



WILMINGTON FIRE DEPARTMENT

Customer Satisfaction Survey

The Wilmington Fire Department wants to provide the public with the best services possible. Please help us improve our performance by answering the following questions:

Please rate the service you received by circling the appropriate number.

	<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>
1 Were our personnel polite and courteous?	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
2 Did our personnel take care of you in a professional manner?	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
3 Did the firefighters respond promptly?	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
4 How knowledgeable and competent was our staff?	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
5 Did the firefighters take time to explain their actions?	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
6 How satisfied were you with the Fire Department's service?	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
7 Overall, how would you rate the City's Fire/EMS Department?	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1

If any Fire Department personnel were especially helpful, please let us know who and how they were helpful. We want to show them our appreciation:

Employee(s) Name: _____

Additional Comments: _____

Date/Time I received service from the Fire Department: _____

Address (optional): _____

Please check the appropriate situation: ☐ Emergency Situation ☐ Non-Emergency Situation

If you would like a Fire Department Representative to contact you, please provide your name and telephone number or e-mail address: _____

Thank you for taking the time to complete this survey. Your feedback helps us to improve the service to our citizens. Please e-mail the completed survey to: wilmingtonfire@cj.state.de.us. You can also mail the completed form to:

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