



Turning data into information
to gain insights into risks,
problems, and challenges

Performance Brief

October - June
Fiscal Year 2011

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City of Pompano Beach **FIRE RESCUE**
PERFORMANCE BRIEF: OCTOBER 2010 THROUGH JUNE 2011

NOTES

This is an update on Pompano Beach Fire Rescue's operational performance. The report highlights the department's activities for the period ranging from October thru June, 2011, compares them to the previous period a year ago, 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 demand for service (emergency response and fire prevention)? 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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City of Pompano Beach **FIRE RESCUE**
PERFORMANCE BRIEF: OCTOBER 2010 THROUGH JUNE 2011

Demand for Emergency Assistance

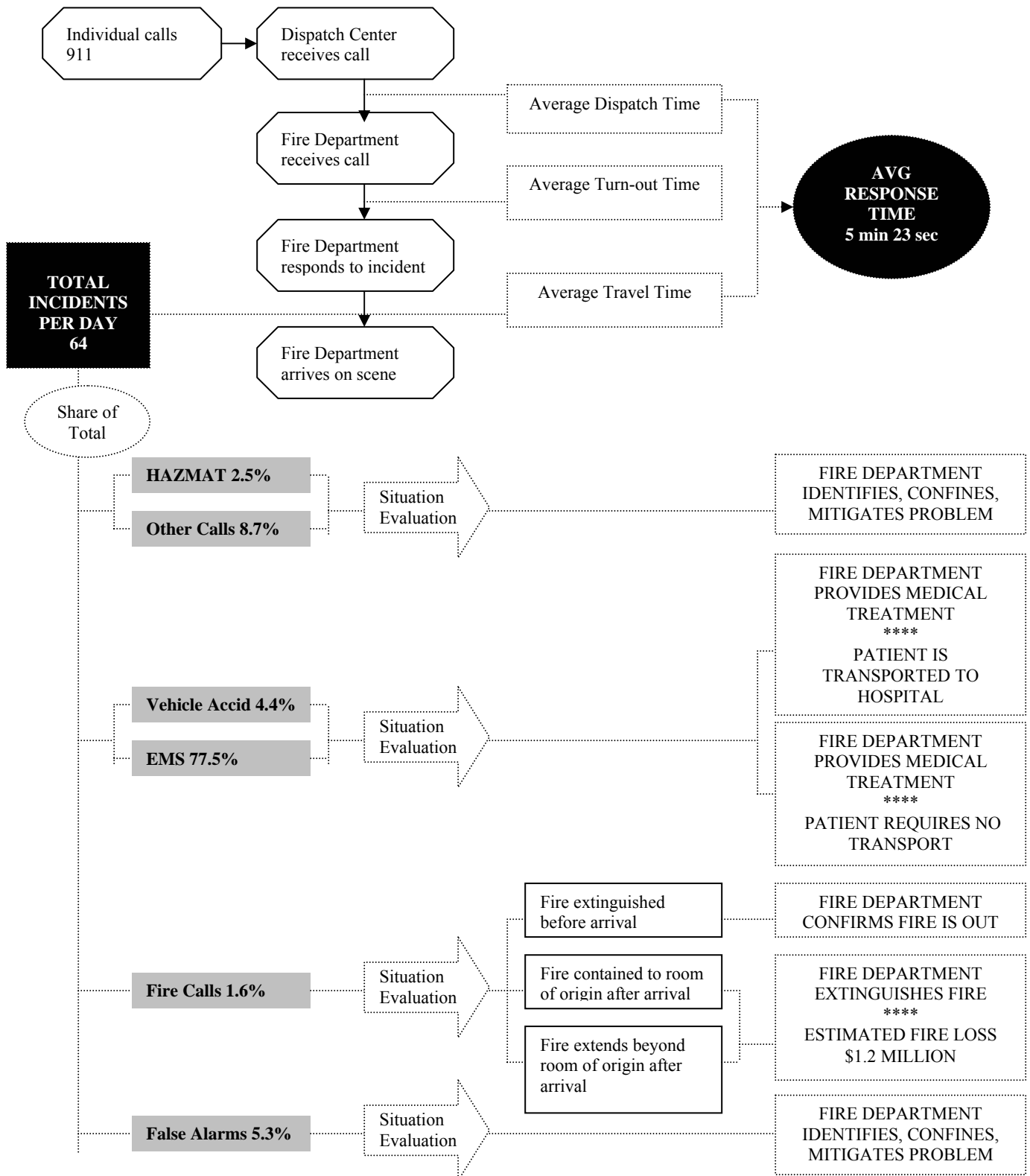
- 64 incidents were attended by the fire department during the Oct-June period, unchanged when compared to the same period last year.
- 62.3% of those incidents - or an average of 40 patients per day – were transported to the hospital for further treatment.
- \$2,446,459 in EMS Transport fees were collected during the period, representing a decrease of 2.3% 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 – whereas Sunday registered the lowest number of incidents, with 59 per day.
- The hours of noon through 4:00PM had more calls than any other time segment of the 24-hour period, accounting for 22.0% of all emergency calls. The midnight to 4:00PM time range posted the lowest number of calls, with just 9.7% of the total.
- Fire incidents occurred at a rate of one per day – or a total 286 - during the October-June period, a little above the daily average registered during the same period last year when the total was 261. Estimated property loss was pegged at \$1.9million, yielding 13.6% property loss-to-value ratio. One civilian fire fatality occurred. During the same period a year ago, property loss was estimated at \$2.9 million as one civilian fire related fatality was also registered.
- With 19.2% of all fire incidents, Zone 103 registered more fire incidents than any other zone in the City. (Zone 103 comprises the communities of Cresthaven and Pompano Highlands).
- More than half of all false alarm calls the fire department responded to came from Zone 52 and Zone 61.
- Response time averaged 5 minutes 23 seconds. Approximately half the calls had response times of less than five minutes and about 90% 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).

Overtime Summary

- Overtime expenditures averaged \$3,746 per day during the Oct-June stretch, representing a 3.3% drop when compared to the same period last year. The policy of staffing one rescue vehicle with three firefighters 12 hrs/day coupled with the policy of staffing the beach rescue (Rescue 11) with one additional firefighter 24 hrs/day constitute *some* of the key factors driving overtime costs in the fire department.

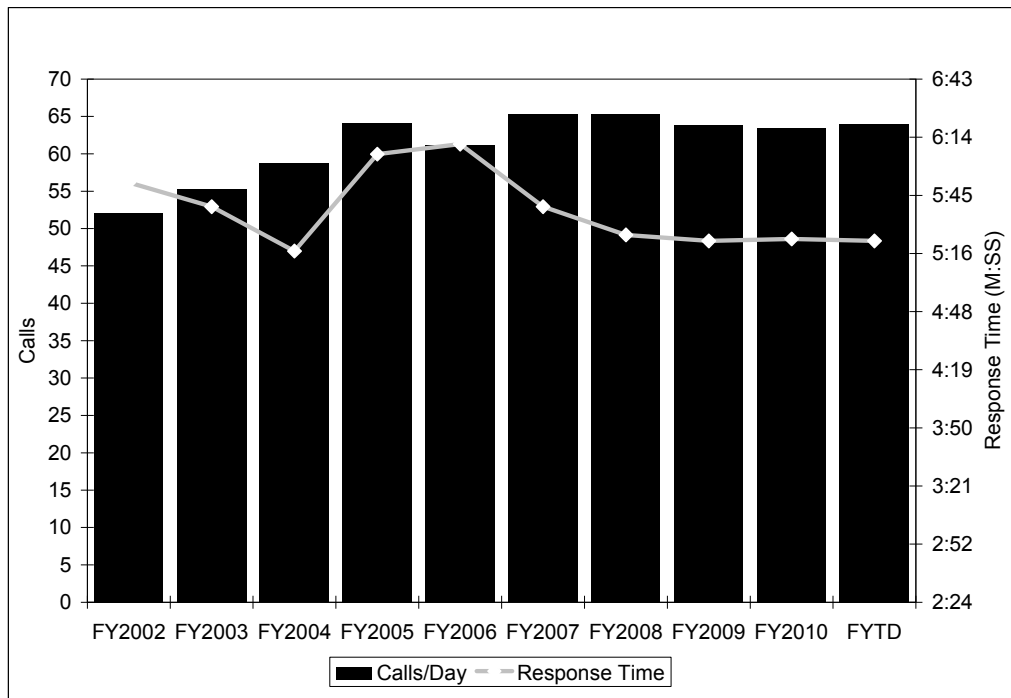
City of Pompano Beach **FIRE RESCUE**
 PERFORMANCE BRIEF: OCTOBER 2010 THROUGH JUNE 2011

Exhibit 1
 Call for Service Flow Chart October - June



City of Pompano Beach **FIRE RESCUE**
PERFORMANCE BRIEF: OCTOBER 2010 THROUGH JUNE 2011

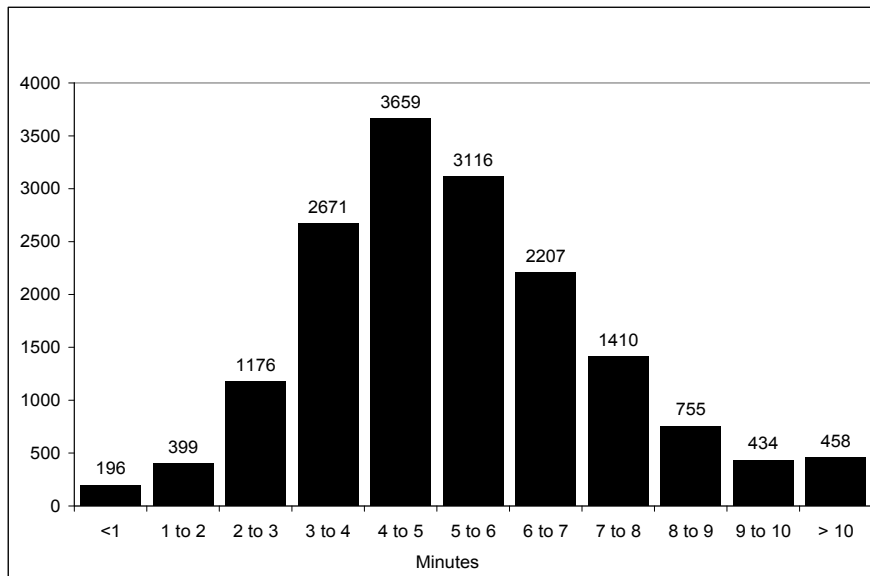
Exhibit 2
Daily Call Volume and Response Time



Daily call volume and response time have remained essentially flat in recent years. With the exception of FYTD (which covers the period from October thru June), all fiscal years reflected in the above chart range from October thru September.

City of Pompano Beach **FIRE RESCUE**
 PERFORMANCE BRIEF: OCTOBER 2010 THROUGH JUNE 2011

Exhibit 3
Response Times, October – June



About half the calls between October 2010 and June 2011 have response times of less than five minutes and about 90% have response time less than eight minutes. Response time exceeds 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.

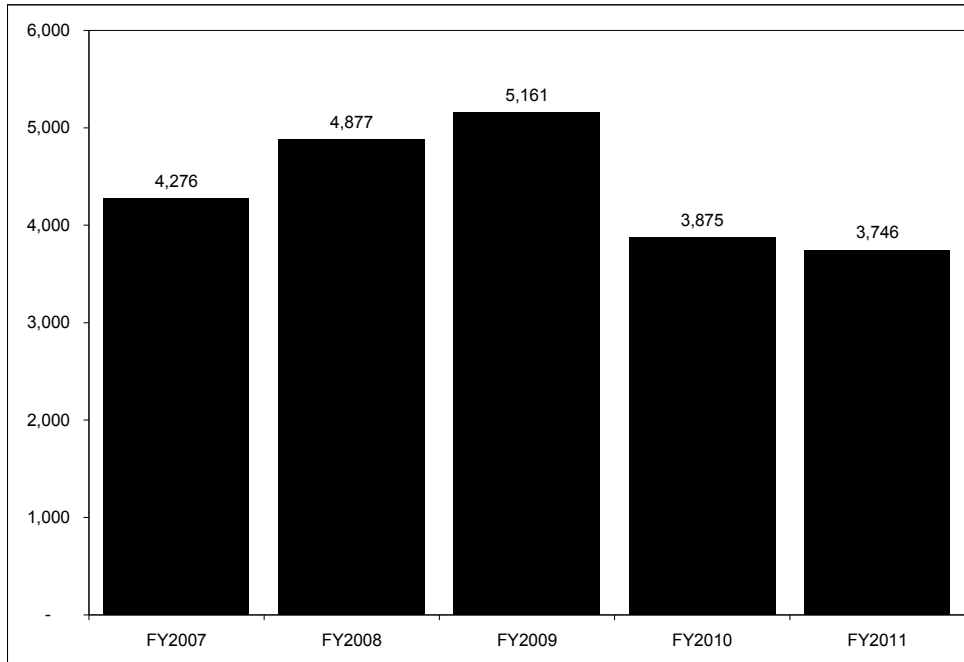
Cumulative Response Times, Oct – June 2011

Response Time	Frequency	Cumulative Frequency	Cumulative Percent
Less than 1 minute	196	196	1.2
1 to 2 minutes	399	595	3.6
2 to 3 minutes	1176	1,771	10.7
3 to 4 minutes	2671	4,442	27.0
4 to 5 minutes	3659	8,101	49.2
5 to 6 minutes	3116	11,217	68.1
6 to 7 minutes	2207	13,424	81.5
7 to 8 minutes	1410	14,834	90.0
8 to 9 minutes	755	15,589	94.6
9 to 10 minutes	434	16,023	97.2
10 or more minutes	458	16,481	100.0
Total		16,481	

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

City of Pompano Beach **FIRE RESCUE**
 PERFORMANCE BRIEF: OCTOBER 2010 THROUGH JUNE 2011

Exhibit 4
Overtime Expenditures per Day (in dollar)
 Oct – June 2011



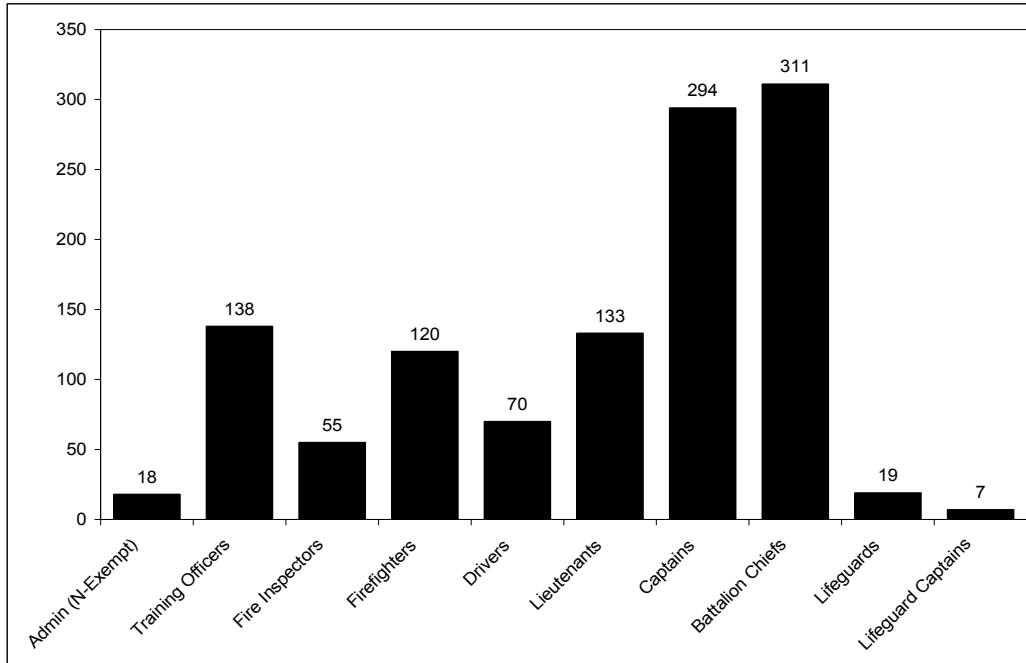
Overtime pay averaged \$3,746 per day during the first nine months of fiscal year 2011, representing a drop of 3.3% when compared to the same period a year ago

Overtime Expenditures per Day (in dollar)

Month	FY2007 YR END	FY2008 YR END	FY2009 YR END	FY2010 YR END	FY2011 YTD
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					
August					
September					
Average Pay/Day	4276	4877	5161	3,875	3,746

City of Pompano Beach **FIRE RESCUE**
 PERFORMANCE BRIEF: OCTOBER 2010 THROUGH JUNE 2011

Exhibit 5
Total Overtime Hours per Person, Oct – June 2011



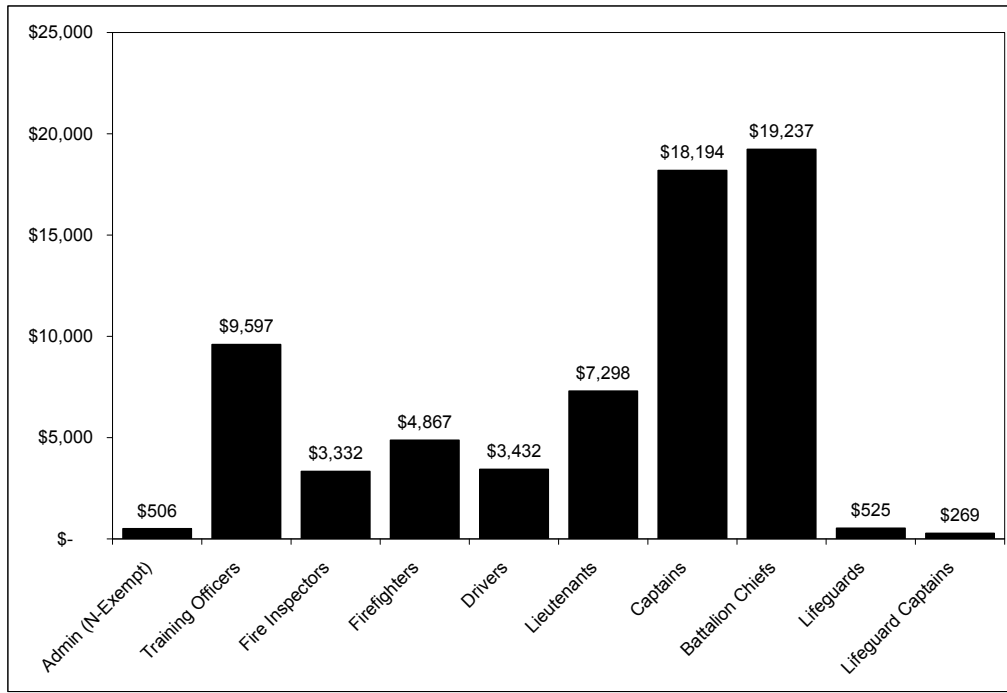
At 311 hours per person, the average Battalion Chief worked more overtime hours than any other rank/position in the department during the Oct-June period. The EMS Captains followed closely with 294 hours per person.

Overtime Hours per Person, October – June

	Personnel Working Overtime	Total Overtime Hours	Overtime Hours per Person	PERCENT OF TOTAL HOURS WORKED			
				< 50 hrs	between 50-99 hrs	between 100-149 hrs	between > 150 hrs
Admin (N-Exempt)	5	90.45	18	100%	0%	0%	0%
Training Officers	3	413.50	138	33%	0%	33%	33%
Fire Inspectors	8	442.00	55	50%	38%	0%	13%
Firefighters	110	13,173.00	120	18%	15%	26%	40%
Drivers	30	2,107.00	70	27%	53%	20%	0%
Lieutenants	30	3,977.00	133	10%	17%	27%	47%
Captains	3	882.00	294	0%	0%	0%	100%
Battalion Chiefs	3	932.50	311	0%	0%	0%	100%
Lifeguards	18	347.75	19	94%	6%	0%	0%
Lifeguard Lieutenants	2	23.00	12	100%	0%	0%	0%

City of Pompano Beach **FIRE RESCUE**
PERFORMANCE BRIEF: OCTOBER 2010 THROUGH JUNE 2011

Exhibit 6
Total Overtime Pay per Person, October – June



The Main Determinants of Overtime Include:

- Staffing one rescue truck with three firefighters 12 hours/day
- Staffing the rescue truck at the beach station with an additional firefighter 24 hours/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: OCTOBER 2010 THROUGH JUNE 2011

TABLE 1. INCIDENTS PER DAY							
	FY2007 YR END	FY2008 YR END	FY 2009 YR END	FY2010 YR END	FY2011 YTD*	FY2010 Apr-Jun	FY2011 Apr-Jun
INCIDENTS/DAY	65	65	64	63	64	64	64
Sunday.....	60	60	62	61	59	62	57
Monday.....	66	68	63	65	67	67	64
Tuesday.....	65	65	65	64	66	63	67
Wednesday.....	65	65	66	64	63	66	62
Thursday.....	66	65	62	62	64	63	65
Friday.....	68	68	66	65	65	65	64
Saturday.....	66	67	64	64	66	64	68
% of all Incidents							
Sunday.....	13.4%	13.2%	13.8%	13.6%	13.1%	13.7%	12.7%
Monday.....	14.4%	15.0%	14.1%	14.7%	14.8%	15.0%	14.2%
Tuesday.....	14.2%	14.3%	14.4%	14.3%	14.7%	14.1%	15.0%
Wednesday.....	14.1%	14.1%	14.7%	14.3%	14.0%	14.6%	14.0%
Thursday.....	14.5%	14.1%	14.1%	14.2%	14.2%	14.0%	14.5%
Friday.....	14.9%	14.7%	14.6%	14.7%	14.5%	14.5%	14.3%
Saturday.....	14.5%	14.5%	14.2%	14.3%	14.6%	14.1%	15.1%

*Oct - June

City of Pompano Beach **FIRE RESCUE**
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TABLE 2. INCIDENTS BY 4-HOUR INCREMENTS – DAILY AVERAGE							
	FY2007 YR END	FY2008 YR END	FY 2009 YR END	FY2010 YR END	FY2011 YTD*	FY2010 Apr-Jun	FY2011 Apr-Jun
Incidents: 4-Hour Increments							
Midnight-4:00 am.....	2402	2475	2325	2330	1698	552	593
4:00 am-8:00 am.....	2420	2402	2349	2368	1799	571	573
8:00 am-Noon.....	4894	4830	4785	4726	3697	1164	1193
Noon-4:00 pm.....	5159	5223	5087	4953	3858	1243	1258
4:00 pm-8:00 pm.....	4985	4978	4872	4945	3665	1264	1160
8:00 pm-Midnight.....	3956	3945	3888	3825	2837	1059	1022
Incidents: 4-Hour Increments (% of all Calls)							
Midnight-4:00 am.....	10.1%	10.4%	10.0%	10.1%	9.7%	9.4%	10.2%
4:00 am-8:00 am.....	10.2%	10.1%	10.1%	10.2%	10.2%	9.8%	9.9%
8:00 am-Noon.....	20.5%	20.2%	20.5%	20.4%	21.1%	19.9%	20.6%
Noon-4:00 pm.....	21.7%	21.9%	21.8%	21.4%	22.0%	21.2%	21.7%
4:00 pm-8:00 pm.....	20.9%	20.9%	20.9%	21.4%	20.9%	21.6%	20.0%
8:00 pm-Midnight.....	16.6%	16.5%	16.7%	16.5%	16.2%	18.1%	17.6%

*Oct - June

City of Pompano Beach **FIRE RESCUE**
 PERFORMANCE BRIEF: OCTOBER 2010 THROUGH JUNE 2011

TABLE 3. INCIDENTS BY TYPE OF CALLS							
	FY 2007 YR END	FY 2008 YR END	FY 2009 YR END	FY2010 YR END	FY2011 YTD*	FY2010 Apr-Jun	FY2011 Apr-Jun
TOTAL INCIDENTS	23816	23852	23306	23147	17554	5853	5799
Fires.....	432	414	371	346	286	76	104
Vehicle Accidents.....	1257	1211	1169	991	770	279	257
EMS/Rescues.....	18031	17977	17505	17746	13602	4533	4,499
HAZMAT.....	495	577	573	587	445	128	151
False Alarms.....	1515	1511	1475	1362	927	321	301
Other.....	2086	2162	2213	2115	1524	516	487
% OF TOTAL							
Fires.....	1.8%	1.7%	1.6%	1.5%	1.6%	1.3%	1.8%
Vehicle Accidents.....	5.3%	5.1%	5.0%	4.3%	4.4%	4.8%	4.4%
EMS/Rescues.....	75.7%	75.4%	75.1%	76.7%	77.5%	77.4%	77.6%
HAZMAT.....	2.1%	2.4%	2.5%	2.5%	2.5%	2.2%	2.6%
False Alarms.....	6.4%	6.3%	6.3%	5.9%	5.3%	5.5%	5.2%
Other.....	8.8%	9.1%	9.5%	9.1%	8.7%	8.8%	8.4%
FIRE LOSS							
Civilian Fire Fatality...	2	1	1	1	1	0	0
Fire loss (in dollar).....	2,694,418	4,301,365	9,390,807	3,947,714	1,877,984	190,526	664,465
Property value (in dollar)	8,640,518	33,311,014	62,078,821	26,340,863	13,777,609	970,845	5,378,288
Property loss to value.....	31%	13%	15%	15%	13.6%	20%	12%

*Oct - June

City of Pompano Beach **FIRE RESCUE**
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TABLE 4. INCIDENTS BY ZONE							
INCIDENTS BY ZONE	FY 2007 YR END	FY 2008 YR END	FY 2009 YR END	FY2010 YR END	FY2011 YTD*	FY2010 Apr-Jun	FY2011 Apr-Jun
Zone 11.....	2500	2673	2633	2637	1941	641	625
Zone 24.....	3293	3412	3351	3485	2571	899	843
Zone 52.....	6218	5965	5586	5637	4510	1451	1486
Zone 61.....	4052	3977	3880	3728	2718	955	913
Zone 63.....	4836	4843	4771	4615	3502	1164	1161
Zone 103.....	2814	2804	2848	2844	2170	696	737
Zone 12C.....	n/a	n/a	87	87	74	21	16
INCIDENTS BY DAY							
Zone 11.....	7	7	7	7	7	7	7
Zone 24.....	9	9	9	10	9	10	9
Zone 52.....	17	16	15	15	17	16	16
Zone 61.....	11	11	11	10	10	10	10
Zone 63.....	13	13	13	13	13	13	13
Zone 103.....	8	8	8	8	8	8	8
Zone 12C.....	n/a	n/a	0.2	0.2	0	0	0
% OF TOTAL							
Zone 11.....	10.5%	11.2%	11.3%	11.4%	11.1%	11.0%	10.8%
Zone 24.....	13.8%	14.3%	14.4%	15.1%	14.7%	15.4%	14.6%
Zone 52.....	26.1%	25.0%	24.0%	24.4%	25.8%	24.9%	25.7%
Zone 61.....	17.0%	16.7%	16.6%	16.1%	15.5%	16.4%	15.8%
Zone 63.....	20.3%	20.3%	20.5%	19.9%	20.0%	20.0%	20.1%
Zone 103.....	11.8%	11.8%	12.2%	12.3%	12.4%	11.9%	12.7%
Zone 12C.....	n/a	n/a	0.4%	0.4%	0.4%	0.4%	0.3%

*Oct - June

City of Pompano Beach **FIRE RESCUE**
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TABLE 5. FIRE INCIDENTS							
FIRE INCIDENTS	FY 2007 YR END	FY 2008 YR END	FY 2009 YR END	FY2010 YR END	FY2011 YTD*	FY2010 Apr-Jun	FY2011 Apr-Jun
Zone 11.....	41	36	31	29	23	7	11
Zone 24.....	49	69	58	49	46	13	16
Zone 52.....	93	60	81	68	53	12	23
Zone 61.....	80	80	64	70	53	10	21
Zone 63.....	83	80	55	61	51	17	14
Zone 103.....	78	74	73	56	54	15	20
Zone 12C.....	0	0	1	0	1	0	0
FIRES/MONTH							
Zone 11.....	3	3	3	2	3	2	4
Zone 24.....	4	6	5	4	5	4	5
Zone 52.....	8	5	7	6	6	4	8
Zone 61.....	7	7	5	6	6	3	7
Zone 63.....	7	7	5	5	6	6	5
Zone 103.....	7	6	6	5	6	5	7
Zone 12C.....	0	0	0	0	0	0	0
% of all Fires							
Zone 11.....	9.7%	9.0%	8.5%	8.7%	8.2%	9.5%	10.5%
Zone 24.....	11.6%	17.3%	16.0%	14.7%	16.4%	17.6%	15.2%
Zone 52.....	21.9%	15.0%	22.3%	20.4%	18.9%	16.2%	21.9%
Zone 61.....	18.9%	20.1%	17.6%	21.0%	18.9%	13.5%	20.0%
Zone 63.....	19.6%	20.1%	15.2%	18.3%	18.1%	23.0%	13.3%
Zone 103.....	18.4%	18.5%	20.1%	16.8%	19.2%	20.3%	19.0%
Zone 12C.....	0.0%	0.0%	0.3%	0.0%	0.4%	0.0%	0.0%

*Oct - June

City of Pompano Beach **FIRE RESCUE**
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TABLE 6. FALSE ALARMS							
FALSE ALARMS	FY 2007 YR END	FY 2008 YR END	FY 2009 YR END	FY2010 YR END	FY2011 YTD*	FY2010 Apr-Jun	FY2011 Apr-Jun
Zone 11.....	266	221	240	178	136	39	47
Zone 24.....	202	186	141	169	118	32	36
Zone 52.....	142	375	391	379	249	98	82
Zone 61.....	331	368	321	279	187	73	60
Zone 63.....	191	216	208	208	143	52	39
Zone 103.....	117	136	136	135	77	24	33
Zone 12C.....	0	0	16	11	14	3	4
% of all False Alarms							
Zone 11.....	21.3%	14.7%	16.5%	13.1%	14.7%	12.1%	15.6%
Zone 24.....	16.2%	12.4%	9.7%	12.4%	12.8%	10.0%	12.0%
Zone 52.....	11.4%	25.0%	26.9%	27.9%	26.9%	30.5%	27.2%
Zone 61.....	26.5%	24.5%	22.1%	20.5%	20.2%	22.7%	19.9%
Zone 63.....	15.3%	14.4%	14.3%	15.3%	15.5%	16.2%	13.0%
Zone 103.....	9.4%	9.1%	9.4%	9.9%	8.3%	7.5%	11.0%
Zone 12C.....	0.0%	0.0%	1.1%	0.8%	1.5%	0.9%	1.3%

*Oct - June

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 YTD*	FY2010 Apr-Jun	FY2011 Apr-Jun
TOTAL RESPONSE	44873	36927	36200	35644	26100	9116	8325
RESPONSE PER UNIT	3205	2638	2586	2546	1864	651	595
Rescue 11.....	2144	2261	2282	2356	1698	615	537
Engine 11.....	1747	1380	1380	1308	934	314	279
Rescue 24.....	3423	3545	3505	3556	2670	954	866
Ladder 24.....	2715	1984	2018	1926	1290	462	433
Rescue 52.....	4791	4510	4264	4212	3342	1057	1123
Rescue 352.....	2401	2151	2170	2546	1731	643	577
Engine 52.....	3696	2650	2484	2331	1884	622	586
Rescue 61.....	3619	3502	3486	3362	2559	864	854
Engine 61.....	2962	2289	2194	2102	1160	545	182
Squad 61.....	4880	1733	1531	1393	951	342	310
Rescue 63.....	4346	4376	4354	4183	3114	1075	1005
Engine 63.....	3630	2558	2590	2474	1823	662	581
Rescue 103.....	2595	2520	2583	2555	1970	639	667
Engine 103.....	1924	1468	1359	1340	974	322	325
DAILY RESPONSE/UNIT	9	7	7	7	7	7	7
Rescue 11.....	6	6	6	6	6	7	6
Engine 11.....	5	4	4	4	3	3	3
Rescue 24.....	9	10	10	10	10	10	10
Ladder 24.....	7	5	6	5	5	5	5
Rescue 52.....	13	12	12	12	12	12	12
Rescue 352.....	7	6	6	7	6	7	6
Engine 52.....	10	7	7	6	7	7	6
Rescue 61.....	10	10	10	9	9	9	9
Engine 61.....	8	6	6	6	4	6	2
Squad 61.....	13	5	4	4	3	4	3
Rescue 63.....	12	12	12	11	11	12	11
Engine 63.....	10	7	7	7	7	7	6
Rescue 103.....	7	7	7	7	7	7	7
Engine 103.....	5	4	4	4	4	4	4
# OF UNITS PER CALL	1.9	1.5	1.6	1.5	1.5	1.6	1.5

*Oct - June

City of Pompano Beach **FIRE RESCUE**
 PERFORMANCE BRIEF: OCTOBER 2010 THROUGH JUNE 2011

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 YTD*	FY2010 Apr-Jun	FY2011 Apr-Jun
Mid-1 am.....	2	2	2	2	2	2	2
1-2 am.....	2	2	2	2	2	2	2
2-3 am.....	2	2	2	1	1	1	2
3-4 am.....	1	1	1	1	1	1	1
4-5 am.....	1	1	1	1	1	1	1
5-6 am.....	1	1	1	1	1	1	1
6-7 am.....	2	2	2	2	2	2	2
7-8 am.....	2	2	2	2	2	2	2
8-9 am.....	3	3	3	3	3	3	3
9-10 am.....	3	3	3	3	3	3	4
10-11 am.....	4	3	3	3	3	3	3
11-Noon.....	4	4	4	4	4	3	4
Noon-1 pm.....	4	4	4	4	3	4	4
1-2 pm.....	4	4	4	3	4	3	3
2-3 pm.....	3	3	3	3	4	3	4
3-4 pm.....	4	4	3	3	4	3	4
4-5 pm.....	3	3	3	3	3	3	3
5-6 pm.....	4	3	3	3	4	3	4
6-7 pm.....	3	4	3	3	3	4	3
7-8 pm.....	3	3	3	3	3	4	3
8-9 pm.....	3	3	3	3	3	3	3
9-10 pm.....	3	3	3	3	3	3	2
10-11 pm.....	2	3	3	2	3	3	2
11-Mid.....	2	2	2	2	2	2	2

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City of Pompano Beach **FIRE RESCUE**
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TABLE 9. EMERGENCY MEDICAL TRANSPORT							
	FY2007	FY2008	FY2009	FY2010	FY2011	FY2010	FY2011
EMS TRANSPORTS	YR END	YR END	YR END	YR END	YTD*	Apr-Jun	Apr-Jun
Transports as a % of all Calls	59.4%	58.6%	59.8%	61.4%	62.3%	60.8%	60.1%
Total Incidents.....	23816	23852	23306	23147	17554	5821	5799
Total Transports	14140	13966	13945	14209	10941	3539	3486
Transports/Month.....	1178	1164	1162	1184	1216	1180	1162
Transports/Day.....	39	38	38	39	40	39	38
NET CHARGES (in dollar)	FY2007	FY2008	FY 2009	FY 2010	FY2011	FY2010	FY2011
	YR END	YR END	YR END	YR END	YTD*	Apr-Jun	Apr-Jun
Total	5,922,794	7,322,605	7,962,839	8,059,127	5,568,013	2,478,825	1,906,877
Medicare.....	1,439,786	1,231,968	1,849,575	2,259,120	1,841,576	543,966	632,975
Medicaid	201,242	198,168	250,290	291,352	248,767	61,928	62,955
Private Insurance.....	1,067,847	1,415,570	1,564,335	1,075,577	583,163	480,614	136,640
Self-Pay Non-Resident.....	1,456,740	1,807,847	1,588,386	1,651,800	893,399	423,323	362,370
Self-Pay Resident.....	1,757,179	2,669,053	2,710,253	2,781,278	2,001,109	968,995	711,937
% of all Charges							
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Medicare.....	24.3%	16.8%	23.2%	28.0%	33.1%	21.9%	33.2%
Medicaid	3.4%	2.7%	3.1%	3.6%	4.5%	2.5%	3.3%
Private Insurance.....	18.0%	19.3%	19.6%	13.3%	10.5%	19.4%	7.2%
Self-Pay Non-Resident.....	24.6%	24.7%	19.9%	20.5%	16.0%	17.1%	19.0%
Self-Pay Resident.....	29.7%	36.4%	34.0%	34.5%	35.9%	39.1%	37.3%

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TABLE 9. CONT.							
	FY2007	FY2008	FY 2009	FY 2010	FY2011	FY2010	FY2011
RECEIPTS (in dollar)	YR END	YR END	YR END	YR END	YTD*	Apr-Jun	Apr-Jun
Total	2,634,962	2,517,359	3,258,741	3,306,579	2,446,459	959,368	756,710
Medicare.....	1,281,229	1,114,319	1,693,873	2,018,615	1,643,370	496,590	557,598
Medicaid	204,741	199,729	239,255	289,061	248,767	62,336	62,765
Private Insurance.....	905,675	1,098,237	1,213,170	883,746	477,908	382,715	112,269
Self-Pay Non-Resident.....	207,267	93,181	99,694	99,565	61,692	15,133	17,755
Self-Pay Resident.....	36,049	11,893	12,748	15,592	14,722	2,595	6,323
% of all Receipts							
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Medicare.....	48.6%	44.3%	52.0%	61.0%	67.2%	51.8%	73.7%
Medicaid	7.8%	7.9%	7.3%	8.7%	10.2%	6.5%	8.3%
Private Insurance.....	34.4%	43.6%	37.2%	26.7%	19.5%	39.9%	14.8%
Self-Pay Non-Resident.....	7.9%	3.7%	3.1%	3.0%	2.5%	1.6%	2.3%
Self-Pay Resident.....	1.4%	0.5%	0.4%	0.5%	0.6%	0.3%	0.8%
	FY2007	FY2008	FY 2009	FY 2010	FY2011	FY2010	FY2011
COLLECTION RATE	YR END	YR END	YR END	YR END	YTD*	Apr-Jun	Apr-Jun
Overall.....	44.5%	34.4%	40.9%	41.0%	43.9%	38.7%	39.7%
Medicare.....	89.0%	90.5%	91.6%	89.4%	89.2%	91.3%	88.1%
Medicaid	101.7%	100.8%	95.6%	99.2%	100.0%	100.7%	99.7%
Private Insurance.....	84.8%	77.6%	77.6%	82.2%	82.0%	79.6%	82.2%
Self-Pay Non-Resident.....	14.2%	5.2%	6.3%	6.0%	6.9%	3.6%	4.9%
Self-Pay Resident.....	2.1%	0.4%	0.5%	0.6%	0.7%	0.3%	0.9%

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TABLE 10. RESPONSE TIMES							
	FY2007 YR END	FY2008 YR END	FY2009 YR END	FY2010 YR END	FY2011 YTD*	FY2010 Apr-Jun	FY2011 Apr-Jun
RESPONSE TIME (H:MM:SS)	0:05:40	0:05:26	0:05:23	0:05:24	0:05:23	0:05:23	0:05:25
Fractile Dispatch Times							
% of Calls within 1 Minute...	88%	88%	89%	89%	89%	89%	89%
% of Calls within 2 Minutes...	96%	96%	97%	97%	97%	97%	96%
% of Calls within 3 Minutes...	98%	98%	98%	99%	98%	98%	98%
Fractile Turnout Times							
% of Calls within 1 Minute...	36%	44%	58%	61%	63%	61%	64%
% of Calls within 2 Minutes...	87%	92%	98%	99%	99%	99%	99%
% of Calls within 3 Minutes...	97%	99%	100%	100%	100%	100%	100%
Fractile Travel Times							
% of Calls within 1 Minute...	7%	7%	5%	5%	5%	5%	5%
% of Calls within 2 Minutes...	20%	19%	16%	15%	14%	16%	14%
% of Calls within 3 Minutes...	42%	42%	38%	35%	34%	36%	34%
% of Calls within 4 Minutes...	63%	64%	61%	58%	57%	59%	57%
% of Calls within 5 Minutes...	77%	78%	77%	75%	74%	76%	74%
% of Calls within 6 Minutes...	87%	88%	87%	87%	86%	87%	86%
% of Calls within 7 Minutes...	93%	93%	93%	93%	92%	93%	92%
% of Calls within 8 Minutes...	95%	96%	96%	96%	96%	96%	96%
% of Calls within 9 Minutes...	97%	97%	97%	97%	98%	98%	98%
% of Calls within 10 Minutes...	97%	98%	98%	98%	98%	98%	98%
Fractile Response Times							
% of Calls within 1 Minute...	1%	1%	1%	1%	1%	1%	1%
% of Calls within 2 Minutes...	2%	4%	4%	4%	4%	4%	4%
% of Calls within 3 Minutes...	10%	11%	12%	11%	11%	12%	11%
% of Calls within 4 Minutes...	26%	29%	29%	28%	27%	29%	27%
% of Calls within 5 Minutes...	48%	52%	52%	51%	49%	51%	49%
% of Calls within 6 Minutes...	67%	70%	71%	69%	68%	70%	68%
% of Calls within 7 Minutes...	80%	83%	83%	83%	81%	83%	81%
% of Calls within 8 Minutes...	89%	90%	91%	91%	90%	91%	90%
% of Calls within 9 Minutes...	94%	95%	95%	95%	95%	95%	94%
% of Calls within 10 Minutes...	96%	97%	98%	97%	97%	98%	97%

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City of Pompano Beach **FIRE RESCUE**
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TABLE 11. RESPONSE TIME BY ZONE

RESPONSE TIME	FY2007 YR END	FY2008 YR END	FY 2009 YR END	FY2010 YR END	FY2011 YTD*	FY2010 Apr-Jun	FY2011 Apr-Jun
Zone 11.....	0:04:49	0:04:34	0:04:24	0:04:34	0:04:34	0:04:45	0:04:46
Zone 24.....	0:05:37	0:05:28	0:05:19	0:05:19	0:05:19	0:05:13	0:05:20
Zone 52.....	0:05:56	0:05:43	0:05:48	0:05:41	0:05:36	0:05:43	0:05:29
Zone 61.....	0:06:29	0:06:15	0:05:55	0:06:02	0:06:05	0:06:02	0:06:11
Zone 63.....	0:05:19	0:05:02	0:05:06	0:05:04	0:05:02	0:05:02	0:05:05
Zone 103.....	0:05:32	0:05:19	0:05:13	0:05:21	0:05:20	0:05:11	0:05:21
Zone 12C.....	n/a	n/a	0:07:05	0:07:04	0:07:20	0:07:21	0:08:17
% of Calls within 5 Minutes							
Zone 11.....	71%	74%	77%	72%	69%	72%	65%
Zone 24.....	47%	49%	50%	49%	45%	50%	45%
Zone 52.....	45%	47%	47%	47%	47%	48%	49%
Zone 61.....	33%	35%	39%	37%	34%	36%	33%
Zone 63.....	56%	61%	59%	59%	58%	61%	57%
Zone 103.....	46%	50%	51%	46%	47%	49%	47%
Zone 12C.....	n/a	n/a	10%	3%	8%	6%	0%
% of Calls within 6 Minutes							
Zone 11.....	85%	88%	90%	87%	85%	85%	82%
Zone 24.....	70%	73%	73%	72%	70%	74%	69%
Zone 52.....	59%	62%	61%	61%	60%	62%	63%
Zone 61.....	52%	54%	58%	56%	52%	55%	51%
Zone 63.....	76%	80%	79%	79%	80%	79%	79%
Zone 103.....	69%	72%	74%	70%	70%	73%	68%
Zone 12C.....	n/a	n/a	24%	32%	18%	38%	6%
% of Calls within 7 Minutes							
Zone 11.....	91%	94%	94%	94%	92%	93%	90%
Zone 24.....	85%	88%	88%	87%	87%	89%	86%
Zone 52.....	72%	75%	73%	74%	73%	73%	75%
Zone 61.....	71%	72%	75%	73%	70%	73%	68%
Zone 63.....	87%	89%	90%	89%	89%	89%	89%
Zone 103.....	85%	87%	89%	87%	86%	89%	84%
Zone 12C.....	n/a	n/a	54%	59%	48%	69%	44%
% of Calls within 8 Minutes							
Zone 11.....	95%	96%	97%	96%	96%	96%	94%
Zone 24.....	93%	94%	94%	94%	94%	95%	94%
Zone 52.....	82%	84%	83%	84%	84%	83%	85%
Zone 61.....	85%	86%	88%	86%	84%	86%	82%
Zone 63.....	93%	94%	95%	94%	95%	94%	94%
Zone 103.....	92%	94%	95%	94%	93%	95%	92%
Zone 12C.....	n/a	n/a	73%	77%	72%	75%	56%

FIRE PREVENTION

City of Pompano Beach **FIRE RESCUE**
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TABLE 12. CONSTRUCTION PLAN REVIEW							
	FY2007 YR END	FY2008 YR END	FY2009 YR END	FY2010 YR END	FY2011 YTD*	FY2010 Apr-Jun	FY2011 Apr-Jun
PLAN REVIEWS	1299	1260	1282	1297	1073	321	425
	FY2010 YTD*			FY2011 YTD*			
PROPERTY TYPE	Approved	Rejected	Total	Approved	Rejected	Total	
Total	422	547	969	443	630	1073	
Site Plan Review.....	45	50	95	35	36	71	
Commercial up to 3000 square feet.....	187	142	329	215	201	416	
Commercial/Residential 3,000 – 10,000 sqft.....	34	61	95	31	63	94	
Commercial/Residential 3,000 – 10,000 F/A.....	87	111	198	42	69	111	
Commercial/Residential 10,000 – 100,000 F/A & F/S.....	68	182	250	119	259	378	
Commercial/Residential 100,000 – 200,000 F/A & F/S.....	1	1	2	1	2	3	
Commercial/Residential 200,000 F/A & F/S.....	0	0	0	0	0	0	
	Approved			Rejected			
% Approved or Rejected	Approved	Rejected	Total	Approved	Rejected	Total	
Total	44%	56%	100%	41%	59%	100%	
Site Plan Review.....	47%	53%	100%	49%	51%	100%	
Commercial up to 3000 square feet.....	57%	43%	100%	52%	48%	100%	
Commercial/Residential 3,000 – 10,000 sqft.....	36%	64%	100%	33%	67%	100%	
Commercial/Residential 3,000 – 10,000 F/A.....	44%	56%	100%	38%	62%	100%	
Commercial/Residential 10,000 – 100,000 F/A & F/S.....	27%	73%	100%	31%	69%	100%	
Commercial/Residential 100,000 – 200,000 F/A & F/S.....	50%	50%	100%	33%	67%	100%	
Commercial/Residential 200,000 F/A & F/S.....	0%	0%	0%	0%	0%	0%	

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

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City of Pompano Beach **FIRE RESCUE**
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TABLE 13. AMENDMENTS TO APPROVED PLANS							
	FY2007 YR END	FY2008 YR END	FY2009 YR END	FY2010 YR END	FY2011 YTD*	FY2010 Apr-Jun	FY2011 Apr-Jun
AMENDMENTS	n/a	n/a	217	211	141	56	40
	FY2010 YTD*			FY2011 YTD*			
PROPERTY TYPE	Approved	Rejected	Total	Approved	Rejected	Total	
Total	127	34	161	106	35	141	
Site Plan Review.....	1.00	-	1	1	0	1	
Commercial up to 3000 square feet.....	12.00	2.00	14	9	2	11	
Commercial/Residential 3,000 – 10,000 sqft.....	14.00	2.00	16	18	2	20	
Commercial/Residential 3,000 – 10,000 F/A.....	44.00	13.00	57	23	4	27	
Commercial/Residential 10,000 – 100,000 F/A & F/S....	56.00	17.00	73	53	27	80	
Commercial/Residential 100,000 – 200,000 F/A & F/S..	0	0	0	2	0	2	
Commercial/Residential 200,000 F/A & F/S.....	0	0	0	0	0	0	
	Approved			Rejected			
% Approved or Rejected	Approved	Rejected	Total	Approved	Rejected	Total	
Total	79%	21%	100%	75%	25%	100%	
Site Plan Review.....	100%	0%	100%	100%	0%	100%	
Commercial up to 3000 square feet	86%	14%	100%	82%	18%	100%	
Commercial/Residential 3,000 – 10,000 sqft.....	88%	13%	100%	90%	10%	100%	
Commercial/Residential 3,000 – 10,000 F/A.....	77%	23%	100%	85%	15%	100%	
Commercial/Residential 10,000 – 100,000 F/A & F/S....	77%	23%	100%	66%	34%	100%	
Commercial/Residential 100,000 – 200,000 F/A & F/S...	0%	0%	0%	100%	0%	100%	
Commercial/Residential 200,000 F/A & F/S.....	0%	0%	0%	0%	0%	0%	

Notes: F/A and F/S = Fire Alarm and Fire Sprinkler
 *Oct - June

City of Pompano Beach **FIRE RESCUE**
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TABLE 14. NEW CONSTRUCTION FIELD/SITE INSPECTION							
	FY2007 YR END	FY2008 YR END	FY2009 YR END	FY2010 YR END	FY2011 YTD*	FY2010 Apr-Jun	FY2011 Apr-Jun
FIELD INSPECTION	1642	2171	2046	2000	1377	483	495
	FY 2010 YTD*			FY 2011 YTD*			
TYPE	Approved	Rejected	Total	Approved	Rejected	Total	
Total	1110	493	1603	959	418	1377	
Fire Alarm.....	414	238	652	320	151	471	
Fire Sprinkler.....	173	74	247	193	85	278	
Fire Suppression System.....	16	6	22	10	4	14	
Final Construction Inspection.....	279	166	445	303	177	480	
Consultation.....	228	9	237	133	1	134	
	FY 2010 YTD*			FY 2011 YTD*			
% Approved or Rejected	Approved	Rejected	Total	Approved	Rejected	Total	
Total	69%	31%	100%	70%	30%	100%	
Fire Alarm.....	63%	37%	100%	68%	32%	100%	
Fire Sprinkler.....	70%	30%	100%	69%	31%	100%	
Fire Suppression System.....	73%	27%	100%	71%	29%	100%	
Final Construction Inspection.....	63%	37%	100%	63%	37%	100%	
Consultation.....	96%	4%	100%	99%	1%	100%	

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City of Pompano Beach **FIRE RESCUE**
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TABLE 15. FIRE SAFETY INSPECTION

	FY2007 YR END	FY2008 YR END	FY2009 YR END	FY2010 YR END	FY2011 YTD*	FY2010 Apr-Jun	FY2011 Apr-Jun
INSPECTIONS	1458	3529	5151	5284	4626	1087	1474
	FY2010 YTD*			FY2011 YTD*			
PROPERTY TYPE	Inspection	Re- Inspection	Total	Inspection	Re- Inspection	Total	
Total.....	3304	692	3996	3958	668	4626	
Residential 3 story.....	827	210	1037	1085	157	1242	
Residential 5 story.....	66	46	112	101	49	150	
Residential 10 story.....	52	28	80	75	41	116	
Residential 20 story.....	30	11	41	43	6	49	
Commercial 5000 sqft.....	1735	250	1985	1938	187	2125	
Commercial 5,000 – 10,000 sqft.....	239	40	279	285	70	355	
Commercial 10,000 -20,000 sqft.....	137	35	172	207	83	290	
Commercial 20,000 – 100,000 sqft...	190	57	247	200	62	262	
Commercial 100,000 – 200,000 sqft..	26	9	35	20	11	31	
Commercial greater 200,000 sqft.....	2	6	8	4	2	6	
	Inspection	Re- Inspection	Total	Inspection	Re- Inspection	Total	
Total.....	83%	17%	100%	86%	14%	100%	
Residential 3 story.....	21%	20%	100%	23%	13%	100%	
Residential 5 story.....	59%	41%	100%	67%	33%	100%	
Residential 10 story.....	65%	35%	100%	65%	35%	100%	
Residential 20 story.....	73%	27%	100%	88%	12%	100%	
Commercial 5000 sqft.....	87%	13%	100%	91%	9%	100%	
Commercial 5,000 – 10,000 sqft.....	86%	14%	100%	80%	20%	100%	
Commercial 10,000 -20,000 sqft.....	80%	20%	100%	71%	29%	100%	
Commercial 20,000 – 100,000 sqft...	77%	23%	100%	76%	24%	100%	
Commercial 100,000 – 200,000 sqft..	74%	26%	100%	65%	35%	100%	
Commercial greater 200,000 sqft.....	25%	75%	100%	67%	33%	100%	

City of Pompano Beach **FIRE RESCUE**
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TABLE 16. FIRE SAFETY VIOLATION COMPLAINTS							
	FY2007 YR END	FY2008 YR END	FY2009 YR END	FY2010 YR END	FY2011 YTD*	FY2010 Apr-Jun	FY2011 Apr-Jun
COMPLAINTS	n/a	n/a	147	218	161	52	19
PROPERTY TYPE							
				FY2010 YTD*	FY2011 YTD*		
Total				160	161		
Residential 3 story.....				28	35		
Residential 5 story.....				9	13		
Residential 10 story.....				19	18		
Residential 20 story.....				5	7		
Commercial 5000 sqft.....				38	39		
Commercial 5,000 – 10,000 sqft.....				7	11		
Commercial 10,000 -20,000 sqft.....				27	15		
Commercial 20,000 – 100,000 sqft...				19	15		
Commercial 100,000 – 200,000 sqft..				5	7		
Commercial greater 200,000 sqft.....				3	1		
% of Total							
				FY 2010 YTD*	FY 2011 YTD*		
Total				100%	100%		
Residential 3 story.....				18%	22%		
Residential 5 story.....				6%	8%		
Residential 10 story.....				12%	11%		
Residential 20 story.....				3%	4%		
Commercial 5000 sqft.....				24%	24%		
Commercial 5,000 – 10,000 sqft.....				4%	7%		
Commercial 10,000 -20,000 sqft.....				17%	9%		
Commercial 20,000 – 100,000 sqft...				12%	9%		
Commercial 100,000 – 200,000 sqft..				3%	4%		
Commercial greater 200,000 sqft.....				2%	1%		

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OVERTIME

City of Pompano Beach **FIRE RESCUE**
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TABLE 17. TOTAL OVERTIME HOURS AND PAY							
	FY2007 YR END	FY2008 YR END	FY2009 YR END	FY2010 YR END	FY2011 YTD*	FY2010 Apr-Jun	FY2011 Apr-Jun
Overtime Hours	36,765	41,999	37,340	29,324	22,323	9,841	7,563
Admin (Exempt).....							
Admin (Non-Exempt).....	68	52	70	38	90	10	30
Training Officers.....	546	586	618	596	414	140	129
Fire Inspectors.....	1,243	735	594	702	442	99	131
Firefighters.....	23,229	28,010	23,541	16,899	13,238	5,778	4,395
Drivers.....	3,392	3,903	4,249	3,337	2,054	1,214	677
Lieutenants.....	6,106	6,907	6,008	5,093	3,910	1,615	1,205
Captains.....	604	711	805	1,066	882	362	358
Battalion Chiefs.....	1,579	1,097	1,390	1,226	933	363	318
Lifeguards.....	0	0	52	340	348	244	308
Lifeguard Lieutenants.....	0	0	13	29	14	19	14
Overtime Pay (in dollar)	1,549,071	1,844,068	1,677,757	1,412,400	1,035,658	447,397	346,688
Admin (Exempt).....							
Admin (Non-Exempt).....	2,481	1,878	2,199	1,202	2,528	240	843
Training Officers.....	34,804	40,190	42,870	41,457	28,790	9,727	8,944
Fire Inspectors.....	66,525	43,700	36,174	40,177	26,654	5,996	7,936
Firefighters.....	843,412	1,081,992	924,706	682,118	538,704	232,705	178,846
Drivers.....	151,330	187,386	204,296	161,804	101,109	59,403	33,480
Lieutenants.....	320,537	379,361	331,828	280,639	215,594	88,817	66,022
Captains.....	35,521	44,028	50,465	67,033	54,582	23,566	21,997
Battalion Chiefs.....	94,461	65,533	83,484	127,829	57,710	22,498	19,640
Lifeguards.....	0	0	1,198	9,111	9,448	3,902	8,442
Lifeguard Lieutenants.....	0	0	537	1,029	539	543	539

*Oct – June

City of Pompano Beach **FIRE RESCUE**
 PERFORMANCE BRIEF: OCTOBER 2010 THROUGH JUNE 2011

TABLE 18. OVERTIME HOURS AND PAY - MONTHLY DATA							
	FY2007 YR END	FY2008 YR END	FY2009 YR END	FY2010 YR END	FY2011 YTD*	FY2010 Apr-Jun	FY2011 Apr-Jun
Overtime Hours/Month.....	3,064	3,500	3,112	2,444	2,480	3,280	2,521
Admin (Exempt).....							
Admin (Non-Exempt).....	6	4	6	3	10	3	10
Training Officers.....	45	49	52	50	46	47	43
Fire Inspectors.....	104	61	50	59	49	33	44
Firefighters.....	1,936	2,334	1,962	1,408	1,471	1,926	1,465
Drivers.....	283	325	354	278	228	405	226
Lieutenants.....	509	576	501	424	434	538	402
Captains.....	50	59	67	89	98	121	119
Battalion Chiefs.....	132	91	116	102	104	121	106
Lifeguards.....	0	0	4	28	39	81	103
Lifeguard Lieutenants.....	0	0	1	2	2	6	5
Overtime Pay/Month (In dollar)	129,089	153,672	139,813	117,700	115,073	149,132	115,563
Admin (Exempt).....							
Admin (Non-Exempt).....	207	156	183	100	281	80	281
Training Officers.....	2,900	3,349	3,572	3,455	3,199	3,242	2,981
Fire Inspectors.....	5,544	3,642	3,015	3,348	2,962	1,999	2,645
Firefighters.....	70,284	90,166	77,059	56,843	59,856	77,568	59,615
Drivers.....	12,611	15,615	17,025	13,484	11,234	19,801	11,160
Lieutenants.....	26,711	31,613	27,652	23,387	23,955	29,606	22,007
Captains.....	2,960	3,669	4,205	5,586	6,065	7,855	7,332
Battalion Chiefs.....	7,872	5,461	6,957	10,652	6,412	7,499	6,547
Lifeguards.....	0	0	100	759	1,050	1,301	2,814
Lifeguard Lieutenants.....	0	0	45	86	60	181	180

*Oct - June