

# CITY OF POMPANO BEACH FIRE RESCUE

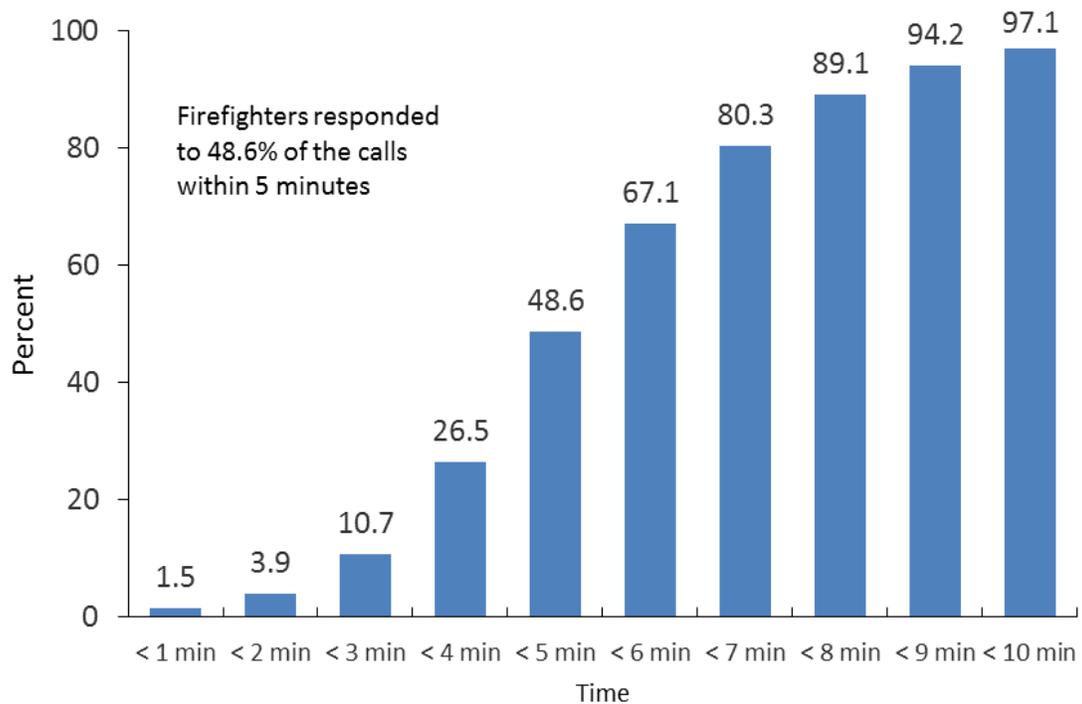
## *Performance Brief*

Turning data into  
information to gain  
insights into operational  
and strategic challenges

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### Fiscal Year 2014 October – December

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OCTOBER-DECEMBER PERFORMANCE BRIEF  
City of Pompano Beach Fire Rescue

## NOTES

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This report highlights the Fire Department's activities for the first three months - October through December - of fiscal year 2014. Data for the period are compared with previous periods to monitor trends and provide insight into organizational performance. **In this respect, two questions are addressed: What was the level of service demand? And how did the organization perform?**

All years referred to in this report are fiscal years. Numbers in the text, tables or exhibits 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 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.

The city is divided into six zones; each with a dedicated fire station. 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.

The calls (i.e., requests) for emergency assistance are spread over 24 hours and divided among 14 fire/rescue units, including a rescue van (Rescue 352) that operates 12 hours a day to help provide coverage primarily to Zone 52. See response map in the Appendix section.

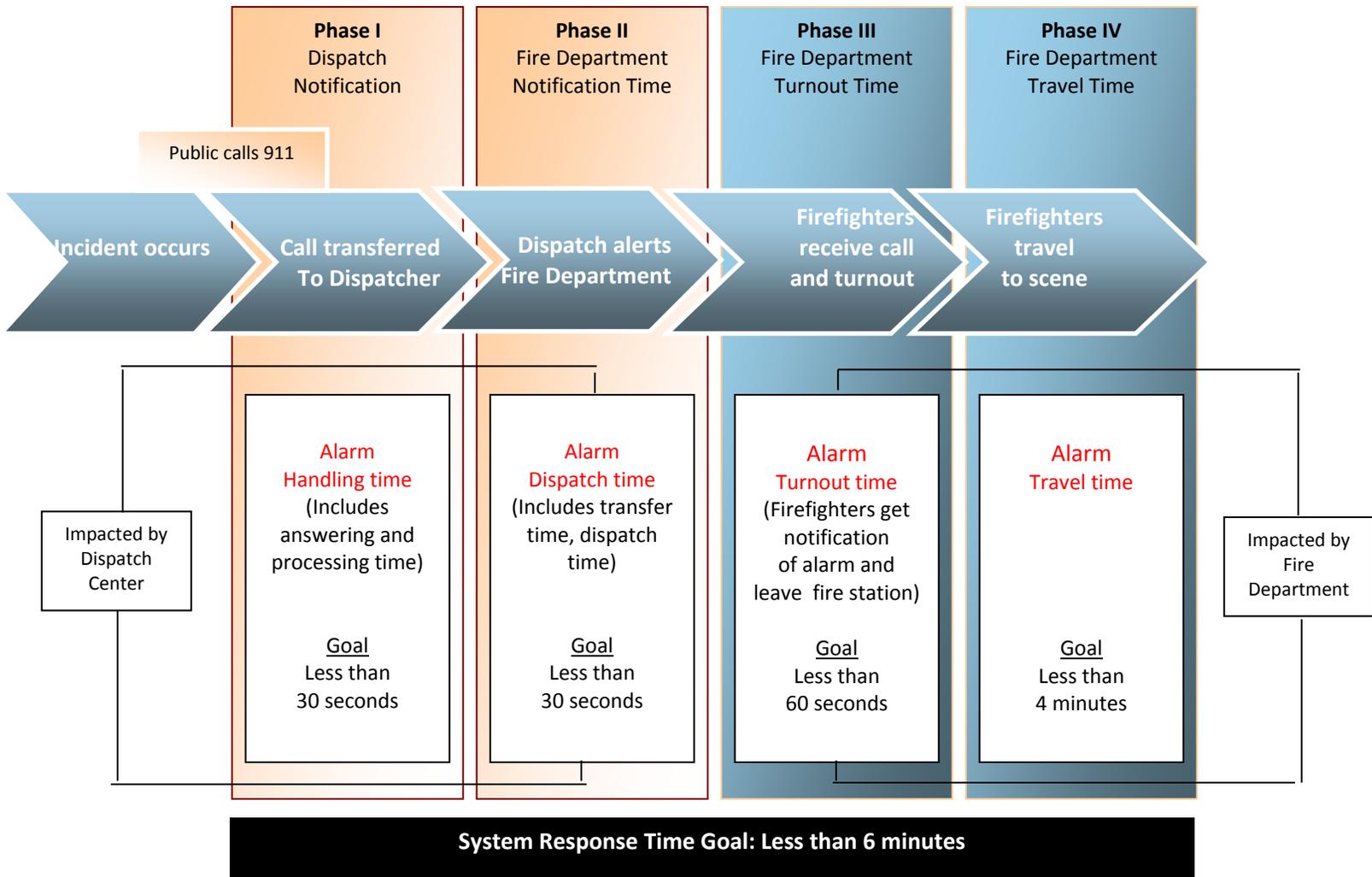
Since some data for earlier years or months may have been updated or corrected, readers are always encouraged to use the data from the most recent Performance Brief publication. Your comments and suggestions for how to improve this document are always welcome.

This report is available at  
[http://pompanobeachfl.gov/pages/departments\\_directory/fire\\_department/fire\\_rescue/fire\\_rescue.html.php](http://pompanobeachfl.gov/pages/departments_directory/fire_department/fire_rescue/fire_rescue.html.php)

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Chart 1. Response Time Goal



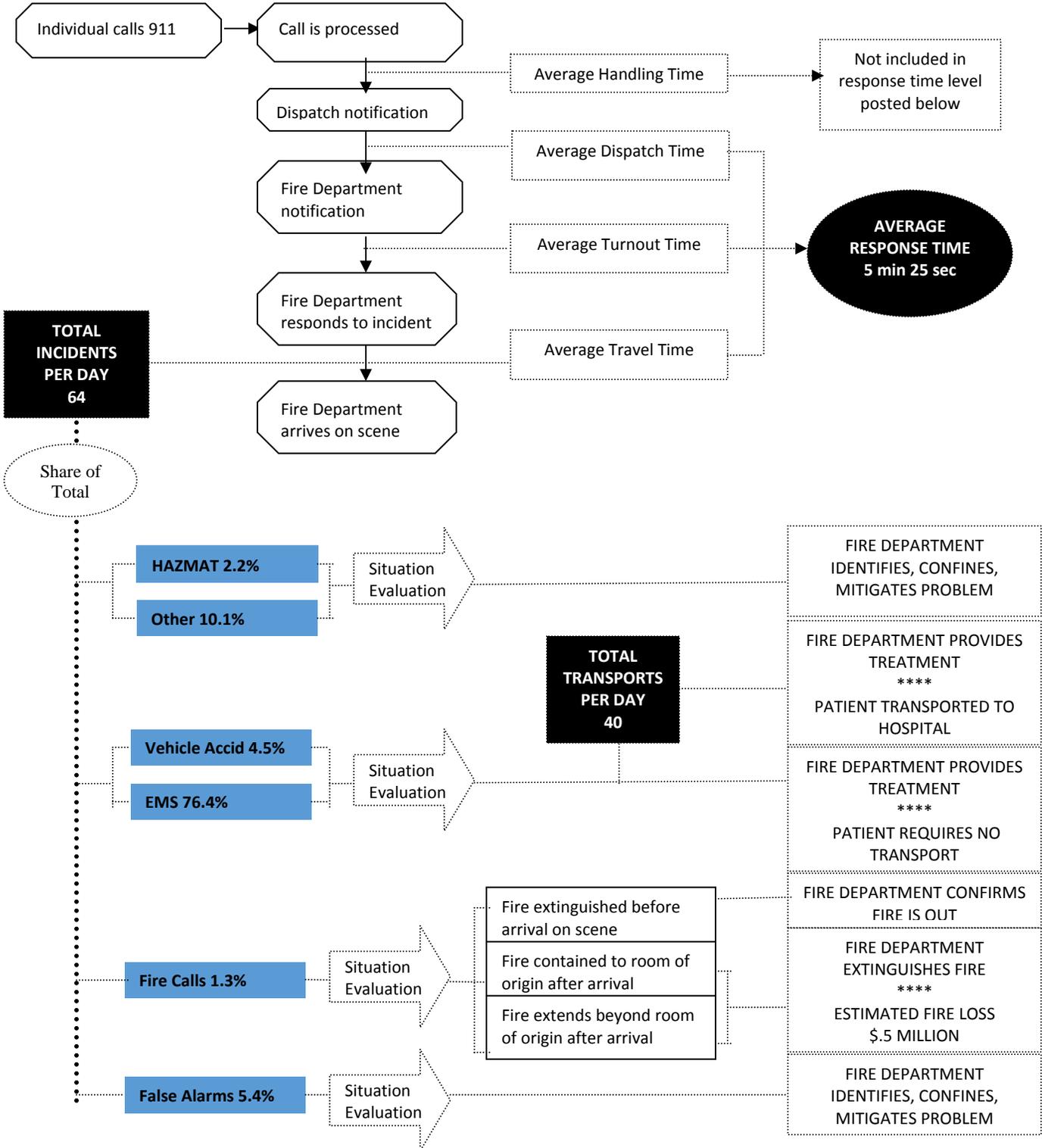
A 9-1-1 call goes through the steps illustrated in the side chart. Two agencies (the Fire Department and the Dispatch Center) are involved in the process, and together they impact overall response time. Following are the phases through which the call goes:

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 (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 station and travel to the scene.

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**Chart 2. Incidents and Response Time Flow Chart**



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*Table 1 shows several indicators that give different perspectives on the operational performance of the Fire Department over the last few years, going all the way back to FY 2007*

**Table 1**  
**Priority Indicators**

	FY2007 Year End	FY2008 Year End	FY2009 Year End	FY2010 Year End	FY2011 Year End	FY2012 Year End	FY2013 Year End	Actual FY2013 Oct-Dec	Preliminary FY2014 Oct-Dec
<b>Emergency Response</b>									
# of responses per 1000 population	236	238	235	233	232	233	232	56	57
Emergency transport, % of total response	59	59	60	61	62	61	62	62	62
Average Response times ≤ 6 minutes (%)	67	70	71	69	68	64	64	66	67
Fire response times ≤ 5 minutes (%)	52.4	48.3	56.0	46.2	45.5	39.6	43.1	38.0	40.0
Fire related death	2	1	1	1	1	0	0	0	0
<b>Budgeting<sup>1</sup></b>									
Fire Assessment Fees, % of Fire-EMS budget*	32	32	32	35	35	40	41	31	31
EMS Transport Fees, as % of Fire-EMS budget	10	9	12	11	10	10	11	1.1	0.7
Overtime, % of Fire-EMS budget**	5.7	6.2	5.5	4.4	4.3	6.9	6.0	1.6	1.2
Cost per capita (in dollar)***	266	290	292	313	316	273	300	n/a	n/a

**Notes**

- \* The fire assessment fee pays for fire-rescue personnel costs, acquisition/replacement of fire-rescue equipment as well as expenses associated with fire Station construction and repair. Property owners pay the fee once a year no matter how many times the fire department is called to their home or property for emergency assistance.
- \*\* Roughly \$0.5 million of the total pays for staffing one rescue unit 12 hours daily. This unit helps provide EMS coverage to Palm Aire and surrounding areas.
- \*\*\* The key is for Fire-EMS cost per capita (adjusted for inflation) not to grow at a faster rate than median household income in Pompano Beach, or for purchasing power in the economy to outpace productivity increases in the Fire-EMS sector.

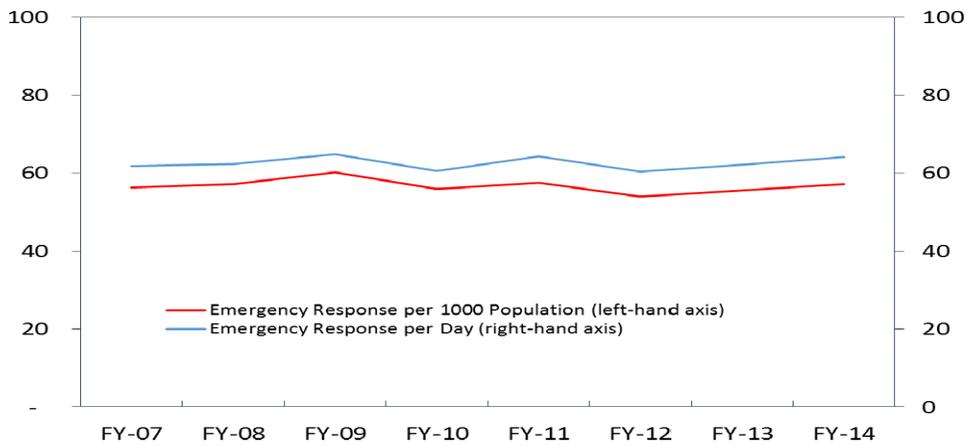
<sup>1</sup> For a different perspective on the budget, please see Appendix 1 on Page 15.

**OCTOBER-DECEMBER PERFORMANCE BRIEF**  
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**EMERGENCY RESPONSE**

For the first three months of fiscal year 2014, the fire department responded to 5,894 requests for emergency assistance, representing a 3.0% increase over the same period last year when the number of calls totaled 5,717. This also means that during the three-month period call volume averaged 64 per day or 57 incidents per 1000 population.<sup>2</sup> Chart 3 shows how those two indicators have trended consistently in the same direction since 2007

**Chart 3**  
**Emergency response**



**Chart 4**  
**Emergency transport, as a % of total response**



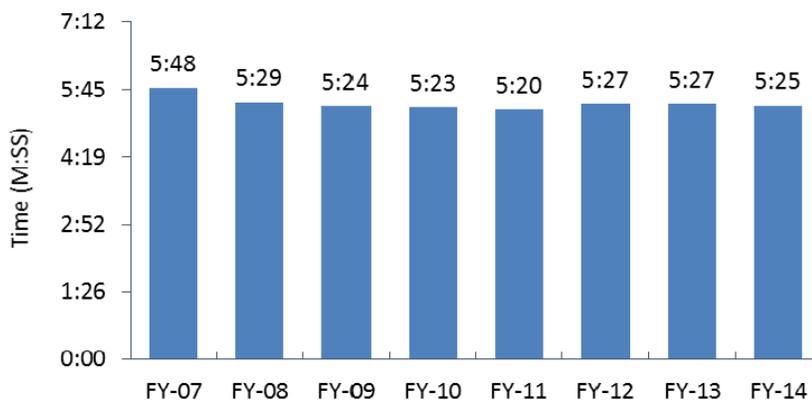
<sup>2</sup> Call volume by Population Size can be potentially misleading with respect to areas that experience vastly different day and night population levels. The city of Orlando is an example where the night and day populations differ vastly. There appears to be no evidence however that there is a significant variance in the day and night Pompano Beach population levels.

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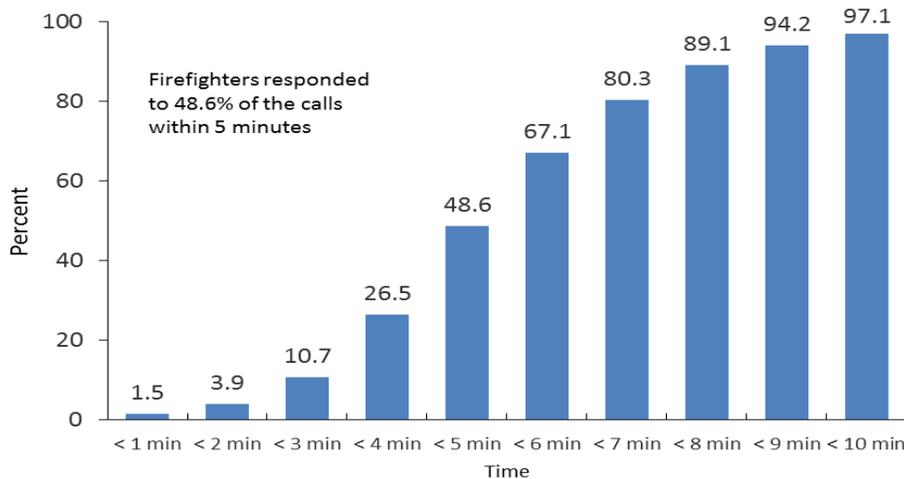
**RESPONSE TIME**

Average response time to the scene of the incidents has been relatively steady, anchoring below the six-minute mark for eight years in a row from October through December. As shown below, at 5:25 minutes, response time<sup>3</sup> actually decreased from the same period last year, with 48.6 percent of the calls within five minutes.

**Chart 5**  
**Response time, October - December**



**Chart 6**  
**Fractile Response time, October – December**



<sup>3</sup> The speed with which firefighters respond to an emergency is generally recognized as a key performance measure in the industry. Data presented in the document reflect response time for *first-arriving* units on scene of incident.

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**DETAILED TABLES**

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OCTOBER-DECEMBER PERFORMANCE BRIEF  
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**TABLE 2. NUMBER OF INCIDENTS BY 4-HOUR INCREMENTS, DAILY AVERAGE**

	FY2007 YR END	FY2008 YR END	FY 2009 YR END	FY2010 YR END	FY2011 YR END	FY2012 YR END	FY2013 YR END	Actual FY2013 Oct-Dec	Preliminary FY2014 Oct-Dec
<b>4-Hour Increments</b>									
Midnight-4:00 am	7	7	6	6	6	6	6	6	6
4:00 am-8:00 am	7	7	6	6	6	7	7	7	7
8:00 am-Noon	13	13	13	13	13	13	13	13	14
Noon-4:00 pm	14	14	14	14	14	14	14	13	14
4:00 pm-8:00 pm	14	14	13	14	13	14	13	13	13
8:00 pm-Midnight	11	11	11	10	10	11	11	10	10
<b>% of all Calls</b>									
Midnight-4:00 am	10.1%	10.4%	10.0%	10.1%	9.8%	9.7%	9.8%	9.0%	9.6%
4:00 am-8:00 am	10.2%	10.1%	10.1%	10.2%	10.2%	10.3%	10.6%	10.6%	10.4%
8:00 am-Noon	20.5%	20.2%	20.5%	20.4%	20.8%	20.6%	20.5%	20.9%	22.4%
Noon-4:00 pm	21.7%	21.9%	21.8%	21.4%	21.9%	21.1%	21.4%	21.6%	21.2%
4:00 pm-8:00 pm	20.9%	20.9%	20.9%	21.4%	21.0%	21.2%	21.1%	21.4%	20.5%
8:00 pm-Midnight	16.6%	16.5%	16.7%	16.5%	16.3%	17.1%	16.7%	16.5%	15.9%

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**TABLE 3. SHARE OF TOTAL INCIDENTS**

	FY 2007 YR END	FY 2008 YR END	FY 2009 YR END	FY2010 YR END	FY2011 YR END	FY2012 YR END	FY2013 YR END	Actual FY2013 Oct-Dec	Preliminary FY2014 Oct-Dec
<b>Type of Incidents</b>									
EMS/Rescues	75.7%	75.4%	75.1%	76.7%	77.3%	76.4%	76.3%	76.5%	76.4%
Other	8.8%	9.1%	9.5%	9.1%	8.8%	9.0%	9.6%	8.9%	10.1%
False Alarms	6.4%	6.3%	6.3%	5.9%	5.3%	5.7%	5.4%	5.5%	5.4%
Vehicle Accidents	5.3%	5.1%	5.0%	4.3%	4.3%	4.6%	4.6%	4.7%	4.5%
HAZMAT	2.1%	2.4%	2.5%	2.5%	2.7%	2.8%	2.6%	2.8%	2.2%
Fires	1.8%	1.7%	1.6%	1.5%	1.5%	1.4%	1.5%	1.6%	1.3%

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**TABLE 4. FIRE INCIDENTS PER MONTH**

Zones	FY 2007 YR END	FY 2008 YR END	FY 2009 YR END	FY2010 YR END	FY2011 YR END	FY2012 YR END	FY2013 YR END	Actual FY2013 Oct-Dec	Preliminary FY2014 Oct-Dec
Zone 63	7	7	5	5	6	5	7	5	5
Zone 103	7	6	6	5	8	5	6	6	5
Zone 61	7	7	5	6	8	6	5	5	4
Zone 52	8	5	7	6	8	5	4	4	5
Zone 24	4	6	5	4	5	4	4	3	2
Zone 11	3	3	3	2	3	2	3	1	3
Zone 12C	0	0	0.1	0	0.1	0.3	0	0	0
<b>Share of all Fires</b>									
Zone 63	19.6%	20.1%	15.2%	18.3%	15.9%	20.2%	23.5%	18.0%	21.6%
Zone 103	18.4%	18.5%	20.1%	16.8%	19.7%	19.6%	20.2%	21.3%	20.3%
Zone 61	18.9%	20.1%	17.6%	21.0%	21.4%	23.6%	17.0%	16.9%	17.6%
Zone 52	21.9%	15.0%	22.3%	20.4%	19.7%	14.6%	15.5%	16.9%	18.9%
Zone 24	11.6%	17.3%	16.0%	14.7%	14.2%	15.5%	14.0%	16.9%	8.1%
Zone 11	9.7%	9.0%	8.5%	8.7%	8.7%	5.6%	9.8%	10.1%	13.5%
Zone 12C	0.0%	0.0%	0.3%	0.0%	0.3%	0.9%	0.0%	0%	0%

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**TABLE 5. 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	Actual FY2013 Oct-Dec	Preliminary FY2014 Oct-Dec
<b>Zones</b>									
Zone 52	12	31	33	32	28	35	31	36	29
Zone 61	28	31	27	23	22	22	17	18	22
Zone 11	22	18	20	15	15	17	16	15	15
Zone 63	16	18	17	17	14	14	15	13	19
Zone 24	17	16	12	14	13	14	13	13	9
Zone 103	10	11	11	11	10	8	8	8	10
Zone 12C	0	0	1	1	1	1	1	1	1
<b>Share of all False Alarms</b>									
Zone 52	11.4%	25.0%	26.9%	27.9%	27.0%	31.6%	30.4%	34.3%	27.2%
Zone 61	26.5%	24.5%	22.1%	20.5%	21.4%	19.7%	17.0%	17.0%	21.2%
Zone 11	21.3%	14.7%	16.5%	13.1%	14.6%	15.1%	15.9%	14.7%	14.2%
Zone 63	15.3%	14.4%	14.3%	15.3%	14.0%	12.5%	14.9%	12.5%	18.0%
Zone 24	16.2%	12.4%	9.7%	12.4%	12.2%	12.8%	13.2%	12.8%	8.5%
Zone 103	9.4%	9.1%	9.4%	9.9%	9.5%	7.5%	7.7%	7.4%	9.5%
Zone 12C	0.0%	0.0%	1.1%	0.8%	1.4%	0.8%	0.9%	1.3%	1.3%

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**TABLE 6. UNIT RESPONSE, DAILY AVERAGE**

	FY2007 YR END	FY 2008 YR END	FY 2009 YR END	FY2010 YR END	FY2011 YR END	FY2012 YR END	FY2013 YR END	Actual FY2013 Oct-Dec	Preliminary FY2014 Oct-Dec
<b>Rescue Vehicle</b>									
Rescue 52	13	12	12	12	12	11	13	13	13
Rescue 63	12	12	12	11	11	12	11	11	12
Rescue 24	9	10	10	10	10	10	10	10	9
Rescue 61	10	10	10	9	9	9	10	9	10
Rescue 103	7	7	7	7	7	7	7	7	8
Rescue 11	6	6	6	6	6	6	6	6	6
Rescue 352	7	6	6	7	6	6	6	6	6
<b>Fire Engine</b>									
Engine 52	10	7	7	6	7	7	7	7	7
Engine 63	10	7	7	7	7	6	7	6	5
Engine/Tower 61	8	6	6	6	5	5	6	6	5
Engine/Ladder 24	7	5	6	5	5	5	5	5	5
Engine 11	5	4	4	4	3	4	3	3	3
Engine 103	5	4	4	4	4	3	3	3	4
<b>Special Ops Vehicle</b>									
Squad 61	13	5	4	4	4	4	3	3	3

**APPENDIX**

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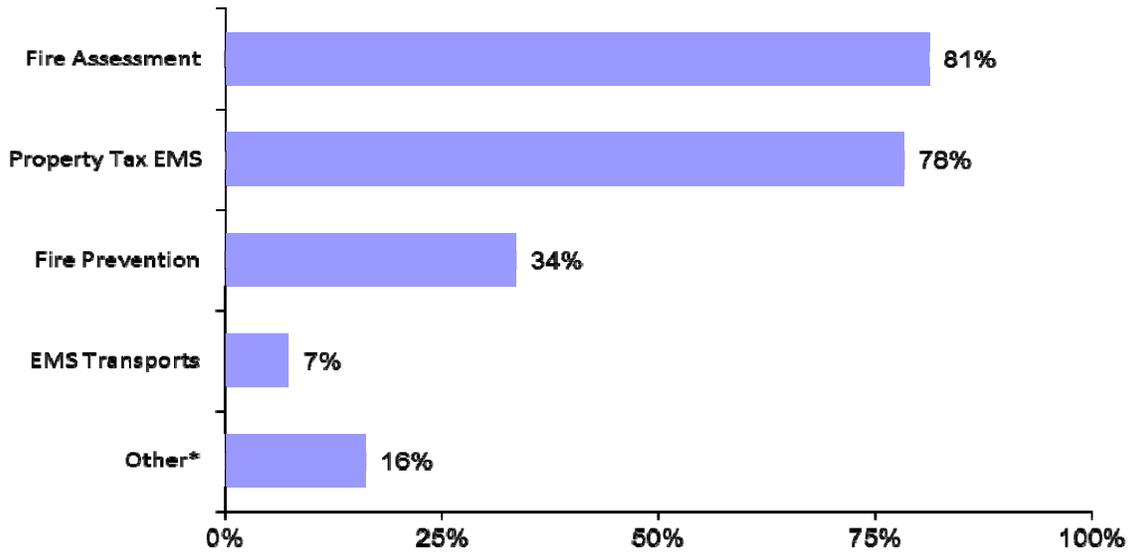
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**APPENDIX 1**

**Receipts as a percent of Adopted Budget for FY 2014**

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*With the exception of EMS Transport fees, which failed to meet expectations in the first quarter, tax receipts and other fees were within anticipated levels.*



\*Fire Incentive Pay, Sea Ranch Lakes Contract, False Alarms, Junior Lifeguard Program, and Donations

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**APPENDIX 2. AUTHORIZED POSITIONS AND ORGANIZATION**

		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
	<b>Subtotal</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>
TRAINING	Training Commander	1	1	1	1	1	1	1	1	1
	Training Officer	2	2	2	2	2	2	2	2	2
	<b>Subtotal</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>
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
	<b>Subtotal</b>	<b>8</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>
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
	<b>Subtotal</b>	<b>74</b>	<b>88</b>	<b>88</b>	<b>94</b>	<b>94</b>	<b>95</b>	<b>96</b>	<b>96</b>	<b>96</b>
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
	<b>Subtotal</b>	<b>65</b>	<b>75</b>	<b>75</b>	<b>83</b>	<b>83</b>	<b>87</b>	<b>87</b>	<b>87</b>	<b>87</b>
<b>FIRE DEPT</b>	<b>TOTAL</b>	<b>154</b>	<b>179</b>	<b>179</b>	<b>193</b>	<b>194</b>	<b>199</b>	<b>200</b>	<b>200</b>	<b>200</b>
OCEAN RESCUE	Lifeguard							14	14	14
	Lifeguard Lieutenant							2	2	2
	Lifeguard Captain							1	1	1
	Manager							1		
	<b>Ocean Rescue (Full Time)</b>							<b>18</b>	<b>17</b>	<b>17</b>
	<b>Ocean Rescue (Part Time)</b>							<b>21</b>	<b>31</b>	<b>31</b>

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