



18 May 2017

Mayor & Council

Riverview Fire and Rescue Survey Results – March 2017

Reference: Surveys conducted March 2017 on behalf of Riverview Fire and Rescue

Riverview Fire and Rescue has committed to write a Fire Department Strategic Plan in 2017 to help determine a path for the future for our fire and emergency services. Deputy Chief of Training Robin True has agreed to take the lead on this project. As part of the process we have formed a committee involving Career Fire Fighters, Volunteer Fire Fighters and Management to collect the data and to write the plan.

There have been several measures taken to collect data for this plan, including historical data, risk assessments, and an S.W.O.T. (Strength, Weakness, opportunities, Threats) analysis completed in consultation of all members of our department. During this exercise it was decided that we should also engage the Town's employees and residents for input in regards to the services provided by the Fire Department.

In March of 2017, Deputy Robin True and the Town's Communication Coordinator Meghan Walsh worked together to develop a series of questions to help determine the Town's employees and residents awareness and satisfaction of our department. This survey was sent out via the Town's website and through Facebook. We had 213 response from the residents and 39 responses from Town employees. I have attached the full results of the two surveys to this letter.

A couple of the key factors were noted:

1. Satisfaction of the fire protection of Riverview.
 - a. Town Residents: 91.9% satisfied or very satisfied
 - b. Town Employees: 89.8% satisfied or very satisfied

2. Value for Tax Dollars
 - a. Town Residents: 89% agree or strongly agree, 6.2.% neutral
 - b. Town Employees: 61.5% agree or strongly agree, 38.5 neutral

It is our intention to recognise the weaknesses identified in these surveys and determine what additional resources and public awareness campaigns are needed to build on. We will also strive to maintain the areas of strengths identified in these survey as well. We will do this to ensure that we provide the most optimal services to our residents.

For your information,

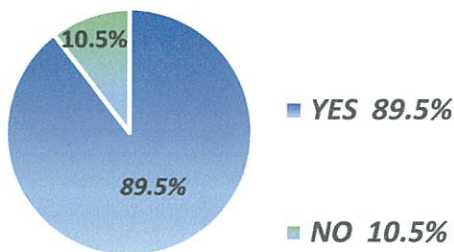
A blue ink signature of Denis Pleau, written in a cursive style.

Denis Pleau, Chief

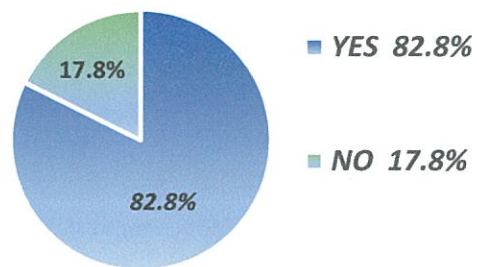
RIVERVIEW FIRE AND RESCUE SURVEY RESULTS – MARCH 2017

PUBLIC SURVEY RESULTS

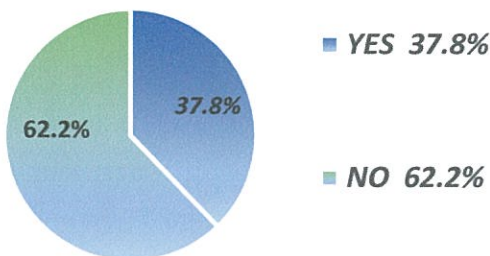
Are you aware that Riverview Fire and Rescue provides Medical First Responder service (at a Paramedic level) to the public for medical emergencies?



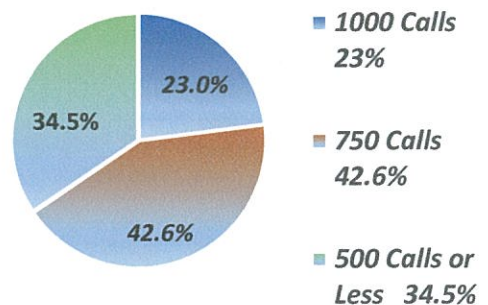
Are you aware that Riverview Fire and Rescue provides Technical Rescue service? E.g. Swift Water and Confined Space rescue



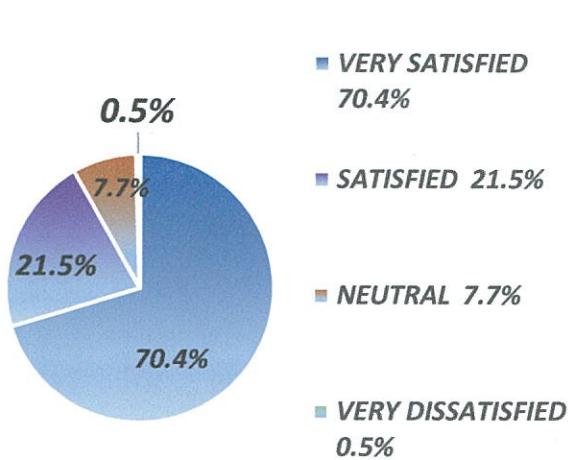
Are you aware that Riverview Fire and Rescue has conducted door-to-door smoke detector campaigns over the past several years?



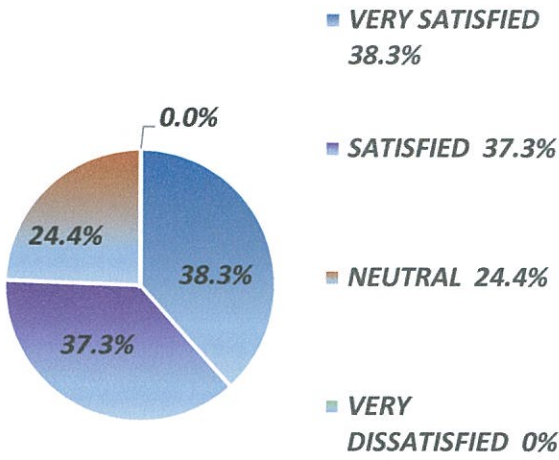
How many calls per year, on average, does Riverview Fire and Rescue respond to?



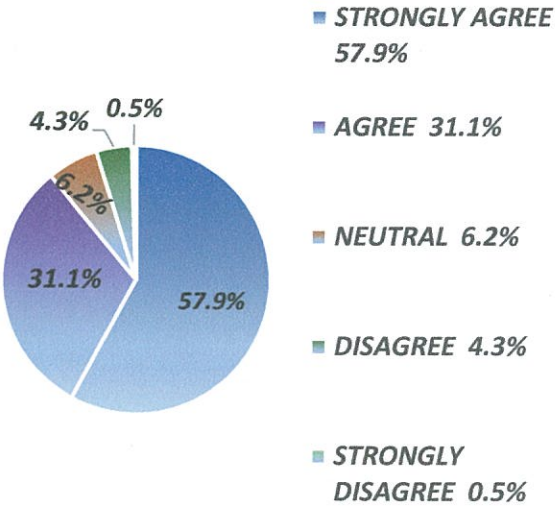
Please rate your satisfaction with Fire Protection service in Riverview.



Please rate your satisfaction with Riverview Fire and Rescue's Public Education and Community Outreach.

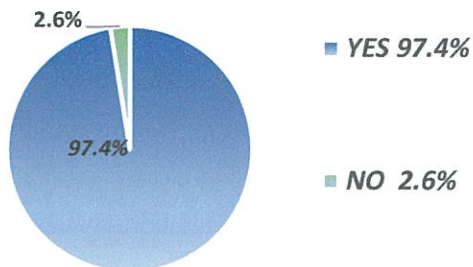


In my opinion, Riverview Fire and Rescue provides good value for my tax dollars.

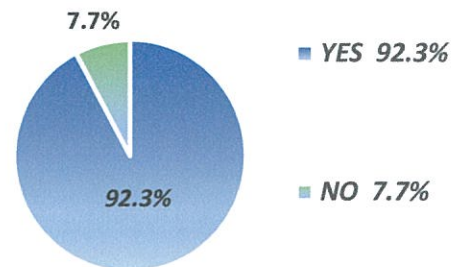


TOWN EMPLOYEE SURVEY RESULTS

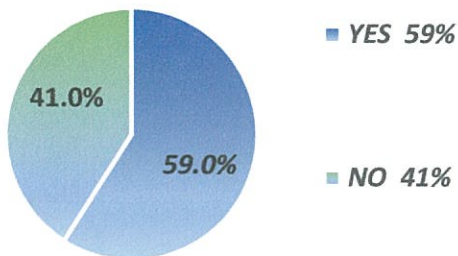
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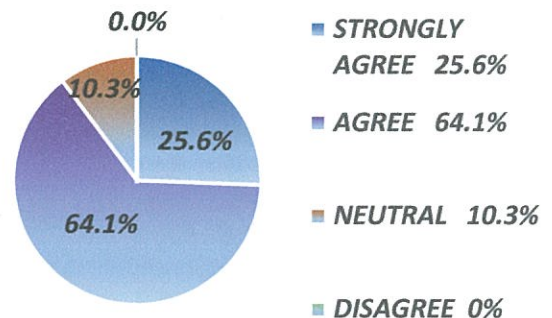
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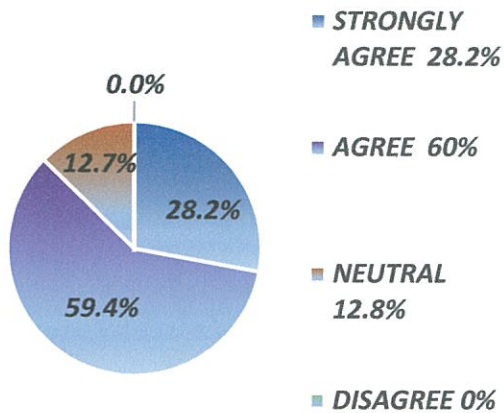
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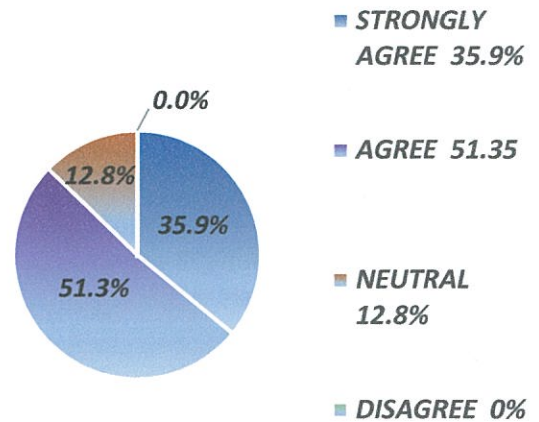
Members of Riverview Fire and Rescue have a positive and productive working relationship with my department.



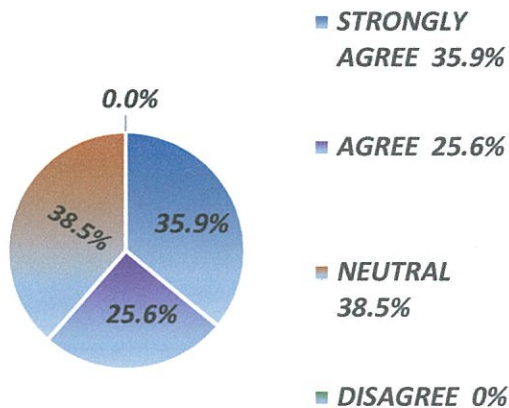
When a request is made of Riverview Fire and Rescue by my department, they respond in a timely manner.



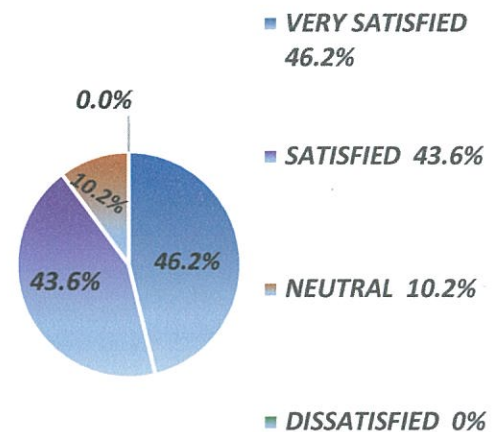
Riverview Fire and Rescue is a good team member in working with other town departments.



In my opinion, Riverview Fire and Rescue provides good value for my tax dollars.



Please rate your satisfaction with fire protection service in Riverview.



Please rate your satisfaction with
Riverview Fire and Rescue's public
education and community outreach.

