

Florida Poison Information Center/Jacksonville  
Public Satisfaction Survey  
2010  
24 hour time period

Date	# of callers surveyed/ # made	Refused to answer (#)	Were you satisfied with quickness of answer?	Were you satisfied with advice given?	Do you feel the Poison Center serves a necessary function?	Would you use the poison center again if necessary?
3 <sup>rd</sup> qtr. FY 09-10 1-3/10 3/30/10 *	25/91	2	24/25  96%	24/25  96%	25/25  100%	25/25  100%
4 <sup>th</sup> qtr. FY 09-10 4-6/10 5/3/10 #	27/66	5	27/27  100%	27/27  100%	27/27  100%	27/27  100%
1 <sup>st</sup> qtr. FY 10-11 7-9/10 8/7/10 &	25/65	0	25/25  100%	24/25  96%	25/25  100%	25/25  100%
2 <sup>nd</sup> qtr. FY 10-11 10-12/10						

\* Everyone is really great!  
Would not want to talk to the same person again.  
Very happy with service, 150%.  
The best! Loves the service.  
Very happy.

# Very satisfied.  
I was very scared and they kept me calm.  
Would use again in a moment without thinking twice.

& Very helpful  
110% happy.  
Very reassuring.  
Rude response.