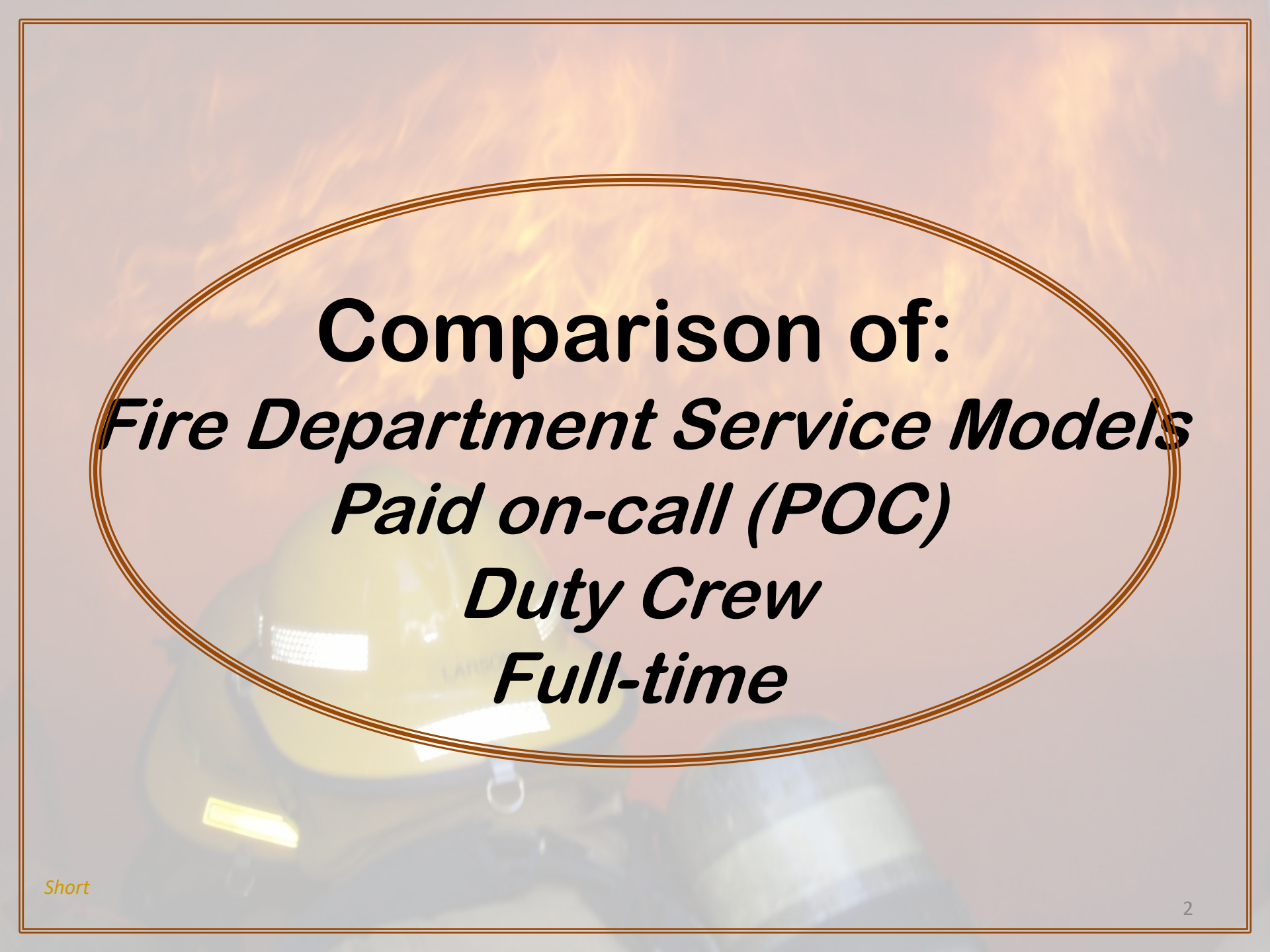




# Ramsey Fire Department Duty Crew Update



Serving and Protecting Our  
Community for 32 Years



**Comparison of:**  
***Fire Department Service Models***  
***Paid on-call (POC)***  
***Duty Crew***  
***Full-time***

# History- Current POC model

- Fire Department established in 1988
- POC response model, FF paid per hour
- Firefighters paged out for calls, respond if able
- Since 2015, call volume increased from 496 to 1133 annually
- Training requirement: 4x a month
- FF paid hourly for calls, training, approved activities

# POC - Training/Activities

- Weekly Training Scheduled
- Activities involve providing public education, stand-by medical for different events, equipment checks, smoke alarm checks/installations

# POC Model - Concerns

- Huge drain on FF's
  - Competes with family time, time needed for full-time job, sleep time, and personal activities
  - Present FF starting to burn out (1200 calls annually)
  - Stressful for FF and for family
- Inconsistent and unreliable response
- Training is scheduled- can't be made up
- Calls are not scheduled, disruptive

The background of the slide features a blurred image of a firefighter's yellow helmet with reflective strips and a fire hose, set against a backdrop of bright orange and yellow flames. The entire scene is framed by a double-lined brown border.

# ***Temporary Duty Crew Model***

# What is a duty crew?

- Two FF's (crew) scheduled to work a set shift of 4 hours or more
- Made up of active POC personnel presently on department
- Similar to having FT career staff at various times, but less expensive for taxpayers

# Duty Crew Model

- FF will sign up for shift and report to station for assignment
- FF's not on shift will only be "paged" to large scale emergencies
- When pager goes off, off duty FF will know it is a bigger/more serious call
- Duty Crew handled 715 of 1158 calls for service last year
- Pager would only go off about 400 times a year
- Guaranteed response
- Reduced response time
- Other duties- training, truck checks, equipment/facilities maintenance

# Duty Crew - Training/Activities

- Hands-on training
  - If working duty crew shift, will attend training - no extra pay
- Classroom training
  - Will be able to do on-line training during shift
- Most activities/events will be done on shift
  - Public education, stand by medical for events, equipment checks, smoke alarm checks/installation

# Service Model – Cost Comparison

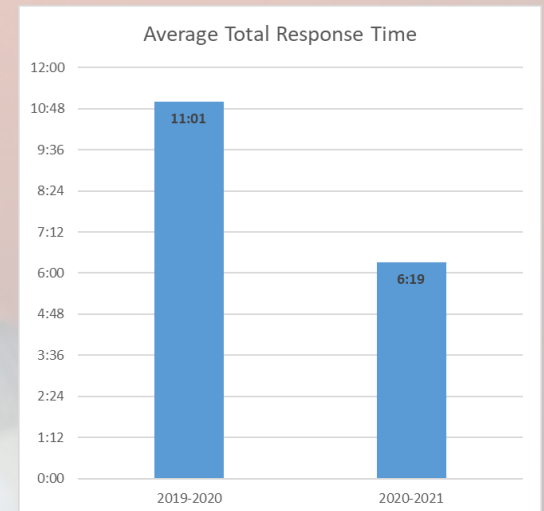
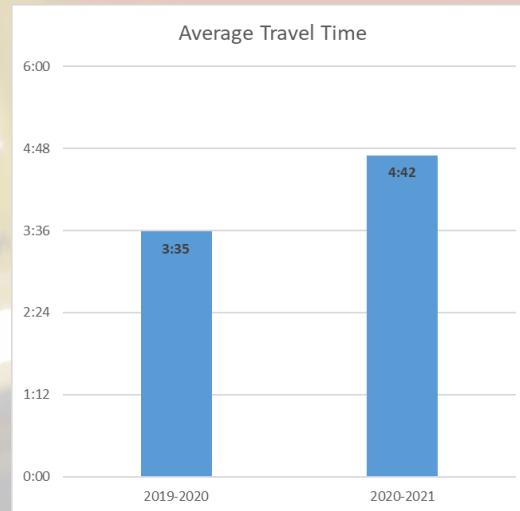
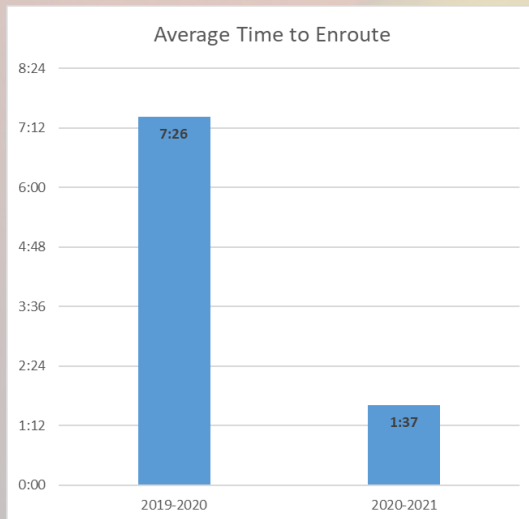
- Duty Crew hours
  - Monday thru Friday: 2:00 pm-10:00 pm
  - Saturday/Sunday: 10:00 am- 10:00 pm
- Average number of FF's responding taken form 2019 annual data

**Data: April 1, 2020 through March 31, 2021 (715 of 1158 calls during Duty Crew hours)**

Duty Crew model in place	Shift Hours	FF's per shift	Payrate	
	3328	2	\$16.43	\$109,358.08
If POC model was used	Calls	FF's Responding	Payrate	
	715	10.3	\$16.43	\$120,998.73

# Duty Crew - Benefits

- Improved Response Times (Data)
- 2019-2020 data (4/1/2019- 3/31/2020) includes only hours that a Duty Crew would have been in place and first arriving unit during that time
- 2020-2021 Data (4/1/2020- 3/31/2021) includes only Duty Crew hours and first arriving unit during that time



# Duty Crew - Benefits Cont.

- Less stressful for FF's
  - Pager will not go off as often, majority of calls handled by Duty Crew
  - Firefighters able to schedule their time
- More efficient “right-sized” response
- Some training can be completed on shift
- More consistent response times to calls
- As the city grows and populations ages, call volume will increase
- Allow FF to be available for added customer service programs
  - Blood pressure checks, smoke alarm checks/installations for elderly/disabled
- On duty crew shift: FF's can do additional duties to help move FD forward
  - Pre-plans, building driveway access, key box maintenance, station maintenance, equipment checks/inventories, public ed requests



# *Questions*