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 151 rescue, suppression, battalion and specialty units strategically located in 71 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 Fire Rescue Domain: Owners: **Details** As Of Actual **Business Plan Goal** FYTD Actual FYTD Goal Owners ▼ 1.0 Customer 1.0 Customer **Ensure Sufficient Facilities and Resources** n/a **Ensure Sufficient Facilities and Resources** to Reduce Response Time [Fire Rescue] to Reduce Response Time [Fire Rescue] Initiative Name Type As Of Status 🤌 👸 🥒 🕕 👩 % Owners Design & Submit for Permit for Westwood 2/7/2019 In Progress 80% n/a Lake Fire-Rescue Station 41 Establish a temporary Westwood Lake n/a n/a n/a Fire-Rescue Station 41 Design & Submit for Permit for Permanent 2/7/2019 In Progress 98% n/a Sweetwater Fire Rescue Station 29 Construction of New Permanent n/a n/a n/a Sweetwater Fire Rescue Station 29 Rebuild Sweetwater Fire-Rescue Station n/a n/a n/a Establish temporary Eureka Fire-Rescue n/a n/a n/a Station 71 Construction of Village of Palmetto Bay 11/9/2019 Complete 100% n/a Fire Rescue Station 62 Construction of Dolphin Flre Rescue n/a n/a n/a Station 68 Design & Submit for Permit for Dolphin 2/7/2019 In Progress 75% n/a Fire-Rescue Station 68 Design & Submit for Permit for Ocean 2/7/2019 In Progress 99% n/a Rescue Facility at Crandon Park Construction of Ocean Rescue Facility at n/a n/a n/a Land Acquisition for Future Florida City 0% n/a 4/26/2019 In Progress Fire-Rescue Station 72 Work w/ ISD to secure Professional n/a n/a n/a Service Agreement for A&E services to design plans for (7) existing fire-rescue stations that must be rebuilt within the next five years Award contracts for audit of energy n/a n/a n/a savings and implementation of various energy conservation and cost-saving measures at fire-rescue stations 2/7/2019 In Progress 🔼 🔼 Construction of Bay for Foam Truck 24 at 15% n/a Miami Executive Airport Facility 85% n/a Design & Submit for Permit for Contruction 2/7/2019 In Progress of Hangar for Air Rescue Helicopter at Opa-Locka Airport (Station 25) Select an A&E Firm for the New Dolphin 2/7/2019 Complete 100% n/a Fire Rescue Station 68 Land Acquisition for Future Eureka Fire-8/15/2019 Complete 100% n/a Land Acquisition for Permanent North 8/1/2019 Complete 100% n/a Miami Central Fire Rescue Station 18 Permit & Obtain Contractor to Build a Bay 2/7/2019 Complete 100% n/a for Foam Truck 24 at the Existing Miami Executive Airport Facility

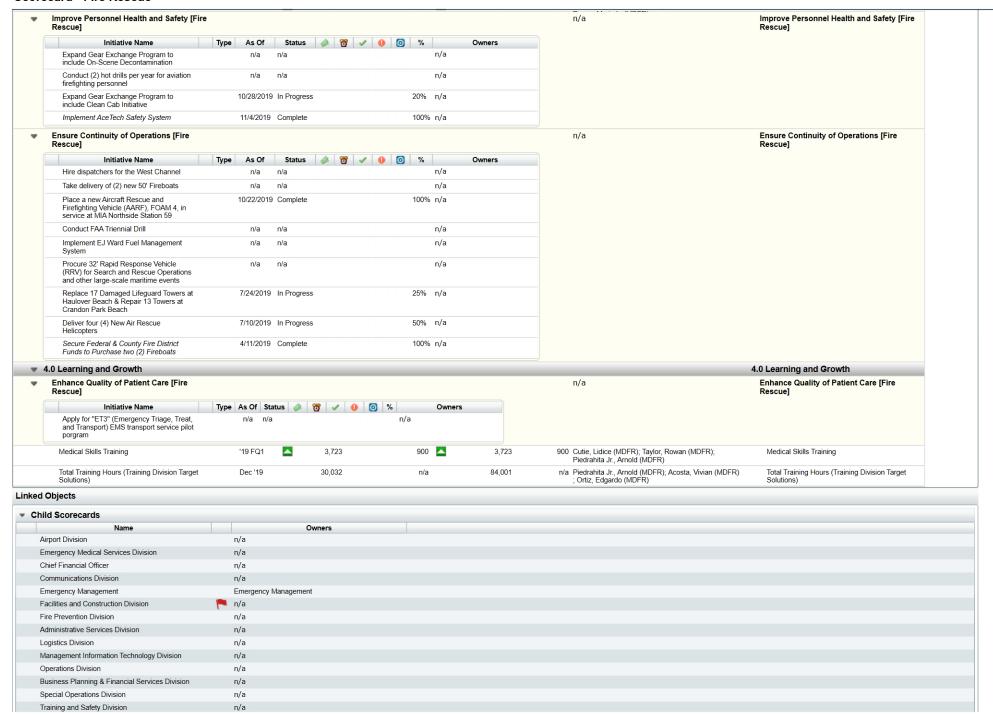
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~	Enhance Service Delivery [Fire Rescue]							n/a	Enhance Service Delivery [Fire Rescue]
	Initiative Name	Type As Of Sta	atus 🧳	8 👸 🗸 🕕	o %	Owner	s		
	Complete MDFR's third accreditation cycle and achieve MDFR's reaccreditation	n/a n/a			n/a				
	Number of New Services and/or Stations to Meet Identified Needs	'20 FQ1		2	0		2	Piedrahita Jr., Arnold (MDFR); Reyes, Maria L. (MDFR)	Number of New Services and/or Stations to M Identified Needs
	Air Rescue Availability for Transport	Dec '19		100% (81/81)	98%		100% (266/266)	98% Salz, Benjamin J. (MDFR); Borges, Andy; Johnson, Carmen; Contreras, Charlene (MDFR); Suarez, Jeffrey (MDFR)	Air Rescue Availability for Transport
	Number of Fireboat Missions	Dec '19		25	n/a		65	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
~	Reduce Fire Rescue Response (Wait) Time to Medical Incidents							n/a	Reduce Fire Rescue Response (Wait) Tin to Medical Incidents
	Total Average MDFR Life-Threatening Response (Wait) Time	Dec '19		7.40minutes	8.00minutes		7.38minutes	8.00minutes Piedrahita Jr., Arnold (MDFR); Reyes, Maria L. (MDFR)	Total Average MDFR Life-Threatening Respor (Wait) Time
	Total Response (Wait) Time to 90% of Life Threatening Calls inside UDB (MSU)	Dec '19	\blacksquare	11.06minutes	8.00minutes	$\overline{}$	11.07minutes	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)	Dec '19		12.22minutes	9.00minutes	lacksquare	12.22minutes	9.00minutes Piedrahita Jr., Arnold (MDFR); Reyes, Maria L. (MDFR)	Total Response (Wait) Time to 90% of Non-Lif Threatening Calls inside UDB (MSU)
~	Reduce Fire Rescue Response (Wait) Time to Fire Incidents							n/a	Reduce Fire Rescue Response (Wait) Tin to Fire Incidents
	Total Average MDFR Structure Fire Response (Wait) Time	Dec '19	_	6.15minutes		_	6.30minutes	7.15minutes 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)	Dec '19		8.37minutes	8.50minutes		8.42minutes	8.50minutes Piedrahita Jr., Arnold (MDFR)	Total Response (Wait) Time to 90% of Structu Fire Calls inside UDB (MSU)
~	Reduce Fire Rescue Dispatch Time							n/a	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 Progre	ess	30% n/	'a			
	Fire Rescue Average Dispatch Time	Dec '19		30seconds	33seconds		31seconds	33seconds 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	Dec '19		30seconds	33seconds		30seconds	33seconds 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	Dec '19	_	72seconds	80seconds	_	75seconds	80seconds Rubin, Gregory (MDFR); Piedrahita Jr., Arnold (MDFR	 Average Fire Rescue Dispatch Time for Struct Fire Calls
	911 Call processing time (in seconds)	Dec '19	\blacksquare	97.0secs	85.0secs	lacksquare	97.3secs	85.0secs Gonzalez, Thamy; Wesolowski, Deborah; Arocha, Freya; Holden, Vanessa	911 Call processing time (in seconds)
₩.	Call Volume [Fire Rescue]							n/a	Call Volume [Fire Rescue]
	Total Call Volume	Dec '19	$\overline{}$	21,851	21,667	_	63,930	65,001 Reyes, Maria L. (MDFR);	Total Call Volume
	Number of Life-Threatening Incidents MDFR Responded To	Dec '19	-	11,440	11,250	_	33,313	33,750 Piedrahita Jr., Arnold (MDFR)	Number of Life-Threatening Incidents MDFR Responded To
	Number of Other Medical Incidents MDFR Responded To	Dec '19	<u> </u>	4,813		<u> </u>	14,297	13,764 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	Dec '19		2,198		<u> </u>	6,292	6,249 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	Dec '19	_	3,400		_	10,028	10,749 Piedrahita Jr., Arnold (MDFR); Reyes, Maria L. (MDFR)	Number of Miscellaneous Incidents MDFR Responded To
	Total Number of HazMat Incidents	Dec '19	_	27	17	_	86	51 Tonanez, Alvaro; Trim, Anthony; Suarez, Jeffrey (MDF; Contreras, Charlene (MDFR); Piedrahita Jr., Arnold (MDFR); Reyes, Maria L. (MDFR)	
	Number of Medical Calls Transported by MDFR Rescue Units	Dec '19		6,567	6,500	lacksquare	19,257	19,500 Taylor, Rowan (MDFR); Piedrahita Jr., Arnold (MDFR), Reyes, Maria L. (MDFR)	Number of Medical Calls Transported by MDF Rescue Units
~	Reduce Preventable Death, Injury, and Property Loss [Fire Rescue]				n/a	Reduce Preventable Death, Injury, and Property Loss [Fire Rescue]			
	Initiative Name	Type As Of	Status	<i>ቇ</i> 8 ✓	0 %		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.	Collaborate w/ MDPD and other municipal n/a n/a n/a n/a aw enforcement agencies to develop, equip, and train first responders in the unified response and management of							
	Install lightning Detection Systems at Haulover Beach w/the Parks, Recreation and Open Spaces Department	9/30/2019	Complet	e	100% n/a	9			
	Implement "Control the Bleed" Program at MIA, Port Miami, and SPCC	9/30/2019	Complet	е	100% n/a	э			

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	Reduce Total Response Times [Fire Rescue]								n/a	Reduce Total Response Times [Fire Rescue]	
	Initiative Name	Type As Of	Status	s 🧆 👸	✓ 0 0 %		Owners				
	Establish CAD-to-CAD Connectivity via all PSAPs & Communication Centers	7/10/2019	Not Star	ted	16.67%	6 n/a					
	Computer Aided Dispatch (CAD) Procurement	7/10/2019	In Progr	ess	50%	n/a					
	Implement Traffic Signal Preemption	n/a	n/a			n/a					
	Implementation of Radio Interagency Interoperability Project	7/10/2019	In Progr	ess	50%	n/a					
•	Enhance Disaster Preparedness and Community Response [Fire Rescue]								n/a	Enhance Disaster Preparedness and Community Response [Fire Rescue]	
	Initiative Name	Type As Of	State	e 🛦 🦇	✓ 0 0 %		Owners			, , , ,	
	Conduct FEMA-evaluated functional exercise at Turkey Point	n/a	n/a	.s 🥟 😈		n/a	Owners				
	Form a local working group to incorporate greater input into Operation Vigilant Sentry (federal mass migration response plan)	n/a	n/a			n/a					
	Provide Community Emergency Response Team (CERT) Training to a min. of 180 residents	n/a	n/a			n/a					
	Relocate Office of Emergency n/a Management to a Category 5 Facility		n/a		n/a						
	Conduct functional exercise to test Miami- Dade County's Super Bowl LIV Plan	12/31/201	9 Comple	ete	100%	n/a					
₹ 2	.0 Financial									2.0 Financial	
Ţ	Meet Budget Targets [Fire Rescue]								n/a	Meet Budget Targets [Fire Rescue]	
	Revenue: Total (Fire Rescue)	'20 FQ1		\$356,391K	\$143,438K		\$356,391K	\$143,438K	Mendelsberg, Scott (MDFR); Kirkland, Loida (MDFR); Salz, Benjamin J. (MDFR); Heredia, Carlos (MDFR);	Revenue: Total (Fire Rescue)	
	Expen: Total (Fire Rescue)	'20 FQ1		\$115,757K	\$143,438K		\$115,757K	\$143,438K	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]								n/a	Total Accounts Receivable [Fire Rescue	
*	Dollars Collected (Accounts Receivables)	Dec '19		\$1,283,926	n/a		\$3,852,818	n/a	Pulido, Darleen (MDFR); Elesppe, Vivian (MDFR);	Dollars Collected (Accounts Receivables)	
	Percentage of Invoices Processed and Paid	Dec '19		63%	75%		79%		Reyes, Maria L. (MDFR) Elesppe, Vivian (MDFR); Manii, Sam (MDFR);	Percentage of Invoices Processed and Paid	
	Within 30 Days Percentage of Invoices Processed and Paid	Dec '19		85%	90%	_	93%		Reyes, Maria L. (MDFR) Elesppe, Vivian (MDFR); Reyes, Maria L. (MDFR);	Within 30 Days Percentage of Invoices Processed and Paid	
	within 45 Days								Manii, Sam (MDFR)		
	3.0 Internal								, , ,	within 45 Days	
▼ 3.	.o internal									3.0 Internal	
	Units in Service [Fire Rescue]								n/a	•	
		'20 FQ1		58	57		58	57		3.0 Internal	
	Units in Service [Fire Rescue]	'20 FQ1 '20 FQ1		58 59	57 59	_	58 59		n/a	3.0 Internal Units in Service [Fire Rescue]	
	Units in Service [Fire Rescue] Number of Frontline Rescue Units		_					59	n/a Piedrahita Jr., Arnold (MDFR)	3.0 Internal Units in Service [Fire Rescue] Number of Frontline Rescue Units	
▼	Units in Service [Fire Rescue] Number of Frontline Rescue Units Number of Frontline Suppression Units	'20 FQ1		59	59	_	59	59	n/a Piedrahita Jr., Arnold (MDFR) Piedrahita Jr., Arnold (MDFR)	3.0 Internal Units in Service [Fire Rescue] Number of Frontline Rescue Units Number of Frontline Suppression Units Number of Specialty Units	
*	Units in Service [Fire Rescue] Number of Frontline Rescue Units Number of Frontline Suppression Units Number of Specialty Units	'20 FQ1		59	59		59 20	59 18	n/a Piedrahita Jr., Arnold (MDFR) Piedrahita Jr., Arnold (MDFR) Piedrahita Jr., Arnold (MDFR)	3.0 Internal Units in Service [Fire Rescue] Number of Frontline Rescue Units Number of Frontline Suppression Units Number of Specialty Units	
▼	Units in Service [Fire Rescue] Number of Frontline Rescue Units Number of Frontline Suppression Units Number of Specialty Units Department Position Count [Fire Rescue]	'20 FQ1 '20 FQ1	_	59 20	59 18 2,621 (2,500 - 2,700)		59 20	59 18 2,621 (2,500 - 2,700)	n/a Piedrahita Jr., Arnold (MDFR) Piedrahita Jr., Arnold (MDFR) Piedrahita Jr., Arnold (MDFR) n/a Loyola, Donna (MDFR); Endara, Melissa (MDFR); Toledo-Fernandez, Christie (MDFR);	3.0 Internal Units in Service [Fire Rescue] Number of Frontline Rescue Units Number of Frontline Suppression Units Number of Specialty Units Department Position Count [Fire Rescue Positions: Full-Time Filled (MDFR)	
▼	Units in Service [Fire Rescue] Number of Frontline Rescue Units Number of Frontline Suppression Units Number of Specialty Units Department Position Count [Fire Rescue] Positions: Full-Time Filled (MDFR) Number of Sworn Personnel Separating from	'20 FQ1 '20 FQ1 '19 FQ4		59 20 2,599	59 18 2,621 (2,500 - 2,700)		59 20 2,599	59 18 2,621 (2,500 - 2,700)	n/a Piedrahita Jr., Arnold (MDFR) Piedrahita Jr., Arnold (MDFR) Piedrahita Jr., Arnold (MDFR) Piedrahita Jr., Arnold (MDFR) n/a Loyola, Donna (MDFR); Endara, Melissa (MDFR); Toledo-Fernandez, Christie (MDFR); Jose, Maria (MDFR); Matute, Yadimar (MDFR) Toledo-Fermandez, Christie (MDFR); Jose, Maria (MDFR); Matute, Yadimar (MDFR);	3.0 Internal Units in Service [Fire Rescue] Number of Frontline Rescue Units Number of Frontline Suppression Units Number of Specialty Units Department Position Count [Fire Rescue Units Positions: Full-Time Filled (MDFR) Number of Sworn Personnel Separating from MDFR	
▼	Units in Service [Fire Rescue] Number of Frontline Rescue Units Number of Frontline Suppression Units Number of Specialty Units Department Position Count [Fire Rescue] Positions: Full-Time Filled (MDFR) Number of Sworn Personnel Separating from MDFR Reduce Property Loss and Destruction	'20 FQ1 '20 FQ1 '19 FQ4		59 20 2,599	59 18 2,621 (2,500 - 2,700)		59 20 2,599	59 18 2,621 (2,500 - 2,700) 18	n/a Piedrahita Jr., Arnold (MDFR) Piedrahita Jr., Arnold (MDFR) Piedrahita Jr., Arnold (MDFR) Piedrahita Jr., Arnold (MDFR) n/a Loyola, Donna (MDFR), Endara, Melissa (MDFR); Toledo-Fernandez, Christie (MDFR); Jose, Maria (MDFR); Matute, Yadimar (MDFR) Toledo-Fernandez, Christie (MDFR); Jose, Maria (MDFR); Matute, Yadimar (MDFR); Endara, Melissa (MDFR); Loyola, Donna (MDFR)	3.0 Internal Units in Service [Fire Rescue] Number of Frontline Rescue Units Number of Frontline Suppression Units Number of Specialty Units Department Position Count [Fire Rescue] Positions: Full-Time Filled (MDFR) Number of Sworn Personnel Separating from MDFR Reduce Property Loss and Destruction [Fire Rescue]	
▼	Units in Service [Fire Rescue] Number of Frontline Rescue Units Number of Frontline Suppression Units Number of Specialty Units Department Position Count [Fire Rescue] Positions: Full-Time Filled (MDFR) Number of Sworn Personnel Separating from MDFR Reduce Property Loss and Destruction [Fire Rescue]	'20 FQ1 '20 FQ1 '19 FQ4 Dec '19		2,599 20	59 18 2,621 (2,500 - 2,700) 6 99.00%		2,599 6	59 18 2,621 (2,500 - 2,700) 18 99.00% 6,041	n/a Piedrahita Jr., Arnold (MDFR) Piedrahita Jr., Arnold (MDFR) Piedrahita Jr., Arnold (MDFR) Piedrahita Jr., Arnold (MDFR) n/a Loyola, Donna (MDFR); Endara, Melissa (MDFR); Toledo-Fernandez, Christie (MDFR); Jose, Maria (MDFR); Matute, Yadimar (MDFR) Toledo-Fernandez, Christie (MDFR); Jose, Maria (MDFR); Matute, Yadimar (MDFR); Endara, Melissa (MDFR); Loyola, Donna (MDFR) n/a Gonzalez, Dianelys (MDFR); Williams, Darren (MDFR); Fernandez, Juan (MDFR); Duarte, Debra (MDFR); Gonzalez, Dianelys (MDFR); Duarte, Debra (MDFR); Gonzalez, Dianelys (MDFR);	3.0 Internal Units in Service [Fire Rescue] Number of Frontline Rescue Units Number of Frontline Suppression Units Number of Specialty Units Department Position Count [Fire Rescue] Positions: Full-Time Filled (MDFR) Number of Sworn Personnel Separating fro MDFR Reduce Property Loss and Destruction [Fire Rescue]	
▼	Units in Service [Fire Rescue] Number of Frontline Rescue Units Number of Frontline Suppression Units Number of Specialty Units Department Position Count [Fire Rescue] Positions: Full-Time Filled (MDFR) Number of Sworn Personnel Separating from MDFR Reduce Property Loss and Destruction [Fire Rescue] Fire Plan Review Process Timeliness Life Safety Inspections Completed (Reflects Monthly) Certificate of Occupancy Inspections Completed	'20 FQ1 '20 FQ1 '19 FQ4 Dec '19 Dec '19 Dec '19		59 20 2,599 4 95.63% 5,436 1,581	59 18 2,621 (2,500 - 2,700) 6 99.00% 6,041 1,400		59 20 2,599 6 95.93% 5,436 5,060	59 18 2,621 (2,500 - 2,700) 18 99.00% 6,041 4,200	n/a Piedrahita Jr., Arnold (MDFR) Piedrahita Jr., Arnold (MDFR) Piedrahita Jr., Arnold (MDFR) Piedrahita Jr., Arnold (MDFR) N/a Loyola, Donna (MDFR); Endara, Melissa (MDFR); Toledo-Fernandez, Christie (MDFR); Jose, Maria (MDFR); Matute, Yadimar (MDFR) Toledo-Fernandez, Christie (MDFR); Jose, Maria (MDFR); Matute, Yadimar (MDFR); Endara, Melissa (MDFR); Loyola, Donna (MDFR) In/a Gonzalez, Dianelys (MDFR); Williams, Darren (MDFR); Fernandez, Juan (MDFR); Duarte, Debra (MDFR); Fernandez, Juan (MDFR); Duarte, Debra (MDFR); Gonzalez, Dianelys (MDFR); Williams, Darren (MDFR); Fernandez, Juan (MDFR); Usurte, Debra (MDFR); Usurte, Debra (MDFR); Usurte, Debra (MDFR); Usurte, Debra (MDFR); Onneleys (MDFR); Usurte, Debra (MDFR); Onneleys	3.0 Internal Units in Service [Fire Rescue] Number of Frontline Rescue Units Number of Frontline Suppression Units Number of Specialty Units Department Position Count [Fire Rescue] Positions: Full-Time Filled (MDFR) Number of Sworn Personnel Separating fro MDFR Reduce Property Loss and Destruction [Fire Rescue] Fire Plan Review Process Timeliness Life Safety Inspections Completed (Reflects Monthly) Certificate of Occupancy Inspections Comp	
▼	Units in Service [Fire Rescue] Number of Frontline Rescue Units Number of Frontline Suppression Units Number of Specialty Units Department Position Count [Fire Rescue] Positions: Full-Time Filled (MDFR) Number of Sworn Personnel Separating from MDFR Reduce Property Loss and Destruction [Fire Rescue] Fire Plan Review Process Timeliness Life Safety Inspections Completed (Reflects Monthly)	'20 FQ1 '20 FQ1 '19 FQ4 Dec '19 Dec '19 Dec '19 Dec '19 Dec '19		2,599 2,599 4 95.63% 5,436	59 18 2,621 (2,500 - 2,700) 6 99.00%		59 20 2,599 6 95.93% 5,436	59 18 2,621 (2,500 - 2,700) 18 99.00% 6,041 4,200	n/a Piedrahita Jr., Arnold (MDFR) n/a Loyola, Donna (MDFR); Endara, Melissa (MDFR); Toledo-Fernandez, Christie (MDFR); Jose, Maria (MDFR); Matute, Yadimar (MDFR) Toledo-Fernandez, Christie (MDFR); Jose, Maria (MDFR); Matute, Yadimar (MDFR); Endara, Melissa (MDFR); Loyola, Donna (MDFR) n/a Gonzalez, Dianelys (MDFR); Williams, Darren (MDFR); Fernandez, Juan (MDFR); Duarte, Debra (MDFR); Fernandez, Juan (MDFR); Duarte, Debra (MDFR); Gonzalez, Dianelys (MDFR); Williams, Darren (MDFR);	3.0 Internal Units in Service [Fire Rescue] Number of Frontline Rescue Units Number of Frontline Suppression Units Number of Specialty Units Department Position Count [Fire Rescue] Positions: Full-Time Filled (MDFR) Number of Sworn Personnel Separating fro MDFR Reduce Property Loss and Destruction [Fire Rescue] Fire Plan Review Process Timeliness Life Safety Inspections Completed (Reflects Monthly) Certificate of Occupancy Inspections Comp	

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Parent Scorecard	s			
	Name			Owners
Public Safety Strate	gic Area Scorecard	n/a	'a	
ActiveViews				
Initiatives				
▼ Objectives				
	Name			Owners
	cient Facilities and Resource ime [Fire Rescue]	es to Reduce	n/a	
Enhance Se	rvice Delivery [Fire Rescue]		n/a	
Reduce Fire Medical Incid	Rescue Response (Wait) Til dents	ime to	n/a	
Reduce Fire Incidents	Rescue Response (Wait) Til	ime to Fire	n/a	
Reduce Fire	Rescue Dispatch Time		n/a	
Call Volume	[Fire Rescue]		n/a	
Reduce Prev [Fire Rescue	ventable Death, Injury, and F e]	Property Loss	n/a	
Reduce Tota	l Response Times [Fire Res	scue]	n/a	
Enhance Dis Response [F	saster Preparedness and Co Fire Rescue]	ommunity	n/a	
Meet Budge	t Targets [Fire Rescue]		n/a	
Total Accoun	ts Receivable [Fire Rescue]]	n/a	
Units in Serv	rice [Fire Rescue]		n/a	
Department	Position Count [Fire Rescue]	n/a	
	perty Loss and Destruction [F		n/a	
Improve Per	sonnel Health and Safety [Fi	ire Rescue]	n/a	
Ensure Conf	inuity of Operations [Fire Re	escue]	n/a	
Enhance Qu	ality of Patient Care [Fire Re	escue]	n/a	
Program Groups				
Stoplight Charts				
▼ Tasks				
commentary				
Action Items				
Due Date 🔺	Status 🔺	Action	01	wners
Comments				
Date ▼	Author			Comment
10/26/2006 Reyes, Maria		Agenda:		Comment
10/20/2000 Treyes, Walle	L. (MDITY)	1) How far w	ve've journeyed	
		- 54 score		lanning (SP) Worksho
		- Annually - Annually	y create/discuss d	ivision business plans

Date ▼	Author	Comment	
10/26/200	6 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 - Faciliated 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

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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										

ıres										
<m d="" yyyy=""></m>	15 Sum. Lvl.: Base ▼ Comparator: [Default ▼								
<141/ tr/ y y y y y >										
▼ VR	Name 911 Call processing time (in seconds)	Description	Comparator Name Goal - Default	Sum. Lvl. Base	Period Jan '20	Actual 96.0secs	Target 85.0secs	Variance	Owners Gonzalez, Thamy; Wesolowski, Deborah;	Poli
VIX	off oan processing time (in seconds)		Ooai - Deladit	Dasc	Jan 20	30.03003	00.03003	-11.03003	Arocha, Freya; Holden, Vanessa	1 01
△	Air Rescue Availability for Transport		Goal - Default	Base	Jan '20	100% (100/100)	98%	2%	Salz, Benjamin J. (MDFR); Borges, Andy; Johnson, Carmen; Contreras, Charlene (MDFR); Suarez, Jeffrey (MDFR)	Fire
	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	Jan '20	34seconds	33seconds	-1seconds	Rubin, Gregory (MDFR); Piedrahita Jr., Arnold (MDFR)) Fire
▼ VR	Average Fire Rescue Dispatch Time for Structure Fire Calls	Communications Dispatch Time for Structure Fire Calls.	Goal - Default	Base	Jan '20	87seconds	80seconds	-7seconds	Rubin, Gregory (MDFR); Piedrahita Jr., Arnold (MDFR)) Fire
	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 Inspection per month.	Goal - Default	Base	Jan '20	144.00	117.00	27.00	Gonzalez, Dianelys (MDFR); Duarte, Debra (MDFR); Fernandez, Juan (MDFR); Williams, Darren (MDFR)	Fire
_	Certificate of Occupancy Inspections Completed	Formely named " Number of New Construction Inspections Performed"	Goal - Default	Base	Jan '20	1,440	1,400	40	Williams, Darren (MDFR); Fernandez, Juan (MDFR); Duarte, Debra (MDFR); Gonzalez, Dianelys (MDFR)	Fire
	Dollars Collected (Accounts Receivables)		Goal - Default	Base	Jan '20	\$1,187,631	n/a	n/a	Pulido, Darleen (MDFR); Elesppe, Vivian (MDFR); Reyes, Maria L. (MDFR)	Fir
2	Expen: Total (Fire Rescue)	Total expenditures in \$1,000s (from roll-up of Personnel, Other Operating, and Capital)	Goal - Default	Base	'20 FQ1	\$115,757K	\$143,438K	\$27,681K	Mendelsberg, Scott (MDFR); Boreland, Angela (MDFR); Kirkland, Loida (MDFR); Taylor, Rowan (MDFR); Heredia, Carlos (MDFR); Salz, Benjamin J. (MDFR); Santiago, Evelyn (MDFR)	Fin
3	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	Jan '20	96.83%	99.00%	2.17%	Gonzalez, Dianelys (MDFR); Williams, Darren (MDFR); Fernandez, Juan (MDFR); Duarte, Debra (MDFR)	Fir
3	Fire Plans Reviewed	1435	Goal - Default	Base	Jan '20	1,577	1,375	202	Fernandez, Juan (MDFR); Gonzalez, Dianelys (MDFR); Duarte, Debra (MDFR); Williams, Darren (MDFR)) Fii
	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	Jan '20	35seconds	33seconds	-2seconds	Rubin, Gregory (MDFR); Piedrahita Jr., Arnold (MDFR); Piedrahita Jr., Arnold (MDFR)) Fir
2	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	Jan '20	6,312	6,041	-271	Fernandez, Juan (MDFR); Duarte, Debra (MDFR); Gonzalez, Dianelys (MDFR); Williams, Darren (MDFR)	Fin
3	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 house 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)	Fin
	Number of Fireboat Missions		Goal - Default	Base	Jan '20	26	n/a	n/a	Salz, Benjamin J. (MDFR); Herrera, Ernesto; Garcia, Manuel; Contreras, Charlene (MDFR); Garcia, Manuel; Herrera, Ernesto; Piedrahita Jr., Arnold (MDFR)	Fir
3	Number of Frontline Rescue Units		Goal - Default	Base	'20 FQ1	58	57	1	Piedrahita Jr., Arnold (MDFR)	Fin
3	Number of Frontline Suppression Units		Goal - Default	Base	'20 FQ1	59	59	0	Piedrahita Jr., Arnold (MDFR)	Fii
Z ∨R	Number of Life-Threatening Incidents MDFR Responded To		Goal - Default	Base	Jan '20	11,460	11,250	-210	Piedrahita Jr., Arnold (MDFR)	Fir
3	Number of Medical Calls Transported by MDFR Rescue Units	Number of Medical Calls Transported	Goal - Default	Base	Jan '20	6,917	6,500	417	Taylor, Rowan (MDFR); Piedrahita Jr., Arnold (MDFR); Reyes, Maria L. (MDFR)	Fir
_	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	Jan '20	3,436	3,583	147	Piedrahita Jr., Arnold (MDFR); Reyes, Maria L. (MDFR)	Fir
₫	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 ands one (1) new rescue unit in service during the 3rd Quarter of of FY 2018-19. Ensure new stations and services are effectively allocated to meet current and	Goal - Default	Base	'20 FQ1	2	0	2	Piedrahita Jr., Arnold (MDFR); Reyes, Maria L. (MDFR)	Fir

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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	Jan '20	4,925	4,588	-337 Piedrahita Jr., Arnold (MDFR); Reyes, Maria L. (MDFR)	Fire Rescue
Number of Specialty Units		Goal - Default	Base	'20 FQ1	20	18	2 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	Jan '20	2,238	2,083	-155 Reyes, Maria L. (MDFR); Piedrahita Jr., Arnold (MDFR)	Fire Rescue
Number of Sworn Personnel Separating from MDFR		Goal - Default	Base	Jan '20	5	6	 -1 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	0	Goal - Default	Base	Dec '19	63%	75%	-12% Elesppe, Vivian (MDFR); Manii, Sam (MDFR); Reyes, Maria L. (MDFR)	Fire Rescue
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