

02-12-09

FDNY EMS Patient Satisfaction Survey

In support of the Mayor's initiative to create citywide customer service standards that agencies are required to meet, FDNY is launching an online EMS Patient Satisfaction Survey. Accessible through the New York City Fire Department website <http://www.nyc.gov/fdny> <<http://www.nyc.gov/fdny>> , this 11 question survey gives patients and their families the opportunity to provide feedback to the FDNY on the service provided by EMS and the ambulances dispatched through the City's 911 system. The survey is anonymous and the results will be used to improve the quality of EMS patient service.

Ambulance patients can go to <http://www.nyc.gov/fdnyemssurvey> to participate in this anonymous survey.