

FLFD 2015 Customer Satisfaction

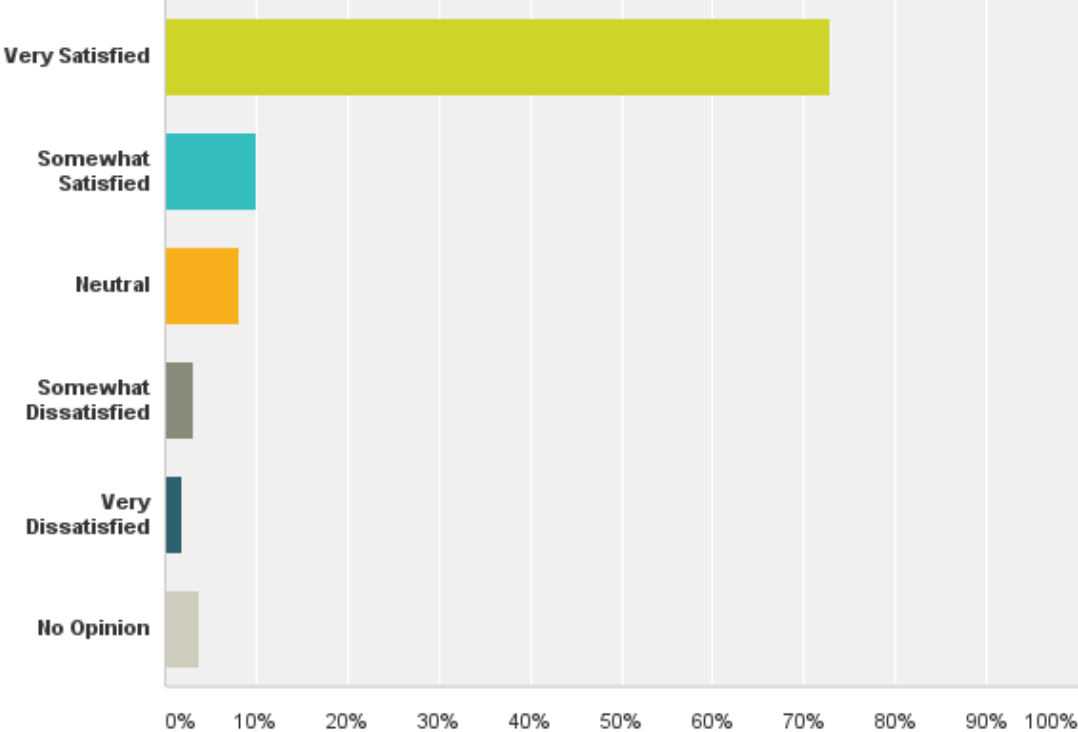
Saturday August 15, 2015

Survey Overview

- **Conducted electronically using Survey Monkey**
- **Available to all customers and interested parties**
 - Published in Email “Happenings” and on FLFD website
- **Survey period: July 8 – July 22, 2015**
- **Basic charts and analysis results provided by Survey Monkey**
- **Analysis results supplemented with “No Opinion” responses backed out**
- **160 responses**
 - Generally “very satisfied”
 - 43 comments

Q1: Thank you for participating in the Forest Lakes Fire District annual customer satisfaction survey. Overall, how satisfied are you with the fire department?

Answered: 159 Skipped: 1

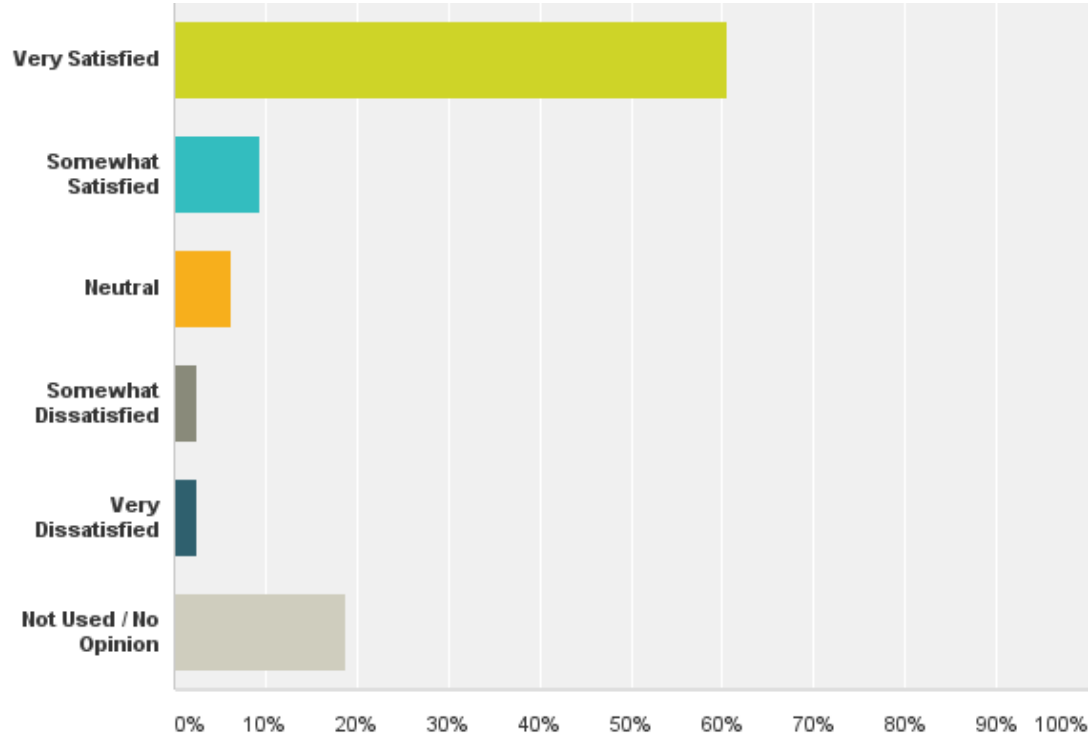


Percentages, Less No Opinions

Very Satisfied	76%
Somewhat Satisfied	10%
Neutral	8%
Somewhat Dissatisfied	3%
Very Dissatisfied	2%

Q2: How would you rate the Fire Department's service levels (response time, professionalism, quality of service)?

Answered: 160 Skipped: 0



Percentages, Less Not Used/No Opinions

Very Satisfied 75%

Somewhat Satisfied 12%

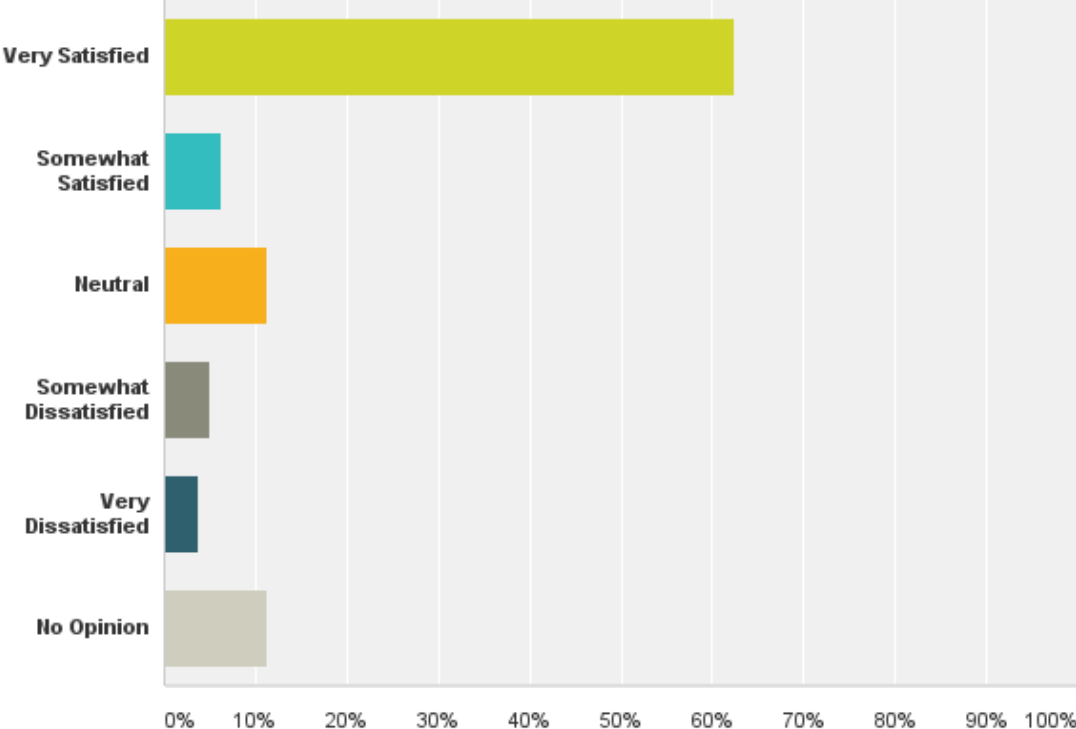
Neutral 8%

Somewhat Dissatisfied 3%

Very Dissatisfied 3%

Q3: How satisfied are you with our Fire Chief?

Answered: 160 Skipped: 0

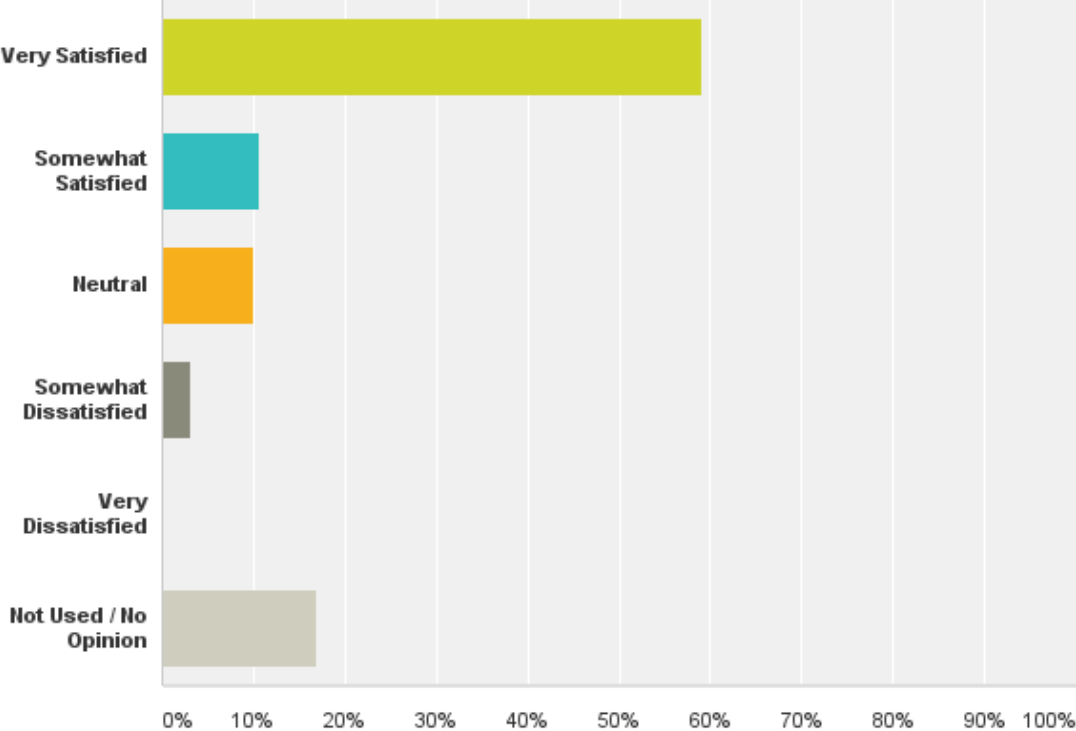


Percentages, Less No Opinions

Very Satisfied	70%
Somewhat Satisfied	7%
Neutral	13%
Somewhat Dissatisfied	6%
Very Dissatisfied	4%

Q4: How satisfied are you with the Administration Office Support?

Answered: 159 Skipped: 1

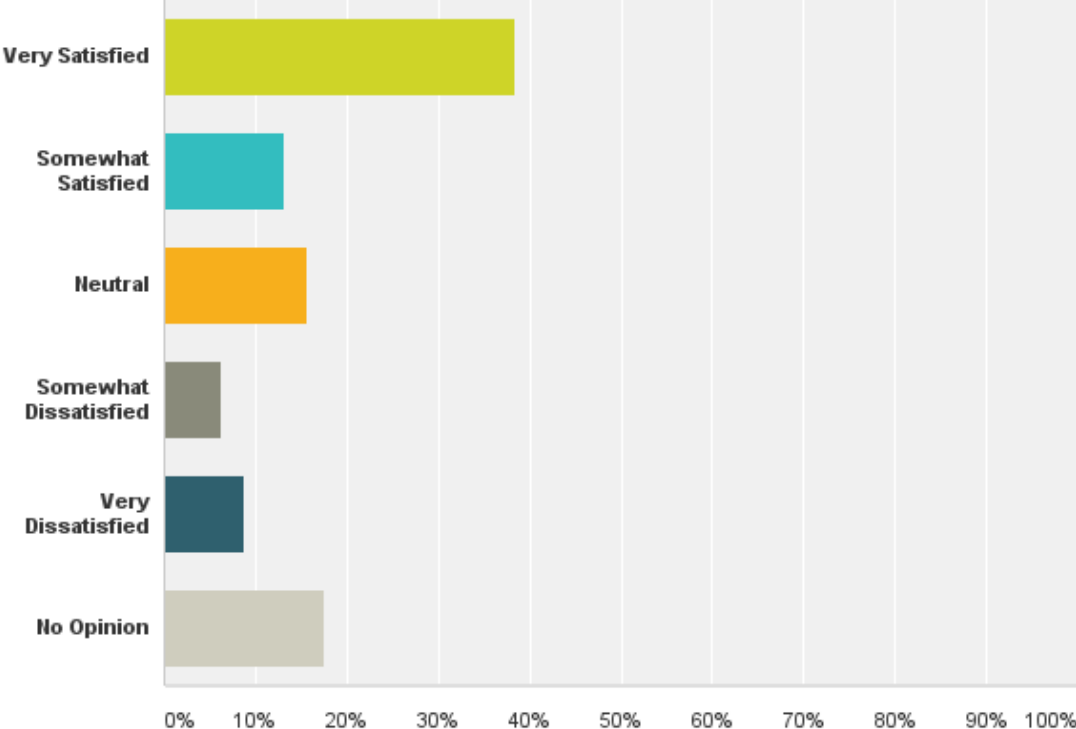


Percentages, Less No Opinions

Very Satisfied	71%
Somewhat Satisfied	13%
Neutral	12%
Somewhat Dissatisfied	4%
Very Dissatisfied	0%

Q5: How satisfied are you with the Fire District Board of Directors?

Answered: 159 Skipped: 1

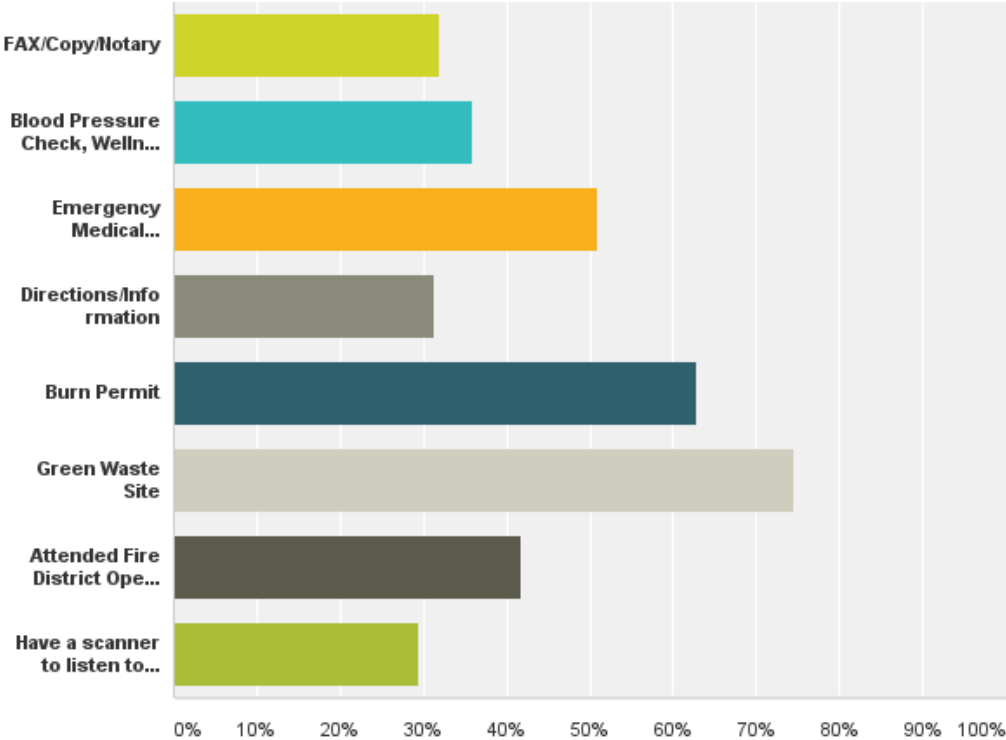


Percentages, Less No Opinions

Very Satisfied	47%
Somewhat Satisfied	16%
Neutral	19%
Somewhat Dissatisfied	8%
Very Dissatisfied	11%

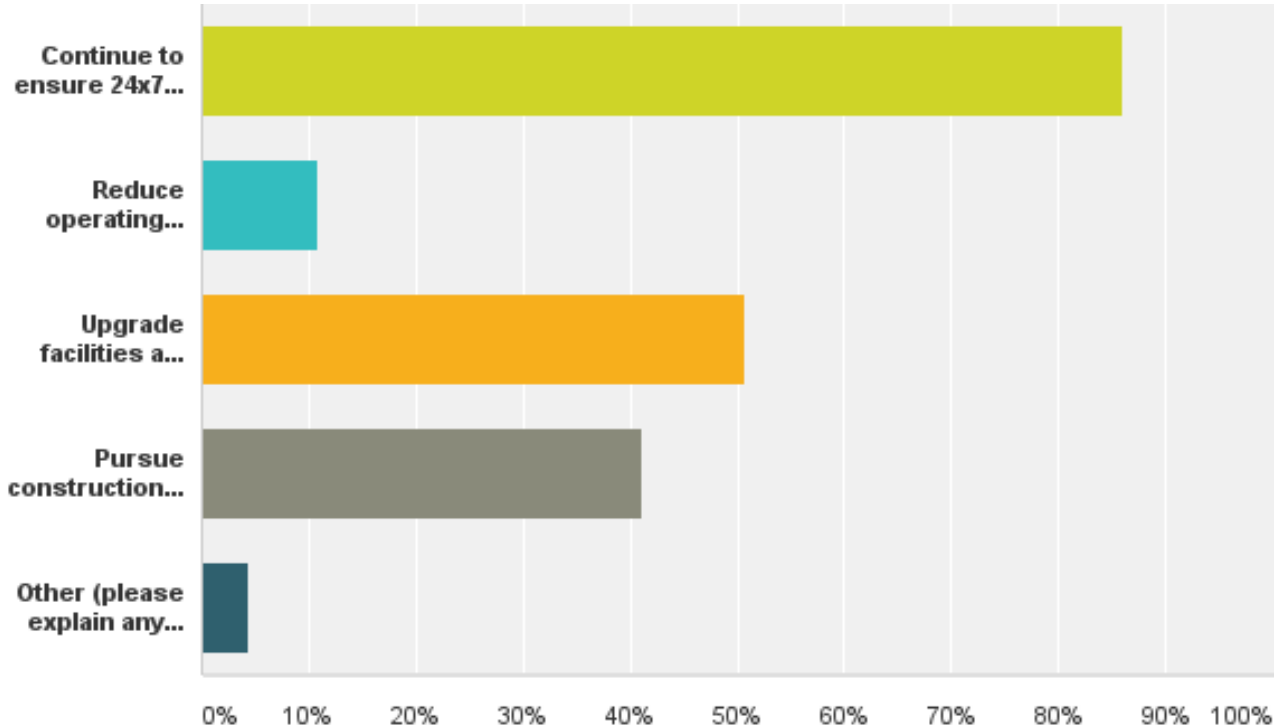
Q6: Which of the following services have you used and/or know are available for our community's convenience? (Please check all that apply.)

Answered: 153 Skipped: 7



Q7: The Board of Directors will soon begin updating the Five Year Strategic Plan. Considerations will include service levels, costs, equipment, buildings, and organizational topics. Please check the item(s) that you believe should receive the highest priority.

Answered: 158 Skipped: 2



Backup Charts

Q1: Thank you for participating in the Forest Lakes Fire District annual customer satisfaction survey. Overall, how satisfied are you with the fire department?

Answered: 159 Skipped: 1

Answer Choices	Responses
Very Satisfied	72.96% 116
Somewhat Satisfied	10.06% 16
Neutral	8.18% 13
Somewhat Dissatisfied	3.14% 5
Very Dissatisfied	1.89% 3
No Opinion	3.77% 6
Total	159

Q2: How would you rate the Fire Department's service levels (response time, professionalism, quality of service)?

Answered: 160 Skipped: 0

Answer Choices	Responses
Very Satisfied	60.62% 97
Somewhat Satisfied	9.38% 15
Neutral	6.25% 10
Somewhat Dissatisfied	2.50% 4
Very Dissatisfied	2.50% 4
Not Used / No Opinion	18.75% 30
Total	160

Q3: How satisfied are you with our Fire Chief?

Answered: 160 Skipped: 0

Answer Choices	Responses
Very Satisfied	62.50% 100
Somewhat Satisfied	6.25% 10
Neutral	11.25% 18
Somewhat Dissatisfied	5.00% 8
Very Dissatisfied	3.75% 6
No Opinion	11.25% 18
Total	160

Q4: How satisfied are you with the Administration Office Support?

Answered: 159 Skipped: 1

Answer Choices	Responses
Very Satisfied	59.12% 94
Somewhat Satisfied	10.69% 17
Neutral	10.06% 16
Somewhat Dissatisfied	3.14% 5
Very Dissatisfied	0.00% 0
Not Used / No Opinion	16.98% 27
Total	159

Q5: How satisfied are you with the Fire District Board of Directors?

Answered: 159 Skipped: 1

Answer Choices	Responses
Very Satisfied	38.36% 61
Somewhat Satisfied	13.21% 21
Neutral	15.72% 25
Somewhat Dissatisfied	6.29% 10
Very Dissatisfied	8.81% 14
No Opinion	17.61% 28
Total	159

Q6: Which of the following services have you used and/or know are available for our community's convenience? (Please check all that apply.)

Answered: 153 Skipped: 7

Answer Choices	Responses	
FAX/Copy/Notary	32.03%	49
Blood Pressure Check, Wellness Check	35.95%	55
Emergency Medical Services	50.98%	78
Directions/Information	31.37%	48
Burn Permit	62.75%	96
Green Waste Site	74.51%	114
Attended Fire District Open House	41.83%	64
Have a scanner to listen to FLFD radio calls	29.41%	45
Total Respondents: 153		

Q7: The Board of Directors will soon begin updating the Five Year Strategic Plan. Considerations will include service levels, costs, equipment, buildings, and organizational topics. Please check the item(s) that you believe should receive the highest priority.

Answered: 158 Skipped: 2

Answer Choices	Responses
Continue to ensure 24x7 professional paramedic and fire fighter coverage (On Duty Staff), with support from local Paid On Call staff	86.08% 136
Reduce operating costs, even if service level is impacted	10.76% 17
Upgrade facilities and equipment as finances allow	50.63% 80
Pursue construction of a new fire station, providing needed space for equipment and on-duty personnel	41.14% 65
Other (please explain any specific priority in comments section below)	4.43% 7
Total Respondents: 158	