

Staff Response to Long Range Plan Council Questions

8/11/2020

1. Please provide information about ambulance billing practices and amounts collected.

Like nearly all municipalities and fire districts in northern Illinois, the Village charges fees for ambulance services. The Village contracts with a private company for ambulance billing services. Current fees are as follows:

Non-Resident Ambulance Fee Rates				Resident Ambulance Fee Rates			
ALS	ALS2	BLS	Mileage	ALS	ALS2	BLS	Mileage
\$1,194	\$1,269	\$871	\$13	\$954	\$1,031	\$715	\$13

Patients covered by Medicare are not charged the entire fee. Instead they are charged a lesser amount established by Medicare, known as the Medicare maximum. Medicare pays for 80% of the maximum fee. The patient's supplemental insurance is responsible for the remaining 20%.

Ambulance fees are paid from three primary sources; private insurance companies, Medicare/Medicaid and the individual receiving services.

Residents receive up to two invoices at 30-day intervals. The billing service contacts the patient's insurance company up to two times in an effort to collect the fees. If the full amount is not paid in 90 days, any remaining balance is not collected.

Non-residents receive up to three invoices at 30-day intervals. The billing service contacts the patient's insurance company two times and places an automated phone call to the patient in an effort to collect the fees. If the full amount is not paid in 120 days, any remaining balance is sent to a collection agency to continue to pursue full payment.

	Resident	Non-Resident	Total
Ambulance Customers Billed	2,463	921	3,384
Amount Billed	\$1,267,486	\$560,794	\$1,828,280
Amount Collected	\$1,040,201	\$405,386	\$1,445,587

Percentage Collected	82%	72%	79%
Percentage of Bills Sent to Collections	0%	25%	

2. *How much of an across-the-board, temporary pay cut would be required, including Village Council members compensation, to make up for the \$1,000,000 amount in new revenue that has been identified as a need?*
3. *How much more would that percentage increase if the final tier of using general fund reserves was reduced from \$3,000,000 to \$1,714,000, which would keep that fund balance at the 38% recommended minimum to retain our AAA bond rating?*
 - a. *We set that money aside for a "rainy day." I feel we should take some of it out before we raise taxes.*

See below for a response to questions 2 and 3.

Revenue Shortfall	All Employees	Non-Union Employees
\$1,000,000	-3.8%	-10.1%
\$2,286,000	-8.7%	-23.1%

Total annual salaries and wages for all employees is approximately \$26.4 million. A \$1,000,000 reduction in salaries represents a 3.8% decrease for a period of one year. However, of that total amount, \$16.5 million is paid to employees represented by a collective bargaining agreement, which would have to be renegotiated. Reducing the remaining portion of salaries and wages for employees not covered by collective bargaining agreements (\$9.9 million), would require salary reductions of 10.1% to achieve \$1,000,000 in reductions.

To maintain General Fund reserves at 38%, \$1,714,000 of reserves could be used in 2021. The non-union staff members would need to take a 23.1% pay cut to make up for the remaining amount of revenue shortfall to keep the General Fund balance at the 38% recommended minimum.

The Financial Response Plan already includes personnel cost reductions, which will be obtained by eliminating or not filling vacant positions. This strategy is expected to save the Village approximately \$750,000.

4. *We post the service levels for snow/ice removal and our stormwater management targets, but we do not post fire and police response times. What are those average response times?*

Fire Department - 2019 Response Time

The Downers Grove Fire Department has standards of coverage criteria of having emergency response personnel on scene within 4 to 6 minutes of the receipt of a call for help. The overall average response time was 4 minutes and 28 seconds for all calls in 2019.

Police Department - 2015 Response Time

Response times for the Police Department are tracked on a call by call basis but the average response time is not tracked. Village staff can compile the responses times if requested by Council, but it would take a significant amount of staff time to complete.

5. *What is the breakdown of the last 12 months of the types of fire and police calls? In other words, I feel we should know the difference between putting out full house fires vs "getting a cat out of a tree" and police responding to an armed robbery and complaints that the neighbors are playing their music too loud.*

Fire Department - 2019 Service Call Breakdown

Call Type	Frequency	% of Calls
EMS Advanced Life Support	2,178	29.82
EMS Basic Life Support	1,259	17.24
Fire Alarms	947	12.97
EMS Treatment Refusals	606	8.30
Auto / Mutual Aid Fire	500	6.85
Assist Invalid	334	4.57
Good Intent Calls	272	3.72
Service Calls	231	3.16
Vehicle Accident w/ Injury	171	2.34
Hazardous Condition	160	2.19
EMS Multi-Patient Response	121	1.66

CO Calls	112	1.53
Vehicle Accident w/ No Injury	93	1.27
Food on Stove	79	1.08
EMS No Treatment Required	66	.90
EMS Treated and transferred to other Unit	43	.59
EMS Dead on Arrival	37	.51
Structure Fires	17	.23
Assist Police Department	13	.18
Vehicle / Pedestrian Accident	12	.16
Brush Fires	10	.14
Refuse Fires	9	.12
Overpressure Incidents	8	.11
Extrication, Rescue	6	.08
Vehicle Fires	6	.08
Severe Weather Related	4	.05
Outside Equipment Fire	3	.04
Cooking Fire	1	.01
Electrical Rescue	1	.01
Extrication from Building	1	.01
Special Incident Type	1	.01
Special Outside Fire	1	.01
Water/Ice Rescue	1	.01
TOTAL	7,303	

Police Department - 2015 Service Call Breakdown

Due to the Village’s transition to DU-COMM for dispatching services, the most recent breakdown of Police Department service calls by type is from 2015. In 2015, the Police Department responded to 19,555 service calls. See attached for the summary report of service calls from 2015.

- 6. *What percent of EMS/Ambulance calls are life threatening, such as heart attack and stroke, versus less serious situations?*

Advanced Life Support (ALS) calls which involve life saving measures accounted for 51% of all EMS calls. Basic Life Support (BLS) calls can also be life threatening depending on the situation, but due to the amount of data, it is unable to be determined how many of those calls involve life saving measures.

- 7. *What meaningful consolidation opportunities might we have with other units of government including Districts 58 and 99, Library, DG Sanitary District, and the DG Park District related to fleet maintenance, IT services and administrative costs? With some 73% of real estate tax payments going to the school districts, perhaps we should start there.*

Village staff continuously explores opportunities to consolidate with other government agencies whenever feasible. See below for a list of shared service and consolidation efforts undertaken by the Village.

Shared Service / Consolidation	Other Agency	Information
Employee Health Benefits	Downers Grove Library, Downers Grove Park District, & Downers Grove Economic Development Corporation	Link
Use of Village Owned Fuel Station	SEASPAR, School District 58, & Downers Grove Park District	Link
Fleet Vehicle Maintenance	SEASPAR, School District 58, & Downers Grove Park District	Link
ERP Software System	Downers Grove Library	Link
Downers Grove Regional Peer Jury	Burr Ridge, Clarendon Hills, Darien, Downers Grove, Hinsdale, Oak Brook, & Willowbrook.	Link

Streambank Stabilization	DuPage County	Link
Joint purchase of rock salt	DuPage County	Link
Roof Replacement at Fairview Station	Metra	Link
Traffic Safety Enhancements	School District 99	Link
Stormwater Improvements in Deer Creek	Village of Westmont and the Westmont Park District	Link
Street Resurfacing	City of Darien	Link
Law Enforcement Services	DuPage MERIT	Link
Traffic Signal Installation	DuPage County	Link
Assignment of Easements	Downers Grove Sanitary District	Link
Conveyance of Property and Easements	Forest Preserve District DuPage County	Link
Northern Illinois Police and Alarm System (NIPAS) Mobile Field Force	NIPAS	Link
National Pollution Discharge Elimination System	DuPage County	Link
Consolidation of Emergency Dispatch Services	DU-COMM	Link
Criminal Offense Reporting System	School District 58	Link
Watermain Improvements	Dupage County	Link
Dupage Justice Information System	Du-COMM	Link
Main Street Station Maintenance	Metra	Link
Transferring Jurisdiction of Hobson Road West of Belmont Road	Dupage County	Link
Watermain services on Roslyn Road	Village of Westmont	Link

8. *What do you think if we move trees planting expenses into the stormwater fund? My thinking is that we would be less likely to skip a planting cycle again if they have a dedicated funding source. And technically speaking, trees are part of the system.*

The FY20 Budget includes a total of \$216,000 for tree planting (\$77,000 in the General Fund and \$139,400 in the Capital Fund). These expenses can be moved into the Stormwater Fund beginning in 2021. Increasing the expenses in the Stormwater Fund to cover the costs of tree plantings would prompt a reduction in capital expenses or maintenance expenses or an increase in the stormwater utility fee or a combination of all three.

Attachments

2015 Service Demand Summary Report - Police Department

SERVICE DEMAND SUMMARY REPORT
2015

CALL TYPE	CALL COUNT	UNIT COUNT	TIME TOTAL Hours	TIME AVG Hours
ABANDONED AUTO	72	90	27.75	.31
ACCIDENT - HIT AND RUN	266	436	327.13	.75
ACCIDENT - PD	1,662	2,506	1632.02	.65
ACCIDENT - PI	251	863	764.70	.89
ACCIDENT PRIVATE PROPERTY	455	488	53.33	.11
AED CARDIAC ASSIST	39	162	244.68	1.51
ALARM	113	228	34.09	.15
ANIMAL COMPLAINT	329	417	124.21	.30
ARSON	3	7	13.62	1.95
ASSAULT	11	27	21.50	.80
ASSIST OTHER AGENCY	595	1,283	691.54	.54
BATTERY	97	273	332.35	1.22
BOMB THREAT	1	13	33.59	2.58
BURGLARY	198	397	484.88	1.22
CIVIL COMPLAINT	427	696	319.95	.46
CRIMINAL TRESPASS	59	137	66.50	.49
CUSTOMER DISPUTE	79	185	53.18	.29
DAMAGE TO PROPERTY	296	416	250.82	.60
DEATH INVESTIGATION	25	91	149.03	1.64
DECEPTIVE PRACTICE	380	492	334.67	.68
DISABLED AUTO	784	1,006	312.68	.31
DOC	285	801	429.09	.54
DOMESTIC	567	1,839	1516.47	.82
DRUG CASE	143	321	272.70	.85
EXTRA PATROL	67	76	35.61	.47
FIGHT	47	229	157.48	.69
FINGERPRINTING	187	214	74.05	.35
FIREWORKS	68	82	14.23	.17
FOUND PROPERTY	275	342	212.79	.62
HARASSMENT	141	195	162.52	.83
JUVENILE COMPLAINT	186	326	85.90	.26
LIQUOR VIOLATION	5	9	4.94	.55
LOCK OUT	1,105	1,373	330.97	.24
LOST PROPERTY	133	158	67.38	.43
LOUD PARTY	48	133	60.70	.46
MEDICAL CASE	200	507	237.56	.47
MISCELLANEOUS	392	504	259.46	.51
MISSING/RUNAWAY	187	396	252.84	.64
NEIGHBOR PROBLEM	96	169	85.07	.50
NOISE COMPLAINT	237	479	91.10	.19
NOTIFICATION	54	79	19.56	.25
OPEN DOOR/WINDOW	97	179	40.70	.23
ORDINANCE VIOLATION	205	279	87.25	.31
PARKING COMPLAINT	747	872	193.15	.22
RELOCATION	246	247	33.66	.14
REPOSSESSION	139	141	42.07	.30
ROBBERY	3	19	26.16	1.38
SEX OFFENSE	30	53	121.02	2.28
SHOPLIFTER	156	426	512.46	1.20

SERVICE DEMAND SUMMARY REPORT
2015

CALL TYPE	CALL COUNT	UNIT COUNT	TIME TOTAL Hours	TIME AVG Hours
SOLICITOR COMPLAINT	249	320	71.84	.22
SUBJECT REFUSING TO LEAVE	88	218	97.85	.45
SUICIDE	98	344	205.26	.60
SUSP INCIDENT/PERSON	1,313	2,873	990.11	.34
TELEPHONE COMPLAINT	137	166	107.91	.65
THEFT	540	787	542.87	.69
TRAFFIC COMPLAINT	887	1,335	332.08	.25
TX ALARM	1,384	3,103	427.08	.14
VACATION WATCH REQUEST	2	2	.02	.01
VANDALISM	70	105	64.44	.61
VIOL OF ORDER OF PROTECTION	26	46	59.01	1.28
WARRANT SERVICE	187	334	447.23	1.34
WATER MAIN BREAK	6	7	1.96	.28
WEAPONS VIOLATION	76	199	96.65	.49
WELL BEING CHECK	1,109	2,568	952.78	.37
WIRES DOWN	18	27	7.46	.28
911 HANG UP	1,177	1,642	205.67	.13
	FINAL TOTALS			
	TOTAL	19,555	34,737	16309.33
	AVG			.63

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