

**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); Downey, David

**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)

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		2/26/2013	On Hold						0%	Lamela, Angel; Novela, Sylvia; Morales, Gigi (MDFR)
Design and Construction of Dolphin Fire Rescue Station 68		2/26/2013	On Hold						0%	Lamela, Angel; Novela, Sylvia; Morales, Gigi (MDFR)
Design and Construction of Coconut Palm Fire Rescue Station 70		2/25/2013	In Progress						0%	Lamela, Angel; Novela, Sylvia; Morales, Gigi (MDFR)
Demolish and Rebuild Homestead Fire Rescue Station 16		2/26/2013	In Progress						100%	Lamela, Angel; Novela, Sylvia; Morales, Gigi (MDFR)
Completion of Ocean Rescue Headquarters Building at Haulover Beach		2/25/2013	In Progress						80%	Lamela, Angel; Novela, Sylvia; Morales, Gigi (MDFR)
Demolish and Rebuild Model Cities Fire Rescue Station 2		2/26/2013	In Progress						100%	Lamela, Angel; Novela, Sylvia; Morales, Gigi (MDFR)
Design and Construction of Doral North Fire Rescue Station 69		2/22/2013	In Progress						95%	Lamela, Angel; Novela, Sylvia; Morales, Gigi (MDFR)
Design and Construction of Village of Palmetto Bay Fire Rescue Station 62		2/26/2013	Not Started						0%	Lamela, Angel; Novela, Sylvia; Morales, Gigi (MDFR)
Expansion of West Miami Fire Rescue Station 40		2/25/2013	In Progress						100%	Lamela, Angel; Novela, Sylvia; Morales, Gigi (MDFR)
Demolish and Rebuild Sunny Isles Fire Rescue Station 10		2/26/2013	Complete						100%	Lamela, Angel; Novela, Sylvia; Morales, Gigi (MDFR)
Design and Construction of Miami Lakes West Fire Rescue Station 64		2/26/2013	In Progress						95%	Lamela, Angel; Novela, Sylvia; Morales, Gigi (MDFR)
Design and Construction of Bay Harbour Fire Station 78		2/26/2013	In Progress						100%	Morales, Gigi (MDFR); Lamela, Angel; Novela, Sylvia
Vehicle Exhaust Extrication System		2/25/2013	Not Started						0%	Morales, Gigi (MDFR)

▼ Enhance Service Delivery (MDFR)

Air Rescue Availability for Transport	Feb '13		100%	99%		98%	99%
			(122 / 122)			(576 / 587)	
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	Mar '13		n/a	17		21	33

▼ Enhance Continuity of Service (Fire Rescue)

Total MDFR Transports	Feb '13		6,196	7,500		32,571	37,500
Percentage of Total Medical Calls Transported	Feb '13		39%	50%		39%	50%
			(6,196 / 15,701)			(32,571 / 84,380)	
Number of Medical Calls Transported by MDFR Rescue Units (Percentage)	Feb '13		39.5%	n/a		n/a	n/a
			(6,196.0 / 15,701.0)				
Total Monthly Squad Transports	Dec '11		173	2,700		2,976	8,100

# Scorecard - Fire Rescue

<b>Reduce Fire Rescue Response (Wait) Time to Medical Incidents</b>								
Total Average MDFR Life-Threatening Response (Wait) Time	Mar '13		8.22minutes	8.00minutes		8.24minutes	8.00minutes	
% of Life Threatening Calls Inside UDB MDFR units arrived to in 8 Minutes or Less	Mar '13		48% (5,506 / 11,478)	50%		48% (32,055 / 67,481)	50%	
% of Life-Threatening Calls in MSU Area MDFR Units arrived to in 8 Minutes or Less	Mar '13		74% (5,707 / 7,680)	80%		74% (34,054 / 45,916)	80%	
% of Life-Threatening Calls in Rural Area MDFR Units arrived to in 10 Minutes or Less	Mar '13		87% (1,100 / 1,268)	80%		85% (6,335 / 7,425)	80%	
Total Response (Wait) Time to 80% of Life Threatening Calls in MSU	Mar '13		8.32minutes	8.30minutes		8.32minutes	8.30minutes	
Total Response (Wait) Time to 90% of Life Threatening Calls in MSU	Mar '13		9.47minutes	8.00minutes		9.48minutes	8.00minutes	
Total Response (Wait) Time to 80% of Non-Life Threatening Calls in MSU	Mar '13		9.28minutes	9.00minutes		9.27minutes	9.00minutes	
Total Response (Wait) Time to 90% of Non-Life Threatening Calls in MSU	Mar '13		11.10minutes	9.00minutes		10.89minutes	9.00minutes	
<b>Reduce Fire Rescue Response (Wait) Time to Fire Incidents</b>								
Total Average MDFR Structure Fire Response (Wait) Time	Mar '13		7.07minutes	7.30minutes		7.70minutes	7.30minutes	
% of Structure Fire Calls in MSU Area MDFR Units arrived to in 8 Minutes or Less	Mar '13		94% (144 / 153)	80%		92% (891 / 969)	80%	
% of Structure Fire Calls in Rural Area MDFR Units arrived to in 10 Minutes or Less	Mar '13		91% (29 / 32)	80%		91% (117 / 128)	80%	
Total Response (Wait) Time to 80% of Structure Fire Calls in MSU	Mar '13		6.31minutes	6.30minutes		6.40minutes	6.30minutes	
Total Response (Wait) Time to 90% of Structure Fire Calls in MSU	Mar '13		7.16minutes	8.00minutes		7.54minutes	8.00minutes	
% of Other Fire Calls in MSU Area MDFR Units arrived to in 10 Minutes or Less	Mar '13		84% (625 / 744)	80%		85% (3,762 / 4,405)	80%	
% of Other Fire Calls in Rural Area MDFR Units arrived to in 11 Minutes or Less	Mar '13		81% (248 / 307)	80%		79% (1,299 / 1,653)	80%	
Total Response (Wait) Time to 80% of Other Fire Calls in MSU	Mar '13		11.32minutes	10.00minutes		10.91minutes	10.00minutes	
Total Response (Wait) Time to 90% of Other Fire Calls in MSU	Mar '13		11.32minutes	10.00minutes		10.91minutes	10.00minutes	
<b>Reduce Fire Rescue Response (Wait) Time to Other Incidents</b>								
Total Response (Wait) Time to 80% of Other Calls in MSU	Mar '13		12.28minutes	10.00minutes		11.95minutes	10.00minutes	
Total Response (Wait) Time to 90% of Other Calls in MSU	Mar '13		12.28minutes	10.00minutes		11.95minutes	10.00minutes	
<b>Reduce Fire Rescue Dispatch Time</b>								
Fire Rescue Average Dispatch Time	Mar '13		41seconds	45seconds		42seconds	45seconds	
Average Fire Rescue Dispatch Time for Life-Threatening Calls	Mar '13		34seconds	45seconds		33seconds	45seconds	
Average Fire Rescue Dispatch Time for Structure Fire Calls	Mar '13		60seconds	45seconds		62seconds	45seconds	
911 Call processing time	Feb '13		154.0secs	65.0secs		133.8secs	65.0secs	
<b>Reduce Fire Rescue Response (Wait) Time (MDFR)</b>								
Hospital Wait Time	Mar '13		13.24minutes	13.00minutes		13.25minutes	13.00minutes	
<b>Call Volume (Miami-Dade Fire Rescue Department)</b>								
Total Call Volume	Mar '13		20,678	19,665		120,811	117,987	
Number of Life-Threatening Incidents MDFR Responded To	Mar '13		12,292	11,823		72,358	70,940	
Number of Other Medical Incidents MDFR Responded To	Mar '13		4,962	5,000		29,276	30,000	
Number of Structure and Other Fire Incidents MDFR Responded To	Mar '13		2,061	1,728		11,437	10,358	
Number of Miscellaneous Incidents MDFR Responded To	Mar '13		1,361	1,250		7,740	7,500	

# Scorecard - Fire Rescue

▼ 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)	'13 FQ2		\$126,241K	n/a	\$247,590K	n/a	
Expen: Total (Fire Rescue)	'13 FQ2	▼	\$102,865K	\$88,360K ▼	\$184,856K	\$176,720K	
Monthly Revenue Total (Fire Rescue)	Mar '13	▼	\$6,121	\$30,114	n/a	\$120,456	
% 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	
2009 (UASI) \$2,839,157	'13 FQ2		552,772	n/a	552,772	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	'13 FQ1	▲	53	53 ▲	53	53	
Number of Frontline Suppression Units	'13 FQ1	▲	56	56 ▲	56	56	
Number of Specialty Units	'13 FQ1	▼	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	
▼ Reduce Property Loss and Destruction (Fire Rescue)							
Arsons per 100,000 population	Mar '13	▼	1.33	0.85 ▼	1.01	0.85	
Fire Plan Review Process Timeliness	Mar '13	▲	99.93%	98.50% ▲	99.01%	98.50%	
Number of Fire Plans Reviewed	Mar '13	▼	1,305	1,392 ▼	7,478	8,350	
Total Number of Life Safety Inspections	Mar '13	▲	6,431	5,750 ▲	33,937	34,500	
Average number of Life Safety Inspections per Inspector	Mar '13	▲	109.00	100.00 ■	99.96	100.00	
Number of Certificate of Occupancy Inspections Performed	Mar '13	▲	1,227	1,083 ▲	5,169	4,333	

# Scorecard - Fire Rescue

Average Number of CO Inspections per Inspector	Mar '13		122.70	137.50		133.63	137.50
Fires (Residential 1-2 Family) Confined to Structure	Mar '13		10	9		50	54
Fires (Residential 1-2 Family) Confined to Room	Mar '13		18	27		100	162
Fires (Residential 1-2 Family) Out on Arrival	Mar '13		37	16		164	96
Fires (Residential Multi-Family) Confined to Structure	Mar '13		2	2		6	9
Fires (Residential Multi-Family) Confined to Room	Mar '13		12	10		59	60
Fires (Residential Multi-Family) Out on Arrival	Mar '13		16	9		100	54
Fires - Commercial and Industrial	Mar '13		30	21		134	126
Total Number of HazMat Incidents	Mar '13		187	232		1,086	1,392
Structure Fire False Alarms	Mar '13		9	13		75	78

**Enhanced Recycling Efforts at MDRF Facilities**

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
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**Enhance Quality of Patient Care (MDRF)**

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