



Always Ready, Proud To Serve

Miami-Dade Fire Rescue Department

9300 NW 41st Street

Doral, Florida 33178-2414

T 786-331-5000

miamidade.gov

RECEIVED

February 5, 2016

FEB 23 2016

Honorable Eugene Flinn, Mayor
Village of Palmetto Bay
9705 East Hibiscus Street
Palmetto Bay, FL 33157

VILLAGE MANAGER'S OFFICE
EDWARD SILVA

Honorable Mayor Flinn:

Enclosed is your annual report summarizing the services Miami-Dade Fire Rescue (MDFR) provided to the Village of Palmetto Bay 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 Palmetto Bay 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,

Dave Downey
Fire Chief

Enclosures

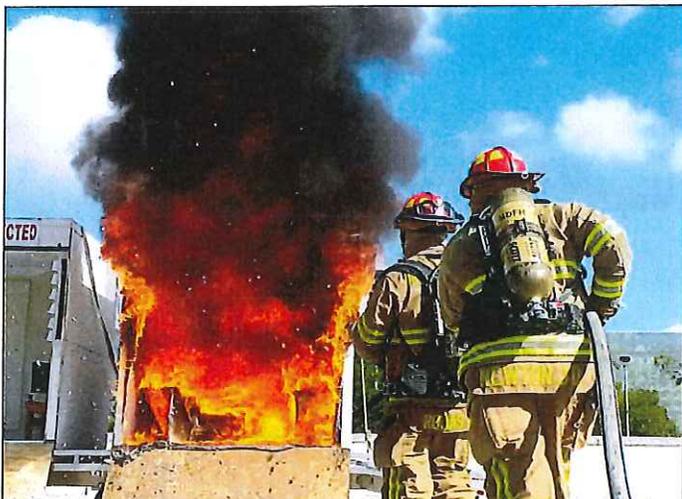
c: Edward Silva, Village Manager
Russell Benford, Deputy Mayor, Miami-Dade County

Delivering Excellence Every Day



Miami-Dade Fire Rescue Department Services to The Village of Palmetto Bay

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 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 Palmetto Bay

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 (FLT-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

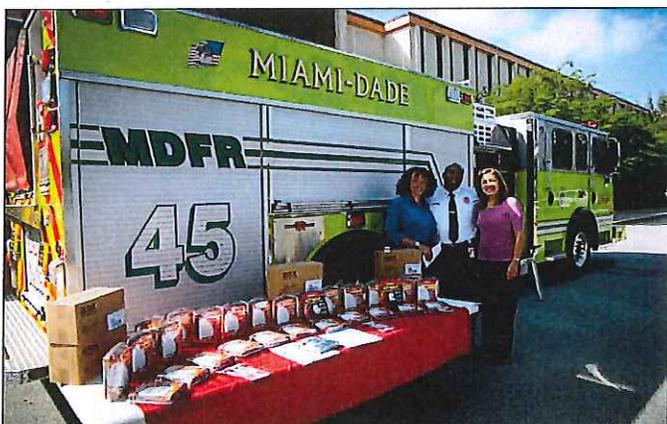


Miami-Dade Fire Rescue Department
Services to
The Village of Palmetto Bay

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, **44** residents from the Village of Palmetto Bay have rated MDFR with an overall score of **4.87**, expressing their satisfaction with the service provided by MDFR. This equates to a **97%** satisfaction rate. Below are a few comments received from Palmetto Bay residents. A summary of all surveys received is presented in **Attachment II**. Names and addresses from Palmetto Bay residents have been redacted in accordance to Florida Statutes Chapter 119.

"MDFR was called and showed up almost instantaneously. All personnel were friendly, comforting and professional. This was the first time in my nearly 54 years of life that fire rescue was called for me. They made me feel at ease and comforted after such a traumatic experience."

"I will like to thank them for the way they treated me, they treated me excellent. I'm very grateful and thank you. Good job!"

"Many men have come to my house merely to pick up my husband off the floor. They have all been extremely polite and nice to us both; we are both 89 years old soon to be 90. They have called elderly links for us."

"Station 50 saved my dog which was accidentally locked in my hot van."

"Congratulations. May God protect you to keep saving lives."



Miami-Dade Fire Rescue Department
Services to
The Village of Palmetto Bay

The Village of Palmetto Bay, located in the southeastern part of Miami-Dade County, spans an area of 8.80 square miles and is bordered by the Atlantic Ocean to the east, the Town of Cutler Bay to the south, South Dixie Highway to the west, and the Village of Pinecrest to the north (**Attachment III**). The Village incorporated on September 10, 2002 and has been part of the Miami-Dade Fire Rescue Service District since its inception. Based on 2013 U.S. Census data, the Village has a residential population of 24,339 with over 8,300 households.

During calendar years 2014 and 2015, MDFR responded to 4,508 emergency calls received from the Village of Palmetto Bay. **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 Palmetto Bay
Calendar Years 2014 and 2015

Call Type	2015	MDFR* Average Response Time	2014	MDFR* Average Response Time
Life Threatening	1,328	06:15	1,285	5:57
Non-Life Threatening*	538	07:17	527	7:04
Structure & Other Fires	240	07:37	243	6:56
Other Miscellaneous*	196	13:05	151	10:19
Total	2,302		2,206	

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

The Village of Palmetto Bay is primarily served by MDFR's Coral Reef Station 4 and Palmetto Bay Station 62 which provided 70% of the responses into the Village during 2015 as depicted in **Table II**.

Table II
MDFR Stations/Units responding into the Village of Palmetto Bay
Calendar Years 2014 and 2015

Responses Provided By:	2015		2014	
	Incidents	%	Incidents	%
Station 4 - Coral Reef	1,111	48%	1,109	50%
Station 62 - Palmetto Bay	509	22%	498	23%
Station 50 - Perrine	477	21%	476	22%
Other Stations	205	9%	123	5%
Total	2,302	100%	2,206	100%

Within the Village of Palmetto Bay, MDFR has one (1) station; one (1) rescue unit; and one (1) suppression unit, which is an ALS Engine.

As depicted on **Attachment III**, an additional six (6) stations are within two and a half (2.5) miles of the Village which house two (2) Battalion Chiefs; seven (7) rescues; and six (6) suppression units, two of which are ALS Engines, one ALS Tanker, one 60-foot BLS Aerial, and one 75-foot ALS Ladder (**Table III**). These units exceed the NFPA recommended for responding to both high and medium occupancies.

MDFR plans to construct an additional station just outside of the Village of Pinecrest. Palmetto Bay Station 62 will be a three (3) bay, 10,500 square foot fire-rescue station and house one ALS Engine unit that is currently located at Perrine Station 50. MDFR plans to break ground on the new station, to be located at Old Cutler and 142 Street, in early 2017. MDFR is currently working on placing a temporary trailer at a location adjacent to this site no later than the third quarter. The project is currently out to bid.

Table III
MDFR Stations Within Two and a Half Miles of the
Village of Palmetto Bay

Name	Miles to Village of Palmetto Bay	Apparatus	Staffing
Station 50 - Perrine 9798 Hibiscus Street	0.00	Rescue - 1 ALS Engine - 1	3 FF/PARA 2 FF/PARA 2 FF/EMT
Planned Station 62 - Palmetto Bay	0.00	ALS Engine - 1 (currently located at Station 50 - Perrine)	
Station 4 - Coral Reef 9201 SW 152 Street	0.12	ALS Engine - 1 Battalion Chief - 1 Rescue - 1	2 FF/PARA 2 FF/EMT 1 FF/PARA 3 FF/PARA
Station 49 - Pinecrest 10850 SW 57 Avenue	1.89	Rescue - 1	3 FF/PARA
Station 55 - Saga Bay 21501 SW 87 Avenue	2.10	ALS Engine - 1	2 FF/PARA 2 FF/EMT
Station 23 - Suniland 7825 SW 104 Street	2.33	75' ALS Ladder - 1 Rescue - 1	2 FF/PARA 2 FF/EMT 3 FF/PARA
Station 34 - Cutler Ridge 10850 SW 211 Street	2.46	Rescue - 2 60' BLS Aerial - 1 100' Tender Platform - 1	6 FF/PARA 4 FF/EMT
Station 52 - South Miami Heights 12105 Quail Roost Drive	2.49	ALS Tanker - 1 Battalion Chief - 1 Rescue - 1	2 FF/PARA 2 FF/EMT 1 FF/PARA 3 FF/PARA

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



Miami-Dade Fire Rescue Department
Services to
The Village of Palmetto Bay



Perrine Station 50 serving the Village of Palmetto Bay

MDFR's closest Rescue unit is housed within the Village of Palmetto Bay at MDFR Perrine Station 50. MDFR's next closest medical response unit is located 0.12 miles west of the Village at MDFR Coral Reef Station 4, which houses one Rescue, one ALS Engine and one (1) Battalion Chief.



Coral Reef Station 4 serving the Village of Palmetto Bay

As a result, within two and a half (2.5) miles of the Village of Palmetto Bay, MDFR has 15 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 47 firefighters on duty, 33 which are certified paramedics assigned to these units.

Structure Fires

Based on structure and unit information provided by the Miami-Dade County Property Appraiser, the Village of Palmetto Bay has 7,339 single-family and duplex units, 1,149 multi-family and condo units, and 325 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 more than 400 firefighters and 130 units to structure fire incidents in the Village of Palmetto Bay. For example, on July 25, 2015 MDFR dispatched eight (8) units, equating to 24 firefighters, two (2) Engines, one (1) Aerial, one (1) Ladder, two (2) Rescues, and two (2) Battalion Chiefs to extinguish a structure fire at 7690 SW 156 Street.

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.



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

Dear Valued Customer:

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

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

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

Sincerely,

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

Dave Downey, Fire Chief
Miami-Dade Fire Rescue Department

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

Estimado cliente:

El Departamento de Bomberos y Rescate de Miami-Dade (MDFR, por sus siglas en inglés) tuvo la oportunidad de prestarle sus servicios cuando usted los necesitó. El objetivo del 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/ 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 imanitè ki esansyèl a santè 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/ pou aprann plis sou divès sèvis ak sèvis espesyalize MDFR ofri yo ak pou jwenn repons a keston 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 dekolè 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 treated you in a professional manner.
MDRF lo trató de forma profesional.
MDRF te trete w avèk respè.

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 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 mandé 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/imej _____

Miami-Dade Fire Rescue
Customer Feedback Surveys

Emergency Medical Services Provided to the Village of Palmetto Bay from January 1, 2015 through December 31, 2015

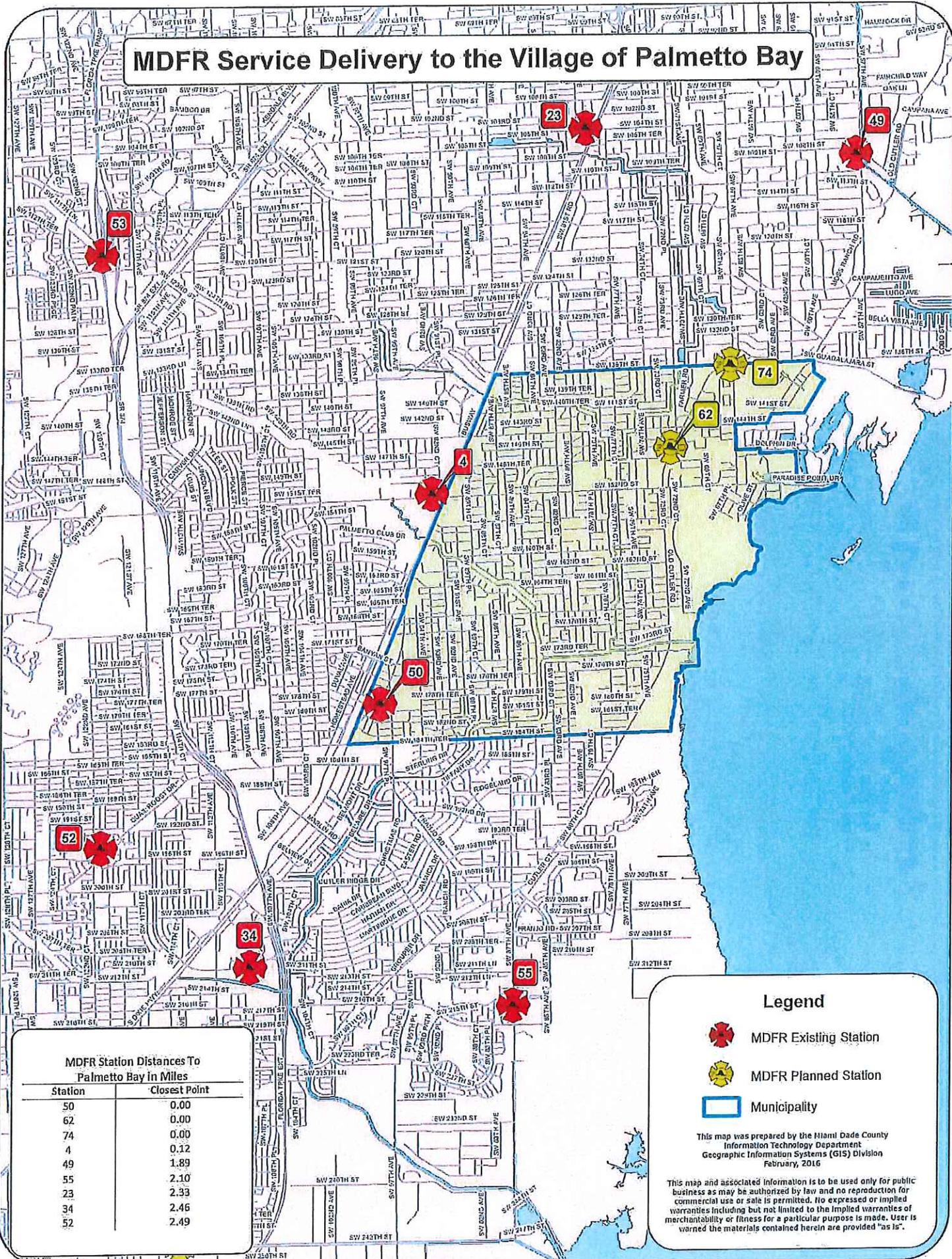
Alarm #	Date of Survey	Q1*	Q2*	Q3*	Q4*	Average	Comments
5000336	01-Jan-15	5	3	5	5	4.50	
5013768	19-Jan-15	4	4	5	4	4.25	
5014451	20-Jan-15	5	5	5	5	5.00	
5015117	20-Jan-15	5	5	5	5	5.00	
5018880	26-Jan-15	5	5	5	5	5.00	
5026166	04-Feb-15	5	5	5	5	5.00	
5038954	21-Feb-15	5	4	5	5	4.75	
5044764	28-Feb-15	5	5	5	5	5.00	
5046158	02-Mar-15	5	5	5	5	5.00	I WILL LIKE TO THANK THEM FOR THE WAY THEY TREATED ME, THEY TREATED ME EXCELLENT. I'M VERY GRATEFUL AND THANK YOU. GOOD JOB!
5074609	07-Apr-15	5	5	5	5	5.00	
5077185	10-Apr-15	5	3	5	5	4.50	
5077581	11-Apr-15	5	5	5	5	5.00	MDFR WAS CALLED AND SHOWED UP ALMOST INSTANTANEOUSLY. ALL PERSONNEL WERE FRIENDLY AND PROFESSIONAL. THIS WAS THE FIRST TIME IN MY NEARLY 54 YEARS OF LIFE THAT FIRE RESCUE WAS CALLED FOR ME. THEY MADE ME FEEL AT EASE AND COMFORTED AFTER SUCH A TRAUMATIC EXPERIENCE.
5081363	16-Apr-15	5	5	5	5	5.00	THE RESCUE CREW HELPED ME TREMENDOUSLY AT A CRITICAL TIME. THANK YOU.
5106944	18-May-15	5	5	5	5	5.00	
5112671	25-May-15	5	5	5	5	5.00	THEY ARE ALWAYS CARING AND PROFESSIONAL.
5114493	28-May-15	5	5	5	5	5.00	
5117602	01-Jun-15	5	5	5	5	5.00	THANKS FOR YOUR HELP.
5121994	06-Jun-15	4	4	4	4	4.00	THANK YOU!
5126456	12-Jun-15	5	4	4	4	4.25	
5130280	17-Jun-15	4	5	5	5	4.75	
5134009	22-Jun-15	5	5	5	5	5.00	
5144857	06-Jul-15	5	5	5	5	5.00	
5150773	14-Jul-15	4	4	5	4	4.25	
5153076	17-Jul-15	5	5	5	5	5.00	
5153842	18-Jul-15	5	5	5	5	5.00	
5167365	04-Aug-15	5	5	5	5	5.00	
5171193	09-Aug-15	4	5	5	5	4.75	
5205146	21-Sep-15	5	5	5	5	5.00	MANY MEN HAVE COME TO MY HOUSE MERELY TO PICK UP MY HUSBAND OFF THE FLOOR. THEY ALL HAVE BEEN EXTREMELY POLITE AND NICE, TO US BOTH; WE ARE BOTH 89 YEARS OLD SOON TO BE 90. THEY HAVE CALLED ELDERLY LINKS FOR US.
5206530	23-Sep-15	5	5	5	5	5.00	
5216504	06-Oct-15	5	5	5	5	5.00	

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

Alarm #	Date of Survey	Q1*	Q2*	Q3*	Q4*	Average	Comments
5222265	13-Oct-15	5	5	5	5	5.00	
5227521	19-Oct-15	5	5	5	5	5.00	
5227791	20-Oct-15	5	5	5	5	5.00	
5230610	23-Oct-15	5	5	5	5	5.00	
5236467	31-Oct-15	5	3	4	5	4.25	
5239211	04-Nov-15	5	5	5	5	5.00	CONGRATULATIONS. MAY GOD PROTECT YOU TO CONTINUE SAVING LIVES.
5242060	07-Nov-15	5	5	5	5	5.00	
5243421	09-Nov-15	5	5	5	5	5.00	
5244280	10-Nov-15	5	5	5	5	5.00	
5245529	12-Nov-15	5	5	5	5	5.00	ALSO STATION 50 SAVED MY DOG WHICH WAS ACCIDENTLY LOCKED IN MY HOT VAN.
5249071	16-Nov-15	5	5	5	5	5.00	
5248598	16-Nov-15	5	5	5	5	5.00	
5258348	29-Nov-15	5	5	5	5	5.00	
5264673	07-Dec-15	5	5	5	5	5.00	

*Refer to Attachment I for Questions.

MDFR Service Delivery to the Village of Palmetto Bay



MDFR Station Distances To Palmetto Bay in Miles	
Station	Closest Point
50	0.00
62	0.00
74	0.00
4	0.12
49	1.89
55	2.10
23	2.33
34	2.46
52	2.49

Legend

-  MDR Existing Station
-  MDR Planned Station
-  Municipality

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

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	<p align="center">Miami-Dade County EMERGENCY OPERATIONS CENTER FLASH REPORT # 2 Zika Virus</p>	PHONE: 305-468-5800 FAX: 305-468-5401 eoc@miamidadegov
REPORT DATE February 3, 2016	EOC ACTIVATION LEVEL Level 3 - Monitoring	REPORT TIME 9:00
<p>SUMMARY OF CURRENT SITUATION AND ACTIONS</p> <ul style="list-style-type: none"> • The World Health Organization (WHO) announced that the recent cluster of neurological disorders and neonatal malformations reported in the Americas region constitutes a Public Health Emergency of International Concern due to the suspected link between this cluster and Zika virus and the rapid rate in which the virus has been spreading. • Zika virus is a mosquito-borne viral disease transmitted primarily by <i>Aedes aegypti</i>. • Transmission occurs through the bite of an infected mosquito, including the same mosquitoes that can transmit Dengue and Chikungunya. Perinatal (in utero), possible sexual & transfusion transmission has also been reported. 		
<p>ASSESSMENT & ANALYSIS DATA</p> <p><u>Symptoms</u> One in five (20%) people infected with Zika virus becomes symptomatic but, usually with mild symptoms which may occur 2-7 days after the mosquito vector bite and last no more than one week. Symptoms include:</p> <ul style="list-style-type: none"> • mild fever; • skin rash or redness (<i>covered by elevated bumps</i>); • headaches; • arthralgia (<i>joint stiffness</i>); • myalgia (<i>episode or zones of muscular pain</i>); • asthenia (<i>lack of energy or loss of strength</i>); and • conjunctivitis (<i>pink eye – inflammation of the eye & inner surface of the eyelids, redness and discharge</i>). <p><u>Treatment</u> Researchers at Genekam have developed a test that reveals whether there are Zika pathogens in a blood sample, and how many pathogens exist. The test works in real-time, examines DNA and works with chemicals that react to the Zika virus only. Until now, patients could not be diagnosed unless they developed symptoms. Test kits are being supplied to laboratories and institutes with sufficient know-how and the appropriate equipment to conduct the testing. <i>Link to complete news article: http://www.dw.com/en/first-zika-test-developed-in-germany/a-19013319</i></p>		
<p>WHO Response</p> <p>WHO is supporting countries to control Zika virus disease through:</p> <ul style="list-style-type: none"> • Defining and prioritizing research into Zika virus disease by convening experts and partners; • Enhancing surveillance of Zika virus and potential complications; • Strengthening capacity of laboratories to detect the virus; • Strengthening capacity in risk communication to help countries meet their commitments under the International Health Regulations; • Providing training on clinical management, diagnosis and vector control including through a number of WHO Collaborating Centers; • Supporting health authorities to implement vector control strategies aimed at reducing <i>Aedes</i> mosquito populations such as providing larvicide to treat standing water sites that cannot be treated in other ways, such as cleaning, emptying, and covering them; and • Preparing recommendations for clinical care and follow-up of people with Zika virus, in collaboration with experts and other health agencies. 		

Recommended Prevention

- Eliminate mosquito breeding sites in and around households where water can collect.
- Apply insect repellent and wear clothes that protect and cover the body.
- Use physical barriers against mosquitoes (*screens, doors, mosquito nets when sleeping*) especially during the day when mosquitoes are most active.
- See attached press release from Miami-Dade County Department of Solid Waste Management (DSWM) for further details.

Zika in the United States and its territories

- There are presently no locally transmitted Zika cases that have been reported in the continental United States, but cases have been reported in returning travelers.
- Imported cases could result in the local spread of the virus in some areas of the United States.
- Locally transmitted Zika virus has been reported in the Commonwealth of Puerto Rico.

Florida Confirmed Cases of Zika Virus Infection As of February 2 nd , 2016		
County	Imported Cases	Locally Transmitted Cases
Hillsborough	2	-
Lee	2	-
Miami-Dade	4	-
Santa Rosa	1	-
	9	0

Countries/territories with active Zika virus outbreaks

AMERICAS		
Barbados	El Salvador	Mexico
Bolivia	French Guiana	Nicaragua
Brazil	Guadeloupe	Panama
Colombia	Guatemala	Paraguay
Commonwealth of Puerto Rico (U.S. territory)	Guyana	Saint Martin
Costa Rica	Haiti	Suriname
Curacao	Honduras	U.S. Virgin Islands
Dominican Republic	Martinique	Venezuela
Ecuador		
OCEANIA/PACIFIC ISLANDS Samoa and American Samoa	AFRICA Cape Verde	

For additional information on the Zika virus, please visit:

- <http://www.who.int/topics/zika/en/>
- <http://www.cdc.gov/Zika/>
- <http://www.floridahealth.gov/diseases-and-conditions/zika-virus>

ATTACHMENTS

PRESS RELEASE(S)

PREPARED BY N. Batista	Title Planning Section Chief	Signature 
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**"You" are the first line of defense against mosquitoes and
mosquito-borne illnesses, says the Miami-Dade County
Department of Solid Waste Management**

MIAMI (January 29, 2016) — When it comes to protecting against annoying mosquito bites—and potentially serious mosquito-borne illnesses—you are the first line of defense, according to the Miami-Dade County Department of Solid Waste Management (DSWM).

"While we certainly have a proactive mosquito control program in Miami-Dade County, we can't possibly be everywhere at once," said Deputy County Mayor and DSWM Director Alina T. Hudak. "That's why it's important for residents to check their properties and ensure there is no standing water, where mosquitoes can breed."

Of particular concern is the *Aedes aegypti* mosquito. Known by the white-striped pattern on its legs, this mosquito species is a vector for various tropical diseases including dengue, chikungunya and, more recently in the news, Zika.

Aedes aegypti mosquitoes like to breed in containers filled with stagnant water and plants that hold water, such as bromeliads. Unfortunately, with all the rainfall that comes down in Miami-Dade County, that means the mosquito can breed anywhere people are: lawns, vacant lots, common areas and more.

The good news is you can do your part to help reduce the mosquito nuisance, by remembering to drain and cover.

Drain

- Drain all standing water around the yard. Mosquitoes need only a surprisingly small amount of water to breed. Empty cans, buckets, garbage cans, house gutters, flower pots,

bromeliads and other plants that hold water, bottles, toys, plastic "kiddie" pools, lids, old tires, pool covers, barrels and any other container or item that holds or can hold water.

- If you have a boat, turn it upside down if it's small enough, or cover it if it's too large to turn. Just make sure the boat cover doesn't also hold water.
- If you have a swimming pool, make sure to maintain it properly and run the pump every so often as mosquitoes do not like to breed in moving water.
- Twice a week, make sure to empty or rinse out bromeliads and other plants that hold water, pets' water bowls and birdbaths.

Cover

- Make sure your doors and windows are covered with screens to keep mosquitoes out of your house. Protect infants with mosquito netting.
- Avoid going outside when mosquitoes are most active, at dawn and dusk. If you do have to be outside, cover yourself up by wearing loose, light-colored clothing (preferably long pants and long sleeves), shoes and socks.
- Use a repellent when you go outside. Follow the directions on the label. The best repellents use DEET or picaridin as the active ingredient.

Miami-Dade County's Mosquito Control Unit conducts numerous mosquito inspections and spraying operations throughout the County to help keep down the volume of mosquitoes. To request a mosquito inspection or to report a mosquito nuisance, please call 3-1-1. For more information on mosquito control in Miami-Dade County, visit www.miamidade.gov/solidwaste.

###

To request materials in accessible format, sign language interpreters, and/or any accommodation to participate in any County-sponsored program or meeting, please call Julio Martinez, 305-375-4662 or email, Jm0452@miamidade.gov, five days in advance to initiate your request. TTY users may also call 711 (Florida Relay Service).

Public Works and Waste Management

Feb. 2, 2016

**DEPARTMENT REPORTS SIX NEW
TRAVEL-ASSOCIATED ZIKA CASES TO THE CDC**



Contact:

Communications Office
NewsMedia@flhealth.gov
850-245-4111

Tallahassee, Fla. – This week, the Florida Department of Health reported six new travel-associated cases of Zika in Florida to the [Center for Disease Control and Prevention](#) (CDC). Travel-related cases are defined as disease believed to be contracted outside of the state. Florida has reported a total of nine travel-related cases to the federal government.

While the CDC has not identified Florida as an area of local Zika risk, the Florida Department of Health is closely monitoring imported disease. None of the confirmed cases involve pregnant women. Yesterday, Governor Rick Scott and State Surgeon General and Secretary of Health Dr. John Armstrong were briefed by the CDC on the status of Zika virus.

The CDC has issued travel notices for Zika virus for several countries. More information about the CDC's notices can be found here: <http://wwwnc.cdc.gov/travel/notices>.

"Florida has many years of success in containing other mosquito-borne diseases and emerging health threats," said State Surgeon General and Secretary of Health Dr. John Armstrong. "Through these experiences, the department remains ready to protect residents and visitors from the Zika virus."

More Information on CDC precautions and DOH monitoring of Zika:

- According to the CDC, Zika fever illness is generally mild with a rash, fever and joint pain. CDC researchers are examining a possible link between the virus and unborn babies exposed during pregnancy.
- Florida's public health laboratory has a developed capacity to test for infections. The department works closely with health care providers in the state to offer testing to individuals that meet CDC testing criteria.
- DOH has a robust mosquito-borne illness surveillance system and is working with the CDC, the Florida Department of Agriculture and Consumer Services and local county mosquito control boards to ensure that the proper precautions are being taken to protect Florida residents and visitors.
- DOH encourages Florida residents and visitors to protect themselves from all mosquito-borne illnesses by draining standing water; covering their skin with

repellent and clothing; covering windows with screens; and other basic precautions.

- To date, Florida has confirmed nine travel-associated cases, which involve residents from the following counties:
 - Miami-Dade – 4 cases
 - Hillsborough – 2 cases
 - Lee – 2 cases
 - Santa Rosa – 1 case
- The department has a PSA video that media partners are welcome to share regarding “Drain and Cover” and preventing mosquito bites. The video can be accessed here: <https://www.youtube.com/watch?v=AE6tkoWanXk>

For more information on Zika virus, click [here](#).

About the Florida Department of Health

The department works to protect, promote and improve the health of all people in Florida through integrated state, county and community efforts.

Follow us on Twitter at [@HealthyFla](#) and on [Facebook](#). For more information about the Florida Department of Health please visit www.FloridaHealth.gov.