City of Hartford
FIRE DEPARTMENT

FIRESTAT

July 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"
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**

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

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

**Data Source:** Firehouse Software

**Current Period:** 07/01/2019 - 07/31/2019

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

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**Analysis**

- Percentage of property saved is remarkable.

**Percentage of Property Saved**

- 1.81%
- 99.44%

**Fire Alarms compared to Actual Fires**

- 12.06%
- 26.46%
- 61.48%
**EMS Response Scorecard**

**City-Wide**

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

**Data Source:** Firehouse Software

**Current Period:** 07/01/2019 - 07/31/2019

**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%.

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**Analysis**

- Performance continues to improve for EMS response times.

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**Recommendations**

- Continue to emphasize the importance of responding to EMS per our standard.

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**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: 07/01/2019 - 07/31/2019

HFD Strategic Priorities: Provide Quality Emergency Services

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

Analysis

- Excellent work.

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: 07/01/2019 - 07/31/2019

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
➢ Declination of performance in District 1 for EMS response times.

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: 07/01/2019 - 07/31/2019

HFD Strategic Priorities: Provide Quality Emergency Services
Performance Target: Arrival of 1 Engine in 6:20 minutes (ISO) 90% of time

Analysis
- Excellent work by District 2.

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: 07/01/2019 - 07/31/2019

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

➢ Great work by District 2.

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: 07/01/2019 - 07/31/2019

HFD Strategic Priorities:
Provide Quality Emergency Services

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

Analysis

- Excellent work, Tour A.

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: 07/01/2019 - 07/31/2019

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
➢ Performance was “steady” for Tour A pertaining to EMS response times for the month of July.

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: 07/01/2019 - 07/31/2019

HFD Strategic Priorities: Provide Quality Emergency Services

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

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: 07/01/2019 - 07/31/2019

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
➢ Slight declination in performance by Tour B pertaining to EMS response times for the month of July.

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: 07/01/2019 - 07/31/2019

HFD Strategic Priorities:
Provide Quality Emergency Services

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

Analysis

- Excellent work, 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: 07/01/2019 - 07/31/2019

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
- Excellent improvement by Tour C pertaining to EMS response times for the month of July.

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

Impact
- Sustenance 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: 07/01/2019 - 07/31/2019

HFD Strategic Priorities:
Provide Quality Emergency Services

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

Analysis

- Outstanding work by Tour D.

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: 07/01/2019 - 07/31/2019

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
➢ Slight improvement by Tour D for EMS response times in the month of July.

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.
"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:** 07/01/2019 - 07/31/2019

**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>
<tr>
<td>05/19</td>
<td>249</td>
<td>325</td>
</tr>
<tr>
<td>06/19</td>
<td>154</td>
<td>426</td>
</tr>
<tr>
<td>07/19</td>
<td>480</td>
<td>193</td>
</tr>
</tbody>
</table>

**Attendance**

<table>
<thead>
<tr>
<th>Total Hours Working:</th>
<th>1820.93</th>
<th>Off Duty:</th>
<th>690</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Hours on Duty</td>
<td>2130</td>
<td>Percentage Account For:</td>
<td>85.49%</td>
</tr>
</tbody>
</table>

**Recommendations**

✓ Why is the percentage of time accounted for only 85%?

**Impact**

- Reduction of risks in the community as it pertains to our external stakeholders.
Operational Performance Measure: Decrease avoidable incidents within the City of Hartford.

Data Source: Firehouse Software
Current Period: 07/01/2019 - 07/31/2019

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

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

Analysis
- Intentionally set fires are up when compared to same month in 2018 but down when compared to same month in 2017. Unintentional fires are also up when compared to 2018 and down when compared to 2017.

Recommendations
- Assess effectiveness of community risk reduction program.

Impact
- 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

HFD Strategic Priorities:
Provide Public Education, & Community Engagement

Data Source: HFD Firehouse Software
Current Period: 07/01/2019 - 07/31/2019

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

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

HISTORICAL ANALYSIS

<table>
<thead>
<tr>
<th>Reporting Period</th>
<th>05/19</th>
<th>06/19</th>
<th>07/19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Activities</td>
<td>343</td>
<td>320</td>
<td>283</td>
</tr>
<tr>
<td>Total Adults</td>
<td>4,850</td>
<td>4,104</td>
<td>4,494</td>
</tr>
<tr>
<td>Total Children</td>
<td>3,640</td>
<td>2,713</td>
<td>901</td>
</tr>
<tr>
<td>Smoke Detector</td>
<td>7</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Car Seats</td>
<td>4</td>
<td>3</td>
<td>3</td>
</tr>
</tbody>
</table>

Special Services
4,297 Water Bottles

<table>
<thead>
<tr>
<th></th>
<th>Activities</th>
<th>Emergency Preparedness</th>
<th>Public Education Group</th>
<th>Special Services</th>
<th>Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>Count</td>
<td>56</td>
<td>106.77</td>
<td>49</td>
<td>159</td>
<td>1</td>
</tr>
<tr>
<td>Hours</td>
<td>64</td>
<td>64</td>
<td>49</td>
<td>159</td>
<td>0</td>
</tr>
</tbody>
</table>

Attendance

| Total Hours Working: 663.27 | Off Duty: 80 |
| Total Hours on Duty: 658.5 | Percentage Account For: 100.72% |

Recommendations

Outstanding work, SSU!

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: 07/01/2019 – 07/31/2019

HISTORICAL ANALYSIS

<table>
<thead>
<tr>
<th>Attendance</th>
<th>Recommendations</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Working Hours: 1074</td>
<td>Excellent work by our Training Division.</td>
<td>• Workforce that is compliant with ISO and CONOSHA requirements.</td>
</tr>
<tr>
<td>Total Hours Off: 390</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Hours on Duty: 1162</td>
<td>Hours Accounted For: 92.43%</td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Activities</th>
<th>Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>Count: 256</td>
<td>Count: 120</td>
</tr>
<tr>
<td>Hours: 927</td>
<td>Hours: 147</td>
</tr>
</tbody>
</table>
EQUIPMENT MAINTENANCE DIVISION

"Goal Oriented, Results Driven"
Performance Scorecard
Equipment Maintenance Division

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

Data Source: HFD Firehouse Software
Current Period: 07/01/2019 – 07/31/2019

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.

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>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>
<tr>
<td>05/19</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>06/19</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<tr>
<td>07/19</td>
<td>0</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Attendance

<table>
<thead>
<tr>
<th>Total Working Hours:</th>
<th>1143.5</th>
<th>Total Hours Off:</th>
<th>200</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Hours on Duty:</td>
<td>1192</td>
<td>Hours Accounted For:</td>
<td>95.93%</td>
</tr>
</tbody>
</table>

Recommendations

- Outstanding work
- What contributed to the roughly 1,400 out of service hours for the Pumpers in the month of July?

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

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

**Data Source:** HFD Firehouse Software

**Current Period:** 07/01/2019 – 07/31/2019

### 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>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>
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<tr>
<td>04/19</td>
<td>963</td>
<td>57</td>
<td>102</td>
<td>54</td>
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<tr>
<td>05/19</td>
<td>902</td>
<td>56</td>
<td>71</td>
<td>72</td>
</tr>
<tr>
<td>06/19</td>
<td>722</td>
<td>69</td>
<td>77</td>
<td>54</td>
</tr>
</tbody>
</table>

### Fire Alarm Communications Technology

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comm &amp; Tech</td>
<td>51</td>
<td>99.5</td>
</tr>
<tr>
<td>Fire Alarm</td>
<td>91</td>
<td>147.25</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>83</td>
<td>69.75</td>
</tr>
<tr>
<td>Traffic</td>
<td>913</td>
<td>315.5</td>
</tr>
</tbody>
</table>

### Attendance

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Working Hours</td>
<td>632</td>
<td>160</td>
</tr>
<tr>
<td>Total Hours Off</td>
<td>685.75</td>
<td></td>
</tr>
<tr>
<td>Hours Accounted For</td>
<td>92.16%</td>
<td></td>
</tr>
</tbody>
</table>

### Recommendations
- Exceptional work by our FACT Division.

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

"Goal Oriented, Results Driven"
EMS
July 2019

Hartford Fire Department
July 2019
Number of All EMS Calls
By Neighborhood
Total 1,808 of Calls

Incident Type | Description | Incident Count
--- | --- | ---
321 | EMS call, excluding vehicle accident with injury | 1090
311 | Medical assist, assist EMS crew | 453
322 | Motor vehicle accident with injuries | 90
324 | Motor Vehicle Accident with no injuries | 70
300 | Rescue, EMS incident, other | 56
510 | Person in distress, Other | 33
323 | Motor vehicle/pedestrian accident (MV Ped) | 16
Rescue Calls
July 2019

Incident Type | Description | Incident Count
--- | --- | ---
353 | Removal of victim(s) from stalled elevator | 10
511 | Lock-out | 9
352 | Extrication of victim(s) from vehicle | 3
350 | Extrication, rescue, Other | 3
381 | Rescue or EMS standby | 1
363 | Swift water rescue | 1
461 | Building or structure weakened or collapsed | 1
356 | High-angle rescue | 1
331 | Lock-in (if lock out, use 511) | 1
354 | Trench/below-grade rescue | 1

Hartford Fire Department
July 2019
Number of All Rescue Calls By Neighborhood
Total 31 of Calls

Number of Incidents
- 0
- 1 - 2
- 3 - 4

Source: Firehouse Software
Geocoded: 30
Not Geocoded: 1

Created by Leandro Cieri
Hartford Fire Department
8/6/2019
Narcan Administered
July 2019

Hartford Fire Department
July 2019
Number of Calls Where Narcan was Administered
By Neighborhood
Total 43 Calls

- FROG HOLLOW: 17
- CLAY-ARSENAL: 4
- DOWNTOWN: 4
- NORTH MEADOWS: 1
- SOUTH GREEN: 3
- SHELTON-CHARTER OAK: 2
- SOUTH END: 1
- SOUTH WEST: 0

Narcan Administered

- 0
- 1 - 5
- 6 - 10
- 11 - 17

Created by Leandro Cieri
Hartford Fire Department
8/6/2019
Source: Firehouse Software
Geocoded: 43
Net Geocoded: 0
Hazardous Materials
July 2019

Hartford Fire Department
July 2019
Number of All Hazardous Calls
By Neighborhood
Total 21 of Calls

<table>
<thead>
<tr>
<th>Incident Type</th>
<th>Description</th>
<th>Incident Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>412</td>
<td>Gas leak (natural gas or LPG)</td>
<td>6</td>
</tr>
<tr>
<td>411</td>
<td>Gasoline or other flammable liquid spill</td>
<td>5</td>
</tr>
<tr>
<td>400</td>
<td>Hazardous condition, Other</td>
<td>4</td>
</tr>
<tr>
<td>463</td>
<td>Vehicle accident, general cleanup</td>
<td>2</td>
</tr>
<tr>
<td>410</td>
<td>Combustible/flammable gas/liquid condition, other</td>
<td>2</td>
</tr>
<tr>
<td>460</td>
<td>Accident, potential accident, Other</td>
<td>1</td>
</tr>
<tr>
<td>424</td>
<td>Carbon monoxide incident</td>
<td>1</td>
</tr>
</tbody>
</table>
All Fires
July 2019

Hartford Fire Department
July 2019
Number of All Fire Calls
By Neighborhood
Total 68 of Calls

Incident Type | Description                                      | Incident Count |
--------------|--------------------------------------------------|----------------|
151           | Outside rubbish, trash or waste fire             | 16             |
111           | Building fire                                    | 10             |
131           | Passenger vehicle fire                           | 9              |
142           | Brush or brush-and-grass mixture fire            | 7              |
150           | Outside rubbish fire, Other                      | 6              |
130           | Mobile property (vehicle) fire, Other            | 4              |
140           | Natural vegetation fire, Other                   | 4              |
154           | Dumpster or other outside trash receptacle fire  | 3              |
100           | Fire, Other                                      | 2              |
113           | Cooking fire, confined to container              | 2              |
160           | Special outside fire, Other                      | 1              |
112           | Fires in structure other than in a building      | 1              |
118           | Trash or rubbish fire, contained                 | 1              |
143           | Grass fire                                       | 1              |
132           | Road freight or transport vehicle fire           | 1              |
Area Survey
July 2019

Hartford Fire Department
July 2019
Number of Area Surveys
By Engine Districts
Total 44 Locations

Area Survey Locations

Area Survey

- 0
- 1 - 5
- 6 - 13

Created by Leandro Cieri
Hartford Fire Department
8/8/2019
Source: Firehouse Software
Geocoded: 42
Not Geocoded: 2
<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>99</td>
</tr>
<tr>
<td>552</td>
<td>Police matter</td>
<td>86</td>
</tr>
<tr>
<td>531</td>
<td>Smoke or odor removal</td>
<td>28</td>
</tr>
<tr>
<td>520</td>
<td>Water problem, Other</td>
<td>26</td>
</tr>
<tr>
<td>553</td>
<td>Public service</td>
<td>19</td>
</tr>
<tr>
<td>444</td>
<td>Power line down</td>
<td>15</td>
</tr>
<tr>
<td>550</td>
<td>Public service assistance, Other</td>
<td>11</td>
</tr>
<tr>
<td>440</td>
<td>Electrical wiring/equipment problem, Other</td>
<td>8</td>
</tr>
<tr>
<td>551</td>
<td>Assist police or other governmental agency</td>
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<td>561</td>
<td>Unauthorized burning</td>
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<td>445</td>
<td>Arcing, shorted electrical equipment</td>
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<td>Assist invalid</td>
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<td>Overheated motor</td>
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<td>Animal rescue</td>
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<td>Heat from short circuit (wiring), defective/worn</td>
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<tr>
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<td>Alarm system activation, no fire - unintentional</td>
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<td>Smoke detector activation, no fire - unintentional</td>
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<td>Unintentional transmission of alarm, Other</td>
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<td>Malicious, mischievous false call, Other</td>
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<td>Alarm system sounded due to malfunction</td>
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<td>System malfunction, Other</td>
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<td>Direct tie to FD, malicious false alarm</td>
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QUESTIONS/COMMENTS

"Goal Oriented, Results Driven"