

# Satellite Beach Fire & Paramedic Services Activity Report

12/01/11-12/31/2011

## Activity Report December 1-December 31, 2011

| <u>Incident Type</u>                    | <u>December</u> | <u>YTD</u>  |
|---|-----------------|-------------|
| Structure Fire                          | 0               | 10          |
| Other Fires (brush,auto,etc)            | 2               | 37          |
| <u>EMS/Rescue/Haz-Mat/Service Calls</u> | <u>69</u>       | <u>1058</u> |
| <b>Total 911 Emergency Incidents</b>    | <b>71</b>       | <b>1105</b> |
| In-Home Medical Evaluations             | 20              | 231         |
| In-Station Medical Evaluations          | 29              | 305         |
| <u>Fall Prevention Contacts</u>         | <u>19</u>       | <u>195</u>  |
| <b>Total Community Health Evals</b>     | <b>68</b>       | <b>731</b>  |
| Public Education Events                 | 10              | 90          |
| <b>Total Department Response</b>        | <b>149</b>      | <b>1926</b> |

## Response Time Report December 1-December 31, 2011

The Average Response Time for  
Satellite Beach Fire Rescue :

**December: 3 minutes and 54 seconds**

**YTD: 3 minutes and 53 seconds**

The Average Response Time for a Brevard County  
Ambulance was:

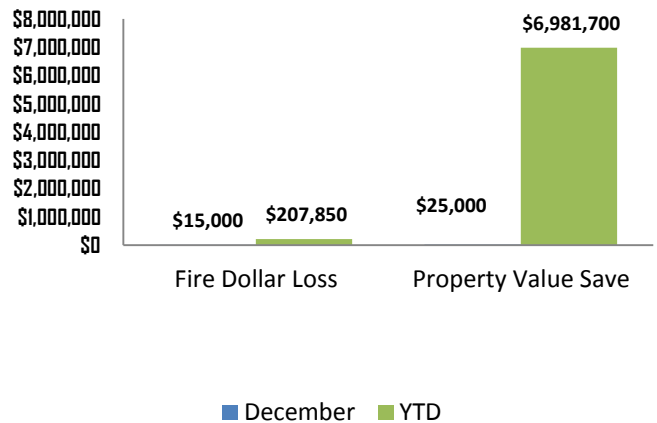
**December: 8 minutes and 49 seconds**

**YTD: 8 minutes and 50 seconds**

## EMS Medical Emergency Highlights

| <u>Type of Emergency</u>       | <u>December</u> | <u>YTD</u> |
|--------------------------------|-----------------|------------|
| Cardiac Arrest                 | 0               | 19         |
| Respiratory Arrest             | 0               | 8          |
| Cardiac Emergency              | 6               | 82         |
| Respiratory Distress           | 4               | 55         |
| Seizure                        | 2               | 22         |
| Stroke/CVA                     | 2               | 35         |
| Overdose                       | 1               | 28         |
| Diabetic Emergency             | 4               | 48         |
| Child Labor/Birth/Pregnancy    | 0               | 7          |
| Non Specific Illness/Emergency | 26              | 254        |
| Trauma                         | 24              | 214        |

## Fire Dollar Loss vs Fire Property Save



## Revenue Income FY 11/12

| <u>Category</u>         | <u>Collected</u>   |
|-------------------------|--------------------|
| Fire Inspections        | \$ 35.00           |
| CPR Classes             | \$ 455.00          |
| Recreation Fire Permits | \$ 1,320.00        |
| <b>Total</b>            | <b>\$ 1,810.00</b> |

## Fire Prevention

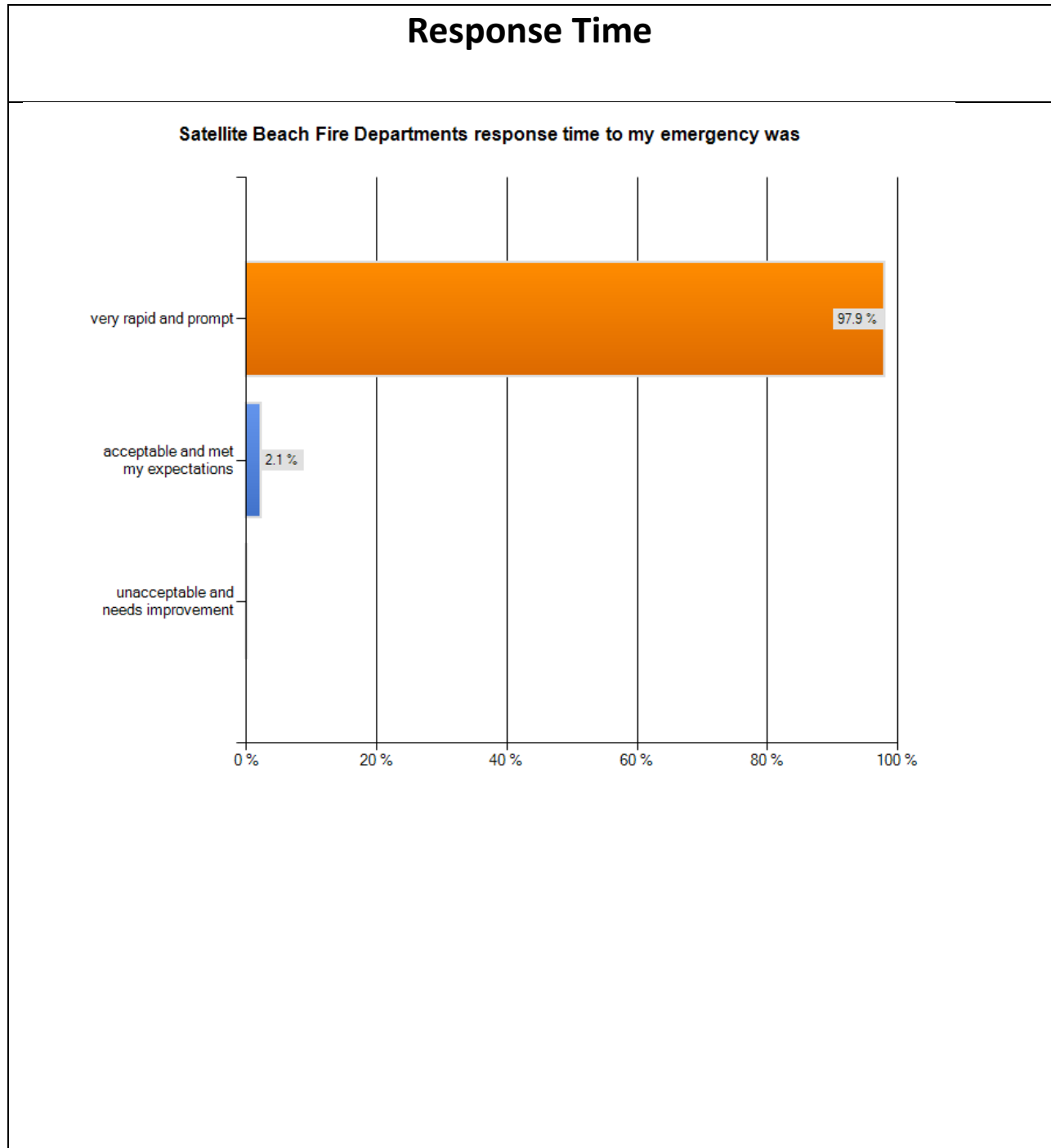
| <u>Activity</u>                       | <u>December</u> | <u>YTD</u> |
|---------------------------------------|-----------------|------------|
| Annual Business Inspection            | 16              | 252        |
| Fire Plan Review                      | 0               | 10         |
| <u>Pre-Fire Planning Inspection</u>   | <u>2</u>        | <u>87</u>  |
| <b>Total Fire Prevention Activity</b> | <b>18</b>       | <b>349</b> |

## Training

| <u>Item</u>             | <u>December</u> | <u>YTD</u> |
|-------------------------|-----------------|------------|
| Combined Training Hours | 213             | 6082       |

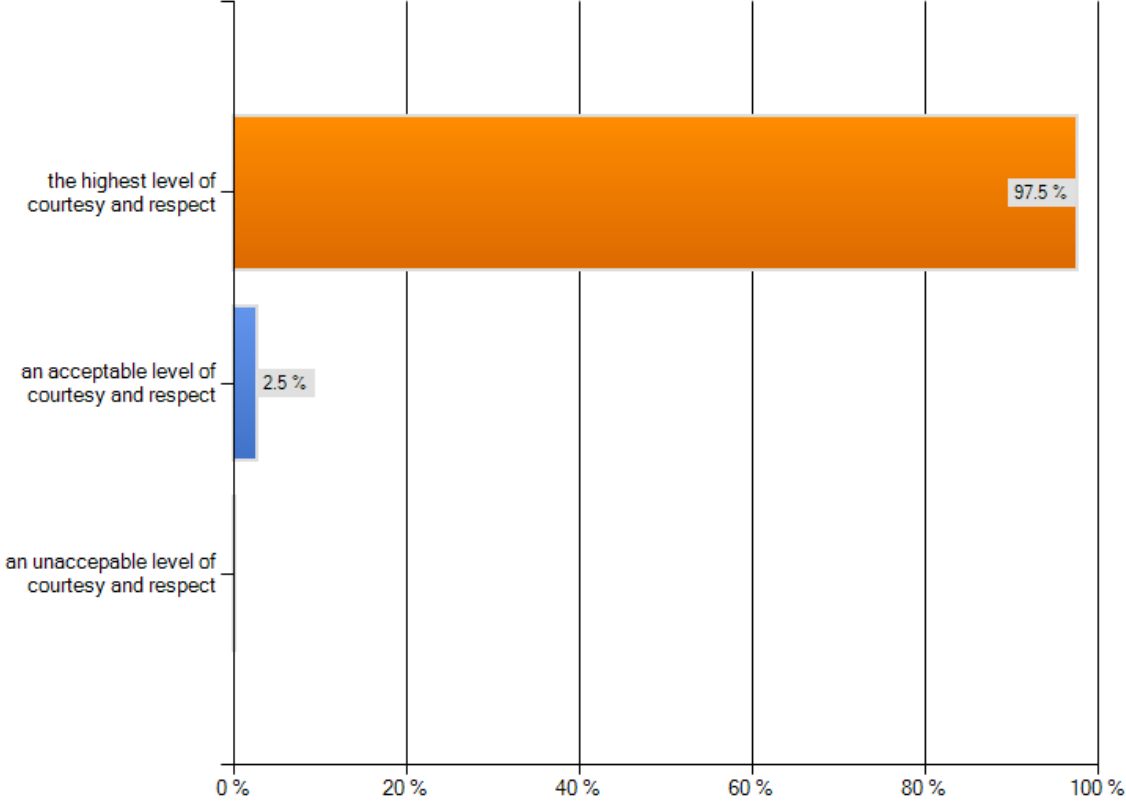
## Customer Service

Satellite Beach Fire & Paramedic Services strives to meet and exceed the customers' expectations with **all** of the services we provide, through our D.I.R.E.C.T. customer service program. Our goal is to provide excellent service in four categories- (1) Response Time, (2) Professionalism, (3) Competency, and (4) Value.



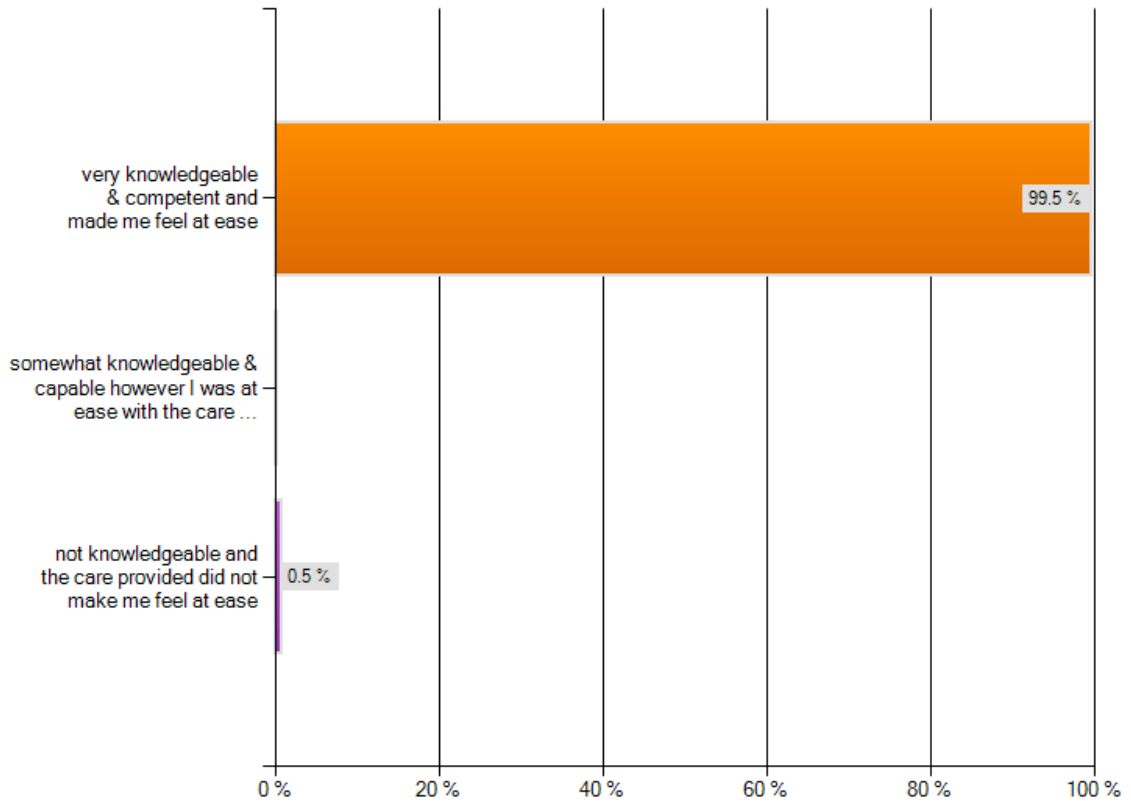
# Compassion

Satellite Beach Fire Rescue personnel treated me or my family member with



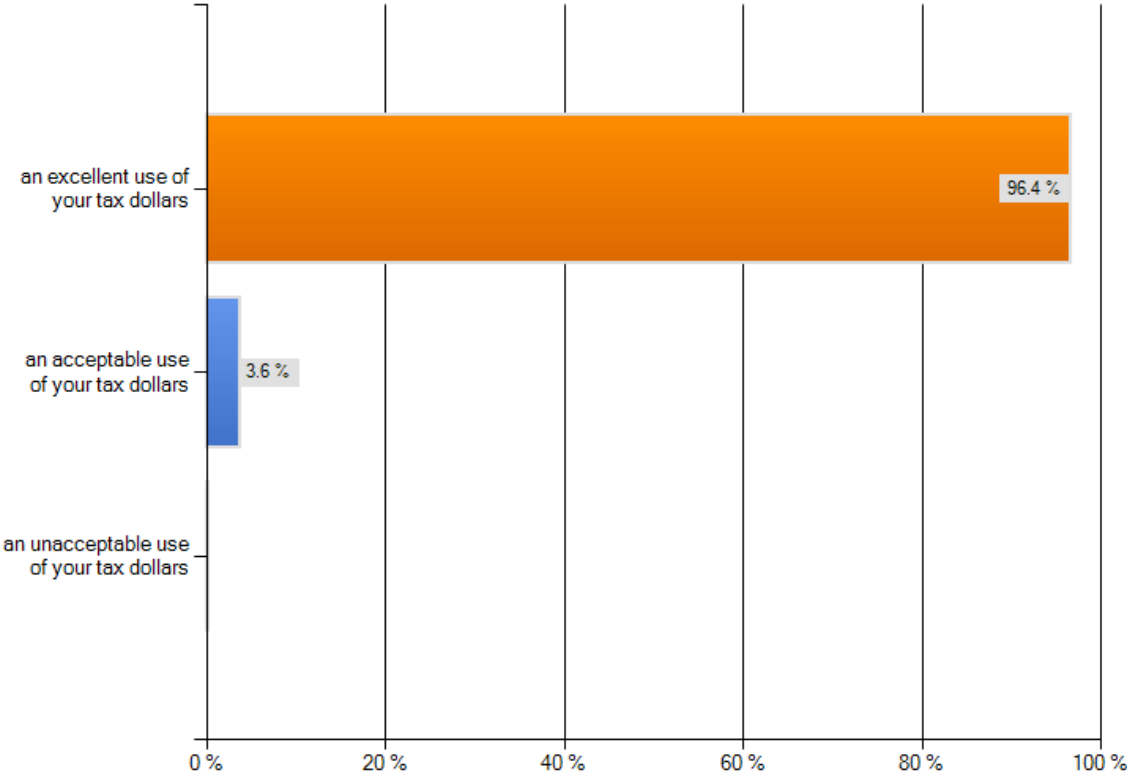
# Care

The Satellite Beach Paramedic that treated me or my family member was



# Value

Based on this experience with Satellite Beach Fire Department, do you believe the services provided were



# Essential Services

As a result of budget constraints, the City of Satellite Beach is evaluating what services are essential to the community. Do you want the City of Satellite Beach to:

