



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

**FIRESTAT**

*February 2020*

**"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

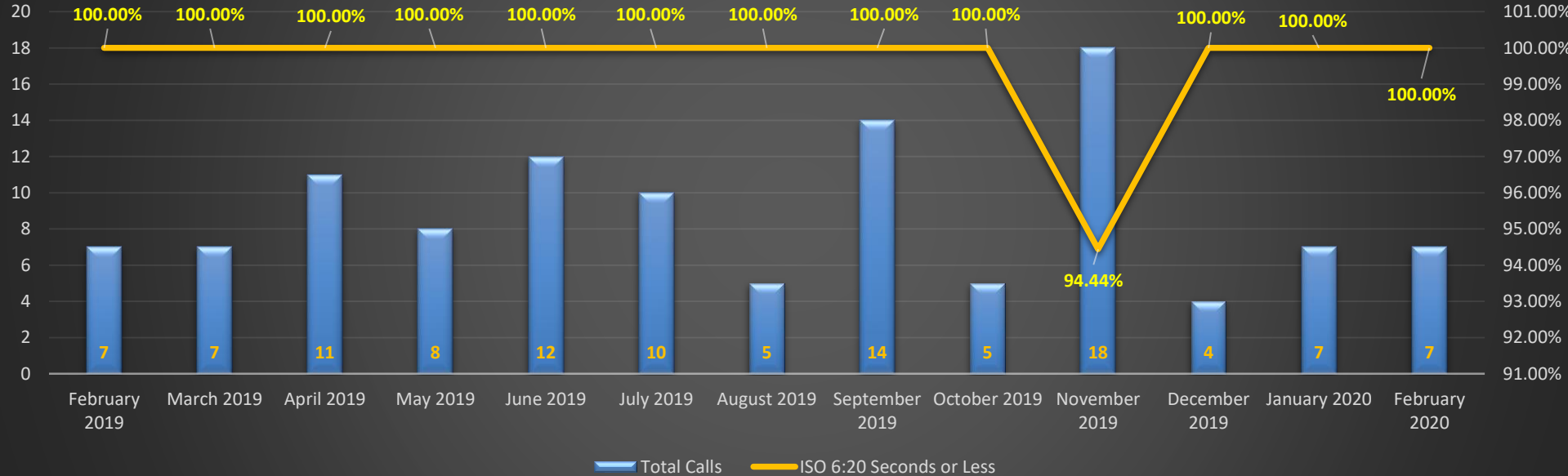
**Current Period:**  
02/01/2020 - 02/29/2020



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

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

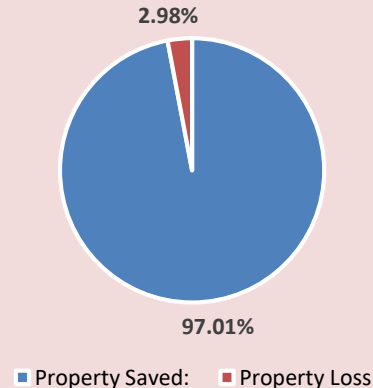
### Structure Fires



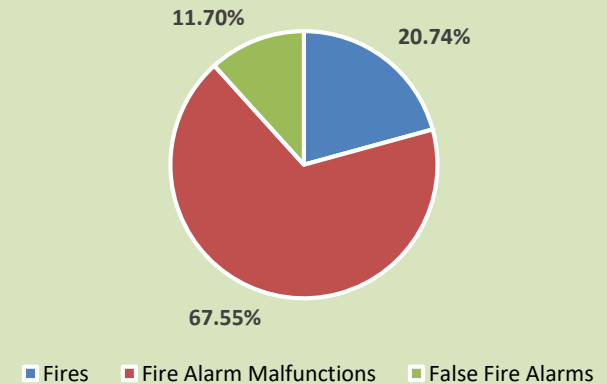
#### Analysis

- Exceeded the goal of 90% for 13 straight months.
- Excellent percentage of property saved.

#### 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.



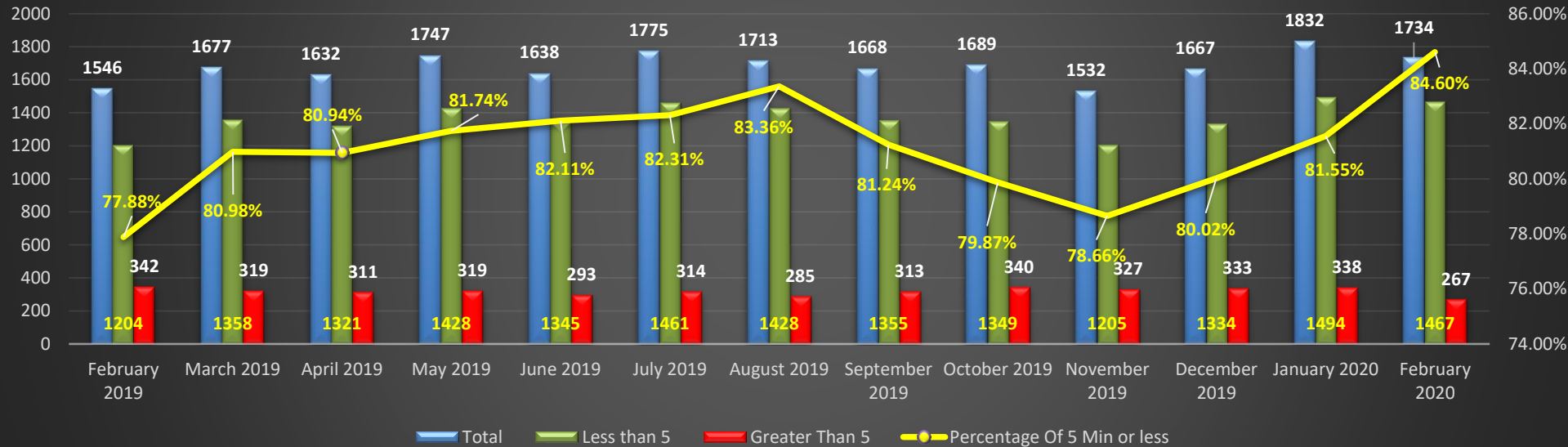
**Data Source:**  
Firehouse Software

**Current Period:**  
02/01/2020 - 02/29/2020

**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

➤ Outstanding job with EMS. Best monthly response time average in over a year.

#### 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

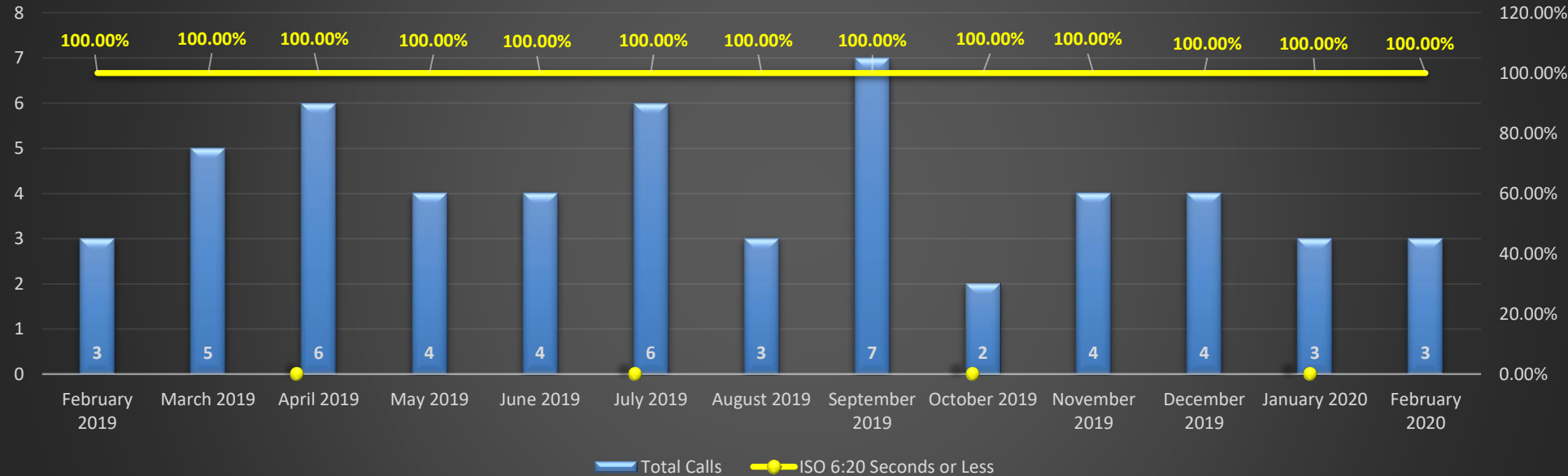
**Current Period:**  
02/01/2020 - 02/29/2020



**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

➤ Outstanding work for 13 consecutive months for District 1.

Continue to reiterate the importance of response time compliance.

➤ **Life safety stabilization**

# EMS Response Scorecard

## District 1

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



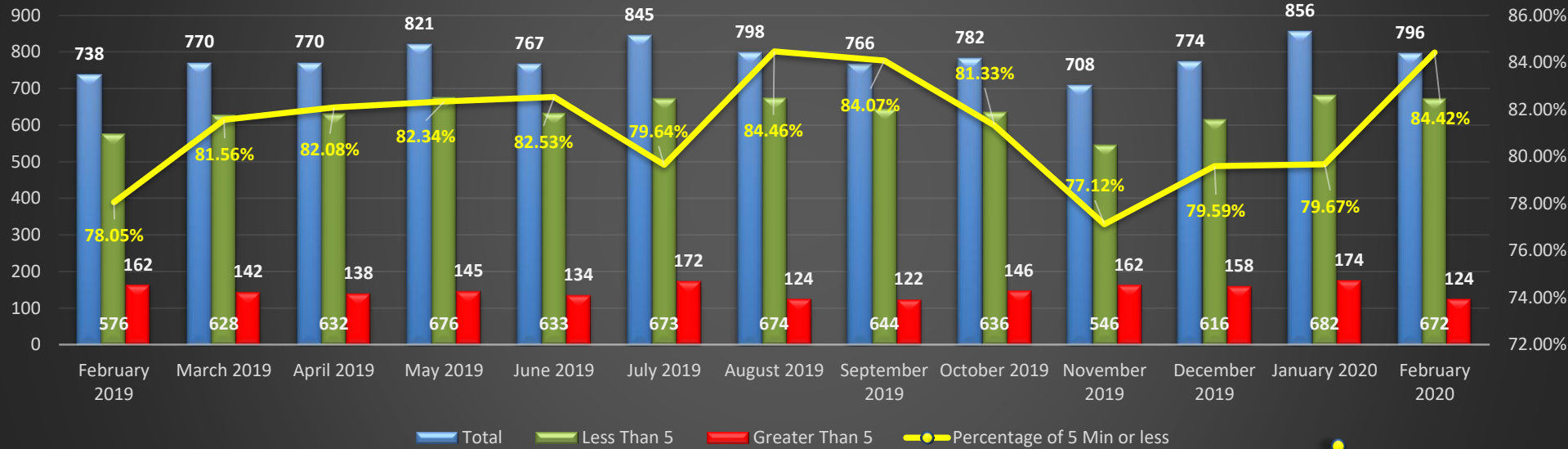
**Data Source:**  
Firehouse Software

**Current Period:**  
02/01/2020 - 02/29/2020

**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

➤ Excellent work, District 1.

#### 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

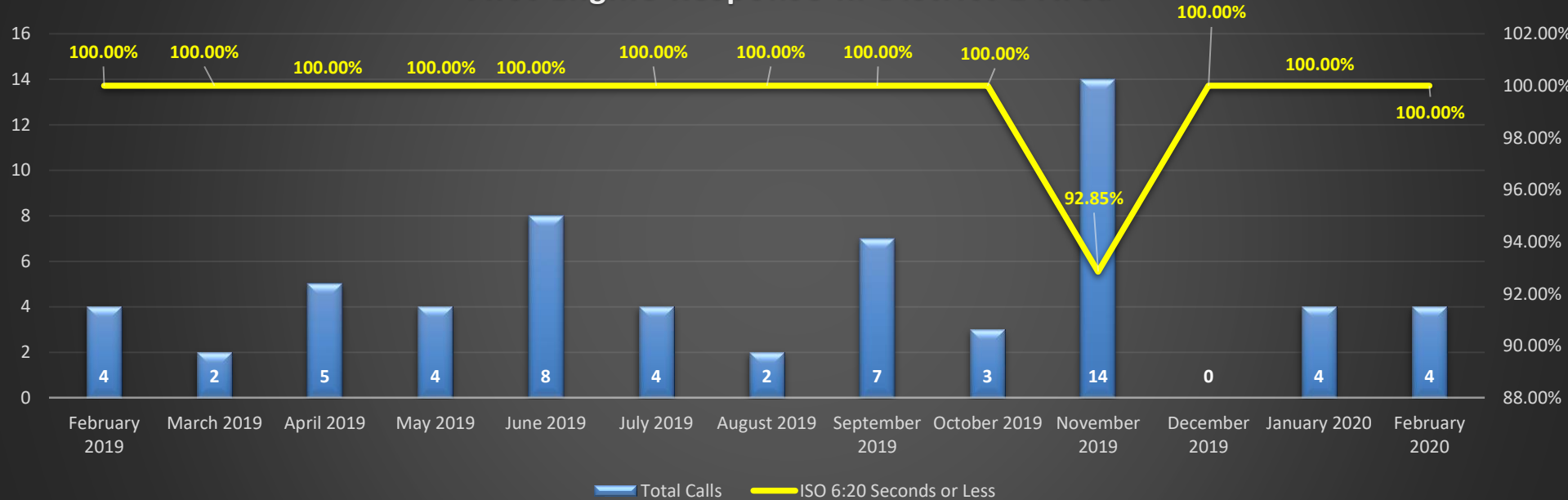
**Current Period:**  
02/01/2020 - 02/29/2020



**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

➤ 13 straight months of exceptional performance. Well done.

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

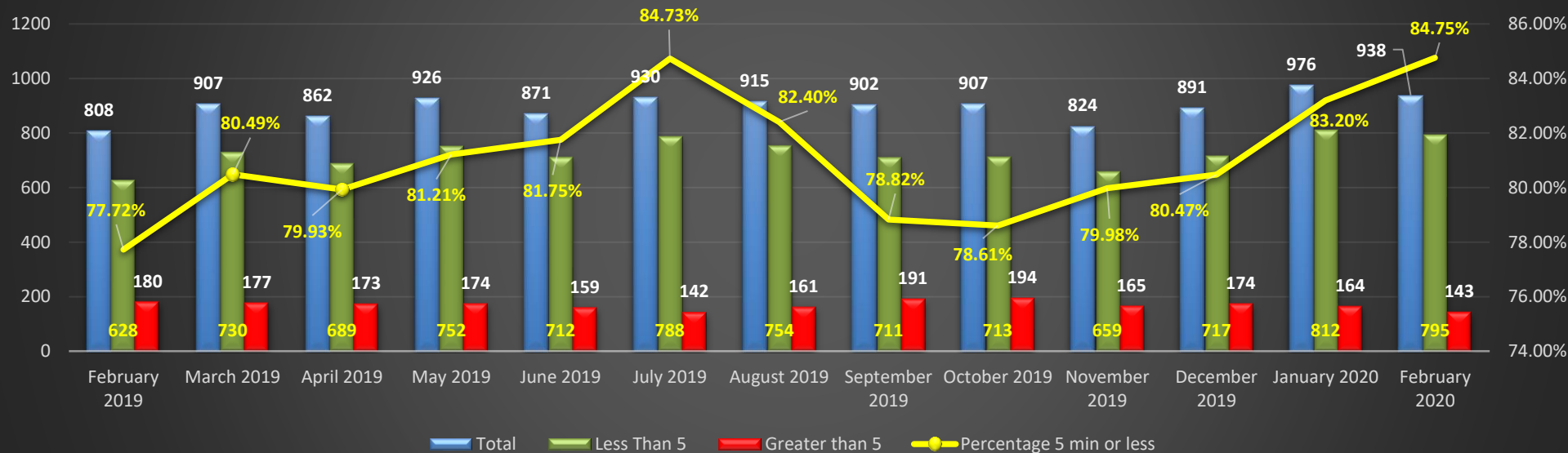
**Current Period:**  
02/01/2020 - 02/29/2020



**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

➤ Best performance in a 13-month period. Great job.

#### 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

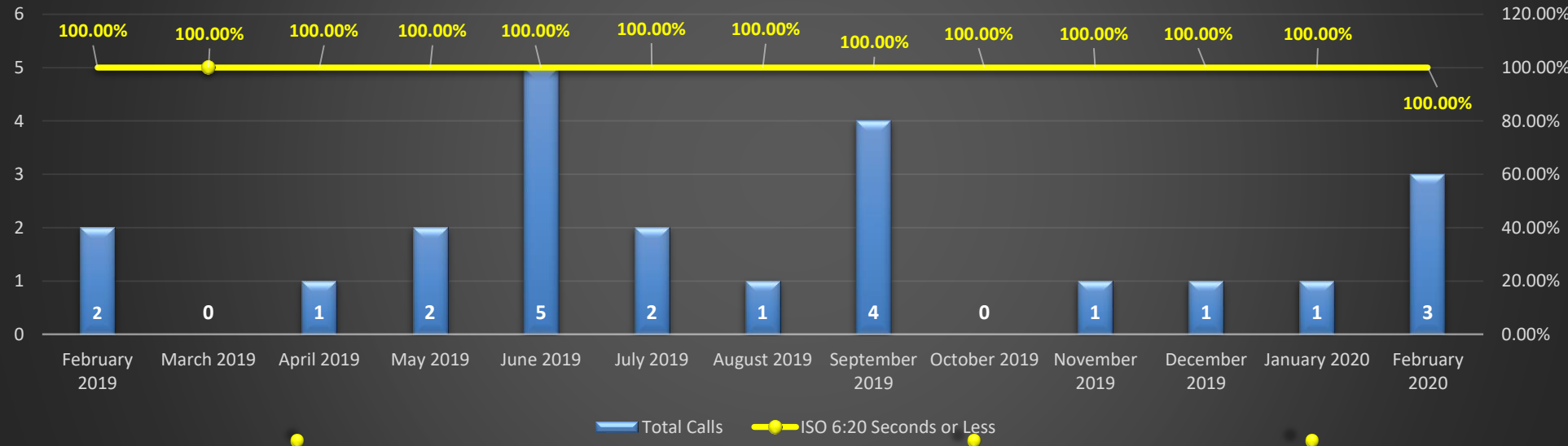
**Current Period:**  
02/01/2020 - 02/29/2020



**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. 13 consecutive months of 100% compliance.

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.



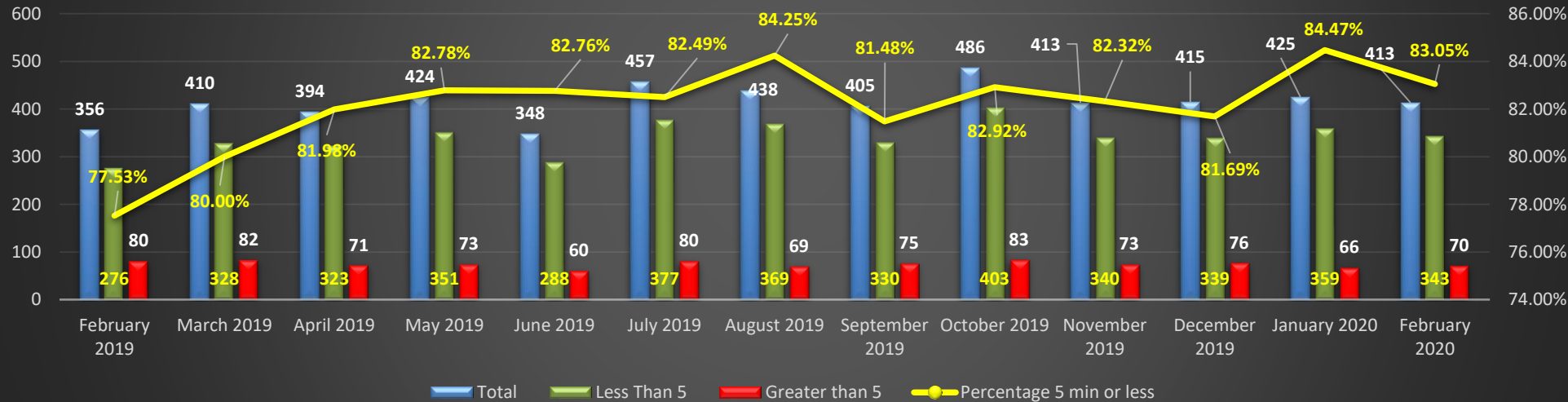
**Data Source:**  
Firehouse Software

**Current Period:**  
02/01/2020 - 02/29/2020

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

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

### First EMS Response Tour A



#### Analysis

➤ Slight declination in performance for February.

#### 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 ISO standards.

**Data Source:** Firehouse Software

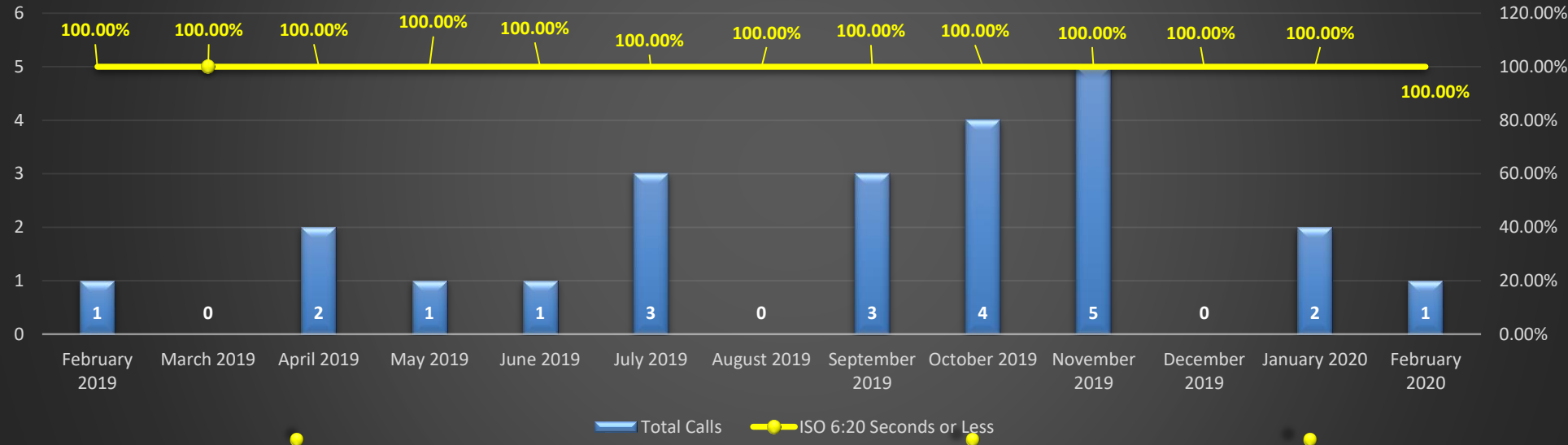
**Current Period:**  
02/01/2020 - 02/29/2020



**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. 13 consecutive months of 100% compliance.

➤ 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

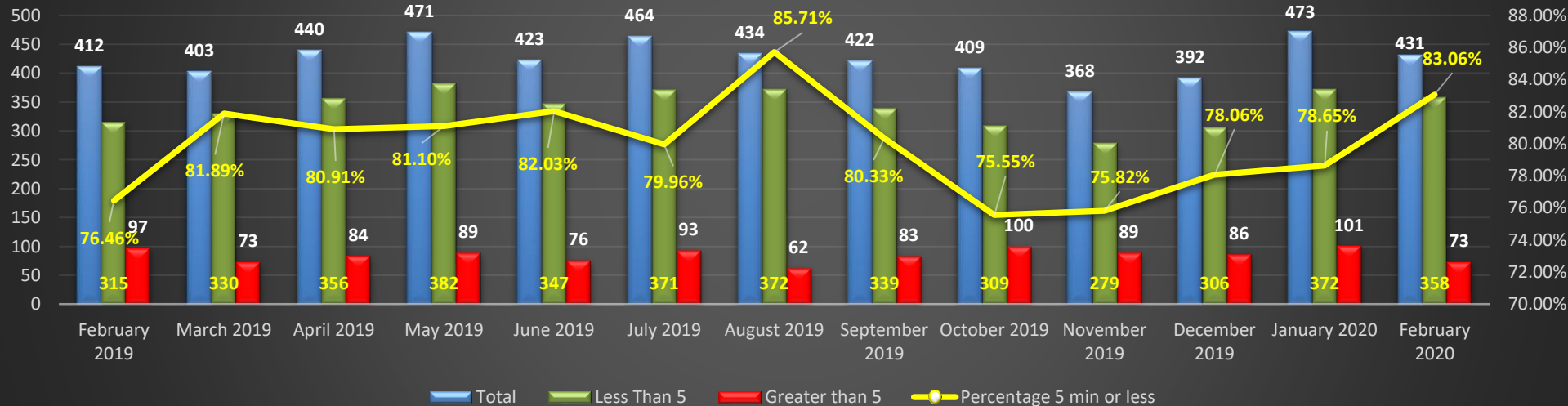
**Current Period:**  
02/01/2020 - 02/29/2020



**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

➤ Steady increase in performance when compared to last 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 C

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

**Data Source:** Firehouse Software

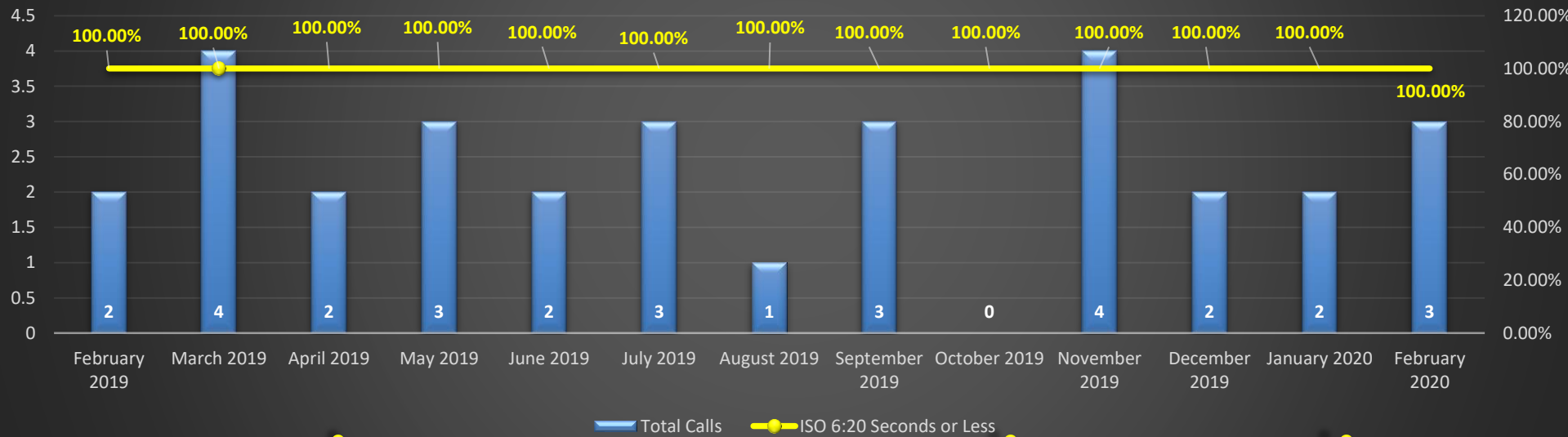
**Current Period:**  
02/01/2020 - 02/29/2020



**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. 13 consecutive months of 100% compliance.

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

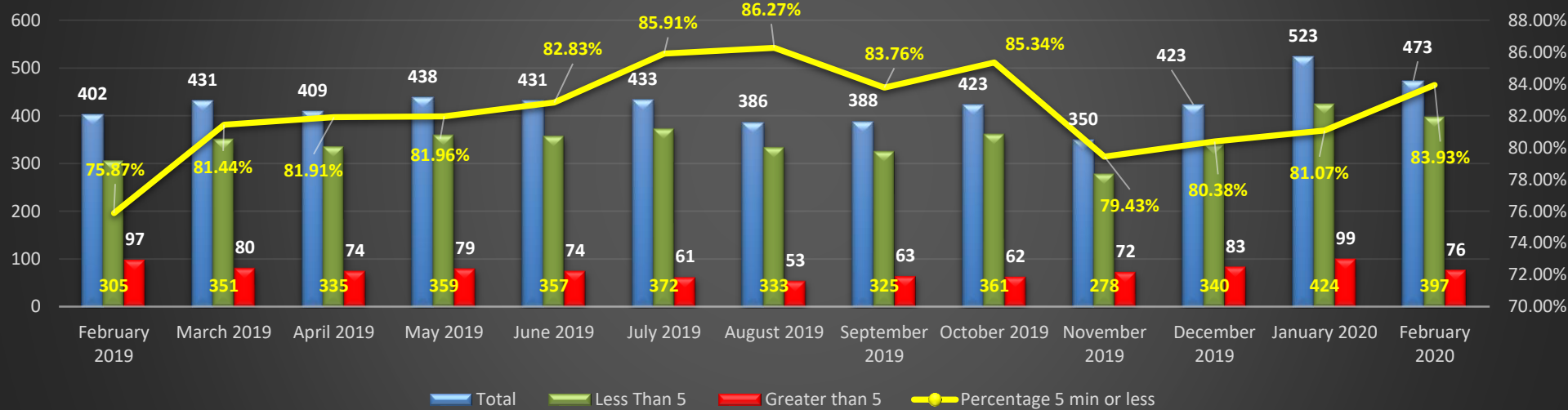
**Current Period:**  
02/01/2020 - 02/29/2020



**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 February.

#### 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

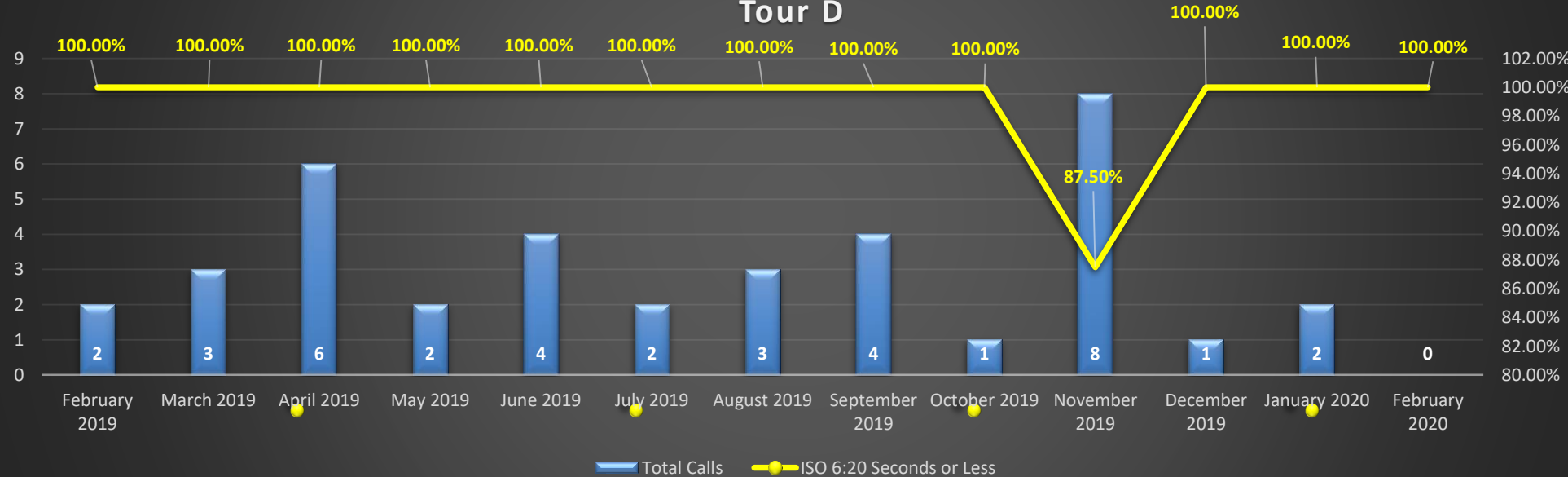
**Current Period:**  
02/01/2020 - 02/29/2020



**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

➤ Met performance goal with 100% compliance for the month of February. Zero calls.

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.



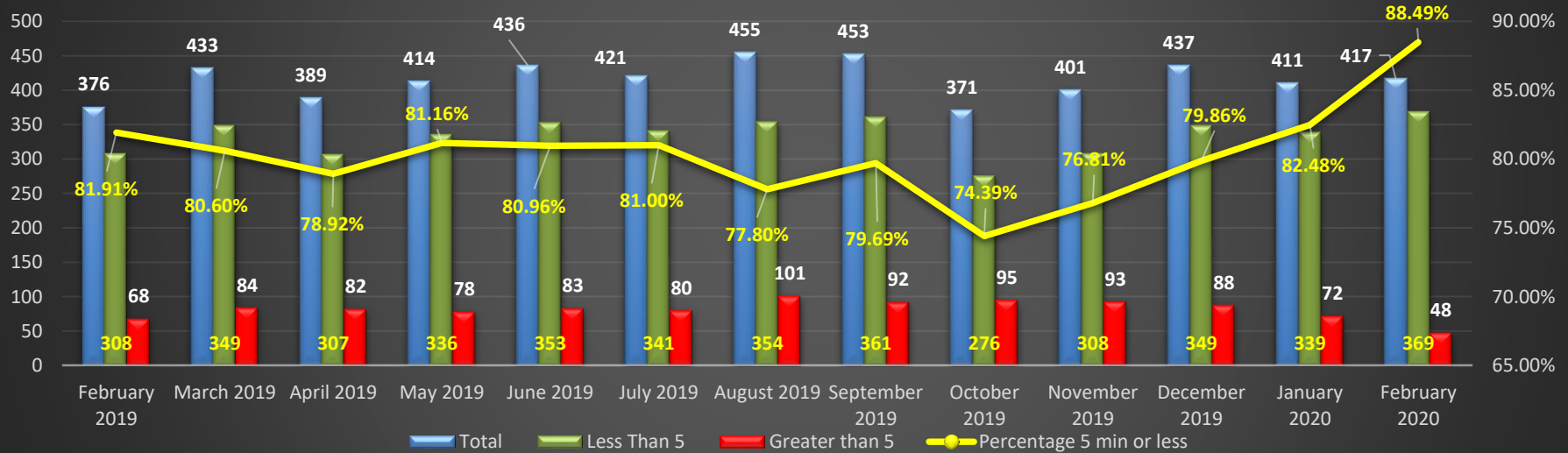
**Data Source:**  
Firehouse Software

**Current Period:**  
02/01/2020 - 02/29/2020

**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

➤ Tour D for EMS response times in the month of February when compared to same time frame last year has increased significantly. 4 consecutive months of improvement.

### 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.

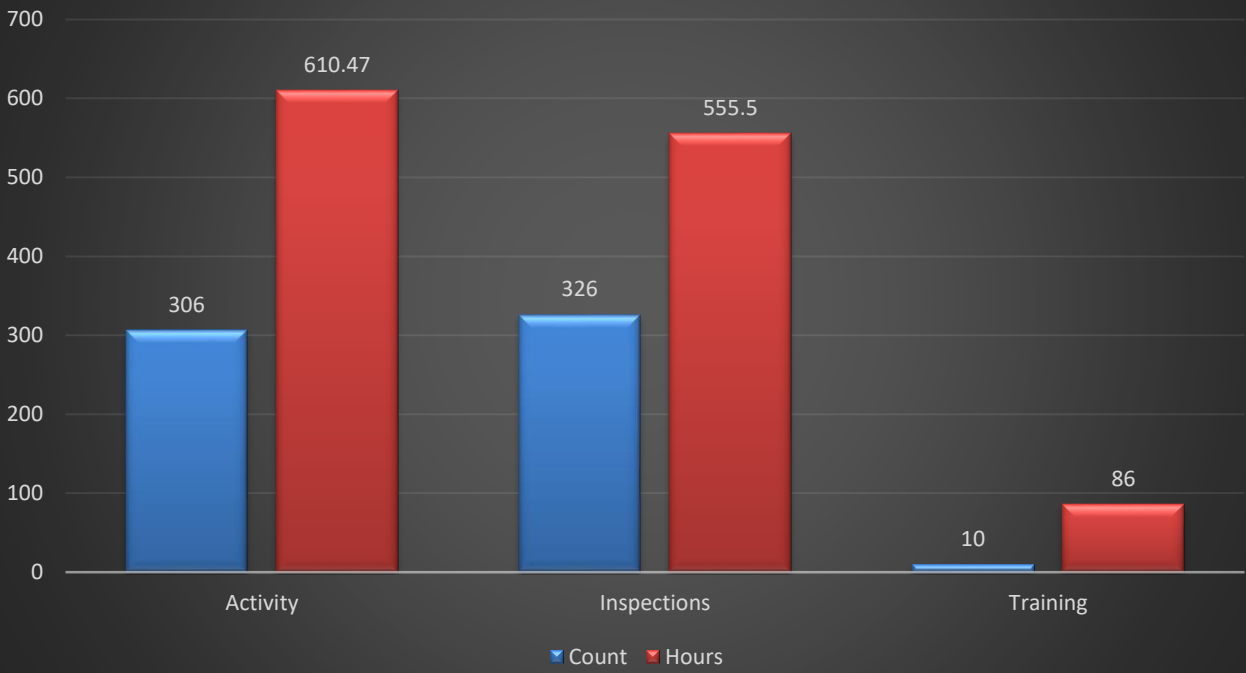
**Data Source:** HFD Firehouse Software

**Current Period:** 02/01/2020 - 02/29/2020

### HISTORICAL ANALYSIS

Reporting Period	Violations		
	Violations Found	Violations Cleared	
08/19	459	387	
09/19	185	230	
10/19	390	459	
11/19	186	440	
12/19	117	72	
01/20	138	133	
02/20	90	136	

### Fire Marshal Office



### Attendance

Total Working Hours:	1,251.97	Total Hours Off:	794
Total Hours on Duty:	1,379.50	Hours Accounted For:	90.76%

### Recommendations

✓ Excellent time accountability this month.

### 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:**  
02/01/2020 - 02/29/2020

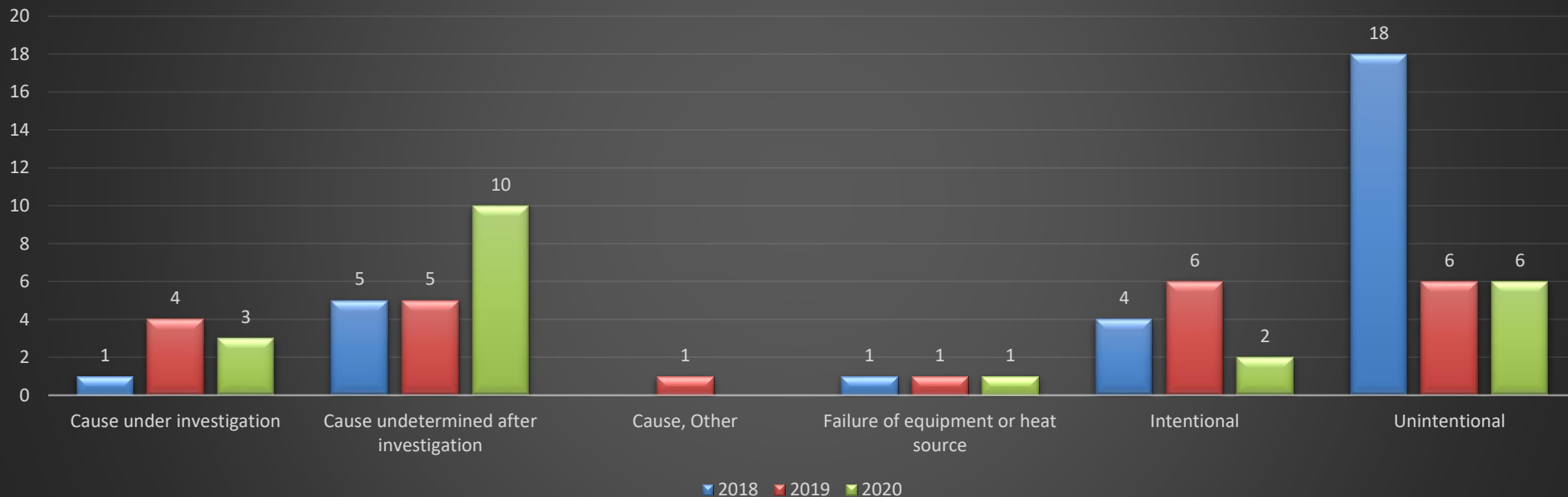


**HFD Strategic Priorities:**

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 February



#### Analysis

#### Recommendations

#### Impact

➤ Intentional fires for the year is 68 which is the same amount it was last year. Unintentional fires have been trending down for the past few years.

✓ 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 1<sup>st</sup> Quarter 2019.

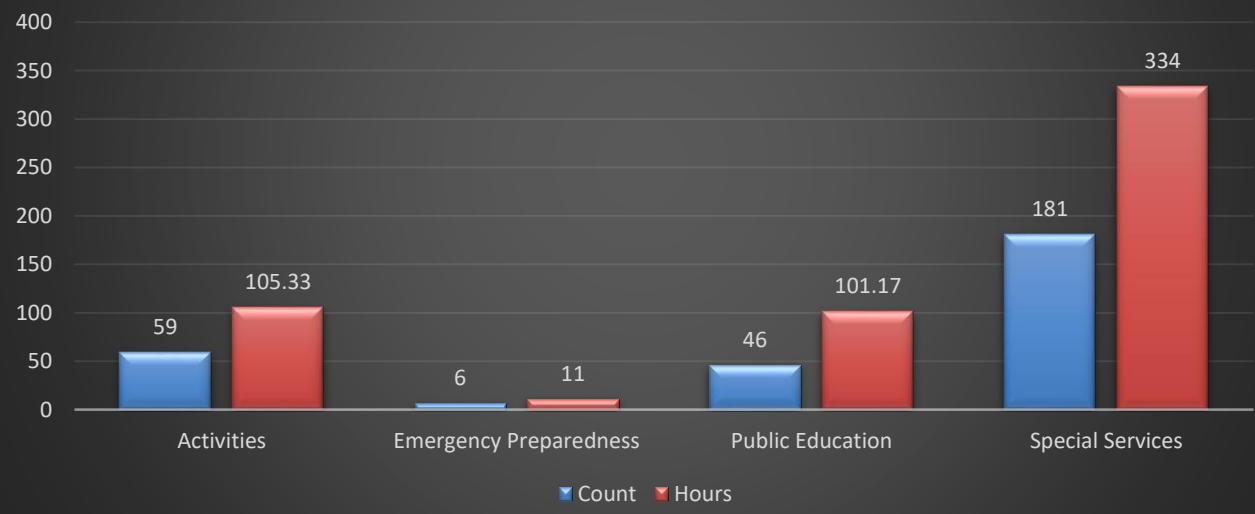
**Data Source:** HFD Firehouse Software

**Current Period:** 02/01/2020 - 02/29/2020

### HISTORICAL ANALYSIS

Reporting Period	12/19	01/20	02/20
Total Activities	287	322	292
Total Adults	13,173	2,036	2,749
Total Children	5,725	138	213
Smoke Detector	26	29	19
Car Seats	20	26	3

## Special Services 19 Smoke Detectors, 3 Safety Seats, 11 CO Alarms



### Attendance

Total Working Hours:	551.5	Total Hours Off:	10
Total Hours on Duty:	561	Hours Accounted For:	98.31%

### Recommendations

- Outstanding work by SSU personnel.

### 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.

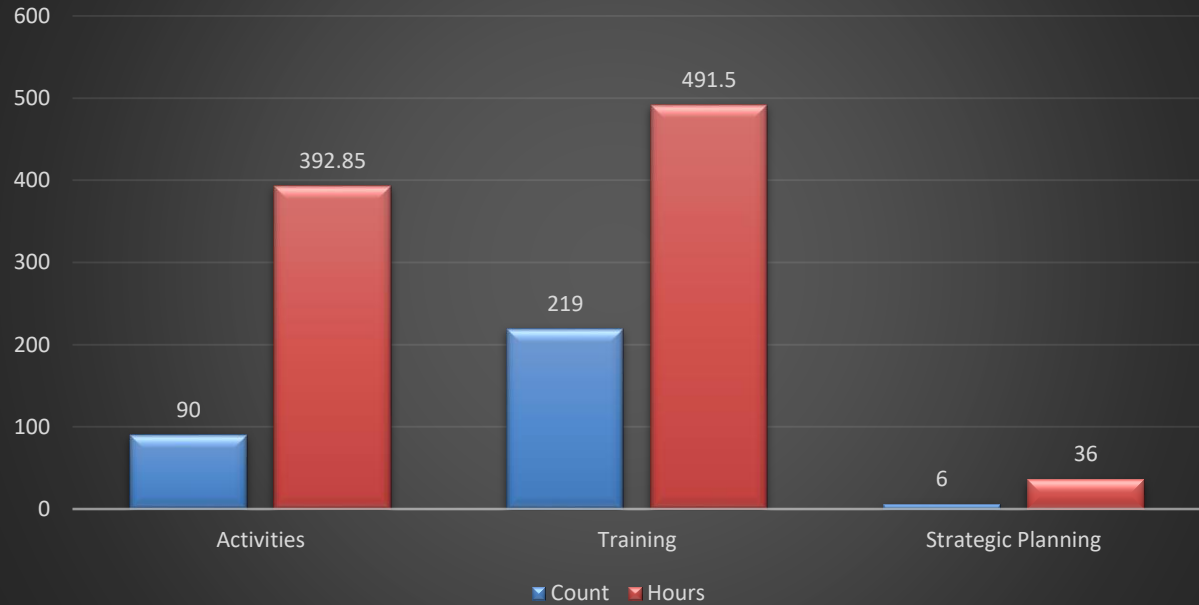
**Data Source:** HFD Firehouse Software

**Current Period:** 02/01/2020 – 02/29/2020

### HISTORICAL ANALYSIS



### Training Division



### Attendance

### Recommendations

### Impact

<b>Total Working Hours:</b>	<b>907.35</b>	<b>Total Hours Off:</b>	<b>330.5</b>
<b>Total Hours on Duty:</b>	<b>897</b>	<b>Hours Accounted For:</b>	<b>101.15%</b>

Outstanding work by our Training Division personnel. Job well done.  
Please ensure that time accounted for does not exceed 100%.

- 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.

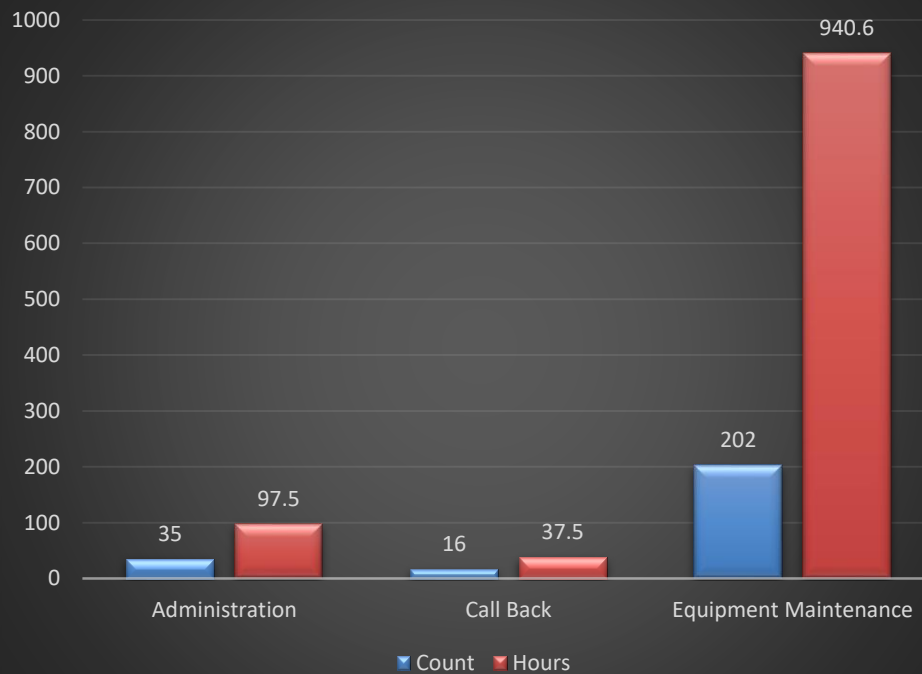
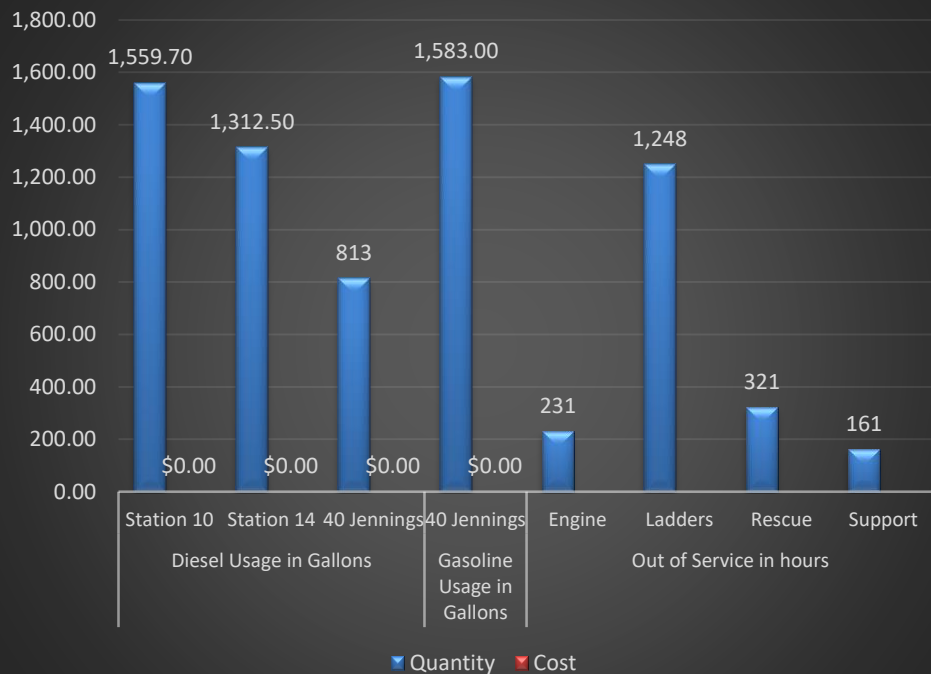


**Data Source:**  
HFD Firehouse Software

**Current Period:**  
02/01/2020 – 02/29/2020

**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 Working Hours:</b>	1,075.60	<b>Total Hours Off:</b>	110
<b>Total Hours on Duty:</b>	1,159.50	<b>Hours Accounted For:</b>	92.76%

### Recommendations

- Ensure that all equipment and apparatus tests are done early in the calendar year versus at the end.
- Excellent job with time accounted for and work productivity.

### 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.

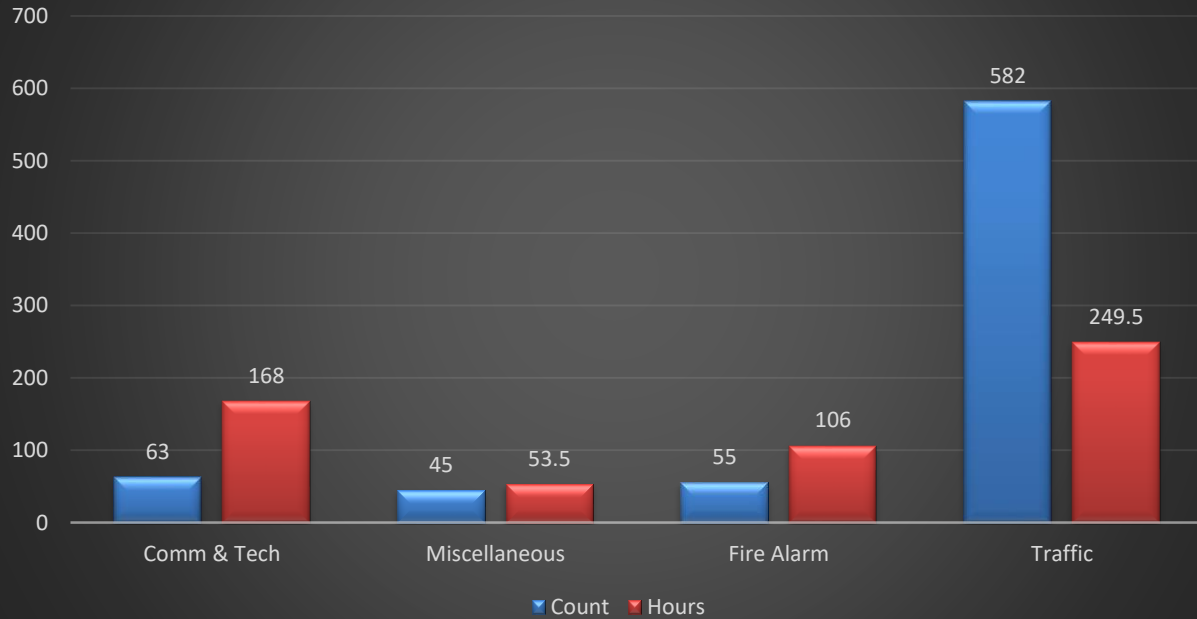
**Data Source:** HFD Firehouse Software

**Current Period:** 02/01/2020 – 02/29/2020

### HISTORICAL ANALYSIS

Reporting Period	Historical Analysis			
	Traffic	Comm & Tech	Training / Misc	Fire Alarm
09/19	1002	50	75	70
10/19	829	52	88	90
11/19	704	36	60	177
12/19	716	38	63	62
01/20	1206	61	75	76

### Fire Alarm Communications Technology



### Attendance

Total Working Hours:	577.00	Total Hours Off:	110
Total Hours on Duty:	617.00	Hours Accounted For:	93.52%

### Recommendations

✓ Excellent work, FACT division.

### Impact

- IS&IT execution of relevant duties and responsibilities.



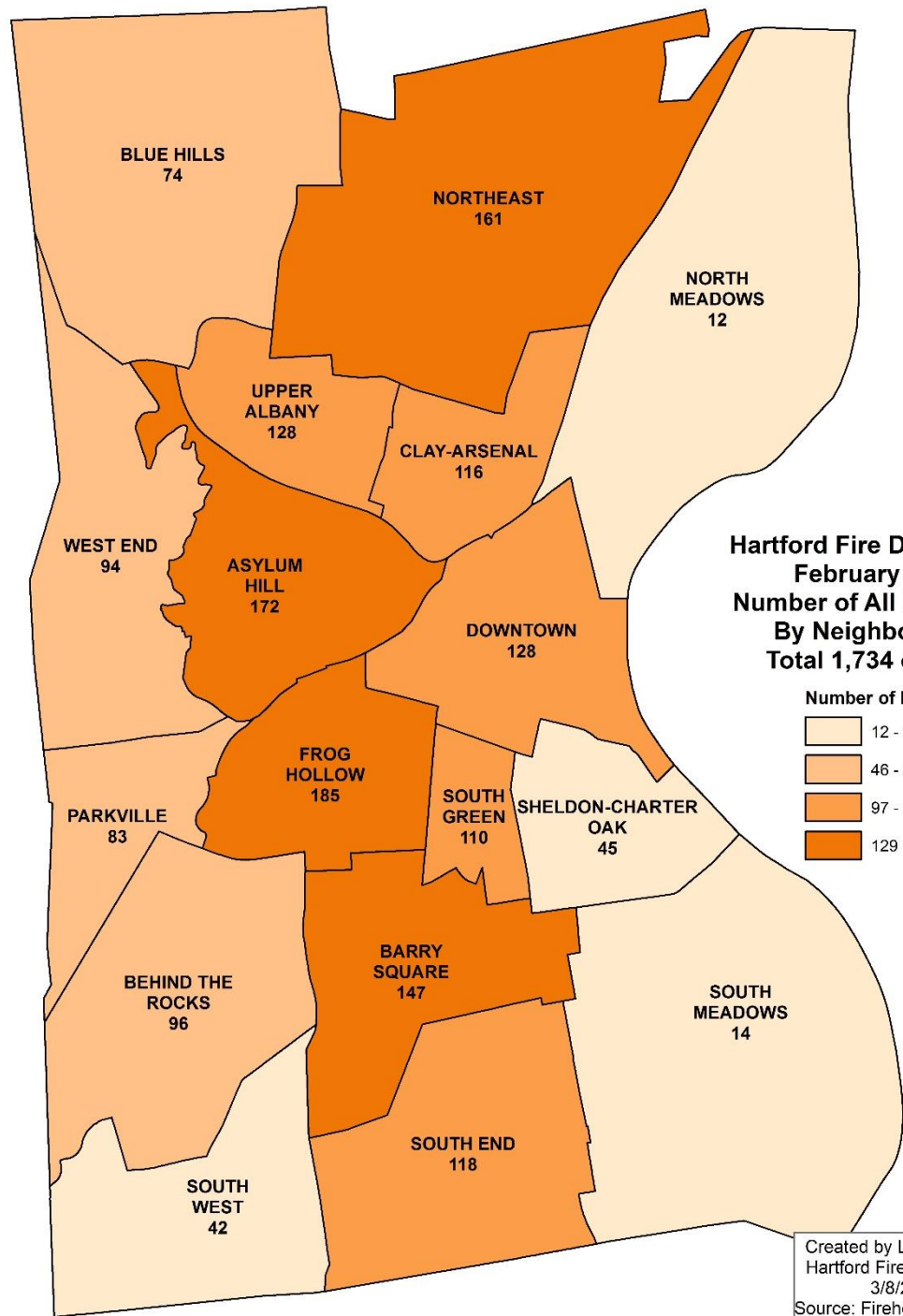
# EMERGENCY RESPONSE DATA



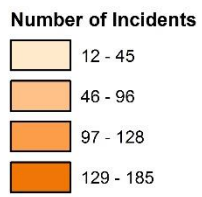
"Goal Oriented, Results Driven"

# EMS

## February 2020



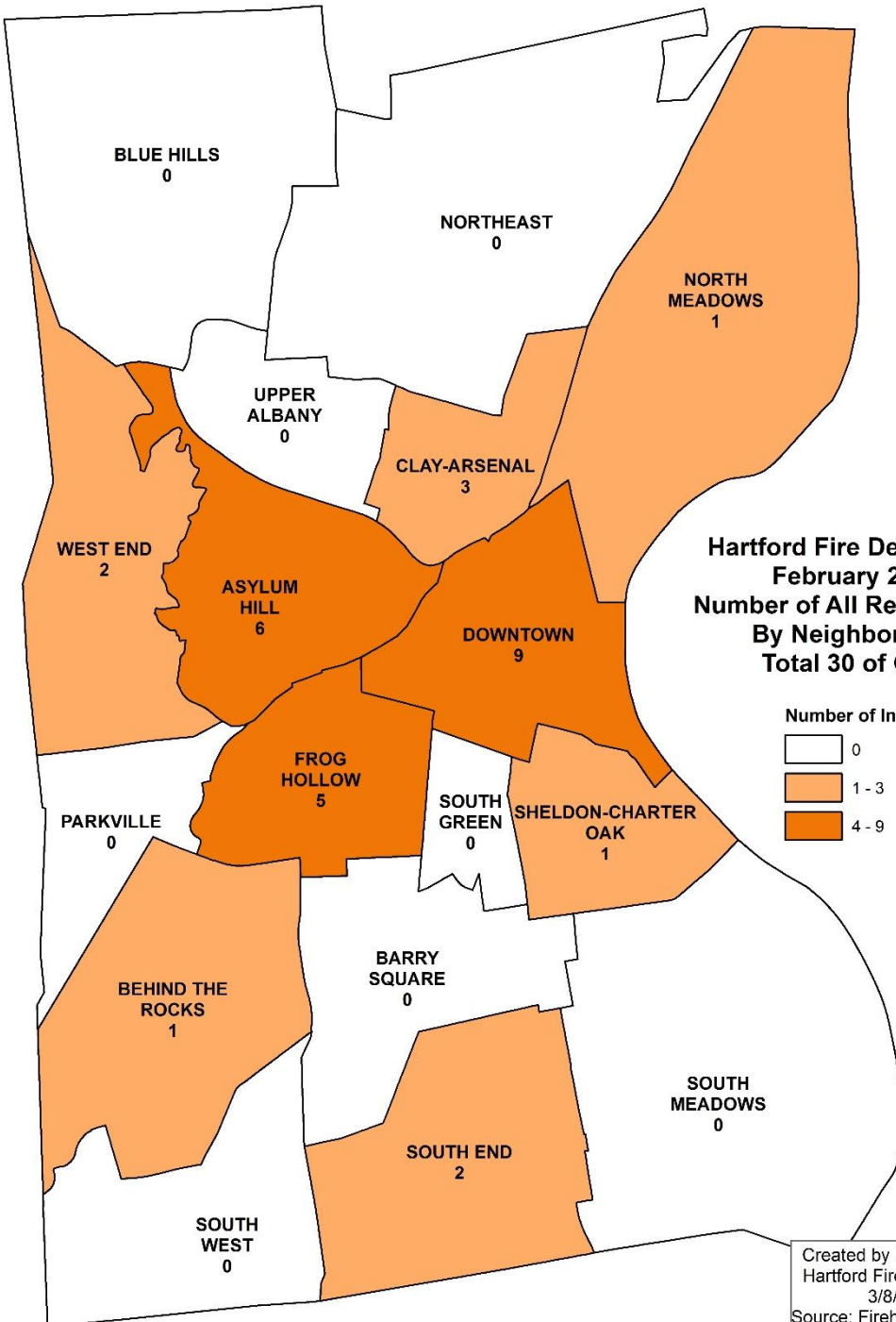
**Hartford Fire Department  
February 2020  
Number of All EMS Calls  
By Neighborhood  
Total 1,734 of Calls**



Created by Leandro Cieri  
Hartford Fire Department  
3/8/2020  
Source: Firehouse Software  
Geocoded 1,725  
Not Geocoded: 9

Incident Type	Description	Count
321	EMS call, excluding vehicle accident with injury	1102
311	Medical assist, assist EMS crew	418
322	Motor vehicle accident with injuries	78
324	Motor Vehicle Accident with no injuries	71
510	Person in distress, Other	42
300	Rescue, EMS incident, other	16
323	Motor vehicle/pedestrian accident (MV Ped)	5
320	Emergency medical service, other	2

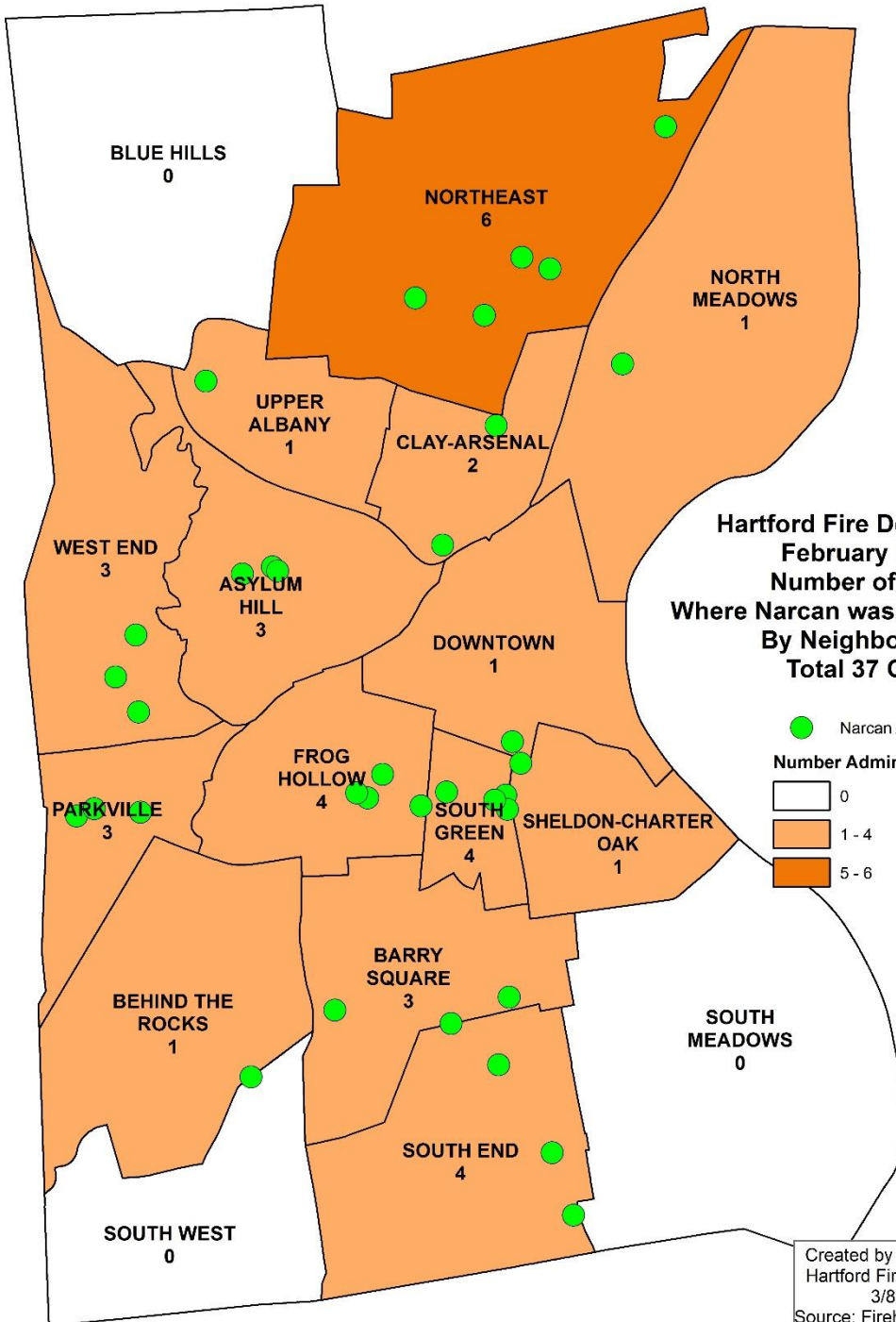
# Rescue Calls February 2020



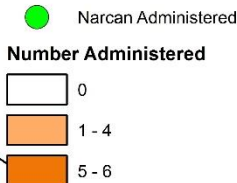
Created by Leandro Cieri  
Hartford Fire Department  
3/8/2020  
Source: Firehouse Software  
Geocoded: 30  
Not Geocoded: 0

Incident Type	Description	Count
353	Removal of victim(s) from stalled elevator	15
511	Lock-out	8
352	Extrication of victim(s) from vehicle	3
512	Ring or jewelry removal	2
331	Lock-in (if lock out , use 511 )	2

# Narcan Administered February 2020



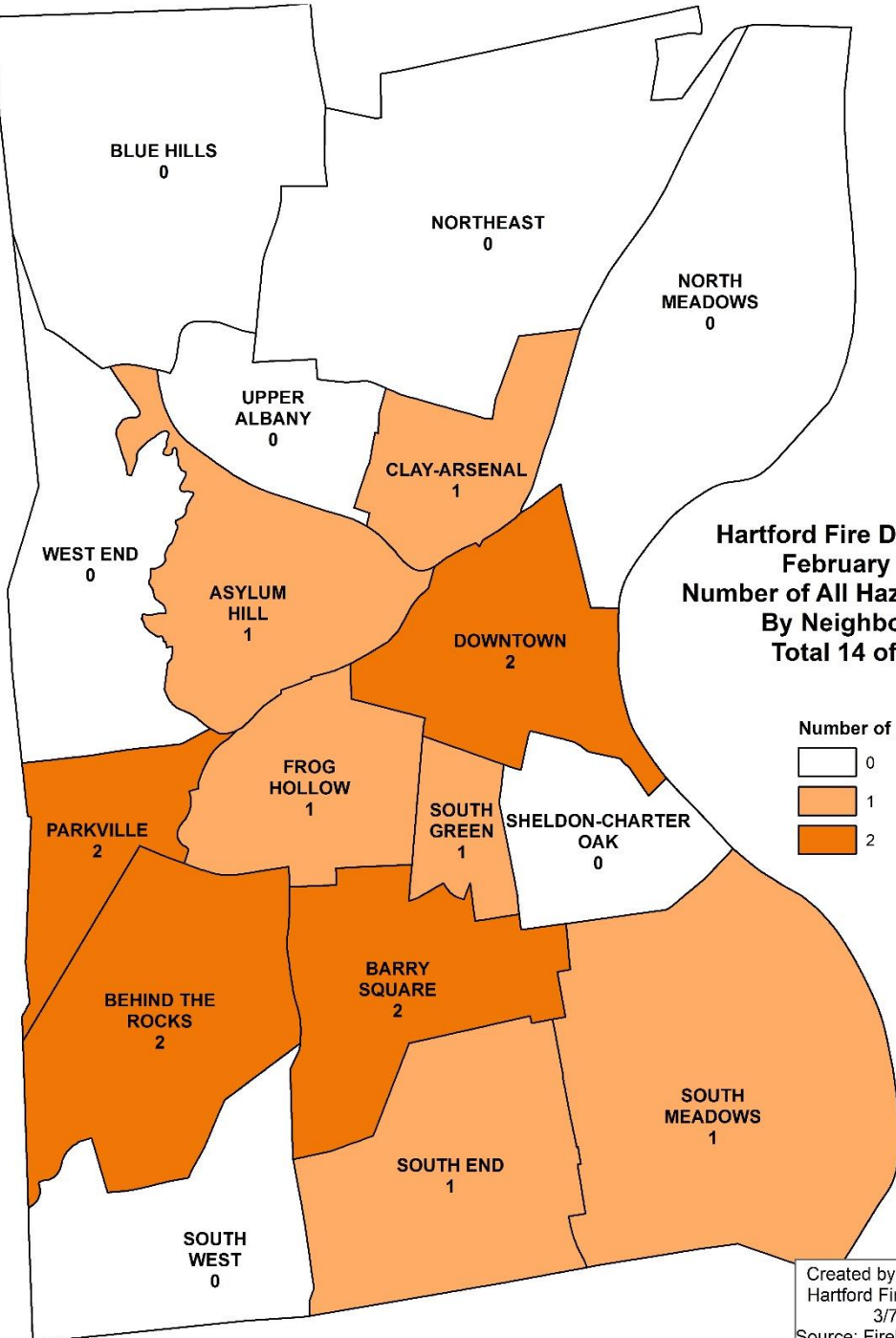
Hartford Fire Department  
February 2020  
Number of Calls  
Where Narcan was Administered  
By Neighborhood  
Total 37 Calls



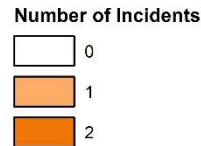
Created by Leandro Cieri  
Hartford Fire Department  
3/8/2020  
Source: Firehouse Software  
Geocoded: 37  
Not Geocoded: 0



# Hazardous Materials February 2020



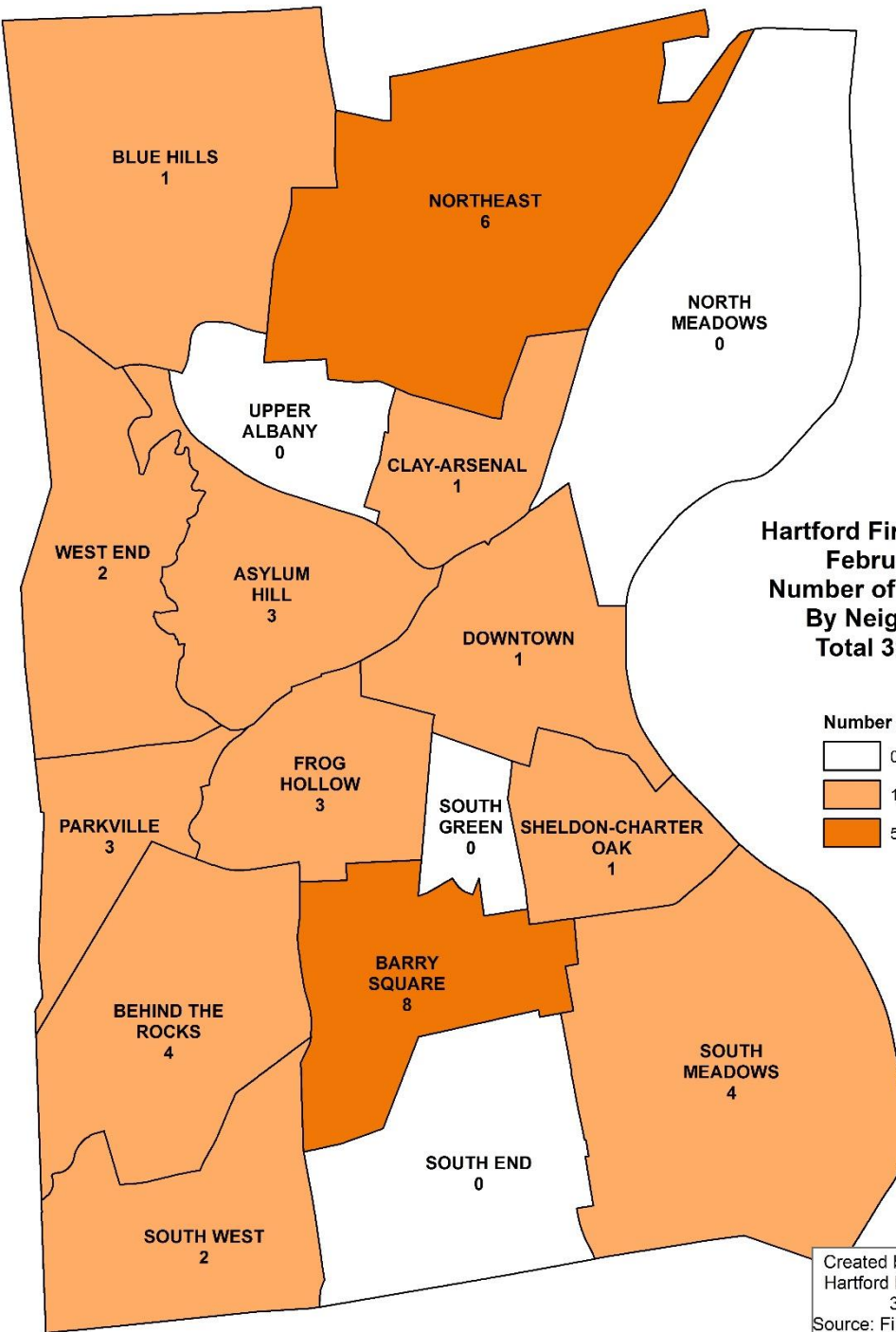
**Hartford Fire Department  
February 2020  
Number of All Hazardous Calls  
By Neighborhood  
Total 14 of Calls**



Incident Type	Description	Count
412	Gas leak (natural gas or LPG)	4
463	Vehicle accident, general cleanup	3
411	Gasoline or other flammable liquid spill	2
400	Hazardous condition, Other	2
422	Chemical spill or leak	1
410	Combustible/flammable gas/liquid condition, other	1
424	Carbon monoxide incident	1

Created by Leandro Cieri  
Hartford Fire Department  
3/7/2020  
Source: Firehouse Software  
Geocoded: 14  
Not Geocoded: 0

# All Fires February 2020



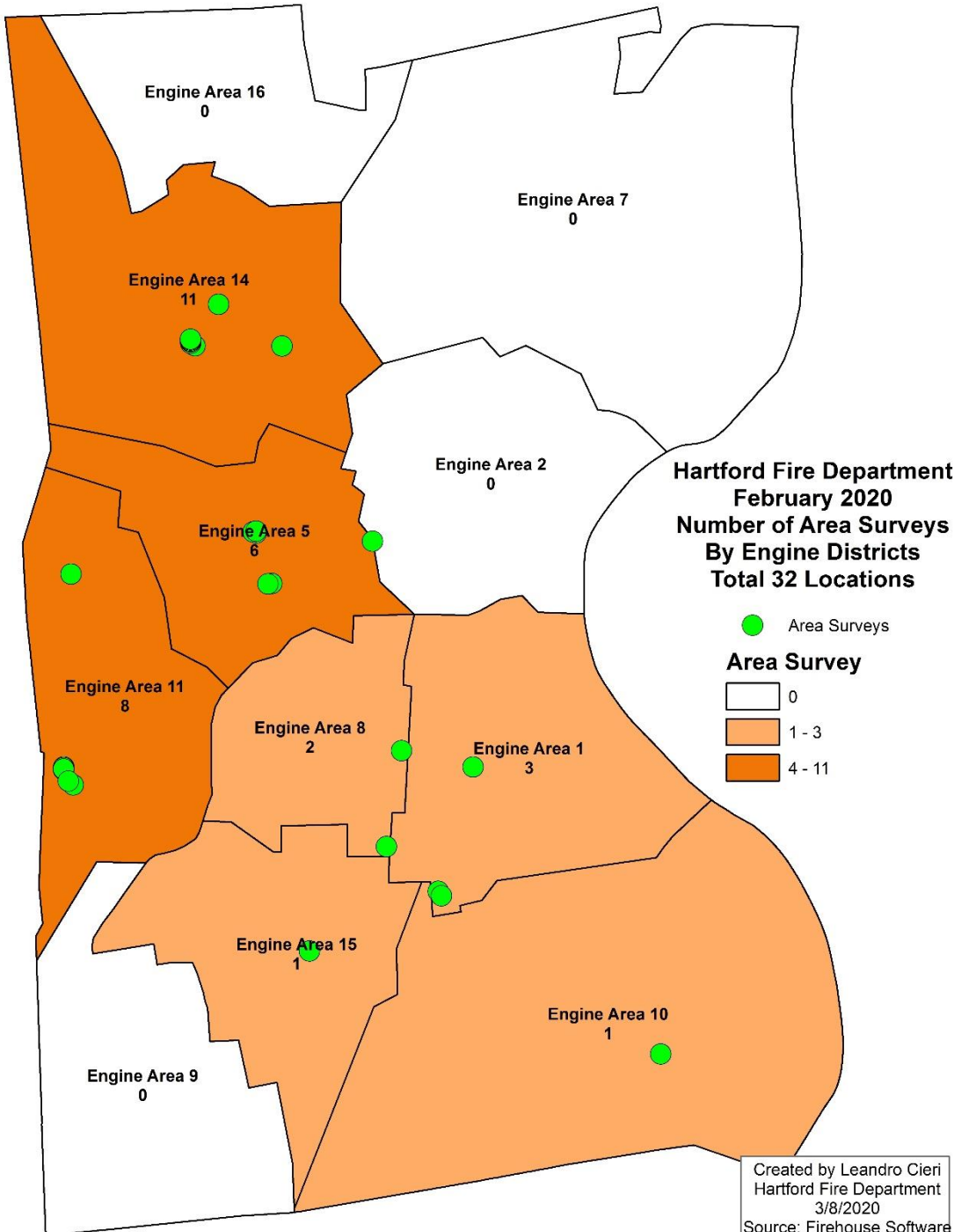
**Hartford Fire Department  
February 2020  
Number of All Fire Calls  
By Neighborhood  
Total 39 of Calls**



Created by Leandro Cieri  
Hartford Fire Department  
3/8/2020  
Source: Firehouse Software  
Geocoded: 39  
Not Geocoded: 0

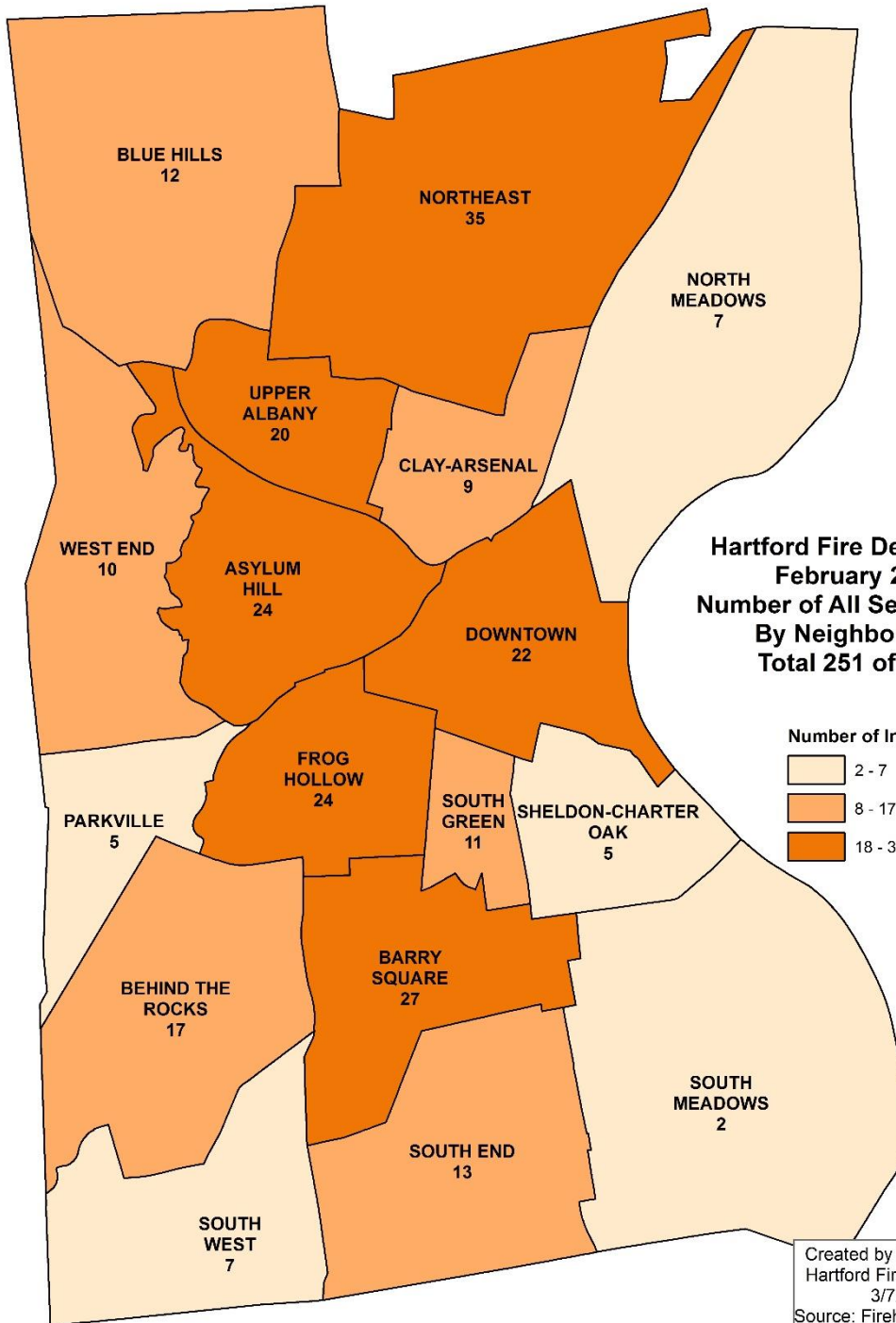
Incident Type	Description	Count
151	Outside rubbish, trash or waste fire	12
111	Building fire	7
131	Passenger vehicle fire	6
142	Brush or brush-and-grass mixture fire	4
118	Trash or rubbish fire, contained	3
154	Dumpster or other outside trash receptacle fire	2
150	Outside rubbish fire, Other	2
116	Fuel burner/boiler malfunction, fire confined	1
117	Commercial Compactor fire, confined to rubbish	1
113	Cooking fire, confined to container	1

# Area Survey February 2020



Created by Leandro Cieri  
Hartford Fire Department  
3/8/2020  
Source: Firehouse Software  
Geocoded: 32  
Not Geocoded: 0

# Service Calls February 2020



Number of Incidents  
 2 - 7  
 8 - 17  
 18 - 35

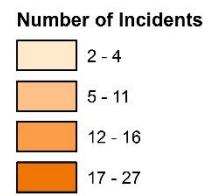
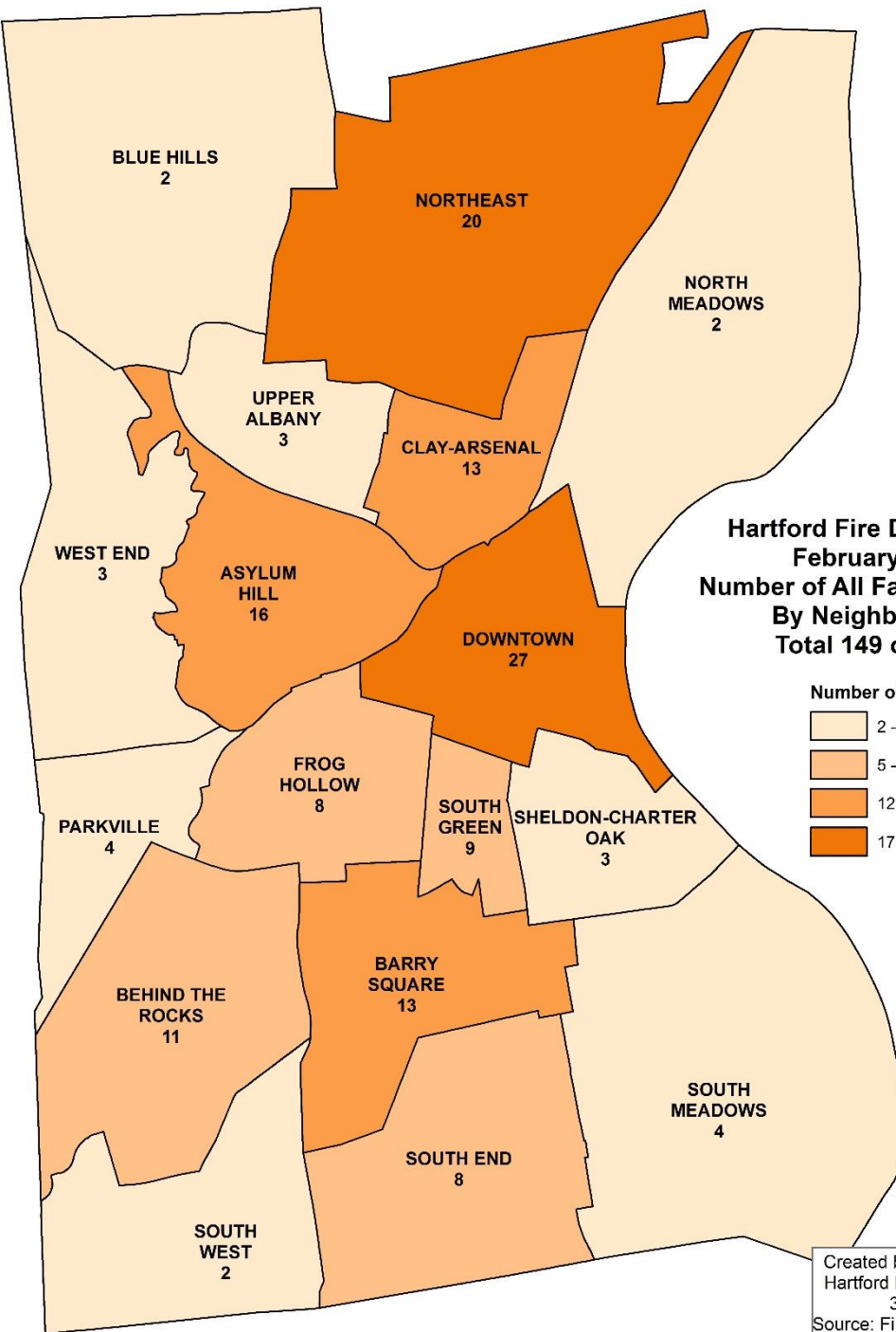
Created by Leandro Cieri  
 Hartford Fire Department  
 3/7/2020  
 Source: Firehouse Software  
 Geocoded: 250  
 Not Geocoded: 1

Incident Type	Description	Count
500	Service Call, other	94
552	Police matter	57
531	Smoke or odor removal	41
553	Public service	25
520	Water problem, Other	15
444	Power line down	6
550	Public service assistance, Other	4
522	Water or steam leak	2
442	Overheated motor	2
440	Electrical wiring/equipment problem, Other	1
445	Arcing, shorted electrical equipment	1
555	Defective elevator, no occupants	1
441	Heat from short circuit (wiring), defective/worn	1
551	Assist police or other governmental agency	1



# Fire Alarms

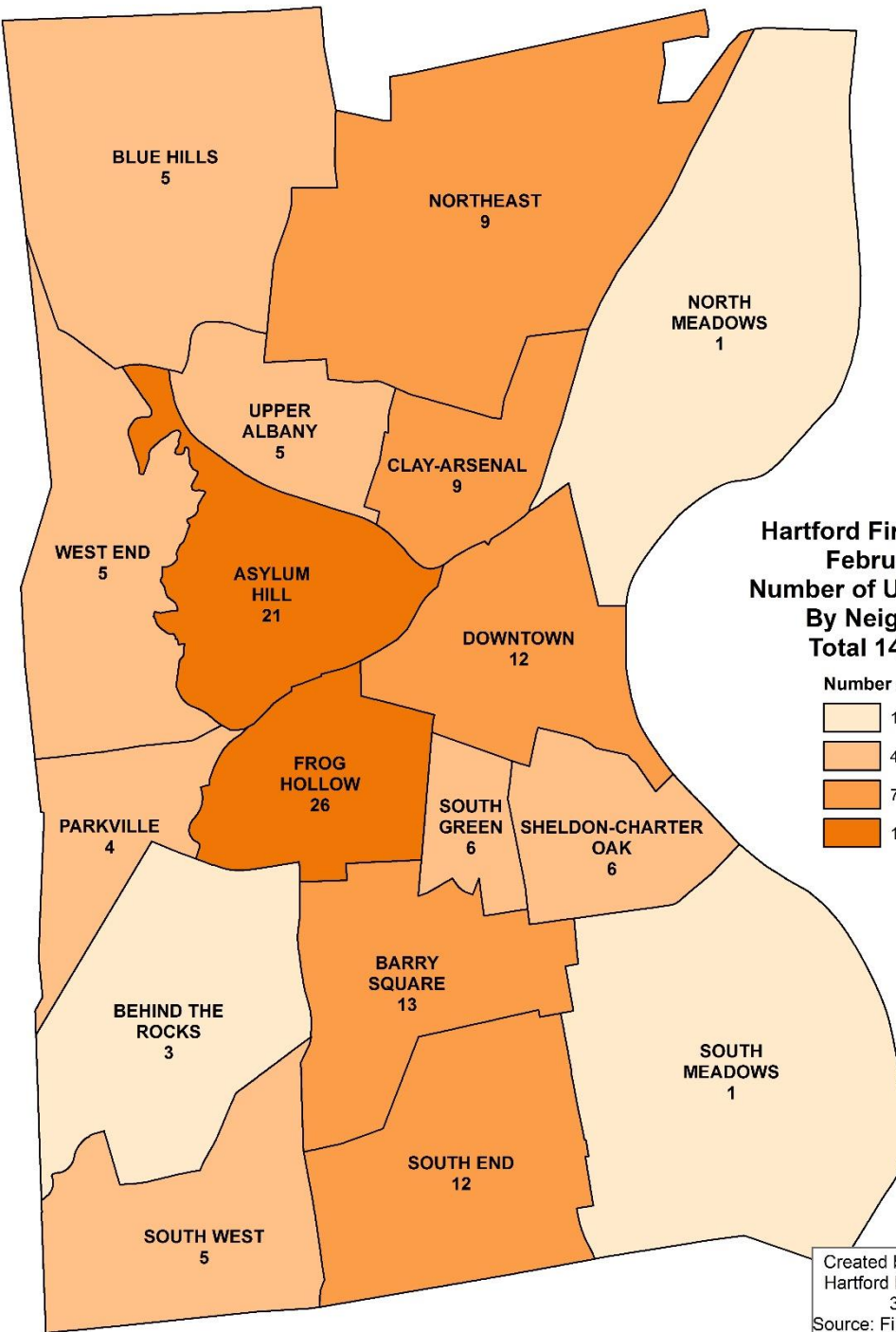
## February 2020



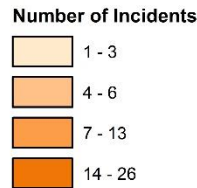
Created by Leandro Cieri  
Hartford Fire Department  
3/7/2020  
Source: Firehouse Software  
Geocoded: 148  
Not Geocoded: 1

Incident Type	Description	Count
743	Smoke detector activation, no fire - unintentional	47
745	Alarm system activation, no fire - unintentional	39
735	Alarm system sounded due to malfunction	22
710	Malicious, mischievous false call, Other	16
740	Unintentional transmission of alarm, Other	10
700	False alarm or false call, Other	4
730	System malfunction, Other	3
744	Detector activation, no fire - unintentional	2
741	Sprinkler activation, no fire - unintentional	2
746	Carbon monoxide detector activation, no CO	1
711	Municipal alarm system, malicious false alarm	1
714	Central station, malicious false alarm	1
731	Sprinkler activation due to malfunction	1

# Undefined Calls February 2020



**Hartford Fire Department  
February 2020  
Number of Undefined Calls  
By Neighborhood  
Total 143 of Calls**

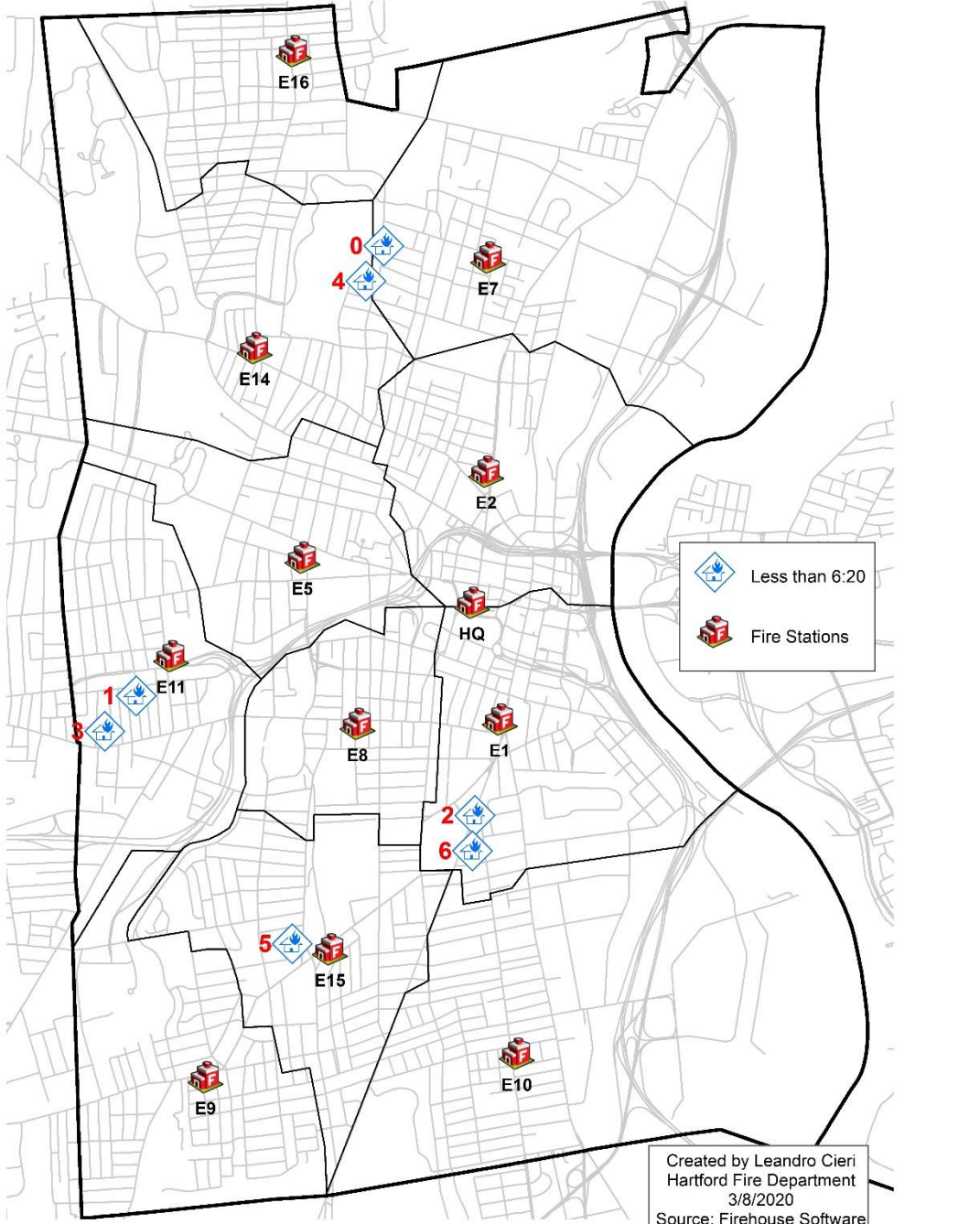


Created by Leandro Cieri  
Hartford Fire Department  
3/7/2020  
Source: Firehouse Software  
Geocoded: 143  
Not Geocoded: 0

Incident Type	Description	Count
622	No Incident found on arrival at dispatch address	109
661	EMS call, party transported by non-fire agency	10
900	Special type of incident, Other	10
621	Wrong location	6
600	Good intent call, Other	3
653	Smoke from barbecue, tar kettle	2
651	Smoke scare, odor of smoke	2
611	Dispatched & cancelled en route	1

# Location of Structure Fires In Relationship to Fire Stations

Key	Incident Number	Response	Firefighter Fatality	Firefighter Injury	Civilian Fatality	Civilians Injured	Cause
0	20-0033013	0:03:34	0	0	0	0	Heat source: other
1	20-0033036	0:03:57	0	0	0	0	Undetermined
2	20-0043003	0:05:03	0	0	0	0	Undetermined
3	20-0047039	0:04:35	0	0	0	0	Cigarette
4	20-0047046	0:04:04	0	0	0	0	Hot or smoldering object, Other
5	20-0051074	0:02:19	0	0	0	0	Cigarette



Created by Leandro Cieri  
 Hartford Fire Department  
 3/8/2020  
 Source: Firehouse Software  
 Geocoded: 7  
 Not Geocoded: 0

# QUESTIONS/COMMENTS



"Goal Oriented, Results Driven"