



City of Hartford
FIRE DEPARTMENT

FIRESTAT

October 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"

2022 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

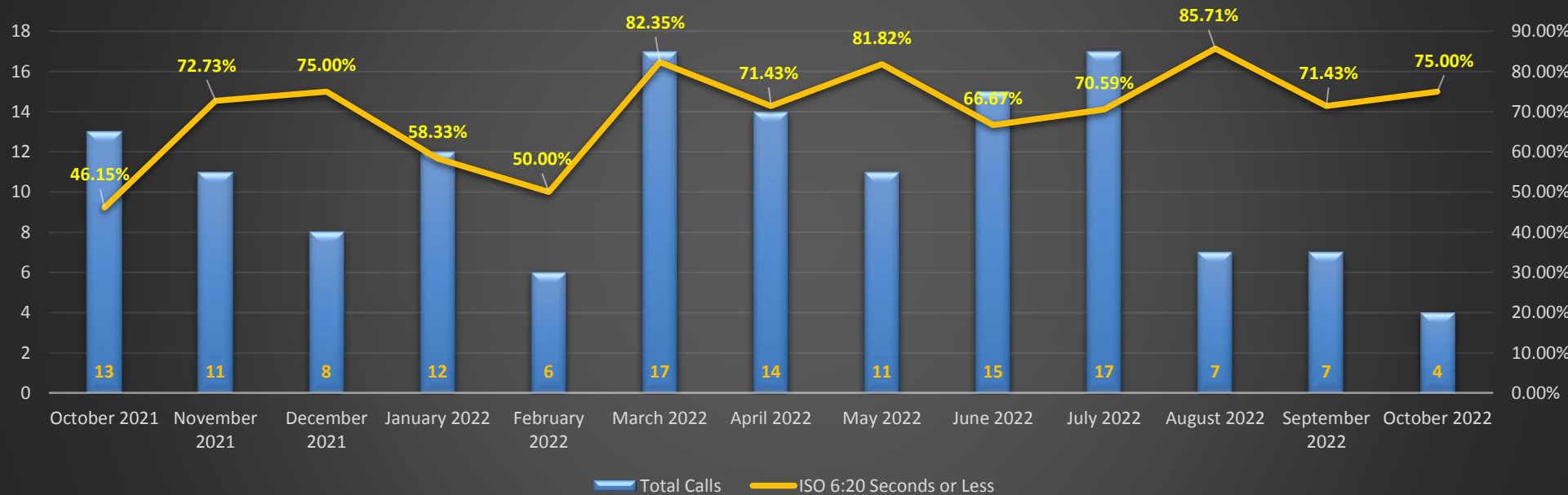
Current Period:
10/01/2022 - 10/31/2022



HFD Strategic Priorities:
Provide Quality Emergency Services

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

Structure Fires



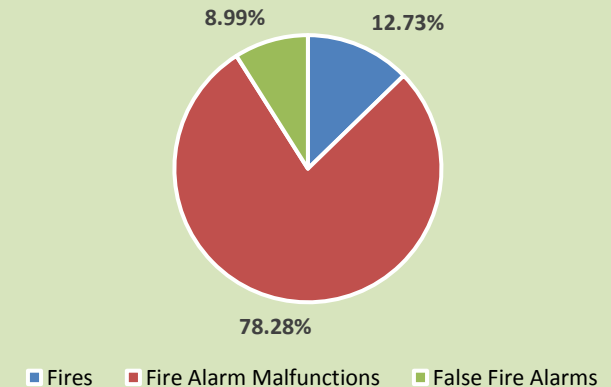
Analysis

Recommendations

Fire Alarms compared to Actual Fires

- Considerably a smaller number of fires compared to same month previous year.
- Slight increase 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.



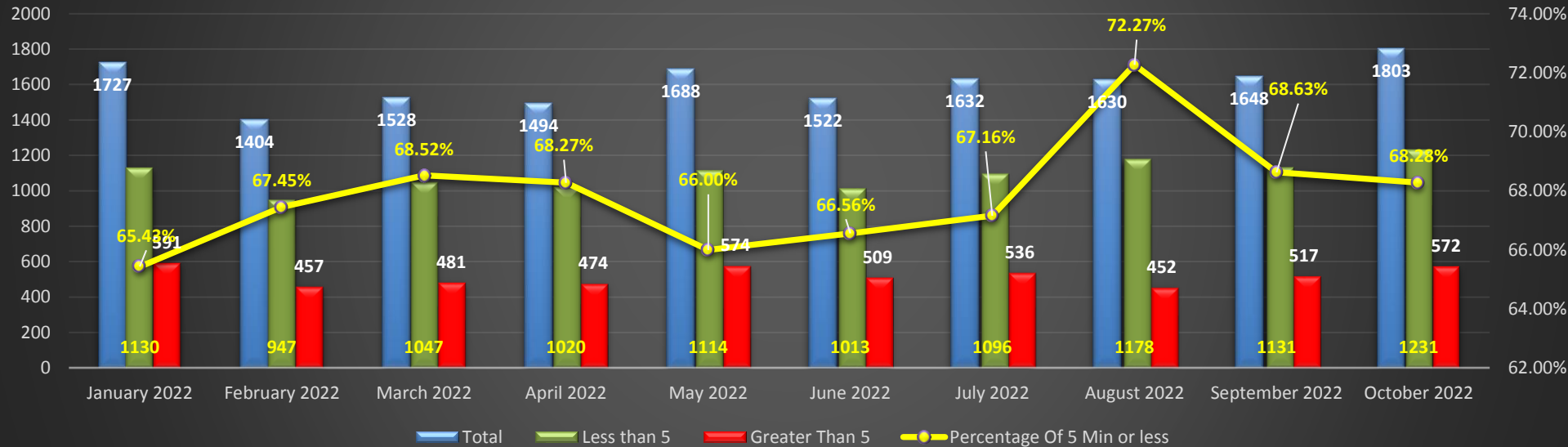
Data Source:
Firehouse Software

Current Period:
10/01/2022 - 10/31/2022

HFD Strategic Priorities:
Provide Quality Emergency Services

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

EMS Response City Wide



Analysis

- Slight decrease in response time performance from previous month.
- Area 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

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



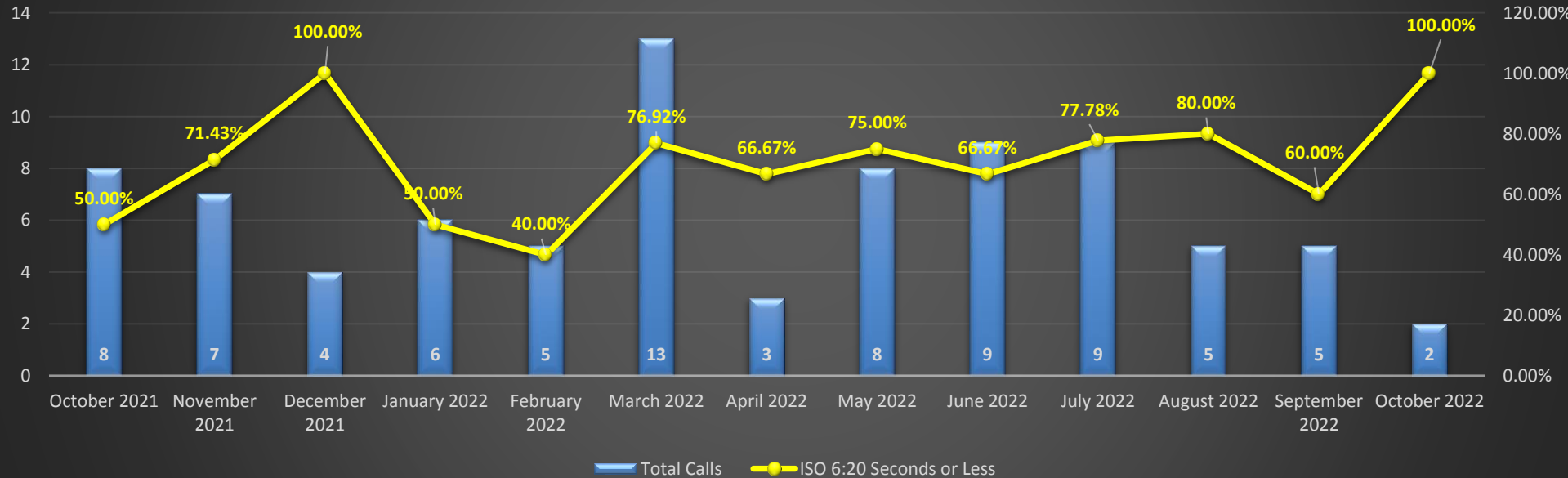
Data Source: Firehouse Software

Current Period:
10/01/2022 - 10/31/2022

HFD Strategic Priorities:
Provide Quality Emergency Services

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

First Engine Response in District 1 Area



Analysis

Recommendations

Impact

- Significant increase in response time performance in District 1 geographical area.
- 100% Great job District 1
- Less amount of fire duty than last month.

- 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.



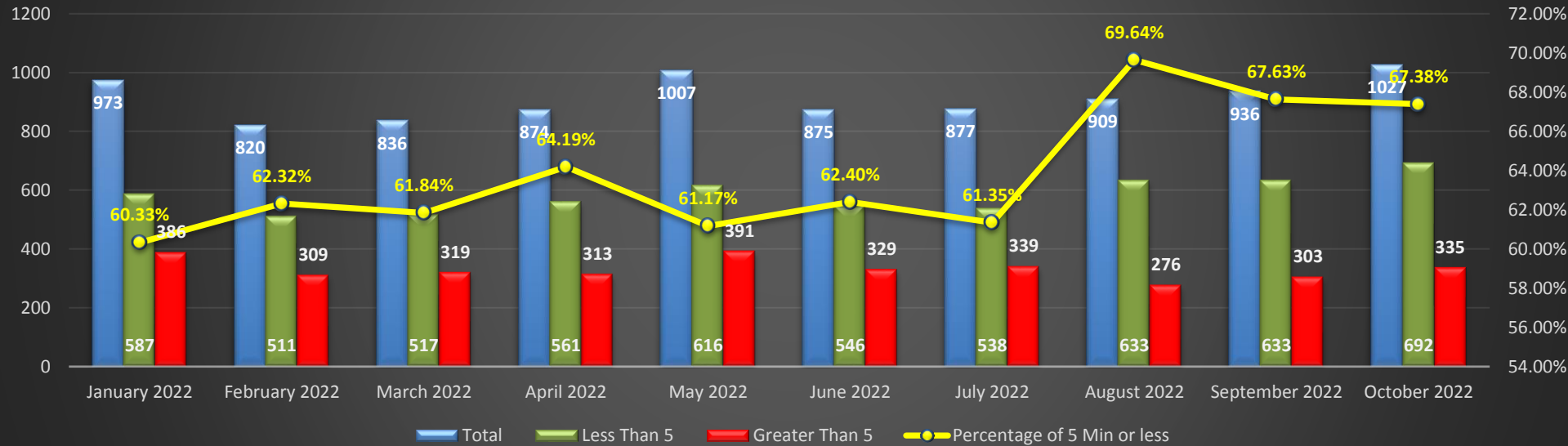
Data Source:
Firehouse Software

Current Period:
10/01/2022 - 10/31/2022

HFD Strategic Priorities:
Provide Quality Emergency Services

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

First EMS Response in District 1 Area



Analysis

- Slight declination in response time performance from previous 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

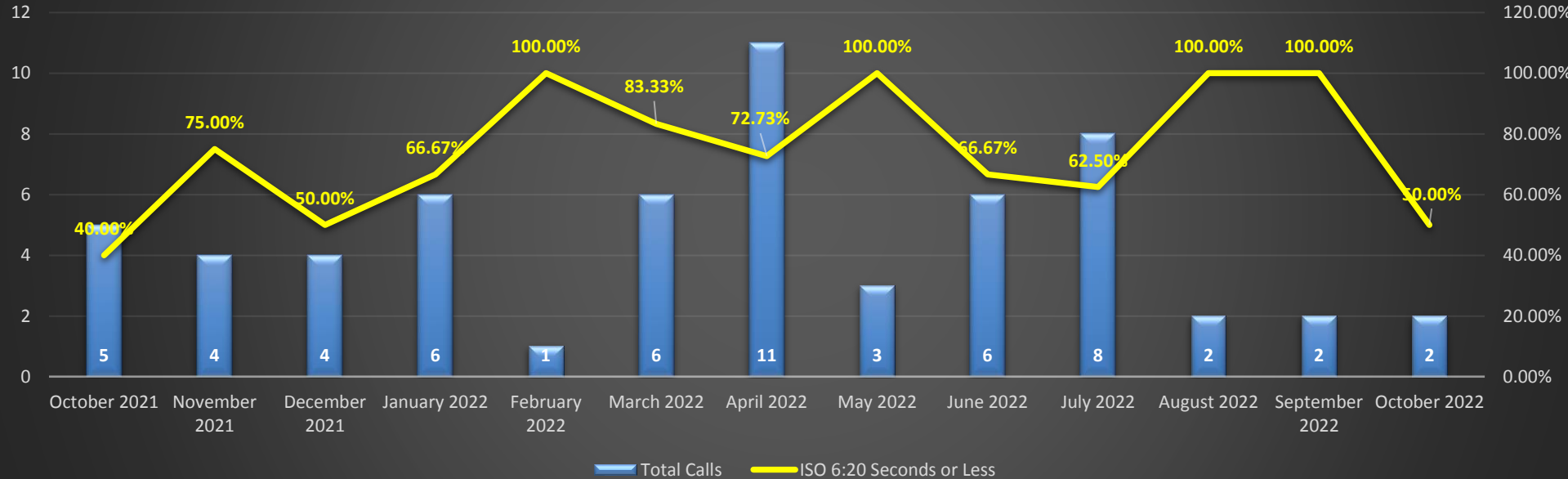
Current Period:
10/01/2022 - 10/31/2022



HFD Strategic Priorities:
Provide Quality Emergency Services

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

First Engine Response in District 2 Area



Analysis

Recommendations

Impact

- Significant decrease in response time performance.
- Area for improvement.

- Maintain proficiency.
- Investigate decrease in response time.
- 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.



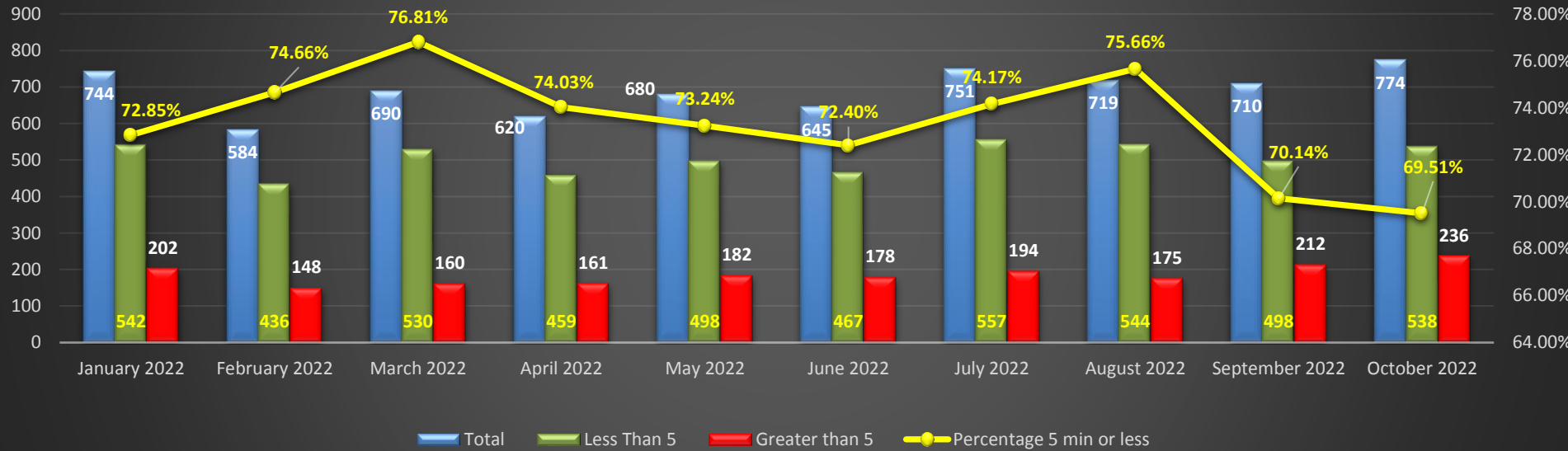
Data Source:
Firehouse Software

Current Period:
10/01/2022 - 10/31/2022

HFD Strategic Priorities:
Provide Quality Emergency Services

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

First EMS Response in District 2 Area



Analysis

- Slight decrease in response time performance compared to the prior month.
- Area for improvement

Recommendations

- Continue to re-emphasize importance of EMS responses to members of suppression.
- Continue to strive for 90% benchmark.

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:
10/01/2022 - 10/31/2022



HFD Strategic Priorities:
Provide Quality Emergency Services

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

First Engine Response Tour A



Analysis

Recommendations

Impact

- No structure fires in October.

- 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.



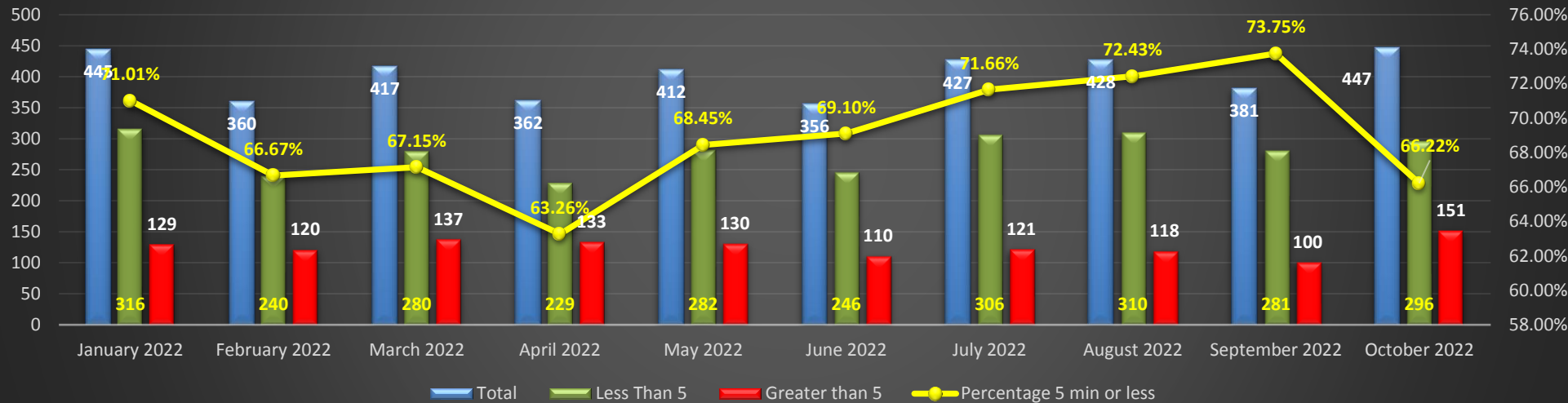
Data Source:
Firehouse Software

Current Period:
10/01/2022 - 10/31/2022

HFD Strategic Priorities:
Provide Quality Emergency Services

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

First EMS Response Tour A



Analysis

- Decrease in response time performance.
- Area for improvement.

Recommendations

- Continue to re-emphasize importance of EMS responses to members of suppression.
- Investigate the decrease in response time.
- Continue to strive for 90% benchmark.

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:
10/01/2022 - 10/31/2022



HFD Strategic Priorities:
Provide Quality Emergency Services

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

First Engine Response Tour B



Analysis

Recommendations

Impact

- Lone structure fire did not meet benchmark due to call processing time.
- HFD time accounted for 3:41.

- Maintain proficiency.
- 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.



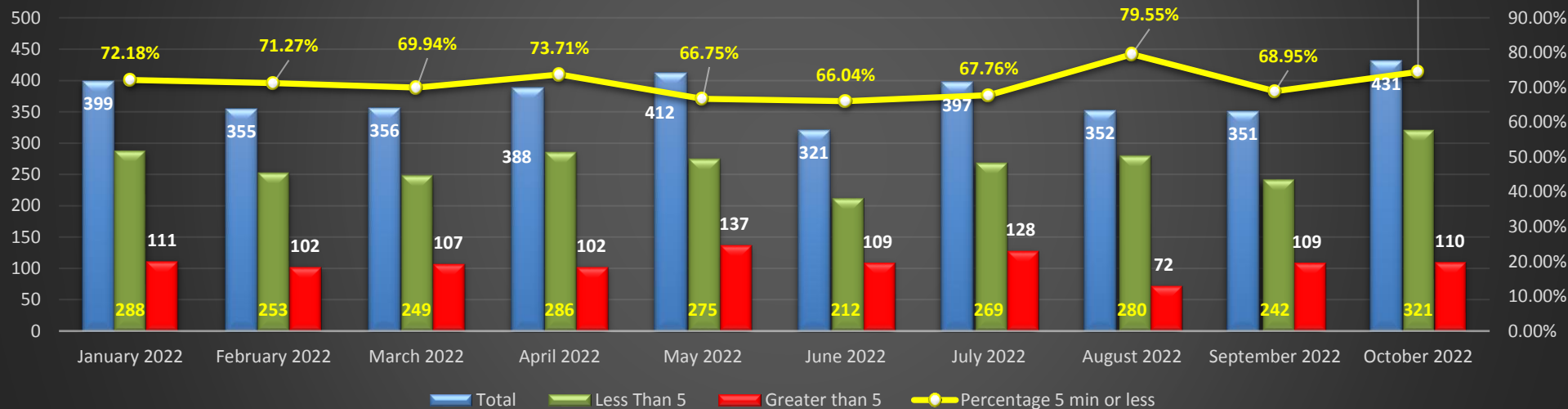
Data Source:
Firehouse Software

Current Period:
10/01/2022 - 10/31/2022

HFD Strategic Priorities:
Provide Quality Emergency Services

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

First EMS Response Tour B



Analysis

- Significant increase in response time performance.
- More calls for service than the previous month.

Recommendations

- Continue to re-emphasize importance of EMS responses to members of suppression.
- Continue to strive for 90% benchmark.

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:
10/01/2022 - 10/31/2022



HFD Strategic Priorities:
Provide Quality Emergency Services

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

First Engine Response Tour C



Analysis

Recommendations

Impact

- Significant increase in response time performance.
- 100 % great job Tour C

- 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.



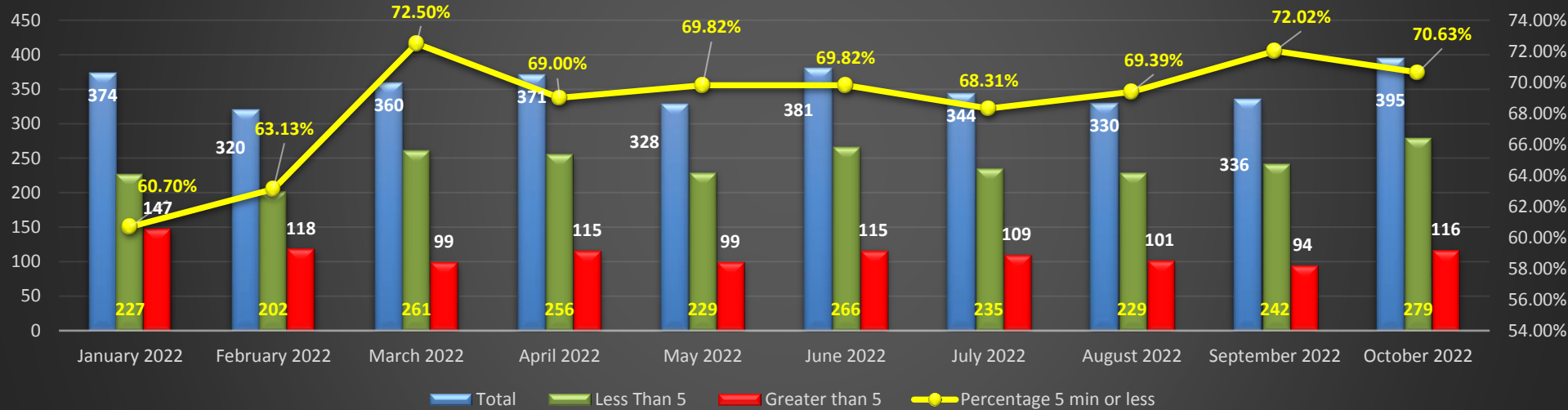
Data Source:
Firehouse Software

Current Period:
10/01/2022 - 10/31/2022

HFD Strategic Priorities:
Provide Quality Emergency Services

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

First EMS Response Tour C



Analysis

- Steady response time performance 8 months straight.
- Area for improvement.

Recommendations

- Continue to re-emphasize importance of EMS responses to members of suppression.
- Continue to strive for 90% benchmark.

Impact

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

Fire Response Scorecard

Tour D

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

Data Source: Firehouse Software

Current Period:
10/01/2022 - 10/31/2022



HFD Strategic Priorities:
Provide Quality Emergency Services

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

First Engine Response Tour D



Analysis

Recommendations

Impact

- 100% achieved in response time performance.
- 4 months of perfect response times good job Tour D.

- 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.



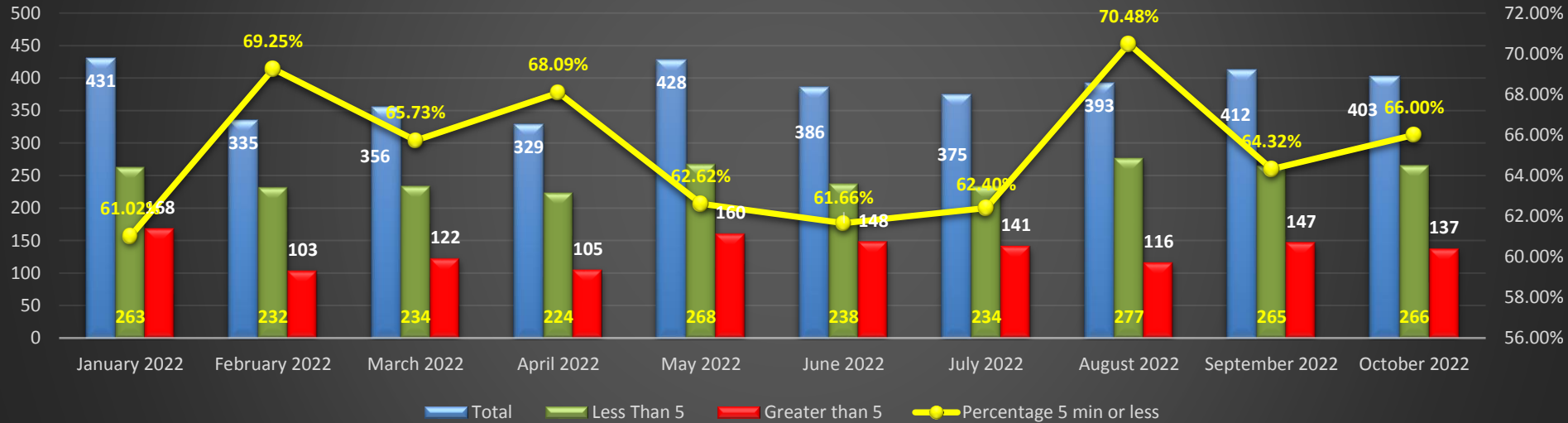
Data Source:
Firehouse Software

Current Period:
10/01/2022 - 10/31/2022

HFD Strategic Priorities:
Provide Quality Emergency Services

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

First EMS Response Tour D



Analysis

- Increase in response time performance.
- Area for improvement.

Recommendations

- Continue to re-emphasize importance of EMS responses to members of suppression.
- Continue to strive for 90% benchmark.

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

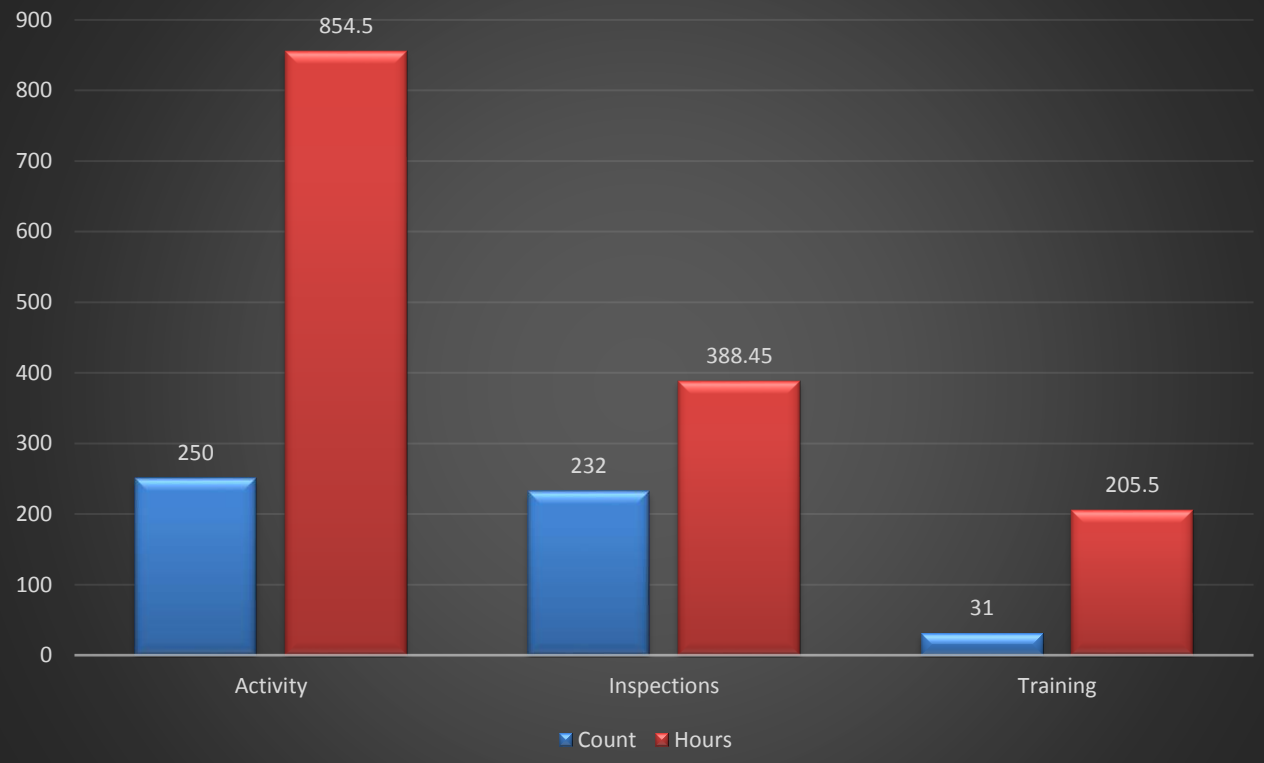
Performance Target – Risk in the community are minimized through a proactive code enforcement and public education program, respectively.

Data Source: HFD Firehouse Software

Current Period: 10/01/2022 - 10/31/2022

HISTORICAL ANALYSIS

Reporting Period	Violations		
	Violations Found	Violations Cleared	
04/22	44	89	
05/22	93	58	
06/22	54	16	
07/22	87	35	
08/22	438	32	
09/22	71	38	
10/22	114	23	



Attendance

Total Hours Accounted:	1448.45	Total Hours Off:	130
Total Hours on Duty:	2338.17	Hours Accounted For:	61.95%

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.

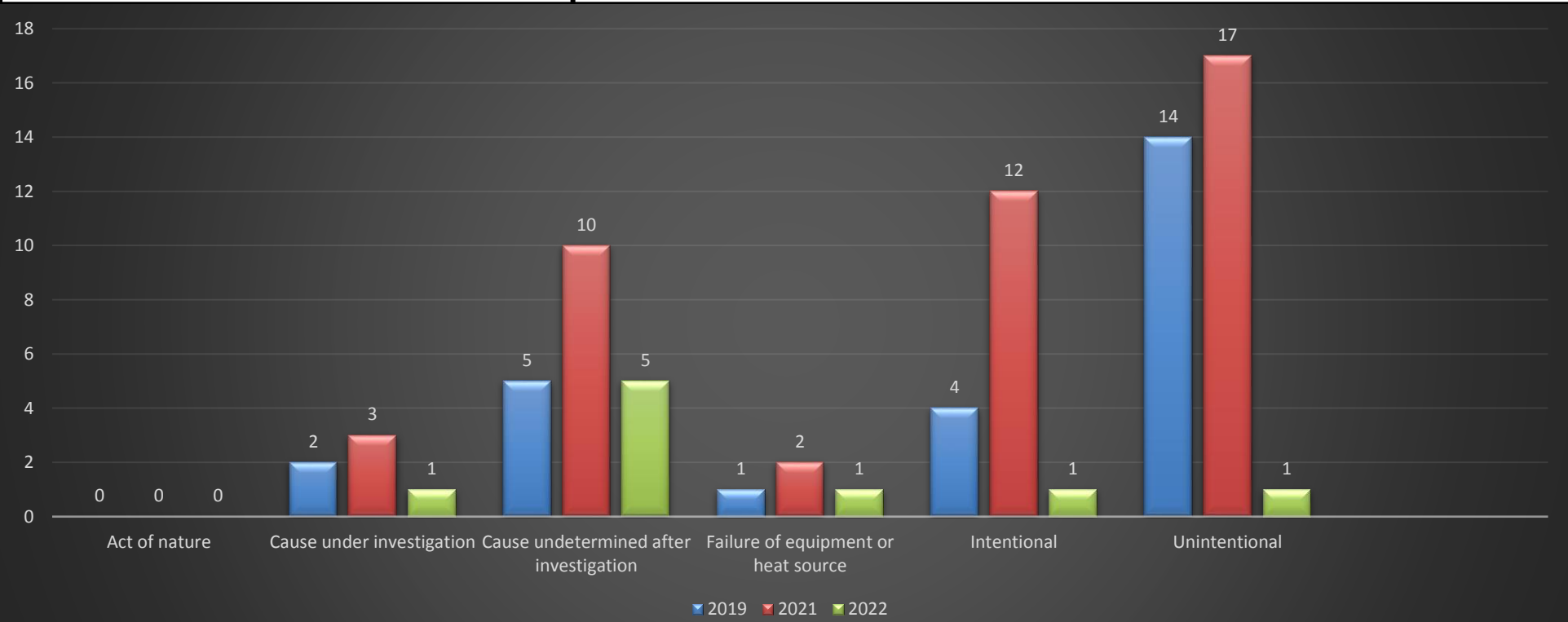


Data Source:
Firehouse Software

Current Period:
10/01/2022 - 10/31/2022

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

Performance Target –



Analysis

Recommendations

Impact

- Unintentional fires are up 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

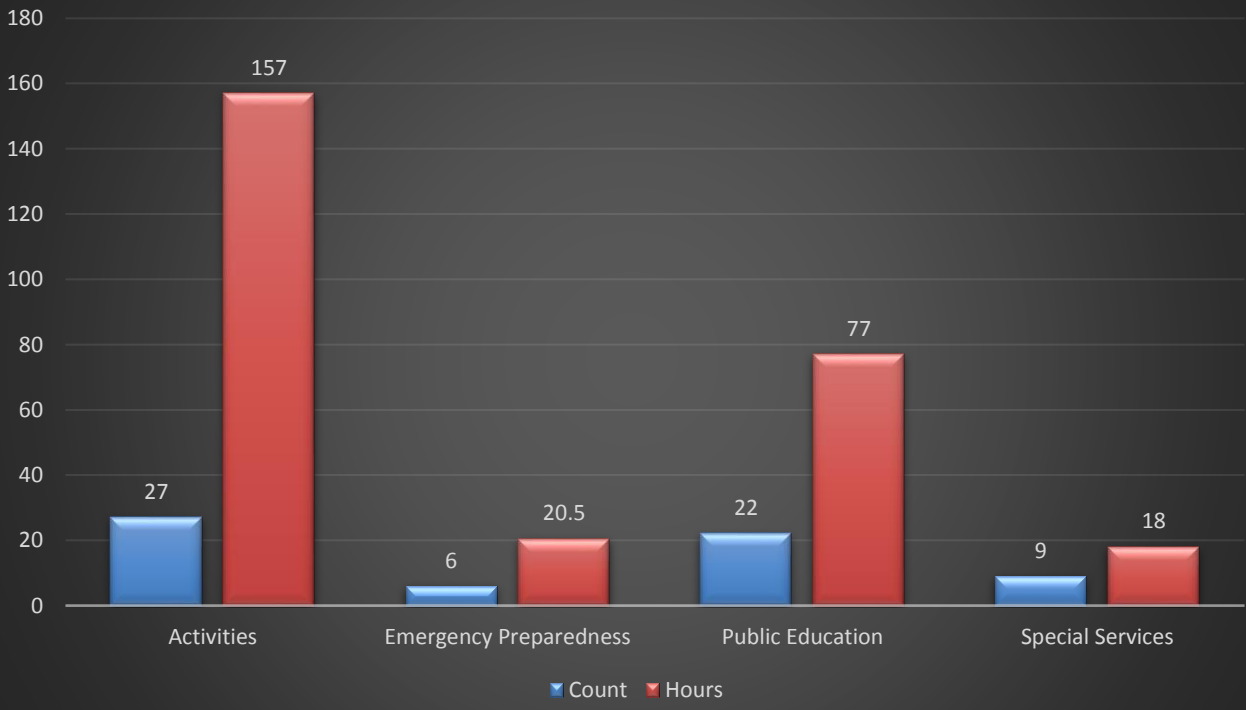
Important Highlights – 8 events were attended by detailed staff only, 12 events were attended by Special Services and detailed staff, 3 CO Alarms were installed

Data Source: HFD Firehouse Software

Current Period: 10/01/2022 - 10/31/2022

HISTORICAL ANALYSIS

Reporting Period	08/22	09/22	10/22
Total Activities	108	85	64
Total Adults	7,629	2,646	1,204
Total Children	4,985	1,609	1,697
Smoke Detector	39	25	7
Car Seats	0	0	0



Attendance

Total Hours Accounted:	272.5	Total Hours Off:	0
Total Hours on Duty:	475.5	Hours Accounted For:	57.31%

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 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.



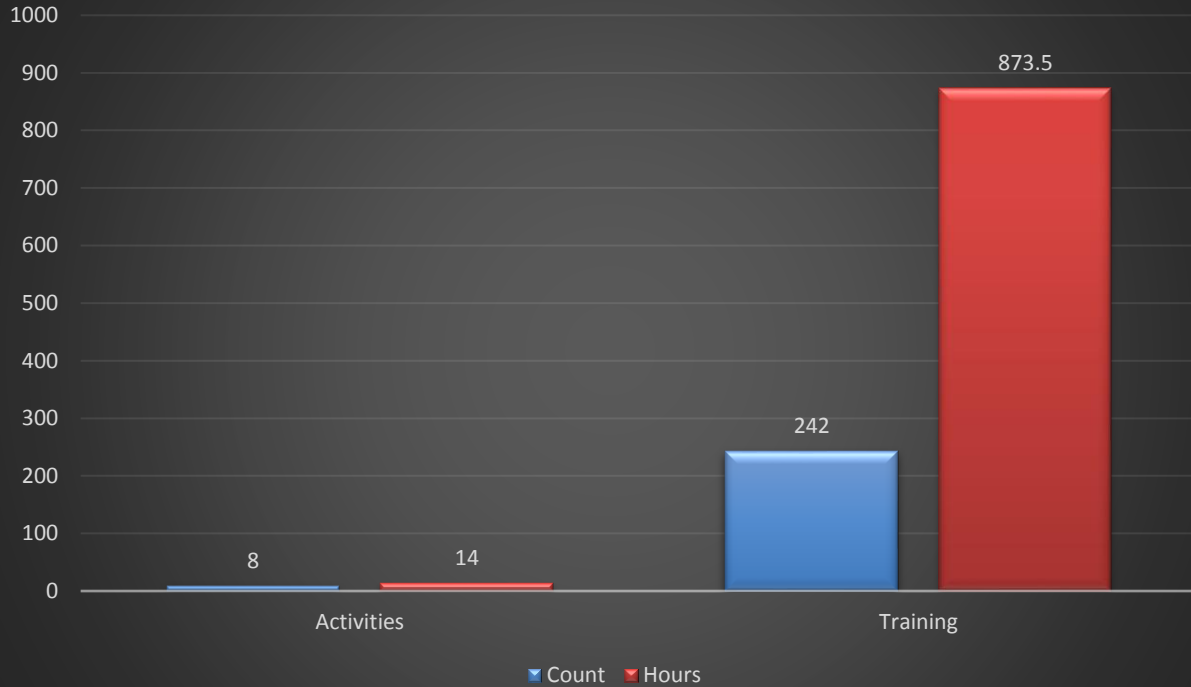
HFD Strategic Priorities:
Provide Mandated Training to Hartford Fire Department Personnel

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: 10/01/2022 – 10/31/2022

HISTORICAL ANALYSIS



Attendance

Total Hours Accounted:	887.5	Total Hours Off:	150
Total Hours on Duty:	943	Hours Accounted For:	94.11%

Recommendations

- Outstanding work by our Training Division personnel. Job well done.
- Time accounted for at 94%.

Impact

- 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.

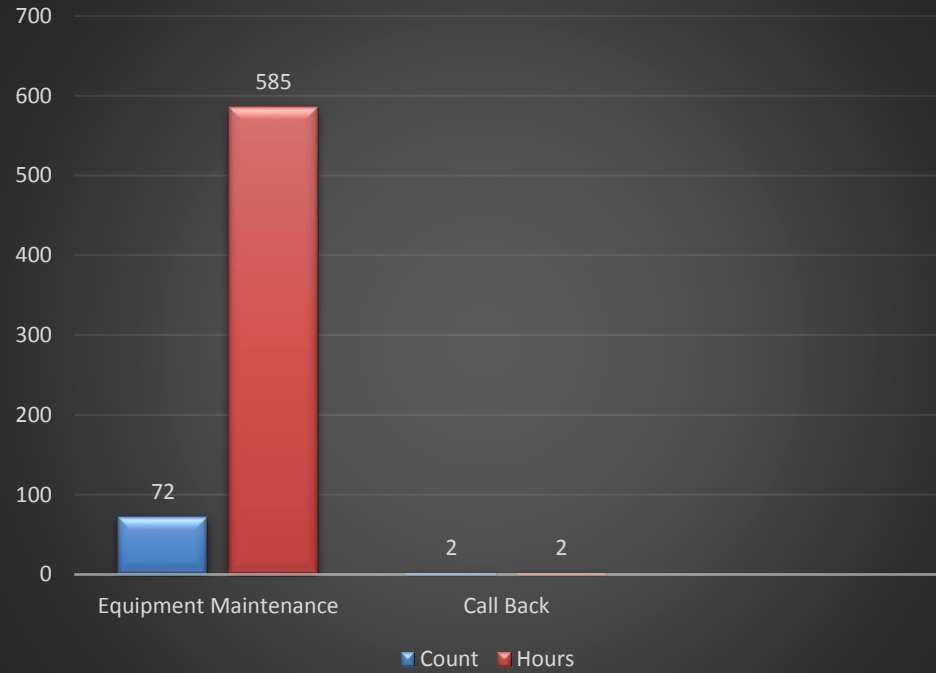
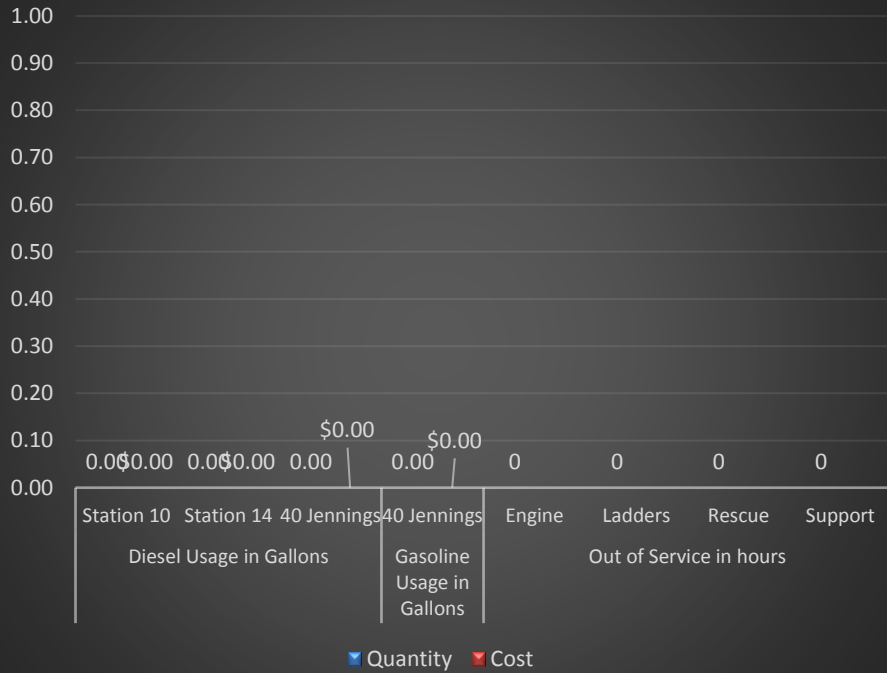


Data Source:
HFD Firehouse Software

Current Period:
10/01/2022 – 10/31/2022

HFD Strategic Priorities:
Provide Quality & Timely Equipment Maintenance to All Apparatus/Equipment

Performance Target – Respond in a timely manner when sequestered by ESD/Support Services.



Attendance

Total Hours Accounted:	587	Total Hours Off:	360
Total Hours on Duty:	1078	Hours Accounted For:	54.45%

Recommendations

➤ 90% of time needs to be accounted for at minimum.

Impact

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

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

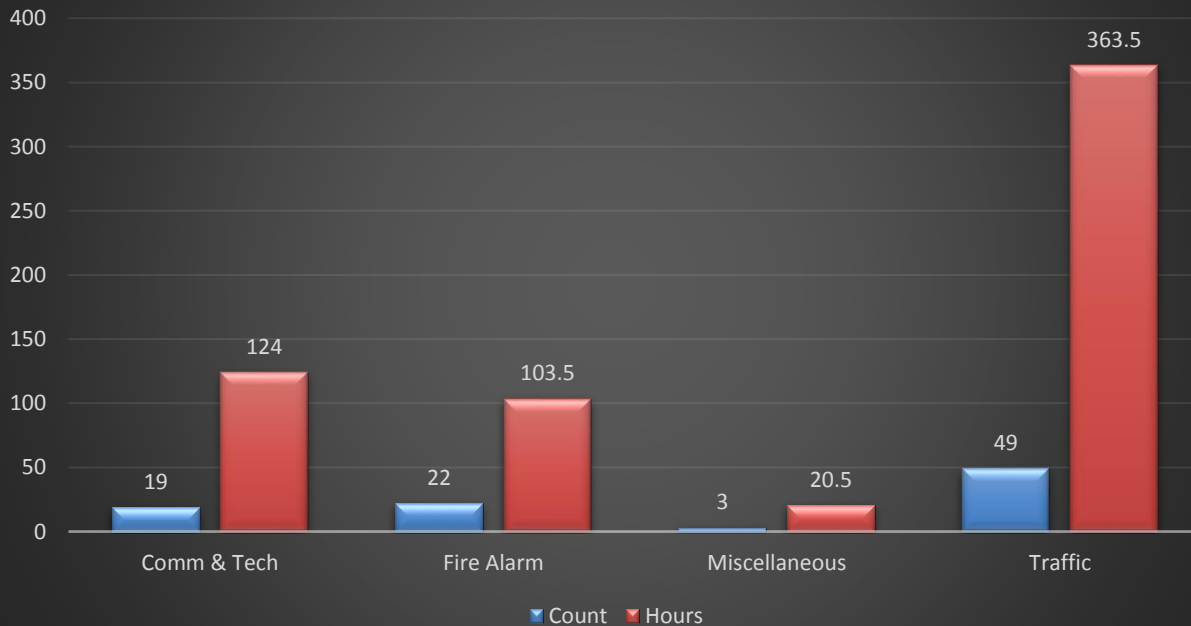
Performance Target – Mitigate a diverse portfolio of service calls.

Data Source: HFD Firehouse Software

Current Period: 10/01/2022 – 10/31/2022



573 Call Before You Digs



Attendance

Recommendations

Impact

Total Hours Accounted:	611.5	Total Hours Off:	50
Total Hours on Duty:	732.5	Hours Accounted For:	83.48%

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

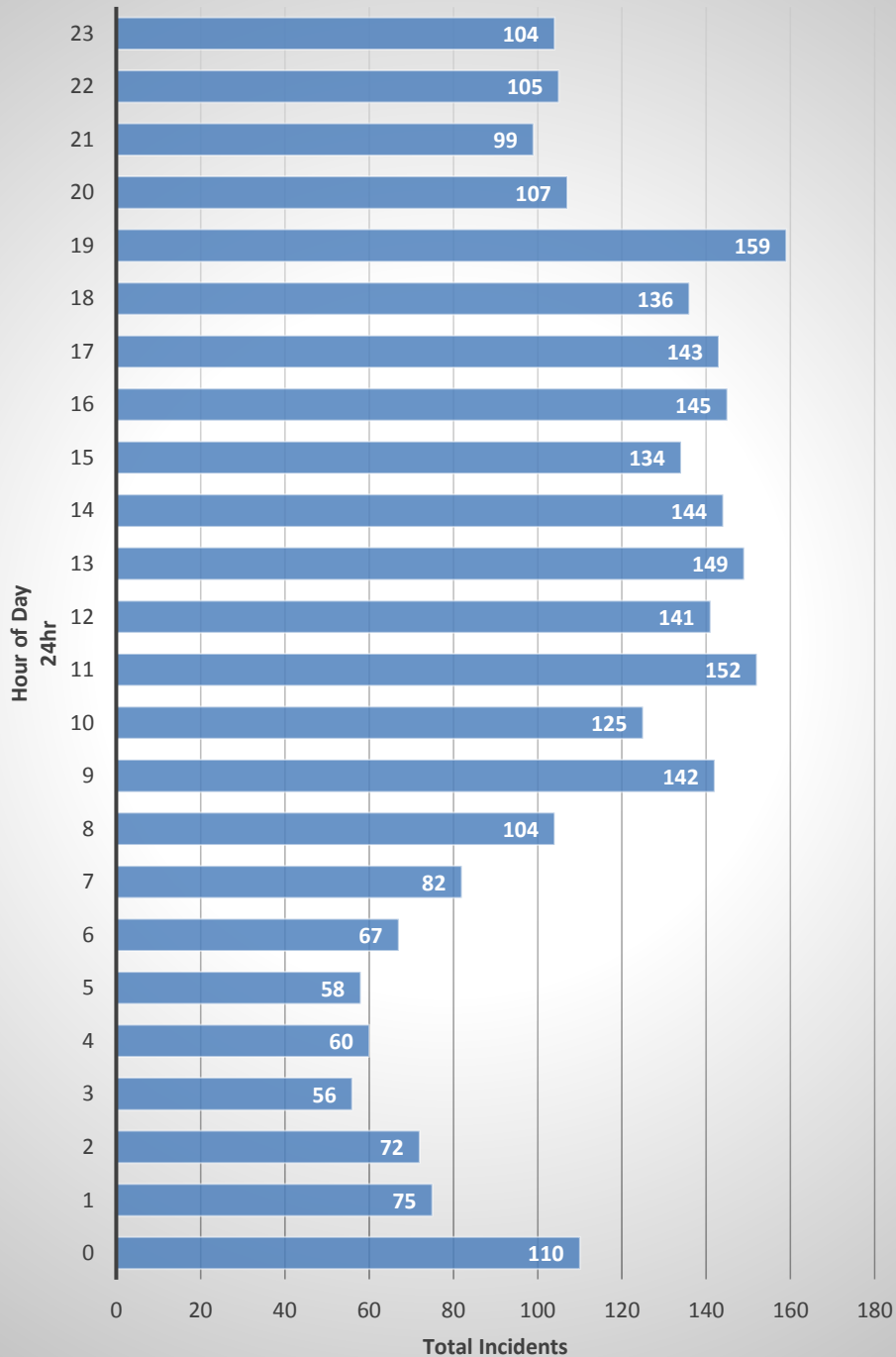
- IS & IT execution of relevant duties and responsibilities.

EMERGENCY RESPONSE DATA

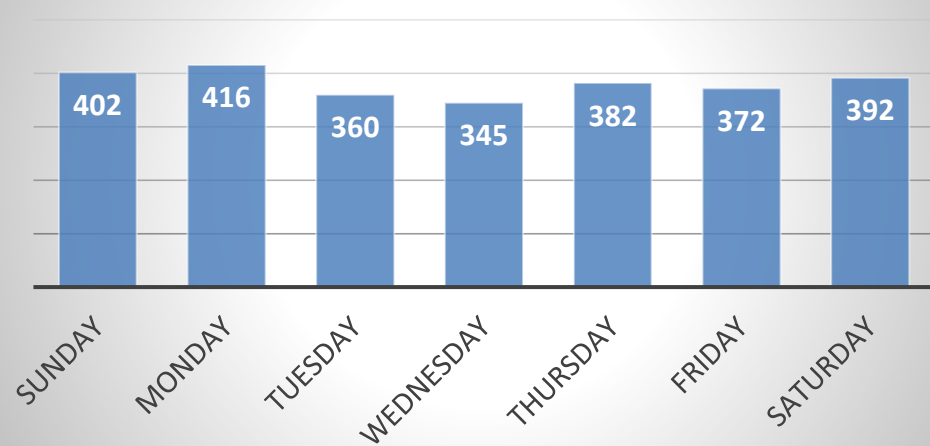


"Goal Oriented, Results Driven"

Incidents by Hour



Incidents by Day of Week



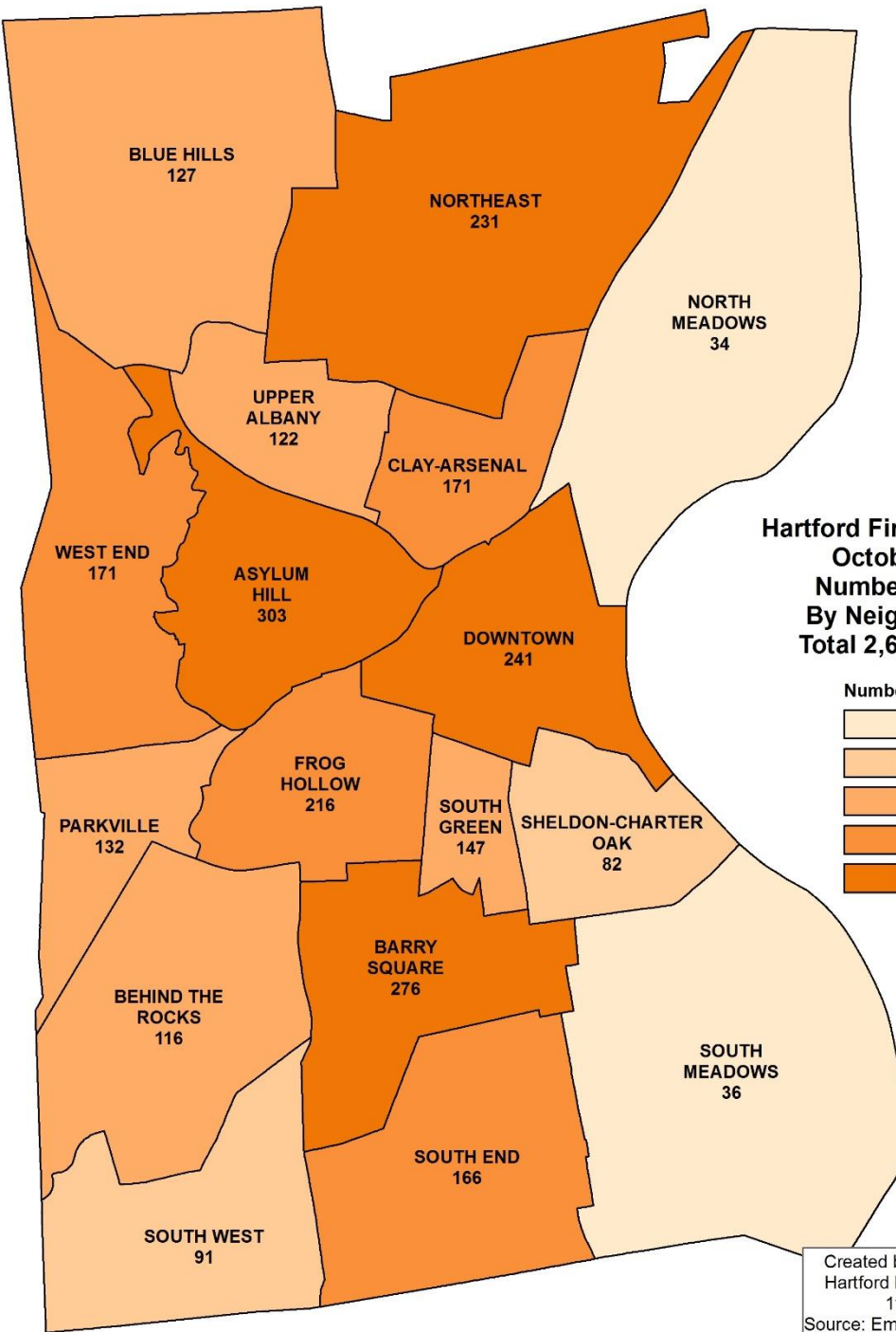
Top 5 Calls for Service

Incident Type	Description	Count
321	EMS call, excluding vehicle accident with injury	968
311	Medical assist, assist EMS crew	515
622	No Incident found on arrival at dispatch address	160
500	Service Call, other	155
745	Alarm system activation, no fire - unintentional	96

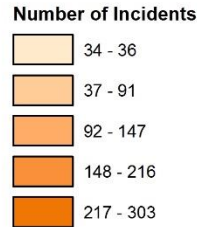
Incidents by Category

Category	Incidents
EMS	1810
SERVICE	347
ALARM	233
UNDEFINE	190
FIRE	34
RESCUE	28
HAZMAT	20

Incidents by Neighborhood October 2022



**Hartford Fire Department
October 2022
Number of Calls
By Neighborhood
Total 2,669 of Calls**

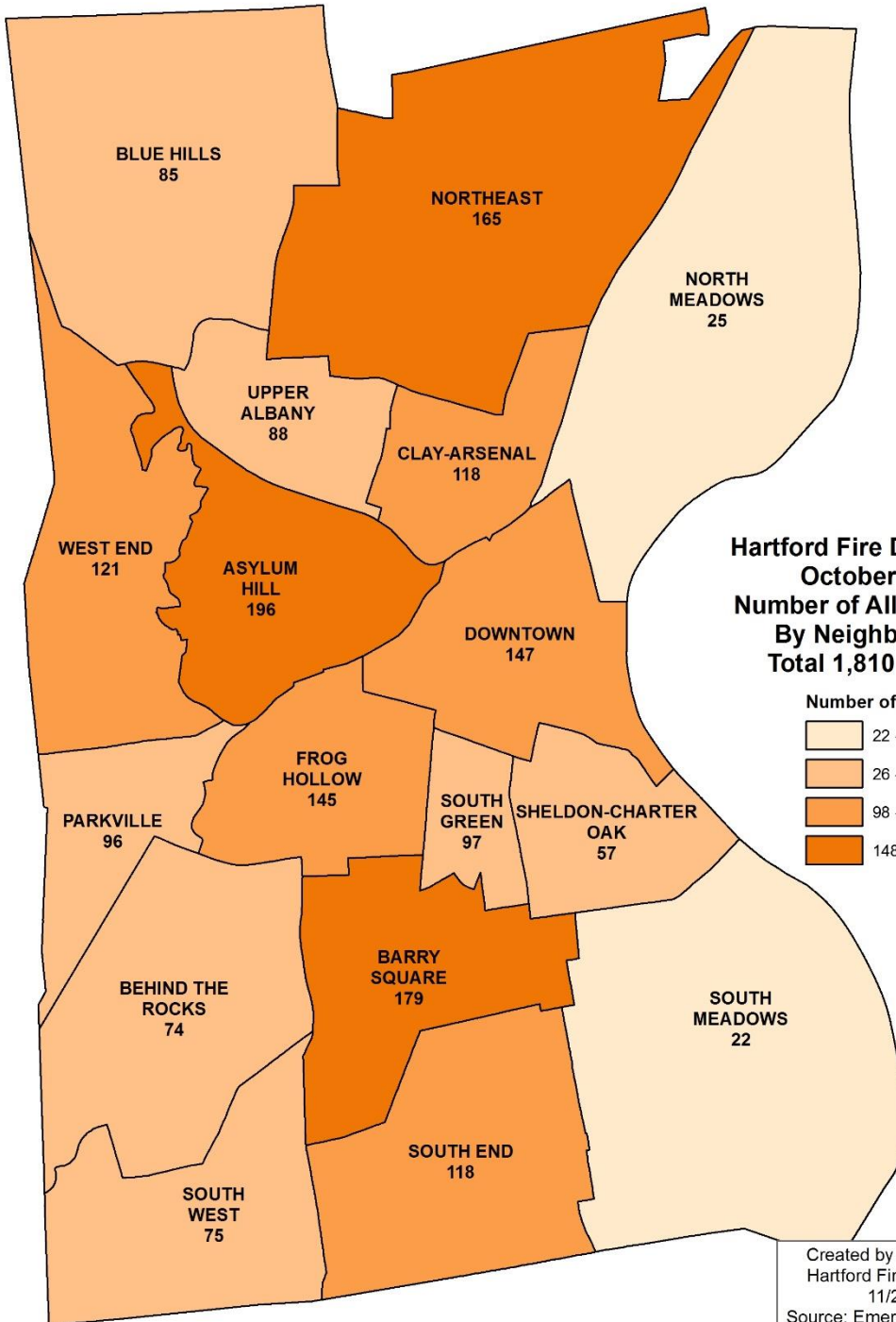


Neighborhood	Count
ASYLUM HILL	303
BARRY SQUARE	276
DOWNTOWN	241
NORTHEAST	231
FROG HOLLOW	216
CLAY-ARSENAL	171
WEST END	171
SOUTH END	166
SOUTH GREEN	147
PARKVILLE	132
BLUE HILLS	127
UPPER ALBANY	122
BEHIND THE ROCKS	116
SOUTH WEST	91
SHELDON-CHARTER OAK	82
SOUTH MEADOWS	36
NORTH MEADOWS	34

Created by Leandro Cieri
Hartford Fire Department
11/2/2022
Source: Emergency Reporting
Geocoded: 2,662
Not Geocoded: 7

EMS

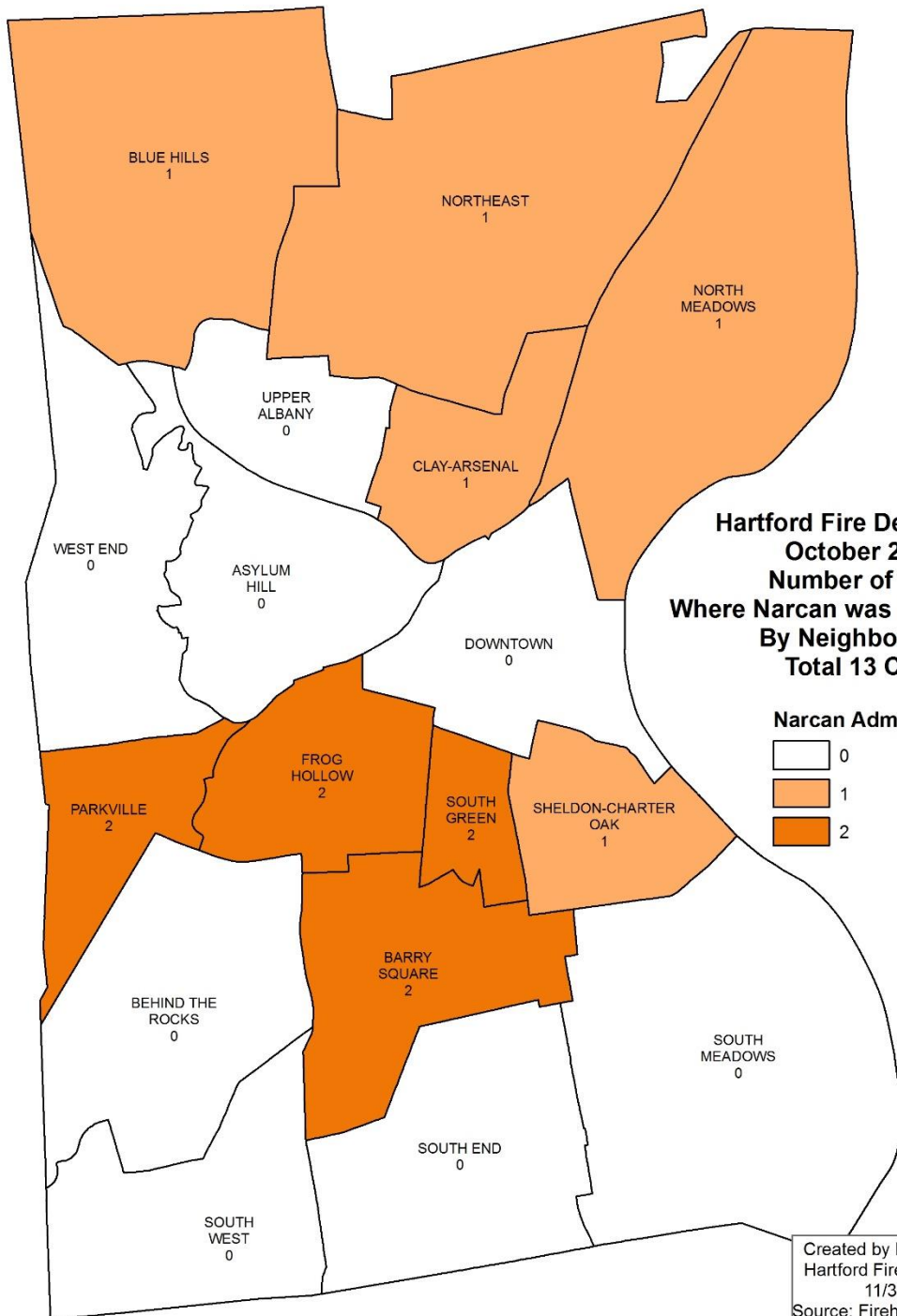
October 2022



Incident Type	Description	Count
321	EMS call, excluding vehicle accident with injury	968
311	Medical assist, assist EMS crew	515
381	Rescue or EMS standby	90
322	Motor vehicle accident with injuries	79
324	Motor Vehicle Accident with no injuries	78
300	Rescue, EMS incident, other	59
510	Person in distress, Other	12
323	Motor vehicle/pedestrian accident (MV Ped)	9

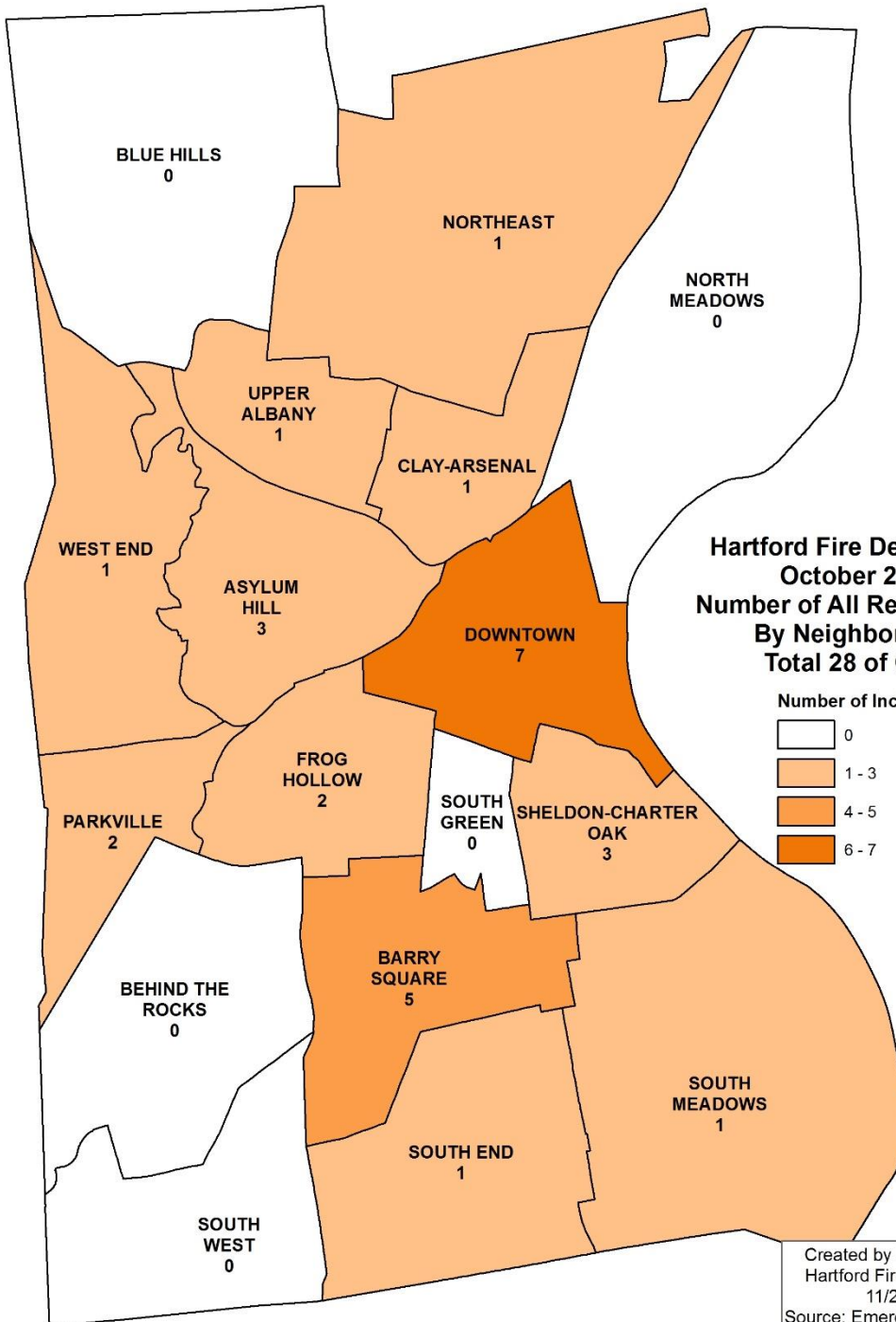
Created by Leandro Cieri
Hartford Fire Department
11/2/2022
Source: Emergency Reporting
Geocoded 1,808
Not Geocoded: 2

Narcan Administered October 2022



Created by Leandro Cieri
Hartford Fire Department
11/3/2022
Source: Firehouse Software
Geocoded: 13
Not Geocoded: 0

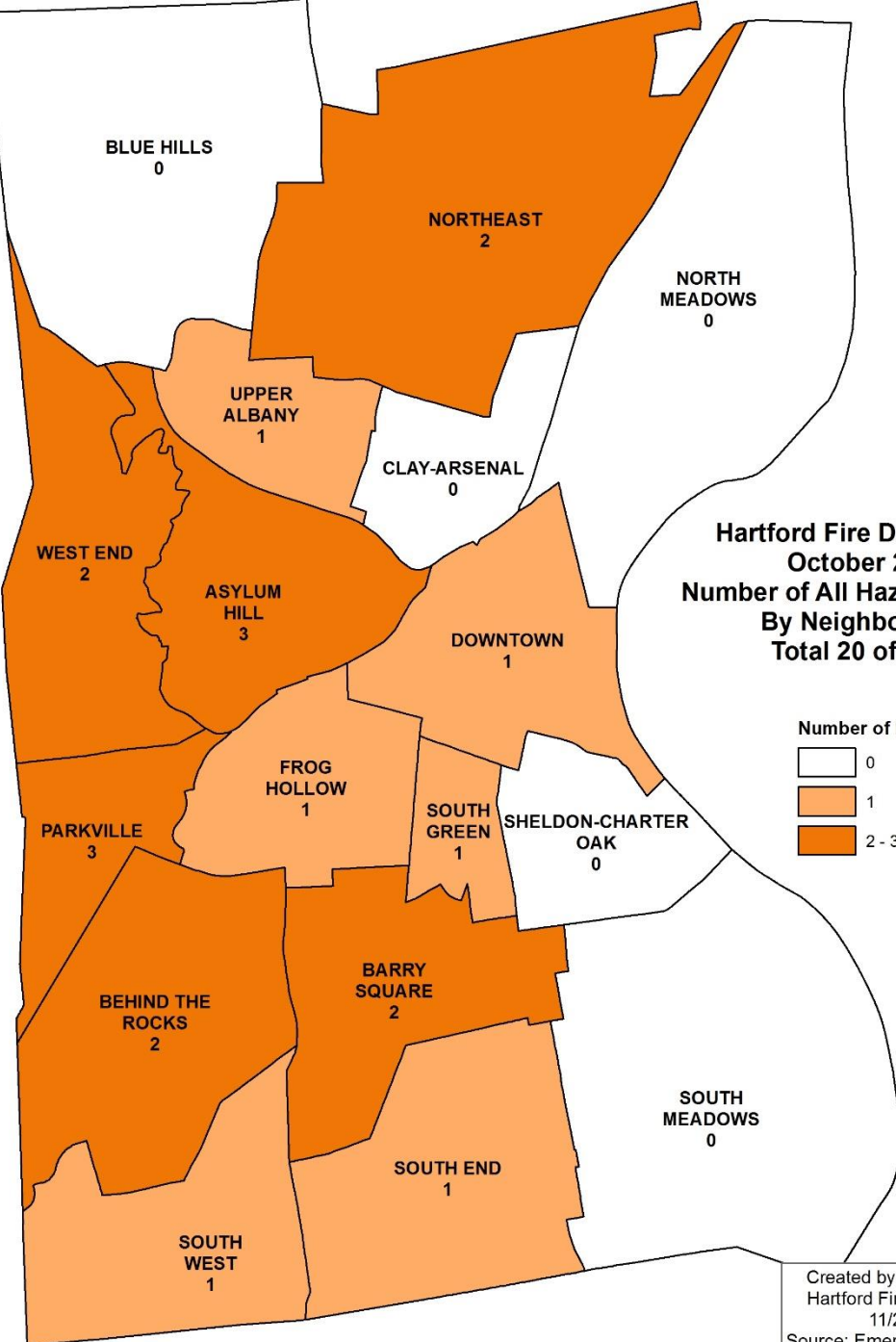
Rescue Calls October 2022



Incident Type	Description	Count
353	Removal of victim(s) from stalled elevator	13
511	Lock-out	6
352	Extrication of victim(s) from vehicle	5
331	Lock-in (if lock out , use 511)	2
512	Ring or jewelry removal	1
350	Extrication, rescue, Other	1

Created by Leandro Cieri
Hartford Fire Department
11/2/2022
Source: Emergency Reporting
Geocoded: 28
Not Geocoded: 0

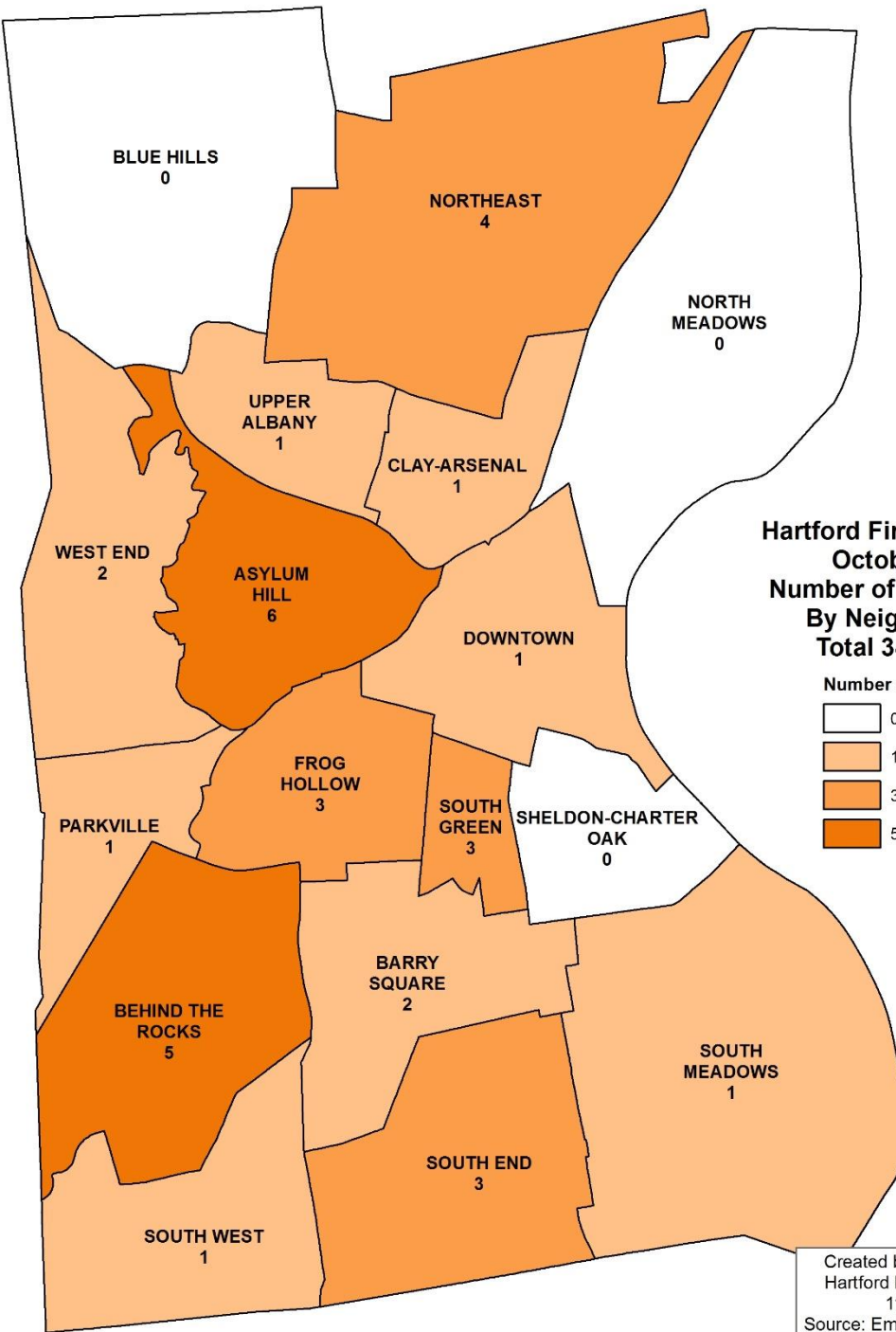
Hazardous Materials October 2022



Incident Type	Description	Count
412	Gas leak (natural gas or LPG)	10
424	Carbon monoxide incident	4
411	Gasoline or other flammable liquid spill	2
400	Hazardous condition, Other	2
463	Vehicle accident, general cleanup	1
413	Oil or other combustible liquid spill	1

Created by Leandro Cieri
Hartford Fire Department
11/2/2022
Source: Emergency Reporting
Geocoded: 20
Not Geocoded: 0

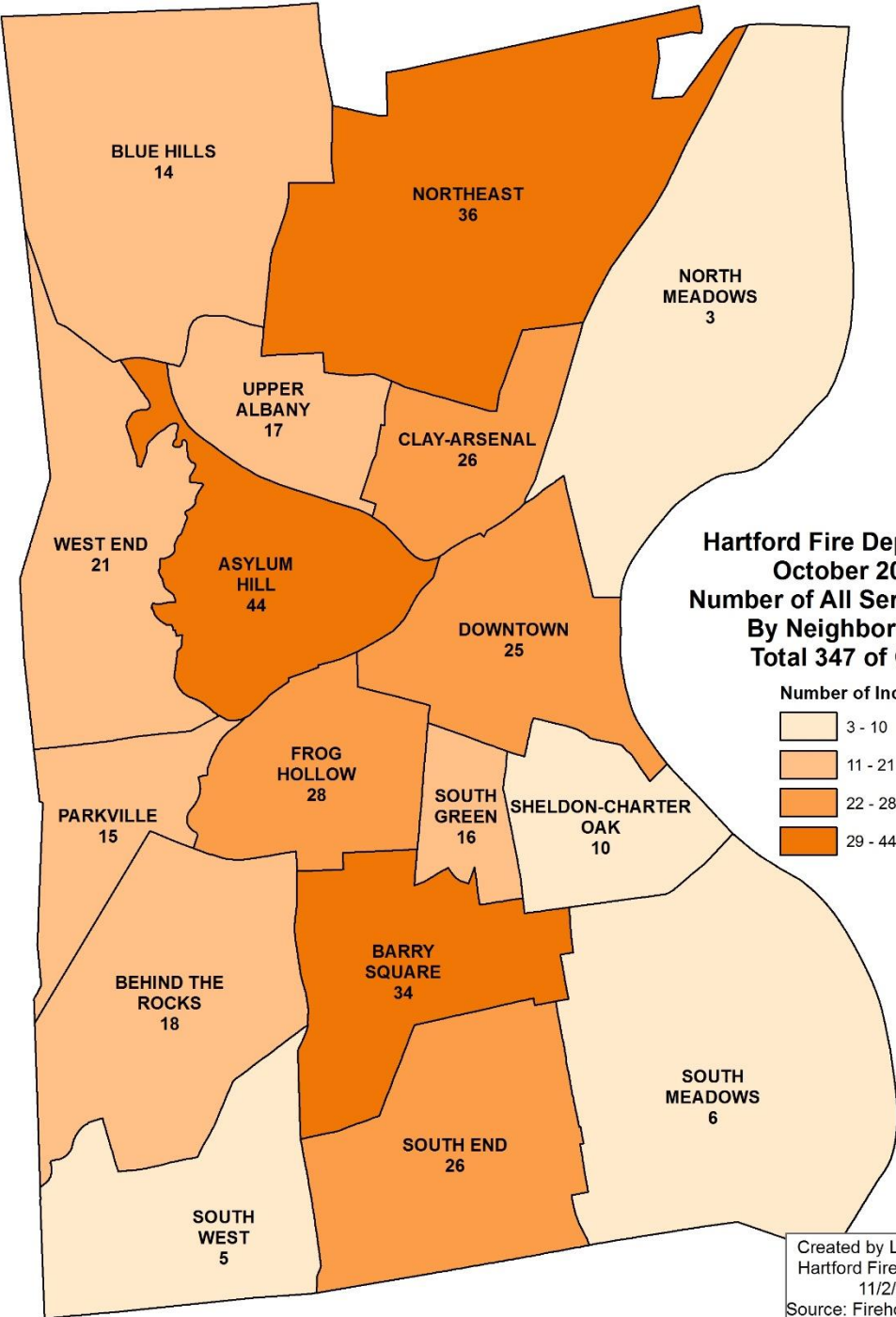
All Fires October 2022



Created by Leandro Cieri
Hartford Fire Department
11/2/2022
Source: Emergency Reporting
Geocoded: 34
Not Geocoded: 0

Incident Type	Description	Count
131	Passenger vehicle fire	9
111	Building fire	4
118	Trash or rubbish fire, contained	3
140	Natural vegetation fire, Other	3
151	Outside rubbish, trash or waste fire	3
113	Cooking fire, confined to container	3
130	Mobile property (vehicle) fire, Other	3
150	Outside rubbish fire, Other	2
142	Brush or brush-and-grass mixture fire	2
116	Fuel burner/boiler malfunction, fire confined	1
100	Fire, Other	1

Service Calls October 2022

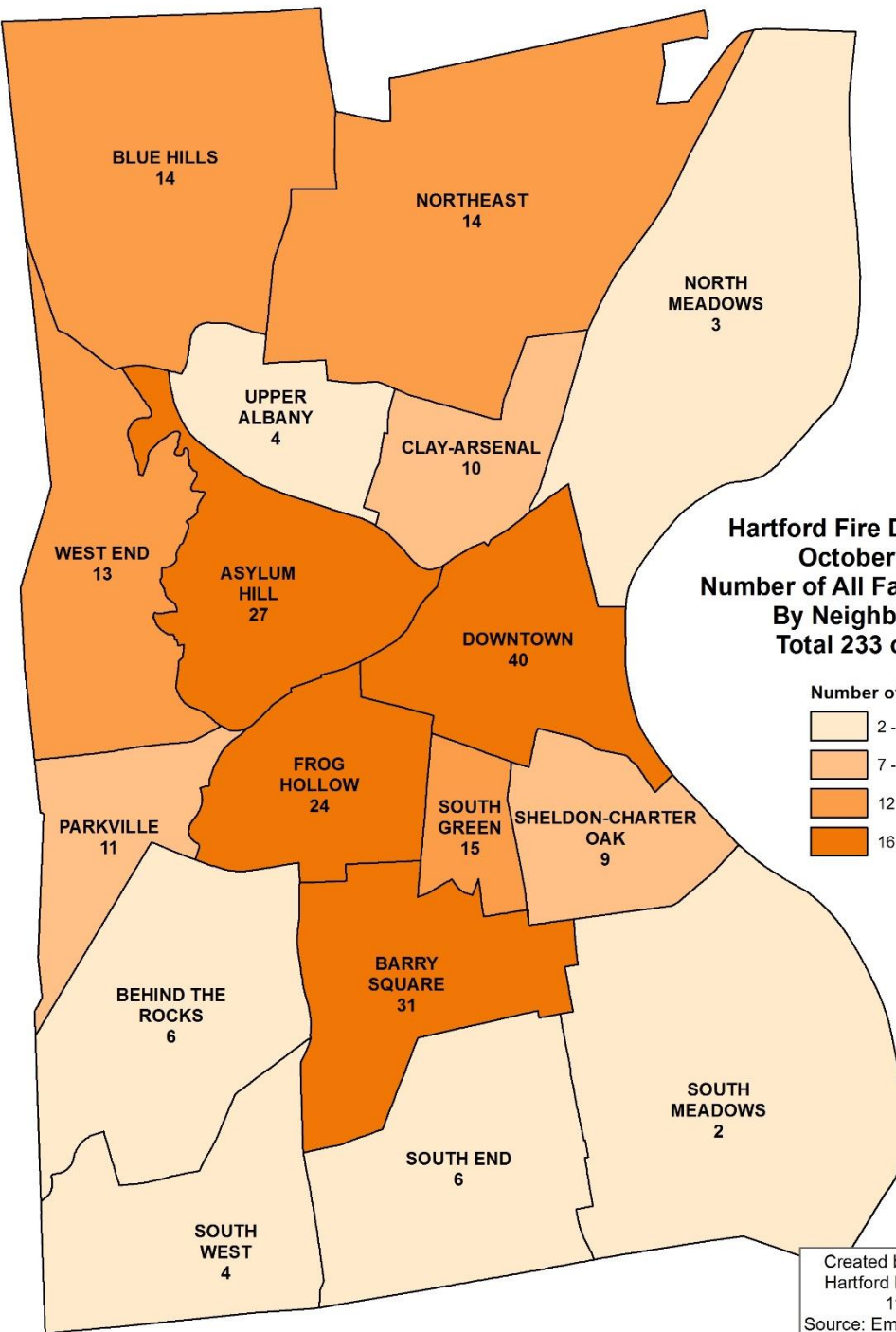


Created by Leandro Cieri
Hartford Fire Department
11/2/2022
Source: Firehouse Software
Geocoded: 344
Not Geocoded: 3

Incident Type	Description	Count
500	Service Call, other	155
552	Police matter	62
553	Public service	46
531	Smoke or odor removal	38
520	Water problem, Other	17
444	Power line down	7
522	Water or steam leak	5
551	Assist police or other governmental agency	3
554	Assist invalid	3
440	Electrical wiring/equipment problem, Other	3
555	Defective elevator, no occupants	2
521	Water evacuation	2
542	Animal rescue	1
441	Heat from short circuit (wiring), defective/worn	1
571	Cover assignment, standby, moveup	1
550	Public service assistance, Other	1

Fire Alarms

October 2022

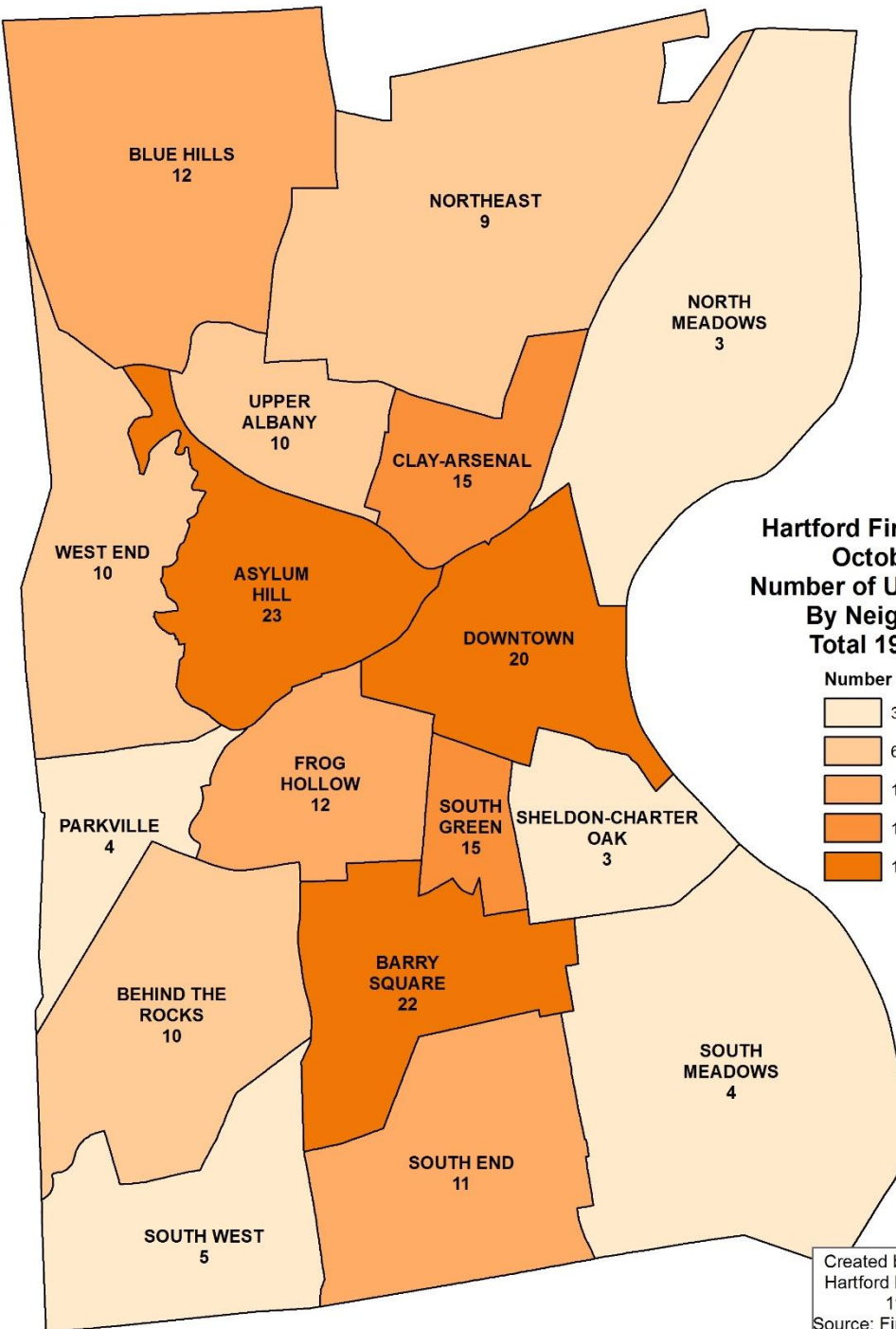


Created by Leandro Cieri
Hartford Fire Department
11/2/2022
Source: Emergency Reporting
Geocoded: 233
Not Geocoded: 0

Incident Type	Description	Count
745	Alarm system activation, no fire - unintentional	96
743	Smoke detector activation, no fire - unintentional	52
735	Alarm system sounded due to malfunction	29
710	Malicious, mischievous false call, Other	15
740	Unintentional transmission of alarm, Other	10
733	Smoke detector activation due to malfunction	8
730	System malfunction, Other	5
700	False alarm or false call, Other	5
741	Sprinkler activation, no fire - unintentional	3
744	Detector activation, no fire - unintentional	3
736	CO detector activation due to malfunction	2
714	Central station, malicious false alarm	2
715	Local alarm system, malicious false alarm	1
711	Municipal alarm system, malicious false alarm	1
732	Extinguishing system activation due to malfunction	1

Undefined Calls

October 2022

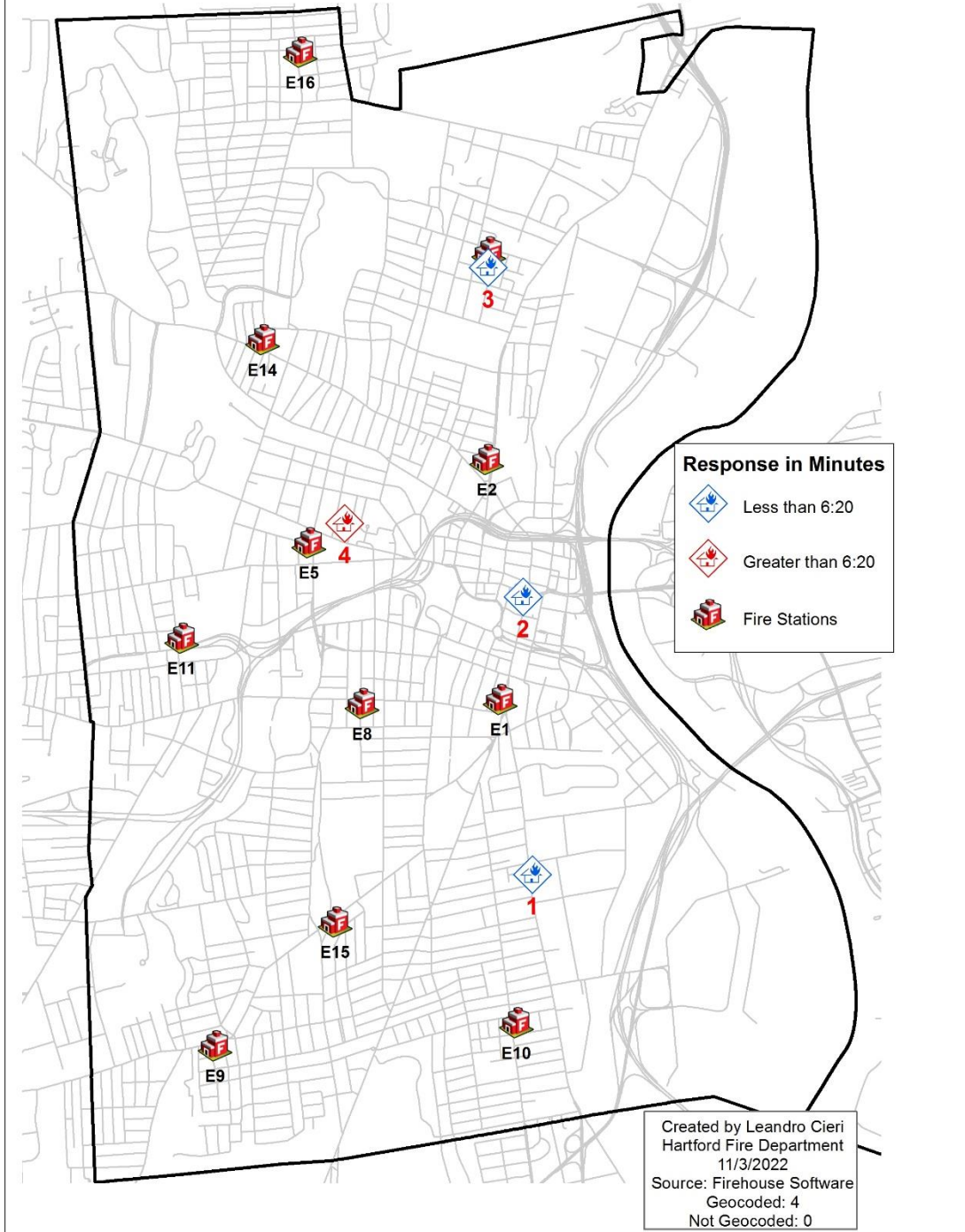


Created by Leandro Cieri
Hartford Fire Department
11/2/2022
Source: Firehouse Software
Geocoded: 188
Not Geocoded: 2

Incident Type	Description	Count
622	No Incident found on arrival at dispatch address	160
900	Special type of incident, Other	8
661	EMS call, party transported by non-fire agency	4
652	Steam, vapor, fog or dust thought to be smoke	3
600	Good intent call, Other	3
651	Smoke scare, odor of smoke	3
650	Steam, Other gas mistaken for smoke, Other	3
671	HazMat release investigation w/no HazMat	2
611	Dispatched & cancelled en route	1
210	Overpressure rupture from steam, Other	1
621	Wrong location	1
200	Overpressure rupture, explosion, overheat other	1

Location of Structure Fires In Relationship to Fire Stations

Key	Incident Number	Unit	Alarm Processing	Turnout Time	Travel Time	Total Time
1	22-301036	E1	0:05:03	0:00:00	0:00:02	0:05:05
2	22-289113	E1	0:01:38	0:02:59	0:00:58	0:05:35
3	22-285013	E7	0:02:34	0:01:55	0:00:48	0:05:17
4	22-283078	E5	0:06:26	0:02:34	0:01:07	0:10:07



QUESTIONS/COMMENTS



"Goal Oriented, Results Driven"