



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

\*Second Quarter deliverables were updated to accurately reflect after changes to the reporting system

#### Department Highlights

During the third quarter;

Communications personnel completed coverage testing of the updated system by driving to over 4,100 grid locations and testing portable, on-hip coverage. This testing reflected portable coverage has exceeded the contractual requirements of 95% outdoor coverage; the testing results came in with 99.95% portable outdoor coverage with 100% mobile coverage. All mission critical county and city users (law and fire) were migrated over to the P25 system and started P25 fire station alerting installs. Also, microwave backhaul training was completed. The next steps will include radio installations and migrating all other county users over to the P25 system in the coming months.



#### 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 twelve (12) participants enrolled in the program and expanded to fifteen (15) by the end of June. Still in its early stages, 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. One recurring need identified through assessments has been the lack of safe home accessibility, particularly ramps. CPM personnel are actively working to find options/resources to assist residents with these improvements. Addressing these barriers is expected to further reduce non-emergency fire rescue responses for simple lift assists or patient transfers.

To improve operational efficiency, upgraded tablets were installed in all frontline ambulances to facilitate improved information sharing between the hospitals and our billing team. Initial reports from the billing team indicate encouraging net collection rates based on date of service (as of 7/15/2026):

|         |     |
|---------|-----|
| 02/2026 | 57% |
| 03/2026 | 62% |
| 04/2026 | 58% |
| 05/2026 | 59% |
| 06/2026 | 30% |

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

Leadership and staff continue to meet with the Municipal Fire Chiefs as directed by the BOCC to discuss and evaluate fire and EMS service delivery. One of our goals is to develop measurable funding methodologies for contractual fire protection services. These meetings have focused on sharing operational and financial data and the holistic system, identifying common service objectives and working toward sustainable long-term solutions that best serve County residents.

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.