



Emergency Services

Jerry Vehaun, Director

John Wilson, Telecommunications Supervisor

Betty J Freeman, Administrative Assistant



Services



What's included:

- Radio (911 Communications)
- Emergency Management
- Emergency Medical Services

What's not included:

- Public Safety Answering Point Fund
- Public Safety Training Center



Examples of Services We Provide

Answer and process all **911 calls** for BC and COA Fire & Rescue

Notify response units for fire departments and EMS, track responses

Coordinate all **disaster response and recovery efforts**

Develop **hazard and recovery plans** to be implemented during a disaster

Conduct routine **fire prevention inspections**

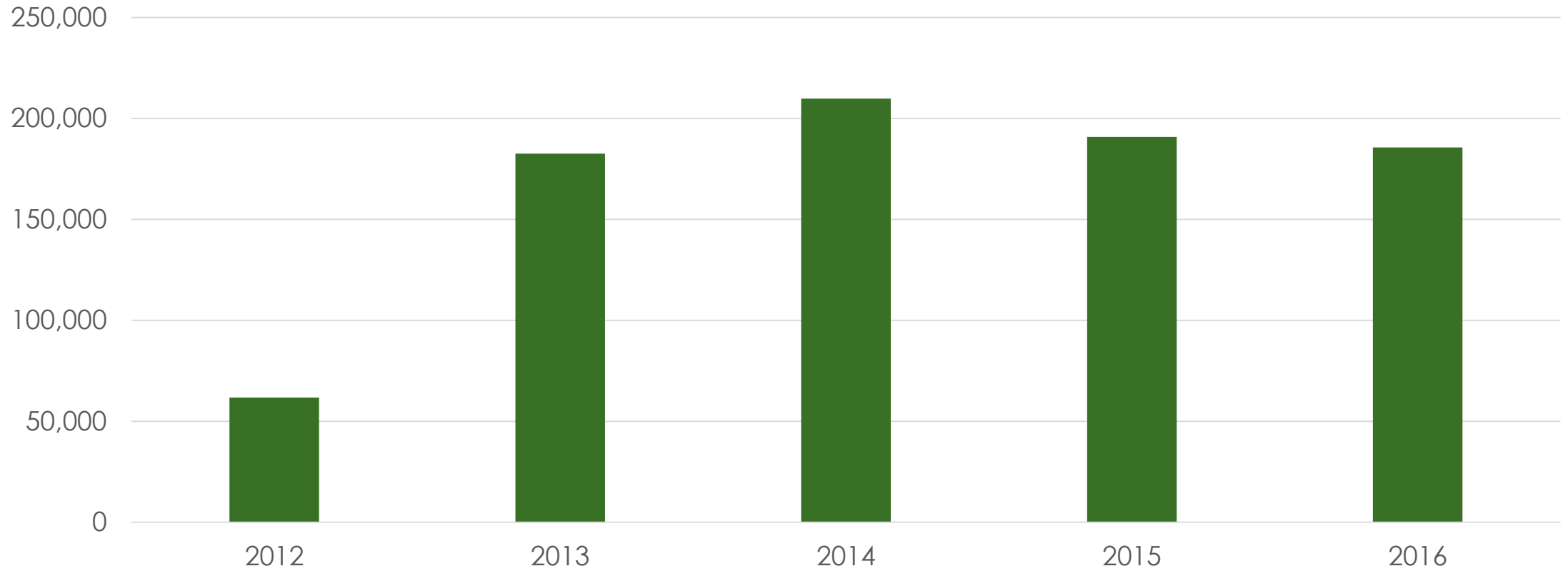
Respond to fires and conduct investigations

Provide Paramedic **emergency and non-emergency responses** to 911 calls





All Calls

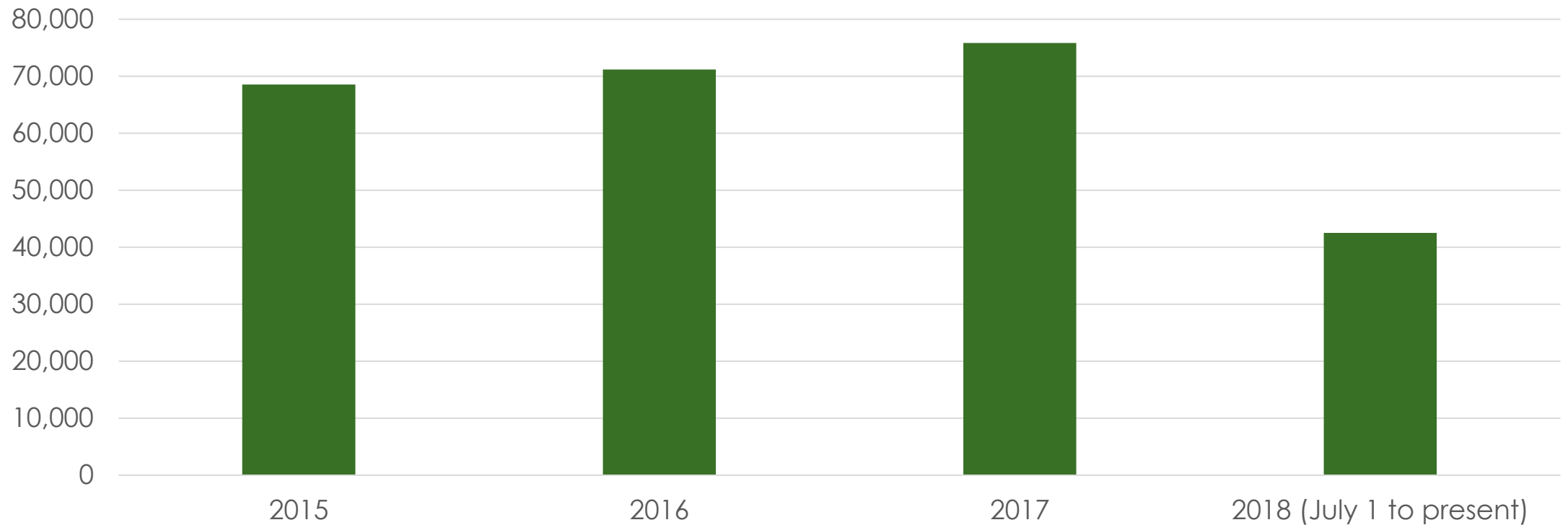


**Buncombe
County**



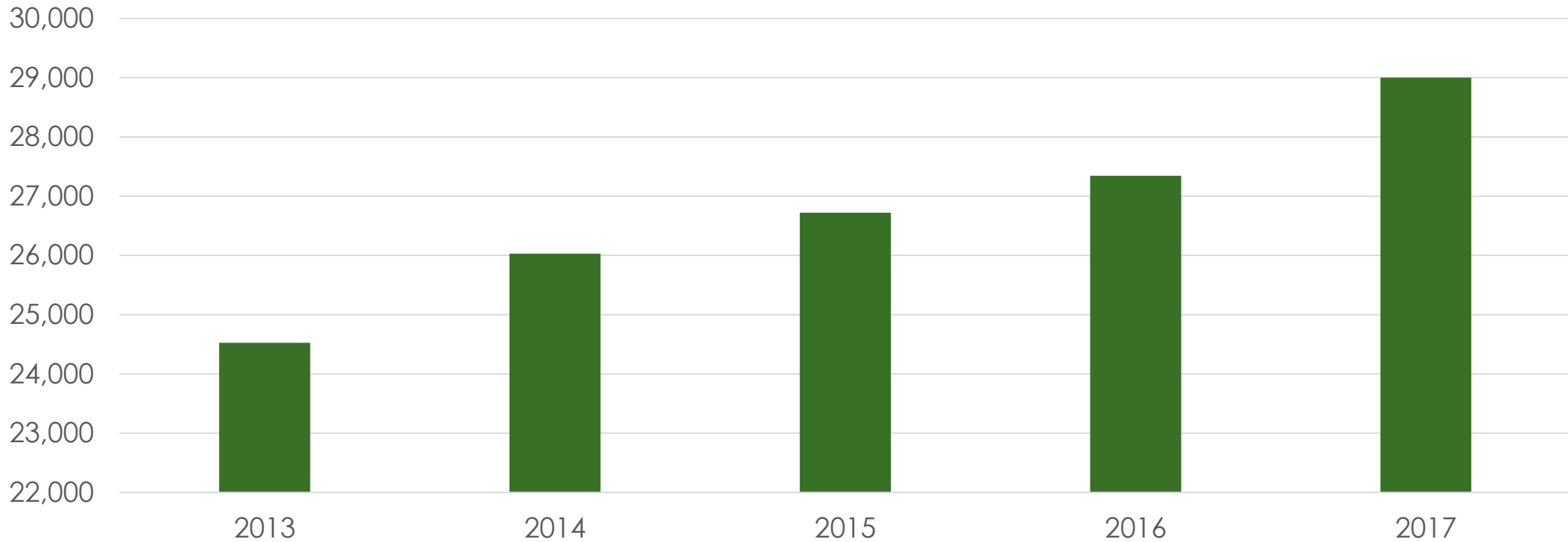
Calls for Service

Buncombe Fire, EMS, and Asheville Fire

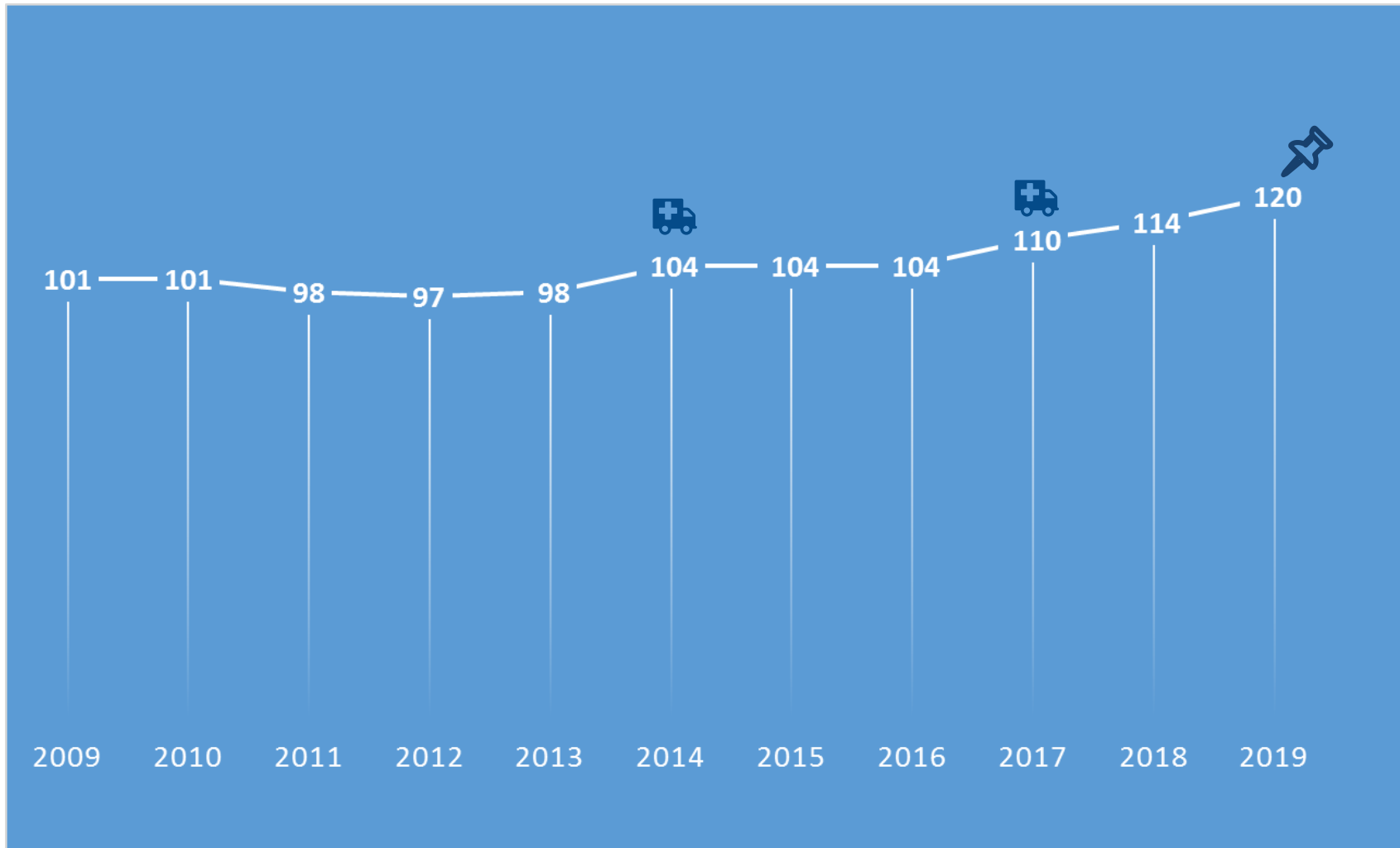




EMS Incidents



Personnel 2009-2019



Primary Partnerships

Volunteer Fire Departments, Municipal Fire Departments, Buncombe County Rescue	<ul style="list-style-type: none">• BC dispatches all 911 calls• BC (Homeland Security Director, Vehaun) coordinates during disaster events
City of Asheville	<ul style="list-style-type: none">• Shares 911 Communications facilities and staff resources• Shares costs related to 911 staff and backup communications center• Shares Arson Task Force resources to investigate causes and origin of fires
Local schools and colleges	<ul style="list-style-type: none">• Educational programming (preK - 6)• Career exploration and recruitment
NC Dept of Public Safety	<ul style="list-style-type: none">• Pass-thru grantor for federal funds and FEMA reimbursements
US Centers for Disease Control	<ul style="list-style-type: none">• Grantor
NC Dept of Health and Human Services	<ul style="list-style-type: none">• Grantor for preparedness in response to health crises
NC Forest Service	<ul style="list-style-type: none">• BC shares cost of Forest Service staff
Asheville Composite Squadron	<ul style="list-style-type: none">• BC shares cost of civil air patrol in disaster responses





Challenges



Major Events

Mass Care

Population demographics

Increasing costs

- *Medical supplies*
- *Ambulance fleet*
- *Maintenance of rescue equipment*

Pace of technological and medical advances

Discontinuation of ambulance services by a partner agency

These things
impact the
services we
provide





Staff recruitment / retention

Months needed to **onboard** trained paramedics

3

Average **tenure** of employment (years)

10

Retirement eligible within 5 years

11

Staffing needs
threaten our
level of service





Spending and Revenue

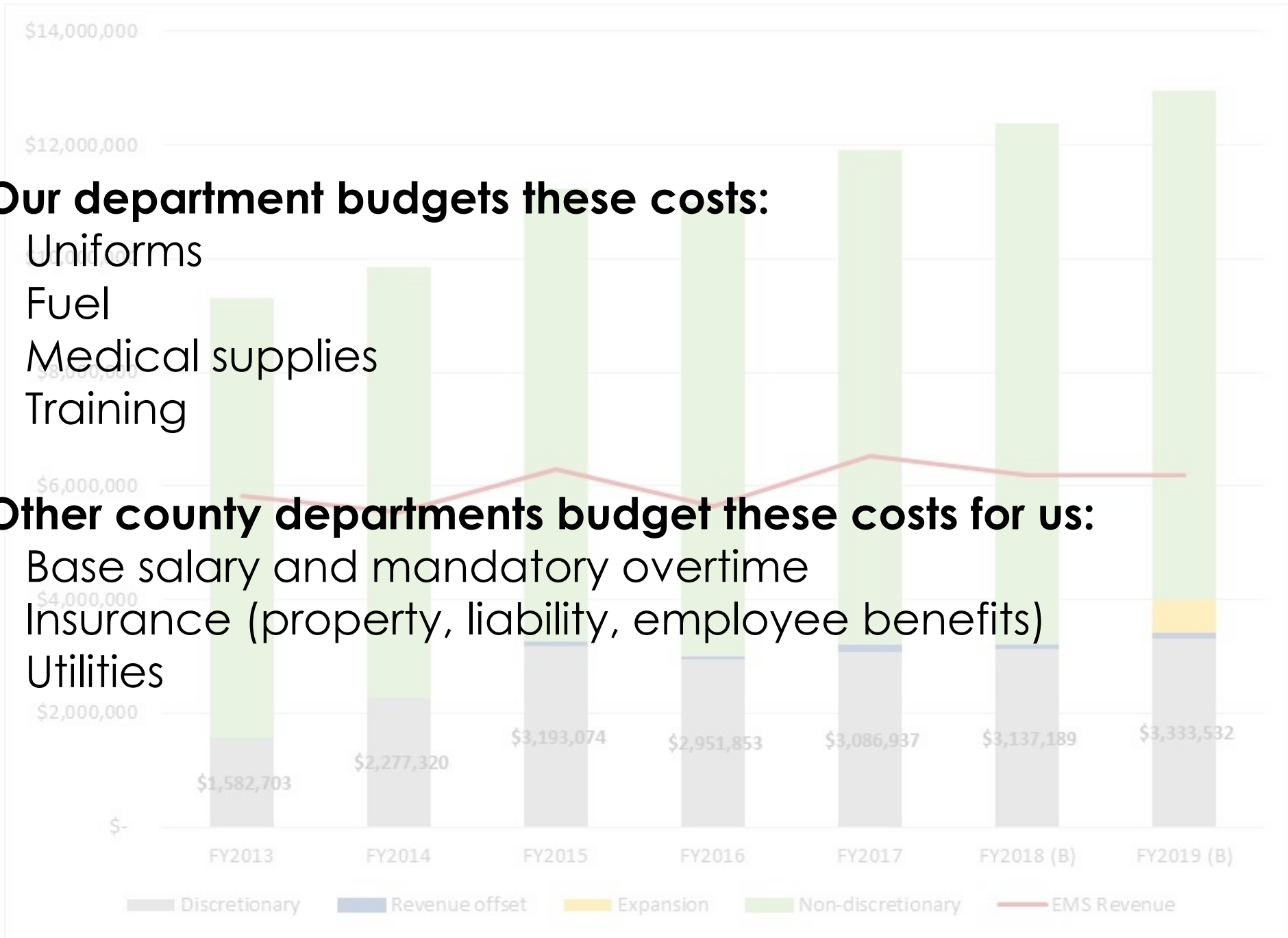
Spending & Revenue

Our department budgets these costs:

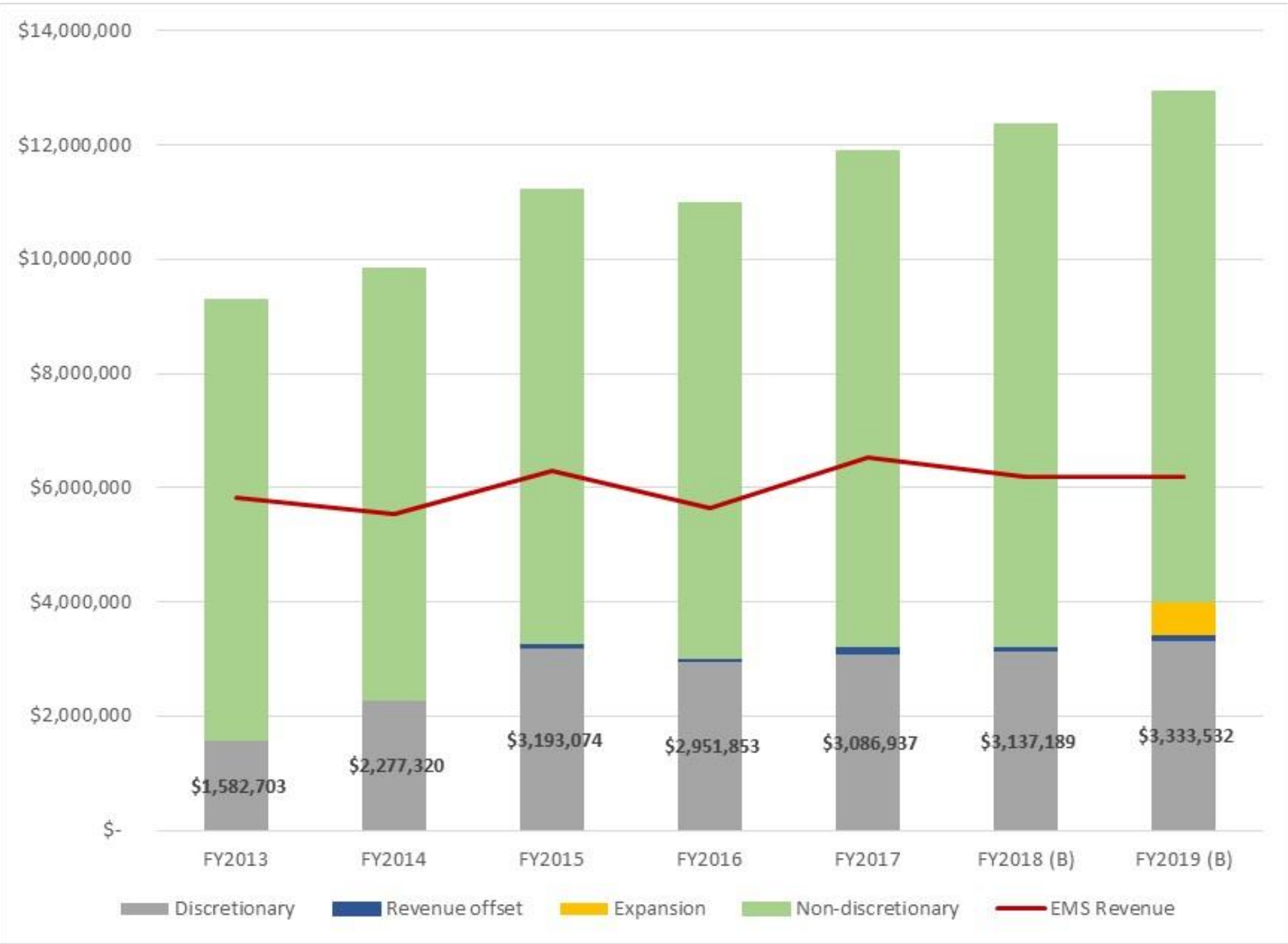
- Uniforms
- Fuel
- Medical supplies
- Training

Other county departments budget these costs for us:

- Base salary and mandatory overtime
- Insurance (property, liability, employee benefits)
- Utilities



Spending & Revenue





\$12.9 million

FY2019 Requested Budget*



* Preliminary





FY2019 Expansion Budget

Salaries and benefits	\$ 519,317
Uniforms	10,500
Office Expenses	5,200
Equipment	40,000
Total budget	\$ 575,017

Provides 24-hr paramedic services at the BC Detention Facility

Staffing:
4 FT Paramedics
3 PT Paramedics

Other Expenses:
Uniforms for 7 staff members
Work station
Cardiac monitor



Where the money comes from...

Charges for first response and transport services	\$6,200,000
City of Asheville cost sharing for 911 dispatch	184,000
Federal and state grants	151,000
Reimbursement for event expenses	20,000



Questions for us?



Buncombe
County