

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	'24 FQ2	0	0		3	3	
		Number of Fireboat Missions	Mar '24	23	20		246	250	
		Air Rescue Availability for Transport	Mar '24	100%	100%		100%	100%	
	Reduce Fire Rescue Response (Wait) Time to Medical Incidents	Average MDFR Response (Wait) Time to Life Threatening Calls inside UDB (MSU)	Mar '24	7.43minutes	7.45minutes		7.56minutes	7.45minutes	
		Total Average MDFR Life-Threatening Response (Wait) Time	Mar '24	7.50minutes	7.45minutes		7.75minutes	7.45minutes	
	Reduce Fire Rescue Response (Wait) Time to Fire Incidents	Average MDFR Response (Wait) Time to Structure Fire Calls inside UDB (MSU)	Mar '24	6.02minutes	6.20minutes		6.13minutes	6.20minutes	
		Total Average MDFR Structure Fire Response (Wait) Time	Mar '24	6.21minutes	6.45minutes		6.33minutes	6.45minutes	
	Reduce Fire Rescue Dispatch Time	Average Fire Rescue Dispatch Time (in seconds)	Mar '24	27seconds	29seconds		29seconds	29seconds	
		Average Fire Rescue Dispatch Time for Life-Threatening Calls	Mar '24	27seconds	30seconds		28seconds	30seconds	
		Average Fire Rescue Dispatch Time for Structure Fire Calls	Mar '24	56seconds	70seconds		60seconds	70seconds	
		Average 911 Call processing time (in seconds) Communication Bureau	Mar '24	113.0secs	97.0secs		111.9secs	97.0secs	
	Incident Volume [Fire Rescue]	Number of Medical Calls Transported by MDFR Rescue	Mar '24	7,595	7,000		91,709	84,000	

	Units							
	Total Number of HazMat Incidents	Mar '24	13	21		220	250	
	Number of Non-Life-Threatening Incidents MDRF Responded To	Mar '24	7,212	7,200		86,333	86,000	
	Number of Miscellaneous Incidents MDRF Responded To	Mar '24	3,000	1,917		32,144	23,000	
	Number of Structure and Other Fire Incidents MDRF Responded To	Mar '24	2,428	2,334		31,313	28,000	
	Number of Fire Rescue Calls received	Mar '24	25,436	23,334		296,858	280,000	
	Number of Life-Threatening Incidents MDRF Responded To	Mar '24	12,796	11,917		147,068	143,000	
	MDRF Customer Feedback Survey Results							
	% Total Surveys Received	Mar '24	No Data	9%		7%	9%	
	% of Surveys Received with Rating of 4.5 or Greater	Mar '24	No Data	90%		95%	90%	
	Q2. MDRF explained your treatment to you	Mar '24	No Data	4.85		4.87	4.85	
	Q1. MDRF responded to your needs in a timely manner	Mar '24	No Data	4.85		4.90	4.85	
	Q3. MDRF treated you in a professional manner	Mar '24	No Data	4.85		4.95	4.85	
	Q4. MDRF met your expectations when you requested assistance	Mar '24	No Data	4.85		4.93	4.85	
Financial	Meet Budget Targets [Fire Rescue]							
	Expen: Total (Fire Rescue)	'24 FQ2	\$137,034K	\$181,899K		\$642,321K	\$727,597K	
	Revenue: Total (Fire Rescue)	'24 FQ2	\$43,166K	\$181,899K		\$716,574K	\$727,597K	
Accounts Payable/Receivable [Fire Rescue]	Percentage of Invoices Processed and Paid within 45 Days	Mar '24	95%	90%		95%	90%	
	Dollars Collected (Accounts Receivables)	Mar '24	\$25,128,325	\$1,000,000		\$139,999,966	\$12,000,000	
Internal	Units in Service [Fire Rescue]							
	Number of Frontline Rescue Units	'24 FQ2	64	65		65	65	
	Number of Specialty Units	'24 FQ2	21	21		22	21	
	Ensure Proper Staffing and Reduce Unscheduled Overtime							
Positions: Full-Time Filled (MDRF)	'24 FQ2	2,835	2,930		2,902	2,930		
Number of Sworn Personnel Separating from MDRF	Mar '24	6	6		175	72		

	Reduce Property Loss and Destruction [Fire Rescue]	Fire Plan Review Process Timeliness	Mar '24	96.61%	100.00%		98.07%	100.00%	
		Certificate of Occupancy Inspections Completed	Mar '24	1,753	1,500		20,131	18,000	
		Average Number of CO Inspections per Inspector	Mar '24	109.00	118.00		1,274.00	1,400.00	
		Fire Plans Reviewed	Mar '24	2,008	1,750		24,678	21,000	
		Life Safety Inspections Completed (Reflects Monthly)	Mar '24	5,778	5,668		70,390	68,000	
		Number of residents receiving risk reduction or fire and life safety education.	Mar '24	73,752	9,000		244,175	108,000	
Learning and Growth	Enhance Quality of Patient Care [Fire Rescue]	Total Training Hours per ISO Recommendations	Mar '24	30,084	35,325		369,930	423,900	

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Key: - Initiative - Featured Objective