

Pompano Beach Fire Rescue

# Performance Brief

FY2018, 2nd Qtr. Report

Second quarter



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## Background

This report highlights Pompano Beach Fire Rescue's emergency response activities for the first six 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 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 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.<sup>1</sup> 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.<sup>2</sup>

**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](#).

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<sup>1</sup> 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.

<sup>2</sup> There is no monetary obligation for either party.

## **Who we are**

### *CITY OF POMPANO BEACH*

109,393 Residents  
26.8% Foreign Born Population  
35% of the local population speaks a language other than English  
4,159 Persons per Square Mile  
\$41,321 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.

*29,549 emergency calls a year  
17,471 of which are EMS transports*

### **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 Team<sup>3</sup> (CERT)*

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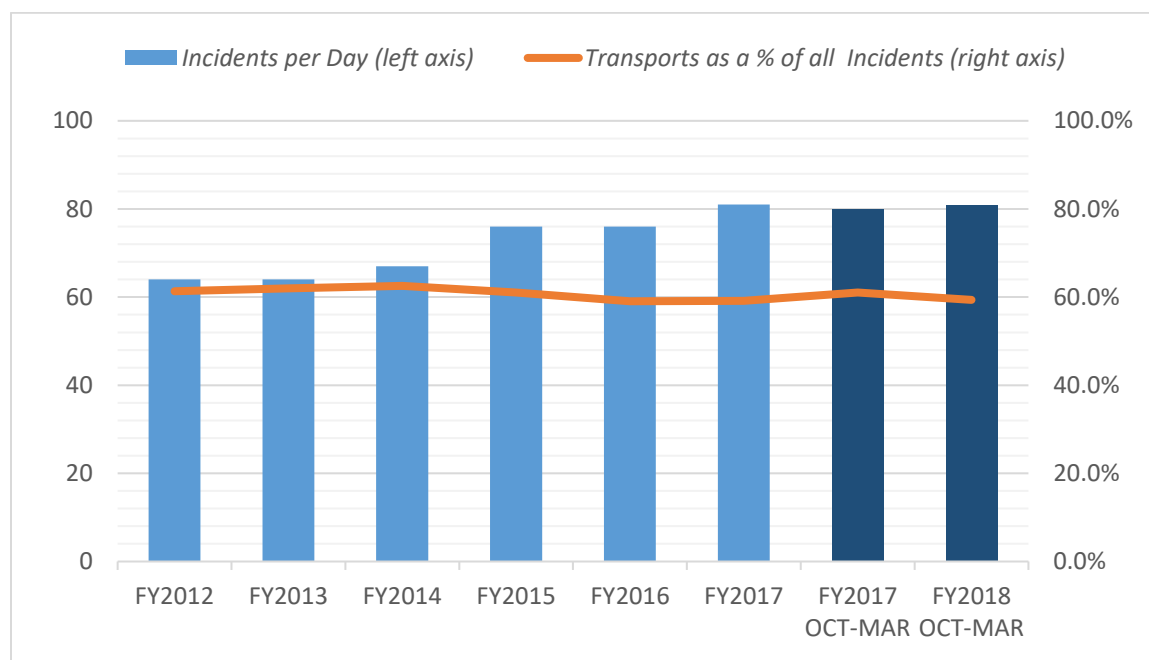
<sup>3</sup> Through CERT, Pompano Beach Fire Rescue has been able to train thousands of Pompano Beach residents about disaster preparedness and recovery since 1997.

## **EMERGENCY RESPONSE STATS**

From October through March, Pompano Beach Fire Rescue responded to 14,830 incidents at an average response time of 5 minutes 55 seconds. The total call volume computes to 81 incidents a day, unchanged when compared to the same period last year. There was unfortunately one fire fatality and an estimated \$1.4 million in property loss due to fire incidents.

Consistent with the last few years, approximately 60% of the patients (or 48 people a day) required transport to a nearby hospital.

**Chart 1 / Call Volume**



**Table 1 / Call Volume Summary**

	FY2012	FY2013	FY2014	FY2015	FY2016	FY2017	FY2017	FY2018
	YR END	YR END	YR END	YR END	YR END	YR END	OCT-MAR	OCT-MAR
Total Incidents	23391	23261	24538	27619	27895	29549	14555	14831
Incidents per Day	64	64	67	76	76	81	80	81
Total Transports	14346	14417	15348	16867	16474	17471	8887	8807
EMS Transports per Day	39	39	42	46	45	48	49	48
Transports (% of Incidents)	61.3%	62.0%	62.5%	61.1%	59.1%	59.1%	61.1%	59.4%
Fire Loss (In million)	\$3.7	\$1.5	\$2.9	\$1.4	\$3.2	\$3.0	\$1.8	\$1.4
Fire Fatality	0	0	1	2	0	1	0	1

**Table 2 / Structure Fire Suppression Response Time (M:SS)**

Baseline Performance: 90th Percentile		Calendar Year			Target
		2015	2016	2017	
		YR END	YR END	YR END	
Alarm Handling	Pick-up to Dispatch	0:34	0:32	0:38	≤ 1:00
Turnout Time	Turnout Time 1st Unit	1:50	1:49	1:38	≤ 1:30
Travel Time	Travel Time 1st Unit <b>Distribution</b>	5:16	6:53	5:41	≤ 5:30
	Travel Time ERF <b>Concentration</b>	10:51	12:20	12:04	≤ 7:30
Total Response Time	Total Response Time 1st Unit on Scene <b>Distribution</b>	7:01	7:38	6:52	≤ 8:00
		n= 72	n= 60	n= 70	
	Total Response Time ERF <b>Concentration</b>	12:11	14:02	13:04	≤ 8:00
		n= 31	n= 26	n= 39	



Our call distribution continues to show little deviation from past trends<sup>4</sup>, with EMS calls and vehicle accidents accounting for 80% of the calls the fire department responds to. Fire incidents occurred at a rate of one per day during the first six months of the year and has maintained that pattern for more than twenty years.

Property loss for the period was estimated at \$1.4 million, or an estimated 12.6% loss-to-value. One civilian fire fatality unfortunately occurred.

**Table 3 / Incident Types**

	FY2012 YR END	FY2013 YR END	FY2014 YR END	FY2015 YR END	FY2016 YR END	FY2017 YR END	FY2017 OCT-MAR	FY2018 OCT-MAR
Fire	333	354	332	328	360	363	179	191
Vehicle Accident	1085	1064	1,276	1,686	1870	1,872	981	883
Medical/Rescue	17861	17753	18,541	20,430	19,987	21,262	10,498	10,719
Hazmat	655	596	552	502	487	598	227	165
False Alarm	1342	1259	1,288	1,449	1,455	1,593	680	782
Other	<u>2115</u>	<u>2235</u>	<u>2,549</u>	<u>3,224</u>	<u>3,736</u>	<u>3,861</u>	<u>1,990</u>	<u>2,091</u>
Total	23,391	23,261	24,538	27,619	27,895	29,549	15,555	14,831
<b>As a percentage of the total</b>								
Fire	1.4%	1.5%	1.4%	1.2%	1.3%	1.2%	1.2%	1.3%
Vehicle Accident	4.6%	4.6%	5.2%	6.1%	6.7%	6.3%	6.7%	6.0%
Medical/Rescue	76.4%	76.3%	75.6%	74.0%	71.7%	72.0%	72.1%	72.3%
Hazmat	2.8%	2.6%	2.2%	1.8%	1.7%	2.0%	1.6%	1.1%
False Alarm	5.7%	5.4%	5.2%	5.2%	5.2%	5.4%	4.7%	5.3%
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>13.7%</u>	<u>14.1%</u>
	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0

<sup>4</sup> Going back twenty years

When breaking down by *zone*, the call distribution shows very little change over the years, with Zone 52 and Zone 63 accounting for 45% of all emergency responses.

Zone 24 and Zone 61 combined for one third of all the incidents, with 15.7% and 16.6% of the calls, respectively. Calls from Zone 103 and Zone 11 accounted for a little less than a quarter of the calls, combined.

**Table 4 / Incidents by Zone**

	FY2012	FY2013	FY2014	FY2015	FY2016	FY2017	FY2017	FY2018
	YR END	YR END	YR END	YR END	YR END	YR END	OCT-MAR	OCT-MAR
Zone 11	2,636	2,585	2,466	2,773	2,837	2,959	1421	1492
Zone 24	3,530	3,410	3,582	4,445	4,578	4,602	2420	2319
Zone 52	6,034	6,051	6,190	6,737	6,730	7,078	3464	3505
Zone 61	3,630	3,888	4,143	4,558	4,569	4,875	2318	2532
Zone 63	4,581	4,392	4,747	5,460	5,568	6,063	2985	3142
Zone 103	2,809	2,752	2,321	3,409	3,399	3,752	1626	1735
Zone 12C	72	77	79	66	80	75	35	30
<b>Incidents per 24-hour day</b>								
Zone 11	7	7	7	8	8	8	8	8
Zone 24	10	9	10	12	13	13	13	13
Zone 52	17	17	17	18	18	19	19	19
Zone 61	10	11	11	12	12	13	13	14
Zone 63	13	12	13	15	15	17	16	17
Zone 103	8	8	6	9	9	10	9	9
Zone 12C	0.2	0.2	0.2	0.2	0.2	0.2	0	0
<b>As a percentage of the total</b>								
Zone 11	11.3%	11.2%	10.5%	10.1%	10.2%	10.1%	10.0%	10.1%
Zone 24	15.2%	14.7%	15.2%	16.2%	16.5%	15.7%	17.0%	15.7%
Zone 52	25.9%	26.1%	26.3%	24.5%	24.2%	24.1%	24.3%	23.8%
Zone 61	15.6%	16.8%	17.6%	16.6%	16.5%	16.6%	16.2%	16.6%
Zone 63	19.7%	19.0%	20.2%	19.9%	20.1%	20.6%	20.9%	21.3%
Zone 103	12.1%	11.9%	9.9%	12.4%	12.2%	12.8%	11.4%	11.8%
Zone 12C	0.3%	0.3%	0.3%	0.2%	0.3%	0.3%	0.2%	0.2%

Note

- The fire department also provides emergency coverage for the contract service area of the Village of Sea Ranch Lakes: Zone 12C. It's treated as a seventh zone for the purpose of this reporting.

**Table 5 / 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-MAR	OCT-MAR
Sunday	3341	3166	3344	3720	3,717	3987	1916	1961
Monday	3384	3460	3505	4117	4,056	4347	2120	2168
Tuesday	3221	3338	3462	3907	3,858	4249	2029	2186
Wednesday	3254	3259	3496	4024	4,014	4369	2173	2190
Thursday	3210	3221	3577	3788	3,907	4191	2127	2128
Friday	3468	3393	3656	4123	4,265	4162	2054	2143
Saturday	3513	3424	3499	3943	4,078	4244	2136	2055
<b>Daily call volume</b>								
Sunday	64	61	64	72	71	77	74	75
Monday	65	67	67	79	78	84	82	83
Tuesday	62	64	67	75	74	82	78	84
Wednesday	63	63	67	77	77	84	84	84
Thursday	62	62	69	73	75	81	82	82
Friday	67	65	70	79	80	79	79	82
Saturday	68	66	67	76	77	80	82	79
<b>As a percentage of the total</b>								
Sunday	14.3%	13.6%	13.6%	13.5%	13.3%	13.5%	13.2%	13.2%
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%	13.9%	14.7%
Wednesday	13.9%	14.0%	14.2%	14.6%	14.4%	14.8%	14.9%	14.8%
Thursday	13.7%	13.8%	14.6%	13.7%	14.0%	14.2%	14.6%	14.3%
Friday	14.8%	14.6%	14.9%	14.9%	15.3%	14.1%	14.1%	14.4%
Saturday	15.0%	14.7%	14.3%	14.3%	14.6%	14.4%	14.7%	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.<sup>5</sup> Seventy eight 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.

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](#).<sup>6</sup>

**Table 6 / Operating Budget Summary**

<b>Expenditures by Category</b>	<b>FY 13 Actual Expense</b>	<b>FY 14 Actual Expense</b>	<b>FY 15 Actual Expense</b>	<b>FY 16 Actual Expense</b>	<b>FY 17 Adopted Budget</b>	<b>FY 18 Adopted Budget</b>
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>
<b>Total</b>	<b>32,041,753</b>	<b>32,991,223</b>	<b>33,654,998</b>	<b>35,493,432</b>	<b>35,632,234</b>	<b>39,635,553</b>

**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>
<b>Total</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>

**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.

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

<sup>6</sup> 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

