



Woodburn Fire District is committed to providing the highest quality of services possible to our constituents while maintaining financial responsibility. Recently WFD put together a Strategic Planning Team comprised of members representing major groups within the District. The goal of this group is to develop a plan for our organization to use as a roadmap now and in the future to achieve and maintain the highest level of service and efficiency to those we serve.

We are currently seeking input from members of our community and would appreciate you filling out the enclosed survey as completely as possible. You may return the survey by any of the following means:

- Drop off at our HQ station (Monday-Friday - 8:00AM-5:00PM): 1776 Newberg Hwy. – Woodburn, Oregon 97071
- Send via mail: 1776 Newberg Hwy. – Woodburn, Oregon 97071
- Fax to: (503) 981-5004
- Scan and email to: jeremy@woodburnfire.com

We appreciate your participation as we strive to provide the best possible service to those we serve.

Thank you!

Woodburn Fire District Resident Feedback Survey

1. How long have you resided within the Woodburn Fire District? _____
 - Are you a registered voter in the Fire District? _____

2. Do you currently live within the city limits of:
Woodburn? _____ Gervais? _____ Neither? _____

3. Do you own a business located within Woodburn Fire District? _____

4. Do you currently have or have you had in the past any official relationship with the Fire District (employee, POCV, board member, vendor, etc.)? _____
 - If yes, please describe your relationship with the Fire District.

5. Are you aware Woodburn Fire District provides the following services? (Check the services of which you are aware.)
 - _____ Fire Protection
 - _____ Fire Education
 - _____ Fire Inspections
 - _____ Emergency Medical Services (including motor vehicle accidents and rescues)
 - _____ Hazardous Materials Response
 - _____ CERT (Community Emergency Response Team)
 - _____ Business Pre-Fire Plans Review
 - _____ Public Service Assistance (Lift Assists, Elevator Rescue, etc.)

6. Please rank the services you feel are important ***in order*** 1-8 with 1 being most important:
 - _____ Fire Protection
 - _____ Fire Education
 - _____ Fire Inspections
 - _____ Emergency Medical Services (including motor vehicle accidents and rescues)
 - _____ Hazardous Materials Response
 - _____ CERT (Community Emergency Response Team)
 - _____ Business Pre-Fire Plans Review
 - _____ Public Service Assistance (Lift Assists, Elevator Rescue, etc.)

7. Are you aware of any problems in the above areas? _____

- If yes, please explain.

8. Have you ever used any of the above services? _____

- If yes, please explain.

9. Are there services which you wish to see provided by the Fire District that you believe are not currently provided?

10. Are there services in the above list which you feel **should not** be the responsibility of the Fire District?

11. Do you have any concerns about the services we provide? _____

- If yes, please explain.

12. Have you heard of any complaints or specific praises concerning the Fire District? _____

- If yes, please explain.

13. How would you rate the overall services on a scale of **1 – 10**? (1 being poor and 10 indicating perfection)? _____

14. Do you currently know the tax rate that Woodburn Fire District levies? _____

- If yes, what is your satisfaction level on taxes you pay and the value of services you receive?

Very satisfied _____ Satisfied _____ Neutral _____

Dissatisfied _____ Very dissatisfied _____

15. Do you feel your District taxes paid are:

Too low? _____

About right? _____

Too high? _____

16. How would you feel if WFD charged a fee for service for services provided which are not mandated by law?

Support _____ Oppose _____ Would depend on fee _____ Undecided _____

17. Have you ever considered becoming a volunteer firefighter? _____

- If yes, what are the reasons you decided not to join?

18. When Woodburn Fire District solicited our current bond, we committed to the citizens that we would not go out for another bond until the current 20 year bond is paid, unless absolutely necessary. With the many challenges we face in providing the highest level and quality of service, WFD may ask voters to approve another bond for capital purchases. If this is necessary, would you be more inclined to:

Support it _____ Oppose it _____ Undecided at this time _____

19. Any additional comments:

Thank you for completing the survey!

