

Performance Brief

ANNUAL REPORT FY 2018

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Background

This report highlights Pompano Beach Fire Rescue's emergency response activities for fiscal year 2018. Data for the year 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 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. See the incidents response map on Page 13.

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/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 revisions in the future.

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](#).

¹ The service contract between the City and the Village of Sea Ranch Lakes generates \$215,000 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

CIY OF POMPANO BEACH³

*Mid-size, hardworking
diverse...*

Affordable, safe...

Good for doing business

Attractive tourist destination

110,473 Residents
27.7% Foreign Born Population
19.6% Sixty-five years and over
35% of the local population speaks a language other than English
4,159 Persons per Square Mile
\$42,641 Median Household Income
23.0% College Degree or higher

FIRE DEPARTMENT

232 FTE (FY 2018)

239 FTE (FY 2019)

6 Fire Stations

7 Rescue Ambulances

6 Fire Engines

1 Ladder Truck

1 Special Operations Vehicle

8 Lifeguard towers

\$39.6 Million Operating Budget (FY 2018)

\$41.1 Million Operating Budget (FY 2019)

³ Data Source: [US Census Bureau](#)

Always here. Always ready

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 * Child Car Seat Safety
Community Emergency Response Team⁴ (CERT)*

HUMAN RESOURCE MANAGEMENT

Approximately twenty vacancies are filled annually with the support of the City's Human Resources Department. Our Training Division plays a leading role in ensuring that mandated State training requirements and industry standards for all firefighters are met on an annual basis.

The compensation system is generally negotiated through the labor negotiation with Local 1549 (representing the firefighters) and the General Employees Union representing our civilian employees.

⁴ Through CERT, Pompano Beach Fire Rescue has been able to train thousands of Pompano Beach residents about disaster preparedness and recovery since 1997. The total volunteer hours for fiscal year 2018 was estimated at 2,093.

FY 2018 Highlights

During fiscal year 2018, Pompano Beach Fire Rescue responded to 28,784 calls, 2.6% less than fiscal year 2017 when the Fire Department responded to a record high 29,549 incidents. The FY 2018 total is equivalent to a daily average of 79 calls or an estimated 263 incidents per 1000-population. (See Table 1 and Chart 1.)

EMS type incidents (i.e., medical/rescue and vehicle accidents) account for four of every five calls our firefighters respond to daily.

A total of 16,790 of the 28,784 incidents – or 3 in 5 people (58.3%) of the incidents - required emergency transport in FY 2018. This ratio has remained virtually unchanged for more nearly two decades.

Fire incidents occurred at a rate of one a day and has maintained the same pattern for more than twenty years. There was unfortunately one civilian fatality due to a high-rise fire, our seventh fatality in as many years.

Our firefighting efforts have saved Pompano Beach residents an estimated \$214 million in property loss from FY 2012 to FY 2018. This is an average of \$30 million a year in properly value.

63% of all the incidents occurred during the day, between the hours of 8:00am and 8:00pm. During this time period the system responded to 4 calls per hour.

When breaking down by *zone*, the allocation of call volume remained stable with no deviation from historical trend: Zone 52 and Zone 63 accounted for 46% of all emergency responses; Zone 24 and Zone 61 combined for one third of the incidents; and calls from Zone 103 and Zone 11 accounted for approximately one fifth of the calls, combined. (See Table 3, Page 11)

Our Strategic Plan went through its fifth revision since the publication of the original document in 2001.

Completed the first Phase of the CFAI certification project.

\$1.5 investment was allocated to replace a fire truck, a rescue vehicle and other equipment (e.g., the replacement of all Mobile Data Terminal units on the emergency vehicles)

Construction of Station 24 began. Completion is expected by the end of 2019, at which time a total of three stations will have been built in the last six years. Initial phase for the construction of Station 114 (3601 McNab Road) in Palm Aire is expected to begin in FY 2019. Eight lifeguard towers and the Ocean Rescue Head Quarter's building are scheduled to be replaced ion FY 2019 through CIP funding or recently GO Bond.

Four positions were reclassified, including two Division Chiefs (replaced by two Assistant Chief positions), one Administrative Manager, and one Emergency Manager.

Table 1 / Performance Indicators

	<i>FY2012</i>	<i>FY2013</i>	<i>FY2014</i>	<i>FY2015</i>	<i>FY2016</i>	<i>FY2017</i>	<i>FY2018</i>
	YR END	YR END	YR END	YR END	YR END	YR END	YR END
<i>Total Calls</i>	23391	23261	24538	27619	27895	29549	28784
<i>Calls per Day</i>	64	64	67	76	76	81	79
<i>Calls per 1000-population</i>	229	225	234	260	260	270	263
<i>EMS Transports</i>	14346	14417	15348	16867	16474	17471	16790
<i>EMS Transports per Day</i>	39	39	42	46	45	48	46
<i>Transports (% of Total Calls)</i>	61.3	62.0	62.5	61.1	59.1	59.1	58.3
<i>Fire Loss (In million)</i>	\$3.6	\$1.4	\$2.8	\$2.1	\$3.2	\$2.9	\$3.0
<i>Property Saved (In million)</i>	\$16.0	\$16.3	\$10.8	\$19.3	\$31.4	\$39.9	\$79.5
<i>Total Value (In million)</i>	\$19.6	\$17.7	\$13.7	\$23.85	\$34.6	\$42.9	\$82.5
<i>Loss-to-Value Ratio</i>	18.6%	8.2%	21.0%	13.7%	9.4%	6.9%	3.6%
<i>Fire Fatality</i>	0	0	1	2	1	2	1
<i>Civilian Fire Injury</i>	n/a	n/a	26	22	18	24	16
<i>Firefighter Injury</i>	n/a	n/a	54	71	39	49	44
<i>Fires (% of Total Calls)</i>	1.4	1.5	1.4	1.2	1.3	1.2	1.2
<i>Vehicle Accidents (% of Total Calls)</i>	4.6	4.6	5.2	6.1	6.7	6.3	6.0
<i>Medical/Rescues (% of Total Calls)</i>	76.4	76.3	75.6	74.0	71.7	72.0	71.7
<i>Hazardous Cond. (% of Total Calls)</i>	2.8	2.6	2.2	1.8	1.7	2.0	1.1
<i>False Alarms (% of Total Calls)</i>	5.7	5.4	5.2	5.2	5.2	5.4	5.4
<i>Other (% of Total Calls)</i>	9.0	9.6	10.4	11.7	13.4	13.1	14.6
<i>Properties subject to Fire Inspection</i>	n/a	10184	10286	10300	n/a	10534	n/a
<i># of Properties Inspected</i>	4526	4722	4846	4698	6583	n/a	7855
<i># of Construction Plan Reviews</i>	2512	2875	3087	3108	4171	4832	5571
<i># of Construction Inspections</i>	2298	2272	2990	3078	n/a	3183	3671
<i>City Population</i>	102239	103189	104662	106260	107425	109441	110473
<i>Total FTE*</i>	217	217	217	217	217	232	232
<i>Operating Budget (in million)</i>	\$29.7	\$32.0	\$32.9	\$33.6	\$34.2	\$35.6	\$39.6
<i>Cost per Capital**</i>	\$291	\$311	\$315	\$317	\$319	\$326	\$362

*Total FTE includes 17 full-time Ocean Rescue personnel

**The cost per capita (\$362) is equivalent to \$1 a day per Pompano Beach resident. And this covers operating cost associated with Fire-Rescue and Beach Safety.

Chart 1 / Incidents and Emergency Transports

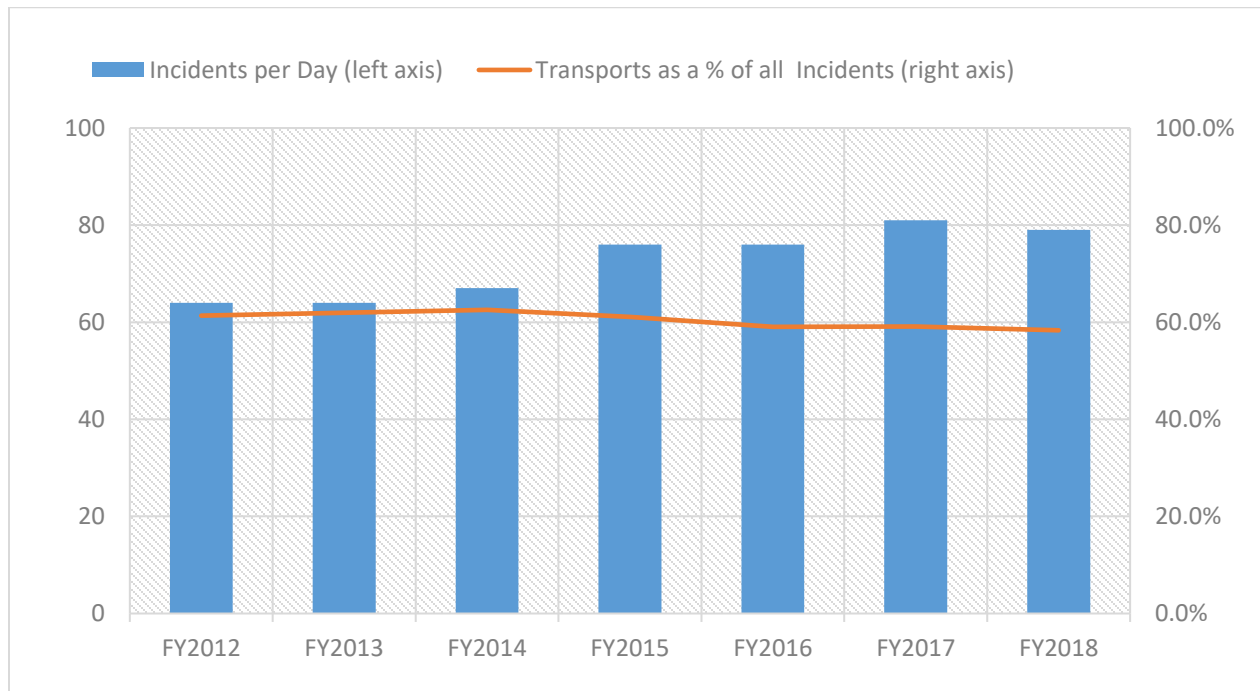


Chart 2 / Fire Loss vs Property Value Saved

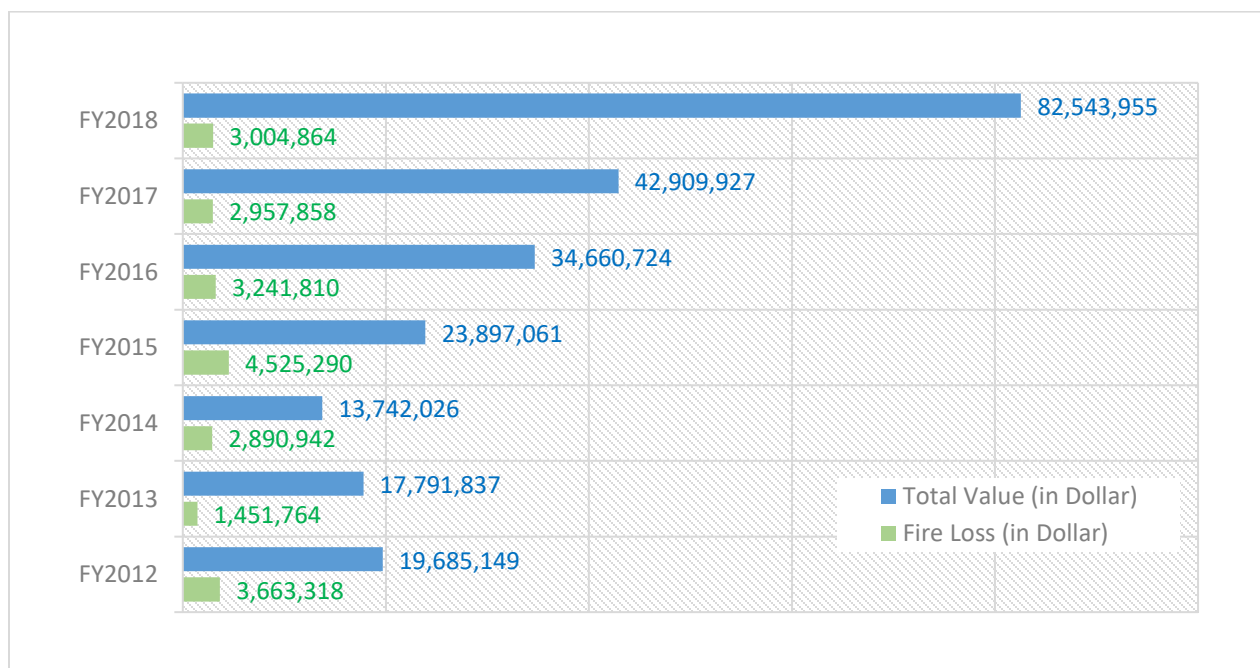


Chart 3 / Rescue Ambulance: Average Number of Incidents per Day

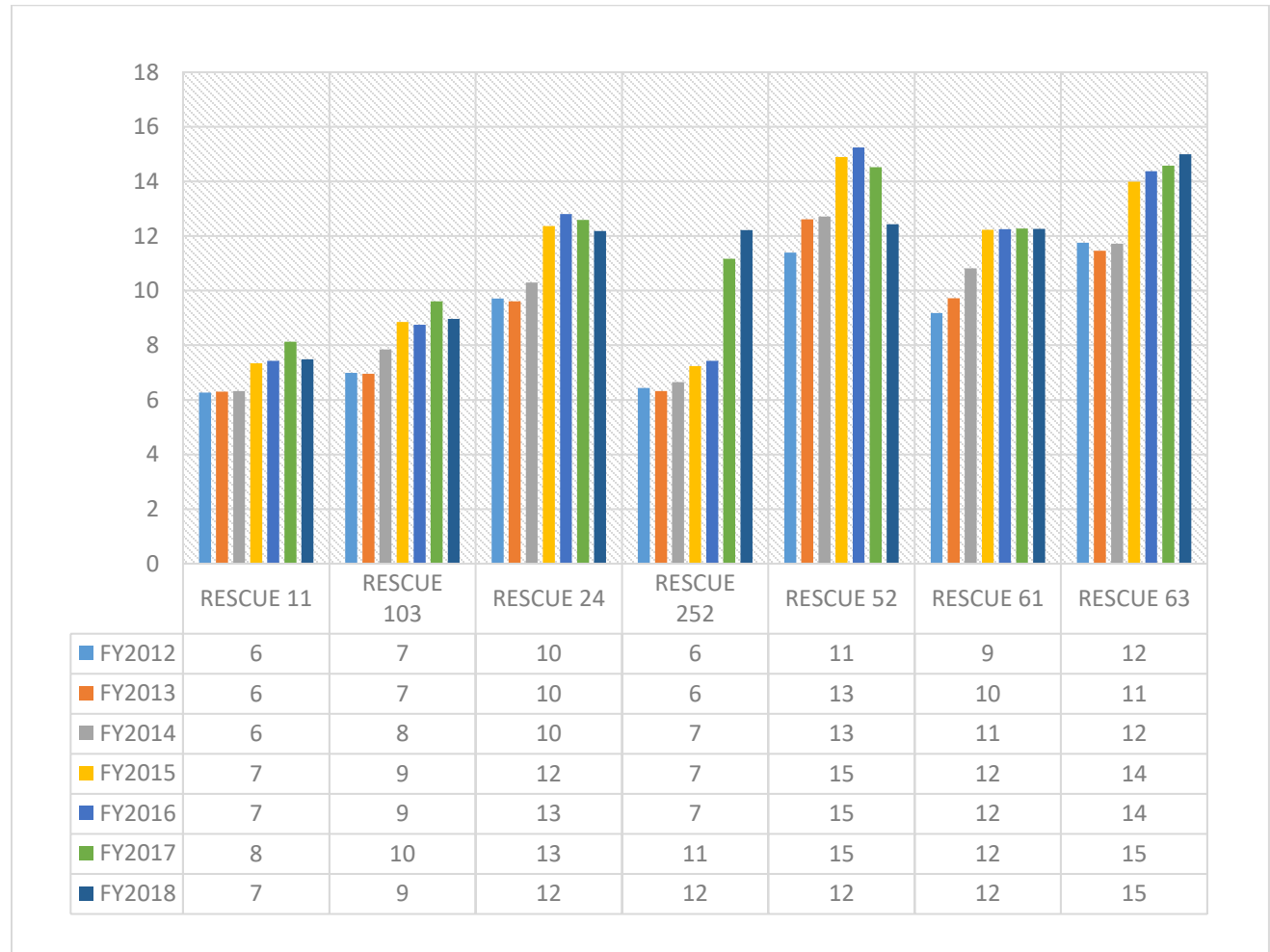


Chart 4 / Fire Engines: Average Number of Incidents per Day

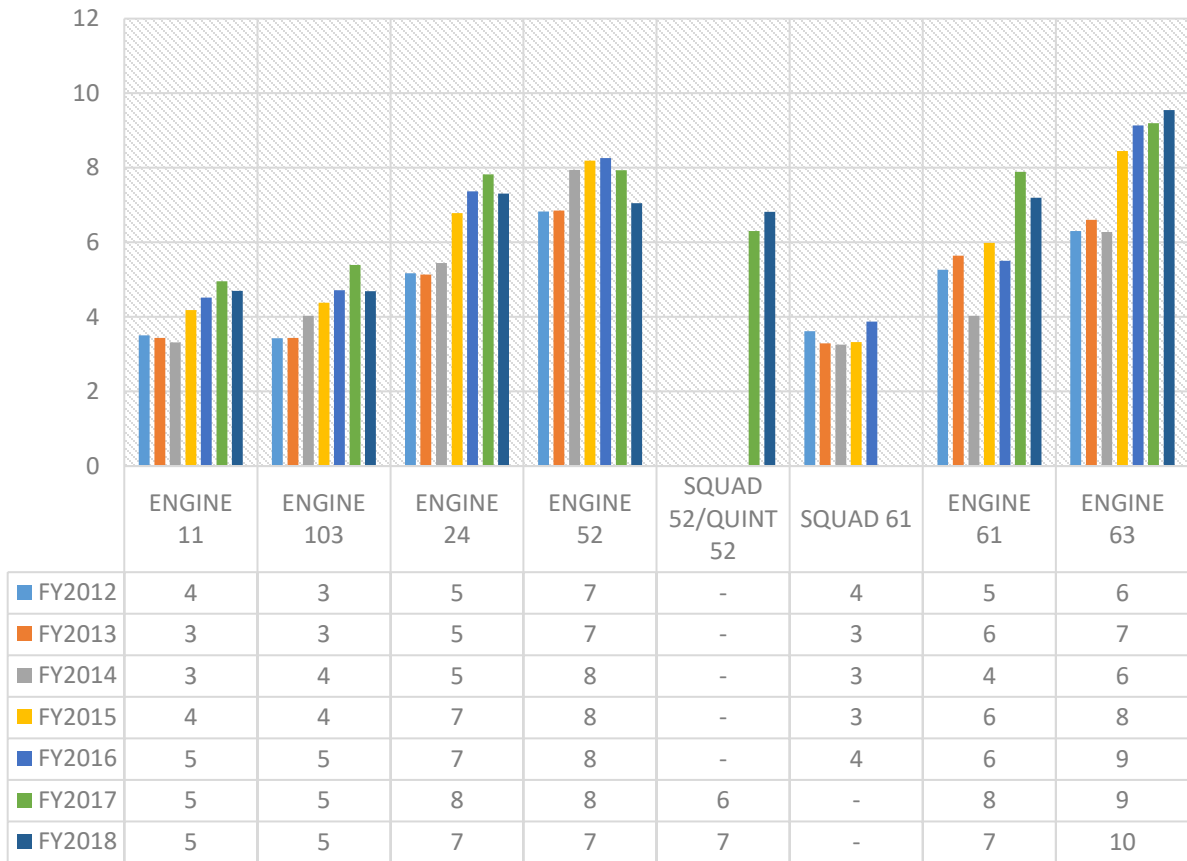


Table 2 / Calls by Day of Week for FY 2018 vs. Average Calls for Past Years

	<i>FY2012</i>	<i>FY2013</i>	<i>FY2014</i>	<i>FY2015</i>	<i>FY2016</i>	<i>FY2017</i>	<i>FY2018</i>
	YR END	YR END	YR END	YR END	YR END	YR END	YR END
<i>Sunday</i>	3341	3166	3344	3720	3,717	3988	3987
<i>Monday</i>	3384	3460	3505	4117	4,056	4347	4178
<i>Tuesday</i>	3221	3338	3462	3907	3,858	4249	4198
<i>Wednesday</i>	3254	3259	3496	4024	4,014	4369	4148
<i>Thursday</i>	3210	3221	3577	3788	3,907	4191	3995
<i>Friday</i>	3468	3393	3656	4123	4,265	4159	4263
<i>Saturday</i>	3513	3424	3499	3943	4,078	4245	4015
Daily call volume							
<i>Sunday</i>	64	61	64	72	71	77	75
<i>Monday</i>	65	67	67	79	78	84	80
<i>Tuesday</i>	62	64	67	75	74	82	81
<i>Wednesday</i>	63	63	67	77	77	84	80
<i>Thursday</i>	62	62	69	73	75	81	77
<i>Friday</i>	67	65	70	79	80	78	82
<i>Saturday</i>	68	66	67	76	77	80	77
As a percentage of the total							
<i>Sunday</i>	14.3%	13.6%	13.6%	13.5%	13.3%	13.5%	13.9%
<i>Monday</i>	14.5%	14.9%	14.3%	14.9%	14.5%	14.7%	14.5%
<i>Tuesday</i>	13.8%	14.4%	14.1%	14.1%	13.8%	14.4%	14.6%
<i>Wednesday</i>	13.9%	14.0%	14.2%	14.6%	14.4%	14.8%	14.4%
<i>Thursday</i>	13.7%	13.8%	14.6%	13.7%	14.0%	14.2%	13.9%
<i>Friday</i>	14.8%	14.6%	14.9%	14.9%	15.3%	14.1%	14.8%
<i>Saturday</i>	15.0%	14.7%	14.3%	14.3%	14.6%	14.4%	13.9%

Table 3 / Calls by Zone

	<i>FY2012</i>	<i>FY2013</i>	<i>FY2014</i>	<i>FY2015</i>	<i>FY2016</i>	<i>FY2017</i>	<i>FY2018</i>
	YR END	YR END	YR END	YR END	YR END	YR END	YR END
<i>Zone 11</i>	2636	2585	2466	2773	2837	2959	2842
<i>Zone 24</i>	3530	3410	3582	4445	4578	4602	4431
<i>Zone 52</i>	6034	6051	6190	6737	6730	7078	6954
<i>Zone 61</i>	3630	3888	4143	4558	4569	4875	4661
<i>Zone 63</i>	4581	4392	4747	5460	5568	6063	6244
<i>Zone 103</i>	2809	2752	2321	3409	3399	3752	3433
<i>Zone 12C</i>	72	77	79	66	80	75	49
	Incidents per 24-hour day						
<i>Zone 11</i>	7	7	7	8	8	8	8
<i>Zone 24</i>	10	9	10	12	13	13	12
<i>Zone 52</i>	17	17	17	18	18	19	19
<i>Zone 61</i>	10	11	11	12	12	13	13
<i>Zone 63</i>	13	12	13	15	15	17	17
<i>Zone 103</i>	8	8	6	9	9	10	9
<i>Zone 12C</i>	0.2	0.2	0.2	0.2	0.2	0.2	0.1
	As a percentage of the total						
<i>Zone 11</i>	11.3%	11.2%	10.5%	10.1%	10.2%	10.1%	9.9%
<i>Zone 24</i>	15.2%	14.7%	15.2%	16.2%	16.5%	15.7%	15.5%
<i>Zone 52</i>	25.9%	26.1%	26.3%	24.5%	24.2%	24.1%	24.3%
<i>Zone 61</i>	15.6%	16.8%	17.6%	16.6%	16.5%	16.6%	16.3%
<i>Zone 63</i>	19.7%	19.0%	20.2%	19.9%	20.1%	20.6%	21.8%
<i>Zone 103</i>	12.1%	11.9%	9.9%	12.4%	12.2%	12.8%	12.0%
<i>Zone 12C</i>	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 (Zone 12C), treated as a seventh zone for the purpose of this reporting.

Chart 5 / Pompano Beach Emergency Response Zones

