

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

▼ Enhance Service Delivery (MDFR)

Air Rescue Availability for Transport	Dec '12		98%	99%		97%	99%
			(110 / 112)			(343 / 354)	
Enhance service levels by adding new services and/or stations to meet identified needs by end of the fiscal year	'12 FQ4		2	0		3	3
Number of Fireboat Missions	Dec '12		n/a	17		21	33

▼ Enhance Continuity of Service (Fire Rescue)

Total MDFR Transports	Dec '12		6,566	7,500		19,551	22,500
Percentage of Total Medical Calls Transported	Dec '12		38%	50%		38%	50%
			(6,566 / 17,383)			(19,551 / 51,315)	
Number of Medical Calls Transported by MDFR Rescue Units (Percentage)	Nov '12		38.6%	n/a		38.3%	n/a
			(6,367.0 / 16,487.0)			(12,985.0 / 33,932.0)	
Total Monthly Squad Transports	Dec '11		173	2,700		2,976	8,100

Scorecard - Fire Rescue

▼ Reduce Fire Rescue Response (Wait) Time to Medical Incidents							
Total Average MDRF Life-Threatening Response (Wait) Time	Dec '12		8.21minutes	8.00minutes		8.23minutes	8.00minutes
% of Life Threatening Calls Inside UDB MDRF units arrived to in 8 Minutes or Less	Dec '12		48% (5,493 / 11,519)	50%		48% (16,164 / 33,935)	50%
% of Life-Threatening Calls in MSU Area MDRF Units arrived to in 8 Minutes or Less	Dec '12		74% (5,927 / 7,983)	80%		74% (17,269 / 23,198)	80%
% of Life-Threatening Calls in Rural Area MDRF Units arrived to in 10 Minutes or Less	Dec '12		85% (1,033 / 1,210)	80%		86% (3,153 / 3,659)	80%
Total Response (Wait) Time to 80% of Life Threatening Calls in MSU	Dec '12		8.32minutes	8.30minutes		8.31minutes	8.30minutes
Total Response (Wait) Time to 90% of Life Threatening Calls in MSU	Dec '12		9.48minutes	8.00minutes		9.48minutes	8.00minutes
Total Response (Wait) Time to 80% of Non-Life Threatening Calls in MSU	Dec '12		9.21minutes	9.00minutes		9.23minutes	9.00minutes
Total Response (Wait) Time to 90% of Non-Life Threatening Calls in MSU	Dec '12		10.45minutes	9.00minutes		10.69minutes	9.00minutes
▼ Reduce Fire Rescue Response (Wait) Time to Fire Incidents							
Total Average MDRF Structure Fire Response (Wait) Time	Dec '12		6.49minutes	7.30minutes		8.31minutes	7.30minutes
% of Structure Fire Calls in MSU Area MDRF Units arrived to in 8 Minutes or Less	Dec '12		94% (164 / 174)	80%		92% (477 / 518)	80%
% of Structure Fire Calls in Rural Area MDRF Units arrived to in 10 Minutes or Less	Dec '12		100% (16 / 16)	80%		96% (48 / 50)	80%
Total Response (Wait) Time to 80% of Structure Fire Calls in MSU	Dec '12		6.40minutes	6.30minutes		6.40minutes	6.30minutes
Total Response (Wait) Time to 90% of Structure Fire Calls in MSU	Dec '12		7.19minutes	8.00minutes		7.35minutes	8.00minutes
% of Other Fire Calls in MSU Area MDRF Units arrived to in 10 Minutes or Less	Dec '12		86% (630 / 729)	80%		88% (1,867 / 2,165)	80%
% of Other Fire Calls in Rural Area MDRF Units arrived to in 11 Minutes or Less	Dec '12		78% (209 / 267)	80%		81% (623 / 768)	80%
Total Response (Wait) Time to 80% of Other Fire Calls in MSU	Dec '12		10.50minutes	10.00minutes		10.51minutes	10.00minutes
Total Response (Wait) Time to 90% of Other Fire Calls in MSU	Dec '12		10.50minutes	10.00minutes		10.51minutes	10.00minutes
▼ Reduce Fire Rescue Response (Wait) Time to Other Incidents							
Total Response (Wait) Time to 80% of Other Calls in MSU	Dec '12		11.16minutes	10.00minutes		11.69minutes	10.00minutes
Total Response (Wait) Time to 90% of Other Calls in MSU	Dec '12		11.16minutes	10.00minutes		11.69minutes	10.00minutes
▼ Reduce Fire Rescue Dispatch Time							
Fire Rescue Average Dispatch Time	Dec '12		41seconds	45seconds		42seconds	45seconds
Average Fire Rescue Dispatch Time for Life-Threatening Calls	Dec '12		31seconds	45seconds		32seconds	45seconds
Average Fire Rescue Dispatch Time for Structure Fire Calls	Dec '12		57seconds	45seconds		62seconds	45seconds
911 Call processing time	Dec '12		171.0secs	65.0secs		129.7secs	65.0secs
▼ Reduce Fire Rescue Response (Wait) Time (MDFR)							
Hospital Wait Time	Dec '12		13.29minutes	13.00minutes		13.20minutes	13.00minutes
▼ Call Volume (Miami-Dade Fire Rescue Department)							
Total Call Volume	Dec '12		20,523	19,665		60,917	58,994
Number of Life-Threatening Incidents MDRF Responded To	Dec '12		12,348	11,823		36,414	35,470
Number of Other Medical Incidents MDRF Responded To	Dec '12		5,035	5,000		14,901	15,000
Number of Structure and Other Fire Incidents MDRF Responded To	Dec '12		1,917	1,726		5,658	5,179
Number of Miscellaneous Incidents MDRF Responded To	Dec '12		1,223	1,250		3,944	3,750

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% (1,809 / 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)	'13 FQ1		\$118,886K	n/a	\$118,886K	n/a	
Expen: Total (Fire Rescue)	'13 FQ1		\$81,841K	\$88,360K	\$81,841K	\$88,360K	
Monthly Revenue Total (Fire Rescue)	Dec '12		\$95,494	\$30,114	\$119,734	\$90,342	
% 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)							
2008 (UASI) \$3,566,340	'12 FQ4		730,959	n/a	730,959	n/a	
Urban Area Security Initiative (UASI) 2007	'12 FQ3		1,520,158	n/a	1,520,158	n/a	
2009 (UASI) \$2,839,157	'12 FQ4		189,678	n/a	189,678	n/a	
2010 (UASI) \$3,650,073	n/a		n/a	n/a	n/a	n/a	
Percentage of completed reimbursements submitted to the funding agency	'12 FQ4		100% (33 / 33)	n/a	100% (100 / 100)	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 FQ4		2,431 (2,500 - 2,582)	2,553	2,431 (2,500 - 2,582)	2,553	
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	Nov '12		2	3	6	6	
Special Assignment Count (Fire Rescue)							
Number of Sworn Personnel on Special Assignment	Feb '12		19	20	n/a	n/a	

Scorecard - Fire Rescue

▼ Reduce Property Loss and Destruction (Fire Rescue)																													
Arsons per 100,000 population	Dec '12	▼	1.03	0.85	▼	0.93	0.85																						
Fire Plan Review Process Timeliness	Dec '12	▼	99.45%	100.00%	▼	98.91%	100.00%																						
Number of Fire Plans Reviewed	Dec '12	▼	1,192	1,392	▼	3,790	4,175																						
Total Number of Life Safety Inspections	Dec '12	▼	4,918	5,750	▼	15,854	17,250																						
Average number of Life Safety Inspections per Inspector	Dec '12	▼	85.28	110.00	▼	94.13	110.00																						
Number of Certificate of Occupancy Inspections Performed	Dec '12	▲	1,208	1,083	▲	3,942	3,250																						
Average Number of CO Inspections per Inspector	Nov '12	▲	144.10	137.50	▲	151.85	137.50																						
Fires (Residential 1-2 Family) Confined to Structure	Dec '12	▼	7	9	▼	19	27																						
Fires (Residential 1-2 Family) Confined to Room	Dec '12	▼	12	27	▼	48	81																						
Fires (Residential 1-2 Family) Out on Arrival	Dec '12	▲	24	18	▲	82	48																						
Fires (Residential Multi-Family) Confined to Structure	Dec '12	▼	1	2	▼	4	5																						
Fires (Residential Multi-Family) Confined to Room	Dec '12	▼	8	10	▲	33	30																						
Fires (Residential Multi-Family) Out on Arrival	Dec '12	▲	9	9	▲	52	27																						
Fires - Commercial and Industrial	Dec '12	▲	10	21	▲	43	63																						
Total Number of HazMat Incidents	Dec '12	▼	133	232	▼	604	698																						
Structure Fire False Alarms	Dec '12	▲	9	13	▲	37	39																						
▼ 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>10/31/2012</td> <td>In Progress</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>Zubieta, Helen (MDRF); Eichenbaum, Anita (MDRF)</td> </tr> </tbody> </table>								Initiative Name	Type	As Of	Status						%	Owners	Establish Recycling Program at all MDRF Facilities		10/31/2012	In Progress							Zubieta, Helen (MDRF); Eichenbaum, Anita (MDRF)
Initiative Name	Type	As Of	Status						%	Owners																			
Establish Recycling Program at all MDRF Facilities		10/31/2012	In Progress							Zubieta, Helen (MDRF); Eichenbaum, Anita (MDRF)																			
▼ 4.0 Learning and Growth																													
▼ Sworn Personnel Certifications (MDRF)																													
Sworn Medical Certifications	2012 FY	▼	2,000	2,300	▼	2,000	2,300																						
▼ Enhance Quality of Patient Care (MDRF)																													
Quarterly Medical Skills Training	'12 FQ4	▲	1,555	1,100	▲	5,407	4,400																						

