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 FQ4	⌃	2	2	2	2	▲
		Number of Fireboat Missions	Sep '23	▲	19	30	242	360	▲
		Air Rescue Availability for Transport	Sep '23	⌃	100%	100%	100%	100%	⌃
	Reduce Fire Rescue Response (Wait) Time to Medical Incidents	Total Average MDFR Life-Threatening Response (Wait) Time	Sep '23	🟨	7.54minutes	7.45minutes	7.42minutes	7.45minutes	▲
	Reduce Fire Rescue Response (Wait) Time to Fire Incidents	Total Average MDFR Structure Fire Response (Wait) Time	Sep '23	▲	6.43minutes	6.45minutes	6.23minutes	7.23minutes	▲
	Reduce Fire Rescue Dispatch Time	Fire Rescue Average Dispatch Time	Sep '23	🟨	30seconds	29seconds	29seconds	30seconds	▲
		Average Fire Rescue Dispatch Time for Life-Threatening Calls	Sep '23	⌃	30seconds	30seconds	28seconds	30seconds	▲
		Average Fire Rescue Dispatch Time for Structure Fire Calls	Sep '23	▲	67seconds	75seconds	61seconds	75seconds	▲
		911 Call processing time (in seconds) Communication Bureau	Sep '23	🔻	106.0secs	97.0secs	101.5secs	97.0secs	🔻
	Call Volume [Fire Rescue]	Number of Medical Calls Transported by MDFR Rescue Units	Sep '23	▲	7,185	6,668	86,441	80,000	▲
		Total Number of HazMat Incidents	Sep '23	▲	21	22	202	270	▲
		Number of Non-Life-Threatening Incidents MDFR Responded To	Sep '23	▲	7,081	7,334	86,205	88,000	▲
		Number of Miscellaneous	Sep '23	🔻	2,178	1,668	23,393	20,000	🔻

		Metric	Period		Actual	Target	YTD Actual	YTD Target	
		Incidents MDFR Responded To							
		Number of Structure and Other Fire Incidents MDFR Responded To	Sep '23	🔻	2,361	2,250	27,864	27,000	🔻
		Total Call Volume	Sep '23	🔻	23,378	23,334	279,564	280,000	🔺
		Number of Life-Threatening Incidents MDFR Responded To	Sep '23	🔺	11,758	12,084	142,102	145,000	🔺
	MDFR Customer Feedback Survey Results	% 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%	
Financial	**Meet Budget Targets [Fire Rescue]**	Expen: Total (Fire Rescue)	'23 FQ4	🔻	$194,076K	$165,779K	$640,654K	$663,117K	🔺
		Revenue: Total (Fire Rescue)	'23 FQ4	🔻	$93,752K	$131,057K	$684,984K	$524,229K	🔺
	Accounts Payable/Receivable [Fire Rescue]	Percentage of Invoices Processed and Paid Within 30 Days	Sep '23	🔺	90%	80%	272%	80%	🔺
		Percentage of Invoices Processed and Paid within 45 Days	Sep '23	🔺	95%	80%	305%	80%	🔺
		Dollars Collected (Accounts Receivables)	Sep '23	🔺	$6,453,430	$1,000,000	$75,092,460	$12,000,000	🔺
Internal	**Units in Service [Fire Rescue]**	Number of Frontline Suppression Units	'23 FQ4	🔺	61	61	61	61	🔺
		Number of Frontline Rescue Units	'23 FQ4	🔺	64	64	64	64	🔺

		Measure	As Of						
		Number of Specialty Units	'23 FQ2	▲	21	21	21	21	▲
	Department Position Count [Fire Rescue]	Positions: Full-Time Filled (MDFR)	'23 FQ4	▼	2,810	2,837	n/a	n/a	
		Number of Sworn Personnel Separating from MDFR	Sep '23	▲	4	6	62	72	▲
	Reduce Property Loss and Destruction [Fire Rescue]	Fire Plan Review Process Timeliness	Sep '23	▲	99.21%	100.00%	99.12%	100.00%	▲
		Structure Fire False Alarms	Sep '23	▼	1,358	1,250	16,325	15,000	▼
		Certificate of Occupancy Inspections Completed	Sep '23	▲	1,515	1,375	18,392	16,500	▲
		Average Number of CO Inspections per Inspector	Sep '23	▼	92.00	118.00	1,659.00	1,400.00	▲
		Fire Plans Reviewed	Sep '23	▲	2,147	1,668	24,360	20,000	▲
		Life Safety Inspections Completed (Reflects Monthly)	Sep '23	🟨	5,003	5,834	64,081	70,000	🟨
		Number of residents receiving risk reduction or fire and life safety education.	Sep '23	▲	9,425	8,000	197,005	96,000	▲
Learning and Growth	**Enhance Quality of Patient Care [Fire Rescue]**	Total Training Hours per ISO Recommendations	Sep '23	▼	32,126	35,773	430,936	429,276	▲

Edit Scorecard

Key: ◆ - Initiative   ✪ - Featured Objective

Initiatives for Objectives

Objective Name	Initiative	As Of	Status	Budget	Timing	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.	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			
	Place one new rescue and one new suppression unit in service (FY23)	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)
Promote the health and wellness of personnel in a safe	Provide a second set of PPE for operational personnel (LOG/Procurement)	2/7/2023	Complete			

working environment, provide resources for physical and mental well-being, continue a strong labor-management partnership, and foster an inclusive working environment.						
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.	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.	7/6/2023	Complete			
	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)
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			Arias, Maria (MDFR); Betancourt, Marianela (MDFR)
	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; nationally accepted consensus standards; local, state, or federal laws & regulations; County goals & objectives; & nationally accepted accreditation, ratings, industry best practices.	Launch a medical emergency Recognition, Action, and Prevention (RAP) program.	7/19/2023	Complete			
Enhance Communications w/ an emphasis on disseminating timely & accurate information to internal & external stakeholders through the most effective methods.	Establish a Local Incident Communicators Roster (LICR), consisting of local agency Public Information Officers (PIOs)	2/7/2023	In Progress			
Reduce community risk through prevention services while improving emergency and disaster preparedness.	Complete and/or update a pre-incident plan for each 302 facility that contains extremely hazardous materials	2/7/2023	In Progress			
	Develop and implement a program for seniors over the age of 55 to discuss abuse, falls, and the hazards of poisoning	7/14/2023	Complete			Davis, Faye (MDFR); Williams, Alicia (MDFR)

Initiatives for Scorecard

There is no data for the selected filter