

Pompano Beach Fire Rescue

Performance Brief

October 2017 through June 2018



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Background

This report highlights Pompano Beach Fire Rescue's emergency response activities for the first nine months of fiscal year 2018. 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 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 16.

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 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

CITY OF POMPANO BEACH

109,441 Residents
26.8% Foreign Born Population
35% of the local population speaks a language other than English
4,159 Persons per Square Mile
\$41,421 Median Household Income

FIRE DEPARTMENT

232 FTE
(Including 17 FTE Lifeguards)

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

\$39.6 Million Operating Budget

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

Child Car Seat Safety

Community Emergency Response Team³ (CERT)

³ 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 STATS

EMERGENCY RESPONSE: OCTOBER-JUNE PERIOD

From October 2017 to June 2018, Pompano Beach Fire Rescue responded to 21,812 emergency calls or an average of **80** incidents a day (equivalent to an estimated 199 incidents per 1,000 population⁴), unchanged when compared to the same period last year. (See Table 1 and Chart 1.)

Consistent with the last few years, approximately **60%** of the patients (or an average of 48 people a day) required transportation to the hospital.

There was unfortunately one fire fatality and an estimated \$2.1 million in property loss due to fire incidents. But this also means that an estimated \$13.2 million worth of property value was saved or preserved as a result of our quick response, resulting in a loss-to-value ratio of **13.7%**. The ratio more than doubled from last year's 5.9%.

64% of the incidents took place during the day, between the hours of 8:00am and 8:00pm; during this time period the system responded to 4 calls per hour.

Our call distribution data shows EMS calls and vehicle accidents accounting for 78% of the calls the fire department responded to during the period under consideration. Fire incidents occurred at a rate of one per day and has maintained the same pattern for more than twenty years. (See Table 4.)

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 45% 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, jointly. (See Table 5.)

Response Time - Tables 2 and 3 summarize our response time performance for structure fire incidents and EMS calls at the 90th percentile. For structure fires, the first emergency vehicle recorded a response time of 6:49 minutes 90% of the time. The response time was 8:25 minutes for EMS calls 90% of the time.

⁴ This is based on an estimated city population of 109,441.

Table 1 / Emergency Response Trends

	FY2012	FY2013	FY2014	FY2015	FY2016	FY2017	FY2017	FY2018
	YR END	YR END	YR END	YR END	YR END	YR END	OCT-JUN	OCT-JUN
Selected Indicators								
Calls per Day	64	64	67	76	76	81	80	80
Calls per 1,000-population	229	225	234	260	260	270	199	199
EMS Transports per Day	39	39	42	46	45	48	48	47
Transports (% of Incidents)	61.3	62.0	62.5	61.1	59.1	59.1	60.5	59.0
Fire Loss (In million)	\$3.6	\$1.4	\$2.8	\$2.1	\$3.2	\$2.9	\$1.7	\$2.1
Total Value (In million)	\$19.6	\$17.7	\$13.7	\$15.5	\$34.6	\$42.9	\$29.8	\$15.3
Property Saved (In million)	\$16.0	\$16.3	\$10.8	\$13.2	\$31.4	\$39.9	\$28.1	\$13.2
Loss-to-Value Ratio	18.6%	8.2%	21.0%	13.7%	9.4%	6.9%	5.9%	13.7%
Fire Fatality	0	0	1	2	0	1	1	1
Rescue Ambulance: Average Number of Incidents per Day								
RESCUE 11	6	6	6	7	7	8	8	8
RESCUE 103	7	7	8	9	9	10	10	9
RESCUE 24	10	10	10	12	13	13	13	12
RESCUE 252	6	6	7	7	7	11	11	12
RESCUE 52	11	13	13	15	15	15	13	13
RESCUE 61	9	10	11	12	12	12	12	12
RESCUE 63	12	11	12	14	14	15	14	15
Fire Engine: Average Number of Incidents per Day								
ENGINE 11	4	3	3	4	5	5	5	4
ENGINE 103	3	3	4	4	5	5	5	5
ENGINE 24	5	5	5	7	7	8	8	7
ENGINE 52	7	7	8	8	8	8	8	7
SQUAD 52	4	3	3	3	4	2	2	4
QUINT 52	-	-	-	-	-	5	4	3
ENGINE 61	5	6	4	6	6	8	8	8
ENGINE 63	6	7	6	8	9	9	9	10

Note: Rescue 252 was put in service full-time (24/7) in FY 2017. Prior to that it operated 12 hours a day.

Chart 1 / Call Volume

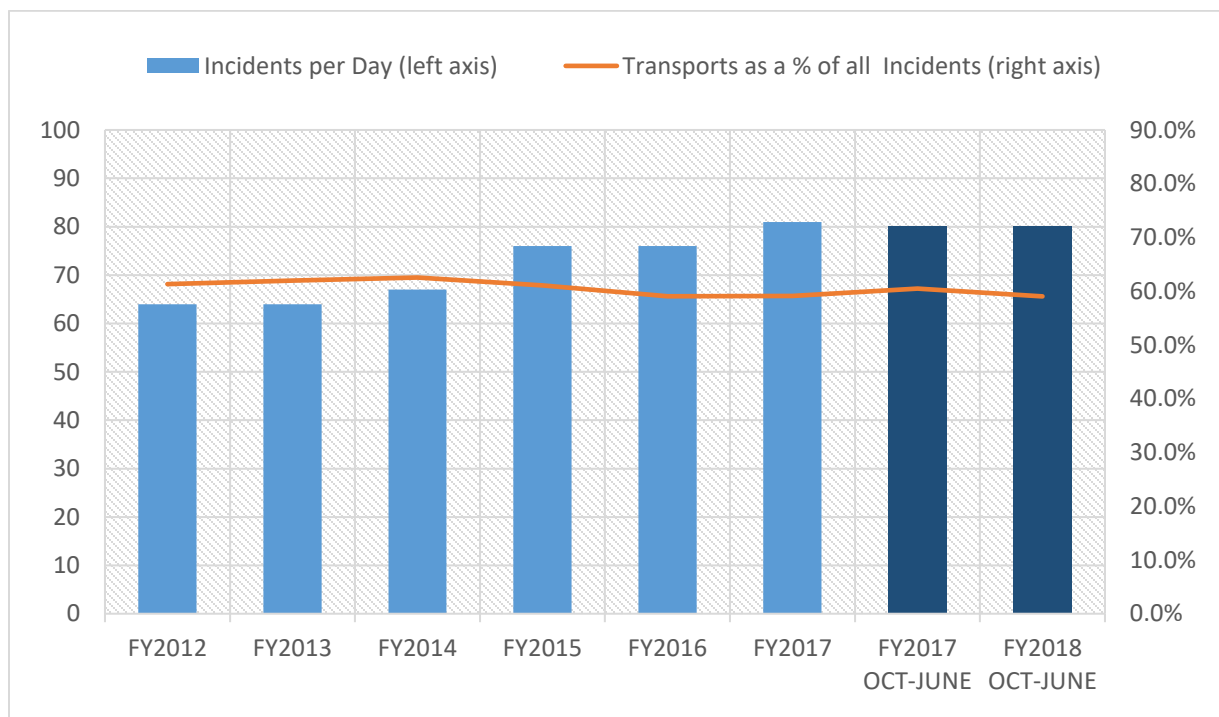
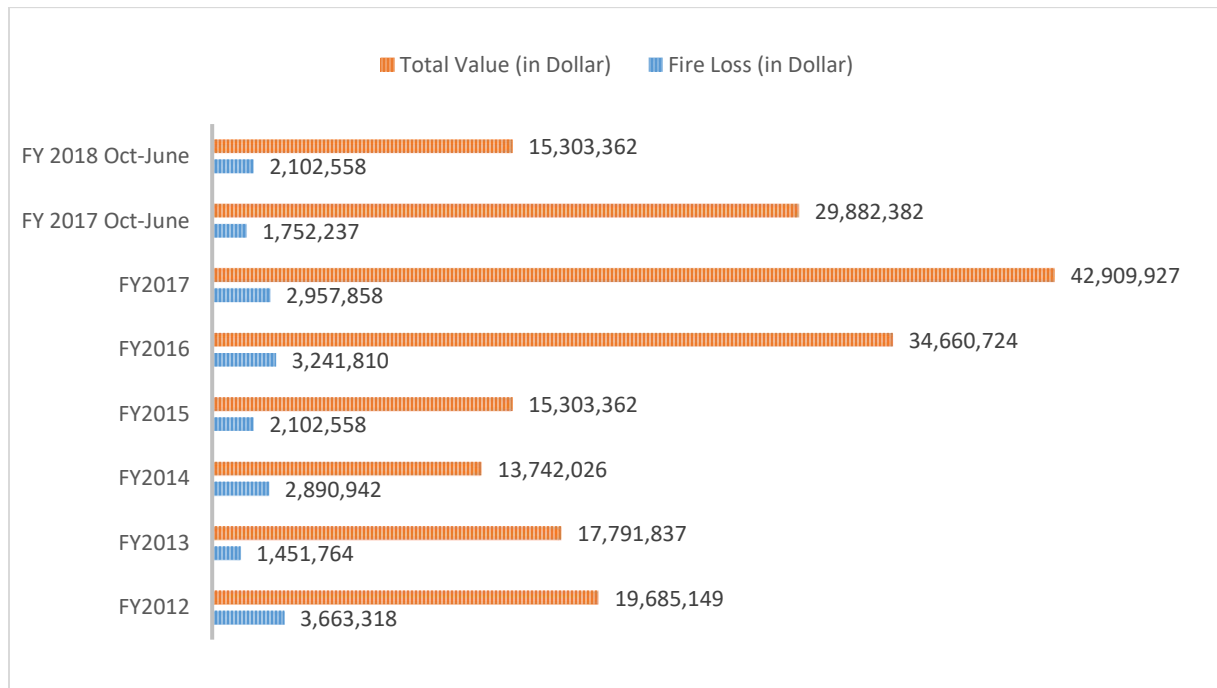


Chart 2 / Fire Loss vs Property Value Saved



⇒ **Our firefighting efforts have saved an estimated \$22.0 million a year in property value since FY 2012.**

Chart 3 / Property Loss-to-Value Ratio

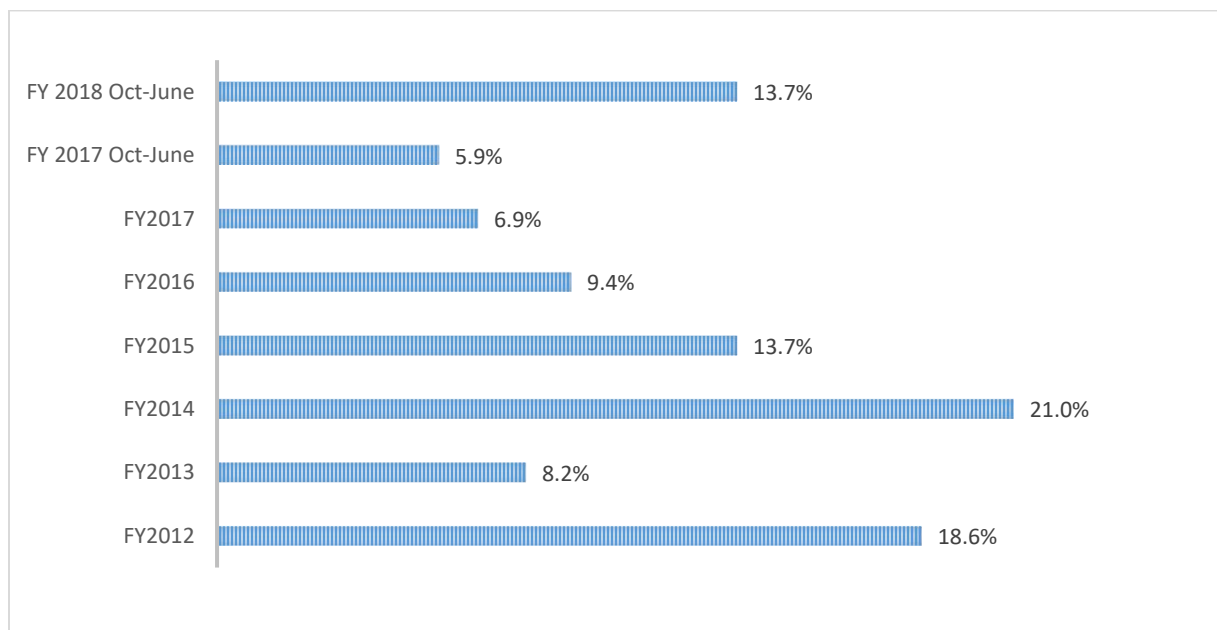


Table 2 / Structure Fire Suppression – 90th Percentile Times - Baseline Performance (M:SS)

		FY 2018 (Oct-June)	Target (PBFR Benchmark)	NFPA Standards
Alarm Handling	Pick-up to Dispatch	0:29	≤ 1:00	≤ 1:00
Turnout Time	Turnout Time - 1st Unit	1:22	≤ 1:30	≤ 1:20
Travel Time	Travel Time - 1st Unit	4:58	≤ 5:30	≤ 4:00
	Travel Time ERF / Concentration	13:06	≤ 7:30	≤ 9:00
Total Response Time	Total Response Time 1st Unit on Scene	6:29	≤ 8:00	≤ 6:20
		n=77		
	Total Response Time ERF / Concentration	13:32	10:30	
		n=7		

Table 3 / EMS – 90th Percentile Times - Baseline Performance (M:SS)

		FY 2018 (Oct-June)	Target (PBFR Benchmark)	NFPA Standards
Alarm Handling	Pick-up to Dispatch	1:15	≤ 1:00	≤ 1:00
Turnout Time	Turnout Time - 1st Unit	1:22	≤ 1:30	≤ 1:00
Travel Time	Travel Time - 1st Unit	6:52	≤ 5:30	≤ 4:00
	Travel Time ERF / Concentration	6:52	≤ 5:30	≤ 9:00
Total Response Time	Total Response Time 1st Unit on Scene	8:25	≤ 8:00	≤ 8:00
		n=15,966		
	Total Response Time ERF / Concentration	8:25	≤ 8:00	
		n=15,966		

Table 4 / Incident Types

	FY2012 YR END	FY2013 YR END	FY2014 YR END	FY2015 YR END	FY2016 YR END	FY2017 YR END	FY2017 OCT-JUNE	FY2018 OCT-JUNE
Fire	333	354	332	328	360	363	270	268
Vehicle Accident	1085	1064	1,276	1,686	1870	1,872	1,400	1,327
Medical/Rescue	17861	17753	18,541	20,430	19,987	21,262	15,907	15,663
Hazmat	655	596	552	502	487	598	311	249
False Alarm	1342	1259	1,288	1,449	1,455	1,593	1,081	1,181
Other	<u>2115</u>	<u>2235</u>	<u>2,549</u>	<u>3,224</u>	<u>3,736</u>	<u>3,861</u>	<u>2,849</u>	<u>3,124</u>
Total	23,391	23,261	24,538	27,619	27,895	29,549	21,818	21,812
As a percentage of the total								
Fire	1.4%	1.5%	1.4%	1.2%	1.3%	1.2%	1.2%	1.2%
Vehicle Accident	4.6%	4.6%	5.2%	6.1%	6.7%	6.3%	6.4%	6.1%
Medical/Rescue	76.4%	76.3%	75.6%	74.0%	71.7%	72.0%	72.9%	71.8%
Hazmat	2.8%	2.6%	2.2%	1.8%	1.7%	2.0%	1.4%	1.1%
False Alarm	5.7%	5.4%	5.2%	5.2%	5.2%	5.4%	5.0%	5.4%
Other	<u>9.0%</u>	<u>9.6%</u>	<u>10.4%</u>	<u>11.7%</u>	<u>13.4%</u>	<u>13.1%</u>	<u>13.1%</u>	<u>14.3%</u>
	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0

Table 5 / Incidents by Zone

	FY2012	FY2013	FY2014	FY2015	FY2016	FY2017	FY2017	FY2018
	YR END	YR END	YR END	YR END	YR END	YR END	OCT-JUNE	OCT-JUNE
Zone 11	2,636	2,585	2,466	2,773	2,837	2,959	2171	2146
Zone 24	3,530	3,410	3,582	4,445	4,578	4,602	3447	3385
Zone 52	6,034	6,051	6,190	6,737	6,730	7,078	5178	5237
Zone 61	3,630	3,888	4,143	4,558	4,569	4,875	3540	3564
Zone 63	4,581	4,392	4,747	5,460	5,568	6,063	4528	4724
Zone 103	2,809	2,752	2,321	3,409	3,399	3,752	1923	1771
Zone 12C	72	77	79	66	80	75	59	49
Incidents per 24-hour day								
Zone 11	7	7	7	8	8	8	8	8
Zone 24	10	9	10	12	13	13	13	12
Zone 52	17	17	17	18	18	19	19	19
Zone 61	10	11	11	12	12	13	13	13
Zone 63	13	12	13	15	15	17	17	17
Zone 103	8	8	6	9	9	10	7	6
Zone 12C	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.2
As a percentage of the total								
Zone 11	11.3%	11.2%	10.5%	10.1%	10.2%	10.1%	10.4%	10.3%
Zone 24	15.2%	14.7%	15.2%	16.2%	16.5%	15.7%	16.5%	16.2%
Zone 52	25.9%	26.1%	26.3%	24.5%	24.2%	24.1%	24.8%	25.1%
Zone 61	15.6%	16.8%	17.6%	16.6%	16.5%	16.6%	17.0%	17.1%
Zone 63	19.7%	19.0%	20.2%	19.9%	20.1%	20.6%	21.7%	22.6%
Zone 103	12.1%	11.9%	9.9%	12.4%	12.2%	12.8%	9.2%	8.5%
Zone 12C	0.3%	0.3%	0.3%	0.2%	0.3%	0.3%	0.3%	0.2%

Note: 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 4 / Rescue Ambulance: Average Number of Incidents per Day

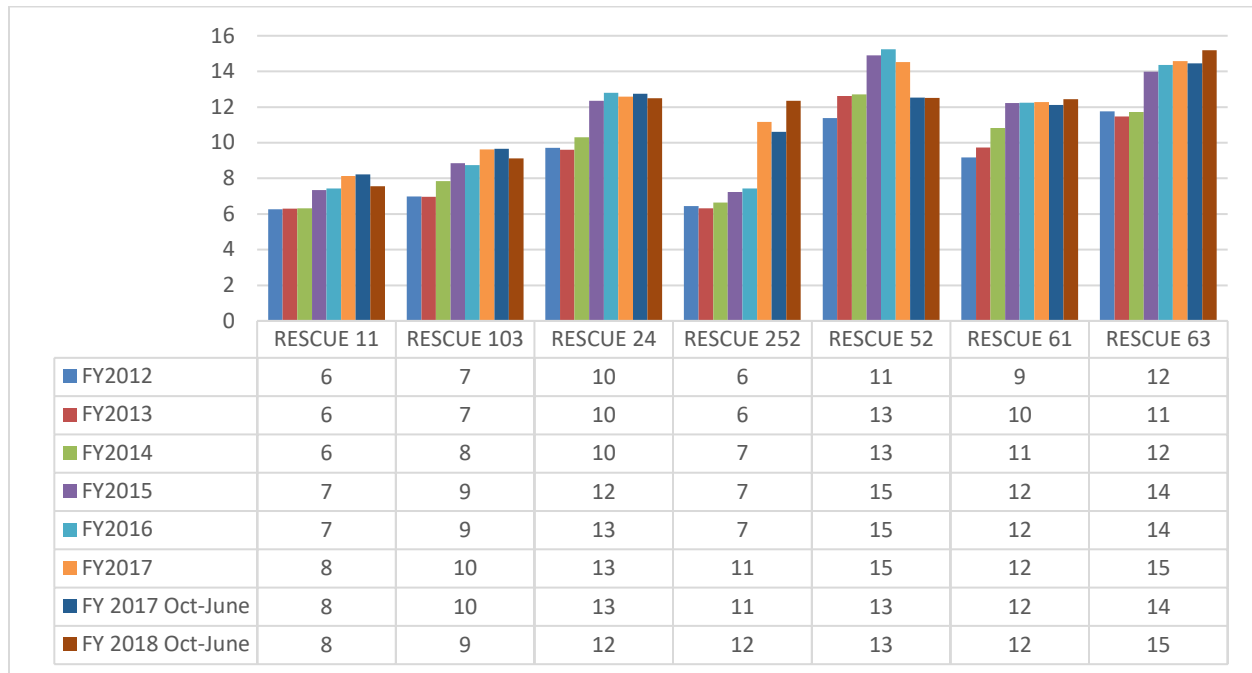


Chart 5 / Fire Engines: Average Number of Incidents per Day

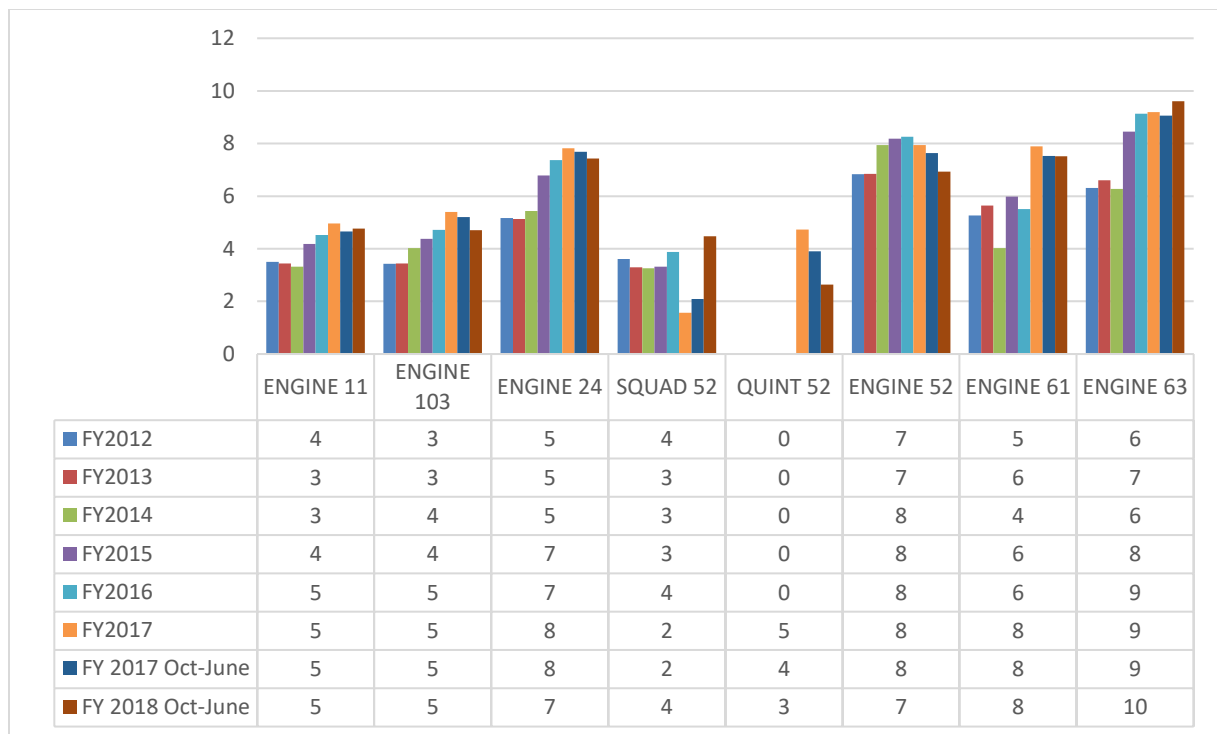


Table 6 / Incidents by Day of Week

	FY2012	FY2013	FY2014	FY2015	FY2016	FY2017	FY2017	FY2018
	YR END	YR END	YR END	YR END	YR END	YR END	OCT-JUNE	OCT-JUNE
Sunday	3341	3166	3344	3720	3,717	3987	2949	2979
Monday	3384	3460	3505	4117	4,056	4347	3187	3184
Tuesday	3221	3338	3462	3907	3,858	4249	3084	3181
Wednesday	3254	3259	3496	4024	4,014	4369	3265	3180
Thursday	3210	3221	3577	3788	3,907	4191	3155	3045
Friday	3468	3393	3656	4123	4,265	4162	3091	3219
Saturday	3513	3424	3499	3943	4,078	4244	3087	3024
Daily call volume								
Sunday	64	61	64	72	71	77	76	76
Monday	65	67	67	79	78	84	82	82
Tuesday	62	64	67	75	74	82	79	82
Wednesday	63	63	67	77	77	84	84	82
Thursday	62	62	69	73	75	81	81	78
Friday	67	65	70	79	80	79	79	83
Saturday	68	66	67	76	77	80	79	78
As a percentage of the total								
Sunday	14.3%	13.6%	13.6%	13.5%	13.3%	13.5%	13.5%	13.7%
Monday	14.5%	14.9%	14.3%	14.9%	14.5%	14.7%	14.6%	14.6%
Tuesday	13.8%	14.4%	14.1%	14.1%	13.8%	14.4%	14.1%	14.6%
Wednesday	13.9%	14.0%	14.2%	14.6%	14.4%	14.8%	15.0%	14.6%
Thursday	13.7%	13.8%	14.6%	13.7%	14.0%	14.2%	14.5%	14.0%
Friday	14.8%	14.6%	14.9%	14.9%	15.3%	14.1%	14.2%	14.8%
Saturday	15.0%	14.7%	14.3%	14.3%	14.6%	14.4%	14.1%	13.9%

FIRE DEPARTMENT FINANCIALS

The Fire Department Operating Budget supports the City's efforts to improve public safety throughout Pompano Beach. The Operating Budget (non-inflation adjusted) increased 11.4 percent in fiscal year 2018 to \$39,635,553, including \$1.8 million allocated to Ocean Rescue for beach safety coverage.⁵ Seventy eighty percent of the budget is devoted to personnel expenditures, with 22% distributed between operating and capital expenses. This distribution pattern has remained generally unchanged for several years.

The budget is equivalent to charging each Pompano Beach resident \$362 for Fire-EMS and Ocean Rescue service. This is approximately \$1 a day per person or less than 1% of the city's median household income, estimated at \$41,422 according to the [US Census](#).⁶

Table 6 / Operating Budget Summary

Expenditures by Category	FY 13 Actual Expense	FY 14 Actual Expense	FY 15 Actual Expense	FY 16 Actual Expense	FY 17 Adopted Budget	FY 18 Adopted Budget
Personal Services	25,226,360	26,437,772	26,198,023	27,032,978	27,798,316	30,844,977
Operating Expenses	6,104,525	6,002,669	6,356,111	6,838,656	7,031,814	7,237,476
Capital Expenses	710,868	550,782	1,100,864	1,621,797	802,104	1,352,761
EMS Contingency Fund	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>200,339</u>
Total	32,041,753	32,991,223	33,654,998	35,493,432	35,632,234	39,635,553

As a percentage of the Operating Budget

Personal Services	79%	80%	78%	76%	78%	78%
Operating Expenses	19%	18%	19%	19%	20%	18%
Capital Expenses	2%	2%	3%	5%	2%	3%
EMS Contingency Fund	<u>0%</u>	<u>0%</u>	<u>0%</u>	<u>0%</u>	<u>0%</u>	<u>0.5%</u>
Total	1	1	1	1	1	1

Notes

- Included in Operating Expenses are internal service charges over which the Fire Department has no direct control, The City Budget Manager's Office estimates those amounts without consulting with the fire department. Those expenses account for 15% of the operating budget and are charged to the Fire Department for services rendered by the City Garage, Information Technologies, Risk Management, etc.

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

⁶ Costs have in part been kept under control through the merger of Fire and Ocean Rescue (in 1999) and mutually beneficial inter-local agreements with the Village of Sea Ranch Lakes and the City of Light house Point.

Appendix. Pompano Beach Emergency Response Zones

