

Hunterdon County - Emergency Dispatch Services Quality Assurance Survey

This survey was developed as part of a continuing effort to provide the citizens of Hunterdon County with the best possible service. If you recently experienced the need to call 9-1-1 for emergency assistance, please take a few moments to submit the survey below on-line or you can print a copy, complete it then return via fax or U.S. mail.

EMAIL: jcurry@co.hunterdon.nj.us **FAX:** 908-788-1298 **U.S. Mail:** Hunterdon County c/o 911 Quality Assurance, 71 Park Ave., Flemington, NJ 08822

DATE OF CALL: _____ TYPE OF CALL: Police Fire Ambulance
(Please Check One)

APPROXIMATE TIME OF YOUR CALL: _____ MUNICIPALITY: _____

(Rating Scale 5 = Excellent 1 = Poor)

- | | | | | | |
|--|---|---|---|---|---|
| 1. When you called 9-1-1, was your call answered promptly? | 5 | 4 | 3 | 2 | 1 |
| 2. Do you feel the 9-1-1 personnel were knowledgeable? | 5 | 4 | 3 | 2 | 1 |
| 3. Do you feel your call was handled in a professional manner? | 5 | 4 | 3 | 2 | 1 |
| 4. Were the 9-1-1 personnel courteous and helpful? | 5 | 4 | 3 | 2 | 1 |
| 5. Did the 9-1-1 personnel understand your needs and obtain the necessary information? | 5 | 4 | 3 | 2 | 1 |
| 6. Overall, how would you rate the 9-1-1 service? | 5 | 4 | 3 | 2 | 1 |
| 7. Please share any comments or suggestions: | | | | | |

Thank you for your time and cooperation.

Please note: This is not a complaint form; therefore you will not receive a reply. This form applies only to the 9-1-1 call center's handling of the call. The form is not for the performance or actions of the emergency personnel that actually responded to your call.

James Curry, Division Head
 Hunterdon County Department of Public Safety
 Division of Communications
 PO Box 2900
 Flemington, NJ 08822
 908-788-1205
jcurry@co.hunterdon.nj.us
www.co.hunterdon.nj.us/911.htm

**SUBMIT
FORM**