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: Holmes, Arthur (MDFR); Reyes, Maria L. (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 FQ2	0	0	▲	0	2	▲
		Number of Fireboat Missions	Mar '23	25	30	▲	156	360	▲
		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	Mar '23	7.37minutes	7.45minutes	▲	7.41minutes	7.45minutes	▲
	Reduce Fire Rescue Response (Wait) Time to Fire Incidents	Total Average MDFR Structure Fire Response (Wait) Time	Mar '23	6.15minutes	7.30minutes	▲	6.24minutes	7.30minutes	▲
	Reduce Fire Rescue Dispatch Time	Fire Rescue Average Dispatch Time	Mar '23	29seconds	30seconds	▲	29seconds	30seconds	▲
		Average Fire Rescue Dispatch Time for Life-Threatening Calls	Mar '23	29seconds	30seconds	◪	29seconds	30seconds	▲
		Average Fire Rescue Dispatch Time for Structure Fire Calls	Mar '23	61seconds	75seconds	▲	61seconds	75seconds	▲
		911 Call processing time (in seconds) Communication Bureau	Mar '23	100.0secs	97.0secs	▼	101.8secs	97.0secs	▼
	Call Volume [Fire Rescue]	Number of Medical Calls Transported by MDFR Rescue Units	Mar '23	7,415	6,668	▲	56,900	80,000	▲
		Total Number of HazMat Incidents	Mar '23	26	23	▼	138	270	▲
		Number of Non-Life-Threatening Incidents MDFR Responded To	Mar '23	7,418	7,334	▼	57,587	88,000	▲
		Number of Miscellaneous Incidents MDFR Responded To	Mar '23	2,072	1,668	▼	14,947	20,000	▼
		Number of Structure and Other Fire Incidents MDFR Responded To	Mar '23	2,245	2,250	▲	18,270	27,000	▼
		Total Call Volume	Mar '23	23,988	23,334	▼	185,890	280,000	▲
		Number of Life-Threatening Incidents MDFR Responded To	Mar '23	12,253	12,084	▼	95,086	145,000	▲
	MDFR Customer Feedback Survey Results	% Total Surveys Received	Jan '23	10%	6%	▲	9%	6%	▲
		% of Surveys Received with Rating of 4.5 or Greater	Jan '23	94%	90%	▲	93%	90%	▲
		Q2. MDFR explained your treatment to you	Jan '23	4.84	4.85	▼	4.80	4.85	▼
		Q1. MDFR responded to your needs in a timely manner	Jan '23	4.86	4.85	▲	4.89	4.85	▲
		Q3. MDFR treated you in a professional manner	Jan '23	4.93	4.85	▲	4.93	4.85	▲
		Q4. MDFR met your expectations when you requested assistance	Jan '23	4.91	4.85	▲	4.89	4.85	▲
		% of Surveys Received with Rating less than 3.0	Jan '23	1%	2%	▲	1%	2%	▲
Financial	**Meet Budget Targets [Fire Rescue]**	Expen: Total (Fire Rescue)	'23 FQ2	$145,370K	$165,780K	▲	$290,701K	$663,117K	▲
		Revenue: Total (Fire Rescue)	'23 FQ2	$68,988K	$131,057K	▼	$512,668K	$524,229K	▲
	Accounts Payable/Receivable [Fire Rescue]	Percentage of Invoices Processed and Paid Within 30 Days	Nov '22	83%	80%	▲	85%	80%	▲

Perspective Name	Objective Name	Measure Name	Last Period Updated	Actual	Target		Actual FYTD	FYTD Goal	
Financial	**Accounts Payable/Receivable [Fire Rescue]**	Percentage of Invoices Processed and Paid within 45 Days	Nov '22	94%	80%	▲	94%	80%	▲
		Dollars Collected (Accounts Receivables)	Jan '23	$3,640,345	$1,000,000	▲	$15,537,833	$12,000,000	▲
Internal	**Units in Service [Fire Rescue]**	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	▲
	Department Position Count [Fire Rescue]	Positions: Full-Time Filled (MDFR)	'23 FQ2	2,173	2,837	▼	n/a	n/a	
		Number of Sworn Personnel Separating from MDFR	Mar '23	4	6	▲	45	72	▼
	Reduce Property Loss and Destruction [Fire Rescue]	Fire Plan Review Process Timeliness	Mar '23	98.26%	100.00%	▲	99.01%	100.00%	▲
		Structure Fire False Alarms	Mar '23	1,257	1,250	▼	10,328	15,000	▼
		Certificate of Occupancy Inspections Completed	Mar '23	1,698	1,375	▲	12,061	16,500	▲
		Average Number of CO Inspections per Inspector	Mar '23	159.00	118.00	▲	1,112.00	1,400.00	▲
		Fire Plans Reviewed	Mar '23	2,123	1,668	▲	15,553	20,000	▲
		Life Safety Inspections Completed (Reflects Monthly)	Mar '23	6,006	5,834	▲	43,932	70,000	🟨
		Number of residents receiving risk reduction or fire and life safety education.	Mar '23	47,782	8,000	▲	163,564	96,000	▲
Learning and Growth	**Enhance Quality of Patient Care [Fire Rescue]**	Total Training Hours per ISO Recommendations	Mar '23	33,277	35,773	▼	299,908	429,276	▲

[Edit Scorecard](#)

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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.	Procure a 55-foot Fire Boat to use as a dedicated training vessel for large-scale events within the South Florida region	2/7/2023	In Progress						
	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.	2/7/2023	In Progress						
	Place a MedCat high axle hurricane response vehicle in service	2/7/2023	In Progress						
	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)	2/7/2023	In Progress						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	Provide a second set of PPE for operational personnel	2/7/2023	Complete						

Objective Name	Initiative	As Of	Status	Budget	Timing	Quality	Risk	Scope	Owners
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.	(LOG/Procurement)								
	Implement Autism Recognition and Response for Fire and Emergency Medical Services and Yoga and Mindfulness Training for MDFR personnel.	2/7/2023	In Progress						
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						
	Collaborate w/ MDPD and other municipal law enforcement agencies to develop, equip, and train first responders in the unified response and management of active shooter and other hostile events.	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						
	Computer Aided Dispatch (CAD) Procurement	2/7/2023	In Progress						Xiques, Cecilia (MDFR); Jacobs, Lisa (MDFR); Lafarga, Jessica (MDFR)
	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	2/7/2023	In Progress						
	Implement an updated diver deployment plan	2/7/2023	In Progress						

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Initiatives for Measures

Initiatives for Measures
There is no data for the selected filter