

As Of <= 09/30/2022

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: Cardeso, Danny (MDFR); Holmes, Arthur (MDFR); Jadallah, Raied (MDFR); Reyes, Maria L. (MDFR); Williams, Darren (MDFR)
Department: Fire Rescue

Perspective Name	Objective Name	Measure Name	As Of		Actual	Business Plan Goal	Actual FYTD	FYTD Goal		
Customer	Enhance Service Delivery [Fire Rescue]	Number of New Services and/or Stations to Meet Identified Needs	'22 FQ4	▲	1	1	4	4	▲	
		Number of Fireboat Missions	Sep '22	▲	23	30	260	360	▲	
		Air Rescue Availability for Transport	Jul '21	▲	100%	98%	100%	98%	▲	
	Reduce Fire Rescue Response (Wait) Time to Medical Incidents	Total Average MDFR Life-Threatening Response (Wait) Time	Sep '22	▲	7.41minutes	7.45minutes	7.43minutes	7.45minutes	▲	
		Total Response (Wait) Time to 90% of Life Threatening Calls inside UDB (MSU)	Sep '22	▼	10.58minutes	9.00minutes	10.90minutes	9.00minutes	▼	
		Total Response (Wait) Time to 90% of Non-Life Threatening Calls inside UDB (MSU)	Sep '22	▼	12.03minutes	10.00minutes	12.06minutes	10.00minutes	▼	
	Reduce Fire Rescue Response (Wait) Time to Fire Incidents	Total Average MDFR Structure Fire Response (Wait) Time	Sep '22	▲	6.09minutes	6.45minutes	6.21minutes	6.45minutes	▲	
		Total Response (Wait) Time to 90% of Structure Fire Calls inside UDB (MSU)	Sep '22	▲	8.28minutes	8.00minutes	8.35minutes	8.00minutes	▲	
		Fire Rescue Average Dispatch Time	Sep '22	▲	25seconds	30seconds	27seconds	30seconds	▲	
	Reduce Fire Rescue Dispatch Time	Average Fire Rescue Dispatch Time for Life-Threatening Calls	Sep '22	▲	24seconds	29seconds	26seconds	29seconds	▲	
		Average Fire Rescue Dispatch Time for Structure Fire Calls	Sep '22	▲	60seconds	75seconds	68seconds	75seconds	▲	
		911 Call processing time (in seconds) Communication Bureau	Sep '22	▼	104.0secs	97.0secs	103.8secs	97.0secs	▼	
		Call Volume [Fire Rescue]	Number of Medical Calls Transported by MDFR Rescue Units	Sep '22	▼	6,682	6,750	80,213	81,000	▼
			Total Number of HazMat Incidents	Sep '22	▲	19	23	216	270	▲
			Number of Non-Life-Threatening Incidents MDFR Responded To	Sep '22	▲	7,109	7,334	87,064	88,000	▲
			Number of Miscellaneous Incidents MDFR Responded To	Sep '22	▼	1,769	1,668	21,765	20,000	▼
	Financial	Meet Budget Targets [Fire Rescue]	Expen: Total (Fire Rescue)	'22 FQ4	▼	\$177,040K	\$151,363K	\$626,767K	\$605,452K	▼
			Revenue: Total (Fire Rescue)	'22 FQ4	▲	\$77,965K	\$67,205K	\$631,680K	\$605,452K	▲
		Accounts Payable/Receivable [Fire Rescue]	Percentage of Invoices Processed and Paid Within 30 Days	Sep '22	▲	1,600%	60%	1,253%	60%	▲
			Percentage of Invoices Processed and Paid within 45 Days	Sep '22	▲	1,600%	80%	1,258%	80%	▲
Dollars Collected (Accounts Receivables)			Sep '22	▲	\$4,712,451	\$1,000,000	\$56,678,737	\$12,000,000	▲	
Internal		Units in Service [Fire Rescue]	Number of Frontline Suppression Units	'22 FQ4	▲	60	60	60	60	▲
			Number of Frontline Rescue Units	'22 FQ4	▲	63	63	63	63	▲
	Number of Specialty Units		'22 FQ4	▲	21	21	21	21	▲	
	Department Position Count [Fire Rescue]	Positions: Full-Time Filled (MDFR)	'22 FQ4	▼	2,734	2,803	n/a	n/a	▼	
		Number of Sworn Personnel Separating from MDFR	Sep '22	▲	4	6	51	72	▲	
	Reduce Property Loss and Destruction [Fire Rescue]	Fire Plan Review Process Timeliness	Sep '22	▲	99.43%	100.00%	99.21%	100.00%	▲	
		Structure Fire False Alarms	Sep '22	▼	1,268	1,250	15,636	15,000	▼	
		Certificate of Occupancy Inspections Completed	Sep '22	▲	1,245	1,375	16,312	16,500	▲	
Average Number of CO Inspections per Inspector	Sep '22	▲	138.00	116.00	1,464.00	1,400.00	▲			

Perspective Name	Objective Name	Measure Name	As Of		Actual	Business Plan Goal	Actual FYTD	FYTD Goal	
Internal	Reduce Property Loss and Destruction [Fire Rescue]	Fire Plans Reviewed	Sep '22		1,933	1,668	21,746	20,000	
		Life Safety Inspections Completed (Reflects Monthly)	Sep '22		5,165	5,834	69,315	70,000	
Learning and Growth	Enhance Quality of Patient Care [Fire Rescue]	Total Training Hours per ISO Recommendations	Sep '22		37,461	35,773	418,597	429,276	

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Key: - Initiative - Featured Objective

Initiatives for Objectives									
Objective Name	Initiative	As Of	Status	Budget	Timing	Quality	Risk	Scope	Owners
Enhance Service Delivery [Fire Rescue]	Place four new rescues in service during FY 2021-22 - Rescue 77, Rescue 74, Rescue 13, and Rescue 17	7/18/2022	Complete						Benitez, Mark (MDFR); Chavers, Marc; Eason, Alice (MDFR); Fabal, Ileana (MDFR); Jason Richard, (MDFR); Joseph, Cassandra (FIRE)
	Place a MedCat high axle hurricane response vehicle in service	9/23/2022	In Progress						Contreras, Charlene (MDFR); Garcia, Anthony (MDFR)
Improve Personnel Health, Wellness, and Safety [Fire Rescue]	Establish a process to effectively and efficiently clean firefighter gear immediately after an incident	4/1/2022	Complete						Arias, Maria (MDFR); Dominguez, Manny (MDFR); Fernandez, Jason (MDFR); Garcia, Anthony (MDFR)
Ensure Effective Emergency and Disaster Management and Response [Fire Rescue]	Establish a fully staffed, pre-rostered, and trained All Hazards Incident Management Team (AHIMT)	2/4/2022	In Progress						Avendano, Nichol (MDFR); Cardeso, Danny (MDFR); Eason, Alice (MDFR); Fabal, Ileana (MDFR); Jadallah, Raied (MDFR); Joseph, Cassandra (FIRE)
Maximize Departmental Efficiency [Fire Rescue]	Purchase, certify and install an Extreme Portable Building as temporary Eureka Fire-Rescue Station 71 (CFO/Procurement)	2/4/2022	In Progress						Betancourt, Marianela (MDFR); Boreland, Angela (MDFR); Mendelsberg, Scott (MDFR); Paez, Jose III (MDFR)
	Implement EJ Ward Fuel Management System	2/4/2022	In Progress						Miller-Johnson, Caron
Enhance Internal Processes to Improve Customer Relations [Fire Rescue]	Improve communication with Municipal Building Departments to ensure fire inspections of new business openings are performed timely	2/4/2022	In Progress						Fernandez, Juan (MDFR); Iglesias, Alain (MDFR)
Ensure Continuity of Operations [Fire Rescue]	Procure a 55-foot Fire Boat to use as a dedicated training vessel for large-scale events within the South Florida region	9/23/2022	In Progress						Contreras, Charlene (MDFR); Garcia, Anthony (MDFR); Robelo, Telva (MDFR)