



Ross Valley Fire Department
777 San Anselmo Avenue, San Anselmo, CA 94960

Mark.
FIRE C

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: 4, 22, 2019

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

Address: 550 Sequoia Dr San Anselmo

Address or Location of inspection or prevention activity.

Your Full Name: Robert Floyd employee of K5 Family LLC/TBM Funding

Your Email (contact): RJFloyd87@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)
- Other: over the phone

Rob,
Thank for sharing
this and for the
effort your putting
in. Much Appreciate
Jason

AGENDA ITEM # MISO
Date 5/8/19

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: Misc. requests from San Anselmo planning department

Fire Department personnel were Courteous, Helpful and Professional

Strongly Disagree 1 2 3 5 (5) Strongly Agree

Fire Department personnel were professional in appearance

Strongly Disagree 1 2 3 5 (5) Strongly Agree

Fire Department personnel were knowledgeable and informative

Strongly Disagree 1 2 3 5 (5) Strongly Agree

Requests for additional information were answered quickly

Strongly Disagree 1 2 3 5 (5) Strongly Agree

Information provided was accurate and complete

Strongly Disagree 1 2 3 5 (5) Strongly Agree

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

Strongly Disagree 1 2 3 5 (5) Strongly Agree

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

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

Strongly Disagree 1 2 3 5 (5) Strongly Agree

Our officer hours were convenient

Strongly Disagree 1 2 3 5 (5) Strongly Agree

The Fire Department web site was well organized and informative

Strongly Disagree 1 2 3 5 (5) Strongly Agree

Comments, Questions, Concerns:

Rob did a great job in explaining different codes and resources available to us. This is the first time we've done work in this area. He helped walk us through what the city was asking of us. Excellent ~~at~~ people skills are the best whether communicating on the phone, email, or in person.

The most important thing for us was never making us feel inadequate for having to ask questions.

From KS & TBM

Thank You!

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

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