

LOS ANGELES FIRE DEPARTMENT



DONALD O. MANNING
CHIEF ENGINEER AND GENERAL MANAGER

March 20, 1996

TO: Chief Engineer and General Manager

FROM: R. L. Kampff, Project Coordinator
Food Service Volunteer Program

SUBJECT: **FOOD SERVICE VOLUNTEER PROGRAM PROPOSAL**

SUMMARY

I have taken the lead in the development and initial implementation of the Food Service Volunteer Program, per your direction. Modeled after the Los Angeles Police Department's (LAPD) Specialist Reserve Program, members in the Food Service Volunteer Program are true volunteers and are not considered reserve members of the Los Angeles City Fire Department.

Special consideration for the accomplishments of this implementation plan should be given to volunteer Michael Cunningham. His dedication to the program has been an inspiration and is an example of the quality of service and commitment to civic responsibility volunteers provide.

RECOMMENDATIONS

1. That the Department take all necessary steps to implement Phase I of the Food Service Volunteer Program.
2. After three months of successful operation, the Department implement Phase II of the Food Service Volunteer Program.
3. That the Department consider renaming the Food Service Utility to Rehab Utility (i.e. Rehab 66).

DISCUSSION

In July of 1991, the City Council directed the Department to develop a pilot reserve program and implementation plan modeled after the LAPD Reserve Program. Each bureau in the Department was surveyed to determine how reservists might be used. Bureau commanders identified such areas as:

Chief Engineer and General Manager
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- Exterior firefighting
- Brush firefighting
- Routine fire prevention responsibilities
- Graphics
- EMT-I's on rescue ambulances
- Disaster preparedness training
- Various administrative functions and
- Various support functions

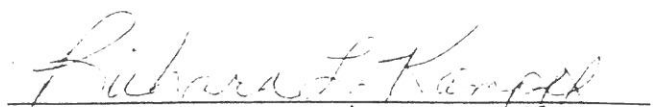
In January 1993, the Department forwarded its first reserve program implementation plan in history (resource document attached). Modeled after the LAPD'S Reserve Program, the Department proposed utilizing reservists to supplement line functions within the Bureau of Emergency Medical Services.

As with all true "Reserve Programs" there was a substantial cost associated with program implementation. Costs associated with recruitment, selection process, training, uniforms and equipment, staff, and fiscal liability outweighed the benefits of the program at that time.

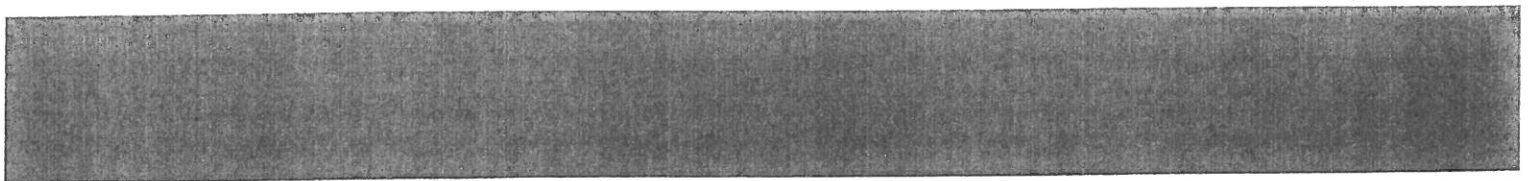
In keeping with the City's goal to use volunteers and to solidify the partnership between City government and the community, the Department revisited the issue of using volunteers or reservists within our Department. The question became where and how.

After reviewing the issue for several months it became clear that the most cost effective use of volunteers was not at the line reserve level after all, it was at the level of support function volunteer.

After careful consideration it was determined that a trial volunteer program could be successfully implemented in the Bureau of Fire Suppression and Rescue (BFS&R). Subsequently, the Department has developed a proposal for a citizen volunteer program which would utilize volunteers to supplement staffing levels in BFS&R (attached). In addition, an implementation plan has been developed and resource requirements and associated costs identified.


R. L. KAMPFF, Project Coordinator
Food Service Volunteer Program

**PROPOSED
FOOD SERVICE
VOLUNTEER PROGRAM**



EXECUTIVE SUMMARY

Reserve and volunteer programs have been successfully implemented across the country for hundreds of years.

Interestingly enough, although when one thinks of volunteers they often think of volunteers being used in the fire service, there is no active reserve or volunteer program sponsored by the Los Angeles City Fire Department.

With the poor fiscal condition of the City today, it was incumbent on the Department to revisit the use of volunteers in both traditional and non traditional roles.

After careful consideration, the Department has developed a citizen volunteer program whereby volunteers will be utilized to staff the Food Service Utility during emergency and non-emergency situations. Modeled after the Los Angeles Police Department's Specialist Reserve Program, members of the Food Service Volunteer Program are true volunteers and not considered members of the Department.

The intent of the Food Service Volunteer Program is to utilize the time and service of experienced volunteers to supplement Department staffing during emergencies and at other times when a request for the food service is appropriate. It is anticipated that volunteers participating in this program will provide valuable experience and consistency to our existing food service program.

It is further anticipated that Food Service volunteers will also contribute a significant amount of time to the Department. Time contributed by volunteers equates to time saved by firefighters which, in turn, equates to increased effectiveness and efficiency within the Department. In addition, the intent of the program is to provide a higher quality of rehab for our personnel and overall consistency in the dispatch and use of the Food Service Utility.

Food Service volunteers will be known as Volunteer Specialists and will be used to supplement Department staffing and not used to displace regularly assigned personnel. Food Service volunteers will receive training specific to the Food Service Utility (emergency rehab) and will not participate in other duties required of uniformed members.

The program overview details information covering program considerations, labor relations, benefits of the program and all costs associated with implementation.

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FOOD SERVICE BACKGROUND

The current Los Angeles Fire Department (LAFD) food service program was developed and implemented to provide rehab for firefighters in the form of fluids and food at the scene of an extended incident. Food Service Utilities are assigned to Fire Stations 1, 60, and 66 and are staffed by regularly assigned firefighter personnel.

Having been deployed over 35 years ago, the Food Service Utilities were designed to be brought to the scene of an incident by an engine company who would maintain responsibility over all food service related activities. At the conclusion of the incident, the engine company would then police and clean the rehab area, restock the Service Utility and make it available for a future response.

Due to an increase in Department workload and a reduction in Department staffing the use and deployment of the Service Utility has changed.

Currently, the Food Service Utilities are maintained and stocked by regularly assigned firefighters. However, when requested, Food Services Utilities are brought to the scene of an incident and turned over to the Incident Commander for use during the incident. Firefighters who originally responded with the apparatus return to their own assignment in order to bring company staffing levels back to minimum Department standards. The current approach to the deployment of the Food Service Utility has raised serious questions regarding staffing the Food Service with qualified personnel and consistency in the Department's rehab program. Furthermore, there is currently no dispatch criteria for the Food Service Utilities and, consequently, Food Service Utilities see little use (Attachment A).

Since there is no established dispatch criteria, it is not uncommon for a Food Service Utility to arrive at the scene of an incident just as the last company on scene has picked up and is preparing to return to quarters.

In addition to being under utilized, there is little consistency in the quality of rehab as well. The perception of most members is that the Food Service Utilities do not offer quality rehab and would prefer better fluids and quality food.

Recent national studies have concluded that a properly implemented rehabilitation program will result in fewer accidents and injuries to firefighters. One study, conducted by the National Institute for Occupational Safety and Health came as a result of the heat stroke death of a firefighter in Sedgwick County, Kansas, in 1990. Other studies have shown that responders who are given prompt and adequate time to rest and rehydrate may safely reenter the operational scene which may reduce the requirement for additional staffing at the incident.

The need for a properly managed rehabilitation program is also cited in several national standards. NFPA 1500, Standard on Fire Department Occupational Safety and Health Programs, and NFPA 1561, Standard on Fire Department Incident Management Systems, address the need for appropriate rehabilitation during emergency operations.

It is not enough that the Department simply provides a Food Service Utility (rehab) at an incident. A properly administered rehabilitation program requires the consistent application of fundamental elements of rehabilitation.

Proper food and fluids, medical equipment, and other supplies and equipment such as blankets, towels, awnings, etc., should be considered. A critical factor in the prevention of heat related injuries (heat stroke) is the maintenance of water and electrolytes. During heat stress, firefighters should consume at least one quart of water per hour.

Food should also be provided when units are engaged in activities for three or more hours. A cup of soup, broth, or stew is highly recommended because it is digested much faster than sandwiches and fast food. In addition, fruits such as apples, oranges, and bananas provide a quick source of energy replacement.

Although Food Services 60 and 66 are designed to provide all of the above, the fact is, they are most commonly stocked with coffee and donuts, some snacks and sodas, and are rarely stocked with fruit, hot food and other products commonly seen on rehab apparatus.

Proper program administration, consistency and established dispatch criteria will lead to better rehabilitation for all firefighters. In addition, proper Department support of our rehabilitation program will improve morale and increase member productivity. Most importantly, a properly administered program will increase the level of safety for all emergency responders.

LAPD

SPECIALIST RESERVE PROGRAM OVERVIEW

The Los Angeles Police Department (LAPD) Reserve Program has been active since 1941 and has authority for 2,000 reserve officer positions with 882 currently in the Reserve Program.

The LAPD utilizes reserve officers in a variety of ways. For the purposes of this report, the focus will be on the duties and responsibilities of the Specialist Reserve.

With the exception of the Specialist Reserve position, LAPD reservists are considered members or officers of the Department. As such, they are required to participate in many of the same pre-hire requirements as regular paid officers, i.e., backgrounds, PAT, interview, medical, etc.

Furthermore, regular reserve officers are provided with the same equipment for training such as two uniforms, exercise gear, shoes weapons, vest, etc., as the regular paid officers. Because the regular reservist often has no experience in police work, extensive training is required before they are sworn in as a reserve officer. As you can see, the cost associated with the processing and training of a reservist is equal to the cost of hiring a regular paid employee.

As the LAPD'S Reserve Program matured, it was recommended that a different element be added to the Reserve Program – the Specialist Reserve.

Since that time, the LAPD has incorporated community-based policing into their program and encourage volunteers to supplement staffing levels.

Today the LAPD benefits from the time and experience volunteered by several hundred Specialist Reserves and over 1,800 volunteers.

By definition a Specialist Reserve is strictly a volunteer and not considered a reservist by the Los Angeles City Administrative Code. Therefore, Specialist Reserves do not qualify as officers and are not given the same scrutiny or training of a regular reserve.

Because there are few requirements, and therefore little costs associated with the Specialist Reserve and volunteer programs, the LAPD sees these programs as the programs in which they get the most for their investment.

The LAPD Specialist Reserve Program is administered by the LAPD Reserve Program Coordinator. Once appointed, the Specialist Reserve is placed into an appropriate position under the Volunteer Program Coordinator. In order to be considered for the program, a candidate needs only to be nominated by a division commanding officer.

Theoretically, the candidate needs only to possess a special skill or ability to be nominated. Once nominated, the nominee (having been interviewed by a commanding officer) will fill out a Specialist Reserve Application, a medical questionnaire, receive a brief background interview, and an NCIC background to limit City liability. They will also be given training on the Mayor's Sexual Harassment Policy, the Department's Smoking Policy and other Department policies that may be appropriate for their assignment.

Final acceptance into the program is at the commanding officer level. If a commanding officer is undecided or has a question whether to accept the applicant, the applicant's package is sent to the Human Resources Bureau after review by the Program Coordinator. Once accepted, the Specialist Reserve is assigned to the division of acceptance.

Since the Specialist Reserve is considered a volunteer and not an officer there is no uniform or badge, nor is there a need for a medical evaluation. Specialist reserves are issued an identification card (ID). The Specialist Reserve position is considered an honorary position and (while they are required to give continuous service) there is no minimum number of hours per week that a Specialist Reserve needs to contribute to maintain active status in the program. While Specialist Reserves have no specific work requirement, LAPD volunteers are required to volunteer 12 hours of work per month in order to remain in the program. Furthermore, in the event of a disaster or other emergency, neither Specialist Reserves or volunteers can be required to respond or stay at an incident.

The following is a list of service that LAPD Specialist Reserves and volunteers currently provide:

- Graffiti abatement
- Community Tagger Task Force
- Interpreters
- Substation control
- Fingerprinting
- Photography
- Clerical
- Crisis response, etc.
- Legal Counsel
- Medical evaluations for volunteers

PROPOSED LAFD FOOD SERVICE VOLUNTEER PROGRAM

Much like the LAPD's Specialist Reserve Program, the LAFD Food Service Volunteer Program will rely on the expertise and skills of highly-trained qualified volunteers.

The LAFD Food Service Volunteer Program is designed to be implemented in the Bureau of Fire Suppression and Rescue. Food Service volunteers will be identified as LAFD Volunteer Specialists and will be under the indirect supervision of the Volunteer Program Coordinator. While at the scene of an emergency, Food Service Volunteers will be under the direct supervision of the Incident Commander or Logistics Commander.

The Commander of the Human Resources Bureau (Currently the Commander of Emergency Medical Services Bureau) will act as Volunteer Program Coordinator and will be responsible for all processing, training, on-call status, etc., of all members in the program.

Furthermore, the Volunteer Program Coordinator will reevaluate the overall effectiveness of the program, track work performed, and provide recommendations on program improvement and possible expansion. It is crucial that the Volunteer Program Coordinator select, from the cadre of volunteers, an Administrative Coordinator and empower that person to be part of the volunteer program management team. This person should have an administrative background and have outstanding communication skills. After full implementation (Phase I and Phase II) of the Food Service Volunteer Program, the Administrative Coordinator could assume responsibilities previously under the direction of the Volunteer Program Coordinator with only final oversight being maintained at the Bureau level.

Unlike the LAPD'S Specialist Reserve Program, LAFD Volunteer Specialists will be required to volunteer a minimum of 12 hours per month in order to remain in the program. All Volunteer Specialists will be required to maintain on-call status in order to meet the obligations of the Food Service Volunteer Program.

Volunteer Specialists will also be required to participate in monthly training (2-3 hours) to increase their awareness and knowledge of Fire Department operations.

As a Volunteer Specialist, volunteers will be placed on an on-call roster (Attachment B) which will be provided to OCD for dispatch purposes. A copy of the on-call roster will also be kept in the office of the Volunteer Program Coordinator.

The Food Service Volunteer Program is designed to be implemented in two phases. In Phase I of the program, firefighters will continue to respond with the Food Service, however, they will turn over the Food Service operation to the Volunteer Specialist upon their arrival. Initial set up of the Food Service will be coordinated between the dispatched firefighter and the on-call Volunteer Specialist. After relieved of Food Service responsibilities, uniformed members will then return to their assignment unless directed otherwise by the Incident Commander.

In Phase I of the program, the on-call Volunteer Specialist will maintain the food service equipment and the rehab area. Ensure that all appropriate health and safety measures are taken. Assist firefighters with rehab needs and maintain adequate stock levels. Police and clean rehab area prior to demobilization. Prepare Service Utilities for demobilization, coordinate return of the Service Utility with the Incident Commander. Maintain a food service log and other required reports.

In Phase II of the program the Volunteer Specialist, responsibilities will expand considerably. It is expected to take approximately three months before the implementation of Phase II becomes possible.

Phase II implementation will depend solely on the training and experience of the Volunteer Specialist cadre. After 3 months of experience and required training the Volunteer Specialist would qualify for Volunteer Specialist II (VS II) status. In order to qualify for VS II status a Volunteer Specialist would be required to volunteer 36 hours of service to the program and participate in all required training for VS II status. In Phase II of the program the Volunteer Specialist II will be required to pick up and respond (Drive) the Food Service Utility to the incident. At the conclusion of the incident the Volunteer Specialist will then be required to deliver the apparatus back to its assignment, thoroughly clean, stock and prepare the apparatus for future incidents. (It is expected to take 3 months for a Volunteer Specialist to achieve VS II status.) VS II status will be subject to the approval of the Chief Engineer and General Manager.

BASIC DUTIES INCLUDE:

The following is a list of basic duties that all volunteers are to follow:

1. Abide by all Department Policies, procedures, rules and regulations.
2. Attend monthly training meetings and briefings.
3. Maintain appropriate certifications.
4. Volunteer a minimum of 12 hours each month.
5. Maintain all equipment and supplies as directed.
6. Assist the Department in providing logistical support (rehab/food service) during emergencies and other times as required.

INCIDENT RELATED DUTIES INCLUDE:

Once on scene and in charge of the Food Service, the volunteer will be responsible for all food service related activities.

1. Obtain briefing from the Logistics Section Chief or Incident Commander.
2. Determine method to feed firefighters that best fits each situation, if not already determined.
3. Establish with the Incident Commander the number of LAFD personnel committed to the incident.
4. If not already dispatched or on scene, determine the number of food service vehicles, specific equipment, and layout needed for the incident.
5. Evaluate the need for outside food service resources, i.e., Red Cross, caterers, Los Angeles County Food Dispensers, etc.
6. Determine the best location for each food service vehicle.
7. Determine the number of food service staff that are needed at the ICP.
8. Obtain the necessary equipment and supplies to maintain food service operations at the Command Post and remote sites.
9. Set up food service equipment.
10. During expanded emergencies, help plan and prepare menus for extended operations to ensure that Fire Department personnel have well-balanced meals.

11. Ensure that sufficient bottled drinking water and electrolytes (replacements fluids) are available to meet firefighter needs.
12. Ensure that all appropriate health and safety measures are taken in the preparation, transportation, serving, and storage of food.
13. Supervise food service personnel.
14. Keep inventory of food and beverage supplies on hand. Check-in supply orders.
15. Provide the Supply and Maintenance Division (S&M) with field food supply orders as far in advance of feeding time as possible.
16. Demobilize Field Food Service Units as directed by the Incident Commander. Report available vehicles to OCD.
17. Maintain Unit log and other Food Service reports. Complete and file all Food Service reports with S&M within 24 hours after completion of assignment.

In addition to utilizing an VS II during emergencies, it is proposed that food service use be expanded to include all large-scale training exercises (2-hour or more in duration) and other Fire Department-sponsored events where the use of the Food Service would be in the best interest of the Department and its members. A proposed Food Service Utility Dispatch Criteria has been prepared and is enclosed as Attachment C.

AUTHORITY

Although the authority to promulgate a reserve program is given in the Administrative Code. To date, there is no specific authority to either promulgate or deny the implementation of a volunteer program.

The Bureau of Volunteers, Office of the Mayor, has opined that there is no City ordinance prohibiting the use of volunteers and, in fact, the City's current position is that all City departments should develop programs and encourage volunteerism.

Appointing Authority

Since Volunteer Specialists are not reserves, they are not sworn in as members of a corps. It is recommended, however, that they be appointed to the volunteer corps by the Chief Engineer and General Manager and receive both an ID card (Attachment D) and a fire line pass.

QUALIFICATIONS FOR MEMBERSHIP

As with the LAPD Specialist Reserve Program, in order to be considered for the Food Service Volunteer Program, a candidate need only be nominated by a Chief Officer. It is further recommended that the nominee require final endorsement from the Volunteer Program Coordinator. The purpose for the final endorsement provision is that (considering future program expansion) the Department's Volunteer Program Coordinator is in the best position to determine where the volunteer should be placed based on the particular skill or experience offered and the current needs of the Department.

It is highly recommended that all officers recognize the need to have qualified volunteers. The experience and skills necessary for accomplishing the mission of this program cannot be over emphasized.

APPOINTMENT PROCESS

As stated earlier in this report, the process by which a candidate becomes a Volunteer Specialist for the Fire Department most commonly starts with the candidate volunteering their time and skill or ability to the Department. The candidate is then directed to a Chief Officer who will interview and nominate (or not) the candidate for processing into the program.

Once nominated by a Chief Officer the candidate will fill out an application, waiver/release for background information, a medical questionnaire, application for ID card and an application for a fire line pass. Candidates who complete all required processing will then be eligible for appointment into the Food Service Volunteer Program.

TRAINING

When a Volunteer Specialist candidate is appointed and assigned to the Food Service Volunteer Program, they will be under the indirect control and supervision of the Volunteer Program Coordinator, Human Resources Bureau.

It will be the responsibility of the Volunteer Coordinator to provide and/or arrange for all training required of this position including:

- Food Service operation and protocols
- On-call responsibilities and response/dispatch criteria
- Applicable sections of the Rules and Regulations
- Applicable sections of the Manual of Operation
- Mayor's Sexual Harassment Policy
- Department's Smoking Policy
- Insurance requirements, etc.

All training will be arranged by the Volunteer Program Coordinator in conjunction with In-Service Training and others as necessary. Participation in continuous training equivalent to two-three hours (one training session) per month will also be required. This training will focus on Department organization, Incident Command System, and logistics issues as they apply to rehabilitation for emergency personnel (i.e., procurement of stock and supplies, use of multiple rehab vehicles, alternate methods of delivery, etc.). All costs associated with training will be born by the Department.

IDENTIFICATION

As with the LAPD Specialist Reserve Program, members appointed to the Fire Department Food Service Volunteer Program do not qualify as sworn reservists and therefore will not receive a badge.

Each member of the Food Service Volunteer Program will however be issued a Los Angeles City Fire Department Volunteer Specialist ID card signed by the Chief Engineer and General Manager and a fire line pass issued by the Board of Fire Commissioners.

UNIFORMS AND EQUIPMENT

Each member of the Food Service Volunteer Program shall be issued, at City expense and at no expense to the member, uniforms consistent with the LAFD Food Service Volunteer Program.

In addition, other necessary field equipment, as determined by the Chief Engineer and General Manager shall be issued.

Uniforms and equipment provided by the City will remain the property of the City and will include the following:

- 2 Department T-Shirts
- 1 brush jacket
- 1 pair black safety boots
- 1 pair uniform work pants
- 1 goggles
- 1 hard hat

While serving, members of the Food Service Volunteer Corps shall wear, display, or carry such items and fully comply with all applicable laws, Rules and Regulations, policies and procedures required of volunteers of the City of Los Angeles Fire Department. Uniform and equipment maintenance will be the responsibility of the volunteer.

DUTIES AND COMPENSATION

Members of the Food Service Volunteer Program are true volunteers and as such cannot be required to respond to or stay at an emergency incident. While the Department cannot legally require a volunteer to respond, the Department can require a program member to volunteer time to the program in order to maintain status in the program.

Members of the Food Service Volunteer Program will be required to volunteer a minimum of 12 hours per month without compensation. Members in the program, however, will receive \$15 a month to be considered as full reimbursement for cleaning and other expenses incurred as a result of their service to the Department.

RECOGNITION OF OUTSTANDING SERVICE

In order to provide recognition of any member in the Food Service Volunteer Program who, during any fiscal year, performed outstanding and commendable service to the community, \$50 per member shall be set aside in the budget, for the Fire Department to utilize for the sole purpose of administering a program to recognize such outstanding members.

RESERVE PROGRAM CONSIDERATIONS

EMPLOYEE RELATIONS

If labor organizations perceive the Food Service Volunteer Program as a threat to job or benefit security in any way, then the program will not receive union support. And, without union support this program is destined to fail.

Issues such as safety and levels of training required are expected to be raised by union officials during the meet and confer process.

FEDERAL FAIR LABOR STANDARDS ACT

The Fair Labor Standards Act sets minimum wage, overtime pay, equal pay, record keeping, and child labor standards and applies in total to state and local governments.

Members in the Food Service Volunteer Program who volunteer on a part-time basis as a public service are not considered employees under FLSA. However, if volunteers are paid more than reimbursement for their expenses plus a nominal payment, they will be deemed employees and must be paid full compensation in accordance with FLSA. The Department can furnish uniforms, safety equipment, retirement funds, Workers' Compensation benefits, and even life insurance without compromising the volunteer status of the Volunteer Specialist.

CITY INSURANCE

According to the California Labor Code, Section 3521(i), volunteers are not considered employees and therefore do not qualify for State Workers' Compensation benefits.

According to the Volunteer Bureau of the Mayor's Office, City of Los Angeles, members of a volunteer corps do qualify for City insurance from the City Volunteer Insurance Policy. Coverage is limited and begins only after the volunteer's private insurance has paid on the claim.

Having researched this issue at length several years ago, I was convinced that if the Department wished, they could request that volunteers be covered under State Workers' Compensation provisions by declaration since the City of Los Angeles is self insured.

Discussions with the City Attorney's Office, Workers' Compensation Division, confirmed that this is possible if the Department wished to pursue this avenue.

LIABILITY - (Internal)

As expressed by the City's Volunteer Bureau Coordinator there is little internal liability in developing a volunteer program since volunteers are not considered employees and do not receive worker's compensation benefits. And, while members of a volunteer corp. will be covered by supplemental City insurance (City Volunteer Insurance Policy) the cost to the City is expected to be insignificant.

Since the inception of the LAPD'S organized volunteer program in October 1992, there have been only two claims against the Policy in spite of the fact that over 1,800 volunteers contribute thousands of hours per month.

LIABILITY (External)

In addition to internal liability, there is external liability, in a volunteer program as well. Exposure to external liability is brought on by poor judgment or improper actions that may bring discredit and even litigation towards the Department.

In addition to medical coverage, the City of Los Angeles's Volunteer Insurance Policy also provides \$1,000,000 of personal liability coverage for third party claims for damages against the volunteer per occurrence.

It has been the LAPD'S experience that by providing a thorough background, the Department will substantially limit any exposure to external liability of the City.

RECRUITMENT

Consent decrees and affirmative action, by law, do not apply to volunteer programs. However, through the use of public service announcements and brochures/handouts (provided at all Fire Department locations), it is expected that ethnic and gender balance can be achieved.

LAPD experience has shown that very little recruitment is needed to make a volunteer program a success.

VOLUNTEER PROGRAM STAFF

Since the Food Service Volunteer Program is a support function volunteer program and not a line function program, very little training and/or program oversight is required.

At the time of program implementation all required reports and records will have been developed. Furthermore, all training materials and procedure manuals will be complete at the conclusion of the background process.

Due to its scope and size, it is anticipated that the Food Service Volunteer Program can be managed with existing resources and the appointment of an Administrative Coordinator from the volunteer corps.

FOOD SERVICE VOLUNTEER PROGRAM COST

Some program funding will be required, however, program costs are clearly outweighed by the benefits of the program.

Compensation/Reimbursement

It is proposed that Food Service Volunteers be reimbursed \$15 per month for uniform cleaning and other expenses incurred as a volunteer. This plan calls for a total of 40 volunteers at full implementation which would cost the Department \$600 per month.

Uniforms and Reimbursement

Uniform issue will be at a minimum. It is proposed that all Food Service Volunteers receive a Fire Department T-shirt, a Department brush jacket, a pair of safety shoes, uniform pants, a hard hat and goggles. The T-shirt and the brush jacket shall be clearly marked volunteer. The cost per volunteer for uniform issue will be \$345.00.

Liability

As stated earlier in this report, there is minimal fiscal liability associated with the Food Service Volunteer Program. All members of the program will be covered by a blanket insurance policy purchased by the City from an outside insurance company. There is no cost to the Department for this coverage. Furthermore, although the LAPD has over 1,800 volunteers currently in their program, only two claims for insurance have been filed in the last four years.

Backgrounds

Section 5164 of the California Public Resources Code prohibits cities from "hiring" volunteers to perform services... where they will be in a position of having supervision or disciplinary authority over any minor if the person has been convicted of any offense specified in sections of the Penal Code related to child molestation and other child abuse offenses {Penal Code Section 11105.3 paragraph (1) and paragraph (3) of subdivision (d)}. What this means is that if the volunteer may come in contact with children he/she must be fingerprinted and a background completed by the Department of Justice, State of California to assure there are no offenses as listed above. The cost of a background check by the Department of Justice is \$32.00 per candidate.

COST SUMMARY

Total cost for 40 Volunteer Specialists:

ON-GOING COST FOR FOOD SERVICE PROGRAM:

Compensation/Reimbursement	\$ 600.00/Month
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ONE TIME COST FOR PROGRAM IMPLEMENTATION:

Uniforms and equipment	\$ 12,600.00
Backgrounds	1,280.00
Training Materials and Procedures Manuals	1,000.00
Recognition of outstanding service	2,000.00

ATTACHMENTS

ATTACHMENT A LAFD Food Service Study	1 - 9
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FOOD SERVICE STUDY

The Los Angeles City Fire Department
Volunteer Food Service Program

INTRODUCTION

The following Food Service Study was conducted to evaluate the future effectiveness of volunteers in the Fire Department Food Service Program. The foundation of this study was based upon a question asked early in the volunteer evaluation: "Is there enough of a need for volunteers to be used in the food service program".

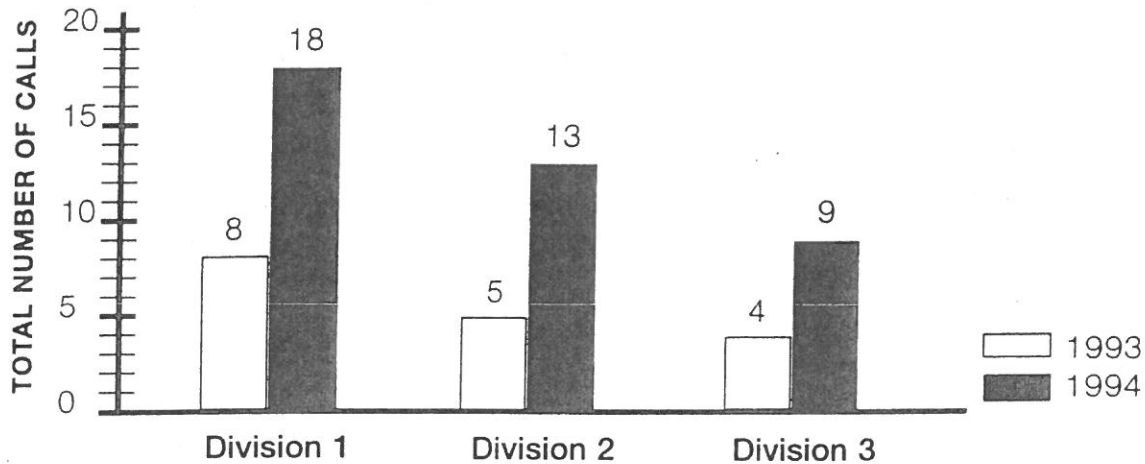
The following compilation of charts, graphs, maps, illustrations and other materials represent the current concepts and practices in the Food Service Program of the Los Angeles City Fire Department. This study is based upon response data supplied to members of the Department's Committee for Volunteerism for their review. The data requested covers the 1993 and 1994 time period.

FOOD SERVICE REQUESTS FOR 1993 AND 1994

After reviewing the Department data requested on food service call for both years, the following information has been obtained.

The number of Food Service Utility requests increased from 1993 through 1994. A steady increase in all three divisions.

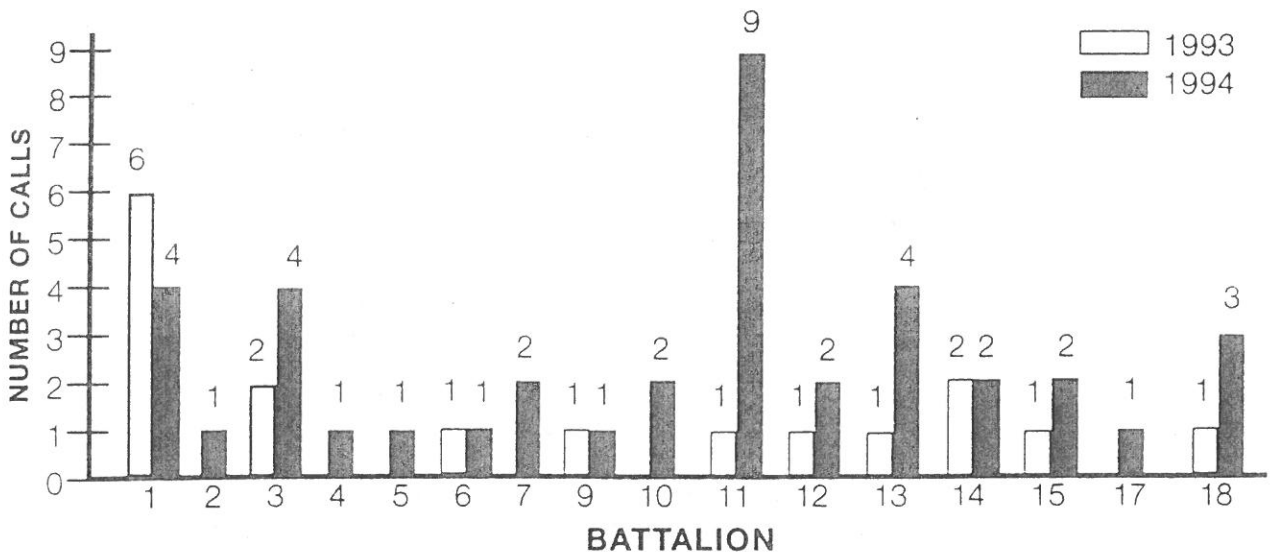
Total Number of Food Service Calls During 1993 & 1994



In 1993, Food Service Utilities responded to 17 requests. In 1994, the calls for Food Service Utilities increased to 40 requests. There was an increase in each division. Division 1 had the most requests for both years.

If you break the calls down by Battalion, the most calls were in Battalions 1, 3, 11, and 13.

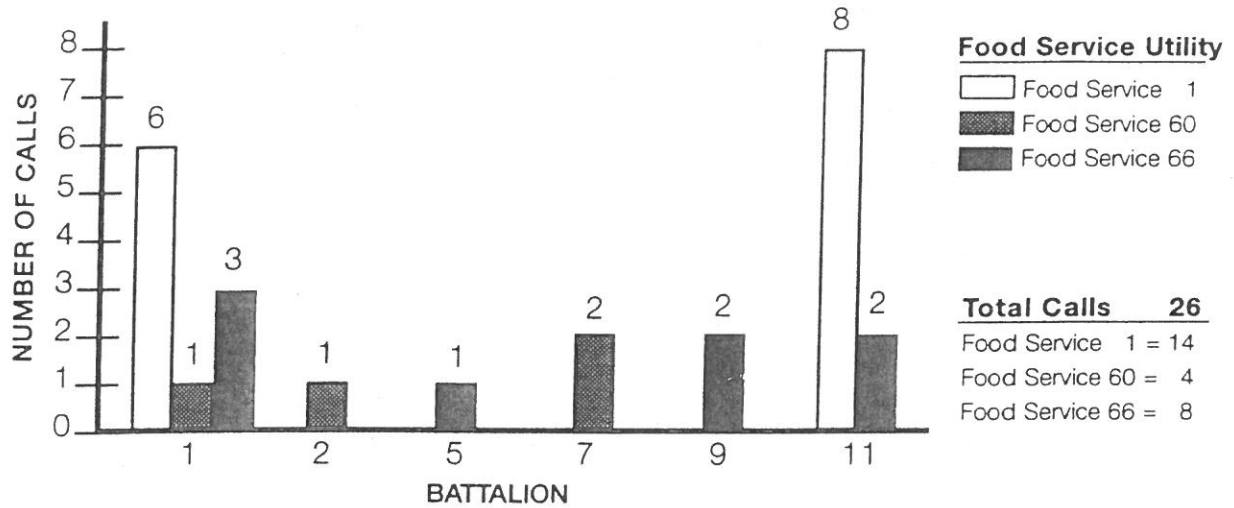
Total Number of Food Service Calls by Battalion



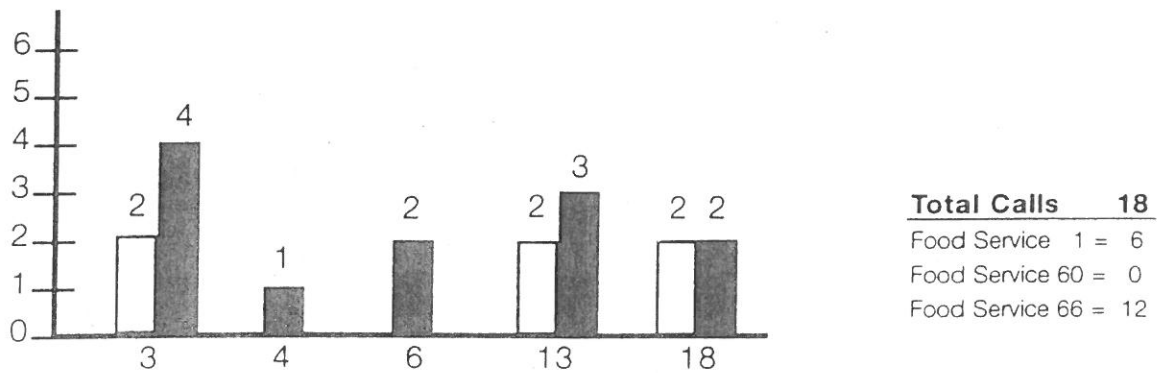
FOOD SERVICE REQUESTS FOR 1993 AND 1994

To get a better idea about response patterns, we looked at the vehicle responding to each Battalion in the Division. These charts show the total response for each vehicle during 1993 and 1994.

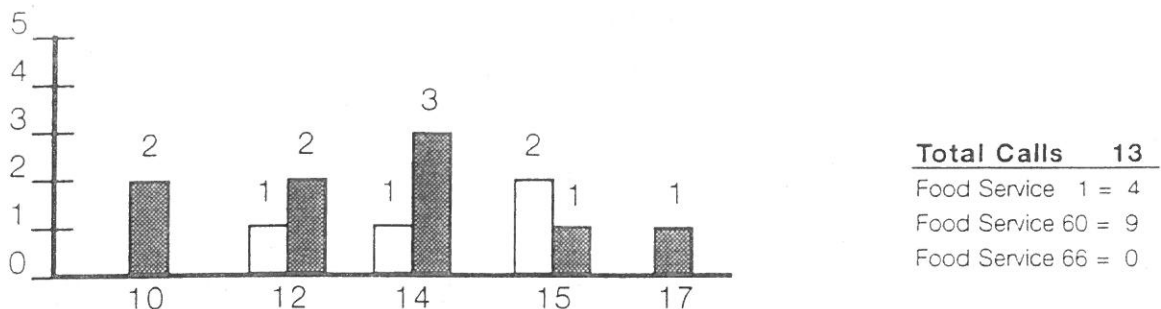
Number of Calls in Division 1 During 1993 & 1994



Number of Calls in Division 2 During 1993 & 1994



Number of Calls in Division 3 During 1993 & 1994



FOOD SERVICE REQUESTS FOR 1993 AND 1994

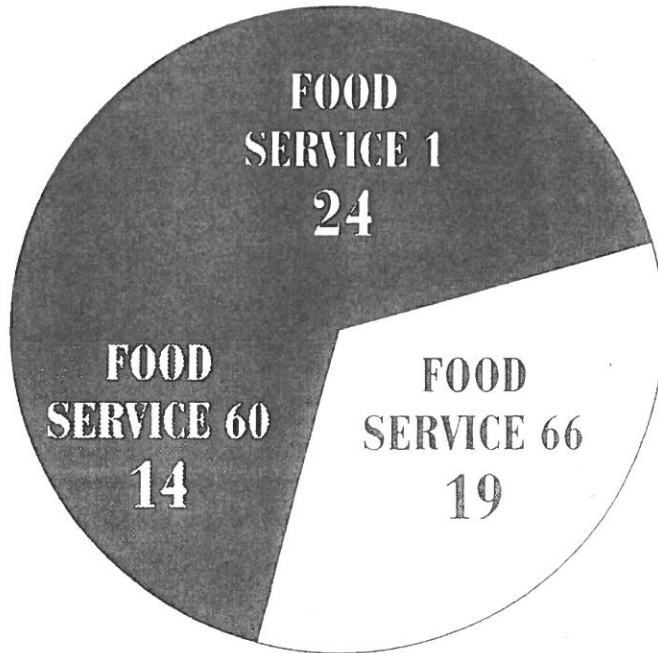
Another area that should be reviewed is the number of calls that each food service utility responded to for each year.

1993

1994

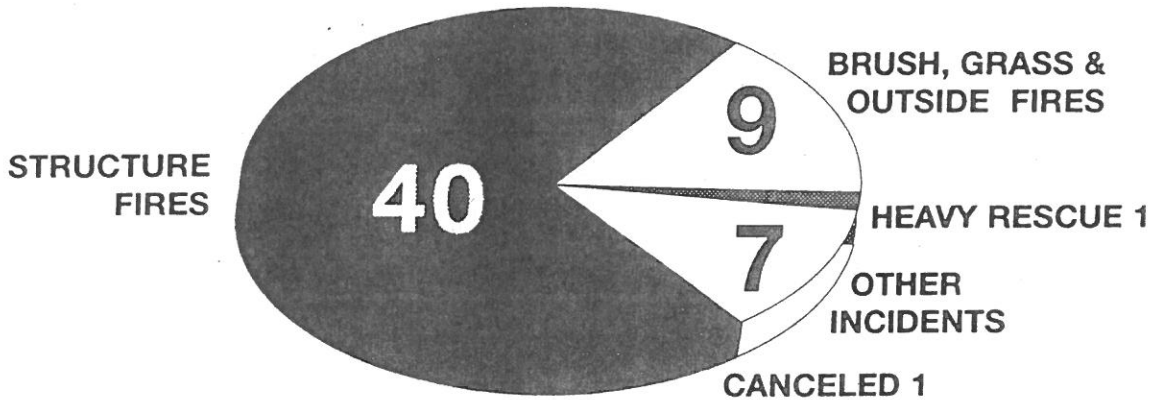


TOTAL FOOD SERVICE CALLS FOR BOTH YEARS

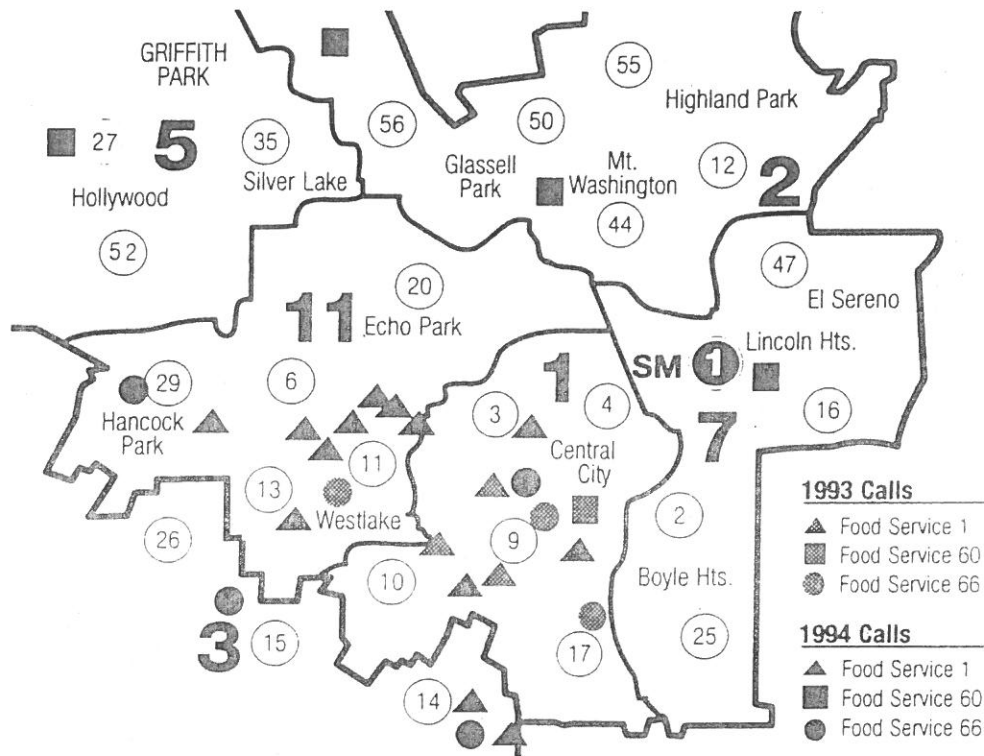


FOOD SERVICE REQUESTS FOR 1993 AND 1994

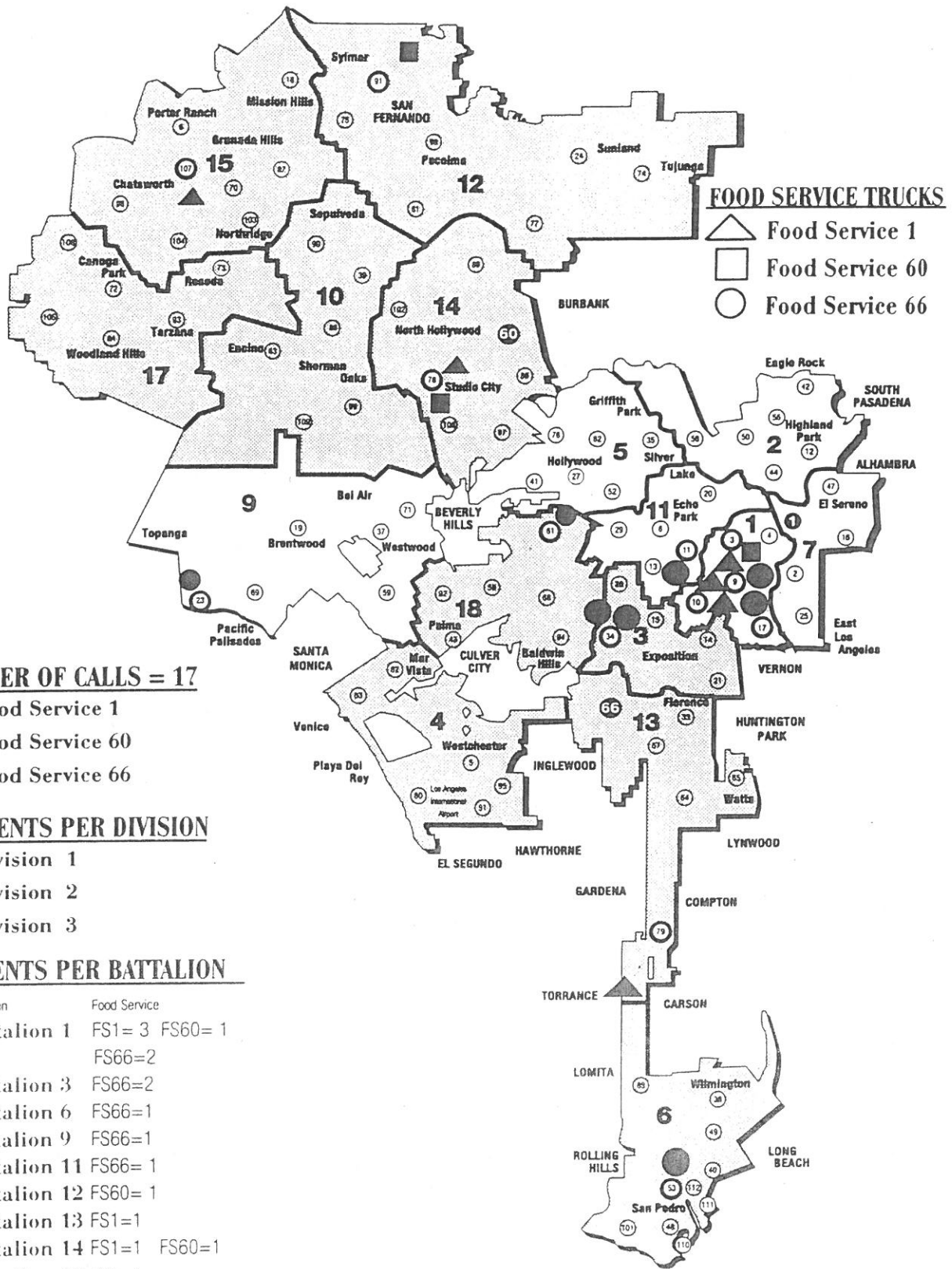
When evaluating the incidents, we found that structure fires were the most common incidents to request a Food Service Utility. The next response type was grass and brush fires. This type of incident will dehydrate firefighters quickly, making food service very important.



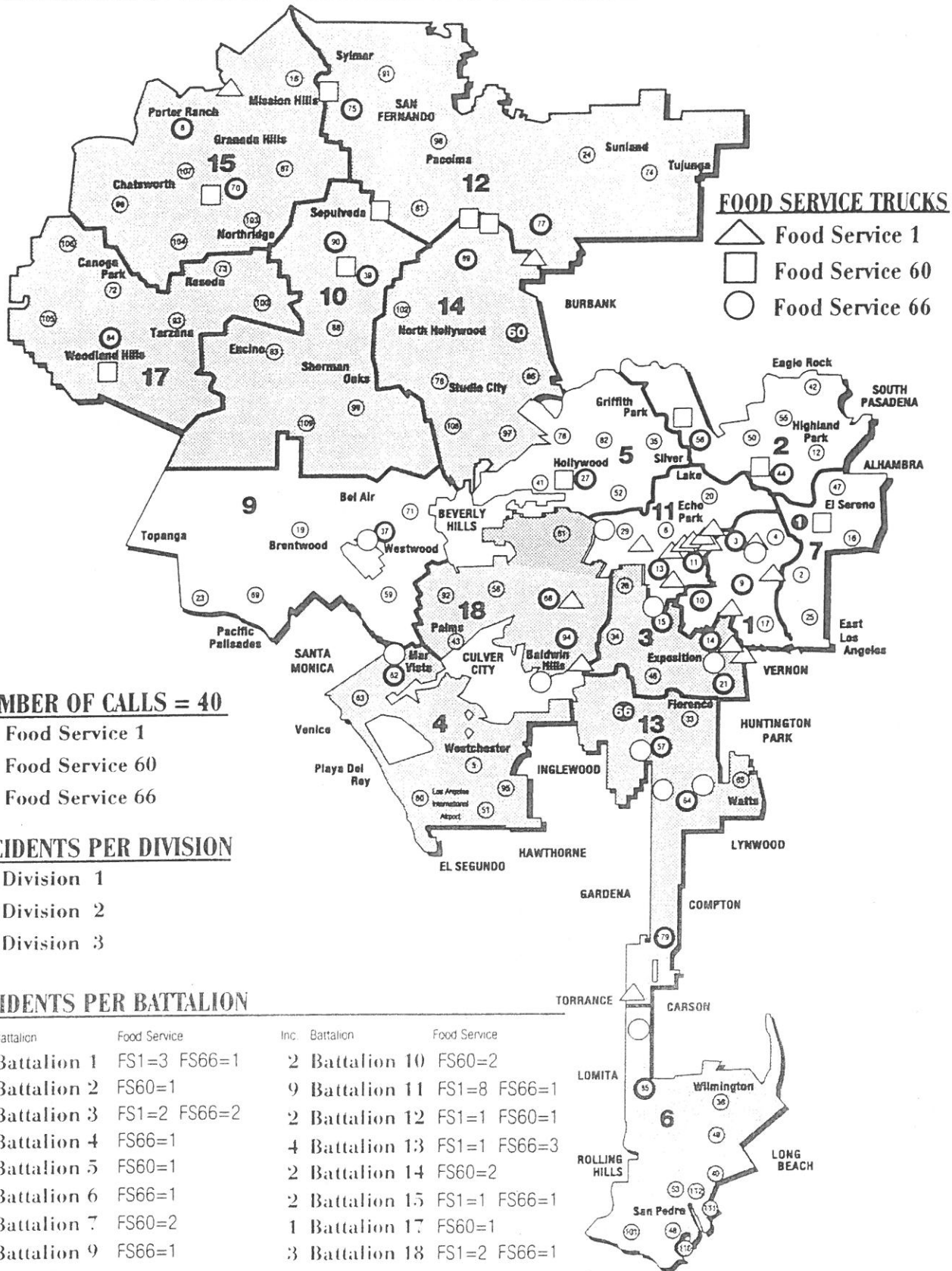
To better evaluate response data, the downtown area of Division 1 was plotted. This shows the Food Service Utility response for both years. This is the most concentrated response area for major incidents.



FOOD SERVICE CALLS – 1993



FOOD SERVICE CALLS – 1994



MAJOR INCIDENTS NOT HANDLED BY LAFD FOOD SERVICE

Data indicated that many incident calls were large enough for food service response, but a request was not made.

For the period of July 1 through December 31, 1993, there were 35 large brush and grass fires: 19 required over 20 companies; the remaining 16 fires required 15 - 20 companies. There were 46 major structure fires during this time: 25 required 15 to 19 companies, 17 required over 20 companies, and 4 required over 40 companies to handle the incident. Seven other incidents required over 15 companies to complete the assignment.

In 1994, there were 31 large brush and grass fires; 22 required 15 to 20 companies, nine required over 20 companies. Of seventy-seven major structure fires handled without food service: 36 required 15 to 19 companies, 38 of them required over 20 companies, and the remaining 3 required over 40 companies. Eight additional incidents required over 15 companies.

***See Appendix for 1993-94 Major Incidents not handled by Food Services

APPENDIX • MAJOR INCIDENTS NOT HANDLED BY FOOD SERVICE

1993

- STRUCTURE FIRE - Cangoa Park.
Fire Station 72 First-In. 42 Companies
October 5, 1993. at 0177 for 13.8 hours.
- BRUSH FIRE - Santa Susana Pass.
Fire Station 96 First-In. 128 Companies.
October 27, 1993 at 0126 for 23.5 hours.
- BRUSH FIRE - Altadena.
Mutual-Aid to Los Angeles County. 66 Companies.
October 27, 1993 at 1033 for 23.8 hours.
- STRUCTURE FIRE - Lincoln Heights.
Fire Station 1 First-In. 31 Companies
November 2, 1993. at 1606 for 13.4 hours.
This Station houses a Food Service Truck.
- BRUSH FIRE - Calabasas/Malibu.
committing over 174 Companies.
November 2, 1993 at 1051 for 23.9 hours.
There was food service setup at Fire Station 23.
- BRUSH FIRE - Hollywood Hills.
Fire Station 41 First-In. 34 Companies.
November 4, 1993 at 0358 for 6.9 hours.
- STRUCTURE FIRE - Echo Park.
Fire Station 20 First-In. 32 Companies
November 27, 1993. at 2054 for over 4 hours.
- STRUCTURE FIRE - Canoga Park.
Fire Station 72 First-In. 33 Companies
November 29, 1993. at 0048 for 10 hours.

1994

- STRUCTURE FIRE - Hollywood Hills.
Fire Station 82 First-In. 50 Companies
January 7, 1994. at 0542 for 15.4 hours.
- STRUCTURE FIRE - Northridge.
Fire Station 104 First-In. 60 Companies
January 12, 1994. at 1555 for 14.8 hours.
- STRUCTURE FIRE - Sherman Oaks.
Fire Station 99 First-In. 30 Companies
January 13, 1994. at 1435 for 17.2 hours.
- EARTHQUAKE -
Northridge and San Fernando Valley.
January 17, 1994 at 0432.
Food Service Staging at Station 88
- STRUCTURE FIRE - Westchester.
Fire Station 5 First-In. 30 Companies
February 8, 1994. at 1532 for 6 hours.
- STRUCTURE FIRE - Century City.
Fire Station 92 First-In. 33 Companies
April 29, 1994. at 2233 for 3.7 hours.
- STRUCTURE FIRE - Florence.
Fire Station 33 First-In. 30 Companies
May 2, 1994. at 1759 for 7.4 hours.
- GRASS FIRE - Hollywood Hills.
Fire Station 58 First-In. 38 Companies
June 17, 1994 at 1516 for 19.5 hours.
- STRUCTURE FIRE - Northridge.
Fire Station 87 First-In. 34 Companies
July 10, 1994 at 0005 for 14 hours.
- STRUCTURE FIRE - Central City.
Fire Station 13 First-In. 31 Companies
July 18, 1994 at 1343 for 5.3 hours.
- BRUSH FIRE - Bel Air.
Fire Station 19 First-In. 72 Companies
September 1, 1994 at 1442 for 21.5 hours.
- BRUSH FIRE - Sunland.
Fire Station 24 First-In. 67 Companies
September 9, 1994 at 2201 for 9 hours.
- BRUSH FIRE - Bel Air.
Fire Station 37 First-In. 46 Companies
September 29, 1994 at 1425 for 21.4 hours.
- STRUCTURE FIRE - Central City.
Fire Station 11 First-In. 44 Companies
November 14, 1994. at 0607 for 21.7 hours.

Volunteers - Food Service and Logistics

Los Angeles Fire Department • Supply and Maintenance Division

The following volunteers are on-call for food service and logistics support. The on-call duty coordinator will contact the other volunteers assigned to this section. You should be contacted within 10 minutes after paging. The shift changes every Wednesday.

APRIL

SUN	MON	TUE		WED	THU	FRI	SAT
1	2			3	4	5	6
						Pager:	
			MICHAEL CUNNINGHAM	Home: 818/2			
			DON TOVAR	310/2			
7	8	9		10	11	12	13
						Pager:	
			DON TOVAR	Home: 310/2			
			MICHAEL CUNNINGHAM	818/2			
14	15	16		17	18	19	20
			HAROLD PURITZ	Home: 310/55			
			MICHAEL CUNNINGHAM	818/28			
21	22	23		24	25	26	27
			MICHAEL CUNNINGHAM	Home: 818/2			
			HAROLD PURITZ	310/5			
28	29	30					
			MICHAEL CUNNINGHAM	818/2			
			DON TOVAR	310/2			

Volunteers - Food Service and Logistics

Los Angeles Fire Department • Supply and Maintenance Division

The following volunteers are available for food service and logistics response. Please use the attached duty schedule for the on-call duty coordinator. If duty schedule is out of date or missing start with the first name on the list and work down.

	HOME	BUSINESS	PAGER
MICHAEL CUNNINGHAM			
DON TOVAR			
HAROLD PURITZ			
GARY MIKIALIAN			
JOHN BEGHIN			
SHERI TOVAR			
LORRAINE NAKANO			

FOOD SERVICE UTILITY DISPATCH CRITERIA

The following is the basic notification criteria for requesting a Food Service Utility response on an incident:

A. Type of Incident:

1. **STRUCTURE FIRE.** A working structure fire with 10 or more companies assigned. Estimated duration for more than 2 hours.
2. **BRUSH FIRE.** A brush fire with 15 or more companies assigned. Estimated duration of 3 hours or more.
3. **HAZMAT.** Food Service at the Command Post for an incident of 3 or more hours.
4. **TRANSPORTATION ACCIDENTS AND HEAVY RESCUE.** For 10 or more companies on scene for 4 or more hours.

B. Other factors that are used for determining Food Service Utilities requests:

1. Time of day (Meal Periods)
2. Crew Rotation Schedule
3. Weather
4. Long Term Incident
5. Physical Requirements put upon Firefighters.

C. Notification and Stand-by status. The OCD Floor Captain should be notified to determine the best course of action for each of the following situations:

1. Hazmat Incident
2. Greater Alarm Fire
3. Red Flag Fire Alerts & Warnings
4. Request for Light Utility
5. Tactical Alerts
6. Special Alerts or Emergency that may require a large deployment of Department resources.
7. Training Exercise of Sufficient Length warranting Rehab of Firefighter's.

FOOD SERVICE STATION COVERAGE

The department has been broken down into initial response areas for each Primary Food Service Utility. This will enable the Department to quickly determine the first utility to dispatch. The areas are based on freeway travel time to the first-in district. This will serve as give a guide for dispatching a food service.

The following chart designates the initial first-in district for each fire station. This chart is broken down by primary response location for Food Service Utilities at Fire Station 60 in the Valley and Fire Station 66 in Central Los Angeles.

Food Service Utility 60 - 54 Stations

Battalions:

2, 5, 9, 10, 12, 14, 15, 17

Station 8	Station 41	Station 71	Station 84	Station 99
Station 12	Station 42	Station 72	Station 86	Station 100
Station 18	Station 44	Station 73	Station 87	Station 102
Station 19	Station 50	Station 74	Station 88	Station 103
Station 23	Station 52	Station 75	Station 89	Station 104
Station 24	Station 55	Station 76	Station 90	Station 105
Station 27	Station 56	Station 77	Station 91	Station 106
Station 28	Station 59	Station 78	Station 93	Station 107
Station 35	Station 60	Station 81	Station 96	Station 108
Station 37	Station 69	Station 82	Station 97	Station 109
Station 39	Station 70	Station 83	Station 98	

Food Service Utility 66 - 49 Stations

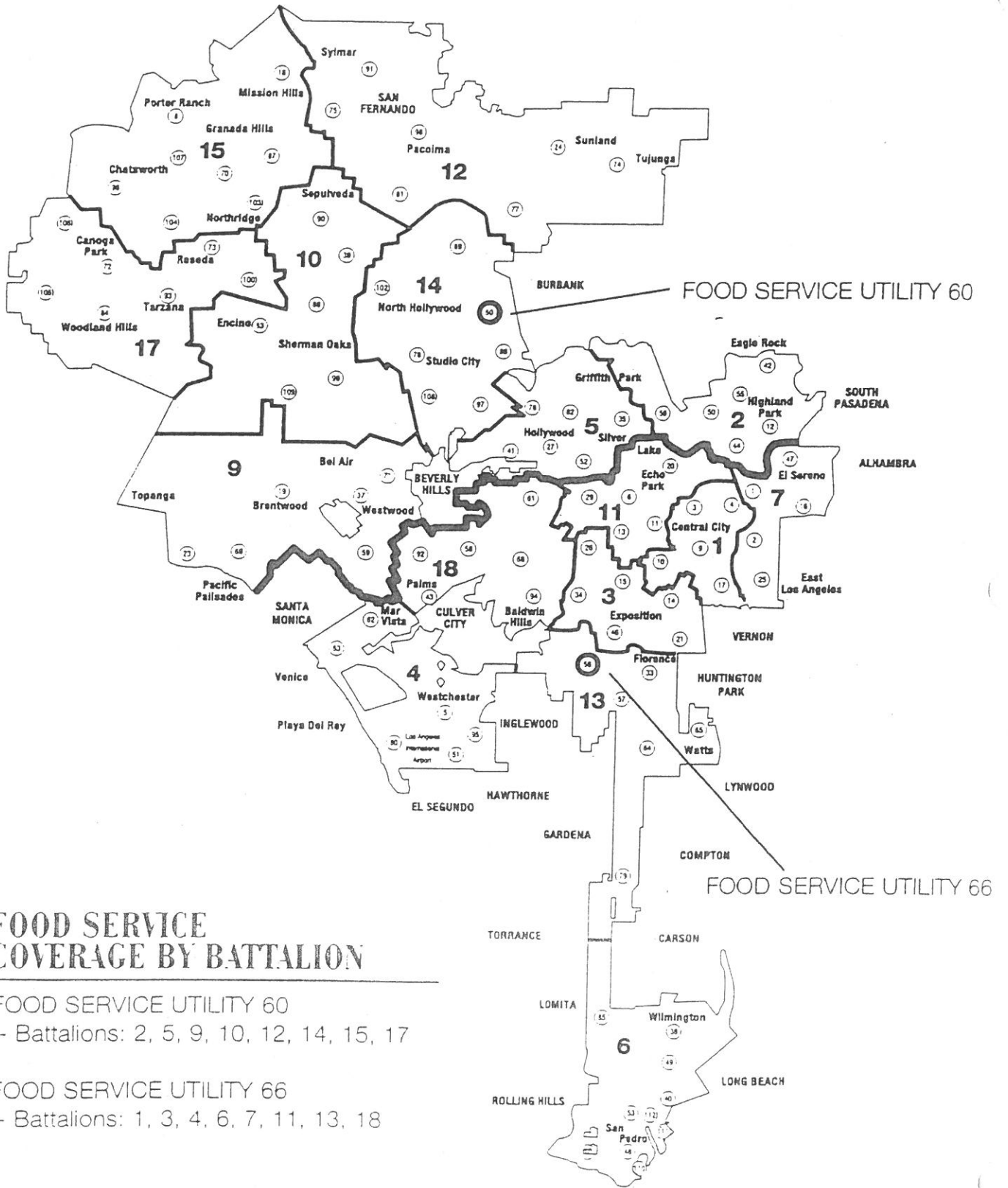
Battalions:

1, 3, 4, 6, 7, 11, 13, 18

Station 1	Station 14	Station 34	Station 57	Station 80
Station 2	Station 15	Station 38	Station 58	Station 85
Station 3	Station 16	Station 40	Station 61	Station 92
Station 4	Station 17	Station 43	Station 62	Station 94
Station 5	Station 20	Station 46	Station 63	Station 95
Station 6	Station 21	Station 47	Station 64	Station 101
Station 9	Station 25	Station 48	Station 65	Station 110
Station 10	Station 26	Station 49	Station 66	Station 111
Station 11	Station 29	Station 51	Station 68	Station 112
Station 13	Station 33	Station 53	Station 79	

Move Food Service 1 to S&M

PRIMARY FOOD SERVICE UTILITY COVERAGE





FOOD SERVICE COVERAGE BY BATTALION


FOOD SERVICE UTILITY 60
 - Battalions: 2, 5, 9, 10, 12, 14, 15, 17

FOOD SERVICE UTILITY 66
 - Battalions: 1, 3, 4, 6, 7, 11, 13, 18

VOLUNTEER SPECIALIST ID CARD

VOID SIGNATURE	CITY OF LOS ANGELES EMPLOYEE IDENTIFICATION CARD FIRE DEPARTMENT	
	VOLUNTEER	
	John P. Beghin [Redacted] -005 4/22/97 Volunteer Number Expires	
	AUTHORIZING SIGNATURE	

FIRE DEPARTMENT VOLUNTEER
The use of this card by any other than the person identified herein is a violation of Section 529, Penal Code
City of LOS ANGELES If Found Please Return To L.A. CITY FIRE DEPARTMENT PERSONNEL SERVICES SECTION 200 NO. Main Street, Room 1040 Los Angeles, CA 90012


VOID SIGNATURE	CITY OF LOS ANGELES EMPLOYEE IDENTIFICATION CARD FIRE DEPARTMENT	
	VOLUNTEER	
	Michael L. Cuppington [Redacted] 001 4/22/97 Volunteer Number Expires	
	<i>[Handwritten Signature]</i> AUTHORIZING SIGNATURE	