

From: - Fire & Life Safety Office <flsafety@yorkcounty.gov>
Sent: Wednesday, December 3, 2025 9:51 AM
To: - County Administration <ctyadm.Admin@yorkcounty.gov>
Cc: Baldwin, Allen <Allen.Baldwin@yorkcounty.gov>
Subject: FW: Fire and Life Safety Customer Satisfaction Survey - [REDACTED]

Below is a survey recently received by FLS.

Thanks!
Tracy



Tracy M. Payne
Assistant to the Fire Chief
Senior Administrative Services Manager
York County Fire and Life Safety

From: Jotform <noreply@jotform.com>
Sent: Saturday, November 22, 2025 4:13 PM
To: - Fire & Life Safety Office <flsafety@yorkcounty.gov>

Fire and Life Safety Customer Satisfaction Survey

Select the nature of your interaction with our department

Car seat safety check

What was the date and time of your interaction with our department? 11/14/2025

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?

Battalion Chief James Rhodes provided thorough education and installation of car seats for our son/grandson. Thank you for sharing your knowledge and time.

Name (Optional)

[REDACTED]

Phone Number (Optional)

(757) [REDACTED]

Email Address (Optional)

[REDACTED]@gmail.com

Address (Optional)

[REDACTED] Yorktown, VA, 23692

You can [edit this submission](#) and [view all your submissions](#) easily.