



City of Hartford
FIRE DEPARTMENT

FIRESTAT

March 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

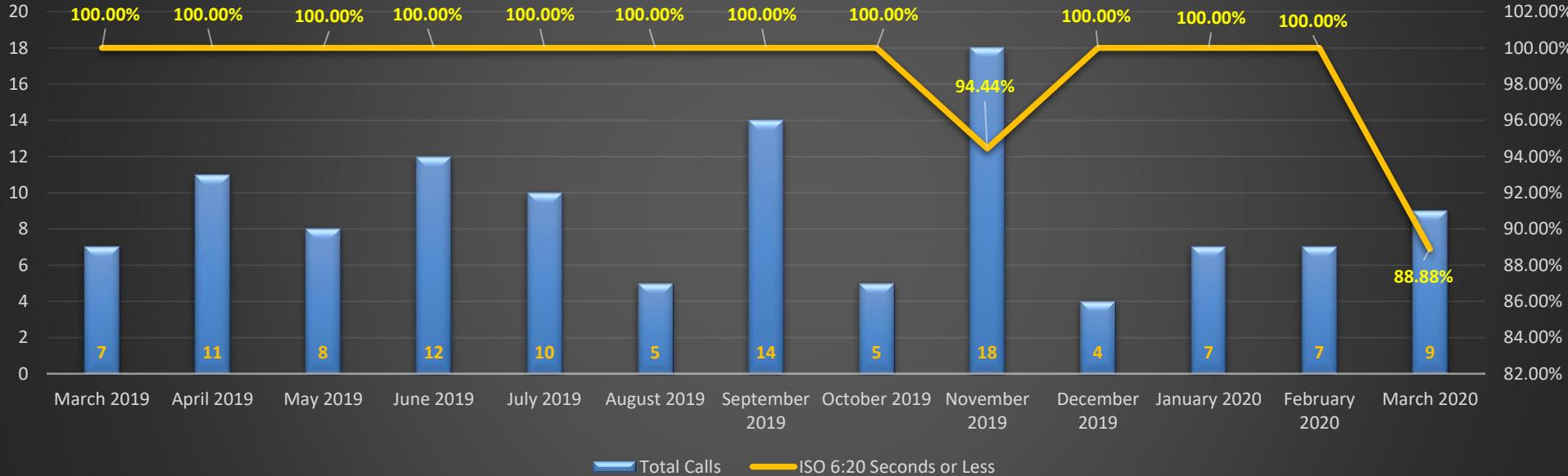
Current Period:
03/01/2020 - 03/31/2020



HFD Strategic Priorities:
Provide Quality Emergency Services

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

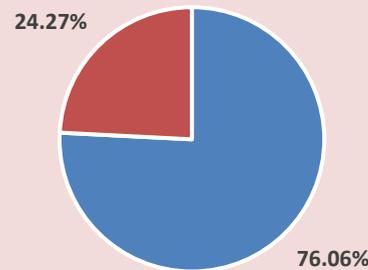
Structure Fires



Analysis

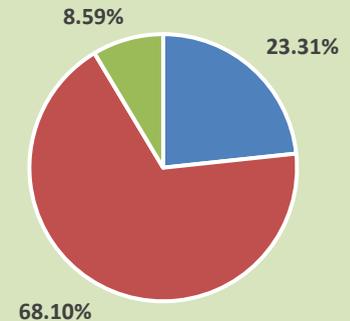
➤ Did not meet goal of 90%.

Percentage of Property Saved



■ Property Saved: ■ Property Loss:

Fire Alarms compared to Actual Fires



■ Fires ■ Fire Alarm Malfunctions ■ False Fire Alarms

EMS Response Scorecard

City-Wide

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



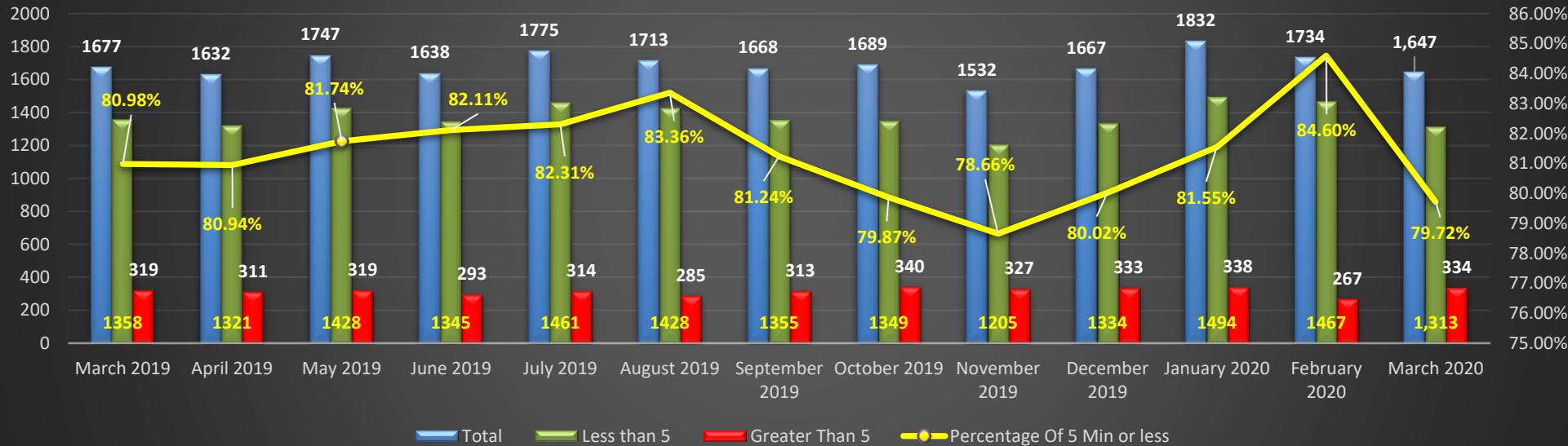
Data Source:
Firehouse Software

Current Period:
03/01/2020 - 03/31/2020

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 COVID-19 pandemic, great job on EMS response times.

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

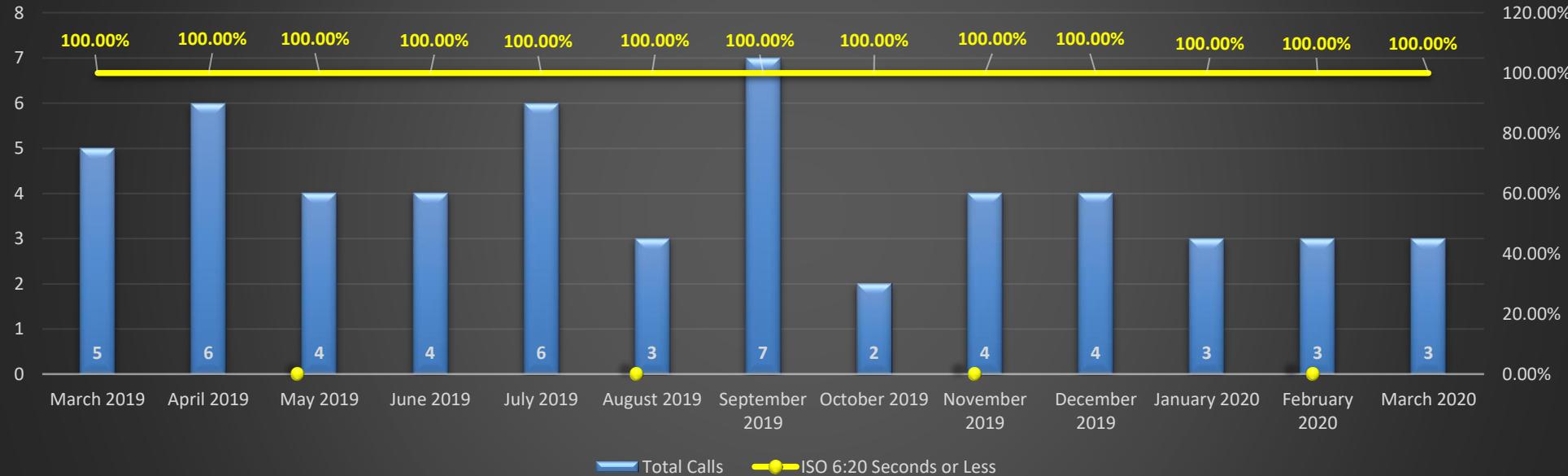
Current Period:
03/01/2020 - 03/31/2020



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 work 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.



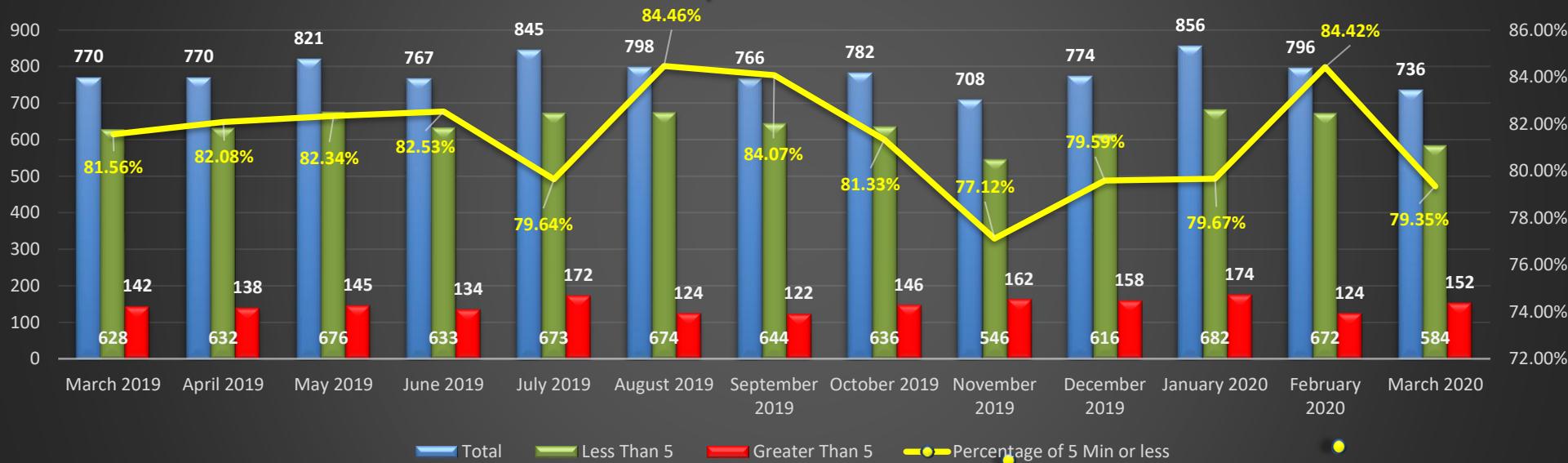
Data Source:
Firehouse Software

Current Period:
03/01/2020 - 03/31/2020

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

➤ Good effort, 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

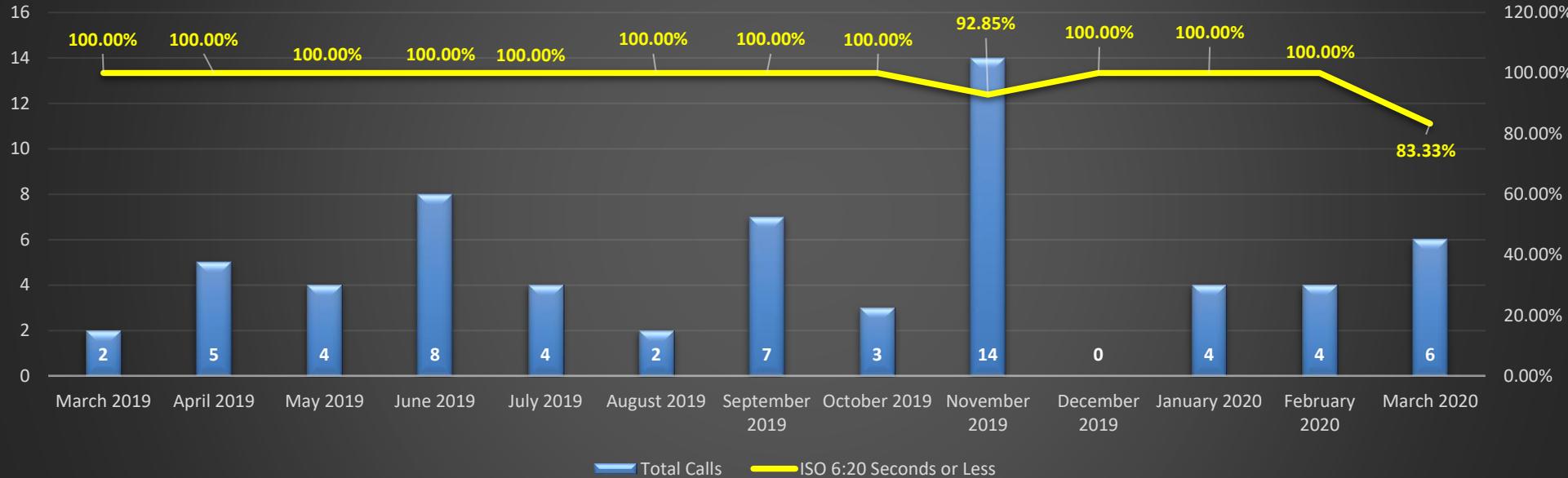
Current Period:
03/01/2020 - 03/31/2020



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

➤ Need to meet goal of 90%.

Improve performance by next performance cycle/review.

➤ Effective emergency response.

EMS Response Scorecard

District 2

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



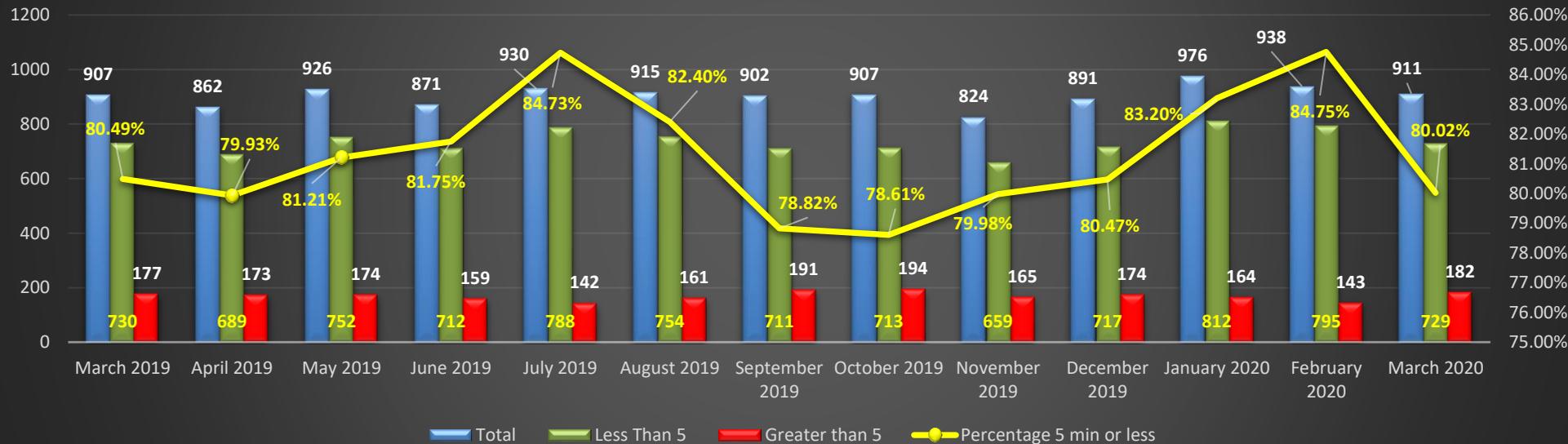
Data Source:
Firehouse Software

Current Period:
03/01/2020 - 03/31/2020

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

➤ Good effort 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 to ISO standards.

Data Source: Firehouse Software

Current Period:
03/01/2020 - 03/31/2020



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. Keep up the great work.

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.



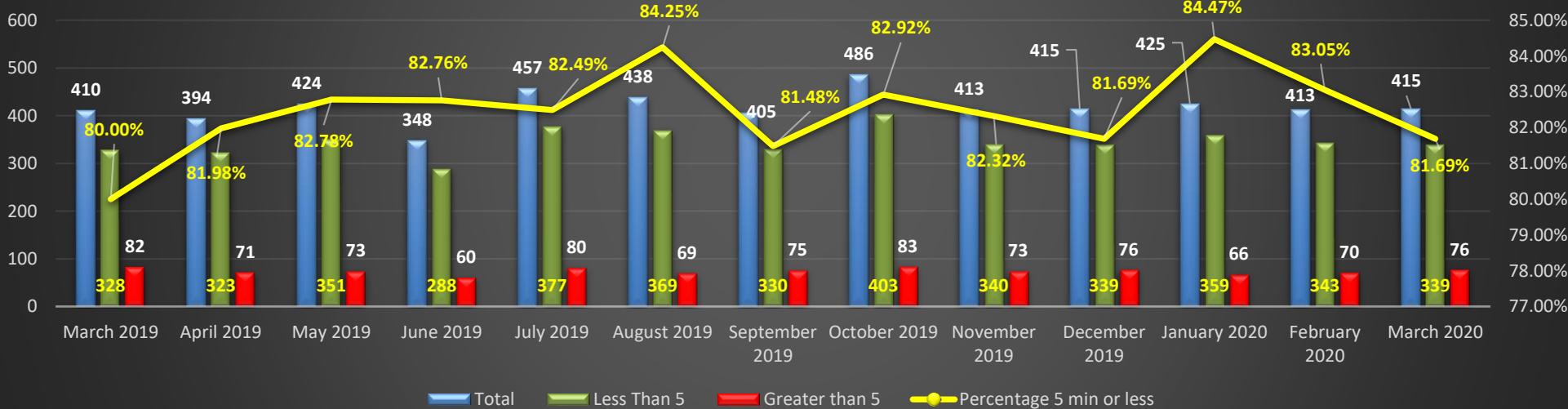
Data Source:
Firehouse Software

Current Period:
03/01/2020 - 03/31/2020

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

➤ Good effort considering the COVID-19 pandemic that is being mitigated.

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

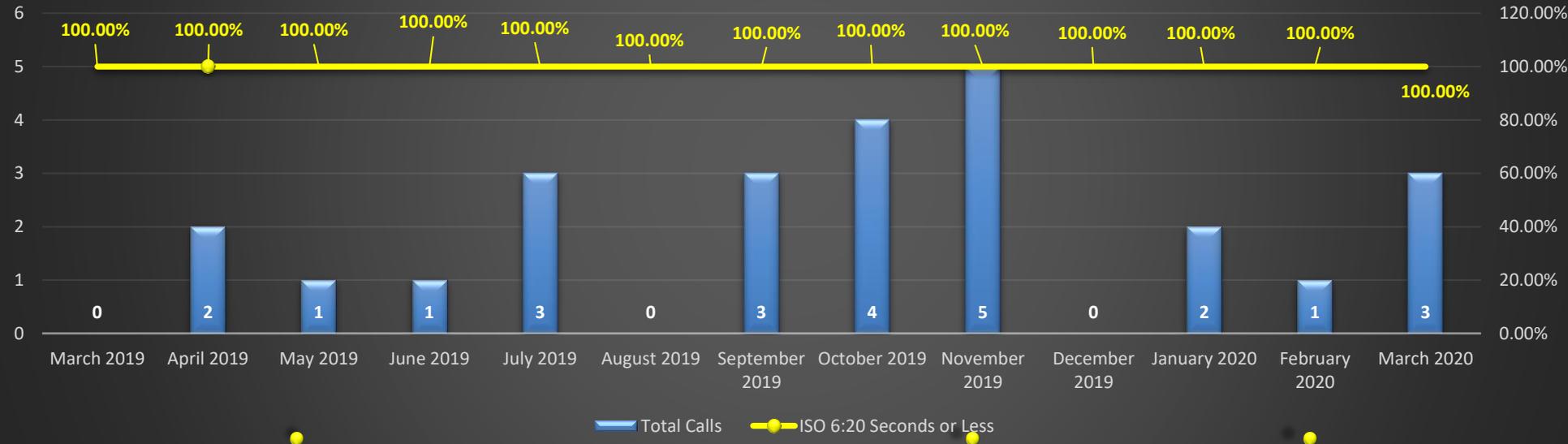
Current Period:
03/01/2020 - 03/31/2020



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. Great job.

➤ 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:
03/01/2020 - 03/31/2020



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

➤ Good effort taking into consideration that we are mitigating a global pandemic.

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

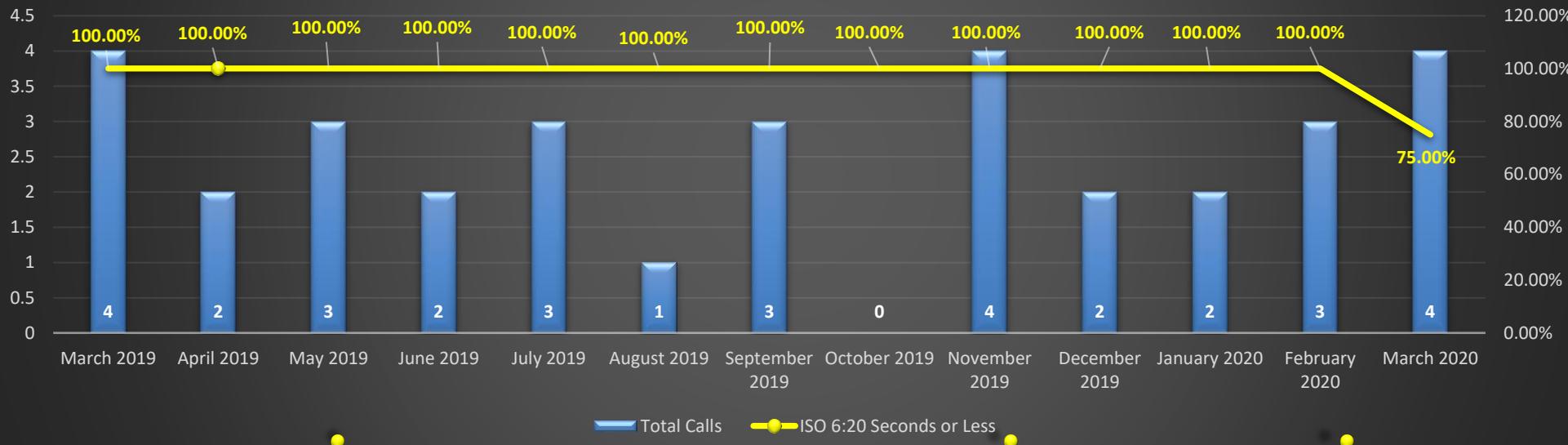
Current Period:
03/01/2020 - 03/31/2020



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

➤ Unsatisfactory performance.

Analyze the non-compliant call and discuss with Tour Commander, Company Officer and Station Captain.

➤ 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

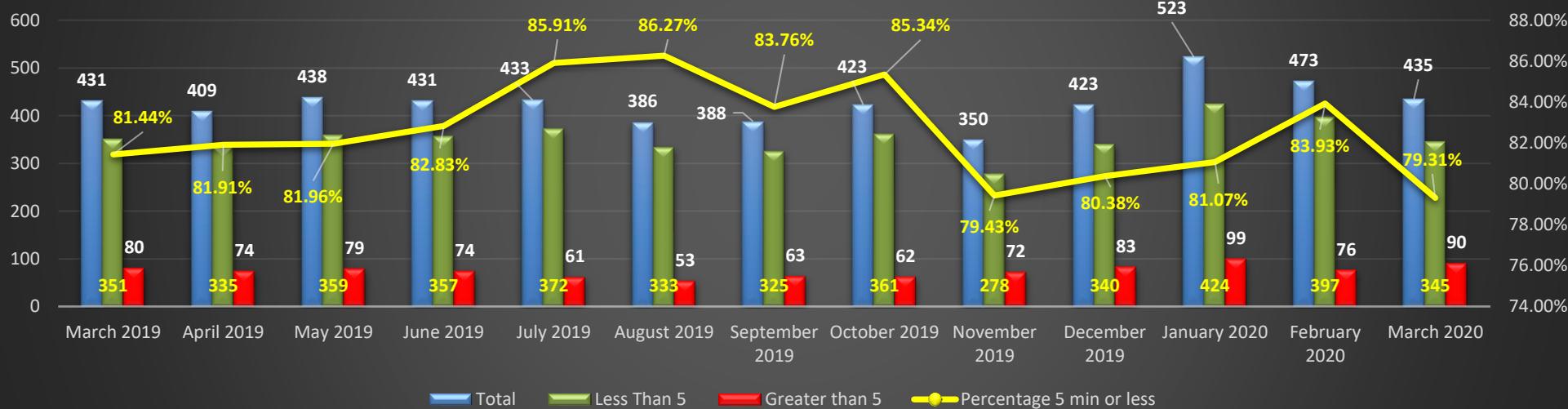
Current Period:
03/01/2020 - 03/31/2020



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

➤ Good effort when taking into consideration that we are mitigating a global pandemic.

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

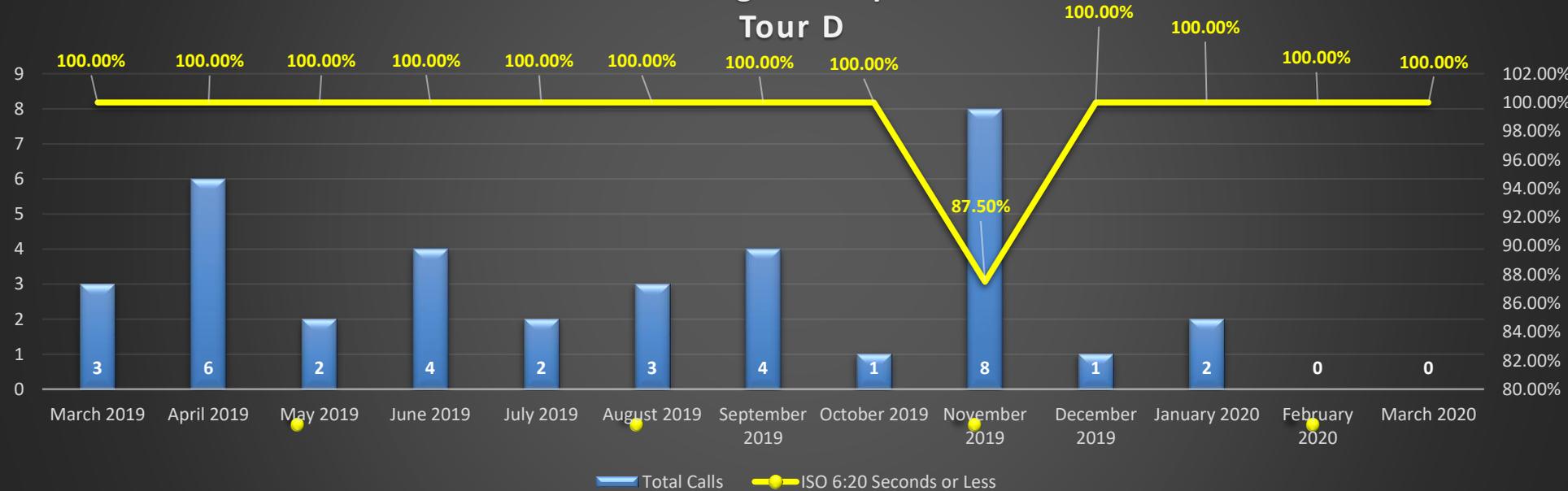
Current Period:
03/01/2020 - 03/31/2020



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

➤ No performance to measure for the month of March. Zero calls.

Sustain excellent emergency responses.

➤ Life safety incident stabilization.

EMS Response Scorecard

Tour D

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



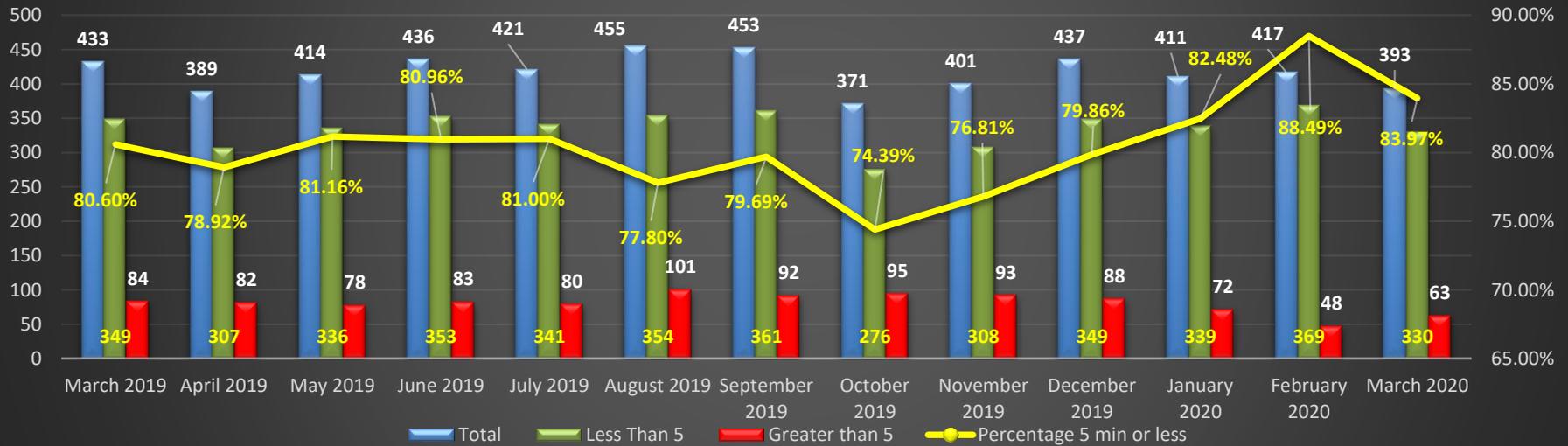
Data Source:
Firehouse Software

Current Period:
03/01/2020 - 03/31/2020

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

➤ Great job considering the reality of the Tour mitigating COVID-19 calls as well.

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.

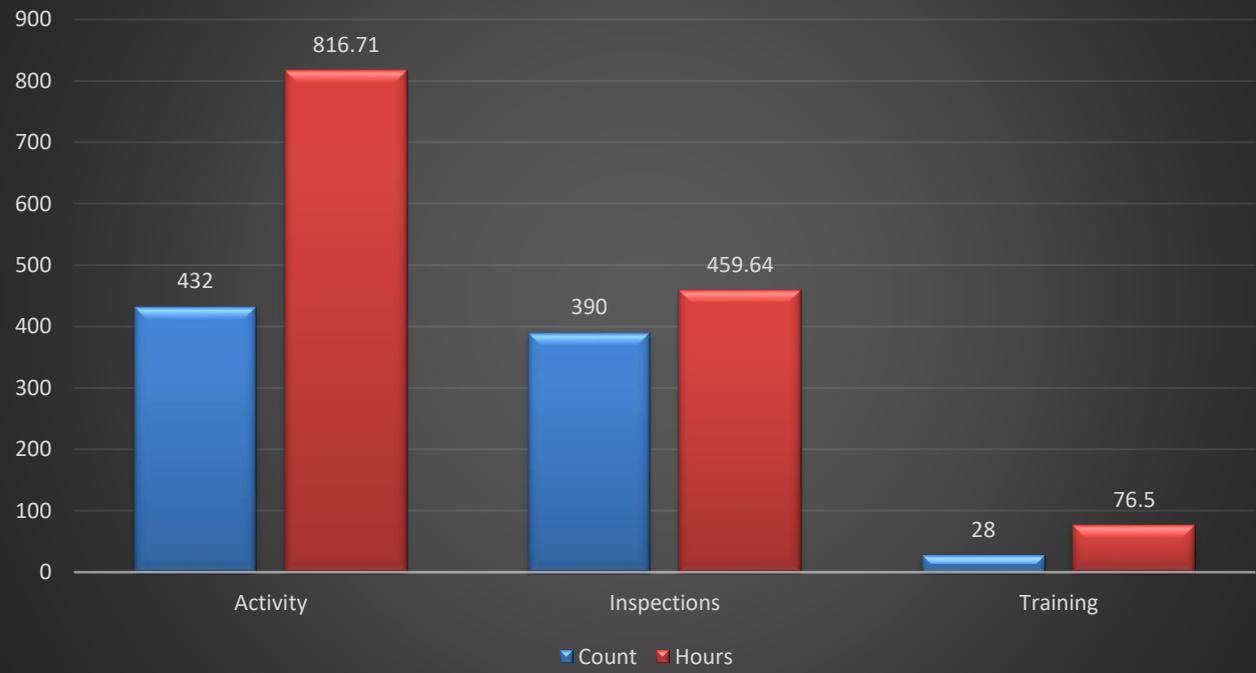
Data Source: HFD Firehouse Software

Current Period: 03/01/2020 - 03/31/2020

HISTORICAL ANALYSIS

Reporting Period	Violations		
	Violations Found	Violations Cleared	
09/19	185	230	
10/19	390	459	
11/19	186	440	
12/19	117	72	
01/20	138	133	
02/20	90	136	
03/20	120	93	

Fire Marshal Office



Attendance

Total Working Hours:	1,352.85	Total Hours Off:	1008
Total Hours on Duty:	1,502.50	Hours Accounted For:	90.04%

Recommendations

✓ Continue to coordinate efforts with L&I and AC Daniel Reilly.

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:
03/01/2020 - 03/31/2020

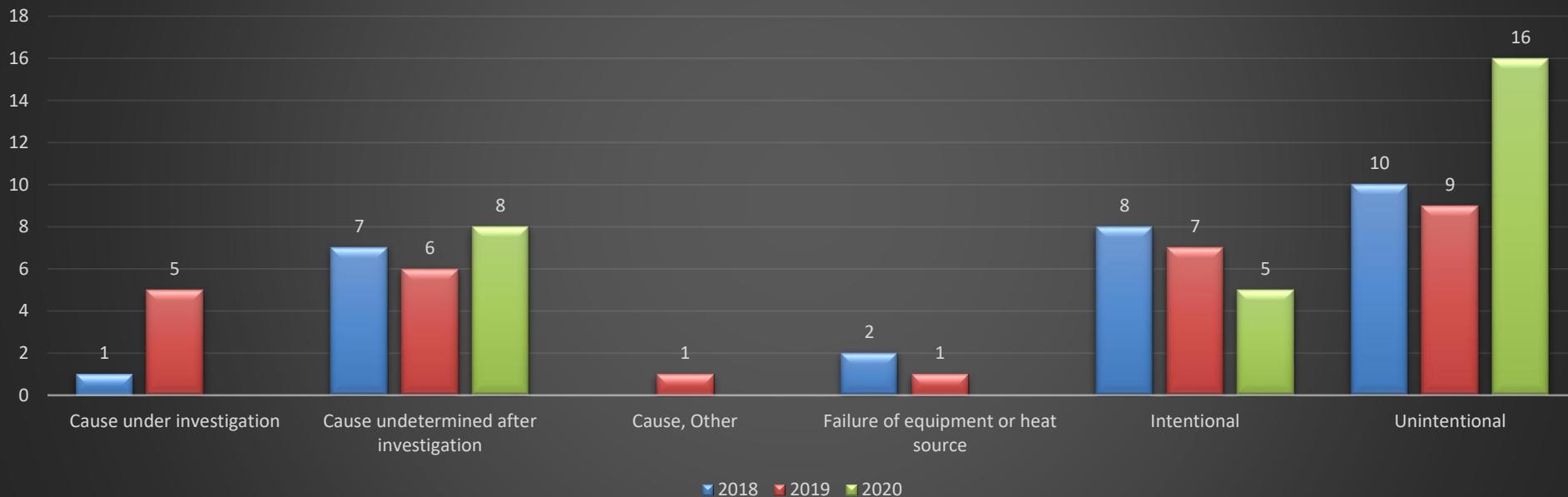


HFD Strategic Priorities:

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 March



Analysis

➤ Intentional fires are down when compared to same month in 2018 and 2019. Unintentional fires are significantly higher when compared to same period in past two years.

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.

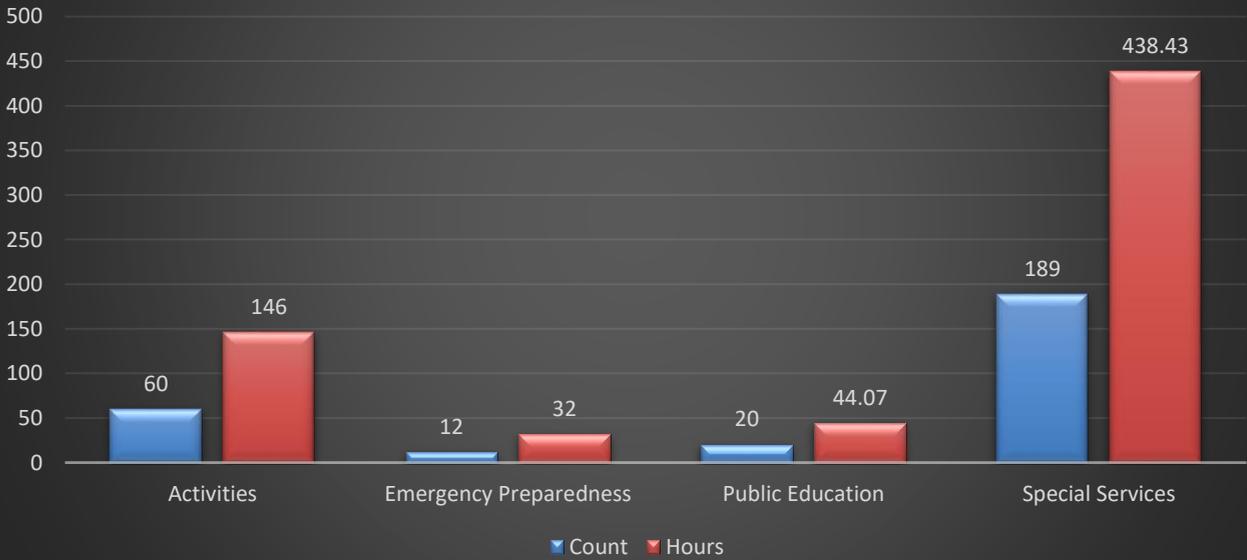
Data Source: HFD Firehouse Software

Current Period: 03/01/2020 - 03/31/2020

HISTORICAL ANALYSIS

Reporting Period	01/20	02/20	03/20
Total Activities	322	292	281
Total Adults	2,036	2,749	1,416
Total Children	138	213	108
Smoke Detector	29	19	14
Car Seats	26	3	0

Special Services 14 Smoke Detectors, 42 CO Alarms



Attendance

Total Working Hours:	660.5	Total Hours Off:	50
Total Hours on Duty:	664.5	Hours Accounted For:	99.40%

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.

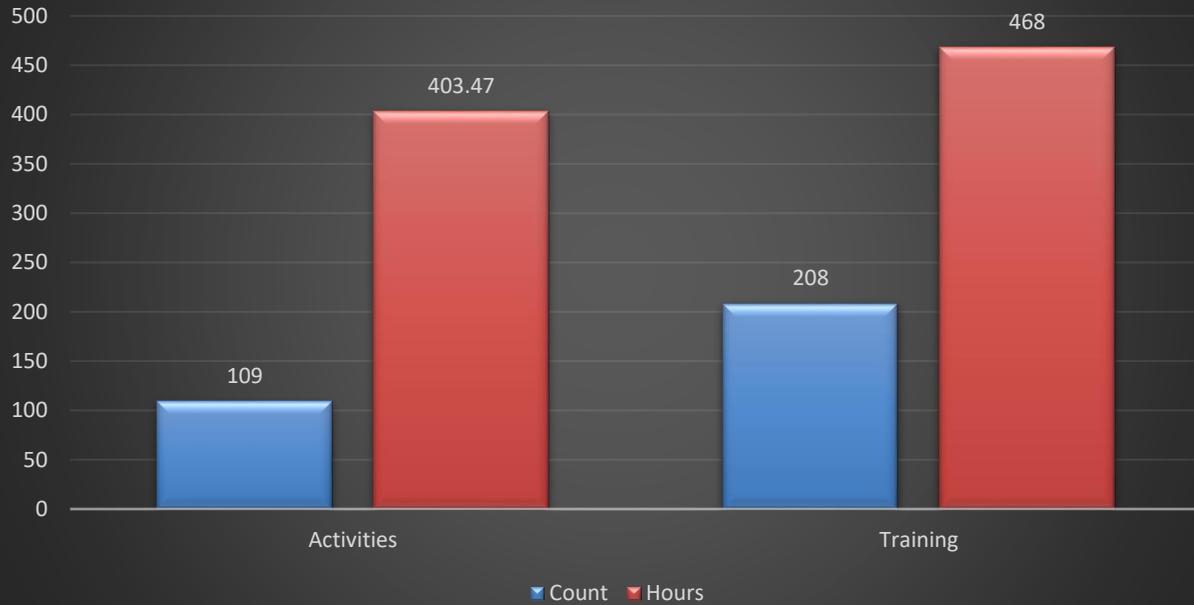
Data Source: HFD Firehouse Software

Current Period: 03/01/2020 – 03/31/2020

HISTORICAL ANALYSIS



Training Division



Attendance

Recommendations

Impact

Total Working Hours:	871.47	Total Hours Off:	290
Total Hours on Duty:	995.5	Hours Accounted For:	87.54%

- Why is time accounted for below 90%?
- Great job in adapting to delivering training while practicing social distancing.

- 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.

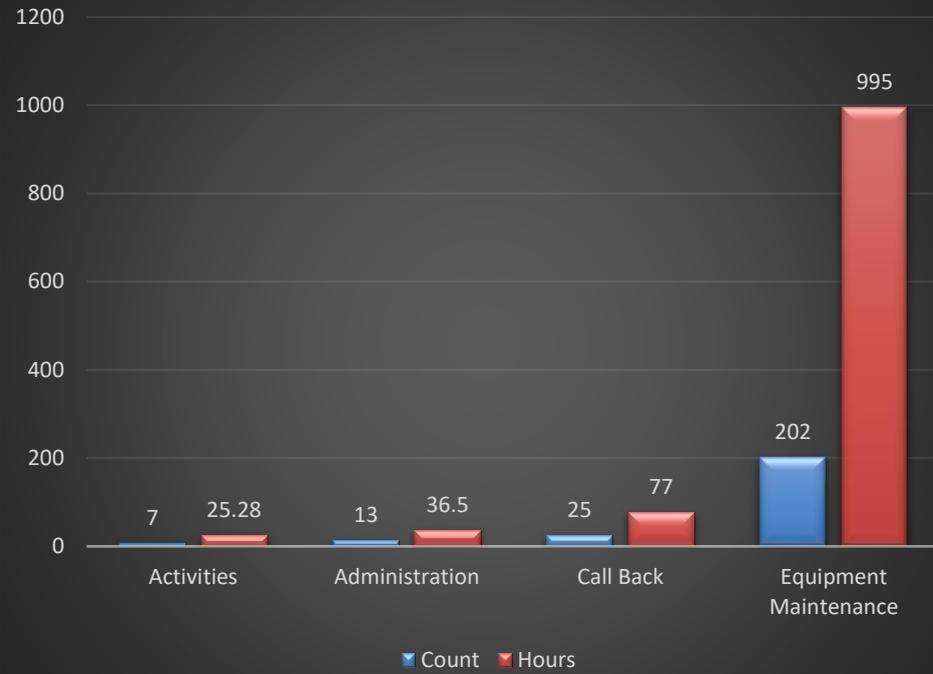
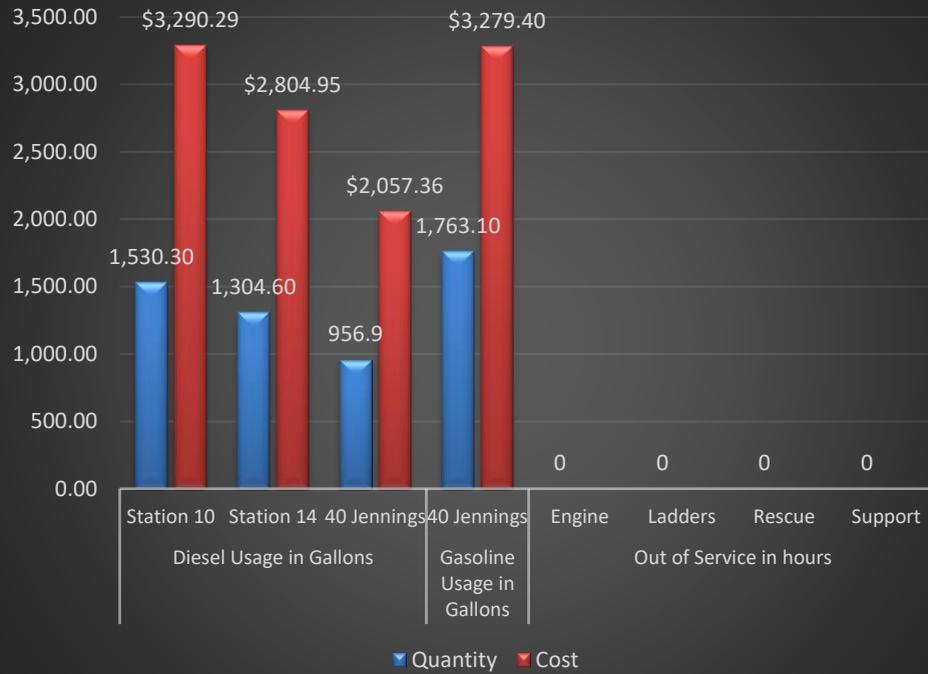


Data Source:
HFD Firehouse Software

Current Period:
03/01/2020 – 03/31/2020

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:	1,133.78	Total Hours Off:	210
Total Hours on Duty:	1,301.00	Hours Accounted For:	87.15%

Recommendations

- Great job with fabrication of SCBA's and other equipment to assist with the mitigation of COVID-19.
- Ensure that all equipment and apparatus tests are done early in the calendar year versus at the end.
- Why is time accounted for below 90%?

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.

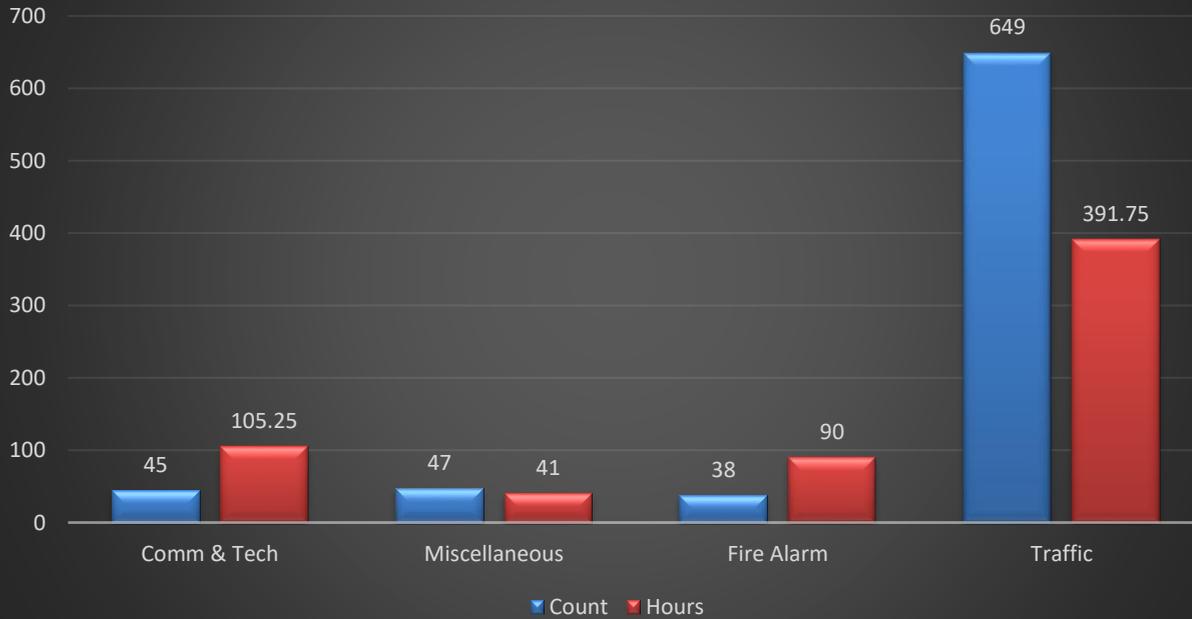
Data Source: HFD Firehouse Software

Current Period: 03/01/2020 – 03/31/2020

HISTORICAL ANALYSIS

Reporting Period	Historical Analysis			
	Traffic	Comm & Tech	Training / Misc	Fire Alarm
10/19	829	52	88	90
11/19	704	36	60	177
12/19	716	38	63	62
01/20	1206	61	75	76
02/20	582	63	45	55

Fire Alarm Communications Technology



Attendance

Total Working Hours:	628.00	Total Hours Off:	90
Total Hours on Duty:	631.50	Hours Accounted For:	99.45%

Recommendations

✓ Excellent work, FACT division.

Impact

- IS&IT execution of relevant duties and responsibilities.

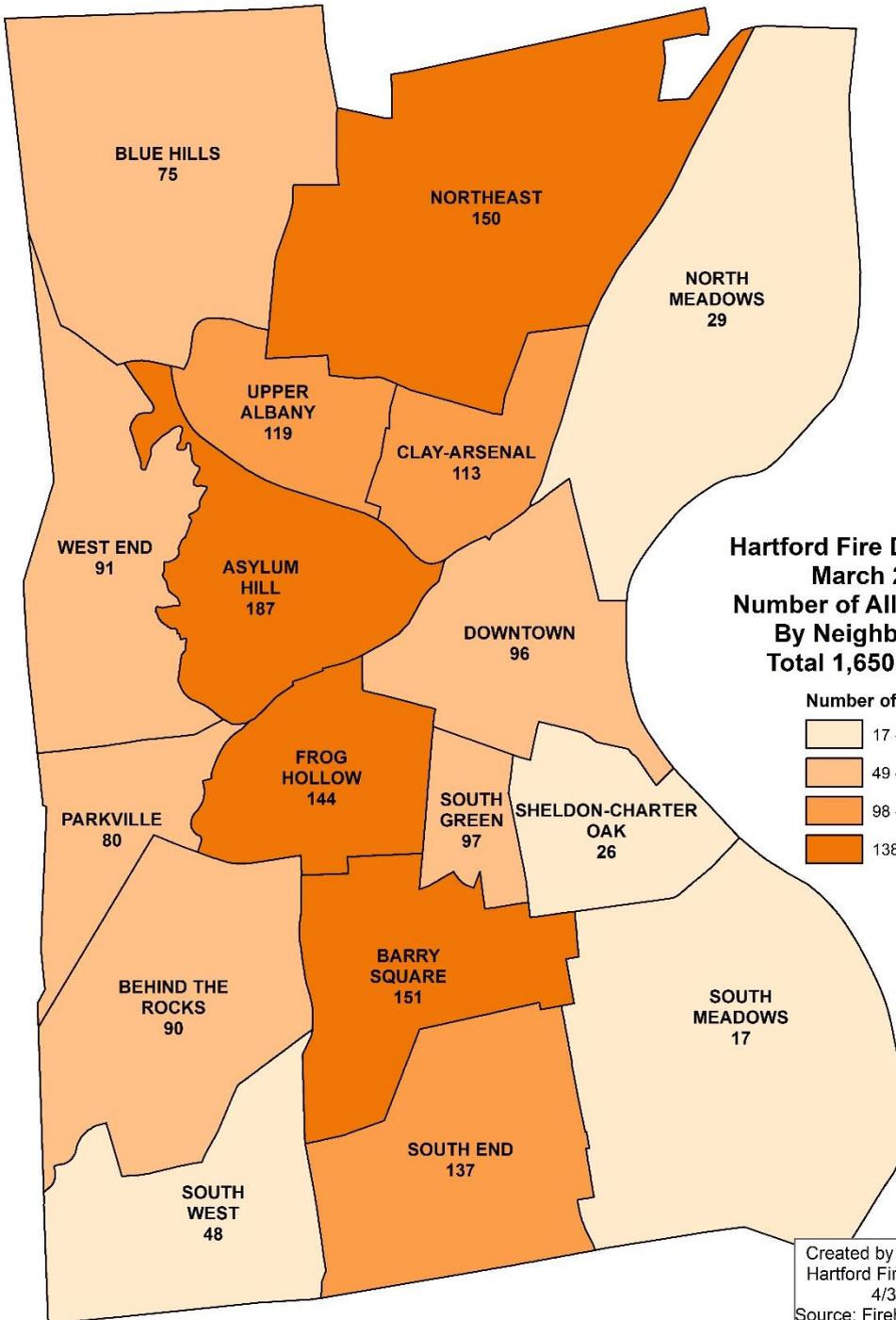
EMERGENCY RESPONSE DATA



"Goal Oriented, Results Driven"

EMS

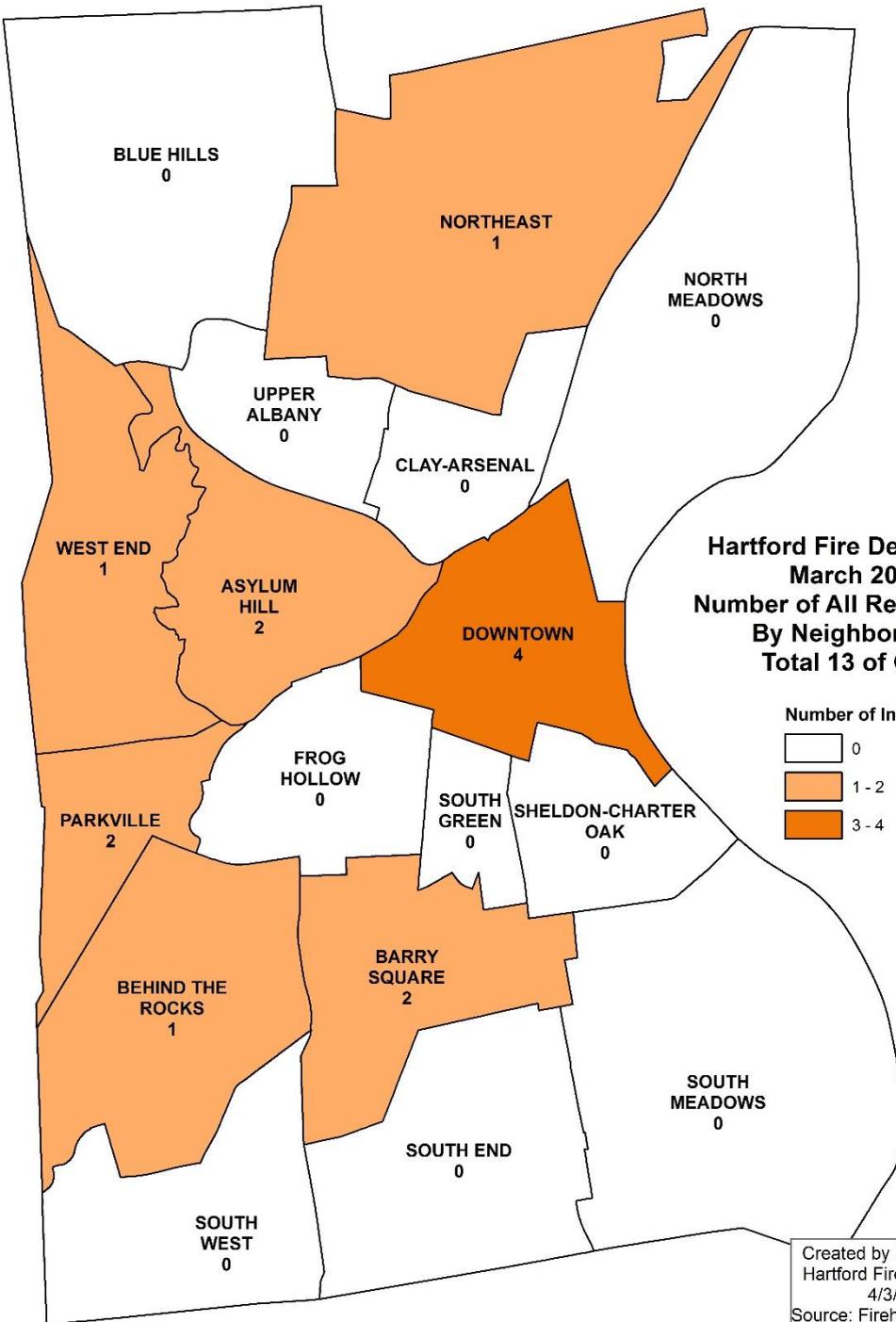
March 2020



Created by Leandro Cieri
Hartford Fire Department
4/3/2020
Source: Firehouse Software
Geocoded 1,650
Not Geocoded: 0

Incident Type	Description	Count
321	EMS call, excluding vehicle accident with injury	993
311	Medical assist, assist EMS crew	477
324	Motor Vehicle Accident with no injuries	63
322	Motor vehicle accident with injuries	59
300	Rescue, EMS incident, other	31
510	Person in distress, Other	17
320	Emergency medical service, other	5
323	Motor vehicle/pedestrian accident (MV Ped)	5

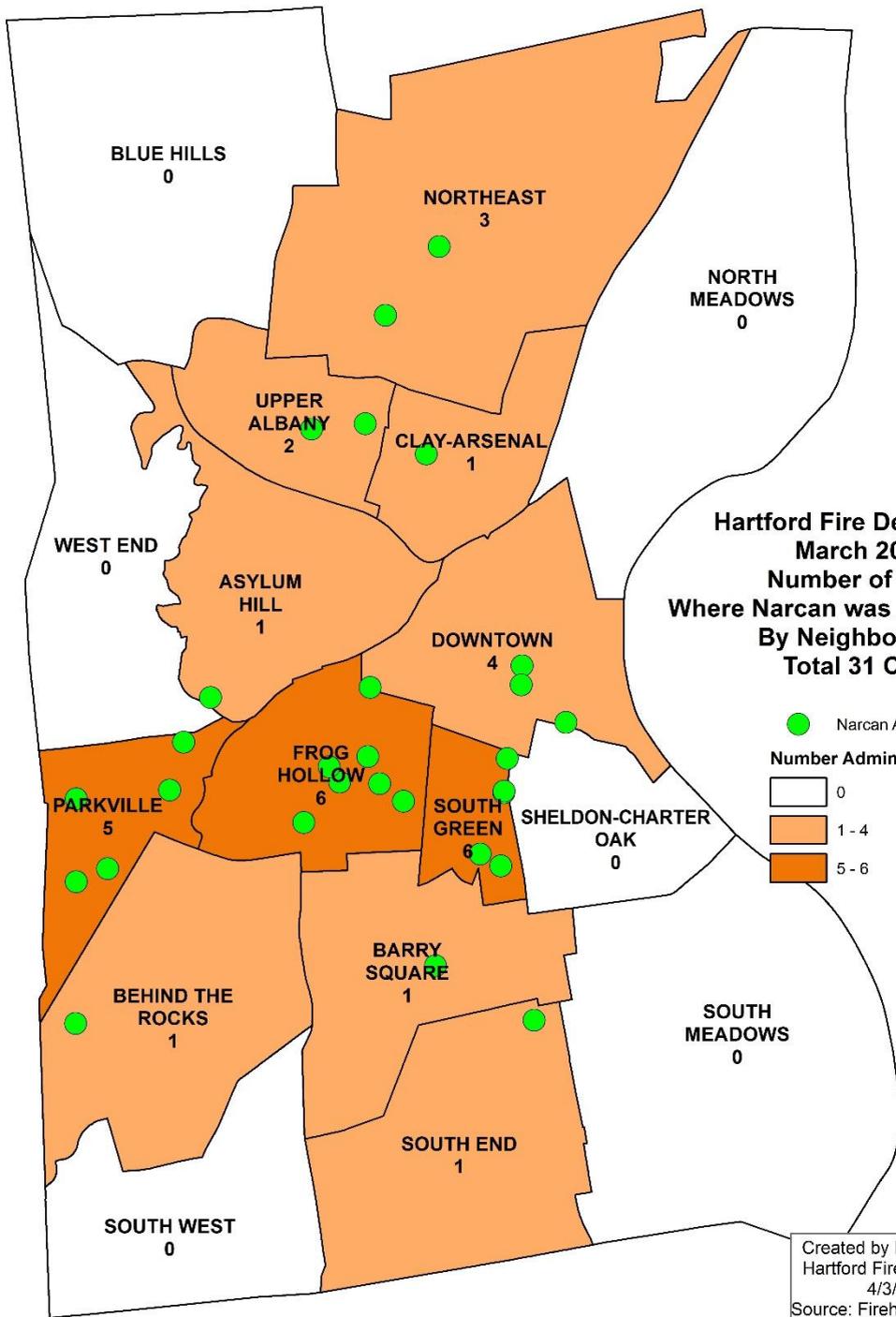
Rescue Calls March 2020



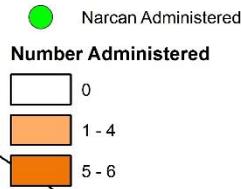
Created by Leandro Cieri
Hartford Fire Department
4/3/2020
Source: Firehouse Software
Geocoded: 13
Not Geocoded: 0

Incident Type	Description	Count
353	Removal of victim(s) from stalled elevator	5
511	Lock-out	3
352	Extrication of victim(s) from vehicle	3
512	Ring or jewelry removal	1
355	Confined space rescue	1

Narcan Administered March 2020

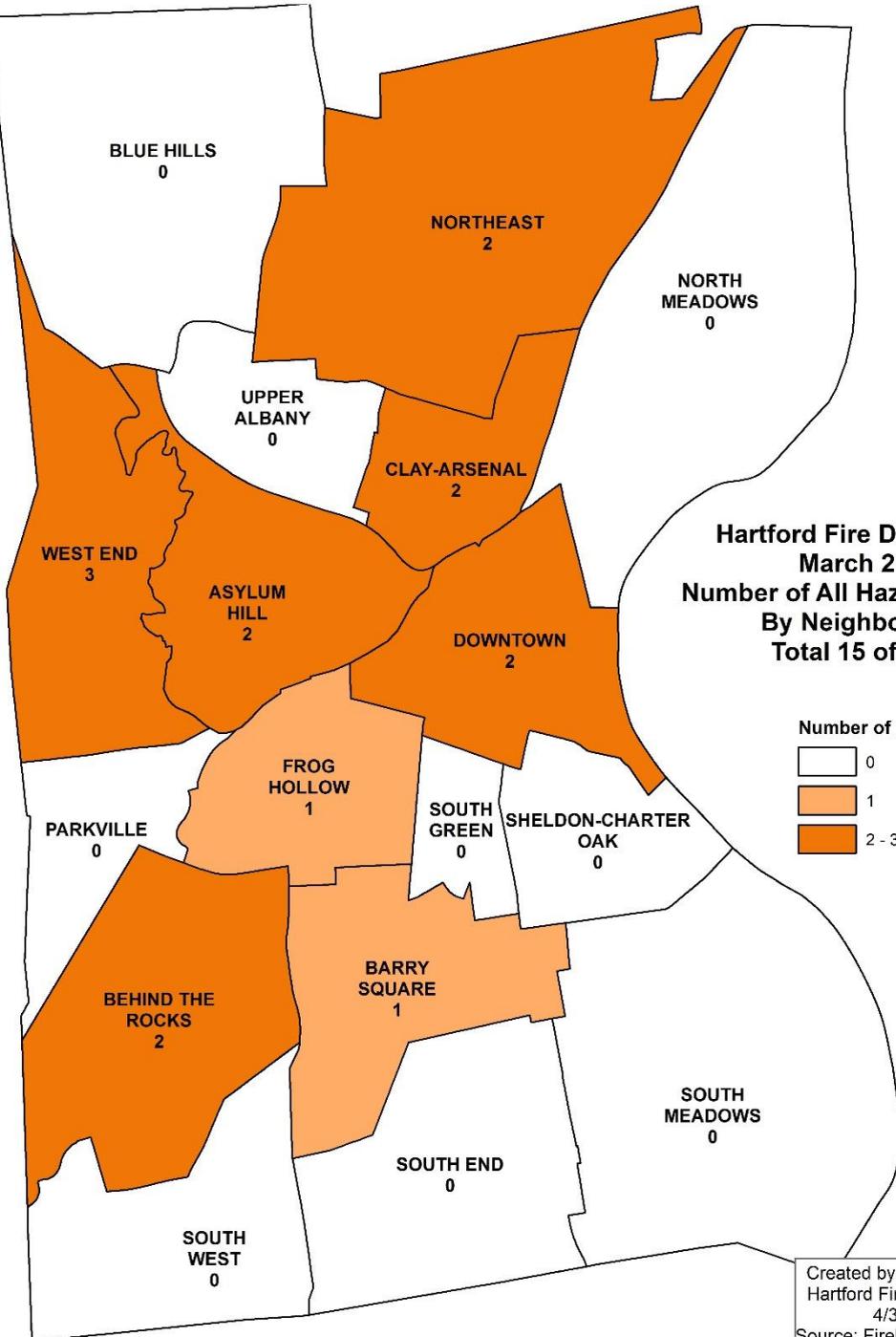


**Hartford Fire Department
March 2020
Number of Calls
Where Narcan was Administered
By Neighborhood
Total 31 Calls**

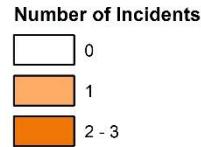


Created by Leandro Cieri
Hartford Fire Department
4/3/2020
Source: Firehouse Software
Geocoded: 31
Not Geocoded: 0

Hazardous Materials March 2020



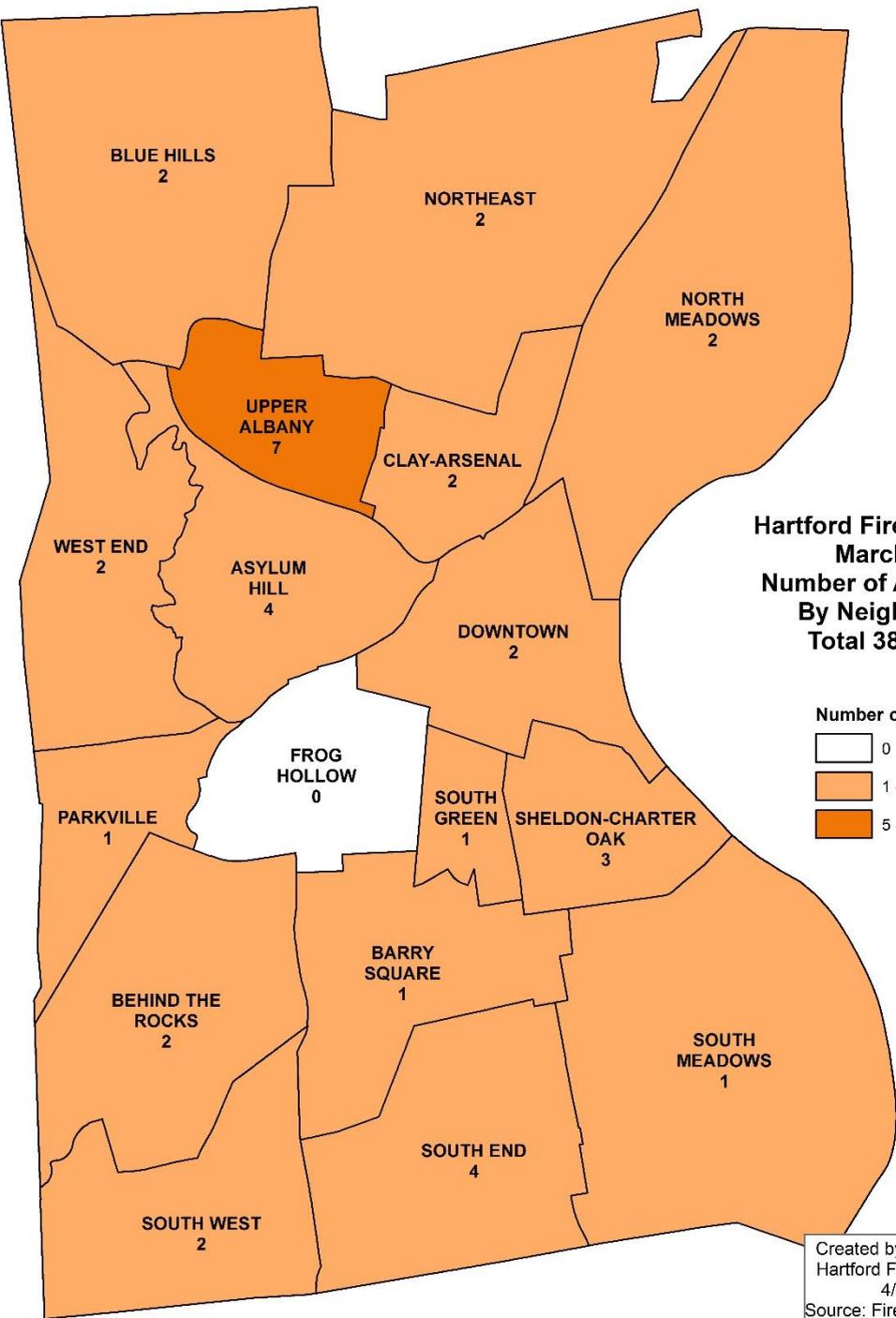
**Hartford Fire Department
March 2020
Number of All Hazardous Calls
By Neighborhood
Total 15 of Calls**



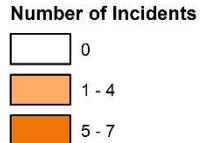
Incident Type	Description	Count
412	Gas leak (natural gas or LPG)	8
413	Oil or other combustible liquid spill	3
400	Hazardous condition, Other	3
411	Gasoline or other flammable liquid spill	1

Created by Leandro Cieri
Hartford Fire Department
4/3/2020
Source: Firehouse Software
Geocoded: 15
Not Geocoded: 0

All Fires March 2020



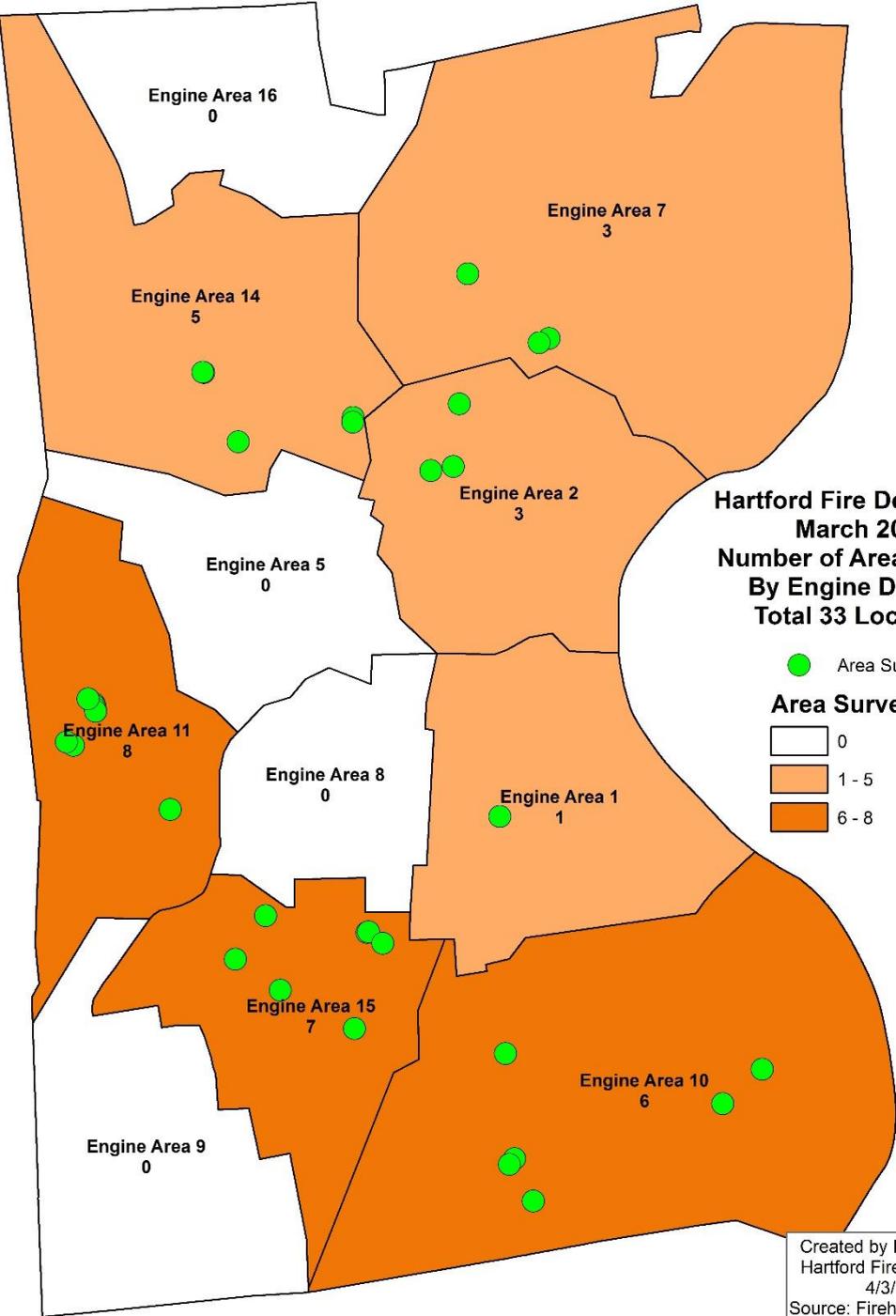
**Hartford Fire Department
March 2020
Number of All Fire Calls
By Neighborhood
Total 38 of Calls**



Created by Leandro Cieri
Hartford Fire Department
4/3/2020
Source: Firehouse Software
Geocoded: 38
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

Area Survey March 2020



**Hartford Fire Department
March 2020
Number of Area Surveys
By Engine Districts
Total 33 Locations**

● Area Surveys

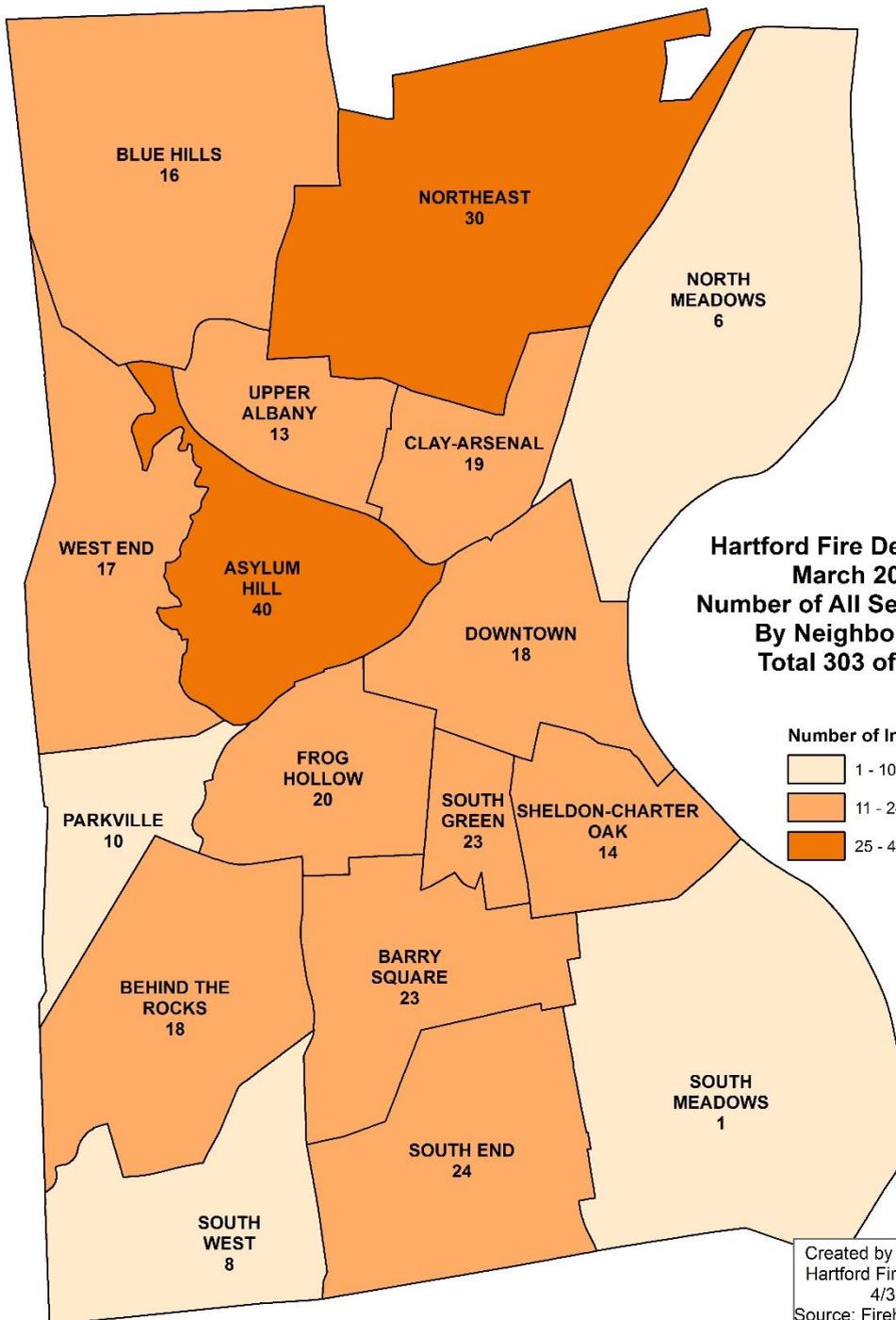
Area Survey

White	0
Light Orange	1 - 5
Dark Orange	6 - 8

Created by Leandro Cieri
Hartford Fire Department
4/3/2020
Source: Firehouse Software
Geocoded: 33
Not Geocoded: 0

Service Calls

March 2020



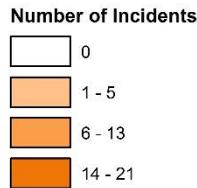
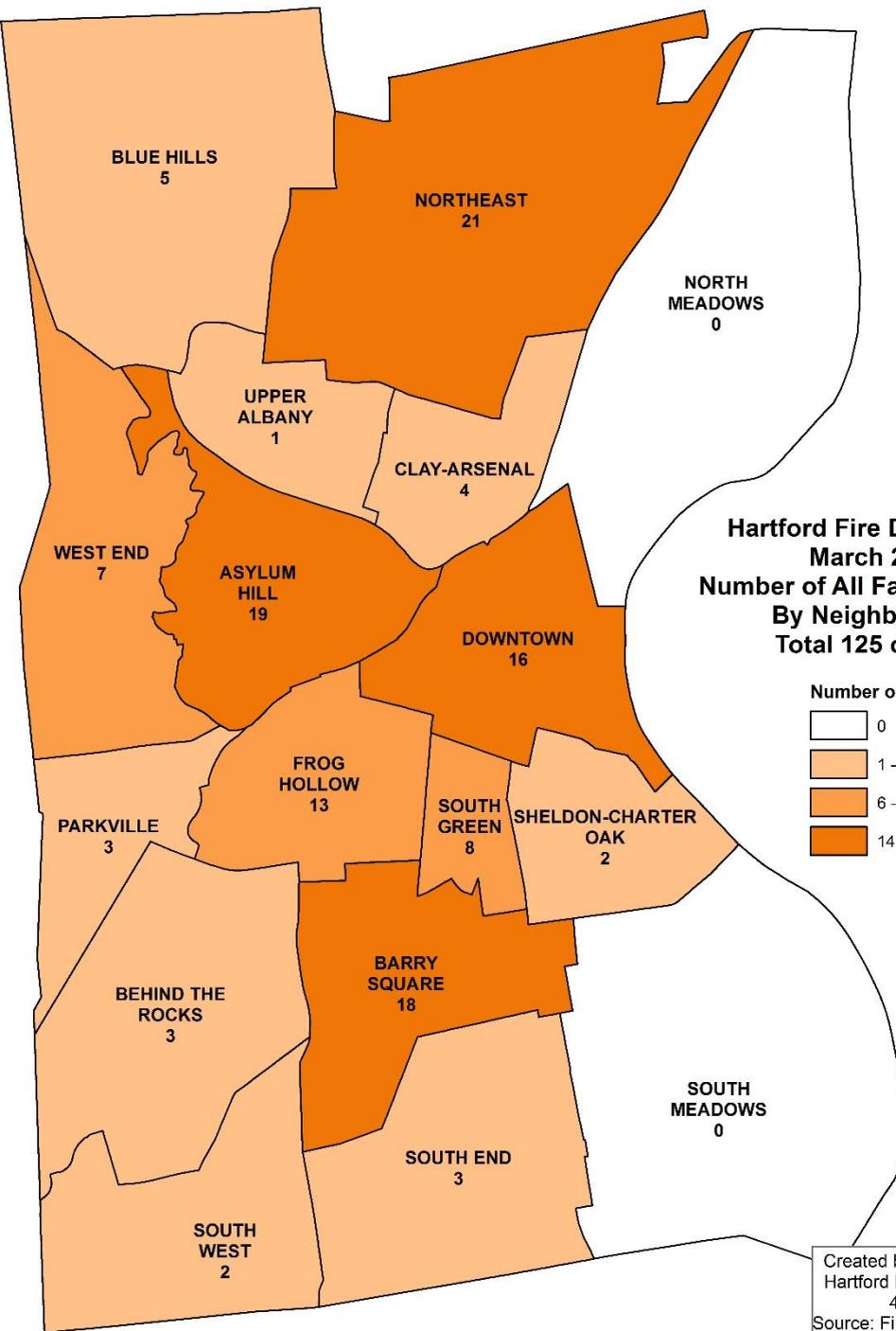
Number of Incidents

- 1 - 10
- 11 - 24
- 25 - 40

Created by Leandro Cieri
Hartford Fire Department
4/3/2020
Source: Firehouse Software
Geocoded: 300
Not Geocoded: 3

Incident Type	Description	Count
500	Service Call, other	129
552	Police matter	59
531	Smoke or odor removal	37
520	Water problem, Other	27
553	Public service	24
440	Electrical wiring/equipment problem, Other	8
444	Power line down	4
550	Public service assistance, Other	3
522	Water or steam leak	3
571	Cover assignment, standby, moveup	2
554	Assist invalid	2
442	Overheated motor	2
555	Defective elevator, no occupants	1
521	Water evacuation	1
445	Arcing, shorted electrical equipment	1

Fire Alarms March 2020

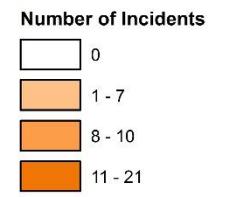
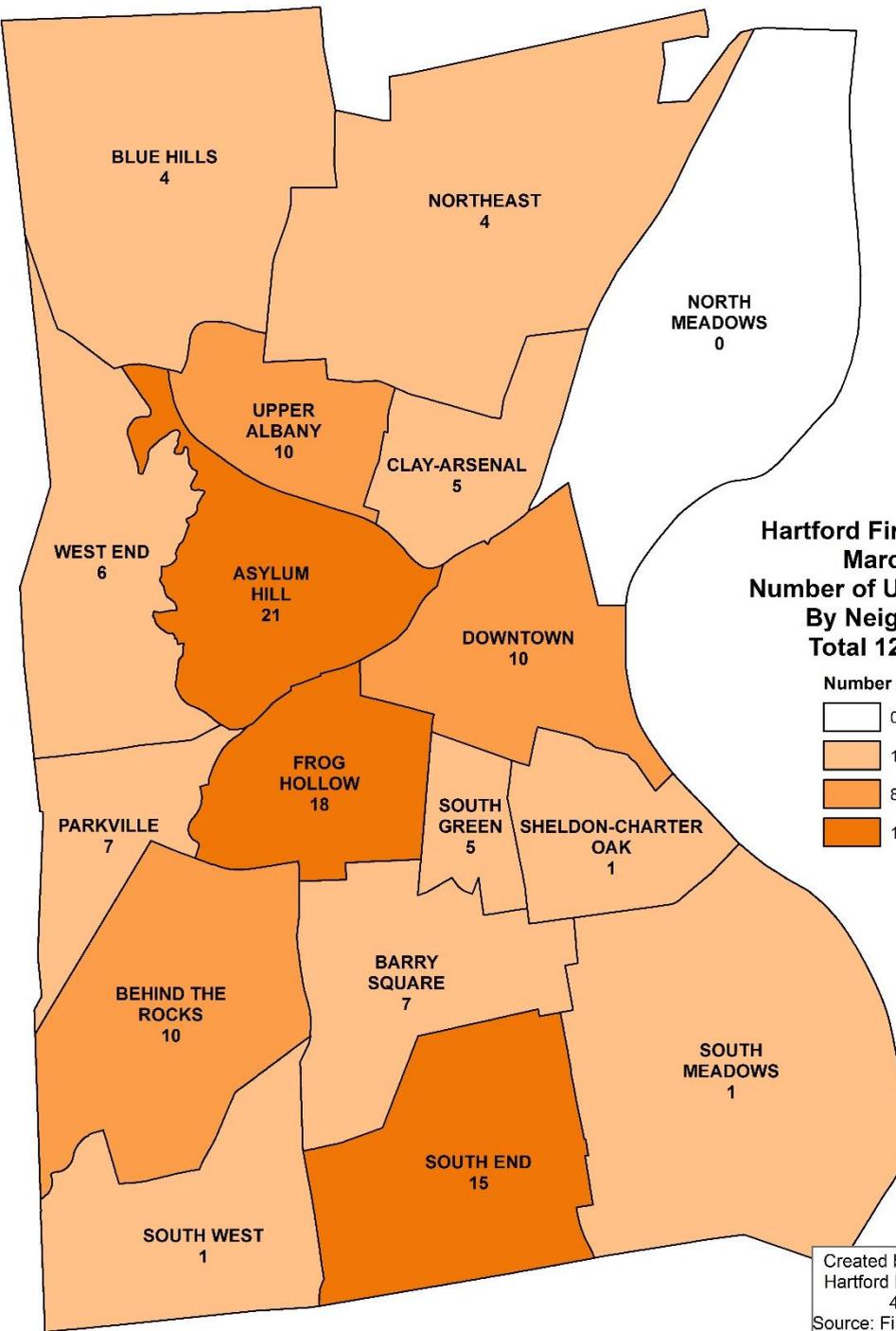


Created by Leandro Cieri
Hartford Fire Department
4/3/2020
Source: Firehouse Software
Geocoded: 125
Not Geocoded: 0

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

March 2020

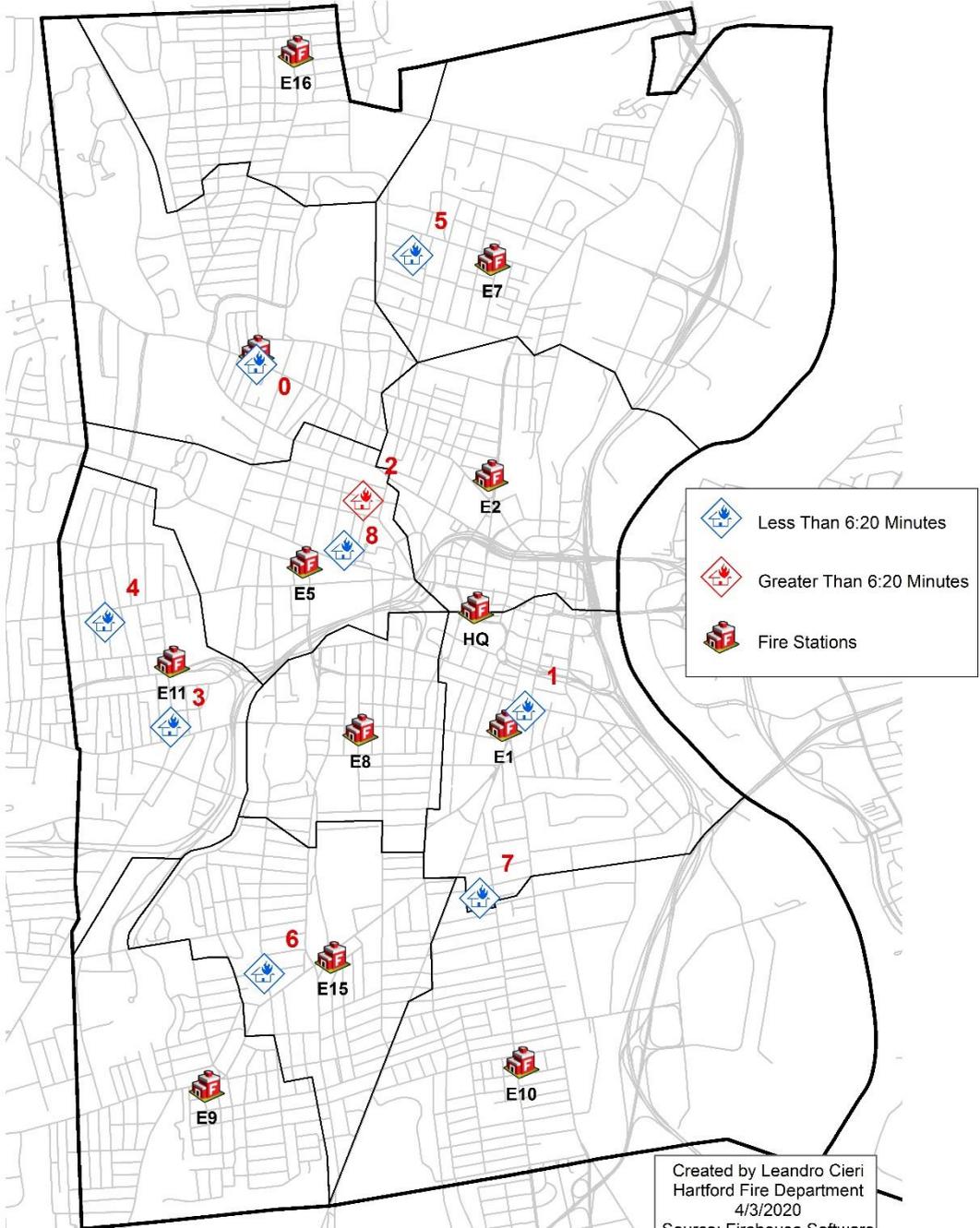


Created by Leandro Cieri
Hartford Fire Department
4/3/2020
Source: Firehouse Software
Geocoded: 125
Not Geocoded: 0

Incident Type	Description	Count
622	No Incident found on arrival at dispatch address	108
661	EMS call, party transported by non-fire agency	5
611	Dispatched & cancelled en route	5
652	Steam, vapor, fog or dust thought to be smoke	2
651	Smoke scare, odor of smoke	2
653	Smoke from barbecue, tar kettle	1
900	Special type of incident, Other	1
212	Overpressure rupture of steam boiler	1

Location of Structure Fires In Relationship to Fire Stations

Key	Incident Number	Response	Firefighter Fatality	Firefighter Injury	Civilian Fatality	Civilians Injured	Cause
0	20-0065025	0:03:02	0	0	0	0	Undetermined
1	20-0068007	0:04:41	0	0	0	0	Lighter: cigarette, cigar
2	20-0068008	1:23:57	0	0	0	0	Heat from powered equipment, Other
3	20-0069077	0:03:45	0	0	0	0	Electrical arcing
4	20-0071086	0:04:05	0	0	0	0	Hot or smoldering object, Other
5	20-0074037	0:03:24	0	0	0	0	
6	20-0078017	0:02:49	0	0	0	1	Heat from powered equipment, Other
7	20-0086058	0:02:17	0	0	0	0	Undetermined
8	20-0087048	0:03:23	0	0	0	0	



Created by Leandro Cieri
 Hartford Fire Department
 4/3/2020
 Source: Firehouse Software
 Geocoded: 9
 Not Geocoded: 0

QUESTIONS/COMMENTS



"Goal Oriented, Results Driven"