



Poudre Fire Authority



COMMUNITY, BUSINESS, AND CONSTITUENT PERCEPTIONS OF THE POUDRE FIRE AUTHORITY

2006 RESEARCH STUDY

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EXECUTIVE SUMMARY OF RESEARCH REPORT

This study of community perceptions of the Poudre Fire Authority was originally designed as repeat of a study conducted in 1998. Thus, one purpose of this project is to serve as a benchmark for PFA to assess how they are perceived by the residential and business communities within its geographic area (Study 1 and Study 2 respectively). The second purpose is to update and methodologically refine the information gathered from the 1998 study. The third purpose is to investigate the perceptions of other constituents that deal with the PFA, such as private developers and community planners (Study 3). All three studies were conducted in March 2006, following 5 months of planning and gathering of background information.

Findings of note regarding Study 1 (the *residential study*) suggest,

- Residents have a very positive perception of the PFA. This was expressed *via* ratings of incident response and through open-ended comments. Importantly, the findings are relatively stable over different population segments within PFA's district.
- For future planning purposes, according to results in the data, services directly related to emergency response (e.g., the 911 response system, incident performance) should be prioritized higher than non-emergency related services.
- Open-end comments suggest that residents have a high general overall opinion of individual firefighters.

- Regarding room for improvement, there is a slight concern about how PFA coordinates emergency and post emergency services with other human service agencies.

Findings of note regarding Study 2 (the *business study*) suggest,

- Business owners and managers have a very positive perception of PFA. This extends to incident response, education and community outreach, and even the inspection process. However, it was found that larger businesses have a slightly more positive perception of PFA than smaller businesses.
- One area of concern may be the quality of working relationships PFA has with business constituents. These were generally rated positively, but there appears to be a small but significant group of businesses that want a better working relationship with PFA.

Findings of note regarding Study 3 (the *developers and planners study*) suggest,

- These comments were the most positive of the 3 studies. Developers and planners both felt that their PFA contacts were positive, flexible, had a problem solving attitude, and were practical and consistent in code interpretations.
- They also expressed an interest in training for their younger employees and a manual, either online or in hard copy format, that informed them, in layman's terms, of PFA's interpretation of the fire code. They would also like to be involved in future planning regarding fire code adoption or change.

These executive findings are summarized in recommendation form in the Research Recommendations section at the end of this document. See *Appendix 1* for a summary form of this report. Appendix 1 is the PowerPoint slide program used to report the findings to the PFA Board on April 25, 2006. It covers all 3 studies.

BACKGROUND RESEARCH

Informal secondary and primary background research was conducted to adequately understand the research topic and context. Most importantly, the researcher was provided with information, insight and guidance throughout the project by Kevin Wilson, Division Chief / Fire Marshall, and Guy Boyd, Director of Administrative Services.

Regarding secondary research, the researcher read the PFA web site including the available reports posted on the site:

- 2000 – 2004 Annual Reports
- 1995 and 2004 Strategic Reports
- 2005 Budget Report
- 1999 Business and Residential Citizen Survey
- 2002 and 2003 Incident Surveys
- 2002 and 2004 Inspection Surveys
- Various other communications of interest

Regarding primary background, the research attended a B-Shift Captain's Meeting on January 31. The chiefs were asked questions about potential survey topics and information that would be useful to gather. They played an important role in helping

the researcher understand how the information would be used by Administrative Services and how that would filter down to and eventually affect firefighters in the field.

STUDY 1: RESIDENTIAL STUDY

Introduction

After reviewing the 1998 benchmark survey it was decided to make some changes in the items and scales, but to leave the basic body and organization of the study the same. This allows the PFA to continue to benchmark their performance. The primary research question driving Study 1 is: *How do household residents in the PFA district evaluate the current delivery of service; what are their future and unmet needs?*

Overview of Methodology

A telephone survey methodology was used. The telephone method was deemed superior to other survey methods because it allowed more direct comparisons to the 1998 benchmark. Further, a phone survey can be gathered in a relatively short time at a reasonable cost. It is also possible to gather quite a large amount of data with this method. Other methods considered, and reasons for not choosing them included:

- Mail – this was rejected because 1) the response rate was estimated to be quite low, 2) the length of time estimated to mail and return the surveys would be unacceptable, and, 3) the labor and mailing costs could be prohibitively costly.
- Online – this was rejected because of the difficulty in obtaining a representative e-mail list of residents and the possibility of demographic and location biases due to differences in access to the internet.

- Personal intercepts – this was rejected because it would result in possibly significant location and demographic biases in the sample.

A sample size of 325 was used in order to obtain an adequate margin of error. This error was based on $\pm 5\%$ (the findings indicate that actual error was much lower). A representative phone list of residents within the PFA district was obtained from Survey Sampling International, a recognized phone, mail, and online list broker. Names were selected on a quota basis to replicate the primary zip codes within the district.

The questionnaire was designed with the telephone methodology in mind (see *Appendix 2*; included in the appendix are the names of each variable). The questionnaire was largely adapted from the 1998 survey with two substantive differences:

- Questionnaire item answer scales were designed with 5 response categories, or points (e.g., 1=extremely poorly, 5=extremely well). The previous study was done using 4-point scales. A 5-point scale allows respondents to choose a middle point (e.g., 3) if they feel undecided or neutral. This scaling decision was made to reduce error and improve accuracy, even though it was recognized it could possibly hurt (downward bias) the results.
- A section was added to the survey regarding the importance of future services offered (e.g., incident response, training and education, coordination with other services). By knowing respondents' perceptions of the importance of particular services PFA can more readily plan for future contingencies.

Phone Base Research of Fort Collins was chosen as the telephone vendor. PBR is known by the researcher to have an excellent history in phone sampling and research. PBR used a Computer Aided Telephone Interviewing (CATI) system. CATI randomly dials numbers from the acquired list, automatically connecting the interviewer to the respondent. The interviewer reads directly from a script, asking if the potential respondent will take the interview and guaranteeing anonymity. Thus, no individuals are identified in the results. If the respondent agrees the interviewer continues to read from the computer screen script and enter responses in the response program. Reasons for not beginning or completing an interview are automatically noted.

Data Collection

In total, PBR made 4319 dialings to complete 325 interviews between March 3 and 5, 2006. A large number of incompletes is common and can be attributed to, among other things, initial refusals (112), respondents not available (1010), answering machines/voicemails (1368), and language barriers (44). Also, there were a few interviewer terminations due to uncooperative or unable respondents (6). Complete details are provided in *Appendix 3*. The data was automatically stored in a data file as telephone calls were completed and distributed to the researcher once 325 responses were attained. The data file was reformatted into an SPSS data format, because the researcher analyzes the data using the SPSS 14.0 statistical analysis software package (this data set will be kept on file by the researcher and will also be sent to PFA, as PFA is the official owner of the data).

The data set was checked for errors, cleaned and coded, which are all necessary manipulations prior to analysis. The data grid for the data set (labeled <final residential

data.sav>), is shown in *Appendix 4*. This provides variable names, positions, and variable types as described in the data set.

Findings

All substantive findings are presented in *Appendix 5*. In this appendix, response means/percentages/etc. are given in bold in the keyed survey. The source for this data can be found in *Appendix 6*. *Appendix 6* is a descriptives table of all sample means. Raw data frequency distributions are given in *Appendix 7*. *Appendices 6 and 7* are sources of much of the descriptive data in this report.

Regarding final error rates, the actual errors are much smaller than designed for. As always, errors vary by item, but in general the margin of error is approximately 3.2% (at a 90% confidence level). This is determined by the statistical calculation:

- $\mu = \text{average of sample item} \pm (\text{standard error of the mean})(\text{standard deviation of confidence statistic})$

Sample Description. The sample of 325 residents is judged to be generally representative of the PFA population. While there are more females in the sample than in the population, other issues are quite similar. The sample is comprised as follows:

- The sample consisted of 67% females and 33% males. As a reference to the general Larimer County population, there are 50% females and 50% males
- 50% of the sample is 50 years old and above, 50% is under 50, which is very close to the County age distribution.
- The respondent has lived in Fort Collins an average of 23 years.
- Respondent zip code distribution is:
 - 80521 12%
 - 80522 less than 1%
 - 80524 21%

- 80525 27%
 - 80526 29%
 - 80528 8%
 - 80535 2%
 - 80547 less than 1%
- Regarding respondent income distribution, 54% of respondents earn \$75000 per year or more, the rest earn less than \$75000 per year.
 - Other details include:
 - In each household there are, on average, 2.01 adults (18 or over) and .72 children (which reflects the growing nature of Fort Collins as a retirement community).
 - Residents have lived in their existing household for 11½ years.
 - The median age of the youngest person in the household is 27 years, and the median age of the oldest person in the household is 53.

General comments regarding PFA. General comments regarding residents' contact with the PFA were sought. The comments were generally stated through open-end questions and fall under several categories including recent contact, visits made to a fire station, and the types of things respondents perceive firefighters to do in their off time. A summary of open end comments can be found in *Appendix 8*, and full *verbatim*s can be read in *Appendix 9: Verbatims*.

Regarding recent contact, respondents were asked whether it was due to an emergency or non-emergency situation. 72% of respondents had had recent contact. The most common reasons for this contact included 1) a medical related emergency, 2) a community-related event such as an education program in the field, 3) a fire related emergency, and, 4) a carbon monoxide or gas related emergency. On average, this contact involved 8.8 non-emergency personnel. Importantly, as a result of this contact, 97.8% of the sample was left with a positive impression of the PFA.

Regarding visits made, 60% of respondents had visited their local fire station (further, 80.9% know where their local fire station is!). The most common reasons for visiting the fire station were, 1) to take a general tour (usually accompanying a youth group, such the Brownies or Cub Scouts), 2) to participate in an education or training community-related event, and, 3) a few people actually visited the fire station because of a physical emergency.

Regarding respondents' perceptions of what firefighters do around the station during their time off, they listed, 1) general work such as maintaining and clean fire equipment, 2) participating in training sessions, 3) being involved in community contact of some kind (e.g., visiting local neighborhoods or schools), and 4) participating in activities of daily living, such as cooking, cleaning, and recreation.

Evaluation of incident response. Respondents were asked to respond to 9 items that measure the PFA's ability to respond adequately to an emergency. These 9 items had a Chronbach's alpha reliability coefficient of $\alpha=.924$, indicating this scale of items is extremely reliable (the reliability coefficient calculations can be found in *Appendix 10*. In all, incident response scored a mean of 4.43 on a scale of 1=extremely poorly and 5=extremely well. It should be noted that scale anchors using the term "extremely" provide the respondent a full response range, setting a high bar for the PFA.

Overall, results indicate that the general perception in the district regarding PFA's ability to respond to emergency situations is extremely high. Further, these results were compared to findings gathered in the 1998 benchmark study to understand whether perceptions of incident response have changed. The change was determined by converting the 1-4 scales of 1998 to the 1-5 scales used in this survey. This was

calculated by solving an algebraic equation for conversion and using a rough 1.25 algebraic multiplier on 1998 items. As indicated in Appendix 5, the changes are virtually imperceptible from 1998 scores. This indicates perceptions of incident response are very stable over time.

Also of note are the significant differences in the means of the items. Significant differences indicate that the numbers can be assumed to be different in the population, despite the magnitude of difference in the sample (i.e., it can be assumed that the different levels of significance suggest that if a census was conducted of everyone in the district substantive differences by item group would be found). These significant difference levels are tested in Appendix 11 and summarized in Table 1.

Table 1: Significant Difference Groups in Item Magnitude of Incident Response

Item Group 1

Handles the incident in a professional manner

Item Group 2

Demonstrates care for those, including pets, in the emergency situation

Responds to incidents within an appropriate time frame

Sends an appropriate number of personnel when responding to an emergency situation

Cooperates, when appropriate, with other community human services agencies

Resolves the incident to the callers satisfaction

Provides accurate information related to the emergency

Demonstrates concern for personal property

Item Group 3

Provides necessary follow-up services after an emergency; for example: clean-up coordination with utility companies

Finally, another series of tests was conducted to determine if these perceptions changed by geographic and demographic segments. It seems important to know whether PFA's services are perceived as equivalent across geographic and demographic segments.

In general perceptions of incident response are very stable across geographic and demographic segments. The response is based on a combination of the 9 individual items that make up the incident response scale. The empirical tests are shown in *Appendix 11* and summarized below:

- There are no differences in perceptions of incident response between high and low income groups.
- There are no differences in perceptions of incident response between zip codes.
- There are slight differences in perceptions of incident response based on gender – females = 4.5 and males = 4.3.
- There are slight differences in perceptions of incident response based on age – those 50 and older = 4.5 and those under 50 = 4.3.

Evaluation of community education and prevention services. Besides incident response, PFA is interested in how it is perceived to perform various community education and prevention activities. To begin, 42.5% of respondents are aware that PFA provides specialized prevention planning for people with special needs and 6.5% of respondents are aware of any new educational or training programs recently introduced by the Fire Dept. Regarding existing programs, respondents were asked two items to gauge perceptions regarding how PFA provides services (scale of 1=extremely poorly and 5=extremely well). The items and responses are:

- *“The Fire Dept. provides effective fire prevention education to community members”* (4.25)
- *“The Fire Dept. provides accurate fire regulation information, such as information about fireworks, open burning and special permits, to community members”* (4.36)

Regarding the PFA web page, 81.5% of respondents are aware that a web page exists. Of those, 70% have used the web page as an educational resource, and of those, 11.7% have used the Comments section of the web page to ask about issues related to the Fire Dept., and 11.7% have participated in Live Chat with the Fire Marshall.

Future Community Planning. To support the PFA’s ability to plan adequately for future resident needs, 9 items were asked about respondents’ perceptions regarding the importance of various services provided by PFA. The items were rated on scale of 1=not at all important and 5 = extremely important. Significant difference levels are tested in Appendix 11 and summarized in Table 2.

Table 2: Significant Difference Groups in Item Magnitude of Importance of Services

Item Group 1

An effective notification system, such as 911 (mean = 4.92)

Item Group 2

The time it takes to respond to an emergency (4.85)

Item Group 3

Treating individuals at the scene of the emergency (4.78)

Item Group 4

Overall management of the emergency situation (4.68)

Item Group 5

Cooperation with other agencies responding to the emergency, such as the police, Red Cross, or the Health Dept. (4.63)

Cooperation with other human service agencies regarding persons with special needs, such as the elderly or the handicapped (4.55)

Item Group 6

Inspecting local business for safety standards (4.42)

Item Group 7

Fire prevention education to residents (4.31)

Planning for fire prevention needs (4.31)

Further, two groups of items emerged from this categorization. According to a factor analysis, which categorizes items based on empirical response patterns (see *Appendix 12*), the most important group concerns PFA’s ability to respond adequately to

emergency incidents and the other group concerns the PFA's offering of fire prevention and education services. The two groups and their grand means are shown in Table 3.

Table 3: Two Factors to Consider for Future Planning Purposes

Factor 1: Emergency Incident Response (grand mean = 4.82)

An effective notification system, such as 911
The time it takes to respond to an emergency
Treating individuals at the scene of the emergency
Overall management of the emergency situation

Factor 2: Fire Prevention and Education Services (grand mean = 4.44)

Cooperation with other agencies responding to the emergency, such as the police, Red Cross, or the Health Dept.
Cooperation with other human service agencies regarding persons with special needs, such as the elderly or the handicapped
Inspecting local business for safety standards
Fire prevention education to residents
Planning for fire prevention needs

Limitations

It should be noted that all research studies, because they involve statistical-based inferences from a sample made about a population, have possible sources of error or bias. Here, the limitations of this study are summarized. While minor, they should be noted.

There may be a slightly upward bias in the response numbers for two reasons. The first issue concerns a possibility of socially responsible bias. Fire fighters, particularly following 9/11, are seen as heroes, and some respondents might feel it would reflect negatively on them if they gave the PFA a negative rating. Second, because the sample is 67% female, and females rated incident response slightly higher than males, it may positively bias the results.

Many respondents indicated through final open end comments that, in many cases, they did not know enough about the survey to make accurate comments. Respondents were asked to evaluate very specific items regarding incident response, which require contact with the PFA to accurately evaluate, having had no contact with the PFA. While considered during the design phase of the study, it was decided to proceed in order to compare responses to the 1998 benchmark. This issue might be readdressed prior to the next benchmark survey.

STUDY 2: BUSINESS STUDY

Introduction

Like the residential study, the business study is modeled on the 1998 benchmark survey. Again, some changes were made in several items and scales, but the basic body and organization of the study remained the same. Again, this provides the opportunity for the PFA to benchmark their performance. The primary research question driving Study 2 is: *How do businesses in the PFA district evaluate the current delivery of service; what are their future and unmet needs?*

Overview of Methodology

The methodology for this study is a replication of the methodology used in the residential study. It is briefly reviewed below.

- A telephone survey methodology was used because, for this application, it is superior to other survey methods (mail, online, intercept). Also, a phone survey allows for a more direct comparison to the 1998 benchmark.

- A sample size of 325 was used in order to obtain an adequate margin of error. This error was based on $\pm 5\%$ (the findings indicate that actual error was much lower).
- The sampling frame was the PFA business customer list. Names were randomly selected from this list for phone contact.
- The questionnaire was designed specifically for a telephone methodology (see *Appendix 13*; included in the appendix are the names of each variable).
- The questionnaire was largely adapted from the 1998 survey with two substantive differences:
 - As in the residential survey, questionnaire item answer scales were designed with 5 response categories, or points (e.g., 1=extremely poorly, 5=extremely well).
 - A section was added to the survey to assess the quality of relationships enjoyed between PFA and their business constituents.
- As in the residential survey Phone Base Research of Fort Collins was chosen as the telephone vendor; the CATI system was used to gather specific data from the phone respondents.

Data Collection

In total, PBR made 3446 dialings to complete 325 interviews between March 2 and 9, 2006. Complete details are provided in *Appendix 14*. The data was automatically stored in a data file as telephone calls were completed and distributed to the researcher

once 325 responses were attained. The data file was reformatted into an SPSS data format; the data set will be kept on file by the researcher and will also be sent to PFA.

The data set was checked for errors, cleaned and coded. The data grid for the data set (labeled <final business data.sav>), is shown in *Appendix 15*. This provides variable names, positions, and variable types as described in the data set.

Findings

The findings are summarized in *Appendix 1* in the PowerPoint slides of the presentation to the PFA Board. All substantive findings are presented in *Appendix 16*. In this appendix, response means/percentages/etc. are given in bold in the keyed survey. The source for this data can be found in *Appendix 17*. Appendix 6 is a descriptives table of all business sample means. Raw data frequency distributions are given in *Appendix 18*. Appendices 17 and 18 are sources of much of the descriptive data in this report.

- Like the residential survey, the actual error rates for the business sample are substantively smaller than designed. As always, errors vary by item, but in general the margin of error is approximately 2.9% (at a 90% confidence level).

Sample Description. The sample is comprised as follows:

- Distribution of the sample by occupancy code is:
 - A3 7%
 - B 47%
 - H4 7%
 - M 14%
 - Other codes 26%
- Respondent zip code distribution is:
 - 80521 7%
 - 80524 45%
 - 80525 36%
 - 80526 7%
 - Other zip codes 4%

- Regarding the types of firms that answered the survey, they can be categorized as:
 - Consumer services 27%
 - Retail 26%
 - Quasi-governmental 12%
 - General business 9%
 - Professional business srvcs. 8%
 - Healthcare 7%
 - Restaurant/entertainment 6%
 - Manufacturing 5%

- Other details include:
 - On average, the firms in the sample employed 14 fulltime and 7 part time people. The actual numbers of employees ranged greatly, from 1 to 500 fulltime employees and from 0 to 600 part time employees.
 - On average, the firms have been in Fort Collins for 22 years, and have been in their current locations for 15 years.

General comments regarding PFA. Prior to discussing specific empirical findings for businesses perceptions of incident response, evaluation of non-emergency services, evaluation of recent contact, and quality of the relationship, we mention several general comments made through both open-end and closed-end questions. For reference, a summary of the business open end responses is given in *Appendix 19* and *Appendix 20* lists all of the *verbatim*s from the business respondents.

Seventy-six percent of respondents have had recent first-hand experience with the PFA. The reasons for the visits are listed in Table 4. On average the visits involved 2.4 people. Of those visited, 92.5% were left with a positive opinion of PFA.

Table 4: Reasons for Non-emergency Recent Visit from PFA (businesses)

	<u>Reason for visit (%) *</u>
<i>Yearly or semi-annual inspection</i>	89
<i>Final occupancy inspection</i>	42
<i>Informational (such as pre-fire planning)</i>	32
<i>Sprinkler</i>	24
<i>Education program</i>	13
<i>Hazardous materials permit</i>	10
<i>Service request</i>	10
<i>Special event permit</i>	3

<i>Occupancy type or number change</i>	2
<i>Other reason</i>	11

* percentage sums to greater than 100 due to multiple reasons for visits

Table 5 lists reasons for any emergency visits that occurred recently. Responses were generally very favorable regarding emergency visits as well.

Table 5: Reasons for Emergency Recent Visit from PFA (businesses)

	<u>Reason for visit (%)</u>
<i>Customer health problem</i>	59
<i>Owner or employee health problem</i>	15
<i>Customer or employee injury</i>	14
<i>Other reason</i>	12

Other items dealt with how well the PFA was performing in terms of the “one thing they are doing well,” and “one thing they could be doing better. These responses are summarized in Table 6 below (and listed in more detail in Appendices 19 and 20). On Table 6 it is worth noting the very high percentage of respondents that couldn’t think of one thing the PFA could improve upon.

Table 6: “What is one thing the PFA does well?” (business)

	<u>Percent of Total *</u>
<i>Prompt</i>	29
<i>Inspections/safety education</i>	29
<i>General kudos</i>	15
<i>Fire and medical responses</i>	9
<i>Community involvement</i>	5
<i>Don’t know</i>	15

* percentage sums to greater than 100 due to rounding error

Table 7: “What is one thing the PFA could do better?” (business)

	<u>Percent of Total *</u>
<i>Communications</i>	16
<i>Inspections</i>	8
<i>Miscellaneous improvement</i>	4
<i>Other</i>	8
<i>Don't know, no response</i>	64

General comments regarding residents' contact with the PFA were sought. The comments were generally stated through open-end questions and fall under several categories including recent contact, visits made to a fire station, and the types of things respondents perceive firefighters to do in their off time. A summary of open end comments can be found in *Appendix 8*, and full *verbatim*s can be read in *Appendix 9: Verbatims*.

Regarding recent contact, respondents were asked whether it was due to an emergency or non-emergency situation. 72% of respondents had had recent contact. The most common reasons for this contact included 1) a medical related emergency, 2) a community-related event such as an education program in the field, 3) a fire related emergency, and, 4) a carbon monoxide or gas related emergency. On average, this contact involved 8.8 non-emergency personnel. Importantly, as a result of this contact, 97.8% of the sample was left with a positive impression of the PFA.

Regarding visits made, 60% of respondents had visited their local fire station (further, 80.9% know where their local fire station is!). The most common reasons for visiting the fire station were, 1) to take a general tour (usually accompanying a youth

group, such the Brownies or Cub Scouts), 2) to participate in an education or training community-related event, and, 3) a few people actually visited the fire station because of a physical emergency.

Regarding respondents' perceptions of what firefighters do around the station during their time off, they listed, 1) general work such as maintaining and clean fire equipment, 2) participating in training sessions, 3) being involved in community contact of some kind (e.g., visiting local neighborhoods or schools), and 4) participating in activities of daily living, such as cooking, cleaning, and recreation.

STUDY 3: OTHER CONSTITUENTS STUDY

Introduction

The PFA wanted to consider other constituents than residents and businesses. They wanted to know how they were performing in the eyes of constituents such as local developers, government planners, and others. In order to tap into these perceptions it was decided that two focus groups would be executed.

Overview of Methodology

It was decided to conduct a qualitative (as opposed to a quantitative) method because of the small population size of the constituent group, and thus the anticipated small sample size of the final sample. A small sample size is inappropriate for survey designs because the error rates, due to small sample sizes, make inferential statistics less useful.

There are several qualitative methods to choose from including the focus group, depth interviews, projective techniques, and observation. Focus groups were decided on for the following reasons:

- As long as anonymity is granted, people generally feel comfortable addressing the types of issues we needed to find out in a focus group situation, often more so than commenting through a survey.
- The moderated discussion format is most appropriate finding general information such as awareness issues or uncovering specific problems that may have been flying underneath the radar. By encouraging the total group's participation, participants are able to piggyback on one another's comments to express poorly understood ideas.
- Likewise focus groups are excellent for generating new ideas and thoughts that advise organizations how to plan for, or accomplish future goals.

It was decided that separate focus groups would be used to split the samples between planners and developers. Separate groups prevent combining different populations that may have different issues to address or opinions to share. Separate groups prevent the tainting of the samples with comments that may be taken out of context if one population is unfamiliar with issues pertaining to the other.

A list of possible participants was provided by the PFA. About 1½ weeks prior to the group all the participants were phoned and invited to attend. During the recruitment call the reason for having the focus group was explained and the location and procedures were described. Regarding the developer's group, 23 potential attendees were called, 3 declined to attend, 7 could not be reached, and 13 agreed to attend (7 showed up).

Regarding the planners' group, 18 were called, 2 declined to attend, 6 could not be reached, and 10 agreed to attend (9 showed up). The day before the group, reminder calls were made. It is anticipated that ½ to 2/3 of those that commit will show up. This allows for a group of about 8 people, which is an optimum number. More attendees may result in a management problem and the boredom of those that were not recently asked to participate. Fewer attendees risks not having enough interaction and exchange of ideas to develop interesting or original thoughts.

Data Collection

The developers' focus group was held on March 29 and the planners' group was held on March 30 in the Community Room of the Home State Bank on Mountain Ave. The groups began at 5.30; attendees showed up, signed in, and had a light catered dinner before introductions began. The groups lasted about 75 minutes each. It was decided beforehand not to video or audio tape the groups to make attendees more comfortable in speaking out. Instead, notes were taken by the moderator and a research assistant, and flip chart pages were used to list and display summary topics. The pre-approved moderator's guide is included in *Appendix 23*.

Findings

Attendees are listed in *Appendix 24*. First, the findings of the developer's group will be discussed, then the planners.

Developers. Responses were overwhelmingly positive, sometimes almost unbelievably so. Regarding the PFA's involvement with the general planning process attendees said that they have experienced very few conflicts; that the PFA is "always willing to work out compromises"; that it is very accessible at most all times ("they will

take the time to sit down and discuss things”); that the PFA “trusts us with the public safety so they are more willing to work with us and give us leeway...they know we care about public safety.” They also stated that the PFA’s development side is very good but the building side is a bit more difficult to work with, only because there is much more open for interpretation.

Regarding code interpretations the PFA was described as very consistent and very pragmatic: “they interpret the intent of the code, not the letter of the law...they help us solve problems...it all comes back to their attitude.”

Regarding how the PFA compares to other area fire departments that developers come in contact with, they first expressed how important it was for their job to be able to work with other fire departments. They described that there are difficulties working across the different departments because different departments interpret the code in a different manner, and that there were different amendments to the code across different departments. They complained about some departments (particularly Longmont, which was described as a “kingdom” and “fiefdom”) because code interpretation was inconsistent within the department, and that the departments could be very rigid in interpretation. These comments were all made to differentiate the better departments (such as Lafayette) and particularly the PFA. PFA was described as more sophisticated, as the “cream of the crop.” When queried as to why, they stated that PFA was, from the top down better organized, better managed and “more sensibly budgeted.” Developers said they “know and appreciate” the superior training that PFA employees get.

Regarding network issues, attendees said there is sometimes a breakdown in communications among developers, the city and county planners, and other approval

points. But, importantly, they said that it was their own responsibility to keep things moving along the path to approval/completion. They stated that PFA knew the network and “goes out of its way to align interests and get things done.” When compared to dealing with the city and county they described it as “a night and day” difference.

Regarding communication, attendees commented that they were generally satisfied. However, they were concerned about their involvement in the code change/update process. Code changes cause confusion within their industry, and they would like more and earlier alerts as to when a code change would take place. It was also mentioned that they would like to be involved in some way (e.g., through discussion panels) in playing a part of the code change process. They feel that the sooner they can provide their input, the sooner PFA will be aware of any objections they might have, and may even consider modifying or not adopting the planned change. They don’t want to control the process, they merely want to participate. For instance, one attendee suggested that they could have given ideas that “could save 20% of the asphalt poured in subdivisions.”

Regarding training, they felt that they were not much in need of it, but that training could be useful to newer and younger employees. More specifically, training in the form of the Uniform Fire Code or how the code change and adoption process works would be most useful. New employees need to understand “what happens at the top of the pyramid.”

Finally, regarding information sources, attendees did mention a few things that, although not necessary, they could make use of if available:

- A manual of specifications and local interpretations of the code “in plain English,” similar to a manual currently used by Loveland. They would prefer the manual in downloadable .pdf files, but a hard copy format would be fine.
- Monthly email newsletters to update developers on any changes that could affect them, particularly code change notices and reminders. It was commented that PFA should ensure these “don’t look like spam.”
- Attendees made other suggestions regarding the PFA web site. Developers said these were particularly important because this is how the younger members of their organizations gather information. They suggested the web site should be used as a central information clearing house. It could be used for ongoing announcements, notification of code changes (again, “in plain English”), the specification manual mentioned above, and other documents that could be displayed as downloadable .pdfs.

Finally, someone commented that “their fire trucks need to have reverse!”

Planners. In most cases the planners and other constituents seemed even more complimentary of the PFA than did the developers. Generally, PFA’s excellence was attributed to their performance (inspections, site plans, and keeping and supplying data), and their employees (they were commended as being informative, professional, well-educated about their customers, well-trained, consistent, knowledgeable, helpful, always prepared, flexible and proactive). The issue of PFA’s proactiveness became a theme that drove much of the conversation throughout the session.

When asked what, besides employees, makes the PFA so good attendees suggested many reasons: the PFA has an effective budgeting system, it hires great people

(they feel that having customers on the hiring committees is a great idea), it “doesn’t bring old baggage to new projects,” good communications, and a general orientation toward their customers. One person said that he “had never had a bad experience” with the PFA. Another stated that PFA is, “by far the best (fire department) to work with.”

Specific questions were asked about employee rotation. While this is apparently problematic at other fire departments (because “new personnel bring new interpretations with them”) it isn’t an issue with the PFA. This was attributed to the rotated employees having “an adequate transition period” to adjust to their new positions.

The only area of concern (even though it was a minor concern) was communication. Attendees discussed that there were sometimes breakdowns in the system for a variety of reasons. They stated the PFA occasionally doesn’t return a phone call right away and that sometimes their timing in getting plans approved could be better. When probed further about communication the moderator asked if PFA should assume a role of responsibility amongst the various members in the network. Generally, attendees said it wasn’t PFA’s job; they said network communications should be “on the back of the developer.” One attendee stated that PFA already “tries to work out the bottlenecks in the system.”

Finally, attendees were probed for ideas about how PFA could enhance communications. Their main issue revolved around the adoption of the 2006 international fire code for all local authorities. Attendees thought this would be useful in that it would make everyone’s job easier. Other ideas mentioned included:

- standing meetings (i.e., monthly) with their biggest customers,

- a specification manual (as mentioned in the developer’s group; this response was the result of a direct probe), and,
- when attendees were probed about the web site it was agreed that it is sufficient.

Finally, it was commented that the “technology breakdown” between the PFA and Larimer County needed to be fixed, “so the computers can talk to each other,” but this was seen as the County’s responsibility, not PFA’s.

RESEARCH BASED RECOMMENDATIONS

Finally, recommendations for the PFA are provided. It should be noted that all recommendations are made directly from the data gathered in Study 1, Study 2, or Study 3. In general, because of the extremely positive opinions expressed by residents, businesses and other constituents the most important recommendation is to “maintain the status quo.” However, some suggestions can be made. I suggest that PFA consider the following.

- *Host regular meetings, possibly quarterly, with the various human service agencies that work with PFA in emergency response and follow-up.* Some residents perceived a lack of coordination as one of the few areas that the PFA didn’t perform extremely well. Topics could be discussed, such as post-emergency clean-up, to enhance how the various agencies could coordinate activities to provide a more seamless provision of services to residents. Organizations included may consist of the police, utilities, the Red Cross, the Health Dept., and human services agencies responsible for at-risk classes such as the handicapped or elderly.

- *Engage in more thorough follow-up of business inspections.* While the majority of businesses appreciated the PFA's consistent and practical interpretation, a very small minority of customers expressed they had poor relationships with the PFA. Further investigation of the data found that these customers also commented on the inspection process during the open end portion of the survey. Follow-up of the inspection process could more readily identify this small, but dissatisfied population.
- *Conduct specific discussions with manufacturing firms to determine how they might be better served.* Manufacturers rated the PFA substantively lower than any other organizational segment (retail, professional services, etc.). While it was not identified what specific problems were, it might be assumed to be because manufacturers have many more opportunities for code violations or safety concerns. Nonetheless, their needs (possibly training?) could be identified and possibly addressed if discussions were held.
- *Once the businesses that have problems with the inspections are identified, host individual training sessions with them.* These sessions could be used to find out what their specific issues/complaints are, and then provide the additional training or attention necessary to resolve the issues.
- *Lead the discussion to adopt the 2006 international fire code amongst area fire departments.* PFA is well thought of and may be perceived as

credible in playing a leadership role in this discussion. Its influence will be appreciated by constituents and could lead to even better relationships.

- *Improve the web site with more and revised information.* This could include training information as well as local code interpretation. Also include an area for businesses and other constituents to offer new ideas or commentary on how to improve relationships.
- *Hold periodic (annual?) meetings with developer representatives to keep them informed of code changes or code change considerations.*

Developers expressed they didn't want to be caught by surprise with unanticipated code changes. This would be a way of ensuring they are prepared to support the code changes, or are able to adapt to the changes in time.

- *Continue to conduct this benchmark survey.* However, it probably doesn't need to be executed for several years. The PFA is certainly on top of issues and its proactiveness ensures it stays on top. Further, the stability in numbers compared to 1998 indicates it might not need to be executed again for 4-5 years.
- *Continue focus groups on a more regular basis.* This would merely be an opportunity to stay in touch with selected constituents and ensure that no unexpected issues or concerns are allowed to "simmer."

Appendix 1: PowerPoint Presentation to PFA Board

Summary Report of 2006 PFA Research Study

Report to PFA Fire Board
April 25, 2006
Dave Gilliland, PhD

Study background

- Study 1: residential phone survey
- Study 2: business phone survey
- Study 3: developers and planners focus groups

Executive summary

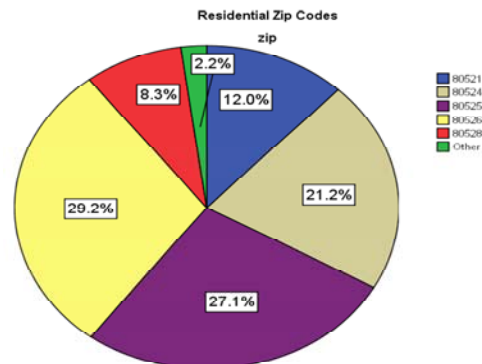
- Things are going very well with all constituents
 - Residents, businesses, developers, and other constituents rated PFA extremely highly
- Perceptions appear relatively stable across demographic segments
- Room for improvement? Consider...
 - coordination with other (post-incident) services
 - communication with businesses

Study 1: Residential survey methodology

- Questionnaire items were slightly modified from 1998 study
- Phone methodology (Phone Base Research) with acquired list (Survey Sampling International)
- 325 completed surveys were gathered in early March, 2006

Sample description

- Fort Collins resident for 23 years
- 50% of sample older than 49
- 63% female; 37% male
- 17% are aware of the web page
- 40% have visited their fire station
- 81% know where their fire station is



Open-end questions

- Why did you visit the fire station?
 - General tour (62)
 - Education/training/community (23)
 - Emergency (5)
- What do firefighters do when not responding to emergencies?
 - General work (170)
 - Training (136)
 - Community contact (112)
 - Leisure/activities of daily living (90)

94 have had recent first-hand contact with PFA

- Reason for contact
 - Medical emergency (37)
 - Community / field education (15)
 - Fire (12)
 - CO / Gas (10)
 - Other (15)
- 97.8% left with positive opinion

Residential evaluation of incident response

Topic	Mean*	Change from '98
Handles incident in a professional manner	4.7	—
Demonstrates care for those in emergency situation	4.5	-3%
Responds to incidents within appropriate time frame	4.5	-1%
Sends an appropriate number of personnel	4.5	—
Cooperates with other community human services agencies	4.4	+1%
Resolves incident to callers satisfaction	4.4	-1%
Provides accurate information related to emergency	4.4	-1%
Demonstrates concern for personal property	4.4	NC
Provides necessary follow-up services	4.1	-2%

*Scale: 1=extremely poorly; 5=extremely well

Differences in incident response perceptions*

- Those over 50 rate incident response slightly higher than others
 - (4.5 vs. 4.3)
- Females rate incident response slightly higher than males
 - (4.5 vs. 4.3)
- No differences by income
- No differences by zip code

*Results of means differences analysis: results statistically significant.

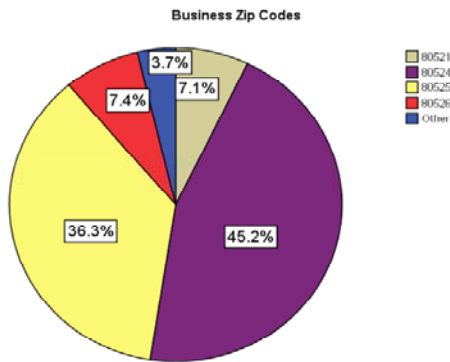
How important are the following?

Topic	Mean*
An effective notification system, such as 911	4.9
The time it takes to respond to an emergency	4.9
Treating individuals at the scene of the emergency	4.8
Overall management of the emergency situation	4.7
Cooperation with other agencies responding to the emergency	4.6
Cooperation with other human service agencies regarding persons with special needs such as the elderly or handicapped	4.6
Inspecting local business for fire safety standards	4.4
Fire prevention education	4.3
Planning for fire prevention needs	4.3

*Scale: 1=extremely important; 5=not at all important

Study 2: Business survey methodology

- Questionnaire items were slightly modified from 1998 study
- Phone methodology (Phone Base Research) with PFA-provided list
- 325 completed surveys were gathered in early March, 2006



66 have had recent, first-hand experience with PFA

- Reason for experience
 - Customer health issue (39)
 - Employee health issue (10)
 - Customer/employee injury (9)
 - Other reasons (8)
- 92.5% left with positive opinion

How businesses evaluate PFA incident response

Topic	Mean*	Change from '98
Handles incident in a professional manner	4.7	—
Sends an appropriate number of personnel	4.6	—
Responds to incidents within appropriate time frame	4.6	NC
Resolves incident to caller's satisfaction	4.6	+2%
Demonstrates care for those in emergency situation	4.6	NC
Demonstrates concern for personal property	4.5	+3%
Provides accurate information related to emergency	4.5	-1%
Cooperates with other community human services agencies	4.5	-1%
Provides necessary follow-up services	4.3	NC

*Scale: 1=extremely poorly; 5=extremely well

How businesses evaluate recent contact with PFA

Topic	Mean*	Change from '98
Respect our time when conducting inspections	4.7	NC
Provide adequate information if they find a code violation	4.7	+3%
Offer adequate guidelines to assist in correcting code violations	4.7	+4%
Provide correct information regarding uniform fire code	4.7	+3%
From visit to visit provide consistent information regarding uniform fire code	4.6	—
From visit to visit PFA is consistent in what they cite as a code violation	4.5	+2%
Provide adequate safety training	4.3	+7%
Provide adequate emergency evacuation information	4.3	+6%

*Scale: 1=extremely poorly; 5=extremely well

How businesses evaluate PFA non-emergency services

Topic	Mean*	Change from '98
Non-emergency services include necessary information for businesses to understand the purpose of fire code enforcement	4.5	+6%
Non-emergency activities are flexible enough to respond to individual business needs	4.4	+2%
Non-emergency activities are coordinated well enough with other government organizations (such as Health Dept. or building codes) that businesses know how to respond	4.2	+2%

*Scale: 1=extremely poorly; 5=extremely well

How businesses evaluate their working relationship with PFA

Please consider your working relationship with PFA...	Mean*
Conducts inspections that are "user friendly"	4.5
Supports our efforts to keep our employees safe	4.4
Conducts inspections that are informative and educational	4.3
Provides us with what we need to know about fire safety	4.3
Communicates with its business constituents	4.1

*Scale: 1=extremely poorly; 5=extremely well

Differences in perceptions?

- Larger firms rate PFA slightly higher than do smaller firms
 - incidence response (4.6 – 4.5)
 - working relationship (4.4 - 4.2)
- Managers rate PFA slightly higher (on working relationship) than do others (owners, employees, top mgmt.)

**Results of means differences analysis: results statistically significant*

Evaluation by business type

Topic	Incident Response	Working Relationship
Consumer service (85)	4.6	4.3
Retail (83)	4.4	4.2
School/Church/Government (37)	4.7	4.5
General business (28)	4.5	4.4
Professional/Business services (27)	4.6	4.4
Healthcare (23)	4.6	4.4
Restaurant/Entertainment (20)	4.7	4.4
Manufacturing (17)	4.2	4.1

**Scale: 1=extremely poorly; 5=extremely well*

Evaluation by comments

What should PFA improve?	Incident Response*	Relationship*
Better communications (52)	4.7	4.1**
Better inspections (25) ***	4.4	3.7**
No comment made (262)	4.5	4.4

**Scale: 1=extremely poorly; 5=extremely well*

***Results of means differences analysis: results statistically significant*

****No manufacturers included in this group*

Study 3: Developers and other constituents

Developers focus group methodology

- Took place March 29, 2006
- 90 minute moderated, directed discussion
- 7 attendees from: Wickham-Gustafson, Shear Engineering, Cityscape, RB&B Architects, Architecture Plus, VBT Developers, BHA Design

Developers' focus group summaries

- Developers expressed very positive opinions regarding PFA
 - Accessible
 - **Problem solvers**
 - Consistent and pragmatic code interpretations
 - *"Cream of the crop"*
 - *"night and day difference compared to other jurisdictions"*
- PFA is so successful because...
 - *"it all comes back to their attitude"*
 - *"better-organized from the top down"*
 - Sensibly budgeted

A few issues/suggestions

- Need alerts when code changes or when code changes are considered
 - Developers want to contribute to long-term discussions of code
 - Manual (web or hard copy) for specifications and code interpretations “in plain English”
 - Could PFA contribute to training?
 - UFC training
 - Code change and adoption process
-

Other constituents focus group methodology

- Took place March 30, 2006
 - 90 minute moderated, directed discussion
 - 9 attendees from: Larimer County, City of Fort Collins, CSU, FCLWD, Elco Water District, Town of Timnath
-

Other constituents focus group summaries

- Constituents were extremely positive about PFA
 - Consistent inspections
 - Site planning
 - PFA is so successful because...
 - *“they hire great people”*
 - Informed, educated, professional, well-trained, prepared, flexible, good communicators, **proactive**
 - *“don’t bring old baggage into new projects”*
 - *“never had a bad experience”*
-

Other constituents focus group summaries

- Could communication be improved?
 - Manual (web or hard copy) for specifications and code interpretations Technology breakdown between PFA and County
 - Standing meetings with largest customers (CSU)
 - Web site could be better
 - Suggestion: all districts should adopt 2006 international code
-

Research-based recommendations

- Cooperation with other human services agencies for both emergency and non-emergency situations
 - Consider building stronger working relationships with businesses (manufacturing firms!), possibly through targeted training
 - Consider the optimal time to get developers and planners involved in code discussions
-

Thanks to the PFA Board, Kevin, Guy and everyone in the PFA for supporting this research

Appendix 2: Phone Survey Key

PFA Resident Phone Questionnaire Interviewer Guide

(ID,PHONE,AC,REP,SUB,ZIP)

Ask for a male or female head of household (at least 19).

Hello, my name is _____. I'm calling on behalf of the Poudre Fire Authority, which is the Fire Department that covers the area where you live. Your household was randomly selected to participate in a survey to assist the Fire Dept. The Fire Dept. is interested in finding out more about how well it performs, and more about the types of services needed in the community. The survey takes about 10 minutes to complete. Would you be interested in helping The Fire Dept. by taking this survey?

If no: Thank you very much for your time. *Hang up.*

Section 1: Introduction

If yes: Thank you. Let me start by saying that this survey is completely confidential, any comments you make will not be revealed in any way that can be traced back to you.

1. Here we go, the first question is: have you or anyone in your household had first hand experience with the Fire Dept. in the last 2 or 3 years – this may include response to a house or car fire, ambulance or emergency response, going on a fire station tour, or attending a Fire Dept. training session?

No = 0 (skip to section 2) Yes = 1

(firsthand)About when did this occur? _____

(howmany)About how many people, other than emergency people, were involved? _____

(exper)Can you briefly explain what happened? _____

(impression)Were you left with a positive, negative, or neutral impression of the Fire Dept. based on that event? *Negative = 0 Positive = 1 Neutral = 2*

Section 2: Evaluation of Incident Response

Now I will ask you to rate the performance of the Fire Dept. on a number of items. If you have never had an experience with the Fire Dept. we realize these ratings will be based on your perceptions from a variety of sources such as neighbors, the newspaper, radio, or TV.

I will read an item and then ask you to rate the item on a scale from 1 to 5. A “1” means “performed extremely poorly” and a “5” means “performed extremely well”. Do you have questions about the rating system? OK, I’ll begin.

	<i>Extremely Poorly</i>				<i>Extremely Well</i>
(rate1) The Fire Dept. responds to incidents within an appropriate time frame.....	1	2	3	4	5
(rate2) sends an appropriate number of personnel when responding to an emergency situation.....	1	2	3	4	5
(rate3) demonstrates care for those, including pets, in the emergency situation.....	1	2	3	4	5
(rate4) demonstrates concern for personal property.....	1	2	3	4	5
(rate5) provides accurate information related to the emergency.....	1	2	3	4	5
(rate6) cooperates, when appropriate, with other community human service agencies.....	1	2	3	4	5
(rate7) provides necessary follow-up services after an emergency; for example: clean-up or coordination with utility companies.....	1	2	3	4	5
(rate8) resolves the incident to the callers’ satisfaction.....	12	3	4	5	
(rate9) handles the incident in a professional manner.....	12	3	4	5	

rate1 – rate9 = incidentresponse

Section 3: Evaluation of community education/prevention activities

This section relates to how the Fire Dept. performs various community education and prevention activities. The response format is the same; a 1 equals extremely poorly and a 4 equals extremely well.

	<i>Extremely Poorly</i>				<i>Extremely Well</i>
(commun1) The Fire Dept. provides effective <u>fire prevention education</u> to community members.....	1	2	3	4	5

(commun2)The Fire Dept. provides accurate fire regulation information, such as information about fireworks, open burning and special permits, to community members.....1 2 3 4 5

Now I will ask you some yes or no questions. If you are unsure about your answer just say so.

(general1)The Fire Dept. provides specialized prevention planning for people with special needs.....*No = 0 Yes = 1 Unsure = 2*

(general2)Are you aware of the Fire Dept. web page? *(if no skip to Section 4)*.....*No = 0 Yes = 1 Unsure = 2*

(general3)Have you used the Fire Dept. web page as an educational resource?.....*No = 0 Yes = 1 Unsure = 2*

(general4)Have you participated in “Live Chat” with the Fire Marshall”?*No = 0 Yes = 1 Unsure = 2*

(general5)Have you used the Comments section of the web page to ask about issues related to the Fire Dept.?.....*No = 0 Yes = 1 Unsure = 2*

Section 4: General Questions

(visit)Have you ever visited your local fire station?.....*No = 0 (skip to Q 24) Yes = 1 Unsure = 2*

(whyvisit)Why did you visit the station? _____

(wherestation)Do you know where your local fire station is?.....*No = 0 Yes = 1 Unsure = 2*

(awareed)Are you aware of any new educational or training

programs recently introduced by the Fire Dept.?.....*No = 0 Yes = 1 Unsure = 2*

Section 5: Future Community Planning

In this section we'll ask for your opinions related to the Fire Dept.'s planning priorities. There are no right answers to these questions, we are just interested in your opinion as a resident.

For each item I will ask you to rate how important the item is on a scale from 1 equals "not at all important" to 5 equals "highly important". Is that clear? How important are these items?

	<i>Not at all Important</i>			<i>Extremely Important</i>
(import1) An effective notification system, such as 911.....	1	2	3	4 5
(import2) The time it takes to respond to an emergency.....	1	2	3	4 5
(import3) Treating the individuals at the scene of the Emergency.....	1	2	3	4 5
(import4) Overall management of the emergency situation....	1	2	3	4 5
(import5) Cooperation with other agencies responding to the emergency, such as the police, Red Cross or the Health Dept.....	1	2	3	4 5
(import6) Fire prevention education to residents.....	1	2	3	4 5
(import7) Planning for fire prevention needs.....	1	2	3	4 5
(import8) Cooperation with other human service agencies regarding persons with special needs, such as the elderly or the handicapped.....	1	2	3	4 5
(import9) Inspecting local businesses for fire safety standards..	1	2	3	4 5

import1 – import9 = import

(offtime)Please answer "yes" or "no", Are you aware of how Fire Dept. personnel spend their time when not responding to emergencies*No = 0 Yes = 1 Unsure = 2*

(thinkoff)What types of things do you think they do when not responding to emergencies? _____

(othercomm) There may be service areas we have not mentioned that are important to you when considering community fire protection. Please take a few seconds to review your experiences or views and add any comments you wish to make. (Pause) Do you have any comments?

No comments = 0

Comments _____

Section 6: Demographics

This is our last section. It consists of a few questions about you and your household. The data we gather here is for statistical purposes only, it helps us interpret the responses you've already provided.

What street do you live on? _____

(older18) How many persons 18 or older currently reside in your household on a fulltime basis? _____

(under18) How many persons under 18 currently reside in your household on a fulltime basis? _____

(youngest) How old is the youngest person currently living in your household? _____

(oldest) How old is the oldest person currently living in your household? _____

(resmonths/resyears) How long have you lived in your current residence? _____

(fcmonths/fcyears) How long have you lived in Fort Collins? _____

(busowner) Are you a business owner or a business manager in Fort Collins?.....No = 0 Yes = 1

(gender) What is your gender? (by observation) Male = 0 Female = 1

(age) I will now read some age categories. Please tell me to stop when I get to the category that includes your age.

under 20 = 1

agesplit under 20 to 41-50 = 1

21 – 30 = 2

51 and up = 2

31 – 40 = 3

41 – 50 = 4
51 – 60 = 5
61 – 70 = 6
71 – 80 = 7
over 80 = 8
Refused = 9

(income)I will now read some income categories. Please tell me to stop when I get to the category that includes your total approximate annual household income.

under \$25,000 per year = 1
25,001 – 50,000 = 2 **incomesplit under 25,000 – 75,000 = 1**
50,001 – 75,000 = 3 **75,001 and up = 2**
75,001 – 100,000 = 4
100,001 – 125,000 = 5
125,001 – 150,000 = 6
150,001 – 175,000 = 7
over \$175,000 per year = 8
Refused = 10

(firecom)Do you have any questions or final comments about the Fire Dept.?

No = 0 (if no skip to Q53) Yes = 1

If yes _____

(firecall)Would you like a representative of the Fire Dept. to call you about these comments?

No = 0 (skip to Q53) Yes = 1

(firephone)What number would you like to be called at? _____

(survcomm)Do you have any questions or final comments about this survey?

No = 0 (if no skip to Q57) Yes = 1

If yes _____

(survcall)Would you like a researcher to call you about these comments?

No = 0 (skip to Q57) Yes = 1

(survphone)What number would you like to be called at? _____

(survmail) Results of the survey will be posted on the department web site by mid-April. If you are interested you can log on to Poudre-fire.org and read the study results. If you would like us to mail the results to you please give us your mailing information:

Appendix 3: PBR Project Report



3932-A JFK Parkway
Fort Collins, CO 80525

phone 970.226.4333
fax 970.226.4770
www.pbr-net.com

To: Dave Gilliland
CSU College of Business
From: Becca Belger
Date: March 6, 2006
Subj: Poudre Fire Authority – Residential – **FINAL REPORT**
PBR #9919

Comments:

Interviewing has concluded. Final data will be sent by end of day today. Cumulative dialing detail is below. Please call with any questions.

	ACTUAL	BUDGETED
Interviewing Start Date	3/03/06	3/03/06
Interviewing Finish Date	3/05/06	3/05/06
Data Transfer	3/06/06	3/06/06
Avg. Length	13 mins.	13 mins.
Incidence	97%	90%
Completes	325	325
Business/Residence	15	
Disconnect	291	
Privacy Manager / Blocked Number	15	
Fax/Computer Tone	28	
Language Barrier	44	
NQ – Doesn't Live in Poudre Area	10	
Interviewer Terminate	6	
Respondent Terminate	29	
Initial Refusal	112	
Respondent Not Available	1,010	
No Answer	894	
Answering Machine / Voice Mail	1,368	
Busy	171	
<i>Total Dialings</i>	4,319	

Appendix 4: Data Grid

<u>Variable #</u>	<u>Variable Name</u>	<u>Variable Type</u>
1	id	numeric
2	phone	numeric
3	ac	string
4	rep	string
5	sub	string
6	zip	string
7	firsthand	numeric
8	howmany	numeric
9	impression	numeric
10	rate1	numeric
11	rate2	numeric
12	rate3	numeric
13	rate4	numeric
14	rate5	numeric
15	rate6	numeric
16	rate7	numeric
17	rate8	numeric
18	rate9	numeric
19	commun1	numeric
20	commun2	numeric
21	general1	numeric
22	general2	numeric
23	general3	numeric
24	general4	numeric
25	general5	numeric
26	visit	numeric
27	wherestation	numeric

<u>Variable #</u>	<u>Variable Name</u>	<u>Variable Type</u>
28	awareed	numeric
29	import1	numeric
30	import2	numeric
31	import3	numeric
32	import4	numeric
33	import5	numeric
34	import6	numeric
35	import7	numeric
36	import8	numeric
37	import9	numeric
38	offtime	numeric
39	othercomm	numeric
40	older18	numeric
41	under18	numeric
42	youngest	numeric
43	oldest	numeric
44	resmonths	numeric
45	resyears	numeric
46	fcmonths	numeric
47	fcyears	numeric
48	busowner	numeric
49	gender	numeric
50	age	numeric
51	income	numeric
52	firecomm	numeric
53	firecall	numeric
54	firephone	numeric
55	survcomm	numeric
56	survcall	numeric
57	survmail	numeric

Appendix 5: Summary Data Reference

PFA Resident Phone Questionnaire Interviewer Guide

(ID,PHONE,AC,REP,SUB,ZIP)

Ask for a male or female head of household (at least 19).

Hello, my name is _____. I'm calling on behalf of the Poudre Fire Authority, which is the Fire Department that covers the area where you live. Your household was randomly selected to participate in a survey to assist the Fire Dept. The Fire Dept. is interested in finding out more about how well it performs, and more about the types of services needed in the community. The survey takes about 10 minutes to complete. Would you be interested in helping The Fire Dept. by taking this survey?

If no: Thank you very much for your time. *Hang up.*

Section 1: Introduction

If yes: Thank you. Let me start by saying that this survey is completely confidential, any comments you make will not be revealed in any way that can be traced back to you.

1. Here we go, the first question is: have you or anyone in your household had first hand experience with the Fire Dept. in the last 2 or 3 years – this may include response to a house or car fire, ambulance or emergency response, going on a fire station tour, or attending a Fire Dept. training session?

No = 0 (skip to section 2) *Yes = 1*
28% **72%**

(firsthand)About when did this occur? _____

(howmany)About how many people, other than emergency people, were involved? **8.8**
(mean)

(exper)Can you briefly explain what happened? _____

(impression)Were you left with a positive, negative, or neutral impression of the Fire Dept. based on that event? *Negative = 0* *Positive = 1* *Neutral = 2*
2.2% **97.8%**

Section 2: Evaluation of Incident Response

Now I will ask you to rate the performance of the Fire Dept. on a number of items. If you have never had an experience with the Fire Dept. we realize these ratings will be based on your perceptions from a variety of sources such as neighbors, the newspaper, radio, or TV.

I will read an item and then ask you to rate the item on a scale from 1 to 5. A “1” means “performed extremely poorly” and a “5” means “performed extremely well”. Do you have questions about the rating system? OK, I’ll begin.

	<i>Extremely Poorly</i>				<i>Extremely Well</i>	<u>Means</u>
(rate1) The Fire Dept. responds to incidents within an appropriate time frame.....	1	2	3	4	5	4.49
(rate2) sends an appropriate number of personnel when responding to an emergency situation.....	1	2	3	4	5	4.48
(rate3) demonstrates care for those, including pets, in the emergency situation.....	1	2	3	4	5	4.50
(rate4) demonstrates concern for personal property.....	1	2	3	4	5	4.39
(rate5) provides accurate information related to the emergency.....	1	2	3	4	5	4.41
(rate6) cooperates, when appropriate, with other community human service agencies.....	1	2	3	4	5	4.44
(rate7) provides necessary follow-up services after an emergency; for example: clean-up or coordination with utility companies.....	1	2	3	4	5	4.08
(rate8) resolves the incident to the callers’ satisfaction.....	1	2	3	4	5	4.44
(rate9) handles the incident in a professional manner.....	1	2	3	4	5	4.66
incidence response = 4.43						

Section 3: Evaluation of community education/prevention activities

This section relates to how the Fire Dept. performs various community education and prevention activities. The response format is the same; a 1 equals extremely poorly and a 4 equals extremely well.

	<i>Extremely Poorly</i>			<i>Extremely Well</i>		<i>Means</i>
	1	2	3	4	5	
(commun1) The Fire Dept. provides effective <u>fire prevention education</u> to community members.....	1	2	3	4	5	4.25
(commun2) The Fire Dept. provides accurate <u>fire regulation Information</u> , such as information about fireworks, open burning and special permits, to community members.....	1	2	3	4	5	4.36

Now I will ask you some yes or no questions. If you are unsure about your answer just say so.

(general1) The Fire Dept. provides specialized prevention planning for people with special needs.....	<i>No = 0</i>	<i>Yes = 1</i>	<i>Unsure = 2</i>
	2.5%	42.5%	55%
(general2) Are you aware of the Fire Dept. web page? <i>(if no skip to Section 4)</i>	<i>No = 0</i>	<i>Yes = 1</i>	<i>Unsure = 2</i>
	81.5%	17.2%	1.2%
(general3) Have you used the Fire Dept. web page as an educational resource? (of those aware of web page)	<i>No = 0</i>	<i>Yes = 1</i>	<i>Unsure = 2</i>
	70%	30%	
(general4) Have you participated in “Live Chat” with the Fire Marshall”?	<i>No = 0</i>	<i>Yes = 1</i>	<i>Unsure = 2</i>
	88.3%	11.7%	
(general5) Have you used the Comments section of the web page to ask about issues related to the Fire Dept.?.....	<i>No = 0</i>	<i>Yes = 1</i>	<i>Unsure = 2</i>
	88.3%	11.7%	

Section 4: General Questions

(visit) Have you ever visited your local fire station? <i>No = 0 (skip to Q 24)</i>	<i>Yes = 1</i>	<i>Unsure = 2</i>
	60%	39.7% 3.1%
(whyvisit) Why did you visit the station? _____		

(wherestation) Do you know where your local fire station is?.....	<i>No = 0</i>	<i>Yes = 1</i>	<i>Unsure = 2</i>
	16.0%	80.9%	3.1%

(awareed) Are you aware of any new educational or training programs recently introduced by the Fire Dept.?.....	<i>No = 0</i>	<i>Yes = 1</i>	<i>Unsure = 2</i>
	92.6%	6.5%	.9%

Section 5: Future Community Planning

In this section we’ll ask for your opinions related to the Fire Dept.’s planning priorities. There are no right answers to these questions, we are just interested in your opinion as a resident.

For each item I will ask you to rate how important the item is on a scale from 1 equals “not at all important” to 5 equals “highly important”. Is that clear? How important are these items?

		<i>Not at all</i>				<i>Extremely</i>	
		<i>Important</i>				<i>Important</i>	
						<u>Means</u>	
(import1)	An effective notification system, such as 911.....	1	2	3	4	5	4.92
(import2)	The time it takes to respond to an emergency.....	1	2	3	4	5	4.85
(import3)	Treating the individuals at the scene of the Emergency.....	1	2	3	4	5	4.78
(import4)	Overall management of the emergency situation....	1	2	3	4	5	4.68
(import5)	Cooperation with other agencies responding to the emergency, such as the police, Red Cross or the Health Dept.....	1	2	3	4	5	4.63
(import6)	Fire prevention education to residents.....	1	2	3	4	5	4.31
(import7)	Planning for fire prevention needs.....	1	2	3	4	5	4.31
(import8)	Cooperation with other human service agencies regarding persons with special needs, such as the elderly or the handicapped.....	1	2	3	4	5	4.55
(import9)	Inspecting local businesses for fire safety standards..	1	2	3	4	5	4.42
import = 4.61							
(offtime)	Please answer “yes” or “no”, Are you aware of how Fire Dept. personnel spend their time when not responding to emergencies	<i>No = 0</i>		<i>Yes = 1</i>		<i>Unsure = 2</i>	
		61.2%		34.8%		4%	

(thinkoff) What types of things do you think they do when not responding to emergencies? _____

(othercomm) There may be service areas we have not mentioned that are important to you when considering community fire protection. Please take a few seconds to review your experiences or views and add any comments you wish to make. (Pause) Do you have any comments?
No comments = 0
Comments _____

Section 6: Demographics

This is our last section. It consists of a few questions about you and your household. The data we gather here is for statistical purposes only, it helps us interpret the responses you’ve already provided.

What street do you live on? _____

(older18)How many persons 18 or older currently reside in your household on a fulltime basis?

2.01

(under18)How many persons under 18 currently reside in your household on a fulltime basis? _____

.72

(youngest)How old is the youngest person currently living in your household? _____

35.68 (median = 27)

(oldest)How old is the oldest person currently living in your household? 53.83

(resmonths/resyears)How long have you lived in your current residence? 11.49yrs

(fcmmonths/fcyears)How long have you lived in Fort Collins? 22.57yrs

(busowner)Are you a business owner or a business

manager in Fort Collins?.....No = 0 Yes = 1

84.3% 15.7%

(gender)What is your gender? (by observation) Male = 0 Female = 1

36.9% 63.1%

(age)I will now read some age categories. Please tell me to stop when I get to the category that includes your age.

under 20 = 1	1.54%
21 – 30 = 2	9.54%
31 – 40 = 3	13.85%
41 – 50 = 4	21.23%
51 – 60 = 5	20.00%
61 – 70 = 6	13.54%
71 – 80 = 7	8.62%
over 80 = 8	7.08%
Refused = 9	4.62%

(income)I will now read some income categories. Please tell me to stop when I get to the category that includes your total approximate annual household income.

under \$25,000 per year = 1	12.62%
25,001 – 50,000 = 2	24.62%
50,001 – 75,000 = 3	17.23%
75,001 – 100,000 = 4	13.23%
100,001 – 125,000 = 5	7.08%
125,001 – 150,000 = 6	1.85%
150,001 – 175,000 = 7	.62%
over \$175,000 per year = 8	.31%
Refused = 10	22.46%

(firecom) Do you have any questions or final comments about the Fire Dept.?

No = 0 (if no skip to Q53) Yes = 1

If yes _____

(firecall) Would you like a representative of the Fire Dept. to call you about these comments?

No = 0 (skip to Q53) Yes = 1

(firephone) What number would you like to be called at? _____

(survcomm) Do you have any questions or final comments about this survey?

No = 0 (if no skip to Q57) Yes = 1

If yes _____

(survcall) Would you like a researcher to call you about these comments?

No = 0 (skip to Q57) Yes = 1

(survphone) What number would you like to be called at? _____

(survmail) Results of the survey will be posted on the department web site by mid-April. If you are interested you can log on to Poudre-fire.org and read the study results. If you would like us to mail the results to you please give us your mailing information:

Thank you very much for your time.

Appendix 6: Descriptive Statistics

Descriptive Statistics

	N	Minimum	Maximum	Mean		Std.
	Statistic	Statistic	Statistic	Statistic	Std. Error	Statistic
firsthand	325	0	1	.28	.025	.451
howmany	92	1	99	8.82	1.997	19.150
impression	92	1	2	1.02	.015	.147
rate1	325	1	5	4.49	.042	.760
rate2	325	1	5	4.48	.042	.760
rate3	325	1	5	4.50	.043	.784
rate4	325	1	5	4.39	.045	.808
rate5	325	1	5	4.41	.045	.810
rate6	325	2	5	4.44	.042	.766
rate7	325	1	5	4.08	.051	.913
rate8	325	1	5	4.44	.044	.794
rate9	325	2	5	4.66	.035	.626
commun1	325	1	5	4.25	.049	.888
commun2	325	1	5	4.36	.047	.851
general1	325	0	2	1.53	.030	.547
general2	325	0	2	.20	.024	.428
general3	60	0	1	.30	.060	.462
general4	60	0	1	.12	.042	.324
general5	60	0	1	.12	.042	.324
visit	325	0	2	.40	.028	.498
wherestation	325	0	2	.87	.023	.418
awareed	325	0	2	.08	.017	.308
import1	325	3	5	4.92	.017	.310
import2	325	3	5	4.85	.024	.426
import3	325	2	5	4.78	.029	.515
import4	325	2	5	4.68	.032	.574
import5	325	1	5	4.63	.034	.607
import6	325	1	5	4.31	.046	.823
import7	325	1	5	4.31	.048	.871
import8	325	1	5	4.55	.039	.708
import9	325	1	5	4.42	.044	.800
offtime	325	0	2	.43	.032	.571
othercomm	325	0	1	.26	.024	.437
older18	322	1	7	2.01	.046	.828
under18	296	0	6	.72	.061	1.058
youngest	309	1	88	35.68	1.532	26.928
oldest	316	1	90	53.83	1.038	18.446
resmonths	321	0	20	1.42	.187	3.359
resyears	321	0	70	11.49	.670	12.012
fcmonths	322	0	11	.66	.114	2.044
fcyears	321	0	80	22.57	.955	17.116
busowner	325	0	1	.16	.020	.364
age	310	1	8	4.67	.099	1.741
income	252	1	8	2.83	.087	1.387
firecomm	325	0	1	.10	.016	.294
incidentresponse	325	1.89	5.00	4.4311	.03429	.61810
agesplit	310	1	2	1.52	.028	.501
incomesplit	252	1	2	1.30	.029	.458
import	325	3.11	5.00	4.6075	.02303	.41523
Valid N (listwise)	12					

Appendix 7: Variable Frequency Distributions

ac

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	M	325	100.0	100.0	100.0

rep

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	001	5	1.5	1.5	1.5
	002	12	3.7	3.7	5.2
	003	5	1.5	1.5	6.8
	004	8	2.5	2.5	9.2
	005	5	1.5	1.5	10.8
	006	4	1.2	1.2	12.0
	007	4	1.2	1.2	13.2
	008	8	2.5	2.5	15.7
	009	6	1.8	1.8	17.5
	010	6	1.8	1.8	19.4
	011	8	2.5	2.5	21.8
	012	11	3.4	3.4	25.2
	013	4	1.2	1.2	26.5
	014	5	1.5	1.5	28.0
	015	10	3.1	3.1	31.1
	016	6	1.8	1.8	32.9
	017	9	2.8	2.8	35.7
	018	7	2.2	2.2	37.8
	019	9	2.8	2.8	40.6
	020	10	3.1	3.1	43.7
	021	8	2.5	2.5	46.2
	022	5	1.5	1.5	47.7
	023	6	1.8	1.8	49.5
	024	5	1.5	1.5	51.1

024	5	1.5	1.5	51.1
025	8	2.5	2.5	53.5
026	7	2.2	2.2	55.7
027	12	3.7	3.7	59.4
028	6	1.8	1.8	61.2
029	4	1.2	1.2	62.5
030	6	1.8	1.8	64.3
031	7	2.2	2.2	66.5
032	7	2.2	2.2	68.6
033	7	2.2	2.2	70.8
034	6	1.8	1.8	72.6
035	2	.6	.6	73.2
036	5	1.5	1.5	74.8
037	9	2.8	2.8	77.5
038	10	3.1	3.1	80.6
039	9	2.8	2.8	83.4
040	4	1.2	1.2	84.6
041	9	2.8	2.8	87.4
042	3	.9	.9	88.3
043	11	3.4	3.4	91.7
044	7	2.2	2.2	93.8
045	5	1.5	1.5	95.4
046	4	1.2	1.2	96.6
047	3	.9	.9	97.5
048	4	1.2	1.2	98.8
049	4	1.2	1.2	100.0
Total	325	100.0	100.0	

zip

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	80521	39	12.0	12.0	12.0
	80522	1	.3	.3	12.3
	80524	69	21.2	21.2	33.5
	80525	88	27.1	27.1	60.6
	80526	95	29.2	29.2	89.8
	80528	27	8.3	8.3	98.2
	80535	5	1.5	1.5	99.7
	80547	1	.3	.3	100.0
	Total	325	100.0	100.0	

firsthand

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	233	71.7	71.7	71.7
	yes	92	28.3	28.3	100.0
	Total	325	100.0	100.0	

howmany

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	28	8.6	30.4	30.4
	2	15	4.6	16.3	46.7
	3	15	4.6	16.3	63.0
	4	10	3.1	10.9	73.9
	5	2	.6	2.2	76.1
	6	5	1.5	5.4	81.5
	7	1	.3	1.1	82.6
	9	1	.3	1.1	83.7
	10	2	.6	2.2	85.9
	15	2	.6	2.2	88.0
	20	3	.9	3.3	91.3
	35	1	.3	1.1	92.4
	40	3	.9	3.3	95.7
	50	1	.3	1.1	96.7
	99	3	.9	3.3	100.0
	Total	92	28.3	100.0	
Missing	System	233	71.7		
Total		325	100.0		

impression

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	positive	90	27.7	97.8	97.8
	neutral	2	.6	2.2	100.0
	Total	92	28.3	100.0	
Missing	System	233	71.7		
Total		325	100.0		

rate1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	.3	.3	.3
	2	3	.9	.9	1.2
	3	38	11.7	11.7	12.9
	4	77	23.7	23.7	36.6
	5	206	63.4	63.4	100.0
	Total	325	100.0	100.0	

rate2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	.3	.3	.3
	2	1	.3	.3	.6
	3	44	13.5	13.5	14.2
	4	74	22.8	22.8	36.9
	5	205	63.1	63.1	100.0
	Total	325	100.0	100.0	

rate3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	.3	.3	.3
	2	2	.6	.6	.9
	3	47	14.5	14.5	15.4
	4	59	18.2	18.2	33.5
	5	216	66.5	66.5	100.0
	Total	325	100.0	100.0	

rate4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	.6	.6	.6
	2	3	.9	.9	1.5
	3	46	14.2	14.2	15.7
	4	89	27.4	27.4	43.1
	5	185	56.9	56.9	100.0
	Total	325	100.0	100.0	

rate5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	.3	.3	.3
	2	2	.6	.6	.9
	3	55	16.9	16.9	17.8
	4	73	22.5	22.5	40.3
	5	194	59.7	59.7	100.0
	Total	325	100.0	100.0	

rate6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	.3	.3	.3
	3	52	16.0	16.0	16.3
	4	76	23.4	23.4	39.7
	5	196	60.3	60.3	100.0
	Total	325	100.0	100.0	

rate7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	.6	.6	.6
	2	6	1.8	1.8	2.5
	3	93	28.6	28.6	31.1
	4	87	26.8	26.8	57.8
	5	137	42.2	42.2	100.0
	Total	325	100.0	100.0	

rate8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	.3	.3	.3
	2	2	.6	.6	.9
	3	50	15.4	15.4	16.3
	4	72	22.2	22.2	38.5
	5	200	61.5	61.5	100.0
	Total	325	100.0	100.0	

rate9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	.3	.3	.3
	3	24	7.4	7.4	7.7
	4	60	18.5	18.5	26.2
	5	240	73.8	73.8	100.0
	Total	325	100.0	100.0	

commun1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	1	.3	.3	.3
2	8	2.5	2.5	2.8
3	67	20.6	20.6	23.4
4	81	24.9	24.9	48.3
5	168	51.7	51.7	100.0
Total	325	100.0	100.0	

commun2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	.6	.6	.6
2	6	1.8	1.8	2.5
3	50	15.4	15.4	17.8
4	82	25.2	25.2	43.1
5	185	56.9	56.9	100.0
Total	325	100.0	100.0	

general1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid no	8	2.5	2.5	2.5
yes	138	42.5	42.5	44.9
unsure	179	55.1	55.1	100.0
Total	325	100.0	100.0	

general2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid no	265	81.5	81.5	81.5
yes	56	17.2	17.2	98.8
unsure	4	1.2	1.2	100.0
Total	325	100.0	100.0	

general3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	42	12.9	70.0	70.0
	yes	18	5.5	30.0	100.0
	Total	60	18.5	100.0	
Missing	System	265	81.5		
Total		325	100.0		

general4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	53	16.3	88.3	88.3
	yes	7	2.2	11.7	100.0
	Total	60	18.5	100.0	
Missing	System	265	81.5		
Total		325	100.0		

general5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	53	16.3	88.3	88.3
	yes	7	2.2	11.7	100.0
	Total	60	18.5	100.0	
Missing	System	265	81.5		
Total		325	100.0		

visit

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	195	60.0	60.0	60.0
	yes	129	39.7	39.7	99.7
	unsure	1	.3	.3	100.0
	Total	325	100.0	100.0	

wherestation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	52	16.0	16.0	16.0
	yes	263	80.9	80.9	96.9
	unsure	10	3.1	3.1	100.0
	Total	325	100.0	100.0	

awareed

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	301	92.6	92.6	92.6
	yes	21	6.5	6.5	99.1
	unsure	3	.9	.9	100.0
	Total	325	100.0	100.0	

import1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	4	1.2	1.2	1.2
	4	17	5.2	5.2	6.5
	5	304	93.5	93.5	100.0
	Total	325	100.0	100.0	

import2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	9	2.8	2.8	2.8
	4	30	9.2	9.2	12.0
	5	286	88.0	88.0	100.0
	Total	325	100.0	100.0	

import3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	.3	.3	.3
	3	12	3.7	3.7	4.0
	4	45	13.8	13.8	17.8
	5	267	82.2	82.2	100.0
	Total	325	100.0	100.0	

import4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	.3	.3	.3
	3	15	4.6	4.6	4.9
	4	71	21.8	21.8	26.8
	5	238	73.2	73.2	100.0
	Total	325	100.0	100.0	

import5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	.3	.3	.3
	3	16	4.9	4.9	5.2
	4	83	25.5	25.5	30.8
	5	225	69.2	69.2	100.0
	Total	325	100.0	100.0	

import6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	.3	.3	.3
	2	5	1.5	1.5	1.8
	3	54	16.6	16.6	18.5
	4	97	29.8	29.8	48.3
	5	168	51.7	51.7	100.0
	Total	325	100.0	100.0	

import7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	4	1.2	1.2	1.2
	2	4	1.2	1.2	2.5
	3	52	16.0	16.0	18.5
	4	91	28.0	28.0	46.5
	5	174	53.5	53.5	100.0
	Total	325	100.0	100.0	

import8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	.3	.3	.3
	2	1	.3	.3	.6
	3	32	9.8	9.8	10.5
	4	75	23.1	23.1	33.5
	5	216	66.5	66.5	100.0
	Total	325	100.0	100.0	

import9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	.3	.3	.3
	2	5	1.5	1.5	1.8
	3	43	13.2	13.2	15.1
	4	82	25.2	25.2	40.3
	5	194	59.7	59.7	100.0
	Total	325	100.0	100.0	

offtime

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	199	61.2	61.2	61.2
	yes	113	34.8	34.8	96.0
	unsure	13	4.0	4.0	100.0
	Total	325	100.0	100.0	

othercomm

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	242	74.5	74.5	74.5
	yes	83	25.5	25.5	100.0
	Total	325	100.0	100.0	

older18

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	73	22.5	22.7	22.7
	2	197	60.6	61.2	83.9
	3	38	11.7	11.8	95.7
	4	8	2.5	2.5	98.1
	5	4	1.2	1.2	99.4
	6	1	.3	.3	99.7
	7	1	.3	.3	100.0
	Total	322	99.1	100.0	
Missing	99	3	.9		
Total		325	100.0		

under18

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	173	53.2	58.4	58.4
	1	65	20.0	22.0	80.4
	2	37	11.4	12.5	92.9
	3	15	4.6	5.1	98.0
	4	3	.9	1.0	99.0
	5	2	.6	.7	99.7
	6	1	.3	.3	100.0
	Total	296	91.1	100.0	
Missing	99	29	8.9		
Total		325	100.0		

youngest

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	18	5.5	5.8	5.8
2	6	1.8	1.9	7.8
3	5	1.5	1.6	9.4
4	9	2.8	2.9	12.3
5	8	2.5	2.6	14.9
6	4	1.2	1.3	16.2
7	3	.9	1.0	17.2
8	9	2.8	2.9	20.1
9	2	.6	.6	20.7
10	4	1.2	1.3	22.0
11	8	2.5	2.6	24.6
12	5	1.5	1.6	26.2
13	6	1.8	1.9	28.2
14	7	2.2	2.3	30.4
15	6	1.8	1.9	32.4
16	7	2.2	2.3	34.6
17	11	3.4	3.6	38.2
18	5	1.5	1.6	39.8
19	5	1.5	1.6	41.4
20	5	1.5	1.6	43.0
21	2	.6	.6	43.7
22	3	.9	1.0	44.7
23	9	2.8	2.9	47.6
24	4	1.2	1.3	48.9
25	1	.3	.3	49.2
26	1	.3	.3	49.5
27	3	.9	1.0	50.5
29	2	.6	.6	51.1
30	3	.9	1.0	52.1
31	1	.3	.3	52.4
32	2	.6	.6	53.1
33	3	.9	1.0	54.0

32	2	.0	.0	53.1
33	3	.9	1.0	54.0
35	1	.3	.3	54.4
36	1	.3	.3	54.7
37	1	.3	.3	55.0
38	2	.6	.6	55.7
40	2	.6	.6	56.3
42	1	.3	.3	56.6
43	1	.3	.3	57.0
44	3	.9	1.0	57.9
47	6	1.8	1.9	59.9
48	3	.9	1.0	60.8
49	4	1.2	1.3	62.1
50	7	2.2	2.3	64.4
51	4	1.2	1.3	65.7
52	2	.6	.6	66.3
53	2	.6	.6	67.0
54	2	.6	.6	67.6
55	7	2.2	2.3	69.9
56	6	1.8	1.9	71.8
57	4	1.2	1.3	73.1
58	2	.6	.6	73.8
59	4	1.2	1.3	75.1
60	2	.6	.6	75.7
61	4	1.2	1.3	77.0
62	3	.9	1.0	78.0
63	6	1.8	1.9	79.9

64	1	.3	.3	80.3
65	9	2.8	2.9	83.2
66	1	.3	.3	83.5
67	3	.9	1.0	84.5
68	2	.6	.6	85.1
69	3	.9	1.0	86.1
70	4	1.2	1.3	87.4
72	1	.3	.3	87.7
73	2	.6	.6	88.3
74	2	.6	.6	89.0
75	3	.9	1.0	90.0
77	2	.6	.6	90.6
78	7	2.2	2.3	92.9
79	3	.9	1.0	93.9
80	3	.9	1.0	94.8
81	3	.9	1.0	95.8
82	4	1.2	1.3	97.1
83	4	1.2	1.3	98.4
84	1	.3	.3	98.7
85	1	.3	.3	99.0
86	1	.3	.3	99.4
88	2	.6	.6	100.0
Total	309	95.1	100.0	
Missi	99	16	4.9	
Total	325	100.0		

oldest

	frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	4	1.2	1.3	1.3
9	1	.3	.3	1.6
13	1	.3	.3	1.9
17	1	.3	.3	2.2
20	1	.3	.3	2.5
21	1	.3	.3	2.8
22	2	.6	.6	3.5
23	2	.6	.6	4.1
24	4	1.2	1.3	5.4
25	2	.6	.6	6.0
26	4	1.2	1.3	7.3
27	3	.9	.9	8.2
28	4	1.2	1.3	9.5
29	2	.6	.6	10.1
30	5	1.5	1.6	11.7
31	5	1.5	1.6	13.3
33	4	1.2	1.3	14.6
34	3	.9	.9	15.5
35	3	.9	.9	16.5

35	3	.9	.9	16.5
36	3	.9	.9	17.4
37	4	1.2	1.3	18.7
39	4	1.2	1.3	19.9
40	6	1.8	1.9	21.8
41	4	1.2	1.3	23.1
42	8	2.5	2.5	25.6
43	9	2.8	2.8	28.5
44	5	1.5	1.6	30.1
45	6	1.8	1.9	32.0
46	7	2.2	2.2	34.2
47	8	2.5	2.5	36.7
48	5	1.5	1.6	38.3
49	4	1.2	1.3	39.6
50	14	4.3	4.4	44.0
51	4	1.2	1.3	45.3
52	8	2.5	2.5	47.8
53	8	2.5	2.5	50.3
54	8	2.5	2.5	52.8
55	8	2.5	2.5	55.4
56	8	2.5	2.5	57.9
57	5	1.5	1.6	59.5
58	3	.9	.9	60.4
59	6	1.8	1.9	62.3
60	9	2.8	2.8	65.2
61	5	1.5	1.6	66.8
62	3	.9	.9	67.7
63	6	1.8	1.9	69.6
64	6	1.8	1.9	71.5
65	3	.9	.9	72.5
66	10	3.1	3.2	75.6
67	1	.3	.3	75.9
68	2	.6	.6	76.6
69	5	1.5	1.6	78.2
70	4	1.2	1.3	79.4
71	4	1.2	1.3	80.7
72	4	1.2	1.3	82.0
73	5	1.5	1.6	83.5
74	2	.6	.6	84.2
76	2	.6	.6	84.8
77	1	.3	.3	85.1
78	9	2.8	2.8	88.0
79	2	.6	.6	88.6
80	8	2.5	2.5	91.1
81	1	.3	.3	91.5
82	6	1.8	1.9	93.4
83	7	2.2	2.2	95.6
84	3	.9	.9	96.5
85	3	.9	.9	97.5
86	3	.9	.9	98.4
88	3	.9	.9	99.4
89	1	.3	.3	99.7
90	1	.3	.3	100.0
Total	316	97.2	100.0	
Missing 99	9	2.8		
Total	325	100.0		

resmonths

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	258	79.4	80.4	80.4
	1	4	1.2	1.2	81.6
	2	1	.3	.3	81.9
	3	3	.9	.9	82.9
	5	4	1.2	1.2	84.1
	6	26	8.0	8.1	92.2
	7	2	.6	.6	92.8
	8	8	2.5	2.5	95.3
	9	6	1.8	1.9	97.2
	10	1	.3	.3	97.5
	11	3	.9	.9	98.4
	16	1	.3	.3	98.8
	18	3	.9	.9	99.7
	20	1	.3	.3	100.0
	Total	321	98.8	100.0	
Missing	99	4	1.2		
Total		325	100.0		

resyears

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	28	8.6	8.7	8.7
	1	35	10.8	10.9	19.6
	2	19	5.8	5.9	25.5
	3	26	8.0	8.1	33.6
	4	17	5.2	5.3	38.9
	5	20	6.2	6.2	45.2
	6	12	3.7	3.7	48.9
	7	8	2.5	2.5	51.4
	8	7	2.2	2.2	53.6
	9	6	1.8	1.9	55.5
	10	14	4.3	4.4	59.8
	11	4	1.2	1.2	61.1
	12	8	2.5	2.5	63.6
	13	9	2.8	2.8	66.4
	14	10	3.1	3.1	69.5
	15	9	2.8	2.8	72.3
	16	3	.9	.9	73.2
	17	4	1.2	1.2	74.5
	18	9	2.8	2.8	77.3
	19	2	.6	.6	77.9
	20	10	3.1	3.1	81.0
	21	4	1.2	1.2	82.2
	22	5	1.5	1.6	83.8
	24	3	.9	.9	84.7
	25	6	1.8	1.9	86.6
	26	1	.3	.3	86.9
	27	2	.6	.6	87.5
	28	4	1.2	1.2	88.8
	29	3	.9	.9	89.7
	30	10	3.1	3.1	92.8
	32	1	.3	.3	93.1
	33	3	.9	.9	94.1
34	1	.3	.3	94.4	
35	4	1.2	1.2	95.6	
37	2	.6	.6	96.3	
38	2	.6	.6	96.9	
40	1	.3	.3	97.2	
42	1	.3	.3	97.5	
45	3	.9	.9	98.4	
46	1	.3	.3	98.8	
49	1	.3	.3	99.1	
52	1	.3	.3	99.4	
60	1	.3	.3	99.7	
70	1	.3	.3	100.0	
	Total	321	98.8	100.0	
Missing	99	4	1.2		
Total		325	100.0		

fcmmonths

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	288	88.6	89.4	89.4
	1	2	.6	.6	90.1
	3	2	.6	.6	90.7
	4	2	.6	.6	91.3
	5	2	.6	.6	91.9
	6	15	4.6	4.7	96.6
	7	2	.6	.6	97.2
	8	4	1.2	1.2	98.4
	9	2	.6	.6	99.1
	10	2	.6	.6	99.7
	11	1	.3	.3	100.0
	Total	322	99.1	100.0	
Missing	99	3	.9		
Total		325	100.0		

fyears

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	8	2.5	2.5	2.5
	1	12	3.7	3.7	6.2
	2	13	4.0	4.0	10.3
	3	6	1.8	1.9	12.1
	4	9	2.8	2.8	15.0
	5	11	3.4	3.4	18.4
	6	10	3.1	3.1	21.5
	7	8	2.5	2.5	24.0
	8	6	1.8	1.9	25.9
	9	3	.9	.9	26.8
	10	9	2.8	2.8	29.6
	11	5	1.5	1.6	31.2
	12	10	3.1	3.1	34.3
	13	9	2.8	2.8	37.1
	14	4	1.2	1.2	38.3
	15	11	3.4	3.4	41.7
	16	8	2.5	2.5	44.2
	17	4	1.2	1.2	45.5
	18	8	2.5	2.5	48.0
	19	5	1.5	1.6	49.5
	20	11	3.4	3.4	53.0
	21	2	.6	.6	53.6
	22	3	.9	.9	54.5
	23	3	.9	.9	55.5
	24	4	1.2	1.2	56.7
	25	12	3.7	3.7	60.4
	26	5	1.5	1.6	62.0
	27	5	1.5	1.6	63.6
	28	8	2.5	2.5	66.0
	29	5	1.5	1.6	67.6
	30	14	4.3	4.4	72.0
	31	5	1.5	1.6	73.5

30				72.0
31	5	1.5	1.6	73.5
32	2	.6	.6	74.1
33	5	1.5	1.6	75.7
34	2	.6	.6	76.3
35	11	3.4	3.4	79.8
36	4	1.2	1.2	81.0
37	1	.3	.3	81.3
38	4	1.2	1.2	82.6
39	1	.3	.3	82.9
40	9	2.8	2.8	85.7
41	5	1.5	1.6	87.2
42	1	.3	.3	87.5
43	3	.9	.9	88.5
45	2	.6	.6	89.1
46	2	.6	.6	89.7
47	1	.3	.3	90.0
48	2	.6	.6	90.7
50	9	2.8	2.8	93.5
52	3	.9	.9	94.4
55	3	.9	.9	95.3
57	2	.6	.6	96.0
58	2	.6	.6	96.6
60	1	.3	.3	96.9
62	2	.6	.6	97.5
63	1	.3	.3	97.8
64	1	.3	.3	98.1
68	1	.3	.3	98.4
70	2	.6	.6	99.1
75	1	.3	.3	99.4
77	1	.3	.3	99.7
80	1	.3	.3	100.0
Total	321	98.8	100.0	
Missing	99	4	1.2	
Total	325	100.0		

busowner

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid no	274	84.3	84.3	84.3
yes	51	15.7	15.7	100.0
Total	325	100.0	100.0	

gender

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid male	120	36.9	36.9	36.9
female	205	63.1	63.1	100.0
Total	325	100.0	100.0	

age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	lt20	5	1.5	1.6	1.6
	21-30	31	9.5	10.0	11.6
	31-40	45	13.8	14.5	26.1
	41-50	69	21.2	22.3	48.4
	51-60	65	20.0	21.0	69.4
	61-70	44	13.5	14.2	83.5
	71-80	28	8.6	9.0	92.6
	gt80	23	7.1	7.4	100.0
	Total	310	95.4	100.0	
Missing	9	15	4.6		
Total		325	100.0		

income

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	lt25	41	12.6	16.3	16.3
	25-50	80	24.6	31.7	48.0
	50-75	56	17.2	22.2	70.2
	75-100	43	13.2	17.1	87.3
	100-125	23	7.1	9.1	96.4
	125-150	6	1.8	2.4	98.8
	150-175	2	.6	.8	99.6
	gt175	1	.3	.4	100.0
	Total	252	77.5	100.0	
Missing	9	73	22.5		
Total		325	100.0		

firecomm

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	294	90.5	90.5	90.5
	yes	31	9.5	9.5	100.0
Total		325	100.0	100.0	

firecall

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	24	7.4	77.4	77.4
	yes	7	2.2	22.6	100.0
	Total	31	9.5	100.0	
Missing	System	294	90.5		
Total		325	100.0		

firephone

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	7276867784	1	.3	12.5	12.5
	9702214673	1	.3	12.5	25.0
	9702251209	1	.3	12.5	37.5
	9702660417	1	.3	12.5	50.0
	9704720719	1	.3	12.5	62.5
	9704842334	1	.3	12.5	75.0
	9704933388	1	.3	12.5	87.5
	9999999999	1	.3	12.5	100.0
	Total	8	2.5	100.0	
Missing	System	317	97.5		
Total		325	100.0		

survcomm

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	301	92.6	92.6	92.6
	yes	24	7.4	7.4	100.0
	Total	325	100.0	100.0	

survcall

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	23	7.1	95.8	95.8
	yes	1	.3	4.2	100.0
	Total	24	7.4	100.0	
Missing	System	301	92.6		
Total		325	100.0		

survmail

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	61	18.8	18.8	18.8
2	264	81.2	81.2	100.0
Total	325	100.0	100.0	

Appendix 8: Summary of Open Ends

Q1: Have you or anyone in your household had first hand experience with the Fire Dept. in the last 2 or 3 years – this may include response to a house or car fire, ambulance or emergency response, going on a fire station tour, or attending a Fire Dept. training session? Can you briefly explain what happened?

- Medical Related 37
- Community/Field Ed. 15
- Fire Related 12
- CO/Gas Related 10
- Kudos 5
- Other 15

Q2: Have you ever visited your local fire station? Why did you visit the station?

- General Tour 62
- Ed./Training/Community 23
- Emergency 5
- Other 6

Q3: What types of things do you think they do when not responding to emergencies?

- General Work 170
- Training 136
- Community Contact 112
- Leisure/Daily Living 90
- Don't Know/Other 59

Q4: There may be service areas we have not mentioned that are important to you when considering community fire protection. Please take a few seconds to review your experiences or views and add any comments you wish to make.

- General Kudos 40
- General Negative 11
- Other 15

Appendix 9: Verbatims

V: firsthand

Q: have you or anyone in your household had first hand experience with the Fire Dept. in the last 2 or 3 years - this may include response to a house or car fire, ambulance or emergency response, going on a fire station tour, or attending a Fire Dept. training session? About when did this occur?

0001 TWO YEARS AGO
0007 JUST OVER A YEAR AGO
0011 6 MONTHS AGO/
0016 ABOUT TWO YEARS AGO/ TOOK DOWN A HOUSE AND A BARN/ STARTED AT THE
HIGHWAY FOURTEEN IN MARCH LASTED ABOUT THREE DAYS/ VERY EARLY IN THE SEASON/
0017 LAST SEPTEMBER/ IT WAS SEPTEMBER OF TWO THOUSAND FIVE/
0018 LAST JUNE OR JULY/ IT WAS IN TWO THOUSAND FIVE/
0021 JULY 2004
0029 ABOUT TWO YEARS AGO/
0030 TWO YEARS AGO
0034 ABOUT TWO OR THREE MONTHS AGO/
0035 IN NOVEMBER/ AND IT WAS A MEDICAL EMERGENCY/
0039 IN OCTOBER/
0041 2003
0043 2005
0044 MIDDLE OF JANUARY/
0052 AT LEAST A COUPLE OF YEARS AGO
0054 ABOUT THREE YEARS AGO
0055 ABOUT A YEAR AND A HALF
0056 THREE YEARS AGO
0061 I DON'T REMEMBER
0068 2003
0071 YESTERDAY
0076 A YEAR AND A HALF AGO
0078 COUPLE MONTHS AGO
0090 ONE MONTH AGO/
0092 ONE YEAR AGO
0094 THREE YEARS AGO
0095 ABOUT A YEAR AGO
0102 LAST YEAR
0104 DECEMBER 20, 2004
0107 TWO YEARS AGO/
0109 NINE MONTHS AGO/
0110 ALMOST EVERYDAY/
0116 ABOUT TWO YEARS AGO/
0117 JANUARY 2005
0120 ABOUT ONE YEAR AGO/
0131 THREE YEARS AGO
0136 THREE YEARS AGO
0140 THREE YEARS AGO
0142 TWO OR THREE YEARS AGO
0146 FOR MY HUSBAND THIS PAST WINTER I CAN'T REMEMBER WHAT MONTH THEY CAME TO
CHECK MY HUSBANDS HEART/
0154 TWO YEARS AGO/
0162 LAST YEAR/
0163 LAST MAY/
0164 A MONTH AGO
0165 JANUARY 14TH, A YEAR AGO
0167 THREE YEARS AGO
0175 LAST CHRISTMAS
0180 ABOUT THREE YEARS AGO/
0184 ONE YEAR AGO

0187 ONE YEAR AGO
0188 ONE YEAR AGO
0190 ONE WEEK AGO
0192 SOMETIME LAST YEAR BEFORE THANKSGIVING
0201 OCTOBER FIFTH LAST YEAR
0202 A COUPLE OF YEARS AGO/ I DON'T REMEMBER EXACTLY/
0212 2 YEARS AGO/
0218 14 MONTHS AGO
0221 I WORK ON THE HIGHWAY/ LAST TIME WAS AN ACCIDENT/ LAST MONTH /
0222 SIX MONTHS TO A YEAR AGO
0225 2 YEARS AGO
0228 2 YEARS AGO
0229 LAST PART OF JANUARY
0231 5 YEARS AGO/
0241 FEBRUARY 23 2004
0245 LAST YEAR IN JANUARY/
0246 A WEEK AGO TUESDAY WE HAD THE FIRE DEPARTMENT AND THE AMBULANCE AT MY HOME/
0247 THREE YEARS AGO/
0259 DON'T REMEMBER/
0261 LAST FALL/ FIRE PREVENTION WEEK
0263 A YEAR AGO
0266 ABOUT A YEAR AGO/
0270 THREE YEARS AGO
0272 LAST WEEK
0278 AUGUST OF 2005
0282 ON AN ANNUAL BASIS/ I OPERATE A BUSINESS THAT INTERACTS WITH THEM/
0285 ABOUT A YEAR AND A HALF AGO
0289 2 YEARS AGO
0293 3 YEARS AGO/
0295 LAST SEPTEMBER
0296 LAST YEAR
0297 I VISIT WEEKLY
0300 TWO OR THREE MONTHS AGO
0301 THREE YEARS AGO
0304 2 YEARS AGO
0307 2 OR 3 YEARS AGO
0311 ABOUT ONE YEAR AGO, I DON'T REMEMBER THE MONTH/
0313 ABOUT ONE YEAR AGO IN FEBRUARY, IN THE LAST WEEK OF FEBRUARY.
0316 EVERY YEAR FOR THE LAST 25 YEARS
0318 ABOUT A YEAR AGO
0324 LAST FALL
0325 ABOUT TWO AND A HALF MONTHS AGO. DECEMBER 25

V: exper

Q: Can you briefly explain what happened?

0001 IT WAS A FIRE STARTED IN THE CHIMNEY OF THE NEIGHBOR'S HOUSE NEXT TO ME.
WE CALL NINE ONE ONE AND IN JUST A FEW MINUTES THEY GOT IT UNDER CONTROL
QUICKLY/ ACTUALLY THEY WERE QUITE EFFICIENT/
0007 WE HAD A TOUR OF THE FIRE STATION/
0011 I WENT DOWN TO THE FIRE STATION, I NEEDED SOME HELP, I OFFERED TO PAY
THE FIREMAN, HE CAME AND HELPED ME FOR FREE AND SAID IT WAS COMMUNITY
SERVICE/
0016 A MAN WAS BURNING TRASH ON THE HIGHWAY THINKING THE HE WAS DOING THE
RIGHT THING AT THE TIME/ TAKING CARE OF THE DRY BRUSH/ IT SPREAD THROUGH THE
RANCHES AND UP THE HILLS/ BURNED ABOUT TEN THOUSAND ACERS/ ALL THE PEOPLE IN
THE RANCHES HAD TO EVACUATE AND IT BURNED FOR ABOUT THREE DAYS/

0017 IT WASN'T AN EMERGENCY/ THERE WAS FIRE PERSONNEL TRAINING IN OUR PARKING LOT AT OUR CHURCH WHILE WE WERE DOING SOME WORK/ WE JUST WENT AND TALKED TO THE FIREMEN/
0018 WE WERE BURNING WEEDS IN THE FIELD/ ONE OF THE NEIGHBORS THOUGHT WE WEREN'T UNDER CONTROL AND CALLED THE FIRE DEPARTMENT/ WE JUST VISITED WITH THEM, BECAUSE WE HAD A PERMIT AND EVERYTHING WAS FINE/
0021 MY HUSBAND HAD A HEART ATTACK
0029 THINGS WHERE KIDS COULD GO THROUGH A TRAILER AND LEARN WHAT TO DO IN A CASE OF A FIRE/ LIKE TO LEARN TO DROP AND ROLL/
0030 MY DAUGHTER WAS HAVING TROUBLE BREATHING DURING THE MIDDLE OF THE NIGHT AND WE CALLED 911 AND THE FIRE DEPT CAME AND WORKED ON HER AND THEN LOADED HER UP AND TOOK HER TO THE EMERGENCY HOSPITAL/
0034 IT WAS A FIRE RESPONSE TO A FIRE ALARM AT WORK/
0035 I HAD A SEIZER AND THEY CAME AND TRANSPORTED ME TO THE HOSPITAL/
0039 BASICALLY WE WERE SEEING HOW THEY RESPONDING AND HOW THEY PREPARE ON HOW TO TAKE CARE OF A FIRE/ I MEAN WHAT THEY HAD TO DO AND WHAT THEY DID TO HAVE THE COMMUNITY HELP THEM/
0041 MY SON AND I STOPPED BY ONE OF THE FIRE STATIONS/ HE WANTED TO SEE THE FIRE ENGINES AND WE STOPPED BY AND ONE OF THE FIREMEN SHOWED US AROUND AND MY SON GOT TO SIT ON THE TRUCK AND THEY SHOWED US THE EQUIPMENT AND GAVE MY SON A HAT AND SOME STICKERS/
0043 MY SON IS BIPOLAR AND HAD BEEN PUT ON A NEW MEDICATION/ HE GOT ACCIDENTALLY OVERDOSED/ HE GOT STUCK BETWEEN THE DRESSER AND THE BED AND WAS UNCONSCIOUS/ THEY CAME IN WITH HATCHETS BECAUSE THEY THOUGHT THEY WERE GOING TO HAVE TO BREAK HIM OUT/ THE AMBULANCE CREW GOT HIM OUT/ THE FIRE DEPARTMENT LEFT, BUT THEY WERE VERY THOUGHTFUL/
0044 MY HUSBAND HAD A DIABETIC ATTACK/ WE HAD TO CALL THE AMBULANCE AN THE FIRE DEPARTMENT CAME ALSO/
0052 THE POWER HAD WENT OFF AND ABOUT THE TIME WHEN IT WENT OFF MY FURNACE HAD KICKED IN. THAT CAUSED THE FURNACE TO GET REAL HOT. SMOKE CAME OUT AND I GOT SCARED AND CALLED THE FIRE DEPARTMENT. THEY TOLD ME TO GET OUT OF THE HOUSE AND THEY CAME RIGHT AWAY/
0054 WE HAD A GAS LEAK IN THE HOUSE. THEY JUST TOLD ME WHAT TO DO AND GET THE GAS COMPANY CALLED/
0055 MY SON/ HE WAS THERE, NUMBER TWENTY TWO APARTMENT AND HE DIED/ I DON'T KNOW WHAT HAPPENED. HE WAS A DIABETIC AND HE HAD BEEN HAVING PROBLEMS. HE HAD A LOT OF REACTIONS. THE FIRE DEPARTMENT CAME OUT THEY KNOW HIM BY HEART/
0056 I HAD AN ACCIDENT IN RED FEATHER AND THE AMBULANCE FROM STATION TWO CAME. THEY DID JUST A REAL GOOD JOB. THEY GOT ME DOWN THE HILL REAL QUICK/
0061 OUR CARBON MONOXIDE ALARM WENT OFF/ WE CALLED THE POUDDRE FIRE DEPARTMENT AND THEY CAME OUT TO OUR HOUSE AND CHECKED IT OUT/
0068 WE PUT A FUEL LOG INTO THE FIRE PLACE AND IT STARTED SMOKING/ WE CLOSED THE DOOR AND THEN REALIZED THE FLUE WAS CLOSED/ BY THEN THE HOUSE WAS FILLING WITH SMOKE AND WE WERE SMELLING THE FUEL FROM THE LOG, SO WE CALLED THE FIRE DEPARTMENT/
0071 MEDICAL PROBLEMS
0076 I WAS ILL
0078 I LIVE A BLOCK FROM THE LIBRARY AND THIS WOMAN WHO HAS BEEN HERE BEFORE SHOWED UP DRUNK ON MY FRONT PORCH. MY NEIGHBOR, WHO IS A NURSE, CALLED 911/
0090 CAN'T REMEMBER MUCH/ I WAS AT A COMMITTEE AND I JUST PASSED OUT/
0092 IT WAS A GROUP THAT MY DAUGHTER WAS WITH AND THEY WERE DOING SOMETHING NICE FOR THE COMMUNITY. A GROUP THING WHERE THEY TOOK THE FIRE DEPARTMENT SOME DOUGHNUTS/
0094 I THOUGHT I SMELLED THE GAS/ SO I CALLED THE FIRE DEPARTMENT/
0095 I FELL ON THE BLACK ICE GETTING THE NEWSPAPER/ SO THE FIRE DEPARTMENT WAS CALLED AN AMBULANCE WAS CALLED TOO/
0102 MY HIP/ I HAD TROUBLE WITH MY HIP AND I COULDN'T WALK, IT WAS IN THE NIGHT SO THEY TOOK ME TO THE ER/
0104 MY HUSBAND HAD A HEART ATTACK AND DIED/

0107 MY WIFE HAD A SEIZURE/ SHE CALLED 911 AND THE FIRE DEPARTMENT SHOWED UP
ALONG WITH THE OTHER EMERGENCY SERVICES/
0109 MY DAUGHTER TRIED TO COMMIT SUICIDE/ THE FIRE DEPARTMENT WAS HERE IN A
COUPLE OF MINUTES/
0110 I WORK AT THE GOOD SAMARITAN, AND THEY RESPOND TO OUR FIRE ALARM AND
THEY ALSO RESPOND WHEN WE CALL THE AMBULANCE/
0116 MY NEIGHBOR WAS DESTROYING THE APARTMENT HE WAS LIVING IN/ APPARENTLY HE
WAS MAD SO HE WENT IN AND STARTED THROWING A FIT AND STARTED DESTROYING
THINGS, SO MY MOM CALLED THE FIRE DEPARTMENT AND POLICE TO COME CHECK OUT
WHAT WAS GOING ON THERE/
0117 TO CHECK ON THE INSTALLATION OF A BABY CAR SEAT/ TO MAKE SURE IT WAS
INSTALLED CORRECTLY/
0120 MY HUSBAND WOKE UP WITH A BAD PAIN IN HIS BACK/ I CALLED THE FIRE
DEPARTMENT AND THEY CAME RIGHT OUT AND HAD HIM TAKEN TO THE HOSPITAL IN AN
AMBULANCE/ HE HAD KIDNEY FAILURE AND PASSED AWAY A SHORT TIME LATER/ THEY
WERE VERY HELPFUL/ SHOWED LOTS OF CONCERN AND KINDNESS/
0131 I SHADOWED A FIREFIGHTER FOR A HIGH SCHOOL CLASS/ I SPENT A WEEK WITH A
FIRE FIGHTER/
0136 MY HUSBAND HAS A SERIOUS HEART PROBLEM/ THEY CAME AND STABILIZED HIM AND
TOOK HIM TO POUDDRE VALLEY HOSPITAL/
0140 MY WIFE HAD CANCER AND THEY CAME AND TRANSPORTED HER TO THE HOSPITAL/
0142 THIS RENTAL TRUCK WAS COMING DOWN HIGHWAY ONE AND WAS GOING TO PULL INTO
A DRIVEWAY AND SOME KIDS WERE GOING ABOUT EIGHTY AND COMING OVER A CREST AND
DIDN'T SEE HIM AND REAR ENDED THE RENTAL TRUCK AND IT FELL INTO THE TEN FOOT
DITCH AND THE CAR SPUN TO THE OTHER SIDE/
0146 MY HUSBAND THOUGHT HE WAS HAVING CHEST PAIN, SO I CALLED THE HOSPITAL
AND THEY TOLD ME TO CALL THE NURSE HELPLINE AND THEY TOLD ME TO CALL THE
MEDICS WHO WERE THE FIRE DEPARTMENT/
0154 JUST A VISIT TO THE FIRE STATION/
0162 A FIRE ALARM WENT OFF, THERE WAS NO FIRE/
0163 WE HAD AN OVEN FIRE, AND THE FIRE DEPARTMENT SENT SOMEONE OVER/
0164 THERE WAS A DEAD BODY IN FRONT OF MY HOUSE, I CALLED 911, AND THEY CAME
AND TOLD ME HE MIGHT HAVE DIED FROM A MASSIVE HEART ATTACK/
0165 I WAS UP ON A DEFECTIVE STOOL, A LITTLE METAL STOOL, TRYING TO HANG A
PICTURE AND I FELL AND HIT THE FLOOR/ I BROKE MY ARM, I SHATTERED MY ELBOW/
0167 I WANTED THEM TO COME TO THE HOUSE AND CHECK FOR CARBON MONOXIDE LEVELS/
THEY HAVE A METER THAT DETECTS CARBON MONOXIDE AND I HAD THEM CHECK IT/
LEVELS WERE NORMAL, BUT THEY GAVE ME A SMALL DETECTOR BUTTON TO WATCH AND
MAKE SURE IT DOESN'T CHANGE COLOR/ IF I HAD CARBON MONOXIDE IN THE AREA IT
WOULD CHANGE COLOR/
0175 GOT FOOD POISONING, CALLED 911
0180 THE PLUMBER WAS UNTHAWING THE PIPES UNDER THE HOUSE AND THE INSULATION
CAUGHT ON FIRE/
0184 THERE WAS A ROLL OVER ON HIGHWAY 34, WAS A SINGLE PERSON IN THE CAR,
THEY RESPONDED REAL QUICK
0187 FIRE STATION TOUR
0188 FIRE STATION TOUR
0190 WE THOUGHT WE HAD A GAS LEAK AT WORK SO WE CALLED THEM
0192 MY FATHER IN LAW HAD A STROKE
0201 I HAD SOME HEART PROBLEMS
0202 WE A HAD A FRIEND WITH A CHILD AND THE CHILD HAD A SEIZURE AND THE FIRE
DEPARTMENT WAS CALLED OUT/ THEY RESPONDED IN LIKE FIVE MINUTES/ THEY WERE
REALLY PROFESSIONAL AND REALLY FANTASTIC/
0212 MY WIFE HAD A SEIZURE AND I CALLED 911/
0218 I HAD A LEAF FIRE IN MY BACK YARD
0221 AN AUTO ACCIDENT/ I CAN'T SAY ANYMORE/
0222 I HAD STOVE FIRE/ A POT ON THE STOVE CAUGHT ON FIRE/
0225 I HAD FAINTED AND FELL IN A TOWN MEETING IN CHURCH/ I GUESS I DIDN'T
WAKE UP RIGHT AWAY AND THE AMBULANCE CAME/

0228 SEVERAL FIRE DETECTORS WENT OFF IN THE HOUSE AND THEY CAME AND HELPED MY WIFE WITH THEM/ BATTERIES WERE DYING/
0229 MY HUSBAND HAD PNEUMONIA, THOUGHT HE WAS HAVING AN ALLERGIC REACTION
0231 I WOKE UP IN THE MIDDLE OF THE NIGHT AND I NEEDED HELP, THE ROOM WAS SPINNING/ THE FIRE DEPT AND AN AMBULANCE ARRIVED TOGETHER/
0241 I HAD MY CHIMNEY WORKED ON, THE PEOPLE DOING MY CHIMNEY KNOCKED SOMETHING AND THE WATER HEATER WENT OUT, THE PIPE LEADING OUT WAS COMPLETELY PLUGGED AND THAT WAS WHAT CAUSED IT TO FAIL. IT WAS NOT VENTING OUT AT ALL THE GAS WAS VENTING IN THE HOUSE
0245 MY DAUGHTER HAD TROUBLE BREATHING/
0246 MY WIFE'S KNEES WENT OUT FROM UNDER HER AND I COULDN'T HELP HER GET BACK UP/
0247 ALCOHOL POISONING/
0259 A CAR RAN INTO MY HOUSE/
0261 I THINK WHAT THEY DID WAS GO OVER FIRE SAFETY IN YOUR HOME/
0263 THEY CAME TO OUR CHURCH AND SHOWED THE KIDS THE FIRE TRUCK AND THEN THEY DID AN ANNUAL INSPECTION OF THE CHURCH/
0266 I WAS HAVING DIFFICULTY BREATHING/
0270 WE WERE AT A FAIR IN THE CITY PARK/ THERE WAS A HOUSE WHERE THE CHILDREN COULD CRAWL THROUGH AND LEARN ABOUT FIRE SAFETY AND TALK TO THE FIRE FIGHTERS/ WE ALSO VISITED THE FIRE DEPARTMENT AND TALKED THE FIRE FIGHTERS AND MY CHILDREN GOT TO SOUND THE SIREN/ I WENT THERE WITH MY CHILDREN/
0272 IT WAS A COMMUNITY PLANNING MEETING/ I ATTENDED A MEETING WHERE THEY WERE PRESENT/
0278 WE HAVE A CHILD AND THE FIRE DEPARTMENT SPONSORED A CAR SEAT FOR KIDS/ THEY SHOWED HOW IT WORKED TO SAVE CHILDREN/
0282 THEY COME OUT AND WALK THROUGH MY BUSINESS AND CHECK FOR TOXINS/ THEY SEE IF ANYTHING NEEDS TO BE FIXED
0285 IT WAS A MEDICAL CALL AT OUR HOUSE/ A 2 YEAR OLD WITH A BROKEN ARM/
0289 RESPONDED WHEN I CALLED FOR MY DAUGHTER TO GO TO THE HOSPITAL/
0293 THERE WAS A FIRE IN THE FIRE PLACE/ SOMETHING WAS SHOVED AGAINST THE DOOR AND IT IGNITED/
0295 I WAS IN A CAR ACCIDENT, AND THE FIRE DEPARTMENT EXTRACTED ME FROM THE VEHICLE/
0296 MY UNCLE'S PLANE CRASHED HERE IN FORT COLLINS/
0297 MY WIFE WORKS IN A NURSING HOME AND IS AROUND WHEN THEY RESPOND TO EMERGENCY CALLS/
0300 THERE WAS A CONSTRUCTION SITE RIGHT BEHIND OUR HOUSE THAT CAUGHT ON FIRE
0301 SOMEBODY HAD FALLEN IN OUR ASSISTED LIVING HOME
0304 A LADY MISSED A STOP SIGN AND ROLLED HER CAR/
0307 MY HUSBAND HAD A DIABETIC SEIZURE
0311 THEY INSTALLED A CHILD CAR SEAT IN MY CAR/ BECAUSE I HAVE A GRANDSON.
0313 MY HUSBAND HAD A SEIZURE/ IT WAS A GRAND MAL SEIZURE THAT COMES ON UNEXPECTEDLY/
0316 I GET A BURN PERMIT EVERY YEAR, SO I HAVE TO GO DOWN AND APPLY FOR THAT AND I HAVE GOTTEN TO KNOW THE PEOPLE DOWN AT THE MAIN FIRE STATION/
0318 IT WAS A COMMUNITY PARADE
0324 FIRE EXTINGUISHER TRAINING AT WORK/ FOR MY COMPANY/
0325 I HAD A HEART ATTACK

V: whyvisit

Q: Have you ever visited your local fire station? Why did you visit the station?

0002 A TOUR FOR THE KIDS TO SEE THE FIRE STATION/ FOR MY CHILDREN/
0007 FOR A TOUR/
0011 THEY CAME INTO THE NEIGHBORHOOD/ THEY BUILT THE STATION RIGHT DOWN FROM THE HOUSE, SO WE VISITED THE OPEN HOUSE/
0014 I USE TO GO THERE TO VOTE AT ELECTION TIME/

0015 TO ASK HOW TO PROPERLY INSTALL OUR INFANT CHILD'S CAR SEAT/ I WAS ABLE
TO UNDERSTAND BETTER HOW TO MAKE IT SECURE IN MY OWN CAR AFTER THAT/
0017 WE VISITED A NUMBER OF STATIONS/ LIKE WHEN THEY HAD OPEN HOUSES/
0018 WE WENT DOWN TO THE FIRE STATION AND FOUND OUT HOW TO GET A PERMIT TO
BURN THE FIELDS/ THEN WE WENT IN AND GOT THE PERMIT/
0020 BOY SCOUTS/ MY SONS BOY SCOUT TROOP WENT THERE TO GO THROUGH A BADGE AND
I WENT WITH HIM/ ANOTHER CHILD WENT THERE AND I WENT WITH THEM/ I CAN'T
REMEMBER WHY/
0021 TOOK A GIRL SCOUT TOUR AND DAYCARE KIDS ON TOUR TWO OR THREE TIME/ IT
WAS INFORMATIVE/
0022 I DON'T REMEMBER/
0024 AS AN EDUCATION THING FOR YOUNG PEOPLE/ THEY GAVE COURSES ON WHAT TO DO
IN EMERGENCIES AND FIRE PREVENTION/ TOLD THE KIDS NOT TO PLAY WITH DANGEROUS
SUBSTANCES LIKE GAS OR THINGS OF THAT NATURE/
0028 TOOK MY DAUGHTER TO GIRL SCOUTS THERE/
0030 TWO YEARS AGO
0039 FOR THE WILD FIRE PREVENTION MEETING/
0040 I WENT WITH A BOY SCOUT TOUR/ IT WAS EDUCATIONAL/ THEY TALKED ABOUT
THEIR EQUIPMENT AND THE CALLS THEY RESPOND TO/
0041 I TOOK MY YOUNG SON ON A TOUR OF THE FIRE HOUSE/ HE WAS REALLY
INTERESTED IN SEEING THE FIRE TRUCKS/ ONE OF THE FIREMEN GAVE US A TOUR AND
SHOWED US THE EQUIPMENT/ MY SON GOT TO SIT IN THE TRUCK/
0051 FOR A MEETING/ IT WAS A CAMPAIGN MEETING FOR A BALLOT INITIATIVE/
0054 FOR A TOUR A FEW YEARS AGO/ IT WAS FOR OUR PRESCHOOL/
0056 I HAVE A FRIEND WHO WORKS THERE AND I WENT TO VISIT HIM/
0057 TO CHECK ON OUR INFANT CAR SEAT
0058 I TOOK MY KIDS FOR FIRE PREVENTION WEEK/ THEY HAD DEMONSTRATION AT THE
FIRE STATION/
0059 I TOOK A GROUP OF CUB SCOUTS FOR AN ACTIVITY TO THE FIRE STATION/
0070 SCHOOL TRIP/ I WAS A TEACHER AND WE TOOK THE STUDENTS THERE/
0072 WITH MY SCHOOL/ WE TOOK A TOUR OF IT SOME TIME AGO/
0073 TO REPORT A FIRE/ I DRIVE UP AND DOWN THE INTERSTATES AND THE FIRE
DEPARTMENT IS ABOUT A BLOCK FROM MY HOUSE. I'LL BRING IT TO THEIR ATTENTION
IF I SEE SMOKE/
0074 CURIOSITY/ JUST CURIOUS HOW IT WAS SET UP/
0077 I WAS DOING A RIDE ALONG/ I WAS TRAINING FOR MY STUFF AND WE HAD TO DO
SO MANY HOURS AT THE FIRE DEPARTMENT/
0078 I LOVE FIRE TRUCKS/ YOU CAN TELL I HAVE A WEAK SPOT FOR FIREMEN/ I GO
PAST IT ALL THE TIME/ I LOOK IN TO SEE IS ALL/
0080 TO REPORT A FIRE/ I SAW A FIRE/
0084 I WAS A GIRL SCOUT LEADER AND WE WENT AND TOOK A TOUR/ WE GOT A TOUR OF
THE STATION/
0085 IT WAS FOR A CAR-SEAT INSPECTION/ THEY MADE SURE IT WAS SAFE AND PROPER/
0087 IT WAS A LONG TIME AGO FOR SCHOOL IT WAS A FIELD TRIP/ JUST A FIELD TRIP
FOR A TOUR TO THE SCHOOL/
0089 PRE-SCHOOL CLASS VISIT/
0092 ON A TOUR WITH A SCOUT GROUP
0094 THEY HAD AN OPEN HOUSE/ THEY HAD PEOPLE COME AND CHECK OUT THE TRUCKS
AND STUFF LIKE THAT/
0095 I TOOK MY SCHOOL KIDS ON THE BUS TRIP/ WE DO A FIELD TRIP EVERY YEAR/
0098 WE TOOK OUR SMALL CHILDREN ON A TOUR/ TO GET THEM FAMILIAR WITH THE
FIREMEN AND WHAT THEY DO/
0099 THEY HAD A OPEN HOUSE/ THEY ADDED ON THE FIRE DEPARTMENT AND THEN HAVE
COMMUNITY COME AND LOOK AT THE BUILDING/
0100 IT WAS JUST WHEN I WAS WALKING AROUND/ I TOOK A LITTLE TRIP BECAUSE I
WANTED TO SEE THE FIRE TRUCKS/
0103 FOR A TOUR/ A COMMUNITY THING WITH THE BOY SCOUTS/
0107 TO GET A LICENSE FOR A BICYCLE/ THAT WAS BACK WHEN WE NEEDED A LICENSE
FOR A BICYCLE/

0110 I TOOK SOME BOY SCOUTS/ JUST TO SHOW THE KIDS AROUND/
0113 I TOOK MY KIDS THERE/ JUST TO SHOW THEM AROUND/
0117 FOR THE CAR SEAT ISSUE/
0125 I WORK WITH WAL-MART/ WE WORK WITH THEM A LOT DURING FIRE SAFETY WEEK
AND WE VISIT THE STATION TO DISCUSS FIRE SAFETY WITH THEM/
0131 I WENT ON A TOUR OF THE STATION
0139 WHEN I WAS A KID/ IT WAS A FIELD TRIP/
0140 WE HAVE A MEETING THERE EVERY YEAR/ A HOMEOWNERS ASSOCIATION MEETING/
0142 I HAD A FRIEND THAT WORKED THERE/ I JUST WENT TO SAY HI/
0143 TO SHOW IT TO MY KIDS WHERE IT WAS AT ABOUT TEN YEARS AGO/
0144 CUB SCOUT OUTING ABOUT FIFTEEN YEARS AGO/
0148 FOR DAYCARE/ TRAINING PURPOSES FOR DAYCARE/
0151 TOUR WHEN I WAS A KID IN SCHOOL/
0154 COMMUNITY MEETING/ WE WERE AT A LOCATION WHERE THEY HAD A CALL TO AND
THEY HAD LOST THEIR FLASH LIGHT THERE SO WE JUST RETURNED IT TO THEM AT THE
FIRE STATION/
0155 CURIOSITY/ MY SON IS A FIREFIGHTER AND PARAMEDIC THERE/
0156 ACTUALLY I HELPED BUILD THREE OF THE FIRE STATIONS AND I ALSO
PHOTOGRAPHED SOME OF THE FIRE STATIONS/
0157 I DONATED THE PRINTING FOR THE 5K AND 10K RACE/
0159 WITH THE GIRL SCOUTS/ WE WENT ON A FIELD TRIP/
0160 IT WAS A SCHOOL FIELD TRIP/ TOOK THE ELEMENTARY SCHOOL CHILDREN TO THE
FIRE STATION/
0162 TO HAVE A CAR SEAT INSTALLED/
0168 WITH A GROUP OF STUDENTS/ IT WAS FOR A FIELD TRIP/
0169 NEIGHBORHOOD GROUP MEETING
0173 WITH OUR KIDS/ TO SHOW THEM THE STATION/
0174 WITH CHILDREN/ I TOOK MY CHILDREN THERE/
0176 JUST TO SEE IT
0179 GIRL SCOUTS/ A FIELD TRIP/
0181 YEARS AGO I TOOK SMALL CHILDREN TO THE FIRE DEPARTMENT FOR A TOUR/
RECENTLY WE WENT TO THE FIRE DEPARTMENT TO HAVE A CHILD CAR SEAT INSTALLED
PROPERLY FOR OUR GRAND CHILD/
0182 PART OF A BOY SCOUT ACTIVITY/ TOOK A TOUR OF THE FIRE DEPARTMENT AND
ALSO TOOK A FIRST AID TRAINING/
0183 WENT TO SEE A FIELD TRIP/ IT WAS A TOUR OF THE FIRE DEPARTMENT/
0184 FIRE STATION TOUR/ I TOOK A TOUR OF A FIRE STATION/
0187 TO SHOW MY KIDS WHERE IT WAS AT
0188 FOR A TOUR OF THE STATION
0189 THEY HAD A GRAND OPENING AT ONE OF THEM
0192 GAVE MY CHILDREN A TOUR
0193 THEY USED TO HAVE VOTING HELD THERE
0197 I WENT TO THE OPEN HOUSE WHEN THEY FIRST OPENED
0200 THEY HAD A DEMONSTRATION OPEN TO THE PUBLIC
0202 JUST FOR THE HECK OF IT/ THERE WAS NO PARTICULAR REASON/
0203 TO GET A CAR SEAT PUT IN/ I KNEW THAT IF I TOOK A CAR SEAT TO THE FIRE
STATION THAT THEY WOULD PUT IT IN FOR ME, SO I TOOK IT DOWN THERE AND THEY
STRAPPED IT ALL FOR ME/
0205 BOY SCOUTS/ THAT HAPPENED ABOUT FIFTEEN YEARS AGO AND WE NEEDED AN
ACTIVITY FOR A BADGE, SO WE WENT TO THE NEIGHBORHOOD FIRE STATION AND I
THOUGHT IT WAS AN EXCELLENT EXPERIENCE/
0207 THEY HAD AN OPEN HOUSE/ SO WE JUST WENT TO SEE THE FIRE STATION AND MEET
THE FIRE FIGHTERS/
0210 LOOK AT ANTIQUE FIRE TRUCK THEY HAD THERE/ IT WAS THERE ON DISPLAY AS
PART OF A FUNDRAISER FOR THE FIRE DEPARTMENT/
0213 FOR A CHILD SAFETY SEAT/ THEY PROVIDE A SERVICE TO MAKE SURE IT IS
INSTALLED CORRECTLY/
0214 TOOK THE KIDS THERE/ TO SEE THE FIRE TRUCKS/
0217 MY KID HAD A PRE-SCHOOL CLASS THERE

0219 I HAVE A SISTER WHO USED TO WORK THERE/ I USED TO SEE HER THERE/
0225 TO SAY HI/ RIGHT NEXT TO SCHOOL, MY SON LOVES FIRE TRUCKS
0228 I WENT TO TAKE THEM COOKIES AND DONUTS
0229 HAD A FRIEND WORKING THERE/ IT WAS CLEAN AND IN ORDER
0230 WHEN MY KIDS WERE LITTLE/ THEY WANTED TO SEE THE FIRE TRUCKS/ THAT WAS
WHEN IT OPENED/ IT WAS AN OPEN HOUSE/
0234 IT WAS THE VOTING CENTER/ I WORKED ON A VOTING DAY SO THEY SHOWED ME
AROUND THE FIRE HOUSE/
0236 TO PERFORM A CHILD SAFETY INSPECTION/ THEY GAVE US GOOD INFORMATION/
0242 I JUST WANTED TO SEE WHAT IT LOOKED LIKE INSIDE/ I WAS CURIOUS/
0244 THEY HAD AN OPEN HOUSE/
0245 TO SHOW THE KIDS AROUND, LET THEM SEE THE FIRE TRUCKS/
0252 JUST WANTED TO SEE WHAT WAS GOING ON/
0253 I WENT WITH THE BOY SCOUTS ON A TOUR/
0260 I HAD A DAY CARE AND I TOOK MY CHILDREN THERE FOR A VISIT/
0261 I RAN A 5K RACE AND IT STARTED AT THE FIRE HOUSE AND YOU COULD GO AND
LOOK AROUND/ TAKE A TOUR/
0262 I WENT WITH THE BOYS SCOUTS ON A TOUR
0263 I WENT ON A TOUR
0265 TO GET MY BLOOD PRESSURE CHECKED AND DELIVER MAIL/
0268 BECAUSE WE WORK RIGHT NEXT DOOR AND WERE COURTEOUS/
0270 EDUCATION FOR MY CHILDREN/ WE WENT THERE TO LEARN ABOUT FIRE SAFETY/
0271 TO SEE SOME NEW EQUIPMENT IN THE STATION/ TO SEE THE NEW EQUIPMENT THEY
RECEIVED/
0272 PROFESSIONAL/ I WORK IN A RELATED FIELD THAT DEALS WITH THEM REGULARLY/
0273 I TOOK MY NEPHEWS TO SEE THE FIRE TRUCK/ I WANTED TO SHOW THEM THE FIRE
TRUCK/
0278 TO GET A NEW CAR SEAT INSTALLED/ THEY CHECK TO MAKE SURE WE INSTALLED
THE CAR SEAT PROPERLY/
0284 THERE WAS A HEART ATTACK AND THEY RESPONDED TO IT/ WE WERE TWO BUILDINGS
AWAY TO THE FIRE DEPARTMENT AND WE RESPONDED/
0285 I WANTED TO TAKE MY KIDS TO THE DEPARTMENT/ MY SON LIKES THAT TRUCK THEY
DRIVE/
0286 TOOK THE KIDS TO SEE THE FIRE TRUCK/ THEY LIKE THE FIRE TRUCKS
0287 KINDERGARTEN TRIP/ JUST A FIELD TRIP TO THE STATION/
0288 MY HUSBAND WAS IN LAW ENFORCEMENT/ HE HAD TO GO THERE AND I WENT WITH
HIM/
0295 I WAS MARRIED TO THE ASSISTANT CHIEF/ I WENT TO VISIT/
0296 THEY TOOK US THERE AFTER THE PLANE CRASH/
0302 COMMUNITY EVENT / FIRST NIGHT/ FOR THE COMMUNITY TO GET OUT AND BECOME
EDUCATED/
0304 ONE OF MY NEIGHBORS WORKS THERE AND I WANTED TO SEE THE FIRE DEPARTMENT/
0308 JUST TO SEE EQUIPMENT AND TO TALK TO THE PEOPLE TO GET INFORMATION/ JUST
TO BE AWARE OF WHERE IT IS LOCATED AND WHAT EQUIPMENT WAS AVAILABLE THAT WAS
AT THE SPRING CREEK STATION/
0310 I WENT TO SEE SOME ONE I KNEW/ IT WAS FOR A VISIT BUT NOT FOR A FIRE
REASON/
0311 TO HAVE THE CAR SEAT INSTALLED/ BECAUSE I HAVE A GRANDSON THAT NEEDS TO
RIDE IN MY CAR/
0312 THE KIDS WERE INTERESTED IN IT/ MY BOYS WANTED TO GO AND SEE THE FIRE
TRUCKS/
0314 CAR SET CHECK/ BECAUSE THEY DO FREE CHECKS TO MAKE SURE YOUR CAR SEAT IS
SAFE FOR YOUR CHILD.
0317 IT WAS A TIGER CUBS FIELD TRIP
0318 WE WERE JUST CURIOUS / MY SONS HAD NEVER BEEN INSIDE OF THE FIRE STATION
0320 FOR BOY SCOUTS FIELD TRIP
0321 FRIENDS AND SON WORK THERE JUST VISITING THEM NOT FIRE RELATED
0322 FOR A HOMEOWNERS ASSOCIATION MEETING/ WE RENTED A SPACE IN THE BASEMENT
FOR OUR MEETING

0323 CUB SCOUT TROOP/ FOR THE CUB SCOUT TROOP EDUCATION
0325 AN EMERGENCY/ THERE WAS A MEDICAL EMERGENCY AND WE LIVED RIGHT ACROSS
THE STREET FROM THE FIRE STATION. THE PERSON WHO WAS IN TRAUMA RAN ACROSS THE
STREET TO THE FIRE STATION/ THEY ACTUALLY TOOK THE PERSON TO THE E R.

V: thinkoff

Q: What types of things do you think they do when not responding to emergencies?

0001 I DON'T KNOW/
0002 HANG OUT AT THE FIREHOUSE/ THAT THEY ARE THERE AT THE FIREHOUSE I HAVE
NO IDEA WHAT THEY DO/
0003 I THINK THEY ARE HAVING CLASSES/ JUST DRILLS AND REGULAR CLASSES FOR
FIGHTING FIRES AND THEY HAVE SOME CLASSES TO HELP ELDERLY AND HANDICAPPED
PEOPLE I'M SURE/
0004 TAKING CARE OF THE EQUIPMENT/
0005 TAKING CARE OF EQUIPMENT/ TRAINING/
0006 THEY TAKE CARE OF THEIR EQUIPMENT/ TRAINING/ SLEEP/
0007 AT WORK CLEANING THE TRUCK AN STATION AN EDUCATING THE COMMUNITY/
0008 THEY DO ALL THE INSPECTION AT THE STORES AND SCHOOLS/
0009 TRAINING/ I WATCH TV AN THEY EAT TOGETHER AN TRAIN/ THE NEIGHBORHOODS
NEED MORE PROGRAMS TO PREVENT FIRE/ I HAVE LIVED HERE TWENTY YEARS AND ONLY
SEEN THEM ONCE/ THEY TRY TO DO A GOOD JOB BUT NEIGHBORHOODS NEED MORE
INFORMATION THE NEIGHBORS HAVE KIDS AND THEY ARE ALWAYS PLAYING WITH
FIREWORKS AND NOBODY SAYS ANYTHING/
0010 I THINK THEY JUST LIVE THEIR OWN LIVES/ I'M SURE WHEN THEY ARE ON DUTY
THEY ARE READY AND AVAILABLE OFF DUTY THEY ARE JUST LIKE THE REST OF US/ ONE
TIME AT THIS ADDRESS WE HAD A FIRE IN THE FIELD BEHIND THE HOUSE IT WAS NOT
AN EMERGENCY, BUT I CALLED THE FIRE DEPT/ OUR ADDRESS DID NOT COME UP ON
THEIR COMPUTER I CALLED THE POU DRE FIRE AUTHORITY AND BECAUSE THIS WAS A NEW
SUBDIVISION OUR ADDRESS DID NOT COME UP ON THEIR COMPUTER EITHER/ I WAS
FIGHTING THE FIRE MYSELF WITH MY SON WHO HAD STARTED THE FIRE WHEN THE POU DRE
FIRE MARSHALL CAME WITH AN ENGINE EVEN THOUGH WE WERE NOT IN THEIR AREA HE
TREATED MY SON WELL AND ALL THE OTHER KIDS SAW THIS AND THE KIDS SAW FIRST
HAND THE DANGER OF PLAYING WITH FIRE/
0011 I CAN'T REMEMBER/
0012 PROBABLY WORKING ON THE EQUIPMENT/ KEEPING THEMSELVES AND THEIR TOOLS
SHARP/
0013 WE HAD SOME FIRE DEPT FOLKS COME TO OUR SCHOOL/ THEY TESTED THE
SPRINKLERS AND THE FIRE ALARM/
0014 I KNOW THAT THEY SHOP FOR GROCERIES/ I'VE SEEN THEIR TRUCK AT THE
GROCERY STORE/ I DON'T KNOW OF ANY OTHER ACTIVITIES OR THINGS THAT THEY DO/
0015 I REALLY DON'T KNOW WHAT THEY DO/
0016 I REALLY DON'T KNOW WHAT THEY DO/
0017 PLAY CARDS/ READ BOOKS/ WATCH MOVIES/
0018 THEY'RE ALWAYS TAKING CARE OF THEIR EQUIPMENT/ THEY JUST MAKE SURE
EVERYTHING'S FUNCTIONING/
0019 CHECKING EQUIPMENT/ CLEANING THE TRUCKS/
0020 I AM SURE THEY ARE JUST SITTING THERE AND THE FIREHOUSE/ PROBABLY THEY
WORK ON THINGS AT THE FIREHOUSE, MAYBE BETTER WAY TO TRAIN THEIR EMPLOYEES,
CHECK THE VEHICLES, MAKE SURE EVERYTHING IS STOCKED AND READY TO GO/
0021 WORK OUT AND TRAIN, TAKE CLASSES, TAKE CARE OF EQUIPMENT/ TAKE IT AS
IMPORTANT THINGS/
0022 TRAINING AND THAT SORT OF THING/ A LOT OF TRAINING AT THE TRAINING TOWER
AND CLASSES FOR FIRST AID/ PLAYING CARDS/
0023 CLEANING UP THE EQUIPMENT FROM ANOTHER FIRE/ WHAT ELSE ARE THEY GOING TO
DO, THEIR EQUIPMENT ALWAYS SEEMS TO BE NICE AND CLEAN/
0024 THEY HAVE FAMILIES/ THEY SPEND TIME WITH THEIR FAMILY/ VOLUNTEER THEIR
FREE TIME IN TRAINING AND IN HELPING TO FIGHT FIRES/ THEY DO LIKE EVERY ONE
ELSE/ THEY GO HOME AND LIVE THEIR LIVES/ TAKE CARE OF THINGS AROUND THE HOUSE

OR RELAX AS NEEDED/ THEY MAY BE MORE APT TO RESPOND TO AN EMERGENCY DURING THEIR FREE TIME BECAUSE OF THEIR TRAINING AND SKILLS/
0025 GETTING THERE EQUIPMENT READY/ SO THEY ARE READY FOR AN EMERGENCY/
0026 DOING EDUCATION/ FIRE PREVENTION/ INSPECTIONS/ BUILDING AND BUSINESSES/
0027 EDUCATION/ ON FIRE PREVENTION FOR RESIDENTS/ CHECKING BUSINESSES/ MAKING SURE THEY ARE UP TO DATE ON FIRE CODES/
0028 POLISH THEIR BOOTS/ PAINT THEIR TRUCKS/ PRACTICE FOR EMERGENCIES/ KEEP THEMSELVES SHARP FOR EMERGENCIES/ ACCORDING TO THE COMMERCIALS GO OUT TO EAT/
0029 WATCH TV AND WORK OUT/
0030 EQUIPMENT PREPARATION AND MAINTENANCE TRAINING/ EDUCATION/ EDUCATION OF THE COMMUNITY/
0031 THEY SPEND TIME TRAINING AND I ASSUME THERE IS SOME SLACKING OFF IN BETWEEN AND THEN THERE ARE NON EMERGENCY THINGS LIKE FIRE SAFETY TRAINING THINGS THAT THEY PROVIDE/ THEY HAVE THE EQUIPMENT AND IT IS THEIR JOB/
0032 THEY DO THERE SHOPPING/ SHOPPING FOR THE FIRE DEPARTMENT/
0033 I IMAGINE ONES THAT HAVE FAMILIES ARE HOME WITH THEIR FAMILIES/ I GUESS MAYBE ALL OF THEM WOULD BE WITH THEIR FAMILIES/
0034 I ASSUME THEY TRAIN AND WAIT FOR EMERGENCIES TO HAPPEN/
0035 THEY JUST DO VERY COMMON DAY THINGS/ LIKE TAKING CARE OF LIKE GARDENS AND SOME OF THEM TAKE CARE OF THE FLOWERS OUTDOORS AND THERE ARE SOME THAT EVEN GO FISHING/
0036 THEY CHECK THEIR EQUIPMENT AND MAKING SURE THAT IT IS OPERATING CORRECTLY AND DOING TRAINING/ LIKE TRAINING HOW TO USE THEIR EQUIPMENT AND HOW TO GO DO FIRES THE RIGHT WAY AND THE SAFE WAY AND TO MAKE SURE THAT THEY ARE FAMILIAR WITH THE AREAS SO THEY WILL KNOW HOW TO GET TO WHERE THEY NEED TO GO/
0037 THEY WORK ON THEIR EQUIPMENT AND THEY FURTHER THEIR EDUCATION AND THEY ARE INVOLVED IN THE COMMUNITY'S ACTIVITY/ JUST LIKE WHAT I JUST SAID THEY DO ALL OF THOSE THINGS/
0038 I DON'T KNOW/ I HAVE NO IDEA/
0039 THEY MEET WITH THE OTHER AGENCIES AND THEY GO ON BUILDING CHECKS AND THEY ARE ALWAYS TRAINING THEIR EMPLOYEES ON NEW TECHNOLOGY/ WHEN THEY ARE INSPECTING THE BUILDING THEY ARE MAKING SURE THAT THEY ARE UP TO CODES OR STANDARDS AND WHEN THEY ARE MEETING WITH OTHER AGENCIES THEY ARE SEEING IF THEY ARE INVOLVED WITH OTHER FIRE ISSUES/
0040 THEY TAKE CARE OF EQUIPMENT AND TRAIN/ THEY TRAIN ON THE EQUIPMENT/
0041 I THINK THAT THEY PLAY CARDS AND READ AND WATCH TV AFTER THEY TAKE CARE OF THE FIRE EQUIPMENT LIKE CLEAN IT AFTER A FIRE/ I HAD A FRIEND THAT WAS PART OF A FIRE DEPARTMENT/
0042 THEY PROBABLY GO OVER THEIR HANDBOOK/ THEY MAKE SURE THAT THEY ALL UNDERSTAND WHAT TO DO IN THE SPUR OF THE MOMENT/
0043 TRAINING OR PLAYING CARDS/ AT ONE POINT I WORKED AT THE ER AT THE HOSPITAL AND THAT'S WHAT WE DID WHEN WE HAD DOWNTIME/
0044 DON'T KNOW/
0045 TRAINING AND DRILLS/ SO THEY PROPER TRAINING/
0046 WORKING ON TRAINING AND TEACHING/ LIKE AT SCHOOLS AND OTHER BUSINESSES/
0047 DON'T KNOW/
0048 EDUCATION AND MAINTENANCE/ TEACHING THE COMMUNITY SCHOOLS ON FIRE HAZARDS/
0049 KEEP UP ON THE DATA ON THE COMPUTERS/ REGARDING ALL THE EMERGENCIES THEY ATTEND AND WHAT'S GOING ON/
0050 TRAINING AND DRILLS AND EDUCATION/ KEEPS THEIR SELVES UP AND TRAIN KIDS AND PEOPLE ON FIRE HAZARDS AND SAFETY/
0051 I REALLY DON'T KNOW/
0052 I HAVE NO IDEA
0053 I WOULD HOPE THEY'RE TRAINING/ NOT JUST TRAINING FOR THEMSELVES, BUT ALSO EDUCATING THE PUBLIC/
0054 I KNOW THAT THEY GIVE SCHOOL TOURS/

0055 THEY CLEAN ENGINES TO MAKE SURE THEY ARE RUNNING GOOD. TAKE CARE OF THE BUILDING AND ALL THEY ALSO GET A LITTLE SCHOOLING/
0056 THEY EDUCATIONAL INSPECTIONS, THE SEAT BELT PROGRAM, PLAN COMMUNITY OR HELP ASSIST WITH EMERGENCY PLANNING FOR COMMUNITY EVENTS. THEY DO TRAINING EXERCISES, EITHER PHYSICAL OR WHAT'S NECESSARY IN THEIR WORK WITH FIRES. THEY TAKE PRACTICES CONTROLLING SKIDS, ETC DRIVER'S TRAINING/
0057 TAKING CARE OF THE EQUIPMENT/ COMMUNITY SERVICE/ SLEEP/
0058 THEY GO THROUGH EXTENSIVE TRAINING ON CPR/ EDUCATE THE COMMUNITY/ INSPECT BUILDINGS THROUGHOUT THE COMMUNITY/
0059 CAR SEAT INSPECTION/ THEY DISTRIBUTE FREE BIKE HELMETS FOR BIKE SAFETY/ THEY DISTRIBUTE FREE SMOKE DETECTORS/
0060 TRAINING FOR CPR/
0061 I DON'T KNOW
0062 I DON'T KNOW
0063 I DON'T KNOW
0064 I DON'T KNOW
0065 I DON'T KNOW
0066 TRAINING/ CHECK OUT THEIR EQUIPMENT/
0067 MAINTENANCE OF THE EQUIPMENT
0068 INSPECTION OF BUSINESS/ CAR SEAT INSPECTION/ COMMUNITY SERVICE/
0069 I DON'T KNOW
0070 KEEPING THEIR EQUIPMENT IN ORDER/ SOMEBODY'S GOT TO KEEP UP THE FIRE ENGINES AND THINGS THEY DO. AS WELL AS EVERYTHING THAT THEY HAVE IN THE FIRE HOUSE/ EDUCATION/ NEW WAYS OF TREATING FIRES THAT THEY SHOULD BE KEEPING UP WITH/
0071 EDUCATION/ FIRE PREVENTION EDUCATION TO HELP EVERYONE/ SLEEPING/ THEY WORK LONG SHIFTS, THEY'VE GOT TO SLEEP SOMETIME/
0072 JUST FAMILY STUFF/ IF THEY HAVE KIDS. HANGING OUT WITH THEM/ OUTSIDE ACTIVITIES/ JUST LIKE MOUNTAIN BIKING OR STUFF LIKE THAT/
0073 MAINTAINING THEIR EQUIPMENT/ DOING HOUSEHOLD STUFF AT THE STATION. BEING PREPARED FOR ANY CALLS/ DOING ROUTINE INSPECTIONS/ LIKE FIRE HYDRANT INSPECTIONS AND OTHER STUFF/
0074 THEY KEEP THEIR STATIONS CLEAN AND DO SOME ACTIVITIES/ THEY HAVE A POOL TABLE AND PING PONG TABLE/ LISTEN TO MUSIC AND READ/ STUFF TO ENJOY THEMSELVES/ THEY GIVE TOURS/ ESPECIALLY FOR YOUNGSTERS AND SCOUT TROOPS/
0075 I KNOW THEY CLEAN THEIR TRUCKS AND MAINTAIN THEIR EQUIPMENT/ I JUST ASSUME THEY DO/ THEY VISIT SCHOOLS/ FOR THE INFORMATION THE CHILDREN NEED TO HELP PREVENT FIRES/
0076 PERHAPS RETRAINING/ REFRESHER COURSES AND GETTING SOME REST FIRST AID TRAINING/ GETTING ADEQUATE REST/ THEY WORK LONG HOURS/
0077 THEY ARE DOING INSPECTIONS AND THEY HAVE TO WORK OUT/ THEY HANG OUT AT THE STATION AND STAY FIT/ NO, THEY'RE ALWAYS DOING SOMETHING AROUND THE STATION/ FIXING THEIR TRUCKS AND SUCH/
0078 MY GUESS IS DEVOTING TO PROGRAMS AT SCHOOLS/ THEY USED TO HAVE SMOKEY THE BEAR COME AND THAT KIND OF STUFF FOR THE KIDS/ TRAINING/ I MEAN TO BETTER THEIR SKILLS AND TO KEEP UP THEIR STRENGTH/
0079 THEY ARE TAKING CARE OF EQUIPMENT/ THEY ARE CLEANING UP AND TRAINING/
0080 ENJOYING THEIR FAMILY/ HANGING OUT WITH FAMILY AND FRIENDS/
0081 PROBABLY TRAINING/ FIRE PREVENTION TRAINING/
0082 I DON'T KNOW/ I DON'T KNOW WHAT THEY DO/
0083 THEY WOULD GIVE EDUCATION PROGRAMS/ THEY WOULD ALSO INSPECT AREAS FOR FIRE/
0084 THEY GO AROUND AND CHECK TO MAKE SURE THAT PEOPLE HAVE THE RIGHT FIRE EXTINGUISHERS AND THAT THE HOMES ARE UP TO CODES/ THEY MAKE SURE EVERYTHING IS UP TO DATE AND WORKING PROPERLY/
0085 ATTENDING TO THEIR EQUIPMENT/ MAKING SURE IT IS UP TO DATE AND WORKING PROPERLY/

0086 THEY DO THE EDUCATION AWARENESS PROGRAMS FOR THE SCHOOLS AND PUBLIC/
THEY ALSO TRAIN AND TAKE CARE OF THEIR STATIONS AND VEHICLES/ THEY MAKE SURE
EVERYTHING WORKS/
0087 FIRE SAFETY CODES/ MAKING SURE EVERYTHING IS NEW AND UP TO DATE /
0088 THEY CARE FOR THEIR EQUIPMENT/ MAKE SURE IT IS ALL RUNNING/
0089 CHECK EQUIPMENT/
0090 WORK ON EQUIPMENT/ VISITATIONS/
0091 I HOPE THAT A LOT OF IT IS ONGOING TRAINING AND STAYING IN SHAPE. I HOPE
THAT THEY HAVE SOME DOWN TIME/
0092 I THINK THAT THEY SOCIALIZE WITH EACH OTHER AND DO HOUSECLEANING AND
MAINTAINING EQUIPMENT. PROBABLY WATCH TV. EAT AND THEY EXERCISE/
0093 I THINK THEY DO EDUCATION TRAINING PROBABLY INSPECTION FOLLOW UP
COMMUNITY OUTREACH AND PAPERWORK. COMMUNITY SERVICE/
0094 I HAVE NO IDEA
0095 COOK, PLAY GAMES/ THEY HAVE DIFFERENT THINGS FOR THE KIDS TO SEE HOW THE
FIRE DEPARTMENT RUNS/ THEY HAVE A WORKOUT ROOM. SO THEY STAY HEALTHY WHEN
THEY WORK WITH PEOPLE WHEN THEY ARE OUT THERE BECAUSE OF THE WORK TO BE DONE/
THEY RESPOND TO A LOT OF DIFFERENT CALLS SUCH AS WHEN PEOPLE ARE HURT. RESCUE
FOR WHEN SOMEONE HAS FALLEN IN A LAKE OR SOMETHING LIKE THAT/
0096 REMAIN AVAILABLE AND PARTICIPATE IN COMMUNITY EVENTS/ THEY HAVE TO HAVE
CERTAIN NUMBER ON CALL IN THE FIREHOUSE/ WHEN THEY VISITS SCHOOLS, THEY
PARTICIPATE IN LOCAL FAIRS AND PROBABLY PARTICIPATE IN COMMUNITY EDUCATION/
0097 THEY ARE ALWAYS COOKING AND KEEPING THEIR OFFICE CLEAN/ THEY HAVE TO DO
THEIR OWN COOKING, OR AT LEAST THEY USED TO/ THEY KEEP THEIR ORDERS UP, JUST
LIKE A HOUSE/
0098 I ASSUME THEY DO MAINTENANCE/ IN THE FIRE STATION AND ON THE FIRE TRUCK
AND MAKE SURE THERE ARE NO HOLES IN THE WATER HOSES AND MAYBE DO SOME
TRAINING PROGRAMS AND THINGS LIKE THAT/
0099 DO SOME TRAINING/ FIRST AID TREATMENT/ LIKE EXERCISE TREATMENT TO KEEP
THEM IN SHAPE/
0100 TRAINING AND EMERGENCY RESCUE DRILLS/
0101 TRAINING AND COMMUNITY SERVICE/
0102 I DON'T KNOW/
0103 THEY WORK OUT, THEY EAT THEY DO TRAINING/ ONLINE TRAINING, TRAINING IN
THE FIRE HOUSE, VIDEO TRAINING/
0104 PROBABLY COOK, WORK ON THE EQUIPMENT/ KEEP THE TRUCK UP TO SCALE BY
KEEPING THE HOSES AND EQUIPMENT RUNNING PROPERLY/
0105 THEY HAVE CLASSES AND TRAINING/ MANY EDUCATIONAL OPPORTUNITIES WHERE
THEY CAN LEARN NEW ASPECTS OF THEIR JOB/
0106 I THINK THEY CHECK OUT BUSINESSES AND MAKE SURE THEY ARE PREPARED FOR
FIRES/
0107 EDUCATION/ FIRE PREVENTION EDUCATION/ EXERCISE/ TO STAY FIT/
0108 TRAINING/ THEY NEED TO KNOW HOW TO HANDLE AN EMERGENCY SITUATION/
MAINTENANCE OF THEIR EQUIPMENT/ THEY NEED TO HAVE GOOD TOOLS/ PHYSICAL
TRAINING/ THEY NEED TO BE FIT/
0109 RELAX/ JUST WATCH TV/ THEY DON'T DO ANYTHING/ I WAS MARRIED TO A FIREMAN
AND HE DIDN'T DO ANYTHING/
0110 THEY DO VOLUNTEER WORK/ THEY GO TO FACILITIES AND DO INSPECTIONS AND IN
SERVICE/
0111 DON'T KNOW/
0112 READ/ BOOKS, OR SAFETY ISSUE BOOKS/ REST/ THEY ARE ON CALL TWENTY FOUR
HOURS/ EATING AND EXERCISING/ TO KEEP IN SHAPE/
0113 CLEAN THEIR TRUCKS/ TO KEEP THEIR EQUIPMENT UP TO PAR/
0114 THEY ARE DOING FIRE PREVENTION EDUCATION IN LOCAL SCHOOLS/ THEY TEACH
PEOPLE HOW TO DEAL WITH EMERGENCY SITUATIONS/
0115 I'M SURE THEY ARE NOT FOOLING AROUND OR ANYTHING/ THEY ARE PROBABLY
TAKING CARE OF THINGS AT THE FIRE STATION I WOULD GUESS/
0116 I SUPPOSE THAT THEY PRETTY MUCH DO THE SAME THINGS AS ANYONE ELSE/
CHECKING OUT THEIR EQUIPMENT OR PLAYING OR JUST CHILLING OUT/

0117 I HAVE KNOW IDEA/
0118 ON DUTY, THEY ARE MAINTAINING THE EQUIPMENT, PERFORMING TRAINING AND INSPECTIONS AND CONSULTING WITH BUSINESSES/ PERSONAL TRAINING FOR EDUCATION THE PUBLIC/
0119 THEY ARE CLEANING THEIR EQUIPMENT/ PRACTICING AND TRAINING FOR FIRE FIGHTING AND EDUCATION PUBLIC ABOUT FIRE PREVENTION/
0120 YOU KNOW I REALLY COULD TELL YOU ABOUT THAT/
0121 I HAVE NO IDEA WHAT THEY DO/
0122 I REALLY DON'T KNOW/
0123 TAKING CARE OF THE FIRE STATION/ CLEANING AND COOKING/
0124 MAINTENANCE AND TRAINING/ WHEN NOT ON DUTY I THINK THEY MOSTLY TRAIN/
0125 THEY HELP OUT IN THE COMMUNITY/ THEY DO CLEAN UP AND VISIT SCHOOLS TO GIVE INFORMATION ON FIRE SAFETY/
0126 ENJOY THEIR LIVES/ PLAY GAMES, HAVE BARBEQUES, SPEND TIME WITH THEIR FAMILIES/
0127 MAINTAIN EQUIPMENT/ MAKE SURE EVERYTHING IS UP AND RUNNING PROPERLY/
0128 I DON'T KNOW
0129 WORK ON THE EQUIPMENT/ MAKE SURE EQUIPMENT IS WORKING WELL/
0130 KEEP THE FIRE HOUSE CLEAN/ MAINTAIN THE FIRE DEPARTMENT AND EQUIPMENT/
0131 KEEP PHYSICALLY ACTIVE/ THEY GO TO THE GYM AND MAKE SURE THAT THEY ARE IN SHAPE/
0132 CLEAN THE SHOP, WASH THE TRUCKS, WORK OUT, AND TRAIN/
0133 THEY TAKE CARE OF TRUCKS, WORK OUT, AND TRAIN/
0134 CLEAN THE FIRE STATION/ JUST CLEAN UP/
0135 I AM GUESSING THAT THEY WORK OUT AND TRAIN/ TRAIN FOR EMERGENCIES/ DO EDUCATION SERVICES AND SAFETY PROCEDURES/ GO TO SCHOOLS TO GIVE FIRE SAFETY AND GO TO BUSINESSES TO CONDUCT SAFETY INSPECTIONS/
0136 I KNOW THEY GO TO THE SCHOOLS AND TALK TO THE SCHOOLS ABOUT FIRE SAFETY AND PUT ON OTHER PROGRAMS FOR FIRE SAFETY/ I HAVE READ IN THE PAPER ABOUT THE PROGRAMS THAT THEY HAVE PUT ON/
0137 I DO NOT KNOW/ MAYBE THEY ATTEND OTHER EMERGENCIES/
0138 CLEAN THE TRUCKS, HANG OUT AT THE STATION AND FIRE EDUCATION/ I HAVE FRIENDS ON THE FORCE/ THE DO FIRE EDUCATION TO TEACH THE CHILDREN ABOUT FIRE HAZARDS AND FIRE PREVENTION/
0139 I THINK THEY WORK OUT AND PREPARE TO RESPOND TO EMERGENCIES/ THEY TRAIN FOR EMERGENCIES AND STUDY AND STAY CAUGHT UP ON CURRENT EMT COURSES AND PRACTICES/
0140 I THINK THEY INSPECT THE EQUIPMENT AND MAKE SURE THAT IT IS IN GOOD WORKING ORDER AND PLAY CARDS/ THEIR EQUIPMENT HAS TO BE IN GOOD CONDITION SO THEY CAN USE IT IN AN EMERGENCY/
0141 LAY AROUND/ I HAVE A COUSIN WHO IS A FIREMAN IN LA AND HE NEVER MENTIONS WHAT THEY HAVE TO DO ALL I KNOW IS THEY HAVE TWENTY FOUR HOURS OFF AND TWENTY FOUR HOURS ON AND THAT IS ALL I KNOW/
0142 THEY CLEAN EQUIPMENT AND COOK MEALS AND GO AROUND AND INSPECT BUSINESSES AND VISIT SCHOOLS AND GO TO THE GROCERY STORE/ THINGS LIKE THAT/
0143 THEY ARE TRAINING FOR THEMSELVES AND TRAINING THE COMMUNITY AND THEY ARE CLEANING THEIR TRUCKS/
0144 EQUIPMENT MAINTENANCE AND EDUCATION/ THEIR EDUCATION ON CHEMICALS AND FIREFIGHTING TECHNIQUES AND EDUCATING THE COMMUNITY ON THESE THINGS TOO/
0145 PROBABLY CLEANING UP THEIR EQUIPMENT AND TRAINING THEMSELVES AND EATING AND SLEEPING AND EDUCATING THE COMMUNITY ON FIRE SAFETY/
0146 I THINK THEY PRACTICE THEIR CPR AND TO HELP PEOPLE TO KEEP UP TO DATE ON FIRE SAFETY AND THEY KEEP THEIR FIRE EQUIPMENT CLEAN AND UP TO DATE AND THEY COOK THEIR OWN MEALS/
0147 MAINTENANCE OF EQUIPMENT, TRAINING, AND WAITING FOR AN EMERGENCY/ MAKING SURE THE HOSES ARE PACKED RIGHT AND THEY HAVE ALL THEIR EQUIPMENT NEEDED/ REVIEWING PROCEDURES/ MAKING SURE THERE'S ENOUGH PEOPLE AVAILABLE FOR AN EMERGENCY/

0148 WORK ON THEIR EQUIPMENT/ MAKE SURE EVERYTHING IS IN WORKING CONDITION
WHEN NEEDED/
0149 PROBABLY COOK/ COOK AND CLEAN THEIR FIRE TRUCKS/
0150 I WOULD ASSUME TO BE ON CALL/ CLEANING THEIR EQUIPMENT/ TAKING CARE OF
THE HOUSE/ EDUCATION/ EDUCATING THE COMMUNITY/
0151 AT THE FIRE HOUSE WORKING OUT/ COMMUNITY SERVICE/ CLEANING THE FIRE
HOUSE/
0152 CHECKING ON BUILDINGS AND WORKING ON HANDICAPPED PROBLEMS/
0153 THEIR CHECKING UP ON PEOPLE AND BUSINESSES/ INSPECTING BUSINESSES AND
BEING ON WATCH IN CASE SOMETHING GOES WRONG/
0154 EDUCATIONAL PROGRAMS AT THE SCHOOLS/ INSPECTIONS/ WORKING ON THEIR
EQUIPMENT/
0155 THEY KEEP IN GOOD CONDITION BY WORKING OUT/ HAVE CLASSES WHERE PEOPLE
COME AND GIVE THEM LECTURES/
0156 INSPECTIONS/ ALSO INVOLVED IN TRAINING WHEN THEY ARE NOT WORKING/
0157 WE WON'T GO THERE/
0158 CLEANING THEIR TRUCKS/ BETTERING THEIR EDUCATION AND EDUCATING TRAINING
WITH THE COMMUNITY/
0159 I DON'T KNOW/
0160 I THINK THEY'RE MAKING SURE THEIR EQUIPMENT WORKS, I SEE THEM EXERCISING
AND KEEPING IN SHAPE, THEY KEEP THEIR CERTIFICATIONS UPDATED WITH TRAINING,
THEY DEVELOP NEW FIRE-FIGHTING STRATEGIES/ THEY'RE NOT JUST SITTING AROUND
READING BOOKS AND COOKING/
0161 HANG AROUND THE FIRE HOUSE AND WAIT FOR CALLS/ I KNOW THEY GO OUT ON
INSPECTIONS/
0162 TRAINING, MAINTENANCE, SLEEP/
0163 EDUCATING THE PUBLIC, MAINTENANCE/
0164 I THINK THEY'RE SO USED TO EVERYTHING THAT THEY TAKE THEIR TIME, THEY
LOOK AT IS AS A JOB, THAT'S HOW IT SEEMS TO ME ANYWAY/
0165 I IMAGINE THEY TEACH FIRE CLASSES AT SCHOOLS/ THEY MIGHT GO TO SCHOOLS
AND THEY TEACH KIDS ABOUT FIRE SAFETY/
0166 I DON'T KNOW/ I DON'T KNOW WHAT THEY WOULD DO/
0167 I DON'T HAVE ANY OPINION/ I'M NOT FAMILIAR WITH WHAT THEY DO/
0168 PAPER WORK, RESEARCH, READING, PAPER WORK THEY NEED TO GET CAUGHT UP ON,
GETTING NEW IDEAS/
0169 TRAINING, LOOKING AT BUSINESSES AND THINGS, TRYING TO MAKE SURE THINGS
DON'T HAPPEN, PREVENTION/
0170 NO IDEA EXCEPT WHAT I MIGHT SEE IN A MOVIE
0171 PROBABLY WHAT THE REST OF US DO/ OUR OWN INTERESTS/
0172 I DON'T KNOW/ MAYBE TRAINING, I DON'T REALLY KNOW
0173 I DON'T HAVE ANY CLUE, I'M SURE IT'S EDUCATION IN SCHOOLS AND SUCH/
0174 PLAY CARDS, DO ANYTHING, GROCERY SHOP, THEY'RE VISIBLE IN THE
NEIGHBORHOOD/
0175 HOPEFULLY THEY TAKE CARE OF THEIR FAMILIES LIKE EVERYONE ELSE/
0176 THEY STUDY AND THEY HAVE THEIR HOUSES OPEN FOR PEOPLE TO COME AND VISIT/
0177 MAKING SURE THE EQUIPMENT IS IN WORKING ORDER, KEEPING THE FACILITIES
CLEAN, COOKING, BEING READY FOR A CALL
0178 I WOULDN'T HAVE THE SLIGHTEST IDEA/
0179 THEY DO TRAINING AND INSPECTIONS/ DO THINGS LIKE EDUCATIONAL THINGS/
0180 THE EDUCATION OF PEOPLE AND THE UPKEEP ON THE EQUIPMENT/
0181 MAINTAINING THEIR EQUIPMENT AND TAKING PART IN EDUCATIONAL PROGRAMS IN
THE COMMUNITY/
0182 THEY DO TRAINING AND ALSO MAINTAINING THEIR EQUIPMENT/ I THINK THEY ALSO
DO COMMUNITY INFORMATION/
0183 THEY DO COMMUNITY SERVICES AND TALK TO SCHOOLS AND MAINTAIN THEIR
EQUIPMENT/ WHEN THEY WERE AT THE SCHOOL THE HAD TOLD US THAT THEY TRY TO
DEVOTE EIGHT HOURS TO PUBLIC OUT REACH/
0184 THEY SPEND AS MUCH TIME IN THE COMMUNITY DOING DIFFERENT THINGS AS
POSSIBLE AND THEY CHECK THEIR EQUIPMENT

0185 MAINTAIN THEIR EQUIPMENT
0186 TRAINING FOR FIRES
0187 TRAINING
0188 THEY MAINTAIN THEIR EQUIPMENT, THEY TRAIN, GO TO SCHOOLS TO EDUCATE THEM ON FIRES
0189 THEY'RE INVOLVED IN SCHOOL TRAINING AN THEY TRAIN FOR FIRES
0190 MAINTAIN EQUIPMENT, TEACH THE KIDS AND TRAIN
0191 MAINTAINING THE EQUIPMENT TRAINING GOING TO SCHOOLS TO EDUCATE THE KIDS ON FIRES
0192 THEY TRAIN, WORK OUT, DO INSPECTIONS, MAINTAIN EQUIPMENT, EDUCATE THE COMMUNITY AND CHILDREN.
0193 SPEND THEIR TIME TRAINING FOR THE FIRES AND EDUCATING OUR YOUTH ON FIRE PREVENTION
0194 CLEANING THE EQUIPMENT AND GETTING FAMILIAR WITH THE SURROUNDING AREA FOR WHEN THEY DO GET A CALL THEY WILL KNOW WHERE TO GO/
0195 THEY JUST TAKE CARE OF THE EQUIPMENT AND DO COMMUNITY SERVICE
0196 I WOULD ASSUME THEY ARE PLANNING, EDUCATING, AND TRAINING.
0197 THEY TRAIN AND DO FIRE INSPECTIONS
0198 THEY HAVE FIRE PREVENTION CLASSES, MAINTENANCE OF THE EQUIPMENT
0199 I REALLY DON'T KNOW
0200 SITTING AROUND PLAYING GAMES
0201 PLAY BASKETBALL, THEY ALSO EDUCATE THE COMMUNITY AND DO COMMUNITY SERVICE
0202 I ASSUME THEY HAVE OTHER DUTIES/ I'M NOT REAL SURE WHAT THEY DO BUT I'M SURE THEY DO THINGS LIKE UP DATE PROCEDURES AND THING LIKE THAT/
0203 I DON'T KNOW/ I REALLY HAVE NO IDEA/
0204 I DON'T HAVE ANY IDEA/ NO NONE AT ALL/
0205 THEY HAVE HOUSE CLEANING AND COOKING, READING, PRACTICING, AND POLISHING/ I HAVE HEARD THIS IS WHAT THEY DO WHEN THEY HAVE VISITED SCHOOLS AND MY BROTHER IN LAW IS A FIRE FIGHTER/
0206 I'M ASSUMING THEY'RE DOING FIRE EDUCATION AND FIRE INSPECTION AND GOING OVER FIRE DRILLS/ AS A TEACHER I'VE BEEN TOLD THIS WHEN THEY COME TO SCHOOL/
0207 THEY MAINTAIN THE ENGINES, CLEAN THE HOUSE, SHOP AND COOK, WORK-OUT AND REST/ I USED TO BE A VOLUNTEER FIGHTER AND I HAVE VISITED OTHER FIRE STATIONS SO I'VE SEEN WHAT THEY DO IN THEY'RE FREE TIME/
0208 I WOULD ASSUME TRAINING/ SOME KIND OF TRAINING FOR FIRES I WOULD GUESS/
0209 THEY TAKE CARE OF THE EQUIPMENT AND THEY LEARN NEW PROCEDURES/ NEW PROCEDURES WITH FIRE PREVENTION CPR HAZMAT AND CHEMICALS THEY JUST KEEP UP YOU KNOW/
0210 ENJOY THEIR TIME OFF/ I'M NOT SURE REALLY/
0211 I DON'T KNOW/
0212 I DON'T KNOW/
0213 NOT SURE/
0214 HELPING CHILDREN AND THE DISABLED BY CONDUCTING FIRE AWARENESS PROGRAMS/
0215 MEETING WITH BUSINESSES AND OTHER LEADERS IN THE COMMUNITY, WORKING WITH THOSE THAT LIKE THE ELDERLY AND CHILDREN OR ANY SPECIFIC INDIVIDUALS WHO MIGHT NEED THEIR HELP WITH OVERALL FIRE PREVENTION PLANNING AND COMMUNITY SAFETY/
0216 POLISH UP THEIR TRUCKS AND EQUIPMENT/
0217 EDUCATE THE PUBLIC
0218 DON'T KNOW
0219 EDUCATION, MAINTENANCE ON EQUIPMENT, COMMUNITY SERVICE/
0220 THEY CATCH UP ON LATEST EQUIPMENT AND TAKE CARE OF THEMSELVES/ TAKE CARE OF EQUIPMENT MAINTENANCE/
0221 TRAINING/ KEEPING UP ON EQUIPMENT/ INSPECTIONS OF RESIDENCES AND BUSINESSES/
0222 TRAINING OR SOMETHING/ JUST ALL DEPENDS; NEW EQUIPMENT/
0223 TENDING TO EQUIPMENT, SHOOTING POOL, CARDS, COOKING, CLEANING, COMMUNITY EDUCATION OUTREACH/

0224 WASH THE FIRE TRUCKS, DO DRILLS, DO EDUCATION OUTREACH/ DRILL WITH EQUIPMENT ON THE SCENE, ENTRY TO PLACES, CONTAINING THE FIRE/ GOING TO ELEMENTARY SCHOOLS AND TEACHING CHILDREN FIRE PREVENTION/ GET REST TOO
0225 CLEANING EQUIPMENT, COOKING, CHECKING BUSINESS FOR SAFETY, PLAY CARDS EXERCISING, SLEEPING, SHOPPING/ TO PERFORM BETTER/
0226 WAITING, TRAINING, EDUCATING THE PUBLIC, VISITING BUSINESSES FOR FIRE PREVENTION/ HOPEFULLY IMPROVING ON EDUCATION ON CERTIFICATION/ GO TO SCHOOLS AND THAT'S IMPORTANT AND GO TO THE FAIR/ I'VE SEEN THEM VISITING BUSINESSES/
0227 INSPECTIONS, CLEANING GEAR, FARTING AROUND THE FIREHOUSE/ FIRE INSPECTIONS/ ORGANIZING GEAR WATCHING TV, SLEEPING/
0228 TRAINING, PHYSICAL EXERCISE, KEEPING THE FIRE STATION LOOKING NICE/ LATEST ACTIVITIES IN MEDICAL FIELD, HOW TO PROCESS OTHER NON-EMERGENCIES, TAKING CARE OF PEOPLE, LEARNING TO WORK WITH THE HANDICAPPED, PSYCHOLOGICAL TRAINING/ COMING TO SCHOOL AND WORKING WITH THE KIDS
0229 I DON'T KNOW/ NO GUESSES EITHER/
0230 EAT AND SLEEP/ THEY LIVE IN THE FIRE HOUSE SO THAT IS WHERE THEY EAT AND SLEEP IN THE TIME THEY ARE NOT AT A SCENE/ FIRE INSPECTIONS AND SCHOOL SAFETY PROGRAMS/ THEY GO TO BUSINESSES AND SCHOOLS TO INSPECT THEM AND TEACH THE PEOPLE TO DEAL WITH EMERGENCIES SITUATIONS/ EXERCISE PROGRAM/ THEY NEED TO BE FIT AND IN SHAPE FOR THEIR JOB/
0231 I DON'T KNOW/
0232 TRAIN AND EXERCISE/ PHYSICAL EDUCATION AND TRAINING/
0233 NOT SURE/
0234 THEY COOK THEIR OWN MEALS/ THEY HAVE TO EAT/ THEY WASH THEIR EQUIPMENT/ THEY HAVE TO CLEAN THEIR EQUIPMENT AFTER THEY USE IT/
0235 KEEP UP THE FIRE HOUSE/ CLEAN THEIR EQUIPMENT, AND COOK/ THEY TALK TO KIDS IN THE SCHOOLS/ ABOUT FIRE SAFETY/
0236 THEY GO AND DO INSPECTIONS AND EDUCATION/ BUSINESS AND SCHOOL INSPECTIONS AND EDUCATIONAL PROGRAMS/ PERSONAL STUFF/ EATING AND TRAINING/
0237 GO TO THE GROCERY STORE/ BUY FOOD/ PLAY WITH THE DOGS/ TAKE THE DOGS ON WALKS/
0238 I DON'T KNOW/
0239 WATCH TV, PLAY CARDS, PLAY GAMES, CLEAN THE TRUCK
0240 THEY HAVE OTHER JOBS
0241 BICYCLE PROGRAM FOR KIDS THAT DON'T HAVE BICYCLES/
0242 THEY HAVE TO COOK/ I REALLY DON'T KNOW FOR SURE/
0243 I HAVE NO IDEA/
0244 COMMUNITY EDUCATION, COMMUNITY OUTREACH/ GO SHOPPING AT THE LOCAL GROCERY STORE/
0245 ASSUMING THEY ARE DOING CLASSES AND THEY DO SOME EDUCATIONAL TEACHING AND SHOULD BE STAYING IN SHAPE/
0246 PREPARING FOR CALLS, CLEANING, AND MAINTENANCE/
0247 CHECKING SCHOOLS, PARTICIPATING IN COMMUNITY ACTIVITIES, STAYING IN SHAPE AND GROCERY SHOPPING/
0248 EDUCATING PEOPLE ON HOW TO RESPOND TO FIRES/
0249 PLANNING FOR FUTURE CALLS AND GETTING MORE TRAINING/
0250 HANG OUT AROUND THE FIRE STATION AND TRAIN THEIR DALMATIAN/
0251 THEY PERFORM INSPECTIONS AND CONDUCT EDUCATION CLASSES FOR THE COMMUNITY/
0252 GROCERY SHOPPING/
0253 TOURS, COMMUNITY OUTREACH, MAINTENANCE ON THE TRUCKS AND STATION/
0254 THEY REST/ THEY KEEP THE EQUIPMENT IN GOOD SHAPE/ REPAIRING IT AND FIXING IT/
0255 THEY ARE STUDYING TO GET A BETTER EDUCATION ABOUT FIRE EMERGENCIES/ THEY ALSO ARE MAINTAINING THEIR EQUIPMENT/
0256 TRAINING/ FOR THE JOB/ ALSO CLEANING AND MAINTAINING THE FIRE EQUIPMENT/
0257 WORKING ON EQUIPMENT/ TRAINING KIDS ABOUT FIRE PREVENTION/ KEEPING FIRE HAZARDS IN A SAFE PLACE/ ALSO INSPECTING BUSINESSES FOR FIRE HAZARDS/
0258 TEACHING EDUCATION FOR FIRE PREVENTION AND KEEPING UP THEIR EQUIPMENT/

0259 STUDY ABOUT FIRES/ ALSO PLAY CARDS/
0260 WATCH TV/ NOTHING ELSE/
0261 TRAINING AND PHYSICAL FITNESS AND CARE AND MAINTENANCE OF EQUIPMENT AND
COMMUNITY SERVICE PROGRAMS
0262 THEY TRAIN, DO MAINTENANCE ON EQUIPMENT, BUT MOST OF THE TIME THEY'RE
JUST THERE WHEN NEEDED FOR EMERGENCY/
0263 MAINTAIN EQUIPMENT AND GEAR/ TRAIN TAKE CARE OF FIRE STATION/
0264 I WOULD IMAGINE THAT THEY ARE OUT IN THE COMMUNITY. GOING TO SCHOOL,
PRIVATE ORGANIZATIONS, GIVING LECTURES AND OTHER THINGS PERTAINING TO THEIR
ABILITIES
0265 THEY TRAIN, THEY ARE ON DIFFERENT TOURS OF DUTY, THEY DO INSPECTIONS AND
EDUCATION, THEY MAKE SURE THEY KNOW THEIR TERRITORY/
0266 THEY DO SOME PHYSICAL TRAINING, THEY EAT, THEY SLEEP. I'M SURE THEY HAVE
PROGRAMS, BUT I'M NOT SURE ABOUT THEM/
0267 I WOULD ASSUME THAT THERE IS A LOT OF EDUCATION INVOLVED LIKE SCHOOL
PRESENTATIONS AND TAKING CARE OF THE FIREHOUSE/
0268 THEY PRACTICE AND THEY TRAIN, I'VE SEEN THEM OUT THERE TRAINING A LOT/
0269 WELL I THINK THEY ARE ALWAYS ON ALERT AS TO THINGS THAT ARE GOING ON IN
THE COMMUNITY AND THEY KNOW THE ROUTES TO GET TO NEW AREAS AND KEEPING THEIR
EQUIPMENT IN GOOD SHAPE AND KEEPING ON TOP OF EVERYTHING/
0270 THEY ARE MAINTAINING THE FIRE TRUCK AND FIRE HOUSE/ THEY ARE GETTING THE
STATION AND TRUCK READY FOR AN EMERGENCY/
0271 THEY DO SAFETY CHECKS IN BUSINESSES, THEY GO TO HEALTH CLUBS AND WORK
OUT, AND THEY GO TO THE GROCERY STORE TO BUY THEIR FOOD/ THEY TAKE CARE OF
THE STATION AND THE THINGS THEY NEED/
0272 THEY INSPECT BUSINESSES/ THEY DO FIRE SAFETY INSPECTIONS/ THEY TRAIN/
THEY TRAIN FOR THEIR WORK/ THEY REACH OUT TO THE COMMUNITY/ THEY HOLD CLASSES
FOR THE COMMUNITY/
0273 THEY CLEAN THE FIRE STATION/ THEY CLEAN THE TRUCK AND THE STATION/ THEY
TRAIN/ THEY TRAIN IN THE GYMS/
0274 THEY DO CLASSES/ THEY HOLD CLASSES FOR THE COMMUNITY/ THEY DO TRAINING/
THEY TRAIN FOR FIRES AND EMERGENCIES/
0275 I'VE SEEN THEM AT THE GROCERY STORE/ I HAVE SEEN THEM BUYING GROCERIES/
0276 THEY SIT IN THE FIRE HOUSE/ THEY WAIT FOR AN EMERGENCY/
0277 THEY HANGOUT AND WAIT FOR AN EMERGENCY/ THEY WAIT FOR AN EMERGENCY TO
OCCUR/
0278 THEY'RE PROBABLY WORKING OUT AND STUDYING FOR THEIR NEXT FIRE/
0279 THEY MAINTAIN THE EQUIPMENT/ THEY NEED TO TRAIN/
0280 I DO NOT KNOW/
0281 I THINK THEY DO COMMUNITY EDUCATION/ THEY DO INSPECTIONS
0282 EDUCATION/ DOING FIRE PREVENTIONS
0283 HELPING OTHER COMMUNITY MEMBERS/ DOING FIRE PREVENTION
0284 TO BETTER THEIR SKILLS/ I AM SURE THEY GO THROUGH SESSIONS TO LEARN MORE
ABOUT THEIR SKILLS/
0285 THEY DO BUSINESS INSPECTIONS AND TRAINING/ THEY CHECK AND INSPECT
BUSINESS FOR FIRE SAFETY AND THEY TRAIN TO STAY IN SHAPE TO FIGHT FIRES/
0286 PROBABLY ORDINARY THINGS LIKE WATCH TV OR SOMETHING/
0287 LIKE EDUCATIONAL PROGRAMS FOR CHILDREN
0288 I THINK THEY CHECK OUT SAFETY BUILDING CODES/ GO TO SCHOOLS/
0289 TAKING CARE OF EQUIPMENT/ TEACHING/ COOKING/ SHOWERING/
0290 I THINK THEY CHECK EQUIPMENT/
0291 CHECK EQUIPMENT/ COOKING/ PAPERWORK/
0292 CHECK EQUIPMENT/
0293 NOTHING/
0294 I DON'T KNOW
0295 THEY TAKE CARE OF THEIR EQUIPMENT AND STATION, THEY WORK OUT AND KEEP
FIT, THEY DO COMMUNITY OUTREACH PROGRAMS, THEY CONDUCT TRAINING, THEY
GENERALLY KEEP PRETTY BUSY/
0296 I DON'T KNOW/

0297 I SEE THEM IN THE GROCERY STORE SHOPPING ALL THE TIME, I KNOW THEY ALSO CONDUCT FIRE DRILLS FOR LOCAL BUSINESSES, AND THEY DO FIRE EXTINGUISHER TRAINING/
0298 EQUIPMENT MAINTENANCE/ CLEAN THE TRUCK, OIL CHANGE, THINGS LIKE THAT/
0299 I HAVE NO IDEA/
0300 EDUCATION TO THE PUBLIC/ GOING TO THE SCHOOLS AND EDUCATING THE KIDS/ INSPECTING BUILDINGS/ TO MAKE SURE THAT THEY ARE SAFE/
0301 INSPECT PLACES/ FOR SAFETY STANDARDS/ EDUCATING/ EDUCATING THE PUBLIC ON FIRE SAFETY/ TAKING CLASSES/ SO THEY CAN BECOME MORE EDUCATED THEMSELVES/ JUST ON CALL/ THEY HAVE TO BE IN THE FIRE DEPARTMENT WAITING FOR A RESPONSE CALL/
0302 THEY DO TRAINING/ HANDS ON TRAINING/
0303 I HAVE NO IDEA/
0304 THEY ARE DOING MAINTENANCE AND TRAINING FOR THE PARAMEDIC/ VEHICLE AND EQUIPMENT MAINTENANCE/
0305 TRAIN/ THEY PRACTICE DRILLS AND WITH THE TRUCK/
0306 THEY MAINTAIN THEIR EQUIPMENT/ THEY TAKE CARE OF THE HOSES AND THE TRUCK/ THEY TRAIN/ FOR FIRES AND HANDLING OF HAZARDOUS MATERIALS/
0307 THEY COOK/ THEY COOK FOR THE DEPARTMENT/
0308 THEY ARE PROBABLY CLEANING EQUIPMENT AND DOING THINGS RELATED TO MAINTENANCE AND SOME OF THE TIME JUST SITTING THERE/ THEY MUST HAVE CERTAIN DUTIES AND IT WOULD DEPEND ON WHAT THEIR DUTIES ARE AND IF THEY DO NOT HAVE ANY PARTICULAR DUTY THEY ARE PROBABLY JUST READING OR STUDYING/
0309 I HAVE NO IDEA/ TRAINING I HOPE/
0310 TRAIN, FIRE INSPECT, EDUCATION/ BECAUSE I HAVE A FIRE FIGHTER IN THE FAMILY SO I KNOW/
0311 I WOULD SAY THEY SPEND TIME WITH OTHER AGENCIES AND WORK ON FIRE PREVENTION AND FIRE PREVENTION EDUCATION/ BECAUSE OF WHAT QUESTIONS YOU HAVE ASKED/
0312 I THINK THEY ARE TRAINING/ I JUST DON'T THINK YOU GUYS SIT AROUND AND DO NOTHING/
0313 I THINK THEY WORK ON THEIR SKILLS AND WHAT EVER THEY NEED TO DO TO LEARN PROFESSIONALLY AND I KNOW THEY KEEP UP ON THEIR PHYSICAL AGILITY AND THEY DO EDUCATION OUTREACH PROGRAMS/ I THINK IT IS NECESSARY AS A COMMUNITY TO BE ABLE TO BE IN TOUCH WITH THE COMMUNITY AND I THINK THAT IS THEIR PRIMARY REASON THEY DO THAT/
0314 I AM NOT SURE.
0315 TRAINING/ TO GET READY FOR THE NEXT FIRE OR EMERGENCY/ MAINTAIN EQUIPMENT/ SO IT IS READY FOR THE NEXT EMERGENCY/
0316 THEY DO FIRE INSPECTIONS AND GOING OUT TO THE SCHOOLS FOR CLASSROOM PROJECTS AND THEY GO THROUGHOUT THE TRAINING FACILITY A LOT/ I KNOW THEY ARE WORKING UP STRATEGIES FOR THE FIRE FIGHTING AND I KNOW THEY COORDINATE WITH EACH OTHER/
0317 THEY DO INSPECTIONS, VISIT SCHOOLS FOR EDUCATION PURPOSES, AND RELAX WHILE WAITING FOR SOMETHING BAD TO HAPPEN
0318 MAINTENANCE/ TRAINING/
0319 CLEAN HOUSE, COOK/ CLEAN MACHINES, VOLUNTEER THINGS, PRACTICE THEIR JOBS
0320 ATHLETICS WORK OUTS, PLAYING CARDS, CLEANUP, PREPARATORY WORK/ NOTHING EXCEPT THE USUAL SLEEP
0321 LOTS OF TRAINING, PUBLIC SERVICES LIKE INSTALL CAR SEATS, CLEAN STATION AND EQUIPMENT, MOW LAWN, COOK
0322 MAINTAIN THEIR EQUIPMENT/
0323 LIKE INSPECTIONS AND EDUCATION AND THINGS LIKE THAT/
0324 I KNOW IT IS TRAINING, PHYSICAL TRAINING, PRIVATE INDIVIDUAL TRAINING, INSPECTIONS, WORKING OUT
0325 THEY DO THE BUSINESS INSPECTIONS AND I ASSUME THEY DO SOME MAINTENANCE ON EMERGENCY VEHICLES AND THEY EAT. MOST OF THE DAY IS INSPECTION/ WHEN WE LIVED ACROSS THE STREET FROM THE FIRE STATION THEY TESTED NEW TECHNOLOGY. SOME ONE CAME WITH A FOAM PUTTER OUTER AND PUT FLAMES OUT. WORKOUT TO STAY IN

SHAPE AND DO LAUNDRY. THEY DON'T WORK A NORMAL DAY THEY WORK THREE DAYS AND GET FOUR OFF.

V: othercomm

Q: There may be service areas we have not mentioned that are important to you when considering community fire protection. Please take a few seconds to review your experiences or views and add any comments you wish to make.

0004 WHY DOES NUMBER TWELVE FIRE STATION IN POUDDRE THAT JUST A MILE AWAY FROM MY HOUSE NOT RESPOND TO FIRE EMERGENCIES/ RATHER IT'S THE LAPORTE FIRE STATION THAT TAKES THE CALLS/

0007 I HAD A FIRST HAND TOUR OF THE STATION AN ON THE FOURTH OF JULY THERE WAS A PARADE AN AFTER THE PARADE THEY LET THE KIDS GET UP ON THE TRUCK AN LOOK AROUND AN THAT WAS REALLY NICE OF THEM/

0016 I HAVE HAD TWO EXPERIENCES WITH THE FIRE DEPARTMENT/ ONE WAS A TERRIBLE ACCIDENT AND I WAS VERY IMPRESSED WITH THE KNOWLEDGE THAT THEY DISPLAYED/ HOW THEY HANDLED EVERYTHING/ TOOK CARE OF A GAS SPILL THAT WAS ON THE ROAD IMMEDIATELY/ ALSO THE FIRE ON OUR RANCHES WAS HANDLED VERY PROFESSIONAL AND CHECKED EVERYDAY WITH US TO MADE SURE THINGS WERE ALL OK WITH US/ THEY ARE INCREDIBLE/ PUT THEIR LIVES ON THE LINE/ I'M VERY GRATEFUL FOR ALL THAT THEY DO/ THEY WAY THEY CARE/

0017 THE THING I LIKE ABOUT ALL OF THE FIRE PERSONNEL IS THAT THEY'RE VERY FRIENDLY AND WANT PEOPLE TO KNOW WHAT THEY DO/ THEY'RE PROUD OF WHAT THEY DO AND THEY GIVE A GOOD FACE TO THE PUBLIC/

0019 I WOULD TRUST THE FIRE DEPARTMENT/ ABOVE ANY OTHER COMMUNITY SERVICE/

0020 I HAVE HAD ONE OCCASION AND THEY WERE EXCELLENT AND I LIKE THAT THEY RESPOND TO EVERY CALL WHETHER IT IS AND EMERGENCY OR NOT/

0025 MY NEIGHBOR HAD A FIRE IN HER HOUSE/ THE FIRE DEPARTMENT CAME AND TOOK CARE OF IT REALLY FAST/

0028 KEEP UP THE GOOD WORK/

0032 MORE CONCENTRATION ON RURAL PROTECTION/ WE LIVE IN THE COUNTRY AND THERE IS NOT ENOUGH INFORMATION ON THE FIRE DEPARTMENT OUT HERE/

0033 THEY ARE PUTTING THERE LIFE ON THE LINE FOR US AND THERE ARE A LOT OF PEOPLE THAT DON'T UNDERSTAND THAT SORT OF THING, THEY RIDICULE THEM AND DON'T STOP OR PULL OVER FOR THEM OR ANYTHING/

0039 I BELIEVE THAT THE FIRE DEPARTMENT NEEDS TO BE MORE ACTIVE IN LIKE WILD FIRES AND TO BE MORE NATIONAL DISASTERS AND WHEN IT COMES TO THE PUBLIC CONCERNS/ I SAY THAT DUE TO THE FACT THAT THERE ISN'T ENOUGH INFORMATION ABOUT SOME OF THESE THINGS AND OTHER AREA PUBLIC EXPERTS SO THEY COULD LET US KNOW IF WE WHERE GOING TO BE ATTACKED BY ANY TERRORISTS/

0040 I THINK THEY DO A GREAT JOB/ I HAVE SEEN THEM RESPOND AND HAVE TALKED TO THEM/ THEY ARE VERY PROFESSIONAL/

0041 IT WOULD BE GOOD IF THEY HAD A YEARLY PRESENTATION AT ALL OF THE ELEMENTARY SCHOOLS/ THEY SHOULD DO LIKE A LITTLE WORKSHOP AT THE SCHOOLS AND TALK ABOUT FIRE SAFETY AND PREVENTION TO THE KIDS YEARLY BECAUSE YOUNG KIDS FORGET EASILY/

0042 THEY ARE VERY HELPFUL AND CONSIDERATE OF PEOPLE/ THEY TAKE THEIR JOB SERIOUSLY/ ONE TIME I LOST MY KEY AND I CALLED THE FIRE DEPARTMENT AND THEY CAME AND OPENED MY DOOR/

0044 FROM NEIGHBORS/ WHAT I SEE OR HEAR THE FIRE DEPARTMENT DOES A VERY GOOD JOB/

0045 I USE TO BE WITH THE GIRL SCOUTS/ FIRE DEPARTMENT THEY WOULD TALK TO THE GIRLS ABOUT SAFETY AND IT REALLY HELPED/

0050 THAT THE FIRE DEPARTMENT IS FULLY FUNDED/ LIKE NO TAXES BEING TAKEN FROM THEIR FUNDING/

0056 I WOULD LIKE TO SEE THEM TIGHTEN UP ON HAZARDOUS MATERIAL RESPONSE. THEY ARE EXCELLENT AT CONTAINMENT AND CONTROL/ BE MORE OF A RESOURCE FOR GROUPS AND INDIVIDUALS IF THERE'S ANYTHING OF A HAZARDOUS TYPE CLEAN UP OR AT LEAST PROVIDE RESOURCES TO POINT PEOPLE IN THE RIGHT DIRECTION/

0068 GET THE POUDDRE FIRE DEPARTMENT CONTROLLED BURNS INTO THE NEWSPAPER A DAY OR TO BEFORE THEY START THEIR CONTROL BURNS/ SO HOME OWNERS WON'T PANIC AND CALL 911 AND TIE UP THE LINES JUST IN CASE THERE WAS A REAL EMERGENCY TO RESPOND TO/
0090 MORE EXPOSING/
0092 I AM NOT AWARE OF THEM VISITING THE ELEMENTARY SCHOOLS AND THAT COULD BE DONE MORE/
0093 I AM GLAD THAT ONE OF THE QUESTIONS PERTAIN TO PETS/
0095 THEY ARE GOOD THEY COME AND CHECK MY FIRE ALARMS. I AM TOO SHORT/
0096 I THINK THERE A LOT OF INDIVIDUALS IN THE COMMUNITY WHO DON'T KNOW WHAT THEIR OPTIONS ARE WITH THE FIRE DEPARTMENT BECAUSE THERE IS NO OUTREACH TO OTHERS, SUCH AS ELDERLY/ IN ORDER TO GET INFORMATION SUCH AS WHERE IS THE FIREHOUSE AND WHAT SERVICES IS OFFERED AND WHAT ASSISTANCE THE FIRE DEPARTMENT CAN GIVE AN INDIVIDUAL ABOUT THE FIRE PROOFING AND FIRE PREVENTION OF THEIR HOMES AND APARTMENTS. PEOPLE DON'T KNOW THIS INFORMATION IS AVAILABLE AND WHERE TO FIND IT/ MY UNDERSTANDING IS WE HAVE AN EXCELLENT FIRE DEPARTMENT/ THEY FULFILL THEIR DUTIES AND OBLIGATIONS AND RESPOND PROMPTLY. THEY CARE ABOUT US/
0099 WE HAD A FIRE BURN DOWN OUR HOUSE IN 1971 AND WE WERE BUILDING OUR NEW HOUSE AT THE TIME/ THE FIRE DEPARTMENT SHOWED UP IN UNDER THIRTEEN MINUTES AND WERE VERY GOOD AT WHAT THEY DO/
0107 IT IS IMPORTANT TO KNOW THE STREETS THAT THEY ARE ASSIGNED/ SO THEY CAN RESPOND FASTER/
0109 I WOULD LIKE SOME INFORMATION ON HOW I WOULD OBTAIN A LADDER FOR MY HOUSE IF THERE WAS A FIRE/ I LIVE IN A TWO STORY, AND I NEED TO KNOW HOW TO ESCAPE/
0110 THE FIRE DEPARTMENT IS KNOWLEDGEABLE/ THEY KNOW OUR FACILITY VERY WELL/ THEY ARE KIND/ THEY ARE NICE GUYS AND GIRLS/ THEY ARE VERY THOROUGH AND HELPFUL/ IF OUR ALARM GOES OFF, THEY HELP US OUT AND INSTRUCT US WHAT TO DO. THEY WILL NOT LEAVE UNTIL THEY KNOW EVERYTHING IS SAFE/
0118 WE WERE CONCERNED ABOUT A CERTAIN SMELL/ NOT BEING ABLE TO IDENTIFY WHETHER OR NOT IT WAS TOXIC/ IT ENDED UP BEING A SKUNK/ MAYBE THEY COULD EDUCATE THE PUBLIC MORE ABOUT TOXIC GASES AND SUCH SO WE WOULD BE ABLE TO BE MORE KNOWLEDGEABLE ABOUT TOXIC SMELLS/
0120 WE LIVED IN A MOBILE PARK DURING A BIG SNOW STORM AND IT WAS CAUSING THE ROOFS TO CAVE IN AND HEATERS TO BE BLOCKED/ THE FIRE DEPARTMENT CAME OUT AND WERE A BIG HELP DURING THIS TIME/
0122 THE OTHER DAY WE WERE OUT AND THEN THERE WERE FIVE FIRE UNITS GOING OUT/ WERE THEY JUST MAKING A PRACTICE RUN OR WAS IT SOME TYPE OF AN EMERGENCY THAT REQUIRED THAT MANY UNITS/ THEY WERE ONLY GONE A FEW MINUTES/ I'M CONCERNED ABOUT THE TAX PAYERS DOLLARS/ IS IT NECESSARY TO HAVE THAT MANY UNITS RESPOND TO AN EMERGENCY/
0124 THEY NEED A BETTER DATA BASE TO HELP LOCATE RESIDENTS/ IF A RESIDENT CALLS I THINK THEY SHOULD BE ABLE TO LOCATE THEM BY THEIR PHONE NUMBER AND BASED ON MY EXPERIENCE THEY CANT DO THAT ALL OF THE TIME/
0125 I THINK THEY ARE TOTALLY UNDERPAID/ THEY DO AN EXCELLENT JOB AND I JUST THINK THAT THEY ARE GREAT/
0133 WHY DON'T THEY HAVE A FEW PEOPLE TO GO OUT AND INSPECT BUILDINGS AND THINGS/ WELL, RATHER THAT TAKE THE TRUCKS AND THE WHOLE CREW OUT/
0136 I THINK THEY DO A WONDERFUL JOB IN THE SERVICE AND CARE THAT THEY HAVE GIVEN TO THE COMMUNITY. I HAVE KNOW A FEW PEOPLE WHOM THE FIRE DEPARTMENT HAS HELPED AND I THINK THAT THEY DID A WONDERFUL JOB IN HELPING THEM. WE HAVE HAD NOTHING BUT WONDERFUL AND POSITIVE EXPERIENCES FROM THE PEOPLE OF THE FIRE DEPARTMENT/
0139 I WOULD LIKE TO KNOW BETTER HOW OUR COMMUNITY IS PREPARED FOR EMERGENCIES AND EVACUATION PLANS. LIKE IF THE DAM BROKE, WE NEED TO KNOW AND BE PREPARED TO EVACUATE. WEE NEED TO KNOW HOW TO BE PREPARED AND READY FOR EMERGENCIES/

0141 I AM EIGHTY TWO YEARS OLD AND AM A SENIOR CITIZEN SO I WISH THE FIREMEN
COULD ATTEND THE SENIOR CENTER AND HELP US OUT TO KNOW HOW WE CAN HELP
OURSELVES/
0144 THE VARIOUS HOUSEHOLD CHEMICALS THAT CAN BE HAZARDOUS AND DANGEROUS/ SO
IF THE FIRE DEPARTMENT CAN GIVE US MORE INFORMATION ABOUT THIS AND IF THEY
CAN PUT AN ARTICLE IN OUR LOCAL NEWSPAPER ON A WEEKLY OR BIWEEKLY BASIS TO
KEEP US INFORMED AND ALSO CPR CLASSES TOO TO HELP US/
0147 VISIBILITY/ THAT WE SEE FIRE TRUCKS/ SO WE KNOW THEY'RE AVAILABLE WHEN
NEEDED/
0150 I WISH I KNEW THAT WHEN I HAD A FLOOD IN MY BASEMENT THAT THEY WERE THE
ONES I COULD HAVE CALLED TO FLUSH OUT MY BASEMENT AND THEY WOULD OF COME TO
MY HOUSE AND SHUT OFF MY WATER AND FLUSHED OUT MY BASEMENT AND IF THEY COULD
HAVE AN EDUCATION CLASS THAT IF SOMEONE HAD A FLOOD THAT WOULD COME AND FLUSH
IT OUT/
0153 IT'S REALLY NICE WHEN THEY ARE FRIENDLY AND WILLING TO HELP/
0156 ONLY THAT I'M GLAD THAT THEY GOT THE NEW STATION DOWN ON TIMBERLINE/
0160 THEIR INVOLVEMENT IN THE COMMUNITY IS VITAL, WHEN ALL THE AGENCIES WORK
TOGETHER THINGS WORK MORE SMOOTHLY, AND I THINK THEY TRY VERY HARD TO REACH
OUT TO THE COMMUNITY SO THAT THEY'RE MORE EFFECTIVE/
0163 MY EXPERIENCES ARE VERY POSITIVE; I'VE DEALT WITH FIREMEN BOTH ON AND
OFF DUTY, AT THE SUPERMARKET AND AT AN ACCIDENT SCENE, AND THEY'RE ALWAYS
POLITE AND PROFESSIONAL, AND I RESPECT THE TIME, ENERGY, AND DEDICATION THEY
PUT IN TO HAVE QUALITY FIRE PROGRAM IN OUR CITY/
0164 THEY NEED TO IMPROVE THEIR RESPONSE TIME/
0165 I WISH THEY MAKE LAWS WHERE THEY FINED PEOPLE WHO THROW FIREWORKS OR
ANYTHING THAT STARTS FIRE/ ITS SO DRY, ITS VERY DANGEROUS/
0168 WE JUST HAD A FIRE RECENTLY IN THE KATHY FROM AREA RIGHT ON THE RIDGE
AND I THINK IT WAS QUICKLY PUT OUT AND CONTAINED, SEEMED THAT IT WAS
SOMETHING MORE RELATED TO NATURE/
0169 I THINK THEY DO A PRETTY GOOD JOB, I'VE NO COMPLAINTS, WHEN THEY WERE
NEEDED THEY WERE THERE/
0177 YOU ALWAYS HOPE THEY KNOW WHERE YOU LIVE. YEARS AGO THERE WAS A FIRE AND
THEY DID NOT HAVE A PROPER MAP AND DID NOT FIND THE FIRE. WOULD THEY BE ABLE
TO FIND US IN A CONDO/ I'M GLAD THEY LIVE CLOSE TO US.
0178 I WISH I KNEW MORE ABOUT THIS/
0183 MY CONCERN IS FROM THE TIME TO GET TO A FIRE WHERE WE LIVE/ WE DON'T
LIVE TOO CLOSE TO THE FIRE DEPARTMENT/ HOW THE SUPPORT OF THE VOLUNTEERS
GIVES TO THEM/ OUR HOME INSURANCE WILL GO UP DEPENDING ON HOW FAR THE FIRE
DEPARTMENT IS FROM OUR HOME IF WE DO HAVE A FIRE/
0184 I'M GLAD THAT THEY'RE TAKING THE TIME TO CALL AN HOW THEY TAKE CARE OF
THE FOREST FIRES
0196 I THINK THEY NEED TO HAVE MORE EDUCATION PROGRAMS FOR YOUTH IN THE
SCHOOLS ABOUT FIRE PREVENTION. THIS WOULD PREVENT A LOT OF UNNECESSARY FIRES.
0198 IT WOULD BE GREAT IF DURING SCHOOL THEY COULD COME AND TEACH THE
IMPORTANCE OF TAKING FIRE DRILLS SERIOUSLY. I AM A TEACHER AND I THINK IT
WOULD DO THE KIDS GOOD TO HEAR IT FROM A FIREMAN RATHER THEN JUST THE SCHOOL
STAFF/
0202 I'M REALLY SATISFIED WITH OUT FIRE DEPARTMENT/ NOT JUST IN MY IMMEDIATE
AREA, BUT IN THE WHOLE AREA LIKE YESTERDAY THERE WAS A FIRE UP BY DRAKE AND A
COUPLE OF THE GUYS WENT UP THERE AN I GOT TO TALK TO THEM AFTERWARDS BECAUSE
THEY HAD THE FIRE UNDER CONTROL IN NO TIME/ I'VE DEALT THEM BEFORE IN AN
EMERGENCY AND THEY WERE REALLY, REALLY PROFESSIONAL/ I JUST CAN'T SAY ENOUGH
ABOUT THEM I'VE HAD A COUPLE OF HEART PROBLEMS AND THEY WERE ALWAYS GOOD
ABOUT GETTING ME HELP AND TO ABOUT GETTING ME HELP AND TO THE HOSPITAL
THEY'RE ALWAYS BEEN GOOD ABOUT WORK WITH THE PERSON OR VICTIM AND LETTING
THEM KNOW WHAT IS HAPPENING/
0206 I THINK IT IS VERY IMPORTANT FOR A PROGRAM THAT HELPS THE ELDERLY AND
DISABLED/ I WASN'T AWARE OF IT, BUT I THINK IT IS VERY IMPORTANT/

0212 THE ONE SITUATION WE HAD WAS EXTREMELY POSITIVE WITH THE PARAMEDICS AND THE FIRE DEPARTMENT/
0215 I AM AN EMPLOYEE OF MOUNTAIN CREST AND ON A COUPLE OF OCCASIONS I HAVE NOT BEEN PLEASED WITH SOME OF THE FIRE DEPARTMENTS ON SOME OF THEIR VISITS/ THEIR ATTITUDE TOWARDS OUR JUDGMENT WHEN WE CALLED 911 WAS VERY CONDESCENDING AND NOT PROFESSIONAL/
0221 THEY RESPOND WELL AND TAKE CARE OF THE PROBLEM AT HAND/ THEY DO A GOOD JOB/
0223 I THINK THEY DO AN OUTSTANDING JOB/ I FEEL SAFE AS A COMMUNITY RESIDENCE/
0225 HARD TO SPEAK WITH 911/ NOT RESPONDING WELL OUGHT TO BE MORE SKILLED/
0226 I FEEL WELL PROTECTED AND THEY ARE DOING AN EXCELLENT JOB/ I FEEL KNOWLEDGEABLE ENOUGH TO CONTACT THEM IN AN EMERGENCY, I WOULD FEEL COMFORTABLE/
0227 BICYCLE SAFETY, COMMUNITY READINESS, FIRST AID
0237 I AM CONCERNED WITH THE AGGIE BEING A FIRE HAZARD/ IT IS ALWAYS CROWDED AND I THINK THERE ARE NO REGULATIONS/
0241 I HAD THEM IN MY HOME THEIR RESPONSES HAVE BEEN WONDERFUL THEIR TREATMENT AS AN INDIVIDUAL/
0253 I'M INTERESTED IN KNOWING WHAT THE RESPONSE TIME WOULD BE FOR THE POPULATED MOUNTAINOUS COMMUNITIES/
0255 THEY ARE BRAVE TO DO THEIR JOBS/
0256 EDUCATE THE PEOPLE ABOUT THINGS THAT WOULD HELP FIRE PREVENTION/ BONFIRES OUTSIDE AND KEEPING FIRE HAZARDS AWAY FROM CHILDREN/ SUCH AS MATCHES/
0265 I THINK THEY DO A REALLY GOOD JOB, THE ONES I KNOW PERSONALLY ARE REALLY GREAT PEOPLE/ THEY ARE CARING INDIVIDUALS AND ARE VERY DEDICATED TO THEIR WORK/
0266 I REMEMBERED ANOTHER TIME I HAD EXPERIENCE WITH THEM, I SMELT SMOKE IN THE AREA AND THEY CAME AND LOOKED AROUND AND IT WAS VERY REASSURING THAT THEY WERE THERE, EVEN WHEN THEY COULDN'T FIND ANYTHING/
0270 THEY ARE VERY HARD WORKING/ THEY WORK HARD AT THEIR JOB AND TAKE CARE OF THE COMMUNITY/
0271 I THINK THAT'S ITS A WASTE OF FIRE DEPARTMENT EQUIPMENT AND PERSONNEL TO GO SHOPPING AND GO WORK OUT WHEN THEY ARE SUPPOSED TO BE AT THE STATION WAITING FOR AN EMERGENCY
0272 THERE NEEDS TO BE MORE COOPERATION BETWEEN THE FIRE DEPARTMENT AND THE AMBULANCE SERVICE/ THEY NEED TO WORK TOGETHER BETTER/
0277 THEY NEED TO BE MORE ON TOP OF THE FIRE PROBLEMS IN THE OUTDOORS/ THEY NEED TO MAKE MORE SIGNS SO PEOPLE ARE MORE AWARE OF FIRE SAFETY/
0279 THEY NEED TO PUT OUT ARTICLES ON SMOKE DETECTORS/ WHICH SMOKE DETECTORS GO BAD REAL FAST/ ALSO GIVE A CPR CLASS AND HOW FIRE SPREADS THROUGHOUT A HOUSEHOLD/
0295 I THINK IT IS AN EXCELLENT FIRE DEPARTMENT/
0297 WHEN THERE IS A MEDICAL EMERGENCY, WHY DO THEY SEND BOTH THE AMBULANCE AND THE FIRE DEPARTMENT?/
0306 THERE IS A PROGRAM TO DISPOSE OF HAZARDOUS MATERIALS, INSTEAD OF THROWING THEM AWAY/
0307 ITS GOOD THAT THEY ARE THERE FOR YOU WHEN YOU NEED THEM/
0308 I AM NOT SURE WHO IS IN CHARGE OF THIS, BUT A LITTLE BIT OF WARNING SYSTEM WHEN THEY ARE DOING CONTROLLED BURNS ESPECIALLY IN THIS WARM CLIMATE/ I KNOW RECENTLY THERE WAS A 911 CALL FOR THE AREA OF THE FOOT HILLS WHERE THERE WAS A CONTROLLED BURN AND IT WAS FLOODING THE SYSTEM WITH 911 CALLS THAT MAY NOT HAVE BEEN NECESSARY IF THEY WOULD NOTIFY LIKE RADIO STATIONS FOR THE DAY BEFORE THE BURN MIGHT HELP OTHER WISE THEY ARE DOING A PRETTY GOOD JOB OVERALL/
0313 I THINK THEY ARE UNDERPAID AND UNDER APPRECIATED/ THEY CANNOT AFFORD TO LIVE IN THIS COMMUNITY I KNOW THAT SERVICE PERSONNEL OF POLICE AND FIRE RANKS ESPECIALLY THE YOUNG PROFESSIONALS CAN NOT AFFORD TO LIVE IN THE COMMUNITY

AND I DO NOT THINK YOU HAVE NEARLY THE INVESTED INTEREST IN YOUR COMMUNITY IF YOU DO NOT LIVE THERE/
0320 FIRE DEPARTMENT MORE EXPOSURE / COMMUNICATE MORE, MORE FESTIVALS WITH ADULTS AND CHILDREN, TRAINING EXERCISES IN NEIGHBORHOOD
0321 I WORK WITH CRISIS FOR POUDBRE SCHOOL DISTRICT AND LOCK DOWN IS IMPORTANT

Q: Do you have any questions or final comments about the Fire Dept.?

0021 I THINK THEY ARE DOING A GREAT JOB/
0028 WHAT DOES IT TAKE TO GET ON WITH THE FIRE DEPT/
0029 THEY GO GROCERY SHOPPING/ GO OUT TO EAT/
0031 THEY SAVED MY DAUGHTERS LIFE A FEW YEARS AGO AND I WILL NEVER FOR GET THAT/ IT WAS A SUICIDE CALL AND IF THEY HAD NOT COME IN TIME AND I WAS ASLEEP AND IF THEY HAD NOT COME SHE WOULD BE DEAD/
0033 I JUST WISH PEOPLE WOULD PAY MORE ATTENTION TO THEM AND ESPECIALLY WHEN THERE OUT THERE DRIVING AND STUFF/
0042 I HAVE NEVER HEARD ANY COMPLAINTS ABOUT THEM/ I HAVE NEVER HEARD ANY COMPLAINTS ABOUT THEM EITHER BY PEOPLE OR THE NEWSPAPER/
0045 CURIOUS ON THIS SURVEY/ WHAT WILL THE FIRE DEPARTMENT DO WITH THIS INFORMATION/
0052 I KNOW THAT WHEN PEOPLE CALL THEM OUT THEY COME OUT IMMEDIATELY. THEY COME IN THIS PART A LOT/
0090 DOING A VERY GOOD JOB/
0091 IN THE EXPERIENCE THAT I HAVE HAD WITH THEM I FIND THEM TO BE EFFICIENT AND WELL TRAINED/
0097 I THINK THEY DO A GOOD JOB/ RESPONDING TO CALL. THEY ARE ALWAYS HELPFUL WHENEVER YOU NEED THEM/
0105 I APPRECIATE THEM BEING THERE/ I HAVEN'T HAD TO USE THEM BUT I KNOW THERE WILL BE A TIME IN THE FUTURE WHEN I WILL NEED THE/ IT IS A COMFORT TO KNOW THAT THEY ARE AROUND/
0133 WHY DON'T THEY HAVE ONE OR TWO PEOPLE TO GO INSPECT BUILDINGS AND BUSINESSES/ EVERY TIME I SEE THEM THEY HAVE THE WHOLE CREW AND ALL THE TRUCKS OUT DOING THEIR INSPECTIONS AND THINGS AND I WONDER WHY THEY DON'T JUST HAVE A COUPLE PEOPLE THAT DO THAT/
0154 OVERALL JUST VERY PLEASED WITH THEM/
0156 I THINK THAT THEY DO A GREAT JOB AND THAT THERE ARE A LOT OF GOOD PEOPLE THERE/ THEY COULD USE SOME MORE MONEY FROM THE CITY/ THEY ARE UNDER FUNDED/
0160 WHAT CAN I DO TO ENSURE THAT ALL MY ANIMALS WOULD BE TAKEN CARE OF IN CASE OF A FIRE/
0165 I ADMIRE THOSE THAT I'VE MET AND FROM MY OWN EXPERIENCE THEY DO A VERY GOOD JOB/ FROM TALKING TO OTHER PEOPLE THEY ARE VERY EFFICIENT AND KIND/
0183 UP ON COUNTY ROAD 56 THE FIRE DEPARTMENT BURNED DOWN A HOME FOR THE TRAINING OF NEW FIRE FIGHTERS/ TO US THE HOUSE WAS IN GOOD SHAPE AND WE WOULD LIKE TO KNOW WHY IT WAS THAT SPECIFIC HOME AND NOT ANOTHER HOME WE WOULD JUST LIKE TO KNOW WAS IT BECAUSE SOMEONE BOUGHT IT AND WANTED IT BURNED DOWN OR WHAT/ THIS WAS THE HOME THAT WAS BURNED DOWN LAST WEEK ON EAST COUNTY ROAD 56/
0186 I'M GLAD THEY OPENED UP THE STATION ON TIMBERLINE ROAD
0194 I WISH THEY WOULD EITHER RESPOND MORE QUICKLY OR TELL US WHAT TO DO TO PREVENT THE FIRE FROM SPREADING BEFORE THEY ARRIVE. IT TOOK THEM 27 MINUTES TO ARRIVE AT A NEIGHBORS GARAGE FIRE/
0215 ONE OF MY SONS IS THINKING ABOUT BECOMING A FIREMAN, IS THERE ANYWAY I CAN TALK TO SOMEONE FROM THE DEPARTMENT ABOUT THIS AND MAKE AN APPOINTMENT?/
0224 WOULD LIKE TO KNOW WHERE LOCAL STATION IS SO I CAN TAKE MY KID ON A TOUR
0226 WHY THEY SEND FIRE TRUCKS WHEN THERE IS AN AMBULANCE CALL?
0235 THE FIRE DEPARTMENT DOES A REALLY GOOD JOB/ THEY LIVE IN THE FIRE HOUSE SO THEY ARE ALWAYS ON CALL AND READY TO GO TO WORK/

0242 THE FIREMAN I HAD A DEALING WITH WAS VERY NICE, WHEN MY HUSBAND HAD A HEART ATTACK THE FIREMAN WAS VERY PROFESSIONAL, HE NOT ONLY WAS CONCERNED FOR MY HUSBANDS HEALTH, BUT MINE AS WELL/
0266 JUST THAT I THINK THEY DO A REALLY GOOD JOB/
0308 I THINK OVERALL THEY ARE DOING A GREAT JOB AND I HAVE NEVER HAD TO USE THEM, BUT I HAVE HEARD GOOD THINGS ABOUT THE DEPARTMENT/ THAT DURING THE TIME THAT THE FLOOD OCCURRED THAT THEY WERE VERY PROFESSIONAL AND HOW THEY TREAT THE FIRE SITUATIONS AND OVERALL I THINK THE FIRE DEPARTMENT IS GREAT/
0311 I HAD A CALL FOR A SURVEY FOR HOMELAND SECURITY AND THEY SAID THAT THEY WERE WITH THE UNIVERSITY OF CONNECTICUT, CITY OF FORT COLLINS, AND DEPARTMENT OF PUBLIC POLICY AND I WAS WONDERING IF THAT WAS AN ACTUAL LEGITIMATE CALL AND IF IT WAS FROM THE CITY OF FORT COLLINS BECAUSE THEY ALSO HAD A LOT OF QUESTIONS ABOUT THE FIRE DEPARTMENT/
0315 MY PERCEPTION IS THEY DO A GOOD JOB/ BECAUSE WHEN I HAVE SEEN THEM PERFORM OR HAVE HAD CONTACT WITH THEM THEY HAVE BEEN PROFESSIONAL/
0318 I'M GLAD THEY'RE THERE
0321 THEY DO A GREAT JOB

Q: Do you have any questions or final comments about this survey?

0002 DOES IT GET PUBLISHED ANYWHERE/ SO THE CITY CAN SEE THE RESULTS OF WHAT PEOPLE THINK OF THE FIRE DEPARTMENT. SO WE CAN SEE WHAT WE DON'T KNOW ABOUT THE FIRE DEPARTMENT/
0026 IT MADE ME THINK/ I SHOULD KNOW MORE ABOUT THE FIRE DEPARTMENT AND WHAT THEY DO/
0031 I REALLY DO NOT KNOW/
0036 I CAN'T SEE HOW ACCURATE THIS SURVEY COULD BE/ JUST BECAUSE THERE IS A LOT OF THINGS IN IT THAT I REALLY DON'T KNOW ABOUT OR HAVE EVER DEALT WITH/
0039 WHAT IS THIS INFORMATION GOING TO BE USED FOR/ I JUST WANTED TO KNOW WHAT THEY ARE GOING TO USE IT FOR/
0056 OVERALL THEY REALLY DO A GOOD JOB/
0091 I THINK THERE SHOULD BE A NO OPINION COLUMN OR DON'T KNOW/
0096 WHAT WERE YOU GOING TO DO WITH IT/ HOW THIS INFORMATION GOING TO BE USED AND WHO IS GOING TO USE IT/
0144 THE RATINGS FOR THE DUTIES FOR THE FIRE DEPARTMENT SHOULD ALL BE FIVES/ I THINK THOSE ARE THE DUTIES WE WANT OUR FIRE DEPARTMENT TO HAVE AND IF WE DON'T RATE THEM AT A FIVE AND THE DUTIES THE FIRE DEPARTMENT PERFORMS AND WE WOULD RATE THEM ALL NATURALLY A FIVE AND WE NEED TO FOCUS BETTER ON THOSE DUTIES/
0145 FOR ANYONE WHO HAS NEVER HAD ANY EXPERIENCE WITH THE FIRE DEPARTMENT IN ANY WAY SO IT IS DIFFICULT TO ANSWER SOME OF THESE QUESTIONS/
0166 I THINK ITS A PAIN/ ITS GOOD/
0167 IT WAS TOO LONG/ THERE WERE TOO MANY QUESTIONS, IT TOOK UP MY TIME/
0187 YES REMOVE THE INCOME QUESTION
0193 WHO GETS TO SEE THIS SURVEY?
0196 SOUNDS LIKE A GREAT IDEA. SURVEYS ARE A GREAT WAY TO GET THE OPINIONS OF PEOPLE IN A COMMUNITY.
0201 WHO IS IT GOING TO?
0219 I THINK THEY DO A GREAT JOB/ I THINK THEY RESPOND IN A TIMELY FASHION THEY ARE VERY VISIBLE IN THE COMMUNITY AS FAR AS EDUCATIONAL THINGS/
0221 I'M IMPRESSED WITH THE FIRE DEPARTMENT/ IF THERE IS A PROBLEM ALL AGENCIES NEED TO COME TOGETHER TO EXAMINE THE PROBLEM AREA TO MAKE IT BETTER/
0230 WHY DOES IT MATTER WHAT A PERSON'S INCOME IS/ EVERYONE'S OPINION IS IMPORTANT/
0231 IT'S TOO LONG/
0253 YOU NEED A "I DON'T KNOW" CATEGORY/
0263 I JUST WONDER IF THE MONEY FOR THIS SURVEY COULD OF BEEN BETTER SPENT ON OTHER THINGS/

0295 HOW CAN I FIND MORE INFORMATION ABOUT THE SURVEY/
0322 SEEMS LIKE A LOT OF QUESTIONS TO ASK ABOUT EXPERIENCE WITH THE FIRE
DEPARTMENT EVEN THOUGH I HAVE HAD NONE

Appendix 10: Chronbach's Alpha Reliability Coefficient

Case Processing Summary

		N	%
Cases	Valid	325	100.0
	Excluded ^a	0	.0
	Total	325	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.924	.927	9

Inter-Item Correlation Matrix

	rate1	rate2	rate3	rate4	rate5	rate6	rate7	rate8	rate9
rate1	1.000	.517	.501	.432	.559	.507	.388	.599	.572
rate2	.517	1.000	.607	.594	.710	.599	.510	.677	.689
rate3	.501	.607	1.000	.564	.579	.572	.518	.569	.612
rate4	.432	.594	.564	1.000	.611	.502	.623	.675	.606
rate5	.559	.710	.579	.611	1.000	.619	.511	.725	.700
rate6	.507	.599	.572	.502	.619	1.000	.559	.612	.640
rate7	.388	.510	.518	.623	.511	.559	1.000	.590	.485
rate8	.599	.677	.569	.675	.725	.612	.590	1.000	.701
rate9	.572	.689	.612	.606	.700	.640	.485	.701	1.000

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
rate1	35.39	25.560	.626	.435	.922
rate2	35.40	24.568	.770	.622	.913
rate3	35.38	24.823	.705	.510	.917
rate4	35.49	24.504	.724	.579	.916
rate5	35.47	24.028	.789	.658	.911
rate6	35.44	24.859	.720	.546	.916
rate7	35.80	24.259	.651	.495	.922
rate8	35.44	23.976	.816	.688	.910
rate9	35.22	25.562	.788	.652	.914

Appendix 11: Mean Differences t-tests

Incident Response Items

Paired Samples Statistics

		Mean	N	Std. Deviation	Std. Error Mean
Pair 1	rate3	4.50	325	.784	.043
	rate9	4.66	325	.626	.035
Pair 2	rate2	4.48	325	.760	.042
	rate6	4.44	325	.766	.042
Pair 3	rate4	4.39	325	.808	.045
	rate7	4.08	325	.913	.051

Paired Samples Correlations

		N	Correlation	Sig.
Pair 1	rate3 & rate9	325	.612	.000
Pair 2	rate2 & rate6	325	.599	.000
Pair 3	rate4 & rate7	325	.623	.000

Paired Samples Test

		Paired Differences					t	df	Sig. (2-tailed)
		Mean	Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference				
					Lower	Upper			
Pair 1	rate3 - rate9	-.160	.638	.035	-.230	-.090	-4.525	324	.000
Pair 2	rate2 - rate6	.043	.684	.038	-.032	.118	1.136	324	.257
Pair 3	rate4 - rate7	.311	.753	.042	.229	.393	7.442	324	.000

Importance Items

Paired Samples Statistics

		Mean	N	Std. Deviation	Std. Error Mean
Pair 1	import1	4.92	325	.310	.017
	import2	4.85	325	.426	.024
Pair 2	import2	4.85	325	.426	.024
	import3	4.78	325	.515	.029
Pair 3	import3	4.78	325	.515	.029
	import4	4.68	325	.574	.032
Pair 4	import4	4.68	325	.574	.032
	import5	4.63	325	.607	.034
Pair 5	import5	4.63	325	.607	.034
	import8	4.55	325	.708	.039
Pair 6	import8	4.55	325	.708	.039
	import9	4.42	325	.800	.044
Pair 7	import6	4.31	325	.823	.046
	import9	4.42	325	.800	.044

Paired Samples Correlations

		N	Correlation	Sig.
Pair 1	import1 & import2	325	.311	.000
Pair 2	import2 & import3	325	.469	.000
Pair 3	import3 & import4	325	.438	.000
Pair 4	import4 & import5	325	.318	.000
Pair 5	import5 & import8	325	.435	.000
Pair 6	import8 & import9	325	.452	.000
Pair 7	import6 & import9	325	.483	.000

Paired Samples Test

		Paired Differences					t	df	Sig. (2-tailed)
		Mean	Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference				
					Lower	Upper			
Pair 1	import1 - import2	.071	.442	.025	.023	.119	2.885	324	.004
Pair 2	import2 - import3	.074	.491	.027	.020	.127	2.709	324	.007
Pair 3	import3 - import4	.098	.580	.032	.035	.162	3.062	324	.002
Pair 4	import4 - import5	.046	.690	.038	-.029	.121	1.206	324	.229
Pair 5	import5 - import8	.083	.704	.039	.006	.160	2.126	324	.034
Pair 6	import8 - import9	.126	.793	.044	.040	.213	2.867	324	.004
Pair 7	import6 - import9	-.114	.825	.046	-.204	-.024	-2.486	324	.013

Data Splits for Sample Differences

Group Statistics

agesplit		N	Mean	Std. Deviation	Std. Error Mean
incidentresponse	under 51	150	4.3444	.62348	.05091
	51 plus	160	4.4819	.60742	.04802

Group Statistics

incomesplit		N	Mean	Std. Deviation	Std. Error Mean
incidentresponse	75000 down	177	4.3748	.62121	.04669
	75000 up	75	4.4104	.63197	.07297

Group Statistics

gender		N	Mean	Std. Deviation	Std. Error Mean
incidentresponse	male	120	4.3167	.65941	.06020
	female	205	4.4981	.58387	.04078

Appendix 12: Factor Analysis of Importance Items

Total Variance Explained

Factor	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
	1	3.720	41.334	41.334	3.219	35.770	35.770	2.293	25.474
2	1.308	14.538	55.872	.848	9.418	45.188	1.774	19.714	45.188
3	.905	10.057	65.929						
4	.706	7.845	73.774						
5	.604	6.712	80.486						
6	.559	6.212	86.698						
7	.492	5.463	92.161						
8	.434	4.821	96.982						
9	.272	3.018	100.000						

Extraction Method: Principal Axis Factoring.

Factor Matrix^a

	Factor	
	1	2
import1	.336	.154
import2	.546	.559
import3	.507	.333
import4	.589	.279
import5	.542	.030
import6	.709	-.346
import7	.746	-.401
import8	.721	-.076
import9	.574	-.187

Extraction Method: Principal Axis Factoring.

a. 2 factors extracted. 14 iterations required.

Rotated Factor Matrix^a

	Factor	
	1	2
import1	.166	.331
import2	.077	.778
import3	.188	.577
import4	.286	.586
import5	.405	.362
import6	.770	.173
import7	.833	.153
import8	.610	.392
import9	.565	.213

Extraction Method: Principal Axis Factoring.

Rotation Method: Varimax with Kaiser Normalization.

a. Rotation converged in 3 iterations.

Factor Transformation Matrix

Factor	1	2
1	.781	.625
2	-.625	.781

Extraction Method: Principal Axis Factoring.

Rotation Method: Varimax with Kaiser Normalization.

Appendix 13: Phone Survey Key

PFA Business Phone Questionnaire Interviewer Guide

(ID,ORG,PHONE,DIR,STREET,UNIT,GRID,ZIP,OCCCODE)

Confirm place of business. Ask for owner or manager of business.

Hello, my name is _____. I'm calling on behalf of the Poudre Fire Authority, which is the Fire Department that covers the area where your business is located. Your business was randomly selected to participate in a survey to assist the Fire Dept. The Fire Dept. is interested in finding out more about how well it performs, and more about the types of services needed. The survey takes about 10 minutes to complete. Would you be interested in helping The Fire Dept. by taking this survey?

If no: Thank you very much for your time. *Hang up.*

Section 1: Introduction

If yes: Thank you. Let me start by saying that this survey is completely confidential, any comments you make will not be revealed in any way that can be traced back to you.

(firsthand) OK, Here we go. The first question is, has this business ever had first hand experience with the Fire Dept. related to a medical emergency?

No = 0 (if no skip to Q6) Yes = 1 Unsure = 2

About when did this occur? _____

(howmany) About how many people, not counting emergency people, were involved? _____

(medemer) Could you briefly describe the event? _____

(impression) Did that event leave you with a positive, negative, or neutral impression of the Fire Dept.?

Negative = 0 Positive = 1 Neutral = 2

(past 3 yrs) Other than a fire or medical emergency, has this business been visited by the Fire Dept. within the past 3 years? *No = 0 (if no skip to Q26) Yes = 1 Unsure = 2*

I'll read a list of reasons for the possible visit. Please tell me if each was addressed during the visit.

(visit1) Final occupancy fire code inspection..... *No = 0 Yes = 1 Unsure = 2*

(visit2) Yearly or semi-annual workplace fire code inspection..... *No = 0 Yes = 1 Unsure = 2*

(visit3) Hazardous materials permit..... *No = 0 Yes = 1 Unsure = 2*

(visit4) Special event permit..... *No = 0 Yes = 1 Unsure = 2*

(visit5) Occupancy type or number change request..... *No = 0 Yes = 1 Unsure = 2*

(visit6) Sprinkler..... *No = 0 Yes = 1 Unsure = 2*

- (visit7) Education program..... No = 0 Yes = 1 Unsure = 2
 (visit8) Service request..... No = 0 Yes = 1 Unsure = 2
 (visit9) Pre-fire planning..... No = 0 Yes = 1 Unsure = 2
 (visit10) Informational visit, such as pre-fire planning
 or becoming familiar with your business..... No = 0 Yes = 1 Unsure = 2
 (visit11) Were there any other reasons..... No = 0 Yes = 1
 (visit12) If yes, what were they? _____
-
-

(comments) Do you have any comments related to these visits? No = 0 (skip to Q26) Yes = 1

(nonemer) What are your comments? _____

(metperson) About how many different fire department personnel have you met within the past 3 years? _____

Section 2: Evaluation of Fire Dept. services

Now I'd like to ask you to rate the performance of the Fire Dept. on a number of items. If you've had little or no experience with the Fire Dept. we realize these ratings will be based upon your perceptions from a variety of sources such as other business managers or employees' experiences, the news, etc.

I will read an item and then ask you to rate the item on a scale from 1 to 5. A "1" means "performed extremely poorly" and a "5" means "performed extremely well". Do you have questions about the rating system? OK, I'll begin.

	<i>Extremely Poorly</i>				<i>Extremely Well</i>
(rate1) The Fire Dept. responds to incidents within an appropriate time frame.....	1	2	3	4	5
(rate2) sends an appropriate number of personnel when responding to an emergency situation.....	1	2	3	4	5
(rate3) demonstrates care for those, including pets, in the emergency situation.....	1	2	3	4	5
(rate4) demonstrates concern for personal property.....	1	2	3	4	5
(rate5) provides accurate information related to the emergency.....	1	2	3	4	5
(rate6) cooperates, when appropriate, with other community human service agencies.....	1	2	3	4	5
(rate7) provides necessary follow-up services after an emergency; for example: clean-up or coordination with utility companies.....	1	2	3	4	5

(rate8)resolves the incident to the callers’ satisfaction..... 1 2 3 4 5

(rate9)handles incident in a professional manner..... 1 2 3 4 5

rate1 – rate9 = incidentresponse

Now I’d like to ask you about the Fire Dept.’s non-emergency services. These include activities such as fire code visits, hazardous material permits, change of occupancy status, etc. that are carried out with the business community to prevent fires. Please respond to these items using the same 5-point scale where 1 equals “extremely poorly” and 5 = “extremely well”.

Extremely Poorly *Extremely Well*

(nonem1)Dept.’s non-emergency activities are flexible enough to respond to individual business needs..... 1 2 3 4 5

(nonem2)They include the necessary information for businesses to understand the purpose of fire code enforcement..... 1 2 3 4 5

(nonem3)Non-emergency services are coordinated well enough with other government organizations, such As the Health Dept. or building codes, that businesses know how to respond..... 1 2 3 4 5

(nonem4)Do you have any comments specifically related to the Fire Dept.’s non-emergency services?

No = 0 (skip to Q41) Yes = 1

(nonem5) _____

Now, using the 1 to 5 scale, I’d like to ask you to rate the Fire Dept. based on their actual contacts with your workplace.

(recent)Have you had recent contact with the Fire Dept.?

No = 0 (skip to Section 3) Yes = 1

After I ask you these questions I’ll give you an opportunity to comment on your experiences.

Extremely Poorly *Extremely Well*

(contact1)Fire Dept. personnel provide correct information regarding the Uniform Fire Code..... 1 2 3 4 5

(contact2)From visit to visit, Fire Dept. personnel provide consistent information regarding the Uniform Fire Code..... 1 2 3 4 5

(contact3)Fire Dept. personnel respect your time when conducting a fire code inspection..... 1 2 3 4 5

(contact4)Fire Dept. personnel provide adequate

safety training.....	1	2	3	4	5
(contact5) Fire Dept. personnel provide adequate emergency evacuation information.....	1	2	3	4	5
(contact6) Fire Dept. personnel provide adequate information if they find a fire code violation in your workplace.....	1	2	3	4	5
(contact7) Fire Dept. personnel offer adequate guidelines to assist you with correcting code violations.....	1	2	3	4	5
(contact8) Visit to visit, the Fire Dept. is consistent in what they cite as a code violation.....	1	2	3	4	5

contact1 – contact8 = contact

(inspcom)Do you have any comments related to fire safety inspections or code violations?

No = 0 (skip to Section 3) Yes = 1

(inspcom)What are those comments? _____

Section 3: Suggestions for future program development

We don't have that much more to do, thanks for hanging in there. This section shifts focus a bit and asks for your suggestions on how the Fire Dept. could improve services to make them as useful as possible to the business community.

(awareprog)Are you aware of any new programs that the Fire Dept. has instituted for businesses in the last few years? *No = 0 (if no skip to Q54) Yes = 1*

(awareprog1)What programs are you aware of? _____

Now I'd like you to use a 1 to 5 scale where 1 = "performs extremely poorly" and 5 equals "performs extremely well". Please consider your working relationship with the Fire Dept. How well does the Fire Dept. perform each of the following:

	<i>Extremely Poorly</i>			<i>Extremely Well</i>	
	1	2	3	4	5
(relate1) Communicates with its business constituents.....	1	2	3	4	5
(relate2) Provides us with what we need to know about fire safety.....	1	2	3	4	5
(relate3) Supports our efforts to keep our employees safe.....	1	2	3	4	5
(relate4) Conducts inspections that are "user friendly".....	1	2	3	4	5

(relate5)Conducts inspections that are informative and educational..... 1 2 3 4 5

relate1 – relate5 = relate

(dowell)If you were to select one thing the Fire Dept. is doing well, what would it be? _____

(improve)If you were to select one thing the Fire Dept. should improve, what would it be? _____

(newserv)If the Fire Dept. could add new services, do you have a suggestion for what they might be? _____

Section 4: Demographics

OK, these last few questions ask about your business. The data we gather here is for statistical purposes only, it helps us interpret the responses you've already provided. Please be assured that all information is computed and reported in aggregate, that is, your answers will remain completely confidential and cannot be traced back to you or your business.

(bustype)What type of business is this (retail, manufacturing, etc.) _____

1 = consumer services 2 = retail 3 = quasi-governmental 4 = general business

5 = professional services 6 = healthcare 7 = restaurant/entertainment 8 = manufacturing

(street)What street is this business is on? _____

(fulltime)How many full-time employees currently work at this site? _____

sizesplit 1 = less than 6 2 = greater than 6

(parttime)How many part-time employees currently work at this site? _____

(months/yrs)How long has this business been in its current location? _____

(FCmonths/FCyrs)How long has your business been in Fort Collins? _____

(employee)What is your job title? _____

1 = manager 2 = top management 3 = owner 4 = employee

(firequest)Do you have any questions or final comments about the Fire Dept.?

No = 0 (if no skip to Q73) Yes = 1

(finalcomm)If yes _____

(firecall)Would you like a representative of the Fire Dept. to call you about these comments?

No = 0 (skip to Q53) Yes = 1

(firephone)What number would you like to be called at? _____

Do you have any questions or final comments about this survey?

No = 0 (if no skip to Q77) Yes = 1

(survquest) If yes _____

(survcall) Would you like a researcher to call you about these comments?

No = 0 (skip to Q77) Yes = 1

(survphone) What number would you like to be called at? _____

(mail) Results of the survey will be posted on the department web site by mid-April. If you are interested you can log on to Poudre-fire.org and read the study results. If you would like us to mail the results to you please give us your mailing information:

Thank you very much for your time.

Appendix 14: PBR Business Project Report



3932-A JFK Parkway
Fort Collins, CO 80525

phone 970.226.4333
fax 970.226.4770
www.pbr-net.com

To: Dave Gilliland
CSU College of Business
From: Becca Belger
Date: March 9, 2006
Subj: Poudre Fire Authority-Business – **FINAL REPORT**
PBR #9918

Comments:

Interviewing has concluded. Final data will be sent by end of day tomorrow. Cumulative dialing detail is below. Please call with any questions.

	ACTUAL	BUDGETED
Interviewing Start Date	3/02/06	3/02/06
Interviewing Finish Date	3/09/06	3/15/06
Data Transfer	3/10/06	3/16/06
Avg. Length	13 mins.	13 mins.
Incidence	85%	80%
Completes	325	325
Business/Residence	20	
Disconnect	309	
Privacy Manager / Blocked Number	1	
Fax/Computer Tone	33	
Language Barrier	43	
NQ – Wrong Number	62	
Interviewer Terminate	6	
Respondent Terminate	20	
Initial Refusal	114	
Respondent Not Available	1,741	
No Answer	216	
Answering Machine / Voice Mail	476	
Busy	80	
<i>Total Dialings</i>	3,446	

Appendix 15: Business Data Grid

<u>Variable #</u>	<u>Variable Name</u>	<u>Variable Type</u>
1	id	numeric
2	phone	numeric
3	org	string
4	number	string
5	dir	string
6	street	string
7	unit	string
8	grid	string
9	zip	string
10	occcode	string
11	firsthand	numeric
12	howmany	numeric
13	impression	numeric
14	past3yrs	numeric
15	visit1	numeric
16	visit2	numeric
17	visit3	numeric
18	visit4	numeric
19	visit5	numeric
20	visit6	numeric
21	visit7	numeric
22	visit8	numeric
23	visit9	numeric
24	visit10	numeric
25	visit11	numeric
26	comments	numeric
27	metperson	numeric
28	rate1	numeric
29	rate2	numeric
30	rate3	numeric
31	rate4	numeric
32	rate5	numeric
33	rate6	numeric
34	rate7	numeric
35	rate8	numeric
36	rate9	numeric
37	nonem1	numeric
38	nonem2	numeric
39	nonem3	numeric
40	nonem4	numeric
41	recent	numeric

<u>Variable #</u>	<u>Variable Name</u>	<u>Variable Type</u>
42	contact1	numeric
43	contact2	numeric
44	contact3	numeric
45	contact4	numeric
46	contact5	numeric
47	contact6	numeric
48	contact7	numeric
49	contact8	numeric
50	inspcomm	numeric
51	awareprog	numeric
52	relate1	numeric
53	relate2	numeric
54	relate3	numeric
55	relate4	numeric
56	relate5	numeric
57	fulltime	numeric
58	parttime	numeric
59	months	numeric
60	years	numeric
61	fcmonths	numeric
62	fcyears	numeric
63	firequest	numeric
64	firecall	numeric
65	firephone	numeric
66	survquest	numeric
67	survcall	numeric
68	mail	numeric
69	businessstype	numeric
70	employtype	numeric

Appendix 16: Business Summary Data Reference

(ID,ORG.PHONE.DIR.STREET,UNIT,GRID,ZIP, OCCCODE)

Confirm place of business. Ask for owner or manager of business.

Hello, my name is _____. I'm calling on behalf of the Poudre Fire Authority, which is the Fire Department that covers the area where your business is located. Your business was randomly selected to participate in a survey to assist the Fire Dept. The Fire Dept. is interested in finding out more about how well it performs, and more about the types of services needed. The survey takes about 10 minutes to complete. Would you be interested in helping The Fire Dept. by taking this survey?

If no: Thank you very much for your time. *Hang up.*

Section 1: Introduction

If yes: Thank you. Let me start by saying that this survey is completely confidential, any comments you make will not be revealed in any way that can be traced back to you.

(firsthand) OK, Here we go. The first question is, has this business ever had first hand experience with the Fire Dept. related to a medical emergency?

<i>No = 0 (if no skip to Q6)</i>	<i>Yes = 1</i>	<i>Unsure = 2</i>
76.0%	20.6%	3.4%

About when did this occur? _____

(howmany) About how many people, not counting emergency people, were involved? 2.43 (mean)

(medemer) Could you briefly describe the event? _____

(impression) Did that event leave you with a positive, negative, or neutral impression of the Fire Dept.?

<i>Negative = 0</i>	<i>Positive = 1</i>	<i>Neutral = 2</i>	
3%	92.5%	4.5%	n=67

(past3yrs) Other than a fire or medical emergency, has this business been visited by the Fire Dept. within the past 3 years?

<i>No = 0 (if no skip to Q26)</i>	<i>Yes = 1</i>	<i>Unsure = 2</i>	
21.5%	71.4%	7.1%	n=325

I'll read a list of reasons for the possible visit. Please tell me if each was addressed during the visit.

- (visit1) Final occupancy fire code inspection... No = 0 Yes = 1 Unsure = 2 (41.8%)
- (visit2) Yearly or semi-annual workplace fire code inspection No = 0 Yes = 1 Unsure = 2 (89.2%)
- (visit3) Hazardous materials permit..... No = 0 Yes = 1 Unsure = 2 (9.9%)
- (visit4) Special event permit..... No = 0 Yes = 1 Unsure = 2 (3.0%)
- (visit5) Occupancy type or number change request..... No = 0 Yes = 1 Unsure = 2 (2.2%)
- (visit6) Sprinkler..... No = 0 Yes = 1 Unsure = 2 (23.7%)
- (visit7) Education program..... No = 0 Yes = 1 Unsure = 2 (12.9%)
- (visit8) Service request..... No = 0 Yes = 1 Unsure = 2 (9.9%)
- (visit9) Pre-fire planning..... No = 0 Yes = 1 Unsure = 2 (9.5%)
- (visit10) Informational visit, such as pre-fire planning
or becoming familiar with your business..... No = 0 Yes = 1 Unsure = 2 (22.0%)
- (visit11) Were there any other reasons..... No = 0 Yes = 1 (10.8%)
- (visit12) If yes, what were they? _____

(comments) Do you have any comments related to these visits? No = 0 (skip to Q26) Yes = 1

(nonemer) What are your comments? _____

(metperson) About how many different fire department personnel have you met within the past 3 years? 6.16

Section 2: Evaluation of Fire Dept. services

Now I'd like to ask you to rate the performance of the Fire Dept. on a number of items. If you've had little or no experience with the Fire Dept. we realize these ratings will be based upon your perceptions from a variety of sources such as other business managers or employees' experiences, the news, etc.

I will read an item and then ask you to rate the item on a scale from 1 to 5. A "1" means "performed extremely poorly" and a "5" means "performed extremely well". Do you have questions about the rating system? OK, I'll begin.

	<i>Extremely Poorly</i>					<i>Extremely Well</i>					<u>Means</u>
(rate1) The Fire Dept. responds to incidents within an appropriate time frame.....	1	2	3	4	5	1	2	3	4	5	4.60
(rate2) sends an appropriate number of personnel when responding to an emergency situation.....	1	2	3	4	5	1	2	3	4	5	4.62
(rate3) demonstrates care for those, including pets, in the emergency situation.....	1	2	3	4	5	1	2	3	4	5	4.56
(rate4) demonstrates concern for personal property.....	1	2	3	4	5	1	2	3	4	5	4.49
(rate5) provides accurate information related to the emergency.	1	2	3	4	5	1	2	3	4	5	4.48
(rate6) cooperates, when appropriate, with other community human service agencies.....	1	2	3	4	5	1	2	3	4	5	4.45
(rate7) provides necessary follow-up services after an emergency; for example: clean-up or coordination with utility companies.....	1	2	3	4	5	1	2	3	4	5	4.31
(rate8) resolves the incident to the callers' satisfaction.....	1	2	3	4	5	1	2	3	4	5	4.58
(rate9) handles incident in a professional manner.....	1	2	3	4	5	1	2	3	4	5	4.74
incidentresponse = 4.54											

Now I'd like to ask you about the Fire Dept.'s non-emergency services. These include activities such as fire code visits, hazardous material permits, change of occupancy status, etc. that are carried out with the business community to prevent fires. Please respond to these items using the same 5-point scale where 1 equals "extremely poorly" and 5 = "extremely well"

	<i>Extremely Poorly</i>					<i>Extremely Well</i>					<u>Means</u>
(nonem1) Dept.'s non-emergency activities are flexible enough to respond to individual business needs.....	1	2	3	4	5	1	2	3	4	5	4.42
(nonem2) They include the necessary information for businesses to understand the purpose of fire code enforcement.....	1	2	3	4	5	1	2	3	4	5	4.50
(nonem3) Non-emergency services are coordinated well enough with other government organizations, such As the Health Dept. or building codes, that businesses know how to respond	1	2	3	4	5	1	2	3	4	5	4.22
(nonem4) Do you have any comments specifically related to the Fire Dept.'s non-emergency services? No = 0 (skip to Q41) Yes = 1											

(13.2%)

(nonem5) _____

Now, using the 1 to 5 scale, I'd like to ask you to rate the Fire Dept. based on their actual contacts with your workplace.

(recent) Have you had recent contact with the Fire Dept.?

No = 0 (skip to Section 3) Yes = 1
(20.9%)

After I ask you these questions I'll give you an opportunity to comment on your experiences.

	<i>Extremely Poorly</i>		<i>Extremely Well</i>			<u>Means</u>
(contact1) Fire Dept. personnel provide correct information regarding the Uniform Fire Code.....	1	2	3	4	5	4.65
(contact2) From visit to visit, Fire Dept. personnel provide consistent information regarding the Uniform Fire Code.....	1	2	3	4	5	4.59
(contact3) Fire Dept. personnel respect your time when conducting a fire code inspection.....	1	2	3	4	5	4.72
(contact4) Fire Dept. personnel provide adequate safety training	1	2	3	4	5	4.29
(contact5) Fire Dept. personnel provide adequate emergency evacuation information.....	1	2	3	4	5	4.29
(contact6) Fire Dept. personnel provide adequate information if they find a fire code violation in your workplace.....	1	2	3	4	5	4.71
(contact7) Fire Dept. personnel offer adequate guidelines to assist you with correcting code violations.....	1	2	3	4	5	4.66
(contact8) Visit to visit, the Fire Dept. is consistent in what they cite as a code violation.....	1	2	3	4	5	4.53

contact = 4.56

(inspcom) Do you have any comments related to fire safety inspections or code violations?

No = 0 (skip to Section 3) Yes = 1
(8.8%)

(inspcom1) What are those comments? _____

Section 3: Suggestions for future program development

We don't have that much more to do, thanks for hanging in there. This section shifts focus a bit and asks for your suggestions on how the Fire Dept. could improve services to make them as useful as possible to the business community.

(awareprog) Are you aware of any new programs that the Fire Dept. has instituted for businesses in the last few years? *No = 0 (if no skip to Q54) Yes = 1*
(1.2%)

(awareprog1) What programs are you aware of? _____

Now I'd like you to use a 1 to 5 scale where 1 = "performs extremely poorly" and 5 equals "performs extremely well". Please consider your working relationship with the Fire Dept. How well does the Fire Dept. perform each of the following:

	<i>Extremely Poorly</i>				<i>Extremely Well</i>	
						<u>Means</u>
(relate1) Communicates with its business constituents.....	1	2	3	4	5	4.10
(relate2) Provides us with what we need to know about fire safety.....	1	2	3	4	5	4.32
(relate3) Supports our efforts to keep our employees safe....	1	2	3	4	5	4.43
(relate4) Conducts inspections that are "user friendly".....	1	2	3	4	5	4.49
(relate5) Conducts inspections that are informative and educational.....	1	2	3	4	5	4.34

relate = 4.34

(dowell) If you were to select one thing the Fire Dept. is doing well, what would it be? _____

(improve) If you were to select one thing the Fire Dept. should improve, what would it be? _____

(newserv) If the Fire Dept. could add new services, do you have a suggestion for what they might be? _____

Section 4: Demographics

OK, these last few questions ask about your business. The data we gather here is for statistical purposes only, it helps us interpret the responses you've already provided. Please be assured that all information is computed and reported in aggregate, that is, your answers will remain completely confidential and cannot be traced back to you or your business.

(bustype)What type of business is this (retail, manufacturing, etc.) _____
consumer services = 85 retail = 83 quasi-governmental = 37 general business = 28
professional services = 27 healthcare = 23 restaurant/entertainment = 20
manufacturing = 17

(street)What street is this business is on? _____

(fulltime)How many full-time employees currently work at this site? 13.8 (mean)

(parttime)How many part-time employees currently work at this site? 7.3 (mean)

(months/yrs)How long has this business been in its current location? 15 yrs (mean)

(FCmonths/FCyrs)How long has your business been in Fort Collins? 22 yrs (mean)

(employeeype)What is your job title? _____

manager = 99 top management = 80 owner = 68 employee = 34

(firequest)Do you have any questions or final comments about the Fire Dept.?

No = 0 (if no skip to Q73) Yes = 1

(finalcomm)If yes _____

(firecall)Would you like a representative of the Fire Dept. to call you about these comments?

No = 0 (skip to Q53) Yes = 1

(firephone)What number would you like to be called at? _____

Do you have any questions or final comments about this survey?

No = 0 (if no skip to Q77) Yes = 1

(survquest)If yes _____

(survcall)Would you like a researcher to call you about these comments?

No = 0 (skip to Q77) Yes = 1

(survphone)What number would you like to be called at? _____

(mail)Results of the survey will be posted on the department web site by mid-April. If you are interested you can log on to Poudre-fire.org and read the study results. If you would like us to mail the results to you please give us your mailing information:

Thank you very much for your time.

Appendix 17: Business Descriptive Statistics

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
howmany	67	1	12	2.72	2.194
visit1	232	0	2	.50	.574
visit2	232	0	2	.97	.328
visit3	232	0	2	.14	.407
visit4	232	0	2	.05	.250
visit5	232	0	2	.07	.334
visit6	232	0	2	.25	.456
visit7	232	0	2	.16	.397
visit8	232	0	2	.12	.347
visit9	232	0	2	.17	.470
visit10	232	0	2	.26	.488
visit11	232	0	1	.11	.311
metperson	325	0	99	6.16	10.001
rate1	325	2	5	4.60	.653
rate2	325	2	5	4.62	.700
rate3	325	1	5	4.56	.729
rate4	325	1	5	4.49	.764
rate5	325	2	5	4.48	.772
rate6	325	1	5	4.45	.794
rate7	325	1	5	4.31	.857
rate8	325	1	5	4.58	.740
rate9	325	2	5	4.74	.575
nonem1	325	1	5	4.42	.804
nonem2	325	1	5	4.51	.768
nonem3	325	1	5	4.22	.876
nonem4	325	0	1	.13	.339
contact1	68	1	5	4.65	.748
contact2	68	1	5	4.59	.918
contact3	68	1	5	4.72	.770
contact4	68	1	5	4.29	.978
contact5	68	1	5	4.29	1.023
contact6	68	2	5	4.71	.692
contact7	68	2	5	4.66	.725
contact8	68	1	5	4.53	.872
relate1	325	1	5	4.10	1.009
relate2	325	1	5	4.32	.887
relate3	325	1	5	4.43	.849
relate4	325	1	5	4.49	.898
relate5	325	1	5	4.34	.996
fulltime	324	1	500	13.75	37.679
parttime	324	0	600	7.27	35.048
months	319	0	72	1.29	6.180
years	317	0	192	14.92	16.779
fcmonths	317	0	72	.80	5.621

fcyears	312	0	192	21.94	20.459
Valid N (listwise)	14				

Appendix 18: Business Frequencies

impression

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	negative	2	.6	3.0	3.0
	positive	62	19.1	92.5	95.5
	neutral	3	.9	4.5	100.0
	Total	67	20.6	100.0	
Missing	System	258	79.4		
Total		325	100.0		

past3yrs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	70	21.5	21.5	21.5
	yes	232	71.4	71.4	92.9
	unsure	23	7.1	7.1	100.0
	Total	325	100.0	100.0	

visit1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	126	38.8	54.3	54.3
	yes	97	29.8	41.8	96.1
	unsure	9	2.8	3.9	100.0
	Total	232	71.4	100.0	
Missing	System	93	28.6		
Total		325	100.0		

visit2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	16	4.9	6.9	6.9
	yes	207	63.7	89.2	96.1
	unsure	9	2.8	3.9	100.0
	Total	232	71.4	100.0	
Missing	System	93	28.6		
Total		325	100.0		

visit3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	204	62.8	87.9	87.9
	yes	23	7.1	9.9	97.8
	unsure	5	1.5	2.2	100.0
	Total	232	71.4	100.0	
Missing	System	93	28.6		
Total		325	100.0		

visit4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	223	68.6	96.1	96.1
	yes	7	2.2	3.0	99.1
	unsure	2	.6	.9	100.0
	Total	232	71.4	100.0	
Missing	System	93	28.6		
Total		325	100.0		

visit5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	220	67.7	94.8	94.8
	yes	7	2.2	3.0	97.8
	unsure	5	1.5	2.2	100.0
	Total	232	71.4	100.0	
Missing	System	93	28.6		
Total		325	100.0		

visit6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	175	53.8	75.4	75.4
	yes	55	16.9	23.7	99.1
	unsure	2	.6	.9	100.0
	Total	232	71.4	100.0	
Missing	System	93	28.6		
Total		325	100.0		

visit7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	199	61.2	85.8	85.8
	yes	30	9.2	12.9	98.7
	unsure	3	.9	1.3	100.0
	Total	232	71.4	100.0	
Missing	System	93	28.6		
Total		325	100.0		

visit8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	207	63.7	89.2	89.2
	yes	23	7.1	9.9	99.1
	unsure	2	.6	.9	100.0
	Total	232	71.4	100.0	
Missing	System	93	28.6		
Total		325	100.0		

visit9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	201	61.8	86.6	86.6
	yes	22	6.8	9.5	96.1
	unsure	9	2.8	3.9	100.0
	Total	232	71.4	100.0	
Missing	System	93	28.6		
Total		325	100.0		

visit10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	176	54.2	75.9	75.9
	yes	51	15.7	22.0	97.8
	unsure	5	1.5	2.2	100.0
	Total	232	71.4	100.0	
Missing	System	93	28.6		
Total		325	100.0		

visit11

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	207	63.7	89.2	89.2
	yes	25	7.7	10.8	100.0
	Total	232	71.4	100.0	
Missing	System	93	28.6		
Total		325	100.0		

rate1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	2	.6	.6	.6
	3	24	7.4	7.4	8.0
	4	76	23.4	23.4	31.4
	5	223	68.6	68.6	100.0
	Total	325	100.0	100.0	

rate2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	3	.9	.9	.9
	3	32	9.8	9.8	10.8
	4	51	15.7	15.7	26.5
	5	239	73.5	73.5	100.0
	Total	325	100.0	100.0	

rate3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	.3	.3	.3
	2	1	.3	.3	.6
	3	37	11.4	11.4	12.0
	4	62	19.1	19.1	31.1
	5	224	68.9	68.9	100.0
	Total	325	100.0	100.0	

rate4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	.3	.3	.3
	2	3	.9	.9	1.2
	3	39	12.0	12.0	13.2
	4	74	22.8	22.8	36.0
	5	208	64.0	64.0	100.0
	Total	325	100.0	100.0	

rate5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	4	1.2	1.2	1.2
	3	44	13.5	13.5	14.8
	4	69	21.2	21.2	36.0
	5	208	64.0	64.0	100.0
	Total	325	100.0	100.0	

rate6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	.3	.3	.3
	2	1	.3	.3	.6
	3	53	16.3	16.3	16.9
	4	66	20.3	20.3	37.2
	5	204	62.8	62.8	100.0
	Total	325	100.0	100.0	

rate7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	.3	.3	.3
	2	4	1.2	1.2	1.5
	3	66	20.3	20.3	21.8
	4	75	23.1	23.1	44.9
	5	179	55.1	55.1	100.0
	Total	325	100.0	100.0	

rate8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	.6	.6	.6
	2	1	.3	.3	.9
	3	34	10.5	10.5	11.4
	4	59	18.2	18.2	29.5
	5	229	70.5	70.5	100.0
	Total	325	100.0	100.0	

rate9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	.3	.3	.3
	3	19	5.8	5.8	6.2
	4	45	13.8	13.8	20.0
	5	260	80.0	80.0	100.0
	Total	325	100.0	100.0	

nonem1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	3	.9	.9	.9
	2	3	.9	.9	1.8
	3	38	11.7	11.7	13.5
	4	90	27.7	27.7	41.2
	5	191	58.8	58.8	100.0
	Total	325	100.0	100.0	

nonem2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	.6	.6	.6
	2	4	1.2	1.2	1.8
	3	31	9.5	9.5	11.4
	4	76	23.4	23.4	34.8
	5	212	65.2	65.2	100.0
	Total	325	100.0	100.0	

nonem3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	.6	.6	.6
	2	7	2.2	2.2	2.8
	3	63	19.4	19.4	22.2
	4	97	29.8	29.8	52.0
	5	156	48.0	48.0	100.0
	Total	325	100.0	100.0	

recent

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	257	79.1	79.1	79.1
	yes	68	20.9	20.9	100.0
	Total	325	100.0	100.0	

contact1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	1	.3	1.5	1.5
	3	5	1.5	7.4	8.8
	4	10	3.1	14.7	23.5
	5	52	16.0	76.5	100.0
	Total	68	20.9	100.0	
Missing	System	257	79.1		
	Total	325	100.0		

contact2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	.6	2.9	2.9
	2	1	.3	1.5	4.4
	3	5	1.5	7.4	11.8
	4	7	2.2	10.3	22.1
	5	53	16.3	77.9	100.0
	Total	68	20.9	100.0	
Missing	System	257	79.1		
	Total	325	100.0		

contact3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	.6	2.9	2.9
	3	1	.3	1.5	4.4
	4	9	2.8	13.2	17.6
	5	56	17.2	82.4	100.0
	Total	68	20.9	100.0	
Missing	System	257	79.1		
Total		325	100.0		

contact4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	.3	1.5	1.5
	2	2	.6	2.9	4.4
	3	13	4.0	19.1	23.5
	4	12	3.7	17.6	41.2
	5	40	12.3	58.8	100.0
Total		68	20.9	100.0	
Missing	System	257	79.1		
Total		325	100.0		

contact5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	.3	1.5	1.5
	2	4	1.2	5.9	7.4
	3	10	3.1	14.7	22.1
	4	12	3.7	17.6	39.7
	5	41	12.6	60.3	100.0
Total		68	20.9	100.0	
Missing	System	257	79.1		
Total		325	100.0		

contact6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	2	.6	2.9	2.9
	3	3	.9	4.4	7.4
	4	8	2.5	11.8	19.1
	5	55	16.9	80.9	100.0
	Total	68	20.9	100.0	
Missing	System	257	79.1		
Total		325	100.0		

contact7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	2	.6	2.9	2.9
	3	4	1.2	5.9	8.8
	4	9	2.8	13.2	22.1
	5	53	16.3	77.9	100.0
	Total	68	20.9	100.0	
Missing	System	257	79.1		
Total		325	100.0		

contact8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	.3	1.5	1.5
	2	1	.3	1.5	2.9
	3	8	2.5	11.8	14.7
	4	9	2.8	13.2	27.9
	5	49	15.1	72.1	100.0
	Total	68	20.9	100.0	
Missing	System	257	79.1		
Total		325	100.0		

awareprog

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	321	98.8	98.8	98.8
	yes	4	1.2	1.2	100.0
	Total	325	100.0	100.0	

relate1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	6	1.8	1.8	1.8
2	17	5.2	5.2	7.1
3	64	19.7	19.7	26.8
4	91	28.0	28.0	54.8
5	147	45.2	45.2	100.0
Total	325	100.0	100.0	

relate2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	.6	.6	.6
2	10	3.1	3.1	3.7
3	50	15.4	15.4	19.1
4	82	25.2	25.2	44.3
5	181	55.7	55.7	100.0
Total	325	100.0	100.0	

relate3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	3	.9	.9	.9
2	8	2.5	2.5	3.4
3	35	10.8	10.8	14.2
4	80	24.6	24.6	38.8
5	199	61.2	61.2	100.0
Total	325	100.0	100.0	

relate4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	7	2.2	2.2	2.2
2	5	1.5	1.5	3.7
3	33	10.2	10.2	13.8
4	56	17.2	17.2	31.1
5	224	68.9	68.9	100.0
Total	325	100.0	100.0	

relate5

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	9	2.8	2.8	2.8
2	10	3.1	3.1	5.8
3	40	12.3	12.3	18.2
4	67	20.6	20.6	38.8
5	199	61.2	61.2	100.0
Total	325	100.0	100.0	

fulltime

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	37	11.4	11.4	11.4
	2	51	15.7	15.7	27.2
	3	32	9.8	9.9	37.0
	4	23	7.1	7.1	44.1
	5	30	9.2	9.3	53.4
	6	16	4.9	4.9	58.3
	7	16	4.9	4.9	63.3
	8	10	3.1	3.1	66.4
	9	12	3.7	3.7	70.1
	10	9	2.8	2.8	72.8
	11	3	.9	.9	73.8
	12	13	4.0	4.0	77.8
	13	2	.6	.6	78.4
	14	3	.9	.9	79.3
	15	11	3.4	3.4	82.7
	16	5	1.5	1.5	84.3
	17	3	.9	.9	85.2
	18	3	.9	.9	86.1
	19	2	.6	.6	86.7
	20	3	.9	.9	87.7
	23	2	.6	.6	88.3
	24	1	.3	.3	88.6
	25	5	1.5	1.5	90.1
	29	1	.3	.3	90.4
	30	9	2.8	2.8	93.2
	31	1	.3	.3	93.5
	34	1	.3	.3	93.8
	35	2	.6	.6	94.4
	39	1	.3	.3	94.8
	40	2	.6	.6	95.4
	42	1	.3	.3	95.7
	45	1	.3	.3	96.0
50	1	.3	.3	96.3	
60	2	.6	.6	96.9	
75	1	.3	.3	97.2	
80	1	.3	.3	97.5	
88	1	.3	.3	97.8	
90	1	.3	.3	98.1	
120	1	.3	.3	98.5	
180	1	.3	.3	98.8	
200	2	.6	.6	99.4	
250	1	.3	.3	99.7	
500	1	.3	.3	100.0	
	Total	324	99.7	100.0	
Missing	999	1	.3		
	Total	325	100.0		

parttime

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	110	33.8	34.0	34.0
	1	55	16.9	17.0	50.9
	2	31	9.5	9.6	60.5
	3	26	8.0	8.0	68.5
	4	21	6.5	6.5	75.0
	5	7	2.2	2.2	77.2
	6	10	3.1	3.1	80.2
	7	7	2.2	2.2	82.4
	8	7	2.2	2.2	84.6
	9	1	.3	.3	84.9
	10	8	2.5	2.5	87.3
	11	1	.3	.3	87.7
	12	4	1.2	1.2	88.9
	13	2	.6	.6	89.5
	15	5	1.5	1.5	91.0
	16	2	.6	.6	91.7
	19	1	.3	.3	92.0
	20	5	1.5	1.5	93.5
	22	1	.3	.3	93.8
	25	2	.6	.6	94.4
	26	1	.3	.3	94.8
	30	3	.9	.9	95.7
	37	1	.3	.3	96.0
	40	4	1.2	1.2	97.2
	45	3	.9	.9	98.1
	50	1	.3	.3	98.5
	60	2	.6	.6	99.1
	85	1	.3	.3	99.4
	100	1	.3	.3	99.7
	600	1	.3	.3	100.0
	Total	324	99.7	100.0	
Missing	999	1	.3		
Total		325	100.0		

months

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	276	84.9	86.5	86.5
	1	3	.9	.9	87.5
	2	6	1.8	1.9	89.3
	3	3	.9	.9	90.3
	4	1	.3	.3	90.6
	5	1	.3	.3	90.9
	6	20	6.2	6.3	97.2
	8	1	.3	.3	97.5
	9	1	.3	.3	97.8
	10	1	.3	.3	98.1
	11	1	.3	.3	98.4
	14	1	.3	.3	98.7
	36	1	.3	.3	99.1
	41	1	.3	.3	99.4
	56	1	.3	.3	99.7
	72	1	.3	.3	100.0
		Total	319	98.2	100.0
Missing	99	1	.3		
	999	5	1.5		
	Total	6	1.8		
Total		325	100.0		

years

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	11	3.4	3.5	3.5
	1	7	2.2	2.2	5.7
	2	16	4.9	5.0	10.7
	3	19	5.8	6.0	16.7
	4	18	5.5	5.7	22.4
	5	27	8.3	8.5	30.9
	6	17	5.2	5.4	36.3
	7	10	3.1	3.2	39.4
	8	8	2.5	2.5	42.0
	9	6	1.8	1.9	43.8
	10	19	5.8	6.0	49.8
	11	4	1.2	1.3	51.1
	12	18	5.5	5.7	56.8
	13	10	3.1	3.2	59.9
	14	5	1.5	1.6	61.5
	15	14	4.3	4.4	65.9
	16	5	1.5	1.6	67.5
	17	4	1.2	1.3	68.8
	18	3	.9	.9	69.7
	19	3	.9	.9	70.7
	20	14	4.3	4.4	75.1
	21	4	1.2	1.3	76.3
	22	2	.6	.6	77.0
	23	6	1.8	1.9	78.9
	24	1	.3	.3	79.2
	25	11	3.4	3.5	82.6
	27	4	1.2	1.3	83.9
	28	5	1.5	1.6	85.5
	29	1	.3	.3	85.8
	30	22	6.8	6.9	92.7
	31	1	.3	.3	93.1
	32	4	1.2	1.3	94.3
	35	3	.9	.9	95.3
	36	2	.6	.6	95.9
	39	1	.3	.3	96.2
	40	2	.6	.6	96.8
	42	1	.3	.3	97.2
	50	1	.3	.3	97.5
	52	1	.3	.3	97.8
	53	1	.3	.3	98.1
	68	1	.3	.3	98.4
	70	1	.3	.3	98.7
	74	1	.3	.3	99.1
	75	1	.3	.3	99.4
	106	1	.3	.3	99.7
	192	1	.3	.3	100.0
	Total	317	97.5	100.0	
Missing	999	8	2.5		
Total		325	100.0		

fmonths

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	297	91.4	93.7	93.7
	1	2	.6	.6	94.3
	2	1	.3	.3	94.6
	3	1	.3	.3	95.0
	6	11	3.4	3.5	98.4
	8	1	.3	.3	98.7
	10	1	.3	.3	99.1
	36	1	.3	.3	99.4
	56	1	.3	.3	99.7
	72	1	.3	.3	100.0
	Total	317	97.5	100.0	
Missing	999	8	2.5		
Total		325	100.0		

fyears

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	6	1.8	1.9	1.9
	2	6	1.8	1.9	3.8
	3	6	1.8	1.9	5.8
	4	10	3.1	3.2	9.0
	5	10	3.1	3.2	12.2
	6	9	2.8	2.9	15.1
	7	13	4.0	4.2	19.2
	8	8	2.5	2.6	21.8
	9	7	2.2	2.2	24.0
	10	19	5.8	6.1	30.1
	11	2	.6	.6	30.8
	12	6	1.8	1.9	32.7
	13	11	3.4	3.5	36.2
	14	3	.9	1.0	37.2
	15	18	5.5	5.8	42.9
	16	7	2.2	2.2	45.2
	17	10	3.1	3.2	48.4
	18	4	1.2	1.3	49.7
	19	2	.6	.6	50.3
	20	27	8.3	8.7	59.0
	21	5	1.5	1.6	60.6
	22	3	.9	1.0	61.5
	23	3	.9	1.0	62.5
	24	3	.9	1.0	63.5
	25	19	5.8	6.1	69.6
	26	6	1.8	1.9	71.5
	27	5	1.5	1.6	73.1
	28	6	1.8	1.9	75.0
	29	2	.6	.6	75.6
	30	29	8.9	9.3	84.9
	31	2	.6	.6	85.6
	32	5	1.5	1.6	87.2
	34	1	.3	.3	87.5
	35	7	2.2	2.2	89.7
	36	1	.3	.3	90.1
	38	1	.3	.3	90.4
	39	2	.6	.6	91.0
	40	6	1.8	1.9	92.9
	42	1	.3	.3	93.3
	43	1	.3	.3	93.6
	50	3	.9	1.0	94.6
	52	1	.3	.3	94.9
	53	1	.3	.3	95.2
	58	1	.3	.3	95.5
	60	3	.9	1.0	96.5
	68	1	.3	.3	96.8
	75	1	.3	.3	97.1
	80	1	.3	.3	97.4
	92	1	.3	.3	97.8
	98	1	.3	.3	98.1
	100	2	.6	.6	98.7
	103	1	.3	.3	99.0
	104	1	.3	.3	99.4
	126	1	.3	.3	99.7
	192	1	.3	.3	100.0
	Total	312	96.0	100.0	
Missing	999	13	4.0		
Total		325	100.0		

Appendix 19: Summary of Open Ends (Business)

Q1: Has this business ever had first hand experience with the Fire Dept. related to A MEDICAL EMERGENCY? Could you briefly explain what happened?

- Customer Health 39
- Owner's Health 10
- Customer/Employee Injury 9
- Other 8

Q2: Other than a fire or medical emergency, has this business been visited by the Fire Dept. within the past 3 years? Were there any other reasons? What were they?

- Building Problems 7

Q3: Do you have any comments related to these visits?

- Friendly/Courteous/Professional 56
- Thorough/Informative/Knowledgeable 28
- General Kudos 14
- Inspection 2

Q4: Do you have any comments specifically related to the Fire Depts.'s non-emergency services?

- General Positive 42
- Need Better Communication 9
- General Negative 4

Q5: Do you have any comments related to fire safety inspections or code violations? What are those comments?

- Miscellaneous Comments 6

Q6: If you were to select one thing the Fire Dept. is doing well, what would it be?

- Prompt 97
- Inspection/Safety Ed. 97
- General Kudos 49
- Don't Know 49
- Fire/Medical 30
- Community Involvement 16

Q7: If you were to select one thing the Fire Dept. should improve, what would it be?

- Improve Communication 52
- Improve Inspections 25
- Miscellaneous Improvement 12
- Other 26
- No Response/Don't Know 4

Q8: If the Fire Dept. could add new services, do you have a suggestion for what they might be?

- Community Outreach 19
- Business Communication/Training 14
- Other 17

Business Type Coding List

1. Consumer Service 85
2. Retail 83
3. School/Church/Governmental 37
4. General Business 28
5. Professional/Business Services 27
6. Healthcare 23
7. Restaurant/Entertainment 20
8. Manufacturing 17

Employee Coding List

1. Manager 99
2. Top Management/Professional 80
3. Owner 68
4. Employees 34

Appendix 20: Business Verbatims

V: medemer

Q: Has this business ever had first hand experience with the Fire Dept. related to A MEDICAL EMERGENCY? Could you briefly explain what happened?

0010 MY HUSBAND HAD A MINI STORE, WE THINK/ HE WAS HAVING TROUBLE GETTING HIS BREATH AND ASPIRATED/ I CALLED THE 911 NUMBER AND THEY RESPONDED IMMEDIATELY/ AS I WAS GIVING OUR INFORMATION TO THEM, MY HUSBAND STOOD UP AND SAID HE WAS GOING TO THE BATHROOM/ HAD NO RECOLLECTION OF WHAT HAD HAPPENED/ WE TOOK HIM TO THE DOCTOR AND HE WAS JUST FINE/

0012 THERE WAS A GUEST THAT WAS IN THE ROOM HAVING A HAD TIME BREATHING OR POSSIBLY HAVING A HEART ATTACK/

0015 ONE RESIDENCE/ HE HAD SOME PAIN AND CALLED 911/

0019 IT WAS A NINE ONE ONE CALL/ THIS GIRL IS AN ALCOHOLIC AND I DON'T KNOW WHY THEY CALLED NINE ONE ONE BUT THEY DID TAKE HER AWAY IN A AMBULANCE/ IT WAS ALCOHOL RELATED/

0020 WE HAVE RESIDENTS THAT AT DIFFERENT TIMES NEED TO BE TRANSPORTED TO THE HOSPITAL FOR THINGS LIKE SHORTNESS OF BREATH OR SUSPECTED HEART ATTACK/

0022 I HAD A BACK SPASM/ MY WIFE CALLED FOR AN AMBULANCE AND THE FIRE DEPARTMENT SHOWED UP FIRST/

0037 IT WAS A MEDICAL EMERGENCY, A RESIDENT HERE HAD A SEIZURE/

0041 AN ELDERLY WOMAN HAD SHORTNESS OF BREATH SO WE CALLED EMERGENCY SERVICES/

0042 AN EMPLOYEE GOT BLEACH IN HER EYE AND WE CALLED FOR EMERGENCY SERVICES/

0045 THE MAIN ONE I CAN REMEMBER IS SOME LADY IN HER MID FORTIES HAD AN EPILEPTIC SEIZURE/

0050 I HAD A HYDRAULIC HOSE THAT RELEASED SOME PRESSURE AND INJURED AN EMPLOYEES ARM/

0062 MOSTLY HEART ATTACKS / ABOUT FOUR TIMES A YEAR/

0063 I HAVE A ELDERLY CUSTOMER WHO OVER EXTENDED HERSELF AND I THOUGHT SHE WAS HAVING A HEART ATTACK / SO I CALLED 911/

0065 ONE OF THE RESIDENTS HAD A HEART ATTACK/ ANOTHER RESIDENT CALLED NINE ONE ONE/

0067 A LADY PASSED OUT AT THE TABLE/ WE ARE A RESTAURANT AND A LADY PASSED OUT AT HER TABLE DURING HER MEAL. IT WAS HER TWENTY-FIRST BIRTHDAY PARTY I THINK/

0071 I THINK IT WAS AT A DANCE, AN ELDERLY PERSON JUST COLLAPSED. I'M NOT SURE IF IT WAS JUST EMERGENCY PERSONAL OR THE FIRE DEPARTMENT/ IT COULD HAVE BEEN AMBULANCES/

0090 A MAN WAS STANDING AT THE BAR AND JUST PASSED OUT AND HE HIT THE FLOOR, IT WAS A DROP IN BLOOD PRESSURE I GUESS/

0091 A GENTLEMAN CUT HIS HAND WITH A KNIFE/

0094 WE HAD A SICK EMPLOYEE/ SHE WAS HAVING A REACTION TO SOME CARPET GLUE THAT HAD RECENTLY BEEN USED IN THE BUILDING/ SHE WAS HAVING SHORTNESS OF BREATH AND HER HEART WAS RACING/ SO WE CALLED NINE ONE ONE/

0098 A CHILD WAS COUGHING AND HAVING TROUBLE BREATHING/ SO WE CALLED NINE ONE ONE/

0115 WE ARE AN APARTMENT COMPLEX AND HAD A FIRE ON SITE/ SOME OF THE RESIDENTS NEEDED MEDICAL ATTENTION DUE TO SMOKE INHALATION/

0124 A CUSTOMER WAS SHORT OF BREATH/

0125 A LADY HAD A STROKE IN THE PARKING LOT/

0137 ONE OF MY EMPLOYEES HAD A SEIZURE AND I DON'T NORMALLY CALL, BUT WHEN HE FELL, HE GASHED HIS HEAD PRETTY BAD, SO I CALLED AND THE FIRE DEPARTMENT WAS GREAT, THE EMT WERE HORRIBLE/

0140 SHE WAS IN CLASS AND PASSED OUT/ SHE FELL OVER AND WE CALLED HER MOM AND SHE SAID SHE WAS COMING/

0141 WE HAD AN OLDER GENTLEMAN THAT FELL/ HE HIT A TABLE AND PASSED OUT/

0144 PATIENT CAME IN WITH CHEST PAIN HE NEEDED TO BE TRANSPORTED BY AMBULANCE TO THE HOSPITAL/ THEY COME BEFORE THE AMBULANCE/
0146 A CAR ACCIDENT IN FRONT
0155 A LITTLE BOY TRIPPED ON THE PLAY GROUND AND BROKE HIS FOREARM
0157 AN EMPLOYEE WAS HAVING A SEIZURE/ WE CALLED NINE ONE ONE/
0164 I HAD BLEEDING IN MY BRAIN/ MY WIFE CALLED NINE ONE ONE/
0165 AN ELDERLY MAN HAD A MILD HEART ATTACK/ ANOTHER PERSON SAW HIM AND NOTIFIED US/ MY SON IS A EMT AND HE BROUGHT HIM INTO THE SHOP WHILE I CALLED NINE ONE ONE/ THE FIRE DEPARTMENT ARRIVED QUICKLY AND WERE FAST IN TAKING CARE OF HIM AND SEEING TO HIS NEEDS/
0166 ONE OF THE EMPLOYEES WAS HAVING TROUBLE BREATHING/ WE CALLED NINE ONE ONE AS A PRECAUTION/
0168 A CUSTOMER HAD A HEART ATTACK/ ALSO AN EMPLOYEE HAD A SEIZURE/ THEY RESPONDED VERY QUICKLY AND TOOK CARE OF THEM WITHOUT A PROBLEM/
0169 A MAN ON A BIKE WAS ON THE WRONG SIDE OF THE ROAD AND AN EMPLOYEE BUMPED HIM/
0170 A MEMBER FAINTED AND WE WANTED TO MAKE SURE THEY WERE ALL RIGHT/
0174 THE PATIENT WAS HERE FOR SHORTNESS OF BREATH AND PASSED OUT/ HE WAS HERE BECAUSE HE WAS HAVING TROUBLE BREATHING AND PASSED OUT. WE HAD THEM COME AND TRANSPORT HIM TO THE HOSPITAL/
0175 ONE OF OUR EMPLOYEES PASSED OUT IN THE BATHROOM/ WE HAD PARAMEDICS COME AND TREAT HER AS SHE HAD PASSED OUT IN THE BATHROOM/
0176 A PATIENT HAD AN ANAPHYLACTIC REACTION TO A VACCINE/ WE NEEDED PARAMEDICS COME OUT AS A PATIENT HAD A REACTION TO A VACCINE THAT WAS GIVEN TO THEM/
0178 A MOTHER HAD HER BABY IN A BABY CAR SEAT ON THE TOP OF THE CART AND WAS LEAVING THE STORE AND SHE KNOCKED THE BABY OFF THE CART ONTO THE FLOOR/ THE CAR SEAT FELL OFF THE STORE CART AND LANDED ON THE BABY AND WE CALLED THE PARAMEDICS TO COME AND CHECK THE BABY OUT/
0183 OUR JANITOR WAS BUFFING THE FLOORS AND THE SMOKE SET OFF OUR SMOKE ALARM AND THE FIRE DEPARTMENT CAME OUT AND FOUND OUT THAT IT WAS A FALSE ALARM THERE WASN'T NO FIRE/
0187 A GENTLEMEN HAD FORGOTTEN THAT HE HAD TAKEN HIS BLOOD PRESSURE MEDICATION/ AND HE HAD ENDED UP TAKEN IT AGAIN AND THAT IS WHY WE HAD THE FIRE DEPARTMENT COME OUT/
0188 I THINK ONE OF THE GUYS HAD A DIABETIC SEIZURE/ THAT IS ALL THAT HAPPENED AND WE CALLED FOR THEM TO COME OUT/
0193 ONE OF THE EMPLOYEES GOT SICK AND PASSED OUT/ HAD TO CALL THE EMERGENCY DEPARTMENT AND THE FIRE DEPARTMENT CAME ALSO/
0199 WE HAD AN EMPLOYEE WHO BLEW OUT HIS CHEST AND HE PASSED OUT/ WE CALLED AND THE FIRE DEPARTMENT WERE THE FIRST TO RESPOND/
0201 WE HAD A FELLOW THAT PASSED OUT ON US AND STOPPED BREATHING/ WE CALLED NINE ONE ONE AND THE FIRE DEPARTMENT CAME/ THEY TOOK HIM IN AN AMBULANCE TO THE HOSPITAL/ WE HAD ALREADY BROUGHT HIM BACK BY THE TIME THE FIRE DEPARTMENT GOT THERE/
0207 THE GUY HAD A SEIZURE/
0208 WE HAD A STUDENT WE COULDN'T RESTRAIN/
0209 SHE WAS HAVING OR I MEAN HER HEART WAS BEATING TOO FAST/
0216 WE HAD SOME ONE PASS OUT IN THE OFFICE/ HE WAS ILL AND HE JUST STOOD UP AND PASSED OUT/
0217 SOMEBODY CAME IN AND SAID THEY WERE SICK SO WE CALLED NINE ONE ONE/
0221 SOMEBODY WAS HAVING A HEART ATTACK/
0223 A CRUSHING INCIDENT WHERE THE PERSON INVOLVED LOST HIS ARM/ CRUSHED IN A LOAD OF STEEL/
0224 ONE OF THE PEOPLE IN THE DAY SHELTER GOT SICK AND WE HAD TO CALL AN AMBULANCE TO ASSIST THEM/
0230 THIS IS A MEDICAL FACILITY AND WE HAVE THE FIRE DEPARTMENT AND AMBULANCES COMING AND GOING DAILY WITH MEDICAL EMERGENCIES/
0234 WE HAD A YOUNG BOY WHO PASSED OUT IN CLASS/

0236 A WOMEN FELL AND BROKE HER HIP AND SHE WAS EIGHTY FOUR YEARS OLD/
0240 A PERSON FELL OFF A HAY STACK AND WAS FEELING DIZZY AND JUST NOT FEELING GOOD/
0263 A LADY PASSED OUT AND FELL AND HIT HER HEAD ON THE GROUND/ WE CALLED NINE ONE ONE/
0275 I HAVE AN EMPLOYEE WHO IS DIABETIC AND HE WENT INTO A SEIZURE/ WE CALLED AND THE FIRE DEPARTMENT ALONG WITH AN AMBULANCE WERE HERE IMMEDIATELY/
0283 AN EMPLOYEE BROKE HIS ANKLE/ HE WAS TRYING A BIKE OUT AND CRASHED AND BROKE HIS ANKLE/
0286 A DIABETIC SEIZURE/ CUSTOMER HAD A DIABETIC SEIZURE AND THE PARAMEDICS WERE CALLED TO THE SCENE/
0291 I'M NOT REAL SURE/ THE PERSON WAS TAKEN TO THE HOSPITAL/
0319 I CAME TO WORK EARLY AND A MAN WAS PASSED OUT IN THE PARKING LOT/ A MAN WAS PASSED OUT IN THE PARKING LOT/
0320 WE HAD A PARISHIONER COLLAPSE DURING MASS TIME AND WE CALLED THE FIRE DEPARTMENT TO COME OUT/
0321 WE HAD A SUICIDE ATTEMPT JUST LAST WEEK I THINK IT WAS/
0324 SORRY BUT THAT'S CONFIDENTIAL/

V: visit 12

Q: Other than a fire or medical emergency, has this business been visited by the Fire Dept. within the past 3 years? Were there any other reasons? What were they?

0022 ONE TIME WE HAD A STRANGE ODOR AND IT SMELLED LIKE FIRE/ WE CALLED THE FIRE DEPARTMENT AND THEY CAME OUT, BUT THEY COULDN'T FIND ANYTHING THAT WAS WRONG, BUT IT WASN'T A FIRE/
0047 YES, WE HAD A FULL ALARM FIRE/
0051 WE HAD A SPRINKLER BROKEN IN A FREEZER AND IT WENT OFF. THIS SENT THE FIRE DEPARTMENT HERE/
0062 NEW SYSTEM IN KITCHEN/ AN INSPECTOR CAME BY ABOUT THAT/
0066 THE ALARM WENT OFF DUE TO CONSTRUCTION BY THE POOL AREA/
0070 THE FIRE ALARM WENT OFF, IT GOES OFF EVERY FEW MONTHS. THEY ALWAYS SHOW UP AND THEIR ALWAYS GREAT/
0086 A BROKEN PIPE/ A FROZEN PIPE/
0091 WE HAD THE ROOF COLLAPSE ON US DURING A BLIZZARD/
0101 WE HAD A ELECTRICAL FIRE LAST OCTOBER/
0105 WE HAD AN ELECTRICAL FIRE/
0112 WE SELL IRRIGATION LINES AND PARTS/ THEY PURCHASE PARTS FROM US FOR THEIR BUSINESS/
0140 THEY DO OUR EGG DROP FOR US/ THEY DROP OUR SCIENCE EXPERIMENTS/
0158 A CAR DROVE THROUGH OUR BUSINESS/ THERE WAS BRICKS ALL OVER THE PLACE AND A BIG HOLE IN THE BUILDING/ THEY CAME AND CLEANED UP THE MESS AND THEY DID A GOOD JOB/
0160 THEY RESPONDED TO OUR ALARM/ ONE OF OUR EMPLOYEES LEFT ON A BROILER WHICH CAUSED STEAM IN THE BREWERY WHICH CAUSED OUR ALARM TO GO OFF/ IT WAS AT TWO AM AND THEY WERE SO PROFESSIONAL AND KIND AND AT THAT TIME OF THE MORNING I WAS REALLY IMPRESSED ON HOW KIND THEY WERE/
0162 ONE OF OUR WATER PIPES BROKE/ THEY CAME AND TURNED OFF ALL THE WATER AND IT CAUSED ALL THE PIPES TO BREAK/ TELL THEM NOT TO DO THAT AGAIN/ IT WAS WHEN WE HAD THE REALLY COLD WEATHER A COUPLE OF MONTHS AGO/ EVERYONE KNOWS THAT WATER NEEDS TO BE RUNNING SO IT DOESN'T FREEZE/
0177 THEY WERE CHECKING THE BUILDINGS FOR SAFETY A FEW YEARS AGO/ WHEN THERE WAS A BIG SNOW STORM AND THERE WAS A LOT OF SNOW ON THE BUILDING ROOFS THEY CAME AND CHECKED TO MAKE SURE THEY WERE SAFE AND WOULD NOT BREAK/
0220 TO DO WORK FOR THEM/ EVERY ONCE IN A WHILE THEY CONTRACT US TO DO WORK FOR THEM/
0230 TO ACCESS THE STORAGE OF MEDICAL GAS/

0234 THEY WOULD DROP IN FOR LUNCH FOR TABLE TOP DISCUSSIONS WITH THE BOARD MEMBERS. THEY WOULD CONDUCT WHAT IF SITUATIONS SO THAT THEY CAN BE PREPARED FOR ANYTHING/

0259 MICHAELS HAD A FIRE AND THEY SHUT ALL OF US DOWN DUE TO SMOKE

0267 A PERSON GOT STUCK IN A ELEVATOR/ THEY WERE STUCK IN THE ELEVATOR FOR OVER AN HOUR AND THE ELEVATOR PEOPLE WOULD NOT RESPOND. WHEN WE CALLED THE FIRE DEPARTMENT THEY WERE HERE WITHIN TEN MINUTES/

0285 THE FIRE DRILLS FOR THE STUDENTS/

0301 SMELL OF GAS/ IT SMELLED LIKE NATURAL GAS SO THEY CAME AND CHECKED IT OUT/

0311 WE SMELT NATURAL GAS IN THE STORE/

0313 FALSE SIGNAL FROM FIRE ALARM/ FIRE ALARM WENT OFF FOR NO REASON/

V: nonemer

Q: Do you have any comments related to these visits?

0010 WONDERFUL/ THEY ARE VERY FRIENDLY, THOROUGH, INFORMATIVE, PROMPT AND VERY KNOWLEDGEABLE/

0012 ASKED FOR A FOLLOW-UP CALL FROM THE FIRE DEPT/ I NEED TO KNOW ABOUT REGULATIONS FOR ADDING A FIRE EXIT

0015 THEY ARE VERY PROFESSIONAL/ ON ALL THE INSPECTIONS THEY WERE VERY COURTEOUS AND PROFESSIONAL/

0018 THEY ARE GREAT AND IT'S FUN TO HAVE THEM HERE/ I ACTUALLY LOOK FORWARD TO THE VISITS FROM THE FIRE DEPARTMENT BECAUSE THEY ARE SO FRIENDLY AND COURTEOUS/

0020 THEY ARE VERY NICE AND ALWAYS INTERESTED IN THE WELFARE OF THE PEOPLE WHO LIVE HERE/ THEY ARE POLITE WHEN DEALING WITH THE ELDERLY FOLKS WHO LIVE HERE/

0022 THEY WERE ALL GREAT GUYS/ THEY WERE VERY DETAILED IN WHAT THEY DID/ THEY DIDN'T LEAVE ANY STONES UNTURNED AND THEY REALLY CHECKED OVER EVERYTHING/

0025 THEY WERE VERY PROFESSIONAL AND THEY DIDN'T TAKE LONG/ I APPRECIATE THE FACT THAT IT WASN'T LENGTHY AND IT DIDN'T DISTURB FOR LONG/

0026 THE PEOPLE WERE GREAT/ PROFESSIONAL, COURTEOUS, INFORMATIVE/

0041 THEY WERE POSITIVE/ IF I HAD A QUESTION THEY DID A GOOD JOB IN EXPLAINING WHAT THEY WERE DOING/

0047 THE FIRE DEPARTMENT IS THE BEST THING/ BETTER THAN THE POLICE OR ANY OTHER CITY OPERATION/ HAD THEY NOT BEEN QUICK IN GETTING ALL MY EQUIPMENT OUT OF THE BUILDING I WOULD NOT HAVE ANYTHING LEFT/ THEY ARE GREAT, THEY SAVED EVERYTHING I HAD/ WHEN THEY COME OUT EVERY YEAR TO DO AN INSPECTION I KNOW THAT THEY ARE INTERESTED IN SAVING MY BUILDING FROM ANY FIRES AND SAVING LIVES/ I THINK THEY NEED A RAISE IN WAGES BECAUSE THEY REALLY DO EARN IT BY PROTECTING US/ THAT MONEY WILL BE WELL SPENT GIVING IT TO THEM/

0054 THE PEOPLE WERE VERY CORDIAL AND HELPFUL AND WE DID NOT HAVE ANY MAJOR VIOLATIONS AND I WAS PLEASED WITH THE VISIT/

0055 I THINK THE MEN HANDLE THEIR BUSINESS WELL AND THEY DO AN EXCELLENT JOB/ THEIR INSPECTION SURVEY IS COMPLETE/ IF WE HAVE A PROBLEM AT OUR BUSINESS THAT IS FIRE RELATED THEY WILL RETURN SHORTLY TO MAKE SURE IT IS TAKEN CARE OF/

0060 THEY ARE VERY PROFESSIONAL/ THEY KNOW WHAT THEIR DOING AND ARE POLITE/

0070 THEY ALWAYS COME OUT AND ARE ALWAYS PATIENT WITH THE FACT THAT THE SILLY ALARM GOES OFF/

0071 THEY CHECK OUR BUSINESS AND MAKE SURE EVERYTHING IS ALRIGHT AND WE REALLY APPRECIATE IT/

0074 THE GENTLE MAN WHO CHECKS OUR FIRE EXTINGUISHERS IS VERY NICE, AND INFORMATIVE. HE KEEPS US UP TO DATE AND MAKES SURE THE FIRE EXTINGUISHERS ARE WORKING RIGHT/

0081 THEY ARE SUPER PEOPLE AND GOOD. EFFICIENT AND FRIENDLY. HELPFUL AND COULD NOT BE BETTER. THEY ARE GREAT/ THEY ALWAYS KNOW WHAT TO DO AND TELL US

WHAT NEEDS TO BE DONE. EFFICIENT/ NICE PEOPLE/ THEY ARE FRIENDLY AND CARING AND PROFESSIONAL/
0090 THERE DOING A GREAT JOB OVERALL/
0091 THEY ALWAYS DO A VERY GOOD JOB AND THEY'RE VERY PROFESSIONAL/
0095 WE SUPPORT THE FIRE DEPARTMENT/ WE ARE HAPPY WITH THE SERVICE THEY PROVIDE FOR BUSINESS AND THE COMMUNITY/ THEY DO A GREAT JOB AND WE ARE VERY THANKFUL FOR THEM/
0098 THEY ARE FAIR AND RESPECTFUL/ THEY DO A GOOD JOB ON INSPECTIONS AND THEY ARE PROFESSIONAL AND RESPECTFUL OF OUR BUSINESS/ IF SOMETHING IS OUT OF PLACE AND THEY NEED US TO CORRECT IT THEY PROVIDE US WITH THE APPROPRIATE INFORMATION AND HELP US TO REPLACE OR CORRECT THE THING THAT NEEDS TO BE DEALT WITH/ THEY CAUSE US TO PAY MORE ATTENTION TO THINGS WE NEED TO PROVIDE A SAFE ENVIRONMENT FOR OUR BUSINESS/
0101 WE WERE ALL IN LOVE WITH THEM AFTER THEY LEFT/ THEY GAVE US A PHONE TO USE TO CALL OUR FAMILIES AND THEY EVEN GAVE US COFFEE/
0102 THEY ARE EXTREMELY HELPFUL AND WE REALLY APPRECIATE THEIR VISITS/
0105 ALL OF THE FIREMEN WERE SO NICE AND VERY PROFESSIONAL/ I WAS SO IMPRESSED WITH HOW AWESOME THEY ALL ARE / THEY DO A GREAT JOB/
0108 I HAVE ALWAYS FOUND THEM TO BE FAIR AND EASY TO WORK WITH/ THEY DO HELP US FIND AND CORRECT THINGS THAT IMPROVE OUR FIRE SAFETY/ THINGS LIKE EXIT SIGNS AND MORE LIGHTING IN HALLWAYS/ I HAVE NEVER HAD A PROBLEM GETTING UP TO CODE/ THEY ARE ALWAYS FRIENDLY AND HELPFUL/ I NEVER FEEL LIKE THEY ARE LOOKING FOR PROBLEMS, BUT ARE TRYING TO HELP ME KEEP ALL OF US SAFE/ I NEVER MIND THEM COMING FOR THEIR VISITS/
0137 WE HAVE THIS FIRE EXTINGUISHER IN THE WAY BACK ON THE RESTAURANT AND WHEN WE HAD THIS LAST INSPECTION THE FIRE MARSHALL TOLD ME HOW WE HAD TO HANG IT UP AND BY CODE I DIDN'T HAVE TO HAVE IT HUNG BECAUSE IT WAS JUST A SPARE AND HE SHOULD HAVE JUST LOOKED CLOSER TO THE CODE BOOK AND HE WOULD HAVE KNOWN THAT, BUT IT TOOK A MINUTE TO EXPLAIN TO THEM THAT IT WAS OKAY TO HAVE AN EXTRA ONE, BUT IT WAS NO BIG DEAL/
0145 I THINK THE POLICY OF HAVING SPRINKLERS AND NOT TO HAVE SMOKE DETECTORS IS ABSOLUTELY CRAZY
0146 THEY DID AN EXCELLENT JOB, VERY PROFESSIONAL
0147 THEY'VE ALWAYS BEEN VERY PROFESSIONAL AND PLEASANT/ WITH ANY OF OUR QUESTIONS OR COMMENTS THAT WE MIGHT HAVE
0152 HE WAS VERY NICE AND PROFESSIONAL
0155 THEY ARE ALWAYS VERY PROFESSIONAL AND VERY GOOD, THEY'RE VERY NICE
0158 THEY ARE ALWAYS VERY HELPFUL AND KIND/ WHEN THAT HAPPENED THEY CAME RIGHT OVER AND WERE HELPFUL WITH ASSISTING IN THE CLEANUP AND VERY KIND TO EVERYONE WHO WAS INVOLVED/
0160 THEY WERE VERY PROFESSIONAL AND KIND ESPECIALLY IN A NON-EMERGENCY CALL/ THEY ARE PROFESSIONAL BUT STILL VERY PERSONABLE/ THAT WAS AT TWO AM IN THE MORNING YET THEY WERE SO CARING AND KIND/
0165 THEY ARE WONDERFUL PEOPLE/ THEY RESPOND QUICKLY WHEN NEEDED AND ARE ALWAYS FRIENDLY/
0166 I APPRECIATE THE INSPECTIONS BECAUSE THEY KEEP US UP TO DATE AND AWARE OF FIRE SAFETY/
0168 THEY ARE VERY PLEASANT WHEN THEY COME TO DO THEIR INSPECTIONS/ THEY ARE PROFESSIONAL WHEN THEY ARE HERE/
0170 I DON'T THINK WE SHOULD HAVE TO PAY FOR THE INSPECTIONS/
0172 THEY WERE VERY PROFESSIONAL AND THOROUGH/ SOMETIMES I THINK THEY ARE TOO THOROUGH/ THEY ALWAYS SEEM TO FIND SOMETHING I THOUGHT WE HAD FIXED/
0173 THEY WERE POSITIVE AND HELPFUL/ THEY ARE ALWAYS VERY PROFESSIONAL AND INFORMATIVE ABOUT WHAT THEY ARE DOING/
0175 THEY ARE SUCH GOOD LOOKING GUYS/ THEY GIVE JOHNNY DEPP A REAL CHALLENGE/ I REALLY DON'T HAVE ANY COMMENTS ABOUT THE WORK THEY DO. THEY ARE JUST SO DARN GOOD LOOKING/
0183 THEY ARE ALWAYS VERY POSITIVE AND IF WE EVER NEED ANY INFORMATION THEY ARE ALWAYS THERE TO GIVE US THE ANSWERS THAT WE MAY NEED AT THE TIME/ THEY

ARE VERY HELPFUL AND THEY ARE ALWAYS THERE TO GIVE US ANY EXPECTATIONS THAT WE MIGHT NEED AT THE TIME/
0191 THEY ARE VERY HELPFUL AND PLEASANT/ WE ARE IMPRESSED ON HOW THEY SHOW THEY CARE ON WHAT THEY DO/
0194 THEY ARE VERY PROFESSIONAL/ PROFESSIONAL IN ALL THE JOBS THEY DO AND ARE VERY COURTEOUS/
0198 THEY ARE COURTEOUS, NICE AND VERY INFORMATIVE/ I DID NOT UNDERSTAND ONE OF THE FORMS THEY GAVE ME AND THEY TOOK THE TIME TO EXPLAIN IT TO ME IN DETAIL AND I REALLY APPRECIATED THAT/
0202 THEY ARE VERY HELPFUL/ THEY GIVE YOU A SENSE OF KNOWING WHAT YOU CAN DO TO MAKE YOUR BUSINESS MORE SAFE/
0206 WHEN THEY DID COME IN FOR THE INSPECTION THEY WERE VERY NICE AND THEY HELPED US UNDERSTAND WHAT NEEDED TO BE DONE TO KEEP US FIRE SAFE/ THEY WEREN'T VERY HELPFUL OR NICE IN THE PAST, BUT THIS TIME THEY WERE GREAT/
0207 THE GUYS THAT HAVE COME IN AND DONE THE INSPECTIONS HAVE BEEN VERY PROFESSIONAL/ THEY WERE VERY HELPFUL IN WAY THEY COULD BE AND ANSWERED ANY QUESTIONS THAT I HAD/
0209 THE GENTLEMEN THEY ARE GREAT AND VERY KNOWLEDGEABLE/ THEY GAVE ME A FEW TIPS TO CHANGE THINGS THAT NEEDED TO BE CHANGED AFTER THE FIRE CODE INSPECTION/
0213 WHEN WE'VE HAD THEM HERE THE FIRE DEPARTMENT WAS VERY PROFESSIONAL/ THEY WERE EASY TO GET ALONG WITH IN THE INSPECTIONS AND EVERYTHING/
0214 THEY HAVE BEEN VERY PROFESSIONAL AND HELPFUL/ THEY JUST WANTED TO KNOW WHAT TYPES OF PAINT WE CARRIED AND SUGGESTED HOW AND WHERE TO PUT THE SHELVES UP AND JUST WANTED US TO BE SAFE/
0217 THEY DON'T SEEM TO BE REAL CONSISTENT ON WHAT THEY WRITE YOU UP ON/ ONCE IN A WHILE YOU GET SOMEBODY THAT IS REAL COCKY/
0220 I THINK THE POUDDRE FIRE DEPARTMENT IS ONE OF THE MOST INFORMATIVE/ THEY EXPLAIN THINGS IN PLAIN ENGLISH SO WE CAN UNDERSTAND/
0221 THEY ARE THE BEST/ WE HAVE A FAIRLY NEW CREW BUT THEY ARE JUST THE BEST/
0226 THEY ARE VERY PROFESSIONAL AND VERY NICE/ THEY WORK HARD AT WHAT THEY ARE DOING AND DO A GREAT JOB/
0234 EVERYTHING HAS BEEN VERY POSITIVE/ THEY HAVE LEARNED FROM US AND WE HAVE LEARNED FROM THEM. THEY LIKE TO COME AND CONDUCT DRILLS LIKE THE COLUMBINE SITUATION SO THAT THEY FIRE DEPARTMENT CAN SEE WHAT THEY WOULD HAVE TO DO IN AN EVACUATION SITUATION/
0236 I THINK THEY HAVE ALL BEEN HANDLED VERY GOOD/ BECAUSE THEY HAVE BEEN VERY PROFESSIONALLY HANDLED/
0241 WE GOT A LOT OUT OF IT/ WE PLANNED OUR EXITS AND WHAT TO DO IN CASE OF A FIRE, WE LEARNED A LOT/
0249 THE CHIEF THAT CAME THROUGH DID AN AWESOME JOB OF EXPLAINING RISKS AND IT WAS EDUCATIONAL FOR EMPLOYEES / THEY WERE ABLE TO EXPLAIN IF SOMETHING HAD HAPPENED TO THINGS IN THE PAST, THEY SHOWED US TOOLS AND PRECAUTIOUS MEASURES WE COULD TAKE/
0255 THEY WERE VERY HELPFUL, VERY PROFESSIONAL, AND MADE HELPFUL SUGGESTIONS, I LIKE THEM A LOT THERE ALL GREAT GUYS
0258 THEY WERE VERY HELPFUL, AND EXPLAINED CLEARLY AND COMPLETELY WHAT THEY WERE DOING AND WHY THEY WERE DOING IT/
0261 THEY ARE ALWAYS VERY COURTEOUS AND VERY INFORMATIVE/ WHEN THEY COME FOR FIRE CODE INSPECTIONS THEY ARE VERY FRIENDLY AND GIVE YOU INFORMATION IN REGARDS TO WHY THEY ARE THERE/
0279 I REALLY THINK THE EDUCATION PROGRAMS ARE EXCEPTIONAL/ THEY CAME OUT TO OUR LOCATION AND DID AN EDUCATIONAL PROGRAM ON THE RIGHT WAY TO USE FIRE EXTINGUISHERS/ THEY SPENT ABOUT TWO HOURS WITH OUR EMPLOYEES AND WE WENT TO A VACANT LOT OUTSIDE OUR BUILDING AND WE GOT TO USE THE FIRE EXTINGUISHERS/ IT WAS A HANDS ON TRAINING AND WAS VERY INFORMATIVE/
0283 THEY WERE NICE AND HELPFUL/ THEY WERE PATIENT AND ANSWERED OUR QUESTIONS/

0284 THEY ARE REALLY EFFICIENT IN INFORMING US ANYTHING WE NEED TO UPGRADE/
THEY ARE VERY THOROUGH/ THEY DID A GOOD JOB/
0286 THEY ARE ALWAYS VERY PROFESSIONAL ABOUT WHAT THEY DO/
0287 THEY ARE VERY RESPECTFUL AND VERY POLITE WHEN THEY COME TO THE CHURCH/
0292 THEY GO PRETTY SMOOTHLY/ THEY NOTE OUR DEFICIENCIES AND HELP US TO
UNDERSTAND THEM/
0299 THEY WERE FINE/ THEY WERE NON INTERRUPTIVE AND INFORMATIVE/
0301 THEY WERE VERY FRIENDLY/ THEY WERE REALLY NICE FELLOWS/
0304 EVERYBODY IS ALWAYS PROFESSIONAL AND EXTREMELY PLEASANT WHEN THEY ARE IN
THE SCHOOL/
0305 I WOULD LOVE IT IF THEY WOULD LET US KNOW THAT WHEN THEY DO THE
SPRINKLER INSPECTION THAT IT COSTS TWO HUNDRED AND EIGHT DOLLARS/
0306 THEY WERE ALL COURTEOUS AND FRIENDLY/
0310 THEY ARE VERY THOROUGH/ VERY ATTENTIVE TO DETAIL/
0316 THEY ARE GREAT TO DEAL WITH WE ENJOY THEIR VISITS/ WHEN WE WERE VISITED
IN THE PAST IT SEEMED LIKE THEY WERE LOOKING FOR SOMETHING WRONG NOW IT SEEMS
LIKE THEY ARE TRYING TO HELP US, WORKING WITH US INSTEAD OF AGAINST US/
0319 THERE WERE NO COMPLAINTS/ THEY ACTED PROFESSIONAL/
0320 THERE ALWAYS VERY PROFESSIONAL AND PLEASANT PEOPLE EVERY TIME THEY COME
OUT/ THERE JUST VERY NICE AND KNOWLEDGEABLE/ THEY'RE GREAT/

V: nonem 5

Q: Do you have any comments specifically related to the Fire Dept.'s non-emergency services?

0001 THEY ARE UNREALISTIC/ THEY BURN DITCHES INSTEAD OF SPRAYING AND IT DOES
NOT CONTROL THE MOSQUITOES/
0003 THEY HAVE DONE REALLY WELL/ THEY HAVE DONE TOURS WHERE THEY EXPLAIN WHAT
THEY DO REALLY WELL TO THE KIDS/
0011 THEY'VE ALWAYS BEEN VERY FRIENDLY WHEN THEY VISIT/ THEY'RE JUST
CONGENIAL AND DOING THEIR JOB, BUT BEING PLEASANT ABOUT IT/
0026 THEY WERE GREAT PEOPLE/ PROFESSIONAL, FRIENDLY, AND KNOWLEDGEABLE/
0028 I WISH THAT LOCAL FIRE REGULATIONS AND OPINIONS WOULD OUT WEIGH THE
STATE REGULATIONS AND OPINIONS/ THIS IS AN ASSISTED LIVING HOME AND I WISH I
ONLY HAD TO MEET THE LOCAL REGULATIONS INSTEAD OF HAVING TO MEET BOTH THE
STATE AND LOCAL REGULATIONS/ THE LOCAL AGENCY KNOWS ME AND MY BUSINESS AND
KEEPS ME INFORMED ON WHAT I NEED TO DO AND THEN I HAVE THE STATE AGENCY COME
IN EVERY OTHER YEAR AND THEY DO NOT KNOW ME OR MY BUSINESS FROM ADAM/ EITHER
BOTH SHOULD HAVE THE SAME REGULATIONS OR THE LOCAL AGENCY SHOULD OUT WEIGH
THE STATE/
0032 THEY WERE QUICK TO BE HERE IN A NON EMERGENCY CALL/ WE HAD AN ACCIDENTAL
ALARM (FALSE ALARM) GOING OFF/ THE FIRE DEPARTMENT WAS QUICK TO BE HERE AND
VERY PROFESSIONAL/ THEY EXPLAINED EVERYTHING TO US AND EVEN EXPLAINED WHAT TO
DO THE NEXT TIME THIS SHOULD HAPPEN/
0045 THEY DO A GREAT JOB/
0047 WHEN THEY DO THE YEARLY INSPECTION THERE ARE TIMES WHEN I WASN'T UP TO
CODE ON SOME THINGS/ THEY EXPLAINED EXACTLY WHO TO CALL TO GET IT DONE AND
EXACTLY WHAT WAS NEEDED TO GET IT DONE/ SO IT WOULD BE UP TO CODE/ THEY TOOK
THE TIME TO EXPLAIN, SO I COULD BE ABLE TO PASS THE CODE AND NOT HAVE THEM
HAVE TO TURN IT DOWN OR HAVE IT DONE AGAIN/ THEY ARE VERY HELPFUL/
0053 THEY SHOULD HAVE A WEB SITE/ THE WEB SITE SHOULD HAVE ALL THE CODES AND
REGULATIONS AND THE RESOURCES TO RESOLVE ANY VIOLATIONS/
0055 I THINK THEY ARE EXCELLENT/ THEY DO THEIR JOB AND ARE EXCELLENT THEN
THEY PERFORM ALL THEIR JOB DUTIES FOR INSPECTIONS/
0058 I THINK THEY DO AN EXCELLENT JOB/ BECAUSE EVERY TIME THAT I'VE EVER SEEN
ANY PROBLEMS IN THE AREA IT SEEMS LIKE THEY WERE RESPONDING PROMPTLY/
0079 THEY NEED TO DO MORE NON EMERGENCY VISITS/ COME AROUND TO THE BUSINESS
MORE OFTEN AND DO YEARLY CHECK UPS/
0090 I REALLY LIKE THEM/ THEY'RE REALLY EASY TO WORK WITH/ ALL THE STUFF I
JUST GAVE FIVES FOR ON THIS SURVEY/

0098 I WOULD LIKE TO RECOMMEND THAT THEY HAVE A MEETING WITH THE BUSINESSES AND THE FIRE DEPARTMENT BEFORE ANY TYPE OF REPORTS ARE WRITTEN AND SUBMITTED/ THAT WAY THEY UNDERSTAND WHERE WE ARE COMING FROM AND WE UNDERSTAND WHERE THEY ARE COMING FROM/ IT WOULD ELIMINATE ANY MISUNDERSTANDING AND AVOID ANY TYPE OF REPERCUSSIONS / IF THEY SUBMIT ANY REPORTS AND THEY AREN'T ACCURATE THEN THEY HAVE TO BACK IT OUT OF THE SYSTEM AND START ALL OVER AGAIN AND THAT CAN BE TIME CONSUMING / MEETINGS WOULD ELIMINATE ANY BACK TRACKING OF INFORMATION AND MAKE EVERYONE JOBS EASIER/
0099 I APPRECIATE ALL OF THEIR HARD WORK/ THEY ARE CONSTANTLY DOING SOMETHING SOMEWHERE/ THEY ARE GOOD HARD WORKING INDIVIDUALS THAT ARE HERE TO PROTECT AND PREVENT FIRES/
0100 I WOULD LIKE TO SEE THEM COME AND DO AN INSPECTION/ I'VE BEEN HERE FOR OVER ONE YEAR AND I'VE NEVER SEEN THEM COME AND DO ANY TYPE OF FIRE PREVENTION ON THIS BUILDING/
0101 THEY ARE SO POLITE AND THEY GIVE REALLY GOOD ADVISE/ THEY SHOWED US WHAT WE NEED TO DO TO COMPLY TO STANDARDS WITH THE INSPECTIONS/ THEY ARE SO GOOD AT THEIR JOBS/
0112 THEY ARE VERY HELPFUL WHEN YOU NEED THEM/ THEY ARE HELP EVERYWAY THEY ARE NEEDED FOR/
0121 THEY DO A GOOD JOB/ THEY RESPONDED TO SOME FROZEN PIPES AND TOOK CARE OF THEM/ ALSO TOOK CARE OF A HOUSE FIRE WE HAD/ THEY SEEN THAT EVERYTHING WAS TAKEN CARE OF/
0129 THEY HAVE ACTED REALLY PROFESSIONAL AND DO A TOP GRADE JOB IN ALL THAT THEY DO FOR OUR COMMUNITY/
0153 REALLY WE HAVEN'T SEEN ANYBODY IN THE FOUR YEARS THAT I'VE BEEN HERE EXCEPT THE TIME WHEN SOMEONE BURNT EGG ROLLS AND THEY WERE CALLED OUT
0155 NO THEY'RE REALLY GREAT WITH KIDS, THEY ARE ALWAYS VERY GOOD AT GIVING THE KIDS ANSWERS TO THEIR QUESTIONS AND THEY CAN COME UP WITH SOME WEIRD ONES TOO, BUT THEIR ANSWERS ARE VERY GOOD
0179 I JUST THINK THEY ARE GREAT, THEY ARE BETTER THEN THE AMBULANCE THAT COMES FROM THE HOSPITAL/ THEY SEEM TO CARE MORE THAN THE HOSPITAL STAFF OF THE AMBULANCE/ MY HUSBAND HAD A HEART ATTACK A COUPLE OF YEARS AGO AND THE FIRE DEPARTMENT GOT THERE FASTER THEN THE AMBULANCE DID AND THEY SEEMED TO CARE MORE THEN THE AMBULANCE CREW/ THE FIREMAN THAT CAME CALLED TO SEE HOW MY HUSBAND WAS DOING AND NO ONE FROM THE AMBULANCE CALLED TO SEE HOW HE WAS DOING/
0191 THEY ARE VERY RESPONDING/ THEY DO AS WE ASK AND ARE THERE WHEN WE NEED THEIR NEEDS THEY ARE ALSO VERY SUPERB/
0198 THEIR EDUCATIONAL PROGRAMS/ WHEN THEY GO OUT TO THE SCHOOLS THEY SPEAK TO THE STUDENTS ON THEIR LEVEL/ IF THEY VISIT A GRADE SCHOOL THEY SPEAK TO THE STUDENTS ON THEIR LEVEL AND IF THEY GO TO A HIGH SCHOOL THEY SPEAK TO THE STUDENTS ON THAT LEVEL/ THEY ARE REALLY GOOD AT SPEAKING IN AN AGE APPROPRIATE MANNER TO THE STUDENTS/
0201 THEY COME AND CHECK OUR FIRE EXTINGUISHERS/ THEY ARE ALWAYS VERY NICE AND COURTEOUS WHEN THEY COME/
0203 THEY HAVE ALWAYS DONE A REALLY GOOD JOB WITH US/ THEY ALWAYS ANSWERED OUR QUESTIONS AND WERE ALWAYS WILLING TO HELP/
0205 IT WOULD BE GREAT IF THEY HAD YEARLY VISITS/ WE HAVEN'T SEEN THEM FOR THREE AND A HALF YEARS/ WE CALLED THEM SO THAT THEY COULD COME AND DO AN INSPECTION/
0206 THEY ARE DOING GREAT IN WHAT THEY DO/ THEY ARE VERY THOROUGH WITH THE INSPECTIONS AND EXPLAINING THINGS THAT AREN'T UNDERSTOOD VERY WELL/
0217 THEY SHOULD HAVE SET STANDARDS/ THEY NEED TO GIVE US A LIST OF THE STANDARDS SO WE CAN COMPLY BEFORE THEY COME AND PICK ON US/
0220 JUST THEIR PROFESSIONALISM/ THEY TAKE INTO CONSIDERATION THAT WE HAVE CUSTOMERS WHEN THEY ARE HERE/
0226 I THINK THEY ARE DOING A GREAT JOB ALL AROUND/
0230 THEY ARE A PLEASURE TO WORK WITH AND ALWAYS RESPOND QUICKLY/ THEY ARE VERY KNOWLEDGEABLE/ VERY PROFESSIONAL/ VERY COURTEOUS/

0234 THEY ARE VERY PROFESSIONAL AND VERY KNOWLEDGEABLE/ THEY ARE WILLING TO WORK AND ALSO WILLING TO LEARN. IT IS NOT A TYPICAL BUSINESS HERE. THEY HAVE TO LEARN TO DEAL WITH HAVING ONE THOUSAND SEVEN HUNDRED KIDS AT ANY ONE TIME/
0237 JUST THAT LIKE I SAID BEFORE IN THE THREE YEARS THAT I HAVE BEEN HERE I DON'T THINK THAT THEY HAVE EVER COME TO DO AN INSPECTION/
0241 THEY WERE GREAT, INFORMATIVE/ WE GOT A LOT OF GREAT INFORMATION ABOUT HOW THEY WORK AND WHAT THEY LOOK FOR/
0242 THEY HAVE BEEN VERY PROFESSIONAL AND EASY TO WORK WITH/ THEY ANSWER ANY OF MY QUESTIONS, THEY CALL AND ASK IF IT IS AN APPROPRIATE TIME TO COME, THEY ARE QUICK/
0250 THEY SHOULDN'T EXIST/ THEY ARE FOR EMERGENCIES/
0256 THEY SHOULD MAYBE SEND OUT A FLYER OR SOMETHING TO LET PEOPLE BE AWARE OF PROGRAMS THEY HAVE, AND WHERE PEOPLE CAN FIND OUT ABOUT STUFF LIKE THAT/
0261 AGAIN JUST HOW COURTEOUS AND FRIENDLY THEY ARE/ YOU CAN COUNT ON THEM BEING KIND AND CARE WHEN THEY COME TO DO INSPECTIONS/
0283 I HAVE SEEN THEM AT MY DAUGHTERS SCHOOL FOR AN EDUCATIONAL PROGRAM/ THEY WERE REALLY NICE AND FRIENDLY/
0285 THEY WERE VERY THOROUGH AND THEY EXPLAINED ALL OF THE PROBLEMS OR VIOLATIONS THAT WE HAD TO ME IN A WAY THAT I COULD UNDERSTAND/
0305 WE EXPERIENCED A LEFT HAND NOT KNOWING WHAT THE RIGHT HAND WAS SAYING WHEN WE WERE GOING THROUGH THE OCCUPANCY INSPECTION AND THAT CAUSED US A GREAT DEAL OF CONFUSION/

V: inspcom 1

Q: Do you have any comments related to fire safety inspections or code violations? What are those comments?

0001 THEY SHOULD RESPECT PEOPLE RIGHTS/ THE PRIVACY IS INVADED EVEN WHEN THE REQUEST IS ASKED NOT TO ENTER PLACES ON THEIR OWN THEY SPLIT UP AND GO SEPARATE PLACES EVEN INTO PLACES REQUESTED NOT TO FOR INSTANCE OUR STORAGE THEY VIOLATED OUR REQUEST/
0013 THEY NEED TO PLAY BY THEIR OWN RULES/ THEY SAY THAT THEY SCHEDULE VISITS AND THEY HAVE NEVER SCHEDULED A VISIT THEY JUST SHOW UP/
0015 THE FIRE PERSONNEL ARE ALWAYS PROFESSIONAL, COURTEOUS, AND NICE TO WORK WITH/ THE WAY THEY HANDLE THEMSELVES/
0179 I AM REAL PLEASED WITH THEIR ATTITUDE WHEN THEY COME IN/ THEY TELL US WHAT IS WORKING AND IF WE HAVE A VIOLATION TO A CODE THEY ARE KIND AND POLITE IN HOW THEY HANDLE THE SITUATION IN EXPLAINING WHAT IS WRONG AS FAR AS THE CODE IS AND HOW TO CORRECT THE SITUATION/
0191 THEY ARE CARING ON EDUCATION/ THEY ARE NEVER IN A HURRY THEY ANSWER ALL QUESTIONS/
0270 WHEN THEY COME TO DO INSPECTION ONE YEAR THEY SAY TO HAVE THE FIRE EXTINGUISHERS ONE PLACE AND THE NEXT TIME THEY SAY TO HAVE IT SOMEPLACE ELSE/ WHEN THEY COME TO DO INSPECTIONS EACH YEAR THEY SAY TO PUT THE FIRE EXTINGUISHER IN A DIFFERENT PLACE, WHEN I EXPLAIN I HAVE IT THERE BECAUSE THAT IS WHERE THEY SAID TO PUT IT LAST YEAR THEY SAY IT IS OK. IT IS JUST LIKE THE HEALTH DEPARTMENT/ EVERY PERSON HAS A DIFFERENT OPINION AS TO WHERE SOMETHING SHOULD BE/

V: awareprog 1

Q: What programs are you aware of?

0101 THEY OFFER CLASSES THAT ARE AVAILABLE TO BUSINESS/ THEY PERTAIN TO UNDERSTANDING FIRE SAFETY AND FIRE CODES THINGS LIKE THAT/ WE HAVEN'T PARTICIPATED YET/
0214 I DON'T KNOW IF IS THE FIRE DEPARTMENT OR NOT, BUT THE PROGRAM IS ABOUT HAZARDOUS WASTE/ BUSINESSES CAN TAKE THEIR HAZARDOUS WASTE IN TO HAVE IT DISPOSED OF/

0296 CAR SEATS AND SEAT BELTS FOR CHILDREN/ THEY SHOWED HOW TO INSERT THEM PROPERLY/
0302 THE ONES THAT THEY DID TO HELP RAISE MONEY FOR THE HURRICANE RELIEF/

V: dowell

Q: If you were to select one thing the Fire Dept. is doing well, what would it be?

0001 PROPERTY/ KEEPS THEIR OWN PROPERTY NICE/
0002 I DON'T KNOW/
0003 PROVIDING THE INFORMATION TO MAINTAIN SAFETY/ WHEN THEY COME IN THEY BRING IN THE EQUIPMENT AND TELL THEM NOT TO BE AFRAID OF THEM
0004 THEIR QUICK REACTION/ GETTING TO THE SCENE FAIRLY QUICKLY TO THAT/
0005 NO COMMENT/ I CAN'T THINK OF ANYTHING/
0006 DOING THEIR INSPECTIONS REGULARLY
0007 I CAN'T SAY/
0008 DOING THE YEARLY CHECKS ON BUSINESSES/
0009 THEY ARE TAKING CARE OF US/
0010 THEY ARE VERY EFFICIENT/ IN AND OUT/ I FEEL VERY CONFIDENT IN ASKING ANY OF MY QUESTIONS IN REGARDS TO MY HEATING UNIT/
0011 REGULAR VISITS/ THEY ARE HERE ANNUALLY, AND OCCASIONALLY I'LL SEE THEM IN THE BUILDING/
0012 PUTTING OUT FIRES/ I DON'T SEE FIRES VERY OFTEN AND IF A FIRES OCCURS THE FIRE DEPARTMENT IS ON TOP IT/
0013 SPENDING MY TAX MONEY/ I THINK THEY DO A GOOD JOB OF SPENDING MY MONEY/
0014 NO/
0015 CUSTOMER SERVICE/ THERE VERY HELPFUL AND UNDERSTANDING/
0016 MAKING PEOPLE KNOWLEDGEABLE ABOUT THINGS/ SAFETY/
0017 I DON'T KNOW/
0018 COMING OUT AND TALKING TO US/ BEING COURTEOUS AND PROFESSIONAL/ GETTING FAMILIAR WITH OUR SITUATION AND DOING THE INSPECTIONS AND LETTING US KNOW HOW WE CAN IMPROVE OUR CIRCUMSTANCES/
0019 BEING ALERT/ THEY RESPOND TO CALLS IMMEDIATELY/
0020 RESPONSE TIME/ THEY GET HERE QUICKLY AND ARE PREPARED TO HANDLE WHAT EVER COMES UP/ THEY HAVE ALL THE CODES FOR THE DOORS AND DON'T WASTE TIME CALLING FOR THE PEOPLE WHO LIVE HERE. WE KNOW HELP IS COMING FAST AND WILL BE WHAT IS NEEDED/
0021 THEY DO DRILLS EVERYDAY/ THEY DO DRILLS TO PREPARE TO FIGHT FIRES OR EVACUATE PEOPLE IN EMERGENCIES. THEY PREPARE FOR ANYTHING THAT COULD HAPPEN, THEY ARE WELL TRAINED/
0022 RESPONSE TIME/ THEY GET HERE VERY QUICK/ IN ABOUT ONE MINUTE/
0023 RESPONDING IN A TIMELY MANNER/ LIKE WHEN YOU CALL THEM FOR ANY QUESTIONS THEY ARE THERE TO HELP YOU OUT/
0024 SUPPORTING THE COMMUNITY IN EDUCATION/ THEY ALL COME AND DO FIRE EXTINGUISHER INSPECTIONS MORE THEN ONCE A YEAR, I'VE WORKED IN COUNTIES BEFORE WHERE THEY ONLY CAME ONCE EVER THE WHOLE TIME I WAS THERE/
0025 THEIR FIRE SAFETY INSPECTIONS/ THEIR ANNUAL VISITS TO BUSINESSES/
0026 ANNUAL INSPECTIONS/ WHERE THEY COME AROUND AND INSPECT YOUR PREMISES TO SEE IF YOU ARE IN COMPLIANCE/
0027 THEIR FAST RESPONSE TIME IS GOOD/ WHEN SOMEONE NEEDS THEM THEY ARE RIGHT THERE/ MY FRIEND HAD A CAT STUCK IN A TREE AND THEY GOT THERE QUICKLY AND WERE VERY NICE, AND GOT THE CAT DOWN SAFELY/
0028 THEY KNOW ME AND MY BUSINESS/ THEY WOULD BE HERE IN AN INSTANT IF I NEEDED THEM/
0029 THEY HAVE DONE VERY WELL IN HELPING ME TO MAINTAIN FIRE CODE/ DOING FOLLOW UPS TO MAKE SURE THAT CORRECTIONS HAVE BEEN DONE/ THEY HAVE PROVIDED US WITH THE FIRE EXTINGUISHERS/ THEY COME IN EVERY THREE MONTHS AND TEST THE FIRE EXTINGUISHER AND THE OVER HEAD SYSTEM/

0030 FIRE SAFETY/ GOOD COMMUNITY SERVICE/ THE WAY THEY DO THERE WORK VERY RESPONSIBLY/
0031 HOW THEY HANDLE PEOPLE/ THEY ARE VERY COURTEOUS AND RESPECTFUL AND CONSIDERATE/
0032 QUICK RESPONSE/ THEY RESPOND VERY QUICKLY TO EMERGENCIES AND THEY ALSO DO A GOOD JOB ON NON EMERGENCIES SUCH AS INSPECTIONS/
0033 COMMUNICATION/ THEY ARE TELLING US WHEN WE NEED TO DO FIRE SAFETY AND THEY COME DOWN FOR INSPECTIONS/
0034 PUTTING OUT FIRES/ THEY HAVE HOSES WITH THE WATER COMING OUT AND OUT GOES THE FIRE/
0035 ENFORCING THE CODES/ I THINK THEY DO A GOOD JOB INFORMING EVERYBODY ABOUT THE SAFETY CODES/
0036 RESPONSE TIME/ WE'VE CHECKED INTO IT AND THEY HAVE THREE TO FOUR MINUTE RESPONSE TIME/
0037 THEY RESPOND TO EMERGENCY CALLS QUICKLY/ THEY RESPOND WITHIN FIVE MINUTES/
0038 PROVIDING GENERAL INFORMATION/ EMERGENCY INFORMATION, CODE VIOLATIONS INFORMATION, ETC/
0039 RESPONSE TIME/ FAST/ WITH IN A FEW MINUTES /
0040 I JUST THINK THEY DO A GREAT JOB/ ANY TIME I SEE THEM THEY LOOK PROFESSIONAL AND I KNOW WHAT'S GOING ON/ THEIR FIRE TRUCKS ARE VERY CLEAN/
0041 WELL IT SEEMS THAT THEY RESPOND WELL TO EMERGENCY SITUATIONS/ THEY GET THEM TAKEN CARE OF QUICKLY AND PROFESSIONALLY/
0042 I THINK THEY DO A GOOD JOB ON RESPONSE AND CARE/ TIMELY RESPONSES AND GOOD KNOWLEDGE ON NEEDED MEDICAL ASSISTANCE AND CARE/ P/
0043 RESPONDING TO THE CALLS ACCURATELY AND QUICKLY/ THEY RESPOND QUICKLY TO A CALL SO THEY MUST BE GETTING THE RIGHT INFORMATION/
0044 RESPONSE TIME/ THEY RESPOND TO A INCIDENT REALLY QUICK NOW/
0045 THEY ARE PROFESSIONAL/ THEY DO A GOOD JOB TAKING CARE OF US, BEING THERE ON TIME, AND PUTTING THE FIRE OUT QUICKLY/
0046 THE SAFETY CLASS/ THEY HELD AN EVENT TO TEACH EVERYONE ABOUT FIRE SAFETY/
0047 THEY ARE VERY PROMPT/ KNOWLEDGEABLE/ KNOW THEIR JOBS/
0048 JUST THAT OVER ALL THEY ARE PERFORMING THEIR JOB VERY WELL/
0049 THE WAY THEY INFORM THE COMMUNITY ABOUT EVERYTHING/ ANYTIME THAT SOMETHING HAPPENS I NOTICE IN THE NEWSPAPERS IN FORT COLLINS THEY LET YOU KNOW AHEAD OF TIME. IF THERE IS SOMETHING THAT HAPPENS THEY ASSURE EVERYONE THAT EVERYTHING IS FINE AND NOT TO WORRY/
0050 THE INSPECTIONS/ THEY ARE ALWAYS COORDINATED AND PROFESSIONAL/
0051 NOTHING/
0052 RESPONDING TO AN EMERGENCY/ THEY RESPOND TO THEM QUICKLY/
0053 THERE WORK WITH THE KIDS IS ALWAYS ADMIRABLE/ THE TIME AND ENERGY THEY PUT IN THE SCHOOL DISTRICT MAKES A BIG DIFFERENCE/
0054 THEY DO A GOOD JOB OF LOOKING OUT FOR BUSINESSES INTERESTS/ SOMETIMES SMALL BUSINESSES DO NOT HAVE ENOUGH MONEY TO HIRE CONSULTANTS TO GIVE THAT ADVISE BUT THE FIRE DEPARTMENT GIVES THAT INFORMATION FOR FREE TO HELP US/
0055 THEIR JOB/ INFORMING US ABOUT OUR SAFETY/
0056 I DON'T KNOW/ I DON'T KNOW WHAT TO SAY/
0057 HAVING FUN/ BECAUSE ITS THE END OF THE INTERVIEW/ WHAT DO THEY DO WELL THEY DO THEIR JOB WELL/ THEY ARE VERY WELL TRAINED THEY ARE VERY PROFESSIONAL PEOPLE THAT DO THEIR JOB WELL/
0058 PROBABLY COMMUNICATION WITH THE BUSINESSES/ AS FAR AS THEM KEEPING IN TOUCH WITH US KEEPING US UP TO DATE ON FIRE CODES AND KEEPING OUR BUSINESS LEGAL/
0059 GOOD RESPONSE TIME/ BECAUSE I DON'T HEAR ABOUT LOTS OF FIRES THAT GET BURNT DOWN TO THE GROUND SO I WOULD SAY THEY DO A GOOD JOB AT GETTING THERE FAST/
0060 THEY MAKE INSPECTIONS WELL/ THEY COME IN A TIMELY MANNER/
0061 NOTHING/

0062 INSPECTION PROGRAM/ THEY GO THROUGH AND POINT OUT WHAT MAY BE A PROBLEM AND WHY/
0063 NOTHING/
0064 I THINK THEY HAVE A GOOD IMAGE/ I SEE THEM IN THE MIDDLE OF EMERGENCY SITUATIONS/ THEY SEEM VERY PROFESSIONAL AND THEY SHOW UP FAST AND DO A GOOD JOB/
0065 THEY RESPOND REALLY FAST/ WHEN THEY CAME FOR A RESIDENT HAVING A HEART ATTACK IT WAS AMAZING HOW FAST THEY CAME/
0066 KEEPING UP WITH THE FIRE CODE INSPECTIONS AS THEY ARE REQUIRED AND EXPLAINING TO US WHAT IF ANY THING IS WRONG/
0067 I GUESS JUST TIMELINESS AND CUSTOMER SATISFACTION/ THE RESPONSE TIME OF GETTING OUT HERE WHEN THERE IS AN EMERGENCY/
0068 PUTTING OUT FIRES/ SAVING THE COMMUNITY/
0069 THEY ARE FRIENDLY/ THEY LIKE TO STOP IN TO TALK TO US ABOUT THE BUSINESS/
0070 RESPONDING TO EMERGENCY/ TO FIRE ALARMS AND FIRES/ THEY'RE ON TIME, THEY GO THROUGH THE BUILDING LIKE THEY SHOULD, AND THEY SEEM TO HAVE THE RIGHT NUMBER OF PEOPLE/ I'M NO EXPERT, I'M NOT IN THE FIRE INDUSTRY, BUT THEY SEEM TO BE DOING WHAT THEY SHOULD BE DOING/
0071 RESPONSE TIME/ THEY DO IT WELL AND IN A QUICK FASHION/ ANYTIME THEY HAVE A CALL ANYWHERE IN THE COMMUNITY THEY'RE PRETTY JOHNNY ON THE SPOT/
0072 RESPONDING TO OUR NEEDS/ IN OUR BUSINESS WE NEED TO KNOW ABOUT FIRE CODES AND THEY PROVIDE US WITH THE INFORMATION NEEDED AND THEY COME OVER AND SHOW US WHAT TO DO/
0073 KEEPING UP TO DATE WITH THEIR ABILITIES, PROGRAMS, AND TRAINING/ I KNOW THEIR CONSTANTLY TRAINING WITH THE LATEST TECHNIQUE/
0074 THEIR MORE RESPONSIVE THAN OTHER EMERGENCY PERSONNEL/ A COUPLE OF WEEKS AGO WE CALLED THE POLICE AND IT TOOK THEM FORTY FIVE MINUTES TO GET HERE, HAD I CALLED THE FIRE DEPARTMENT THEY WOULD HAVE BEEN HERE IN FIFTEEN MINUTES MAX, MY MOTHER CALLED AN AMBULANCE A COUPLE OF YEARS AGO AND THE FIRE DEPARTMENT GOT THERE FIRST/
0075 I DON'T KNOW/ I HAVE NOT HAD MANY DEALINGS WITH THE FIRE DEPARTMENT, SO I CANNOT ANSWER THAT QUESTION/
0076 THEIR RESPONSE TIME IS VERY GOOD/ THEY RESPOND QUICKLY AND THEY DRIVE IN A MANNER THAT IS APPROPRIATE FOR THE SITUATION/ THEY RESPOND TO A SCENE IN A SAFE MANNER/ THEY DO NOT SPEED UNLESS IT IS CALLED FOR AND THEY ALWAYS DRIVE SAFELY AND ARRIVE ON A SCENE PROMPTLY/
0077 I CAN'T THINK OF ANYTHING/ I HAVE NOT INTERACTED WITH THE FIRE DEPARTMENT ENOUGH TO GIVE YOU AN ANSWER TO THAT QUESTION/
0078 COMMUNITY RELATIONS/ BY KEEPING THE PEOPLE INFORMED ABOUT FIRE SAFETY AND BEING THERE WHEN THEY ARE NEEDED FOR AN EMERGENCY/
0079 EMERGENCY RESPONSE/ THEY GET TO THE SCENE QUICKLY/ THEY ARE THERE WHEN YOU NEED THEM IN AN NINE ONE ONE CALL OR ANY OTHER EMERGENCY SITUATION/
0080 PUBLIC RELATIONS/ THEY HAVE A GOOD IMAGE AND ARE DOING WELL/
0081 COMMUNITY SUPPORT/ THEY ARE DEPENDABLE/ WHEN YOU CALL THEM THEY ARE GOING TO BE RIGHT HERE/
0082 I HAVE NO IDEA/
0083 I DON'T KNOW/
0084 THEIR CUSTOMER SERVICE/ WE HAD ALMOST LOST OUR DAUGHTER AND I CALLED NINE-ONE-ONE AND THEY CAME OUT IN SECONDS. WHEN THEY PULLED UP THEY TOLD ME TO GET IN THE BACK. THEY WERE SUPPORTIVE FOR ME AND MY DAUGHTER/
0085 COMMUNITY OUT REACH/ THEY CAME OVER AND VISITED WITH ME TWICE/
0086 KEEPING US SAFE/ MAKING SURE THINGS ARE WORKING RIGHT/ MAKING SURE THAT THINGS ARE NOT A FIRE HAZARD/
0087 RESPONDING QUICKLY/ THEY RESPOND QUICKLY TO EMERGENCIES/
0088 THEY WERE PROFESSIONAL WHEN THEY DID THEIR INSPECTION/ THEY WERE COURTEOUS AND VERY PROFESSIONAL/
0089 I'M JUST HAPPY WITH THE COMMUNICATION WHEN THEY DO VISIT US/
0090 THE FIRE INSPECTIONS ARE VERY INFORMATIVE AND VERY HELPFUL/

0091 YOU CAUGHT ME OFF GUARD ON THAT ONE, I DON'T REALLY KNOW/
0092 KEEPING US INFORMED ABOUT WHAT WE NEED TO BE DONE TO KEEP US SAFE/ THEY
ARE REALLY NICE GUYS AND LET US KNOW DIFFERENT TYPE OF CODES AND THINGS LIKE
THAT, SO WE CAN COMPLY TO THE REGULATIONS WITH BUSINESSES AND HAVE THE PROPER
FIRE SAFETY CODES APPLY TO OUR BUSINESS NEEDS/ THEY ARE VERY INFORMATIVE AND
EDUCATIONAL/ THEY GO ABOVE AND BEYOND TO HELP US KEEP OUR EMPLOYEES SAFE/
0093 THEY ARE VERY PROFESSIONAL AND INFORMATIVE/ THEY CALL AND SETUP AN
APPOINTMENT AND WHEN THEY COME THEY INTRODUCE THEMSELVES AND LET US KNOW WHAT
THEY ARE GOING TO DO / THEY INFORM US TO WHAT THEY ARE DOING WITH THE
DIFFERENT TYPES OF INSPECTIONS THEY DO FOR OUR BUSINESS AND THEY LET US KNOW
WHAT WE CAN DO TO PREVENT FIRES TO KEEP OUR EMPLOYEES SAFE/
0094 THEIR RESPONSE TIME IN EMERGENCIES/ WHEN WE HAD TO CALL NINE ONE ONE
THEY CAME REALLY FAST TO RESPOND TO OUR EMERGENCY/
0095 EVERYTHING/ I CANT THINK OF JUST ONE THING/ I THINK THAT EVERYTHING THEY
DO IS GREAT/
0096 PUTTING OUT FIRES/ I JUST SEE THINGS ON THE NEWS ABOUT HOW THEY RESPOND
TO FIRES / WE ARE THANKFUL FOR THAT SERVICE THE MOST OF ALL THE SERVICES THAT
THEY PROVIDE/
0097 THEIR RESPONSE TIME/ THEY DO A REALLY GOOD JOB WHEN THEY HAVE TO RESPOND
TO A FIRE/ THEY ARE FAST OR RESPOND IN A TIMELY MANNER/
0098 PUTTING OUT FIRES/ JUST FROM WHAT I READ IN THE NEWSPAPER OR SEE ON
TELEVISION/ THEY DO A GOOD JOB OF RESPONDING TO THE FIRE AND ALL THE THINGS
THAT PERTAIN TO THE FIRE ARE DONE IN A TIMELY PROFESSIONAL MANNER/
0099 NOTHING/
0100 THEY ARE DEDICATED EMPLOYEES/ YOU REALLY HAVE TO WANT TO BE A FIREMAN TO
DO A JOB LIKE THAT/ I AM VERY IMPRESSED WITH HOW DEDICATED THEY ARE TO THEIR
PROFESSION/
0101 HIGH LEVEL OF RESPONSE/ JUST IN THE MATTER OF WHEN WE DID HAVE A FIRE
AND THEY WERE HERE IN A BLINK/ FAST RESPONSE TIME/
0102 WITH MY LIMITED EXPERIENCE I'VE HAD WITH THE FIRE DEPARTMENT ALL I CAN
SAY IS I AM REALLY IMPRESSED WITH THEIR WILLINGNESS TO TEACH/ THEY ARE SO
INFORMATIVE WITH EDUCATING BUSINESS ABOUT CERTAIN CODES THAT NEED TO BE MET
AND HOW TO DO THEM/ VERY MUCH A LEARNING EXPERIENCE AND THEY ARE SO GOOD AT
TEACHING THIS TO US/
0103 I DON'T KNOW/
0104 THEIR RESPONSE TIME TO CRITICAL SITUATIONS/ THAT IS WHAT THEY ARE HERE
FOR/ IT IS THERE JOB TO RESPOND TO EMERGENCY SITUATIONS AND THEY DO A GREAT
JOB OF IT/ ESPECIALLY THE RESPONSE TIME THEY ARE REALLY FAST/
0105 THEY HIRE THE BEST PEOPLE/ EVERYONE I'VE DEALT WITH HAVE BEEN SO
PROFESSIONAL AND KIND AND HELPFUL/ THEY REALLY KNOW WHAT THEY ARE DOING AND
THEY DO A GREAT JOB WHATEVER IT IS THAT THE AREA DOING/
0106 BEING KIND AND FRIENDLY/ WE ARE A CHILD CARE CENTER AND WHEN THE FIREMAN
DO COME THEY ARE SO KIND AND LET THEM TRY ON THEIR UNIFORMS AND THINGS LIKE
THAT SO THEY AREN'T SCARED OF THE FIREMEN/ IF THEY NEEDED THE FIREMEN THEY
WOULDN'T BE AFRAID OF THEM/
0107 COMMUNITY SERVICE/ THEY GET INVOLVED WITH THE SCHOOLS/ THEY VISIT THE
GRADE SCHOOLS TALKING ABOUT FIRE SAFETY/ THEY GIVE TIPS ABOUT HOW TO STAY
SAFE/ THEY DO A GOOD JOB MAKING THE CHILDREN AWARE OF THE DANGERS OF FIRE/
0108 IN ONE WORD, HELPFUL/ THEY ARE PLEASANT AND KEEP ME INFORMED ABOUT THE
CHANGES IN THE FIRE CODES THAT I NEED TO BE AWARE OF/ I HAVE NEVER FELT THAT
THEY ARE OVERBEARING, BUT RATHER GOOD FRIENDS CARING ABOUT ME AND OUR
BUSINESS/ THEY ARE GREAT PEOPLE TO WORK WITH/
0109 THEY PROVIDE SAFETY FOR US/ THEY ARE THERE WHEN WE NEED THEM AND THEY
COME AROUND AND MAKE SURE THAT WE ARE UP TO THE LATEST CODES/ WE HAVE A LOT
OF BURNABLE ITEMS HERE AND THEY MAKE SURE THAT WE KNOW HOW TO MAKE SURE THAT
THEY ARE HANDLED AND DISPOSED OF IN A SAFE MANNER/
0110 THEIR RESPONSE TIME TO FIRES/ THEY ARE THERE IN JUST VERY FEW MINUTES/
THEY ARE ORGANIZED AND DO THE JOB WITH LITTLE OR NO CONFUSION/ THEY DO A GOOD
JOB/

0111 THEIR EDUCATIONAL AWARENESS IN THE COMMUNITY/ THEY ARE AT THE SCHOOLS TEACHING FIRE SAFETY TO CHILDREN/ THEY VISIT BUSINESS TO MAKE SURE EVERYONE IS UP TO FIRE CODE STANDARDS/ THEY ANSWER QUESTIONS AND MAKE SURE THE ANSWER IS UNDERSTOOD/
0112 SUPPORT/ THEY HAVE GIVEN US IN EVERY WAY/
0113 THEIR PERSONNEL ARE EXCELLENT/ EVERYONE I HAVE ENCOUNTERED THAT WORKS FOR THE FIRE DEPARTMENT HAVE BEEN VERY PROFESSIONAL AND COURTEOUS/
0114 JUST BEING A PART OF THE COMMUNITY/ THEY ARE ALWAYS AVAILABLE TO ANSWER QUESTIONS THAT I HAVE ABOUT MY BUSINESS AND WHAT I CAN DO TO MAKE MY BUSINESS UP TO CODE/ YOU SEE THEM AROUND/ THEY MAKE AN EFFORT TO INVOLVE THEMSELVES IN THE COMMUNITY BY BEING AVAILABLE TO THE PUBLIC WHEN ASKED/
0115 THEY TRAIN THEIR STAFF WELL/ THEY ARE NOT ONLY TRAINED IN FIREFIGHTING, BUT ALSO IN HOW TO TAKE CARE OF MEDICAL EMERGENCIES AND THEY INFORM PEOPLE ON PROGRAMS LIKE THE CAR SEAT SAFETY PROGRAM FOR NEW PARENTS/
0116 NOTHING/
0117 THEY ARE COMMUNITY FRIENDLY/ I SEE THEM AROUND TOWN AND THEY ARE NEVER TOO BUSY TO STOP AND TALK TO YOU OR TO ANSWER ANY QUESTIONS/
0118 GET WHERE THEY NEED TO BE PROMPTLY/ WHEN THERE IS AN INCIDENT WHICH THE FIRE DEPARTMENT NEEDS TO RESPOND TO THEY GET THERE QUICKLY/ ONE OF MY EMPLOYEES HAD A HOUSE FIRE AND THE FIRE DEPARTMENT WAS RIGHT THERE TO HELP AND IT WAS GREATLY APPRECIATED/
0119 NOTHING/
0120 FIRE INSPECTION ANNUALLY/ INSPECTION ON THE BUSINESS/
0121 PROMPT RESPONSE TO CALLS/ ALL KIND OF CALLS FOR FIRE AND OTHER THINGS/
0122 THEY INTERACT WITH THE PEOPLE WELL/ IF THEY HAVE ANY PROBLEMS THEY HELP THEM SOLVE THEM/
0123 RESPONDING TO EMERGENCIES QUICKLY AND TAKING CARE OF THINGS SO THAT THERE IS NO PANIC/
0124 BEING PRESENT WHEN YOU NEED THEM/
0125 THEIR RESPONSE TIME IS GREAT/
0126 DOING THEIR JOB VERY WELL/
0127 MAKING SURE EVERYTHING IS SECURE/ LIKE HAVING PUSH BARS ON THE GATES/
0128 KEEPING UP TO DATE ON INSPECTIONS OF BUSINESSES/
0129 THEY HAVE BEEN VERY PROFESSIONAL/ THEY ARE VERY COURTEOUS. WHEN THEY SPOT SOMETHING WRONG AT MY BUSINESS THEY POINT IT OUT RIGHT AWAY AND GIVE ME TIPS ON HOW TO FIX IT, SO THAT IT IS UP TO CODE. THEN I GET IT FIXED AND EVERYTHING IS GOOD AGAIN/
0130 THE CONTINUED INSPECTIONS/ THEY DO AN EXCELLENT JOB KEEPING BUSINESSES UP TO CODE AND PERFORMING INSPECTIONS THAT SATISFY THE BUSINESS OWNERS/
0131 KEEPING ON TOP OF THE INSPECTIONS/ WE GET REMINDERS WHEN WE NEED ANOTHER INSPECTION AND WE LIKE THAT THEY KEEP GOOD TRACK/
0132 THE TIME TO RESPOND IS ALWAYS TIMELY/ WHEN THEY GET HERE THEY GET TO WORK RIGHT AWAY TO RESOLVE THE PROBLEM WHETHER IT BE AN EMERGENCY OR NON-EMERGENCY/
0133 RESPONDING IN EMERGENCIES/ THEY SHOW UP IN A SHORT AMOUNT OF TIME/
0134 PUTTING OUT THE FIRES/ THEY DO A GOOD JOB AND GET THERE QUICK/
0135 THEIR INSPECTIONS/ BY BEING FRIENDLY AND INFORMATIVE. FOR INSTANCE THEY SHOWED ME HOW TO USE A FIRE EXTINGUISHER/
0136 THE FIRE DEPARTMENT RESPONSE IS VERY GOOD WHEN SOMETHING IS WRONG
0137 LOOKING OUT FOR THE COMMON GOOD/ I THINK THEY HAVE A GOOD PRESENCE AND GOOD STREET CREDITABILITY AND THEY RESPOND QUICKLY AND I JUST THINK THEY ARE PRETTY GREAT/
0138 RESPONDING TO ACCIDENTS THAT WE SEE IN FRONT OF OUR SHOP AND THE YEARLY INSPECTION. MAKING SURE THAT EVERYTHING IS UP TO CODE/
0139 NO/
0140 THEIR JOB/ THEY HAVE NO FEAR WHEN THEY COME IN, THEY ARE PROFESSIONAL/
0141 NOTHING/
0142 DON'T KNOW/
0143 RESPONDING TO FIRES/ IN A TIMELY FASHION/

0144 RESPONSE TIME/ THEY ARE QUICK WHEN YOU CALL/
0145 THE EMERGENCY SERVICES ARE FINE, BUT THERE NON EMERGENCY SERVICES NEED
SOME WORK/ LIKE WHAT I HAD COMMENTED ON EARLIER THE SPRINKLER THING
0146 RESPONDING TO EMERGENCIES, VERY PROMPT AND IN A SKILLFUL MANNER AND
CARING
0147 THEY HAVE VERY GOOD CUSTOMER SERVICE AND THERE VERY PROFESSIONAL
0148 RESPONDING QUICKLY TO EMERGENCIES
0149 I KNOW A BUNCH OF THE GUYS QUITE WELL/ THEY PROVIDE EXCELLENT SERVICE TO
THE COMMUNITY AND WORK WELL WITH THE KIDS IN THE AREA AND THE SCHOOLS DOING
EDUCATION ABOUT FIRE PREVENTION AND SAFETY/
0150 THEY RESPOND VERY QUICKLY TO EMERGENCIES
0151 PROBABLY AWARENESS/ ON FIRE SAFETY AND STUFF
0152 THEY'RE JUST REALLY FRIENDLY AND KNOWING THAT THEY'RE THERE WHEN EVER
THEY ARE NEEDED
0153 THEIR RESPONSE TIME IS VERY QUICK IT'S NICE
0154 COMMUNITY SERVICE/ WITH THEIR DIFFERENT OUTREACH PROGRAMS
0155 I THINK THEIR EDUCATION PROGRAM FOR THE KIDS IS REALLY VERY GOOD, THEY
TAKE CONSIDERATION OF THE SERIOUSNESS OF A DAY CARE CENTER AND THE NEEDS OF
THE CHILDREN AND THEIR PARENTS INTO CONSIDERATION
0156 RESPONSE TIME/ TO EMERGENCIES
0157 PROFESSIONALISM/ THEY EXPLAIN IN DETAIL WHAT THEY ARE DOING WHEN THEY
COME IN FOR A FIRE INSPECTION/ THEY DO A GOOD JOB AND REMAIN PROFESSIONAL AT
ALL TIMES/
0158 THEIR RESPONSE TIME AND THEIR CONCERN FOR THE PEOPLE INVOLVED IN THE
INCIDENT/ MY DAUGHTER WAS RIDING HER BIKE TO SCHOOL AND SHE HIT A GARBAGE CAN
AND HER BIKE SLID UNDER A PASSING CAR/ THEY WERE RIGHT THERE AND THEY WERE SO
KIND AND CONSIDERATE TO MY DAUGHTER/
0159 THE WAY THEY TREAT PEOPLE AND THEY ARE THE MOST VISIBLE AND FIRST ON THE
SCENE OF MOST INCIDENTS/ THEY ARE SO KIND AND POSITIVE AND THEY RESPOND IN A
TIMELY MANNER BEFORE ANYONE ELSE IS THERE I SEE THEM FIRST TO ARRIVE/
0160 PROFESSIONAL AND RESPONSE TIME IS VERY FAST/ ESPECIALLY IN A NON-
EMERGENCY SITUATION/ OUR ALARM WENT OFF AT TWO AM IN THE MORNING AND YET THEY
WERE SO QUICK AND KIND AND STILL VERY PROFESSIONAL/
0161 THEIR ABILITY TO COMMUNICATE WITH THE PUBLIC/ I GAVE THEM ALL FIVES
BECAUSE WHAT I SEE ON THE NEWS IS AWESOME/ THEY ARE INVOLVED ON A BUSINESS OR
PROFESSIONAL BASIC YET THEY ARE INVOLVED ON A PERSONAL BASIC/ THEY ARE SO
KIND AND PROFESSIONAL TO THE PUBLIC/
0162 OVER ALL THEIR JOB/ JUST THINGS I SEE ON THE NEWS ON HOW FAST THEY ARE
TO RESPOND TO ANY EMERGENCY AND HOW PROFESSIONAL THEY ARE/
0163 PUTTING OUT FIRES/ THAT'S WHAT THEY DO FOR A LIVING, SO I GUESS THAT'S
THE THING THEY DO THE BEST/
0164 PROVIDING GOOD INFORMING FOR THE FIRE PROTECTION/ WHEN THEY DO
INSPECTIONS AT MY BUSINESS THEY ARE VERY INFORMATIVE WITH FIRE PROTECTION
INFORMATION/
0165 HARD TO PICK OUT JUST ONE/ THEY ARE VERY GOOD AT THEIR JOB AND ARE USER
FRIENDLY/ NEVER OVERBEARING AND ALWAYS EXPLAIN WHAT THEY ARE DOING AND WHY/
0166 I CAN'T PICK JUST ONE/ IN GENERAL THEY ARE DOING A GOOD JOB ALL AROUND/
THEY RESPOND QUICKLY AND KNOW WHAT THEY ARE DOING/ THEY DO IT WITH NO FUSS/
0167 THE FIRE INSPECTIONS AND FOLLOW UP/ THEY ALWAYS LET US KNOW WHAT THEY
FIND AND WHAT IF ANY IMPROVEMENTS WE NEED TO MAKE/ THEY GO OVER IT WITH US SO
THERE ARE NO MISUNDERSTANDINGS/ THEY GIVE US WRITTEN COPIES OF THE REPORT/
0168 FIRE INSPECTIONS/ THEY ALWAYS CALL AND SET UP A TIME TO DO THE FIRE
INSPECTIONS SO THEY ARE NOT HERE DURING OUR RUSH TIME OR WHEN WE HAVE A LARGE
NUMBER OF PEOPLE HERE/
0169 THEIR FIRE INSPECTIONS/ THEY ARE INFORMATIVE AND THE RULES ARE ALWAYS
THE SAME/
0170 THEY ARE GOOD, BUT I DON'T HAVE ENOUGH CONTACT WITH THEM TO FORM AN
OPINION/

0171 THEY DO A GREAT JOB ON THE COMMUNITY OUTREACH THEY PERFORM/ VISITING THE SCHOOLS AND TEACHING THE KIDS ABOUT FIRE SAFETY IS ONE OF THE BEST PROGRAMS/ THEY DO OTHERS AS WELL BUT THIS IS THE ONE I CONSIDER TO BE THE BEST/
0172 PUTTING OUT FIRES/ THEY HAVE FAST RESPONSE TIME/ THEY ARE WELL TRAINED TO PUT OUT FIRES AND DO SO WITH THE LEAST AMOUNT OF TIME AND ARE COORDINATED IN THEIR EFFORTS/
0173 THEIR PROFESSIONAL INTERACTION WITH BUSINESS/ THEY ARE PROMPT, THEY MAKE SURE BEFORE COMING TO INSPECT THAT THE TIME IS CONVENIENT FOR US/ THEY DO THEIR JOB AND KEEP US INFORMED IN A PLEASANT MANNER IF WE NEED TO CORRECT SOMETHING/
0174 THEIR JOBS SERVING AND PROTECTING/ THEY PUT THE FIRES OUT AND RESPOND TO OTHER EMERGENCIES IN A VERY TIMELY AND QUICK MANNER/
0175 THEY COMMUNICATE WELL/ THEY COME IN AND COMMUNICATE WHAT WE NEED TO BE DOING AND IF WE ARE DOING IT RIGHT THEY LET US KNOW AND IF WE ARE DOING IT WRONG THEY ARE PROFESSIONAL IN THE WAY THEY LET US KNOW WHAT WE ARE DOING WRONG AND TELL US HOW TO IMPROVE WHAT NEEDS TO BE DONE/
0176 EVERYTHING/ WE HAVE NOT HAD ANY PROBLEMS WITH THEM/ THEY COME AND DO INSPECTION AND THEN THEY RESPOND WHEN THERE IS AN EMERGENCY IN A VERY FAST MANNER/
0177 THEIR INSPECTIONS/ THEY ARE THOROUGH/ I DON'T REALLY KNOW AS THEY HAVE ONLY COME AND CHECKED ON THE FIRE EXTINGUISHERS, BUT THEY AT LEAST COME AND CHECK TO MAKE SURE WE HAVE THEM AND THEY ARE UP TO DATE/
0178 THEIR RESPONSE TIME/ THAT IS THE ONLY THING I HAVE HAD TO DO WITH THEM/ WHEN I CALLED AND NEEDED THEIR HELP THEY CAME RIGHT OUT AND THE RESPONSE TIME WAS VERY FAST/
0179 COMMUNICATING WITH THE PUBLIC/ THEY TAKE TIME TO TALK TO YOU AND SUGGEST THINGS ON HOW TO IMPROVE THE BUSINESS/ THEY ARE WILLING TO HAVE DIFFERENT GROUPS VISIT THE FIRE HOUSES/ THEY LET KIDS COME INTO THE FIRE HOUSE AND SEE WHAT IT IS LIKE AND WHAT THEY DO/ THEY ARE GETTING MORE FIRE HOUSES THROUGHOUT THE CITY/ IT MAKES IT SO THEY RESPOND EVEN FASTER TO EMERGENCIES BECAUSE THEY DON'T HAVE AS FAR TO TRAVEL TO GET TO THE EMERGENCY/
0180 BEING THERE WHEN WE NEED THEM/ IF I HAVE AN EMERGENCY IT IS ASSURING TO KNOW THEY ARE THERE WHEN I CALL THEM/
0181 THEIR PEOPLE/ EVERYONE I HAVE MET IS VERY FRIENDLY AND NICE. THEY ARE VERY PROFESSIONAL DOING THEIR JOB AND WHEN YOU SEE THEM OUT OF THE WORK PLACE, THEY ARE ALSO VERY KIND AND PROFESSIONAL/
0182 I DON'T KNOW/ I CAN'T THINK OF ANYTHING/
0183 I REALLY DON'T KNOW/ BECAUSE I HAVEN'T REALLY HAD THAT MUCH EXPERIENCE DEALING WITH THE FIRE DEPARTMENT/
0184 I DON'T HAVE ANY IDEAS/
0185 PUTTING OUT FIRES/ I DON'T KNOW THEY PUT OUT FIRES/
0186 RESPONDING IN A TIMELY MANNER/ BASICALLY THEY SHOW UP IN A MANNER OF JUST A FEW MINUTES/
0187 RESPONSE TIME/ I JUST FAR AS FOR WHEN THEY FIRST GET THE CALL AND FROM THE TIME IT TAKES THEM FROM THE STATION TO THE SITE/
0188 COMMUNICATIONS/ THAT THEY TALK TO THE PEOPLE THAT ARE INVOLVED IN THE EMERGENCY/
0189 PUTTING OUT FIRES/ WHEN THERE IS A FIRE BURNING YOU PUT IT OUT WITH WATER/
0190 JUST FOLLOWING THOUGH/ WHEN THEY COME IN AND DO THEIR YEARLY THEY JUST MAKE SURE THAT WE KNOW WHAT WE CAN DO DIFFERENT IF THERE IS ANYTHING THAT NEEDED TO BE IMPROVED/
0191 SAFETY INFORMATION/ NOT JUST FOR THE BUSINESS BUT FOR THE COMMUNITY ALSO/
0192 THEY SAVE LIVES/ I THINK THAT SHOULD BE AT THE VERY TOP/
0193 NOTHING/
0194 RESPONDING TO FIRES/ THEY ARE ACCURATE AND ON TIME TO GET THEM OUT/
0195 NOTHING/

0196 THEY RESPOND QUICKLY/ I HAVE NO FIRST HAND EXPERIENCE, BUT I KNOW PEOPLE WHO HAVE NEEDED THE FIRE DEPARTMENT AND WHEN THEY CALLED THEM THEY WERE THERE QUICKLY AND TOOK CARE OF THE PROBLEM/
0197 THEY WORK WELL WITH THE COMMUNITY/ HELP WITH EVENTS AROUND TOWN/ I JUST SEE THEM HELPING WITH DIFFERENT EVENTS LIKE PARADES AND THINGS LIKE THAT/ I CAN'T THINK OF SPECIFICS, BUT I KNOW THAT THEY GET INVOLVED WITH THE COMMUNITY A LOT/
0198 THEIR SERVICE/ MY HUSBAND IS AN EMT AND THE FIRE DEPARTMENT IS ALWAYS WILLING TO HELP IN ANY WAY THEY CAN/ IF THE EMTS OR POLICE NEED ASSISTANCE THEY CAN ALWAYS COUNT ON THE FIRE DEPARTMENT/
0199 PUBLIC AWARENESS/ THEY PROVIDE TRAINING FOR BUSINESS' ON WHAT WE NEED TO DO TO PREVENT FIRES AND THEY ALSO SPEAK TO THE SCHOOLS IN THE AREA/
0200 I LIKE BEING ABLE TO HEAR NEWS ABOUT THE FIRE DEPARTMENT ON THE RADIO/ YOU CAN TUNE INTO AN AM STATION AND GET NEWS ABOUT FIRES. YOU CAN FIND OUT WHERE A FIRE IS AT AND WHAT LOCATIONS TO STAY AWAY FROM/
0201 PUTTING OUT FIRES/ I DON'T KNOW OF ANYONE IS BURNT DOWN/ THEY ALWAYS PUT IT OUT BEFORE IT GOES ALL WAY/
0202 THEY ARE VERY SUPPORTIVE OF COMMUNITIES EFFORTS/ WHEN NON-PROFIT GROUPS WANT A DEMONSTRATION OR EDUCATIONAL INFORMATION THE FIRE DEPARTMENT IS ALWAYS THERE/
0203 THE INSPECTIONS/ THEY BRING TO LIGHT THINGS THAT YOU ARE NOT AWARE OF/ THEY ARE EDUCATIONAL/
0204 I DON'T KNOW/
0205 THEY RESPOND TO EMERGENCY SITUATIONS WELL/ SOMETIMES WHEN I DRIVE BY AND SEE AN EMERGENCY SITUATION THEY ARE THERE BEFORE THE POLICE/
0206 THEY ARE KEEPING ON TOP OF THINGS/ THEY ARE LOOKING FOR PROBLEMS BEFORE THEY BEGIN OR BECOME OUT OF HAND/
0207 THEY ARE DOING VERY WELL/ THEY HAVE ALWAYS BEEN VERY PROFESSIONAL AND WERE VERY HELPFUL WITH ANYTHING THAT IS NEEDED/ ANY QUESTIONS THAT I HAD ABOUT ANYTHING LIKE THE FIRE CODE INSPECTIONS THE QUESTIONS WERE ANSWERED TO THE FULLEST /
0208 THE RESPONSE TIME IS GOOD/ THEY ARE QUICK WHEN IN NEED/
0209 RESPONDING TO EMERGENCY AND BUSINESS COMPLAINTS/ WHEN I HAVE A PROBLEM THEY ARE VERY HELPFUL IN ANY SITUATION AND EVEN WHEN WE CALL ABOUT THINGS NEEDED CHANGED IN THE CHURCH THEY HAVE STOPPED BY TO CHECK THINGS OUT/
0210 I DON'T KNOW/
0211 RESPONDING QUICKLY/ I HAVEN'T HAD THAT MUCH CONTACT WITH THE FIRE DEPARTMENT, BUT WHAT I HAVE HAD THEY RESPONDED QUICKLY/
0212 PUTTING OUT FIRES AND RESPONDING QUICKLY TO EMERGENCIES/ I USED TO WORK AT A HOSPITAL AND I SEE THEM AROUND NOW AND THEN AND I KNOW FORM THAT THEY RESPOND QUICKLY I GUESS I'VE JUST TAKEN IT FOR GRANTED THAT THEY DO WHAT THEY NEED TO DO GOOD I DON'T HAVE ANY PERSONAL EXPERIENCE OF HAVING TO USE THEM/
0213 I CAN'T THINK OF ANYTHING/ THEY JUST SEEM TO DO WELL OVER ALL/
0214 THEIR ROUTINE INSPECTION/ WHEN THEY COME IN THEY ALWAYS LET US KNOW WHAT WE ARE DOING WELL AND WHAT THEY WOULD LIKE US TO CHANGE AND WHY THEY WOULD LIKE US TO CHANGE IT/
0215 WATCHING SAFETY OF EVERYONE/ I THINK THEY WATCH OUT FOR OUR PERSONAL SAFETY THEY JUST SEEM TO WANT EVERYONE TO BE SAFE I MEAN ON A PERSONAL LEVEL THEY REALLY SEEM TO CARE/
0216 RESPONSE TIME/ THEY'RE ARE THERE WHEN YOU NEED THEM THEY RESPOND QUICKLY/
0217 ANSWERING CALLS IN A TIMELY MANNER/ WHEN I HAVE HAD TO CALL THEY ALWAYS RESPONDED VERY FAST/
0218 THEY HAVE A LOT OF THINGS THEY EXCEL IN/ I CAN'T PINPOINT JUST ONE/
0219 I DON'T KNOW/ I CANT THINK OF ANYTHING/
0220 MAINTAINING THEIR CONSISTENCY/ THEY ALWAYS COMMENT ON THE SAME THINGS WHEN THEY COME/
0221 THEIR COMPASSION WITH THE PEOPLE/ THEY DON'T JUST HELP THOSE THAT ARE DIRECTLY RELATED TO THE EMERGENCY, BUT ALSO THOSE AROUND THE AREA/

0222 INSPECTIONS/ IT IS THE ONLY THING I AM FAMILIAR WITH AND I SEE THEM DOING THEM AT OTHER BUSINESSES SO I THINK THEY ARE DOING A GREAT JOB/
0223 LEAVING ME ALONE/
0224 THEY ARE VERY FAST/ RESPOND IMMEDIATELY/ VERY COURTEOUS TO ALL/
0225 PUTTING OUT FIRES/ THEY RESPOND PROMPTLY/
0226 EVERYTHING/ THEY ARE DOING EVERY THING VERY WELL/
0227 THE DO VERY WELL AT PUTTING OUT FIRES AND DOING THEIR JOBS/
0228 PUTTING OUT FIRES I GUESS/ DON'T KNOW OF ANYTHING ELSE/ NO EXPERIENCE WITH THEM/
0229 THEY ARE RESPONDING IN A PROPER AMOUNT OF TIME/ THEY SEEM TO BE DOING A GREAT JOB PUTTING OUT FIRES/
0230 THEY ARE RESPONSIVE TO THE COMMUNITY AND DOING PUBLIC SERVICES VERY WELL/
0231 PUTTING OUT THE FIRES/ THEY DO THEIR JOB WELL/
0232 SECURING PERSONAL PROPERTY IN AN ONGOING FIRE SITUATION/ WHEN A FIRE IS BLAZING FOR A FEW HOURS THEY ARE ALWAYS MAKING SURE THAT PERSONAL PROPERTY AROUND THE FIRE IS PROTECTED AS BEST AS THEY CAN/
0233 RESPONDING TO EMERGENCIES/ I HAVE HEARD THE BEST ABOUT THEIR RESPONSE TIME/
0234 THEY ARE BECOMING MORE USER FRIENDLY/ THEY ARE STOPPING BY AND WORKING VERY CLOSELY WITH OUR SCHOOLS RESOURCE OFFICER. THEY JUST SEEM MORE WILLING TO STOP BY AND TALK TO US HERE/
0235 THEY ARE DOING THEIR JOB IN PUTTING OUT FIRES AND PREVENTING FIRES/ I CANNOT THINK OF A SPECIFIC EXAMPLE OF HOW THEY ARE DOING THEIR JOBS WELL/
0236 KEEP US AWARE OF THE NEED OF THE PROPER NUMBER OF SPACES AND GIVE THEM THE COPIES OF THAT AND KEEP THE KEYS IN THE KNOX BOX SO IF THEY CAME AND THERE WAS A FIRE THEY WOULD HAVE A KEY TO THE DIFFERENT STORES/
0237 I DON'T KNOW BECAUSE I HAVE NEVER HAD CONTACT WITH THEM/
0238 I DON'T KNOW BECAUSE I HAVEN'T HAD ANY CONTACT WITH THEM/
0239 EMERGENCY MEDICAL RESPONSE/ I THINK THEY ARE KNOWLEDGEABLE AND TIMELY TO RESPONDING TO A MEDICAL EMERGENCY/
0240 I THINK THE DEMONSTRATION THAT THE COMMUNITY IS WELL TAKEN CARE OF I FEEL SAFE IN THAT THE RESPONSE IS IN A TIMELY MANNER AND THEY ARE EFFECTIVE AT DOING THEIR JOB/
0241 GOING INTO SCHOOLS AND TEACHING FIRE SAFETY / CHILDREN ARE CURIOUS ABOUT FIRES AND NEED TO KNOW IT'S NOT SAFE/
0242 PROFESSIONAL/ THEIR CONDUCT WHEN DEALING WITH US/
0243 EDUCATING/ I HAVE TAKEN MY KIDS TO EDUCATIONAL FIREHOUSE, I THINK THEY DO A GOOD JOB/
0244 ACCIDENTS, GETTING ON THE SCENE ON TIME/ WE HAVE CUSTOMERS COME IN AND TELL US HOW THE FIRE DEPARTMENT SHOWED UP RIGHT AWAY/
0245 PERCEPTION THAT THEY WILL ALWAYS BE THERE AND QUICKLY/ IT'S A PERCEPTION THAT I HAVE FROM WHAT I HEAR/
0246 THEY MAKE THEIR PRESENCE IN THE COMMUNITY/ YOU SEE THEM IN THE COMMUNITY ALL THE TIME, SHOPPING AND DOING INSPECTIONS, THEY DON'T JUST HANG OUT IN THE FIRE HOUSE/
0247 NOTHING/
0248 HELPING BUSINESSES MAINTAIN A SAFE ENVIRONMENT/ THEIR INSPECTIONS PROVIDE USEFUL INFORMATION/
0249 COMMUNICATION WITH BUSINESS COMMUNITY FOR INDIVIDUALS NEEDS IN THE STORE/ EACH OF US HAVE SPECIFIC NEEDS, EACH STORE HAS DIFFERENT RESTRAINTS, THEY DO A GOOD JOB OF TAILORING THE MESSAGE/
0250 PUTTING OUT FIRES/ THEY SEEM TO HAVE A GOOD SUCCESS RATE ON THAT/
0251 RESPONSE/ WHEN I HAVE HAD PERSONAL EXPERIENCE IN AN EMERGENCY THEY RESPOND IN A TIMELY MANNER/
0252 EMERGENCY SERVICES/ THEY ARE PROMPT/
0253 PUTTING OUT FIRES/ BECAUSE THEY ARE FIREMAN/
0254 EDUCATING THE CHILDREN/ WITH FIRE SAFETY/

0255 RESPONSE TIME/ THEY HAVE A QUICK RESPONSE TIME/ JUST TO LIKE CAR ACCIDENTS, FIRE CALLS ETC/
0256 FORT COLLINS HAS NOT BURNT TO THE GROUND YET/ THEY SEEM TO PUT OUT THE FIRES PRETTY GOOD/ THEY RESPOND TO ALL KINDS OF FIRES AND SEEM TO DO WELL WITH GETTING THEM PUT OUT/
0257 THEY DID A WONDERFUL JOB ON THEIR FIRE CODE INSPECTION THEY DID/ THEY WERE VERY FRIENDLY AND INFORMATIVE AND VERY EFFICIENT AND ALSO VERY THOROUGH WITH IT/ THEY LET US KNOW WHERE AND WHY WE HAD TO HAVE FIRE EXTINGUISHERS IN CERTAIN PLACES AND THAT SORT OF STUFF/
0258 GROWING WITH THE COMMUNITY/ WE'VE HAD SOME NEW FIRE STATIONS BUILT IN THE AREAS WHERE THERE HAS BEEN A LOT OF NEW DEVELOPMENT AND GROWTH AND IT IS NICE TO SEE THE NEW FIRE STATIONS/
0259 WHEN THEY'RE ON DUTY THEY'RE VERY PROFESSIONAL AND HELPFUL AND VERY COMMENDABLE/ THEY TOOK CARE OF SO MANY OF US THE TIME THAT THERE WAS THAT FIRE, US MANAGERS HAD TO STAY TILL ONE AM, OTHER PEOPLE THAT DIDN'T HAVE A CELL PHONE OR ANYTHING THEY LET THEM USE THEIRS, THEY WENT OUT OF THEIR WAY TO HELP US AND KEEP US INFORMED OF WHAT WAS GOING ON/ WHEN THEY RESPOND TO CALLS THEY SURELY KNOW WHAT THEY ARE DOING, IT'S JUST SAD THERE'S NOT ENOUGH MONEY TO SUPPORT THEM/ THEY KEEP GOING OFF AND ON STRIKE ALL THE TIME/
0260 PUTTING OUT FIRES/ THAT'S THEIR MAIN JOB AND I HAVEN'T HEARD ABOUT ANY UNATTENDED FIRES/
0261 THEY ARE GOOD AMBASSADORS FOR THEIR DEPARTMENT/ THEY ARE HELPFUL WHEN THEY ARE NEEDED AND ALL AROUND GOOD ACCOUNTABLE PEOPLE WHO REPRESENT THEIR DEPARTMENT WELL/
0262 I DON'T KNOW/
0263 INFORMATION THEY LEAVE US AND TALK TO US ABOUT/ WHEN THEY ARE HERE FOR FIRE SAFETY OR FIRE CODE INSPECTIONS THEY LEAVE US WITH INFORMATION ABOUT FIRE SAFETY/
0264 I DON'T KNOW/
0265 THE PUBLIC INFORMATION THEY DO/ LIKE THE EXCHANGE FOR THE HALOGEN LIGHTS THAT THEY DID AS A PREVENTION MEASURE/
0266 JUST BEING THERE/ YOU KNOW YOU CAN RELY ON THEM, WHICH YOU CAN'T SAY ABOUT THE GOVERNMENT OF FORT COLLINS, BUT YOU KNOW THE FIRE DEPARTMENT WILL ALWAYS BE THERE WHEN YOU NEED THEM FOR ANYTHING/
0267 THE RESPONSE TIME/ I WAS VERY IMPRESSED WHEN I CALLED ABOUT THE PEOPLE IN THE ELEVATOR. IT WAS NOT AN EMERGENCY, BUT THEY WERE HERE IN FIVE OR TEN MINUTES, I THOUGHT THAT WAS VERY NICE OF THEM SINCE IT WAS NOT AN EMERGENCY/
0268 NOTHING/
0269 THEY ARE VERY COURTEOUS ON THEIR INSPECTIONS/ THEY MAKE SURE THEY DO NOT INTERRUPT OUR CLIENTS OR OUR BUSINESS DURING INSPECTIONS/
0270 THEY ARE ALWAYS FRIENDLY/ WHEN THEY COME TO INSPECT THEY ARE ALWAYS IN A GOOD MOOD/ THEY ARE FRIENDLY AND IN A GOOD MOOD, USUALLY THERE IS AN EVENT GOING ON SO THEY ARE VERY CONSIDERATE OF WHAT IS HAPPENING WITH THE EVENT AND TRY NOT TO DISRUPT IT IF POSSIBLE/
0271 THE RESPONSE TIMES ARE INCREDIBLE/ IT TAKES THEM ABOUT TWO MINUTES TO GET HERE FROM THE STATION/
0272 THEY RESPOND VERY WELL/ THEY RESPOND QUICKLY WHEN THEY ARE CALLED/ I HAVE HEARD FROM OTHERS THAT WHEN THEY CALLED THE FIRE DEPARTMENT THEY WERE RIGHT THERE TO OFFER ASSISTANCE/
0273 NOTHING/
0274 NOTHING/
0275 THEIR RESPONSE TIME IS EXCELLENT/ WHEN ONE OF OUR EMPLOYEES WENT INTO A DIABETIC SEIZURE THEY WERE HERE WITHIN MINUTES AND GOT THE SITUATION UNDER CONTROL/
0276 THE RESPONSE TO SITUATIONS IS EXCELLENT/ THEY GET THEIR QUICKLY/ I WAS ON THE SCENE OF A FIRE AND THE FIRE DEPARTMENT WAS THERE IN A MATTER OF MINUTES AND DID AN EXCELLENT JOB OF GETTING THE SITUATION UNDER CONTROL/
0277 NOTHING/

0278 THEIR RESPONSE TIME IS GOOD/ I HAVE SEEN A FEW ACCIDENTS AND THEY ARE ALWAYS THE FIRST ONES TO ARRIVE/
0279 THEIR TRAINING/ I WAS VERY IMPRESSED WITH THE TRAINING THEY PROVIDED TO MY EMPLOYEES ABOUT THE DIFFERENT FIRE EXTINGUISHERS AND WHAT TYPE IS USED FOR WHAT/ IT WAS VERY EDUCATIONAL/
0280 NOTHING/
0281 THEY ARE VERY PERSONABLE/ WE ARE A PRE-SCHOOL AND WHEN THEY COME OUT TO OUR SCHOOL THEY SPEAK TO THE CHILDREN SO THEY CAN UNDERSTAND/ THE FIREMEN TAKE THE TIME TO EXPLAIN TO THE CHILDREN WHAT THEY ARE DOING THERE/ THEY PUT THE CHILDREN AT EASE AND LET THEM KNOW THERE IS NOTHING TO BE FRIGHTENED ABOUT/
0282 PUT OUT FIRES/ THAT'S WHAT ARE TRAINED TO DO/ THEY SEEM TO DO THAT PRETTY WELL/
0283 PUTTING OUT FIRES/ THEY RESPOND TO FIRES QUICKLY/ THEY ALSO HELP OUT WHEN THERE ARE EMERGENCIES/ THEY GET TO THE SCENE VERY QUICKLY/
0284 THEIR INSPECTION IS EFFICIENT/ THEY DO A GOOD JOB/ THEY ANSWER ALL OF OUR QUESTIONS AND INFORM US OF ANYTHING THAT NEEDS TO BE UPGRADED/
0285 RESPONDING QUICKLY WHEN WE HAVE A FIRE DRILL/ THEY ARE HERE BY THE TIME WE HAVE ALL OF THE STUDENTS AND STAFF EVACUATED FROM THE BUILDING/
0286 THEIR EMERGENCY RESPONSE TIMES ARE GOOD/ WHEN WE CALL THEM THEY ARE HERE QUICKLY/
0287 TAKING CARE OF BUSINESS/ THEY RESPOND ON TIME AND DO WHAT NEEDS TO BE DONE WHEN CALLED OUT/
0288 SUPPORTING THE COMMUNITY/ THEY GO AROUND AND DO YEARLY INSPECTIONS AND CHECK AND MAKE SURE EVERYTHING IS SAFE AND MAKE SURE THERE ARE NO FIRES AND ARE THERE WHEN YOU NEED THEM/
0289 I DON'T KNOW/ PUTTING OUT FIRES I SUPPOSE/
0290 I THINK JUST THE PROFESSIONALISM WHEN DOING BUSINESS/ THE CONVERSATIONS AND METHODOLOGY ARE VERY APPROPRIATE/
0291 EVERYTHING/ I THINK THEY ARE A FINE BUNCH OF MEN AND WOMEN/
0292 THEIR INSPECTIONS/ THEY JUST DO A GOOD JOB AND ARE VERY HELPFUL/
0293 INSPECTIONS/ THEY ARE FRIENDLY AND PROFESSIONAL/
0294 RESPONSE TIME/ THEY WERE QUICK TO HELP US OUT/
0295 PUTTING OUT FIRES/ WE SEEM NOT TO HAVE BUILDINGS BURNED DOWN AND THEY ARE GOOD AT KEEPING FIRES UNDER CONTROL AND KEEPING BUILDINGS SAFE FROM FIRES/
0296 RESPONDING TO EMERGENCIES/ THE PROMPTNESS. AS SOON AS THEY GET THE CALL, THEY ARE THERE/
0297 THEIR PROFESSIONAL, COURTEOUS MANNER WHEN THEY COME AND DO FIRE INSPECTIONS/ THEY ARE NICE AND PROFESSIONAL AND KNOW WHEN I HAVE CUSTOMERS AND INTERRUPT ME/
0298 RANDOMLY COMING TO BUSINESS TO CHECK ON THE SAFETY/ THEY HAVE SOME RECOMMENDATIONS THAT WE NEEDED AND WE WOULD NOT BE AWARE OF THOSE IF THEY HAD NOT CAME/
0299 MAKING THE COMMUNITY AWARE OF THEIR SERVICES AND WHAT SERVICES ARE OFFERED/ THEY TELL PEOPLE ABOUT WHAT THEY DO/
0300 WHEN THEY LET YOU GO OUT AND USE THE FIRE EXTINGUISHERS/ THEY TEACH YOU HOW TO USE THEM AND DO IT CORRECTLY BY NOT MAKING THE FIRE WORSE/
0301 INFORMATION. GIVING INFORMATION OUT TO THE PEOPLE/ BEING IN THE PAPER AND BEING THOROUGH ABOUT THE INFORMATION WHAT THEY GIVE/
0302 HELPING OTHERS/ LIKE WITH THE INSPECTIONS THEY MAKE SURE EVERYTHING IS PROPERLY DONE AND IF NOT THEY GIVE GOOD INSTRUCTIONS ON HOW TO FIX IT/
0303 THEY ENSURE THAT NEW CONSTRUCTION IS PROTECTED ADEQUATELY/ THEY ENSURE THAT PROPER FIRE FLOW IS MAINTAINED. IF PROPER FIRE FLOW IS NOT AVAILABLE OTHER FIRE PROTECTION SYSTEMS ARE THEN IMPLEMENTED/
0304 COMMUNITY EDUCATION/ THE SCHOOL PROGRAMS AND VISIBILITY IN THE COMMUNITY ARE EXCELLENT/ ALSO HELPING THE KIDS RECOGNIZE THAT THE EMPLOYEES ARE FRIENDLY AND NOT TO BE FEARED, BUT THERE TO HELP THEM/
0305 RESPONDING TO EMERGENCIES/ THEIR RESPONSE TIME IS VERY GOOD/

0306 COINCIDES TOGETHER WITH COMMUNITY SERVICES/ HAS GOOD RESPONSE TIME/
0307 PROVIDING GREAT SERVICE TO COMMUNITY/ WHEN THEY COME TO RESPONSE TO OUR
ALARMS SYSTEM, WHICH GOES OFF OCCASIONALLY. THEY DO A GREAT JOB INSPECTING
THE BUILDING/
0308 GETTING THINGS DONE QUICK ENOUGH/
0309 THEY RESPOND QUICKLY/ TO EMERGENCIES/
0310 COMMUNICATING WITH US/ THEIR ANNUAL INSPECTIONS ARE ON TIME, THEY ARE IN
AND OUT IN A RESPECTFUL TIMELY MANNER/
0311 THEY ARE TIMELY/ FAST TO RESPOND TO EMERGENCIES/
0312 EVERYTHING IS FINE/ WE DON'T CALL THEM/
0313 PROFESSIONALISM/ THE WAY THEY CONDUCT THEIR BUSINESS/
0314 RESPONSE/ VERY GOOD RESPONSE TIME WHEN CALLED/
0315 ALWAYS THERE WHEN YOU NEED THEM/ THEY RESPOND GOOD/
0316 WORKING WITH BUSINESSES RATHER THAN TRYING TO FIND SOMETHING WRONG AND
FINING PEOPLE / I CAN SEE A DIFFERENCE FROM OUR EXPERIENCE BEFORE AND NOW/
0317 NOTHING/
0318 NOTHING/
0319 RECEPTIVE TO COMMUNITY IDEAS/ THAT'S ALL/
0320 THEY GIVE A SENSE OF OVERALL PROFESSIONALISM/ WHEN YOU CALL THEM THEY
PROMPTLY COME OUT, WHEN THEY ARE HERE THEY DO THEIR JOBS AND DO THEM WELL/ I
HAVE A VERY GOOD FEELING ABOUT THEM EVERY TIME THEY COME OUT/ THEY'RE VERY
WELL TRAINED PEOPLE/
0321 BASICALLY, THEIR EXTREMELY FRIENDLY AND HELPFUL EVERY TIME THEY ARE HERE
AND THEY ALWAYS ANSWER QUESTIONS FOR US/ ANYTHING WE MIGHT ASK THEM/
0322 ALL OF THE ABOVE/ INSPECTING OUR BUSINESS/ THEY DO A GOOD JOB WHEN THEY
COME IN HERE AND INSPECT/ THEY'RE FRIENDLY, VERY CONSIDERATE, NOT PUSHY OR
BOSSY, AND THEY'RE VERY THOROUGH/
0323 TAKING CARE OF BUSINESS/ FIRE PREVENTION AND FIRE SUPPRESSION AND ALSO
PUBLIC RELATIONS AND SO FORTH/ IF THEY WEREN'T DOING THEIR JOBS THERE WOULD
BE A LOT OF UNHAPPY PEOPLE HERE/
0324 RESPONDING TIME/ IT'S VERY QUICK AND TIMELY/
0325 INSPECTIONS/ THEIR EFFICIENT AND THOROUGH AND QUICK AND DON'T TAKE UP A
LOT OF MY TIME AND FOR ME THAT'S KEY/

V: improve

Q: If you were to select one thing the Fire Dept. should improve, what would it be?

0001 RESPECT / ON PERSONAL PROPERTY/
0002 GET MORE PERSONNEL/ THEY ARE UNDERSTAFFED AND UNDERPAID/
0003 I WOULD LIKE TO SEE THEM DO E-MAILS TO BUSINESSES/ THEY SHOULD DO E-
MAILS BUSINESSES OF SPECIAL THINGS THAT THEY ARE DOING/
0006 I WOULD SAY COMMUNICATING THE PROBLEMS DURING INSPECTIONS/ THE
INSPECTIONS I HAVE HAD DIDN'T EXPLAIN THE HAZARD
0013 COST CUTTING/ THEY SEEM A LITTLE TOP HEAVY IN MANAGEMENT/
0016 MORE DEMONSTRATIONS ON FIRE SAFETY/ LIVE DEMONSTRATIONS/
0018 COORDINATE WITH UTILITY COMPANIES/ THEY ARE ALWAYS CUTTING THE LINES
WITH CONSTRUCTION AND STUFF/ OUR UTILITY COMPANIES HERE NEED HELP/ MAYBE THE
FIRE DEPT CAN HELP WITH THIS/ POWER LINES AND PHONE LINES ARE CONSISTENTLY
BEING CUT/ IT WOULD BE NICE TO HAVE THE FIRE DEPT HELP SOMEHOW/
0020 NOTHING, THEY DO A FANTASTIC JOB/
0022 THEY COULD BRING THE DONUTS/ WHEN THEY COME AND DO THE INSPECTIONS THEY
COULD BRING THE DONUTS/
0027 THEIR RESPONSE TO INCIDENTS IS OVERKILL/ LITERALLY, I HAVE SEEN A BUM
SLEEPING IN THE SAFEWAY PARKING LOT AND THE CITY SENDS A POLICE CAR, AN
AMBULANCE AND FIRE ENGINE TO THE SCENE/ IT IS LIKE THEY HAVE A ONE SIZE FITS
ALL RESPONSE TO INCIDENTS AND I THINK IT IS A WASTE OF MAN HOURS AND OUR TAX
DOLLARS/
0029 SOME SORT OF TRAINING CLASS FOR MY EMPLOYEES/ A GUIDANCE SO THAT I CAN
EXPLAIN IT TO MY EMPLOYEES WHAT TO DO IN AN EMERGENCY/

0030 THEY NEED TO BE MORE VISIBLE/ I DON'T SEE OR HEAR ABOUT THEM UNLESS IT IS AN EMERGENCY/
0031 RESPONSE TIME/ THEY TAKE A LITTLE TOO LONG TO RESPOND/
0032 NOTHING/ THEY ARE REALLY GOOD/
0036 DISPENSING INFORMATION/ TELLING US WHO TO CALL FIRST IN CERTAIN EMERGENCIES/
0041 ONE OF THE QUESTIONS I ASKED YOU WAS IF I WAS FAMILIAR WITH NEW PROGRAMS FOR BUSINESS AND MY ANSWER WAS NO/ SO THEY NEED BETTER COMMUNICATIONS WITH THE BUSINESSES/
0046 HAVING MORE PEOPLE TO HANDLE THE BIG SITUATIONS/
0047 POSSIBLY LETTING ME KNOW OF ANY NEW THINGS, TO LET ME KNOW WHAT IS GOING ON/ JUST KEEPING US POSTED ON STUFF/ NEW THINGS/
0048 MAYBE INFORMING THE COMMUNITY ABOUT THE THINGS THAT THEY ARE DOING AROUND TOWN/ I WOULD LIKE TO BE BETTER INFORMED ABOUT WHAT THEY ARE DOING IN THE COMMUNITY/
0049 GET MORE FIRE FIGHTERS/ I KNOW THEY ALWAYS NEED HELP I AM SURE THEY ARE OVERWORKED/
0053 FINDING RESOURCES FOR PEOPLE TO COMPLY/ WHEN THEY HAVE CODE VIOLATIONS THEY SHOULD GIVE MORE GUIDELINES TO CORRECT THE VIOLATIONS/
0055 THEIR SURVEY/ IT IS RIDICULOUS AND TOO DETAILED/
0057 THE IMPROVEMENT THEY NEED IS MORE EQUIPMENT/ PROBABLY THAT WE HAD A FIRE HOUSE BUILT FOR A YEAR AND HALF WITH NO FIRE EQUIPMENT IN IT BUT THAT'S NOT THEIR FAULT THAT THEY DIDN'T HAVE ENOUGH MONEY FOR EQUIPMENT SO THAT'S WHY I SAY THEY NEED MORE/
0059 MORE FREQUENT INSPECTIONS/ BECAUSE I HAVEN'T SEEN ANYONE HERE SINCE I STARTED WORKING HERE AND I'VE BEEN HERE SEVEN MONTHS/
0064 THIS SURVEY/ I FEEL LIKE I AM RATING EVERYTHING REALLY HIGH/ NOT BASED ON PERSONAL EXPERIENCES BUT ON MY EXPECTATIONS OF THE FIRE DEPARTMENT/ THEY SHOULD ASK YOU QUESTIONS BASED ON YOUR EXPECTATIONS NOT JUST EXPERIENCES/
0065 PATROL OUR AREA MORE/ IT HELPS US EXPLAIN WHY WE HAVE TO KEEP CARS OFF THE ROADS/ WE DON'T ALLOW ANY ON STREET PARKING/
0067 I WOULD LIKE THEM TO INCORPORATE MORE VISITS IN THE BUSINESS WORLD/ TO DO MORE CHECK UPS/ JUST A BASIC WALK THROUGH OF THE BUSINESS WITH MORE INFORMATION ON HOW TO PREVENT FIRES AT THE BUSINESS/
0068 MORE CONTROL OVER TRAFFIC AND THE RIGHT OF WAY/ TRAFFIC IS A ISSUE FOR THE FIRE DEPARTMENTS TO GET TO THEIR FIRE LOCATION/
0069 MORE INFORMATION/ ON THE NEW THINGS THEY DO FOR THE COMMUNITY/
0070 THIS SURVEY, MAKE IT SHORTER/
0073 EMERGENCY READINESS FOR A NATURAL DISASTER OR A TERRORIST ATTACK/ TO BE MORE READY FOR SOMETHING LIKE ANOTHER KATRINA, OR A TERRORIST ATTACK, OR A CHEMICAL SPILL/ WORKING WITH OTHER ORGANIZATIONS THAT WOULD BE INVOLVED SUCH AS HOSPITALS, AMBULANCES, AND POLICE/
0078 THE RESPONSE TIME/ THEY COULD BE AT THE SCENE A LITTLE MORE QUICKLY/
0079 PERSONAL RELATIONS/ MORE ACCESSIBLE IN NON EMERGENCY WISE SITUATION/ SOME OF THE FIREFIGHTERS NEED TO BE MORE FRIENDLY IN PUBLIC AND ACT MORE PROFESSIONAL WHEN SEEN IN PUBLIC AND NOT ACT LIKE YOU ARE NOT EVEN THERE WHEN YOU SAY ANYTHING TO THEM/ THEY ALSO NEED TO DO MORE YEARLY BUSINESS CHECKUPS AND INSPECTIONS/
0086 MORE INFORMATION ABOUT THEIR CLEAN UP/ WHATEVER THEY ARE GOING TO DO/ WHEN THEY ARE DOING A CLEAN UP JOB/
0087 COMMUNICATIONS WITH BUSINESSES/ IN TERMS OF ALL THE NEW THINGS THEY ARE DOING, THEY NEED TO LET THE PEOPLE KNOW/
0090 THEIR UNIFORMS/ THEY NEED TO BE A LITTLE MORE FLASHY/
0097 I THINK WITH A GROWING CITY LIKE FORT COLLINS WE NEED MORE FIRE STATIONS/ JUST A FRIENDLY SUGGESTION/
0098 CONSISTENCY WITH THEIR PRACTICES/ FOR EXAMPLE IF A NON PROFIT BUSINESS CAN USE A DESIGNATED BUILDING TO HAVE MEETING AND ARE USING THOSE FACILITY FOR FREE THAN WHY CAN'T A BUSINESS THAT IS NOT A NONPROFIT BUSINESS HAVE THE SAME OPTIONS/ I PAY THE TAXES ON MY BUSINESS YET I AM NOT ALLOWED TO USE THE

MEETING AREAS FREE LIKE THE NONPROFIT BUSINESSES ARE/ IT SHOULD BE AVAILABLE TO ALL OF THE BUSINESS COMMUNITY/
0100 I WOULD LIKE TO HAVE A BUSINESS RELATIONSHIP WITH THE FIRE DEPARTMENT/ WE ARE A OLD RENTAL BUILDING AND I DON'T KNOW ABOUT THIS BUILDING/ I AM ON THE TOP FLOOR OF A THREE STORY BUILDING AND I WOULD LIKE TO KNOW MORE ABOUT THE TYPES OF FIRE INSPECTIONS THAT HAVE BEEN ON THIS BUILDING AND I WOULD LIKE TO KNOW WHAT I NEED TO DO TO INSTITUTE A FIRE DRILL AND OTHER TYPES OF FIRE PREVENTION PROCESS THAT ARE AVAILABLE/
0101 POSSIBLY IF THEY HAD THE TIME TO SPEND MORE ON COMMUNICATING ON WHAT THEY HAVE TO OFFER AND MORE EDUCATIONAL INFORMATION ON FIRE PREVENTION TO THE PUBLIC/ IF THEY COULD ADVERTISE THE DIFFERENT TYPES OF SERVICES THAT THEY HAVE AVAILABLE/ I DON'T THINK PEOPLE KNOW ALL THE TYPES OF THINGS THEY DO/
0104 I HAVE NO COMMENT/ I HAVE NO IDEA WHAT THEY COULD DO TO IMPROVE THEY ARE ALREADY DOING A GREAT JOB/
0105 I THINK THEY NEED TO GIVE ALL THE FIRE FIGHTERS A RAISE/ I HOPE THAT THEIR PAY IS AS MUCH AS A DOCTOR OR LAWYER THINGS LIKE THAT BECAUSE IF IT ISN'T THEY NEED A RAISE BECAUSE THEIR JOBS ARE VERY IMPORTANT AND VERY DANGEROUS/
0109 SOMETIMES THEIR RESPONSE TIME IS A LITTLE SLOW/ THE ONLY EXPERIENCE I HAVE IS WITH A CAR ACCIDENT/ THEY WERE ABOUT TWENTY MINUTES ARRIVING/ THEY SAID THEY HAD BEEN ON ANOTHER CALL/ MAYBE THEY JUST NEED MORE PEOPLE OR EQUIPMENT/
0110 BE MORE INVOLVED WITH THE COMMUNITY/ MORE VISITS TO THE LOCAL BUSINESS TO LET THEM KNOW ABOUT THE FIRE CODE AND SAFETY MEASURES NEEDED FOR EACH BUSINESS/ HAVE MORE INFORMATION OUT THERE TO LET PEOPLE KNOW HOW TO BE SAFE/ THEY COULD HAVE LEAFLETS OR PAMPHLETS ANYTHING THAT WOULD KEEP US INFORMED ABOUT HOW TO RESPOND AND WHAT TO DO IN EMERGENCY SITUATIONS/
0113 BETTER MARKETING/ THEY SHOULD HAVE SOME KIND OF MARKETING THAT WOULD INFORM THE BUSINESSES ABOUT THE PROGRAMS THEY HAVE AVAILABLE/ LIKE THE PROGRAM TO HELP BUSINESSES WITH FIRE CODE SAFETY ISSUES/
0114 NOTHING/
0115 MORE EDUCATIONAL CLASSES OR A MONTHLY E-MAIL TO LET BUSINESSES KNOW WHAT IS NEW OR WHAT IS AVAILABLE TO BUSINESSES/ WE ARE AN APARTMENT COMPLEX AND SOME OF OUR RESIDENTS HAVE WOOD BURNING FIREPLACES SO I WOULD LIKE TO SEE THEM HAVE MORE INFO AVAILABLE ON DIFFERENT TOPICS WHICH WOULD PERTAIN TO SPECIFIC BUSINESSES/
0119 MORE INSPECTIONS/ WE HAVE BEEN AT OUR LOCATION FOR THREE YEARS AND THE FIRE DEPARTMENT HAS NOT BEEN HERE TO DO AN INSPECTION/ I THINK THEY SHOULD DO INSPECTIONS AT LEAST ONCE A YEAR TO ENSURE THAT OUR LOCATION IS SAFE/
0120 INFORMING INFORMATION ABOUT FIRE RISKS/ ELECTRICAL INSPECTION/ CHECK FIRE EXTINGUISHERS/
0122 THEY HAVE LOTS OF CONCERN FOR OTHER PEOPLE/
0123 THE BUSINESSES SHOULD HAVE MORE INFORMATION WITH WHAT THEY DO IN CASE OF AN EMERGENCY/ SUCH AS A FIRE/
0128 PROMPTER INSPECTION TIME/ COME AROUND MORE OFTEN/
0129 JUST TO MAKE SURE THAT THEY KEEP GETTING TOP PERSONNEL/ THEY HAVE EXCELLENT FIRE FIGHTERS AND PERSONNEL/
0133 CONSISTENCY IN BUSINESS FIRE CODE PROTOCOL/ THEY SEEM TO CHANGE FROM TIME TO TIME SO IT IS DIFFICULT TO KNOW HOW TO COMPLY/
0145 THE NON EMERGENCY SERVICES/ THE SPRINKLER THING AGAIN
0146 FIRE PREVENTION EDUCATION STUFF
0147 COMMUNICATING A BIT BETTER WITH AREA BUSINESSES ON FIRE CODE RE INSPECTIONS AND SUCH
0153 PROBABLY BEING MORE INFORMATIVE TO BUSINESSES AND WHAT WE NEED TO DO KEEP OUR EMPLOYEES SAFE
0155 THEIR RESPONSE TIME MAYBE, THEY COULD ALWAYS IMPROVE ON THAT MAYBE I THINK
0156 UNDERSTANDING THE BUSINESS NEEDS/ MEETING FIRE CODES AND SUCH

0160 EDUCATION ABOUT FIRE SAFETY/ I AM NOT AWARE OF THE FIRE DEPARTMENTS EDUCATIONAL PROGRAMS THEY HAVE AVAILABLE AND I WOULD REALLY LIKE TO KNOW MORE ABOUT THEM/ MAYBE THEY CAN SEND BUSINESS SOME KIND OF BROCHURE OR SOMETHING TELLING THEM ABOUT HOW THEY CAN BE INVOLVED IN THIS/
0161 THEY NEED TO PROVIDE A CALENDAR THIS YEAR/ I HAVEN'T SEEN THEIR YEARLY CALENDAR/ I REALLY LIKE THEIR CALENDARS/
0162 THEY NEED TO SEND MAILERS ON THE NEW CODES OR OTHER THINGS BUSINESS SHOULD KNOW ABOUT/ I'VE NEVER RECEIVED ANYTHING OF THIS TYPE OF INFORMATION/
0164 THEY NEED TO HAVE POSTED INSTRUCTIONS IN NURSING HOME ON HOW TO EVACUATE IN CASE OF A FIRE/ I WAS IN ONE AND I DIDN'T SEE ANY TYPE OF INSTRUCTIONS ON EVACUATION PROCEDURES/
0168 THEY NEED TO GIVE US EVEN MORE INFORMATION ABOUT FIRE SAFETY AND FOLLOW UP ON CODE VIOLATIONS SOONER THAN SIX MONTHS/ MAKE SURE WE GET THE PROBLEM TAKEN CARE OF/
0169 THEIR MANAGEMENT RESPONSE TIME TO QUESTIONS FROM BUSINESS/ THEY COULD BE MORE FLEXIBLE WITH THE FIRE CODES AND GETTING THE PROBLEMS FIXED/
0170 THEY NEED TO BE MORE COST EFFICIENT/ WHAT ARE THEY DOING WITH THE MONEY THEY COLLECT FROM ALL THE BUSINESS AND CHURCHES FOR DOING THE INSPECTIONS/ SINCE THEY CHARGE US A HUNDRED AND FIFTY DOLLARS FOR THE INSPECTIONS, WHY ARE OUR TAX LEVIES SO HIGH/
0178 MORE COMMUNICATION WITH THE BUSINESSES/ I DON'T KNOW A LOT ABOUT THE FIRE CODES AND THE ONLY TIME WE SEE THEM IS IF WE CALL THEM FOR AN EMERGENCY. IF THEY COULD COME SEND OUT SAFETY TIPS/ WHAT TO DO TO PREVENT FIRES SO THAT I CAN HAVE THEM POSTED AND GIVE THEM TO THE EMPLOYEES TO READ AND KNOW WHAT TO DO/
0182 PUBLIC KNOWLEDGE FOR BUSINESSES/ MORE AWARENESS OF DIFFERENT FIRE SAFETY INFORMATION/ HOW TO MAKE THE BUSINESS SAFER FROM FIRES/
0186 MORE PUBLIC AWARENESS/ THEY NEED TO BE OUT WITH THE PUBLIC MORE/ TO GIVE MORE INFORMATION ABOUT SAFETY INFORMATION/
0188 I NOT SURE THAT THERE IS ANYTHING THAT THEY NEED TO IMPROVE/
0189 GETTING THERE FASTER/ THEY NEED TO DRIVE SAFELY AND GET THERE FASTER/
0190 IF THEY CAME IN MORE THAN JUST COMING OUT FOR THEIR YEARLY VISIT THAT THEY HAVE TO DO/ BECAUSE THAT IS A VERY LONG TIME THAT THERE COULD BE ISSUES THAT WE DON'T KNOW ABOUT AND I JUST THINK THAT THERE COULD BE OTHER THINGS THAT WE COULD BE IMPROVING/
0198 THEY HAVE A CAR SEAT PROGRAM FOR FAMILIES IN NEED AND THE LAST TIME I WAS THERE THEY HAD NO CAR SEATS/ IF THEY ARE GOING TO PROVIDE A SERVICE THEY NEED TO MAKE SURE THAT THEY HAVE THE RESOURCES TO BACK THE PROGRAM AVAILABLE/
0200 THE FIREFIGHTERS WAGE/ I THINK THEY SHOULD BE ON SALARY SO THEY ARE ALWAYS WORKING IF THERE IS A FIRE OR NOT/
0201 HIRE MORE WOMEN/ THEY DON'T SEEM TO HAVE ENOUGH WOMEN/
0205 THEY SHOULD COME AROUND MORE OFTEN/ I NEVER SEE THEM/ THEY SHOULD DO INSPECTIONS MORE OFTEN/
0214 A LITTLE MORE FREQUENT CONTACT/ PEOPLE GET COMPLACENT AND IT WOULD BE NICE TO HAVE THEM COME IN AND MAKE SURE WE'RE DOING WHAT WE NEED TO BE DOING TO BE SAFE/
0216 SERVICES FOR THE COMMUNITY OR BUSINESSES/ TRAINING ON SAFETY/
0217 THEIR COMMUNICATION WITH THE BUSINESSES/ THEIR SET STANDARDS NEED TO BE MORE CONSISTENT/
0220 MORE OUTREACH TO SMALL BUSINESSES/ THEY NEED MORE PROGRAMS THAT ARE GEARED TOWARDS SMALLER BUSINESSES/
0225 NOT TO WASTE MONEY AND TIME ON GOING OUT ON ROUTINE CALLS/ I THINK THAT WHEN A CALL IS MADE ON NINE ONE ONE THEY DON'T NEED TO SEND OUT EVERY AVAILABLE FIRE TRUCK, POLICE, AND AMBULANCE/ THIS COSTS THE TAXPAYERS MONEY AND I THINK THEY COULD BE MORE EFFICIENT IN THE USE OF THESE SERVICES/ ALSO THEY COULD IMPROVE THE QUESTIONS ON THIS SURVEY/ THEY ARE TOO HARD TO ANSWER CORRECTLY WITH LITTLE EXPERIENCE WITH THE DEPARTMENT/
0227 GET RID OF THIS SURVEY/
0228 CAN'T THINK OF ANYTHING AT THIS TIME/

0229 TO BE ABLE TO HEAR FROM THEM/ GETTING UPDATES THAT ARE OF INTEREST TO THE BUSINESS OWNER/ GETTING US ANY INFORMATION THAT WOULD BE USEFUL TO US ABOUT FIRES/
0230 DEVOTE MORE TIME TO INSPECTIONS/ THEY ARE NOT AS THOROUGH AS I WOULD LIKE THEM TO BE/ POSSIBLY HAVE MORE TIME TO SPEND WITH A LARGER CORPORATION OR BUSINESS TO BETTER ACCESS THEIR FIRE CODES/
0232 OVER RESPONDING TO EMERGENCY CALLS/ SENDING MORE THAN ONE VEHICLE WHEN IT IS NOT NECESSARY/
0235 HIGHER EDUCATION FOR STUPID PEOPLE/ THEY JUST NEED TO EDUCATE THE PUBLIC MORE ON HOW TO PREVENT FIRES AND WHAT TO DO IN CASE OF A FIRE/
0237 MAYBE DO INSPECTIONS AND HAVE CONTACT WITH OUR BUSINESS TO MAKE SURE THAT WERE UP TO CODE AND SO WE CAN PREVENT FIRES/
0238 MAYBE JUST SEND US A NEWS LETTER/ JUST SOMETHING IF THEY WANT US AS BUSINESS TO HAVE MORE INFORMATION/
0239 THE VEHICLE DISPATCH/ THE AMOUNT AND THE NATURE OF THE EQUIPMENT THAT IS SENT TO AN EMERGENCY CALL/
0240 I GUESS LETTING PEOPLE KNOW IF THERE IS SOMETHING THAT WE SHOULD BE DOING TO PREVENT FIRE SAFETY. SOMEONE USE TO COME OUT AND CHECK THE FIRE EXTINGUISHERS AND WE HAVEN'T SEEN ANYONE OUT HERE FOR YEARS SO I DON'T KNOW WHY THEY STOPPED DOING THAT/
0245 GETTING THE WORD OUT ABOUT COMMUNITY EVENTS RELATED TO PEOPLE WITH DISABILITIES/ LIKE EVACUATIONS AND THAT TYPE OF THING SINCE THEY ARE DIFFERENT WITH PEOPLE WITH DISABILITIES THAT THAT OF A REGULAR FAMILY HOME/
0249 MORE VISIBLE IN THE COMMUNITY, TO RAISE AWARENESS TO INSTILL MORE EXCITEMENT IN THE COMMUNITY/ THEY ARE UNSUNG HEROES, THE PUBLIC NEEDS TO BE AWARE OF ALL THEIR SERVICES, CAR SEATS, HOMEOWNERS ABOUT BUSHES BY THEIR HOMES, THEY NEED TO BE MORE CONSUMER FRIENDLY/
0250 PRIVATIZE/ NOT BE A CITY, COUNTY OR GOVERNMENT AGENCY AT ALL/
0255 SCEMINATING PROGRAMS/ LIKE PUBLIC INFORMATION ABOUT PROGRAMS/ I WOULD LIKE TO KNOW MORE ABOUT PROGRAMS THEY HAVE
0256 THEY NEED SOME ADULT AWARENESS PROGRAMS/ IT SEEMS LIKE THAT AFTER YOU'RE TAUGHT THE STOP DROP AND ROLL AND DON'T PLAY WITH MATCHES YOU DON'T HEAR ANYTHING MORE FROM THEM OR VERY LITTLE/ WE JUST NEED MORE EDUCATIONAL PROGRAMS FOR ADULTS AND BUSINESSES/
0257 I DON'T KNOW OF ANYTHING THEY NEED TO IMPROVE ON/
0258 INVOLVEMENT WITH EDUCATION IN COMMUNITY EVENTS/ SOMETHING EDUCATIONAL WITH THE FIRE DEPARTMENT WOULD NOT BE TOO BAD, YOU KNOW LIKE HOW THE POLICE WILL DEMONSTRATE THE K-9 ABILITY AND WHAT THEY CAN DO AND STUFF, SOMETHING LIKE THAT, I'VE SEEN ON TV THEM DO STUFF WITH DIFFERENT FIRE FIGHTERS AND COMPETING AND STUFF SOMETHING LIKE THAT WOULD BE NICE/ DO SOMETHING INFORMATIVE AND EDUCATIONAL WITH THE PUBLIC
0259 BETTER BUSINESS COMMUNICATION WOULD BE NICE, THEY SEND OUT FLIERS BUT SOMETHING A BIT MORE PERSONAL WOULD BE NICE, I KNOW THEY CANT AND IT'S NOT THEIR FAULT/
0260 MORE PUBLIC PRESENTS/ MAYBE IN THEIR SPARE TIME THEY COULD JUST COME AND VISIT BUSINESSES IN THE AREA / JUST TO SEE IF THEY ARE IN NEED OF ANY TYPE OF ISSUES THAT THE FIRE DEPARTMENT HAS TO OFFER/
0261 KEEP PEOPLE MORE INFORMED OF UPDATES AND REGULAR INFORMATION NEEDED FOR BUSINESSES/ MORE ASSERTIVE WITH INFORMING THE BUSINESS OF CHANGES/ WHEN THEY COME FOR INSPECTIONS THEN YOU FIND OUT WHAT CHANGES ARE NEEDED / IT WOULD BE NICE TO KNOW BEFORE HAND/
0267 I THINK THEIR FIRE SAFETY EDUCATION WITH BUSINESS AND THEIR EMPLOYEES/ I HAVE SEEN FIREMAN COME IN HERE AND THEY HAVE NOT SPOKEN TO ME AS TO HOW WE ARE DOING AS FAR AS SAFETY OR WHAT WE NEED TO DO TO IMPROVE IT. THEY JUST WALK AROUND AND THEN LEAVE/ A PAT ON THE BACK THAT WE ARE DOING A GOOD JOB AS FAR AS FIRE SAFETY OR IF THERE IS SOMETHING WE NEED TO IMPROVE WOULD BE NICE TO HEAR EITHER WAY/
0276 MORE INFORMATION/ THEY NEED TO GET MORE GENERAL INFORMATION OUT TO THE PUBLIC/ I FEEL THAT THE MORE INFORMATION THE PUBLIC HAS ABOUT THE FIRE

DEPARTMENT THE MORE THEY WILL BE APPRECIATED/ IF PEOPLE UNDERSTOOD THAT A LARGE PART OF THEIR JOB IS MEDICAL RELATED THEN THEY WOULD UNDERSTAND WHY THE FIRE DEPARTMENT IS ON THE SCENE AT ACCIDENTS BECAUSE A LOT OF PEOPLE DON'T HAVE ANY IDEA WHY THEY NEED FIRE TRUCKS AT AN ACCIDENT/ IF THE PUBLIC WERE MORE INFORMED THEN THE FIRE DEPARTMENT WOULD GET THE SUPPORT THEY DESERVE/ 0280 I WOULD APPRECIATE IT IF THEY HAD US ON A SCHEDULE/ WE HAVE HAZARDOUS MATERIALS AT OUR LOCATION AND WE HAVE TO BE INSPECTED PERIODICALLY/ I WOULD LIKE THEM TO HAVE US ON A SCHEDULE INSTEAD OF ME HAVING TO CALL THEM EVERY TIME OUR EQUIPMENT NEEDS INSPECTED/ 0281 MORE EDUCATION/ IT WOULD BE NICE IF THEY WOULD VISIT THE SCHOOLS AT LEAST TWICE A YEAR TO HELP US KEEP OUR CHILDREN INFORMED ABOUT THE DANGERS OF FIRES AND WHAT TO DO IF THERE IS A FIRE/ 0282 THEY SHOULD HAVE BETTER EDUCATIONAL PROGRAMS FOR BUSINESSES/ THEY HAVE NEVER COME TO MY BUSINESS WITH AN EDUCATIONAL PROGRAM/ 0288 THEY DON'T NEED NO IMPROVEMENTS THEY ARE GREAT/ 0289 I DON'T LIKE TO SEE SO MANY FIRE TRUCKS AND PERSONNEL AT AN NON-EMERGENCY SITUATION/ TO ME IT SEEMS LIKE A WASTE OF TIME AND MONEY/ 0291 MORE FIREMEN/ I SPENT TWENTY THREE YEARS IN THE MILITARY AND THERE ARE NEVER ENOUGH PERSONNEL/ 0293 CONSISTENCY ON THE INSPECTIONS/ THEY ARE ALWAYS DIFFERENT AND THEY NEVER HAVE INFORMATION ON THE PREVIOUS INSPECTIONS/ 0301 RESPONSE TIME/ THEY SHOULD RESPOND QUICKER AND MORE EFFICIENTLY/ THEIR S.O.P. I THINK THEY ARE ALLOWED TO GO IN THE FIRE WHEN THE OTHER TRUCK IS ON THE WAY. RIGHT NOW THEY WAIT FOR TWO TRUCKS BEFORE FIGHTING THE FIRE/ THEY NEED TO REVIEW THEIR S.O.P AS DEAL WITH WHEN TO GO IN THE FIRE AND NOT WAIT FOR THE OTHER TRUCK/ 0303 VISIBILITY IN THE COMMUNITY/ JUST TO MAKE THEMSELVES MORE PREVALENT IN THE COMMUNITY SO THAT PEOPLE SEE THEY ARE HERE TO HELP/ 0305 COMMUNICATION WITH BUSINESSES/ THEY NEED TO APPOINT ONE PERSON TO BE THE GO TO PERSON FOR INSPECTIONS INSTEAD OF FIVE PEOPLE GIVING THEIR OPINIONS ON THE RULES TO FOLLOW. HAVING ONE SET OF RULES WOULD REALLY BE HELPFUL/ 0311 INSPECTIONS/ NOT DOING THEM HONESTLY/ 0316 MORE FLEXIBLE ABOUT THEIR ACCESS LANES, I DON'T THINK THEY NEED THAT MUCH LAND I THINK IT'S EXCESSIVE AND THOSE TRUCKS HAVE REVERSE/ I WASTE A LOT OF LAND TO PROVIDE THEIR FIRE LANES/ 0318 MORE INTERACTION WITH BUSINESSES/ I HAVEN'T SEEN ANYONE IN A YEAR/ 0320 WE'VE BEEN TRYING TO COMMUNICATE WITH THEM ABOUT TRYING TO GET A FIRE EVACUATION PLAN IN ORDER AND TOGETHER/ WE STILL HAVE NOT THAT TOGETHER AS OF YET, BUT WE'VE BEEN PLAYING PHONE TAG FOR SOMETIME OVER THIS ISSUE SO TO SPEAK, IT'S REALLY NOT ANYONE'S FAULT THOUGH/

V: newserv

Q: If the Fire Dept. could add new services, do you have a suggestion for what they might be?

0001 TRAINING THEM ON PROPERTY OWNERS RIGHTS/ LISTEN TO THE OWNERS AND ASK FOR SOMEONE TO WALK THEM THROUGH NOT ON THEIR OWN/ 0025 I THINK MORE SUBSTATIONS/ MORE PERSONNEL/ THAT THEY COULD USE MORE PERSONNEL TO CUT DOWN ON THE RESPONSE TIME BECAUSE THE CITY IS GETTING BIGGER/ 0027 I CAN'T THINK OF ANYTHING/ I DON'T KNOW OF ANY NEW SERVICES THEY NEED/ 0029 IF THEY DID A HANDOUT FOR BUSINESS OWNERS/ SOMETHING THAT WE COULD GIVE TO OUR STAFF ABOUT FIRE SAFETY/ 0036 HAVING SOME KIND OF BACKUP/ SOME PEOPLE NEED TO BE TRANSPORTED BECAUSE OF ACCIDENTS AND THEY NEED SOMEONE TO COORDINATE IT BETTER/ 0037 THEY NEED MORE MONEY TO BUILD MORE FIRE STATIONS BECAUSE THE CITY IS GROWING/ WE HAVE MORE PEOPLE SO WE NEED MORE STATIONS/ 0043 HAVE MORE INVOLVEMENT WITH THE BUSINESS'S/ MORE FIRE SAFETY INFORMATION FOR THE BUSINESS'S/

0047 TO MAKE THE FIRE HYDRANTS WORKABLE THAT ARE LOCATED IN FRONT OF MY BUSINESS/ THEY HAD TO TEAR DOWN A FENCE AND STRING HUNDREDS OF YARDS OF HOSES TO PUT OUT MY BURNING BUSINESS/ IF THEY COULD MAKE SURE THERE IS WATER GOING IN TO THE HYDRANTS BEFORE THEY EVER NEEDED TO PUT OUT A FIRE/ THAT WOULD BE GREAT/ MY HYDRANT IN FRONT OF MY BUSINESS IS STILL NOT WORKING PROPERLY/
0048 WELL NOT RIGHT OF THE TOP OF MY HEAD, NO/
0049 I HAVE A LOT OF FAMILY AND FRIENDS THAT LIVE IN MOBILE HOMES AND I THINK THE FIRE DEPARTMENT SHOULD ENFORCE HAVING FIRE DETECTORS/ THEY NEED TO MAKE RESIDENTS MORE AWARE OF THE NEED FOR FIRE DETECTORS/
0057 AT THE RATE THE COMMUNITY IS GROWING THEY JUST NEED TO HAVE MORE MAN POWER MORE STATIONS/ THE COMMUNITY IS GROWING FASTER THAN THE FIRE DEPARTMENT IS. THEY ARE JUST BEING STRETCHED TOO FAR AND THE RESPONSE TIMES WILL BECOME TOO SLOW/
0058 MAYBE SOMETHING RELATED TO DROUGHT MANAGEMENT/ IT SEEMS LIKE AN AREA IN COLORADO THAT COULD USE SOME WORK. I KNOW THAT WATER IS THE OPPOSITE OF FIRE, BUT IT JUST SEEMS LIKE SOMETHING THEY COULD DO/
0059 COMMUNITY OUT REACH AND EDUCATION/ WELL YOU PROBABLY DO IT ON THE INSPECTIONS, BUT YOU COULD SPEAK WITH LOCAL COMMUNITY MEMBERS ABOUT WAYS OF PREVENTION RATHER THEN JUST CLEANING UP AFTER A FIRE HAPPENS/ LIKE I THINK EDUCATING AFTER A FIRE HAPPENS OPPOSED TO DOING IT PRIOR LIKE THEY COULD TELL PEOPLE WHAT THEY COULD HAVE DONE DIFFERENT TO PREVENT IT/
0064 I NEED THEM TO VERIFY WE AREN'T DOING SOMETHING TO CAUSE A FIRE/ PREVENTION/ I'VE BEEN HERE FOR A YEAR AND I'VE NEVER SEEN ANYONE FROM THE FIRE DEPARTMENT/ I HAVE QUESTIONS THAT I NEED TO ASK THEM, LIKE WHEN DO I DO A INSPECTION FOR MY BUSINESS/
0066 MORE TRAINING FOR OUR STAFF ON HOW TO HANDLE EMERGENCY EVACUATIONS OF GUESTS AND HOW TO USE FIRE EXTINGUISHERS/ MAKE US BETTER PREPARED TO TAKE CARE OF OUR GUESTS UNTIL THEY ARRIVE ON THE SCENE/
0068 MORE PUBLIC EDUCATION/ EDUCATING THE PUBLIC ON FIRE SAFETY/
0091 DEMONSTRATE THE PROPER WAY TO USE A FIRE EXTINGUISHER/
0106 THEY NEED TO EDUCATE THE EARLY CHILDHOOD KIDS/ THE PRESCHOOLERS/ THEY EDUCATED THE ELEMENTARY KIDS, BUT NOT TOO MUCH FOR THE PRESCHOOL AGES/ THEY ARE KIND OF INTIMIDATED AND NEED TO LEARN ALL THE FIRE SAFETY RULES AND THINGS LIKE THAT/
0108 I AM NOT SURE IF THIS IS THE PLACE BUT, MY NEIGHBOR HAS TWO PROPANE TANKS ABOUT FIFTY TO SEVENTY-FIVE FEET FROM OUR BUILDING/ I WOULD LIKE MORE INFORMATION ABOUT THE HAZARDS OF HAVING THEM THAT CLOSE AND ON EXPLOSIONS AND WHAT TO DO/ MAYBE A LITTLE MORE EDUCATIONAL INPUT ON SAFETY IN AND AROUND THEM/
0113 SOME KIND OF PROGRAM TO LET BUSINESS OWNERS KNOW ABOUT FIRE EXTINGUISHERS/ WHERE WE CAN PURCHASE FIRE EXTINGUISHERS WHICH WOULD PROTECT OUR COMPUTER EQUIPMENT IF WE HAD TO USE THEM/ WHERE TO GET COMMERCIAL FIRE EXTINGUISHERS BECAUSE WHEN YOU GO TO HOME DEPOT OR SAM'S THEY ONLY HAVE A LIMITED SUPPLY AND I WOULD LIKE TO KNOW WHERE TO GO TO GET GOOD COMMERCIAL FIRE EXTINGUISHERS/
0125 MORE PUBLIC CPR CLASSES/
0126 INFORM THE PUBLIC OF ALL THE THINGS THEY DO/
0146 MORE FIRE EDUCATION FOR THE KIDS
0149 NO I THINK THEM GUYS HAVE THEIR HANDS FULL AS IT IS
0153 MAYBE A TRAINING SEMINAR FOR NEW MANAGERS OR SOMETHING AND A GUIDELINE THEY MIGHT HAVE FOR US
0164 BE OPEN TO THE PUBLIC/ THE PUBLIC NEEDS TO KNOW WHAT THE FIRE DEPARTMENT IS DOING AND HOW THE PUBLIC CAN HELP/ THEY NEED TO SOMEHOW BE MORE INFORMATIVE/
0173 SINCE I DON'T KNOW HOW CLOSE THE NEAREST STATION IS, MAYBE ADDING A NEW ONE IN OUR AREA WOULD BE GOOD/
0178 IF THEY COULD HOLD CLASSES/ FOR USE OF FIRE EXTINGUISHERS/ IF A COMPANY HAD A FIRE AND NEEDED TO USE A FIRE EXTINGUISHER IT WOULD BE NICE FOR THE EMPLOYEES TO KNOW HOW TO USE THEM. I GOT THAT KIND OF TRAINING AT A TARGET

STORE IN A DIFFERENT CITY. THEY CAME OUT AND SHOWED US HOW TO AIM THE FIRE EXTINGUISHER AND HOW TO USE THEM PROPERLY. IT WOULD BE VERY HELPFUL FOR EVERYONE TO KNOW WHAT TO DO IN AN EMERGENCY WHERE A FIRE EXTINGUISHER IS NEEDED/
0179 TO INSPECT PEOPLE HOMES/ ESPECIALLY THE ELDERLY AND LOW INCOME HOMES/ TO MAKE SURE THAT THEY HAVE FIRE ALARMS AND CARBON MONOXIDE ALARMS THAT ARE WORKING AND UP TO DATE/
0187 MAYBE MORE FIRE PREVENTION EDUCATION CLASSES/ MAYBE A SEMINAR OR MORE VISITS TO THE SCHOOLS SO THAT THE STUDENTS CAN LEARN MORE ABOUT FIRE PREVENTION/
0206 THEY COULD OFFER INFORMATION FOR THE PEOPLE THAT NEED TO KNOW WHAT WE CAN AND CAN NOT DO TO STAY SAFE FROM THE FIRE HAZARDS/
0212 WHEN A NEW BUSINESS MOVES IN OR A BUSINESS MOVES TO A NEW LOCATION SEND THEM INFORMATION ABOUT FIRE CODES/ JUST HAVE SOMETHING FOR THE PEOPLE STARTING A BUSINESS TO LOOK AT SO THEY KNOW ALL THEY NEED TO KNOW FOR FIRE CODES/
0213 NOT AT THIS TIME/ THEY NEEDS ARE MET FOR OUR CHURCH/
0214 COME HELP WITH THE EMPLOYEE TRAINING/ HELP WITH TRAINING WITH EVACUATION OF WHAT TO DO IN CASE OF A FIRE THINGS LIKE THAT/
0216 INFORMING PEOPLE MORE ON REGARDING FIRE SAFETY/ I'M SURE IT'S NOT NEW, BUT IF THEY COULD GO TO SCHOOLS MORE OFTEN IT WOULD BE GOOD/
0217 WEB PAGE EDUCATION/ FOR FIRE SAFETY AND STANDARDS/
0220 PROBABLY PROVIDE MAPS OR BROCHURES/ WE NEED TO BE ABLE TO FIND INFORMATION ON DIFFERENT SERVICES THAT ARE PROVIDED BY THE FIRE DEPARTMENT AND OTHERS/
0225 NOTHING I CAN THINK OF AT THIS TIME/ GIVEN MORE TIME AND SOME SUGGESTIONS I COULD COME UP WITH A FEW/
0226 THEY NEED MORE EMPLOYEES WORKING AT THE FIRE DEPARTMENT/ BECAUSE OF THE STRESS CAUSED IN THE JOB/ THEY NEED TO HAVE MORE HELP TO BE ABLE TO RELIEVE THAT STRESS/
0234 IF THEY COULD MAKE THEIR EDUCATIONAL PROGRAMS GEAR TOWARDS HIGH SCHOOL STUDENTS ALSO THAT WOULD BE GREAT/ THEY MOSTLY GEAR PROGRAMS TOWARD ELEMENTARY SCHOOL STUDENTS AND I FEEL THAT THEY NEED TO GET A PROGRAM GOING GEARED TOWARD THE HIGH SCHOOL STUDENTS ALSO/
0236 THE ONLY THING I COULD THINK OF IS MORE INFORMATION AS TO WHAT WE SHOULD BE DOING/ NOTIFYING THE MERCHANTS/
0255 PUBLIC INFORMATION/ CAMPAIGN BETTER INFORMATION TO BUSINESSES AND RESIDENTS ABOUT SERVICES/ I'D LOVE FOR INFORMATION TO COME MY WAY LIKE A MAILING OR THE FIRE DEPARTMENT IF THEY HAVE ONE A WEB SITE THAT I COULD GO TO, I KNOW VERY LITTLE ABOUT THEIR SERVICES FOR BUSINESSES AND WOULD LIKE TO KNOW MORE/
0282 GIVE BETTER EDUCATION TO THE PUBLIC/ IT WOULD BE BENEFICIAL TO HAVE A FIRE PLAN LAID OUT TO PREVENT FIRES FOR BUSINESSES OR THE PUBLIC/
0285 I WOULD LIKE TO SEE THEM REINSTITUTE THE FIRE SAFETY CLOWN PROGRAM THAT THEY HAD BEFORE/ THEY DISCONTINUED IT AND THAT PROGRAM WAS A GREAT WAY TO HELP OUR STUDENTS UNDERSTAND FIRE SAFETY/
0295 NO. SEEMS LIKE THEY ARE DOING EVERYTHING THEY NEED TO BE DOING/ I DON'T KNOW OF ANYTHING THEY ARE NOT DOING THAT THEY SHOULD BE DOING/
0304 PUT A COMPANION DOG ON THE TRUCK/ THE CHILDREN LIKE TO SEE A DOG AND ARE MORE LIKELY TO APPROACH A DOG RATHER THAN A FIREMAN/
0307 MORE PLANNED VISITS WITH DAY CARE SERVICES TO KEEP CHILDREN INFORMED/
0311 NO THEY ARE GREAT/
0316 THEY SHOULD PAY FOR THEIR OWN FIRE HYDRANTS OR HAVE THE CITY PAY FOR THEM/ I JUST INVESTED FOURTEEN THOUSAND DOLLARS IN A FIRE HYDRANT THAT I WILL NEVER USE, I SHOULDN'T HAVE TO PAY MORE THAN ANY OTHER PERSON/
0318 MORE INFORMATION IN HOW TO STORE CHEMICALS AND PRODUCTS/ WE HAVE CERTAIN PRODUCTS THAT WE DON'T KNOW HOW TO STORE CORRECTLY/
0320 MAYBE COME IN AND HAVE EDUCATION STUFF FOR EMPLOYEES/ LIKE WHAT EMPLOYEES NEED TO KNOW AND DO IN CASE OF A FIRE OR SOMETHING LIKE THAT SO

THEY HAVE AN EVACUATION PLAN TO FOLLOW TO GET PEOPLE OUT SAFELY/ TO HAVE A
FIRE EVACUATION EDUCATION SEMINAR FOR BUSINESSES/

V: finalcomm

Q: Do you have any questions or final comments about the Fire Dept.?

0001 HOW WILL THIS SURVEY BE USED/ WHAT IS THE FIRE DEPARTMENT DOING WITH THE
SURVEY/

0003 KEEP UP THE GOOD WORK/ THEY ARE DOING A WONDERFUL JOB/

0023 NO, BUT I REALLY THINK THAT THEY REALLY DO A GOOD JOB/ I THINK THAT THEY
SHOULD BE GETTING PAID A LOT MORE MONEY FOR WHAT THEY ARE DOING FOR US/

0036 I THINK THEY DO AN EXCELLENT JOB/ THEY ARE AN ASSET TO OUR COMMUNITY/

0058 KEEP UP THE GOOD WORK/ BECAUSE IT SEEMS LIKE THEY HAVE RESPONDED TO THE
FIRES THAT I'VE SEEN AROUND TOWN VERY WELL/

0063 SO FAR SO GOOD/ THEY DO A GOOD JOB/ WHEN THEY CAME FOR MY NINE ONE ONE
CALL I COULD NOT BELIEVE HOW GOOD THEY WERE AND HOW FAST THEY RESPONDED/

0100 KEEP UP THE GOOD WORK/

0102 THANK YOU FOR EVERYTHING/

0104 THEY DO A FINE JOB/ THEY ARE HERE TO TAKE CARE OF US AND HOPE WE CAN
RETURN THE FAVOR AND TAKE CARE OF THEM IF NEEDED/ KEEP UP THE GOOD WORK/

0136 THEY ARE DOING A GREAT JOB

0201 THEY DO A GREAT JOB/ WERE LUCKY TO HAVE SUCH A FINE FIRE DEPARTMENT AND
FIRE DISTRICT/

0202 THIS SURVEY IS TOO LONG/ IT TAKES TOO MUCH TIME/

0209 THE GUYS ARE DOING A GREAT JOB AND ALL OF THE GENTLEMEN ARE GREAT/

0220 I THINK IT IS GREAT THAT THEY ARE DOING A SURVEY/ IT SHOWS THAT THEY
CARE ABOUT THE COMMUNITY/

0224 YES, I HAVE MET A LOT OF THE FIRE DEPARTMENT PERSONNEL ON DIFFERENT
FIRES/ WE FEED THEM WHEN THEY ARE IN NEED OF IT/ THEY ARE A GREAT GROUP OF
PEOPLE/ VERY CARING AND GIVING/ I APPRECIATE ALL THEY DO FOR OUR COMMUNITY
AND HOW THEY HANDLE EACH SITUATION/

0232 WE THINK THEY ARE DOING A GREAT JOB FOR OUR COMMUNITY/

0306 PROBABLY ONE OF THE BEST FIRE DEPARTMENTS IN COLORADO/

V: survquest

Q: Do you have any questions or final comments about this survey?

0002 IT IS REALLY AMBIGUOUS/ THE QUESTIONS DON'T MAKE ANY SENSE/

0041 WHAT IS THIS SURVEY USED FOR/

0061 IT'S TOUGH TO ANSWER WITHOUT ANY CONTACT/ I HAVE NO EXPERIENCE/

0158 WHERE DOES THIS INFORMATION GO AND WHAT WILL THEY DO WITH THIS
INFORMATION/

0166 IT IS A LITTLE BIT LONG/

0170 WHY ARE THEY DOING THIS SURVEY AND WHAT IS IT COSTING THE TAXPAYER/

0175 INTERESTING, I AM GLAD I ANSWERED THE PHONE/ YOU WOULD HAVE NEVER GOTTEN
ANY ANSWERS FROM ANYONE ELSE. THEY WOULD HAVE PROBABLY NOT TAKEN THE TIME TO
DO THE SURVEY AND I WANT THE FIRE DEPARTMENT TO KNOW THEY ARE DOING A GOOD
JOB/

0206 YOU NEED TO COME UP WITH SOMETHING THAT MAKES IT CLEAR THAT YOU ARE NOT
TELEMARKETER WHEN WE ARE FIRST CONNECTED/

0217 YOU WERE VERY PATIENT/

0227 YOU ARE ASKING FOR RESPONSES TO THE QUESTIONS THAT WE HAVE NO KNOWLEDGE
OF BECAUSE WE HAVEN'T HAD ANY EXPERIENCE TO BASE OUR OPINIONS ON/ SO THAT
PUTS GARBAGE INTO THIS STUDY/ IT NEEDS TO BE ON A DIFFERENT FORMAT THAT WILL
ACTUALLY BE OF USE TO THE FIRE DEPARTMENT WHEN THEY GET THE RESULTS/

0243 I HOPE IT HELPS/ I HOPE THE PURPOSE HELPS/

0252 SHORTEN IT/ I AM TRYING TO RUN A BUSINESS

0262 THIS SURVEY IS USELESS/ YOU ARE ASKING ME TO ADDRESS ISSUES I AM NOT
AWARE OF WITH THINGS I THINK ARE IRRELEVANT/ THEY SHOULD ASK QUESTIONS
RELATED TO YOUR PERSONAL EXPERIENCE OR HAVE A DON'T KNOW OPTION ON THE
QUESTIONS/
0283 IT IS TOO LONG/ IT IS LONGER THAN WHAT I EXPECTED/

Appendix 21: Reliability Coefficients for Business Data

Case Processing Summary

		N	%
Cases	Valid	325	100.0
	Excluded ^a	0	.0
	Total	325	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.923	9

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
rate1	36.22	22.236	.723	.914
rate2	36.21	22.214	.669	.917
rate3	36.26	21.590	.737	.913
rate4	36.33	21.260	.748	.912
rate5	36.34	21.085	.766	.911
rate6	36.38	21.303	.707	.915
rate7	36.51	21.491	.615	.923
rate8	36.25	21.126	.800	.909
rate9	36.09	22.365	.812	.911

Case Processing Summary

		N	%
Cases	Valid	325	100.0
	Excluded ^a	0	.0
	Total	325	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.689	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
nonem1	8.87	2.168	.662	.481
nonem2	8.78	2.301	.640	.503
nonem3	9.07	2.060	.618	.516
nonem4	13.16	4.353	-.061	.810

Case Processing Summary

		N	%
Cases	Valid	68	20.9
	Excluded ^a	257	79.1
	Total	325	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.914	8

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
contact1	31.79	22.644	.788	.899
contact2	31.85	21.769	.724	.903
contact3	31.72	23.966	.565	.915
contact4	32.15	22.127	.623	.913
contact5	32.15	20.396	.798	.897
contact6	31.74	22.795	.838	.896
contact7	31.78	23.160	.735	.903
contact8	31.91	21.813	.767	.899

Case Processing Summary

		N	%
Cases	Valid	325	100.0
	Excluded ^a	0	.0
	Total	325	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.915	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
relate1	17.59	10.243	.756	.903
relate2	17.36	10.743	.793	.894
relate3	17.26	11.024	.780	.897
relate4	17.19	10.686	.792	.894
relate5	17.34	10.058	.806	.891

Appendix 22: Business Means Difference Tests

Differences in incident response

Paired Samples Statistics

		Mean	N	Std. Deviation	Std. Error Mean
Pair 1	rate2	4.62	325	.700	.039
	rate9	4.74	325	.575	.032
Pair 2	rate1	4.60	325	.653	.036
	rate2	4.62	325	.700	.039
Pair 3	rate1	4.60	325	.653	.036
	rate8	4.58	325	.740	.041
Pair 4	rate3	4.56	325	.729	.040
	rate8	4.58	325	.740	.041
Pair 5	rate3	4.56	325	.729	.040
	rate4	4.49	325	.764	.042
Pair 6	rate4	4.49	325	.764	.042
	rate5	4.48	325	.772	.043
Pair 7	rate5	4.48	325	.772	.043
	rate6	4.45	325	.794	.044
Pair 8	rate6	4.45	325	.794	.044
	rate7	4.31	325	.857	.048

Paired Samples Correlations

		N	Correlation	Sig.
Pair 1	rate2 & rate9	325	.599	.000
Pair 2	rate1 & rate2	325	.658	.000
Pair 3	rate1 & rate8	325	.593	.000
Pair 4	rate3 & rate8	325	.637	.000
Pair 5	rate3 & rate4	325	.628	.000
Pair 6	rate4 & rate5	325	.639	.000
Pair 7	rate5 & rate6	325	.553	.000
Pair 8	rate6 & rate7	325	.554	.000

Paired Samples Test

		Paired Differences					t	df	Sig. (2-tailed)
		Mean	Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference				
					Lower	Upper			
Pair 1	rate2 - rate9	-.117	.581	.032	-.180	-.053	-3.625	324	.000
Pair 2	rate1 - rate2	-.018	.561	.031	-.080	.043	-.593	324	.553
Pair 3	rate1 - rate8	.025	.633	.035	-.044	.094	.701	324	.484
Pair 4	rate3 - rate8	-.015	.626	.035	-.084	.053	-.443	324	.658
Pair 5	rate3 - rate4	.068	.644	.036	-.003	.138	1.894	324	.059
Pair 6	rate4 - rate5	.012	.653	.036	-.059	.084	.340	324	.734
Pair 7	rate5 - rate6	.031	.741	.041	-.050	.112	.749	324	.454
Pair 8	rate6 - rate7	.135	.782	.043	.050	.221	3.122	324	.002

Differences in incident response based on firm size

Group Statistics

size	N	Mean	Std. Deviation	Std. Error Mean
rate >= 7	187	4.6150	.54290	.03970
< 7	137	4.4250	.60976	.05210

Independent Samples Test

		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
rate	Equal variances assumed	5.40	.021	2.95	322	.003	.18999	.06434	.06342	.31657
	Equal variances not assumed			2.90	273	.004	.18999	.06550	.06105	.31894

Appendix 23: Moderator's Guides for Two Focus Groups

Developer focus group topics (in order)

1. Introductions
2. Brief overview of evening
 - Finished by about 6:45 to 7:00
 - Confidentiality, etc.
 - Cheyne and I
 - Topics to be listed on flip charts if that's OK.
3. Are you familiar with PFA? (this is the softball beginner)
4. What interactions have you had with PFA?
5. Based on your experiences, what are your impressions of PFA?
6. How do you think the rest of the development community feels about PFA?
7. PFA is particularly interested in learning two things tonight:
 - How can PFA help you in your planning process? Open, but probe for:
 - i. Fire access to a neighborhood.
 - ii. Sprinkler connections
 - iii. Training programs, what would you like?
 - iv. Determining appropriate street widths
 - v. Distance to fire hydrants
 - vi. Plan reviews
 - vii. Density
 - viii. Rear exits to houses
 - ix. Wildfire preparation/awareness
 - x. Knock-down barriers for access
 - How can PFA best work with you?
 - i. COMMUNICATION: Best way to get ongoing information to you (newsletters, web sites, etc.)
 - ii. Do you need access to any specific individuals at PFA?
 - iii. Meetings, training sessions, etc.?
8. Close and thanks
 - Call me any time
 - (sponsored by Kevin Wilson and Guy Boyd)
 - Part of a larger survey effort
 - Report findings at end of April

Planner focus group topics (in order)

9. Introductions

10. Brief overview of evening

- Finished by about 6:45 to 7:00
- Confidentiality, etc.
- Cheyne and I
- Topics to be listed on flip charts if that's OK.

11. Are you familiar with PFA? (this is the softball beginner)

12. What interactions have you had with PFA? How often do you interact with PFA?

13. Based on your experiences, what are your impressions of PFA?

14. PFA is concerned about employee rotation (training and then moving on) ... comments?
Knowledge and expertise

15. How can PFA smooth out the bottlenecks?

16. PFA is particularly interested in learning two things tonight:

- How can PFA help you in your planning process? Open, but probe for:
 - i. Fire access to a neighborhood.
 - ii. Sprinkler connections
 - iii. Training programs, what would you like?
 - iv. Determining appropriate street widths
 - v. Distance to fire hydrants
 - vi. Plan reviews
 - vii. Density
 - viii. Rear exits to houses
 - ix. Wildfire preparation/awareness
 - x. Knock-down barriers for access
- How can PFA best work with you?
 - i. COMMUNICATION: Best way to get ongoing information to you (newsletters, web sites, etc.)
 - ii. Do you need access to any specific individuals at PFA?
 - iii. Meetings, training sessions, etc.?

17. Close and thanks

- Call me any time
- (sponsored by Kevin Wilson and Guy Boyd)
- Part of a larger survey effort

Report findings at end of April

Appendix 24: Focus Group Attendees

Developers

7 attendees from...

Wickham-Gustafson

Shear Engineering

Cityscape

RB&B Architects

Architecture Plus

VBT Developers

BHA Design

Planners

9 attendees from...

Larimer County

City of Fort Collins

CSU

FCLWD

Elco Water District

Town of Timnath