

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 139 rescue, suppression, battalion and specialty units strategically located in 68 fire-rescue stations within unincorporated Miami-Dade County (the County) and 29 municipalities. In addition to providing transport services through 53 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. MDFR's Office of Emergency Management supports our community's disaster preparedness, response, recovery and mitigation needs through the planning and coordination of information and resources.
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		5/15/2014	Not Started						0%	Lamela, Angel (MDFR); Novela, Sylvia; Morales, Gigi (MDFR)
Design and Construction of Arcola Fire Rescue Station 67		5/15/2014	On Hold						0%	Lamela, Angel (MDFR); Novela, Sylvia; Morales, Gigi (MDFR)
Design and Construction of Dolphin Fire Rescue Station 68		5/15/2014	On Hold						0%	Lamela, Angel (MDFR); Novela, Sylvia; Morales, Gigi (MDFR)
Design and Construction of Coconut Palm Fire Rescue Station 70		5/19/2014	In Progress						26%	Lamela, Angel (MDFR); Novela, Sylvia; Morales, Gigi (MDFR)
Design and Construction of Village of Palmetto Bay Fire Rescue Station 62		5/15/2014	On Hold						10%	Lamela, Angel (MDFR); Novela, Sylvia; Morales, Gigi (MDFR)
Design and Construction of Miami Lakes West Fire Rescue Station 84		5/15/2014	In Progress						40%	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		3/21/2014	Complete						100%	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	Jan '14		100%	98%		99%	98%
			(114 / 114)			(441 / 444)	
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	Apr '14		n/a	n/a		21	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	Apr '14		8.26minutes	8.00minutes		8.26minutes	8.00minutes	
% of Life Threatening Calls Inside UDB MDRF units arrived to in 8 Minutes or Less	Apr '14		47% (5,332 / 11,320)	50%		47% (36,886 / 78,190)	50%	
% of Life-Threatening Calls in MSU Area MDRF Units arrived to in 8 Minutes or Less	Apr '14		73% (5,578 / 7,599)	80%		73% (39,037 / 53,704)	80%	
% of Life-Threatening Calls in Rural Area MDRF Units arrived to in 10 Minutes or Less	Apr '14		85% (1,120 / 1,316)	80%		86% (7,723 / 9,019)	80%	
Total Response (Wait) Time to 80% of Life Threatening Calls in MSU	Apr '14		8.35minutes	8.00minutes		8.39minutes	8.00minutes	
Total Response (Wait) Time to 90% of Life Threatening Calls in MSU	Apr '14		9.56minutes	8.00minutes		9.62minutes	8.00minutes	
Total Response (Wait) Time to 80% of Non-Life Threatening Calls in MSU	Apr '14		9.13minutes	9.00minutes		9.24minutes	9.00minutes	
Total Response (Wait) Time to 90% of Non-Life Threatening Calls in MSU	Apr '14		10.39minutes	9.00minutes		10.60minutes	9.00minutes	
▼ Reduce Fire Rescue Response (Wait) Time to Fire Incidents								
Total Average MDRF Structure Fire Response (Wait) Time	Apr '14		7.04minutes	7.30minutes		6.70minutes	7.30minutes	
% of Structure Fire Calls in MSU Area MDRF Units arrived to in 8 Minutes or Less	Apr '14		91% (124 / 137)	80%		93% (955 / 1,028)	80%	
% of Structure Fire Calls in Rural Area MDRF Units arrived to in 10 Minutes or Less	Apr '14		100% (20 / 20)	80%		93% (135 / 145)	80%	
Total Response (Wait) Time to 80% of Structure Fire Calls in MSU	Apr '14		7.08minutes	6.30minutes		6.59minutes	6.30minutes	
Total Response (Wait) Time to 90% of Structure Fire Calls in MSU	Apr '14		7.55minutes	8.00minutes		7.31minutes	8.00minutes	
% of Other Fire Calls in MSU Area MDRF Units arrived to in 10 Minutes or Less	Apr '14		88% (602 / 686)	80%		86% (4,199 / 4,875)	80%	
% of Other Fire Calls in Rural Area MDRF Units arrived to in 11 Minutes or Less	Apr '14		77% (249 / 324)	80%		81% (1,566 / 1,945)	80%	
Total Response (Wait) Time to 80% of Other Fire Calls in MSU	Apr '14		10.25minutes	10.00minutes		10.73minutes	10.00minutes	
Total Response (Wait) Time to 90% of Other Fire Calls in MSU	Apr '14		10.25minutes	10.00minutes		10.73minutes	10.00minutes	
▼ Reduce Fire Rescue Response (Wait) Time to Other Incidents								
Total Response (Wait) Time to 80% of Other Calls in MSU	Apr '14		12.27minutes	10.00minutes		12.31minutes	10.00minutes	
Total Response (Wait) Time to 90% of Other Calls in MSU	Apr '14		12.27minutes	10.00minutes		12.31minutes	10.00minutes	
▼ Reduce Fire Rescue Dispatch Time								
Fire Rescue Average Dispatch Time	Apr '14		50seconds	46seconds		48seconds	46seconds	
Average Fire Rescue Dispatch Time for Life-Threatening Calls	Apr '14		34seconds	45seconds		32seconds	45seconds	
Average Fire Rescue Dispatch Time for Structure Fire Calls	Apr '14		68seconds	45seconds		60seconds	45seconds	
911 Call processing time	Apr '14		71.0secs	65.0secs		70.4secs	65.0secs	
▼ Reduce Fire Rescue Response (Wait) Time (MDRF)								
Hospital Wait Time	Apr '14		14.10minutes	15.00minutes		13.70minutes	15.00minutes	
▼ Call Volume (Miami-Dade Fire Rescue Department)								
Total Call Volume	Apr '14		20,311	20,333		140,721	142,331	
Number of Life-Threatening Incidents MDRF Responded To	Apr '14		12,163	12,083		84,868	83,832	
Number of Other Medical Incidents MDRF Responded To	Apr '14		4,872	5,000		33,735	35,000	
Number of Structure and Other Fire Incidents MDRF Responded To	Apr '14		1,937	1,958		13,191	13,706	
Number of Miscellaneous Incidents MDRF Responded To	Apr '14		1,339	1,250		8,927	8,750	

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)	'14 FQ2		\$37,959K	\$92,645K		\$262,688K	n/a
Expen: Total (Fire Rescue)	'14 FQ2		\$90,591K	\$92,645K		\$185,708K	\$92,645K
Monthly Revenue Total (Fire Rescue)	Apr '14		\$15,094	\$0		\$274,912	\$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 (MDFR)							
2012 (UASI) \$930,675.00	'14 FQ2		270	n/a		270	n/a
2011 (UASI) \$1,755,916.31	'14 FQ2		272,263	n/a		n/a	n/a
Total Accounts Receivable							
Total Accounts Receivable (MDFR)	'13 FQ4		\$160,563.0K	n/a		n/a	n/a
3.0 Internal							
Units in Service (MDFR)							
Number of Frontline Rescue Units	'14 FQ2		54	53		54	53
Number of Frontline Suppression Units	'14 FQ2		56	56		56	56
Number of Specialty Units	'14 FQ2		16	16		16	16
Department Position Count (Fire Rescue)							
Positions: Full-Time Filled (MDFR)	'14 FQ2		77 (2,250 - 2,359)	2,359		77 (2,250 - 2,359)	2,359
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	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	Apr '14		0.54	0.85		0.77	0.85
Fire Plan Review Process Timeliness	Apr '14		99.88%	99.00%		99.74%	99.00%
Number of Fire Plans Reviewed	Apr '14		1,500	1,292		9,584	9,042
Total Number of Life Safety Inspections	Apr '14		6,681	6,042		43,122	42,292
Average number of Life Safety Inspections per Inspector	Apr '14		113.23	110.00		107.59	110.00
Number of Certificate of Occupancy Inspections Performed	Apr '14		1,415	1,208		8,535	8,458
Average Number of CO Inspections per Inspector	Apr '14		141.50	133.33		127.60	133.33
Fires (Residential 1-2 Family) Confined to Structure	Apr '14		11	9		56	63

Scorecard - Fire Rescue

Fires (Residential 1-2 Family) Confined to Room	Apr '14		18	27		112	189
Fires (Residential 1-2 Family) Out on Arrival	Apr '14		38	16		169	112
Fires (Residential Multi-Family) Confined to Structure	Apr '14		1	2		8	11
Fires (Residential Multi-Family) Confined to Room	Apr '14		4	10		41	70
Fires (Residential Multi-Family) Out on Arrival	Apr '14		9	9		91	63
Fires - Commercial and Industrial	Apr '14		30	21		140	147
Total Number of HazMat Incidents	Apr '14		204	232		1,398	1,624
Structure Fire False Alarms	Apr '14		12	13		78	91

Enhanced Recycling Efforts at MDRF Facilities

Initiative Name	Type	As Of	Status						%	Owners
Establish Recycling Program at all MDRF Facilities		11/4/2013	In Progress							Zubieta, Helen (MDRF); Eichenbaum, Anita (MDRF)

4.0 Learning and Growth

Sworn Personnel Certifications (MDRF)

Sworn Medical Certifications	2014 FY		2,000	2,300		2,000	2,300
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Enhance Quality of Patient Care (MDRF)

Quarterly Medical Skills Training	'14 FQ2		1,084	1,100		2,498	2,200
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