



City of Hartford
FIRE DEPARTMENT

FIRESTAT

April 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:
04/01/2020 - 04/30/2020



HFD Strategic Priorities:
Provide Quality Emergency Services

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

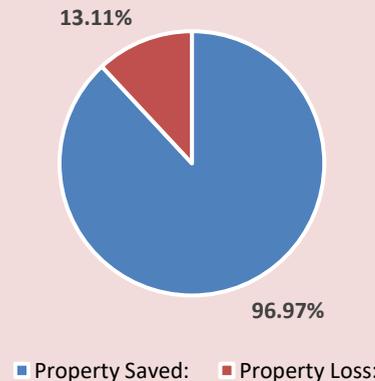
Structure Fires



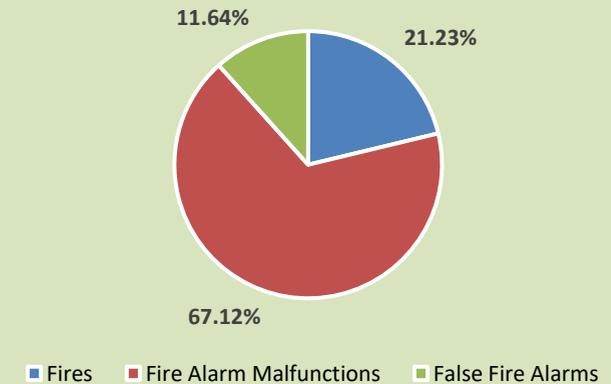
Analysis

- Exceeded the goal of 90%.
- 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.



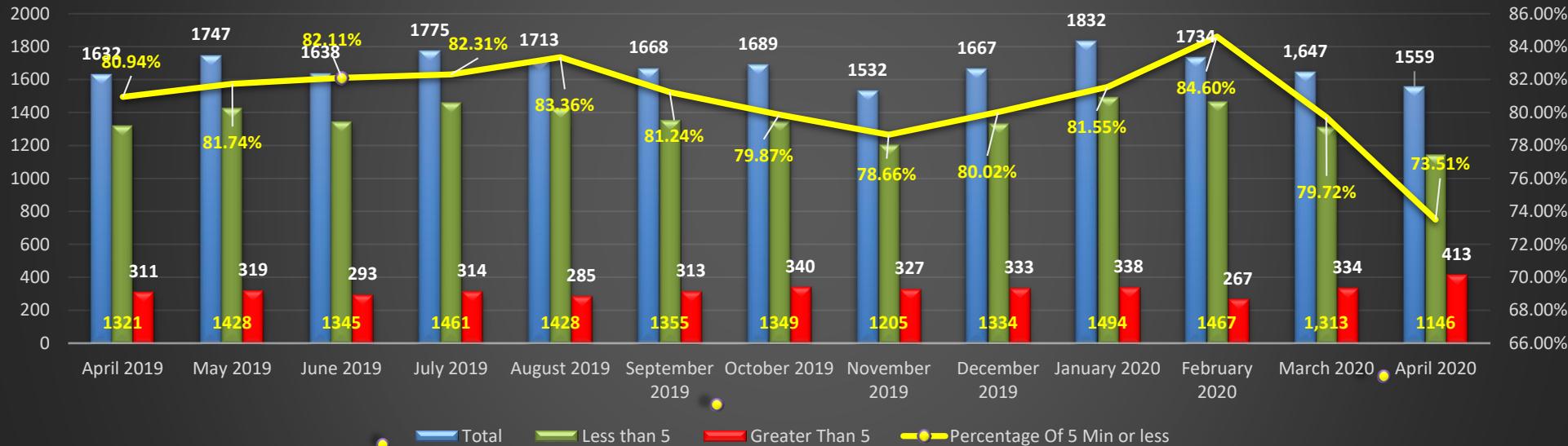
Data Source:
Firehouse Software

Current Period:
04/01/2020 - 04/30/2020

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

➤ Taking into consideration the novel Corona virus, HFD personnel are doing an exceptional job with maintaining proper EMS response.

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:
04/01/2020 - 04/30/2020



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 performance 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.



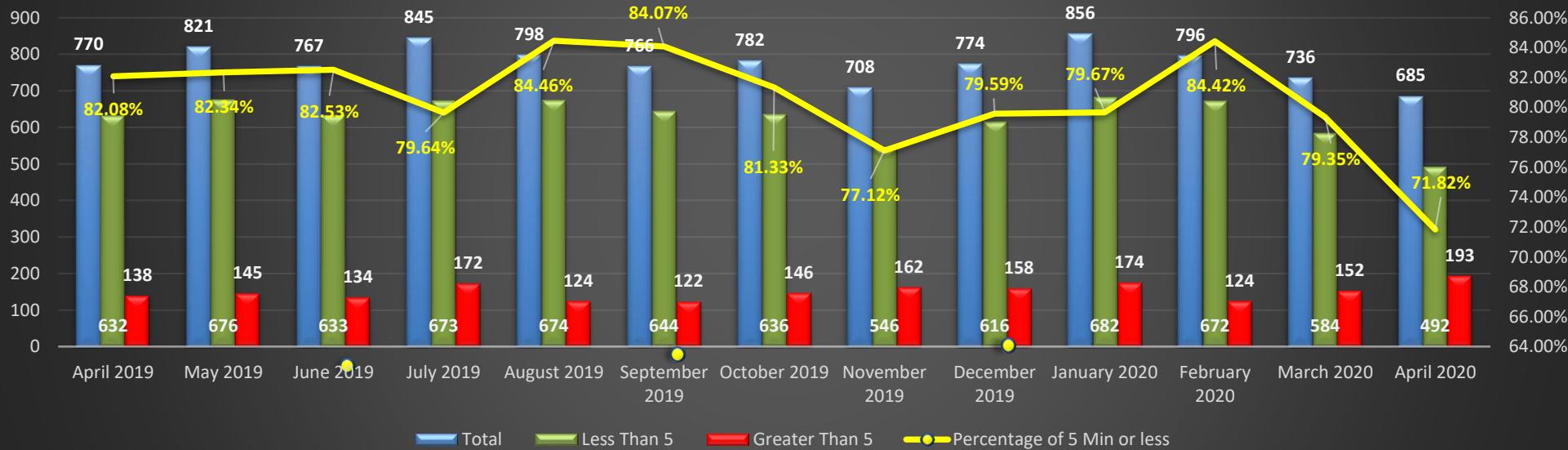
Data Source:
Firehouse Software

Current Period:
04/01/2020 - 04/30/2020

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

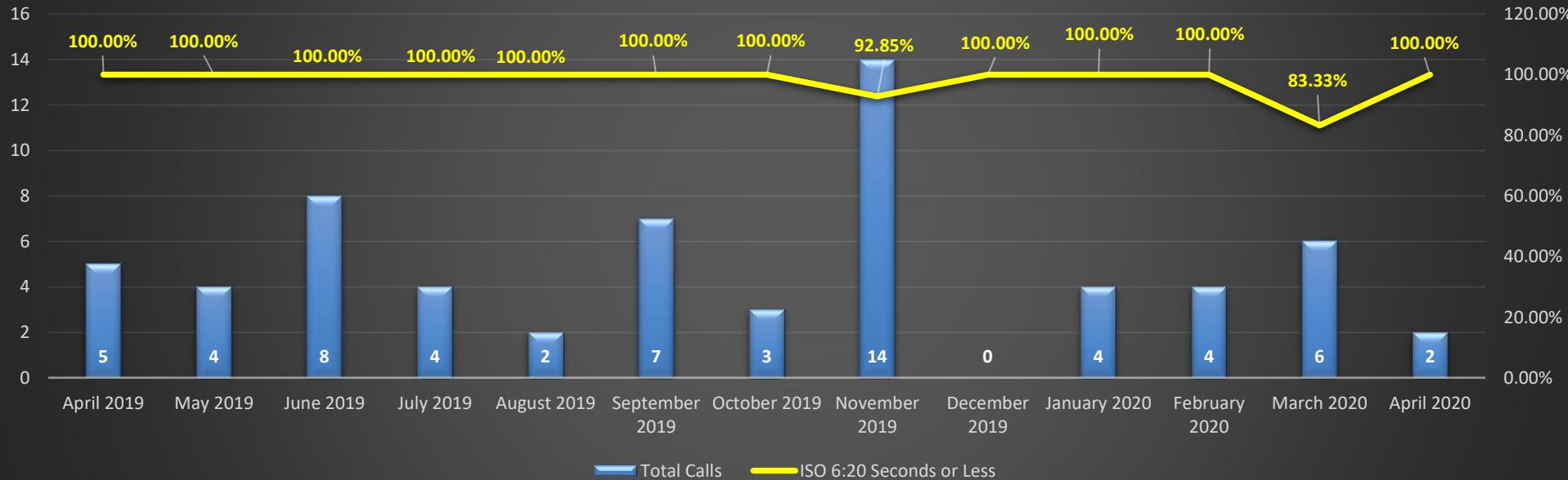
Current Period:
04/01/2020 - 04/30/2020



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

➤ Great job by District 2 for fire response.

Maintain proficiency.

➤ Effective emergency response.

EMS Response Scorecard

District 2

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



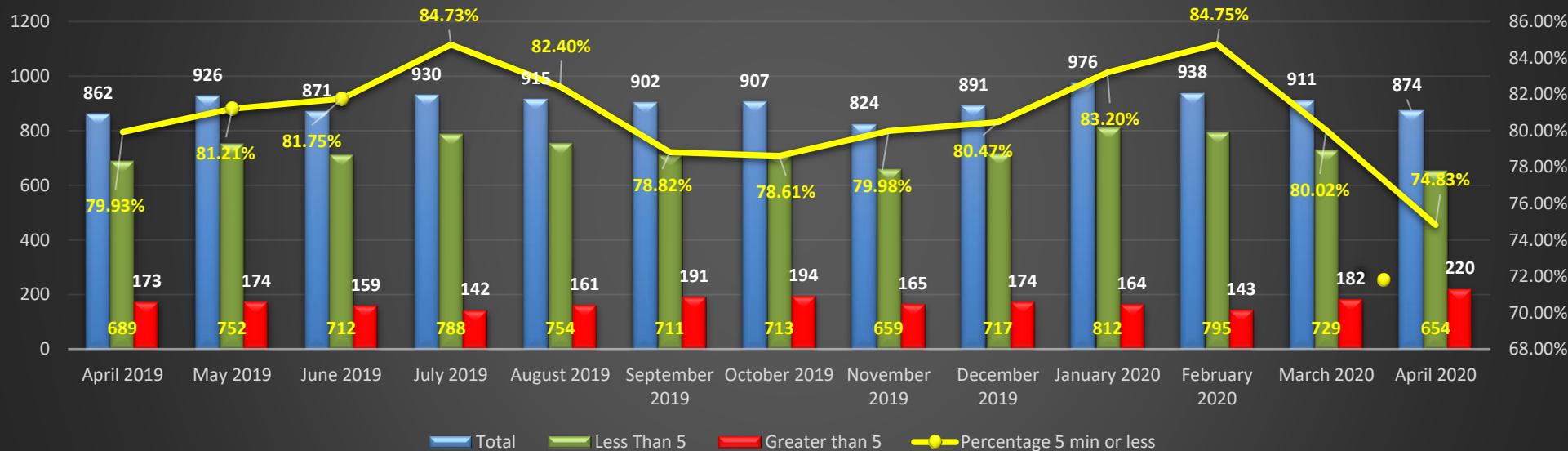
Data Source:
Firehouse Software

Current Period:
04/01/2020 - 04/30/2020

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

➤ Taking into consideration the novel Corona virus, HFD personnel are doing an exceptional job with maintaining proper EMS response.

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:
04/01/2020 - 04/30/2020



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. Phenomenal job with consistently obtaining goal.

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.



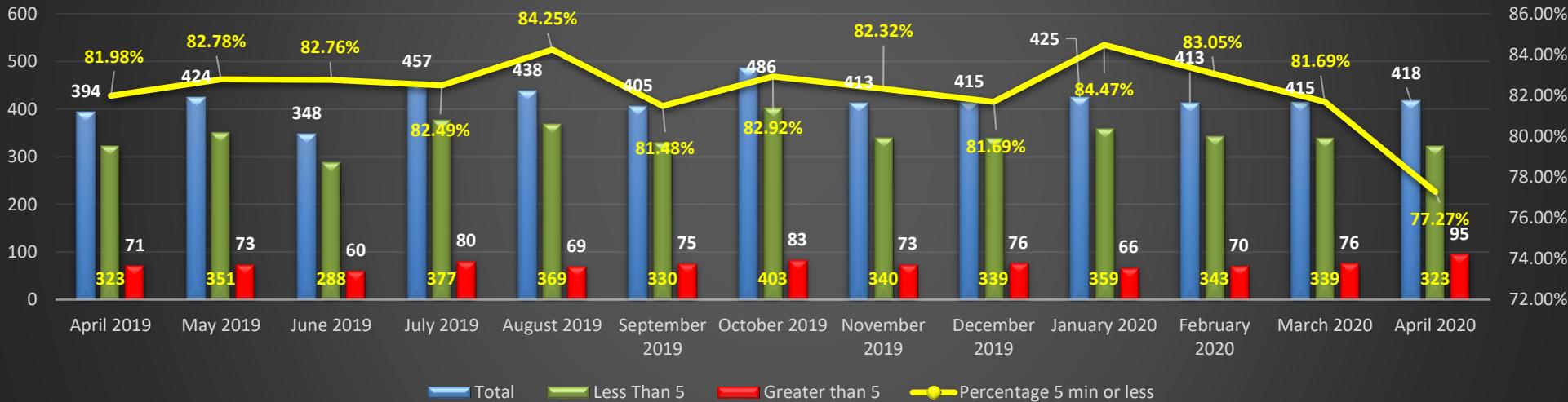
Data Source:
Firehouse Software

Current Period:
04/01/2020 - 04/30/2020

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

➤ Taking into consideration the novel Corona virus, HFD personnel are doing an exceptional job with maintaining proper EMS response.

Recommendations

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

Impact

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

Fire Response Scorecard

Tour B

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

Data Source: Firehouse Software

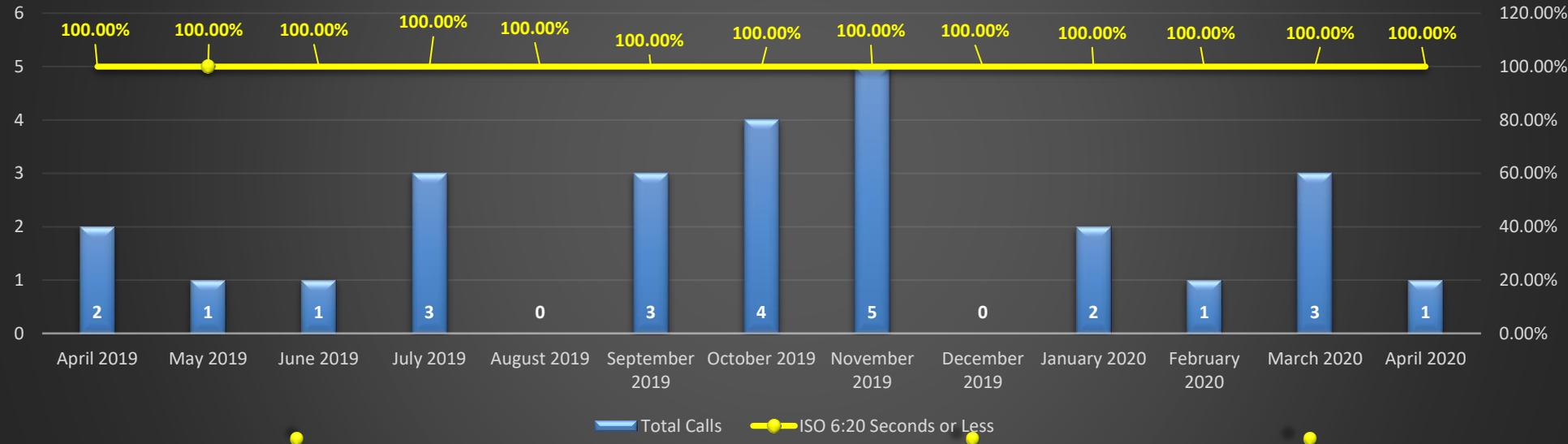
Current Period:
04/01/2020 - 04/30/2020



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. Compliance is exceptional.

➤ Maintain efficiency.

➤ Effective emergency response.

EMS Response Scorecard

Tour B

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



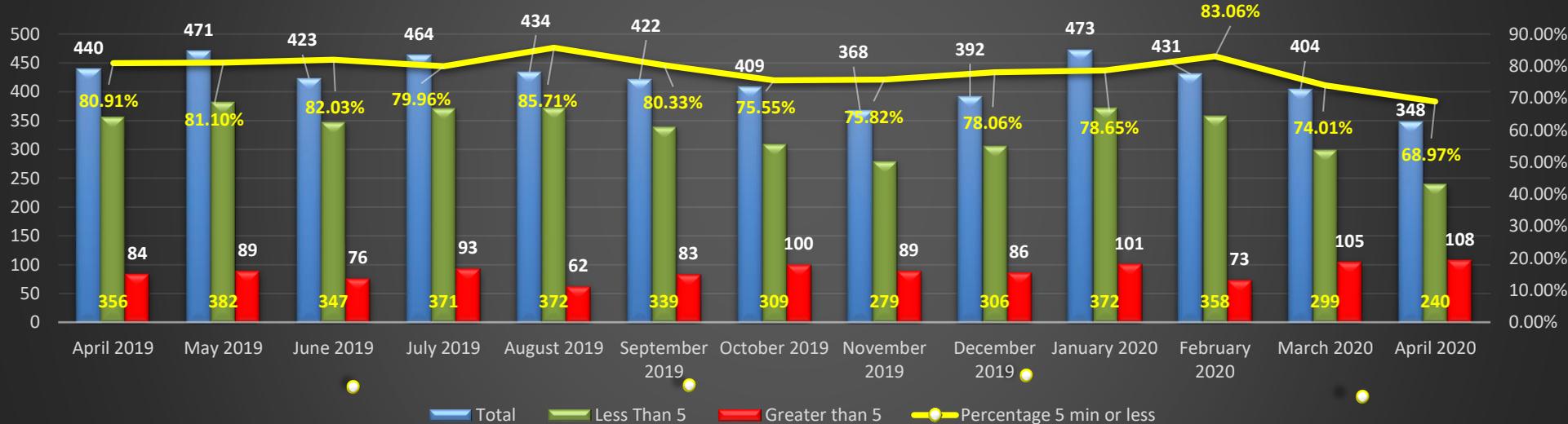
Data Source:
Firehouse Software

Current Period:
04/01/2020 - 04/30/2020

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

➤ Goal was not met for the month April.

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:
04/01/2020 - 04/30/2020



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.

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:
04/01/2020 - 04/30/2020

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

➤ Taking into consideration the novel Corona virus, HFD personnel are doing an exceptional job with maintaining proper EMS response.

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

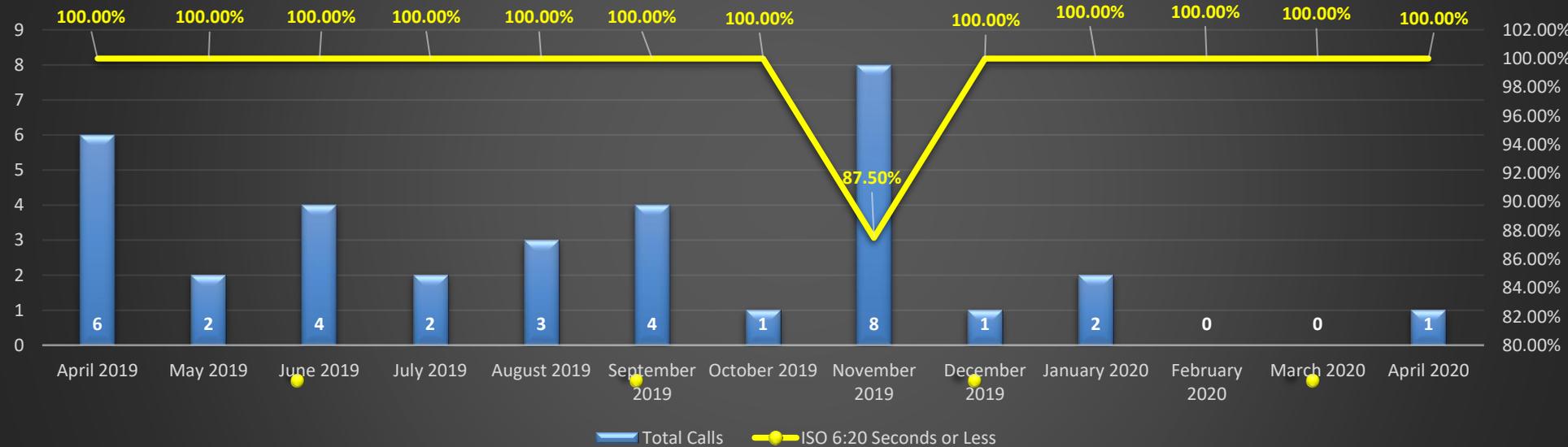
Current Period:
04/01/2020 - 04/30/2020



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 April.

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

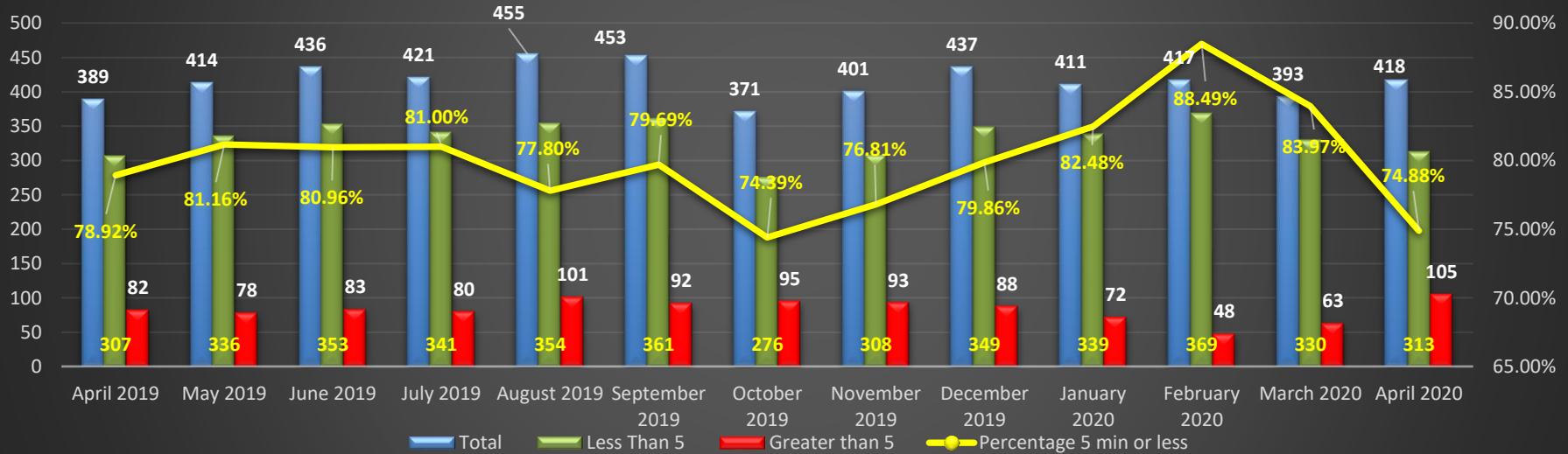
Current Period:
04/01/2020 - 04/30/2020



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

➤ Taking into consideration the novel Corona virus, HFD personnel are doing an exceptional job with maintaining proper EMS response.

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.

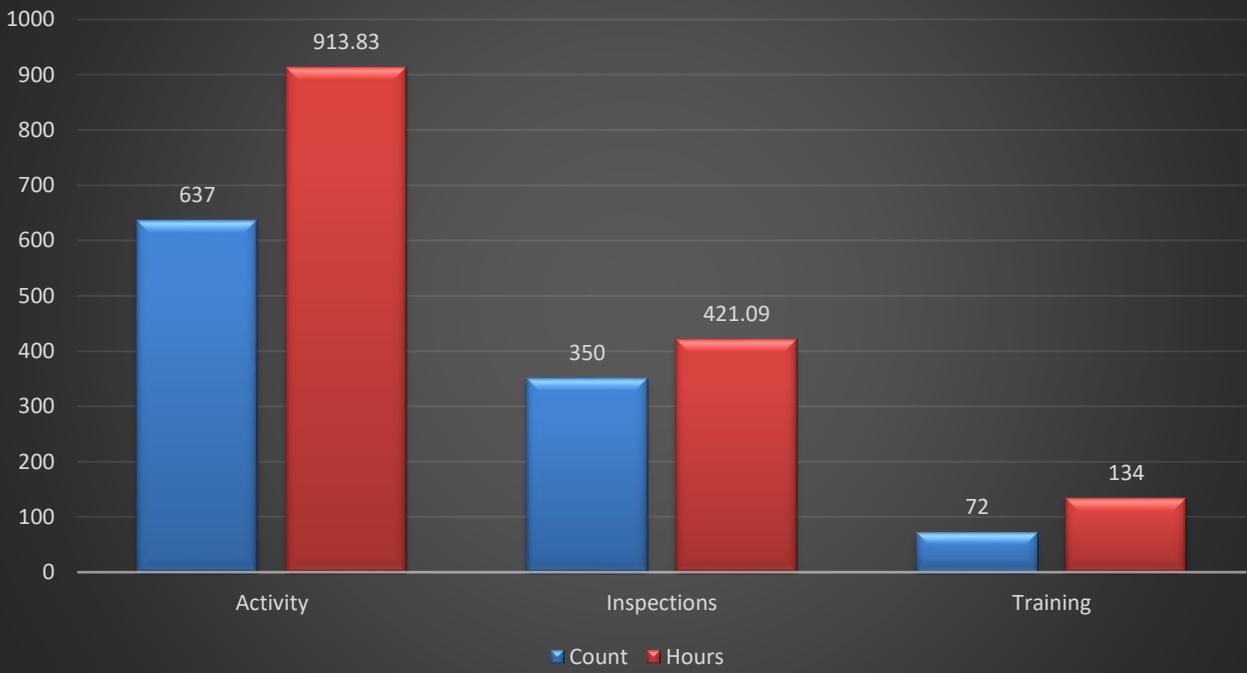
Data Source: HFD Firehouse Software

Current Period: 04/01/2020 - 04/30/2020

Fire Marshal Office

HISTORICAL ANALYSIS

Reporting Period	Violations		
	Violations Found	Violations Cleared	
10/19	390	459	
11/19	186	440	
12/19	117	72	
01/20	138	133	
02/20	90	136	
03/20	120	93	
04/20	101	130	



Attendance

Total Working Hours:	1,468.92	Total Hours Off:	860
Total Hours on Duty:	1,477.50	Hours Accounted For:	99.42%

Recommendations

✓ Excellent time accountability.

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:
04/01/2020 - 04/30/2020

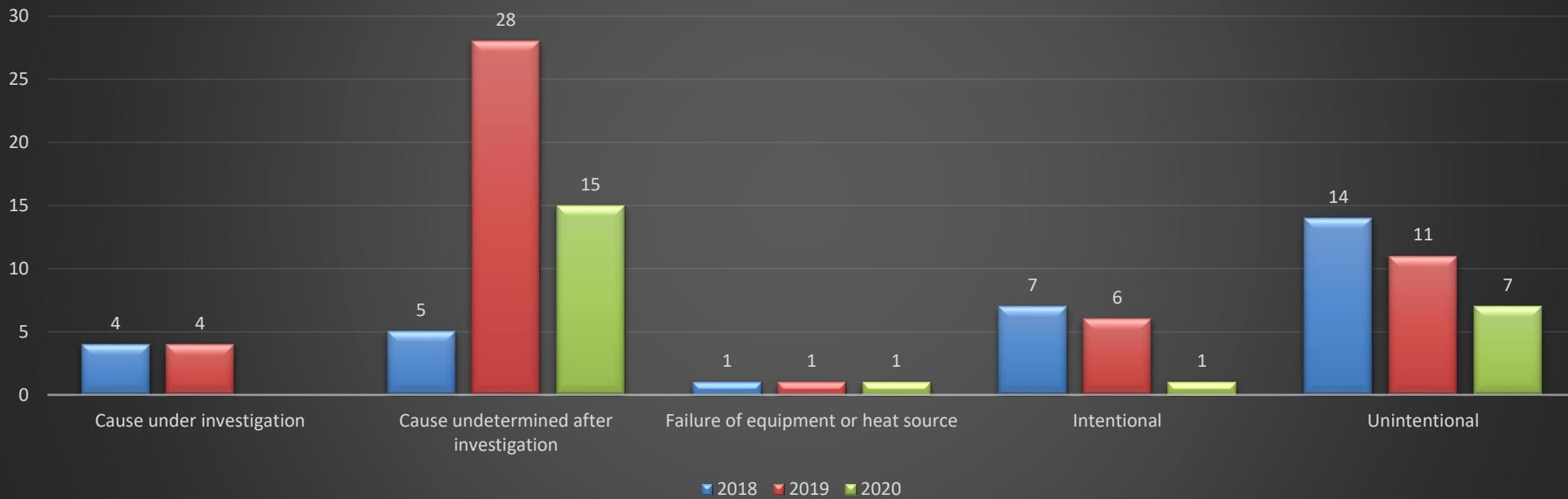


HFD Strategic Priorities:

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 April



Analysis

➤ Intentional & Unintentional fires are significantly done when compared to 2018 & 2019.

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

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



HFD Strategic Priorities:
Provide Public Education, & Community Engagement

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

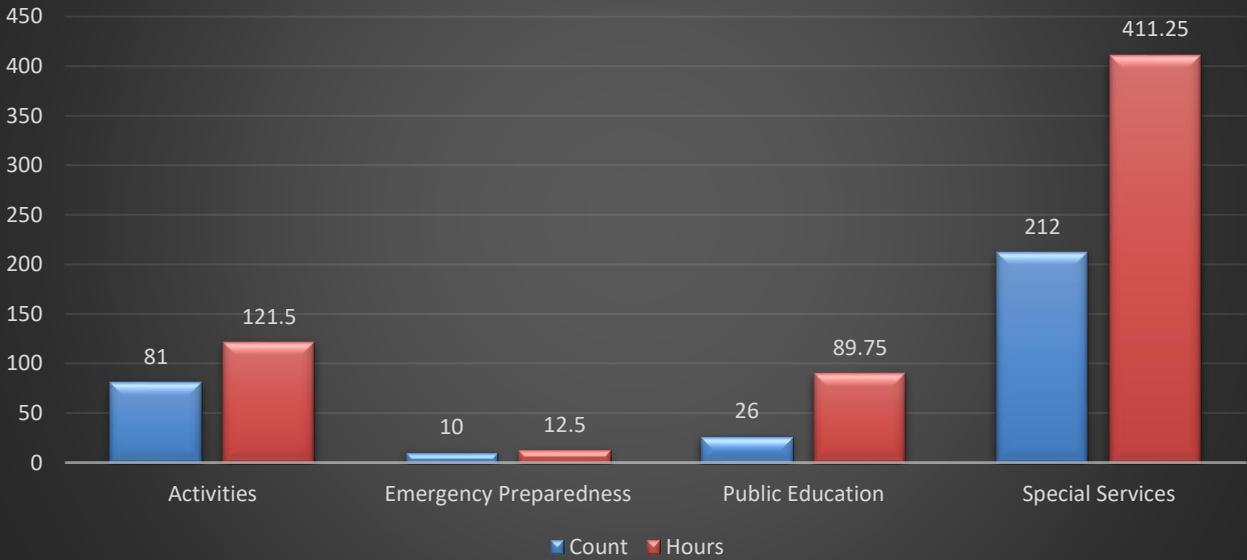
Data Source: HFD Firehouse Software

Current Period: 04/01/2020 - 04/30/2020

HISTORICAL ANALYSIS

Reporting Period	02/20	03/20	04/20
Total Activities	292	281	329
Total Adults	2,749	1,416	6,354
Total Children	213	108	17
Smoke Detector	19	14	9
Car Seats	3	0	0

Special Services 9 Smoke Detectors, 16 CO Alarms



Attendance

Total Working Hours:	635	Total Hours Off:	0
Total Hours on Duty:	635.5	Hours Accounted For:	99.92%

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.



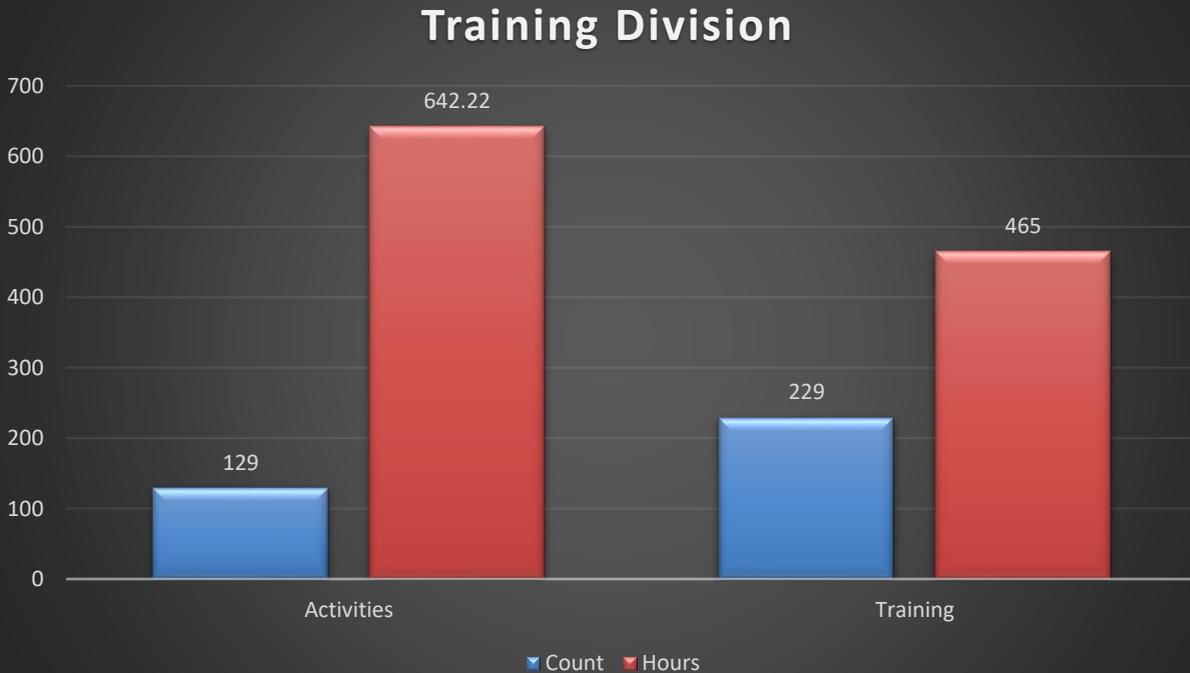
HFD Strategic Priorities:
Provide Mandated Training to Hartford Fire Department Personnel

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: 04/01/2020 – 04/30/2020

HISTORICAL ANALYSIS



Attendance

Recommendations

Impact

Total Working Hours:	1107.22	Total Hours Off:	140
Total Hours on Duty:	1083.5	Hours Accounted For:	102.19%

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.

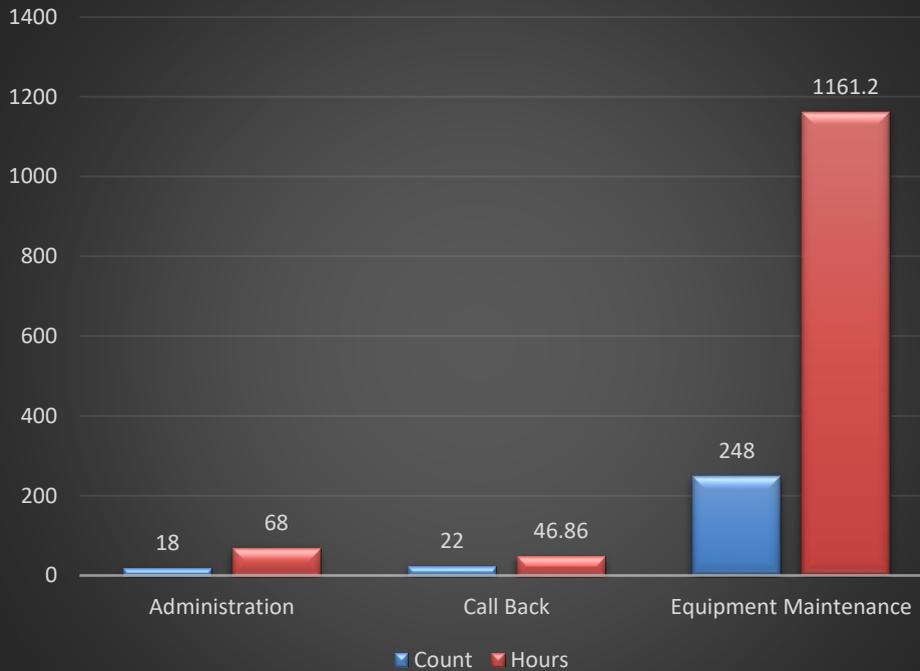
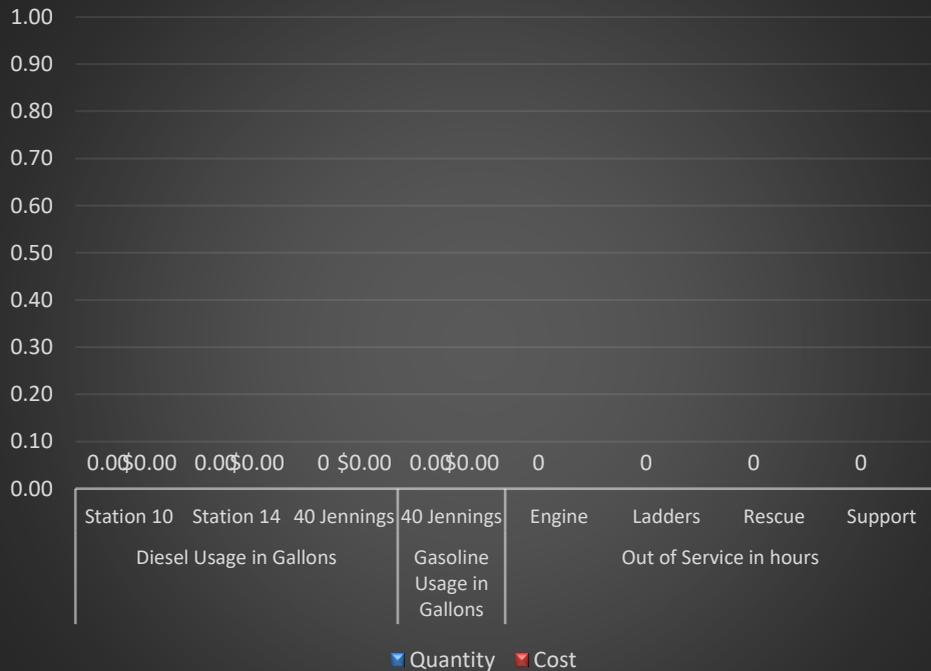


Data Source:
HFD Firehouse Software

Current Period:
04/01/2020 – 04/30/2020

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

Total Working Hours:	1,276.06	Total Hours Off:	290
Total Hours on Duty:	1,351.00	Hours Accounted For:	94.45%

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.
- Why is fuel usage not available?

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.

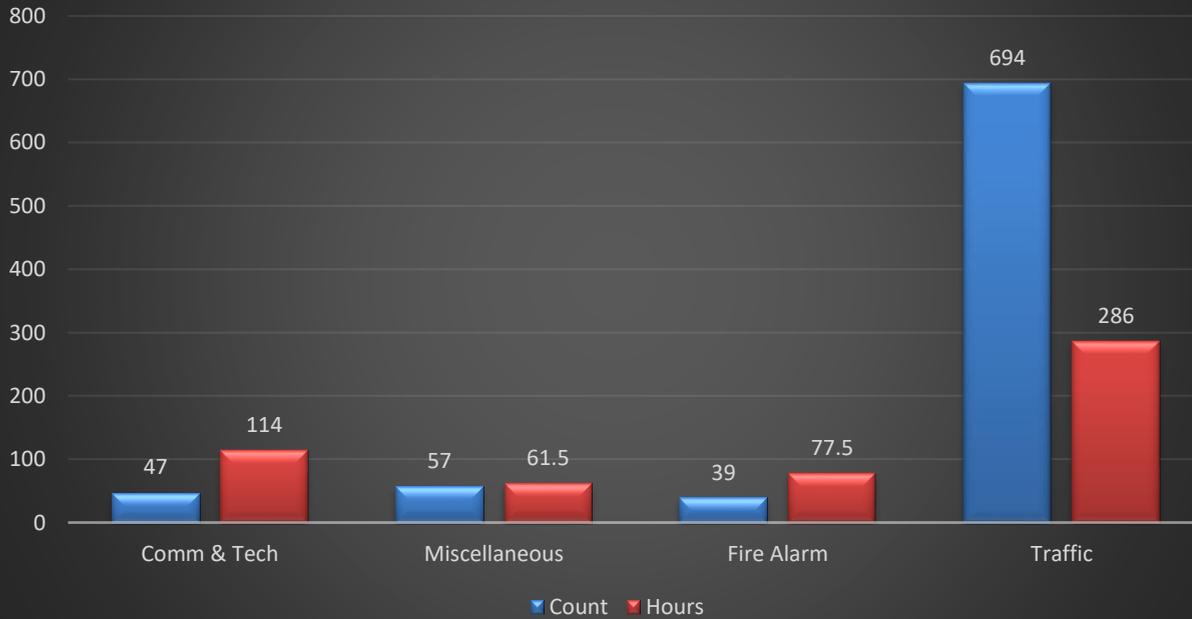
Data Source: HFD Firehouse Software

Current Period: 04/01/2020 – 04/30/2020

HISTORICAL ANALYSIS

Reporting Period	Historical Analysis Data			
	Traffic	Comm & Tech	Training / Misc	Fire Alarm
11/19	704	36	60	177
12/19	716	38	63	62
01/20	1206	61	75	76
02/20	582	63	45	55
03/20	649	45	47	38

Fire Alarm Communications Technology



Attendance

Total Working Hours:	539.00	Total Hours Off:	120
Total Hours on Duty:	692.00	Hours Accounted For:	77.89%

Recommendations

- ✓ Excellent work, FACT division.
- ✓ Why is time accounted for not 90%?

Impact

- IS&IT execution of relevant duties and responsibilities.

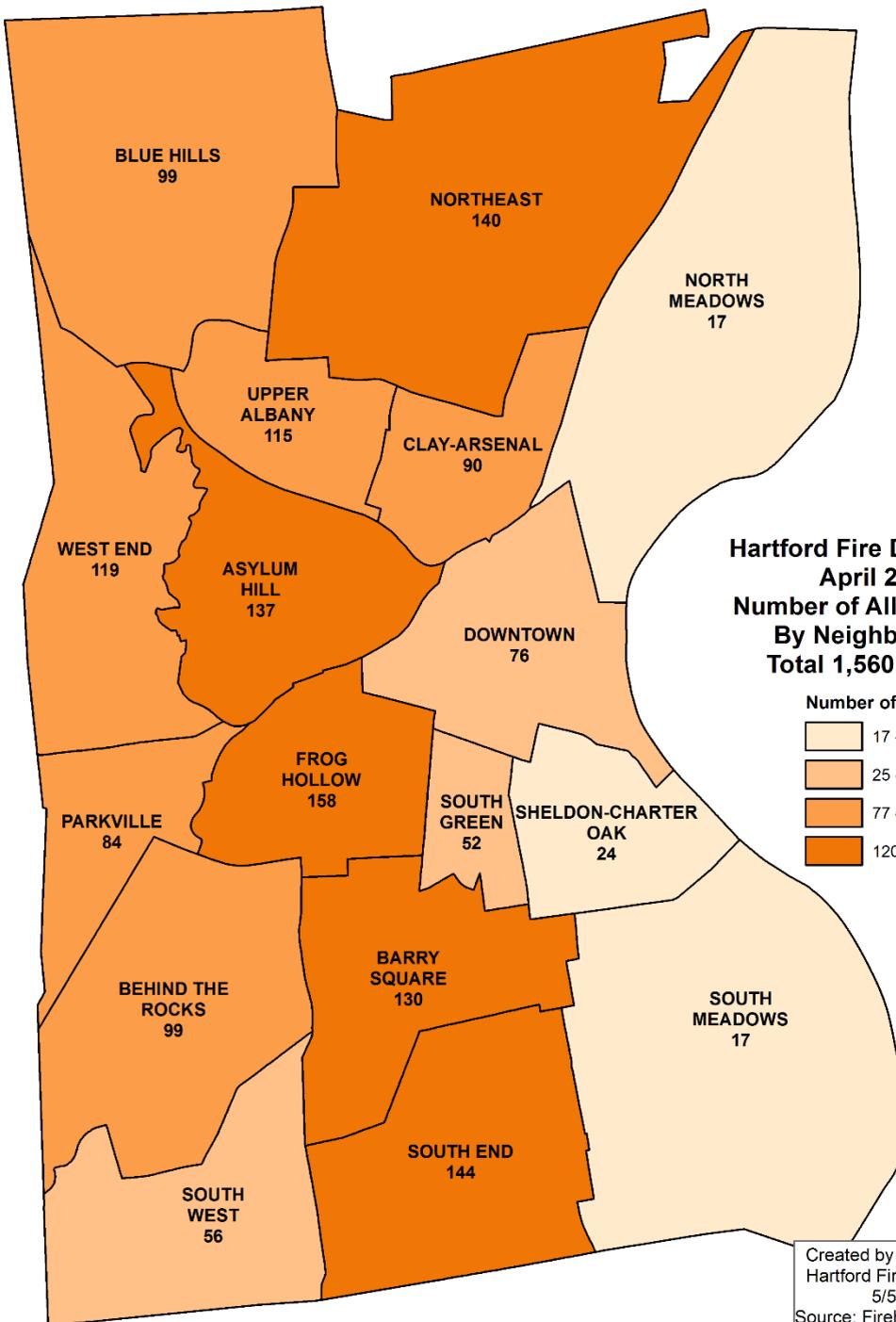
EMERGENCY RESPONSE DATA



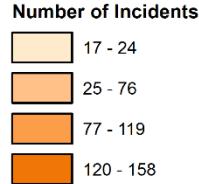
"Goal Oriented, Results Driven"

EMS

April 2020



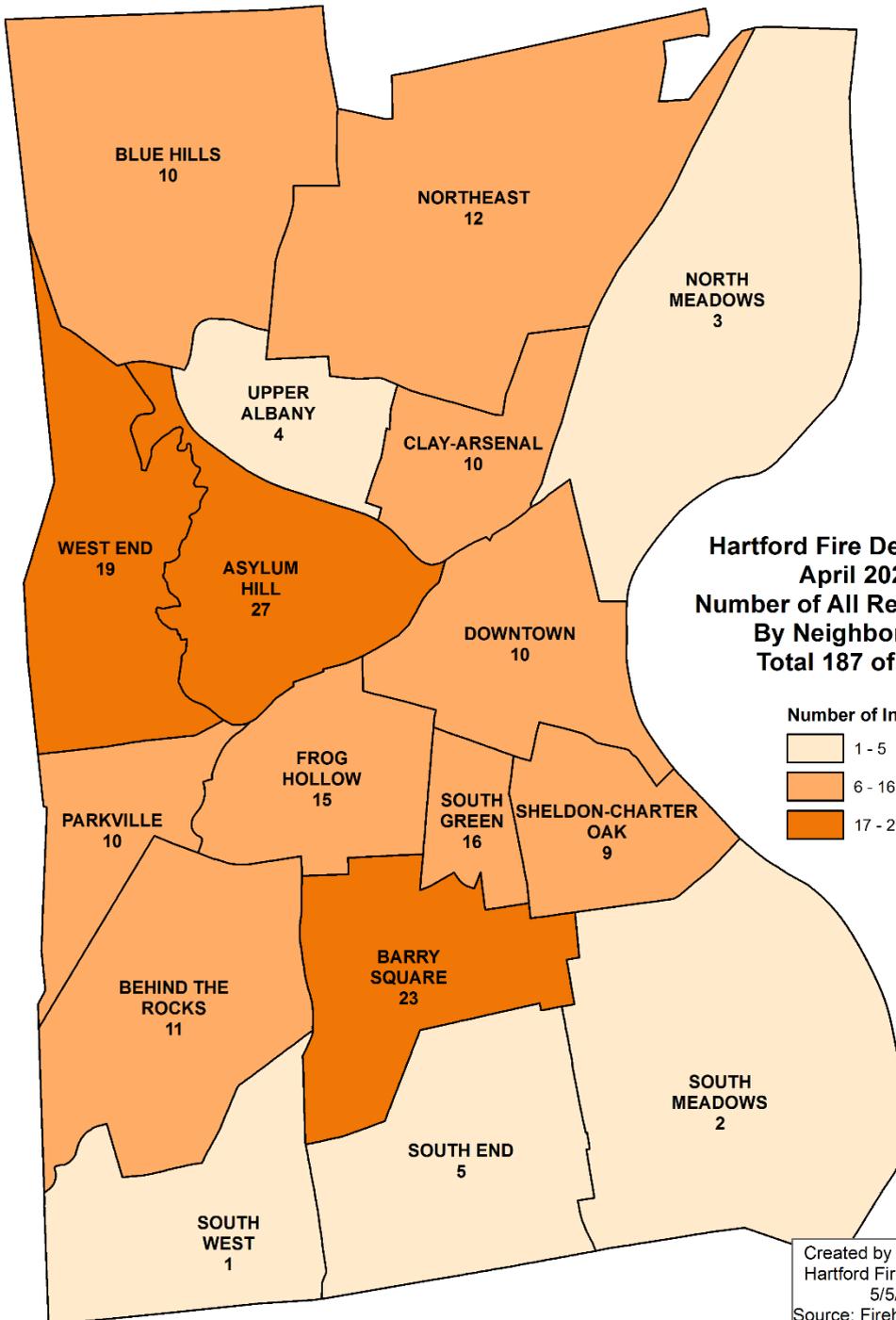
**Hartford Fire Department
April 2020
Number of All EMS Calls
By Neighborhood
Total 1,560 of Calls**



Created by Leandro Cieri
Hartford Fire Department
5/5/2020
Source: Firehouse Software
Geocoded 1,557
Not Geocoded: 3

Incident Type	Description	Count
321	EMS call, excluding vehicle accident with injury	866
311	Medical assist, assist EMS crew	543
322	Motor vehicle accident with injuries	59
324	Motor Vehicle Accident with no injuries	43
300	Rescue, EMS incident, other	35
510	Person in distress, Other	12
323	Motor vehicle/pedestrian accident (MV Ped)	2

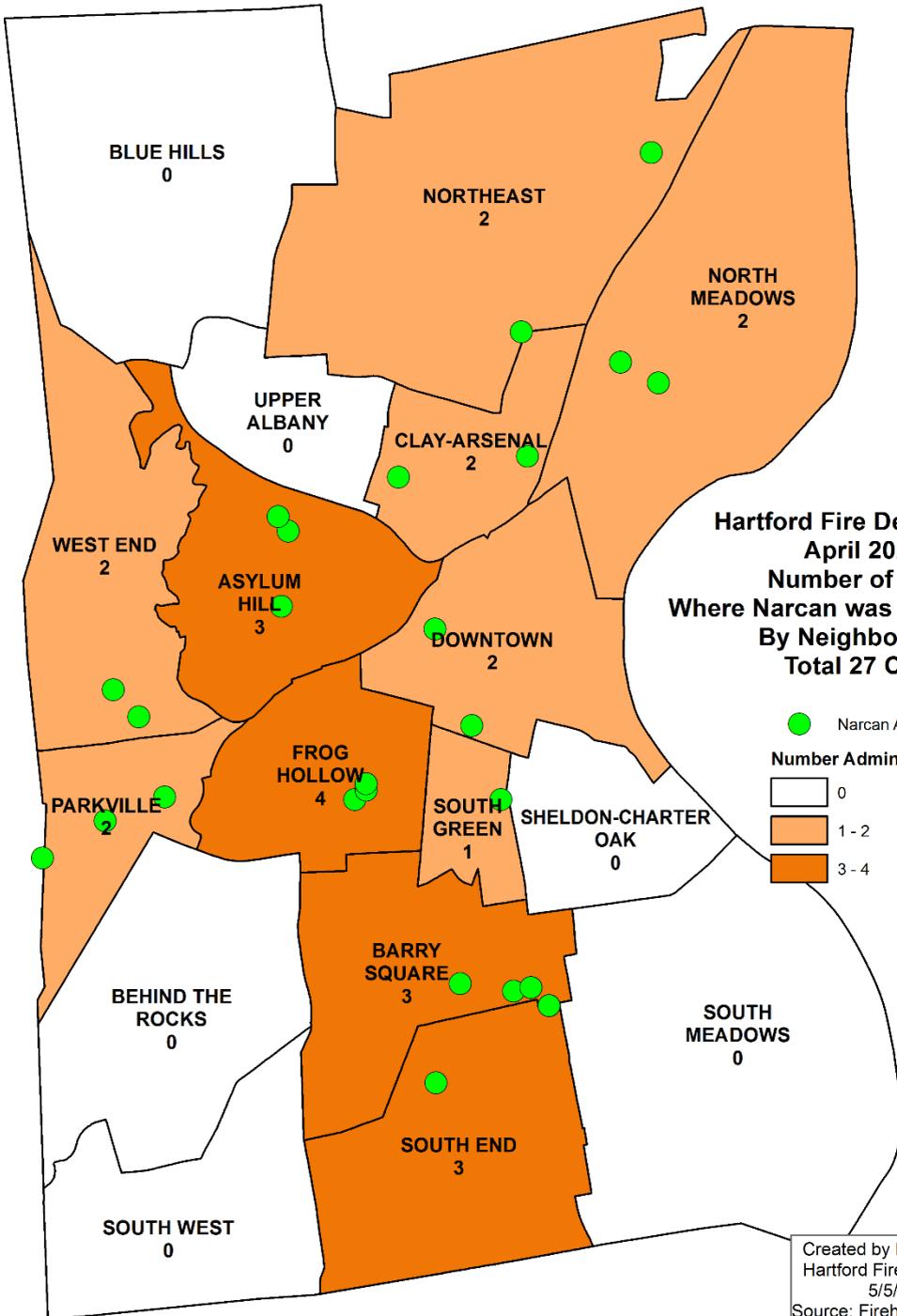
Rescue Calls Rescue 2020



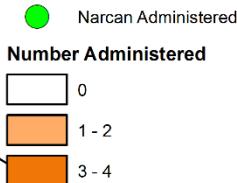
Created by Leandro Cieri
Hartford Fire Department
5/5/2020
Source: Firehouse Software
Geocoded: 187
Not Geocoded: 0

Incident Type	Description	Count
381	Rescue or EMS standby	165
353	Removal of victim(s) from stalled elevator	9
511	Lock-out	7
352	Extrication of victim(s) from vehicle	2
331	Lock-in (if lock out , use 511)	1
461	Building or structure weakened or collapsed	1
350	Extrication, rescue, Other	1
365	Watercraft rescue	1

Narcan Administered April 2020



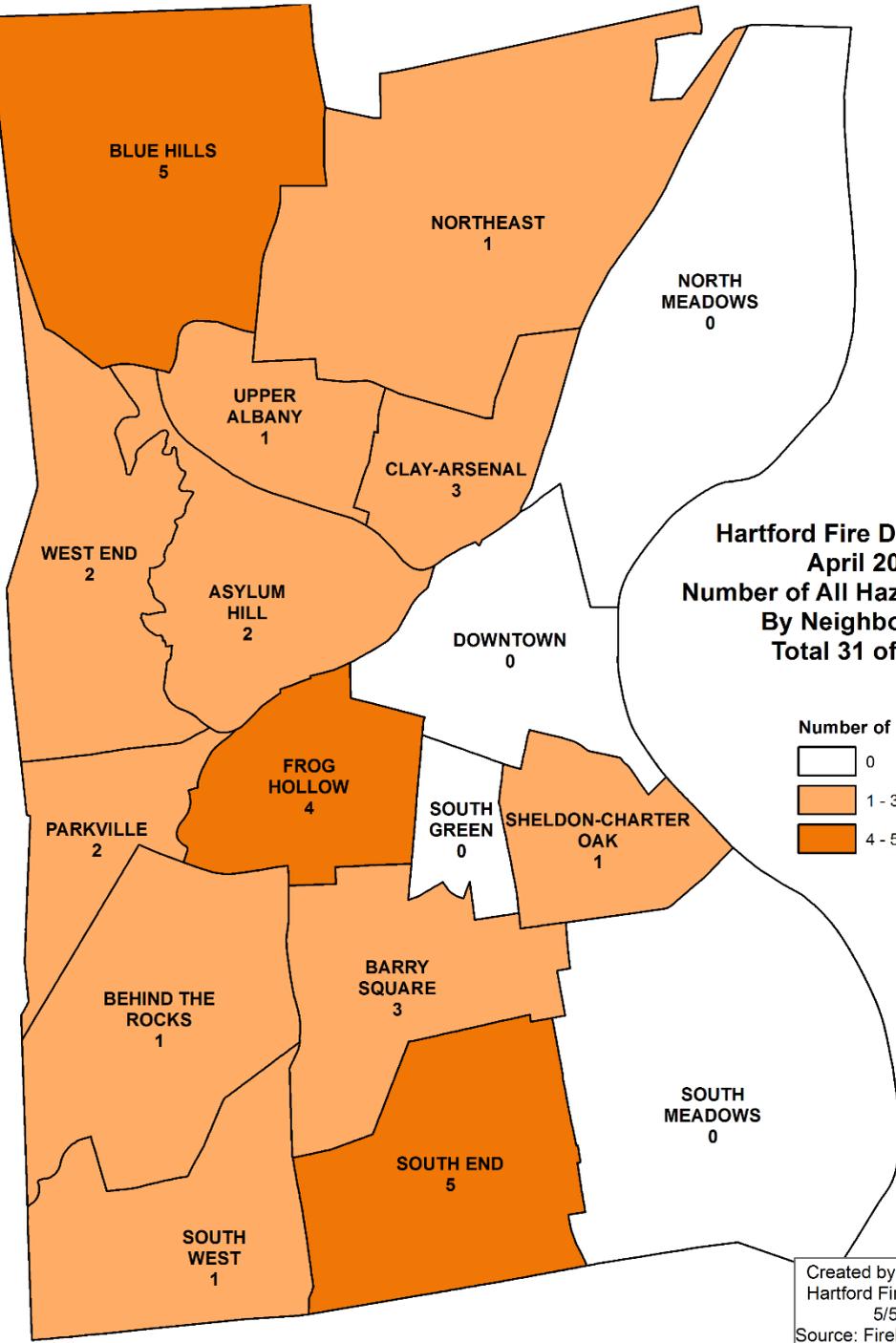
Hartford Fire Department
April 2020
Number of Calls
Where Narcan was Administered
By Neighborhood
Total 27 Calls



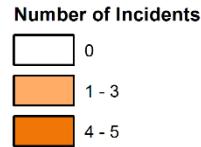
Created by Leandro Cieri
Hartford Fire Department
5/5/2020
Source: Firehouse Software
Geocoded: 26
Not Geocoded: 1

Hazardous Materials

April 2020



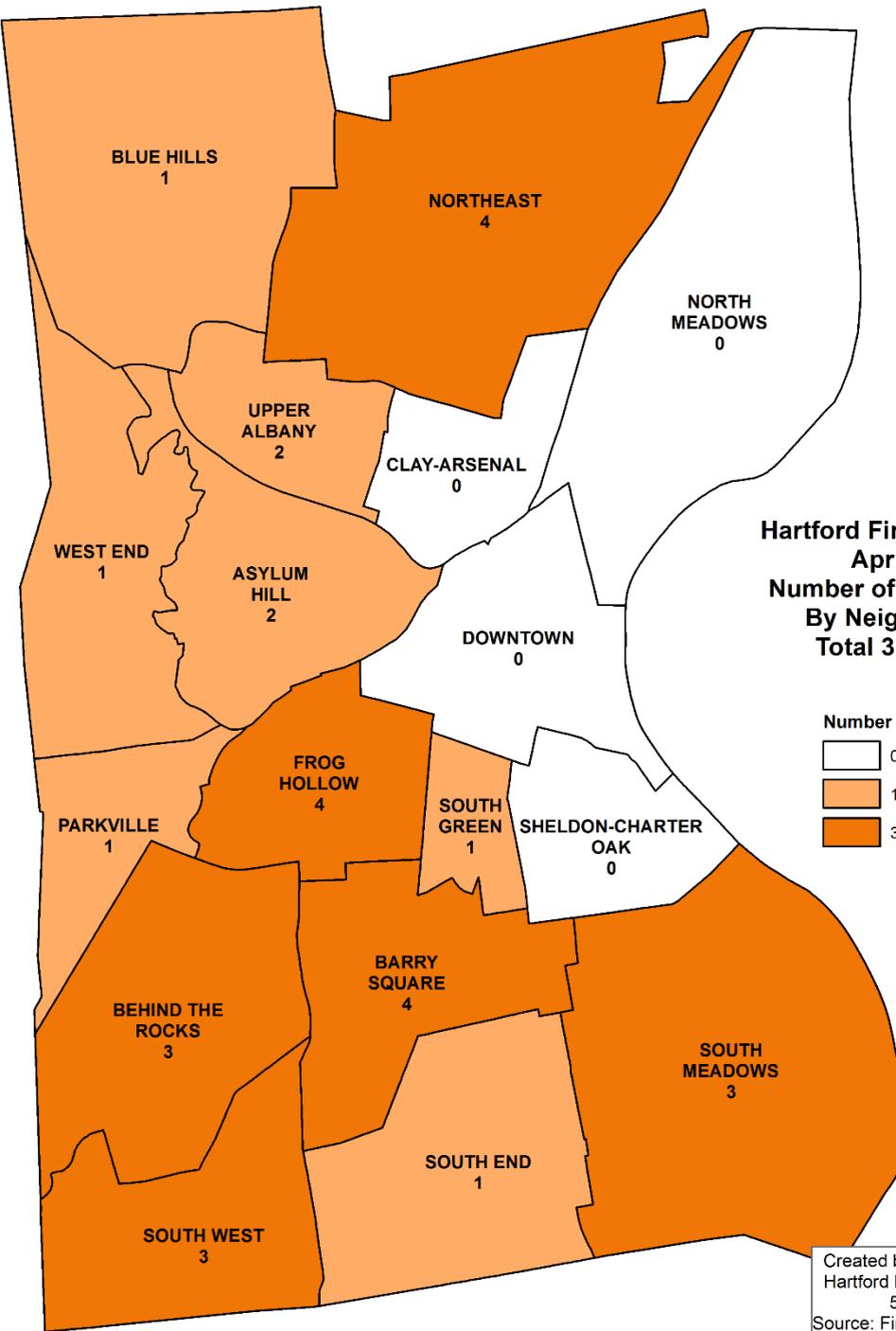
**Hartford Fire Department
April 2020
Number of All Hazardous Calls
By Neighborhood
Total 31 of Calls**



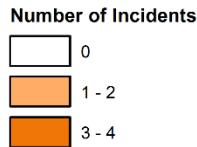
Created by Leandro Cieri
Hartford Fire Department
5/5/2020
Source: Firehouse Software
Geocoded: 31
Not Geocoded: 0

Incident Type	Description	Count
412	Gas leak (natural gas or LPG)	12
424	Carbon monoxide incident	9
400	Hazardous condition, Other	4
463	Vehicle accident, general cleanup	2
411	Gasoline or other flammable liquid spill	1
460	Accident, potential accident, Other	1
410	Combustible/flammable gas/liquid condition, other	1
420	Toxic condition, Other	1

All Fires April 2020



**Hartford Fire Department
April 2020
Number of All Fire Calls
By Neighborhood
Total 31 of Calls**

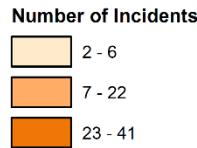
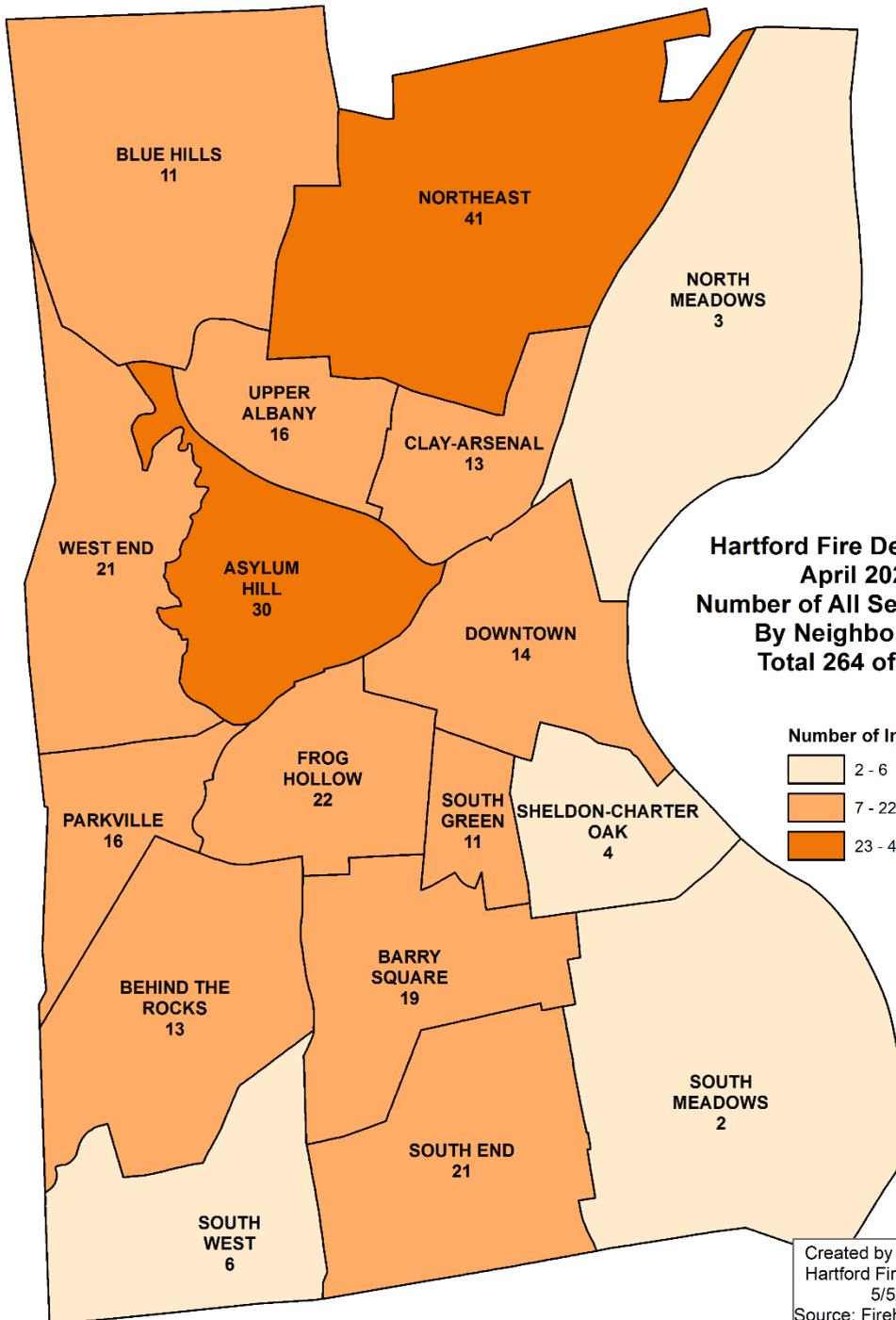


Created by Leandro Cieri
Hartford Fire Department
5/5/2020
Source: Firehouse Software
Geocoded: 30
Not Geocoded: 1

Incident Type	Description	Count
113	Cooking fire, confined to container	6
131	Passenger vehicle fire	6
111	Building fire	6
151	Outside rubbish, trash or waste fire	5
150	Outside rubbish fire, Other	2
140	Natural vegetation fire, Other	2
142	Brush or brush-and-grass mixture fire	1
116	Fuel burner/boiler malfunction, fire confined	1
154	Dumpster or other outside trash receptacle fire	1
132	Road freight or transport vehicle fire	1

Service Calls

April 2020

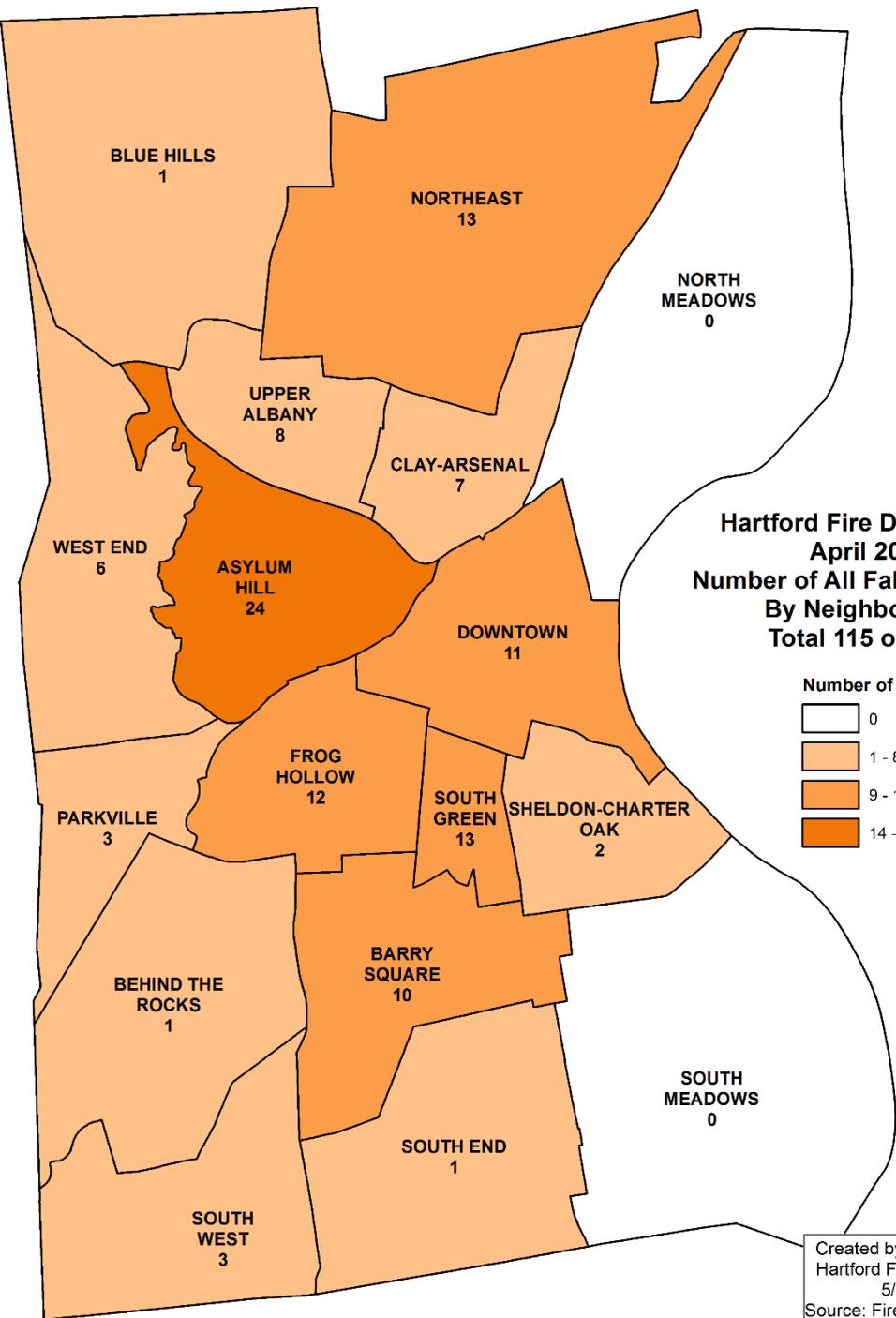


Created by Leandro Cieri
Hartford Fire Department
5/5/2020
Source: Firehouse Software
Geocoded: 263
Not Geocoded: 1

Incident Type	Description	Count
500	Service Call, other	79
552	Police matter	50
531	Smoke or odor removal	48
553	Public service	25
444	Power line down	16
520	Water problem, Other	16
561	Unauthorized burning	8
550	Public service assistance, Other	8
440	Electrical wiring/equipment problem, Other	4
554	Assist invalid	4
551	Assist police or other governmental agency	3
571	Cover assignment, standby, moveup	1
442	Overheated motor	1
555	Defective elevator, no occupants	1

Fire Alarms

April 2020

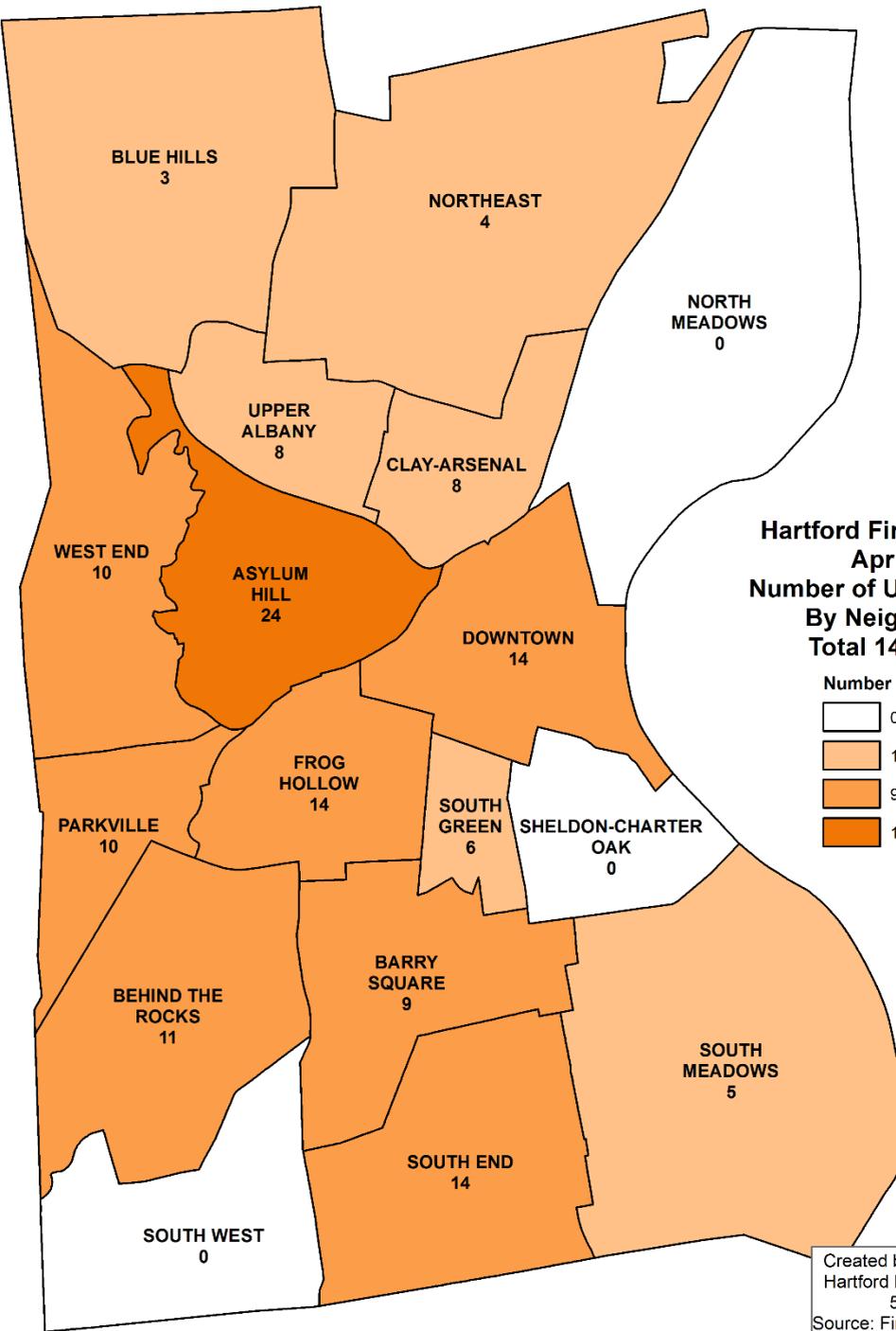


Created by Leandro Cieri
Hartford Fire Department
5/5/2020
Source: Firehouse Software
Geocoded: 115
Not Geocoded: 0

Incident Type	Description	Count
111	Building fire	10
131	Passenger vehicle fire	5
113	Cooking fire, confined to container	4
151	Outside rubbish, trash or waste fire	4
142	Brush or brush-and-grass mixture fire	4
150	Outside rubbish fire, Other	3
154	Dumpster or other outside trash receptacle fire	2
161	Outside storage fire	1
117	Commercial Compactor fire, confined to rubbish	1
114	Chimney or flue fire, confined to chimney or flue	1
162	Outside equipment fire	1
130	Mobile property (vehicle) fire, Other	1
118	Trash or rubbish fire, contained	1

Undefined Calls

April 2020

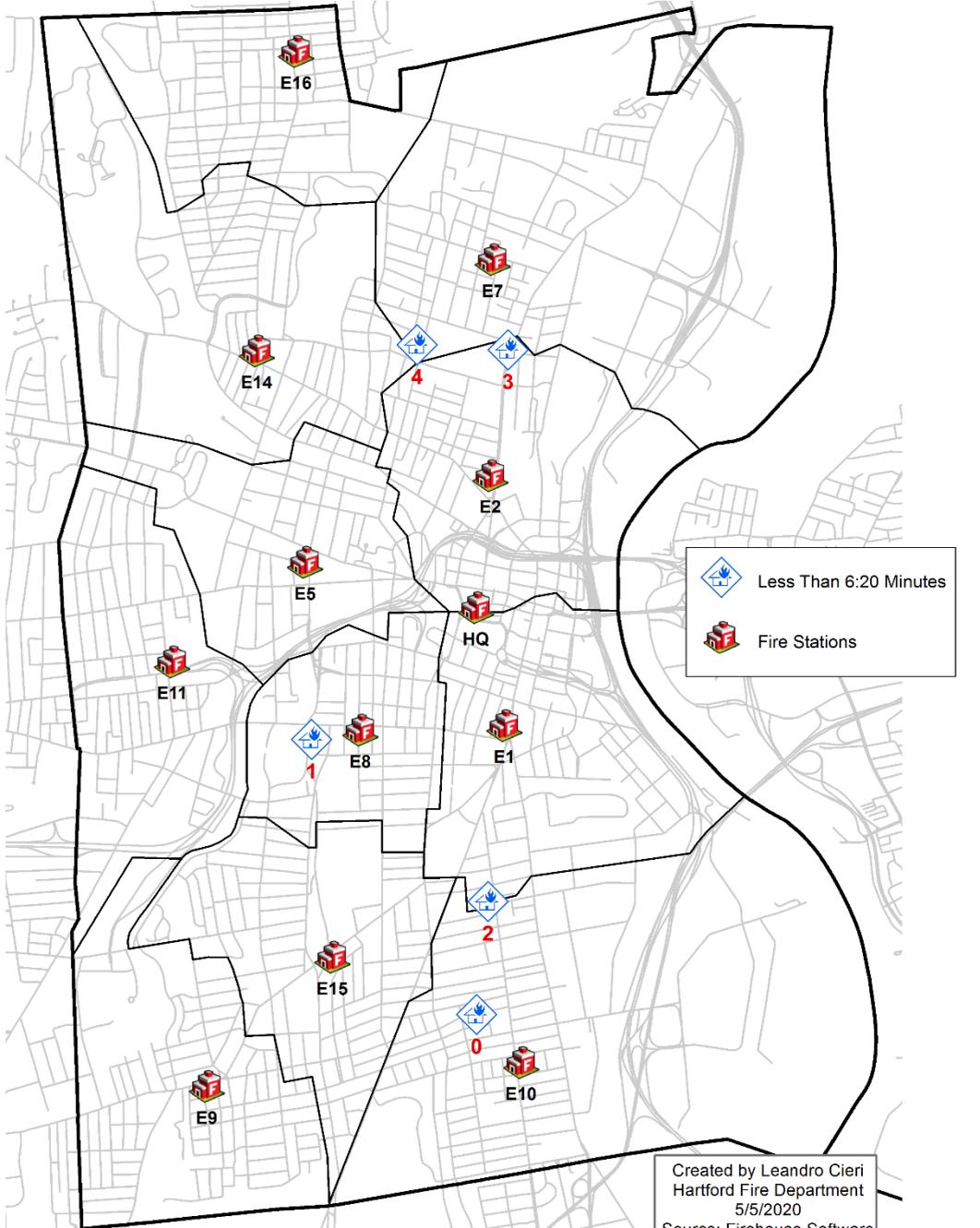


Created by Leandro Cieri
Hartford Fire Department
5/5/2020
Source: Firehouse Software
Geocoded: 140
Not Geocoded: 0

Incident Type	Description	Count
622	No incident found on arrival at dispatch address	117
611	Dispatched & cancelled en route	6
621	Wrong location	4
900	Special type of incident, Other	4
661	EMS call, party transported by non-fire agency	3
651	Smoke scare, odor of smoke	2
671	HazMat release investigation w/no HazMat	1
653	Smoke from barbecue, tar kettle	1
600	Good intent call, Other	1
650	Steam, Other gas mistaken for smoke, Other	1

Location of Structure Fires In Relationship to Fire Stations

Key	Incident Number	Response	Firefighter Fatality	Firefighter Injury	Civilian Fatality	Civilians Injured	Cause
0	20-0092076	0:03:08	0	0	0	0	Heat from powered equipment, Other
1	20-0103013	0:04:16	0	0	0	0	Hot or smoldering object, Other
2	20-0105058	0:04:06	0	0	0	0	Undetermined
3	20-0118013	0:04:22	0	0	0	0	Heat source: other
4	20-0120011	0:04:57	0	0	0	0	Electrical arcing



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 Hartford Fire Department
 5/5/2020
 Source: Firehouse Software
 Geocoded: 5
 Not Geocoded: 0

QUESTIONS/COMMENTS



"Goal Oriented, Results Driven"