



# MONARCH FIRE PROTECTION DISTRICT

13725 Olive Blvd., Chesterfield, MO 63017-2640

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[www.monarchfpd.org](http://www.monarchfpd.org)

## FIRE PERMIT AND INSPECTION SURVEY

The Monarch Fire Protection District desires to provide excellent fire and ambulance service and ongoing protection to those within our boundaries. We hope you will assist us by completing this confidential voluntary survey on your permit/inspection experience.

You may either 1) identify yourself or your business 2) provide the form anonymously or 3) request a call from a member of our board of directors.

If you wish your response to go directly to the President of the Board for confidential handling, please mail to: Robin L. Harris, President of the Monarch Fire Board, P.O. Box 512, Chesterfield, MO 63006, or you may address it to a different board member at the same address.

Forms returned to the President of the Board will be opened by him to ensure your confidentiality. You may address it to the entire board at the Monarch address in which case it will be distributed to all members. We have a district policy that the board member receiving the form will call you if you include your contact information before reporting anything to others if issues need to be resolved or addressed.

Thank you for your help in assisting us to make our inspection process as effective as possible.

Please fill out the survey as completely as possible by checking the appropriate box for each item. Check "N/A" for items that do not apply to your most recent experience.

**1. The Monarch visit was easy to schedule and met my timing needs.**

- 1 (Strongly Agree)
- 2
- 3
- 4
- 5 (Strongly Disagree)
- N/A

**2. The inspection was appropriately thorough.**

- 1 (Strongly Agree)
- 2
- 3
- 4
- 5 (Strongly Disagree)
- N/A

**3. The Fire Prevention Bureau (FPB) personnel were knowledgeable and helpful in my achieving compliance.**

- 1 (Strongly Agree)
- 2
- 3
- 4
- 5 (Strongly Disagree)
- N/A

**4. The inspection was completed in a reasonable time.**

- 1 (Strongly Agree)
- 2
- 3
- 4
- 5 (Strongly Disagree)
- N/A

**5. The Monarch process was easy to understand and navigate.**

- 1 (Strongly Agree)
- 2
- 3
- 4
- 5 (Strongly Disagree)
- N/A

**6. The FPB personnel were professional in their dress, demeanor and expertise, and were courteous.**

- 1 (Strongly Agree)
- 2
- 3
- 4
- 5 (Strongly Disagree)
- N/A

**7. The findings were fair and reasonable.**

- 1 (Strongly Agree)
- 2
- 3
- 4
- 5 (Strongly Disagree)
- N/A

**8. If I disagreed with the findings or requirements, there was an easy and fair process to have my issues addressed.**

- 1 (Strongly Agree)
- 2
- 3
- 4
- 5 (Strongly Disagree)
- N/A

**9. If I disagreed with the findings or requirements, the reasons for the findings or requirements were explained to me.**

- 1 (Strongly Agree)
- 2
- 3
- 4
- 5 (Strongly Disagree)
- N/A

**10. Please provide comments or suggestions about your most recent experience.**

**11. During your most recent interaction with Monarch FPB personnel, you were a:**

- Business Owner
- General Contractor
- Trade Contractor
- Developer
- Design Professional (Architect, Engineer)
- Other (Please specify) \_\_\_\_\_

**12. Would you like to be contacted about your experience with the FPB?**

- Yes
- No

Contact Information:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Project Name: \_\_\_\_\_

Monarch Permit Number: \_\_\_\_\_