



ENGLEWOOD AREA FIRE CONTROL DISTRICT

The Englewood Area Fire Control District recently provided a service to you. We would like to take this opportunity to ask for your feedback on our performance. This information you provide will assist us in continuously improving our quality of the services that we provide. Our goal is to provide **OUTSTANDING** customer service.

After filling out this survey, please mail it back to the following address:

Englewood Area Fire Control District
Attention: Fire Chief
516 Paul Morris Drive
Englewood, FL 34223

If you are interested in learning more about your fire department or if you would like to learn more about fire prevention safety tips or learn how to reduce your risk from having a fire in your residence or business, please call me at (941)474-3311.

If you have any questions or additional comments about the service that was provided to you, please call me at the above listed number.

Thank You,

Scott Lane
Fire Chief



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Customer Satisfaction Survey

	<i>Outstanding</i>	<i>Excellent</i>	<i>Average</i>	<i>Fair</i>	<i>Poor</i>
1. The 9-1-1 call was handled in a prompt, courteous and competent manner:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. The firefighters' response time to my emergency was prompt:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. The firefighters' actions helped reduce property damage, resolved the situation or made the situation safer:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The firefighters' acted in a concerned, caring and professional manner:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. The firefighters' took actions or provided customer service beyond my expectations:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. The assistance provided to me by the officers and firefighters during and after my emergency was:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Rate the overall experience with the Fire Department and the services provided:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	<i>Yes</i>	<i>No</i>
1. Do you have smoke alarms in your home or business?	<input type="radio"/>	<input type="radio"/>
2. Did your smoke alarm alert you of the fire?	<input type="radio"/>	<input type="radio"/>
3. Was 9-1-1 called immediately upon discovering of the fire?	<input type="radio"/>	<input type="radio"/>
4. Would you like your Fire Department to conduct a safety inspection of your home or business?	<input type="radio"/>	<input type="radio"/>
5. Would you be interested in learning more about fire safety in your home or business?	<input type="radio"/>	<input type="radio"/>

Do you have any suggestions about how we could improve our services to you? _____
