

Clark County Emergency Communication Center



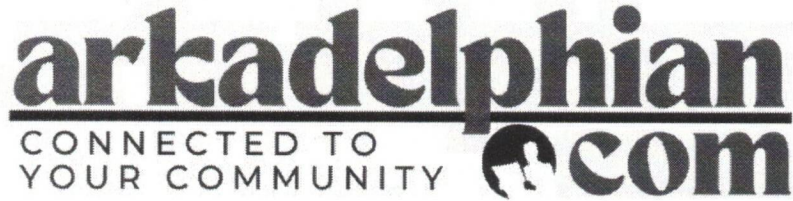
Date: Sept. 9, 2025
To: Joel Phelps
From: Fred Phillips

In response to your Freedom of Information Act request dated Sept. 9, 2025. Attached, please find a document in regarding Ambulance service issues and response times for Clark County Arkansas.

A handwritten signature in black ink, appearing to read 'Fred Phillips', is written over a horizontal line.

Fred Phillips
CCECC Director

Arkansas Freedom of Information Act Request Letter



The Arkadelphia LLC
P.O. Box 13
Arkadelphia, AR 71923

Freedom of Information Act Request

September 9, 2025

Dear Clark County 911 Coordinator,

This is a request under the Arkansas Freedom of Information Act.

My request is for any documents or summaries thereof related to call times for Pafford Emergency Medical Services since it began operating in Clark County in April 2025.

Since the record requested is not stored off site and should be readily available I would appreciate obtaining the file by end of business today, Tuesday, September 9, 2025.

In order to help to determine my status to assess fees, you should know that I am a representative of the news media affiliated with The Arkadelphia LLC online news site, and this request is made as part of news gathering and not for a commercial use.

I request a waiver of all fees for this request. Disclosure of the requested information to me is in the public interest because it is likely to contribute significantly to public understanding of actions taken at the meeting and is not primarily in my commercial interest.

.Thank you for your assistance.

Sincerely,

Joel Phelps

501-304-2134

editor@arkadelphia.com

Ambulance service review for Feb 21, through July 31, 2025.

The Clark County Emergency Communication Center became fully operational on Feb 21, 2025. Prior to the time both the City of Arkadelphia Police department and Clark County Sheriff's Office operated separate 911 call center that service calls for their respective areas.

The consolidation date of Feb 21, 2025 is being used as the beginning date of this review.

The last day of service for Baptist Ambulance service was the morning of April 5, 2025. Pafford signed on for service at 8:00am on April 5, 2025

This document is for providing an overview of calls for service that that are outside of historical operating parameters for Clark County.

The Dispatch search function in the Centers Computer aided Dispatch system was used to identify the Baptist Ambulance service calls between Feb 21 and April 5.

As the Emergency Communication Director for the county, I requested Pafford to provide run logs for the calls that occurred within Clark County. They agree and have been sending them regularly.

The following items are with respect to Baptist Ambulance service calls from our logs for the stated period of time. This does not include transfers.

- Log shows 115 calls for service between Feb 21 and April 5. This averages to roughly 3 calls per day.
- The logs do not include calls that Baptist responded to in Hot Spring County.
- The Baptist numbers do not include the calls that Pafford responded to in Amity for the stated period.
- From our logs the duration of time from dispatch to arrival on scene was between 7 and 17 min.
- No extended ETA's for Baptist were found during this time frame.

Between April 5 and July 31, 2025 there were 514 calls for ambulance service that were transferred to Pafford.

- This averages out to roughly 4 calls for service per day
- From what could be discerned the range of arrival time was 3 mins to 50 minutes
- There were several occurrences where there was not an available unit in the county response area.

Below are Calls that involved Pafford that had extended arrival times or other issues.

April 14

- 25 min from Pafford dispatch to arrival at scene, Arkadelphia
- Sick Person
- Call transferred to Pafford at 13:10
- Pafford Unit Arrived on scene at 13:37

April 16 – Attended death. Arkadelphia

See attached memo labeled as “Exhibit A”

April 16

- **31 min from Pafford dispatch to arrival at scene. I30 MM65**
- Language barrier (Spanish speaker)
- Unit unable to locate subject on I30
- Med comm re-advised of location
- Pafford requested Law enforcement – Ambulance crew stated they thought he might be intoxicated, but did not indicate the smell of intoxicants 21:17
- Clark 7 arrived and determine the subject was not intoxicated 21:33
- Patient refused medical service 21:35
- Clark 7 and Pafford departed the scene.

April 21

- **3 separate calls for ambulance service between 17:20 and 17:40. One ambulance in county.**

Pafford advised they would send units from Prescott and Emmet. Pafford advised of a 53 Min ETA on one, Arrival times were 23 min, 30 min and 44 min.

- Calls were a 2 Vehicle MVA with injuries - Gurdon
- A structure Fire - Arkadelphia
- A fall at a residence (lift assist) - Manchester

April 28 – Fall – lift assist on Ceder Grove Rd., Arkadelphia

- This call is not listed on the Pafford run log for the county.

May 5

- **36 min time for arrival – to CC Jail**
- 05:45 - Valley unit requested an ambulance
- Individual was being arrested, Due to extended arrival time Valley unit transported subject to the jail.
- Pafford Unit was redirected to the jail.

May 5

- **21 min time for arrival – Arkadelphia AR**
- Suicidal Subject.
- 21:38 - Call transfer to Pafford
- 21:43 - PD on scene
- 21:59 - Pafford arrival on scene at

May 5

- **35 min time for arrival – Gurdon AR**
- Patient with Urinary problems.
- 09:06 - Call transferred to Pafford at
- 09:38 - Pafford on scene at

May 10

- **High Blood Pressure – Gurdon AR**
- This call is not listed on the Pafford run log for the county.

May 14

- **Stroke – Amity AR. ETA 24 miles away**
- Amity 1 (Police Chief) on scene requests ambulance
- 10:31 - CC dispatch advises Pafford of Location and Reason
- 10:37 - Pafford Dispatches Unit
- 10:40 - Amity 1 is advised of ETA. Amity 1 states Patient will go by POV to HS CHI

May 23

- **Heart Attack – Amity 34 min ETA**
- Pafford dispatched a unit from Murfreesboro
- Amity Fire Advised due to extended ETA that Patient will go by POV to HS CHI

May 29

- **40 min ETA provided by Pafford**
- Call was for a 2 vehicle MVA with road blockage and injuries at Walnut and Pine in Arkadelphia.
- AFD and APD were advised of the 40 min ETA.
- Patients were transported to Hospital by POV.
- APD officer followed patients to hospital. There were two Pafford Ambulances in the parking lot at Baptist.

May 31

- **Pafford canceled ambulance – Cancellation did not come from APD, AFD or CC dispatch.**
- 19:43 - Call for subject at Walmart that passed out.
- 19:47 - AFD on scene at
- 19:48 - Pafford unit 2328 advised Med com they heard the call on the local scanner and said they will be enroute.
- 19:48 - Med com advised 2328 to stand down. Pafford canceled call.
- 19:51 - AFD requests ETA on Pafford
- 19:55 - CC Dispatch advised AFD that Pafford Canceled the call. AFD advised they will call Valor
- 20:00 - Valor on scene.

June 6

- **Possible Stroke – 11240 HWY 8 west – 38 mins arrival on scene**
- 13:28 – 911 call for possible stroke, Call transferred to Pafford – Bismark Unit dispatched.
- 13:38 – Alpine Fire on scene
- 13:57 – Alpine Fire requests ETA for Pafford – Pafford Advised unit is on Brushy Rd
- 14:06 – Pafford on scene.

June 22

- **Lift assist, no injury. 9 min from call transfer to unit being dispatched, 32 min arrival time.**
- 23:49 – 911 call transferred to Pafford
- 23:58 – Pafford dispatched unit 2328
- 00:32 – Whelen Spring Fire advises they have gotten the man up
- 00:34 – Pafford arrival

July 8

- **Sick Person Unknown Cause. 50 min arrival time. – Location Witherspoon Road area**
- 18:29 - Call taken by Pafford
- 18:36 – Pafford Dispatched unit 2327
- 19:20 – Pafford Arrives on scene

July 13

- **Hemorrhage/Laceration – Amity – 36 min Arrival time - Gurdon**
- 02:44 – Call taken By Pafford
- 02:46 – Pafford Dispatches unit 2327
- 03:22 – Pafford Arrives on scene
- 03:31 – Pafford begins transport of patient to St Vincents Hot Springs

July 16

- **Public assist, Unknown reason – 25 min response time Within city limits of Arkadelphia**
- 1:14 – Call taken by Pafford
- 1:17 – Pafford Dispatched unit 2328
- 1:24 – Pafford canceled unit 2328 and dispatched unit 2327
- 1:39 – Unit 2327 arrives at scene

July 21

- **Heat related exhaustion – 31 min response time – Manchester area**
- 4:59 – Call started by Pafford
- 5:06 – Pafford Dispatched Unit 2328
- 5:10 – unit 2328 enroute
- 5:12 – Pafford Advised they are requesting first responders

- 5:22 – ECC fire enroute
- 5:31 – unit 2328 on scene
- 5:35 – Pafford advised CC that Unit 2328 is requesting a deputy
- 5:36 – CC dispatch advises CC deputy / Deputy request additional info
- 5:37 – CC contacts Pafford dispatch and requests purpose of need for a deputy. Pafford dispatch advised patient was unconcise and that unit 2328 is not responding
- 5:46 – ECC fire 166 advises to 10-22 deputy.

Prepared by:

Fred Phillips - CCECC Director

MEMO

On Wednesday, April 16, 2025, at approximately 0107 hours, Deputy Chase Kersey and Deputy Steven Holt was dispatched to [REDACTED] in reference to [REDACTED] problems and a husband already starting CPR on his wife due to Pafford advising him to do so.

Upon arrival, Deputies observed 2 Pafford Female EMT's running from the ambulance to the residence. One EMT asked Deputy Kersey to get a bottle of O2 off of the truck, while Deputy Holt continued inside the home after the EMT's. When Deputy Holt came into the bedroom where the EMT's and the husband were, that was later identified as a [REDACTED] Deputy Holt observed a white female on the bed, that was later identified as [REDACTED] and [REDACTED] wife. Deputy Holt observed an EMT holding the right leg, [REDACTED] holding the left leg and the other EMT holding [REDACTED] upper body. They were attempting to pull [REDACTED] off of the bed and onto the floor. When the EMT's seen Deputy Holt enter the room, they stopped and waited for him to help. Deputy Holt put his arms under [REDACTED] back, another EMT advised she could hold her head, an EMT grabbed her right leg and [REDACTED] grabbed the left leg. When dragging [REDACTED] off of the bed, the EMT that was holding [REDACTED] head dropped her, causing [REDACTED] to hit her head on the floor. Deputy Holt observed foam coming out of [REDACTED] mouth and she was cold to the touch.

An EMT started CPR compressions on [REDACTED] but then immediately asked Deputy Holt if he knew how to do CPR. Deputy Holt started towards the EMT, she stopped CPR, causing Deputy Holt to have to get into the floor and start compressions. Deputy Kersey came into the room with the O2, that was requested. Deputy Kersey observed Deputy Holt in the floor, conducting compressions on [REDACTED]. Deputy Kersey also observed the 2 EMT's standing in the room, talking to [REDACTED] about [REDACTED] medical conditions. Deputy Kersey stepped beside Deputy Holt and advised him that when he got tired, he would take over compressions. An EMT handed Deputy Kersey an air bag for bagging a person to assist with giving someone oxygen and asked him if he knew how to use it. Deputy Kersey advised that it had been a while since he had used one but started using it on [REDACTED].

While Deputy Kersey and Deputy Holt was switching back and forth from compressions and bagging, the EMT's continued to talk to [REDACTED] and to each other. The EMT's put what looked like an IV in her leg and gave her something, but unknown as to what. The EMT's brought out a machine that is called a Lucas machine, that is for chest compressions. Deputy Kersey had to stop helping Deputy Holt conducting CPR to start helping put the machine on Tara. The EMT helping was struggling with her side, so Deputy Kersey had to take over and finish putting the machine together and into place. After getting the machine in place, it was

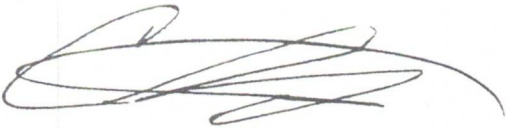
discovered that the machine did not have a battery. One EMT asked the other one where the battery was located in the truck. The other EMT stated that she wasn't exactly sure. One EMT had to run back to the truck to find a battery. Deputy Kersey had to move the machine and start compressions, while waiting for a battery for the machine. The EMT made it back with the battery but was unable to figure out how to get the battery out of a plastic cover. Deputy Kersey had to ask Arkadelphia Police Officer Kenny Taylor, to take the battery away from the EMT and to please take the cover off. Sergeant Taylor took the cover off of the battery without incident. Sergeant Taylor handed the battery back to the an EMT and the battery was put on the machine. While all this is happening, Deputy Kersey and Deputy Holt were still continuing swapping on CPR. The EMT's started putting the machines back into place, causing the deputies to stop chest compressions. Deputy Kersey had to help put the machine back together. While trying to get the machine in place, an EMT turned on the machine and it started chest compression on the left side of Tara's chest. Deputy Kersey had to take over and put the machine in the middle of Tara's chest. An EMT then hooked up 2 pads to [REDACTED] to a machine. Deputy Holt, the EMT's and Sergeant Taylor then loaded her up on the cot with the machine still going. One of [REDACTED] arms was secured to the machine but the other was not. While loading [REDACTED] onto the cot, an EMT let go of [REDACTED] causing Deputy Holt to put all of [REDACTED] weight on his knees. With the help of Sergeant Taylor, they were able to get her into the cot and into the back of the Ambulance.

Deputy Kersey stayed in the room and talked to [REDACTED] and tried helping him keep calm. Before one of the EMT's left the room, [REDACTED] asked if [REDACTED] was okay and breathing. The EMT looked at me and then looked at [REDACTED], responding with shaking her head no and then telling him "No I am sorry". Sergeant Taylor then also came back into the room to assist Deputy Kersey. [REDACTED] advised that his [REDACTED] son was in the other room and needed to wake him up, so they could come to the hospital.

After getting [REDACTED] to the ambulance, the EMT's made multiple attempts to get [REDACTED] loaded up, struggling each time with failure. After finally getting her into the back of the ambulance, Deputy Holt jumped in and continued bagging Tara. A second Pafford ambulance arrived with 2 male EMT's. One of female EMT's asked Deputy Holt if he could ride in the back of the ambulance to the Baptist Emergency Room and to continue to help. While the EMT's attempted a new way to open [REDACTED] airway. Deputy Holt exited to ambulance and advised Deputy Kersey of what Pafford had asked. Deputy Kersey advised Deputy Holt that he would follow them to the hospital, pick him up and take him back to his patrol unit. During the trip to hospital the EMT that was riding in the back stated that they almost stopped and called it in the house and just waited on the coroner instead of transporting [REDACTED] Deputy advised that [REDACTED] was already loaded up in the ambulance and that we needed to give [REDACTED] the best opportunity and to fight for her until all resources possible were exhausted. When Deputy Holt got back into the

ambulance, he had to start bagging [redacted] again and did so all the way to the Hospital. Deputy Holt even continued bagging [redacted] while getting [redacted] into the emergency room.

The doctor at Baptist pronounced [redacted] deceased at 0156 hours. [redacted] and his [redacted] son arrived at the hospital, was met by medical staff and taken back to a family room. The doctor went into the room and advised [redacted] and the son of [redacted] passing. Both Deputies gave their condolences and stayed at the hospital awhile longer, before Deputy Kersey took Deputy Holt back to his patrol unit.

Deputy Chase Kersey 

Dep. Steven Holt  #13