



North County Fire Protection District
 Customer Satisfaction Survey
 First Quarter 2023
 April - June
 Supplemental Material – Attachment A – Item #9



Y	Intake Number	Date Received	Follow Up	Customer Comments
	23-2-1	4/1/2023		Excellent.
	23-2-2	4/1/2023		Very Fast Response.
	23-2-3	4/1/2023		Firemen team are positive, alert, and confident department who don't hesitate to take action at any service. I am glad they are here to serve us.
	23-2-4	4/4/2023		Thank you so much for the help you gave my husband. All of you were so very kind and professional, my husband is very cautious, and you made him feel safe and secure. He is also a "big" guy, and you made it look easy maneuvering him around to put him on the gurney. We so appreciate your kindness, skill, and help. I think everything you did was perfect.
	23-2-5	4/10/2023		I actually commented on the website prior to seeing this correspondence. The entire team from Station 1 made the experience less traumatic and I felt confident that my husband was being take care of & was safe. Particularly Capt. Lewis kept me calm during the incident. My husband was treated with great care and made it safely to the emergency room at PMC. They tried to work with any concerns & requests as best they could.
	23-2-6	2/19/2023		They were polite and accommodating what you need when you're worried about your situation.
	23-2-7	2/19/2023		No todo muy bien muy buen servicio.
	23-2-8	4/18/2023		Promptness A+ Courteous A+ Efficiency A+ Professional A+ Thank you all!
	23-2-9	4/13/2023		Excellent.
	23-2-10	4/13/2023		My family members were all very impressed with the way the staff that came to our aid. They were so kind and considerate. Excellent performance! We are so thankful to have this Fire Protection District available. Thank you so much!
	23-2-11	4/13/2023		Responded quickly- very capable and helpful
	23-2-12	4/13/2023		Very capable and professional.
	23-2-13	4/14/2023		There is no improvement guy's need. All of your guy's do excellent work for Rancho Monserrate, that is to show the great work, I brought you the turkey.
	23-2-14	4/15/2023		Excellent.
	23-2-15	4/17/2023		Fast response and great team! My wife was well cared for- Thank you.
	23-2-16	4/18/2023		Your men and women have always been so courteous and gentle my move. I can't thank you enough for your promptness in arriving at our home and efficiency in handling the situation.
	23-2-17	4/18/2023		Everybody were so helpful!
	23-2-18	4/18/2023		Great job!!!
	23-2-19	4/18/2023		Excellent.
	23-2-20	4/18/2023		My father is still in the hospital and unable to fill this out. Thank you for coming to my house in less than 5 minutes and providing my dad with the care he needed.



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	23-2-21	4/19/2023		Continued training in diagnosing cardiac conditions of patients. EMT's were polite, addressed my by name to get responses and to acknowledge their movements and concerns. Very strong communication skills! I have great confidence in these individuals to help me through my emergency situation.
	23-2-22	4/19/2023		Excellent.
	23-2-23	4/24/2023		Excellent.
	23-2-24	4/25/2023		The crew that came to my home was fast & very efficient. They were very caring & concerned about my pain level. Very courtesy & kind. The Fallbrook station has a great bunch of individuals working there. Thank you. How you could do better? I don't know. I was very pleased!!!
	23-2-25	4/25/2023		Excellent.
	23-2-26	4/26/2023		Excellent.
	23-2-27	4/26/2023		Everyone that came to help me was really great.
	23-2-28	4/28/2023		They were prompt, caring, and understanding. Keep up the great work!
	23-2-29	4/28/2023		Thank you. I felt safe going to the ER Temecula Hospital. They didn't take long. But that ER is crowded, also getting home I had to call friends, neighbor it took a while.
	23-2-30	5/2/2023		No. Todo fue a tiempo y con servicio amable y profesional.
	23-2-31	5/8/2023		They did a fantastic job. They assessed the situation quickly & calmly. They made me feel safe. Gannon was especially helpful. But the whole team made a scary situation a lot easier for me & my family. Thanks guys!
	23-2-32	5/8/2023		Very fast response. Loved there was a woman crew member! Vehicle needs new shock for sure! Thanks so much.
	23-2-33	5/12/2023		Excellent.
	23-2-34	5/15/2023		Very friendly, experienced, thorough. You are the best! Thank you.
	23-2-35	5/16/2023		I have had several occasions in the past to call on you and have always received the utmost polite, courteous, and professional care.
	23-2-36	5/16/2023		Excellent.
	23-2-37	5/16/2023		Excellent.
	23-2-38	5/16/2023		Fast response and care. Thank you.
	23-2-39	5/16/2023		Excellent service thank you!
	23-2-40	5/16/2023		Excellent.
	23-2-41	5/16/2023		Excellent.
	23-2-42	5/17/2023		Having spent 21 years on the Long Beach Fire Department with 2 of those years on their Ambulance crew, I can say firsthand your crew were good and very professional. Sorry about the printing and spelling, I'm 88 years old and things are not as good as they used to be.
	23-2-43	5/17/2023		Excellent.
	23-2-44	5/17/2023		Very comforting, helpful, sweet crew!



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	23-2-45	5/20/2023		911 operator- Very helpful lady who kept me focused on supporting my mom during the entire process from her stroke. Gave me clear and exact directions on how to attend to the head wound and the eta of the fire department. Fire Department and Ambulance- very quick response time and the gentlemen gave my mom excellent emergency care. The one fireman calmed me down and explained what was happening and where my mom was being taken. Everyone was efficient and effective throughout the entire process. Extremely satisfied with our local heroes! Thank you Fallbrook Firefighters/ 911 operator and ambulance personnel!
	23-2-46	5/20/2023		Fair.
	23-2-47	5/22/2023		We are so grateful of the quick response from the Fire Department. When I called 911 and explained our situation that my husband, was very ill and I needed assistance for him. The professionalism and kindness of the Dispatchers both in the morning as well as the evening calls on April 20, 2023, was very impressive and comforting. He was very weak and fell to the floor as I was helping him from immediately helped him up, laid him in bed and made sure we were both fine before they left. We are so blessed they are just a few blocks away. Thank you so much, we definitely appreciate our First Responders and everything they do for our community!
	23-2-48	5/22/2023		Ambulance arrived within 10 minutes of calling 911. I had already adhered to all instructions given by the dispatcher. After I gave CPR for about 15 seconds my son regained consciousness. The EMT's arrived & were very compassionate & were focused on getting my son off of the ground & began working on him & triaging. One of the EMT's was focused on my wellbeing & thanked me & told me I did a great job in assisting my son. It was such a kind gesture that put a very emotional & distraught mom at ease! They all treated me, my son & my other son who had the emergency like decent people & went above & beyond to ensure we were all okay. My son enjoyed the ride to the hospital because the EMT's made small talk with him & he felt included & cared for & safe! He now has a desire to be an EMT & rescue others in emergent situations. Thank you for being such a good example & making Levi feel valued.
	23-2-49	5/22/2023		Excellent.
	23-2-50	5/23/2023		The Fallbrook Fire Protection Service was more than courteous, friendly, and helpful. The team who came to my assistance acted professionally with care. I felt at ease and care for also very safe. Thank you, Fallbrook Fire Department. For your professional care and training. I would not have able to get to the hospital without your help. All the men who came to my assistance deserves a great gold star.
	23-2-51	5/23/2023		Wonderful service. No improvement needed.
	23-2-52	5/23/2023		They came to our home as my mom had fallen. Her legs gave out. She was on hospice. They were so compassionate and respectful; so, reassuring they could help her. They got her back to bed so gently. My mama passed two days later. I was so very thankful, once again, for their timely, gentle, and compassionate care.



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	23-2-53	5/25/2023		The response time was excellent. The service and treatment was excellent. Very much appreciate the professionalism. I received a get-well card in the mail. I responded by sending an email to the Fire Chief thanking and recognizing the team for outstanding performance. They helped save my life. God bless you for all that you do.
	23-2-54	5/27/2023		This is Mr. Jeter's daughter would like to say the gentlemen that respond, went above & beyond. Unfortunately, my father passed two days later. Thank you all for everything you did for my father.
	23-2-55	6/2/2023		I was not conscious through the entire experience, but my wife tells me that all went very well, and that all personnel involved were very professional. Thank you.
	23-2-56	6/2/2023		I was impressed by their calm manners and ability and let me make the decision to go or stay. Their concern for my comfort was appreciated.
	23-2-57	6/2/2023		Excellent. What more needs to be said??
	23-2-58	6/2/2023		Thank you for being there when I so desperately needed you! You are the best and deeply appreciated.
	23-2-59	6/2/2023		The whole team was good they helped us getting into the ambulance. And checked our insurance. Check that we lock our door. (home) Only thing, they don't speak Spanish, my husband doesn't speak English. Spanish classes, English classes is what they should offer.
	23-2-60	6/2/2023		Thank you!
	23-2-61	6/2/2023		Very knowledgeable, friendly and saved my daughter's life. Thank you!
	23-2-62	6/3/2023		Everything was excellent, they took good care of me. Thank you all.
	23-2-63	6/3/2023		Very professional and courteous. Outstanding in every way thanks.
	23-2-64	6/3/2023		Excellent.
	23-2-65	6/3/2023		I just wish they had their mask on. I have lung disease.
	23-2-66	6/3/2023		Please tell other family member at home what hospital is the destination.
	23-2-67	6/3/2023		Have ambulance personnel tell parent which hospital they were taking him/ her to.
	23-2-68	6/5/2023		I have in the last 5-7 years to have to call emergency. These people were the best. We lived in La Quinta for 20 years and I thought they were good, but your people excelled. My wife passed away that night but not fault of the 1st responder nor the medical people at the hospital. Thank you.
	23-2-69	6/5/2023		I was not there as they are in full memory care. As far as I know all things were handled well. Thank you.
	23-2-70	6/6/2023		Tommy and his crew are always so helpful, as this is their second time helping me.
	23-2-71	6/7/2023		Thank you.
	23-2-72	6/7/2023		Excellent.
	23-2-73	6/7/2023		Excellent, need I say more. Keep up the good work. Thank you so much.



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	23-2-74	6/8/2023		This wasn't the first time that my mother has been transported to/from hospital by this ambulance/ Fire Department. Each time that they have arrived to address the emergency need, they have been awesome. Very professional, friendly, thorough with questions, explained info completely and clear. The beautiful and heart-warming part is they remembered my mom and that brought a smile to her face. This district is AMAZING!! We couldn't be more happy and blessed with such a wonderful people. We trust our lives with them.
	23-2-75	6/14/2023		Yes- This trip was "good+"; so, am not too familiar with the usage of such transport. This is my third (3 rd) request from you on this form. Am I not doing something correctly? Thank you again for your service! You are valuable to us and others that need your services.
	23-2-76	6/15/2023		Excellent.
	23-2-77	6/9/2023		Thank you! Paramedic and firemen were very professional and simply great. They made a very stressful situation a little less stressful.
	23-2-78	6/12/2023		I was completely satisfied with the paramedics that treat me. I have no complaints.
	23-2-79	6/12/2023		Wonderful experience! No suggestions for improvement.
	23-2-80	6/12/2023		Very thankful to the Fire Department for their assistance.
	23-2-81	6/12/2023		Excellent.
	23-2-82	6/13/2023		I want to thank everyone who helped me out when I took a fall in our kitchen floor. Everyone was so very gentle in getting me into the ambulance. I am very very grateful that they were able to take me to the Navy Hospital on Camp Pendleton where all my doctors are. Sorry I cant remember names but you all are the best. Thank you all. My 2 kittens Luke & Leia want to thank you too for taking good care of me. They really felt bad that I slipped on their toy.
	23-2-83	6/15/2023		1) On time 2) Knowledge person all 3) They are quick 4) respond all questions. Very good.
	23-2-84	6/15/2023		Thank you for taking the time to help my father. He was not willing to go, but you help to finally convive him. He was admitted and definitely need to be in the hospital! He is at home now. Thank you for your card and bless all of you!
	23-2-85	6/16/2023		I was very satisfied with my ride to the hospital. Everyone was nice & helpful I live just ½ block from to fire station so the response time was excellent.
	23-2-86	6/16/2023		Thanks for the great care & the follow-up card!
	23-2-87	6/17/2023		No.
	23-2-88	6/17/2023		They arrived quickly and were very courteous & respectful. They got me to the closest ER- TVH, as quickly as they could. I can't think of anything they could've done better.
	23-2-89	6/17/2023		My husband had a stroke & the fire dept. saved him. Not the first time. Hoping to get to asst. living soon. The Fallbrook Fire Dept has saved so many people you are our heroes.



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	23-2-90	6/17/2023		Event was appropriately addressed; questions were well answered; address at hospital was very well performed. I am very appreciative of the service I was provided.
	23-2-91	6/20/2023		I thought the service was excellent & the personalities of the responders were superior. Response was within minutes & they transported me to Naval Hospital Camp Pendleton. Thank you for being part of our community.
	23-2-92	6/20/2023		I'm sure you have your reasons, but it appears to me it's a case of "over done" in two areas- #1 the number of vehicles and firemen are sent for a lot of cases. #2 checking on past charges- "over charging and the large discounts" to get to "reality". On the plus side- your follow up thank you cards that go out is a very nice touch.
	23-2-93	6/20/2023		Thank you for your fast and courteous service in providing me help and to transfer me to the hospital. I'm forever grateful.
	23-2-94	6/20/2023		Thank you for your quick response. I greatly appreciated the professionalism and kindness of your personnel.
	23-2-95	6/20/2023		Amazing service! Kind and compassionate individuals took good care of my 102-year-old mother in her hour of need. So very appreciative for the quality services provided by our very special firefighters and medical staff. Thank you!
	23-2-96	6/20/2023		Excellent.
	23-2-97	6/20/2023		Excellent.
	23-2-98	6/20/2023		My grandson, who was in 3 rd grade at Bonsall elementary, ran into a pole while playing soccer. He sustained a black eye and compassion. I was in oceanside when I was contacted by school officials. He was transported to Rady's Children Hospital in San Diego. He was being seen by a doctor when I arrived. He later told me that the paramedics were "real good to me." He said the ambulance ride was "exciting" thanks again for a great job getting my grandson to Rady's.
	23-2-99	6/20/2023		Your firefighters & EMT were just wonderful! They were so professional and friendly to work with. Hats off & prayer go out to all of them with many thanks. You guys are the best.
	23-2-100	6/21/2023		Excellent.
	23-2-101	6/21/2023		Yes, last month, I called 911 for assistance w/ dad. The Fire Dept. response was exemplary, with rapid response, control of the situation, and fast painless extraction. My late father, a (retired) Firefighter himself, had only high praise for his treatment, both for this event & past 911 calls. I have no possible suggestions for improvement. As the current care is beyond expectation. Thank you again for all efforts & much appreciated!!
	23-2-102	6/21/2023		The EMT's & Fire Department that arrived were wonderful and were professional. Thank you for everything.
	23-2-103	6/22/2023		Your service and training are the absolute best. If I, as a local can repay your team in any way- please call ***-***-***31.
	23-2-104	6/22/2023		Staff responded rapidly, were efficient and courteous.



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	23-2-105	6/22/2023		We were camping at Lake Guajome and I fell getting out of the shower I was unconscious and my husband had a neighboring camper call 911. They were there in minutes. All were kind and quickly got me to the hospital. Thank you all for your fast and caring help!
	23-2-106	6/23/2023		Prompt. Courteous. Professional.
	23-2-107	6/23/2023		On May 21, 2023 sustained a serious fall at Grocery Outlet here in Fallbrook, fell backwards using the back of my head to break my fall. Lots of blood. Wanted to drive home however a gentleman advised against it. I was adamant, but the guy insisted on it. Sheriff Dept. and Fire personnel responded as were paramedics. The emergency personnel responded quickly and efficiently. Am very grateful to NCFPD.
	23-2-108	6/28/2023		Excellent response with quality personnel. Well equipped and professional from beginning to end. Thank you!
	23-2-109	6/28/2023		Very professional for 7 am on a rainy May 5th 2023 Friday. I have a compression fracture of T-11, bruised L5-51 bruised disc and a potential tear @ L-4 they were tender and polite and I appreciate their service especially on a rainy day in De Luz Canyon area of Fallbrook.