



# Big Bear Lake Fire Protection District

41090 Big Bear Boulevard, P. O. Box 10000, Big Bear Lake, CA 92315

Office 909.866.7566 Fax 909.866.8288

## Customer Satisfaction Survey - All Types of Incidents\*

Month of December 2009

\*Customer Surveys are mailed to reporting parties/patients that have provided mailing inform

Total Mailed This Month: 107

Total Responses: 12

Returned: 7

	Type of Service	This Month						Calendar Year to Date				
		Fire	EMS	Other	Strongly Agree	Agree	Disagree	Strongly Disagree	Strongly Agree	Agree	Disagree	Strongly Disagree
1.	Fire Dept. personnel responded promptly.		10	2	10	1			245+ N/A	30	1	
2.	Fire Dept. personnel were courteous and helpful.				11				260	20		
3.	Fire Dept. personnel took time to explain their actions.				7	4			234	36	3	
4.	Fire Dept. personnel were professional in appearance.				10	1			256	21		
5.	Overall, I was satisfied with the Fire Dept.'s service.				11				262	19		

Do you have any comments for improving our service in the future?

Date:	Inc. #:		Follow Up Done
11/05/09	09-1386	321 None	
11/22/09	09-1426	321 The only problem was lack of communication but it was hectic and reasonable.	
11/18/09	09-1419	554 Thank you - so much.	
11/29/09	09-1454	321 Outstanding professionals! They deserve recognition for the caliber of service they provide. Thank you all.	
11/29/09	09-1455	321 I was very impressed with the speed at which they got me from great pain to no pain (in my chest), & since then have had two stents installed).	
11/17/09	09-1418	324 None	
12/07/09	09-1491	800 Fire personnel on scene offered to remove undamaged furniture and other items but we had no other place to put them. And we say thank you.	
12/05/09	09-1477	321 The paramedics responded within approx 10 minutes with the fire truck following. The P.M.s took the patient to the ER where she was moved by helicopter to Loma Linda Hosp. as a stroke patient. Thank you very much.	



