

Summary of Citizen Survey

City of Roanoke E-911 Center

July 2019

As part of the accreditation process, the E-911 center conducted a survey of those that used 911 for emergency and non-emergency assistance. We created a short survey using SurveyMonkey and made it available on both the E-911 Facebook page and the E-911 webpage from July 1st – July 15th. We publicized this using press releases and social media. Since everyone may not have ready access to participate over the internet, we also randomly selected 315 telephone numbers of people that called the center using emergency lines during the month of June. Overall, we received responses from 125 citizens which is an increase of 36% compared with those who responded to the survey conducted in 2016. The response totals breakdown as follows: 9 responses via the city webpage, 14 responses via social media and 102 responses via telephone.

The survey asked 6 questions:

1. Within the past 12 months, have you used any of the services provided by the City of Roanoke E-911 center?
2. Do you feel that your 911 call was answered in a reasonable amount of time?
3. While talking with the Communications Officer, did you find them to be tactful, courteous, and professional?
4. Did the Communications Officer understand your request and help you get the services you needed?
5. Did you receive the correct response from emergency personnel?
6. Lastly, do you have any concerns, recommendations, or suggestions for improvement?

An analysis of the survey showed the following:

- 95.83% of those who responded felt that the call was answered by 911 personnel in a reasonable amount of time, a slight decrease of 1.67% from the 2016 survey.
- 95.83% felt that they got the correct response from emergency personnel compared with 100% in 2016, a decrease of 4.17%.
- 96.46% felt that 911 personnel were tactful, courteous and professional. This is a decrease of 3.36% from the previous survey.
- 97.46% of participants felt that 911 personnel understood their request and helped them get the services they needed, compared with 98.8% in 2016. This is a slight decrease of 1.34%.

Overall, we consider this survey a success. While we did see a slight decrease from 3 years prior, we are proud to continue to remain high in our percentages. We can attribute these results to the recent restructure of our training program, our quality assurance program and our dedicated staff.

In review of the results of this survey we recognized that some of the feedback received was more geared towards the Police or Fire Department versus the E-911 center. To address this we are actively looking on revising the survey to keep the focus on the E-911 center more so than the other departments.

Based on the feedback received, we will continue to educate our staff on how to improve their interactions with the public. Additionally, we came across various public education points that we can expand upon in the future to help our citizens garner an even better understanding of the services that our department provides.

We want to thank all of the citizens that participated in the survey and provided us with valuable feedback!