

# Performance Brief

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FY2017, 1ST QTR. REPORT

City of Pompano Beach Fire Rescue

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## Background

This report highlights Pompano Beach Fire Rescue's emergency response activities for the first quarter of fiscal year 2017. Data for the period are compared with comparable periods to monitor trends in an effort to gain insight into performance. In this respect, the following questions are addressed: What was the level of service demand? How did we perform? What does the service cost?

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. The sum of dispatch time, turnout time, and travel time may not add up to total response time since there are instances where dispatch time, turnout time, or travel time data are not available to be included in the calculation of response time.

Incidents data are spread over 24 hours and divided among 14 fire-rescue units. See the incidents response map in Page 10. Since data for earlier years may have been revised, readers are always encouraged to use the data from the most recent Performance Brief publication. Note also, the information released in this publication is based on preliminary data and is always subject to change in the future.

**Coverage Area** - From an emergency response standpoint, geographically, 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 fire department also provides emergency coverage for the contract service area of the Village of Sea Ranch Lakes, referred to as Zone 12C in the document, theoretically treated as a seventh zone. [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** – Emergency calls go through the steps illustrated in Page 3. Two agencies - the Broward County Dispatch Center and Pompano Beach Fire Rescue - are involved in the process, and together they impact overall response time.

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).

Response time is 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.

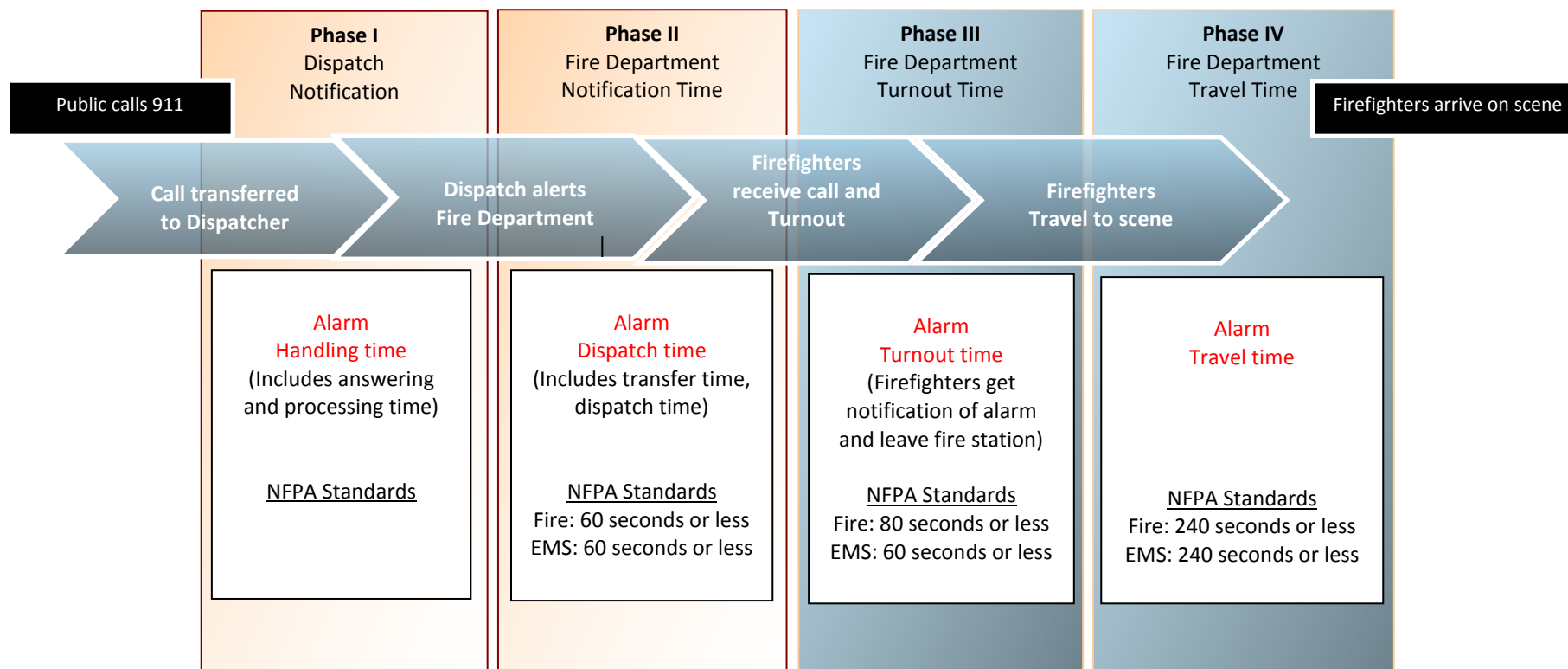
Thank you for your interest in the organization; your comments and suggestions on how to improve this document are always welcome. This report is also available on the fire department [webpage](#).

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<sup>1</sup> The service contract between the City and the Village of Sea Ranch Lakes generates \$195,000 annually; it primarily pays for the cost of staffing the third paramedic on the beach rescue vehicle.

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

**Chart 1. Incident Response Phases and NFPA Standards**



**Note:** 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.

## Mission and Organization

The mission of Pompano Beach Fire Rescue (PBFR) is to preserve life and property, promote public safety and respond to all calls for emergency assistance within the community. This mission is performed around the clock with all due regard for the dignity of each person we serve. In terms of priority, we want to help Pompano Beach enhance its reputation as a safe place in the region and deepen our connection with the community.

We serve a wide range of individuals and groups on a daily basis, including residents, visitors from the United States and abroad, property owners, business interests, building design professionals, and contractors. The calls for assistance include – but are not limited to – medical and fire incidents, high-rise rescues, hazardous material incidents, and vehicle accidents. When they are not responding to requests for assistance, firefighters are conducting training drills and/or helping to maintain the fire station facilities as well as the apparatus equipment necessary to do their job.

More broadly, PBFR is defined by the collective efforts of 232 full-time employees.<sup>3</sup> One way to look at how the department is organized is to divide it into major functions or divisions. PBFR comprises six operating divisions working in concert to deliver services or administer programs and carry out a multitude of activities.

The number of full-time employees is as follows

○ Fire Administration	4
○ Fire Buildings (Logistics) <sup>4</sup>	3
○ Fire Operations	98
○ Emergency Medical Services	100
○ Fire Prevention	10
○ Ocean Rescue	17

As the leadership arm of the department, with oversight responsibility over the entire organization, the Fire Administration division focuses on leveraging on organizational capital to increase the department's ability to respond to challenges, adapt to new conditions, and to identify ways to help city residents recover from difficulties and emergencies that will come our way.

The Logistics Division has direct oversight responsibilities over facility maintenance and safety programs which enhance the serviceability and duration of equipment and facilities. The division is responsible for all facility management issues including major and minor repairs of buildings and equipment.

Fire Operations provides management and coordination of functions related to fire operations, fire training, as well as emergency management. The goal is to maintain efficiency in delivering fire protection services to the public by constant assessment of emergency response, analysis of man hours to perform tasks, and the close monitoring of performance to assure that industry standards are maintained and improved. To help offset the operating cost of the fire operations service – which is approximately \$16.0 million annually - the division generates more than \$12.5 million annually in revenue derived from the fire assessment fees.

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<sup>3</sup> And 32 part time employees, including 31 lifeguards and one secretary.

<sup>4</sup> From a budget-allocation standpoint, while the Logistics Division is part of the Fire Operations Division, two of its assigned employees' costs (one secretary and one material handling specialist) are funded through the EMS budget.

The Bureau of Fire Prevention generates a little less than \$1.0 million. It is considered the fire safety enforcement arm of the organization. It is required to perform annual inspection on all commercial and multi-residential properties in the city. These inspections are intended to eliminate or reduce the number of hazards at these properties which contribute to the increased risk of fire within the city. Fire inspectors also review building construction plans for fire safety code compliance.

In addition to its core mission, the EMS Division offers a host of public education programs which include CPR, Child Car Seat Safety, Community Emergency Response Team (CERT) and more. Its annual operating budget totals \$15.0 million. The two primary funding sources include property tax (totaling \$11.5 million) and EMS Transport fees (\$3.5 million)

The Division of Ocean Rescue provides rescue coverage daily to protect designated beach areas of the City of Pompano Beach.

**Table 1. Operating Budget Summary**

*The Operating Budget (non-inflation adjusted) averages 3.7 percent a year, reaching \$35.6 million in FY 2017, including \$1.7 million allocated to Ocean Rescue. <sup>s</sup>*

*The budget total is equivalent to charging each Pompano Beach resident \$316 for fire-EMS and Ocean rescue service. This is less than \$1 a day – or less than 1% of the city's median household income, estimated at \$40,221, according to the US Census.*

<b>Expenditures by Category</b>	<b>FY 12 Actual Expense</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>
Personal Services	22,522,509	25,226,360	26,437,772	26,198,023	27,032,978	27,798,316
Operating Expenses	5,872,648	6,104,525	6,002,669	6,356,111	6,838,656	7,031,814
Capital Expenses	1,331,606	710,868	550,782	1,100,864	1,621,797	802,104
<b>Total</b>	<b><u>29,726,763</u></b>	<b><u>32,041,753</u></b>	<b><u>32,991,223</u></b>	<b><u>33,654,998</u></b>	<b><u>35,493,432</u></b>	<b><u>35,632,234</u></b>
<b>% Change</b>		7.8%	3.0%	2.0%	5.5%	0.4%

**As a Percentage of the Operating Budget**

Personal Services	76%	79%	80%	78%	76%	78%
Operating Expenses	20%	19%	18%	19%	19%	20%
Capital Expenses	4%	2%	2%	3%	5%	2%
<b>Total</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>

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

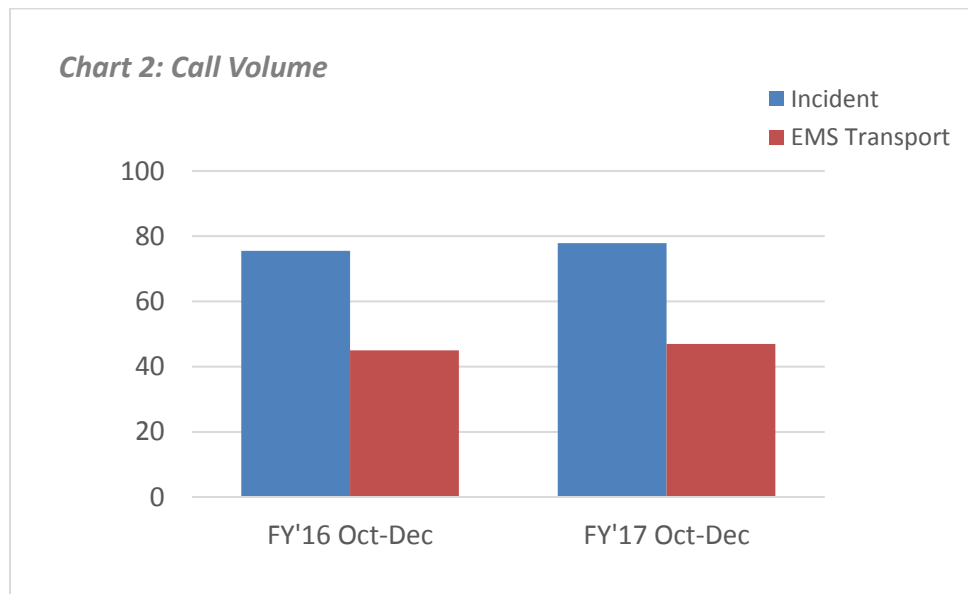
## Performance

### Call Volume - trending up

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In the period ranging from October through December the fire department responded to 7,164 incidents, or an average of 78 calls per day. This represents an increase of 3.1 percent as compared to the same period a year ago when the daily average was 76.

- 47 of the 78 incidents involved patients requiring emergency transport to a hospital.
- There has been a significant increase in call volume in recent years, from 65/day over a period of 8 years to an average of 76/day in the last two years.



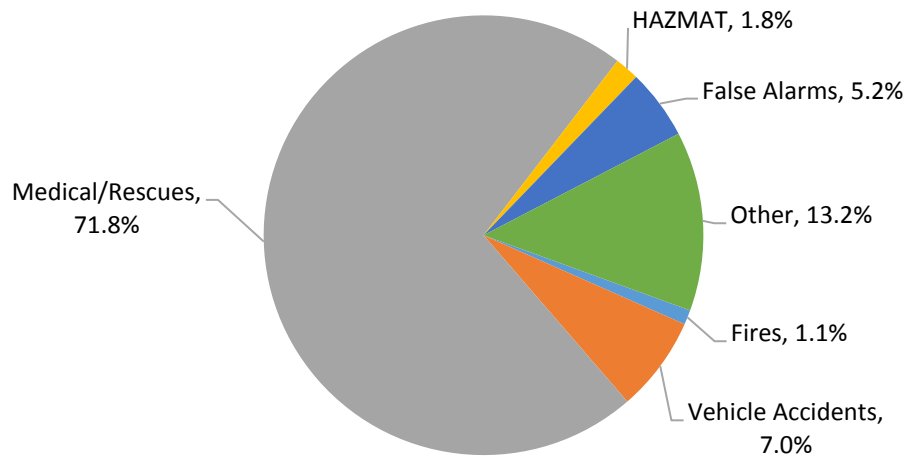
**Table 2: Incidents and EMS Transports**

	FY2011 YR END	FY2012 YR END	FY2013 YR END	FY2014 YR END	FY2015 YR END	FY2016 YR END	FY2016 Oct-Dec	FY2017 Oct-Dec
Incidents per Day	64	64	64	67	76	76	76	78
Transports per Day	39	39	39	42	46	45	45	47

**Call Volume** - Medical/Rescue incidents continue to account for the vast majority of the calls, accounting for 71.8% of the call volume during the first quarter of the fiscal year.

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**Chart 3: Call Distributions, Incidents  
FY 2017, October through December**



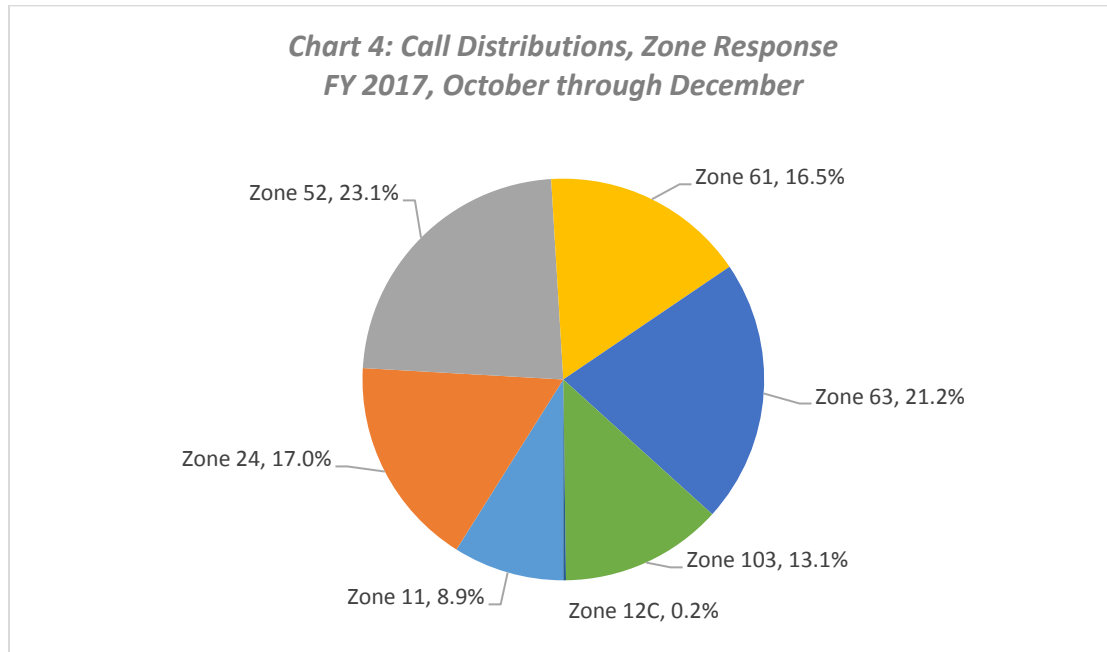
**Table 3: Incident Types (% of Calls)**

	FY2011 YR END	FY2012 YR END	FY2013 YR END	FY2014 YR END	FY2015 YR END	FY2016 YR END	FY2016 Oct-Dec	FY2017 Oct-Dec
Fires	1.5%	1.4%	1.5%	1.4%	1.2%	1.3%	1.3%	1.1%
Vehicle Accidents	4.3%	4.6%	4.6%	5.2%	6.1%	6.7%	6.6%	7.0%
Medical/Rescues	77.3%	76.4%	76.3%	75.6%	74.0%	71.7%	73.0%	71.8%
HAZMAT	2.7%	2.8%	2.6%	2.2%	1.8%	1.7%	1.7%	1.8%
False Alarms	5.3%	5.7%	5.4%	5.2%	5.2%	5.2%	4.8%	5.2%
Other	8.8%	9.0%	9.6%	10.4%	11.7%	13.4%	12.7%	13.2%



**Call Distributions** - For the most part, with the exception of Zone 11 which saw a slight increase, call distribution remained unchanged from last year. Zone 52 and Zone 63 for instance continued to account for about 46% of the calls.

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**Table 4: Incidents by Zone (% of Calls)**

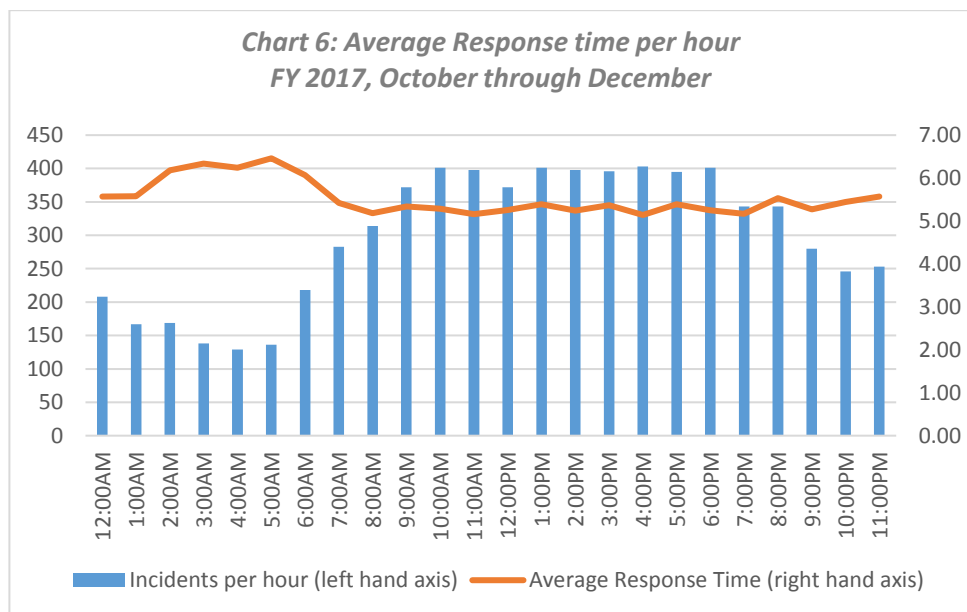
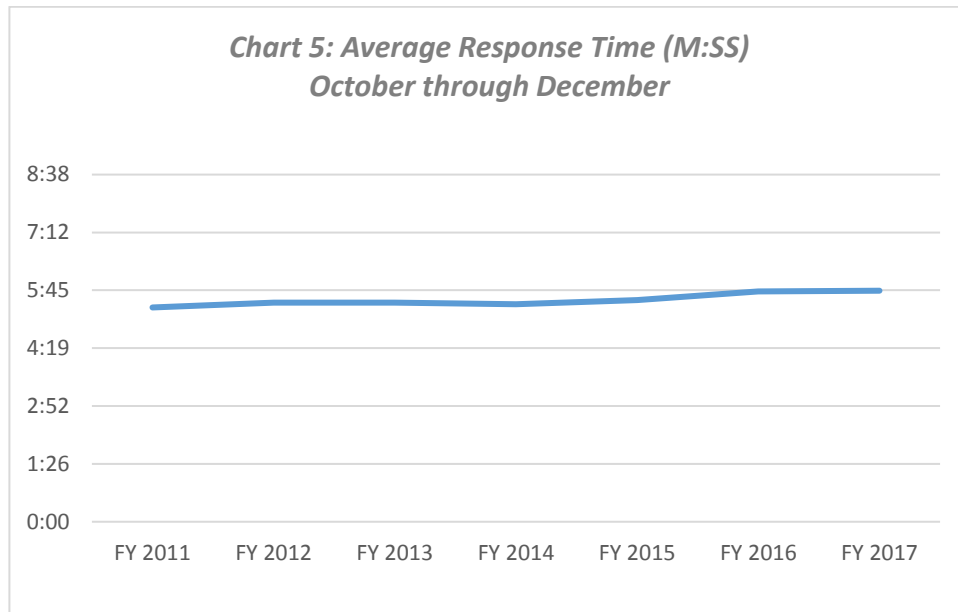
	FY2011 YR END	FY2012 YR END	FY2013 YR END	FY2014 YR END	FY2015 YR END	FY2016 YR END	FY2016 Oct-Dec	FY2017 Oct-Dec
Zone 11	11.0%	11.3%	11.2%	10.5%	10.1%	10.2%	11.2%	8.9%
Zone 24	14.7%	15.2%	14.7%	15.2%	16.2%	16.5%	11.9%	17.0%
Zone 52	25.5%	25.9%	26.1%	26.3%	24.5%	24.2%	25.6%	23.1%
Zone 61	15.8%	15.6%	16.8%	17.6%	16.6%	16.5%	17.1%	16.5%
Zone 63	20.1%	19.7%	19.0%	20.2%	19.9%	20.1%	20.9%	21.2%
Zone 103	12.5%	12.1%	11.9%	9.9%	12.4%	12.2%	13.1%	13.1%
Zone 12C	0.4%	0.3%	0.3%	0.3%	0.2%	0.3%	0.2%	0.2%

**Notes:** The fire department also provides emergency coverage for the contract service area of the Village of Sea Ranch Lakes, referred to as Zone 12C; it's theoretically treated as a seventh zone for the purpose of this reporting .

**Response Times** - Response times remained unchanged when compared to the same period a year ago: 5:45 minutes

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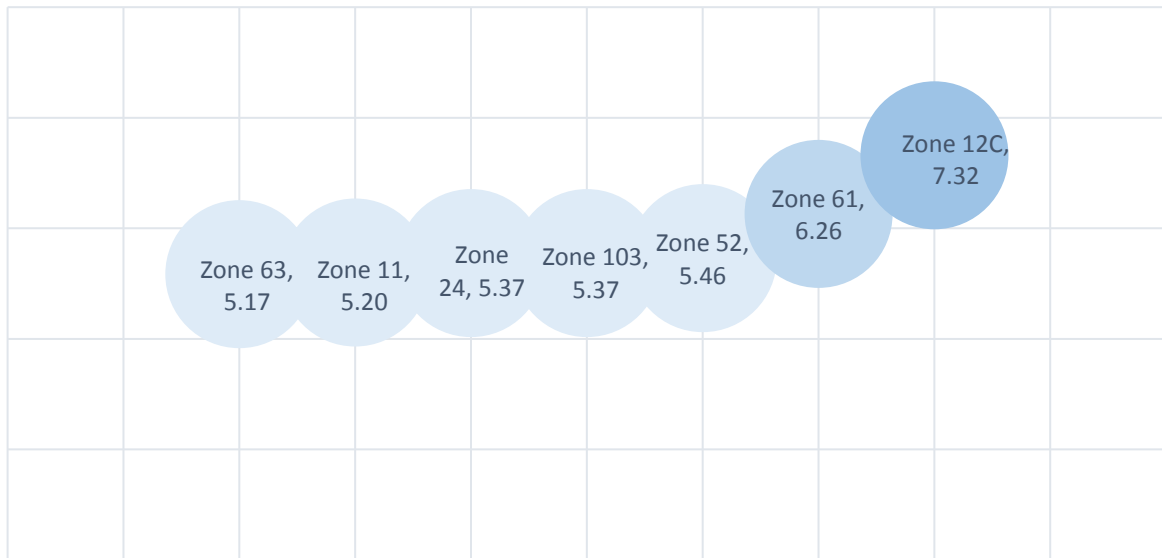
- The majority of the incidents occur during the hours of 8:00am and 8:00pm.



**Response Times** - While average response time (citywide) has been kept at a reasonable level for many years, two of the service areas (Zone 61 and Zone 12C) continue to experience high average response time, as shown here.

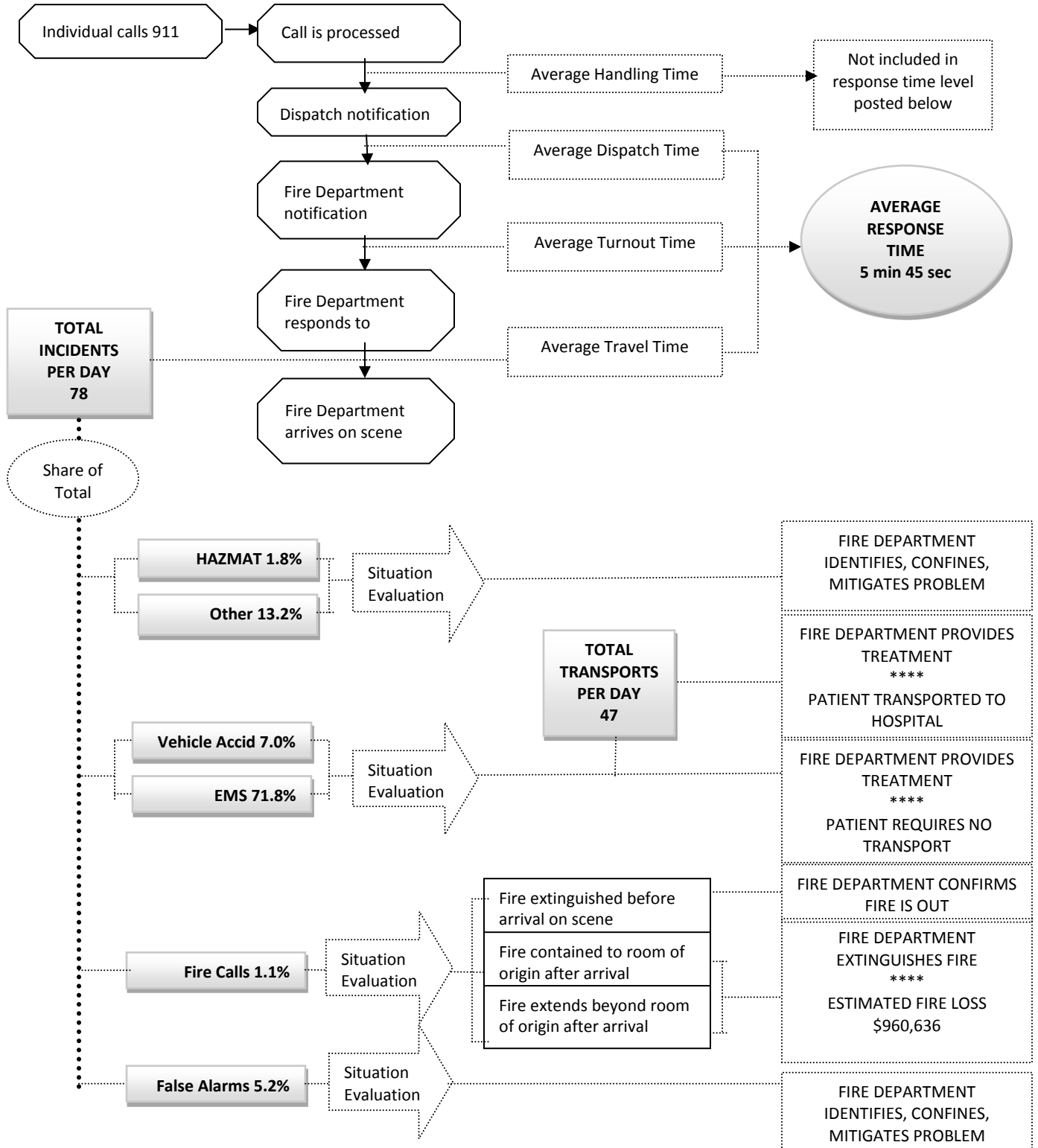
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**Chart 7: Response Time by Zone (M:SS)**  
**FY 2017, October through December**



**Note:** The fire department also provides emergency coverage for the contract service area of the Village of Sea Ranch Lakes (Zone 12C,) located about one mile south of Pompano Beach's city limits along AIA.

**Chart 8. Incidents and Response Time Flow Chart**



## Appendix. Pompano Beach Emergency Response Zones

