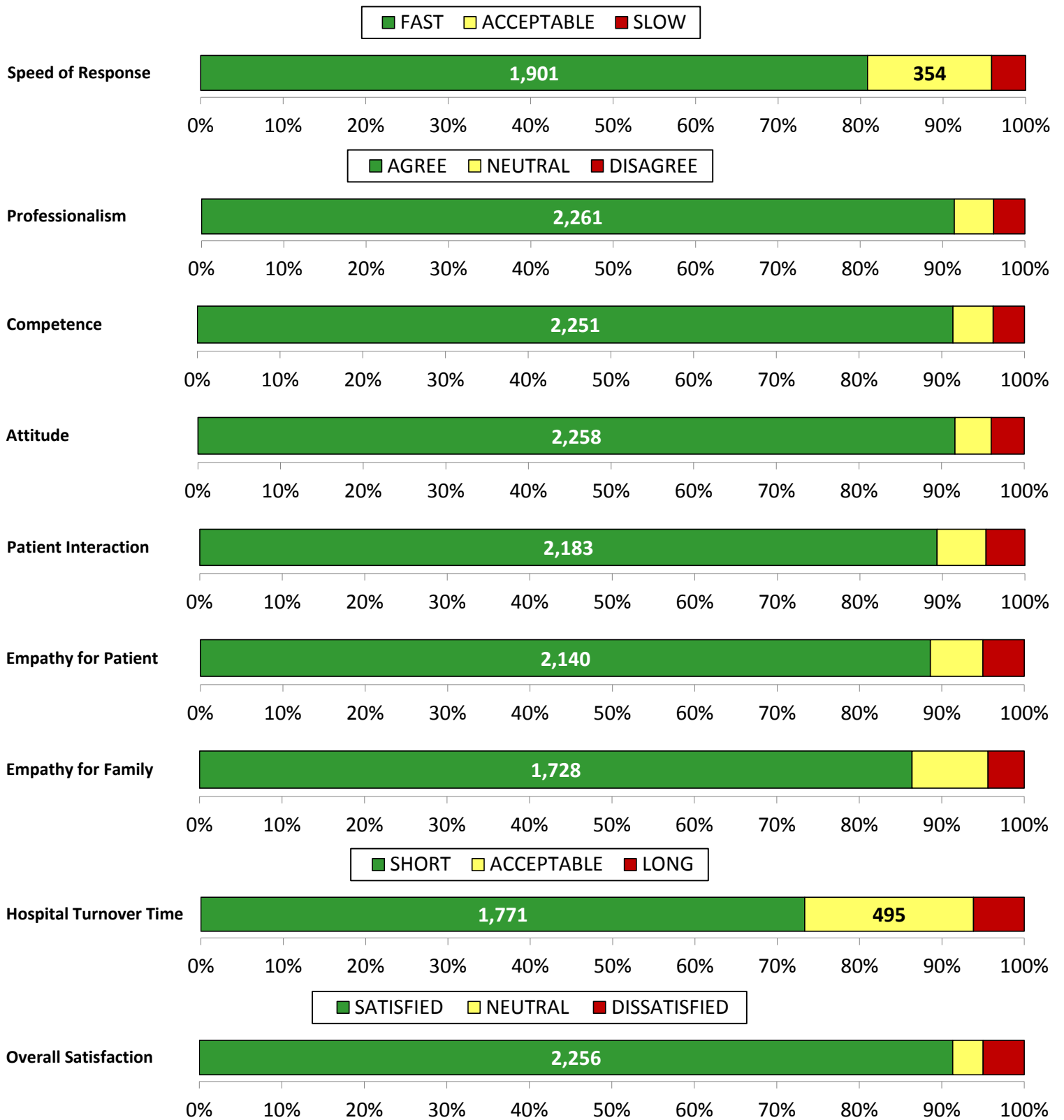


DISTRICT OF COLUMBIA FIRE AND EMS DEPARTMENT

Patient Satisfaction Survey (FY 2019 Overview Results)

Number of Respondents = 2,589 (99% Confidence, 2.5% Error)

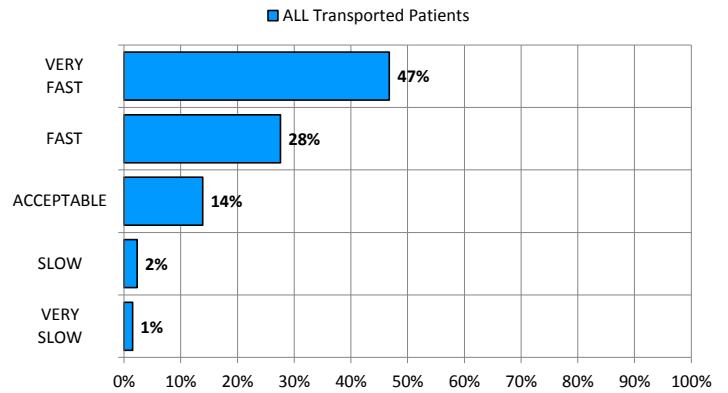
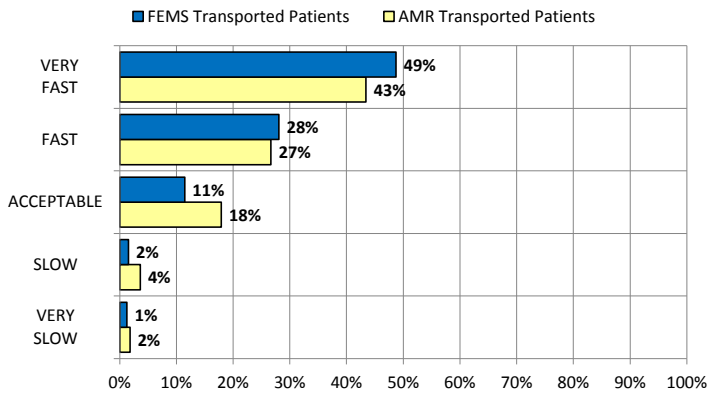


DISTRICT OF COLUMBIA FIRE AND EMS DEPARTMENT

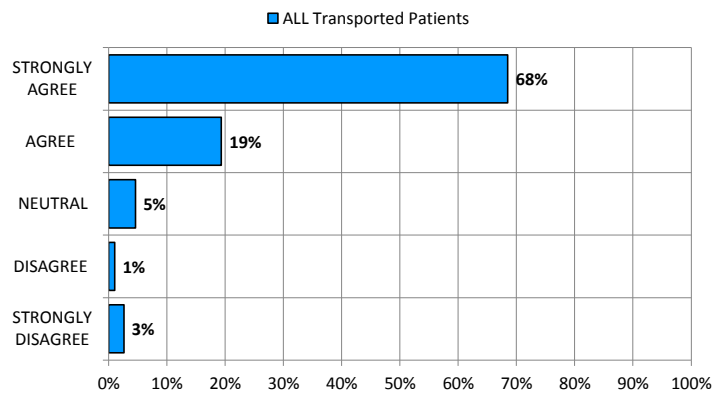
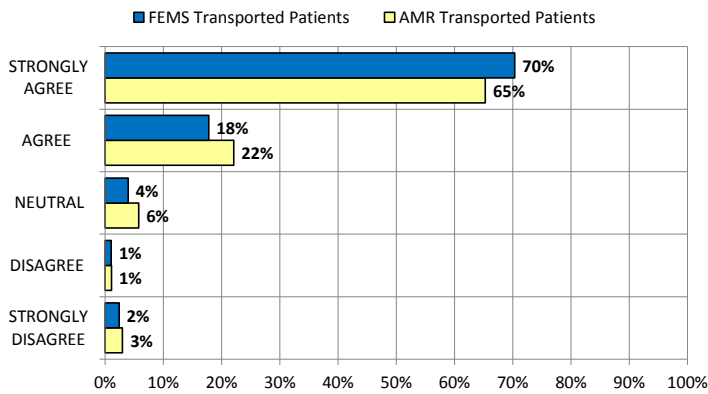
Patient Satisfaction Survey (FY 2019 Detailed Results)

Number of Respondents = 2,589 (99% Confidence, 2.5% Error)

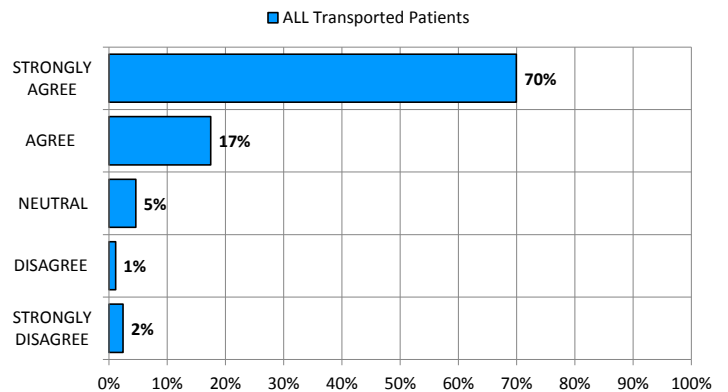
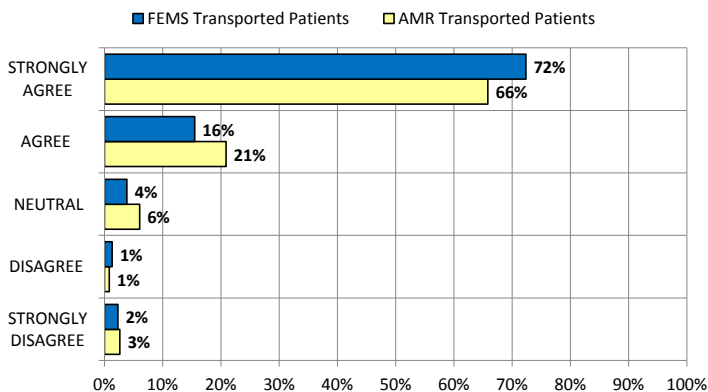
1. (Speed of Response) After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles?



2. (Professionalism) Did Fire and EMS personnel look and act professional?



3. (Competence) Did Fire and EMS personnel seem competent and knowledgeable performing their duties?

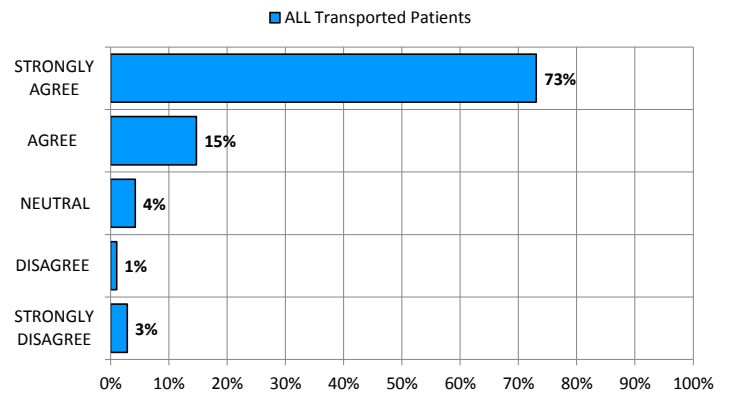
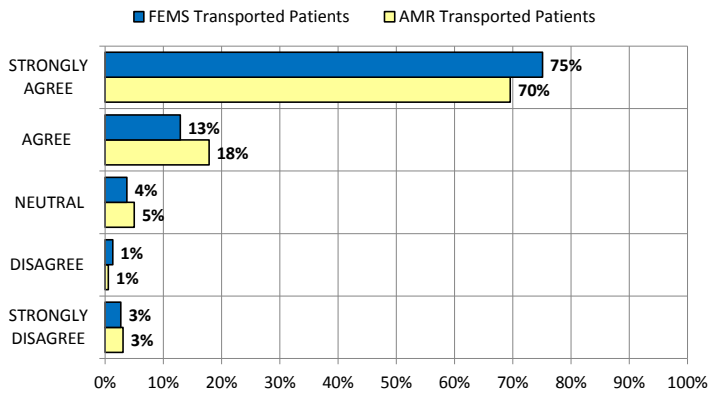


DISTRICT OF COLUMBIA FIRE AND EMS DEPARTMENT

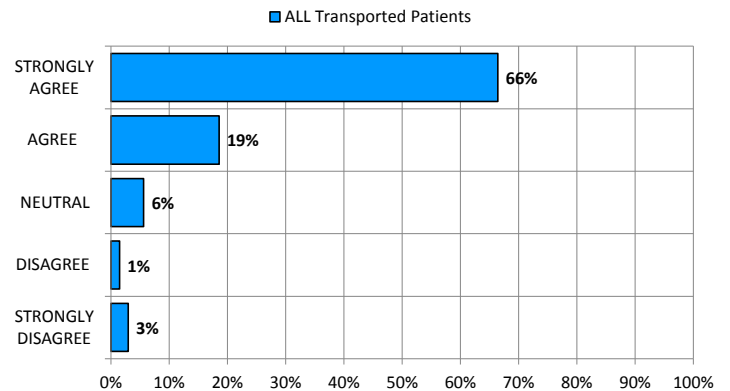
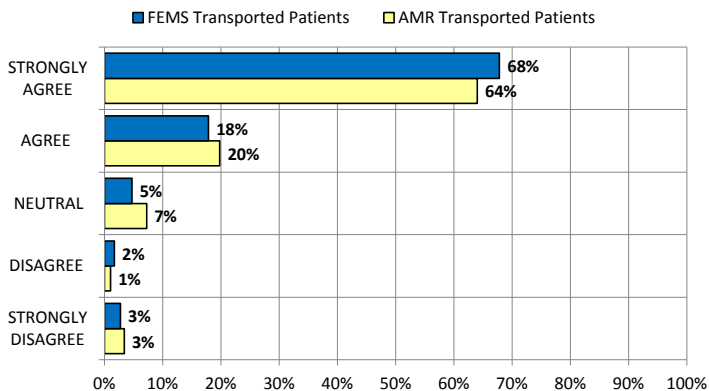
Patient Satisfaction Survey (FY 2019 Detailed Results)

Number of Respondents = 2,589 (99% Confidence, 2.5% Error)

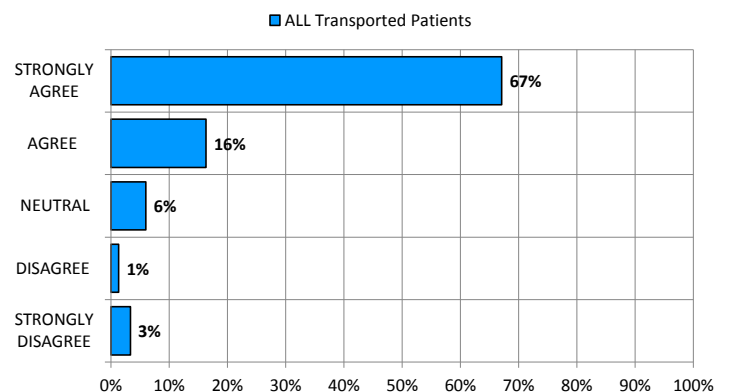
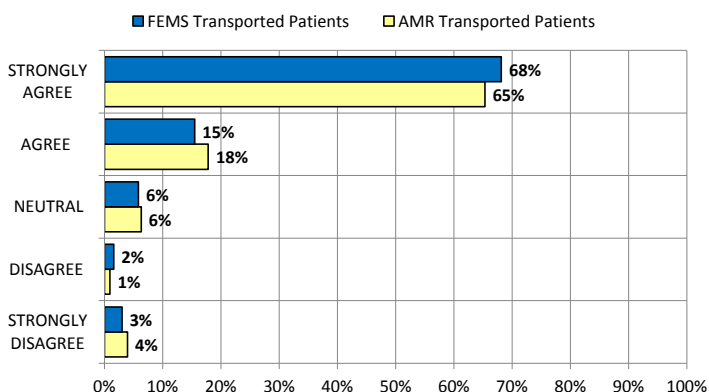
4. (Attitude) Did Fire and EMS personnel act courteous and respectful?



5. (Patient Interaction) Did Fire and EMS personnel keep you informed about what they were doing?



6. (Empathy for Patient) Did Fire and EMS personnel show concern about your comfort during transport to the hospital?

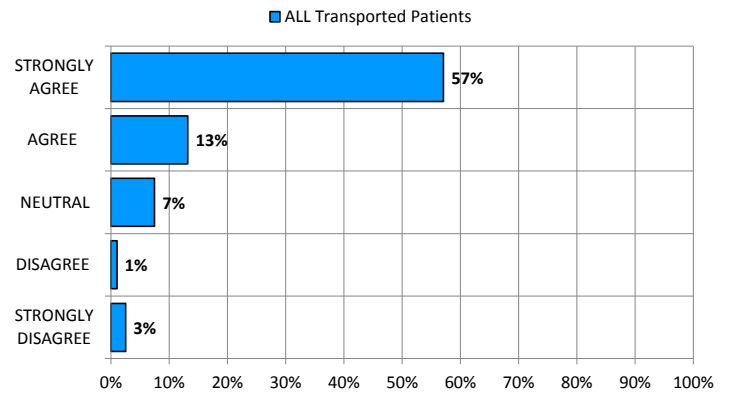
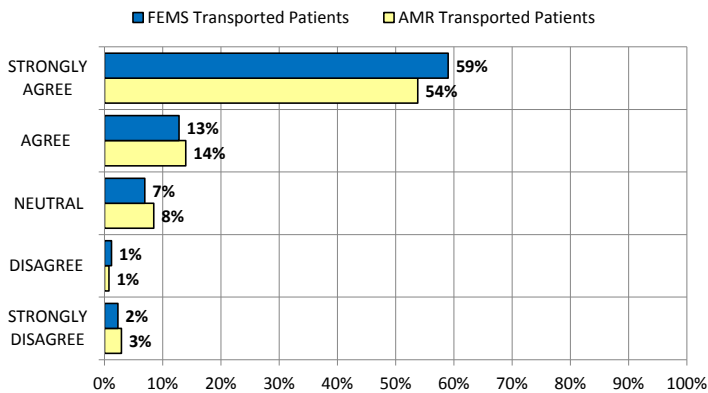


DISTRICT OF COLUMBIA FIRE AND EMS DEPARTMENT

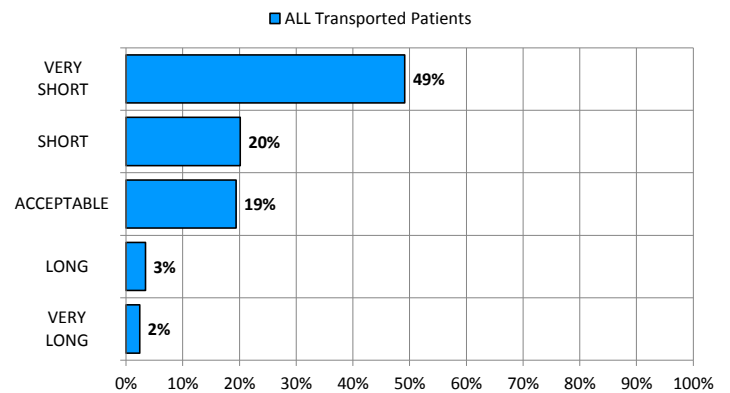
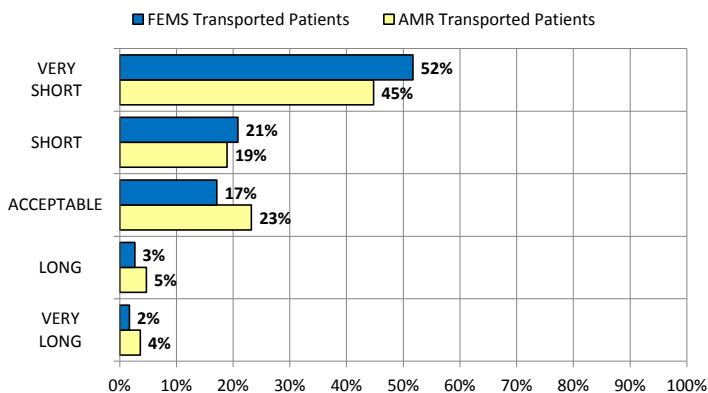
Patient Satisfaction Survey (FY 2019 Detailed Results)

Number of Respondents = 2,589 (99% Confidence, 2.5% Error)

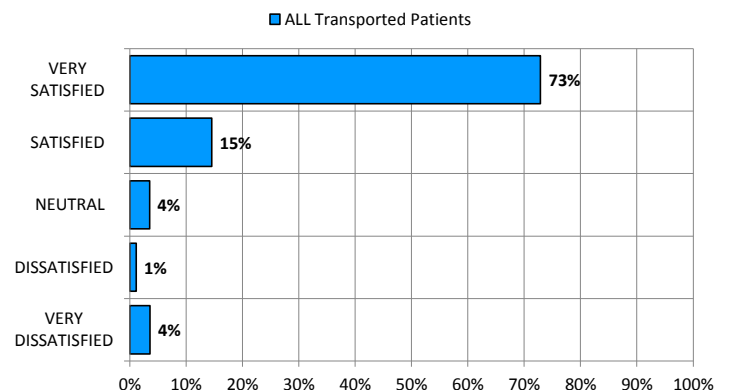
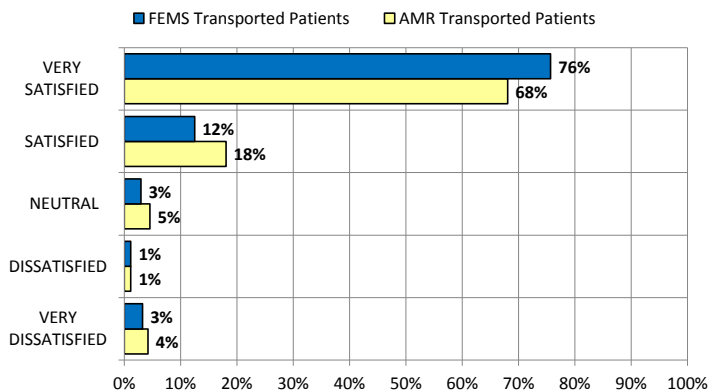
7. (Empathy for Family) Did Fire and EMS personnel show concern for your family members?



8. (Hospital Turnover Time) After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency department?



9. (Overall Satisfaction) Overall, how satisfied were you with the services you received?



Data Measure #	Description of Patient Survey Questions and Observations	Data Sub Category Measure #	Data Sub Category Measure Description	Count of Patient Survey Record Entries	% Count of Patient Survey Record Entries
2 Category Scorecard	After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles? (OVERALL RESPONSE TIME) <i>Speed of Response?</i>	1	VERY SLOW	38	1%
		2	SLOW	59	2%
		3	ACCEPTABLE	354	14%
		4	FAST	705	28%
		5	VERY FAST	1,196	47%
		6	CAN'T ANSWER	80	3%
		7	BLANK	125	5%
3 Category Scorecard	Did Fire and EMS personnel look and act professional? (CREW PROFESSIONALISM) <i>Professional Crew?</i>	1	STRONGLY DISAGREE	67	3%
		2	DISAGREE	27	1%
		3	NEUTRAL	118	5%
		4	AGREE	498	19%
		5	STRONGLY AGREE	1,763	68%
		6	CAN'T ANSWER	37	1%
		7	BLANK	64	2%
4 Category Scorecard	Did Fire and EMS personnel seem competent and knowledgeable performing their duties? (CREW COMPETENCE) <i>Competent Crew?</i>	1	STRONGLY DISAGREE	63	2%
		2	DISAGREE	30	1%
		3	NEUTRAL	120	5%
		4	AGREE	450	17%
		5	STRONGLY AGREE	1,801	70%
		6	CAN'T ANSWER	39	2%
		7	BLANK	71	3%
5 Category Scorecard	Did Fire and EMS personnel act courteous and respectful? (CREW ATTITUDE) <i>Good Crew Attitude?</i>	1	STRONGLY DISAGREE	73	3%
		2	DISAGREE	26	1%
		3	NEUTRAL	108	4%
		4	AGREE	378	15%
		5	STRONGLY AGREE	1,880	73%
		6	CAN'T ANSWER	42	2%
		7	BLANK	66	3%
6 Category Scorecard	Did Fire and EMS personnel keep you informed about what they were doing? (CREW INTERACTION WITH PATIENT) <i>Good Crew/Patient Interaction?</i>	1	STRONGLY DISAGREE	77	3%
		2	DISAGREE	38	1%
		3	NEUTRAL	145	6%
		4	AGREE	477	19%
		5	STRONGLY AGREE	1,706	66%
		6	CAN'T ANSWER	60	2%
		7	BLANK	65	3%
7 Category Scorecard	Did Fire and EMS personnel show concern about your comfort during transport to the hospital? (CREW EMPATHY FOR PATIENT) <i>Good Crew Empathy for Patient?</i>	1	STRONGLY DISAGREE	86	3%
		2	DISAGREE	35	1%
		3	NEUTRAL	154	6%
		4	AGREE	419	16%
		5	STRONGLY AGREE	1,721	67%
		6	CAN'T ANSWER	77	3%
		7	BLANK	73	3%
8 Category Scorecard	Did fire and EMS personnel show concern for your family members? (CREW EMPATHY FOR FAMILY) <i>Good Crew Empathy for Family?</i>	1	STRONGLY DISAGREE	62	3%
		2	DISAGREE	26	1%
		3	NEUTRAL	184	7%
		4	AGREE	325	13%
		5	STRONGLY AGREE	1,403	57%
		6	CAN'T ANSWER	312	13%
		7	BLANK	145	6%
9 Category Scorecard	After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency department? (PATIENT TURNOVER TIME) <i>Speed of Patient Turnover at Hospital?</i>	1	VERY LONG	62	2%
		2	LONG	87	3%
		3	ACCEPTABLE	495	19%
		4	SHORT	515	20%
		5	VERY SHORT	1,256	49%
		6	CAN'T ANSWER	70	3%
		7	BLANK	70	3%
10 Category Scorecard	Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) <i>Overall Satisfaction with Service?</i>	1	VERY DISSATISFIED	93	4%
		2	DISSATISFIED	30	1%
		3	NEUTRAL	91	4%
		4	SATISFIED	375	15%
		5	VERY SATISFIED	1,881	73%
		6	CAN'T ANSWER	23	1%
		7	BLANK	87	3%
11	Comments included?	1	YES	1,161	45%
		2	NO	1,428	55%
12	Name included?	1	YES	2,517	97%
		2	NO	72	3%
13	Telephone number included?	1	YES	1,951	75%
		2	NO	638	25%
14	E-mail included?	1	YES	816	32%
		2	NO	1,773	68%

Data Measure #	Description of Patient Survey Questions and Observations	Data Sub Category Measure #	Data Sub Category Measure Description	Count of Patient Survey Record Entries	% Count of Patient Survey Record Entries
2 Category Scorecard	After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles? (OVERALL RESPONSE TIME) <i>Speed of Response?</i>	1	VERY SLOW	21	1%
		2	SLOW	25	2%
		3	ACCEPTABLE	186	11%
		4	FAST	455	28%
		5	VERY FAST	789	49%
		6	CAN'T ANSWER	59	4%
		7	BLANK	85	5%
3 Category Scorecard	Did Fire and EMS personnel look and act professional? (CREW PROFESSIONALISM) <i>Professional Crew?</i>	1	STRONGLY DISAGREE	39	2%
		2	DISAGREE	17	1%
		3	NEUTRAL	64	4%
		4	AGREE	290	18%
		5	STRONGLY AGREE	1,148	70%
		6	CAN'T ANSWER	27	2%
		7	BLANK	47	3%
4 Category Scorecard	Did Fire and EMS personnel seem competent and knowledgeable performing their duties? (CREW COMPETENCE) <i>Competent Crew?</i>	1	STRONGLY DISAGREE	38	2%
		2	DISAGREE	22	1%
		3	NEUTRAL	63	4%
		4	AGREE	253	16%
		5	STRONGLY AGREE	1,180	72%
		6	CAN'T ANSWER	28	2%
		7	BLANK	47	3%
5 Category Scorecard	Did Fire and EMS personnel act courteous and respectful? (CREW ATTITUDE) <i>Good Crew Attitude?</i>	1	STRONGLY DISAGREE	44	3%
		2	DISAGREE	21	1%
		3	NEUTRAL	61	4%
		4	AGREE	210	13%
		5	STRONGLY AGREE	1,224	75%
		6	CAN'T ANSWER	27	2%
		7	BLANK	43	3%
6 Category Scorecard	Did Fire and EMS personnel keep you informed about what they were doing? (CREW INTERACTION WITH PATIENT) <i>Good Crew/Patient Interaction?</i>	1	STRONGLY DISAGREE	45	3%
		2	DISAGREE	28	2%
		3	NEUTRAL	77	5%
		4	AGREE	291	18%
		5	STRONGLY AGREE	1,105	68%
		6	CAN'T ANSWER	40	2%
		7	BLANK	43	3%
7 Category Scorecard	Did Fire and EMS personnel show concern about your comfort during transport to the hospital? (CREW EMPATHY FOR PATIENT) <i>Good Crew Empathy for Patient?</i>	1	STRONGLY DISAGREE	49	3%
		2	DISAGREE	26	2%
		3	NEUTRAL	95	6%
		4	AGREE	252	15%
		5	STRONGLY AGREE	1,109	68%
		6	CAN'T ANSWER	49	3%
		7	BLANK	48	3%
8 Category Scorecard	Did fire and EMS personnel show concern for your family members? (CREW EMPATHY FOR FAMILY) <i>Good Crew Empathy for Family?</i>	1	STRONGLY DISAGREE	36	2%
		2	DISAGREE	19	1%
		3	NEUTRAL	108	7%
		4	AGREE	200	13%
		5	STRONGLY AGREE	921	59%
		6	CAN'T ANSWER	185	12%
		7	BLANK	92	6%
9 Category Scorecard	After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency department? (PATIENT TURNOVER TIME) <i>Speed of Patient Turnover at Hospital?</i>	1	VERY LONG	28	2%
		2	LONG	43	3%
		3	ACCEPTABLE	278	17%
		4	SHORT	338	21%
		5	VERY SHORT	838	52%
		6	CAN'T ANSWER	53	3%
		7	BLANK	43	3%
10 Category Scorecard	Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) <i>Overall Satisfaction with Service?</i>	1	VERY DISSATISFIED	53	3%
		2	DISSATISFIED	19	1%
		3	NEUTRAL	48	3%
		4	SATISFIED	204	12%
		5	VERY SATISFIED	1,237	76%
		6	CAN'T ANSWER	15	1%
		7	BLANK	58	4%
11	Comments included?	1	YES	745	45%
		2	NO	895	55%
12	Name included?	1	YES	1,572	96%
		2	NO	68	4%
13	Telephone number included?	1	YES	1,200	73%
		2	NO	440	27%
14	E-mail included?	1	YES	531	32%
		2	NO	1,109	68%

Data Measure #	Description of Patient Survey Questions and Observations	Data Sub Category Measure #	Data Sub Category Measure Description	Count of Patient Survey Record Entries	% Count of Patient Survey Record Entries
2 Category Scorecard	After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles? (OVERALL RESPONSE TIME) <i>Speed of Response?</i>	1	VERY SLOW	17	2%
		2	SLOW	34	4%
		3	ACCEPTABLE	168	18%
		4	FAST	250	27%
		5	VERY FAST	407	43%
		6	CAN'T ANSWER	21	2%
		7	BLANK	40	4%
3 Category Scorecard	Did Fire and EMS personnel look and act professional? (CREW PROFESSIONALISM) <i>Professional Crew?</i>	1	STRONGLY DISAGREE	28	3%
		2	DISAGREE	10	1%
		3	NEUTRAL	54	6%
		4	AGREE	208	22%
		5	STRONGLY AGREE	615	65%
		6	CAN'T ANSWER	10	1%
		7	BLANK	17	2%
4 Category Scorecard	Did Fire and EMS personnel seem competent and knowledgeable performing their duties? (CREW COMPETENCE) <i>Competent Crew?</i>	1	STRONGLY DISAGREE	25	3%
		2	DISAGREE	8	1%
		3	NEUTRAL	57	6%
		4	AGREE	197	21%
		5	STRONGLY AGREE	621	66%
		6	CAN'T ANSWER	11	1%
		7	BLANK	24	3%
5 Category Scorecard	Did Fire and EMS personnel act courteous and respectful? (CREW ATTITUDE) <i>Good Crew Attitude?</i>	1	STRONGLY DISAGREE	29	3%
		2	DISAGREE	5	1%
		3	NEUTRAL	47	5%
		4	AGREE	168	18%
		5	STRONGLY AGREE	656	70%
		6	CAN'T ANSWER	15	2%
		7	BLANK	23	2%
6 Category Scorecard	Did Fire and EMS personnel keep you informed about what they were doing? (CREW INTERACTION WITH PATIENT) <i>Good Crew/Patient Interaction?</i>	1	STRONGLY DISAGREE	32	3%
		2	DISAGREE	10	1%
		3	NEUTRAL	68	7%
		4	AGREE	186	20%
		5	STRONGLY AGREE	601	64%
		6	CAN'T ANSWER	20	2%
		7	BLANK	22	2%
7 Category Scorecard	Did Fire and EMS personnel show concern about your comfort during transport to the hospital? (CREW EMPATHY FOR PATIENT) <i>Good Crew Empathy for Patient?</i>	1	STRONGLY DISAGREE	37	4%
		2	DISAGREE	9	1%
		3	NEUTRAL	59	6%
		4	AGREE	167	18%
		5	STRONGLY AGREE	612	65%
		6	CAN'T ANSWER	28	3%
		7	BLANK	25	3%
8 Category Scorecard	Did fire and EMS personnel show concern for your family members? (CREW EMPATHY FOR FAMILY) <i>Good Crew Empathy for Family?</i>	1	STRONGLY DISAGREE	26	3%
		2	DISAGREE	7	1%
		3	NEUTRAL	76	8%
		4	AGREE	125	14%
		5	STRONGLY AGREE	482	54%
		6	CAN'T ANSWER	127	14%
		7	BLANK	53	6%
9 Category Scorecard	After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency department? (PATIENT TURNOVER TIME) <i>Speed of Patient Turnover at Hospital?</i>	1	VERY LONG	34	4%
		2	LONG	44	5%
		3	ACCEPTABLE	217	23%
		4	SHORT	177	19%
		5	VERY SHORT	418	45%
		6	CAN'T ANSWER	17	2%
		7	BLANK	27	3%
10 Category Scorecard	Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) <i>Overall Satisfaction with Service?</i>	1	VERY DISSATISFIED	40	4%
		2	DISSATISFIED	11	1%
		3	NEUTRAL	43	5%
		4	SATISFIED	171	18%
		5	VERY SATISFIED	644	68%
		6	CAN'T ANSWER	8	1%
		7	BLANK	29	3%
11	Comments included?	1	YES	416	44%
		2	NO	533	56%
12	Name included?	1	YES	945	100%
		2	NO	4	0%
13	Telephone number included?	1	YES	751	79%
		2	NO	198	21%
14	E-mail included?	1	YES	285	30%
		2	NO	664	70%

Data Measure #	Description of Patient Survey Questions and Observations	Data Sub Category Measure #	Data Sub Category Measure Description	Count of Patient Survey Record Entries	% Count of Patient Survey Record Entries
2	After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles? (OVERALL RESPONSE TIME) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Speed of Response?</i>	1,2	SLOW	97	4%
		3	ACCEPTABLE	354	15%
		4,5	FAST	1,901	81%
		6,7	EXCLUDED	205	8%
3	Did Fire and EMS personnel look and act professional? (CREW PROFESSIONALISM) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Professional Crew?</i>	1,2	DISAGREE	94	4%
		3	NEUTRAL	118	5%
		4,5	AGREE	2,261	91%
		6,7	EXCLUDED	101	4%
4	Did Fire and EMS personnel seem competent and knowledgeable performing their duties? (CREW COMPETENCE) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Competent Crew?</i>	1,2	DISAGREE	93	4%
		3	NEUTRAL	120	5%
		4,5	AGREE	2,251	91%
		6,7	EXCLUDED	110	4%
5	Did Fire and EMS personnel act courteous and respectful? (CREW ATTITUDE) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew Attitude?</i>	1,2	DISAGREE	99	4%
		3	NEUTRAL	108	4%
		4,5	AGREE	2,258	92%
		6,7	EXCLUDED	108	4%
6	Did Fire and EMS personnel keep you informed about what they were doing? (CREW INTERACTION WITH PATIENT) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew/Patient Interaction?</i>	1,2	DISAGREE	115	5%
		3	NEUTRAL	145	6%
		4,5	AGREE	2,183	89%
		6,7	EXCLUDED	125	5%
7	Did Fire and EMS personnel show concern about your comfort during transport to the hospital? (CREW EMPATHY FOR PATIENT) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew Empathy for Patient?</i>	1,2	DISAGREE	121	5%
		3	NEUTRAL	154	6%
		4,5	AGREE	2,140	89%
		6,7	EXCLUDED	150	6%
8	Did fire and EMS personnel show concern for your family members? (CREW EMPATHY FOR FAMILY) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew Empathy for Family?</i>	1,2	DISAGREE	88	4%
		3	NEUTRAL	184	9%
		4,5	AGREE	1,728	86%
		6,7	EXCLUDED	457	19%
9	After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency department? (PATIENT TURNOVER TIME) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Speed of Patient Turnover at Hospital?</i>	1,2	LONG	149	6%
		3	ACCEPTABLE	495	20%
		4,5	SHORT	1,771	73%
		6,7	EXCLUDED	140	5%
10	Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Overall Satisfaction with Service?</i>	1,2	DISSATISFIED	123	5%
		3	NEUTRAL	91	4%
		4,5	SATISFIED	2,256	91%
		6,7	EXCLUDED	110	4%
10	Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) 2 Category (Collapsed), "EXCLUDED" not counted. <i>Overall Satisfaction with Service?</i>	1,2,3	OTHER THAN SATISFIED	214	9%
		4,5	SATISFIED	2,256	91%
		6,7	EXCLUDED	110	4%

Data Measure #	Description of Patient Survey Questions and Observations	Data Sub Category Measure #	Data Sub Category Measure Description	Count of Patient Survey Record Entries	% Count of Patient Survey Record Entries
2	After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles? (OVERALL RESPONSE TIME) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Speed of Response?</i>	1,2	SLOW	46	3%
		3	ACCEPTABLE	186	13%
		4,5	FAST	1,244	84%
		6,7	EXCLUDED	144	9%
3	Did Fire and EMS personnel look and act professional? (CREW PROFESSIONALISM) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Professional Crew?</i>	1,2	DISAGREE	56	4%
		3	NEUTRAL	64	4%
		4,5	AGREE	1,438	92%
		6,7	EXCLUDED	74	5%
4	Did Fire and EMS personnel seem competent and knowledgeable performing their duties? (CREW COMPETENCE) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Competent Crew?</i>	1,2	DISAGREE	60	4%
		3	NEUTRAL	63	4%
		4,5	AGREE	1,433	92%
		6,7	EXCLUDED	75	5%
5	Did Fire and EMS personnel act courteous and respectful? (CREW ATTITUDE) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew Attitude?</i>	1,2	DISAGREE	65	4%
		3	NEUTRAL	61	4%
		4,5	AGREE	1,434	92%
		6,7	EXCLUDED	70	4%
6	Did Fire and EMS personnel keep you informed about what they were doing? (CREW INTERACTION WITH PATIENT) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew/Patient Interaction?</i>	1,2	DISAGREE	73	5%
		3	NEUTRAL	77	5%
		4,5	AGREE	1,396	90%
		6,7	EXCLUDED	83	5%
7	Did Fire and EMS personnel show concern about your comfort during transport to the hospital? (CREW EMPATHY FOR PATIENT) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew Empathy for Patient?</i>	1,2	DISAGREE	75	5%
		3	NEUTRAL	95	6%
		4,5	AGREE	1,361	89%
		6,7	EXCLUDED	97	6%
8	Did fire and EMS personnel show concern for your family members? (CREW EMPATHY FOR FAMILY) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew Empathy for Family?</i>	1,2	DISAGREE	55	4%
		3	NEUTRAL	108	8%
		4,5	AGREE	1,121	87%
		6,7	EXCLUDED	277	18%
9	After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency department? (PATIENT TURNOVER TIME) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Speed of Patient Turnover at Hospital?</i>	1,2	LONG	71	5%
		3	ACCEPTABLE	278	18%
		4,5	SHORT	1,176	77%
		6,7	EXCLUDED	96	6%
10	Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Overall Satisfaction with Service?</i>	1,2	DISSATISFIED	72	5%
		3	NEUTRAL	48	3%
		4,5	SATISFIED	1,441	92%
		6,7	EXCLUDED	73	4%
10	Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) 2 Category (Collapsed), "EXCLUDED" not counted. <i>Overall Satisfaction with Service?</i>	1,2,3	OTHER THAN SATISFIED	120	8%
		4,5	SATISFIED	1,441	92%
		6,7	EXCLUDED	73	4%

Data Measure #	Description of Patient Survey Questions and Observations	Data Sub Category Measure #	Data Sub Category Measure Description	Count of Patient Survey Record Entries	% Count of Patient Survey Record Entries
2	After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles? (OVERALL RESPONSE TIME) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Speed of Response?</i>	1,2	SLOW	51	6%
		3	ACCEPTABLE	168	19%
		4,5	FAST	657	75%
		6,7	EXCLUDED	61	7%
3	Did Fire and EMS personnel look and act professional? (CREW PROFESSIONALISM) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Professional Crew?</i>	1,2	DISAGREE	38	4%
		3	NEUTRAL	54	6%
		4,5	AGREE	823	90%
		6,7	EXCLUDED	27	3%
4	Did Fire and EMS personnel seem competent and knowledgeable performing their duties? (CREW COMPETENCE) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Competent Crew?</i>	1,2	DISAGREE	33	4%
		3	NEUTRAL	57	6%
		4,5	AGREE	818	90%
		6,7	EXCLUDED	35	4%
5	Did Fire and EMS personnel act courteous and respectful? (CREW ATTITUDE) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew Attitude?</i>	1,2	DISAGREE	34	4%
		3	NEUTRAL	47	5%
		4,5	AGREE	824	91%
		6,7	EXCLUDED	38	4%
6	Did Fire and EMS personnel keep you informed about what they were doing? (CREW INTERACTION WITH PATIENT) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew/Patient Interaction?</i>	1,2	DISAGREE	42	5%
		3	NEUTRAL	68	8%
		4,5	AGREE	787	88%
		6,7	EXCLUDED	42	4%
7	Did Fire and EMS personnel show concern about your comfort during transport to the hospital? (CREW EMPATHY FOR PATIENT) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew Empathy for Patient?</i>	1,2	DISAGREE	46	5%
		3	NEUTRAL	59	7%
		4,5	AGREE	779	88%
		6,7	EXCLUDED	53	6%
8	Did fire and EMS personnel show concern for your family members? (CREW EMPATHY FOR FAMILY) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew Empathy for Family?</i>	1,2	DISAGREE	33	5%
		3	NEUTRAL	76	11%
		4,5	AGREE	607	85%
		6,7	EXCLUDED	180	20%
9	After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency department? (PATIENT TURNOVER TIME) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Speed of Patient Turnover at Hospital?</i>	1,2	LONG	78	9%
		3	ACCEPTABLE	217	24%
		4,5	SHORT	595	67%
		6,7	EXCLUDED	44	5%
10	Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Overall Satisfaction with Service?</i>	1,2	DISSATISFIED	51	6%
		3	NEUTRAL	43	5%
		4,5	SATISFIED	815	90%
		6,7	EXCLUDED	37	4%
10	Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) 2 Category (Collapsed), "EXCLUDED" not counted. <i>Overall Satisfaction with Service?</i>	1,2,3	OTHER THAN SATISFIED	94	10%
		4,5	SATISFIED	815	90%
		6,7	EXCLUDED	37	4%