

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	'25 FQ3	▲	3	0	8	0	▲
		Number of Fireboat Missions	Sep '25	▲	19	20	318	240	▼
		Air Rescue Availability for Transport	Sep '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	Sep '25	▲	100%	9%	100%	9%	▲
		Percentage of Surveys Received with Rating of 4.5 or Greater	Sep '25	▲	100%	90%	94%	90%	▲
		Q2. MDFR explained your treatment to you	Sep '25	▲	5.00	4.85	4.82	4.85	▼
		Q1. MDFR responded to your needs in a timely manner	Sep '25	▲	5.00	4.85	4.90	4.85	▲
		Q3. MDFR treated you in a professional manner	Sep '25	▲	5.00	4.85	4.94	4.85	▲
		Q4. MDFR met your expectations when you requested assistance	Sep '25	▲	5.00	4.85	4.92	4.85	▲
		Percentage of Surveys Received with Rating less than 3.0	Sep '25	▲	0%	2%	1%	2%	▲
		Monitor Fire Rescue incident volume	Number of Medical Calls Transported by MDFR Rescue Units	Sep '25	▲	8,219	7,500	97,981	90,000
	Total Number of HazMat Incidents		Sep '25	▲	20	21	217	250	▲
	Number of Non-Life-Threatening Incidents MDFR Responded To		Sep '25	▲	6,744	7,334	83,196	88,000	▲
	Number of Miscellaneous Incidents MDFR Responded To		Sep '25	▼	3,704	2,750	42,653	33,000	▼
	Number of structure and other fire incidents MDFR responded to		Sep '25	▲	2,668	2,668	30,522	32,000	▲
	Number of Fire Rescue calls received		Sep '25	▲	24,624	24,750	296,925	297,000	▲
	Number of life-threatening incidents MDFR responded to		Sep '25	▲	11,508	12,334	140,554	148,000	▲
	Reduce MDFR response time		Average response time to life threatening calls within the urban development boundary (in minutes and seconds)	Sep '25	▲	7.52 (mm.ss)	7.55 (mm.ss)	7.52 (mm.ss)	7.55 (mm.ss)
		Average Fire Rescue dispatch time (in seconds)	Sep '25	▲	34 seconds	32 seconds	34 seconds	32 seconds	▲
		Average response time to structure fires within the urban development boundary (in minutes and seconds)	Sep '25	▲	6.25 (mm.ss)	6.35 (mm.ss)	6.25 (mm.ss)	6.35 (mm.ss)	▲
		Average Fire Rescue Dispatch Time for Life-Threatening Calls	Sep '25	▲	28 seconds	30 seconds	28 seconds	30 seconds	▲
		Average Fire Rescue Dispatch Time for Structure Fire Calls	Sep '25	▲	56 seconds	70 seconds	56 seconds	70 seconds	▲
		Total average MDFR structure fire response time	Sep '25	▲	6.27 (mm.ss)	6.45 (mm.ss)	6.27 (mm.ss)	6.45 (mm.ss)	▲

Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal		
Customer	Reduce MDRF response time	Total average MDRF life-threatening response time	Sep '25		7.57 (mm.ss)	7.45 (mm.ss)	7.57 (mm.ss)	7.45 (mm.ss)		
Financial	Accounts Payable/Receivable [Fire Rescue]	Percentage of Invoices Processed and Paid Within 30 Days	Sep '25		96%	70%	88%	70%		
		Percentage of Invoices Processed and Paid within 45 Days	Sep '25		98%	90%	94%	90%		
		Dollars Collected (Accounts Receivables)	Sep '25		\$25,629,190	\$1,000,000	\$120,822,599	\$12,000,000		
	Meet Budget Targets [Fire Rescue]	Expen: Total (Fire Rescue)	'25 FQ4		\$217,747K	\$200,076K	\$786,490K	\$800,304K		
Revenue: Total (Fire Rescue)		'25 FQ4		\$106,800K	\$200,076K	\$885,027K	\$800,304K			
Internal	Ensure proper staffing and reduce unscheduled overtime	Full-time positions filled	'25 FQ4		2,977	2,930	2,977	2,930		
		Number of Sworn Personnel Separating from MDRF	Sep '25		2	6	52	72		
	Reduce property loss and destruction	Percentage of fire plans reviewed within nine business days of submission	Sep '25		94.76%	100.00%	95.62%	100.00%		
		Structure Fire False Alarms	Sep '25		1,364	1,333	15,566	16,000		
		Certificate of Occupancy inspections completed	Sep '25		1,733	1,668	20,401	20,000		
		Average number of CO inspections per inspector	Sep '25		120.00	118.00	1,473.00	1,400.00		
		Fire plans reviewed	Sep '25		2,193	1,875	25,071	22,500		
		Life safety inspections completed	Sep '25		6,980	5,668	64,207	68,000		
		Number of residents receiving risk reduction or fire and life safety education.	Sep '25		4,570	9,000	140,172	108,000		
	Units in Service [Fire Rescue]	Number of Frontline Suppression Units	'25 FQ4		66	63	66	63		
		Number of Frontline Rescue Units	'25 FQ4		67	65	67	65		
		Number of Specialty Units	'25 FQ4		23	21	23	21		
	Learning and Growth	Enhance Quality of Patient Care [Fire Rescue]	Total Training Hours per ISO Recommendations	Sep '25		35,811	35,325	402,304	423,900	

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Key: ♦ - Initiative * - 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

There are no Initiatives associated to the Objectives

Initiatives for Measures

There are no Initiatives associated to the Measures

Initiatives for Scorecard

Initiative	As Of	Status	Budget	Timing	Owners
Complete the construction of Ocean Rescue Facility at Crandon Park.	12/12/2024	In Progress			Kaddour, Nicole (MDFR); Fernandez, Fernando (MDFR); Hernandez, Alfie (MDFR)
Provide Health Emergency Life Program (HELP) training program attendance opportunities to all County departments	12/12/2024	In Progress			Hall, Wilbert (MDFR)

Initiative	As Of	Status	Budget	Timing	Owners
Increase Spanish and Creole language safety messaging across social media platforms by 10%	12/12/2024	In Progress			Avendano, Helen (MDFR)
Establish temporary Eureka Fire-Rescue Station 71	12/12/2024	In Progress			Fernandez, Fernando (MDFR); Diehs, Jose (MDFR); Hernandez, Alfie (MDFR); Kaddour, Nicole (MDFR)
Implement new Computer Aided Dispatch (CAD) System	12/12/2024	In Progress			Morgado, Nicolas (MDFR)
Implement a countywide drone program	12/12/2024	In Progress			Contreras, Charlene (MDFR); Baena, Ralph (MDFR); Pichardo, Telva (MDFR)

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Name contains any Fire Rescue