



# Performance Brief

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FY2016, 1st Qtr. Report

City of Pompano Beach Fire Rescue

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# Background

This report highlights Pompano Beach Fire Rescue's emergency response activities for the first quarter of fiscal year 2016. Data for the period are compared with comparable periods to monitor trends in an effort to gain insight into performance. In this respect, the following questions are addressed: What was the level of service demand? How did we perform? What does the service cost?

All years referred to in the 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 due to 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.

Incidents data are spread over 24 hours and divided among 14 fire-rescue units, including a rescue van which operates 12 hours a day to help provide coverage primarily to Zone 52. See the incidents response map in Page 10. Since data for earlier years may have been revised, readers are always encouraged to use the data from the most recent Performance Brief publication. Note also, the information released in this publication is based on preliminary data and is always subject to change in the future.

**Coverage Area** - From an emergency response strand point, geographically, the city is divided into six *zones*; each with a dedicated fire station. The zones are not divided equally, with similar demographics and population density. For instance, of the six fire stations, only one is located west of Interstate-95 where most of the city population growth has occurred in the last twenty years.

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, theoretically treated as a seventh zone. [Sea Ranch Lakes](#) is located about one mile south of Pompano Beach's city limits along AIA.<sup>1</sup> In addition to Sea Ranch Lakes, the City of Pompano Beach has an Automatic-Aid agreement with the City of [Lighthouse Point](#) (located just north of Pompano along Federal Highway), calling for Lighthouse Point Fire Rescue to commit an aerial ladder truck automatically to all Pompano Beach commercial fires while Pompano Beach Fire Rescue would respond to all of Lighthouse Point's structure fires.<sup>2</sup>

**The 9-1-1 System** – Emergency calls go through the steps illustrated in Page 3. Two agencies (Pompano Beach Fire Rescue and the Broward County Dispatch Center) are involved in the process, and together they impact overall response time. Following are the phases through which the call goes:

At the Dispatch Center, the call taker takes the information (Phase I) from the person calling 9-1-1 and transfers it to the dispatcher who then alerts the fire department (Phase II). These events are exclusively under the control of the Dispatch Center.

Firefighters take the call/leave the fire station (Phase III) and travel to the scene of the incident (Phase IV).

Response time is impacted by (1) how long it takes the call taker and the dispatcher to process and transfer the call to the fire department and (2) the time it takes firefighters to react/leave the fire station and travel to the scene.

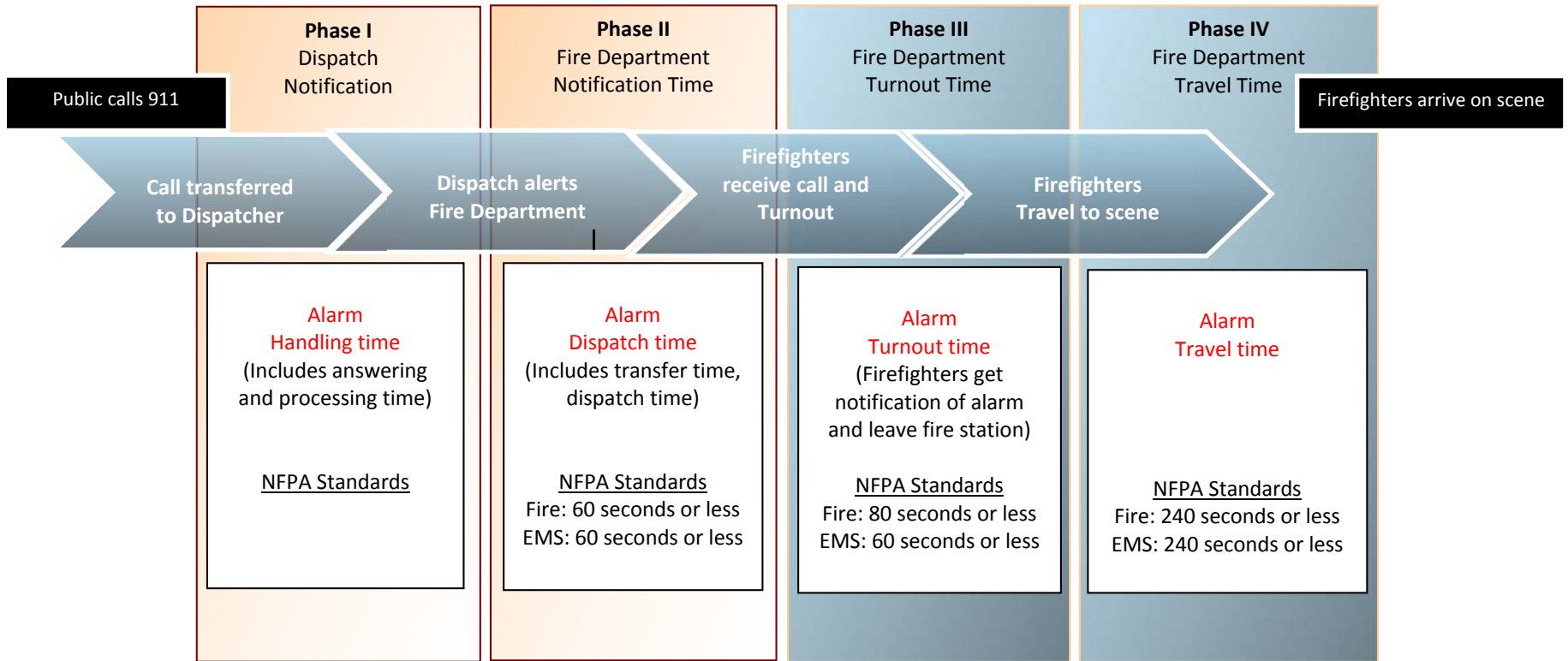
Thank you for your interest in the organization; your comments and suggestions on how to improve this document are always welcome. This report is also available on the fire department [webpage](#).

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<sup>1</sup> The service contract between the City and the Village of Sea Ranch Lakes generates \$194,000 annually; it primarily pays for the cost of staffing the third paramedic on the beach rescue vehicle.

<sup>2</sup> There is no monetary obligation for either party.

*Chart 1. 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. This is however 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.

## Mission and Organization

**T**he 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. This mission is performed around the clock with all due regard for the dignity of each person we serve. In terms of priority, we want to help Pompano Beach enhance its reputation as a safe place in the region and deepen our connection with the community.

We serve a wide range of individuals and groups on a daily basis: local residents, visitors from the United States and abroad, property owners, business interests, building design professionals, and contractors. The calls for assistance 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 station facilities as well as the apparatus equipment necessary to do their job.

More broadly, PBFR is defined by the collective efforts of 217 full-time employees.<sup>3</sup> One way to understand how the department is organized is to divide it into major functions or divisions. The organization comprises six operating divisions working in concert to deliver services or administer programs and carry out a multitude of activities.

The number of full-time employees is as follows

○ Fire Administration	4
○ Logistics <sup>4</sup>	3
○ Fire Operations	98
○ Emergency Medical Services	85
○ Fire Prevention	10
○ Ocean Rescue	17

As the leadership arm of the department, with oversight responsibility over the entire organization, Fire Administration leverages organizational capital to increase the department's ability to respond to challenges, to adapt to new conditions, and try to quickly recover from difficulties and emergencies that will come our way.

The Fire Buildings Division has direct oversight responsibilities over building repairs, maintenance and safety programs which enhance the serviceability and duration of equipment and facilities. The Division is responsible for all facility management issues including major and minor repairs of buildings and equipment.

The Bureau of Fire Prevention – considered the fire safety enforcement arm of the organization - is required to perform annual inspection on all commercial and multi-residential properties in the city. These inspections are intended to eliminate or reduce the number of hazards at these properties which contribute to the increased risk of fire within the city. Fire inspectors also review building construction plans for fire safety code compliance.

The Division of Ocean Rescue provides rescue coverage daily to protect designated beach areas of the City of Pompano Beach.

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<sup>3</sup> And 32 part time employees: 31 lifeguards and one secretary.

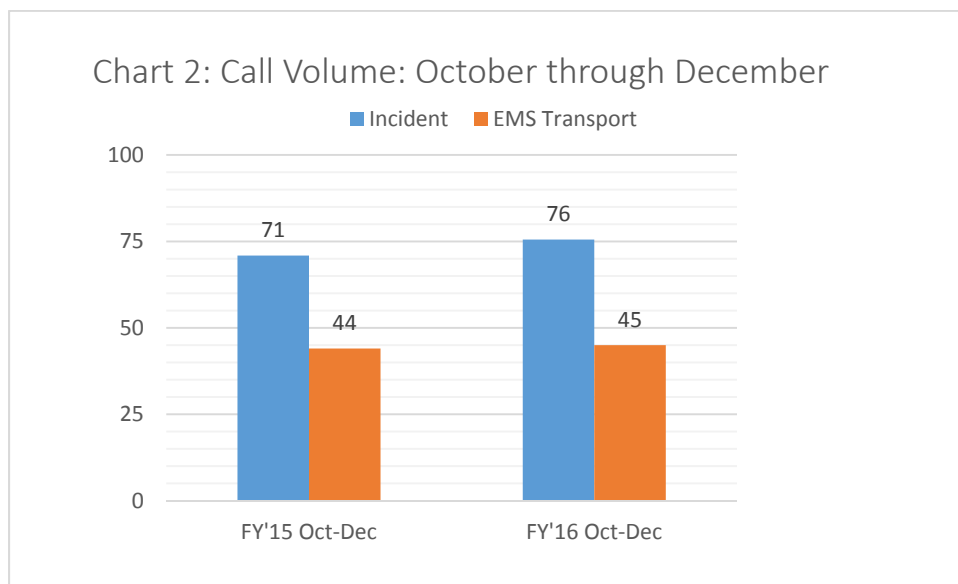
<sup>4</sup> From a budget allocation standpoint, while the Logistics Division is part of the Fire Operations Division, two of its assigned employees' costs (one secretary and one material handling specialist) are funded through the EMS budget.

# Performance

## Emergency Response

### Call Volume - trending up

In the period ranging from October to December the fire department responded to 6,950 incidents (or an average of 76 per day). This represents an increase of 6.6 percent as compared to the same period a year ago when the daily average was 71.<sup>5</sup>



- 45 of the 76 incidents involved patients requiring emergency medical transport to the hospital.

**Table 1: Incidents and EMS Transports**

	FY2010 YR END	FY2011 YR END	FY2012 YR END	FY2013 YR END	FY2014 YR END	FY2015 YR END	FY2015 Oct-Dec	FY2016 Oct-Dec
Incidents per Day	63	64	64	64	67	76	71	76
Transports per Day	39	39	39	39	42	46	44	45

<sup>5</sup> In the last two years there has been a significant increase in call volume, from 65/day over a period of 8 years to an average of 75/day in the last two years.

- Medical/Rescue incidents continued to account for the vast majority of the calls, totaling 5,074 or 73.0% of the Call volume.
- The number of fire incidents has remained relatively low, accounting for 1.3% of the calls in the first of the fiscal year.

**Table 2: Incident Types (% of Calls)**

	FY2010 YR END	FY2011 YR END	FY2012 YR END	FY2013 YR END	FY2014 YR END	FY2015 YR END	FY2015 Oct-Dec	FY2016 Oct-Dec
Fires	1.5%	1.5%	1.4%	1.5%	1.4%	1.2%	1.1%	1.3%
Vehicle Accidents	4.3%	4.3%	4.6%	4.6%	5.2%	6.1%	5.9%	6.6%
<b>Medical/Rescues</b>	<b>76.7%</b>	<b>77.3%</b>	<b>76.4%</b>	<b>76.3%</b>	<b>75.6%</b>	<b>74.0%</b>	<b>74.3%</b>	<b>73.0%</b>
HAZMAT	2.5%	2.7%	2.8%	2.6%	2.2%	1.8%	2.0%	1.7%
False Alarms	5.9%	5.3%	5.7%	5.4%	5.2%	5.2%	5.3%	4.8%
Other	9.1%	8.8%	9.0%	9.6%	10.4%	11.7%	11.4%	12.7%

- The vast majority of the incidents occur during the hours of 8:00am and 8:00pm.

**Table 3: Incidents by 4-Hour Increments (% of Calls)**

	FY2010 YR END	FY2011 YR END	FY2012 YR END	FY2013 YR END	FY2014 YR END	FY2015 YR END	FY2015 Oct-Dec	FY2016 Oct-Dec
Midnight-4:00am	10.1%	9.8%	9.7%	9.8%	9.9%	10.2%	10.5%	10.7%
4:00am-8:00am	10.2%	10.2%	10.3%	10.6%	10.6%	10.5%	10.4%	11.1%
<b>8:00am-Noon</b>	<b>20.4%</b>	<b>20.8%</b>	<b>20.6%</b>	<b>20.5%</b>	<b>20.5%</b>	<b>20.2%</b>	<b>20.7%</b>	<b>19.9%</b>
<b>Noon-4:00pm</b>	<b>21.4%</b>	<b>21.9%</b>	<b>21.1%</b>	<b>21.4%</b>	<b>21.8%</b>	<b>21.7%</b>	<b>21.8%</b>	<b>21.3%</b>
<b>4:00pm-8:00pm</b>	<b>21.4%</b>	<b>21.0%</b>	<b>21.2%</b>	<b>21.1%</b>	<b>20.3%</b>	<b>20.8%</b>	<b>20.4%</b>	<b>21.1%</b>
8:00pm-Midnight	16.5%	16.3%	17.1%	16.7%	16.9%	16.6%	16.2%	16.0%

- For the most part, with the exception of Zone 11 which saw a slight increase, the call distribution remained unchanged from last year. Zone 52 and Zone 63 for instance continued to account for about 46% of the calls.

**Table 4: Incidents by Zone (% of Calls)**

	FY2010 YR END	FY2011 YR END	FY2012 YR END	FY2013 YR END	FY2014 YR END	FY2015 YR END	FY2015 Oct-Dec	FY2016 Oct-Dec
Zone 11	11.4%	11.0%	11.3%	11.2%	10.5%	10.1%	9.9%	11.2%
Zone 24	15.1%	14.7%	15.2%	14.7%	15.2%	16.2%	16.6%	11.9%
<b>Zone 52</b>	<b>24.5%</b>	<b>25.5%</b>	<b>25.9%</b>	<b>26.1%</b>	<b>26.3%</b>	<b>24.5%</b>	<b>24.8%</b>	<b>25.6%</b>
Zone 61	16.2%	15.8%	15.6%	16.8%	17.6%	16.6%	16.1%	17.1%
<b>Zone 63</b>	<b>20.0%</b>	<b>20.1%</b>	<b>19.7%</b>	<b>19.0%</b>	<b>20.2%</b>	<b>19.9%</b>	<b>19.8%</b>	<b>20.9%</b>
Zone 103	12.3%	12.5%	12.1%	11.9%	9.9%	12.4%	12.5%	13.1%
Zone 12C	0.4%	0.4%	0.3%	0.3%	0.3%	0.2%	0.3%	0.2%

*Notes: The fire department also provides emergency coverage for the contract service area of the Village of Sea Ranch Lakes, referred to as Zone 12C; it's theoretically treated as a seventh zone for the purpose of this reporting .*

## Response Time

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### Edged up

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Response time averaged 5:44 minutes – up 20 seconds when compared to the first quarter (5:31 minutes) of last year.

*TRAVEL TIME* - Yet when broken down by components (e.g., Travel Time) the Fire Department struggles to meet NFPA standards with respect to fractile time, as shown below.

#### Travel Time to Fire incidents

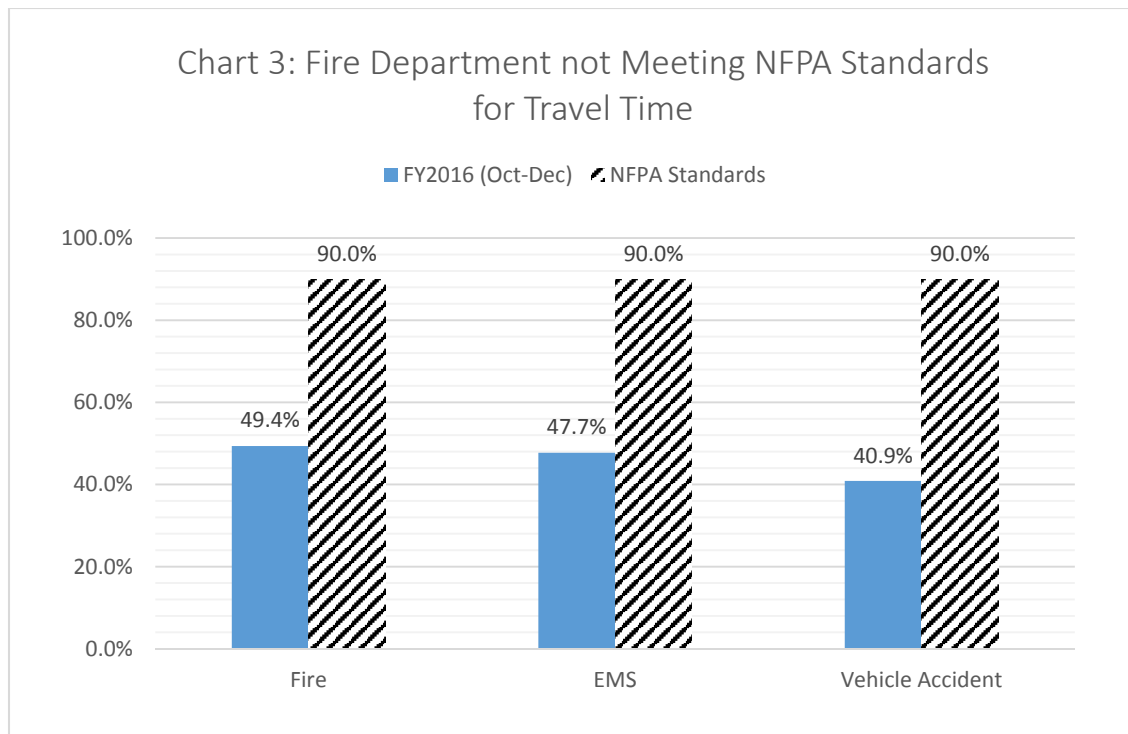
- **49.4%** - Percent of time Travel Time to Fire calls was 4 minutes or less. NFPA Standard (of 4 minutes or less - 90% of the time) was not met

#### Travel Time to EMS incidents

- **47.7%** - Percent of time Travel Time to EMS calls was 4 minutes or less. NFPA Standards (of 4 minutes or less - 90% of the time) was not met.

#### Travel Time to Vehicle Accidents

- **40.9%** - Percent of time Travel Time to EMS calls was 4 minutes or less. NFPA Standards (of 4 minutes or less - 90% of the time) was not met.

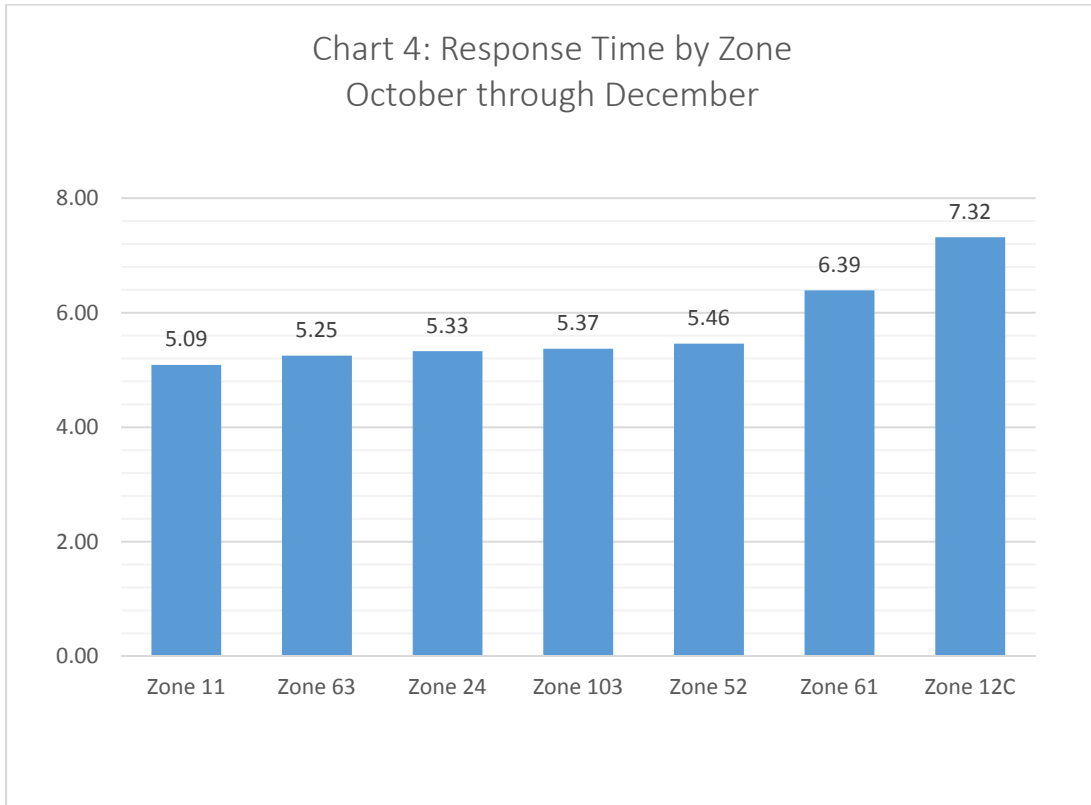


Notes: National Fire Protection Agency (NFPA) Standards

- **Fire Incidents:** 4 minutes or less – 90% of the time
- **EMS Incidents:** 4 minutes or less – 90% of the time

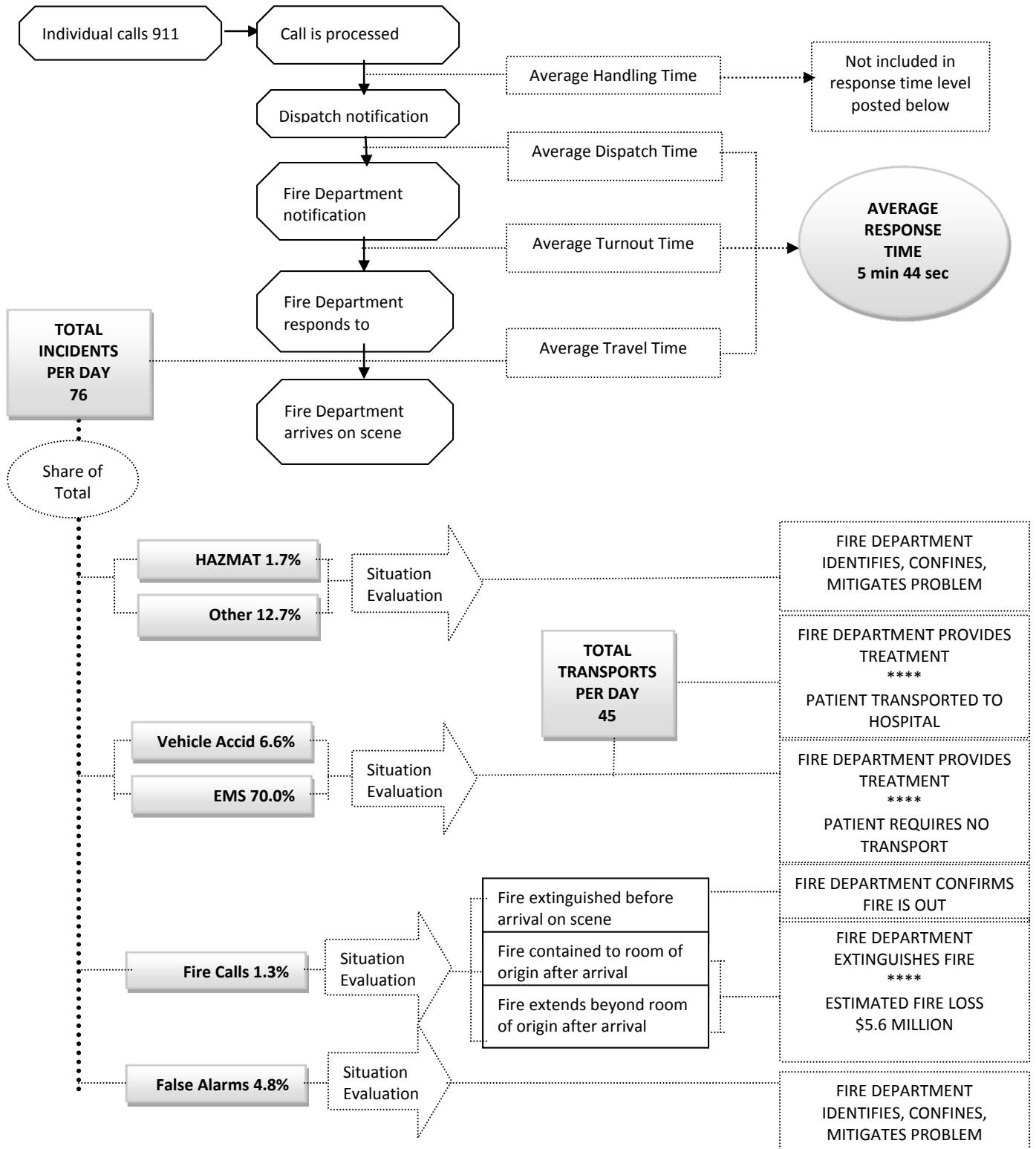


- While average response time has been kept at a reasonable level for many years, two of the service areas (Zone 61 and Zone 12C) continued to experience high average response time, as shown here.



**Notes:** The fire department also provides emergency coverage for the contract service area of the Village of Sea Ranch Lakes (Zone 12C, ) located about one mile south of Pompano Beach's city limits along AIA.

Chart 5. Incidents and Response Time Flow Chart



Appendix. Pompano Beach Emergency Response Zones

