

Celebrating 10 Years....

Rochester Hills Fire Department



Providing Emergency Medical Services

Celebrating 10 Years....

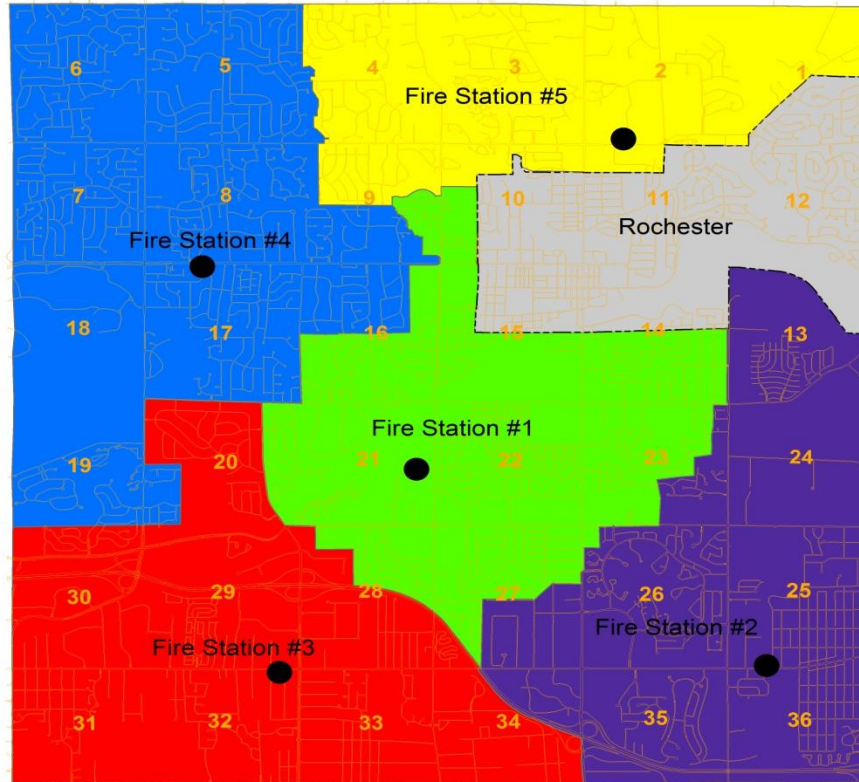
History

- ❖ Fire Engines were used to provide Advanced Life Support
- ❖ Staffing Levels
- ❖ Paid-on-Call EMS commuted from home

Improved Services

- ❖ 5 Ambulances respond to emergency calls
- ❖ Staffing increased in 2008
- ❖ Paid-on-Call EMS respond from Fire Stations 3 and 5

Fire Station Boundaries



Published by MIS Department
11/8/2012
I:\GIS\Projects\Fire\FireStationBoundary8x11.mxd

Collaboration & Innovation

- **Mutual Aid Agreements**

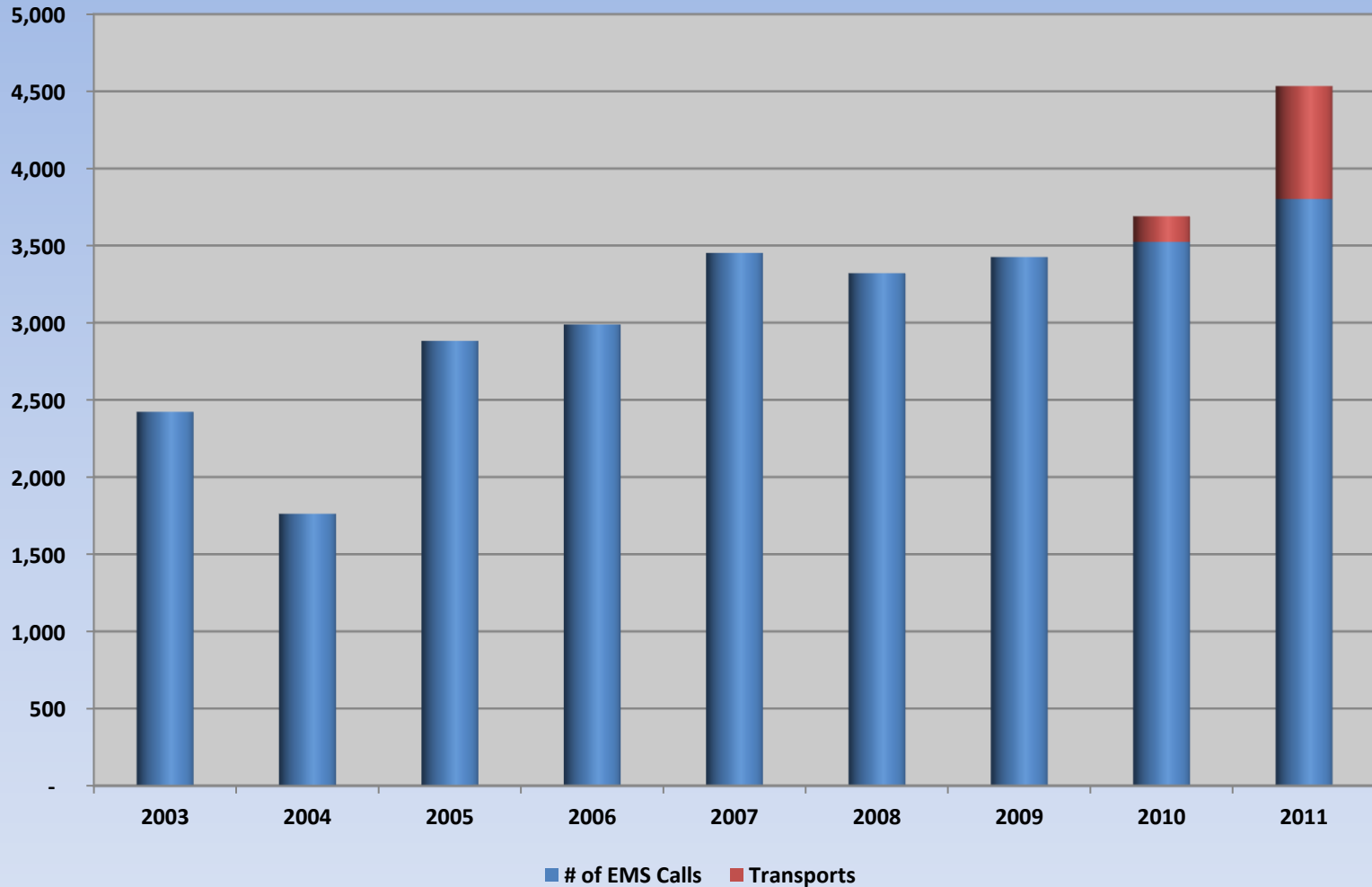
- Rochester
- Oakland Twp
- Auburn Hills

- **Transport Services**

- Crittenton Hospital Medical Center to Cancer Center, nursing homes, and other areas

Increased Revenue **[\\$294,212.00](#)** since 2011

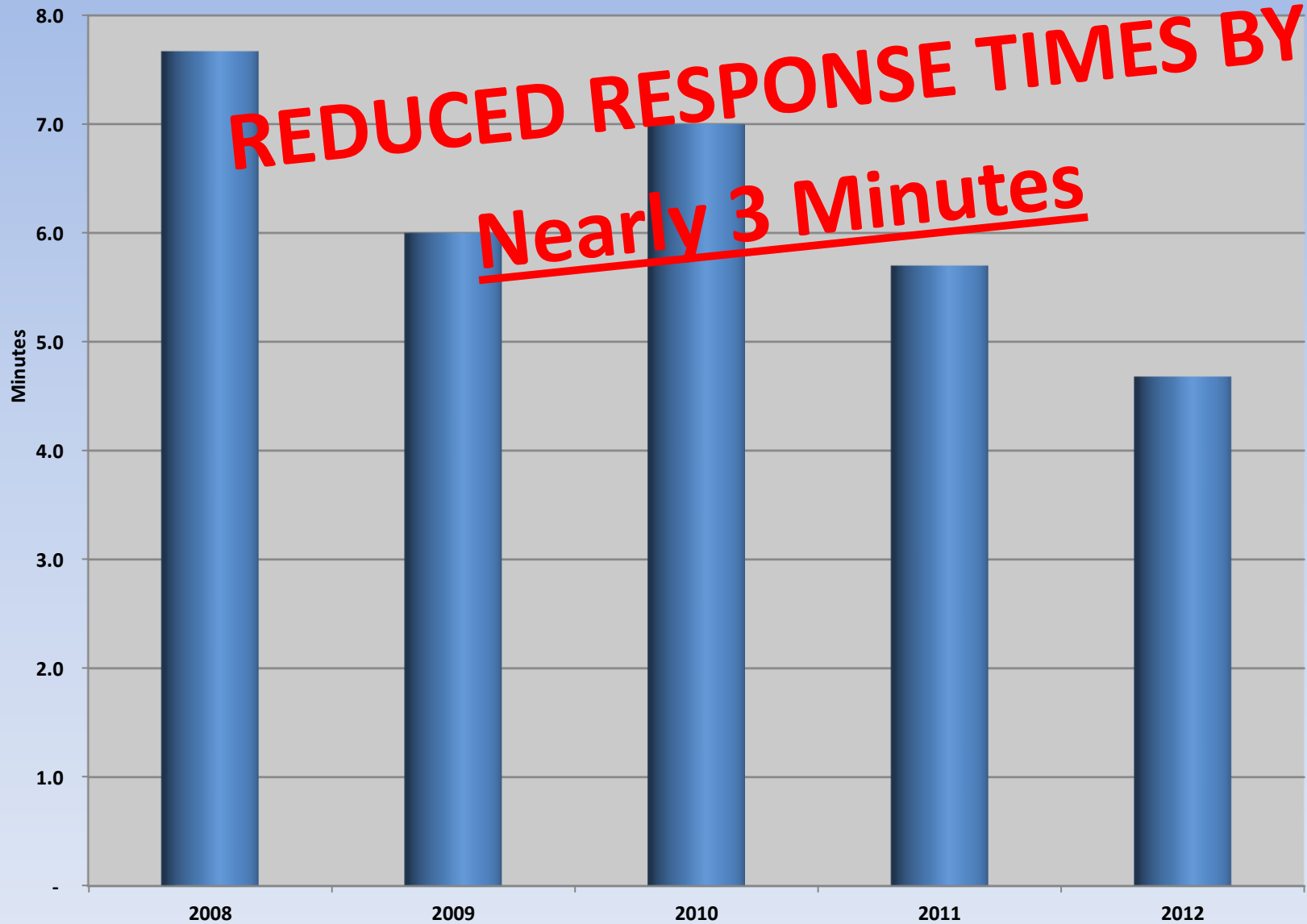
Number of EMS Calls / Medical Transports



To date over 31,000 residents and visitors have been treated by Rochester Hills Fire Department EMS Division

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IMPROVED RESPONSE TIMES



ROCHESTER HILLS

January 26, 2012

C & G News: January 2012

Firefighters deliver baby

By Linda Shepard
C & G Staff Writer

Rochester-Rochester Hills Patch

Man Pulled From Clinton River After Car Skids Off Hamlin This Morning

The Rochester Hills Fire Department responded to the incident shortly after midnight.

By [Kristin Bull](#) [Email the author](#) January 26, 2012

Saving Lives

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Resident Satisfaction Survey

**Out of 365 respondents -
only 1% were dissatisfied**

**"Everyone involved was wonderful. Very professional
and very caring"**

**"The men were very friendly and professional and
we truly appreciate having such a fine fire
department we can rely on and you all do a great
job"**

"Excellent service, very helpful, great job"

Great Service very professional - Thank You"

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ROCHESTER HILLS

January 26, 2012

Firefighters deliver baby

*By Linda Shepard
C & G Staff Writer*



**Saving Lives
AGAIN & PLACES**

- ❖ **Calls increased 53%**
- ❖ **Service times reduced 48%**

**98% Overall Customer
Satisfaction Rate**

A group of approximately 40 fire department crew members in dark uniforms are posed in a line in front of a white fire truck. The truck has a ladder and is labeled "ROCHESTER HILLS FIRE" and "102 P.E.". The background shows trees and a clear sky. The image has a light, semi-transparent overlay.

Rochester Hills Fire Department Thanks You for your Support