



# 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 June 2010

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

Total Mailed This Month: 44

Total Responses: 15

Returned: 6

	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.		13	2	14	1			117	15	2	
2.	Fire Dept. personnel were courteous and helpful.				14	1			122	10	3	
3.	Fire Dept. personnel took time to explain their actions.				14	1			113	20	2	
4.	Fire Dept. personnel were professional in appearance.				15				122	11	2	
5.	Overall, I was satisfied with the Fire Dept.'s service.				15				120	12	2	1

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

Date:	Inc. #:		Follow Up Done
05/15/10	10-0870	321 No; they were very professional and helpful....thanks!!!	
04/13/10	10-0780	321 Everyone was very helpful and very professional. We deeply appreciated the service. We do not know any way things could be improved. Again thank you!	
05/17/10	10-0876	554 I was most pleased with the swift response and the quiet professional service. Thank you.	
05/21/10	10-0884	321 No	
04/24/10	10-0824	321 Awesome care!!! I think they did a wonderful job and I felt very secure in their hands. They were very gentle and kind. Thank you.	
05/17/10	10-0874	321 Your Fire Department was prompt, courteous and very professional!!! Thank you for your assistance. My wife and I are both well thanks to your service.	
05/17/10	10-0873	321 None	
05/22/10	10-0889	321 Very Good	
05/29/10	10-0903	321 Very Good!!!	
05/30/10	10-0911	321 None	
05/30/10	10-0910	321 None	

