



## Dearborn Fire Department Quality Assurance Program



# Dearborn Fire Department Customer Service Survey

The Dearborn Fire Department is continuously striving to improve services and their delivery to the public. We would appreciate if you would take a few minutes to answer a couple questions regarding your interactions with Dearborn Fire personnel. Please complete as much as you feel comfortable. The more information we receive, the better Dearborn Fire can keep improving our services.

**Return the enclosed document to the following address:**

Dearborn Fire Department  
Quality Assurance Program  
3750 Greenfield Road  
Dearborn, MI 48120

**Or, if you prefer to submit a digital version, you may do so by scanning the QR Code below.**

QR CODE for electronic submittal:





# Dearborn Fire Department Quality Assurance Program

## Public Relations

1) Date of Event: \_\_\_\_\_

2) Event Location: \_\_\_\_\_

3) What was the type of act/event/interaction? Circle answers below where it is not fill in the blank

- Fire Safety
- Block Party
- House
- Fire Station Visit
- Public Fire Safety Presentation
- Other – list below
- School Fire Safety Presentation

4) If you chose other, please explain:

\_\_\_\_\_

\_\_\_\_\_

5) What type of experience are you reporting?

- Positive
- Negative
- Not Applicable

6) In what city did the act take place or was the event held? \_\_\_\_\_

7) Overall, how would you rate your interaction with the Dearborn Fire Department

Firefighter/Paramedic(s)?

Highly Dissatisfied				Highly Satisfied
1	2	3	4	5

8) Comments/Please give the details to your experience: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Thank you for taking the time to complete the Quality Assurance Form.**

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Dearborn, MI 48120

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