



City of Rochester Hills Fire Department

2012 - 2014 Budget Presentation

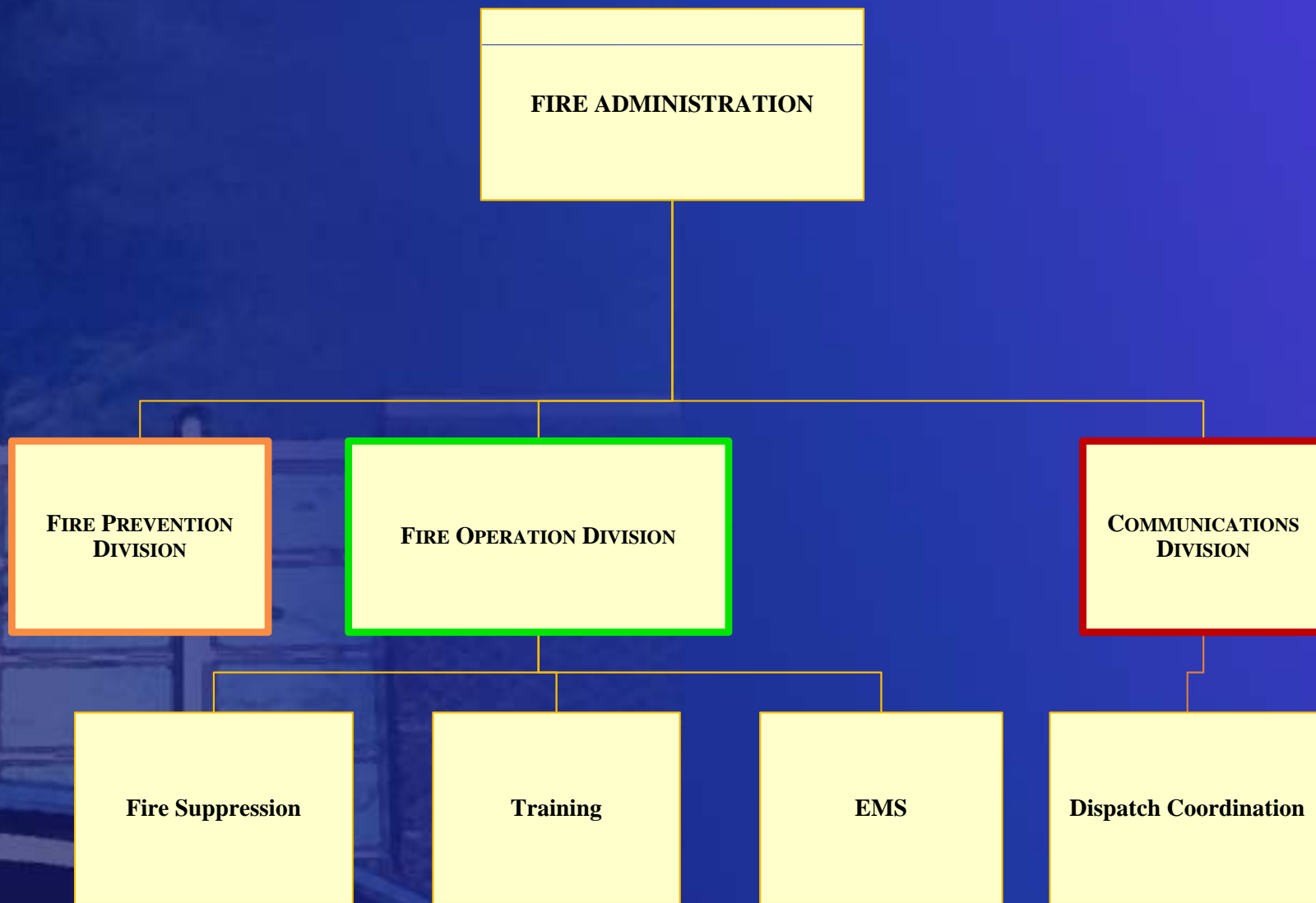
Priorities

- **Health, Safety, and Welfare of our residents and visitors.**
- **Safety of Fire and EMS Personnel**



2011 Accomplishments

- **Innovative Transfer Agreement with Crittenton Hospital Medical Center and Crittenton Hospital Cancer Center.**
- **Received Department of Homeland Security Grant for Protective Equipment.**
 - **Complete replacement of all members personal protective equipment which meets the latest NFPA Standard.**
- **Insurance Services Office (ISO) Evaluation**
- **Public Opinion Survey**
- **Customer Service Survey**



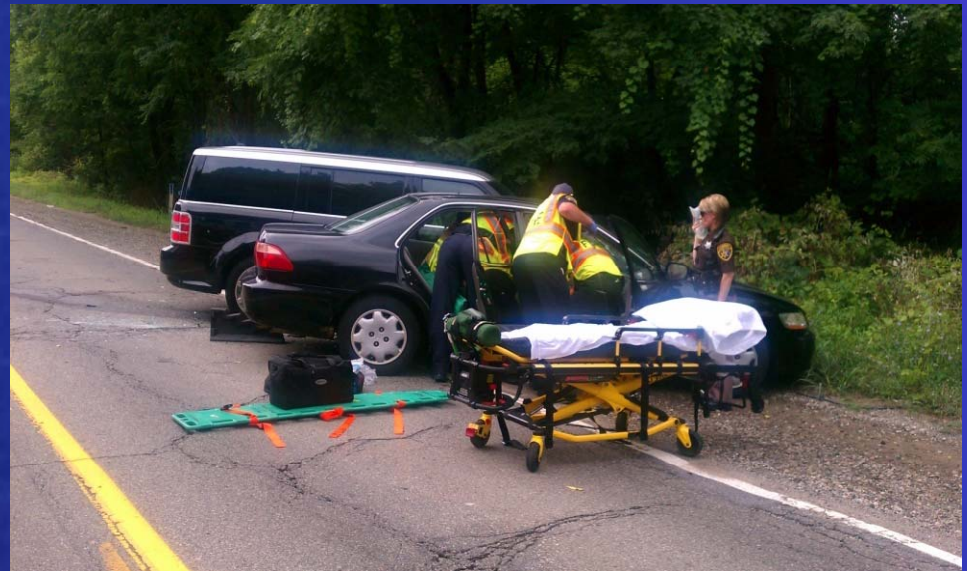
Fire Prevention



Fire Suppression



Emergency Medical Service



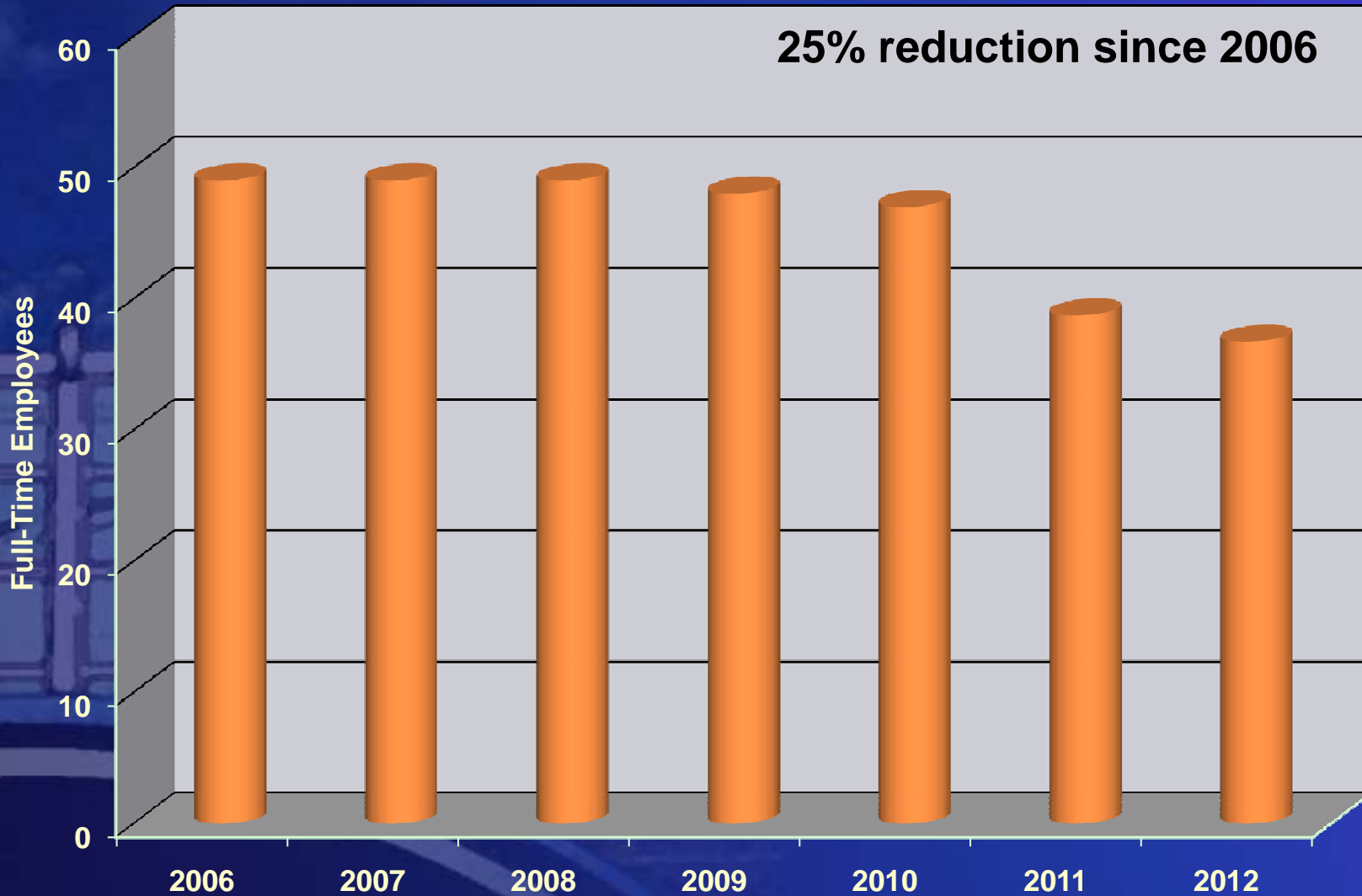
Other Services



Total Fire Calls for Service



Fire Department Staffing Levels



Significant Changes Fire Budget

- **Charge for Service-EMS Service increased 21% or \$250,000 due to an effective patient transfer system and increased call volume.**
- **Fire millage increased to Headlee maximum to offset tax value reductions a 1.6% or \$90,890 increase**
- **Elimination of two (2) positions**
 - (1) Fire Inspector
 - (1) Fire Prevention Secretary

Fire Equipment Capital Fund (402)

There are no significant changes proposed for FY 2012.

General Fund - Wireless Communication

There are no significant changes proposed for FY 2012.



WHAT WE LEARNED FROM THE 2011 PUBLIC OPINION SURVEY

- 64% of those who dialed 911 were for EMS.
- Only 1% were dissatisfied with Fire Protection & EMS provided by Rochester Hills Fire Department
- 95% of our residents, who dialed 911 for assistance, were satisfied with the Fire Protection & EMS Services provided by RHFD

Comments from Survey

- “Great job! Excellent response and terrific people”
- “My thanks to the RHFD for taking such good care of me. They were very reassuring to me”
- “Ryan and Deanna were kind, friendly, personal, careful, and professional. It was a wonderful break from the hospital to ride back and forth from an MRI with these two wonderful people”
- “My husband just passed away. I appreciate the Fire Department excellent assistance. It was a nightmare they made easier”
- “What a polite and knowledgeable bunch of people. You should be very proud of your crews”

Questions