



# 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 January 2010

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

Total Mailed This Month: 163

Total Responses: 39

Returned: 15

	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.		35	4	32	5	1	1	32	5	1	1
2.	Fire Dept. personnel were courteous and helpful.				35	2	1	1	35	2	1	1
3.	Fire Dept. personnel took time to explain their actions.				28	8	2	1	28	8	2	1
4.	Fire Dept. personnel were professional in appearance.				33	4	1	1	33	4	1	1
5.	Overall, I was satisfied with the Fire Dept.'s service.				33	4	1	1	33	4	1	1

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

Date:	Inc. #:		Follow Up Done
12/10/09	09-1506	321 Thank you guys so much. 100% outstanding, exceptional care. Call only if you need to.	
12/17/09	09-1560	321 None - given the circumstances, my broken arm, the experience was as enjoyable as could be. Being an R.N. myself I was impressed with the professionalism of the EMT/paramedics.	
12/18/09	09-1570	321 Thank you for saving my life - as some one made a decision to air lift me while I was unconscious!! God bless	
12/21/09	09-1609	321 I feel that from what I remember they treated me well. Except for being tied down everything was great.	
12/21/09	09-1611	460 Car accident - no comments.	
12/21/09	09-1615	321 None	
12/19/09	09-1583	321 None	
12/19/09	09-1584	321 None	
12/23/09	09-1636	321 Thank you for your hard work!	
12/25/09	09-1662	441 None (this survey was faxed to the District)	
12/14/09	09-1536	321 Excellent service. Everyone very nice and polite. I ended up fine but Fire Dept. checked/provided assistance & paramedics took to hospital. Thanks. Great job. The best Fire Dept!	
12/25/09	09-1654	321 None	

12/28/09	09-1696	743 False alarm? Sorry. Set off alarm by accident!	
12/28/09	09-1689	321 Everything was perfect and I couldn't have asked for more.	
12/31/09	09-1736	321 The guys were great!!! Thanks.	
12/26/09	09-1677	321 We appreciated your prompt professional & concerned service.	
01/01/10	10-0020	321 The team that showed up was amazing. They made a very scary situation, comfortable. They definitely put me at ease while they were taking care of my husband. Excellent work!!! Thank you!	
01/02/10	10-0021	321 Excellent service.	
01/02/10	10-0038	321 Everyone was very nice from beginning to end. I was hurt but I was shocked for a small hospital the services, the nurses and the doctors were great. Thank you.	
01/02/10	10-0041	321 None	
01/03/10	10-0049	321 Great service. Thanks. :)	
12/26/09	09-1666	321 None	
01/02/10	10-0036	321 No, the service was prompt and professional. I'd like to thank all the EMTs who helped me through my difficult time!! Thank you.	
12/29/09	09-1721	322 None	Chief 1/20
12/30/09	09-1733	321 None	
01/02/10	10-0025	321 Fire Dept took great care of my daughter and explained things to her as she asked.	
01/02/10	10-0034	321 No. You guys were great.	
12/31/09	09-1742	321 None	
12/31/09	09-1743	322 None	
12/26/09	09-1667	321 I can't think of a thing to improve on. You were quick to respond, I met you @ ER...You were kind and understanding to me as I was warned about my mom.	
01/01/10	10-0004	321 Everything was great! Thanks a lot! :)	
01/02/10	10-0022	736 None	
01/06/10	10-0065	321 Thank you for your professionalism, kindness and care of my 11 year old son. You put him at ease. Sincerely....	
01/09/10	10-0093	321 They did an excellent job. Thanks for the help!	
01/09/10	10-0096	321 Note: provided insurance information.	
01/09/10	10-0095	321 None	
12/29/09	10-1708	321 Many thank you's!! to Nick Turner for taking the time to speak to me and calm me down. :)	
01/05/10	10-0060	321 N/A	
01/09/10	10-0085	321 Chief Ballard learned that the customer inadvertently checked the wrong boxes above (1-5). Strongly Disagree changed to Strongly Agree.	Chief 2/2/10
