



Avondale Fire-Rescue

CUSTOMER SERVICE QUESTIONNAIRE

1825 N. 107th Avenue
Avondale, AZ 85323
Ph: 623.333.6000
Fax: 623.333.0600

You may submit this form by either of the following methods:

- Print out, complete and send in:
By mail:
Avondale Fire-Rescue
1825 N. 107th Ave.
Avondale, AZ 85392
Attn: Customer Service Survey
By Fax: 623.333.0600
- Electronically complete and click on EmailFireDepartment@avondale.org (or save and attach this file to an email to that email address)

We are interested in your opinions about the recent assistance you received from Avondale Fire-Rescue. Please help us improve our service by answering the questions below:

Please select your response:

	VERY SATISFIED	SATISFIED	ADEQUATE	UNSATISFIED
1. Were the services AFR provided to you prompt and professional?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Did the services we provide take care of your need?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. How do you rate our members' competence, courtesy and concern for your need?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. How do you rate our overall performance?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. What **additional services** would you like to see your fire department provide?

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

Out of respect for our citizens' privacy, we would like you to remain anonymous. However, if you would like us to contact you regarding this survey of our services, please provide us with your contact information in the spaces provided below.

NAME

TELEPHONE NUMBER

“Providing quality service to a growing community”