



## 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 - Inspections



Please complete as much as you feel comfortable.

The more information we receive, the better we can keep improving our services.

- 1) **Date of Inspection:** \_\_\_\_\_
- 2) **Your Business Name:** \_\_\_\_\_
- 3) **Business Address:** \_\_\_\_\_
- 4) **Business Phone number** \_\_\_\_\_ **Email:** \_\_\_\_\_
- 5) **Inspectors Name (if you recall):** Circle answers below where it is not fill in the blank
  - Assistant Fire Chief, Steve Densmore
  - Assistant Fire Marshal, Mike Kleitch
  - Fire Marshal, Laura Ridenour
  - Fire Inspector, Jen Wenzel
  - Not sure of their name
- 6) **Did the Inspector arrive on time?**
  - Yes
  - No
  - Not Applicable
- 7) **Did the inspector make a clear and courteous introduction?**
  - Yes
  - No
  - Not Applicable
- 8) **Did the inspector explain why they were there and what they were going to do?**
  - Yes
  - No
  - Not Applicable
- 9) **Did the inspector explain any violations found and why they need to be corrected?**
  - Yes
  - No
  - Not Applicable
- 10) **Did the inspector make recommendations to help you meet the requirements of the code?**
  - Yes
  - No
  - Not Applicable
- 11) **After your inspection, did you know what to do?**
  - Yes
  - No
  - Not Applicable
- 12) **Are you able to read and understand the inspection report?**
  - Yes
  - No
  - Not Applicable
- 13) **Was the time frame you were given to fix any violations adequate?**
  - Yes
  - No
  - Not Applicable

