

**2015 EDH Fire
Volunteer Program
Status Update March 2015**

Dashboard:

People:

Volunteer Activity:

	<u>Mar15</u>	<u>April15</u>	
○ Utilization/Purpose			(Need for vol. response)
○ Training – provided			(Training available)
○ Training – Tuesday			(Attendance)
○ Training - Weekends			(Attendance)
○ Call Response/Need			(Response to limited calls for service)

Department Culture			(Overall morale)
Volunteer Morale			(State of program)
Association Participation			(Attendance for association meetings)
Program Priority			(Not perceived to be operationally critical)

Process:

<i>EDH Fire – Admin Sponsor Support</i>			(Support by Admin & BC Moreno)
<i>EDH Fire – Line Support</i>			(Support when requested)

Equipment/Technology:

Equipment availability			(Issues with Type I Engine -)
Active 911 App			(New app. implementation)
Call Status App			(IamResponding deployment)

- Requires action to bring to operational acceptability
- Requires continued attention to be fully responsive to a positive status
- Responsive to current needs, no immediate action required
- No current data available

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Open Action Matrix: *(not listed in order of priority)*

Activity/Task	Owner	Timeframe	Stakeholders
2015/2016 Reimbursement realignment recommendation (outdated/broken process)	Admin/Vol/Assoc.	Roppolo submitted detailed recommendation to Chief & AD Hoc on 1/15 – waiting on final approval - resubmitted and amended recommendation on 4/14	Association, Roberts, & Volunteers
Recruitment plan for 2015	Completed and candidates in onboarding	7 New hires working t task books – 6 to be complete by 5/1 8 new hires in EDH Vol academy	All
New hire task book follow-up	Moreno	Task books deployed to new recruits	New hires
Volunteer Turnover Issue	All	AdHoc committee along with BC Moreno working to set new path for 2015 – key to success is utilization and environment	Dept./Community
Activity/Task	Owner	Timeframe	Stakeholders
DO/FAE program	Open	Open Action participation poor in 13/14 due to time req. – Moreno to re-evaluate process – work in progress	Volunteers

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Call Status tracking App - IamResponding	Moreno/Roppolo	I am Responding fully deployed...utilization improving – some connectivity issues	Volunteers/Chief officers
Operations policy refinement – Use of Volunteers for coverage	Chief Officers	Open Action – BC’s trying to pay attention to response and use – discussed at AdHoc meeting. Topic for staff meeting	Volunteers
Updated Volunteer plan -2015/2016	Moreno completed plan – reviewed with input from Ad Hoc committee and Chief Officers	Issue of shift BC having time to fully administer plan...options to support under evaluation – Use of Neil Hillel for logistic support being put in place as of 4/1	Volunteers and community
Plan to re-vitalize program and morale	Moreno/Vol and Chief Officers	Work in progress - Latrobe turnover now an issue, Rescue has not been addressed or progress on Apprentice program	Community and program
Rethink call response/utilization process	Roppolo/Moreno – closed out	Recommendation submitted by Roppolo on 1/2 an incorporated into new Vol plan. BC Moreno created cards for volunteers for quick reference - complete	Community and program

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Officer Development	Open	One recent retirement/One leave of absence – One LT on Fire Assignment Deployments - Issue is open/active	Community and program
EDH BOD knowledge of program status	Lt's – update at BOD meetings	Now on agenda as standing item – report outs spotty due to schedules	BOD
Budget for 2015/2016	Need to plan for current safety gear gaps – in progress	Are unable to outfit all new volunteers with full complement of safety gear at this time – Chief approved emergency gear order to outfit volunteers pre-fire season	Moreno/Budget

2015 Volunteer Reimbursement Recommendation

Prepared by: Mike Roppolo in consultation with Battalion Chief Moreno and El Dorado Hills Firefighters Association President, Jeff Genovese.

Background: Since the formation of the El Dorado Hills Fire Department, the El Dorado Hills Fire Department Association has served as a vital part of the Department’s brand of service using the Association’s membership of current and retired paid and volunteer firefighters as its members. Its primary purpose is to be a conduit to the community of El Dorado Hills for a wide range of philanthropic activities supported by the Fire Department. The proud heritage of the Association has been mostly funded historically by the Department through reimbursement to the volunteers for their contribution to the community for emergency response, training and time for community events, programs and activities for the community. Programs that the Association funds vary from year to year. Listed below are many of the current programs the Association contributes to:

- Santa Run
- Honor Guard
- Pipes & Drums
- Every 15 minutes
- High School Scholarships
- Annual Awards Dinner
- Sponsorships to community organizations
- EDHFD Foundation
- Specialized equipment
- Other community projects

The Association operates with an elected board and set of by-laws and meets six times a year for the sole purpose of serving the greater good of the community of El Dorado Hills. Over the years, the funding protocols have varied to align with economic conditions and changes in the utilization of the Volunteer Firefighters.

Below is chart of recent funding history:

Volunteer Payout Details			
2009-2013			
		Total	Calculation
2009	Jan-Jun	\$46,990.00	Bi-annual fixed \$20,000; 86 Engine Coverage \$100/ea; 1226 Response \$15/ea
	July-Dec	\$44,020.00	Bi-annual fixed \$20,000; 116 Engine Coverage \$100/ea; 828 Response \$15/ea
2010	Jan-Jun	\$45,040.00	Bi-annual fixed \$20,000; 41 Engine Coverage \$100/ea; 1396 Response \$15/ea
	July-Dec	\$43,015.00	Bi-annual fixed \$20,000; 53 Engine Coverage \$100/ea; 965 Response \$15/ea; 216 Paid Drills \$15/ea

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2011	Jan-Jun	\$20,055.00	50 Engine Coverage \$100/ea; 479 Response \$15/ea; 525 Paid Drills \$15/ea
	July-Dec	\$41,995.00	184 Engine Coverage \$100/ea; 1339 Response \$15/ea; 234 Paid Drills \$15/ea
2012	Jan-Jun	\$30,010.00	91 Engine Coverage \$100/ea; 1121 Response \$15/ea; 273 Paid Drills \$15/ea
	July-Dec	\$18,935.00	80 Engine Coverage \$100/ea; 516 Response \$15/ea; 213 Paid Drills \$15/ea
2013	Jan-Jun	\$19,290.00	57 Engine Coverage \$100/ea; 335 Response \$15/ea; 571 Paid Drills \$15/ea
	July-Dec	\$19,615.00	64 Engine Coverage \$100/ea; 277 Response \$15/ea; 604 Paid Drills \$15/ea
		No compensation allowance for drills...historically training was considered a component of the bi-annual fixed \$20k	
	\$ 24,984	Post the 2010 period of fixed contribution the average reimbursement for a six month period	
	\$ 44,766	Average bi-annual pay 2009 & 2010	
	\$ 19,782	Average bi-annual shortfall post dept. contribution allowance discontinuance in 2011	
	\$ 160,000	Negative impact to association for 4 years since decision to stop bi-annual fixed \$20k fund	

Volunteer Response Statistics – Last 5 years:

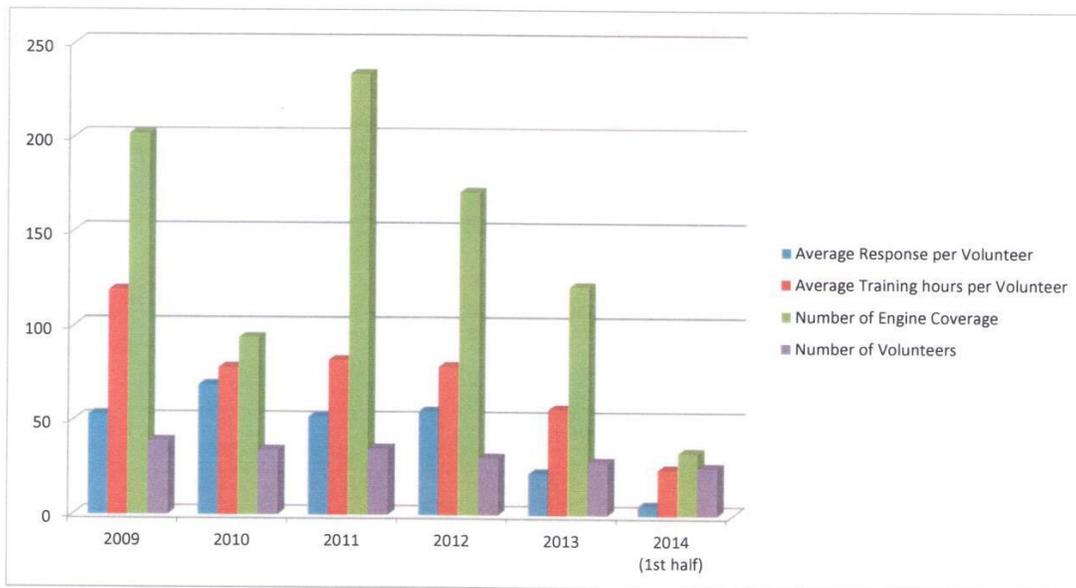
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Volunteer Statistics

Last 5yrs

	2009	2010	2011	2012	2013	2014 (1st half)
Average Response per Volunteer	53	69	52	55	22	5
Average Training hours per Volunteer	119	78	82	78.5	56	24
Number of Engine Coverage	202	94	234	171	121	33
Number of Volunteers	39	34	35	30	28	25



Summary: The combined impact of a loss of Department funding and degradation of the volunteer program for emergency responses in 2013 and 2014 have had profound economic impact on the Association. The current situation has caused a curtailment in the funding of historically funded programs.

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Recommendation: Change the reimbursement process to be reflective of the changes that have been instituted as part of the 2015 Volunteer Program. As the program urgently rebuilds its headcount and emergency response statistics based on the Department’s critical response/need requirements, this calls for a change in how the Association is funded. It is our recommendation that the Association have two components of funding going forward. These two components acknowledge the addition of Latrobe and Rescue into the EDHFD Volunteer Company mix, reflect new response criteria and the historical needs of the Association while still insuring that an incentive based performance pay programs continues.

1. Reconstitute a bi-annual stipend paid by the Department to the Association as a performance compensation for the thousands of hours of training and volunteer time put into the skills for emergency response and time spent on community service events. See 2015 minimum requirements matrix below:

Training Requirement Minimums (112 hours)

Monthly (7 hrs.)

Drill Nights (3 hrs. each)

Company Drill (4 hrs. each)

- Volunteer Company drill
- Career Company drill

Quarterly (Minimums)

Drill Hours (21)

Drill Nights (3)

Company Drill (1)

Ride-along (8 hrs.)

Annual

Drill nights (12 nights)

Company Drills (4 minimum)

Ride-Alongs (32 hours minimum).

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
	3	3	3	3	3	3	3	3	3	3	3	3	36
	3	3	3	3	3	3	3	3	3	3	3		33
	4	4	4	4	4	4	4	4	4	4	4		44
Avail hrs	10	10	10	10	10	10	10	10	10	10	10	3	113
Min Hrs	7	7	7	7	7	7	7	7	7	7	7	3	80
Minimum	Hrs	Drill	Co.	Hrs	Drill	Co.	Hrs	Drill	Co.	Hrs	Drill	Co.	
	21	3	1	21	3	1	21	3	1	17	3	1	
	8			8			8			8			
R/A per 1/4	8			8			8			8			32
	Min hours per year												112

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The recommendation also rewards the Association for volunteer performance for coverage of engines and manpower backfill throughout the period in which the Department receives tremendous economic and operational benefit without compensation to the Volunteer Firefighter but provides a token acknowledgment of the contribution to give back to the community.

Lastly, this component of reimbursement rewards the Association for the thousands of hours of time contributed by paid and volunteer personnel to the countless community events and programs throughout the year. **Recommend \$25,000 per bi-annual period.**

2. Amend the pay for performance metric as follows to compensate the Association for volunteer emergency response per the 2015 Volunteer response guidelines below:

Utilization of Volunteers (Normal/Typical Response Guidelines)

Volunteers will be utilized in the following capacities:

- **Apparatus Response.** This would include an Engine, Squad, Water Tender, Air Unit, or Utility to an incident.
- **Station Cover Assignments.** This would include coverage of any of the El Dorado Hills or Rescue Fire Stations. Coverage of Mutual Aid Stations would be determined by the Shift Battalion Chief.
- **Augmentation of Staffed companies.** Reductions in staffing caused by emergencies, staffing shortages, strike team assignments or general ride-alongs.
- **Additional Resource Staffing.** This would be due to anticipated increased call load, increased fire danger or planned events.
- **Staffing of additional Medic Units** to support the system. Additional requirements necessary to meet this use.

Recommend for each instance of above listed criteria that meet the prescribed coverage criteria to fulfill a Department urgent need will qualify for a \$200.00 per call reimbursement paid to the Association bi-annually based on data from FireHouse and IamResponding as administered by the Volunteer Program coordinator and approved by the Chief. It is estimated that there will be between 75 and 150 calls for this type of per bi-annual period which would yield an approximate bi-annual payment of \$20,000 per bi-annual period.

A cap will be instituted by the El Dorado Hills Fire Dept. that sets a maximum of \$100,000.00 annually for the two bi-annual distributions within the Department's annual fiscal year. (July 1 thru June 30)

Utilization of Volunteers (Special Staffing Circumstances)

Emergency Circumstance:

A second recommendation is hereby submitted to the EDHFD Board and Fire Chief to provide the El Dorado Hill Firefighters Association with the support of the EDHFD to provide for a ***“Special Circumstance”*** emergency staffing reimbursement program for Volunteer Firefighters. It is the intent of this recommendation to provide El Dorado Hills Firefighter Association members who are active

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volunteers in good standing a mechanism for reimbursement when the following emergency staffing situation may arise within the EDHFD District.

- Emergency circumstances cause minimum staffing levels as dictated by the EDHFD Operations Policy to fall below minimum levels due to emergency situations. Examples are listed below but are not limited to these examples.
 - EDHFD has deployed an Engine Company or Multiple Companies and/or single resource assignments in support of a CAL OES request causing a manpower deficiency – this deficiency has had a direct impact on the Department’s capability to meet minimum staffing levels and, after exhausting all options to fill open vacancies with paid professional firefighters, these vacancies still exist.
 - Staffing deficiencies could be as significant as full or partial manpower coverage to insure that EDHFD provides for minimum staffing levels as to not have to brown out stations for partial or full shift coverage at one or more stations.
 - Staffing deficiencies may also exist in emergency situations for single resources to fill deficiencies for short periods of time to fulfill engine company staffing minimums on engine companies.
- Same as above but the condition is created due to an AEU emergency that triggers an unusual initial attack response and resource draw down causing EDHFD high impact staffing issues.
- State of CA emergency situation as declared by the Governor requiring extraordinary staffing and or response to meet the emergency needs of the State and, therefore, impacting EDHFD’s ability to meet staffing minimums.

It is understood and a mandate of this provision that it only applies if EDHFD administration has exhausted the available manpower resources within the EDHFD paid professional firefighters union manpower pool. Such situation will only be deemed by a EDHFD Chief Officer thereby enabling “Special Circumstance” staffing reimbursement.

Reimbursement Plan:

The EDHFD will provide a special reimbursement to the Association as a special stipend in addition to the bi-annual reimbursement program per the guidelines below. It will be the responsibility of the Association to make or not make distributions for Emergency Staffing level activity per the guidelines below.

Volunteer Reimbursement for “Special Staffing Circumstances”

	>6hr <12hr	>12hr <18hr	>18hr up to 24hr
Officer	\$120	\$250	\$420
Eng/DO	\$105	\$225	\$390

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FFP	\$90	\$200	\$360
FF	\$75	\$175	\$330

Reimbursement Process:

FireHouse will be used for single resource or Engine Company staffing to log the time period worked along with all associated incident(s) information. The company officer will provide details in the "NOTE" section of the entry describing the circumstance and denoting the Duty Officer making the assignment. A reimbursement form will be completed by the Company Officer or single resource and approved by the Duty Chief to submit for reimbursement to the EDH Firefighters Association. (Any request for reimbursement by Volunteer Personnel will be reconciled by request of the Volunteer to the EDH Firefighters Association treasurer using a copy of the signed and approved Department reimbursement form.

The EDH Fire Department Board of Directors and Chief reserve the right to amend/change this policy at any time.

Conclusion: Please consider the above two recommendations for EDH Firefighters Association funding based on the data provided. I recommend that this policy be retroactive to January 1, 2015 and all activity be retroactive to that date. Please approve and submit to the Board of Directors if required for final approval. I look forward to your response.

Respectfully submitted,

Mike Roppolo