

The Rio Vista Fire Department is a full service department, which covers all phases of the fire service: wild land, urban interface, medical, full vehicle extrication, hazmat, airport, and all fire related responses. The Rio Vista Fire Department serves our community with Advanced Life Support and Basic Life Support services on a twenty-four hour basis. The City of Rio Vista also has a contract with Delta Fire Protection District, in which the Rio Vista Fire Department covers the Delta area, which consists of half way over the Rio Vista Helen Madere Bridge, North Highway 160 just past Vierra's Resort, and South Highway 160 to the Antioch Bridge. The coverage area is approximately 30 square miles. The Rio Vista Fire Department also performs fire code enforcement with in the Rio Vista and Delta communities. This includes plan checks for new construction and existing buildings. The Fire Department also participates in the National Fire Prevention week, by going to our schools and educating our youth on fire safety. The Rio Vista Fire Department is also responsible for Fire Investigation with in our jurisdiction. The Rio Vista Fire Department is the E.O.C. (Emergency Operations Command) in the event of a major disaster.

### **Rio Vista Fire Department**

**350 Main Street**

**Rio Vista, CA 94571**

**Non Emergency Phone: (707)374-2233**

**Emergency Dispatch: (707)421-7090**



**Rio Vista Fire Department**



## **Customer Satisfaction Survey**

**We Care About You!**

*Please let us know what  
you think about us.*



# Rio Vista Fire Department Customer Satisfaction Survey



## Mission

*The Rio Vista Fire Department is committed to the citizens of Rio Vista and the Delta area by protecting the lives, property and the environment from the dangers of fires, unexpected medical emergencies and exposures to hazardous conditions through fire prevention, public awareness and education with dedicated, skilled professionals who are trained and educated in every aspect of firefighting and emergency medical services.*

Yes, I would like to have a Fire Department representative contact me for a follow up.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Day Phone: \_\_\_\_\_

Evening Phone: \_\_\_\_\_

Email: \_\_\_\_\_



## How is our service?

Our goal is to provide excellent service to our citizens. Please provide the information below, and then deposit this form in the mail or drop it off at the City of Rio Vista Fire Station.

Date that I received service from the Fire Department: \_\_\_\_\_

Please check the appropriate box: Emergency situation Non-Emergency situation

### PLEASE RATE THE SERVICE YOU RECEIVED BY CIRCLING THE APPROPRIATE LETTER.

5 = Excellent    4 = Good    3 = Adequate    2 = Poor    1 = Unsatisfactory

1. How prompt was our response?	5	4	3	2	1
2. How were you treated by Fire Department Personnel?	5	4	3	2	1
3. How knowledgeable and competent was our staff?	5	4	3	2	2
4. Were you kept informed of what was happening?	5	4	3	2	1
5. Overall, how would you rate our service?	5	4	3	2	1
6. If you contacted 9-1-1, how courteous and helpful was the operator?	5	4	3	2	1

If any members of our staff were especially helpful, please let us know who and how they were helpful. We want to show them our appreciation.

Employee(s) Name: \_\_\_\_\_

**Thank you for taking the time to complete this survey.**

**Your feedback helps us to improve service to the Rio Vista community.**