

# VCCDD Monthly Report July 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.







## Oakdale Place July 4, 2025

**Dispatched:** 18:44:43

**Arrived:** 18:49:51

**Total Response Time: 5 minutes 8 seconds**





6 a.m. 9 a.m. 12 p.m. 3 p.m. 6 p.m. 9 p.m.  
 75° 78° 84° 86° 83° 79°

**OUT & ABOUT IN THE VILLAGES | A4**  
 Senior writer Taylor Strickland shares observations from a day in The Villages.



# UF Health, VPSD Debut New Mobile Stroke Unit



Bill Mitchell | Daily Sun

Lisa McFarlin, with the UF Health Mobile Stroke Treatment Unit, and Adam Arias, division director of neurovascular service line for UF Health Central Florida, work inside the new mobile stroke treatment unit on Tuesday during an unveiling of the new equipment at UF Health Spanish Plains Hospital.

## VPD's MSTU Truck Is Operational

Beginning July 23, 2025 VPSD's Mobile Stroke Treatment Unit began taking calls in The Villages; on its first day in service the crew ran 6 calls and transported 2 patients.







## FIRE PREVENTION INSPECTIONS

Annual Inspections, Re-Inspections, &  
Plans Review (YTD)

**1,277 inspections**



## COMMUNITY RISK REDUCTION

Smoke Detector Calls (YTD) to include battery  
replacement, unit installment, and/or  
Knoxbox Key installments

**3,105 homes**



## CPR CLASSES & PUBLIC EDUCATION

Courses include Community CPR, BLS for  
Healthcare Providers, & CPR/First Aid (YTD)

**262 people trained so far**  
**4 community public education events**



6 a.m. 75°  
9 a.m. 81°  
12 p.m. 90°  
3 p.m. 95°  
6 p.m. 81°  
9 p.m. 85°

**CHASITY BOATMAN ON FAITH | D1**  
New Covenant UMC, Shepherd's LightHouse  
and Kids Central host "Project Butterfly" July 27.



# Camp Villages Events Encourage Exploring



George Horsford | Daily Sun

Vander Ybarra, 5, looks up at firefighter/EMT Jonathan Goehring, with The Villages Public Safety Department, as he puts on his gear during Camp Buckaroos: A Day as a First Responder on Tuesday at Colony Cottage Recreation.

## VPD Crews Participate in Public Education and Public Safety

VPD engages in Public Education for the Community, to include this summer's Camp Villages Camp Buckaroos highlighting what Firefighters are responsible for daily: delivering emergency medical care and safeguarding property.

VPD Crews (along with Jacobs) also inspect pieces of critical infrastructure to make sure that in the event of an emergency, key resources like water hydrants are fully-operational and ready-to-use. The Villages service boundary contains just under 6,000 hydrants.

VPD produces pre-plans for over 2,400 Villages and contract-area (commercial and assembly) properties annually, ensuring personnel safety as well as improving response times in the event of a structure fire or other emergency.



# June 2025 Incidents

76% Emergency Medical Services Related Responses

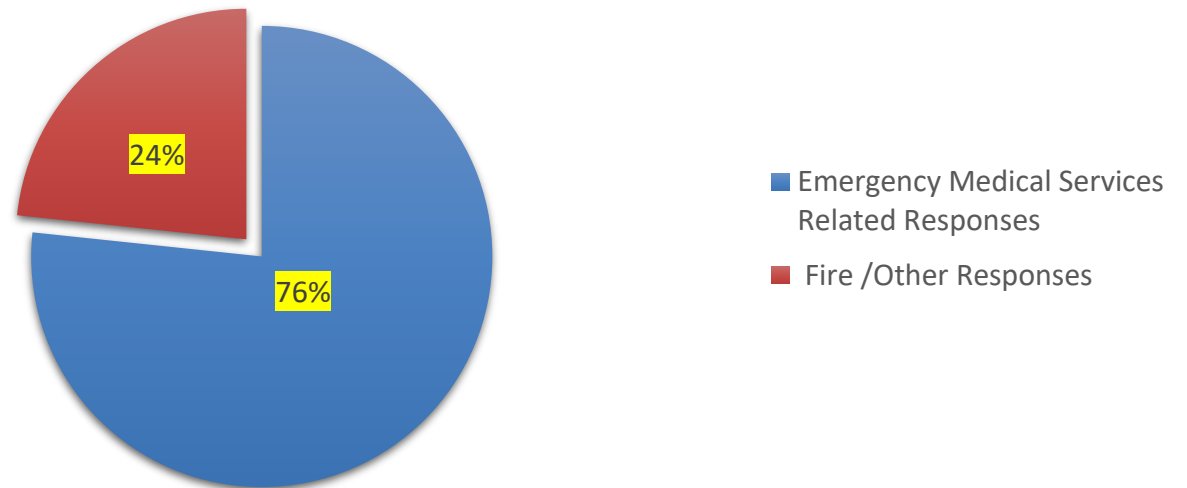
24% Fire & Fire Related Responses

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## June 2025

|  |      |
|--|------|
| Emergency Medical Services Related Responses | 1603 |
| Fire/Other Responses                         | 508  |
| Total Incidents                              | 2111 |





Average Response Times  
within  
The Villages - June 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<br>(Actual)<br>Performance | Benchmark<br>(Goal)<br>Performance | Performance<br>Gap<br>(+/- difference) |
|--------------------------|-------------------------------------|------------------------------------|--|
| FYTD [10/01/24-06/30/25] | 05:35                               | 05:20                              | +00:15                                 |
| June 2025                | 05:13                               |                                    | -00:07                                 |
| May 2025                 | 05:27                               |                                    | + 00:07                                |

# Response Time

## Fire Units

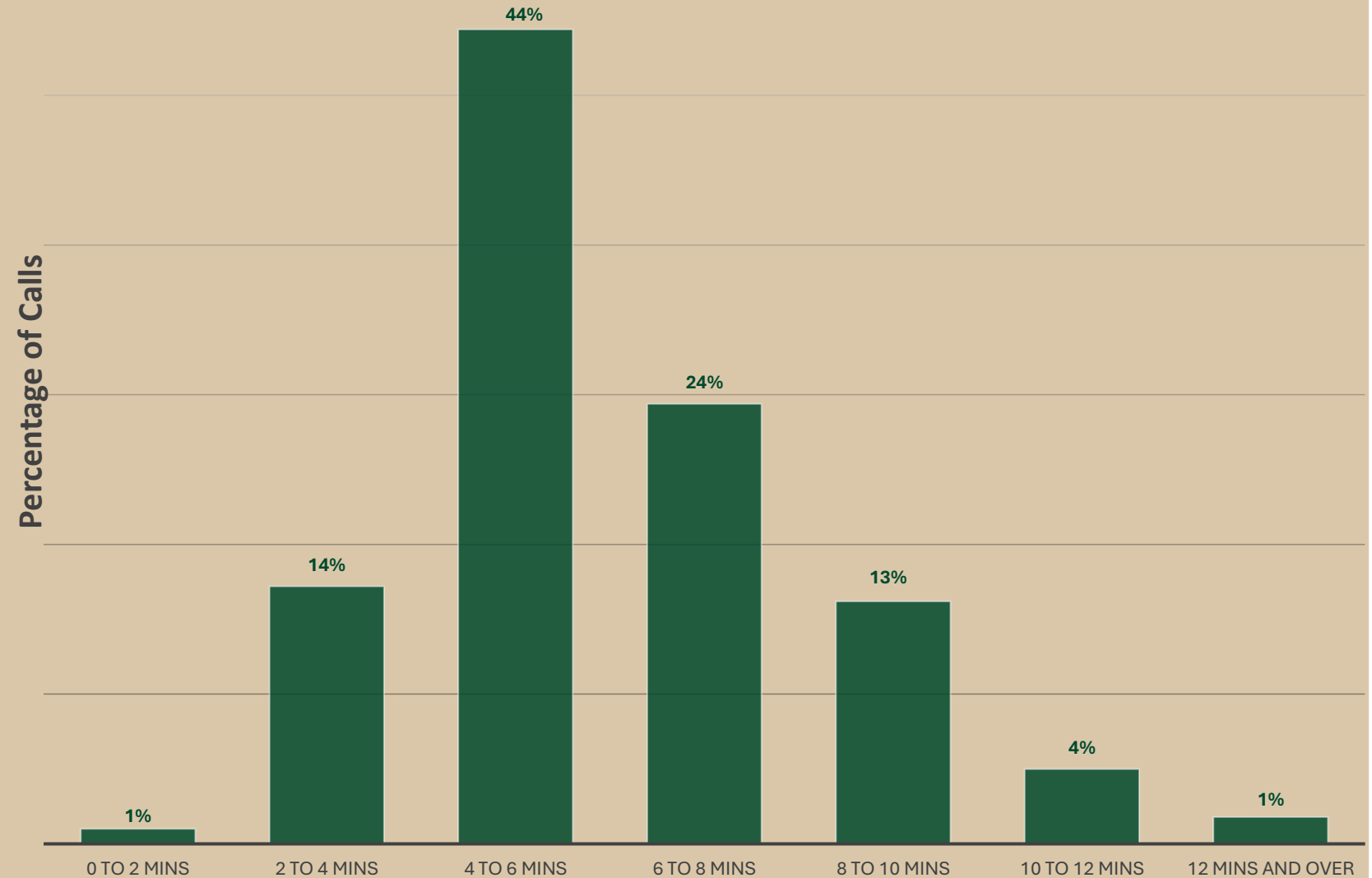
### June 2025

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

**82% of calls were  
responded to within  
8 minutes**

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# Response Time

## EMS Units

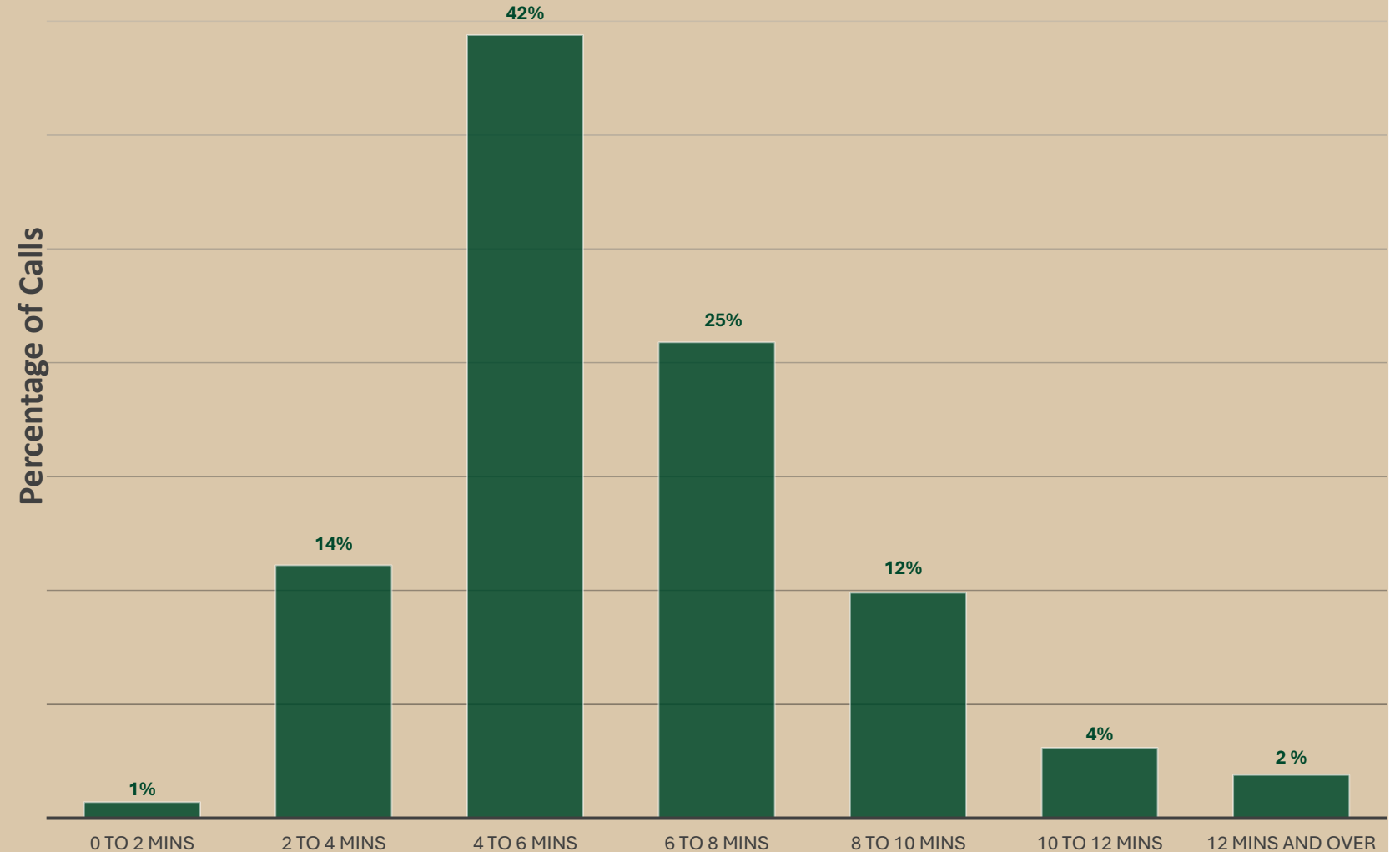
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# June Training Summary

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

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| Topic            | Total Training Hours (June)   |
|------------------|---|
| Fire             | <b>Online Training:</b><br>225 hours<br><b>Hands on Training:</b><br>4,450 hours<br><b>Total Training Hours:</b><br>4,675 hours |
| EMS              | <b>Online Training:</b><br>450 hours<br><b>Hands on Training:</b><br>180 hours<br><b>Total Training Hours:</b><br>630 hours     |
| Technical Rescue | <b>Online Training:</b><br>40 hours<br><b>Hands On Training:</b><br>120 hours<br><b>Total Training Hours:</b><br>160 hours      |



# Ambulance Response Statistics

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

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## June 2025 Ambulance Response Statistics:

**Critical/High Acuity Average Response Time = 7.0 minutes**  
**Moderate/Low Acuity Average Response Time = 7.4 minutes**  
**Total Transports = 1,272**

## FYTD Ambulance Response Statistics:

**Critical/High Acuity Average Response Time = 7.2 minutes**  
**Moderate/Low Acuity Average Response Time = 7.8 minutes**  
**Total Transports = 12,684**



# Hospital Offload Times June 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<br>(June 2025) | Transport Volume |
|------------------------|---|------------------|
| UF Spanish Plaines     | 22.4  | 764              |
| UF Leesburg            | 25.1  | 349              |
| UF Brownwood FER       | 16.5  | 62               |
| HCA Ocala              | 17.5  | 48               |
| HCA Trailwinds FER     | 15.6  | 26               |
| Advent Health Ocala    | 21.2  | 7                |
| HCA West Marion        | 15.9  | 4                |
| LifeStream Behavioral  | 5.2   | 4                |
| HCA Summerfield FER    | 8.3   | 3                |
| Advent Health Waterman | 21.4  | 2                |
| Other Facilities       | 15.1  | 3                |
| ALL FACILITIES         | 22.3  | 1,272            |



# Ambulance Utilization Hours

## VPD maintains Ambulance Utilization Hours in 12-Hour UHU Analysis

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

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| Unit | 6/01/25 to 6/07/25 | 6/08/25 to 6/14/25 | 6/15/25 to 6/21/25 | 6/22/25 to 6/28/25 | Average |
|------|--------------------|--------------------|--------------------|--------------------|---------|
| M40  | 0.35               | 0.26               | 0.35               | 0.34               | 0.327   |
| M240 | 0.26               | 0.31               | 0.29               | 0.31               | 0.293   |
| M41  | 0.28               | 0.25               | 0.19               | 0.17               | 0.224   |
| M241 | 0.27               | 0.22               | 0.24               | 0.17               | 0.226   |
| M43  | 0.26               | 0.25               | 0.24               | 0.26               | 0.250   |
| M243 | 0.22               | 0.23               | 0.24               | 0.25               | 0.236   |
| M44  | 0.20               | 0.12               | 0.16               | 0.24               | 0.178   |
| M244 | 0.23               | 0.22               | 0.24               | 0.26               | 0.235   |
| M45  | 0.23               | 0.19               | 0.17               | 0.23               | 0.205   |
| M46  | 0.23               | 0.17               | 0.18               | 0.19               | 0.191   |
| M47  | 0.25               | 0.16               | 0.21               | 0.28               | 0.224   |
| M48  | 0.21               | 0.13               | 0.14               | 0.17               | 0.163   |
| M51  | 0.27               | 0.21               | 0.21               | 0.29               | 0.243   |



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><br>Performance | Benchmark <u>(Goal)</u><br>Performance | Performance Gap<br><u>(+/- difference)</u> |
|-----------------------------|---|--|--|
| FYTD<br>10/01/24 – 06/30/25 | 00:18                                   | 00:35                                  | -00:17                                     |
| June 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> )<br>Performance | Benchmark ( <u>Goal</u> )<br>Performance | Performance Gap<br>(+/- difference) |
|----------------------------|---|--|-------------------------------------|
| FYTD<br>10/01/24 –06/30/25 | 00:41                                     | 00:45                                    | -00:04                              |
| June 2025                  | 00:39                                     |  | -00:06                              |
| 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**

**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<br>(Actual)<br>Performance | Benchmark<br>(Goal)<br>Performance | Performance Gap<br>(+/- difference) |
|-----------------------------|-------------------------------------|------------------------------------|-------------------------------------|
| FYTD<br>10/01/24 – 06/30/25 | 05:31                               | 05:20                              | +00:11                              |
| June 2025                   | 05:13                               |                                    | -00:07                              |
| May 2025                    | 05:27                               |                                    | +00:07                              |

Call Processing Time  
at 90<sup>th</sup> Percentile

IN CASE OF EMERGENCY DIAL 9-1-1

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| All Emergency Calls <u>within The Villages</u> |  |   |  |
|--|--|---|--|
| Measured in minutes and seconds (mm:ss)        |  |   |  |
|  | Baseline<br>( <u>Actual</u> )<br>Performance | Benchmark<br>( <u>Goal</u> )<br>Performance | Performanc<br>e Gap<br>( <u>+/- difference</u> ) |
| FYTD<br>10/01/24 –06/30/25                     | 00:23  | 01:30                                       | -01:07   |
| June 2025                                      | 00:20  |   | -01:10   |
| 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<br>(Actual)<br>Performance | Benchmark<br>(Goal)<br>Performance | Performance Gap<br>(+/- difference) |
|----------------------------|-------------------------------------|------------------------------------|-------------------------------------|
| FYTD<br>10/01/24 –06/30/25 | 08:20                               | 06:00                              | +02:20                              |
| June 2025                  | 07:41                               |                                    | +01:41                              |
| May 2025                   | 08:09                               |                                    | +02:09                              |



# June 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     | <b>00:15</b> |
| Turnout             | <b>00:41</b> |
| Travel Time         | <b>05:36</b> |
| Total Response Time | <b>06:25</b> |

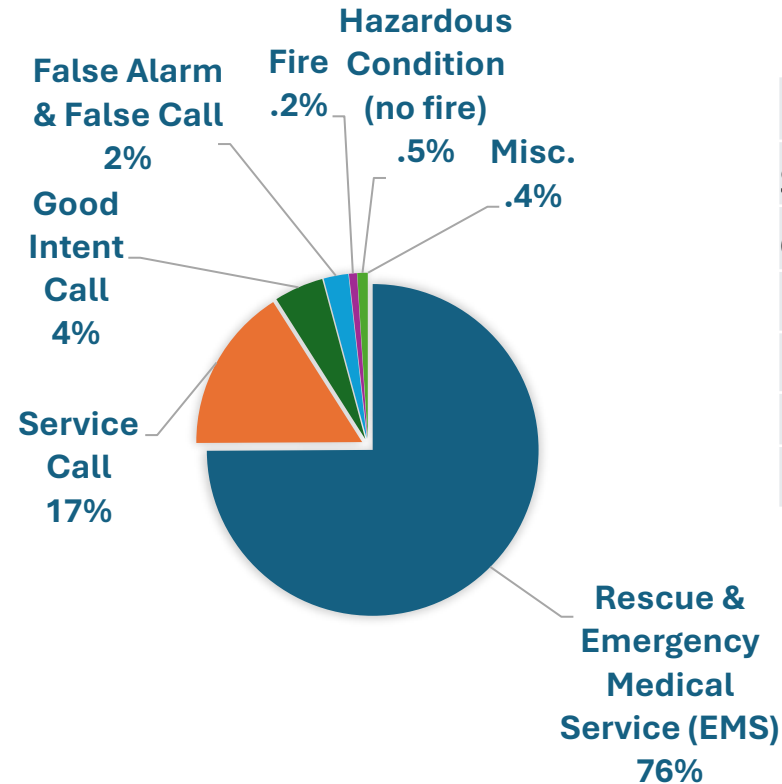
### 90<sup>th</sup> Percentile

|                     |              |
|---------------------|--------------|
| Call Processing     | <b>00:24</b> |
| Turnout             | <b>01:00</b> |
| Travel Time         | <b>09:17</b> |
| Total Response Time | <b>10:43</b> |

# June 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) | 1603 |
| Service Call                             | 359  |
| Good Intent Call                         | 78   |
| False Alarm & False Call                 | 45   |
| Fire                                     | 5    |
| Hazardous Condition (no fire)            | 12   |
| Misc.                                    | 9    |

**June 2025 - Number of Incidents: 2111**

# 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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