



**Birmingham Communications Department**

**Citizen's Survey of Opinion and Perception**

**Date: \_\_\_\_\_**

Please check the following information regarding your status. This information is not required; however, it is most helpful in determining how to improve our 911/311 services.

<b>Demographics</b>					
Age Group:	18 & under	19-30	31-45	46-59	60 & over
Race/Ethnicity:	Black	White	Hispanic	Asian	Other
Gender:	Male	Female			
Marital Status:	Married	Single	Divorced	Widowed	Separated

1. In the past 3 years have you ever had to call Birmingham Police/Fire/311? Yes No

If yes, was it to

- a.) report a crime      b.) report an accident      c.) ask for a welfare check
- d.) report a mentally disturbed person      e.) other \_\_\_\_\_

If no, would you like to leave a comment about the 911 Police/Fire/311 service.

2. Did you need Birmingham Police or Birmingham Fire/Medics? \_\_\_\_\_

3. Have you been a victim of a crime? Yes No

4. In what neighborhood did this occur? \_\_\_\_\_

5. In your contact with the Birmingham 911 Police/Fire/311 personnel how would you rate the overall performance Call taker / Dispatcher.

excellent   good   fair   poor

Professionalism of Call taker / Dispatcher

Courtesy of Call taker / Dispatcher

Overall level of Satisfaction with Quality of 911/311 Service

Please choose which Service was used and check which one:

6. How would you rate the knowledge and understanding of the Call taker / Dispatcher?

Excellent

Good

Fair

Poor

7. Do you feel that your call was answered in a timely manner?   Yes                      No

8. Was the call taker clear and concise?      Yes                      No

9. Overall how would you rate the Birmingham                                      service.

Excellent

Good

Fair

Poor

10. Would you like to leave a comment on how the Birmingham Communications Department can better serve you or the community?

Comments: