

Liberty Ambulance Service Customer Service Satisfaction Survey

Liberty Ambulance Service strives to provide a high level of service to everyone we transport. Please take a moment and answer a few questions regarding your experience with us. Your responses will be of value, helping us to improve the service to our clients. All questionnaires are kept **confidential**.

1. Was your call to our dispatcher answered promptly and professionally?
 did not call Yes Needs improvement, please explain: _____

2. Did the ambulance arrive on time if pre-scheduled or in a timely manner if not?
 Yes Reasonably Needs Improvement, please explain: _____

3. Were the ambulance personnel courteous, cooperative and professional?
 Yes Needs improvement, please explain: _____

4. Was the patient compartment clean and professional looking?
 Yes Needs improvement, please explain: _____

5. If we treated you as an emergency, did the care we gave you alleviate your symptoms?
 none given Yes moderately

Please take the time to make any additional comments you think would help improve our service to you or your patients.

6. Please rate your overall satisfaction with our service to you. (please circle your response):

Excellent	5	Good	4	Average	3	Fair	2	Poor	1
-----------	---	------	---	---------	---	------	---	------	---

Thank you for your assistance with this questionnaire.

Clinton D. Randolph, EMT-P
 Assistant Chief of Operations
 QA Committee Chair

Please fax to: (904)724-0226
 or mail to:
 Liberty Ambulance Service, Inc.
 Attn: Clinton Randolph
 1626 Atlantic University Cir
 Jacksonville, FL 23307

Please fax to: (904)724-0226
or mail to:
Liberty Ambulance Service, Inc.
Attn: Clinton Randolph
1626 Atlantic University Cir
Jacksonville, FL 23307