



**Survey: Keystone Valley Fire Department/District**

**Report: Default Report**

Survey Status		Respondent Statistics		Points Summary		
Status:	Closed	Total Responses:	31	Max Attainable:	0	100%
Deploy Date:	07/06/2016	Completes:	22	Highest:	0	0%
Closed Date:	08/24/2016	Partials:	9	Lowest:	0	0%
				Average:	0	0%
				Median:	0	0%

**1. My position with the Keystone Valley Fire Department/District is:**

	Responses	Percent
Junior Member: 	2	6.45%
Firefighter: 	13	41.94%
Fire Officer: 	5	16.13%
Chief Fire Officer: 	2	6.45%
EMT/Paramedic: 	2	6.45%
Member of the District Board of Directors: 	5	16.13%
Other: 	2	6.45%
Total Responded to this question:	31	100%
Total who skipped this question:	0	0%
Total:	31	100%

**2. I believe that the formation of the Keystone Valley Fire Department/District has increased the level of service offered to member communities.**

	Responses	Percent
Strongly Agree: 	14	45.16%
Agree: 	13	41.94%
Neutral: 	3	9.68%
Disagree: 	1	3.23%
Strongly Disagree: 	0	0%
Total Responded to this question:	31	100%
Total who skipped this question:	0	0%
Total:	31	100%

**3. Since the District's formation what has been the largest issue that has confronted the Keystone Valley Fire Department? Was this positive or negative and why?**

	Responses	Percent
Responses:	22	100%
Total Responded to this question:	22	70.97%
Total who skipped this question:	9	29.03%
Total:	31	100%

3. Since the District's formation what has been the largest issue that has confronted the Keystone Valley Fire Department? Was this positive or negative and why?

Response	Response Text
1	Interdepartmental cohesion. It is improving, but was a huge hurdle and some work remains
2	Sadsburyville FC issues that Sadsbury township doesn't want to address. Negative results in lower morale and turn out for calls dispatched with 31 due to recalls and politics.
3	Being taken off mutual aid boxes and it's a negative because the citizens wonder why we didn't respond to incidents and it's because mutual aid company's have taken kvfd off their boxes
4	Establishing career staff for mainly EMS purposes. This is clearly a issue for all departments across the board. KVFD is slowly but surely progressing towards a positive direction regarding 24 hour staffing. With that said some negative or other factors play a part in making this issue more stressful. With lack of financial ability to have full time employees, manning a second rig, and if moving towards a due roll off FF/EMT, having emoloyees up to par with required training.
5	I feel it has been the financial end, so much debt incurred. It has taken some time to get over the hump but we are seeing light at the end of the tunnel. I also am disappointed we have not picked up on active crew. When there are 4 stations involved from the start active crew would be extremely large and just has not been the case since the first 6 months.
6	I still feel that there is a lot of segregation between the original fire departments. VERY NEGATIVE
7	The largest issue would be expansion of our services, building, and what apparatus we require to maintain. The issue of recruitment and retention is big however, we have a strong core membership and pro-active members. The next thing would be to increase staffing and find ways to cover the costs.
8	There has been issues with outside departments that hated and still have hated to see it happen.
9	Relationship with mutual aid companies it has negatively had an impact due to citizens wondering why kvfd hasnt responded to incidents due to other mutual aid companies
10	An increasing demand for public events and limited staffing handling those details. It's good that the public is inviting us but it's hard staffing it.
11	Acquiring and retaining the quality members.
12	managing the paid EMS staff/budget
13	The bad blood between us and neighbor mm companies. It's negative because we are ALL here for the same reason
14	Creating the family environment.
15	Projects dragging out or being placed on hold. Building, apparatus replacement or appropriate apparatus that the department needs for the future.
16	I think the biggest issue would be trying to get everyone to break away from the clicks and become one
17	Other departments have been one of our bigger issues, as well as poor leadership in EMS.
18	The issues with other surroundings of fire companies
19	Moral and the way different people are treated. All members are treated differently all the time. Certain members on the bod are not treated like other members, they are not held to same standards as other members and give the impression they do not have to follow the bylaws. The bod also gives the impression they can do what they want when they want. The chief officers do not treat all members with the same level of respect.
20	To many Vehicles/Apparatus and still a shortage of Active members both on the Operations side and Administrative side.
21	The biggest issue facing KVFD is the animosity from neighboring companies specifically those in Sadsbury Township and Valley Township and their unwillingness to work with KVFD.
22	what go get rid of to downsize.

**4. How would you rate the Keystone Valley Fire Department as a place to volunteer and serve your community?**

	Responses	Percent
Excellent: 	8	26.67%
Very Good: 	15	50%
Average: 	6	20%
Below Average: 	1	3.33%
Poor: 	0	0%
Total Responded to this question:		30 96.77%
Total who skipped this question:		1 3.23%
Total:		31 100%

**5. What would need to be done to enhance your answer to the previous question?**

	Responses	Percent
Responses:	21	100%
Total Responded to this question:	21	67.74%
Total who skipped this question:	10	32.26%
Total:	31	100%

5. What would need to be done to enhance your answer to the previous question?

Response	Response Text
1	Improved incentive programs and possibly LOSAP.
2	More pride from the members and better support from Sadsbury township.
3	Overall kvfd does a very good job
4	Having management that is more proactive towards the needs of KVFD as a whole. Making a department like another just can't work. As a example you can't bring FDNY tactics to a small town borough of Chester County. Management Is not pro 08 Lastly, instead of just hiring employees as seat fillers, actual maintain the requirements that are needed instead of just hiring them and having a "you're fine to do whatever" attitude and maintain having the same standards across the board for every employee
5	it is all coming together, this was a big operation and just starting to get moving strong
6	Findings ways to get support and finding to cover increase in staffing FF/EMT.
7	More volunteers along with community support
8	I really enjoy volunteering here and wouldn't change anything
9	Volunteer incentives both locally , and Statewide.
10	acquiring new volunteers, keep the interest of the current and new volunteers
11	Morning
12	I think the new building should have a gym or offer discounted gym membership. The fitness status of our firefighters should be important. It's the difference between making the rescue or becoming a rescue and by not offering fitness we are not encouraging our men and women to be in shape. I also think we need a better bunk room, the beds are sketchy and the wifi doesnt reach..
13	Getting juniors involved a little more.
14	Better retention of volunteers, better facility's for volunteers to spend time at.
15	Nothing
16	Better leadership in EMS
17	Better communication among all and more consistency with bylaws and concerns and issues
18	Everyone has to be held to the same standards and be shown the same level of respect.
19	Officers and members need to be more active in all operations of the Department and they need to stick to and follow the Bylaws, Policies and SOG's of the Department.
20	KVFD needs to find some way of involving more community leaders and businesses of the community.
21	For some to change their attitude but, that isn't going to happen so I'll deal with it as best I can.

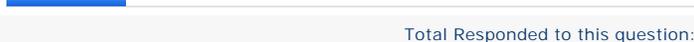
**6. The department's facilities provide a clean and safe environment in which to deliver a professional level of service.**

	Responses	Percent
Strongly Agree: 	2	6.67%
Agree: 	13	43.33%
Neutral: 	8	26.67%
Disagree: 	4	13.33%
Strongly Disagree: 	3	10%
Additional Comments: 	12	40%
Total Responded to this question:	30	96.77%
Total who skipped this question:	1	3.23%
Total:	31	100%

6. The department's facilities provide a clean and safe environment in which to deliver a professional level of service.

Response	Comments
1	The stations are in serious need of upgrade or replacement
2	The only shower for Staff is at the East station and it is not in the best condition. I feel that the sleeping arrangements for staff is less than satisfactory as well.
3	We all know the issues with the building. If you have personnel there for 24 hours a day there needs, needs to be two full functioning bathrooms, that includes showers, and two separate living quarters. Other than that it's home for most and will adventually change over time.
4	Buildings are old and need to get modernized. The district should see this and the focus should go that direction. Again it falls back to the initial answer that we have been bailing out debts and extra money has not been there to moderize
5	We've outgrown the Central station. Hopefully the new building will be able to start soon.
6	Facilities do not meet current codes or standards.
7	we know improvements are needed, and we are continuing to work towards a new central station
8	I 100% agree with the safety portion. As for clean, the bathroom in the engine bay are pretty gross sometimes.
9	Time for a new building.
10	There are no showers.
11	Facilities need updated.
12	The building is old, in some places of need of major repair. Not enough space for members to bunk in, train properly or store equipment.

**7. My department is a well-managed organization.**

	Responses	Percent
Strongly Agree: 	1	3.33%
Agree: 	17	56.67%
Neutral: 	9	30%
Disagree: 	3	10%
Strongly Disagree: 	0	0%
Additional Comments: 	5	16.67%
Total Responded to this question:	30	96.77%
Total who skipped this question:	1	3.23%
Total:	31	100%

7. My department is a well-managed organization.

Response	Comments
1	Improved strong leadership is needed administratively as well as operationally. May be time to have a career Chief of some sort to oversee the administrative part of the operations side.
2	Operationally I agree and feel there is still room for change. Administratively the department needs work.
3	There's the good days and the bad. With introducing the career staff I am aware that engineers are not even ultimate on who is cleared to drive what. With having people come and go it's hard to manage ones certification profile and know exactly who has what.
4	Again, agree and disagree. Brian is a great chief. He's very willing to help when able and a good role model but I believe our department needs to look into our higher ranked staff and volunteers. I have a few favorites and some who I believe need their titles and duties revoked. Some of them are very impolite, impatient, behave inappropriately, are not willing to help newcomers or juniors and I see that clear as day. They get frustrated with people who are willing to learn and it's hard to watch. As for the inappropriate behavior, well, hopefully you all are somewhat aware of some of the more serious recent occurrences.
5	some officers will not make the hard decisions.

### 8. How could the Keystone Valley Fire Department management team improve operations?

	Responses	Percent
Responses:	19	100%
Total Responded to this question:	19	61.29%
Total who skipped this question:	12	38.71%
Total:	31	100%

8. How could the Keystone Valley Fire Department management team improve operations?

Response	Response Text
1	May be time for a career Chief of some sort. There remains too much "buddy" or "good old boy" in the operations when it comes to discipline
2	All members need to be held accountable for there actions. More structure and better accountability with increase morale. Which in turn will move the department operations in the right direction.
3	Operations run well but haven't been a member long enough to compare it to anything else
4	Fire every one. Rehire with new management and have a chief officer in charge. Someone who is KVFD and not one who is hired by KVFD. And if any new management at all. It would actually be professional if they actually showed their face and not hide behind a email. They are suppose to be in charge of this "crew". Then act like it. Have dinner with your employees, come to training, educate yourself on actual fire tactics if you're going to deem people firemen. Don't micro manage from afar.
5	Communications not from just operations but with Board of Directors as well
6	Allow EMS to wear shorts!!!!!!
7	Haven't been a member long enough to compare the operation to anything else but appears to be run well
8	Better communication
9	Everyone needs to communicate better.
10	I feel it's ironic that volunteers who have dedicated their time to our community can not serve as career staff. We spend all that time developing and training firefighters/EMTs, who know the community and are connected, but they can't work for us. They go elsewhere. How stupid is that? There has to be an effective "workaround." Petition our legislators as necessary?
11	Improve communications at all levels
12	Figure out a way to roll trucks out the door. Also make it mandatory for members to be trained to a certain level.
13	Encouraging newcomers and juniors not only to train but to take classes so we are all knowledged to some extent. We can't expect unknowledged newcomers to come on calls and excell when they know only a week or two worth of training
14	Just everyone be on the same page
15	More streamlined EMS management
16	Those in charge should know the bylaws and hold everyone to the same standards when it comes to the bylaws.
17	Follow the Bylaws, Policies and SOG's we have. Make the hard decisions.
18	The KVFD Management team might be able to improve operations if they were to attend classes geared towards the running of a business.
19	I believe they are doing a reasonable job.

**9. There is a high level of mutual respect across all ranks within the department.**

	Responses	Percent
Strongly Agree: 	4	13.33%
Agree: 	13	43.33%
Neutral: 	6	20%
Disagree: 	7	23.33%
Strongly Disagree: 	0	0%
Additional Comments: 	6	20%
Total Responded to this question:	30	96.77%
Total who skipped this question:	1	3.23%
Total:	31	100%

9. There is a high level of mutual respect across all ranks within the department.

Response	Comments
1	There needs serious improvement in this area
2	Some members fail to respect officers as there are some members that feel friendships outside the FD allow for them to do as they please and not follow guidelines or policies.
3	The group of staff across the board have known each other for many many years. We all know our pros and cons. We have learned, I think over time how to adapt to one another to accomplish what's truly important. Keeping the doors open and lights on to provide emergency services to this community. Career staff on the other hand. Respect is earned, you actually have to be around and show face to earn it.
4	See question 7. Some of the higher ranks look down on those beneath them, talk down on them, give them funny looks, roll their eyes at them. It's rude and disheartening as we are all here for the same purpose and that's to serve our community. Though some of our members have many many years of experience they have no right to talk down on newcomers, juniors or the less experienced
5	Some members are willing to help juniors and new people and others seem to not want to help and feel they are better then others
6	The chief officers do not give all members the same level of respect. Women are not treated as equals and if you are not someone the chief officers respect you are not made to feel like part of the team.

**10. I receive the support and encouragement from my department that I need to be successful.**

	Responses	Percent
Strongly Agree: 	7	23.33%
Agree: 	14	46.67%
Neutral: 	8	26.67%
Disagree: 	0	0%
Strongly Disagree: 	1	3.33%
Additional Comments: 	4	13.33%
Total Responded to this question:	30	96.77%
Total who skipped this question:	1	3.23%
Total:	31	100%

10. I receive the support and encouragement from my department that I need to be successful.

Response	Comments
1	There are times where it seems the administration does not support operations.
2	As fire as myself. Yes, but what's much more positive is 08 has also been aggressive and pro training. We all push each other to be better then the next. Or at least better then neighboring departments. KVFD does work! And everyone knows it. When it's time to work 08 has always been able to switch gears and out 100% effort into any incident. At least that's how it's always been. Always have been active into building moral, tradition and training.
3	Some give encouragement where as others don't
4	Depends who you are in the company will depend on the support one receives

**11. All department employees share in a common understanding of current goals and vision of the future.**

	Responses	Percent
Strongly Agree: 	5	17.24%
Agree: 	13	44.83%
Neutral: 	7	24.14%
Disagree: 	3	10.34%
Strongly Disagree: 	1	3.45%
Additional Comments: 	3	10.34%
Total Responded to this question:	29	93.55%
Total who skipped this question:	2	6.45%
Total:	31	100%

11. All department employees share in a common understanding of current goals and vision of the future.

Response	Comments
1	Serious work is needed to improve this
2	Some employees seem to be there for the paycheck while some actually want to be part of moving the department forward.
3	Needs to be better communicated.

**12. In your opinion what does the future of the Keystone Valley Fire Department look like?**

	Responses	Percent
Responses:	22	100%
Total Responded to this question:	22	70.97%
Total who skipped this question:	9	29.03%
Total:	31	100%

12. In your opinion what does the future of the Keystone Valley Fire Department look like?

Response	Response Text
1	Increased combination career/vol services.
2	I feel that the FD has a bright future but will need to get all members onboard and help move the FD in the right path.
3	If the proposed changes occur the future looks very bright and believe it will boost morale
4	One firehouse, full time employees, 2 crews 24hours and population growth progressing with neighborhoods and businesses. Also a tiller truck.
5	I believe the strength of the department with volunteers is strong. I do believe on the district side needs some improvement with the officials taking a stand on issues with our surrounding departments. These issues take the morale from our volunteers when they keep hearing this, bickering with neighboring companies ( and I am not faulting Keystone people) is bad. When neighboring departments do not use resources Keystone offers it keeps volunteers away.
6	Promising, A lot coming to our area, we need to be pro-active remain strong and push forward.
7	Excellent
8	If the proposed changes take place the future looks bright and morale will go up as well a recruitment
9	The department will continue to grow as will our district. We will need to increase the career staffing and more than likely up two ambulances/day.
10	We will need to increase our career staffing as the district expands with the new businesses etc.
11	If we can tackle the daytime staffing issue by increasing EMS revenue and using that to staff first out fire during the day-time, I think we can do well in the future. But we need to better emphasize that career staff are both FF and EMTs.
12	Bleak. We need to recruit new membership that are here for the right reasons. To serve the communities not to show off in their gear or join to say they are heroes.
13	very bright there are many things on the horizon
14	. I think we will have a rescue ladder and engine that's all
15	Hopefully a beautiful new building, new volunteers, new career staff and new oppertunities
16	A force to be reckoned with.
17	I feel it can be a strong key factor in the borough
18	Very bright
19	If the bod and chief officers do not start to realize everyone should be held to same standards and treated as equals the department will not survive.
20	I believe it will be successful if we have strong Leadership, improve our facilities, down size our apparatus expand our apparatus to the Western side of West Sadsbury twp and gain the full support of Sadsbury twp along will Sadsbury Fire Company.
21	We will continue to be a Fire Department but without the proper guidance and leadership the Department will not grow and may become another good old boys club.
22	It looks pretty good as long as they can maintain the interest and level of intensity of the training program.

**13. Expectations for the performance of department members are made clear to all employees.**

	Responses	Percent
Strongly Agree: 	4	13.79%
Agree: 	18	62.07%
Neutral: 	7	24.14%
Disagree: 	0	0%
Strongly Disagree: 	0	0%
Additional Comments: 	2	6.9%
Total Responded to this question:	29	93.55%
Total who skipped this question:	2	6.45%
Total:	31	100%

13. Expectations for the performance of department members are made clear to all employees.

Response	Comments
1	This has fallen off over the last 2 years though
2	I think some members still don't understand how it works. They don't know who to ask about what it going on with in the department.

**14. Internal discipline for policy and rule violations is administered in a fair and consistent manner.**

	Responses	Percent
Strongly Agree: 	2	6.67%
Agree: 	11	36.67%
Neutral: 	7	23.33%
Disagree: 	7	23.33%
Strongly Disagree: 	3	10%
Additional Comments: 	4	13.33%
Total Responded to this question:	30	96.77%
Total who skipped this question:	1	3.23%
Total:	31	100%

14. Internal discipline for policy and rule violations is administered in a fair and consistent manner.

Response	Comments
1	see answer #8
2	The BOD struggle to following bylaws to support discipline. They fail to use the judicial board as required by the bylaws.
3	I have seen some instances of unfair trials
4	This all depends on who one is and what standings one has with the company. It also depends on the board of directors who are making the decision and if some of the BOD decided to follow bylaws

**15. Should the Department implement a Judicial Board to address disciplinary matters involving members?**

	Responses	Percent
Yes: 	22	81.48%
No: 	5	18.52%
Additional Comments: 	9	33.33%
Total Responded to this question:	27	87.1%
Total who skipped this question:	4	12.9%
Total:	31	100%

15. Should the Department implement a Judicial Board to address disciplinary matters involving members?

Response	Comments
1	That is in place now
2	This way all disciplinary matters are handled fairly.
3	BOD as its self currently I think is effective. Unless a problem becomes evident amongst the BOD then something else would need to be made I. Order to ha doe such problem.
4	Always need check and balances
5	Obviously there has o be a process to hold volunteers accountable and in compliance with dept. rules and regs. But it's elf defeating to go overboard.
6	We are VOLUNTEERS. Don't go overboard with this one.
7	have one. but runs incorrectly
8	The judicial board should not consist of the bod as they are on currently sit on the judicial board and also make the decision as to final outcome. This is a conflict.
9	Its in our Bylaws to do so..

**16. I receive adequate training to perform my duties as a member of the department.**

	Responses	Percent
Strongly Agree: 	10	37.04%
Agree: 	15	55.56%
Neutral: 	1	3.7%
Disagree: 	1	3.7%
Strongly Disagree: 	0	0%
Additional Comments: 	2	7.41%
Total Responded to this question:	27	87.1%
Total who skipped this question:	4	12.9%
Total:	31	100%

16. I receive adequate training to perform my duties as a member of the department.

Response	Comments
1	The department with support/pay for any training the members request to attend.
2	Chester county training center offers no advanced classes.

**17. Training opportunities are distributed on a fair and equitable basis.**

	Responses	Percent
Strongly Agree: 	10	37.04%
Agree: 	12	44.44%
Neutral: 	4	14.81%
Disagree: 	1	3.7%
Strongly Disagree: 	0	0%
Additional Comments: 	0	0%
Total Responded to this question:		27 87.1%
Total who skipped this question:		4 12.9%
Total:		31 100%

**18. What additional training do you feel the Department should incorporate into its operations?**

	Responses	Percent
Responses:	12	100%
Total Responded to this question:	12	38.71%
Total who skipped this question:	19	61.29%
Total:	31	100%

18. What additional training do you feel the Department should incorporate into its operations?

Response	Response Text
1	Leadership
2	I think the department should move into different aspects of rescue and get members disciplined in that aspect.
3	RIT. and BvR tasks.
4	?
5	I would like to see pump operations and review of how to pump apparatus
6	Whatever our chief officers feel that the department needs
7	More in house state certification classes like most other departments
8	Fitness, more basics on the fireground. Refreshers for EMTs or EMS.
9	Maybe emt and emr
10	More hands on, scenario training
11	Unsure at this time.
12	mass casualty drills, more ropes and rigging, drills from outside the box , like bomb scenes.

**19. I receive personal and professional satisfaction from my job with the department.**

	Responses	Percent
Strongly Agree: 	6	22.22%
Agree: 	14	51.85%
Neutral: 	6	22.22%
Disagree: 	0	0%
Strongly Disagree: 	1	3.7%
Additional Comments: 	2	7.41%
Total Responded to this question:	27	87.1%
Total who skipped this question:	4	12.9%
Total:	31	100%

19. I receive personal and professional satisfaction from my job with the department.

Response	Comments
1	Always have pride with KVFD. And still honored I get to walk into that bay door each morning and perform accordingly when needed.
2	Need a better system that thank volunteers and compensate the time loss from work and family.

**20. I receive timely and productive feedback from my supervisors**

	Responses	Percent
Strongly Agree: 	3	11.54%
Agree: 	13	50%
Neutral: 	8	30.77%
Disagree: 	1	3.85%
Strongly Disagree: 	1	3.85%
Additional Comments: 	1	3.85%
Total Responded to this question:	26	83.87%
Total who skipped this question:	5	16.13%
Total:	31	100%

20. I receive timely and productive feedback from my supervisors

Response	Comments
1	According to Chief, everyone does solid work, or gets a "great job out there". When a slap on the back is deserved it is given amongst the group. As far as career staff, it's hard seeing even a phone saying "hey heard about your call today, strong work on providing X service. Keep it up etc"

**21. Department employees are treated fairly and equitably when it comes to job assignments and specialty positions.**

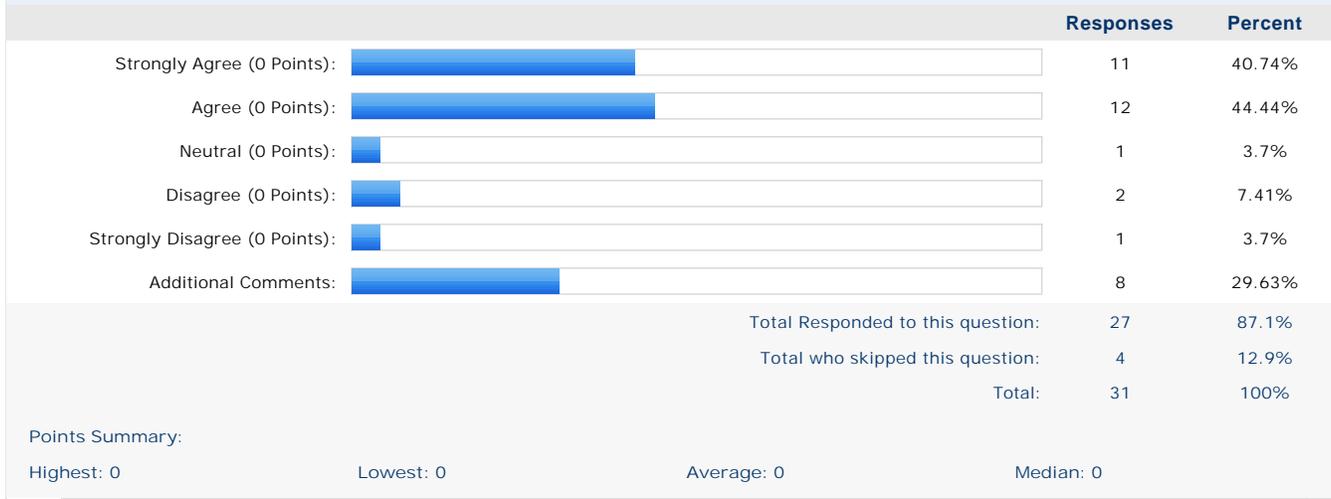
	Responses	Percent
Strongly Agree: 	2	7.69%
Agree: 	12	46.15%
Neutral: 	8	30.77%
Disagree: 	3	11.54%
Strongly Disagree: 	1	3.85%
Additional Comments: 	3	11.54%
Total Responded to this question:	26	83.87%
Total who skipped this question:	5	16.13%
Total:	31	100%

21. Department employees are treated fairly and equitably when it comes to job assignments and specialty positions.

Response	Comments
1	Needs improvement
2	Sometimes you have unqualified people doing tasks and roles far from their level of training. Same standards and job specifications across the board.
3	again all depends on who you are in the company

**22.**

**The department's fleet of vehicles is adequate and well maintained, and contributes to a safe work environment for personnel.**

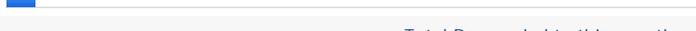


22.

The department's fleet of vehicles is adequate and well maintained, and contributes to a safe work environment for personnel.

Response	Comments
1	long range planning and replacement program needed
2	I feel that the department has to much apparatus.
3	Gary Meyers deserves far more credit and acknowledgement in his role with department with maintaining the fleet of apparatus.
4	Over adequate, downsizing is a must to consider. Age of vehicles is a sign that replacement schedule is needed
5	The engineers do an outstanding job on the fleet
6	Gary rocks..
7	we are in process of downsizing our fleet of vehicles
8	Should get ride of some, Down Size..

**23. The policies, standard operating procedures (SOPs), and rules and regulations of the department provide clear guidance for me as a member.**

	Responses	Percent
Strongly Agree: 	6	22.22%
Agree: 	18	66.67%
Neutral: 	2	7.41%
Disagree: 	0	0%
Strongly Disagree: 	1	3.7%
Additional Comments: 	1	3.7%
Total Responded to this question:	27	87.1%
Total who skipped this question:	4	12.9%
Total:	31	100%

23. The policies, standard operating procedures (SOPs), and rules and regulations of the department provide clear guidance for me as a member.

Response	Comments
1	If recognized, followed and ENFORCED

24.

The appointment of officers within the department is conducted fairly.

	Responses	Percent
Strongly Agree: 	7	25.93%
Agree: 	14	51.85%
Neutral: 	5	18.52%
Disagree: 	1	3.7%
Strongly Disagree: 	0	0%
Additional Comments: 	2	7.41%
Total Responded to this question:		27 87.1%
Total who skipped this question:		4 12.9%
Total:		31 100%

24.

The appointment of officers within the department is conducted fairly.

Response	Comments
1	The officers are elected
2	I don't believe that all operational & administrative officers need to be voted in.

**25. The department is keeping up with the technological advances necessary to provide a modern, professional level of service to the public.**

	Responses	Percent
Strongly Agree: 	8	29.63%
Agree: 	13	48.15%
Neutral: 	5	18.52%
Disagree: 	1	3.7%
Strongly Disagree: 	0	0%
Additional Comments: 	2	7.41%
Total Responded to this question:	27	87.1%
Total who skipped this question:	4	12.9%
Total:	31	100%

25. The department is keeping up with the technological advances necessary to provide a modern, professional level of service to the public.

Response	Comments
1	There's always thing better then what we may have. It's more of a money issue trying to obtain modern or advance equipment then any thing. It's not they won't, it's more of they just can't afford to.
2	The Department is in need of new computers the last ones were purchase years ago.

**26. The administration of the department provides fair and equal treatment to all personnel.**

	Responses	Percent
Strongly Agree: 	5	18.52%
Agree: 	11	40.74%
Neutral: 	6	22.22%
Disagree: 	3	11.11%
Strongly Disagree: 	2	7.41%
Additional Comments: 	4	14.81%
Total Responded to this question:	27	87.1%
Total who skipped this question:	4	12.9%
Total:	31	100%

26. The administration of the department provides fair and equal treatment to all personnel.

Response	Comments
1	Need improvement on this
2	Sometimes it seems that friendships get I the way of the job.
3	Please see prior question response
4	They just to Follow the Bylaws a little better..

**27. The Keystone Valley Fire Department is a good employer.**

	Responses	Percent
Strongly Agree: 	3	11.54%
Agree: 	15	57.69%
Neutral: 	7	26.92%
Disagree: 	0	0%
Strongly Disagree: 	1	3.85%
Additional Comments: 	2	7.69%
Total Responded to this question:	26	83.87%
Total who skipped this question:	5	16.13%
Total:	31	100%

27. The Keystone Valley Fire Department is a good employer.

Response	Comments
1	Improvement needed
2	There's some small issues but nothing That can't be worked out.

28.

The administration of the Keystone Valley Fire Department welcomes suggestions and input and uses them constructively.

	Responses	Percent
Strongly Agree: 	4	15.38%
Agree: 	10	38.46%
Neutral: 	8	30.77%
Disagree: 	2	7.69%
Strongly Disagree: 	2	7.69%
Additional Comments: 	4	15.38%
Total Responded to this question:		26 83.87%
Total who skipped this question:		5 16.13%
Total:		31 100%

28.

The administration of the Keystone Valley Fire Department welcomes suggestions and input and uses them constructively.

Response	Comments
1	While they might welcome them, that's about as far as it goes.
2	They have always considered any suggestions
3	They will listen to suggestions but if it doesn't fit with some of the boards ideas it get pushed by the wayside.
4	It depends on who gives the input and if the Administration wants to deal with the suggestions and input

**29. I am proud to be a member of the Keystone Valley Fire Department.**

	Responses	Percent
Strongly Agree: 	15	55.56%
Agree: 	8	29.63%
Neutral: 	4	14.81%
Disagree: 	0	0%
Strongly Disagree: 	0	0%
Additional Comments: 	0	0%
Total Responded to this question:		27 87.1%
Total who skipped this question:		4 12.9%
Total:		31 100%

**30. I believe the residents of Keystone Valley Fire District value the services provided by the department.**

	Responses	Percent
Strongly Agree: 	7	25.93%
Agree: 	12	44.44%
Neutral: 	5	18.52%
Disagree: 	3	11.11%
Strongly Disagree: 	0	0%
Additional Comments: 	2	7.41%
Total Responded to this question:	27	87.1%
Total who skipped this question:	4	12.9%
Total:	31	100%

30. I believe the residents of Keystone Valley Fire District value the services provided by the department.

Response	Comments
1	The fact that residents still ask "who is KVFD" makes me highly doubt they have any clue we are even here.
2	I really don't think the residents really know what services they get and how much time and effort goes into protecting them.

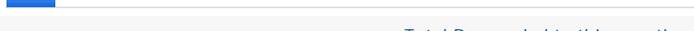
**31. The supervisors of the department provide quality guidance and support to employees.**

	Responses	Percent
Strongly Agree: 	3	11.11%
Agree: 	12	44.44%
Neutral: 	9	33.33%
Disagree: 	3	11.11%
Strongly Disagree: 	0	0%
Additional Comments: 	0	0%
Total Responded to this question:	27	87.1%
Total who skipped this question:	4	12.9%
Total:	31	100%

**32. The department has implemented adequate safety procedures.**

	Responses	Percent
Strongly Agree: 	6	22.22%
Agree: 	17	62.96%
Neutral: 	3	11.11%
Disagree: 	1	3.7%
Strongly Disagree: 	0	0%
Additional Comments: 	0	0%
Total Responded to this question:	27	87.1%
Total who skipped this question:	4	12.9%
Total:	31	100%

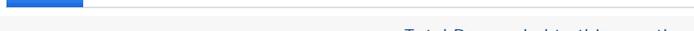
**33. Department members follow the appropriate safety procedures during all aspects of operations including during routine activities (station duties, training, minor incidents, etc.)**

	Responses	Percent
Strongly Agree: 	3	11.11%
Agree: 	13	48.15%
Neutral: 	7	25.93%
Disagree: 	3	11.11%
Strongly Disagree: 	1	3.7%
Additional Comments: 	2	7.41%
Total Responded to this question:	27	87.1%
Total who skipped this question:	4	12.9%
Total:	31	100%

33. Department members follow the appropriate safety procedures during all aspects of operations including during routine activities (station duties, training, minor incidents, etc.)

Response	Comments
1	There are members that act like its a social hall and forget the reason we are there.
2	There are times that there are not qualified members still doing things on scene etc when should not be and nothing is being done on that front

**34. The administration of the Keystone Valley Fire Department and the Keystone Valley Fire District work well together on issues affecting the service area.**

	Responses	Percent
Strongly Agree: 	1	3.7%
Agree: 	17	62.96%
Neutral: 	6	22.22%
Disagree: 	2	7.41%
Strongly Disagree: 	1	3.7%
Additional Comments: 	3	11.11%
Total Responded to this question:	27	87.1%
Total who skipped this question:	4	12.9%
Total:	31	100%

34. The administration of the Keystone Valley Fire Department and the Keystone Valley Fire District work well together on issues affecting the service area.

Response      Comments

- 1      This is an issue that needs looked at and addressed. Admin does not always involve ops.
- 2      Feel the district needs to take a stronger opinion on issues involving other departments in the district
- 3      For the most part I agree with this, the only exception is Sadsbury Township and their dealings with KVFD and Sadsburyville Vol. Fire Co.



**35. While operating at incidents, I feel the officers of the Keystone Valley Fire Department work well together.**

	Responses	Percent
Strongly Agree: 	8	32%
Agree: 	14	56%
Neutral: 	3	12%
Disagree: 	0	0%
Strongly Disagree: 	0	0%
Additional Comments: 	0	0%
Total Responded to this question:		25 80.65%
Total who skipped this question:		6 19.35%
Total:		31 100%

**36. While operating at incidents, I feel the firefighters and EMTs/Paramedics of the Keystone Valley Fire Department work well together.**

	Responses	Percent
Strongly Agree: 	9	33.33%
Agree: 	15	55.56%
Neutral: 	2	7.41%
Disagree: 	1	3.7%
Strongly Disagree: 	0	0%
Additional Comments: 	0	0%
Total Responded to this question:		27 87.1%
Total who skipped this question:		4 12.9%
Total:		31 100%

**37. Does the Keystone Valley Fire Department work effectively on emergency scenes with mutual aid public safety agencies such as surrounding fire companies, EMS Squads etc.?**

	Responses	Percent
Yes: 	20	76.92%
No: 	6	23.08%
Additional Comments: 	9	34.62%
Total Responded to this question:	26	83.87%
Total who skipped this question:	5	16.13%
Total:	31	100%

37. Does the Keystone Valley Fire Department work effectively on emergency scenes with mutual aid public safety agencies such as surrounding fire companies, EMS Squads etc.?

Response	Comments
1	On location yes, outside that no
2	The only issue would be with Sadsburyville.
3	We do but we are just better then all of them. It's more of them being able to work well with us. That's a joke. Pride of the department slipped in sorry.
4	Keystone works well and offers whatever is needed at the scene. This is not reciprocated back to Keystone members.
5	We are always working with our neighboring agancies however, they don't always play well with others and they are intimidated by consolidation.
6	Inconsistent...bad blood in the past tends to contaminate current relationships. But "on-scene" I think we do well together. It's afterwards when all the critics come out. :)
7	Some of the surrounding companies don't work well with us.
8	for the most part, there is always room for improvement.
9	Our members show the utmost professionalism when working with other departments, the same can not be said about the other departments.

**38. The department provides the fire district with an acceptable level of fire protection.**

	Responses	Percent
Strongly Agree: 	12	52.17%
Agree: 	8	34.78%
Neutral: 	2	8.7%
Disagree: 	1	4.35%
Strongly Disagree: 	0	0%
Additional Comments: 	3	13.04%
Total Responded to this question:		23 74.19%
Total who skipped this question:		8 25.81%
Total:		31 100%

38. The department provides the fire district with an acceptable level of fire protection.

Response	Comments
1	Minus staffing which is a issue anywhere, overall yes.
2	Als care if more than 12 minutes away on a good day. Unacceptable response times and well below national average.
3	I believe we need a Sub-Station at our western end of West Sadsbury Twp.

**39. The department provides the fire district with an acceptable level of Emergency Medical Services (EMS).**

	Responses	Percent
Strongly Agree: 	13	56.52%
Agree: 	8	34.78%
Neutral: 	1	4.35%
Disagree: 	0	0%
Strongly Disagree: 	1	4.35%
Additional Comments: 	1	4.35%
Total Responded to this question:	23	74.19%
Total who skipped this question:	8	25.81%
Total:	31	100%

39. The department provides the fire district with an acceptable level of Emergency Medical Services (EMS).

Response	Comments
1	Second calls are growing to be a issue.

40.

In your opinion, what are the THREE most significant challenges facing the Keystone Valley Fire Department in the next five (5) to ten (10) years?

	Responses	Percent
1.:	21	100%
2.:	20	95.24%
3.:	18	85.71%
Total Responded to this question:		21 67.74%
Total who skipped this question:		10 32.26%
Total:		31 100%

40.

In your opinion, what are the THREE most significant challenges facing the Keystone Valley Fire Department in the next five (5) to ten (10) years?

Response 1.

- 1 Increase in population density and calls for service
- 2 Sadsbury Township
- 3 Development growth
- 4 Volunteers/Career needs for staffing
- 5 Membership
- 6 Staffing - Career and Volunteer
- 7 Outside haters
- 8 Keeping and recruiting Volunteers
- 9 retaining personnel, volunteers
- 10 Volunteer staffing during daytimes and after midnight
- 11 Retention/recruitment
- 12 Money
- 13 Hiring people with better attitudes
- 14 Building
- 15 Lack of volunteers
- 16 Volunteers needed
- 17 EMS growth and staffing
- 18 Surrounding companies
- 19 Communication
- 20 Gaining Active Members and retaining them
- 21 building maintenance and repair

Response 2.

- 1 Leadership
- 2 Building Renovations
- 3 24 hour staffing
- 4 Financial,
- 5 Mutual aid
- 6 Large percentage of constuction coming
- 7 Have a good working relationship with mutual aid companies
- 8 district growth
- 9 Volunteer staffing for events
- 10 Squabbles with surrounding companies
- 11 Manpower
- 12 Giving volunteers an initial training
- 13 Expansion
- 14 Funding
- 15 Trying to all be one team

16	Fire staffing
17	Growing service area
18	Other companies willing to work with KVFD
19	Appartus replacement
20	fleet maintenance and repair
Response	3.
1	Resources - manpower and financial
2	Apparatus replacement
3	Butterflies with machine guns for the pesky birds that live at the firehouse
4	Apparatus is getting older and increased calls will take a toll
5	Funding
6	Morale
7	funding
8	Recruiting
9	The future generation bring in charge
10	Neighboring companies
11	Retaining members
12	Recruitment
13	Trainings
14	Stations in poor condition
15	Lack of volunteers and paid staff
16	Administration
17	Building upgrades and substations.
18	adapting to leadership changes.

**41. Do you feel the department has a weakness and/or weaknesses in its ability to provide service to the community? If so, what are they?**

	Responses	Percent
Yes: 	8	38.1%
No: 	13	61.9%
Additional Comments: 	7	33.33%
Total Responded to this question:	21	67.74%
Total who skipped this question:	10	32.26%
Total:	31	100%

41. Do you feel the department has a weakness and/or weaknesses in its ability to provide service to the community? If so, what are they?

Response	Comments
1	Staffing and leadership experience
2	Staffing.
3	Weakness is the relationship with mutual aid which seems to be out of our control
4	As previously stated, we have great volunteers who have been trained at KVFD, and the other companies who formed KVFD, but they are working in other communities as career staff. In many cases, we can't afford them right now, but in the future ?. Volunteers should not be eliminated from serving as career staff.
5	We don't work well with others
6	Need to see about second ambulance calls. Do we need a second crew.
7	poor man power during the daytime.

42. Please identify THREE things that you feel the department does very well.

	Responses	Percent
1.:	18	100%
2.:	16	88.89%
3.:	14	77.78%
Total Responded to this question:		18 58.06%
Total who skipped this question:		13 41.94%
Total:		31 100%

42. Please identify THREE things that you feel the department does very well.

- Response 1.
- 1 Fire extinguishment
  - 2 Community involvement
  - 3 Team building
  - 4 Community service
  - 5 Manpower- Volunteers
  - 6 Training
  - 7 Providing fire and ems services to out community
  - 8 participate with the public, public events
  - 9 When "that fire" or bad crash hits, we come together and get it done.
  - 10 Training
  - 11 Training
  - 12 Get the job done
  - 13 Professionalism
  - 14 Trainings
  - 15 Good EMTs
  - 16 Working as team
  - 17 work well together
  - 18 basic firefighting
- Response 2.
- 1 Extrication
  - 2 Weekly training
  - 3 Providing aggressive real time training
  - 4 All volunteers and paid staff are very professional
  - 5 Leadership
  - 6 Welcoming and taking care of new members
  - 7 provide good emergency services
  - 8 Training oportunites are amazing
  - 9 SOP's
  - 10 Memebers
  - 11 Use professionalism on the fire grounds
  - 12 Training
  - 13 Incidents
  - 14 Good officers
  - 15 Train
  - 16 basic vehicle rescue
- Response 3.
- 1 Training for the above
  - 2 Passing down knowledge and tradition to the younger members
  - 3 Good group of people that know there job and it shows on scene
  - 4 Service to the community

5	Maintaining a large fleet
6	Equipment and TOG - very good.
7	PR
8	Ems
9	Support their members
10	Active in the community and community affairs
11	Respect for community
12	Good training
13	Better orginized since we consolidated
14	training

**43. Please identify THREE things that the department could do better.**

	Responses	Percent
1.:	16	100%
2.:	14	87.5%
3.:	13	81.25%
Total Responded to this question:		16 51.61%
Total who skipped this question:		15 48.39%
Total:		31 100%

43. Please identify THREE things that the department could do better.

Response 1.

- 1 EMS service delivery
- 2 Communications
- 3 Career staff issues
- 4 Recruitment
- 5 Can't think of anything to do better
- 6 communicate within the dept.
- 7 Career and volunteer staff divide at times. We are all #8..
- 8 Recruitment of quality people
- 9 Getting trucks out the door
- 10 Hiring people with better attitudes
- 11 Make it feel more like a family atmosphere
- 12 Work well with others
- 13 Training could be a bit better
- 14 communication
- 15 Spend Less
- 16 rope work

Response 2.

- 1 Extinguishment - always room for improvement
- 2 Improve morale/pride
- 3 Volunteer requirement. Don't rely on a high school of children. It's good but not a guarantee
- 4 Retention
- 5 Command consistency and communication.
- 6 Dicipline
- 7 Working with neighboring companies
- 8 Deciplining inappropriate actions
- 9 Member dinner once a month
- 10 Better trainings for juniors and new people
- 11 EMS leadership is mediocre
- 12 hiring, respect
- 13 Better member turn out and participation for training
- 14 water rescue

Response 3.

- 1 Extrication - always room for improvement
- 2 Hold member accountable
- 3 Building improvements
- 4 Staffing
- 5 Facilities
- 6 Keep up to date on training/methods
- 7 Fundraising
- 8 Being more supportive of newcomers, juniors, less experienced AS A DEPARTMENT

- 9 Help more in community
- 10 Stations need to be repaired
- 11 jr training
- 12 faster follow up when a decision is made
- 13 training

**44. If you could change something about the Keystone Valley Fire Department, what would it be? Why?**

	Responses	Percent
Responses:	10	100%
Total Responded to this question:	10	32.26%
Total who skipped this question:	21	67.74%
Total:	31	100%

44. If you could change something about the Keystone Valley Fire Department, what would it be? Why?

Response	Response Text
1	We would embrace more of a combination type system, including full time staffing (to some fiscally responsible level), and hire a career Chief of some sort
2	Building, career issues, full time employment, staffing.
3	I would change the station to make it more volunteer friendly a place where volunteers want to come to the firehouse and hang out
4	like all stations, get rid of the little "cliques"
5	Although I understand that for fiscal reasons we seem to be committed to the current location of the Central station, I would instead buy the abandoned shopping center. or at least the old Acme Store, and build one station there. Shut down the Pomeroy and current Parkesburg Central site, sell them, using the \$\$ to build a new station. The proposed construction plan has a limited footprint. Developing a "Live-in" program at Pomeroy. We have the apartments already. It's stupid that we aren't using them for that purpose. If we do build at site other than the current site, it must include space for a "Live-In" program.
6	Recruiting active members.
7	I would probably try and change the negative feelings people have and ask my fellow members what they think we should do.
8	Not much, better stations
9	communication - there is a opportunity area in this within ranks and also between ranks. Communication is really a key to good working relations
10	Would have stayed Parkesburg Fire Company No.1 Would not have Consolidated!! Parkesburg was in a better place and would have been in the same place now if not better..

**45. Sometimes the smallest changes can have a profound positive impact. Can you name a few little things that could be done for little or no money that would, in your opinion, improve the Keystone Valley Fire Department?**

	Responses	Percent
1.: 	14	100%
2.: 	11	78.57%
3.: 	8	57.14%
4.: 	4	28.57%
5.: 	2	14.29%
Total Responded to this question:	14	45.16%
Total who skipped this question:	17	54.84%
Total:	31	100%

45. Sometimes the smallest changes can have a profound positive impact. Can you name a few little things that could be done for little or no money that would, in your opinion, improve the Keystone Valley Fire Department?

Response

1.

- 1 Leadership training
- 2 Career management showing face regularly
- 3 gatherings for members
- 4 Compensate for time spent at station
- 5 Fundraising as much as we don't like to do it
- 6 recognition of personnel more often
- 7 Recruiting
- 8 Hold people accountable
- 9 Have fundraisers
- 10 Team building exercise for everyone
- 11 Provide mentors for new members
- 12 Landscape
- 13 moral
- 14 Down size our Apparatus

Response

2.

- 1 Succession planning program
- 2 More weekend drills and dinners for moral
- 3 Incentives
- 4 Have a social event for member to get together and do something fun
- 5 Getting more members to training
- 6 Have open houses
- 7 Include ems in some trainings
- 8 Department Teams vs other Companies...Softball, Volleyball, Flag Football Teams, etc.
- 9 Paint
- 10 praise (pep talks)
- 11 maintain the buildings/grounds better

Response

3.

- 1 Strategic plan
- 2 Providing a clear SOP for career staff functioning on fire cars.
- 3 Speeding up the acquisition of career staff uniforms. We need a stock on hand.
- 4 Work with neighboring companies
- 5 Have fun member bbqs or little events
- 6 Way we ask people to volunteer
- 7 respect
- 8 Find a way to bring in Sadsbury Fire Company

Response

4.

1	The birds that live on the roof, shoulda let me kill them when I had the chance
2	Allowing volunteers
3	Clean up
4	Follow the rules
Response	5.
1	Fix the bathroom shower
2	Signs

<b>46. On a scale of one (1) to five (5), with five (5) being the highest, how would you rate the following?</b>						
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>Total</b>
Training:	1(4.35%)	1(4.35%)	4(17.39%)	12(52.17%)	5(21.74%)	23
Personal Protective Equipment (PPE):	2(9.09%)	1(4.55%)	0(0%)	6(27.27%)	13(59.09%)	22
Apparatus:	2(8.7%)	1(4.35%)	5(21.74%)	6(26.09%)	9(39.13%)	23
Support from member townships:	1(4.35%)	3(13.04%)	5(21.74%)	10(43.48%)	4(17.39%)	23
Quality of Dispatching:	0(0%)	1(4.35%)	7(30.43%)	7(30.43%)	8(34.78%)	23
Department morale:	1(4.35%)	5(21.74%)	11(47.83%)	5(21.74%)	1(4.35%)	23
Total Responded to this question:					23	74.19%
Total who skipped this question:					8	25.81%
Total:					31	100%

**47. Is there anything that you think the Department can do to improve morale?**

	Responses	Percent
Responses: 	13	100%
Total Responded to this question:	13	41.94%
Total who skipped this question:	18	58.06%
Total:	31	100%

47. Is there anything that you think the Department can do to improve morale?

Response	Response Text
1	Stronger, consistent leadership
2	Better structure and accountability
3	Lots
4	Besides having a new building I would say have a social event for members to get together outside the fire house and do something fun
5	Have a monthly drawing, for every 2 calls you make your name is put into a hat for a drawing at the end of the month. if your name is picked you would win something, nothing too big. Then the monthly winners would be put in for a drawing at the end of the year for a gift card or something like that. Try and do some things as a department, softball, picnics with the crews & their families.
6	Better integration of the career staff. They should be fully invested in KVFD, and not just putting in time "on the recliner" between EMS calls. Volunteers need them to be sure that we are ready to respond and get it done.
7	Have bonding activities like a banquet or bbq
8	Same as many other questions. Talk to members about supporting eachother because again, regardless if we get along or whatever, we are here for one purpose and thats to serve our community. Disrespecting someone because they have less experience should NOT be tolerated
9	Member gatherings and team competitions. Dinner, Sporting Events, Fire Company softball league, etc.
10	No
11	giving praise and also feedback. Be able to communicate and or say something in the proper way or channels without being demoralized
12	Chief officers treating all members with the same level of respect and treating all members as part of the team.
13	Try to keep moving forward in a positive way, follow our rules and treat every member with respect no matter what they bring to the Department.

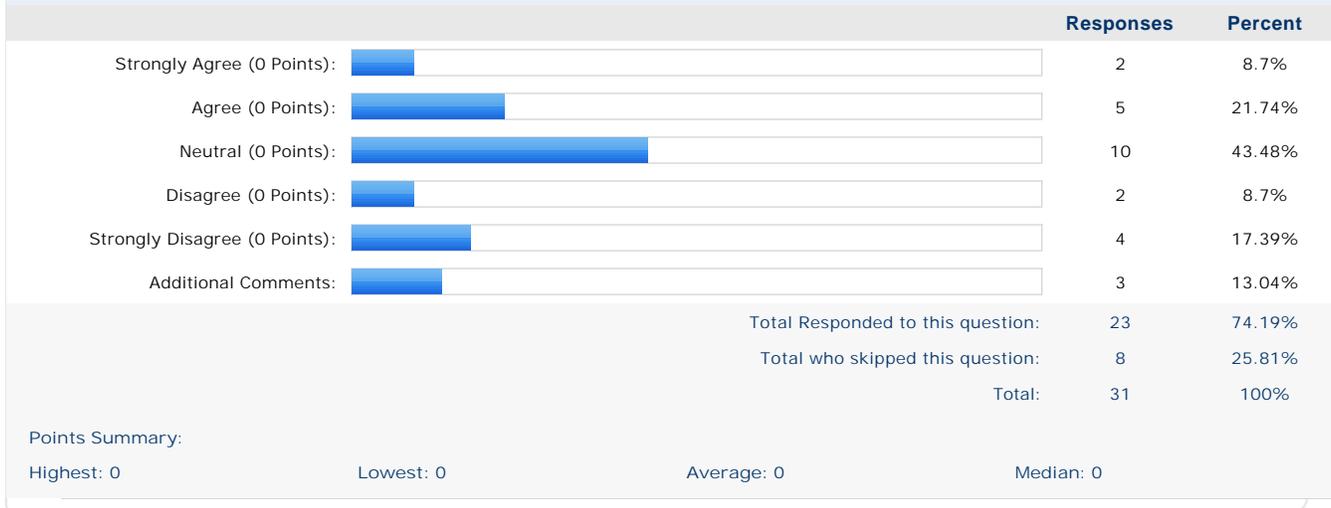
**48. I would recommend that friends/neighbors join the Keystone Valley Fire Department. Why or why not?**

	Responses	Percent
Strongly Agree (0 Points): 	8	34.78%
Agree (0 Points): 	10	43.48%
Neutral (0 Points): 	5	21.74%
Disagree (0 Points): 	0	0%
Strongly Disagree (0 Points): 	0	0%
Additional Comments: 	3	13.04%
Total Responded to this question:		23 74.19%
Total who skipped this question:		8 25.81%
Total:		31 100%
Points Summary:		
Highest: 0	Lowest: 0	Average: 0 Median: 0

48. I would recommend that friends/neighbors join the Keystone Valley Fire Department. Why or why not?

Response	Comments
1	In the face of other agencies similar - a well run organization with well training and aggressive FF
2	Not everyone is cut out for this job
3	It is a good and helpful orgination over all.

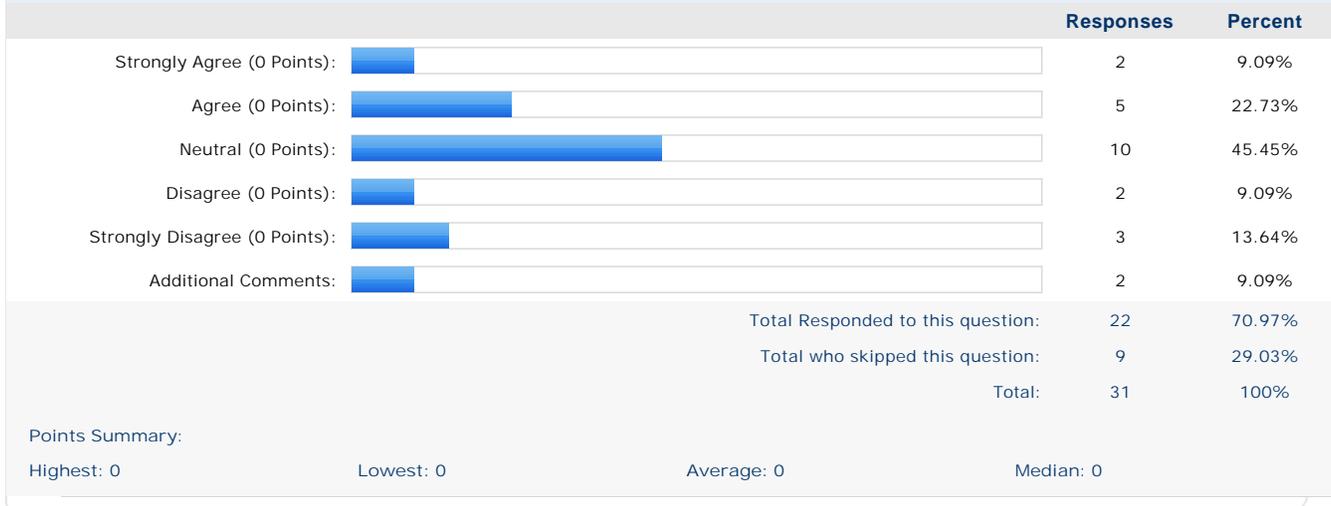
**49. The compensation that I receive for serving is important to me.**



49. The compensation that I receive for serving is important to me.

Response	Comments
1	We don't do it for the money we do it for the community and because we love doing what we do
2	if you're only in it for the compensation you're in it for the wrong reasons.
3	\$\$\$ doesn't matter to me, but I am different. I only wish I had more time to serve with all the demannnds on my biz.

**50. Improvements in compensation would improve my availability to participate with the Department?**



50. Improvements in compensation would improve my availability to participate with the Department?

Response	Comments
1	compensation wouldn't change my participation I participate because I enjoy being apart of kvfd and what we do
2	I don't serve to recieve something, I do it to give.

**51. I feel that the department is well regarded by the people in the communities that we serve.**

	Responses	Percent
Strongly Agree (0 Points): 	5	21.74%
Agree (0 Points): 	12	52.17%
Neutral (0 Points): 	4	17.39%
Disagree (0 Points): 	2	8.7%
Strongly Disagree (0 Points): 	0	0%
Additional Comments: 	1	4.35%
Total Responded to this question:		23 74.19%
Total who skipped this question:		8 25.81%
Total:		31 100%
Points Summary:		
Highest: 0	Lowest: 0	Average: 0 Median: 0

51. I feel that the department is well regarded by the people in the communities that we serve.

Response	Comments
1	Residents seen to not care about us until they need us. They do not support any fundraisers

52.

The department needs to be more visible or engaged with the residents that we serve. How could this be accomplished?

	Responses	Percent
Strongly Agree (0 Points): 	3	13.64%
Agree (0 Points): 	9	40.91%
Neutral (0 Points): 	8	36.36%
Disagree (0 Points): 	2	9.09%
Strongly Disagree (0 Points): 	0	0%
Additional Comments: 	11	50%
Total Responded to this question:		22 70.97%
Total who skipped this question:		9 29.03%
Total:		31 100%
Points Summary:		
Highest: 0	Lowest: 0	Average: 0 Median: 0

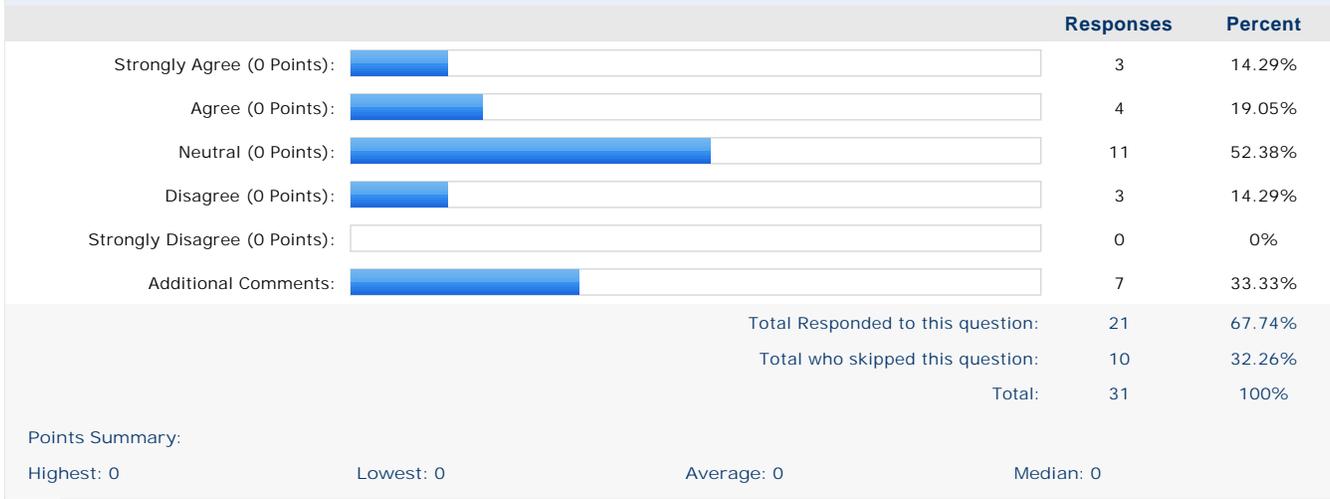
52.

The department needs to be more visible or engaged with the residents that we serve. How could this be accomplished?

Response	Comments
1	We are involved a lot in the community
2	I feel the department is already heavily engaged
3	We do too much PR relations now
4	We are very engaged...just need more firefighters.
5	Members are already pressed for time to repond to fires. Adding extra activities to their schedule that are not in the response criteria are draining on personnel
6	We do well with that
7	I think more members need to get involved. Sometimes it seems like the same people.
8	Help in non emergency ways also
9	interaction with community
10	Advertise events better and hold open house at the station to show the residents who KVFD is.
11	News Letters, more Department community events

53.

I feel that I could increase my availability. If so, what factors would encourage me to do this? In comments, please state ways this might be accomplished.



53.

I feel that I could increase my availability. If so, what factors would encourage me to do this? In comments, please state ways this might be accomplished.

Response	Comments
1	Full time
2	When I'm not at work I am either available or at the station hanging out with the career staff
3	My job and son tend to be the main reason I don't make calls
4	If I knew exactly what I can and can't do on scenes
5	A better station
6	Being treated with the same respect as other members.
7	I make myself pretty Availability Now..

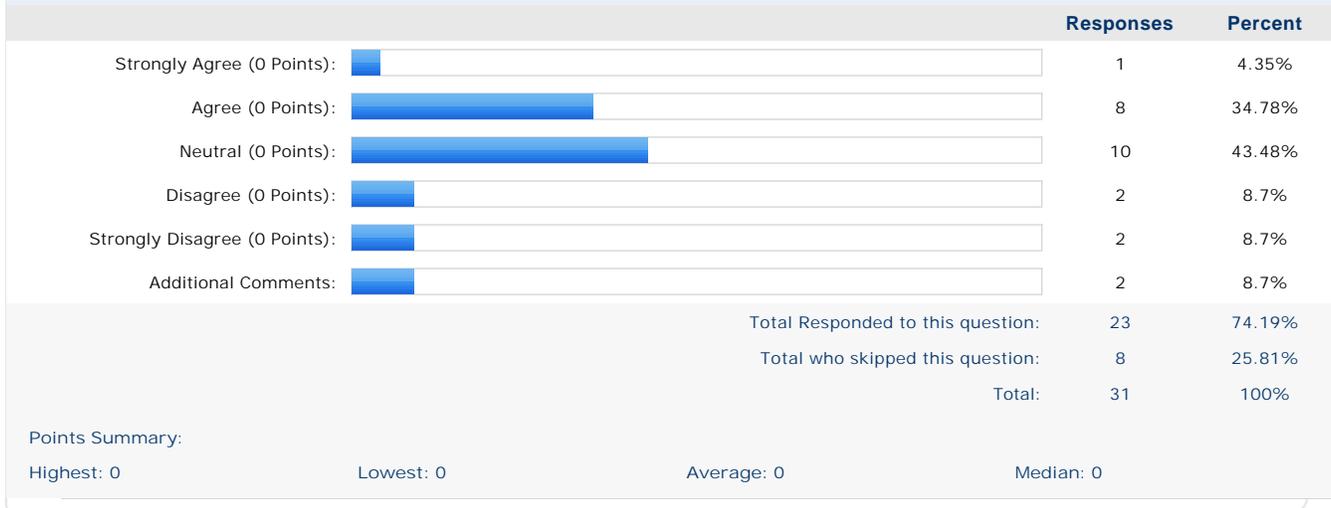
**54. I feel that the administration of the department supports or helps the team spirit of the department.**

	Responses	Percent
Strongly Agree (0 Points): 	2	8.7%
Agree (0 Points): 	5	21.74%
Neutral (0 Points): 	11	47.83%
Disagree (0 Points): 	4	17.39%
Strongly Disagree (0 Points): 	1	4.35%
Additional Comments: 	2	8.7%
Total Responded to this question:		23 74.19%
Total who skipped this question:		8 25.81%
Total:		31 100%
Points Summary:		
Highest: 0	Lowest: 0	Average: 0 Median: 0

54. I feel that the administration of the department supports or helps the team spirit of the department.

Response	Comments
1	Disorganization of the admin side is a moral issue
2	It can be improved

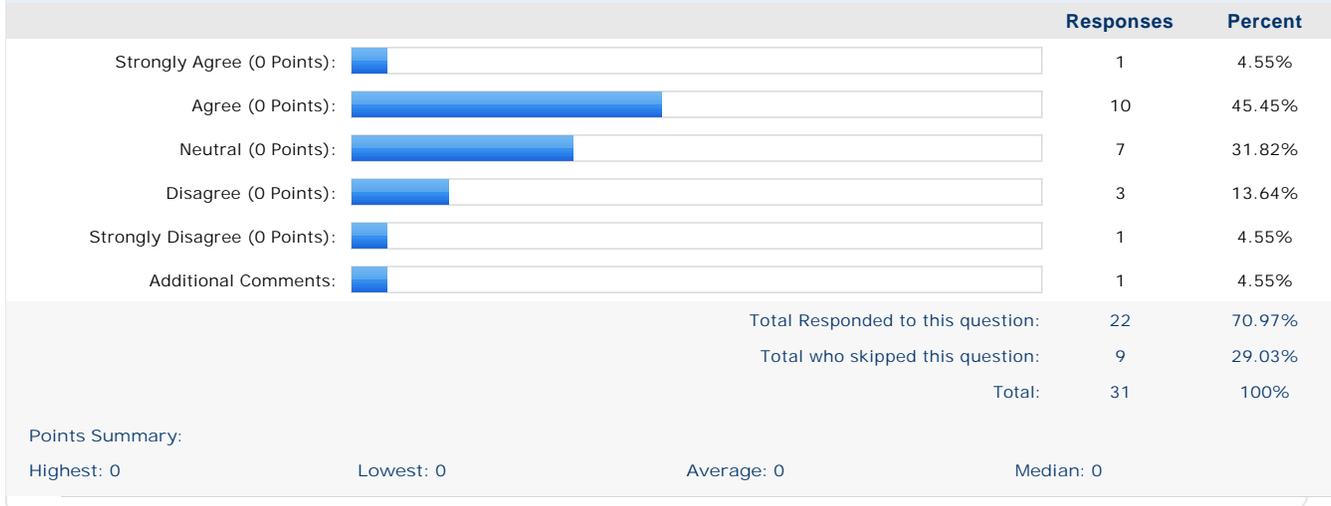
**55. I feel that the administration of the department "has my back".**



55. I feel that the administration of the department "has my back".

Response	Comments
1	Questionable due to lack of knowledge
2	Vollys yes career management no. In it for a paycheck, if he was here for KVFD he would show up to KVFD and not just for meetings or at midnight

**56. I feel that individual initiative is supported and administration channels the initiative in a constructive way.**



56. I feel that individual initiative is supported and administration channels the initiative in a constructive way.

Response	Comments
1	same as above

**57. I feel that the administration of the department is receptive to my concerns.**

	Responses	Percent
Strongly Agree (0 Points): 	4	18.18%
Agree (0 Points): 	5	22.73%
Neutral (0 Points): 	10	45.45%
Disagree (0 Points): 	2	9.09%
Strongly Disagree (0 Points): 	1	4.55%
Additional Comments: 	1	4.55%
Total Responded to this question:		22 70.97%
Total who skipped this question:		9 29.03%
Total:		31 100%
Points Summary:		
Highest: 0	Lowest: 0	Average: 0 Median: 0

57. I feel that the administration of the department is receptive to my concerns.

Response      Comments

1                      some of the BOD choose who they want to listen too

**58. I feel that there are unexplained barriers to my advancement in the organization.**

	Responses	Percent
Strongly Agree (0 Points): 	1	4.55%
Agree (0 Points): 	5	22.73%
Neutral (0 Points): 	7	31.82%
Disagree (0 Points): 	4	18.18%
Strongly Disagree (0 Points): 	5	22.73%
Additional Comments: <input type="text"/>	0	0%
Total Responded to this question:		22 70.97%
Total who skipped this question:		9 29.03%
Total:		31 100%
Points Summary:		
Highest: 0	Lowest: 0	Average: 0 Median: 0

**59. I feel that feedback from management is constructive.**

	Responses	Percent
Strongly Agree (0 Points):	2	9.52%
Agree (0 Points):	10	47.62%
Neutral (0 Points):	8	38.1%
Disagree (0 Points):	1	4.76%
Strongly Disagree (0 Points):	0	0%
Additional Comments:	1	4.76%
Total Responded to this question:		21 67.74%
Total who skipped this question:		10 32.26%
Total:		31 100%
Points Summary:		
Highest: 0	Lowest: 0	Average: 0 Median: 0

59. I feel that feedback from management is constructive.

Response	Comments
1	never have any feedback

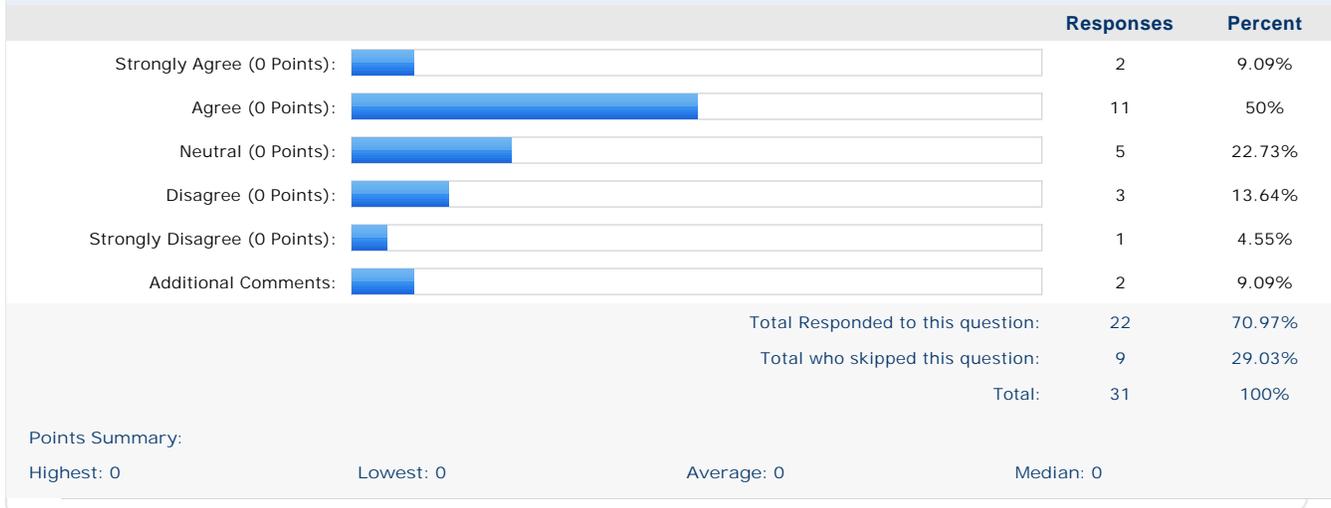
**60. Ample opportunities are provided to show improvement.**

	Responses	Percent
Strongly Agree (0 Points):	4	19.05%
Agree (0 Points):	11	52.38%
Neutral (0 Points):	2	9.52%
Disagree (0 Points):	4	19.05%
Strongly Disagree (0 Points):	0	0%
Additional Comments:	2	9.52%
Total Responded to this question:		21 67.74%
Total who skipped this question:		10 32.26%
Total:		31 100%
Points Summary:		
Highest: 0	Lowest: 0	Average: 0 Median: 0

60. Ample opportunities are provided to show improvement.

Response	Comments
1	You want to improve and advance you actually have to put forth the effort
2	Just need to follow through or follow up better.

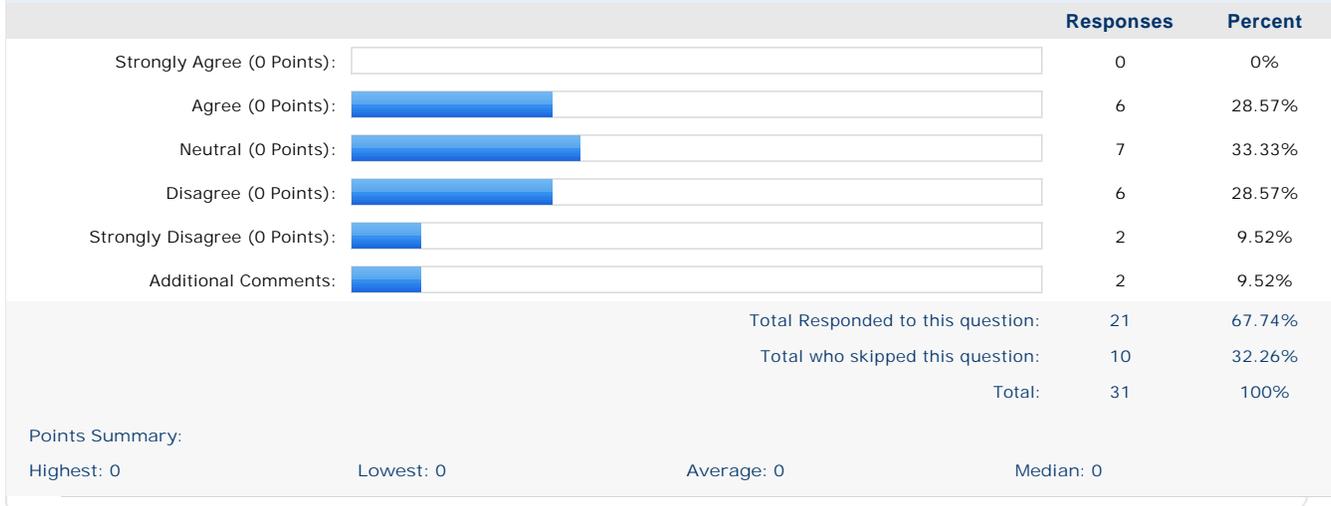
**61. Improvement is acknowledged.**



61. Improvement is acknowledged.

Response	Comments
1	At times
2	Goes with supporting

**62. Recruiting efforts are adequate and ongoing for the Keystone Valley Fire Department.**



62. Recruiting efforts are adequate and ongoing for the Keystone Valley Fire Department.

Response	Comments
1	However I do not think recruitment is where we should spend that much focus, rather retention and increased focus on combination Dept
2	there is no recruiting

**63. What does the fire district and the fire department need to do better to retain volunteer members and keep them active in the organization?**

		Responses	Percent
Responses:		15	100%
Total Responded to this question:		15	48.39%
Total who skipped this question:		16	51.61%
Total:		31	100%
63. What does the fire district and the fire department need to do better to retain volunteer members and keep them active in the organization?			
Response	Response Text		
1	Less fund raising and meetings so focus can be on training and responding		
2	Accountability and structure		
3	Pay everyone		
4	Currently there is no option for the volunteers to just hang out. Both stations are not accessible to have a lounge that is fit to use. This would allow members to spend more time hanging at the stations and in turn while there more pride would be shown in trucks and equipment		
5	They need better advertisement. Maybe a recruitment day or two throughout the year		
6	Funding		
7	I think the atmosphere is good for retaining volunteers the biggest problem is life events that change members participation which is unavoidable however I feel like we could do more as a department to recruit new members		
8	As previously stated....incentives as a tax reduction, ability to advance to OUR career staff, with appropriate salary and benefits.		
9	Good volunteers are a dying breed. It's a hard truth that is sweeping America. People just don't have the time or will to take so much time out of their lives. We need to realize this now! And act now!		
10	Have an open house or advertise		
11	Be more welcoming		
12	I wish we didn't have to have fund raiser any more. But I know that we still need some.		
13	Involve families, try to keep things active, try to be more vocal on what we can and can't do		
14	Increase the morale of the department.		
15	This is hard to answer because in todays world members need to have training required by the Department, County and State. Training is long and it takes time, time away from peoples family and their life. If some how we could make this easier for people to receive the required training I believe we could bring in and retain more members..		

**64. The Incident Command System (ICS) is used effectively by the department on every incident.**

	Responses	Percent
Strongly Agree (0 Points): 	3	13.64%
Agree (0 Points): 	12	54.55%
Neutral (0 Points): 	7	31.82%
Disagree (0 Points): 	0	0%
Strongly Disagree (0 Points): 	0	0%
Additional Comments: 	2	9.09%
Total Responded to this question:		22 70.97%
Total who skipped this question:		9 29.03%
Total:		31 100%
Points Summary:		
Highest: 0	Lowest: 0	Average: 0 Median: 0

64. The Incident Command System (ICS) is used effectively by the department on every incident.

Response	Comments
1	Wecould do better.
2	For the most part but as members we all can do better.

**65. Are current station locations of the Keystone Valley Fire Department appropriate for the organizations current and future operations?**

	Responses	Percent
Yes: 	14	63.64%
No: 	8	36.36%
Additional Comments: 	10	45.45%
Total Responded to this question:	22	70.97%
Total who skipped this question:	9	29.03%
Total:	31	100%

65. Are current station locations of the Keystone Valley Fire Department appropriate for the organizations current and future operations?

Response	Comments
1	Central is, East is not a good location, lacking in the Western side
2	The east station could go away
3	New station at 10 and Hershey lane
4	If rebuilding central is a viable option and the size of expansion the east station should be phased out in years to come
5	the locations are fine the buildings just need updated. Central station will hopefully soon be redone.
6	One station better located than the current station in Parkesburg.
7	Fire stations less than 2 miles apart is a little close. Maybe something in west sads Twp. But who will respond to get the trucks out?
8	I think the central station is in a good central place. There needs to be a serious talk about a second station not sure where yet.
9	It would be nice if some members could carry their gear so they can go to the station appropriate for the call.
10	need a Sub-Station at the western end of Sadsbury Twp and we really need to get Sadsbury Fire Company to come on board with us.

**66. Are there any services that are currently NOT provided by the Keystone Valley Fire Department that you feel should be provided? If so please explain.**

	Responses	Percent
Responses: 	10	100%
Total Responded to this question:	10	32.26%
Total who skipped this question:	21	67.74%
Total:	31	100%

66. Are there any services that are currently NOT provided by the Keystone Valley Fire Department that you feel should be provided? If so please explain.

Response	Response Text
1	No
2	More discipline in core rescue
3	No
4	No we have pretty much all the services covered that can be provided within reason and that are in demand
5	No
6	I know it's a huge cost but the townships need to address it before someone dies from inadequate and poor als service.
7	Water rescue
8	I can't think of any at the moment
9	No
10	I believe we are in a good place with our service. Just need to move it around the District better.

**67. Are there any services that are currently provided by the Keystone Valley Fire Department that you feel should NOT be provided? If so please explain.**

	Responses	Percent
Responses: 	9	100%
Total Responded to this question:	9	29.03%
Total who skipped this question:	22	70.97%
Total:	31	100%

67. Are there any services that are currently provided by the Keystone Valley Fire Department that you feel should NOT be provided? If so please explain.

Response	Response Text
1	No
2	No
3	No i like that we provide numerous services and give members great exposure to all services
4	N/A
5	No
6	No
7	I can't think of any at the moment
8	No
9	No



**68. Should the Keystone Valley Fire District continue to seek opportunities for expansion into adjacent coverage areas? Please explain your answer.**

	Responses	Percent
Yes: 	18	81.82%
No: 	4	18.18%
Additional Comments: 	13	59.09%
Total Responded to this question:	22	70.97%
Total who skipped this question:	9	29.03%
Total:	31	100%

68. Should the Keystone Valley Fire District continue to seek opportunities for expansion into adjacent coverage areas? Please explain your answer.

Response	Comments
1	Efforts to do cooperative efforts should be ongoing - maybe not expansion
2	We need to take care of issues regarding manning apparatus before trying to expand taking over more area. Great we have this large area to cover but can we actually get there?
3	I feel that the current area we have is sufficient, with the current fleet and amount of volunteers. In the future this may be an option.
4	Move forward
5	We have more adequate apparatus and staffing then adjacent areas
6	Yes, regional or consolidation is critical but that has to be fully supported by funding through the municipalities we serve.
7	All of sadsbury twp
8	I feel that there are other companies near us that are working on a shoestring budget and they are not providing adequate service.
9	Saburyville should be the last company to join. You don't want to get so big that it becomes a burden to handle.
10	A county wide department is superior
11	In the future once certain items such as building and finances work out
12	In the future if finances allow. Also if other mutual aid companies are willing to look at merging to expand the coverage area.
13	I believe if sadsbury Fire Company and the Westwood Fire Company came on board the entire area would benefit both with better service, Better financially and a better Active membership

69.

Please provide any additional comments for the study (optional):

	Responses	Percent
Responses: 	4	100%
Total Responded to this question:	4	12.9%
Total who skipped this question:	27	87.1%
Total:	31	100%

69.

Please provide any additional comments for the study (optional):

Response	Response Text
1	Too many ??? in the survey. You need to break it down to critical areas. I bet many members shut down after the first ten.
2	I'm glad that the district was willing to have this survey. I think it proves that they want to see this work. I hope we can continue on the right path so we can be here in another 50 years.
3	I just wish everyone could respect one another upper level vs lower levels just seems unfair and makes people not want to be there
4	Our area Fire companies need to come together as a hole and down size, better building and apparatus locations to provide better service to all our residents if we are to survive in this day and age...