



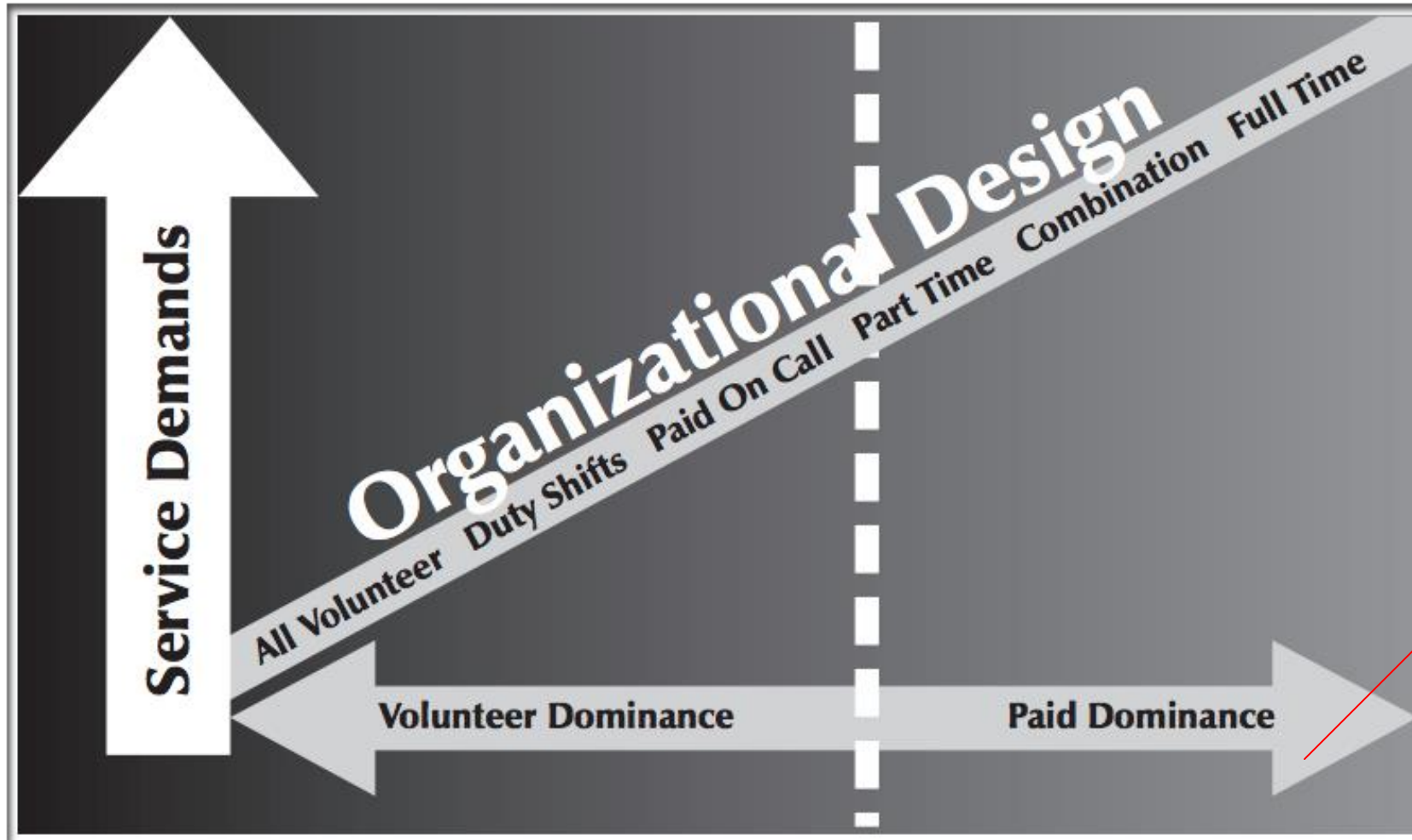
VOLUNTEERING & EMPLOYMENT

By Council Member Adrienne Balkum

Presented on June 19, 2018

PURPOSE

The goal of the fire service is to protect life and property by delivering the highest possible level of service consistent with need at the lowest possible cost consistent with safety. The goal of this presentation is to call attention to some of the strategies and options available regarding personnel.

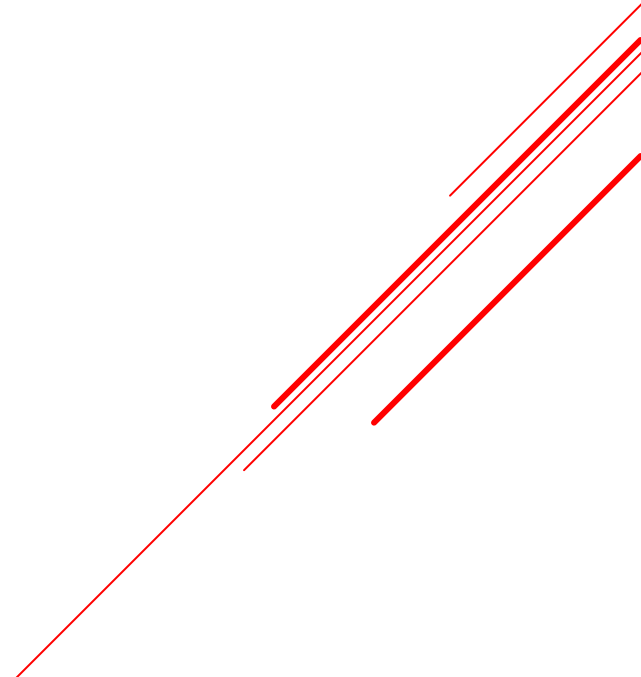


"Creating a full-time paid staff system is not necessarily the first option to consider."

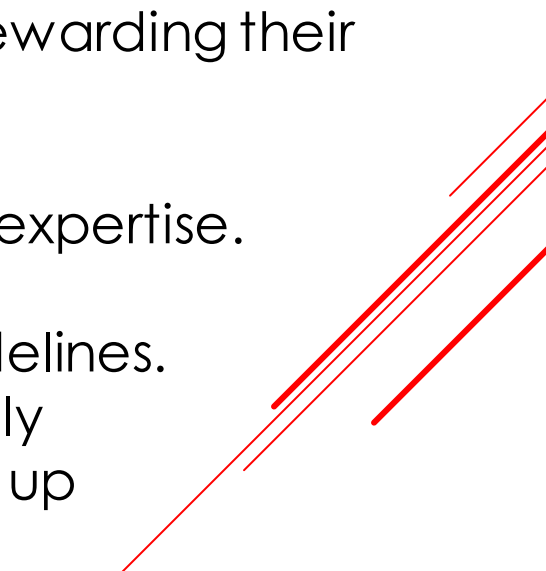


INCENTIVES

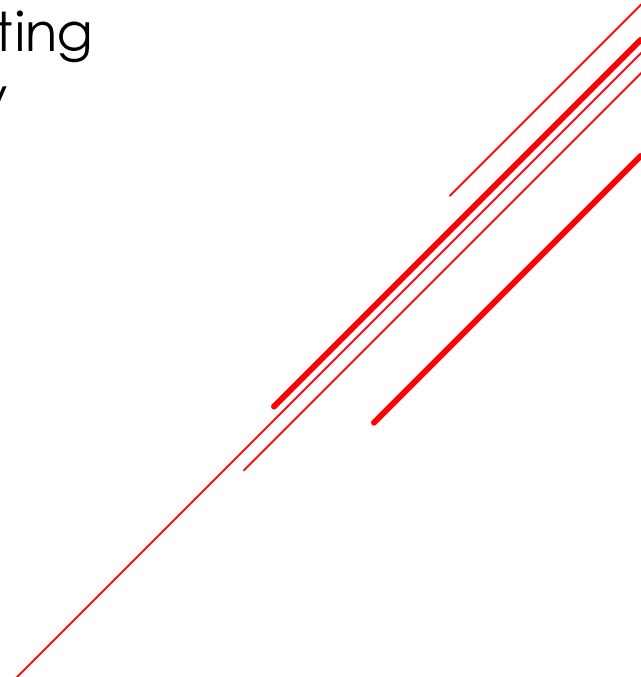
- Personal or team recognition programs or awards.
- Diversification Programs with Subject-Matter Experts*.
- Offer Training Certifications
- Offer Tuition Scholarships



TRANSITIONING | TYPE OF RESPONDERS

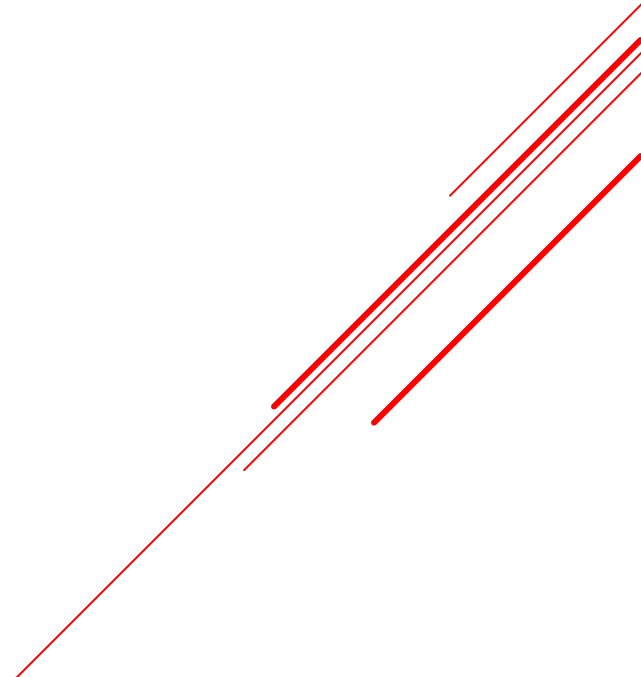
- Divide volunteer members into on-call duty shifts to ensure adequate coverage.
 - Develop a program for volunteers to provide 24 hour coverage. Shift coverage needs to be flexible to accommodate individual commitments of 4, 6, 8 or 24 hours. Allow flexibility of start times and lengths of shifts to accomplish the coverage.
 - Convert all-volunteer members to pay-per-call members, financially rewarding their participation.
 - Implement regional response coverage and develop station-specific expertise.
 - Develop Standard Operating Procedures or Standard Operating Guidelines. Establish a paid-on-call system, allowing the chief the flexibility to actually schedule shift coverage with financial compensation, essentially setting up part-time employee contracts with the volunteers.
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TRANSITIONING | TYPE OF RESPONDERS


- Create paid-on-call positions for specific job functions such as training, public education, inspections or administrative duties.
 - Consider part-time employees specifically hired to provide coverage for inconsistent and sporadic volunteer coverage.
 - Establish full-time career positions for daily shift coverage and completing administrative duties while supporting and maintaining a predominantly volunteer system.
 - Convert a predominantly volunteer department to a 50/50 split, or predominantly career department where volunteers assume the supportive role.
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MONITOR SUCCESS

- Average volunteer retention rate.
- Average annual recruitment through a Citizen's Academy.
- Average call per volunteer.
- Reports.
- Meeting our Annual Public Safety Budget \$329K.
- Controlling the cost of recruiting, hiring and training new personnel.

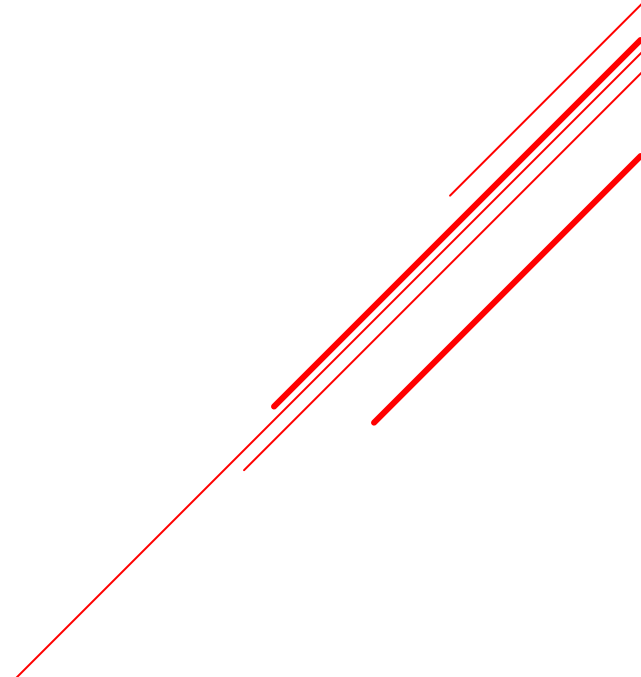


SUCCESSFUL PLAN

- Framework for decisions or for securing support/approval.
 - City Council
 - Provide a basis for more detailed planning.
 - City Council Updates As Needed
 - Working With Rockwall County Sheriff's Office (RCSO)
 - Working With Rockwall County EMS
 - Working With ESAC
 - Incorporate detailed plans that include timelines, assignments and evaluations.
 - Official Service Deployment | Monday, October 1, 2018
 - Fire Chief Assignments
 - Equipment | TBA
 - Vehicles | TBA
 - Staffing | TBA
 - Fire Rescue Station Completion Date | TBD
 - Set Evaluation Date | TBD
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SUCCESSFUL PLAN

- Explain the services provided to others in order to inform, motivate and involve.
 - Review historical data of Fire District 22. (ESAC)
- Performance monitoring.
 - Internal Reporting System
 - MCFR Incident Reports
- Stimulate change and build with the community in mind.
 - Citizen Academy
 - National Night Out (Tuesday, October 2, 2018)
 - Other Community Related Events
 - Christmas Tree Lighting




ADDRESSING THE MISSION OF MCFR

Mission Statement

The mission of McLendon-Chisholm Fire Rescue is to protect the lives and property of the people of McLendon-Chisholm from fires, natural disasters, and hazardous materials incidents; to save lives by providing first responder emergency medical response; to prevent fires through prevention and education programs; and to provide a work environment that values cultural diversity and is free of harassment and discrimination.

Vision

We will provide exceptional services through organizational teamwork to promote an innovative, responsive, and professional Authority that adapts within a changing environment. Utilizing collaborative working relationships, we strive to be a leader in our industry. We endeavor to be fiscally responsible with the single purpose of serving the greater community good.

Three parallel red lines of varying lengths and positions, slanted diagonally from the bottom right towards the top right, serving as a decorative graphic element.

FUNDAMENTAL VALUES

Personnel are expected to live by the values established by McLendon-Chisholm Fire Rescue while achieving goals and objectives and demonstrating leadership abilities. The Values are Respect, Integrity, Teamwork and Excellence.

Respect: We recognize the contributions and unique value of each individual employee, customer, and partner.

Integrity: We conduct all our activities honestly and objectively. We accept responsibility for our decisions/actions.

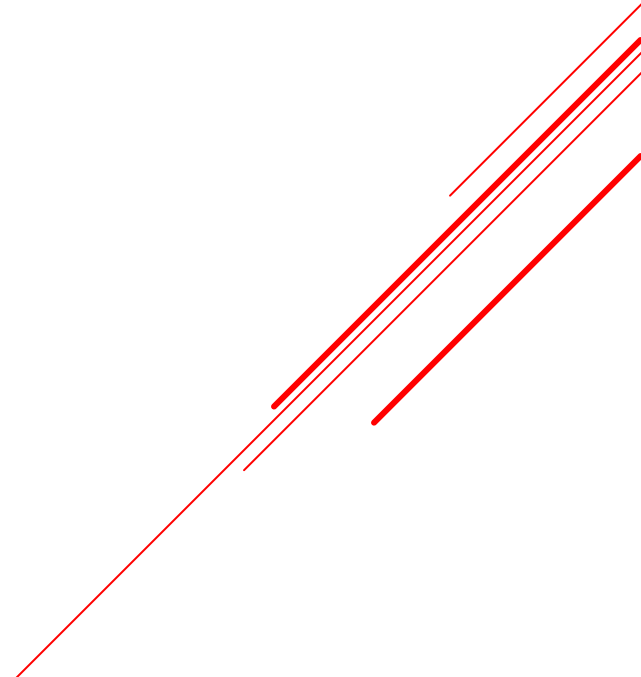
Teamwork: We achieve our goals by working together through cooperation, communication, service, and commitment.

Excellence: We strive to be the best in everything we do with dedication to quality, efficiency, innovation, and continuous learning.

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SUCCESSFUL PLANNING

The mission, vision, and value statements are the foundation for McLendon-Chisholm Fire Rescue success. Every effort is made to keep it meaningful so that the individuals who make up the organization feel they give credence to the goals, objectives and day-to-day tasks. It is important that the overriding message of caring people and quality service be present for everyone in the organization.



PROMOTING EMPLOYMENT APPLICATION:

**JOB DESCRIPTION
DOWNLOADABLE AND/OR
POSTED ON WEBSITE**



MCLENDON-CHISHOLM.COM
https://www.tcfp.texas.gov/job_postings/jobs.asp
<https://tml.careerwebsite.com/>

**JOB DESCRIPTION
DOWNLOADABLE OR
POSTED ON SOCIAL MEDIA**



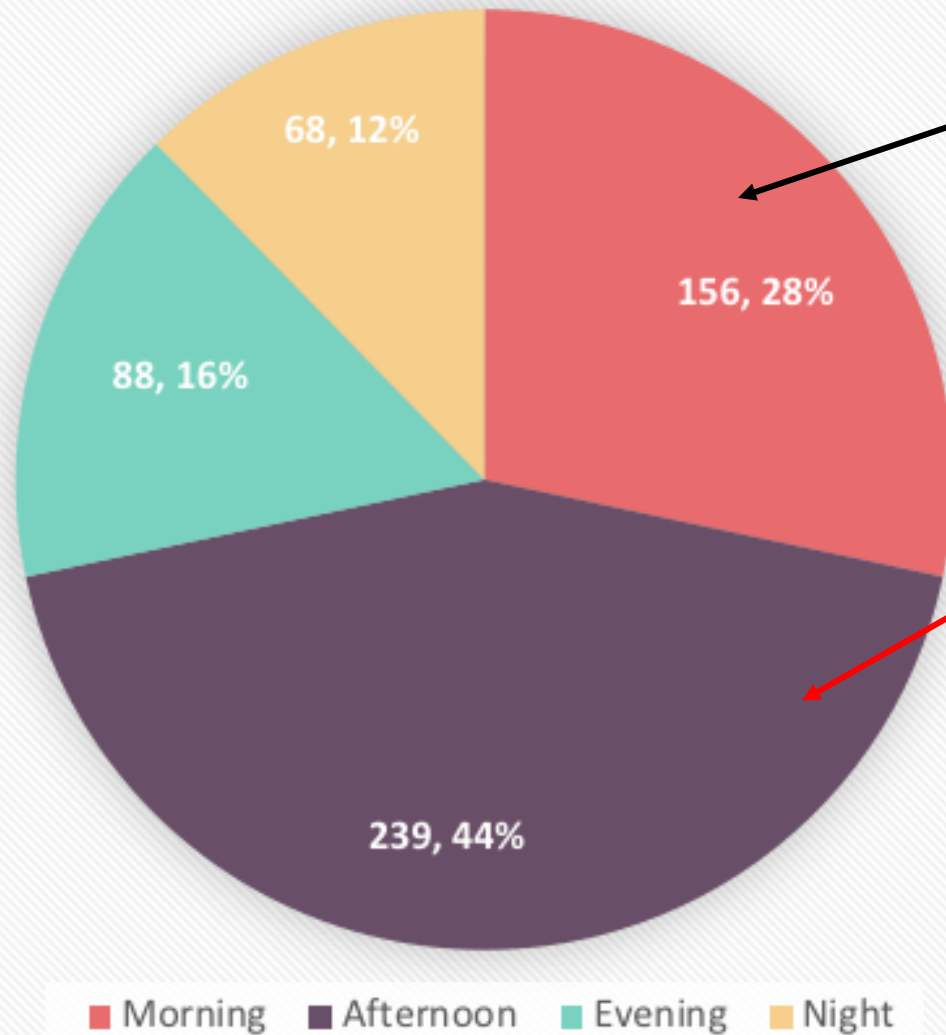
FACEBOOK.COM/MCFR



PERSONNEL PLANNING

TIME OF DAY | CALL VOLUME

Call Volume By Time of Day | 2015 - 2018

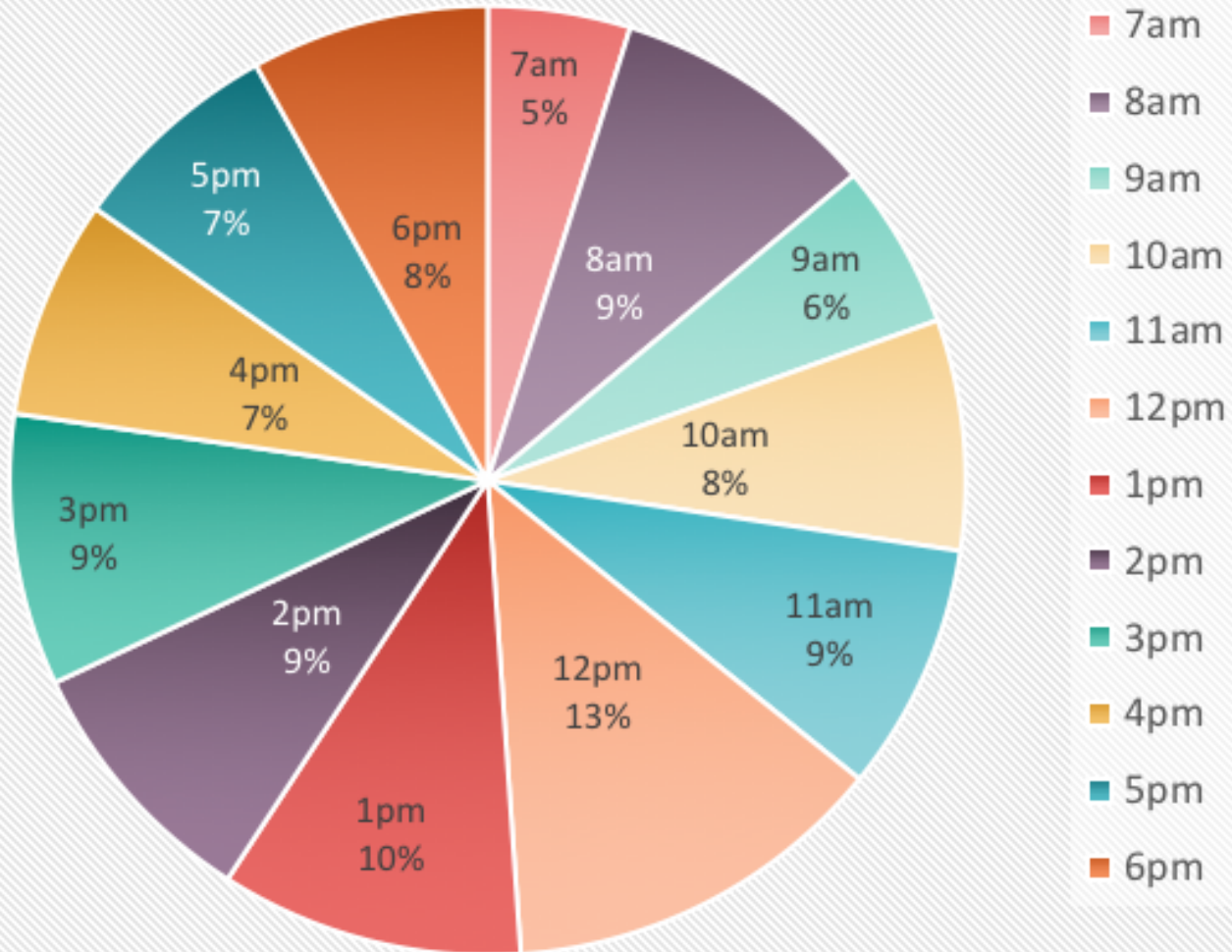


- MORNING | 7am to NOON
- AFTERNOON | NOON to 7pm

PERSONNEL PLANNING

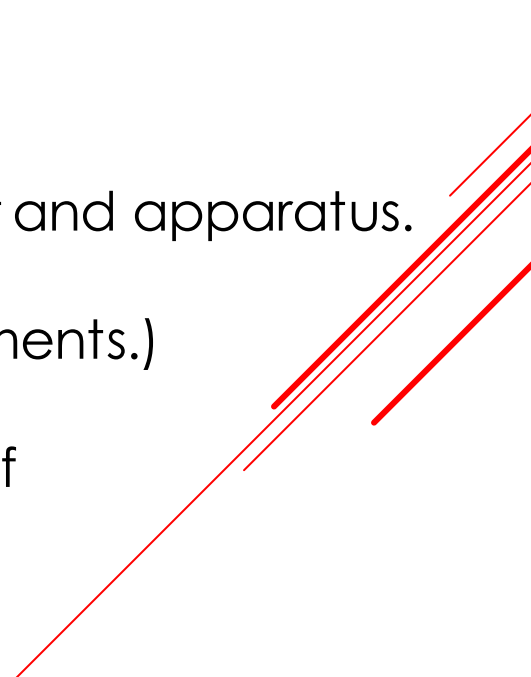
CALL VOLUME | 7am to 7pm

7am to 7pm Call Volume | 2015 -2018




PERSONNEL PLANNING

All-Volunteer System

- Reduced labor costs. (Especially since we are starting up.)
 - **High-volume staffing during major emergencies such as natural disasters. Such influxes of manpower may be contingent on their employers allowing our volunteer to leave work during such events.**
 - Volunteers are willing or able to take off work to assist.
 - Salary cost avoidance, which can be diverted to essential equipment and apparatus.
 - Unpredictable response from volunteer staff. (Much needed commitments.)
 - Volunteer systems can be more challenging to coordinate because of intermittent or sporadic participation from various members.
 - Can rely on individual response rather than system response to meet call load, thus resulting in unpredictable service levels.
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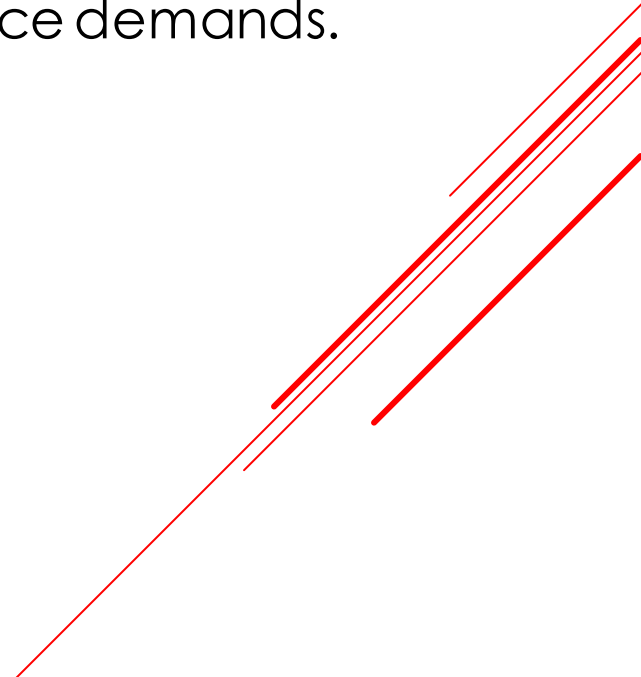
PERSONNEL PLANNING

Combination System

- Can consist of any combination of career, volunteer, paid-on-call and part-time personnel.
 - Enhanced staffing deployment as combination systems can capitalize on both the stability of a paid system and the manpower of the volunteer system during a major emergency, providing greater depth for staffing.
 - Salary cost avoidance, which can free funds for essential equipment and apparatus.
 - True integration of available resources and distribution of talent resulting in greater efficiency.
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PERSONNEL PLANNING

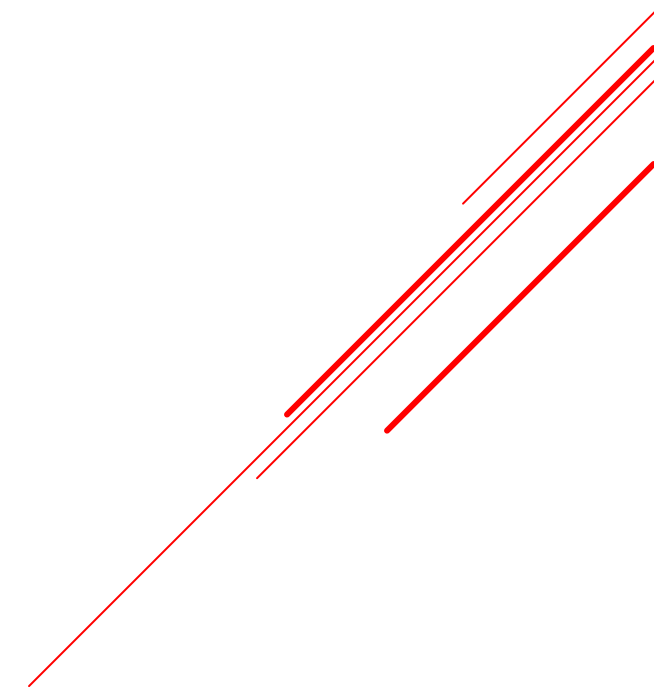
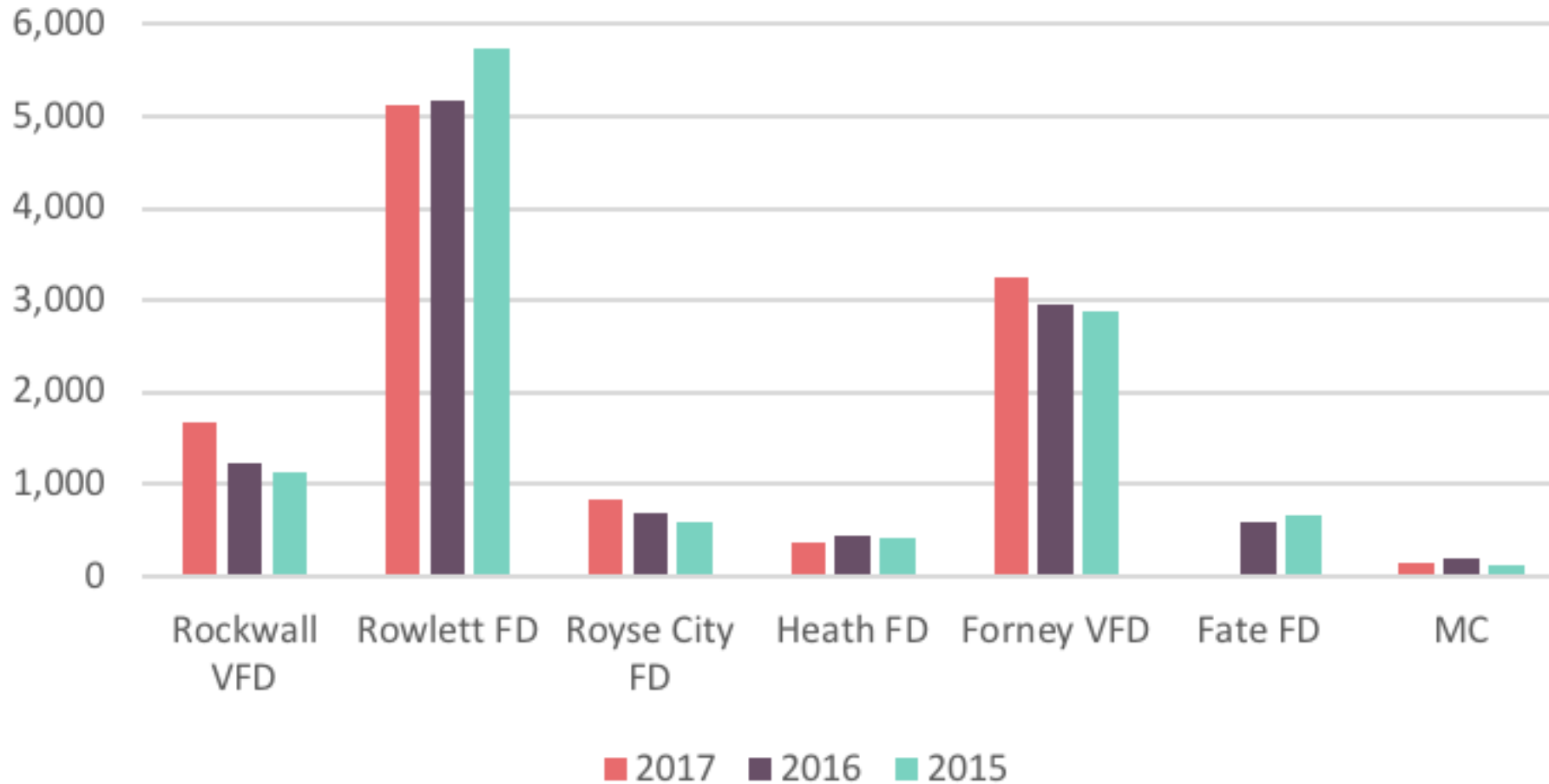
All Paid System

- Consistent staffing providing predictable service level.
 - Expensive due to increased salary and benefits requirements.
 - Can lack depth during major emergencies because once multiple shifts have been deployed in a major incident, few resources are left to cover other service demands.
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PERSONNEL PLANNING

CALL VOLUME

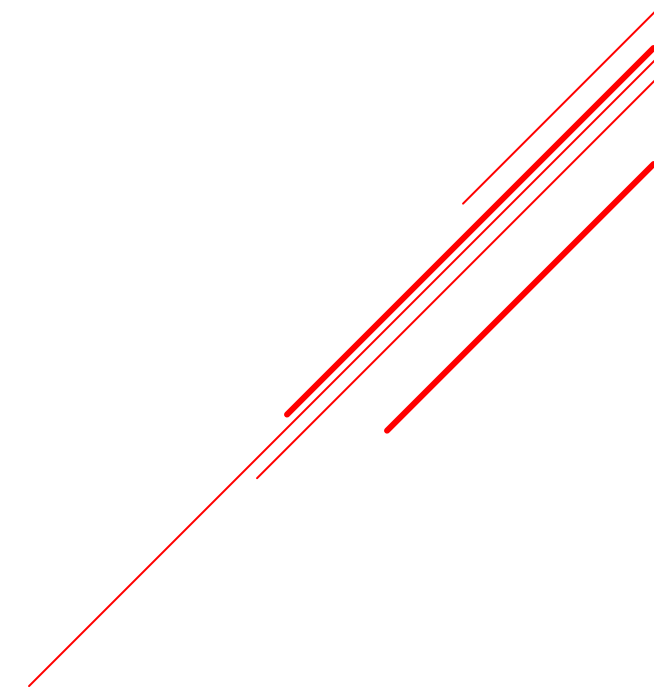
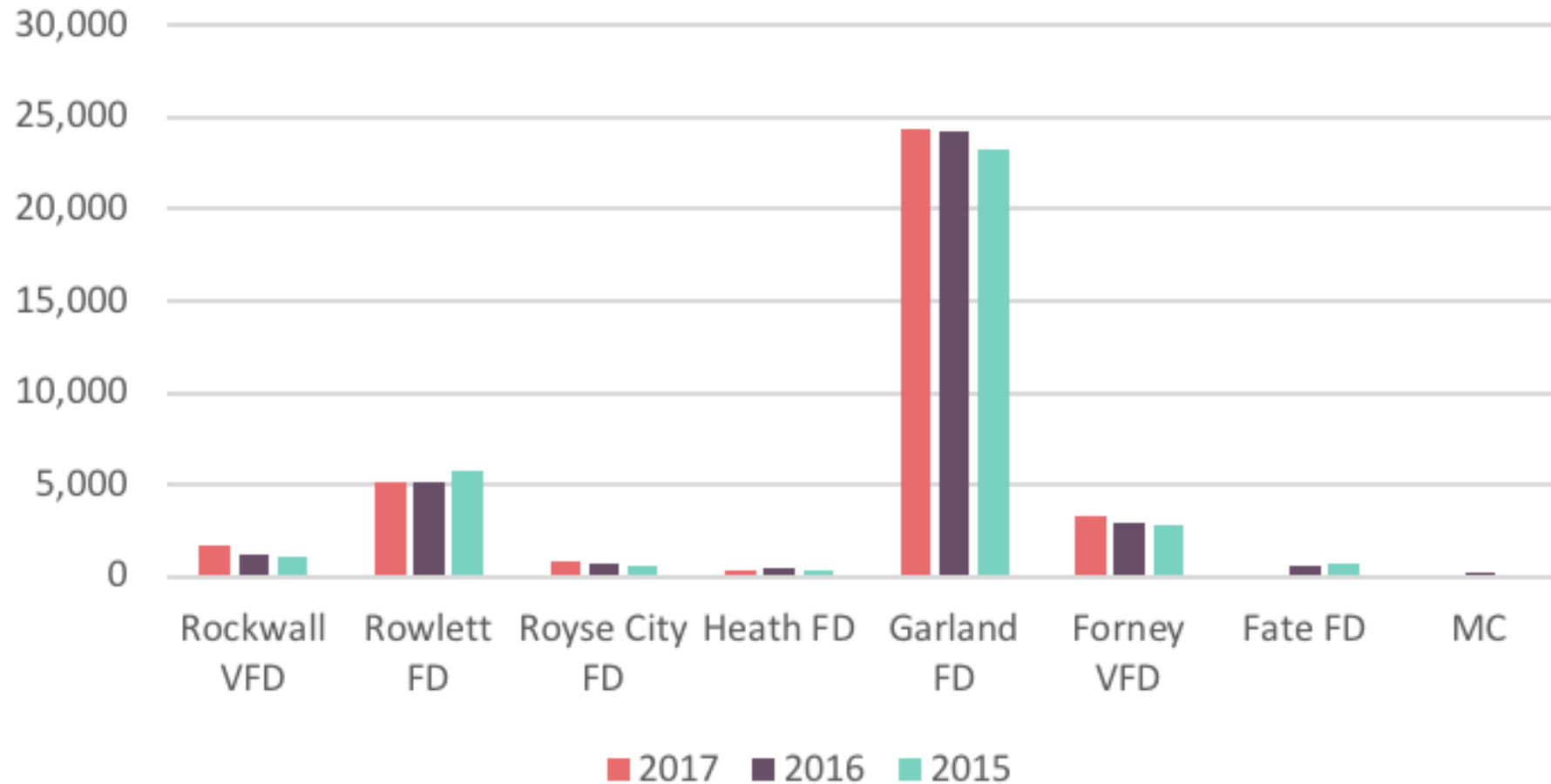
PEER COMPARISON 2015-2017



PERSONNEL PLANNING

CALL VOLUME

PEER COMPARISON 2015-2017 with GFD



PEER COMPARISON 2015-2017 with DFRD & GFD

