

Pelham Fire Department Questionnaire

36 Village Green
Pelham, NH 03076
(603) 635-2703

Emergency Services Survey

Instructions: You were recently provided with emergency services from the Pelham Fire Department. Please rate the services you received. **Circle the number** that best represents your feelings. If you had no experience with a particular service or item, skip to the next section. Also, **comment** on any negative or positive experience you might have had in each area. When you complete the survey, please mail it in the enclosed envelope. **Thank you for your assistance.**

General Questions

	Fire	Ambulance
	Yes	No
What kind of service did we provide you?	_____	_____
Is this your first contact with the Pelham Fire Department?	_____	_____
In general, do you feel the Pelham Fire Department does a good job?	_____	_____
Do you know the Fire/Ambulance emergency number?	_____	_____

A. Dispatch Questions

	Very Poor	Poor	Fair	Good	Very Good
1) Courtesy of the Dispatcher.....	1	2	3	4	5
2) Was the Dispatcher calm and reassuring?.....	1	2	3	4	5
3) Was your call to the department directed to the proper people?.....	1	2	3	4	5
4) Degree to which the Dispatcher took your problem seriously.....	1	2	3	4	5

Comments (describe any good or bad experience): _____

B. Firefighter/EMT Questions

	Very Poor	Poor	Fair	Good	Very Good
1) Courtesy of the Firefighter/EMTs.....	1	2	3	4	5
2) Were the Firefighter/EMTs calm and reassuring?.....	1	2	3	4	5
3) Did the Firefighter/EMTs act professionally?.....	1	2	3	4	5
4) Degree to which the Firefighter/EMTs took your problem seriously...	1	2	3	4	5
5) Was your situation handled quickly and proficiently?.....	1	2	3	4	5
6) Technical degree of medical assistance (if provided).....	1	2	3	4	5
7) Degree of response time.....	1	2	3	4	5
8) Comfort during transport to Hospital (if provided).....	1	2	3	4	5

Comments (describe any good or bad experience): _____

(Optional)

Name: _____ Address: _____