



Turning data into information
to gain insights into operational
and strategic challenges

Performance Brief

Fiscal Year 2011

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City of Pompano Beach **FIRE RESCUE**
PERFORMANCE BRIEF: FISCAL YEAR 2011

NOTES

This is an update on Pompano Beach Fire Rescue's performance. The report highlights the department's activities for fiscal year 2011, compares them to the previous year, and provides impartial analysis on data trends in accordance with department policy. **This document summarizes the organization's performance by addressing 2 basic questions: What was the level of service demand? And how did the organization perform?**

All years referred to in this report are fiscal years. Numbers in the text and exhibits may not add up to totals because of rounding. The sum of zone totals may not add up to total incident because of computer data input errors and 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.

Broward Sheriff Office runs and operates the Communications Dispatch Center.

The city is divided into six primary zones (each has a dedicated fire station). In addition to its primary coverage area, Zone 11 provides fire rescue service to the Village of Sea Ranch Lakes located about a mile south of Pompano's city limits along AIA.

The calls/requests for emergency assistance are spread over 24 hours and divided among 14 fire/rescue units, including a rescue van that operates 12 hours/day to help provide coverage primarily to Zone 52.

In addition to the six primary zones, the fire department provides emergency coverage for the contract service areas of the Village of Sea Ranch Lakes (referred to as Zone 12C in the document) and a section of the Florida Turnpike.

Since some data for earlier years or months may have been updated or corrected, readers are always encouraged to use the data from the most recent Performance Brief publication.

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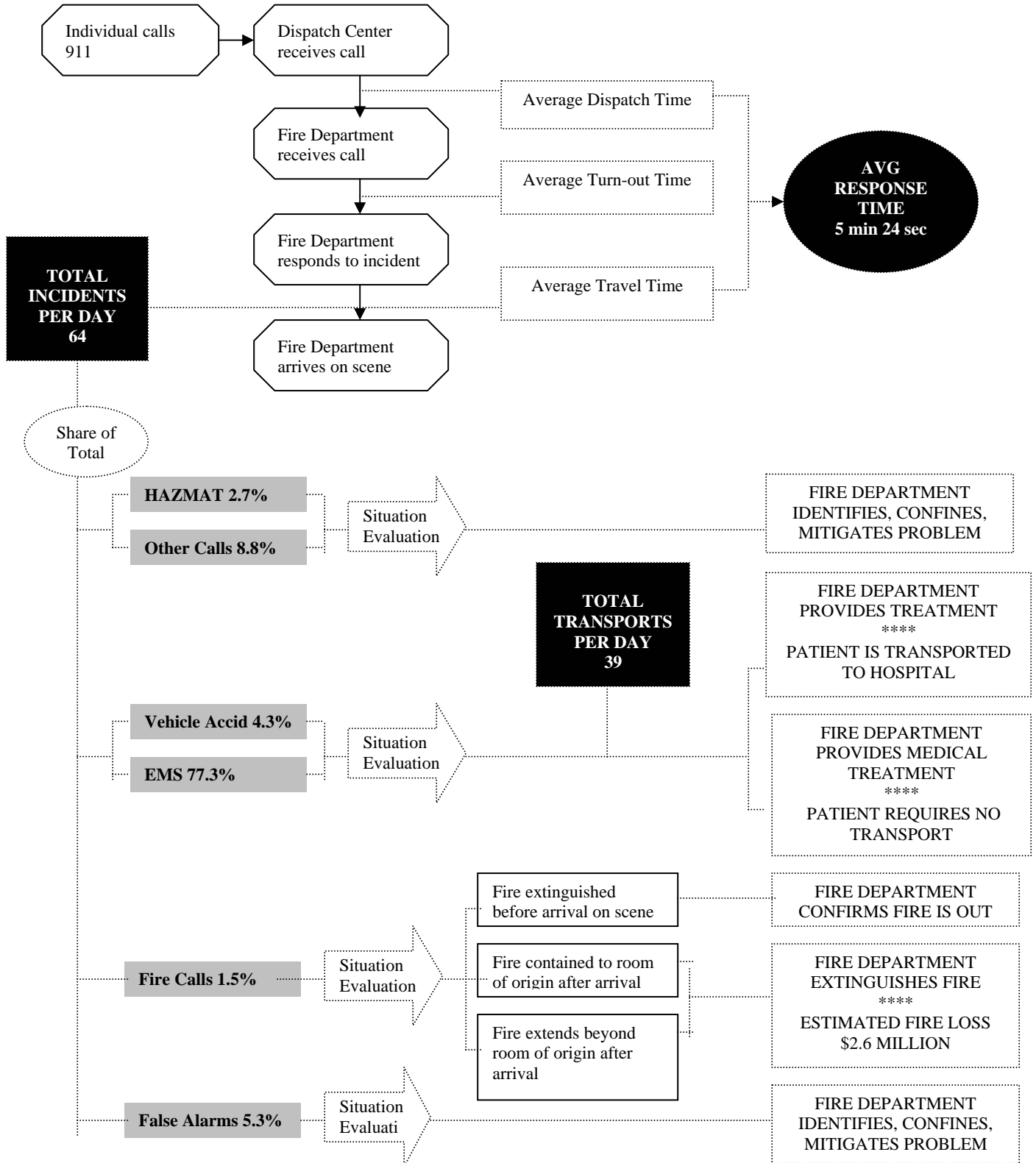
SERVICE DEMAND AND COST ANALYSIS

- 64 incidents per day (totaling 23,295) were attended by the fire department during fiscal year 2011, up only 0.6% when compared to fiscal year 2010 which averaged 63 calls per day (or a total of 23,147 incidents).
- 61.8% of those incidents (or 39 patients per day) were transported to the hospital for further treatment.
- \$3.2 million in EMS transport fees were collected during the year, representing a decrease of 2.7% from total receipts a year ago. (EMS transport revenue accounts for 22% percent of the department's annual EMS budget).
- Monday was the busiest day of the week, averaging 67 incidents per day. Sunday registered the lowest number of incidents, with 58.
- The hours of 8:00AM through 8:00PM accounted for 63.7% of the calls in fiscal year 2011, virtually unchanged when compared to the previous year.
- Apparatus responses totaled 34,347 or an average of 7 unit responses per 24- hour period. Unit response averaged 7 calls per day four years in a row. Vehicle response per emergency call averaged 1.5 units.
- Fire incidents occurred at a rate of about one per day for three consecutive years. Estimated property loss was pegged at \$2.6 million, resulting in a 16.7% property loss-to-value ratio. One civilian fire fatality occurred each of the last four years.
- With 21.4% of all fire incidents, Zone 61 registered more fire incidents than any other Zone in the City in fiscal year 2011. Zone 52 and Zone 103 followed closely, accounting for 19.7% of all the fires, each.
- About half of all false alarm calls the fire department responded to in fiscal year 2011 came from Zone 52 and Zone 61. False alarm calls accounted for 5.3% of all calls last year. As a percentage of all calls, false alarms have declined gradually for five consecutive years.
- Response time averaged 5 minutes 24 seconds. Forty nine percent of the calls had response times of less than five minutes and 89.8% had response times less than eight minutes. Response time exceeded 9 minutes in about 3% of the calls. (The trend line has remained fairly flat at around 5 minutes 24 seconds since 2008).
- Annual cost per capita has increased gradually in the last ten years due to several factors, including: the 3-person rescue policy initiated back in fiscal year 2003, overtime expenses associated with staffing Rescue 352 from 8:00AM to 8:00PM daily, overtime expenses associated with staffing Rescue 11 full time, The integration of Ocean Rescue into the Fire Department in fiscal year 2009, the replacement of a ladder truck in fiscal year 2010, and the recent decline in City population.

City of Pompano Beach **FIRE RESCUE**
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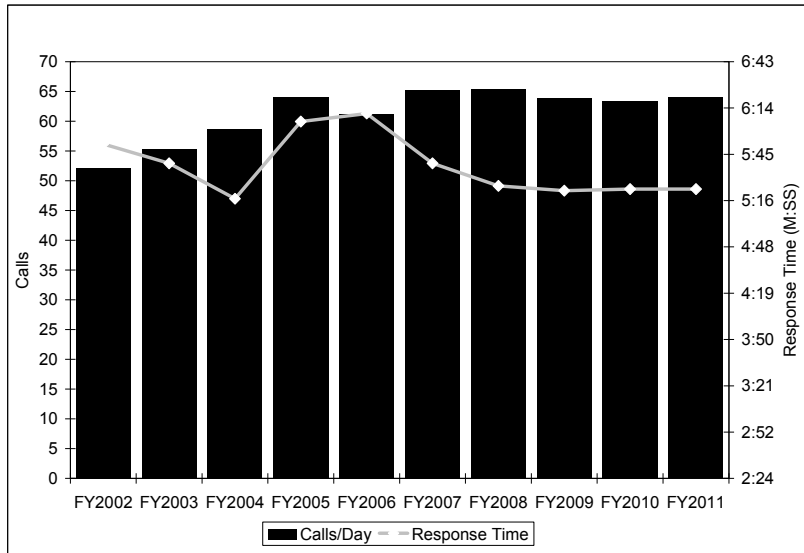
- Overtime expenditures averaged \$3,735 per day last year, representing a 2.9% decrease when compared to fiscal year 2010's level. Overtime expenses have been on a downward trend since its record high of \$5,008 in FY2008 when its share of the total fire department spending reached 6.1%. It has since dropped to 4.1% of the budget.

Exhibit 1
 Emergency Call for Service Flow Chart



City of Pompano Beach **FIRE RESCUE**
 PERFORMANCE BRIEF: FISCAL YEAR 2011

Exhibit 2(a)
 Daily Call Volume and Response Time



Call volume edged up, reaching 64 incidents per day in FY2011, from 63 during the previous year. Meanwhile response time remained flat at 5 minutes 24 seconds.

In the last six years there has been no significant variation in the number of emergency transport; between 38 and 39 patients have been transported to the hospital daily.

Exhibit 2(b)
 Emergency Transports

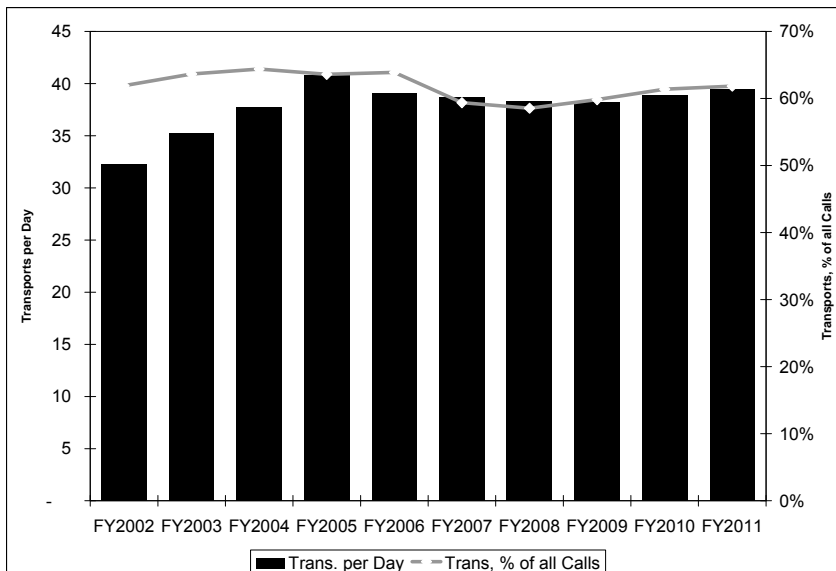
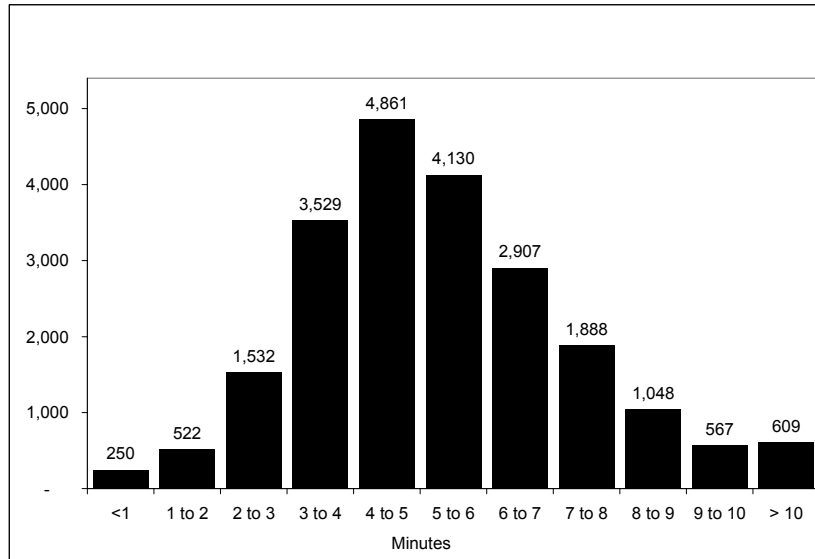


Exhibit 3(a)
 Response Times, FY 2011



Forty nine percent of the calls had response times of less than five minutes and 89.8% had response time less than eight minutes. Response time exceeded 9 minutes in a little less than 3% of the calls. Response time is the time the dispatch center receives the call to the time the fire department arrives on the scene.

Exhibit 3(b)
 Cumulative Response Times

Response Time	Frequency	Cumulative Frequency	Cumulative Percent
Less than 1 minute	250	250	1.1
1 to 2 minutes	522	772	3.5
2 to 3 minutes	1,532	2,304	10.5
3 to 4 minutes	3,529	5,833	26.7
4 to 5 minutes	4,861	10,694	49.0
5 to 6 minutes	4,130	14,824	67.9
6 to 7 minutes.	2,907	17,731	81.2
7 to 8 minutes	1,888	19,619	89.8
8 to 9 minutes	1,048	20,667	94.6
9 to 10 minutes	567	21,234	97.2
10 or more minutes	609	21,843	100.0
Total		135,771	

Cumulative frequency of response time is the frequency of responses less than or equal to a specific time. **Cumulative percent** is the cumulative frequency divided by the total number of incidents

Exhibit 4
 Cost per Capita and Budget Trend

FISCAL YEAR	COST PER CAPITA	PERCENT CHANGE	POPULATION	ACTUAL BUDGET
2001 Actual	\$187		85,932	\$16,039,121
2002 Actual	\$189	1.0	86,300	\$16,276,503
2003 Actual	\$227	20.5	86,334	\$19,618,729
2004 Actual	\$247	8.5	87,184	\$21,496,261
2005 Actual	\$246	-0.4	101,712	\$24,989,334
2006 Actual	\$248	1.0	101,103	\$25,095,204
2007 Actual	\$266	7.2	101,128	\$26,908,283
2008 Actual	\$290	8.8	100,058	\$28,974,045
2009 Actual	\$306	5.8	99,031	\$30,346,182
2010 Actual	\$326	6.5	99,711	\$32,537,548
2011 Revised	\$337	3.3	99,711	\$33,603,092

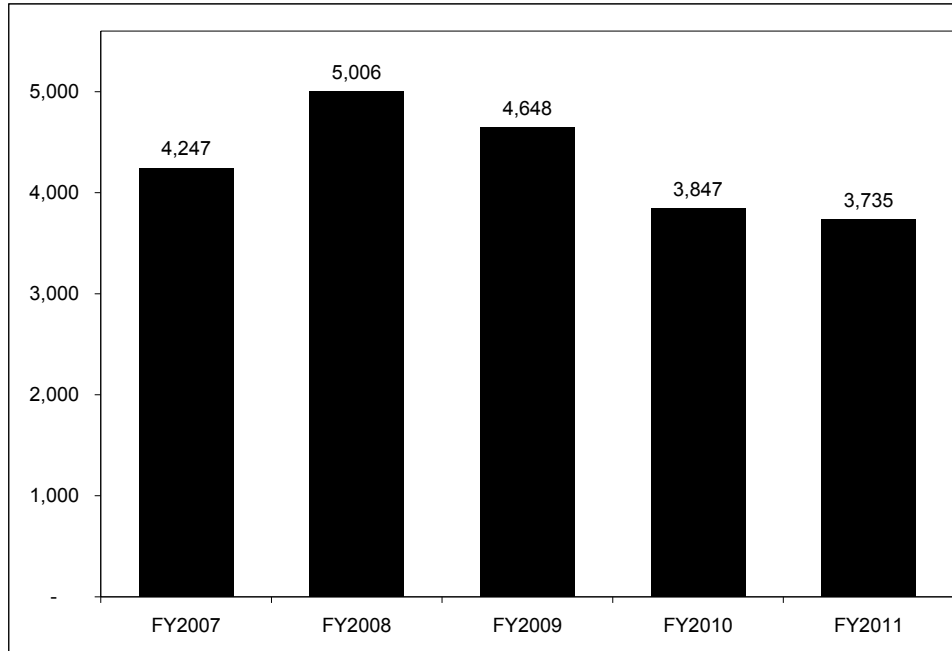
Annual cost per capita has increased steadily in the last ten years. This trend is explained mainly by:

- Costs associated with increasing the staffing level - from two to three firefighters per unit - on four of the rescue vans. The first phase of the program was introduced in FY 2003 with the hiring of 13 firefighters, followed by the hiring of four more in FY2004.
- Overtime expenses associated with staffing Rescue 352 with three firefighters 12 hours/day. Program was implemented in FY2006.
- Overtime expenses associated with staffing Rescue 11 with one additional firefighter 24 hours/day. These costs are offset by fees collected from the Village of Sea Ranch Lakes, per inter-local agreement between the City and the Village. Program was implemented in FY2007. In the absence of those policies, it is estimated that average response time would now be hovering around 7 minutes.
- The integration of Ocean Rescue into the Fire Department in fiscal year 2009 has added \$1.5 million to the fire department's total budget. This *merger* however is expected to yield considerable savings for the City in the long run.
- The steady decline in City population from its estimated record high of 101,712 reached in 2005.
- The replacement of (1) ladder truck in FY2010.

Population estimates for FY2010 and FY2011 include
 City of Pompano Beach: 98,711
 Village of Sea Ranch Lakes: 950
 Turnpike Coverage Area: 50
FY2011 Budget and Cost per Capita are estimates.

City of Pompano Beach **FIRE RESCUE**
 PERFORMANCE BRIEF: FISCAL YEAR 2011

Exhibit (5a)
 Overtime Expenditures per Day (in dollar)



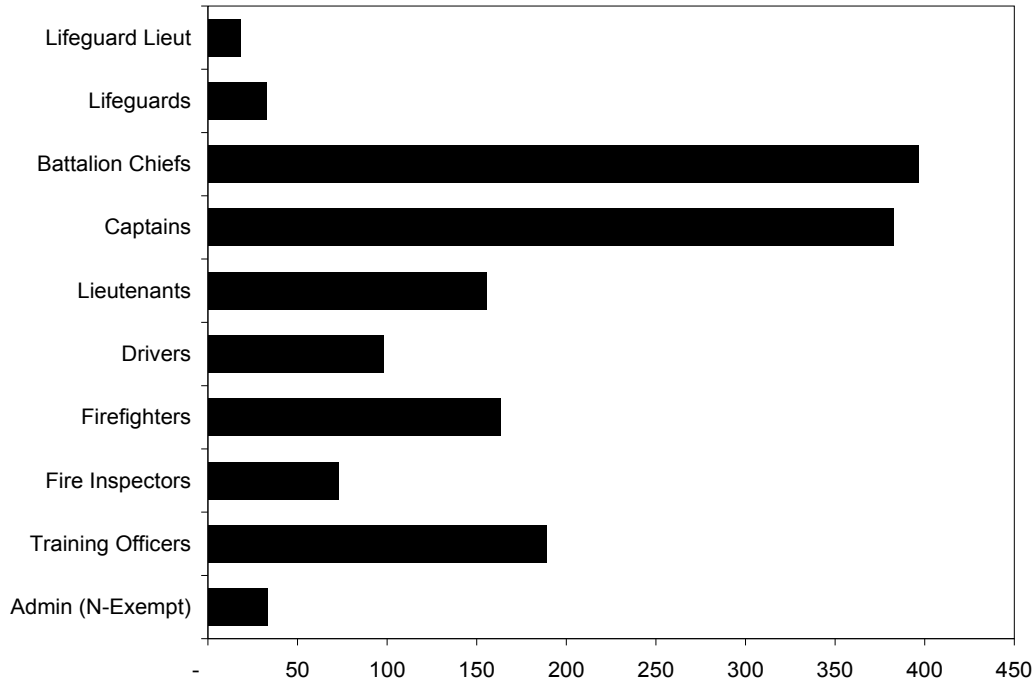
Overtime expenditures decreased three years in a row, averaging \$3,735 per day during fiscal year 2011, or 2.9% drop compared to the previous year. An estimated 40% of the total is attributable to staffing Rescue 352, in service 12 hours per day, 7 days a week.

Exhibit (5b)
 Overtime Expenditures per Day (in dollar)

Month	FY2007 YR END	FY2008 YR END	FY2009 YR END	FY2010 YR END	FY2011 YR END
October	3,437	5,841	5,233	3,186	3,527
November	3,649	4,992	5,781	3,333	4,143
December	4,945	5,354	5,774	3,481	4,023
January	3,288	3,640	5,883	2,914	3,112
February	3,970	4,350	5,593	3,512	2,967
March	5,985	3,382	5,243	3,603	4,495
April	5,485	5,473	4,796	5,510	3,911
May	3,685	4,854	3,780	4,986	3,344
June	4,043	6,006	4,367	4,350	4,191
July	4,996	6,016	3,646	3,453	4,243
August	4,735	5,967	3,261	3,533	3,671
September	2,745	4,203	2,420	4,302	3,192
Average/Day	4,247	5,006	4,648	3,847	3,735

City of Pompano Beach **FIRE RESCUE**
 PERFORMANCE BRIEF: FISCAL YEAR 2011

Exhibit 6(a)
 Overtime Hours per Person

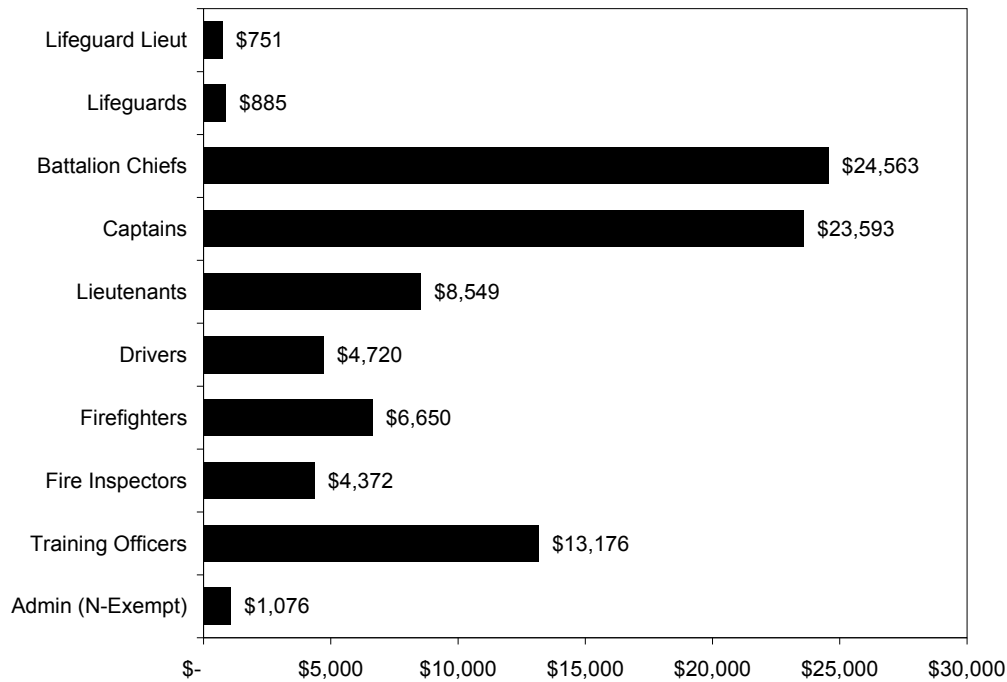


At 397 hours per person, the average Battalion Chief worked more overtime hours than any other rank/position in the department in fiscal year 2011. The EMS Captains followed with 383 hours per person

Exhibit 6(b)
 Overtime Hours per Person

	Overtime Hours per Person	PERCENT OF TOTAL HOURS WORKED				
		< 50 hrs	between 50-99 hrs	between 100-149 hrs	between 150-199 hrs	> 200 hrs
Non-Exempt Fire Employees	33	60%	40%	0%	0%	0%
Training Officers	189	33%	0%	0%	0%	67%
Fire Inspectors	73	50%	38%	0%	13%	0%
Firefighters	163	17%	12%	8%	22%	41%
Driver Engineers	98	13%	47%	30%	7%	3%
Fire Lieutenants	155	10%	6%	13%	48%	23%
EMS Captains	383	0%	0%	0%	0%	100%
Battalion Chiefs	397	0%	0%	0%	0%	100%
Lifeguards	33	77%	18%	5%	0%	0%
Lifeguard Lieutenants	19	100%	0%	0%	0%	0%

Exhibit 7
Overtime Pay per Person



The Main Determinants of Overtime Include:

- Staffing one rescue van with three firefighters 12 hours/day.
- Staffing the rescue van at the beach station with one additional firefighter 24 hrs/day
- Assigning one firefighter to the Logistics Division full time.
- Regular “upgrades” to the battalion chief and captain positions.
- Vacancies

Other Factors Include:

- Injury
- Sick leave
- Military leave
- Authorize absence
- Public education assignments (e.g., CERT and Explorer Programs, Fire Safety, etc)

EMERGENCY RESPONSE

City of Pompano Beach **FIRE RESCUE**
 PERFORMANCE BRIEF: FISCAL YEAR 2011

TABLE 1. INCIDENTS PER DAY					
	FY2007	FY2008	FY 2009	FY2010	FY2011
	YR END	YR END	YR END	YR END	YR END
INCIDENTS/DAY	65	65	64	63	64
Sunday.....	60	60	62	61	58
Monday.....	66	68	63	65	67
Tuesday.....	65	65	65	64	66
Wednesday.....	65	65	66	64	62
Thursday.....	66	65	62	62	64
Friday.....	68	68	66	65	65
Saturday.....	66	67	64	64	65
% of all Incidents					
Sunday.....	13.4%	13.2%	13.8%	13.6%	13.0%
Monday.....	14.4%	15.0%	14.1%	14.7%	14.9%
Tuesday.....	14.2%	14.3%	14.4%	14.3%	14.7%
Wednesday.....	14.1%	14.1%	14.7%	14.3%	13.8%
Thursday.....	14.5%	14.1%	14.1%	14.2%	14.3%
Friday.....	14.9%	14.7%	14.6%	14.7%	14.6%
Saturday.....	14.5%	14.5%	14.2%	14.3%	14.7%

City of Pompano Beach **FIRE RESCUE**
 PERFORMANCE BRIEF: FISCAL YEAR 2011

TABLE 2. INCIDENTS BY 4-HOUR INCREMENTS – DAILY AVERAGE

	FY2007 YR END	FY2008 YR END	FY 2009 YR END	FY2010 YR END	FY2011 YR END
Incidents: 4-Hour Increments					
Midnight-4:00 am.....	7	7	6	6	6
4:00 am-8:00 am.....	7	7	6	6	6
8:00 am-Noon.....	13	13	13	13	13
Noon-4:00 pm.....	14	14	14	14	14
4:00 pm-8:00 pm.....	7	7	6	6	13
8:00 pm-Midnight.....	8	8	8	8	10
% of all Calls					
Midnight-4:00 am.....	10.1%	10.4%	10.0%	10.1%	9.8%
4:00 am-8:00 am.....	10.2%	10.1%	10.1%	10.2%	10.2%
8:00 am-Noon.....	20.5%	20.2%	20.5%	20.4%	20.8%
Noon-4:00 pm.....	21.7%	21.9%	21.8%	21.4%	21.9%
4:00 pm-8:00 pm.....	20.9%	20.9%	20.9%	21.4%	21.0%
8:00 pm-Midnight.....	16.6%	16.5%	16.7%	16.5%	16.3%

City of Pompano Beach **FIRE RESCUE**
 PERFORMANCE BRIEF: FISCAL YEAR 2011

TABLE 3. INCIDENTS BY TYPE OF CALLS					
	FY 2007 YR END	FY 2008 YR END	FY 2009 YR END	FY2010 YR END	FY2011 YR END
TOTAL INCIDENTS	23816	23852	23306	23147	23295
Fires.....	432	414	371	346	355
Vehicle Accidents.....	1257	1211	1169	991	1006
EMS/Rescues.....	18031	17977	17505	17746	18015
HAZMAT.....	495	577	573	587	628
False Alarms.....	1515	1511	1475	1362	1242
Other.....	2086	2162	2213	2115	2049
% of Total					
Fires.....	1.8%	1.7%	1.6%	1.5%	1.5%
Vehicle Accidents.....	5.3%	5.1%	5.0%	4.3%	4.3%
EMS/Rescues.....	75.7%	75.4%	75.1%	76.7%	77.3%
HAZMAT.....	2.1%	2.4%	2.5%	2.5%	2.7%
False Alarms.....	6.4%	6.3%	6.3%	5.9%	5.3%
Other.....	8.8%	9.1%	9.5%	9.1%	8.8%

City of Pompano Beach **FIRE RESCUE**
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TABLE 4. INCIDENTS BY ZONE					
	FY 2007 YR END	FY 2008 YR END	FY 2009 YR END	FY2010 YR END	FY2011 YR END
Incidents					
Zone 11.....	2500	2673	2633	2637	2564
Zone 24	3293	3412	3351	3485	3403
Zone 52.....	6218	5965	5586	5637	5914
Zone 61.....	4052	3977	3880	3728	3668
Zone 63.....	4836	4843	4771	4615	4662
Zone 103.....	2814	2804	2848	2844	2912
Zone 12C.....	n/a	n/a	87	87	89
Incidents per Day					
Zone 11.....	7	7	7	7	7
Zone 24	9	9	9	10	9
Zone 52.....	17	16	15	15	16
Zone 61.....	11	11	11	10	10
Zone 63.....	13	13	13	13	13
Zone 103.....	8	8	8	8	8
Zone 12C.....	n/a	n/a	0.2	0.2	0.2
% of Total					
Zone 11.....	10.5%	11.2%	11.3%	11.4%	11.0%
Zone 24	13.8%	14.3%	14.4%	15.1%	14.7%
Zone 52.....	26.1%	25.0%	24.0%	24.4%	25.5%
Zone 61.....	17.0%	16.7%	16.6%	16.1%	15.8%
Zone 63.....	20.3%	20.3%	20.5%	19.9%	20.1%
Zone 103.....	11.8%	11.8%	12.2%	12.3%	12.5%
Zone 12C.....	n/a	n/a	0.4%	0.4%	0.4%

City of Pompano Beach **FIRE RESCUE**
 PERFORMANCE BRIEF: FISCAL YEAR 2011

TABLE 5. FIRE INCIDENTS					
	FY 2007	FY 2008	FY 2009	FY2010	FY2011
	YR END	YR END	YR END	YR END	YR END
Fires per Year					
Zone 11.....	41	36	31	29	30
Zone 24.....	49	69	58	49	49
Zone 52.....	93	60	81	68	68
Zone 61.....	80	80	64	70	74
Zone 63.....	83	80	55	61	55
Zone 103.....	78	74	73	56	68
Zone 12C.....	0	0	1	0	1
Fires per Month					
Zone 11.....	3	3	3	2	3
Zone 24.....	4	6	5	4	4
Zone 52.....	8	5	7	6	6
Zone 61.....	7	7	5	6	6
Zone 63.....	7	7	5	5	5
Zone 103.....	7	6	6	5	6
Zone 12C.....	0	0	0	0	0
% of all Fires					
Zone 11.....	9.7%	9.0%	8.5%	8.7%	8.7%
Zone 24.....	11.6%	17.3%	16.0%	14.7%	14.2%
Zone 52.....	21.9%	15.0%	22.3%	20.4%	19.7%
Zone 61.....	18.9%	20.1%	17.6%	21.0%	21.4%
Zone 63.....	19.6%	20.1%	15.2%	18.3%	15.9%
Zone 103.....	18.4%	18.5%	20.1%	16.8%	19.7%
Zone 12C.....	0.0%	0.0%	0.3%	0.0%	0.3%

City of Pompano Beach **FIRE RESCUE**
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TABLE 6. FALSE ALARMS					
	FY 2007 YR END	FY 2008 YR END	FY 2009 YR END	FY2010 YR END	FY2011 YR END
False Alarms					
Zone 11.....	266	221	240	178	181
Zone 24	202	186	141	169	151
Zone 52.....	142	375	391	379	334
Zone 61.....	331	368	321	279	265
Zone 63.....	191	216	208	208	173
Zone 103.....	117	136	136	135	118
Zone 12C.....	0	0	16	11	17
% of all False Alarms					
Zone 11.....	21.3%	14.7%	16.5%	13.1%	14.6%
Zone 24	16.2%	12.4%	9.7%	12.4%	12.2%
Zone 52.....	11.4%	25.0%	26.9%	27.9%	27.0%
Zone 61.....	26.5%	24.5%	22.1%	20.5%	21.4%
Zone 63.....	15.3%	14.4%	14.3%	15.3%	14.0%
Zone 103.....	9.4%	9.1%	9.4%	9.9%	9.5%
Zone 12C.....	0.0%	0.0%	1.1%	0.8%	1.4%

City of Pompano Beach **FIRE RESCUE**
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TABLE 7. EMERGENCY RESPONSE PER UNIT					
	FY2007 YR END	FY2008 YR END	FY 2009 YR END	FY2010 YR END	FY2011 YR END
TOTAL RESPONSE	44873	36927	36200	35644	34347
# OF UNITS PER CALL	1.9	1.5	1.6	1.5	1.5
RESPONSE PER UNIT	3205	2638	2586	2546	2453
Rescue 11.....	2144	2261	2282	2356	2219
Engine 11.....	1747	1380	1380	1308	1236
Rescue 24.....	3423	3545	3505	3556	3557
Ladder 24.....	2715	1984	2018	1926	1840
Rescue 52.....	4791	4510	4264	4212	4420
Rescue 352.....	2401	2151	2170	2546	2262
Engine 52.....	3696	2650	2484	2331	2468
Rescue 61.....	3619	3502	3486	3362	3412
Engine 61.....	2962	2289	2194	2102	1161
Squad 61.....	4880	1733	1531	1393	1280
Rescue 63.....	4346	4376	4354	4183	4167
Engine 63.....	3630	2558	2590	2474	2379
Rescue 103.....	2595	2520	2583	2555	2610
Engine 103.....	1924	1468	1359	1340	1336
DAILY RESPONSE/UNIT	9	7	7	7	7
Rescue 11.....	6	6	6	6	6
Engine 11.....	5	4	4	4	3
Rescue 24.....	9	10	10	10	10
Ladder 24.....	7	5	6	5	5
Rescue 52.....	13	12	12	12	12
Rescue 352.....	7	6	6	7	6
Engine 52.....	10	7	7	6	7
Rescue 61.....	10	10	10	9	9
Engine 61.....	8	6	6	6	3
Squad 61.....	13	5	4	4	4
Rescue 63.....	12	12	12	11	11
Engine 63.....	10	7	7	7	7
Rescue 103.....	7	7	7	7	7
Engine 103.....	5	4	4	4	4

City of Pompano Beach **FIRE RESCUE**
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TABLE 8. INCIDENTS BY TIME OF DAY – DAILY AVERAGE

AVG. Per Day	FY2007 YR END	FY2008 YR END	FY 2009 YR END	FY2010 YR END	FY2011 YR END
Mid-1 am.....	2	2	2	2	2
1-2 am.....	2	2	2	2	2
2-3 am.....	2	2	2	1	1
3-4 am.....	1	1	1	1	1
4-5 am.....	1	1	1	1	1
5-6 am.....	1	1	1	1	1
6-7 am.....	2	2	2	2	2
7-8 am.....	2	2	2	2	2
8-9 am.....	3	3	3	3	3
9-10 am.....	3	3	3	3	3
10-11 am.....	4	3	3	3	3
11-Noon.....	4	4	4	4	4
Noon-1 pm.....	4	4	4	4	3
1-2 pm.....	4	4	4	3	4
2-3 pm.....	3	3	3	3	3
3-4 pm.....	4	4	3	3	4
4-5 pm.....	3	3	3	3	3
5-6 pm.....	4	3	3	3	3
6-7 pm.....	3	4	3	3	3
7-8 pm.....	3	3	3	3	3
8-9 pm.....	3	3	3	3	3
9-10 pm.....	3	3	3	3	3
10-11 pm.....	2	3	3	2	2
11-Mid.....	2	2	2	2	2

City of Pompano Beach **FIRE RESCUE**
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TABLE 9. EMERGENCY TRANSPORT FEES					
	FY2007	FY2008	FY 2009	FY 2010	FY2011
	YR END	YR END	YR END	YR END	YR END
NET CHARGES (in dollar)					
Total	5,922,794	7,322,605	7,962,839	8,059,127	7,185,844
Medicare.....	1,439,786	1,231,968	1,849,575	2,259,120	2,317,889
Medicaid	201,242	198,168	250,290	291,352	357,671
Private Insurance.....	1,067,847	1,415,570	1,564,335	1,075,577	794,746
Self-Pay Non-Resident.....	1,456,740	1,807,847	1,588,386	1,651,800	1,221,908
Self-Pay Resident.....	1,757,179	2,669,053	2,710,253	2,781,278	2,493,630
% of all Charges					
Total	100.0%	100.0%	100.0%	100.0%	100.0%
Medicare.....	24.3%	16.8%	23.2%	28.0%	32.3%
Medicaid	3.4%	2.7%	3.1%	3.6%	5.0%
Private Insurance.....	18.0%	19.3%	19.6%	13.3%	11.1%
Self-Pay Non-Resident.....	24.6%	24.7%	19.9%	20.5%	17.0%
Self-Pay Resident.....	29.7%	36.4%	34.0%	34.5%	34.7%
RECEIPTS (in dollar)					
Total	2,634,962	2,517,359	3,258,741	3,306,579	3,217,062
Medicare.....	1,281,229	1,114,319	1,693,873	2,018,615	2,082,452
Medicaid	204,741	199,729	239,255	289,061	362,805
Private Insurance.....	905,675	1,098,237	1,213,170	883,746	656,419
Self-Pay Non-Resident.....	207,267	93,181	99,694	99,565	97,100
Self-Pay Resident.....	36,049	11,893	12,748	15,592	18,286
% of all Receipts					
Total	100.0%	100.0%	100.0%	100.0%	100.0%
Medicare.....	48.6%	44.3%	52.0%	61.0%	64.7%
Medicaid	7.8%	7.9%	7.3%	8.7%	11.3%
Private Insurance.....	34.4%	43.6%	37.2%	26.7%	20.4%
Self-Pay Non-Resident.....	7.9%	3.7%	3.1%	3.0%	3.0%
Self-Pay Resident.....	1.4%	0.5%	0.4%	0.5%	0.6%
COLLECTION RATE					
Overall.....	44.5%	34.4%	40.9%	41.0%	44.8%
Medicare.....	89.0%	90.5%	91.6%	89.4%	89.8%
Medicaid	101.7%	100.8%	95.6%	99.2%	101.4%
Private Insurance.....	84.8%	77.6%	77.6%	82.2%	82.6%
Self-Pay Non-Resident.....	14.2%	5.2%	6.3%	6.0%	7.9%
Self-Pay Resident.....	2.1%	0.4%	0.5%	0.6%	0.7%

City of Pompano Beach **FIRE RESCUE**
 PERFORMANCE BRIEF: FISCAL YEAR 2011

TABLE 10. RESPONSE TIMES					
	FY2007 YR END	FY2008 YR END	FY2009 YR END	FY2010 YR END	FY2011 YR END
RESPONSE TIME (H:MM:SS)	0:05:40	0:05:26	0:05:23	0:05:24	0:05:24
Fractile Dispatch Times					
% of Calls within 1 Minute...	88%	88%	89%	89%	89%
% of Calls within 2 Minutes...	96%	96%	97%	97%	97%
% of Calls within 3 Minutes...	98%	98%	98%	99%	98%
Fractile Turnout Times					
% of Calls within 1 Minute...	36%	44%	58%	61%	63%
% of Calls within 2 Minutes...	87%	92%	98%	99%	99%
% of Calls within 3 Minutes...	97%	99%	100%	100%	100%
Fractile Travel Times					
% of Calls within 1 Minute...	7%	7%	5%	5%	5%
% of Calls within 2 Minutes...	20%	19%	16%	15%	14%
% of Calls within 3 Minutes...	42%	42%	38%	35%	34%
% of Calls within 4 Minutes...	63%	64%	61%	58%	56%
% of Calls within 5 Minutes...	77%	78%	77%	75%	74%
% of Calls within 6 Minutes...	87%	88%	87%	87%	85%
% of Calls within 7 Minutes...	93%	93%	93%	93%	92%
% of Calls within 8 Minutes...	95%	96%	96%	96%	96%
% of Calls within 9 Minutes...	97%	97%	97%	97%	98%
% of Calls within 10 Minutes.	97%	98%	98%	98%	99%
Fractile Response Times					
% of Calls within 1 Minute...	1%	1%	1%	1%	1%
% of Calls within 2 Minutes...	2%	4%	4%	4%	4%
% of Calls within 3 Minutes....	10%	11%	12%	11%	11%
% of Calls within 4 Minutes...	26%	29%	29%	28%	27%
% of Calls within 5 Minutes...	48%	52%	52%	51%	49%
% of Calls within 6 Minutes...	67%	70%	71%	69%	68%
% of Calls within 7 Minutes...	80%	83%	83%	83%	81%
% of Calls within 8 Minutes...	89%	90%	91%	91%	90%
% of Calls within 9 Minutes...	94%	95%	95%	95%	95%
% of Calls within 10 Minutes.	96%	97%	98%	97%	97%

City of Pompano Beach **FIRE RESCUE**
 PERFORMANCE BRIEF: FISCAL YEAR 2011

TABLE 11. RESPONSE TIME BY ZONE					
RESPONSE TIME	FY2007 YR END	FY2008 YR END	FY 2009 YR END	FY2010 YR END	FY2011 YR END
Zone 11.....	0:04:49	0:04:34	0:04:24	0:04:34	0:04:36
Zone 24.....	0:05:37	0:05:28	0:05:19	0:05:19	0:05:19
Zone 52.....	0:05:56	0:05:43	0:05:48	0:05:41	0:05:36
Zone 61.....	0:06:29	0:06:15	0:05:55	0:06:02	0:06:10
Zone 63.....	0:05:19	0:05:02	0:05:06	0:05:04	0:05:03
Zone 103.....	0:05:32	0:05:19	0:05:13	0:05:21	0:05:22
Zone 12C.....	n/a	n/a	0:07:05	0:07:04	0:07:17
% of Calls within 5 Minutes					
Zone 11.....	71%	74%	77%	72%	68%
Zone 24.....	47%	49%	50%	49%	46%
Zone 52.....	45%	47%	47%	47%	46%
Zone 61.....	33%	35%	39%	37%	33%
Zone 63.....	56%	61%	59%	59%	58%
Zone 103.....	46%	50%	51%	46%	48%
Zone 12C.....	n/a	n/a	10%	3%	9%
% of Calls within 6 Minutes					
Zone 11.....	85%	88%	90%	87%	85%
Zone 24.....	70%	73%	73%	72%	70%
Zone 52.....	59%	62%	61%	61%	61%
Zone 61.....	52%	54%	58%	56%	51%
Zone 63.....	76%	80%	79%	79%	79%
Zone 103.....	69%	72%	74%	70%	69%
Zone 12C.....	n/a	n/a	24%	32%	19%
% of Calls within 7 Minutes					
Zone 11.....	91%	94%	94%	94%	92%
Zone 24.....	85%	88%	88%	87%	87%
Zone 52.....	72%	75%	73%	74%	74%
Zone 61.....	71%	72%	75%	73%	68%
Zone 63.....	87%	89%	90%	89%	88%
Zone 103.....	85%	87%	89%	87%	85%
Zone 12C.....	n/a	n/a	54%	59%	50%
% of Calls within 8 Minutes					
Zone 11.....	95%	96%	97%	96%	96%
Zone 24.....	93%	94%	94%	94%	94%
Zone 52.....	82%	84%	83%	84%	84%
Zone 61.....	85%	86%	88%	86%	83%
Zone 63.....	93%	94%	95%	94%	94%
Zone 103.....	92%	94%	95%	94%	93%
Zone 12C.....	n/a	n/a	73%	77%	73%

FIRE PREVENTION

City of Pompano Beach **FIRE RESCUE**
 PERFORMANCE BRIEF: FISCAL YEAR 2011

TABLE 12. CONSTRUCTION PLAN REVIEW						
PROPERTY TYPE	FY2010 YR END			FY2011 YR END		
	Approved	Rejected	Total	Approved	Rejected	Total
Total	422	750	1172	772	630	1402
Site Plan Review.....	45	66	111	44	36	80
Commercial up to 3000 square feet.....	187	202	389	405	201	606
Commercial/Residential 3,000 – 10,000 sqft.....	34	74	108	54	63	117
Commercial/Residential 3,000 – 10,000 F/A.....	87	146	233	77	69	146
Commercial/Residential 10,000 – 100,000 F/A & F/S	68	261	329	187	259	446
Commercial/Residential 100,000 – 200,000 F/A & F/S	1	1	2	5	2	7
Commercial/Residential 200,000 F/A & F/S.....	0	0	0	0	0	0
% Approved or Rejected	Approved	Rejected	Total	Approved	Rejected	Total
Total	36%	64%	100%	55%	45%	100%
Site Plan Review.....	41%	59%	100%	55%	45%	100%
Commercial up to 3000 square feet	48%	52%	100%	67%	33%	100%
Commercial/Residential 3,000 – 10,000 sqft.....	31%	69%	100%	46%	54%	100%
Commercial/Residential 3,000 – 10,000 F/A.....	37%	63%	100%	53%	47%	100%
Commercial/Residential 10,000 – 100,000 F/A & F/S	21%	79%	100%	42%	58%	100%
Commercial/Residential 100,000 – 200,000 F/A & F/S.	50%	50%	100%	71%	29%	100%
Commercial/Residential 200,000 F/A & F/S.....	0%	0%	100%	0%	0%	100%

Notes: Construction Plan Review involves reviewing building plans for fire code compliance in both commercial and multi-family dwellings.

F/A and F/S = Fire Alarm and Fire Sprinkler

City of Pompano Beach **FIRE RESCUE**
 PERFORMANCE BRIEF: FISCAL YEAR 2011

TABLE 13. AMENDMENTS TO APPROVED PLANS						
PROPERTY TYPE	FY2010 YR END			FY2011 YR END		
	Approved	Rejected	Total	Approved	Rejected	Total
Total	165	46	211	156	51	207
Site Plan Review.....	1	4	5	2	0	2
Commercial up to 3000 square feet.....	15	2	17	14	3	17
Commercial/Residential 3,000 – 10,000 sqft.....	15	3	18	23	2	25
Commercial/Residential 3,000 – 10,000 F/A.....	54	15	69	25	4	29
Commercial/Residential 10,000 – 100,000 F/A & F/S....	80	22	102	86	42	128
Commercial/Residential 100,000 – 200,000 F/A & F/S..	0	0	0	6	0	6
Commercial/Residential 200,000 F/A & F/S.....	0	0	0	0	0	0
% Approved or Rejected	Approved	Rejected	Total	Approved	Rejected	Total
Total	78%	22%	100%	75%	25%	100%
Site Plan Review.....	20%	80%	100%	100%	0%	100%
Commercial up to 3000 square feet	88%	12%	100%	82%	18%	100%
Commercial/Residential 3,000 – 10,000 sqft.....	83%	17%	100%	92%	8%	100%
Commercial/Residential 3,000 – 10,000 F/A.....	78%	22%	100%	86%	14%	100%
Commercial/Residential 10,000 – 100,000 F/A & F/S....	78%	22%	100%	67%	33%	100%
Commercial/Residential 100,000 – 200,000 F/A & F/S...	0%	0%	100%	100%	0%	100%
Commercial/Residential 200,000 F/A & F/S.....	0%	0%	100%	0%	0%	100%

Notes: F/A and F/S = Fire Alarm and Fire Sprinkler

City of Pompano Beach **FIRE RESCUE**
 PERFORMANCE BRIEF: FISCAL YEAR 2011

TABLE 14. NEW CONSTRUCTION FIELD/SITE INSPECTION

TYPE	FY2010 YR END			FY2011 YR END		
	Approved	Rejected	Total	Approved	Rejected	Total
Total.....	1374	626	2000	1267	558	1825
Fire Alarm.....	501	276	777	402	198	600
Fire Sprinkler.....	220	99	319	251	119	370
Fire Suppression System.....	19	11	30	14	6	20
Final Construction Inspection.....	355	230	585	410	233	643
Consultation.....	279	10	289	190	2	192
% Approved or Rejected	Approved	Rejected	Total	Approved	Rejected	Total
Total.....	69%	31%	100%	69%	31%	100%
Fire Alarm.....	64%	36%	100%	67%	33%	100%
Fire Sprinkler.....	69%	31%	100%	68%	32%	100%
Fire Suppression System.....	63%	37%	100%	70%	30%	100%
Final Construction Inspection.....	61%	39%	100%	64%	36%	100%
Consultation	97%	3%	100%	99%	1%	100%

City of Pompano Beach **FIRE RESCUE**
 PERFORMANCE BRIEF: FISCAL YEAR 2011

TABLE 15. FIRE SAFETY INSPECTION

PROPERTY TYPE	FY2010 YR END			FY2011 YR END		
	Inspection	Re- Inspection	Total	Inspection	Re- Inspection	Total
Total.....	4416	868	5284	5187	931	6118
Residential 3 story.....	1105	271	1376	1466	301	1767
Residential 5 story.....	87	46	133	130	52	182
Residential 10 story.....	77	29	106	105	42	147
Residential 20 story.....	31	11	42	43	7	50
Commercial 5000 sqft.....	2234	317	2551	2554	268	2822
Commercial 5,000 – 10,000 sqft.....	333	54	387	354	83	437
Commercial 10,000 -20,000 sqft.....	202	45	247	269	92	361
Commercial 20,000 – 100,000 sqft...	303	76	379	239	70	309
Commercial 100,000 – 200,000 sqft..	40	12	52	23	13	36
Commercial greater 200,000 sqft.....	4	7	11	4	3	7
	Inspection	Re- Inspection	Total	Inspection	Re- Inspection	Total
Total.....	84%	16%	100%	85%	15%	100%
Residential 3 story.....	21%	20%	100%	24%	17%	100%
Residential 5 story.....	65%	35%	100%	71%	29%	100%
Residential 10 story.....	73%	27%	100%	71%	29%	100%
Residential 20 story.....	74%	26%	100%	86%	14%	100%
Commercial 5000 sqft.....	88%	12%	100%	91%	9%	100%
Commercial 5,000 – 10,000 sqft.....	86%	14%	100%	81%	19%	100%
Commercial 10,000 -20,000 sqft.....	82%	18%	100%	75%	25%	100%
Commercial 20,000 – 100,000 sqft...	80%	20%	100%	77%	23%	100%
Commercial 100,000 – 200,000 sqft..	77%	23%	100%	64%	36%	100%
Commercial greater 200,000 sqft.....	36%	64%	100%	57%	43%	100%

City of Pompano Beach **FIRE RESCUE**
 PERFORMANCE BRIEF: FISCAL YEAR 2011

TABLE 16. FIRE SAFETY VIOLATION COMPLAINTS		
PROPERTY TYPE	FY2010 YR END	FY2011 YR END
Total	218	173
Residential 3 story.....	40	38
Residential 5 story.....	10	13
Residential 10 story.....	19	18
Residential 20 story.....	6	7
Commercial 5000 sqft.....	53	47
Commercial 5,000 – 10,000 sqft.....	19	11
Commercial 10,000 -20,000 sqft.....	29	15
Commercial 20,000 – 100,000 sqft...	28	16
Commercial 100,000 – 200,000 sqft..	10	7
Commercial greater 200,000 sqft.....	4	1
% of Total	FY2010 YR END	FY2011 YR END
Total	100%	100%
Residential 3 story.....	18%	22%
Residential 5 story.....	5%	8%
Residential 10 story.....	9%	10%
Residential 20 story.....	3%	4%
Commercial 5000 sqft.....	24%	27%
Commercial 5,000 – 10,000 sqft.....	9%	6%
Commercial 10,000 -20,000 sqft.....	13%	9%
Commercial 20,000 – 100,000 sqft...	13%	9%
Commercial 100,000 – 200,000 sqft..	5%	4%
Commercial greater 200,000 sqft.....	2%	1%

OVERTIME

City of Pompano Beach **FIRE RESCUE**
 PERFORMANCE BRIEF: FISCAL YEAR 2011

TABLE 17. TOTAL OVERTIME HOURS AND PAY

	FY2007 YR END	FY2008 YR END	FY2009 YR END	FY2010 YR END	FY2011 YR END
Overtime Hours	36,765	41,999	37,340	29,324	29,977
Non-Exempt Fire Employees.....	68	52	70	38	167
Training Officers.....	546	586	618	596	568
Fire Inspectors.....	1,243	735	594	702	581
Firefighters.....	23,229	28,010	23,541	16,899	17,811
Driver Engineers.....	3,392	3903	4,249	3,337	2,935
Fire Lieutenants.....	6,106	6907	6,008	5,093	4,818
EMS Captains.....	604	711	805	1,066	1,148
Battalion Chiefs.....	1,579	1097	1,390	1,226	1,190
Lifeguards.....	-	-	52	340	724
Lifeguard Lieutenants	-	-	-	-	37
Overtime Pay (in dollar)	\$1,549,071	\$1,844,068	\$1,677,220	\$1,411,370	\$1,376,808
Non-Exempt Fire Employees.....	2,481	1,878	2,199	1,202	5,381
Training Officers.....	34,804	40,190	42,870	41,457	39,528
Fire Inspectors.....	66,525	43,700	36,174	40,177	34,975
Firefighters.....	843,412	1,081,992	924,706	682,118	724,873
Driver Engineers.....	151,330	187,386	204,296	161,804	141,595
Fire Lieutenants.....	320,537	379,361	331,828	280,639	265,024
EMS Captains.....	35,521	44,028	50,465	67,033	70,779
Battalion Chiefs.....	94,461	65,533	83,484	127,829	73,690
Lifeguards.....	-	-	1,198	9,111	19,460
Lifeguard Lieutenants	-	-	-	-	1,503