

Scott County-MEDIC EMS Transition

Phase 1 Summary

March 30, 2023

Agenda/Objectives

- Purpose of the Study
 - Phase 1
- Call Volume and Response Times
 - Areas of “Concern”
- Operational Overview
 - Specific Operational Notes
- 9-1-1 Answering and Processing Impacts
- Transition Timeline
- Next Steps
 - Phase 2
- Acknowledgements
- Questions



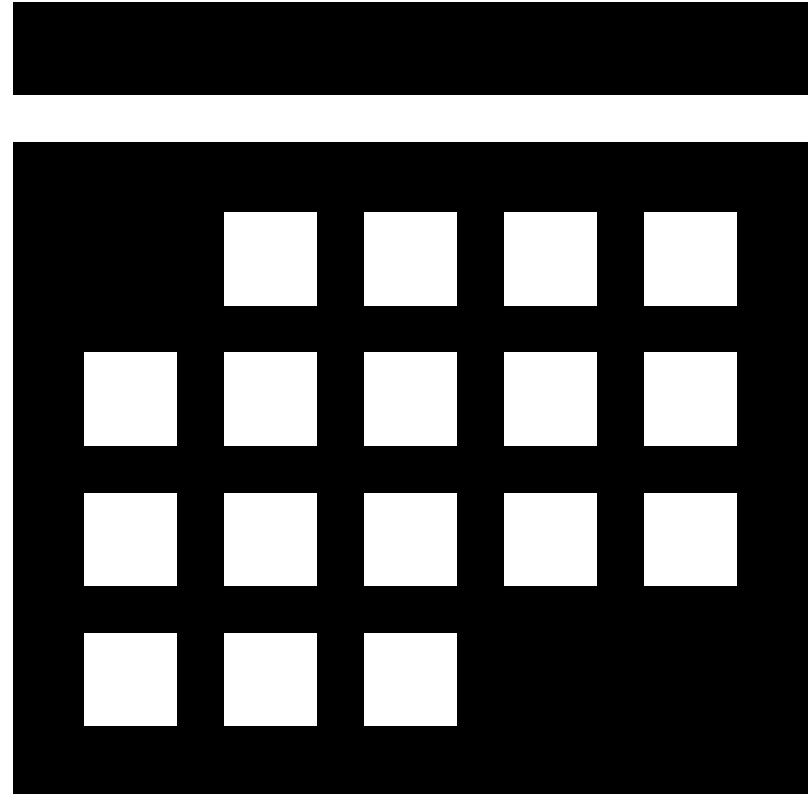
Study Purpose

- Provide Subject Matter Expertise while evaluating the potential variables associated with a transition of services of MEDIC into a Department of Scott County
- Broken down into 2 primary Phases



Phase 1- January through March

- Operational Analysis
 - Call volume and response
 - Operational overview and needs assessment
 - Potential 9-1-1 impacts
 - Transition timeline
- Entire County coverage
- Stakeholder engagement



Call Volume and Response Time Assessment

Call Volumes

- Trends/Patterns
- Future Growth
- Predicted issues?

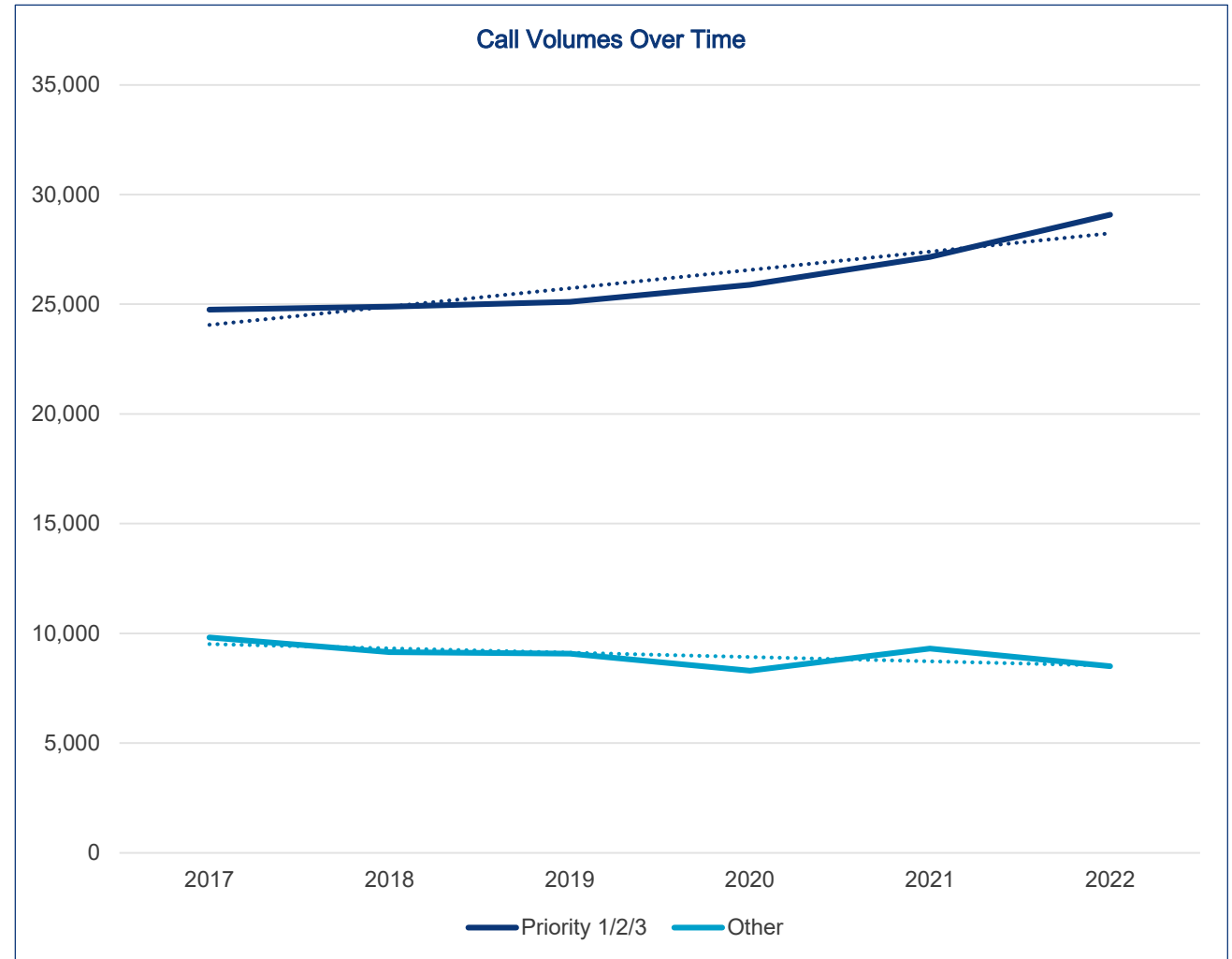
Response Times

- Appropriate
- Standards
- Predicted issues?



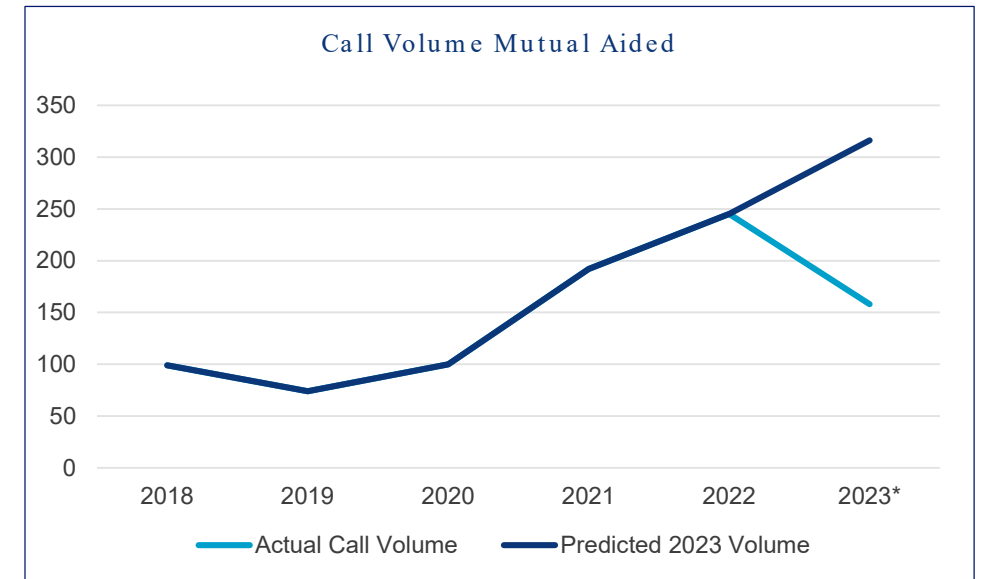
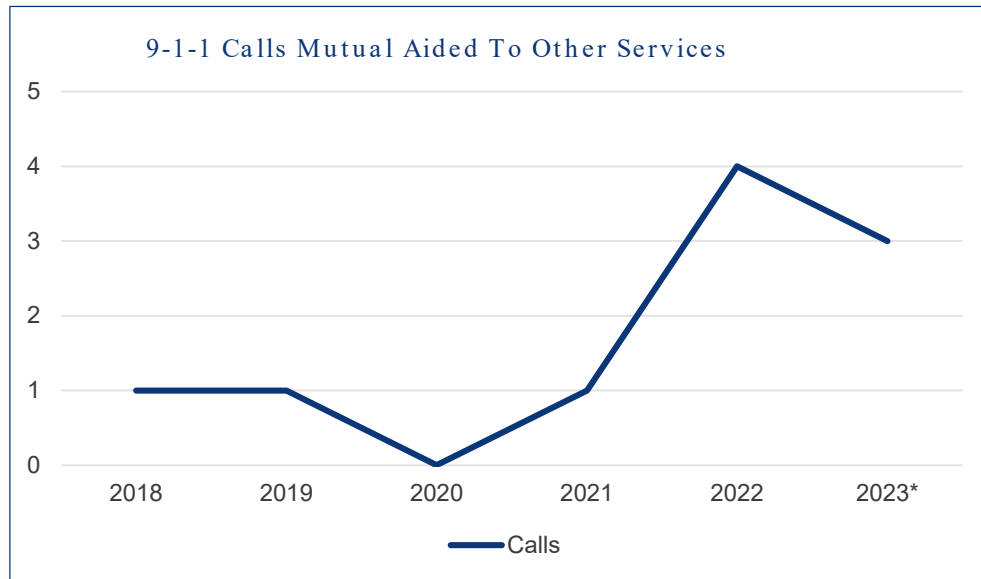
Call Volume – Findings

- Broken up into 1/2/3 vs “Other”
- Growth over time
 - Averaging 2% since 2017, 5% since 2020
- Difference in the line trends is important
 - Capacity (more later)
 - 1/2/3 – Required service
 - Other – Revenue generators
- Select Specialty relocation to Genesis East



Mutual Aid (When Help Is Needed)

- MEDIC generally doesn't NEED mutual aid
 - Not a lot of resources available if they do
- Capable of handling their own call volume



Response Times – Findings

- MEDIC Goals?
 - Metro
 - 7:59, 9:59, 14:59
 - Rural
 - 14:59, 17:59, 19:59
- RAS times are influenced by lack of unit placement in the area

Area	Time	2017	2018	2019	2020	2021	2022
Metro	Average	0:05:06	0:06:13	0:06:34	0:06:33	0:06:38	0:06:38
	90th	0:08:04	0:09:43	0:10:20	0:10:30	0:10:36	0:10:38
Rural	Average	0:08:43	0:09:52	0:10:10	0:09:54	0:09:54	0:09:51
	90th	0:14:25	0:15:57	0:16:00	0:16:06	0:16:23	0:16:08
RSA	Average	0:22:58	0:14:00	0:13:15	0:15:46	0:11:12	0:10:51
	90th	0:38:22	0:17:58	0:20:14	0:25:26	0:13:38	0:16:58
City of Clinton	Average	0:06:57	0:06:58	0:07:33	0:07:59	0:09:11	0:08:35
	90th	0:09:48	0:10:09	0:10:27	0:10:56	0:13:42	0:12:25

PERFORMANCE MEASUREMENT		2021-22	2022-23	2022-23	6 MONTH
		ACTUAL	BUDGETED	PROJECTED	ACTUAL
OUTCOME:	EFFECTIVENESS:				
Urban Code 1 Response times will be < 7 minutes 59 seconds	Response time targets will be achieved at > 90% compliance	78.98%	81.00%	82.50%	77.64%



Concerns – Staffing

- Multifaceted issue
 - Merger
 - COVID
 - Overtime
- In a great place to address
 - High number of Paramedics
- Transition to County should help
 - Benefits (Retirement)

Year	2017	2018	2019	2020	2021	2022	2023*
Fulltime Percent Staffed	100% 76/76	96% 73/76	92% 70/76	92% 70/76	89% 68/76	71% 54/76	76% 58/76
Total Company Percent Staffed	79.6% 133/167	84.4% 141/167	94.6% 158/167	94.6% 158/167	94.6% 158/167	81% 136/168	91.1% 153/168

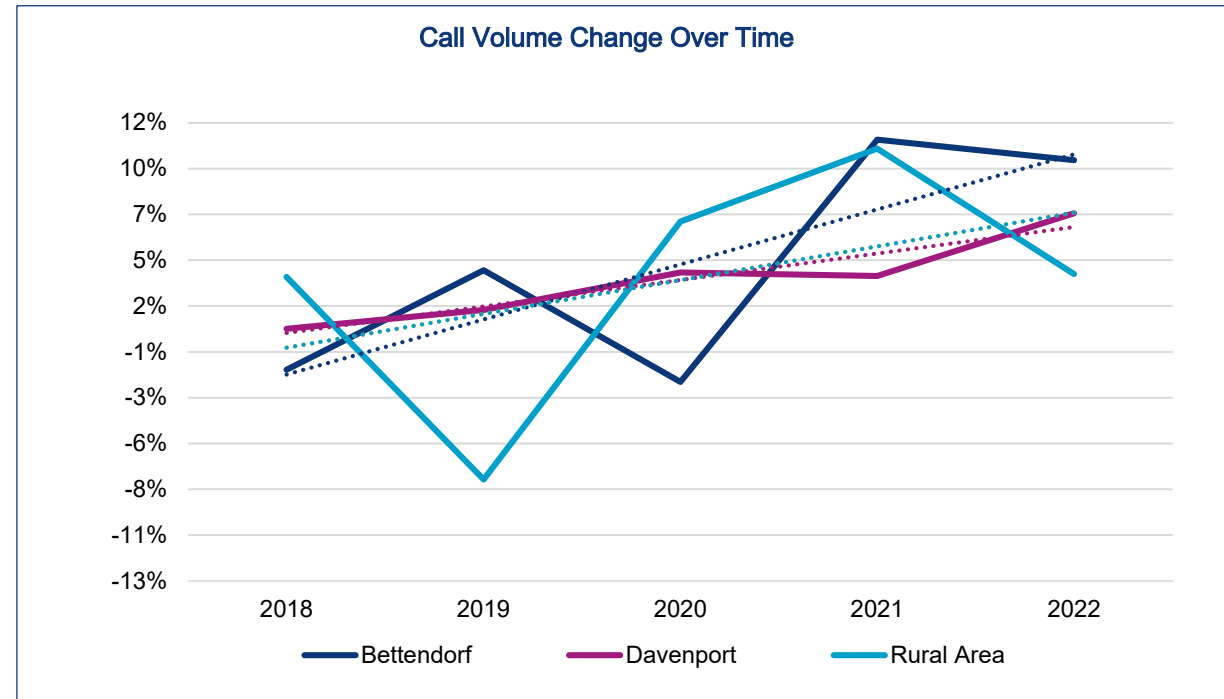
* Values as of 03/15/2023



Concerns – Capacity

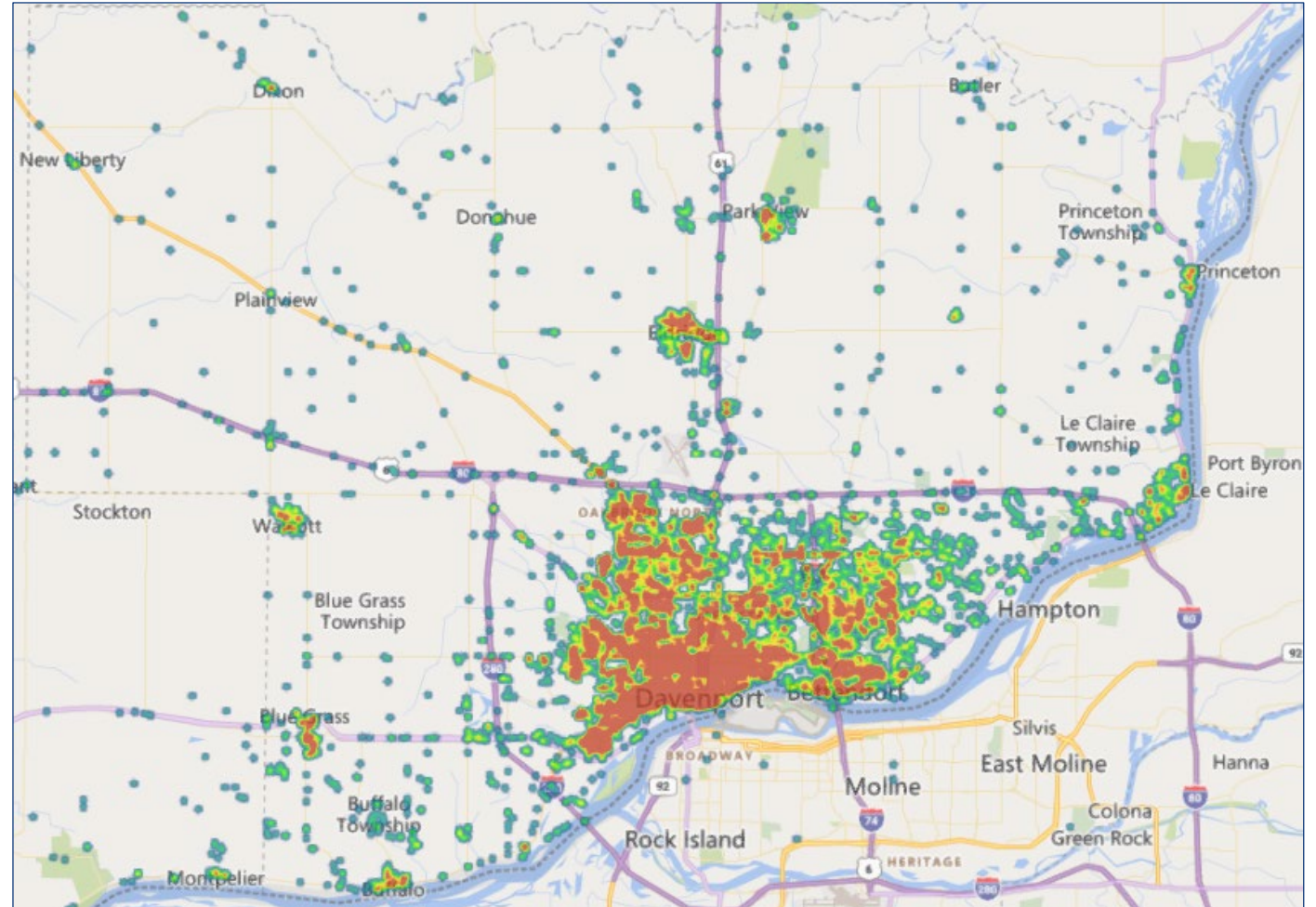
- Population growth
 - Davenport vs Bettendorf
 - Demographics
- Call Volume Changes
 - All positive

Government Entity	2017	2018	2019	2020	2021	Average Change
City of Bettendorf	35,833	36,356	36,573	39,107	39,327	2.01%
City of Davenport	102,460	102,094	101,989	101,584	101,009	-0.31%
Scott County	172,691	173,019	173,400	173,216	174,170	0.21%



Concerns – Certification/RAS

- Illinois Certifications may not be necessary
 - Depends on future operations
- NW Scott County needs coverage
 - Equitable for taxpayers
 - Currently relying on volunteer services



Operational Overview



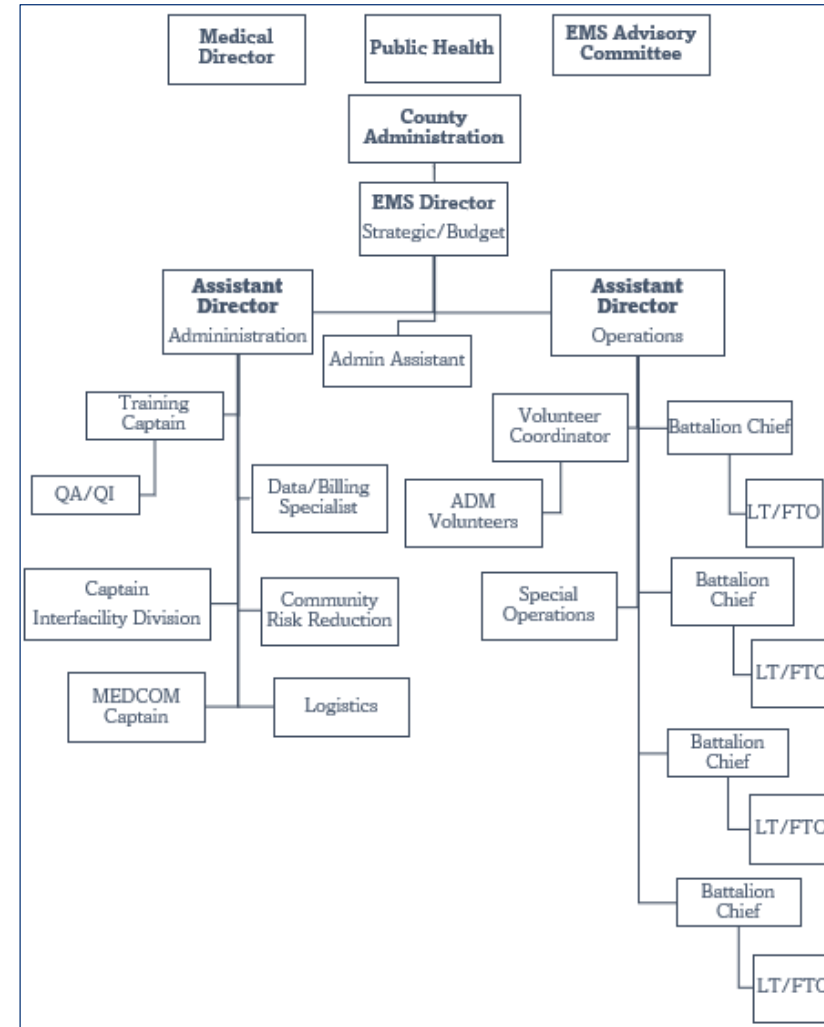
High functioning EMS system



Operationally intact with no major deficits noted

Organizational Structure

- Current structure is good for 501c3
- Future structure should be highly fluid until the appointing of an EMS Director



Station and Vehicle Overview

- Current stations and vehicles are operational and appropriate for the services desired
 - Service vendor selection will be important
 - Fleetio and other processes already in place
- Physical assessment during on site visit

Station	Own/ Lease/ ?	24 Hour	Comments
Eldridge	Own	Yes	ADM
Blue Grass	Lease	Yes	ADM
LeClaire	Own	Yes	ADM
Post 2 (HQ)	Own (Lease Land)	No	Land is leased through 2091
Bettendorf	Lease	No	Space in a Bettendorf FD Station
West Quarters	Lease	No	No
SW Quarters	Lease	No	No
Clinton	N/A	Yes	Part of agreement to provide services to Clinton

Specific Operational Notes For Consideration

- ✓ City of Clinton/MercyOne Clinton Operation: Contractual services, positive revenue generator, MercyOne/Genesis merger
- ✓ Muscatine County 9-1-1: Response services to the Townships of Fulton and Montpelier. \$4,400 worth of contractual revenue.
- ✓ Contract Transport Services: Hospice and LTC Centers. Review contracts and deliverables
- ✓ Chart Hosting, IT Support, and Dispatching Services: Impact Genesis Ambulance Service (MercyOne) and Durant (IT). Illinois dispatching requires additional license

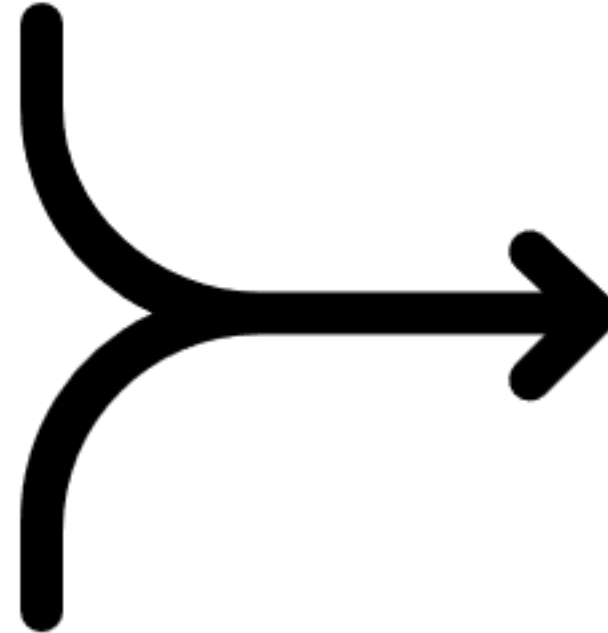
9-1-1 Impacts

- 9-1-1 dispatching is handled via a collaboration of SECC and MED-COM (a division of MEDIC)
 - SECC was established via an intergovernmental agreement. Initial plan was to evaluate the feasibility of merging MED-COM into SECC, but the merger never happened.
- The transition of MEDIC to Scott County can have as much, or as little, of an impact on the relationship as desired
 - External stakeholders have expressed a desire for a merger
 - A workgroup has been established to evaluate the appropriate solutions



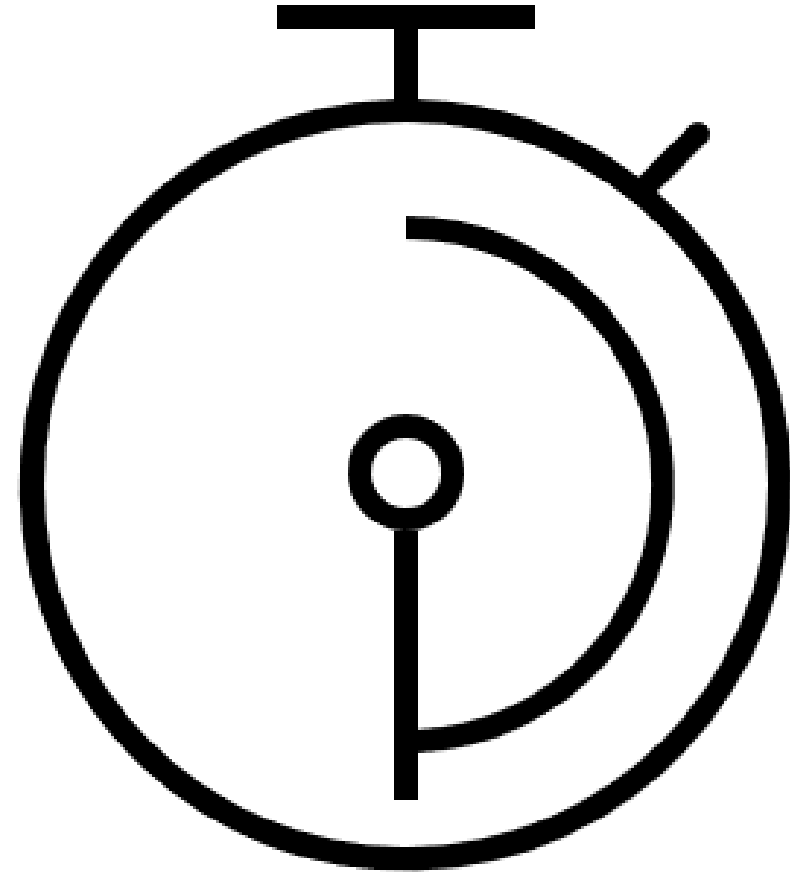
Merger Talks

- Both entities appear to be highly functioning, but are very different
- MED-COM: EMD, billing, CAAS, scheduled/unscheduled transfers
- SECC: Fire, three different LEO disciplines, labor union, history
- Seniority Lists
- CAD Systems
- This does not need to be an “all or nothing” solution/merger
- Merger may not “fix” issues presented



Transition Timeline

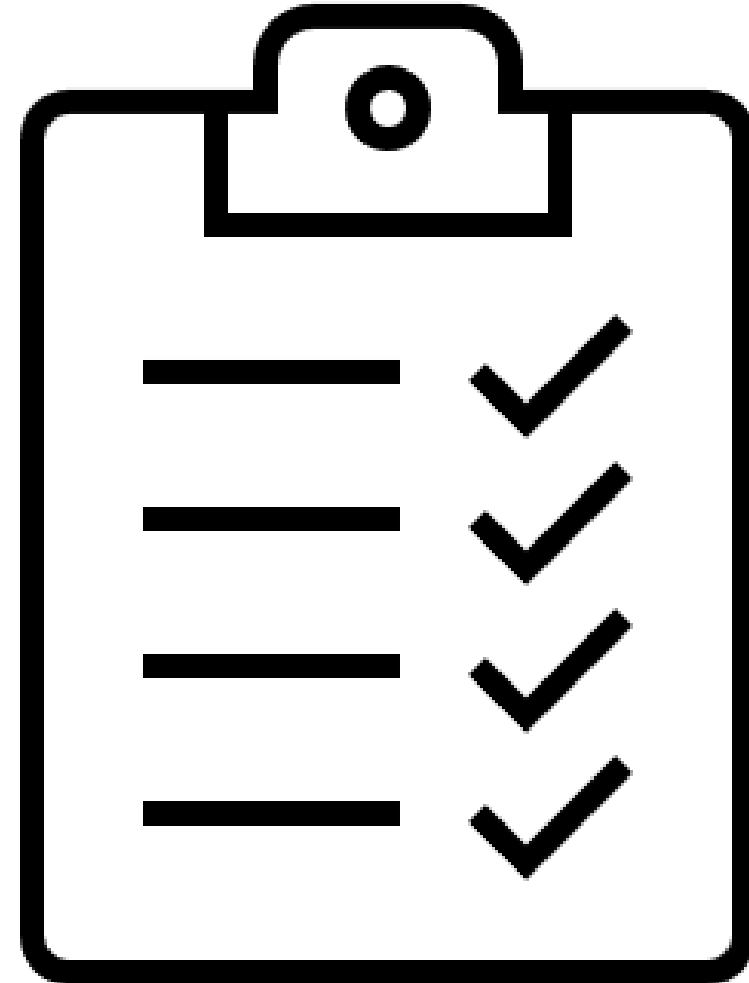
- Timeline has been created, but is dependent
- July 1 vs January 1, 2024



Next Steps

Phase 2 (in progress):

- More stakeholder engagement
- Employee surveys
- Continued SECC/MEDCOM discussions
- Financial analysis
- Comparative analysis
- Final report, Summer 2023



Acknowledgements

- Scott County
- MEDIC EMS
- Iowa's Bureau of Emergency and Trauma Services
- Iowa Office of Department of Health and Human Services
- Scott Emergency Communications Center
- Iowa Board of Pharmacy
- The Iowa Public Safety Dispatcher Union
- Heninger and Heninger, P.C.
- Scott County EMS Association
- Scott County Fire Chief's Association
- Wheatland Emergency Medical Services
- Durant Ambulance Service
- Bennett Ambulance Service
- The City of Davenport
- The City of Bettendorf



Questions?

