



"Historic Past - Dynamic Future"

City of Zion
Fire & Rescue Department
1303 27th Street
Zion, Illinois 60099
(847) 746-4040
(847) 746-4025 (Fax)



JOHN LEWIS
CHIEF

Customer Satisfaction Survey

In order to keep the service we provide at the highest level possible to you and the community, ZFRD would value your feedback. In order to maintain this level, we ask that you evaluate our level of service by completing this questionnaire.

Date/Time you received service from ZFRD? [text box]

Name (optional) [text box]

Address [text box]

City [text box] State [text box] Zip Code [text box]

Please check the appropriate situation: [radio] Emergency Situation [radio] Non-Emergency Situation

If you would like a fire department representative to contact you, please provide your telephone number or e-mail address.

Phone Number [text box] E-mail [text box]

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: [text box]

Additional Comments: [large text box]

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

Table with 4 columns: Very Good, Good, Fair, Poor. Rows 1-7: 1. Were our personnel polite and courteous? 2. Did our personnel take care of you in a professional manner? 3. Did our personnel respond promptly? 4. How knowledgeable and competent was our staff? 5. Did our personnel take time to explain their actions? 6. How satisfied were you with ZFRD's service? 7. Overall, how would you rate the service you received?

Thank you for taking the time to complete this survey. Your feedback helps us to improve service to our citizens. Please e-mail the completed survey to: johnl@zion.il.us. Or you can mail the completed form to the attention of the Fire Chief at the address above.