

Butte County Dispatch Center
Satisfaction Survey

For each of the following questions, enter a number from one to five or check "Yes" or "No."

How quickly was your call answered?
(1=very quickly, 5=very slowly) _____

If you requested information, did the dispatcher give you the correct information?
_____ Yes _____ No

Was the information the dispatcher gave you useful in solving your situation?
_____ Yes _____ No

Was the dispatcher polite and courteous during the call?
_____ Yes _____ No

Do you feel the dispatcher was actively listening to you during your call?
_____ Yes _____ No

Did the dispatcher understand your situation without an extensive explanation?
_____ Yes _____ No

Did the dispatcher provide appropriate pre-arrival instructions?
_____ Yes _____ No

Did the dispatcher have a pleasant and helpful tone with sufficient volume?
_____ Yes _____ No

Overall, how would you rate the service that you received from the Butte County
Communications employees?
(1=excellent, 2=good, 3=fair, 4=poor) _____

Do you have any further comments, positive or negative, about your last contact with the Butte
County Dispatch Center?

BUTTE COUNTY 911-WHEN SECONDS COUNT...COUNT ON US-