



CUSTOMER STORY

Small department. Real costs. Meaningful recovery.

Gordon Fire and Rescue serves a small Georgia community of roughly 1,700 residents, where every recovered dollar matters. With Onsite Fire Billing, qualifying motor vehicle accident responses became a managed recovery process instead of another administrative burden on the department.

\$11.3K+

Recovered for the department

Money that can support readiness without pulling more from the general fund.

~30%

Budget lift against a sub-\$50K budget

For a small department, even a modest recovery can create visible breathing room.

45

MVA responses organized for review

Qualifying responses were moved into a clear process for documentation, follow-up, and reporting.

 **No software purchase**

 **No added fire staff**

 **No new tax burden**

DEPARTMENT OVERVIEW

Gordon, Georgia

Community

Gordon, Georgia

Population

1,693 residents (2026 estimate)

Department profile

Small municipal fire department

Annual fire budget

Less than \$50,000

Program focus

Motor vehicle accident cost recovery

RESEARCH NOTE

Population reference: World Population Review 2026 population estimate for Gordon, Georgia.

THE CHALLENGE

A small department was absorbing real response costs with limited room in the budget.

Gordon Fire and Rescue serves a small Georgia community where public safety work is personal and budget decisions are felt close to home. Like many smaller departments, Gordon still responds to motor vehicle accidents that require apparatus time, personnel time, supplies, documentation, and follow-up.

Those costs do not disappear just because the department is small. Without a clear recovery process, eligible expenses can quietly fall back onto an already limited fire budget.

CONSTRAINT

No extra administrative capacity

Gordon needed a recovery path that did not turn firefighters into billing staff.

COMMUNITY IMPACT

No new burden on residents

The goal was to pursue eligible reimbursement without raising taxes on the community.

THE SOLUTION

Onsite gave Gordon a managed path from response to recovery.

Onsite Fire Billing helped turn Gordon's existing incident information into a clean, insurer-ready recovery process. The department continued doing what it already does best: responding to calls.

Onsite handled the billing work behind the scenes, including claim preparation, carrier follow-up, status tracking, and recovery reporting.

01

Incident submitted

Gordon sends the MVA response details already collected from the scene.

02

Claim prepared

Onsite organizes apparatus, personnel, scene details, and insurer-ready support.

03

Carrier follow-up handled

Our team tracks the claim, communicates with the responsible party's auto insurer, and keeps the department updated.

04

Recovery reported

Leadership gets a clear view of recovered funds, open activity, and next steps.

Recovered dollars created meaningful breathing room for a small fire budget.

On paper, an \$11,000 recovery may look modest compared with a large metro department. In Gordon, it is different. Against an annual fire budget under \$50,000, the money recovered represented roughly a 30% budget lift.

Just as important, Gordon did not have to raise taxes on its community or wait on a new ordinance before getting started. Onsite helped the department pursue eligible reimbursement through the responsible party's insurance carrier using information already coming out of the incident response.

WHY IT WORKS

The department responds. Onsite handles the follow-up.

Gordon did not need a complicated system, a new tax burden, or a long ordinance process before getting started. They needed a practical recovery partner that could turn existing incident details into organized, insurer-ready claims.

Onsite gave the department that path without asking firefighters to become billing staff or asking the community to shoulder the cost through higher taxes.



Fire Chief

Gordon Fire and Rescue

"For a small department like ours, every dollar has to work hard. Onsite Fire Billing gave us a simple way to recover eligible motor vehicle accident response costs without adding more paperwork to our firefighters, passing a new ordinance, or asking our community to shoulder the burden through higher taxes."

FIND OUT WHAT YOUR DEPARTMENT CAN RECOVER

Turn qualifying MVA responses into a clearer recovery process.

Onsite uses the incident details your crews already collect to prepare insurer-ready documentation, follow up with carriers, track status, and report results each month.

Request a 90-day pilot
onsitefirebilling.com

