



# Ross Valley Fire Department

777 San Anselmo Avenue, San Anselmo, CA 94960

Mark Mills  
FIRE CHIEF

## Customer Satisfaction Survey: Fire Prevention Bureau

Ross Valley Fire Department, Customer Satisfaction Survey for public interactions with Fire Prevention Bureau personnel during inspections, or at the Fire Department front counter.

Date: 10/14/18

Date of interaction with Fire Department Prevention Bureau. If multiple dates, please select (approximate) first date of contact.

Address: 77 Mountain View Ave, San Anselmo

Address or Location of inspection or prevention activity.

Your Full Name: Suzanne Service

Your Email (contact): suzservice@gmail.com

\* If you request a response or follow up, your email address is required. If you do not have an email address use your phone number.

What was your role in your most recent interaction with the Fire Department? \*

- ☒ Homeowner or renter
- ☐ Contractor, building professional, Architect or engineer
- ☐ Developer, realtor, or consultant
- ☐ Other: \_\_\_\_\_

How did you interact with the Fire Prevention Bureau?

- ☒ In person at fire station
- ☒ In person at property or business location Telephone
- ☒ Email
- ☐ Online (through [www.rossvalleyfire.org](http://www.rossvalleyfire.org))
- ☐ Other: \_\_\_\_\_

AGENDA ITEM # 1130  
Date 2/13/19

**What services were you seeking?**

- ☐ Resale Inspection
- ☐ New Construction Inspection
- ☐ Existing Building Inspection
- ☐ Fire Code Information
- ☐ Life Safety System Inspection (Sprinkler, Fire Alarm, Kitchen Hood)
- ☐ General Information
- ☐ Invoice Information
- ☐ Request a hazard abatement Public Education Information File a Complaint
- ☐ Other: remodel permit process

**Fire Department personnel were Courteous, Helpful and Professional**

Strongly Disagree      1      2      3      4      5      Strongly Agree

**Fire Department personnel were professional in appearance**

Strongly Disagree      1      2      3      4      5      Strongly Agree

**Fire Department personnel were knowledgeable and informative**

Strongly Disagree      1      2      3      4      5      Strongly Agree

**Requests for additional information were answered quickly**

Strongly Disagree      1      2      3      4      5      Strongly Agree

**Information provided was accurate and complete**

Strongly Disagree      1      2      3      4      5      Strongly Agree

**Fire Department personnel provided follow up (when required or requested) in a timely manner**

Strongly Disagree      1      2      3      4      5      Strongly Agree

↑  
typo

Committed to the protection of life, property, and environment.

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HEADQUARTERS: 777 San Anselmo Avenue, San Anselmo, CA 94960 TEL: (415) 258-4686 FAX: (415) 258-4689 www.rainvalleyfire.org

**Fire Department personnel returned email and phone calls in a timely and professional manner**

Strongly Disagree      1      2      3      4      5      Strongly Agree

**Our officer hours were convenient**

Strongly Disagree      1      2      3      4      5      Strongly Agree

**The Fire Department web site was well organized and informative**

Strongly Disagree      1      2      3      4      5      Strongly Agree

**Comments, Questions, Concerns:**

Robert Bastianon has been amazing help both before and during our permitting process. We bought one of 'those' houses that nothing is straight forward. He has offered nothing but honest and good advise every step of the way (not that we're done yet).

He has made himself available to me whenever we had a question. We have had many conversations (both in person and via email). During this long 10 month+ process he has been the one that I felt I could actually get a straight answer out of and know he is actually trying to help. The previous owner didn't permit a lot and we have been working closely with the city to get everything up to date. Robert has been a huge help in that process. It's nice to know that you have a Fire department that is willing to work with you and help in a truly respectful manner.

I can't thank him enough for walking me through a very stressful permitting process. The city just kept telling me they told me I shouldn't have bought it, he just helped me move forward.

Thank you  
Suzanne Service

Note - Fire Department personnel can only respond to comments and questions if you provide contact information, above.

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