

County of Oswego E 9-1-1 Emergency Communications Department

Hello, on _____ you called 9-1-1 to report _____ . We would like to know how we did? Would you please take a moment to provide us with some feedback on this card and return it in the self-addressed, stamped envelope provided? We are always interested in improving service to our customers and responders and would appreciate your honest feedback. This information will remain anonymous. A form of recognition will be issued to the public safety telecommunicator who provided exceptional customer service and a complaint will be researched. Please let us know if you wish further contact.

Thank you!

Michael Allen
E 9-1-1 Director
349-8215



How did we do?

Please circle the appropriate response:

- Was your call answered in a timely manner? **Yes** **No**
- Were you advised your incident was sent to dispatch? **Yes** **No**
- Were your questions answered? **Yes** **No**
- Was our public safety telecommunicator polite? **Yes** **No**
- Was our public safety telecommunicator helpful? **Yes** **No**
- If we couldn't help you, did we direct you to where you could be helped? **Yes** **No**
- Did you feel satisfied with your experience? **Yes** **No**
- Would you feel confident calling us again? **Yes** **No**

Our user agencies response times are often a result of priority levels established to better serve the public.

Comments: _____

(Please feel free to use the opposite side if necessary)

Thank you for taking the time to respond to our survey!
Sequence nbr: _____

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