

As Of <= 12/31/2024

## 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 1,907 square mile territory and provides daily 24-hour emergency response services to over 1.9 million residents, businesses and visitors through 167 rescue, suppression, battalion and specialty units strategically located in 72 fire-rescue stations within unincorporated Miami-Dade County (the County) and 29 municipalities. In addition to providing transport services through 65 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	Reduce MDFR response time	Average response time to life threatening calls within the urban development boundary (in minutes and seconds)	Feb '25		8.00 (mm.ss)	7.55 (mm.ss)	7.83 (mm.ss)	7.55 (mm.ss)	
		Average Fire Rescue dispatch time (in seconds)	Feb '25		35	32	31	31	
		Average response time to structure fires within the urban development boundary (in minutes and seconds)	Feb '25		6.17 (mm.ss)	6.35 (mm.ss)	6.17 (mm.ss)	6.35 (mm.ss)	
		Average Fire Rescue Dispatch Time for Life-Threatening Calls	Feb '25		28seconds	30seconds	28seconds	30seconds	
		Average Fire Rescue Dispatch Time for Structure Fire Calls	Feb '25		58seconds	70seconds	55seconds	70seconds	
		Total average MDFR structure fire response time	Feb '25		6.36minutes	6.45minutes	6.34minutes	6.45minutes	
		Total average MDFR life-threatening response time	Feb '25		8.07minutes	7.45minutes	8.07minutes	7.45minutes	
	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	Feb '25		26	20	116	100	
		Air Rescue Availability for Transport	Feb '25		100%	100%	100%	100%	
		MDFR ISO Public Protection Classification	2025		1	1	n/a	n/a	
	Monitor Fire Rescue incident volume	Number of Medical Calls Transported by MDFR Rescue Units	Feb '25		7,787	7,500	39,995	37,500	
		Total Number of HazMat Incidents	Feb '25		13	21	93	104	
		Number of Non-Life-Threatening Incidents MDFR Responded To	Feb '25		6,561	7,333	34,966	36,666	
		Number of Miscellaneous Incidents MDFR Responded To	Feb '25		2,818	2,750	14,498	13,750	
		Number of structure and other fire incidents MDFR responded to	Feb '25		2,108	2,666	12,778	13,332	
		Number of Fire Rescue calls received	Feb '25		22,577	24,750	121,413	123,750	
		Number of life-threatening incidents MDFR responded to	Feb '25		11,090	12,000	59,171	60,000	
	MDFR Customer Feedback Survey Results	% Total Surveys Received	Sep '24		2%	9%	7%	9%	
		% of Surveys Received with Rating of 4.5 or Greater	Sep '24		96%	90%	95%	90%	
		Q2. MDFR explained your treatment to you	Sep '24		4.94	4.85	4.87	4.85	
		Q1. MDFR responded to your needs in a timely manner	Sep '24		4.96	4.85	4.90	4.85	
		Q3. MDFR treated you in a professional manner	Sep '24		4.96	4.85	4.95	4.85	
		Q4. MDFR met your expectations when you requested assistance	Sep '24		4.96	4.85	4.93	4.85	
		% of Surveys Received with Rating less than 3.0	Sep '24		0%	2%	n/a	2%	

Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal	
Financial	Meet Budget Targets [Fire Rescue]	Expen: Total (Fire Rescue)	'25 FQ1	▲	\$165,765K	\$200,076K	\$165,765K	\$200,076K	▲
		Revenue: Total (Fire Rescue)	'25 FQ1	▲	\$581,468K	\$200,076K	\$581,468K	\$200,076K	▲
	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	'25 FQ2	▲	65	63	65	63	▲
		Number of Frontline Rescue Units	'25 FQ2	▲	65	65	65	65	▲
		Number of Specialty Units	'25 FQ2	▲	23	21	23	21	▲
	Ensure proper staffing and reduce unscheduled overtime	Full-time positions filled	'25 FQ2	▼	2,998	3,000	2,998	3,000	▼
		Number of Sworn Personnel Separating from MDFR	Mar '25	▲	5	6	23	36	▲
		Percentage of fire plans reviewed within nine business days of submission	Feb '25	▲	97.70%	100.00%	97.99%	100.00%	▲
	Reduce property loss and destruction	Structure Fire False Alarms	Feb '25	▲	960	1,333	6,376	6,669	▲
		Certificate of Occupancy inspections completed	Feb '25	■	1,591	1,666	8,806	8,332	■
		Average number of CO inspections per inspector	Feb '25	▼	108.00	116.00	607.00	584.00	▲
		Fire plans reviewed	Feb '25	▲	1,915	1,875	9,811	9,375	▲
		Life safety inspections completed	Feb '25	■	5,023	5,666	25,177	28,332	■
		Number of residents receiving risk reduction or fire and life safety education.	Feb '25	▼	6,015	9,000	57,789	45,000	▲
		Total Training Hours per ISO Recommendations	Mar '25	▼	35,016	35,325	210,663	211,950	▼
Learning and Growth	Enhance Quality of Patient Care [Fire Rescue]								

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Key:  Initiative  - Featured Objective

\* - This measure has been annualized to match the fiscal year-to-date total for this report. This year-to-date measure is configured based on the calendar year.

## Initiatives for Objectives

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.	Expand the Gear Lab to boost processing capacity and support the cancer reduction initiative.	12/12/2024	In Progress			
Ensure MDFR 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.	Acquire equipment to supplement wildland firefighting operations	12/12/2024	In Progress			
	Research, develop, procure and distribute fire and ballistic Personal Protective Equipment (PPE), tools, and equipment to Operations personnel.	12/12/2024	In Progress			
	Equip sworn personnel with the necessary training to become certified Incident Safety Officers as part of an Incident Management Team	12/12/2024	In Progress			
	Reinstate a Pediatric Advanced Life Support (PALS) training program	12/12/2024	In Progress			
Develop and maintain the Department's	Advertise bids and award contract to commence the	12/12/2024	In Progress			

Objective Name	Initiative	As Of	Status	Budget	Timing	Owners
Develop and maintain the Department's facilities, fleet, and equipment in a cost-effective, environmentally sensitive manner to ensure continuity of service.	construction of Ocean Rescue Facility at Crandon Park.					
	Replace 17 Damaged Lifeguard Towers at Haulover Beach & Repair 13 Towers at Crandon Park Beach (Special Ops/Procurement)	12/12/2024	In Progress			
	Design state-of-the art Public Safety facility to relocate Office of Emergency Management, Emergency Operations Center (EOC), and Fire Communications and Dispatch Center to a Category 5 Facility	12/12/2024	In Progress			
	Implement a roaming advanced care tower at Crandon and Haulover Parks	12/12/2024	In Progress			
	Obtain Architectural & Engineering (A&E) services to design permanent Eureka Fire-Rescue Station 71	12/12/2024	In Progress			
	Complete the design and permitting process for Florida City Fire-Rescue Station 72	12/12/2024	In Progress			
	Design, procure and receive delivery of one (1) High Reach Extendable Turret (HRET) Foam Truck, one (1) Foam Supply Truck and one (1) Firefighting Specific Air Stair as replacement units at MIA	12/12/2024	In Progress			
	Complete the design and permitting process for Permanent North Miami Fire-Rescue Station 18	12/12/2024	In Progress			
Enhance departmental resilience in a fiscally responsible and transparent manner through programs and initiatives.	Develop a comprehensive department resiliency strategy that is in line with the County's Thrive305 Action Plan that incorporates climate adaptation, carbon mitigation, and other sustainable goals	12/12/2024	In Progress			
	Identify stations to be rebuilt and establish a Capital Life Cycle Plan	12/12/2024	In Progress			
Meet or exceed stakeholders' critical service delivery goals; nationally accepted consensus standards; local, state, or federal laws & regulations; County goals & objectives; & nationally accepted accreditation, ratings, industry best practices.	Complete the FAA Part 139 triennial full- scale exercise	12/12/2024	In Progress			
	Prepare for MDR's 2025 Accreditation evaluation	12/12/2024	In Progress			
	Become fully operational in the Cardiac Arrest Registry to Enhance Survival (CARES) network	12/12/2024	In Progress			
	Revise and enhance Chapter 14 – Fire Prevention of the Miami-Dade County Code	12/12/2024	In Progress			
Enhance Communications w/ an emphasis on disseminating timely & accurate information to internal & external stakeholders through the most effective methods.	Increase Spanish and Creole language safety messaging across social media platforms by 10%	12/12/2024	In Progress			

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## Initiatives for Scorecard

There is no data for the selected filter

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Name contains any Fire Rescue