



Office of the City Auditor

Date: November 7, 2008
To: Councilman Ed Ford
From: Gary L. White, City Auditor *Gary L. White*
Subject: Citizen Satisfaction Scores – Ambulance Users

During our presentation of the 2008 Citizen Survey, you asked for additional information related to satisfaction ratings for ambulance services by those who had used the service in the last year. Almost 13 percent of the respondents reported using ambulance services in the last year.

Respondents who had used ambulance services were significantly more satisfied with the quality of the service and how quickly public safety personnel respond to emergencies.

Comparison of Satisfaction Between Those Who Used the Ambulance Service and Others

Question	Percent Responding Satisfied or Very Satisfied		
	Used Ambulance Services	Did not use Ambulance Services	Variance (Used less Did not use)
Quality of local ambulance service	75.7%	49.4%	26.2%
How quickly public safety personnel respond to emergencies	67.3%	48.1%	19.2%

A shaded figure indicates a significant difference in the response between those who used ambulance services and those who did not.

If you have any questions, please contact me at 513-3320.

cc: Mayor Mark Funkhouser
Members of the City Council
Wayne Cauthen, City Manager