

# Performance Brief

FY2017, 2ND QTR. REPORT  
CITY OF POMPANO BEACH FIRE RESCUE

APRIL 2017

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## Background

This report highlights Pompano Beach Fire Rescue's emergency response activities for the first six months of fiscal year 2017. Data for the period are compared with comparable periods to monitor trends in an effort to gain insight into performance. In this respect, the basic questions are addressed: What was the level of service demand? And how did we perform?

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 vehicles. See the incidents response map on Page 10. The information released in this publication is based on preliminary data and is always subject to change in the future.

**Coverage Area** - 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 department also provides emergency coverage for the Village of Sea Ranch Lakes,

referred to as Zone 12C in the document, 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 - the Broward County Dispatch Center and Pompano Beach Fire Rescue - are involved in the process, and together they impact overall response time.

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.

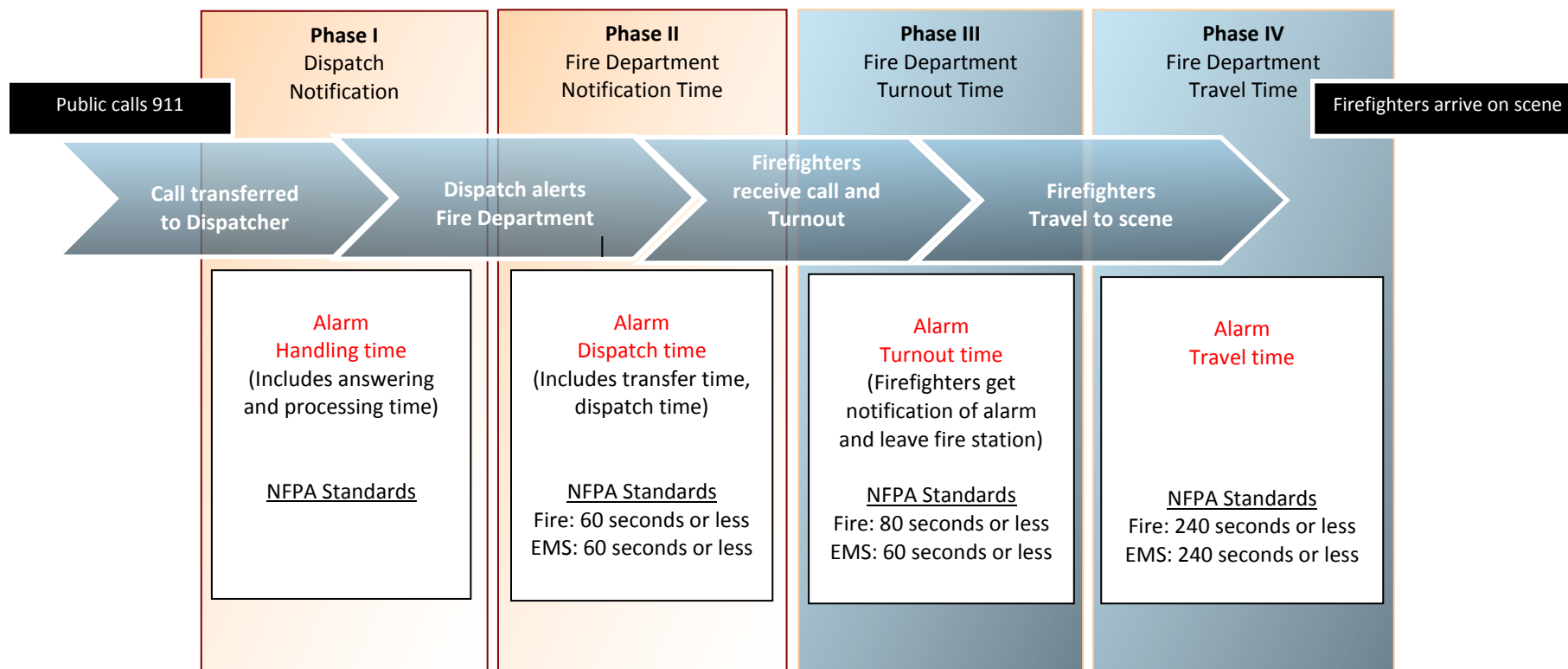
Thank you for your interest in the organization; your comments and suggestions on how to improve this document are always welcome. This report is also available on the fire department [webpage](#).

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<sup>1</sup> The service contract between the City and the Village of Sea Ranch Lakes generates \$195,000 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

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, including 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 232 full-time employees.<sup>3</sup> One way to look at how the department is organized is to divide it into major functions or divisions. PBFR 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) <sup>4</sup>	3
○ Fire Operations	98
○ Emergency Medical Services	100
○ Fire Prevention	10
○ Ocean Rescue	17

As the leadership arm of the department, with oversight responsibility over the entire organization, the **Fire Administration** division focuses on leveraging on organizational capital to increase the department's ability to respond to challenges, adapt to new conditions, and to identify ways to help city residents recover from difficulties and emergencies that will come our way.

**The Logistics Division** has direct oversight responsibilities over facility 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.

**Fire Operations** provides management and coordination of functions related to fire operations, fire training, as well as emergency management. The goal is to maintain efficiency in delivering fire protection services to the public by constant assessment of emergency response, analysis of man hours to perform tasks, and the close monitoring of performance to assure that industry standards are maintained and improved. To help offset the operating cost of the fire operations service – which is approximately \$16.0 million annually - the division generates more than \$12.5 million annually in revenue derived from the fire assessment fees.

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<sup>3</sup> And 32 part time employees, including 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.

**The Bureau of Fire Prevention** is considered the fire safety enforcement arm of the organization. It 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 Bureau of Fire Prevention generates a little less than \$1.0 million annually in inspection and plan review fees.

**EMS** - In addition to its core mission, the EMS Division offers a host of public education programs which include CPR, Child Car Seat Safety, Community Emergency Response Team (CERT) and more. Its annual operating budget totals \$15.0 million. The two primary funding sources include property tax (totaling \$11.5 million) and EMS Transport fees (\$3.5 million)

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

**Table 1. Operating Budget Summary**

*The Operating Budget (non-inflation adjusted) averages 3.7 percent a year, reaching \$35.6 million in FY 2017, including \$1.7 million allocated to Ocean Rescue.<sup>5</sup>*

*The budget total is equivalent to charging each Pompano Beach resident \$316 for fire-EMS protection and beach safety. This is less than \$1 a day – or less than 1% of the city's median household income, estimated at \$40,221, according to the US Census.*

<b>Expenditures by Category</b>	<b>FY 12 Actual Expense</b>	<b>FY 13 Actual Expense</b>	<b>FY 14 Actual Expense</b>	<b>FY 15 Actual Expense</b>	<b>FY 16 Actual Expense</b>	<b>FY 17 Adopted Budget</b>
Personal Services	22,522,509	25,226,360	26,437,772	26,198,023	27,032,978	27,798,316
Operating Expenses	5,872,648	6,104,525	6,002,669	6,356,111	6,838,656	7,031,814
Capital Expenses	<u>1,331,606</u>	<u>710,868</u>	<u>550,782</u>	<u>1,100,864</u>	<u>1,621,797</u>	<u>802,104</u>
<b>Total</b>	<b>29,726,763</b>	<b>32,041,753</b>	<b>32,991,223</b>	<b>33,654,998</b>	<b>35,493,432</b>	<b>35,632,234</b>

**As a percentage of the Operating Budget**

Personal Services	76%	79%	80%	78%	76%	78%
Operating Expenses	20%	19%	18%	19%	19%	20%
Capital Expenses	<u>4%</u>	<u>2%</u>	<u>2%</u>	<u>3%</u>	<u>5%</u>	<u>2%</u>
<b>Total</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>

<sup>5</sup> Prior to fiscal year 2009 the Ocean Rescue Division was part of the City's Parks and Recreation Department.

## Revenue

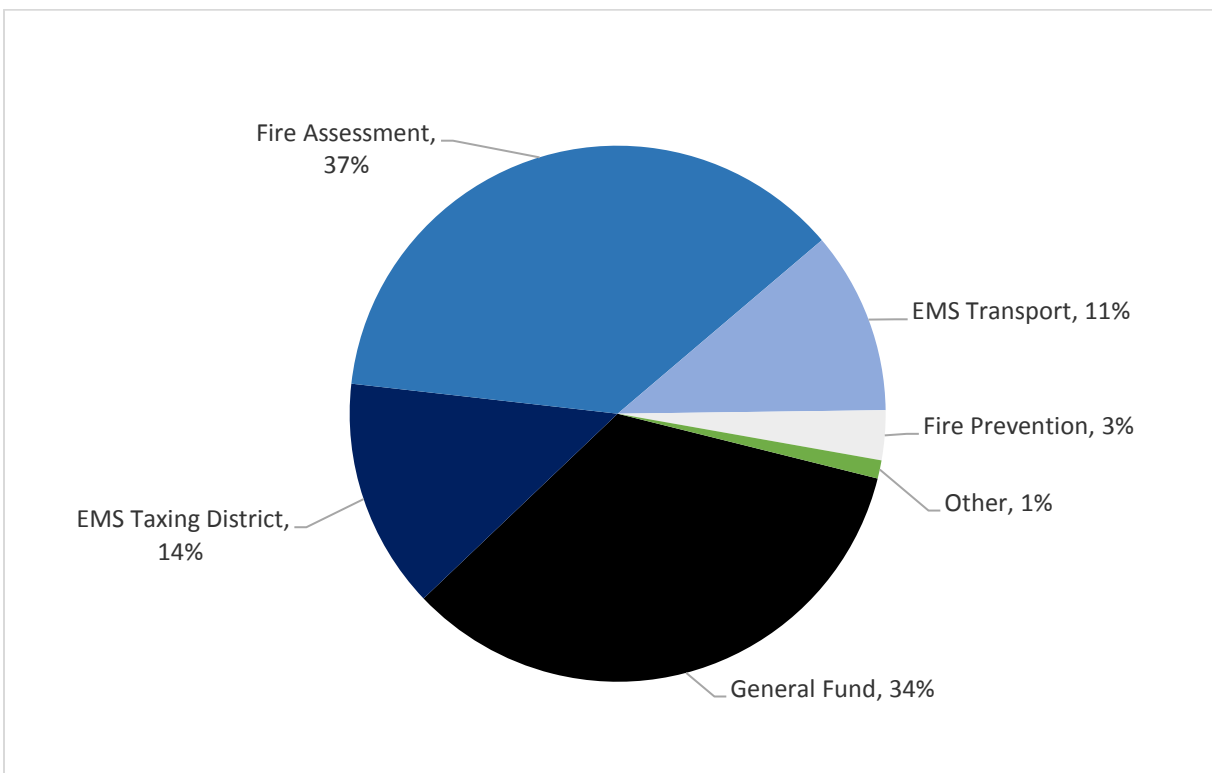
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The property tax has been and remains today the Fire Department primary funding source, accounting for 48% of the Fire Department operating budget – with 34% funded through the General Fund and 14% through the [EMS Taxing District](#) (a dependent special district created about half a century ago to provide emergency care). The amount local tax payers pay in property taxes is driven by the assessed value of the property, regardless of demand for service.

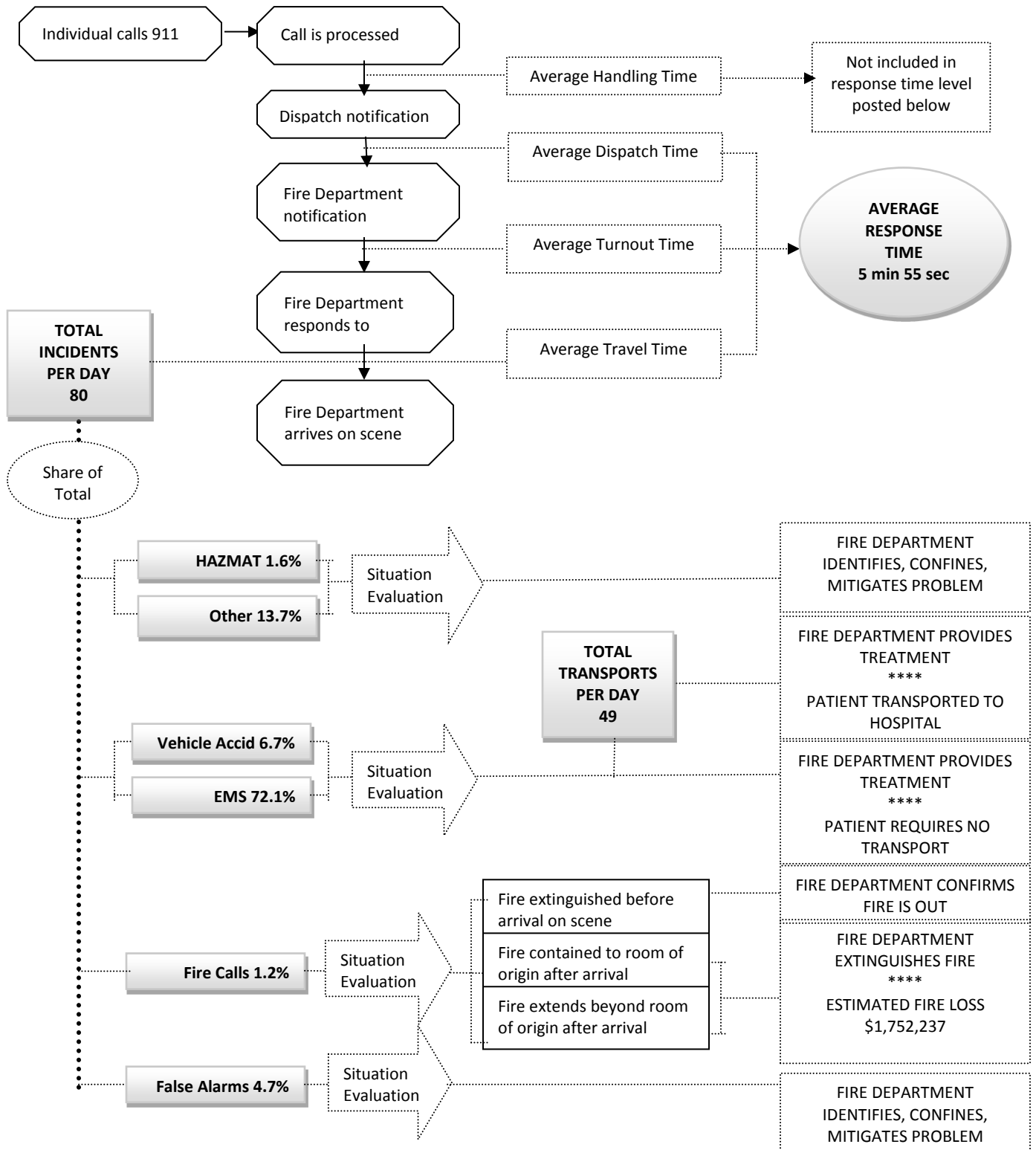
The non-ad valorem fire assessment option, which on the other hand provides a revenue stream to support fire operations, is a fixed annual fee levied on residential, commercial, warehouse, and institutional properties. The fire assessment fee has averaged \$12.5 million a year in the last four years.

EMS Transport fees and Fire Prevention fees account for 11% and 3% of the budget, respectively. Other minor revenue sources account for the remaining 1% of the total.

*Chart 2. Revenue Composition for FY 2017*



**Chart 3. Incidents and Response Time Flow Chart: October - March**



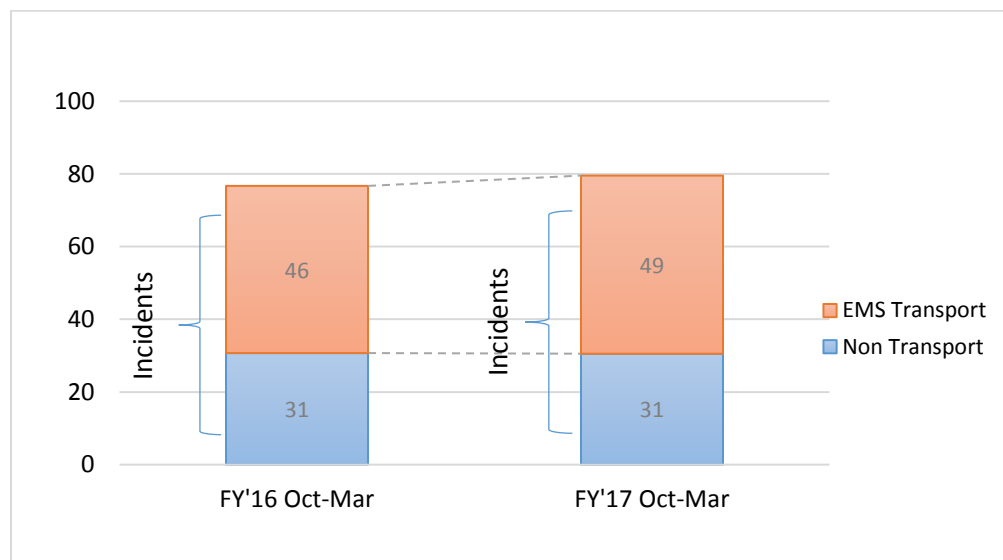


## Call Volume - trending up

In the period ranging from October through March the fire department responded to 14,555 incidents, or an average of 80 calls per day. This represents an increase of 3.7 percent as compared to the same period a year ago when the daily average was 77.

- 49 of the incidents involved patients requiring emergency transport to the hospital.
- There has been a significant increase in call volume in recent years: from 65/day over a period of 8 years to an average of 76/day in the last two years.

**Chart 4: Incidents**



**Table 2: Incidents and EMS Transports**

	FY2011 YR END	FY2012 YR END	FY2013 YR END	FY2014 YR END	FY2015 YR END	FY2016 YR END	FY2016 Oct-Mar	FY2017 Oct-Mar
Non-Transports per Day	25	25	25	25	30	31	31	31
Transports per Day	<u>39</u>	<u>39</u>	<u>39</u>	<u>42</u>	<u>46</u>	<u>45</u>	<u>46</u>	<u>49</u>
Total Incidents per Day	64	64	64	67	76	76	77	80
<b>As a percentage of the total</b>								
Non-Transports per Day	39%	39%	39%	37%	39%	41%	40%	39%
Transports per Day	<u>61%</u>	<u>61%</u>	<u>61%</u>	<u>63%</u>	<u>61%</u>	<u>59%</u>	<u>60%</u>	<u>61%</u>
Total Incidents per Day	100%	100%	100%	100%	100%	100%	100%	100%

**Table 3: Incident Types**

	FY2011 YR END	FY2012 YR END	FY2013 YR END	FY2014 YR END	FY2015 YR END	FY2016 YR END	FY2016 Oct-Mar	FY2017 Oct-Mar
Fire	355	333	354	332	328	360	192	179
Vehicle Accident	1006	1085	1064	1,276	1,686	1870	952	981
Medical/Rescue	18015	17861	17753	18,541	20,430	19987	10076	10,498
Hazmat	628	655	596	552	502	487	249	227
False Alarm	1242	1342	1259	1,288	1,449	1455	748	680
Other	<u>2049</u>	<u>2115</u>	<u>2235</u>	<u>2,549</u>	<u>3,224</u>	<u>3736</u>	<u>1819</u>	<u>1,990</u>
Total	23295	23391	23261	24538	27619	27895	14036	14555

**As a percentage of the total**

Fire	1.5%	1.4%	1.5%	1.4%	1.2%	1.3%	1.4%	1.2%
Vehicle Accident	4.3%	4.6%	4.6%	5.2%	6.1%	6.7%	6.8%	6.7%
Medical/Rescue	77.3%	76.4%	76.3%	75.6%	74.0%	71.7%	71.8%	72.1%
Hazmat	2.7%	2.8%	2.6%	2.2%	1.8%	1.7%	1.8%	1.6%
False Alarm	5.3%	5.7%	5.4%	5.2%	5.2%	5.2%	5.3%	4.7%
Other	<u>8.8%</u>	<u>9.0%</u>	<u>9.6%</u>	<u>10.4%</u>	<u>11.7%</u>	<u>13.4%</u>	<u>13.0%</u>	<u>13.7%</u>
	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0

**Table 4: Incidents by Zone**

	FY2011 YR END	FY2012 YR END	FY2013 YR END	FY2014 YR END	FY2015 YR END	FY2016 YR END	FY2016 Oct-Mar	FY2017 Oct-Mar
Zone 11	2564	2636	2585	2466	2773	2837	1454	1421
Zone 24	3403	3530	3410	3582	4445	4578	2326	2420
Zone 52	5914	6034	6051	6190	6737	6730	3398	3464
Zone 61	3668	3630	3888	4143	4558	4569	2300	2318
Zone 63	4662	4581	4392	4747	5460	5568	2778	2985
Zone 103	2912	2809	2752	2321	3409	3399	1674	1626
Zone 12C	89	72	77	79	66	80	37	35

**As a percentage of total**

Zone 11	11.0%	11.3%	11.2%	10.5%	10.1%	10.2%	10.4%	10.0%
Zone 24	14.7%	15.2%	14.7%	15.2%	16.2%	16.5%	16.7%	17.0%
Zone 52	25.5%	25.9%	26.1%	26.3%	24.5%	24.2%	24.3%	24.3%
Zone 61	15.8%	15.6%	16.8%	17.6%	16.6%	16.5%	16.5%	16.2%
Zone 63	20.1%	19.7%	19.0%	20.2%	19.9%	20.1%	19.9%	20.9%
Zone 103	12.5%	12.1%	11.9%	9.9%	12.4%	12.2%	12.0%	11.4%
Zone 12C	0.4%	0.3%	0.3%	0.3%	0.2%	0.3%	0.3%	0.2%

- 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 .

**Table 5. False Alarms**

	FY2011 YR END	FY2012 YR END	FY2013 YR END	FY2014 YR END	FY2015 YR END	FY2016 YR END	FY2016 Oct-Mar	FY2017 Oct-Mar
Zone 11	181	203	193	183	219	250	134	97
Zone 24	151	172	160	141	240	177	78	95
Zone 52	334	424	369	371	373	331	167	144
Zone 61	265	264	206	261	241	291	161	131
Zone 63	173	167	181	192	143	249	127	118
Zone 103	118	100	94	89	139	143	76	74
Zone 12C	17	11	11	15	8	14	5	4

**As a percentage of the total**

Zone 11	14.6%	15.1%	15.9%	14.6%	16.1%	17.2%	17.9%	14.6%
Zone 24	12.2%	12.8%	13.2%	11.3%	17.6%	12.2%	10.4%	14.3%
Zone 52	27.0%	31.6%	30.4%	29.6%	27.4%	22.7%	22.3%	21.7%
Zone 61	21.4%	19.7%	17.0%	20.8%	17.7%	20.0%	21.5%	19.8%
Zone 63	14.0%	12.5%	14.9%	15.3%	10.5%	17.1%	17.0%	17.8%
Zone 103	9.5%	7.5%	7.7%	7.1%	10.2%	9.8%	10.2%	11.2%
Zone 12C	1.4%	0.8%	0.9%	1.2%	0.6%	1.0%	0.7%	0.6%

**Table 6: Incidents by Day of Week**

	FY2011 YR END	FY2012 YR END	FY2013 YR END	FY2014 YR END	FY2015 YR END	FY2016 YR END	FY2016 Oct-Mar	FY2017 Oct-Mar
Sunday	3038	3341	3166	3344	3720	3,717	1844	1916
Monday	3460	3384	3460	3505	4117	4,056	2014	2120
Tuesday	3424	3221	3338	3462	3907	3,858	1956	2029
Wednesday	3221	3254	3259	3496	4024	4,014	2000	2173
Thursday	3335	3210	3221	3577	3788	3,907	2061	2127
Friday	3395	3468	3393	3656	4123	4,265	2139	2054
Saturday	<u>3424</u>	<u>3513</u>	<u>3424</u>	<u>3499</u>	<u>3943</u>	<u>4,078</u>	<u>2022</u>	<u>2136</u>
Total	23,297	23,391	23,261	24,539	27,622	27,895	14,036	14,555

**As a percentage of the total**

Sunday	13.0%	14.3%	13.6%	13.6%	13.5%	13.3%	13.1%	13.2%
Monday	14.9%	14.5%	14.9%	14.3%	14.9%	14.5%	14.3%	14.6%
Tuesday	14.7%	13.8%	14.4%	14.1%	14.1%	13.8%	13.9%	13.9%
Wednesday	13.8%	13.9%	14.0%	14.2%	14.6%	14.4%	14.2%	14.9%
Thursday	14.3%	13.7%	13.8%	14.6%	13.7%	14.0%	14.7%	14.6%
Friday	<u>14.6%</u>	<u>14.8%</u>	<u>14.6%</u>	<u>14.9%</u>	<u>14.9%</u>	<u>15.3%</u>	<u>15.2%</u>	<u>14.1%</u>
Saturday	<u>14.7%</u>	<u>15.0%</u>	<u>14.7%</u>	<u>14.3%</u>	<u>14.3%</u>	<u>14.6%</u>	<u>14.4%</u>	<u>14.7%</u>
Total	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0

### Chart 5. Turnout Time

National Fire Protection Agency (NFPA) Standards

→ Fire Incidents turnout time: 80 seconds or less – 90% of the time

→ EMS and Vehicle accidents turnout time: 60 seconds or less – 90% of the time

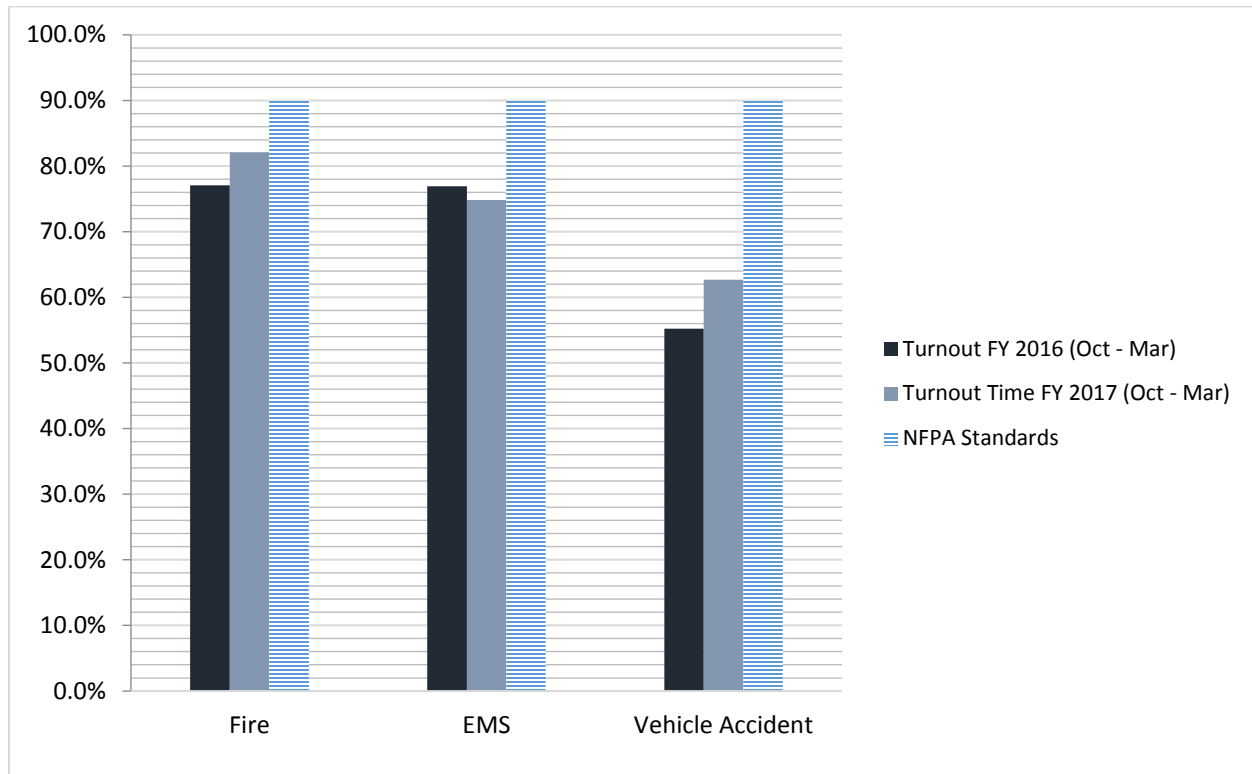


Table 7. Turnout Time

	FY2011 YR END	FY2012 YR END	FY2013 YR END	FY2014 YR END	FY2015 YR END	FY2016 YR END	FY2016 Oct-Mar	FY2017 Oct-Mar
<i>Percent of time Turnout Time was 80 seconds or less</i>								
Fire incidents	70.7%	66.4%	70.6%	75.5%	76.3%	78.0%	77.0%	82.1%
NFPA Standard	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
<i>Percent of time Turnout Time was 60 seconds or less</i>								
EMS incidents	65.3%	68.0%	73.1%	77.3%	79.4%	76.1%	76.9%	74.8%
NFPA Standard	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Vehicle Accidents	49.8%	50.9%	47.8%	55.5%	60.9%	55.8%	55.2%	62.7%
NFPA Standard	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

## Chart 6. Travel Time

National Fire Protection Agency (NFPA) Standards

→ Fire Incidents travel time: 4 minutes or less – 90% of the time

→ EMS and Vehicle accidents travel time: 4 minutes or less – 90% of the time

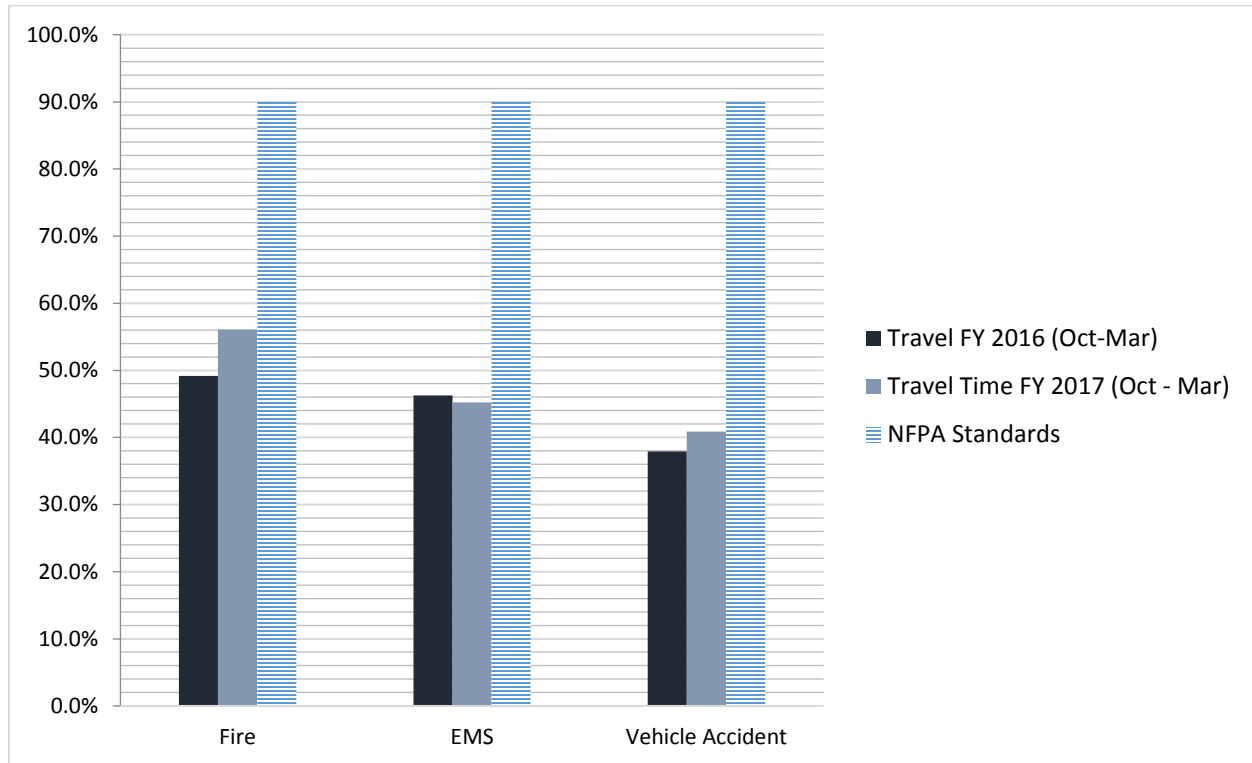


Table 8. Travel Time

	FY2011 YR END	FY2012 YR END	FY2013 YR END	FY2014 YR END	FY2015 YR END	FY2016 YR END	FY2016 Oct-Mar	FY2017 Oct-Mar
Fire incidents	58.3%	55.3%	57.1%	57.4%	55.8%	46.8%	49.2%	56.1
NFPA Standard	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
EMS incidents	57.8%	56.1%	56.2%	53.3%	51.7%	45.7%	46.3%	45.2
NFPA Standard	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Vehicle Accidents	52.3%	48.4%	50.0%	44.2%	39.1%	39.6%	37.9%	40.9
NFPA Standard	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%

## Appendix. Pompano Beach Emergency Response Zones

