



**Miami-Dade Fire Rescue Department**

Office of the Fire Chief  
9300 N.W. 41st Street  
Doral, Florida 33178-2414  
T 786-331-5000 F 786-331-5101

[miamidade.gov](http://miamidade.gov)

February 2, 2018

Honorable Peggy Bell, Mayor  
Town of Cutler Bay  
10720 Caribbean Boulevard, Suite 105  
Cutler Bay, FL 33189

Honorable Mayor Bell:

Enclosed is your annual report summarizing the services Miami-Dade Fire Rescue (MDFR) provided to the Town of Cutler Bay throughout 2017. MDFR's overall complement of fire-rescue response vehicles and personnel provided a service level unrivaled in the Southeast United States for the benefit and protection of your community.

Residents and visitors of the Town of Cutler Bay can rely on the delivery of fire-rescue services provided by an Internationally Accredited Agency through the Commission on Fire Accreditation International (CFAI). MDFR remains the largest accredited fire-rescue department in the Southeast United States and the second largest in the Nation.

As your Fire Chief, I welcome the opportunity to present the Department's annual service delivery report to the Town. Please contact Maria L. Reyes from my office at 786-331-5253 to schedule the annual presentation with the Town Council, or if you require additional information. Enclosed is my contact information. I am always available to address any questions or concerns that you or your residents may have regarding our services.

Respectfully,

A handwritten signature in blue ink, appearing to read "Dave Downey", is written over a horizontal line.

Dave Downey  
Fire Chief

Enclosures

c: Rafael G. Casals, Town Manager  
Maurice L. Kemp, Deputy Mayor, Miami-Dade County





**Miami-Dade Fire Rescue Department**  
Services to  
**The Town of Cutler Bay**

Miami-Dade Fire Rescue (MDFR) originated as a single-unit fire patrol in 1935. It has since grown into the largest fire rescue department in the Southeast United States and one of the top ten largest in the nation. With a response territory of 1,899 square miles and a resident population of more than 1.9 million, MDFR responds to more than 260,000 calls for assistance annually making it one of the busiest departments in the nation. More than 2,400 employees staff 143 units in service throughout 69 fire rescue stations and several administrative facilities serving residents, businesses, and visitors 24 hours a day, 7 days a week, 365 days a year. In addition to providing transport services through 55 advanced life support (ALS) rescue units, MDFR provides emergency air transport service to appropriate specialized facilities via two full-time rescue helicopters.



Firefighters battle a fire at an FPL electrical facility

MDFR is considered one of the premier fire rescue departments in the country and is recognized around the world for its exemplary service. Firefighters are cross-trained in fire suppression as well as emergency medical care capable of providing pre-hospital care to trauma patients, heart-attack patients, and stroke victims.

MDFR is a full service emergency response agency providing various specialized response capabilities including; air-rescue transport, maritime fire/rescue, aircraft rescue firefighting, ocean rescue, technical rescue, hazardous materials mitigation, urban search and rescue, and maintains the Florida Antivenin Bank. MDFR's Fire Life Safety Section provides new construction and annual building inspections as well as code enforcement services.

MDFR also protects Haulover and Crandon Beaches, with a combination of full-time and part-time professional lifeguards. MDFR distinguishes itself from other fire rescue departments in a number of areas. MDFR offers a high level of service, providing more ALS suppression units than most departments and a greater level and

grade of response staff. Over 90% of MDFR's units are staffed and equipped to provide ALS services. MDFR staffs four firefighters on suppression units and three firefighter paramedics on rescue units.

Through the efforts of MDFR, Miami-Dade residents also have the highest survival rates in the nation, after suffering a blocked coronary artery. Over ten years ago, MDFR established the Miami-Dade STEMI (ST-Elevation Myocardial Infarction) Network. STEMI typically refers to a blocked coronary artery and is the leading cause of death in the United States for both men and women. Hospitals within the STEMI network are required to restore blood flow to a patient's blocked artery within 90 minutes from the initial patient contact. This timely intervention significantly reduces a patient's chances for permanent damage or death and increases their likelihood for survival. The STEMI network has reduced the time it takes to restore blood flow to a patient from approximately two hours and 15 minutes to 60 minutes.



MDFR's Engine 9 crew rescues elderly woman from a house fire

MDFR is part of the Countywide Stroke Network, a coalition consisting of MDFR along with five municipal fire departments and area hospitals within Miami-Dade County. This network is one of the largest for the treatment and transport of stroke victims in the nation and aiming to deliver the highest quality acute stroke care available in improving patient recovery outcomes.

The Office of Emergency Management (OEM) is part of MDFR. OEM manages the County's Emergency Operations Center (EOC), which coordinates emergency response, and recovery plans and operations in order to maximize the use of resources within Miami-Dade County. The OEM coordinates its activities with the County's municipalities, non-profit social services, and medical care agencies. The OEM is accredited by the Emergency Management Accreditation Program (EMAP).





**Miami-Dade Fire Rescue Department**  
Services to  
**The Town of Cutler Bay**

In calendar year 2017, MDR's 143 frontline rescue and fire suppression units were dispatched over 415,000 times to more than 260,500 emergencies; of these, approximately 195,000 were medical emergencies. MDR transported greater than 79,000 residents and visitors to South Florida hospitals. MDR responded to more than 26,000 fire-related incidents. In addition, MDR personnel responded to more than 39,000 non-fire-rescue related calls.

During 2017, MDR graduated four fire recruit classes, welcoming 136 new firefighters to the department. Recruit classes #130, #131, #132, and #133 all graduated at ceremonies held at MDR's Training Facility in Doral, Florida. Class #131 was the first class of non-certified firefighters who became State of Florida certified firefighters taught by MDR instructors at a MDR Training Facility since 1980.



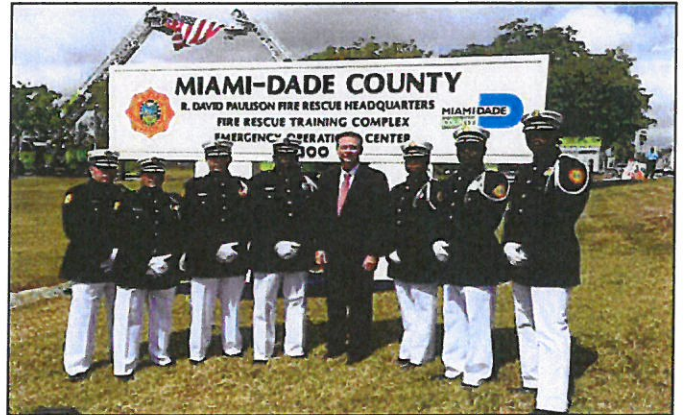
MDR Recruit Class #130

On April 10, 2017, CFO and Florida State Fire Marshal Jeff Atwater named retired MDR Firefighter Keith Tyson as Florida's Professional Firefighter of the Year at the 2017 Florida Fire Service Awards Ceremony held at the Florida Capitol. Firefighter Keith Tyson, Vice President of Education Research and Outreach for the Florida Chapter of Firefighter Cancer Support Network (FCSN), has delivered FCSN's cancer-prevention training to thousands of firefighters in Florida and across the United States.



Florida Professional Firefighter of the Year, MDR's Keith Tyson

On April 24, 2017, MDR renamed its Doral Headquarters in honor of former Fire Chief R. David Paulison. Chief Paulison served as MDR's Chief from 1992 until his retirement in 2001, when he was appointed by President George W. Bush as the United States Fire Administrator. In 2005, President Bush appointed Paulison as the Administrator of the Federal Emergency Management Agency (FEMA) where he served until 2009.



MDR Honor Guard & Ret. MDR Chief R. David Paulison

MDR placed Rescue 18 in service in April 2017. This new response unit, consisting of an officer and two firefighter paramedics, augmented MDR's service to the visitors and residents of the City of North Miami. Rescue 18 currently operates out of North Miami West Fire Station 19 during the day and is housed at Interama Station 22 overnight. A temporary facility to house the unit and personnel 24/7 will be operational before the end of Fiscal Year 2017-2018, until the construction of a permanent station is completed by the end of 2020.



MDR's North Miami Central Rescue 18





**Miami-Dade Fire Rescue Department**  
Services to  
**The Town of Cutler Bay**

MDFR's Special Operations Division received a new specialty unit in July 2017. The "The Heavy 1" Class D wrecker was the result of a collaborative project between MDFR and truck manufacturer Jerr-Dan. This unit will enhance our rescue capabilities on complex extrications and emergencies such as motor vehicle accidents involving heavy trucks, train accidents, aircraft crashes, and large animal rescues throughout Miami-Dade County.



MDFR's "The Heavy" 1 Class D Wrecker

On August 27, 2017, 47 members of MDFR's Urban Search and Rescue Task Force were activated by FEMA and deployed to Texas to assist with search and rescue efforts in the aftermath of Hurricane Harvey. The team is comprised of specially trained firefighter/paramedics, physicians, engineers, search canines, and swift water rescue personnel capable of providing search and rescue in collapsed structures and flood/swift water environments. During the 2017 hurricane season, MDFR's FL-TF1 Urban Search and Rescue Team remained busy not only responding to Hurricane Harvey but also responding to Hurricane Irma, which impacted the Florida Keys, and Hurricane Maria, which devastated the Island of Puerto Rico a month later in September.



MDFR Urban Search & Rescue Team in the Florida Keys.

Everyday MDFR personnel have hundreds of opportunities to exceed customer expectations while fulfilling our service demands. MDFR's commitment to providing the highest quality service to our community continuously fosters an atmosphere of service excellence and constant improvement. Employees routinely "go the extra mile" for our customers. We are individually committed and collectively exemplify our mission: **Always Ready, Proud to Serve.**

To this end, MDFR has been measuring the quality and effectiveness of our EMS service for the past five years. The survey instrument (**Attachment I**), is sent to 20% of MDFR EMS patients monthly, allowing respondents to rate the quality of their experience between one (1) and five (5), with one being strongly dissatisfied and five being strongly satisfied with the service. Unlike other survey instruments used by Miami-Dade County, MDFR does not take a "snapshot" of service at any one particular time, but rather follows up a month after service is provided, giving the department a continuous vision of the community's opinion of its services. The survey also provides the respondent a section for additional comments. Overall, eight **(8)** % of patients (or 2,667 respondents) returned completed surveys yielding an overall score of **4.87**.

Respondents rated MDFR's services as follows for each question during fiscal year 2017:

- 1) MDFR responded to your needs in a timely manner: **4.87**
- 2) MDFR explained your treatment options to you: **4.80**
- 3) MDFR treated you in a professional manner: **4.92**
- 4) MDFR met your expectations when you requested assistance: **4.89**

During fiscal year 2017, **89** residents from the Town of Cutler Bay have rated MDFR with an overall score of **4.88**, expressing their satisfaction with the service provided by MDFR. This equates to a **98%** satisfaction rate. Below are a few comments received from Cutler Bay residents. A summary of all surveys received is presented in **Attachment II**. Names and addresses from Cutler Bay residents have been redacted in accordance to Florida Statutes Chapter 119.

*"Very caring and professional."*

*"God Bless you guys. Thank you for the great job."*

*"Thank you for the service provided and for the care and understanding in dealing with senior citizens."*

*"The paramedics were courteous and very professional. Thank you for your time."*





**Miami-Dade Fire Rescue Department**  
Services to  
**The Town of Cutler Bay**

The Town of Cutler Bay, located in the southeastern part of Miami-Dade County, spans an area of 4.9 square miles and is bordered by the Atlantic Ocean to the east, Southwest 232 Street to the south, South Dixie Highway to the west, and the Village of Palmetto Bay to the north (**Attachment III**). The Town incorporated on January 11, 2005 and has been part of the Miami-Dade Fire Rescue Service District since its inception. Based on 2016 U.S. Census the Town has a residential population of 44,707, with over 14,087 households.

house two (2) Battalion Chiefs; five (5) Rescue transport units; and four (4) Suppression units, one (1) of which is a BLS Engine, two (2) ALS Engines, and one (1) ALS Tanker (**Table III**).

During calendar years 2016 and 2017, MDRF responded to 10,769 emergency calls received from the Town of Cutler Bay. **Table I** depicts incident type and related response times for incidents MDRF responded to within the Town during this time period.

**Table I**  
**MDRF Responses to the Town of Cutler Bay**  
**Calendar Years 2016 and 2017**

Call Type	2017	MDRF* Average Response Time	2016	MDRF* Average Response Time
Life Threatening	2,779	7:30	3,095	7:39
Non-Life Threatening*	1,421	7:30	1,256	8:14
Structure & Other Fires	504	7:27	462	8:53
Other Miscellaneous*	827	7:37	425	8:40
<b>Total</b>	<b>5,531</b>		<b>5,238</b>	

\*Expedited response using lights and sirens is only used when responding to Life Threatening and Structure Fire incidents.

The Town of Cutler Bay is primarily served by MDRF's Saga Bay Station 55, Perrine Station 50, and Cutler Ridge Station 34 which provided 89% of the responses into the Town during 2017 as depicted in **Table II**.

**Table II**  
**MDRF Stations/Units responding into the Town of Cutler Bay**  
**Calendar Years 2016 and 2017**

Responses Provided By:	2017		2016	
	Incidents	%	Incidents	%
Station 55 - Saga Bay	2,060	37%	2,095	40%
Station 34 - Cutler Ridge	1,870	34%	1,519	29%
Station 62 - Palmetto Bay	37	1%	681	13%
Station 50 - Perrine	1,002	18%	629	12%
Station 70 - Coconut Palm	50	1%	0	0%
Other Stations	512	9%	314	6%
<b>Total</b>	<b>5,531</b>	<b>100%</b>	<b>5,238</b>	<b>100%</b>

Within the Town of Cutler Bay, MDRF has two (2) stations; one (1) rescue transport unit; and two (2) suppression units, one of which is an ALS Engine and one is a 70-foot BLS Platform.

As depicted on **Attachment III**, an additional six (6) stations are within three (3) miles of the Town which

**Table III**  
**MDRF Stations within Three Miles of the Town of Cutler Bay**

Name	Miles to Town of Cutler Bay	Apparatus	Staffing
Station 34 - Cutler Ridge 10850 SW 21 Street	0.00	Rescue - 1 70' BLS Platform - 1	3 FF/PARA 4 FF/EMT
Station 55 - Saga Bay 21501 SW 87 Avenue	0.00	ALS Engine - 1 Rigid Hull Inflatable Boat - 1	2 FF/PARA 2 FF/EMT
Station 50 - Perrine 9798 Hibiscus Street	0.42	Rescue - 1	3 FF/PARA
Temporary Station 62 - Palmetto Bay 7055 SW 144 Street	0.60	ALS Engine - 1	2 FF/PARA 2 FF/EMT
Station 52 - South Miami Heights 12105 Quail Roost Drive	2.10	ALS Tanker - 1 Battalion Chief - 1 Rescue - 1	2 FF/PARA 2 FF/EMT 1 FF/PARA 3 FF/PARA
Station 4 - Coral Reef 9201 SW 152 Street	2.24	ALS Engine - 1 Battalion Chief - 1 Rescue - 1	2 FF/PARA 2 FF/EMT 1 FF/PARA 3 FF/PARA
Station 70 - Coconut Palm 11451 SW 248 Street	2.70	Rescue - 1	3 FF/PARA
Station 5 - Goulds 13150 SW 238 Street	2.94	BLS Engine - 1 Rescue - 1	4 FF/EMT 3 FF/PARA

Note: FF/PARA = Firefighter Paramedic, FF/EMT = Firefighter Emergency Medical Technician

MDRF plans to break ground on the new permanent Palmetto Bay North Fire-Rescue Station 62 in early 2018 and will be located at 14251 Old Cutler Road. Station 62 is scheduled for completion by the middle of Fiscal Year 2019-2020. Palmetto Bay Station 62 will be a three (3) bay 10,500 square foot fire rescue station and house one ALS Engine unit. On June 30, 2017, MDRF acquired a parcel of land at 18198 Old Cutler Road for the construction of planned Palmetto Bay South Station 74.

MDRF's closest Rescue units are housed within the Town of Cutler Bay at MDRF Cutler Ridge Station 34. MDRF's next closest medical response unit is located within the Town at MDRF Saga Bay Station 55, which houses one ALS Engine.



**Station 34**  
**Cutler Ridge**  
**10850 SW 211th Street**  
**Cutler Ridge, FL 33189**

Cutler Ridge Station 34 serving the Town of Cutler Bay





**Miami-Dade Fire Rescue Department**  
Services to  
**The Town of Cutler Bay**

As a result, within three (3) miles of the Town of Cutler Bay, MDRF has 15 front-line response units, 13 of which are ALS units including six (6) rescues, seven (7) suppression units and two (2) Battalion Chiefs. Daily there are 48 firefighters on duty, 30 which are certified paramedics assigned to these units.



*Station 55  
Saga Bay*

**Saga Bay Station 55 serving the Town of Cutler Bay**

### Structure Fires

Based on structure and unit information provided by the Miami-Dade County Property Appraiser, the Town of Cutler Bay has 10,945 single-family and duplex units, 4,037 multi-family and condo units, and 262 commercial, industrial, and other structures. The majority of the commercial, industrial, and other units would require a high-hazard response to a structure fire incident in the Town. As a result, on an initial dispatch to a structure fire, 24 firefighters and two (2) command chiefs would be required.



*Station 50  
Perrine  
9788 Hibiscus Street  
Perrine, FL 33157*

**Perrine Station 50 serving the Town of Cutler Bay**

Based on MDRF's current dispatch protocol, MDRF would dispatch three (3) suppression units, one (1) aerial (platform, ladder or aerial), one (1) rescue, and one (1) Battalion Chief, exceeding NFPA's recommended dispatch to a structure fire at a medium-hazard occupancy. If MDRF determines that it is a working fire, MDRF would also dispatch another Battalion Chief, a Safety Officer, an Air Truck, a Command Van and a Fire Investigator to the incident. To a structure fire at a high-hazard occupancy, MDRF's initial dispatch would also

surpass NFPA's recommended response. MDRF would dispatch four (4) suppression units, two (2) aerials (platform, ladder or aerial), two (2) rescues, and two (2) Battalion Chiefs. MDRF would dispatch additional support as noted to a working fire.

During 2017, MDRF dispatched more than 1300 firefighters and 920 units to structure fire incidents in the Town of Cutler Bay. For example, on March 4, 2017, MDRF dispatched 10 units, equating to 28 firefighters, two (3) Engines, two (2) Aerials, one (1) Ladder, one (1) Rescue, one (1) Air Truck, one (1) EMS Captain, and two (2) Battalion Chiefs to extinguish a building fire at 9120 SW 203<sup>rd</sup> Terrace.

Similarly on August 26, 2017, MDRF dispatched 12 units, equating to 30 firefighters, three (3) Engines, one (1) Platform, one (1) Squad, two (2) Rescues, one (1) Air Truck, one (1) EMS Captain, and two (2) Battalion Chiefs to extinguish a fire at 20505 Old Cutler Road.

### Medical Emergencies

NFPA Standard 1710 sets guidelines for service response to Emergency Medical Services (EMS) and fire calls. ALS units should, 90 percent of the time, arrive at an incident within eight (8) minutes from the time an EMS call is received.

MDRF has 55 frontline rescue units, each staffed by three (3) State of Florida certified paramedics. MDRF offers patient transportation options. Patients with life-threatening emergencies will be transported to the closest appropriate medical facility within Miami-Dade or Broward County. MDRF will transport patients without life-threatening emergencies to the medical facility of their choice. MDRF also has EMS Captains who act as patient advocates in ensuring the timely transfer of patients to Miami-Dade and Broward County medical facilities.



**MDRF firefighters at Miami International Airport**





Miami-Dade Fire Rescue Department  
Office of the Fire Chief  
9300 N.W. 41st Street  
Doral, Florida 33178-2414  
T 786-331-5000 F 786-331-5101

[miamidade.gov](http://miamidade.gov)

Dear Valued Customer:

Recently, Miami-Dade Fire Rescue (MDFR) had the opportunity to serve you in your time of need. MDFR's mission is to protect people, property, and the environment by providing responsive professional and humanitarian fire-rescue services essential to public health, safety, and well-being. Our firefighter paramedics are dedicated to providing the best possible care to Miami-Dade County's residents and visitors. In order to assure that we continue to achieve our mission and improve our service to you, we value your opinion regarding your experience with MDFR. Please take a few minutes to complete the brief survey and return it in the enclosed postage-paid envelope.

Please visit us at [www.miamidade.gov/mdfr/](http://www.miamidade.gov/mdfr/) to learn more about the specialized and diverse services offered by MDFR as well as answers to the most frequently asked questions regarding fire-rescue services.

As Fire Chief of Miami-Dade Fire Rescue, I thank you for taking the time to complete this survey. Your responses will ensure we continue to provide you the highest available level of care. As your fire-rescue department we are Always Ready and Proud to Serve You.

Sincerely,

A handwritten signature in blue ink, appearing to read "Dave Downey".

Dave Downey, Fire Chief  
Miami-Dade Fire Rescue Department

La traducción en español se encuentra en el reverso de esta carta.  
Tanpri gade sou do lèt sa-a pou jwenn vèsyon Kreyòl la.

Estimado cliente:

El Departamento de Bomberos y Rescate de Miami-Dade (MDFR, por sus siglas en inglés) tuvo la oportunidad de prestarle sus servicios cuando usted los necesitó. El objetivo del MDRF es proteger a los residentes, a las propiedades y al medio ambiente mediante la prestación de servicios de bomberos y rescate profesionales y humanitarios con respuesta a las necesidades de los residentes del condado que son esenciales para la salud, la seguridad y bienestar públicos. Nuestros bomberos y paramédicos se dedican a prestar el mejor servicio posible a los residentes y visitantes del Condado Miami-Dade. Para continuar realizando nuestros objetivos y mejorar aún más nuestros servicios, valoramos su opinión sobre la experiencia que usted tuvo con el MDRF. Por favor sírvase dedicarle unos minutos a llenar la siguiente encuesta y por favor háganosla llegar en el sobre adjunto de franqueo pagado.

Sírvase acudir a [www.miamidade.gov/mdfr/](http://www.miamidade.gov/mdfr/) para que se entere de más detalles acerca de los diversos servicios especializados que presta el MDRF así como de las respuestas dadas a las preguntas que se hacen con más frecuencia sobre los servicios de bomberos y rescate.

Como Jefe del Cuerpo de Bomberos y Rescate de Miami-Dade, le agradezco el haberse tomado el tiempo necesario para llenar esta encuesta. Sus respuestas garantizarán que continuemos prestando el nivel de atención más alto posible. Como su departamento de bomberos y rescate, nosotros siempre estamos listos y orgullosos de prestarle nuestros servicios.

Atentamente,

Dave Downey, Jefe del Cuerpo Bomberos y Rescate de Miami-Dade

Trè chè kliyan:

Resamman, Depatman Ponpye ak Sekou Miami-Dade (MDFR) te jwenn opòtinite pou sèvi w lè w te nan bezwen. Misyon MDRF se pou pwoteje pèp la, pwopriyete yo, ak anviwonman an nan bay sèvis sekou pwofesyonèl rapid e imanitè ki esansyèl a sante piblik, sekirite ak byennèt. Teknisyen Medikal Ijan Ponpye nou yo konsakre yo a bay pi bon kalite swen posib a rezidan ak vizitè Konte Miami-Dade yo. Pou asire ke nou kontinye akonpli misyon nou ak amelyore sèvis nou ba w yo, opinyon w de eksperyans w ak MDRF enpòtan pou nou. Tanpri pran kèlke minit pou ranpli yon ti sondaj epi retounen nan anvlòp deja tenbre ki akonpaye liya.

Tanpri ale sou [www.miamidade.gov/mdfr/](http://www.miamidade.gov/mdfr/) pou aprann plis sou divès sèvis ak sèvis espesyalize MDRF ofri yo ak pou jwenn repons a kesyon ki poze pi souvan yo konsènan sèvis ponpye ak sekou.

Anlan Chèf Ponpye Depatman Ponpye ak Sekou Miami-Dade, mwen remèsye w pou tan w pou ranpli sondaj sa-a. Repons w yo va asire ke nou kontinye ba w pi bon kalite swen posib. Antan depatman ponpye ak sekou, nou Toujou Prè epi Fyè pou Nou Sèvi w.

Ak tout respè,

Dave Downey, Chèf Ponpye Depatman Ponpye ak Sekou Miami-Dade





# Miami-Dade Fire Rescue

## Survey Encuesta Apercu

**Directions:** Please take a moment to answer this survey. Your responses will help MDFR improve services we provide to Miami-Dade County residents. Your identity will remain anonymous unless you provide your contact information at the bottom of this survey. The postage is paid; simply drop it in the mail. Thank You.

**Instrucciones:** Sírvase dedicar unos minutos para contestar esta encuesta. Sus respuestas ayudarán al Departamento de Bomberos y Rescate (MDFR, su sigla en inglés) a mejorar los servicios que proporcionan a los residentes del Condado de Miami-Dade. Su identidad permanecerá anónima, a no ser que usted provea sus datos personales para ser contactado. El porte de correos está pagado; solo tiene que poner la encuesta en el buzón. Gracias.

**Direksyon:** Tanpri pran yon ti moman pou reponn a sondaj sa a. Repons w yo va ede MDFR amelyore sèvis yap bay rezidan Konte Miami-Dade yo. Idantite w ap ret sekre anmwenske w bay enfòmasyon pou kontakte w anba paj sondaj la. Si w ta vle repons w yo rete sekre sèlman dekole etikèt ki gen adrès w a anba paj la. Mèsi.

1= Strongly Disagree	1= En total desacuerdo	1= Vremian Padako
2= Disagree	2= En desacuerdo	2= Padako
3= Neutral	3= Neutral	3= Neutre
4= Agree	4= En acuerdo	4= Dako
5= Strongly Agree	5= Muy de acuerdo	5= Totalman Dako

MDFR responded to your needs in a timely manner.  
MDFR atendió sus necesidades a tiempo.  
MDFR te reponn a bezwen w byen vit.

1    2    3    4    5

MDFR explained your treatment to you.  
MDFR le explicó su tratamiento.  
MDFR te esplike w tretman w yo.

1    2    3    4    5

MDFR treated you in a professional manner.  
MDFR lo trató de forma profesional.  
MDFR te treté w avèk respè.

1    2    3    4    5

MDFR met your expectations when you requested assistance.  
MDFR llenó sus expectativas en el momento que usted solicitó asistencia.  
MDFR pat desi w de sa w te atann deli lè w te mande asistans.

1    2    3    4    5

### OPTIONAL/ OPCIÓN / PRÉFÈRE

Name/nombre/nom

Address/dirección/adres

City/ciudad/vil

State/estado/eta

Zip/código postal/kòd postal

Phone/teléfono/telefon

email/correo electrónico/imel



# Miami-Dade Fire Rescue

## Survey Encuesta Aperçu

Tanpri pran yon ti moman pou fè plis kòmantè nan espas pi ba la a. Si w vle yo kontakte w, tanpri ekri non w, adres telefòn ak imèl w anba premye pa sondaj la.

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There is no handwriting or printed text on the paper.



Miami-Dade Fire Rescue  
Customer Feedback Surveys  
Emergency Medical Services Provided to the Town of Cutler Bay in Fiscal Year 2016-2017

# of Surveys	Alarm #	Date of Survey	Q1*	Q2*	Q3*	Q4*	Average	Comments
1	6216787	04-Oct-16	5	5	5	5	5.00	SUPER GOOD TREATMENT.
2	6216772	04-Oct-16	5	5	5	5	5.00	THE TEAM WAS COURTEOUS WHEN I WAS STRESSED OUT, PROFESSIONAL AND KIND. THE STUDENT WAS AWESOME.
3	6216787	04-Oct-16	5	5	5	5	5.00	SUPER TREATMENT!
4	6217807	05-Oct-16	5	5	5	5	5.00	
5	6220420	08-Oct-16	5	3	4	5	4.25	
6	6221006	09-Oct-16	5	5	5	5	5.00	
7	6226689	16-Oct-16	5	5	5	5	5.00	
8	6231123	22-Oct-16	5	5	5	5	5.00	
9	6233037	25-Oct-16	5	5	5	5	5.00	FROM THE TIMELY MANNER IN WHICH THIS TEAM OF 3 ARRIVED AND THROUGH EACH STEP THEY WERE VERY KIND, COMMUNICATIVE, AND EXCELLENTLY ATTENTIVE AND SINCERE. I WAS VERY FRIGHTENED AND IN TERRIBLE PAIN. THEIR MANNERISMS AND ACTIONS CALMED ME DOWN. THEY ARE GOOD/EXCELLENT AT WHAT THEY DO. THEY DESERVE A RAISE! GOD BLESS YOU ALL!
10	6236565	30-Oct-16	5	5	5	5	5.00	EXCELLENT SERVICE. THE TEAM SHOWED A LOT OF HUMAN QUALITY. CONGRATULATIONS.
11	6239909	03-Nov-16	5	5	5	5	5.00	
12	6240993	04-Nov-16	5	5	5	5	5.00	WE THANK YOU VERY MUCH FOR THE QUALITY OF SERVICE YOU ALL PROVIDED. THANK YOU!
13	6243774	08-Nov-16	5	5	5	5	5.00	
14	6244229	08-Nov-16	5	5	5	5	5.00	NOTHING TO SAY BEYOND PERFECTION!
15	6244607	09-Nov-16	5	5	5	5	5.00	THE FIRE RESCUE ARRIVED VERY QUICKLY, THE PARAMEDICS CAME INTO MY HOUSE AND WORKING AS A TEAM, DIAGNOSED MY MEDICAL CONDITION. THEY CALMLY EXPLAINED TO ME AND MY WIFE THAT I NEEDED TO BE IMMEDIATE TRANSPORTED TO THE HOSPITAL. DURING THE TRANSPORT THEY WERE VERY ATTENTIVE. THEY MADE ME FEEL VERY SAFE. WHEN WE ARRIVED AT THE HOSPITAL THE STAFF WAS WAITING FOR MY ARRIVAL. I BELIEVE THAT I AM ALIVE TODAY, DUE TO THE KNOWLEDGE, TRAINING AND PROFESSIONALISM OF THE FIRE RESCUE PERSONNEL THAT CAME TO HELP ME THAT NIGHT. MY FAMILY AND I WANT TO THANK MDRF FOR THEIR OUTSTANDING SERVICE. THERE ARE NOT ENOUGH WORDS TO EXPRESS OUR GRATITUDE.
16	6245446	10-Nov-16	5	5	5	5	5.00	
17	6247224	12-Nov-16	5	5	5	5	5.00	
18	6249412	15-Nov-16	5	5	5	5	5.00	MDRF WAS PROMPT, PROFESSIONAL AND CARING WITH THE SERVICE THEY PROVIDED. I OWE THEM MY LIFE. THANK YOU SO MUCH.
19	6252696	20-Nov-16	5	5	5	5	5.00	
20	6253452	21-Nov-16	5	4	5	5	4.75	
21	6257684	27-Nov-16	5	2	4	5	4.00	
22	6262458	03-Dec-16	5	5	5	5	5.00	EXCELLENT SERVICE, VERY NICE AND FRIENDLY PEOPLE. VERY HELPFUL!
23	6263620	04-Dec-16	5	5	5	5	5.00	ALL I CAN SAY IS... THANKS!
24	6275023	18-Dec-16	5	5	5	5	5.00	WHEN PAIN HITS YOU – YOU'RE QUITE AFRAID. IT'S IS WONDERFUL TO KNOW YOU ARE THERE. THANK YOU, YOU MEAN SO MUCH TO MANY PEOPLE. GOD BLESS YOU!
25	6276829	21-Dec-16	5	5	5	5	5.00	
26	6279189	24-Dec-16	5	5	5	5	5.00	
27	7003175	04-Jan-17	5	5	5	5	5.00	VERY KIND, PATIENT, HELPFUL AND REASSURING ON MY TIME OF NEED.
28	7010782	14-Jan-17	5	5	5	5	5.00	
29	7015318	19-Jan-17	5	5	5	5	5.00	



Miami-Dade Fire Rescue  
Customer Feedback Surveys  
Emergency Medical Services Provided to the Town of Cutler Bay in Fiscal Year 2016-2017

# of Surveys	Alarm #	Date of Survey	Q1*	Q2*	Q3*	Q4*	Average	Comments
30	7024606	31-Jan-17	5	5	4	5	4.75	
31	7029851	07-Feb-17	5	5	5	5	5.00	PARAMEDICS WERE EXTREMELY THOROUGH AND DILIGENT. EXCELLENT SERVICE ALL AROUND!
32	7033818	12-Feb-17	5	5	5	5	5.00	
33	7036098	15-Feb-17	5	5	5	5	5.00	FAST RESPONSE, HIGH QUALITY PERFORMANCE, PROFESSIONAL TREATMENT. THANKS.
34	7041807	22-Feb-17	5	5	5	5	5.00	THE EMS WERE KIND, ATTENTIVE, HELPFUL, AND CARING. THEY RELIEVED MY WIFE OF MUCH WORRY. TWICE THEY SAVED MY LIFE. I GREATLY APPRECIATE HOW MY SITUATION WAS HANDLED.
35	7043109	23-Feb-17	5	5	5	5	5.00	I CALLED RESCUE DUE TO EXTREME MEDICAL CONDITION. THEY RESPONDED PROMPTLY AND PROFESSIONALLY, PROVIDED CARE ON SIGHT. VERY COMFORTING HAVING SUCH A TERRIFIC FIRE RESCUE RESPOND IN EMERGENCY SITUATIONS. THANKS.
36	7044519	25-Feb-17	5	5	5	5	5.00	
37	7045981	27-Feb-17	5	5	5	5	5.00	
38	7046808	28-Feb-17	5	5	5	5	5.00	
39	7051274	06-Mar-17	5	5	5	5	5.00	
40	7053320	09-Mar-17	5	5	5	5	5.00	
41	7053918	09-Mar-17	5	5	5	5	5.00	
42	7061017	18-Mar-17	5	5	5	5	5.00	
43	7063164	21-Mar-17	5	5	5	5	5.00	MDFR RESPONDED VERY FAST THAT DAY, I AM VERY PROUD OF THE SERVICE PROVIDED TO MY WIFE. LOVE YOU GUYS AND KEEP UP THE GOOD WORK. THANK YOU VERY MUCH.
44	7067524	26-Mar-17	5	5	5	5	5.00	
45	7067720	27-Mar-17	5	5	5	5	5.00	WE ARE GRATEFUL FOR THE WONDERFUL CARE RECEIVED BY THE RESCUE SERVICE. THEIR PROFESSIONALISM, PROMPTNESS AND KINDNESS IN HIS PERFORMANCE WAS EXCELLENT. OUR RESPECT TO ALL THE PERSONS THAT WORK IN THIS HUMAN SERVICE. GOD BLESS YOU ALWAYS.
46	7068900	28-Mar-17	5	5	5	5	5.00	
47	7071707	01-Apr-17	5	5	5	5	5.00	
48	7072502	02-Apr-17	5	5	5	5	5.00	THE WAY THE FIREMEN HANDLED THIS WAS QUICKLY AND EFFICIENCY- I CANNOT FIND ANY FAULTS WHAT SO EVER WITH THE SERVICES THAT THEY PROVIDED.
49	7078856	10-Apr-17	5	5	5	5	5.00	EXCELLENT SERVICE. THANKS A LOT. KEEP DOING IT THAT WAY.
50	7085402	19-Apr-17	5	4	5	5	4.75	
51	7085364	19-Apr-17	5	4	5	5	4.75	THANKS TO THE EMERGENCY SYSTEM AND ITS PROFESSIONALISM AND QUICKNESS. THE RESCUE AND ITS PERSONNEL SAVE MANY LIVES. GOD BLESS YOU ALL.
52	7086077	20-Apr-17	5	5	5	5	5.00	
53	7089262	24-Apr-17	5	5	5	5	5.00	
54	7090691	25-Apr-17	5	5	5	1	4.00	
55	7096749	03-May-17	4	5	5	5	4.75	
56	7100325	08-May-17	5	5	5	5	5.00	
57	7109417	20-May-17	5	5	5	5	5.00	I AM VERY GRATEFUL WITH THE SERVICE PROVIDED. THE TEAM WAS EXCELLENT AND VERY PROFESSIONAL.
58	7116917	29-May-17	5	5	5	5	5.00	
59	7119814	01-Jun-17	5	4	5	5	4.75	THANK YOU FOR ALL YOU ALL DO!
60	7123453	06-Jun-17	5	5	5	5	5.00	GOD BLESS "MIAMI-DADE FIRE RESCUE" OUR EXPERIENCE WITH YOUR SERVICE ALWAYS HAVE BEEN TOP OF THE LINE, NOT ONLY FOR MY WIFE BUT BOTH OF US (HUSBAND). SUPER SERVICE AND VERY FAST. KEEP UP YOUR GREAT SERVICE.



Miami-Dade Fire Rescue  
Customer Feedback Surveys  
Emergency Medical Services Provided to the Town of Cutler Bay in Fiscal Year 2016-2017

# of Surveys	Alarm #	Date of Survey	Q1*	Q2*	Q3*	Q4*	Average	Comments
61	7127120	11-Jun-17	4	4	4	4	4.00	
62	7127940	12-Jun-17	5	5	5	5	5.00	
63	7129189	13-Jun-17	5	5	5	5	5.00	
64	7128787	13-Jun-17	5	4	5	5	4.75	
65	7129365	14-Jun-17	4	4	4	3	3.75	
66	7131905	17-Jun-17	5	3	3	3	3.50	
67	7132952	18-Jun-17	5	2	5	5	4.25	THESE GUYS WERE FANTASTIC. THEY KNEW THE JOB AND THEY DID IT IN A VERY PROFESSIONAL MANNER. THEY WERE VERY COURTEOUS AND CONCERNED FOR THE CARE THEY PROVIDED. THANK YOU MDR.
68	7136492	23-Jun-17	4	5	5	5	4.75	
69	7140251	28-Jun-17	4	4	5	5	4.50	
70	7141331	29-Jun-17	5	5	5	5	5.00	
71	7143096	02-Jul-17	5	5	5	5	5.00	
72	7144181	03-Jul-17	5	5	5	5	5.00	
73	7145389	05-Jul-17	5	5	5	5	5.00	
74	7145654	05-Jul-17	4	4	5	5	4.50	
75	7150578	12-Jul-17	5	5	5	5	5.00	VERY CARING AND PROFESSIONAL.
76	7153058	15-Jul-17	5	5	5	5	5.00	
77	7157441	20-Jul-17	5	5	5	5	5.00	
78	7162854	27-Jul-17	5	5	5	5	5.00	GOD BLESS YOU GUYS. THANK YOU FOR THE GREAT JOB.
79	7165490	31-Jul-17	5	5	5	5	5.00	THANK YOU FOR THE SERVICE PROVIDED AND FOR THE CARE AND UNDERSTANDING IN DEALING WITH SENIOR CITIZENS.
80	7172515	09-Aug-17	5	5	5	5	5.00	
81	7175059	12-Aug-17	5	5	5	5	5.00	
82	7179071	17-Aug-17	5	5	5	5	5.00	
83	7182264	22-Aug-17	5	5	5	5	5.00	THE PARAMEDICS WERE COURTEOUS AND VERY PROFESSIONAL. THANK YOU FOR YOUR TIME.
84	7196072	08-Sep-17	5	5	5	5	5.00	
85	7196610	08-Sep-17	5	5	5	5	5.00	
86	7202024	11-Sep-17	4	5	5	5	4.75	
87	7210991	17-Sep-17	5	5	5	5	5.00	
88	7211087	17-Sep-17	5	5	5	5	5.00	
89	7220675	28-Sep-17	5	5	5	5	5.00	
							Average	4.88

\* Refer to Attachment I for questions.



# MDFR Service Delivery to the Town of Cutler Bay

MDFR Station Distances To  
Cutler Bay in Miles

Station	Closest Point
34	0.00
55	0.00
50	0.42
62	0.60
52	2.10
4	2.24
70	2.70
5	2.94

## Legend



MDRF Existing Station



MDRF Planned Station



Municipality

This map was prepared by the Miami Dade County  
Information Technology Department  
Geographic Information Systems (GIS) Division  
December, 2015

This map and associated information is to be used only for public  
business as may be authorized by law and no reproduction for  
commercial use or sale is permitted. No expressed or implied  
warranties including but not limited to the implied warranties of  
merchantability or fitness for a particular purpose is made. User is  
warned the materials contained herein are provided "as is".