

Community Survey

Introduction

AP Triton and South Placer Fire District conducted a community survey to gather residents' feedback on various aspects of the district's operations, services, and community engagement. The survey aimed to understand the community's priorities, satisfaction levels, and areas for improvement to ensure that the district continues to meet the needs of its residents effectively. This document provides an overview of the survey, the types of questions asked, and key findings from the responses.

Survey Overview

The survey was designed to gather comprehensive feedback from the community on a range of topics related to fire and emergency services. It included a mix of multiple-choice questions, ranking questions, and open-ended questions to capture both quantitative and qualitative data. A total of 239 residents participated in the survey, with 46 providing additional comments.

Question Types

- **Multiple-choice questions:** These questions allowed respondents to select one or more options from a predefined list. They were used to gather demographic information, service usage, and preferences for communication methods.
- **Ranking Questions:** Respondents were asked to rank various elements or qualities in order of importance. This helped identify the community's priorities regarding fire district services and first responder qualities.
- **Open-Ended Questions:** These questions provided respondents with the opportunity to share their thoughts, concerns, and suggestions in their own words. They were instrumental in capturing detailed feedback and personal experiences.

Key Findings

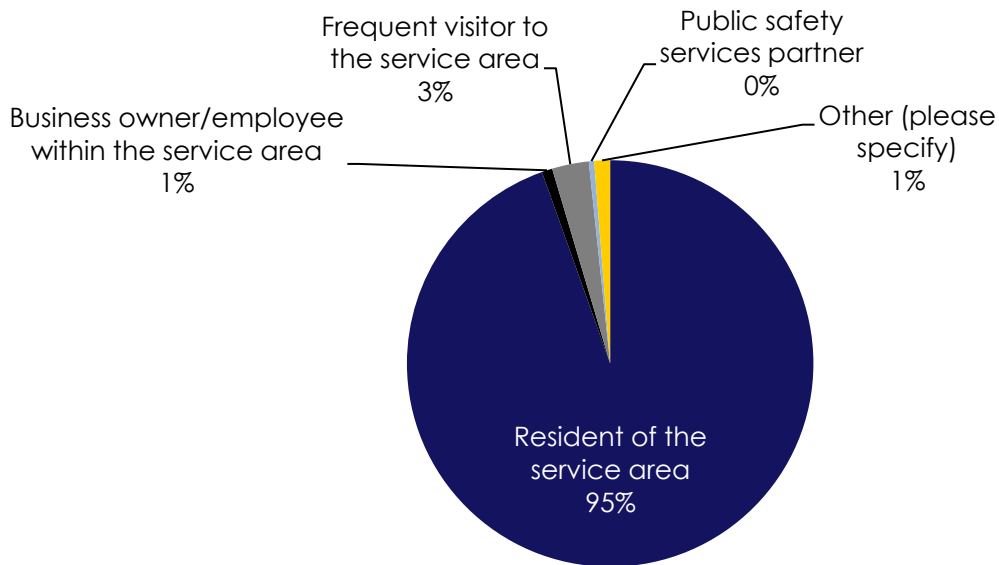
- **Community Engagement and Satisfaction:**
 - A significant majority of respondents expressed high satisfaction with the services provided by the South Placer Fire District. Specifically, 76% of those who had received services were very satisfied, and 17% were satisfied.
 - Community members appreciate the professionalism, quick response times, and life-saving efforts of the fire district personnel.

- **Response Times and Coverage**
 - The preferred response time for emergency services is predominantly within 4–5 minutes, as indicated by 30% of respondents. However, many also find 5–6 minutes acceptable (25%).
 - Concerns were raised about the impact of closed fire stations on response times and overall coverage, particularly in high-risk fire areas.
- **Funding and Financial Management**
 - There is a strong call for improved financial management and transparency. Respondents expressed concerns about the inefficiencies in managing resources and the impact of these inefficiencies on service delivery.
 - Many community members support reopening closed stations and suggest selling unused properties to fund these efforts and improve firefighter pay.
- **Fire Prevention and Education**
 - Respondents highlighted the importance of fire prevention measures, including annual weed abatement inspections and better education on managing burn piles.
 - There is a desire for more proactive community education on fire safety and emergency preparedness.
- **Insurance and Risk Management**
 - Some residents are concerned about the high-risk fire areas and their impact on insurance coverage. They suggest that the fire district should work closely with insurance companies to manage these risks and help residents obtain adequate coverage.
- **Communication and Community Involvement**
 - Effective communication from the fire district regarding its financial status, operational changes, and service levels is highly valued. Respondents suggest regular updates and more community engagement efforts.
 - There is strong support for community-based notifications and engagement, including text notifications for local fires and emergencies.

Community Survey Results

Which of the following best describes your relationship with South Placer Fire District?

Based on the community survey results regarding the relationship with the South Placer Fire District, a significant majority of respondents, 95%, are residents of the service area, totaling 226 individuals. Only a small fraction, 1%, are business owners or employees within the service area. Similarly, 3% of the respondents, are frequent visitors to the service area. Additionally, 1 respondent, was a public safety services partner. Lastly, 1% of the respondents, or 3 individuals, specified their relationship under "Other."

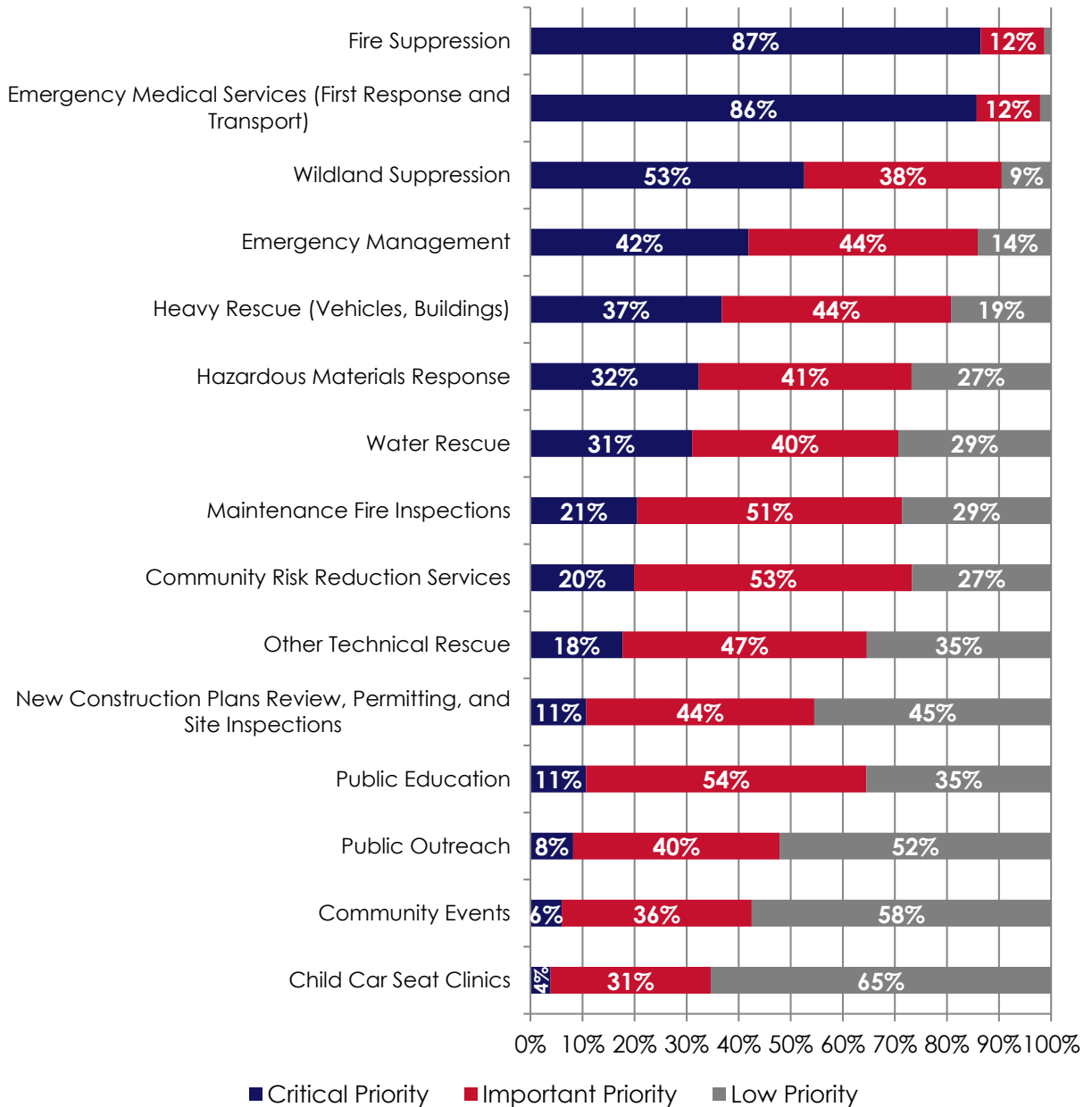


The responses categorized under "Other (please specify)" for the question regarding the relationship with South Placer Fire District are as follows:

- WoodBridge Ranch homeowner
- EMS Agency
- Former employee/live in district

Please rate the following services provided by South Placer Fire District using a scale of critical priority, important priority, or a low priority. If you would like to see a service added, please list it in the comment field.

The community survey results indicate that Fire Suppression and Emergency Medical Services (First Response and Transport) are the top critical priorities for respondents, with 87% and 86%, respectively, rating them as critical. Other essential services such as Wildland Suppression, Emergency Management, Heavy Rescue, Hazardous Materials Response, and Water Rescue also received significant critical priority ratings, reflecting the community's strong emphasis on emergency preparedness and response. Preventative measures like Community Risk Reduction Services and Maintenance Fire Inspections were largely seen as important priorities, while services like Child Car Seat Clinics, Community Events, and Public Outreach were generally considered lower priorities. This highlights a community preference for prioritizing direct emergency response and prevention capabilities over engagement and outreach activities.

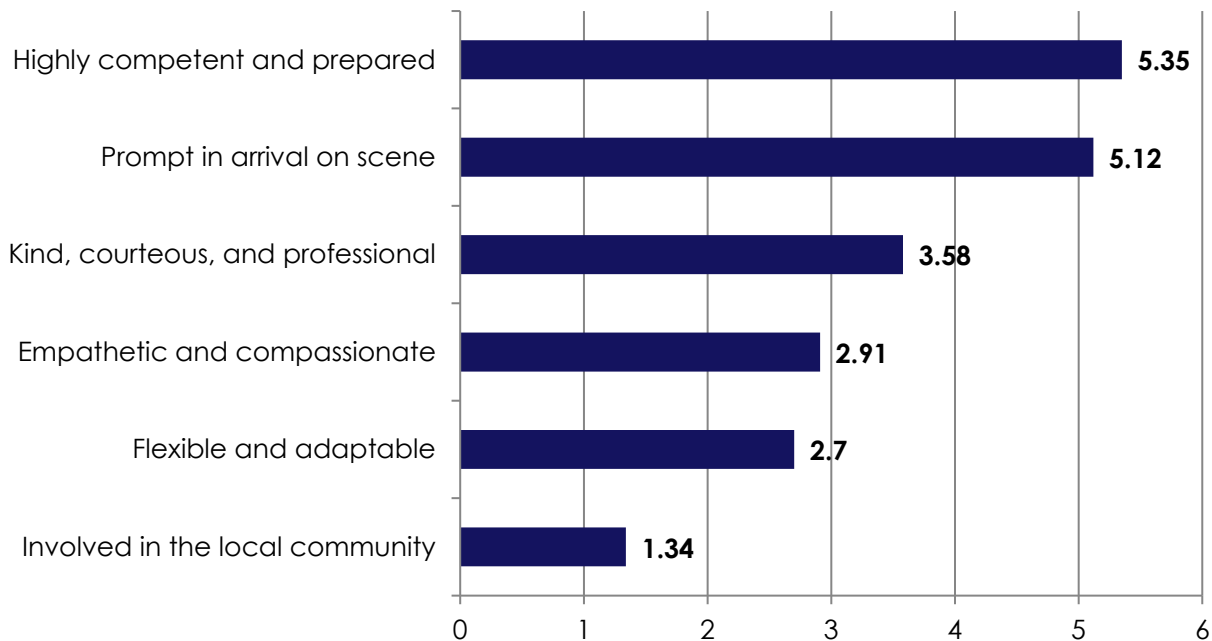


The community survey respondents suggested several additional services for the South Placer Fire District to consider. A prominent request was for the reopening of closed fire stations, particularly the station at Auburn Folsom Road and Cavitt Stallman, which was mentioned multiple times as critically important. There were also calls for enhanced fire safety programs, including burn pile inspections and management education, as well as enforcement of weed abatement with stricter follow-ups. Residents expressed interest in fire drills, particularly in areas like Los Lagos, which has not had one in five years.

Some suggestions focused on operational improvements, such as providing input to the County on revenue needs for new developments, maintaining hydrants and blue dots, and implementing a civilian public education coordinator. Concerns were raised about the adequacy of staffing on apparatus and the need for improved response times. Additional ideas included creating partnerships for fire-safe home programs, consolidating with other local fire departments, and ensuring single-role medics and public/private ambulance partnerships. Finally, there was a call for financial prudence, urging the fire district to lower spending and manage the budget more effectively.

Please rank the following first responder qualities in the order of importance, with 1 being the most important. If you would like to see a first responder quality added, please list it in the comment field.

The survey results on the ranking of first responder qualities reveal clear preferences from the community. The top priority for respondents is that first responders are highly competent and prepared, with 54.66% rating this quality as the most important and an overall highest score of 5.35. Prompt arrival on the scene is the second most important quality, with 35.59% ranking it as their top priority and an overall score of 5.12.

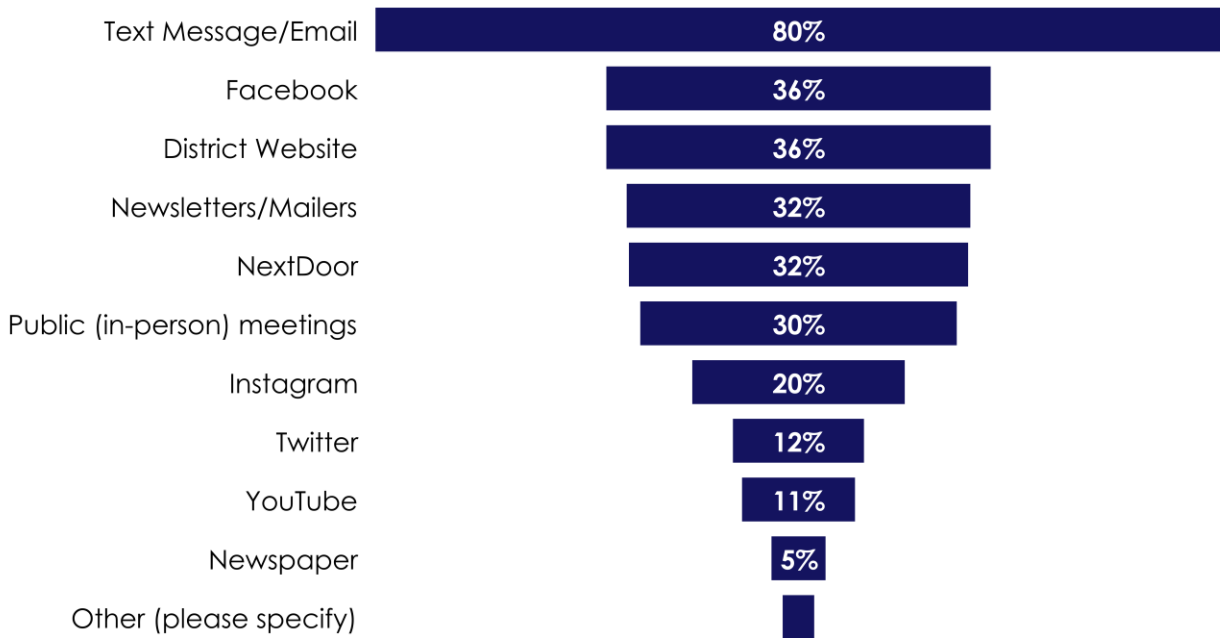


Kind, courteous, and professional demeanor ranked moderately, with 39.83% considering it their third most important quality and an overall score of 3.58. Empathy and compassion were also valued, receiving an overall score of 2.91.

Flexibility and adaptability are considered somewhat important, with an overall score of 2.7. However, being involved in the local community was rated as the least important quality, with 76.27% of respondents placing it as their lowest priority and an overall score of 1.34. These rankings indicate that while professionalism and promptness are crucial, the community also values empathy and adaptability in their first responders.

What methods would you prefer South Placer Fire District utilize to deliver emergency preparedness, fire safety, and wildfire information to you? (Select all that apply.)

The community survey results indicate a clear preference for how the South Placer Fire District should deliver emergency preparedness, fire safety, and wildfire information. The most favored method is through text messages or emails, chosen by 80% of respondents (187 individuals). Social media platforms like Facebook and the district's website are also popular, each selected by 36% of respondents (85 individuals).



Traditional methods such as newsletters or mailers and neighborhood-focused platforms like NextDoor were chosen by 32% of respondents (76 and 75 individuals, respectively). Public in-person meetings were preferred by 30% (70 individuals), showing a significant interest in direct community engagement.

Less favored methods include Instagram (20%, 47 individuals), Twitter (12%, 29 individuals), and YouTube (11%, 25 individuals). Newspapers were the least preferred, with only 5% (12 individuals) selecting this option.

In addition to the specified methods, a small number of respondents (3%, 7 individuals) specified other preferred methods for receiving emergency preparedness, fire safety, and wildfire information. These include:

- **Email:** Reiterating a strong preference for email communication.
- **HOA F2F (Homeowners Association Face-to-Face meetings):** Suggesting in-person meetings organized by local homeowners associations.
- **Local TV:** Utilizing local television broadcasts for information dissemination.
- **All and any of the above:** A willingness to receive information through all available channels.
- **Email preferred over text:** A specific preference for email over text messaging.
- **PulsePoint:** An application that provides real-time information on emergencies.

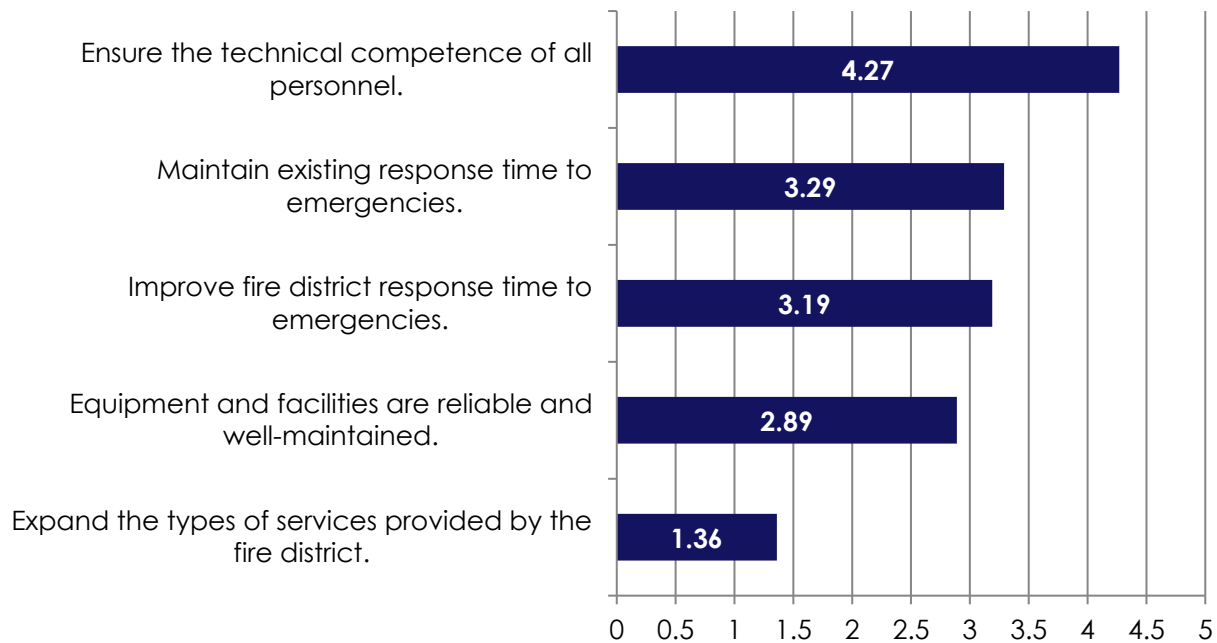
These additional suggestions emphasize the community's preference for direct and varied communication channels, ensuring broad access to critical information.

Please compare each of the following elements to the others and rank the following planning considerations in the order of importance, with 1 being the most important.

The community's responses to the ranking of planning considerations for the South Placer Fire District reveal clear priorities. The most important consideration, as indicated by 53.95% of respondents, is ensuring the technical competence of all personnel, which received the highest overall score of 4.27. Improving fire district response time to emergencies is also a significant priority, with 21.49% ranking it as their top choice and an overall score of 3.19.

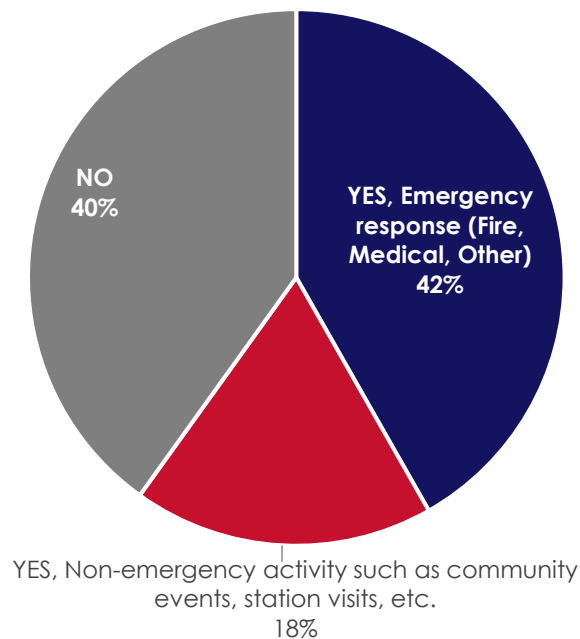
Maintaining the existing response time to emergencies follows closely, with 16.67% rating it as the most important and an overall score of 3.29. Ensuring that equipment and facilities are reliable and well-maintained is another key consideration, with an overall score of 2.89.

Expanding the types of services provided by the fire district is ranked the lowest in terms of priority, with 73.68% of respondents considering it the least important, resulting in an overall score of 1.36. These results indicate that the community values highly skilled personnel and effective emergency response times above expanding services or focusing on equipment reliability.



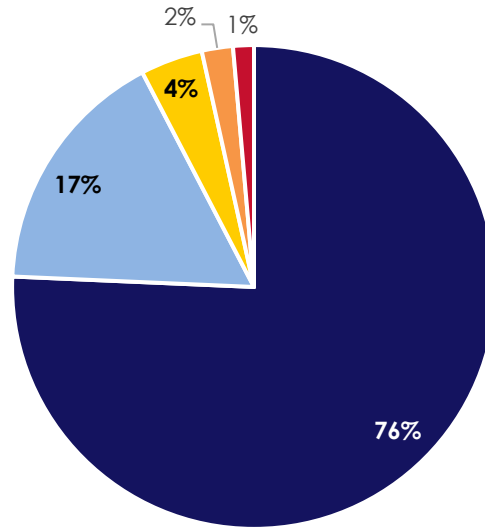
Have you received any services from South Placer Fire District?

The survey results regarding whether respondents have received any services from the South Placer Fire District show that 42% (99 respondents) have received emergency response services, including fire, medical, and other emergencies. Additionally, 18% (43 respondents) have participated in non-emergency activities such as community events or station visits. Meanwhile, 40% (95 respondents) indicated that they have not received any services from the South Placer Fire District. This data suggests that a significant portion of the community has engaged with the fire district, either through emergency response or community activities.



If you responded YES to the previous question, were you satisfied with the service?

Among respondents who had received services from the South Placer Fire District, satisfaction levels are notably high. A significant majority, 76% (109 respondents), reported being very satisfied with the services they received. Additionally, 17% (24 respondents) indicated they were satisfied. Only a small fraction expressed less satisfaction, with 4% (6 respondents) being somewhat satisfied, 2% (3 respondents) somewhat dissatisfied, and 1% (2 respondents) dissatisfied. These results indicate strong overall satisfaction with the services provided by the South Placer Fire District among those who have utilized them.

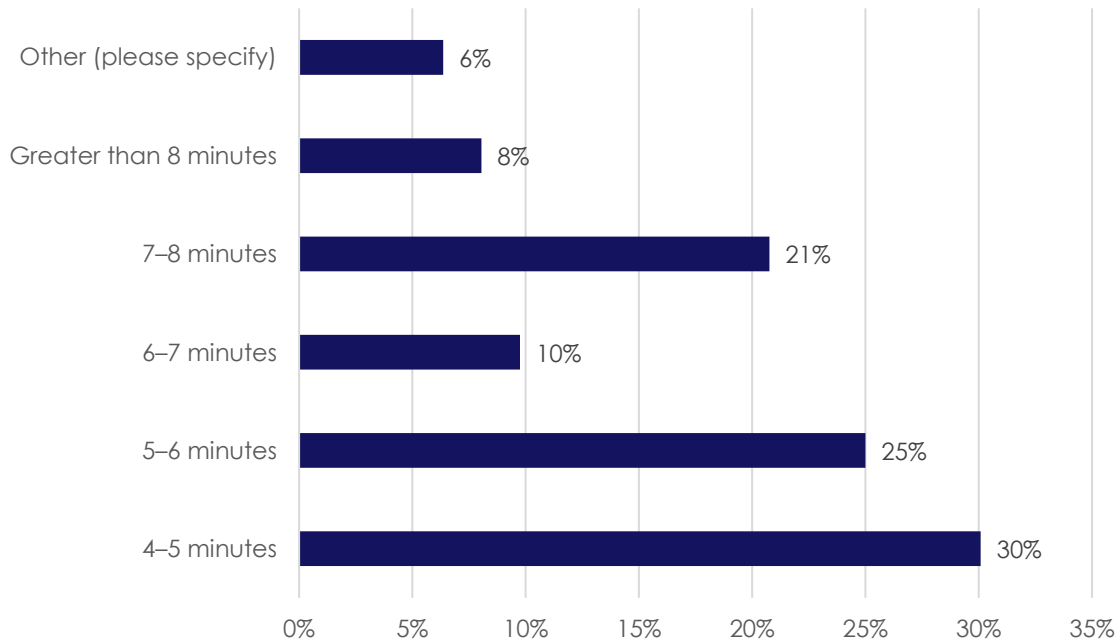


■ Very satisfied ■ Satisfied ■ Somewhat satisfied ■ Somewhat dissatisfied ■ Dissatisfied

How long do you think it should take for emergency resources to arrive after you call 911? Please take into consideration call processing times, travel times, time of day, concurrent incidents, etc., in your response.

The community's expectations for the arrival time of emergency resources after calling 911 indicate a preference for rapid response. The majority, 30% (71 respondents), believe that emergency resources should arrive within 4–5 minutes. Another 25% (59 respondents) consider 5–6 minutes to be an acceptable response time.

A smaller portion, 10% (23 respondents), find 6–7 minutes reasonable, while 21% (49 respondents) are comfortable with a 7–8 minute response time. Only 8% (19 respondents) believe that a response time greater than 8 minutes is acceptable. Additionally, 6% (15 respondents) provided other specified times.



These results demonstrate that most community members expect emergency resources to arrive within a 5-minute window, highlighting the importance of swift response times for emergency services.

In the "Other" category, respondents provided additional insights and preferences regarding the ideal response times for emergency resources:

- **General Uncertainty:** Some respondents are unsure about travel times or current response times.
- **Ideal Response Times:** Several respondents suggested that a response time of 10 minutes or less is ideal. Specific times mentioned include 4–6 minutes and within 10 minutes.
- **Context-Dependent Response Times:** Some responses indicated that the acceptable response time depends on the type of call (e.g., EMS 4–5 minutes, Fire 7–8 minutes). Others mentioned that response times should vary depending on the time of day or the part of the district (e.g., rural vs. urban areas).
- **Specific Time Frames:** A few respondents provided detailed time frames, such as 10–12 minutes, or specific times based on the time of day (e.g., evening 5–7 minutes, morning 4–6 minutes, afternoon 6–7 minutes). One response noted that the dispatch-to-on-the-road time should be 90 seconds during the day and 120 seconds at night.

- **General Expectations:** There is a common theme of expecting rapid response times, with an emphasis on not exceeding certain time limits (e.g., "As rapidly as possible, but not longer than 4–5 minutes").

What is South Placer Fire District doing well?

The responses to the question about what the South Placer Fire District is doing well reveal several key themes of community appreciation and satisfaction.

- **Emergency Response:** Many respondents praised the quick and efficient emergency response times, highlighting the professionalism, competence, and life-saving capabilities of the personnel during medical emergencies and fire incidents. Specific examples of quick and effective responses were noted.
- **Personnel:** The district's personnel were frequently mentioned as being highly professional, courteous, kind, and well-trained. Respondents expressed gratitude for the compassionate and friendly interactions with firefighters and paramedics.
- **Community Involvement:** Community engagement and outreach efforts were appreciated, with activities such as public events, educational programs, and surveys being highlighted as positive contributions. The district's visibility and presence at community events were noted as beneficial.
- **Communication:** The district's communication efforts, including transparency and keeping residents informed, were positively mentioned. Respondents appreciated the district's efforts to solicit community input and keep the public aware of service levels and emergency preparedness.
- **Adaptability and Resource Management:** There was recognition of the district's ability to do more with less, efficiently managing limited resources and maintaining service levels despite budget constraints and closed stations. The district's efforts in managing operations within financial realities were appreciated.
- **Professionalism and Dedication:** Respondents acknowledged the dedication and commitment of the fire district to meeting community needs, maintaining high standards of service, and ensuring safety. The district's ability to maintain morale and perform effectively even with limited funding and staffing levels was commended.

Overall, the community expressed high satisfaction with the South Placer Fire District's performance, particularly in areas of emergency response, personnel professionalism, community engagement, and resource management.

Are there specific expectations of South Placer Fire District that are not currently being met?

The community responses to the question about specific expectations of the South Placer Fire District that are not currently being met highlight several recurring themes and concerns:

- **Reopening Closed Stations:** A significant number of respondents emphasized the need to reopen closed fire stations, particularly the ones at Auburn Folsom and Cavitt-Stallman, and East Roseville Parkway near Granite Bay High School. The closures have raised concerns about increased response times and decreased coverage.
- **Improved Response Times:** Several respondents expressed concerns about slower response times due to the station closures and requested improvements in this area to ensure timely emergency response.
- **Staffing and Resource Management:** There were multiple mentions of the need for adequate staffing on engines and sufficient personnel to effectively respond to emergencies. Concerns were raised about high turnover rates and the district's ability to retain trained personnel.
 - Some respondents also mentioned the need for better management of funds and resources, including concerns about a top-heavy administration and the need for efficient use of available budget.
- **Fire Prevention and Education:** Respondents highlighted the importance of fire prevention activities, such as annual weed abatement inspections, better education on managing burn piles, and enforcing weed abatement regulations more effectively.
 - Some also requested more communication and education about fire safety and the fire district's current situation, including updates on the district's financial challenges and how the community can help.
- **Community Involvement and Communication:** Several respondents expressed a desire for more community-based notifications and communication, including text notifications for local fires and emergencies.
 - There was also a call for the district to engage more with residents to explain the impact of funding decisions and how to support the district.

- **Equipment and Facilities:** Some respondents mentioned the need for reliable and adequate equipment, including fire engines and trucks, to ensure effective emergency response.
- **Insurance and Risk Management:** Concerns were raised about the impact of high-risk fire areas on insurance coverage and the need for the district to actively manage these risks to help residents obtain adequate insurance.
- **Administrative and Strategic Improvements:** Some respondents suggested consolidating with other fire districts to improve efficiency and effectiveness.
 - There were also suggestions for better financial management and ensuring that the district lives within its means.

Overall, the community's responses reflect a strong desire for improved emergency response capabilities, better resource management, and more effective communication and engagement with residents. The reopening of closed stations and addressing staffing and equipment needs are seen as critical steps to meet these expectations.

Please list any concerns you have regarding South Placer Fire District.

The responses to the question about concerns regarding the South Placer Fire District highlight several recurring themes and specific issues:

- **Closed Fire Stations:** Many respondents are concerned about the closure of fire stations, particularly those on East Roseville Parkway, Cavitt-Stallman, and Auburn-Folsom Road. These closures have raised worries about increased response times, especially in high-risk fire areas.
- **Response Times and Coverage:** There are significant concerns about longer response times due to the closed stations and the ability of the district to provide adequate coverage and emergency response. The closing of nearby stations has made some residents feel less protected.
- **Funding and Financial Management:** Several respondents mentioned the need for better financial management and transparency. Concerns were raised about the district's ability to secure adequate funding and the perceived inefficiencies in managing resources. There were calls for more effective communication about funding needs and how the community can support the district.

- **Staffing and Retention:** Issues with staffing levels, high turnover rates, and the ability to retain experienced personnel were frequently mentioned. There is a concern that the district is struggling to maintain an adequate workforce to meet the community's needs.
- **Communication and Engagement:** Respondents expressed a desire for better communication from the district regarding its financial status, operational changes, and service levels. There were suggestions for more regular updates and community engagement efforts to keep residents informed and involved.
- **Fire Prevention and Education:** Some respondents highlighted the need for improved fire prevention measures, such as better weed abatement enforcement and education on managing burn piles. There were also requests for more proactive community education on fire safety and emergency preparedness.
- **Insurance and Risk Management:** Concerns were raised about the impact of high-risk fire areas on insurance coverage and the need for the district to help residents manage these risks to maintain or improve their insurance options.
- **Administrative Concerns:** There were criticisms of the district's administrative structure, with some feeling that there is excessive spending on administration at the expense of frontline services. Suggestions were made for reducing administrative costs and reallocating funds to direct services.
- **Community Expectations and Support:** Some respondents felt that the community needs to better understand the importance of funding the fire district and the consequences of not supporting financial measures. There were calls for more community outreach and education to garner support for future funding initiatives.
- **General Satisfaction and Suggestions:** While many concerns were raised, some respondents also acknowledged the excellent service provided by the district's personnel and expressed appreciation for their efforts. There were also various suggestions for improving services and operations, such as re-opening closed stations, improving response times, and enhancing community engagement.

Overall, the community's concerns center around ensuring adequate coverage and response times, securing sustainable funding, improving communication and engagement, and maintaining a well-staffed and effective fire district.

We appreciate the time and effort you have invested in completing this survey. If you have any additional comments or opinions, please note them below. If you would like someone to contact you directly, please list your contact information. Thank you again!

The additional comments provided by respondents reflect a range of opinions, suggestions, and expressions of gratitude towards the South Placer Fire District. Here are the key themes and notable points from the responses:

- **Gratitude and Appreciation:** Many respondents expressed their gratitude and appreciation for the work and dedication of the South Placer Fire District personnel. They praised the professionalism, quick response times, and life-saving efforts of the team.
- **Concerns about Funding and Financial Management:** There were concerns about the district's financial management, including the perceived inefficiencies and the impact of closed fire stations. Some respondents suggested selling unused stations and equipment to increase funds and improve firefighter pay.
 - There were also calls for transparency regarding the costs of administration and training, and the impact of losing experienced personnel.
- **Reopening Closed Stations:** A recurring theme was the desire to reopen closed fire stations, particularly those at Auburn Folsom and Cavitt-Stallman, to improve response times and ensure adequate coverage.
- **Insurance and Risk Management:** Some respondents highlighted the need for services that allow residents to obtain better insurance coverage, suggesting that the fire district should work closely with insurance companies and other agencies to manage wildfire risks.
- **Community Engagement and Education:** Several comments emphasized the importance of community education on fire safety and emergency services. Suggestions included quarterly community education sessions, more public communication, and attending planning commission meetings to discuss the financial impacts of new developments.
- **General Feedback and Suggestions:** Respondents provided various suggestions, including merging with other fire districts, getting rid of first responder fees, and improving working conditions to attract and retain staff.
 - Some respondents shared personal experiences with the fire district, expressing satisfaction with the care and response they received during emergencies.
- **Specific Requests for Contact:** A few respondents provided their contact information and requested follow-up discussions about their comments and concerns.

Overall, the feedback reflects strong support for the South Placer Fire District, along with constructive suggestions for improving financial management, reopening closed stations, enhancing community education, and addressing insurance and risk management issues.

The South Placer Fire District community survey has provided valuable insights into the community's priorities, satisfaction levels, and areas for improvement. The feedback highlights the community's appreciation for the district's efforts and offers constructive suggestions for enhancing service delivery, financial management, and community engagement. Moving forward, the district can use these insights to address concerns, improve operations, and strengthen its relationship with the community.