



**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

January 15, 2019

Honorable Tim Meerbott, Mayor  
Town of Cutler Bay  
10720 Caribbean Boulevard, Suite 105  
Cutler Bay, FL 33189

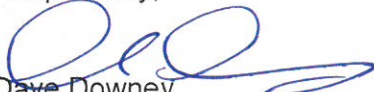
Honorable Mayor Meerbott:

Congratulations on your election as the new Mayor of the Town of Cutler Bay. It is with heartfelt emotion that I advise this will be the final annual report I submit as your Fire Chief, summarizing the services Miami-Dade Fire Rescue (MDFR) provided to the Town of Cutler Bay. I will be retiring May 19, 2019 after an incredible and rewarding 37-year career in the fire service. It has been a privilege and honor to serve the residents of the Town of Cutler Bay. As indicated in the enclosed 2018 annual report, MDRF'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.

Town of Cutler Bay residents and visitors can rely on the fire-rescue services delivered by a Class 2/2X Public Protection Classification (PPC) Department as rated by the Insurance Services Office, Inc. (ISO) and Internationally Accredited through the Commission on Fire Accreditation International (CFAI). MDRF's 2/2X rating places us in an elite group of less than 1,300 fire departments out of over 43,000 nationally with a Class 1 or 2 rating. MDRF is one of only 259 agencies to be accredited by CFAI and remains the largest accredited fire-rescue department in the Southeast United States and 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 one last time. 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 ✓  
Maurice L. Kemp, Deputy Mayor, Miami-Dade County





**Miami-Dade Fire Rescue Department**  
Services to  
**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 250,000 calls for assistance annually making it one of the busiest departments in the nation. More than 2,600 employees staff 145 units in service throughout 70 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, MDRF provides emergency air transport service to appropriate specialized facilities via two full-time rescue helicopters.



Firefighters battle a house fire.

MDRF 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.

MDRF 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. 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, offering 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 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.

Through the efforts of MDRF, Miami-Dade residents also have the highest survival rates in the nation, after suffering a blocked coronary artery. Over ten years ago, MDRF 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.



MDRF crew utilizing the "Jaws of Life" to extricate a patient.

MDRF is part of the Countywide Stroke Network, a coalition consisting of 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 aiming to deliver the highest quality acute stroke care available in improving patient recovery outcomes.

The Office of Emergency Management (OEM) is part of MDRF. OEM manages the County's Emergency Operations Center (EOC), which coordinates emergency response, and recovery plans and operations 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  
**Town of Cutler Bay**

In calendar year 2018, MDRF's 145 frontline rescue and fire suppression units were dispatched over 400,000 times to more than 250,000 emergencies; of these, approximately 186,000 were medical emergencies. MDRF transported more than 75,000 residents and visitors to South Florida hospitals and responded to more than 24,000 fire-related incidents. In addition, MDRF personnel responded to almost 40,000 non-fire-rescue related calls.

During 2018, MDRF hired five recruit classes totaling 131 firefighters. Two fire recruit classes, Classes #134 and #135 graduated at ceremonies held at MDRF's Training Facility in Doral, Florida, welcoming 73 new firefighters to the department. Three additional recruit classes, #136, #137, and #138, totaling 58 firefighters began in October and November of 2018. The new recruits are expected to graduate in the spring of 2019.



**MDRF Recruit Class #134**

MDRF placed Platform 53 and Rescue 39 in service in April 2018. Platform 53, a new 70-foot aerial platform housed at MDRF's Turnpike Fire Station 53, is staffed by four firefighters, 24-hours a day, and provides additional fire suppression services along the south end of Florida's Turnpike and surrounding areas. Rescue 39, housed at MDRF's Port Miami Fire Station 39, is staffed 24-hours a day, by a three-paramedic crew to provide immediate fire-rescue service to the busiest cruise port in the world.



**MDRF's Turnpike South Aerial Platform 53**

MDRF added its 70th fire station, North Miami Central Fire-Rescue Station 18, in 2018. The new station began operating from a temporary trailer located at 13810 NE 5 Avenue, and houses one ALS Rescue which is staffed by a three-paramedic crew. Construction of permanent Station 18 is slated to commence at the end of Fiscal Year 2019-2020. Additionally, MDRF held groundbreakings for two new fire-rescue stations. Palmetto Bay North Fire-Rescue Station 62, a 10,500 square-foot fire station located at 14251 Old Cutler Road, and Sweetwater Fire-Rescue Station 29, an 11,248 square-foot station located at 351 SW 107 Avenue, which will provide reduced response times and life-saving services to the residents of Palmetto Bay and Sweetwater.



**Groundbreaking ceremony for Palmetto Bay North Station 62**

On September 5, 2018, MDRF placed the new Rescue 3 into service at Tropical Park's Heroes of September 11th Fire Station 3. This new rescue honors military veterans and their families for their bravery, hard work and dedication to our country. The seal of each branch of the military is proudly displayed on each side of the new unit, which will respond to emergencies alongside Engine 3, which honors those who made the supreme sacrifice on September 11, 2001.



**MDRF Rescue 3 honoring those who serve.**





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

In September 2018, 90 members of MDR's Urban Search and Rescue Task Force were activated by the Federal Emergency Management Agency (FEMA) and deployed to South Carolina to assist with search and rescue efforts in the aftermath of Hurricane Florence. 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 2018 hurricane season, MDR's Florida Task Force 1 Urban Search and Rescue Team also responded to assist victims of Hurricane Michael, which impacted the Florida Panhandle a month later in October.



MDR Urban Search & Rescue Team in South Carolina

MDR and International Association of Firefighters (IAFF) Local 1403 raised \$25,000 during the 2018 American Cancer Society's "Making Strides Against Breast Cancer" fundraising campaign. MDR Fire Chief Dave Downey was once again one of 23 community leaders selected to champion "Real Men Wear Pink" in saving more lives than ever before from breast cancer. Chief Downey raised an additional \$6,292 for the cause. The top fire-rescue station contributing to his campaign, Heroes of September 11th Fire-Rescue Station 3, hosted the "Push In" ceremony for the department's first commemorative fire engine, the "Big Pink", on October 5, 2018. The "Little Pink", a rescue truck, was also placed in service during October at Station 3.



MDR's "Big Pink" Fire Engine

Every day, MDR personnel have hundreds of opportunities to exceed customer expectations while fulfilling our service demands. MDR'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, MDR 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 MDR 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, MDR 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, nine percent of patients (or 3,050 respondents) returned completed surveys yielding an overall score of **4.86**.

Respondents rated MDR's services as follows for each question during fiscal year 2018:

- 1) MDR responded to your needs in a timely manner: **4.86**
- 2) MDR explained your treatment options to you: **4.80**
- 3) MDR treated you in a professional manner: **4.91**
- 4) MDR met your expectations when you requested assistance: **4.88**

During fiscal year 2018, **88** residents from the Town of Cutler Bay rated MDR with an overall score of **4.81**, expressing their satisfaction with the service provided by MDR. 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.

*"You do an extraordinary job. Congratulations!"*

*"The service provided by MDR has saved my life. I am eternally grateful. Thank you."*

*"The paramedics were courteous and compassionate with my mother and us during these stressful moments. Thank you."*

*"Thank God for Fire Rescue."*





**Miami-Dade Fire Rescue Department**  
Services to  
**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 2017 U.S. Census the Town has a residential population of 45,101 with over 14,080 households.

During calendar year 2018, MDRF responded to 5,416 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. The data reflected in **Tables I** and **II** was produced by the National Fire Operations Reporting System (NFORS). MDRF has recently partnered with NFORS, a project with the goal of improving civilian and firefighter life safety through consistent and quality data.

**Table I**  
**MDRF Responses to the Town of Cutler Bay**  
**Calendar Year 2018**

Incident Type	2018	MDRF Average Response Time
Life Threatening	2,895	7:00
Non-Life Threatening	1,225	7:24
Structure Fires	57	5:12
Other Fires	416	7:24
Other Miscellaneous	823	*
<b>Total</b>	<b>5,416</b>	

\*NFORS does not compute an average response time for "Other Miscellaneous" incidents

The Town of Cutler Bay is primarily served by MDRF's Saga Bay Station 55, Cutler Ridge Station 34 and Perrine Station 50 which collectively responded to all of the incidents in the Town during 2018 as depicted in **Table II**.

**Table II**  
**MDRF Stations/Units responding into the Town of Cutler Bay**  
**Calendar Year 2018**

Responses Provided by Station:	2018	
	Incidents	%
55 - Saga Bay	2,564	48%
34 - Cutler Ridge	1,486	28%
50 - Perrine	1,344	24%
<b>Total</b>	<b>5,394</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 100-foot BLS Platform.

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**). This exceeds the National Fire Protection Association (NFPA) recommended guideline for responding to both high and medium occupancies.

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

Name	Miles to Town	Apparatus	Staffing
<b>Station 34 - Cutler Ridge</b> 10850 SW 21 Street	0.00	100' BLS Platform - 1 Rescue - 1	4 FF/EMT 3 FF/PARA
<b>Station 55 - Saga Bay</b> 21501 SW 87 Avenue	0.00	ALS Engine - 1 Rigid Hull Inflatable Boat - 1	2 FF/PARA 2 FF/EMT
<b>Planned Station 74 - Palmetto Bay South</b> 18198 Old Cutler Road	0.10	ALS Engine - 1	2 FF/PARA 2 FF/EMT
<b>Station 50 - Perrine</b> 9798 Hibiscus Street	0.42	Rescue - 1	3 FF/PARA
<b>Station 52 - South Miami Heights</b> 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
<b>Station 4 - Coral Reef</b> 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
<b>Station 70 - Coconut Palm</b> 11451 SW 248 Street	2.70	Rescue - 1	3 FF/PARA
<b>Temporary Station 62 - Palmetto Bay</b> 7055 SW 144 Street	2.70	ALS Engine - 1	2 FF/PARA 2 FF/EMT
<b>Planned Station 62 - Palmetto Bay</b> 14251 Old Cutler Road	2.80	ALS Engine - 1	2 FF/PARA 2 FF/EMT
<b>Station 5 - Goulds</b> 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 end of March 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 Fire-Rescue Station 74.



Cutler Ridge Station 34 serving the Town of Cutler Bay

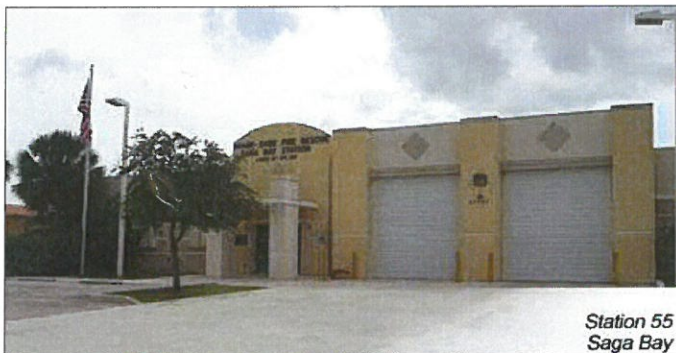




**Miami-Dade Fire Rescue Department**  
Services to  
**Town of Cutler Bay**

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 (1) ALS Engine.

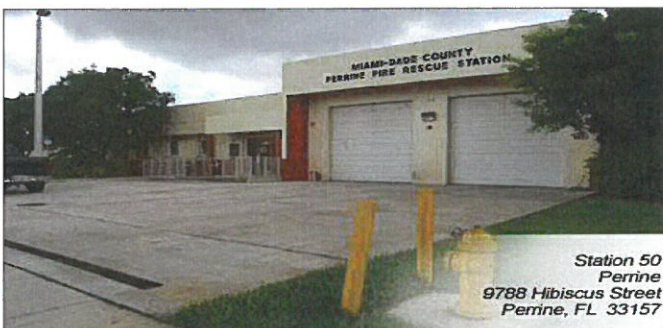
As a result, within three (3) miles of the Town of Cutler Bay, MDFR has 14 front-line response units, 12 of which are ALS units including six (6) rescues, four (4) suppression units and two (2) Battalion Chiefs. Daily there are 44 firefighters on duty, 28 which are certified paramedics assigned to these 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, 27 firefighters and two (2) command chiefs would be required.



Perrine Station 50 serving the Town of Cutler Bay

Based on MDFR's current dispatch protocol, MDFR would dispatch three (3) suppression units, two (2) aerials (platform, ladder or aerial), two (2) rescue, two (2) Battalion Chiefs, and an EMS Captain, exceeding NFPA's recommended dispatch to a structure fire at a medium-hazard occupancy. If MDFR determines that it is a working fire, another Battalion Chief, Safety Officer, Air Truck, Command Van and Fire Investigator would also be dispatched to the incident. To a structure fire at a high-hazard occupancy, MDFR's initial dispatch would also surpass NFPA's recommended response. MDFR would dispatch five (5) suppression units, three (3) aerials (platform, ladder or aerial), three (3) rescues, three (3) Battalion Chiefs, and two (2) EMS Captains. MDFR would dispatch additional support as noted to a working fire.

During 2018, MDFR dispatched more than 470 firefighters and 155 units to 57 structure fire incidents in the Town of Cutler Bay. For example, on April 10, 2018, MDFR dispatched nine (9) units, equating to 25 firefighters, three (3) Engines, one (1) Platform, two (2) Rescues, one (1) Air Truck, one (1) Investigator, and one (1) Battalion Chief to extinguish a house fire at 7705 SW 188 Terrace.

Similarly on June 26, 2018, MDFR dispatched six (6) units, equating to 20 firefighters, three (3) Engines, one (1) Platform, one (1) Rescue, and one (1) Battalion Chief to extinguish a fire at 19510 Bellaire Drive.

### **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.

MDFR has 56 frontline rescue units, each staffed by three (3) State of Florida certified paramedics. MDFR offers patient transportation options. Patients with life-threatening emergencies will be transported to the closest appropriate medical facility within Miami-Dade or Broward County. MDFR will transport patients without life-threatening emergencies to the medical facility of their choice. MDFR 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

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Doral, Florida 33178-2414

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[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. MDRF'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 MDRF. 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 MDRF 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 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 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 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 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 sekrè anmwenske w bay enfomasyon pou kontakte w anba paj sondaj la. Si w ta vle repons w yo rete sekrè sèlman dekolè etikèt ki gen adrès w a anba paj la. Mèsi.

1= Strongly Disagree  
2= Disagree  
3= Neutral  
4= Agree  
5= Strongly Agree

1= En total desacuerdo  
2= En desacuerdo  
3= Neutral  
4= En acuerdo  
5= Muy de acuerdo

1= Vreman Padako  
2= Padako  
3= Neutre  
4= Dako  
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 espliké 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/OPCION / 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



Please take a moment to provide additional comments within the space provided. If you wish to be contacted, please provide your contact information on the front of this survey.

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 telefon ak imel w anba premye pa sondaj la.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



Miami-Dade Fire Rescue  
Customer Feedback Surveys  
Emergency Medical Services Provided to the Town of Cutler Bay in Fiscal Year 2017-2018

# of Surveys	Alarm #	Date of Survey	Q1*	Q2*	Q3*	Q4*	Average	Comments
1	7232605	10/12/17	5	5	5	5	5.00	
2	7234691	10/15/17	5	5	5	5	5.00	CHIEF DOWNEY CONGRATULATIONS, YOUR FIRE DEPARTMENT PROVIDED ME EXCELLENT SERVICE IN MY TIME OF NEED. GOD BLESS YOU ALL.
3	7234580	10/15/17	5	5	5	5	5.00	
4	7240269	10/22/17	4	4	4	5	4.25	
5	7242318	10/25/17	5	5	5	5	5.00	
6	7242545	10/25/17	5	5	5	5	5.00	THANK YOU FOR YOUR HELP AND SERVICE DURING MY TIME OF NEED.
7	7245245	10/28/17	5	5	5	5	5.00	
8	7251378	11/05/17	5	4	5	5	4.75	
9	7262179	11/19/17	5	3	5	5	4.50	
10	7265487	11/23/17	5	5	5	5	5.00	
11	7266576	11/24/17	5	5	5	5	5.00	
12	7271118	11/30/17	5	5	5	5	5.00	
13	7273189	12/03/17	5	5	5	5	5.00	
14	7273709	12/04/17	5	5	5	5	5.00	THE PARAMEDICS WERE GREAT! THEY ARRIVED QUICKLY, THEY ALSO HAD STUDENTS WITH THEM. HOPEFULLY, THEY LEARNED FROM THE CALL. SEVERAL OF THE PARAMEDICS CHECKED ON ME WHILE I WAS IN THE ER AND THEY WERE COMING IN FROM OTHER CALLS. VERY NICE, VERY PROFESSIONAL.
15	7275640	12/06/17	5	5	5	5	5.00	
16	7276637	12/08/17	5	5	5	5	5.00	
17	7277692	12/09/17	5	5	5	5	5.00	THANK YOU FOR YOUR PROMPT AND PROFESSIONAL SERVICE.
18	7279024	12/11/17	5	4	5	5	4.75	
19	7279787	12/12/17	5	5	5	5	5.00	
20	7285515	12/19/17	5	5	5	5	5.00	THERE ARE NO WORDS TO EXPRESS MY GRATITUDE TO MIAMI-DADE FIRE RESCUE ESPECIALLY, ENGINE #55 AND ENGINE #62. THEIR SERVICE HAS BEEN EXCELLENT, PROFESSIONAL, HUMANE AND IN MY OPINION UNBEATABLE. THANK YOU VERY MUCH FOR YOUR ASSISTANCE AND PROFESSIONALISM. OUR LIVES ALWAYS DEPEND ON YOU.
21	7288518	12/22/17	5	5	5	5	5.00	THE PERSONNEL THAT HELPED ME WERE VERY PROFESSIONAL AND CARING. I'M VERY THANKFUL. PEOPLE LIKE THAT NEED A RAISE, BECAUSE I FELT THAT THEY ENJOY HELPING OTHERS NOT ONLY AS A JOB BUT AS A PASSION TO CARE FOR UNKNOWN PEOPLE. THANK YOU ALL FROM THE BOTTOM OF MY HEART.
22	7294762	12/30/17	5	5	5	5	5.00	
23	7294933	12/31/17	5	5	5	5	5.00	
24	8000170	01/01/18	5	5	5	5	5.00	
25	8002430	01/04/18	5	5	5	5	5.00	YOU DO AN EXTRAORDINARY JOB. CONGRATULATIONS!
26	8004083	01/06/18	5	5	5	5	5.00	
27	8013882	01/18/18	5	5	5	5	5.00	
28	8013864	01/18/18	5	5	5	5	5.00	THE SERVICE PROVIDED BY MDRF HAS SAVED MY LIFE. I AM ETERNALLY GRATEFUL. THANK YOU.
29	8015114	01/20/18	5	5	5	5	5.00	THE PARAMEDICS WERE VERY COURTEOUS AND COMPASSIONATE WITH MY MOTHER AND US DURING THESE STRESSFUL MOMENTS. THANK YOU.



Miami-Dade Fire Rescue  
Customer Feedback Surveys  
Emergency Medical Services Provided to the Town of Cutler Bay in Fiscal Year 2017-2018

# of Surveys	Alarm #	Date of Survey	Q1*	Q2*	Q3*	Q4*	Average	Comments
30	8014869	01/20/18	5	5	5	5	5.00	
31	8017051	01/23/18	5	5	5	5	5.00	
32	8018906	01/25/18	4	4	4	4	4.00	
33	8022488	01/29/18	5	5	5	5	5.00	
34	8027236	02/05/18	5	5	5	5	5.00	
35	8032605	02/11/18	4	4	4	5	4.50	THANK YOU FOR YOUR HELP!
36	8034202	02/13/18	5	5	5	5	5.00	THE PARAMEDICS WERE VERY PROFESSIONAL PROMPT IN THE RESPONSE TO OUR EMERGENCY. THEY WERE COURTEOUS, AND EXPLAINED THE MEDICAL SITUATION AND SUGGESTED THE BEST COURSE OF ACTION. I JUST WANT TO TAKE THE OPPORTUNITY TO THANK THE CUTLER BAY FIRE RESCUE FOR THEIR EXCELLENT JOB.
37	8034762	02/14/18	5	5	5	5	5.00	THIS IS NOT MY FIRST ENCOUNTER. THE SAME STATION ANSWERED MANY CALLS FOR MY HUSBAND, AND THEY ARE VERY GOOD.
38	8036134	02/16/18	5	5	5	5	5.00	I'M VERY HAPPY WITH THE SERVICE PROVIDED. THANK YOU.
39	8041222	02/23/18	5	5	5	5	5.00	
40	8041489	02/23/18	1	1	1	1	1.00	I WASN'T IN THE BUILDING AT THAT MOMENT BUT MY MOTHER AND MY BROTHER TOLD ME IT TOOK MORE THAN THIRTY MINUTES FOR THE RESCUE TO ARRIVE TO MY FATHER'S APARTMENT BECAUSE THE BUILDING DOOR WAS LOCKED. I DON'T KNOW WHY IF POLICE AND RESCUE ALWAYS USE SPECIAL KEYS TO ACCESS THE BUILDING LIKE IN PREVIOUS EMERGENCIES. I DON'T EVEN KNOW AT THIS TIME IF MY FATHER DIED DURING HIS WAY TO THE HOSPITAL OR AT HOME. I AM JUST CONCERNED ABOUT THE DELAY TO SAVE HIS LIFE. (AS INFORMATION, MDER REFERRED THIS SURVEY RESPONSE TO THE APPROPRIATE DIVISION FOR FOLLOW-UP)
41	8041947	02/24/18	5	5	5	5	5.00	
42	8044508	02/27/18	5	5	5	5	5.00	
43	8044651	02/27/18	5	5	5	5	5.00	MY WIFE IS A PATIENT AT EAST RIDGE, I WAS NOT THERE WHEN THE STAFF CALLED THE RESCUE. I AM SURE EVERYTHING WAS CONDUCTED IN A TIMELY AND PROFESSIONAL MANNER. THANK YOU.
44	8045504	02/28/18	5	5	5	5	5.00	I HIGHLY RESPECT, APPRECIATE AND ADMIRE YOUR SERVICES. UNFORTUNATELY, WE HAVE REQUIRED YOUR HELP IN THREE DIFFERENT OCCASIONS, ALL TO OUR SATISFACTION. AS A PUBLIC EMPLOYEE MYSELF, I CAN SEE HOW GOVERNMENT DEPARTMENTS SUCH AS YOURSELF CAN PROVIDE TRUST TO THE TAXPAYERS THAT FUND THESE VALUABLE FUNCTIONS. KEEP UP THE GOOD WORK.
45	8046941	03/02/18	5	5	5	5	5.00	
46	8049767	03/06/18	5	5	5	5	5.00	
47	8057004	03/15/18	5	5	5	5	5.00	
48	8061230	03/20/18	5	5	5	5	5.00	THANK GOD FOR FIRE RESCUE.
49	8072755	04/04/18	5	5	5	5	5.00	
50	8078819	04/12/18	5	5	5	5	5.00	
51	8078823	04/12/18	5	4	5	4	4.50	
52	8084408	04/19/18	5	5	5	5	5.00	
53	8088445	04/24/18	5	5	5	5	5.00	THANK YOU FOR ARRIVING QUICKLY TO THE SCENE OF MY DAUGHTER'S ACCIDENT PROVIDING GREAT SERVICE!
54	8089494	04/26/18	5	5	5	5	5.00	
55	8089739	04/26/18	5	5	5	5	5.00	THANK YOU FOR YOUR PROFESSIONALISM AND KINDNESS!



# Miami-Dade Fire Rescue

## Customer Feedback Surveys

### Emergency Medical Services Provided to the Town of Cutler Bay in Fiscal Year 2017-2018

ATTACHMENT II

# of Surveys	Alarm #	Date of Survey	Q1*	Q2*	Q3*	Q4*	Average	Comments
56	8091713	04/29/18	5	5	5	5	5.00	TO MDFR: I CAN'T SAY ENOUGH NICE THINGS ABOUT THE WAY MY HUSBAND AND I WERE TREATED BY THE RESPONDERS WHO CAME TO OUR HOUSE. SEVERAL OF THE FIRE RESCUE TEAM WERE AWARE THAT MY HUSBAND WAS A FORMER FIREFIGHTER FROM GENEVA, ILLINOIS, FROM A CONVERSATION HE HAD WITH THEM 2 YEARS AGO. THE TWO TEAMS THAT CAME TO OUR HOUSE IN SEPARATE OCCASIONS MADE ME FEEL AT EASE THAT HE WAS GETTING THE BEST AND MOST ATTENTIVE CARE. I REALLY APPRECIATE THAT AND THANK YOU ALL FOR YOUR SERVICE. WITH THANKS AND WARM REGARDS.
57	8094368	05/03/18	5	5	5	5	5.00	VERY HAPPY AND GRATEFUL WITH THE QUICK RESPONSE AND SERVICE PROVIDED. THE TEAM MEMBERS EXPLAINED EVERYTHING AND ANSWERED ALL MY QUESTIONS IN MY OWN LANGUAGE. THANK YOU VERY MUCH FOR THE MEDICAL ATTENTION TO MY HUSBAND. MIAMI-DADE FIRE RESCUE REFUSED TO TAKE ME TO BAPTIST AND I REFUSED TO GO TO JACKSON SOUTH. NO POINT IN CALLING THEM. THE RESCUE GUYS WERE VERY CONSIDERATE AND POLITE, BUT HAD TO COMPLY WITH REGULATIONS. UNFORTUNATELY, MIAMI DADE RESCUE TOOK MY HUSBAND MANY, MANY TIMES TO BAPTIST ER. TOO BAD THEY COULD NOT TAKE HIM TO SOUTH MIAMI. (NOTE: MDFR POLICY DICTATES THAT A PATIENT IS TO BE TRANSPORTED TO THE CLOSEST APPROPRIATE HOSPITAL)
58	8099549	05/09/18	1	1	1	1	1.00	
59	8106462	05/18/18	5	3	5	5	4.50	
60	8107629	05/20/18	4	3	3	3	3.25	
61	8109515	05/22/18	5	5	5	5	5.00	
62	8109967	05/23/18	5	5	5	5	5.00	THE PROFESSIONALISM OF THE MIAMI-DADE FIRE RESCUE TEAM WAS REMARKABLE. I REALLY APPRECIATE ALL EFFORTS AND SERVICES PROVIDED TO MY HUSBAND.
63	8113512	05/28/18	5	5	5	5	5.00	GOD BLESS THE MIAMI-DADE FIRE RESCUE. THANKS.
64	8118347	06/03/18	5	5	5	5	5.00	
65	8124153	06/11/18	5	4	5	5	4.75	
66	8131269	06/20/18	5	5	5	5	5.00	GREAT JOB!
67	8130831	06/20/18	5	5	5	5	5.00	
68	8135467	06/26/18	5	5	5	5	5.00	
69	8135487	06/26/18	5	5	5	5	5.00	
70	8139704	07/01/18	5	5	5	5	5.00	I WANTED TO THANK YOU FOR THIS TIME WHICH I MIGHT NOT HAVE HAD IF IT WASN'T FOR THE QUICK RESPONSE OF TWO OF YOUR TEAMS. ABOVE AND BEYOND! IN PART IT WAS A BAD AND SCARY SITUATION. NEW EXPERIENCE FOR A 70 YEAR OLD, BUT DUE TO THE TWO TEAMS THAT WERE DISPATCHED IN A MATTER OF 6 MINUTES, I MADE IT! THANK YOU, THANK YOU AGAIN. EVERYONE INVOLVED WAS QUITE, COURTEOUS, PROFESSIONAL, AND KNOWLEDGEABLE. VERY PROUD OF MIAMI DADE FIRE RESCUE.
71	8149649	07/15/18	5	5	5	5	5.00	THANK YOU AND GOD BLESS YOU ALL FOR THE SERVICE TO THE CITIZENS OF THIS AREA.
72	8151503	07/17/18	5	5	5	5	5.00	I'M VERY SATISFIED WITH THE SERVICE PROVIDED.
73	8163550	08/03/18	5	5	5	5	5.00	THE RESCUE TEAM WAS VERY COURTEOUS AND PROFESSIONAL. THEY TOOK MY VITALS AND SUGGESTED MY OPTIONS BASED ON MY CONDITION. GREAT TEAM! KEEP UP THE GOOD WORK.
74	8171842	08/14/18	4	2	5	4	3.75	
75	8173911	08/16/18	5	4	5	5	4.75	I AM 91 YEARS OLD. THEY TOOK GOOD CARE OF ME.
76	8174845	08/18/18	5	5	5	5	5.00	GREAT TEAM! THANK YOU FOR YOUR HELP IN MY TIME OF NEED.
77	8175223	08/18/18	5	5	5	5	5.00	THEY WERE REALLY HELPFUL AND MADE MY SON FEEL SAFE.
78	8175813	08/19/18	5	5	5	5	5.00	GOD BLESS YOU FOR THE SUPER SERVICE YOU GUYS PROVIDE TO THIS CITY. THANK YOU.
79	8175692	08/19/18	4	4	5	5	4.50	I WANT TO THANK THE MEN AND WOMEN WHO ASSISTED ME IN MY TIME OF NEED. GOD BLESS YOU ALL!!
80	8180114	08/24/18	4	5	5	5	4.75	
81	8184939	08/31/18	5	5	5	5	5.00	

Miami-Dade Fire Rescue  
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82	8186834	09/03/18	5	5	5	5	5.00	
83	8200757	09/21/18	5	5	5	5	5.00	THANK YOU FOR A VERY PROFESSIONAL SERVICE!
84	8203600	09/24/18	5	5	5	5	5.00	
85	8204345	09/25/18	5	5	5	5	5.00	
86	8205646	09/27/18	5	5	5	5	5.00	
87	8207425	09/29/18	5	5	5	5	5.00	
88	8207335	09/29/18	5	3	5	5	4.50	
							Average	4.81

\*Refer to Attachment I for questions.



# MDFR Service Delivery to the Town of Cutler Bay

