

CALAFCO U Course: Fire and EMS

MSR/SOI: Stakeholder Interview Questions (Sample)

It is very important that interviewees remain anonymous. This should be explained to each stakeholder prior to the interview. The Report should include paraphrased, anonymous statements, not verbatim quotes.

It's best to have two individuals conduct the interviews; one to ask the questions and the other to take notes.

The following are sample questions from a consolidation project. These questions should be adapted to local conditions and to the type of project.

Elected and Appointed Officials and Community Members:

1. Are you aware of why we are here and the purpose of this project?
2. In your opinion, what are the advantages/positives/strengths of the existing emergency service delivery system?
3. What are the disadvantages/negatives/weaknesses of the existing system?
4. Does the existing system provide the residents and community with acceptable protection?
5. How important do you think it is for the district to have its own fire department?
6. Do you believe there would be advantages to consolidating/partnering with the other agency(s)? Disadvantages?
7. Do you believe the community would support an additional fire assessment fee or tax, if the additional funding would improve operations and enhance the financial stability of a consolidation? Would you support such a measure? Do you know others who would lend support? Opposition?
8. If consolidation/partnering were to move forward, what is the one issue, if not appropriately addressed, would be a deal-breaker?

Chief Officers, Labor Leaders, Paid-Call or Volunteer Firefighters Representatives

Note: Use the following questions for each group. Chief Officers should all be interviewed. The other groups should provide representatives.

1. What strengths contribute to the success of the fire department? What do they do well?
2. What are some areas in which you think the department could make improvements?
3. What do you see as the top critical issues faced by the fire department today?
4. What opportunities, in your view, are available to improve the service and capabilities in the event consolidating/partnering were to take place?
5. What challenges do you see to consolidating/partnering?

6. Before the consolidating/partnering proceeds, what critical issues do you believe will need to be corrected?

Administrative Staff:

1. Are there processes, systems, or services within fire administration that function efficiently?
2. Are there processes, systems, or services within fire administration that need improvement?
3. What do you see as the top three critical issues faced by the fire department today?
4. What opportunities, in your view, are available to improve the service and capabilities in the event consolidating/partnering were to take place?
5. What challenges do you see to combined agencies?
6. What drawbacks do you see to the agencies combining?
7. What are the three critical issues that you believe will need to be addressed before moving forward with consolidating/partnering?
8. If the district moved forward with consolidation/partnering, what duplicated costs do you believe would be eliminated and or consolidated to result in an economy of scale?