**VPFA Customer Service Assessment – Results for the Fire Marshal’s Office**

**(Safety & Risk Services)**

n=25

Problem solving: 76% = very + somewhat satisfied; 16% = neutral; 8% = somewhat + very dissatisfied

Timeliness: 80% = very + somewhat satisfied; 12% = neutral; 8% = Somewhat + very dissatisfied

Communication, Attitude, & Professionalism: 88% = very + somewhat satisfied; 4% = neutral; 8% = somewhat and very dissatsfied

Technical knowledge: 84% = very and somewhat satisfied; 12% = neutral; 4% = somewhat and very dissatisfied

Overall customer satisfaction: 88% = very + somewhat satisfied; 4% = neutral; 8% = somewhat and very dissatisfied 

n = 30

More than five years: 48%
3 years to 5 years: 32%
6 months to 2 years: 8%
Less than 6 months: 12%

n = 25

More than once a week: 0%
About once a week: 4%
A few times during each month: 8%
About once a month: 16%
A few times during the year: 40%
Once a year or less frequenty: 32%
