

Performance Brief

FY2016, 3rd Qtr. Report

City of Pompano Beach Fire Rescue
POMPANO BEACH, FLORIDA

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BACKGROUND

This report highlights Pompano Beach Fire Rescue's emergency response activities for the third 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?

All years referred to in the document are fiscal years, which run from October through September. 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 that operates 12 hours a day to help provide coverage primarily to Zone 52. (See the incidents response map in Page 11).

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 standpoint, 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 and theoretically treated as a seventh zone. [Sea Ranch Lakes](#) is located about one mile south of Pompano Beach's city limits along AIA.¹ 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.²

The 9-1-1 System – Emergency calls go through the steps illustrated in Page 3 on this document. 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).

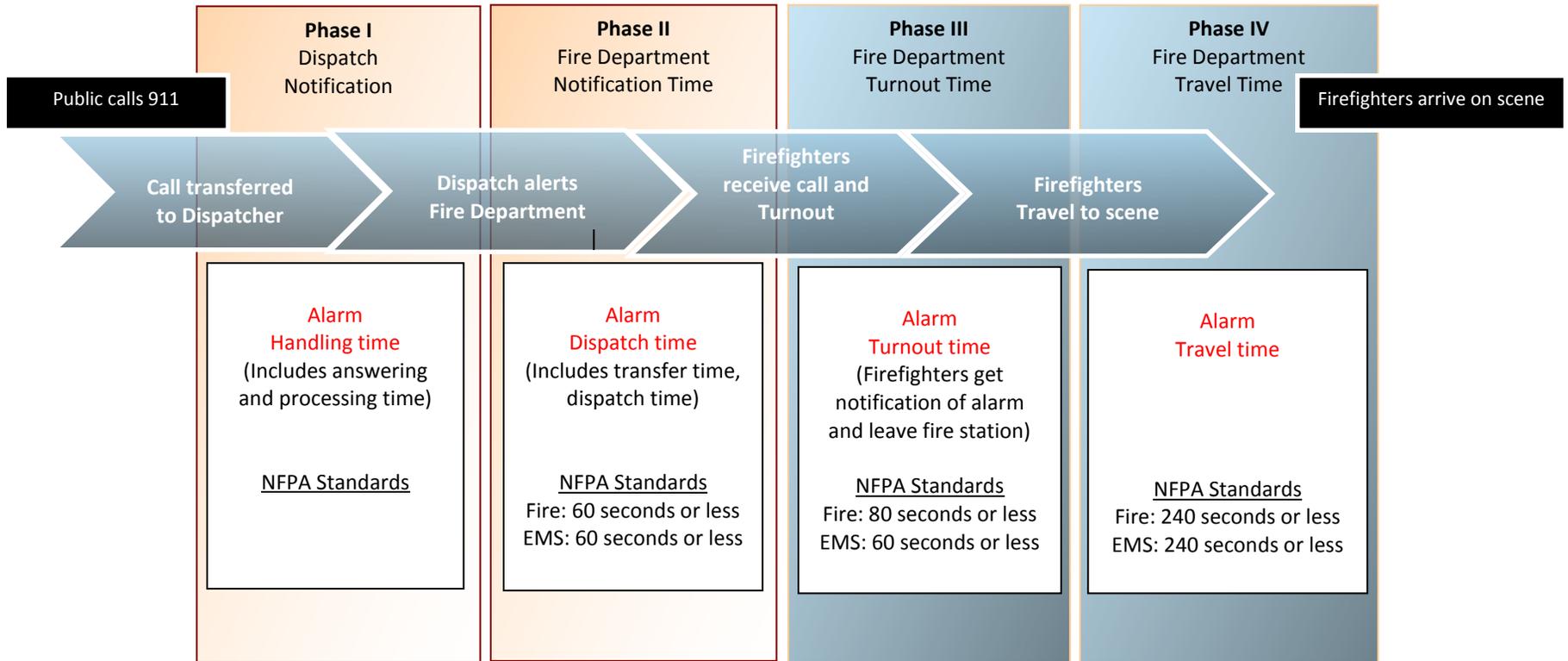
The response time is impacted by (1) how long it takes the call taker and the dispatcher to process and transfer the call to the fire department and (2) the time it takes firefighters to react/leave the fire station and travel to the scene.

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](#).

¹ The service contract between the City and the Village of Sea Ranch Lakes generates \$195,000 annually; it primarily pays for the cost of staffing the third paramedic on the beach rescue vehicle.

² 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

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. 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.³ 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
○ Fire Buildings (Logistics) ⁴	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.

³ And 32 part time employees: 31 lifeguards and one secretary.

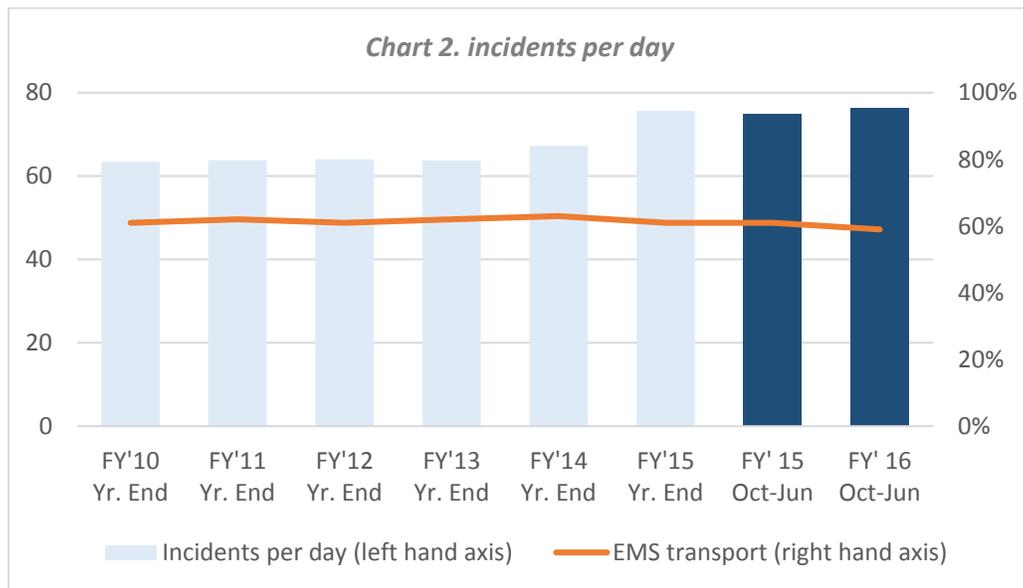
⁴ From a budget allocation standpoint, while the Logistics Division is part of the Fire Operations Division, two of its assigned employees' costs (one secretary and one material handling specialist) are funded through the EMS budget.

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Call volume rising

After many years of no significant change, call volume increased in fiscal year 2014 and has remained relatively high since then. The following chart compares incidents per day for each fiscal year from 2010 to 2015 and compares the period of October through June 2016 to October through June 2015.

- In the October-June 2016 period, the fire department responded to 20,876 incidents or an average of 76 per day, representing an increase of 1.8% compared to the same period last year.
- 59% of the incidents involve patients requiring emergency medical transport to the hospital – that’s a total 12,398 or 45 transports per day.



Incidents by Zone - The call distribution by zone distribution (as a share of total calls) has remained unchanged.

Table 1. 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-June	FY2016 Oct-June
Zone 52	24.5%	25.5%	25.9%	26.1%	26.3%	24.5%	24.8%	24.5%
Zone 63	20.0%	20.1%	19.7%	19.0%	20.2%	19.9%	19.8%	20.0%
Zone 24	15.1%	14.7%	15.2%	14.7%	15.2%	16.2%	16.3%	16.6%
Zone 61	16.2%	15.8%	15.6%	16.8%	17.6%	16.6%	16.5%	16.3%
Zone 103	12.3%	12.5%	12.1%	11.9%	9.9%	12.4%	12.2%	12.1%
Zone 11	11.4%	11.0%	11.3%	11.2%	10.5%	10.1%	10.2%	10.3%
Zone 12C	0.4%	0.4%	0.3%	0.3%	0.3%	0.2%	0.2%	0.2%

Note. 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 treated as a separate zone for the purpose of this reporting.

Although down by 2.2 percentage points (to 71.8%) from the same period last year, Medical/Rescue incidents continue to account for the vast majority of the calls (see Table 2).

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-June	FY2016 Oct-June
Medical/Rescues	76.7%	77.3%	76.4%	76.3%	75.6%	74.0%	74.0%	71.8%
Other	9.1%	8.8%	9.0%	9.6%	10.4%	11.7%	11.6%	12.9%
Vehicle Accidents	4.3%	4.3%	4.6%	4.6%	5.2%	6.1%	6.3%	6.8%
False Alarms	5.9%	5.3%	5.7%	5.4%	5.2%	5.2%	5.1%	5.3%
Hazardous Materials	2.5%	2.7%	2.8%	2.6%	2.2%	1.8%	1.8%	1.8%
Fires	1.5%	1.5%	1.4%	1.5%	1.4%	1.2%	1.2%	1.3%

Note. For the purpose of this report, the Other category includes the following incident types: Severe Weather, Rupture, Service Calls, Good intent, and Other.

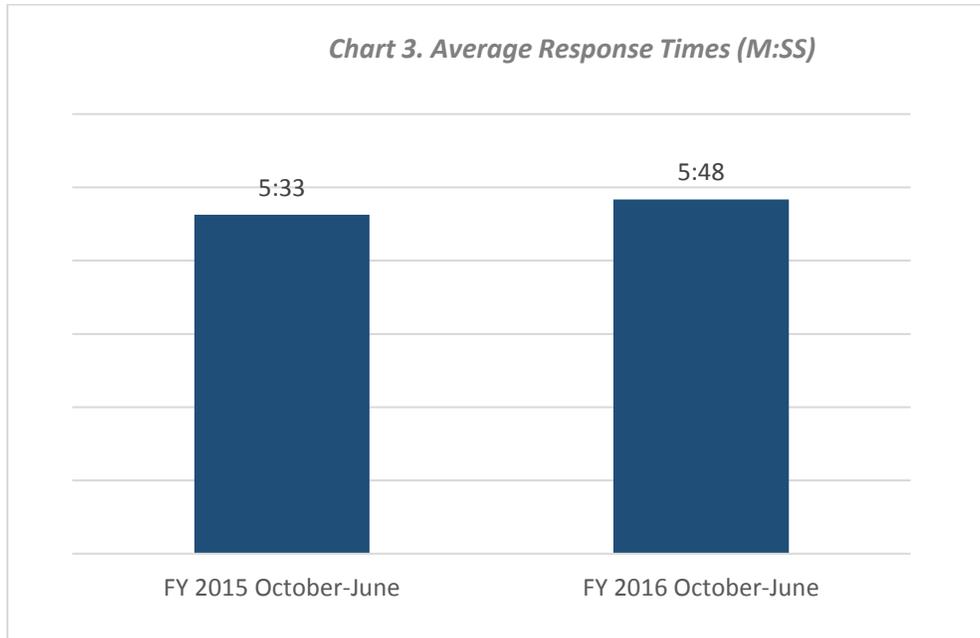
Table 3. Fires by zone (% of Calls)

	FY2010 YR END	FY2011 YR END	FY2012 YR END	FY2013 YR END	FY2014 YR END	FY2015 YR END	FY2015 Oct-June	FY2016 Oct-June
Zone 11	8.7%	8.7%	5.6%	9.8%	9.3%	5.6%	4.8%	10.2%
Zone 24	14.7%	14.2%	15.5%	14.0%	14.1%	14.6%	17.0%	13.6%
Zone 52	20.4%	19.7%	14.6%	15.5%	18.6%	16.6%	17.4%	19.7%
Zone 61	21.0%	21.4%	23.6%	17.0%	22.3%	22.6%	22.6%	20.1%
Zone 63	18.3%	15.9%	20.2%	23.5%	19.9%	24.3%	19.6%	21.2%
Zone 103	16.8%	19.7%	19.6%	20.2%	15.1%	16.3%	18.7%	15.2%
Zone 12C	0.0%	0.3%	0.9%	0.0%	0.7%	0.0%	0.0%	0.0%

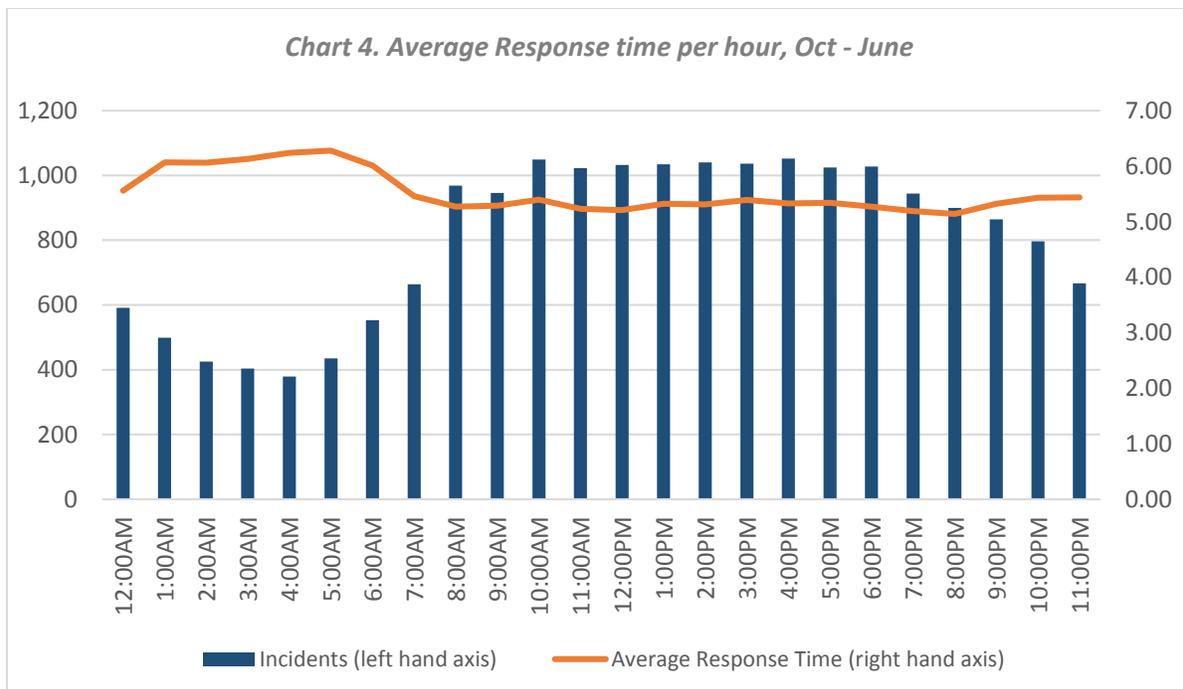
Table 4. False alarms by zone (% of Calls)

	FY2010 YR END	FY2011 YR END	FY2012 YR END	FY2013 YR END	FY2014 YR END	FY2015 YR END	FY2015 Oct-June	FY2016 Oct-June
Zone 11	13.1%	14.6%	15.1%	15.9%	14.6%	16.1%	15.4%	17.0%
Zone 24	12.4%	12.2%	12.8%	13.2%	11.3%	17.6%	16.8%	12.0%
Zone 52	27.9%	27.0%	31.6%	30.4%	29.6%	27.4%	24.0%	22.9%
Zone 61	20.5%	21.4%	19.7%	17.0%	20.8%	17.7%	19.5%	20.0%
Zone 63	15.3%	14.0%	12.5%	14.9%	15.3%	10.5%	14.4%	16.8%
Zone 103	9.9%	9.5%	7.5%	7.7%	7.1%	10.2%	9.2%	10.4%
Zone 12C	0.8%	1.4%	0.8%	0.9%	1.2%	0.6%	0.7%	0.9%

During the Oct-June stretch, response times averaged 5:48 minutes - citywide



On an hourly basis, the average response time was well below the six-minute mark during the daytime.



Travel Time

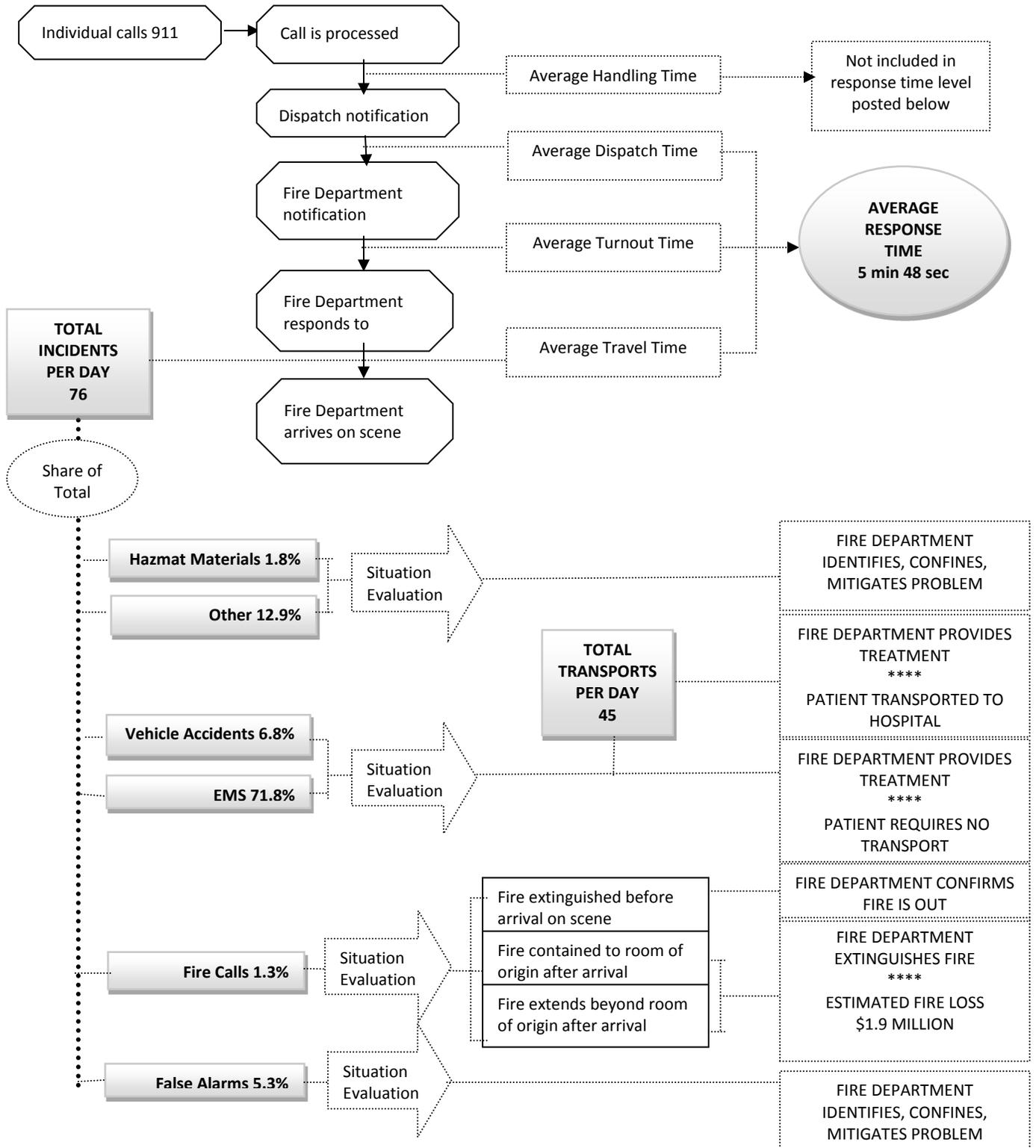
Call volume growth has had a considerable impact on travel time (the time interval that begins when an emergency response vehicle is enroute to the emergency incident and ends when the unit arrives at the scene). For several years, when call volume was flat, a little less than 60 percent of the emergency calls' *travel time* were within 4 minutes. In the last couple of years the percentage has dropped to about 55 percent, reaching a low of 48.1% during the October-June period (see Table 6). If this trend persists (while staff expects additional hiring approved in the FY 2017 budget to improve service levels in the short term), keeping up with the increase will remain a challenge. We will continue to investigate the factors driving this demand to determine/recommend an appropriate and long-term solution to the City Manager.

Table 5. Percent of time Travel Time was 4 minutes or less

	FY2010	FY2011	FY2012	FY2013	FY2014	FY2015	FY2015	FY2016
	YR END	Oct-June	Oct-June					
Fire incidents	59.9%	58.3%	55.3%	57.1%	57.4%	55.8%	56.3%	48.1%
NFPA Standard	90.0%							
EMS incidents	59.8%	57.8%	56.1%	56.2%	53.3%	51.7%	52.7%	46.1%
NFPA Standard	90.0%							
Vehicle Accidents	57.1%	52.3%	48.4%	50.0%	44.2%	39.1%	39.9%	37.7%
NFPA Standard	90.0%							

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*

Chart 5. Incidents and Response Time Flow Chart



Appendix. Pompano Beach Emergency Response Zones

