



CITY OF RIVERSIDE FIRE DEPARTMENT

2022-2027 Strategic Plan Community Engagement Survey

2022-2027 Strategic Plan Community Engagement Survey



Necesitamos
Su Ayuda
para

Mejorar

Su Departamento
de Bomberos

ENCUESTA DEL PLAN ESTRATÉGICO DE
5 MINUTOS

RiversideCA.gov/Fire

Survey Dates: **9/23 – 10/6/2021**

Days Open: **14 Days**

Total Responses: **158**

Average Response Time: **5m:51s**



We Need
Your Help
to Make

**Your Fire
Department**

Better

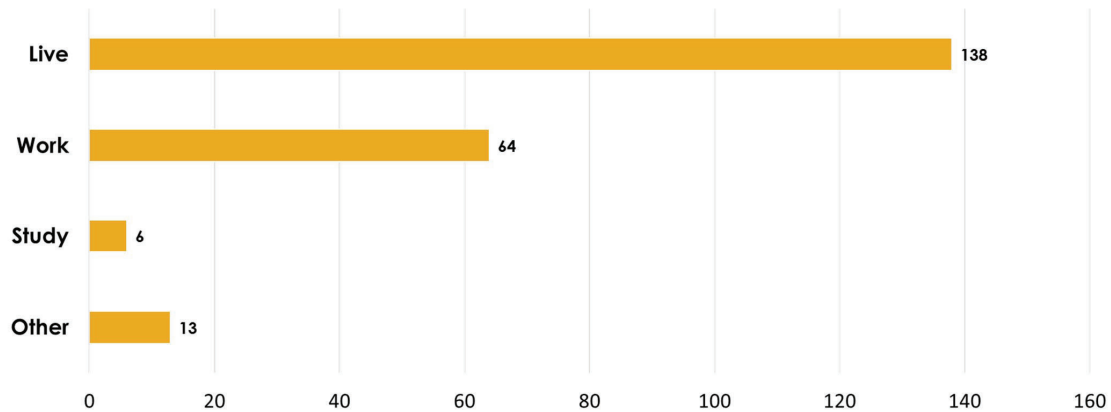
5 MINUTE
STRATEGIC PLAN SURVEY

RiversideCA.gov/Fire



Question #1

What connection do you have to the City of Riverside?

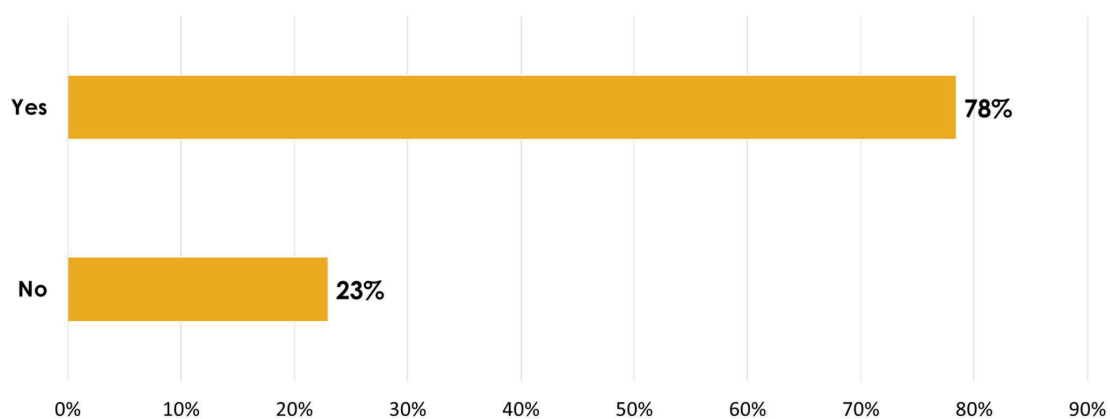


Community Engagement Survey



Question #2

Have you ever interacted with a member of the City of Riverside Fire Department in a professional setting (emergency response, inspection, education session, etc.)?

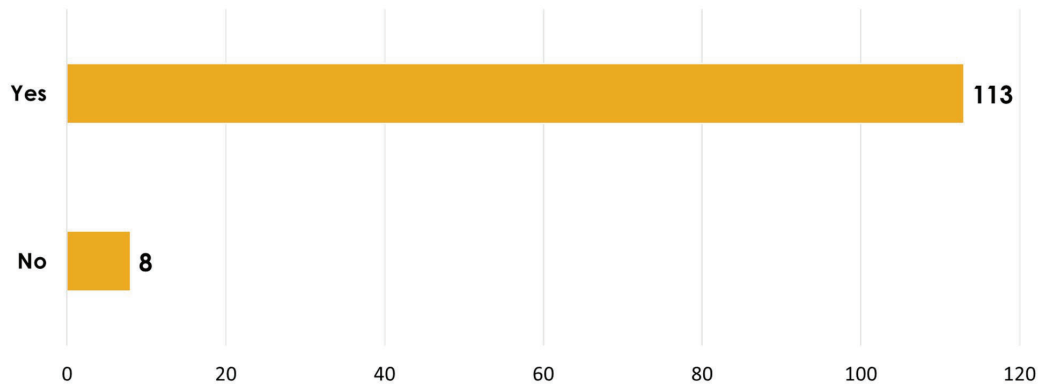


Community Engagement Survey



Question #3

If you answered “YES” to the previous question, did your interaction with the City of Riverside Fire Department meet your expectations and needs?

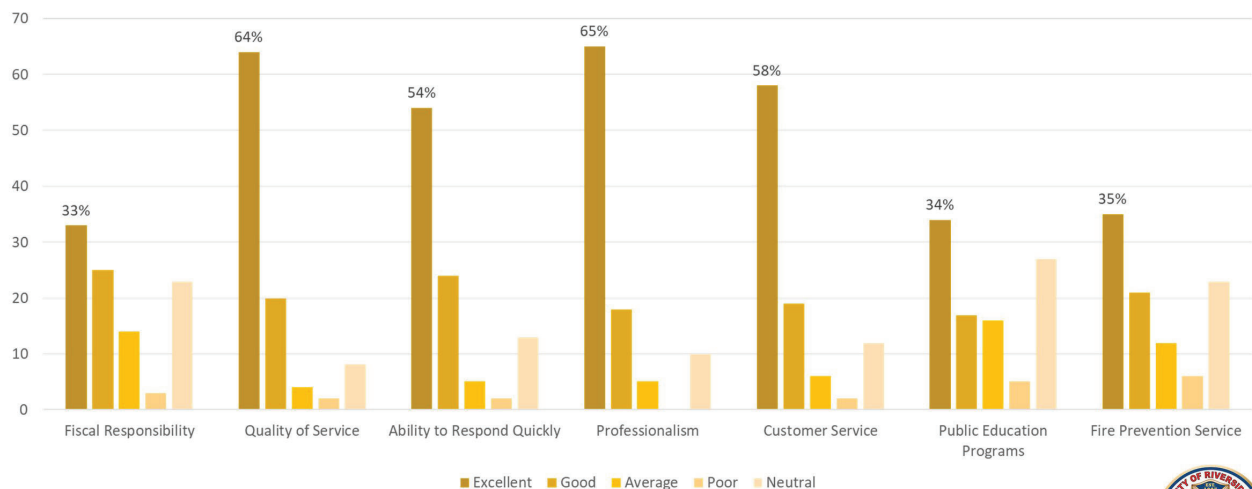


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Question #4

How would you rate the City of Riverside Fire Department in the following areas?

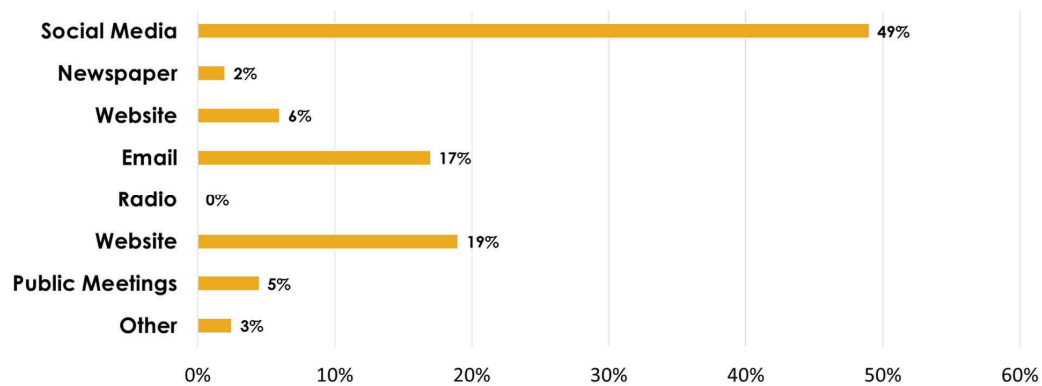


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Question #5

What is your most preferred method of communication from the City of Riverside Fire Department? (select one)

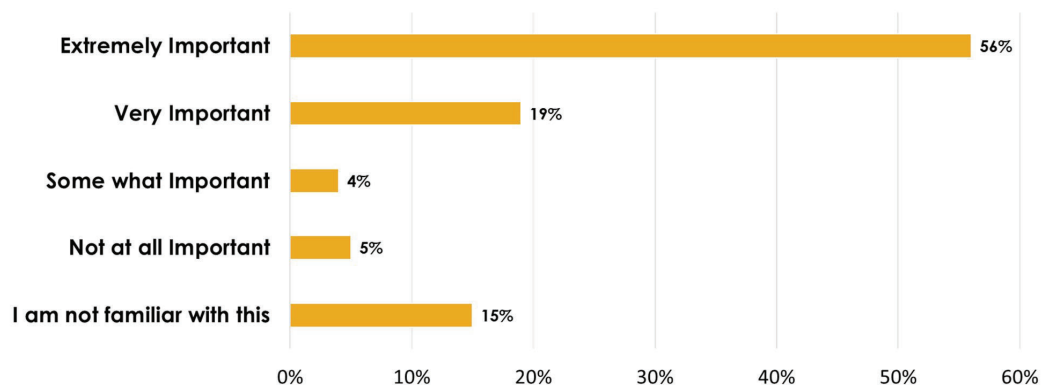


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Question #6

As a member of the community, how important is it that the Fire Department remains an Internationally Accredited Agency and an ISO Class 1 Department?



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Question #7

List three values you feel are essential for City of Riverside Fire Department employees to adhere to:

trained deaf community Response time community
Professional Quick response Professionalism
Respect Integrity Safety Service Dedication Honesty
communication Compassion



Value	Frequency
Integrity	10
Service	8
Professionalism	7
Response time	6
Compassion	5
Honesty	4
Dedication	3
Respect	2
Quick response	1
Safety	1
Communication	1

← Double click for detailed list

Community Engagement Survey



Question #8

List two challenges you see the City of Riverside Fire Department facing in the next five years:

Growth enough Funding River bottom fires Increase
growing deaf populations Homeless stations Staffing
Climate change fires equipment Budget fast growing deaf
population population growing needs Response city Wildfires



Challenge	Frequency
Homeless	10
Staffing	8
Budget	7
Wildfires	6
Population growing	5
Needs	4
Response	3
City	2
Climate change	1
Fires	1
Equipment	1
Funding	1
River bottom fires	1
Increase	1
Growth enough	1
Growing deaf populations	1

← Double click for detailed list

Community Engagement Survey



Question #9

What do you feel the City of Riverside Fire Department can do to improve itself?

Double click for detailed report



2022-2027 Strategic Plan - Community Engagement Survey

Q9 What do you feel the City of Riverside Fire Department can do to improve itself?

Answered: 175 / Skipped: 0

#	RESPONSES	DATE
1	No	05/03/2022 2:13 PM
2	Initiate and Service Oriented Trainings to all communities	05/03/2022 12:36 AM
3	get more employees to help with the workload	05/03/2022 12:39 AM
4	Reduce the fire Department budget and provide services accordingly	05/03/2022 1:08 AM
5	Clear more funding	05/03/2022 1:18 AM
6	NA	05/03/2022 1:06 AM
7	Get out of debt and not put new employees	05/03/2022 1:07 PM
8	Focus on the city of Riverside	05/03/2022 1:42 PM
9	Deal media	05/03/2022 1:12 PM
10	no	05/03/2022 1:14 PM
11	Continued training taking up to date and bilingual including American sign language for the deaf as well as a new high pressure hose & nozzle	05/03/2022 1:47 PM
12	Host more open house events for the community to interact with fire stations	05/03/2022 1:42 PM
13	Increase IT safety to attract new recruits	05/03/2022 1:12 PM
14	It could provide more access to the CERT program to the residents	05/03/2022 1:12 PM
15	Better public visibility	05/03/2022 1:10 PM
16	provide public visibility training classes for residents in CPR	05/03/2022 1:10 PM
17	announced fires	05/03/2022 1:08 PM
18	Screen funding for Santa Ana Riverside Fire Department Projects to mitigate fire hazards	05/03/2022 1:08 PM
19	No show	05/03/2022 1:10 PM
20	Host their employees in a higher standard, allow additional training	05/03/2022 1:10 PM
21	Continue innovation	05/03/2022 12:49 PM
22	Hang in there	05/03/2022 12:49 PM
23	Put less emphasis on higher education and more on practical experience when hiring	05/03/2022 12:49 PM
24	Continue innovation, efficient services to City residents	05/03/2022 12:17 PM
25	nothing	05/03/2022 12:17 AM
26	Encourage employees safety and wellness	05/03/2022 12:20 AM
27	Continue to hire well qualified and experienced men and women	05/03/2022 12:12 AM
28	Not sure maybe social media updates for community	05/03/2022 10:54 PM
29	very good	05/03/2022 10:57 PM
30	More education to community	05/03/2022 8:08 PM
31	hire residents and not spending	05/03/2022 4:10 PM

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Question #10

Are there any other comments regarding the City of Riverside Fire Department and the level of service it provides to the city of Riverside that you would like us to consider in the development of our five-year strategic plan?

Double click for detailed report



2022-2027 Strategic Plan - Community Engagement Survey

Q10 Are there any other comments regarding the City of Riverside Fire Department and the level of service it provides to the city of Riverside that you would like us to consider in the development of our five year strategic plan?

Answered: 127 / Skipped: 0

#	RESPONSES	DATE
1	Thank you for the service to our community	05/03/2022 2:13 PM
2	The City of Riverside Fire Department responds to emergencies rapidly and all employees throughout the entire department have excellent attitude and customer service	05/03/2022 12:18 AM
3	Safety First for themselves and Riverside	05/03/2022 7:18 AM
4	NA	05/03/2022 1:08 AM
5	I have lived here for 38 years. The fire department is outstanding. Some of the feedback I've been told you receive regularly.	05/03/2022 8:12 PM
6	A genuine nothing	05/03/2022 8:12 PM
7	No	05/03/2022 8:14 PM
8	To continue with the past program	05/03/2022 8:41 PM
9	None	05/03/2022 8:42 PM
10	Continue quality and training in all areas	05/03/2022 1:12 PM
11	Improve customer relations	05/03/2022 1:10 PM
12	Santa Ana Riverside Fire Department	05/03/2022 1:10 PM
13	None	05/03/2022 1:10 PM
14	no	05/03/2022 1:10 PM
15	Strong CERT team involvement	05/03/2022 12:40 PM
16	no	05/03/2022 12:40 PM
17	Consider more community outreach/ public education programs	05/03/2022 12:11 PM
18	no	05/03/2022 12:17 AM
19	No	05/03/2022 12:18 AM
20	Increase the educational program with students and adults	05/03/2022 11:12 AM
21	NA	05/03/2022 10:54 PM
22	more opportunities for presentations, lectures, training	05/03/2022 8:10 PM
23	Keep salaries consistent with the cities	05/03/2022 4:12 PM
24	No	05/03/2022 7:10 AM
25	Service	05/03/2022 5:54 AM
26	Thank you for excellent service	05/03/2022 1:14 AM
27	A citizen's Academy to learn more	05/03/2022 10:11 PM
28	No	05/03/2022 10:10 PM

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