

# VCCDD Monthly Report

July 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.





# Leesville Street 5/11/2024

Dispatched  
18:48:37

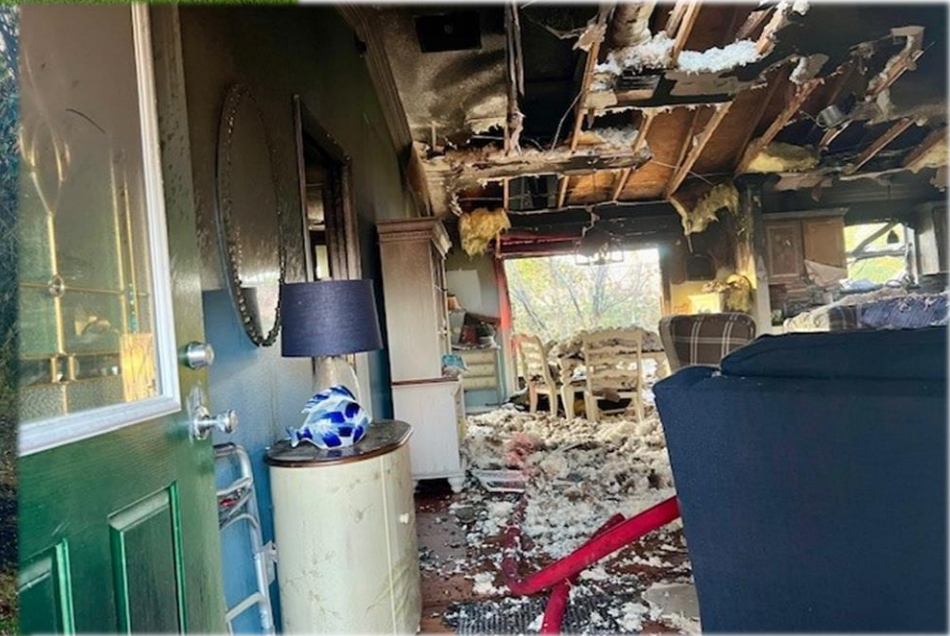
En Route  
18:49:17

Arrival  
18:54:36

Total Response Time  
**5:59:00**

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**Golden Corral**  
**3950 Wedgewood Lane**  
**5/16/24**

Dispatched  
6:21:55

En Route  
6:22:58

Arrival  
6:25:23

Total Response Time  
**2:25:00**

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# May 2024 Incidents

76.5 % Emergency Medical Services Related Responses

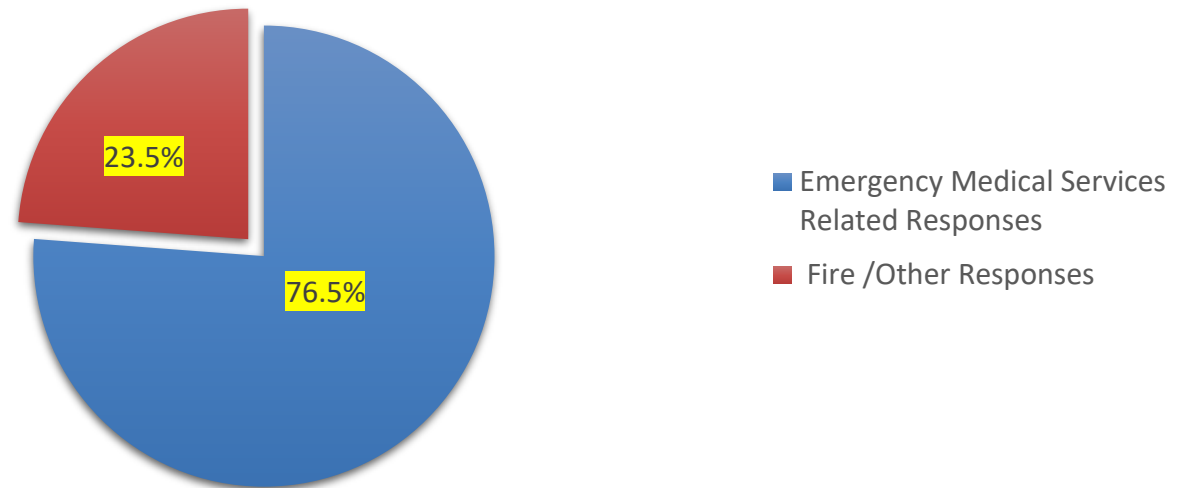
23.5% Fire & Fire Related Responses

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05/01/2024 – 05/31/2024

Emergency Medical Services Related Responses	1669
Fire/Other Responses	511
Total Incidents	2,180



# Average 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 within The Villages

Measured in minutes and seconds (mm:ss)

	Baseline (Actual) Performance	Benchmark (Goal) Performance	Performance Gap (+/- difference)
FYTD 10/01/23-05/31/24]	05:21	05:30	-00:09
April 2024	05:20		-00:10
May 2024	05:26		-00:04

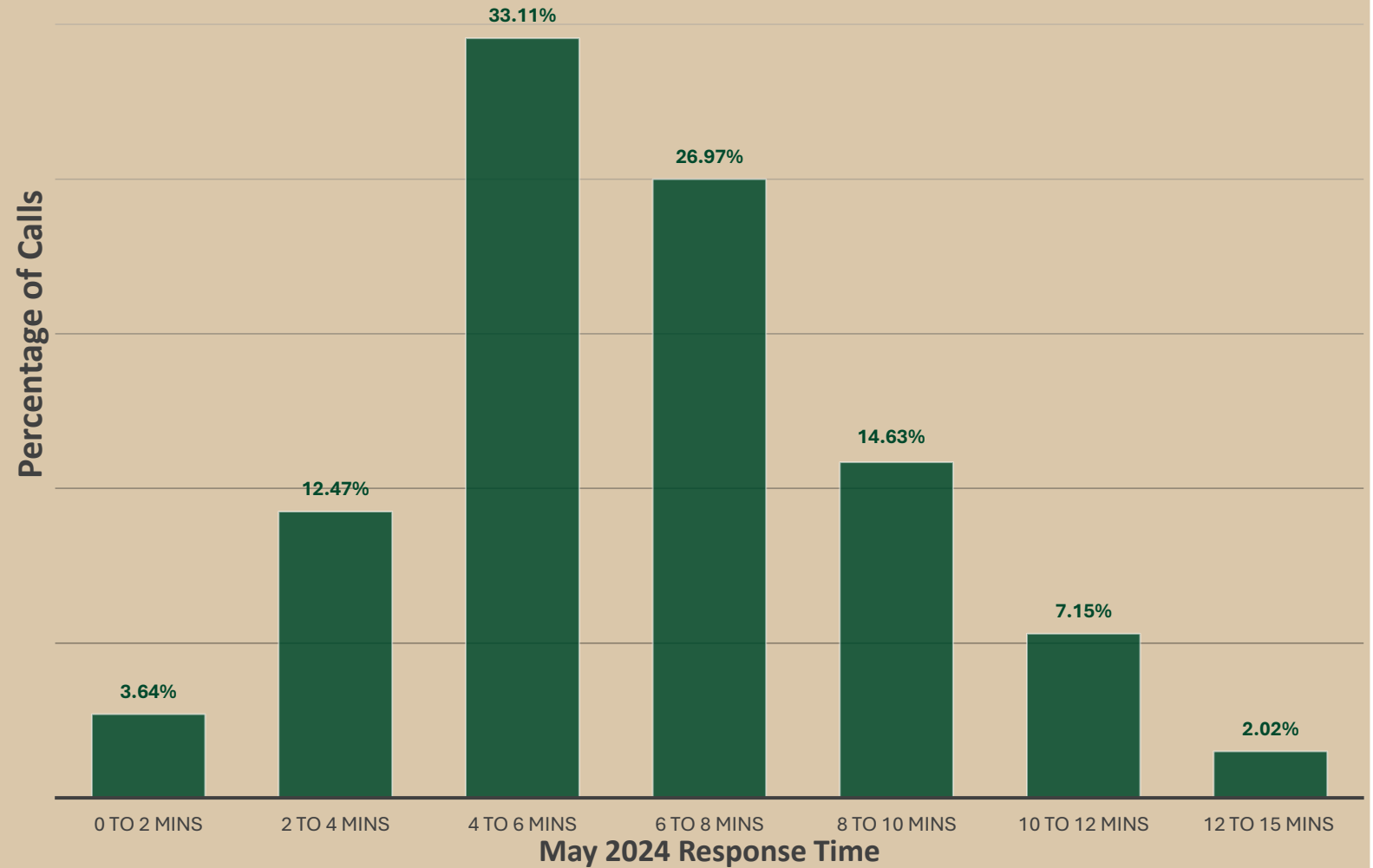
# Response Time: Fire Units

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

76.2% of calls were  
responded to within  
8 minutes

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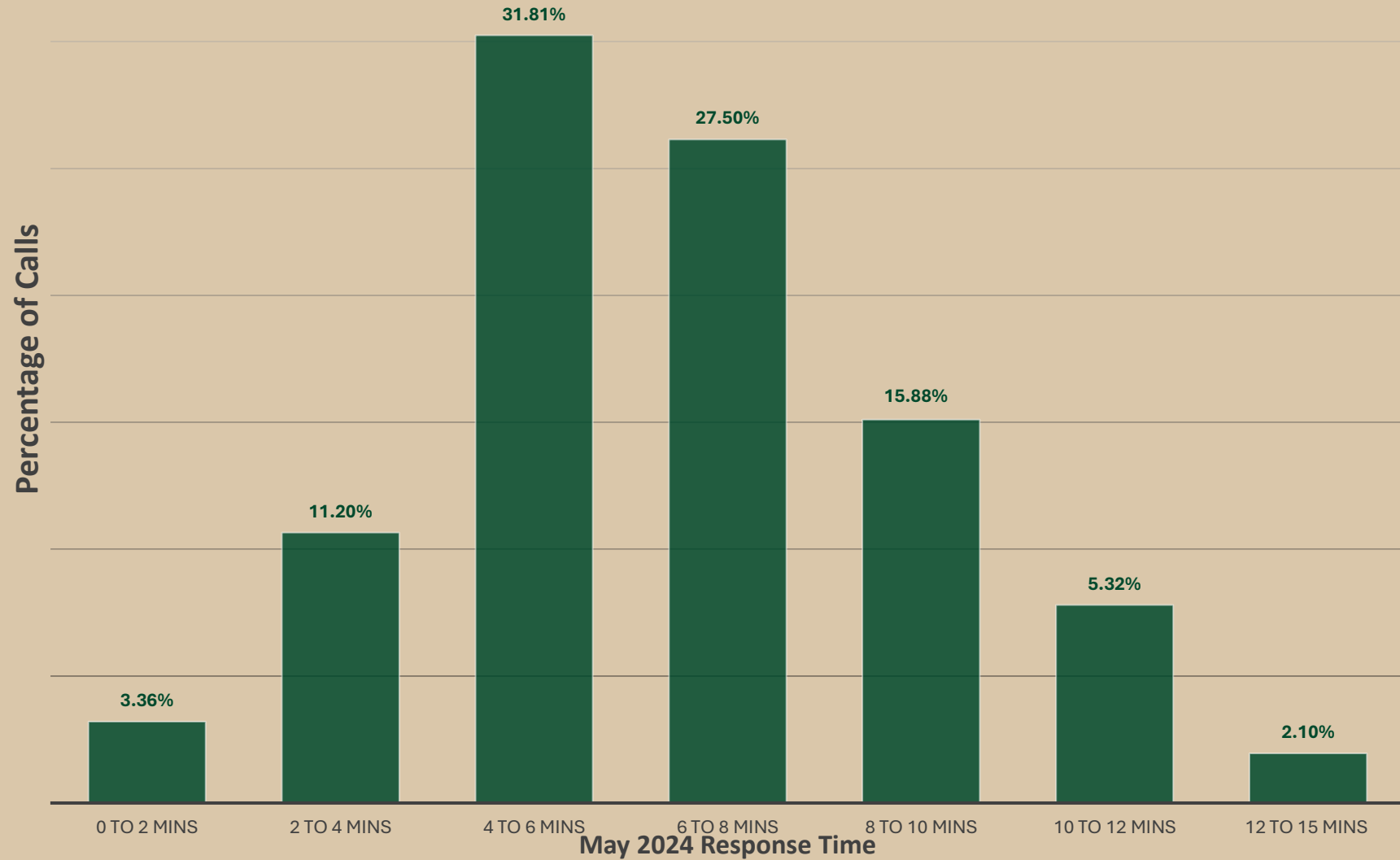


# Response Time: EMS Units

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

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# May Training Summary

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

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Topic	Total Training Hours (May)
Fire	<b>Online Training:</b> 180 hours <b>Hands on Training:</b> 0 hours <b>Total Training Hours:</b> 180 hours
EMS	<b>Online Training:</b> 326 hours <b>Hands on Training:</b> 163 hours <b>Total Training Hours:</b> 489 hours
Technical Rescue	<b>Online Training:</b> 120 hours <b>Hands On Training:</b> 0 hours <b>Total Training Hours:</b> 120 hours



# Ambulance Response Statistics

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

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## May 2024 Ambulance Response Statistics:

- Critical/High Acuity Average Response Time = 6.7 minutes
- Moderate/Low Acuity Average Response Time = 7.3 minutes
  - Total Transports = 1,339

## FYTD Ambulance Response Statistics:

- Critical/High Acuity Average Response Time = 6.9 minutes
- Moderate/Low Acuity Average Response Time = 7.3 minutes
  - Total Transports = 10,899



# 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 (May 2024)	Transport Volume
UF Villages	21.0	831
UF Leesburg	25.9	339
HCA Ocala	21.7	73
UF Freestanding ER	22.2	41
HCA Trailwinds	16.6	31
Advent Ocala	27.6	8
Advent Waterman	29.4	2
UF Gainesville	20.9	2
HCA Summerfield	16.1	2
Orlando Health Orlando	12.7	1
Other Facilities	13.5	9
<b>ALL FACILITIES</b>	<b>22.3</b>	<b>1,339</b>

# 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 allowing us  
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The Villages

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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 <u>(+/- difference)</u>
FYTD 10/01/23 – 05/31/24	00:17	00:35	-00:18
April 2024	00:17		-00:18
May 2024	00:15		-00:20

# 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 – 05/31/24	00:40	00:45	-00:05
April 2024	00:39		-00:06
May 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 first 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 – 05/31/24	05:21	05:30	-00:09
April 2024	05:22		-00:08
May 2024	05:26		-00:04



# Call Processing Time at 90<sup>th</sup> 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	Performanc e Gap ( <u>+/- difference</u> )
FYTD 10/01/23 – 05/31/24	00:27	01:30	-01:03
April 2024	00:31		-00:59
May 2024	00:23		-01:07

## Travel Time at 90<sup>th</sup> Percentile (Arrival of 1<sup>st</sup> Unit)

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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 – 05/31/24	08:10	06:00	+02:10
April 2024	08:26		+02:26
May 2024	08:11		+02:11

# Total Response Time at 90<sup>th</sup> Percentile (Arrival of Last Unit)

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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 – 05/31/24	09:38	06:00	+03:38
April 2024	09:30		+ 03:30
May 2024	09:39		+03:39



May 2024 VPSD  
Response Data  
to  
Areas Outside  
of  
The Villages

IN CASE OF EMERGENCY DIAL 9-1-1

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Emergency Calls ONLY

Measured in minutes and seconds (mm:ss)

Average

Call Processing	0:00:20
Turnout	0:00:43
Travel Time	0:06:12
Total Response Time	0:07:08

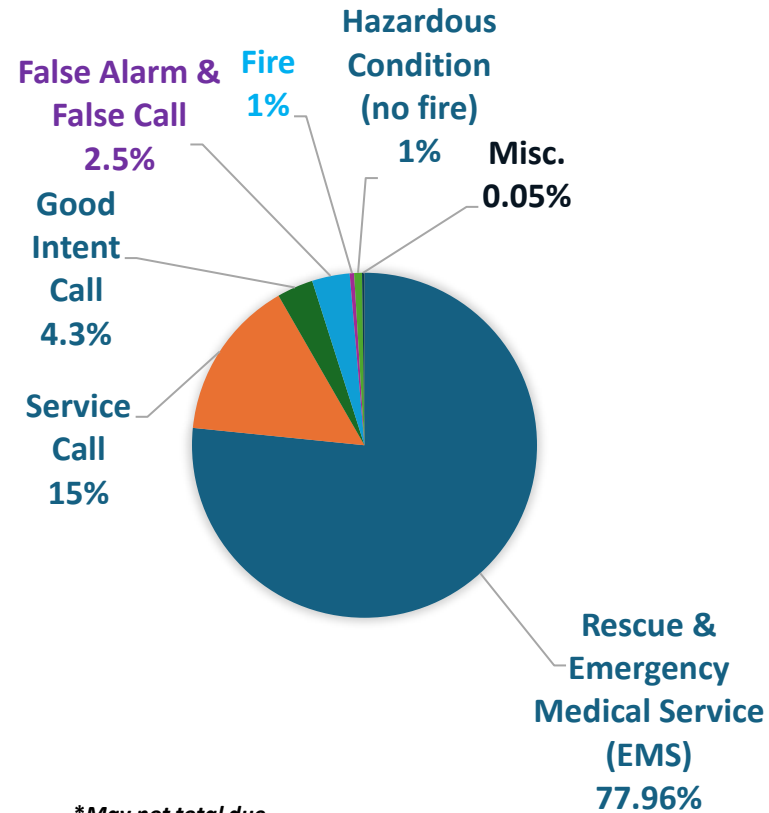
90<sup>th</sup> Percentile

Call Processing	0:00:38
Turnout	0:01:03
Travel Time	0:11:17
Total Response Time	0:12:37

# May 2024 Breakdown by Incident Types

## IN CASE OF EMERGENCY DIAL 9-1-1

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*\*May not total due to rounding*

Rescue & Emergency Medical Service (EMS)	1670
Service Call	329
Good Intent Call	74
False Alarm & False Call	77
Fire	9
Hazardous Condition (no fire)	16
Misc.	5

**May - Number of Incidents: 2180**

# Definitions

## 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.

- **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 90<sup>th</sup> 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%
<b>Total Time</b>	<b>24 hours (1 shift)</b>	<b>100%</b>



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