



**PUGET SOUND
REGIONAL FIRE AUTHORITY**
INTERNATIONALLY ACCREDITED FIRE AGENCY
Matthew Morris Fire Chief

*Professionally and
compassionately helping people*

FOR IMMEDIATE RELEASE

Puget Sound Fire Announces New Customer Service Survey Program

Kent, WA - Aug 5, 2020

The Puget Sound Regional Fire Authority is your partner in helping to build safe and healthy communities for us all to enjoy. We are driven by our purpose to professionally and compassionately care for people! Our mission is to provide effective and sustainable services that meet the needs of a changing community with the resources entrusted to us.

To help meet that goal, the Puget Sound Regional Fire Authority is launching a new Customer Service Survey program! The program will assist in collecting feedback from the community from a variety of interactions, including emergency response, Public Education events, and inspections. The survey will be accessible via a variety of methods including QR codes on apparatus and fire stations, social media links, and on our website at www.pugetsoundfire.org. The survey will be voluntary, and participants can remain anonymous or share contact information and request a follow up from a member of Puget Sound Fire.

Survey data will be shared with the Governance Board and stakeholders as well as the community at large on a quarterly basis. It will become a tool to measure our successes and identify areas of improvement.

When announcing the survey program, Fire Chief Morris stated: "In these challenging times it is important to listen to our community....and this will help us to be better, and to better serve our community."

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