



*Combination
FIRE & RESCUE
SYSTEMS
VACo 2008
Annual Conference*





What has occurred or do you see occurring in your community that will lead to this development ?



It is being done Successfully!

Nationally and within Virginia

- Prince William - 1966
- Hanover -
- Roanoke - 1986
- Albemarle - 1997
- Bedford - 2007



Catalyst

- Volunteers request assistance
- Public Outcry
- “Named” incident – Someone dies
- Governmental mandate



Volunteerism

- ❖ Recruitment - Consistent Process
- ❖ Retention – What motivates the volunteer?
- ❖ Do you volunteer?
- ❖ Why do you volunteer? If not, Why Not?
- ❖ Remove obstacles from their path to allow natural progression of service delivery.



What kills volunteerism...

- Too few people for the workload
- Feeling unappreciated
- Lack of skilled Leadership
- Ineffective communication
- Straying from Mission, Vision and Values



Baby Steps

- Data system review – How many calls being done, missed calls, #'s of members, #'s leaving & why, hours it takes to become an EMT, etc.
- Informed volunteers
- Informed local officials
- Informed community



System Sustainability

- Combination systems will help the local government to insure that volunteers continue.
- The model changes
 - Social Fraternal Model
 - Departmental Model



Volunteer Incentives

- Do we have standards for programs?
- Give and take? Standards of service.
- Tying incentives to performance standards
 - Retirement Programs - LOSAP
 - Insurance Programs
 - Free Decals
 - Reduced Personal Property Tax
 - Recognition Programs



Mission

It is about the mission,
not the missionary.



Missionary

But never forget the mission



The Recipe

- All components are focused on the reason for being ~ The citizen who is having the worst day of their life.
- Tactical Equality - Seamless Organization
- A culture of support & appreciation for all responders.



Common Keys to Success

- Leadership is key.
- System that is citizen focused.
- Provide methods for recognized stakeholder groups to allow conflict resolution within the system design.
- Remove the anxiety from the decision making process.



Who suffers from our Failures?



Summary

There is some pain associated with this growth. However government in its purest since is established to do what is best for its citizens, not just what is painless.



Questions?