

SUMMARY OF EXTERNAL SURVEY RESULTS

Portland Bureau of Fire and Rescue

As part of the Portland Bureau of Fire and Rescue's (PF&R) Five Year Strategic Plan Update, a survey was conducted for the internal and external stakeholders regarding the overall quality of service delivery in the community. This document summarizes the results of the external survey. 135 surveys were returned and reviewed by the project team.

1. THE MAJORITY OF CONTACT WITH THE PF&R WAS A RESULT OF A FIRE PREVENTION OR CODE ENFORCEMENT INSPECTION, FOLLOWED BY AN EMERGENCY CALL FOR SERVICE.

The first question was in regards to the type of interaction or contact with the PF&R, the following table shows the results:

Emergency Call for Service	Non-Emergency Call for Service	Fire Prevention or Code Enforcement Inspection	Exposed to Educational Materials or Experience	Other	None
66.7%	8.1%	68.7%	3.0%	6.1%	14.1%

As shown above, 68.7% of the respondents had experience with a fire prevention or code enforcement inspection, followed by an emergency call for service at 66.7%. Note that the percentages do not equal 100% because survey respondents could have had more than 1 type of interaction.

2. FOR THOSE WHO HAD EXPERIENCE WITH THE PF&R BASED ON A CALL FOR SERVICE, THERE WAS A HIGH AMOUNT OF SATISFACTION.

Based on when the survey respondent had a call for service, the following table shows the level of satisfaction based on various statements:

PORTLAND BUREAU OF FIRE AND RESCUE
Preliminary Results of the External Survey

Statement	LEAST SATISFIED -----> MOST SATISFIED				
	1	2	3	4	5
The response time to my call was acceptable.	6.9%	5.6%	2.8%	12.5%	63.9%
My situations was handled in a satisfactory manner.	8.3%	2.8%	1.4%	5.6%	76.4%
My level of satisfaction with the overall service provided by PFR.	8.3%	2.8%	2.8%	5.6%	75.0%

As this table shows, the majority of respondents were satisfied regarding response times, incident handling, and overall level of satisfaction with the service provided by the PF&R.

3. FOR THOSE WHO HAD EXPERIENCE WITH THE PF&R BASED ON AN INSPECTION OR CODE ENFORCEMENT, THERE WAS A RELATIVELY HIGH LEVEL OF SATISFACTION.

Based on when the survey respondent had experience with a fire prevention or code enforcement inspection, the following table shows the level of satisfaction based on various statements:

Statement	LEAST SATISFIED -----> MOST SATISFIED				
	1	2	3	4	5
Inspection staff were professional and courteous.	7.1%	3.5%	2.4%	10.6%	71.8%
Appropriate timelines were established for correction of deficiencies.	3.7%	4.9%	0.0%	11.1%	69.1%
Inspection staff were knowledgeable and explained issues well.	5.9%	3.5%	3.5%	7.1%	71.8%
Any options for abatement existed were fully explained.	4.9%	3.7%	2.5%	7.4%	58.0%
My level of satisfaction with the overall inspection experience provided by PF&R.	8.3%	3.6%	3.6%	10.7%	70.2%

As this table shows, the majority of respondents were satisfied regarding the level of professionalism and courtesy, the timeliness, the knowledge, any explanations of abatement options, and overall satisfaction. The remaining percentage of respondents marked “NA” for the statements, thus some statements may not equal 100%.

4. THERE WERE A LOW NUMBER OF RESPONDENTS REGARDING AN EDUCATIONAL EXPERIENCE.

Based on when the survey respondent had experience with educational contact or access / use of educational materials, the following table shows the actual number of respondents for the various statements:

Statement	LEAST SATISFIED -----> MOST SATISFIED					NA
	1	2	3	4	5	
The materials and / or experience were of expected high standards.	1	2	0	2	9	9
PF&R staff was professional, well informed, and effective in their communication.	1	2	0	0	12	8
I learned new behaviors or facts from my interaction with PF&R.	0	1	1	2	9	10
My level of satisfaction with the overall educational experience and / or materials provided by PF&R.	1	2	0	2	9	9

As this information shows, most were satisfied with these services, as well as a number having no opinion regarding educational experiences or materials.

5. OTHER TYPES OF SERVICES / INTERACTIONS

The following table shows the number of respondents to the statement regarding the overall level of satisfaction with PF&R regarding “other” types of exposure (not relating to the aforementioned services):

Statement	LEAST SATISFIED -----> MOST SATISFIED					NA
	1	2	3	4	5	
My level of satisfaction with the overall service provided by PF&R.	4	2	0	3	17	4

As this shows, there were mixed perceptions regarding the overall exposure to PF&R over the past 2 years.

6. THE MAJORITY OF RESPONDENTS PERCEIVE THE PF&R AS BEING EFFECTIVE IN CARRYING OUT ITS RESPONSIBILITIES, FURTHER, MOST RESPONDENTS PERCEIVE THE PF&R AS VERY IMPORTANT COMPARED TO OTHER CITY SERVICES.

The following statements related to the PF&R’s overall mission, goals and objectives.

	LEAST SATISFIED -----> MOST SATISFIED				
Statement	1	2	3	4	5
How effective do you believe PF&R is in carrying out its responsibilities?	6.6%	4.9%	6.6%	14.8%	59.0%
How well prepared do you feel PF&R is to effectively manage a large-scale disaster or incident?	8.3%	5.0%	10.0%	8.3%	41.7%
	LESS IMPORTANT -----> MORE IMPORTANT				
Statement	1	2	3	4	5
In relationship to other city services (e.g., Police, Parks, Public Works) how important are the services provided by PF&R?	8.1%	3.2%	6.5%	8.1%	72.6%

As this information shows, the majority of respondents perceive the PF&R as being effective in carrying out its responsibilities. 41.7% of respondents perceive the PF&R is well prepared to effectively manage a large-scale disaster or incidents (with 26.7% indicating no answer or opinion). Finally, 72.6% of respondents perceive the PF&R as being highly important in comparison to other city services.