City of Hartford
FIRE DEPARTMENT

FIRESTAT

April 2019

"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"
2019 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.
Fire Response Scorecard
City-Wide

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

Data Source: Firehouse Software

Current Period: 04/01/2019 - 04/30/2019

HFD Strategic Priorities:
Provide Quality Emergency Services

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

Structure Fires

- January 2019: 100.00%
- February 2019: 100.00%
- March 2019: 100.00%
- April 2019: 100.00%

Analysis
- Outstanding job by all four tours.
- Property saved is at an usual 75%. What fires contributed to this?
- Fire alarm malfunctions is unusually low and actual fires is up from a fire alarm perspective.

Percentage of Property Saved

- Property Saved: 75.20%
- Property Loss: 24.81%

Fire Alarms compared to Actual Fires

- Fires: 63.72%
- Fire Alarm Malfunctions: 11.16%
- False Fire Alarms: 25.12%
EMS Response Scorecard
City-Wide

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

Data Source: Firehouse Software
Current Period: 04/01/2019 - 04/30/2019

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%.

Analysis

- Aprils EMS response was almost identical to that of March.

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: 04/01/2019 - 04/30/2019

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

- 100.00% in January 2019
- 100.00% in February 2019
- 100.00% in March 2019
- 100.00% in April 2019

Analysis

- District 1 did a phenomenal job in the month of April.

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: 04/01/2019 - 04/30/2019

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 in District 1’s area for EMS responses.

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: 04/01/2019 - 04/30/2019

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

- January 2019: 3 Total Calls, 100.00% ISO 6:20 Seconds or Less
- February 2019: 4 Total Calls, 100.00% ISO 6:20 Seconds or Less
- March 2019: 2 Total Calls, 100.00% ISO 6:20 Seconds or Less
- April 2019: 5 Total Calls, 100.00% ISO 6:20 Seconds or Less

Analysis
- Most runs in the quarter occurred in the month of April and there was still 100% compliance. Well done.

Recommendations
- Maintain proficiency.

Impact
- 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: 04/01/2019 - 04/30/2019

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%.

Analysis
➢ District 2 EMS performance was slightly down when compared to March (less than 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
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: 04/01/2019 - 04/30/2019

HFD Strategic Priorities:
Provide Quality Emergency Services

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

Analysis

- Tour A: 100% compliant. Well done.

Recommendations

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

Impact

- 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: 04/01/2019 - 04/30/2019

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
➢ EMS response for Tour A was slightly improved upon when compared to March.

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

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

Data Source: Firehouse Software

Current Period: 04/01/2019 - 04/30/2019

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

- Excellent job, Tour B.

Recommendations

- Maintain efficiency.

Impact

- 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: 04/01/2019 - 04/30/2019

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%.

Analysis

➢ Less than 1% declination of performance for the month of April when compared to March.

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 ISO standards.

Data Source: Firehouse Software

Current Period: 04/01/2019 - 04/30/2019

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

- Excellent job, Tour C.

Recommendations

- Reiterate the continued expectation of compliance.

Impact

- 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: 04/01/2019 - 04/30/2019

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%.

Analysis
- Improvement in performance when compared to March.

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

Impact
- Sustained 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: 04/01/2019 - 04/30/2019

HFD Strategic Priorities:
Provide Quality Emergency Services

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

Analysis
- Tour D saw the most runs in the quarter in April and still had 100% compliance.

Recommendations
- Conduct performance analysis.

Impact
- 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: 04/01/2019 - 04/30/2019

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%.

Analysis

➢ Decline in EMS response time performance by Tour D.

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: 04/01/2019 - 04/30/2019

HISTORICAL ANALYSIS

<table>
<thead>
<tr>
<th>Reporting Period</th>
<th>Violations Found</th>
<th>Violations Cleared</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/19</td>
<td>560</td>
<td>369</td>
</tr>
<tr>
<td>02/19</td>
<td>210</td>
<td>142</td>
</tr>
<tr>
<td>03/19</td>
<td>418</td>
<td>565</td>
</tr>
<tr>
<td>04/19</td>
<td>320</td>
<td>369</td>
</tr>
</tbody>
</table>

Attendance

<table>
<thead>
<tr>
<th>Total Hours Working:</th>
<th>1880.86</th>
<th>Off Duty: 690</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Hours on Duty</td>
<td>2284.25</td>
<td>Percentage Account For: 82.34%</td>
</tr>
</tbody>
</table>

Recommendations

- Why is the percentage of time accounted for only 82%?
- What topics were included in “training”?

Impact

- Reduction of risks in the community as it pertains to our external stakeholders.
Performance Scorecard
Community Risk Reduction Division - FM

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

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

Data Source:
Firehouse Software

Current Period:
04/01/2019 - 04/30/2019

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

Analysis

- Intentionally set fires are up when compared to same month in 2017 & 2018. Unintentional fires are down when compared to 2017 & 2018.

Recommendations

- Assess effectiveness of community risk reduction program.

Impact

- Minimization of conflagrations in all parts of the city that are adversely impacted.

Cause of Fire
Month of April

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Act of nature</td>
<td>4</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Cause under investigation</td>
<td>2</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Cause undetermined after investigation</td>
<td>13</td>
<td>13</td>
<td>13</td>
</tr>
<tr>
<td>Cause, Other</td>
<td>5</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Failure of equipment or heat source</td>
<td>1</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Intentional</td>
<td>4</td>
<td>7</td>
<td>8</td>
</tr>
<tr>
<td>Unintentional</td>
<td>30</td>
<td>14</td>
<td>11</td>
</tr>
</tbody>
</table>
"Goal Oriented, Results Driven"
Performance Scorecard
Community Risk Reduction Division - SSU

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

Performance Target – Reduction in Residential Structure Fires by 20% by 1st Quarter 2019.

HFD Strategic Priorities: Provide Public Education, & Community Engagement

Data Source: HFD Firehouse Software
Current Period: 04/01/2019 - 04/30/2019

HISTORICAL ANALYSIS

<table>
<thead>
<tr>
<th>Reporting Period</th>
<th>02/19</th>
<th>03/19</th>
<th>04/19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Activities</td>
<td>255</td>
<td>267</td>
<td>275</td>
</tr>
<tr>
<td>Total Adults</td>
<td>1738</td>
<td>10,143</td>
<td>4,042</td>
</tr>
<tr>
<td>Total Children</td>
<td>578</td>
<td>1,136</td>
<td>5,047</td>
</tr>
<tr>
<td>Smoke Detector</td>
<td>6</td>
<td>7</td>
<td>15</td>
</tr>
<tr>
<td>Car Seats</td>
<td>52</td>
<td>35</td>
<td>34</td>
</tr>
</tbody>
</table>

Attendance

| Total Hours Working: | 651.5 |
| Off Duty:            | 70    |
| Total Hours on Duty: | 664   |

Recommendations

Excellent month of productivity for the Special Services Unit.

Impact

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

Data Source: HFD Firehouse Software

Current Period: 04/01/2019 – 04/30/2019

HISTORICAL ANALYSIS

<table>
<thead>
<tr>
<th>Attendance</th>
<th>Recommendations</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Working Hours: 1186.89</td>
<td>Another great job by our Training Division.</td>
<td>• Workforce that is compliant with ISO and CONOSHA requirements.</td>
</tr>
<tr>
<td>Total Hours Off: 370.5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Hours on Duty: 1192</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hours Accounted For: 99.57%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Trainig Division

Activity: 691.98
Attendee: 16
Instructor: 103

Count
Hours

Another great job by our Training Division.
"Goal Oriented, Results Driven"
Performance Scorecard
Equipment Maintenance Division

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

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

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

Data Source: HFD Firehouse Software
Current Period: 04/01/2019 – 04/30/2019

HISTORICAL ANALYSIS

<table>
<thead>
<tr>
<th>Reporting Period</th>
<th>Hose Testing</th>
<th>Aerial Testing</th>
<th>Ground Ladder Testing</th>
<th>Fit Test</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/19</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>02/19</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>196</td>
</tr>
<tr>
<td>03/19</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>398</td>
</tr>
<tr>
<td>04/19</td>
<td>0</td>
<td>0</td>
<td>10</td>
<td>0</td>
</tr>
</tbody>
</table>

Equipment Maintenance Division
April 2019

Attendance

<table>
<thead>
<tr>
<th>Total Working Hours:</th>
<th>846.5</th>
<th>Total Hours Off:</th>
<th>180</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Hours on Duty:</td>
<td>1127.5</td>
<td>Hours Accounted For:</td>
<td>75.08%</td>
</tr>
</tbody>
</table>

Recommenations

➢ Why is time accounted for so low this month?

Impact

• Safe repair and maintenance of fire department tools, equipment, and apparatus.
Equipment Maintenance

- Admin and Bills
- Meeting
- Parts Information, ordering and organization
- Spec Writing and Review
- Accidents
- Emergency Repairs
- Hold Over for Emergency Situations
- Structure Fires

- Administration
- Call Back

Equipment Maintenance

- Administrative Work
- Aerial Testing and Repairs
- Daily Road Repair
- Daily Work Logs
- EMD Activity
- Equipment Maintenance Seminar/Training
- Fabricating of Equipment
- Filling of 02
- Filling of SCBA
- Filling of Water Cans
- Fire Ground Ladder Testing
- HFD Support in Kindness
- Pump Test
- SCBA Admin and Warranty
- Scheduled Apparatus Repair
- Scheduled Preventive Maintenance
- Scheduled Support Vehicle Repair
- Shop Maintenance
- Small Equipment Repairs
- Unscheduled Aerial Repair
- Unscheduled Support Vehicle Repair
- Unscheduled Maintenance Walk In

Count vs. Hours
"Goal Oriented, Results Driven"
## Performance Scorecard

**F.A.C.T. Division**

### HFD Strategic Priorities:

Provide Quality I.T. & Technical Assistance to HFD

### Data Source:

HFD Firehouse Software

### Current Period:

04/01/2019 – 04/30/2019

### Operational Performance Measure:

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

### Performance Target –

Mitigate a diverse portfolio of service calls.

### Historical Analysis

<table>
<thead>
<tr>
<th>Reporting Period</th>
<th>Traffic</th>
<th>Comm &amp; Tech</th>
<th>Training / Misc</th>
<th>Fire Alarm</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/19</td>
<td>430</td>
<td>82</td>
<td>95</td>
<td>99</td>
</tr>
<tr>
<td>02/19</td>
<td>516</td>
<td>68</td>
<td>100</td>
<td>59</td>
</tr>
<tr>
<td>03/19</td>
<td>610</td>
<td>82</td>
<td>99</td>
<td>76</td>
</tr>
<tr>
<td>04/19</td>
<td>963</td>
<td>57</td>
<td>102</td>
<td>54</td>
</tr>
</tbody>
</table>

### Attendance

- **Total Working Hours:** 686.43
- **Total Hours Off:** 80
- **Total Hours on Duty:** 736.5
- **Hours Accounted For:** 93.20%

### Recommendations

- **Strong work by our FACT Division.**

### Impact

- IS&IT execution of relevant duties and responsibilities.
EMERGENCY RESPONSE DATA

"Goal Oriented, Results Driven"
EMS
April 2019

Hartford Fire Department
April 2019
Number of All EMS Calls By Neighborhood
Total 1,634 of Calls

Incident Type | Description | Incident Count
--- | --- | ---
321 | EMS call, excluding vehicle accident with injury | 1056
311 | Medical assist, assist EMS crew | 393
322 | Motor vehicle accident with injuries | 86
324 | Motor Vehicle Accident with no injuries | 63
300 | Rescue, EMS incident, other | 27
323 | Motor vehicle/pedestrian accident (MV Ped) | 6
320 | Emergency medical service, other | 3

Created by Leandro Cieri
Hartford Fire Department
5/2/2019
Source: Firehouse Software
Geocoded 1,632
Not Geocoded: 2
Rescue Calls
April 2019

Hartford Fire Department
April 2019
Number of All Rescue Calls
By Neighborhood
Total 22 of Calls

<table>
<thead>
<tr>
<th>Incident Type</th>
<th>Description</th>
<th>Incident Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>353</td>
<td>Removal of victim(s) from stalled elevator</td>
<td>12</td>
</tr>
<tr>
<td>352</td>
<td>Extrication of victim(s) from vehicle</td>
<td>5</td>
</tr>
<tr>
<td>331</td>
<td>Lock-in (if lock out, use 511)</td>
<td>4</td>
</tr>
<tr>
<td>350</td>
<td>Extrication, rescue, Other</td>
<td>1</td>
</tr>
</tbody>
</table>

Number of Incidents
- 0
- 1 - 3
- 4 - 7

Created by Leandro Cieri
Hartford Fire Department
5/2/2019
Source: Firehouse Software
Geocoded: 22
Not Geocoded: 0
Narcan Administered
April 2019

Hartford Fire Department
April 2019
Number of Calls
Where Narcan was Administered
By Neighborhood
Total 33 Calls

Number Administered

0
1 - 4
5 - 11

Created by Leandro Cieri
Hartford Fire Department
5/2/2019
Source: Firehouse Software
Geocoded: 33
Not Geocoded: 0
Hazardous Materials
April 2019

Incident Type | Description | Incident Count
---|---|---
412 | Gas leak (natural gas or LPG) | 11
400 | Hazardous condition, Other | 9
424 | Carbon monoxide incident | 2
411 | Gasoline or other flammable liquid spill | 2
413 | Oil or other combustible liquid spill | 2
410 | Combustible/flammable gas/liquid condition, other | 1
463 | Vehicle accident, general cleanup | 1
461 | Building or structure weakened or collapsed | 1
<table>
<thead>
<tr>
<th>Incident Type</th>
<th>Description</th>
<th>Incident Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>111</td>
<td>Building fire</td>
<td>12</td>
</tr>
<tr>
<td>131</td>
<td>Passenger vehicle fire</td>
<td>8</td>
</tr>
<tr>
<td>142</td>
<td>Brush or brush-and-grass mixture fire</td>
<td>7</td>
</tr>
<tr>
<td>151</td>
<td>Outside rubbish, trash or waste fire</td>
<td>5</td>
</tr>
<tr>
<td>154</td>
<td>Dumpster or other outside trash receptacle fire</td>
<td>4</td>
</tr>
<tr>
<td>118</td>
<td>Trash or rubbish fire, contained</td>
<td>4</td>
</tr>
<tr>
<td>113</td>
<td>Cooking fire, confined to container</td>
<td>3</td>
</tr>
<tr>
<td>140</td>
<td>Natural vegetation fire, Other</td>
<td>2</td>
</tr>
<tr>
<td>130</td>
<td>Mobile property (vehicle) fire, Other</td>
<td>2</td>
</tr>
<tr>
<td>132</td>
<td>Road freight or transport vehicle fire</td>
<td>1</td>
</tr>
<tr>
<td>100</td>
<td>Fire, Other</td>
<td>1</td>
</tr>
<tr>
<td>150</td>
<td>Outside rubbish fire, Other</td>
<td>1</td>
</tr>
<tr>
<td>137</td>
<td>Camper or recreational vehicle (RV) fire</td>
<td>1</td>
</tr>
<tr>
<td>115</td>
<td>Incinerator overload or malfunction, fire confined</td>
<td>1</td>
</tr>
<tr>
<td>116</td>
<td>Fuel burner/boiler malfunction, fire confined</td>
<td>1</td>
</tr>
<tr>
<td>112</td>
<td>Fires in structure other than in a building</td>
<td>1</td>
</tr>
</tbody>
</table>
## Service Calls
### April 2019

**Hartford Fire Department**

**April 2019**

**Number of All Service Calls**

**By Neighborhood**

**Total 270 of Calls**

<table>
<thead>
<tr>
<th>Incident Type</th>
<th>Description</th>
<th>Incident Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>500</td>
<td>Service Call, other</td>
<td>72</td>
</tr>
<tr>
<td>552</td>
<td>Police matter</td>
<td>68</td>
</tr>
<tr>
<td>531</td>
<td>Smoke or odor removal</td>
<td>42</td>
</tr>
<tr>
<td>510</td>
<td>Person in distress, Other</td>
<td>27</td>
</tr>
<tr>
<td>553</td>
<td>Public service</td>
<td>13</td>
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<tr>
<td>444</td>
<td>Power line down</td>
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<tr>
<td>550</td>
<td>Public service assistance, Other</td>
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<tr>
<td>520</td>
<td>Water problem, Other</td>
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<tr>
<td>440</td>
<td>Electrical wiring/equipment problem, Other</td>
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<tr>
<td>511</td>
<td>Lock-out</td>
<td>3</td>
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<tr>
<td>571</td>
<td>Cover assignment, standby, moveup</td>
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<tr>
<td>522</td>
<td>Water or steam leak</td>
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<tr>
<td>441</td>
<td>Heat from short circuit (wiring), defective/worn</td>
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<tr>
<td>555</td>
<td>Defective elevator, no occupants</td>
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<tr>
<td>554</td>
<td>Assist invalid</td>
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<tr>
<td>551</td>
<td>Assist police or other governmental agency</td>
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<tr>
<td>445</td>
<td>Arcing, shorted electrical equipment</td>
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</tbody>
</table>

**Map of Hartford Fire Department**

**April 2019**

**Number of Incidents**

- 2 - 11
- 12 - 22
- 23 - 35

**Legend:**

- Blue Hills: 9
- Northeast: 35
- North Meadows: 4
- Upper Albany: 11
- Clay-Arsenal: 8
- Asylum Hill: 34
- Downtown: 22
- Sheldon-Charter Oak: 10
- South Green: 15
- F. G. Hollow: 27
- Barry Square: 30
- South End: 22
- South West: 8
- Behind the Rocks: 9

**Source:** Firehouse Software

**Geocoded:** 266

**Not Geocoded:** 4

**Created by:** Leandro Cieri

**Hartford Fire Department**

5/2/2019
<table>
<thead>
<tr>
<th>Incident Type</th>
<th>Description</th>
<th>Incident Count</th>
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<tbody>
<tr>
<td>745</td>
<td>Alarm system activation, no fire - unintentional</td>
<td>55</td>
</tr>
<tr>
<td>743</td>
<td>Smoke detector activation, no fire - unintentional</td>
<td>26</td>
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<tr>
<td>740</td>
<td>Unintentional transmission of alarm, Other</td>
<td>25</td>
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<tr>
<td>710</td>
<td>Malicious, mischievous false call, Other</td>
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<tr>
<td>735</td>
<td>Alarm system sounded due to malfunction</td>
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<tr>
<td>730</td>
<td>System malfunction, Other</td>
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<tr>
<td>736</td>
<td>CO detector activation due to malfunction</td>
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<tr>
<td>744</td>
<td>Detector activation, no fire - unintentional</td>
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<td>714</td>
<td>Central station, malicious false alarm</td>
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<td>715</td>
<td>Local alarm system, malicious false alarm</td>
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<tr>
<td>741</td>
<td>Sprinkler activation, no fire - unintentional</td>
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<tr>
<td>700</td>
<td>False alarm or false call, Other</td>
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<tr>
<td>733</td>
<td>Smoke detector activation due to malfunction</td>
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<td>711</td>
<td>Municipal alarm system, malicious false alarm</td>
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<td>Heat detector activation due to malfunction</td>
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<td>746</td>
<td>Carbon monoxide detector activation, no CO</td>
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<tr>
<td>731</td>
<td>Sprinkler activation due to malfunction</td>
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<tr>
<td>732</td>
<td>Extinguishing system activation due to malfunction</td>
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<td>Response</td>
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</table>

**Incident 19-0118060 is not included in analysis. Though coded as a 111, Incident 19-0118060 was a report for a extinguished fire.**
"Goal Oriented, Results Driven"