

As Of <= 09/30/2024

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 1,904 square mile territory and provides daily 24-hour emergency response services to over 1.9 million residents, businesses and visitors through 158 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 63 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.

Owner: Jadallah, Raied (MDFR)
Department: Fire Rescue

Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal	
Customer	Enhance Service Delivery [Fire Rescue]	Number of New Services and/or Stations to Meet Identified Needs	'24 FQ3		3	1	3	1	
		Number of Fireboat Missions	Sep '24		27	20	246	250	
		Air Rescue Availability for Transport	Sep '24		100%	100%	100%	100%	
		MDFR ISO Public Protection Classification	2024		1	1	n/a	n/a	
	Reduce Fire Rescue Response (Wait) Time to Medical Incidents	Average MDFR Response (Wait) Time to Life Threatening Calls inside UDB (MSU)	Sep '24		7.52minutes	7.45minutes	7.56minutes	7.45minutes	
		Total Average MDFR Life-Threatening Response (Wait) Time	Sep '24		7.59minutes	7.45minutes	7.75minutes	7.45minutes	
	Reduce Fire Rescue Response (Wait) Time to Fire Incidents	Average MDFR Response (Wait) Time to Structure Fire Calls inside UDB (MSU)	Sep '24		6.13minutes	6.20minutes	6.13minutes	6.20minutes	
		Total Average MDFR Structure Fire Response (Wait) Time	Sep '24		6.21minutes	6.45minutes	6.33minutes	6.45minutes	
	Reduce Fire Rescue Dispatch Time	Average Fire Rescue Dispatch Time (in seconds)	Sep '24		29seconds	29seconds	29seconds	29seconds	
		Average Fire Rescue Dispatch Time for Life-Threatening Calls	Sep '24		28seconds	30seconds	28seconds	30seconds	
		Average Fire Rescue Dispatch Time for Structure Fire Calls	Sep '24		57seconds	70seconds	60seconds	70seconds	
		Average 911 Call processing time (in seconds) Communication Bureau	Sep '24		113.0secs	97.0secs	111.9secs	97.0secs	
	Incident Volume [Fire Rescue]	Number of Medical Calls Transported by MDFR Rescue Units	Sep '24		7,975	7,000	91,709	84,000	
		Total Number of HazMat Incidents	Sep '24		21	21	220	250	
		Number of Non-Life-Threatening Incidents MDFR Responded To	Sep '24		7,006	6,800	86,333	86,000	
		Number of Miscellaneous Incidents MDFR Responded To	Sep '24		3,204	1,913	32,144	23,000	
		Number of Structure and Other Fire Incidents MDFR Responded To	Dec '21		2,264	2,250	6,630	6,750	
		Number of Fire Rescue Calls received	Sep '24		25,107	23,334	296,858	280,000	
	MDFR Customer Feedback Survey Results	Number of Life-Threatening Incidents MDFR Responded To	Sep '24		12,168	11,917	147,068	143,000	
		% Total Surveys Received	Jan '24		9%	9%	8%	9%	
		% of Surveys Received with Rating of 4.5 or Greater	Jan '24		96%	90%	94%	90%	
		Q2. MDFR explained your treatment to you	Jan '24		4.86	4.85	4.84	4.85	
		Q1. MDFR responded to your needs in a timely manner	Jan '24		4.95	4.85	4.91	4.85	
		Q3. MDFR treated you in a professional manner	Jan '24		4.99	4.85	4.94	4.85	
		Q4. MDFR met your expectations when you requested	Jan '24		4.94	4.85	4.93	4.85	

Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal	
Customer	MDFR Customer Feedback Survey Results	assistance							
		% of Surveys Received with Rating less than 3.0	Jan '24	▲	0%	2%	n/a	2%	
Financial	Meet Budget Targets [Fire Rescue]	Expen: Total (Fire Rescue)	'24 FQ4	▼	\$199,070K	\$181,900K	\$642,321K	\$727,597K	▲
		Revenue: Total (Fire Rescue)	'24 FQ4	▼	\$101,871K	\$181,900K	\$716,574K	\$727,597K	▼
	Accounts Payable/Receivable [Fire Rescue]	Percentage of Invoices Processed and Paid Within 30 Days	Sep '24	▲	91%	70%	88%	70%	▲
		Percentage of Invoices Processed and Paid within 45 Days	Sep '24	▲	94%	90%	95%	90%	▲
		Dollars Collected (Accounts Receivables)	Sep '24	▲	\$22,019,906	\$1,000,000	\$139,999,966	\$12,000,000	▲
Internal	Units in Service [Fire Rescue]	Number of Frontline Suppression Units	'24 FQ3	▼	62	63	62	63	▼
		Number of Frontline Rescue Units	'24 FQ3	▲	65	65	65	65	▲
		Number of Specialty Units	'24 FQ3	▲	21	21	21	21	▲
	Ensure Proper Staffing and Reduce Unscheduled Overtime	Positions: Full-Time Filled (MDFR)	'24 FQ4	▼	2,902	2,930	2,902	2,930	▼
		Number of Sworn Personnel Separating from MDFR	Sep '24	▲	2	6	175	72	▼
	Reduce Property Loss and Destruction [Fire Rescue]	Fire Plan Review Process Timeliness	Sep '24	▲	97.33%	100.00%	98.07%	100.00%	▲
		Structure Fire False Alarms	Sep '24	▼	1,374	1,333	16,849	16,000	▼
		Certificate of Occupancy Inspections Completed	Sep '24	▲	1,742	1,500	20,131	18,000	▲
		Average Number of CO Inspections per Inspector	Sep '24	▲	121.00	118.00	1,274.00	1,400.00	▼
		Fire Plans Reviewed	Sep '24	▲	1,986	1,750	24,678	21,000	▲
		Life Safety Inspections Completed (Reflects Monthly)	Sep '24	■	5,436	5,668	70,390	68,000	▲
		Number of residents receiving risk reduction or fire and life safety education.	Sep '24	▼	6,026	9,000	244,175	108,000	▲
		Total Training Hours per ISO Recommendations	Sep '24	▲	44,168	35,325	369,930	423,900	▼
Learning and Growth	Enhance Quality of Patient Care [Fire Rescue]								

[Edit Scorecard](#)

Back to Start

Key:  - Initiative  - Featured Objective

Initiatives for Objectives

Objective Name	Initiative	As Of	Status	Budget	Timing	Owners
Provide excellent, efficient, customer-focused services responsive to current & future needs of the community while working w/stakeholders, agencies, organizations & service delivery partners in providing essential fire-rescue services.	Expand and improve radio interoperability amongst adjacent fire departments, police agencies, and other key federal, state, and local agencies	5/9/2024	In Progress			
	Place three (3) new units in service (FY25)	5/9/2024	In Progress			
	Implement telemedicine for alternative 911 treatment options and for Community Paramedic service	5/9/2024	In Progress			
	Implement CAD-to-CAD connectivity.	5/9/2024	In Progress			
	Place three (3) new units in service (FY24)	5/7/2024	In Progress			
	Expand the MDFR Community Paramedic program	5/9/2024	In Progress			
	Construction of Dolphin Fire Rescue Station 68	5/9/2024	Complete			
	Establish temporary Eureka Fire-Rescue Station 71	5/9/2024	In Progress			
	Implement new Computer Aided Dispatch (CAD) System	5/9/2024	In Progress			
	Implement a countywide drone program	5/9/2024	In Progress			
Promote the health and wellness of personnel in a safe working environment, provide resources for physical and mental well-being, continue	Deliver Fire Station Mental Health Check-ins	5/9/2024	In Progress			
	Implement Autism Recognition and Response for Fire and Emergency Medical Services and Yoga and Mindfulness Training for MDFR personnel.	5/9/2024	In Progress			

Objective Name	Initiative	As Of	Status	Budget	Timing	Owners
Promote the health and wellness of personnel in a safe working environment, provide resources for physical and mental well-being, continue a strong labor-management partnership, and foster an inclusive working environment.	Develop and implement training modules focused on customer service, and accident and injury reduction	5/9/2024	In Progress			
Ensure MDRF is adequately organized, staffed, equipped, and trained to mitigate potential and identified risks in responding to the service needs of the community in a safe, timely, innovative, efficient, and effective manner.	Implement a mobile HazMat lab	5/9/2024	In Progress			
	Complete the Mass Casualty Attack Training (MCAT) for all Operations personnel	5/9/2024	In Progress			
	Establish an outreach program for high school and Miami-Dade College students to fill dispatcher positions.	5/9/2024	In Progress			
	Research, develop, procure and distribute fire and ballistic Personal Protective Equipment (PPE), tools, and equipment to Operations personnel.	5/9/2024	In Progress			
	Reinstate a Pediatric Advanced Life Support (PALS) training program	5/9/2024	In Progress			
Develop and maintain the Department's facilities, fleet, and equipment in a cost-effective, environmentally sensitive manner to ensure continuity of service.	Procure a 55-foot Fire Boat to use as a dedicated training vessel for large-scale events within the South Florida region	5/9/2024	Complete			
	Advertise bids and award contract to commence the construction of Ocean Rescue Facility at Crandon Park.	5/9/2024	In Progress			

Rows 1 - 20

Initiatives for Scorecard

There is no data for the selected filter

PK_ID 00000000-0000-0000-0000-000000000040

Name contains any Fire Rescue