Fire Rescue

| LAYOUT | PUBLISH | ADD | EDIT | HELP

Scorecard >

1.0 Customer

| ADD

	Actual	Goal	As of Date
Public Safety Facilities and Resources Built and Maintained to Meet Needs			
Enhance Service Delivery			
Enhance service levels by adding four new services and/or stations to meet identified needs by end of the fiscal year	1	1	FY06 Q3
Reduce Fire Rescue Response Time*			
Anti-Venom Delivery Time	100 %	100 %	Jun 2006
Hospital Wait Time	22.21 minutes	20.00 minutes	Jun 2006
Fire Rescue Average Dispatch Time	44 seconds	60 seconds	Jun 2006
Average Fire Rescue Dispatch Time for Life-Threatening Calls	35 seconds	45 seconds	Jun 2006
Average Fire Rescue Dispatch Time for Structure Fire Calls	64 seconds	80 seconds	Jun 2006
Total Average MDFR Life-Threatening Response Time	6.06 minutes	8.00 minutes	Jun 2006
Total Average MDFR Structure Fire Response Time	5.05 minutes	8.00 minutes	Jun 2006
Fire Rescue Service Availability			
Air Rescue Availability for Transport	88 %	98 %	Jun 2006
Resident and Visitor Safety Awareness and Preparedness (PS4-3)			
Anti-Venom Demos/Presentations Conducted (# of Participants Reached)	8,891	2,500	Jun 2006
Anti-Venom In-Service Training (# of Personnel Reached)	47	50	Jun 2006
Alignment of services provided with community's needs and desires (priority outcome) (ES9-1)			
CPR Training funded through the Public Access to Defibrillator Demonstration Grant (PADD) Program	32	21	Jun 2006
Improved Customer Satisfaction with Fire Rescue Services			
B. Overall quality of fire services	82.56 %	n/a	FY05

2.0 Financial

| ADD

	Actual	Goal	As of Date
Meet Budget Targets (Fire Rescue)			
Revenue: Total (Fire Rescue)	$41,955	$34,496	FY06 Q3
Expen: Total (Fire Rescue)	$77,086	$81,470	FY06 Q2
Improve Alternative Revenue Services (Fire Rescue)			
Medical Calls Transported (Percentage)	41.4 %	33.0 %	Jun 2006
Sound asset management and financial investment strategies (ES8-1)			
Urban Area Security Initiative (UASI) Grant Expenditures	$9,472,046.00	$12,306,060.00	Jul 2006

3.0 Internal

| ADD

	Actual	Goal	As of Date
Reduce Property Loss and Destruction (Fire Rescue)			
Arsons per 10,000 population	0.21	0.36	Jun 2006
Fire Incidents (Non-Structure)	1,892	n/a	Jun 2006
Fire Incidents (Structure)	300	n/a	Jun 2006
Fire Plan Review Process Timeliness	99.29 %	95.00 %	Jun 2006
Fires (Residential 1-2 Family) Confined to Structure	2	n/a	Jun 2006
Fires (Residential 1-2 Family) Confined to Room	39	n/a	Jun 2006
Fires (Residential 1-2 Family) Out on Arrival	4	n/a	Jun 2006
Fires (Residential Multi-Family) Confined to Structure	0	n/a	Jun 2006

Fires (Residential Multi-Family) Confined to Room	1	n/a	Jun 2006
Fires (Residential Multi-Family) Out on Arrival	1	n/a	Jun 2006
Fires - Commercial and Industrial	226	n/a	May 2006
HazMat Incidents per 10,000 Population	152	n/a	May 2006
Life Safety Permit Inspections	3,728	3,286	Jun 2006
Structure Fire False Alarms	427	n/a	Mar 2006

4.0 Learning and Growth

| ADD

	Actual	Goal	As of Date

Scorecard Details >

Exception Report

Owners

Reyes, Maria Lorenzo, Herminio Zubieta, Helen Frosch, Patricia

Monitors

Marko, Thomas Hernandez, Pedro Westall, Lynn

EXPLORE

Scorecard Name: Fire Rescue

Description: Miami-Dade Fire Rescue (MDFR) provides emergency response and transport services, which encompass fire suppression, Advanced Life Support (ALS) and Basic Life Support (BLS) emergency medical services, hazardous materials mitigation, disaster management and other specialty services. MDFR also provides fire prevention and education services, including life safety fire inspections, fire plan reviews, building permits, and public safety programs and demonstrations. MDFR provides daily 24-hour emergency response services to over 1.6 million residents, businesses and visitors through 108 rescue and suppression units strategically located in 59 fire-rescue stations within unincorporated Miami-Dade County (the County) and 30 municipalities. In addition to providing transport services through 49 front-line rescue units, MDFR also provides emergency air transport service within Miami-Dade County to State-approved Trauma Centers via two full-time rescue helicopters.

Parent Scorecards

ACM Scorecard - Hernandez, Pete

ACM Scorecard - Susanne Torriente (Land Use & Development)

Child Scorecards

LINKS

Communications Division

Emergency Management

Facilities and Construction Division

Grants Management Bureau

Logistical Services Division

Management Information Technology Division

Special Operations Division

Training and Safety Division

Fire Rescue

Business Plan Report

Customer

Objective Name	Owner(s)
Improved Customer Satisfaction with Fire Rescue Services	Maria Reyes Helen Zubieta

Initiatives Linked To Objective	Owner(s)
Florida Sterling Challenge	Patricia Frosch Maria Reyes Helen Zubieta
MDFR Customer Feedback Survey	Patricia Frosch Maria Reyes Helen Zubieta

GrandParent Objectives

Strengthen the bond between the public safety departments and the community

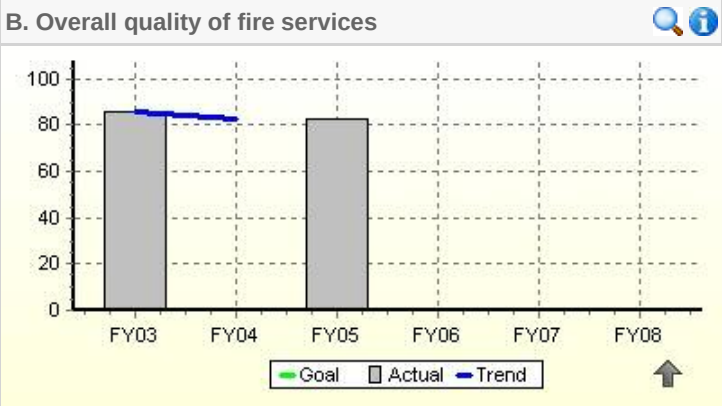
Parent Objectives

(PS4.1) Increased community awareness of information resources and involvement opportunities (priority outcome)

Measures	Owner(s)
B. Overall quality of fire services	Maria Reyes Christa Erml Kevin Kirwin

Percentage of survey respondents that rate fire service as good or very good question # 6b - 2005 ETC Survey

Performance Graph



good direction updated: 4/13/2006

Initiatives Linked To Measure | **Owner(s)**

Child Measures Linked To Measure

ACTUAL	GOAL	DATE

Objective Name	Owner(s)
Fire Rescue Service Availability	David Brooks Maria Reyes Cynthia Sears Helen Zubieta

Initiatives Linked To Objective	Owner(s)

GrandParent Objectives

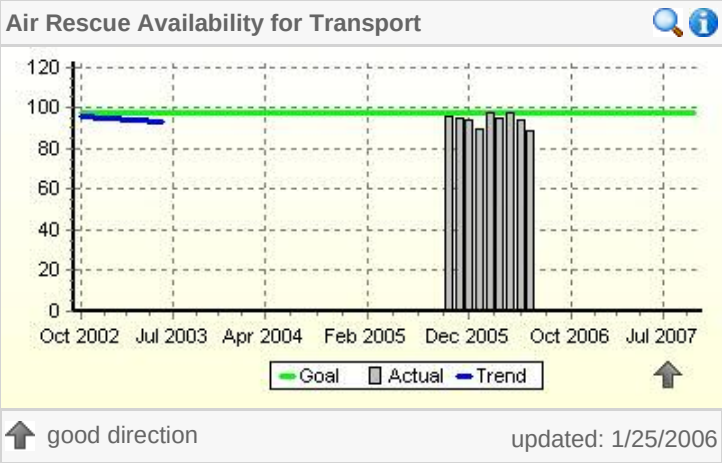
Effectively provide the necessary and appropriate technology, buildings, equipment and people for delivery of quality services now and in the future

Parent Objectives

(PS1.2) Reduced response time (priority outcome)

Measures	Owner(s)
Air Rescue Availability for Transport	David Brooks Helen Zubieta Raymond Barreto Maria Reyes
Percentage of Missions Completed per Missions Requested	

Performance Graph



Initiatives Linked To Measure — Owner(s)

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Air Rescue Missions Completed	161	n/a	Jun 2006
Air Rescue Total Transport Requests	182	n/a	Jun 2006

Objective Name	Owner(s)
Public Safety Facilities and Resources Built and Maintained to Meet Needs	Gianni Lehmann Karls Paul-Noel Helen Zubieta

Initiatives Linked To Objective	Owner(s)
Completion of East Kendall Station #13	Gianni Lehmann Karls Paul-Noel Maria Reyes Helen Zubieta
Completion of Seaport Station #39	Gianni Lehmann Karls Paul-Noel Maria Reyes Helen Zubieta
Completion of Trail Station #61	Gianni Lehmann Karls Paul-Noel Maria Reyes Helen Zubieta
Completion of Highland Oaks 1 Station #63	Gianni Lehmann Karls Paul-Noel Maria Reyes Helen Zubieta
Completion of East Homestead Station #65	Gianni Lehmann Karls Paul-Noel Maria Reyes Helen Zubieta
Completion of Village of Homestead Station #66	Gianni Lehmann Karls Paul-Noel Maria Reyes Helen Zubieta
Design and Construction of Training Complex	Gianni Lehmann Karls Paul-Noel Maria Reyes Helen Zubieta
Completion of Ocean Rescue Facility at Crandon Park	Gianni Lehmann Karls Paul-Noel Maria Reyes Helen Zubieta

GrandParent Objectives

Parent Objectives

Measures	Owner(s)

Objective Name	Owner(s)
Resident and Visitor Safety Awareness and Preparedness (PS4-3)	Ernie Jillson Maria Reyes Helen Zubieta

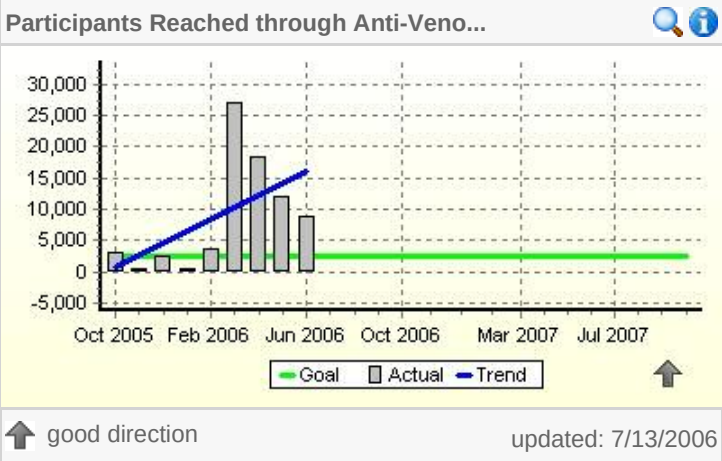
Initiatives Linked To Objective	Owner(s)

GrandParent Objectives

Parent Objectives

Measures	Owner(s)
Anti-Venom Demos/Presentations Conducted (# of Participants Reached)	Ernie Jillson Maria Reyes Helen Zubieta

Performance Graph



Initiatives Linked To Measure	Owner(s)

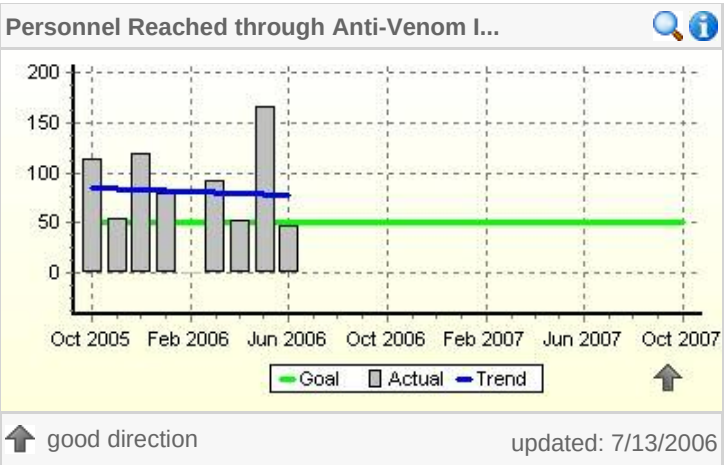
Child Measures Linked To Measure

ACTUAL	GOAL	DATE

Anti-Venom In-Service Training (# of Personnel Reached) — Ernie Jillson Maria Reyes Helen Zubieta

Provide In-Service Training to MDFR staff and Hospital personnel.

Performance Graph



Initiatives Linked To Measure	Owner(s)

Child Measures Linked To Measure

ACTUAL	GOAL	DATE

Objective Name	Owner(s)
Enhance Service Delivery	Patricia Frosch Maria Reyes Cynthia Sears Helen Zubieta

Initiatives Linked To Objective	Owner(s)

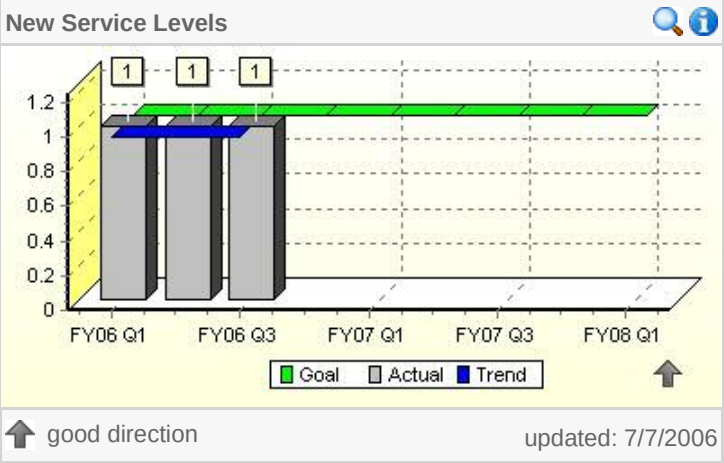
GrandParent Objectives

Parent Objectives

Measures	Owner(s)
Enhance service levels by adding four new services and/or stations to meet identified needs by end of the fiscal year	Maria Reyes Helen Zubieta

Key Biscayne Station 15 – Convert 40 hour peak load unit to a full-time (24 hour) Advance Life Support (ALS) Engine. Trail Area - Place an ALS Engine in service at Sweetwater Station 29 by the third quarter to service the Trail area until new Trail Station 61 is completed in third quarter of FY 2006/2007. Naranja Area - Place an ALS Engine in service at Cutler Ridge Station 34 by the third quarter to serve Naranja area where call volume has increased 37% over the last three years. Unit will be relocated upon completion of new Naranja Station 70, expected in fourth quarter of FY 2007/2008. Fire Rescue Boat – Place a new 50 foot fire rescue boat and corresponding staffing at the Port of Miami Station 39 by the fourth quarter to enhance protection of County waterways and provide rapid response.

Performance Graph



Initiatives Linked To Measure	Owner(s)

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE

Objective Name	Owner(s)
Reduce Fire Rescue Response Time*	Ruben Almaguer Jose Herrera Helen Zubieta

Initiatives Linked To Objective — Owner(s)

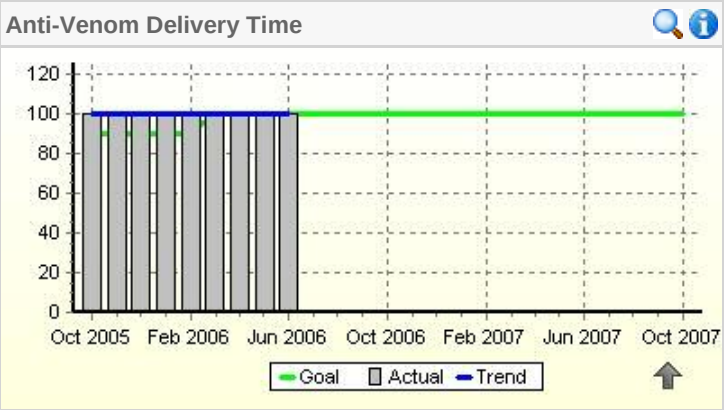
GrandParent Objectives

Parent Objectives

Measures	Owner(s)
Anti-Venom Delivery Time	Raymond Barreto Ernie Jillson Maria Reyes Helen Zubieta

Delivery Time of Anti-Venom serum with throughout Miami-Dade County, Tri-County Area and State of Florida within one (1) hour, three (3) hours and five (5) hours respectively.

Performance Graph



Initiatives Linked To Measure — Owner(s)

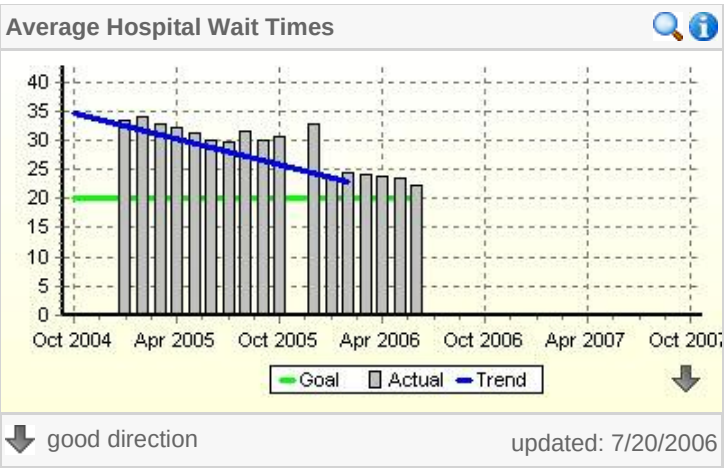
Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Deliver Anti-Venom throughout Miami-Dade County Within One Hour	100	90	Jun 2006
Deliver Anti-Venom throughout Tri-County Area Within Three Hours	100 %	90 %	Jun 2006
Deliver Anti-Venom throughout State of Florida Within Five Hours	100 %	90 %	Jun 2006

Hospital Wait Time — John Gardner Karls Paul-Noel Maria Reyes Helen Zubieta

Reduce hospital wait time for MDFR Units.

Performance Graph



Initiatives Linked To Measure — Owner(s)

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE

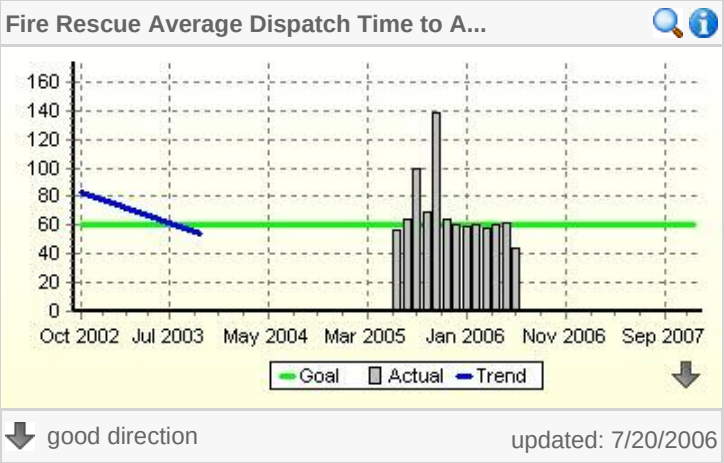
Fire Rescue Average Dispatch Time — Ruben Almaguer Karls Paul-Noel Maria Reyes Helen Zubieta

Fire Rescue Average dispatch time to all calls (in seconds).

Performance Graph

Initiatives Linked To Measure — Owner(s)

Child Measures Linked To Measure



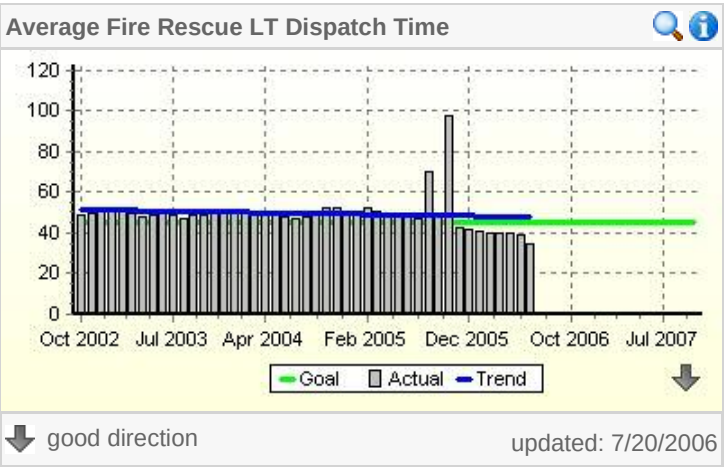
	ACTUAL	GOAL	DATE
Fire Rescue Average Dispatch Time	44 seconds	60 seconds	Jun 2006
Average Fire Rescue Dispatch Time for Life-Threatening Calls	35 seconds	45 seconds	Jun 2006
Average Fire Rescue Dispatch Time for Structure Fire Calls	64 seconds	80 seconds	Jun 2006

Average Fire Rescue Dispatch Time for Life-Threatening Calls

Ruben Almaguer Karls Paul-Noel Helen Zubieta Maria Reyes

Fire Rescue Communications Dispatch Time for Life-Threatening calls.

Performance Graph



Initiatives Linked To Measure **Owner(s)**

Child Measures Linked To Measure

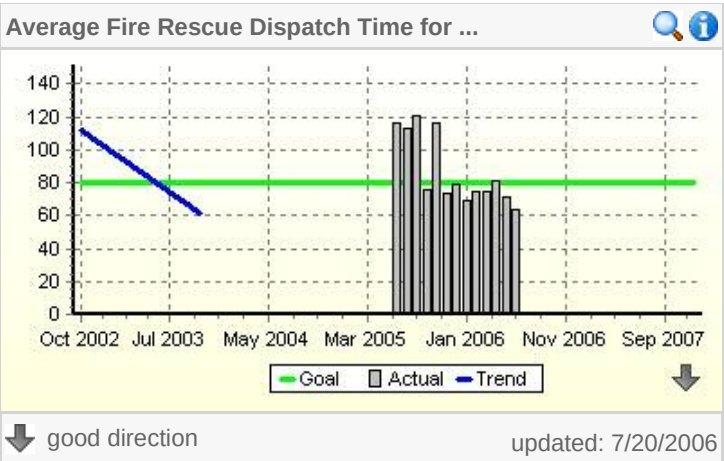
	ACTUAL	GOAL	DATE

Average Fire Rescue Dispatch Time for Structure Fire Calls

Ruben Almaguer Karls Paul-Noel Maria Reyes Helen Zubieta

Communications Dispatch Time for Structure Fire Calls.

Performance Graph



Initiatives Linked To Measure **Owner(s)**

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE

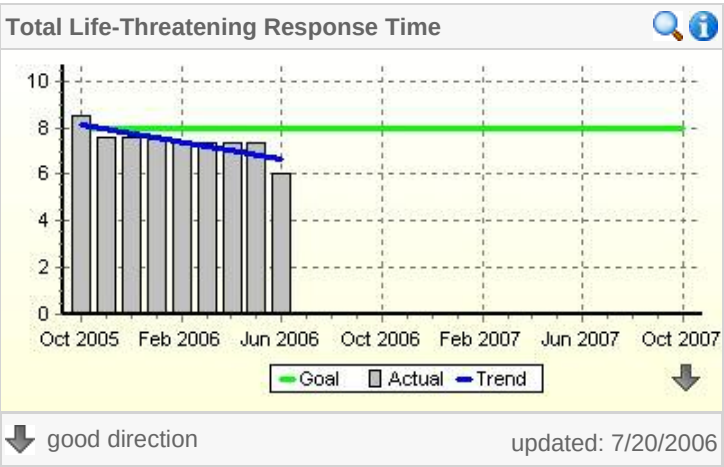
Total Average MDFR Life-Threatening Response Time

Maria Reyes Helen Zubieta

Average fire rescue response time from 911 call to arrival on scene for life-threatening calls (in minutes).

Performance Graph

Initiatives Linked To Measure **Owner(s)**



Child Measures Linked To Measure

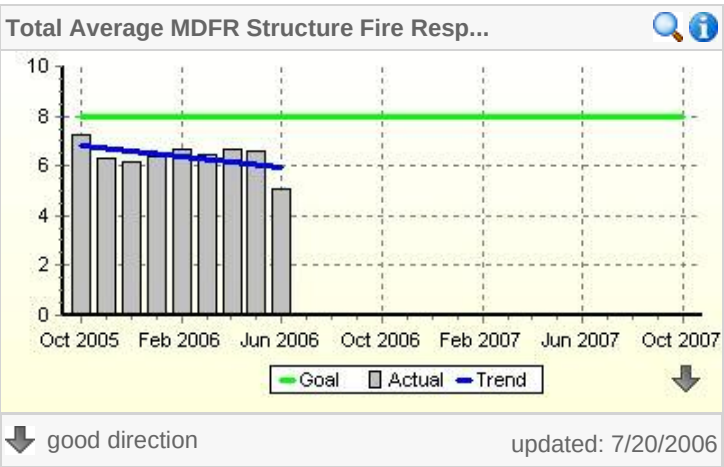
	ACTUAL	GOAL	DATE
Average MDFR Response Time to Life Threatening Calls inside UDB	6.06	8.00	Jun 2006
Average MDFR Response Time to Life Threatening Calls outside UDB	11.46	n/a	FY05 Q2

Total Average MDFR Structure Fire Response Time — Maria Reyes Helen Zubieta

Average Fire Rescue response time from 911 call to arrival on scene for structures.

Performance Graph

Initiatives Linked To Measure **Owner(s)**



Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Total Structure Fire Response Time within UDB	4.91	8.00	Jun 2006
Total Average Structure Fire Response Time outside UDB	9	n/a	Jun 2006

Objective Name	Owner(s)
Alignment of services provided with community's needs and desires (priority outcome) (ES9-1)	Allie Grande Scott Mendelsberg Jose Pons Maria Reyes Helen Zubieta

Initiatives Linked To Objective	Owner(s)

GrandParent Objectives

Parent Objectives

Measures	Owner(s)
CPR Training funded through the Public Access to Defibrillator Demonstration Grant (PADD) Program	Allie Grande Jose Pons Scott Mendelsberg Maria Reyes Helen Zubieta
Number of persons trained in CPR who received CPR certificate.	

Performance Graph

Initiatives Linked To Measure	Owner(s)

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE

Financial

Objective Name	Owner(s)
Improve Alternative Revenue Services (Fire Rescue)	Patricia Frosch Maria Reyes Helen Zubieta

Initiatives Linked To Objective	Owner(s)

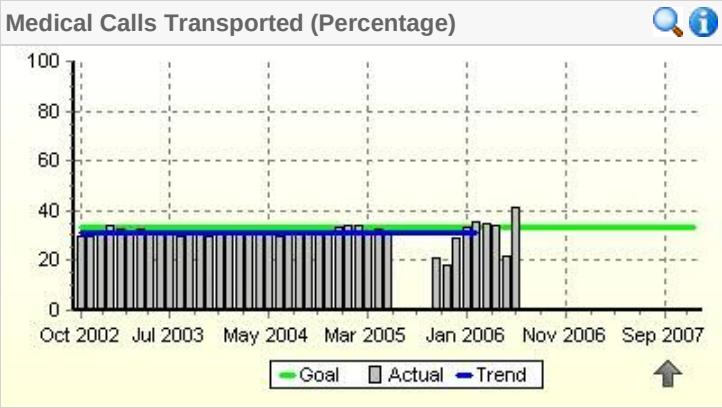
GrandParent Objectives

Parent Objectives

Measures	Owner(s)
Medical Calls Transported (Percentage)	John Gardner Maria Reyes Helen Zubieta

Percentage of Medical calls transported - Parent Measure of All Medical Transports divided by All Medical Calls.

Performance Graph



good direction updated: 10/11/2005

Initiatives Linked To Measure	Owner(s)

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Medical Calls (Total)	13,282	n/a	Jun 2006
Medical Calls Transported	5,493	n/a	Jun 2006

Objective Name	Owner(s)
Meet Budget Targets (Fire Rescue)	Herminio Lorenzo Scott Mendelsberg Helen Zubieta

Initiatives Linked To Objective — Owner(s)

GrandParent Objectives

Planned necessary resources to meet current and future operating and capital needs (priority outcome)

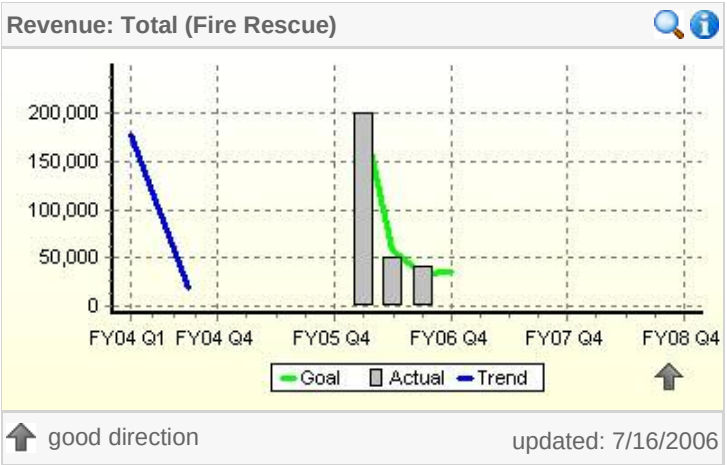
Parent Objectives

(ES8.2.1) Meet Budget Targets

Measures	Owner(s)
Revenue: Total (Fire Rescue)	Angela Boreland Scott Mendelsberg Maria Reyes Helen Zubieta

Total revenue in $1,000s (from FAMIS)

Performance Graph



Initiatives Linked To Measure — Owner(s)

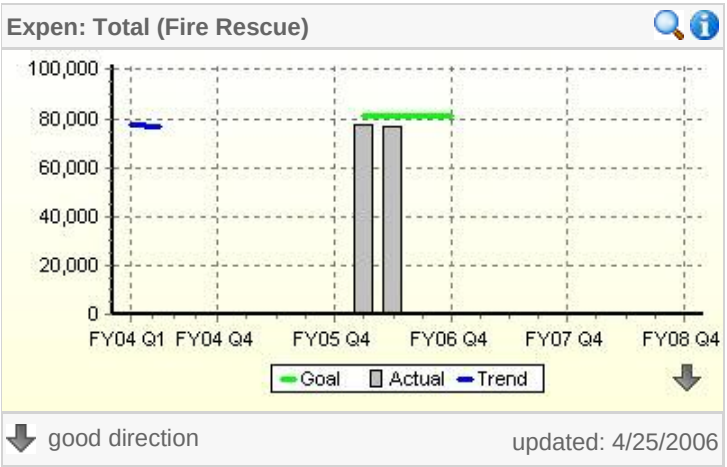
Child Measures Linked To Measure

	ACTUAL	GOAL	DATE

Expen: Total (Fire Rescue) — Scott Mendelsberg Herminio Lorenzo

Total expenditures in $1,000s (from roll-up of Personnel, Other Operating, and Capital)

Performance Graph



Initiatives Linked To Measure — Owner(s)

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Expen: Personnel (Fire Rescue)	$61,452	n/a	FY06 Q2
Expen: Other Operating (Fire Rescue)	$14,290	n/a	FY06 Q2
Expen: Capital (Fire Rescue)	$1,344	n/a	FY06 Q2

Objective Name	Owner(s)
Sound asset management and financial investment strategies (ES8-1)	Allie Grande Helen Zubieta

Initiatives Linked To Objective	Owner(s)

GrandParent Objectives

Parent Objectives

Measures	Owner(s)
Urban Area Security Initiative (UASI) Grant Expenditures	Allie Grande Jose Pons Scott Mendelsberg Helen Zubieta

The UASI grant is awarded by the U.S. Office of Domestic Preparedness (ODP). The City of Miami is the funded core City for this grant. Funds are awarded to the County via a Memorandum of Understanding (MOU) with the City of Miami. Funding is to be used to purchase approved equipment, training and supplies utilized in response to domestic acts of terrorism.

Performance Graph

Initiatives Linked To Measure — Owner(s)

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Miami-Dade Fire Rescue Department	$2,982,697.00	n/a	Jul 2006
Miami-Dade Police Department	$4,136,959.00	n/a	Jul 2006
Office of Emergency Management	$234,634.00	n/a	Jul 2006
Miami-Dade Public Works Department	$251,850.00	n/a	Jul 2006
Department of Environmental Resources Management (DERM)	$230,349.00	n/a	Jul 2006
Medical Examiner's Office	$317,896.00	n/a	Jul 2006
City of Coral Gables	$0	n/a	Jun 2006
City of Hialeah	$1,027,964.00	n/a	Jul 2006
Village of Key Biscayne	$0	n/a	Jul 2006
City of Miami Beach	$180,589.00	n/a	Jul 2006
City of North Miami	$109,771.00	n/a	Jul 2006

Objective Name	Owner(s)
Reduce Property Loss and Destruction (Fire Rescue)	Maria Reyes Helen Zubieta

Initiatives Linked To Objective	Owner(s)

GrandParent Objectives

Effectively provide the necessary and appropriate technology, buildings, equipment and people for delivery of quality services now and in the future

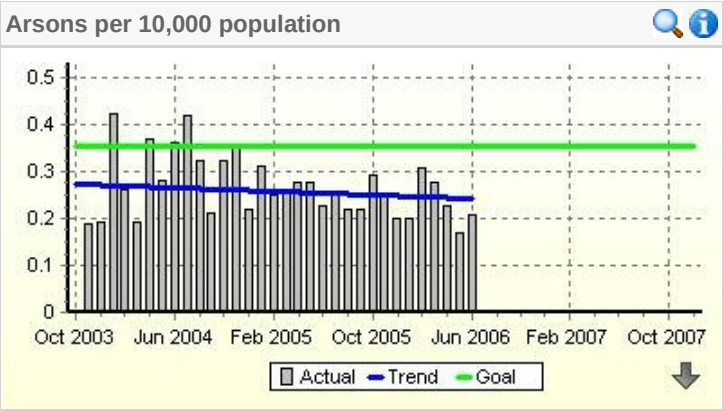
Parent Objectives

(PS1.4) Reduction in property loss and destruction (priority outcome)

Measures	Owner(s)
Arsons per 10,000 population	Carlos Castillo William McAllister Suzanne Gilmore Maria Reyes Helen Zubieta

Total arson incidents per 10,000 population

Performance Graph



good direction updated: 7/11/2006

Initiatives Linked To Measure | **Owner(s)**

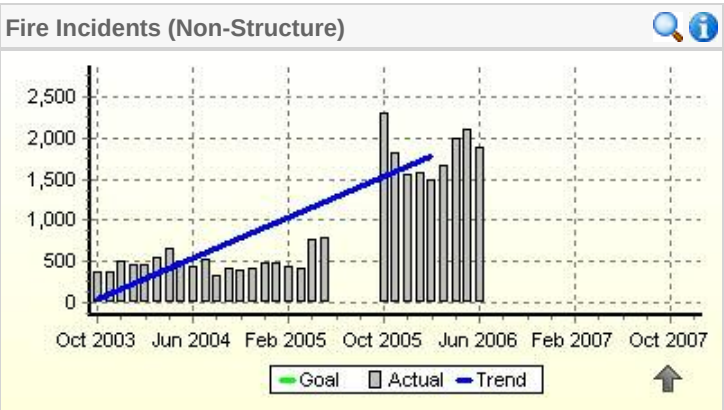
Child Measures Linked To Measure

	ACTUAL	GOAL	DATE

Fire Incidents (Non-Structure)	Maria Reyes Helen Zubieta

Total Fire incidents involving nonstructures

Performance Graph



good direction updated: 7/20/2006

Initiatives Linked To Measure | **Owner(s)**

Child Measures Linked To Measure

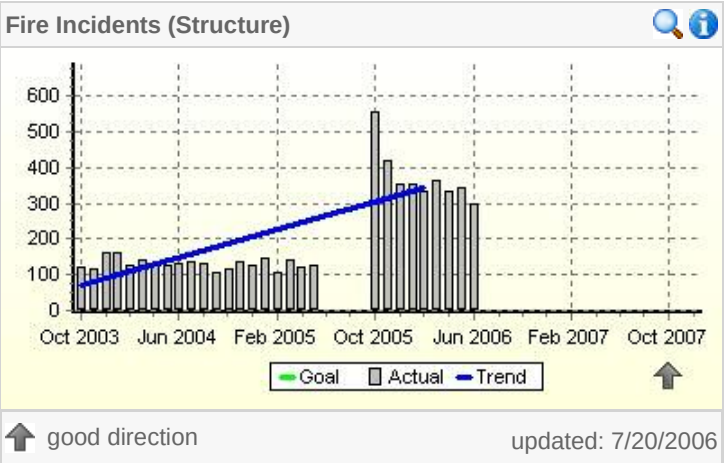
	ACTUAL	GOAL	DATE

Fire Incidents (Structure)	Maria Reyes Helen Zubieta

Total Residential Structure Fires

Performance Graph

Initiatives Linked To Measure **Owner(s)**



Child Measures Linked To Measure

ACTUAL	GOAL	DATE

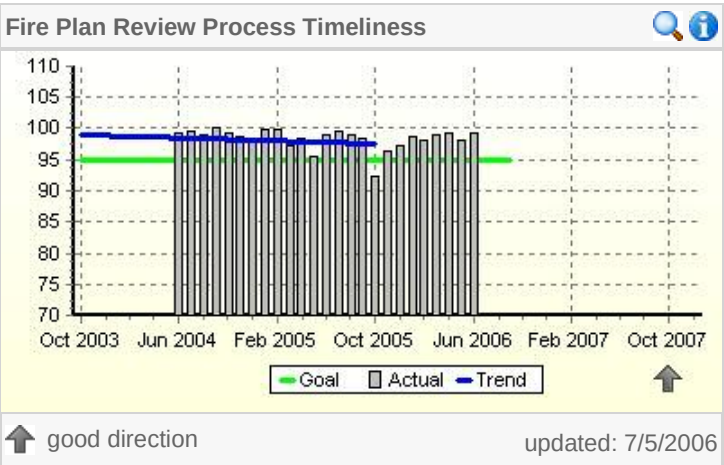
Fire Plan Review Process Timeliness

Carlos Castillo Manny Mena Suzanne Gilmore Maria Reyes Helen Zubieta

Percentage of Life Safety Plans reviewed within 9 days of receipt.

Performance Graph

Initiatives Linked To Measure **Owner(s)**



Child Measures Linked To Measure

ACTUAL	GOAL	DATE

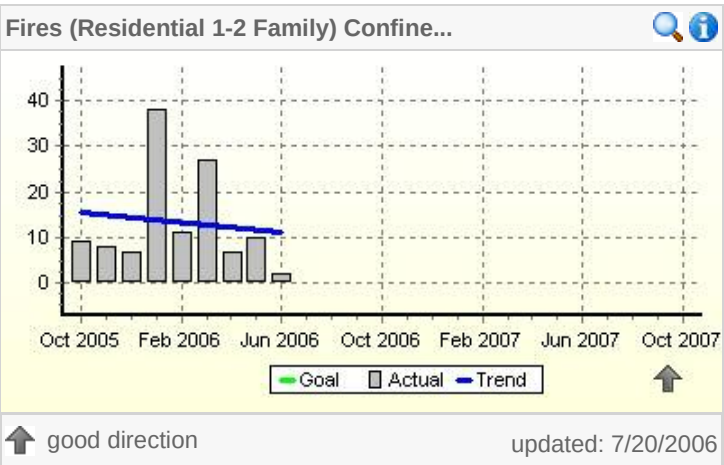
Fires (Residential 1-2 Family) Confined to Structure

Maria Reyes Helen Zubieta

Residential (One and Two Family Dwelling) Structure Fires confined to structure of origin as a % of Total Residential Structure Fires

Performance Graph

Initiatives Linked To Measure **Owner(s)**



Child Measures Linked To Measure

ACTUAL	GOAL	DATE

Fires (Residential 1-2 Family) Confined to Room — Maria Reyes Helen Zubieta

Residential (One and Two Family Dwelling) Structure Fire confined to room of origin as a % of Total Residential Structure Fires

Performance Graph

good direction — updated: 7/20/2006

Initiatives Linked To Measure — **Owner(s)**

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE

Fires (Residential 1-2 Family) Out on Arrival — Maria Reyes Helen Zubieta

Residential (One and Two Family Dwelling) Structure Fire out on arrival as a % of Total Residential Structure Fires

Performance Graph

good direction — updated: 7/20/2006

Initiatives Linked To Measure — **Owner(s)**

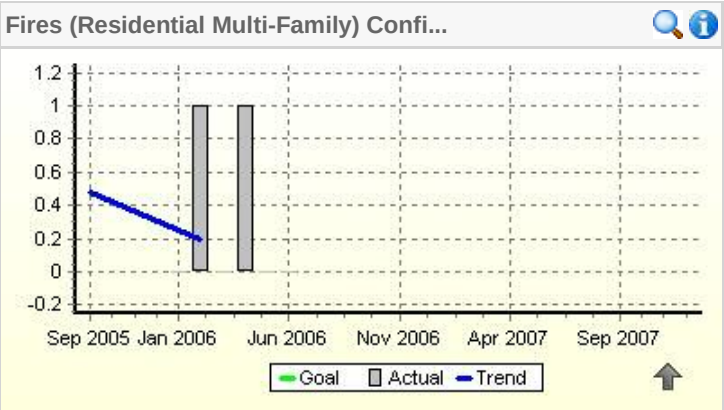
Child Measures Linked To Measure

	ACTUAL	GOAL	DATE

Fires (Residential Multi-Family) Confined to Structure — Maria Reyes Helen Zubieta

Residential (Multi-Family Dwelling) Structure Fires confined to structure of origin as a % of Total Residential Structure Fires

Performance Graph



Initiatives Linked To Measure — **Owner(s)**

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Fires (Residential Multi-Family) Confined to Structure (Quarterly Data)	0 %	n/a	FY05 Q2

good direction updated: 7/20/2006

Fires (Residential Multi-Family) Confined to Room

Maria Reyes Helen Zubieta

Residential (Multi-Family Dwelling) Structure Fire confined to room of origin as a % of Total Residential Structure Fires

Performance Graph

Initiatives Linked To Measure **Owner(s)**

Fires (Residential Multi-Family) Confi...

good direction updated: 7/20/2006

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Fires (Residential Multi-Family) Confined to Room (Quarterly Data)	3 %	n/a	FY05 Q2

Fires (Residential Multi-Family) Out on Arrival

Maria Reyes Helen Zubieta

Residential (Mutli-Family Dwelling) Structure Fire out on arrival as a % of Total Residential Structure Fires

Performance Graph

Initiatives Linked To Measure **Owner(s)**

Fires (Residential Multi-Family) Out ...

good direction updated: 7/20/2006

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Fires (Residential Multi-Family) Out on Arrival (Quarterly Data)	37 %	n/a	FY05 Q1

Fires - Commercial and Industrial

Maria Reyes Helen Zubieta

Total Commercial & Industrial Structure Fire Incidents

Performance Graph

Initiatives Linked To Measure **Owner(s)**

Fires - Commercial and Industrial

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE

good direction updated: 7/11/2006

HazMat Incidents per 10,000 Population

Maria Reyes Helen Zubieta

Number of Hazardous Materials (HazMat) incidents per 10,000 population.

Performance Graph

Initiatives Linked To Measure **Owner(s)**

HazMat Incidents per 10,000 Population

good direction updated: 7/11/2006

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Total Number of HazMat Incidents	142	n/a	Apr 2006

Life Safety Permit Inspections

Carlos Castillo Manny Mena Suzanne Gilmore Maria Reyes Helen Zubieta

Number of life safety permit inspections conducted

Performance Graph

Initiatives Linked To Measure **Owner(s)**

Life Safety Permit Inspections

good direction updated: 7/5/2006

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Average number of life safety inspections per inspector	92	100	Jun 2006

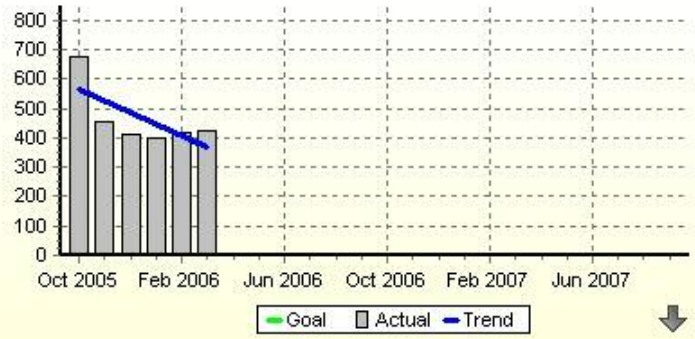
Structure Fire False Alarms

Maria Reyes Helen Zubieta

Number of Structure Fire False Alarm Calls

Performance Graph

Structure Fire False Alarms



good direction

updated: 4/17/2006

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
False Malicious Alarms	89	n/a	Mar 2006
False Unintentional Alarms	178	n/a	Mar 2006
System Malfunction Alarms	160	n/a	Mar 2006