

VCCDD Monthly Report

April 2025

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.



Station 46 Push-In

March 5, 2025

2385 Warm
Springs Avenue

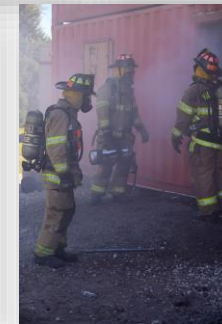
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Class 2501 Pinning Ceremony March 28, 2025

Lake Miona Recreation Center





Auburndale Avenue March 6, 2025

Alarm Time: 20:16:32

En Route: 20:17:19

Arrived: 20:21:19

Total Response Time: 5 minutes 10 seconds





994 Akin Way April 7, 2025

Alarm Time: 17:16:47

En Route: 17:17:25

Arrived: 17:21:37

Total Response Time: **4 minutes 50 seconds**

2 dogs were rescued from the residence



Duck Rescue

April 2, 2025

Engine 46 Responded
Rescue took less than 15 minutes



Village of Hammock at Fenney

Around 9:30pm, Homeowners noticed the momma duck was pacing by the storm drain, so they called fire department. VPSD crews entered the drain, retrieved several baby ducks, and reunited them with the momma duck.

March 2025 Incidents

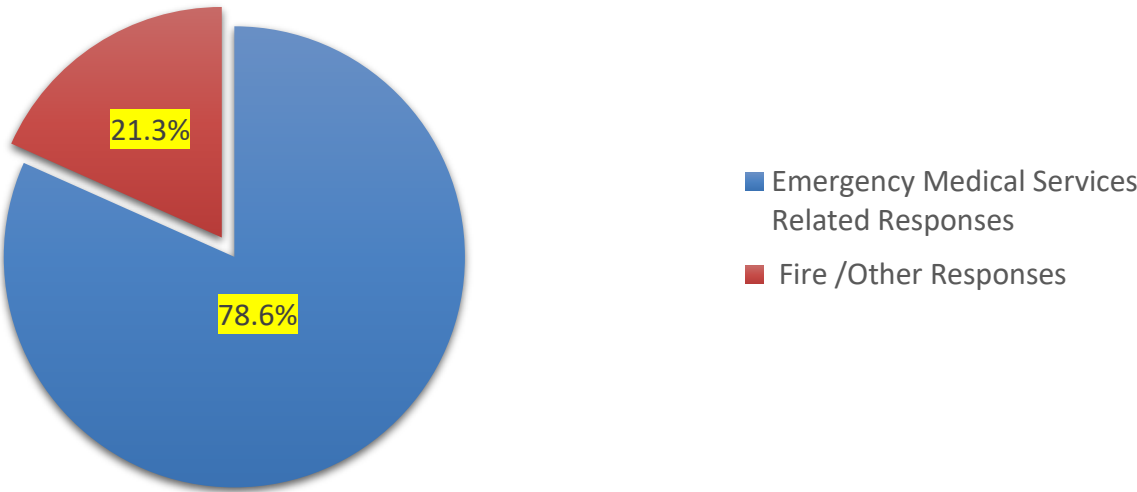
78.6% Emergency Medical Services Related Responses

21.3% Fire & Fire Related Responses

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March 2025	
Emergency Medical Services Related Responses	1984
Fire/Other Responses	539
Total Incidents	2523



**Average Response
Times within The
Villages-March 2025**

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

IN CASE OF EMERGENCY DIAL 9-1-1

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All Emergency Calls within The Villages

Measured in minutes and seconds (mm:ss)

	Baseline (<u>Actual</u>) Performance	<i>Benchmark (<u>Goal</u>) Performance</i>	Performance Gap (<u>+/- difference</u>)
FYTD [10/01/24- 03/31/25]	05:49	05:20	+00:29
February 2025	05:33		+00:13
March 2025	05:20		00:00

Response Time

Fire Units

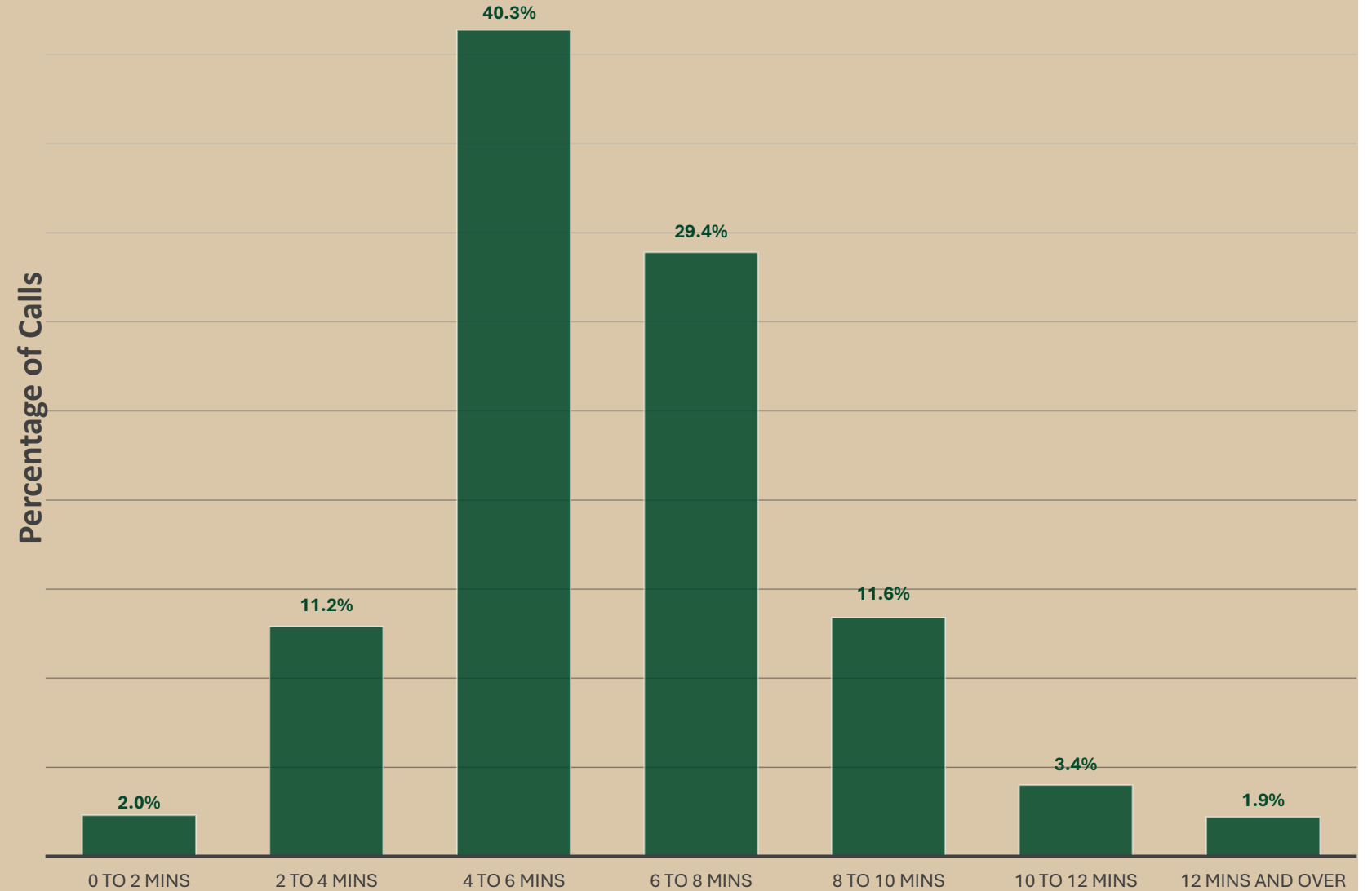
March 2025

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

**82.9% of calls were
responded to within
8 minutes**

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Response Time

EMS Units

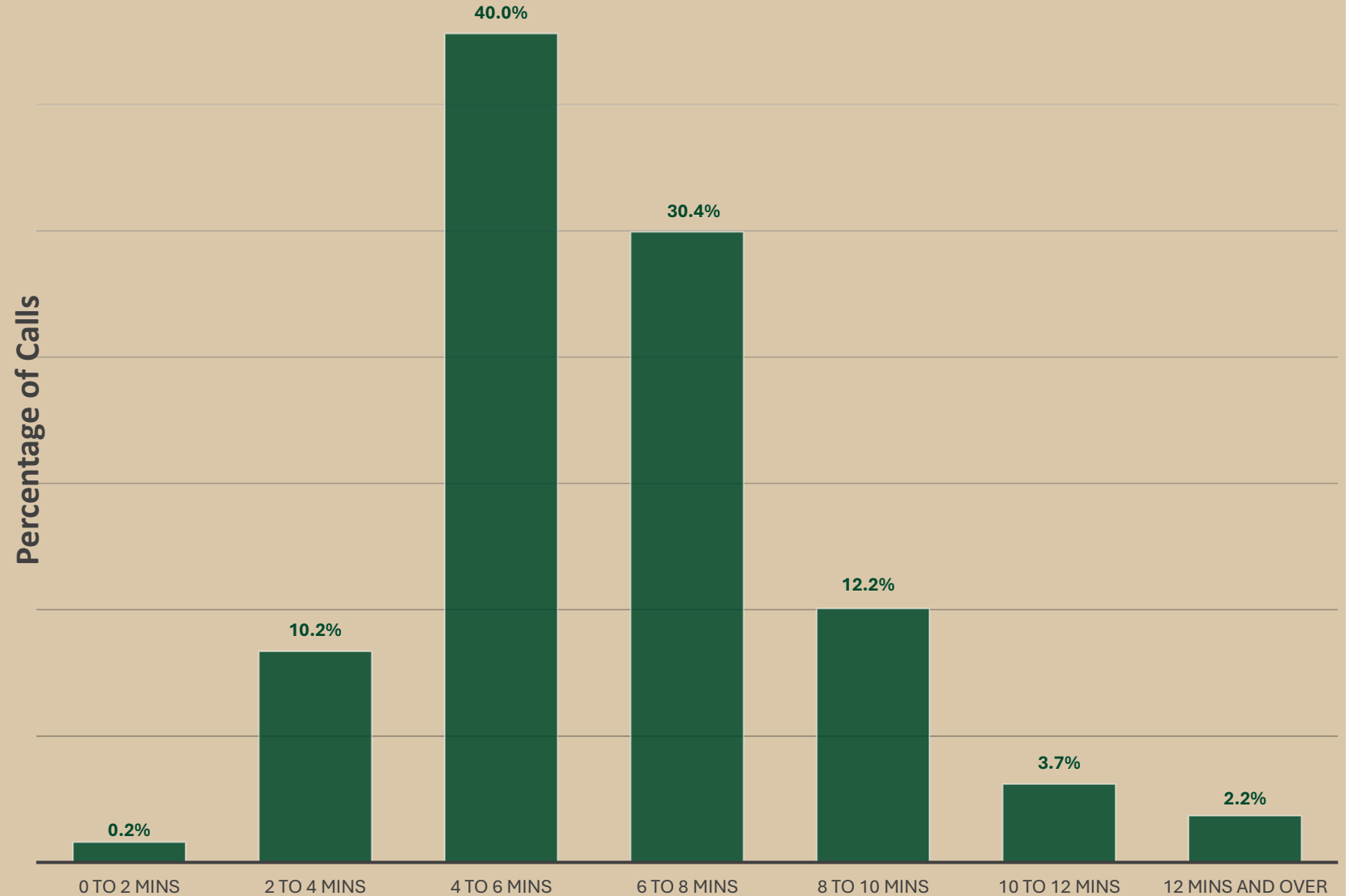
March 2025

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

**80.8% of calls were
responded to within
8 minutes**

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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: 380 hours Hands on Training: 5,970 hours Total Training Hours: 6,350 hours
EMS	Online Training: 645 hours Hands on Training: 880 hours Total Training Hours: 1,525 hours
Technical Rescue	Online Training: 0 hours Hands On Training: 68 hours Total Training Hours: 68 hours

Ambulance Response Statistics

**VPD is on track to
complete 16,500
calls for FY24/25**

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March 2025 Ambulance Response Statistics

- Critical/High Acuity Average Response Time = 7.1 minutes
- Moderate/Low Acuity Average Response Time = 7.7 minutes
 - Total Transports = 1,621

FYTD Ambulance Response Statistics

- Critical/High Acuity Average Response Time = 7.3 minutes
- Moderate/Low Acuity Average Response Time = 8.0 minutes
 - Total Transports = 8,660



Hospital Offload Times March 2025

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 2025)	Transport Volume
UF Spanish Plaines	26.5	993
UF Leesburg	38.2	412
HCA Ocala	18.4	83
UF Brownwood FSER	20.1	61
HCA Trailwinds FSER	16.3	46
Lifestream Behavioral	4.1	8
Advent Health Ocala	20.0	4
HCA Summerfield FSER	11.2	4
HCA West Marion	59.7	3
Advent Health Waterman	34.5	2
Other Facilities	18.0	5
ALL FACILITIES	28.2	1,621

Ambulance Utilization Hours

VPD maintains Ambulance Utilization Hours in 24-Hour UHU Analysis

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Unit	3/02/25 to 3/08/25	3/09/25 to 3/15/25	3/16/25 to 3/22/25	3/23/25 to 3/29/25	Average
M40	0.40	0.38	0.35	0.30	0.358
M240	0.35	0.45	0.35	0.31	0.365
M41	0.32	0.37	0.34	0.31	0.334
M241	0.30	0.39	0.27	0.33	0.322
M43	0.30	0.33	0.32	0.32	0.319
M243	0.37	0.31	0.34	0.34	0.341
M44	0.27	0.33	0.25	0.35	0.301
M244	0.32	0.29	0.22	0.15	0.246
M45	0.32	0.24	0.30	0.27	0.282
M46	0.23	0.27	0.24	0.17	0.228
M47	0.22	0.28	0.25	0.18	0.231
M48	0.12	0.22	0.18	0.30	0.207
M51	0.36	0.34	0.35	0.33	0.345



Questions?

**Thank You
for allowing us
to serve
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 <u>within The Villages</u>			
Measured in minutes and seconds (mm:ss)			
	Baseline <u>(Actual)</u> Performance	Benchmark <u>(Goal)</u> Performance	Performanc e Gap (+/- difference)
FYTD 10/01/24 – 03/31/25	00:18	00:35	-00:17
February 2025	00:16		-00:19
March 2025	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 <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 10/01/24 –03/31/25	00:40	00:45	-00:05
February 2025	00:39		-00:06
March 2025	00:39		-00:06

**Average Travel
Time
(Arrival of 1st Unit)**

**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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<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 (+/- difference)
FYTD 10/01/24 – 03/31/25	05:49	05:20	-05:49
February 2025	05:33		+00:13
March 2025	05:20		00:00

Call Processing Time
at 90th Percentile

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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	Performanc e Gap (<u>+/- difference</u>)
FYTD 10/01/24 –03/31/25	00:24	01:30	-01:06
February 2025	00:23		-01:07
March 2025	00:23		-01:07

Travel Time at 90th
Percentile
(Arrival of 1st Unit)

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All Emergency Calls <u>within The Villages</u>			
Measured in minutes and seconds (mm:ss)			
	Baseline (Actual) Performance	Benchmark (Goal) Performance	Performan ce Gap (+/- difference)
FYTD 10/01/24 –03/31/25	08:58	06:00	+02:58
February 2025	08:24		+02:24
March 2025	08:01		+02:01

Total Response Time
at 90th Percentile
(Arrival of Last Unit)

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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 10/01/24 – 03/31/25	10:04	06:00	+04:04
February 2025	09:38		+03:38
March 2025	09:05		+03:05

March 2025
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	00:20
Turnout	00:39
Travel Time	05:21
Total Response Time	06:37

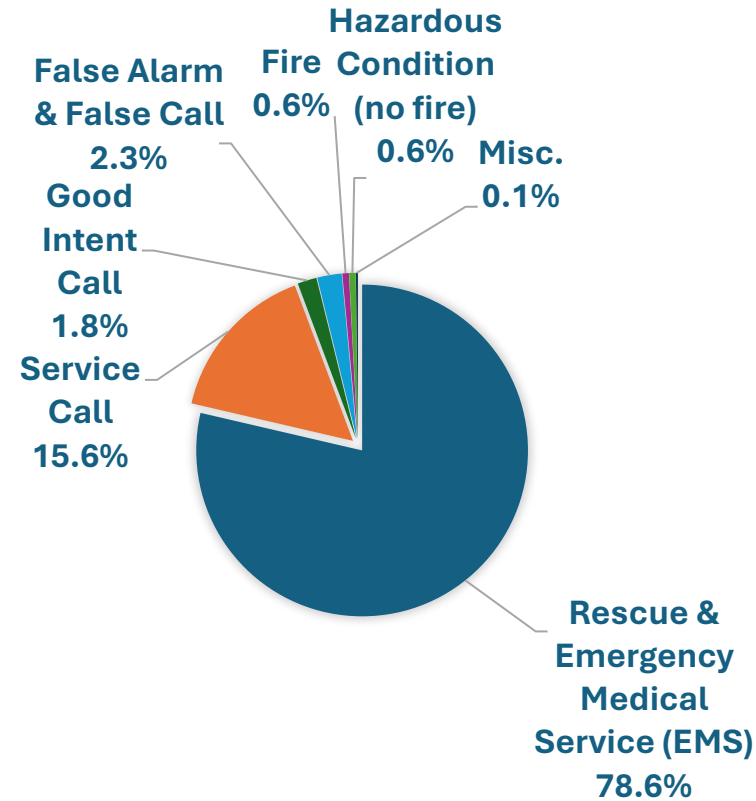
90th Percentile

Call Processing	00:37
Turnout	00:54
Travel Time	08:06
Total Response Time	10:48

March 2025 Breakdown by Incident Types

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**May not total due to rounding*

Rescue & Emergency Medical Service (EMS)	1984
Service Call	395
Good Intent Call	47
False Alarm & False Call	60
Fire	16
Hazardous Condition (no fire)	16
Misc.	5

March 2025 - Number of Incidents: 2523

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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