



city of  
**bristol**

## News Release

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### Community Survey to Assist in Fire Department's Accreditation Process

The Bristol Tennessee Fire Department will be conducting a survey that is a component of a community driven self-assessment process geared toward services delivery improvements. Beginning on October 1, 2014 the survey will be available on-line at [www.bristoltn.org](http://www.bristoltn.org) through the end of the month. Paper copies will also be available at the Bristol Public Library, 701 Goode Street; Slater Center, 325 McDowell Street; and Bristol Tennessee City Hall, 801 Anderson Street.

The Bristol Tennessee Fire Department is asking that any city resident or anyone working within the city to visit the website and complete the 5-minute survey. "It is important that we know what community expectations are and to meet or exceed those expectations through a well thought-out strategic plan," said Fire Chief Bob Barnes.

Once the data is compiled, summarized, and ranked based on the categorical responses, it will be assessed. Each of the fire shifts will have an opportunity to discuss the findings and help determine how the department can better meet community expectations, identify our strengths and weaknesses, and ultimately develop a strategic plan. The resulting strategic plan will identify the needed critical tasks for accomplishing benchmarked emergency response objectives, state performance goals and measuring parameters, and project any potential fiscal impact.

Data collected during the survey will be shared on the city website for public viewing. The information will also be used by the department for planning, self-assessment, and determining service delivery needs. The department will also use the data in a final document which will be submitted to the Commission on Fire Accreditation International (CFAI) as part of the quest to achieve accreditation.

Managers for accreditation process were recently appointed. "The accreditation process is a long and arduous one. With that in mind, two very well qualified and experienced personnel were assigned to begin the process and see it to completion. Lieutenant David McGlamery was named as Accreditation Manager and has been with the department for 10 years and Lieutenant Alan Howard was named as Assistant Accreditation Manager. He came to the department in 1996," said Barnes.

For more information on the survey or the accreditation process contact Chief Bob Barnes at 423-989-5701 or email [rbarnes@bristoltn.org](mailto:rbarnes@bristoltn.org).