



City of Hartford
FIRE DEPARTMENT

Q1

FIRESTAT

May 2016

"Goal Oriented, Results Driven"



AGENDA



- Introductions
- Remark's from Chief Freeman
- Remark's from Chief Costello
- Remark's from Chief Hudson
- Division Briefings
- Questions/Comments

"Goal Oriented, Results Driven"

Chief Freeman



"Goal Oriented, Results Driven"

Chief Costello



"Goal Oriented, Results Driven"

Chief Hudson



"Goal Oriented, Results Driven"

EMERGENCY SERVICES



"Goal Oriented, Results Driven"

Fire Response Scorecard

City-Wide

Operational Performance Measure: To measure the Response time of 4 firefighters or 1 Engine according to NFPA 1710 and ISO standards.



HFD Strategic Priorities:
Provide Quality Emergency Services

Performance Target: Arrival of 17 Firefighters within 8 minutes (1710) or Arrival of 1 Engine in 5:20 minutes (ISO) – at an **80%** rate. NFPA (1710) is at 90%

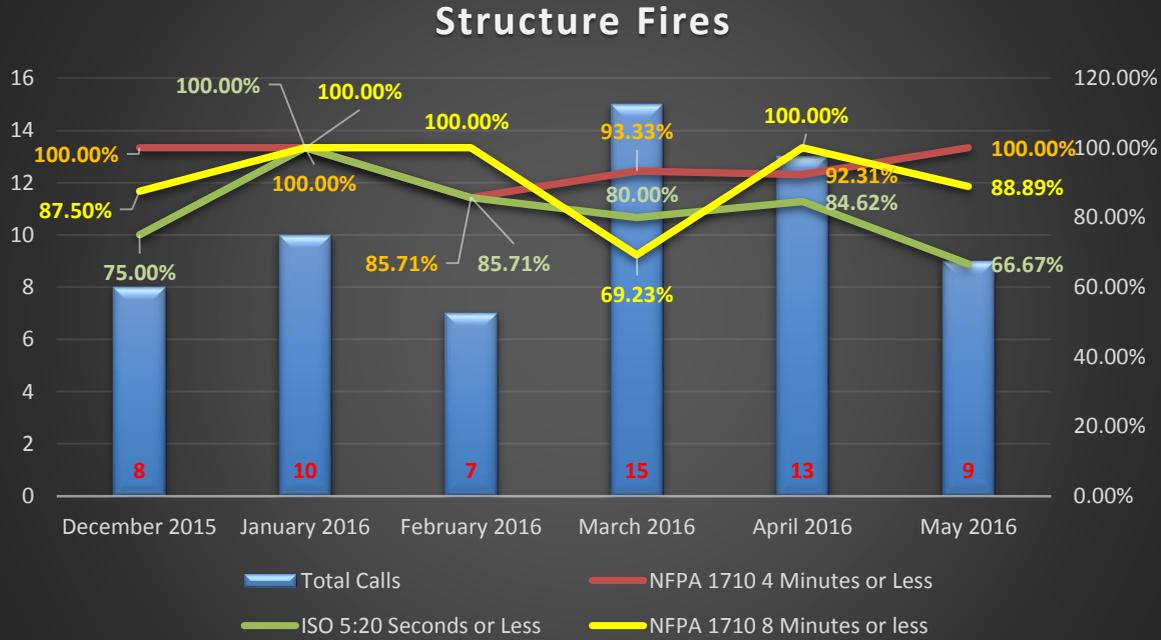
Data Source: Firehouse Software

Current Period: 05/01/2016 -05/31/2016

Previous Period: 01/16 – 04/16

HISTORICAL ANALYSIS

Reporting Period	Performance Targets	Compliance	
	# Incidents	NFPA 1710 %	ISO %
January 2016	10	100.00%	100.00%
February 2016	7	100.00%	85.71%
March 2016	15	69.23%	80.00%
April 2016	13	100.00%	84.62%



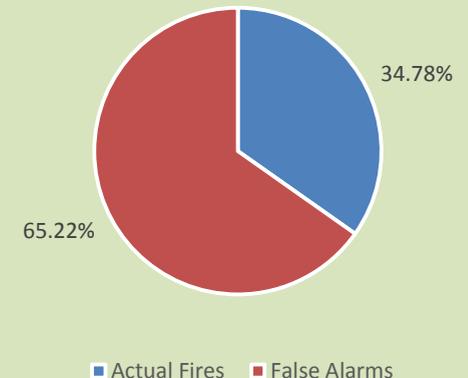
Analysis

- Staffing
- Mutual Aid Responses: 1
- Performance Standard(s) for 1710 met for this reporting period city-wide
- Average Response Time for 4 Firefighters Responses 4:58 Sec
- Average Response Time for 17 Firefighters Responses 7 minutes 19 Sec

Percentage of Property Saved



Actual Fires to False Fire Alarms



EMS Response Scorecard

City-Wide

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



HFD Strategic Priorities:
Provide Quality Emergency Services

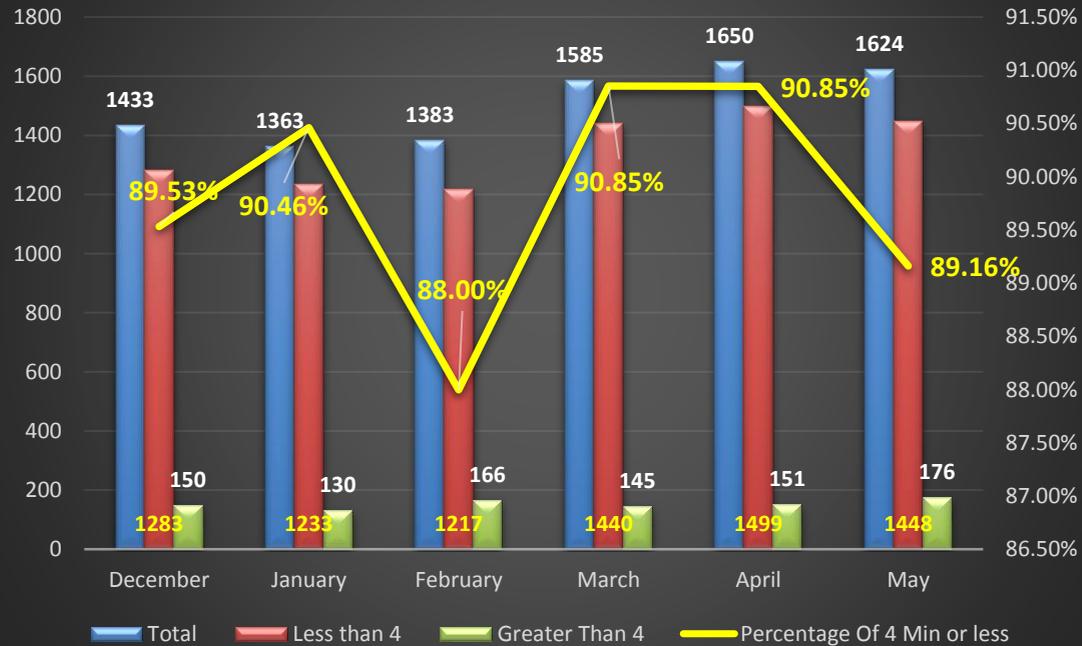
Performance Target: Arrival of 4 minutes or less for First Responder calls—at an **80%** rate. National Standard 1710 is at 90%.

Data Source: Firehouse Software

Current Period: 05/01/2016 -05/31/2016

Previous Period: 01/16 – 04/16

EMS Response City Wide



Reporting Period	1 Company 4 Minute or Less		
	# of Incidents	# of Incidents Met	# of Incidents Not Met
January	1363	1233	130
February	1383	1217	166
March	1585	1440	145
April	1650	1499	151

Analysis

➤ Significant increase in performance in comparison to last month's data.

Recommendations

➤ Monitor 3rd party service delivery for compliance and quality.

Impact

➤ Improve EMS efficiency.

Fire Response Scorecard

District 1

Operational Performance Measure: To measure the Response time of 4 firefighters or 1 Engine according to NFPA 1710 and ISO standards.



HFD Strategic Priorities:
Provide Quality Emergency Services

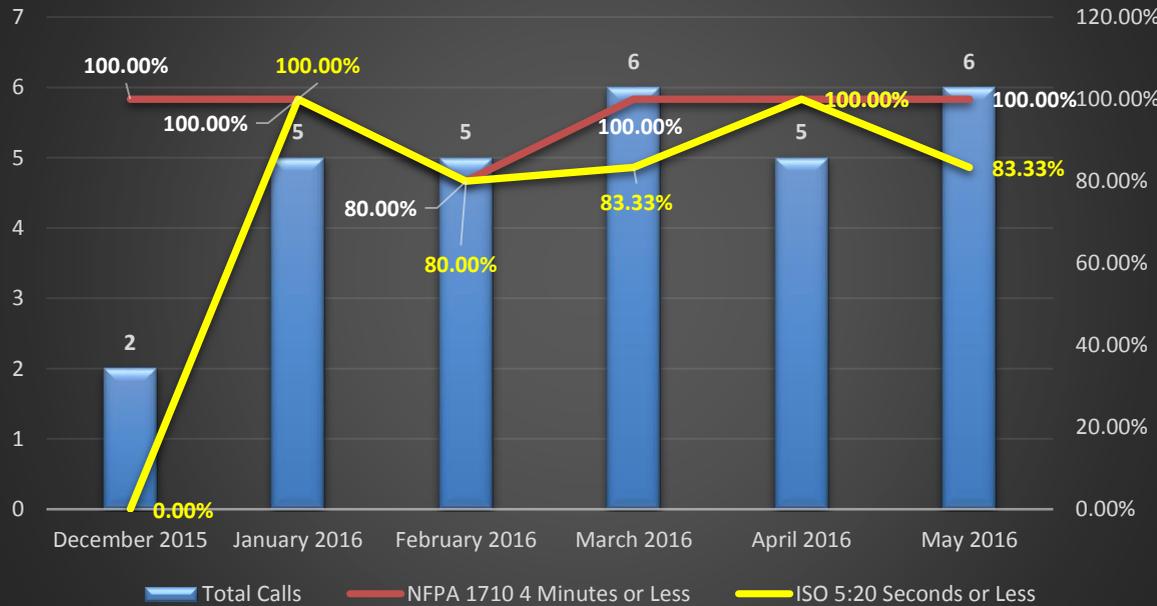
Performance Target: Arrival of 4 Firefighters within 4 minutes (1710) or Arrival of 1 Engine in 5:20 minutes (ISO) – at an **80%** rate. NFPA (1710) is at 90%

Data Source: Firehouse Software

Current Period: 05/01/2016 -05/31/2016

Previous Period: 01/16 – 04/16

First Due Engine Response in District 1 Area



HISTORICAL ANALYSIS

Reporting Period	Performance Targets	Compliance	
	# Incidents	NFPA 1710 %	ISO %
January 2016	5	100.00%	100.00%
February 2016	5	80.00%	80.00%
March 2016	6	100.00%	83.33%
April 2016	5	100.00%	100.00%

Analysis

Recommendations

Impact

➤ Outstanding work

➤ Continue to work with H&S committee to evaluate deployment sets.

➤ Safe and efficient fire and emergency services mitigation in a timely manner.

EMS Response Scorecard

District 1

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



HFD Strategic Priorities:
Provide Quality Emergency Services

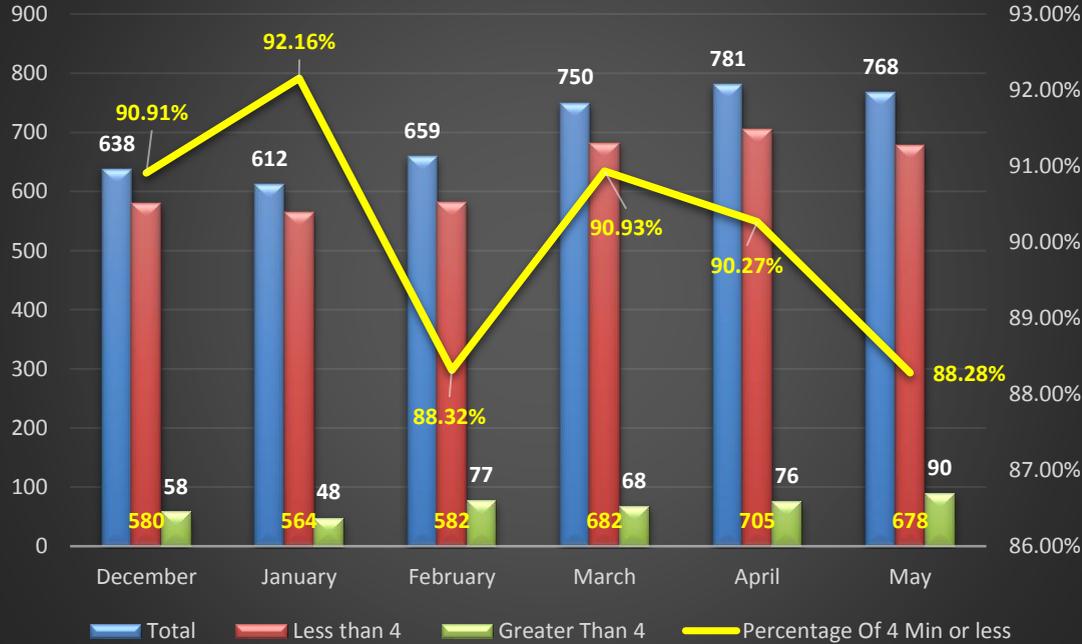
Performance Target: Arrival of 4 minutes or less for First Responder calls—at an **80%** rate. National Standard 1710 is at 90%.

Data Source: Firehouse Software

Current Period: 05/01/2016 -05/31/2016

Previous Period: 01/16 – 04/16

First Due EMS Response in District 1 Area



Reporting Period	1 Company 4 Minute or Less		
	# of Incidents	# of Incidents Met	# of Incidents Not Met
January	612	564	48
February	659	582	77
March	750	682	68
April	781	705	76

Analysis

Recommendations

Impact

➤ Why the slight decline in performance in comparison to last month?

➤ Assess April's District 1 EMS runs in attempt to discover anomaly.

➤ Safe and efficient EMS mitigation in a timely manner.

Fire Response Scorecard

District 2

Operational Performance Measure: To measure the Response time of 4 firefighters or 1 Engine according to NFPA 1710 and ISO standards.



HFD Strategic Priorities:
Provide Quality Emergency Services

Performance Target: Arrival of 4 Firefighters within 4 minutes (1710) or Arrival of 1 Engine in 5:20 minutes (ISO) – at an **80%** rate. NFPA (1710) is at 90%

Data Source: Firehouse Software

Current Period: 05/01/2016 -05/31/2016

Previous Period: 01/16 – 04/16

First Due Engine Response in District 2 Area



HISTORICAL ANALYSIS

Reporting Period	Performance Targets	Compliance	
	# Incidents	NFPA 1710 %	ISO %
January 2016	5	100.00%	100.00%
February 2016	2	100.00%	100.00%
March 2016	8	100.00%	87.50%
April	8	87.50%	75.00%

Analysis

Recommendations

Impact

➤ Why the declination in March and April?

✓ Evaluate the 8 calls in March and April 2016 to determine contributing factors (weather conditions taken into consideration).

➤ Safe and efficient fire and emergency services mitigation in a timely manner.

EMS Response Scorecard

District 2

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



HFD Strategic Priorities:
Provide Quality Emergency Services

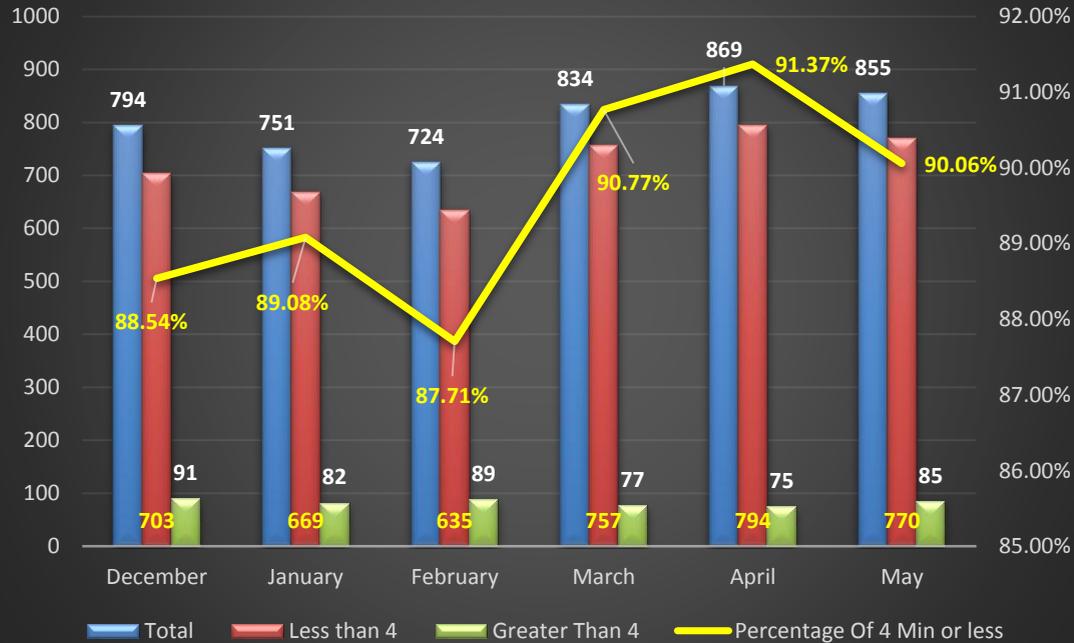
Performance Target: Arrival of 4 minutes or less for First Responder calls—at an **80%** rate. National Standard 1710 is at 90%.

Data Source: Firehouse Software

Current Period: 05/01/2016 -05/31/2016

Previous Period: 01/16 – 04/16

First Due EMS Response in District 2 Area



Reporting Period	1 Company 4 Minute or Less		
	# of Incidents	# of Incidents Met	# of Incidents Not Met
January	751	669	82
February	724	635	89
March	834	757	77
April	869	794	75

Analysis

Recommendations

Impact

➤ Improvement in performance last month in comparison to March.

➤ Assess contributing factors.

➤ Safe and efficient fire and emergency services mitigation in a timely manner.

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

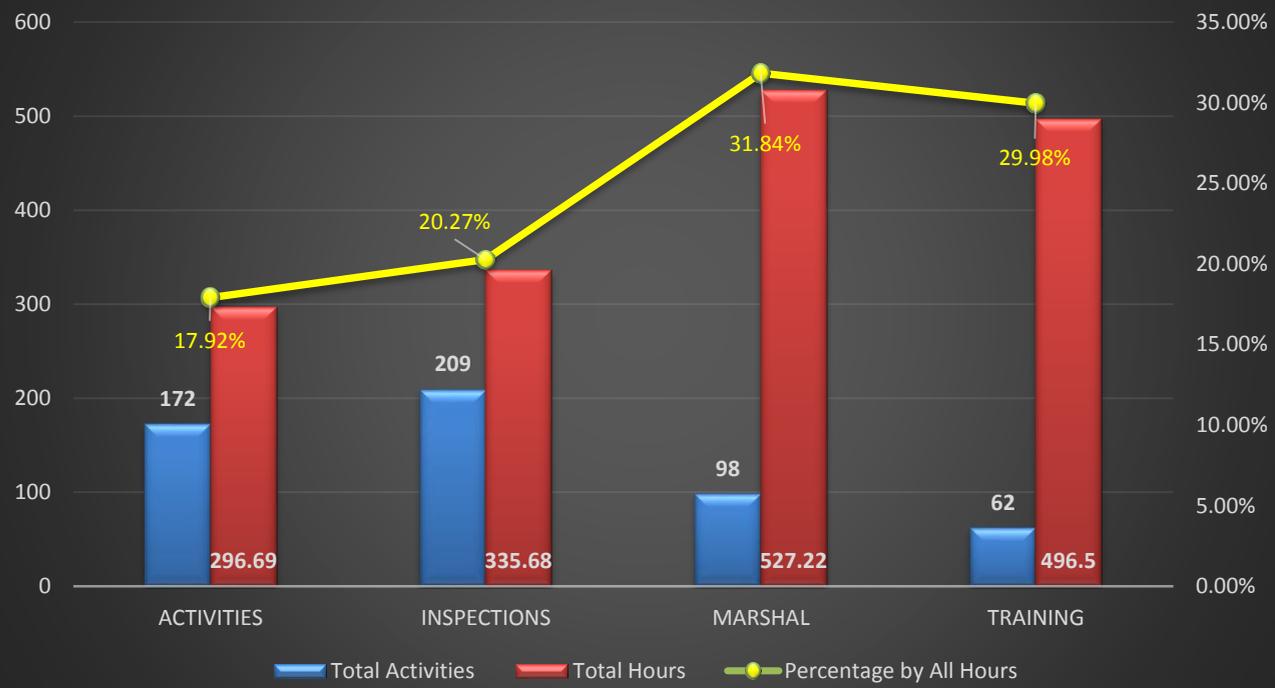
Performance Target – Risk in the community are minimized through a proactive code enforcement and public education program, respectively.

Data Source: HFD Firehouse Software

Current Period: 05/01/16 – 05/31/16

Previous Period: N/A

Fire Marshal Office



HISTORICAL ANALYSIS

Reporting Period	Violations		
	Violations Found	Violations Cleared	
01/16	470	218	
02/16	276	66	
03/16	210	514	
04/16	70	410	
05/16	46	386	

Attendance

Total Working Hours:	1656.09	Total Hours Off:	582
Total Hours on Duty:	2149.1	Hours Accounted For:	77.06%

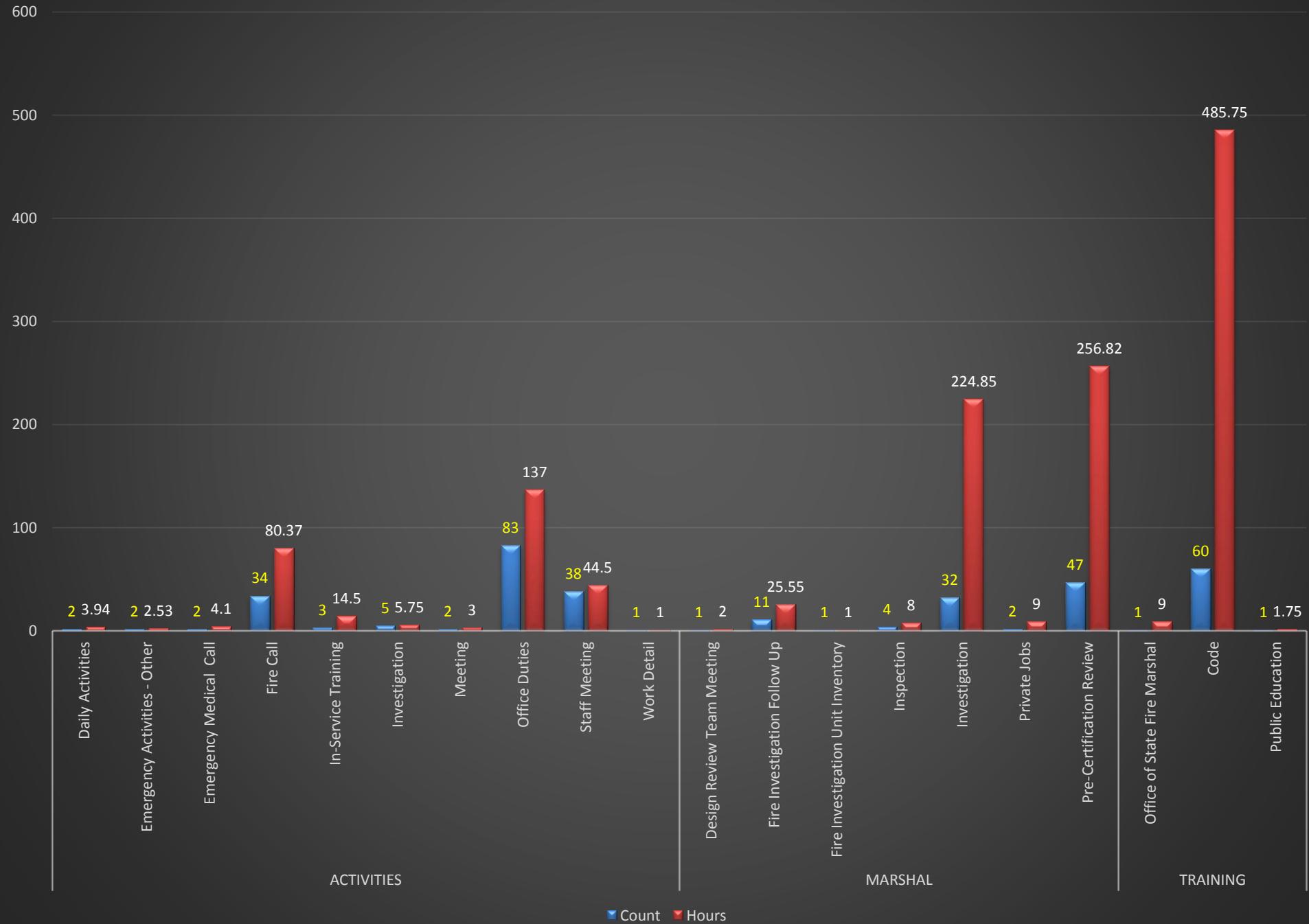
Recommendations

- ✓ Division of Labor review (efficiency)
- ✓ Inspection follow up procedures. Are they current and relevant?

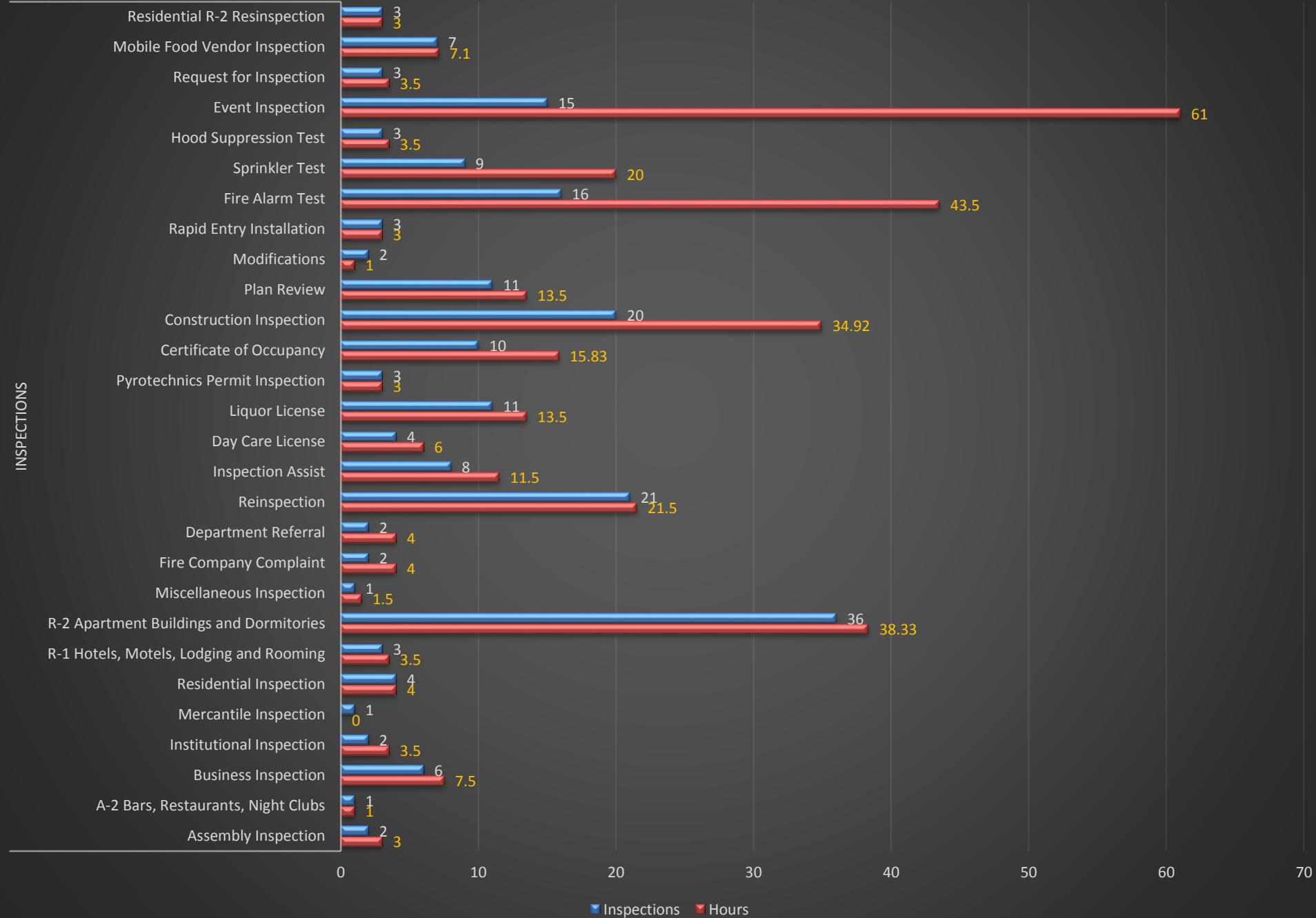
Impact

- Reduction of risks in the community as it pertains to our external stakeholders.

Fire Marshal Activities Month of May



Fire Marshal Inspections Month of May



Inspections 1 st Quarter 2016	January	February	March	April	May	Grand Total
A-2 Bars, Restaurants, Night Clubs			19	2	1	22
Assembly Inspection	2	6	2		2	12
Business Inspection	3	5	2	4	6	20
Certificate of Occupancy	4	7	1	9	10	31
Citizen Complaint	2	2		4		8
Construction Inspection	12	21	11	25	20	89
Day Care License	3	1	1		4	9
Department Referral		5	1	6	2	14
Educational Inspection		1	1	2		4
Event Inspection	13	6	10	17	15	61
Factory/Industrial Inspection				1		1
Fire Alarm Test	21	7	14	5	16	63
Fire Company Complaint	5	4	8	1	2	20
Hood Suppression Test	2	2	2	1	3	10
Inspection Assist	2	1	46	18	8	75
Institutional Inspection		1			2	3
Liquor License	12	7	20	16	11	66
Mercantile Inspection		3		2	1	6
Miscellaneous Inspection	1	1	2		1	5
Mobile Food Vendor Inspection	1		1	4	7	13
Modifications	1			4	2	7
Other	2	1				3
Plan Review	46	11	31	32	11	131
Public Assembly Inspection		1	19			20
Pyro Permit Review				2		2
Pyrotechnics Permit Inspection	2			2	3	7
R-1 Hotels, Motels, Lodging and Rooming	5	4	2	4	3	18
R-2 Apartment Buildings and Dormitories	169	43	142	40	36	430
Rapid Entry Installation	6	1	10	2	3	22
Reinspection	25	9	7	13	21	75
Request for Inspection	1	6	1	2	3	13
Residential Inspection	3	17	29	18	4	71
Residential R-2 Resinspection		6	53	20	3	82
Service station inspection	1	9	1			11
Sprinkler Test	2	1	4	6	9	22
Standpipe Test			1	2		3
Storage Inspection				2		2

Performance Scorecard

Community Risk Reduction Division -FM

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



HFD Strategic Priorities:

Provide Quality Code Enforcement, Public Education, & Community Engagement

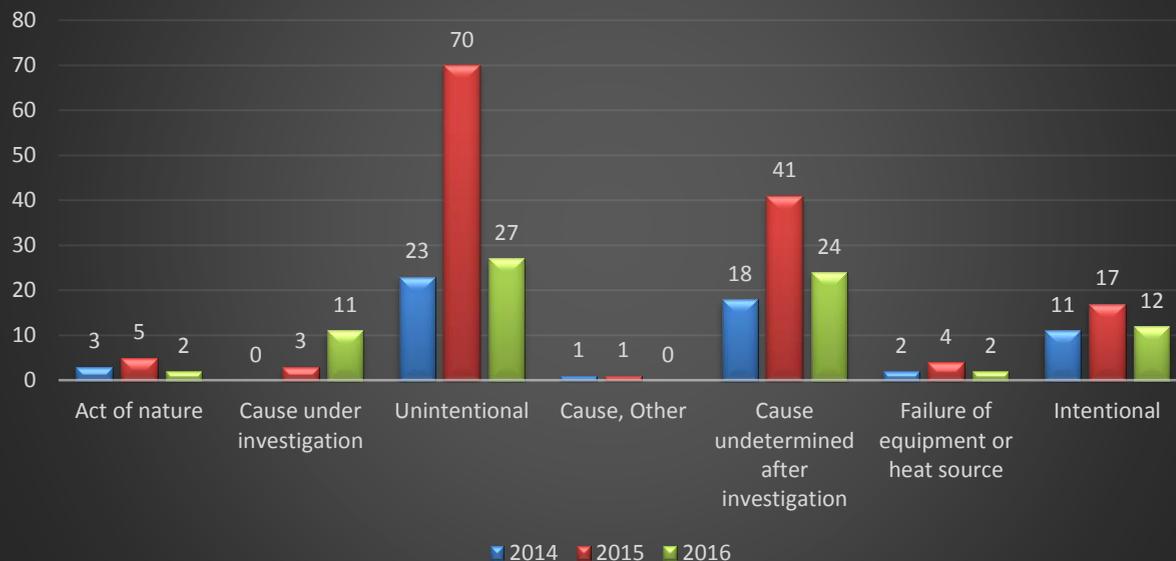
Performance Target – Show a 30% decrease in fires by end of FY2017.

Data Source: HFD Firehouse Software

Current Period: 05/2016 – 05/2016

Previous Period: 2015 - 2016

Cause of Fire Month of May



HISTORICAL ANALYSIS

Reporting Period	Cause		
	Intentional	Unintentional	Undetermined after Investigation
16-April	17	26	34
16-Mar	9	17	19
15-April	11	12	22
15-Mar	7	15	9

Analysis

Recommendations

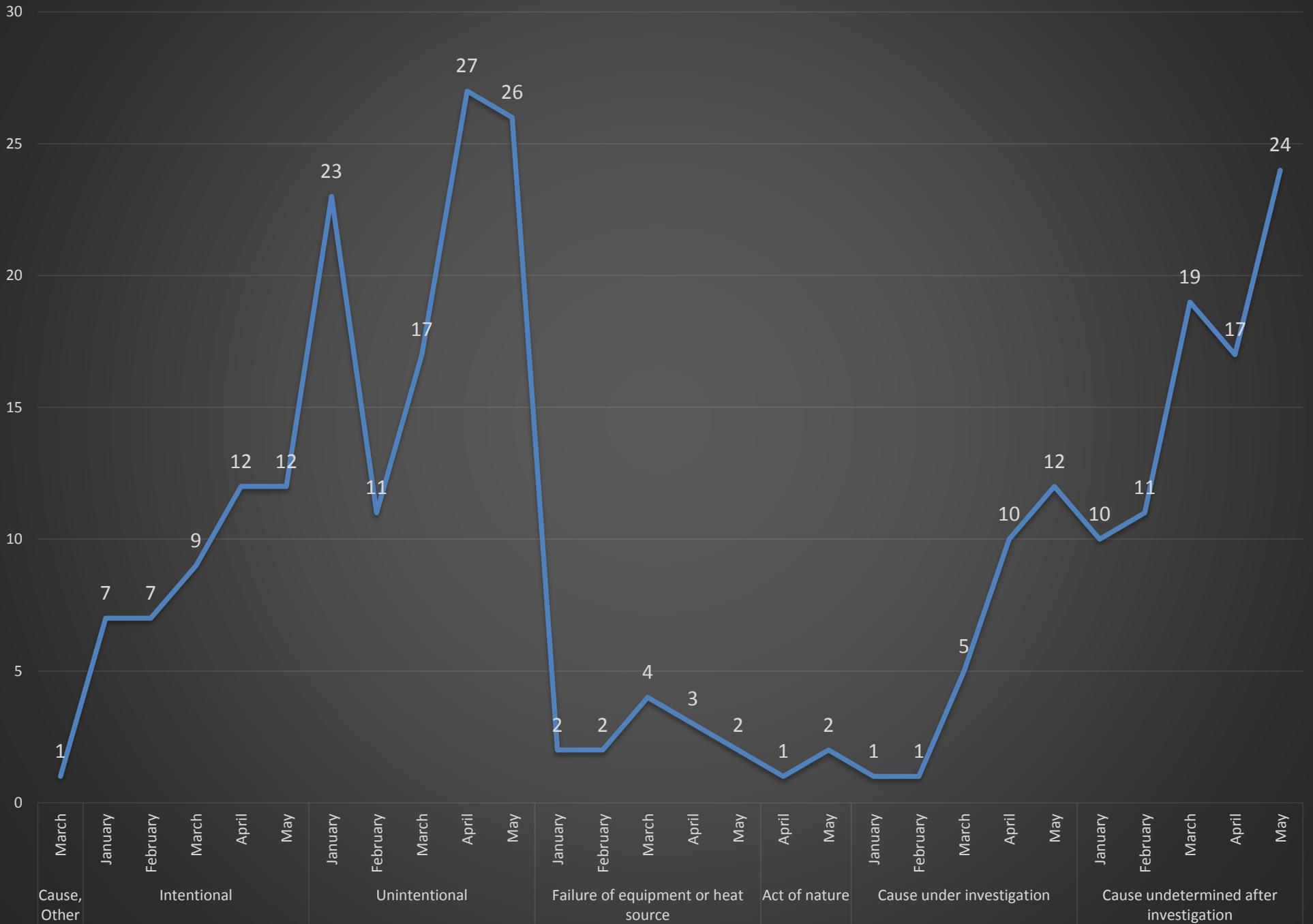
Impact

➤ Increase in fires. Why?

- ✓ Conduct a fire analysis by community and compare against our public education program.
- ✓ In depth review of decision making tree must take place as it pertains to fire investigations.
- ✓ Have high risk areas been identified?
- ✓ Discuss public education program as it pertains to high risk areas

- Minimization of conflagrations in all parts of the city that are adversely impacted.

Cause of Fire 1st Quarter 2016



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 2017.

Data Source: HFD Firehouse Software

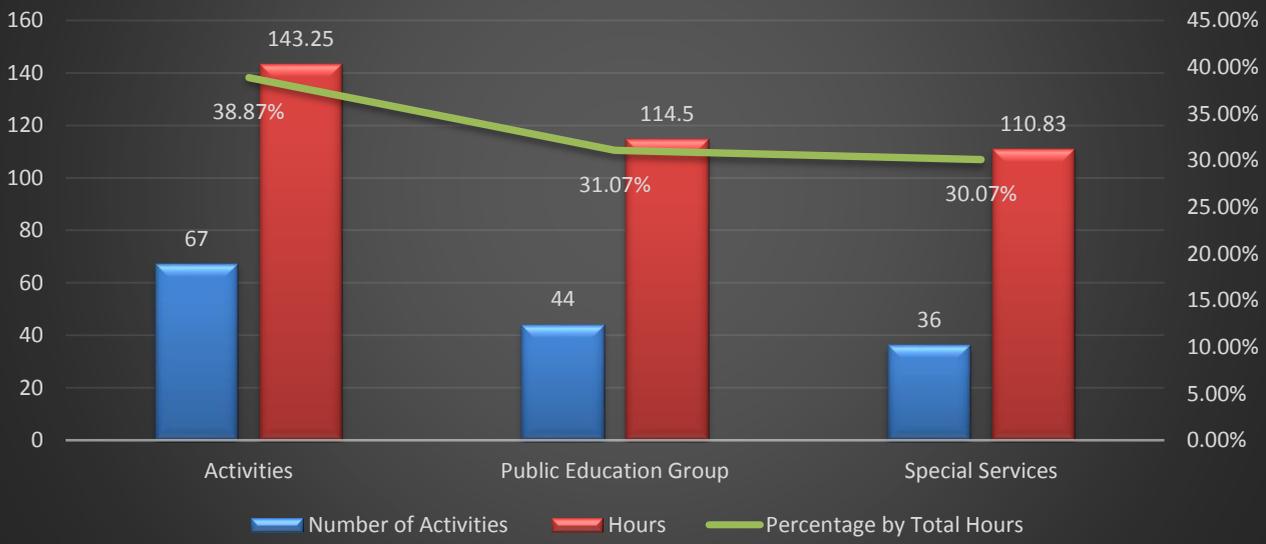
Current Period: 5/01/16 – 5/31/16

Previous Period: 02/16-04/16

HISTORICAL ANALYSIS

Reporting Period	4/16	3/16	2/16
Total Activities	147	124	113
Total Adults	2550	1851	5328
Total Children	3210	552	7912
Smoke Detector	98	109	9

Special Services 153 Smoke Detectors, 3 CO Alarms, 6 Stove Top Fire Stops



Attendance

Total Working Hours:	368.58	Total Hours Off:	270
Total Hours on Duty:	514.5	Hours Accounted For:	71.64%

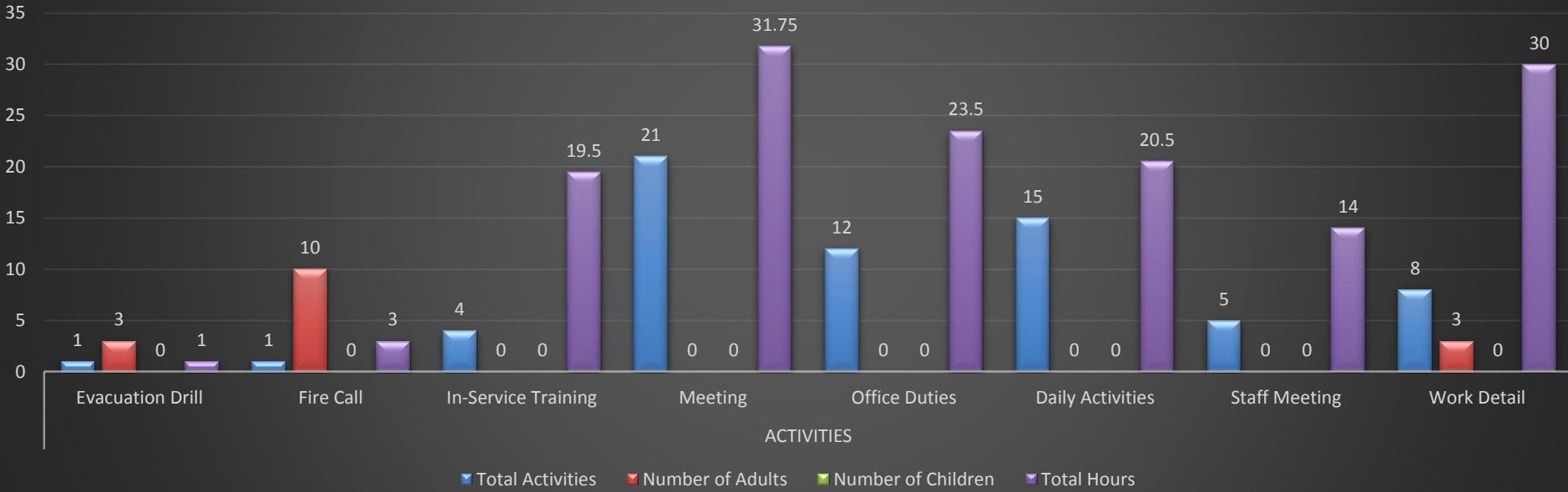
Recommendations

- ✓ Annual public education program (tentative) review.
- ✓ Process control has to be enhanced (firehouse daily activities input).

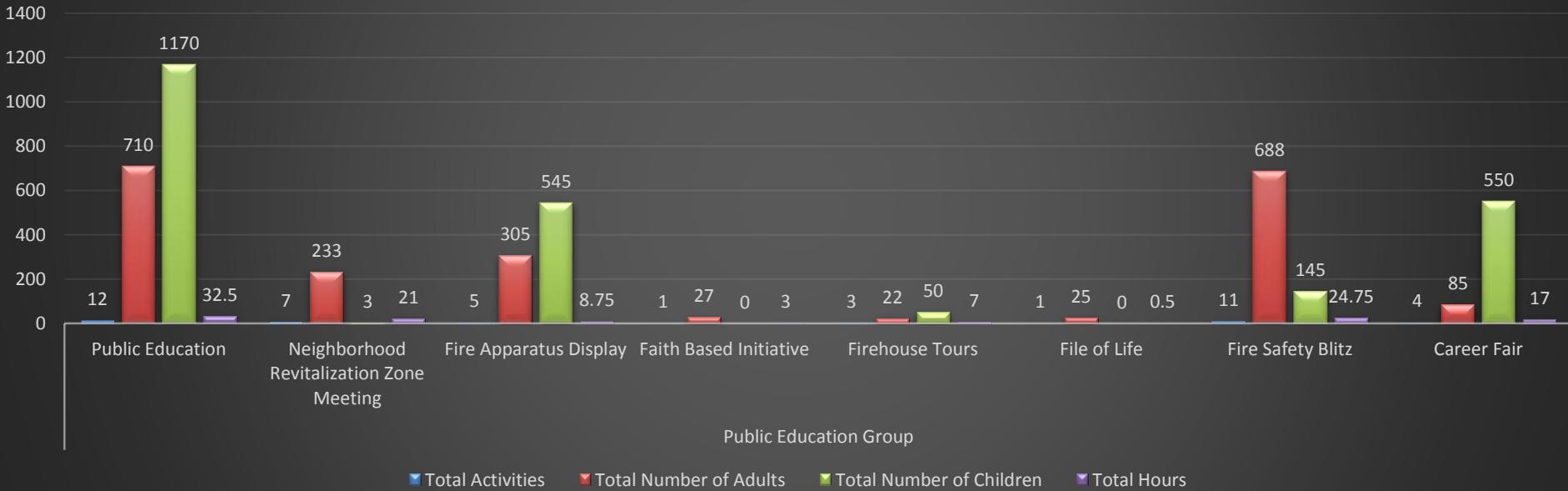
Impact

The reduction of avoidable incidents within the city as it pertains to fire and emergency services.

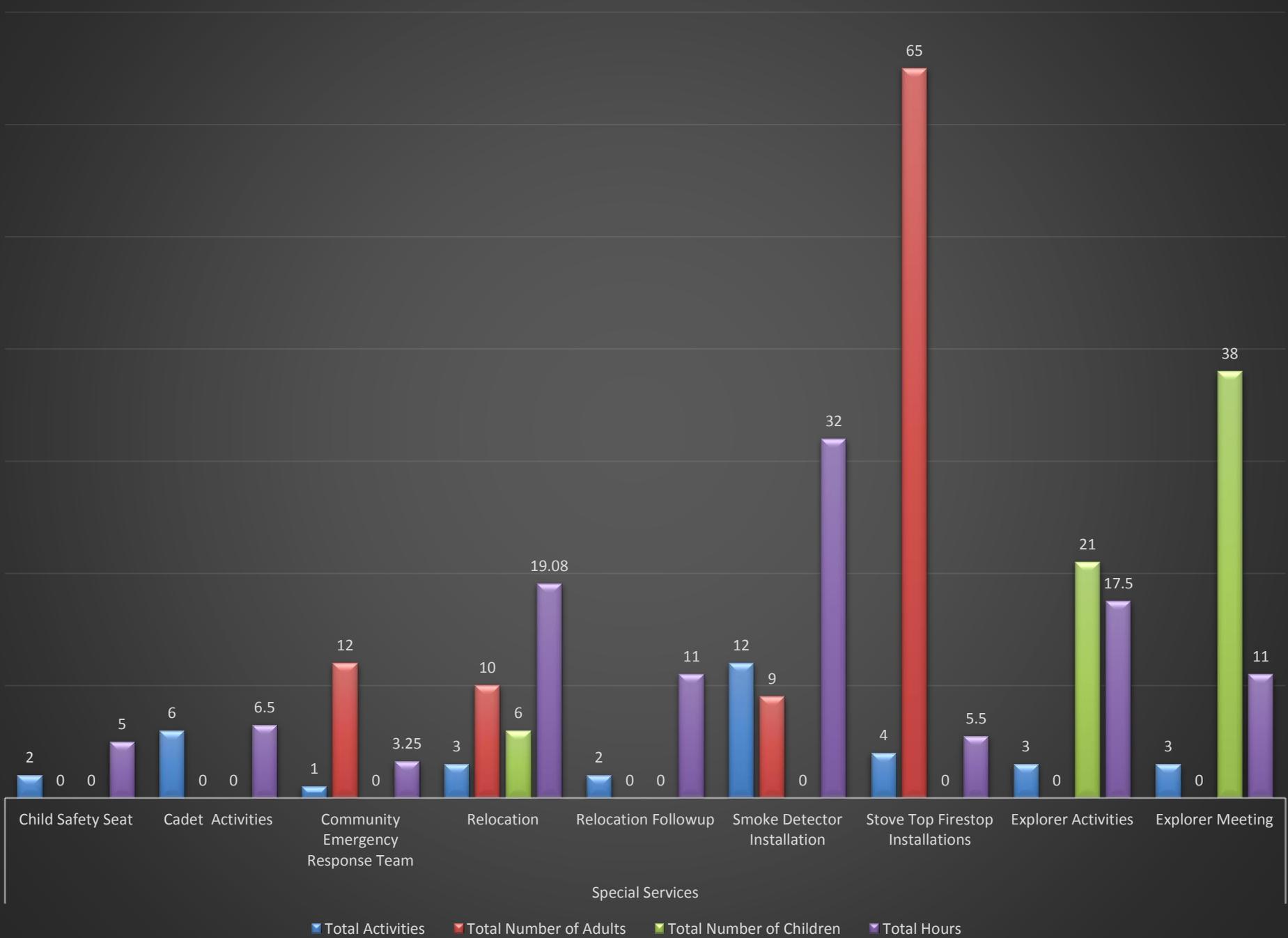
Activities May 2016



Public Education May 2016



Special Services May 2016



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

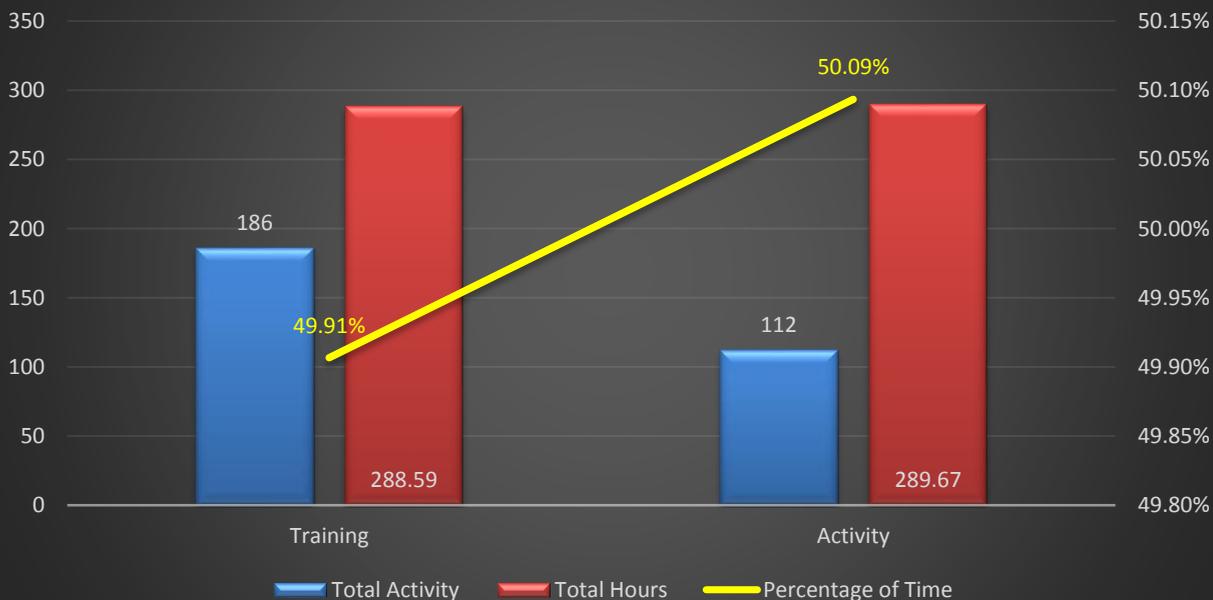
Current Period: 05/01/2016 – 05/30/2016

Previous Period: April 2016

HISTORICAL ANALYSIS

Training	Activity	Hours
Annual Driver Training Program	102	118.5
Annual Live Fire Training	3	22.5
Confined Space Rescue Refresher	24	40
EMR written exam	6	18
New Equipment	22	7.25
Rescue Extrication	2	2.5

Training Division



Attendance

Reccomendations

Impact

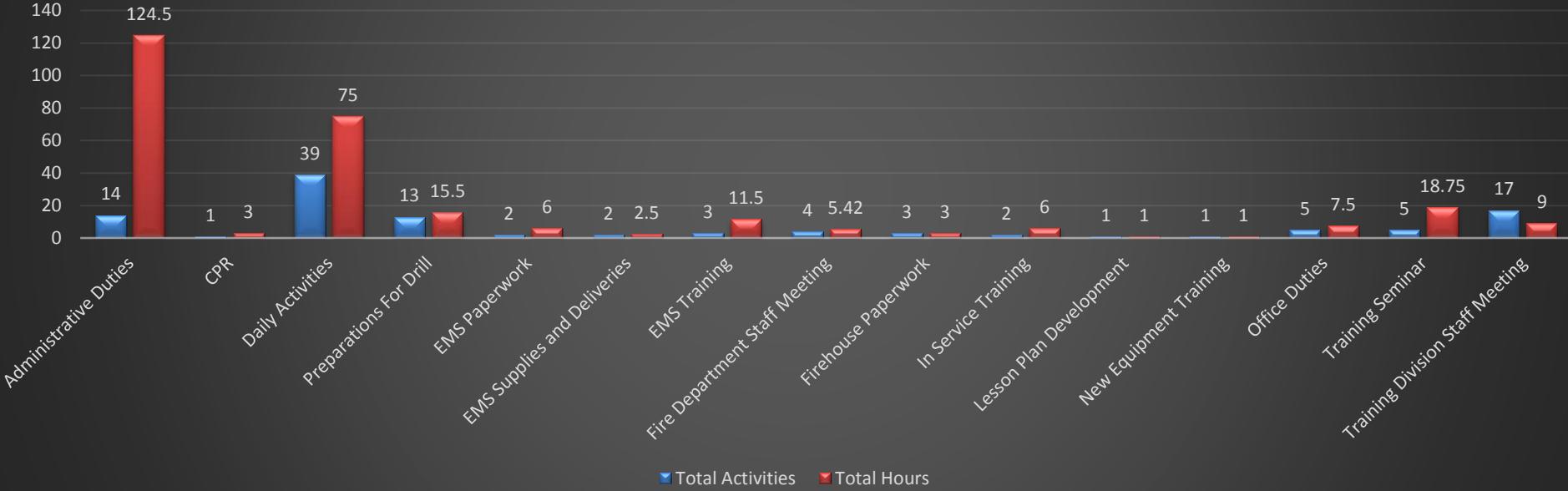
Total Working Hours: 578.26 **Total Hours Off:** 310

Total Hours on Duty: 566 **Hours Accounted For:** 102.17%

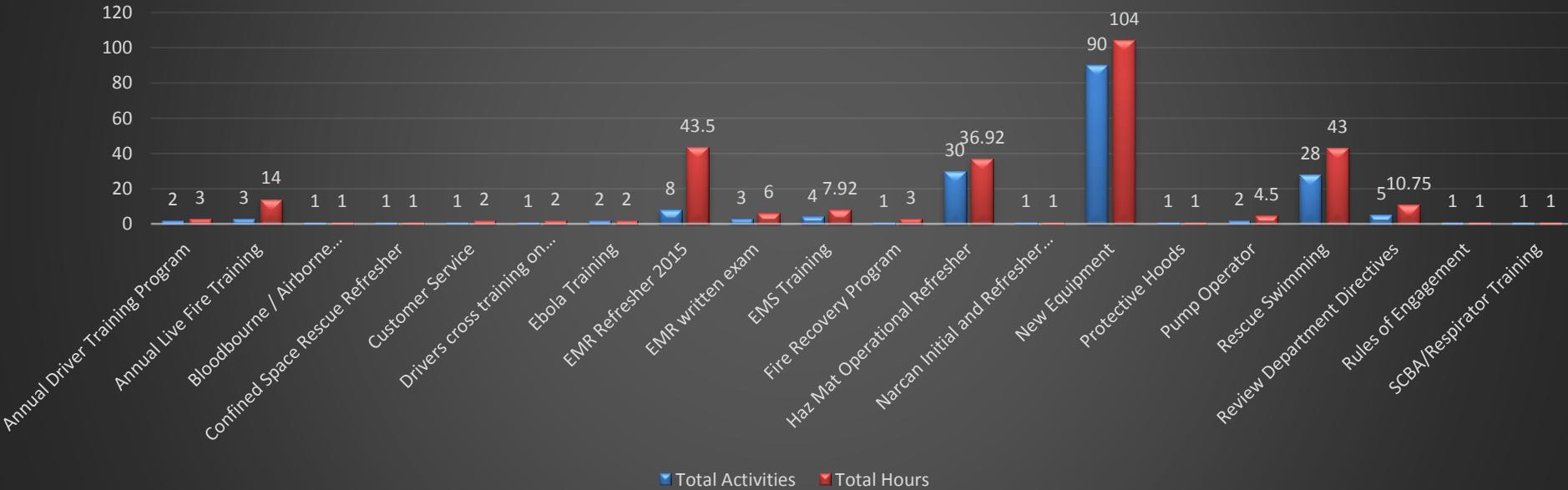
- ✓ Input of “daily activities”. Is this being done consistently?
- ✓ Annual proficiency training schedule.
- ✓ Training at Academy vs. fire station. What determines if and when training will be conducted?
- ✓ Consistency. Standard lesson plans, presentations, and participant manuals?

- Properly trained staff that can effectively execute their duties and responsibilities.

Activities May 2016



Training May 2016



Training Class 1 st Quarter 2016	January	February	March	April	May	Grand Total
Annual Driver Training Program		1		102	2	105
Annual Live Fire Training				3	3	6
Bloodbourne / Airborne Pathogens Training	1				1	2
Company Officer Training	1	6				7
Confined Space Rescue Refresher			66	24	1	91
CPR/AED Refresher Class	22	2				24
Customer Service					1	1
Drivers cross training on apparatus					1	1
Ebola Training					2	2
EMR Refresher 2015	10	6	1		8	25
EMR written exam			23	6	3	32
EMS Training	1				4	5
Fire Recovery Program					1	1
Haz Mat Operational Refresher					30	30
Line Diversity Awareness	41	36				77
Narcan Initial and Refresher Training	3	5			1	9
New Equipment			44	22	90	156
Protective Hoods	1				1	2
Pump Operator					2	2
Rescue Extrication				2		2
Rescue Swimming				4	28	32
Review Department Directives		3	5		5	13
Rules of Engagement	22	84	5		1	112
SCBA/Respirator Training	8	5			1	14
Grand Total	110	148	144	163	186	751

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.



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.

Data Source: HFD Firehouse Software

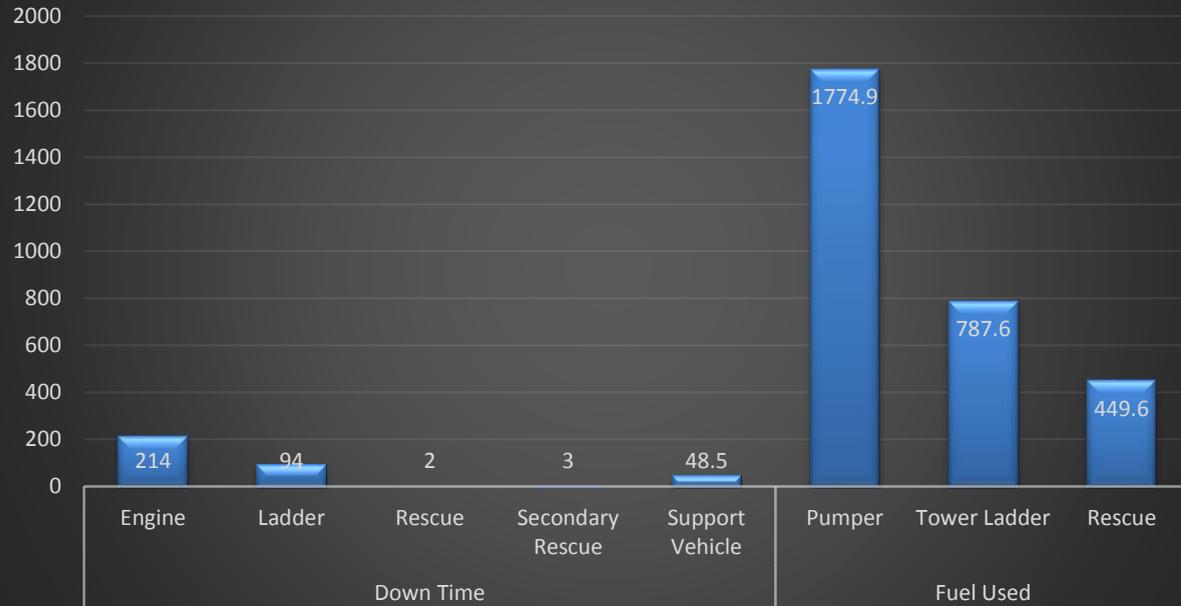
Current Period: 05/01/2016 – 05/31/2016

Previous Period: N/A

HISTORICAL ANALYSIS

Reporting Period	Historical Analysis			
	Hose Testing	Ladder Testing	Ground Ladder Testing	Fit Test
05/16	4	0	3	46
04/16	4	0	3	41
03/16	4	2	4	28
02/16	0	0	0	0

Equipment Maintenance



Attendance

Total Working Hours:	467.4	Total Hours Off:	250
Total Hours on Duty:	834	Hours Accounted For:	56.04%

Recommendations

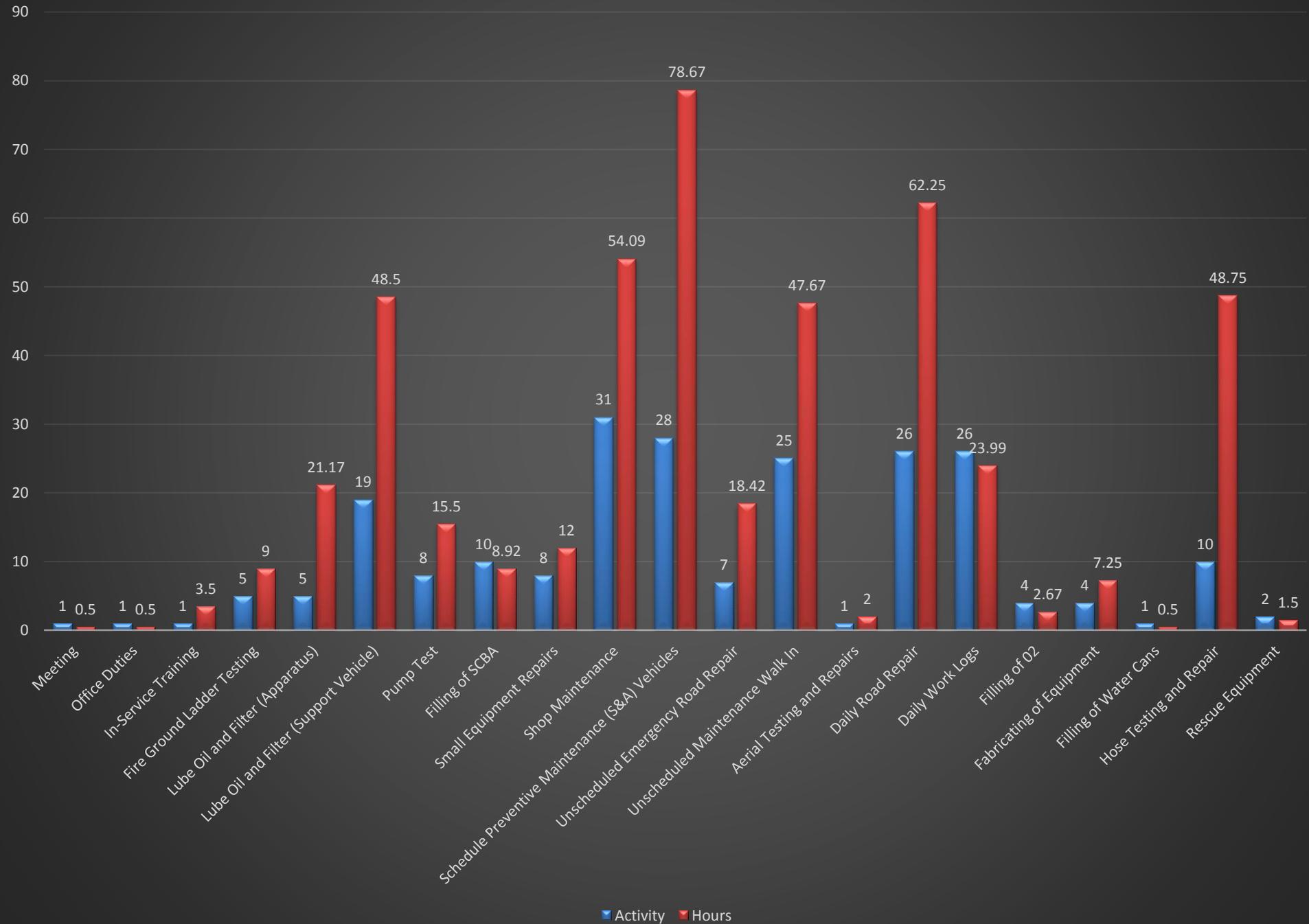
- Data entry?
- Individual firehouse activity logs
- Is every task being captured?

Impact

- Safe repair and maintenance of fire department tools, equipment, and apparatus.

Equipment Maintenance

May 2016



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

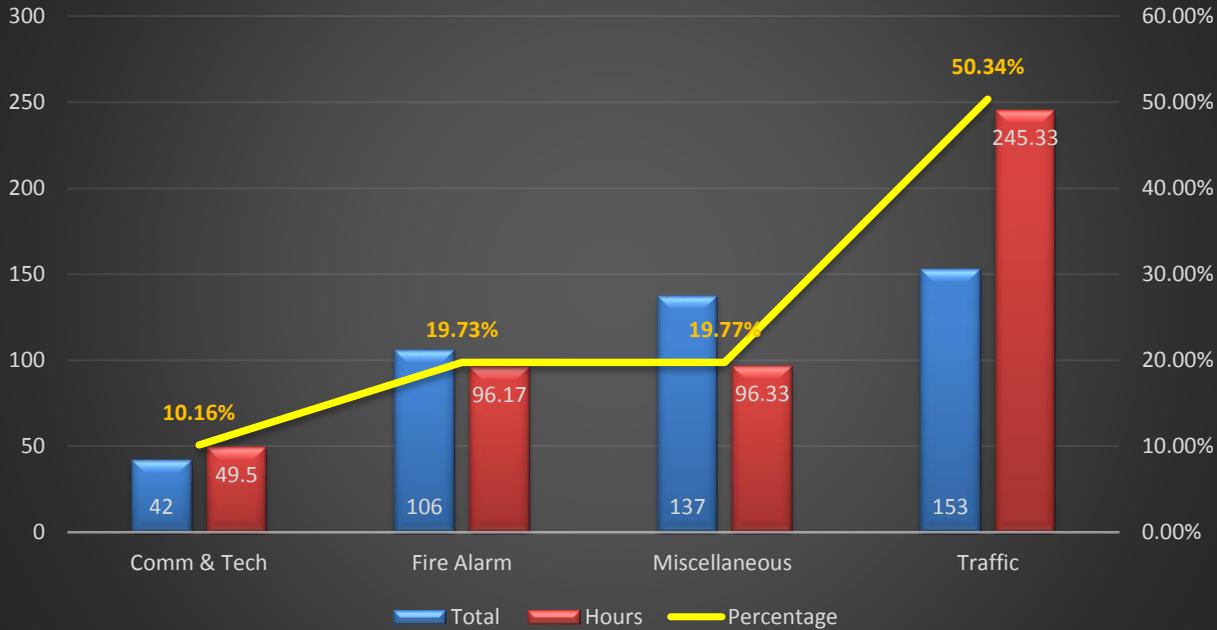
Current Period: 5/1/2016 – 5/31/2016

Previous Period: 4/16 – 1/16

HISTORICAL ANALYSIS

Reporting Period	Traffic	Comm & Tech	Training / Misc	Fire Alarm
	4/16	131	33	167
3/16	96	77	176	76
2/16	100	84	223	81
1/16	126	90	196	55

FACT Division



Attendance

Total Working Hours:	487	Total Hours Off:	210
Total Hours on Duty:	508	Hours Accounted For:	95.93%

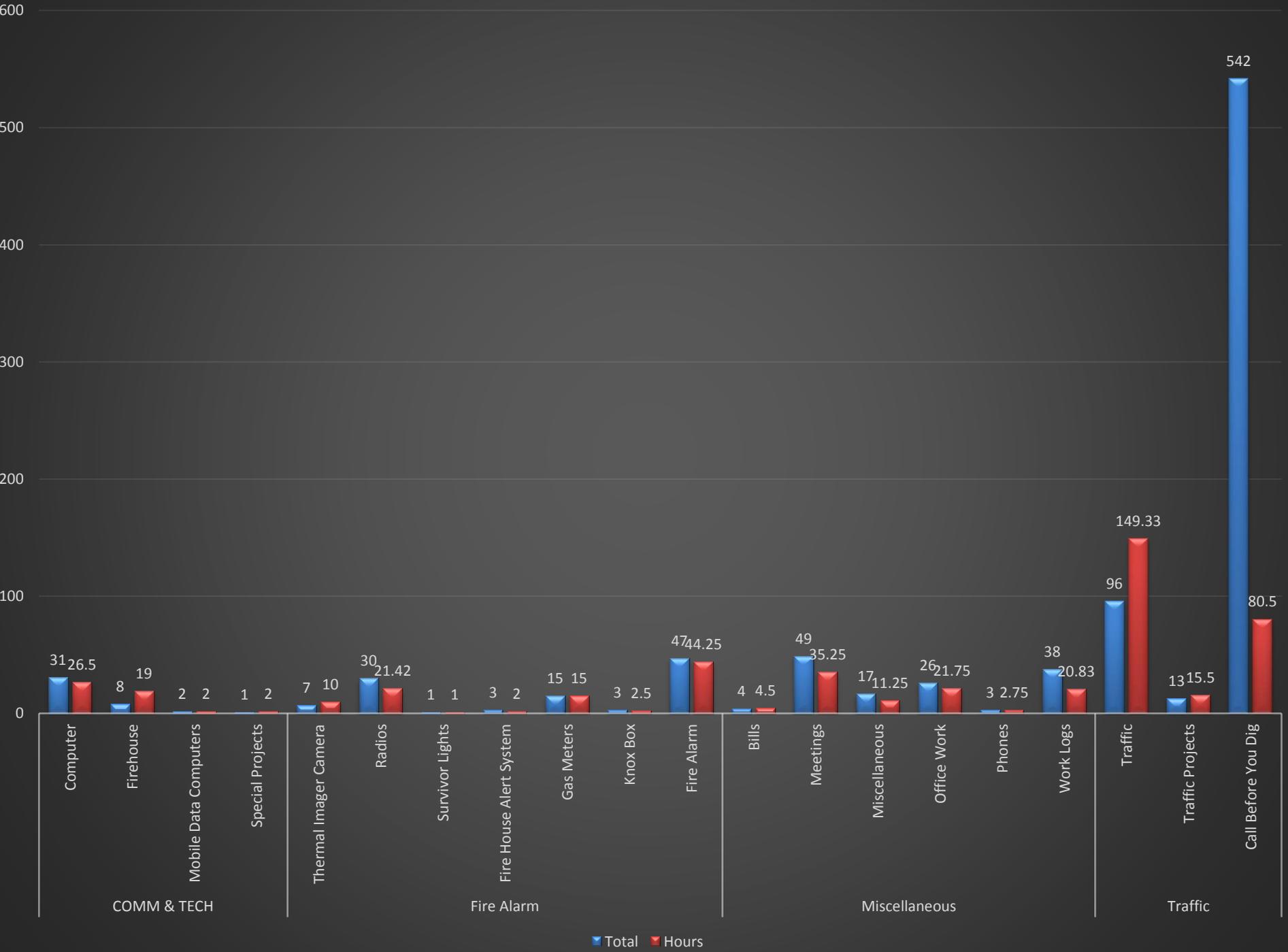
Recommendations

✓ What takes up the most time as it pertains to FACT Techs?

Impact

- IS&IT execution of relevant duties and responsibilities.

FACT Division Month of May



COMM & TECH

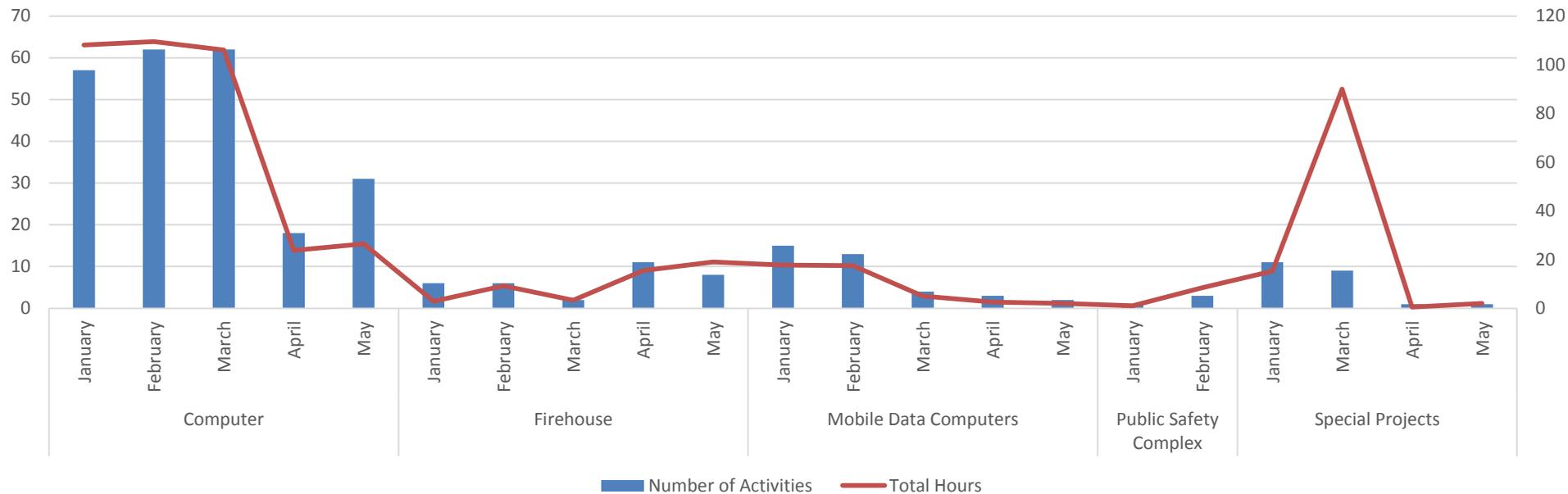
Fire Alarm

Miscellaneous

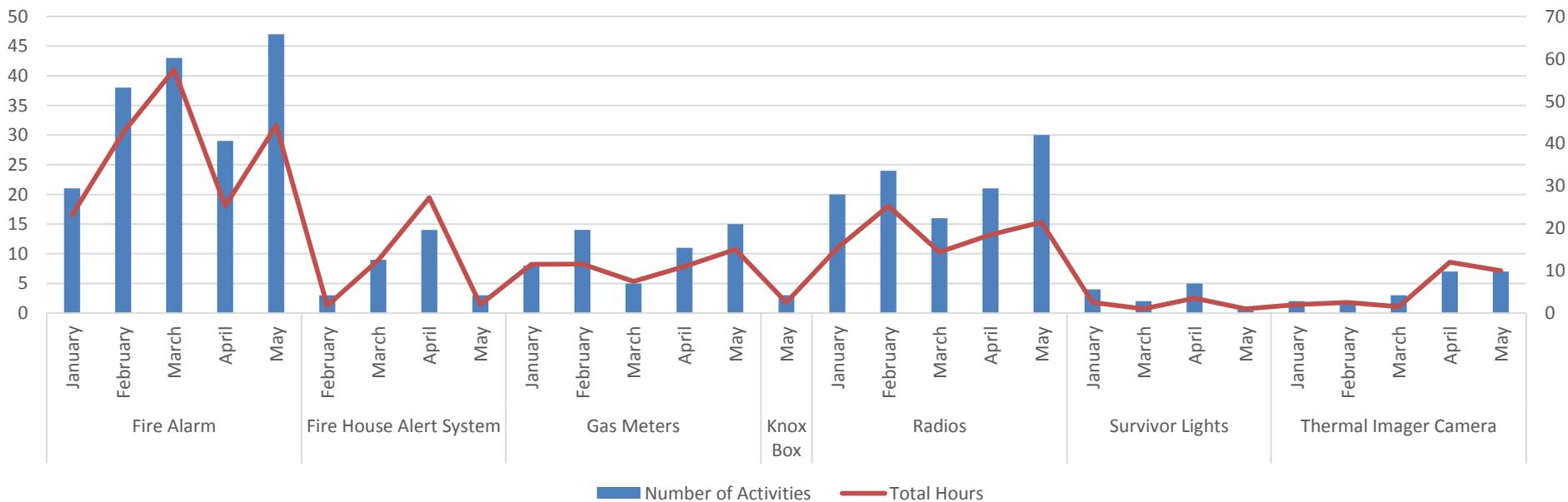
Traffic

■ Total ■ Hours

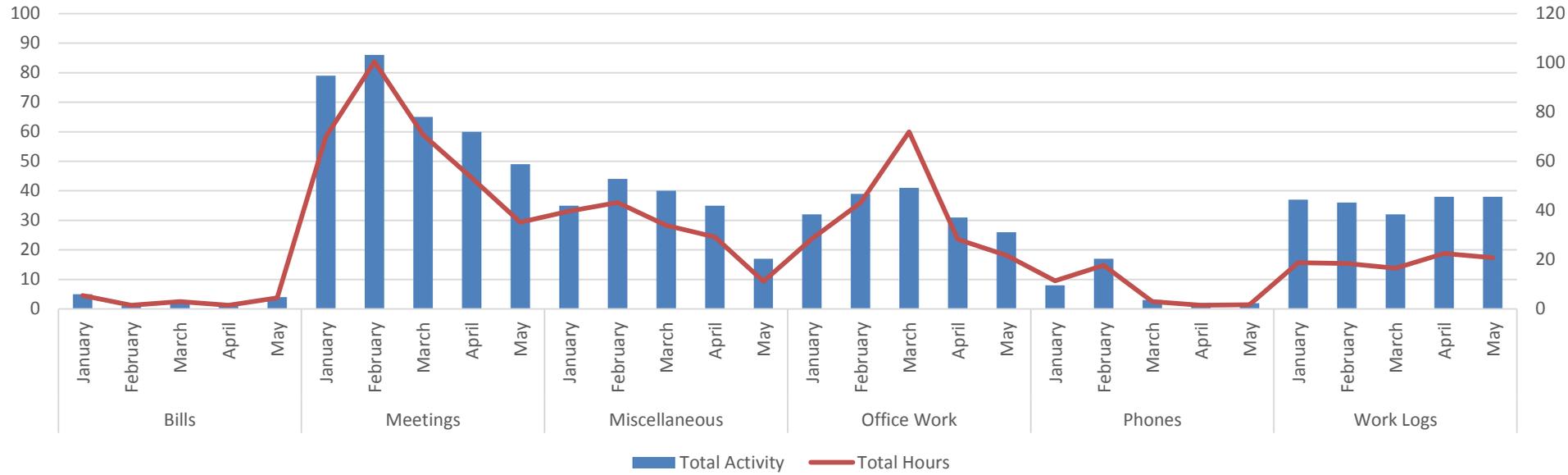
Communication and Technology 1st Quarter 2016



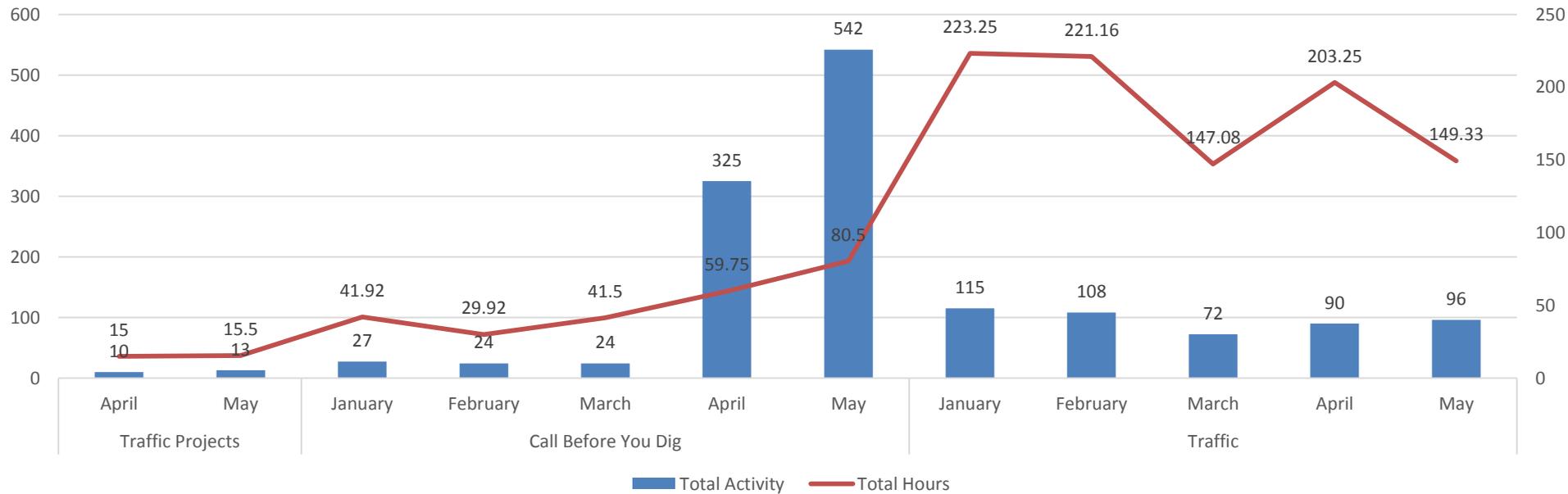
Fire Alarm 1st Quarter 2016



Miscellaneous 1st Quarter 2016



Traffic 1st Quarter 2016

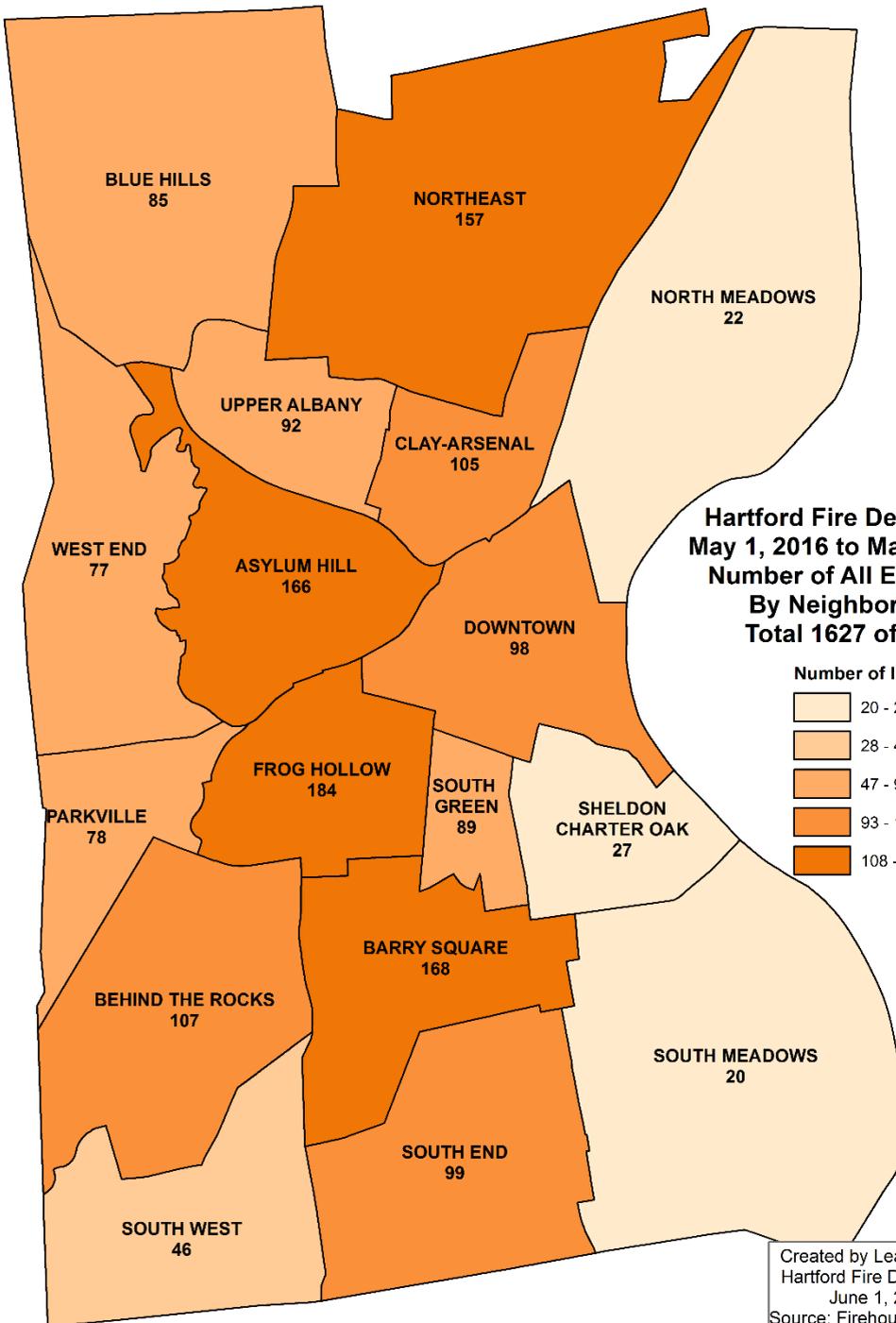


EMERGENCY RESPONSE DATA

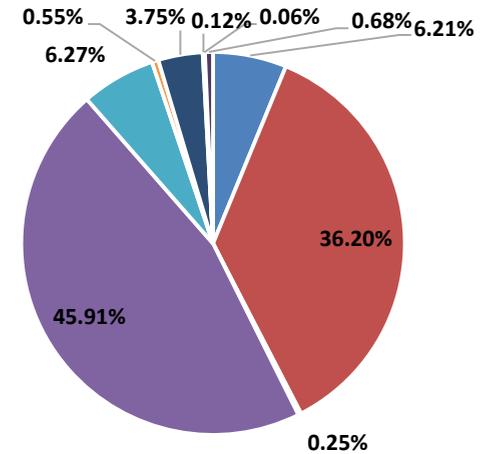
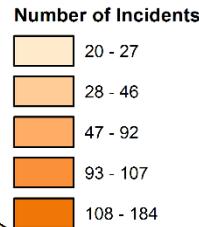


"Goal Oriented, Results Driven"

EMS Calls May 2016



**Hartford Fire Department
May 1, 2016 to May 31, 2016
Number of All EMS Calls
By Neighborhood
Total 1627 of Calls**



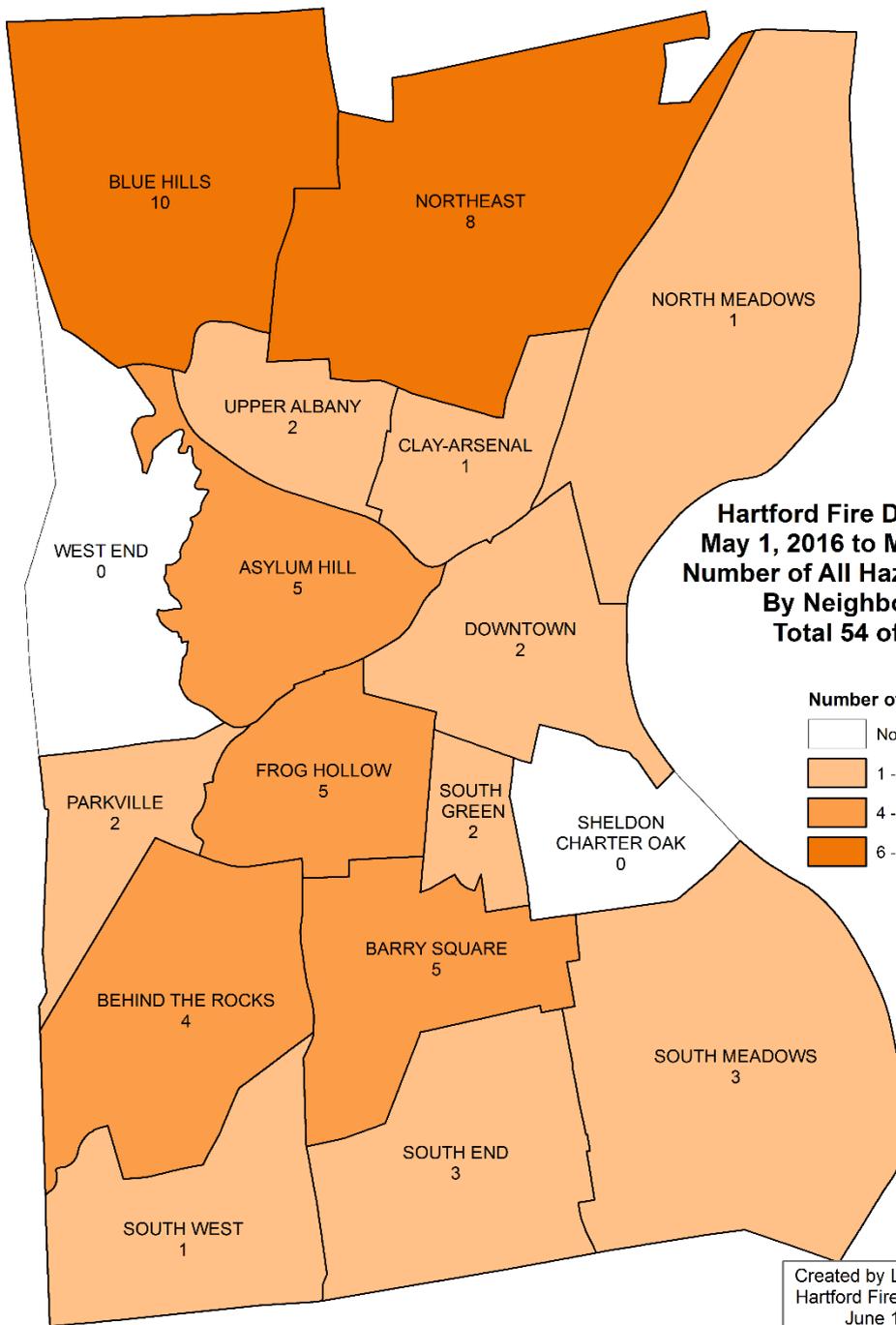
- Rescue, EMS incident, other
- Medical assist, assist EMS crew
- Emergency medical service, other
- EMS call, excluding vehicle accident with injury
- Motor vehicle accident with injuries
- Motor vehicle/pedestrian accident (MV Ped)
- Motor Vehicle Accident with no injuries
- Lock-in (if lock out , use 511)
- Extrication of victim(s) from vehicle
- Removal of victim(s) from stalled elevator

Created by Leandro Cieri
Hartford Fire Department
June 1, 2016
Source: Firehouse Software
Geocoded 1620
Not Geocoded: 7

Hazardous Conditions May 2016



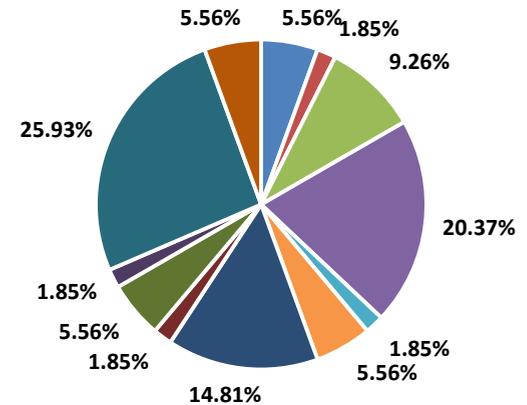
**Hartford Fire Department
May 1, 2016 to May 31, 2016
Number of All Hazardous Calls
By Neighborhood
Total 54 of Calls**



Number of Incidents

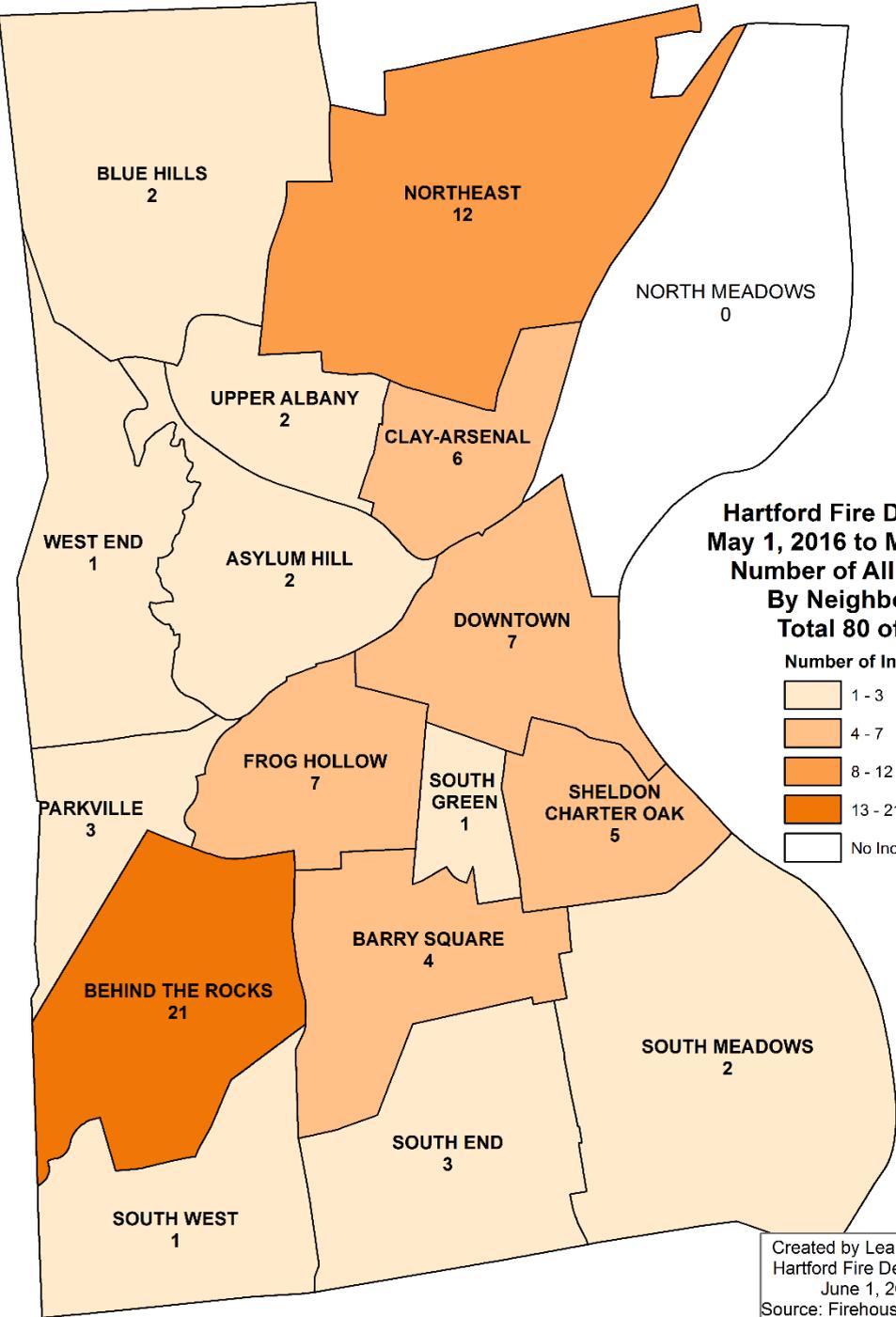


Created by Leandro Cieri
Hartford Fire Department
June 1, 2016
Source: Firehouse Software
Geocoded 54
Not Geocoded: 0

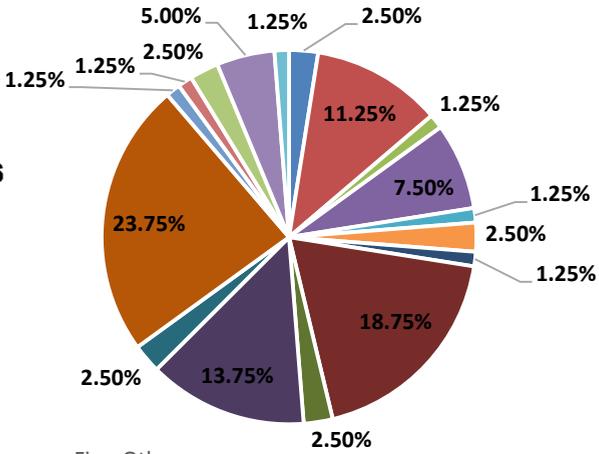
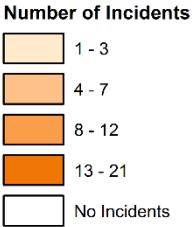


- Hazardous condition, Other
- Combustible/flammable gas/liquid condition, other
- Gasoline or other flammable liquid spill
- Gas leak (natural gas or LPG)
- Oil or other combustible liquid spill
- Carbon monoxide incident
- Electrical wiring/equipment problem, Other
- Heat from short circuit (wiring), defective/worn
- Overheated motor
- Breakdown of light ballast
- Power line down
- Arcing, shorted electrical equipment

All Fires – May 2016



**Hartford Fire Department
May 1, 2016 to May 31, 2016
Number of All Fire Calls
By Neighborhood
Total 80 of Calls**



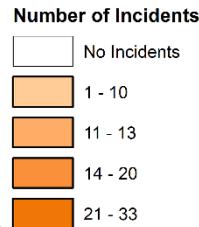
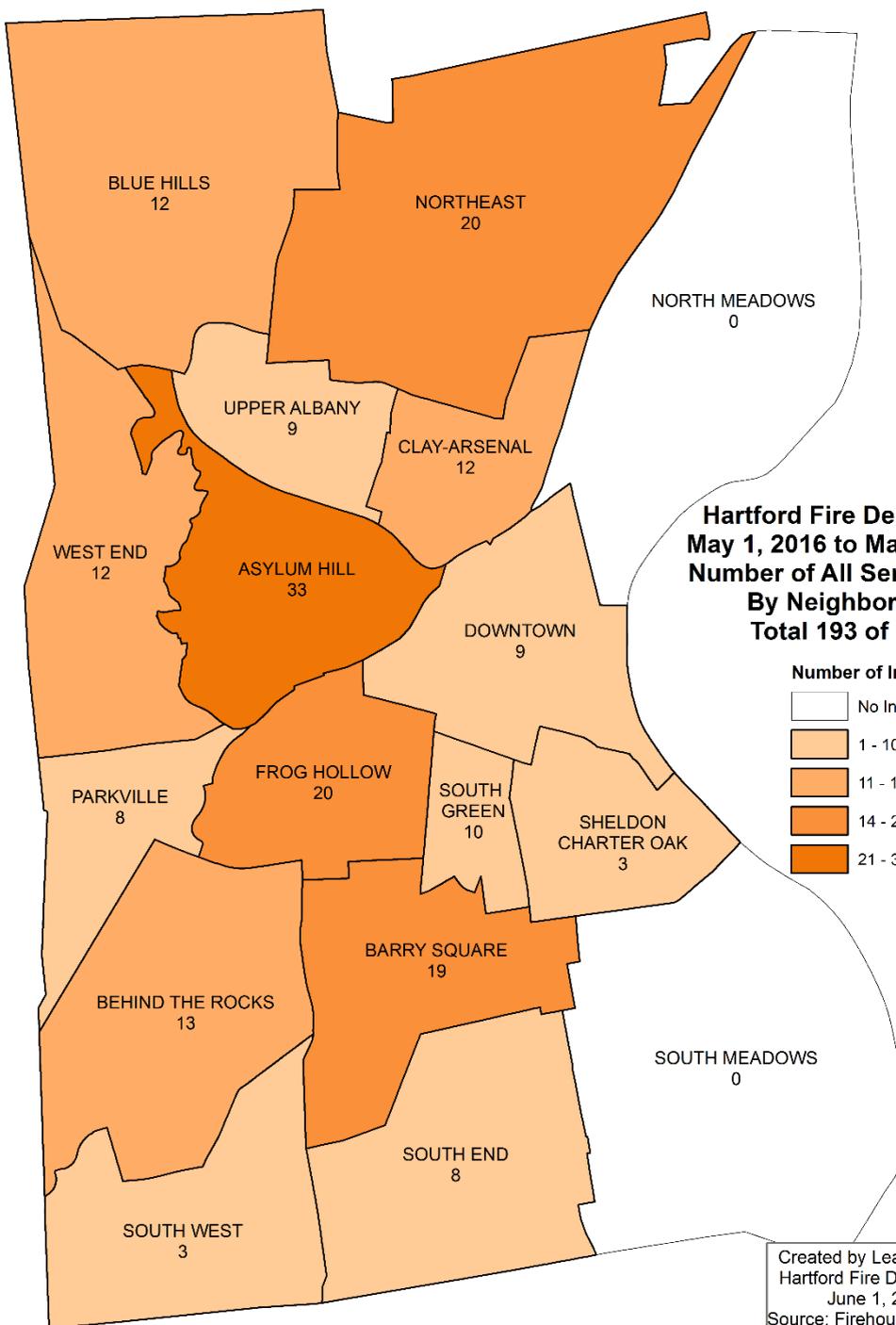
- Fire, Other
- Building fire
- Fires in structure other than in a building
- Cooking fire, confined to container
- Fuel burner/boiler malfunction, fire confined
- Trash or rubbish fire, contained
- Mobile property (vehicle) fire, Other
- Passenger vehicle fire
- Road freight or transport vehicle fire
- Natural vegetation fire, Other
- Forest, woods or wildland fire
- Brush or brush-and-grass mixture fire
- Grass fire
- Outside rubbish fire, Other
- Outside rubbish, trash or waste fire
- Dumpster or other outside trash receptacle fire
- Special outside fire, Other

Created by Leandro Cieri
Hartford Fire Department
June 1, 2016
Source: Firehouse Software
Geocoded 79
Not Geocoded: 1

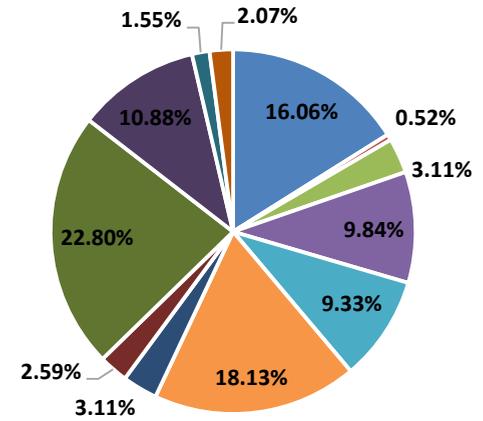
Service Calls May 2016



**Hartford Fire Department
May 1, 2016 to May 31, 2016
Number of All Service Calls
By Neighborhood
Total 193 of Calls**

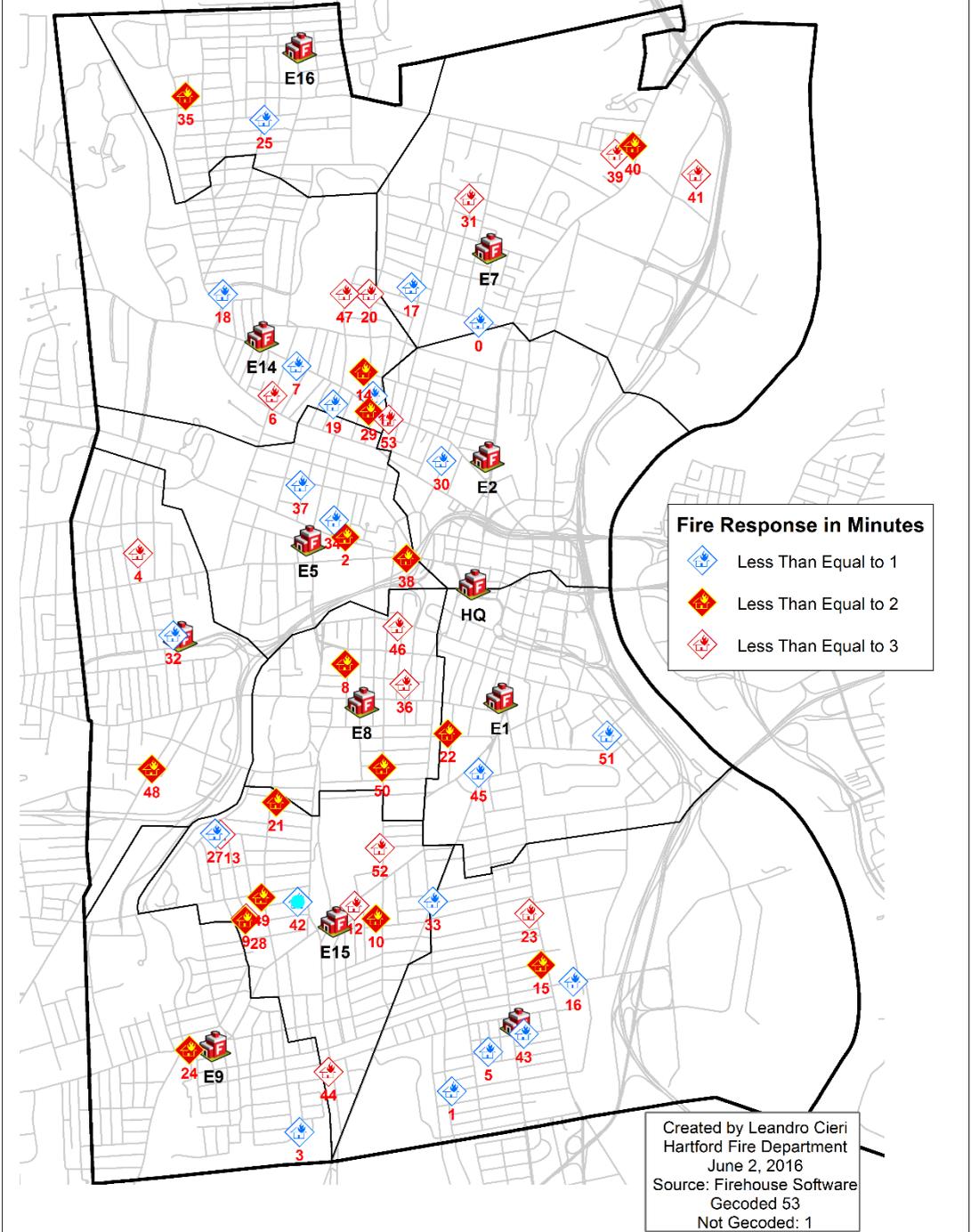


Created by Leandro Cieri
Hartford Fire Department
June 1, 2016
Source: Firehouse Software
Gecoded 191
Not Geocoded: 2



- Service Call, other
- Person in distress, Other
- Lock-out
- Water problem, Other
- Water or steam leak
- Smoke or odor removal
- Public service assistance, Other
- Assist police or other governmental agency
- Police matter
- Public service
- Assist invalid
- Defective elevator, no occupants

Location of Structure Fires In Relationship to Fire Stations



Key	Incident Number	Response	FF Fatality	FF Injury	Civilian Fatality	Civilian Injury
0	16-0001056	0.9333	0	0	0	0
1	16-0008009	0.0667	0	0	0	0
2	16-0009014	1.4333	0	0	0	0
3	16-0014029	0.65	0	0	0	0
4	16-0016032	2.2833	0	0	0	0
5	16-0017041	0.0333	0	0	0	0
6	16-0021061	2.3	0	0	0	0
7	16-0022018	0	0	0	0	0
8	16-0024039	1.3833	0	0	0	0
9	16-0026051	2.25	0	0	0	0
10	16-0035022	1.7167	0	0	0	0
11	16-0035038	0.2833	0	0	0	0
12	16-0036015	2.2167	0	0	0	0
13	16-0041034	2.1	0	0	0	0
14	16-0047064	1.3333	0	0	0	0
15	16-0053052	1.9	0	0	0	0
16	16-0053061	0.4333	0	0	0	0
17	16-0062021	0.0333	0	0	0	0
18	16-0062049	0.4167	0	0	0	0
19	16-0064066	0.0833	0	0	0	0
20	16-0065015	2.9667	0	2	0	1
21	16-0065059	1.6833	0	0	0	0
22	16-0065063	1.5667	0	0	0	0
23	16-0066068	2.4833	0	0	0	1
24	16-0068029	1.35	0	0	0	0
25	16-0069034	0.3333	0	0	0	0
26	16-0070005	0	0	0	0	0
27	16-0071022	0.2833	0	0	0	0
28	16-0074034	1.7667	0	0	0	0
29	16-0082005	1.9667	0	0	0	0
30	16-0082046	0	0	0	0	0
31	16-0090066	2.1667	0	0	0	0
32	16-0092066	0.0833	0	0	0	0
33	16-0094007	0.3	0	0	0	0
34	16-0094034	0.1333	0	0	0	0
35	16-0094044	1.65	0	0	0	0
36	16-0102009	2.3833	0	1	0	0
37	16-0102020	0.0167	0	0	0	0
38	16-0103033	1.4	0	1	0	0
39	16-0104010	2.45	0	0	0	0
40	16-0111019	1.3167	0	0	0	0
41	16-0114014	2.4	0	0	0	0
42	16-0118059	0	0	0	0	0
43	16-0118068	0.35	0	0	0	0
44	16-0119002	2.7333	0	0	0	0
45	16-0133026	0.3833	0	0	0	0
46	16-0138033	2.0167	0	0	0	0
47	16-0139008	2.8333	0	0	0	0
48	16-0142035	1.9	0	0	0	0
49	16-0143048	1.7167	0	0	0	1
50	16-0146016	1.8667	0	1	0	0
51	16-0146042	0.0667	0	1	0	0
52	16-0150014	2.1167	0	0	0	0
53	16-0151008	2.4833	0	0	0	0

QUESTIONS/COMMENTS



"Goal Oriented, Results Driven"