



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

**FIRESTAT**

*January 2022*

**"Goal Oriented, Results Driven"**



# AGENDA



- Introductions
- Remark's from Chief Barco
- Remark's from Chief Reilly
- Remark's from Chief Tenney
- Division Briefings
- Questions/Comments

**"Goal Oriented, Results Driven"**

# Chief Barco



"Goal Oriented, Results Driven"

# Chief Reilly



"Goal Oriented, Results Driven"

# Chief Tenney



"Goal Oriented, Results Driven"

# EMERGENCY SERVICES



"Goal Oriented, Results Driven"

# 2021 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.
  - Phone Pick Up time is now included in the Total Response time of six minutes and twenty seconds.

# Fire Response Scorecard

City-Wide

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



**Data Source:** Firehouse Software

**Current Period:**  
01/01/2022 - 01/31/2022

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

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

## Structure Fires



### Analysis

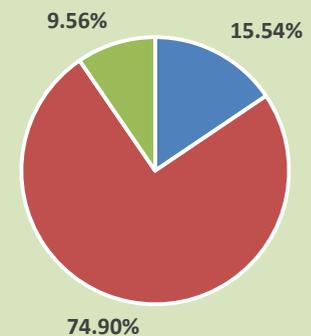
- Did not meet our goal for the month of January.
- One more fire call when compared to January of 2021.

### Percentage of Property Saved

0.00%

■ 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:**  
01/01/2022 - 01/31/2022

**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:**  
01/01/2022 - 01/31/2022



**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

➤ Response time significantly down when compared to 2021.

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:**  
01/01/2022 - 01/31/2022

**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

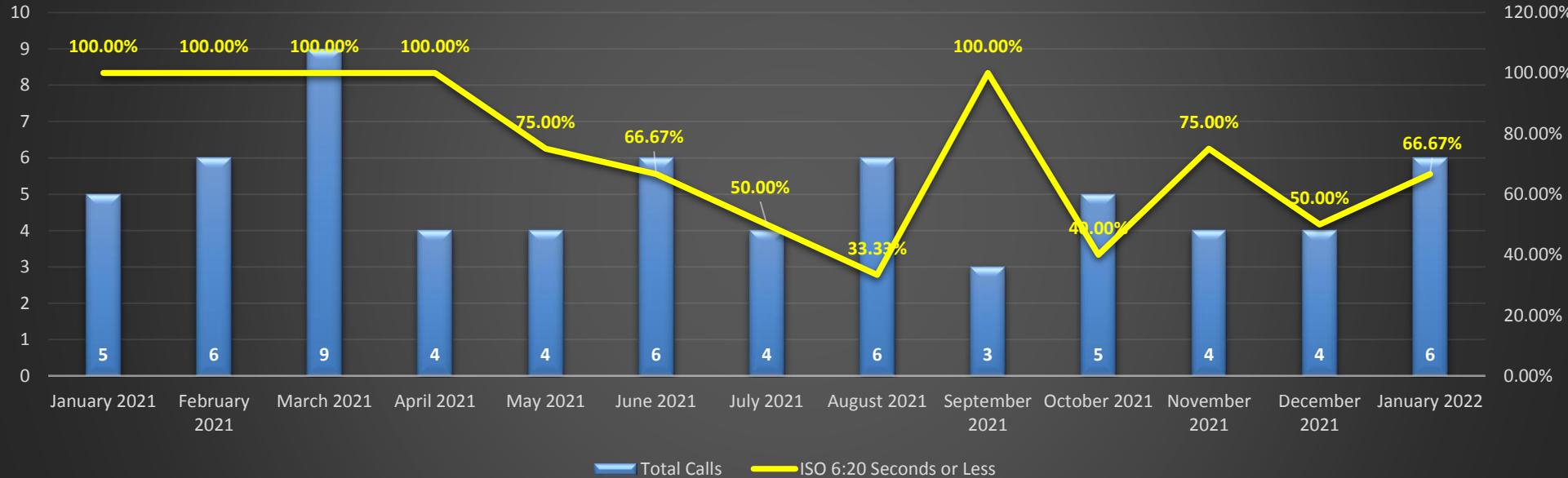
**Current Period:**  
01/01/2022 - 01/31/2022



**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

➤ Up 16% compared to last month.

- Maintain proficiency.
- Continue to emphasize the importance of responses time compliance to members of suppression.

➤ Effective emergency response.

# EMS Response Scorecard

## District 2

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



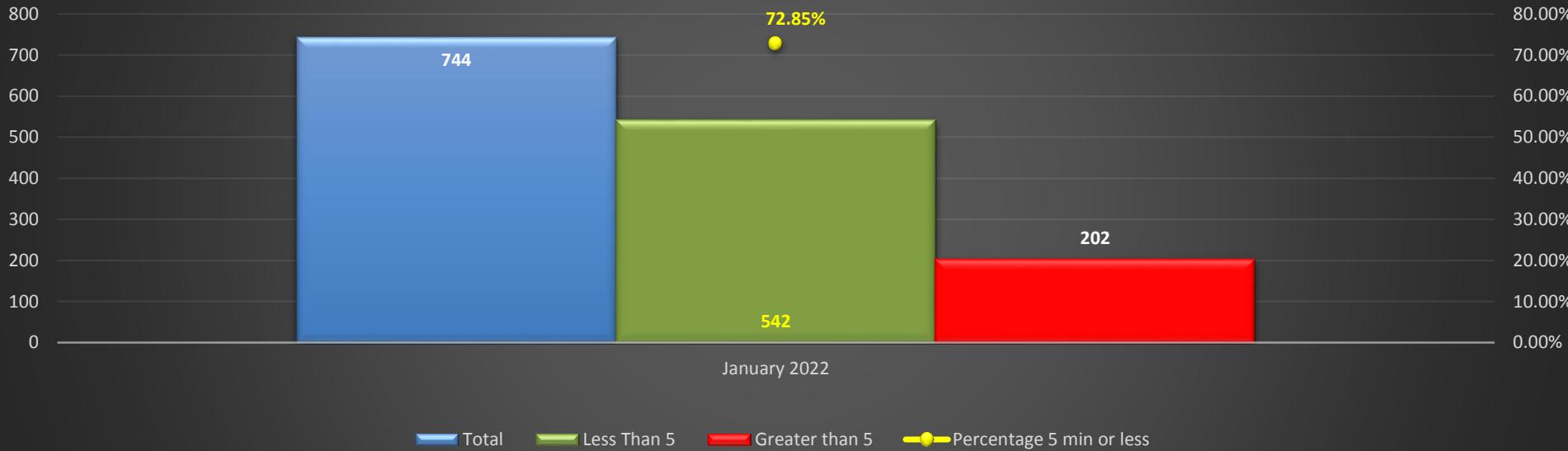
**Data Source:**  
Firehouse Software

**Current Period:**  
01/01/2022 - 01/31/2022

**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 to ISO standards.

**Data Source:** Firehouse Software

**Current Period:**  
01/01/2022 - 01/31/2022



**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

- We are seeing a continuing declination in response times.
- Tour Commanders and District Chiefs investigate the declination.

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.



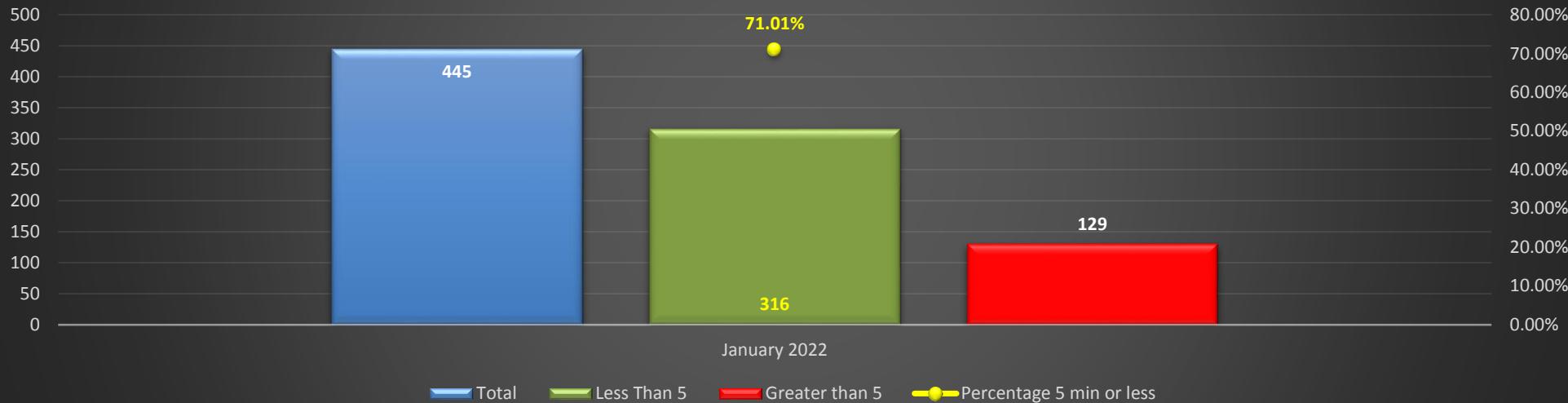
**Data Source:**  
Firehouse Software

**Current Period:**  
01/01/2022 - 01/31/2022

**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:**  
01/01/2022 - 01/31/2022



**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

➤ Did not meet response time goals for January .

➤ Reiterate the importance of safely responding to calls for service in the allotted time period.

➤ Effective emergency response.

# EMS Response Scorecard

## Tour B

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



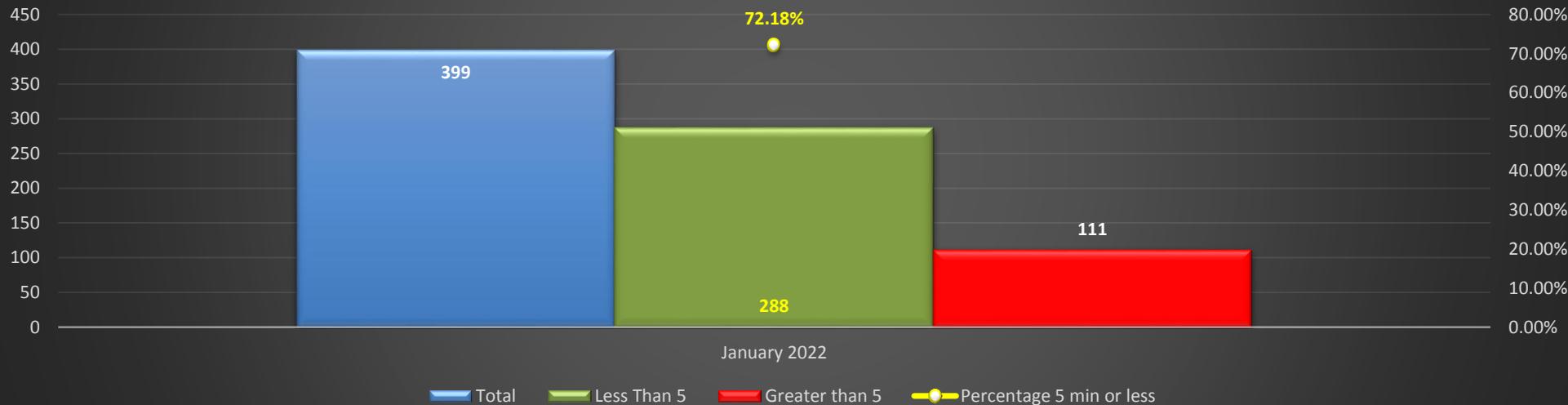
**Data Source:**  
Firehouse Software

**Current Period:**  
01/01/2022 - 01/31/2022

**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:**  
01/01/2022 - 01/31/2022



**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.
- Met performance goal with 100% compliance for the month of January (twice in a row).

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.



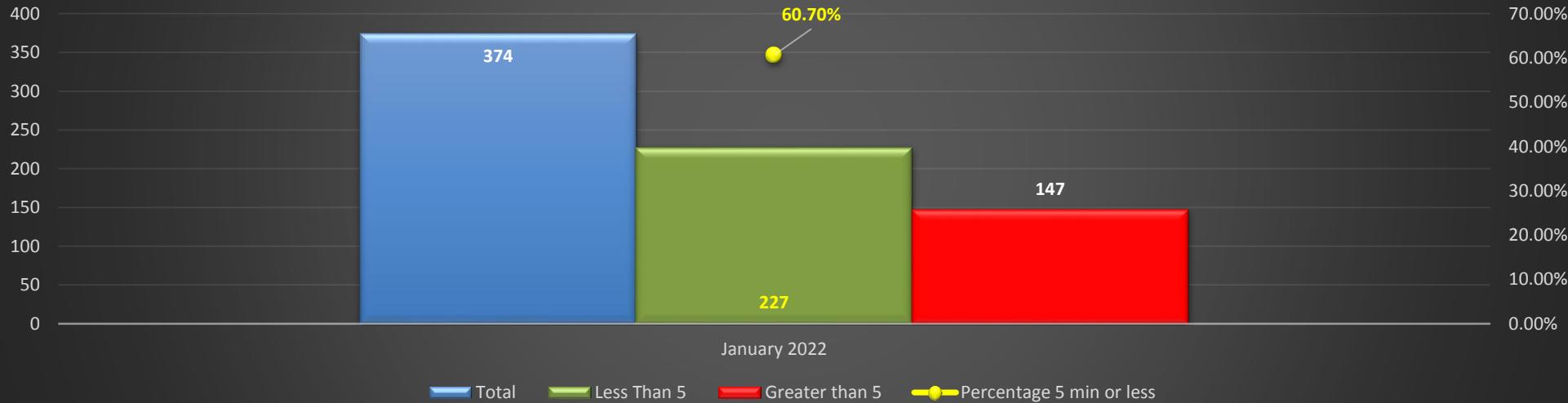
**Data Source:**  
Firehouse Software

**Current Period:**  
01/01/2022 - 01/31/2022

**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 to ISO standards.

**Data Source:** Firehouse Software

**Current Period:**  
01/01/2022 - 01/31/2022



**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

➤ Did not meet response time goals for January

➤ Reiterate the importance of safely responding to calls for service in the allotted time period.

➤ Life safety incident stabilization.

# EMS Response Scorecard

## Tour D

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



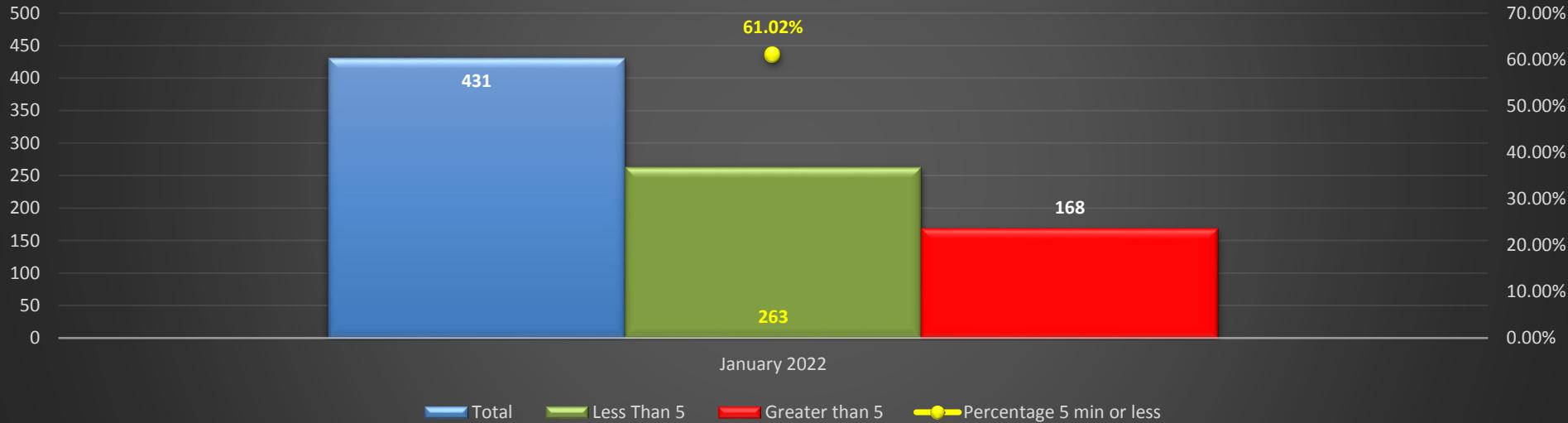
**Data Source:**  
Firehouse Software

**Current Period:**  
01/01/2022 - 01/31/2022

**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

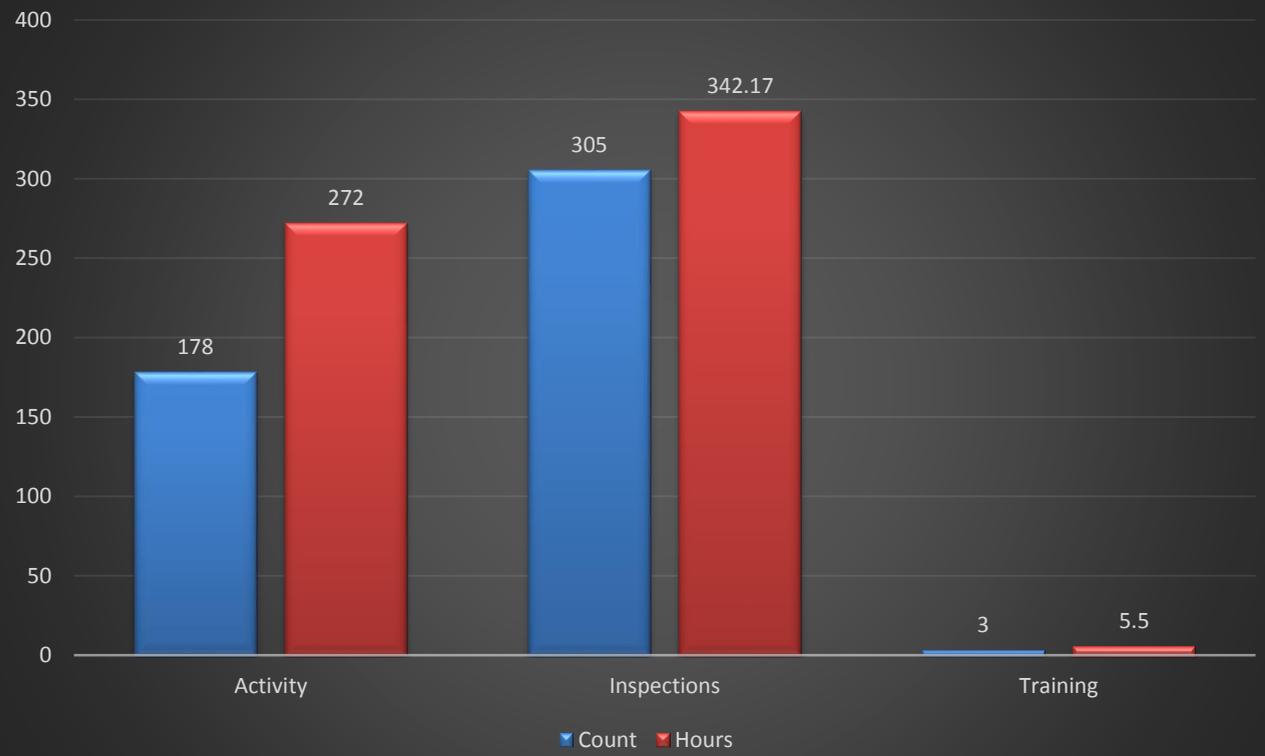
**Performance Target –** Risk in the community are minimized through a proactive code enforcement and public education program, respectively.

**Data Source:** HFD Firehouse Software

**Current Period:** 01/01/2022 - 01/31/2022

### HISTORICAL ANALYSIS

Reporting Period	Violations		
	Violations Found	Violations Cleared	
07/21	229	257	
08/21	429	142	
09/21	88	266	
10/21	65	236	
11/21	57	114	
12/21	267	53	
01/21	438	88	



### Attendance

Total Hours Accounted:	619.67	Total Hours Off:	680
Total Hours on Duty:	1203.5	Hours Accounted For:	51.49%

### Recommendations

- ✓ How many inspections have been completed with the authorization to work on RL's to complete this task.
- ✓ Time is not accounted is at about 49% why?

### 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.

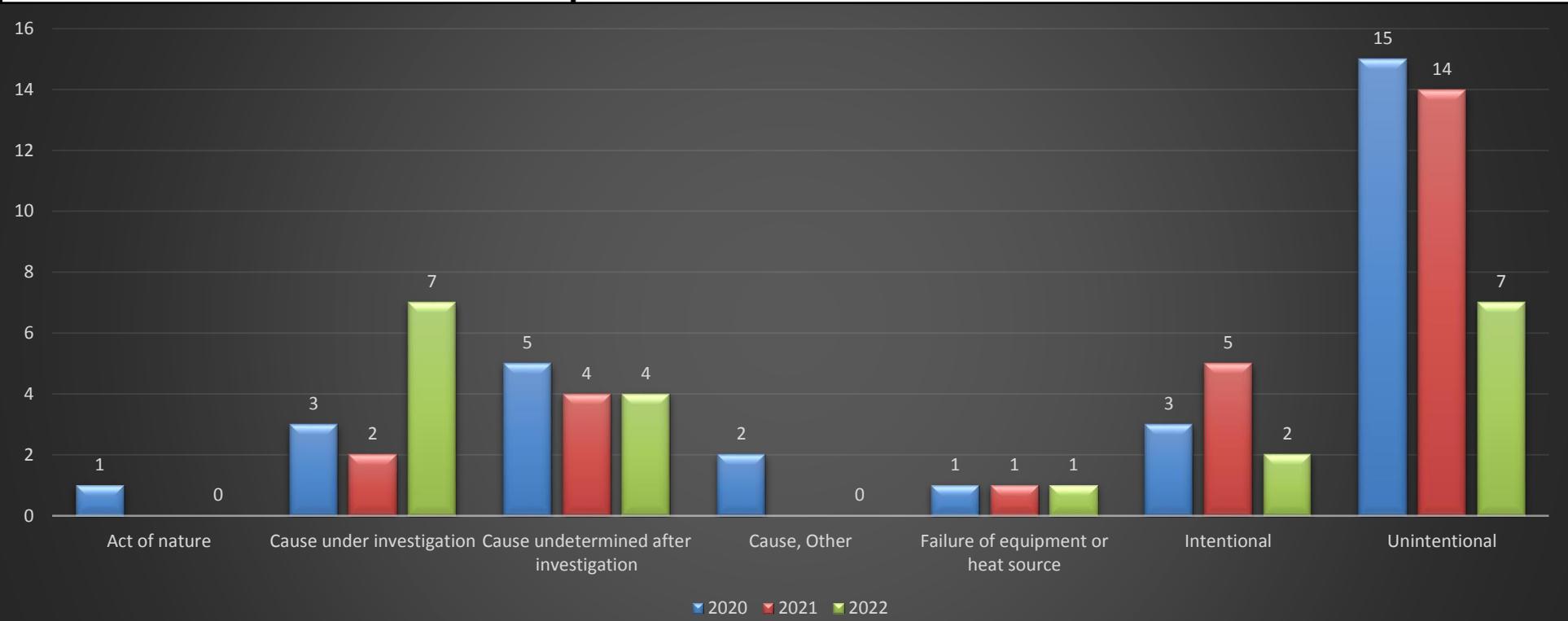


**Data Source:**  
Firehouse Software

**Current Period:**  
01/01/2022 - 01/31/2022

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

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



### Analysis

### Recommendations

### Impact

- Unintentional fires are trending down.
- Intentional fires are down in comparison to 2020 & 2021.

- ✓ 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 1<sup>st</sup> Quarter 2021.

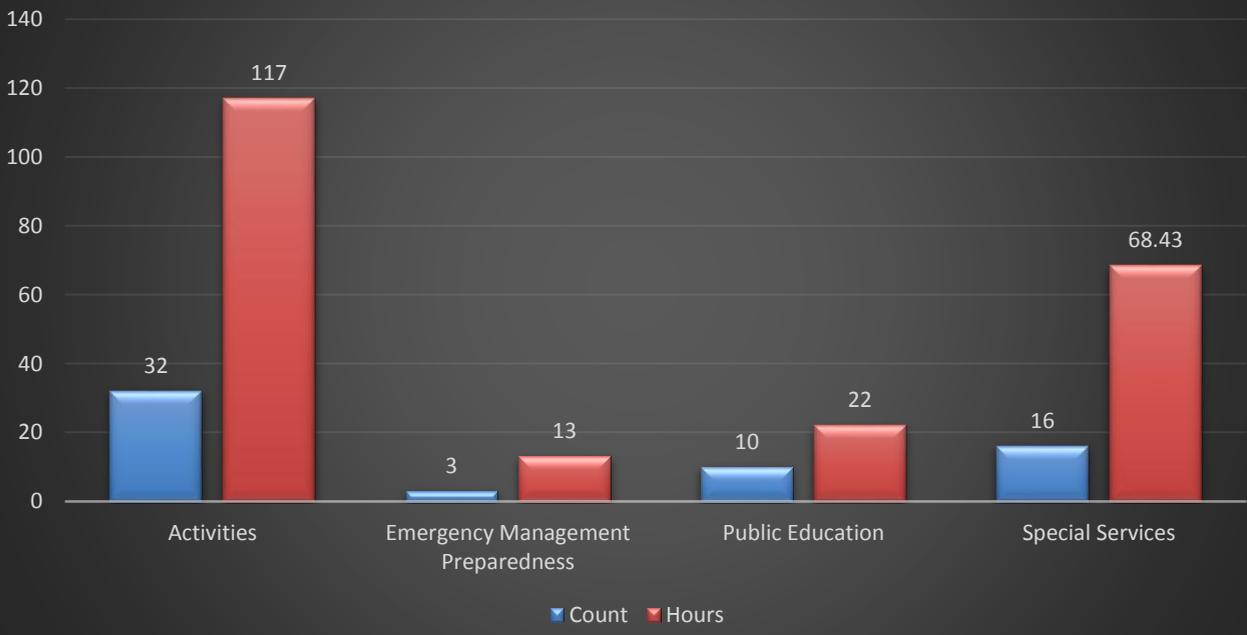
**Data Source:** HFD Firehouse Software

**Current Period:** 01/01/2022 - 01/31/2022

### HISTORICAL ANALYSIS

Reporting Period	10/21	11/21	01/22
Total Activities	150	88	61
Total Adults	2934	1469	14761
Total Children	4559	694	168
Smoke Detector	5	15	19
Car Seats	2	0	0

### 4 CO Alarms



### Attendance

Total Hours Accounted:	220.43	Total Hours Off:	10
Total Hours on Duty:	372	Hours Accounted For:	59.26%

### Recommendations

- Excellent community engagement and work in the firehouses.
- There were no car seat installs for at least two months.
- December 2021 data missing
- Approx.. 40% of time unaccounted for.

### 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.



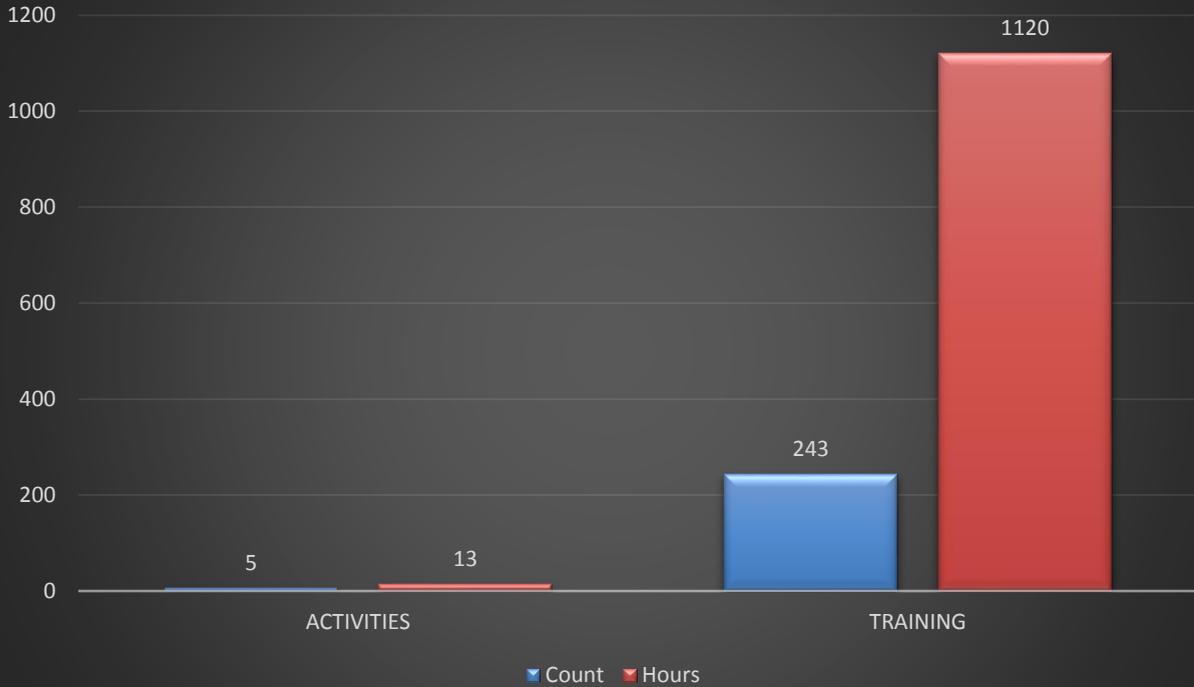
**HFD Strategic Priorities:**  
Provide Mandated Training to Hartford Fire Department Personnel

**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:** 01/01/2022 – 01/31/2022

### HISTORICAL ANALYSIS



### Attendance

### Recommendations

### Impact

<b>Total Hours Accounted:</b>	<b>1133</b>	<b>Total Hours Off:</b>	<b>60</b>
<b>Total Hours on Duty:</b>	<b>1119.5</b>	<b>Hours Accounted For:</b>	<b>101.21%</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.

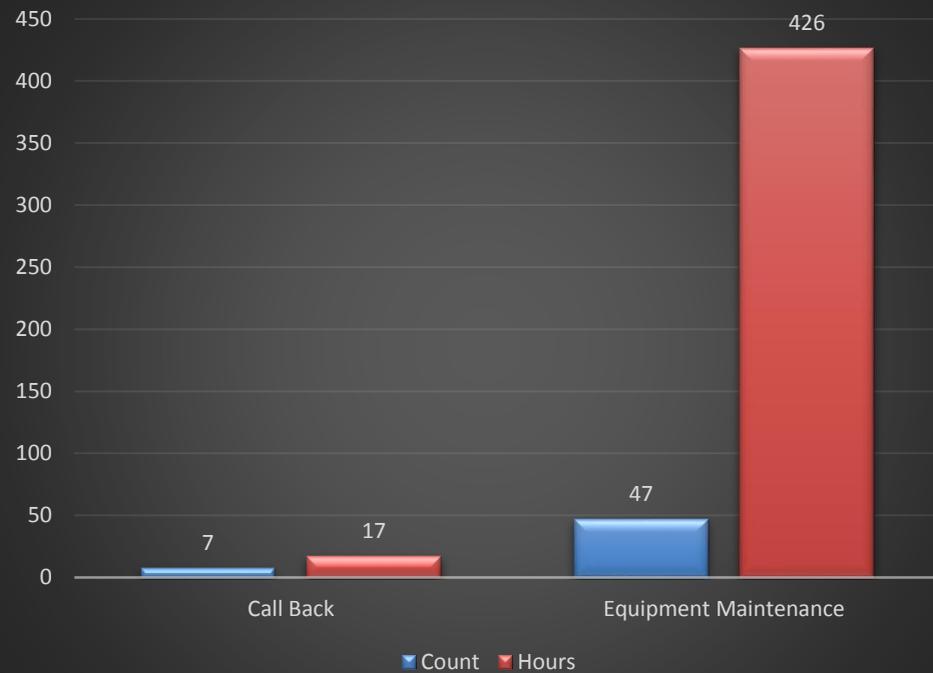
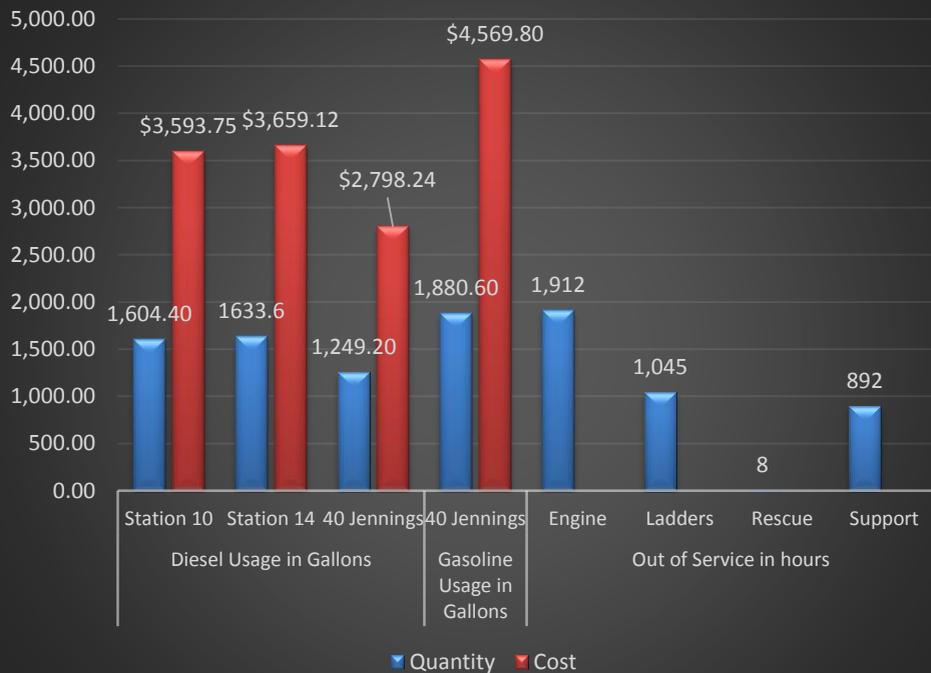


**Data Source:**  
HFD Firehouse Software

**Current Period:**  
01/01/2022 – 01/31/2022

**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 Hours Accounted:</b>	<b>443</b>	<b>Total Hours Off:</b>	<b>460</b>
<b>Total Hours on Duty:</b>	<b>1157.25</b>	<b>Hours Accounted For:</b>	<b>38.28%</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

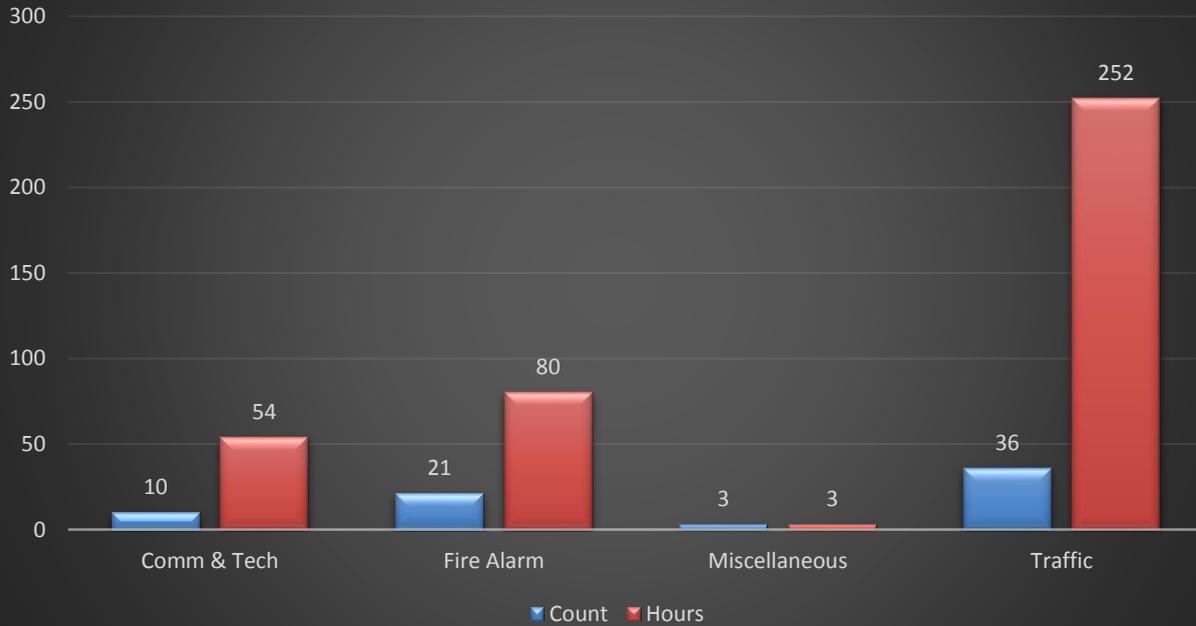
**Performance Target** – Mitigate a diverse portfolio of service calls.

**Data Source:** HFD Firehouse Software

**Current Period:** 01/01/2022 – 01/31/2022



### 209 Call Before You Digs



### Attendance

<b>Total Hours Accounted:</b>	<b>389</b>	<b>Total Hours Off:</b>	<b>70</b>
<b>Total Hours on Duty:</b>	<b>456</b>	<b>Hours Accounted For:</b>	<b>85.31%</b>

### 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.

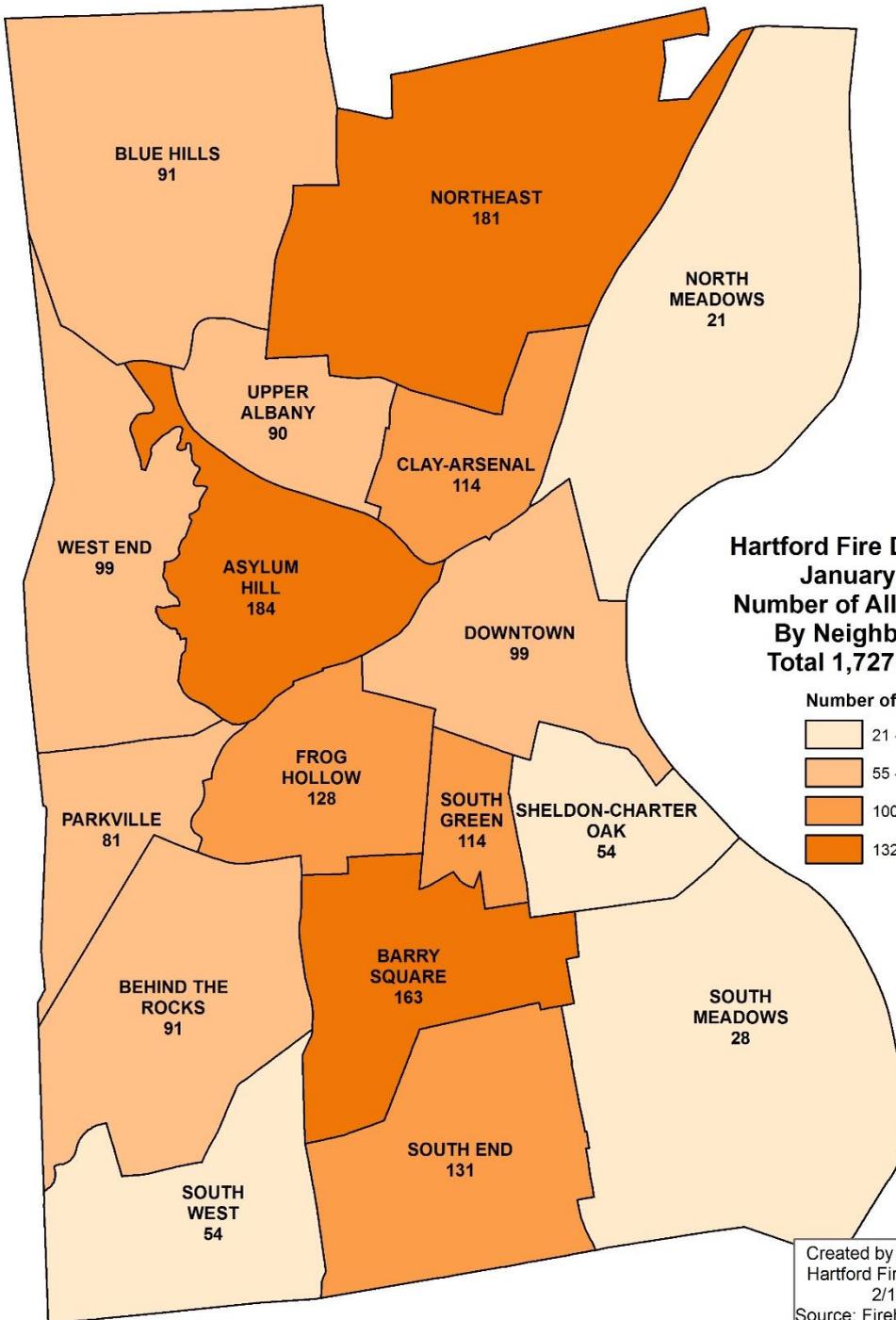
# EMERGENCY RESPONSE DATA



"Goal Oriented, Results Driven"

# EMS

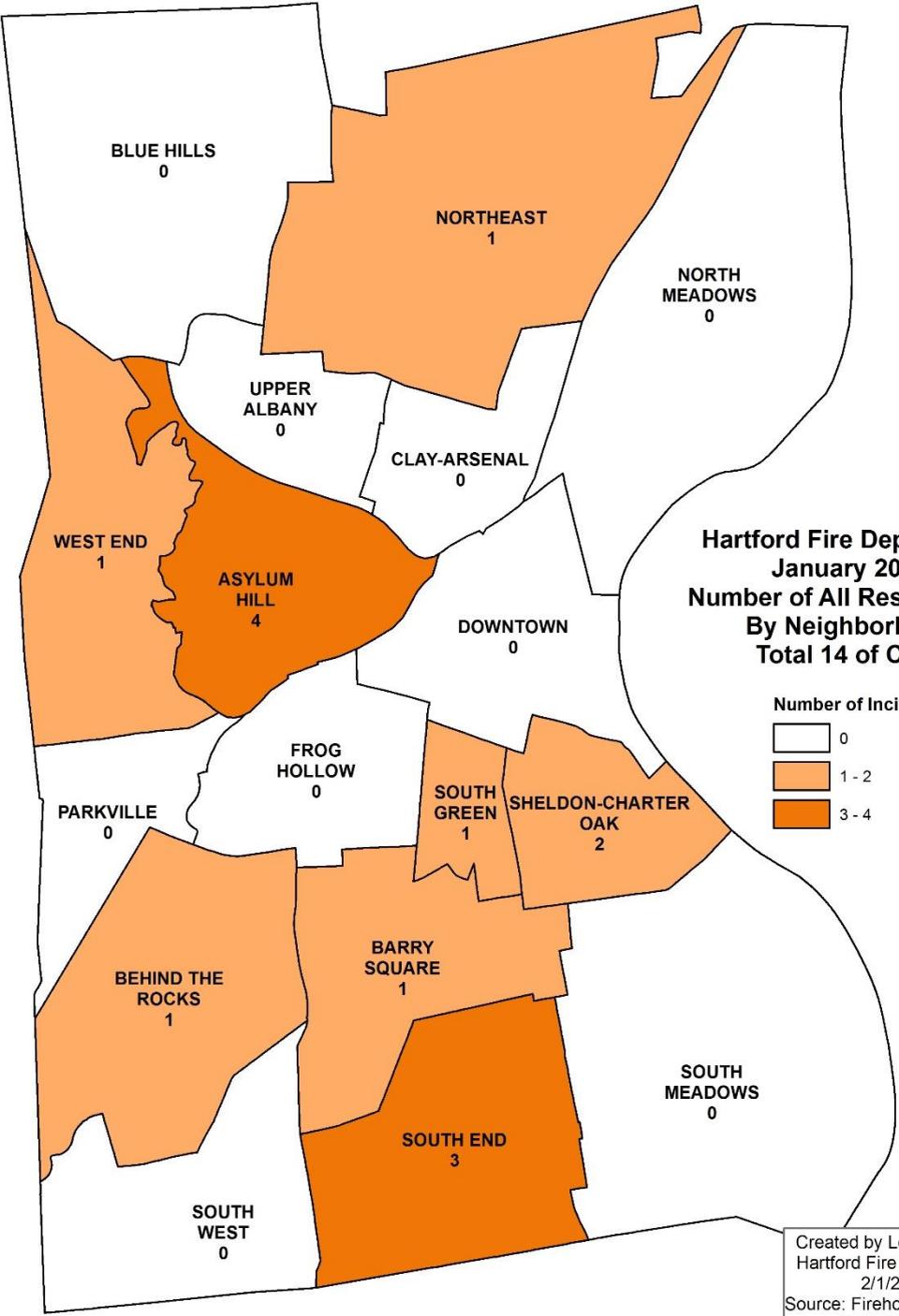
## January 2022



Created by Leandro Cieri  
Hartford Fire Department  
2/1/2022  
Source: Firehouse Software  
Geocoded 1,723  
Not Geocoded: 4

Incident Type	Description	Count
321	EMS call, excluding vehicle accident with injury	886
311	Medical assist, assist EMS crew	549
381	Rescue or EMS standby	93
324	Motor Vehicle Accident with no injuries	64
322	Motor vehicle accident with injuries	60
300	Rescue, EMS incident, other	44
510	Person in distress, Other	22
323	Motor vehicle/pedestrian accident (MV Ped)	8
320	Emergency medical service, other	1

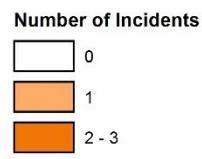
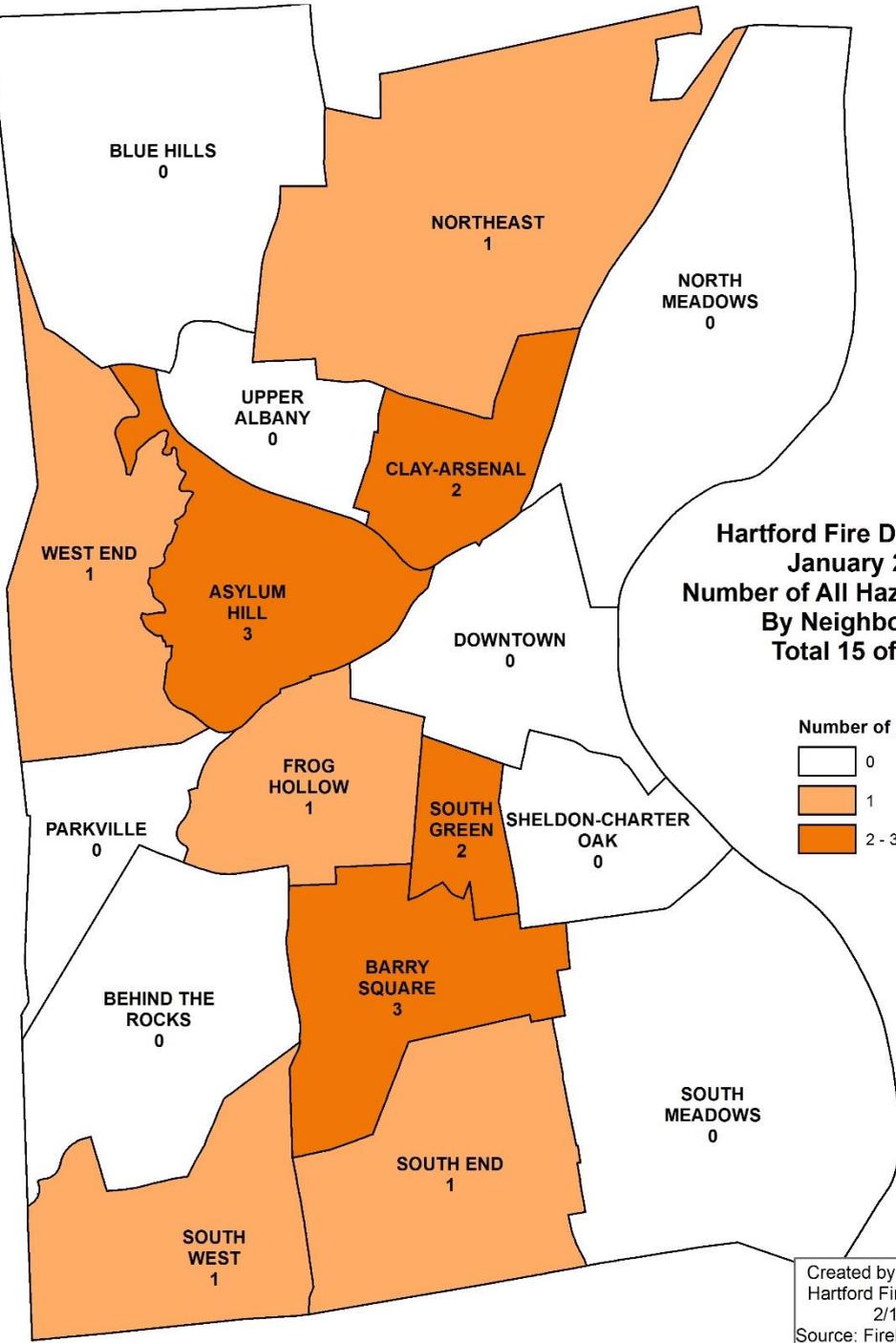
# Rescue Calls January 2022



Incident Type	Description	Count
353	Removal of victim(s) from stalled elevator	7
352	Extrication of victim(s) from vehicle	2
511	Lock-out	2
461	Building or structure weakened or collapsed	1
350	Extrication, rescue, Other	1
361	Swimming/recreational water areas rescue	1

Created by Leandro Cieri  
Hartford Fire Department  
2/1/2022  
Source: Firehouse Software  
Geocoded: 14  
Not Geocoded: 0

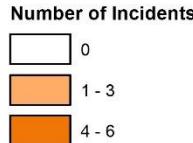
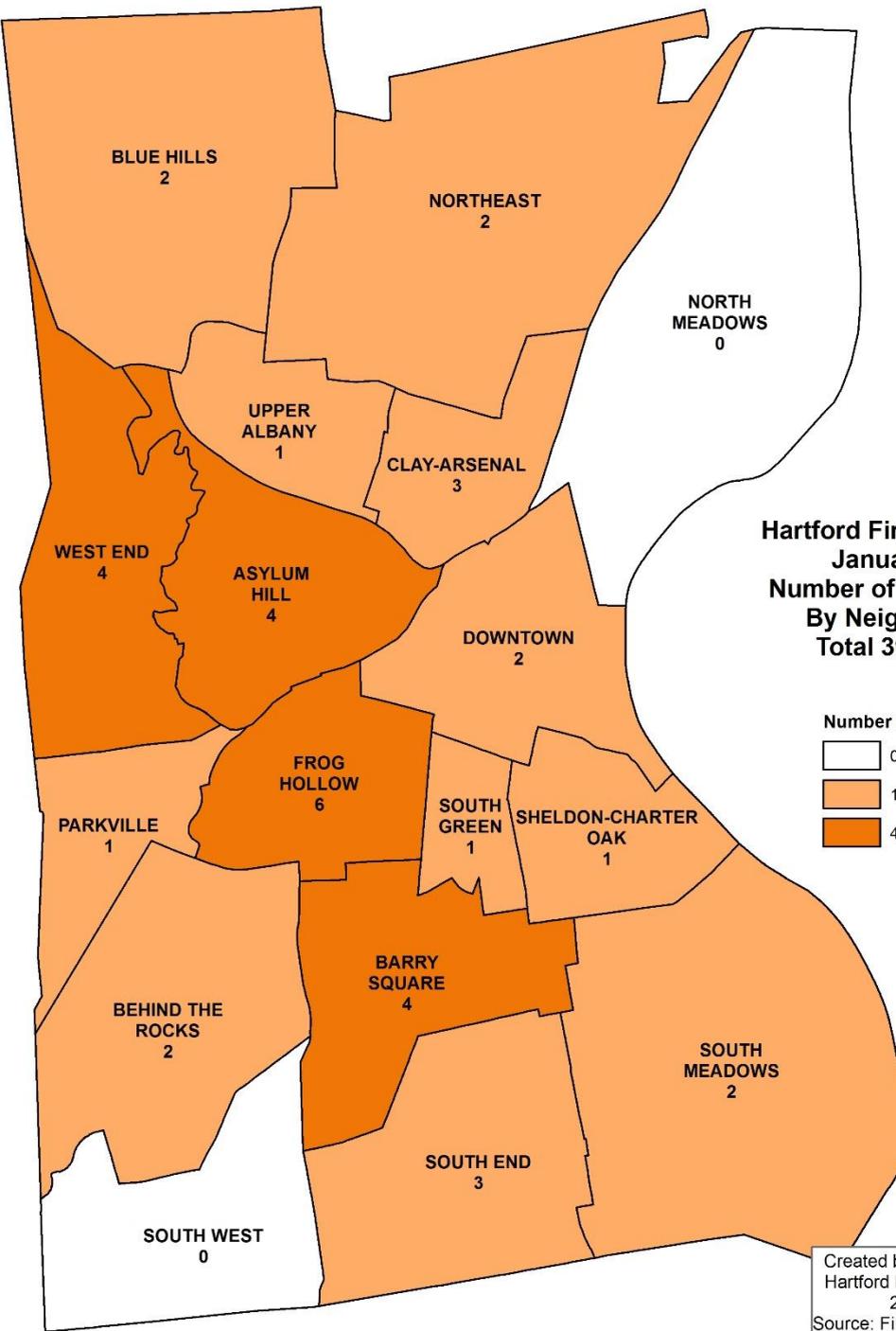
# Hazardous Materials January 2022



Incident Type	Description	Count
412	Gas leak (natural gas or LPG)	8
424	Carbon monoxide incident	3
451	Biological hazard, confirmed or suspected	1
463	Vehicle accident, general cleanup	1
400	Hazardous condition, Other	1
420	Toxic condition, Other	1

Created by Leandro Cieri  
Hartford Fire Department  
2/1/2022  
Source: Firehouse Software  
Geocoded: 15  
Not Geocoded: 0

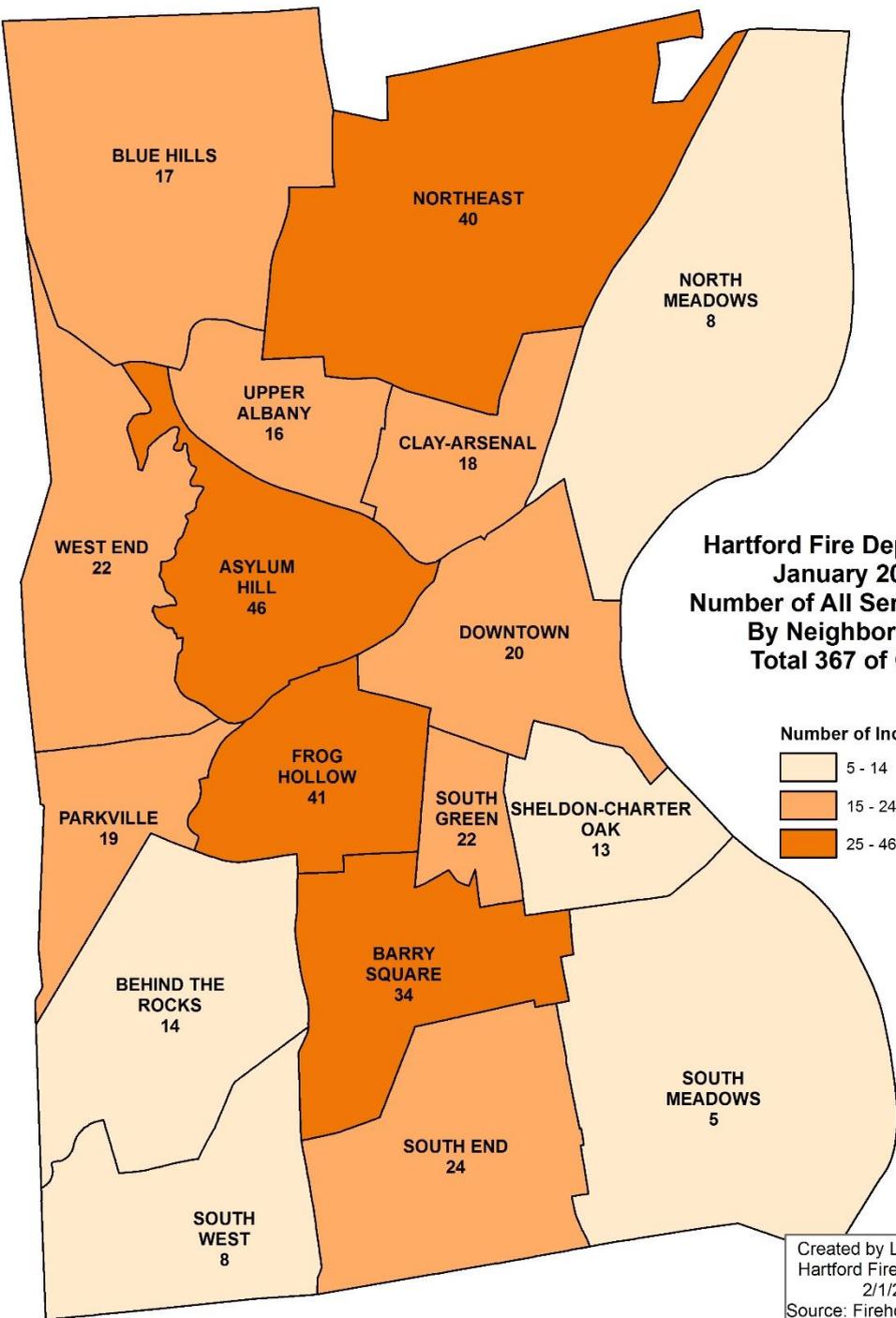
# All Fires January 2022



Created by Leandro Cieri  
Hartford Fire Department  
2/1/2022  
Source: Firehouse Software  
Geocoded: 38  
Not Geocoded: 1

Incident Type	Description	Count
111	Building fire	12
131	Passenger vehicle fire	9
151	Outside rubbish, trash or waste fire	6
113	Cooking fire, confined to container	3
150	Outside rubbish fire, Other	2
130	Mobile property (vehicle) fire, Other	2
154	Dumpster or other outside trash receptacle fire	1
118	Trash or rubbish fire, contained	1
160	Special outside fire, Other	1
120	Fire in mobile prop used as a fixed struc, Other	1
112	Fires in structure other than in a building	1

# Service Calls January 2022



**Hartford Fire Department  
January 2022  
Number of All Service Calls  
By Neighborhood  
Total 367 of Calls**

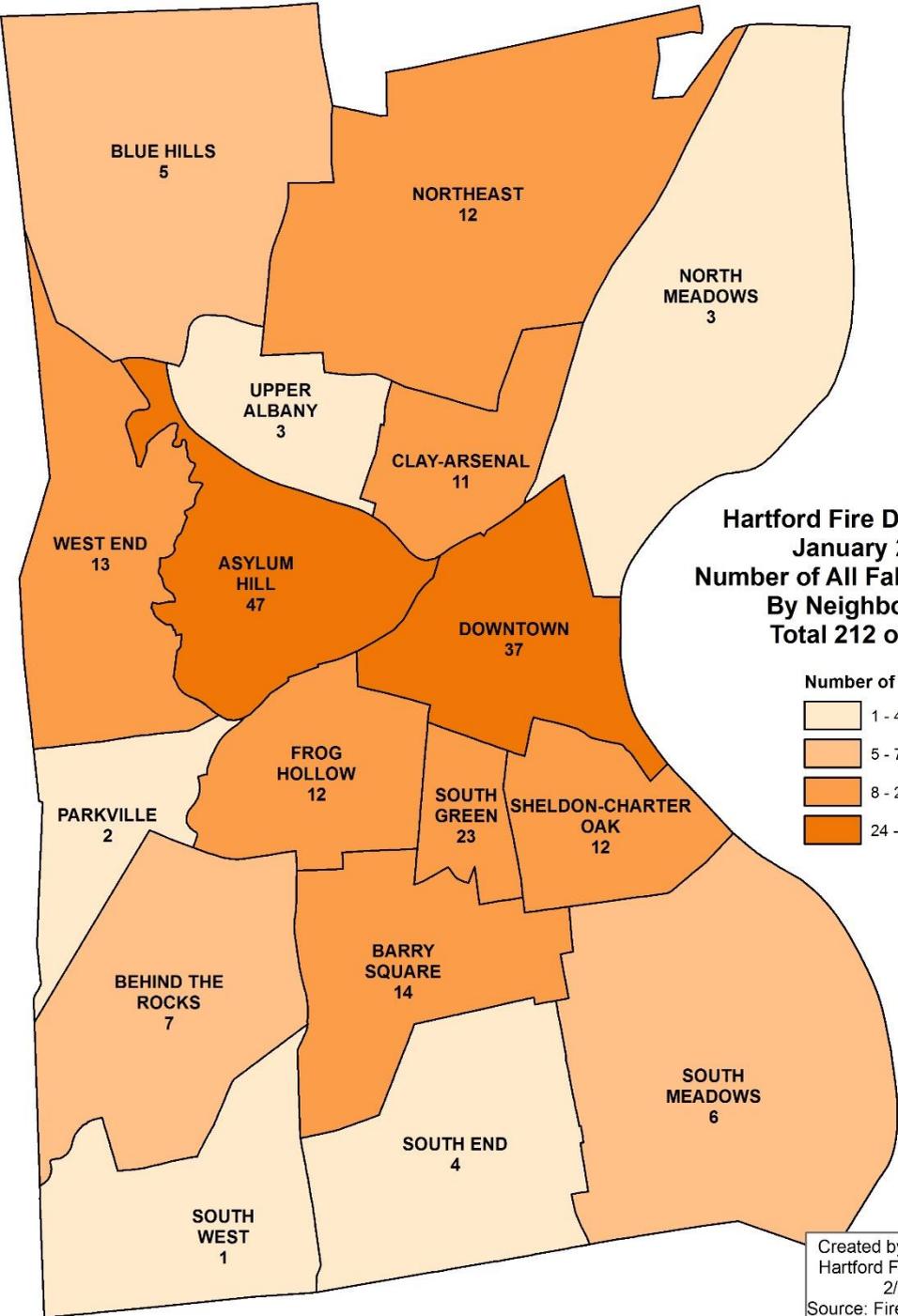
**Number of Incidents**  
 5 - 14  
 15 - 24  
 25 - 46

Created by Leandro Cieri  
 Hartford Fire Department  
 2/1/2022  
 Source: Firehouse Software  
 Geocoded: 367  
 Not Geocoded: 0

Incident Type	Description	Count
500	Service Call, other	149
552	Police matter	66
520	Water problem, Other	47
531	Smoke or odor removal	42
553	Public service	28
522	Water or steam leak	11
444	Power line down	7
550	Public service assistance, Other	6
440	Electrical wiring/equipment problem, Other	3
442	Overheated motor	2
445	Arcing, shorted electrical equipment	2
551	Assist police or other governmental agency	1
441	Heat from short circuit (wiring), defective/worn	1
554	Assist invalid	1
521	Water evacuation	1

# Fire Alarms

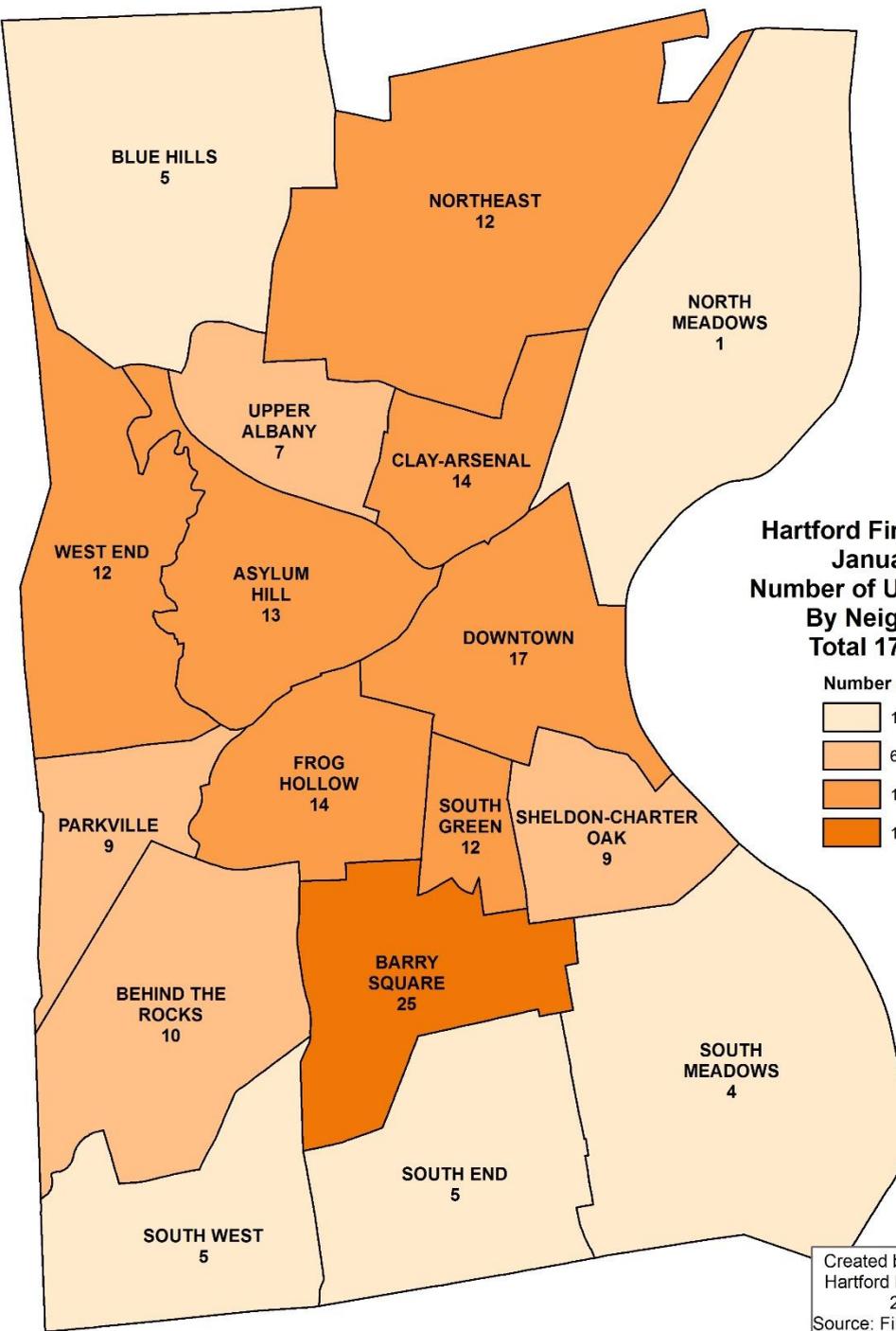
## January 2022



Created by Leandro Cieri  
Hartford Fire Department  
2/1/2022  
Source: Firehouse Software  
Geocoded: 212  
Not Geocoded: 0

Incident Type	Description	Count
745	Alarm system activation, no fire - unintentional	82
743	Smoke detector activation, no fire - unintentional	33
735	Alarm system sounded due to malfunction	24
710	Malicious, mischievous false call, Other	17
731	Sprinkler activation due to malfunction	14
740	Unintentional transmission of alarm, Other	12
733	Smoke detector activation due to malfunction	8
730	System malfunction, Other	5
744	Detector activation, no fire - unintentional	4
715	Local alarm system, malicious false alarm	4
741	Sprinkler activation, no fire - unintentional	3
711	Municipal alarm system, malicious false alarm	2
746	Carbon monoxide detector activation, no CO	2
700	False alarm or false call, Other	1
736	CO detector activation due to malfunction	1

# Undefined Calls January 2022

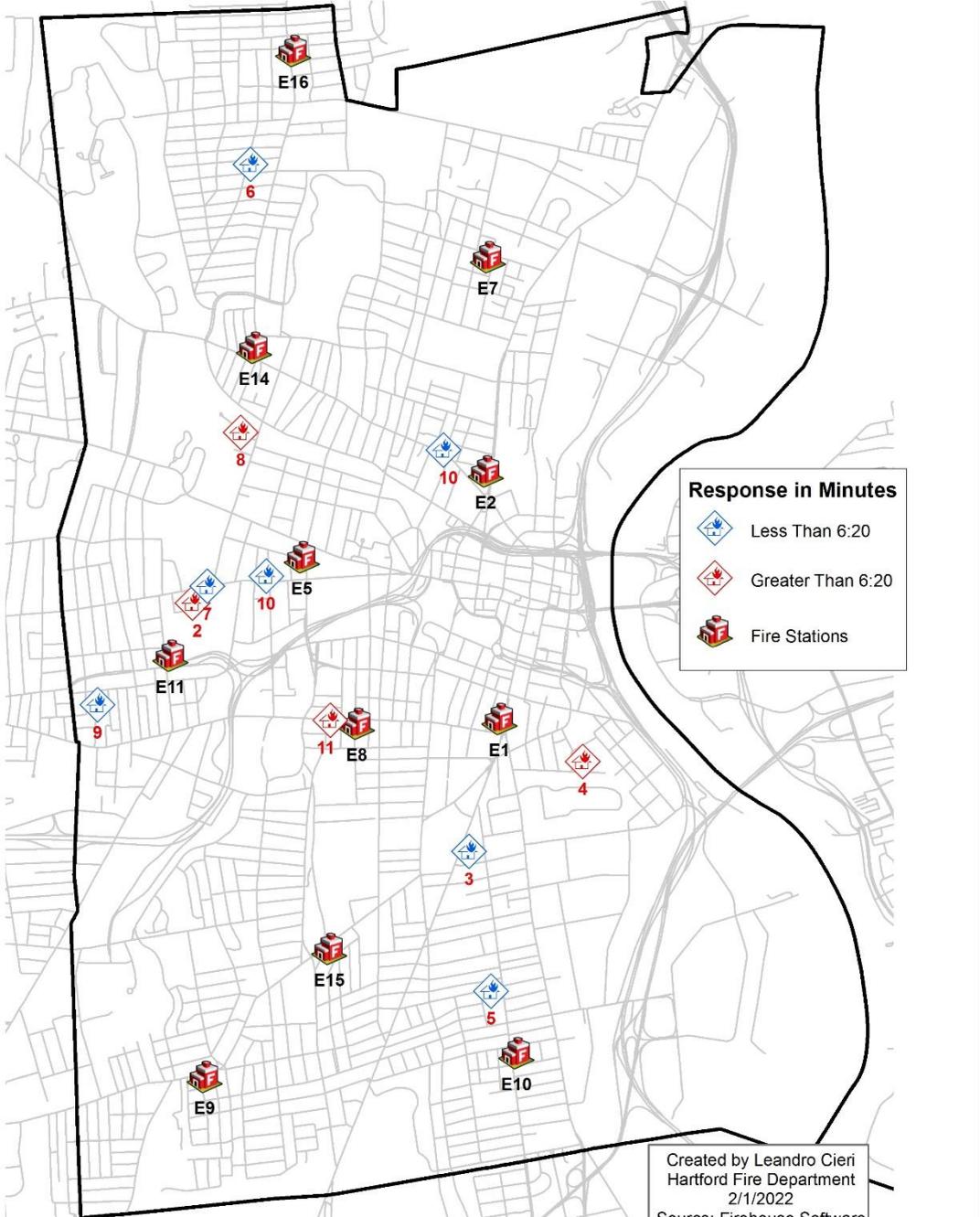


Incident Type	Description	Count
622	No Incident found on arrival at dispatch address	155
661	EMS call, party transported by non-fire agency	5
652	Steam, vapor, fog or dust thought to be smoke	4
611	Dispatched & cancelled en route	3
900	Special type of incident, Other	3
651	Smoke scare, odor of smoke	2
600	Good intent call, Other	1
621	Wrong location	1
671	HazMat release investigation w/no HazMat	1

Created by Leandro Cieri  
Hartford Fire Department  
2/1/2022  
Source: Firehouse Software  
Geocoded: 174  
Not Geocoded: 1

# Location of Structure Fires In Relationship to Fire Stations

Key Incident Number Response Outlier Cause



**Response in Minutes**

- Less Than 6:20
- Greater Than 6:20
- Fire Stations

Created by Leandro Cieri  
 Hartford Fire Department  
 2/1/2022  
 Source: Firehouse Software  
 Geocoded: 12  
 Not Geocoded: 0

Key	Incident Number	Response	Outlier	Cause
0	22-002003	0:07:25		
1	22-002018	0:04:16		
2	22-005106	0:07:53		
3	22-006036	0:04:45		
4	22-010063	0:08:33		
5	22-012021	0:05:17		
6	22-015059	0:03:29		
7	22-015066	0:04:49		
8	22-015099	0:08:28		
9	22-024047	0:05:07		
10	22-025027	0:03:18		
11	22-027007	0:07:29		

# QUESTIONS/COMMENTS



"Goal Oriented, Results Driven"