



City of Hartford
FIRE DEPARTMENT

FIRESTAT

July 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

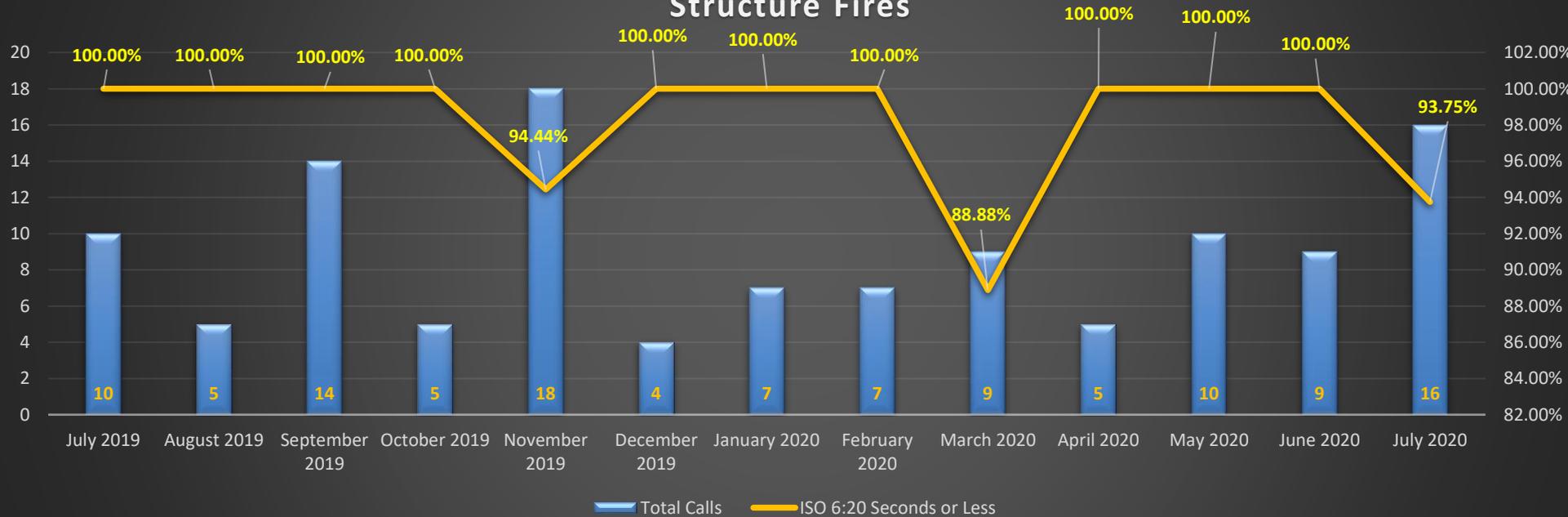
Current Period:
07/01/2020 - 07/31/2020



HFD Strategic Priorities:
Provide Quality Emergency Services

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

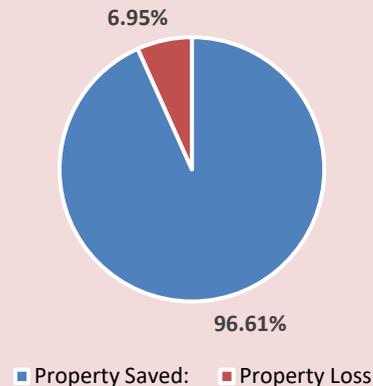
Structure Fires



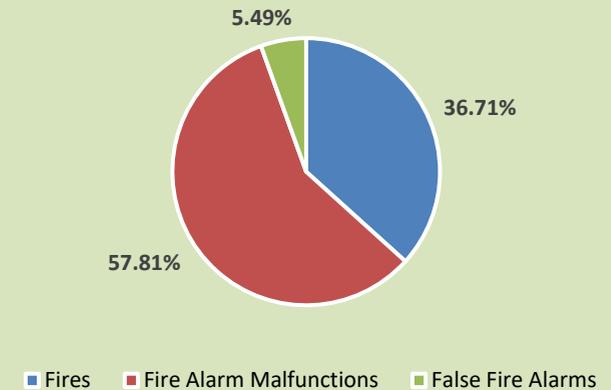
Analysis

- 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.



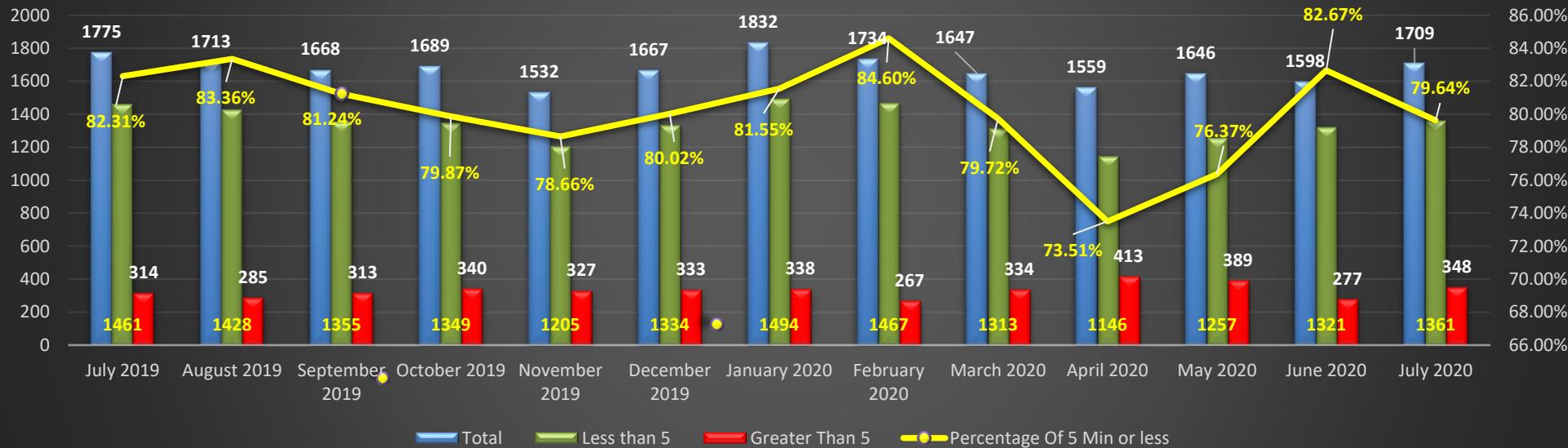
Data Source:
Firehouse Software

Current Period:
07/01/2020 - 07/31/2020

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; however, there was a slight declination in performance for the month of July.

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 to ISO standards.

Data Source: Firehouse Software

Current Period:
07/01/2020 - 07/31/2020



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.



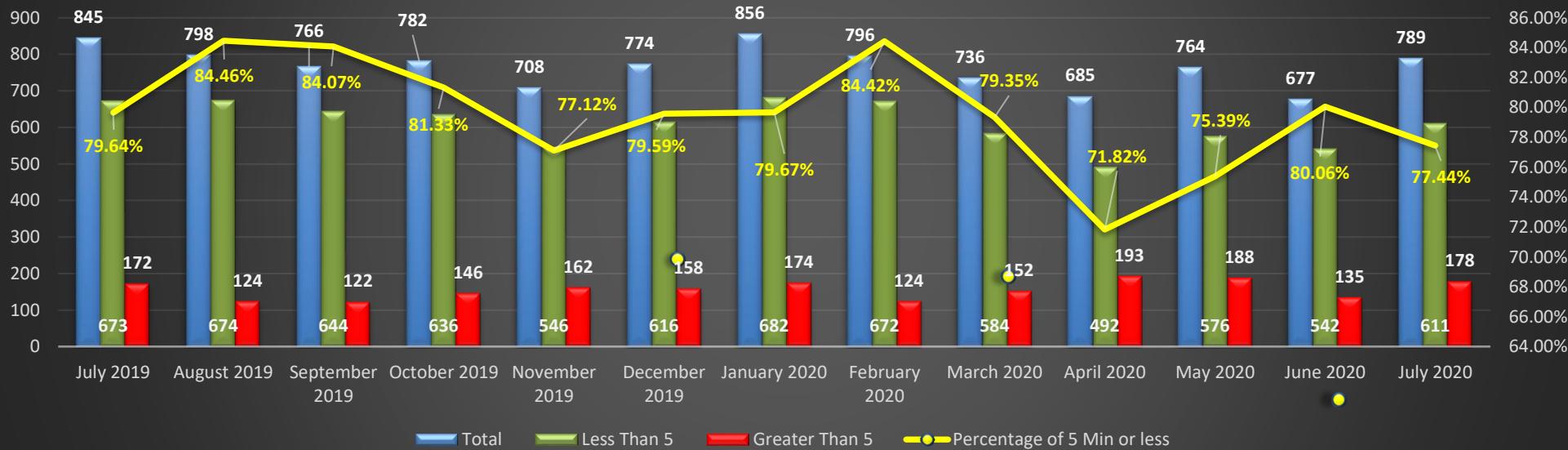
Data Source:
Firehouse Software

Current Period:
07/01/2020 - 07/31/2020

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

➤ Slight declination in performance for 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:
07/01/2020 - 07/31/2020



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:
07/01/2020 - 07/31/2020



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; however, there is a slight declination in performance for the month of July for 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 to ISO standards.

Data Source: Firehouse Software

Current Period:
07/01/2020 - 07/31/2020



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 prescribed 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

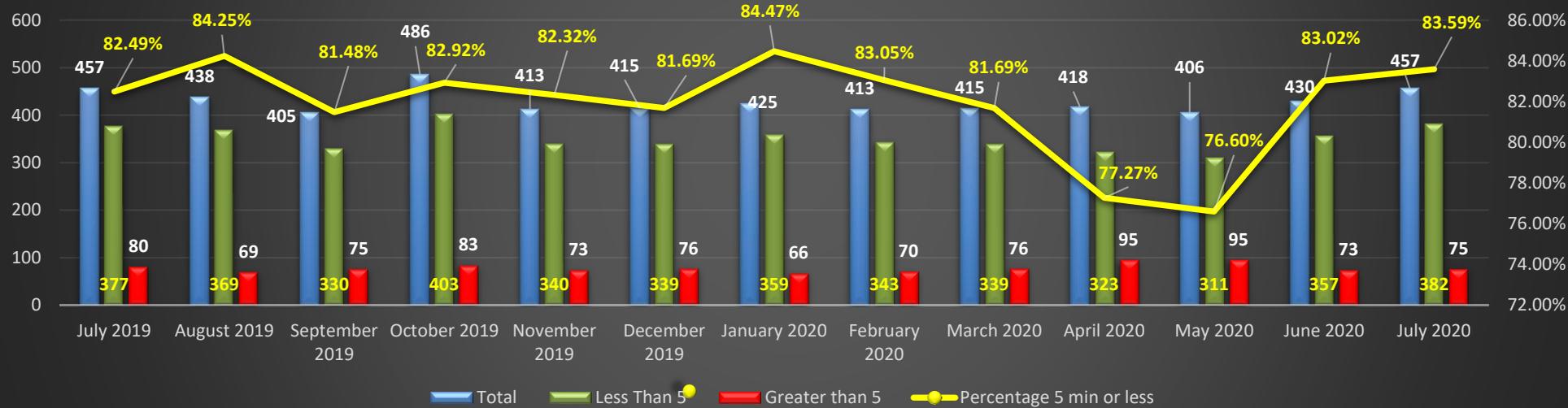
Current Period:
07/01/2020 - 07/31/2020



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. There have been 3 consecutive months of improvement.

Recommendations

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

Impact

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

Fire Response Scorecard

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:
07/01/2020 - 07/31/2020



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:
07/01/2020 - 07/31/2020

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

➤ Slight declination in performance 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 to ISO standards.

Data Source: Firehouse Software

Current Period:
07/01/2020 - 07/31/2020



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:
07/01/2020 - 07/31/2020



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.
- Tour C had a slight declination in performance for 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 D

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

Data Source: Firehouse Software

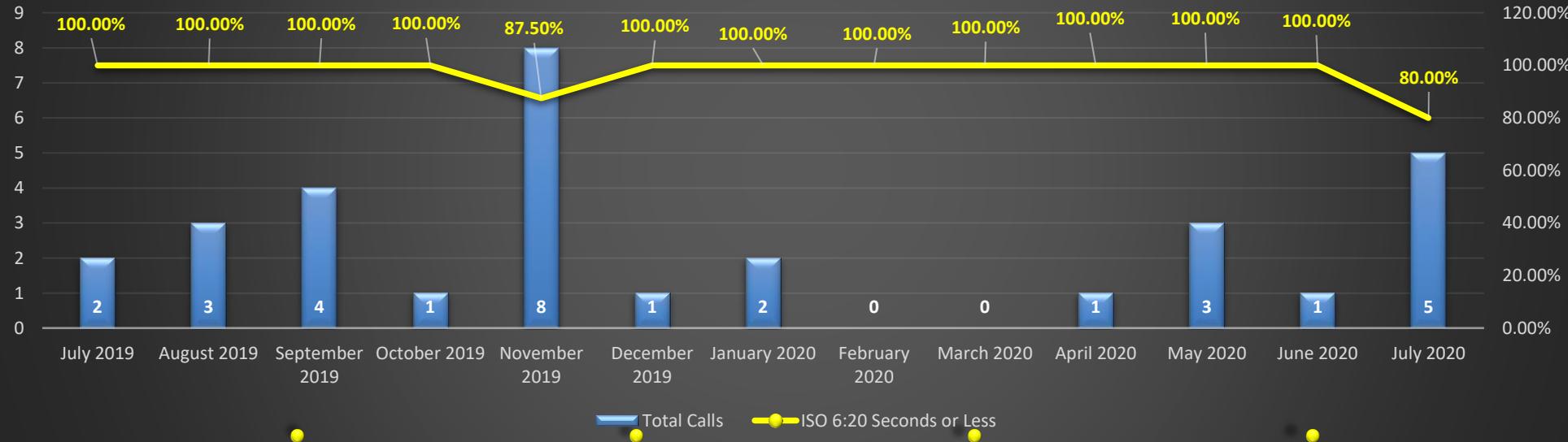
Current Period:
07/01/2020 - 07/31/2020



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

➤ First time in 7 months that performance goal was not met by Tour D.

Obtain & maintain excellent emergency responses.

➤ Life safety incident stabilization.

EMS Response Scorecard

Tour D

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



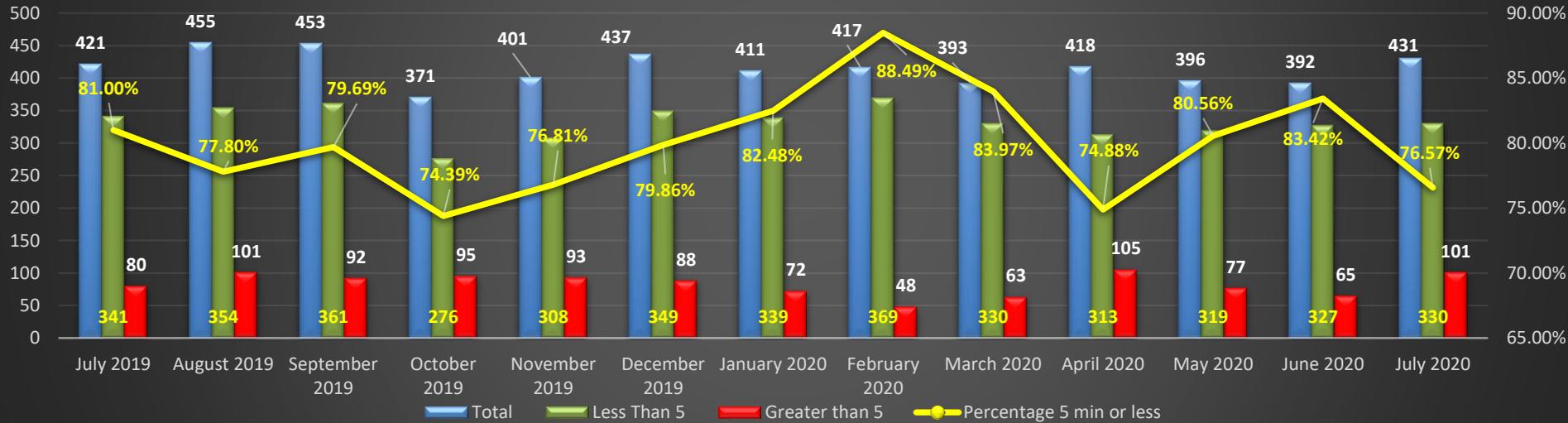
Data Source:
Firehouse Software

Current Period:
07/01/2020 - 07/31/2020

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; however, there was a slight declination in performance for the month of July for 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.

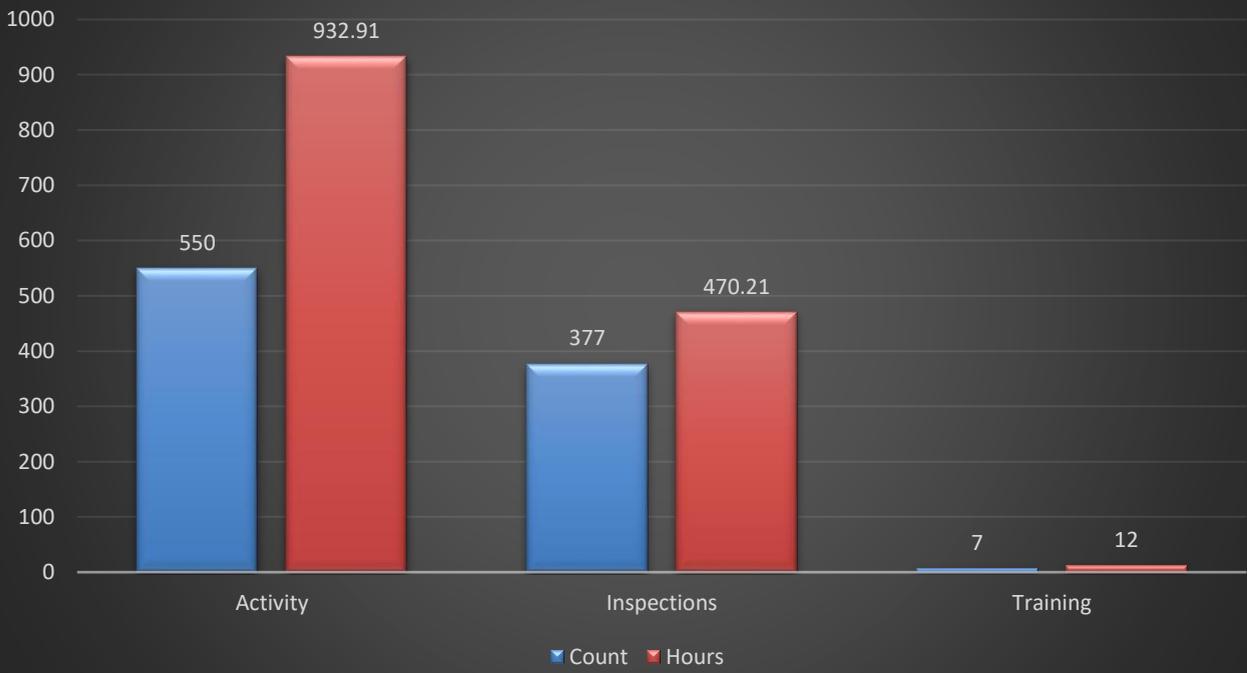
Data Source: HFD Firehouse Software

Current Period: 07/01/2020 - 07/31/2020

Fire Marshal Office

HISTORICAL ANALYSIS

Reporting Period	Violations		
	Violations Found	Violations Cleared	
01/20	138	133	
02/20	90	136	
03/20	120	93	
04/20	101	130	
05/20	55	69	
06/20	52	96	
07/20	61	24	



Attendance

Total Working Hours:	1,415.12	Total Hours Off:	1140
Total Hours on Duty:	1,391.25	Hours Accounted For:	101.72%

Recommendations

- ✓ Why is time accounted for over 100%?
- ✓ What progress is being made on staying on schedule for all places of public assembly and high hazard occupancies?

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.



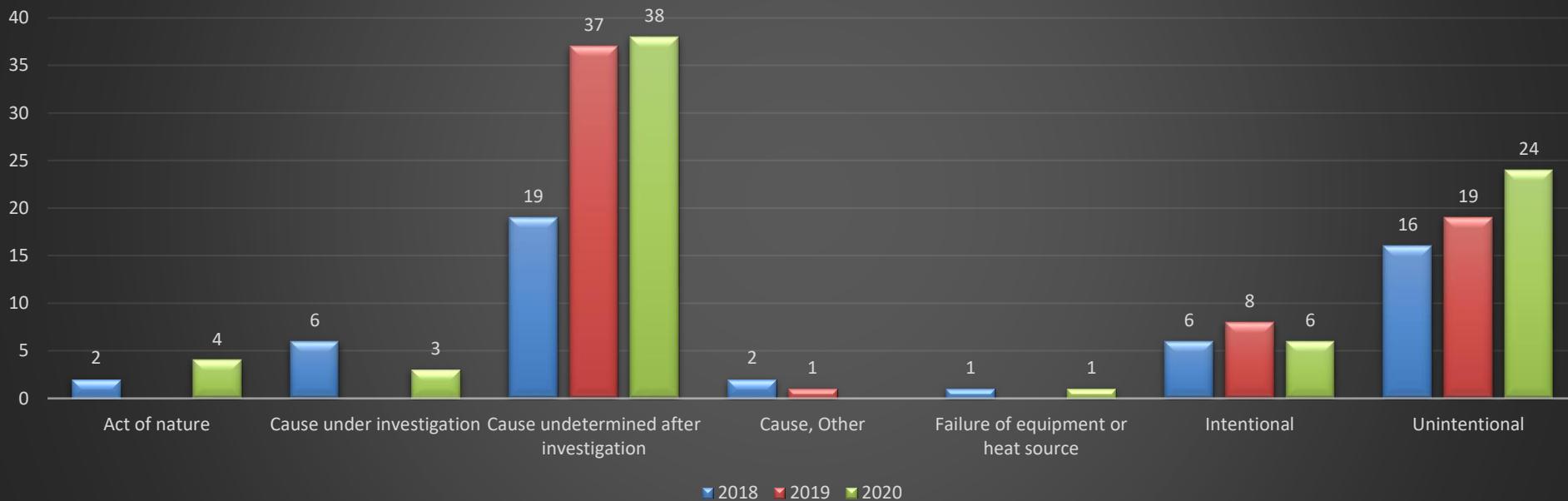
Data Source:
Firehouse Software

Current Period:
07/01/2020 - 07/31/2020

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 July



Analysis

Recommendations

Impact

➤ Intentional fires are down by 2 when compared to July of 2019 and Unintentional fires are up when compared to July of 2019 by 5.

✓ 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 1st Quarter 2019.

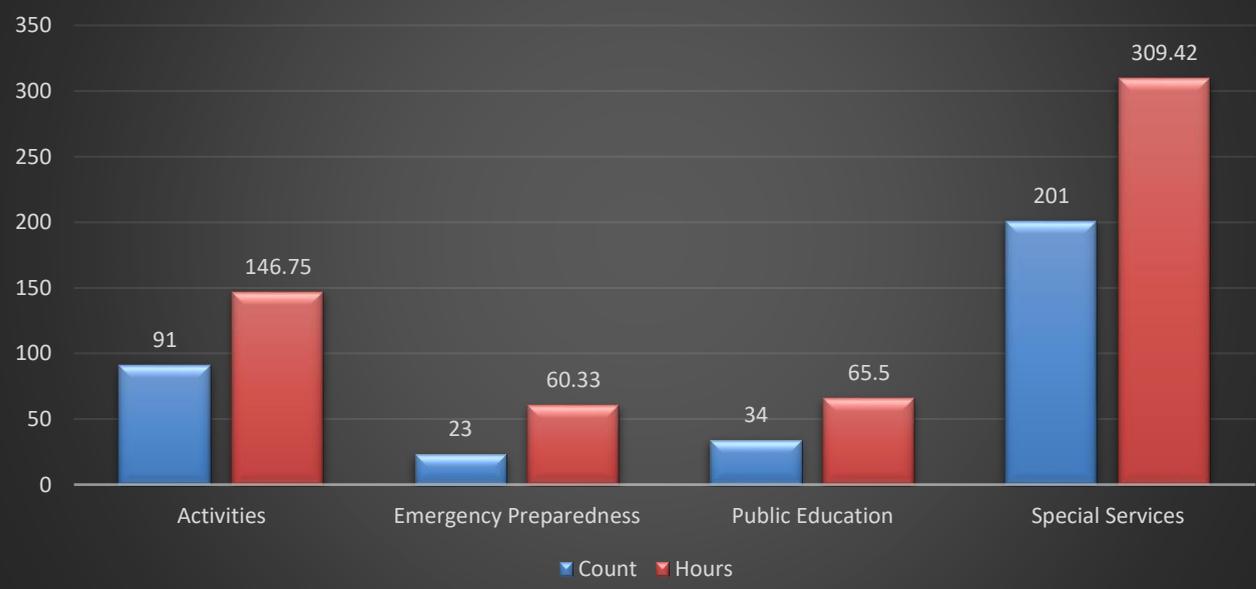
Data Source: HFD Firehouse Software

Current Period: 07/01/2020 - 07/31/2020

HISTORICAL ANALYSIS

Reporting Period	05/20	06/20	07/20
Total Activities	334	356	0
Total Adults	12,796	2,950	4,802
Total Children	136	90	133
Smoke Detector	0	6	0
Car Seats	0	0	0

Special Services 3,476 Water Bottles



Attendance

Total Working Hours:	582	Total Hours Off:	120
Total Hours on Duty:	582	Hours Accounted For:	100.00%

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.

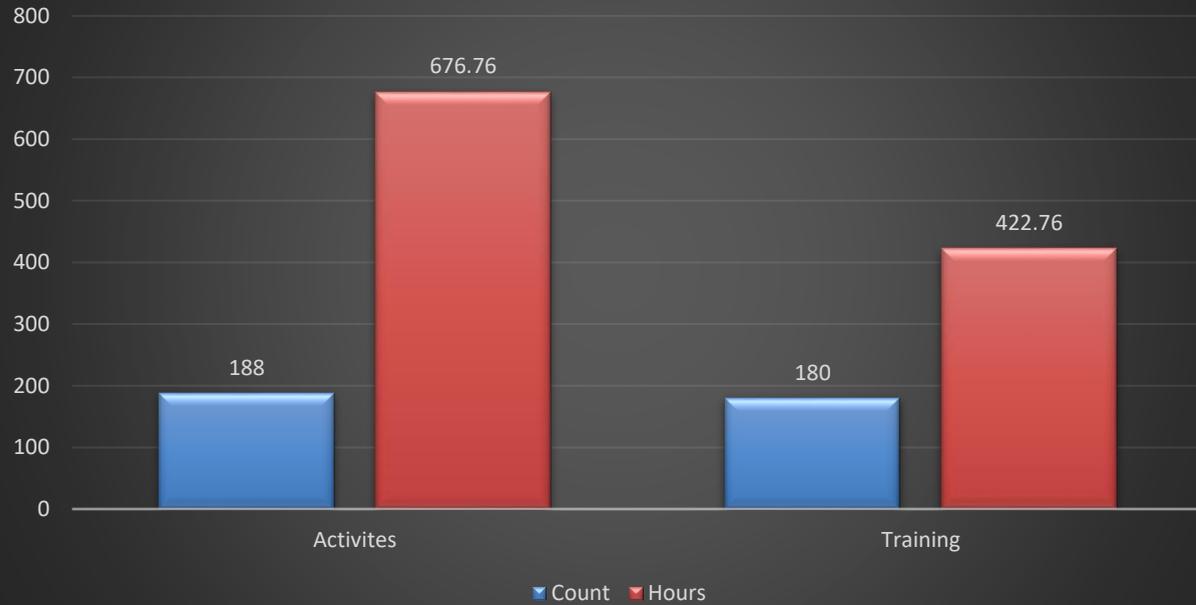
Data Source: HFD Firehouse Software

Current Period: 07/01/2020 – 07/31/2020

HISTORICAL ANALYSIS



Training Division



Attendance

Recommendations

Impact

Total Working Hours:	1099.52	Total Hours Off:	210
Total Hours on Duty:	1125	Hours Accounted For:	97.74%

Outstanding work by our Training Division personnel. Job well done.

- 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.

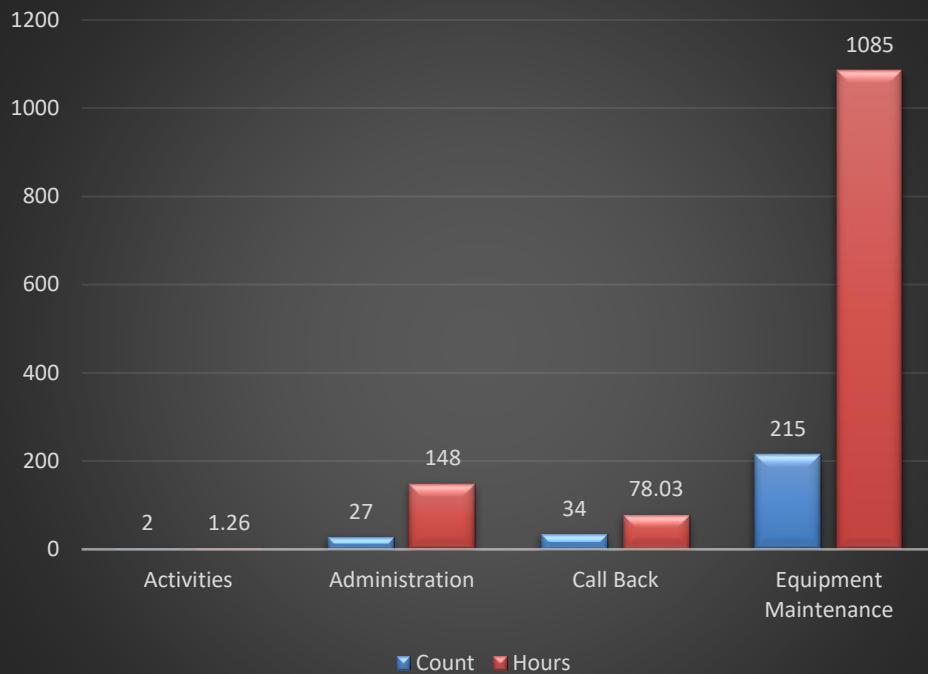
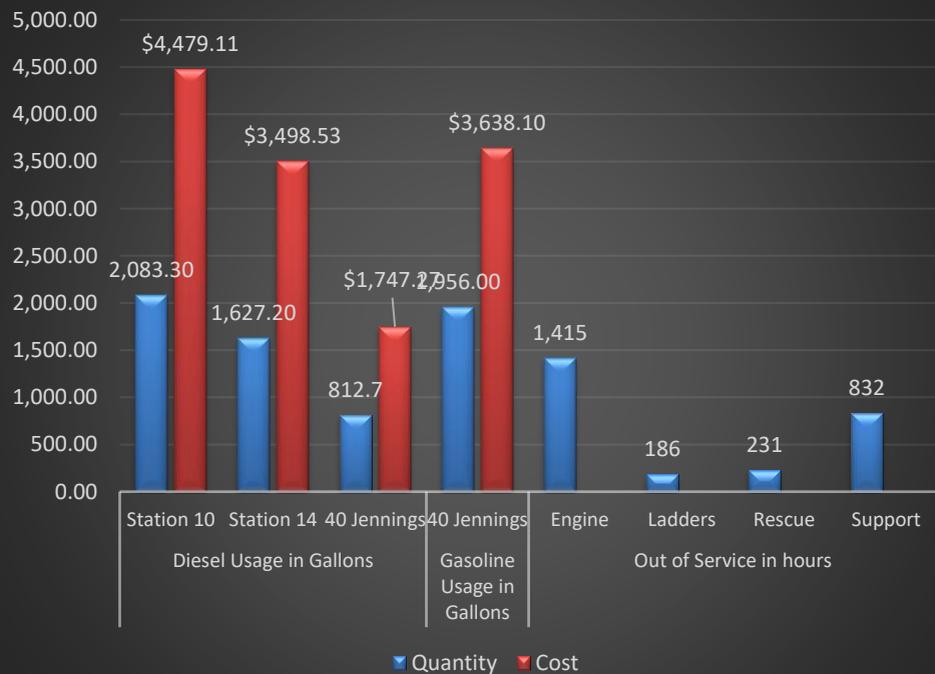


Data Source:
HFD Firehouse Software

Current Period:
07/01/2020 – 07/31/2020

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:	1312.29	Total Hours Off:	170
Total Hours on Duty:	1373	Hours Accounted For:	95.58%

Recommendations

- Status of equipment and apparatus tests?
- Excellent job with time accounted for and work productivity.
- Any developments with fuel stations?

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.

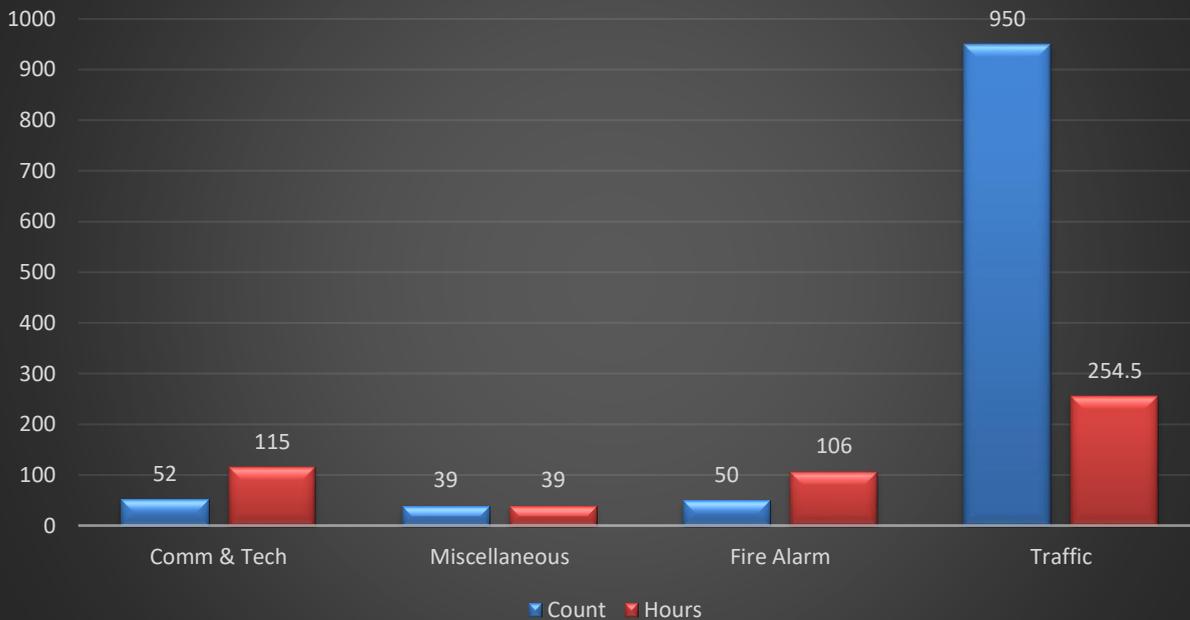
Data Source: HFD Firehouse Software

Current Period: 07/01/2020 – 07/31/2020

HISTORICAL ANALYSIS

Reporting Period	Historical Analysis			
	Traffic	Comm & Tech	Training / Misc	Fire Alarm
02/20	582	63	45	55
03/20	649	45	47	38
04/20	694	47	57	39
05/20	876	61	61	49
06/20	837	45	54	59

Fire Alarm Communications Technology



Attendance

Total Working Hours:	514.50	Total Hours Off:	260
Total Hours on Duty:	559.00	Hours Accounted For:	92.04%

Recommendations

✓ Excellent work, FACT division.

Impact

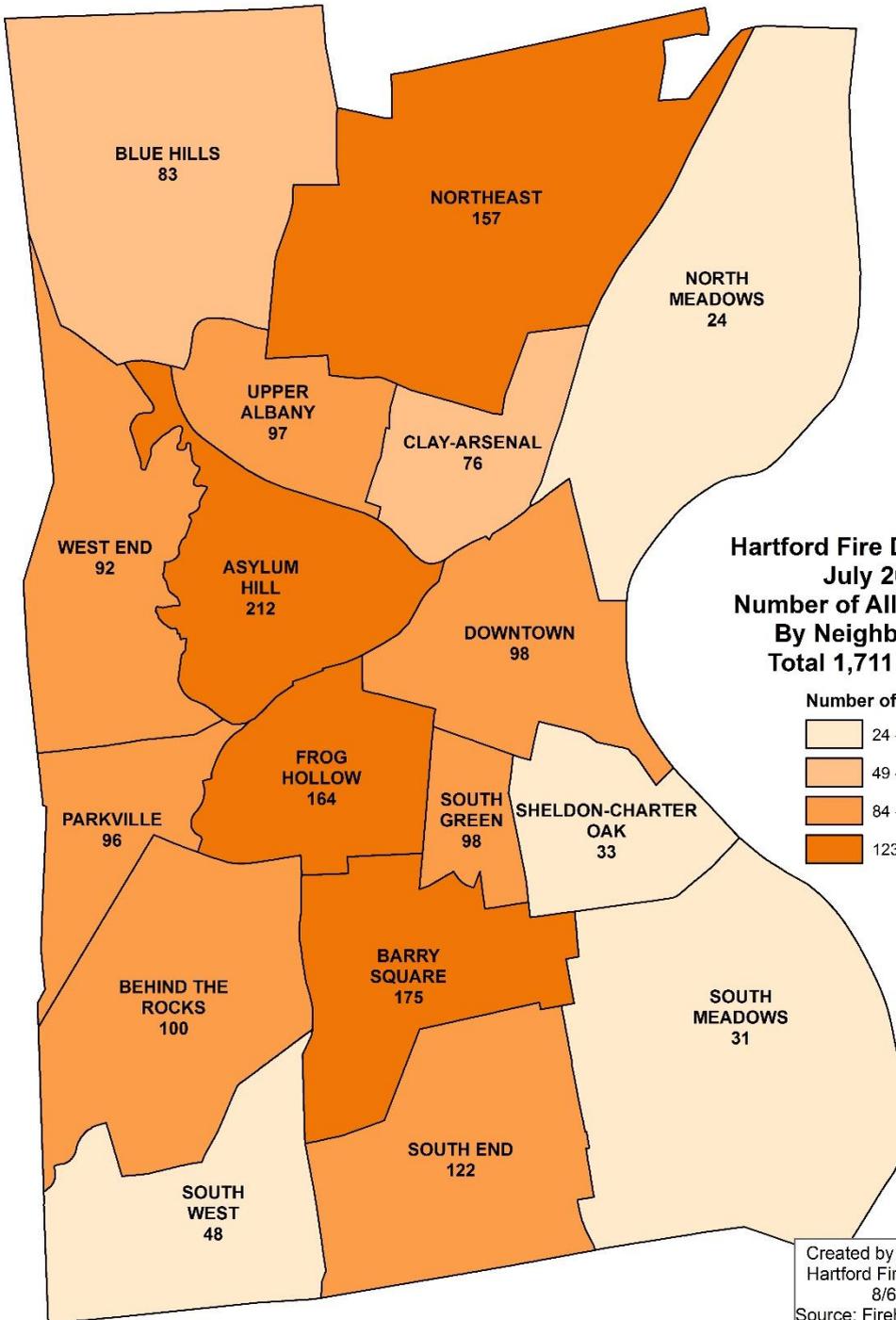
- IS&IT execution of relevant duties and responsibilities.

EMERGENCY RESPONSE DATA

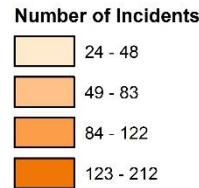


"Goal Oriented, Results Driven"

EMS July 2020



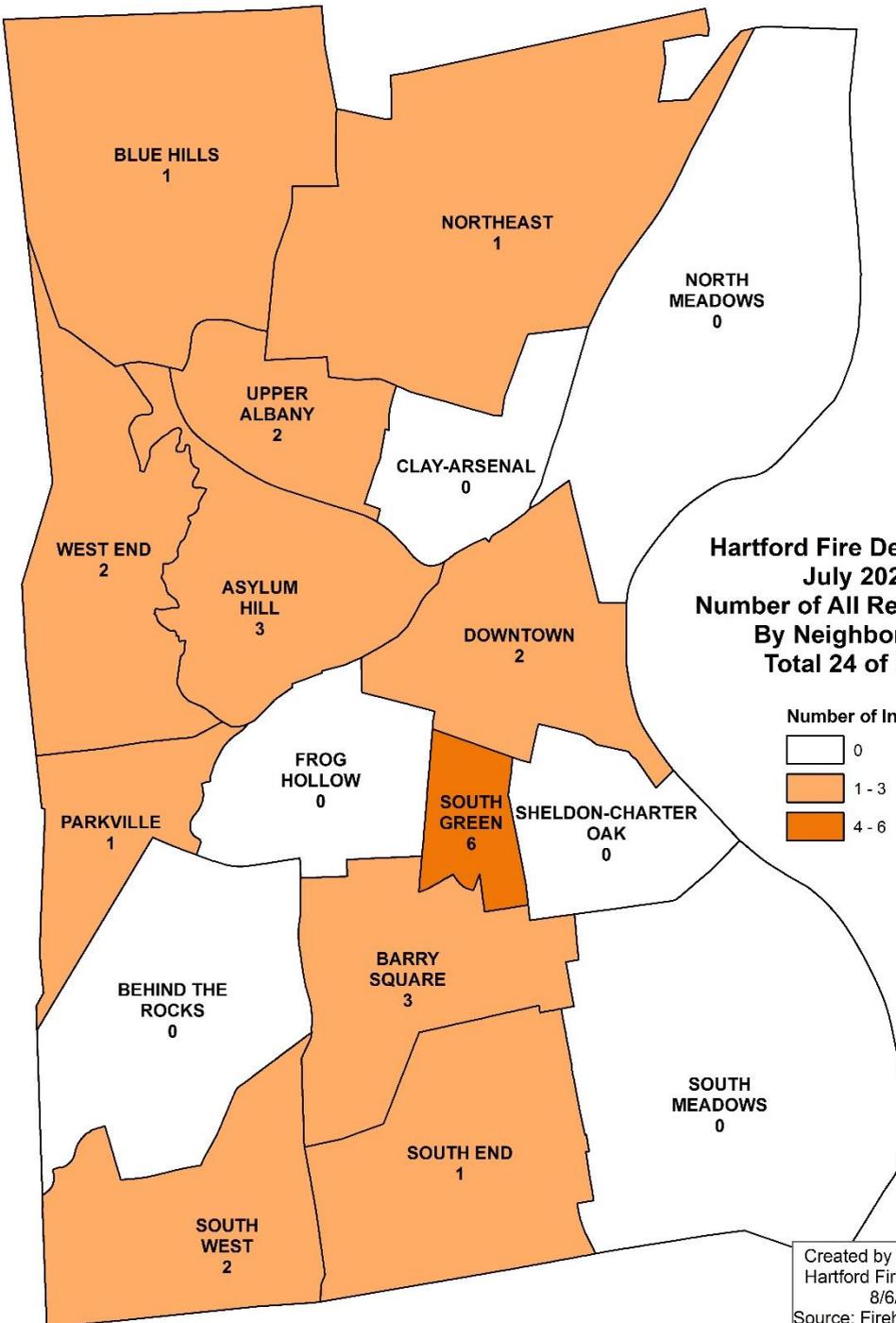
**Hartford Fire Department
July 2020
Number of All EMS Calls
By Neighborhood
Total 1,711 of Calls**



Created by Leandro Cieri
Hartford Fire Department
8/6/2020
Source: Firehouse Software
Geocoded 1,706
Not Geocoded: 5

Incident Type	Description	Count
321	EMS call, excluding vehicle accident with injury	910
311	Medical assist, assist EMS crew	435
381	Rescue or EMS standby	145
322	Motor vehicle accident with injuries	92
324	Motor Vehicle Accident with no injuries	79
300	Rescue, EMS incident, other	22
510	Person in distress, Other	21
323	Motor vehicle/pedestrian accident (MV Ped)	6
320	Emergency medical service, other	1

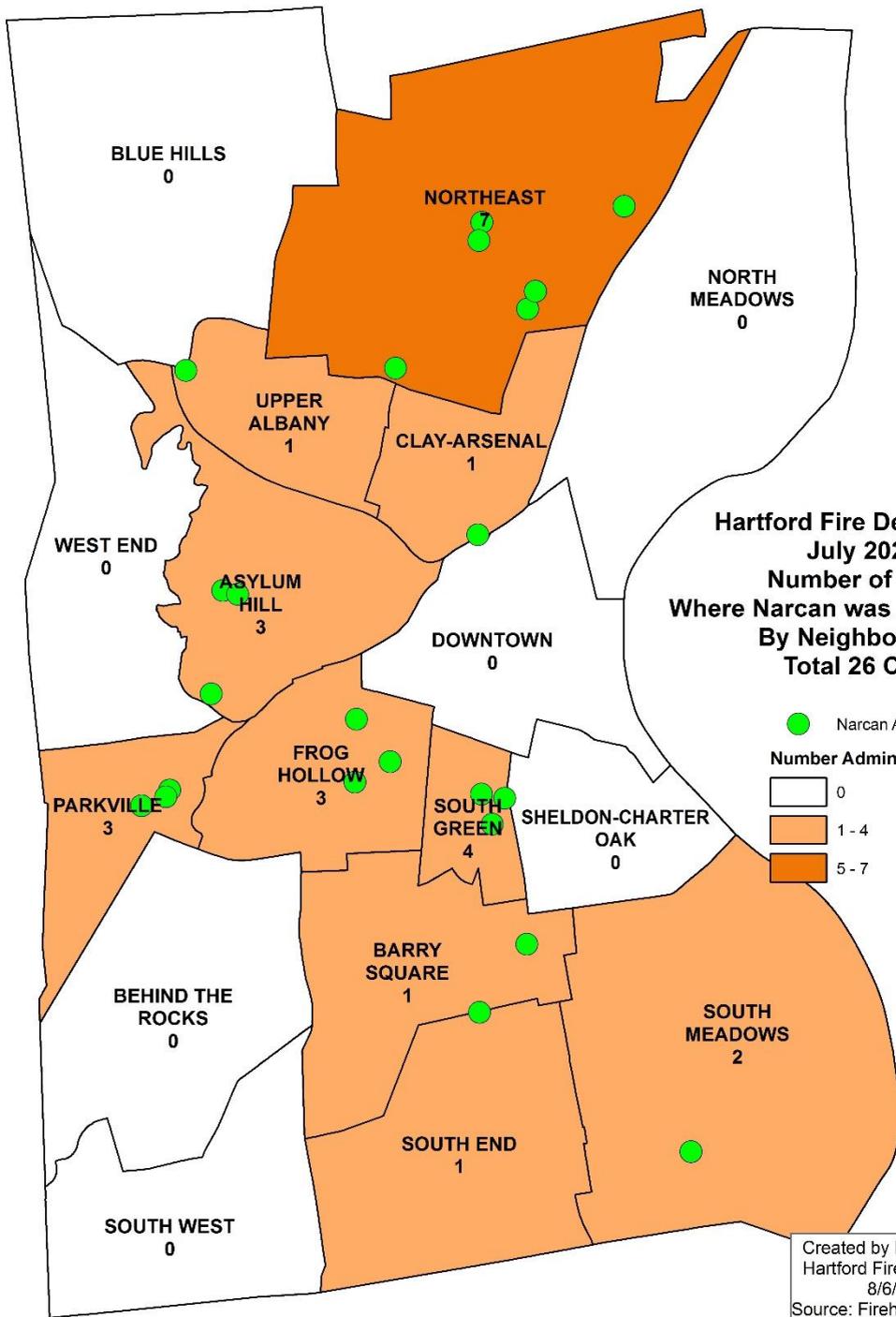
Rescue Calls July 2020



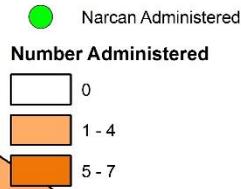
Created by Leandro Cieri
Hartford Fire Department
8/6/2020
Source: Firehouse Software
Geocoded: 24
Not Geocoded: 0

Incident Type	Description	Count
511	Lock-out	11
353	Removal of victim(s) from stalled elevator	8
352	Extrication of victim(s) from vehicle	4
512	Ring or jewelry removal	1

Narcan Administered July 2020

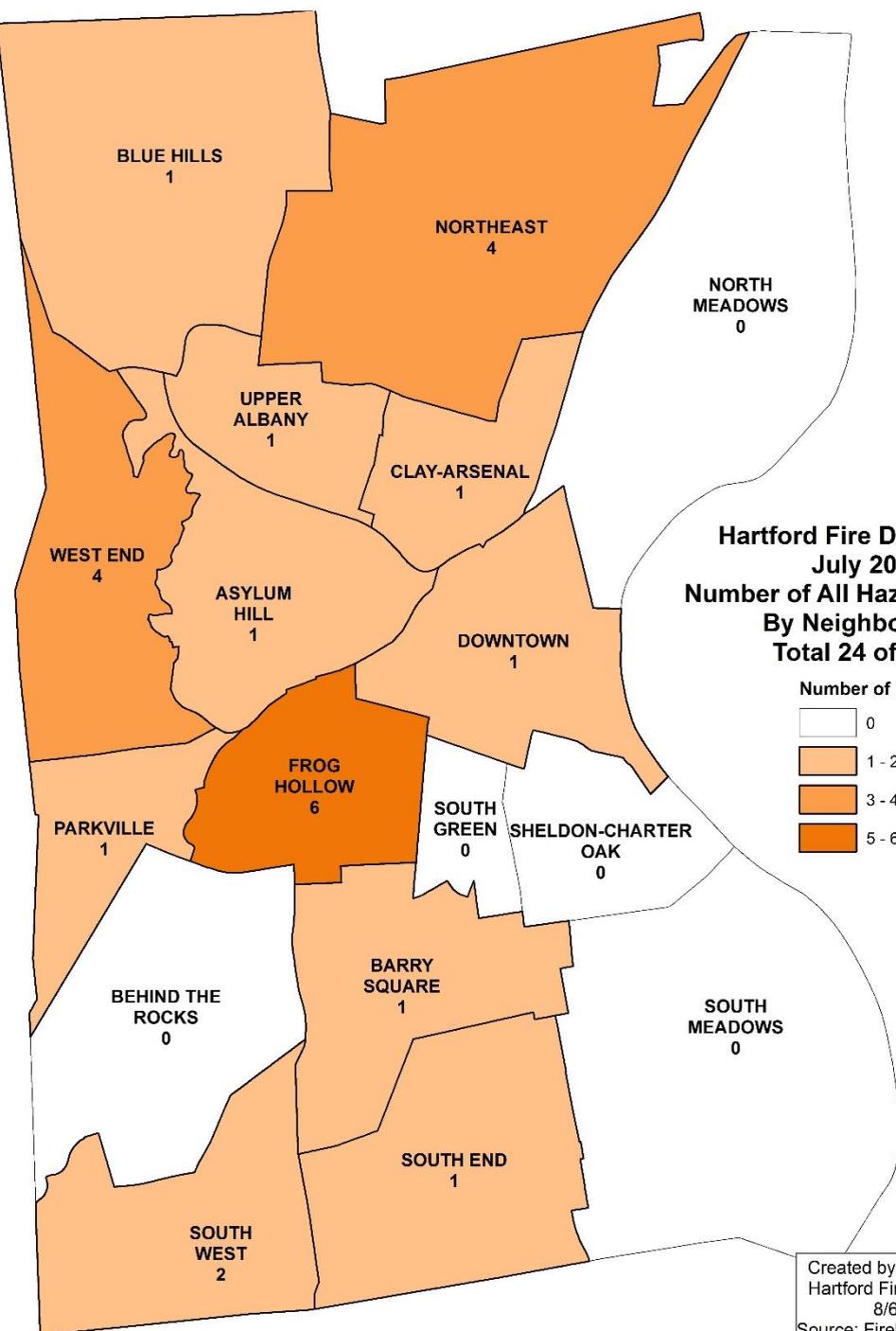


**Hartford Fire Department
July 2020
Number of Calls
Where Narcan was Administered
By Neighborhood
Total 26 Calls**

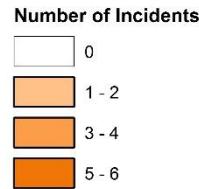


Created by Leandro Cieri
Hartford Fire Department
8/6/2020
Source: Firehouse Software
Geocoded: 26
Not Geocoded: 0

Hazardous Materials July 2020



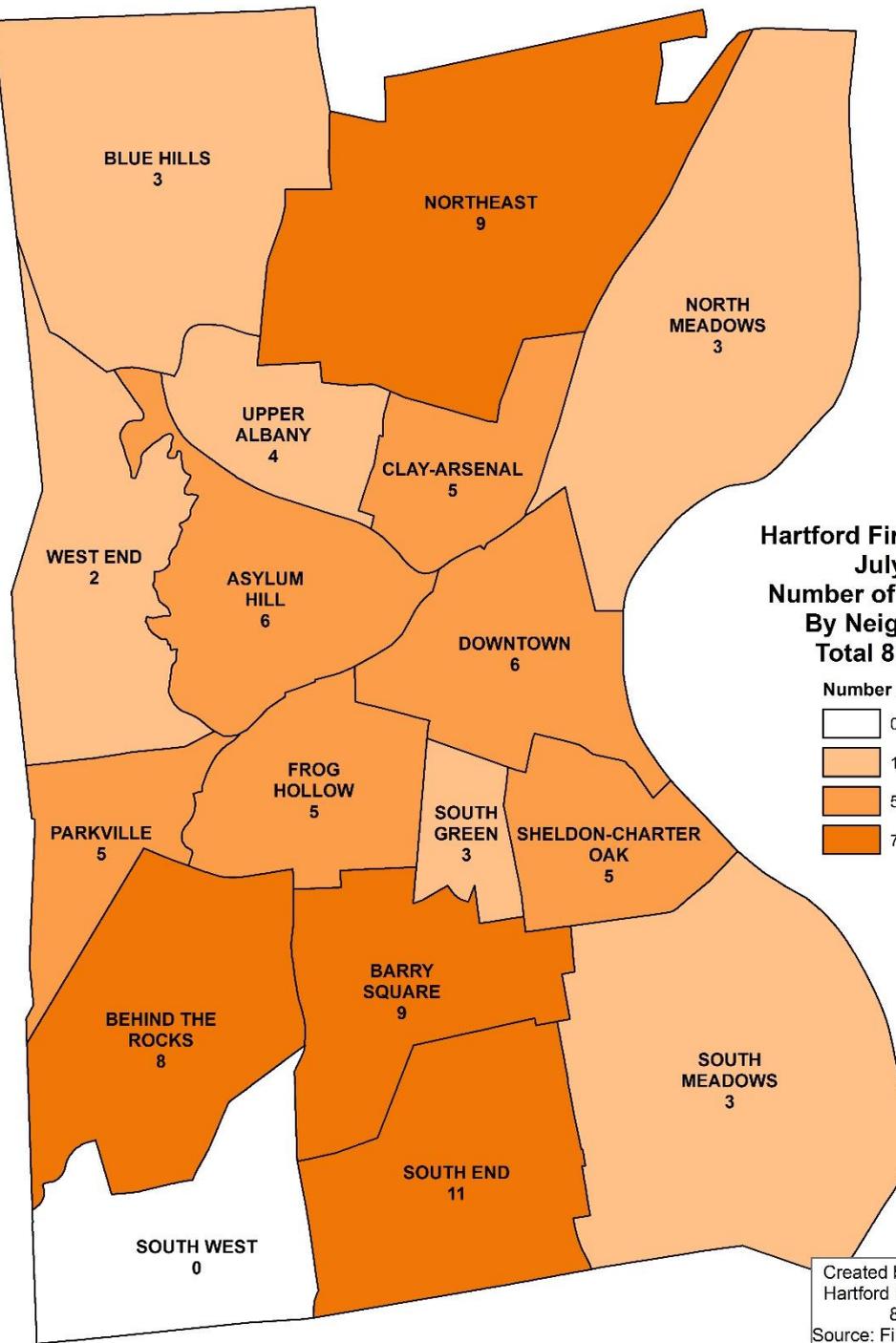
**Hartford Fire Department
July 2020
Number of All Hazardous Calls
By Neighborhood
Total 24 of Calls**



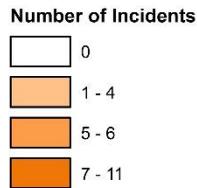
Created by Leandro Cieri
Hartford Fire Department
8/6/2020
Source: Firehouse Software
Geocoded: 24
Not Geocoded: 0

Incident Type	Description	Count
412	Gas leak (natural gas or LPG)	8
400	Hazardous condition, Other	7
463	Vehicle accident, general cleanup	6
460	Accident, potential accident, Other	1
410	Combustible/flammable gas/liquid condition, other	1
424	Carbon monoxide incident	1

All Fires July 2020



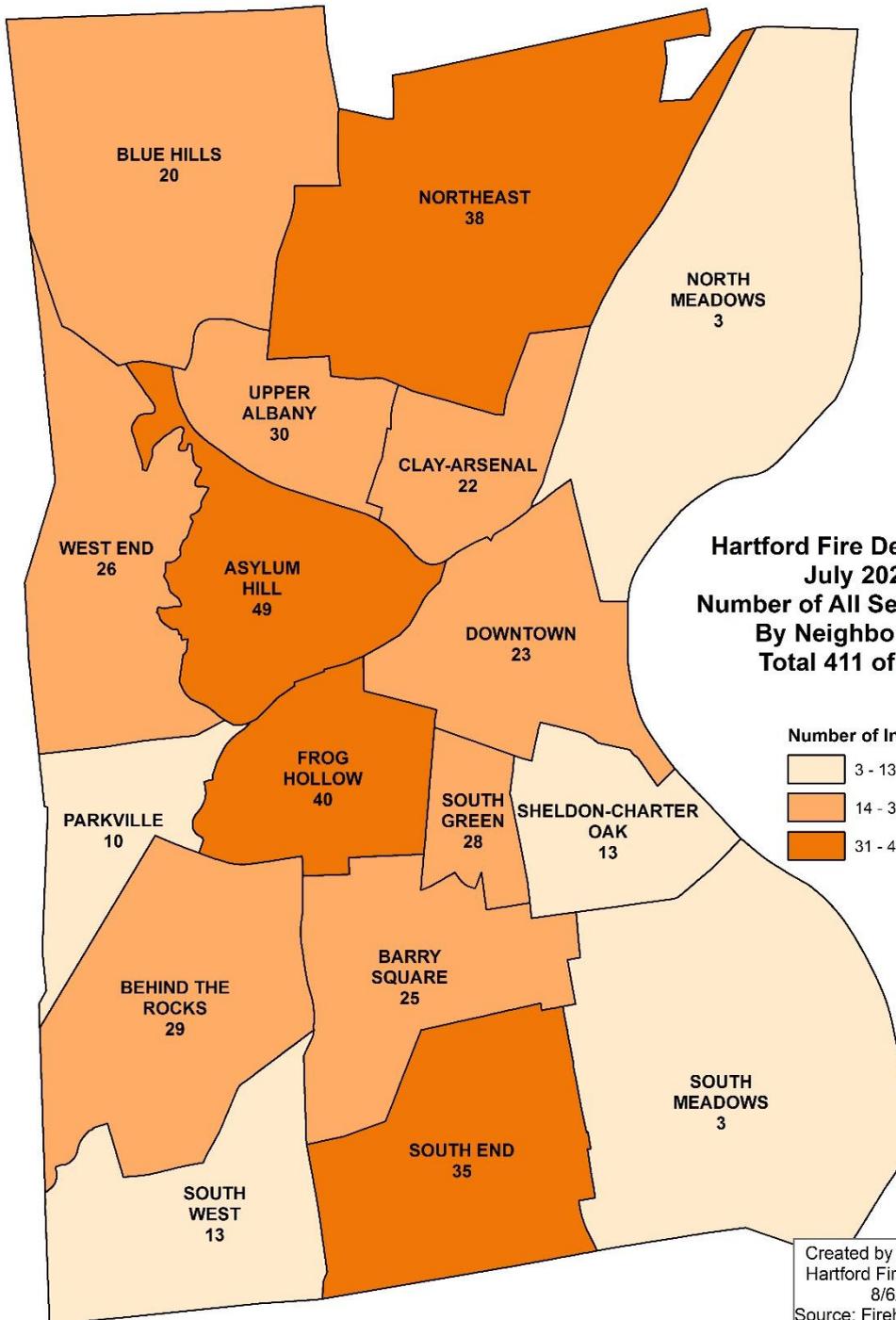
**Hartford Fire Department
July 2020
Number of All Fire Calls
By Neighborhood
Total 87 of Calls**



Created by Leandro Cieri
Hartford Fire Department
8/6/2020
Source: Firehouse Software
Geocoded: 87
Not Geocoded: 0

Incident Type	Description	Count
151	Outside rubbish, trash or waste fire	19
111	Building fire	16
142	Brush or brush-and-grass mixture fire	10
154	Dumpster or other outside trash receptacle fire	7
131	Passenger vehicle fire	7
113	Cooking fire, confined to container	6
150	Outside rubbish fire, Other	6
140	Natural vegetation fire, Other	6
143	Grass fire	6
162	Outside equipment fire	1
160	Special outside fire, Other	1
117	Commercial Compactor fire, confined to rubbish	1
118	Trash or rubbish fire, contained	1

Service Calls July 2020

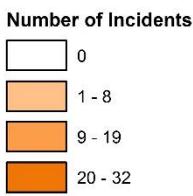
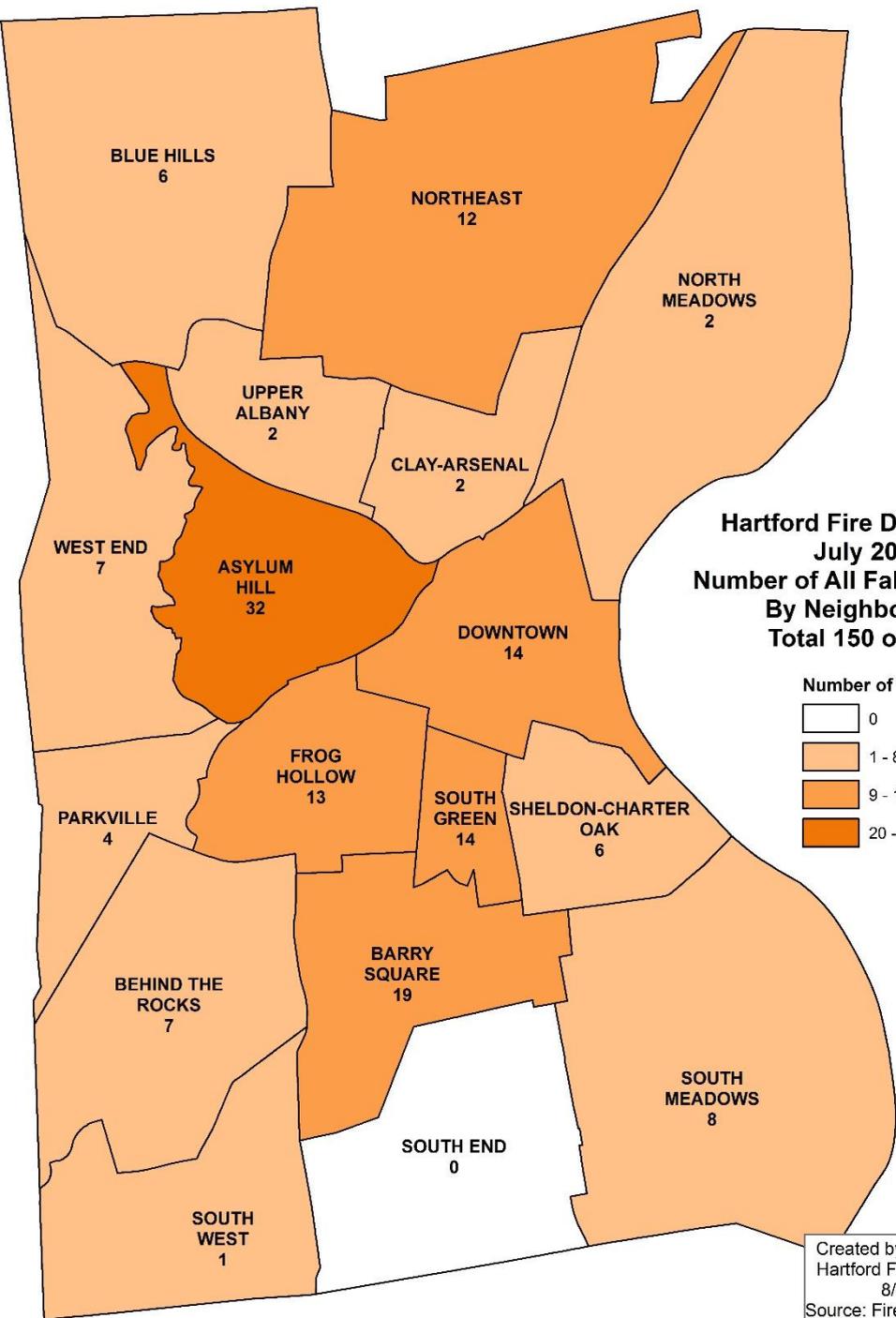


Created by Leandro Cieri
Hartford Fire Department
8/6/2020
Source: Firehouse Software
Geocoded: 407
Not Geocoded: 4

Incident Type	Description	Count
500	Service Call, other	140
552	Police matter	89
520	Water problem, Other	45
553	Public service	39
531	Smoke or odor removal	37
444	Power line down	18
550	Public service assistance, Other	14
440	Electrical wiring/equipment problem, Other	11
522	Water or steam leak	5
445	Arcing, shorted electrical equipment	3
442	Overheated motor	3
561	Unauthorized burning	3
551	Assist police or other governmental agency	2
571	Cover assignment, standby, moveup	1
542	Animal rescue	1

Fire Alarms

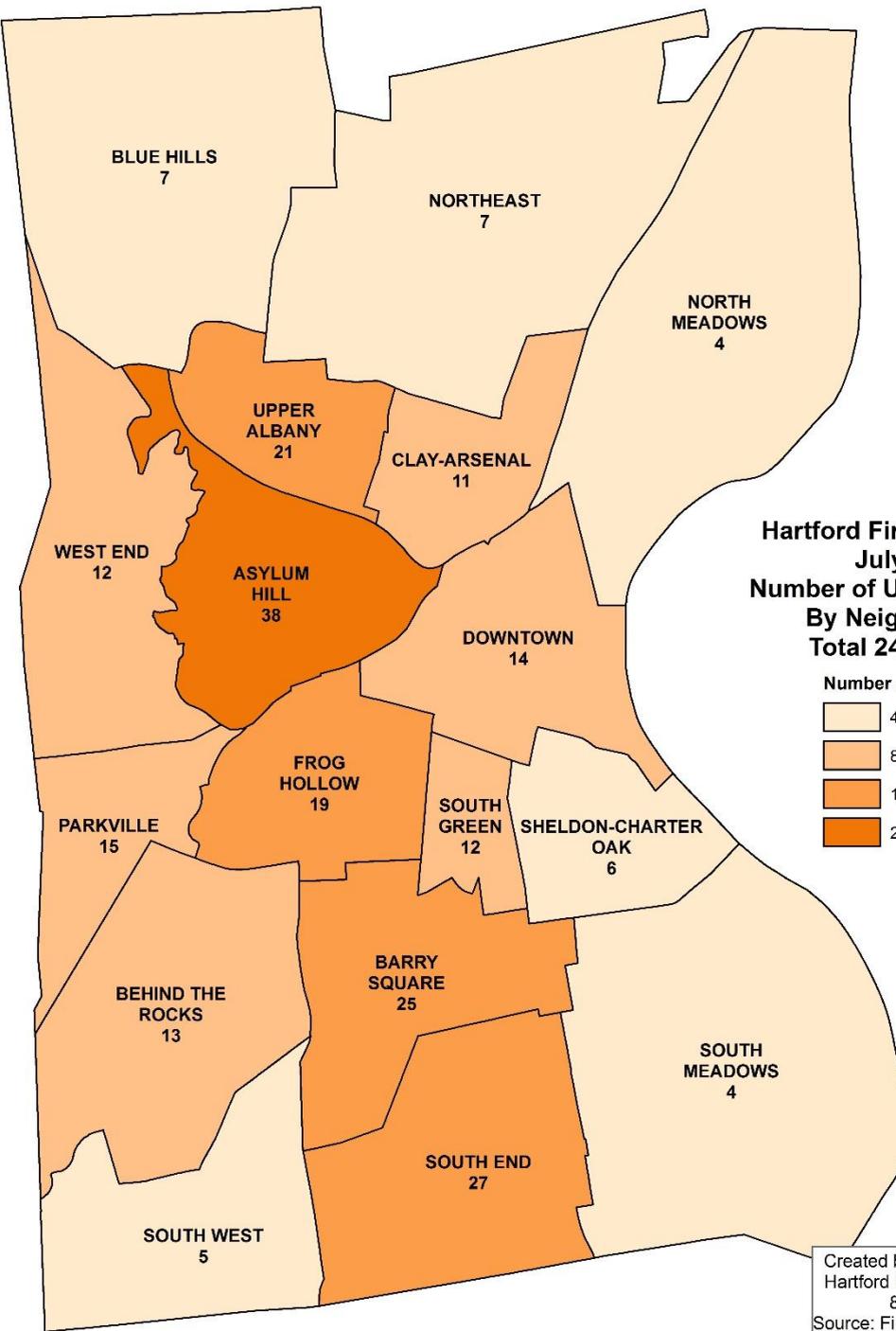
July 2020



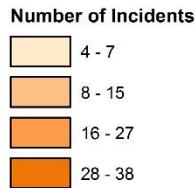
Created by Leandro Cieri
Hartford Fire Department
8/6/2020
Source: Firehouse Software
Geocoded: 149
Not Geocoded: 1

Incident Type	Description	Count
745	Alarm system activation, no fire - unintentional	42
743	Smoke detector activation, no fire - unintentional	26
735	Alarm system sounded due to malfunction	22
730	System malfunction, Other	14
740	Unintentional transmission of alarm, Other	13
710	Malicious, mischievous false call, Other	7
744	Detector activation, no fire - unintentional	6
733	Smoke detector activation due to malfunction	5
700	False alarm or false call, Other	3
731	Sprinkler activation due to malfunction	3
734	Heat detector activation due to malfunction	3
714	Central station, malicious false alarm	2
736	CO detector activation due to malfunction	2
746	Carbon monoxide detector activation, no CO	1
711	Municipal alarm system, malicious false alarm	1

Undefined Calls July 2020



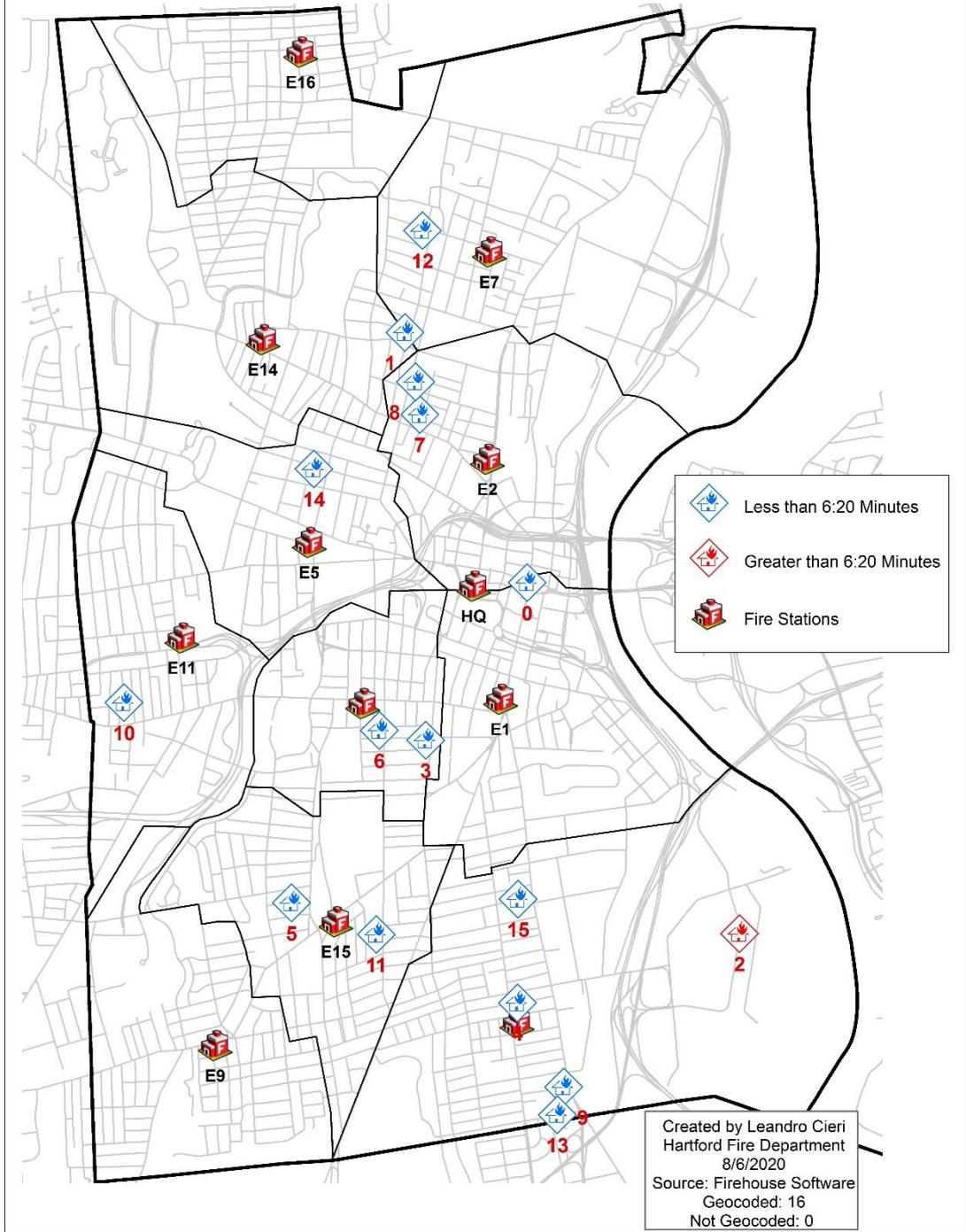
**Hartford Fire Department
July 2020
Number of Undefined Calls
By Neighborhood
Total 240 of Calls**



Created by Leandro Cieri
Hartford Fire Department
8/6/2020
Source: Firehouse Software
Geocoded: 240
Not Geocoded: 0

Incident Type	Description	Count
622	No Incident found on arrival at dispatch address	214
661	EMS call, party transported by non-fire agency	6
611	Dispatched & cancelled en route	6
621	Wrong location	4
900	Special type of incident, Other	3
600	Good intent call, Other	2
651	Smoke scare, odor of smoke	2
650	Steam, Other gas mistaken for smoke, Other	2
653	Smoke from barbecue, tar kettle	1

Location of Structure Fires In Relationship to Fire Stations



Key	Incident Number	Response	Firefighter Fatality	Firefighter Injury	Civilian Fatality	Civilians Injured	Cause
0	20-0183030	0:03:59	0	0	0	0	Electrical arcing
1	20-0186111	0:02:33	0	0	0	0	Undetermined
2	20-0189004	0:07:08	0	0	0	0	Undetermined
3	20-0195018	0:03:29	0	0	0	0	Undetermined
4	20-0197009	0:03:36	0	0	0	0	Undetermined
5	20-0198042	0:03:59	0	0	0	0	Undetermined
6	20-0200001	0:03:22	0	0	0	0	Lighter: cigarette, cigar
7	20-0200023	0:03:36	0	0	0	0	Electrical arcing
8	20-0203016	0:03:44	0	0	0	1	Lighter: cigarette, cigar
9	20-0203065	0:04:21	0	0	0	0	Undetermined
10	20-0204029	0:04:05	0	0	0	0	Heat, spark from friction
11	20-0206007	0:04:48	0	0	0	0	Heat source: other
12	20-0207070	0:03:15	0	0	0	0	Hot or smoldering object, Other
13	20-0209051	0:03:20	0	0	0	0	Hot or smoldering object, Other
14	20-0211006	0:04:27	0	0	0	0	Electrical arcing
15	20-0212047	0:03:41	0	0	0	0	Undetermined

QUESTIONS/COMMENTS



"Goal Oriented, Results Driven"