

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 L. (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		4/30/2015	Not Started	0%	Lamela, Angel (MDFR); Novela, Sylvia; Morales, Gigi (MDFR)
Design and Construction of Arcola Fire Rescue Station 67		4/30/2015	On Hold	0%	Lamela, Angel (MDFR); Novela, Sylvia; Morales, Gigi (MDFR)
Design and Construction of Dolphin Fire Rescue Station 68		4/30/2015	On Hold	0%	Lamela, Angel (MDFR); Novela, Sylvia; Morales, Gigi (MDFR)
Design and Construction of Coconut Palm Fire Rescue Station 70		4/30/2015	In Progress	98%	Lamela, Angel (MDFR); Novela, Sylvia; Morales, Gigi (MDFR)
Design and Construction of Village of Palmetto Bay Fire Rescue Station 62		4/30/2015	Not Started	15%	Lamela, Angel (MDFR); Novela, Sylvia; Morales, Gigi (MDFR)
Design and Construction of Miami Lakes West Fire Rescue Station 64		4/30/2015	In Progress	95%	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		2/3/2015	Complete	100%	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		10/28/2014	In Progress	90%	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		10/28/2014	Complete	100%	Lord, Jonathan (MDFR); Cyrille, Charles (MDFR)
<b>Enhance Service Delivery (MDFR)</b>					
Air Rescue Availability for Transport	Sep '14	100% (113 / 113)	98%	100% (1,387 / 1,393)	98%
Enhance service levels by adding new services and/or stations to meet identified needs by end of the fiscal year	'15 FQ2	0	2	0	2
Number of Fireboat Missions	Dec '14	n/a	n/a	21	n/a
<b>Enhance Continuity of Service (Fire Rescue)</b>					
Total MDFR Transports	Dec '14	6,913	5,750	19,992	5,750
Number of Medical Calls Transported by MDFR Rescue Units (Percentage)	Dec '14	(6,913.0 / 18,571.0)	37.2%	(19,992.0 / 53,876.0)	45.0%

**Scorecard - Fire Rescue**

<b>▼ Reduce Fire Rescue Response (Wait) Time to Medical Incidents</b>							
Total Average MDFR Life-Threatening Response (Wait) Time	Dec '14		7.14minutes	8.00minutes		7.14minutes	8.00minutes
% of Life Threatening Calls Inside UDB MDFR units arrived to in 8 Minutes or Less	Dec '14		47% (5,415 / 11,510)	50%		60% (21,127 / 35,324)	50%
% of Life-Threatening Calls in MSU Area MDFR Units arrived to in 8 Minutes or Less	Dec '14		85% (6,425 / 7,599)	80%		81% (18,551 / 22,797)	80%
% of Life-Threatening Calls in Rural Area MDFR Units arrived to in 10 Minutes or Less	Dec '14		77% (1,013 / 1,316)	80%		72% (2,831 / 3,948)	80%
Total Response (Wait) Time to 80% of Life Threatening Calls in MSU	Dec '14		8.45minutes	8.00minutes		8.44minutes	8.00minutes
Total Response (Wait) Time to 90% of Life Threatening Calls in MSU	Dec '14		10.05minutes	8.00minutes		9.89minutes	8.00minutes
Total Response (Wait) Time to 80% of Non-Life Threatening Calls in MSU	Dec '14		9.27minutes	9.00minutes		9.25minutes	9.00minutes
Total Response (Wait) Time to 90% of Non-Life Threatening Calls in MSU	Dec '14		11.01minutes	9.00minutes		10.88minutes	9.00minutes
<b>▼ Reduce Fire Rescue Response (Wait) Time to Fire Incidents</b>							
Total Average MDFR Structure Fire Response (Wait) Time	Dec '14		6.19minutes	7.30minutes		6.19minutes	7.30minutes
% of Structure Fire Calls in MSU Area MDFR Units arrived to in 8 Minutes or Less	Dec '14		109% (150 / 137)	80%		95% (389 / 411)	80%
% of Structure Fire Calls in Rural Area MDFR Units arrived to in 10 Minutes or Less	Dec '14		65% (13 / 20)	80%		55% (33 / 60)	80%
Total Response (Wait) Time to 80% of Structure Fire Calls in MSU	Dec '14		7.03minutes	8.00minutes		6.93minutes	8.00minutes
Total Response (Wait) Time to 90% of Structure Fire Calls in MSU	Dec '14		7.56minutes	8.00minutes		7.78minutes	8.00minutes
% of Other Fire Calls in MSU Area MDFR Units arrived to in 10 Minutes or Less	Dec '14		95% (655 / 686)	80%		95% (1,960 / 2,058)	80%
% of Other Fire Calls in Rural Area MDFR Units arrived to in 11 Minutes or Less	Dec '14		58% (187 / 324)	80%		62% (600 / 972)	80%
Total Response (Wait) Time to 80% of Other Fire Calls in MSU	Dec '14		11.22minutes	10.00minutes		10.92minutes	10.00minutes
Total Response (Wait) Time to 90% of Other Fire Calls in MSU	Dec '14		11.22minutes	10.00minutes		10.92minutes	10.00minutes
<b>▼ Reduce Fire Rescue Response (Wait) Time to Other Incidents</b>							
Total Response (Wait) Time to 80% of Other Calls in MSU	Dec '14		12.18minutes	10.00minutes		12.32minutes	10.00minutes
Total Response (Wait) Time to 90% of Other Calls in MSU	Dec '14		12.18minutes	10.00minutes		12.32minutes	10.00minutes
<b>▼ Reduce Fire Rescue Dispatch Time</b>							
Fire Rescue Average Dispatch Time	Dec '14		44seconds	60seconds		43seconds	60seconds
Average Fire Rescue Dispatch Time for Life-Threatening Calls	Dec '14		33seconds	45seconds		33seconds	45seconds
Average Fire Rescue Dispatch Time for Structure Fire Calls	Dec '14		70seconds	45seconds		70seconds	45seconds
911 Call processing time	Mar '15		73.0secs	66.0secs		73.2secs	66.0secs
<b>▼ Reduce Fire Rescue Response (Wait) Time (MDFR)</b>							
Hospital Wait Time	Dec '14		14.45minutes	15.00minutes		14.35minutes	15.00minutes
<b>▼ Call Volume (Miami-Dade Fire Rescue Department)</b>							
Total Call Volume	Dec '14		22,018	n/a		63,988	n/a
Number of Life-Threatening Incidents MDFR Responded To	Dec '14		13,674	n/a		39,350	n/a
Number of Other Medical Incidents MDFR Responded To	Dec '14		4,897	5,000		14,526	15,000
Number of Structure and Other Fire Incidents MDFR Responded To	Dec '14		2,005	2,333		5,928	7,000
Number of Miscellaneous Incidents MDFR Responded To	Dec '14		1,442	1,250		4,184	3,750

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<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)	'15 FQ2	▼	\$47,544K	\$95,492K		\$287,166K	n/a
Expen: Total (Fire Rescue)	'15 FQ2	▼	\$100,883K	\$95,493K	▼	\$191,262K	\$95,493K
Monthly Revenue Total (Fire Rescue)	Mar '15	▲	\$11,776	\$0	▲	\$280,484	\$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>							
2013 (UASI) \$880,676.03	'15 Q2		18,800	n/a		n/a	n/a
2012 (UASI) \$930,675.00	'15 FQ2		0	n/a		310,679	n/a
2011 (UASI) \$1,755,916.31	'15 FQ2		0	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	'15 FQ2	▲	54	53	▲	54	53
Number of Frontline Suppression Units	'15 FQ2	▼	55	56	▼	55	56
Number of Specialty Units	'15 FQ2	▲	18	16	▲	18	16
<b>▼ Department Position Count (Fire Rescue)</b>							
Positions: Full-Time Filled (MDFR)	'15 FQ2	▼	2,292	2,365 (2,340 - 2,365)	▼	2,292	2,365 (2,340 - 2,365)
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	Oct '14	▲	2	3	▲	2	3
<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	Feb '15	▲	0.72	0.85		n/a	0.85
Fire Plan Review Process Timeliness	Apr '15	▲	99.19%	98.50%	▲	99.61%	98.50%
Number of Fire Plans Reviewed	Apr '15	▲	1,457	1,225	▲	9,615	8,575
Total Number of Life Safety Inspections	Mar '15	▲	7,002	6,033	▼	35,311	36,198
Average number of Life Safety Inspections per Inspector	Mar '15	▲	134.65	110.00	▲	110.90	110.00
Number of Certificate of Occupancy Inspections Performed	Mar '15	▲	1,482	1,010	▲	9,118	6,060
Average Number of CO Inspections per Inspector	Mar '15	▲	148.20	110.00	▲	160.17	110.00
Fires (Residential 1-2 Family) Confined to Structure	Dec '14	▼	6	9	▼	11	27
Fires (Residential 1-2 Family) Confined to Room	Dec '14	▼	16	27	▼	54	81
Fires (Residential 1-2 Family) Out on Arrival	Dec '14	▲	18	16	▲	65	48

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Fires (Residential Multi-Family) Confined to Structure	Dec '14		0	2		0	5
Fires (Residential Multi-Family) Confined to Room	Dec '14		6	10		21	30
Fires (Residential Multi-Family) Out on Arrival	Dec '14		5	9		36	27
Fires - Commercial and Industrial	Dec '14		1	21		18	63
Total Number of HazMat Incidents	Dec '14		162	232		528	696
Structure Fire False Alarms	Dec '14		7	13		33	39

**Enhanced Recycling Efforts at MDRF Facilities**

Initiative Name	Type	As Of	Status						%	Owners
Establish Recycling Program at all MDRF Facilities		11/7/2014	Complete							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 FQ4		1,585	1,100		6,452	4,400
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