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Strategic Plan 2017-Stakeholder Survey

Dear Citizen and / or Business owner

The Torrington Fire Service Strategic Plan is a tool designed to be a working document prepared and included with specific tools for both short and long term strategic planning. In order to be effective in any planning process, it is imperative that the plan be embraced by the organization, communicated as to its uses in a proper manner that engages the organization in a way that allows for work flows to be outlined, carried through and evaluated regularly to measure progress.

One of the components used to establish the strategic plan is to conduct a survey distributed to various community partners, agencies, organizations, businesses, groups, leaders and citizens. This survey is used to obtain a perspective of what the priorities are for the fire department; the concerns, response time expectations, and future improvements. The survey categories centered on the top three priorities of the fire department, concerns related to the fire department future's improvements, and total response time expectations.

The Torrington Fire Service values the opinion and expectations of all stakeholders. The information that will be provided from this survey will allow the Fire Department Administration to design a strategic plan that will meet or exceed the service delivery that is expected.

We ask that you please answer the following questions being open and honest. For each of the questions listed, indicate how you personally judge the effectiveness of the fire service in that area. Finally, indicate how well the fire service is meeting your expectations in that area using a numerical rating system of 1-5 with **5 being excellent** and **1 being poor**

1. What are the top three priorities you expect from the Torrington Fire Service?

a. _____

b. _____

c. _____

2. Please explain the expectations you have for the Fire Department Administration and the fire service provided in the City?

Comments:

3. How would you rate the effectiveness in marketing, public relations, and customer service?

- a. On a scale of 1 to 5, how would you rate it against *your expectations*?

4. How would you rate the effectiveness in the area of budget and funding?

Effective Very Good

- a. How would you rate it against your expectations?

5. How would you rate the effectiveness in the area of Paid/Volunteer relations?

- a. How would you rate it against your expectations?

6. How would you rate the effectiveness in the area of response to emergencies?

Effective Very Good

- a. How would you rate it against your expectations?

7. How would you rate the effectiveness in the area emergency response resources?

Effective Very Good

- a. How would you rate it against your expectations?

8. How would you rate the effectiveness in the area of fire service safety (education, prevention, enforcement)?

fective Very Good

a. How would you rate it against your expectations?

9. How would you rate the effectiveness in the area cost effectiveness?

a. How would you rate it against your expectations?

10. What future improvements would you like to see for the Torrington Fire Service?

11. Please tell us what you consider to be an acceptable and appropriate response time (in minutes) considering the components of call handling, turnout and travel time.

Minutes

12. List any concerns you have regarding the Torrington Fire Service

I want to thank you for taking the time to fill out this survey. Your response will help us design a strategic plan that will service the community during the next 3-5 years .

Respectfully, Gary Brunoli Chief of Fire Services