



LAKE-SUMTER Emergency Medical Services

2761 West US Old Highway 441
Mount Dora, Florida 32757-3500

March 14, 2011

Chairman Don Burgess
Sumter County Board of County Commissioners
7375 Powell Road
Wildwood, FL 34785

Dear Chairman Burgess:

On February 28, 2011, the Lake-Sumter EMS Board of Directors met to discuss operational performance standards and the upcoming year's subsidy request to Sumter County. This meeting date was moved up to accommodate Sumter County's March 15, 2011 deadline for Lake-Sumter EMS to provide information which will be compared with Rural Metro's response to the Request for Proposals for emergency medical services. At the Board Meeting, staff made a presentation which outlined the process that has taken place in recent months to establish new performance criteria; a proposed budget for FY 2011-2012 was also reviewed.

In FY 2005-2006 response time criteria were established for Lake and Sumter Counties. These criteria were developed in a joint effort between Lake-Sumter EMS and the two owner counties. During this development process it was determined that both counties possessed unique geographic challenges as well as a variety of population densities and established infrastructure. As a result, zone type criteria were established to define urban, suburban, and rural response areas. Once the zone types were established, response time criteria were developed and implemented.

The current emergency response time criteria, set by both counties in FY 2005-2006, represent an average of:

9:00	Urban Zones
12:00	Suburban Zones
15:00	Rural Zones

These criteria were established after much research into response time and its calculation by various types of services using a variety of deployment models. After developing this model, Lake-Sumter EMS adapted very quickly to the response demand placed upon it. By evaluating deployment practices and restructuring unit placement the new guidelines were met. Since its implementation in 2006, Lake-Sumter EMS has not only continuously met the guidelines but far exceeded the expectations of the guidelines by providing response times much lower than the requirement.

Lake-Sumter EMS has continued to evaluate its ambulance deployment plans in an effort to consistently provide high quality prehospital care in a timely manner. Additionally, we have worked with our first response partners to develop their care and response capabilities in an effort to build a comprehensive prehospital system while keeping costs down.

Sumter County is requesting that we develop a new set of reporting and response guidelines. These new requirements are very different compared to current performance measures. The new requirements will require Lake-Sumter EMS to develop a new deployment strategy and modify the existing business model. These are significant changes but are in no way insurmountable. We welcome these changes as a way for the organization to adapt to the future. As with the development and implementation of the prior response criteria, this iteration will provide opportunities to redesign and redeploy the EMS system.

The new emergency response requirements proposed by Sumter County are:

8:00	90% of the time	Urban Zones
8:00	50% of the time	Suburban Zones
11:00	50% of the time	Rural Zones
20:00	90% of the time	Non-emergency responses

Lake-Sumter EMS is currently meeting the new response requirements as follows:

10:00	80% of the time	Urban Zones
8:00	50% of the time	Suburban Zones
11:00	50% of the time	Rural Zones
20:00	90% of the time	Non-emergency responses

In Sumter County, we are currently meeting the new proposed response requirements for Suburban and Rural emergency incidents as well as non-emergency response incidents. Additionally, Lake-Sumter EMS is currently meeting an Urban emergency incident response measure of ten minutes or less in the 80th percentile. Furthermore, the new reporting requirements, as set forth in the Sumter County Request for Proposal, are also able to be met.

As with the response criteria set in FY 2005-2006, Lake-Sumter EMS is confident that it can develop deployment strategies to meet new Urban response criteria of 10 minutes 90% of the time by the end of FY 2010-2011. I would recommend since The Villages Public Safety Department—which currently has 12 ALS first response units that cover urban areas of Sumter County that a 10 minute response time measure 90% of the time be established as the new urban response criteria for Sumter County. Also, we believe that with time and additional expertise, we can lower the 10 minute urban response criteria which would be realistic and competitively affordable for both owner-counties. Working to reduce the urban response criteria would be established as a strategic goal and the appropriate resources would be dedicated for evaluating and designing a system to meet or surpass the proposed criteria.

As evidence to our commitment, Lake-Sumter EMS has consistently met the current response criteria since 2006 and it has worked diligently to reduce the subsidy required by Sumter County. In FY 2010-2011 the subsidy requested represented an 11.5% reduction over the previous year. The subsidy request for FY 2011-2012 shown below represents an additional 20.9% reduction.

FY 2011-2012 Subsidy Request \$1,709,539 20.9% reduction

An additional consideration is that The Villages Public Safety Department has had a cooperative relationship with Lake-Sumter EMS that has allowed us to locate ambulances in their stations in exchange for dispatch services. If Sumter County chooses to retain ownership of Lake-Sumter EMS, similar arrangements could be made for dispatching Sumter County Fire from our accredited communications center. If Sumter County chooses to separate from Lake-Sumter EMS, and The Villages Public Safety Department desires to continue to have our agency dispatch calls, the dispatching cost would have to be negotiated.

Lake-Sumter EMS appreciates the opportunity to continue to serve the citizens of Sumter County. We trust that the Sumter County Board of County Commissioners will give consideration to the ten years of state-of-the-art emergency medical services that we have provided when it decides how to proceed in the future.

Sincerely,

A handwritten signature in black ink, appearing to read 'Welton G. Cadwell', written over a horizontal line.

Welton G. Cadwell, Chairman
Lake-Sumter EMS Board of Directors

Cc: Sumter County Board of County Commissioners
Bradley Arnold, County Manager
Lake-Sumter EMS Board of Directors