

# VCCDD Monthly Report June 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.





## VPSD Passes EMS State Inspection 6/4/2025

VPSD was assessed  
on apparatus,  
equipment,  
medications, and  
documentation;  
VPSD will not have  
to undergo another  
inspection until  
2027

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**In close partnership with UF Health, VPSD will  
celebrate its operational Mobile Stroke Treatment Unit  
July 22, 2025 from 9:30-11:30**

**VPSD's MSTU Ribbon Cutting  
at  
UF Spanish Plaines at 1451 El Camino Real, The  
Villages, FL 32159**







**VP  
SD**  
takes possession  
of new  
Medic 49  
the week of  
July 7-11  
2025





# Class 2502 Pinning Ceremony

June 6, 2025

Colony  
Recreation  
Center



# May 2025 Incidents

75% Emergency Medical Services Related Responses

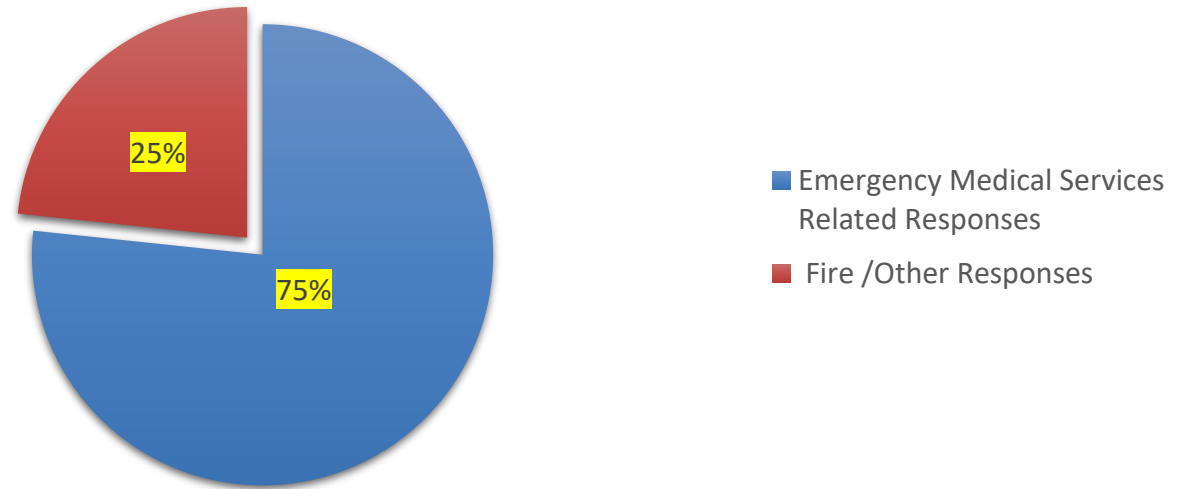
25% Fire & Fire Related Responses

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## May 2025

Emergency Medical Services Related Responses	1643
Fire/Other Responses	538
Total Incidents	2181



Average Response Times  
within  
The Villages - May 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 [10/01/24-05/31/25]	05:49	05:20	+00:29
April 2025	05:31		+00:11
May 2025	5:27		+ 00:07

# Response Time

## Fire Units

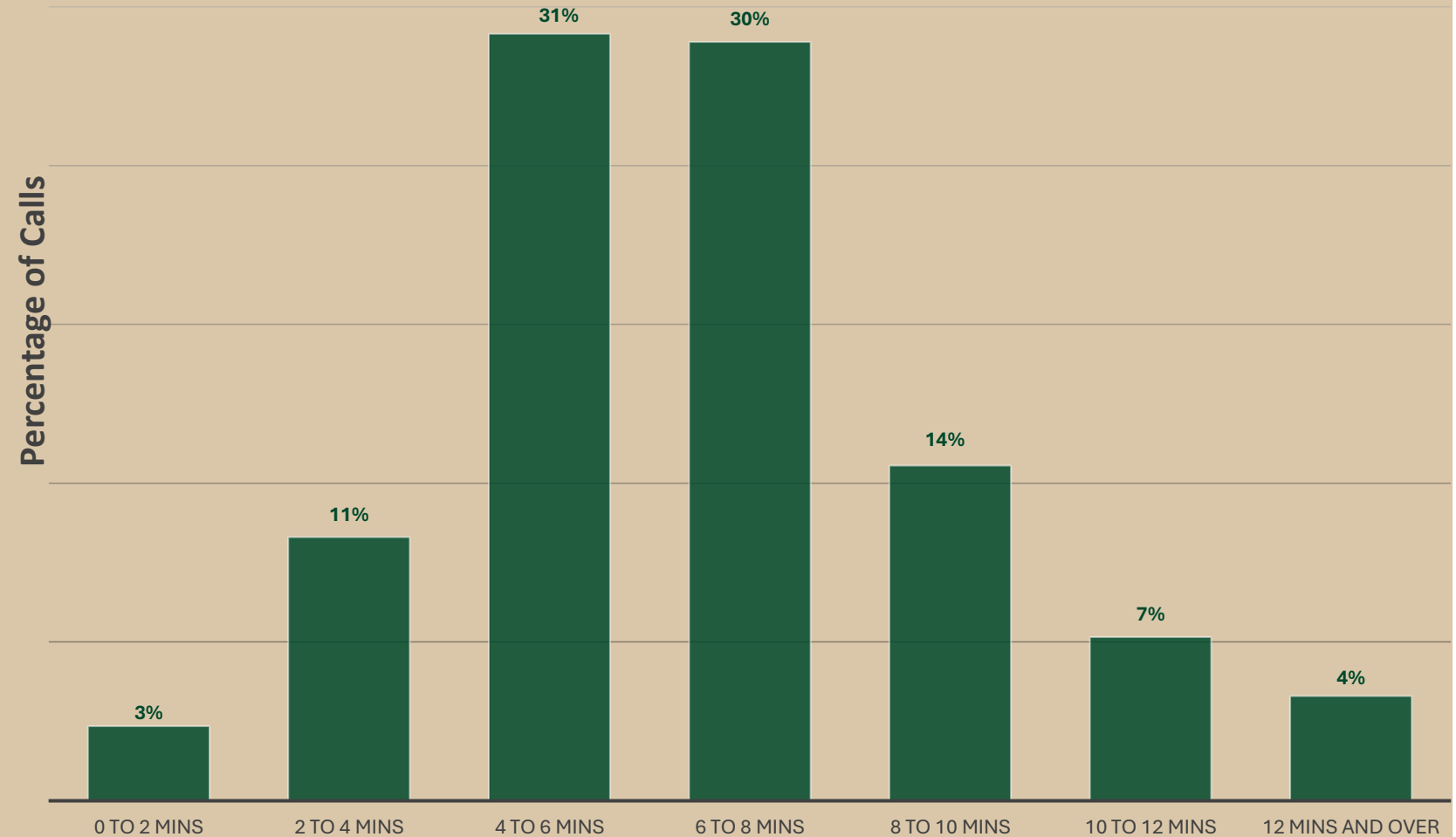
### May 2025

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

**75% of calls were  
responded to within  
8 minutes**

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# Response Time

## EMS Units

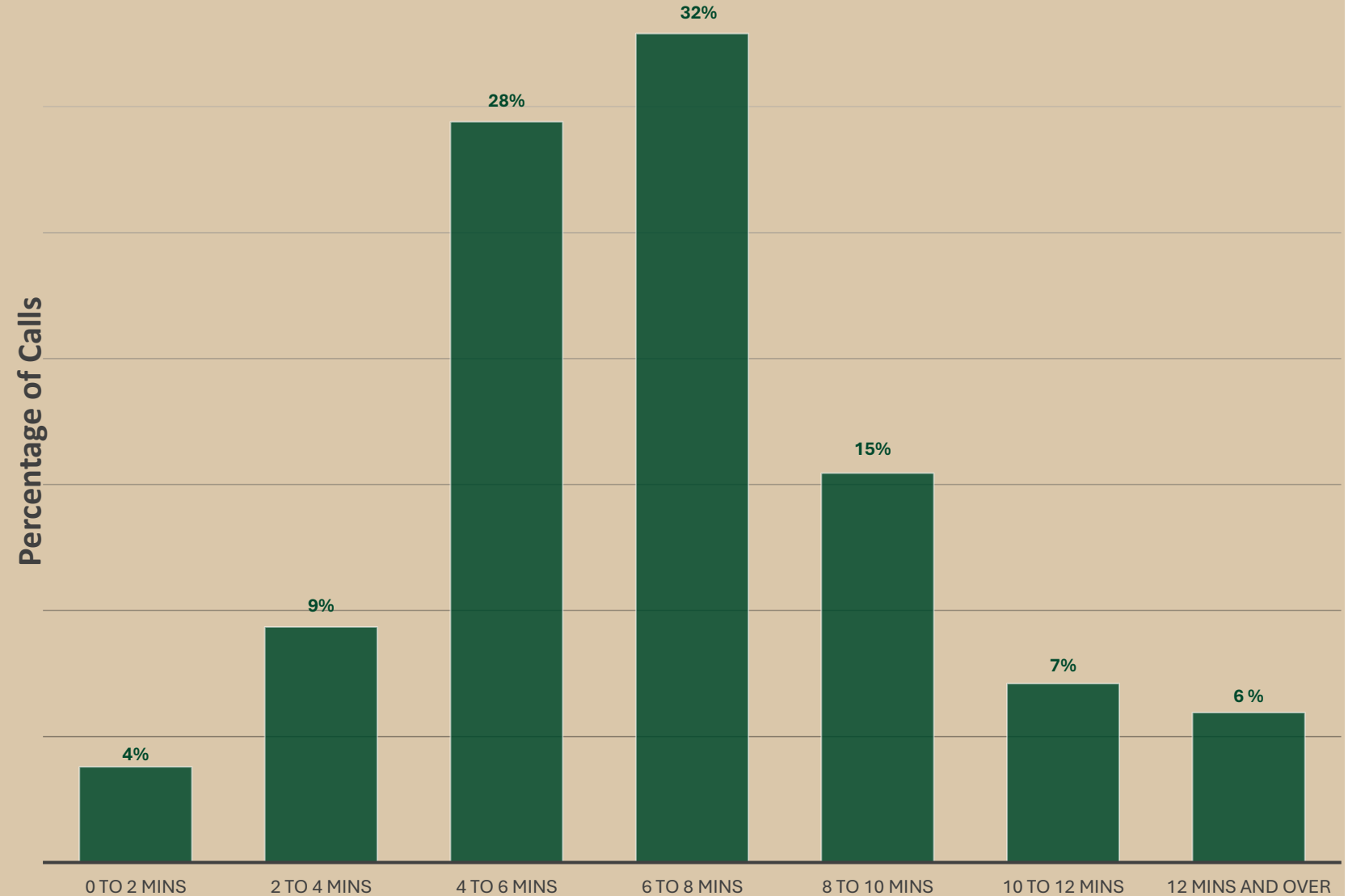
### May 2025

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

**73% of calls were  
responded to within  
8 minutes**

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# May 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 (May)
Fire	<b>Online Training:</b> 225 hours <b>Hands on Training:</b> 3,900 hours <b>Total Training Hours:</b> 6,447 hours
EMS	<b>Online Training:</b> 400 hours <b>Hands on Training:</b> 1,630 hours <b>Total Training Hours:</b> 2,030 hours
Technical Rescue	<b>Online Training:</b> 40 hours <b>Hands On Training:</b> 120 hours <b>Total Training Hours:</b> 160 hours



# Ambulance Response Statistics

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

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## May 2025 Ambulance Response Statistics:

- **Critical/High Acuity Average Response Time = 7.1 minutes**
- **Moderate/Low Acuity Average Response Time = 7.3 minutes**
- **Total Transports = 1,368**

## FYTD Ambulance Response Statistics:

- **Critical/High Acuity Average Response Time = 7.2 minutes**
- **Moderate/Low Acuity Average Response Time = 7.9 minutes**
- **Total Transports = 11,460**



# Hospital Offload Times May 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 (May 2025)	Transport Volume
UF Spanish Plaines	23.8	828
UF Leesburg	25.0	369
HCA Ocala	19.9	70
UF Brownwood FER	16.5	39
HCA Trailwinds FER	12.7	38
Life Stream Behavioral	14.8	7
Advent Health Waterman	15.1	4
HCA Summerfield FER	19.2	4
Advent Health Ocala	12.9	3
Arnold Palmer	16.2	1
Other Facilities	23.5	5
<b>ALL FACILITIES</b>	<b>23.4</b>	<b>1,368</b>



# Ambulance Utilization Hours

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

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Unit	4/27/25 to 5/03/25	5/04/25 to 5/10/25	5/11/25 to 5/17/25	5/18/25 to 5/24/25	5/25/25 to 5/31/25	Average
M40	0.38	0.29	0.34	0.30	0.18	0.298
M240	0.41	0.31	0.27	0.35	0.29	0.328
M41	0.34	0.22	0.24	0.22	0.24	0.254
M241	0.38	0.25	0.25	0.25	0.30	0.285
M43	0.27	0.28	0.26	0.22	0.28	0.261
M243	0.28	0.29	0.20	0.24	0.24	0.249
M44	0.34	0.29	0.23	0.22	0.15	0.246
M244	0.36	0.29	0.21	0.19	0.22	0.254
M45	0.24	0.26	0.20	0.19	0.21	0.220
M46	0.20	0.24	0.15	0.14	0.16	0.177
M47	0.27	0.25	0.13	0.22	0.23	0.219
M48	0.20	0.15	0.13	0.19	0.13	0.159
M51	0.36	0.27	0.26	0.21	0.21	0.261



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 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 10/01/24 – 05/31/25	00:18	00:35	-00:17
April 2025	00:14		-00:21
May 2025	00:14		-00:21



# 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 10/01/24 –05/31/25	00:39	00:45	-00:06
April 2025	00:40		-00:05
May 2025	00:40		-00:05

# 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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# 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 – 05/31/25	05:33	05:20	+00:13
April 2025	05:31		+0011
May 2025	05:27		+00:07

Call Processing Time  
at 90<sup>th</sup> 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 10/01/24 –05/31/25	00:24	01:30	-01:06
April 2025	00:24		-01:06
May 2025	00:20		-01:10



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 (Actual) Performance	Benchmark (Goal) Performance	Performance Gap (+/- difference)
FYTD 10/01/24 –05/31/25	08:23	06:00	+02:23
April 2025	07:49		+01:49
May 2025	08:09		+08:09

# May 2025 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	<b>0:00:14</b>
Turnout	<b>0:00:39</b>
Travel Time	<b>0:05:28</b>
Total Response Time	<b>0:06:44</b>

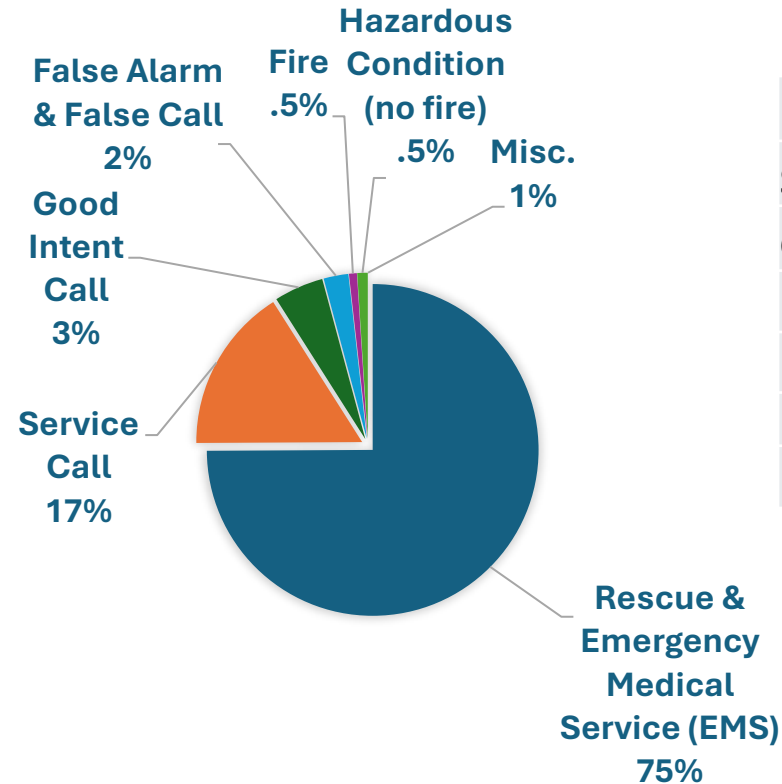
### 90<sup>th</sup> Percentile

Call Processing	<b>0:00:23</b>
Turnout	<b>0:00:58</b>
Travel Time	<b>0:09:27</b>
Total Response Time	<b>0:10:54</b>

# May 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)	1643
Service Call	376
Good Intent Call	65
False Alarm & False Call	50
Fire	11
Hazardous Condition (no fire)	9
Misc.	27

**May 2025 - Number of Incidents: 2181**



# 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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