# PERFORMANCE BRIEF
Pompano Beach Fire Rescue

FY 2022 Annual Report

Call Volume Trends

> This report summarizes call volume trends for Pompano Beach Fire Rescue. Data for reporting periods are compared with comparable times to monitor changes. The analysis is based on preliminary data, and is always subject to change or be revised in the future.

THE CALL-VOLUME SITUATION

After reaching a high of 270 calls per 1000-population in fiscal year 2017, call volume in the last few years has been trending down when measured on a per-capita basis. The rate has averaged 246 in the last three years.[1]

Chart 1.a **City Population**

*Chart 1.b* **Calls per 1000-Population**
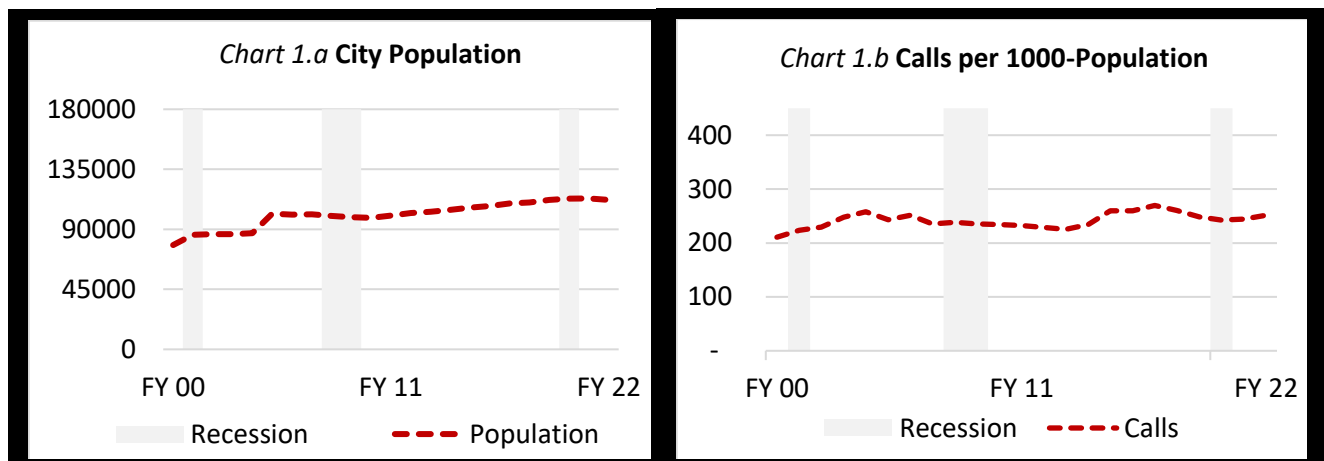
Note that the call volume per 1000-population (or per capita) metric reflects community-wide activity. Its main advantage, as a statistical measure, is that it may be easily used for comparative analyses across fire-department agencies, and is easier to understand among a wide range of audiences.

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[1] FY 2022 Pompano Beach level is based on US Census population estimate (April 1, 2020): 112,046.

The incidents per capita rate registered in FY 2022 corresponded to an average of 77 calls per day or a total of 28,148 incidents in fiscal year 2022.

Chart 2.a **Calls per Day**

Chart 2.b **Total Calls**
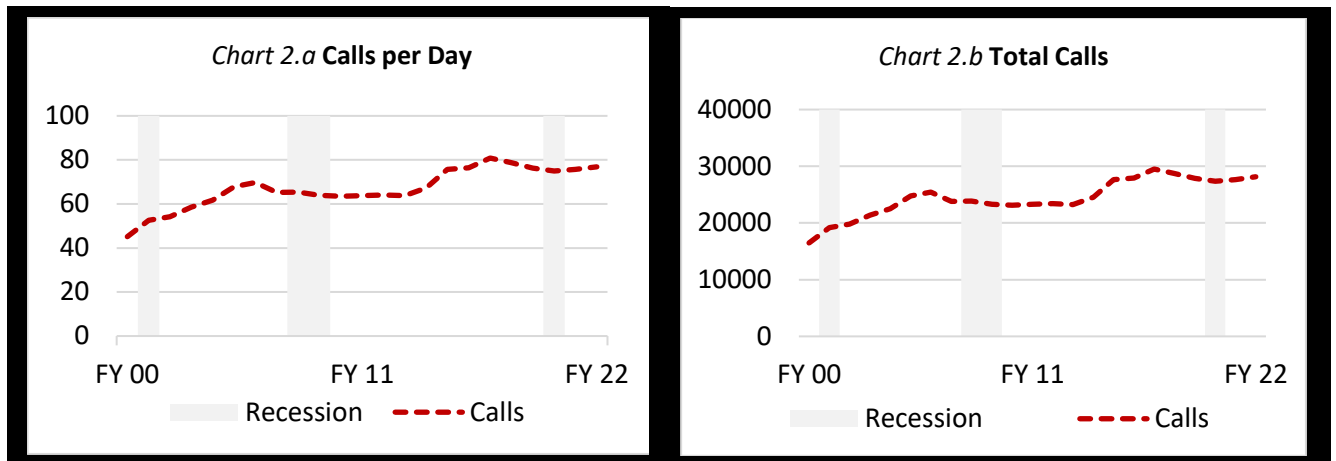
In FY 2022, more than half (53%) of the incidents to which the fire department responded required transportation to the hospital, up 3 percentage points from a year ago. As a share of total calls, transport has been trending down.

Chart 3 **EMS Transports as a share of total calls**
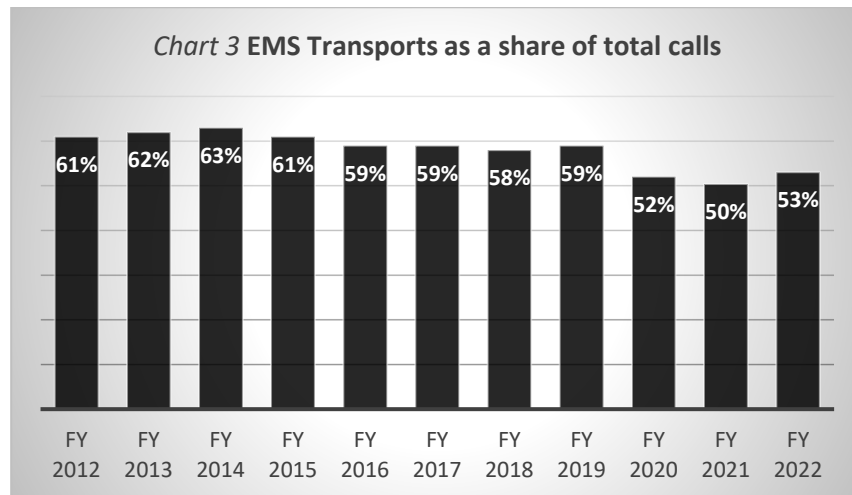
At the 90th percentile *travel time*, which the largest component of response time, increased in FY 2022 to a 12-year high 7 minutes 25 seconds from 7 minutes 13 seconds last year.[2]

FY 2022	Call Processing	Turnout	Travel	Call to Arrival
FY2010	1:02	1:31	6:30	8:02
FY2011	1:02	1:29	6:36	8:05
FY2012	1:18	1:27	6:47	8:18
FY2013	1:05	1:25	6:47	8:13
FY2014	1:05	1:21	6:51	8:11
FY2015	1:09	1:18	6:58	8:19
FY2016	1:06	1:21	7:16	8:35
FY2017	1:14	1:24	7:06	8:31
FY2018	1:15	1:24	7:00	8:27
FY2019	1:17	1:27	6:53	8:25
FY2020	1:19	1:28	6:57	8:30
FY2021	1:14	1:23	7:13	8:41
FY2022	1:12	1:22	7:25	8:52

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[2] Two agencies (Broward County Communications Dispatch and the Pompano Beach Fire Rescue) are involved in the process, and together they impact overall response time. At the **County 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 Broward County. **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 fire station and travel to the scene of the incident.