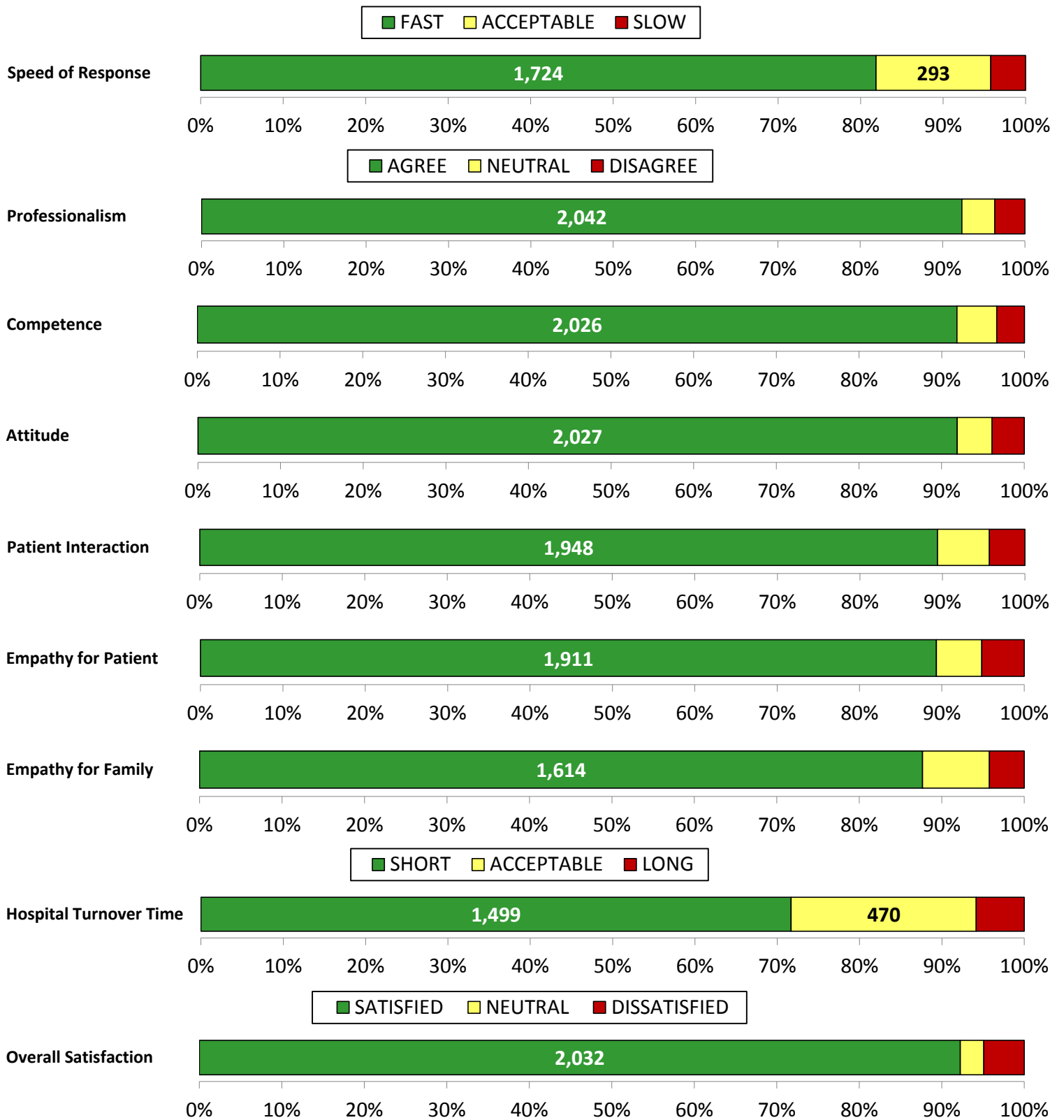


DISTRICT OF COLUMBIA FIRE AND EMS DEPARTMENT

Patient Satisfaction Survey (FY 2020 Overview Results)

Number of Respondents = 2,386 (99% Confidence, 2.6% Error)

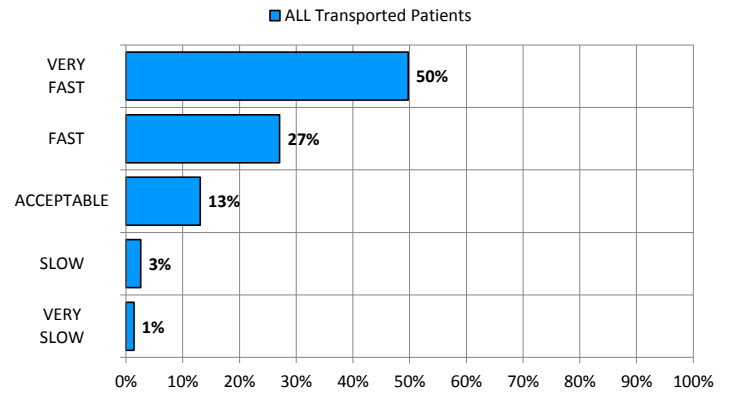
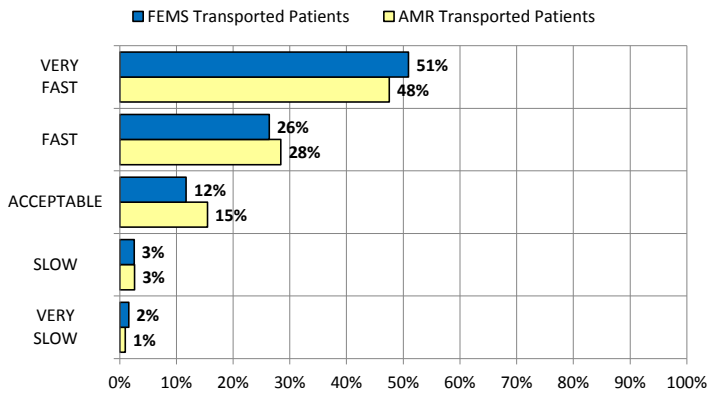


DISTRICT OF COLUMBIA FIRE AND EMS DEPARTMENT

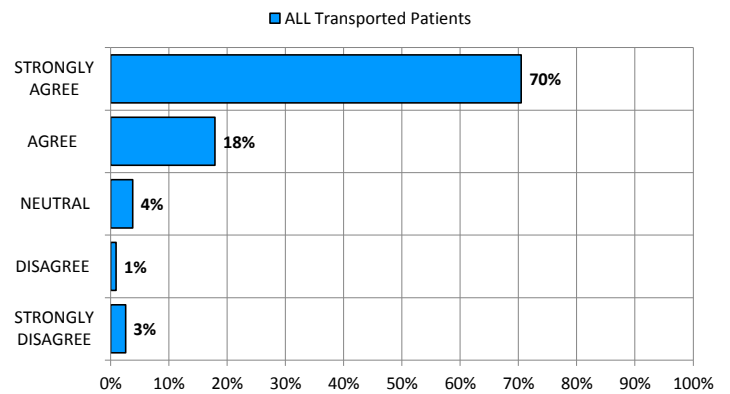
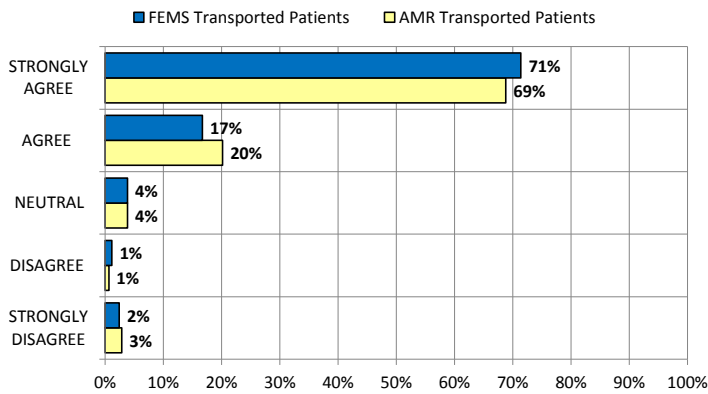
Patient Satisfaction Survey (FY 2020 Detailed Results)

Number of Respondents = 2,386 (99% Confidence, 2.6% Error)

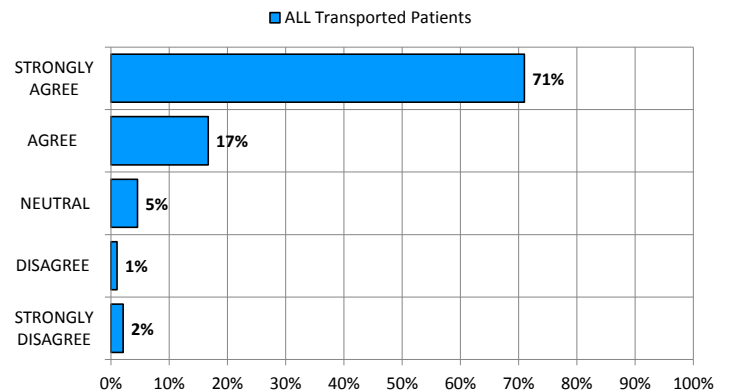
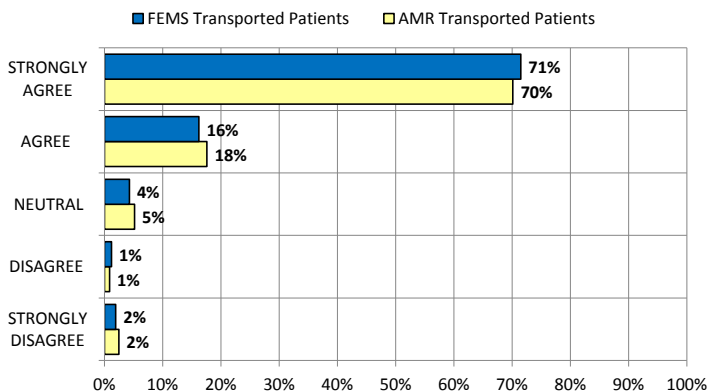
1. (Speed of Response) After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles?



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?

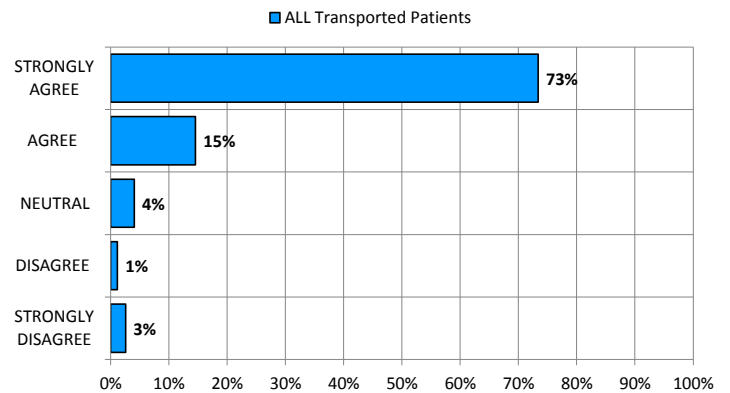
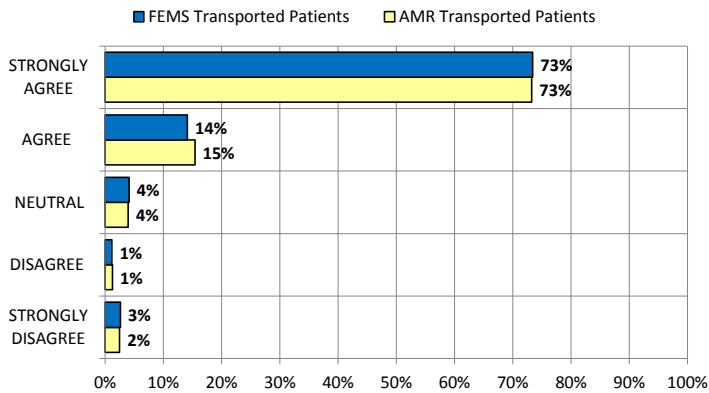


DISTRICT OF COLUMBIA FIRE AND EMS DEPARTMENT

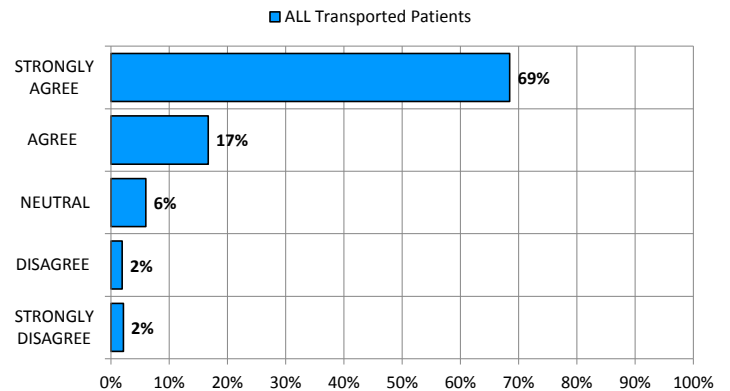
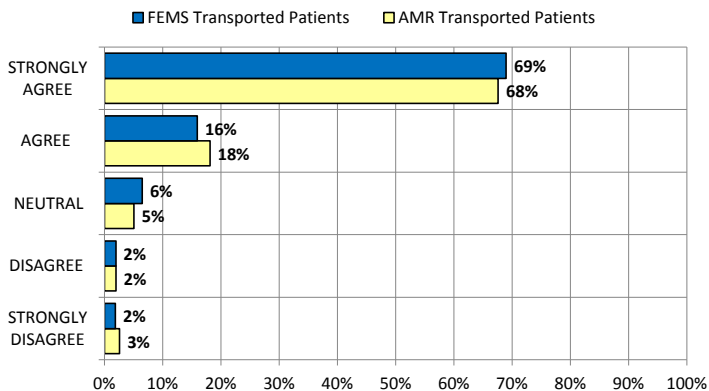
Patient Satisfaction Survey (FY 2020 Detailed Results)

Number of Respondents = 2,386 (99% Confidence, 2.6% Error)

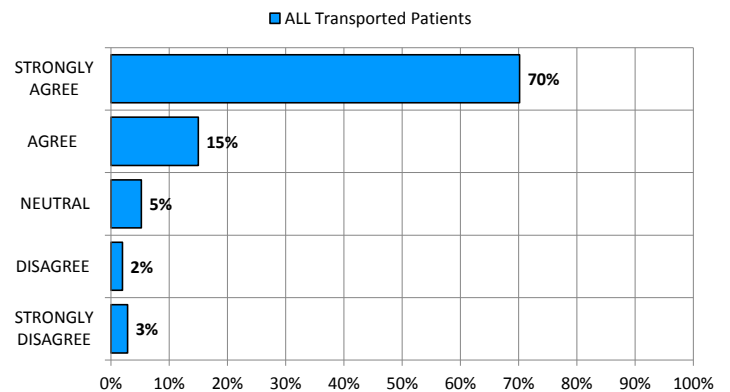
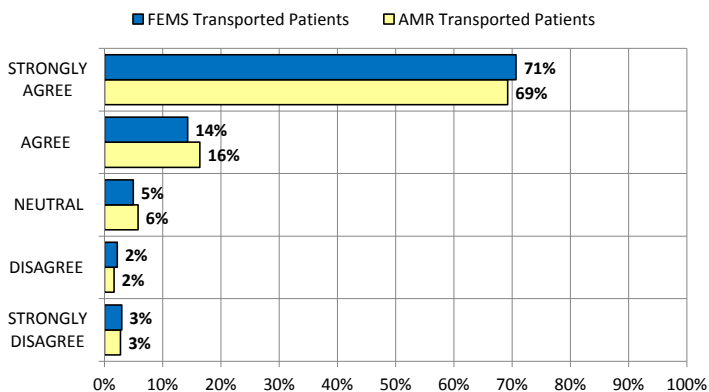
4. (Attitude) Did Fire and EMS personnel act courteous and respectful?



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?

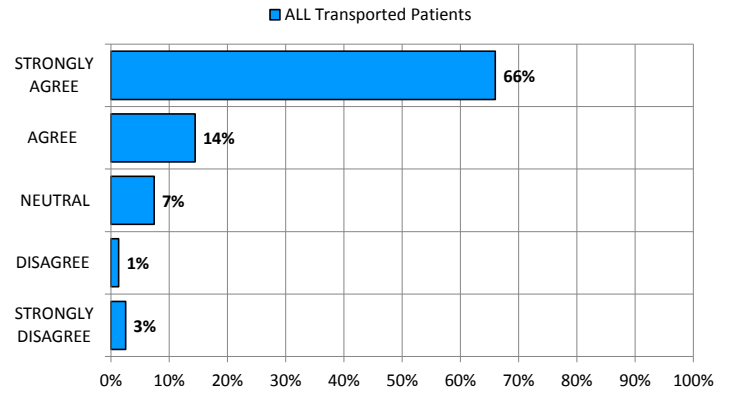
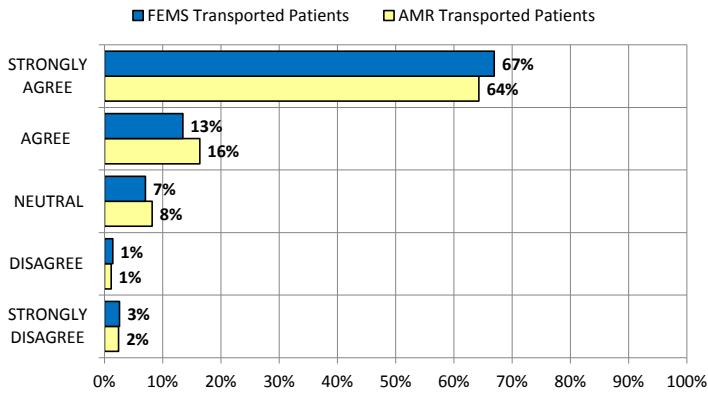


DISTRICT OF COLUMBIA FIRE AND EMS DEPARTMENT

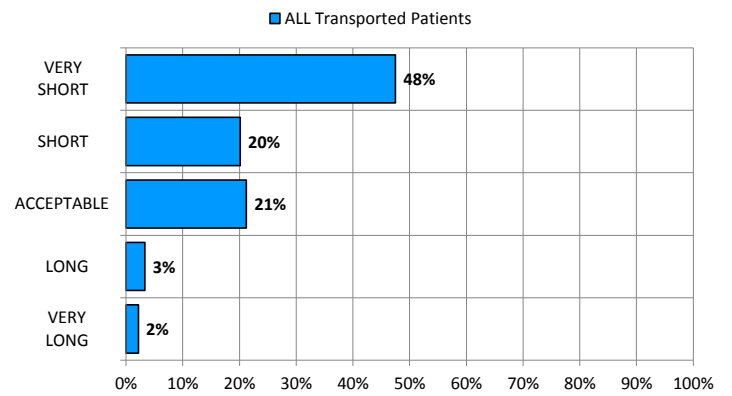
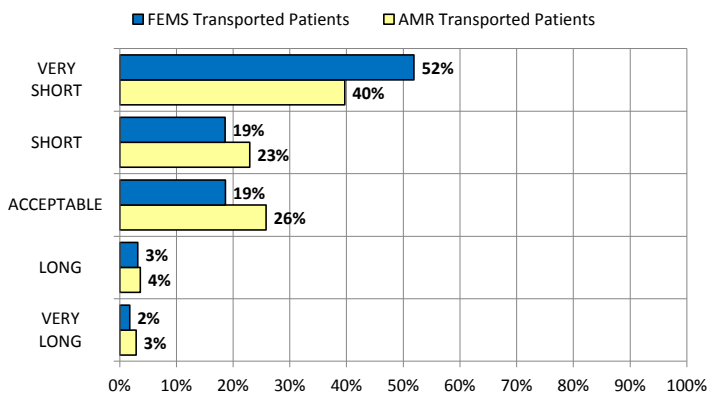
Patient Satisfaction Survey (FY 2020 Detailed Results)

Number of Respondents = 2,386 (99% Confidence, 2.6% Error)

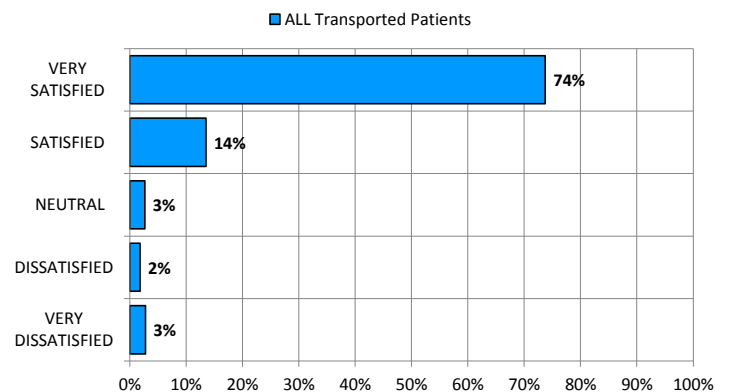
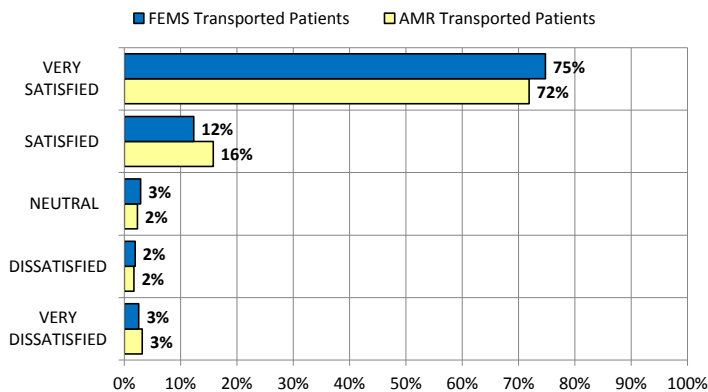
7. (Empathy for Family) Did Fire and EMS personnel show concern for your family members?



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	31	1%
		2	SLOW	58	3%
		3	ACCEPTABLE	293	13%
		4	FAST	608	27%
		5	VERY FAST	1,116	50%
		6	CAN'T ANSWER	0	0%
		7	BLANK	138	6%
3 Category Scorecard	Did Fire and EMS personnel look and act professional? (CREW PROFESSIONALISM) <i>Professional Crew?</i>	1	STRONGLY DISAGREE	59	3%
		2	DISAGREE	22	1%
		3	NEUTRAL	88	4%
		4	AGREE	414	18%
		5	STRONGLY AGREE	1,628	70%
		6	CAN'T ANSWER	0	0%
		7	BLANK	99	4%
4 Category Scorecard	Did Fire and EMS personnel seem competent and knowledgeable performing their duties? (CREW COMPETENCE) <i>Competent Crew?</i>	1	STRONGLY DISAGREE	49	2%
		2	DISAGREE	25	1%
		3	NEUTRAL	106	5%
		4	AGREE	386	17%
		5	STRONGLY AGREE	1,640	71%
		6	CAN'T ANSWER	0	0%
		7	BLANK	104	5%
5 Category Scorecard	Did Fire and EMS personnel act courteous and respectful? (CREW ATTITUDE) <i>Good Crew Attitude?</i>	1	STRONGLY DISAGREE	59	3%
		2	DISAGREE	27	1%
		3	NEUTRAL	93	4%
		4	AGREE	336	15%
		5	STRONGLY AGREE	1,691	73%
		6	CAN'T ANSWER	0	0%
		7	BLANK	99	4%
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	49	2%
		2	DISAGREE	45	2%
		3	NEUTRAL	137	6%
		4	AGREE	382	17%
		5	STRONGLY AGREE	1,566	69%
		6	CAN'T ANSWER	0	0%
		7	BLANK	107	5%
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	65	3%
		2	DISAGREE	45	2%
		3	NEUTRAL	118	5%
		4	AGREE	337	15%
		5	STRONGLY AGREE	1,574	70%
		6	CAN'T ANSWER	0	0%
		7	BLANK	104	5%
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	51	3%
		2	DISAGREE	27	1%
		3	NEUTRAL	149	7%
		4	AGREE	290	14%
		5	STRONGLY AGREE	1,324	66%
		6	CAN'T ANSWER	0	0%
		7	BLANK	165	8%
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	48	2%
		2	LONG	74	3%
		3	ACCEPTABLE	470	21%
		4	SHORT	446	20%
		5	VERY SHORT	1,053	48%
		6	CAN'T ANSWER	0	0%
		7	BLANK	125	6%
10 Category Scorecard	Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) <i>Overall Satisfaction with Service?</i>	1	VERY DISSATISFIED	65	3%
		2	DISSATISFIED	43	2%
		3	NEUTRAL	63	3%
		4	SATISFIED	315	14%
		5	VERY SATISFIED	1,717	74%
		6	CAN'T ANSWER	0	0%
		7	BLANK	125	5%
11	Comments included?	1	YES	1,111	47%
		2	NO	1,275	53%
12	Name included?	1	YES	2,352	99%
		2	NO	34	1%
13	Telephone number included?	1	YES	2,080	87%
		2	NO	306	13%
14	E-mail included?	1	YES	1,142	48%
		2	NO	1,244	52%

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	23	2%
		2	SLOW	37	3%
		3	ACCEPTABLE	170	12%
		4	FAST	382	26%
		5	VERY FAST	738	51%
		6	CAN'T ANSWER	0	0%
		7	BLANK	99	7%
3 Category Scorecard	Did Fire and EMS personnel look and act professional? (CREW PROFESSIONALISM) <i>Professional Crew?</i>	1	STRONGLY DISAGREE	36	2%
		2	DISAGREE	17	1%
		3	NEUTRAL	57	4%
		4	AGREE	250	17%
		5	STRONGLY AGREE	1,068	71%
		6	CAN'T ANSWER	0	0%
		7	BLANK	68	5%
4 Category Scorecard	Did Fire and EMS personnel seem competent and knowledgeable performing their duties? (CREW COMPETENCE) <i>Competent Crew?</i>	1	STRONGLY DISAGREE	29	2%
		2	DISAGREE	18	1%
		3	NEUTRAL	64	4%
		4	AGREE	243	16%
		5	STRONGLY AGREE	1,070	71%
		6	CAN'T ANSWER	0	0%
		7	BLANK	73	5%
5 Category Scorecard	Did Fire and EMS personnel act courteous and respectful? (CREW ATTITUDE) <i>Good Crew Attitude?</i>	1	STRONGLY DISAGREE	39	3%
		2	DISAGREE	17	1%
		3	NEUTRAL	61	4%
		4	AGREE	211	14%
		5	STRONGLY AGREE	1,097	73%
		6	CAN'T ANSWER	0	0%
		7	BLANK	69	5%
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	28	2%
		2	DISAGREE	29	2%
		3	NEUTRAL	96	6%
		4	AGREE	236	16%
		5	STRONGLY AGREE	1,021	69%
		6	CAN'T ANSWER	0	0%
		7	BLANK	70	5%
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	43	3%
		2	DISAGREE	32	2%
		3	NEUTRAL	72	5%
		4	AGREE	207	14%
		5	STRONGLY AGREE	1,025	71%
		6	CAN'T ANSWER	0	0%
		7	BLANK	71	5%
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	34	3%
		2	DISAGREE	19	1%
		3	NEUTRAL	92	7%
		4	AGREE	176	13%
		5	STRONGLY AGREE	876	67%
		6	CAN'T ANSWER	0	0%
		7	BLANK	112	9%
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	25	2%
		2	LONG	45	3%
		3	ACCEPTABLE	265	19%
		4	SHORT	264	19%
		5	VERY SHORT	738	52%
		6	CAN'T ANSWER	0	0%
		7	BLANK	85	6%
10 Category Scorecard	Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) <i>Overall Satisfaction with Service?</i>	1	VERY DISSATISFIED	39	3%
		2	DISSATISFIED	29	2%
		3	NEUTRAL	44	3%
		4	SATISFIED	186	12%
		5	VERY SATISFIED	1,129	75%
		6	CAN'T ANSWER	0	0%
		7	BLANK	83	5%
11	Comments included?	1	YES	743	48%
		2	NO	814	52%
12	Name included?	1	YES	1,534	99%
		2	NO	23	1%
13	Telephone number included?	1	YES	1,343	86%
		2	NO	214	14%
14	E-mail included?	1	YES	748	48%
		2	NO	809	52%

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	8	1%
		2	SLOW	21	3%
		3	ACCEPTABLE	123	15%
		4	FAST	226	28%
		5	VERY FAST	378	48%
		6	CAN'T ANSWER	0	0%
		7	BLANK	39	5%
3 Category Scorecard	Did Fire and EMS personnel look and act professional? (CREW PROFESSIONALISM) <i>Professional Crew?</i>	1	STRONGLY DISAGREE	23	3%
		2	DISAGREE	5	1%
		3	NEUTRAL	31	4%
		4	AGREE	164	20%
		5	STRONGLY AGREE	560	69%
		6	CAN'T ANSWER	0	0%
		7	BLANK	31	4%
4 Category Scorecard	Did Fire and EMS personnel seem competent and knowledgeable performing their duties? (CREW COMPETENCE) <i>Competent Crew?</i>	1	STRONGLY DISAGREE	20	2%
		2	DISAGREE	7	1%
		3	NEUTRAL	42	5%
		4	AGREE	143	18%
		5	STRONGLY AGREE	570	70%
		6	CAN'T ANSWER	0	0%
		7	BLANK	31	4%
5 Category Scorecard	Did Fire and EMS personnel act courteous and respectful? (CREW ATTITUDE) <i>Good Crew Attitude?</i>	1	STRONGLY DISAGREE	20	2%
		2	DISAGREE	10	1%
		3	NEUTRAL	32	4%
		4	AGREE	125	15%
		5	STRONGLY AGREE	594	73%
		6	CAN'T ANSWER	0	0%
		7	BLANK	30	4%
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	21	3%
		2	DISAGREE	16	2%
		3	NEUTRAL	41	5%
		4	AGREE	146	18%
		5	STRONGLY AGREE	545	68%
		6	CAN'T ANSWER	0	0%
		7	BLANK	37	5%
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	22	3%
		2	DISAGREE	13	2%
		3	NEUTRAL	46	6%
		4	AGREE	130	16%
		5	STRONGLY AGREE	549	69%
		6	CAN'T ANSWER	0	0%
		7	BLANK	33	4%
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	17	2%
		2	DISAGREE	8	1%
		3	NEUTRAL	57	8%
		4	AGREE	114	16%
		5	STRONGLY AGREE	448	64%
		6	CAN'T ANSWER	0	0%
		7	BLANK	53	8%
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	23	3%
		2	LONG	29	4%
		3	ACCEPTABLE	205	26%
		4	SHORT	182	23%
		5	VERY SHORT	315	40%
		6	CAN'T ANSWER	0	0%
		7	BLANK	40	5%
10 Category Scorecard	Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) <i>Overall Satisfaction with Service?</i>	1	VERY DISSATISFIED	26	3%
		2	DISSATISFIED	14	2%
		3	NEUTRAL	19	2%
		4	SATISFIED	129	16%
		5	VERY SATISFIED	588	72%
		6	CAN'T ANSWER	0	0%
		7	BLANK	42	5%
11	Comments included?	1	YES	368	44%
		2	NO	461	56%
12	Name included?	1	YES	818	99%
		2	NO	11	1%
13	Telephone number included?	1	YES	737	89%
		2	NO	92	11%
14	E-mail included?	1	YES	394	48%
		2	NO	435	52%

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	89	4%
		3	ACCEPTABLE	293	14%
		4,5	FAST	1,724	82%
		6,7	EXCLUDED	138	6%
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	81	4%
		3	NEUTRAL	88	4%
		4,5	AGREE	2,042	92%
		6,7	EXCLUDED	99	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	74	3%
		3	NEUTRAL	106	5%
		4,5	AGREE	2,026	92%
		6,7	EXCLUDED	104	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	86	4%
		3	NEUTRAL	93	4%
		4,5	AGREE	2,027	92%
		6,7	EXCLUDED	99	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	94	4%
		3	NEUTRAL	137	6%
		4,5	AGREE	1,948	89%
		6,7	EXCLUDED	107	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	110	5%
		3	NEUTRAL	118	6%
		4,5	AGREE	1,911	89%
		6,7	EXCLUDED	104	5%
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	78	4%
		3	NEUTRAL	149	8%
		4,5	AGREE	1,614	88%
		6,7	EXCLUDED	165	8%
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	122	6%
		3	ACCEPTABLE	470	22%
		4,5	SHORT	1,499	72%
		6,7	EXCLUDED	125	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	108	5%
		3	NEUTRAL	63	3%
		4,5	SATISFIED	2,032	92%
		6,7	EXCLUDED	125	5%
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	171	8%
		4,5	SATISFIED	2,032	92%
		6,7	EXCLUDED	125	5%

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	60	4%
		3	ACCEPTABLE	170	13%
		4,5	FAST	1,120	83%
		6,7	EXCLUDED	99	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	53	4%
		3	NEUTRAL	57	4%
		4,5	AGREE	1,318	92%
		6,7	EXCLUDED	68	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	47	3%
		3	NEUTRAL	64	4%
		4,5	AGREE	1,313	92%
		6,7	EXCLUDED	73	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	56	4%
		3	NEUTRAL	61	4%
		4,5	AGREE	1,308	92%
		6,7	EXCLUDED	69	5%
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	57	4%
		3	NEUTRAL	96	7%
		4,5	AGREE	1,257	89%
		6,7	EXCLUDED	70	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	72	5%
		4,5	AGREE	1,232	89%
		6,7	EXCLUDED	71	5%
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	53	4%
		3	NEUTRAL	92	8%
		4,5	AGREE	1,052	88%
		6,7	EXCLUDED	112	9%
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	70	5%
		3	ACCEPTABLE	265	20%
		4,5	SHORT	1,002	75%
		6,7	EXCLUDED	85	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	68	5%
		3	NEUTRAL	44	3%
		4,5	SATISFIED	1,315	92%
		6,7	EXCLUDED	83	5%
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	112	8%
		4,5	SATISFIED	1,315	92%
		6,7	EXCLUDED	83	5%

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	29	4%
		3	ACCEPTABLE	123	16%
		4,5	FAST	604	80%
		6,7	EXCLUDED	39	5%
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	28	4%
		3	NEUTRAL	31	4%
		4,5	AGREE	724	92%
		6,7	EXCLUDED	31	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	27	3%
		3	NEUTRAL	42	5%
		4,5	AGREE	713	91%
		6,7	EXCLUDED	31	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	30	4%
		3	NEUTRAL	32	4%
		4,5	AGREE	719	92%
		6,7	EXCLUDED	30	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	37	5%
		3	NEUTRAL	41	5%
		4,5	AGREE	691	90%
		6,7	EXCLUDED	37	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	35	5%
		3	NEUTRAL	46	6%
		4,5	AGREE	679	89%
		6,7	EXCLUDED	33	4%
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	25	4%
		3	NEUTRAL	57	9%
		4,5	AGREE	562	87%
		6,7	EXCLUDED	53	8%
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	52	7%
		3	ACCEPTABLE	205	27%
		4,5	SHORT	497	66%
		6,7	EXCLUDED	40	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	40	5%
		3	NEUTRAL	19	2%
		4,5	SATISFIED	717	92%
		6,7	EXCLUDED	42	5%
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	59	8%
		4,5	SATISFIED	717	92%
		6,7	EXCLUDED	42	5%