



"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? [input box]

Name (optional) [input box]

Address [input box]

City [input box] State [input box] Zip Code [input 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 [input box] E-mail [input 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: [input box]

Additional Comments: [large input box]

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

Table with 4 columns: Very Good, Good, Fair, Poor. Rows include questions about personnel politeness, professional manner, response time, staff knowledge, explanation of actions, satisfaction with service, and overall service rating.

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.