

Stephen M. Wontrobski  
[REDACTED]  
[REDACTED]  
[REDACTED]

August 8, 2013

Ms. Sherry Wentz  
Orange County Fire Authority  
1 Fire Authority Road  
Irvine, CA 92619

Ref: Public Document Review Request  
Customer/Patient Complaints

Dear Ms. Wentz:

This letter is a public document review request.

In accordance with your previous request, I now provide you the attached twelve page listing of customer/patient complaints. The listing covers various customer/patient complaints from April 1, 2011 through April 30, 2013. The complaints include the report date and incident number that you requested, as well as, the battalion and engine number.

With regard to the complaint listing, I wish to review the following:

- a) All OCFA internal documents, including but not limited to, notes, memos, letters, e-mails, and reports related to each customer/patient complaint.
- b) All OCFA documents, including but not limited to, notes, memos, letters, e-mails, and reports related to each customer/patient complaint, that was provided to the Orange County Emergency Medical Services (OCEMS) in accordance with Orange County EMS Policy/Procedure #700.00, Paragraph III, Subparagraph 9(d). This section requires the OCFA:

"To notify the OCEMS of all unusual incidents involving medical aid responses including but not limited to: 1) Patient complaints."

Also, please advise me when I will be able to review the documents described in my attached May 1, 2013 letter. You previously advised me that you were reviewing over two hundred documents that might be applicable to this request.

I thank you for your assistance in this review.

Sincerely,



Stephen M. Wontrobski

Stephen M. Wontrobski



May 1, 2013

Ms. Sherry Wentz  
Orange County Fire Authority  
1 Fire Authority Road  
Irvine, CA 92619

Ref: March 23, 2013 Public Document Review Request

Dear Ms. Wentz:

This letter responds to your April 30, 2013 verbal request to me to provide additional specificity regarding Items 1 and 2 of my March 23, 2013 public document review request.

I am interested in reviewing only letters and e-mails from January 1, 2010 through March 22, 2013, which address customer service and complaints related to patient care, from Dr. Samuel Stratton, EMS Medical Director, and Tammi McConnell, EMS Program Manager, to the OCFA, and the OCFA responses to those letters and e-mails,.

I again thank you for your assistance in this review.

Sincerely,

A handwritten signature in black ink, appearing to read "Stephen M. Wontrobski".

Stephen M. Wontrobski

:ocfapubdoc5-1-13

## OCFA CUSTOMER SATISFACTION SURVEY ANALYSIS

|                     |       |     |          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|---------------------|-------|-----|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| April 1-30, 2013    | 15311 | B-7 | 54       | They made rude comments, saying to one another they have been to my home before and putting their equipment on my couches. Laughing and making jokes and saying she has had 3 neck surgeries, the usual, humiliating me. Who cares that I was sick. Laughter and telling jokes among themselves to my neighbors is not professional. These firemen know nothing about my medical condition. They should not be discussing my personal life with my neighbors. I have had 3 neck surgeries, 1 back surgery pending. My records are extensive all they do is transport and make a quick response. They lack good bedside manner, and their actions were abuse of power. 4/10/2013 sent complaint to B7 BC. |
| April 1-30, 2013    | 25920 | B-2 | 10       | My address is difficult to find. I tried to explain that to the dispatcher, and he cut me off and very condescendingly said, "We have special maps." Because of this, the paramedics went to the wrong address at first. My mom was unresponsive, and time was of the essence. The dispatcher should have listened and relayed the information. 4/17/2013 sent complaint to ECC BC.                                                                                                                                                                                                                                                                                                                      |
| April 1-30, 2013    | 21992 | B-1 | 44       | Two of the fire department personnel were very rude, unkind, and disrespectful. 4/5/2013 sent complaint to B1 BC.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| March 1-31, 2013    | 11083 | B-8 | Medic 17 | I would like to discuss the reason for so many personnel responding to our request for service. There were 2 police vehicles, 1 paramedic vehicle, 1 private vehicle, and 1 ladder rig. 3/7/2013 sent FAQ - sent copy of survey to answer question to B8 BC.                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| March 1-31, 2013    | 12196 | B-8 | 13       | I experienced a minor stroke (TIA), my right side is still weaker, and right leg is regaining movement. Neither EMT nor paramedic treated me for stroke, and they did not get information regarding heart problems from my medical alert bracelet. 3/7/2013 sent complaint to B8 BC.                                                                                                                                                                                                                                                                                                                                                                                                                     |
| March 1-31, 2013    | 9218  | B-2 | 32       | Captain was rude and shook finger at me. 3/7/2013 sent complaint to B2 BC.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| February 1-28, 2013 | 93784 | B-9 | 74       | Not satisfied with service, my 17-year-old daughter could not breathe. Fire department told me they were not worried, and assumed she was faking her breathing. No oxygen was provided to her at all, not even on the way to the hospital. She had a very scary experience. Once at the hospital, I was told by the staff she was very critical. 2/11/2013 complaint letter attached - sent to B9 BC.                                                                                                                                                                                                                                                                                                    |
| February 1-28, 2013 | 10609 | B-7 | 58       | Paramedic were judgmental and condescending regarding our decision to have our daughter at a mid-wife. The entire team was covered in tattoos. Jason seemed to be trying to use scare tactics while we were trying to remain calm. He was highly inappropriate in comparing our newborn to his own 18 month-old twins. He was incredibly rude! 02/28/2013 sent complaint to B7 BC.                                                                                                                                                                                                                                                                                                                       |
| February 1-28, 2013 | 1932  | B-7 | 31       | I have never called the fire department, so I can't answer this questionnaire. If you mean tagging along with paramedics - it's a waste of time and money! What is the purpose? This should end. What if someone had a fire? 2/7/2013 complaint handled by BC McMaster.                                                                                                                                                                                                                                                                                                                                                                                                                                  |

## OCFA CUSTOMER SATISFACTION SURVEY ANALYSIS

|                     |       |     |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|---------------------|-------|-----|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| April 1-30, 2013    | 15311 | B-7 | 54 | They made rude comments, saying to one another they have been to my home before and putting their equipment on my couches. Laughing and making jokes and saying she has had 3 neck surgeries, the usual, humiliating me. Who cares that I was sick. Laughter and telling jokes among themselves to my neighbors is not professional. These firemen know nothing about my medical condition. They should not be discussing my personal life with my neighbors. I have had 3 neck surgeries, 1 back surgery pending. My records are extensive all they do is transport and make a quick response. They lack good bedside manner, and their actions were abuse of power. 4/10/2013 sent complaint to B7 BC.                                                                                                                  |
| February 1-28, 2013 | 10069 | B-6 | 9  | I may file a lawsuit against OCFA. Clean-up your fire department and entire protocol and train/hire competent people. Door Service? I'm never calling 911 again. Terrible County funded program with horrible treatment, and even worse response time. 2/20/2013 No contact information provided. Sent copy CSS survey to B6 BC as FYI.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| February 1-28, 2013 | 3220  | B-6 | 7  | My father's back was injured by paramedics when he was moved using some sort of sling. He went to the hospital for pneumonia and ended up being in severe pain that he needed to go to a board and care, and was put on morphine and died on February 1, 2013. I had contacted Laurent Replace and have not heard from him. 2/13/2013 sent complaint to B6 BC.                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| February 1-28, 2013 | 7335  | B-5 | 36 | The fireman that helped me out was nice enough. However, the other firemen who were standing around and doing nothing except making dismissive and antagonizing comments, such as, "This is no big deal, accidents happen." These comments were out of line and unprofessional. They don't know the facts of the accident or apparently the law. Yes, people are expected to stop at red lights, even pretty 18-year-old girls. Maybe they should make a practice of keeping their mouths shut! They seemed more interested in making excuses for why she's not expected to stop at red lights than doing anything productive. In summary, if you don't know the facts of an accident, even if you do, keep your mouths shut and do your job! 2/26/2013 no contact information provided on survey - sent to B5 BC as FYI. |
| February 1-28, 2013 | 6414  | B-2 | 32 | I called 911 and asked for an ambulance, nothing else, to transport my wife to the hospital. Instead, I got 2 ambulances and a fire truck plus 8 people milling around in my house. Later, I received an obscenely high invoice from the ambulance company. They explained that they themselves have no paramedics and therefore call the fire department for assistance. What a racket. I should have simply called a cab. 03/05/2013 sent to B2 BC.                                                                                                                                                                                                                                                                                                                                                                     |
| January 1-31, 2013  | 2443  | B-6 | 60 | I couldn't get an answer when I called 911 (waited 10 minutes). I had someone run to the nearest station. Once notified, their response was great. Patient died. 1/30/2013 sent concern to BC ECC.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

## OCFA CUSTOMER SATISFACTION SURVEY ANALYSIS

|                     |        |     |          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| April 1-30, 2013    | 15311  | B-7 | 54       | They made rude comments, saying to one another they have been to my home before and putting their equipment on my couches. Laughing and making jokes and saying she has had 3 neck surgeries, the usual, humiliating me. Who cares that I was sick. Laughter and telling jokes among themselves to my neighbors is not professional. These firemen know nothing about my medical condition. They should not be discussing my personal life with my neighbors. I have had 3 neck surgeries, 1 back surgery pending. My records are extensive all they do is transport and make a quick response. They lack good bedside manner, and their actions were abuse of power. 4/10/2013 sent complaint to B7 BC.                                                                                             |
| January 1-31, 2013  | 1175   | B-6 | 60       | It would be important to take a better report of not only what happened, but what the symptoms were when the concussion happened. My son had seizure activity immediately after the collision, which other people witnessed, but were not asked about it. He continued for about 5 minutes. I don't think the ER was aware of all that. 1/31/2013 sent question/concern to B6 BC.                                                                                                                                                                                                                                                                                                                                                                                                                    |
| January 1-31, 2013  | 103286 | B-6 | 5        | It seemed strange to me to have to have my smoke alarms checked out when I wanted to get to the E.R. to be with my wife. 1/9/2013 sent to B6 BC.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| January 1-31, 2013  | 97522  | B-4 | 222      | Retire the rude fireman that came to my unit. He does a disservice to the OCFA, and to the people who call on him for help. 1/28/2013 sent to B4 BC.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| December 1-31, 2012 | 91744  | B-1 | 2        | Ambulance service needs to train their employees on customer service. 12/19/2012 sent to BC EMS as FYI as no contact information was provided.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| December 1-31, 2012 | 85915  | B-1 | 48       | This is not a complaint. However, I received this survey and thought you may want to know of this minor incident. I would like to encourage some prevention of this from happening in the future of others. I think it would be beneficial to all people involved if this did not happen again. Please see the enclosed pictures showing some black spots left in my carpeting by the paramedics responding to my emergency. I'm fortunate enough to be able to afford an extra carpet cleaning, however not everyone can. In my opinion these marks were left by either the equipment boxes being placed on the floor or the kneeling of the paramedics. No foot prints were visible. Just wanted to give you a heads up. I thank you and I appreciate everything you do. 12/31/2012 sent to B1 BC. |
| December 1-31, 2012 | 93947  | B-2 | 32       | I would appreciate a call back at the number listed below. Thank you.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| December 1-31, 2012 | 96017  | B-9 | Medic 77 | You need Spanish speaking personnel. 12/27/2012 sent complaint to B9 BC.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| December 1-31, 2012 | 93424  | B-9 | Truck 76 | The ambulance driver lacked professionalism as we drove to the hospital. He rolled the window down and spit; it was disgusting and rude. 12/17/2012 sent complaint to B9 BC                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| November 1-30, 2012 | 83507  | B-4 | 22       | Your personnel lifted the patient from his bed and dropped him on the gurney with a loud thud, and patient yelled. The same person knocked off a lamp. Some training on patient handling? And sensitivity on properties? 11/14/2012 sent to BC EMS / B4 BC as FYI - no contact information provided.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

## OCFA CUSTOMER SATISFACTION SURVEY ANALYSIS

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| April 1-30, 2013     | 15311 | B-7 | 54   | They made rude comments, saying to one another they have been to my home before and putting their equipment on my couches. Laughing and making jokes and saying she has had 3 neck surgeries, the usual, humiliating me. Who cares that I was sick. Laughter and telling jokes among themselves to my neighbors is not professional. These firemen know nothing about my medical condition. They should not be discussing my personal life with my neighbors. I have had 3 neck surgeries, 1 back surgery pending. My records are extensive all they do is transport and make a quick response. They lack good bedside manner, and their actions were abuse of power. 4/10/2013 sent complaint to B7 BC. |
| November 1-30, 2012  | 87302 | B-9 | 75   | I understand, but they can be jaded and sarcastic if it doesn't appear to be life threatening to them. When they took me to the hospital they did not communicate my problem thoroughly to the ER. As an emergency, I felt like a cry baby who didn't warrant human care. 11/21/2012 no contact information provided.                                                                                                                                                                                                                                                                                                                                                                                    |
| November 1-30, 2012  | 88393 | B-9 | 77   | The paramedic did not want to take teacher (? Word) to ER. Paramedic said that heart, blood sugar, lungs were all okay. I advised Captain that teacher (? Teacher or means patient) had slurred speech, unable to complete sentences, and he had loss of motor skills in my office. 11/30/2012 sent to B9 BC to call school nurse - contact information on survey.                                                                                                                                                                                                                                                                                                                                       |
| September 1-30, 2012 | 61889 | B-1 | 64   | I live very close to the fire department and the time frame was too long. Operator would not let me go outside to help them find my apartment. They were at the other end of my building and took extra time to find me, and only after I went outside to tell them where my apartment was. Leisure World numbering can be confusing. 9/7/2012 complaint sent to B1 BC.                                                                                                                                                                                                                                                                                                                                  |
| September 1-30, 2012 | 69451 | B-1 | 65   | I need to discuss transport problem with paramedics. 9/19/2012 clerk's office called patient                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| September 1-30, 2012 | 63856 | B-1 | ET66 | One firefighter who came was not very nice. While one firefighter took my vital signs, another firefighter was standing there with the most unpleasant look, and he kept telling me, "Why can't someone drive you to the hospital?" I replied, "I am in really bad pain and need to get to the hospital." It appears that he didn't care. 09/06/2012 sent complaint and attached complaint letter to B1 BC.                                                                                                                                                                                                                                                                                              |
| September 1-30, 2012 | 57791 | B-5 | 4    | Fire Authority did not listen to victim regarding their own car towing insurance. They called city department instead of AAA Insurance, costing victim a sum of money. They assumed DUI and were incorrect, it was due to injury. They did not listen to victim. 9/18/2012 sent complaint to B5 BC.                                                                                                                                                                                                                                                                                                                                                                                                      |
| September 1-30, 2012 | 66895 | B-6 | 50   | With blood running from my nose and face, they took blood sample from my little finger? 9/18/2012 sent to B6 BC.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |



## OCFA CUSTOMER SATISFACTION SURVEY ANALYSIS

|                   |       |     |          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| April 1-30, 2013  | 15311 | B-7 | 54       | They made rude comments, saying to one another they have been to my home before and putting their equipment on my couches. Laughing and making jokes and saying she has had 3 neck surgeries, the usual, humiliating me. Who cares that I was sick. Laughter and telling jokes among themselves to my neighbors is not professional. These firemen know nothing about my medical condition. They should not be discussing my personal life with my neighbors. I have had 3 neck surgeries, 1 back surgery pending. My records are extensive all they do is transport and make a quick response. They lack good bedside manner, and their actions were abuse of power. 4/10/2013 sent complaint to B7 BC. |
| August 1-31, 2012 | 57304 | B-4 | 22       | Upon calling 911, the line was not clear and they kept me waiting, so I had to hang up and call back, which too much time was wasted for this when I had an emergency. 8/21/2012 sent to ECC BC.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| August 1-31, 2012 | 50796 | B-8 | 62       | When the paramedics arrived, I told them my kidney hurt, but when I was in the hospital I was sent to x-ray because of back pain and to look for broken bones? Why did they not have correct information that it was my kidney? 08/09/2012 sent complaint to B8 BC.                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| August 1-31, 2012 | 48472 | B-8 | 63       | I would like to make my comment regarding this question over the phone with a qualified authority who is in charge. 8/23/2012 strongly disagree marks on Q4, 5, and 7 - sent complaint to B8 BC.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| July 1-31, 2012   | 44620 | B-2 | 10       | Discrimination 07/25/2012 sent to B2 BC.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| July 1-31, 2012   | 34113 | B-2 | Medic 32 | The person in charge was condescending and unsupportive, very short and snappy, with no interpersonal skills, which were needed under the circumstances. The others were very helpful and compassionate. 7/25/2012 sent complaint to B2 BC.                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| July 1-31, 2012   | 45070 | B-4 | 222      | The fireman who came to the house said that they had more important things to do than assist the patient get to the hospital! Our doctor said explicitly that we should call 911 and not go ourselves. Doctor's Ambulance also tells us to call 911 first. Doctor's Ambulance responded and took us to the hospital. 7/12/2012 sent complaint to B4 BC.                                                                                                                                                                                                                                                                                                                                                  |
| July 1-31, 2012   | 45930 | B-7 | 24       | The fireman did not assist me when I could not breathe. 07/25/2012 sent complaint to B7 BC.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| July 1-31, 2012   | 46839 | B-8 | 46       | My husband, clearly stated that I fell, injuring my shoulder. I had no loss of consciousness or bleeding. Two ambulances and a fire truck arrived all with sirens on. I feel that is over kill and a waste of tax payer money. Are the crews really that bored? 8/7/2012 sent complaint to B8 BC.                                                                                                                                                                                                                                                                                                                                                                                                        |

## OCFA CUSTOMER SATISFACTION SURVEY ANALYSIS

|                  |       |     |          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|------------------|-------|-----|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| April 1-30, 2013 | 15341 | B-7 | 54       | They made rude comments, saying to one another they have been to my home before and putting their equipment on my couches. Laughing and making jokes and saying she has had 3 neck surgeries, the usual, humiliating me. Who cares that I was sick. Laughter and telling jokes among themselves to my neighbors is not professional. These firemen know nothing about my medical condition. They should not be discussing my personal life with my neighbors. I have had 3 neck surgeries, 1 back surgery pending. My records are extensive all they do is transport and make a quick response. They lack good bedside manner, and their actions were abuse of power. 4/10/2013 sent complaint to B7 BC.                             |
| June 1-30, 2012  | 36172 | B-1 | 48       | I feel that it's quite overwhelming when all personnel stand around the patient. After the assessment some could back off, unless called by the leader. Also some of the questions are redundant, such as in our case the patient had most helped at hand. Maybe should ask was their appearance poor, if called at early morning. They are employed to look professional, not like street people, messy, yawning, and inattentive. I worked nights and was never allowed to appear that way, but grateful for their services. (signed Leisure World President) 6/12/2012 No contact information provided.                                                                                                                           |
| June 1-30, 2012  | 36495 | B-2 | 10       | I spoke with BC after event, and I believe the all site issue that occurred was resolved. I purposely left two questions unanswered. No need to call on my part - complaint sent to BC on 05/24/2012                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| June 1-30, 2012  | 35578 | B-2 | Medic 32 | It took 10 minutes for the fire department to arrive. I can get to the closest fire station on foot in 10 minutes. My husband was in full cardiac arrest, nothing was explained to me, even when they finally got a pulse, they did not tell me. I had to ask. However, I still believe he got good care, which I appreciate. 6/20/2012 sent complaint to B2 BC.                                                                                                                                                                                                                                                                                                                                                                     |
| June 1-30, 2012  | 36998 | B-5 | 36       | We had two 911 calls relatively close to each other and I don't know which one this survey refers to. One was fine; the other was not due to the dispatcher. For the one that wasn't, we made two attempts to reach 911 by landline, which yielded a fast busy. I had to switch to cell phone to get through. On that call, dispatcher was somewhat argumentative in providing unsolicited medical advice that was counterproductive to patient's medical history and circumstances. As previous volunteer paramedic, I was trying to explain circumstances and why her directives were not viable and applicable, and she would not listen. I finally very intentionally hung-up on her. 6/18/2012 no contact information provided. |
| May 1-31, 2012   | 20950 | B-1 | 48       | Their skills for medical emergency diagnosis and decision making are very, very poor. I suggest they receive additional training before their extreme lack of knowledge causes further injury to the public in answering medical emergencies. 5/7/2012 complaint letter sent to B8 BC.                                                                                                                                                                                                                                                                                                                                                                                                                                               |



## OCFA CUSTOMER SATISFACTION SURVEY ANALYSIS

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| April 1-30, 2013 | 15311 | B-7 | 54       | They made rude comments, saying to one another they have been to my home before and putting their equipment on my couches. Laughing and making jokes and saying she has had 3 neck surgeries, the usual, humiliating me. Who cares that I was sick. Laughter and telling jokes among themselves to my neighbors is not professional. These firemen know nothing about my medical condition. They should not be discussing my personal life with my neighbors. I have had 3 neck surgeries, 1 back surgery pending. My records are extensive all they do is transport and make a quick response. They lack good bedside manner, and their actions were abuse of power. 4/10/2013 sent complaint to B7 BC. |
| May 1-31, 2012   | 28025 | B-2 | 10       | They took around 30 minutes for arrival; dispatch kept saying they would be here in just a couple of minutes. I was told by officer delay was because of change of shift. I called around 6:15 p.m. 5/10/2012 no contact information provided.                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| May 1-31, 2012   | 33290 | B-2 | Truck 34 | My daughter had a grand mal seizure, which I explained. She was still in it, they did not wait until over, began blood taking, pressure cuff, and she began fighting, also not unusual. Fell out of bed, fell into back of closet. Ended up with a bump on head, huge bruise on arm and very sore. In a case like this your crew should be educated, to wait until seizure is over, as recommended in books on care of an epileptic seizure. I would appreciate talking to someone about this matter, as I'm quite upset. 5/24/2012 sent to B2 BC.                                                                                                                                                       |
| May 1-31, 2012   | 22434 | B-4 | 222      | Firefighter immediately accused caregiver of having problems with patient upon arrival. Patient was hallucinating and caregiver was unable to provide further treatment. There were no issues as firefighter accused. Firefighter acted improperly, rather than care for patient. 5/7/2012 sent complaint to B4 BC.                                                                                                                                                                                                                                                                                                                                                                                      |
| May 1-31, 2012   | 22504 | B-4 | 222      | I was not present for this call, but dad was taken twice in 3 days, unnecessarily to the hospital for shoulder and chest pain from a recent fall. There must be a better way to distinguish between a heart attack and muscle pain than spending thousands of dollars at the emergency room. But so far I have learned that everyone just needs to cover their behinds. 5/8/2012 sent complaint to B4 BC.                                                                                                                                                                                                                                                                                                |
| May 1-31, 2012   | 31273 | B-4 | 222      | On May 3, 2012 at 2:30 a.m., my wife fell in the bathroom and was bleeding, and she was taken to emergency and had 16 stitches were done on her face. One of the fire department lead person talked down to me and said, "We will not come again." My wife, Veena has fallen twice in one week, I was devastated. 5/17/2012 sent complaint to B4 BC.                                                                                                                                                                                                                                                                                                                                                     |
| May 1-31, 2012   | 27465 | B-5 | 36       | One of the paramedics stated, "No loss of consciousness," and likely wrote this down. I was not asked if I lost consciousness. I believe that I was knocked out by a blow to the head for 2-5 seconds. 5/9/2012 sent to B5 BC.                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| May 1-31, 2012   | 33568 | B-6 | 9        | Firemen slowly got out of truck and got equipment knowing that a patient had trouble breathing. They showed no interest in hurrying. 5/30/2012 sent complaint to B6 BC.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

## OCFA CUSTOMER SATISFACTION SURVEY ANALYSIS

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| April 1-30, 2013 | 15711 | 8-7 | 54       | They made rude comments, saying to one another they have been to my home before and putting their equipment on my couches. Laughing and making jokes and saying she has had 3 neck surgeries, the usual, humiliating me. Who cares that I was sick. Laughter and telling jokes among themselves to my neighbors is not professional. These firemen know nothing about my medical condition. They should not be discussing my personal life with my neighbors. I have had 3 neck surgeries, 1 back surgery pending. My records are extensive all they do is transport and make a quick response. They lack good bedside manner, and their actions were abuse of power. 4/10/2013 sent complaint to B7 BC. |
| May 1-31, 2012   | 27311 | 8-7 | 31       | I have already discussed with OCFA supervisor. 5/9/2012 no contact information provided.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| May 1-31, 2012   | 23354 | 8-7 | Truck 45 | 5/18/2012 survey with attached complaint letter sent to B7 BC.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| April 1-30, 2012 | 3642  | 8-7 | 45       | It took 17 minutes for the fire department to arrive at the scene. If I did not remain and continue to fight the fire myself, we would have lost the entire house. 4/10/2012 sent complaint to B7 BC.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| April 1-30, 2012 | 18588 | 8-8 | 13       | I was strongly disappointed with the behavior of the fire department. They laughed at the paramedics and made jokes in front of the kindergarten room of our school. It was a scary situation and all teachers were treated rudely. 4/23/2012 sent complaint to B8 BC.                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| April 1-30, 2012 | 25743 | 8-8 | Truck 46 | Female attendant had condescending attitude, she made it more difficult for me when I was already understandably in a vulnerable situation due to my incapacity. She made it a bad experience for me. 5/1/2012 sent complaint to B8 BC.                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| March 1-31, 2012 | 18221 | 8-1 | 48       | I thought they would arrive quicker since our son couldn't breathe. 4/3/2012 no contact information provided.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| March 1-31, 2012 | 14867 | 8-4 | 22       | Speak to gentlemen that argued (unknown word) on whether patient was having a stroke. He said, she is old, it's just dementia. It was a stroke. 3/20/2012 sent complaint to B4 BC.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| March 1-31, 2012 | 16618 | 8-5 | 36       | Paramedic or fire department person dropped the needle on the floor then used the same contaminated needle. A female personnel, either ambulance or firefighter yelled, "Did you use that needle," and male person said, Yes! As a result, my right hand became infected and very large swelling, which is in my hospital record. I do not know who did the IV needle, ambulance personnel or firefighter, but I know he is a male person? 3/23/2012 complaint sent to B5 BC.                                                                                                                                                                                                                            |
| March 1-31, 2012 | 13104 | 8-6 | 60       | Your men on duty that night E60 were not compassion or even kind. They treated patient like a drunk and drug addict. He sleep walks and fell down the stairs and dislocated his shoulder and had severed head trauma. 3/8/2012 sent to B6 BC.                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

## OCEA CUSTOMER SATISFACTION SURVEY ANALYSIS

|                     |       |     |          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|---------------------|-------|-----|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| April 1-30, 2013    | 15311 | B-7 | 54       | They made rude comments, saying to one another they have been to my home before and putting their equipment on my couches. Laughing and making jokes and saying she has had 3 neck surgeries, the usual, humiliating me. Who cares that I was sick. Laughter and telling jokes among themselves to my neighbors is not professional. These firemen know nothing about my medical condition. They should not be discussing my personal life with my neighbors. I have had 3 neck surgeries, 1 back surgery pending. My records are extensive all they do is transport and make a quick response. They lack good bedside manner, and their actions were abuse of power. 4/10/2013 sent complaint to B7 BC. |
| February 1-29, 2012 | 5776  | B-1 | 2        | I think 3 firemen came to assist me. The main person who was asking me questions, lacked professional courtesy, care, and compassion. He talked in a condescending manner, making me feel uncomfortable, angry, and stupid. 2/23/2012 no contact information provided.                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| February 1-29, 2012 | 8133  | B-7 | 58       | If you can improve your response time because it's a matter of life and death. They arrived in about 15 minutes, what if you can reduce the respond time to 10 minutes.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| January 1-31, 2012  | 1509  | B-1 | 65       | 2/24/2012 no contact information provided.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| December 1-31, 2011 | 72063 | B-3 | 37       | I was expecting a quicker response.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| December 1-31, 2011 | 71006 | B-5 | Medic 26 | The emergency personnel tossed my 94-year-old mother around, she was fragile, it is terrible how they handled her. 12/1/2011 sent to B3 BC.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| December 1-31, 2011 | 81767 | B-7 | 24       | The problem I have is that I asked if there is a charge for fire personnel, and the Captain said no, it's paid for by your property taxes, and then I received a bill. My problem is there were 6 fire trucks that responded to a small patio cover fire, a lot of firemen doing nothing. 12/21/2011 sent to B5 BC.                                                                                                                                                                                                                                                                                                                                                                                      |
| December 1-31, 2011 | 76464 | B-7 | Medic 31 | I was very disappointed in their service that they provided. I called and complained and still haven't received a phone call from the Chief, or at least an email. 12/21/2011 added CSS survey and incident report to complaint sent to B7 BC.                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| November 1-30, 2011 | 73919 | B-3 | 55       | Please follow-up! 12/19/2011 Strongly disagree on Q4, 5, and 7 complaint sent to B7 BC.<br>The person, who looked at my wounds on both of my knees, told me he could patch me up, or I could go home and do it myself. I chose the second option without thinking, and in a minute he was gone. During my waiting, the pain became unbearable. In hind sight, he should have patched me up and cleaned my wound without asking me when I was clearly in need of medical attention. Now, five days later, my wound could have improved better with his help. 11/16/2011 sent complaint to B3 BC.                                                                                                          |

## OCFA CUSTOMER SATISFACTION SURVEY ANALYSIS

|                     |       |     |          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|---------------------|-------|-----|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| April 1-30, 2013    | 15311 | B-7 | 54       | They made rude comments, saying to one another they have been to my home before and putting their equipment on my couches. Laughing and making jokes and saying she has had 3 neck surgeries, the usual, humiliating me. Who cares that I was sick. Laughter and telling jokes among themselves to my neighbors is not professional. These firemen know nothing about my medical condition. They should not be discussing my personal life with my neighbors. I have had 3 neck surgeries, 1 back surgery pending. My records are extensive all they do is transport and make a quick response. They lack good bedside manner, and their actions were abuse of power. 4/10/2013 sent complaint to B7 BC.                                                                             |
| November 1-30, 2011 | 73996 | B-6 | 30       | I didn't make the call. My neighbors called for chimney fire not evident inside. Fire was top edge of chimney only. All damage was from walking on roof. 6 trucks and no ladder trucks? Could a small fire be put out with fire extinguishers rather than water poured onto house, \$200,000 in damage from water and roof. I'm still very grateful. They were all nice and polite and it was pouring rain at the time. 11/18/2011 referring to Bldg Fire 10/05/2011 11-66498 sent to B6 BC.                                                                                                                                                                                                                                                                                         |
| October 1-31, 2011  | 61239 | B-3 | 37       | Don't be rude. One of the paramedics was rude and made marks with his equipment all over my house on my white walls and tracked in dirt with their shoes, which left black spots on my stairs. Worst experience I have ever received. 10/27/2011 sent complaint to B3 BC.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| October 1-31, 2011  | 66741 | B-3 | 37       | Laughing at a chronic pain patient is inexplicable and despicable. Telling a person to walk or take the bus because costs are \$800 to transport you is illegal. Look up RSD on Mayoclinic.com. Tustin FD told me to lie on the cold ground until I could move. I'm hypersensitive to cold. I beg people not to call you guys! Santa Ana FD said the same thing regarding the \$800. They thought it was a comedy show! I knew I was in serious pain. Anaheim treated me well, although homeless, as a battered woman. Orange did well with a similar situation. Santa Ana is by far the most arrogant, careless, caustic, egomaniacal, rude, inhumane useless individuals I've had the misfortune to get humiliated by. I won't call them, I'd rather die! 10/27/2011 sent to B3 BC |
| October 1-31, 2011  | 66629 | B-3 | 8        | They asked me to sign a release form, but I'm not sure exactly what I signed, and I did not receive a copy of what I signed. 10/27/2011 sent complaint to B3 BC.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| August 1-31, 2011   | 52772 | B-1 | 65       | Complaint letter attached to survey. 8/26/2011 sent to B1 BC.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| August 1-31, 2011   | 45608 | B-5 | Medic 26 | The medic on scene spoke with us in a condescending tone of voice while my wife was going unconscious. He asked, "Do you want to take her yourself?" 8/3/2011 sent to B5 B shift BC.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |



## OCFA CUSTOMER SATISFACTION SURVEY ANALYSIS

|                   |       |     |          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-------------------|-------|-----|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| April 1-30, 2013  | 15311 | B-7 | S4       | <p>They made rude comments, saying to one another they have been to my home before and putting their equipment on my couches. Laughing and making jokes and saying she has had 3 neck surgeries, the usual, humiliating me. Who cares that I was sick. Laughter and telling jokes among themselves to my neighbors is not professional. These firemen know nothing about my medical condition. They should not be discussing my personal life with my neighbors. I have had 3 neck surgeries, 1 back surgery pending. My records are extensive all they do is transport and make a quick response. They lack good bedside manner, and their actions were abuse of power. 4/10/2013 sent complaint to B7 BC.</p> <p>The entire crew was courteous and professional, except one member that was insensitive and condescending to us. My daughter just had a febrile seizure. As any parent, you never want your kid to have a seizure. We had done everything in our capacity to keep it from happening, but the firefighter who spoke to us made us feel like we were responsible for what happened to our daughter. She could see clearly we were stressed and distraught and instead of showing some compassion, sympathy, and being supportive, she made us feel even worse. We don't mind at all if she educates, or gives us tips to prevent this from happening again, but we thought it could be done in a much nicer way. 8/3/2011 sent complaint to B8 A shift BC.</p> |
| August 1-31, 2011 | 44078 | B-8 | 13       | <p>Personnel did not move furniture back until my wife ran out to truck to ask them to come back. They left trash on sofa. They were unable to start IV, happened at different date also. In order for 911 calls to be connected to right person, I have to give address. Time counts as it saves lives, what would happen if person was alone and unable to give address. 8/1/2011 sent to B1 C shift BC.</p> <p>I requested that my 23-month-old daughter be transported to ER. The fire department looked inside the window of the vehicle and saw my daughter smile and wave and decided she was fine. 3 hours later my daughter was vomiting and her pediatrician said she possibly suffered a concussion. Please show more concern to a parent's request. We are not all just overly concerned. It was a severed accident, which the vehicle was a total loss. 8/1/2011 sent complaint to B2 C shift BC.</p> <p>It took fifteen minutes for them to arrive and fire station is less than 1 mile away. If this was a life or death situation, they would not have made it in time. Columbus Square is a newer neighborhood. I think fire department is not familiar with it due to the time it took to arrive. Please look into getting us on the map. Thank you! 6/30/2011 sent complaint to BC B3.</p>                                                                                                                                                                  |
| July 1-31, 2011   | 41714 | B-1 | 44       | <p>Medical equipment needs to operate properly, malfunctioning equipment should not depend on patient equipment to stabilize patient. 6/30/2011 sent complaint to B5 BC.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| July 1-31, 2011   | 38180 | B-2 | 53       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| June 1-30, 2011   | 34598 | B-3 | Medic 21 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| June 1-30, 2011   | 39489 | B-5 | 28       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

| OCFA CUSTOMER SATISFACTION SURVEY ANALYSIS |       |     |          |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------------------------------------|-------|-----|----------|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| April 1-30, 2013                           | 15371 | B-7 | 54       |  | They made rude comments, saying to one another they have been to my home before and putting their equipment on my couches. Laughing and making jokes and saying she has had 3 neck surgeries, the usual, humiliating me. Who cares that I was sick. Laughter and telling jokes among themselves to my neighbors is not professional. These firemen know nothing about my medical condition. They should not be discussing my personal life with my neighbors. I have had 3 neck surgeries, 1 back surgery pending. My records are extensive all they do is transport and make a quick response. They lack good bedside manner, and their actions were abuse of power. 4/10/2013 sent complaint to B7 BC. |
| May 1-31, 2011                             | 27415 | B-1 | Medic 48 |  | The ambulance that took me to the ER, the attendant in the back threatened me; if I was to get sick he would harm me. I said I was sorry. He threw a plastic bag at me and told me to blow (cannot read word). The paramedic fire response was great - OCFA was great, but the ambulance company is in need of help, and the poor people that have to deal with this ambulance service. 5/16/2011 no contact information provided. Sent to EMS BC.                                                                                                                                                                                                                                                       |
| May 1-31, 2011                             | 30110 | B-7 | 24       |  | Firefighters were very rude! Nothing was done at the home. I know how it should have been done, Ron was a fireman for 14 years. They did not speak to the family 5/25/2011 sent complaint to BC B7.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| May 1-31, 2011                             | 30247 | B-8 | 46       |  | The paramedics that came out did not put a salve or stick proof bandage on the large open wound, but put dry gauze. The doctor wanted to know who did this incorrectly, it took 35 minutes and shots to the arm to remove - very painful. He needs training in open wound care. I did report the incident to OCFA, and she said that they would investigate. 5/23/2011 sent to EMS BC.                                                                                                                                                                                                                                                                                                                   |
| April 1-30, 2011                           | 19632 | B-2 | 35       |  | I could have died because we had to wait 8 minutes for the ambulance to arrive, every second counts. Why do the paramedics not have an ambulance, probably a union rule. Stop ripping the taxpayer off - stop it, wake up! 5/5/2011 Sent complaint to B2 BC.                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| April 1-30, 2011                           | 16503 | B-3 | Truck 43 |  | My son was unconscious at school for five minutes before someone called 911. It took another 15 minutes for fire department and ambulance to get there. Considering that the fire station is right behind my son's school (Canyon View, Irvine). The response time was too long! 4/8/2011 sent complaint to B3 BC.                                                                                                                                                                                                                                                                                                                                                                                       |
| April 1-30, 2011                           | 6216  | B-8 | 62       |  | I do have some comments for improving your service. The paramedic that was assisting me should not be a paramedic. I had some issues with the Buena Park Police Department. He said that he had friends that worked there, which had nothing to do with him or I when he arrived there. He was very rude to me. He knew I was a heart patient. He put his finger in my face. I told him to get his finger out of my face, and he said he had witnesses to say that it never happened. My elderly tiny dog was very upset when he stuck his finger in my face, and died the next day. 4/12/2011 sent complaint to B8 BC A shift.                                                                          |