

Scorecard - Fire Rescue

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 66 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
<b>1.0 Customer</b>					
<b>Public Safety Facilities and Resources Built and Maintained to Meet Needs (Fire Rescue)</b>					
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 64		5/15/2014	In Progress	40%	Lamela, Angel (MDFR); Novela, Sylvia; Morales, Gigi (MDFR)
<b>Increase Countywide Preparedness</b>					
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)
<b>Enhance Service Delivery (MDFR)</b>					
Air Rescue Availability for Transport	May '14		100% (110 / 110)	98% 	100% (853 / 857)
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
Number of Fireboat Missions	Jun '14		n/a	n/a	21
<b>Enhance Continuity of Service (Fire Rescue)</b>					
Total MDFR Transports	Nov '13		6,374	5,750	13,228
Number of Medical Calls Transported by MDFR Rescue Units (Percentage)	Nov '13		38.7% (6.374.0 / 16.478.0)	45.0%	39.9% (13.228.0 / 33.116.0)

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<b>▼ Reduce Fire Rescue Response (Wait) Time to Medical Incidents</b>								
Total Average MDFR Life-Threatening Response (Wait) Time	Jun '14		8.37minutes	8.00minutes		8.29minutes	8.00minutes	
% of Life Threatening Calls Inside UDB MDFR units arrived to in 8 Minutes or Less	Jun '14		66% (5,880 / 8,960)	50%		49% (48,084 / 98,750)	50%	
% of Life-Threatening Calls in MSU Area MDFR Units arrived to in 8 Minutes or Less	Jun '14		50% (3,833 / 7,636)	80%		70% (48,615 / 69,195)	80%	
% of Life-Threatening Calls in Rural Area MDFR Units arrived to in 10 Minutes or Less	Jun '14		76% (983 / 1,302)	80%		84% (9,838 / 11,681)	80%	
Total Response (Wait) Time to 80% of Life Threatening Calls in MSU	Jun '14		10.12minutes	8.00minutes		8.58minutes	8.00minutes	
Total Response (Wait) Time to 90% of Life Threatening Calls in MSU	Jun '14		11.35minutes	8.00minutes		9.81minutes	8.00minutes	
Total Response (Wait) Time to 80% of Non-Life Threatening Calls in MSU	Jun '14		11.05minutes	9.00minutes		9.45minutes	9.00minutes	
Total Response (Wait) Time to 90% of Non-Life Threatening Calls in MSU	Jun '14		12.43minutes	9.00minutes		10.80minutes	9.00minutes	
<b>▼ Reduce Fire Rescue Response (Wait) Time to Fire Incidents</b>								
Total Average MDFR Structure Fire Response (Wait) Time	Jun '14		7.47minutes	7.30minutes		6.87minutes	7.30minutes	
% of Structure Fire Calls in MSU Area MDFR Units arrived to in 8 Minutes or Less	Jun '14		77% (111 / 145)	80%		91% (1,204 / 1,330)	80%	
% of Structure Fire Calls in Rural Area MDFR Units arrived to in 10 Minutes or Less	Jun '14		74% (17 / 23)	80%		90% (171 / 189)	80%	
Total Response (Wait) Time to 80% of Structure Fire Calls in MSU	Jun '14		8.16minutes	6.30minutes		6.83minutes	6.30minutes	
Total Response (Wait) Time to 90% of Structure Fire Calls in MSU	Jun '14		9.10minutes	8.00minutes		7.59minutes	8.00minutes	
% of Other Fire Calls in MSU Area MDFR Units arrived to in 10 Minutes or Less	Jun '14		78% (660 / 849)	80%		85% (5,479 / 6,452)	80%	
% of Other Fire Calls in Rural Area MDFR Units arrived to in 11 Minutes or Less	Jun '14		76% (219 / 289)	80%		80% (2,012 / 2,528)	80%	
Total Response (Wait) Time to 80% of Other Fire Calls in MSU	Jun '14		12.27minutes	10.00minutes		10.94minutes	10.00minutes	
Total Response (Wait) Time to 90% of Other Fire Calls in MSU	Jun '14		12.27minutes	10.00minutes		10.94minutes	10.00minutes	
<b>▼ Reduce Fire Rescue Response (Wait) Time to Other Incidents</b>								
Total Response (Wait) Time to 80% of Other Calls in MSU	Jun '14		13.53minutes	10.00minutes		12.55minutes	10.00minutes	
Total Response (Wait) Time to 90% of Other Calls in MSU	Jun '14		13.53minutes	10.00minutes		12.55minutes	10.00minutes	
<b>▼ Reduce Fire Rescue Dispatch Time</b>								
Fire Rescue Average Dispatch Time	Jun '14		119seconds	46seconds		56seconds	46seconds	
Average Fire Rescue Dispatch Time for Life-Threatening Calls	Jun '14		109seconds	45seconds		41seconds	45seconds	
Average Fire Rescue Dispatch Time for Structure Fire Calls	Jun '14		130seconds	45seconds		69seconds	45seconds	
911 Call processing time	Jun '14		73.0secs	66.0secs		71.0secs	65.1secs	
<b>▼ Reduce Fire Rescue Response (Wait) Time (MDFR)</b>								
Hospital Wait Time	Jun '14		14.17minutes	15.00minutes		13.82minutes	15.00minutes	
<b>▼ Call Volume (Miami-Dade Fire Rescue Department)</b>								
Total Call Volume	Jun '14		20,026	20,333		181,495	182,997	
Number of Life-Threatening Incidents MDFR Responded To	Jun '14		11,902	12,083		109,268	107,998	
Number of Other Medical Incidents MDFR Responded To	Jun '14		4,573	5,000		43,197	45,000	
Number of Structure and Other Fire Incidents MDFR Responded To	Jun '14		2,137	1,958		17,313	17,622	
Number of Miscellaneous Incidents MDFR Responded To	Jun '14		1,414	1,250		11,717	11,250	

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<b>▼ MDRF 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. 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	■	4.76 (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	
<b>▼ 2.0 Financial</b>							
<b>▼ Meet Budget Targets [Fire Rescue]</b>							
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)	May '14	▲	\$7,093	\$0 ▲	\$282,005	\$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%	
<b>▼ Sound asset management and financial investment strategies (MDFR)</b>							
2012 (UASI) \$930,675.00	'14 FQ3		296,345	n/a	296,615	n/a	
2011 (UASI) \$1,755,916.31	'14 FQ3		1,286,248	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	'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	
<b>▼ Department Position Count (Fire Rescue)</b>							
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 MDRF	Dec '13	▼	6	3 ▼	12	9	
<b>▼ Special Assignment Count (Fire Rescue)</b>							
Number of Sworn Personnel on Special Assignment	Nov '13	▲	15	20	n/a	n/a	
<b>▼ Reduce Property Loss and Destruction (Fire Rescue)</b>							
Arsons per 100,000 population	Apr '14	▲	0.54	0.85 ▲	0.77	0.85	
Fire Plan Review Process Timeliness	Jun '14	▲	99.46%	99.00% ▲	99.67%	99.00%	
Number of Fire Plans Reviewed	Jun '14	▲	1,506	1,292 ▲	12,530	11,625	
Total Number of Life Safety Inspections	Jun '14	▲	6,078	6,042 ▲	54,912	54,375	
Average number of Life Safety Inspections per Inspector	Jun '14	▼	104.79	110.00 ▼	106.08	110.00	
Number of Certificate of Occupancy Inspections Performed	Jun '14	▲	1,509	1,208 ▲	11,574	10,875	
Average Number of CO Inspections per Inspector	Jun '14	▲	150.90	133.33 ▼	133.01	133.33	
Fires (Residential 1-2 Family) Confined to Structure	Jun '14	▼	5	9 ▼	71	81	
Fires (Residential 1-2 Family) Confined to Room	Jun '14	▼	22	27 ▼	150	243	
Fires (Residential 1-2 Family) Out on Arrival	Jun '14	▲	22	16 ▲	224	144	

**Scorecard - Fire Rescue**

Fires (Residential Multi-Family) Confined to Structure	Jun '14		2	2		13	14
Fires (Residential Multi-Family) Confined to Room	Jun '14		7	10		55	90
Fires (Residential Multi-Family) Out on Arrival	Jun '14		6	9		116	81
Fires - Commercial and Industrial	Jun '14		19	21		184	189
Total Number of HazMat Incidents	Jun '14		238	232		1,844	2,088
Structure Fire False Alarms	Jun '14		15	13		102	117

**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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