

Performance Brief

FY 2019, 3RD QTR. REPORT

FY 2019 Third Quarter

APRIL-JUNE REPORT | **POMPANO BEACH FIRE RESCUE**

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Background

This report highlights Pompano Beach Fire Rescue's emergency response activities for the third quarter of fiscal year 2019: April through June. 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; i.e., what was the response time?

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 10).

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 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. The agreement calls 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 City of Pompano Beach 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 (1) by 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.

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

Thank you for your interest in the organization. Your suggestions for improving 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*)

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

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 – 3rd QUARTER, FY 2019

From April through June 2019, Pompano Beach Fire Rescue responded to 7,355 emergency calls, equivalent to an average of 81 incidents a day. A total of 4,043 patients required emergency transport to the hospital, an average of 44 transports per day, or 55.7% of the total call volume. (See Table 1).

We fortunately had no fire fatalities, but suffered an estimated \$.6 million in property loss due to fire incidents. An estimated half-a-million dollars in property value was saved or preserved due in part to our quick response, resulting in a loss-to-value ratio of approximately 55% of total value. (See Table 1)

63% 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.

Zone 52 and Zone 63 accounted for almost half (48%) of the call volume, or a combined average of 38 incidents a day. (See Table 1.)

Table 1 / Performance Indicators

	<i>Total</i>	<i>1st Qtr.</i>		<i>2nd Qtr.</i>		<i>3rd Qtr.</i>	
	FY' 18	FY' 18	FY' 19	FY' 18	FY' 19	FY' 18	FY' 19
	Yr. End	Oct-Dec	Oct-Dec	Jan-Mar	Jan-Mar	Apr-Jun	Apr-Jun
<i>Total Calls</i>	30073	7834	7248	7630	7401	7310	7355
<i>Calls per Day</i>	82	85	79	85	82	80	81
<i>Sunday</i>	79	79	80	78	82	83	77
<i>Monday</i>	83	86	74	87	84	81	84
<i>Tuesday</i>	84	85	77	88	85	80	83
<i>Wednesday</i>	84	89	80	88	78	80	81
<i>Thursday</i>	80	87	76	85	80	73	81
<i>Friday</i>	86	87	83	85	84	87	79
<i>Saturday</i>	81	84	83	81	83	79	82
<i>EMS Transports</i>	16790	4357	4056	4451	4120	3964	4043
<i>EMS Transports per Day</i>	46	47	44	49	46	44	44
<i>Transports (% of Total Calls)</i>	58.3	55.6	56.0	58.3	55.7	54.2	55.0
<i>Zone 11 (Calls per Day)</i>	8	8	8	9	9	8	8
<i>Zone 24 (Calls per Day)</i>	13	14	12	13	12	12	11
<i>Zone 52 (Calls per Day)</i>	20	20	19	20	19	20	20
<i>Zone 61 (Calls per Day)</i>	13	15	13	14	14	12	13
<i>Zone 63 (Calls per Day)</i>	18	18	17	18	18	18	18
<i>Zone 103 (Calls per Day)</i>	10	10	9	10	10	10	10
<i>Zone 12C (Calls per Day)</i>	0.2	0.2	0.2	0.2	0.1	0.2	0.2
<i>Fire Loss (In million)</i>	\$3.0	\$0.53	\$1.36	\$0.82	\$0.56	\$0.74	\$0.68
<i>Property Saved (In million)</i>	\$79.5	\$7.1	\$14.9	\$2.3	\$5.3	\$3.7	\$0.54
<i>Total Value (In million)</i>	\$82.5	\$7.6	\$14.9	\$3.1	\$5.9	\$4.5	\$1.2
<i>Loss-to-Value Ratio</i>	3.6%	7.0%	9.1%	26.1%	9.5%	16.5%	55.8%
<i>Fire Fatality</i>	1	0	5	0	0	0	0
<i>Civilian Fire Injury</i>	16	7	4	7	10	1	5
<i>Firefighter Injury</i>	44	10	20	4	5	15	5
<i>Properties subject to Fire Inspection</i>	12,119	3029	3029	3029	3029	3029	3029
<i># of Properties Inspected</i>	7855	1535	1405	1951	1844	2033	1840
<i># of Construction Plan Reviews</i>	5571	1211	1394	1593	1264	1602	1686
<i># of Construction Inspections</i>	3671	975	1035	994	1043	838	1230
<i>Total FTE*</i>	232	232	239	232	239	232	239

*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)

	NFPA Standards	Target (PBFR Benchmark)	FY 2019								
			Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Call Processing Time											
(M:SS)	≤ 1:00	≤ 1:00	1:17	01:13	1:08	01:12	1:17	1:13	1:16	1:11	1:12
(Second)	≤ 60	≤ 60	77	73	68	72	77	73	76	71	72
For 90% compliance			85.2%	87.3%	87.9%	86.9%	86.1%	86.3%	84.8%	87.1%	86.9%
Turnout Time											
(M:SS)	≤ 1:00	≤ 1:30	1:29	1:30	1:22	1:27	1:28	1:24	1:27	1:21	1:12
(Second)	≤ 60	≤ 90	89	90	82	87	88	84	87	81	72
For 90% compliance			90.6%	90.1%	93.1%	91.3%	91.0%	92.8%	91.3%	92.9%	95.8%
Travel Time											
(M:SS)	≤ 4:00	≤ 5:30	6:49	6:44	6:44	6:51	6:49	6:43	6:51	6:34	6:06
(Second)	≤ 240	≤ 330	409	404	404	411	409	403	411	394	366
For 90% compliance			76.7%	78.3%	80.3%	75.9%	76.2%	77.9%	77.2%	80.8%	85.2%
Call to Arrival Time											
(M:SS)	≤ 8:00	≤ 8:00	8:30	8:28	8:41	8:31	8:33	8:35	8:23	8:22	8:35
(Second)	≤ 480	≤ 480	510	508	521	511	513	515	503	502	515
For 90% compliance			85.9%	86.5%	84.7%	86.6%	86.6%	86.0%	87.5%	86.8%	86.3%

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.

Figure 1 / QUARTERLY –
Daily Call Volume and EMS
Transport

Call volume for the third quarter averaged 81 incidents a day. More than half (55%) of the incidents required medical transport.

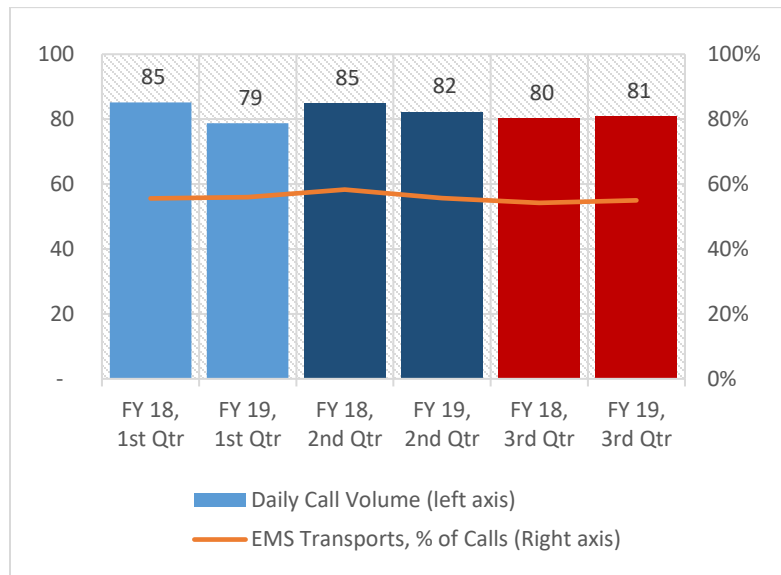


Figure 2 / QUARTERLY –
Call Distribution per Hour

2 in 3 – or 64% of calls - the Fire Department responds to occur from 8:00am to 8:00pm.

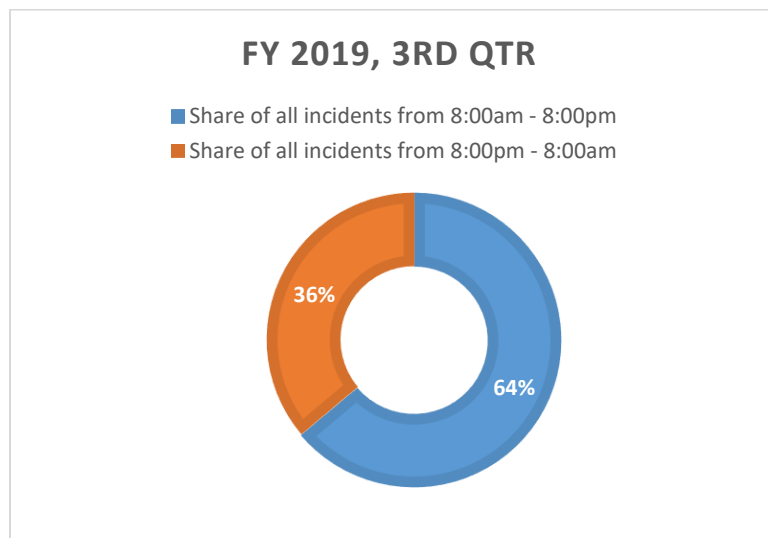


Figure 3 / QUARTERLY –
Property Loss due to Fire

The monetary value of property saved was approximately \$1.2 million.

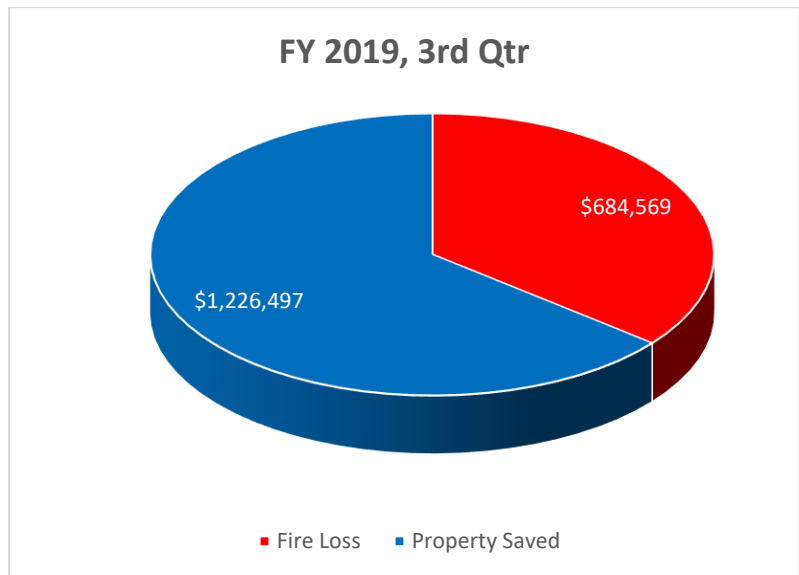
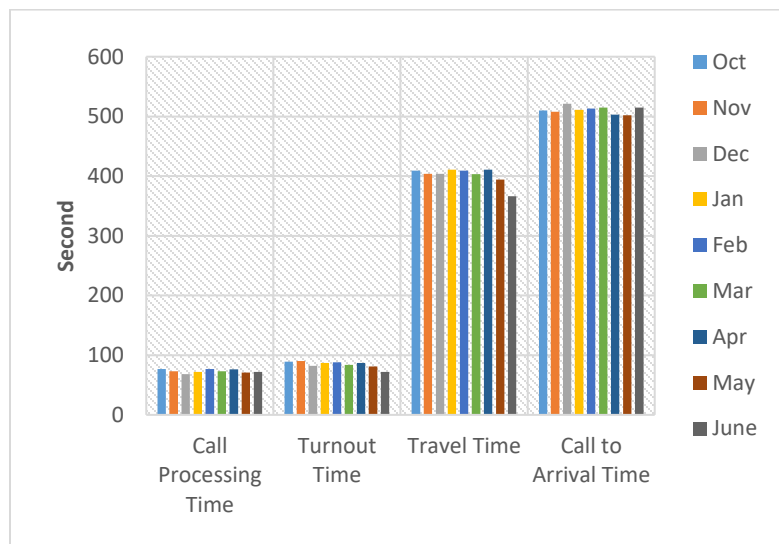
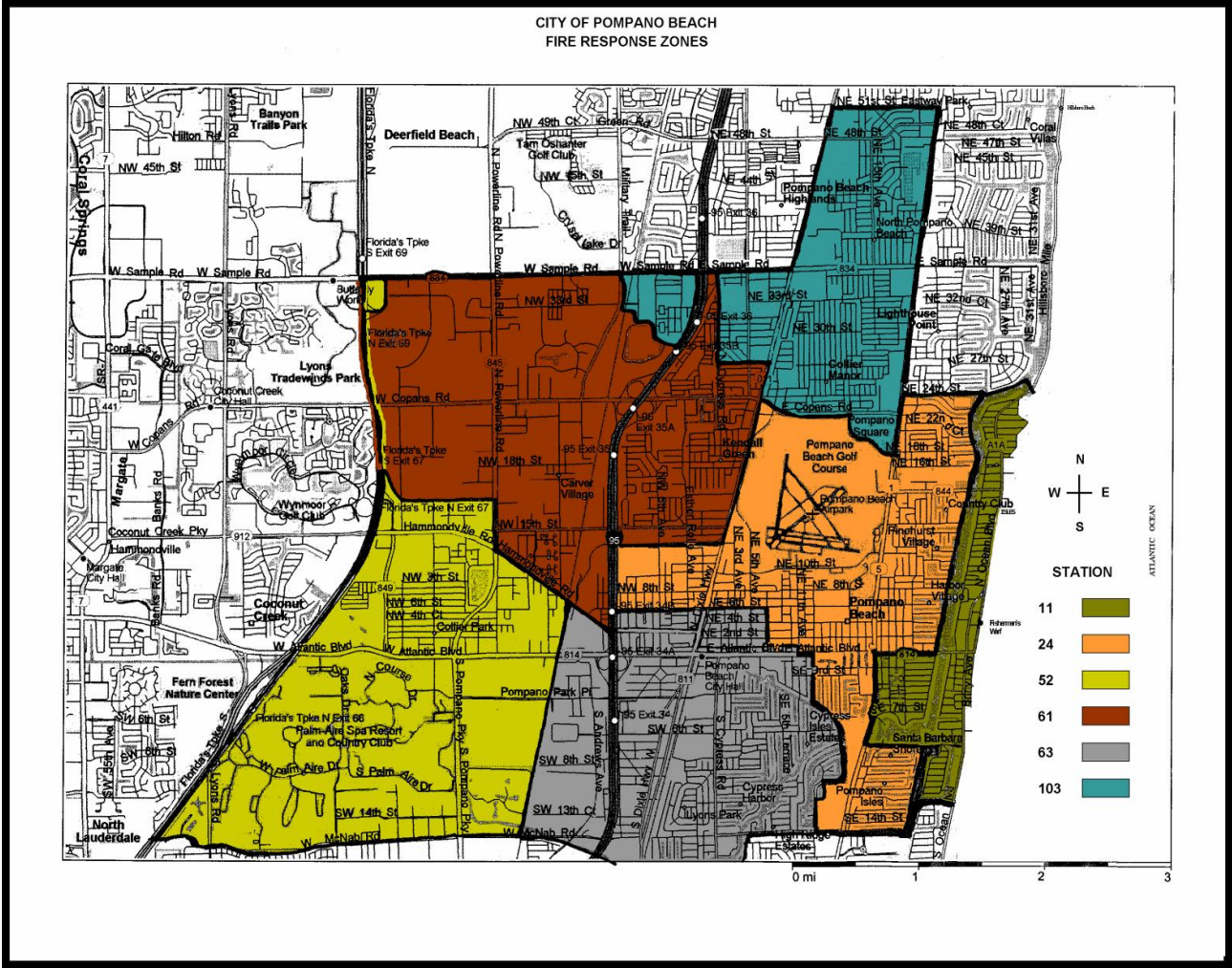


Figure 4 / MONTHLY –
90th Percentile Times - Baseline
Performance (in Second)

After decreasing for two consecutive months, Call-to-Arrival Time increased in June to 515 seconds.





Pompano Beach Emergency Response Zones