



Dearborn Heights Fire Department
Customer Satisfaction Survey

The Dearborn Heights 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.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The Firefighters responded promptly?	5	4	3	2	1
The firefighters were polite and courteous	5	4	3	2	1
The firefighters took care of you in a professional manner?	5	4	3	2	1
The Firefighters took time to explain their actions?	5	4	3	2	1
The Firefighters were knowledgeable and competent?	5	4	3	2	1
The Firefighters answered your questions adequately?	5	4	3	2	1
The services met or exceeded your expectations?	5	4	3	2	1
You were satisfied with the Fire Department's service?	5	4	3	2	1
Overall, how would you rate the City's Fire/EMS Department?	Excellent	Good	Satisfactory	Fair	Poor

Please check the appropriate situation: Emergency Non-Emergency

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): _____

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: lmartin@ci.dearborn-heights.mi.us. You can also mail the completed form to:

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