

As Of <= 12/31/2025

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	Dec '25	⬆️	17	20	55	60	⬆️
		Air Rescue Availability for Transport	Dec '25	⬆️	100%	100%	100%	100%	⬆️
		MDFR ISO Public Protection Classification	2025 FY	⬆️	1	1	1	1	⬆️
	Ensure Patient Satisfaction [Fire Rescue]	Survey Response Rate (%)	Dec '25	⬆️	100%	9%	100%	9%	⬆️
		Percentage of Surveys Received with Rating of 4.5 or Greater	Dec '25	⬆️	97%	90%	97%	90%	⬆️
		Q2. MDFR explained your treatment to you	Dec '25	⬆️	4.88	4.85	4.90	4.85	⬆️
		Q1. MDFR responded to your needs in a timely manner	Dec '25	⬆️	4.93	4.85	4.94	4.85	⬆️
		Q3. MDFR treated you in a professional manner	Dec '25	⬆️	4.96	4.85	4.97	4.85	⬆️
		Q4. MDFR met your expectations when you requested assistance	Dec '25	⬆️	4.93	4.85	4.95	4.85	⬆️
		Percentage of Surveys Received with Rating less than 3.0	Dec '25	⬆️	1%	2%	n/a	2%	
	Monitor Fire Rescue incident volume	Number of Medical Calls Transported by MDFR Rescue Units	Dec '25	⬆️	8,696	7,500	25,159	22,500	⬆️
		Total Number of HazMat Incidents	Dec '25	⬆️	18	19	50	55	⬆️
		Number of Non-Life-Threatening Incidents MDFR Responded To	Dec '25	⬆️	7,032	7,084	20,502	21,250	⬆️
		Number of Miscellaneous Incidents MDFR Responded To	Dec '25	⬆️	3,224	2,918	9,278	8,750	⬆️
		Number of structure and other fire incidents MDFR responded to	Dec '25	⬆️	2,622	2,668	7,642	8,000	⬆️
		Number of Fire Rescue calls received	Dec '25	⬆️	25,229	25,000	72,783	75,000	⬆️
		Number of life-threatening incidents MDFR responded to	Dec '25	⬆️	12,351	12,334	35,361	37,000	⬆️
	Reduce MDFR response time	Average response time to life threatening calls within the urban development boundary (in minutes and seconds)	Dec '25	⬆️	7.48 (mm.ss)	7.55 (mm.ss)	7.48 (mm.ss)	7.55 (mm.ss)	⬆️
		Average Fire Rescue dispatch time (in seconds)	Dec '25	⬆️	34 seconds	32 seconds	34 seconds	32 seconds	⬆️
		Average response time to structure fires within the urban development boundary (in minutes and seconds)	Dec '25	⬆️	6.22 (mm.ss)	6.35 (mm.ss)	6.22 (mm.ss)	6.35 (mm.ss)	⬆️
		Average Fire Rescue Dispatch Time for Life-Threatening Calls	Dec '25	⬆️	26 seconds	30 seconds	26 seconds	30 seconds	⬆️
		Average Fire Rescue Dispatch Time for Structure Fire Calls	Dec '25	⬆️	52 seconds	60 seconds	52 seconds	60 seconds	⬆️
		Total average MDFR structure fire response time	Dec '25	⬆️	6.30 (mm.ss)	6.45 (mm.ss)	6.30 (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	Dec '25		7.55 (mm.ss)	8.00 (mm.ss)	7.55 (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 FQ1		\$201,992K	\$243,130K	\$201,992K	\$243,130K	
		Revenue: Total (Fire Rescue)	'26 FQ1		\$669,587K	\$25,710K	\$669,587K	\$25,710K	
Internal	Ensure proper staffing and reduce unscheduled overtime	Full-time positions filled	'26 FQ1		2,963	3,110	2,963	3,110	
		Number of Sworn Personnel Separating from MDFR	Dec '25		7	6	17	18	
	Reduce property loss and destruction	Percentage of fire plans reviewed within nine business days of submission	Dec '25		93.90%	100.00%	95.03%	100.00%	
		Structure Fire False Alarms	Dec '25		1,280	1,333	3,982	4,003	
		Certificate of Occupancy inspections completed	Dec '25		1,650	1,668	5,347	5,000	
		Fire plans reviewed	Dec '25		2,100	1,875	6,308	5,625	
		Annual life safety inspections completed	Dec '25		7,268	5,668	21,119	17,000	
		Number of residents receiving risk reduction or fire and life safety education.	Dec '25		3,125	8,000	14,335	24,000	
		Percent of requested new construction inspections completed by the next business day	Dec '25		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	Dec '25		48,344	35,325	130,339	105,975	

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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			

PK_ID 00000000-0000-0000-0000-000000000040

Name contains any Fire Rescue