The Board for Volunteer Firefighters administers the Volunteer Firefighters' Relief and Pension Act, which provides medical, disability, and survivors' benefits to volunteer firefighters who are injured or killed in the performance of duty. In addition, the Board provides a pension plan for both volunteer firefighters and reserve law enforcement officers as an incentive to keep them active for longer periods of time. This program provides essential support that enables citizens to volunteer in protecting their communities. (Volunteer Firefighters' and Reserve Officers' Relief and Pension Administrative Account)

<table>
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<tr>
<th>Account</th>
<th>FY 2020</th>
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<td>204 Volunteer Firefighters' and Reserve Officers' Administrative Account</td>
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<td>204-1 State</td>
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Statewide Result Area: Efficient, Effective and Accountable Government
Statewide Strategy: Safeguard and manage public funds

Expected Results
100 percent of the state's volunteer firefighters enrolled in the Volunteer Firefighter's Relief program and 67 percent enrolled in the pension plan.

| 000281 Percentage of clients rating the Board of Volunteer Firefighters' service level above average to excellent on an annual random survey. |
|-------------------|-----------------|----------|
| Biennium | Period | Actual | Target |
| 2019-21 | A3     | 95%     |         |
|          | A2     | 95%     |         |
| 2017-19 | A3     | 95%     |         |
|          | A2     | 94.5%   | 95%     |
| 2015-17 | A3     | 94%     | 95%     |
|          | A2     | 96%     | 95%     |
000281 - 110 - Client survey results

Percent

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Grand Total

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