

VCCDD Monthly Report September 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.





Killington Loop September 4, 2025

Dispatch: 8:27:54

Arrival: 8:31:33

Total Response Time: **3 minutes 39 seconds**





Hometown Heroes Gala

Ocala, Florida

September 4, 2025

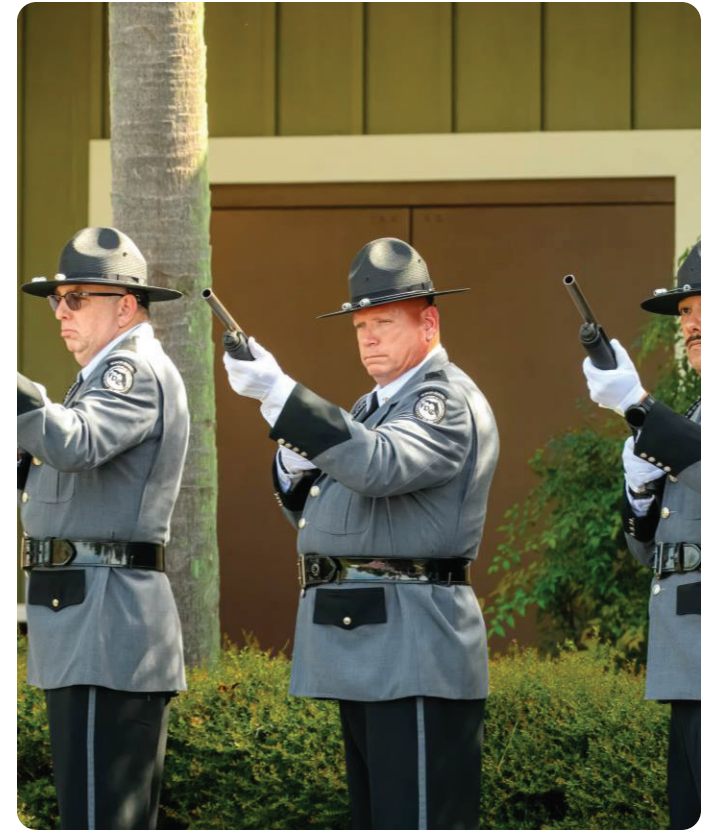
VPSD Personnel Recognized

(in order from left to right)

LT Noah Hartman
SCPM Scott Casta
FF/PM Ethan Eckermann
FF/EMT Holland Perez
FF/EMT Joey Carpenter
FF/EMT Justin Clemente
FF/EMT Noel Castro



Veterans Memorial Park
9/11 Remembrance Ceremony
Station 44



Coleman Department of
Corrections conducted
the Fire Volley
in honor of the fallen

Class 2503 Pinning Ceremony

September 12, 2025
Lake Miona Recreation Center



Drone Grant Awarded to VPSD

Award Amount: \$150,000

This program will allow VPSD to establish a comprehensive Unmanned Aircraft Assistance (UAS) program to enhance:

- Fireground overwatch and hazardous materials reconnaissance
- Search and rescue and disaster response
- Prevention inspections and pre-incident planning
- Indoor and confined-space operations
- Proof-of-concept medical logistics (blood/supply delivery)

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FY 25/26 CIP Projects

Station 51: remodel

**Station 44: roof
replacement**

**Station 45: minor
interior renovation**

**A/C replacement at
Stations: 42, 44, 45**

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NEW POSITION

DIVISION CHIEF
OF OPERATIONS

NEW POSITIONS

1 EMS & 1 FIRE
TRAINING LIEUTENANT

NEW POSITION

LOGISTICS
TECHNICIAN

August 2025 Incidents

75% Emergency Medical Services Related Responses

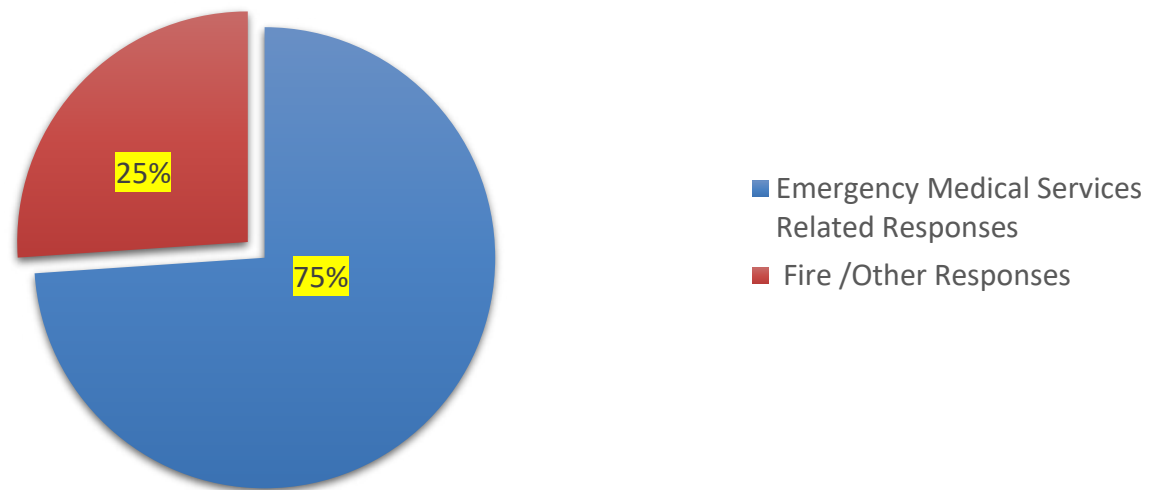
25% Fire & Fire Related Responses

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August 2025

Emergency Medical Services Related Responses	1748
Fire/Other Responses	588
Total Incidents	2336



August 2025 Average Response Times within The Villages

**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 <u>(Actual)</u> Performance	Benchmark <u>(Goal)</u> Performance	Performance Gap (+/- difference)
FYTD [10/01/24- 08/31/25]	05:35	05:20	+00:15
August 2025	05:19		-00:01
July 2025	05:20		00:00

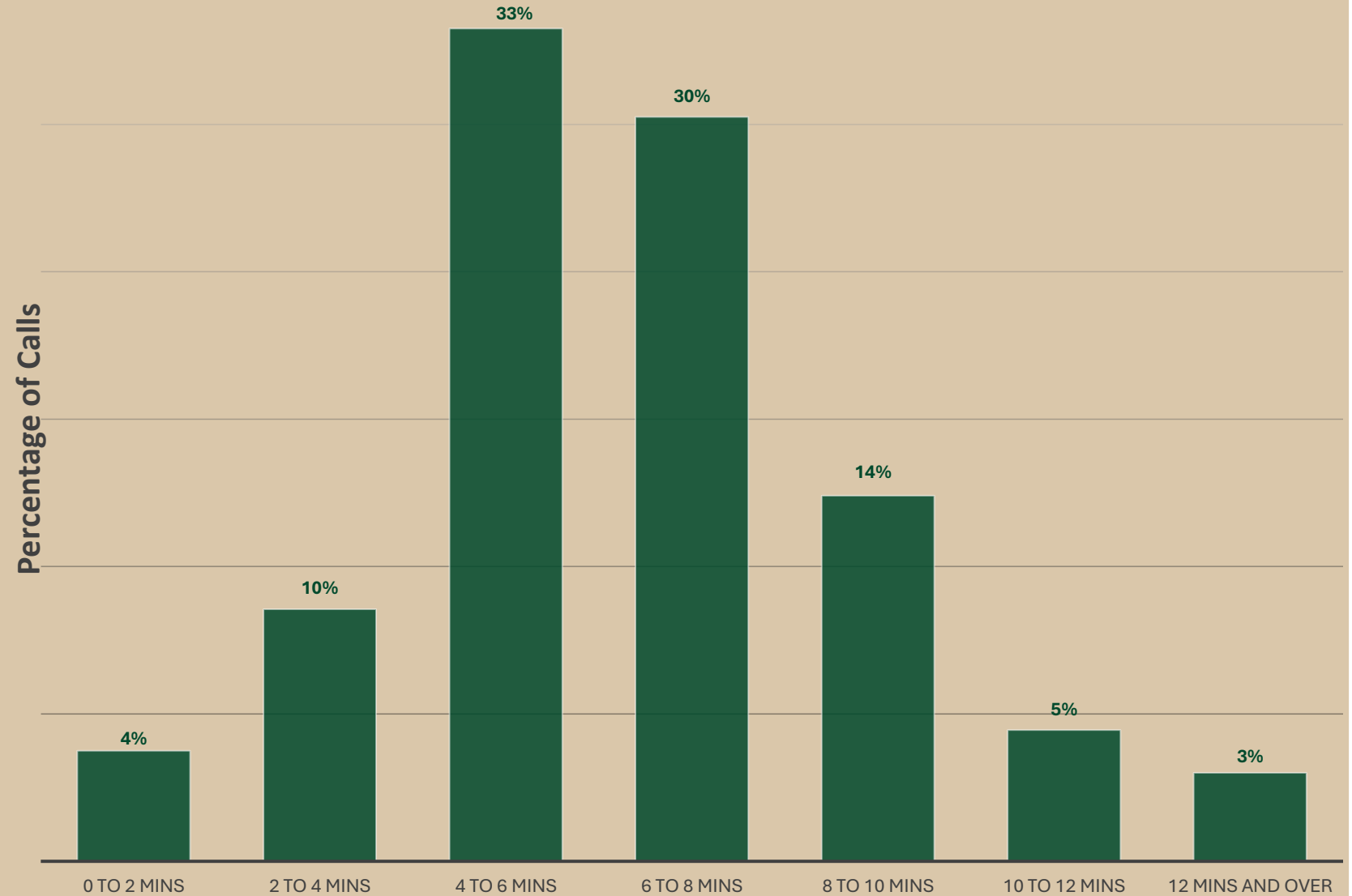
August 2025 Response Time Fire Units

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

**77% of calls were
responded to within
8 minutes**

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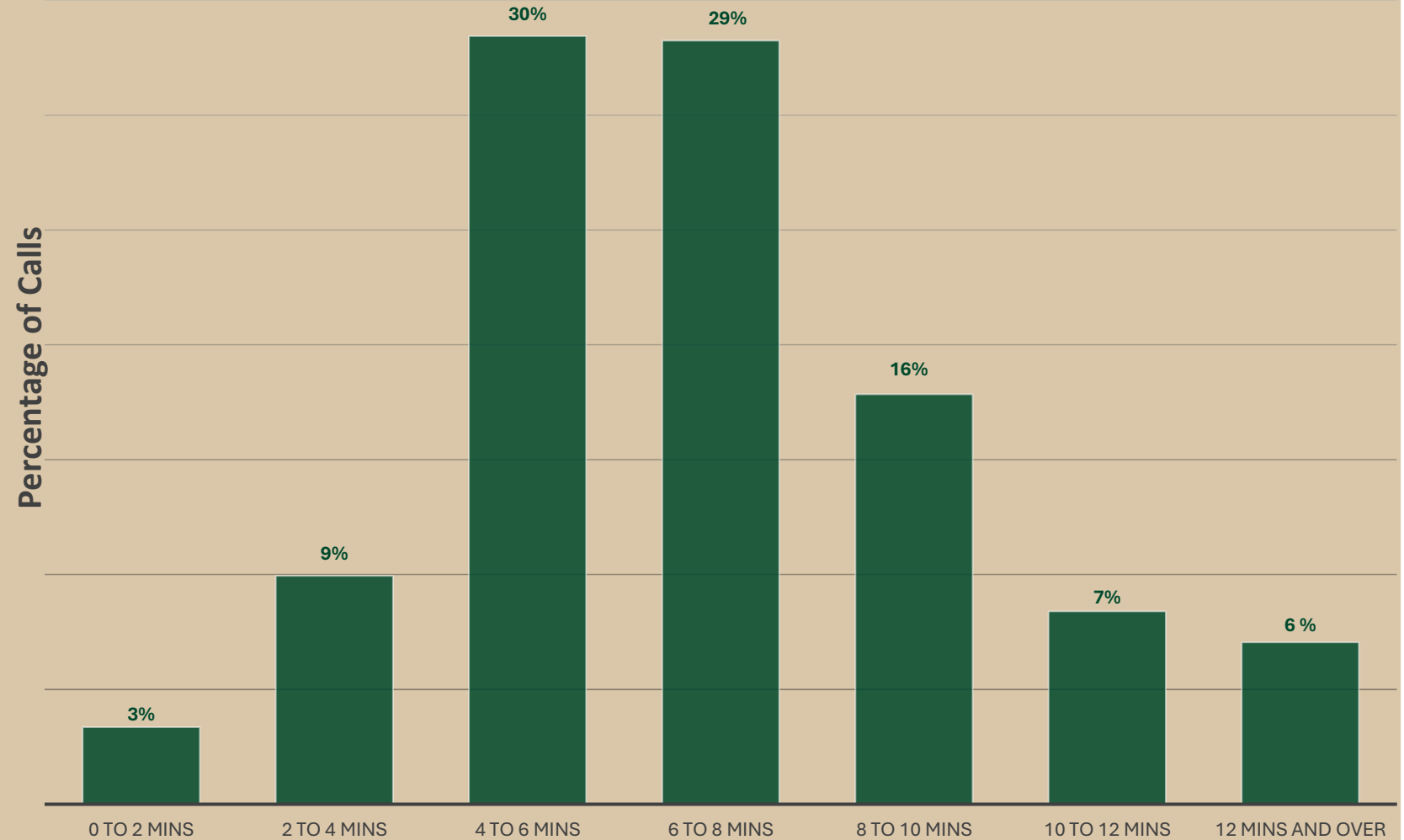
August 2025 Response Time EMS Units

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

**71% of calls were
responded to within
8 minutes**

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August 2025 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 (August)
Fire	Online Training: 320 hours Hands on Training: 8,990 hours Total Training Hours: 9,310 hours
EMS	Online Training: 396 hours Hands on Training: 449.5 hours Total Training Hours: 845.5 hours
Technical Rescue	Online Training: 120 hours Hands On Training: 0 hours Total Training Hours: 120 hours

Ambulance Response Statistics

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

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August 2025 Ambulance Response Statistics:

Critical/High Acuity Average Response Time = 6.8 minutes

Moderate/Low Acuity Average Response Time = 6.7 minutes

Total Transports = 1,376

FYTD Ambulance Response Statistics:

Critical/High Acuity Average Response Time = 6.6 minutes

Moderate/Low Acuity Average Response Time = 7.1 minutes

Total Transports = 15,468



August 2025 Hospital Offload Times

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 (August 2025)	Transport Volume
UF Spanish Plains	24.9	853
UF Leesburg	26.1	380
UF Brownwood FER	16.2	47
HCA Ocala	19.3	40
HCA Trailwinds FER	10.0	29
Life Stream Behavioral	4.8	7
Advent Health Ocala	20.5	6
HCA Summerfield FER	15.5	5
HCA West Marion	15.7	3
UF Shands	12.4	3
Other Facilities	11.9	3
ALL FACILITIES	24.7	1,376

Ambulance Utilization Hours

VPD maintains Ambulance Utilization Hours in 12-Hour UHU Analysis

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Unit	7/27/25 to 8/02/25	8/03/25 to 8/09/25	8/10/25 to 8/16/25	8/17/25 to 8/23/25	8/23/25 to 8/30/25	Average
M40	0.30	0.32	0.32	0.37	0.39	0.339
M240	0.29	0.27	0.34	0.28	0.38	0.314
M41	0.23	0.22	0.21	0.14	0.19	0.201
M241	0.28	0.25	0.21	0.16	0.28	0.235
M43	0.28	0.24	0.23	0.27	0.25	0.254
M243	0.26	0.28	0.27	0.21	0.19	0.241
M44	0.26	0.22	0.20	0.22	0.27	0.235
M244	0.32	0.25	0.24	0.20	0.21	0.246
M45	0.23	0.23	0.16	0.28	0.28	0.236
M46	0.21	0.11	0.17	0.18	0.22	0.178
M47	0.20	0.23	0.22	0.21	0.24	0.221
M48	0.20	0.20	0.21	0.22	0.20	0.208
M51	0.24	0.32	0.25	0.27	0.35	0.288
Neuro 2	0.14	0.22	0.14	0.16	0.11	0.153



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 <u>(Actual)</u> Performance	Benchmark <u>(Goal)</u> Performance	Performance Gap <u>(+/- difference)</u>
FYTD 10/01/24 – 08/31/25	00:18	00:35	-00:17
August 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 (<u>Actual</u>) Performance	Benchmark (<u>Goal</u>) Performance	Performance Gap (+/- difference)
FYTD 10/01/24 –08/31/25	00:41	00:45	-00:04
August 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 (<u>Actual</u>) Performance	Benchmark (<u>Goal</u>) Performance	Performance Gap (+/- difference)
FYTD 10/01/24 – 08/31/25	05:31	05:20	+00:11
August 2025	05:19		-00:01
July 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 (Actual) Performance	Benchmark (Goal) Performance	Performance Gap (+/- difference)
FYTD 10/01/24 –08/31/25	00:23	01:30	-01:07
August 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 (Actual) Performance	Benchmark (Goal) Performance	Performance Gap (+/- difference)
FYTD 10/01/24 –08/31/25	08:20	06:00	+02:20
August 2025	08:05		+02:05
July 2025	08:01		+02:01

August 2025

VPD 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	0:00:15
Turnout	0:00:41
Travel Time	0:06:16
Total Response Time	0:07:26

90th Percentile

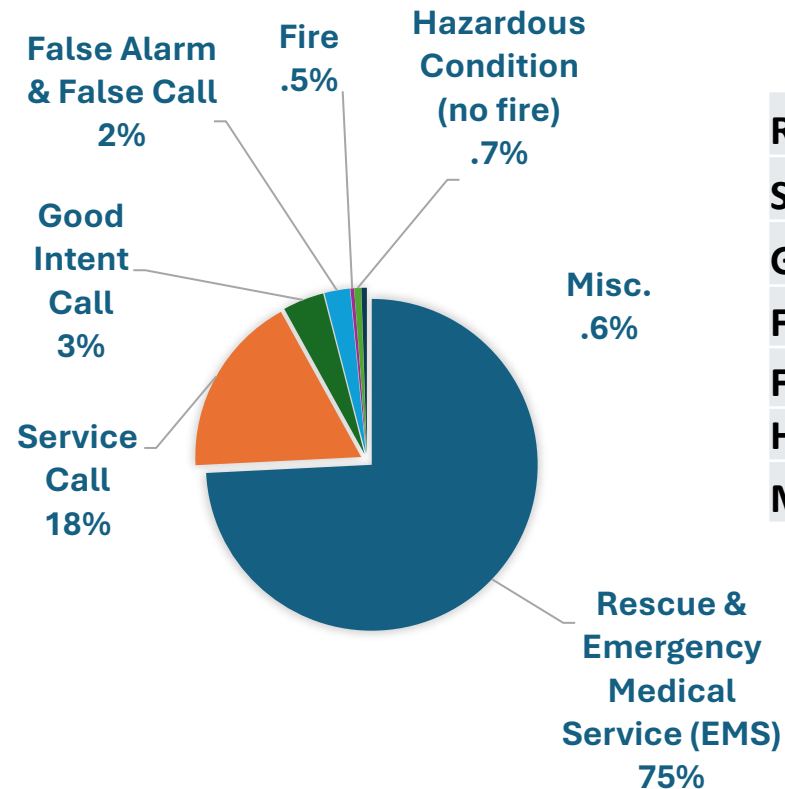
Call Processing	0:00:21
Turnout	0:01:01
Travel Time	0:10:09
Total Response Time	0:12:29

August 2025

Breakdown by Incident Types

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**May not total due to rounding*

Rescue & Emergency Medical Service (EMS)	1748
Service Call	421
Good Intent Call	71
False Alarm & False Call	51
Fire	13
Hazardous Condition (no fire)	17
Misc.	15

August 2025 - Number of Incidents: 2336

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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