

Hobbs Fire Department

Mission

Preservation – Education – Professionalism



Emergency Medical Services (EMS)

Our Emergency Medical Services (EMS) personnel recently responded for a medical emergency or public assistance. These Paramedics and Emergency Medical Technicians (EMTs) are dedicated to ensure our response prevents or minimizes the loss of life, pain and provides safe transportation. We are interested in your opinions that will help us to improve our services by answering the questions below.

Our goal is to provide **EXCELLENT** service to each and every citizen.

Please call 575-397-9308 if you have additional comments or questions. Thank you for your time.

Eric Enriquez, Fire Chief

Rate the service you received. Check the box that best describes your experience. If a question does not apply to you, skip to the next question.

What services did we provide or did you require assistance with?

- Medical Emergency
 Non-Emergency Transport
 Other
 Vehicle Accident
 Trauma

Comments:

1) The 911 call taker was prompt, courteous and competent.	Excellent	Good	Average	Fair	Poor
2) The 911 instructions given prior to arrival of the EMTs and Paramedics were:	Excellent	Good	Average	Fair	Poor
3) The crew presented themselves in a professional, concerned and caring manner.	Excellent	Good	Average	Fair	Poor
4) The crew was courteous to you and your family.	Excellent	Good	Average	Fair	Poor

5) The crew communicated effectively and answered your questions to your satisfaction.	Excellent	Good	Average	Fair	Poor
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6) The crew appeared to be well trained and knowledgeable.	Excellent	Good	Average	Fair	Poor
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7) The crew arrived in a timely manner.	Excellent	Good	Average	Fair	Poor
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8) You were transported in a safe manner.	Excellent	Good	Average	Fair	Poor
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9) The treatment given to you by the EMTs and Paramedics made you feel better.	Excellent	Good	Average	Fair	Poor
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10) Your overall experience with our service was:	Excellent	Good	Average	Fair	Poor
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide additional comments or suggestions for improvement: