

Emergency Services Public Perception Survey Checklist

Awareness & Accessibility

Questions regarding public knowledge of emergency services contact information and ease of access.

How many emergency numbers do you know?

How do you typically contact emergency services?

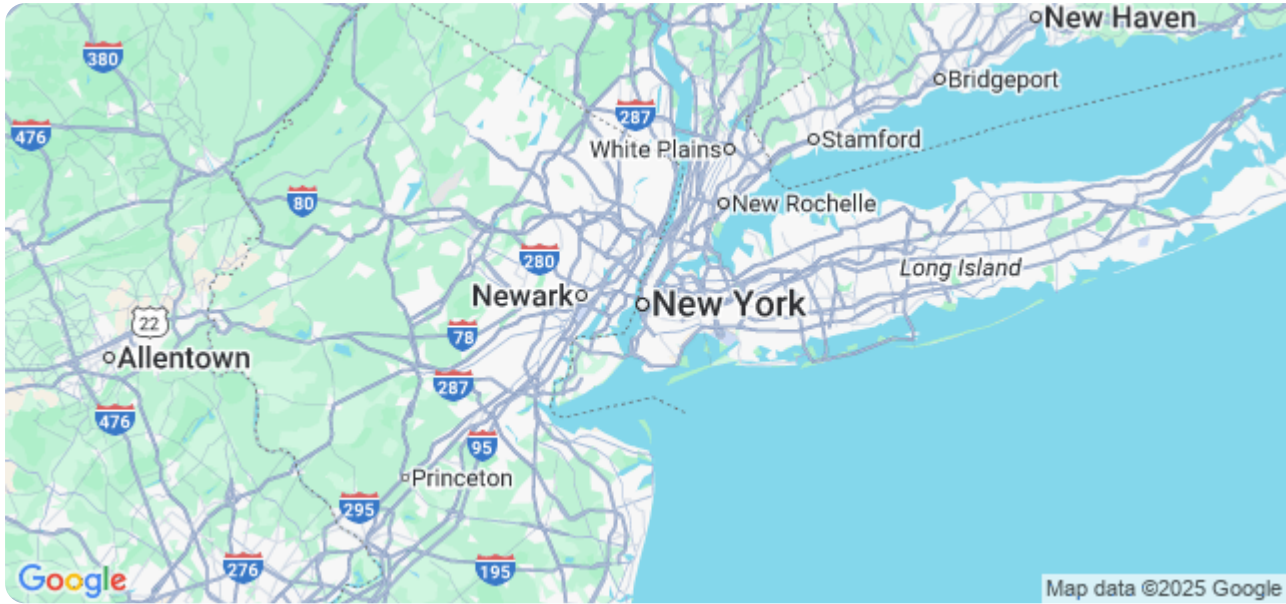
- 911
- Non-emergency line
- Online platform
- Other

How easy is it to find emergency contact information for your local services?

- Very Easy
- Easy
- Neutral
- Difficult
- Very Difficult

Where did you last access emergency service contact information?

[📍 Set My Current Location](#)



If 'Other' in previous question, please specify how you contact emergency services:

Write something...

Response Time & Reliability

Assesses perceptions of response times and the dependability of emergency services.

How satisfied are you with the average response time for emergency calls?

Enter a number...

How often do you feel emergency services arrive in a timely manner?

- Always
- Often
- Sometimes
- Rarely
- Never

On a scale of 1-10 (1 being unreliable and 10 being extremely reliable), how would you rate the reliability of emergency services?

Enter a number...

Can you describe a specific experience where you felt the response time was either exceptionally good or bad? (Optional)

Write something...

If applicable, what date did the incident occur?

Enter date...

What time did you call emergency services?

Professionalism & Communication

Evaluates interactions with emergency personnel, focusing on professionalism and clarity of communication.

How would you rate the professionalism of the emergency personnel you interacted with?

- Excellent
- Good
- Fair
- Poor
- Very Poor

How clear and understandable was the communication from emergency personnel?

- Very Clear
- Clear
- Somewhat Clear
- Not Clear
- Not at all Clear

Please describe any instances where communication felt unclear or ineffective.

Write something...

Did you feel listened to and respected during your interaction?

- Yes
- No
- Not Sure

Please provide any additional comments regarding the professionalism or communication of emergency personnel.

Write something...

Community Trust & Confidence

Gauges the level of trust and confidence the public has in local emergency services.

On a scale of 1-10 (1 being 'no trust at all' and 10 being 'complete trust'), how much do you trust your local emergency services?

Enter a number...

How would you rate the transparency of your local emergency services?

- Very Transparent
- Somewhat Transparent
- Not Very Transparent
- Not Transparent at All

**Which of the following factors contribute to your trust in emergency services?
(Select all that apply)**

- Responsiveness to calls
- Professionalism of personnel
- Community outreach programs
- Clear communication
- Accountability for mistakes
- None of the above

Please describe any specific experiences that have influenced your trust (or lack thereof) in emergency services.

Write something...

Do you feel that emergency services are accountable for their actions?

Yes

No

Unsure

Service Equity & Fairness

Explores perceptions of fairness and equitable treatment across different demographics and communities.

Do you feel emergency services treat all community members fairly?

Yes

No

Not Sure

On a scale of 1-10 (1 being not fair at all, 10 being completely fair), how would you rate the fairness of emergency service interactions?

Enter a number...

Have you or someone you know experienced any of the following during interactions with emergency services? (Select all that apply)

- Discrimination based on race/ethnicity
- Discrimination based on gender
- Discrimination based on socioeconomic status
- Discrimination based on disability
- Verbal abuse
- None of the above

Please describe any specific instances where you or someone you know felt unfairly treated by emergency services. (Optional)

Write something...

Do you believe emergency services are equally accessible to all neighborhoods in your community?

- Yes
- No
- Not Sure

Training & Preparedness

Addresses public opinion on the preparedness and training of emergency service personnel.

How would you rate the perceived level of training for emergency responders (1-10, 1 being lowest)?

Enter a number...

Do you believe emergency responders are adequately equipped for current threats?

- Yes
- No
- Unsure

What specific areas of training do you think need improvement?

Write something...

Are emergency responders prepared for natural disasters common to this area?

- Yes
- No
- Unsure

On a scale of 1 to 5 (1 being not at all, 5 being very well), how prepared do you think responders are for mental health crises?

Enter a number...

Please provide any additional comments regarding the training and preparedness of emergency services.

Write something...

Public Education & Outreach

Assesses awareness and effectiveness of public safety education and outreach programs.

Are you aware of any recent public safety campaigns run by your local emergency services?

- Yes
- No
- Unsure

Which of the following public safety topics have you learned about through emergency services outreach?

- Fire Safety
- CPR/First Aid
- Severe Weather Preparedness
- Emergency Alerts & Notifications
- Cybersecurity Awareness
- None of the Above

How helpful have you found the information provided in emergency service public education materials?

- Very Helpful
- Somewhat Helpful
- Not Very Helpful
- Not at All Helpful

Do you have any suggestions for improving emergency services' public education and outreach efforts?

Write something...

What is your preferred method of receiving emergency service public safety information?

- Website/Social Media
- Email Newsletter
- Community Events
- Traditional Media (TV/Radio)
- Direct Mail

Suggestions for Improvement

Provides an open-ended section for respondents to offer suggestions and feedback.

Please provide any specific suggestions for improving our services.

Write something...

What specific aspects of our communication could be improved?

Write something...

Which area do you feel needs the most attention?

- Response Times
- Communication
- Training
- Equipment
- Public Awareness

On a scale of 1-10 (1 being not at all, 10 being extremely important), how important is community outreach to you?

Enter a number...

Which of the following improvements would you value most?

- Increased online resources
- More frequent community events
- Improved website accessibility
- Enhanced social media presence