

Special Board Meeting, July 11, 2023
Member Satisfaction (CGR Study) Discussion

The meeting was called to order by President Gina Kline at 19:05.

Pledge of Allegiance

Board Members Present: Bruce Appell, Brian Baldwin, Jeff Borges, Jamie DiPace, Steve Gwizdak, Gina Kline, Tom Post, and Kristen Shaw. Excused: Chip Carpenter, Nancy Crozier and Jim Speich

Other Members Present: Dave Theriault.

President Gina Kline called this special meeting of the board to discuss the results of the member survey that was part of the CGR Study the town had done for the fire department.

There were discussions in regard to each question and the results of the survey.

There were three items that the board felt should be addressed first. They are as follows:

1. Better communications from the board and officers to the members.
2. Better leadership from officers and board.
3. Encourage all members to serve as mentors for new or less experienced members.

Some ideas that the board discussed are:

1. For better communication possibly putting more information into the running card so members have a better idea of what is happening at the board and officer level.
2. Chief Appell will be working to bring some type of leadership program into the department. Looking into doing a series of leadership training and not just one and done.
3. The training division is starting to look at bringing in more inhouse training and also doing more training that is engaging. The training division is looking to revamp the training that the department is currently doing.
4. Looking into some type of support program for new members so they have someone they can call if they have any questions or to show them around the equipment and introduce them to other members of the station they belong to. Make everyone feel welcomed.
5. Try to do more social events so members can get together under a social setting instead of just drill nights. Try to do training at other times if members can't do some Monday nights. Make training fun and educational at the same time. Maybe instead of having a drill night the stations could have a night of talking just to get to know everyone better.

The board feels these items are a good starting point to address some areas of the member survey.

Meeting adjourned at 21:03 (GB)