



## Have Called Albuquerque's 9-1-1 In the Last Year to Request Emergency Medical Services

Question 39: In the last year, have you called Albuquerque's 9-1-1 to request emergency medical services?

	Total Sample (N=1615)	Ethnicity					Education					Income				
		Hispanic	Anglo	African Amer.	Native Amer. Indian	Asian	Some HS or Less	High School Grad.	Some College	4-Year College Grad.	Grad. Work/Degree	\$20,000 or Less	\$20,001 to \$35,000	\$35,001 to \$50,000	\$50,001 to \$75,000	Over \$75,000
Yes	11%	13%	10%	7%	11%	13%	17%	10%	12%	11%	9%	16%	10%	9%	8%	11%
No	88%	87%	89%	93%	89%	87%	83%	90%	87%	88%	91%	84%	90%	90%	92%	89%
Don't know/won't say	*	-	*	-	-	-	-	-	*	1%	-	-	-	1%	-	-

  

	Total Sample (N=1615)	Gender		Age				Length of Residency				Household Members Under 18		Number of People Living in Home			
		Male	Female	18-24 Years	25-34 Years	35-49 Years	50-64 Years	65 Years & Over	Less than 2 Years	2 to 5 Years	6 to 19 Years	20 Years or More	Yes	No	One	2 People	3 People or More
Yes	11%	11%	12%	12%	14%	8%	14%	11%	9%	10%	12%	11%	12%	11%	11%	12%	12%
No	88%	89%	88%	88%	86%	91%	86%	89%	91%	90%	87%	88%	88%	89%	89%	88%	88%
Don't know/won't say	*	*	*	-	-	*	-	*	-	-	1%	*	-	*	1%	*	-

  

	Total Sample (N=1615)	CPA								Type of Home		Rent or Own Home		
		West-side	SW Mesa/South Valley	Central ABQ	North Valley	Near Heights	Mid-Heights	East Gateway	Foot-hills	North ABQ	House	Apartment	Own	Rent
Yes	11%	9%	16%	12%	19%	12%	12%	13%	5%	6%	11%	13%	11%	12%
No	88%	90%	84%	88%	81%	88%	88%	87%	95%	94%	89%	87%	88%	88%
Don't know/won't say	*	1%	-	-	-	-	-	-	-	-	*	-	*	-

\* Less than 1% reported.

### Have Called Albuquerque's 9-1-1 In the Last Year to Report a Fire

Question 40: In the last year, have you called Albuquerque's 9-1-1 to report a fire?

	Total Sample (N=1615)	Ethnicity					Education					Income				
		Hispanic	Anglo	African Amer.	Native Amer. Indian	Asian	Some HS or Less	High School Grad.	Some College	4-Year College Grad.	Grad. Work/Degree	\$20,000 or Less	\$20,001 to \$35,000	\$35,001 to \$50,000	\$50,001 to \$75,000	Over \$75,000
Yes	2%	3%	2%	1%	1%	5%	1%	2%	4%	3%	1%	3%	3%	2%	3%	3%
No	97%	97%	97%	99%	99%	95%	97%	98%	96%	96%	99%	96%	97%	97%	97%	97%
Don't know/won't say	*	-	1%	-	-	-	2%	-	*	1%	-	1%	-	1%	-	-

  

	Total Sample (N=1615)	Gender		Age				Length of Residency				Household Members Under 18		Number of People Living in Home			
		Male	Female	18-24 Years	25-34 Years	35-49 Years	50-64 Years	65 Years & Over	Less than 2 Years	2 to 5 Years	6 to 19 Years	20 Years or More	Yes	No	One	2 People	3 People or More
Yes	2%	2%	3%	3%	4%	3%	2%	1%	1%	1%	4%	2%	3%	2%	1%	2%	3%
No	97%	98%	97%	97%	95%	97%	98%	99%	99%	99%	95%	98%	96%	98%	98%	98%	97%
Don't know/won't say	*	*	1%	-	1%	*	-	*	-	-	1%	*	1%	*	1%	1%	-

  

	Total Sample (N=1615)	CPA									Type of Home		Rent or Own Home	
		West-side	SW Mesa/South Valley	Central ABQ	North Valley	Near Heights	Mid-Heights	East Gateway	Foot-hills	North ABQ	House	Apartment	Own	Rent
Yes	2%	2%	8%	6%	1%	-	3%	2%	2%	-	2%	2%	3%	1%
No	97%	96%	92%	94%	99%	100%	97%	97%	98%	100%	97%	97%	97%	98%
Don't know/won't say	*	1%	-	-	-	-	-	2%	-	-	*	1%	*	1%

\* Less than 1% reported.

### Evaluation of How the 9-1-1 Call Was Handled

Among Those Who Have Called Albuquerque's 9-1-1 In the Last Year to Request Emergency Medical Services or Report a Fire

Question 41: How would you rate the handling of your call: excellent, very good, good, fair, or poor?

Total Responses (N=212)	Ethnicity					Education					Income				
	Hispanic	Anglo	African Amer.	Native Amer. Indian	Asian	Some HS or Less	High School Grad.	Some College	4-Year College Grad.	Grad. Work/Degree	\$20,000 or Less	\$20,001 to \$35,000	\$35,001 to \$50,000	\$50,001 to \$75,000	Over \$75,000
5 - Excellent	48%	50%	41%	31%	60%	52%	38%	52%	49%	49%	35%	48%	66%	55%	50%
4 - Very good	15%	12%	-	10%	15%	3%	17%	17%	15%	15%	18%	16%	17%	13%	11%
3 - Good	15%	16%	29%	36%	13%	16%	22%	14%	14%	10%	29%	7%	11%	11%	10%
2 - Fair	14%	15%	23%	14%	-	7%	23%	10%	15%	17%	7%	20%	6%	18%	20%
1 - Poor	7%	7%	7%	9%	12%	22%	1%	5%	7%	7%	11%	9%	-	1%	8%
Don't know/won't say	1%	1%	-	-	-	-	-	2%	-	2%	-	-	-	2%	2%
Mean †	3.8	3.8	3.9	3.4	4.1	3.6	3.7	4.0	3.8	3.8	3.6	3.7	4.4	4.0	3.8

  

Total Responses (N=212)	Gender		Age				Length of Residency				Household Members Under 18		Number of People Living in Home				
	Male	Female	18-24 Years	25-34 Years	35-49 Years	50-64 Years	65 Years & Over	Less than 2 Years	2 to 5 Years	6 to 19 Years	20 Years or More	Yes	No	One	2 People	3 People or More	
5 - Excellent	48%	44%	19%	33%	57%	56%	62%	9%	59%	48%	50%	42%	52%	43%	54%	46%	
4 - Very good	15%	14%	17%	14%	13%	14%	19%	9%	14%	11%	18%	15%	15%	14%	15%	15%	
3 - Good	15%	17%	27%	20%	5%	18%	13%	47%	7%	20%	11%	20%	13%	17%	16%	15%	
2 - Fair	14%	18%	20%	26%	13%	8%	5%	30%	20%	8%	16%	20%	11%	16%	6%	20%	
1 - Poor	7%	7%	17%	7%	11%	3%	-	6%	-	13%	4%	4%	9%	11%	8%	4%	
Don't know/won't say	1%	*	-	-	1%	1%	2%	-	-	-	2%	1%	1%	-	2%	1%	
Mean †	3.8	4.0	3.7	3.0	3.4	3.9	4.1	4.4	2.9	4.1	3.7	3.9	3.7	3.9	3.6	4.0	3.8

  

Total Responses (N=212)	CPA										Type of Home		Rent or Own Home	
	West-side	SW Mesa/South Valley	Central ABQ	North Valley	Near Heights	Mid-Heights	East Gateway	Foot-hills	North ABQ	House	Apartment	Own	Rent	
5 - Excellent	48%	21%	48%	47%	37%	80%	46%	36%	48%	49%	44%	52%	38%	
4 - Very good	15%	32%	8%	19%	18%	-	17%	11%	-	17%	13%	14%	14%	
3 - Good	15%	15%	26%	10%	18%	4%	30%	9%	3%	13%	30%	13%	24%	
2 - Fair	14%	9%	1%	18%	23%	10%	4%	27%	49%	14%	9%	15%	13%	
1 - Poor	7%	20%	11%	6%	4%	5%	3%	7%	-	6%	5%	6%	9%	
Don't know/won't say	1%	-	6%	-	-	-	-	10%	-	1%	-	1%	1%	
Mean †	3.8	4.1	3.2	3.9	3.8	3.6	4.4	3.5	3.5	3.9	3.8	3.9	3.6	

\* Less than 1% reported.

### Satisfaction With Timeliness of Response By Albuquerque Fire Department

Among Those Who Have Called Albuquerque's 9-1-1 In the Last Year to Request Emergency Medical Services or Report a Fire

Question 42: How satisfied were you with the timeliness of the response by Albuquerque Fire Department to your call? Would you rate them as excellent, very good, good, fair, or poor?

	Total Responses (N=212)	Ethnicity					Education					Income					
		Hispanic	Anglo	African Amer.	Native Amer. Indian	Asian	Some HS or Less	High School Grad.	Some College	4-Year College Grad.	Grad. Work/Degree	\$20,000 or Less	\$20,001 to \$35,000	\$35,001 to \$50,000	\$50,001 to \$75,000	Over \$75,000	
5 - Excellent	49%	49%	50%	50%	31%	36%	44%	34%	58%	58%	42%	39%	49%	51%	60%	53%	
4 - Very good	14%	16%	12%	-	10%	30%	18%	20%	11%	8%	21%	15%	13%	23%	13%	9%	
3 - Good	16%	18%	13%	-	38%	14%	-	28%	16%	12%	12%	22%	16%	18%	7%	8%	
2 - Fair	3%	3%	3%	-	5%	-	13%	3%	1%	-	4%	7%	4%	1%	-	5%	
1 - Poor	7%	8%	7%	20%	7%	-	22%	5%	2%	8%	7%	12%	8%	-	3%	9%	
They did not come	4%	3%	5%	-	-	14%	3%	8%	4%	-	6%	-	2%	-	10%	12%	
Don't know/won't say	6%	3%	9%	30%	9%	6%	-	1%	7%	14%	8%	4%	8%	7%	8%	4%	
<i>Mean f</i>	<i>4.1</i>	<i>4.0</i>	<i>4.1</i>	<i>3.9</i>	<i>3.6</i>	<i>4.3</i>	<i>3.5</i>	<i>3.8</i>	<i>4.4</i>	<i>4.2</i>	<i>4.0</i>	<i>3.6</i>	<i>4.0</i>	<i>4.3</i>	<i>4.5</i>	<i>4.1</i>	
	Total Responses (N=212)	Gender		Age				Length of Residency				Household Members Under 18		Number of People Living in Home			
		Male	Female	18-24 Years	25-34 Years	35-49 Years	50-64 Years	65 Years & Over	Less than 2 Years	2 to 5 Years	6 to 19 Years	20 Years or More	Yes	No	One	2 People	3 People or More
5 - Excellent	49%	50%	48%	13%	34%	70%	51%	59%	21%	49%	54%	49%	47%	51%	42%	51%	50%
4 - Very good	14%	13%	15%	12%	17%	13%	16%	12%	-	28%	5%	19%	15%	14%	16%	12%	15%
3 - Good	16%	19%	13%	62%	11%	1%	14%	15%	29%	3%	19%	15%	17%	14%	7%	16%	18%
2 - Fair	3%	2%	4%	-	8%	1%	3%	2%	-	-	5%	3%	6%	1%	1%	6%	1%
1 - Poor	7%	7%	7%	14%	12%	7%	4%	-	16%	3%	11%	5%	7%	7%	10%	6%	7%
They did not come	4%	4%	4%	-	8%	3%	4%	4%	-	-	5%	5%	6%	4%	5%	3%	5%
Don't know/won't say	6%	4%	8%	-	10%	4%	8%	7%	34%	16%	2%	5%	3%	9%	19%	5%	3%
<i>Mean f</i>	<i>4.1</i>	<i>4.1</i>	<i>4.1</i>	<i>3.1</i>	<i>3.6</i>	<i>4.5</i>	<i>4.2</i>	<i>4.4</i>	<i>3.2</i>	<i>4.4</i>	<i>3.9</i>	<i>4.2</i>	<i>4.0</i>	<i>4.1</i>	<i>4.0</i>	<i>4.0</i>	<i>4.1</i>
	Total Responses (N=212)	CPA										Type of Home		Rent or Own Home			
		West-side	SW Mesa/South Valley	Central ABQ	North Valley	Near Heights	Mid-Heights	East Gateway	Foot-hills	North ABQ	House	Apartment	Own	Rent			
5 - Excellent	49%	36%	52%	37%	33%	43%	68%	46%	59%	60%	50%	45%	52%	40%			
4 - Very good	14%	9%	10%	20%	32%	16%	7%	24%	11%	-	15%	18%	14%	16%			
3 - Good	16%	38%	13%	29%	11%	20%	5%	16%	9%	-	15%	11%	16%	15%			
2 - Fair	3%	-	2%	5%	7%	-	-	13%	4%	3%	2%	10%	1%	9%			
1 - Poor	7%	6%	21%	-	6%	7%	5%	-	-	6%	6%	5%	7%	9%			
They did not come	4%	4%	-	9%	4%	1%	5%	-	12%	31%	5%	-	5%	1%			
Don't know/won't say	6%	7%	2%	-	7%	13%	9%	2%	5%	-	6%	12%	6%	9%			
<i>Mean f</i>	<i>4.1</i>	<i>3.8</i>	<i>3.7</i>	<i>4.0</i>	<i>3.9</i>	<i>4.0</i>	<i>4.6</i>	<i>4.0</i>	<i>4.5</i>	<i>4.5</i>	<i>4.1</i>	<i>4.0</i>	<i>4.1</i>	<i>3.8</i>			

### Satisfaction With Service Provided By Albuquerque Fire Department Upon Arrival

Among Those Who Have Called Albuquerque's 9-1-1 In the Last Year to Request Emergency Medical Services Or Report a Fire

Question 43: How satisfied were you with the service provided by AFD upon arrival? Were you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

	Total Responses (N=212)	Ethnicity					Education					Income				
		Hispanic	Anglo	African Amer.	Native Amer. Indian	Asian	Some HS or Less	High School Grad.	Some College	4-Year College Grad.	Grad. Work/Degree	\$20,000 or Less	\$20,001 to \$35,000	\$35,001 to \$50,000	\$50,001 to \$75,000	Over \$75,000
4 - Very satisfied	60%	60%	59%	41%	44%	80%	60%	46%	72%	60%	49%	63%	55%	64%	66%	62%
3 - Somewhat satisfied	16%	20%	14%	10%	39%	-	7%	35%	17%	5%	10%	19%	22%	14%	10%	14%
2 - Somewhat dissatisfied	2%	5%	1%	-	5%	-	-	5%	2%	1%	4%	3%	5%	1%	-	3%
1 - Very dissatisfied	5%	6%	4%	20%	-	-	22%	2%	2%	7%	1%	8%	7%	-	3%	1%
They did not come	9%	7%	11%	-	2%	14%	11%	12%	4%	12%	12%	5%	2%	7%	11%	14%
Don't know/won't say	7%	3%	11%	30%	9%	6%	-	1%	4%	15%	23%	1%	8%	15%	10%	7%
Mean $\bar{x}$	3.6	3.5	3.7	3.0	3.5	4.0	3.2	3.4	3.7	3.6	3.7	3.5	3.4	3.8	3.8	3.7

  

	Total Responses (N=212)	Gender		Age				Length of Residency				Household Members Under 18		Number of People Living in Home			
		Male	Female	18-24 Years	25-34 Years	35-49 Years	50-64 Years	65 Years & Over	Less than 2 Years	2 to 5 Years	6 to 19 Years	20 Years or More	Yes	No	One	2 People	3 People or More
4 - Very satisfied	60%	61%	59%	42%	54%	76%	56%	65%	25%	56%	61%	63%	63%	58%	50%	61%	63%
3 - Somewhat satisfied	16%	14%	18%	44%	13%	8%	19%	9%	38%	13%	17%	14%	18%	15%	12%	14%	19%
2 - Somewhat dissatisfied	2%	3%	2%	-	2%	1%	4%	3%	-	-	1%	4%	2%	3%	3%	2%	3%
1 - Very dissatisfied	5%	6%	5%	14%	8%	4%	3%	-	-	3%	9%	4%	4%	6%	11%	5%	3%
They did not come	9%	10%	8%	-	10%	6%	8%	17%	-	11%	9%	10%	9%	9%	5%	12%	8%
Don't know/won't say	7%	6%	9%	-	13%	4%	10%	5%	37%	16%	3%	6%	4%	10%	19%	7%	4%
Mean $\bar{x}$	3.6	3.5	3.6	3.1	3.5	3.7	3.6	3.8	3.4	3.7	3.5	3.6	3.6	3.5	3.3	3.6	3.6

  

	Total Responses (N=212)	CPA									Type of Home		Rent or Own Home	
		West-side	SW Mesa/South Valley	Central ABQ	North Valley	Near Heights	Mid-Heights	East Gateway	Foot-hills	North ABQ	House	Apartment	Own	Rent
4 - Very satisfied	60%	46%	54%	47%	47%	55%	76%	67%	70%	77%	62%	54%	63%	48%
3 - Somewhat satisfied	16%	39%	17%	21%	20%	23%	3%	11%	4%	-	13%	28%	13%	27%
2 - Somewhat dissatisfied	2%	-	-	9%	3%	4%	-	8%	-	3%	2%	5%	1%	5%
1 - Very dissatisfied	5%	-	21%	5%	-	4%	5%	-	-	-	5%	-	5%	5%
They did not come	9%	6%	5%	15%	23%	-	8%	9%	17%	20%	10%	3%	10%	7%
Don't know/won't say	7%	9%	2%	4%	7%	14%	7%	5%	10%	-	8%	9%	7%	7%
Mean $\bar{x}$	3.6	3.5	3.1	3.4	3.6	3.5	3.8	3.7	3.9	3.9	3.6	3.6	3.6	3.4

## Specific Concerns Regarding the Medical or Fire Response (Unaided Responses)

Question 44: Did anything concern you regarding the medical or fire response? (IF YES) What, specifically, concerned you regarding the medical or fire response?

	<i>Total Responses (N=212)</i>
No, did not have any concerns	82%
Took too long to get there	7%
No sense of urgency	4%
Rude/impersonal	2%
Unprofessional/unskilled	2%
Not helpful	1%
Too many people came into the house	1%
Did not talk to us	*
They did not respond	*
Don't know/won't say	4%

\* Less than 1% reported.

Note: The sum of the percentages exceeds 100% due to multiple responses.