



Miami-Dade Fire Rescue Department
Services to
City of Doral

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.



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Calendar Year 2023 Department Highlights

During Calendar Year (CY) 2023, MDRF'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 MDRF transported more than 87,500 residents and visitors to South Florida hospitals. MDRF personnel responded to more than 28,500 fire-related incidents and 25,500 other emergencies.

To meet community needs, MDRF implements new services and programs each year. On June 26, 2023, MDRF 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 MDRF 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, MDRF 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, MDRF 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.



MDRF leads a HELP class.

On February 12, 2023, MDRF 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.



MDRF 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.



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In early August 2023, MDRF'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.



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

MDRF 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. MDRF 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.

MDRF personnel continuously pursue excellence within the fire-rescue industry. In March of 2023, the BCC presented a commendation to MDRF for outstanding efforts at the Covanta waste-to-energy plant fire. In May 2023, MDRF's ALS Competition Team won first place at the 2023 Fire Department of New York EMS Competition, and in July, MDRF'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, MDRF'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.

Community Engagement

MDRF 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, MDRF personnel participated in 74 community education events in Doral, providing 13,495 residents with life-saving education and resources. An additional 307 residents participated in HELP.



MDRF hosts educational event at Headquarters.

MDRF'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, MDRF 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 MDRF 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, MDRF 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 MDRF's services as follows for each question.

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



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During the same time period, **51** residents from the City of Doral rated MDRF with an overall score of **4.78**, a **96%** satisfaction rate. Below are a few comments received from Doral residents. A summary of all surveys received is presented in **Attachment II**. Names and addresses of Doral residents have been redacted in accordance with Florida Statutes Chapter 119.

"I want to thank the Miami-Dade Fire Rescue for saving my life. I cannot thank you enough. May God bless you always."

"I have the utmost respect for Miami-Dade Fire Rescue. They have saved countless lives, always in a professional matter. I cannot thank them enough."

"They were amazing! It was my first time I got rescued by 911. I give my thanks to each and every one of them! Thank you!"

Fire-Rescue Statistics and Resources

The City of Doral, located in the northwest central part of Miami-Dade County, spans an area of 15 square miles and is bordered by State Road 826 (Palmetto Expressway) to the east, State Road 836 (Dolphin Expressway) to the south, State Road 821 (Florida Turnpike) to the west, and the Town of Medley to the north (**Attachment III**). The City incorporated on June 24, 2003 and has been part of the Miami-Dade Fire Rescue Service District since its inception. Based on 2022 U.S. census data, the City has a residential population of 75,583 with 23,238 households.

During calendar year 2023, MDRF responded to 7,518 emergency calls received from the City of Doral. **Table I** depicts incident type and related response times for incidents MDRF responded to within the City during this time period.

Table I
MDRF Responses to the City of Doral
Calendar Year 2023

Incident Type	2023	
	# of Incidents	MDRF Avg. Response Time*
Life Threatening	2,965	07:32
Non-Life Threatening	1,949	07:49
Structure and Other Fires	1,601	06:47
Other Emergency	1,003	07:31
Total	7,518	

*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 City of Doral is primarily served by MDRF's Fontainebleau Fire-Rescue Station 48, Doral Fire-Rescue Station 45, Doral North Fire-Rescue Station 69 and Virginia Gardens Fire-Rescue Station 17, which collectively responded to 85% of the incidents in the City during 2023 as depicted in **Table II**.

Table II
MDRF Stations/Units responding into the City of Doral
Calendar Year 2023

Responses Provided by Station:	2023	
	Incidents	%
Station 48 - Fontainebleau	1,805	24%
Station 45 - Doral	1,676	22%
Station 69 - Doral North	1,655	22%
Station 17 - Virginia Gardens	1,277	17%
Other Stations	1,105	15%
Total	7,518	100%

Within the City of Doral, MDRF has three (3) stations which house one (1) Battalion Chief; two (2) rescue units; three (3) suppression units, which are ALS Engines; and three (3) specialty units which are a TRT Heavy Rescue, a TRT Class D Heavy Wrecker, and a Hazardous Material Unit. As depicted on **Attachment III**, an additional seven (7) stations are within four (4) miles of the City which house one (1) Battalion Chief; five (5) rescue units; six (6) suppression units, including three (3) ALS Engines, one (1) 70-foot ALS HazMat Platform, one (1) 78-foot ALS Technical Rescue Ladder (TRT), and one (1) 75-foot ALS Ladder; one (1) BTU; and two (2) specialty units including one (1) Foam Truck and one (1) Quick Response Vehicle (**Table III**).

Table III
MDRF Stations within Four Miles of the City of Doral

Station	Miles to City	Apparatus	Staffing
Station 45 - Doral 9710 NW 58 Street	0.00	ALS Engine - 1	2 FF/PARA 2 FF/EMT
		Hazardous Material Unit - 1	3 FF/EMT
Station 48 - Fontainebleau 8825 NW 18 Terrace	0.00	ALS Engine - 1	2 FF/PARA 2 FF/EMT
		Rescue - 1	3 FF/PARA
Station 69 - Doral North 11151 NW 74 Street	0.00	ALS Engine - 1	2 FF/PARA 2 FF/EMT
		Rescue - 1	3 FF/PARA
		Battalion Chief - 1	1 FF/PARA
		TRT Squad (Heavy Rescue) - 1	4 FF/EMT
Planned Station 87 9300 NW 41 Street	0.00	ALS Engine - 1	2 FF/PARA 2 FF/EMT
		ALS Engine 1,000 Gallon (Haz-Mat Supp) - 1	2 FF/PARA 2 FF/EMT
Station 17 - Virginia Gardens 7050 NW 36 Street	0.41	Rescue - 1	3 FF/PARA
Planned Station 68 - Dolphin 11091 NW 17 Street	0.50	ALS Engine - 1	2 FF/PARA 2 FF/EMT
Station 29 - Sweetwater 351 SW 107 Avenue	1.18	75' ALS Ladder - 1	2 FF/PARA 2 FF/EMT
		Battalion Chief - 1	1 FF/PARA
		Rescue - 1	3 FF/PARA
Station 46 - Medley 10200 NW 116 Way	1.23	ALS 78' Ladder (TRT) - 1	2 FF/PARA 2 FF/EMT
Station 59 - MIA - North 5680 NW 36 Street	2.12	HazMat Support ALS 70' Platform - 1	2 FF/PARA 2 FF/EMT
		Airport Rescue FF Vehicle - 1	3 FF/EMT
		Quick Response Vehicle - 1	1 LT - 1 FF
Station 58 - Tamiami 12700 SW 6 Street	3.16	ALS Engine - 1	2 FF/PARA 2 FF/EMT
		BLS Transport - 1	1 FF/PARA 1 FF/EMT
		Rescue - 1	3 FF/PARA
Station 35 - Miami Springs 201 Westward Drive	3.23	ALS Engine - 1	2 FF/PARA 2 FF/EMT
		Rescue - 1	3 FF/PARA
Station 28 - Hialeah Gardens 8790 NW 103 Street	3.66	Haz Tox ALS Rescue - 1	3 FF/PARA

Note: FF/PARA = Firefighter Paramedic, FF/EMT = Firefighter Emergency Medical Technician, TRT = Technical Rescue Team



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Doral Fire-Rescue Station 45 serving the City of Doral

MDFR's closest rescue units are housed within the City of Doral at MDFR's Fontainebleau Fire-Rescue Station 48 and Doral North Fire-Rescue Station 69.



Fontainebleau Fire-Rescue Station 48 serving the City of Doral

Within four miles of the City of Doral, MDFR has 22 front-line response units, 18 of which are ALS units including seven (7) rescues, nine (9) suppression units, and two (2) Battalion Chiefs. Daily there are 73 firefighters on duty, 42 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.

MDFR broke ground on Dolphin Fire-Rescue Station 68 in late 2021. This new station, located at 11091 NW 17 Street, is expected to be fully operational in April 2024. ALS Engine 68 is currently in service and temporarily operating out of MDFR Doral North Station 69. Once Engine 68 relocates to its permanent station, MDFR will place Engine 69 in service at Doral North Fire-Rescue Station 69.

Structure Fires

Based on structure and unit information provided by the Miami-Dade County Property Appraiser, the City of Doral has 6,101 single-family and duplex units, 25,237 multi-family and condo units, and 1,681 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 City.

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 6,408 businesses in Doral.

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 3,119 firefighters and 1,011 units to 103 structure fire incidents in the City of Doral. For example, on February 12, 2023, MDFR dispatched 634 units, equating to 1,946 firefighters over the course of several weeks to battle the Covanta Fire at 6990 NW 97th Avenue.

Additionally, on May 7, 2023, MDFR dispatched 12 units, equating to 34 firefighters, four (4) Engines, two (2) Ladders, two (2) Rescues, one (1) EMS Captain, two (2) Battalion Chiefs, and one (1) Fire Investigator to extinguish a warehouse fire at 2601 NW 104th Court.

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.



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/ 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/ 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*

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 imanità 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/ pou aprann plis sou divès sèvis ak sèvis espesyalize MDFR ofri yo ak pou jwenn repons a kesyon ki poze pi souvan yo konsènan sèvis ponpye ak sekou.

Anlan Chèf Ponpye Depatman Ponpye ak Sekou Miami-Dade, mwenn 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 sekrè anmwenske w bay enfomasyon pou kontakte w anba paj sondaj la. Si w ta vle repons w yo rete sekrè sèlman dekolè etikèt ki gen adrès w a anba paj la. Mèsi.

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

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

1= Vreman Padako
2= Padako
3= Neutre
4= Dako
5= Totalman Dako

MDFR responded to your needs in a timely manner.

MDFR atendió sus necesidades a tiempo.

MDFR te reponn 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 City of Doral in Fiscal Year 2022-2023

# of Surveys	Alarm #	Date of Survey	Q1	Q2	Q3	Q4	Average	Comments
1	2239742	10/7/2022	5	5	5	4	4.75	Responders were very professional and courteous. The only thing that astounded me is how much difficulty they had securing an ice pack to my daughter's shoulder.
2	2242521	10/10/2022	1	1	1	1	1.00	Not professional, not trained and not a blanket on the truck. They acted like doctors and diagnosed me with a panic attack. I was having a stroke. I'm in total disagreement with the service. On Oct 17th, I went to a station and made a formal complaint. (Note: MDFR referred this survey to the Division of Professional Standards for follow-up)
3	2243492	10/11/2022	5	5	5	5	5.00	
4	2249688	10/19/2022	5	5	5	5	5.00	The attention was prompt, professional, since the accident occurred at the Miami airport. They also helped us talk to an agent of the airline which we were traveling on to change our flight without any problem. I am very satisfied with the care I received. Thanks.
5	2251086	10/21/2022	5	5	5	5	5.00	
6	2255791	10/26/2022	5	5	5	5	5.00	
7	2255820	10/26/2022	5	5	5	5	5.00	
8	2271639	11/14/2022	4	4	4	4	4.00	
9	2283313	11/28/2022	4	4	4	4	4.00	Thank you for the work you do and the care you provide!
10	2284123	11/29/2022	5	5	5	5	5.00	The team was excellent. Pain management was the best. So thankful, nice driver, nice assistance. God bless.
11	2284778	11/29/2022	5	5	5	5	5.00	I want to thank Miami-Dade Fire Rescue for saving my life. I cannot thank you enough. May God bless you always.
12	2290541	12/6/2022	5	5	5	5	5.00	I was at my dentist's office. I am 90 years old and I think I stayed too long at the doctors chair when I finished the process, apparently I moved too fast. When I was ready to leave the doctor's office I did not feel well. They decided to call the rescue. As I said they responded on time. They took my blood pressure twice and sat me in the chair. They checked my oxygen and checked my blood sugar. They informed me that my vital signs were in order. They asked if I wanted to go to the hospital and were very courteous. I want to express my gratitude for your service. God bless you all, and I hope you all have a nice Christmas with your families.
13	2291203	12/7/2022	5	5	5	5	5.00	
14	2297370	12/14/2022	5	5	5	5	5.00	
15	2302715	12/20/2022	5	5	5	5	5.00	
16	2308312	12/26/2022	5	5	5	5	5.00	
17	2308361	12/26/2022	5	5	5	5	5.00	I have the utmost respect for Miami-Dade Fire Rescue. They have saved countless lives, always in a professional matter. I cannot thank them enough.
18	2310545	12/29/2022	5	5	5	5	5.00	
19	3007111	1/8/2023	5	5	5	5	5.00	
20	3007312	1/8/2023	5	5	5	5	5.00	
21	3008408	1/10/2023	5	5	5	5	5.00	
22	3008932	1/10/2023	5	5	5	5	5.00	Thank so much for the care and the patience that's required to help others. The amount of thanks is not enough. Love and Blessings to you all.
23	3010241	1/12/2023	5	5	5	5	5.00	I am very happy and satisfied with the immediate assistance received by the firefighter/paramedics. Now, I understand how important taxes are to be able to finance this service for the citizens of Miami-Dade County. I hope they continue to serve as they have done so far. Thank you for serving me so well and quickly.
24	3016092	1/19/2023	5	5	5	5	5.00	
25	3019626	1/23/2023	5	3	5	4	4.25	Very professional. Extraordinary treatment. Thanks for your help.
26	3036080	2/11/2023	4	5	5	5	4.75	I'm an old person (86) and for my health condition I have needed 911 assistance several times. I have always been treated in a very professional and caring manner. Thank you.
27	3048026	2/25/2023	5	5	5	5	5.00	
28	3070045	3/23/2023	5	5	5	5	5.00	The team responded quickly, competently and handled my emergency in a professional loving manner. Thank you for what you do. Kudos to Miami-Dade Fire Rescue.
29	3073150	3/27/2023	5	4	4	4	4.25	
30	3095945	4/22/2023	3	3	2	3	2.75	When the Fire Rescue Department services are requested it is because the person is very sick or in danger. They must train their staff to treat citizens with kindness and solidarity.

Miami-Dade Fire Rescue
 Customer Feedback Surveys
 Emergency Medical Services Provided to the City of Doral in Fiscal Year 2022-2023

# of Surveys	Alarm #	Date of Survey	Q1	Q2	Q3	Q4	Average	Comments
31	3096810	4/23/2023	5	5	5	5	5.00	
32	3101161	4/28/2023	5	5	5	5	5.00	Thank you MDFR for providing me with your undivided attention. You all wake up each morning to help save someone's life. I'm here to tell you that you successfully saved mine. I am so grateful to have such a wonderful team like you all. Thank you.
33	3103678	5/1/2023	5	5	5	5	5.00	I hold the rescue's service to the highest regard. It was my first time calling. They got here very fast, acted efficiently and they took me to the hospital right away. I am forever grateful.
34	3118868	5/19/2023	5	5	5	5	5.00	Many thanks for your services and immense dedication.
35	3134413	6/6/2023	5	5	5	5	5.00	Many times I've been helped by the men and women of your department. The service has been fantastic and the love and attention to detail has meant alot to me. Please triple their salary. They are worth it, each and every one of them.
36	3134446	6/6/2023	5	5	5	5	5.00	One of the firefighters that assisted me was a lady, who was a little more personable and vocal. She provided her experience with her family member. I suppose maybe she overshared her experience, which did not pertain to my experience. All the other firefighters were silent and did their job performance up to par. Two women and two men, they were excellent. Overall, I had a great experience and I'm happy with the experience.
37	3136196	6/8/2023	5	5	5	5	5.00	They were amazing! It was my first time I get rescued by 911. I give my thanks to each and everyone of them! Thank you!
38	3143742	6/17/2023	5	5	5	5	5.00	Even though my accident was in Homestead and I live in Doral and I do not have health insurance, the service was excellent at Baptist hospital. I am grateful for MDFR and the City of Homestead for the service provided. There are not enough words to express my gratitude. At the moment I am not able to walk but as soon as I am able to, I would like to pass by and say thank you to the first responders that attended me. God bless all of you!
39	3148054	6/22/2023	5	5	5	5	5.00	Excellent service, responsible and very kind.
40	3157473	7/3/2023	5	5	5	5	5.00	
41	3159635	7/6/2023	5	5	5	5	5.00	Great and quick medical service response.
42	3162707	7/9/2023	5	3	5	5	4.50	
43	3168658	7/16/2023	5	5	5	5	5.00	
44	3168976	7/17/2023	5	5	5	5	5.00	
45	3169314	7/17/2023	5	5	5	5	5.00	
46	3171452	7/19/2023	5	5	5	5	5.00	Very grateful for the great job done by MDFR. Thank you.
47	3199758	8/22/2023	5	5	5	5	5.00	
48	3215325	9/8/2023	5	5	5	5	5.00	
49	3231280	9/27/2023	5	4	5	5	4.75	
50	3231654	9/27/2023	5	4	5	5	4.75	
51	3234574	9/30/2023	5	5	5	5	5.00	I am now a senior citizen 86 years old and my dear wife is 84 years old, both in a wheel chair, and both have needed help from your department. I can say that I am extremely impressed how those firefighters have behaved, very correct and polite, very formal and they know very well what they were doing. They go above and beyond to please us in all the cases in which we have needed the. They are the best of the best.
Average			4.82	4.71	4.80	4.78	4.78	

Attachment I for questions.

MDFR Service Delivery to the City of Doral

Station	Closest Point	in Miles
45	0.00	0.00
48	0.00	0.00
Planned 87	0.00	0.00
69	0.00	0.00
17	0.41	0.50
Planned 68	1.18	1.23
29	1.23	3.16
58	2.12	3.23
35	3.16	3.66
28		

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Legend

- MDRF Existing Station
- MDRF Planned Station
- Municipality

