



# CITY OF RIVERSIDE

## FIRE DEPARTMENT

2022-2027 Strategic Plan  
Community Engagement Survey

# 2022-2027 Strategic Plan Community Engagement Survey

Survey Dates: **9/23 – 10/6/2021**

Days Open: **14 Days**

Total Responses: **158**

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



Necesitamos  
**Su Ayuda**  
para

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**Mejorar**

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Su Departamento  
de Bomberos



ENCUESTA DEL PLAN ESTRATÉGICO DE  
**5 MINUTOS**

[RiversideCA.gov/Fire](https://RiversideCA.gov/Fire)



We Need  
**Your Help**  
to Make

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Your Fire  
Department

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**Better**

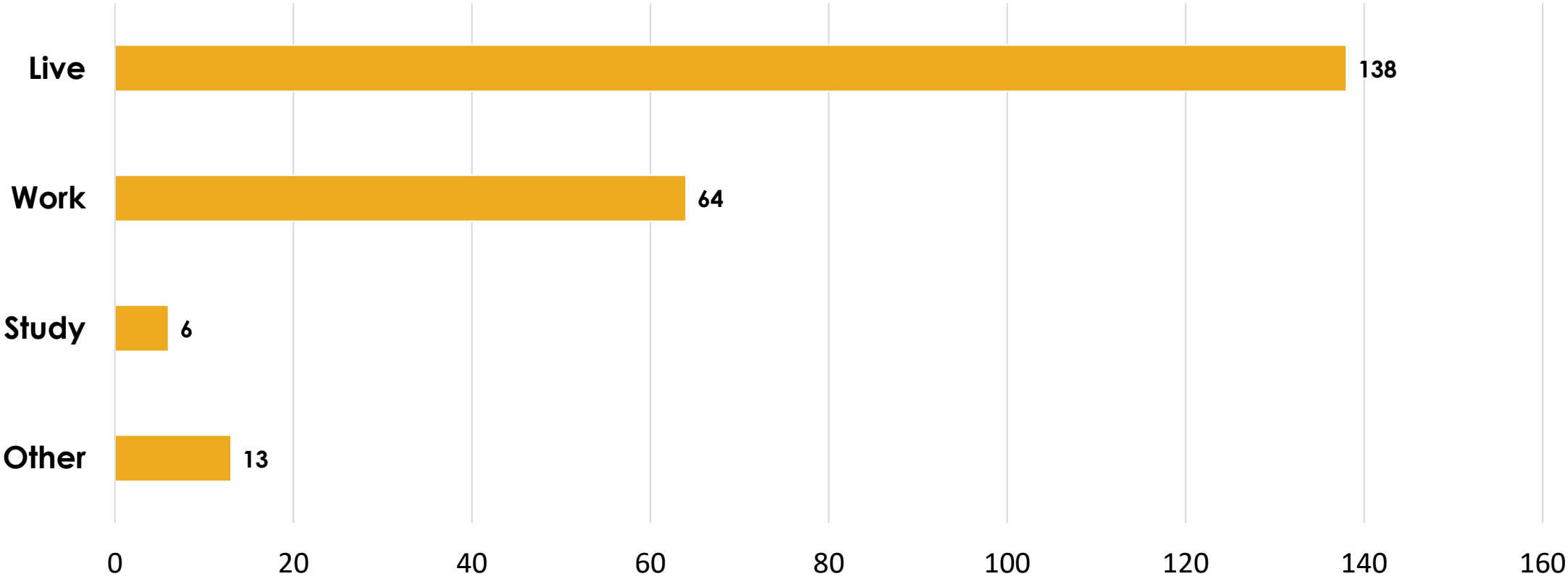


**5 MINUTE**  
STRATEGIC PLAN SURVEY

[RiversideCA.gov/Fire](https://RiversideCA.gov/Fire)

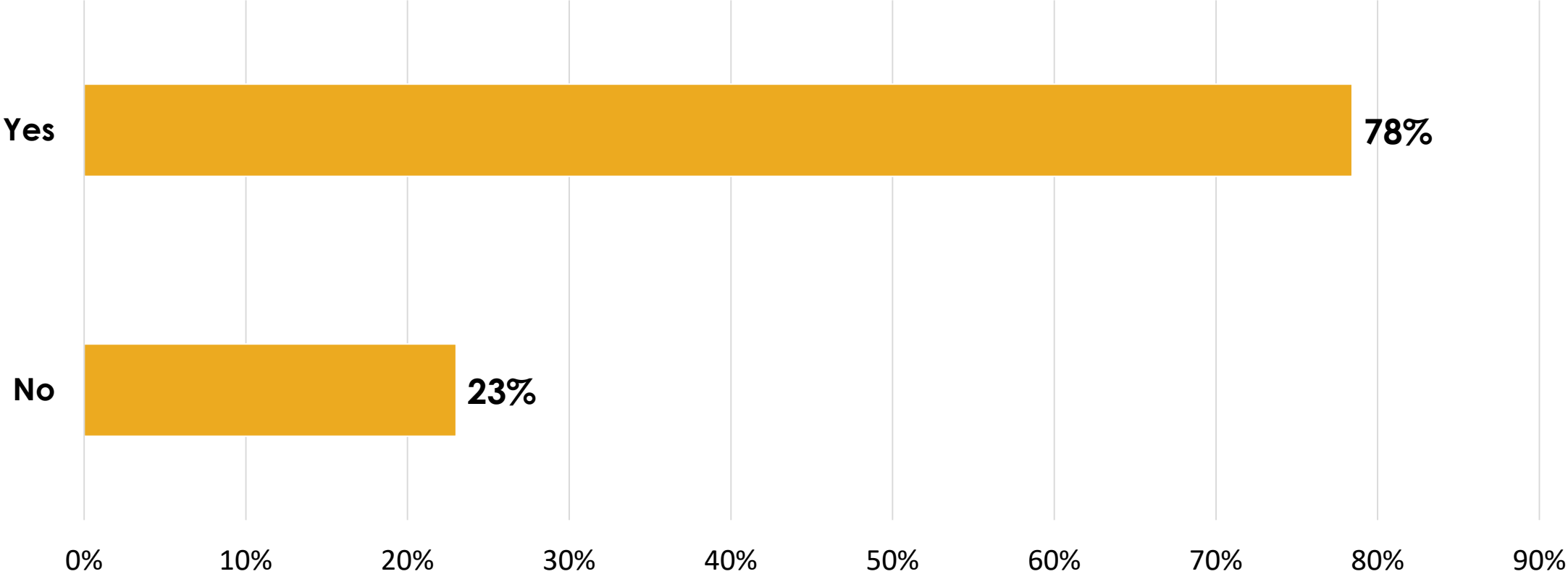


# What connection do you have to the City of Riverside?



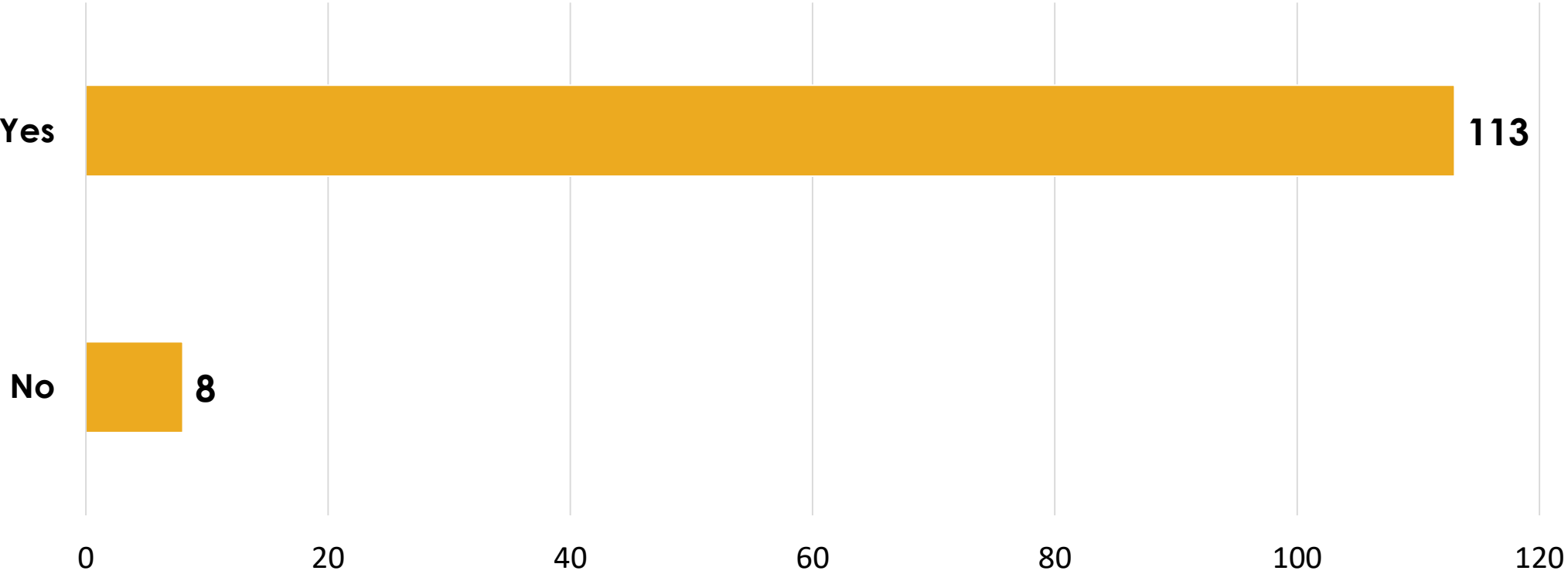
Question #2

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

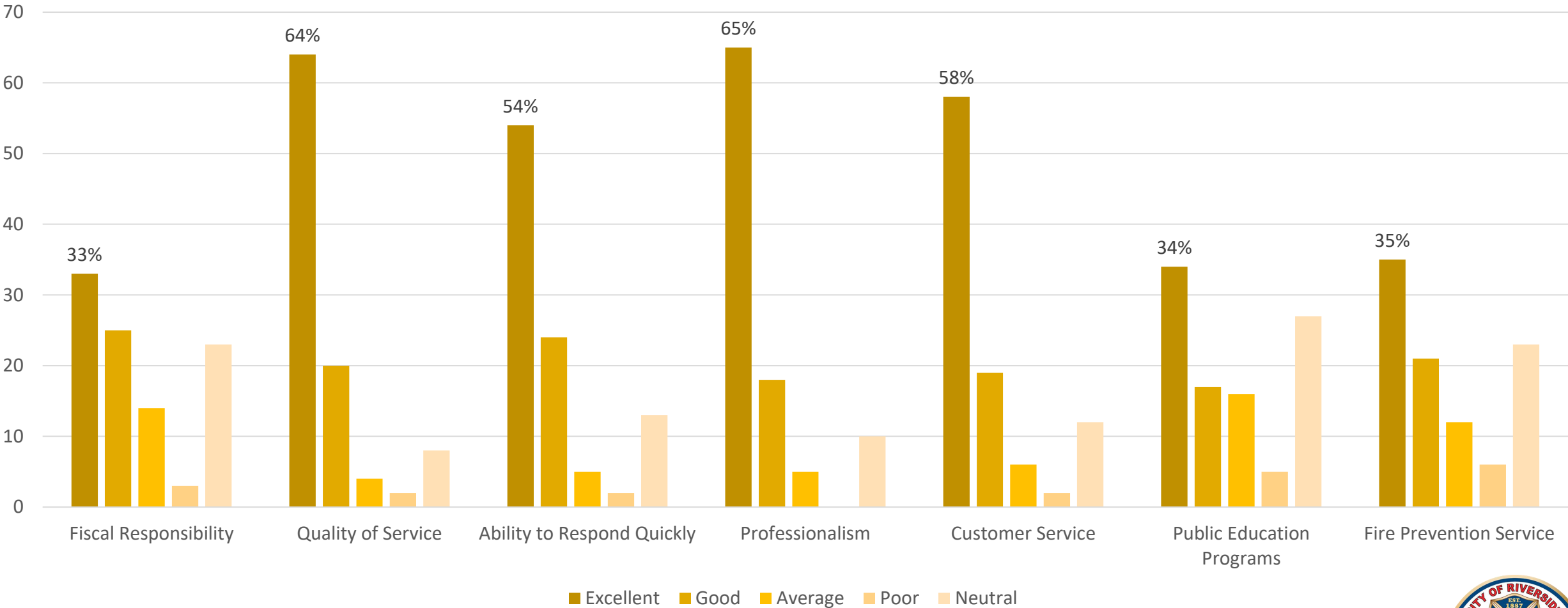


Question #3

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

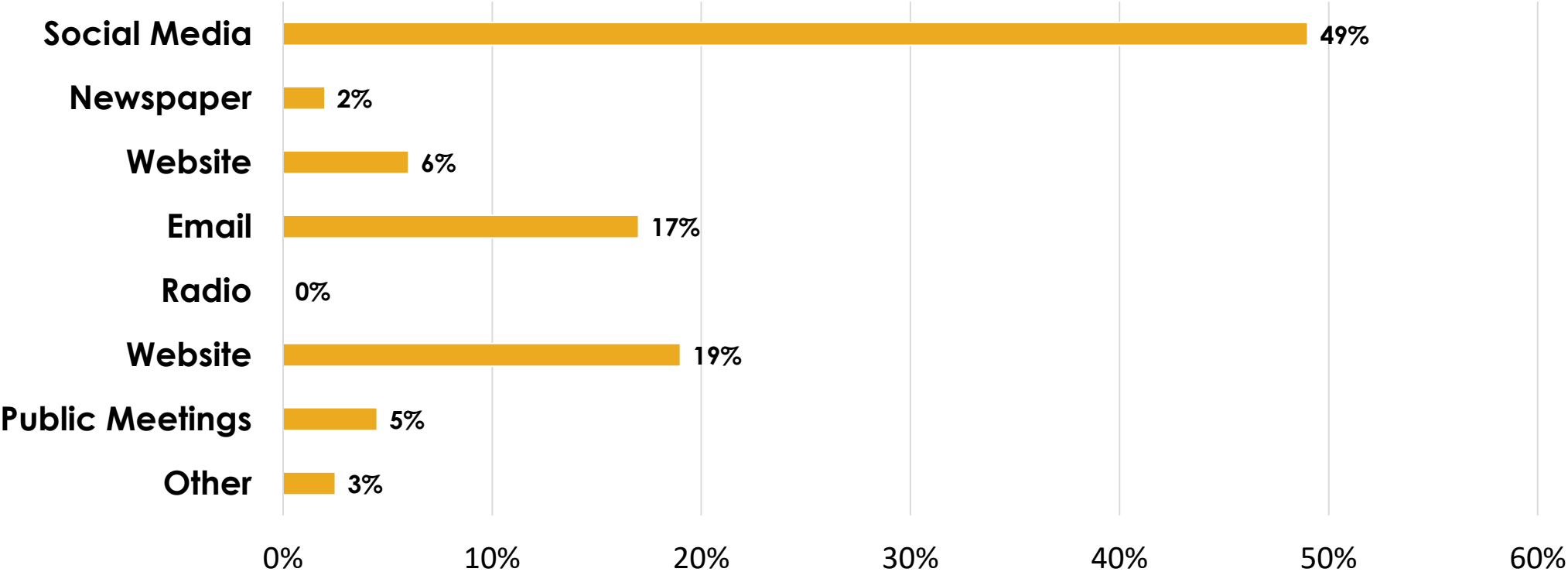


# How would you rate the City of Riverside Fire Department in the following areas?



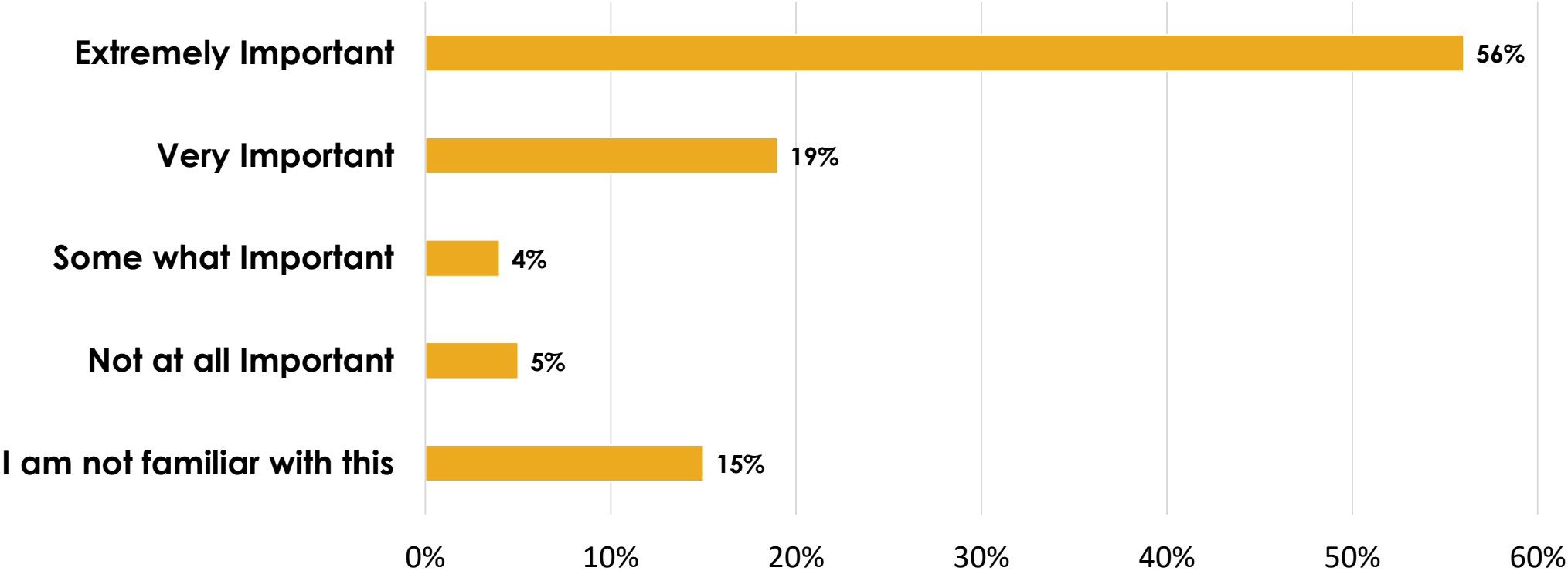
Question #5

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



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?





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

← Double click for detailed list



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

Q8 List two challenges you see the City of Riverside Fire Department facing in the next five years:

Challenge	Count
1. Budget	10
2. Staffing	8
3. Equipment	7
4. Wildfires	6
5. Homeless	5
6. Climate change	4
7. Growing deaf populations	3
8. River bottom fires	2
9. Response	2
10. City	2
11. Station	2
12. Fire	2
13. Fire Department	2
14. Fire Station	2
15. Fire Truck	2
16. Fire Engine	2
17. Fire Ladder	2
18. Fire Hose	2
19. Fire Alarm	2
20. Fire Hydrant	2
21. Fire Station	2
22. Fire Department	2
23. Fire Station	2
24. Fire Truck	2
25. Fire Engine	2
26. Fire Ladder	2
27. Fire Hose	2
28. Fire Alarm	2
29. Fire Hydrant	2
30. Fire Station	2
31. Fire Department	2
32. Fire Station	2
33. Fire Truck	2
34. Fire Engine	2
35. Fire Ladder	2
36. Fire Hose	2
37. Fire Alarm	2
38. Fire Hydrant	2
39. Fire Station	2
40. Fire Department	2
41. Fire Station	2
42. Fire Truck	2
43. Fire Engine	2
44. Fire Ladder	2
45. Fire Hose	2
46. Fire Alarm	2
47. Fire Hydrant	2
48. Fire Station	2
49. Fire Department	2
50. Fire Station	2
51. Fire Truck	2
52. Fire Engine	2
53. Fire Ladder	2
54. Fire Hose	2
55. Fire Alarm	2
56. Fire Hydrant	2
57. Fire Station	2
58. Fire Department	2
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63. Fire Hose	2
64. Fire Alarm	2
65. Fire Hydrant	2
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108. Fire Hose	2
109. Fire Alarm	2
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116. Fire Ladder	2
117. Fire Hose	2
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227. Fire Hydrant	2
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293. Fire Station	2
294. Fire Truck	2
295. Fire Engine	2
296. Fire Ladder	2
297. Fire Hose	2
298. Fire Alarm	2
299. Fire Hydrant	2
300. Fire Station	2

← Double click for detailed list



# 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: 155   Skipped: 0		
#	RESPONSES	DATE
1	Na	10/5/2021 2:23 PM
2	Inclusive and Service Oriented Trainings to all communities	10/5/2021 11:38 AM
3	get more employees to help with the workload	10/5/2021 11:19 AM
4	Reduce the fire Department budget and provide services accordingly	10/5/2021 7:38 AM
5	Obtain more funding	10/5/2021 7:16 AM
6	N/A	10/5/2021 7:06 AM
7	Get rid of AMR and run your own ambulances	10/4/2021 8:23 PM
8	Focus on the city of Riverside	10/4/2021 7:42 PM
9	Dual medics	10/4/2021 6:21 PM
10	Idk	10/4/2021 6:14 PM
11	Continued training staying up to date and bilingual including American sign language for the deaf as we have a very large population here in Riverside	10/4/2021 5:47 PM
12	Host more open house events for the community to interact with fire stations	10/4/2021 5:42 PM
13	Increase FF salary to attract new recruits	10/4/2021 5:12 PM
14	It could provide more access to the CERT program to the residents	10/4/2021 4:23 PM
15	Better public visibility	10/4/2021 3:10 PM
16	great job.. maybe training classes for residences ie CPR	10/4/2021 3:04 PM
17	personnel fitness	10/4/2021 2:09 PM
18	Secure funding for Santa Ana Riverbed Abatement Projects to mitigate fire hazards.	10/4/2021 1:39 PM
19	No ideas	10/4/2021 1:26 PM
20	Hold their employees to a higher standard, allow additional training	10/4/2021 1:15 PM
21	Continue education	10/4/2021 12:43 PM
22	Hang in there	10/4/2021 12:20 PM
23	Put less emphases on higher education and more on practical experience when hiring	10/4/2021 12:16 PM
24	Continue excellent , efficient service to City residents .	10/4/2021 12:13 PM
25	nothing	10/4/2021 11:27 AM
26	Ensure employees safety and wellbeing	10/4/2021 11:25 AM
27	Continue to hire well qualified and experienced men and women.	10/4/2021 11:12 AM
28	Not sure maybe social media updates for community	10/3/2021 10:54 PM
29	stay prepared	10/3/2021 8:33 PM
30	More education to community	10/3/2021 6:06 PM
31	hire minorities and cut spending	10/3/2021 4:32 PM



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: 28		
#	RESPONSES	DATE
1	Thank you for the service to our community.	10/5/2021 2:23 PM
2	The City of Riverside Fire Department responds to emergencies rapidly and all employees throughout the whole department have excellent attitudes and customer service.	10/5/2021 11:19 AM
3	Safety First for themselves and Riverside	10/5/2021 7:16 AM
4	n/a	10/5/2021 7:06 AM
5	I have lived here for 58 years. The fire department is outstanding. Some of the firehouses I'm sure could use some updating.	10/4/2021 8:23 PM
6	4 person staffing	10/4/2021 6:21 PM
7	No	10/4/2021 6:14 PM
8	To continue with the cert program	10/4/2021 5:47 PM
9	None	10/4/2021 5:42 PM
10	Continue quality and training in all areas	10/4/2021 5:12 PM
11	Improve outdated stations	10/4/2021 3:10 PM
12	Santa Ana Riverbed Abatement	10/4/2021 1:39 PM
13	Nope	10/4/2021 1:26 PM
14	no	10/4/2021 1:15 PM
15	Strong CERT team involvement	10/4/2021 12:43 PM
16	no	10/4/2021 12:16 PM
17	Consider more community outreach / public education programs .	10/4/2021 12:13 PM
18	no	10/4/2021 11:27 AM
19	No	10/4/2021 11:25 AM
20	Increase the educational program with students and adults.	10/4/2021 11:12 AM
21	N/A	10/3/2021 10:54 PM
22	equal opportunities for promotions, transfers, training	10/3/2021 8:33 PM
23	keep salaries consistent with like cities	10/3/2021 4:32 PM
24	No	10/3/2021 7:24 AM
25	Service	10/3/2021 5:54 AM
26	Thank you for excellent service!	10/3/2021 1:24 AM
27	A citizen's academy to learn more	10/2/2021 10:13 PM
28	No	10/2/2021 10:10 PM

