
The Allen-Clay Joint Fire District Thanks You for Your Help!

You have randomly been selected to receive this questionnaire from a select group of residents within the response district of the Allen-Clay Joint Fire District. The goal of this questionnaire is to include your response input in the revision of the Allen-Clay Joint Fire District (ACJFD) goals and objectives, which establish long-range general strategies. This is a good opportunity for our citizens to express their knowledge and opinions on the services the ACJFD provides, and assist in shaping the future of our department.

If at all possible, please take a few minutes to answer the following questions. With your feedback and assistance, we can improve our service to the community in the near future.

1. Have you received service during a Fire, Emergency Medical, Vehicle Accident, or other call for service from the ACJFD?
 - Yes, in the last year
 - Yes, one to three years ago
 - Yes, over three year ago
 - No, I have never required service

2. If you have received a service from the ACJFD, how would you rate the delivery of service?
 - Extremely satisfied (Excellent)
 - Very satisfied (Very Good)
 - Moderately satisfied (Good)
 - Slightly satisfied (Average)
 - Not at all satisfied
 - Not Applicable (N/A)

3. **In the future**, if you have to call 9-1-1 for an emergency (Fire or Medical); from the time of the phone call, how soon would you expect a first unit to arrive on the scene?
 - 3:00 minutes or less
 - 5:00 minutes or less
 - 6:00 minutes or less
 - 8:00 minutes or less
 - 10:00 minutes or less
 - 12:00 minutes or less
 - No expectations

4. What would you consider to be an acceptable **delay time** for **non-emergencies**?
 - No delays, a citizen needs help
 - 15:00 minutes
 - 30:00 minutes
 - 45:00 minutes
 - 60:00 minutes
 - 1 day
 -

How important do you consider the following, 1 is least important 10 is most important, rate each item separately from the rest.

Response time, how quickly the fire truck arrives on scene?

1 2 3 4 5 6 7 8 9 10

Appearance, how the vehicles and the uniforms of the firefighters appear?

1 2 3 4 5 6 7 8 9 10

Safety of the firefighters while doing their jobs?

1 2 3 4 5 6 7 8 9 10

Firefighters that are well trained?

1 2 3 4 5 6 7 8 9 10

The ability to respond to every call for service that is made (Emergency and Non-Emergencies)?

1 2 3 4 5 6 7 8 9 10

How important would it be to you to support a tax increase to hire more firefighters to meet the needs of the residents?

1 2 3 4 5 6 7 8 9 10

Of the following duties, please rate the importance of each duty to you and your family, in priority order. (#1 being most important / #13 being the least important)

___ Firefighting

___ Medical Emergency

___ Vehicle Accident Rescue

___ Water Rescue

___ Hazardous Material Response

___ Code Enforcement

___ Car Seat Installation

___ Free Smoke Detector Program

___ Public Safety/Fire Education

___ Community Events

___ Fire Safety Inspections of Commercial Properties

___ Improve Efforts Related to Community Risk Reduction

___ Technical Rescue (vehicle extrication, trench rescue, building collapse, confined space)

Please feel free to write any concerns, comments or suggestions you may have including suggestions for services that the fire district does not offer and you believe they should, or questions you would like to have answered in this area.

If you wish to have a question answered please leave your phone number at the end of this section.
