



**Levy County Board of County Commissioners**  
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**To:** The Board of County Commissioners  
**From:** Mary-Ellen Harper, County Manager  
**Date:** January 21, 2025  
**Subject:** Public Safety Update

Commissioners,

I have received several questions from Commissioners regarding the Quarterly Public Safety Write-Offs approved by the Board of County Commissioners (BoCC) for the Fourth Quarter of Fiscal Year 2024 during the December 17, 2024 BoCC Meeting.

The following is a summary of the Quarterly Public Safety Write-Offs for the last two fiscal years. You will note a 29.74% increase in Write-Offs this past fiscal year compared to the previous year.

Quarter	Fiscal Year 2022-2023	Fiscal Year 2023-2024	% Change
1	\$134,095.63	\$435,834.60	225.02
2	\$259,642.79	148,429.00	- 42.83
3	\$387,990.17	\$410,274.99	5.74
4	\$228,790.88	\$316,494.91	38.33
<b>Total</b>	<b>\$1,010,519.47</b>	<b>\$1,311,033.50</b>	<b>29.74</b>

The Public Safety Write-Offs are a significant and increasing expense for Levy County. For this reason, this issue is a priority for both me and my staff. As this is a complex issue with seven distinct deliverables that must be completed, I wanted to provide an update on staff efforts related to this project.



**Commissioners**

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

Deliverable	Description	Status
<b>1. Request for Proposal: EMS Billing</b>	Levy County’s contract with EMSMC for EMS Billing expires in 2025.	<p>Procurement and Public Safety Staff began working on a new Request for Proposal (RFP) in September 2024.</p> <p>The RFP is now being reviewed for legal sufficiency and is anticipated to go out to bid in the Spring of 2025.</p>
<b>2. Fire and EMS Service Delivery Evaluation</b>	<p>The County Manager recommends a Service Delivery Evaluation of current data collection, areas for improvement related to data collection, and to provide data trends and analysis related to:</p> <ul style="list-style-type: none"> <li>• Current Service Demand by incident type and temporal variation</li> <li>• Resource Distribution of facility and apparatus deployment strategy</li> <li>• Resource Concentration Study of response time to achieve a full effective response force</li> <li>• Response Reliability Study of current workload, unit hour utilization, actual or estimated failure rates, and call concurrency</li> <li>• Response Performance of actual system reflex time analyzed by individual companies.</li> <li>• Mutual and Automatic Aid Systems.</li> </ul> <p>These data evaluations will aid the county in evaluating the efficiency of its Fire and EMS Resources, planning for future needs, and working with the county's municipal fire departments.</p>	<p>The County Manager is soliciting written quotes and will work with Procurement and Public Safety Staff to initiate this project in the Spring of 2025.</p>

Deliverable	Description	Status
<b>3. Update Fire and EMS Assessments</b>	The county's Fire and EMS Assessments were last updated in 2018 and are past due for another update.	<p>The County Manager began working with the County's contracted Vendor, Anser, and Public Safety and Procurement Staff to update the Fire and EMS Assessments in September 2024.</p> <p>All requested information has been submitted to Anser. County Staff will meet with Anser this spring to complete this process before making a recommendation to the BoCC.</p>
<b>4. Update EMS fees for Service</b>	Levy County's EMS fees for Service were last updated in 2014 and are past due to be updated again.	<p>Public Safety Staff have requested an analysis from the current billing company on the effect of increasing rates to 150% of the Centers for Medicaid and Medicare Services' allowable rates. This report is expected before the end of January.</p> <p>A high percentage of Levy County's billables are Medicaid and Medicare. Both programs have a cap on the amount they will pay. Private insurance also has limits on the amount they will pay. This leaves the copays and the remaining balance to be paid by the patient. Patient pay is a very small percentage of Levy County's billables.</p>
<b>5. Review of Employee Policies and Quality Assurance Procedures</b>	<p>In July 2024, Public Safety Staff changed the reporting system requirements for field staff regarding signatures. They have noted a positive impact on billing and are continuing to review where they can improve to decrease reports being rejected for billing purposes.</p> <p>The County Manager will work with Public Safety Staff to update staff policies, procedures, and quality assurance programs to ensure the county can invoice for the maximum allowable medical charges.</p>	<p>This review is in process and will be ongoing.</p>

Deliverable	Description	Status
<p><b>6. New Emergency Medical Services Reporting Software</b></p>	<p>Public Safety is requesting approval from the BoCC to move to a new Emergency Medical Services reporting system called ES. This system is expected to help with billing immensely. The system is more automated than the current system and will allow for better interoperability with the hospital systems and the billing company.</p> <p>The Automation of processes that are currently completed manually will reduce the time required for processing and decrease the opportunities for human error.</p> <p>The reduction in processing time is anticipated to improve Levy County’s receipt of payments for motor vehicle accidents (MVAs). Auto insurance will only pay up to a certain amount, and it goes to whoever bills first (hospital, ambulance, etc.).</p>	<p>This item is on the 1/21/25 agenda for BoCC consideration.</p>
<p><b>7. Community Paramedicine Program</b></p>	<p>Community Paramedicine benefits EMS response by allowing paramedics to operate beyond traditional emergency transport roles, providing preventative care and addressing non-urgent medical needs in the community.</p> <p>Thus, unnecessary 911 calls are reduced, and access to primary care for underserved populations is improved. This ultimately leads to a more efficient use of emergency resources and potentially lowers healthcare costs.</p>	<p>Public Safety Staff continue to work on developing a Community Paramedicine Program.</p> <p>They will work with the County’s new Grants-Legislative Liaison to identify possible funding sources and are expected to submit a proposal related to the program during the budget development for Fiscal Year 2025-2026.</p>

My staff and I will continue to communicate with the BoCC as the various deliverables associated with this very important project progress. Please do not hesitate to reach out to me if you have any questions.