Levy County Board of County Commissioners
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Levy County Quarterly Department Report

Department Information

Name of Department	**Public Safety**
Name of Department Head	**Mitch Harrell**

Department Deliverables

Deliverable *(To be determined by the Department Head)*	**Second Quarter FY** (January-March 2026)	**Third Quarter FY** (April-June 2026)	**Fourth Quarter FY** (July-September 2026)
Calls for Service	**2,422**	**2,329**	**2,488**
EMS Transports	**1,612**	**1,537**	**1,679**
Average Response Time	**11m:03s**	**10m:51s**	**12m:27s**
Comment:	**2,103 EMS calls, 319 fire calls.**	**1,963 EMS calls, 366 fire calls.**	**2,167 EMS calls, 321 fire calls.**

Department Highlights

During the fourth quarter;

The communications team migrated all non-public safety county government users to the P25 system via handheld radios and completed 90% of the non-public safety mobile radio installs. The 30-day burn-in period, where we assess the system's reliability and functionality before final acceptance, began the second week of August. Interoperability keys have been developed and are being issued to the surrounding counties and state users to assess our system.

Looking ahead to the next quarter, as we prepare for final system acceptance, all radio installs should be completed as well as surrounding county interoperability programing.

Commissioners
Charlie Kennedy, District 1
Rock Meeks, District 2
Desiree Mills, Chair, District 3
Tim Hodge, Vice Chair, District 4
Johnny Hiers, District 5

The Community Paramedicine (CPM) Program continues to reflect success in improving patient outcomes while reducing unnecessary utilization of emergency medical services. Thanks to the continued efforts of Grants and Finance Manager Kari Bastow, this program remains fully funded through external sources (Opioid Settlement Funds and Grants) resulting in no direct impact to county funds. The program began the quarter with fifteen (15) participants enrolled in the program and expanded to twenty-five (25) by the end of September. The program continues to show success and positive community outcomes by reducing repeat EMS calls for service and connecting individuals with appropriate community resources and support services.

Reports from the billing team indicate encouraging net collection rates based on date of service (as of 10/07/2026):

02/2026	75%
03/2026	75%
04/2026	68%
05/2026	71%
06/2026	70%
07/2026	67%
08/2026	57%
09/2026	19%

*September collections remain in the early stages of the billing cycle and are expected to increase as claims continue to be processed and payments received.

On September 19, 2026, the Department implemented a 24/72 work schedule for field operations personnel, making Levy County one of the first agencies in the area to implement the schedule following the State's recommendation. This transition represents a significant operational improvement designed to support workforce sustainability, employee wellness, and continued readiness to meet the demands of providing fire and emergency medical services throughout Levy County.

The transition to the 24/72 schedule was accomplished while maintaining full staffing across all operational units. This is a significant accomplishment and demonstrates our continued commitment to maintaining adequate personnel levels while implementing a substantial change to its workforce structure. Maintaining fully staffed units ensures that residents and visitors of Levy County continue to receive reliable emergency response coverage without compromising operational readiness.

As part of the transition, the Department also expanded its on-duty command structure by adding a second Battalion Chief on each shift. This additional supervisory position provides a more effective division and accountability of areas of responsibility, a more balanced span of control, strengthens incident management capabilities, and provides greater command-level support to field personnel throughout the shift. The expanded structure allows Battalion Chiefs

to have more effective geographic coverage and more effectively manage multiple simultaneous incidents, provide oversight to field operations, and support crews during complex or extended-duration events.

These changes are intended to strengthen workforce sustainability while ensuring the Department remains positioned to provide safe, efficient, and dependable emergency services as call volume, response distances, and operational demands continue to evolve.

The Department continues its ongoing system-wide review of Fire and EMS service delivery to evaluate operational data and performance metrics to support evidence-based planning and future budget and department development. This includes reviewing deployment models, response performance, resource allocation, staffing, and future service demands to identify opportunities for increased operational efficiency, enhanced service delivery, and responsible stewardship of taxpayer resources.