

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

▼ 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		1/9/2014	Not Started						0%	Lamela, Angel (MDFR); Novela, Sylvia; Morales, Gigi (MDFR)
Design and Construction of Arcola Fire Rescue Station 67		1/9/2014	On Hold						0%	Lamela, Angel (MDFR); Novela, Sylvia; Morales, Gigi (MDFR)
Design and Construction of Dolphin Fire Rescue Station 68		1/9/2014	On Hold						0%	Lamela, Angel (MDFR); Novela, Sylvia; Morales, Gigi (MDFR)
Design and Construction of Coconut Palm Fire Rescue Station 70		1/9/2014	In Progress						10%	Lamela, Angel (MDFR); Novela, Sylvia; Morales, Gigi (MDFR)
Design and Construction of Village of Palmetto Bay Fire Rescue Station 62		1/9/2014	On Hold						5%	Lamela, Angel (MDFR); Novela, Sylvia; Morales, Gigi (MDFR)
Design and Construction of Miami Lakes West Fire Rescue Station 64		1/10/2014	In Progress						15%	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	Dec '13		n/a	n/a		n/a	n/a		

▼ Enhance Continuity of Service (Fire Rescue)

Total MDFR Transports	Nov '13		6,374	5,750		13,228	11,500		
Number of Medical Calls Transported by MDFR Rescue Units (Percentage)	Nov '13		38.7%	45.0%		39.9%	45.0%		
			(6,374.0 / 16,478.0)			(13,228.0 / 33,118.0)			

Scorecard - Fire Rescue

▼ Reduce Fire Rescue Response (Wait) Time to Medical Incidents							
Total Average MDRF Life-Threatening Response (Wait) Time	Dec '13		8.15minutes	8.00minutes		8.24minutes	8.00minutes
% of Life Threatening Calls Inside UDB MDRF units arrived to in 8 Minutes or Less	Dec '13		48% (5,306 / 10,807)	50%		48% (15,752 / 32,604)	50%
% of Life-Threatening Calls in MSU Area MDRF Units arrived to in 8 Minutes or Less	Dec '13		74% (5,837 / 7,937)	80%		73% (16,733 / 22,870)	80%
% of Life-Threatening Calls in Rural Area MDRF Units arrived to in 10 Minutes or Less	Dec '13		87% (1,180 / 1,364)	80%		88% (3,261 / 3,793)	80%
Total Response (Wait) Time to 80% of Life Threatening Calls in MSU	Dec '13		8.34minutes	8.00minutes		8.37minutes	8.00minutes
Total Response (Wait) Time to 90% of Life Threatening Calls in MSU	Dec '13		9.50minutes	8.00minutes		9.54minutes	8.00minutes
Total Response (Wait) Time to 80% of Non-Life Threatening Calls in MSU	Dec '13		9.24minutes	9.00minutes		9.26minutes	9.00minutes
Total Response (Wait) Time to 90% of Non-Life Threatening Calls in MSU	Dec '13		10.56minutes	9.00minutes		10.72minutes	9.00minutes
▼ Reduce Fire Rescue Response (Wait) Time to Fire Incidents							
Total Average MDRF Structure Fire Response (Wait) Time	Dec '13		6.37minutes	7.30minutes		6.42minutes	7.30minutes
% of Structure Fire Calls in MSU Area MDRF Units arrived to in 8 Minutes or Less	Dec '13		93% (146 / 157)	80%		94% (442 / 469)	80%
% of Structure Fire Calls in Rural Area MDRF Units arrived to in 10 Minutes or Less	Dec '13		100% (16 / 16)	80%		94% (47 / 50)	80%
Total Response (Wait) Time to 80% of Structure Fire Calls in MSU	Dec '13		6.38minutes	6.30minutes		6.41minutes	6.30minutes
Total Response (Wait) Time to 90% of Structure Fire Calls in MSU	Dec '13		7.24minutes	8.00minutes		7.18minutes	8.00minutes
% of Other Fire Calls in MSU Area MDRF Units arrived to in 10 Minutes or Less	Dec '13		87% (583 / 667)	80%		86% (1,788 / 2,087)	80%
% of Other Fire Calls in Rural Area MDRF Units arrived to in 11 Minutes or Less	Dec '13		88% (211 / 246)	80%		82% (674 / 818)	80%
Total Response (Wait) Time to 80% of Other Fire Calls in MSU	Dec '13		10.23minutes	10.00minutes		10.83minutes	10.00minutes
Total Response (Wait) Time to 90% of Other Fire Calls in MSU	Dec '13		10.23minutes	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	Dec '13		12.43minutes	10.00minutes		12.60minutes	10.00minutes
Total Response (Wait) Time to 90% of Other Calls in MSU	Dec '13		12.43minutes	10.00minutes		12.60minutes	10.00minutes
▼ Reduce Fire Rescue Dispatch Time							
Fire Rescue Average Dispatch Time	Dec '13		44seconds	46seconds		46seconds	46seconds
Average Fire Rescue Dispatch Time for Life-Threatening Calls	Dec '13		31seconds	45seconds		31seconds	45seconds
Average Fire Rescue Dispatch Time for Structure Fire Calls	Dec '13		58seconds	45seconds		56seconds	45seconds
911 Call processing time	Dec '13		69.0secs	65.0secs		69.7secs	65.0secs
▼ Reduce Fire Rescue Response (Wait) Time (MDRF)							
Hospital Wait Time	Dec '13		13.35minutes	15.00minutes		13.39minutes	15.00minutes
▼ Call Volume (Miami-Dade Fire Rescue Department)							
Total Call Volume	Dec '13		20,322	20,333		59,785	60,999
Number of Life-Threatening Incidents MDRF Responded To	Dec '13		12,426	11,833		35,919	35,500
Number of Other Medical Incidents MDRF Responded To	Dec '13		4,910	5,000		14,533	15,000
Number of Structure and Other Fire Incidents MDRF Responded To	Dec '13		1,782	1,958		5,517	5,874
Number of Miscellaneous Incidents MDRF Responded To	Dec '13		1,204	1,250		3,816	3,750

▼ MDRF 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. MDRF 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. MDRF explained your treatment to you	Apr '11	■	4.78 (805.00 / 169.00)	5.00 ■	4.73 (4.73 / 0.00)	5.00	
Q3. MDRF 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. MDRF 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 FQ4		\$80,277K	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)	Nov '13	▲	\$115,045	\$0 ▲	\$117,512	\$0	
% Transport Collection	Sep '13	▼	34.9% (1,856.0 / 5,318.0)	40.0% ▲	44.4% (22,116.0 / 49,814.0)	40.0%	
▼ Sound asset management and financial investment strategies (MDRF)							
2011 (UASI) \$1,755,916.31	'14 FQ1		3,812	n/a	n/a	n/a	
▼ Total Accounts Receivable							
Total Accounts Receivable (MDRF)	'13 FQ4		\$180,563.0K	n/a	n/a	n/a	
▼ 3.0 Internal							
▼ Units in Service (MDRF)							
Number of Frontline Rescue Units	'14 FQ1	▲	53	53 ▲	53	53	
Number of Frontline Suppression Units	'14 FQ2	▲	56	56 ▲	56	56	
Number of Specialty Units	'14 FQ1	▲	16	16 ▲	16	16	
▼ Department Position Count (Fire Rescue)							
Positions: Full-Time Filled (MDRF)	'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 MDRF	Dec '13	▼	6	3 ▼	12	9	
▼ Special Assignment Count (Fire Rescue)							
Number of Sworn Personnel on Special Assignment	Nov '13	▲	15	20	n/a	n/a	
▼ Reduce Property Loss and Destruction (Fire Rescue)							
Arsons per 100,000 population	Nov '13	▲	0.79	0.85 ▲	0.80	0.85	
Fire Plan Review Process Timeliness	Dec '13	▲	99.79%	99.00% ▲	99.78%	99.00%	
Number of Fire Plans Reviewed	Dec '13	▲	1,305	1,292 ▲	4,046	3,875	
Total Number of Life Safety Inspections	Dec '13	▼	5,692	6,042 ▼	16,700	18,125	
Average number of Life Safety Inspections per Inspector	Dec '13	▼	101.64	110.00 ▼	97.17	110.00	
Number of Certificate of Occupancy Inspections Performed	Dec '13	▼	1,174	1,208 ▼	3,585	3,625	
Average Number of CO Inspections per Inspector	Dec '13	▼	130.40	133.33 ▼	132.73	133.33	
Fires (Residential 1-2 Family) Confined to Structure	Dec '13	▼	6	9 ▼	21	27	
Fires (Residential 1-2 Family) Confined to Room	Dec '13	▼	16	27 ▼	55	81	
Fires (Residential 1-2 Family) Out on Arrival	Dec '13	▲	16	16 ▲	61	48	
Fires (Residential Multi-Family) Confined to Structure	Dec '13	▲	2	2 ▲	6	5	

Scorecard - Fire Rescue

Fires (Residential Multi-Family) Confined to Room	Dec '13		6	10		21	30																						
Fires (Residential Multi-Family) Out on Arrival	Dec '13		14	9		38	27																						
Fires - Commercial and Industrial	Dec '13		12	21		33	63																						
Total Number of HazMat Incidents	Dec '13		178	232		616	696																						
Structure Fire False Alarms	Dec '13		6	13		35	39																						
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>11/4/2013</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		11/4/2013	In Progress							Zubieta, Helen (MDFR); Eichenbaum, Anita (MDFR)
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Establish Recycling Program at all MDFR Facilities		11/4/2013	In Progress							Zubieta, Helen (MDFR); Eichenbaum, Anita (MDFR)																			
4.0 Learning and Growth																													
Sworn Personnel Certifications (MDFR)																													
Sworn Medical Certifications	2013 FY		2,000	1,000		2,000	1,000																						
Enhance Quality of Patient Care (MDFR)																													
Quarterly Medical Skills Training	'13 FQ4		823	1,100		4,812	4,400																						

