

VCCDD Monthly Report

May 2024

Fire Chief Brian Twiss

IN CASE OF EMERGENCY DIAL 9-1-1

The Villages Public Safety Department is committed to the safety of our community through the delivery of emergency services, fire prevention, and education. We will safeguard life, property and the environment.



Medic 51 Added to the VPSD Fleet

VPSD has 16 Medic Units:

- 10: Staffed 24/7
- 1: Staffed day Truck
- 5: Reserve units

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March Incidents

78 % Emergency
Medical Services
Related Responses

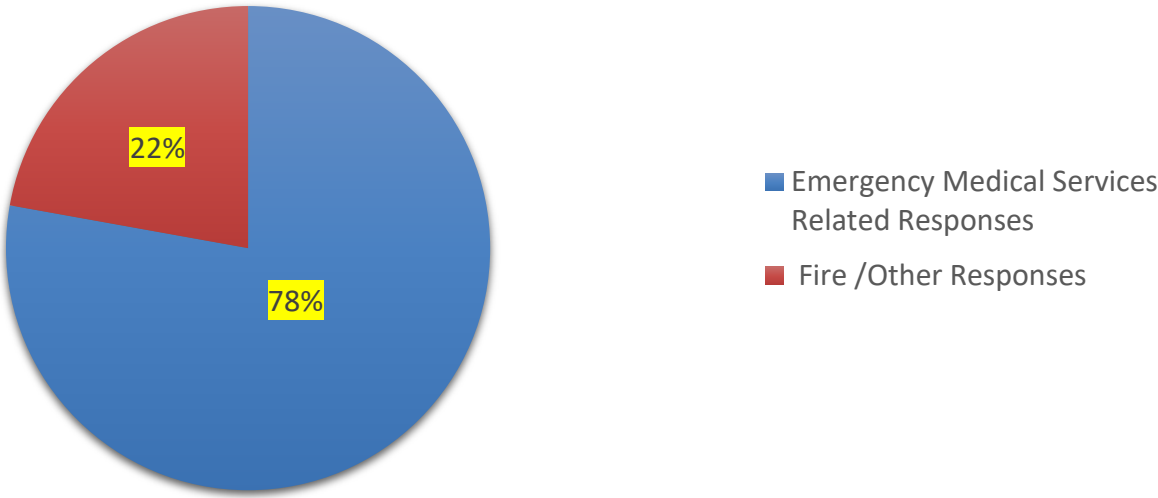
22% Fire & Fire Related
Responses

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03/01/2024 – 03/31/2024

Emergency Medical Services Related Responses	1,868
Fire/Other Responses	528
Total Incidents	2,396



Response Times within The Villages

FY24-25 Goal is to
reduce response time
Goal to 5:20
(When Fully Staffed &
New Stations are
Operational)

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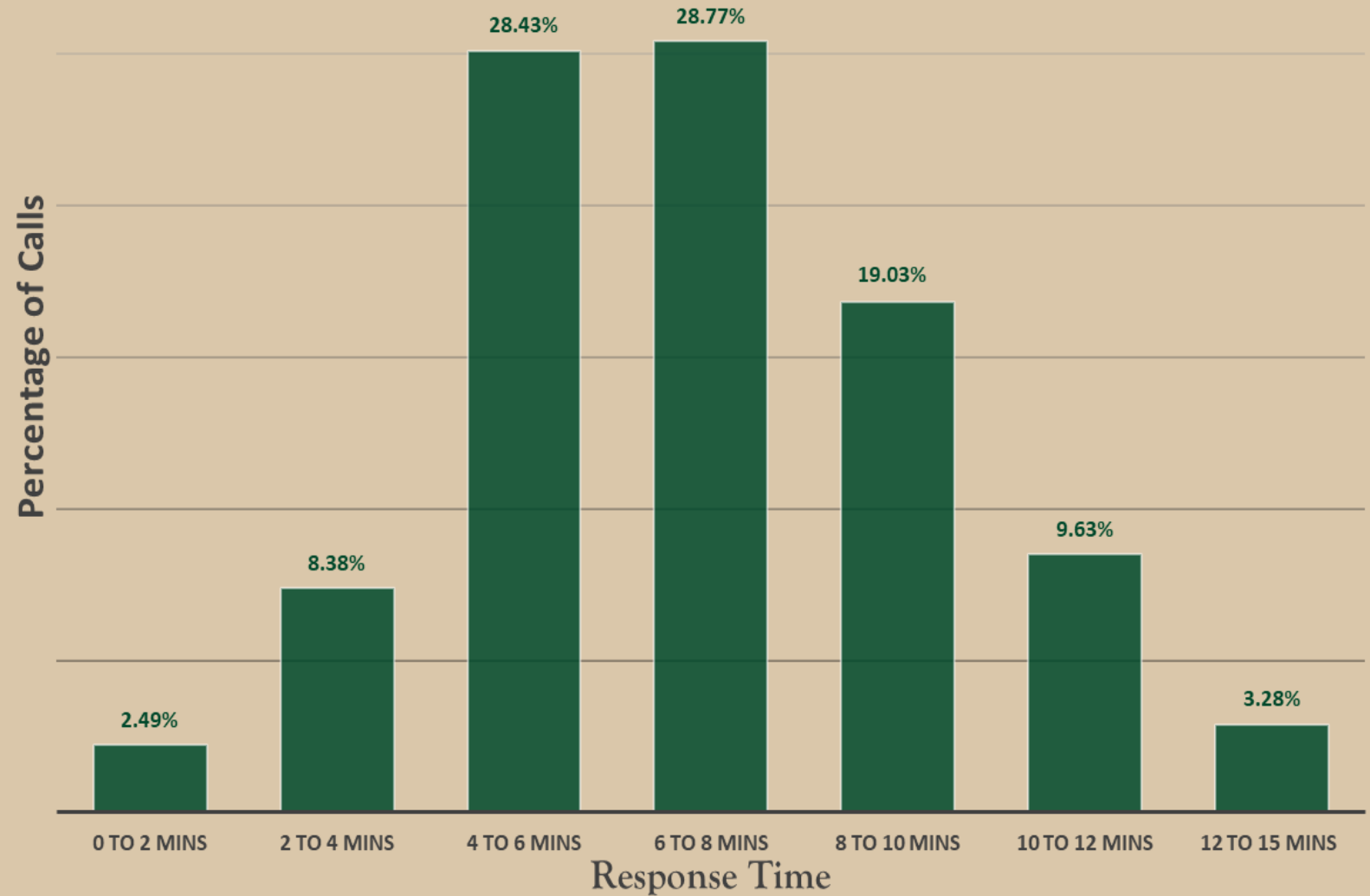
All Emergency Calls <u>within The Villages</u>			
Measured in minutes and seconds (mm:ss)			
	Baseline (<u>Actual</u>) Performance	Benchmark (<u>Goal</u>) Performance	Performance Gap (+/- difference)
FYTD [10/01/23 – 03/31/24]	05:21	05:30	- 00:09
February 2024	05:40		+00:10
March 2024	05:27		-00:03

Response Time: Fire Units

Percentage of Calls Answered Within Two (2) - Minute Response Time Intervals

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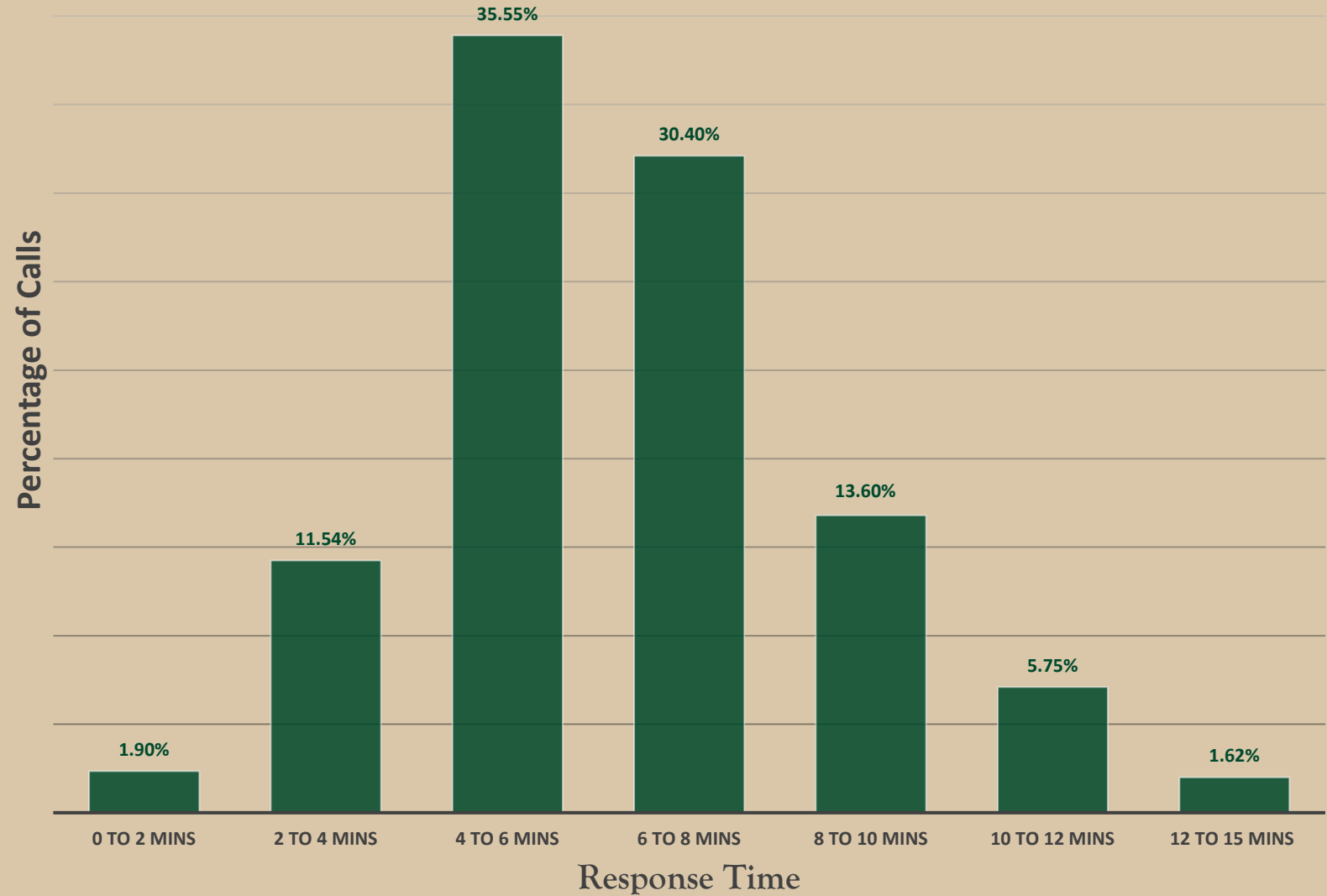


Response Time: EMS Units

Percentage of Calls Answered Within Two (2) - Minute Response Time Intervals

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March Training Summary

All Training is captured & recorded in a digital “Training Record” System

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Topic	Total Training Hours (March)
Fire	Online Training: 228 hours Hands on Training: 1738 hours Total Training Hours: 1966 hours
EMS	Online: 454 hours Hands on Training: 168 hours Total Training Hours: 622 Hours
Technical Rescue	Hands On / Online Mix: 0 Hands On Training: 124 hours Total Training Hours: 124 hours

Ambulance Response Statistics

**VPD is on track to
complete more than
16,000 Ambulance
Transports this Fiscal
Year**

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March 2024 Ambulance Response Statistics:

- Critical/High Acuity Average Response Time = 6.3 minutes
- Moderate/Low Acuity Average Response Time = 7.1 minutes
- Total Transports = 1,445

FYTD Ambulance Response Statistics:

- Critical/High Acuity Average Response Time = 6.1 minutes
- Moderate/Low Acuity Average Response Time = 7.2 minutes
- Total Transports = 8,127



Hospital Offload Times

All receiving facilities have worked with us to reduce offload times and maximize ambulance availability.

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Facility	90th Percentile Transfer Time in Minutes (March 2024)	Transport Volume
UF Villages	24.4	858
UF Leesburg	26.4	389
HCA Ocala	25.4	72
UF Freestanding ER	31.7	48
HCA Trailwinds	26.6	45
Lifestream Behavioral	11.2	10
Advent Ocala	18.2	5
Advent Waterman	25.0	4
HCA Summerfield FSER	11.7	3
HCA West Marion	17.5	2
Other Facilities	25.0	9
ALL FACILITIES	25.0	1,445

Ambulance Utilization Hours

Increasing volume of calls for service during Peak Hours forces exceedance of ambulance utilization hours.

***UHU: Unit Hour Utilization**

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Villages FY 2023-2024 Medic Unit Peak UHU* (0800-2000)

Unit	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Average
M40	0.31	0.35			0.329
M240 (24 hr)	N/A	0.36			0.356
M41	0.35	0.31			0.330
M43	0.28	0.32			0.298
M243	0.29	0.31			0.300
M44	0.33	0.34			0.334
M45	0.29	0.30			0.297
M47	0.30	0.31			0.307
M48	0.19	0.23			0.214
M51	0.33	0.35			0.339
Partial Staffed Vehicles					
M240 (12 hr)/M241	0.32	0.30			0.313
M244	0.32	N/A			0.316

Ambulance Utilization Hours

VPD maintains Ambulance Utilization Hours in 24-Hour UHU Analysis

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Villages FY 2023-2024 Medic Unit 24-hour UHU					
Unit	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Average
M40	0.26	0.25			0.259
M240 (24 hr)	N/A	0.27			0.270
M41	0.25	0.23			0.239
M43	0.20	0.22			0.211
M243	0.21	0.22			0.214
M44	0.24	0.25			0.242
M45	0.20	0.21			0.205
M47	0.22	0.22			0.220
M48	0.14	0.16			0.151
M51	0.25	0.26			0.258



Questions?

Thank you for
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Additional Information for The Board

Average Call Processing Time

Processing Time is the duration needed for Dispatch to process the call and alert the station(s).

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All Emergency Calls within The Villages

Measured in minutes and seconds (mm:ss)

	Baseline (<u>Actual</u>) Performance	Benchmark (<u>Goal</u>) Performance	Performance Gap (+/- difference)
FYTD [10/01/23 – 03/31/24]	00:17	00:35	- 00:18
February 2024	00:17		- 00:18
March 2024	00:19		- 00:16

Average Turnout Time

Turnout Time is the duration between when the alarm sounds at the station and the wheels of the apparatus start turning.

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All Emergency Calls within The Villages

Measured in minutes and seconds (mm:ss)

	Baseline (<u>Actual</u>) Performance	Benchmark (<u>Goal</u>) Performance	Performance Gap (+/- difference)
FYTD [10/01/23 – 03/31/24]	00:40	00:45	- 00:05
February 2024	00:42		- 00:03
March 2024	00:41		- 00:04

Average Travel Time

Average Travel Time is the duration between when the wheels of the apparatus start turning to the time the apparatus arrives on scene.

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All Emergency Calls within The Villages

Measured in minutes and seconds (mm:ss)

	Baseline (Actual) Performance	Benchmark (Goal) Performance	Performance Gap (+/- difference)
FYTD [10/01/23 – 02/29/24]	05:20	05:00	+ 00:21
February 2024	05:40		+ 00:40
March 2024	05:27		+ 00:27

Call Processing Time at 90th Percentile

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<div>All Emergency Calls <u>within The Villages</u></div> <div>Measured in minutes and seconds (mm:ss)</div>			
	Baseline (<u>Actual</u>) Performance	Benchmark (<u>Goal</u>) Performance	Performance Gap (+/- difference)
FYTD [10/01/23 – 03/31/24]	00:27	01:30	- 01:03
February 2024	00:26		- 01:04
March 2024	00:31		- 00:59

Travel Time at 90th Percentile

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All Emergency Calls within The Villages

Measured in minutes and seconds (mm:ss)

	Baseline (<u>Actual</u>) Performance	Benchmark (<u>Goal</u>) Performance	Performanc e Gap (<u>+/- difference</u>)
FYTD [10/01/23 – 03/31/24]	08:09	06:00	+ 02:09
February 2024	08:26		+ 02:26
March 2024	07:57		+ 01:57

Total Response Time
at 90th Percentile

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All Emergency Calls within The Villages

Measured in minutes and seconds (mm:ss)

	Baseline (Actual) Performance	Benchmark (Goal) Performance	Performance Gap (+/- difference)
FYTD [10/01/23 – 03/31/24]	08:09	06:00	+ 02:09
February 2024	08:26		+ 02:26
March 2024	07:57		+ 01:57

March 2024 VPSD Response Data to Areas Outside of The Villages

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Emergency Calls ONLY

Measured in minutes and seconds (mm:ss)

Average

Call Processing	00:22
Turnout	00:41
Travel Time	05:42
Total Response Time	07:05

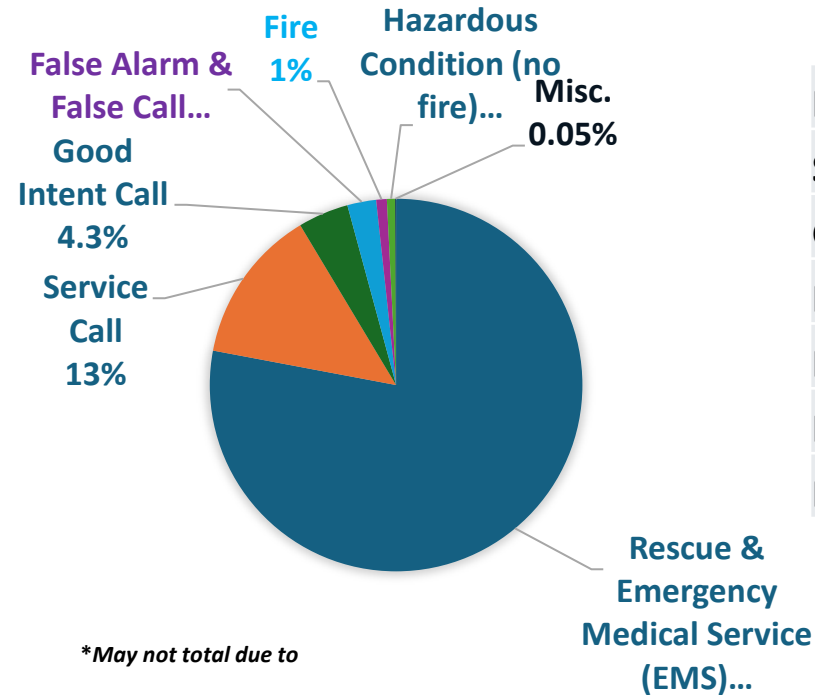
90th Percentile

Call Processing	00:39
Turnout	00:53
Travel Time	06:43
Total Response Time	11:41

March 2024 Breakdown by Incident Types

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Rescue & Emergency Medical Service (EMS)	1,868
Service Call	322
Good Intent Call	105
False Alarm & False Call	60
Fire	22
Hazardous Condition (no fire)	17
Misc.	2

March - Number of Incidents: 2,396

Definitions

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The Villages Public Safety Department is committed to the safety of our community through the delivery of emergency services, fire prevention, and education. We will safeguard life, property and the environment.

- **Call Processing**: time duration needed for Dispatch to process the call and alert the station(s). (“9-1-1, what is the address and nature of your emergency”)



- **Turnout Time**: time duration between when the alarm sounds at the station and the wheels of the apparatus start turning.



- **Travel Time**: time duration between when the wheels of the apparatus start turning to the time the apparatus arrives on scene. (Curb to curb)



- **Total Response Time**: time duration from the beginning of the call at the Dispatch Center to the time personnel/apparatus arrive on scene.



FAQ: Percentile Response Reporting

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Percentile Response Time Reporting

- **What is a percentile?**

A percentile is a measure in statistics. It shows the value below which a given percentage of observations falls.

- For example: the 90th percentile is the value below which 90% of the observations may be found.

- **Why are we analyzing response times this way?**

Analyzing data at a percentile level provides a more in-depth way of looking at the data. We analyze the data at the 90th percentile, as required for accreditation purposes. Looking at the 90th percentile shows us how well we perform 90% of the time.

- **What is the difference between an average response time and the 90th percentile response time?**

The difference between the 90th percentile and an average is: **the 90th percentile includes the vast majority of responses—not just half of them.**

FAQ: Ambulance Utilization Hours

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Unit Hour Utilization (UHU) briefly explained is Time on Emergency Calls divided by Available time (24 hour shift).

We strive to keep all units under a UHU of 30% per recommendation of various Fire-Based EMS system studies.

In the example chart below, 7.2 hours on emergency calls would result in a UHU of 30% ($7.2 / 24 = .30$)

Task	Required Hours	% of a 24 hour shift
Emergency Calls	7.2 hours (.30 recommended)	30%
Fire Company Training	2 hours (ISO mandated)	8.3%
Physical Fitness	1 hour (ISO mandated)	4.1%
Meals	1.5 hours	6.3%
Vehicle Checks & Station Duties	2 hours	8.3%
Return from the hospital	2 hours (20 min x 6 calls)	8.3%
EMS tasks – reports/training	2 hours	8.3%
Sleep/Rest	Call permitting (6.3 hours)	26.4%
Total Time	24 hours (1 shift)	100%



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