



# FAQS

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We've compiled some of the frequently asked questions regarding the Little Elm Fire Department and the provision of fire and EMS service in the Town of Cross Roads.

## **1. How will this contract impact overall fire and emergency services?**

The Town of Little Elm has plans to add a fire station in the northwestern region of Little Elm. The Fire Department will gradually add additional firefighters over the next several years to staff this station. This added personnel will strengthen the Little Elm Fire Department's responses over current levels, and capacity will exist to provide contracted services to the Town of Cross Roads.

## **2. How will the LEFD serve Cross Roads before the opening of the new fire station?**

Little Elm Fire Station 3, located at 1801 Navo Rd., will respond to calls for service within the Town of Cross Roads until the new fire station opens. Additional resources will be added before the fire station opens so that we may maintain our service levels and response times.

## **3. Will this switch in service provider impact response times for residents of Cross Roads?**

Neighborhoods to the south and east of Cross Roads should see an immediate improvement in response times. Communities centrally located in Cross Roads will not see a change initially but will realize faster response times with the new Little Elm fire station opening. Areas on the west side of Cross Roads will see an improvement in response times with the opening of the new fire station.

## **4. Who will respond when Little Elm Fire Station 3 personnel are already on the scene of another emergency?**

The Little Elm Fire Department currently maintains three fire stations staffed 24/7 with full-time responders cross-trained as firefighters and paramedics. LEFD will strategically utilize this personnel to meet the dynamic demands/trends using past incident data. Additionally, the fire departments throughout Denton County participate in a mutual aid system. Mutual aid allows neighboring departments to serve other communities when the host department needs additional resources due to significant incidents or when response needs exceed capacity.

## **5. Will I experience additional delays as a resident of Cross Roads when I dial 9-1-1?**

Currently, a 9-1-1 call placed within Cross Roads is answered by a Denton County 9-1-1 "call taker". The "call taker's" role is to gather the nature of the emergency and its location. This information allows the call taker to transfer the caller to the appropriate dispatcher. Depending on the nature of the call, the "call taker" will transfer the call to a law enforcement dispatcher or fire/EMS dispatcher.

The Town of Little Elm is moving its dispatch services to the City of Denton by October 1, 2021. The Denton County call taker will transfer a caller to the City of Denton's fire/EMS dispatcher. The City of Denton's dispatching technology is more advanced than the current Denton County system, and many efficiencies exist in notifying the fire department to respond. We feel these efficiencies will negate any impact on the transfer of calls from Denton County to the City of Denton.

**For more information, please contact the Little Elm Fire Department at 214-975-0420 or email to [fire@littleelm.org](mailto:fire@littleelm.org).**