

“Citizens of Apex”

How do you rate the following services as related to how our department responds to your needs?

1 - VERY IMPORTANT 2 - IMPORTANT 3 – SOMEWHAT IMPORTANT

- | | |
|--|--|
| <p>___ - Assistance after an emergency, ie. Shelter, food clothing, etc</p> <p>___ - Timeliness to any request for services or assistance from our department</p> <p>___ - Purchasing State-of-the-Art Fire and Medical Equipment</p> <p>___ - Smoke Detector Check/Give-Away</p> <p>___ - Providing Vehicle Lockout Service</p> <p>___ - Home Inspections</p> <p>___ - Live Safety Training</p> <p>___ - Bicycle Helmet Training</p> <p>___ - Fire and Life Safety Programs for School Children</p> | <p>___ - Child Safety Seat Training</p> <p>___ - Baby Sitter Training</p> <p>___ - Fire Safety Training</p> <p>___ - CPR Training</p> <p>___ - House Number Installation</p> <p>___ - Fire Extinguisher Training</p> |
|--|--|

*Please list the five most valuable customer service initiatives you would like provided by our department.
(These items do not have to come from the items listed above)*

1. _____
2. _____
3. _____
4. _____
5. _____

Please list any customer service initiatives our department has provided to you.

1. _____
2. _____
3. _____
4. _____
5. _____

“Please help us help you by helping us better our service to you”