

As Of <= 06/30/2023

### 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 1,904 square mile territory and provides daily 24-hour emergency response services to over 1.9 million residents, businesses and visitors through 158 rescue, suppression, battalion and specialty units strategically located in 71 fire-rescue stations within unincorporated Miami-Dade County (the County) and 29 municipalities. In addition to providing transport services through 63 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	'23 FQ3		0	0	0	0		
		Number of Fireboat Missions	Jun '23		20	30	176	270		
		Air Rescue Availability for Transport	Jan '23		100%	100%	100%	100%		
	Reduce Fire Rescue Response (Wait) Time to Medical Incidents	Total Average MDFR Life-Threatening Response (Wait) Time	Jun '23		7.37minutes	7.45minutes	7.41minutes	7.45minutes		
		Total Average MDFR Structure Fire Response (Wait) Time	Jun '23		6.01minutes	7.30minutes	6.22minutes	7.30minutes		
		Fire Rescue Average Dispatch Time	Jun '23		27seconds	30seconds	29seconds	30seconds		
	Reduce Fire Rescue Response (Wait) Time to Fire Incidents	Average Fire Rescue Dispatch Time for Life-Threatening Calls	Jun '23		26seconds	30seconds	28seconds	30seconds		
		Average Fire Rescue Dispatch Time for Structure Fire Calls	Jun '23		54seconds	75seconds	61seconds	75seconds		
		911 Call processing time (in seconds) Communication Bureau	Jun '23		95.0secs	97.0secs	101.0secs	97.0secs		
	Reduce Fire Rescue Dispatch Time	Call Volume [Fire Rescue]	Number of Medical Calls Transported by MDFR Rescue Units	Jun '23		7,041	6,668	63,941	60,000	
			Total Number of HazMat Incidents	Jun '23		14	22	150	204	
			Number of Non-Life-Threatening Incidents MDFR Responded To	Jun '23		7,042	7,334	64,636	66,000	
			Number of Miscellaneous Incidents MDFR Responded To	Jun '23		1,968	1,668	16,918	15,000	

	<b>MDFR Customer Feedback Survey Results</b>	Number of Structure and Other Fire Incidents MDFR Responded To	Jun '23		2,367	2,250	20,638	20,250		
		Total Call Volume	Jun '23		22,659	23,334	208,566	210,000		
		Number of Life-Threatening Incidents MDFR Responded To	Jun '23		11,282	12,084	106,374	108,750		
		% Total Surveys Received	Mar '23		9%	6%	9%	6%		
		% of Surveys Received with Rating of 4.5 or Greater	Mar '23		94%	90%	94%	90%		
		Q2. MDFR explained your treatment to you	Mar '23		4.84	4.85	4.81	4.85		
		Q1. MDFR responded to your needs in a timely manner	Mar '23		4.93	4.85	4.89	4.85		
		Q3. MDFR treated you in a professional manner	Mar '23		4.93	4.85	4.94	4.85		
		Q4. MDFR met your expectations when you requested assistance	Mar '23		4.92	4.85	4.89	4.85		
		% of Surveys Received with Rating less than 3.0	Mar '23		0%	2%	n/a	2%		
		<b>Financial</b>	<b>Meet Budget Targets [Fire Rescue]</b>	Expen: Total (Fire Rescue)	'23 FQ3		\$155,877K	\$165,780K	\$446,578K	\$497,338K
Revenue: Total (Fire Rescue)	'23 FQ3				\$78,564K	\$131,057K	\$591,232K	\$393,172K		
<b>Accounts Payable/Receivable [Fire Rescue]</b>	Percentage of Invoices Processed and Paid Within 30 Days		May '23		1,514%	80%	1,010%	80%		
	Percentage of Invoices Processed and Paid within 45 Days		May '23		1,615%	80%	1,104%	80%		
	Dollars Collected (Accounts Receivables)		Jan '23		\$3,640,345	\$1,000,000	\$15,537,833	\$4,000,000		
<b>Internal</b>	<b>Units in Service [Fire Rescue]</b>	Number of Frontline Suppression Units	'23 FQ2		60	61	60	61		
		Number of Frontline Rescue Units	'23 FQ2		63	64	63	64		
		Number of Specialty Units	'23 FQ2		21	21	21	21		

<p><b>Department Position Count [Fire Rescue]</b></p> <hr/> <p><b>Reduce Property Loss and Destruction [Fire Rescue]</b></p>	Positions: Full-Time Filled (MDFR)	'23 FQ3		2,813	2,837	n/a	n/a	
	Number of Sworn Personnel Separating from MDFR	Jun '23		5	6	50	54	
	Fire Plan Review Process Timeliness	Jun '23		99.26%	100.00%	99.03%	100.00%	
	Structure Fire False Alarms	Jun '23		1,509	1,250	11,949	11,250	
	Certificate of Occupancy Inspections Completed	Jun '23		1,584	1,375	13,645	12,375	
	Average Number of CO Inspections per Inspector	Jun '23		163.00	118.00	1,275.00	1,050.00	
	Fire Plans Reviewed	Jun '23		2,150	1,668	17,703	15,000	
	Life Safety Inspections Completed (Reflects Monthly)	Jun '23		5,555	5,834	49,487	52,500	
	Number of residents receiving risk reduction or fire and life safety education.	Jun '23		4,752	8,000	168,316	72,000	
	Total Training Hours per ISO Recommendations	Jun '23		24,069	35,773	323,977	321,957	
<p><b>Learning and Growth</b></p> <p><b>Enhance Quality of Patient Care [Fire Rescue]</b></p>								

[Edit Scorecard](#)

Key: - Initiative - Featured Objective

### Initiatives for Objectives

Objective Name	Initiative	As Of	Status	Budget	Timing	Quality	Risk	Scope	Owners
Provide excellent, efficient, customer-focused services responsive to current & future needs of the community while working w/stakeholders, agencies, organizations & service delivery partners in providing essential fire-rescue services.	Increase water availability in the southern and western areas of Miami-Dade County by adding a Water Tender at Modello Fire-Rescue Station 6.	2/7/2023	In Progress						
	Implement CAD-to-CAD connectivity.	2/7/2023	In Progress						
	Place two new suppression units in service (FY24)	2/7/2023	Not Started						
	Acquire three (3) additional high-water vehicles.	5/2/2023	Complete						
	Place a MedCat high axle hurricane response vehicle in service	5/2/2023	Complete						
	Construction of Dolphin Fire Rescue Station 68	2/7/2023	In Progress						
	Place one new rescue and one new suppression unit in service (FY23)	2/7/2023	In Progress						

	Complete the design and permitting process for Florida City Fire-Rescue Station 72	2/7/2023	In Progress						
	Establish temporary Eureka Fire-Rescue Station 71	2/7/2023	In Progress						
	Procure and take delivery of two (2) 38' Rapid Response Boats (RRB's) funded through the 2019 PSGP (Special Ops/Procurement)	5/2/2023	Complete						Pichardo, Telva (MDFR); Contreras, Charlene (MDFR)
	Complete the design and permitting process for Permanent North Miami Fire-Rescue Station 18	2/7/2023	In Progress						
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.	Provide a second set of PPE for operational personnel (LOG/Procurement)	2/7/2023	Complete						
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.	Establish a fully staffed, pre-rostered, and trained All Hazards Incident Management Team (AHIMT)	2/7/2023	In Progress						
	Establish an outreach program for high school and Miami-Dade College students to fill dispatcher positions.	2/7/2023	In Progress						
	Build independent Points of Distribution (POD)-like office trailers that can be deployed to large-scale incidents in support of the Incident Management Team (IMT) and/or Incident Commander	5/2/2023	Complete						
Develop and maintain the Department's facilities, fleet, and equipment in a cost-effective, environmentally sensitive manner to ensure continuity of service.	Obtain Architectural & Engineering (A&E) services to design permanent Eureka Fire-Rescue Station 71	2/7/2023	In Progress						Hernandez, Alfie (MDFR); Kaddour, Nicole (MDFR)
	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	2/7/2023	In Progress						
Enhance departmental resilience in a fiscally responsible and transparent manner through programs and initiatives.	Implement the Mayor's Initiative on Values-Based Procurement.	2/7/2023	In Progress						
	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	2/7/2023	In Progress						
Meet or exceed stakeholders' critical service delivery goals;	Implement telemedicine to determine alternate transportation modes for BLS	2/7/2023	In Progress						

nationally accepted consensus standards; local, state, or federal laws & regulations; County goals & objectives; & nationally accepted accreditation, ratings, industry best practices.

patients within the scope of care delivery

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Rows 1 - 20