



**City of Hartford**  
**FIRE DEPARTMENT**

**FIRESTAT**

*March 2021*

**"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:**  
03/01/2021 - 03/31/2021



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

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

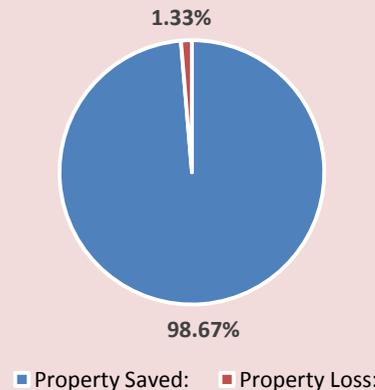
### Structure Fires



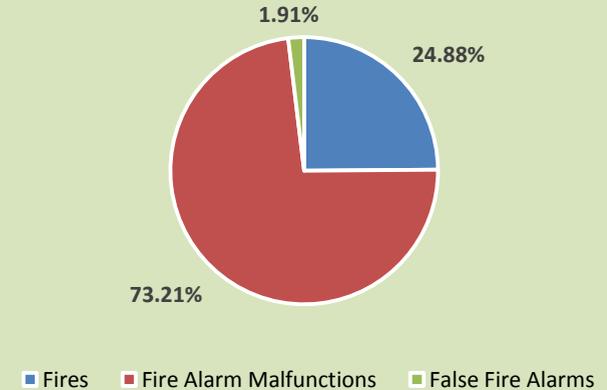
#### Analysis

- Exceeded the goal of 90% for this month.
- Significant more fire duty when compared to March of 2020.

#### 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.



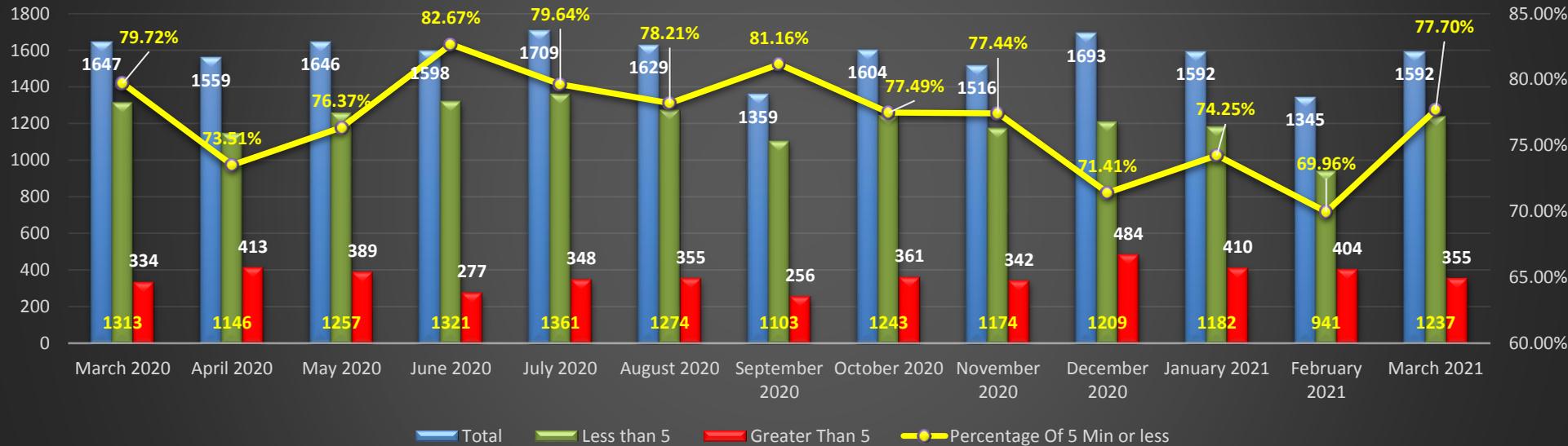
**Data Source:**  
Firehouse Software

**Current Period:**  
03/01/2021 - 03/31/2021

**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

➤ Good improvement of response time compliance.

#### 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:**  
03/01/2021 - 03/31/2021



**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

➤ Excellent work.

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:**  
03/01/2021 - 03/31/2021

**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 improvement when compared to the prior month.

#### 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:**  
03/01/2021 - 03/31/2021



**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

➤ Excellent work by District 2.

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:**  
03/01/2021 - 03/31/2021

**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 improvement when compared to the prior month.

#### 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:**  
03/01/2021 - 03/31/2021



**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.
- 7 consecutive months of 100% compliance! Excellent 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:**  
03/01/2021 - 03/31/2021

**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

➤ Inclement weather played a part in the response time average.

#### 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:**  
03/01/2021 - 03/31/2021



**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 performance 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:**  
03/01/2021 - 03/31/2021

**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

➤ Inclement weather played a part in the response time average.

#### 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:**  
03/01/2021 - 03/31/2021



**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.



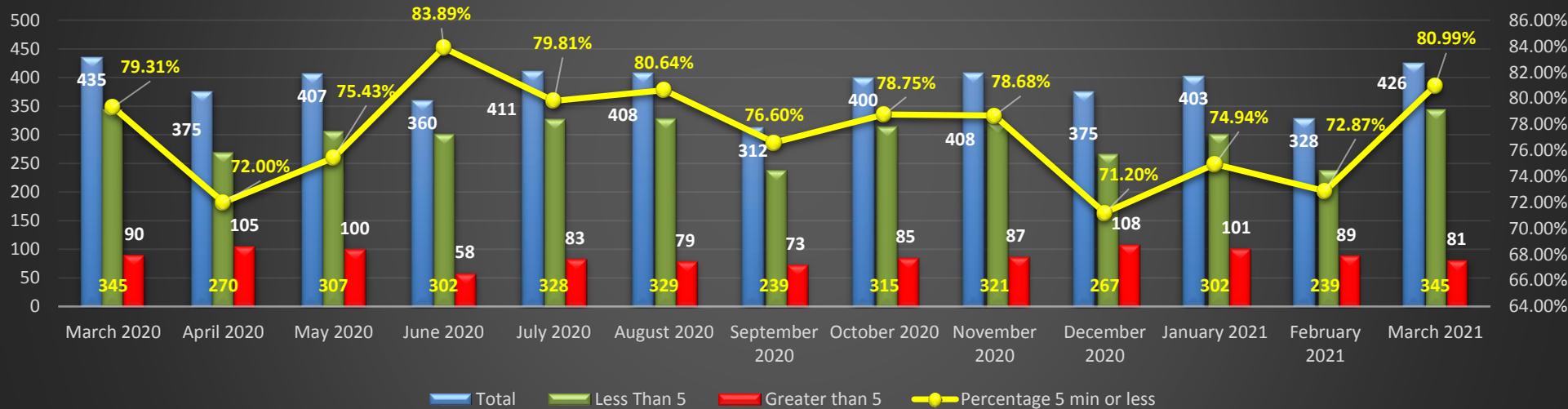
**Data Source:**  
Firehouse Software

**Current Period:**  
03/01/2021 - 03/31/2021

**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

➤ Excellent effort by Tour C.

#### 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 ISO standards.

**Data Source:** Firehouse Software

**Current Period:**  
03/01/2021 - 03/31/2021



**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 March (twice in a row).

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.



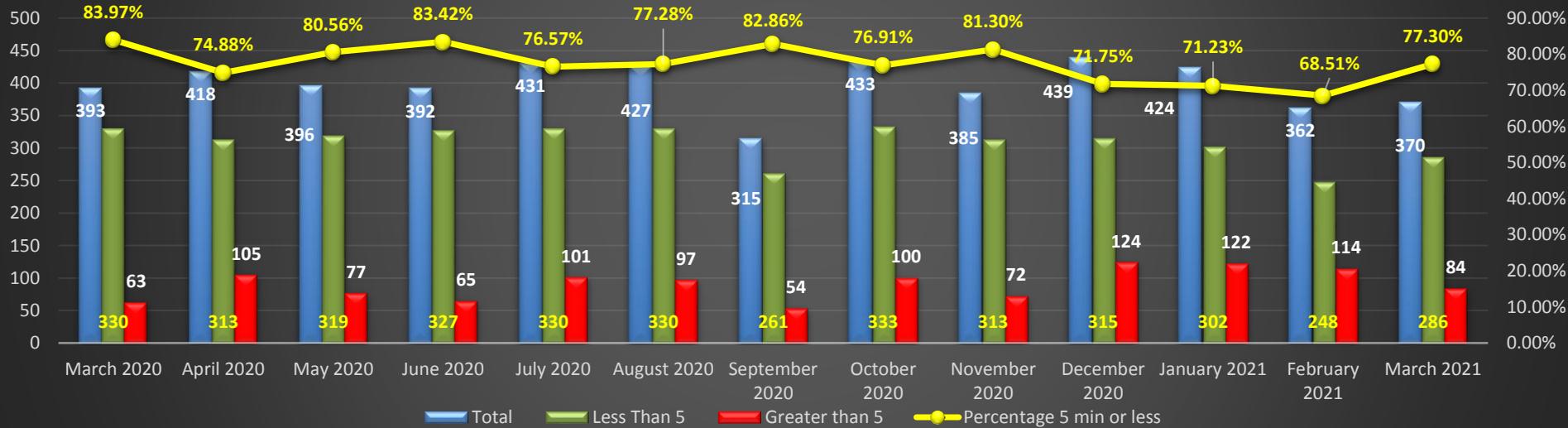
**Data Source:**  
Firehouse Software

**Current Period:**  
03/01/2021 - 03/31/2021

**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

➤ Solid improvement when compared to February's performance.

#### 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

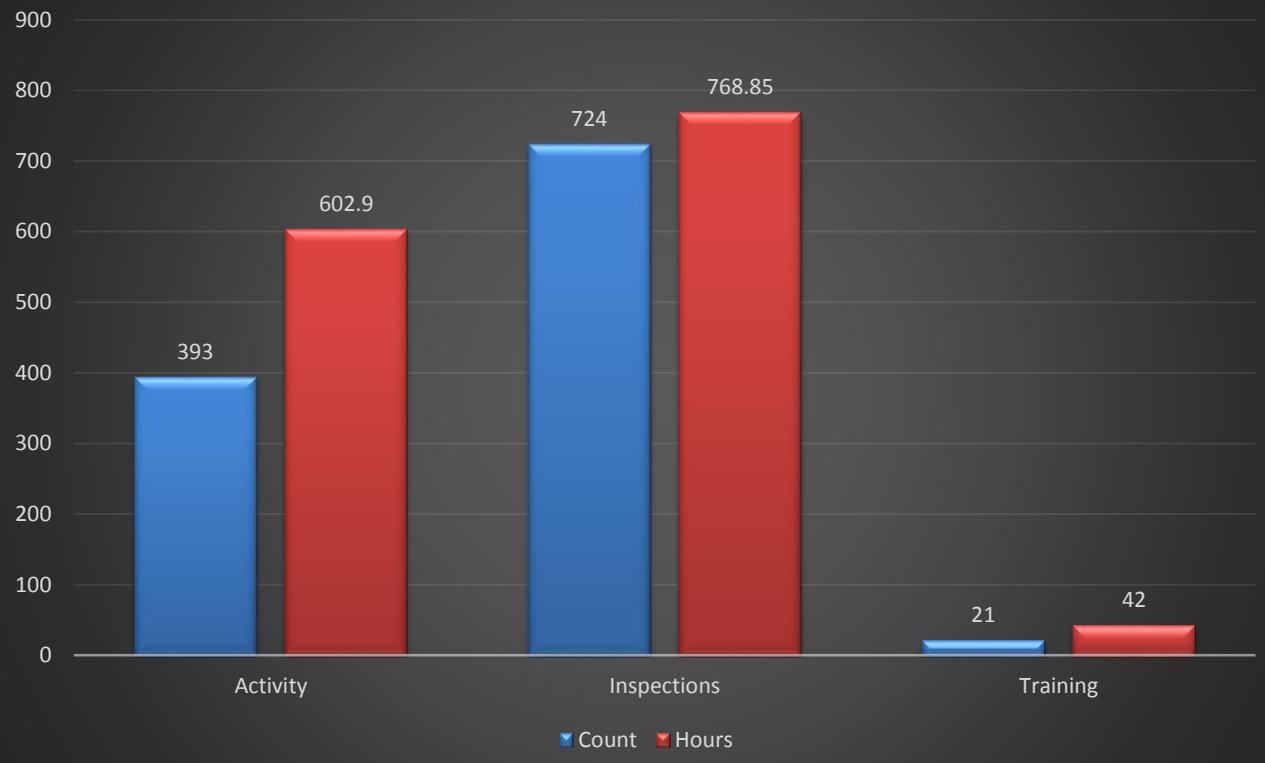
**Performance Target –** Risk in the community are minimized through a proactive code enforcement and public education program, respectively.

**Data Source:** HFD Firehouse Software

**Current Period:** 03/01/2021 - 03/31/2021

### HISTORICAL ANALYSIS

Reporting Period	Violations		
	Violations Found	Violations Cleared	
11/20	61	69	
12/20	122	177	
01/21	381	21	
02/21	84	91	
03/21	407	270	



### Attendance

Total Working Hours:	1,413.75	Total Hours Off:	800
Total Hours on Duty:	1,640.75	Hours Accounted For:	86.16%

### Recommendations

- ✓ **\*\*THIRD REQUEST\*\*** Forward a report to the fire chief's office pertaining to what inspections were supposed to be done in 2020 versus what inspections actually did get done which should include a plan on how inspections will be conducted in 2021.
- ✓ 90% of time is not accounted.

### 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.



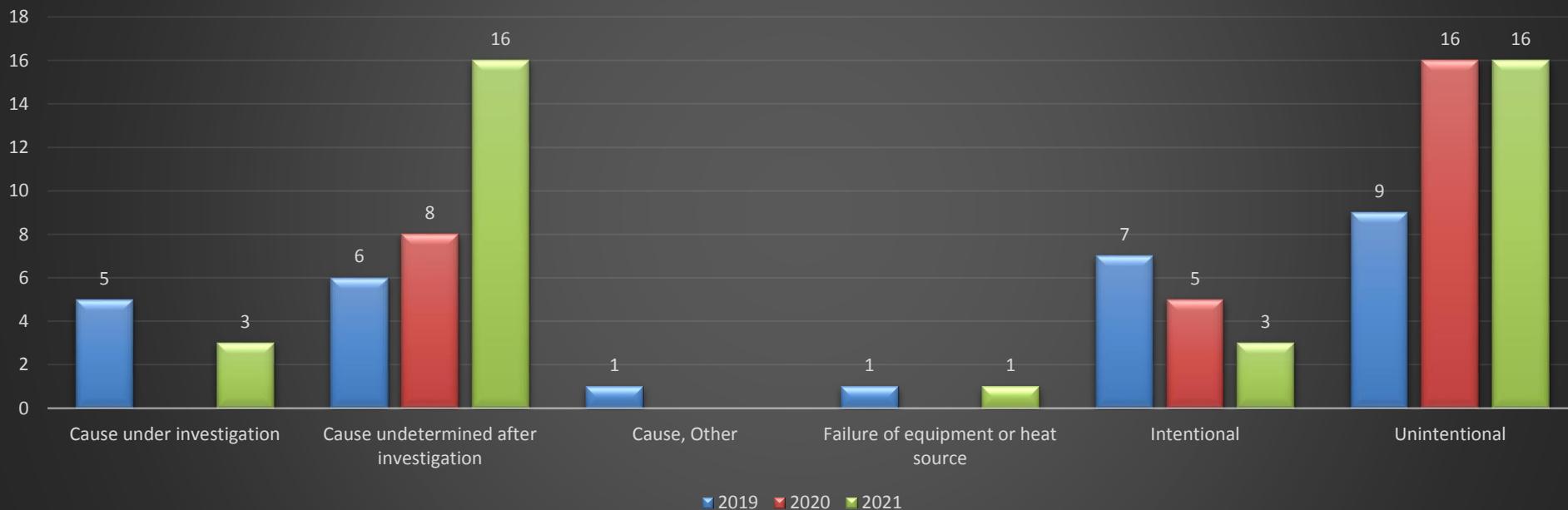
**Data Source:**  
Firehouse Software

**Current Period:**  
03/01/2021 - 03/31/2021

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

**Performance Target –** Show a 30% decrease in fires by end of FY2021.

### Cause of Fire Month of March 2021



#### Analysis

#### Recommendations

#### Impact

- Unintentional fires were high again for March of 2021 as they were in March of 2020.
- Intentional fires are down in comparison to 2019 & 2020.

- ✓ 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



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# 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

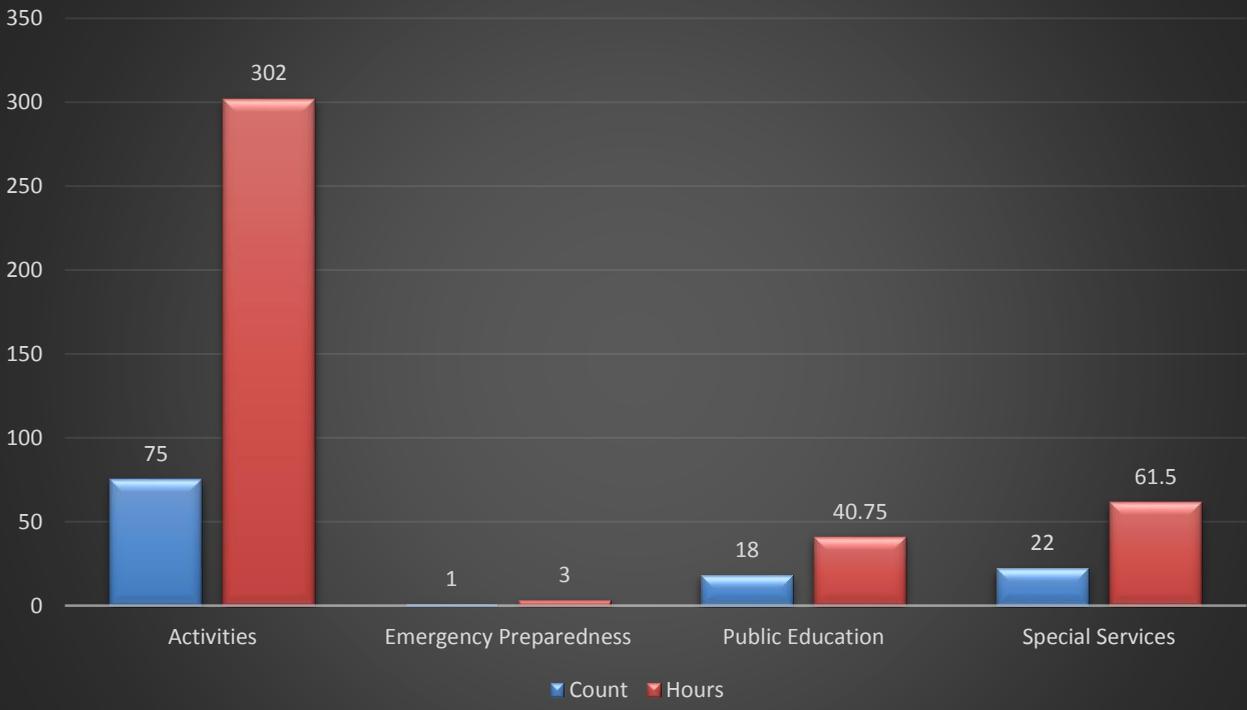
**Performance Target –** Reduction in Residential Structure Fires by 20% by 1<sup>st</sup> Quarter 2021.

**Data Source:** HFD Firehouse Software

**Current Period:** 03/01/2021 - 03/31/2021

### HISTORICAL ANALYSIS

Reporting Period	01/21	02/01	03/01
Total Activities	125	121	116
Total Adults	152	215	483
Total Children	52	182	161
Smoke Detector	9	3	4
Car Seats	1	3	2



### Attendance

Total Working Hours:	407.25	Total Hours Off:	0
Total Hours on Duty:	449.02	Hours Accounted For:	90.70%

### Recommendations

➤ Excellent community engagement and work in the firehouses.

### Impact

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

# TRAINING DIVISION



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# Performance Scorecard

## Training Division

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



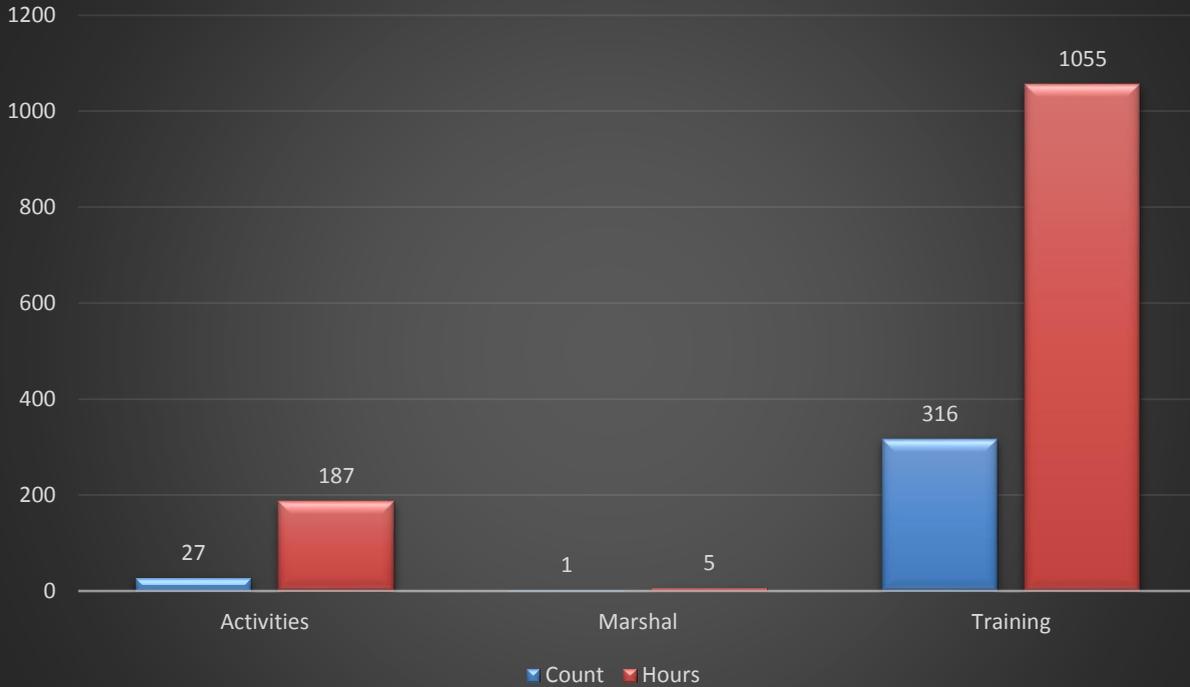
**HFD Strategic Priorities:**  
Provide Mandated Training to Hartford Fire Department Personnel

**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:** 03/01/2021 – 03/31/2021

### HISTORICAL ANALYSIS



### Attendance

### Recommendations

### Impact

<b>Total Working Hours:</b>	<b>1247</b>	<b>Total Hours Off:</b>	<b>302</b>
<b>Total Hours on Duty:</b>	<b>1239</b>	<b>Hours Accounted For:</b>	<b>100.65%</b>

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

- Workforce that is compliant with ISO and CONOSHA requirements.

Time accounted for should not exceed 100%.

# 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.

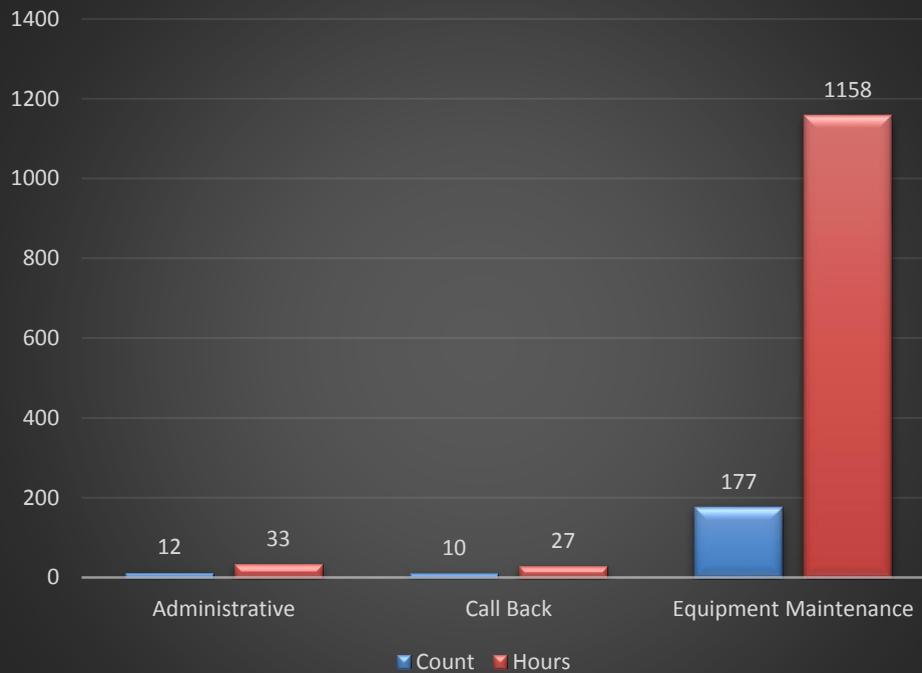
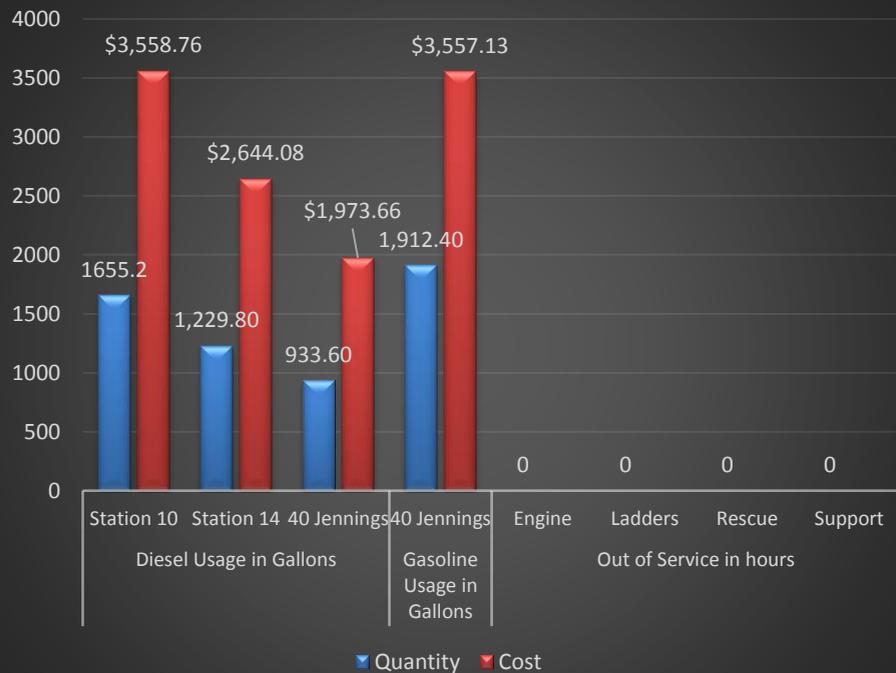


**Data Source:**  
HFD Firehouse Software

**Current Period:**  
03/01/2021 – 03/31/2021

**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

<b>Total Working Hours:</b>	<b>1,218</b>	<b>Total Hours Off:</b>	<b>300</b>
<b>Total Hours on Duty:</b>	<b>1,405.25</b>	<b>Hours Accounted For:</b>	<b>86.67%</b>

### Recommendations

- Strong work from EMD.
- Send report on out of service hours to the Office of the Chief.
- 90% of time must be accounted for.

### 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.

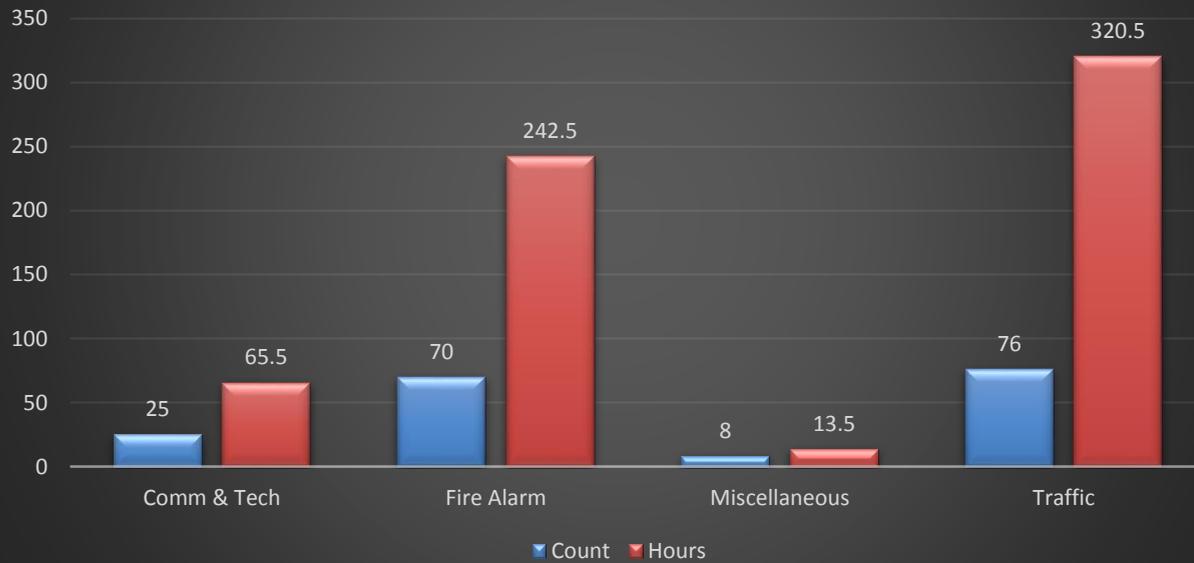
**Data Source:** HFD Firehouse Software

**Current Period:** 03/01/2021 – 03/31/2021

### HISTORICAL ANALYSIS

Reporting Period	Historical Analysis			
	Traffic	Comm & Tech	Training / Misc	Fire Alarm
11/20	12	0	3	11
12/20	24	4	2	7
01/21	45	13	33	37
02/21	83	29	21	48
03/21	76	25	8	70

### Fire Alarm Communications Technology 213 Call Before You Digs



### Attendance

Total Working Hours:	642	Total Hours Off:	60
Total Hours on Duty:	777	Hours Accounted For:	82.63%

### Recommendations

- ✓ Excellent overall work.
- ✓ 90% of time must be accounted for. Consecutive months of non-compliance. Address the problem.

### Impact

- IS&IT execution of relevant duties and responsibilities.

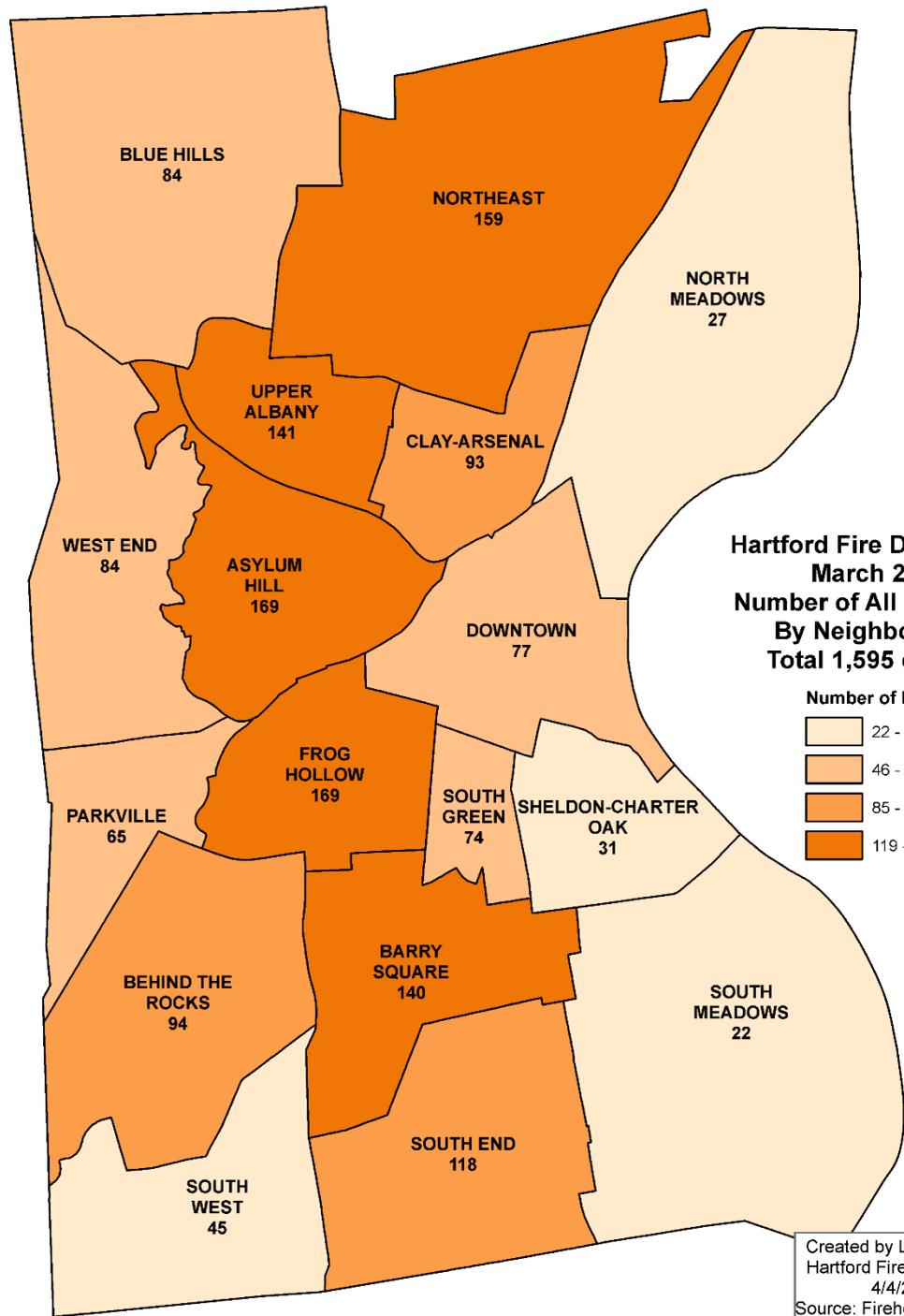
# EMERGENCY RESPONSE DATA



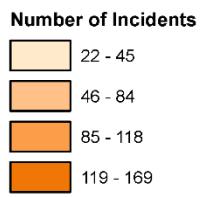
"Goal Oriented, Results Driven"

# EMS

## March 2021



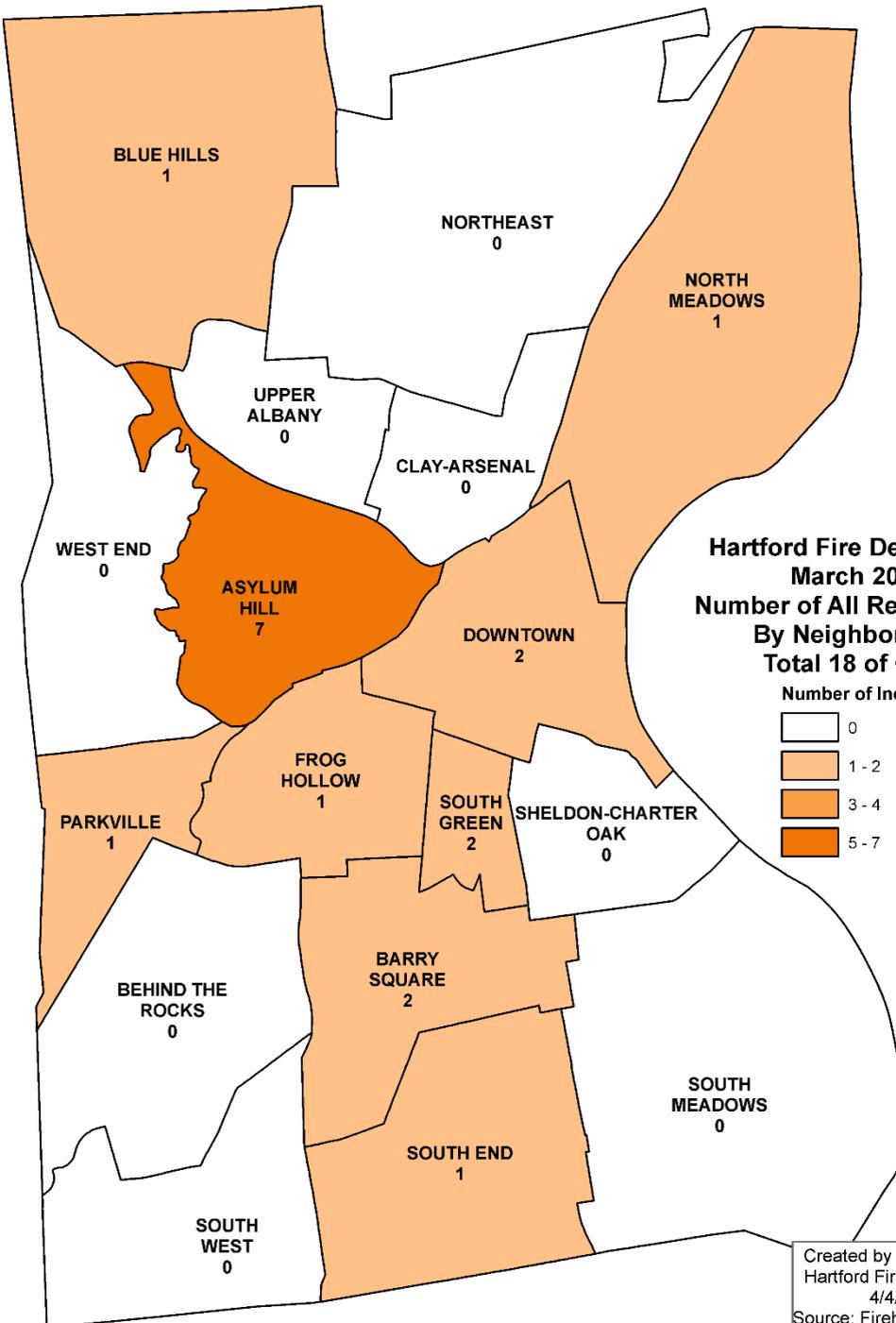
**Hartford Fire Department  
March 2021  
Number of All EMS Calls  
By Neighborhood  
Total 1,595 of Calls**



Created by Leandro Cieri  
Hartford Fire Department  
4/4/2021  
Source: Firehouse Software  
Geocoded 1,592  
Not Geocoded: 3

Incident Type	Description	Count
321	EMS call, excluding vehicle accident with injury	930
311	Medical assist, assist EMS crew	359
381	Rescue or EMS standby	97
322	Motor vehicle accident with injuries	82
324	Motor Vehicle Accident with no injuries	71
510	Person in distress, Other	28
300	Rescue, EMS incident, other	22
323	Motor vehicle/pedestrian accident (MV Ped)	5
320	Emergency medical service, other	1

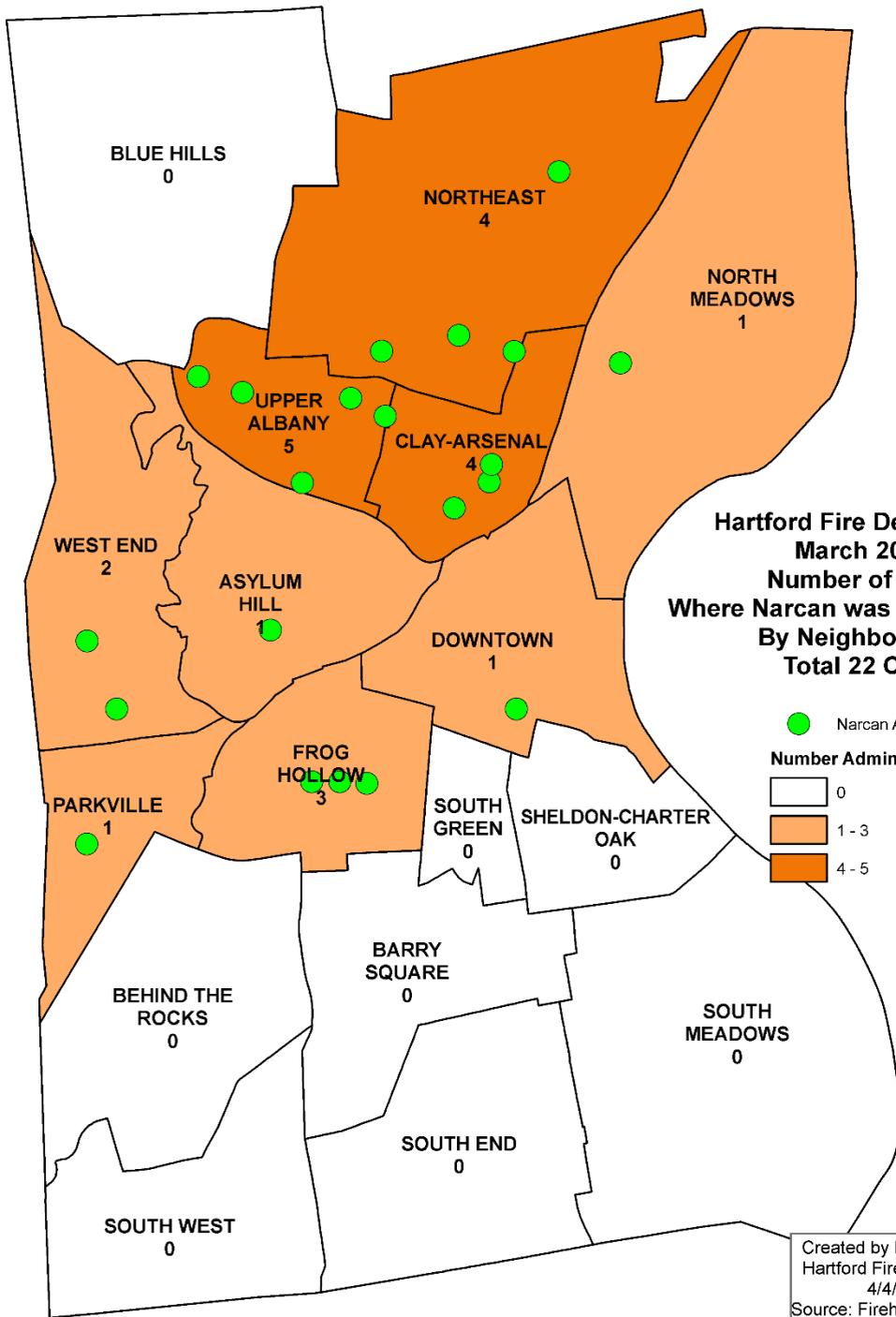
# Rescue Calls March 2021



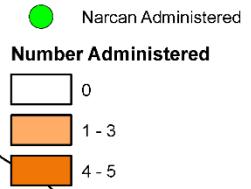
Created by Leandro Cieri  
Hartford Fire Department  
4/4/2021  
Source: Firehouse Software  
Geocoded: 18  
Not Geocoded: 0

Incident Type	Description	Count
511	Lock-out	6
353	Removal of victim(s) from stalled elevator	6
352	Extrication of victim(s) from vehicle	4
331	Lock-in (if lock out , use 511 )	1
357	Extrication of victim(s) from machinery	1

# Narcan Administered March 2021



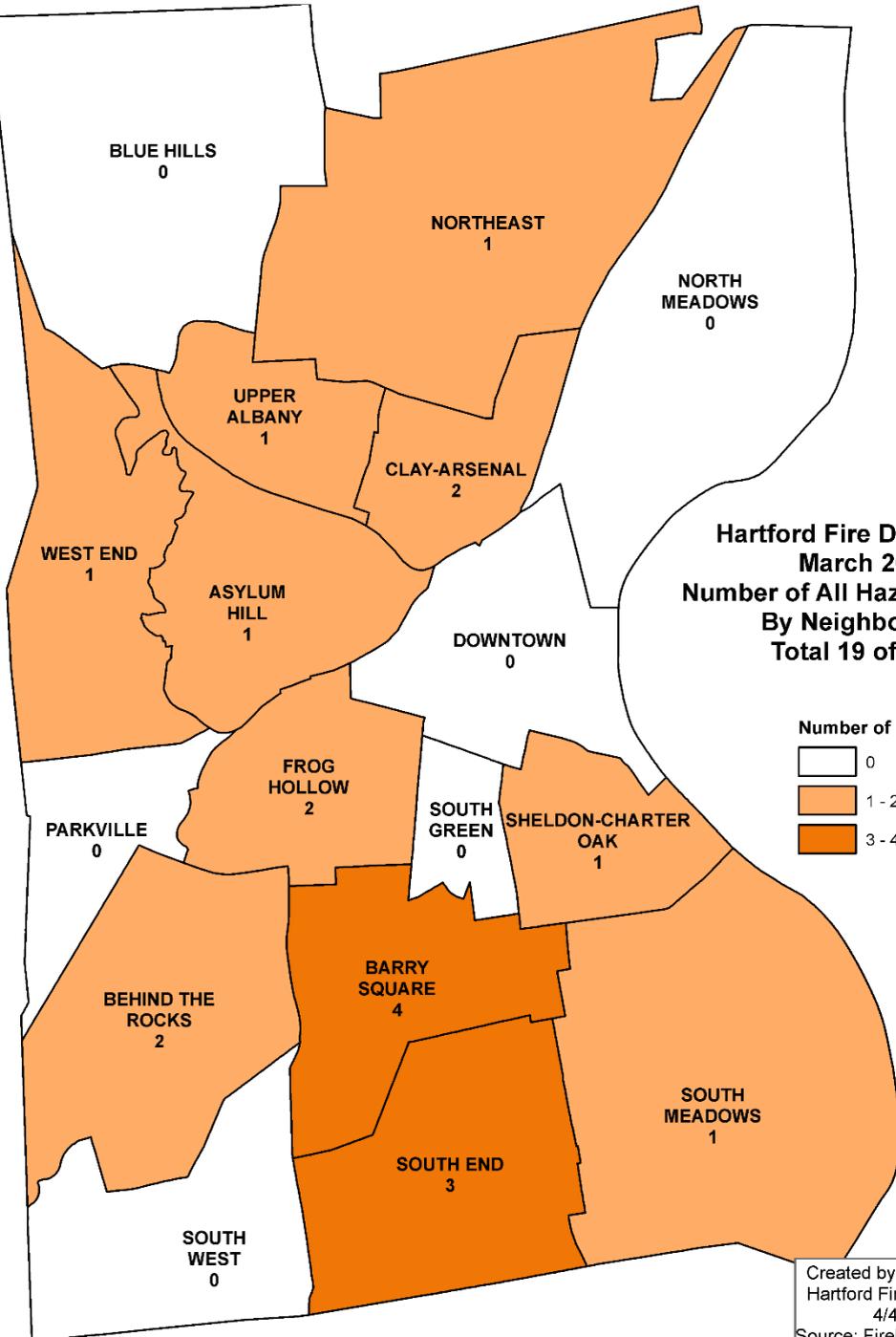
**Hartford Fire Department  
March 2021  
Number of Calls  
Where Narcan was Administered  
By Neighborhood  
Total 22 Calls**



Created by Leandro Cieri  
Hartford Fire Department  
4/4/2021  
Source: Firehouse Software  
Geocoded: 22  
Not Geocoded: 0

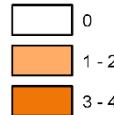
# Hazardous Materials

## March 2021



**Hartford Fire Department  
March 2021  
Number of All Hazardous Calls  
By Neighborhood  
Total 19 of Calls**

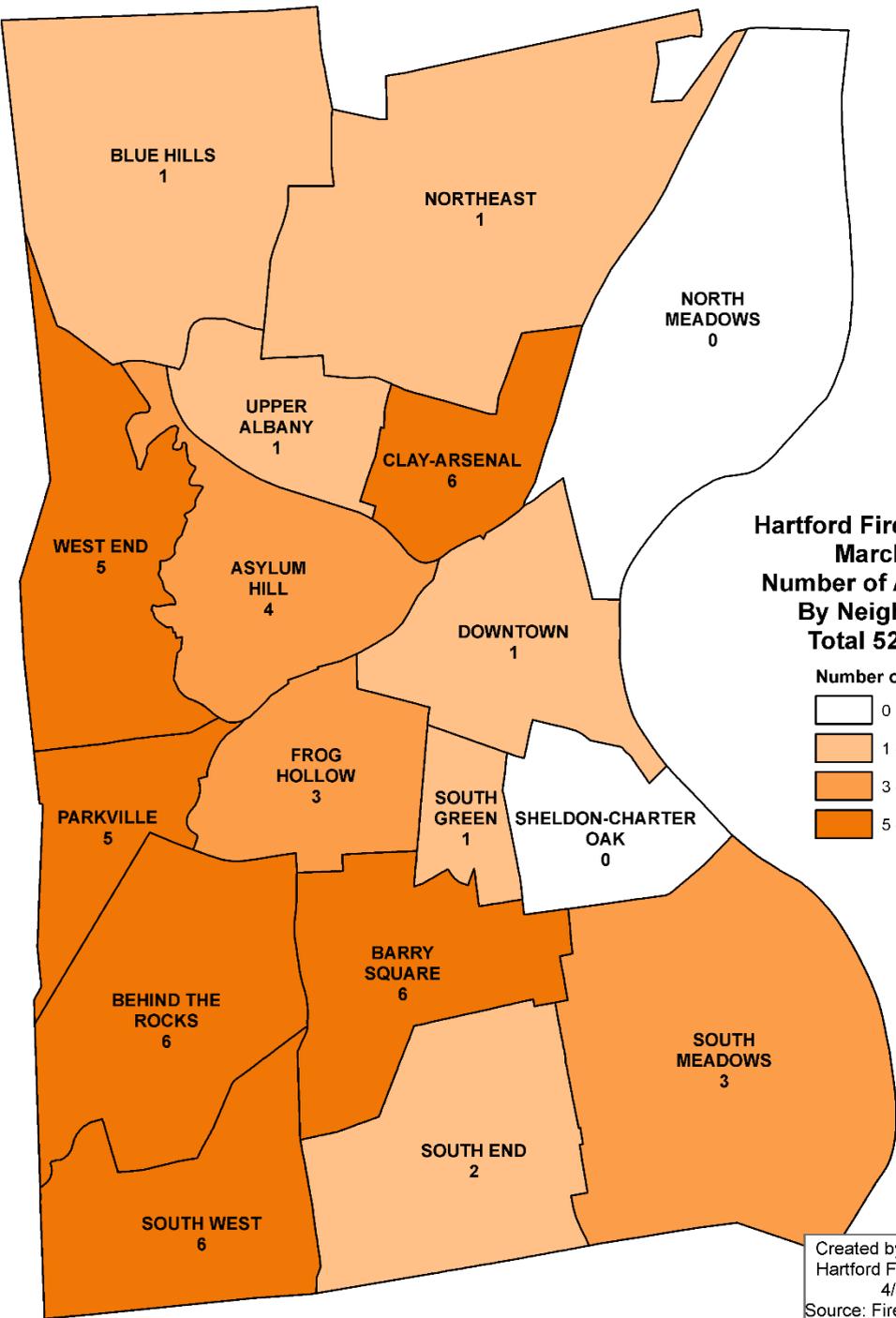
Number of Incidents



Created by Leandro Cieri  
Hartford Fire Department  
4/4/2021  
Source: Firehouse Software  
Geocoded: 19  
Not Geocoded: 0

Incident Type	Description	Count
412	Gas leak (natural gas or LPG)	7
400	Hazardous condition, Other	5
463	Vehicle accident, general cleanup	2
424	Carbon monoxide incident	2
410	Combustible/flammable gas/liquid condition, other	2
411	Gasoline or other flammable liquid spill	1

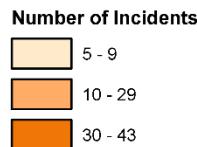
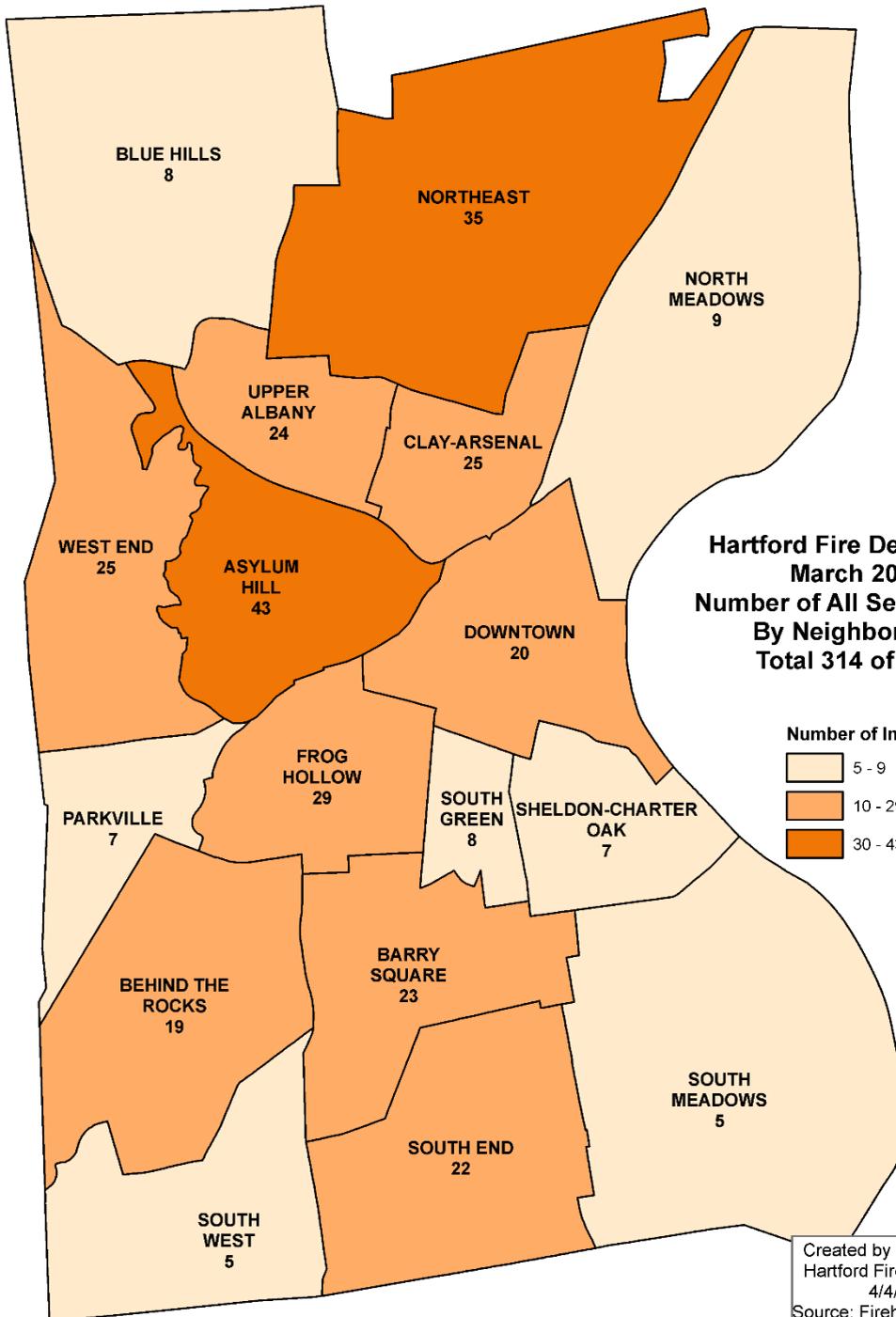
# All Fires March 2021



Created by Leandro Cieri  
Hartford Fire Department  
4/4/2021  
Source: Firehouse Software  
Geocoded: 51  
Not Geocoded: 1

Incident Type	Description	Count
111	Building fire	17
131	Passenger vehicle fire	10
142	Brush or brush-and-grass mixture fire	5
140	Natural vegetation fire, Other	4
151	Outside rubbish, trash or waste fire	3
118	Trash or rubbish fire, contained	2
150	Outside rubbish fire, Other	2
113	Cooking fire, confined to container	2
112	Fires in structure other than in a building	2
160	Special outside fire, Other	1
114	Chimney or flue fire, confined to chimney or flue	1
117	Commercial Compactor fire, confined to rubbish	1
162	Outside equipment fire	1
120	Fire in mobile prop used as a fixed struc, Other	1

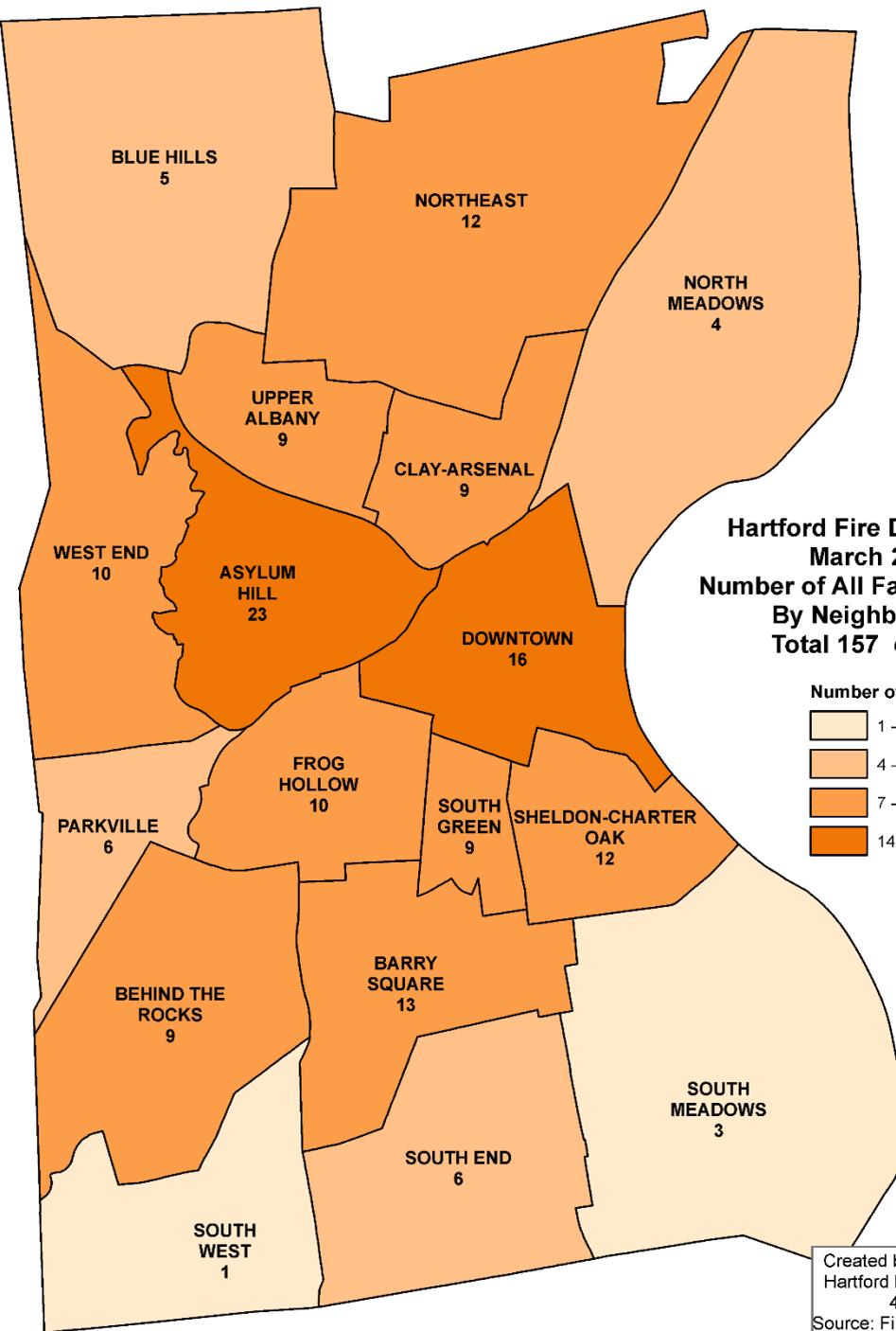
# Service Calls March 2021



Created by Leandro Cieri  
Hartford Fire Department  
4/4/2021  
Source: Firehouse Software  
Geocoded: 314  
Not Geocoded: 0

Incident Type	Description	Count
500	Service Call, other	128
552	Police matter	68
531	Smoke or odor removal	35
553	Public service	29
520	Water problem, Other	18
444	Power line down	11
440	Electrical wiring/equipment problem, Other	9
550	Public service assistance, Other	7
551	Assist police or other governmental agency	5
445	Arcing, shorted electrical equipment	2
555	Defective elevator, no occupants	1
554	Assist invalid	1

# Fire Alarms March 2021

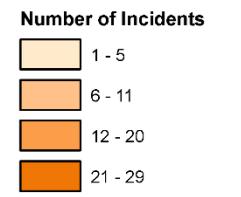
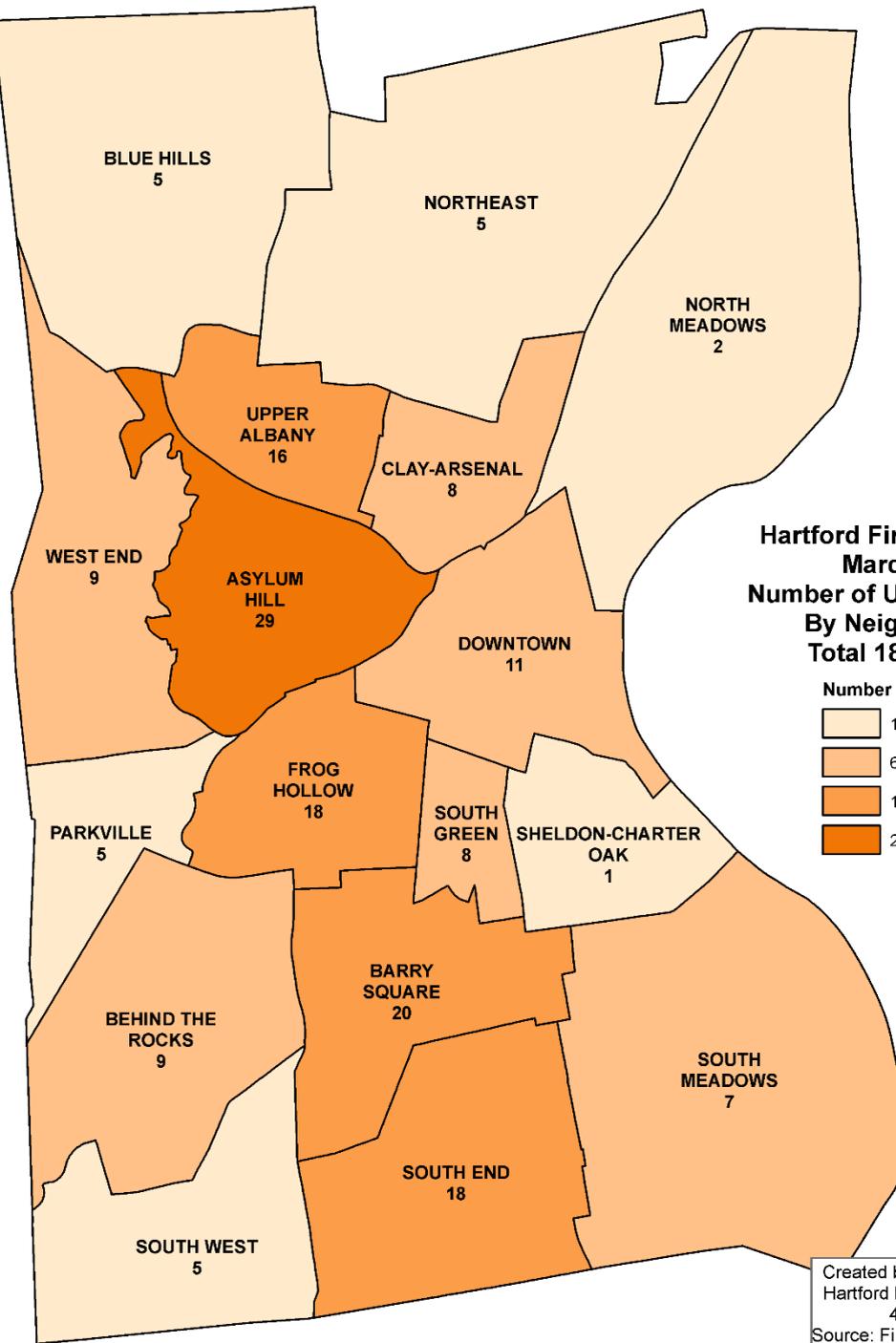


Created by Leandro Cieri  
Hartford Fire Department  
4/4/2021  
Source: Firehouse Software  
Geocoded: 157  
Not Geocoded: 0

Incident Type	Description	Count
745	Alarm system activation, no fire - unintentional	67
743	Smoke detector activation, no fire - unintentional	30
735	Alarm system sounded due to malfunction	15
740	Unintentional transmission of alarm, Other	14
730	System malfunction, Other	9
733	Smoke detector activation due to malfunction	6
741	Sprinkler activation, no fire - unintentional	4
744	Detector activation, no fire - unintentional	4
700	False alarm or false call, Other	3
736	CO detector activation due to malfunction	2
731	Sprinkler activation due to malfunction	1
742	Extinguishing system activation	1
710	Malicious, mischievous false call, Other	1

# Undefined Calls

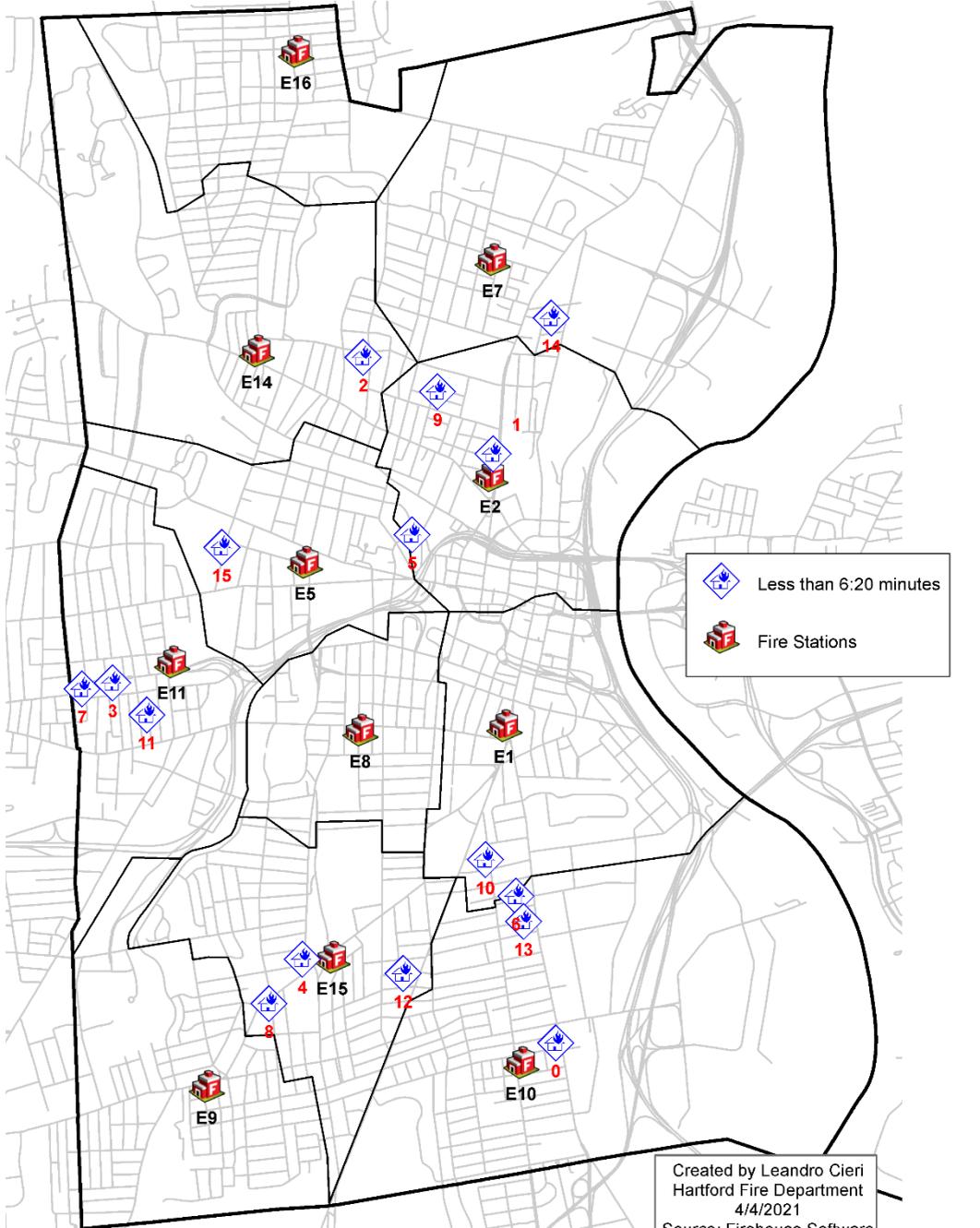
## March 2021



Created by Leandro Cieri  
Hartford Fire Department  
4/4/2021  
Source: Firehouse Software  
Geocoded: 176  
Not Geocoded: 4

Incident Type	Description	Count
622	No Incident found on arrival at dispatch address	155
661	EMS call, party transported by non-fire agency	8
621	Wrong location	4
651	Smoke scare, odor of smoke	4
900	Special type of incident, Other	3
611	Dispatched & cancelled en route	3
600	Good intent call, Other	1
652	Steam, vapor, fog or dust thought to be smoke	1
671	HazMat release investigation w/no HazMat	1

# Location of Structure Fires In Relationship to Fire Stations



Created by Leandro Cieri  
 Hartford Fire Department  
 4/4/2021  
 Source: Firehouse Software  
 Geocoded: 16  
 Not Geocoded: 0

Key	Incident Number	Response	Firefighter Fatality	Firefighter Injury	Civilian Fatality	Civilians Injured	Cause
0	21-0063010	0:03:48	0	0	0	0	Undetermined
1	21-0065064	0:04:42	0	0	0	0	Hot or smoldering object, Other
2	21-0066040	0:03:24	0	0	0	0	Molten, hot material
3	21-0068041	0:03:35	0	0	0	0	Heat from other open flame or smoking materials
4	21-0069050	0:02:46	0	0	0	0	Heat from powered equipment, Other
5	21-0072003	0:04:24	0	0	0	0	Heat source: other
6	21-0072040	0:03:25	0	0	0	0	Radiated, conducted heat from operating equipment
7	21-0072050	0:04:41	0	0	0	0	Cigarette
8	21-0073030	0:01:24	0	0	0	0	Radiated, conducted heat from operating equipment
9	21-0073033	0:04:43	0	0	0	0	Cigarette
10	21-0074058	0:03:34	0	0	0	0	Undetermined
11	21-0086035	0:02:20	0	0	0	0	
12	21-0086069	0:04:19	0	0	0	0	Electrical arcing
13	21-0087017	0:04:11	0	0	0	0	Flame/torch used for lighting
14	21-0088054	0:04:25	0	0	0	0	Hot ember or ash
15	21-0090051	0:03:52	0	1	0	0	Undetermined

# QUESTIONS/COMMENTS



"Goal Oriented, Results Driven"