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: _______________________________________________________________________

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