

Ireland, Michelle

From: - Fire & Life Safety Office
Sent: Sunday, March 23, 2025 5:20 PM
To: - County Administration
Subject: Fire and Life Safety Customer Satisfaction Survey - Walter Marchlewski

For your records.

Thanks!
Tracy



Tracy M. Payne
Senior Administrative Services Manager
York County Fire and Life Safety
Direct Dial: 757-890-3604
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<https://www.yorkcounty.gov/fire>

From: Jotform <noreply@jotform.com>
Sent: Friday, March 21, 2025 3:49 PM
To: - Fire & Life Safety Office <flsafety@yorkcounty.gov>
Subject: [EXTERNAL] Re: Fire and Life Safety Customer Satisfaction Survey - Walter Marchlewski



Fire and Life Safety Customer Satisfaction Survey

Select the nature of your interaction with our department

Car seat installation by CaptRivera at Grafton

What was the date and time of your interaction with our department?

3/20 1:15 PM

Our member(s) provided courteous, attentive and responsive services:

Excellent

Overall, how well did we perform:

Excellent

Do you have any additional comments or suggestions about how we could improve our customer service and better meet your expectations? None

Name (Optional)

Phone Number (Optional)

Email Address (Optional)

Address (Optional) 103 Anacostia Turn, Yorktown, VA, 23693

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Ireland, Michelle

From: - Fire & Life Safety Office
Sent: Friday, March 21, 2025 3:35 PM
To: - County Administration
Subject: FW: [EXTERNAL] Re: Fire and Life Safety Customer Satisfaction Survey -

Thanks!
Tracy

Tracy M. Payne
Senior Administrative Services Manager
York County Fire and Life Safety

From: Jotform <noreply@jotform.com>
Sent: Monday, March 17, 2025 6:30 PM
To: - Fire & Life Safety Office <flsafety@yorkcounty.gov>
Subject: [EXTERNAL] Re: Fire and Life Safety Customer Satisfaction Survey -



Fire and Life Safety Customer Satisfaction Survey

Select the nature of your interaction with our department

Medical emergency

What was the date and time of your interaction with our department?

[REDACTED]

Our member(s) provided courteous, attentive and responsive services:

Excellent

Overall, how well did we perform:

Excellent

Do you have any additional comments or

Mike Stinson- what a kind, gracious, empathetic, caring and wonderful person you are! Thank you so much for you and your

suggestions about how we could improve our customer service and better meet your expectations?

team's care of [redacted] in [redacted] this morning during her medical emergency. You met my wife today, [redacted] as she sat on the floor with [redacted] while your team was enroute to [redacted] home. [redacted] was in tears at how wonderful the paramedic team were and what kindness you showed [redacted] to help him get to the hospital with [redacted]. In an unkind world, we are so thankful to be living in Yorktown where we know in time of need incredible people like you and your team will be there to help. Thank you for all your care today and what must certainly be the same level of care for all those you encounter. My wife and I are truly appreciative- [redacted] are wonderful people and you very likely saved her life today. Thank you, Thank you, Thank you!!!

Name (Optional)

[redacted] Bill Roach on behalf of Michelle Roach

Phone Number (Optional)

[redacted] 501-625-1131

Address (Optional)

[redacted] Yorktown, Virginia, 23693

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