



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**

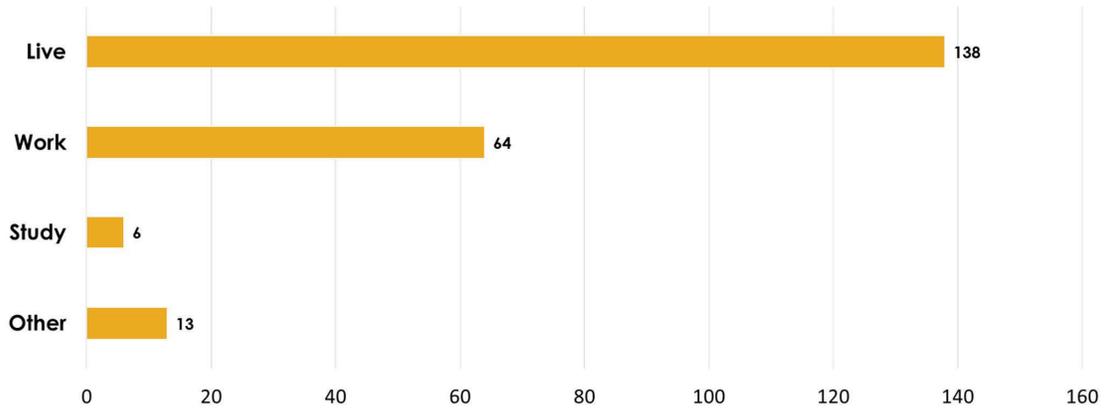
 **5 MINUTE**
STRATEGIC PLAN SURVEY

RiversideCA.gov/Fire



Question #1

What connection do you have to the City of Riverside?

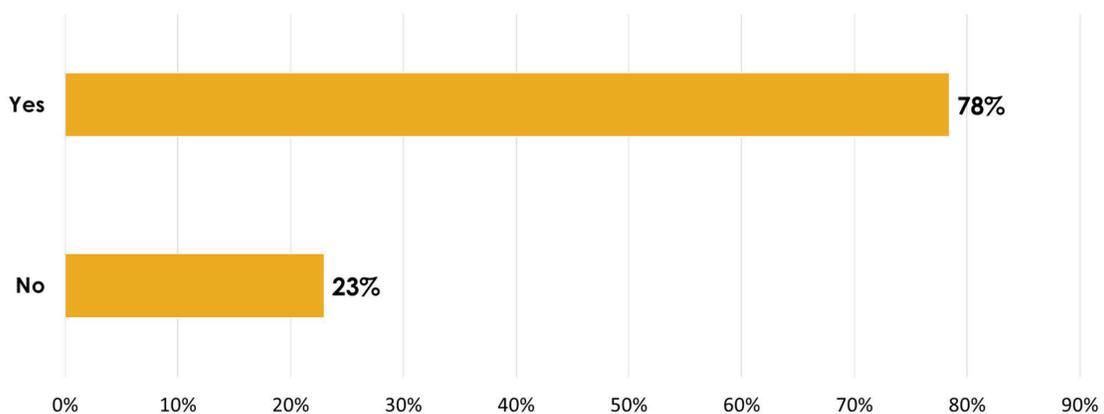


Community Engagement Survey



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.)?

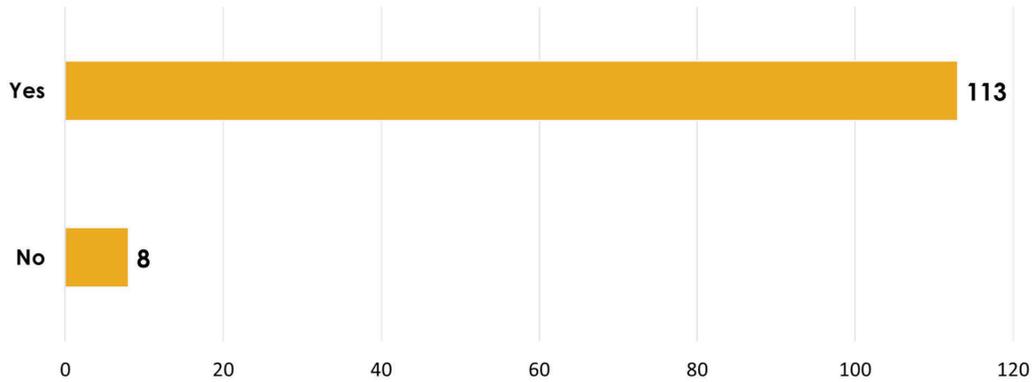


Community Engagement Survey



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?

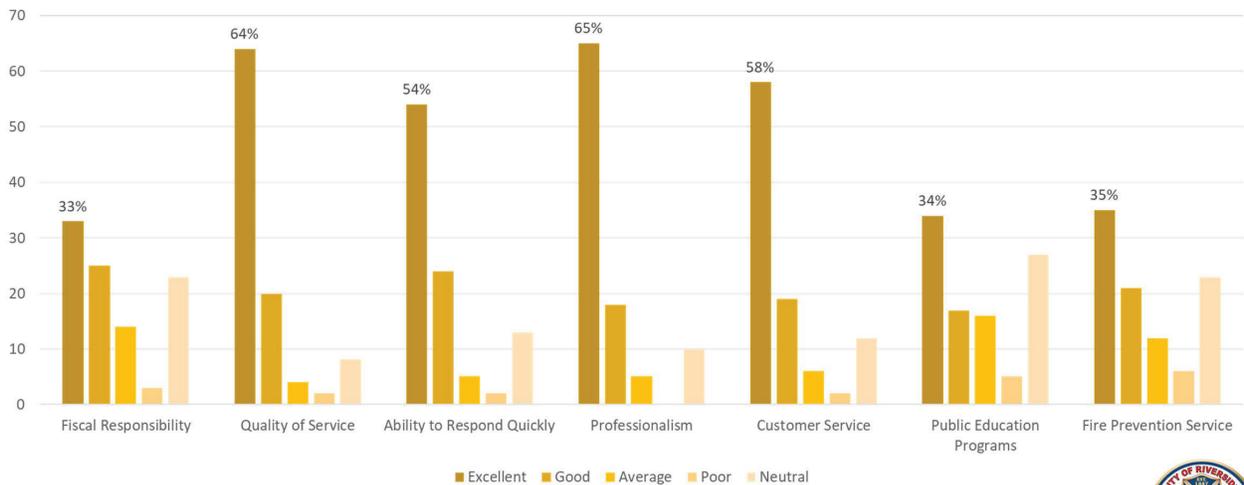


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Question #4

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

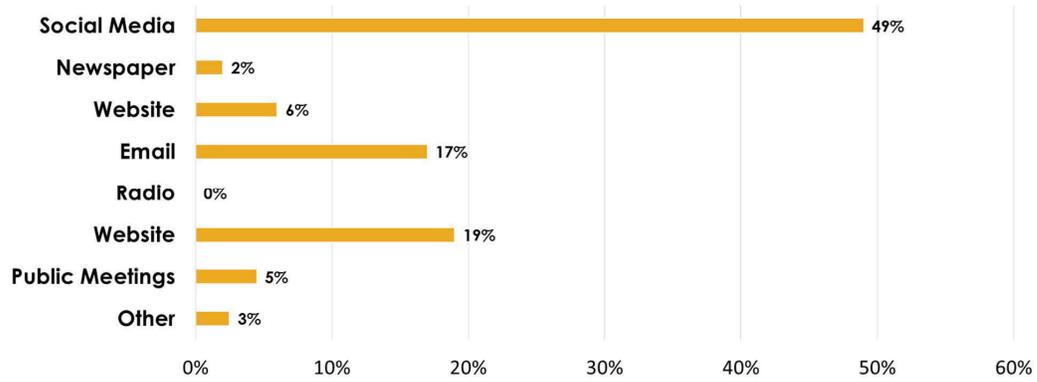


Community Engagement Survey



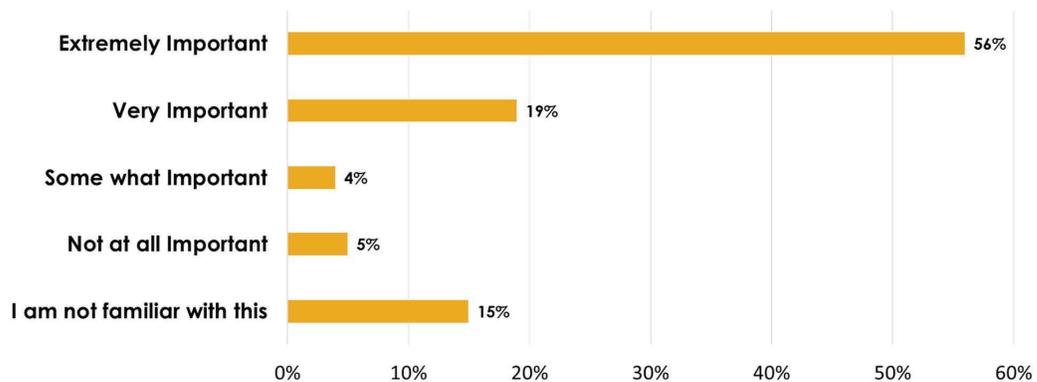
Question #5

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



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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



← Double click for detailed list



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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: 101 / Skipped: 0

#	RESPONSES	DATE
1	No	10/20/2022 2:23 PM
2	Increase and Service-Centered Training to all conversations.	10/20/2022 12:36 AM
3	get more employees to help with the workload	10/20/2022 11:39 AM
4	Reduce the fire Department budget and provide services accordingly.	10/20/2022 11:38 AM
5	Clearer more training	10/20/2022 11:38 AM
6	NA	10/20/2022 11:38 AM
7	Get out of their job and get out from our own establishments	10/20/2022 11:37 PM
8	Focus on the City of Riverside	10/20/2022 11:42 PM
9	Deal directly	10/20/2022 11:31 PM
10	no	10/20/2022 11:31 PM
11	Continued training staying up to date and bilingual including American sign language for the deaf as well as a high population level of Hispanic.	10/20/2022 11:41 PM
12	Host more open house events for the community to interact with the stations	10/20/2022 11:42 PM
13	Increase FF salary to attract new recruits	10/20/2022 11:32 PM
14	It could provide more access to the CERT program to the residents	10/20/2022 11:32 PM
15	Better public visibility	10/20/2022 11:32 PM
16	provide mobile training courses for residences in CPR	10/20/2022 11:32 PM
17	improved tactics	10/20/2022 11:30 PM
18	Secure funding for Santa Ana Riverside Replacement Projects to mitigate fire hazards.	10/20/2022 11:30 PM
19	No show	10/20/2022 11:30 PM
20	Host their employees to a higher standard, allow additional training	10/20/2022 11:30 PM
21	Continue education	10/20/2022 11:29 PM
22	Bring in others	10/20/2022 11:29 PM
23	Put less emphasis on higher education and more on practical experience when hiring	10/20/2022 11:28 PM
24	Continue education, offer classes for City residents.	10/20/2022 11:27 PM
25	nothing	10/20/2022 11:27 AM
26	Encourage employees safety and wellbeing	10/20/2022 11:25 AM
27	Continue to hire well qualified and experienced crew and seniors	10/20/2022 11:22 AM
28	Not sure make use of media updates for community	10/20/2022 10:54 PM
29	no comment	10/20/2022 10:57 PM
30	More education to community	10/20/2022 8:48 PM
31	fire insurance and cost spreading	10/20/2022 4:02 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.	10/20/2022 2:23 PM
2	The City of Riverside Fire Department responds to emergencies, rapidly, and all employees throughout the entire department have excellent attitudes and customer service.	10/20/2022 11:58 AM
3	Safety First for themselves and Riverside	10/20/2022 7:58 AM
4	NA	10/20/2022 7:58 AM
5	I have lived here for 28 years. The fire department is outstanding. Some of the feedback I've seen about our community.	10/20/2022 6:22 PM
6	A person nothing.	10/20/2022 6:22 PM
7	No	10/20/2022 5:54 PM
8	To continue with the next program	10/20/2022 5:45 PM
9	None	10/20/2022 5:42 PM
10	Continue quality and training in all areas	10/20/2022 5:12 PM
11	Improve customer response	10/20/2022 3:33 PM
12	Santa Ana Riverside Replacement	10/20/2022 1:38 PM
13	None	10/20/2022 1:29 PM
14	no	10/20/2022 1:10 PM
15	Strong CERT team involvement	10/20/2022 12:40 PM
16	no	10/20/2022 12:37 PM
17	Consider more community outreach/ public education programs.	10/20/2022 12:11 PM
18	no	10/20/2022 10:27 AM
19	No	10/20/2022 10:26 AM
20	Increase the educational program with students and adults.	10/20/2022 11:52 AM
21	NA	10/20/2022 10:54 PM
22	more opportunities for presentations, lectures, training	10/20/2022 9:25 PM
23	keep relations consistent with the cities	10/20/2022 4:32 PM
24	NA	10/20/2022 7:02 AM
25	Service	10/20/2022 5:54 AM
26	Thank you for excellent service!	10/20/2022 1:24 AM
27	A citizen's academy to learn more	10/20/2022 10:13 PM
28	No	10/20/2022 10:10 PM

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