

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	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	Jun '25		31	20	245	180	
		Air Rescue Availability for Transport	Jun '25		100%	100%	100%	100%	
		MDFR ISO Public Protection Classification	2025		1	1	n/a	n/a	
	MDFR Customer Feedback Survey Results	% Total Surveys Received	Jun '25		100%	9%	100%	9%	
		Percentage of Surveys Received with Rating of 4.5 or Greater	Jun '25		100%	90%	94%	90%	
		Q2. MDFR explained your treatment to you	Jun '25		4.92	4.85	4.82	4.85	
		Q1. MDFR responded to your needs in a timely manner	Jun '25		5.00	4.85	4.91	4.85	
		Q3. MDFR treated you in a professional manner	Jun '25		5.00	4.85	4.95	4.85	
		Q4. MDFR met your expectations when you requested assistance	Jun '25		5.00	4.85	4.93	4.85	
		% of Surveys Received with Rating less than 3.0	Jun '25		0%	2%	1%	2%	
		Monitor Fire Rescue incident volume	Number of Medical Calls Transported by MDFR Rescue Units	Jun '25		8,045	7,500	73,237	67,500
	Total Number of HazMat Incidents		Jun '25		18	21	158	187	
	Number of Non-Life-Threatening Incidents MDFR Responded To		Jun '25		6,622	7,333	62,689	65,999	
	Number of Miscellaneous Incidents MDFR Responded To		Jun '25		3,744	2,750	30,924	24,750	
	Number of structure and other fire incidents MDFR responded to		Jun '25		2,302	2,668	22,690	24,000	
	Number of Fire Rescue calls received		Jun '25		23,162	24,750	221,779	222,750	
	Reduce MDFR response time	Number of life-threatening incidents MDFR responded to	Jun '25		10,494	12,334	105,476	111,000	
		Average response time to life threatening calls within the urban development boundary (in minutes and seconds)	Jun '25		7.47 (mm.ss)	7.55 (mm.ss)	7.47 (mm.ss)	7.55 (mm.ss)	
		Average Fire Rescue dispatch time (in seconds)	Jun '25		34 seconds	32 seconds	34 seconds	32 seconds	
		Average response time to structure fires within the urban development boundary (in minutes and seconds)	Jun '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	Jun '25		27 seconds	30 seconds	27 seconds	30 seconds	
		Average Fire Rescue Dispatch Time for Structure Fire Calls	Jun '25		53 seconds	70 seconds	55 seconds	70 seconds	
		Total average MDFR structure fire response time	Jun '25		6.39 (mm.ss)	6.45 (mm.ss)	6.57 (mm.ss)	6.45 (mm.ss)	

Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal	
Customer	Reduce MDFR response time	Total average MDFR life-threatening response time	Jun '25		7.53 (mm.ss)	7.45 (mm.ss)	7.53 (mm.ss)	7.45 (mm.ss)	
Financial	Accounts Payable/Receivable [Fire Rescue]	Percentage of Invoices Processed and Paid Within 30 Days	Mar '25		89%	70%	86%	70%	
		Percentage of Invoices Processed and Paid within 45 Days	Mar '25		94%	90%	93%	90%	
		Dollars Collected (Accounts Receivables)	Sep '24		\$22,019,906	\$1,000,000	\$139,999,966	\$12,000,000	
		Meet Budget Targets [Fire Rescue]	Expen: Total (Fire Rescue)	'25 FQ3		\$223,588K	\$200,076K	\$568,743K	\$600,228K
		Revenue: Total (Fire Rescue)	'25 FQ3		\$110,303K	\$200,076K	\$778,227K	\$600,228K	
Internal	Ensure proper staffing and reduce unscheduled overtime	Full-time positions filled	'25 FQ3		2,977	2,930	2,977	2,930	
		Number of Sworn Personnel Separating from MDFR	Jun '25		5	6	40	54	
	Reduce property loss and destruction	Percentage of fire plans reviewed within nine business days of submission	Jun '25		91.88%	100.00%	96.51%	100.00%	
		Structure Fire False Alarms	Jun '25		1,213	1,333	11,450	12,001	
		Certificate of Occupancy inspections completed	Jun '25		1,506	1,668	15,352	15,000	
		Average number of CO inspections per inspector	Jun '25		123.00	118.00	1,104.00	1,050.00	
		Fire plans reviewed	Jun '25		1,970	1,875	18,381	16,875	
		Life safety inspections completed	Jun '25		4,626	5,668	45,074	51,000	
		Number of residents receiving risk reduction or fire and life safety education.	Jun '25		1,549	9,000	127,511	81,000	
	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	
	Learning and Growth	Enhance Quality of Patient Care [Fire Rescue]	Total Training Hours per ISO Recommendations	Jun '25		33,194	35,325	303,912	317,925

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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 Scorecard

There is no data for the selected filter

PK_ID 00000000-0000-0000-0000-000000000040

Name contains any Fire Rescue