

**CUSTOMER SERVICE SURVEY**  
**San Bernardino County Fire Department**  
**Office of the Fire Marshal**

620 S. E Street, San Bernardino, CA 92415-0179  
FAX (909) 386-8460 [www.sbctfire.org](http://www.sbctfire.org)

Please complete this evaluation. Your feedback is critical to continue improving service to our customers.

**NAME** \_\_\_\_\_ **DATE** \_\_\_\_\_

**ORGANIZATION** \_\_\_\_\_ **TELEPHONE** \_\_\_\_\_

**E-MAIL** \_\_\_\_\_

What is your overall evaluation of the following:

**Customer Service**

- |                                       |   |
|---------------------------------------|---|
| <input type="checkbox"/> Excellent    | <input type="checkbox"/> Very Good      |
| <input type="checkbox"/> Satisfactory | <input type="checkbox"/> Unsatisfactory |

**Inspector's Knowledge**

- |                                       |   |
|---------------------------------------|---|
| <input type="checkbox"/> Excellent    | <input type="checkbox"/> Very Good      |
| <input type="checkbox"/> Satisfactory | <input type="checkbox"/> Unsatisfactory |

**Availability of Inspectors**

- |                                       |   |
|---------------------------------------|---|
| <input type="checkbox"/> Excellent    | <input type="checkbox"/> Very Good      |
| <input type="checkbox"/> Satisfactory | <input type="checkbox"/> Unsatisfactory |

**Timeliness**

- |                                       |   |
|---------------------------------------|---|
| <input type="checkbox"/> Excellent    | <input type="checkbox"/> Very Good      |
| <input type="checkbox"/> Satisfactory | <input type="checkbox"/> Unsatisfactory |

What did you like about your experience with us? \_\_\_\_\_

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What changes, if any, would improve our customer service? \_\_\_\_\_

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Please rate the following:

**YES      UNDECIDED      NO**

1. Was it clear to you from the beginning on what was required of you?
2. Did the inspectors/clerical provide you with the assistance you requested?
3. Were we courteous?
4. Did you benefit from the experience?
5. Did you utilize the handouts that were available to you?
6. Did you get satisfactory answers to your questions in a timely manner?