

**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 FQ3	3	1		3	3	
		Number of Fireboat Missions	Jun '24	22	20		246	250	
		Air Rescue Availability for Transport	Jun '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)	Jun '24	8.03minutes	7.45minutes		7.56minutes	7.45minutes	
		Total Average MDFR Life-Threatening Response (Wait) Time	Jun '24	8.09minutes	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)	Jun '24	6.12minutes	6.20minutes		6.13minutes	6.20minutes	
		Total Average MDFR Structure Fire Response (Wait) Time	Jun '24	6.20minutes	6.45minutes		6.33minutes	6.45minutes	
	Reduce Fire Rescue Dispatch Time	Average Fire Rescue Dispatch Time (in seconds)	Jun '24	30seconds	29seconds		29seconds	29seconds	
		Average Fire Rescue Dispatch Time for Life-Threatening Calls	Jun '24	29seconds	30seconds		28seconds	30seconds	
		Average Fire Rescue Dispatch Time for Structure Fire Calls	Jun '24	71seconds	70seconds		60seconds	70seconds	
		Average 911 Call processing time (in seconds) Communication Bureau	Jun '24	109.0secs	97.0secs		111.9secs	97.0secs	
	Incident Volume [Fire Rescue]	Number of Medical Calls Transported by MDFR Rescue	Jun '24	7,620	7,000		91,709	84,000	

	Units							
	Total Number of HazMat Incidents	Jun '24	26	21		220	250	
	Number of Non-Life-Threatening Incidents MDRF Responded To	Jun '24	7,119	7,200		86,333	86,000	
	Number of Miscellaneous Incidents MDRF Responded To	Jun '24	2,707	1,917		32,144	23,000	
	Number of Structure and Other Fire Incidents MDRF Responded To	Jun '24	2,710	2,334		31,313	28,000	
	Number of Fire Rescue Calls received	Jun '24	24,536	23,334		296,858	280,000	
	Number of Life-Threatening Incidents MDRF Responded To	Jun '24	12,000	11,917		147,068	143,000	
	<b>MDRF Customer Feedback Survey Results</b>							
	% Total Surveys Received	Jun '24	No Data	9%		7%	9%	
	% of Surveys Received with Rating of 4.5 or Greater	Jun '24	No Data	90%		95%	90%	
	Q2. MDRF explained your treatment to you	Jun '24	No Data	4.85		4.87	4.85	
	Q1. MDRF responded to your needs in a timely manner	Jun '24	No Data	4.85		4.90	4.85	
	Q3. MDRF treated you in a professional manner	Jun '24	No Data	4.85		4.95	4.85	
	Q4. MDRF met your expectations when you requested assistance	Jun '24	No Data	4.85		4.93	4.85	
Financial	<b>Meet Budget Targets [Fire Rescue]</b>							
	Expen: Total (Fire Rescue)	'24 FQ3	\$158,716K	\$181,899K		\$642,321K	\$727,597K	
	Revenue: Total (Fire Rescue)	'24 FQ3	\$77,522K	\$181,899K		\$716,574K	\$727,597K	
	<b>Accounts Payable/Receivable [Fire Rescue]</b>							
	Percentage of Invoices Processed and Paid within 45 Days	Jun '24	96%	90%		95%	90%	
	Dollars Collected (Accounts Receivables)	Jun '24	\$4,762,940	\$1,000,000		\$139,999,966	\$12,000,000	
Internal	<b>Units in Service [Fire Rescue]</b>							
	Number of Frontline Rescue Units	'24 FQ3	65	65		65	65	
	Number of Specialty Units	'24 FQ3	22	21		22	21	
	<b>Ensure Proper Staffing and Reduce Unscheduled Overtime</b>							
	Positions: Full-Time Filled (MDRF)	'24 FQ3	2,922	2,930		2,902	2,930	
	Number of Sworn Personnel Separating from MDRF	Jun '24	7	6		175	72	

	<b>Reduce Property Loss and Destruction [Fire Rescue]</b>	Fire Plan Review Process Timeliness	Jun '24	99.19%	100.00%		98.07%	100.00%	
		Certificate of Occupancy Inspections Completed	Jun '24	1,590	1,500		20,131	18,000	
		Average Number of CO Inspections per Inspector	Jun '24	115.00	118.00		1,274.00	1,400.00	
		Fire Plans Reviewed	Jun '24	1,966	1,750		24,678	21,000	
		Life Safety Inspections Completed (Reflects Monthly)	Jun '24	4,586	5,668		70,390	68,000	
		Number of residents receiving risk reduction or fire and life safety education.	Jun '24	3,345	9,000		244,175	108,000	
<b>Learning and Growth</b>	<b>Enhance Quality of Patient Care [Fire Rescue]</b>	Total Training Hours per ISO Recommendations	Jun '24	29,362	35,325		369,930	423,900	

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**Key:** - Initiative - Featured Objective