

**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 FQ4	1	1	3	3	▲
		Number of Fireboat Missions	Sep '20	38	n/a	347	n/a	
		Air Rescue Availability for Transport	'20 FH2	100%	98%	100%	98%	▲
			'20 FQ4	100%	98%	100%	98%	▲
			2020 FY	100%	98%	100%	98%	▲
			Q3 '20	100%	98%	100%	98%	▲
			Sep '20	100%	98%	100%	98%	▲
	Call Volume [Fire Rescue]	Number of Medical Calls Transported by MDFR Rescue Units	Sep '20	5,199	5,750	71,443	72,000	▲
		Total Number of HazMat Incidents	Sep '20	21	n/a	278	68	▼
		Number of Other Medical Incidents MDFR Responded To	'20 FH2	25,104	27,498	53,671	55,016	▲
			'20 FQ4	13,175	13,749	53,671	55,016	▲
			2020 FY	53,671	55,016	53,671	55,016	▲
			Q3 '20	13,175	13,749	53,671	55,016	▲
			Sep '20	4,067	4,583	53,671	55,016	▲
		Number of Miscellaneous Incidents MDFR Responded To	'20 FH2	19,427	20,004	39,653	41,004	▲
			'20 FQ4	10,161	10,002	39,653	41,004	▲
			2020 FY	39,653	41,004	39,653	41,004	▲
			Q3 '20	10,161	10,002	39,653	41,004	▲
			Sep '20	3,083	3,334	39,653	41,004	▲
		Number of Structure and Other Fire Incidents MDFR Responded To	Sep '20	2,014	2,083	24,860	24,916	▲
		Total Call Volume	'20 FH2	117,340	130,500	244,888	260,668	▲
			'20 FQ4	61,307	65,250	244,888	260,668	▲
			2020 FY	244,888	260,668	244,888	260,668	▲
			Q3 '20	61,307	65,250	244,888	260,668	▲
	Sep '20		18,295	21,750	244,888	260,668	▲	
	Number of Life-Threatening Incidents MDFR Responded To	'20 FH2	60,411	70,500	126,704	139,000	▲	
		'20 FQ4	31,716	35,250	126,704	139,000	▲	
		2020 FY	126,704	139,000	126,704	139,000	▲	
		Q3 '20	31,716	35,250	126,704	139,000	▲	
		Sep '20	9,131	11,750	126,704	139,000	▲	
	Reduce Fire Rescue Response (Wait) Time to Medical Incidents	Total Average MDFR Life-Threatening Response (Wait) Time	Sep '20	7.37minutes	8.00minutes	7.45minutes	8.00minutes	▲
		Total Response (Wait) Time to 90% of Life Threatening Calls inside UDB (MSU)	Sep '20	10.51minutes	8.00minutes	11.04minutes	8.00minutes	▼
		Total Response (Wait) Time to 90% of Non-Life Threatening Calls inside UDB (MSU)	Sep '20	11.52minutes	9.00minutes	12.05minutes	9.00minutes	▼
Reduce Fire Rescue Response (Wait) Time to Fire Incidents	Total Average MDFR Structure Fire Response (Wait) Time	Sep '20	6.20minutes	7.30minutes	6.35minutes	7.25minutes	▲	
	Total Response (Wait) Time to 90% of Structure Fire Calls inside UDB (MSU)	Sep '20	8.36minutes	8.00minutes	8.51minutes	8.17minutes	▲	
Reduce Fire Rescue Dispatch Time	Fire Rescue Average Dispatch Time	Sep '20	29seconds	60seconds	31seconds	51seconds	▲	
	Average Fire Rescue Dispatch Time for Life-Threatening Calls	Sep '20	28seconds	45seconds	30seconds	41seconds	▲	
	Average Fire Rescue Dispatch Time for Structure Fire Calls	Sep '20	77seconds	80seconds	80seconds	80seconds	▲	
	911 Call processing time (in seconds)	Sep '20	96.0secs	85.0secs	96.8secs	85.0secs	▼	
Financial	Meet Budget Targets [Fire Rescue]	Expen: Total (Fire Rescue)	'20 FQ4	\$135,970K	\$143,438K	\$517,370K	\$573,750K	▲
		Revenue: Total (Fire Rescue)	'20 FQ4	\$82,771K	\$143,438K	\$564,376K	\$573,750K	▼
	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)		Sep '20	\$2,032,483	n/a	\$12,531,333	n/a		
Internal	Reduce Property Loss and Destruction [Fire Rescue]	Fire Plan Review Process Timeliness	Sep '20	98.06%	100.00%	95.12%	99.67%	▲
		Structure Fire False Alarms	'20 FH2	7,076	7,050	13,790	14,100	▲
	'20 FQ4		3,649	3,525	13,790	14,100	▲	
	2020 FY		13,790	14,100	13,790	14,100	▲	
	Q3 '20	3,649	3,525	13,790	14,100	▲		

Perspective Name	Objective Name	Measure Name	As Of	Actual	Business Plan Goal		Actual FYTD	FYTD Goal	
Internal	Reduce Property Loss and Destruction [Fire Rescue]	Structure Fire False Alarms	Sep '20	1,157	1,175	▲	13,790	14,100	▲
		Certificate of Occupancy Inspections Completed	Sep '20	1,395	1,010	▲	16,776	13,680	▲
		Average Number of CO Inspections per Inspector	Sep '20	171.00	191.00	■	1,595.00	1,996.00	■
		Fire Plans Reviewed	Sep '20	1,602	1,225	▲	18,292	15,300	▲
		Life Safety Inspections Completed (Reflects Monthly)	Sep '20	5,824	n/a		5,824	6,000	■
	Department Position Count [Fire Rescue]	Positions: Full-Time Filled (MDFR)	'20 FQ4	2,658	2,700	▼	2,658	2,700	▼
		Number of Sworn Personnel Separating from MDFR	Sep '20	5	6	▲	55	72	▲
	Units in Service [Fire Rescue]	Number of Frontline Suppression Units	'20 FQ4	60	n/a		60	n/a	
		Number of Frontline Rescue Units	'20 FQ4	58	n/a		58	n/a	
		Number of Specialty Units	'20 FQ4	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 per ISO Recommendations	'20 FH2	163,451	n/a		333,309	150,368	▲
			'20 FQ4	79,059	n/a		333,309	150,368	▲
			2020 FY	333,309	150,368	▲	333,309	150,368	▲
			Q3 '20	79,059	n/a		333,309	150,368	▲
			Sep '20	32,759	n/a		333,309	150,368	▲

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### Initiatives for Objectives

Objective Name	Initiative	As Of	Status	Budget	Timing	Quality	Risk	Scope	Owners
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	3/2/2020	Complete						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)
	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)
	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)
	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	9/30/2020	Complete						Heredia, Carlos (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)
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	9/30/2020	Complete						Cruz, Xiomara (MDFR); Gardner, John (MDFR)
	Conduct (2) hot drills per year for aviation firefighting personnel	9/30/2020	Complete						Rojas, Enrique (MDFR)
Enhance Disaster Preparedness and Community Response [Fire Rescue]	Provide Community Emergency Response Team (CERT) Training to a min. of 180 residents	9/30/2020	Complete						Cyrille, Charles (MDFR); Rollason, Frank (MDFR)
	Conduct functional exercise to test Miami-Dade County's Super Bowl LIV Plan	12/31/2019	Complete						Cyrille, Charles (MDFR); Rollason, Frank (MDFR)
Ensure Continuity of Operations [Fire Rescue]	Conduct FAA Triennial Drill	3/1/2020	Complete						Gardner, John (MDFR)
	Place a new Aircraft Rescue and Firefighting Vehicle (AARF), FOAM 4, in service at MIA Northside Station 59	10/22/2019	Complete						Gardner, John (MDFR)