

VCCDD Monthly Report August 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.





Shellbark Way August 7, 2025

Alarm Time: **17:02:55**

Arrival: **17:09:07**

Total Response Time: 6 minutes 12 seconds



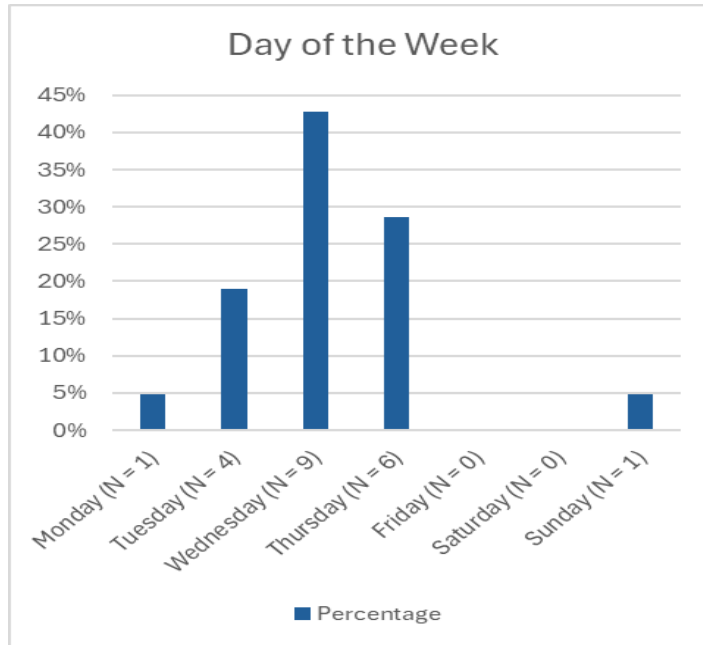


Silvanna Way August 18, 2025

Alarm Time: **20:44:34**

Arrival: **20:51:55**

Total Response Time:
7 minutes 21 seconds



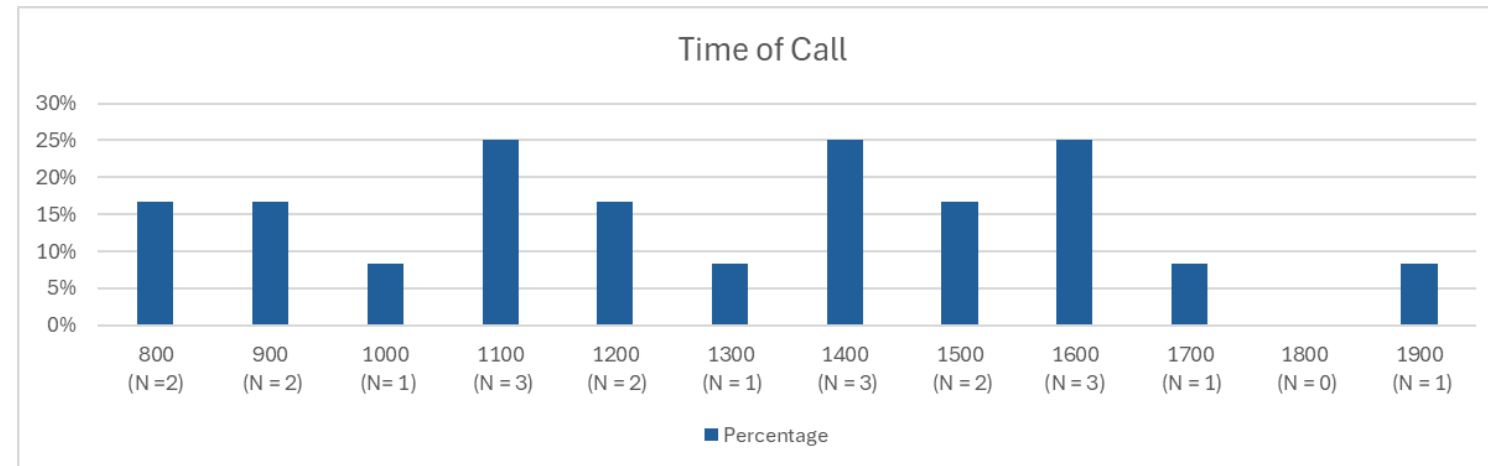
**Average
Dispatch to
Scene Time:
14 minutes**

MSTU Performance

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All Responded Calls (7/23/25 – 7/31/25) (N = 21)



Mobile Stroke Program Breakdown

7/23/25 – 7/31/25

MSTU Admitted Patients by Diagnosis and Hospital Destination (7/23/25 – 7/31/25) (N = 9)		
Stroke Type	Hospital Destination	Volume
Ischemic Stroke / TIA (N = 4)		
	UFH Spanish Plaines	1
	UFH Leesburg	3
ICH (N = 0)		
	UFH Spanish Plaines	0
	UFH Leesburg	0
SAH (N = 0)		
	UFH Spanish Plaines	0
	UFH Leesburg	0
Stroke Mimic (N = 4)		
	UFH Spanish Plaines	2
	UFH Leesburg	2



MSTU Admitted Patients by Acute Interventions and Hospital Destination (7/23/25 – 7/31/25) (N = 2)		
Acute Intervention	Hospital Destination	Volume
IV Tenecteplase (N = 1)		
	UFH Spanish Plaines	0
	UFH Leesburg	1
Direct to OR for Mechanical Thrombectomy (N = 0)		
	UFH Spanish Plaines	0
	UFH Leesburg	0
ICH Reversal (N = 0)		
	UFH Spanish Plaines	0
	UFH Leesburg	0
Anticonvulsants (N = 0)		
	UFH Spanish Plaines	0
	UFH Leesburg	0
Intubation (N = 1)		
	UFH Spanish Plaines	0
	UFH Leesburg	1

**ENFORCER 107" LADDERS
replace L43 & L45**

ENFORCER PUMPER replaces E47



**Two (2) ENFORCER 107" Ladder Trucks &
One (1) ENFORCER PUMPER
are currently in production**

**Completion date for all three (3)
apparatus
is expected **mid-to-late October 2025****

Fire Station 49 will open in late September 2025

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**The Villages
currently have
Fuel Stations
in Wildwood,
Alhambra,
& in the near
future:
Station 49
(all tanks and
equipment are on
order)**



Future Fuel Site Behind Station 49



Old Station 42 (Marion County) Is Now EMS Logistics

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**The Griffin
Road
facility is now
VPSD's
newly-
renovated
Community
Emergency
Response
Team (CERT)
HQ**

July 2025 Incidents

74% Emergency Medical Services Related Responses

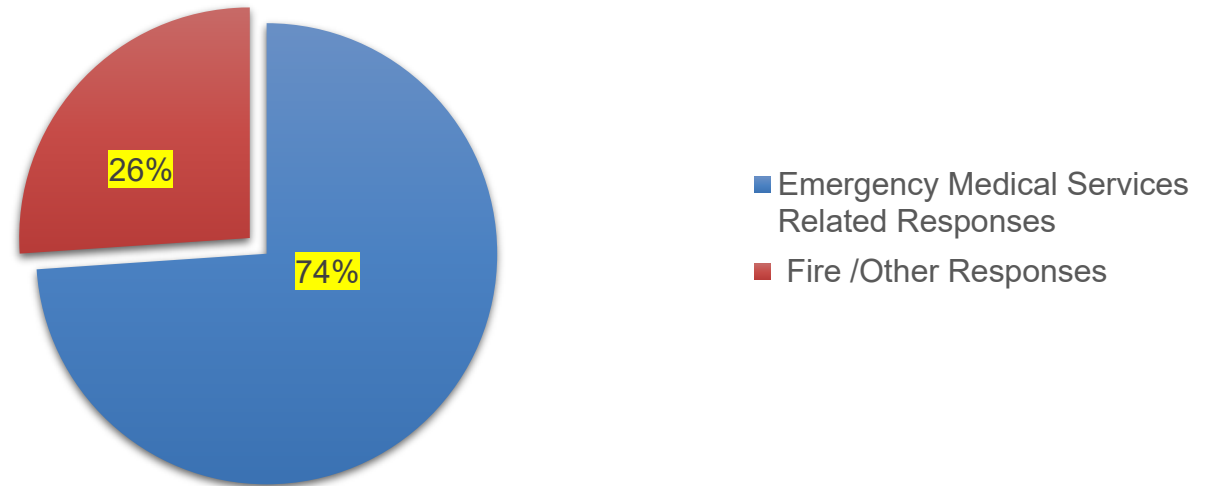
26% Fire & Fire Related Responses

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July 2025

Emergency Medical Services Related Responses	1681
Fire/Other Responses	584
Total Incidents	2265



Average Response
Times within
The Villages - July
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) Performanc e	Benchmark (Goal) Performance	Performance Gap (+/- difference)
FYTD [10/01/24-07/31/25]	05:35	05:20	+00:15
June 2025	05:13		-00:07
July 2025	05:20		00:00

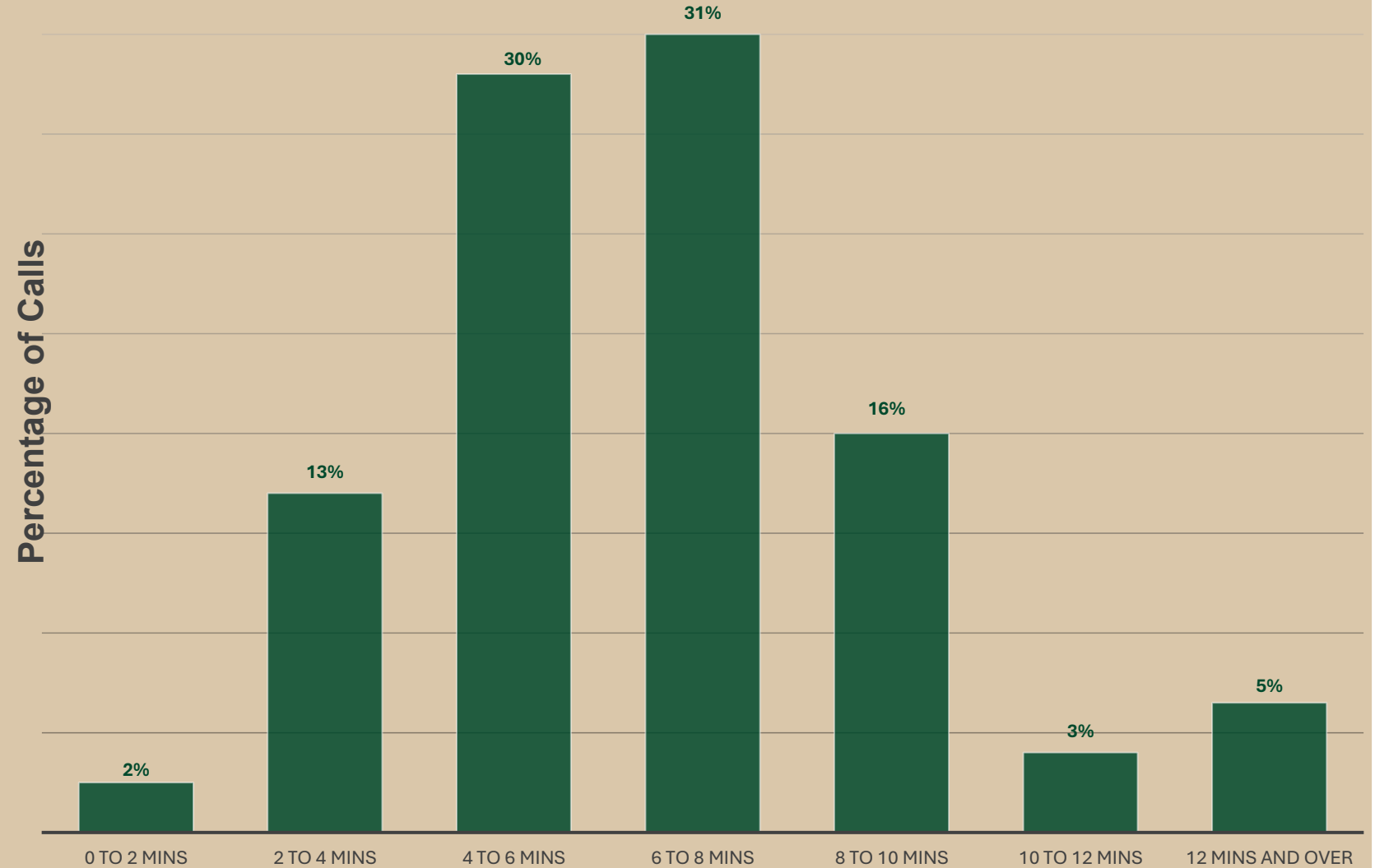
Response Time Fire Units July 2025

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

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

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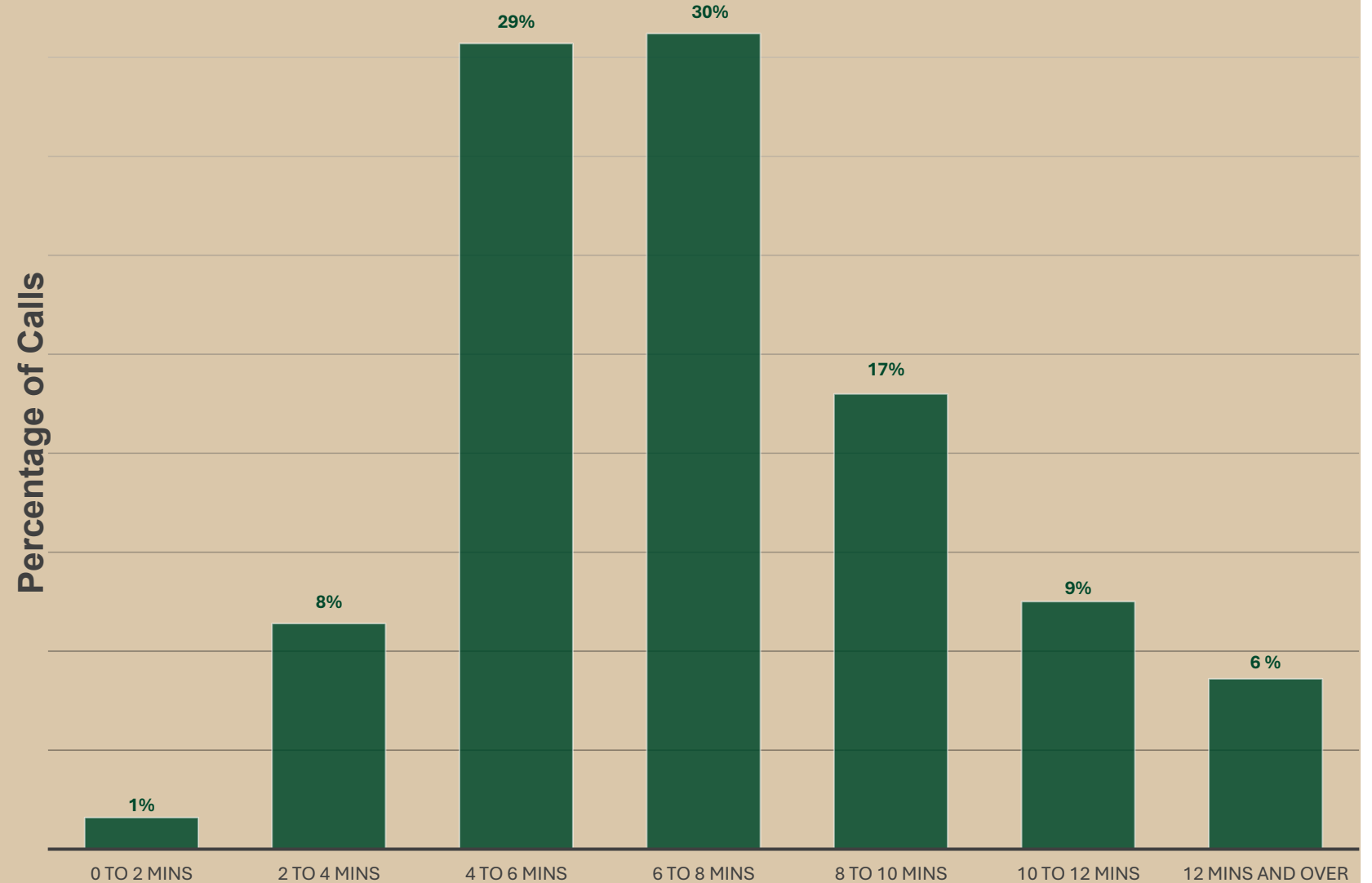
Response Time EMS Units July 2025

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

**84% of calls were
responded to
within 8 minutes**

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July Training Summary

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

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Topic	Total Training Hours (July)
Fire	Online Training: 250 hours Hands on Training: 8,190 hours Total Training Hours: 8,440 hours
EMS	Online Training: 544.5 hours Hands on Training: 334 hours Total Training Hours: 878.5 hours
Technical Rescue	Online Training: 36 hours Hands On Training: 120 hours Total Training Hours: 156 hours

Ambulance Response Statistics

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

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July 2025 Ambulance Response Statistics:

Critical/High Acuity Average Response Time = 6.4 minutes
Moderate/Low Acuity Average Response Time = 6.6 minutes
Total Transports = 1,360

FYTD Ambulance Response Statistics:

Critical/High Acuity Average Response Time = 6.1 minutes
Moderate/Low Acuity Average Response Time = 6.7 minutes
Total Transports = 14,092



Hospital Offload Times July 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 (July 2025)	Transport Volume
UF Spanish Plaines	21.8	810
UF Leesburg	26.1	403
HCA Ocala	18.5	51
UF Brownwood FER	17.8	35
HCA Trailwinds FER	10.3	35
Advent Health Ocala	15.8	5
UF Shands	17.7	4
HCA West Marion	37.4	3
LifeStream Behavioral	8.5	3
Orlando Health South Lake	12.2	2
Other Facilities	18.9	9
ALL FACILITIES	22.2	1,360

Ambulance Utilization Hours

VPD maintains Ambulance Utilization Hours in 12-Hour UHU Analysis

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Unit	6/29/25 to 7/05/25	7/06/25 to 7/12/25	7/13/25 to 7/19/25	7/20/25 to 7/26/25	7/27/25 to 8/02/25	Average
M40	0.35	0.33	0.24	0.35	0.30	0.314
M240	0.38	0.27	0.26	0.35	0.29	0.310
M41	0.16	0.15	0.23	0.24	0.23	0.202
M241	0.14	0.21	0.22	0.26	0.28	0.222
M43	0.19	0.27	0.29	0.27	0.28	0.262
M243	0.20	0.23	0.26	0.30	0.26	0.250
M44	0.21	0.18	0.22	0.24	0.26	0.223
M244	0.25	0.28	0.27	0.17	0.32	0.257
M45	0.14	0.26	0.32	0.15	0.23	0.220
M46	0.11	0.16	0.19	0.20	0.21	0.172
M47	0.19	0.21	0.23	0.23	0.20	0.212
M48	0.14	0.20	0.20	0.24	0.20	0.195
M51	0.27	0.21	0.25	0.25	0.24	0.244
Neuro 2	N/A	N/A	N/A	0.21	0.14	0.177



Questions?

**Thank You
for allowing us
to serve
The Villages**

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.

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 (Actual) Performance	Benchmark (Goal) Performance	Performance Gap (+/- difference)
FYTD 10/01/24 – 07/31/25	00:18	00:35	-00:17
June 2025	00:14		-00:21
July 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 (Actual) Performance	Benchmark (Goal) Performance	Performance Gap (+/- difference)
FYTD 10/01/24 – 07/31/25	00:41	00:45	-00:04
June 2025	00:39		-00:06
July 2025	00:40		-00:05

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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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 – 07/31/25	05:31	05:20	+00:11
June 2025	05:13		-00:07
July 2025	05:20		00:00

Call Processing Time at 90th Percentile

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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 –07/31/25	00:23	01:30	-01:07
June 2025	00:20		-01:10
July 2025	00:20		-01:10

Travel Time at 90th
Percentile
(Arrival of 1st 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 (<u>+/- difference</u>)
FYTD 10/01/24 –07/31/25	08:20	06:00	+02:20
June 2025	07:41		+01:41
July 2025	08:01		+02:01

July 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	0:00:18
Turnout	0:00:37
Travel Time	0:05:48
Total Response Time	0:07:12

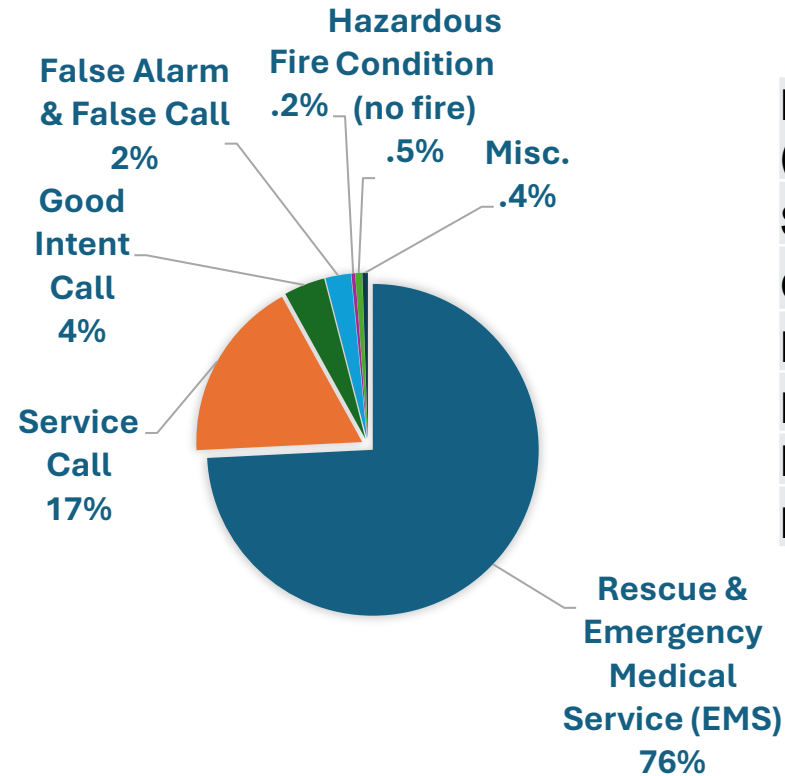
90th Percentile

Call Processing	0:00:27
Turnout	0:00:52
Travel Time	0:09:24
Total Response Time	0:12:25

July 2025 Breakdown by Incident Types

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**May not total
due to rounding*

Rescue & Emergency Medical Service (EMS)	1681
Service Call	402
Good Intent Call	91
False Alarm & False Call	56
Fire	8
Hazardous Condition (no fire)	15
Misc.	12

July 2025 - Number of Incidents: 2265

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 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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