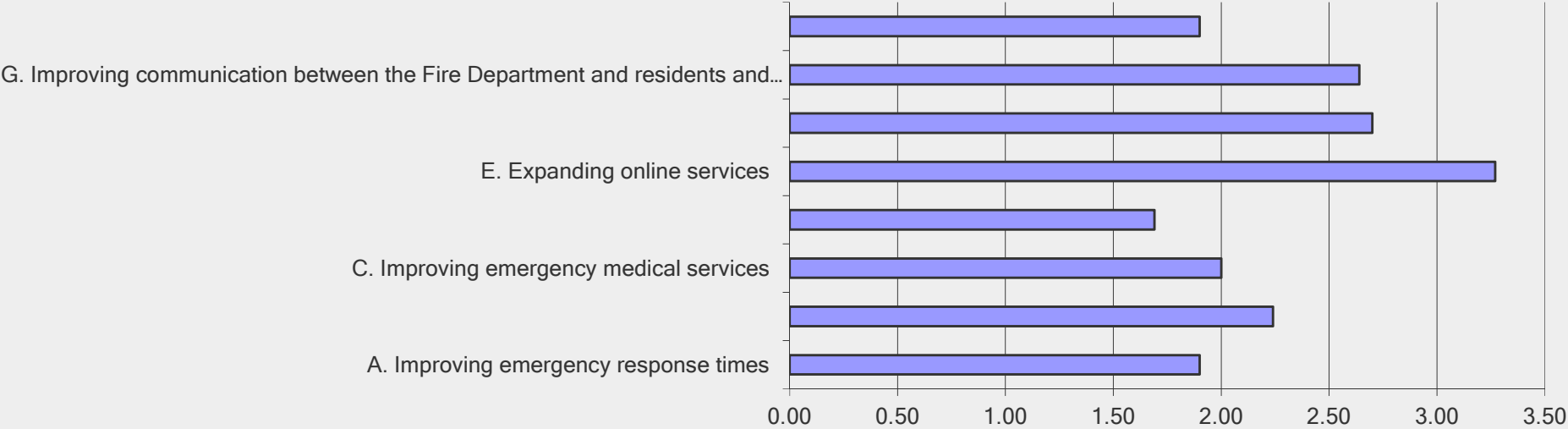


External Citizen Survey

For the items listed below, please use the following scale to indicate how you would prioritize them:

Answer Options	High Priority	Medium Priority	Priority	Low Priority	Should not spend money	Not sure	Rating Average	Response Count
A. Improving emergency response times	59	10	21	5	2	3	1.90	100
B. Improving wildfire prevention	40	24	20	8	4	4	2.24	100
C. Improving emergency medical services	45	23	24	2	3	2	2.00	99
D. State-of-the-art fire-fighting and life-saving equipment	63	20	9	3	3	2	1.69	100
E. Expanding online services	8	17	33	29	8	5	3.27	100
F. Improving and expanding life and fire safety education programs	21	21	40	8	5	5	2.70	100
G. Improving communication between the Fire Department and residents and businesses	22	20	37	16	3	2	2.64	100
H. Training and development of personnel	51	25	15	4	2	3	1.90	100
Other (please specify)								8
answered question							100	100
skipped question							1	1

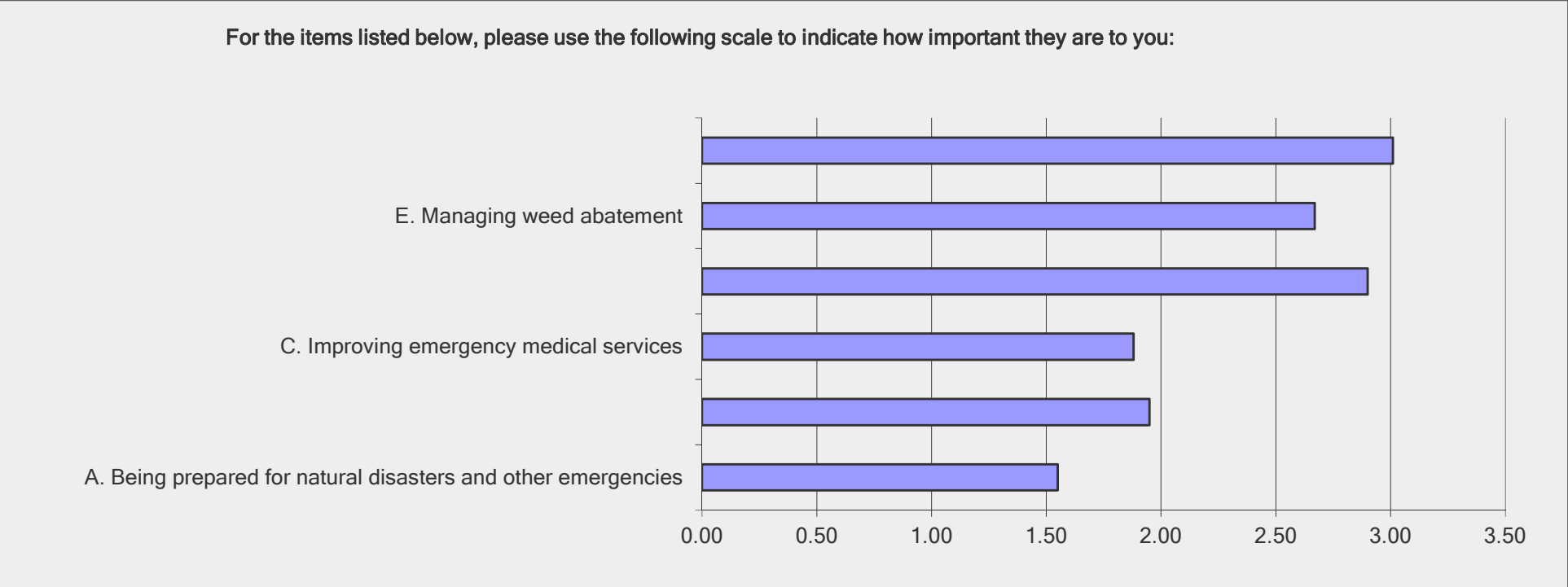
For the items listed below, please use the following scale to indicate how you would prioritize them:



External Citizen Survey

For the items listed below, please use the following scale to indicate how important they are to you:

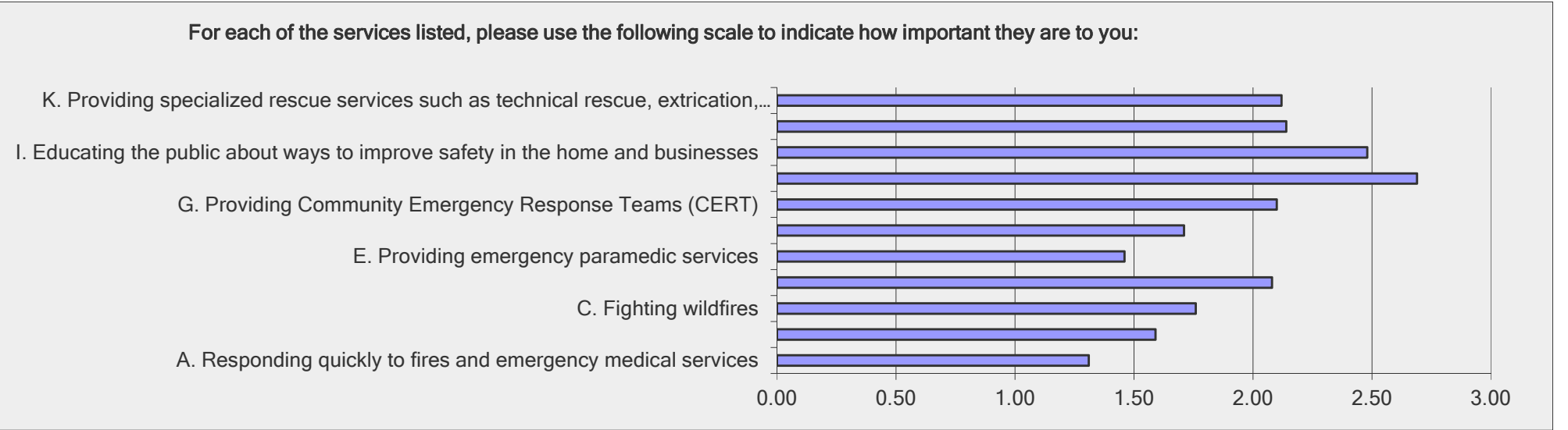
Answer Options	Extremely Important	Very Important	Important	Somewhat Important	Not at all Important	Not sure	Rating Average	Response Count
A. Being prepared for natural disasters and other emergencies	63	17	10	2	1	1	1.55	94
B. Improving fire protection services	37	35	17	2	1	2	1.95	94
C. Improving emergency medical services	41	32	17	1	1	2	1.88	94
D. Improving permit and inspection process	12	18	38	19	4	2	2.90	93
E. Managing weed abatement	24	18	28	14	9	1	2.67	94
F. Water usage awareness during firefighting and training	18	18	22	20	13	3	3.01	94
Other (please specify)								4
answered question							94	94
skipped question							7	7



External Citizen Survey

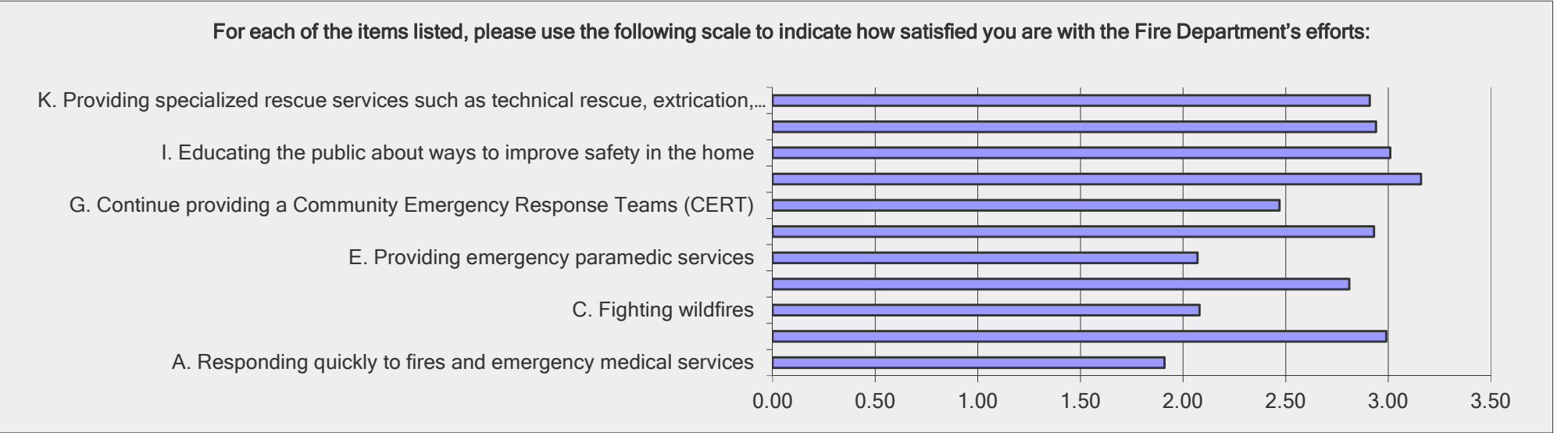
For each of the services listed, please use the following scale to indicate how important they are to you:

Answer Options	Extremely Important	Very Important	Important	Somewhat Important	Not at all Important	Not sure	Rating Average	Response Count
A. Responding quickly to fires and emergency medical services	73	12	4	0	2	0	1.31	91
B. Responding to hazardous materials emergencies	52	28	9	0	2	0	1.59	91
C. Fighting wildfires	53	15	17	4	2	0	1.76	91
D. Taking measures to reduce the risk of wildfires	40	18	22	8	3	0	2.08	91
E. Providing emergency paramedic services	62	18	8	1	1	0	1.46	90
F. Developing plans to prepare for large-scale disasters, epidemics, or terrorist attacks	48	29	9	3	1	1	1.71	91
G. Providing Community Emergency Response Teams (CERT)	38	23	20	5	3	2	2.10	91
H. Providing smoke alarm installation programs	21	19	29	13	7	2	2.69	91
I. Educating the public about ways to improve safety in the home and businesses	24	19	34	10	2	2	2.48	91
J. Providing life and fire safety education programs for kids	34	26	18	11	1	1	2.14	91
K. Providing specialized rescue services such as technical rescue, extrication, trench rescue, confined	36	25	19	6	4	1	2.12	91
Other (please specify)								4
answered question							91	91
skipped question							10	10



External Citizen Survey

For each of the items listed, please use the following scale to indicate how satisfied you are with the Fire Department's efforts:								
Answer Options	Very satisfied	Somewhat satisfied	Satisfied	Somewhat dissatisfied	Very dissatisfied	Not sure/Not Applicable	Rating Average	Response Count
A. Responding quickly to fires and emergency medical services	52	13	17	0	1	6	1.91	89
B. Responding to hazardous materials emergencies	34	8	20	1	1	24	2.99	88
C. Fighting wildfires	47	8	27	0	1	6	2.08	89
D. Taking measures to reduce the risk of wildfires	24	21	23	4	3	14	2.81	89
E. Providing emergency paramedic services	49	13	17	0	2	8	2.07	89
F. Developing plans to prepare for large-scale disasters, epidemics, or terrorist attacks	22	23	20	4	3	17	2.93	89
G. Continue providing a Community Emergency Response Teams (CERT)	35	15	23	2	3	10	2.47	88
H. Providing smoke alarm installation programs	16	19	29	2	3	19	3.16	88
I. Educating the public about ways to improve safety in the home	17	16	33	3	6	12	3.01	87
J. Providing life and fire safety education programs for kids	20	20	27	2	4	15	2.94	88
K. Providing specialized rescue services such as technical rescue, extrication, trench rescue, confined	24	16	27	2	3	16	2.91	88
Other (please specify)								4
answered question							89	89
skipped question							12	12

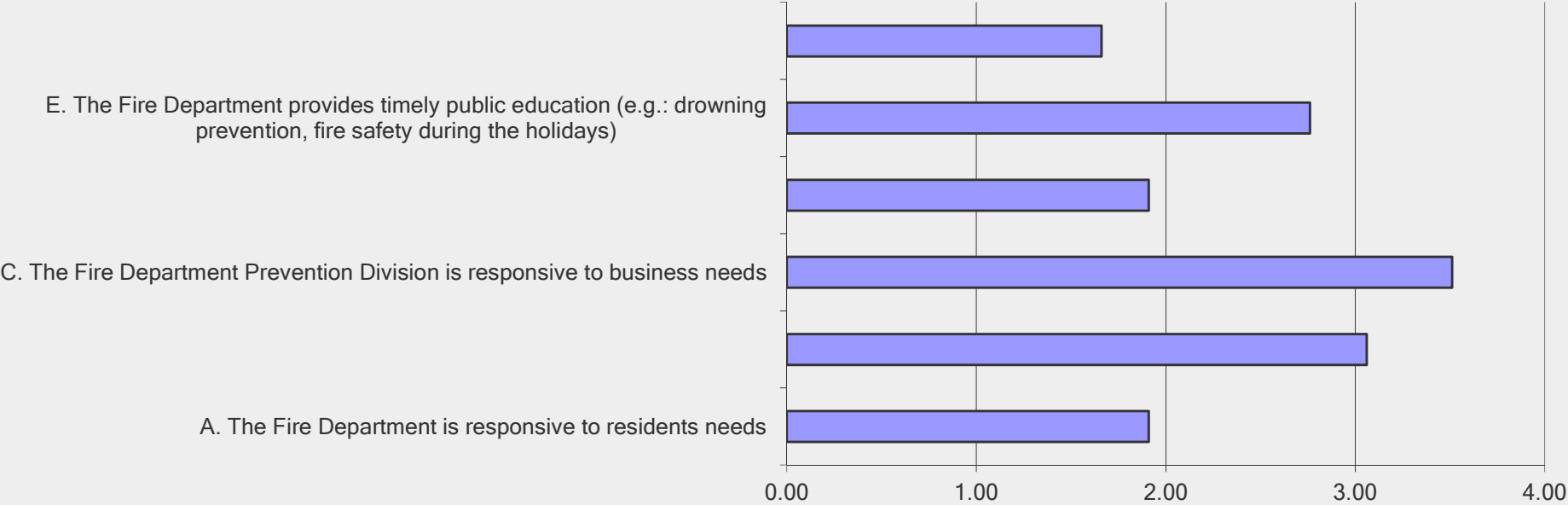


External Citizen Survey

For each of the statements below, please use the following scale to indicate if you agree or disagree:

Answer Options	Strongly Agree	Somewhat Agree	Agree	Somewhat Disagree	Strongly Disagree	Not sure	Rating Average	Response Count
A. The Fire Department is responsive to residents needs	49	17	13	3	2	4	1.91	88
B. The Fire Department is fiscally responsible	28	13	17	7	2	21	3.06	88
C. The Fire Department Prevention Division is responsive to business needs	22	12	17	3	4	30	3.51	88
D. The Fire Department is approachable for residents	49	16	13	5	2	3	1.91	88
E. The Fire Department provides timely public education (e.g.: drowning prevention, fire safety during the holidays)	23	23	21	6	3	12	2.76	88
F. I trust the Fire Department	56	13	14	3	2	0	1.66	88
Other (please specify)								3
answered question								88
skipped question								13

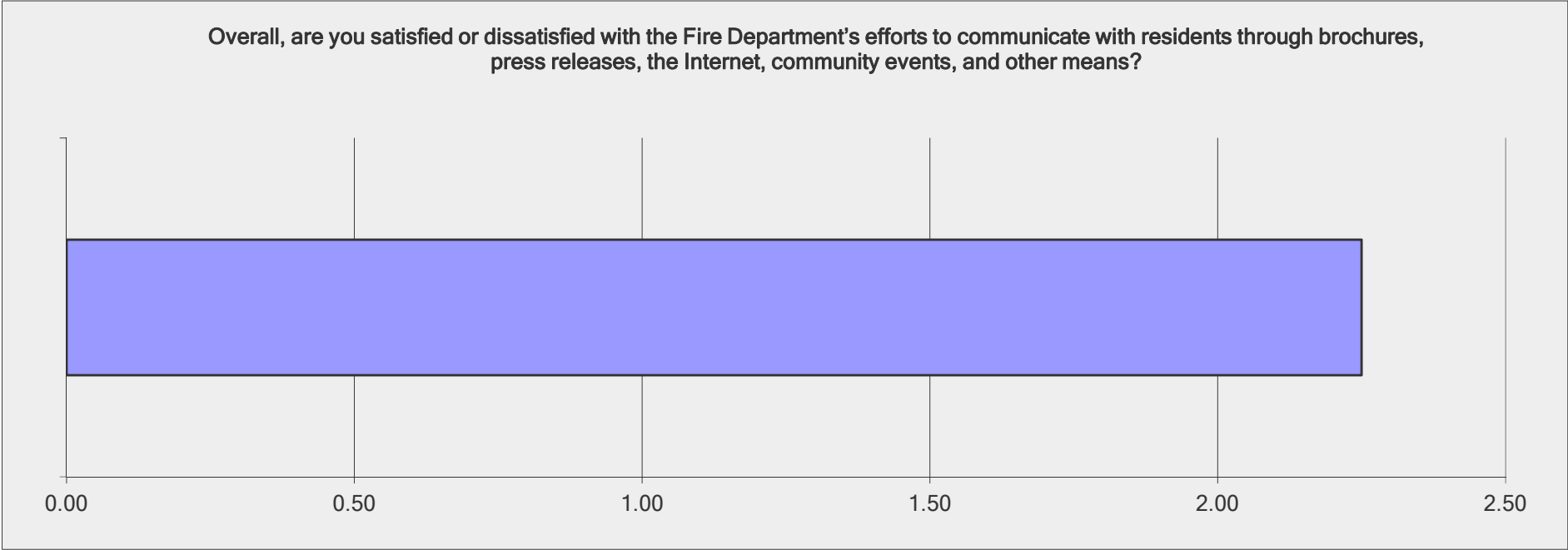
For each of the statements below, please use the following scale to indicate if you agree or disagree:



External Citizen Survey

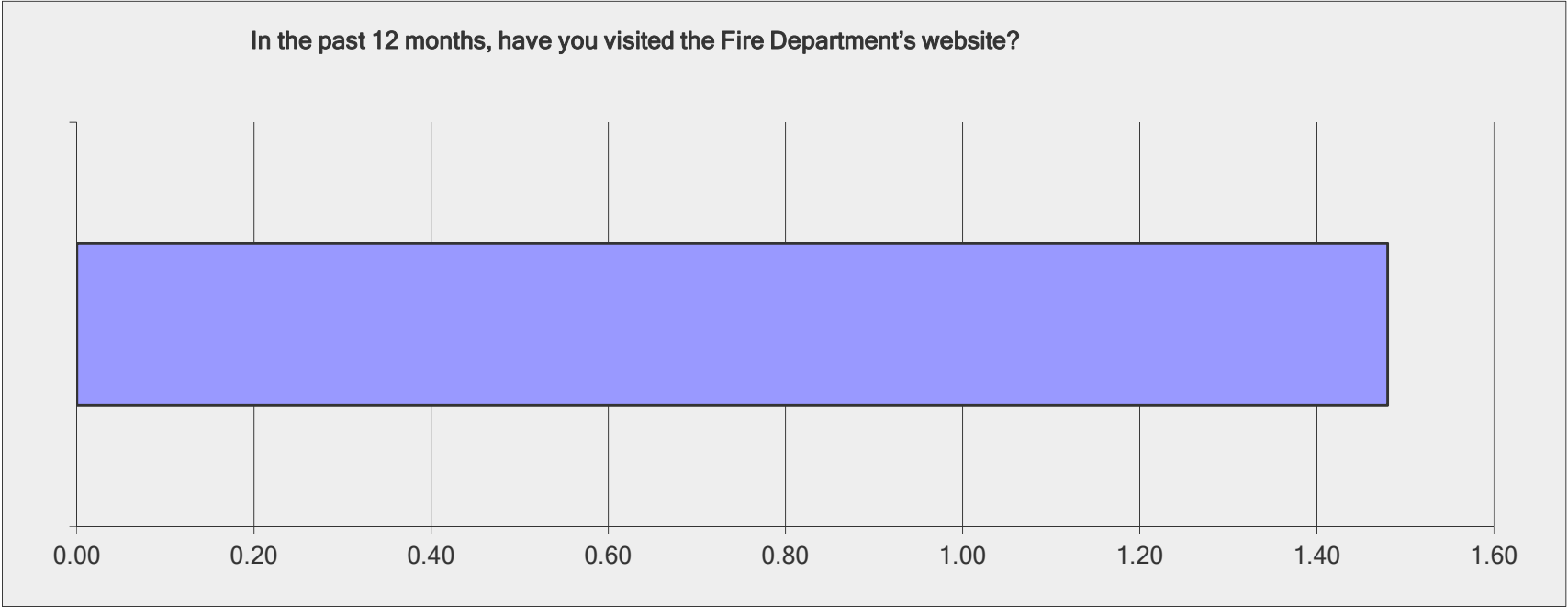
Overall, are you satisfied or dissatisfied with the Fire Department’s efforts to communicate with residents through brochures, press releases, the Internet, community events, and other means?

Answer Options	Very satisfied	Somewhat satisfied	Satisfied	Somewhat dissatisfied	Very dissatisfied	Not sure/Not Applicable	Rating Average	Response Count
	34	21	18	10	2	3	2.25	88
	<i>answered question</i>						<i>88</i>	<i>88</i>
	<i>skipped question</i>						<i>13</i>	<i>13</i>



External Citizen Survey

In the past 12 months, have you visited the Fire Department's website?					
Answer Options	Yes	No	Not sure/Not applicable	Rating Average	Response Count
	54	32	2	1.48	88
	<i>answered question</i>			<i>88</i>	<i>88</i>
	<i>skipped question</i>			<i>13</i>	<i>13</i>

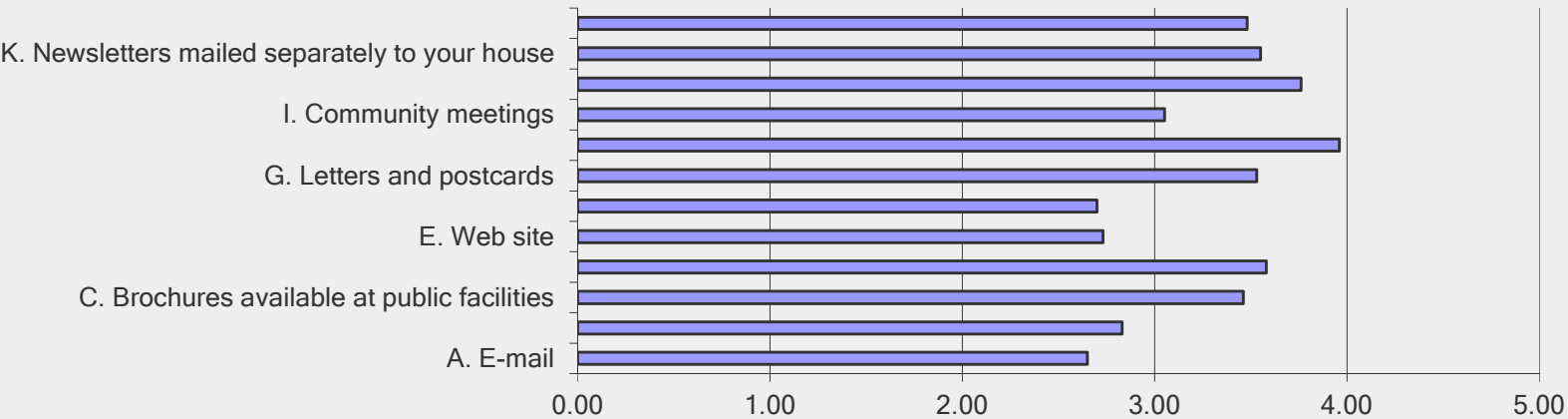


External Citizen Survey

Of the following items, please use the following scale to rate the effectiveness of each:

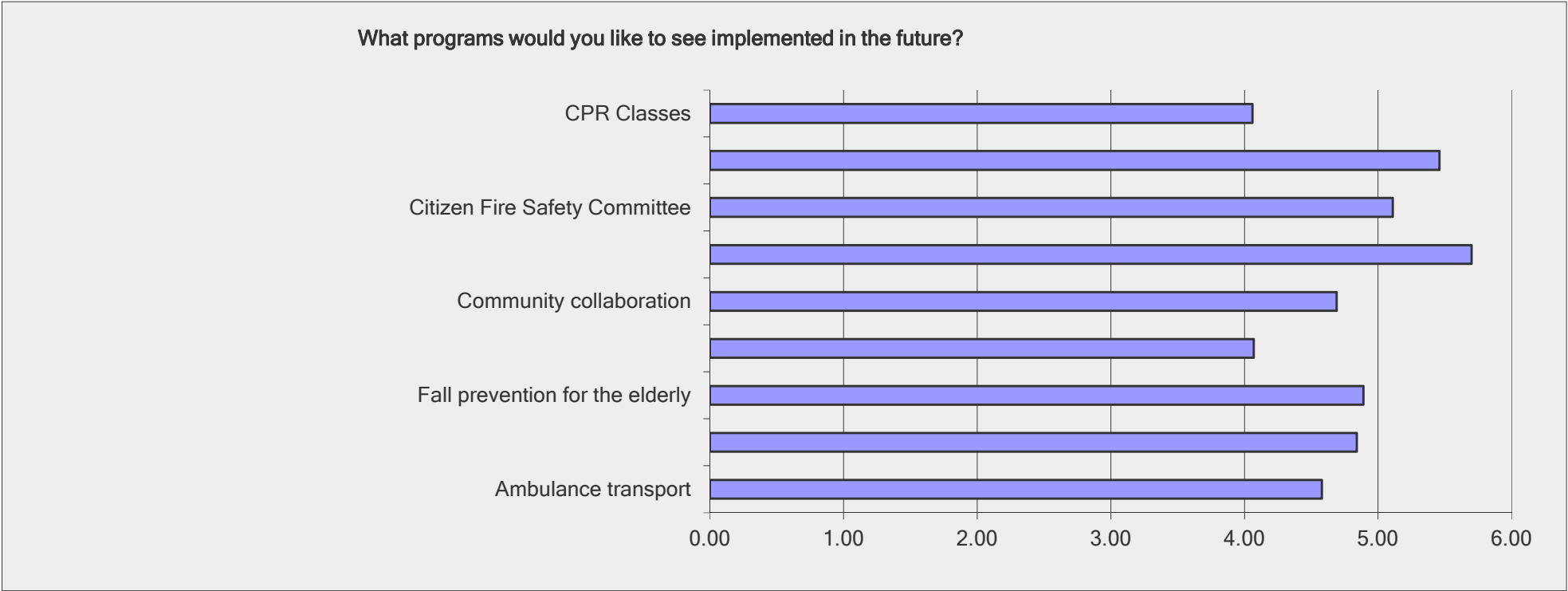
Answer Options	Very effective	Somewhat effective	Effective	Somewhat effective	Not at all effective	Not sure / Not applicable	Rating Average	Response Count
A. E-mail	36	12	16	4	4	14	2.65	86
B. Electronic Newsletters	27	18	16	7	4	14	2.83	86
C. Brochures available at public facilities	8	20	21	11	8	16	3.46	84
D. Notices inserted into utility bills	13	11	20	13	11	17	3.58	85
E. Web site	26	12	27	9	4	8	2.73	86
F. Social Media (e.g.: Facebook, Twitter, Instagram)	34	11	17	8	3	13	2.70	86
G. Letters and postcards	7	22	22	7	9	19	3.53	86
H. Automated phone calls	8	13	14	9	19	21	3.96	84
I. Community meetings	17	19	25	8	2	15	3.05	86
J. Advertisements in local papers	8	11	24	9	19	15	3.76	86
K. Newsletters mailed separately to your house	13	17	18	8	8	22	3.55	86
L. Text messages sent to your cell phone	23	11	11	7	8	25	3.48	85
answered question							86	86
skipped question							15	15

Of the following items, please use the following scale to rate the effectiveness of each:



External Citizen Survey

What programs would you like to see implemented in the future?											
Answer Options	1	2	3	4	5	6	7	8	9	Rating Average	Response Count
Ambulance transport	23	3	0	6	1	1	8	3	14	4.58	59
Wellness programs (e.g.: health education, fitness, blood pressure checks)	3	9	10	7	4	6	8	5	5	4.84	57
Fall prevention for the elderly	5	6	9	7	6	8	3	5	7	4.89	56
Citizen's Fire Academy	11	9	7	7	8	3	4	4	4	4.07	57
Community collaboration	5	8	7	8	9	8	4	4	5	4.69	58
Fire Corps	1	6	3	4	8	13	9	11	2	5.70	57
Citizen Fire Safety Committee	4	7	5	8	12	7	6	5	7	5.11	61
In home medical services	7	4	4	8	3	5	6	15	5	5.46	57
CPR Classes	12	11	18	2	9	3	3	4	8	4.06	70
answered question										78	78
skipped question										23	23



External Citizen Survey

Generally speaking, are you satisfied or dissatisfied with the job the Fire Department is doing?

Answer Options	Very satisfied	Somewhat satisfied	Satisfied	Somewhat dissatisfied	Very dissatisfied	Rating Average	Response Count
	53	12	18	2	2	1.71	87
<i>answered question</i>						87	87
<i>skipped question</i>						14	14

