



## MEMORANDUM

**To:** Honorable Mayor, Vice Mayor & Commissioners  
**From:** Hector Gomez, Town Manager  
**Date:** March 11, 2024  
**Subject:** MDFR's Annual Service Delivery Report

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Attached is the Miami-Dade Fire Rescue (MDFR) Annual Report for services provided to the Town during 2023.

*Attachment "A" – MDFR Annual Service Delivery Report for 2023*



Office of the Fire Chief  
**Raied S. Jadallah**  
 9300 NW 41 Street  
 Doral, FL 33178  
 Tel: 786-331-5000  
 Fax: 786-331-5101  
 www.miamidade.gov/fire

**Miami-Dade Fire Rescue**

Serving Unincorporated  
 Miami-Dade County and  
 the Municipalities of:

- Aventura
- Bal Harbour
- Bay Harbor Islands
- Biscayne Park
- Cutler Bay
- Doral
- El Portal
- Florida City
- Golden Beach
- Hialeah Gardens
- Homestead
- Indian Creek
- Medley
- Miami Gardens
- Miami Lakes
- Miami Shores
- Miami Springs
- North Bay Village
- North Miami
- North Miami Beach
- Opa-Locka
- Palmetto Bay
- Pinecrest
- South Miami
- Sunny Isles Beach
- Surfside
- Sweetwater
- Virginia Gardens
- West Miami

**February 19, 2024**

**Honorable Shlomo Danzinger, Mayor  
 Town of Surfside  
 9293 Harding Avenue  
 Surfside, FL 33154**

**Honorable Mayor Danzinger:**

I am pleased to present the annual report summarizing the services Miami-Dade Fire Rescue (MDFR) provided to the Town of Surfside in 2023. MDFR's overall complement of fire-rescue response vehicles and personnel provide a service level unrivaled in the Southeast United States for the benefit and protection of your community.

The Town of Surfside residents and visitors can rely on 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 by the Center for Public Safety Excellence Commission on Fire Accreditation International (CFAI). MDFR's 2/2X rating places us among an elite group of 2,399 fire departments of 30,000 nationally with a Class 1 or 2 rating. MDFR is one of only 312 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.

I welcome the opportunity to present the Department's annual service delivery report to the Town Commission. Please contact Erika Benitez, Chief of Staff, at 786-331-5112 if you would like to schedule the annual presentation. I am always available to address any questions or concerns that you or your residents may have regarding our services.

Respectfully,

**Raied S. Jadallah  
 Fire Chief**

**Enclosures**

c: **Hector R. Gomez, Town Manager**  
 James Reyes, Chief of Public Safety, Miami-Dade County



Miami-Dade Fire Rescue Department  
Services to  
Town of Surfside

### Miami-Dade Fire Rescue Overview

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. MDFR serves a response territory of 1,904 square miles and a resident population of more than 1.9 million. MDFR responds to more than 280,000 calls for assistance annually, making it one of the busiest departments in the nation. More than 2,800 employees staff 160 units in service throughout 71 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 64 advanced life support (ALS) rescue units, MDFR provides emergency air transport service to appropriate specialized facilities via two full-time rescue helicopters.



Firefighters extinguish a rubbish fire.

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

MDFR is accredited by the Commission on Fire Accreditation International (CFAI), which is part of the Center for Public Safety Excellence, Inc. The department is one of only 312 agencies in the world to achieve International Accreditation Agency status by CFAI and is the largest accredited fire-rescue department in the Southeast and the second largest in the nation. MDFR is considered one of the premier fire-rescue departments in the country and is recognized around the world for its exemplary service.

Firefighters are cross-trained in fire suppression as well as emergency medical care, capable of providing pre-hospital care to trauma patients, heart-attack patients, and stroke victims.

MDFR distinguishes itself from other fire-rescue departments in several 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 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 also protects Haulover and Crandon Beaches, with a combination of full-time and part-time professional lifeguards.

Through the efforts of MDFR, Miami-Dade residents also have the highest survival rates in the nation after suffering a blocked coronary artery. Over 15 years ago, MDFR established the Miami-Dade STEMI (ST-Elevation Myocardial Infarction) Network. STEMI typically refers to a blocked coronary artery and is the leading cause of death in the United States. Hospitals within the 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 the likelihood for survival. The STEMI network has reduced the time it takes to restore blood flow to a patient from approximately two hours and 15 minutes to 60 minutes. MDFR is also part of the Countywide Stroke Network, a coalition consisting of MDFR along with five municipal fire-rescue 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.



Firefighters battle multiple vehicle fires at a business in Medley.



Miami-Dade Fire Rescue Department  
Services to  
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**Calendar Year 2023 Department Highlights**

During Calendar Year (CY) 2023, MDR's 160 frontline rescue and fire suppression units were dispatched over 435,000 times to more than 281,000 emergencies. Of these, approximately 227,000 were medical emergencies, and MDR transported more than 87,500 residents and visitors to South Florida hospitals. MDR personnel responded to more than 28,500 fire-related incidents and 25,500 other emergencies.

To meet community needs, MDR implements new services and programs each year. On June 26, 2023, MDR launched its Basic Life Support (BLS) Transport Unit (BTU) pilot program, placing two BTUs in service, one at Model Cities Fire-Rescue Station 2 and the other at Tamiami Fire-Rescue Station 58. These units operate seven days per week during peak hours, providing BLS transport as requested by non-transport MDR units. This new service enhances emergency response in high-demand areas. The department also implemented a pilot Community Paramedic Program in September 2023, a proactive and preventative program intended to improve patient quality of life, health status, and reduce reliance on emergency medical services by those who demonstrate high frequency use of 9-1-1.

On September 11, 2023, MDR placed two new units in service. Rescue 61 operates out of Trail Fire-Rescue Station 61, located at 15155 SW 10th Street. This unit will reduce response times and enhance emergency medical services to western areas of unincorporated Miami-Dade County.



Engine 70 placed in service at Coconut Palm Fire-Rescue Station 70.

During 2023, MDR also launched the Health Emergency Life Program (HELP), an interactive, hands-on training that teaches lifesaving actions residents can take until first responders arrive. Through this community-based program, Miami-Dade County employees and residents learn adult and pediatric hands-only CPR, automated external defibrillator (AED) operation, early stroke recognition, stop the bleed methods, and blocked airway emergency assistance for adults, children, and infants.



MDR leads a HELP class.

On February 12, 2023, MDR responded to a fire at the Covanta waste-to-energy plant in Doral, Florida. Upon arrival, crews encountered extreme fire conditions from a deep-seated trash fire in one of the storage buildings. Ultimately, this fire escalated to a fourth alarm requiring over 200 firefighters and over 70 units to halt the fire's progression. Due to the severity of the blaze and the challenges involved with combating it, the incident spanned multiple weeks as the fire remained burning beneath the rubble with limited access.



MDR crews battle fire at Covanta Energy Plant in Doral, FL



Rescue 61 placed in service at Trail Fire-Rescue Station 61.

ALS Hazardous Materials (HazMat) Engine 70 was placed in service at Coconut Palm Fire-Rescue Station 70, located at 11451 SW 248th Street. This unit will enhance fire suppression and hazardous materials response coverage within southern portions of the County.



In early August 2023, MDFR's Florida Task Force 1 (FL-TF1) received Activation Orders from the Federal Emergency Management Agency (FEMA) to deploy a canine search team to assist in response efforts to Maui, Hawaii in the aftermath of the wildfires. The team was tasked with searching disaster environments and locations for possible survivors. Later that same month, a 90-member team was deployed to Orlando, FL to assist in response efforts ahead of Hurricane Idalia. Throughout their deployment, FL-TF1 conducted damage assessments throughout the affected areas in the Big Bend region. Additionally, the team worked alongside local and state agencies to provide aid to the residents in these communities.



MDFR's FL-TF1 assists with rescue efforts following Hurricane Idalia

## Community Engagement

MDFR personnel are individually committed and collectively exemplify our mission: **Always Ready, Proud to Serve**. Fulfilling our mission goes beyond the life-saving services delivered every day – it also includes providing essential fire and life safety education to the community offered by dedicated public education personnel and first responders within their respective service territories. Community education includes station open houses, truck demonstrations, and presentations to senior citizens and children, as well as local businesses, schools and non-profit organizations, with the goal of preventing medical and fire emergencies from occurring in the first place. In 2023, MDFR provided 50 Surfside residents with life-saving education and resources.



MDFR hosts educational event at Headquarters.

MDFR continues to recruit and develop new firefighters to keep pace with our ever-growing community. During CY 2023, three recruit classes graduated, totaling 138 new firefighters. MDFR held graduation ceremonies for each class at the department's Training Facility in Doral. An additional 34 recruits graduated in January 2024, while 37 are expected to graduate this summer.

MDFR personnel continuously pursue excellence within the fire-rescue industry. In March of 2023, the BCC presented a commendation to MDFR for outstanding efforts at the Covanta waste-to-energy plant fire. In May 2023, MDFR's ALS Competition Team won first place at the 2023 Fire Department of New York EMS Competition, and in July, MDFR's ALS team placed second overall in the ALS Competition at the 2023 Bill Shearer International ALS/BLS Competition in Clermont, FL. Additionally, in 2023, Ocean Rescue Lifeguard Christopher Gutierrez was recognized as the Lifeguard of the Year by the Florida Beach Patrol Chiefs Association and the United States Lifesaving Association. Furthermore, MDFR's Blackheart Trauma Team, along with the Blackheart Extrication Team, placed second overall as the Best Extrication Team at the 2023 World Rescue Challenge in Lanzarote, Spain.

MDFR's commitment to provide the highest quality service fosters an atmosphere of service excellence and constant improvement. Employees routinely "go the extra mile" for our patients. To this end, MDFR has been measuring the quality and effectiveness of our EMS service for the past 14 years. The survey (**Attachment I**) is sent to 20% of MDFR EMS patients monthly, allowing respondents to rate the quality of their experience between one (1) and five (5), with one being strongly dissatisfied and five being strongly satisfied. Unlike other survey instruments, MDFR does not take a "snapshot" of service at any one 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 comments.

From October 2022 through September 2023, 9% of residents surveyed (3,018 respondents) returned completed surveys yielding an overall score of **4.89**. Respondents rated MDFR's services as follows for each question.

1. MDFR responded to your needs in a timely manner: **4.89**
2. MDFR explained your treatment options to you: **4.83**
3. MDFR treated you in a professional manner: **4.93**
4. MDFR met your expectations when you requested assistance: **4.89**



Miami-Dade Fire Rescue Department  
Services to  
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During the same time period, 14 residents from the Town of Surfside rated MDRF with an overall score of 4.91, a 98% satisfaction rate. A summary of all surveys received is presented in Attachment II. Names and addresses from Surfside residents have been redacted in accordance with Florida Statutes Chapter 119.

*"Thank you for sending me this survey because I had not had the opportunity to thank the 3 paramedics who treated me very professionally and carefully, without them I would not have been alive today. May God protect them. A shower of blessings for the great work they do!"*

*"All of them were great and wonderful to us. Thanks so much."*

*"We had a very good experience, everyone was courteous. It was a safe ride. The ambulance worker put everyone at ease."*

**Fire-Rescue Statistics and Resources**

The Town of Surfside, in the northeastern part of Miami-Dade County, spans an area of 1.0 square miles and is bordered by the Atlantic Ocean to the east, the City of Miami Beach to the south, Indian Creek Village and the Town of Bay Harbor Islands to the west, and Bal Harbour Village to the north (Attachment III). The Town incorporated on May 18, 1935 and has been part of the Miami-Dade Fire Rescue Service District since 1973 when its Fire Department merged with MDRF. Based on 2022 U.S. Census data, the Town has a residential population of 5,487 with 2,105 households.

During calendar year 2023, MDRF responded to 850 emergency calls received from the Town of Surfside. Table I depicts incident type and related response times for incidents MDRF responded to within the Town during this time period.

**Table I**  
**MDRF Responses to the Town of Surfside**  
**Calendar Year 2023**

Incident Type	2023	
	# of Incidents	MDRF Avg. Response Time*
Life Threatening	336	07:46
Non-Life Threatening	236	08:38
Structure and Other Fires	190	06:26
Other Emergency	88	08:20
<b>Total</b>	<b>850</b>	

\*Incident and response time information was extracted from the Computer Aided Dispatch (CAD) system. Response times are represented in minutes and seconds.  
Notes: MDRF excludes false alarms from response time calculations for "Structure and Other Fire" incidents. MDRF updated its Computer Aided Dispatch (CAD) system in September 2023, which may have resulted in elongated response times.

The Town of Surfside is primarily served by MDRF's Bay Harbor Fire-Rescue Station 76 which responded to 87% of the incidents in the Town during 2023 as depicted in Table II.

**Table II**  
**MDRF Stations/Units responding into the Town of Surfside**  
**Calendar Year 2023**

Responses Provided by Station:	2023	
	Incidents	%
Station 76 - Bay Harbor	738	87%
Station 21 - Haulover	48	5%
Other Stations	64	8%
<b>Total</b>	<b>850</b>	<b>100%</b>

As depicted on Attachment III, there are nine (9) stations within six (6) miles of the Town of Surfside which house two (2) Battalion Chiefs; eight (8) rescues; and eight (8) suppression units, including one (1) Basic Life Support (BLS) Engine, three (3) ALS Engines, one (1) 75-foot ALS Ladder, one (1) 107-foot BLS Ladder, one (1) 50-foot ALS Fire Boat, and one (1) 100-foot BLS Platform (Table III).

**Table III**  
**MDRF Stations within Six Miles of the Town of Surfside**

Station	Miles to Town	Apparatus	Staffing
Station 76 - Bay Harbour 1165 95 Street	0.64	ALS Engine - 1	2 FF/PARA 2 FF/EMT
		Rescue - 1	3 FF/PARA
Station 21 - Haulover 10500 Collins Avenue	1.04	100' BLS Platform - 1	4 FF/EMT
		50' Fire Boat - 1	4 FF/PARA
		Battalion Chief - 1	1 FF/PARA
Station 20 - North Miami East 13100 NE 16 Avenue	3.01	Rescue - 1	3 FF/PARA
		ALS Engine - 1	2 FF/PARA 2 FF/EMT
		Battalion Chief - 1	1 FF/PARA
Station 10 - Sunny Isles 175 - 172 Street	3.41	Rescue - 1	3 FF/PARA
		ALS Engine - 1	2 FF/PARA 2 FF/EMT
Station 27 - North Bay Village 1275 NE 79 Street	3.53	Rescue - 1	3 FF/PARA
		BLS Engine - 1	4 FF/EMT
Station 78 - Eastern Shores 16435 NE 35 Avenue	4.00	Rescue - 1	3 FF/PARA
Station 22 - Interama 15855 Biscayne Boulevard	4.48	107' BLS Ladder - 1	4 FF/EMT
Temporary Station 18 - Biscayne Gardens 13810 NE 5 Avenue	5.20	Rescue - 1	3 FF/PARA
Planned Station 18 - Biscayne Gardens 13853 Memorial Hwy	5.40	Rescue - 1	3 FF/PARA
Station 31 - North Miami Beach 17050 NE 19 Avenue	5.93	75' ALS Ladder - 1	2 FF/PARA 2 FF/EMT
		Rescue - 1	3 FF/PARA

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

MDRF's closest Rescue unit is 0.64 miles north of the Town of Surfside at MDRF Bay Harbour Fire-Rescue Station 76. MDRF's next closest medical response unit is located 1.04 miles north of the Town at MDRF Haulover Fire-Rescue Station 21, which houses one (1) Rescue, one (1) 100-foot BLS Platform, one (1) 50-foot ALS Fire Boat and one (1) Battalion Chief.

Within six (6) miles of the Town of Surfside, MDRF has 18 frontline response units, 15 of which are ALS units including eight (8) rescues, four (4) suppression units, one (1) Fire Boat and two (2) Battalion Chiefs.



Miami-Dade Fire Rescue Department  
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Daily there are 58 firefighters on duty, 38 which are certified paramedics assigned to these units. This exceeds the National Fire Protection Association (NFPA) recommended guideline for responding to both high and medium occupancies.



Bay Harbor Fire-Rescue Station 76 serving the Town of Surfside



Haulover Fire-Rescue Station 21 serving the Town of Surfside

**Structure Fires**

Based on structure and unit information provided by the Miami-Dade County Property Appraiser, the Town of Surfside has 1,126 single-family and duplex units, 2,363 multi-family and condo units, and 73 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.

MDFR also provides fire prevention services aimed at reducing injury, death, and property loss attributed to fire and other life safety issues. This is achieved by proactive enforcement of the Florida Fire Prevention Code. Responsibilities include fire inspections, building plans review, systems engineering review, fire investigations, and code enforcement. During 2023, MDFR personnel inspected 160 businesses in Surfside.

Based on MDFR's current dispatch protocol for high-hazard structure fires, the department would dispatch 46 firefighters, including five (5) suppression units, three (3) aerials (platform, ladder or aerial), three (3) rescues, three (3) Battalion Chiefs, and two (2) EMS Captains, surpassing NFPA's recommended response. If MDFR determines that it is a working fire, the department would dispatch an additional Battalion Chief, Safety Officer, Air Truck, Command Van and Fire Investigator.

The department also exceeds NFPA's recommended dispatch to a structure fire at a medium-hazard occupancy, to which MDFR would dispatch three (3) suppression units, two (2) aerials (platform, ladder or aerial), two (2) rescues, two (2) Battalion Chiefs, and an EMS Captain, totaling 29 firefighters. MDFR would dispatch additional support as noted to a working fire.

During 2023, MDFR dispatched 53 units and 165 firefighters to 16 structure fire incidents in the Town of Surfside. For example, on October 15, 2023, MDFR dispatched 8 units, equating to 24 firefighters, three (3) Engines, one (1) Platform, two (2) Rescues, and two (2) Battalion Chiefs to a reported apartment fire at 9559 Collins Avenue.

Similarly, on October 16, 2023, MDFR dispatched 6 units, equating to 19 firefighters, two (2) Engines, one (1) Platform, two (2) Rescues, and one (1) Battalion Chief to a house fire at 9064 Collins Avenue.

**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 64 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.



North Miami East Fire-Rescue Station 20 serving the Town of Surfside



Always Ready, Proud To Serve

**Miami-Dade Fire Rescue Department**  
Office of the Fire Chief  
9300 NW 41st Street  
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. MDFR's mission is to protect people, property, and the environment by providing responsive professional and humanitarian fire-rescue services essential to public health, safety, and well-being. Our firefighter paramedics are dedicated to providing the best possible care to Miami-Dade County residents and visitors. To ensure we achieve our mission and continuously improve our service, we kindly ask for your opinion regarding your experience with MDFR. Please take a few minutes to complete the brief survey and return it in the enclosed postage-paid envelope.

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

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

Sincerely,

A handwritten signature in blue ink, appearing to read "Raied S. Jadallah".

Raied S. Jadallah, 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,  
Raied S. Jadallah, Jefe del Cuerpo Bomberos y Rescate de Miami-Dade**

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**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 imanitè ki esansyèl a sante piblik, sekirite ak byennèt. Teknisyen Medikal ljans 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,  
Raied S. Jadallah, Chèf Ponpye Depatman ak Sekou Miami-Dade**

# Miami-Dade Fire Rescue



## Survey Encuesta Apercu

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

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

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

1= Strongly Disagree  
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 bezwen w byen vit.

1    2    3    4    5

MDFR explained your treatment options to you.  
MDFR le explicó sus opciones de tratamiento.  
MDFR esplike w chwa 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 de li 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



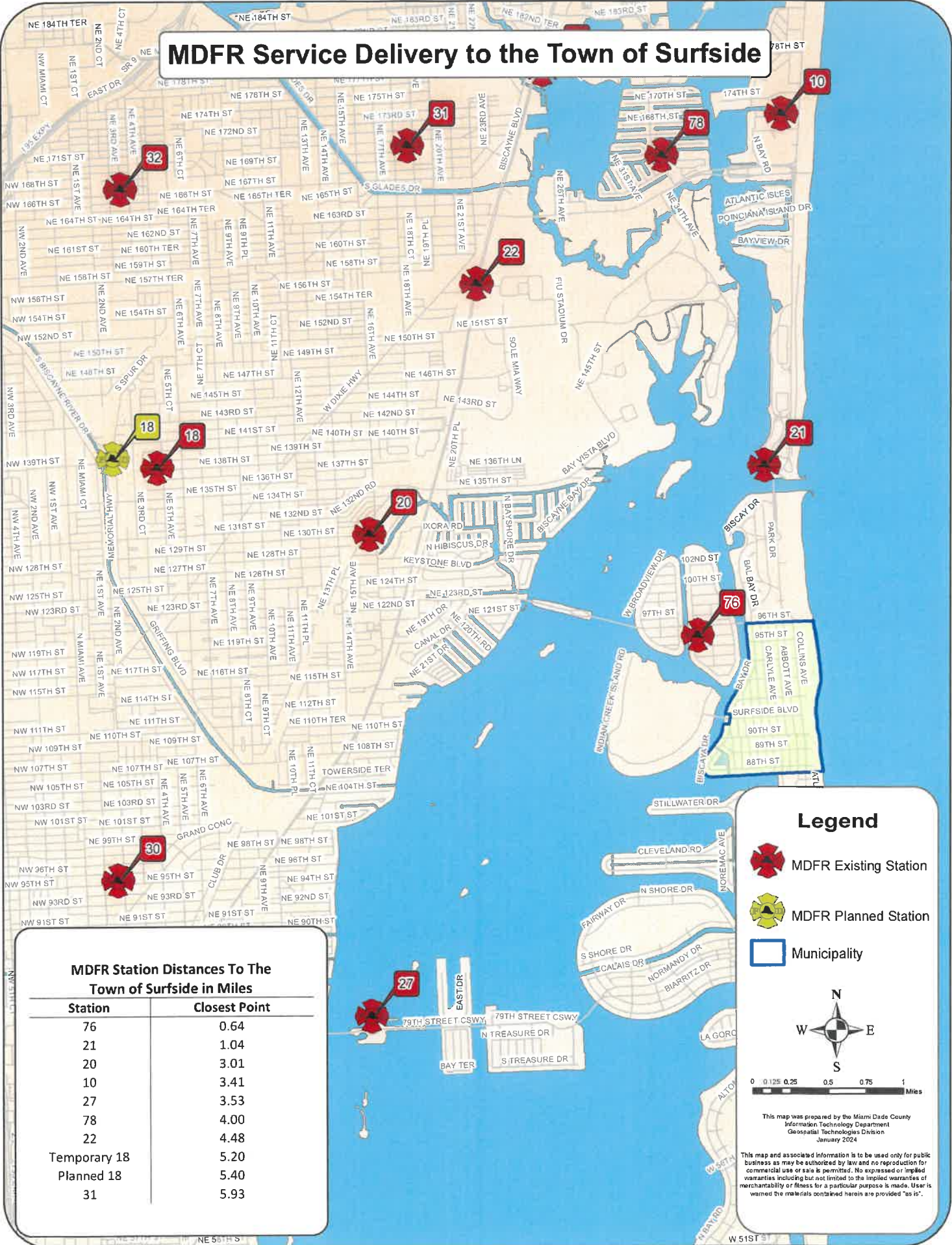
Miami-Dade Fire Rescue  
Customer Feedback Surveys

Emergency Medical Services Provided to the Town of Surfside in Fiscal Year 2022-2023

# of Surveys	Alarm #	Date of Service	Q1*	Q2*	Q3*	Q4*	Average	Comments
1	2235951	10/03/22	5	5	5	5	5.00	I have called 911 (Fire Rescue) several times because I have fallen and cannot get up, they always arrive quickly. In other occasions I have called for my sister. I will always be grateful to the Miami-Dade Fire Rescue Department.
2	2257005	10/28/22	5	5	5	5	5.00	
3	2270507	11/13/22	5	5	5	5	5.00	I hope all 5 are truly positive.
4	2303721	12/21/22	5	5	5	5	5.00	Extremely satisfied.
5	3005965	01/07/23	5	5	5	5	5.00	
6	3014343	01/17/23	4	4	4	4	4.00	
7	3022861	01/27/23	5	5	5	5	5.00	Thank you for sending me this survey because I have not had the opportunity to thank the three paramedics who treated me very professionally and carefully. Without them I would not be alive today. May God protected them. A shower of blessings for the great work they do!
8	3050640	03/01/23	5	5	5	5	5.00	
9	3074231	03/28/23	5	5	5	5	5.00	All of them were great and wonderful to us. Thanks so much.
10	3077486	04/01/23	5	5	5	5	5.00	We had a very good experience, everyone was courteous. It was a safe ride. The ambulance worker put everyone at ease.
11	3104109	05/02/23	5	5	5	5	5.00	
12	3166508	07/14/23	5	5	5	5	5.00	All I can say is thank you.
13	3169065	07/17/23	5	5	5	5	5.00	No regrets at all, professional and kind.
14	3211410	09/04/23	5	4	5	5	4.75	
<b>Average</b>			<b>4.93</b>	<b>4.86</b>	<b>4.93</b>	<b>4.93</b>	<b>4.91</b>	

\*Refer to Attachment I for questions.

# MDFR Service Delivery to the Town of Surfside



**MDFR Station Distances To The Town of Surfside in Miles**

Station	Closest Point
76	0.64
21	1.04
20	3.01
10	3.41
27	3.53
78	4.00
22	4.48
Temporary 18	5.20
Planned 18	5.40
31	5.93

**Legend**

-  MDRF Existing Station
-  MDRF Planned Station
-  Municipality



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