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 (MDFR); Zubieta, Helen (MDFR); Bryson, William

Details

	As Of	Actual	Target	FYTD Actual	FYTD Target
1.0 Customer					
Public Safety Facilities and Resources Built and Maintained to Meet Needs (Fire Rescue)					
Enhance Service Delivery (MDFR)					
Air Rescue Availability for Transport	Sep '12	100% (102 / 102)	98%	100% (1,286 / 1,288)	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	Sep '12	20	25	238	305
Enhance Continuity of Service (Fire Rescue)					
Total MDFR Transports	Aug '12	6,341	5,750	77,142	68,650
Percentage of Total Medical Calls Transported	Aug '12	41% (6,341 / 15,639)	45%	42% (77,142 / 182,286)	45%
Number of Medical Calls Transported by MDFR Rescue Units (Percentage)	Aug '12	40.5% (6,341.0 / 15,639.0)	45.0%	40.7% (74,166.0 / 182,286.0)	45.0%
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	Sep '12	8.20minutes	8.00minutes	8.16minutes	8.00minutes
% of Life Threatening Calls Inside UDB MDFR units arrived to in 8 Minutes or Less	Sep '12	48% (5,148 / 10,809)	50%	48% (61,510 / 128,164)	50%

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

% of Life-Threatening Calls in MSU Area MDFR Units arrived to in 8 Minutes or Less	Sep '12		74% (5,521 / 7,447)	80%		75% (66,620 / 89,098)	80%
% of Life-Threatening Calls in Rural Area MDFR Units arrived to in 10 Minutes or Less	Sep '12		86% (1,046 / 1,217)	80%		87% (11,945 / 13,695)	80%
Total Response (Wait) Time to 80% of Life Threatening Calls in MSU	Sep '12		8.33minutes	8.00minutes		8.29minutes	8.00minutes
Total Response (Wait) Time to 90% of Life Threatening Calls in MSU	Sep '12		9.55minutes	8.00minutes		9.47minutes	8.00minutes
Total Response (Wait) Time to 80% of Non-Life Threatening Calls in MSU	Sep '12		9.23minutes	9.00minutes		9.19minutes	9.00minutes
Total Response (Wait) Time to 90% of Non-Life Threatening Calls in MSU	Sep '12		10.56minutes	9.00minutes		10.57minutes	9.00minutes
Reduce Fire Rescue Response (Wait) Time to Fire Incidents							
Total Average MDFR Structure Fire Response (Wait) Time	Sep '12		6.54minutes	7.30minutes		6.50minutes	7.30minutes
% of Structure Fire Calls in MSU Area MDFR Units arrived to in 8 Minutes or Less	Sep '12		88% (122 / 138)	80%		91% (1,721 / 1,887)	80%
% of Structure Fire Calls in Rural Area MDFR Units arrived to in 10 Minutes or Less	Sep '12		91% (20 / 22)	80%		89% (227 / 254)	80%
Total Response (Wait) Time to 80% of Structure Fire Calls in MSU	Sep '12		7.17minutes	8.00minutes		6.41minutes	8.00minutes
Total Response (Wait) Time to 90% of Structure Fire Calls in MSU	Sep '12		8.10minutes	8.00minutes		7.34minutes	8.00minutes
% of Other Fire Calls in MSU Area MDFR Units arrived to in 10 Minutes or Less	Sep '12		85% (620 / 732)	80%		86% (7,157 / 8,331)	80%
% of Other Fire Calls in Rural Area MDFR Units arrived to in 11 Minutes or Less	Sep '12		84% (224 / 267)	80%		82% (2,715 / 3,294)	80%
Total Response (Wait) Time to 80% of Other Fire Calls in MSU	Sep '12		11.13minutes	10.00minutes		10.06minutes	10.00minutes
Total Response (Wait) Time to 90% of Other Fire Calls in MSU	Sep '12		11.13minutes	10.00minutes		10.90minutes	10.00minutes
Reduce Fire Rescue Response (Wait) Time to Other Incidents							
Total Response (Wait) Time to 80% of Other Calls in MSU	Sep '12		12.33minutes	10.00minutes		11.26minutes	10.00minutes
Total Response (Wait) Time to 90% of Other Calls in MSU	Sep '12		12.33minutes	10.00minutes		12.11minutes	10.00minutes
Reduce Fire Rescue Dispatch Time							
Fire Rescue Average Dispatch Time	Sep '12		49seconds	40seconds		45seconds	40seconds
Average Fire Rescue Dispatch Time for Life-Threatening Calls	Sep '12		32seconds	45seconds		31seconds	45seconds
Average Fire Rescue Dispatch Time for Structure Fire Calls	Sep '12		61seconds	45seconds		59seconds	45seconds
911 Call processing time	Sep '12		69.0secs	65.0secs		66.0secs	65.0secs
Reduce Fire Rescue Response (Wait) Time (MDFR)							
Hospital Wait Time	Sep '12		12.58minutes	15.00minutes		12.86minutes	15.00minutes
Call Volume (Miami-Dade Fire Rescue Department)							
Total Call Volume	Sep '12		19,692	20,416		236,224	244,992
Number of Life-Threatening Incidents MDFR Responded To	Sep '12		11,838	11,833		140,853	142,000
Number of Other Medical Incidents MDFR Responded To	Sep '12		4,940	5,000		58,011	60,000
Number of Structure and Other Fire Incidents MDFR Responded To	Sep '12		1,815	2,333		21,946	28,000
Number of Miscellaneous Incidents MDFR Responded To	Sep '12		1,299	1,250		15,414	15,000
MDFR 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. MDFR 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
Q2. MDFR explained your treatment to you	Apr '11		4.76 (805.00 / 169.00)	5.00		4.73 (4.73 / 0.00)	5.00

Q3. MDFR 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. MDFR 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 FQ4	$72,938K	$90,953K	$354,417K	$363,812K
Expen: Total (Fire Rescue)	'12 FQ4	$96,790K	$88,360K	$372,319K	$353,440K
Monthly Revenue Total (Fire Rescue)	Sep '12	$38,341	$30,114	$239,883	n/a
% Transport Collection	Feb '12	33.0% (1,811.0 / 5,496.0)	40.0%	35.0% (10,743.0 / 30,734.0)	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) 2009	'12 FQ3	0	2,839,157	0	2,839,157
Urban Area Security Initiative (UASI) 2010	n/a	n/a	n/a	n/a	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
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
3.0 Internal					
Units in Service (MDFR)					
Number of Frontline Rescue Units	'12 FQ4	52	53	52	53
Number of Frontline Suppression Units	'12 FQ4	56	56	56	56
Number of Specialty Units	'12 FQ4	12	13	12	13
Number of Squad Units	'12 FQ4	0	1	0	1
Department Position Count (Fire Rescue)					
Positions: Full-Time Filled (MDFR)	'12 FQ2	2,386	2,553 (2,500 - 2,582)	2,386	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 MDFR	Sep '12	5	3	55	36
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	Sep '12	0.97	0.85	0.75	0.85
Fire Plan Review Process Timeliness	Sep '12	99.49%	98.50%	99.11%	98.50%
Number of Fire Plans Reviewed	Sep '12	1,255	1,225	16,613	14,700
Total Number of Life Safety Inspections	Sep '12	5,527	6,033	70,605	72,396
Average number of Life Safety Inspections per Inspector	Sep '12	100.76	110.00	106.80	110.00
Number of Certificate of Occupancy Inspections Performed	Sep '12	1,160	1,010	14,079	12,120
Average Number of CO Inspections per Inspector	Sep '12	128.80	110.00	136.73	110.00
Fires (Residential 1-2 Family) Confined to Structure	Sep '12	5	9	82	108
Fires (Residential 1-2 Family) Confined to Room	Sep '12	11	27	224	324
Fires (Residential 1-2 Family) Out on Arrival	Sep '12	7	16	207	192
Fires (Residential Multi-Family) Confined to Structure	Sep '12	2	2	14	18
Fires (Residential Multi-Family) Confined to Room	Sep '12	3	10	98	120
Fires (Residential Multi-Family) Out on Arrival	Sep '12	6	9	117	108
Fires - Commercial and Industrial	Sep '12	22	21	209	252
Total Number of HazMat Incidents	Sep '12	204	232	2,894	2,784
Structure Fire False Alarms	Sep '12	14	13	171	156

Enhanced Recycling Efforts at MDFR Facilities

Initiative Name	Type	As Of	Status						%	Owners
Establish Recycling Program at all MDFR Facilities		3/16/2012	In Progress							Zubieta, Helen (MDFR)

4.0 Learning and Growth

Sworn Personnel Certifications (MDFR)

Sworn Medical Certifications	2012 FY		2,000	2,300		2,000	2,300

Enhance Quality of Patient Care (MDFR)

Quarterly Medical Skills Training	'12 FQ4		1,555	1,100		5,407	4,400