



**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 5, 2016

Honorable David Coviello, Mayor  
Village of Biscayne Park  
640 NE 114<sup>th</sup> Street  
Biscayne Park, FL 33161

Honorable Mayor Coviello:

Enclosed is your annual report summarizing the services Miami-Dade Fire Rescue (MDFR) provided to the Village of Biscayne Park in 2015. 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 Village of Biscayne Park can rely on the delivery of fire-rescue services provided by an Internationally Accredited Agency through the Commission on Fire Accreditation International (CFAI). Late last year, a CFAI peer assessment team visited MDFR and recommended MDFR for reaccreditation. MDFR expects to be formally reaccredited in mid-March when the department appears before the CFAI for final approval. Following the official announcement, MDFR will continue to be one of only 217 agencies to achieve this status. MDFR will remain 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 village. Please contact Maria L. Reyes from my office at 786-331-5253 to schedule the annual presentation with the Village 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".

Dave Downey  
Fire Chief

Enclosures

c: Heidi Siegel, Village Manager  
Russell Benford, Deputy Mayor, Miami-Dade County



**Miami-Dade Fire Rescue Department**  
Services to  
**The Village of Biscayne Park**

Miami-Dade Fire Rescue (MDFR) originated as a single-unit fire patrol in 1935. In 2015, MDFR celebrated 80 years since its inception. 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 250,000 calls for assistance annually making it one of the busiest departments in the nation. Almost 2,500 employees staff 141 units in service throughout 68 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, MDFR provides emergency air transport service within Miami-Dade County to State-approved Trauma Centers via two full-time rescue helicopters.



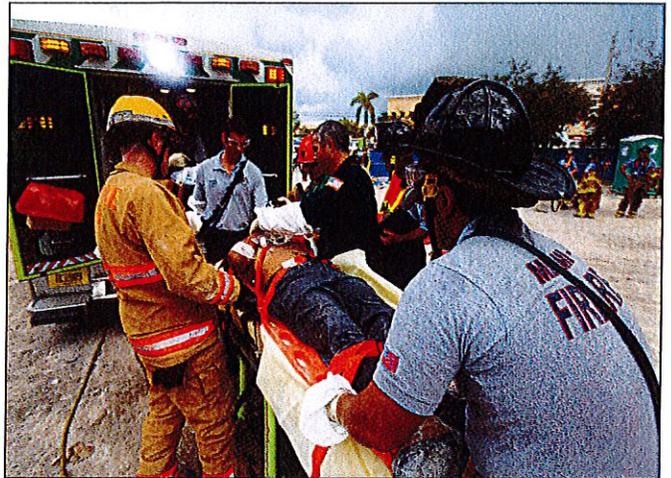
Firefighters battle a cargo container fire.

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, and urban search and rescue. The department also maintains the Florida Antivenin Bank and provides inspections and code enforcement services. MDFR also protects two beaches: Haulover and Crandon, with a combination of full-time and part-time professional lifeguards. Since joining MDFR in 2003, the Ocean Rescue Bureau has

professionalized its staff and built new lifeguard stations at both beaches. MDFR distinguishes itself from other fire-rescue departments in a number of areas.

MDFR 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 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.



MDFR transports critically injured patient.

Through the efforts of MDFR, Miami Dade residents also have the highest survival rates after a blocked coronary artery in the nation. Over eight years ago, MDFR 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 and the leading cause of death for women in the United States. 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 2 hours and 15 minutes to 60 minutes.

The Office of Emergency Management (OEM), is also part of MDFR. 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 service and medical care agencies. OEM is accredited by the Emergency Management Accreditation Program (EMAP).



**Miami-Dade Fire Rescue Department**  
Services to  
**The Village of Biscayne Park**

In calendar year 2015, MDR's 141 frontline rescue and fire suppression units were dispatched almost 400,000 times to more than 246,000 emergencies in 2015. Of these, approximately 204,000 were medical emergencies. MDR transported greater than 80,000 residents and visitors to South Florida hospitals. MDR responded to nearly 23,000 fire-related calls. In addition, MDR personnel responded to more than 15,000 non-fire-rescue related calls for service.

MDR's Air Rescue Bureau celebrated 30 years of service in 2015. Since its inception in 1985, MDR has provided air transport for critically ill and injured residents and visitors of Miami-Dade County. Responding to approximately 1,200 calls a year, this unique unit has grown from one full-time helicopter to four in the past nine years. Air Rescue South is located at Miami Executive Airport and Air Rescue North is located at Opa-Locka Executive Airport. Each aircraft is staffed by two pilots and two firefighter-paramedics 365 days a year, including MDR's first female pilot who joined the crew in 2013.



MDR's Fireboat 1 and Air Rescue South

MDR's Fireboat was placed back in service in late 2014 and is currently stationed at the Port Miami. The 50 foot vessel provides enhanced rapid response to all types of maritime emergencies. A second Fireboat will be placed in service at the Haulover Marina in April 2016.

During 2015, MDR received Lifeline® EMS Silver Level Recognition Award given by the American Heart Association to EMS teams across the nation for their vital role in providing timely treatment to patients who experience severe heart attacks. Agencies that receive the Mission: Lifeline Silver award have demonstrated at least 75 percent compliance for each required achievement measure for the entire year, and treat at least eight STEMI patients for the year.

MDR was also recommended to receive reaccreditation in 2015 by the Commission on Fire Accreditation International (CFAI), which is part of the Center for Public Safety Excellence, Inc. The department remains one of only 217 agencies 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.



One of the three firefighter recruit classes in 2015.

MDR welcomed three recruit classes in 2015, totaling 63 new firefighters to the Department. MDR also celebrated the opening of two new fire stations, Station 70 in South West Miami-Dade and Station 64 in the Town of Miami Lakes. MDR's world renowned Urban Search and Rescue (US&R) Team, Florida Task Force 1 (FLTF-1), received an Operational Readiness Score of 98.7% from the Federal Emergency Management Agency's (FEMA) Peer Evaluation Team. FL-TF1 received the highest rating amongst the 28 Task Forces in the FEMA US&R System. These teams respond to natural and man-made disasters that occur nationally and internationally.



MDR Coconut Palm Fire Rescue Station #70

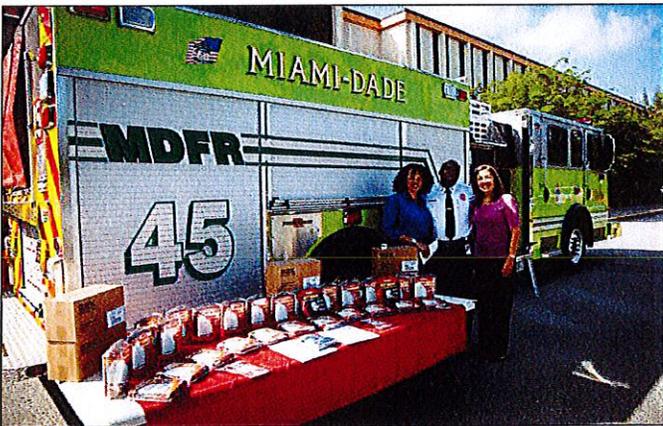


**Miami-Dade Fire Rescue Department**  
Services to  
**The Village of Biscayne Park**

MDFR Fire Chief Dave Downey was named 2015 Florida Fire Chief of the Year by the Florida Fire Chiefs' Association. This award is the highest honor the Florida fire service can bestow on one of its fire chiefs. MDFR Assistant Director and Director of Miami-Dade County's Office of Emergency Management, Curtis Sommerhoff, was also honored by the Miami-Dade County Board of County Commissioners for being named Emergency Manager of the Year.

MDFR Lieutenant Douglas Keller was named the 2015 Investigator of the Year by The Fire Investigators of Florida (FIF), the Florida chapter of the International Association of Arson Investigators (IAAI). The FIF's main goal is to support and provide training to fire investigators and other related professionals in both public and private sectors to further the prevention, investigation and prosecution of arson and related crimes.

The Fire Prevention Division of MDFR accepted a donation from First Alert of 200 tamperproof smoke alarms which will be distributed to seniors in Miami-Dade County. While seniors make up nearly 18% of Miami-Dade County's population, they account for 36% of all fire related deaths. Last year, MDFR provided and installed over 5,000 smoke alarms to elderly and disadvantaged residents throughout Miami-Dade County.



MDFR Assistant Fire Chief Arthur L. Holmes Jr. with First Alert Representative

Everyday MDFR Operations field 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, 11% of patients (or 3,301 respondents) returned completed surveys yielding an overall score of **4.86**. Respondents rated MDFR's services as follows for each question during calendar year 2015:

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

During calendar year 2015, **six (6)** residents from the Village of Biscayne Park have rated MDFR with an overall score of **5.00**, expressing their satisfaction with the service provided by MDFR. This equates to a **100%** satisfaction rate. Below are a few comments received from Biscayne Park residents. A summary of all surveys received is presented in **Attachment II**. Names and addresses from Biscayne Park residents have been redacted in accordance to Florida Statutes Chapter 119.

*"You were very excellent, quick and extremely professional. Thank you for your service, if it weren't for you I wouldn't be here because I didn't know what to do. Thank you again and continue to do your service so efficiently. God bless you all every day of your lives."*

*"The team that came to help me out was amazing, on time, kind and very professional. Thank you!"*





**Miami-Dade Fire Rescue Department**  
Services to  
**The Village of Biscayne Park**

The Village of Biscayne Park, located in the northeastern part of Miami-Dade County, spans an area of 0.6 square miles and is bordered by the City of North Miami to the north, the Village of Miami Shores to the south, and parts of the unincorporated County to the east and west (**Attachment III**). The Village incorporated on December 31, 1931 and has been part of the Miami-Dade Fire Rescue Service District since its inception. Based on 2012 U.S. Census data, the Village has a residential population of 3,269, with over 1,323 households.

During calendar years 2014 and 2015, MDFR responded to 400 emergency calls received from the Village of Biscayne Park. **Table I** depicts incident type and related response times for incidents MDFR responded to within the Village during this time period.

**Table I**  
**MDFR Responses to the Village of Biscayne Park**  
**Calendar Years 2014 and 2015**

Call Type	2015	MDFR* Average Response Time	2014	MDFR* Average Response Time
Life Threatening	126	8:16	105	7:42
Non-Life Threatening*	43	9:04	50	9:17
Structure & Other Fires	23	6:40	18	7:41
Other Miscellaneous*	17	11:57	18	11:02
<b>Total</b>	<b>209</b>		<b>191</b>	

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

The Village of Biscayne Park is primarily served by MDFR's North Miami East Station 20 which provided 50% of the responses into the Village during 2015 as depicted in **Table II**.

**Table II**  
**MDFR Stations/Units responding into the Village of Biscayne Park**  
**Calendar Years 2014 and 2015**

Responses Provided By:	2015		2014	
	Incidents	%	Incidents	%
Station 20 - N. Miami East	103	50%	106	55%
Station 30 - Miami Shores/EI Portal	73	35%	53	29%
Station 19 - N. Miami West	24	11%	25	12%
Other Stations	9	4%	7	4%
<b>Total</b>	<b>209</b>	<b>100%</b>	<b>191</b>	<b>100%</b>

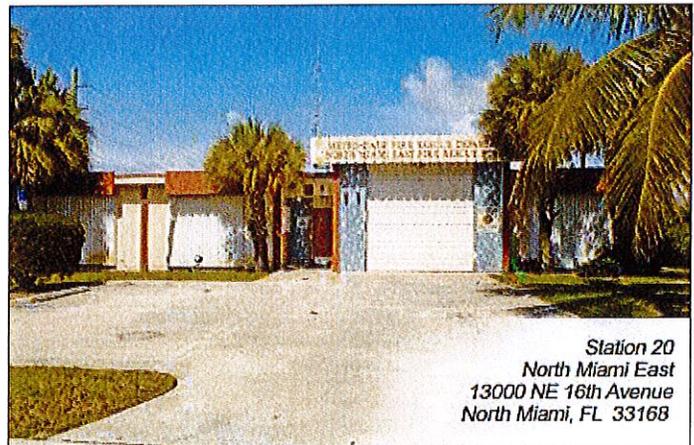
As depicted on **Attachment III**, there are eight (8) fire-rescue stations within four and a half (4.5) miles of the Village of Biscayne Park which house two (2) Battalion Chiefs; seven (7) Rescues; and eight (8) Suppression

units, one (1) of which is a BLS Engine, four (4) ALS Engines, one (1) 60-foot ALS Aerial Tactical Rescue Team (TRT), one (1) 105-foot BLS Ladder, and one (1) 100-foot BLS Platform (**Table III**).

**Table III**  
**MDFR Stations Within Four and a Half Miles of the**  
**Village of Biscayne Park**

Name	Miles to Village of Biscayne Park	Apparatus	Staffing
Station 20 - North Miami East 13000 NE 16 Avenue	1.06	ALS Engine - 1  Battalion Chief - 1  Rescue - 1	2 FF/PARA 2 FF/EMT 1 FF/PARA 3 FF/PARA
Station 30 - Miami Shores/EI Portal 9500 NE 2 Avenue	1.65	ALS Engine - 1  Rescue - 1	2 FF/PARA 2 FF/EMT 3 FF/PARA
Station 19 - North Miami West 650 NW 131 Street	1.98	60' ALS Aerial (TRT) - 1  Rescue - 1	2 FF/PARA 2 FF/EMT 3 FF/PARA
Station 76 - Bay Harbor 9665 Bay Harbor Terrace	2.01	Rescue - 1	3 FF/PARA
Station 22 - Interama 15655 Biscayne Boulevard	2.90	105' BLS Ladder - 1	4 FF/EMT
Station 27 - North Bay Village 7903 East Drive	3.58	BLS Engine - 1 Rescue - 1	4 FF/EMT 3 FF/PARA
Station 7 - West little River 9350 NW 22 Avenue	4.15	ALS Engine - 1  Rescue - 1	2 FF/PARA 2 FF/EMT 3 FF/PARA
Station 21 - Haulover 10500 Collins Ave	4.24	ALS Engine - 1  100' BLS Platform - 1 Battalion Chief - 1 Rescue - 1	2 FF/PARA 2 FF/EMT 4 FF/EMT 1 FF/PARA 3 FF/PARA

Notes: FF/PARA = Firefighter Paramedic, FF/EMT = Firefighter Emergency Medical Technician, TRT = Tactical Rescue Team



Station 20  
North Miami East  
13000 NE 16th Avenue  
North Miami, FL 33168

North Miami East Station 20 serving the Village of Biscayne Park



**Miami-Dade Fire Rescue Department**  
Services to  
**The Village of Biscayne Park**

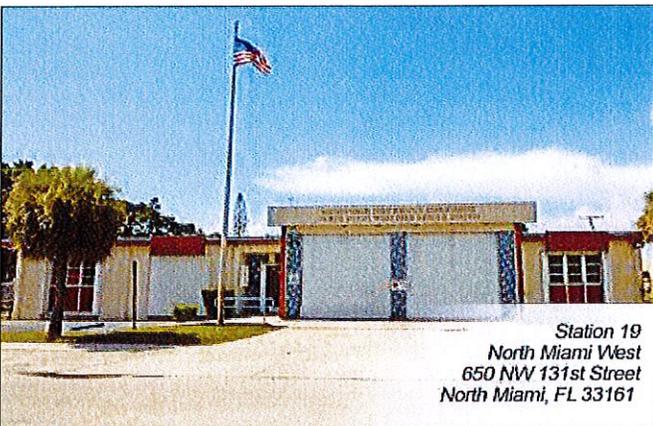
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MDFR's closest Rescue unit is housed 1.06 miles northeast of the Village of Biscayne Park at MDFR North Miami East Station 20. MDFR's next closest medical response units are located 1.65 miles southwest of the Village at MDFR Miami Shores/El Portal Station 30, which houses one Rescue and one ALS Engine.



Miami Shores/El Portal Station 30 serving the Village of Biscayne Park

As a result, within four and a half (4.5) miles of the Village of Biscayne Park, MDFR has 17 front-line response units, 14 of which are ALS units including seven (7) Rescues, five (5) Suppression units and two (2) Battalion Chiefs. Daily there are 55 firefighters on duty, 33 which are certified paramedics assigned to these units.



North Miami West Station 19 serving the Village of Biscayne Park

### Structure Fires

Based on structure and unit information provided by the Miami-Dade County Property Appraiser, the Village of Biscayne Park has 1,263 single-family and duplex units, 49 multi-family and condo units, and 7 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 Village. As a result, on an initial dispatch to a structure fire, 24 firefighters and two (2) command chiefs would be required.

Based on MDFR's current dispatch protocol, MDFR 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 MDFR determines that it is a working fire, MDFR 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, MDFR's initial dispatch would also surpass NFPA's recommended response. MDFR would dispatch four (4) suppression units, two (2) aerials (platform, ladder or aerial), two (2) rescues, and two (2) Battalion Chiefs. MDFR would dispatch additional support as noted to a working fire.

During 2015, MDFR dispatched 34 units equating to 101 firefighters to structure fire incidents in The Village of Biscayne Park.

### 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.

MDFR has 54 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.



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Office of the Fire Chief  
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Doral, Florida 33178-2414  
T 786-331-5000 F 786-331-5101

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 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 MDFR 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 MDFR. 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 MDFR 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 MDFR se pou pwoteje pèp la, pwopriyete yo, ak anviwonman an nan bay sèvis sekou pwofesyonèl rapid e imanité 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 MDFR 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 MDFR ofri yo ak pou jwenn repons a kestyon 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 MDRF 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 (MDRF, 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 MDRF amelyore sèvis yap bay rezidan Konte Miami-Dade yo. Idanfitè 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

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

1    2    3    4    5

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

1    2    3    4    5

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

1    2    3    4    5

MDRF met your expectations when you requested assistance.  
MDRF llenó sus expectativas en el momento que usted solicitó asistencia.  
MDRF 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

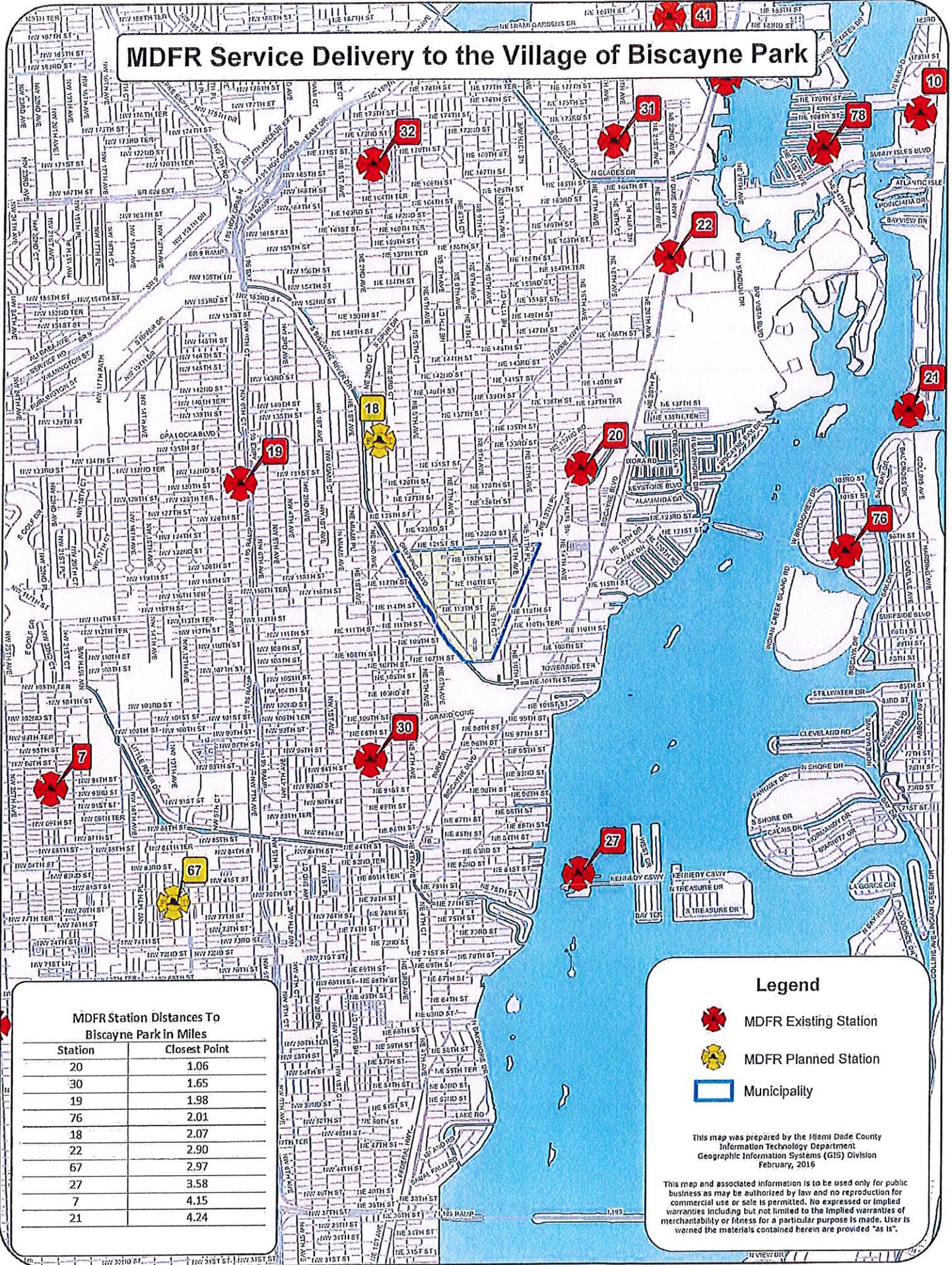


Miami-Dade Fire Rescue  
 Customer Feedback Surveys  
 Emergency Medical Services Provided to the Village of Biscayne Park from January 1, 2015 through December 31, 2015

Alarm #	Date of Survey	Q1*	Q2*	Q3*	Q4*	Average	Comments
5041594	24-Feb-15	5	5	5	5	5.00	YOU WERE VERY EXCELLENT, QUICK AND EXTREMELY PROFESSIONAL. THANK YOU FOR YOUR SERVICE IF YOU WOULDN'T BE HERE I WOULDN'T KNOW WHAT TO DO YOU GAVE ME A LESSON AND WE WILL ALWAYS BE GRATEFUL AND RECOMMEND YOUR SERVICE. THANK YOU AGAIN AND CONTINUE TO DO YOUR SERVICE SO EFFICIENTLY. GOD BLESS YOU ALL EVERY DAY OF YOUR LIVES.
5046288	02-Mar-15	5	5	5	5	5.00	"THE TEAM THAT CAME TO HELP ME OUT WAS AMAZING, ON TIME, KIND AND VERY PROFESSIONAL." THANK YOU.
5147682	10-Jul-15	5	5	5	5	5.00	
5163344	30-Jul-15	5	5	5	5	5.00	
5235506	30-Oct-15	5	5	5	5	5.00	
5247081	14-Nov-15	5	5	5	5	5.00	

\*Refer to Attachment I for Questions.

# MDFR Service Delivery to the Village of Biscayne Park



MDFR Station Distances To Biscayne Park in Miles

Station	Closest Point
20	1.06
30	1.65
19	1.98
76	2.01
18	2.07
22	2.90
67	2.97
27	3.58
7	4.15
21	4.24

### 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 February, 2016

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