

Florida Poison Information Center/Jacksonville
Public Satisfaction Survey
2004
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 vital and necessary function?	Would you use the poison center again if necessary?
3 rd qtr. FY 03-04 1-3/ 2004	22/67 2/13/04	1/67	21/21 100%	21/21 100%	21/21 100%	21/21 100%
4 th qtr. FY 03-04 4-6/ 2004	24/63 6/23/04	0/63	23/24 96%	23/24 96%	23/24 96%	24/24 100%
1 st qtr. FY 04-05 7-9/ 2004	25/79 9/30/04	0/79	25/25 100%	24/25 96%	24/25 96%	24/25 96%
2 nd qtr. FY 04-05 10-12/ 2004	17/62 12/11/04	1/62	17/17 100%	17/17 100%	17/17 100%	17/17 100%