

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 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, 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); Piedrahita Jr., Arnold (MDFR); Holmes, Arthur (MDFR)

Details

As Of

Actual

Business Plan Goal

FYTD Actual

FYTD Goal

Owners

▼ 1.0 Customer

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)
Design & Submit for Permit for Contruction 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 FQ4		0	0		3	3	Piedrahita Jr., Arnold (MDFR); Reyes, Maria L. (MDFR)	Number of New Services and/or Stations to Meet Identified Needs
Air Rescue Availability for Transport	Mar '19		100% (89 / 89)	98%		100% (546 / 546)	98%	Salz, Benjamin J. (MDFR); Borges, Andy; Johnson, Carmen; Contreras, Charlene (MDFR); Suarez, Jeffrey (MDFR)	Air Rescue Availability for Transport
Number of Fireboat Missions	Sep '19		28	n/a		391	n/a	Salz, Benjamin J. (MDFR); Herrera, Ernesto; Garcia, Manuel; Contreras, Charlene (MDFR); Garcia, Manuel; Herrera, Ernesto; Piedrahita Jr., Arnold (MDFR)	Number of Fireboat Missions

Scorecard - Fire Rescue

▼ Reduce Fire Rescue Response (Wait) Time to Medical Incidents										Reyes, Maria L. (MDFR); Vidal, Denise (MDFR)			Reduce Fire Rescue Response (Wait) Time to Medical Incidents		
Total Average MDFR Life-Threatening Response (Wait) Time		Sep '19		7.32minutes	8.00minutes		7.42minutes	8.00minutes	Piedrahita Jr., Arnold (MDFR); Reyes, Maria L. (MDFR)			Total Average MDFR Life-Threatening Response (Wait) Time			
Total Response (Wait) Time to 90% of Life Threatening Calls inside UDB (MSU)		Sep '19		10.55minutes	8.00minutes		11.03minutes	8.00minutes	Reyes, Maria L. (MDFR); Piedrahita Jr., Arnold (MDFR)			Total Response (Wait) Time to 90% of Life Threatening Calls inside UDB (MSU)			
Total Response (Wait) Time to 90% of Non-Life Threatening Calls inside UDB (MSU)		Sep '19		11.59minutes	9.00minutes		12.11minutes	9.00minutes	Piedrahita Jr., Arnold (MDFR); Reyes, Maria L. (MDFR)			Total Response (Wait) Time to 90% of Non-Life Threatening Calls inside UDB (MSU)			
▼ Reduce Fire Rescue Response (Wait) Time to Fire Incidents										Reyes, Maria L. (MDFR); Vidal, Denise (MDFR)			Reduce Fire Rescue Response (Wait) Time to Fire Incidents		
Total Average MDFR Structure Fire Response (Wait) Time		Sep '19		6.15minutes	7.30minutes		6.29minutes	7.30minutes	Piedrahita Jr., Arnold (MDFR); Reyes, Maria L. (MDFR)			Total Average MDFR Structure Fire Response (Wait) Time			
Total Response (Wait) Time to 90% of Structure Fire Calls inside UDB (MSU)		Sep '19		8.29minutes	8.00minutes		8.59minutes	8.00minutes	Piedrahita Jr., Arnold (MDFR)			Total Response (Wait) Time to 90% of Structure Fire Calls inside UDB (MSU)			
▼ Reduce Fire Rescue Dispatch Time										Reyes, Maria L. (MDFR); Vidal, Denise (MDFR)			Reduce Fire Rescue Dispatch Time		
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		Sep '19		31seconds	60seconds		34seconds	60seconds	Rubin, Gregory (MDFR); Piedrahita Jr., Arnold (MDFR); Piedrahita Jr., Arnold (MDFR)			Fire Rescue Average Dispatch Time			
Average Fire Rescue Dispatch Time for Life-Threatening Calls		Sep '19		30seconds	45seconds		33seconds	45seconds	Rubin, Gregory (MDFR); Piedrahita Jr., Arnold (MDFR)			Average Fire Rescue Dispatch Time for Life-Threatening Calls			
Average Fire Rescue Dispatch Time for Structure Fire Calls		Sep '19		70seconds	80seconds		79seconds	80seconds	Rubin, Gregory (MDFR); Piedrahita Jr., Arnold (MDFR)			Average Fire Rescue Dispatch Time for Structure Fire Calls			
911 Call processing time (in seconds)		Sep '19		98.0secs	70.0secs		87.7secs	70.0secs	Gonzalez, Thamy; Wesolowski, Deborah ; Sedano-Sliman, Patricia			911 Call processing time (in seconds)			
▼ Call Volume [Fire Rescue]										Reyes, Maria L. (MDFR); Vidal, Denise (MDFR)			Call Volume [Fire Rescue]		
Total Call Volume		Sep '19		19,797	21,750		250,589	261,000	Reyes, Maria L. (MDFR); Piedrahita Jr., Arnold (MDFR)			Total Call Volume			
Number of Life-Threatening Incidents MDFR Responded To		Sep '19		10,223	11,750		130,501	141,000	Piedrahita Jr., Arnold (MDFR)			Number of Life-Threatening Incidents MDFR Responded To			
Number of Other Medical Incidents MDFR Responded To		Sep '19		4,520	4,583		55,116	54,996	Piedrahita Jr., Arnold (MDFR); Reyes, Maria L. (MDFR)			Number of Other Medical Incidents MDFR Responded To			
Number of Structure and Other Fire Incidents MDFR Responded To		Sep '19		1,875	2,083		24,325	24,996	Reyes, Maria L. (MDFR); Piedrahita Jr., Arnold (MDFR)			Number of Structure and Other Fire Incidents MDFR Responded To			
Number of Miscellaneous Incidents MDFR Responded To		Sep '19		3,179	3,334		40,647	40,008	Piedrahita Jr., Arnold (MDFR); Reyes, Maria L. (MDFR)			Number of Miscellaneous Incidents MDFR Responded To			
Total Number of HazMat Incidents		Sep '19		13	n/a		226	n/a	Tonanez, Alvaro; Trim, Anthony; Suarez, Jeffrey (MDFR) ; Contreras, Charlene (MDFR); Piedrahita Jr., Arnold (MDFR); Reyes, Maria L. (MDFR)			Total Number of HazMat Incidents			
Number of Medical Calls Transported by MDFR Rescue Units		Sep '19		6,140	5,750		76,355	69,000	Taylor, Rowan (MDFR); Piedrahita Jr., Arnold (MDFR); Reyes, Maria L. (MDFR)			Number of Medical Calls Transported by MDFR Rescue Units			
▼ Reduce Preventable Death, Injury, and Property Loss [Fire Rescue]										Reyes, Maria L. (MDFR); Vidal, Denise (MDFR)			Reduce Preventable Death, Injury, and Property Loss [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 Taylor, Rowan (MDFR); Cutie, Lidice (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		7/24/2019	In Progress					75%	Suarez, Jeffrey (MDFR); Robelo, Telva (MDFR); Contreras, Charlene (MDFR)						

Scorecard - Fire Rescue

Reduce Total Response Times [Fire Rescue]										Reyes, Maria L. (MDFR); Vidal, Denise (MDFR)	Reduce Total Response Times [Fire Rescue]
Initiative Name	Type	As Of	Status						%	Owners	
Computer Aided Dispatch (CAD) Procurement		7/10/2019	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		7/10/2019	In Progress						50%	Rubin, Gregory (MDFR); Rolon, Reinaldo (MDFR); Xiques, Cecilia (MDFR); Jacobs, Lisa (MDFR); Lafarga, Jessica (MDFR)	
2.0 Financial										2.0 Financial	
Meet Budget Targets [Fire Rescue]										Mendelsberg, Scott (MDFR); Downey, David ; Boreland, Angela (MDFR); Salz, Benjamin J. (MDFR)	Meet Budget Targets [Fire Rescue]
Revenue: Total (Fire Rescue)		'19 FQ4		\$80,997K	\$126,820K		\$520,375K	\$507,386K		Boreland, Angela (MDFR); Mendelsberg, Scott (MDFR); Kirkland, Loida (MDFR); Salz, Benjamin J. (MDFR); Heredia, Carlos (MDFR);	Revenue: Total (Fire Rescue)
Expen: Total (Fire Rescue)		'19 FQ4		\$137,661K	\$126,820K		\$497,477K	\$507,386K		Mendelsberg, Scott (MDFR); Boreland, Angela (MDFR); Kirkland, Loida (MDFR); Taylor, Rowan (MDFR); Heredia, Carlos (MDFR); Salz, Benjamin J. (MDFR); Santiago, Evelyn (MDFR)	Expen: Total (Fire Rescue)
Total Accounts Receivable [Fire Rescue]										Elespe, Vivian (MDFR); Reyes, Maria L. (MDFR)	Total Accounts Receivable [Fire Rescue]
Dollars Collected (Accounts Receivables)		Sep '19		\$1,298,074	n/a		\$14,165,348	n/a		Pulido, Darleen (MDFR); Elespe, Vivian (MDFR); Reyes, Maria L. (MDFR)	Dollars Collected (Accounts Receivables)
Percentage of Invoices Processed and Paid Within 30 Days		Sep '19		71%	40%		72%	40%		Elespe, Vivian (MDFR); Manii, Sam (MDFR); Reyes, Maria L. (MDFR)	Percentage of Invoices Processed and Paid Within 30 Days
Percentage of Invoices Processed and Paid within 45 Days		Sep '19		91%	85%		92%	85%		Elespe, Vivian (MDFR); Reyes, Maria L. (MDFR); Manii, Sam (MDFR)	Percentage of Invoices Processed and Paid within 45 Days
3.0 Internal										3.0 Internal	
Units in Service [Fire Rescue]										Reyes, Maria L. (MDFR); Vidal, Denise (MDFR)	Units in Service [Fire Rescue]
Number of Frontline Rescue Units		'19 FQ4		57	n/a		57	n/a		Piedrahita Jr., Arnold (MDFR)	Number of Frontline Rescue Units
Number of Frontline Suppression Units		'19 FQ4		59	n/a		59	n/a		Piedrahita Jr., Arnold (MDFR)	Number of Frontline Suppression Units
Number of Specialty Units		'19 FQ4		18	n/a		18	n/a		Piedrahita Jr., Arnold (MDFR)	Number of Specialty Units
Department Position Count [Fire Rescue]										Toledo-Fernandez, Christie (MDFR); Loyola, Donna (MDFR); Matute, Yadimar (MDFR)	Department Position Count [Fire Rescue]
Positions: Full-Time Filled (MDFR)		'19 FQ4		2,599	2,621 (2,500 - 2,700)		2,599	2,621 (2,500 - 2,700)		Loyola, Donna (MDFR); Endara, Melissa (MDFR); Toledo-Fernandez, Christie (MDFR); Jose, Maria (MDFR); Matute, Yadimar (MDFR)	Positions: Full-Time Filled (MDFR)
Number of Sworn Personnel Separating from MDFR		Sep '19		4	6		72	72		Toledo-Fernandez, Christie (MDFR); Jose, Maria (MDFR); Matute, Yadimar (MDFR); Endara, Melissa (MDFR); Loyola, Donna (MDFR)	Number of Sworn Personnel Separating from MDFR
Reduce Property Loss and Destruction [Fire Rescue]										Reyes, Maria L. (MDFR); Williams, Darren (MDFR);	Reduce Property Loss and Destruction [Fire Rescue]
Fire Plan Review Process Timeliness		May '19		98.61%	100.00%		98.11%	100.00%		Gonzalez, Dianelys (MDFR); Williams, Darren (MDFR); Fernandez, Juan (MDFR); Duarte, Debra (MDFR)	Fire Plan Review Process Timeliness
Life Safety Inspections Completed (Reflects Monthly)		Sep '19		5,649	6,000		5,649	6,000		Fernandez, Juan (MDFR); Duarte, Debra (MDFR); Gonzalez, Dianelys (MDFR);	Life Safety Inspections Completed (Reflects Monthly)
Certificate of Occupancy Inspections Completed		Sep '19		1,496	1,010		18,689	12,120		Williams, Darren (MDFR); Fernandez, Juan (MDFR); Duarte, Debra (MDFR); Gonzalez, Dianelys (MDFR)	Certificate of Occupancy Inspections Completed
Fire Plans Reviewed		May '19		1,635	1,225		11,547	9,800		Fernandez, Juan (MDFR); Gonzalez, Dianelys (MDFR); Duarte, Debra (MDFR); Williams, Darren (MDFR)	Fire Plans Reviewed
Average Number of CO Inspections per Inspector		Sep '19		166.00	191.00		1,908.80	1,806.00		Gonzalez, Dianelys (MDFR); Duarte, Debra (MDFR); Fernandez, Juan (MDFR); Williams, Darren (MDFR)	Average Number of CO Inspections per Inspector
Structure Fire False Alarms		Sep '19		1,027	1,175		13,656	14,100		Piedrahita Jr., Arnold (MDFR);	Structure Fire False Alarms

Scorecard - Fire Rescue

▼

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		7/10/2019	In Progress		50%	Suarez, Jeffrey (MDFR); Robelo, Telva (MDFR); Hernandez, Antonio; Contreras, Charlene (MDFR)
Delivery of Apparatus	Improvement	8/22/2019	In Progress		80%	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	Cutie, Lidice (MDFR); Taylor, Rowan (MDFR); Piedrahita Jr., Arnold (MDFR)	Medical Skills Training
Total Training Hours (Training Division Target Solutions)	Sep '19		27,262	n/a		313,992	n/a	Piedrahita Jr., Arnold (MDFR); Acosta, Vivian (MDFR) ; Ortiz, Edgardo (MDFR)	Total Training Hours (Training Division Target Solutions)

▼

4.0 Learning and Growth

▼

Enhance Quality of Patient Care [Fire Rescue]

Medical Skills Training	'19 FQ1		3,723	900		3,723	900	Cutie, Lidice (MDFR); Taylor, Rowan (MDFR); Piedrahita Jr., Arnold (MDFR)	Medical Skills Training
Total Training Hours (Training Division Target Solutions)	Sep '19		27,262	n/a		313,992	n/a	Piedrahita Jr., Arnold (MDFR); Acosta, Vivian (MDFR) ; Ortiz, Edgardo (MDFR)	Total Training Hours (Training Division Target Solutions)

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); Bojorquez, Aimee (MDFR); 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

Scorecard - Fire Rescue

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]	Elesppe, Vivian (MDFR); Reyes, Maria L. (MDFR)	
	Units in Service [Fire Rescue]	Reyes, Maria L. (MDFR); Vidal, Denise (MDFR)	
	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			

Scorecard - Fire Rescue

Commentary

Action Items				
	Due Date ▲	Status ▲	Action	Owners

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									
			Name	Description	Comparator Name	Sum. Lvl.	Period	Actual	Target	Variance	Owners	Domain
	VR		911 Call processing time (in seconds)		Goal - Default	Base	Dec '19	97.0secs	85.0secs	-12.0secs	Gonzalez, Thamy; Wesolowski, Deborah; Sedano-Sliman, Patricia	Police
			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	Fire Rescue Communications Dispatch Time for Life-Threatening calls. The Division implemented the use of the AVL to dispatch the closest unit to a call	Goal - Default	Base	Nov '19	31seconds	33seconds	2seconds	Rubin, Gregory (MDFR); Piedrahita Jr., Arnold (MDFR)	Fire Rescue
			Average Fire Rescue Dispatch Time for Structure Fire Calls	Communications Dispatch Time for Structure Fire Calls.	Goal - Default	Base	Nov '19	76seconds	80seconds	4seconds	Rubin, Gregory (MDFR); Piedrahita Jr., Arnold (MDFR)	Fire Rescue
			Average Number of CO Inspections per Inspector	Average number of all Certificate of Occupancy Inspections (COs) per CO Inspector. Former measure name : Average Number of CO Inspections per Inspector per month.	Goal - Default	Base	Dec '19	158.00	117.00	41.00	Gonzalez, Dianelys (MDFR); Duarte, Debra (MDFR); Fernandez, Juan (MDFR); Williams, Darren (MDFR)	Fire Rescue
			Certificate of Occupancy Inspections Completed	Formerly named " Number of New Construction Inspections Performed"	Goal - Default	Base	Dec '19	1,581	1,400	181	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); Elesppe, Vivian (MDFR); Reyes, Maria L. (MDFR)	Fire Rescue
	VR		Expen: Total (Fire Rescue)	Total expenditures in \$1,000s (from roll-up of Personnel, Other Operating, and Capital)	Goal - Default	Base	'19 FQ4	\$137,661K	\$126,820K	\$-10,841K	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	Percentage of Life Safety Plans reviewed within 9 days of receipt in accordance with Miami-Dade County ordinance 99-140 instituted on 10-5-99. In accordance with the ordinance all permits for construction of occupancies under the South Florida Building code shall be approved or rejected within...	Goal - Default	Base	Dec '19	95.63%	99.00%	3.37%	Gonzalez, Dianelys (MDFR); Williams, Darren (MDFR); Fernandez, Juan (MDFR); Duarte, Debra (MDFR)	Fire Rescue

Scorecard - Fire Rescue

	Fire Plans Reviewed	1435	Goal - Default	Base	Dec '19	1,693	1,375	318	Fernandez, Juan (MDFR); Gonzalez, Dianelys (MDFR); Duarte, Debra (MDFR); Williams, Darren (MDFR)	Fire Rescue
	Fire Rescue Average Dispatch Time	Fire Rescue Average dispatch time to all calls (in seconds). The Division implemented use of the AVL to dispatch closest units to calls	Goal - Default	Base	Nov '19	32seconds	33seconds	1seconds	Rubin, Gregory (MDFR); Piedrahita Jr., Arnold (MDFR); Piedrahita Jr., Arnold (MDFR)	Fire Rescue
VR	Life Safety Inspections Completed (Reflects Monthly)	The total number of permitted occupancies within the jurisdiction as of the first work day in each month. 7/12/2017 former name "Total Number of Permitted Occupancies"	Goal - Default	Base	Dec '19	5,436	6,041	605	Fernandez, Juan (MDFR); Duarte, Debra (MDFR); Gonzalez, Dianelys (MDFR); Williams, Darren (MDFR)	Fire Rescue
	Medical Skills Training	Number of personnel receiving medical skills training within defined quarter. Quarterly training is conducted by EMS Field Supervisors, On-Site vendor and On-line platform. Classes varies between one and eight hours per contact and is determined by the Medical Director. This training may also involve new equipment and...	Goal - Default	Base	'19 FQ1	3,723	900	2,823	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	1	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 MDFR Responded To		Goal - Default	Base	Nov '19	10,738	11,250	512	Piedrahita Jr., Arnold (MDFR)	Fire Rescue
	Number of Medical Calls Transported by MDFR Rescue Units	Number of Medical Calls Transported	Goal - Default	Base	Nov '19	6,256	6,500	-244	Taylor, Rowan (MDFR); Piedrahita Jr., Arnold (MDFR); Reyes, Maria L. (MDFR)	Fire Rescue
	Number of Miscellaneous Incidents MDFR Responded To	*Targets for this measure are to be interpreted as a projection based on historical data.	Goal - Default	Base	Nov '19	3,286	3,583	297	Piedrahita Jr., Arnold (MDFR); Reyes, Maria L. (MDFR)	Fire Rescue
	Number of New Services and/or Stations to Meet Identified Needs	FY 2018-19: Reduce response times and improve service delivery by placing two (2) new suppression and one (1) new rescue unit in service during the 3rd Quarter of FY 2018-19. Ensure new stations and services are effectively allocated to meet current and future community needs by developing a five-year...	Goal - Default	Base	'20 FQ1	2	0	2	Piedrahita Jr., Arnold (MDFR); Reyes, Maria L. (MDFR)	Fire Rescue
	Number of Other Medical Incidents MDFR Responded To	Other medical incidents refer to non-life threatening incidents. *Targets for call volumes should be interpreted as a projection figure.	Goal - Default	Base	Nov '19	4,681	4,588	-93	Piedrahita Jr., Arnold (MDFR); Reyes, Maria L. (MDFR)	Fire Rescue
	Number of Specialty Units		Goal - Default	Base	'20 FQ1	19	18	1	Piedrahita Jr., Arnold (MDFR)	Fire Rescue
	Number of Structure and Other Fire Incidents MDFR Responded To	*Targets for this measure are to be interpreted as a projection based on historical data.	Goal - Default	Base	Nov '19	2,110	2,083	-27	Reyes, Maria L. (MDFR); Piedrahita Jr., Arnold (MDFR)	Fire Rescue
	Number of Sworn Personnel Separating from MDFR		Goal - Default	Base	Dec '19	4	6	-2	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%	11%	Elesppe, Vivian (MDFR); Manii, Sam (MDFR); Reyes, Maria L. (MDFR)	Fire Rescue

