



10.0 Purpose: Establish policies and procedures for the collection and dissemination of Incident Response Surveys.

10.01 Scope: All Fire Department Personnel.

10.02 **GENERAL**

The Clovis Fire Department has identified a need to receive feedback from the general public regarding the services it provides. The Incident Response Survey is the mechanism by which user comments are collected. The survey form is mailed at random to citizens who have requested and utilized services provided by the Fire Department. The returned surveys are reviewed and the questionnaires data is entered into a computer program. This information shall be utilized for the determination of citizen satisfaction, program effectiveness, and the citizen knowledge of available services.

10.03 **PROGRAM BENEFITS**

The Incident Survey Program is a valuable tool in collecting information necessary for evaluating our effectiveness in providing Fire and Life Safety Services to our community. The information gathered through each survey is vital in evaluating many department programs. The survey format provides us contact with people that we have assisted, thus gaining valuable feedback on the effectiveness of our services. The intent is that we provide the best possible service for our community; the information gained helps us achieve this goal.

10.04 **POLICY**

Selection of the incident that generates a questionnaire is at the discretion of the Shift Battalion Chief or their designee. Incident selection criteria is as follows:

1. Services recipient must be a resident of the City of Clovis.
2. The incident shall not be the result of criminal activity.
3. The incident shall not involve a human fatality.

A minimum of two incidents shall be selected each day. Incident response questionnaires shall be mailed with a self addressed stamped return envelope. Mailing labels shall be affixed to the envelope and the questionnaire. Information on the mailing labels shall include the following:

1. Name
2. Address
3. Code (The Code is Defined in Section 10.05)



10.04 **POLICY** (Cont.)

The Fire Department Senior Clerk Typist will have the responsibility for preparing the questionnaire for mailing and all data entry of questionnaire results. Each returned survey shall be recorded in the computerized data system. All requests for information shall be provided in a timely manner. All surveys indicating a need for improvement, or any negative comment, shall be followed-up and investigated by the shift Battalion Chief.

Survey results shall be prepared in a report format on a monthly, quarterly, and annual basis. The information shall be made available to all Chief Officers. Special reports can be requested on an “as needed” basis.

10.05 **PROCEDURE**

INCIDENT SELECTION: The off-going Battalion Chief shall select a minimum of two incidents for survey. When selecting incidents for survey, every effort shall be made to survey different fire companies from their shift. Upon selecting an incident meeting the criteria outline in Section 10.04, a printout of the report shall be submitted to the Department Senior Clerk Typist. This report must indicate: the name and address of the person being surveyed, the Fire Company involved (reporting Company), the incident type and the date.

SURVEY PREPARATION: The Department Senior Clerk Typist shall be responsible to prepare the survey for mailing. This shall include the following steps:

1. Prepare **Two Mailing Labels**. Mailing labels shall include the information outlined in Section 10.04.
2. The mailing labels shall include the **Survey Code**. This code is our tracking mechanism. The code is prepared from the following information:
 - a. Incident Number
 - b. Reporting Company and Shift
 - c. Incident Type
 - d. Date

CODE EXAMPLE: 961234-E32A-MA-050596

3. **Incident Type Abbreviations:**

MA = Medical Aid	PA = Public Assist	INT = Investigation
FS = Fire Structure	FV = Fire Vehicle	FG = Fire Vegetation (grass)
FR = Fire Refuse	HC = Hazardous Condition	FA = False Alarm



10.05 **PROCEDURE** (Cont.)

4. **Mailing Labels** are to be placed on the bottom right front side of all survey forms and on the self addressed stamped return envelope where the return address would normally go.
5. Survey mailings shall include a self addressed stamped **Return Envelope** with the *mailing label* placed in the upper left corner as the return address.

LABEL EXAMPLE:

Mr. Joe Smith 495 West Holland, #120 Clovis, Ca 93612 961234-E31A-MA-050596
--

RETURNED SURVEYS: Surveys that have been “Returned To Sender” due to a non-deliverable address are to be forwarded to the appropriate Battalion Chief for their advisement.

The following procedure is for processing completed surveys:

1. Stamp the survey form with the date received.
2. The Fire Department Senior Clerk Typist shall make a copy of the form for filing.
3. The Fire Department Senior Clerk Typist shall enter the survey results in the computer software.
4. The survey form shall be forwarded to the appropriate Battalion Chief. After a review of the survey form, the Battalion Chief shall insure that any information requested by the survey respondent is provided. The Battalion Chief shall investigate all surveys indicating below-standard results. If the person surveyed has requested contact by a Fire Department Administration, the Battalion Chief shall make this contact.

REPORTS: The purpose of the reports are to review the collected data for analysis. Each month the Department Senior Clerk Typist shall prepare a Survey Activity Report. This is accomplished by utilizing the survey software. Annual and quarterly reports are also generated by the Department Senior Clerk Typist utilizing the software. Special reports can be requested at any time.