

West Metro Fire-Rescue District

After The Fire

Information to Assist in the Recovery Process



Serving the Cities of Crystal and New Hope

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Introduction

West Metro Fire-Rescue District provides this document as a part of our continued commitment to customer service. The information provided will assist you in your household's recovery and restoration of property damaged by fire.

Understanding Fire Department Operations

Please understand that a certain amount of damage may be caused by firefighter operations. A common practice in good firefighting is to ventilate the premises to remove trapped heat and smoke, allowing firefighters to enter and extinguish the fire and rescue occupants. For this reason, firefighters may break windows, remove roof vents, and/or cut holes the roof or skylights to let out smoke and heat. Walls and ceilings may be opened by firefighters to trace the course of a fire under floors or in partitions and walls, called "checking for extension." In fire-resistant multiple story buildings, toilet fixtures are sometimes removed so the accumulation of water on the floor can be squeegeed to the outlet. In buildings with wood floors, holes may be cut to drain water to lower floors preventing dangerous load weight that can damage the home even further, especially in winter months when the water freezes, adding extra weight. The ultimate goal of all firefighter operations is to ensure the fire is out, and does not start to burn again after firefighters leave.

The Fire Investigation

After experiencing the tragedy of fire, we understand your first question may be, "How did the fire start?" It is the goal of the district to give you that answer, not only to give you some closure, but by doing thorough origin and cause investigations we can better learn how to prevent future fires.

In most cases, the investigation will be started during fire suppression efforts or shortly after. The investigation will be handled as deemed necessary by the incident commander or the fire officer in charge of the incident. If the cause is apparent, it may just be documented with photos and interviews. In more severe cases, or if there are death or injuries, District Investigators will be called in to do the fire investigation. Depending on the needs of the fire investigation, these investigators may be assisted by other individuals or groups such as other firefighters, police officers, the crime lab, the fire investigation team, and/or the State Fire Marshal's Office. The District Investigator's role is to determine how the fire started and immediately involve law enforcement if any criminal activity is suspected.

During the investigation, you may be asked many questions, including permission to do the investigation after the fire trucks leave. The investigator or fire officer will provide a written consent form for the homeowner or resident to sign which grants permission for the investigation. This consent will be normally good for 30 days, depending on the needs of the investigation. This allows us time to meet with private insurance investigators, adjusters, etc. to reach a conclusion in the investigation.

Please be prepared that in some cases, the cause of the fire may go “undetermined after investigation.” It is our goal to do a complete and thorough investigation, but fire is very devastating and can make determining the exact cause difficult or impossible in some limited cases. We recommend that you are as truthful and complete in your answers when interviewed, so that we have every opportunity to find the exact cause of the fire. We have found that some people, whether insured or not, think that even if the fire was an accident, they will be in trouble. In almost all cases of unintentional or accidental fires, no one is going to be in any kind of trouble.

It should also be noted that private investigators will be hired to represent the insurance company involved in the loss. In incidents with larger losses, there may be multiple private investigators and adjusters involved. These people are seeking the same answers we are, but are also seeking to find what or who may be responsible. In many cases, these incidents help to strengthen product recalls and deficiency claims that the insurance company can use to recoup some of their losses (called subrogation).

Requesting a Fire Report

A copy of the fire report for your incident can be obtained by contacting West Metro Fire-Rescue District Offices at (763) 230-7000 or email via our website at <http://www.westmetrofire.com/contact.aspx>. District Offices are located at 4251 Xylon Ave N. in the City of New Hope with hours of operation Monday through Friday from 8:00 am to 4:30 pm. Please keep in mind it may take a few days for reports to be entered and quality checked before they are approved for release. If you are requesting the fire investigation report, please understand fire investigation reports are only released after investigations are closed and not always available with the basic incident report.

The First 24 Hours

Immediately after a fire there are some important steps to take and decisions to make to help the recovery process. Many times when fire strikes, lives are suddenly changed and since the average person does not ever intend to have to deal with the tragedy of fire, below are some suggestions to help you through the immediate confusion and assist in protecting you, your family, and your property.

- Contact your insurance company immediately to report your loss. They will send out a company adjuster right away to discuss your situation and how to acquire help for immediate repairs. Beware that Insurance Company Adjusters differ from Public Adjusters (please see page 7 for more details).

- Make sure your property has been declared safe and ready to enter by a proper authority such as the Fire Chief or Incident Commander in charge of the fire scene. The duty is sometimes carried out by the local Fire Inspector/Investigator or Building Official. Under certain instances, you will not be allowed access until the fire investigation into how the fire started has been completed. It is also possible the home maybe un-inhabitable after the fire and you will only be allowed to grab immediate necessities. In severe cases where there is major damage, no entry may be allowed due to safety concerns. This will usually be determined before the fire department leaves the scene.
- Arrange for board-up of your property if necessary. See “Fire and Water Damage Board-Up and Restoration Services” on page 14 of this handbook for phone numbers. Be sure that boarding up your home is all that is specified in the work order and the company does not include other work such as restoration. All holes in the exterior of your home should be covered to prevent the entry of rain or intruders. Make certain outside doors can be locked or covered. Your insurance company will help you with this process, but this is ultimately the responsibility of the homeowner.
- Contact local disaster relief services whether you are insured or not. The American Red Cross or Salvation Army can help arrange temporary housing, food, eyeglasses, medication, and other essentials destroyed by the fire. Emergency relief is given regardless of income. See the “General Service Organization” section on page 14 of this handbook for contact information. In some cases the fire department may have already have done this for you.
- Consult each of your utility companies to determine if utilities should be left on or turned off. In many cases the utilities have been disconnected during suppression efforts for safety. Contact information for utility companies can be found on page 18 of this handbook. **Do not try to restore any utilities yourself.**
- If you have not already done so, remove all pets to a cleaner and safer environment. Contact information for area veterinary clinics/hospitals can be found on page 20 of this handbook.
- Remove all valuables remaining in your home if you plan to leave the site of the fire (and are allowed back in your home). Try to locate and take with you the following items:
 - Identification
 - Vital medications: insulin, blood pressure regulation medicine, heart medicine, etc. If the medication was exposed to heat, smoke or water it should be replaced.
 - Eyeglasses, hearing aids, prosthetic devices and other personal aids.
 - Valuables and documents such as insurance policies, checkbooks, credit cards, savings account records, money and jewelry.
 - Cell phone(s) and chargers for communication needs.

- Beginning immediately, save receipts for any money you spend. These receipts are important in showing the insurance company what money you have spent related to the fire loss and also for verifying losses claimed on your income taxes.
- Contact the police department (phone numbers can found on page 12 of this handbook). They can be a resource to assist you in providing appropriate security for your property.
- Notify the following parties of your situation and where you will be temporarily residing:
 - Your insurance agent or adjuster
 - Your family and friends
 - Your employer
 - Your children's school (see pages 16-18 for contact information)
 - The post office (you can have them hold or forward your mail, depending upon the duration of your relocation, phone numbers on page 13)
 - The newspaper and any magazine subscriptions
 - The local Fire Department, if the fire is under investigation
 - The utility companies
 - Bank and credit card companies
 - The city's assessor
- ***If you are a tenant/renter of the property:*** Contact the resident manager, the owner and the owner's insurance agent. It is the responsibility of the owner to prevent any further damage or loss at the site. See that your personal belongings are secure, either in the building or at another location.

Protect Yourself

Just as there are many things you must do to protect you and your property, there are many things you must not do. The following information will help you avoid any unnecessary delays in your recovery and keep you safe:

- Use caution at any time you re-enter the structure. Not only are there the obvious structural dangers, but there may also be toxins or airborne contaminants caused by the fire. Exposure to some of these toxins has been shown to increase the risk of developing certain types of cancers. In many cases, it is safer and quicker to have the insurance agency handle the necessary clean up and restoration of your property. Contractors hired to do repairs are aware of the possible hazards present and have the equipment to deal with them.
- Do not sign anything immediately after any property damage to your home or business. Take the time to read through any fine print on any work order form. Make sure you read and understand your insurance policy.

- Do not give anyone unlimited approval for any repairs or work to be done on your property. Make sure you see a detailed estimate of the work to be done.
- Do not leave the site until it has been secured properly.
- Do not throw away any damaged property until a full inventory is made. All damages are taken into consideration when developing your insurance claim. In addition, the inventory is important for tax purposes.
- **Overall, if you are insured,** work with your insurance agency and check to see what is required of you. They deal with loss every day and will be able to walk you through the process to recovery.
- **If you are not insured,** your recovery from a fire loss may be based upon your own resources and help from your community. These organizations may be sources of aid or information. Many of their contact numbers are listed in the back of this document:
 - American Red Cross
 - Salvation Army
 - Religious Organizations
 - Department of Social Services
 - Civic Organizations
 - State or Municipal Emergency Services Office
 - Non-Profit Crisis Counseling Centers

Insurance Claim Adjuster vs. Public Adjusters

Insurance Claims Adjusters

When dealing with your insurance claim it is important that you do not make any quick decisions, especially during the fire or shortly after.

Immediately contact your insurance company after the fire so action can be taken and the claim process started.

If you are unhappy with the service provided by your insurance company, contact the Insurance Commissioner's Office at 651-296-6025 or enlist a Public Adjuster.

Public Adjusters

A Public Adjuster is an independent adjuster not associated with your insurance company. After a fire incident, expect that a Public Adjuster may be one of the first people on the scene. It is important for you to know that it is your choice whether or not you use the services of a Public

Adjuster in settling your fire loss. If you choose to have a Public Adjuster assist you with your loss, they will generally assume 10-15% of your insurance entitlement.

Remember, the first 24 to 48 hours after a fire are often the most stressful. Before you sign anything, review your options. It is in your best interest to use the first days after a fire incident to gather information, ask questions and seek answers. Allowing the immediate emotional impact of the fire to settle before you make any decisions will help insure that the decisions you do make will be sound and in the long term, most beneficial to you and your family. If you choose to enlist the services of a Public Adjuster and would like to revoke their service contract with the adjuster, you have a 48 hour period to change your mind.

Cleaning and Salvage Tips

Mildew

Many people are allergic to molds and mildew. It is recommended that all mattresses, upholstered articles and carpet pads be thrown out if they have been soaked. They cannot be dried fast or well enough to keep mildew and mold spores from growing. If you do keep any of these items you should consult a commercial cleaning service for instructions.

Clothing

Clothing that can withstand bleaching should be cleaned by washing in a mixture of ½ cup of ammonia to two gallons of water. Rinse in vinegar while wearing rubber gloves. Rinse with clear water and dry thoroughly.

Always read the CARE LABEL for proper instructions before cleaning any garments. Additional information may be obtained from a commercial cleaning service.

Dishes

Wash all china, glass, pots and pans in hot, soapy water using a scrub brush to remove any debris. Rinse in clear, clean water and dip in a solution of two tablespoons of ordinary household bleach to one gallon of water. Dishes with deep cracks must be thrown away.

Plastic and Wood Items

Plastic cookware, utensils, dishware, baby bottles and nipples, containers, cups, wooden utensils and bowls cannot be disinfected after exposure to contaminated water or chemicals and should be thrown away. Do not use them for food or edible products.

Leather

Contact leather and suede cleaners for expert information.

Walls

Walls may be washed when still wet. Use a mild soap or detergent. Wash a small area at a time, working from the floor up. Rinse in clear water immediately. Ceilings should be washed last. DO NOT PAINT UNTIL THOROUGHLY DRY. Contact a paint dealer for further information.

Linoleum/Vinyl Floors

If water is allowed to remain underneath linoleum, odors and breakdown of wood begins. To remove or lift flooring, it is recommended that you contact a flooring specialist.

Removing White Spots on Wood Furniture

Wipe dry at once and polish with wax or furniture polish.

Combating Odors

It is generally a very complex problem due to the varied materials on the market today which are manufactured using natural and man-made fibers. For best results, contact a professional cleaning service.

Wall to Wall Carpet

See "Mildew" section above for warnings about soaked carpeting. If carpeting is soaked, experts recommend replacing the padding underneath. For further information, contact a commercial cleaning service.

Rugs

Let rugs and carpets dry thoroughly. Make sure to use a commercial grade rug shampoo when cleaning rugs and carpets. Dry the rugs as quickly as possible by laying them flat and exposing them to dry air. Make sure rugs are dried thoroughly.

Appliances

Do not use appliances that have been exposed to water or steam until you have a service representative check them. This is especially true of electrical appliances. Additionally, steam can remove the lubricant from some moving parts.

Food

Wash canned goods in detergent and water. Do the same for food in jars. If labels come off, be sure you mark the contents on the can or jar with a marker. Do not use canned goods if the cans have bulged or rusted. Do not refreeze frozen food that has thawed. Any other food, cosmetics, or medicines that were exposed to heat or smoke should be thrown away and not used.

Refrigerators and Freezers

Sometimes odors are difficult to remove due to damp insulation which absorbs odors. Here are some cleaning recommendations.

- Defrost and wash all surfaces with water and dishwasher detergent, rinse with two tablespoons baking soda per quart of water, re-rinse with clear water.

- Alternatively, wash with solution of one cup vinegar to one gallon water or with solution of one cup household ammonia to one gallon water. Baking soda in an open container or a piece of charcoal can also be placed in the refrigerator or freezer to absorb odor.

Caution: When cleaning or removing any refrigerator or freezer, be sure doors are removed or secured against closing on children!

Care of Books & Documents

Documents

Below is a list of documents that should be located, if possible, to speed up the process of recovering from a disaster. NOTE: It is wise to store all important documents in a fireproof container or cabinet.

- Birth Certificate
- Driver's License
- Bank Books
- Insurance Policies
- Military Discharge Papers
- Passports
- Social Security Cards
- Marriage Papers
- Divorce Decree
- Credit Cards
- Title to Deeds
- Stocks & Bonds
- Senior Citizen ID Card
- Wills
- Medical Records
- Payment Books
- Warranties
- Income Tax Return
- Automobile Registration
- Citizenship Papers
- Burial Contracts
- Pet Licenses
- Death Certificates

Sharp-freeze any documents effected immediately to preserve them. When desired copies are needed, simply allow to thaw, lift off each page as it thaws and copy. Contact any one of the meat-cutting firms located in the yellow pages of your phone book for sharp (quick) freeze service information.

Books

Place books on end, separate pages and air dry. You can also try placing dry paper between the pages and pressing to prevent crinkling and distorting. If very wet, air dry until damp, sprinkle cornstarch between pages, allow the corn starch to consume moisture, then wipe with a dry cloth.

Paper Money

Handle burned money as little as possible. Attempt to encase each bill or portion of a bill in plastic wrap for preservation. If the money is only half-burned or less, you can take the remainder to your regional Federal Reserve Bank for replacement. Ask your bank for the nearest one or you can mail the burned or torn money by “registered mail, return receipt requested” to:

Department of the Treasury
Bureau of Engraving and Printing
Office of Currency Standards
P.O. Box 37048
Washington, D.C. 20013

Coins

Mutilated or melted coins can be taken to your regional Federal Reserve Bank or mailed by “registered mail, return receipt requested” to:

Superintendent
U.S. Mint
P.O. Box 400
Philadelphia, PA 19105

U.S. Savings Bonds

If your U.S. Savings Bonds have been destroyed or mutilated, you must obtain Department of Treasury Form PD F 1048(I) by calling 1-800-333-2919 to request the Form. Include name(s) and address on bonds, approximate date of purchase, denomination and number of bonds.

Tax Information

Check with an accountant, tax consultant or the Internal Revenue Service (IRS) about special benefits for people with limited financial needs after a fire loss.

Resources & Telephone Numbers

City of Crystal

4141 Douglas Drive
 Crystal, MN 55422
<http://www.ci.crystal.mn.us>

Department	Phone Number	Additional Information
City Hall Switchboard	(763).531.1000	M-F 8:00 a.m. - 4:30 p.m.
City Clerk	(763).531.1145	
Community Development	(763).531.1130	
City Engineer/Public Works Director	(763).531.1160	
Finance Director	(763).531.1110	
Fire Administration/Prevention	(763).230.7000	Call 911 for emergencies
Parks and Recreation	(763).531.1158	
Police Administration	(763).531.1010	Call 911 for emergencies

City of New Hope

4401 Xylon Ave N.
 New Hope, MN 55428
<http://www.ci.new-hope.mn.us/>

Department	Phone Number	Additional Information
City Hall Switchboard	(763).531.5100	M-F 8:00 a.m. - 4:30 p.m.
City Clerk	(763).531.5117	
Community Development	(763).531.5110	
Public Works	(763).592.6777	
Finance Director	(763).531.5131	
Fire Administration/Prevention	(763).230.7000	Call 911 for emergencies
Parks and Recreation	(763).531.5151	
Police Administration	(763).531.5170	Call 911 for emergencies

County Business

Hennepin County Government Center	(612).348.3000	M-F 8:00 a.m. - 4:30 p.m.
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Police and Fire

Call 911 for emergencies

Police - Crystal	(763).531.1010	M-F 8:00 a.m. - 4:30 p.m.
Police - New Hope	(763).531.5170	M-F 8:00 a.m. - 4:30 p.m.
Fire - West Metro Fire-Rescue District	(763).230.7000	M-F 8:00 a.m. - 4:30 p.m.
Non-Emergency	(763).525.6210	after 4:30 M-F and Weekends

Crystal Public Works Building

6125 41st Ave N
 Crystal, MN 55422

City Forester	(763).531.1162	Tue, Thurs, & Fri
Public Works Maintenance	(763).531.5160	M-F 8:00 a.m. - 4:30 p.m.

New Hope Public Works Building
 5500 International Parkway
 New Hope, MN 55428

Public Works Maintenance	(763).592.6777	M-F 8:00 a.m. - 4:30 p.m.
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U.S. Post Office

Crystal 5550 West Broadway Ave N. Crystal, MN	(800).275.8777	M-F 9:00 a.m. - 5:00 p.m., Sat 9:00 a.m. - 1:00 p.m.
Golden Valley 7701 Golden Valley Road, Golden Valley, MN	(800).275.8777	M-F 8:30 - 5:00 p.m., Sat 9:00 a.m. - 1:00 p.m.
Plymouth/Lost Lake 9705 45 th Ave N. Plymouth, MN	(763).557.1372	M-F 8:30 a.m. - 5:00 p.m., Sat 9:00 a.m. - 1:00 p.m.
Robbinsdale 4048 Lakeland Ave N, Robbinsdale, MN	(800).275.8777	M-F 8:30 a.m. - 5:00 p.m., Sat 9:00 a.m. - 1:00 p.m.

Government Services

Hennepin County Service Centers General Information http://hennepin.us	(612).348.8240	M-F 8:00 a.m. - 4:30 p.m.
Certificate: Birth, Marriage and Death Or where certificate originated		
Hearing Impaired TTD Number for Hennepin County	(612).348.6646	

Citizenship Papers - US Immigration and Naturalization Services	(800).375.5283	
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Credit Cards – Check with the Issuing Companies		
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Deed Titles - Records Department of Hennepin County	(612).348.3050	M-F 8:00 a.m. - 4:30 p.m.
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Divorce Papers - Circuit Court where decree was issued		
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Driver's License, Auto Registration/Title Cards MN Dept. of Motor Vehicles (Public Safety) https://dps.mn.gov/divisions/dvs/Pages/default.aspx		(651).296.6911
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General Information State of Minnesota	(651).296-6013	M-F 8:00 a.m. - 4:30 p.m.
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General Information Federal Government	(800).688.9889	
Hearing Impaired TTD Number for Federal Government	(800).325.0778	

Income Tax Records		
Federal	(651).290.3628 (MN)	1.800.829.1040
State	(651).296.3781 (MN)	State Filed
Property Tax	(612).348.3011 (MN)	
Medical Records	Your Doctor	

Military Discharge Papers	Veteran's Administration	(612).725.2000
		(800).827.1000

Passports	Hennepin Co. Service Centers	(612).348.8240
	http://hennepin.us	

Social Security or Medicare Cards - Social Security Office		(800).772.1213
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Stocks and Bonds	Issuing company or your broker	
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Warranties	Your Issuing Company	
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Wills	Your Attorney	
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Fire and Water Damage Board-Up and Restoration Services		
Advanced Restoration Services		(612).522.8577
Board Up Plus		(763).475.3953
Constructal Corporation		(763).493.2884
Construction Company		(763).559.1009
Giertsen Company		(763).546.1300
Lindstrom Cleaning & Construction		(763).544.8761
Restoration Cleaning.		(763).544.5841
Servicemaster		(763).473.5433

For additional companies providing fire and water damage repair services please look in the Yellow Pages under Fire.

General Service Organizations		
American Red Cross	(651).291.6789	24 Hours
Salvation Army Disaster Services	(651).746.3400	24 Hours
United Way/First Call for Help	(651).291.0211	24 Hours

Metro Transit		
Metro Transit - http://www.metrotransit.org/ (All Information)	(612).373.3333	Various Open Time
Customer Relations	(612).373.3333	M-F 7:30 a.m. - 5:30 p.m.
Lost & Found Lost & Found is located at 570 Sixth Avenue North in Minneapolis	(612).373.3333	
Rideshare & Employer Programs Call Metro Transit Rideshare between 8 a.m. and 4 p.m. on weekdays for information about carpools, vanpools, the Guaranteed Ride Home program and employer programs.	(612).373.3333	
Metro Transit Nextrip Information Provides real-time information for trips departing in the next 20 minutes and scheduled times thereafter. It is available online through the menu to the right and by phone	(612).341.4287	
TTY Phone Numbers		
Route & Schedule Information	Metro Transit TTY Phone Number - (612).341.0140	
Customer Relations / Lost & Found Items found on buses and trains will be turned in to Lost & Found by 8:30 a.m. the following business day.	Metro Transit TTY Phone Number - (612).349.7439	
Ride Share	Metro Transit TTY Phone Number - (612).349.7369	

Local Hotels	
Best Western/Kelly Inn 2705 Annapolis Lane www.bestwesternplymouth.com	(763).553.1600
Comfort Inn 3000 Harbor Lane www.choicehotels.com	(763).559.1222
Country Inn & Suites 210 Carlson Parkway www.countryinns.com	(763).473.3008
Days Inn 2955 Empire Lane www.daysinn.com	(763).559.2400
Radisson Hotel 3131 Campus Drive www.radisson.com	(763).559.6600
Red Roof Inn 2600 Annapolis Lane www.redroof.com	(763).553.1751

Public Schools Serving Crystal & New Hope	
District No. 281 Dist. Administrative Offices 4148 Winnetka Avenue N. http://rdale.org/	(763).504.8000
Robbinsdale School District 281 High Schools	
Robbinsdale Armstrong High School 10635 36 th Avenue N. Plymouth, MN 55441	(763).504.8800
Robbinsdale Cooper High School 8230 36 th Avenue N. New Hope, MN 55428	(763).504.8500
Highview Alternative Program 4139 Regent Avenue N. Robbinsdale, MN 55422	(763).504.8700
Robbinsdale School District 281 Middle Schools	
Plymouth Middle School 1011 36 th Avenue N. Plymouth, MN 55441	(763).504.7100
Robbinsdale Middle School 2720 Toledo Avenue N. Robbinsdale, MN 55422	(763).504.4800

Robbinsdale School District 281 Elementary Schools	
Forest Elementary School 6800 47 th Avenue N. Crystal, MN 55428	(763).504.7900
Lakeview Elementary School 4110 Lake Drive N. Robbinsdale, MN 55422	(763).504.4100
Meadow Lake Elementary School 8528 62 nd Avenue N. New Hope, MN 55428	(763).504.7700
Neill Elementary School 6600 Medicine Lake Road Crystal, MN 55427	(763).504.7400
Noble Elementary School 2601 Noble Avenue N. Golden Valley, MN 55422	(763).504.4000
Northport Elementary School 5421 Brooklyn Boulevard Brooklyn Center, MN 55429	(763).504.7800
School of Engineering and Science at Olson Elementary 1751 Kelly Drive Golden Valley, MN 55427	(763).504.8000
Sonnesyn Elementary School 3421 Boone Avenue N. New Hope, MN 55427	(763).504.7600
Robbinsdale Spanish Immersion School 8808 Medicine Lake Rd. New Hope, MN 55428	(763).504.4400
Zachary Lane Elementary School 4350 Zachary Lane Plymouth, MN 55442	(763).504.7300
WMEP Programs	
Fine Arts Interdisciplinary Resource (FAIR) School Crystal 3915 Adair Avenue N. Crystal, MN 55422	(763).971.4500
Fine Arts Interdisciplinary Resource (FAIR) School Downtown 10 South 10th Street Minneapolis, MN 55403	(612).752.7100

Learning and Service Centers	
Bus Garage 4148 Winnetka Avenue North New Hope, MN 55427	(763).504.8107
Cavanagh Early Childhood Center 5400 Corvallis Avenue N. Crystal, MN 55429	(763).504.4170
Education Service Center 4148 Winnetka Avenue North New Hope, MN 55427	(763).504.8000
North Education Center (Intermediate District 287) 5530 Zealand Avenue N. New Hope, MN 55428	(763).559.3535
Robbinsdale Transition Center 8301 47th Avenue N. New Hope, MN 55428	(763)-504-8619
Robbinsdale Area Learning Campus 3730 Toledo Avenue N. Robbinsdale, MN 55422	(763).504.4400
Winnetka Learning Center 7940 55th Avenue N. New Hope, MN 55428	(763).504.8300

Utilities	
CenterPoint Energy/Minnegasco http://www.centerpointenergy.com	(612).372.4727 & (800).245.2377
Xcel Energy http://www.xcelenergy.com	(651).282.1234 & (800).895.1999
Qwest http://www.qwest.com/	(800).244.1111
Water & Sewer (Crystal) http://www.ci.new-hope.mn.us/	(763).531.5160
Water & Sewer (New Hope) http://www.ci.new-hope.mn.us/	(763).592.6777

Worship in Crystal/New Hope

<p>Assembly of God Church 4100 Douglas Drive N Crystal, MN 55422-1662 http://www.praisecc.net/</p>	(763).533.3929
<p>Bethany Russian Baptist Church 3733 Vera Cruz Ave. N. Crystal, MN 55427 http://www.manta.com/c/mmgvyn9/bethany-russian-baptist-church</p>	(763).537.1507
<p>Brunswick United Methodist Church 6122 42nd Ave N. Crystal, MN 55428 http://www.brunswick4church.org</p>	(763).533.1661
<p>Cornerstone Baptist Church 3420 Nevada Ave N. Crystal, MN 55427 http://www.cornerstonecrystal.org</p>	(763).535.8765
<p>Evergreen Community Church 3351 Independence Avenue N. New Hope, MN 55427 http://www.evergreenc.com</p>	(952).895.1773
<p>House of Hope Lutheran Church ELC 4800 Boone Ave N Minneapolis, MN 55428-4498</p>	(763).533.3341
<p>Holy Trinity Lutheran Church 4240 Gettysburg Avenue N. New Hope, MN 55428 http://www.htlc-wels.org</p>	(763).533.0600
<p>Hope Bridge Center 4217 Boone Ave N. New Hope, MN 55428 http://www.newhopechurchmn.org</p>	(763).533.2449
<p>New Hope Church 4225 Gettysburg Avenue North New Hope, MN 55428 http://www.newhopechurchmn.org</p>	(763).533.2449
<p>New Hope Church Extended Campus 4741 Zealand Ave N New Hope, MN 55428</p>	(763).533.2449
<p>Parish Community of St. Joseph Catholic Church 8701 36th Ave N Minneapolis, MN 55427-1799 http://www.stjosephparish.com</p>	(763).544.3352
<p>St. James Lutheran Church ELC 6700 46th Pl Crystal, MN 55428 http://www.stjamesincrystal.org/</p>	(763).537.3653
<p>St. Raphael Catholic Church & School 7301 Bass Lake Rd Crystal, MN 55428-3889 http://www.straphaelcrystal.org/</p>	(763).537.8401

Dear Resident:

Recently, you were a recipient of service from the West Metro Fire-Rescue District. We are looking for feedback as to your satisfaction with the service we provided.

By completing this survey you will be helping us determine the best way to provide services in the future. We will use the information derived from this survey as a monitor of public perceptions of the Fire District, a measure for quality control, and to develop ways for improvement. Please complete the section that pertains to your incident, either medical, fire or public education.

We value your *candid* feedback and comments, and we appreciate your participation.

If you wish to speak with me personally, please call (763) 230-7001

Sincerely,

West Metro Fire-Rescue District
Fire Chief



For each statement below, circle the number to the right that best states your opinion, using this scale.

1 – Strongly Disagree	2 - Disagree	3 – No opinion	4 – Agree	5 – Strongly Agree
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For Fire Emergency or Public Education	Scale				
1. The Quality of Service provided by West Metro Fire-Rescue District personnel exceeded my expectations.	1	2	3	4	5
2. The Fire Officer and Firefighter Responses were:					
Professional	1	2	3	4	5
Knowledgeable	1	2	3	4	5
Helpful	1	2	3	4	5
Self-Assured	1	2	3	4	5
3. The Fire District is receptive to resident concerns.	1	2	3	4	5
4. I was comfortable with the actions taken by the Fire District.	1	2	3	4	5

5. The service rendered was appropriate to my call/concern.	1	2	3	4	5
6. The Fire District reflects the values of the community in the kinds of services they render.	1	2	3	4	5

For Fire or Medical Emergencies					
1. The Firefighters responded to my call in a prompt manner.	1	2	3	4	5
2. The Firefighters were courteous and respectful.	1	2	3	4	5
3. The Firefighters explained the medical treatment and procedures to me.	1	2	3	4	5
4. The Firefighters answered questions and concerns I had.	1	2	3	4	5
5. The Firefighters were knowledgeable of the procedures that they performed.	1	2	3	4	5
6. The Quality of Service the Firefighters provided exceeded my expectations.	1	2	3	4	5
7. The Firefighters equipment was neat and clean.	1	2	3	4	5
8. I was satisfied with the medical treatment that was provided.	1	2	3	4	5

Incident Date: _____

Address: _____

Contact Name (optional): _____

Contact Phone # (optional): _____

Additional Comments or Suggestions:
