

**CITY OF NATCHITOCHES
FIRE DEPARTMENT**

CUSTOMER SERVICE QUESTIONNAIRE

Please complete and return to: *578 Second Street
Natchitoches, Louisiana 71457*

We are interested in your opinions about assistance or general contact, either by phone, or in person, you have experienced with personnel from Natchitoches Fire Department. Question number 1 involves the 911 call center from which we receive most of our emergency calls. Please help us improve our services by answering the following questions.

PLEASE CIRCLE YOUR RESPONSE:	VERY SATISFIED	SATISFIED	ADEQUATE	UNSATISFIED	VERY UNSATISFIED
1. How do you rate the manner in which your call for service was received by the 911 call center? Were you transferred to the fire department in timely fashion? Attitude, courtesy and professionalism of the call takers.	5	4	3	2	1
2. How do you rate the response time of the fire department, from your initial call to the department until our arrival?	5	4	3	2	1
3. How do you rate our firefighter's competence, attitude, professionalism courtesy and concern for your need?	5	4	3	2	1
4. How do you rate your experience from contact with any of our personnel in non-emergency situations, either by phone or by personal contact at a fire station, or in the community?	5	4	3	2	1
5. How do you rate our overall performance?	5	4	3	2	1
6. What additional services, if any, would you like to see your fire department provide?					

7. Any additional **suggestions**?
We welcome and encourage your recommendations and suggestions for improvement.

If you wish to discuss the overall survey and your concerns and/or suggestions, please feel free to contact me at 578 Second Street or by phone 357-3860. Should you prefer me to call you, please complete the spaces below.

Thank You.

Dennie C. Boyt
Fire Chief

Name: _____

Telephone Number: _____