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# Hazardville Fire District

## *Service Evaluation*

After providing services to you our customer, we do not have anything to measure the results. As we constantly seek to improve our service, we ask you to take time to evaluate us by completing this survey and mailing it back to us. We value your opinion, your comments and answers will help us measure our strengths and weaknesses as we continually strive to provide the best possible service to you.

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Was our response time prompt? .....  Yes  No

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Were fire department personnel professional in appearance and actions? .....  Yes  No

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Were fire department personnel courteous and helpful? .....  Yes  No

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Did fire department personnel offer an explanation of their actions? .....  Yes  No

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Did fire department personnel appear competent? .....  Yes  No

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If you were to dial "911" again, would you be confident in the ability of the personnel from the Hazardville Fire Department? .....  Yes  No

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Overall, how would you rate the service provided? (scale 1 to 10 being Excellent)

1      2      3      4      5      6      7      8      9      10

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Please provide any additional comments or suggestions you may have below or on additional sheets of paper.

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**THANK YOU** for taking the time to answer these questions. Please mail the Service Evaluation to the Hazardville Fire Department, 385 Hazard Avenue, Enfield, CT 06082. If you have any further questions or concerns and wish to discuss them with a commissioner or call Jack Flanagan, Chief, Hazardville Fire Station at 749-8344 at your convenience.