

FIRE SERVICES - ADMIN STAFFING ENHANCEMENT

DESCRIPTION:

With the increase in call volume over the last two years, introduction of provincial training standards, transition to NG911 fire dispatch and the increased growth in commercial property development in the city, Fire Services administrative support functions have grown at a similar rate. Additionally, it has been noted that operational staff have been performing more administration functions to ensure inspection, training and incident response reports are completed and remain current.

While researching and developing the 5-year staffing plan, one common gap and recommendation identified was to ensure support functions and roles are considered and proactively increased and maintained to ensure administrative support keeps pace with the increase in operational functions.

Fire Services current Admin staff include 1 Admin Coordinator, 1 full time Admin Clerk, and a permanent part-time Admin Clerk. The addition of 1 full time Admin Clerk will allow admin functions to be efficiently divided among the Fire Services branches. The addition of the part-time position several years ago proved to supplement vacation and sick coverage, however, has not been able to keep pace with the increase in admin functions and processes because of the increased call volume, training branch support and property inspection support.

The addition of the full-time position will also provide much needed support for the Emergency Program during increased activity, typically during the spring freshet, summer wildfire evacuation support, and will be a proactive addition to future wildfire activity impacting the City of Prince George.

FINANCIAL COST OF THE ENHANCEMENT:

The annual cost for 1 full time Administrative Clerk is estimated to be **\$76,519**.

MEASUREMENT OF SERVICE LEVEL INCREASE:

Reduced operational staff and interdivisional support performing administrative and EOC functions. Increased administrative efficiencies within fire services branches and will reduce pressure and stress from the growth in workload over the last couple years.