

Fire and EMS  
Engage Gwinnett Work Group  
Response to questions from Dec. 17, 2009 meeting

General Questions:

1. What role if any do volunteers play?

**TITLE:** Office Assistant/Special Events Volunteer  
Public Information & Education Section

**JOB SUMMARY:**

Performs a wide variety of clerical duties related to assisting with community education programs, special events, and associated requests from citizens. Also assists with the planning and staging of department and community special events.

**JOB DUTIES:**

Answer the phone; assist citizens with requests, taking messages for instructors, and make notification calls to class participants.

Compile and record section statistical information related to program requests.

Provide requested training and informational materials to include program brochures and form packets.

Perform general office support work.

Assists staff with the planning, coordinating, and staging of department and education special events.

Assist Training Technicians with fire and life safety programs and events.

**Hours:**

Average office volunteer donates 12-15 hours per week and special events average 8 hours a month.

Currently we have 4 dedicated office volunteers who assist on a regular basis and an additional 3-5 special event volunteers.

2. Have you identified anything related to codes that needs to be examined?

Presentation

3. How often are codes revised? Are there any that need to be revised? (could be actual code changes, or interpretation changes)

What is the frequency of building inspections? (existing buildings)

Presentation

4. More info/clarification on fire hydrant inspections (DWR to Handle this one)

Completed by DWR

5. What is the status of your code enforcement activities?

Presentation

6. What is Medic 28?

One of 23 Advanced Life Support Ambulances – Medic 28 is at Station 28

7. 911/Dispatch – What technologies are used? Is other group reviewing, or should we?

911/Dispatch is part of the police department.

8. More info on forensics and investigations

Presentation

9. Please have Fire Marshal present for next session, Fire Chief if he wants to

We'll both be there.

10. Do costs include post employment benefit costs? (increased benefit costs excepted)

Yes...this is normally figured in as part of the benefit package by the Finance Department.

11. If the only way to open a new fire station is to pull people from training, is it worth it? What would be the impact?

Each section at the Fire Academy is designed to meet the certification needs of the personnel in the field. Examples include continuing education for all levels of EMT, driver certification, recruit training, and career development programs. We already utilize “flex-staffing” for the instructors in the recruit training program. When there is no class, the instructor level is reduced to only the number needed to prepare for the next program. The other instructors are re-assigned to the field which results in improved staffing levels. Once a recruit program begins, additional instructors are added back to the Fire Academy staff. Each section is at the bare minimum number of personnel needed to maintain certification levels. It takes 15 personnel to open a fire station with one engine-company. There are currently 16 certified firefighters (of various ranks) at the Fire Academy. If the personnel were transferred from the Fire Academy to staff a fire station, all programs would be eliminated. Department personnel must maintain certifications, therefore the ultimate result would be all training functions be completed by personnel on overtime. The excess overtime would cost more than the staffing required to open a fire station.