

Lockhart Fire Rescue – Call for Assistance Performance Evaluation

As public servants, Lockhart Fire Rescue is interested in “YOUR” evaluation of the performance of our personnel in answering your call for assistance. We value your opinion so that improvements may be made where necessary, as well as accommodations for performance above normal. Your complete satisfaction is our essential mission and number one priority. **Please rate the QUALITY of service you received on a scale of Zero (Poor) to Five (Excellent). Also feel free to make any additional comments in the space provided. Thank you.**

OVERALL SERVICE RATING: _____

1. Was Fire Rescue's response prompt? If you feel it wasn't, please explain.

2. Did the Firefighters perform in a professional manner? If they did not, what were their actions?

3. Did the Firefighter's offer further information in order to assist you with this incident?

4. Were the Firefighters courteous and were explanations offered for actions taken during this incident?

5. Upon completion of service, did the Fire Department help to restore the area back to normal, or as normal as possible?

6. Do you feel the department did everything necessary to provide assistance to you? If not, Please explain.

Date of Service: _____

Optional:

Name: _____

Telephone: _____

Address: _____

Thank you for completing this survey. It will enable “YOUR” Fire Department to better serve you in the future.

Jerry Doyle, Fire Chief

John C Browning, Fire Marshal

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(512) 398-2321 (Administration)

512-376-5679 (Austin Metro)

512-620-0001 (Fax)