

Scorecard - Fire Rescue

Information

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 1.7 million residents, businesses and visitors through 120 rescue and suppression units strategically located in 65 fire-rescue stations within unincorporated Miami-Dade County (the County) and 29 municipalities. In addition to providing transport services through 50 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.

Domain: Fire Rescue

Owners: Reyes, Maria; Zubieta, Helen; Bryson, William

Details

Name	As Of	Actual	Target	FYTD Actual	FYTD Target
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▼ 1.0 Customer

▼ Public Safety Facilities and Resources
Built and Maintained to Meet Needs (Fire
Rescue)

Initiative Name	Type	As Of	Status							%	Owners
Completion of Ocean Rescue Facility at Crandon Park		3/31/2012	Not Started							0%	Lamela, Angel; Novela, Sylvia; Morales, Gigi
Design and Construction of Arcola Fire Rescue Station 67		6/13/2012	On Hold							0%	Lamela, Angel; Novela, Sylvia; Morales, Gigi
Design and Construction of Dolphin Fire Rescue Station 68		6/13/2012	On Hold							0%	Lamela, Angel; Novela, Sylvia; Morales, Gigi
Design and Construction of Coconut Palm Fire Rescue Station 70		6/22/2012	In Progress							0%	Lamela, Angel; Novela, Sylvia; Morales, Gigi
Demolish and Rebuild Homestead Fire Rescue Station 16		6/13/2012	In Progress							99%	Lamela, Angel; Novela, Sylvia; Morales, Gigi
Completion of Ocean Rescue Headquarters Building at Haulover Beach		6/22/2012	In Progress							70%	Lamela, Angel; Novela, Sylvia; Morales, Gigi
Demolish and Rebuild Model Cities Fire Rescue Station 2		6/13/2012	In Progress							75%	Lamela, Angel; Novela, Sylvia; Morales, Gigi
Design and Construction of Doral North Fire Rescue Station 69		6/22/2012	In Progress							78%	Lamela, Angel; Novela, Sylvia; Morales, Gigi
Design and Construction of Village of Palmetto Bay Fire Rescue Station 62		3/28/2012	Not Started							0%	Lamela, Angel; Novela, Sylvia; Morales, Gigi
Expansion of West Miami Fire Rescue Station 40		6/22/2012	In Progress							85%	Lamela, Angel; Novela, Sylvia; Morales, Gigi
Demolish and Rebuild Sunny Isles Fire Rescue Station 10		6/13/2012	Complete							100%	Lamela, Angel; Novela, Sylvia; Morales, Gigi
Design and Construction of Miami Lakes West Fire Rescue Station 64		6/20/2012	In Progress							87%	Lamela, Angel; Novela, Sylvia; Morales, Gigi
Design and Construction of Bay Harbour Fire Station 76		6/22/2012	In Progress							90%	Morales, Gigi; Lamela, Angel; Novela, Sylvia

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▼ Enhance Service Delivery (MDFR)							
Air Rescue Availability for Transport	May '12		100% (107/107)	98%	100% (888/888)	98%	
Enhance service levels by adding new services and/or stations to meet identified needs by end of the fiscal year	'12 FQ2		0	2	0	2	
Number of Fireboat Missions	Jun '12		25	25	178	229	
▼ Enhance Continuity of Service (Fire Rescue)							
Total MDFR Transports	Sep '11		8,187	8,450	102,431	98,332	
Percentage of Total Medical Calls Transported	Sep '11		50% (8,187/16,531)	45%	51% (1/0)	45%	
Number of Medical Calls Transported by MDFR Rescue Units (Percentage)	Sep '11		38.9% (6,437.0/16,531.0)	33.0%	40.2% (0.4/0.0)	34.0%	
Total Monthly Squad Transports	Dec '11		173	2,700	2,976	8,100	
▼ Reduce Fire Rescue Response (Wait) Time to Medical Incidents							
Total Average MDFR Life-Threatening Response (Wait) Time	Jun '12		8.24minutes	8.00minutes	8.17minutes	8.00minutes	
% of Life Threatening Calls Inside UDB MDFR units arrived to in 8 Minutes or Less	Jun '12		49% (5,283/10,883)	50%	48% (45,951/96,060)	n/a	
% of Life-Threatening Calls in MSU Area MDFR Units arrived to in 8 Minutes or Less	Jun '12		75% (5,591/7,470)	80%	75% (50,175/67,061)	80%	
% of Life-Threatening Calls in Rural Area MDFR Units arrived to in 10 Minutes or Less	Jun '12		88% (1,020/1,160)	80%	87% (8,917/10,217)	80%	
Total Response (Wait) Time to 80% of Life Threatening Calls in MSU	Jun '12		8.29minutes	8.00minutes	8.29minutes	8.00minutes	
Total Response (Wait) Time to 90% of Life Threatening Calls in MSU	Jun '12		9.45minutes	8.00minutes	9.47minutes	8.00minutes	
Total Response (Wait) Time to 80% of Non-Life Threatening Calls in MSU	Jun '12		9.19minutes	9.00minutes	9.20minutes	9.00minutes	
Total Response (Wait) Time to 90% of Non-Life Threatening Calls in MSU	Jun '12		10.46minutes	9.00minutes	10.60minutes	9.00minutes	
▼ Reduce Fire Rescue Response (Wait) Time to Fire Incidents							
Total Average MDFR Structure Fire Response (Wait) Time	Jun '12		6.31minutes	7.30minutes	6.49minutes	7.30minutes	
% of Structure Fire Calls in MSU Area MDFR Units arrived to in 8 Minutes or Less	Jun '12		96% (129/134)	80%	91% (1,325/1,449)	80%	
% of Structure Fire Calls in Rural Area MDFR Units arrived to in 10 Minutes or Less	Jun '12		90% (26/29)	80%	88% (169/191)	80%	
Total Response (Wait) Time to 80% of Structure Fire Calls in MSU	Jun '12		6.25minutes	8.00minutes	6.32minutes	8.00minutes	
Total Response (Wait) Time to 90% of Structure Fire Calls in MSU	Jun '12		6.59minutes	8.00minutes	7.21minutes	8.00minutes	

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% of Other Fire Calls in MSU Area MDR Units arrived to in 10 Minutes or Less	Jun '12		85% (624/731)	80%		86% (5,222/6,063)	80%
% of Other Fire Calls in Rural Area MDR Units arrived to in 11 Minutes or Less	Jun '12		83% (221/266)	80%		82% (2,009/2,445)	80%
Total Response (Wait) Time to 80% of Other Fire Calls in MSU	Jun '12		11.05minutes	10.00minutes		9.88minutes	10.00minutes
Total Response (Wait) Time to 90% of Other Fire Calls in MSU	Jun '12		11.05minutes	10.00minutes		10.98minutes	10.00minutes
▼ Reduce Fire Rescue Response (Wait) Time to Other Incidents							
Total Response (Wait) Time to 80% of Other Calls in MSU	Jun '12		12.50minutes	10.00minutes		11.10minutes	10.00minutes
Total Response (Wait) Time to 90% of Other Calls in MSU	Jun '12		12.50minutes	10.00minutes		12.24minutes	10.00minutes
▼ Reduce Fire Rescue Dispatch Time							
Fire Rescue Average Dispatch Time	Jun '12		56seconds	40seconds		45seconds	40seconds
Average Fire Rescue Dispatch Time for Life-Threatening Calls	Jun '12		31seconds	45seconds		31seconds	45seconds
Average Fire Rescue Dispatch Time for Structure Fire Calls	Jun '12		56seconds	45seconds		58seconds	45seconds
911 Call processing time	Jun '12		67.0secs	65.0secs		64.7secs	65.0secs
▼ Reduce Fire Rescue Response (Wait) Time (MDFR)							
Hospital Wait Time	Jun '12		12.45minutes	15.00minutes		12.97minutes	15.00minutes
▼ Call Volume (Miami-Dade Fire Rescue Department)							
Total Call Volume	Jun '12		19,749	20,416		177,543	183,744
Number of Life-Threatening Incidents MDR Responded To	Jun '12		11,713	11,833		108,397	108,500
Number of Other Medical Incidents MDR Responded To	Jun '12		4,870	5,000		43,520	45,000
Number of Structure and Other Fire Incidents MDR Responded To	Jun '12		1,831	2,333		16,208	21,000
Number of Miscellaneous Incidents MDR Responded To	Jun '12		1,335	1,250		11,418	11,250
▼ MDR Customer Feedback Survey Results							
% Total Surveys Received	Apr '11		10% (169/1,710)	8%		10% (0/0)	8%
% of Surveys Received with Rating of 4.5 or Greater	Apr '11		91% (153/169)	90%		89% (1,609/1,811)	90%
% of Surveys Received with Rating less than 3.0	Apr '11		1% (2/169)	1%		1% (21/1,811)	1%
Q1. MDR responded to your needs in a timely manner	Apr '11		4.88 (824.00/169.00)	5.00		4.85 (8,777.00/1,811.00)	5.00

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Q2. MDRF explained your treatment to you	Apr '11		4.76 (805.00/169.00)	5.00		4.73 (4.73/0.00)	5.00
Q3. MDRF treated you in a professional manner	Apr '11		4.89 (827.00/169.00)	5.00		4.87 (8,812.00/1,811.00)	5.00
Q4. MDRF met your expectations when you requested assistance	Apr '11		4.83 (816.00/169.00)	5.00		4.83 (8,755.00/1,811.00)	5.00

▼ 2.0 Financial

▼ Meet Budget Targets [Fire Rescue]

Revenue: Total (Fire Rescue)	'12 FQ3		\$39,344K	\$90,953K		\$281,479K	\$272,859K
Expen: Total (Fire Rescue)	'12 FQ3		\$88,232K	\$88,360K		\$272,530K	\$265,080K
Monthly Revenue Total (Fire Rescue)	Jun '12		\$11,193	\$30,114		\$177,118	n/a
% Transport Collection	Feb '12		29.1% (1,811.0/6,229.0)	40.0%		33.0% (10,743.0/32,592.0)	40.0%

▼ Sound asset management and financial investment strategies (MDFR)

Urban Area Security Initiative (UASI) 2007	'12 FQ3		1,520,158	n/a		1,520,158	n/a
Urban Area Security Initiative (UASI) 2008	'12 FQ3		0	n/a		0	n/a
Urban Area Security Initiative (UASI) 2006	'12 FQ2		15,335	n/a		15,335	n/a
Urban Area Security Initiative (UASI) 2009	'12 FQ3		0	2,839,157		0	2,839,157
Percentage of completed reimbursements submitted to the funding agency	'12 FQ3		100% (37/37)	n/a		100% (67/67)	n/a

▼ Total Accounts Receivable

Total Accounts Receivable (MDFR)	n/a		n/a	n/a		n/a	n/a
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▼ 3.0 Internal

▼ Units in Service (MDFR)

Number of Frontline Rescue Units	'12 FQ2		50	53		50	53
Number of Frontline Suppression Units	'12 FQ2		56	56		56	56
Number of Specialty Units	'12 FQ2		13	13		13	13
Number of Squad Units	'12 FQ2		0	1		0	1

▼ Department Position Count (Fire Rescue)

Positions: Full-Time Filled (MDFR)	'12 FQ2		2,388	2,553 (2,500-2,582)		2,388	2,553 (2,500-2,582)
Number of Firefighter Recruits	'12 FQ2		0	0		0	0
Number of Approved Overage Positions	'12 FQ2		0	25		0	25
Number of Part-Time Positions (Including Ocean Lifeguards)	'12 FQ2		97	105		97	105
Number of Temporary Agency Employees	'12 FQ2		21	21		21	21
Number of Sworn Personnel Separating from MDRF	Apr '12		4	3		29	21

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▼ Special Assignment Count (Fire Rescue)																													
Number of Sworn Personnel on Special Assignment	Feb '12		19	20		n/a	n/a																						
▼ Reduce Property Loss and Destruction (Fire Rescue)																													
Arsons per 100,000 population	Apr '12		0.66	0.85		0.72	0.85																						
Fire Plan Review Process Timeliness	Jun '12		99.87%	98.50%		99.08%	98.50%																						
Number of Fire Plans Reviewed	Jun '12		1,348	1,225		12,787	11,025																						
Total Number of Life Safety Inspections	Jun '12		6,080	6,033		51,611	54,297																						
Average number of Life Safety Inspections per Inspector	Jun '12		111.30	110.00		103.82	110.00																						
Number of Certificate of Occupancy Inspections Performed	Jun '12		1,128	1,010		10,627	9,090																						
Average Number of CO Inspections per Inspector	Jun '12		141.00	110.00		136.16	110.00																						
Fires (Residential 1-2 Family) Confined to Structure	Jun '12		5	9		65	81																						
Fires (Residential 1-2 Family) Confined to Room	Jun '12		18	27		180	243																						
Fires (Residential 1-2 Family) Out on Arrival	Jun '12		20	16		166	144																						
Fires (Residential Multi-Family) Confined to Structure	Jun '12		1	2		10	14																						
Fires (Residential Multi-Family) Confined to Room	Jun '12		8	10		81	90																						
Fires (Residential Multi-Family) Out on Arrival	Jun '12		10	9		90	81																						
Fires - Commercial and Industrial	Jun '12		13	21		163	189																						
Total Number of HazMat Incidents	Jun '12		241	232		2,043	2,088																						
Structure Fire False Alarms	Jun '12		13	13		124	117																						
▼ Enhanced Recycling Efforts at MDRF Facilities																													
<table border="1"> <thead> <tr> <th>Initiative Name</th> <th>Type</th> <th>As Of</th> <th>Status</th> <th></th> <th></th> <th></th> <th></th> <th></th> <th>%</th> <th>Owners</th> </tr> </thead> <tbody> <tr> <td>Establish Recycling Program at all MDRF Facilities</td> <td></td> <td>3/16/2012</td> <td>In Progress</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>Zubieta, Helen</td> </tr> </tbody> </table>								Initiative Name	Type	As Of	Status						%	Owners	Establish Recycling Program at all MDRF Facilities		3/16/2012	In Progress							Zubieta, Helen
Initiative Name	Type	As Of	Status						%	Owners																			
Establish Recycling Program at all MDRF Facilities		3/16/2012	In Progress							Zubieta, Helen																			
▼ 4.0 Learning and Growth																													
▼ Sworn Personnel Certifications (MDFR)																													
Sworn Medical Certifications	2011 FY		2,225	1,000		n/a	n/a																						
▼ Enhance Quality of Patient Care (MDFR)																													
Quarterly Medical Skills Training	'12 FQ2		1,500	1,100		2,562	2,200																						

Commentary

Action Items

Due Date	Status ▲	Action	Owners
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Comments

Date ▼	Author	Comment
10/26/2006	Reyes, Maria	<p>Agenda:</p> <ol style="list-style-type: none"> 1) How far we've journeyed <ul style="list-style-type: none"> - 54 scorecards - Annually hold Strategic Planning (SP) Workshops - Annually create/discuss division business plans (BP) - Publish quarterly & monthly division/dept reports - ASE - valuable accountability tool - Facilitated scorecard brain-storming - Conducting mthly/qtrly business review w/divisions 2) Are we there yet? NO <ul style="list-style-type: none"> - What we're working on: - Division BPs and last SP wrksp - Aligning scorecard to reflect 06-07/07-08 BP - Ensure right objectives, perspectives, measures - Hold BP and establish best practices & competitor - Full develop scorecards & remaining initiatives 3) Our scorecard - Highlights <ul style="list-style-type: none"> - Station construction - link to OCI & P&E - Response times - Monthly Operations Report & data - Hospital Wait Times - Analyze data

Attachments & Links

▼ External Links (1)

Name	Created By
MDFR Business Plan FY06-07	Rodriguez, Nadia

▼ Attachments (2)

Name	Last Updated	Checked Out By
MDFR Business Plan FY10-11	2/1/2010 4:36:31 PM	
MDFR Business Plan FY09-10	7/9/2009 10:36:49 AM	

