

**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 1.9 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
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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 (MDFR); Novela, Sylvia; Morales, Gigi (MDFR)
Design and Construction of Arcola Fire Rescue Station 67		2/28/2013	On Hold						0%	Lamela, Angel (MDFR); Novela, Sylvia; Morales, Gigi (MDFR)
Design and Construction of Dolphin Fire Rescue Station 68		2/28/2013	On Hold						0%	Lamela, Angel (MDFR); Novela, Sylvia; Morales, Gigi (MDFR)
Design and Construction of Coconut Palm Fire Rescue Station 70		2/25/2013	In Progress						0%	Lamela, Angel (MDFR); Novela, Sylvia; Morales, Gigi (MDFR)
Design and Construction of Village of Palmetto Bay Fire Rescue Station 62		2/28/2013	Not Started						0%	Lamela, Angel (MDFR); Novela, Sylvia; Morales, Gigi (MDFR)
Design and Construction of Miami Lakes West Fire Rescue Station 64		2/28/2013	In Progress						95%	Lamela, Angel (MDFR); Novela, Sylvia; Morales, Gigi (MDFR)

▼ Increase Countywide Preparedness

Initiative Name	Type	As Of	Status						%	Owners
Transition the three primary assignments in the DAE program to a County Department Facilitated system by the end of FY14 Q3		n/a	n/a							Lord, Jonathan (MDFR); Serrano, Nixsa (MDFR)
Increase shelter capacity by 10,000 spaces by the end of FY14 Q2		n/a	n/a							Lord, Jonathan (MDFR); Serrano, Nixsa (MDFR)
Consolidate Shelter Plans and Procedures into an all-inclusive, cohesive shelter system by the end of FY14 Q2		n/a	n/a							Lord, Jonathan (MDFR); Cyrille, Charles (MDFR)
Incorporate the South Florida Disaster Resiliency Coalition as the primary private sector representative organization into Emergency Support Function – 18 by the end of FY14 Q3		n/a	n/a							Lord, Jonathan (MDFR); Cyrille, Charles (MDFR)

▼ Enhance Service Delivery (MDFR)

Air Rescue Availability for Transport	Sep '13		99%	99%		99%	99%		
			(91 / 92)			(1,350 / 1,364)			
Enhance service levels by adding new services and/or stations to meet identified needs by end of the fiscal year	'13 FQ4		1	2		4	2		
Number of Fireboat Missions	Sep '13		n/a	n/a		21	n/a		

▼ Enhance Continuity of Service (Fire Rescue)

Total MDFR Transports	Sep '13		6,111	7,500		76,622	90,000		
Number of Medical Calls Transported by MDFR Rescue Units (Percentage)	Sep '13		36.7%	n/a		38.1%	n/a		
			(6,111.0 / 16,638.0)			(76,698.0 / 201,243.0)			



# Scorecard - Fire Rescue

<b>▼ Reduce Fire Rescue Response (Wait) Time to Medical Incidents</b>								
Total Average MDRF Life-Threatening Response (Wait) Time	Sep '13		8.17minutes	8.00minutes		8.22minutes	8.00minutes	
% of Life Threatening Calls Inside UDB MDRF units arrived to in 8 Minutes or Less	Sep '13		49% (5,349 / 10,979)	50%		48% (63,455 / 133,231)	50%	
% of Life-Threatening Calls in MSU Area MDRF Units arrived to in 8 Minutes or Less	Sep '13		74% (5,650 / 7,638)	80%		74% (67,380 / 90,964)	80%	
% of Life-Threatening Calls in Rural Area MDRF Units arrived to in 10 Minutes or Less	Sep '13		88% (1,002 / 1,142)	80%		88% (13,002 / 15,096)	80%	
Total Response (Wait) Time to 80% of Life Threatening Calls in MSU	Sep '13		8.34minutes	8.30minutes		8.33minutes	8.30minutes	
Total Response (Wait) Time to 90% of Life Threatening Calls in MSU	Sep '13		9.54minutes	8.00minutes		9.50minutes	8.00minutes	
Total Response (Wait) Time to 80% of Non-Life Threatening Calls in MSU	Sep '13		9.22minutes	9.00minutes		9.22minutes	9.00minutes	
Total Response (Wait) Time to 90% of Non-Life Threatening Calls in MSU	Sep '13		10.57minutes	9.00minutes		10.70minutes	9.00minutes	
<b>▼ Reduce Fire Rescue Response (Wait) Time to Fire Incidents</b>								
Total Average MDRF Structure Fire Response (Wait) Time	Sep '13		6.47minutes	7.30minutes		7.08minutes	7.30minutes	
% of Structure Fire Calls in MSU Area MDRF Units arrived to in 8 Minutes or Less	Sep '13		92% (147 / 160)	80%		92% (1,761 / 1,904)	80%	
% of Structure Fire Calls in Rural Area MDRF Units arrived to in 10 Minutes or Less	Sep '13		95% (18 / 19)	80%		90% (223 / 247)	80%	
Total Response (Wait) Time to 80% of Structure Fire Calls in MSU	Sep '13		7.04minutes	6.30minutes		6.44minutes	6.30minutes	
Total Response (Wait) Time to 90% of Structure Fire Calls in MSU	Sep '13		7.48minutes	8.00minutes		7.45minutes	8.00minutes	
% of Other Fire Calls in MSU Area MDRF Units arrived to in 10 Minutes or Less	Sep '13		86% (643 / 749)	80%		86% (7,530 / 8,777)	80%	
% of Other Fire Calls in Rural Area MDRF Units arrived to in 11 Minutes or Less	Sep '13		84% (197 / 235)	80%		81% (2,759 / 3,416)	80%	
Total Response (Wait) Time to 80% of Other Fire Calls in MSU	Sep '13		10.50minutes	10.00minutes		10.77minutes	10.00minutes	
Total Response (Wait) Time to 90% of Other Fire Calls in MSU	Sep '13		10.50minutes	10.00minutes		10.77minutes	10.00minutes	
<b>▼ Reduce Fire Rescue Response (Wait) Time to Other Incidents</b>								
Total Response (Wait) Time to 80% of Other Calls in MSU	Sep '13		12.10minutes	10.00minutes		12.15minutes	10.00minutes	
Total Response (Wait) Time to 90% of Other Calls in MSU	Sep '13		12.10minutes	10.00minutes		12.15minutes	10.00minutes	
<b>▼ Reduce Fire Rescue Dispatch Time</b>								
Fire Rescue Average Dispatch Time	Sep '13		45seconds	45seconds		45seconds	45seconds	
Average Fire Rescue Dispatch Time for Life-Threatening Calls	Sep '13		31seconds	45seconds		32seconds	45seconds	
Average Fire Rescue Dispatch Time for Structure Fire Calls	Sep '13		56seconds	45seconds		60seconds	45seconds	
911 Call processing time	Sep '13		70.0secs	65.0secs		70.9secs	65.0secs	
<b>▼ Reduce Fire Rescue Response (Wait) Time (MDRF)</b>								
Hospital Wait Time	Sep '13		13.37minutes	13.00minutes		13.25minutes	13.00minutes	
<b>▼ Call Volume (Miami-Dade Fire Rescue Department)</b>								
Total Call Volume	Sep '13		19,809	19,665		239,861	235,975	
Number of Life-Threatening Incidents MDRF Responded To	Sep '13		11,834	11,823		143,134	141,880	
Number of Other Medical Incidents MDRF Responded To	Sep '13		4,804	5,000		58,109	60,000	
Number of Structure and Other Fire Incidents MDRF Responded To	Sep '13		1,842	1,726		22,735	20,715	
Number of Miscellaneous Incidents MDRF Responded To	Sep '13		1,329	1,250		15,883	15,000	



# Scorecard - Fire Rescue

<b>▼ MDFR Customer Feedback Survey Results</b>							
% 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
<b>▼ 2.0 Financial</b>							
<b>▼ Meet Budget Targets [Fire Rescue]</b>							
Revenue: Total (Fire Rescue)	'13 FQ4		\$60,277K	n/a		\$352,064K	n/a
Expen: Total (Fire Rescue)	'13 FQ4	▼	\$92,088K	\$88,360K	▼	\$362,949K	\$353,440K
Monthly Revenue Total (Fire Rescue)	Sep '13	▲	\$32,330	\$2,167		n/a	\$133,458
% Transport Collection	Sep '13	▼	34.9% (1,856.0 / 5,318.0)	40.0%	▲	44.4% (22,116.0 / 49,814.0)	40.0%
<b>▼ Sound asset management and financial investment strategies (MDFR)</b>							
2011 (UASI) \$1,755,916.31	n/a		n/a	n/a		n/a	n/a
<b>▼ Total Accounts Receivable</b>							
Total Accounts Receivable (MDFR)	'13 FQ4		\$160,563.0K	n/a		n/a	n/a
<b>▼ 3.0 Internal</b>							
<b>▼ Units in Service (MDFR)</b>							
Number of Frontline Rescue Units	'13 FQ4	▲	53	53	▲	53	53
Number of Frontline Suppression Units	'13 FQ4	▲	56	56	▲	56	56
Number of Specialty Units	'13 FQ4	▲	16	13	▲	16	13
<b>▼ Department Position Count (Fire Rescue)</b>							
Positions: Full-Time Filled (MDFR)	'13 FQ4	▼	2,328 (2,400 - 2,582)	2,431	▼	2,328 (2,400 - 2,582)	2,431
Number of Firefighter Recruits	'13 FQ4	▲	0	0	▲	0	0
Number of Approved Overage Positions	'13 FQ4	▲	0	25	▲	0	25
Number of Part-Time Positions (Including Ocean Lifeguards)	'13 FQ4	▼	94	105	▼	94	105
Number of Temporary Agency Employees	'13 FQ4	▲	25	21	▲	25	21
Number of Sworn Personnel Separating from MDFR	Sep '13	▼	8	3	▼	59	36
<b>▼ Special Assignment Count (Fire Rescue)</b>							
Number of Sworn Personnel on Special Assignment	Feb '12	▲	19	20		n/a	n/a
<b>▼ Reduce Property Loss and Destruction (Fire Rescue)</b>							
Arsons per 100,000 population	Sep '13	▲	0.60	0.85	▼	0.94	0.85
Fire Plan Review Process Timeliness	Sep '13	▲	99.93%	98.50%	▲	99.29%	98.50%
Number of Fire Plans Reviewed	Sep '13	▼	1,229	1,392	▼	15,500	16,700
Total Number of Life Safety Inspections	Sep '13	▼	5,839	5,750	▲	72,578	69,000
Average number of Life Safety Inspections per Inspector	Sep '13	▼	98.93	110.00	▼	104.41	105.00
Number of Certificate of Occupancy Inspections Performed	Sep '13	▲	1,252	1,083	▲	12,847	10,833
Average Number of CO Inspections per Inspector	Sep '13	▲	139.10	137.50	▼	135.56	137.50



# Scorecard - Fire Rescue

Fires (Residential 1-2 Family) Confined to Structure	Sep '13		9	9		91	108
Fires (Residential 1-2 Family) Confined to Room	Sep '13		23	27		219	324
Fires (Residential 1-2 Family) Out on Arrival	Sep '13		26	16		314	192
Fires (Residential Multi-Family) Confined to Structure	Sep '13		1	2		14	18
Fires (Residential Multi-Family) Confined to Room	Sep '13		10	10		103	120
Fires (Residential Multi-Family) Out on Arrival	Sep '13		13	9		176	108
Fires - Commercial and Industrial	Sep '13		10	21		215	252
Total Number of HazMat Incidents	Sep '13		203	232		2,255	2,784
Structure Fire False Alarms	Sep '13		18	13		148	156

## ▼ Enhanced Recycling Efforts at MDRF Facilities

Initiative Name	Type	As Of	Status						%	Owners
Establish Recycling Program at all MDRF Facilities		9/28/2013	In Progress							Zubieta, Helen (MDRF); Eichenbaum, Anita (MDRF)

## ▼ 4.0 Learning and Growth

### ▼ Sworn Personnel Certifications (MDRF)

Sworn Medical Certifications	2013 FY		2,000	1,000		2,000	1,000
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### ▼ Enhance Quality of Patient Care (MDRF)

Quarterly Medical Skills Training	'13 FQ4		823	1,100		4,812	4,400
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