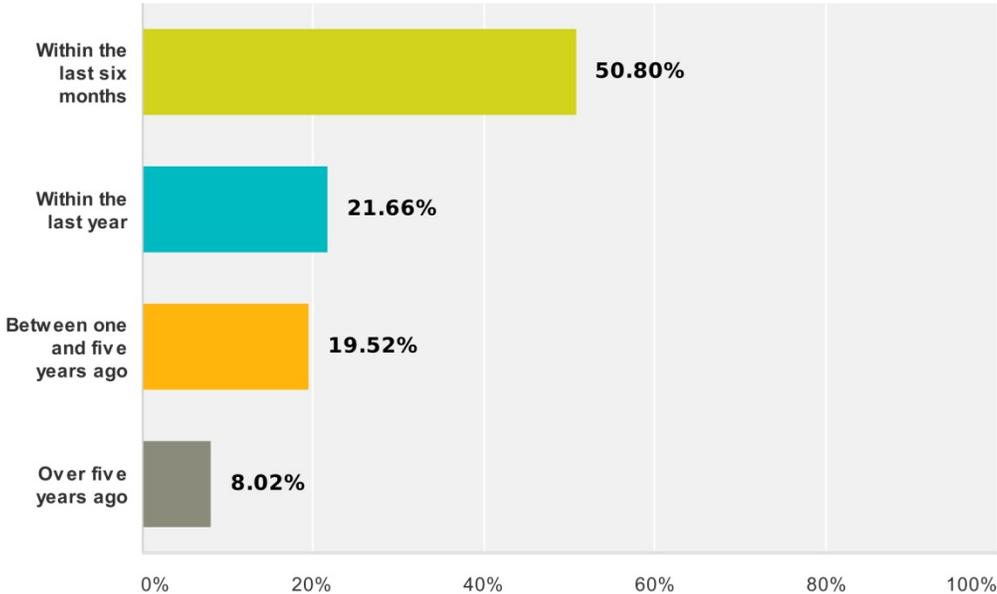


Q1 Have you contacted the Alabama Forestry Commission for information or services?

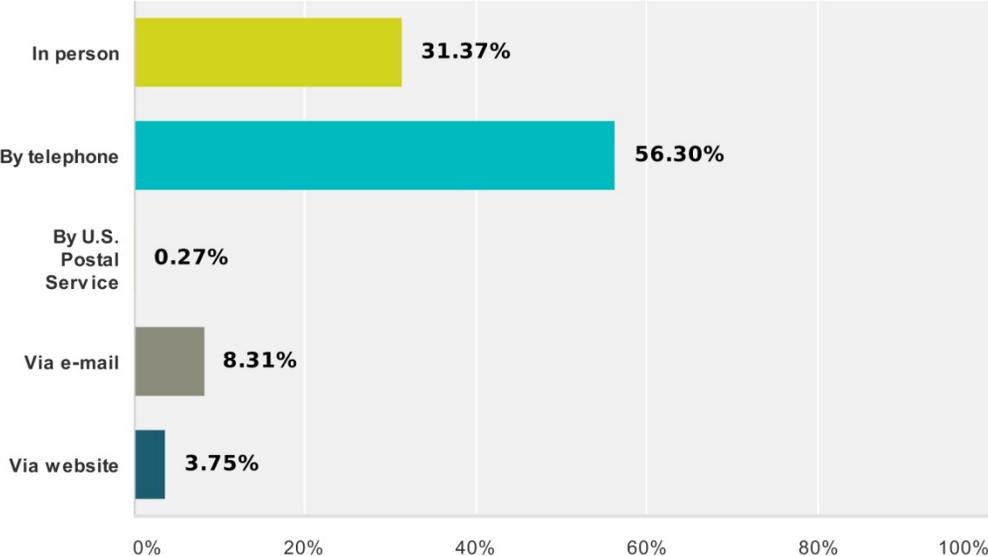
Answered: 374 Skipped: 9



Answer Choices	Responses	Count
Within the last six months	50.80%	190
Within the last year	21.66%	81
Between one and five years ago	19.52%	73
Over five years ago	8.02%	30
Total		374

Q2 How did you initiate contact with the Alabama Forestry Commission?

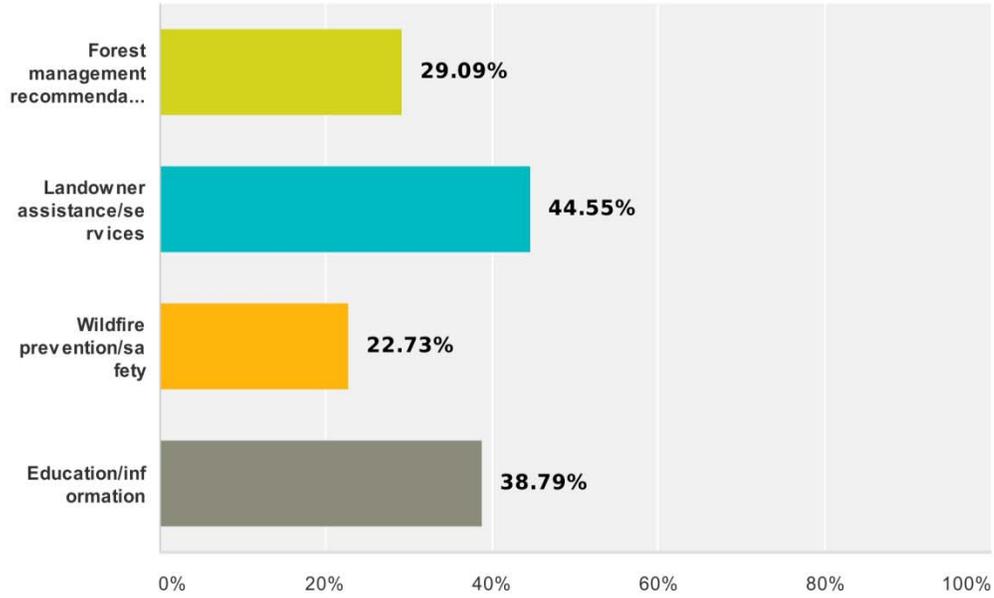
Answered: 373 Skipped: 10



Answer Choices	Responses	Count
In person	31.37%	117
By telephone	56.30%	210
By U.S. Postal Service	0.27%	1
Via e-mail	8.31%	31
Via website	3.75%	14
Total		373

Q3 What was the purpose of your contact? (select all that apply)

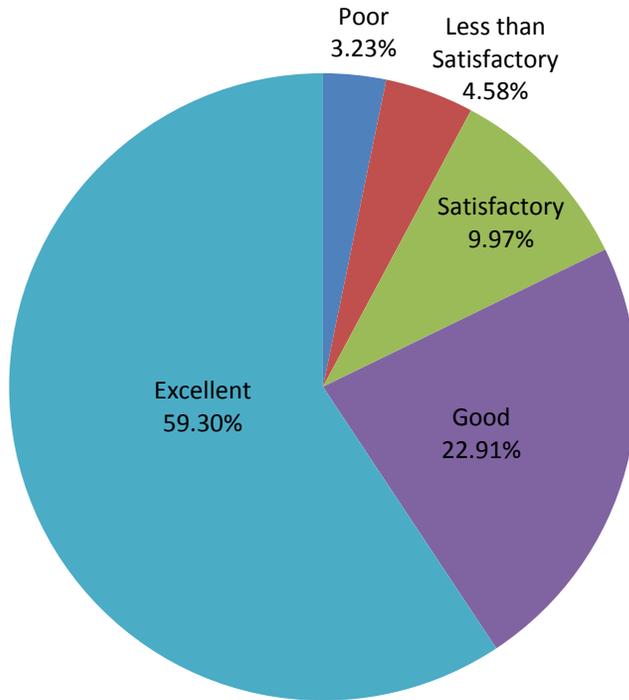
Answered: 330 Skipped: 53



Answer Choices	Responses
Forest management recommendations	29.09% 96
Landowner assistance/services	44.55% 147
Wildfire prevention/safety	22.73% 75
Education/information	38.79% 128
Total Respondents: 330	

Q4 How did the Alabama Forestry Commission respond to your specific request or meet your needs?

Answered: 371 Skipped: 12

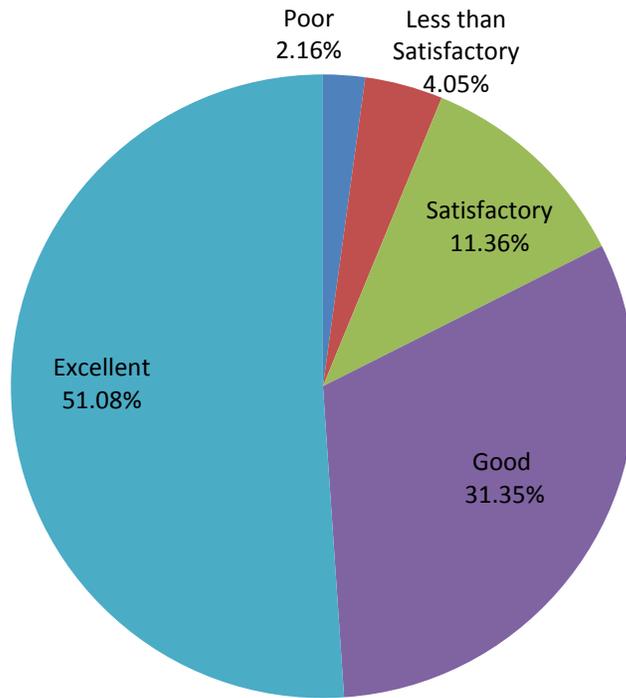


	Excellent	Good	Satisfactory	Less than satisfactory	Poor	Total
Response	59.30% 220	22.91% 85	9.97% 37	4.58% 17	3.23% 12	371

92% Satisfactory or above

Q5 Please rate your overall satisfaction with the Alabama Forestry Commission and services provided.

Answered: 370 Skipped: 13

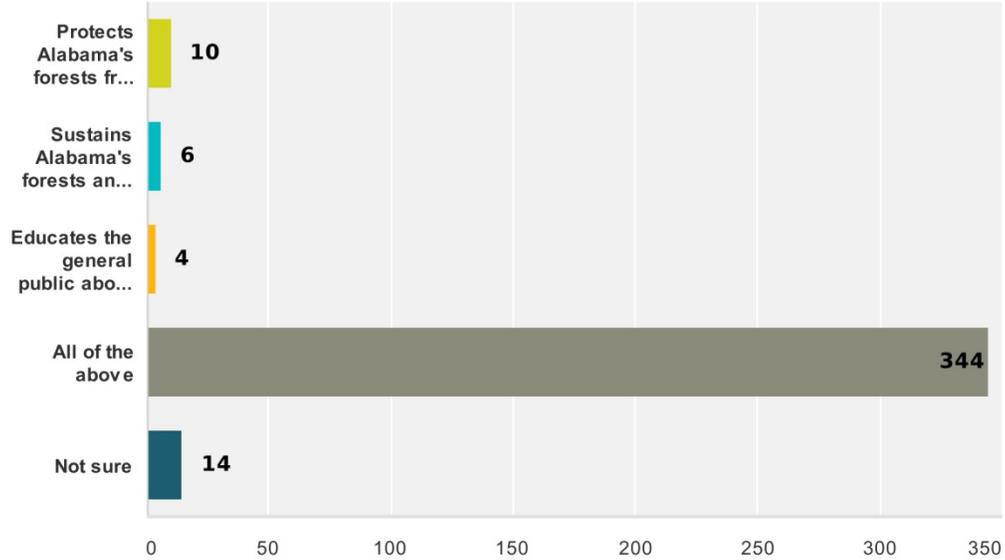


	Excellent	Good	Satisfactory	Less than satisfactory	Poor	Total
Level of Satisfaction	51.08% 189	31.35% 116	11.35% 42	4.05% 15	2.16% 8	370

94% Satisfactory or above

Q6 What do you know about the Alabama Forestry Commission?

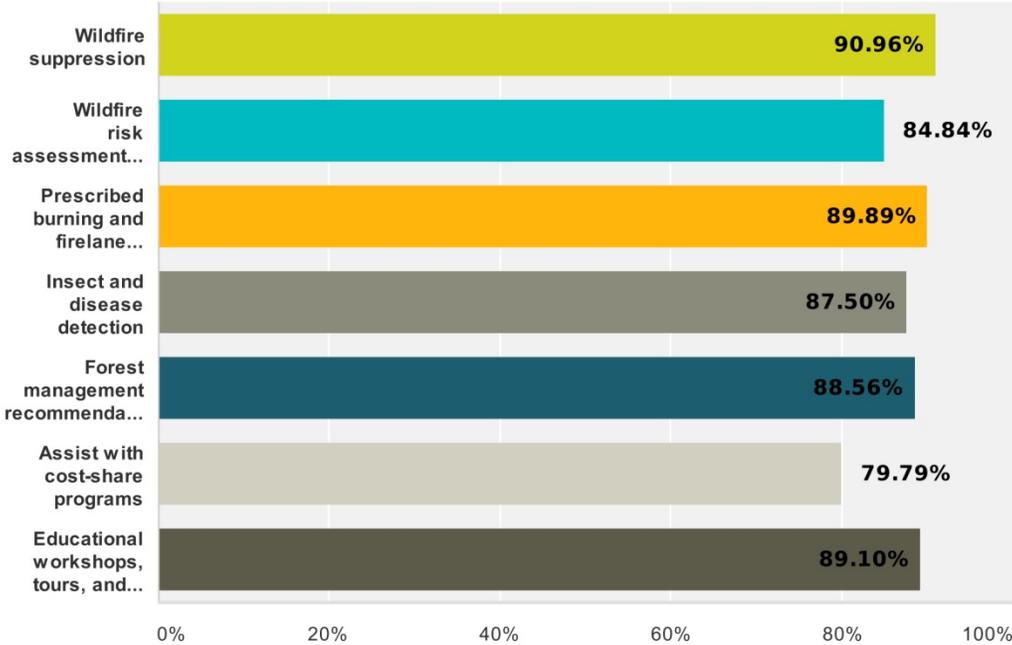
Answered: 378 Skipped: 5



Answer Choices	Responses
Protects Alabama's forests from wildfire, insects and diseases, and other harmful agents.	2.65% 10
Sustains Alabama's forests and natural resources by providing services and helping forest landowners carry out responsible forest management.	1.59% 6
Educates the general public about the value of our forests ensuring both a healthy economy and environment.	1.06% 4
All of the above	91.01% 344
Not sure	3.70% 14
Total	378

Q7 Do you know which services are provided by the Alabama Forestry Commission? (select all that apply)

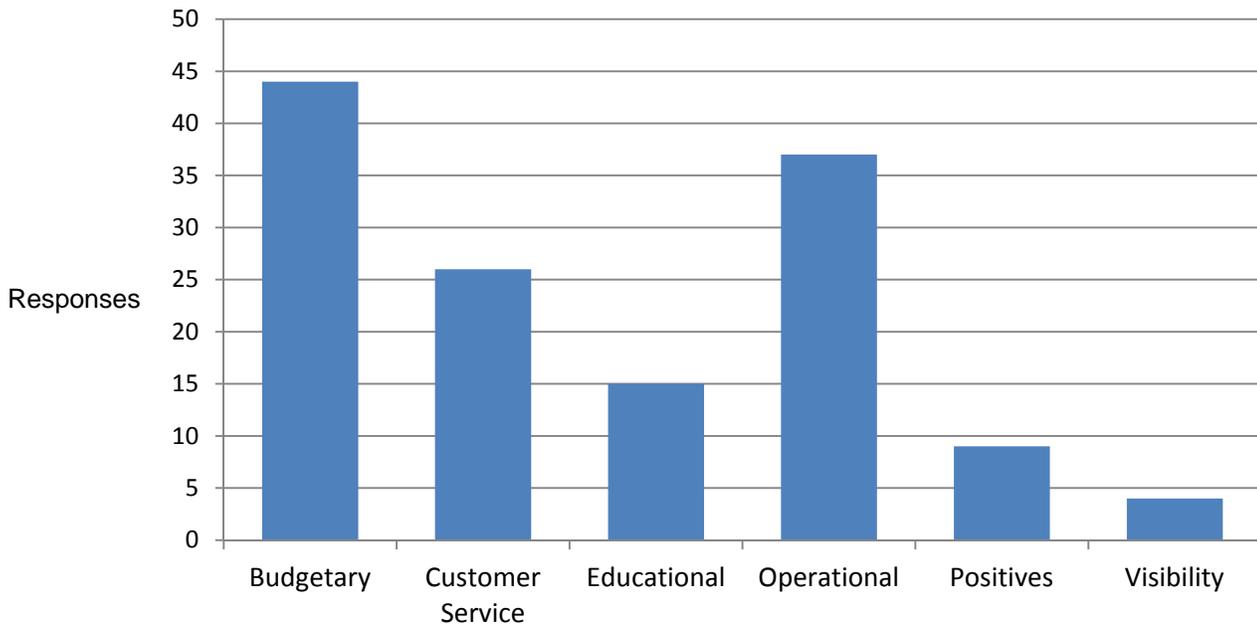
Answered: 376 Skipped: 7



Answer Choices	Responses
Wildfire suppression	90.96% 342
Wildfire risk assessment and prevention recommendations for landowners/homeowners	84.84% 319
Prescribed burning and firelane construction	89.89% 338
Insect and disease detection	87.50% 329
Forest management recommendations	88.56% 333
Assist with cost-share programs	79.79% 300
Educational workshops, tours, and publications	89.10% 335
Total Respondents: 376	

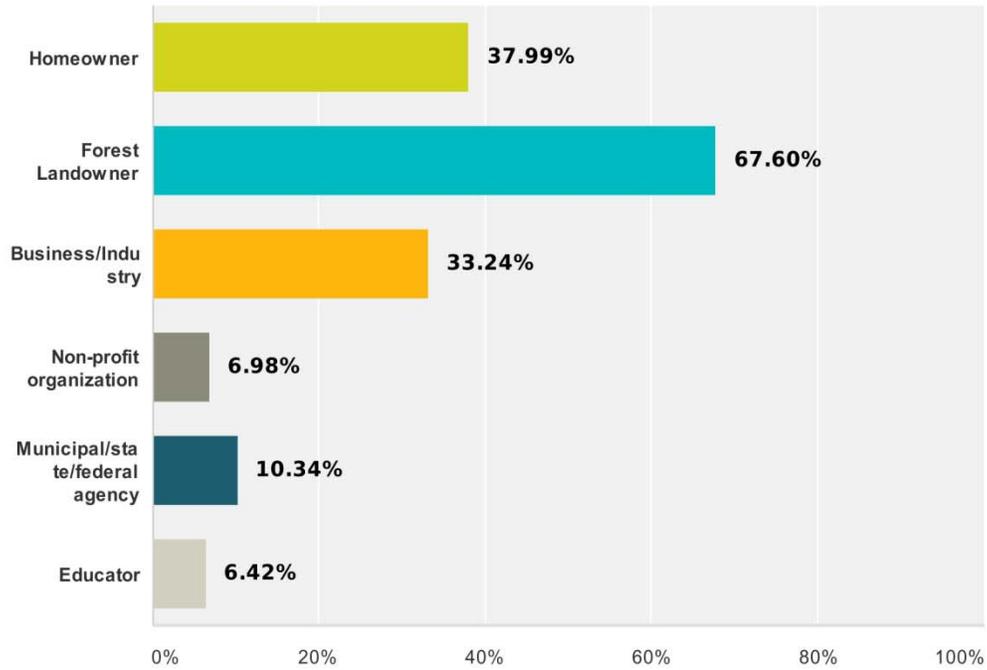
Q8: Do you have any suggestions about how the Alabama Forestry Commission could make improvements to increase customer satisfaction?

Suggestions were organized by the following categories:



Q9 Which of the following best describes you? (select all that apply)

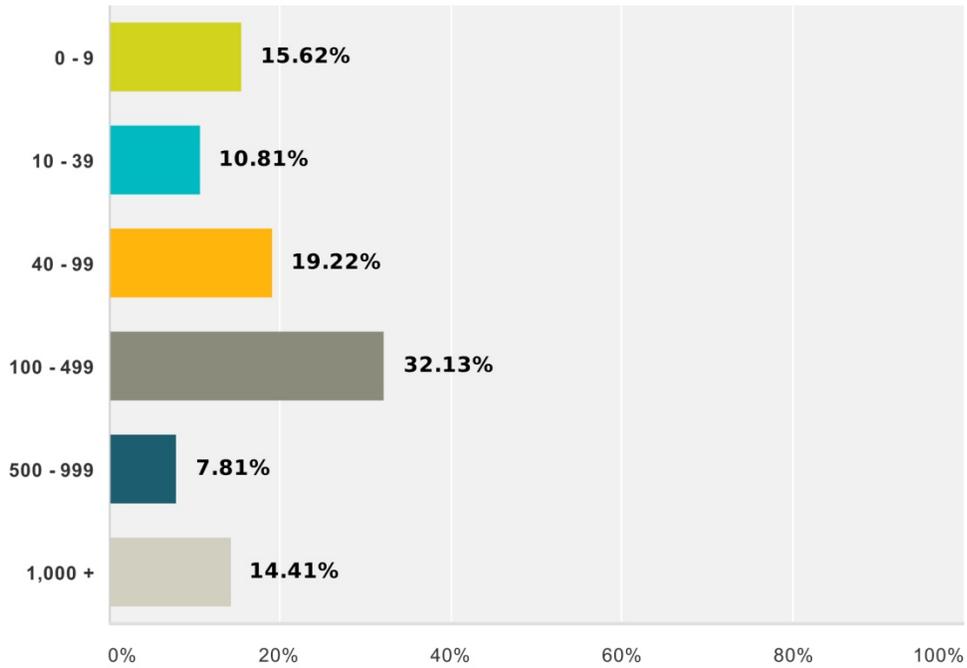
Answered: 358 Skipped: 25



Answer Choices	Responses	Count
Homeowner	37.99%	136
Forest Landowner	67.60%	242
Business/Industry	33.24%	119
Non-profit organization	6.98%	25
Municipal/state/federal agency	10.34%	37
Educator	6.42%	23
Total Respondents: 358		

Q10 If you own property, what is the acreage?

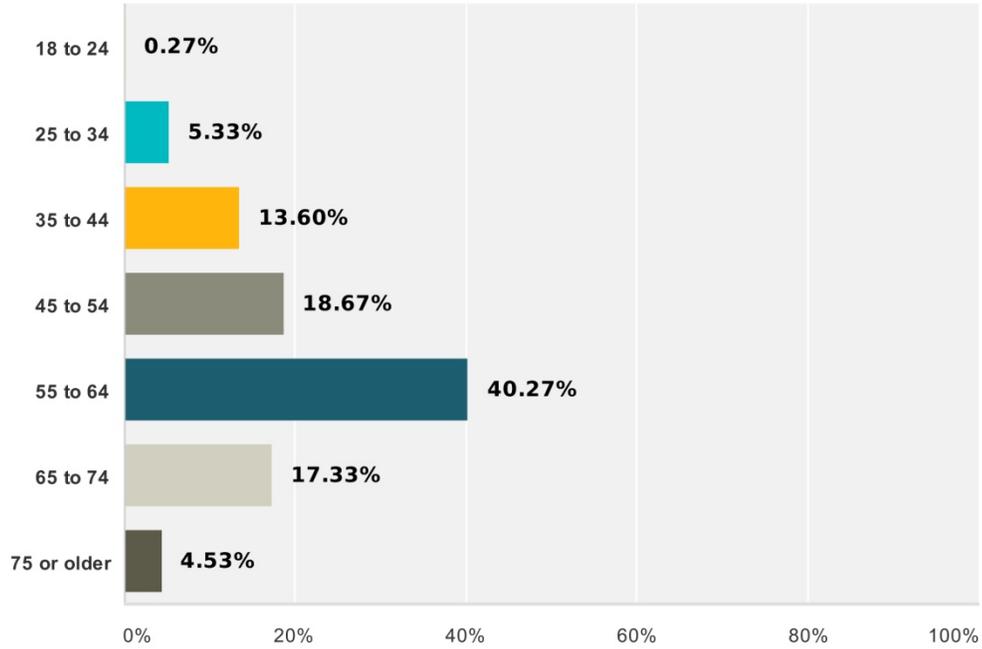
Answered: 333 Skipped: 50



Answer Choices	Responses	
0 - 9	15.62%	52
10 - 39	10.81%	36
40 - 99	19.22%	64
100 - 499	32.13%	107
500 - 999	7.81%	26
1,000 +	14.41%	48
Total		333

Q11 What is your age?

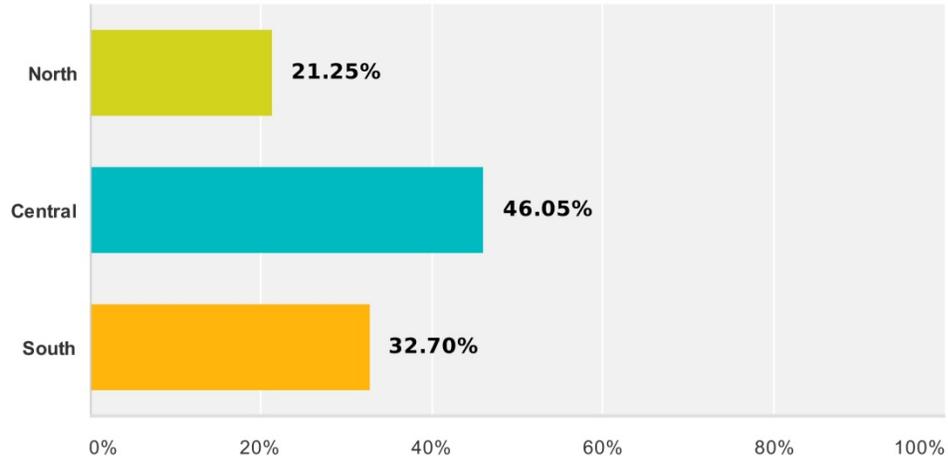
Answered: 375 Skipped: 8



Answer Choices	Responses	
18 to 24	0.27%	1
25 to 34	5.33%	20
35 to 44	13.60%	51
45 to 54	18.67%	70
55 to 64	40.27%	151
65 to 74	17.33%	65
75 or older	4.53%	17
Total		375

Q12 In what part of Alabama do you live?

Answered: 367 Skipped: 16



Answer Choices	Responses
North	21.25% 78
Central	46.05% 169
South	32.70% 120
Total	367