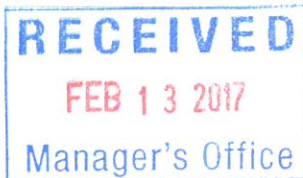




Always Ready, Proud To Serve



Miami-Dade Fire Rescue Department

9300 NW 41st Street

Doral, Florida 33178

T 786-331-5000

miamidade.gov

January 31, 2017

Honorable Peggy R. 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 2016. 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). Last March, MDFR was formally reaccredited by CFAI; one of only 234 agencies worldwide to achieve this status. 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,

Dave Downey  
Fire Chief

Enclosures

c: Rafael G. Casals, Town Manager  
Russell Benford, Deputy Mayor, Miami-Dade County

*Delivering Excellence Every Day*





**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, MDRF 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 141 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 54 rescue units in service, MDRF provides emergency air transport service within Miami-Dade County to State-approved Trauma Centers via two full-time rescue helicopters.



Firefighters battle a commercial warehouse fire.

MDFR is considered one of the most elite fire rescue departments in the country and is recognized around the world for its exemplary service. Firefighters are skilled in fire suppression technology and advanced life support (ALS). Rescue units are capable of providing pre-hospital care to trauma patients, heart-attack patients, and stroke victims.

MDFR has more specialized response units than any other fire rescue department in the southeastern United States. The department provides air-rescue transport, airport rescue firefighting, ocean rescue, technical rescue (vehicle extrication and confined-space rescue), hazardous materials mitigation, urban search and rescue, and maintains the Florida Antivenin Bank. MDRF's Fire Life Safety Section provides new construction and annual building inspections as well as code enforcement services. MDRF also protects Haulover and Crandon Beaches, with a combination of full-time and part-time professional lifeguards. MDRF distinguishes itself from other fire rescue departments in a number of areas. MDRF offers a higher level of service, providing more ALS suppression units than

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



MDRF on scene of an overturned cargo truck.

Through the efforts of MDRF, Miami-Dade residents also have the highest survival rates in the nation, after suffering a blocked coronary artery. Over nine years ago, MDRF established the Miami-Dade STEMI (ST-Elevation Myocardial Infarction) Network. STEMI, typically referred to as a blocked coronary artery, is the leading cause of death in the United States for both men and women regardless of race. Hospitals within the STEMI network are required to restore blood flow to a patient's blocked artery within 90 minutes from arrival of paramedics to the patient. This timely intervention significantly reduces a patient's chances for permanent damage or death and increases their likelihood for a normal quality of life. 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 is also part of the Stroke Network, a coalition between MDRF 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 aims to deliver the highest quality acute stroke care available and improve patient recovery outcomes.

The Office of Emergency Management (OEM) is also part of MDRF. OEM manages the County's Emergency Operation Center (EOC), which coordinates emergency response and recovery plans and operations in order to maximize the use of resources within Miami-Dade County. OEM coordinates its activities with the County's municipalities, non-profit social services, and medical care agencies. 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 2016, MDRF's 141 frontline rescue and fire suppression units were dispatched over 415,000 times to more than 260,000 emergencies. Of these, approximately 218,000 were medical emergencies. MDRF transported greater than 82,000 residents and visitors to South Florida hospitals. MDRF responded to nearly 24,000 fire-related incidents. In addition, MDRF personnel responded to more than 19,000 non-fire-rescue related calls.

MDRF commenced 2016 with the graduation of Firefighter Recruit Class #129, which welcomed 40 new Firefighter/Paramedics at a ceremony at MDRF's Training Facility in Doral, Florida on February 26, 2016. Two additional recruit classes totaling 72 new firefighters began training in October and November of 2016, and are expected to graduate in early 2017.



**MDRF Recruit Class #129.**

In March, MDRF also received reaccreditation from the Commission on Fire Accreditation International (CFAI), Center for Public Safety Excellence, Inc. The department remains one of only 234 agencies worldwide to achieve this status by CFAI and continues to be the largest accredited fire-rescue department in the Southeast and the second largest in the Nation.

In May, MDRF placed a 36-foot Fireboat into service at the Haulover Marina. This vessel, along with MDRF's 50-foot Fireboat currently housed at Port Miami, significantly enhances MDRF's response capabilities to the northern portions of Miami-Dade County's navigable waterways, including 84 miles of ocean coastline, 22 miles of beaches, 67 miles of inland waterways, and 5.5 miles of the Miami River. The 36-foot MetalCraft Fireboat operates 24 hours a day, seven days a week. In 2016, MDRF's Marine Operations units responded to more than 600 maritime incidents.



**MDRF Haulover Beach Fireboat 21.**



MDRF received the 2016 Lifeline® EMS Gold Level Recognition Award on June 29, 2016. This award is the highest recognition conferred by the American Heart Association to EMS providers across the nation for their vital role in providing timely treatment to patients experiencing severe heart attacks. Agencies that receive the Mission: Lifeline Gold Award have demonstrated at least 75% compliance for each required achievement measured for two consecutive years, and treat at least eight STEMI patients a year.

On November 16, 2016, MDRF Engine 62 moved into their new temporary quarters at 7055 S.W. 144<sup>th</sup> Street. This unit staffed with four Firefighter/Paramedics, will enhance MDRF'S ability to deliver Advanced Life Support and Fire Suppression services to Palmetto Bay, Pinecrest, and surrounding communities. Construction of MDRF's Palmetto Bay North Fire Station 62 will commence in 2017 in a lot adjacent to the north of the temporary site.



**Temporary MDRF Palmetto Bay Fire Station #62**





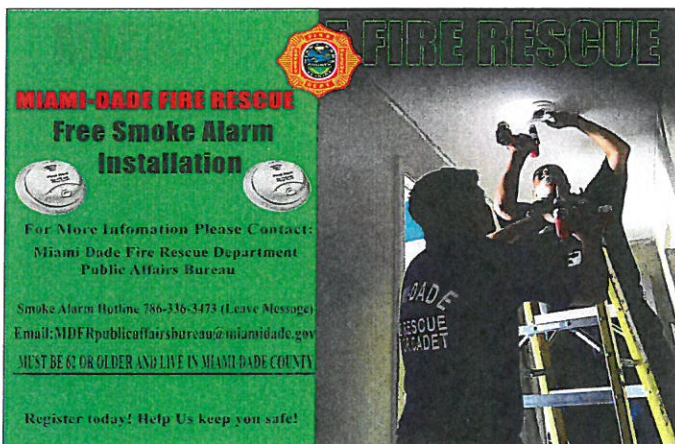
Miami-Dade Fire Rescue Department  
Services to  
The Town of Cutler Bay



Also in 2016, Miami-Dade County's OEM received the Public Technology Institute's (PTI) Solutions Award for the "Emergency Evacuation Assistance Program" (EEAP) Web

Application. The EEAP provides evacuation support to residents that may require specialized transportation assistance or whose medical needs prevent them from evacuating on their own. PTI actively supports local government executives and elected officials through research, education, executive-level consulting services, and national recognition programs.

MDFR's Public Education Bureau provided and installed over 5,000 smoke alarms to needy and elderly County residents in 2016. These alarms were acquired through grant assistance programs and charitable donations.



MDFR personnel installing smoke alarms at a residence.

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**), which is sent to **20%** of MDFR EMS patients monthly, allows 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, this survey continuously monitors the

opinions of the service we deliver the prior month rather than taking a "snapshot" of the service at a particular time. The survey also provides the respondent a section for additional comments. Overall, eight (8) % of patients (or 2,703 respondents) returned completed surveys yielding an overall score of **4.85**.

Respondents rated MDFR's services as follows for each question during calendar year 2016:

- 1) MDFR responded to your needs in a timely manner: **4.87**
- 2) MDFR explained your treatment options to you: **4.78**
- 3) MDFR treated you in a professional manner: **4.90**
- 4) MDFR met your expectations when you requested assistance: **4.87**

During calendar year 2016, **99** residents from the Town of Cutler Bay have rated MDFR with an overall score of **4.82**, expressing their satisfaction with the service provided by MDFR. This equates to a **95%** 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.

*"Best use of tax dollars! The crew was efficient, professional and very nice. In the last year, MDFR has delivered me to the hospital twice. MDFR service is always excellent! It is the most efficient Miami-Dade government operation."*

*"The service provided is always first class. I thank you very much."*

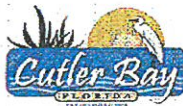
*"In an extreme situation these gentlemen went of their way to provide comfort and make me feel well taken care of. I especially remember receiving medication until my pain was relieved. Thank you angles from God."*

*"My husband is 79 years old. The medics that came to our home were wonderful. They handled my husband with all the respect that could be given to their own family members. We will always be grateful to them."*

*The medical assistance was excellent, quick and efficient."*

*"I am retired from Miami-Dade Police and now I am 73 years old, so it gave me time to complete your survey. It also gave me the opportunity to say Thank you and God Bless you all, stay safe. I will never forget the numerous times your men and women spent time talking to and holding my wife's hand as they took her to the hospital. I don't have any other words but thank you."*





**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 2015 U.S. Census the Town has a residential population of 44,865, with over 14,600 households.

During calendar years 2015 and 2016, MDFR responded to 10,206 emergency calls received from the Town of Cutler Bay. **Table I** depicts incident type and related response times for incidents MDFR responded to within the Town during this time period.

**Table I**  
**MDFR Responses to the Town of Cutler Bay**  
**Calendar Years 2015 and 2016**

Call Type	2016	MDFR* Average Response Time	2015	MDFR* Average Response Time
Life Threatening	3,095	7:39	3,052	6:39
Non-Life Threatening*	1,256	8:14	1,251	7:15
Structure & Other Fires	462	8:53	394	6:39
Other Miscellaneous*	425	8:40	271	10:05
<b>Total</b>	<b>5,238</b>		<b>4,968</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 MDFR's Saga Bay Station 55, Perrine Station 50, and Cutler Ridge Station 34 which provided 82% of the responses into the Town during 2016 as depicted in **Table II**.

**Table II**  
**MDFR Stations/Units responding into the Town of Cutler Bay**  
**Calendar Years 2015 and 2016**

Responses Provided By:	2016		2015	
	Incidents	%	Incidents	%
Station 55 - Saga Bay	2,095	40%	1,863	38%
Station 34 - Cutler Ridge	1,519	29%	1,381	28%
Station 62 - Palmetto Bay	681	13%	698	14%
Station 50 - Perrine	629	12%	556	11%
Station 70 - Coconut Palm	0	0%	253	5%
Other Stations	314	6%	217	4%
<b>Total</b>	<b>5,238</b>	<b>100%</b>	<b>4,968</b>	<b>100%</b>

Within the Town of Cutler Bay, MDFR 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 60-foot BLS Aerial.

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

**Table III**  
**MDFR 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 60' BLS Aerial - 1 100' Tender 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 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 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

In November of 2016, MDFR ALS Engine 62 moved into a temporary Station 62 housed in a trailer at 7055 SW 144<sup>th</sup> Street. The temporary Station 62 is located within .60 miles of the Town of Cutler Bay. MDFR plans to break ground on the new permanent station, to be located adjacent to the trailer, in early 2017. Palmetto Bay Station 62 will be a three (3) bay, 10,500 square foot fire rescue station to house the ALS Engine unit. By the end of 2017, MDFR also plans to acquire a parcel of land in the vicinity of Old Cutler Road and SW 184<sup>th</sup> Street, for the future construction of Palmetto Bay South Station 74.

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



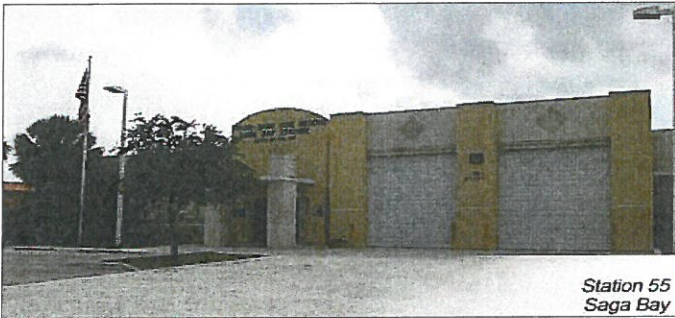
Cutler Ridge Station 34 serving the Town of Cutler Bay





**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.



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.



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 also would 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 2016, MDRF dispatched more than 660 firefighters and 219 units to structure fire incidents in the Town of Cutler Bay. For example, on March 25, 2016, MDRF dispatched seven (7) units, equating to 21 firefighters, three (3) Engines, one (1) Aerial, one (1) Rescue, and two (2) Battalion Chiefs to extinguish a building fire at 21133 SW 85 Avenue.

Similarly on May 30, 2016, MDRF dispatched nine (9) units, equating to 22 firefighters, two (2) Engines, one (1) Aerial, two (2) Rescues, one (1) Air Truck, one (1) Investigator, and two (2) Battalion Chiefs to extinguish a fire at 10115 SW 223 Terrace.

### **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 of the time an EMS call is received.

MDRF has 54 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



**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. MDPR'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 MDPR. 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 MDPR 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 blue ink signature of Dave Downey, Fire Chief of the Miami-Dade Fire Rescue Department.

Dave Downey, Fire Chief  
Miami-Dade Fire Rescue Department

La traducción en español se encuentra en el reverso de esta carta.  
Tanpri gadé 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 aun 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 Ijans 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 repòns a kesyon ki poze pi souvan yo konsènan sèvis ponpye ak sekou.

Anlan Chèf Ponpye Depatman Ponpye ak Sekou Miami-Dade, mwèn remèsye w pou tan w pou ranpli sondaj sa-a. Repòns 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 sekrè anmwenske w bay enfomasyon pou kontakte w anba paj sondaj la. Si w ta vle repons w yo rete sekrè sèlman dekole etikèt ki gen adrès w a anba paj la. Mèsi.

1= Strongly Disagree	1= En total desacuerdo	1= Vreman 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 trete 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 / PREFERE**

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 imel 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 are approximately 20 lines visible. The paper appears to be from a notebook or a set of legal pads. There is no handwriting or other markings on the page.



Miami-Dade Fire Rescue  
Customer Feedback Surveys  
Emergency Medical Services Provided to the Town of Cutler Bay in FY 2015-2016

# of Surveys	Alarm #	Date of Survey	Q1*	Q2*	Q3*	Q4*	Average	Comments
1	5214896	04-Oct-15	5	5	5	5	5.00	THE TEAM THAT WAS HERE WAS VERY PROFESSIONAL AND QUITE PERSONABLE. THEY WERE VERY COMFORTING AS THEY ASSESSED THE SITUATION. IN ADDITION WHILE RIDING TO THE ER, THEY ENGAGED ME IN SPORTS TALK. I DON'T KNOW IF THIS IS S.O.P. OR TRAINING. BUT IT DID HELP PASS THE TIME AND DID HELP KEEP MY MIND OFF OF THE PROBLEMS. I WANT TO THANK ALL OF THEM AND HOPE I NEVER SEE THEM AGAIN, UNLESS I NEED THEM AGAIN.
2	5218233	08-Oct-15	5	5	5	5	5.00	
3	5220938	11-Oct-15	5	5	5	5	5.00	
4	5225979	17-Oct-15	5	5	5	5	5.00	
5	5225564	17-Oct-15	5	5	5	5	5.00	YOU HAVE RESPONDED 3 OR 4 TIMES TO HELP ME, AND HAVE ALWAYS BEEN VERY PROMPT, KIND AND GENTLE THOROUGH. GOD BLESS YOU.
6	5227661	19-Oct-15	5	5	5	5	5.00	THE OFFICERS THAT RESPONDED TO OUR SITUATION WERE VERY PROFESSIONAL AND SHOWED GREAT RESPECT TOWARDS MY DAUGHTER AND FAMILY DURING THIS DIFFICULT AND CHALLENGING SITUATION THAT OUR FAMILY IS CURRENTLY EXPERIENCING.YOUR DEDICATION AND WORK IS SINCERELY APPRECIATED. THANK YOU.
7	5228456	21-Oct-15	5	5	5	5	5.00	
8	5228628	21-Oct-15	5	5	5	5	5.00	
9	5231309	24-Oct-15	5	5	5	5	5.00	I WOULD LIKE TO COMMEND THE WHOLE TEAM; THEY WERE EXTREMELY CAPABLE AND POLITE. THANKS TO THEM.
10	5230724	24-Oct-15	5	4	5	5	4.75	VERY GRATEFUL FOR YOUR PROMPT AND PROFESSIONAL HELP.
11	5234434	29-Oct-15	5	5	5	4	4.75	
12	5234770	29-Oct-15	4	4	4	4	4.00	
13	5236016	31-Oct-15	5	5	5	5	5.00	IN ALL OCCASSIONS THE RESPONSE AND HELP WAS IMMEDIATE, PROFESSIONAL, KIND AND COMFORTING.
14	5244957	11-Nov-15	5	5	5	5	5.00	
15	5248235	15-Nov-15	5	5	5	5	5.00	
16	5251864	20-Nov-15	5	5	5	5	5.00	THE SERVICE PROVIDED IS ALWAYS FIRST CLASS. I THANK YOU VERY MUCH.
17	5255258	24-Nov-15	5	5	5	5	5.00	
18	5256316	26-Nov-15	5	4	4	5	4.50	GREAT SERVICE! PERFECT GENTLEMEN AND LOVELY LADIES!
19	5257989	28-Nov-15	5	5	5	5	5.00	
20	5258655	29-Nov-15	5	5	5	5	5.00	I TRULY THANK (MDFR) FOR ASSISTING ME ON MY TIME OF NEED. KEEP THE GOOD WORK AND HAVE A WONDERFUL "MERRY CHRISTMAS".
21	5258969	30-Nov-15	5	4	5	5	4.75	
22	5262826	05-Dec-15	4	3	3	4	3.50	WHEN I EXPLAINED THAT MY SON TOLD ME SOMETHING HAD GONE INTO HIS HEAD AND SHOWED THE METAL ITEM, I WAS TOLD IT WAS NOT POSSIBLE IT WOULD STILL BE STUCK THERE. THIS SHOULD HAVE BEEN TAKEN MORE SERIOUSLY. NOTE: (MDFR REFERRED THIS SURVEY TO THE APPROPRIATE DIVISION FOR FOLLOW-UP)
23	5264615	07-Dec-15	5	4	5	4	4.50	
24	5266808	10-Dec-15	4	3	4	4	3.75	KEEP UP THE GOOD WORK GUYS.
25	5268267	11-Dec-15	5	5	5	5	5.00	
26	5269582	13-Dec-15	5	5	5	5	5.00	
27	5270666	15-Dec-15	5	5	5	5	5.00	THE MEDICAL ASSISTANCE WAS EXCELLENT, QUICK AND EFFICIENT.
28	5272183	16-Dec-15	5	5	5	5	5.00	



Miami-Dade Fire Rescue  
Customer Feedback Surveys  
Emergency Medical Services Provided to the Town of Cutler Bay in FY 2015-2016

# of Surveys	Alarm #	Date of Survey	Q1*	Q2*	Q3*	Q4*	Average	Comments
29	5272530	17-Dec-15	5	5	5	5	5.00	
30	5273176	18-Dec-15	5	5	5	5	5.00	BEST USE OF TAX DOLLARS! THE CREW WAS EFFICIENT PROFESSIONAL AND VERY NICE PEOPLE. IN THE LAST YEAR MDR HAS DELIVERED ME TO HOSPITAL TWICE. MDR SERVICE IS ALWAYS EXCELLENT! THE MOST EFFICIENT MIAMI-DADE GOVERNMENT OPERATION
31	5276648	22-Dec-15	5	5	5	5	5.00	I WAS VERY WELL ATTENDED AND I'M VERY GRATEFUL.
32	5279570	26-Dec-15	3	3	3	2	2.75	I CALLED RESCUE THEY REFUSED TO TAKE ME TO THE HOSPITAL BECAUSE I DIDN'T WANT TO GO TO THE ONE THEY WANTED ME TO GO. THEY CALLED AN AMBULANCE THAT TOOK ME OUT OF THE WAY APPROXIMATELY 15 MILES. I HAD NO OXYGEN, NO AIR AND THE 2 MEN WERE DRESSED VERY UNPROFESSIONAL. THEY TOOK 30 MINUTES TO PICK ME UP. YOUR DEPARTMENT HAS GOTTEN WORSE. NOTE: (THE PATIENT WAS TRANSPORTED BY PRIVATE AMBULANCE)
33	5280155	27-Dec-15	4	3	3	4	3.50	
34	5281763	29-Dec-15	5	5	5	5	5.00	
35	6002985	04-Jan-16	5	5	5	5	5.00	
36	6004487	06-Jan-16	5	5	5	5	5.00	VERY CARING TEAM, ARRIVED QUICKLY AND ACTED PROFESSIONALLY IN OUR TIME OF NEED. THANK YOU!
37	6019663	25-Jan-16	5	5	5	5	5.00	THE TEAM WAS WONDERFUL!!!
38	6022551	29-Jan-16	5	5	5	5	5.00	
39	6022442	29-Jan-16	5	5	5	5	5.00	
40	6025929	02-Feb-16	5	5	5	5	5.00	VERY COURTEOUS!
41	6026618	03-Feb-16	5	5	5	5	5.00	
42	6028081	05-Feb-16	5	5	5	5	5.00	IN AN EXTREMELY SITUATION THESE GENTLEMEN WENT OUT OF THE WAY TO PROVIDE COMFORT AND MAKE ME FEEL WELL TAKEN CARE OF. I ESPECIALLY REMEMBER RECEIVING MEDICATION UNTIL MY PAIN SCORE WAS "ZERO". THANK YOU ANGELS FROM GOD.
43	6029312	06-Feb-16	5	5	5	5	5.00	THEY WERE VERY RESPECTFUL, HELPFUL AND KIND. THEY MADE A TERRIBLE NIGHT BEARABLE.
44	6031210	09-Feb-16	5	5	5	5	5.00	ALL VERY WELL, I AM VERY GRATEFUL.
45	6034337	13-Feb-16	5	5	5	5	5.00	THE RESPONSE WAS VERY QUICK, PROFESSIONAL AND REASSURING.
46	6034988	14-Feb-16	5	5	5	5	5.00	
47	6035517	15-Feb-16	5	5	5	5	5.00	THANKS SO MUCH.
48	6038351	18-Feb-16	5	5	5	5	5.00	
49	6041153	22-Feb-16	4	5	5	5	4.75	
50	6046404	28-Feb-16	3	3	5	3	3.50	
51	6047183	29-Feb-16	5	5	5	5	5.00	
52	6049668	03-Mar-16	5	5	5	5	5.00	
53	6051029	05-Mar-16	4	4	5	4	4.25	EVEN THOUGH IT WAS A SCARY SITUATION FOR US THE GRANDPARENTS. THEY WERE EXTREMELY COMPASSIONATE AND KIND DURING THE ENTIRE PROCESS. THEY WERE ALSO VERY SUPPORTIVE AND PROFESSIONAL. WE THANK ALL FIREFIGHTERS FOR THEIR SERVICES.
54	6053919	09-Mar-16	5	5	5	5	5.00	
55	6054114	09-Mar-16	5	5	5	5	5.00	
56	6054789	10-Mar-16	5	3	5	5	4.50	
57	6056188	12-Mar-16	5	5	5	5	5.00	



Miami-Dade Fire Rescue  
Customer Feedback Surveys  
Emergency Medical Services Provided to the Town of Cutler Bay in FY 2015-2016

# of Surveys	Alarm #	Date of Survey	Q1*	Q2*	Q3*	Q4*	Average	Comments
58	6058703	15-Mar-16	5	5	5	5	5.00	MY HUSBAND IS 79 YEARS OLD. THE MEDICS THAT CAME TO OUR HOME WERE WONDERFUL. THEY HANDLED MY HUSBAND WITH ALL THE RESPECT THAT COULD BE GIVEN TO THEIR OWN FAMILY MEMBER. WE WILL ALWAYS BE GRATEFUL FOR THEM.
59	6063802	21-Mar-16	5	4	5	4	4.50	
60	6065522	23-Mar-16	5	5	5	5	5.00	
61	6067472	26-Mar-16	5	5	5	5	5.00	
62	6073638	02-Apr-16	4	4	4	5	4.25	IT WAS UNDER IMPRESSION THAT DELIVERY TIME TO HOSPITAL COULD BE REDUCED. AMBULANCE DRIVES FAST BUT DEPARTURE TIME FOR HOSPITAL SEEMS TO BE DELAYED. PERHAPS I CANNOT PROPERLY JUDGE THE TIME. NOTE ( PATIENT WAS NOT TRANSPORTED TO THE HOSPITAL)
63	6077051	06-Apr-16	5	5	5	5	5.00	
64	6077611	07-Apr-16	4	4	4	4	4.00	
65	6078376	08-Apr-16	4	4	4	5	4.25	MIAMI-DADE FIRE RESCUE DOES A GREAT JOB!
66	6082335	13-Apr-16	5	5	5	5	5.00	THE RESCUE TEAM WAS VERY COURTEOUS AND PROFESSIONAL. THEY TOLD ME WHAT TO EXPECT AT THE HOSPITAL ADMITTANCE.
67	6085490	17-Apr-16	5	5	5	5	5.00	
68	6089831	23-Apr-16	5	5	5	5	5.00	
69	6092508	26-Apr-16	4	4	5	5	4.50	
70	6093221	27-Apr-16	5	5	5	5	5.00	
71	6098831	04-May-16	5	5	5	5	5.00	I WANT TO THANK MDR FOR THEIR SERVICES AND FOR HELPING ME TO ARRIVE AT BAPTIST HOSPITAL SAFELY! I AM WALKING TODAY!
72	6100270	06-May-16	5	5	5	5	5.00	THANK YOU FOR YOUR HELP WHEN I NEEDED IT, YOU HAVE TAKEN ME TO THE MIAMI VA MEDICAL CENTER SEVERAL TIMES AND I THANK YOU FOR THE PERFECT SERVICE YOU GIVE EVERYONE. YOU ALL GET 100% BY ME. GOD BLESS YOU ALL, EVERY DAY AND IN EVERY WAY.
73	6118848	30-May-16	5	5	5	5	5.00	
74	6125063	07-Jun-16	5	5	5	5	5.00	THANK YOU FOR YOUR SERVICE.
75	6126570	09-Jun-16	5	5	5	5	5.00	
76	6133912	18-Jun-16	5	5	5	5	5.00	THANK YOU! GOD BLESS MIAMI DADE FIRE RESCUE.
77	6138649	24-Jun-16	5	5	5	5	5.00	
78	6139063	25-Jun-16	5	5	5	5	5.00	
79	6147234	05-Jul-16	5	3	5	5	4.50	
80	6148372	07-Jul-16	5	5	5	5	5.00	TO WHOM IT MAY CONCERN THE FIRE RESCUE I WOULD SAY, SAVED MY LIFE. THEY CAME FAST AND KNEW JUST WHAT TO DO, AND WERE VERY CONCERNED ABOUT ME. I HAD SURGERY AND AM DOING WELL THANK YOU FROM THE BOTTOM OF MY HEART.
81	6155572	16-Jul-16	5	5	5	5	5.00	EXCELLENT SERVICE. STAFF WERE ALWAYS EFFECT AND CAUTIOUS. WE ARE SENIOR CITIZENS AND WERE ALWAYS TREATED WITH KINDNESS AND CONSIDERATION OF OUR AGE. THANK YOU.
82	6155984	17-Jul-16	5	5	5	5	5.00	
83	6158727	20-Jul-16	4	4	5	5	4.50	I AM RETIRED FROM MDPD AND NOW I AM 73YRS OLD - SO IT GAVE ME TIME TO DO YOUR SURVEY, IT ALSO GIVES ME THE OPPORTUNITY TO SAY THANK YOU AND GOD BLESS YOU ALL,STAY SAFE. I WILL NEVER FORGET THE NUMEROUS TIMES YOUR MEN AND WOMEN SPENT TIME, TALKING, AND HOLDING MY WIFE'S HAND AS YOU TOOK HER AWAY TO HOSPITAL. I DON'T HAVE ANY OTHER WORDS BUT THANK YOU.
84	6159343	21-Jul-16	5	5	5	5	5.00	



Miami-Dade Fire Rescue  
Customer Feedback Surveys  
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85	6163552	27-Jul-16	5	5	5	5	5.00	
86	6168390	02-Aug-16	5	5	5	5	5.00	
87	6171455	06-Aug-16	5	5	5	5	5.00	THANK YOU FOR PROVIDING EXCELLENT SERVICE. THE PARAMEDIC/RESCUE PERSONNEL ARE VERY POLITE, CONSIDERATE, ARE GENTLE.
88	6176493	13-Aug-16	5	5	5	5	5.00	I HAVE NEVER HAD TO PERSONALLY CALL RESCUE FOR MYSELF BEFORE. THEY WERE KIND, RESPECTFUL AND HELPFUL.
89	6180323	18-Aug-16	5	5	5	5	5.00	
90	6182528	21-Aug-16	5	5	5	5	5.00	
91	6184583	24-Aug-16	5	5	5	5	5.00	
92	6184936	24-Aug-16	5	4	5	5	4.75	
93	6186210	25-Aug-16	5	5	5	5	5.00	
94	6193690	04-Sep-16	5	5	5	5	5.00	EXCELLENT, VERY PROFESSIONALS!
95	6193673	04-Sep-16	5	3	5	5	4.50	
96	6196516	08-Sep-16	5	5	5	5	5.00	
97	6201329	14-Sep-16	5	5	5	5	5.00	
98	6205036	19-Sep-16	5	5	5	5	5.00	
99	6208598	23-Sep-16	5	5	5	5	5.00	THEY WERE GREAT!
							Average	4.82

\*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



MDR Existing Station



MDR Planned Station



Municipality

This map was prepared by the Miami Dade County  
Information Technology Department  
Geographic Information Systems (GIS) Division  
December, 2016

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