

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 85 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 87		2/28/2013	On Hold				0%	Lamela, Angel; Novela, Sylvia; Morales, Gigi (MDFR)
Design and Construction of Dolphin Fire Rescue Station 88		2/28/2013	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		2/28/2013	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		2/28/2013	In Progress				100%	Lamela, Angel; Novela, Sylvia; Morales, Gigi (MDFR)
Design and Construction of Doral North Fire Rescue Station 89		2/22/2013	In Progress				95%	Lamela, Angel; Novela, Sylvia; Morales, Gigi (MDFR)
Design and Construction of Village of Palmetto Bay Fire Rescue Station 82		2/28/2013	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		2/28/2013	Complete				100%	Lamela, Angel; Novela, Sylvia; Morales, Gigi (MDFR)
Design and Construction of Miami Lakes West Fire Rescue Station 64		2/28/2013	In Progress				95%	Lamela, Angel; Novela, Sylvia; Morales, Gigi (MDFR)
Design and Construction of Bay Harbour Fire Station 76		2/28/2013	In Progress				100%	Morales, Gigi (MDFR); Lamela, Angel; Novela, Sylvia

▼ Enhance Service Delivery (MDFR)

Air Rescue Availability for Transport	May '13		100%	99%		99%	99%
			(112 / 112)			(909 / 921)	
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	Jun '13		n/a	17		21	33

▼ Enhance Continuity of Service (Fire Rescue)

Total MDFR Transports	Jun '13		6,209	7,500		58,294	87,500
Percentage of Total Medical Calls Transported	Jun '13		38%	50%		39%	50%
			(6,209 / 16,336)			(58,294 / 151,369)	
Number of Medical Calls Transported by MDFR Rescue Units (Percentage)	Jun '13		38.0%	n/a		n/a	n/a
			(6,209.0 / 16,336.0)				
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	Jun '13		8.26minutes	8.00minutes		8.24minutes	8.00minutes
% of Life Threatening Calls Inside UDB MDRF units arrived to in 8 Minutes or Less	Jun '13		47% (5,039 / 10,803)	50%		47% (47,591 / 100,468)	50%
% of Life-Threatening Calls in MSU Area MDRF Units arrived to in 8 Minutes or Less	Jun '13		74% (5,507 / 7,487)	80%		74% (50,698 / 68,427)	80%
% of Life-Threatening Calls in Rural Area MDRF Units arrived to in 10 Minutes or Less	Jun '13		86% (1,077 / 1,258)	80%		86% (9,685 / 11,266)	80%
Total Response (Wait) Time to 80% of Life Threatening Calls in MSU	Jun '13		8.37minutes	8.30minutes		8.33minutes	8.30minutes
Total Response (Wait) Time to 90% of Life Threatening Calls in MSU	Jun '13		9.59minutes	8.00minutes		9.50minutes	8.00minutes
Total Response (Wait) Time to 80% of Non-Life Threatening Calls in MSU	Jun '13		9.17minutes	9.00minutes		9.24minutes	9.00minutes
Total Response (Wait) Time to 90% of Non-Life Threatening Calls in MSU	Jun '13		10.47minutes	9.00minutes		10.76minutes	9.00minutes
▼ Reduce Fire Rescue Response (Wait) Time to Fire Incidents							
Total Average MDRF Structure Fire Response (Wait) Time	Jun '13		6.35minutes	7.30minutes		7.27minutes	7.30minutes
% of Structure Fire Calls in MSU Area MDRF Units arrived to in 8 Minutes or Less	Jun '13		96% (148 / 154)	80%		93% (1,326 / 1,428)	80%
% of Structure Fire Calls in Rural Area MDRF Units arrived to in 10 Minutes or Less	Jun '13		76% (16 / 21)	80%		88% (175 / 198)	80%
Total Response (Wait) Time to 80% of Structure Fire Calls in MSU	Jun '13		6.36minutes	6.30minutes		6.37minutes	6.30minutes
Total Response (Wait) Time to 90% of Structure Fire Calls in MSU	Jun '13		7.18minutes	8.00minutes		7.40minutes	8.00minutes
% of Other Fire Calls in MSU Area MDRF Units arrived to in 10 Minutes or Less	Jun '13		87% (664 / 761)	80%		88% (5,570 / 6,513)	80%
% of Other Fire Calls in Rural Area MDRF Units arrived to in 11 Minutes or Less	Jun '13		84% (272 / 324)	80%		80% (2,080 / 2,605)	80%
Total Response (Wait) Time to 80% of Other Fire Calls in MSU	Jun '13		10.47minutes	10.00minutes		10.83minutes	10.00minutes
Total Response (Wait) Time to 90% of Other Fire Calls in MSU	Jun '13		10.47minutes	10.00minutes		10.83minutes	10.00minutes
▼ Reduce Fire Rescue Response (Wait) Time to Other Incidents							
Total Response (Wait) Time to 80% of Other Calls in MSU	Jun '13		13.14minutes	10.00minutes		12.22minutes	10.00minutes
Total Response (Wait) Time to 90% of Other Calls in MSU	Jun '13		13.14minutes	10.00minutes		12.22minutes	10.00minutes
▼ Reduce Fire Rescue Dispatch Time							
Fire Rescue Average Dispatch Time	Jun '13		51seconds	45seconds		45seconds	45seconds
Average Fire Rescue Dispatch Time for Life-Threatening Calls	Jun '13		32seconds	45seconds		32seconds	45seconds
Average Fire Rescue Dispatch Time for Structure Fire Calls	Jun '13		58seconds	45seconds		61seconds	45seconds
911 Call processing time	Jun '13		148.0secs	65.0secs		129.4secs	65.0secs
▼ Reduce Fire Rescue Response (Wait) Time (MDRF)							
Hospital Wait Time	Jun '13		13.02minutes	13.00minutes		13.23minutes	13.00minutes
▼ Call Volume (Miami-Dade Fire Rescue Department)							
Total Call Volume	Jun '13		19,652	19,665		180,199	176,981
Number of Life-Threatening Incidents MDRF Responded To	Jun '13		11,608	11,823		107,765	106,410
Number of Other Medical Incidents MDRF Responded To	Jun '13		4,728	5,000		43,604	45,000
Number of Structure and Other Fire Incidents MDRF Responded To	Jun '13		1,940	1,726		17,024	15,536
Number of Miscellaneous Incidents MDRF Responded To	Jun '13		1,376	1,250		11,806	11,250

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 FQ3		\$44,197K	n/a	\$291,787K	n/a	
Expen: Total (Fire Rescue)	'13 FQ3	▲	\$86,025K	\$88,360K ▼	\$270,881K	\$265,080K	
Monthly Revenue Total (Fire Rescue)	Jun '13	▲	\$4,622	\$2,167	n/a	\$126,957	
% 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	'13 FQ3		559,399	n/a	n/a	n/a	
2010 (UASI) \$3,650,073	'13 FQ3		453,627	n/a	n/a	n/a	
2009 (UASI) \$2,839,157	'13 FQ3		3,556,009	n/a	3,556,009	n/a	
Percentage of completed reimbursements submitted to the funding agency	'13 FQ3		100% (24 / 24)	n/a	100% (79 / 79)	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 FQ2	▲	53	53 ▲	53	53	
Number of Frontline Suppression Units	'13 FQ2	▲	56	56 ▲	56	56	
Number of Specialty Units	'13 FQ2	▲	17	13 ▲	17	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	Jun '13	▼	1.21	0.85 ▼	1.04	0.85	
Fire Plan Review Process Timeliness	Jun '13	▼	98.17%	98.50% ▲	99.11%	98.50%	
Number of Fire Plans Reviewed	Jun '13	▼	1,295	1,392 ▼	11,488	12,525	
Total Number of Life Safety Inspections	Jun '13	▲	6,046	5,750 ▲	53,606	51,750	
Average number of Life Safety Inspections per Inspector	Jun '13	▼	100.77	110.00 ▼	103.11	103.33	
Number of Certificate of Occupancy Inspections Performed	Jun '13	▲	1,360	1,083 ▲	9,156	7,583	
Average Number of CO Inspections per Inspector	Jun '13	▲	151.10	137.50 ▼	135.07	137.50	

Scorecard - Fire Rescue

Fires (Residential 1-2 Family) Confined to Structure	Jun '13		8	9		71	81																						
Fires (Residential 1-2 Family) Confined to Room	Jun '13		20	27		164	243																						
Fires (Residential 1-2 Family) Out on Arrival	Jun '13		23	16		247	144																						
Fires (Residential Multi-Family) Confined to Structure	Jun '13		3	2		10	14																						
Fires (Residential Multi-Family) Confined to Room	Jun '13		8	10		78	90																						
Fires (Residential Multi-Family) Out on Arrival	Jun '13		11	9		137	81																						
Fires - Commercial and Industrial	Jun '13		14	21		182	189																						
Total Number of HazMat Incidents	Jun '13		188	232		1,633	2,088																						
Structure Fire False Alarms	Jun '13		13	13		110	117																						
Enhanced Recycling Efforts at MDFR 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 MDFR Facilities</td> <td></td> <td>7/9/2013</td> <td>In Progress</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>Zubieta, Helen (MDFR); Eichenbaum, Anita (MDFR)</td> </tr> </tbody> </table>								Initiative Name	Type	As Of	Status						%	Owners	Establish Recycling Program at all MDFR Facilities		7/9/2013	In Progress							Zubieta, Helen (MDFR); Eichenbaum, Anita (MDFR)
Initiative Name	Type	As Of	Status						%	Owners																			
Establish Recycling Program at all MDFR Facilities		7/9/2013	In Progress							Zubieta, Helen (MDFR); Eichenbaum, Anita (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	'13 FQ1		1,278	1,100		1,278	1,100																						

