



CITY OF RIVERSIDE

FIRE DEPARTMENT

2022-2027 Strategic Plan
Employee Engagement Survey

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**CITY OF RIVERSIDE
FIRE DEPARTMENT**

2022-2027 Strategic Plan
Internal Employee Engagement Survey

[Click Here to Start Survey](#)



Survey Dates: **9/23 – 10/6/2021**

Days Open: **14 Days**

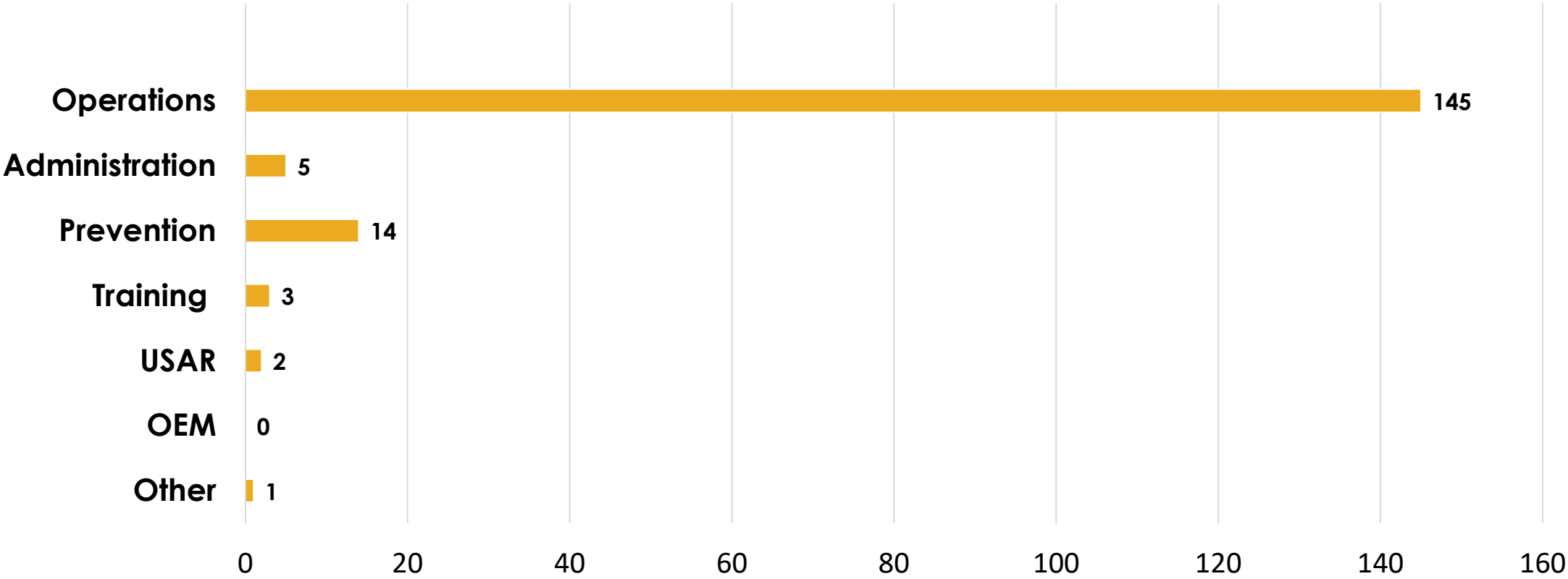
Total Responses: **175**

Average Response Time: **13m:41s**

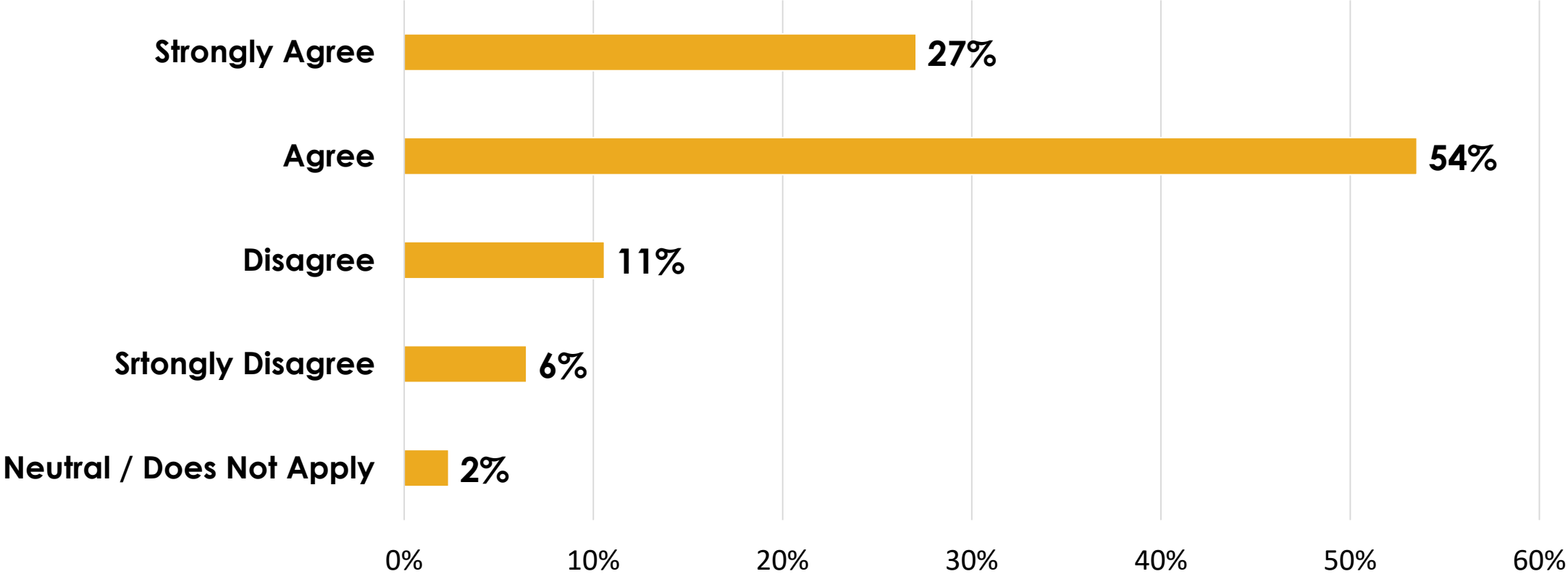
Department Completion Rate: **73.8%**



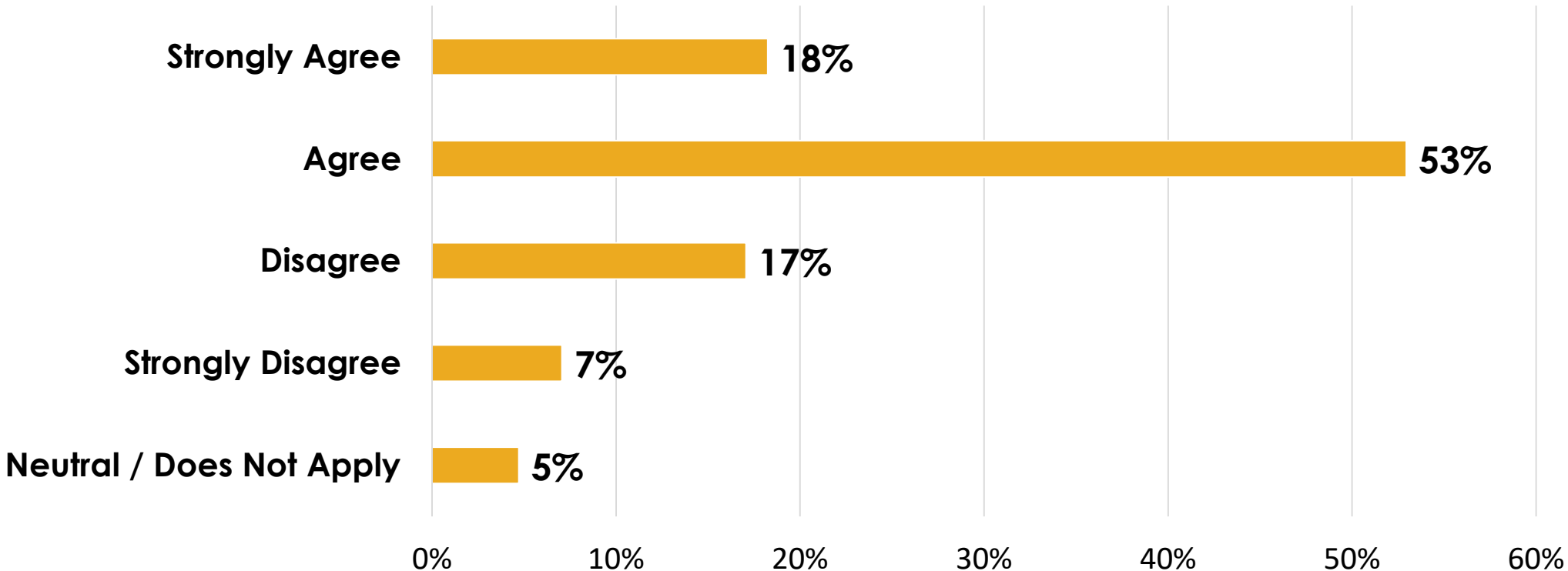
To what division are you assigned?



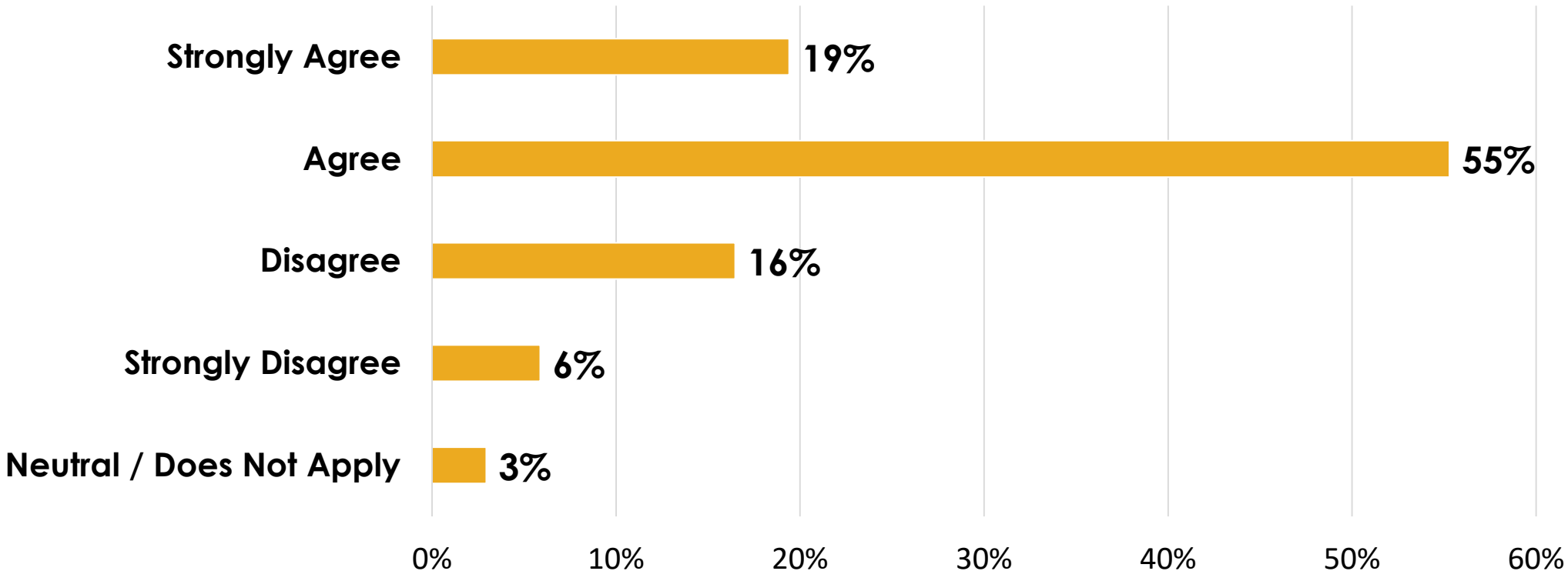
I am satisfied with my opportunities for professional growth.



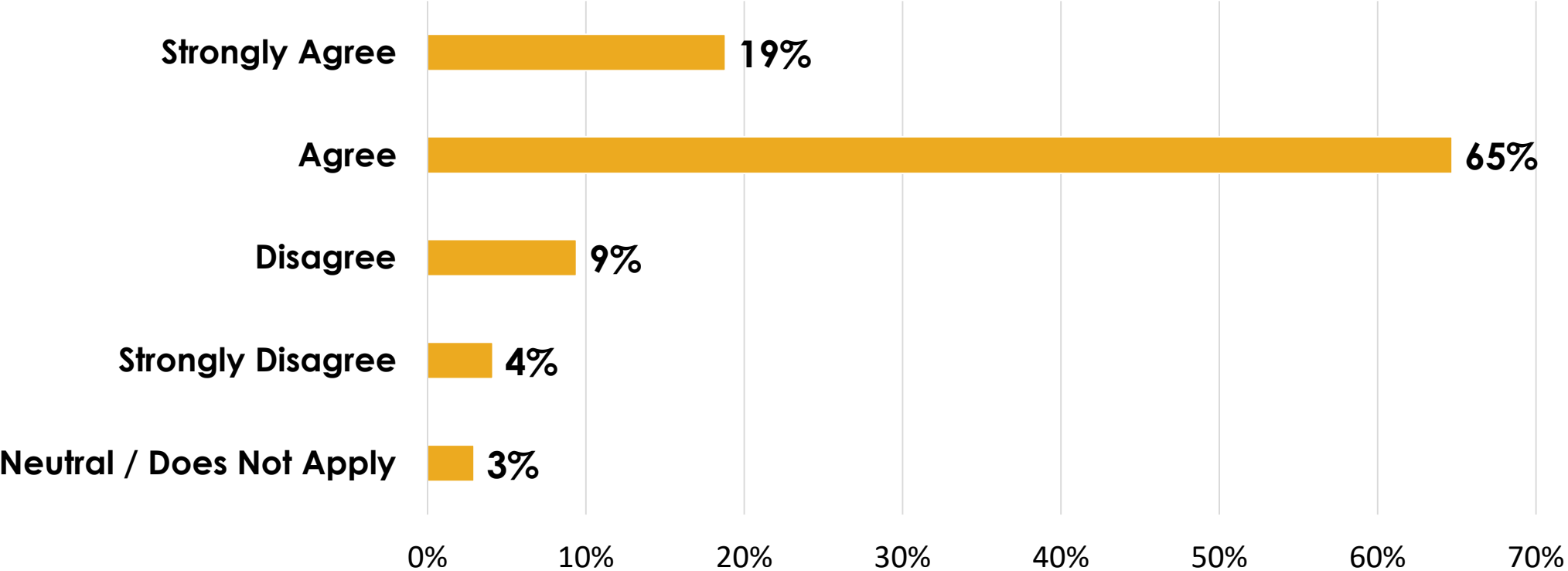
The department is dedicated to my professional development.



I am satisfied with the level of training the department provides.

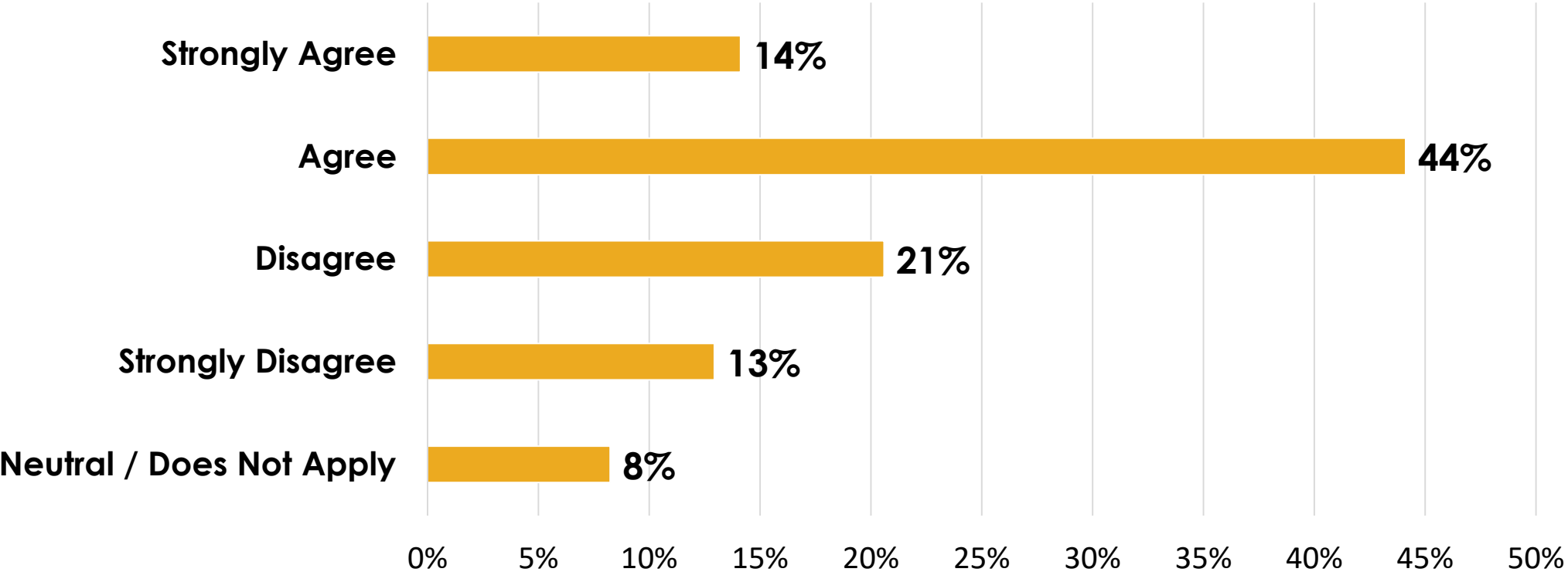


I feel the department has a culture of “Safety First.”

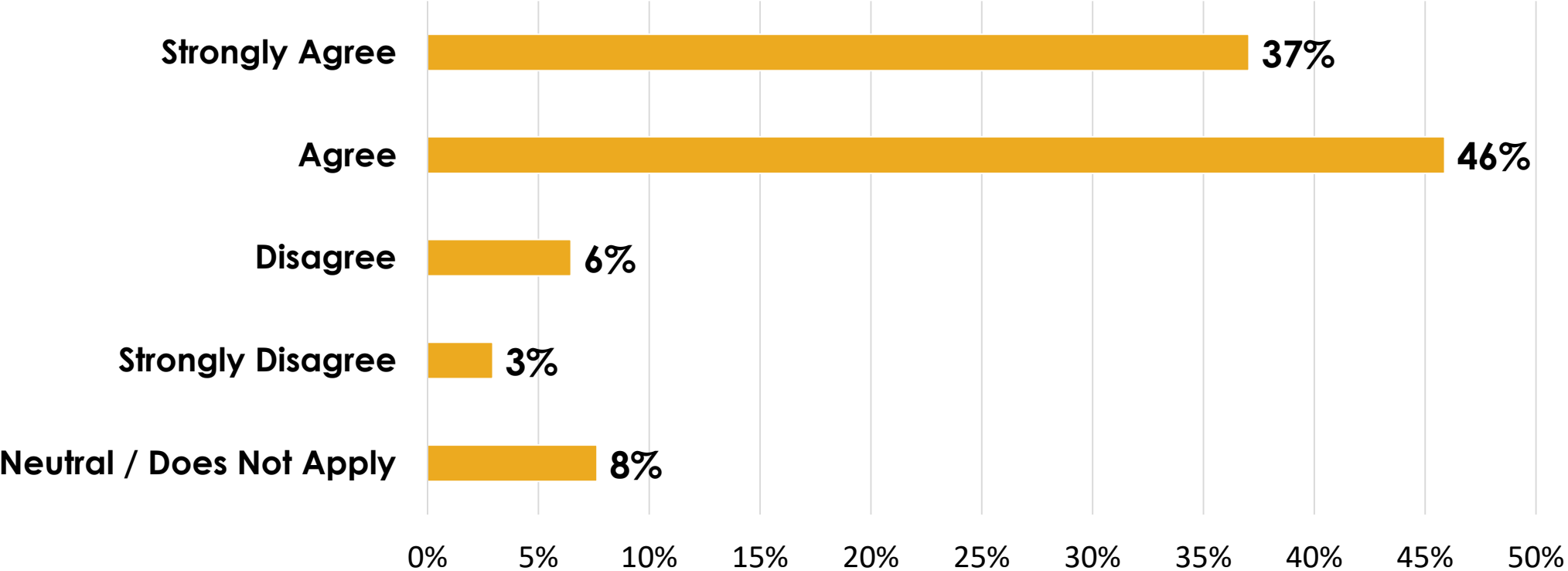


Question #6

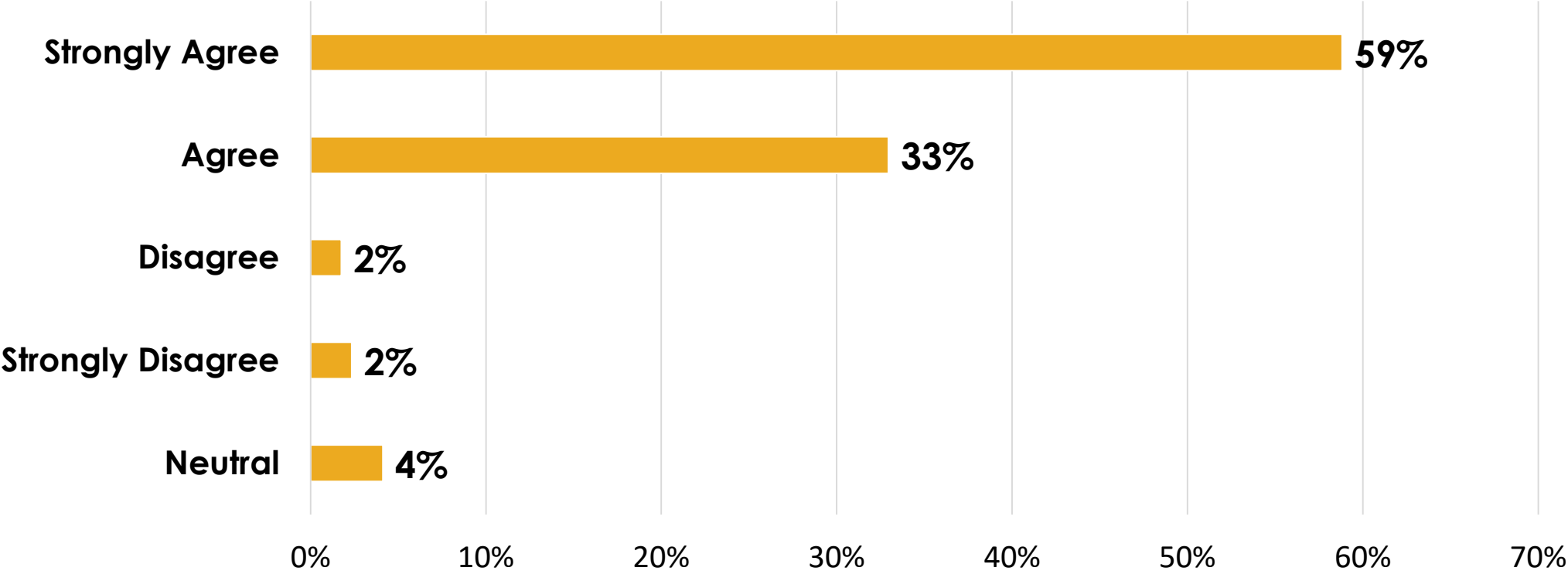
I feel the department meets Chief Moore's core values of being Family, Friendly, and Fit.



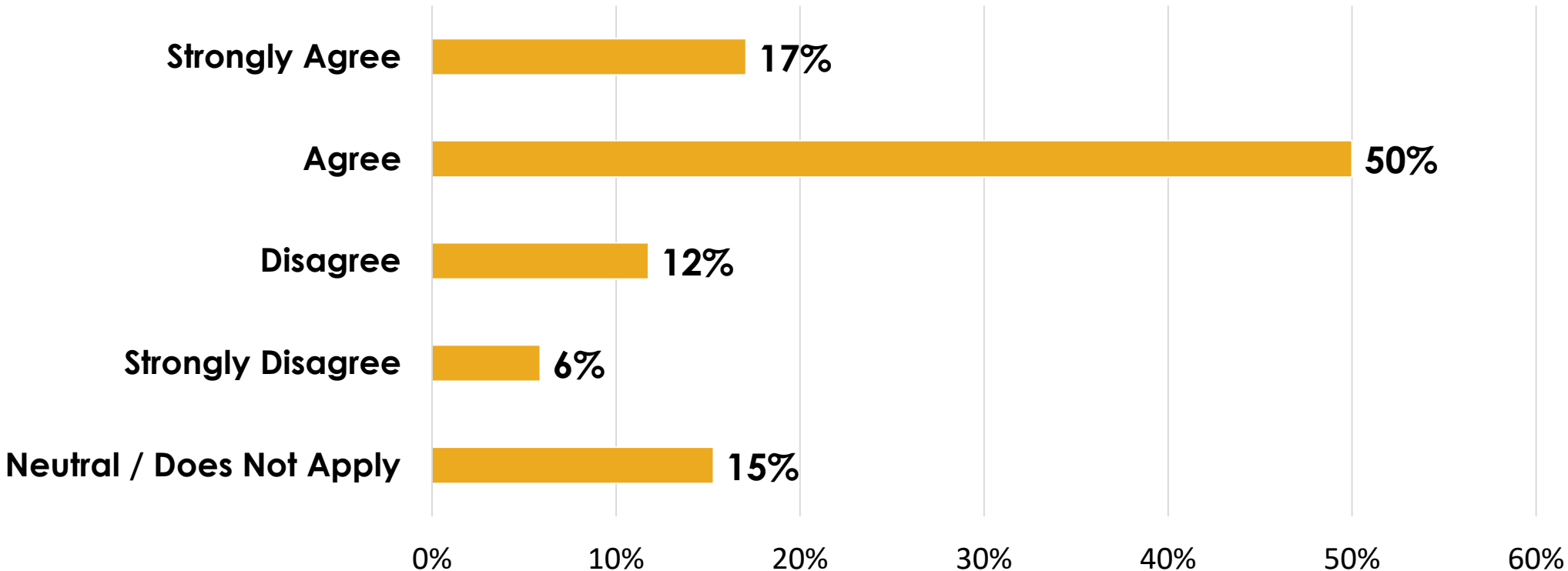
I enjoy going to work.



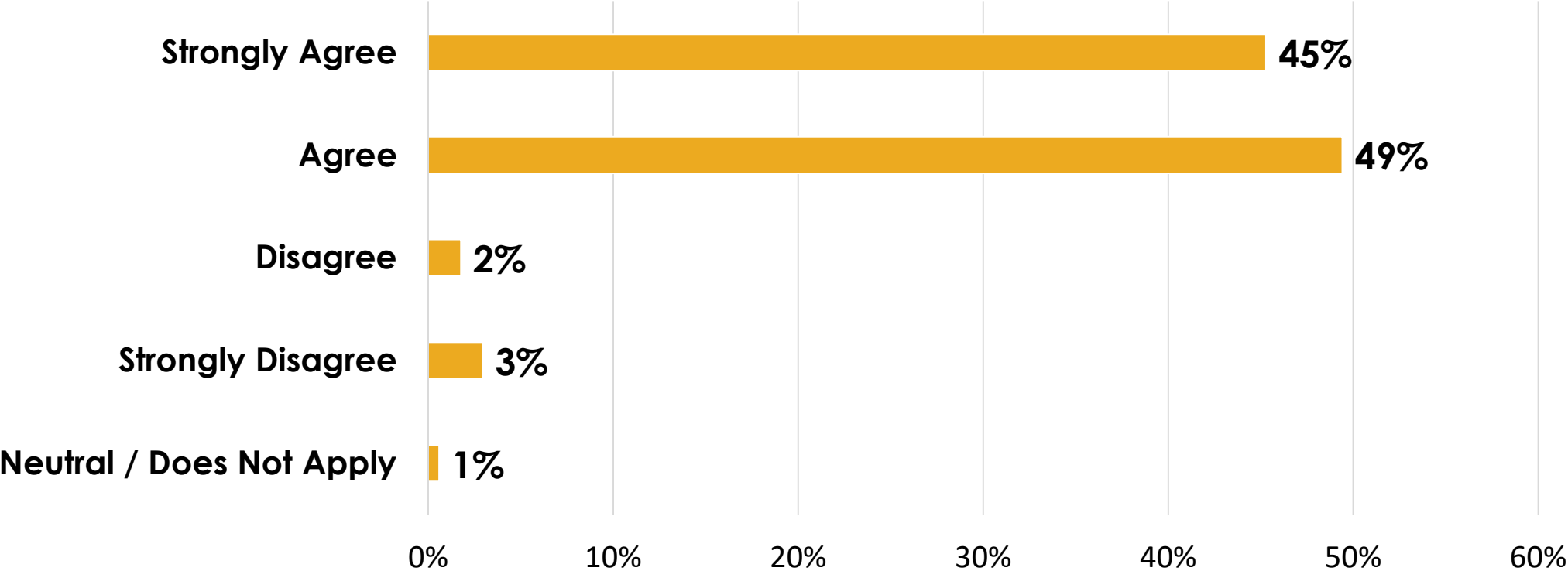
I am proud to work for the City of Riverside Fire Department.



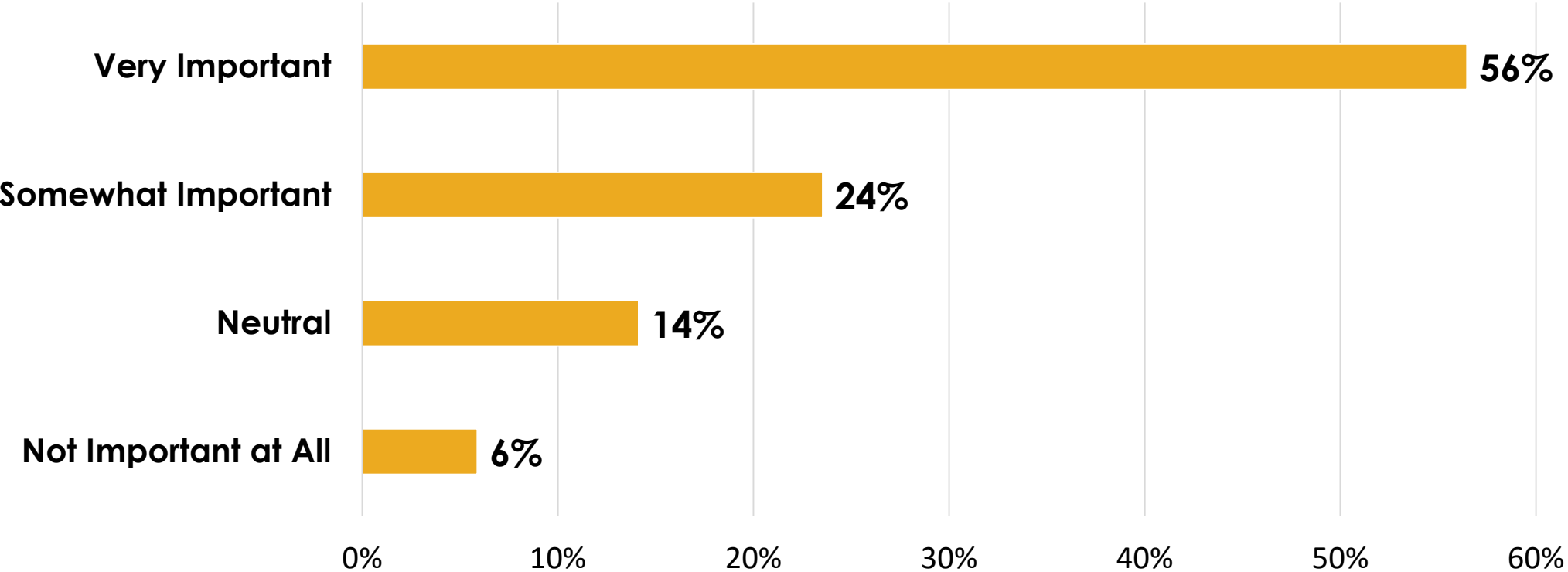
Are you satisfied with the department's mental health program?



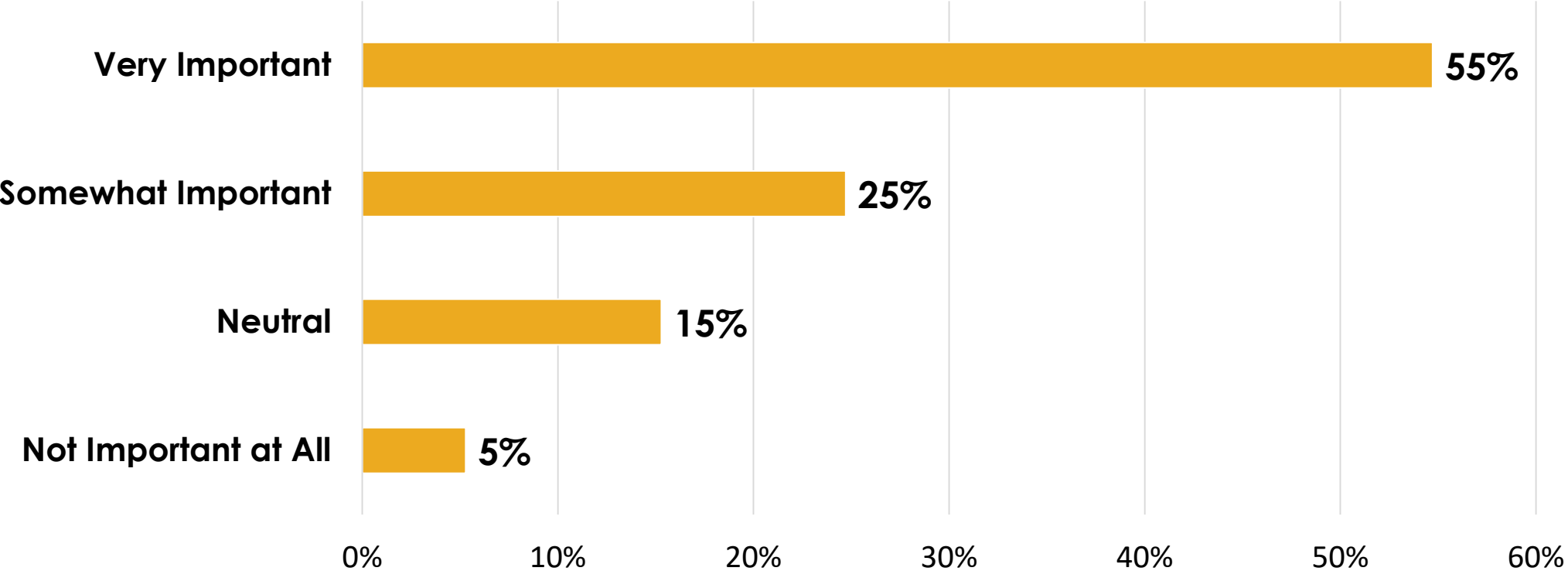
I feel as though the public has a positive perception of our department.



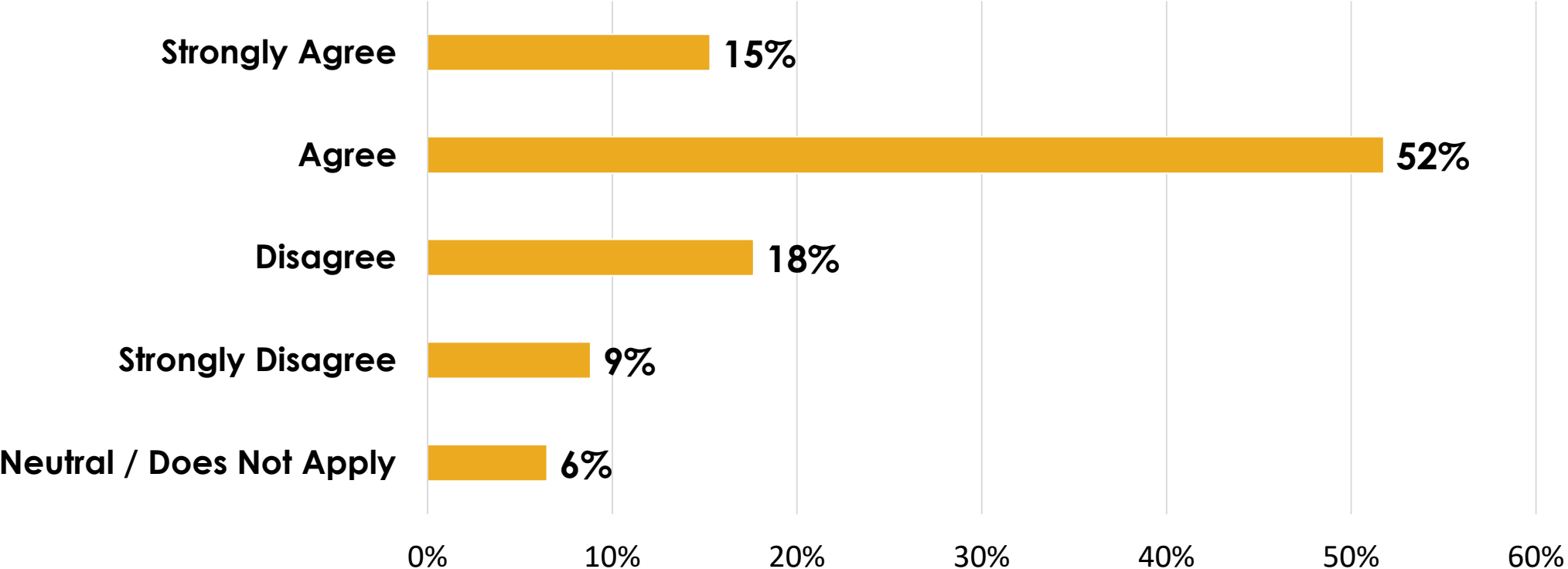
I believe maintaining ISO Class 1 status is:



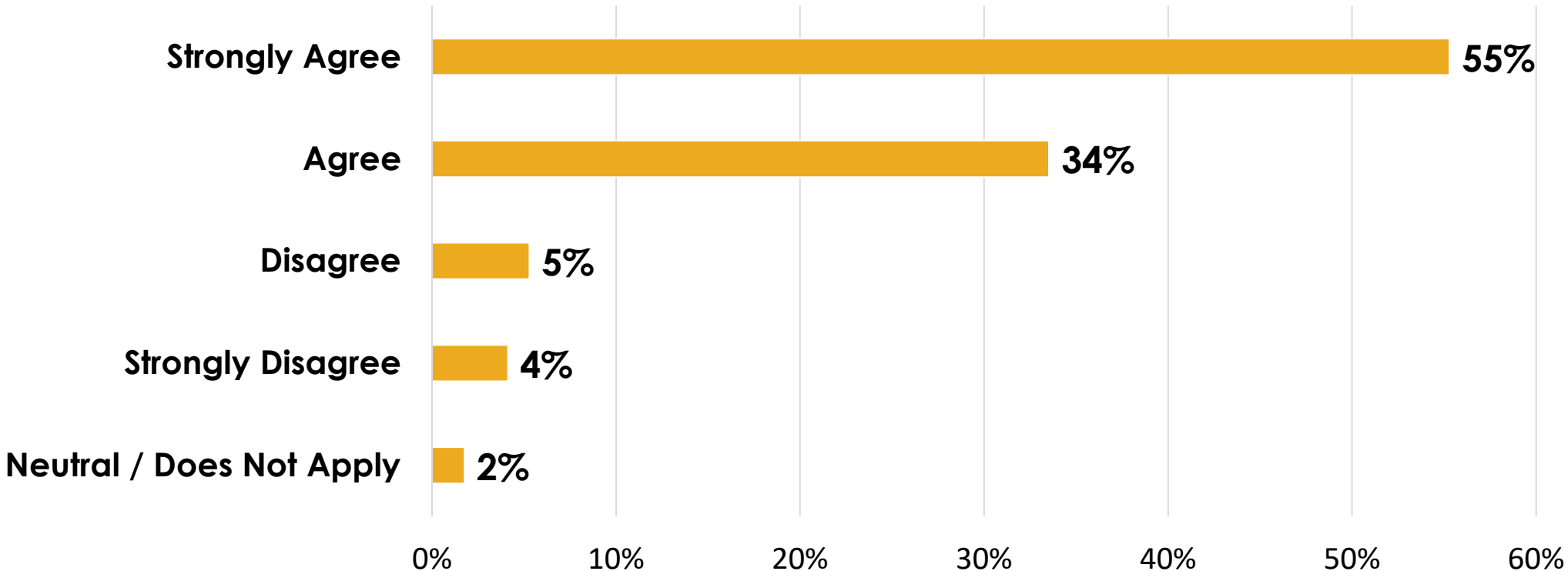
I believe the value of being an Accredited department is:



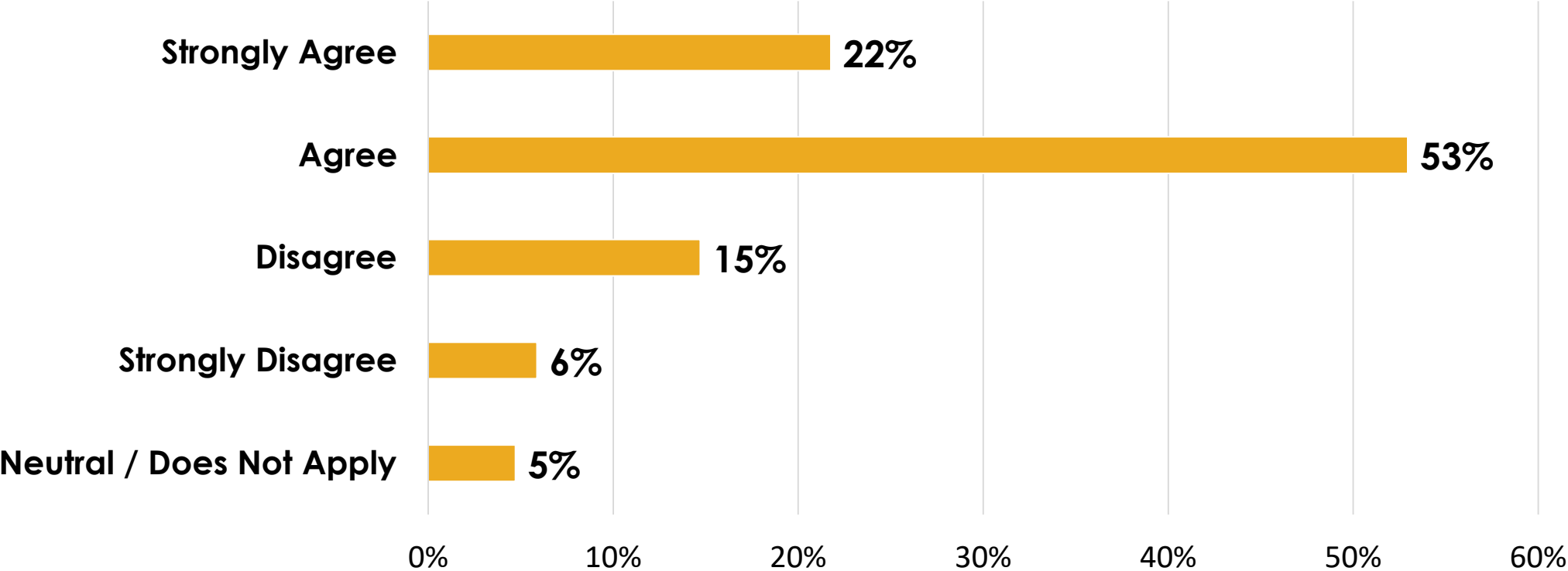
Communication between supervisors and employees is effective.



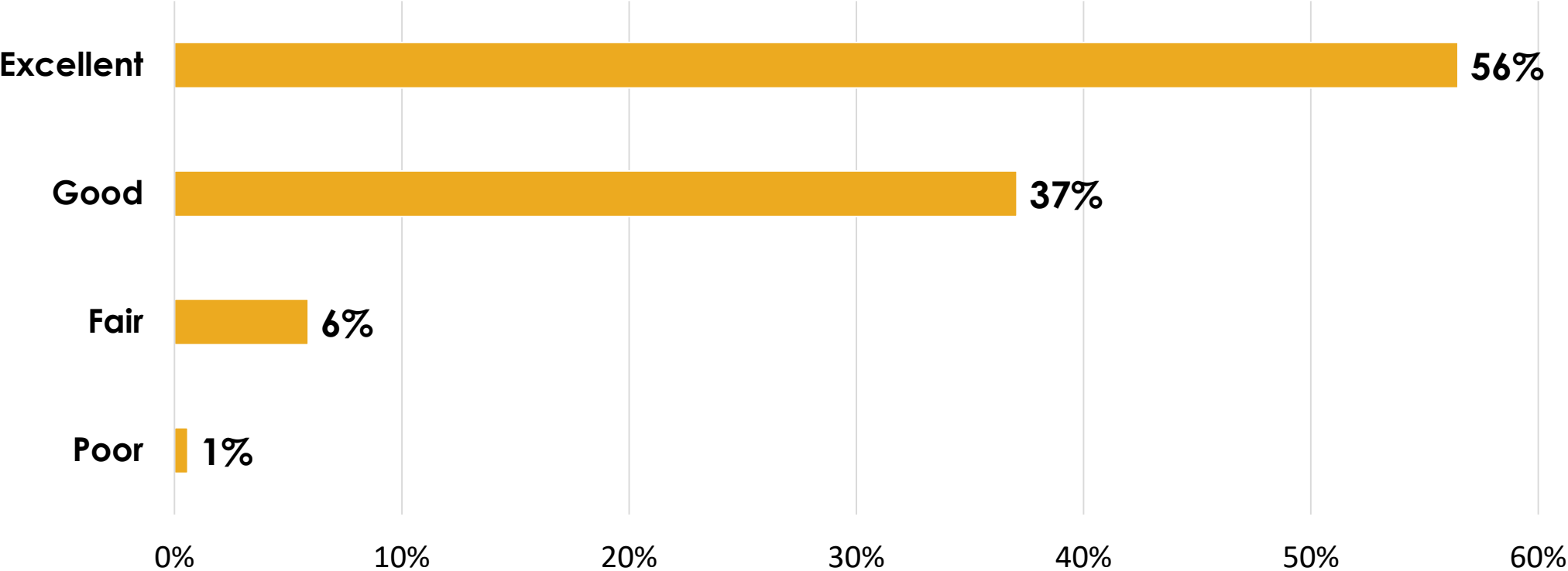
My direct supervisor and I have a positive working relationship.



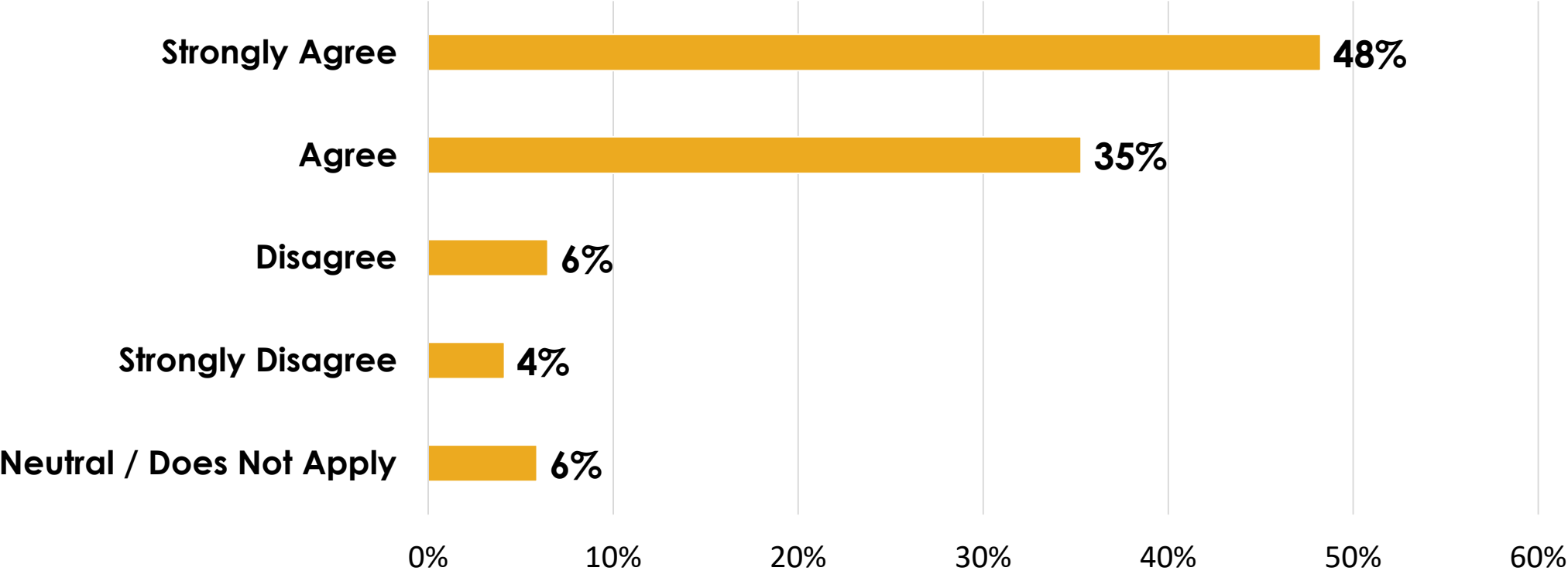
Supervisors within my department recognize strong job performance.



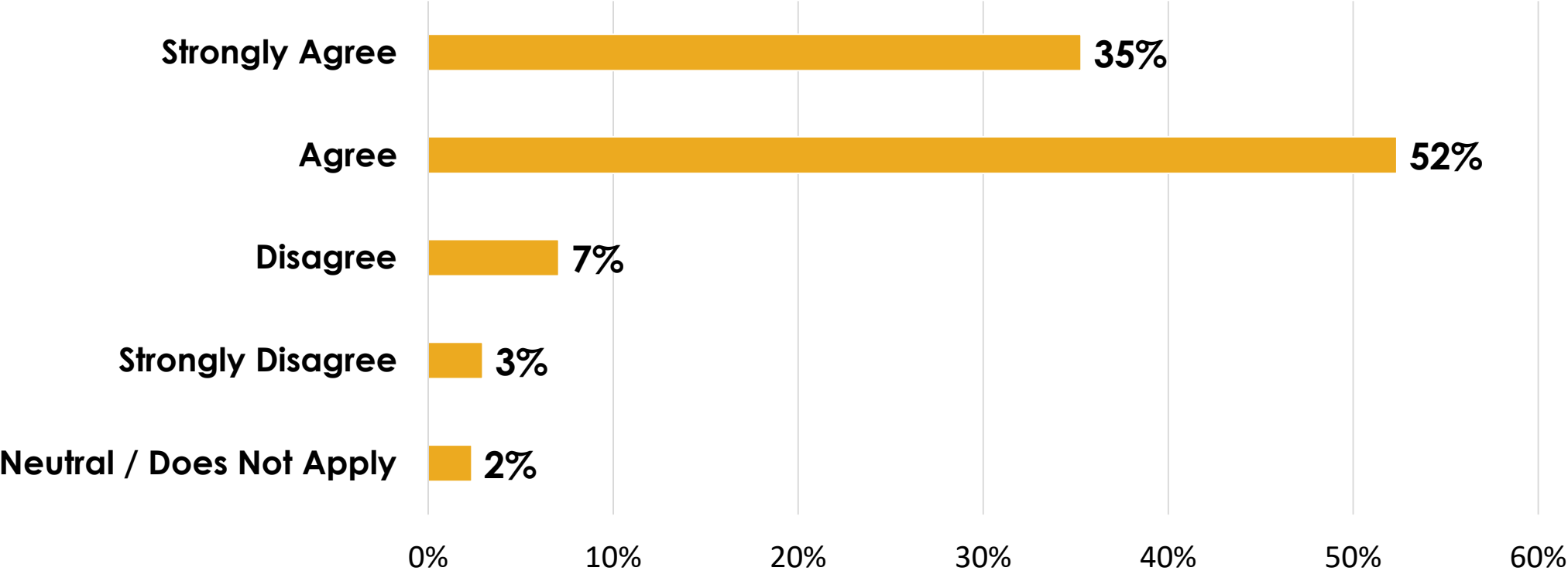
How would you rate the services the department provides the public?



My supervisor has a positive impact on my work environment.

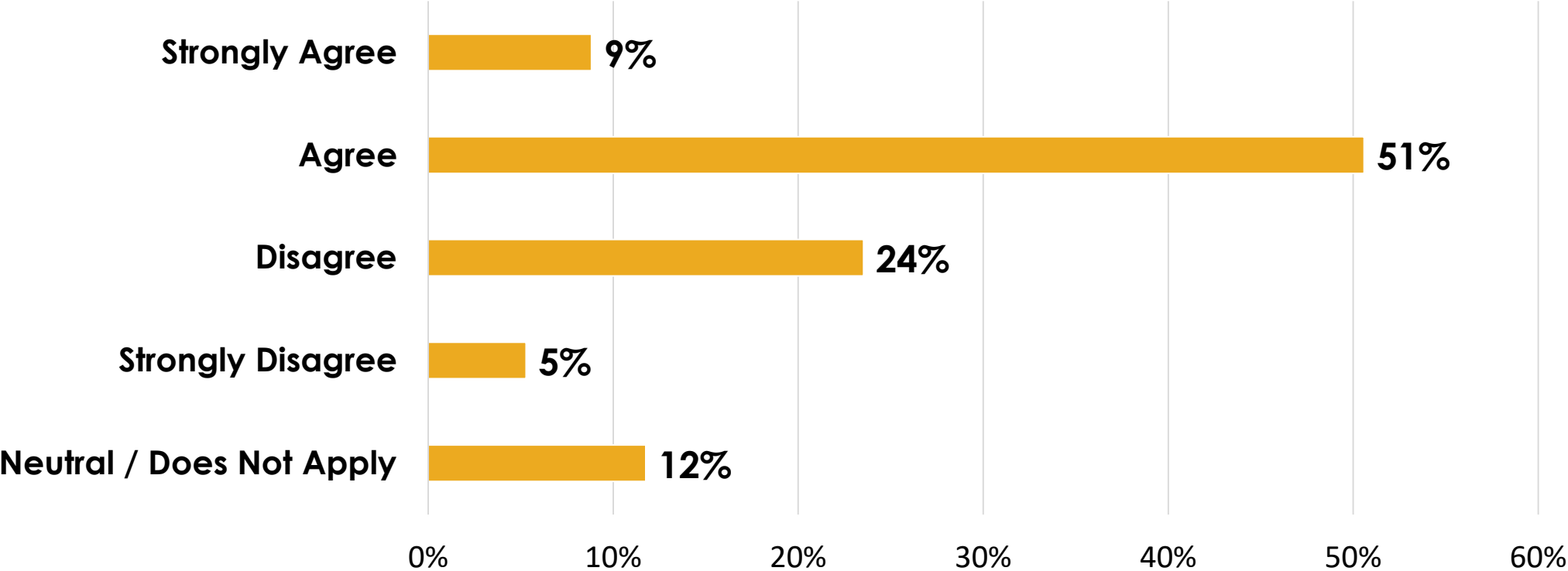


My coworkers treat each other with respect.

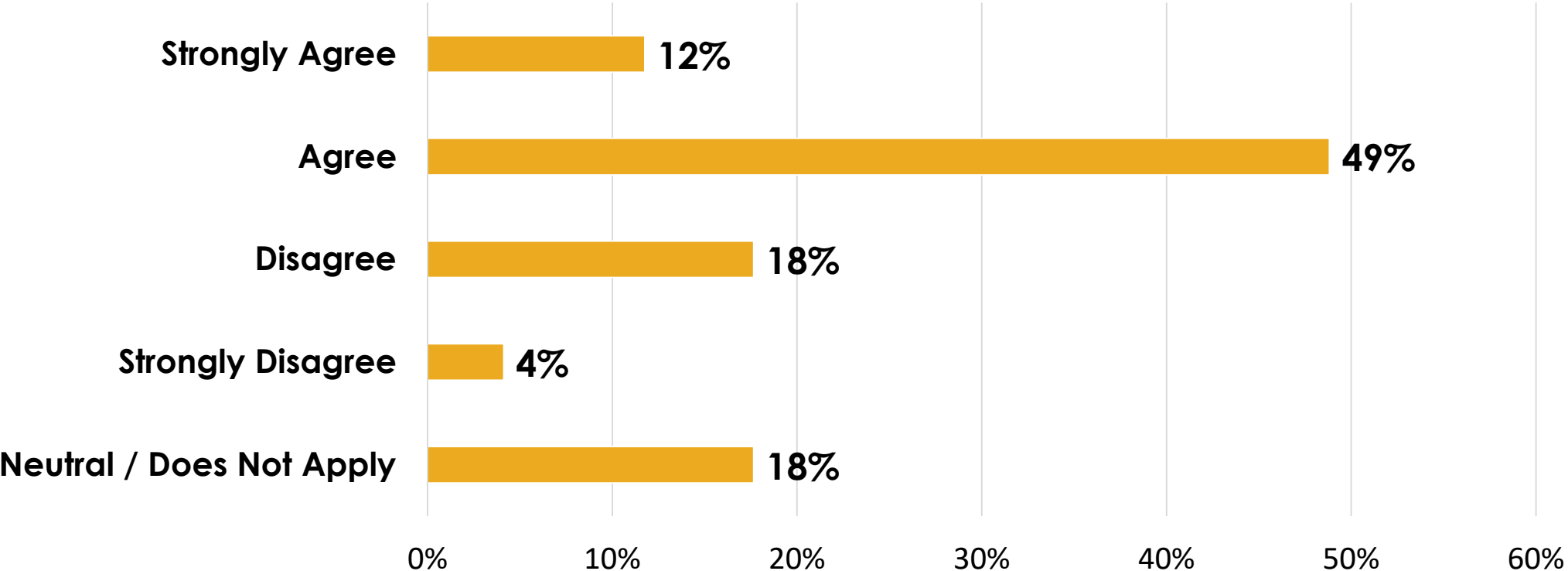


Question #19

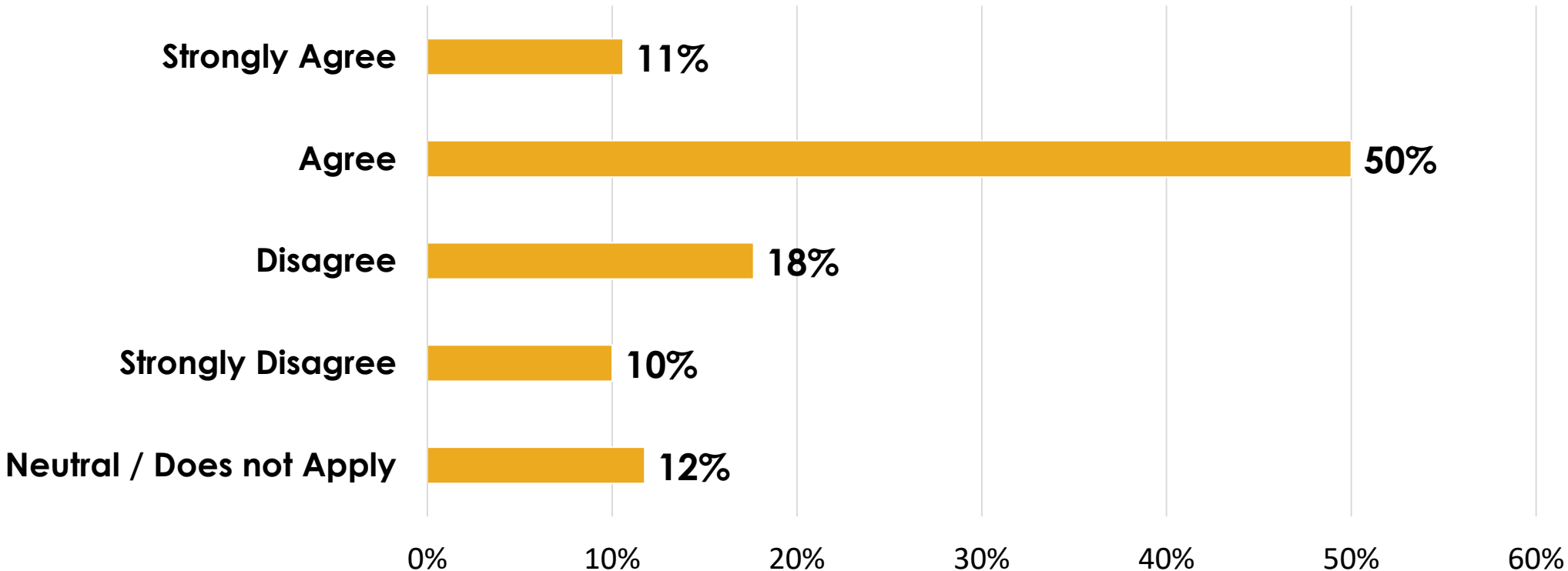
The interaction between ALL divisions (Operations, Prevention, Training, EOC, and Administration, etc.) is effective.



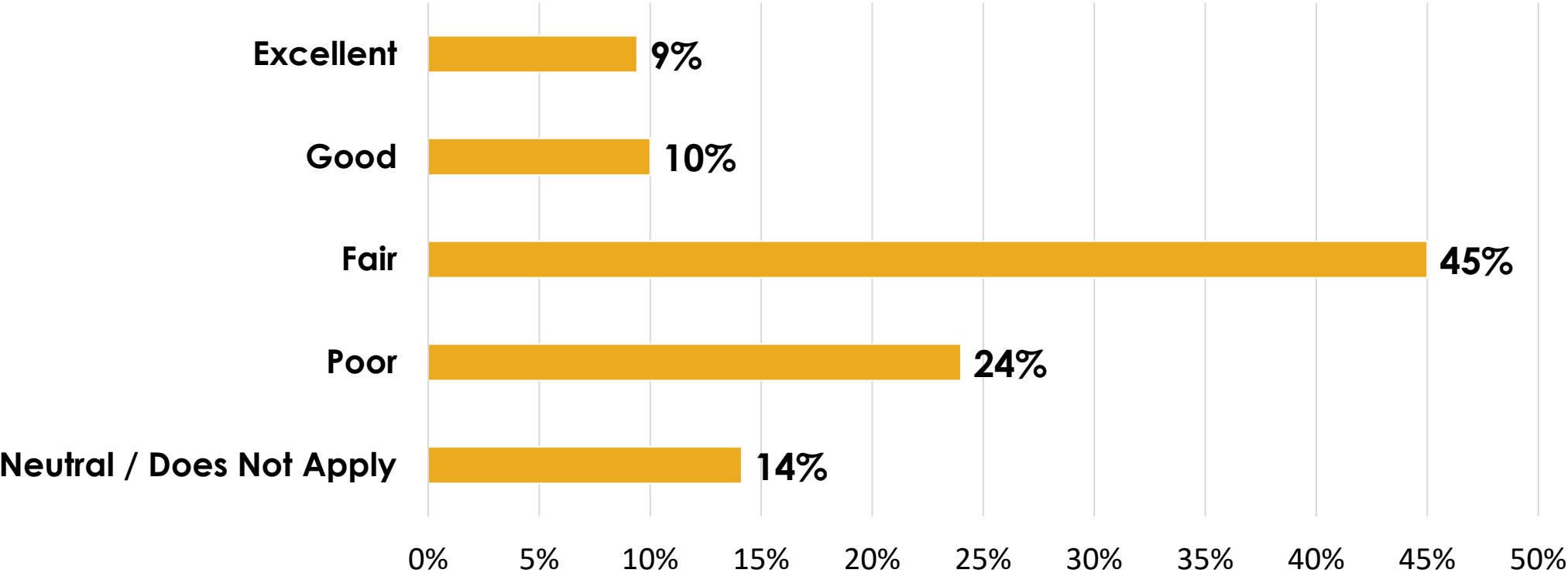
Are you satisfied with the department’s marketing and branding (including social media, public information, etc.)?



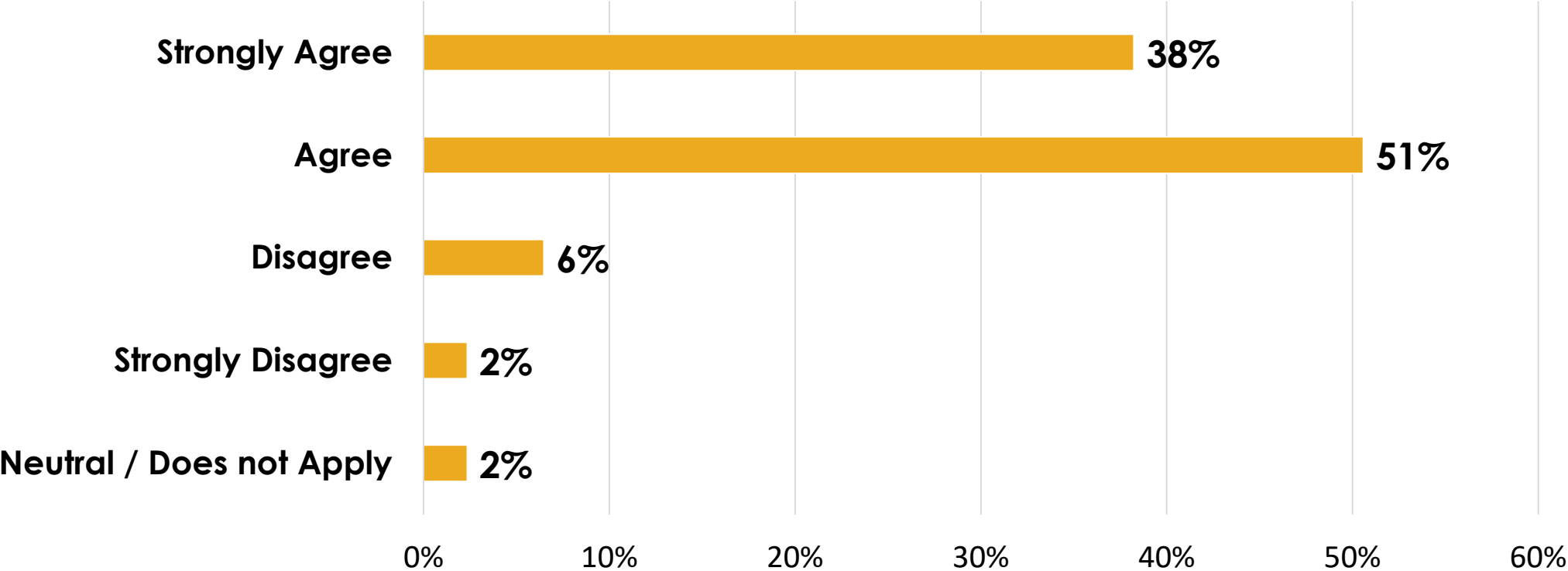
I feel our EMS program meets the needs of our department.



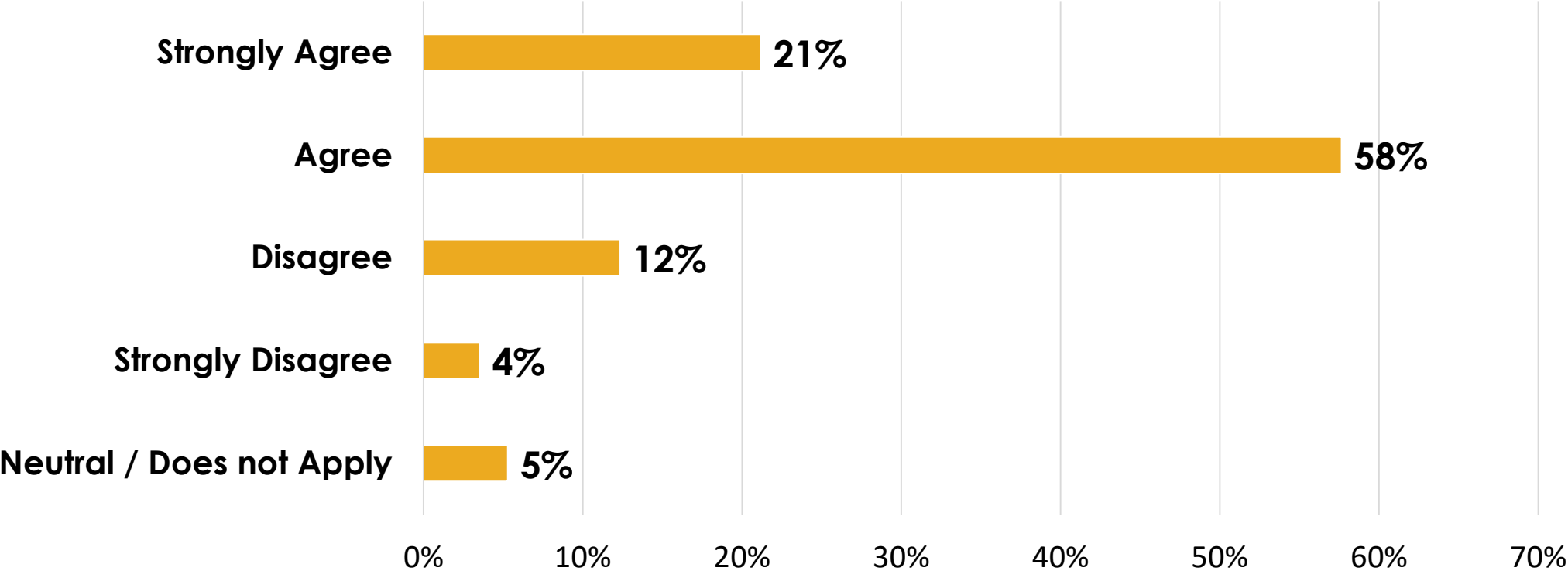
How would you rate the effectiveness of the department’s community risk reduction programs (public education)?



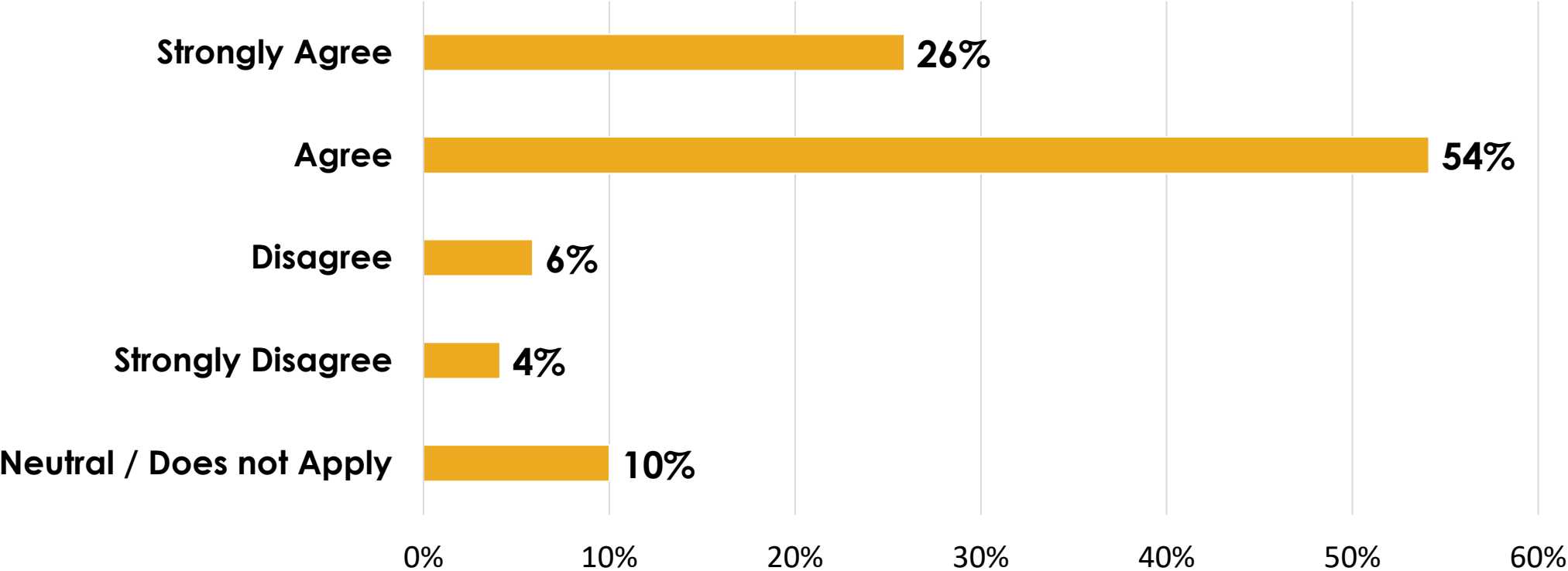
I am satisfied with my overall job security.



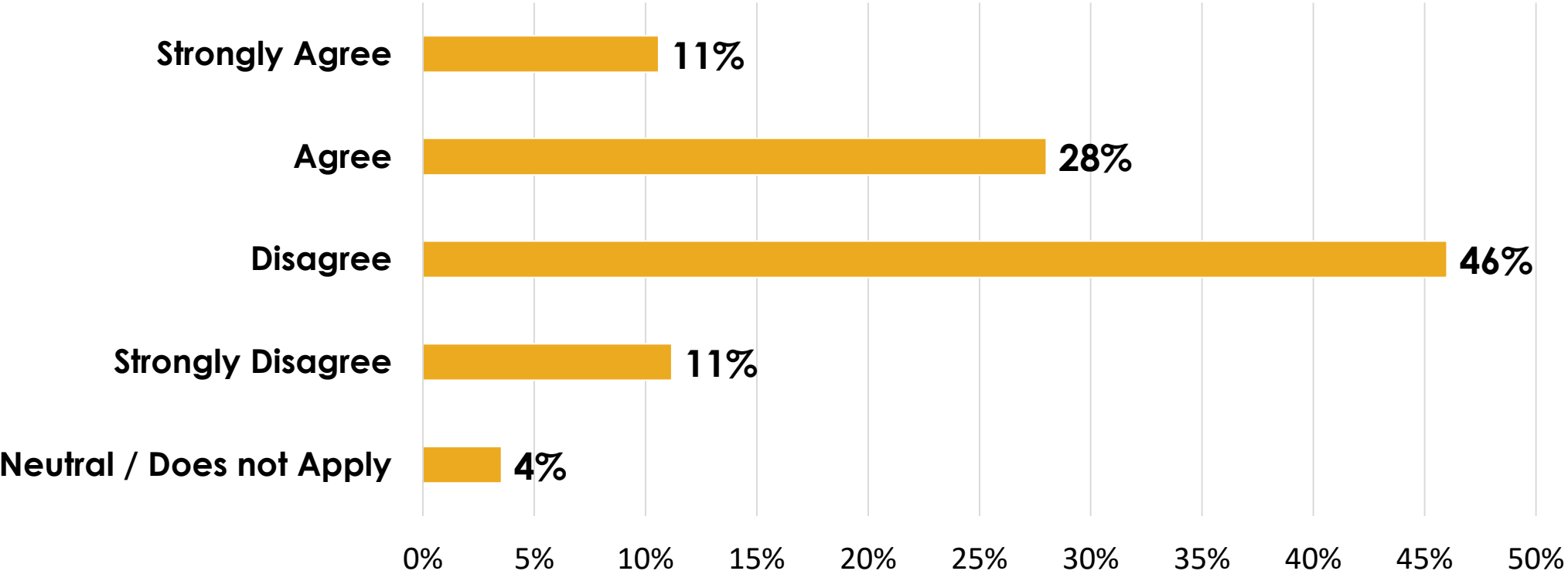
I feel the department is fiscally responsible.



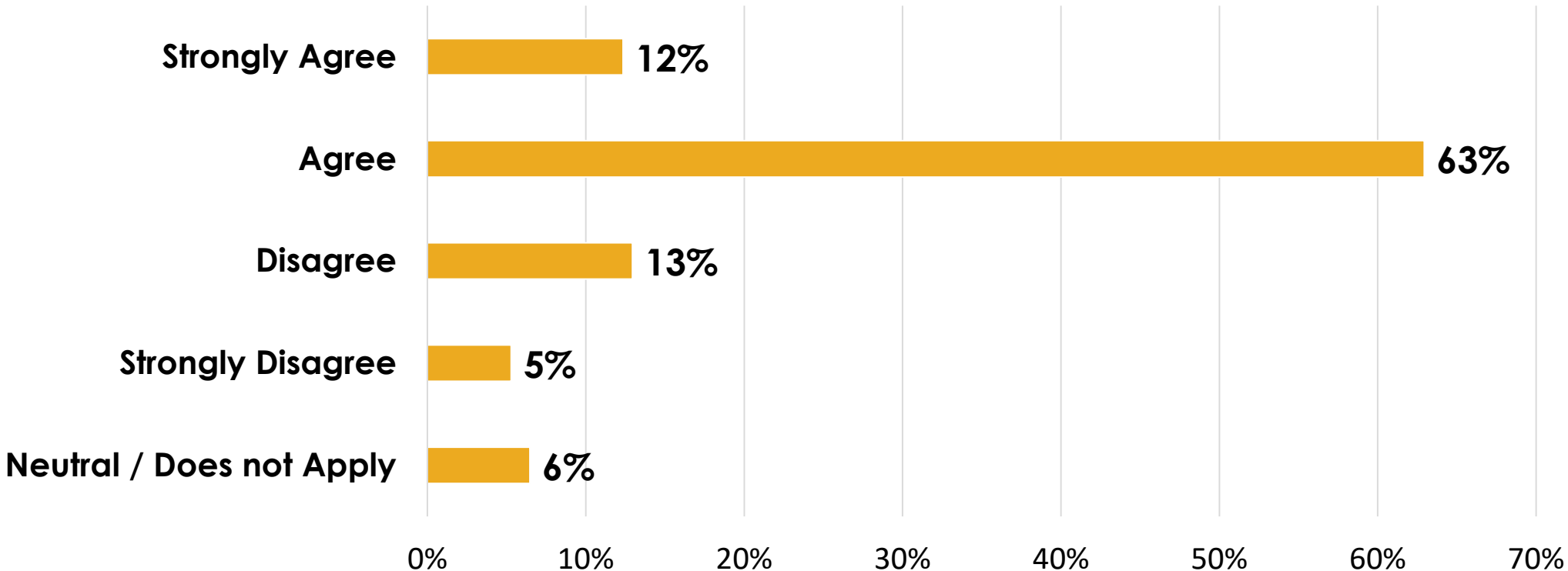
The department is dedicated to diversity/inclusiveness/equity within the workplace



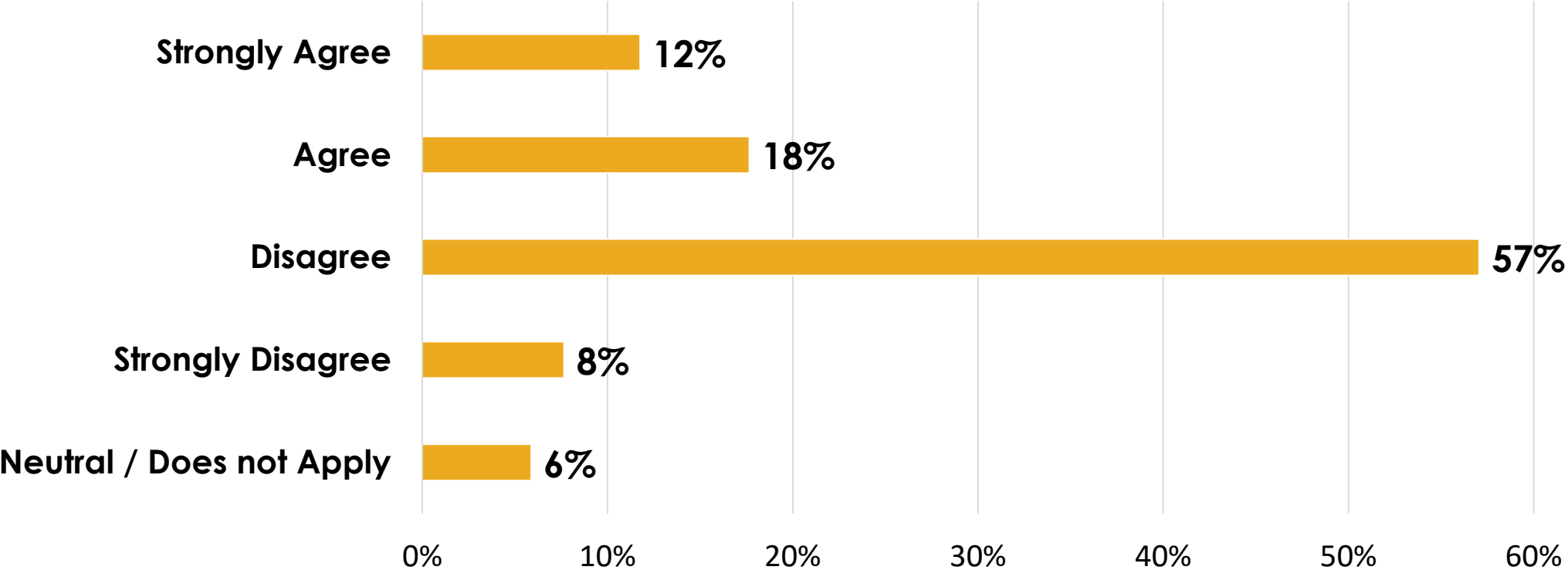
I am satisfied with the department's use of technology to perform my job duties?



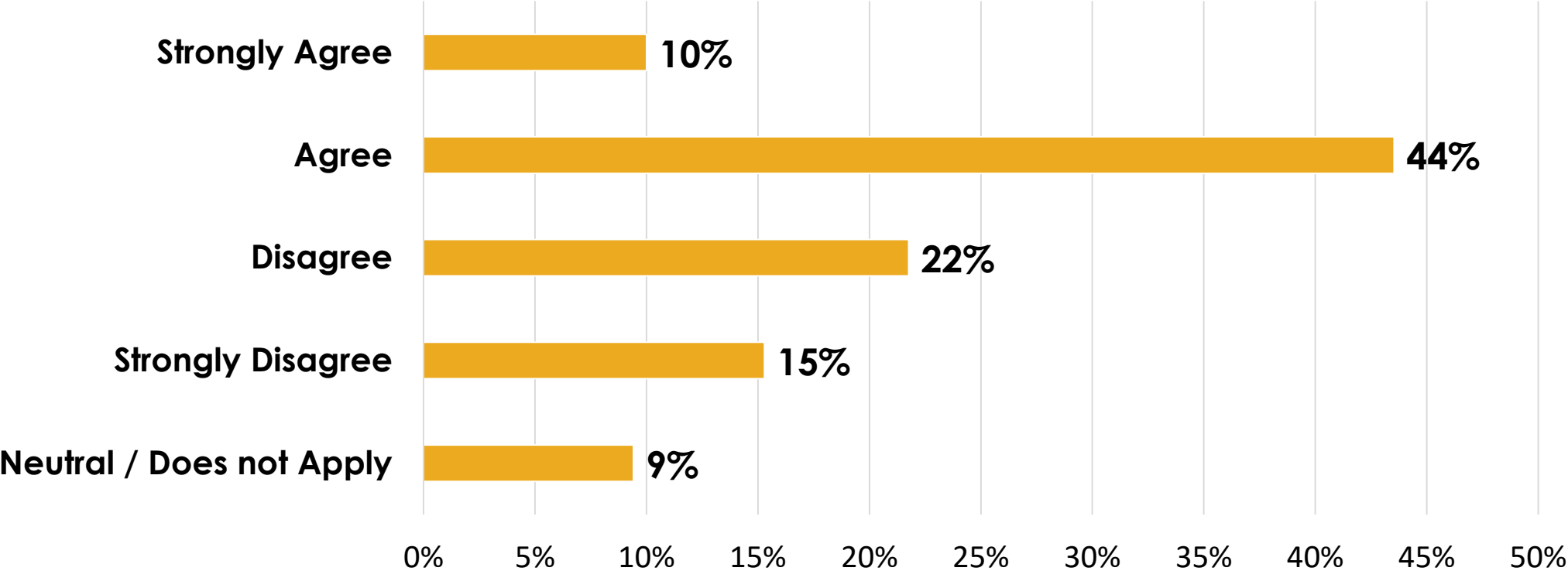
The department provides me with the equipment necessary to perform my job duties.



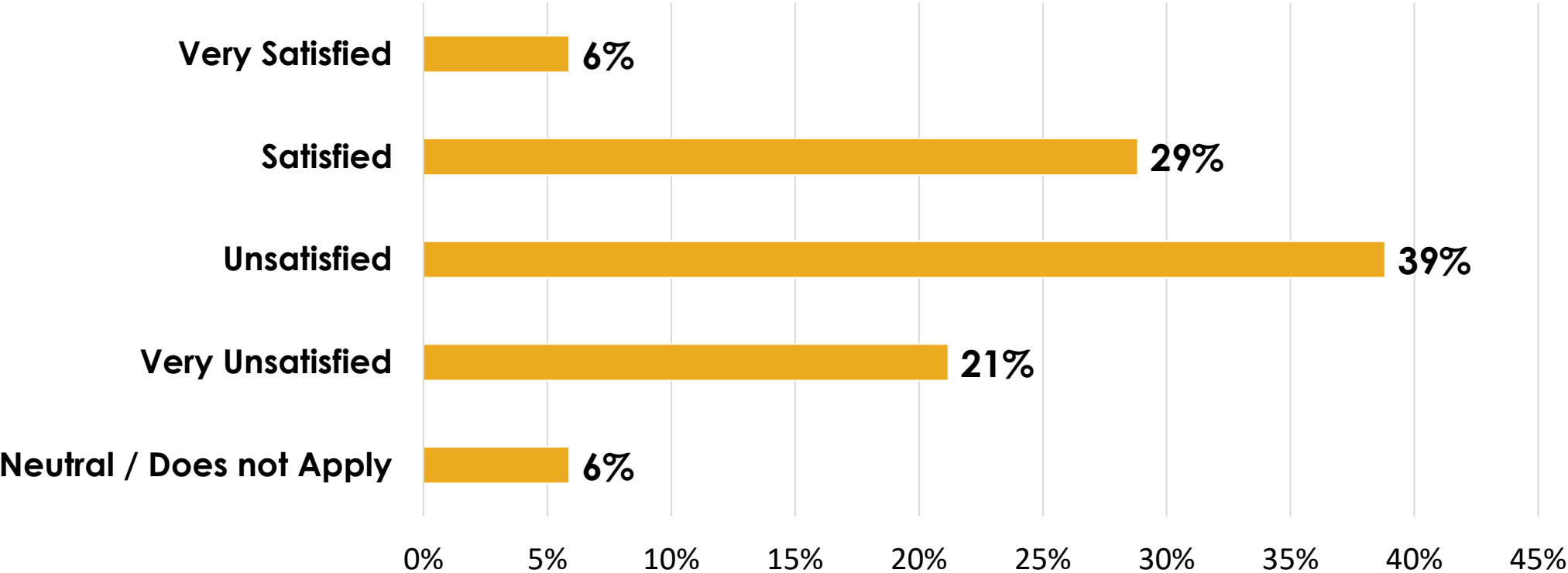
I feel our Standard Operating Procedures are current and appropriate for today's challenges.



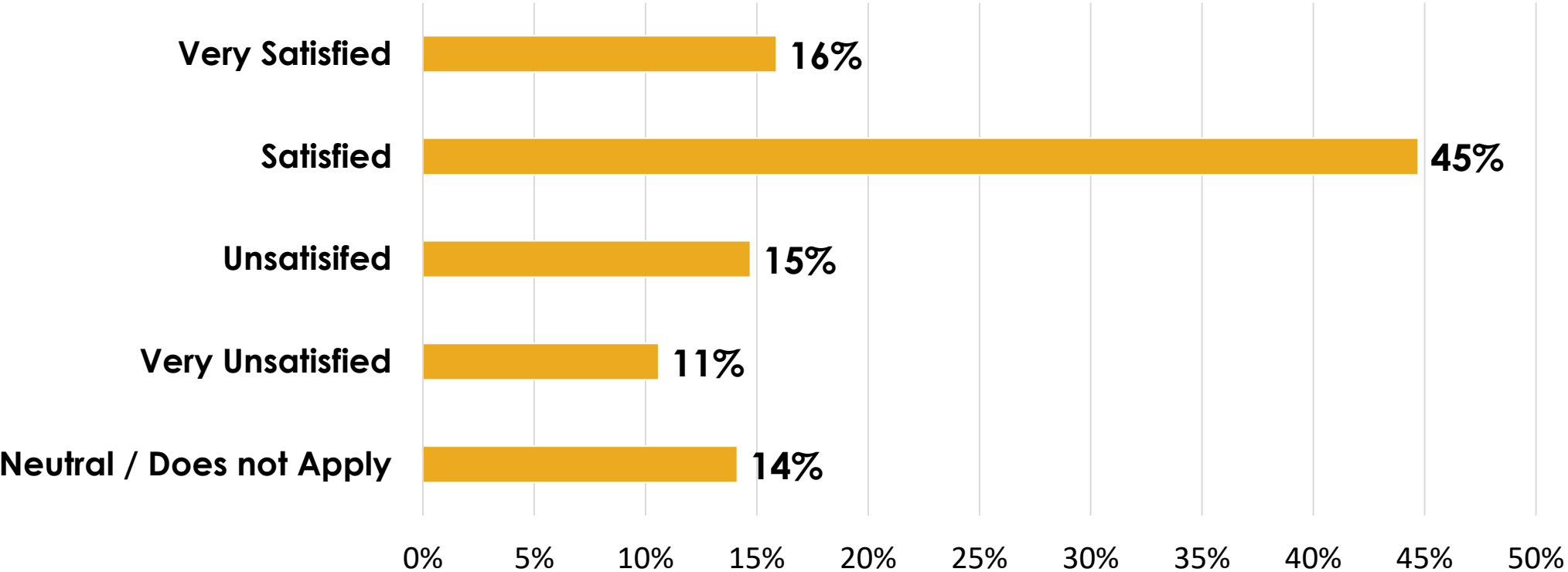
I feel the Fire Dispatch Center meets the needs of the department.



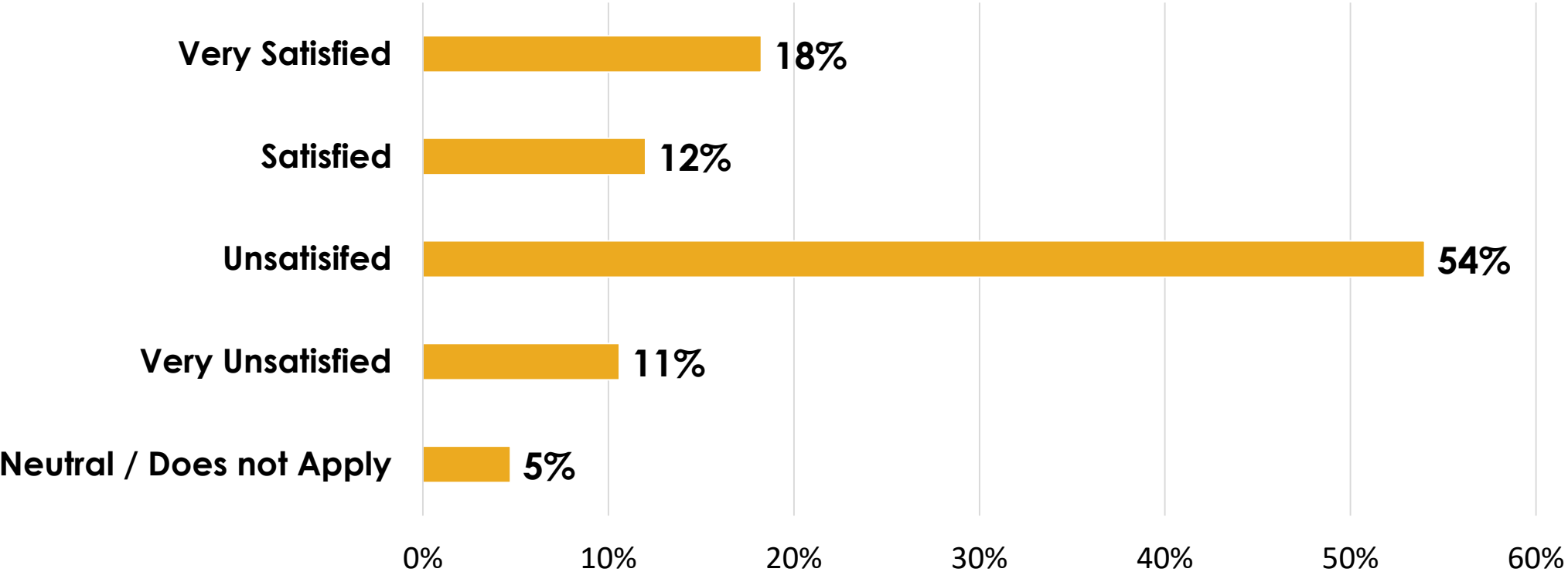
Are you satisfied with the department’s response to current staffing shortages/vacant positions?



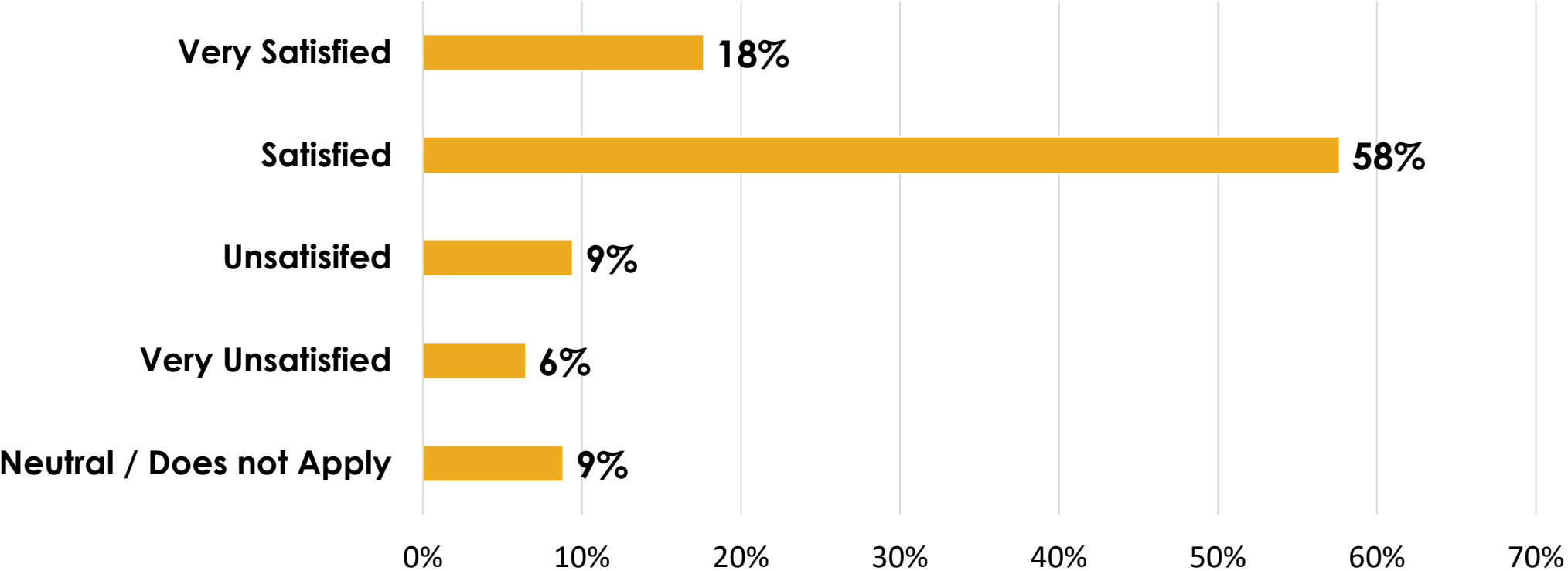
Are you satisfied with the department’s commitment to OES apparatus and CFAA fire assignments?



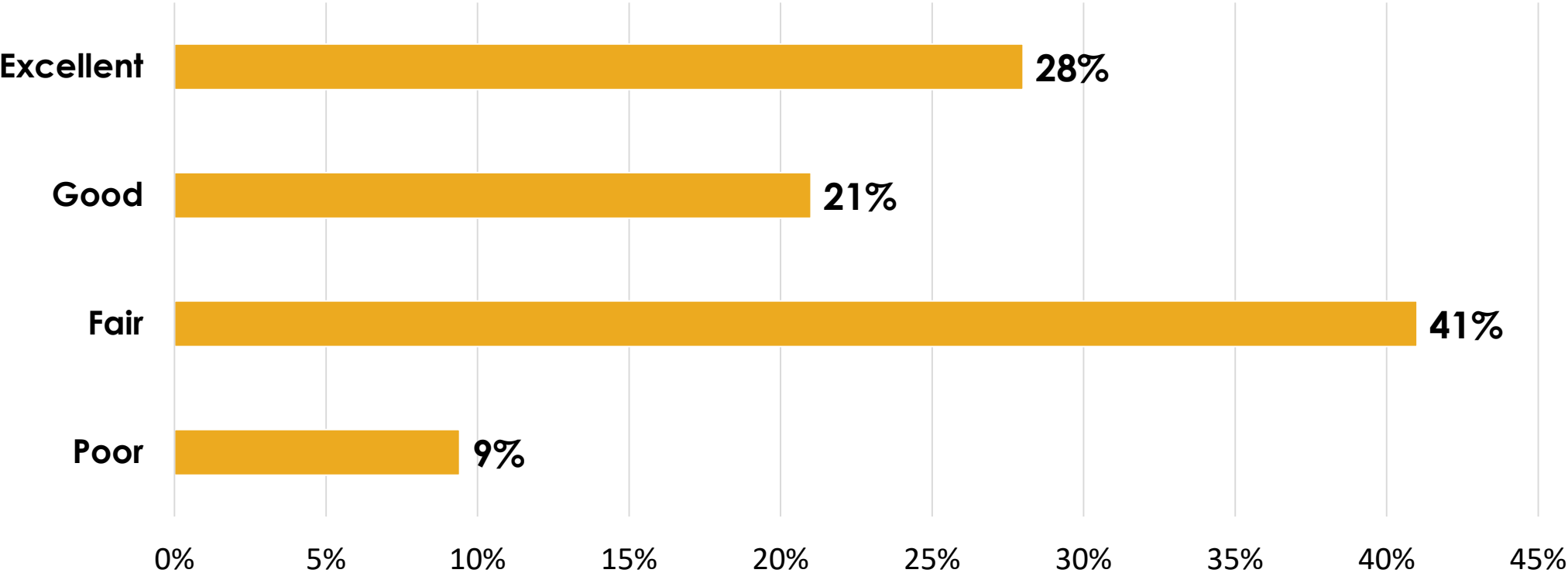
Are you satisfied with the department’s response to workers’ safety regarding COVID-19?



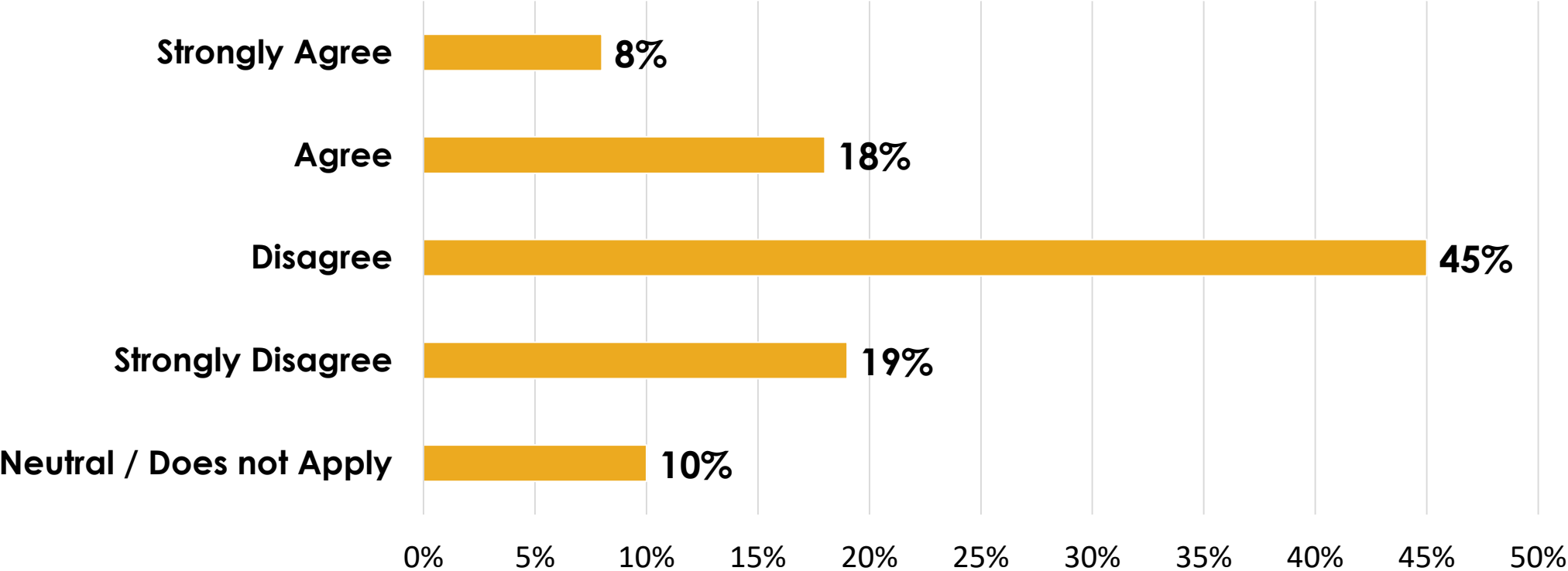
Are you satisfied with the fire department's fleet purchases?



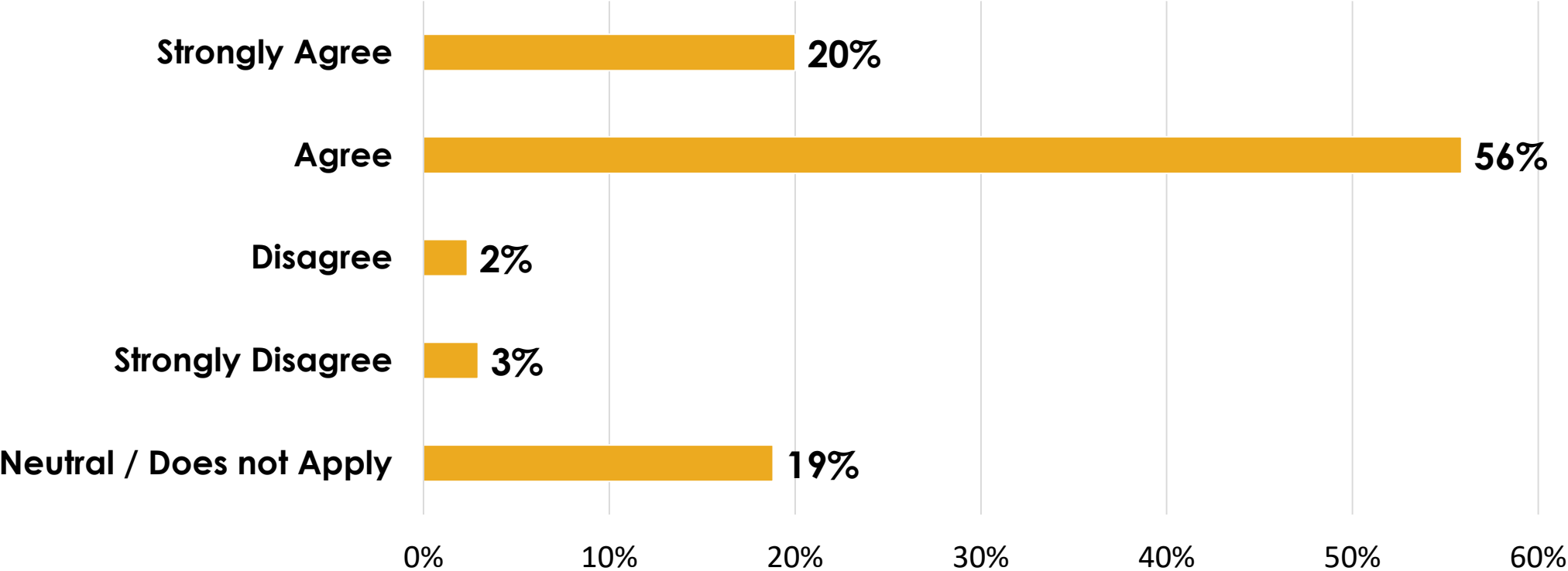
Rate the overall condition of the facility in which you work.



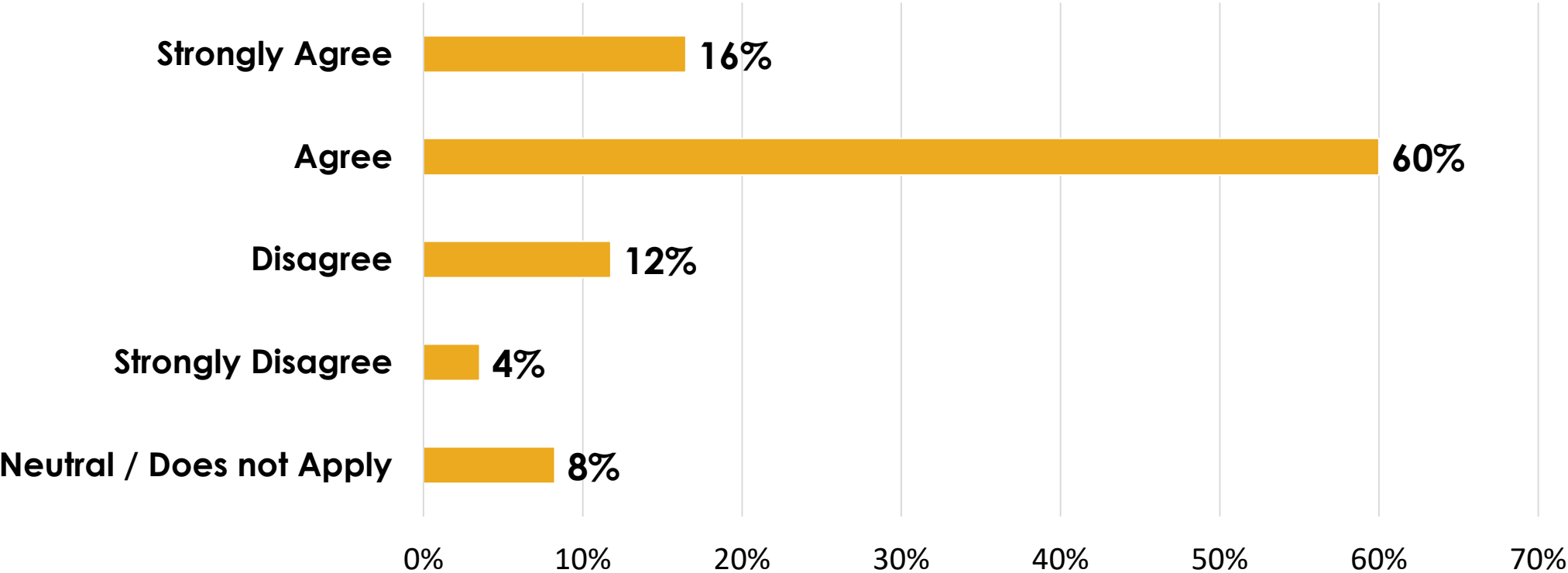
I feel the Training Center meets the needs of our agency.



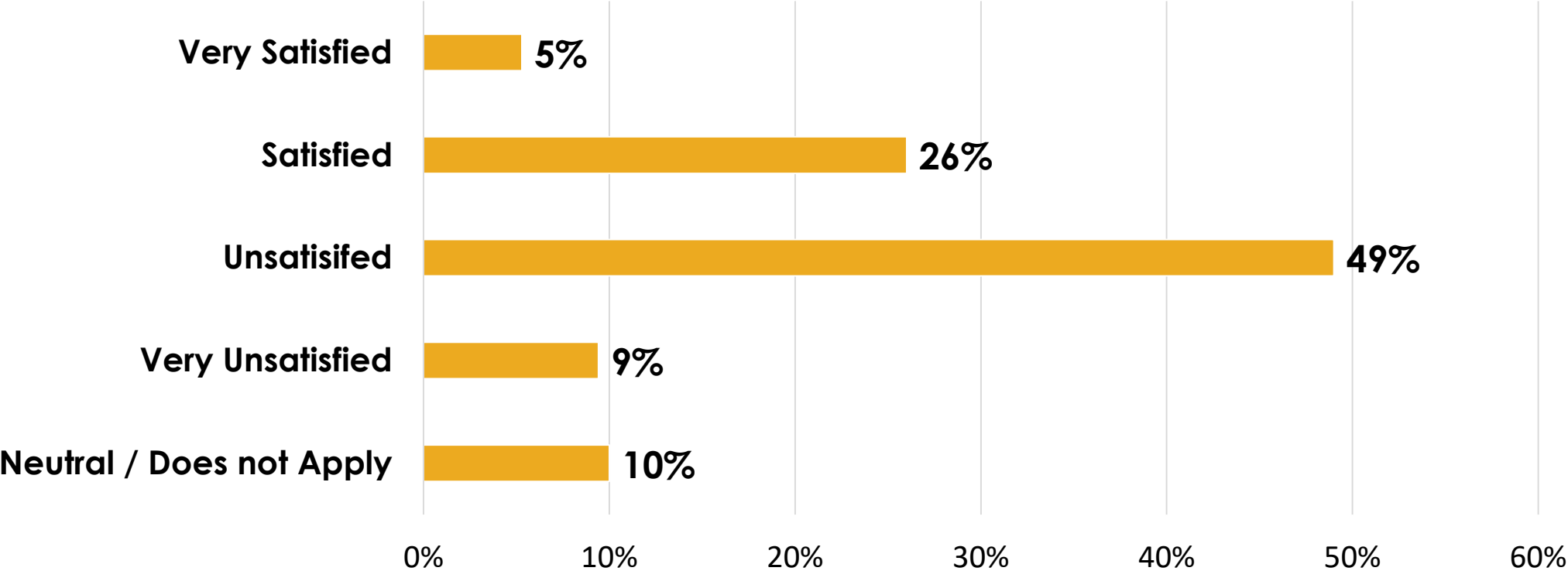
I feel the EOC meets the needs of the City.



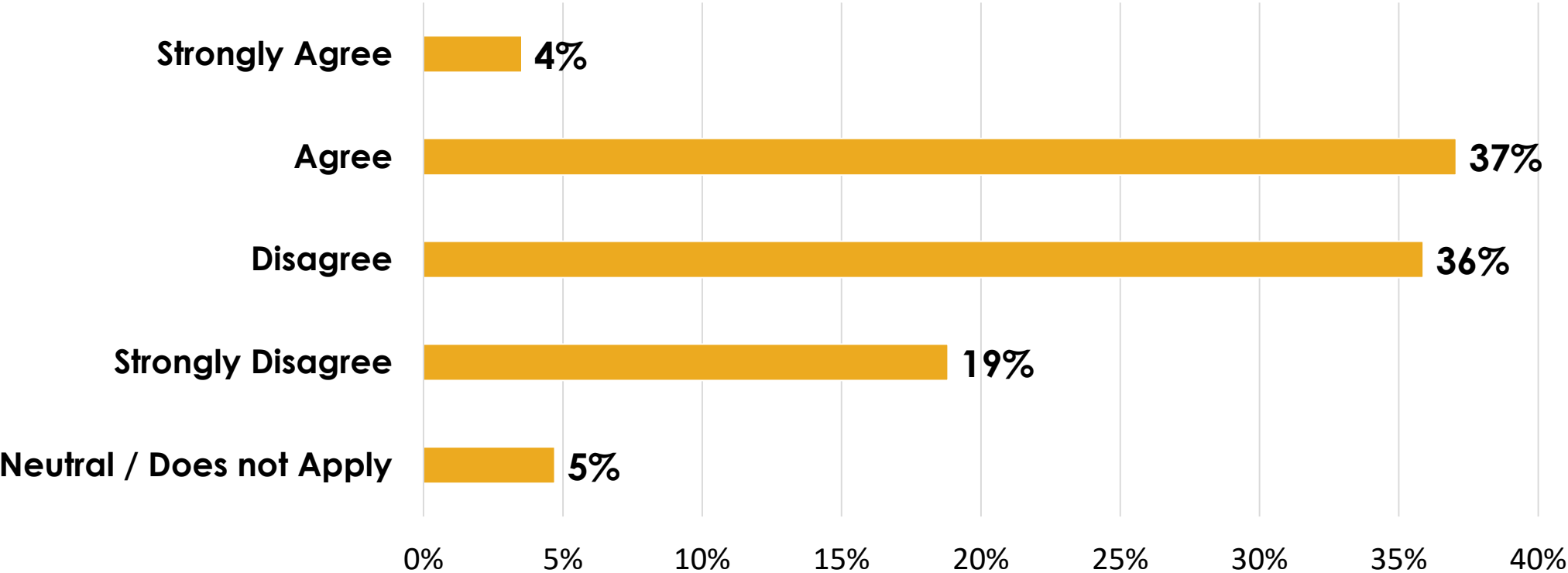
I feel the Fire Prevention Division is accessible/responsive for questions and notifications.



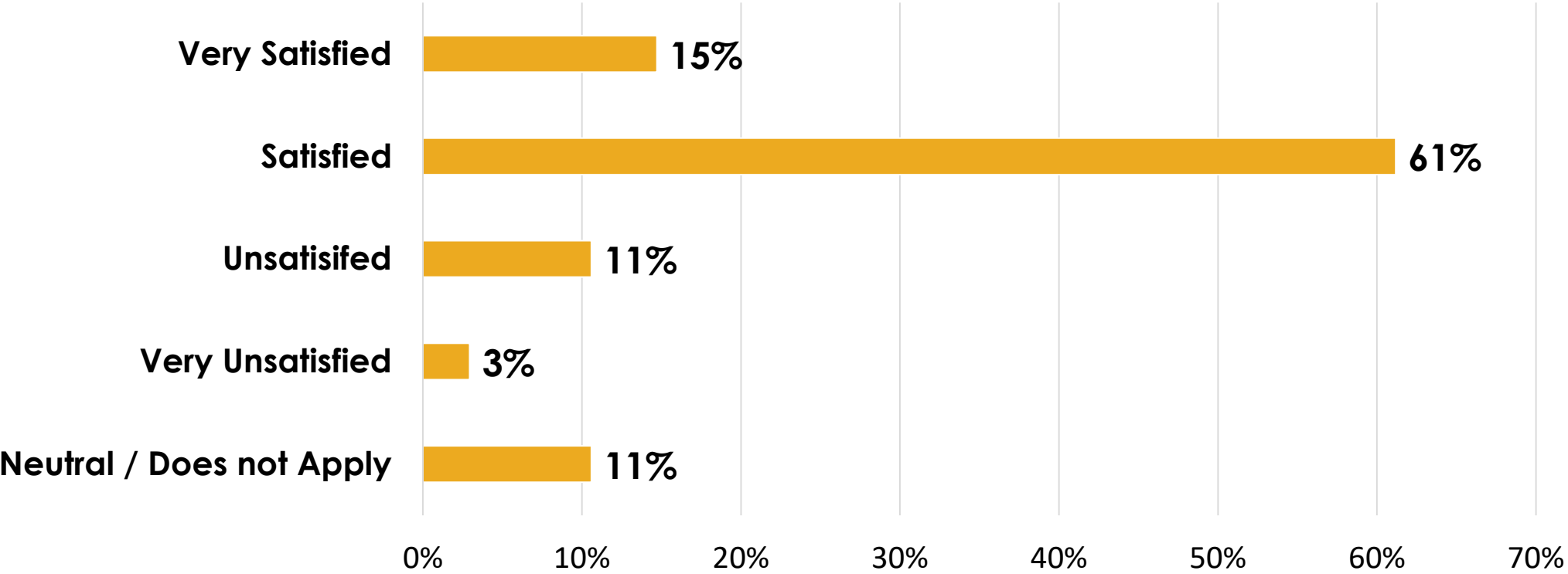
Are you satisfied with current succession planning and the promotional processes?



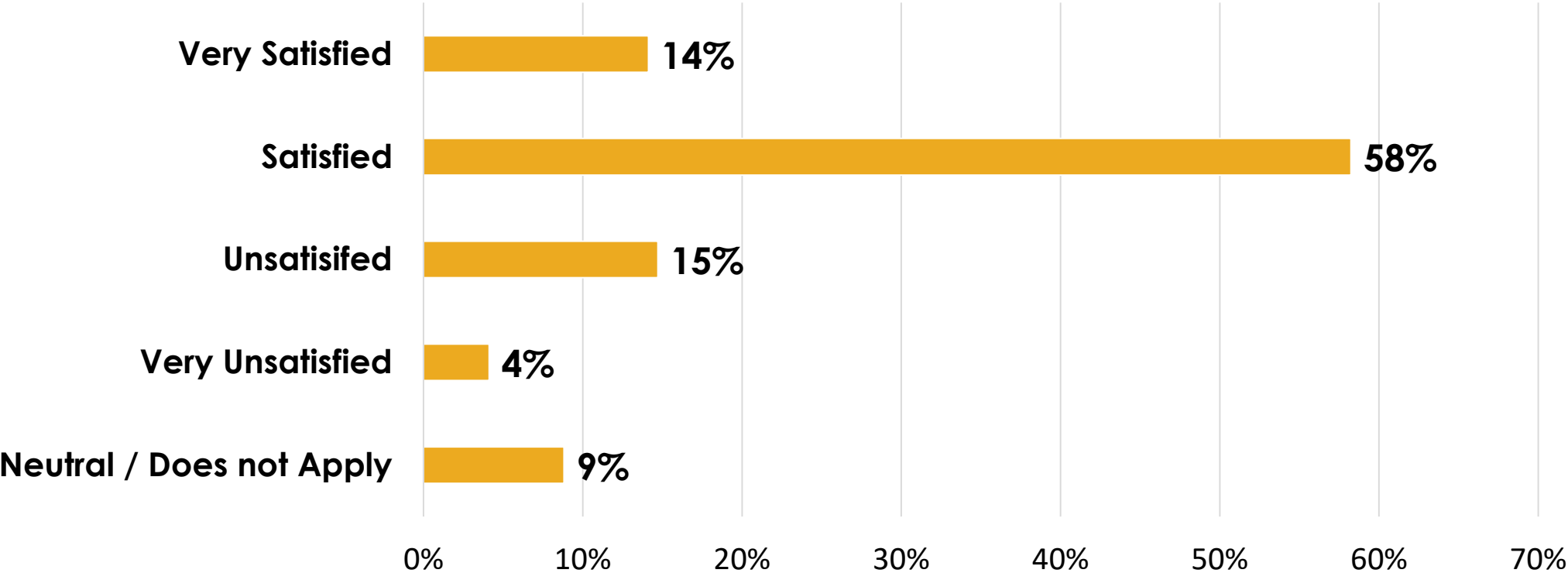
I feel our support staffing levels are appropriate for our department's size.



Are you satisfied with fleet maintenance for fire apparatus?

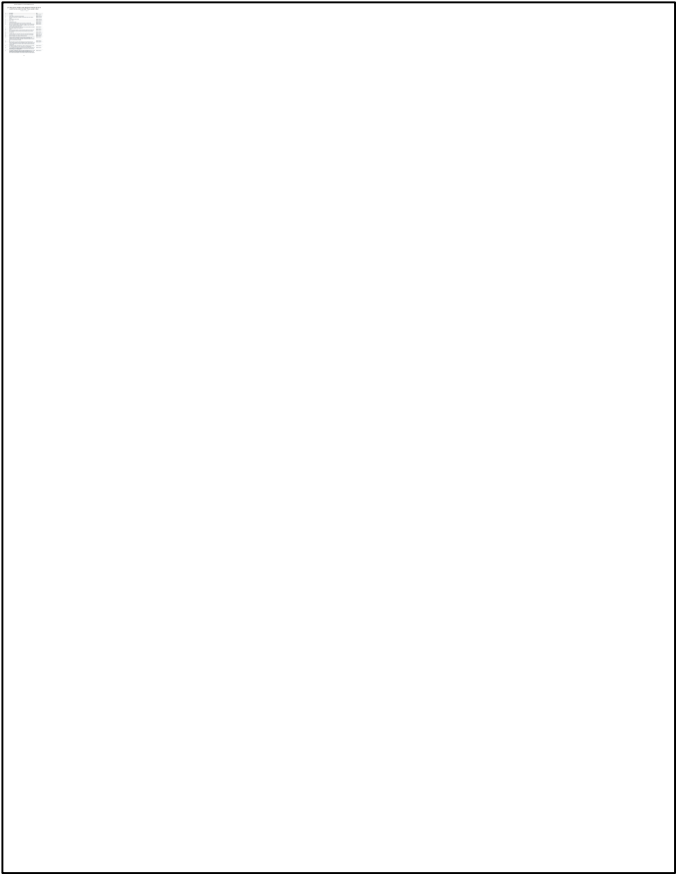


Are you satisfied with the physical barriers and safety measures in place at our facilities?



What are the strengths of this department? What do we want to protect that we are good at doing? Please explain in detail.

Double click for detailed report



What are the weaknesses of this department? What do we want to improve that we are currently not doing well? Please explain in detail.

Double click for detailed report



2022-2027 Strategic Plan - Employee Engagement Survey		
	is not ok. We seem to have stopped live fire training at structures, losing valuable experience through training in something that we don't do often. We need to bring the live training back, fire, rescue, etc.	
39	Weakness - We need a dispatch liaison to help in dispatch and/or dedicated fire dispatchers. More staff to help with grant funding and special event planning and staffing. Station 4 and 8 are well over their call volume expectancies. We need to add a squad or add stations to augment the call volume.	9/27/2021 6:44 PM
40	Shift bids. Vacancies.	9/27/2021 5:56 PM
41	holding upper management accountable. Specifically Chief Vanderhorst and Chief Allen. They treat employees very poorly and have made multiple poor tactical decisions that have almost gotten people hurt or killed and nothing ever seems to happen to either of them. They do not meet the fit, family, friendly vision	9/27/2021 2:02 PM
42	The department weakness is not adequate civilian staffing for the size of the department.	9/27/2021 11:56 AM
43	I think we really need to have a better idea of what standardization looks like when it comes to probation. We have had a long-standing history of having a rock-solid probation to get new hires off on the right foot. However, between not attracting necessarily the most quality candidates as well as a lack of standardization when it comes to training on individual engine companies, we are either losing folks to other departments or they are just simply leaving. I think continuing to impress officer development in the area of training, is critical.	9/27/2021 11:18 AM
44	Communication between leaders vision and troops	9/27/2021 10:06 AM
45	Lack of communication, no future planning for station upgrades or rebuilds. We are critically short staffed in support positions. We are on a department budget that has been a rollover for years and is not up to current times. Our EMS side of our job lacks tremendously and has resulted in some getting in trouble for errors made and we are not keeping pace with the requirements. We are behind in the new or up to date equipment that can be utilized.	9/26/2021 11:47 PM
46	I think better communication from the top down could be improved.	9/26/2021 8:56 PM
47	HOLD STANDARDS!!! Stop hiring medics as fireman that fail their assessment exam. You are passing up quality candidates for the simple reason we need medics. Same with probation standards... we are pushing guys through who are a liability and a Safety hazard to other personnel.	9/26/2021 7:55 PM
48	Cliques, station ownership, fire station bully atmosphere due to station ownership and crews are formed into cliques.	9/26/2021 6:53 AM
49	The red tape. To many steps to complete very simple tasks. Purchasing, ordering, station or unit repairs, any change. The right hand doesn't talk to the left hand. It must go through to many people before a decision is made. Then the person making the decision has no idea what its really used for and makes the decision with no recommendation or input from the end users. City staff and management handoff to many items. The department head should be able to run the department. He should not have to explain his decisions. Personnel under the Chief should have the authority to make decisions at their level without having to send it up.	9/25/2021 5:26 PM
50	Do not listen to the input for hiring, keeping and training personnel. Also in relation to promotions, training is all over the place. Our diversity in regards to the comparison of department to the public is lacking.	9/25/2021 5:05 PM
51	Progressive forward thinking . Increase in support staff and specialty staff to assist in removing double duty work loads on fire operation crews. Also with the increase in call volume and population I have yet to hear the future of additional stations or units to support this influx. Increase in budget to provide equipment , crews, gear , etc to stay current and progress with the increase of demand as well as increased costs.	9/25/2021 11:26 AM
52	Ability to keep personnel/ fill vacancies.	9/24/2021 9:45 PM
53	Fill Vacancies	9/24/2021 6:29 PM
54	The lack of communication in all aspects ranging from potential threats to station and/or personnel to opportunities for personnel to give input on upcoming matters to overall a more efficient and legitimately practical line of communication from administration down to the troops on the ground is the first weakness. Next I would say that we need to devise a more	9/24/2021 4:18 PM



What opportunities do you see that can help our agency? What do we want to take advantage of to help our agency?

Double click for detailed report



2022-2027 Strategic Plan - Employee Engagement Survey		
Q44 What opportunities do you see that can help our agency? What do we want to take advantage of to help our agency?		
Answered: 175 Skipped: 0		
#	RESPONSES	DATE
1	Nothing to add.	10/6/2021 1:34 PM
2	Ambulances. Ames current state is unexceptionable and we should be providing the service for future job security	10/6/2021 12:23 PM
3	Possibly investigating again the idea of transporting patients.	10/6/2021 11:18 AM
4	Utilizing iPads to complete fire life safety inspections.	10/6/2021 10:40 AM
5	N/A	10/6/2021 10:36 AM
6	Grants to hire additional employees. Stop mandating us for 4th of July. This alone has caused such grief for our families. Missing life's joys for another's agenda. How about the chiefs fill the seats first and then mandatory the ranks below.	10/6/2021 8:07 AM
7	Inclusivity, understanding, education on fitness, education on overall well being	10/5/2021 9:44 PM
8	Finding more ways to bring value to our customer's both internal and external. For example poor performance and good performance once past probation period is awarded the same way. Evaluations mean nothing. We need to find ways to encourage our people to get back involved in the department and seek outside opportunities to grow.	10/5/2021 8:25 PM
9	Continue to seek out grants. Seek out ways to get cost recovery for the services we provide through insurance companies. Allow the Fire Department to keep the money we recover instead of it going back into the General Fund.	10/5/2021 8:03 PM
10	Hiring	10/5/2021 6:04 PM
11	na	10/5/2021 4:51 PM
12	We have the opportunity to put in place an EMS division. This would allow us to begin the level of EMS training a department of our size should be doing.	10/5/2021 3:28 PM
13	Equipment purchased and facilities being built by contractors. Seeking cost recovery from insurance companies.	10/5/2021 12:47 PM
14	I feel our agency is doing a good job	10/5/2021 12:30 PM
15	Stay up to date. Look at what works for our department among similar departments that are thriving.	10/5/2021 8:45 AM
16	I am not aware of an opportunities that can help the organization. I'd say our Department does a great job in securing grants and finding creative ways to help our agency.	10/5/2021 6:01 AM
17	Hire more personnel. We are short staffed units and stations.	10/4/2021 9:51 PM
18	Capitalize on the identified need for increased administration personnel as well as EMS division support that was needed throughout COVID.	10/4/2021 8:38 PM
19	providing our own transport. The department would have a large up front cost, but once established would be able to pay for itself. This would also help with hiring personnel. The department would have a pool of people that we have worked with and know our department to hire from.	10/4/2021 8:34 PM
20	I feel the growth in this city and the financial gain that this department can attain from that growth would be worth looking into and taking advantage of.	10/4/2021 8:23 PM
21	I think that using some more current up to date technology on emergency calls would help tremendously. From our tablets to getting pulse point to help us to our jobs more effectively.	10/4/2021 8:14 PM
1 / 7		



What threats do we want to defend against to help our agency? What obstacles do you foresee challenging our agency? Please explain in detail.

Double click for detailed report



2022-2027 Strategic Plan - Employee Engagement Survey		
Q45 What threats do we want to defend against to help our agency? What obstacles do you foresee challenging our agency? Please explain in detail.		
Answered: 175 Skipped: 0		
#	RESPONSES	DATE
1	Over Committing the department and not supporting funded programs.	10/6/2021 1:34 PM
2	Na	10/6/2021 12:23 PM
3	We need to release some of our OES units so that we are not obligated to send so many staffed units out of the City. Until our hiring practices are streamlined we are going to be short staffed and we don't need to be spreading ourselves so thin.	10/6/2021 11:18 AM
4	Staffing- I feel the 6 month probation for lateral firefighters will help with our staffing levels.	10/6/2021 10:40 AM
5	Vaccine mandates.	10/6/2021 10:36 AM
6	Discrimination from all angles. This cancel culture needs to stop. Critical Race Theory training is ridiculous and I personally feel offended. A person should be treated the same regardless of skin color. The latest training is telling me that because my skin color is white I'm a racist. That in itself is racist. Morals should be agreed upon, and policies and training should be developed around those policies. This entire "Pronoun" thing is discussing and promoting mental health issues instead of helping that individual we are enabling their crazy beliefs.	10/6/2021 8:07 AM
7	N/A	10/5/2021 9:44 PM
8	Cost/Expense, Culture, Experience/Age, Aging Fire Stations, Lots of New Residential Construction but not lots of new or more personnel/equipment to respond to increasing population without burning people/crises out. Current programs or lack of programs to get people prepared for promotional opportunities. Severe lack of personnel to handle work load in training.	10/5/2021 8:25 PM
9	Not caving into political or social pressures to operate in a particular way in order to appease the current political or social movements.	10/5/2021 8:03 PM
10	wildfires	10/5/2021 6:04 PM
11	homelessness. They are taking over the city and putting a great burden on the Fire Department resources. We have fires that are preventable that are started by the homeless. Medical aids where they are just too drunk to walk. We are already every citizens fix it all and I love doing that. Fixing a taxpayers toilet or sprinkler that is causing water damage and stuff like that I am ok with that but the homeless? What are we doing, are we getting them help and just giving them handouts and letting them fill the river bottom and surrounding streets? How may have been rehabilitated? How many are functioning citizens of Riverside or the surrounding cities?	10/5/2021 4:51 PM
12	Litigation due to poor EMS training is a huge threat to our department. I believe we have been very lucky that we have not been sued more times over the years.	10/5/2021 3:28 PM
13	The lack of perceived threats. We live in difficult times. The public does not respect the fire or police department like they use to. We need to kept up on known and possible threats to our safety.	10/5/2021 12:47 PM
14	good	10/5/2021 12:30 PM
15	Obstacles- stay up to date with what other agencies are thriving and doing. Our ems system is crashing. Over 30-45 minutes for an ambulance on a 911 call is absurd and unprofessional. It may not be our fault, or AMRs fault due to lack of staff in hospitals, or bed delay. What are we doing as a professional department to combat this issues which lays within our city and directly affects our citizens.	10/5/2021 8:45 AM
16	The biggest obstacle challenging the organization is staffing. We are spread thin and have worsened the staffing levels by over-committing ourselves to the 5 OES apparatus and the	10/5/2021 6:01 AM
1 / 9		

