

CITY OF POMPANO BEACH FIRE RESCUE

PERFORMANCE BRIEF

FISCAL YEAR 2014



City of Pompano Beach Fire Rescue

NOTES

This report highlights the Pompano Beach Fire Rescue’s emergency response activities for the fiscal year ending 2014. Data for the period are compared with previous years to monitor trends in an effort to gain insight into organizational performance and trends. In this respect, two questions are addressed: **What was the level of service demand in FY 2014? And how did the fire department perform?**

All years referred to in this document are fiscal years. Numbers in the text, tables or charts may not add up to totals because of rounding. The sum of zone totals may not add up to total incident because of computer data input errors and/or the exclusion of Mutual Aid data incidents from zone totals. The sum of dispatch time, turnout time, and travel time may not add up to total response time since there are instances where dispatch time, turnout time, or travel time data are not available to be included in the calculation of response time.

The Broward Sheriff Office runs and operates the Communications Dispatch Center.

Geographically, the city is divided into six zones; each with a dedicated fire station.¹ The fire department also provides emergency coverage for the contract service area of the Village of Sea Ranch Lakes, referred to as Zone 12C in the document. Sea Ranch Lakes is located about one mile south of Pompano Beach’s city limits along AIA.²

In addition to Sea Ranch Lakes the City has an Automatic-Aid agreement the City of Lighthouse Point, calling for Lighthouse Point Fire Rescue to commit an aerial ladder truck automatically to all Pompano Beach commercial fires while Pompano would respond to all of Light House Point’s structure fires.³

Incidents data are spread over 24 hours and divided among 14 fire/rescue units, including a rescue van⁴ that operates 12 hours a day to help provide coverage primarily to Zone 52. See response map in Appendix B.

Since some data for earlier years or months may have been updated or corrected, readers are always encouraged to use the data from the most recent Performance Brief publication. Your comments and suggestions for how to improve this document are always welcome. This report is also available on the fire department [webpage](#).

¹ Of the six fire stations, only one is located west of I-95. The zones are not necessarily divided equally, nor do they have the same number of people.

² The service contract between with the City and the Village of Sea Ranch Lakes generates \$194,000 annually and helps pay for the third paramedic on the beach rescue vehicle.

³ There is no monetary obligation for either party.

⁴ Staffing expenses for this unit average \$0.5 million per year.

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Mission

The mission of Pompano Beach Fire Rescue (PBFR) is to *preserve life and property, promote public safety and respond to all calls for emergency assistance within the community. We shall perform our mission around the clock with all due regard for the dignity of each person we serve.*

We serve a wide range of individuals on a daily basis: local residents, visitors from the United States and abroad, property owners, business interests, building design professionals, and contractors. The calls include – but are not limited to – medical and fire incidents, high-rise rescues, hazardous material incidents, and vehicle accidents. When they are not responding to requests for assistance, firefighters are conducting training drills and/or helping to maintain the fire stations and the equipment necessary to do their job.

PBFR is defined by the collective efforts of 217 full-time employees⁵ committed to providing quality service even in a time of anxiety and budget constraint. One way to understand how the department is organized is to break it into major functions or divisions. The organization comprises six operating divisions that work in concert to administer its programs and carry out a multitude of activities.⁶

The divisions are:

	Full-Time Employees
• Fire Administration	4
• Logistics	3
• Fire Operations	98
• Emergency Medical Services	85
• Fire Prevention	10
• Ocean Rescue ⁷	17

Service Cost - The FY 2014 Budget total \$32.7 million, including \$1.7 million for Ocean Rescue. Forty three percent of the Department’s funding is raised through property tax while 40% is generated through the fire assessment program.⁸ EMS transports, fire inspection fees and other revenue sources account for 16% of the department’s total funding composition.

⁵ And 32 part time employees: 31 lifeguards and one secretary.

⁶ From a budget allocation standpoint, while the Logistics Division is part of Fire Operations two of its assigned employees’ costs (one secretary and one material handling special) are funded through the EMS budget.

⁷ In addition to its regular functions, Ocean Rescue has implemented a successful effort for raising awareness in water safety in Pompano Beach with the Junior Lifeguard Program, which enrolls an average of 250 young adults per year through the summer camp. The program develops individuals from the ages of 9 through 17 in ocean water safety and generates about \$45,000 annually.

⁸ The fire assessment program history goes back to 1996 and has been updated four times since inception.

Emergency Response

Trends against the performance indicators reviewed below are shown in the “movement” column, using the following symbols: ▽ (down from previous period), ⇔ (steady or no movement), or Δ (up). The symbol color indicates whether the movement is favorable or unfavorable to the fire department or is ultimately in the interest of the community in general.

- **Red = Unfavorable**
- **Green = Favorable**

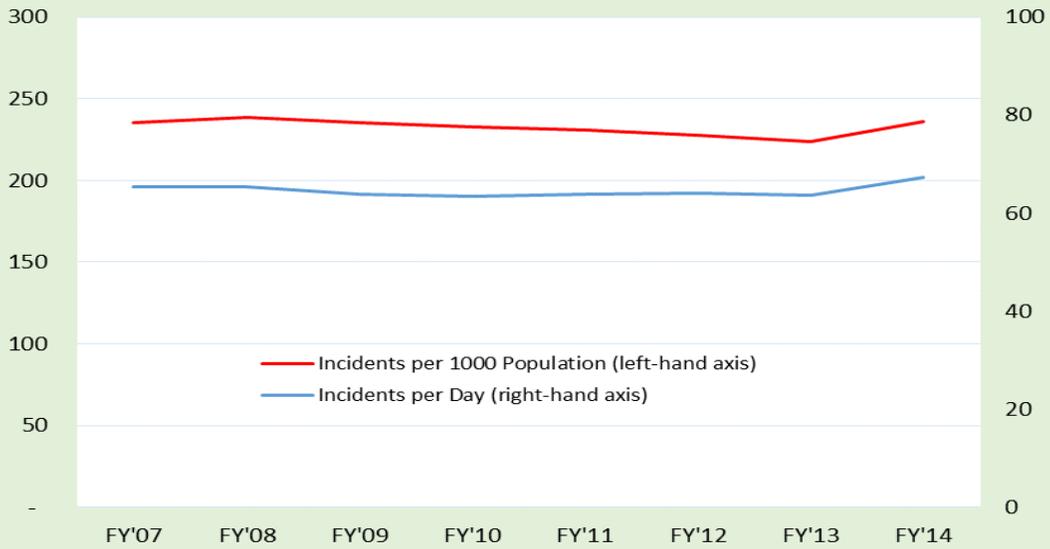
Indicator	Movement	Comment
Incidents	Δ	<p>For fiscal year ending 2014 the fire department responded to 24,538 calls for emergency assistance, representing a 5.5% increase over the previous year when the number totaled 23,261.⁹ This also means that during that period call volume averaged 67 per day or a total of 236 incidents per 1000 population for the year.¹⁰ See Chart 1 (Page 5)</p> <p>63.1% of the calls occurred during the hours of 8:00am and 8:00pm - or a little over 3 calls per hour during that time segment. This is consistent with historical average. See Chart 2 (Page 5).</p> <ul style="list-style-type: none"> • EMS calls continued to account for the vast majority of the incidents: 80.9% of the total call volume in FY 2014. Those incidents include medical/rescue (75.6%) and vehicle accidents (5.2%). • False Alarms accounted for 5.2% of the calls, down to their lowest level in many years. A relatively high number (29.6%) of those false alarms came from Zone 52, which include Palm Aire and surrounding communities. • Fire Incidents - The share of fire incidents computed to 1.4% of the total for an estimated \$2.9 million loss in property value. We unfortunately had one fire fatality, the first in the city since fiscal year 2011. This brings the total to seven fatalities since fiscal year 2007, including two in FY2007, one in FY2008, one in FY2009, one in FY2010, one in FY2011, and one in FY2014.

⁹ For fiscal year ending 2014, 62.5% of the calls – or 42 people per day - were transported to a local hospital to receive additional care. The daily average was 39 people from FY 2011 to FY 2013.

¹⁰ Call Volume by Population Size can be potentially misleading with respect to areas that experience vastly different day and night population levels. The city of Orlando is an example where the night and day populations differ vastly. There appears to be no evidence however that there is a significant variance in the day and night Pompano Beach population levels. Note also that Pompano Beach population has been relatively stable for many years, hovering around 101,000 from 2007 to 2014.

Performance Brief

Chart 1. Incidents per day and per 1000 population



For the purpose of this report, population estimates for FY 2013 and FY 2014 total 103,859. This includes an estimated City population of 103,189 plus 670 for Sea Ranch Lakes. Source: US Census and City of Pompano Beach Comprehensive Annual Financial Report (CAFR), FY2013.

Chart 2. 63% of all incidents are between 8:00am and 8:00pm



Performance Brief

Table 1. Fire Incidents per Month

	FY 2007 YR END	FY 2008 YR END	FY 2009 YR END	FY2010 YR END	FY2011 YR END	FY2012 YR END	FY2013 YR END	FY2014 YR END
Zone								
Zone 63	7	7	5	5	6	5	7	5
Zone 103	7	6	6	5	8	5	6	4
Zone 61	7	7	5	6	8	6	5	5
Zone 52	8	5	7	6	8	5	4	5
Zone 24	4	6	5	4	5	4	4	3
Zone 11	3	3	3	2	3	2	3	2
Zone 12C	0	0	0.1	0	0.1	0.3	0	0.2
Share of all Fires								
Zone 63	19.6%	20.1%	15.2%	18.3%	15.9%	20.2%	23.5%	19.9%
Zone 103	18.4%	18.5%	20.1%	16.8%	19.7%	19.6%	20.2%	15.1%
Zone 61	18.9%	20.1%	17.6%	21.0%	21.4%	23.6%	17.0%	22.3%
Zone 52	21.9%	15.0%	22.3%	20.4%	19.7%	14.6%	15.5%	18.6%
Zone 24	11.6%	17.3%	16.0%	14.7%	14.2%	15.5%	14.0%	14.1%
Zone 11	9.7%	9.0%	8.5%	8.7%	8.7%	5.6%	9.8%	9.3%
Zone 12C	0.0%	0.0%	0.3%	0.0%	0.3%	0.9%	0.0%	0.7%

Table 2. False Alarms per Month

	FY 2007 YR END	FY 2008 YR END	FY 2009 YR END	FY2010 YR END	FY2011 YR END	FY2012 YR END	FY2013 YR END	FY2014 YR END
Zone								
Zone 52	12	31	33	32	28	35	31	31
Zone 61	28	31	27	23	22	22	17	20
Zone 11	22	18	20	15	15	17	16	15
Zone 63	16	18	17	17	14	14	15	16
Zone 24	17	16	12	14	13	14	13	12
Zone 103	10	11	11	11	10	8	8	7
Zone 12C	0	0	1	1	1	1	1	1
Share of all False Alarms								
Zone 52	11.4%	25.0%	26.9%	27.9%	27.0%	31.6%	30.4%	29.6%
Zone 61	26.5%	24.5%	22.1%	20.5%	21.4%	19.7%	17.0%	20.8%
Zone 11	21.3%	14.7%	16.5%	13.1%	14.6%	15.1%	15.9%	14.6%
Zone 63	15.3%	14.4%	14.3%	15.3%	14.0%	12.5%	14.9%	15.3%
Zone 24	16.2%	12.4%	9.7%	12.4%	12.2%	12.8%	13.2%	11.3%
Zone 103	9.4%	9.1%	9.4%	9.9%	9.5%	7.5%	7.7%	7.1%
Zone 12C	0.0%	0.0%	1.1%	0.8%	1.4%	0.8%	0.9%	1.2%

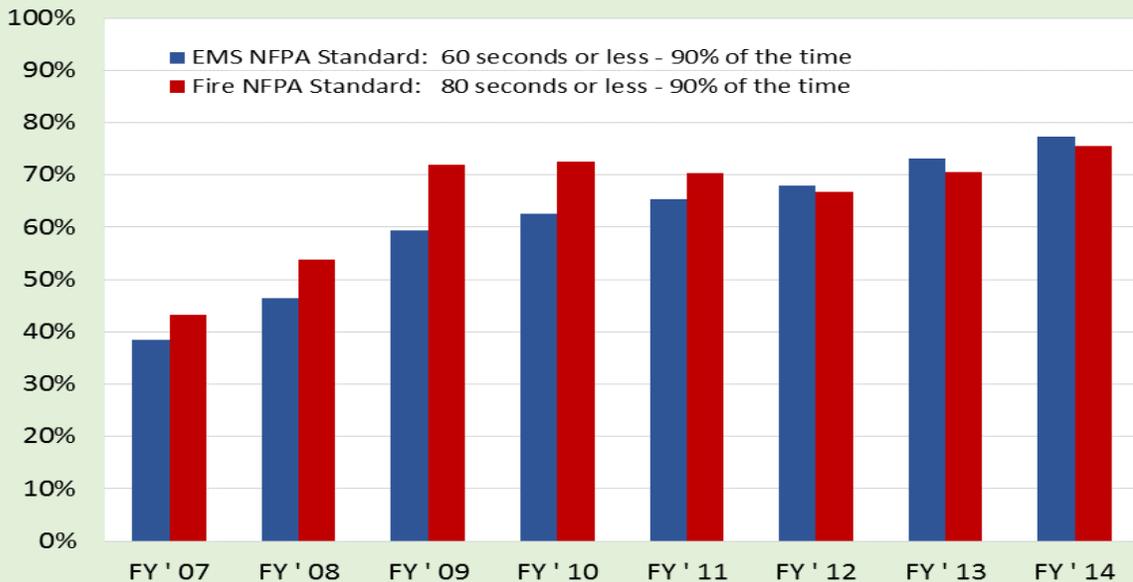
Response Time

Trends against the performance indicators reviewed below are shown in the “movement” column, using the following symbols: ▽ (down from previous period), ⇔ (steady or no movement), or Δ (up). The symbol color indicates whether the movement is favorable or unfavorable to the fire department or is ultimately in the interest of the community in general.

- Red = Unfavorable
- Green = Favorable

Indicator	Movement	Comment
Turnout time (Fire)	Δ	<p><u>% of time in FY 2014 Turnout Time to Fire calls was 80 seconds or less: 75.5%.</u></p> <p>Improved, compared to FY 2013 when the NFPA standard for Turnout Time (fire calls) was reached 70.6% of the time.</p>
Turnout time (EMS)	Δ	<p><u>% of time in FY 2014 Turnout Time to EMS calls was 60 seconds or less: 77.3%</u></p> <p>Improved, compared to FY 2013 when the NFPA standard for Turnout Time (EMS calls) was reached 73.1% of the time.</p>

Chart 3. Turnout (Fractile) Time to EMS and Fire calls



Turnout Time: NFPA 1710 3.3.53.8 defines turnout time as: “the time interval that begins when the emergency response facilities (ERFs) and emergency response units (ERUs) notification process begins by either an audible alarm or visual annunciation or both and ends at the beginning point of travel time.”

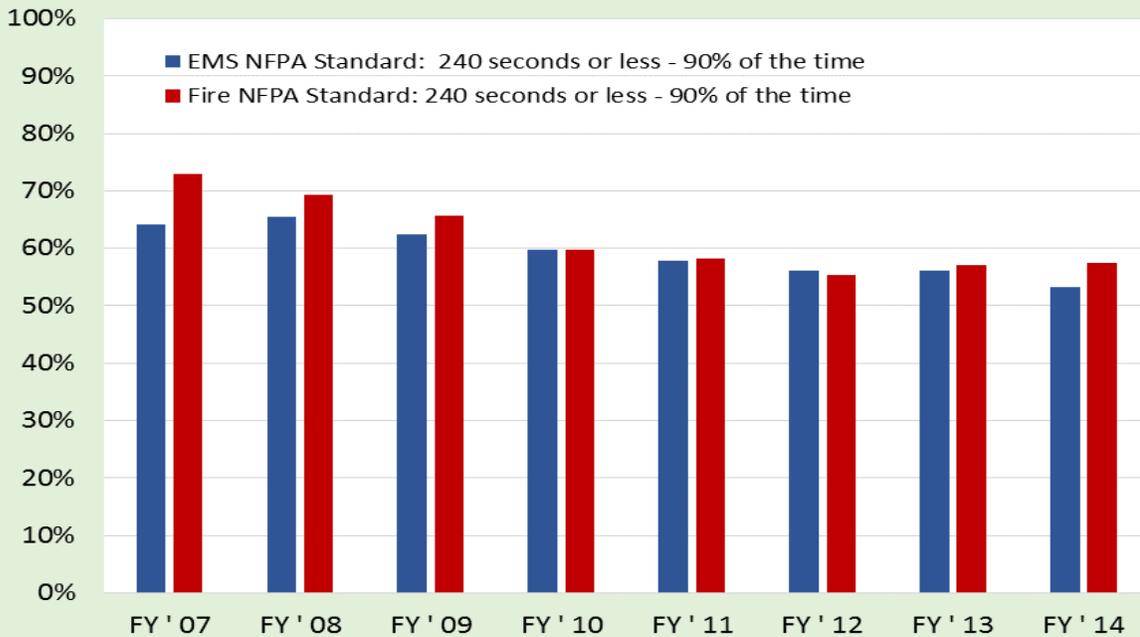
Response Time

Trends against the performance indicators reviewed below are shown in the “movement” column, using the following symbols: ▽ (down from previous period), ⇔ (steady or no movement), or Δ (up). The symbol color indicates whether the movement is favorable or unfavorable to the department or is ultimately in the interest of the community in general.

- Red = Unfavorable
- Green = Favorable

Indicator	Movement	Comment
Travel time (Fire)	⇔	<p><u>% of time in FY 2014 Travel Time to Fire calls was 4 minutes or less: 57.4%</u></p> <p>Unchanged compared to FY 2013 when the NFPA standard for Travel Time was reached 57.1% of the time.</p>
Travel time (EMS)	▽	<p><u>% of time in FY 2014 Travel Time to EMS calls was 4 minutes or less: 53.3%</u></p> <p>Down, compared to FY 2013 when the NFPA standard for Travel Time was reached 56.2% of the time.</p>

Chart 4. Travel (Fractile) Time to EMS and Fire Calls



Travel Time: NFPA 1710 3.3.53.7 defines Travel Time as “the time interval that begins when a unit is en-route to the emergency incident and ends when the unit arrives at the scene.”

Appendix A

Chart 5. Incidents and Response Time Flow Chart, FY2014

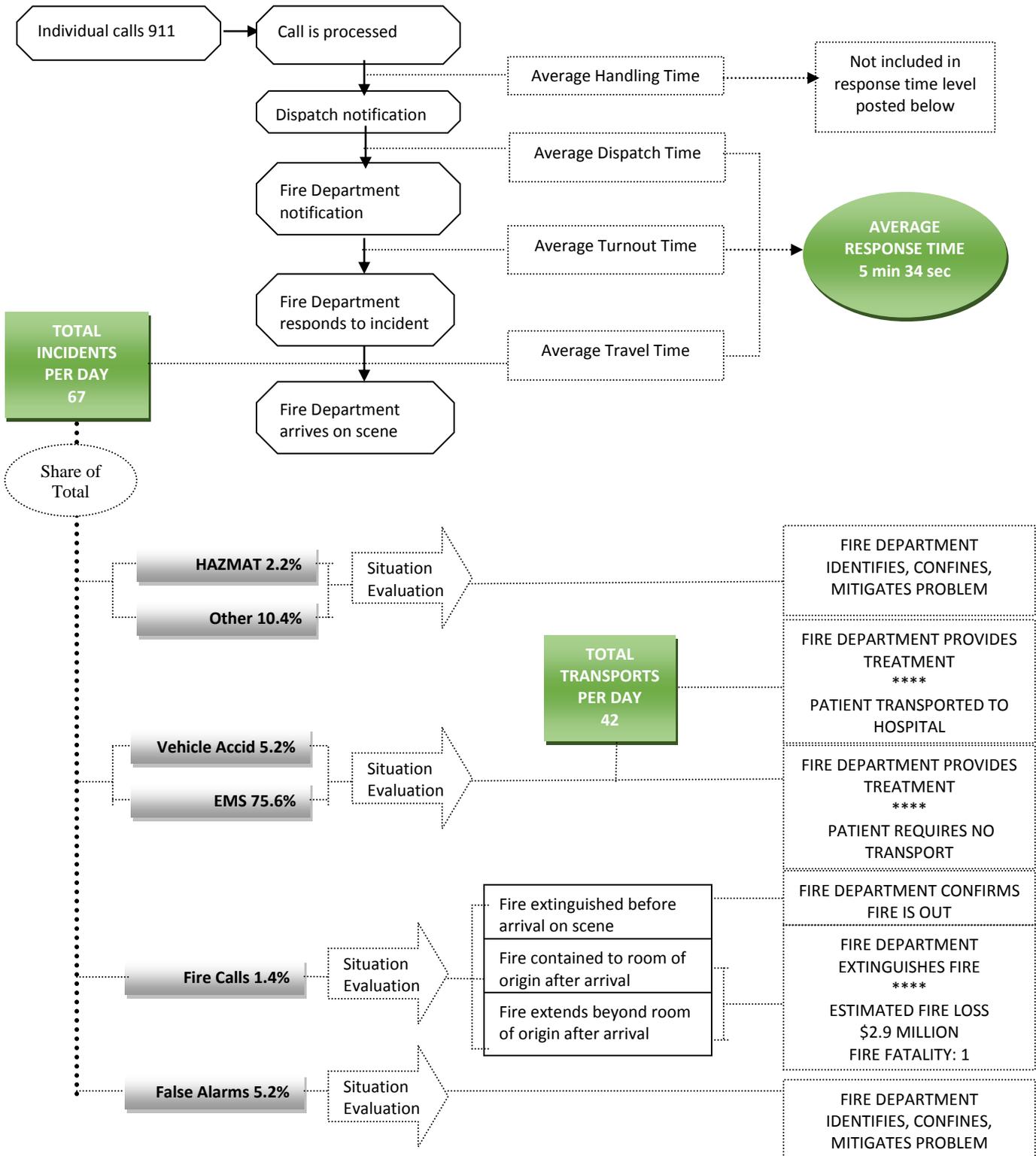
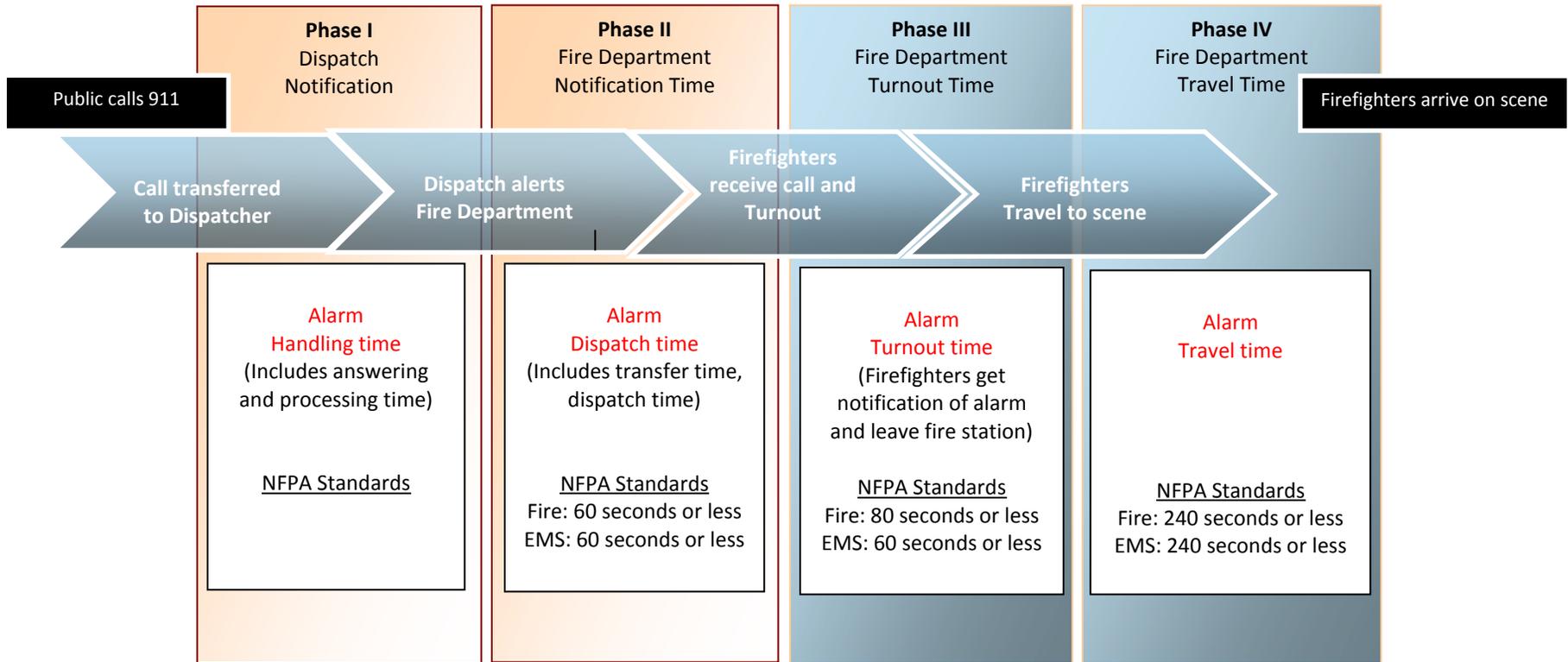


Chart 6. Incident Response Phases and NFPA Standards



Note: In 2001, subsequently revised in 2004, the National Fire Protection Association (NFPA) established standards for fire and emergency medical responses known as NFPA Standard 1710 (“NFPA 1710”). Among others, NFPA 1710 includes response time goals for various stages of response to an emergency incident. See National Fire Protection Association. (2004). *Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Career Fire Departments*, 2004 Ed. (Standard 1710) Quincy, MA: Author.

Keep in mind, this is not a legal mandate. These are recommended guidelines that the National Fire Protection Association is encouraging municipalities to follow based on volume of studies from reputable institutions.

Table 3. Authorized Positions and Organizations

		2000	2001	2002- 2003	2004	2005- 2006	2007- 2009	2009- 2010	2011- 2013	2014
ADMINISTRATION	Fire Chief	1	1	1	1	1	1	1	1	1
	Assistant Fire Chief	1	1	1	1	1	1	1	1	1
	Admin. Services Manager									1
	Administrative Coordinator	1	1	1	1	1	1	1	1	
	Department Head Secretary	1	1	1	1	1	1	1	1	1
	Subtotal	4	4	4	4	4	4	4	4	4
TRAINING	Training Commander	1	1	1	1	1	1	1	1	1
	Training Officer	2	2	2	2	2	2	2	2	2
	Subtotal	3	3	3	3	3	3	3	3	3
PREVENTION	Fire Marshal	1	1	1	1	1	1	1	1	1
	Fire Inspectors	6	7	7	7	8	8	8	8	8
	Secretary	1	1	1	1	1	1	1	1	1
	Subtotal	8	9	9	9	10	10	10	10	10
OPERATIONS	Logistics Manager							1	1	1
	Emergency Manager						1	1	1	1
	Division Chief				1	1	1	1	1	1
	Battalion Chief			3	3	3	3	3	3	3
	Captain	3	3							
	Fire Lieutenant	15	17	17	15	15	15	15	15	15
	Driver Engineer	16	18	18	18	18	18	18	18	18
	Firefighter	40	50	50	57	57	57	57	57	57
Subtotal	74	88	88	94	94	95	96	96	96	
EMS	Division Chief	1	1	1	1	1	1	1	1	1
	Captain				3	3	3	3	3	3
	Fire Lieutenant	13	15	15	14	14	14	14	14	14
	Driver Engineer	10	12	12	12	12	12	12	12	12
	Firefighter	38	44	44	50	50	54	54	54	54
	Secretary	2	2	2	2	2	2	2	2	2
	Material Handling Spec.	1	1	1	1	1	1	1	1	1
Subtotal	65	75	75	83	83	87	87	87	87	
FIRE/EMS	TOTAL	154	179	179	193	194	199	200	200	200
OCEAN RESCUE	Lifeguard							14	14	14
	Lifeguard Lieutenant							2	2	2
	Lifeguard Captain							1	1	1
	Manager							1		
	Ocean Rescue (Full Time)							18	17	17
Ocean Rescue (Part Time)							21	31	31	

Appendix B

