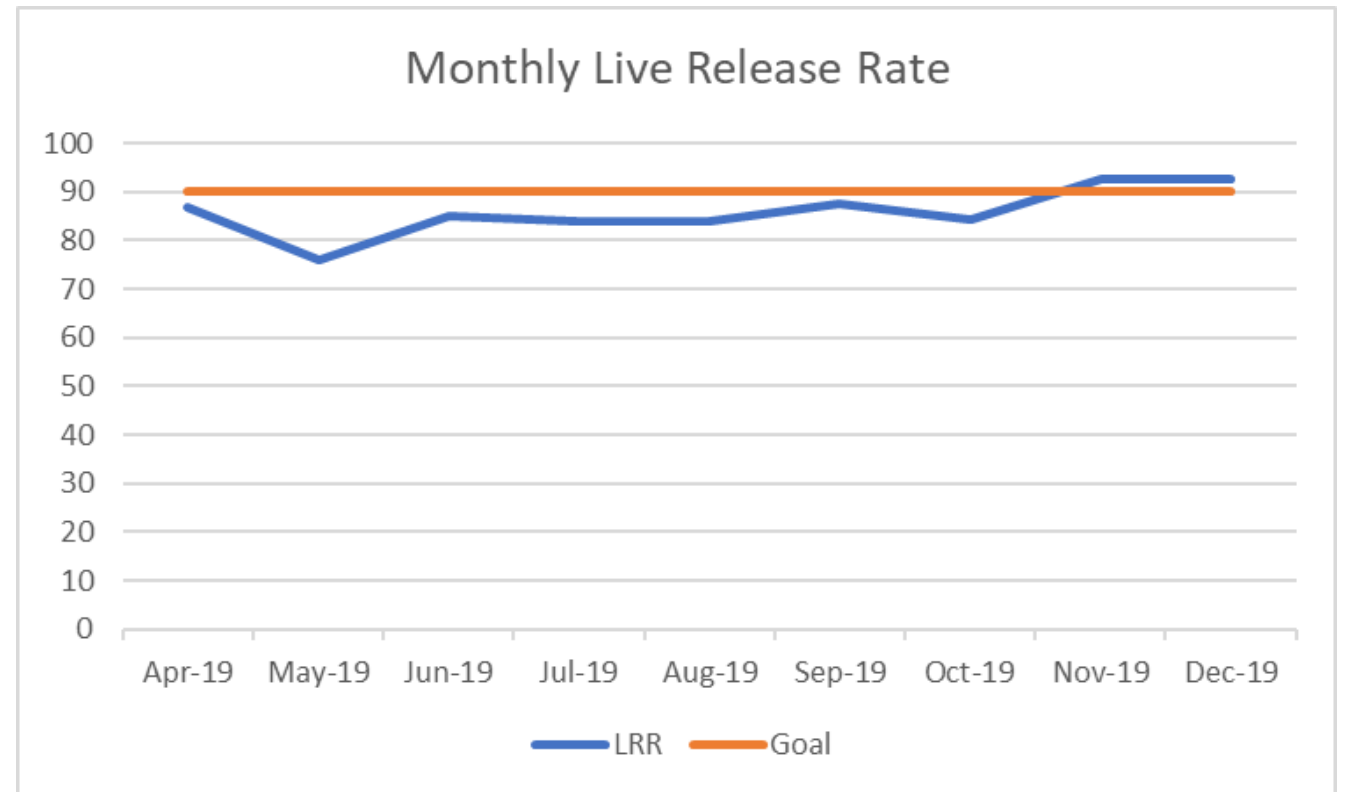


Sumter County Animal Services

Domestic Animal Live Release Rate (LRR)

- **Measurement:**
Percentage of live release (Adoptions/Transfers, TNVR, Return to Owner) in relation to total domestic animal intake.
- **Strategic Goal:**
To achieve an annual LRR for domestic animals of 90% or greater.

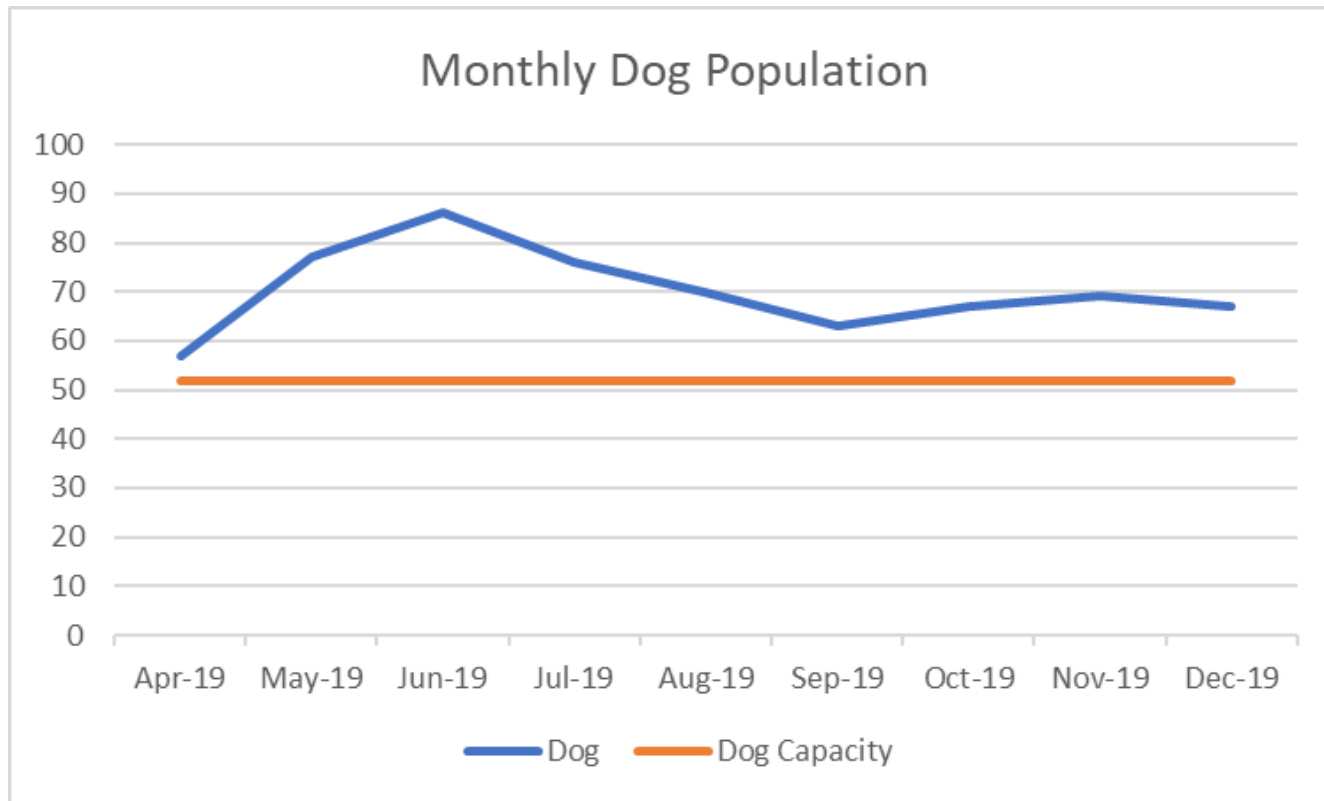


Animal Services

Recent Improvements and Planned Improvements

- Hours of operation increased to seven days a week less designated holidays
- Staffing increased to support the improvement process
- Free adoption of domestic animals that are vaccinated and spay/neutered
- Animal licensing improvement plan
 - Reuse of existing tags – update the system with the current rabies vaccination information
 - Mailing of new tags with receipt of current rabies vaccination information
- Donated facility improvements are in full use with County-planned facilities out to bid
- Data-driven facility needs are in the planning process directly-related to increasing kennel space
 - See next slide

Animal Services Kennel Capacity



- Additional kennel capacity needs
 - Current capacity – 52
 - Current improvement plan increases capacity to 54 and adds temporary overflow of 15
 - Trending shows monthly median inventory at 69
 - It is recommended we develop a plan to house anticipated monthly inventory with a minimum surge capacity of 20 percent. This surge capacity is considered temporary

Mosquito Control

Enhanced Surveillance and Response Capability

| Previous Program Specs and Methodology - 2019 | |
|---|---------------------------------------|
| Adulticide | 309,600 acres/year |
| Larvicide | 26,104,201.2 square feet/year |
| Surveillance | 34 traps/week, 144 birds/month |
| New Jersey Light Traps | 3 traps at 1x/week |
| Ovitrap | 0 traps |
| Gravid Traps | 0 traps |
| CDC Traps | 25 traps at 1x/week |
| Sentinel Chickens | 6 flocks of 6 at 1x/week |

| New Contract Specs and Methodology – 2020 | |
|---|--|
| Adulticide | 350,000 acres/year |
| Larvicide | 20-40 million square feet/year |
| Surveillance | 94-102 traps/week, 96 birds/month |
| New Jersey Light Traps | 20 traps at 3x/week |
| Ovitrap | 20 traps at 1x/week |
| Gravid Traps | 14 traps at 1x/week |
| CDC Traps | 8 traps at 1x/month (April – October) |
| Sentinel Chickens | 8 flocks of 6 at 2x/month (June-October) |

Contracted for Aerial Spraying

Expanded contract to include full mosquito control program (February 2020)

Implemented new surveillance to include Gravid Traps through contracted vendor to improve arbovirus monitoring in December, 2019

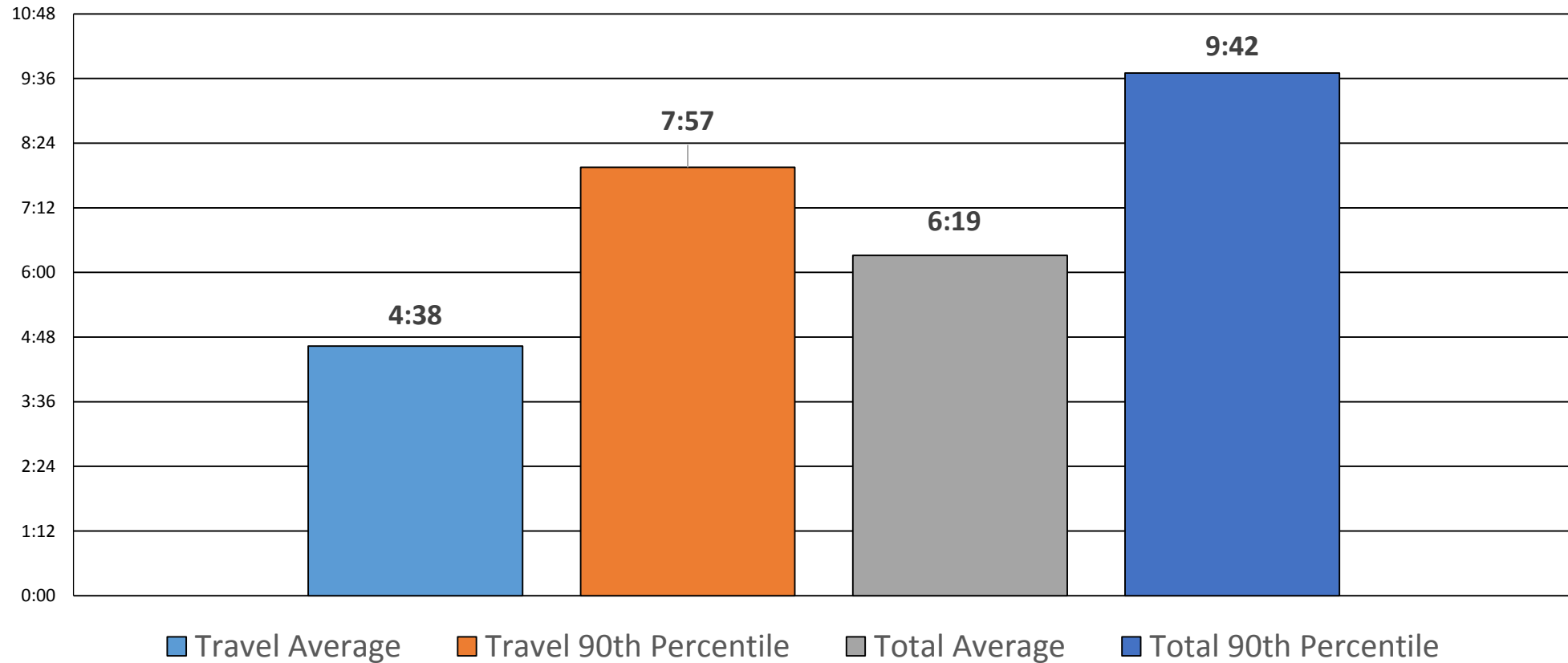
Sumter County Fire & EMS

9,288 Responses 10/01/2018 – 9/30/2019

- False Alarms - 248 (3%)
- Good intent calls – 204 (2%)
- Severe Weather – 8 (<1%)
- Special Incident – 11 (<1%)
- Service Calls – 570 (6%)
- HazMat – 45 (1%)
- Hazardous (No Fire) – 98 (1%)
- Fire – 285 (3%)
- MVC & Technical Rescue – 741 (8%)
- Explosion – 13 (<1%)
- Medical Emergency - 5,084 (55%)
- Cancelled – 1,981 (21%)

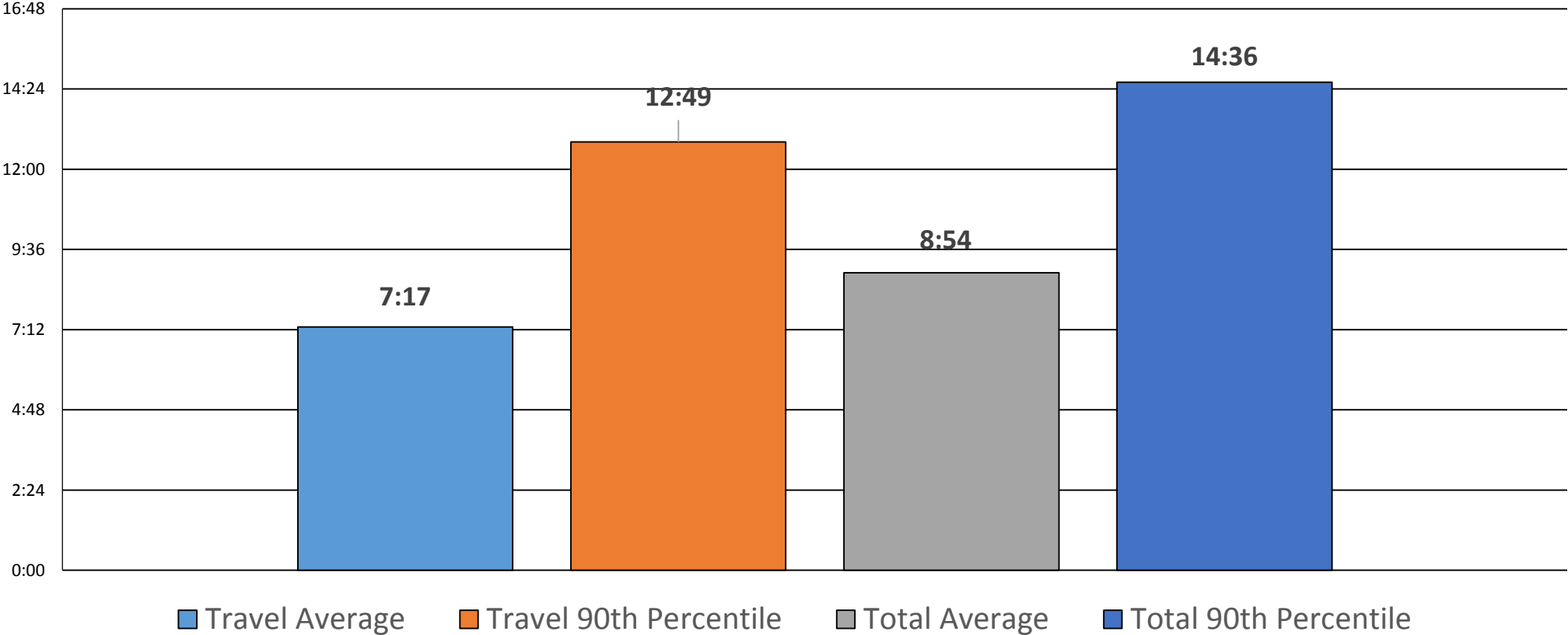
Sumter County Fire & EMS

October 2018 – September 2019
Suburban Response Times



Sumter County Fire & EMS

October 2018 – September 2019
Rural Response Times



Sumter County Fire & EMS

FY 20/21 Areas of Consideration

- New West Wildwood Fire Station (SR 44/Spring Flow Road)
 - Construction at end of 2020
 - Staffing/Equipping in FY 20/21
 - Existing staffing and equipment from old South Wildwood Fire Station
- Existing fire training facility
 - Expansion using existing building on Seminole Avenue
 - Plan for 3-story fire tower to support ISO & NFPA requirements
- Peak staffing of Station 14 (Center Hill) based on data-driven demands on response times for Station 12 (Webster)

Emergency Management

2019 Summary

- Conducted emergency preparedness workshops for mobile home/RV park managers and healthcare facilities.
- Provided technical assistance to the Development Service Department in attaining credits that allowed flood insurance policyholders to pay reduced premiums through the National Flood Insurance Program
- Hurricane Dorian (Aug 28 – Sep 02)
 - Opened two shelters and sheltered 123 General Population and 20 Special Needs evacuees

2020

- Lake Panasoffkee Shelter
 - \$900K pending conference committee for final appropriations bill and Governor approval)
 - 50%+ match required by Sumter County if approved (FY 20/21 impact)
 - Will serve both general and special needs
- Training and preparations for Hurricane Season and other disaster events

Public Safety Radio System

- Partnered with SCSO to comply with FSS 365.179 (Direct Radio Communications between public safety answering points and first responders)
- Currently hosting 1,730 local subscribers and more than 12,734 registered users
- Uptime greater than 99.999%

Supported Agencies

- Sumter County Sheriff (including Jail Operations) (574)
 - The Villages® Charter Schools (SRO)
- Sumter County School Board (327)
- The Villages CDD & VPSD (280)
- Sumter County Fire & EMS (129)
- Wildwood Police Department (103)
- Sumter County EMS (AMR) (101)
- BOCC Public Works/Other (88)
- City of Wildwood (40)
- Transit (25)
- Emergency Management (23)
- Center Hill Police Department (10)
- City of Bushnell (9)
- SCARC (7)
- UF – Hospitals (4)
- City of Coleman (4)
- Department of Health (4)
- Ocala Health Hospital (2)

Compliance & Quality Assurance

- Medical Direction
 - New expanded scope for EMT care will expand the capabilities of EMT's for both Sumter County Fire & EMS and AMR
 - Opportunity to expand service model to county-wide system through enhanced basic life support (BLS) care and resource sharing
 - Standardized credentialing and protocols for AMR and SCFEMS
- Citizen Information Center
 - New software deployed to measure performance of center and aid in demand analysis (February 2020)
 - Opportunity to reduce demand on E9-1-1 PSAP's for non-emergency communication
 - Currently processing approximately 350 calls per business day (0730 – 1730)

Fleet / Transit Services

Vehicle Maintenance Program

- 4 Vehicles used by FVS and maintained at the shops
 - 311 Units of equipment for BOCC
 - 200 Vehicles for BOCC including 30 leased vehicles
 - 143 Units of equipment for The Villages District Government
 - 221 Vehicles for The Villages District Government
-
- Transit Services
 - Request for Proposal issued for contracted services with change in scope to improve the quality of service performance standards

E9-1-1 Services

- Awarded State of Florida E911 Grant of \$184,180 for GIS Services (2019)
- Text-to-911 – fully operational (2/2019)
 - 9-1-1 service provides for inbound texting.
 - Smart 911 enhancement allows for outbound texting
- Community layers for Sumter county (7/2019)
- GIS synchronization complete at 100% match between MSAG and GIS data (10/2019)
- Core ESINET services ordered (11/2019)
- Anticipated NG 9-1-1 ready (9/2020)
- *Rapid SOS integration through Smart 911

NG 911 Location Service Accuracy

