



Customer Service Survey

Please take a moment to review and answer the questions below; they are all optional and will provide valuable feedback for the Portland Office of Emergency Management (POEM).

Most of these questions are rated *1 through 5*, with 1 being the worst, least satisfactory service from us and 5 being the best. Please circle the number that best suits your experience. If the question doesn't apply, please circle NA.

1. How do you rate the helpfulness of POEM employees?
1 2 3 4 5 NA
2. How do you rate the knowledge and expertise of POEM employees?
1 2 3 4 5 NA
3. How do you rate the usefulness of the POEM website?
1 2 3 4 5 NA
4. How do you rate the availability of information on the POEM website?
1 2 3 4 5 NA
5. How do you rate the ability of POEM employees to provide services correctly the first time?
1 2 3 4 5 NA
6. Did the office respond in a timely manner when you requested information?
1 2 3 4 5 NA
7. Is the training offered by the office (NETs, preparedness planning for businesses, etc) comprehensive and useful?
1 2 3 4 5 NA
8. How do you rate the overall quality of service provided by POEM?
1 2 3 4 5 NA

Finally, these last questions provide valuable information on who accesses our services, please answer by circling one of the options.

What is your Ethnicity?
(use city versions)

What area of Portland do you live in?

North NE InnerNE Central NE SE NW East Downtown/Chinatown

SW Outlying Areas (Beaverton, Tigard etc)

Is English your first language?

Yes No

Do you have a disability or medical issue that needs to be considered during an emergency?

Yes No



Emergency information and resources
for residents of the Portland Metro
Area and surrounding counties

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Customer Service Survey 2009

Introduction

Please take a moment to review and answer the questions below; they are all optional and you may skip any questions that you do not wish to answer. Most of the questions are rated *1 through 5*, with 1 being the worst, least satisfactory service and 5 being the best. Please select *NA* if the question does not apply to you.

How do you rate the helpfulness of POEM employees?	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> NA
How do you rate the knowledge and expertise of POEM employees?	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> NA
How do you rate the usefulness of the POEM website?	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> NA
How do you rate the availability of information on the POEM website?	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> NA
How do you rate the ability of POEM employees to provide services correctly the first time?	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> NA
Did the office respond in a timely manner when you requested information?	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> NA
Is the training offered by the office (NETs, preparedness planning for businesses, etc) comprehensive and useful?	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> NA
How do you rate the overall quality of service provided by POEM?	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> NA

Demographic Questions

The following optional questions provide valuable information on how well we're reaching every citizen in Portland.

What is your Race?	<input type="text"/>
What is your Ethnicity?	<input type="text"/>
What area of Portland do you live in?	<input type="text"/>
Is English your first language?	<input type="text"/>
Do you have a disability or medical issue that needs to be considered during an emergency?	<input type="text"/>
If you are disabled or have special medical needs, you might want to register with the Voluntary Emergency Registry, a cooperative effort of the City of Portland and Multnomah County. Information can be found here: Voluntary Emergency Registry	
Is there anything regarding POEM's activity that you'd like to tell us?	<input type="text"/>
* Required Field	
<input type="button" value="Submit"/>	