



City of New Bern Fire-Rescue

1401 Neuse Boulevard
New Bern, North Carolina 28560
Phone: (252) 639-2931
Fax: (252) 636-1084



This Section For Office Use Only

Incident Address:	Occupancy Status:	Owner	Tenant
Incident Report #:	Shift on Duty:	A-Shift	B-Shift
			C-Shift

Customer Service Survey

New Bern Fire-Rescue wants to provide the public with the best service possible. In an effort to help us improve, please take a moment to rate our recent response or service provided to you. Thank you for your time in assisting us.

1) Was the 911 system prompt and courteous? Yes No

Comment:

2) Did the Fire Department respond promptly? Yes No

Comment:

3) Were the Fire Department personnel courteous? Yes No

Comment:

4) Did you feel the Fire Department personnel performed their jobs quickly and efficiently? Yes No

Comment:

5) Did the Fire Department personnel take time to explain their actions? Yes No

Comment:

6) Did the Fire Department personnel take special care of you and your property? Yes No
Comment:

7) Did the Fire Department personnel take personal responsibility to answer your questions and resolve your problems? Yes No
Comment:

8) Overall, were you satisfied with the Fire Department's service? Yes No
Comment:

9) Were there any services that you believe should have been performed that were not offered? Yes No
Comment:

10) Would you like to discuss your emergency with the Fire Chief? Yes No
If yes, please provide the following information:

Name: _____

Phone # 1: _____ Phone # 2: _____

Additional Comments: