**<Anytown> Fire Department**

**After-Incident Survey Database Directions**

To measure the satisfaction levels of our customers on our response to their emergency problems, the fire lieutenant in charge of the first unit on the scene should hand out after-incident surveys to the owner or responsible party on every call that requires completion of an NFIRS report. When these surveys are returned to the fire department, the results will be entered into an Excel spreadsheet that serves as the database for this project.

The spreadsheet has spaces for the name, address, etc. Enter this information in the appropriate fields. Since this information is voluntary, some surveys may not have this information. In those instances, just enter the word “anonymous” in the name field and leave the other fields empty.

If the person indicated that they wished to be contacted by the fire department, enter a **Y** in this field under Contact. If they circled No, or if they did not circle anything, enter an **N**.

Enter the comments from the survey word for word in the comments field in the database.

Questions 1 through 8 should be answered on every survey. Questions 9 through 18 should only be answered if the response was to a fire or fire related call (smoke scare, food on the stove, etc.), so there will be many surveys where questions 9 through 18 are not answered.

Questions 1 through 8 use a Likert scale for scoring, and to record the response a number must be assigned to the word choices on the survey. Use the following numbers when entering the results into the database.

Unacceptable = 1

Below Average = 2

Average = 3

Above Average = 4

Outstanding = 5

Questions 9 through 18 are Yes/No answers with a Don’t Know choice if the respondent does not know the answer. Enter **Y** for Yes, **N** for No, and **D** for Don’t Know.