

DEPARTMENT OF PUBLIC SAFETY

То:	County Manager's Office
From:	Benjamin Abes, Director, Public Safety
Date:	February 22, 2019
Re:	Staff report for renewal of Lehigh Acres Fire COPCN

In accordance with Ordinance 08-16, the Department of Public Safety has reviewed the application from the Lehigh Acres Fire Control and Rescue District for a renewal Certificate of Public Convenience and Necessity (COPCN) to provide Advanced Life Support Transport Service within their jurisdiction.

Application package

The application package provided by the fire district is complete. Public Safety and Risk Management have reviewed the submission and found all documentation and insurance requirements have been met.

Compliance with standards

Lee County Ordinance 08-16 outlines two core standards for EMS response within Section Seven:

- 1. Out-of-chute time of one minute during the day and two minutes at night
- 2. Response time of 8:59 or less 90 percent of the time to calls classified as Delta/Echo under the Medical Priority Dispatch System

While the ordinance has identified fractile measurements for the response time evaluation, the Department has found that percentage compliance yields a similar result. It also allows for easier identification of outliers and aides performance improvement. Both values are shown below.

The performance metrics for the Lehigh Acres Fire Control and Rescue District for 2018 are as follows:

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- 1. Out of Chute
 - a. Daytime: 62 seconds
 - b. Nighttime: 95 seconds
- 2. Response time compliance
 - a. 79.8 percent (90th percentile: 11 minutes, 7 seconds)

The Department finds that the fire district is deficient in two of the three metrics. Daytime outof-chute compliance has missed the established standard by two seconds. This can be easily resolved by the department in the upcoming renewal period through a concerted effort by their staff.

The response time compliance is, unfortunately, a sign of significant deficiencies in the service delivery provided by Lehigh Acres Fire Control and Rescue District. The district currently operates five fire stations and four ambulances in the District. Operating a fifth ambulance would improve response time compliance, but is not likely to yield service delivery consistent with LCO 08-16 if placed at Station 105. This is due to concurrent calls in the core response area along Lee Boulevard, and not necessarily in the less populated areas to the south and east.

Achieving optimum service delivery would require a new fire station located in the northwest corner of the district, where no calls for service are currently answered in accordance with the ordinance. An ambulance located in this area would have an immediate positive impact on response time compliance and overall service delivery. A possible location might include areas along Sunshine Blvd. N, from W 12th to W 17th Street to ensure access to the east and west from Sunshine.

This level of service would also requires either additional resources along the Lee Boulevard corridor or aggressive vehicle movements (standbys) to ensure resources are best positioned to cover the next possible emergency.

That said, I recommend granting the COPCN for ALS transport service. The Department recommends limiting the COPCN for a single year, rather than the two-year renewal requested.

The Department also recommends that the issuance be predicated on a report to the Board of County Commissioners by October 1, 2019. This report would detail the District's plan to improve response time compliance and emergency medical service delivery within the district.

Future renewals will be predicated on completion of the report and aggressive improvement with response time standards.