



Pittsfield Fire Department

33 Catamount Road, Pittsfield, NH 03263
 (603)435-6807 fax: (603)435-6983

Customer Satisfaction Survey

Rating System

4 = Excellent
3 = Good
2 = Fair
1 = Poor
N/A = Not Applicable

Date of Event:	
Address:	
Name/Relationship to Patient(Optional)	
Phone: (Optional)	
E-Mail: (Optional)	

The Pittsfield Fire Department is initiating a customer satisfaction survey to evaluate and improve the quality of the services provided to the community. Please take 5 minutes and provide an honest evaluation of the service provided and participate in shaping the fire department in the future.

What Type of Emergency Did You Have

FIRE ____ EMS ____ NON-EMERGENCY ASSISTANCE ____

<u>Emergency Response/Personnel</u>	<u>Emergency Response/Equipment</u>
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Circle One

Appearance of Personnel	4	3	2	1	N/A
Skill Level	4	3	2	1	N/A
Courtesy	4	3	2	1	N/A
Responsive to my needs	4	3	2	1	N/A
Communications	4	3	2	1	N/A

Response Time	4	3	2	1	N/A
Equipment Appearance	4	3	2	1	N/A

Overall Satisfaction

Would you recommend the service to others? Yes No

Is there any employee you wish to recognize? If so, list the names and reason for the recognition:

Would you like and Officer to contact you Yes No

Any other comments to better service you?

Thank you for participating in our survey to improve the services offered to the community of Pittsfield