



Naperville

January 17, 2022

Dear Chief:

With this e-mail you will find a link to the online version of the Naperville Fire Department Ambulance User Fee Survey for 2022. A script of the questions asked has been included for your convenience to prepare for the survey, which should take approximately 2-5 minutes to complete.

We will be sending the survey to all known departments in Illinois to continually widen this information data bank. The survey results will be sent to each department that submits a completed survey form.

As you review the survey, please understand that it has been designed to collect and evaluate information from each organization related to four specific areas: agency characteristics, fee charges, revenue sources, and collection practices. The comments section also permits additional input from participants. Feel free to include anything, from clarification of your responses to suggestions for improving this survey.

To ensure that all components of the survey results are addressed, please provide as much information as possible. For any questions that you cannot answer, simply mark "N/A" indicating that the information is unavailable.

I hope you will agree to participate in the survey this year. The cooperation from numerous EMS administrators in the region over the past years has made this a useful fee schedule reference.

Please feel free to contact me if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Phillip Giannattasio", written over a white background.

Phillip Giannattasio
Division Chief of EMS
Naperville Fire Department

PG:cr