



## Fire Control - Ambulance Rescue

### Mission

Dedicated to the preservation of life, property, and the environment. Our goal is to provide quality, cost-effective professional services predicated upon the knowledge, skills, and abilities of our members.

### Goals

To protect life and property, reduce pain and suffering, and to assure properly maintained fire prevention systems on commercial properties.

### Objectives

The Pembroke Pines Fire Control and Ambulance Rescue Department budget encompasses the following four Divisions:

- Fire Control
- Ambulance Rescue
- Fire Prevention
- Communications

#### FIRE CONTROL DIVISION:

To save lives.

To reduce loss to property from fire, flood, domestic terrorism, or natural disaster.

To maintain preparedness in the handling of natural disaster or domestic terrorism within our region.

To maintain emergency response times below five minutes for 95% of emergency calls.

To efficiently operate a Fire Department Vehicle Maintenance Facility to reduce downtime of our emergency equipment.

To continue community outreach through public education programs.

To continue extensive training in fire and domestic preparedness using both academic and practical skills to measure the employee's level of effectiveness. This will ensure the Department's state of readiness for any emergency that may present itself.

Maintain our Insurance Service Organization (ISO) Class One rating by evaluating the Fire System annually thereby reinforcing the coveted nationally recognized rating.

Conduct pre-fire planning for all commercial and multifamily occupancies.

#### AMBULANCE RESCUE DIVISION:

To save lives: The Rescue Division strives to meet and exceed the national average for pre-hospital return of spontaneous circulation (ROSC) in cardiac arrest victims. Also, we provide a flexible community CPR/AED program for residents, police, general City employees and local business professionals. This program places trained individuals into our community that can assist those in need prior to the Fire Department's arrival.

Ensure competency: We continue extensive training in medical techniques for all employees utilizing up to date practical and scenario based methods. This includes meeting and exceeding the prescribed hours of medical training required by the State of Florida to maintain licensure as an EMT or Paramedic.

Maintain member basic life support (BLS) and advanced life support (ALS) skills competency as outlined by the American Heart Association. This will ensure readiness for any medical emergency that may arise.

Maintain an active role in regional medical committees and organizations. This will serve as a forum for the exchange of ideas on improving operational efficiency and to monitor trends in medical care/treatment and equipment.

#### FIRE PREVENTION DIVISION:

Minimize the loss of life and property by ensuring that commercial and residential buildings are built with the required life safety features.

Conduct annual inspections on all fire safety and fire extinguishing apparatus, multifamily residential buildings, and commercial buildings to assure that the integrity of life safety is maintained.

Provide public education to our citizens to develop their awareness of preventing and reacting to fires.

Conduct fire investigations to determine the cause of fires and to establish public education focus areas.

Provide all personnel with advantageous training and education to optimize service to the community.



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### COMMUNICATIONS DIVISION:

Provide high quality service to the citizens, Fire and Police Departments of Pembroke Pines.

Maintain 911 line answer time to be less than 10 seconds in 90% of the calls.

Expediently answer and process emergency calls with efficiency and accuracy.

Maintain 95% of emergency fire and rescue service calls that are dispatched in less than one minute.

Monitor trends, reports and data to ensure service levels are meeting peak efficiency.

Prepare, maintain and update databases that will enhance firefighter and officer safety on calls.

Stand ready to provide communications and Emergency Operations Center's support for any situations that may arise.

Continuously monitor situations and communicate developments to City Departments to enhance City-wide state of readiness.

Stay informed of situations in surrounding jurisdictions so as to be prepared to deal with any impact on the City of Pembroke Pines.

Inform surrounding jurisdictions of situations in the City so as to ensure their readiness to provide assistance to the City of Pembroke Pines.

Remain abreast of technological advances that may be leveraged to enhance response and/or safety capabilities.

Train and educate communications personnel to meet dynamic public safety needs.

### Major Functions and Activities

In addition to Fire Control, Ambulance Rescue, Communications and Fire Prevention services, a myriad of other services are provided by the Department, with support being supplied by each Division for all operations, special projects, and programs.

~ OPERATIONS DIVISION - Primarily responsible for providing fire extinguishment, mitigating medical emergencies and the threats from hazardous materials and domestic terrorism. All response

personnel are under the direction of the Operations Division. In addition to emergency incident response, these personnel also engage in a wide variety of other essential activities, including, but not limited to:

Preventive maintenance programs for equipment and vehicles.

Community training and public education programs, such as:

- Cardio Pulmonary Resuscitation (CPR) Training
- Summer Safety Program
- Citizens' Fire Academy

Pre-fire planning and sprinkler testing of commercial and multi-residential buildings.

~ COMMUNICATIONS DIVISION - In serving as the link between callers requesting emergency assistance and the units who respond, the Communications Division is tasked with providing the initial assessment of any situation. Communications personnel must make split-second decisions that will greatly impact the outcome of life and death situations. For this reason, our Dispatch Center is equipped with as many tools and technology as possible in order to enhance the City's Public Safety Mission.

Some of the systems utilized to assist in the delivery of services are Computer Aided Dispatch (CAD), Enhanced 911, Mobile Data Communications and Automated Vehicle mapping systems.

~ RESCUE DIVISION - Manages the delivery of Emergency Medical Services provided by our Fire Department through the training, licensure (county and state) and preparation of crew members.

Emergency Medical Services are provided by firefighters who are also licensed as Emergency Medical Technicians and Paramedics. Emergency Medical Services are conducted under the direction of a Medical Director who is a physician trained in Emergency Medicine.

Department's Return of Spontaneous Circulation (ROSC) in cardiac arrest victims is consistently better than the national average. We also provide nearly 1,000 students with Cardio Pulmonary Resuscitation (CPR)/ Automatic External Defibrillator (AED) training each year which place skilled individuals into the community who can assist a medical victim when encountered.

The Fire Department provides Advanced Life Support from each of our first response apparatuses operating



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from six fire stations. Response to medical emergencies is achieved with three crew members trained in the most current medical treatment standards. All Emergency Medical Technicians and Paramedics individually receive over 20 hours of medical continuing education each year which satisfies and exceeds State of Florida requirements. All members of the Department are recertified in the American Heart Association BLS or ACLS.

In order to keep pace with rapidly evolving medical technologies and research medical equipment, procedures and treatments are constantly updated. This is fostered by association with various medical committees of which we are currently members:

1. Broward County Medical Association
2. EMS Subcommittee of Broward County Fire Chief's Association
  - a. Special Medical Issues Subcommittee
  - b. Inter-facility Transport Subcommittee
  - c. Advanced Life Support Committee
3. Trauma Mortality/Morbidity Group
  - Memorial Health Care

Due to these efforts and relationships, the Fire Department is proud to provide cutting edge emergency medical care to our residents and visitors.

~ FIRE PREVENTION DIVISION - Enforces the requirements of the Florida Fire Prevention Code and other related adopted codes.

This is accomplished by building plan reviews and on-site inspections. On-site inspections are carried out by Fire Inspectors. Other essential services provided by the Prevention Division include Fire and Arson Investigations and Community Public Education programs designed to reduce property loss and prevent fire-related injuries. Public information related to emergency calls, public awareness, self-promotion, and related activities are disseminated from the Fire Prevention Division.

~ LOGISTICS/SUPPORT SERVICES DIVISION - Supplying the Department with needed vehicles, equipment, protective clothing, and a myriad of other material needs is a major responsibility. Directs the research and development necessary for new equipment and apparatus design. Responsible for all Preventative Maintenance Programs for equipment and vehicles. This Division assures that emergency response equipment is always ready to respond. We operate our own Emergency Equipment Repair Facility. Most departmental purchasing is handled by Logistics.

~ TRAINING DIVISION - Responsible for the development, scheduling, and implementation of all departmental training. The Training Division manages the performance and educational requirements of all Fire Department employees. The Division works diligently to provide quality, up-to-date training in a variety of subjects throughout the year.

Effective training helps to achieve:

- Services that meet the needs of the public
- Efficient and effective performance
- Effective use of modern equipment
- Safe operations
- Quality customer services
- Personal and organizational pride

All facility training is accomplished by the Training Division at our own Fire Training Facility, which includes a five-story smoke tower with two burn rooms for creating realistic, comprehensive training. The facility also features the addition of a state-of-the-art propane field with several gas-fed props, two flammable liquid pits, and a flashover simulator designed to teach fire behavior and how to recognize and control the signs of impending flashover.

The Training Division completed National Incident Management System (NIMS) - Incident Command System (ICS) training for all Fire Department personnel as required by the Federal Government. The Department has maintained its NIMS compliance since 2006. Each year approximately 80,000 hours of in-service monthly training modules are completed.

## Budget Highlights

The City has entered into an interlocal agreement with the Town of Southwest Ranches to provide emergency medical, fire protection, and fire prevention services effective 10-1-11. This collaboration will provide savings to both entities by utilizing excess capacity at the City's Fire Station 101 and by creating greater efficiencies through economies of scale. The 2011-12 fire and rescue operations of the "Southwest Ranches Project" show a budgeted surplus of \$0.1 million. In addition, there is a 3.04% or \$7.38 reduction in the residential fire assessment rate compared to the preliminary rate. The contract is for an initial term of five years and provides for 3.0% annual increases.

The Fire Department capital budget has increased by \$121,000, from \$79,000 to \$200,000, and provides funding for the following:





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A communications alerting system upgrade to improve reliability and reduce maintenance costs.

Replacement of 25 laptops to be used in rescue report writing and computer-aided dispatch.

### 2010-11 Accomplishments

The Fire Department received a commercial grade, purpose built Aircraft Rescue Fire Fighting truck (ARFF) from Broward County. This upgrade in fire/crash protection will support growing activity at North Perry Field.

Recertified police, charter school and parks/recreation staff in CPR/AED.

Awarded a FEMA Grant worth over \$442,000 for cardiac defibrillator/monitors, fire station improvements and physical fitness evaluation/conditioning equipment.

Recertified department Paramedics in Advanced Cardiac Life Support and CPR.

Renewed all fire department EMT's and Paramedics with State of Florida licensure.

Hired 14 Firefighters to fill slots for the new Southwest Ranches coverage area.

Initiated contract service to the Town of Southwest Ranches.

Assisted the Police Department with two Community Emergency Response Team (CERT) classes.

The Training and Operations Divisions completed the development and delivery of our new Captain and Battalion Chief "Officer Development Program" (ODP). Thirty-four candidates completed the "ODP2" course (Captain) and 19 candidates completed the "ODP3" course (Battalion Chief) to satisfy their eligibility criteria for the upcoming promotional process.

Delivered two 40-hour Incident Safety Officer Courses for 41 fire department personnel.

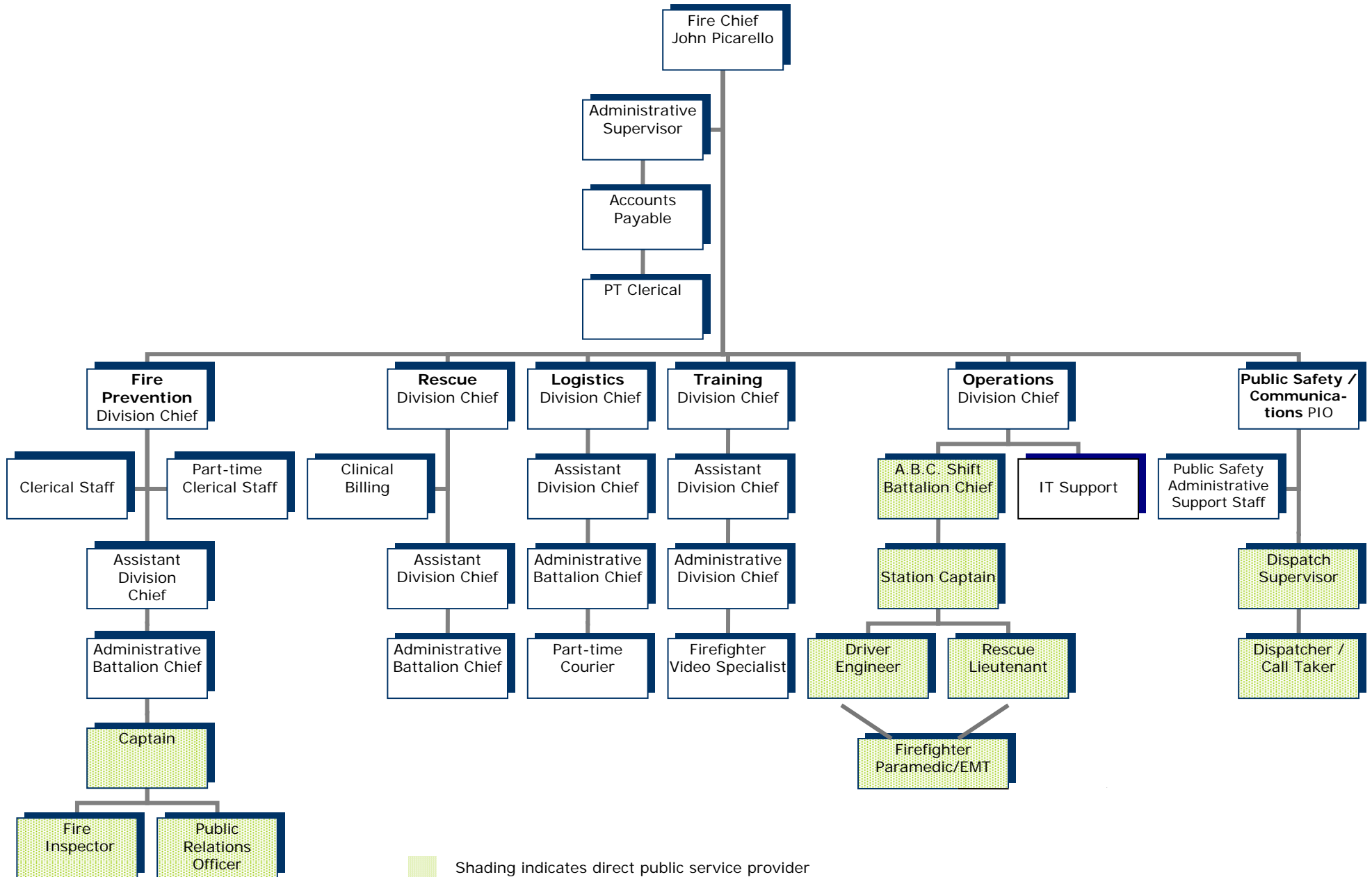
## Fire Control - Ambulance Rescue Performance Measures

Indicator	2008-09		2009-10		2010-11	2011-12
	Actual	Goal	Actual	Goal	Goal	Goal
<b>Outputs</b>						
Medical transports	10,738	*	10,367	*	*	11,500
Number of public CPR education participants	577	*	978	510	550	600
<b>Effectiveness</b>						
Number of public participants in safety education (non-CPR) classes	25,321	31,000	16,752	31,000	25,000	16,000
<b>Efficiency</b>						
Average unit response time from en route to arrival (in minutes)	3.4	4.0	3.4	<4.0	<4.0	<3.5
% of dispatch processing time less than 1 minute	97%	99%	98%	95%	>95%	>97%
% of unit response time less than 6 minutes	91%	90%	92%	90%	>90%	>92%
Average response time from receipt of 911 calls to dispatch of units to emergencies in seconds	28	*	25	30	<30	<27

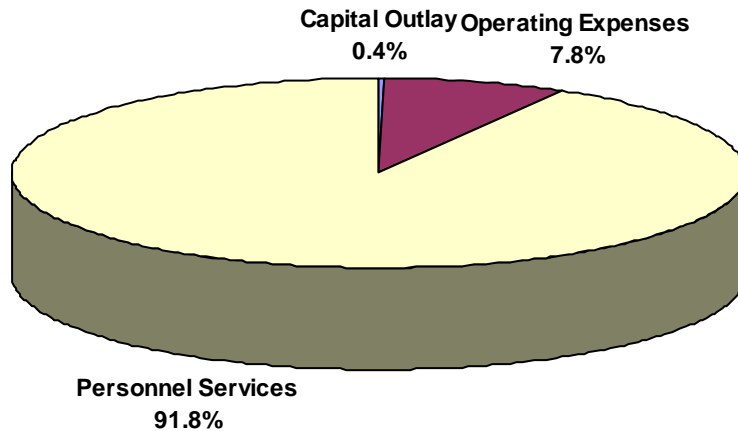
\* New measure - goal unavailable.

# FIRE CONTROL – AMBULANCE RESCUE

## Organizational Chart



## Fire Control - Ambulance Rescue - Budget Summary



Expenditure Category	2008-09 Actual	2009-10 Actual	2010-11 Budget	2011-12 Budget
Personnel Services				
Salary	23,500,700	20,901,615	20,882,330	21,884,291
Benefits	20,954,494	21,961,654	22,754,733	22,370,776
<b>Personnel Services Subtotal</b>	<b>44,455,194</b>	<b>42,863,269</b>	<b>43,637,063</b>	<b>44,255,067</b>
Operating Expenses				
Professional Services	181,582	168,623	233,932	169,336
Other Contractual Services	146,476	117,373	185,603	193,289
Travel Per Diem	-1,627	775	51,900	1,100
Communication and Freight Services	168,575	162,135	154,601	164,441
Utility Services	220,453	180,517	210,268	192,900
Rentals and Leases	841,198	739,430	692,741	833,112
Repair and Maintenance Services	608,857	669,982	703,631	777,862
Printing and Binding	4,944	3,191	6,955	5,955
Promotional Activities	4,026	4,140	6,500	9,000
Other Current Charges and Obligation	569,646	527,077	594,194	782,012
Office Supplies	24,633	18,863	22,869	23,169
Operating Supplies	529,852	483,631	605,215	621,331
Publications and Memberships	972	823	1,120	1,400
<b>Operating Expenses Subtotal</b>	<b>3,299,586</b>	<b>3,076,558</b>	<b>3,469,529</b>	<b>3,774,907</b>
Capital Outlay				
Buildings	125,956	-	14,630	-
Improvements Other Than Buildings	-	5,422	-	-
Machinery and Equipment	937,346	508,135	85,280	200,000
<b>Capital Outlay Subtotal</b>	<b>1,063,303</b>	<b>513,557</b>	<b>99,910</b>	<b>200,000</b>
<b>Total</b>	<b>48,818,084</b>	<b>46,453,384</b>	<b>47,206,502</b>	<b>48,229,974</b>

### Fire Control - Ambulance Rescue - Personnel Summary

Position Title	2008-09 Actual	2009-10 Actual	2010-11 Budget	2011-12 Budget
12010 Insurance Clerk	1	1	1	1
12099 Battalion Chief - PM	9	9	9	9
12109 Administrative Supervisor	1	1	1	1
12172 Assistant Division Chief	4	4	4	4
12282 Micro Computer Specialist I	1	1	1	1
12526 Administrative Coordinator II	1	-	-	-
12528 Administrative Assistant II	1	1	1	1
12535 Assistant Fire Chief	1	-	-	-
12575 Rescue Lieutenant	28	28	28	28
12607 Captain - P/M	28	37	37	37
12608 Fire Captain	9	-	-	-
12651 Programmer Analyst II	1	1	1	1
12679 Clerical Spec I	1	1	1	1
12684 Clerical Spec II	3	1	1	1
12685 Clerical Aide	2	1	1	1
12694 Pub. Saf. Com. Project Chief	1	1	1	1
12788 Division Chief	5	5	5	5
12814 Dispatch Supervisor	4	4	5	5
12815 Public Safety Dispatcher	25	26	29	29
12816 Public Safety Admin Support Dispatch	1	1	1	1
12835 Driver/Engineer	13	13	13	13
12836 Driver Engineer - P/M	27	27	27	27
12912 Fire Inspector/PM	3	3	3	3
12915 Firefighter/EMT	57	30	30	27
12918 Firefighter/PM	47	63	63	66
12925 Fire Inspector	1	1	1	1
12934 Administrative Battalion Chief	3	3	3	3
12936 Fire Prevent Adm Battalion Chief	1	1	1	1
13003 Fire Chief	1	1	1	1
13474 P/T Courier/Custodian	1	1	1	1
13680 P/T Clerk Spec I	1	-	-	-
13681 P/T Clerk Spec II	2	2	2	2
Total				
Full-time	280	265	269	269
Part-time	4	3	3	3