# Incident Support Survey

## Silver City Fire Cache (SFK)

## 158 Airport Road

## Hurley, NM 88043

## Phone: 575-538-5611

## Fax: 575-388-5672

Please take the time to tell us how we did. We here at the cache would like to know what went right, what went wrong, and how we can do better to support your incidents next time. Please take the time fill out this form. Additional comments are highly valued as are emails and phone calls to discuss our performance and the products we carry.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Incident Name |  | | **Incident Number** | | |  | | |
| Team Assigned |  | | **Logistics/ Supply Contact** | | |  | | |
| **Phone** |  | | **Email** | | |  | | |
|  |  | |  | | |  | | |
|  | | | | | | | | |
|  | | Strongly Agree | | Agree | Neutral | | Disagree | Strongly Disagree |
| Was the incident satisfied with the  **Overall Quality of Customer Service?** | |  | |  |  | |  |  |
| Was the ordering process easy and efficient? | |  | |  |  | |  |  |
| Were your questions or concerns addressed to your satisfaction? | |  | |  |  | |  |  |
| Were orders processed in a timely manner? | |  | |  |  | |  |  |
| Were the cache personnel friendly and courteous? | |  | |  |  | |  |  |
| Was the incident satisfied with the  **Overall Quality of Products?** | |  | |  |  | |  |  |
| Did the supplies meet expectations for intended use? | |  | |  |  | |  |  |
| Small engine equipment was in good working order without mechanical issues? | |  | |  |  | |  |  |
| Supplies were received in new or like new condition? | |  | |  |  | |  |  |
| Was the incident satisfied with  **Overall Delivery of Supplies?** | |  | |  |  | |  |  |
| Did shipments arrive in a timely manner? | |  | |  |  | |  |  |
| Were orders complete and arrive is good condition? | |  | |  |  | |  |  |
| Were drivers courteous and professional? | |  | |  |  | |  |  |