



# EMS & 911 Funding Update

**August 18, 2020**

# Homeland Security Grant Program (HSGP)

- FY19 budget for LETPP is **\$177,000.00**
- Currently we only receive LETPP funding, which can only be used for purchases for bomb squad
- Previously we would receive LETPP & SHSGP funding. Annual grant amount reduced over the last few years.



# FY19 LETPP Purchases/Budget

- **\$86,021.08** X-ray equipment.
- **\$22,330.38** remote firing devices.
- **\$50,060.00** Training for Bomb Squad members (three different teams).
- **\$16,001.66** repairs to equipment previously purchased with LETPP funding.
- **\$2,531.51** replacement tires for trailers previously purchased with LETPP funding.



# EMS



# Benton County EMS History

**2012**

Cities ask Benton County for help in offsetting EMS costs

**2017**

Mercy EMS takes over east side of unincorporated Benton County: *Beaver Lake, Rocky Branch, Piney Point, Highway 94 East, Hickory Creek, Unincorporated Lowell*



**2014**

Benton County residents pass millage (.02) for rural EMS, contract prices from existing providers increase

**2018**

Northwest Health EMS takes over West side of unincorporated Benton County: *Sulphur Springs, Gravette, Maysville, Decatur, Gentry, Gallatin fire districts, cities of Gentry & Decatur*



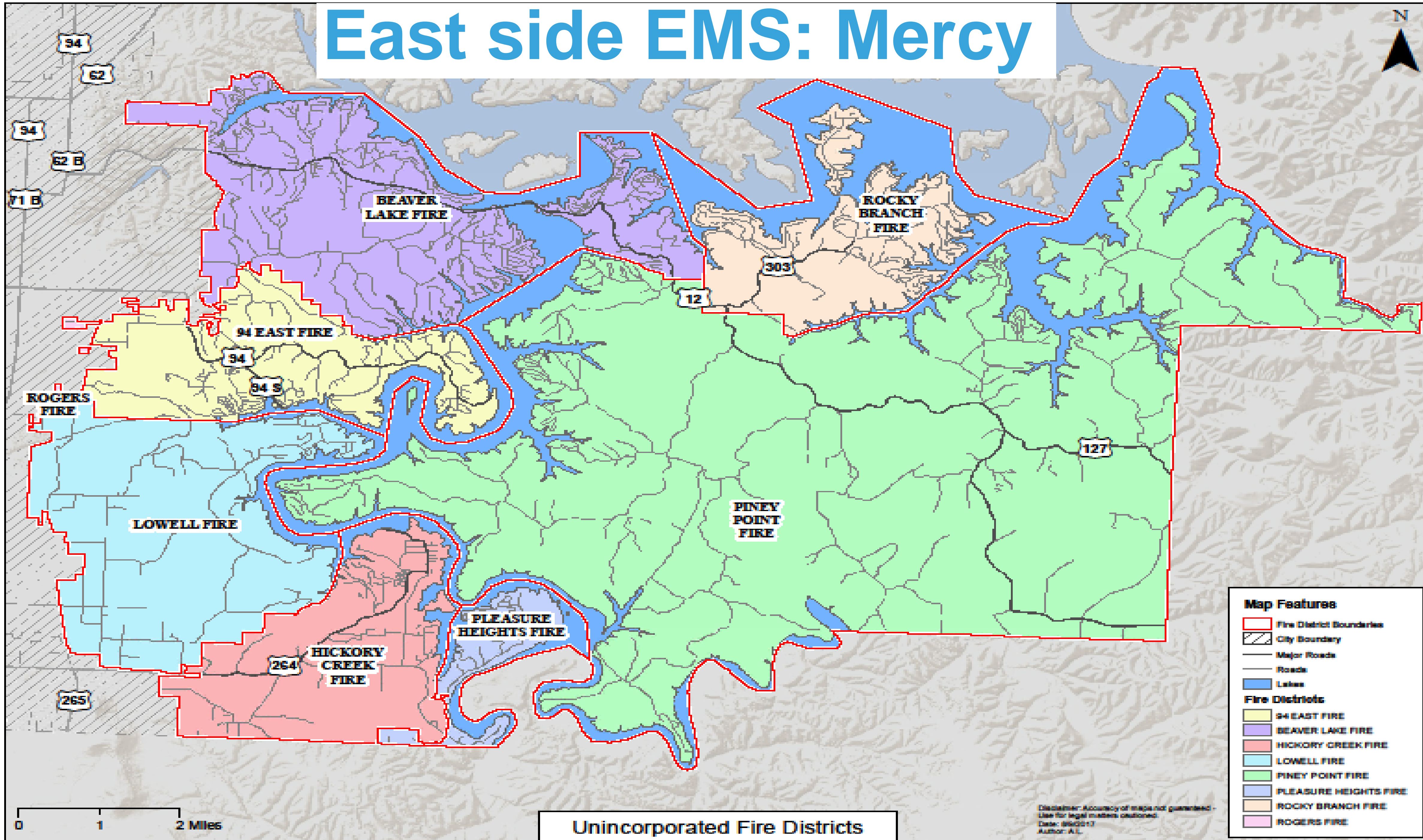
# Mercy EMS Contract

## East side EMS coverage

- 2017: RFQ for Southeast Benton County EMS service
- Contract awarded to Mercy EMS, Service began January 1, 2018 for Southeast area
- Initial term of contract is three years, annual cost of **\$546,272**
- 2017 Cost to cover Southeast area of Benton County: **\$818,305**
- Contract saves county **\$272,033**
- Currently we have an RFP out for this area and the RFP's received for this area will be opened on September 3, 2020.



# East side EMS: Mercy

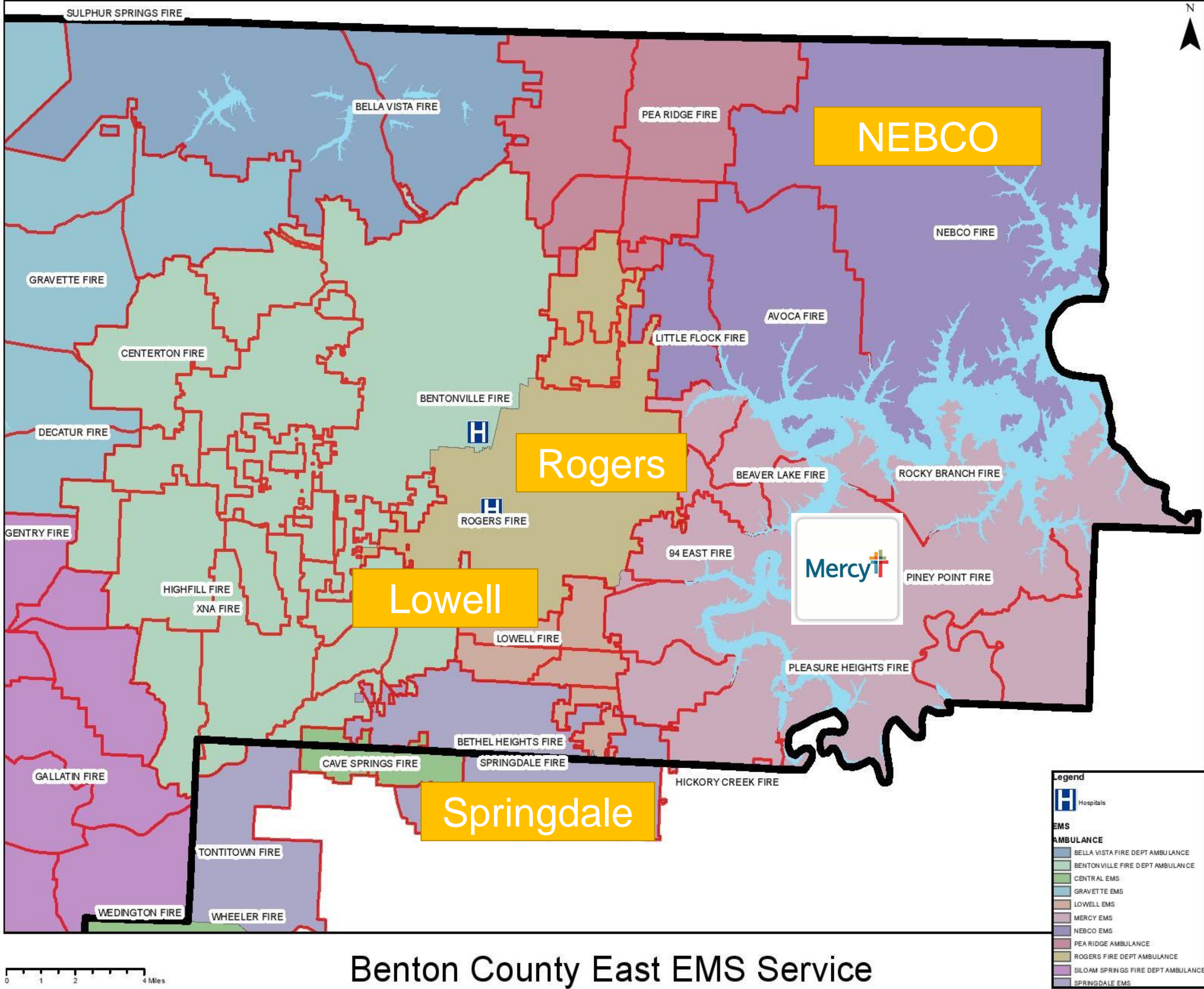


Unincorporated Fire Districts

Disclaimer: Accuracy of maps not guaranteed.  
Use for legal matters cautioned.  
Date: 09/05/17  
Author: A.L.

# Mutual Aid Agreements: *Mercy EMS*

- City of Lowell
- City of Springdale
- City of Rogers
- NEBCO





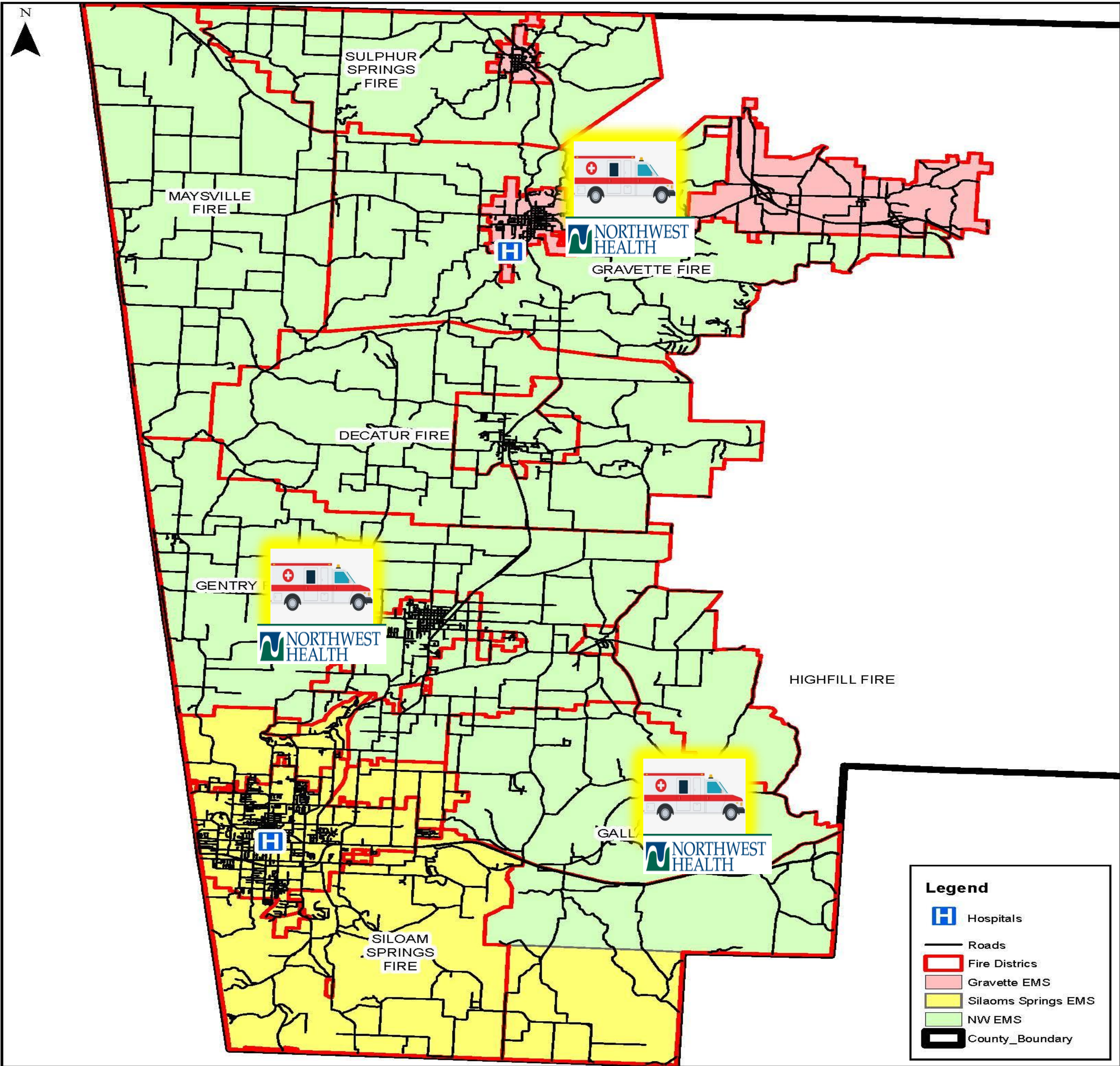
# Northwest Health EMS Contract

## West side EMS coverage

- 2018: RFQ in conjunction w/ Decatur & Gentry for Western Benton County EMS service
- Contract awarded to Northwest Health EMS. Service began January 1, 2019 for West side
- Initial term of contract is three years, can be renewed for two additional three-year periods
- 2017 Cost to cover West side of Benton County: **\$623,372**
- Benton County has a contract with Siloam Springs EMS to cover a smaller unincorporated area with a cost of: **\$141,194**
- Annual cost of **\$292,705** (Gentry & Decatur pay additional amounts individually)
- Contract saves county **\$189,473**



# West side EMS: Northwest Health EMS



**Legend**

- Hospitals
- Roads
- Fire Districts
- Gravette EMS
- Silaoms Springs EMS
- NW EMS
- County\_Boundary

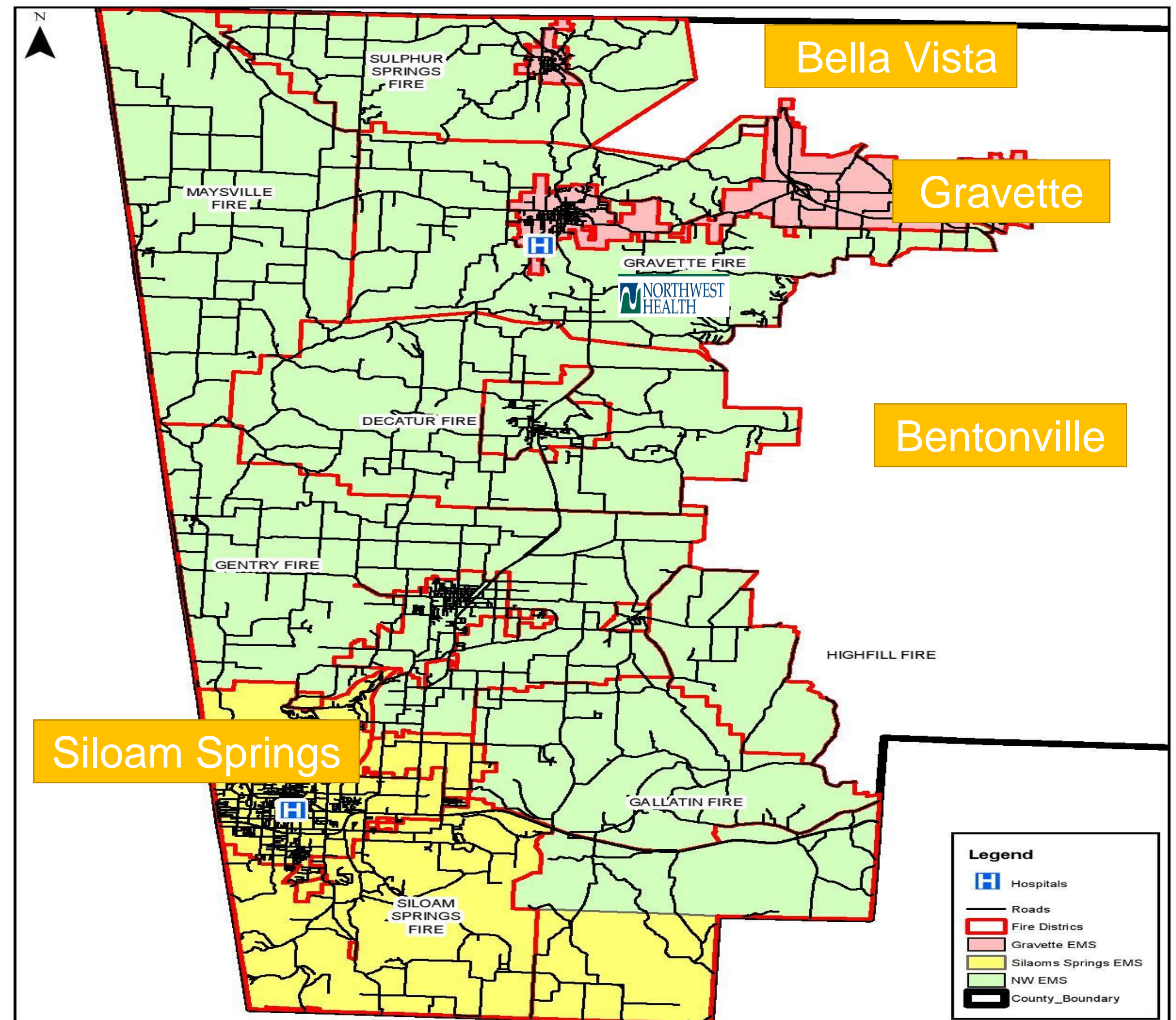
0 0.75 1.5 3 Miles

Benton County West EMS Service



# Mutual Aid Agreements: Northwest Health EMS

- City of Siloam Springs
- City of Bella Vista
- City of Bentonville
- City of Gravette



# Response Times

- Both providers must meet industry standard arrival times or face a penalty
- Neither provider has been penalized
- Mercy EMS average response time: 13:30
- Northwest Health EMS average response times: 07:39



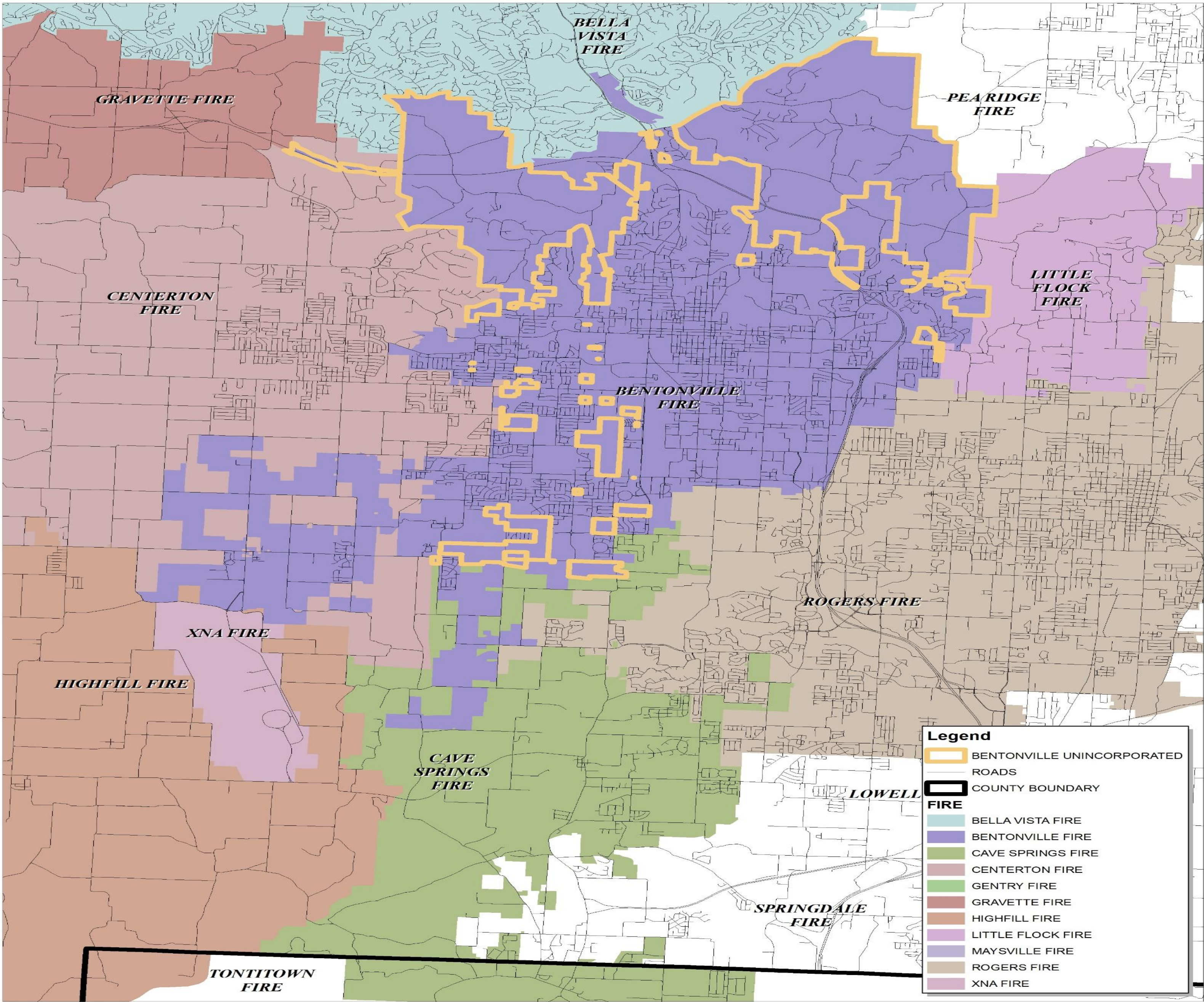
# Current EMS RFQ

## Benton County, Cave Springs, Centerton & Highfill

- 2020: RFQ in conjunction w/ Centerton, Cave Springs & Highfill for coverage of these cities & unincorporated area of Benton County currently serviced by Bentonville, except for two areas North of Bentonville.
- Northwest EMS was selected as the top responder. We are in discussion in reference to annual cost.
- Service anticipated to begin January 1, 2021.
- Initial term of contract is anticipated to be three years, with the option to be renewed for two additional three-year periods.



# Current EMS RFQ Map



Benton County EMS & 911 Funding Update

Date: 8/18/2020

BENTONVILLE FIRE DEPARTMENT AMBULANCE

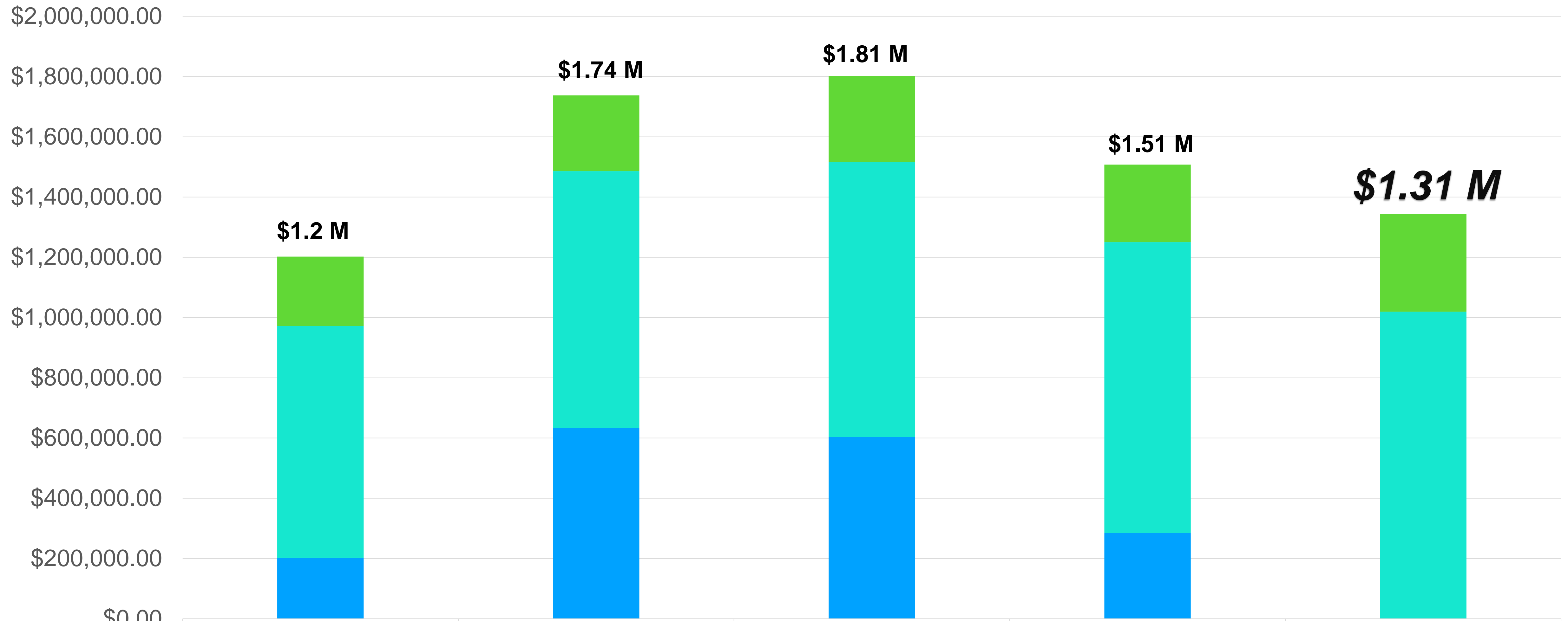


# EMS Cost Savings

- Since we began the RFQ & RFP processes for EMS services the county saves **\$489,831.21** annually.
- We do not anticipate any additional costs with the new service area we expect to be covered by Northwest EMS, but we will not know for sure until we have a signed contract.



# EMS Revenue/General Fund



	2015	2016	2017	2018	2019
Voluntary	\$230,022.00	\$251,493.00	\$284,785.00	\$257,789.00	\$323,439.00
Millage	\$770,036.00	\$853,450.00	\$913,580.00	\$965,096.00	\$1,019,719.00
General Fund	\$202,171.00	\$632,451.00	\$603,833.00	\$284,870.00	\$0.00

■ General Fund   ■ Millage   ■ Voluntary



# Questions?



# Public Safety Act of 2019

- Amended the Public Safety Act of 1985.
- Replaces the Arkansas Emergency Telephone Services Board with the Arkansas 911 Board.
- Limits the number of Public Safety Answering Points (PSAP) statewide to 77, unless three quarters of the 911 Board vote to authorize more or less centers.
- The State 911 Board must develop a plan by January 1, 2022 to reduce the number of PSAP's, currently 128.
- Additionally, the act increased the 911 tax amount per line on cell phones from \$0.65 to \$1.30



# Public Safety Act Funding

- **\$8,000,000** annually to help support the Arkansas Wireless Information Network (AWIN)
- **\$250,000** annually for training to the Arkansas Commission on Law Enforcement Standards & Training.
- **\$168,000** annually for Administrative Support from the Arkansas Public Safety Trust Fund.
- The remaining funds are distributed based on the following: 83.75% to PSAP's, 15% to fund statewide NG911 infrastructure, 1.25% for administrative expenses, staff, & consulting services.



# Additional Cell Tax Revenue

- The new annual cell tax for Benton County 911 is estimated @ **\$1,780,000.**
- The cities of Bentonville, Rogers, and Siloam Springs receive cell tax funding as well.
- All entities within Benton County that receive cell tax will contribute 15% to the 911 Administration & Mapping fund to address the loss in revenue due landline revenue decrease.
- Based on the last two quarterly disbursements from the cell tax, we anticipate an annual increase of **\$1,056,000.**
- After the 15% contribution to 911 Administration, the net gain is **\$789,000.**



# CENCOM Responsibilities

- CENCOM dispatches the Sheriff's office, 9 small town police departments, 20 fire departments, 6 EMS agencies, as well as 4 other agencies.
- Dispatching services for Lowell Fire Department was added to the number of departments dispatched by CENCOM in 2016.
- Small town police departments have increased in total full time officer from 62 in 2014 to 92 in 2020.
- Dispatching services for Emergency Medical Service (EMS) has increased. CENCOM now dispatches Mercy & Northwest Medical EMS services based on contracts we have with each entity.



# CENCOM Increase in Dispatch Obligations

- Call Volume
- Calls for Service (CFS)
- EMS Dispatching & Protocols
- Fire Dispatch Protocols
- Population Increase
- AWIN



# Call Volume (Phones) Three Categories

- The call volume on phones for CENCOM is broken into three types: 911, administrative non-emergency (incoming) & administrative outgoing.
- In 2019, CENCOM received **37,385** 911 calls, **194,323** admin calls (incoming) and **57,024** outgoing calls.
- In 2019, the City of Bentonville had **16,289** 911 calls, **71,173** admin calls (incoming) and **12,522** outgoing calls.
- In 2019, the City of Rogers had **27,134** 911 calls, **65,739** admin calls (incoming) and **22,029** outgoing calls.



# Calls for Service (CFS) Increase

- In 2016, CENCOM entered **31,333** Calls for Service.
- In 2017, CENCOM entered **33,969** Calls for Service.
- In 2018, CENCOM entered **35,164** Calls for Service.
- In 2019, CENCOM entered **38,227** Calls for Service.





# EMS Dispatching & New Protocols

- In late 2017 we changed EMD protocols to ProQA.
- The new protocols standardize all medical call processing, which includes life saving instructions or measures for callers.
- Prior to CENCOM dispatching EMS services the calls would be transferred to another center and they would perform the EMD protocols.



# Fire Dispatch New Protocols

- In 2019 new fire dispatch protocols were implemented.
- These protocols standardize the call intake process and are more time consuming.



# Population Increase/ Staffing Concerns

- In 2010, Benton County population: **221,339**
- Increased to estimated **279,141** in 2019.
- The increase of over 55,000 residents has increased the responsibilities and Calls for Service CENCOM receives and enters.
- Currently the supervisor on duty works a radio channel which keeps them busy. This prevents them from completing supervisor position duties.
- The cities of Bentonville, Rogers and Siloam Springs all have dispatch centers & have 24, 24, and 12 full time dispatchers respectively. The centers only handle calls for two departments (police and fire) where as CENCOM handles 40 agencies.



# AWIN Dispatch Model

- CENCOM currently has 4 dispatchers on duty at a time.
- With the AWIN system going live next month, the staffing model will need to be a minimum of 5 dispatchers per shift preferably 6.
- Although there will be less radio channels to monitor, the amount of radio traffic on each channel will increase and require 1 dispatcher to monitor only 1 channel.



# Current Staffing

- The staffing number was reduced in 2017 from 33 to 28 which allowed for 12 hour shifts. At the time these changes were made the coverage was adequate.
- 29 total employees, which includes the Director as well as the Deputy Director of Operations and the Deputy Director of Quality Assurance/Training
- In January 2020, the Deputy Director of Operations was added.



# Personnel Requests

- With the reduction in EMS cost and the addition cell tax revenue, **\$1,278,831.21** generated annually for the General Fund.
- Based on the increased call volume, Calls for Service, EMS, AWIN, and supervisor responsibility we will be requesting four additional 911 dispatchers at the September Finance Committee Meeting.
- 2020 cost for these positions is \$55,000.
- 2021 Cost will be \$220,000.
- Based on evaluations during 2021 we will determine if a need exists for two additional positions in 2022.



**Questions?**