

Performance Brief

FY 2019, Annual Report

City of Pompano Beach Fire Rescue

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Background

This report highlights Pompano Beach Fire Rescue's emergency response activities for fiscal year 2019. 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 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 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

- 111,954 Residents (July 1, 2018 population estimates); up 13% over 2017 population estimates³
- Foreign Born Population: 27.2%
- Persons 65 years and over: 19%
- Bachelor's degree or higher: 23.3%
- 35.4% of the local population speaks a language other than English
- \$44,756 Median Household Income (in 2017 dollars)
- 4,159 Persons per area mile
- Land area in square mile: 24
- Persons in poverty: 21.1%

POMPANO BEACH FIRE RESCUE

Always here. Always ready / Class One ISO Rating¹ and CFAI accredited

239 FTE in FY 2019 (*Including 18 full-time Lifeguards in the Ocean Rescue Division. In addition, eight new positions have been approved in the FY 2020 Operating Budget: one Life Safety Educator position, one Information Technologies Analyst, two Drive Engineers, two Fire Captains, one Battalion Chief, and one Ocean Rescue Lifeguard*)

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

FY 2019 Calls for Service: 29,337

³ US Census <https://www.census.gov/quickfacts/fact/table/pompanobeachcityflorida/BZA210216>
Population Census, April 1, 2010: 99,845
<https://www.census.gov/quickfacts/fact/table/pompanobeachcityflorida/BZA210216>

What we do

EMERGENCY RESPONSE: 30,000/year

About half of which require emergency transport to the hospital.

BEACH SAFETY: Coverage area: .8-mile

DISASTER PLANNING & MANAGEMENT

ENFORCE FIRE SAFETY CODES

The Bureau of Fire Prevention is the fire-safety enforcement arm of the City. 5,000 Fire-safety inspections of commercial and multi-residential properties are performed annually by the Bureau of Fire Prevention in an effort to eliminate or reduce the number of fire hazards in 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 Team⁴ (CERT)*

HUMAN RESOURCE MANAGEMENT

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 all mandated State training requirements and industry standards for 200 firefighters are met on an annual basis. Employee Compensation/Reward System is generally negotiated through the labor negotiation with Local 1549 (representing the firefighters) and the General Employees Union representing our civilian employees.

SUPPLIES AND EQUIPMENT MANAGEMENT

An inventory of over 1,100 supplies and equipment is tracked at the warehouse, totaling an estimated \$93 million to support the work of personnel working out of a network of 10 facilities located throughout Pompano Beach (i.e., six fire stations, one Training Complex, one Ocean Rescue Headquarters, Fire Prevention offices at City Hall, and the Logistics facility). Among other things Logistics ensures that all Fire Department facilities, vehicles and equipment are properly maintained

BUDGET MANAGEMENT & OVERSIGHT

Major Funding Sources: Tax revenues (40%) and fees (60%)
\$41.2 Million Operating Budget or \$3.6 Million per 10,000 population
\$360 Cost per Capita

**The work we do is performed by people 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.**

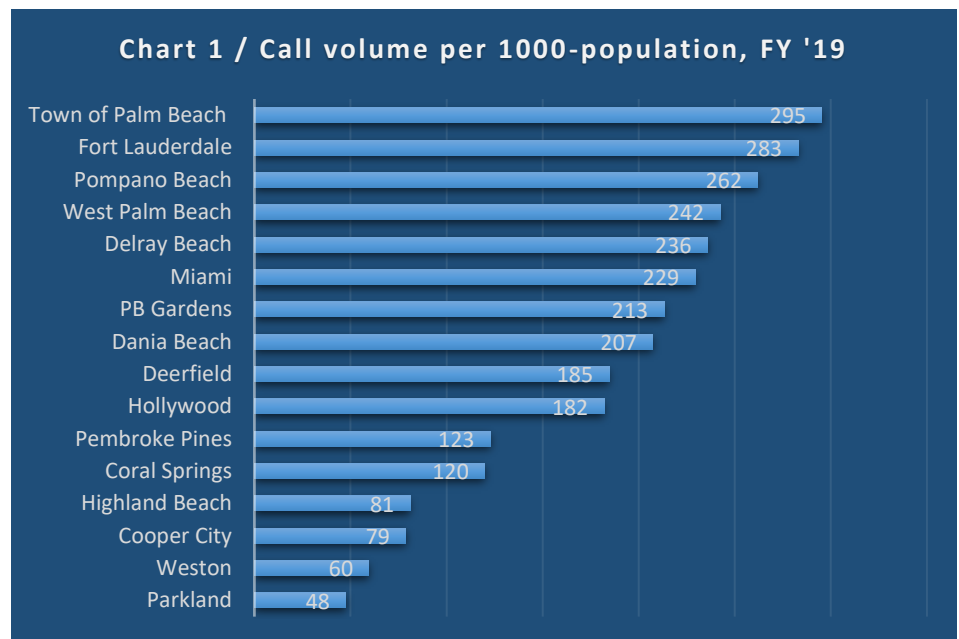
⁴ Through CERT, Pompano Beach Fire Rescue has been able to train thousands of Pompano Beach residents about disaster preparedness and recovery since 1997.

Emergency Response

After increasing for two consecutive years, **call volume** edged down 4% in FY 2019, from 273 to 262 calls per 1000-population. This is equivalent to an average of 80 incidents per day or a total of 29,337 incidents. When compared to some of its counterparts, the City of Pompano Beach had the third highest call volume in fiscal year 2019, with a total of 262 calls per 1000 population. The Town of Palm Beach topped the chart, registering 295. Parkland had the lowest level, with only 48 calls.

- With a 15% share of the calls, **Friday** remained the busiest day of the week in FY 2019, unchanged from FY 2018.
- A total of 16,265 patients required emergency **transport** to the hospital, an average of 45 transports per day, or 55.4% of the total call volume.
- We fortunately had no **fire fatalities** in FY 2019; suffered an estimated \$3.8 million in property loss due to fire incidents, up 26% from a year ago.
- 63% of the incidents took place during the hours of **8:00am and 8:00pm**, during which time our system responded to 4 calls per hour.
- From a long-term perspective, the call volume level has risen sharply in the last five years, from 232 incidents per 1000 population per year for about a decade to 265 in the last five year.⁵

Note, call volume per population is a reflection of community-wide activity. This metric says little in terms of the workload measured by workload per firefighter or emergency vehicle. What is clear on this graph is that residents of the Town of Palm Beach, Fort-Lauderdale, or Pompano Beach ... rely more heavily on their fire-rescue system than Highland Beach, Cooper City, Weston, or Parkland



⁵ Long-run demand for emergency response is generally driven by a combination of several factors: population growth or density, household income or relative wealth, adherence to fire codes coupled with public safety education and technology. It remains to be seen whether the recent rise in call volume in Pompano Beach will continue in its upward track – or will turn out to be a spike.

Table 1 / Emergency Response

| | <i>Total</i> | <i>Total</i> | <i>1st Qtr.</i> | | <i>2nd Qtr.</i> | | <i>3rd Qtr.</i> | | <i>4th Qtr.</i> | |
|---|----------------|----------------|----------------------------|----------------|----------------------------|----------------|----------------------------|----------------|----------------------------|----------------|
| | <i>FY' 18</i> | <i>FY' 19</i> | <i>FY' 18</i> | <i>FY' 19</i> | <i>FY' 18</i> | <i>FY' 19</i> | <i>FY' 18</i> | <i>FY' 19</i> | <i>FY' 18</i> | <i>FY' 19</i> |
| | <i>Yr. End</i> | <i>Yr. End</i> | <i>Oct-Dec</i> | <i>Oct-Dec</i> | <i>Jan-Mar</i> | <i>Jan-Mar</i> | <i>Apr-Jun</i> | <i>Apr-Jun</i> | <i>Jul-Sep</i> | <i>Jul-Sep</i> |
| <i>Total Calls</i> | 30073 | 29337 | 7834 | 7248 | 7630 | 7401 | 7310 | 7355 | 7,299 | 7,333 |
| <i>Calls per Day</i> | 82 | 80 | 85 | 79 | 85 | 82 | 80 | 81 | 79 | 80 |
| <i>Sunday</i> | 79 (14%) | 78 (14%) | 79 (14%) | 80 (14%) | 78 (12%) | 82 (14%) | 83 (15%) | 77 (14%) | 75 (14%) | 73 (13%) |
| <i>Monday</i> | 83 (14%) | 80 (15%) | 86 (14%) | 74 (14%) | 87 (15%) | 84 (14%) | 81 (14%) | 84 (15%) | 80 (14%) | 81 (16%) |
| <i>Tuesday</i> | 84 (14%) | 82 (15%) | 85 (14%) | 77 (14%) | 88 (15%) | 85 (15%) | 80 (14%) | 83 (15%) | 82 (15%) | 83 (15%) |
| <i>Wednesday</i> | 84 (14%) | 80 (14%) | 89 (15%) | 80 (14%) | 88 (15%) | 78 (14%) | 80 (14%) | 81 (14%) | 78 (14%) | 82 (14%) |
| <i>Thursday</i> | 80 (14%) | 77 (14%) | 87 (14%) | 76 (14%) | 85 (14%) | 80 (14%) | 73 (13%) | 81 (14%) | 77 (14%) | 74 (13%) |
| <i>Friday</i> | 86 (15%) | 83 (15%) | 87 (14%) | 83 (15%) | 85 (14%) | 84 (15%) | 87 (16%) | 79 (14%) | 85 (15%) | 84 (15%) |
| <i>Saturday</i> | 81 (14%) | 82 (15%) | 84 (14%) | 83 (15%) | 81 (14%) | 83 (15%) | 79 (14%) | 82 (15%) | 80 (14%) | 81 (14%) |
| <i>Midnight-4:00am (share of Calls)</i> | 9.9% | 10.0% | 10.2% | 10.1% | 9.5% | 10.0% | 9.6% | 10.0% | 10.2% | 10.1% |
| <i>4:00am-8:00am (share of Calls)</i> | 10.7% | 10.4% | 10.9% | 10.7% | 10.2% | 10.1% | 10.9% | 10.6% | 10.8% | 10.2% |
| <i>8:00am-Noon (share of Calls)</i> | 20.4% | 20.0% | 20.2% | 20.0% | 20.1% | 19.9% | 21.1% | 20.1% | 20.1% | 19.9% |
| <i>Noon-4:00pm (share of Calls)</i> | 21.8% | 22.0% | 21.1% | 21.6% | 23.1% | 21.9% | 21.0% | 22.1% | 21.9% | 22.3% |
| <i>4:00pm-8:00pm (share of Calls)</i> | 20.9% | 21.4% | 21.2% | 20.9% | 21.2% | 22.1% | 21.0% | 21.3% | 20.0% | 21.3% |
| <i>8:00pm-Midnight (share of Calls)</i> | 16.5% | 16.3% | 16.5% | 16.7% | 15.8% | 16.1% | 16.5% | 15.9% | 17.1% | 16.3% |
| <i>Zone 11 (Calls/Day)</i> | 8 (10%) | 8 (10%) | 8 (9%) | 8 (10%) | 9 (10%) | 9 (11%) | 8 (10%) | 8 (10%) | 8 (10%) | 8 (10%) |
| <i>Zone 24 (Calls/Day)</i> | 13 (15%) | 12 (15%) | 14 (16%) | 12 (16%) | 13 (15%) | 12 (14%) | 12 (15%) | 11 (14%) | 12 (15%) | 12 (16%) |
| <i>Zone 52 (Calls/Day)</i> | 20 (24%) | 19 (24%) | 20 (24%) | 19 (24%) | 20 (24%) | 19 (24%) | 20 (25%) | 20 (24%) | 19 (25%) | 20 (25%) |
| <i>Zone 61 (Calls/Day)</i> | 13 (16%) | 13 (16%) | 15 (18%) | 13 (17%) | 14 (17%) | 14 (17%) | 12 (15%) | 13 (16%) | 13 (16%) | 11 (14%) |
| <i>Zone 63 (Calls/Day)</i> | 18 (22%) | 18 (22%) | 18 (21%) | 17 (21%) | 18 (22%) | 18 (23%) | 18 (23%) | 18 (23%) | 17 (22%) | 18 (22%) |
| <i>Zone 103 (Calls/Day)</i> | 10 (12%) | 10 (12%) | 10 (12%) | 9 (12%) | 10 (12%) | 10 (12%) | 10 (13%) | 10 (13%) | 10 (12%) | 11 (13%) |
| <i>Zone 12C (Calls/Day)</i> | 0.2 (0%) | 0.1 (0%) | 0.2 (0%) | 0.2 (0%) | 0.2 (0%) | 0.1 (0%) | 0.2 (0%) | 0.2 (0%) | 0.3 (0%) | 0.2 (0%) |
| <i>EMS Transports</i> | 16790 | 16265 | 4357 | 4056 | 4451 | 4120 | 3964 | 4043 | 4018 | 4046 |
| <i>EMS Transports/Day</i> | 46 | 45 | 47 | 44 | 49 | 46 | 44 | 44 | 44 | 44 |
| <i>Transports (% of Calls)</i> | 58.3 | 55.4 | 55.6 | 56.0 | 58.3 | 55.7 | 54.2 | 55.0 | 55.1 | 55.2 |

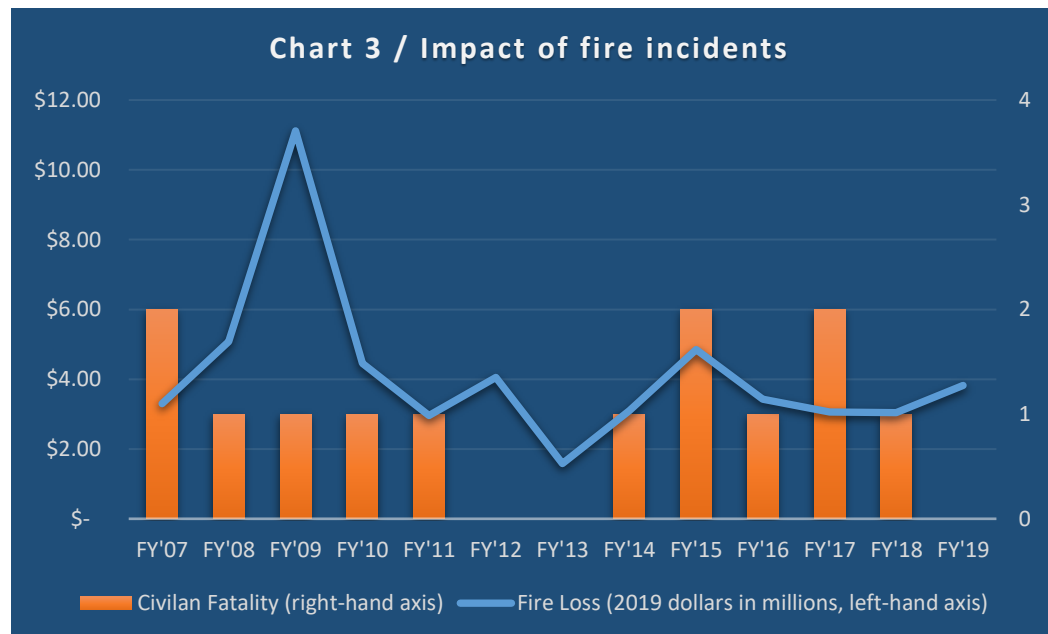
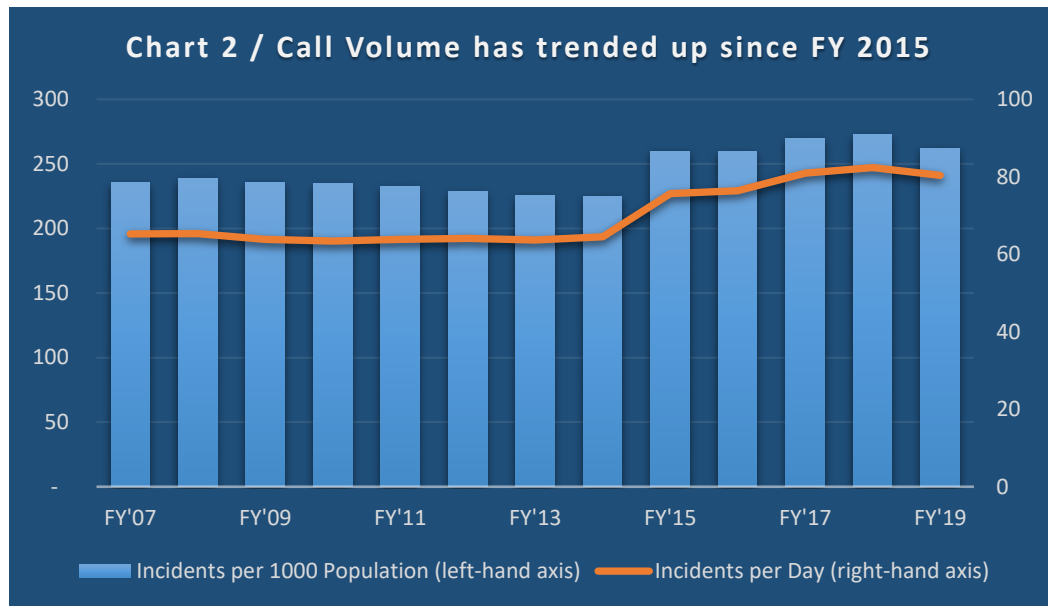
Table 1 / Emergency Response - continued

| | <i>Total</i> | <i>Total</i> | <i>1st Qtr.</i> | | <i>2nd Qtr.</i> | | <i>3rd Qtr.</i> | | <i>4th Qtr.</i> | |
|-------------------------------|----------------|----------------|----------------------------|----------------|----------------------------|----------------|----------------------------|----------------|----------------------------|----------------|
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| <i>Fire Loss (In million)</i> | \$3.0 | \$3.8 | \$0.53 | \$1.36 | \$0.82 | \$0.56 | \$0.74 | \$0.68 | \$0.90 | \$1.2 |
| <i>Fire Fatality</i> | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| <i>Total FTE*</i> | 232 | 239 | 232 | 239 | 232 | 239 | 232 | 239 | 232 | 239 |

*Total FTE includes 18 full-time Ocean Rescue personnel

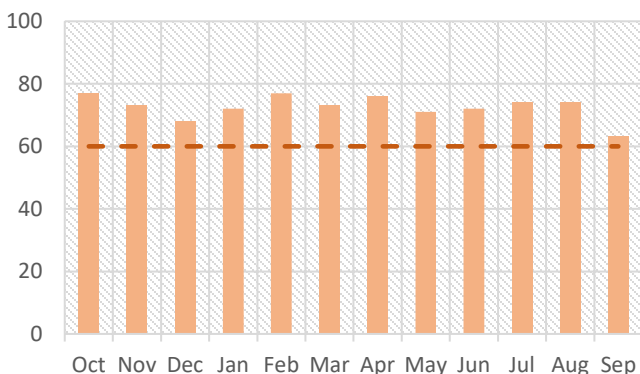
**The cost per capita is equivalent to approximately \$1 a day per Pompano Beach resident. It covers operating cost associated with Fire-Rescue and Beach Safety.

Key indicators



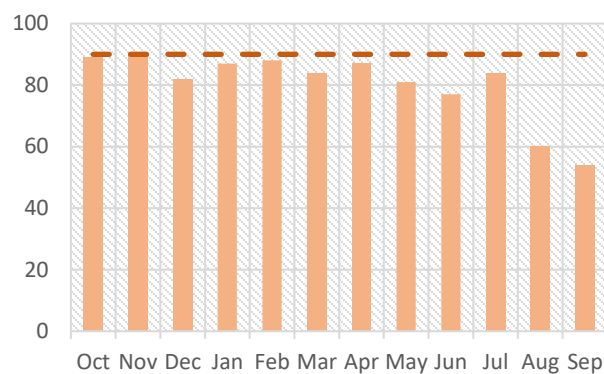
Important improvement has been made in the time it takes to respond to emergency responses. Staff expects this trend to continue in the short run.

Chart 4a / At the 90 % percentile, Call Processing Time for Emergency Response (in Sec.)



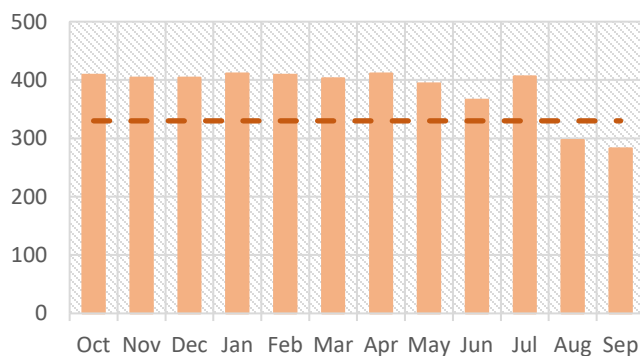
Target: 1: minute or 60 seconds

Chart 4a / At the 90 % percentile, Turnout Time for Emergency Response (in Sec.)



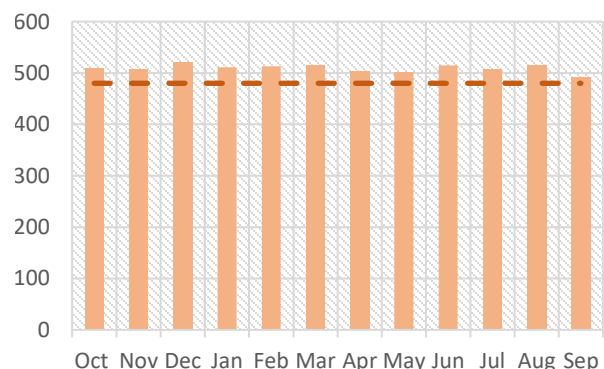
Target: 1 minute, 30 seconds or 90 seconds

Chart 4c / At the 90 % percentile, Travel Time At or Below 5 min 30 secs for Emergency Response (in Sec.)



Target: 5 minutes, 30 seconds or 330 seconds

Chart 4d / At the 90 % percentile, Call to Arrival Time for Emergency Response (in Sec.)



Target: 8 minutes or 480 seconds

Note: Average Response Time data reporting has been phased out and replaced with Fractile Time. The above response time data are benchmarked against our self-imposed (Pompano Beach Fire Rescue) standards, not the National Fire Protection Association (NFPA) standards.

In 2001, subsequently revised in 2004, 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 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. NFPA 1710 is not a legal mandate. These standards are recommended guidelines that the National Fire Protection Association is encouraging municipalities to follow based on volume of studies from reputable institutions.

**CITY OF POMPAÑO BEACH
FIRE RESPONSE ZONES**

STATION

- 11
- 24
- 52
- 61
- 63
- 103

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