




**PRINCE GEORGE'S COUNTY, MARYLAND
FIRE/EMERGENCY MEDICAL SERVICES DEPARTMENT GENERAL ORDER**

General Order Number: 06-36	Effective Date: July 1, 2023
Division: Emergency Operations	
Chapter: Volunteer Staffing Enhancement (VSE) Program	
By Order of the Fire Chief: Tiffany D. Green 	Previous Revision Date: July 1, 2019

POLICY

This General Order (GO) establishes guidelines for providing enhanced service utilizing volunteer personnel to place additional staffed units in service and describes the requirements for volunteer staffing incentives, including scheduling, documentation, and payments.

DEFINITIONS

100% Volunteer Staffed – Fire/EMS Stations staffed with 100% volunteer operational members.

Day-Work Stations – Fire/EMS Stations staffed with career personnel from 0700 hours to 1500/1700 hours. For all other times, the Fire/EMS Station is staffed with volunteer operational members.

Volunteer Operational Member – A volunteer firefighter, volunteer officer, EMT-B, or Paramedic meeting Subtitle 11 minimum requirements and providing staffing for emergency responses in accordance with *General Order 06-29, Unit Production & Accountability*.

Shift-Work Stations – Fire/EMS Stations staffed with career personnel 24/7 per the Collective Bargaining Agreement (CBA).

PROCEDURES / RESPONSIBILITIES

I. General Provisions

- A. The Volunteer Staffing Enhancement (VSE) program, formerly referred to as Volunteer Staffing Utilization (VSU), is administered by the Volunteer Services Office (VSO).
- B. The VSE program provides incentive funds to the respective volunteer corporations on an annual basis, provided those funds are available each fiscal year.

II. Staffing Profiles

- A. The VSE program provides financial incentives to participating volunteer corporations to improve the number of units placed in service.



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- B. Volunteer corporations are classified as one of three staffing profiles:
 - 1. 100% Volunteer Staffed
 - 2. Day-Work Stations
 - 3. Shift-Work Stations

- C. Multi-station corporations are eligible to receive only one (1) share of the incentive funds.

III. Tier Incentives

- A. Volunteer corporations may be eligible for incentives under the following classifications:
 - 1. Tier I – 3-unit deployment during the same consecutive period (i.e., 3 Suppression Units */2 Suppression Units & 1 EMS Unit).
 - 2. Tier II – 2-unit deployment during the same consecutive period (i.e., 2 Suppression Units */1 Suppression Unit & 1 EMS Unit).
 - 3. Tier III – 1-unit deployment for the consecutive period (i.e., 1 Suppression Unit */1 EMS Unit).
- *Indicates stations without an ambulance resource.

IV. Volunteer Staffing Enhancement (VSE) Qualifications

- A. 100% Volunteer Staffing
 - 1. Stations that are 100% volunteer staffed are automatically included in the VSE program.
 - a. Must ensure that the requirements in Section V (Documentation and Reporting Requirements) of this General Order are met.

- B. Day-Work Stations
 - 1. Day-work stations are automatically included in the VSE program.
 - a. Must ensure that the requirements in Section V (Documentation and Reporting Requirements) of this General Order are met.
 - 2. VSE scheduling is not required by the Volunteer Company Chief.

- C. Shift-Work Stations
 - 1. Shift-work stations that are participating in the VSE incentive program must provide an additional crew for suppression or an additional Emergency Medical Services (EMS) transport unit for a minimum of twelve (12) consecutive hours per month. To qualify for VSE, the additional staffed units shall be above the baseline level of service.
 - 2. The Volunteer Company Chief wishing to schedule a VSE period must coordinate the date and times through the chain-of-command. A Battalion Chief must coordinate the



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period with the Volunteer Company Chief and properly document such periods on the Master Calendar.

- a. Must ensure that the requirements in Section V (Documentation and Reporting Requirements) of this General Order are met.
3. Stations having only one EMS transport unit can obtain an additional EMS unit, if available, by scheduling it through the Ready Reserve Ambulance Program.
4. Stations with only one suppression unit in service may obtain a reserve unit, if available, through the chain-of-command.
5. The volunteer staffing component for the additional dedicated units must comply with minimum staffing requirements, per unit type, as outlined in *General Order 06-29, Unit Production and Accountability*.

V. Documentation and Reporting Requirements

- A. Participation in the VSE incentive program must be properly documented to ensure that the program is operating as intended. A Volunteer Company Chief must complete and submit a VSE Quarterly Report Form to the VSO within two (2) weeks after the end of the fiscal quarter.
- B. The VSO will review the forms and verify their accuracy with the Master Calendar. After verification, the VSO will prepare documentation for signature by the Fire Commission. Once approved by the VSO and the Fire Commission, the Fire Commission will submit the documentation to Fiscal Affairs for distribution of funds.

VI. Distribution and use of VSE Incentive Funds

- A. VSE incentive funds will be distributed quarterly via electronic disbursement. VSE incentive funds will be deposited in each corporation's Station Management Program Fund (SMPF) account.
- B. Volunteer corporations will comply with the policies and procedures outlined in the applicable Station Management Program Fund Agreement regarding the permitted use of these funds and the required approvals needed.
- C. These funds will be audited as part of the Fire Commission's semi-annual audit of the use of SMPF.

REFERENCES

General Order 06-29, Unit Production and Accountability

FORMS / ATTACHMENTS

Prince George's County Fire/EMS Department – Volunteer Staffing Enhancement Quarterly Report Form

Prince George's County Fire / EMS Department

Volunteer Staffing Enhancement Quarterly Report Form

Fiscal Year _____

Quarter (check one) 1st 2nd 3rd 4th

Volunteer Company/Number: _____

MONTH: _____ **12 Consecutive Hours:** _____

Which Units were in service during the 12 hours?

OIC to verify Crew?

_____ - Primary Suppression Unit or EMS Unit

_____ - Secondary Suppression Unit

Signature of OIC/Volunteer Company Chief

_____ - Third Suppression Unit or EMS Unit

MONTH: _____ **12 Consecutive Hours:** _____

Which Units were in service during the 12 hours?

OIC to verify Crew?

_____ - Primary Suppression Unit or EMS Unit

_____ - Secondary Suppression Unit

Signature of OIC/Volunteer Company Chief

_____ - Third Suppression Unit or EMS Unit

MONTH: _____ **12 Consecutive Hours:** _____

Which Units were in service during the 12 hours?

OIC to verify Crew?

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_____ - Secondary Suppression Unit

Signature of OIC/Volunteer Company Chief

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**VOLUNTEER SERVICES OFFICE
VERIFICATION**
