The Villages Public Safety Department Monthly Report
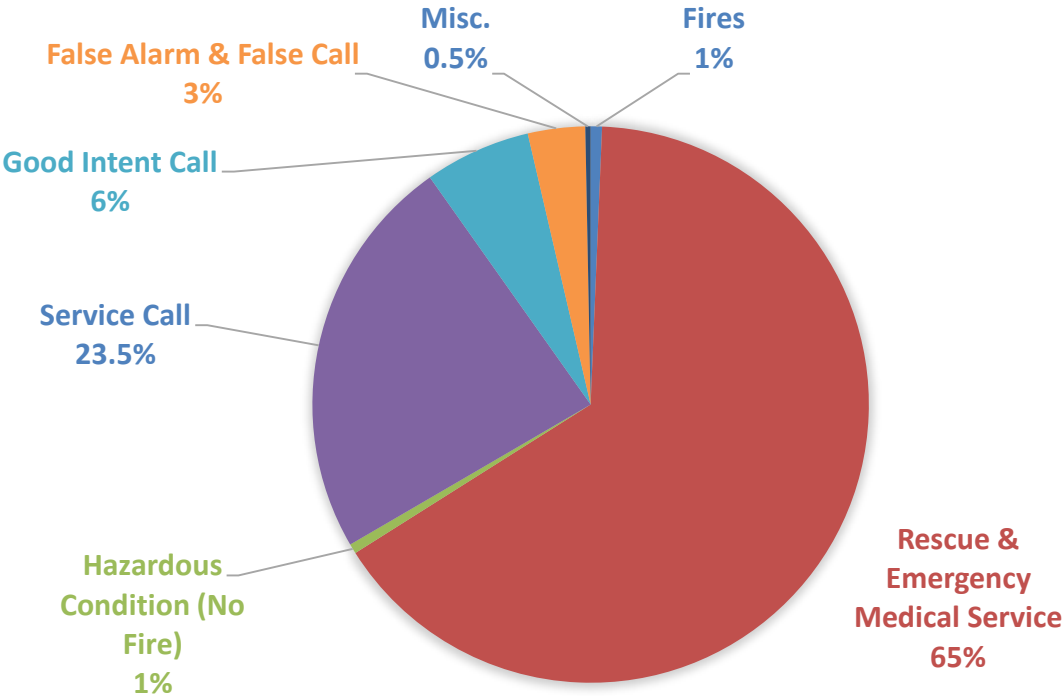
Fire Chief Edmund A. Cain

November 9, 2022

Hospitality · Stewardship · Innovation & Creativity · Hard Work
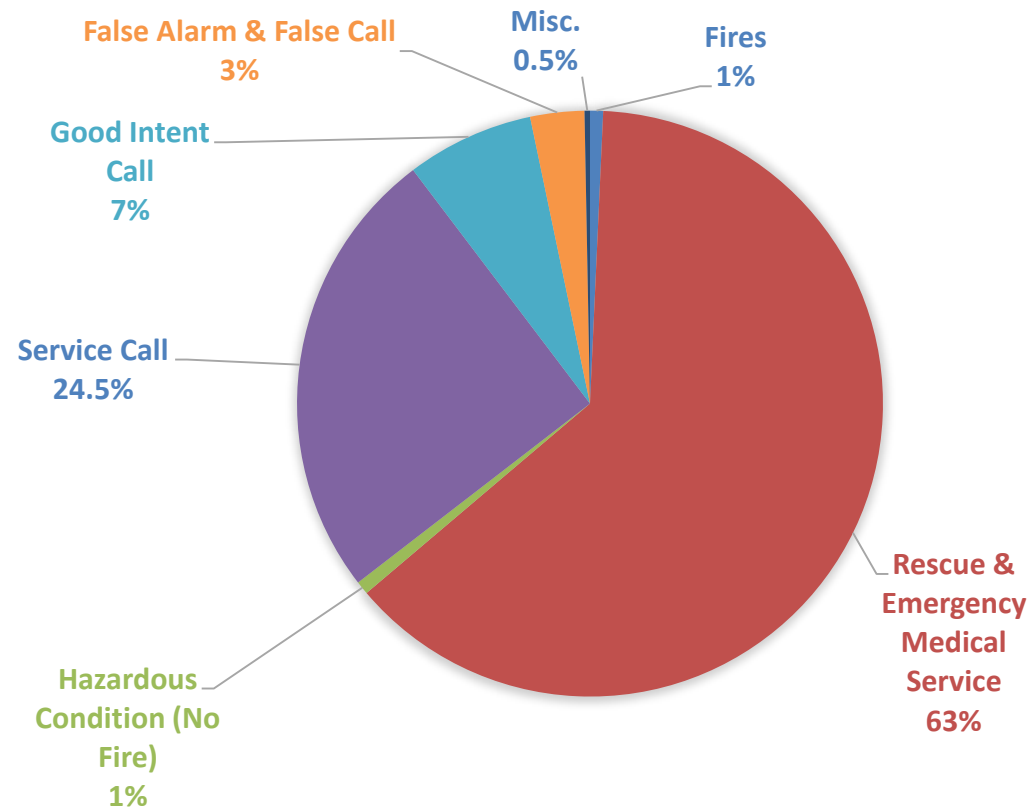
September 2022 Incident Types

Fires	15
Rescue & Emergency Medical Service	1494
Hazardous Condition (No Fire)	13
Service Call	539
Good Intent Call	141
False Alarm & False Call	76
Misc.	7

September 2022 Total Number of Incidents: 2,285

*May not total due to rounding

Fiscal Year 21/22 Year End Incident Types

Fires	205
Rescue & Emergency Medical Service	17937
Hazardous Condition (No Fire)	200
Service Call	7147
Good Intent Call	2010
False Alarm & False Call	848
Misc.	85

FY 21/22 Total Number of Incidents: 28,432

May not total due to rounding

Average Total Response Time

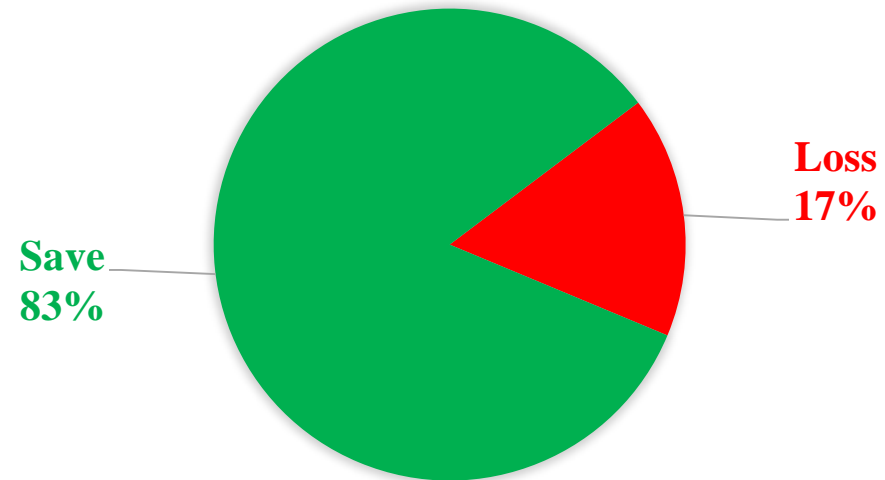|	Baseline (Actual) Performance	Benchmark (Goal) Performance	Performance Gap (+/- difference)
All Emergency Calls within The Villages Measured in minutes and seconds (**mm:ss**)			
FY 21/22	**05:45**	*05:30*	*+00:15*
September 2022	**05:53**		*+00:23*

Total Response Time @ 90th Percentile

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

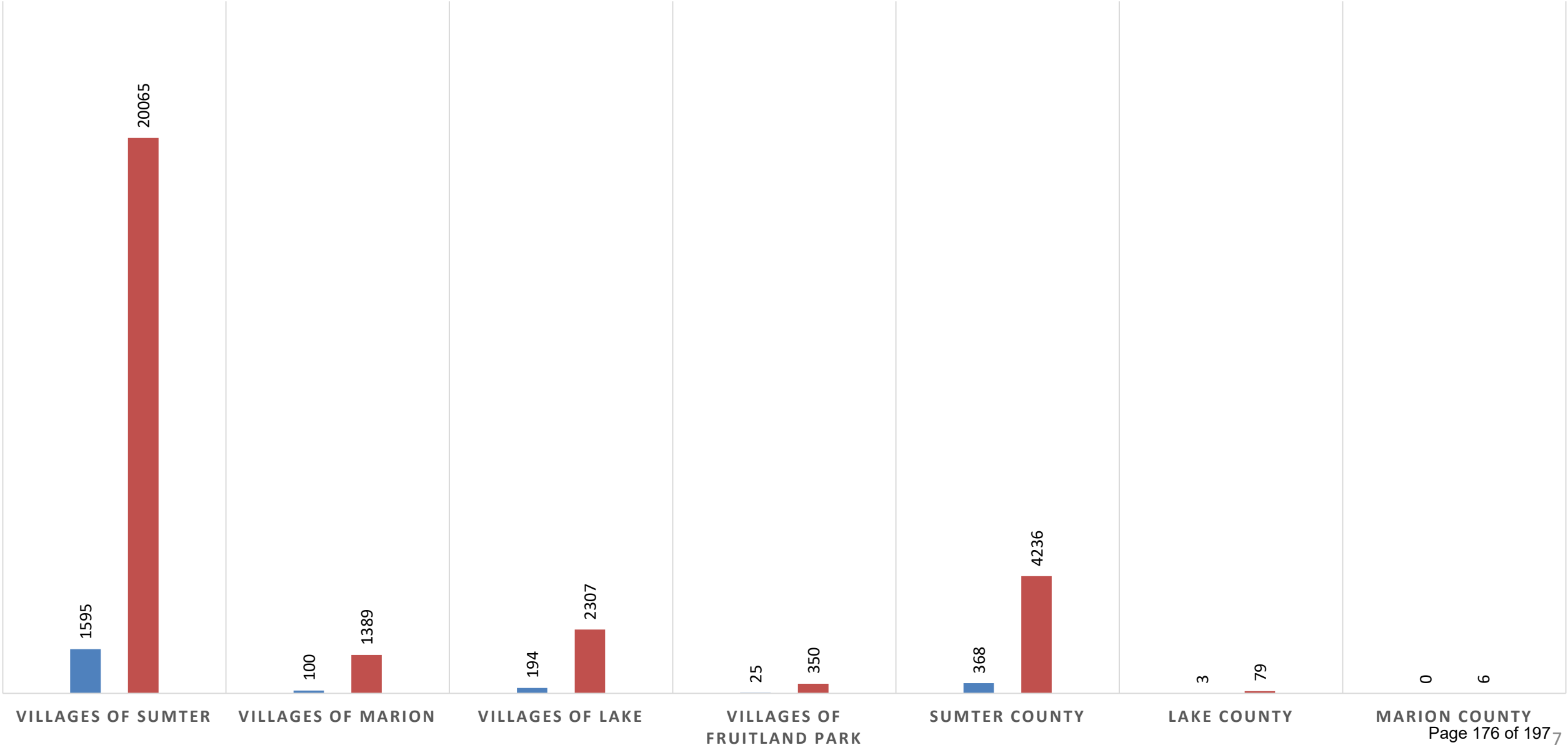|	**Baseline (Actual) Performance**	**Benchmark (Goal) Performance**	**Performance Gap (+/- difference)**
	All Emergency Calls within The Villages		
	Measured in minutes and seconds (**mm:ss**)		
FY 21/22	**08:27**		*+01:27*
		07:00	
September 2022	**08:18**		*+01:18*

Dollar Loss Vs. Saved

Fiscal Year 21/22, VPSD Firefighters have **saved over 13-million dollars** in property and contents involved in emergency incidents.

PRE-INCIDENT VALUE	LOSSES	SAVED
Totals: **$15,981,730.00**	**$2,598,050.00**	**$13,083,680.00**

Loss
17%

Save
83%

Incident Locations

Legend: ■ September 2022 ■ FY 21/22

Location	September 2022	FY 21/22
VILLAGES OF SUMTER	1595	20065
VILLAGES OF MARION	100	1389
VILLAGES OF LAKE	194	2307
VILLAGES OF FRUITLAND PARK	25	350
SUMTER COUNTY	368	4236
LAKE COUNTY	3	79
MARION COUNTY	0	6

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VPSD Ambulance Deployment Update

07:13

MM:SS

Average Response Time

Transport Destinations:	# of transports
ADVENTHEALTH OCALA	16
ADVENTHEALTH WATERMAN	3
ARNOLD PALMER MEDICAL CENTER	1
LIFESTREAM BEHAVIORAL CENTER	2
OCALA HEALTH SUMMERFIELD FREESTANDING ER	20
OCALA HEALTH TRAILWINDS VILLAGE FREESTANDING ER	1
OCALA HEALTH TRAILWINDS VILLAGES FREESTANDING ER	98
OCALA REGIONAL MEDICAL CENTER	48
SOUTH LAKE HOSPITAL	1
SUMMERFIELD EMERGENCY ROOM	1
UF HEALTH LEESBURG HOSPITAL	337
UF HEALTH SHANDS HOSPITAL	1
UF HEALTH THE VILLAGES BROWNWOOD FREESTANDING ER	76
UF HEALTH THE VILLAGES HOSPITAL	592
UF HEALTH THE VILLAGES HOSPITAL FREESTANDING ER (BROWNWOOD)	2
WEST MARION COMMUNITY HOSPITAL	3
Total Number of Transports	**1,202**
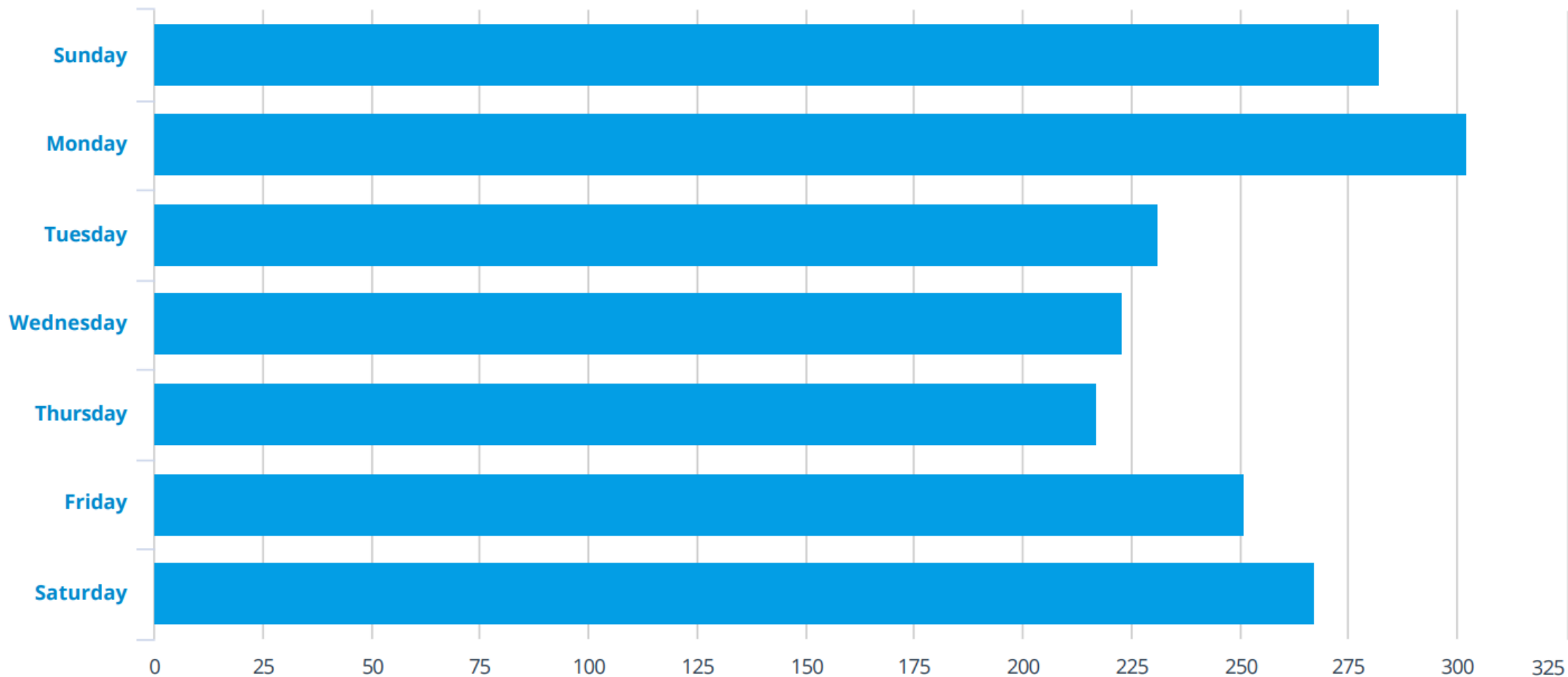
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Oct 1, 2022 - Oct 31, 2022 ⌄

Oct 1, 2022 - Oct 31, 2022 ⌄
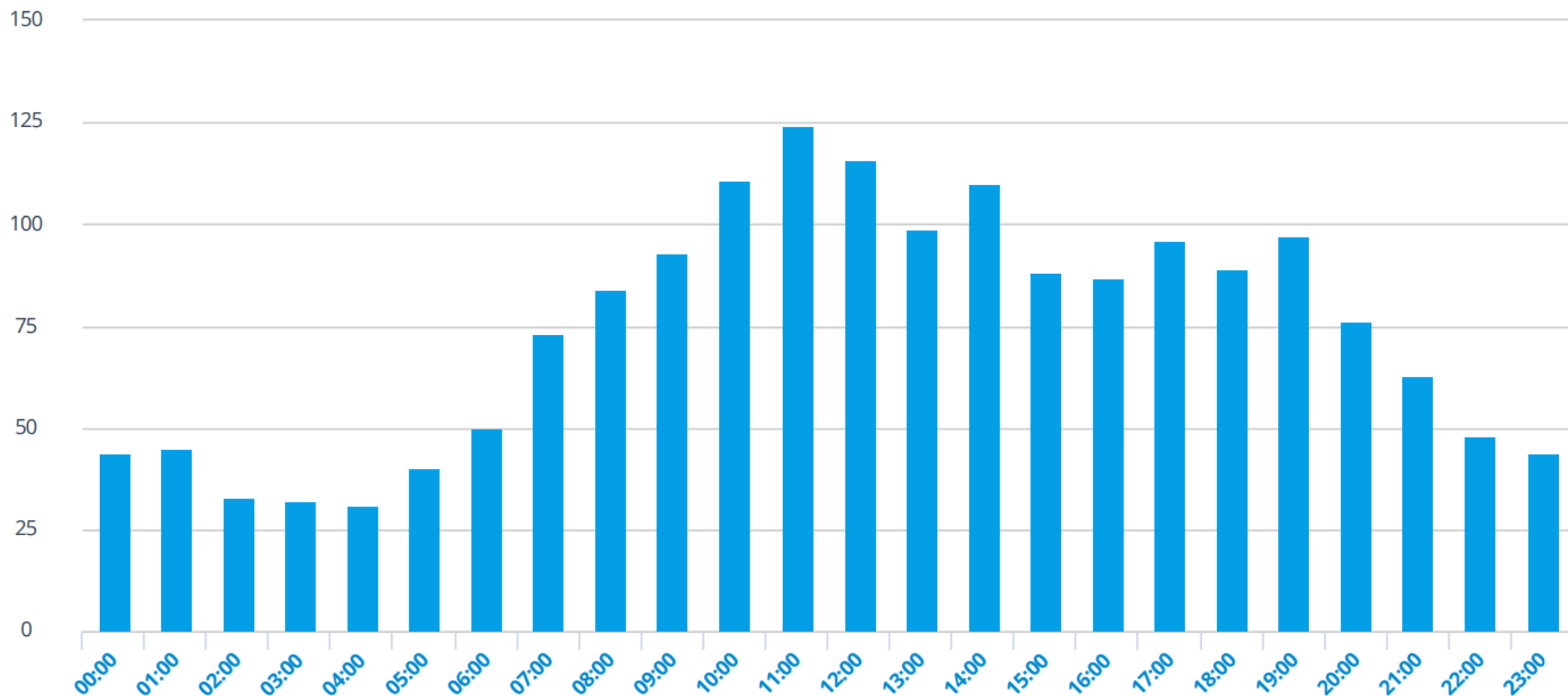
Thank You! Questions?

Photos Courtesy of Sheldon Levi

Additional Information for The Board

What is Incident Dollar Loss & Why is it Calculated?

Fire loss is an estimation of the total loss to the structure and contents in terms of replacement in like kind and quantity. This estimation of fire loss includes contents damaged by fire, smoke, water, and overhaul. It does not include indirect loss, such as business interruption.

Purpose for collecting property and content losses data:

- Collecting property and content losses helps define the magnitude of the fire problem, provides an additional indicator of the incident severity, and can be used to evaluate the progress made in fire protection.
- This information can help local communities, states and the country determine the amount of money that should be spent on fire protection.
- Estimated property and content losses are also crucial for identifying types of situations where high monetary losses are common. This information can help target fire prevention programs and be used to evaluate the cost effectiveness of firefighting equipment and fire protection practices.
- Pre-incident values help delimit the magnitude of the potential fire problem by providing a basis for comparison.

U.S. Fire Administration
Working for a fire-safe America

Definitions

- <u>Call Processing:</u> 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")

+

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

+

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

=

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

Average Call Processing Time

Call Processing = time duration needed for Dispatch to process the call and alert the station(s). ("*9-1-1, what is your emergency*")

	Baseline (Actual) Performance	Benchmark (Goal) Performance	Performance Gap (+/- difference)
All Emergency Calls within The Villages Measured in minutes and seconds (**mm:ss**)			
FY 21/22	**00:37**	*00:35*	*+00:02*
September 2022	**00:44**		*+00:09*

*Note- Call dispatching is performed by the Sumter County Emergency Communications Center through contractual services. The analysis on call processing times is done via analysis of our incident data via our analytics systems for the sole purpose of performance monitoring.

Average Turnout Time

	Baseline (Actual) Performance	Benchmark (Goal) Performance	Performance Gap (+/- difference)

All Emergency Calls within The Villages

Measured in minutes and seconds (**mm:ss**)

	Baseline (Actual) Performance	Benchmark (Goal) Performance	Performance Gap (+/- difference)
FY 21/22	00:31	00:45	-00:14
September 2022	00:32		-00:13

Turnout time = time duration between when the alarm sounds at the station and the wheels of the apparatus start turning

Average Travel Time

	Baseline (Actual) Performance	Benchmark (Goal) Performance	Performance Gap (+/- difference)
All Emergency Calls within The Villages Measured in minutes and seconds (**mm:ss**)			
FY 21/22	**04:32**	*05:00*	*-00:28*
September 2022	**04:31**		*-00:29*

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

Percentile Response Time Reporting FAQ

- **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.**

Call Processing Time @ 90th Percentile

Call Processing= time duration needed for Dispatch to process the call and alert the station(s).   ("9-1-1, *what is your emergency*")

	Baseline (Actual) Performance	Benchmark (Goal) Performance	Performance Gap (+/- difference)
All Emergency Calls within The Villages Measured in minutes and seconds (**mm:ss**)			
FY 21/22	**01:22**	*01:10*	*+00:12*
September 2022	**01:31**		*+00:21*

*Note- Call dispatching is performed by the Sumter County Emergency Communications Center through contractual services. The analysis on call processing times is done via analysis of our incident data via our analytics systems for the sole purpose of performance monitoring.

Turnout Time @ 90th Percentile

	Baseline (Actual) Performance	Benchmark (Goal) Performance	Performance Gap (+/- difference)
All Emergency Calls within The Villages Measured in minutes and seconds (**mm:ss**)			
FY 21/22	**00:58**	*01:00*	*-00:02*
September 2022	**00:58**		*-00:02*

==**Turnout time = time duration between when the alarm sounds at the station and the wheels of the apparatus start turning**==

Travel Time @ 90th Percentile

	Baseline (Actual) Performance	Benchmark (Goal) Performance	Performance Gap (+/- difference)
	All Emergency Calls within The Villages Measured in minutes and seconds (**mm:ss**)		
FY 21/22	**07:02**	*06:00*	*+01:02*
September 2022	**06:44**		*+00:44*

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

Response Data for Areas _Outside of The Villages_

September 2022
Emergency Calls

Measured in minutes and seconds (**mm:ss**)

Average

Call Processing	00:56
Turnout	00:34
Travel Time	05:39
Total Response Time	07:15

90th Percentile

Call Processing	01:37
Turnout	00:59
Travel Time	09:00
Total Response Time	10:26

Response Data for Areas _Outside of The Villages_
FY 21/22
Emergency Calls

Measured in minutes and seconds (**mm:ss**)

Average	
Call Processing	00:42
Turnout	00:33
Travel Time	05:33
Total Response Time	06:54

90th Percentile	
Call Processing	01:26
Turnout	00:59
Travel Time	09:22
Total Response Time	10:54