

# VCCDD Monthly Report May 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.





# TRT Static Display for CERT

April 25, 2025

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# Holgerson Place

## April 21, 2025

Alarm Time: **15:38:24**

Arrival Time: **15:45:09**

Total Response Time: **6 minutes 45 seconds**







## Caruthers Path May 22, 2025

Alarm Time: **18:28:38**

Arrival Time: **18:33:43**

Total Response Time: **5 minutes 5 seconds**







# Dalkeith Terrace

## May 22, 2025

Alarm Time: **19:02:08**

Arrival: **19:08:38**

Total Response Time: **6 minutes 30 seconds**







## Lancaster Lane May 24, 2025

Alarm Time: **18:50:16**

Arrival Time: **18:57:43**

Total Response Time: **4 minutes 39 seconds**



# April 2025 Incidents

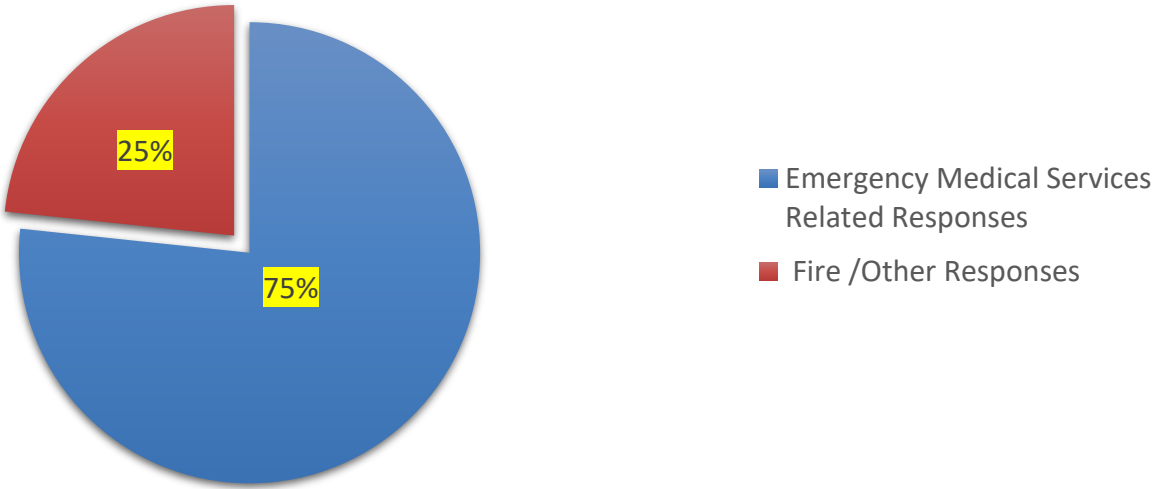
75% Emergency Medical Services Related Responses

25% Fire & Fire Related Responses

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April 2025	
Emergency Medical Services Related Responses	1771
Fire/Other Responses	593
Total Incidents	2364



# Average Response Times within The Villages-April 2025

FY24-25 Goal is to reduce first unit 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 [10/01/24-04/30/25]	05:49	05:20	+00:29
April 2025	05:31		+00:11
March 2025	05:20		00:00



# Response Time

## Fire Units

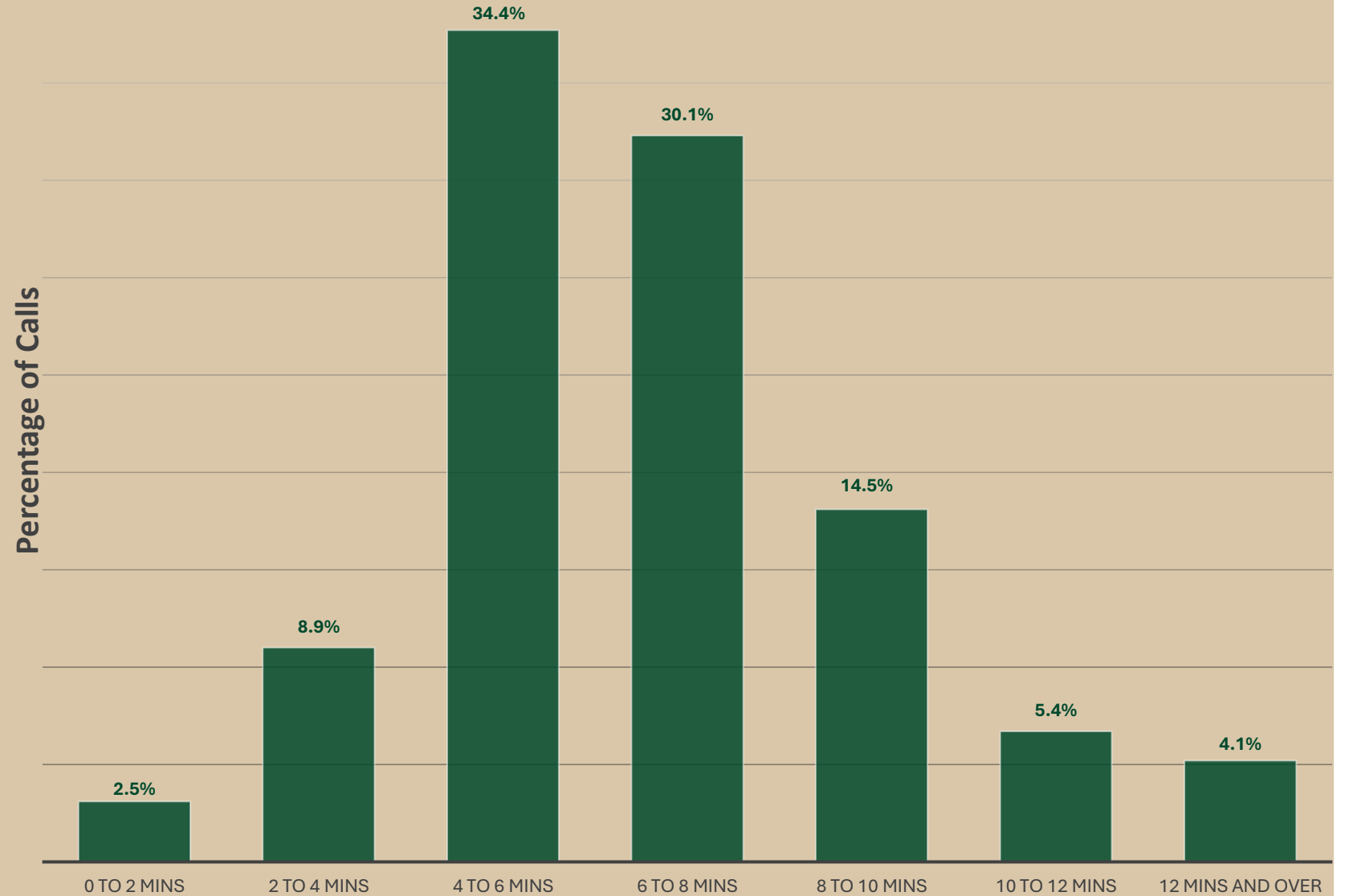
### April 2025

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

**76% of calls were  
responded to within  
8 minutes**

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# Response Time

## EMS Units

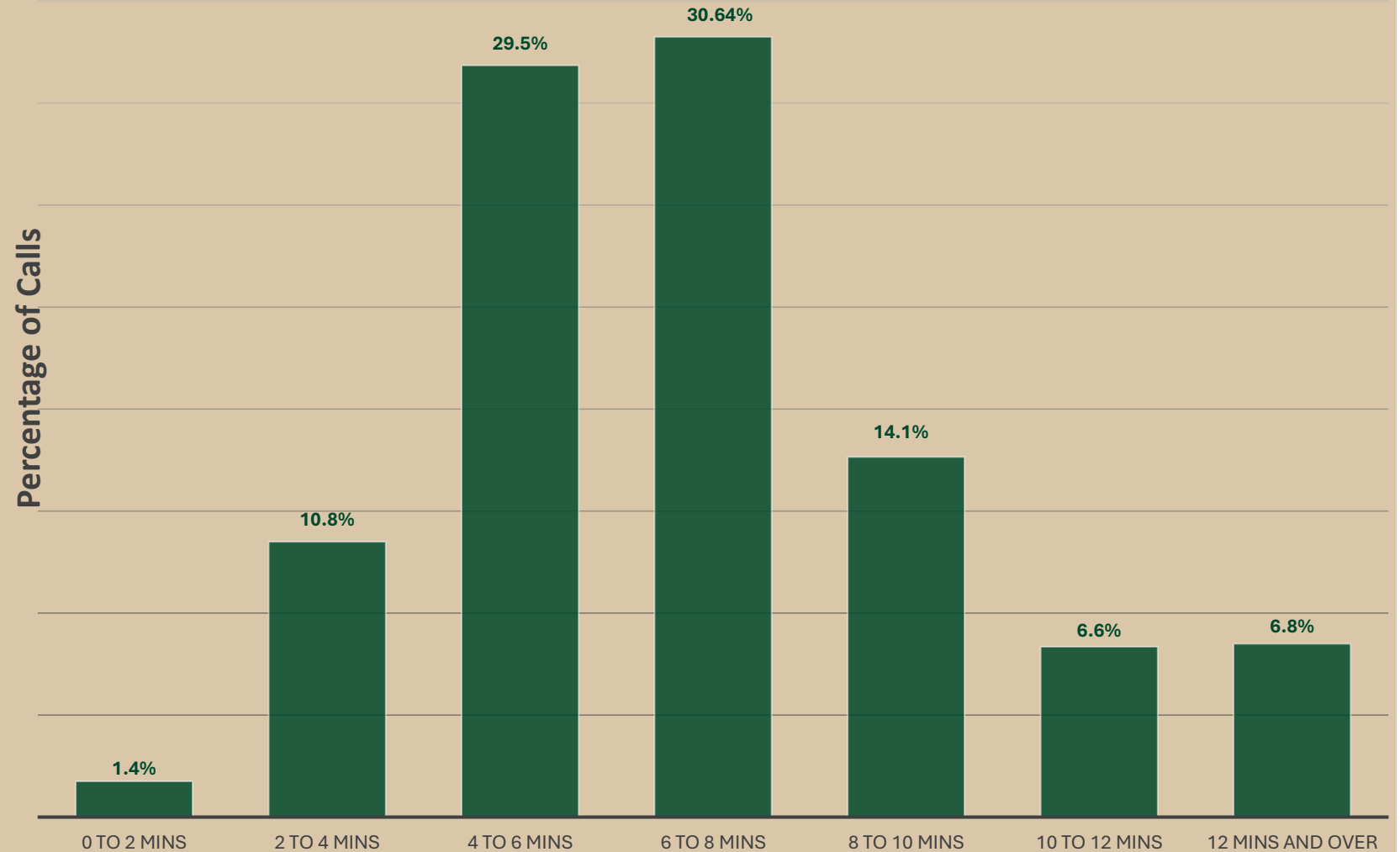
### April 2025

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

**72% of calls were  
responded to within  
8 minutes**

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# April Training Summary

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

IN CASE OF EMERGENCY DIAL 9-1-1

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Topic	Total Training Hours (April)
Fire	Online Training: 225 hours Hands on Training: 12,237 hours Total Training Hours: 12,462 hours
EMS	Online Training: 396 hours Hands on Training: 198 hours Total Training Hours: 594 hours
Technical Rescue	Online Training: 34 hours Hands On Training: 132 hours Total Training Hours: 166 hours



# Ambulance Response Statistics

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

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## April 2025 Ambulance Response Statistics:

- Critical/High Acuity Average Response Time = 6.5 minutes
- Moderate/Low Acuity Average Response Time = 7.4 minutes
  - Total Transports = 1,432

## FYTD Ambulance Response Statistics:

- Critical/High Acuity Average Response Time = 6.8 minutes
- Moderate/Low Acuity Average Response Time = 7.4 minutes
  - Total Transports = 10,092



# Hospital Offload Times April 2025

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

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

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Facility	90th Percentile Transfer Time in Minutes (April 2025)	Transport Volume
UF Spanish Plaines	24.9	869
UF Leesburg	31.1	379
HCA Ocala	19.0	65
UF Brownwood FER	15.9	48
HCA Trailwinds FER	12.7	42
Advent Health Ocala	17.6	7
Life Stream Behavioral	15.4	7
Advent Health Waterman	15.7	5
Arnold Palmer	7.4	2
HCA Summerfield FER	28.8	2
Other Facilities	20.9	6
ALL FACILITIES	26.4	1,432



# Ambulance Utilization Hours

**VPD maintains  
Ambulance Utilization  
Hours in 24-Hour UHU  
Analysis**

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Unit	3/30/25 to 4/05/25	4/06/25 to 4/12/25	4/13/25 to 4/19/25	4/20/25 to 4/26/25	Average
M40	0.35	0.36	0.38	0.34	0.357
M240	0.33	0.37	0.32	0.34	0.341
M41	0.25	0.26	0.23	0.26	0.248
M241	0.23	0.25	0.30	0.29	0.266
M43	0.28	0.29	0.26	0.26	0.272
M243	0.31	0.31	0.27	0.27	0.289
M44	0.25	0.21	0.26	0.26	0.246
M244	0.25	0.25	0.33	0.30	0.283
M45	0.27	0.27	0.32	0.25	0.278
M46	0.21	0.12	0.19	0.17	0.170
M47	0.15	0.32	0.27	0.23	0.244
M48	0.15	0.18	0.23	0.17	0.182
M51	0.38	0.29	0.28	0.29	0.306



**Questions?**

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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 – 04/30/25	00:18	00:35	-00:17
April 2025	00:14		-00:21
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 –04/30/25	00:59	00:45	-00:14
April 2025	00:40		-00:05
March 2025	00:39		-00:06

**Average Travel  
Time  
(Arrival of 1<sup>st</sup> 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 (Actual) Performance	Benchmark (Goal) Performance	Performance Gap (+/- difference)
FYTD 10/01/24 – 04/30/25	05:58	05:20	+00:38
April 2025	05:31		+0011
March 2025	05:20		00:00



Call Processing Time  
at 90<sup>th</sup> 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 –04/30/25	00:23	01:30	-01:07
April 2025	00:24		-01:06
March 2025	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 <u>within The Villages</u>			
Measured in minutes and seconds (mm:ss)			
	Baseline (Actual) Performance	Benchmark (Goal) Performance	Performance Gap (+/- difference)
FYTD 10/01/24 –04/30/25	09:11	06:00	+03:11
April 2025	07:49		+01:49
March 2025	08:01		+02:01

Total Response Time  
at 90<sup>th</sup> 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 – 04/30/25	10:13	06:00	+04:13
April 2025	09:16		+03:16
March 2025	09:05		+03:05



# April 2025 VPSD Response Data to Areas Outside of The Villages

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.

## Emergency Calls ONLY

Measured in minutes and seconds (mm:ss)

### Average

Call Processing	<b><i>0:00:16</i></b>
Turnout	<b><i>0:00:41</i></b>
Travel Time	<b><i>0:05:23</i></b>
Total Response Time	<b><i>0:06:11</i></b>

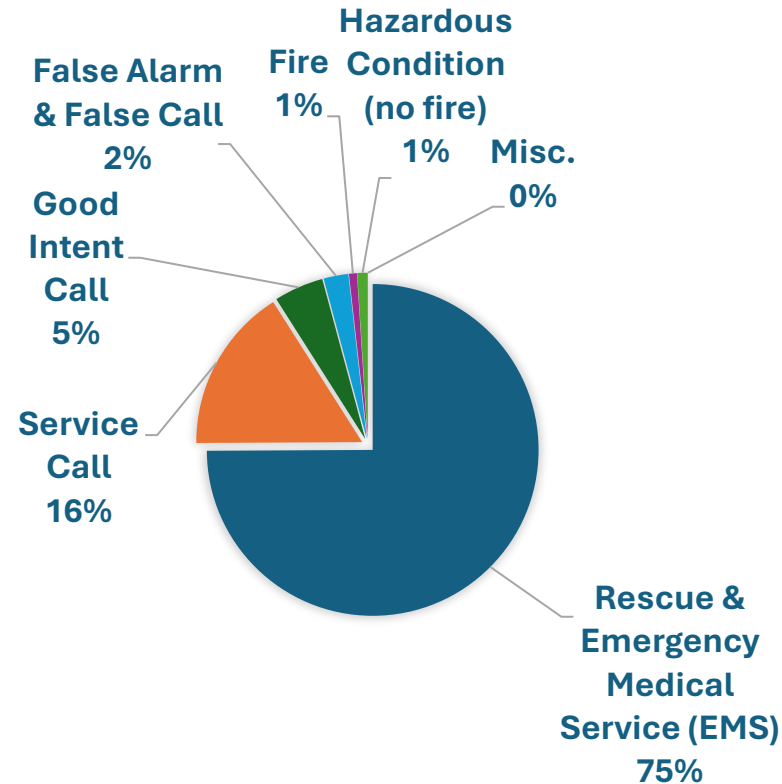
### 90<sup>th</sup> Percentile

Call Processing	<b><i>0:00:24</i></b>
Turnout	<b><i>0:00:54</i></b>
Travel Time	<b><i>0:08:13</i></b>
Total Response Time	<b><i>0:09:42</i></b>

# April 2025 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)	1771
Service Call	380
Good Intent Call	114
False Alarm & False Call	57
Fire	18
Hazardous Condition (no fire)	24
Misc.	0

**April 2025 - Number of Incidents: 2364**

# 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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