

**GENESEE COUNTY FIRE AND EMERGENCY MEDICAL SERVICES (EMS) STUDY
CITIZEN SURVEY**

1) What municipality do you live in?

- | | | |
|---|---------------------------------------|--|
| <input type="radio"/> Attica (Village) | <input type="radio"/> Bethany (Town) | <input type="radio"/> Oakfield (Town) |
| <input type="radio"/> Alabama (Town) | <input type="radio"/> Byron (Town) | <input type="radio"/> Oakfield (Village) |
| <input type="radio"/> Alexander (Town) | <input type="radio"/> Corfu (Village) | <input type="radio"/> Pavilion (Town) |
| <input type="radio"/> Alexander (Village) | <input type="radio"/> Covington | <input type="radio"/> Pembroke (Town) |
| <input type="radio"/> Batavia (City) | <input type="radio"/> Darien (Town) | <input type="radio"/> Stafford (Town) |
| <input type="radio"/> Batavia (Town) | <input type="radio"/> Elba (Town) | <input type="radio"/> Riga |
| <input type="radio"/> Bergen (Town) | <input type="radio"/> Elba (Village) | |
| <input type="radio"/> Bergen (Village) | <input type="radio"/> Leroy (Town) | |
| | <input type="radio"/> Leroy (Village) | |

2) Who provides fire and Emergency Medical Services (EMS) to your home and/or business (check all that apply):

- | | | |
|--|--|---|
| <input type="radio"/> Alabama Fire | <input type="radio"/> Darien Fire | <input type="radio"/> Pavilion Fire |
| <input type="radio"/> Alexander Fire | <input type="radio"/> East Pembroke Fire | <input type="radio"/> Pembroke Fire |
| <input type="radio"/> Bergen Fire | <input type="radio"/> Elba Fire | <input type="radio"/> South Byron Fire |
| <input type="radio"/> Bethany Fire | <input type="radio"/> Indian Falls Fire | <input type="radio"/> Stafford Fire |
| <input type="radio"/> Byron Fire | <input type="radio"/> Leroy Ambulance | <input type="radio"/> Town of Batavia
Fire |
| <input type="radio"/> City of Batavia Fire | <input type="radio"/> Leroy Fire | |
| <input type="radio"/> Corfu Fire | <input type="radio"/> Mercy Flight EMS | |
| <input type="radio"/> Darien Emergency
Medical Services | <input type="radio"/> Oakfield Fire | |

3) What do you believe is the current staffing make-up of the fire/EMS department that protect your community?

- Fully career
- Combination career and volunteer
- Fully volunteer
- I don't know

4) How many times have you requested services from a fire department or EMS agency in Genesee County in the past three (3) years?

- 0
- 1-2
- 3-4
- 5 or more

5) If you requested service from the fire department or an EMS agency, what types of service did you request? (Please check all that apply.)

- Medical Emergency
- Motor vehicle crash
- Building fire
- Other type of fire
- Hazardous condition
- Alarm activation
- Public education or training
- Community event

6) If you have received service from one or more of the fire departments or EMS in the county how would you rate that service overall?

- Excellent
- Very Good
- Adequate
- Fair
- Poor

7) If you have received fire/EMS services how would you rate your satisfaction with the following:

	Excellent	Very Good	Adequate	Fair	Poor
Response time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Competence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appearance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Teamwork	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Empathy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication with those requiring assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall customer service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8) NFPA Standard 1710 sets a benchmark for career EMS services for a unit with Basic Life Support (BLS) capabilities to be on the scene of a medical emergency within 6 minutes of receipt of the call in the 9-1-1 dispatch center, and a unit with advanced life support (ALS) capability with 10 minutes.

NFPA 1720 for volunteer fire response recommends the following response benchmarks for structure fire responses:

- ✓ Urban communities: 15 personnel on scene in 9 minutes (population density > 1,000 per square mile)
- ✓ Suburban communities: 10 personnel on scene in 10 minutes (population density 500 – 1,000 per square mile)
- ✓ Rural communities: 6 personnel on scene in 14 minutes (population density < 500 per square mile).

How important is it that your local providers meet these types of standards in your community?

- Extremely Important
- Very Important
- Somewhat Important
- Not Very Important
- Not at all Important

Do you believe your local emergency services providers are currently meeting these standards?

- Yes
- No
- I don't know

9) Who do you feel should primarily be responsible for funding the provision for fire and EMS services within your community:

- Genesee County
- Local government/municipalities
- The fire and/or EMS agencies through fund raising activities
- A combination of the above

10) In your opinion are the fire department and EMS organization that serves your community adequately funded and equipped?

- Yes
- No
- I don't know

11) Would you be willing to pay higher taxes if your additional tax dollars were used to increase the budget of the fire department and/or EMS provider that serves you and to enhance the level of fire and EMS services that are provided to the community?

- Yes
- No

12) Do you have a perception regarding how many hours per week, on average, each volunteer donates to the fire and EMS services?

- < 10
- 11-20
- 21-30
- 31-40
- >40
- I don't know

13) Do you have any family members or friends who are involved with the fire department and/or EMS in Genesee County?

- Yes
- No
- I don't know

14) Would you be willing to volunteer for your local fire company or EMS provider even in a non-operational (non-emergency response) role?

- Yes
- No
- I've never thought about it

If yes, would you please provide a name and contact information so someone can reach out to you.

15) Please rate the following:

	Extremely satisfied	Very satisfied	Satisfied	Somewhat satisfied	Not satisfied
Overall level of satisfaction with your local fire department provider.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall level of satisfaction with your local EMS provider.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Level of satisfaction with emergency response times	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16) What is your opinion of the overall level of community interaction and involvement by your fire and EMS provider(s) including educating the public about what they do and why they need adequate funding?

- Excellent
- Very Good
- Adequate
- Needs Improvement
- Poor
- I don't know

17) How would you rate your personal level of knowledge related to the delivery of fire and emergency medical services in your community?

- Excellent
- Very good
- Average
- Fair
- Poor

18) Who should determine the level of services provided by your local fire department/company and EMS agencies?

- The department/company/agency leadership
- The local governing body
- Research based needs assessment
- A consensus approach or combination of the above

19) In your opinion how could the fire and EMS organizations that serve your community improve?

20) Please provide any additional comments that may be beneficial to the study team:
