



# FIRE DEPARTMENT

*Gerald W Kudek, Fire Chief*

## West Bend Fire Department Citizen Survey

QUESTION		YES	NO
1	If you telephoned your incident to the Police Dispatcher, was the dispatcher helpful and courteous?		
2	Did the Paramedics/Firefighters arrive at the incident in a timely manner? If no, how long did you wait?		
3	Did the Paramedics/Firefighters explain what he / she would do to act upon your concerns and / or complaint?		
4	Were the Paramedics/Firefighters courteous?		
5	Do you believe the Paramedics/Firefighters handled the incident in an efficient and effective manner?		
6	Do you have any other comments about the Paramedics/Firefighters who handled this incident for you?  Please specify below:		
7	Do you have any other comments as to how the West Bend Fire Department can improve the level of service to the West Bend community? If yes, please list below:		

Thank you for your comments. In the event that we would need to address any concerns you may have, fill in as much of the information below as possible. Please email to [kudekg@ci.west-bend.wi.us](mailto:kudekg@ci.west-bend.wi.us)

PLEASE FILL IN ANY KNOWN INFORMATION BELOW			
Incident Date & Time	Incident #	Incident Location	Type of Call
Paramedics/Firefighters	Citizen Name /Address / Phone Number		