

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	Number of New Services and/or Stations to Meet Identified Needs	'25 FQ3	3	0		8	0	
		Number of Fireboat Missions	Mar '26	29	20		185	120	
		Air Rescue Availability for Transport	Mar '26	100%	100%		100%	100%	
		MDFR ISO Public Protection Classification	2025 FY	1	1		1	1	
	Ensure Patient Satisfaction [Fire Rescue]	Survey Response Rate (%)	Feb '26	100%	9%		100%	9%	
		Percentage of Surveys Received with Rating of 4.5 or Greater	Feb '26	100%	90%		97%	90%	
		Q2. MDFR explained your treatment to you	Feb '26	4.88	4.85		4.90	4.85	
		Q1. MDFR responded to your needs in a timely manner	Feb '26	4.94	4.85		4.94	4.85	
		Q3. MDFR treated you in a professional manner	Feb '26	5.00	4.85		4.96	4.85	
		Q4. MDFR met your expectations when you requested assistance	Feb '26	5.00	4.85		4.95	4.85	
		Percentage of Surveys Received with Rating less than 3.0	Feb '26	0%	2%		0%	2%	
	Monitor Fire Rescue incident volume	Number of Medical Calls Transported by MDFR Rescue Units	Mar '26	8,729	7,500		77,652	45,000	
		Total Number of HazMat Incidents	Mar '26	19	19		149	110	
		Number of Non-Life-Threatening Incidents MDFR Responded To	Mar '26	6,947	7,084		61,003	42,500	
		Number of Miscellaneous Incidents MDFR Responded To	Mar '26	3,615	2,918		28,303	17,500	
		Number of structure and other fire incidents MDFR responded to	Mar '26	2,486	2,668		23,117	16,000	
		Number of Fire Rescue calls received	Mar '26	25,296	25,000		219,550	150,000	
		Number of life-threatening incidents MDFR responded to	Mar '26	12,248	12,334		107,798	74,000	
	Reduce MDFR response time	Average response time to life threatening calls within the urban development boundary (in minutes and seconds)	Mar '26	7.46 (mm.ss)	7.55 (mm.ss)		7.45 (mm.ss)	7.55 (mm.ss)	
		Average Fire Rescue dispatch time (in seconds)	Mar '26	28 seconds	32 seconds		30 seconds	32 seconds	
		Average response time to structure fires within the urban development boundary (in minutes and seconds)	Mar '26	6.07 (mm.ss)	6.35 (mm.ss)		6.32 (mm.ss)	6.35 (mm.ss)	
		Average Fire Rescue Dispatch Time for Life-Threatening Calls	Mar '26	26 seconds	30 seconds		26 seconds	30 seconds	
		Average Fire Rescue Dispatch Time for Structure Fire Calls	Mar '26	55 seconds	60 seconds		62 seconds	60 seconds	
		Total average MDFR structure fire response time	Mar '26	6.29 (mm.ss)	6.45 (mm.ss)		6.35 (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			ss)	ss)			ss)	
		Total average MDFR life-threatening response time	Mar '26	7.52 (mm.ss)	8.00 (mm.ss)	▲	7.52 (mm.ss)	8.00 (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)	'26 FQ2	\$212,040K	\$243,130K	▲	\$414,032K	\$486,260K	▲
		Revenue: Total (Fire Rescue)	'26 FQ2	\$94,247K	\$25,710K	▲	\$763,834K	\$51,420K	▲
Internal	Ensure proper staffing and reduce unscheduled overtime	Full-time positions filled	'26 FQ2	3,059	3,110	▼	3,059	3,110	▼
		Number of Sworn Personnel Separating from MDFR	Mar '26	4	6	▲	60	36	▼
	Reduce property loss and destruction	Percentage of fire plans reviewed within nine business days of submission	Mar '26	88.63%	100.00%	▼	92.01%	100.00%	▼
		Structure Fire False Alarms	Mar '26	1,313	1,175	▼	11,870	7,528	▼
		Certificate of Occupancy inspections completed	Mar '26	1,351	1,668	■	13,222	10,000	■
		Fire plans reviewed	Mar '26	2,507	1,875	▲	19,168	11,250	▲
		Annual life safety inspections completed	Mar '26	6,294	5,668	▲	57,539	34,000	▲
		Number of residents receiving risk reduction or fire and life safety education.	Mar '26	36,789	8,000	▲	77,313	48,000	▲
		Percent of requested new construction inspections completed by the next business day	Mar '26	100.00%	95.00%	▲	100.00%	95.00%	▲
	Units in Service [Fire Rescue]	Number of Frontline Suppression Units	'26 FQ1	67	67	▲	67	67	▲
		Number of Frontline Rescue Units	'25 FQ4	67	65	▲	67	65	▲
		Number of Specialty Units	'26 FQ1	25	25	▲	25	25	▲
Learning and Growth	Enhance Quality of Patient Care [Fire Rescue]	Total Training Hours per ISO Recommendations	Mar '26	35,434	35,325	▲	358,445	211,950	▲

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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
Implement new Computer Aided Dispatch (CAD) System	12/12/2024	In Progress			