

**CITY OF PLANTATION
FIRE SUPPRESSION DIVISION**

CUSTOMER SERVICE QUESTIONNAIRE

We are interested in your opinions about the recent fire assistance you recently received from the Plantation Fire Department. Please help us improve our services by answering the questions below.

PLEASE CIRCLE YOUR RESPONSE:	VERY SATISFIED	SATISFIED	ADEQUATE	UNSATISFIED	VERY UNSATISFIED
1. How do you rate the manner in which your call for service was received by our 911 call center?	5	4	3	2	1
2. Did we answer your questions in an understandable way?	5	4	3	2	1
3. How do you rate our firefighter's competence, courtesy and concern for your need?	5	4	3	2	1
4. How do you rate our overall performance?	5	4	3	2	1

5. What **additional services** would you like to see your fire department provide?

6. Any additional **suggestions**?

We welcome and encourage your recommendations and suggestions for improvement.

Out of respect for our residents' privacy, we would like you to remain anonymous. However, if you want us to contact you regarding this survey or our services, please provide us with contact information on the spaces provided below.

Name: _____

Telephone Number: _____