

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. MDRF also provides fire prevention and education services, including life safety fire inspections, fire plan reviews, building permits, and public safety programs and demonstrations. MDRF serves a 1,899 square mile territory and provides daily 24-hour emergency response services to over 1.9 million residents, businesses and visitors through 145 rescue, suppression, battalion and specialty units strategically located in 70 fire-rescue stations within unincorporated Miami-Dade County (the County) and 29 municipalities. In addition to providing transport services through 56 front-line rescue units, MDRF also provides emergency air transport service within Miami-Dade County to State-approved Trauma Centers via two full-time rescue helicopters. MDRF'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); Piedrahita Jr., Arnold (MDFR); Holmes, Arthur (MDFR)

Details

	As Of	Actual	Business Plan Goal	FYTD Actual	FYTD Goal
▼ 1.0 Customer					
▼ Ensure Sufficient Facilities and Resources to Reduce Response Time [Fire Rescue]					
Initiative Name	Type	As Of	Status	%	Owners
Select an A&E Firm for the New Dolphin Fire Rescue Station 68		2/7/2019	Complete	100%	Lamela, Angel (MDFR); Cabrera, Celia "Maggy" (MDFR)
Design & Submit for Permit for Dolphin Fire-Rescue Station 68		2/7/2019	In Progress	75%	Cabrera, Celia "Maggy" (MDFR); Lamela, Angel (MDFR)
Design & Submit for Permit for Ocean Rescue Facility at Crandon Park		2/7/2019	In Progress	99%	Lamela, Angel (MDFR); Cabrera, Celia "Maggy" (MDFR)
Construction of Ocean Rescue Facility at Crandon Park		n/a	n/a		Lamela, Angel (MDFR); Cabrera, Celia "Maggy" (MDFR)
Design & Submit for Permit for Permanent Sweetwater Fire Rescue Station 29		2/7/2019	In Progress	98%	Lamela, Angel (MDFR); Cabrera, Celia "Maggy" (MDFR)
Construction of New Permanent Sweetwater Fire Rescue Station 29		n/a	n/a		Lamela, Angel (MDFR); Cabrera, Celia "Maggy" (MDFR)
Construction of Village of Palmetto Bay Fire Rescue Station 62		2/7/2019	In Progress	70%	Lamela, Angel (MDFR); Cabrera, Celia "Maggy" (MDFR)
Design & Submit for Permit for Westwood Lake Fire-Rescue Station 41		2/7/2019	In Progress	80%	Lamela, Angel (MDFR); Cabrera, Celia "Maggy" (MDFR)
Land Acquisition for Future Florida City Fire-Rescue Station 72		4/26/2019	In Progress	0%	Heredia, Carlos (MDFR)
Land Acquisition for Future Eureka Fire-Rescue Station 71		4/26/2019	In Progress	0%	Heredia, Carlos (MDFR)
Land Acquisition for Permanent North Miami Central Fire Rescue Station 18		4/26/2019	In Progress	0%	Heredia, Carlos (MDFR)
Work w/ ISD to secure Professional Service Agreement for A&E services to design plans for (9) existing fire-rescue stations that must be rebuilt within the next five years		n/a	n/a		Lamela, Angel (MDFR); Cabrera, Celia "Maggy" (MDFR)
Permit & Obtain Contractor to Build a Bay for Foam Truck 24 at the Existing Miami Executive Airport Facility		2/7/2019	Complete	100%	Lamela, Angel (MDFR); Cabrera, Celia "Maggy" (MDFR)
Construction of Bay for Foam Truck 24 at Miami Executive Airport Facility		2/7/2019	In Progress	15%	Lamela, Angel (MDFR); Cabrera, Celia "Maggy" (MDFR)

Scorecard - Fire Rescue

Design & Submit for Permit for Construction of Hangar for Air Rescue Helicopter at Opa-Locka Airport (Station 25)		2/7/2019	In Progress	85%	Lamela, Angel (MDFR); Cabrera, Celia "Maggy" (MDFR)																										
▼ Enhance Service Delivery [Fire Rescue]																															
Number of New Services and/or Stations to Meet Identified Needs	'19 FQ3	▲	3	3	▲	3	3																								
Air Rescue Availability for Transport	Mar '19	▲	100% (89 / 89)	98%	▲	100% (546 / 546)	98%																								
Number of Fireboat Missions	Jun '19		31	n/a		286	n/a																								
▼ Reduce Fire Rescue Response (Wait) Time to Medical Incidents																															
Total Average MDFR Life-Threatening Response (Wait) Time	Jun '19	▲	7.44minutes	8.00minutes	▲	7.43minutes	8.00minutes																								
Total Response (Wait) Time to 90% of Life Threatening Calls inside UDB (MSU)	Jun '19	▼	11.02minutes	8.00minutes	▼	11.12minutes	8.00minutes																								
Total Response (Wait) Time to 90% of Non-Life Threatening Calls inside UDB (MSU)	Jun '19	▼	12.15minutes	9.00minutes	▼	12.22minutes	9.00minutes																								
▼ Reduce Fire Rescue Response (Wait) Time to Fire Incidents																															
Total Average MDFR Structure Fire Response (Wait) Time	Jun '19	▲	6.35minutes	7.30minutes	▲	6.34minutes	7.30minutes																								
Total Response (Wait) Time to 90% of Structure Fire Calls inside UDB (MSU)	Jun '19	■	8.55minutes	8.00minutes	■	8.59minutes	8.00minutes																								
▼ Reduce Fire Rescue Dispatch Time																															
<table><tr><td></td><td>Initiative Name</td><td>Type</td><td>As Of</td><td>Status</td><td>📁</td><td>🔒</td><td>✓</td><td>!</td><td>🔗</td><td>%</td><td>Owners</td></tr><tr><td></td><td>Evaluate & Implement Alternatives to Reduce Public Safety Answering Point (PSAP) to MDFR Times</td><td></td><td>4/25/2018</td><td>In Progress</td><td></td><td></td><td></td><td></td><td></td><td>30%</td><td>Reyes, Maria L. (MDFR); Piedrahita Jr., Arnold (MDFR); Vidal, Denise (MDFR); Rubin, Gregory (MDFR); Taylor, Rowan (MDFR)</td></tr></table>									Initiative Name	Type	As Of	Status	📁	🔒	✓	!	🔗	%	Owners		Evaluate & Implement Alternatives to Reduce Public Safety Answering Point (PSAP) to MDFR Times		4/25/2018	In Progress						30%	Reyes, Maria L. (MDFR); Piedrahita Jr., Arnold (MDFR); Vidal, Denise (MDFR); Rubin, Gregory (MDFR); Taylor, Rowan (MDFR)
	Initiative Name	Type	As Of	Status	📁	🔒	✓	!	🔗	%	Owners																				
	Evaluate & Implement Alternatives to Reduce Public Safety Answering Point (PSAP) to MDFR Times		4/25/2018	In Progress						30%	Reyes, Maria L. (MDFR); Piedrahita Jr., Arnold (MDFR); Vidal, Denise (MDFR); Rubin, Gregory (MDFR); Taylor, Rowan (MDFR)																				
Fire Rescue Average Dispatch Time	Jun '19	▲	34seconds	60seconds	▲	34seconds	60seconds																								
Average Fire Rescue Dispatch Time for Life-Threatening Calls	Jun '19	▲	33seconds	45seconds	▲	33seconds	45seconds																								
Average Fire Rescue Dispatch Time for Structure Fire Calls	Jun '19	▲	80seconds	80seconds	■	81seconds	80seconds																								
911 Call processing time (in seconds)	Jun '19	▼	88.0secs	70.0secs	▼	85.7secs	70.0secs																								
▼ Call Volume [Fire Rescue]																															
Total Call Volume	Jun '19	▲	20,426	21,750	▲	188,721	195,750																								
Number of Life-Threatening Incidents MDFR Responded To	Jun '19	▲	10,379	11,750	▲	98,720	105,750																								
Number of Other Medical Incidents MDFR Responded To	Jun '19	▲	4,479	4,583	▼	41,257	41,247																								
Number of Structure and Other Fire Incidents MDFR Responded To	Jun '19	▼	2,156	2,083	▲	18,070	18,747																								
Number of Miscellaneous Incidents MDFR Responded To	Jun '19	▼	3,412	3,334	▼	30,674	30,006																								
Total Number of HazMat Incidents	Jun '19		22	n/a		162	n/a																								
Number of Medical Calls Transported by MDFR Rescue Units	Jun '19	▲	5,988	5,750	▲	57,770	51,750																								
▼ Reduce Preventable Death, Injury, and Property Loss [Fire Rescue]																															

Scorecard - Fire Rescue

Initiative Name	Type	As Of	Status						%	Owners
Collaborate w/ MDPD and other municipal law enforcement agencies to develop, equip, and train first responders in the unified response and management of active shooter and other hostile events.		n/a	n/a							Holmes, Arthur (MDFR)
Implement "Control the Bleed" Program at MIA, Port Miami, and SPCC		n/a	n/a							Taylor, Rowan (MDFR); Cutie, Lidice (MDFR)
Install lightning Detection Systems at Haulover Beach w/the Parks, Recreation and Open Spaces Department		2/6/2019	In Progress						90%	Suarez, Jeffrey (MDFR); Robelo, Telva (MDFR); Contreras, Charlene (MDFR)

▼ Reduce Total Response Times [Fire Rescue]

Initiative Name	Type	As Of	Status						%	Owners
Computer Aided Dispatch (CAD) Procurement		4/8/2019	In Progress						50%	Rubin, Gregory (MDFR); Rolon, Reinaldo (MDFR); Xiques, Cecilia (MDFR); Jacobs, Lisa (MDFR); Lafarga, Jessica (MDFR)
Implement Traffic Signal Preemption		n/a	n/a							Rolon, Reinaldo (MDFR); Rubin, Gregory (MDFR)
Implementation of Radio Interagency Interoperability Project		4/8/2019	In Progress						50%	Rubin, Gregory (MDFR); Rolon, Reinaldo (MDFR); Xiques, Cecilia (MDFR); Jacobs, Lisa (MDFR); Lafarga, Jessica (MDFR)

▼ 2.0 Financial

▼ Meet Budget Targets [Fire Rescue]

Revenue: Total (Fire Rescue)	'19 FQ3	▼	\$58,548K	\$126,926K	▲	\$439,378K	\$380,566K
Expen: Total (Fire Rescue)	'19 FQ3	▲	\$120,489K	\$126,926K	▲	\$359,816K	\$380,566K

▼ Total Accounts Receivable [Fire Rescue]

Dollars Collected (Accounts Receivables)	Jun '19		\$1,234,373	n/a		\$10,511,550	n/a
Percentage of Invoices Processed and Paid Within 30 Days	Jun '19	▲	89%	40%	▲	68%	40%
Percentage of Invoices Processed and Paid within 45 Days	Jun '19	▲	97%	85%	▲	91%	85%

▼ 3.0 Internal

▼ Units in Service [Fire Rescue]

Number of Frontline Rescue Units	'19 FQ3		57	n/a		57	n/a
Number of Frontline Suppression Units	'19 FQ3		59	n/a		59	n/a
Number of Specialty Units	'19 FQ3		18	n/a		18	n/a

▼ Department Position Count [Fire Rescue]

Positions: Full-Time Filled (MDFR)	'19 FQ3	▲	2,552	2,621 (2,500 - 2,700)	▲	2,552	2,621 (2,500 - 2,700)
Number of Sworn Personnel Separating from MDFR	Jun '19	▲	6	6	▼	60	54

▼ Reduce Property Loss and Destruction [Fire Rescue]

Fire Plan Review Process Timeliness	May '19	▲	98.61%	100.00%	▲	98.11%	100.00%
Life Safety Inspections Completed (Reflects Monthly)	Jun '19	■	5,654	6,000	■	5,654	6,000

Scorecard - Fire Rescue

Certificate of Occupancy Inspections Completed	Jun '19		1,480	1,010		13,741	9,090
Fire Plans Reviewed	May '19		1,635	1,225		11,547	9,800
Average Number of CO Inspections per Inspector	Jun '19		165.00	191.00		1,378.80	1,233.00
Structure Fire False Alarms	Jun '19		1,295	1,175		9,955	10,575

▼ Improve Personnel Health and Safety [Fire Rescue]

Initiative Name	Type	As Of	Status						%	Owners
Implement Gear Exchange Program		n/a	n/a							Estopinan, Paul (MDFR); Rodriguez, Star (MDFR)
Implement AceTech Safety System		n/a	n/a							Estopinan, Paul (MDFR); Rodriguez, Star (MDFR)

▼ Ensure Continuity of Operations [Fire Rescue]

Initiative Name	Type	As Of	Status						%	Owners
Secure Federal & County Fire District Funds to Purchase two (2) Fireboats		4/10/2019	In Progress						100%	Suarez, Jeffrey (MDFR); Robelo, Telva (MDFR); Contreras, Charlene (MDFR)
Deliver four (4) New Air Rescue Helicopters		5/21/2019	In Progress						30%	Suarez, Jeffrey (MDFR); Robelo, Telva (MDFR); Hernandez, Antonio; Contreras, Charlene (MDFR)
Delivery of Apparatus	Improvement	6/20/2019	In Progress						20%	Estopinan, Paul (MDFR); Rodriguez, Star (MDFR)

▼ Improve Relations with Customers [Fire Rescue]

Initiative Name	Type	As Of	Status						%	Owners
Enhance customer service by automating the complaint process	Improvement	n/a	n/a							Fernandez, Juan (MDFR); Williams, Darren (MDFR)
Implement Online Request for Inspection For Airport	Improvement	9/13/2018	In Progress						50%	Fernandez, Juan (MDFR); Williams, Darren (MDFR)

▼ 4.0 Learning and Growth

▼ Enhance Quality of Patient Care [Fire Rescue]

Medical Skills Training	'19 FQ1		3,723	900		3,723	900
Total Training Hours (Training Division Target Solutions)	Jun '19		29,781	n/a		234,601	n/a

Linked Objects

▼ Child Scorecards

Name	Owners
Airport Division	Perez, Alejandro (MDFR); Reyes, Amelia (MDFR)
Emergency Medical Services Division	Cutie, Lidice (MDFR); Holmes, Arthur (MDFR); Taylor, Rowan (MDFR)
Chief Financial Officer	Mendelsberg, Scott (MDFR); Boreland, Angela (MDFR); Salz, Benjamin J. (MDFR); Heredia, Carlos (MDFR)
Communications Division	Rubin, Gregory (MDFR); Rolon, Reinaldo (MDFR); Jacobs, Lisa (MDFR); Xiques, Cecilia (MDFR); Cominsky, Alan (MDFR); Lafarga, Jessica (MDFR)
Emergency Management	Cyrille, Charles (MDFR); Reyes, Maria L. (MDFR); Rollason, Frank (MDFR); Alexis, Loubert (MDFR); Cepeda, Roberto (MDFR); Bolivarquez, Almee (MDFR);

Scorecard - Fire Rescue

	Johnson, Troy (MDFR); Hall, Craig (MDFR); Sandoval, Jessica (MDFR); Detwiler, Steve (MDFR); Perkins, Cathie (MDFR); Gonzalez, Mirtha (MDFR); Serrano, Nixsa (MDFR); Horner, Alicia (MDFR); Batista, Niel (MDFR); Emergency Management
Facilities and Construction Division	Mendelsberg, Scott (MDFR); Lamela, Angel (MDFR); Cabrera, Celia "Maggy" (MDFR)
Fire Prevention Division	Williams, Darren (MDFR); Fernandez, Juan (MDFR); Gonzalez, Dianelys (MDFR)
Administrative Services Division	Poe, Elizabeth (MDFR); Guido, Dilaila (MDFR); Matute, Yadimar (MDFR); Jose, Maria (MDFR); Endara, Melissa (MDFR); Toledo-Fernandez, Christie (MDFR); Loyola, Donna (MDFR)
Logistics Division	Cominsky, Alan (MDFR); Garcia, Allan M. (MDFR); Reed, Annette (MDFR); Estopinan, Paul (MDFR); Raymond, Jeanne (MDFR); Rodriguez, Star (MDFR)
Management Information Technology Division	Alvarez, Jose E. - Div Mgr (MDFR); Miller-Johnson, Caron
Operations Division	Williams, Darren (MDFR); Krumenacker, John; Holmes, Arthur (MDFR); Williams, Pamela (MDFR); Eason, Alice (MDFR); Nemeth, Arleen (MDFR); Mira Jr, George (MDFR); Duren, Robin; Fabal, Ileana (MDFR); Avendano, Nichol (MDFR); King, Julie (MDFR); Prater, Trenese (MDFR)
Business Planning & Financial Services Division	Reyes, Maria L. (MDFR); Piedrahita Jr., Arnold (MDFR); Vidal, Denise (MDFR)
Special Operations Division	Salz, Benjamin J. (MDFR); Suarez, Jeffrey (MDFR); Holmes, Arthur (MDFR); Robelo, Telva (MDFR); Contreras, Charlene (MDFR)
Training and Safety Division	Morgado, Nicolas (MDFR); Acosta, Vivian (MDFR); Cominsky, Alan (MDFR); Ortiz, Edgardo (MDFR)

▼ Parent Scorecards

Name	Owners
Public Safety Strategic Area Scorecard	Miami-Dade County

▼ ActiveViews

▼ Initiatives

▼ Objectives

Name	Owners
Ensure Sufficient Facilities and Resources to Reduce Response Time [Fire Rescue]	Lamela, Angel (MDFR); Bermejo, Marisabel B. (MDFR); Cabrera, Celia "Maggy" (MDFR)
Enhance Service Delivery [Fire Rescue]	Reyes, Maria L. (MDFR); Vidal, Denise (MDFR)
Reduce Fire Rescue Response (Wait) Time to Medical Incidents	Reyes, Maria L. (MDFR); Vidal, Denise (MDFR)
Reduce Fire Rescue Response (Wait) Time to Fire Incidents	Reyes, Maria L. (MDFR); Vidal, Denise (MDFR)
Reduce Fire Rescue Dispatch Time	Reyes, Maria L. (MDFR); Vidal, Denise (MDFR)
Call Volume [Fire Rescue]	Reyes, Maria L. (MDFR); Vidal, Denise (MDFR)
Reduce Preventable Death, Injury, and Property Loss [Fire Rescue]	Reyes, Maria L. (MDFR); Vidal, Denise (MDFR)
Reduce Total Response Times [Fire Rescue]	Reyes, Maria L. (MDFR); Vidal, Denise (MDFR)
Meet Budget Targets [Fire Rescue]	Mendelsberg, Scott (MDFR); Downey, David; Boreland, Angela (MDFR); Salz, Benjamin J. (MDFR)
Total Accounts Receivable [Fire Rescue]	Elespe, Vivian (MDFR); Reyes, Maria L. (MDFR)
Units in Service [Fire Rescue]	Reyes, Maria L. (MDFR); Vidal, Denise (MDFR)

Scorecard - Fire Rescue

Department Position Count [Fire Rescue]	Toledo-Fernandez, Christie (MDFR); Loyola, Donna (MDFR); Matute, Yadimar (MDFR)
Reduce Property Loss and Destruction [Fire Rescue]	Reyes, Maria L. (MDFR); Williams, Darren (MDFR); Vidal, Denise (MDFR)
Improve Personnel Health and Safety [Fire Rescue]	Reyes, Maria L. (MDFR); Vidal, Denise (MDFR)
Ensure Continuity of Operations [Fire Rescue]	Reyes, Maria L. (MDFR); Vidal, Denise (MDFR)
Improve Relations with Customers [Fire Rescue]	Reyes, Maria L. (MDFR); Vidal, Denise (MDFR)
Enhance Quality of Patient Care [Fire Rescue]	Reyes, Maria L. (MDFR); Vidal, Denise (MDFR)
▼ Program Groups	
▼ Stoplight Charts	
▼ Tasks	

Commentary

Action Items

	Due Date ▲	Status ▲	Action	Owners
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Comments

Date ▼	Author	Comment
10/26/2006	Reyes, Maria L. (MDFR)	Agenda: 1) How far we've journeyed - 54 scorecards - Annually hold Strategic Planning (SP) Workshops - Annually create/discuss division business plans (BP) - Publish quarterly & monthly division/dept reports - ASE - valuable accountability tool - Facilitated scorecard brain-storming - Conducting mthly/qtrly business review w/divisions 2) Are we there yet? NO - What we're working on: - Division BPs and last SP wrksp - Aligning scorecard to reflect 06-07/07-08 BP - Ensure right objectives, perspectives, measures - Hold BP and establish best practices & competitor - Full develop scorecards & remaining initiatives 3) Our scorecard - Highlights - Station construction - link to OCI & P&E - Response times - Monthly Operations Report & data - Hospital Wait Times - Analyze data

Attachments & Links

▼ External Links

Name	Created By
MDFR Business Plan FY06-07	Rodriguez, Nadia

▼ Attachments

Name	Last Updated	Checked Out By
MDFR Business Plan FY10-11	2/1/2010 4:36:31 PM	
MDFR Business Plan FY09-10	7/9/2009 10:36:49 AM	
MDFR Business Plan_FY18-19		

Measures

As Of: <M/d/yyyy> 15										Sum. Lvl.: Base		Comparator: Default							

Scorecard - Fire Rescue

								Sedano-Sliman, Patricia	
	Air Rescue Availability for Transport	Goal - Default	Base	Mar '19	100% (89 / 89)	98%	2	Salz, Benjamin J. (MDFR); Borges, Andy; Johnson, Carmen; Contreras, Charlene (MDFR); Suarez, Jeffrey (MDFR)	Fire Rescue
	Average Fire Rescue Dispatch Time for Life-Threatening Calls	Goal - Default	Base	Nov '19	31seconds	33seconds	6	Rubin, Gregory (MDFR); Piedrahita Jr., Arnold (MDFR)	Fire Rescue
	Average Fire Rescue Dispatch Time for Structure Fire Calls	Goal - Default	Base	Nov '19	76seconds	80seconds	5	Rubin, Gregory (MDFR); Piedrahita Jr., Arnold (MDFR)	Fire Rescue
	Average Number of CO Inspections per Inspector	Goal - Default	Base	Dec '19	158.00	117.00	35.04	Gonzalez, Dianelys (MDFR); Duarte, Debra (MDFR); Fernandez, Juan (MDFR); Williams, Darren (MDFR)	Fire Rescue
	Certificate of Occupancy Inspections Completed	Goal - Default	Base	Dec '19	1,581	1,400	13	Williams, Darren (MDFR); Fernandez, Juan (MDFR); Duarte, Debra (MDFR); Gonzalez, Dianelys (MDFR)	Fire Rescue
	Dollars Collected (Accounts Receivables)	Goal - Default	Base	Oct '19	\$1,061,648	n/a	n/a	Pulido, Darleen (MDFR); Elespe, Vivian (MDFR); Reyes, Maria L. (MDFR)	Fire Rescue
 VR	Expen: Total (Fire Rescue)	Goal - Default	Base	'19 FQ4	\$137,622K	\$126,820K	-9	Mendelsberg, Scott (MDFR); Boreland, Angela (MDFR); Kirkland, Loida (MDFR); Taylor, Rowan (MDFR); Heredia, Carlos (MDFR); Salz, Benjamin J. (MDFR); Santiago, Evelyn (MDFR)	Fire Rescue
	Fire Plan Review Process Timeliness	Goal - Default	Base	Dec '19	95.63%	99.00%	3.40	Gonzalez, Dianelys (MDFR); Williams, Darren (MDFR); Fernandez, Juan (MDFR); Duarte, Debra (MDFR)	Fire Rescue
	Fire Plans Reviewed	Goal - Default	Base	Dec '19	1,693	1,375	23	Fernandez, Juan (MDFR); Gonzalez, Dianelys (MDFR); Duarte, Debra (MDFR); Williams, Darren (MDFR)	Fire Rescue
	Fire Rescue Average Dispatch Time	Goal - Default	Base	Nov '19	32seconds	33seconds	3	Rubin, Gregory (MDFR); Piedrahita Jr., Arnold (MDFR); Piedrahita Jr., Arnold (MDFR)	Fire Rescue
 VR	Life Safety Inspections Completed (Reflects Monthly)	Goal - Default	Base	Dec '19	5,436	6,041	10	Fernandez, Juan (MDFR); Duarte, Debra (MDFR); Gonzalez, Dianelys (MDFR); Williams, Darren (MDFR)	Fire Rescue
	Medical Skills Training	Goal - Default	Base	'19 FQ1	3,723	900	314	Cutie, Lidice (MDFR); Taylor, Rowan (MDFR); Piedrahita Jr., Arnold (MDFR)	Fire Rescue
	Number of Fireboat Missions	Goal - Default	Base	Nov '19	23	n/a	n/a	Salz, Benjamin J. (MDFR); Herrera, Ernesto; Garcia, Manuel; Contreras, Charlene (MDFR); Garcia, Manuel; Herrera, Ernesto; Piedrahita Jr., Arnold (MDFR)	Fire Rescue
	Number of Frontline Rescue Units	Goal - Default	Base	'20 FQ1	58	57	2	Piedrahita Jr., Arnold (MDFR)	Fire Rescue
	Number of Frontline Suppression Units	Goal - Default	Base	'20 FQ1	59	59	0	Piedrahita Jr., Arnold (MDFR)	Fire Rescue
	Number of Life-Threatening Incidents MDRF Responded To	Goal - Default	Base	Nov '19	10,738	11,250	5	Piedrahita Jr., Arnold (MDFR)	Fire Rescue
	Number of Medical Calls Transported by MDRF Rescue Units	Goal - Default	Base	Nov '19	6,256	6,500	-4	Taylor, Rowan (MDFR); Piedrahita Jr., Arnold (MDFR); Reyes, Maria L. (MDFR)	Fire Rescue
	Number of Miscellaneous Incidents MDRF Responded To	Goal - Default	Base	Nov '19	3,286	3,583	8	Piedrahita Jr., Arnold (MDFR); Reyes, Maria L. (MDFR)	Fire Rescue
	Number of New Services and/or Stations to Meet Identified Needs	Goal - Default	Base	'20 FQ1	2	0	0	Piedrahita Jr., Arnold (MDFR); Reyes, Maria L. (MDFR)	Fire Rescue
	Number of Other Medical Incidents MDRF Responded To	Goal - Default	Base	Nov '19	4,681	4,588	-2	Piedrahita Jr., Arnold (MDFR); Reyes, Maria L. (MDFR)	Fire Rescue
	Number of Specialty Units	Goal - Default	Base	'20 FQ1	19	18	6	Piedrahita Jr., Arnold (MDFR)	Fire Rescue
	Number of Structure and Other Fire Incidents MDRF Responded To	Goal - Default	Base	Nov '19	2,110	2,083	-1	Reyes, Maria L. (MDFR); Piedrahita Jr., Arnold (MDFR)	Fire Rescue
	Number of Sworn Personnel Separating from MDRF	Goal - Default	Base	Dec '19	4	6	-33	Toledo-Fernandez, Christie (MDFR); Jose, Maria (MDFR); Matute, Yadimar (MDFR); Endara, Melissa (MDFR); Loyola, Donna (MDFR)	Fire Rescue
	Percentage of Invoices Processed and Paid Within 30 Days	Goal - Default	Base	Nov '19	86%	75%	15	Elespe, Vivian (MDFR); Manil, Sam (MDFR); Reyes, Maria L. (MDFR)	Fire Rescue

