

Performance Brief

FY 2019, 2ND QTR. REPORT

POMPANO BEACH FIRE RESCUE

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Background

This report highlights Pompano Beach Fire Rescue's emergency response activities for the second quarter of fiscal year 2019, January through March. Data for the period are compared with comparable periods to monitor trends. In this respect, two 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, figures or charts may not add up to totals due to 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. (See the incidents response map on Page 11).

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 five years.

The department also provides emergency coverage for the Village of Sea Ranch Lakes, referred in the document as Zone 12C and treated as a "seventh zone" for the purpose of reporting. [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 – Two agencies (the Broward County Dispatch Center and Pompano Beach Fire Rescue) are involved in the process, and together they impact response times. 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 and leave the fire station (Phase III) and travel to the scene of the incident (Phase IV).

In short, response times are 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.

This report is based on preliminary data and is always subject to change and be revised in the future.

Thank you for your interest in the organization. Your 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 \$227,328 annually; it helps to pay for the cost of staffing the third paramedic on the beach rescue ambulance.

² There is no monetary obligation for either party.

Who we are

CITY OF POMPANO BEACH

110,473 Residents³
27.2% Foreign Born Population
35.4% of the local population speaks a language other than English
4,159 Persons per are Mile
\$44,756 Median Household Income (*in 2017 dollars*)

Class One ISO Rating⁴ / POMPANO BEACH FIRE RESCUE / Always here. Always ready

239 FTE (Including 18 full-time Lifeguards in the Ocean Rescue Division)

6 Fire Stations
7 Rescue Ambulances
6 Fire Engines
1 Ladder Truck
1 Special Operations Vehicle
8 Lifeguard towers

\$41.2 Million Operating Budget

³ Population estimates, July 1, 2017

Population Census, April 1, 2010: 99,845

<https://www.census.gov/quickfacts/fact/table/pompanobeachcityflorida/BZA210216>

⁴ The Insurance Service Office (ISO) is a for-profit organization that provides statistical information on fire risk. They collect and analyze data for more than 47,000 communities and fire districts throughout the country. They then assign a Public Protection Classification (PPC) score between 1 and 10 to the fire department, with *Class 1* representing "superior property fire protection" and *Class 10* indicating that an area doesn't meet the minimum criteria set by the ISO. The following categories are evaluated: **Communications** (e.g., fire alarm and communication systems, including telephone systems, telephone lines, staffing and dispatching systems), **Fire Department Operations** (e.g., equipment, staffing, training), and **Water Supply** (e.g., the condition and maintenance of hydrants and the amount of available water compared with the amount needed to suppress fires).

What we do

RESPOND TO EMERGENCIES; PROVIDE PRE-HOSPITAL CARE AND BEACH SAFETY

We promote public safety and respond to all calls for emergency assistance 24/7.

The work is performed by well-trained personnel from a diverse background.

We seek inclusion and call for all Fire Department employees to celebrate the multitude of cultures, religions, beliefs, voices and people we are privileged to work with and serve.

ENFORCE FIRE SAFETY CODES

The Bureau of Fire Prevention is the fire-safety enforcement arm of the City.

Fire inspections of commercial and multi-residential properties are performed in an effort to eliminate or reduce the number of fire hazards at these properties within the city.

Fire inspectors also review building construction plans for fire-safety code compliance.

PUBLIC EDUCATION

In addition to its core mission, the Pompano Beach Fire Rescue offers a host of public education programs throughout the year, most of which are offered at no cost to participants.

EMS Week

Fire Prevention Week

Public CPR Training

Child Car Seat Safety

Community Emergency Response Team⁵ (CERT)

⁵ Through CERT, Pompano Beach Fire Rescue has been able to train thousands of Pompano Beach residents about disaster preparedness and recovery since 1997.

EMERGENCY RESPONSE – 2nd QUARTER, FY 2019

From January through March 2019, Pompano Beach Fire Rescue responded to 7,404 emergency calls or an average of 80 incidents a day (equivalent to an estimated 66 incidents per 1,000 population⁶). The **call volume remained stable** when compared to the same period last year - and recent years (See Figure 1).

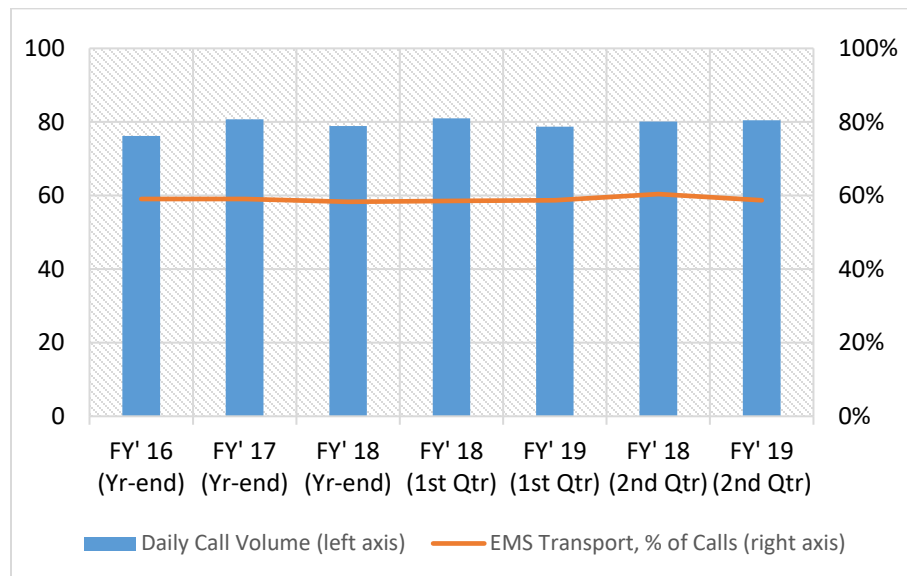
We fortunately had no fatalities, but suffered an estimated \$.5 million in property loss due to fire incidents. An estimated \$5.9 million in property value was saved or preserved as a result of our quick response, resulting in a 9.5% loss-to-value ratio. (See Table 1)

64% of the incidents took place during the hours of 8:00am and 8:00pm, during which time our system responded to a little over 4 calls per hour.

EMS incidents and vehicle accidents combined for 77.4% of the calls the department responded to during the period under consideration. A total of 4,120 patients required emergency transport to the hospital - an average of 46 transports per day, or 58.7% of the total call volume.

Zone 52 and Zone 63 accounted for 45.6% of all emergency responses; Zone 24 and Zone 61 combined for 31.1% of the incidents; and calls from Zone 103 and Zone 11 accounted for approximately 23.2% of the calls, jointly. (See Table 3.)

Figure 1 / Daily Call Volume and EMS Transport



⁶ This is based on an estimated city population of 109,441.

Table 1 / Performance Indicators

	<i>Yearly Total</i>			<i>1st Qtr.</i>		<i>2nd Qtr.</i>	
	FY2016	FY2017	FY2018	FY2018	FY2019	FY2018	FY2019
	YR END	YR END	YR END	OCT-DEC	OCT-DEC	JAN-MAR	JAN-MAR
<i>Total Calls</i>	27895	29549	28784	7453	7246	7374	7404
<i>Calls per Day</i>	76	81	79	81	79	80	80
<i>Calls per 1000-population</i>	260	270	263	67	66	67	66
<i>Incidents share from 8:00am – 8:00pm</i>	63%	63%	63%	63%	63%	64%	64%
<i>EMS Transports</i>	16474	17471	16790	4357	4056	4451	4120
<i>EMS Transports per Day</i>	45	48	46	47	44	49	46
<i>Transports (% of Total Calls)</i>	59.1	59.1	58.3	58.5	58.7	60.4	58.7
<i>Fire Loss (In million)</i>	\$3.2	\$2.9	\$3.0	\$0.53	\$1.36	\$0.82	\$0.56
<i>Property Saved (In million)</i>	\$31.4	\$39.9	\$79.5	\$7.1	\$14.9	\$2.3	\$5.3
<i>Total Value (In million)</i>	\$34.6	\$42.9	\$82.5	\$7.6	\$14.9	\$3.1	\$5.9
<i>Loss-to-Value Ratio</i>	9.4%	6.9%	3.6%	7.0%	9.1%	26.1%	9.5%
<i>Fire Fatality</i>	1	2	1	0	5	0	0
<i>Civilian Fire Injury</i>	18	24	16	7	4	7	10
<i>Firefighter Injury</i>	39	49	44	10	20	4	5
<i>Fires (% of Total Calls)</i>	1.3	1.2	1.2	0.9	1.3	1.7	1.1
<i>Vehicle Accidents (% of Total Calls)</i>	6.7	6.3	6.0	6.1	6.3	5.8	6.3
<i>Medical/Rescues (% of Total Calls)</i>	71.7	72.0	71.7	71.6	70.7	73.0	71.1
<i>Hazardous Cond. (% of Total Calls)</i>	1.7	2.0	1.1	1.2	1.0	1.0	0.7
<i>False Alarms (% of Total Calls)</i>	5.2	5.4	5.4	5.6	5.5	4.9	5.2
<i>Other (% of Total Calls)</i>	13.4	13.1	14.6	14.6	15.2	13.5	15.7
<i>Properties subject to Fire Inspection</i>	n/a	10534	n/a	n/a	n/a	n/a	n/a
<i># of Properties Inspected</i>	6583	n/a	7855	1535	n/a	n/a	n/a
<i># of Construction Plan Reviews</i>	4171	4832	5571	1211	1394	1593	1264
<i># of Construction Inspections</i>	n/a	3183	3671	975	1035	994	1043
<i>Total FTE*</i>	217	232	232	232	239	232	239
<i>Operating Budget (in million)</i>	\$34.2	\$35.6	\$39.6	\$39.6	\$41.1	\$39.6	\$41.1
<i>Estimated Cost per Capital**</i>	\$319	\$326	\$362	\$359	\$372	\$359	\$372

*Total FTE includes 18 full-time Ocean Rescue personnel

**The cost per capita is equivalent to approximately \$1 a day per Pompano Beach resident. It covers operating cost associated with Fire-Rescue and Beach Safety.

Table 2 / 90th Percentile Times - Baseline Performance (M:SS)

	NFA Standards	Target (PBFR Benchmark)	Oct	Nov	Dec	Jan	Feb	Mar
			2018	2018	2018	2019	2019	2019
Call Processing Time For 90% compliance	≤ 1:00	≤ 1:00	1:17	01:13	1:08	01:12	1:17	1:13
			85.2%	87.3%	87.9%	86.9%	86.1%	86.3%
Turnout Time For 90% compliance	≤ 1:00	≤ 1:30	1:29	1:30	1:22	1:27	1:28	1:24
			90.6%	90.1%	93.1%	91.3%	91.0%	92.8%
Travel Time For 90% compliance	≤ 4:00	≤ 5:30	6:49	6:44	6:44	6:51	6:49	6:43
			76.7%	78.3%	80.3%	75.9%	76.2%	77.9%
Call to Arrival Time For 90% compliance	≤ 8:00	≤ 8:00	8:30	8:28	8:41	8:31	8:33	8:35
			85.9%	86.5%	84.7%	86.6%	86.6%	86.0%

Note: Average Response Time data reporting has been phased out and replaced with Fractile Time.

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.

Table 3 / Incidents by Zone

	Yearly Total				1 st Qtr.		2 nd Qtr.	
	FY2015	FY2016	FY2017	FY2018	FY2018	FY2019	FY2018	FY2019
	YR END	YR END	YR END	YR END	OCT-DEC	OCT-DEC	JAN-MAR	JAN-MAR
Zone 11	2773	2837	2959	2842	710	701	781	775
Zone 24	4445	4578	4602	4431	1194	1073	1125	1023
Zone 52	6737	6730	7078	6954	1765	1675	1742	1659
Zone 61	4558	4569	4875	4661	1310	1179	1222	1153
Zone 63	5460	5568	6063	6244	1556	1436	1585	1526
Zone 103	3409	3399	3752	3433	629	528	853	844
Zone 12C	66	80	75	49	15	16	15	12
Incidents per 24-hour day								
Zone 11	8	8	8	8	8	8	9	9
Zone 24	12	13	13	12	13	12	13	11
Zone 52	18	18	19	19	19	18	19	18
Zone 61	12	12	13	13	14	13	14	13
Zone 63	15	15	17	17	17	16	18	17
Zone 103	9	9	10	9	7	6	9	9
Zone 12C	0.2	0.2	0.2	0.1	0.2	0.2	0.2	0.1
As a percentage of the total								
Zone 11	10.1%	10.2%	10.1%	9.9%	9.9%	10.6%	10.7%	11.1%
Zone 24	16.2%	16.5%	15.7%	15.5%	16.6%	16.2%	15.4%	14.6%
Zone 52	24.5%	24.2%	24.1%	24.3%	24.6%	25.3%	23.8%	23.7%
Zone 61	16.6%	16.5%	16.6%	16.3%	18.2%	17.8%	16.7%	16.5%
Zone 63	19.9%	20.1%	20.6%	21.8%	21.7%	21.7%	21.6%	21.8%
Zone 103	12.4%	12.2%	12.8%	12.0%	8.8%	8.0%	11.6%	12.1%
Zone 12C	0.2%	0.3%	0.3%	0.2%	0.2%	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.

Table 4 / Incidents by Time of Day (Average per Day)

	Yearly Total				1 st Qtr.		2 nd Qtr.	
	FY2015	FY2016	FY2017	FY2018	FY2018	FY2019	FY2018	FY2019
	YR END	YR END	YR END	YR END	OCT-DEC	OCT-DEC	JAN-MAR	JAN-MAR
Mid-1 am	2	2	2	2	2	2	2	2
1-2 am	2	2	2	2	2	2	2	2
2-3 am	2	2	2	2	2	2	2	2
3-4 am	2	2	2	2	2	2	2	2
4-5 am	2	1	1	2	2	1	1	2
5-6 am	2	2	2	2	2	2	2	2
6-7 am	2	2	2	2	3	2	2	2
7-8 am	3	3	3	3	3	3	3	3
8-9 am	4	4	4	4	4	4	4	3
9-10 am	4	4	4	4	4	4	4	4
10-11 am	4	4	4	4	4	4	4	4
11-Noon	4	4	4	4	5	4	5	4
Noon-1 pm	4	4	5	4	5	4	5	4
1-2 pm	4	4	4	5	4	4	5	4
2-3 pm	4	4	4	4	4	4	5	4
3-4 pm	4	4	4	4	4	4	4	4
4-5 pm	4	4	4	4	4	4	5	4
5-6 pm	4	4	4	4	5	4	4	5
6-7 pm	4	4	4	4	4	4	4	4
7-8 pm	4	4	4	4	4	4	4	4
8-9 pm	4	4	4	4	4	3	4	3
9-10 pm	3	3	3	3	4	4	3	4
10-11 pm	3	3	3	3	3	3	3	3
11-Mid	3	3	3	3	3	3	3	3

Table 5 / Incidents by Day of Week

	Yearly Total				1 st Qtr.		2 nd Qtr.	
	FY2015	FY2016	FY2017	FY2018	FY2017	FY2018	FY2018	FY2019
	YR END	YR END	YR END	YR END	OCT-DEC	OCT-DEC	JAN-MAR	JAN-MAR
Sunday	3720	3,717	3987	3987	1054	984	907	995
Monday	4117	4,056	4347	4178	1079	988	1089	950
Tuesday	3907	3,858	4249	4198	1049	931	1136	1044
Wednesday	4024	4,014	4369	4148	1090	995	1100	973
Thursday	3788	3,907	4191	3995	1065	943	1065	973
Friday	4123	4,265	4162	4263	1081	1027	1062	1043
Saturday	3943	4,078	4244	4015	1039	1043	1015	1038
Incidents per 24-hour day								
Sunday	72	71	77	75	75	76	76	77
Monday	79	78	84	80	83	71	84	79
Tuesday	75	74	82	81	81	72	87	80
Wednesday	77	77	84	80	84	77	85	75
Thursday	73	75	81	77	82	73	82	75
Friday	79	80	79	82	83	79	82	80
Saturday	76	77	80	77	80	80	78	80
As a percentage of the total								
Sunday	13.5%	13.3%	13.5%	13.9%	14.1%	14.2%	12.3%	14.2%
Monday	14.9%	14.5%	14.7%	14.5%	14.5%	14.3%	14.8%	13.5%
Tuesday	14.1%	13.8%	14.4%	14.6%	14.1%	13.5%	15.4%	14.9%
Wednesday	14.6%	14.4%	14.8%	14.4%	14.6%	14.4%	14.9%	13.9%
Thursday	13.7%	14.0%	14.2%	13.9%	14.3%	13.6%	14.4%	13.9%
Friday	14.9%	15.3%	14.1%	14.8%	14.5%	14.9%	14.4%	14.9%
Saturday	14.3%	14.6%	14.4%	13.9%	13.9%	15.1%	13.8%	14.8%

11 | Page

