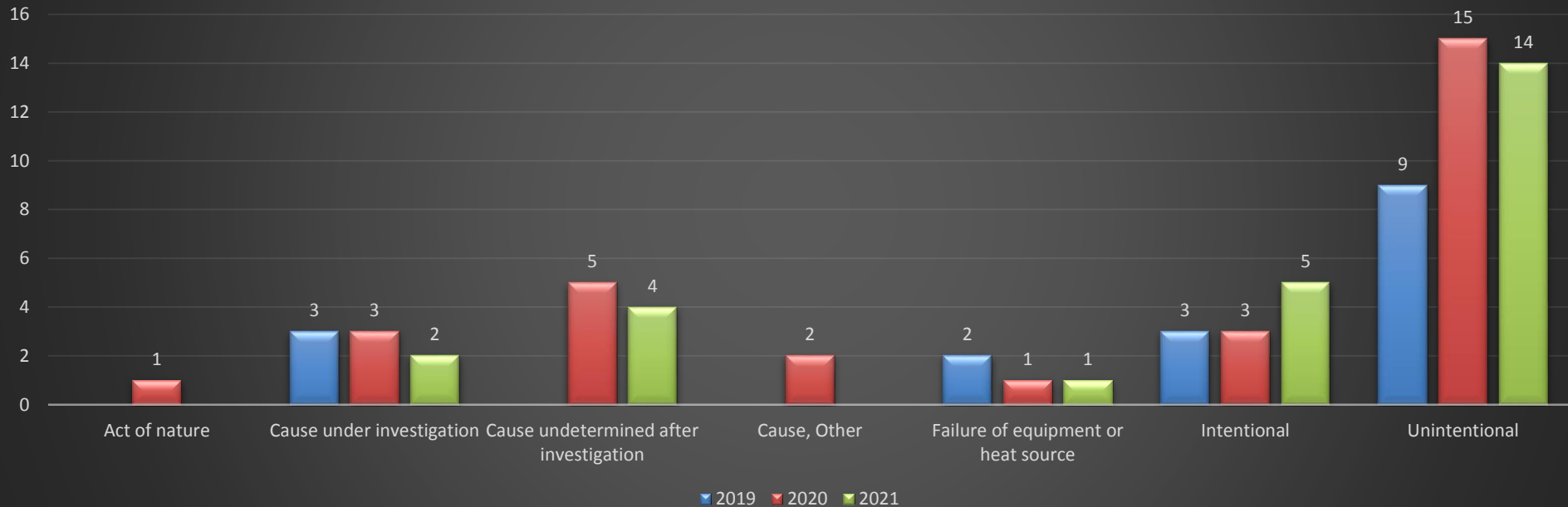
Current Period:
01/01/2021 - 01/31/2021



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

Performance Target – Show a 30% decrease in fires by end of FY2019.

Cause of Fire Month of January 2021



Analysis

Recommendations

Impact

➤ Unintentional fires are more than what they were in 2019 but less than 2020.

✓ Assess effectiveness of community risk reduction program.

- 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 2019.

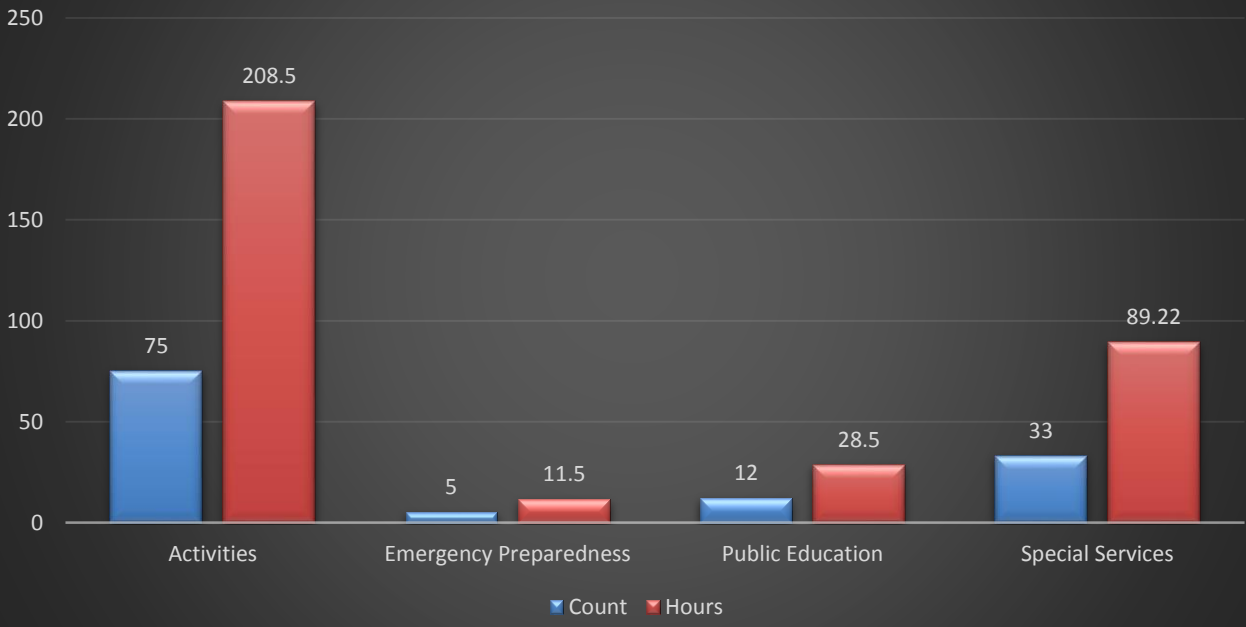
Data Source: HFD Firehouse Software

Current Period: 01/01/2021 - 01/31/2021

HISTORICAL ANALYSIS

Reporting Period	11/20	12/20	01/21
Total Activities	125	102	125
Total Adults	518	1126	152
Total Children	32	2005	52
Smoke Detector	10	5	9
Car Seats	2	0	1

Special Services



Attendance

Total Working Hours:	337.12	Total Hours Off:	10
Total Hours on Duty:	348	Hours Accounted For:	96.87%

Recommendations

➤ Excellent community engagement and work in the firehouses.

Impact

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

TRAINING DIVISION



"Goal Oriented, Results Driven"

Performance Scorecard

Training Division

Operational Performance Measure: Internal / External Stakeholder Engagement – Increase public /personnel awareness about the City of Hartford Fire Department.



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

Performance Target – Adequately train members of the HFD in proficiency topics that assist with sharpening knowledge, skills, and abilities.

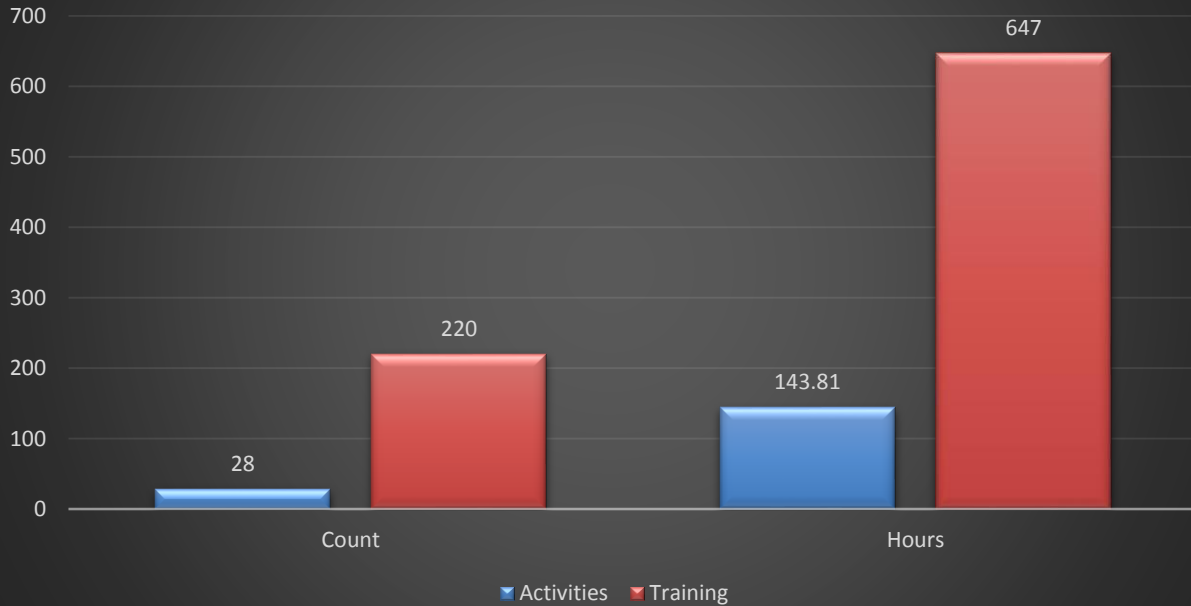
Data Source: HFD Firehouse Software

Current Period: 01/01/2021 – 01/31/2021

HISTORICAL ANALYSIS



Training Division



Attendance

Recommendations

Impact

Total Working Hours:	790.81	Total Hours Off:	320
Total Hours on Duty:	830.5	Hours Accounted For:	95.22%

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

- Workforce that is compliant with ISO and CONOSHA requirements.

EQUIPMENT MAINTENANCE DIVISION



"Goal Oriented, Results Driven"

Performance Scorecard

Equipment Maintenance Division

Operational Performance Measure: Internal / External Stakeholder **Engagement** – Increase public /personnel awareness about the City of Hartford Fire Department.

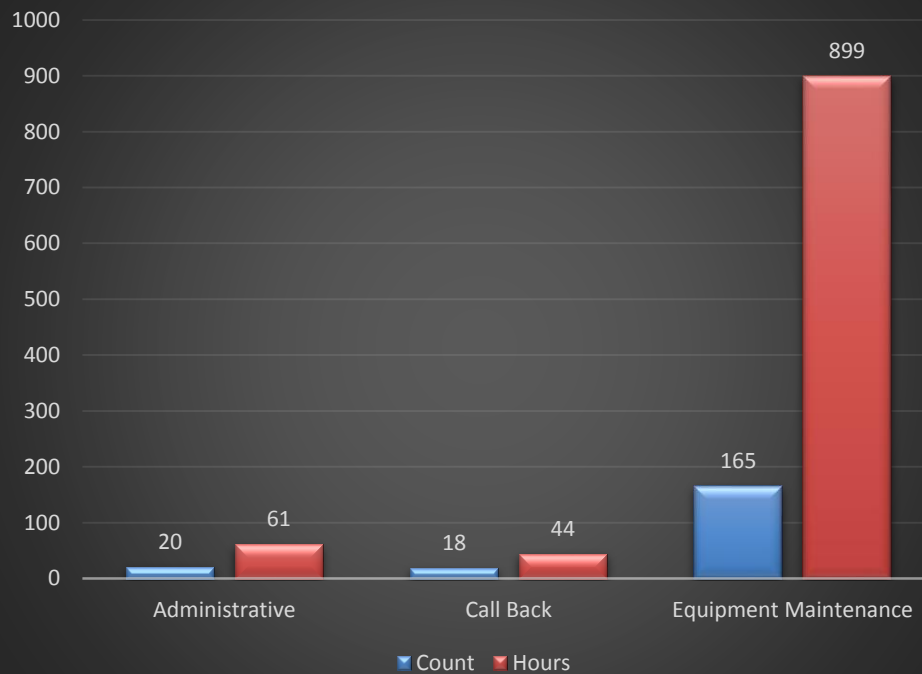
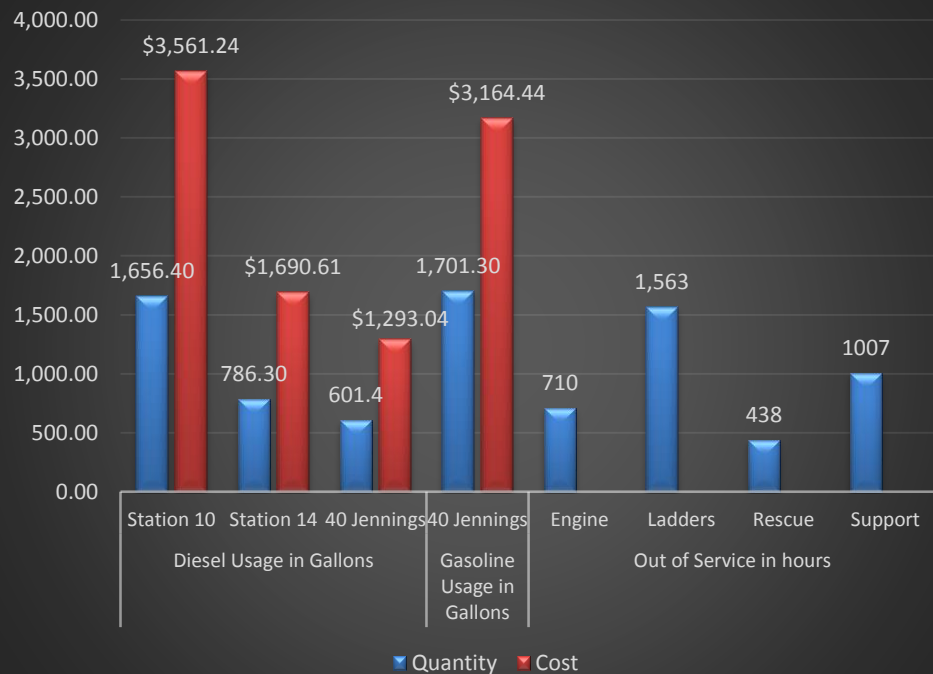


Data Source:
HFD Firehouse Software

Current Period:
01/01/2021 – 01/31/2021

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 Working Hours:	1004	Total Hours Off:	120
Total Hours on Duty:	1,116.50	Hours Accounted For:	89.92%

Recommendations

➤ Strong work from EMD

Impact

- Safe repair and maintenance of fire department tools, equipment, and apparatus.

F.A.C.T. DIVISION



"Goal Oriented, Results Driven"

Performance Scorecard

F.A.C.T. Division

Operational Performance Measure: Internal / External Stakeholder Engagement – Increase public /personnel awareness about the City of Hartford Fire Department.



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

Performance Target – Mitigate a diverse portfolio of service calls.

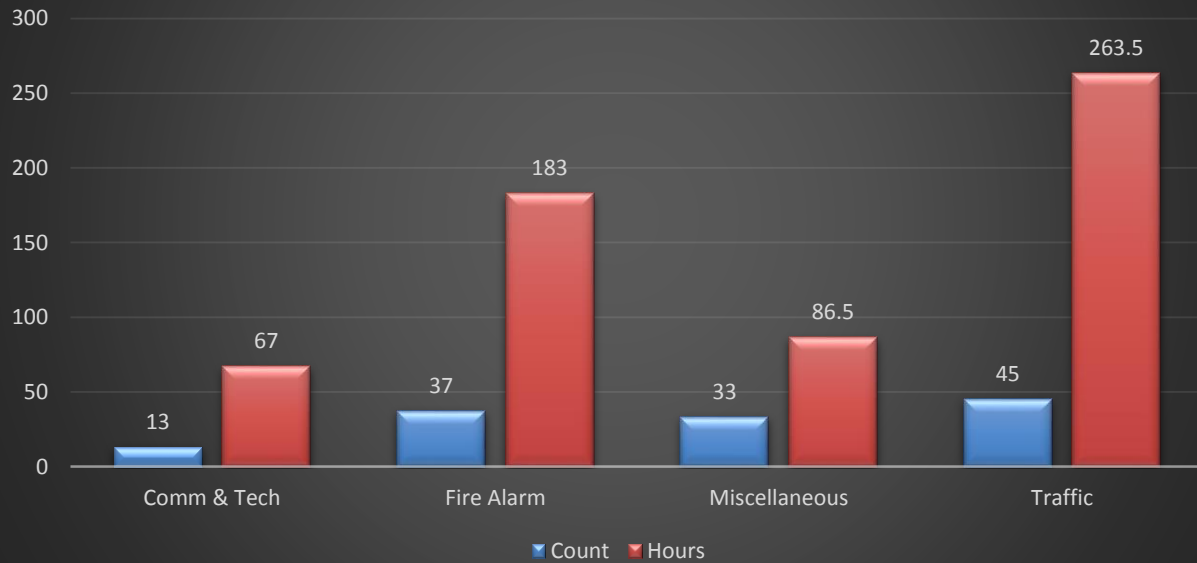
Data Source: HFD Firehouse Software

Current Period: 01/01/2021 – 01/31/2021

HISTORICAL ANALYSIS

Reporting Period				
	Traffic	Comm & Tech	Training / Misc	Fire Alarm
11/20	12	0	3	11
12/20	24	4	2	7
01/21	45	13	33	37

Fire Alarm Communications Technology 169 Call Before you Digs



Attendance

Total Working Hours:	600	Total Hours Off:	70
Total Hours on Duty:	706	Hours Accounted For:	84.99%

Recommendations

- ✓ Excellent work, FACT division.
- ✓ Please ensure that the time accounted for is at least 90%.

Impact

- IS&IT execution of relevant duties and responsibilities.

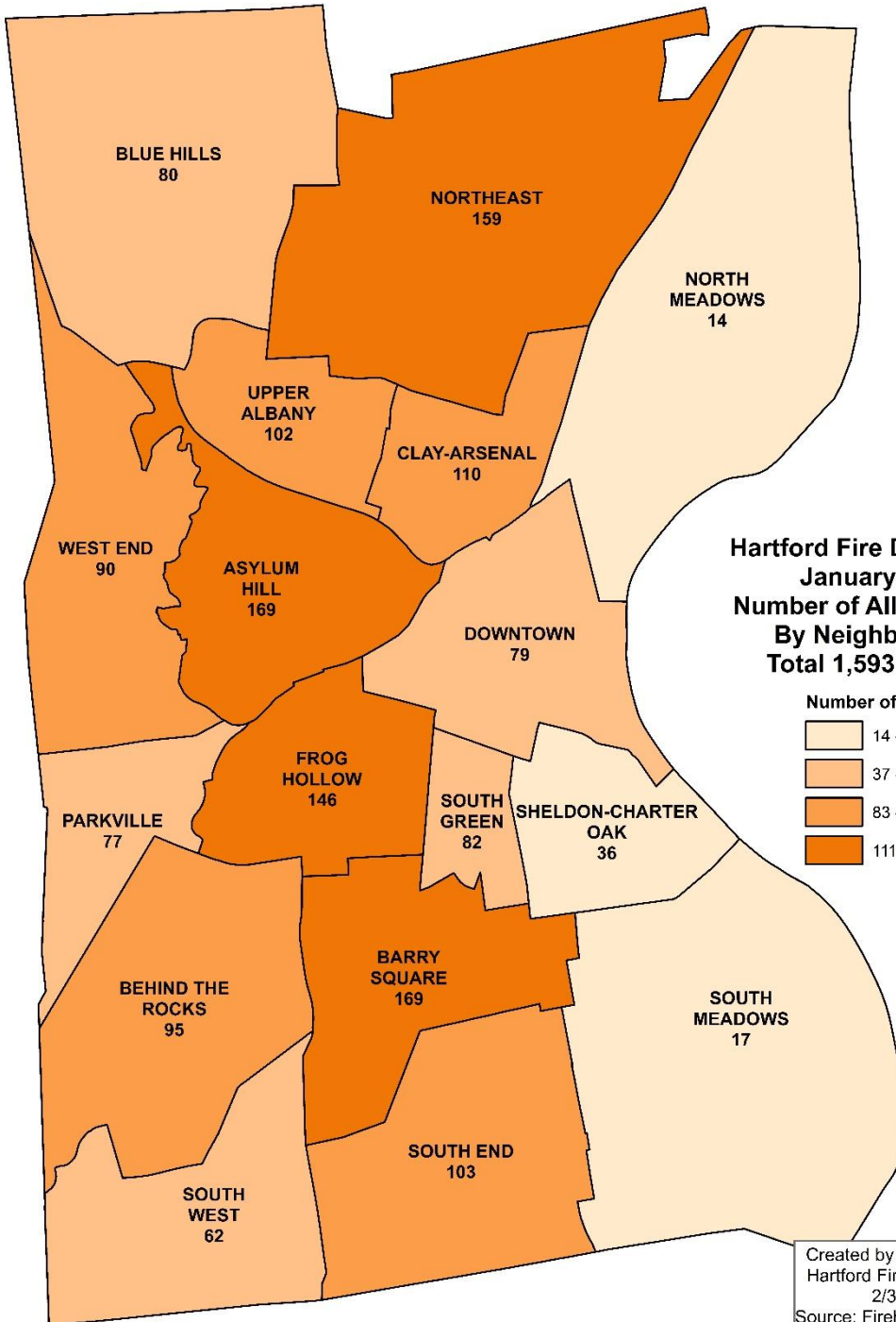
EMERGENCY RESPONSE DATA



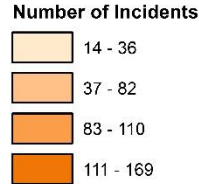
"Goal Oriented, Results Driven"

EMS

January 2021



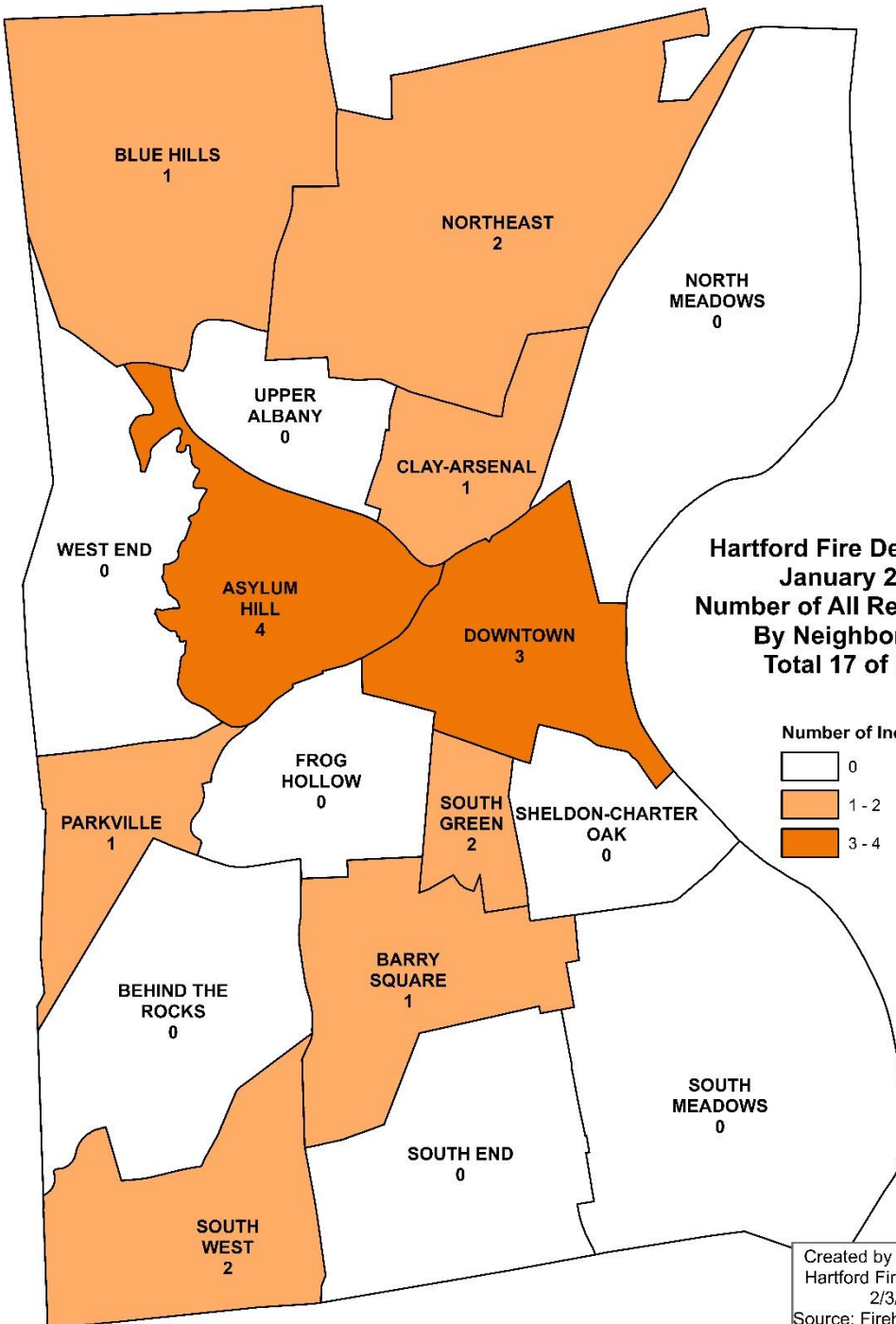
**Hartford Fire Department
January 2021
Number of All EMS Calls
By Neighborhood
Total 1,593 of Calls**



Created by Leandro Cieri
Hartford Fire Department
2/3/2021
Source: Firehouse Software
Geocoded 1,590
Not Geocoded: 3

Incident Type	Description	Count
321	EMS call, excluding vehicle accident with injury	940
311	Medical assist, assist EMS crew	375
381	Rescue or EMS standby	101
324	Motor Vehicle Accident with no injuries	68
322	Motor vehicle accident with injuries	67
300	Rescue, EMS incident, other	16
510	Person in distress, Other	15
323	Motor vehicle/pedestrian accident (MV Ped)	7
320	Emergency medical service, other	4

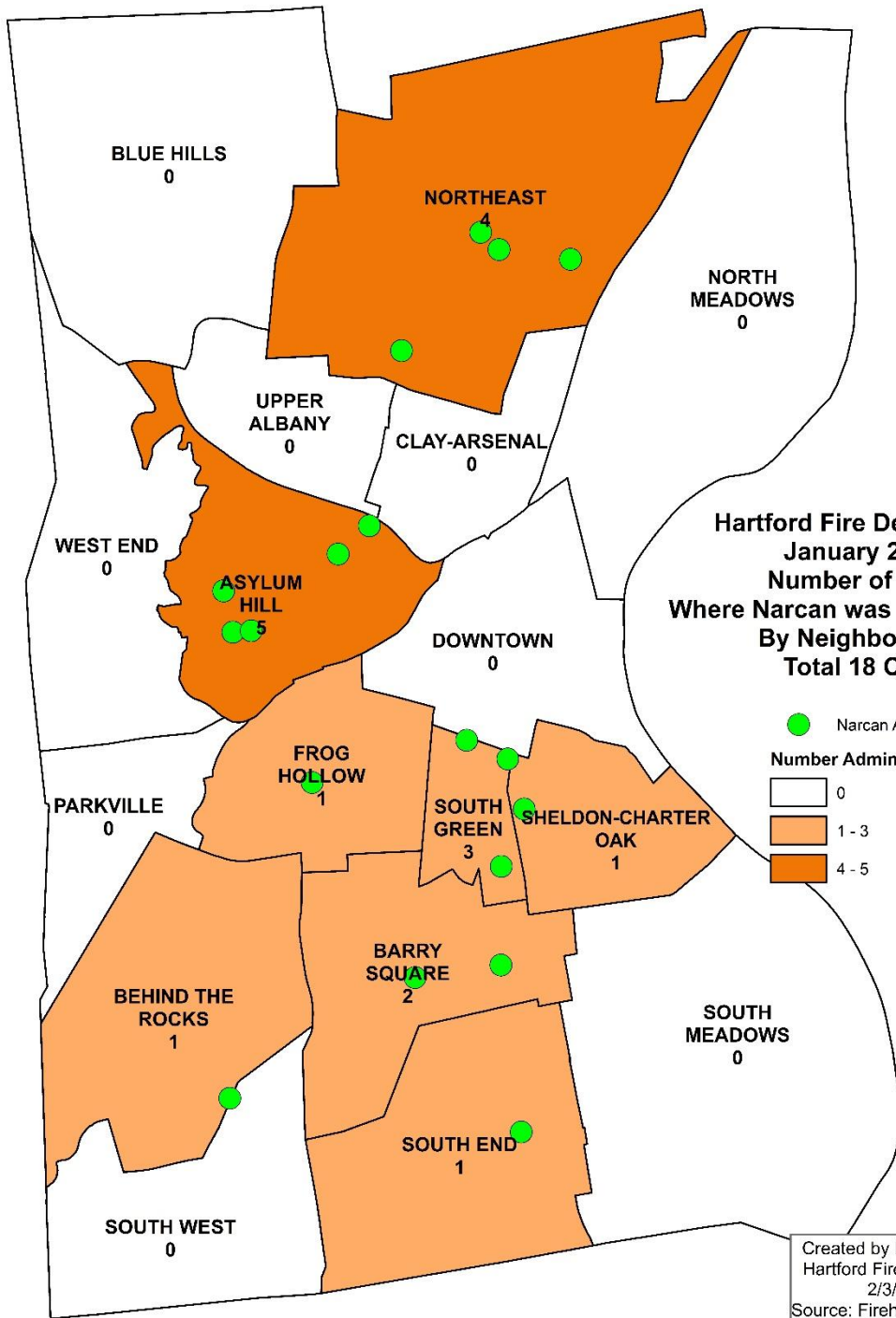
Rescue Calls January 2021



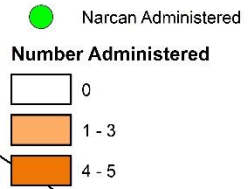
Created by Leandro Cieri
Hartford Fire Department
2/3/2021
Source: Firehouse Software
Geocoded: 17
Not Geocoded: 0

Incident Type	Description	Count
353	Removal of victim(s) from stalled elevator	7
511	Lock-out	4
352	Extrication of victim(s) from vehicle	4
350	Extrication, rescue, Other	1
351	Extrication of victim(s) from building/structure	1

Narcan Administered January 2021

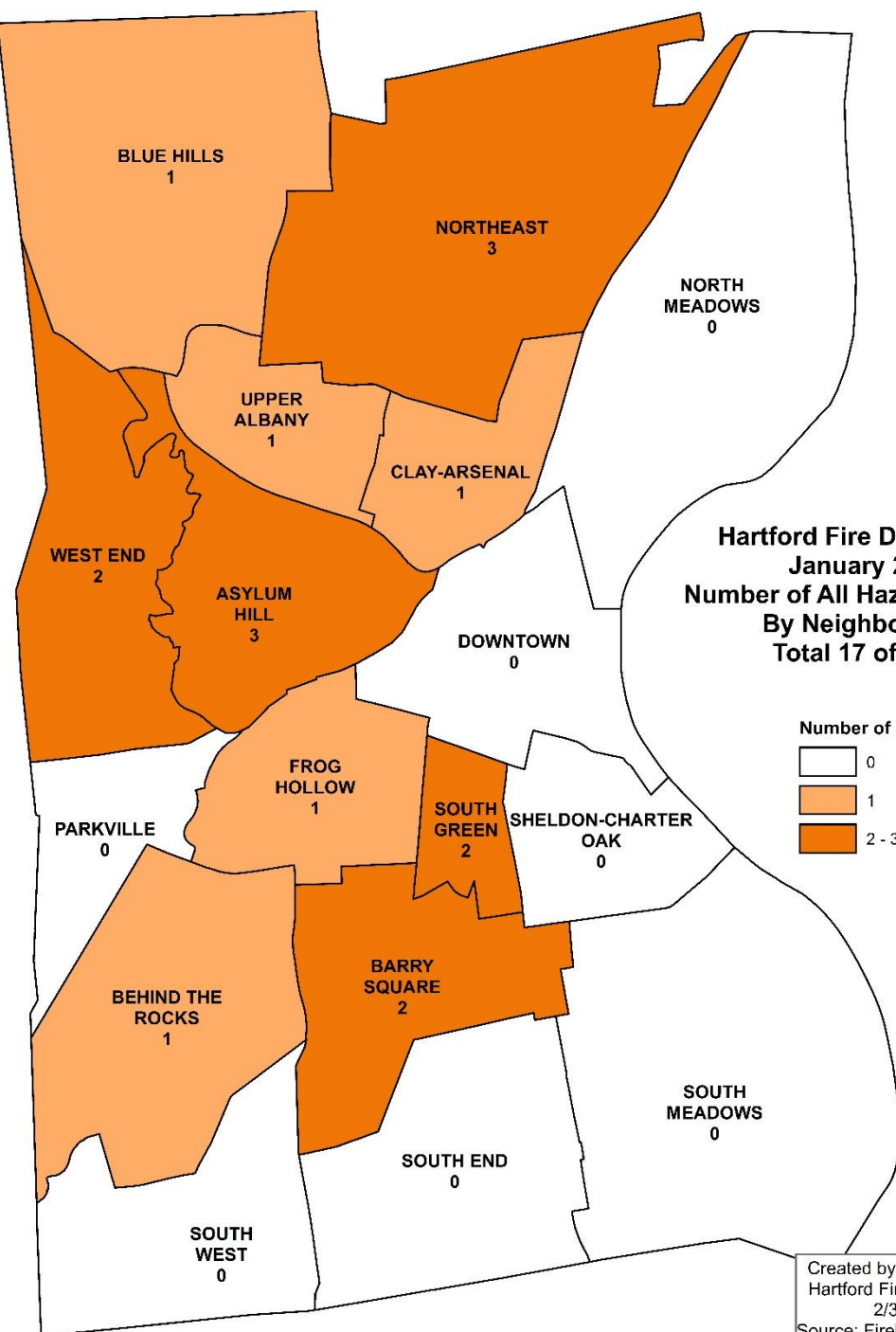


Hartford Fire Department
January 2021
Number of Calls
Where Narcan was Administered
By Neighborhood
Total 18 Calls

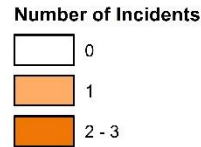


Created by Leandro Cieri
Hartford Fire Department
2/3/2021
Source: Firehouse Software
Geocoded: 18
Not Geocoded: 0

Hazardous Materials January 2021



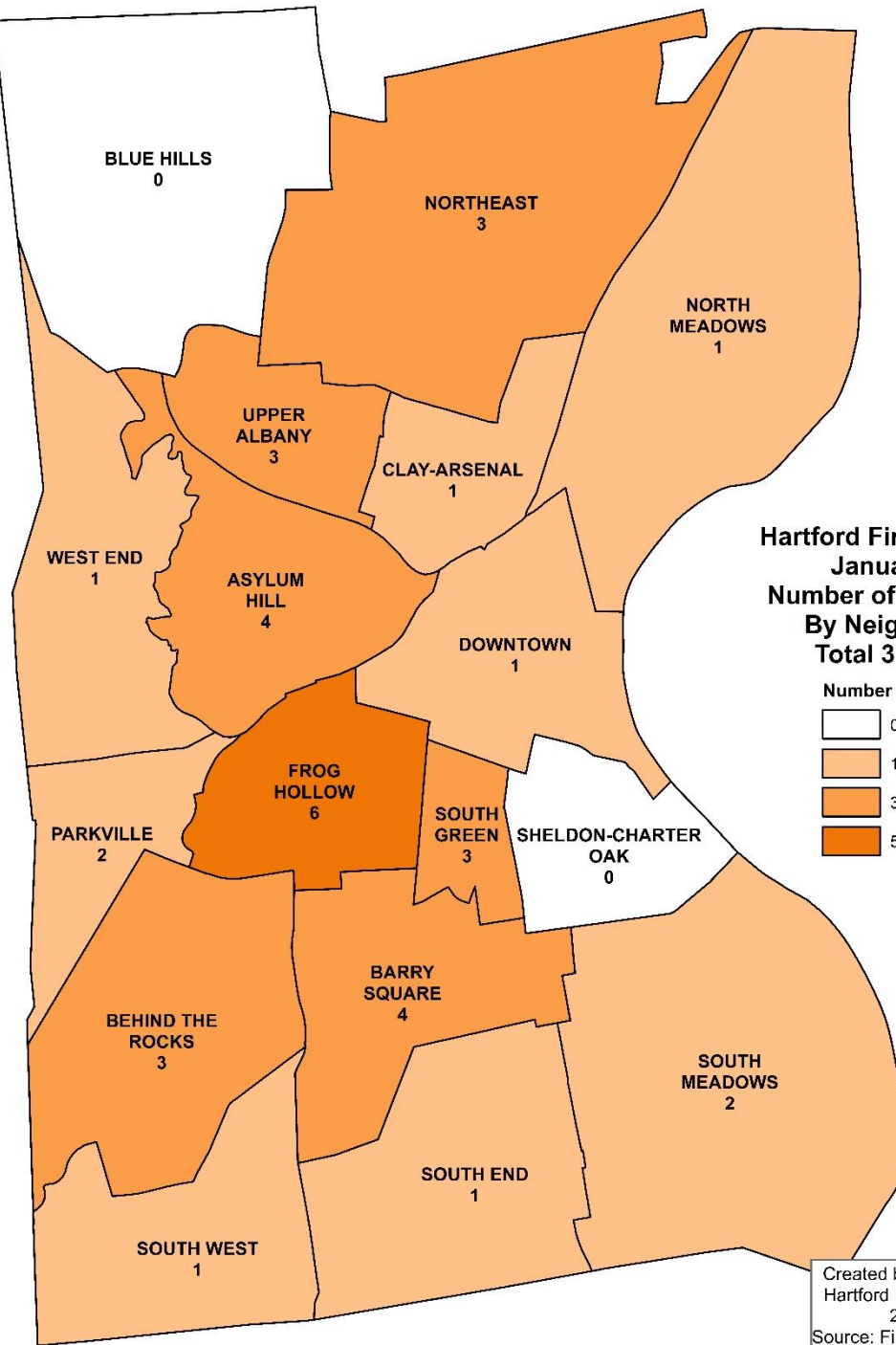
**Hartford Fire Department
January 2021
Number of All Hazardous Calls
By Neighborhood
Total 17 of Calls**



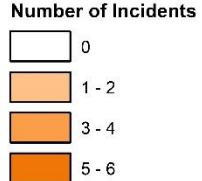
Incident Type	Description	Count
412	Gas leak (natural gas or LPG)	9
400	Hazardous condition, Other	5
424	Carbon monoxide incident	3

Created by Leandro Cieri
Hartford Fire Department
2/3/2021
Source: Firehouse Software
Geocoded: 17
Not Geocoded: 0

All Fires January 2021



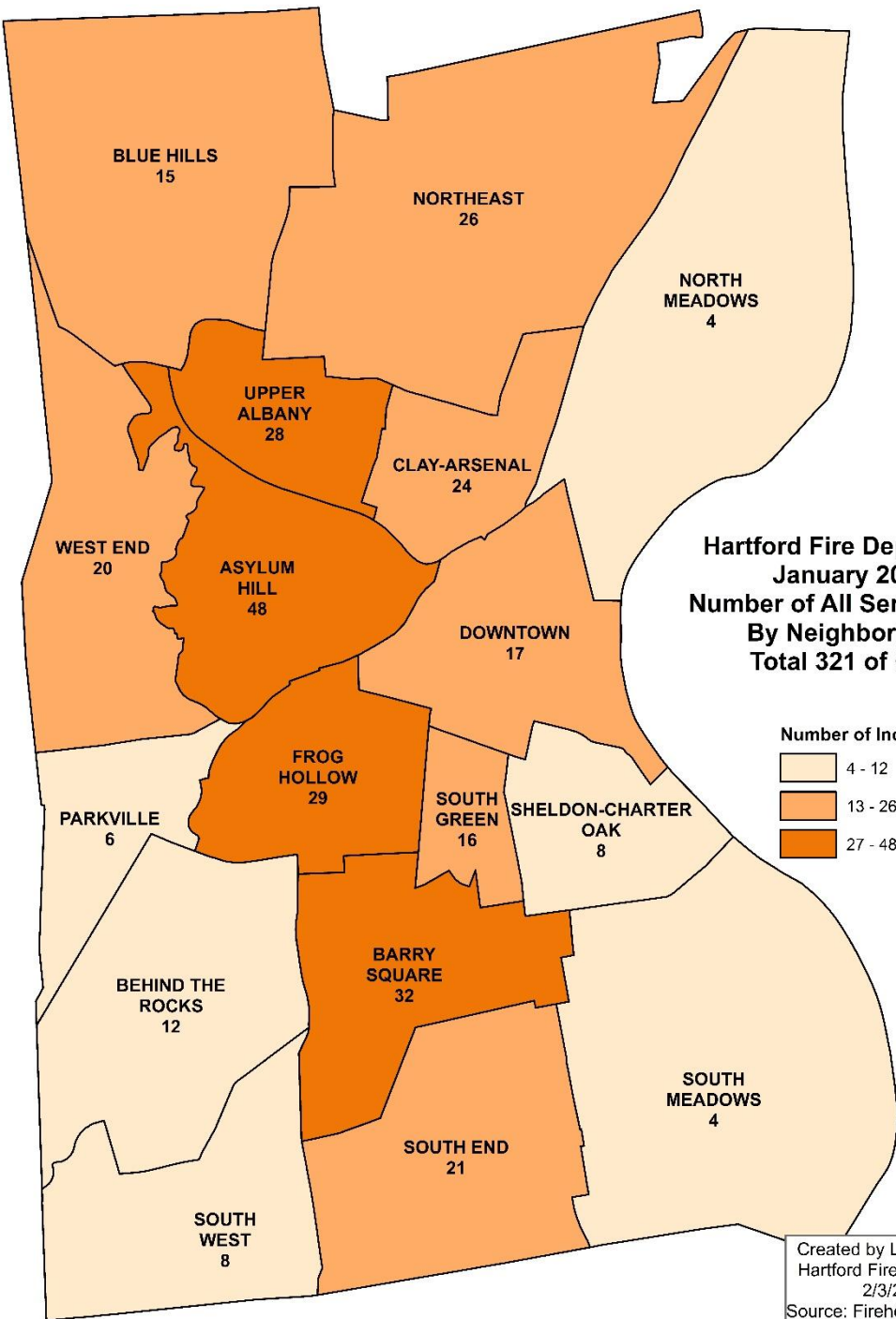
**Hartford Fire Department
January 2021
Number of All Fire Calls
By Neighborhood
Total 37 of Calls**



Created by Leandro Cieri
Hartford Fire Department
2/3/2021
Source: Firehouse Software
Geocoded: 36
Not Geocoded: 1

Incident Type	Description	Count
111	Building fire	14
131	Passenger vehicle fire	10
154	Dumpster or other outside trash receptacle fire	4
151	Outside rubbish, trash or waste fire	3
142	Brush or brush-and-grass mixture fire	2
150	Outside rubbish fire, Other	1
130	Mobile property (vehicle) fire, Other	1
117	Commercial Compactor fire, confined to rubbish	1
141	Forest, woods or wildland fire	1

Service Calls January 2021

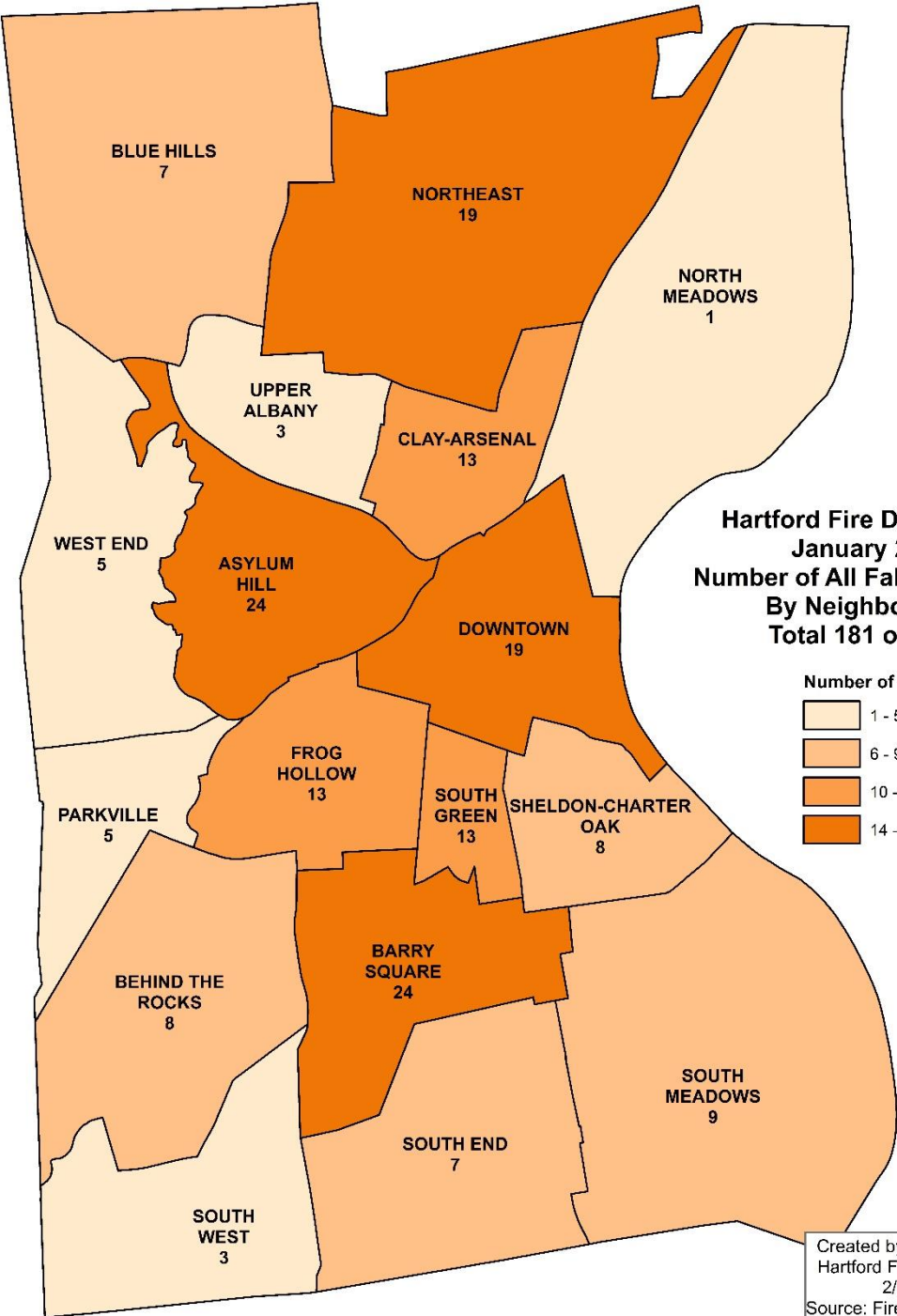


Number of Incidents
 4 - 12
 13 - 26
 27 - 48

Created by Leandro Cieri
 Hartford Fire Department
 2/3/2021
 Source: Firehouse Software
 Geocoded: 318
 Not Geocoded: 3

Incident Type	Description	Count
500	Service Call, other	132
552	Police matter	61
531	Smoke or odor removal	40
520	Water problem, Other	27
553	Public service	25
554	Assist invalid	7
440	Electrical wiring/equipment problem, Other	7
550	Public service assistance, Other	5
551	Assist police or other governmental agency	5
444	Power line down	4
571	Cover assignment, standby, moveup	3
445	Arcing, shorted electrical equipment	3
522	Water or steam leak	1
555	Defective elevator, no occupants	1

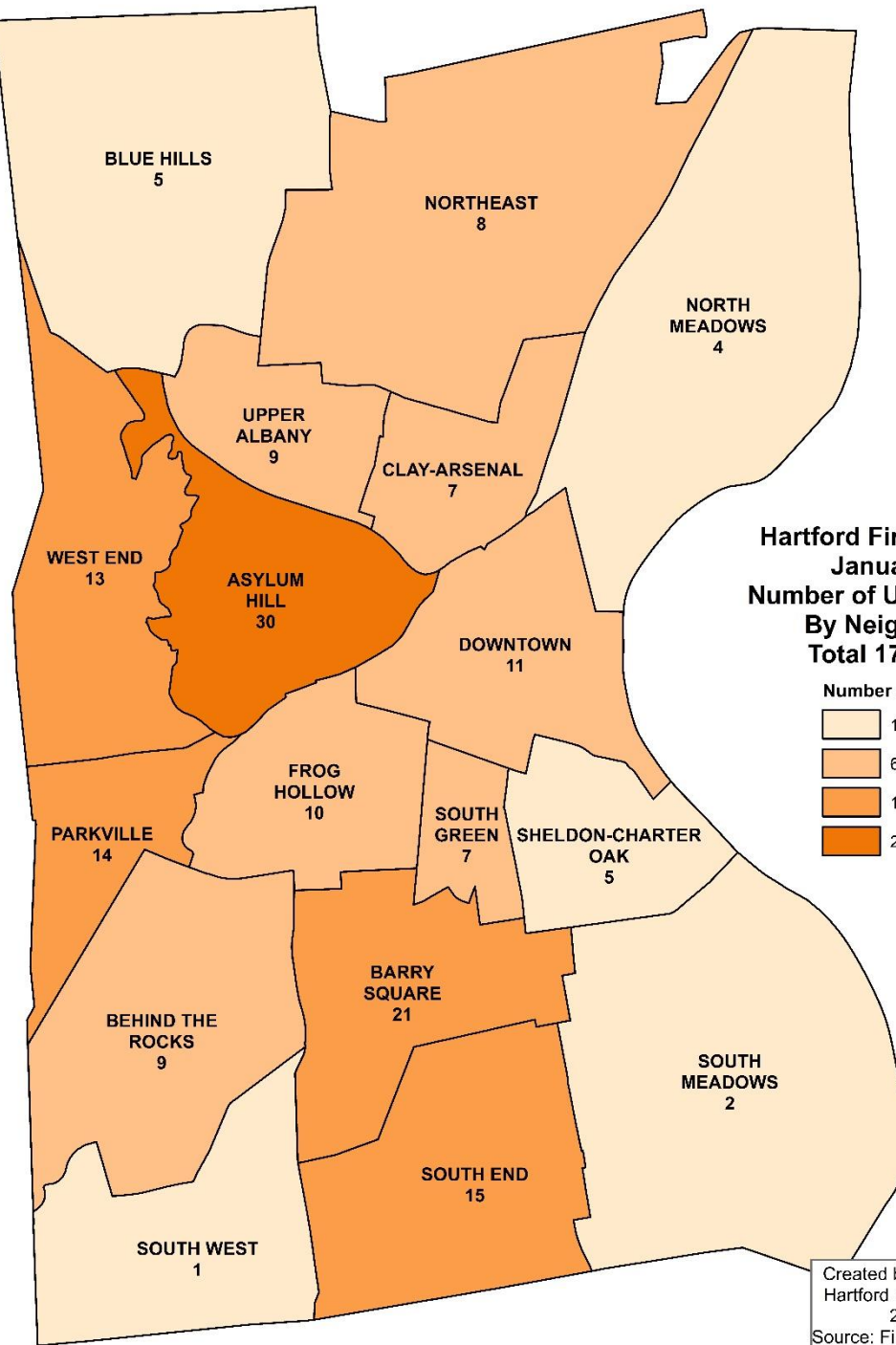
Fire Alarms January 2021



Created by Leandro Cieri
Hartford Fire Department
2/3/2021
Source: Firehouse Software
Geocoded: 181
Not Geocoded: 0

Incident Type	Description	Count
745	Alarm system activation, no fire - unintentional	66
743	Smoke detector activation, no fire - unintentional	31
735	Alarm system sounded due to malfunction	24
740	Unintentional transmission of alarm, Other	15
730	System malfunction, Other	11
733	Smoke detector activation due to malfunction	7
700	False alarm or false call, Other	6
744	Detector activation, no fire - unintentional	6
731	Sprinkler activation due to malfunction	4
710	Malicious, mischievous false call, Other	4
741	Sprinkler activation, no fire - unintentional	2
711	Municipal alarm system, malicious false alarm	2
721	Bomb scare - no bomb	1
736	CO detector activation due to malfunction	1
734	Heat detector activation due to malfunction	1

Undefined Calls January 2021




Created by Leandro Cieri
Hartford Fire Department
2/3/2021
Source: Firehouse Software
Geocoded: 171
Not Geocoded: 1

Incident Type	Description	Count
622	No Incident found on arrival at dispatch address	137
661	EMS call, party transported by non-fire agency	14
652	Steam, vapor, fog or dust thought to be smoke	6
900	Special type of incident, Other	3
611	Dispatched & cancelled en route	3
600	Good intent call, Other	3
651	Smoke scare, odor of smoke	3
621	Wrong location	1
240	Explosion (no fire), Other	1
671	HazMat release investigation w/no HazMat	1

Location of Structure Fires In Relationship to Fire Stations

Key	Incident Number	Response	Firefighter Fatality	Firefighter Injury	Civilian Fatality	Civilians Injured	Cause
0	21-0002058	0:04:30	0	0	0	0	Cigarette
1	21-0003002	0:06:34	0	0	0	0	Spontaneous combustion, chemical reaction
2	21-0003043	0:04:43	0	0	0	1	Heat from undetermined smoking material
3	21-0009073	0:03:25	0	0	0	0	Hot or smoldering object, Other
4	21-0012079	0:04:14	0	0	0	0	Hot or smoldering object, Other
5	21-0015017	0:04:56	0	0	0	0	Candle
6	21-0016010	0:04:12	0	0	0	1	Undetermined
7	21-0020061	0:03:07	0	0	0	0	Electrical arcing
8	21-0023032	0:03:38	0	0	0	0	Undetermined
9	21-0023058	0:04:01	0	0	0	0	Heat from powered equipment, Other
10	21-0025055	0:02:24	0	0	0	0	Undetermined
11	21-0029033	0:03:30	0	0	0	0	
12	21-0030052	0:17:48	0	0	0	0	
13	21-0031011	0:06:19	0	0	0	0	Hot ember or ash

Response In Minutes

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

Created by Leandro Cieri
 Hartford Fire Department
 2/3/2021
 Source: Firehouse Software
 Geocoded: 13
 Not Geocoded: 1

* Highlighted in yellow is the response to the City of New Britain

QUESTIONS/COMMENTS



"Goal Oriented, Results Driven"