

Fire Rescue

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 resources.

Owner:
Cominsky, Alan (MDFR);
Holmes, Arthur (MDFR);
Piedrahita Jr., Arnold (MDFR);
Reyes, Maria L. (MDFR)
Department:
Fire Rescue

Perspective Name	Objective Name	Measure Name	As Of	Actual	Business Plan Goal		Actual FYTD	FYTD Goal	
Customer	Enhance Service Delivery [Fire Rescue]	Number of New Services and/or Stations to Meet Identified Needs	'20 FQ3	0	1		2	2	
		Number of Fireboat Missions	Aug '20	39	n/a		309	n/a	
		Air Rescue Availability for Transport	May '20	100%	98%		100%	98%	
	Call Volume [Fire Rescue]	Number of Medical Calls Transported by MDFR Rescue Units	Aug '20	5,873	5,750		66,244	66,250	
		Total Number of HazMat Incidents	Aug '20	21	n/a		256	68	
		Number of Other Medical Incidents MDFR Responded To	Aug '20	4,343	4,583		49,606	50,433	
		Number of Miscellaneous Incidents MDFR Responded To	Aug '20	3,503	3,334		36,571	37,670	
		Number of Structure and Other Fire Incidents MDFR Responded To	Aug '20	2,055	2,083		22,848	22,833	
		Total Call Volume	Aug '20	20,434	21,750		226,598	238,918	
		Number of Life-Threatening Incidents MDFR Responded To	Aug '20	10,533	11,750		117,573	127,250	
		Reduce Fire Rescue Response (Wait) Time to Medical Incidents	Total Average MDFR Life-Threatening Response (Wait) Time	Aug '20	7.43minutes	8.00minutes		7.46minutes	8.00minutes
	Total Response (Wait) Time to 90% of Life Threatening Calls inside UDB (MSU)		Aug '20	11.06minutes	8.00minutes		11.09minutes	8.00minutes	
	Total Response (Wait) Time to 90% of Non-Life Threatening Calls inside UDB (MSU)		Aug '20	12.00minutes	9.00minutes		12.10minutes	9.00minutes	
	Reduce Fire Rescue Response (Wait) Time to Fire Incidents	Total Average MDFR Structure Fire Response (Wait) Time	Aug '20	6.34minutes	7.30minutes		6.37minutes	7.25minutes	
		Total Response (Wait) Time to 90% of Structure Fire Calls inside UDB (MSU)	Aug '20	8.43minutes	8.00minutes		8.52minutes	8.18minutes	

	Reduce Fire Rescue Dispatch Time	Fire Rescue Average Dispatch Time	Aug '20	28seconds	60seconds		31seconds	50seconds		
		Average Fire Rescue Dispatch Time for Life-Threatening Calls	Aug '20	27seconds	45seconds		30seconds	41seconds		
		Average Fire Rescue Dispatch Time for Structure Fire Calls	Aug '20	75seconds	80seconds		80seconds	80seconds		
		911 Call processing time (in seconds)	Aug '20	98.0secs	70.0secs		96.8secs	75.5secs		
Financial	Meet Budget Targets [Fire Rescue]	Expen: Total (Fire Rescue)	'20 FQ3	\$138,852K	\$118,464K		\$381,400K	\$263,847K		
		Revenue: Total (Fire Rescue)	'20 FQ3	\$57,034K	n/a		\$481,605K	\$286,875K		
	Total Accounts Receivable [Fire Rescue]	Percentage of Invoices Processed and Paid Within 30 Days	Apr '20	83%	40%		72%	55%		
		Percentage of Invoices Processed and Paid within 45 Days	Apr '20	94%	85%		90%	87%		
		Dollars Collected (Accounts Receivables)	Aug '20	\$960,538	n/a		\$10,498,850	n/a		
Internal	Reduce Property Loss and Destruction [Fire Rescue]	Fire Plan Review Process Timeliness	Aug '20	99.16%	100.00%		94.85%	99.64%		
		Structure Fire False Alarms	Aug '20	1,172	1,175		12,547	12,925		
		Certificate of Occupancy Inspections Completed	Aug '20	1,449	1,010		15,381	12,670		
		Average Number of CO Inspections per Inspector	Aug '20	144.00	191.00		1,424.00	1,805.00		
		Fire Plans Reviewed	Aug '20	1,546	1,225		16,690	14,075		
		Life Safety Inspections Completed (Reflects Monthly)	Aug '20	5,366	6,000		5,366	6,000		
	Department Position Count [Fire Rescue]	Positions: Full-Time Filled (MDFR)	'20 FQ2	2,651	2,700		2,651	2,700		
		Number of Sworn Personnel Separating from MDFR	Aug '20	6	6		50	66		
	Units in Service [Fire Rescue]	Number of Frontline Suppression Units	'20 FQ3	59	n/a		59	n/a		
		Number of Frontline Rescue Units	'20 FQ3	58	n/a		58	n/a		
		Number of Specialty Units	'20 FQ3	20	n/a		20	n/a		
	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)	Aug '20	27,020	n/a		300,550	150,368	

[Edit Scorecard](#)

Initiatives for Objectives

Objective Name	Initiative	As Of	Status	Budget	Timing	Quality	Risk	Scope	Owners
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Ensure Sufficient Facilities and Resources to Reduce Response Time [Fire Rescue]	Design & Submit for Permit for Ocean Rescue Facility at Crandon Park	5/27/2020	Complete						Cabrera, Celia "Maggy" (MDFR); Lamela, Angel (MDFR)
	Construction of Village of Palmetto Bay Fire Rescue Station 62	11/9/2019	Complete						Cabrera, Celia "Maggy" (MDFR); Lamela, Angel (MDFR)
	Establish a temporary Westwood Lake Fire-Rescue Station 41	2/14/2020	In Progress						Lamela, Angel (MDFR)
	Construction of Ocean Rescue Facility at Crandon Park								Cabrera, Celia "Maggy" (MDFR); Lamela, Angel (MDFR)
	Construction of New Permanent Sweetwater Fire Rescue Station 29	2/14/2020	In Progress						Cabrera, Celia "Maggy" (MDFR); Lamela, Angel (MDFR)
	Design & Submit for Permit for Westwood Lake Fire-Rescue Station 41	2/14/2020	Complete						Cabrera, Celia "Maggy" (MDFR); Lamela, Angel (MDFR)
	Construction of Dolphin Fire Rescue Station 68								Lamela, Angel (MDFR)
	Design & Submit for Permit for Dolphin Fire-Rescue Station 68	3/31/2020	Complete						Cabrera, Celia "Maggy" (MDFR); Lamela, Angel (MDFR)
	Design & Submit for Permit for Permanent Sweetwater Fire Rescue Station 29	2/14/2020	Complete						Cabrera, Celia "Maggy" (MDFR); Lamela, Angel (MDFR)
	Award contracts for audit of energy savings and implementation of various energy conservation and cost-saving measures at fire-rescue stations								Mendelsberg, Scott (MDFR); Salz, Benjamin J. (MDFR)
	Work w/ ISD to secure Professional Service Agreement for A&E services to design plans for (7) existing fire-rescue stations that must be rebuilt within the next five years	2/14/2020	Complete						Cabrera, Celia "Maggy" (MDFR); Lamela, Angel (MDFR)
	Establish temporary Eureka Fire-Rescue Station 71	5/27/2020	In Progress						Lamela, Angel (MDFR)
	Construction of Bay for Foam Truck 24 at Miami Executive Airport Facility	5/27/2020	Complete						Cabrera, Celia "Maggy" (MDFR); Lamela, Angel (MDFR)
	Design & Submit for Permit for Construction of Hangar for Air Rescue Helicopter at Opa-Locka Airport (Station 25)	3/31/2020	Complete						Cabrera, Celia "Maggy" (MDFR); Lamela, Angel (MDFR)

	Land Acquisition for Future Florida City Fire-Rescue Station 72	2/11/2020	In Progress						Heredia, Carlos (MDFR)
Enhance Service Delivery [Fire Rescue]	Complete MDFR's third accreditation cycle and achieve MDFR's reaccreditation	4/9/2020	Complete						Lugonja, Jenna (MDFR); Reyes, Maria L. (MDFR); Vidal, Denise (MDFR)
Enhance Quality of Patient Care [Fire Rescue]	Apply for "ET3" (Emergency Triage, Treat, and Transport) EMS transport service pilot program	2/13/2020	Complete						Taylor, Rowan (MDFR)
Reduce Fire Rescue Dispatch Time	Evaluate & Implement Alternatives to Reduce Public Safety Answering Point (PSAP) to MDFR Times	2/11/2020	In Progress						Williams, Willie (MDFR); Hall, Shanti (MDFR); Reyes, Maria L. (MDFR)
Improve Personnel Health and Safety [Fire Rescue]	Expand Gear Exchange Program to include Clean Cab Initiative	2/13/2020	Complete						Estopinan, Paul (MDFR); Rodriguez, Star (MDFR)
	Expand Gear Exchange Program to include On-Scene Decontamination	2/13/2020	In Progress						Cruz, Xiomara (MDFR); Gardner, John (MDFR)

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