



Westbrook Fire & Rescue Department

570 Main Street — Westbrook, ME 04092
Telephone: (207) 854-0644 – Fax: (207) 854-0657
Chief Andrew Turcotte
Deputy Chief Stephen Sloan Jr.



QUALITY ASSURANCE SURVEY

DISCLAIMER:

Records indicate a recent call for service to this residence. The Westbrook Fire & Rescue Department is looking to gain feedback from local residences on the quality of their encounter. All answers are completely optional and all forms will remain anonymous unless you choose to provide that information.

Please rate by circling the appropriate number, based on the quality of service rendered by the Westbrook Fire & Rescue Department. 1 = Poor 5 = Outstanding

THE SERVICE PROVIDED WAS:

Professional: 1 2 3 4 5
Effective: 1 2 3 4 5
Appropriate 1 2 3 4 5

THE PERSONNEL WERE:

Professional: 1 2 3 4 5
Helpful: 1 2 3 4 5
Knowledgeable: 1 2 3 4 5
Courteous: 1 2 3 4 5
Reassuring: 1 2 3 4 5
Professional in appearance: 1 2 3 4 5

MORE QUESTIONS ON REVERSE SIDE

Please circle the answer that most nearly represents your response to the following statements.

1. The Westbrook Fire & Rescue Department is receptive to citizen's concerns:

Strongly Agree Agree Neutral Disagree Strongly Disagree

2. I was comfortable with the actions taken by the Fire & Rescue Department:

Strongly Agree Agree Neutral Disagree Strongly Disagree

3. The response time of the Fire & Rescue Department was timely and reasonable:

Strongly Agree Agree Neutral Disagree Strongly Disagree

4. The service rendered was appropriate to my call/concern:

Strongly Agree Agree Neutral Disagree Strongly Disagree

5. The Westbrook Fire & Rescue Department reflects the values of the community in the kinds of service they render?

Strongly Agree Agree Neutral Disagree Strongly Disagree

6. Would you like a to speak with a Fire Department Official in regards to this survey?

YES _____ NO _____

OPTIONAL:

Your Name: _____

Address: _____

Phone Number: _____

Do you have additional comments or feedback for the Fire & Rescue Department? Please explain.