

VCCDD Monthly Report

October 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.



- On **October 22, 2025**, at approximately 4:34 pm units from the Villages Public Safety Department (VPSD) were dispatched to a residential structure fire at **1310 E. Schwartz Boulevard**.
- The first arriving unit, **Medic 243**, found heavy smoke coming from the residence and immediately initiated a primary search of the home.
- Ladder 43 and VPSD crews began an offensive interior fire attack while Medic 243 completed a primary search—no occupants were located inside.
- Additional support was provided by **Engine 52 from Lake County Fire Rescue**, assisting with suppression operations.
- The fire was brought under control and Firefighters performed extensive overhaul and roof operations to ensure complete extinguishment.
- The fire investigation determined the cause to be **accidental**, originating from a **BBQ grill on the back porch**.
- **No civilian or firefighter injuries** occurred.

Residential Structure Fire East Schwartz Boulevard

Response Time (first unit on scene)
5 minutes 50 seconds



VPDSD honored over 100 personnel for exceptional service and demonstrated commitment to our Core Values of Hospitality, Stewardship, Creativity & Innovation, and Hard work.

Awards & Recognition Highlights:

- Life-saving commendations
- Medal of Bravery
- Unit citations
- Promotions recognizing personnel advancing to ranks of Driver Engineer and Lieutenant



**VPSD
2025 Annual
Award
Ceremony**

October 4, 2025

**Allamanda
Recreation
Center**

2025 Fire Prevention Week

Focus: Lithium-ion battery safety in the home

Goal: provide education on safe storage and use of rechargeable batteries *(in addition to common fire safety practices – “stop, drop, & roll”)*

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CHARGE *into Fire Safety™*

Lithium-Ion Batteries in Your Home

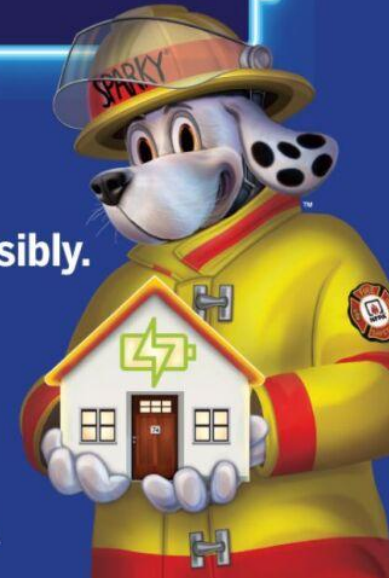
- **BUY** only listed products.
- **CHARGE** devices safely.
- **RECYCLE** batteries responsibly.



fpw.org

**FIRE
PREVENTION
WEEK™**

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**Community
Engagement**
2025 Fire Prevention Week
October 6-10, 2025

**Fire Safety presentations
and demonstrations**



Bill Mitchell | Daily Sun

Students Learn About First Responders At Safety Fair

The Community Helpers Safety Fair is an annual event put on during national Fire Prevention Week.

By GARRETT SHIFLET
Daily Sun Staff Writer



Bill Mitchell | Daily Sun

EMS Matching Grant - Update

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- The EMS matching grant agreement has received board approval and was submitted to the State for processing, with award anticipated in Spring 2026.

- **Grant Funding Breakdown:**

State contribution: \$74,756.73

VPSPD budget match: \$24,918.91

Total project funding: \$99,675.64



- **Equipment & Supplies Covered:** This grant will fund the acquisition of 22 Butterfly iQ3 ultrasound probes with protective cases, software licensing, user accounts, and comprehensive start-up supplies.

EMS Drone Grant- Update

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- The drone grant application is finalized and ready for execution. We are currently coordinating with Finance and Purchasing to determine the appropriate purchase order process, as VPSD has elected to receive direct funding from the State rather than operating on a reimbursement basis.
- **Grant Funding Details:**
 - Total grant award: \$150,000
 - Allocation: Up to 6 drones
 - Maximum cost per drone: \$25,000
- **Next Steps:** Pending confirmation of the PO process from Finance and Purchasing, the grant will proceed to the procurement stage.



September 2025 Incidents

**76% Emergency
Medical Services
Related Responses**

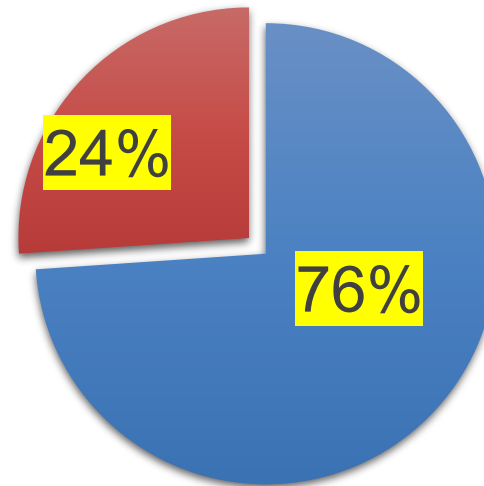
**24% Fire & Fire
Related Responses**

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September 2025

Emergency Medical Services Related Responses	1,706
Fire/Other Responses	552
Total Incidents	2,258



■ Emergency Medical
Services Related
Responses

■ Fire /Other Responses

September 2025
Average Response
Times within
The Villages

Longterm Goal:
continual reduction
of first unit
response time

(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 [10/01/24-09/30/25]	05:29	05:20	+00:09
August 2025	05:19		-00:01
September 2025	05:20		00:00

Annual Response Time Comparison 2024 vs 2025

Influential Factors:

- Additional Stations
- Additional Staffing & Apparatus
- Response Area (90+sqmi) growth & development
- Call Volume

All Emergency Calls within The Villages

Measured in minutes and seconds (mm:ss)

	Baseline (<u>Actual</u>) Performance	Performance Gap (<u>+/- difference</u>)
September 2024 <i>(2,075 calls for service)</i>	05:18	+00:02
September 2025 <i>(2,258 calls for service)</i>	05:20	

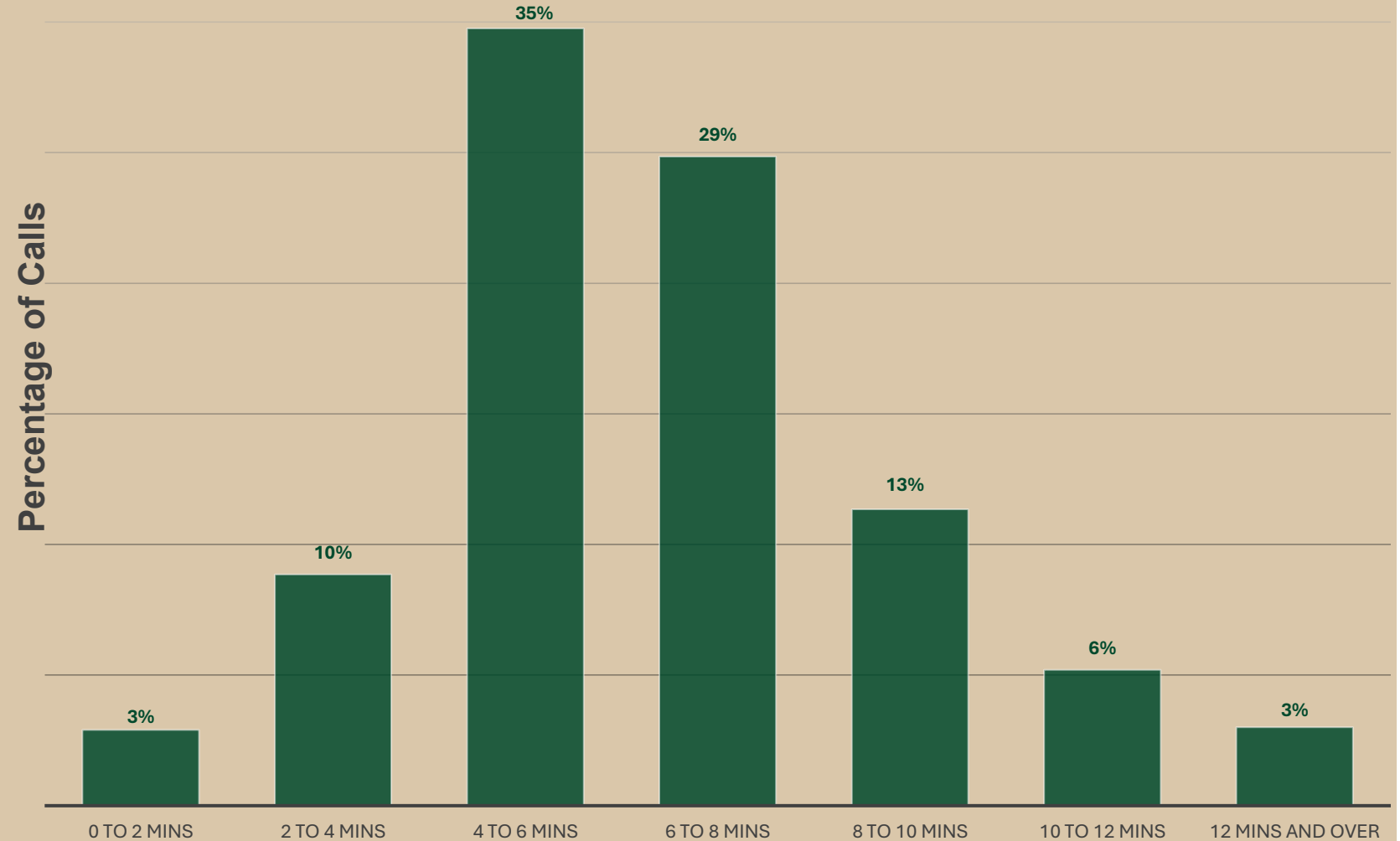
September 2025 Response Time Fire Units

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

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

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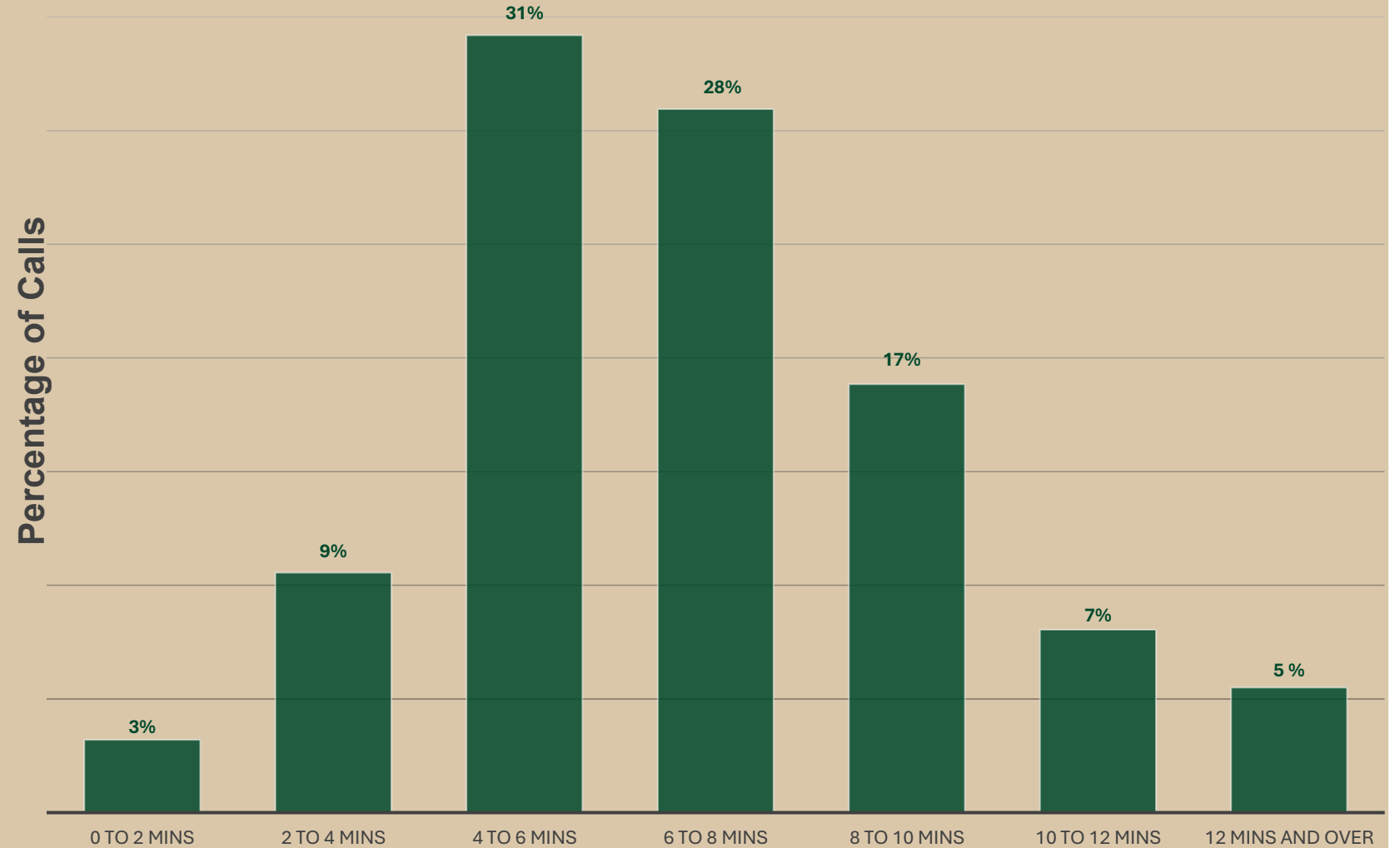
September 2025 Response Time EMS Units

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

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

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September 2025 Training Summary

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

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Topic	Total Training Hours (September)
Fire	Online Training: 320 hours Hands on Training: 3,660 hours Total Training Hours: 3,980
EMS	Online Training: 636 hours Hands on Training: 2,667 hours Total Training Hours: 3,303
Technical Rescue	Online Training: 70 hours Hands On Training: 140 hours Total Training Hours: 210 hours

Ambulance Response Statistics

September 2025 Ambulance Response Statistics:

Critical/High Acuity Average Response Time = 7.3 minutes

Moderate/Low Acuity Average Response Time = 7.5 minutes

Total Transports = 1,400

FYTD Ambulance Response Statistics:

Critical/High Acuity Average Response Time = 7.2 minutes

Moderate/Low Acuity Average Response Time = 7.7 minutes

Total Transports = 16,868

IN CASE OF EMERGENCY DIAL 9-1-1

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Mobile Stroke Treatment Unit (MSTU)

The MSTU provides emergency department level stroke care directly to the patient's side, saving valuable time and brain tissue.

A patient experiencing a stroke loses approximately 1.9 million neurons every minute treatment is delayed.

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The MSTU Team is performing advanced neurological assessments, imaging, and treatment **within 20 minutes or less of patient contact.**

These same diagnostics and interventions **typically take 100 to 160 minutes on average after arrival at most emergency departments.**



Mobile Stroke Treatment Unit (MSTU)

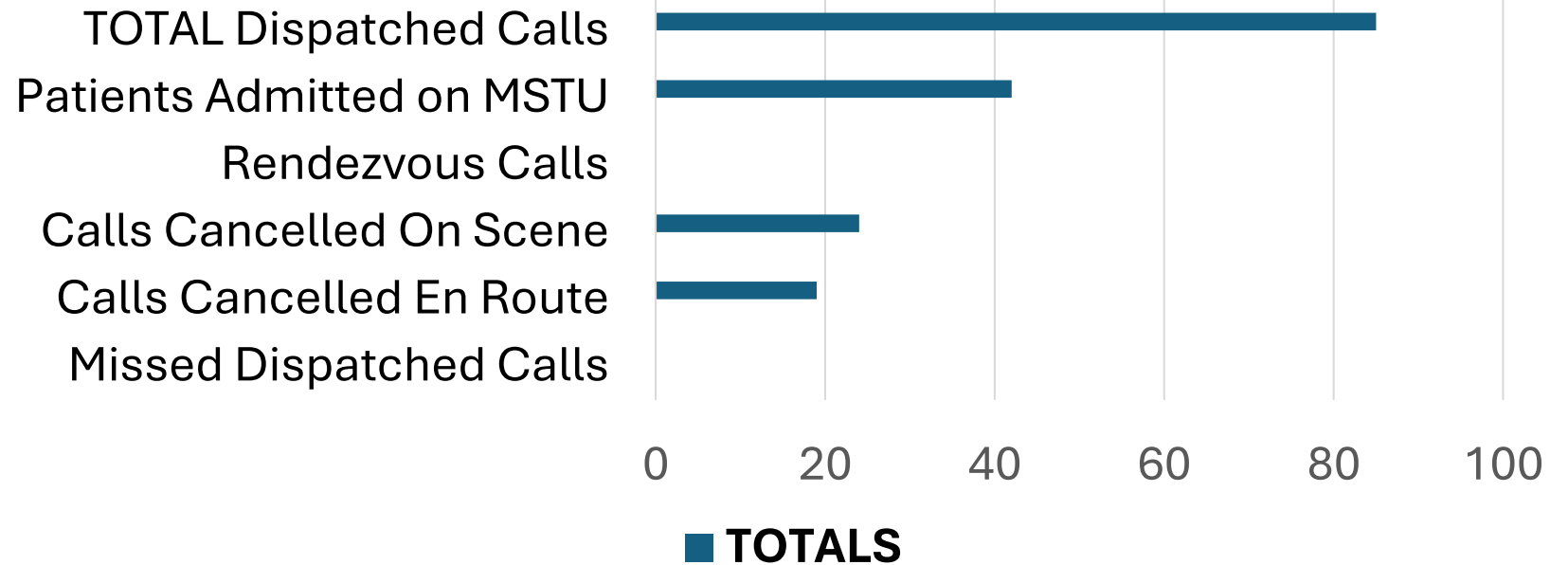
Response & Interventions Statistics

September 2025

IN CASE OF EMERGENCY DIAL 9-1-1

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September 2025 MSTU Call Data



- **Total Calls – 85**
 - Admitted to the MSTU – 42
 - Rendezvous – 0
 - Cancelled On Scene - 24
 - Cancelled Enroute – 19
 - Missed Dispatches – 0

Mobile Stroke Treatment Unit (MSTU)

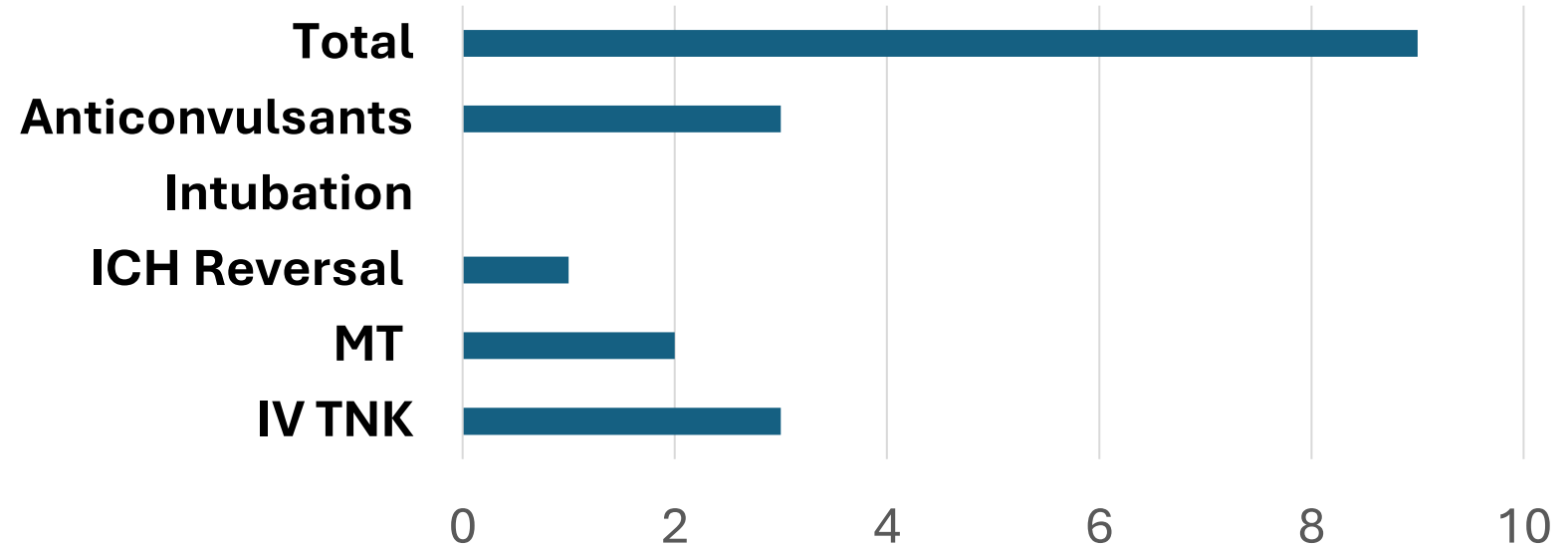
Response & Interventions Statistics

September 2025

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September 2025 MSTU Acute Interventions



- **Total Acute Interventions – 9**

- Anticonvulsants – 3
- Intubation – 0
- ICH Reversal (*Reversal of on Intracranial Hemorrhage with the use of anticoagulant reversal drugs, surgery, or blood products*) – 1
- MT (*Mechanical Thrombectomy - Removal of clot in the hospital*) – 2
- IV TNK (*Tenecteplase clot busting medication given via IV*) – 3

Community Risk Reduction Programs

September Data

PUBLIC EDUCATION TECHNICIANS

- VPSD Smoke Detector Program

AED PROGRAM

- Community AED Groups/Responders

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Smoke Detector Program

The Villages Public Safety Department offers smoke detector assistance to residents of The Villages as part of the department’s Fall Prevention Program, designed for residents who are unable to climb ladders to safely install and/or change the batteries in their smoke detector(s).

To register, call 352-205-8280.

	Smoke Detector Batteries Changed	Smoke/Co Detectors Installed
September 2025	1,458	305
FYTD	13,448	3,267

Community Risk Reduction Programs

September Data

PUBLIC EDUCATION TECHNICIANS

- VPSD Smoke Detector Program

AED PROGRAM

- Community AED Groups/Responders

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Community AED Program

Immediate access to Automated External Defibrillators (AEDs) can save lives. Our AED program focuses on strategically placing these devices in public spaces, training community members in their use, and fostering a heart-safe environment.

[Learn More](#)

	AED Group Dispatches to Incidents	CPR/AED used?	Person Transported by VPSD	AED Responders Activated
September 2025	8	3	5	31
FYTD	73	23	33	321

August 2025 Hospital Offload Times

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 (September 2025)	Transport Volume
UF Spanish Plaines	24.1	843
UF Leesburg	28.8	400
HCA Ocala	16.8	50
UF Brownwood FER	16.7	33
HCA Trailwinds FER	14.4	31
Life Stream Behavioral	6.8	11
Advent Health Ocala	18.5	10
HCA Summerfield FER	12.0	5
Advent Health Waterman	27.4	4
Orlando Health South Lake	9.6	2
Other Facilities	14.0	11
ALL FACILITIES	24.5	1,400

Ambulance Utilization Hours

VPD maintains Ambulance Utilization Hours in 12-Hour UHU Analysis

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Unit	8/31/25 to 9/06/25	9/07/25 to 9/13/25	9/14/25 to 9/20/25	9/21/25 to 9/27/25	Average
M40	0.30	0.35	0.36	0.33	0.332
M240	0.25	0.31	0.33	0.29	0.295
M41	0.23	0.19	0.27	0.30	0.247
M241	0.26	0.26	0.31	0.29	0.279
M43	0.19	0.20	0.37	0.31	0.268
M243	0.19	0.21	0.24	0.26	0.224
M44	0.17	0.26	0.22	0.23	0.221
M244	0.18	0.28	0.26	0.27	0.248
M45	0.18	0.20	0.26	0.24	0.221
M46	0.16	0.18	0.28	0.17	0.198
M47	0.21	0.15	0.26	0.28	0.222
M48	0.15	0.16	0.18	0.16	0.160
M51	0.24	0.27	0.27	0.18	0.241
Neuro 2	0.20	0.16	0.17	0.23	0.191



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 (Actual) Performance	Benchmark (Goal) Performance	Performance Gap (+/- difference)
FYTD 10/01/24 – 09/30/25	00:18	00:35	-00:16
August 2025	00:14		-00:21
September 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 <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 –09/30/25	00:39	00:45	-00:06
August 2025	00:39		-00:06
September 2025	00:38		-00:07

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 – 09/30/25	05:29	05:20	+00:09
August 2025	05:19		-00:01
September 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 (<u>Actual</u>) Performance	Benchmark (<u>Goal</u>) Performance	Performance Gap (+/- difference)
FYTD 10/01/24 –09/30/25	00:23	01:30	-01:07
August 2025	00:20		-01:10
September 2025	00:14		01:16

Travel Time at 90th
Percentile
(Arrival of 1st 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 –09/30/25	08:20	06:00	+02:20
August 2025	08:05		+02:05
September 2025	07:57		+01:57

September
2025

VP
SD
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	0:00:15
Turnout	0:00:40
Travel Time	0:05:37
Total Response Time	0:06:46

90th Percentile

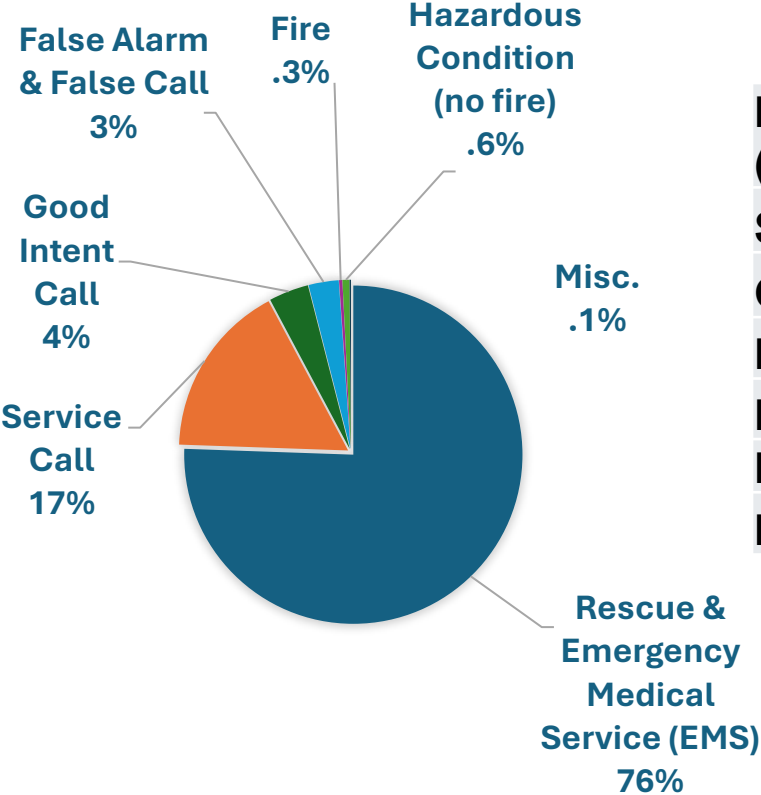
Call Processing	0:00:21
Turnout	0:00:57
Travel Time	0:08:55
Total Response Time	0:10:38

September 2025

Breakdown by Incident Types

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**May not total due to rounding*

Rescue & Emergency Medical Service (EMS)	1706
Service Call	376
Good Intent Call	86
False Alarm & False Call	65
Fire	7
Hazardous Condition (no fire)	15
Misc.	3

2,258 Incidents

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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