

As Of <= 12/31/2020

## 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 154 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 59 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	'21 FQ1	1	1	1	1	▲
		Number of Fireboat Missions	Dec '20	22	25	100	100	▲
		Air Rescue Availability for Transport	Dec '20	100%	98%	n/a	n/a	▲
	Call Volume [Fire Rescue]	Number of Medical Calls Transported by MDFR Rescue Units	Dec '20	6,351	5,750	24,686	23,000	▲
		Total Number of HazMat Incidents	Dec '20	26	25	93	100	▲
		Number of Non-Life-Threatening Incidents MDFR Responded To	Dec '20	5,337	4,583	20,253	18,332	▲
		Number of Miscellaneous Incidents MDFR Responded To	Dec '20	4,104	3,334	15,240	13,336	▲
		Number of Structure and Other Fire Incidents MDFR Responded To	Dec '20	2,279	2,084	9,096	8,333	▲
		Total Call Volume	Dec '20	21,301	21,668	82,724	86,666	▲
		Number of Life-Threatening Incidents MDFR Responded To	Dec '20	9,581	11,166	38,135	44,667	▲
	Reduce Fire Rescue Response (Wait) Time to Medical Incidents	Total Average MDFR Life-Threatening Response (Wait) Time	Dec '20	7.48minutes	9.00minutes	n/a	n/a	▲
		Total Response (Wait) Time to 90% of Life Threatening Calls inside UDB (MSU)	Dec '20	11.06minutes	8.00minutes	n/a	n/a	▲
		Total Response (Wait) Time to 90% of Non-Life Threatening Calls inside UDB (MSU)	Dec '20	12.24minutes	10.00minutes	n/a	n/a	▲
	Reduce Fire Rescue Response (Wait) Time to Fire Incidents	Total Average MDFR Structure Fire Response (Wait) Time	Dec '20	6.42minutes	7.30minutes	n/a	n/a	▲
		Total Response (Wait) Time to 90% of Structure Fire Calls inside UDB (MSU)	Dec '20	9.00minutes	7.00minutes	n/a	n/a	▲
	Reduce Fire Rescue Dispatch Time	Fire Rescue Average Dispatch Time	Dec '20	29seconds	31seconds	n/a	n/a	▲
		Average Fire Rescue Dispatch Time for Life-Threatening Calls	Dec '20	25seconds	45seconds	n/a	n/a	▲
		Average Fire Rescue Dispatch Time for Structure Fire Calls	Dec '20	76seconds	80seconds	n/a	n/a	▲
		911 Call processing time (in seconds)	Dec '20	99.0secs	90.0secs	n/a	n/a	▲
Financial	Meet Budget Targets [Fire Rescue]	Expen: Total (Fire Rescue)	'21 FQ1	\$140,033K	\$146,329K	\$140,033K	\$146,329K	▲
		Revenue: Total (Fire Rescue)	'21 FQ1	\$390,516K	\$146,329K	\$390,516K	\$146,329K	▲
	Total Accounts Receivable [Fire Rescue]	Percentage of Invoices Processed and Paid Within 30 Days	Dec '20	82%	40%	n/a	n/a	▲
		Percentage of Invoices Processed and Paid within 45 Days	Dec '20	96%	85%	n/a	n/a	▲
		Dollars Collected (Accounts Receivables)	Dec '20	\$1,168,386	\$1,000,000	\$3,936,983	\$4,000,000	▲
Internal	Reduce Property Loss and Destruction [Fire Rescue]	Fire Plan Review Process Timeliness	Dec '20	97.61%	100.00%	n/a	n/a	▲
		Structure Fire False Alarms	Dec '20	1,250	1,175	5,177	4,700	▲
		Certificate of Occupancy Inspections Completed	Dec '20	1,208	1,500	5,088	6,000	▲
		Average Number of CO Inspections per Inspector	Dec '20	128.00	125.00	518.00	500.00	▲
		Fire Plans Reviewed	Dec '20	1,754	1,500	6,415	6,000	▲
		Life Safety Inspections Completed (Reflects Monthly)	Dec '20	7,218	5,334	24,171	21,333	▲
	Department Position Count [Fire Rescue]	Positions: Full-Time Filled (MDFR)	'21 FQ1	2,670	2,725	n/a	n/a	▲
		Number of Sworn Personnel Separating from MDFR	Dec '20	4	6	16	30	▲
	Units in Service [Fire Rescue]	Number of Frontline Suppression Units	'21 FQ1	60	60	n/a	n/a	▲
		Number of Frontline Rescue Units	'21 FQ1	59	59	n/a	n/a	▲
		Number of Specialty Units	'21 FQ1	21	21	n/a	n/a	▲
Learning and Growth	Enhance Quality of Patient Care [Fire Rescue]	Total Training Hours per ISO Recommendations	Dec '20	33,896	35,614	157,983	178,070	▲

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## Initiatives for Objectives

Objective Name	Initiative	As Of	Status	Budget	Timing	Quality	Risk	Scope	Owners
Enhance Service Delivery [Fire Rescue]	Complete MDFR's third accreditation cycle and achieve MDFR's reaccreditation	11/6/2020	Complete						Lugonja, Jenna (MDFR); Reyes, Maria L. (MDFR); Vidal, Denise (MDFR)
	Place one new rescue unit in service (FY2021)	10/9/2020	Complete						Jadallah, Raied (MDFR)