



# Shenandoah County

## Department of Fire and Rescue

600 N. Main Street, Suite 109  
Woodstock, VA 22664

(540) 459-6167 voice

(540) 459-6192 fax

[sjohnson@shenandoahcountyva.us](mailto:sjohnson@shenandoahcountyva.us)

## Striving to Improve Customer Service

We know that if you are looking at this letter, you have had an emergency and that an employee of Shenandoah County Department of Fire and Rescue responded to help you. We strive to provide the best level of service to the citizens of Shenandoah County. After things get back to normal, we would like you to take a few minutes to complete this form. It is very important that you send this form back to us in order for Shenandoah County Department of Fire and Rescue to continue to provide the best level of service to our community.

### Questions

1. What was the nature of your emergency? \_\_\_\_\_
2. How long did it take us to get to your call? **A SHORT TIME**      **ABOUT RIGHT TOO LONG**
3. If too long, what was the approximate wait time for us to arrive to your call? \_\_\_\_\_
4. Did you have to wait for an ambulance after we arrived?      **YES**      **NO**
5. If yes, approximately how long did you have to wait for an ambulance? \_\_\_\_\_
6. Were we professional?      **YES**      **NO**
7. Did we answer all your questions?      **YES**      **NO**
8. Do you think we could have done a better job serving you? **YES**      **NO**
9. If yes, please describe ways. \_\_\_\_\_
10. Do you keep up with everything that is in the news about local Fire and Rescue?      **YES**      **NO**
11. If we have any questions, may we contact you?      **YES**      **NO**

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Address: \_\_\_\_\_

Other Comments: \_\_\_\_\_

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We would like to thank you for taking the time to fill out this questionnaire. Please send it to Shenandoah County Department of Fire and Rescue, 600 N. Main St. Suite 109, Woodstock, Virginia 22664 or call us and we will pick it up. Should you have any questions, please do not hesitate to contact us at 459-6167.

Sincerely,

Gary Yew,  
Shenandoah County Fire and Rescue Chief