

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 rd 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 th qtr. FY 09-10 4-6/10						
1 st qtr. FY 10-11 7-9/10						
2 nd 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.