

VCCDD Monthly Report

February 2026

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.



Chlorine Release Incidents February 19th

SITUATION:

- Two separate chlorine cylinder failures
- Locations approximately 1 mile apart

ACTIONS:

- Full HazMat response initiated on both incidents
- Unified response with Sumter County Hazmat Team
- 1.5 Mile Precautionary shelter in place at 2nd incident

RESULTS:

- Leaks contained and secured
- No injuries to public or responders
- Cause: container failure
- No evidence of intentional damage.



Mutual Aid Infant Rescue February 7th

MUTUAL AID RESPONSE- LIFE SAVED

- 2-month-old became unresponsive while parents were driving her to the hospital
- Crews began Immediate life-saving care: breathing support & monitoring
- Seamless coordination with neighboring agency
- Infant was admitted to ICU in critical condition. After several days of intensive treatment in the Intensive Care Unit the child recovered and was successfully discharged home.

THIS INCIDENT HIGHLIGHTS:

- Strength of our regional partnerships
- The professionalism & clinical excellence of our personnel
- Life-saving impact of rapid, coordinated emergency response

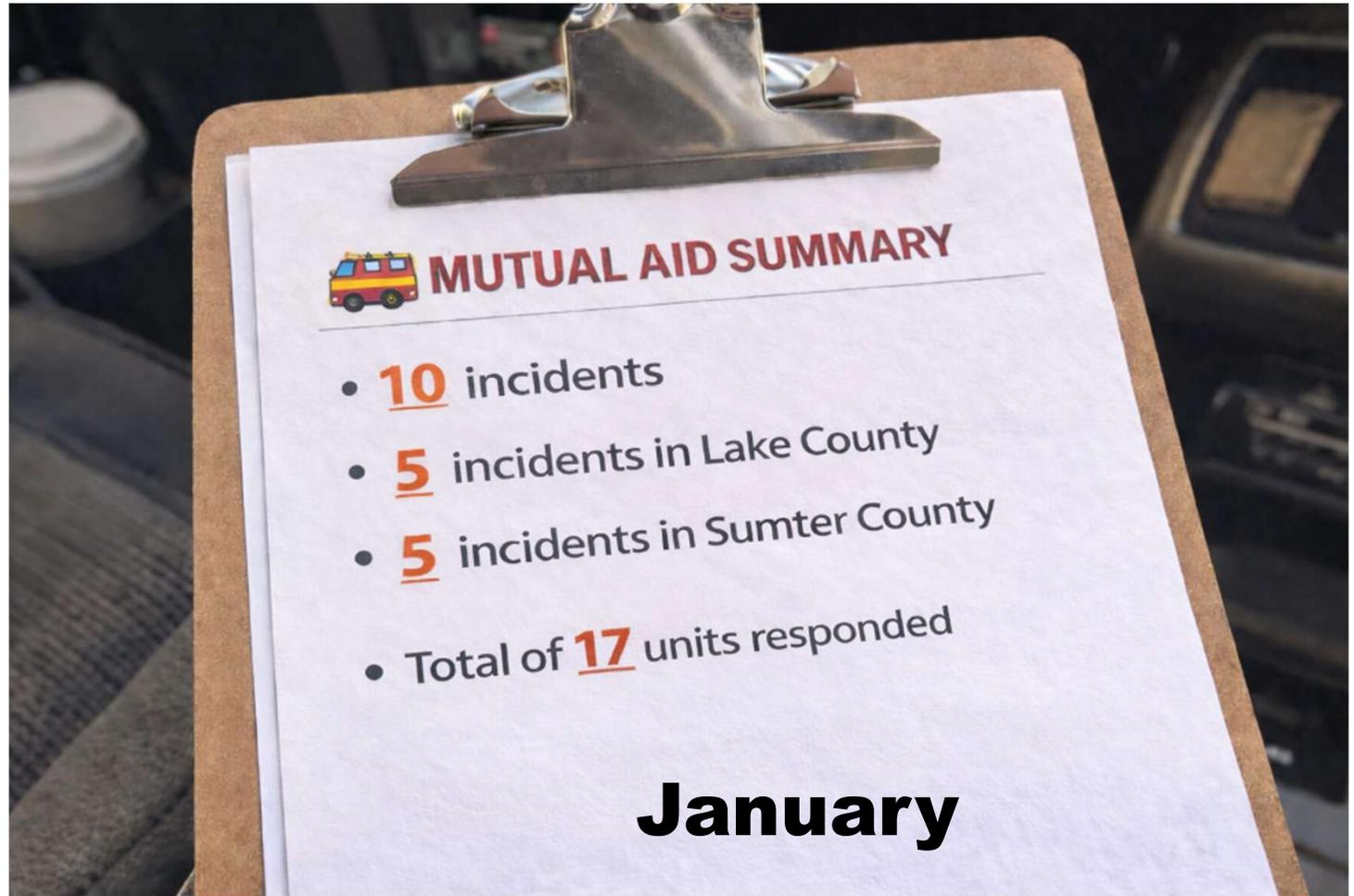


Mutual Aid Partnerships

VPSD has established reciprocal mutual and automatic aid agreements with surrounding fire-rescue agencies to ensure seamless, coordinated emergency response across jurisdictional boundaries.

OUR MUTAL AID ACTIVITY REFLECTS:

- A Regional team- based response model
- Resource sharing based on proximity and need
- Unified command and interoperable operations
- A shared commitment to protecting all communities



Mutual Aid Partnerships Fy25-26

TOTAL CALLS: 132

- Lake County: 51 calls
- Sumter County 81 Calls

Total Units Responded: 151

Mutual Aid Requested From
Sumter County: 2 calls

- Operational activity reflects continued inter-county collaboration
- With strong response capacity maintained.



January 2026 Incidents

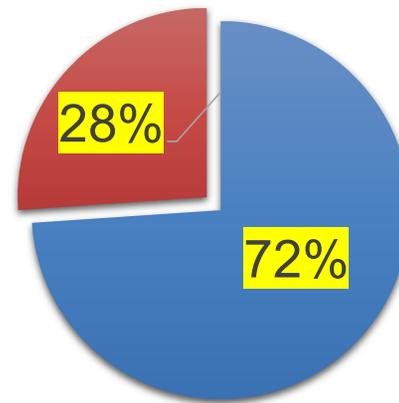
2025 Emergency Medical Services Related Responses

806 Fire & Fire Related Responses

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January 2026	
Emergency Medical Services Related Responses	2025
Fire/Other Responses	806
Total Incidents	2831



- Emergency Medical Services Related Responses
- Fire /Other Responses

**January 2026
Average Response
Times within
The Villages**

**Longterm Goal:
continual reduction
of first unit
response time**

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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)
FY25/26 10/01/25-01/31/26	05:41	05:15	+00:26
December 2025	05:35		+00:20
January 2026	05:50		+00:35

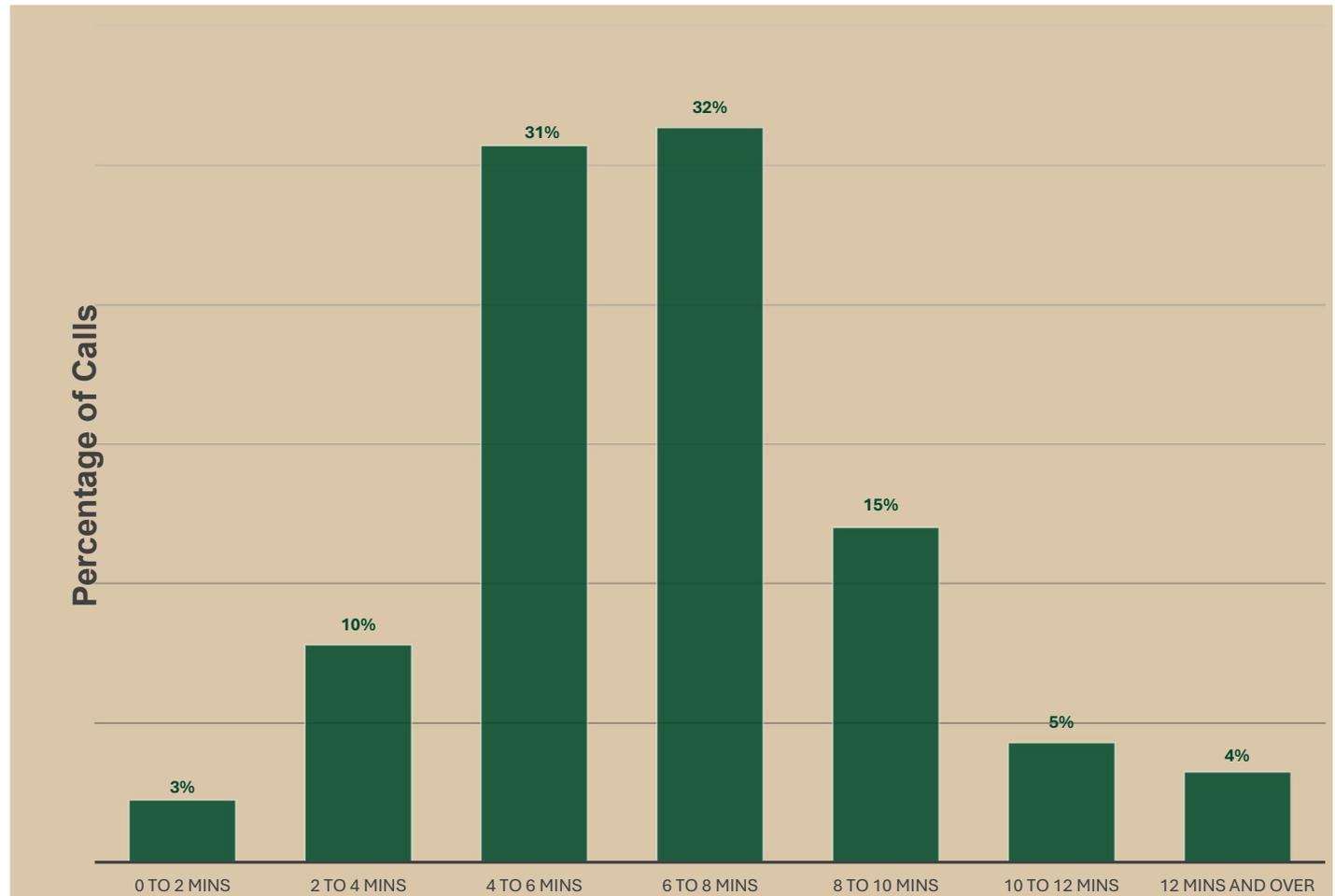
January 2026 Response Time Fire Units

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

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

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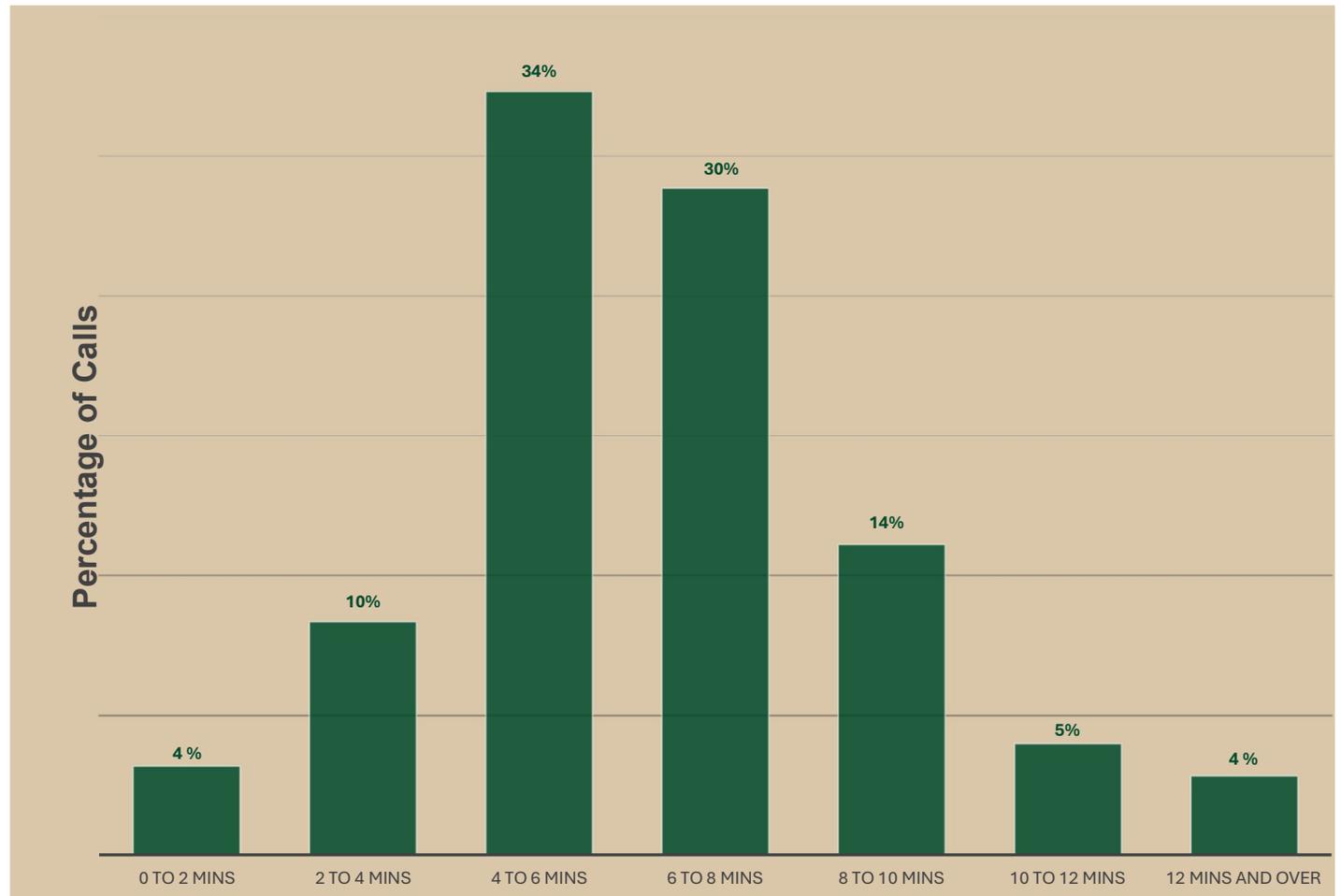
January 2026 Response Time EMS Units

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

**78% of calls were
responded to
within 8 minutes**

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January 2026 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 (December)
Fire	<p>Online Training: 525 hours</p> <p>Hands on Training: 4920 hours</p> <p>Total Training Hours: 5445</p>
EMS	<p>Online Training: 631 hours</p> <p>Hands on Training: 65 hours</p> <p>Total Training Hours: 696 hours</p>
Technical Rescue	<p>Online Training: 72 hours</p> <p>Total Training Hours: 72 hours</p>

Ambulance Response Statistics

January 2026 Ambulance Response Statistics:

Critical/High Acuity Average Response Time = 7.8 minutes
Moderate/Low Acuity Average Response Time = 8.2 minutes
Total Transports = 1,722

FYTD Ambulance Response Statistics:

Critical/High Acuity Average Response Time = 7.5 minutes
Moderate/Low Acuity Average Response Time = 7.9 minutes
Total Transports = 6,299

IN CASE OF EMERGENCY DIAL 9-1-1

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Mobile Stroke Treatment Unit (MSTU)

Total Calls – 93

- Admitted to the MSTU – 39
- Cancelled On Scene - 21
- Cancelled Enroute – 25
- Missed Dispatches – 8

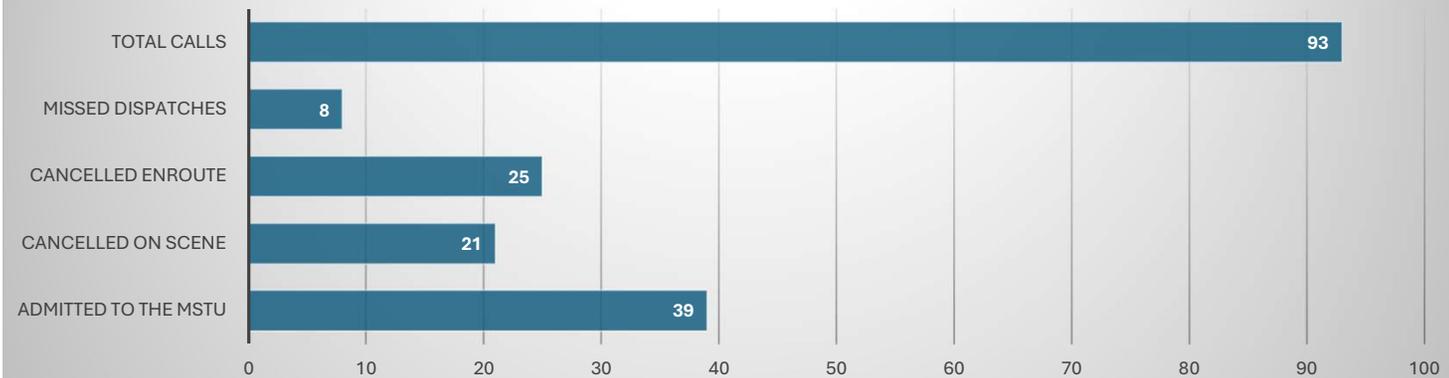
Total Acute Interventions – 10

- Anticonvulsants – 3
- Intubation – 1
- ICH Reversal (*Reversal of on Intracranial Hemorrhage*) – 0
- MT (*Mechanical Thrombectomy*) – 1
- IV TNK (*clot busting medication given via IV*) – 5

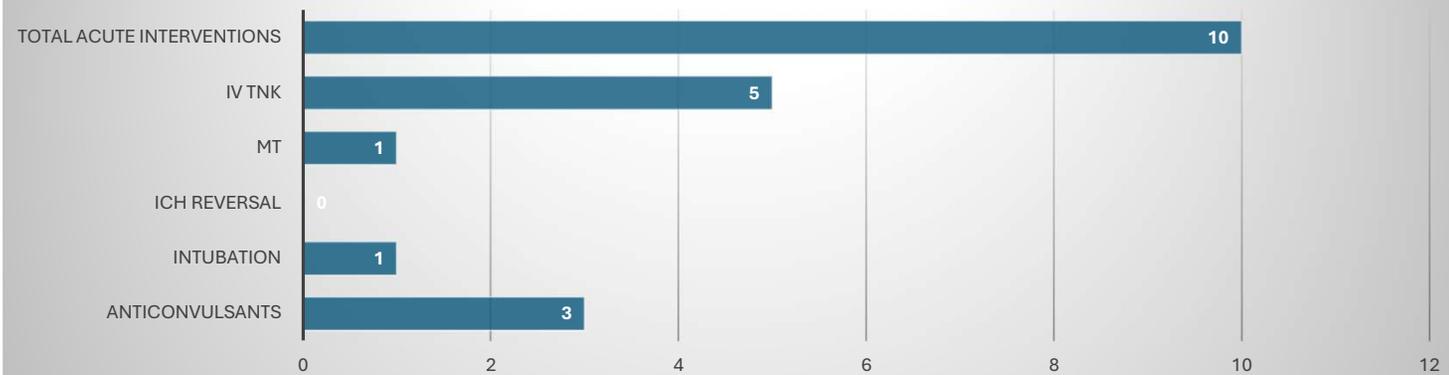
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January 2026 MSTU Call Data



January 2026 MSTU Acute Interventions



Mobile Stroke Treatment Unit (FYTD)

Total Calls – 551

- Admitted to the MSTU – 242
- Refusals - 0
- Cancelled On Scene - 142
- Cancelled Enroute – 136
- Missed Dispatches – 30

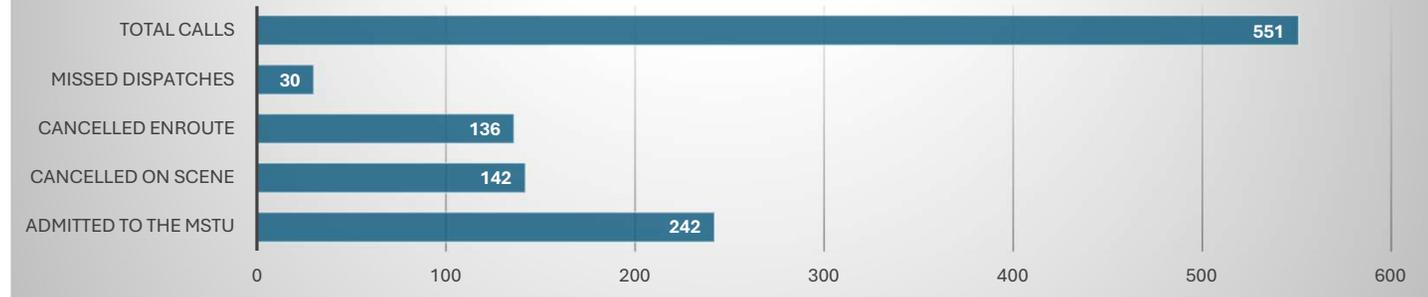
Total Acute Interventions – 57

- Anticonvulsants – 16
- Intubation – 05
- ICH Reversal (*Reversal of on Intracranial Hemorrhage*)– 03
- MT (*Mechanical Thrombectomy*) – 09
- IV TNK (*clot busting medication given via IV*) – 25

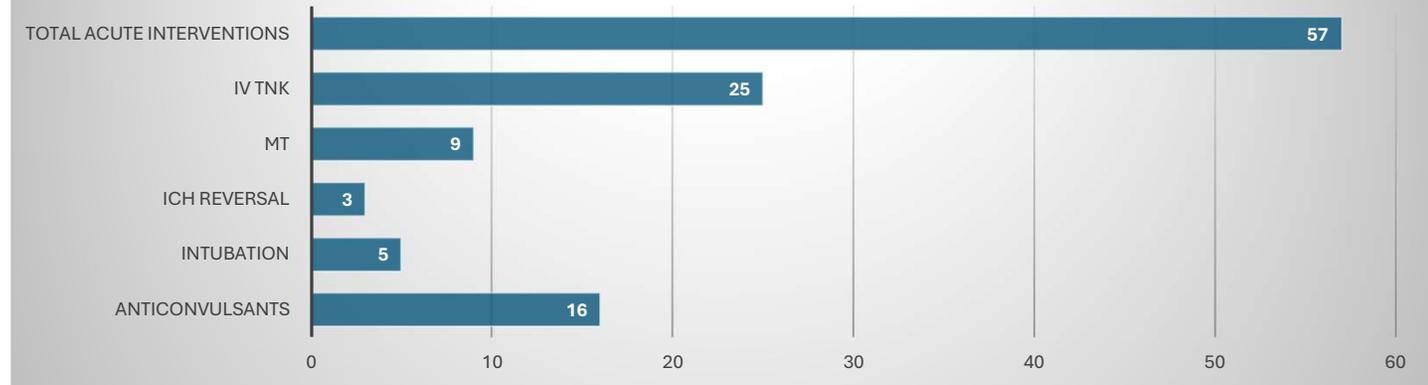
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2026 MSTU Call Data



2026 MSTU Acute Interventions



January 2026 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 (January 2026)	Transport Volume
UF Spanish Plaines	27.7	1,058
UF Leesburg	43.5	472
HCA Ocala	15.1	66
UF Brownwood FER	24.1	48
HCA Trailwinds FER	10.2	37
Advent Health Ocala	34.5	13
Life Stream Behavioral	5.1	8
Advent Health Waterman	21.5	4
Orlando Health Orlando Regional	8.0	2
HCA Summerfield	10.1	2
Other Facilities	15.7	12
ALL FACILITIES	31.1	1,722

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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The Villages Medic Unit Peak UHU (0800-2000)						
Unit	12/28/25 to 1/03/26	1/04/26 to 1/10/26	1/11/26 to 1/17/26	1/18/26 to 1/24/26	1/25/26 to 1/31/26	Average
M40	0.38	0.46	0.33	0.33	0.38	0.376
M240	0.40	0.27	0.30	0.41	0.42	0.362
M41	0.25	0.32	0.32	0.27	0.33	0.296
M241	0.32	0.35	0.28	0.31	0.33	0.318
M43	0.34	0.44	0.35	0.32	0.36	0.361
M243	0.37	0.35	0.22	0.29	0.31	0.309
M44	0.29	0.45	0.31	0.32	0.32	0.340
M244	0.19	0.38	0.33	0.29	0.33	0.307
M45	0.31	0.31	0.25	0.25	0.28	0.282
M46	0.20	0.27	0.11	0.20	0.20	0.196
M47	0.22	0.34	0.26	0.26	0.23	0.261
M48	0.18	0.32	0.19	0.25	0.17	0.220
M49	0.15	0.15	0.07	0.16	0.10	0.127
M51	0.35	0.36	0.31	0.35	0.38	0.349
Neuro 2	0.14	0.21	0.11	0.17	0.21	0.169

Ambulance Utilization Hours

VPSD maintains Ambulance Utilization Hours in 24-Hour UHU Analysis

IN CASE OF EMERGENCY DIAL 9-1-1

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The Villages Medic Unit 24-hour UHU (0800-0800)						
Unit	12/28/25 to 1/03/26	1/04/26 to 1/10/26	1/11/26 to 1/17/26	1/18/26 to 1/24/26	1/25/26 to 1/31/26	Average
M40	0.29	0.34	0.26	0.28	0.29	0.290
M240	0.30	0.26	0.25	0.31	0.30	0.283
M41	0.18	0.30	0.24	0.22	0.24	0.238
M43	0.24	0.30	0.27	0.23	0.24	0.256
M243	0.24	0.28	0.21	0.20	0.21	0.228
M44	0.25	0.33	0.25	0.25	0.29	0.272
M45	0.24	0.26	0.19	0.20	0.21	0.218
M46	0.14	0.18	0.10	0.11	0.14	0.135
M47	0.17	0.24	0.18	0.17	0.17	0.188
M48	0.16	0.20	0.14	0.15	0.12	0.155
M49	0.11	0.09	0.04	0.09	0.08	0.082
M51	0.29	0.28	0.25	0.25	0.27	0.268

Community Risk Reduction Programs

January 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](tel:352-205-8280).

	Smoke Detector Batteries Changed	Smoke/Co Detectors Replaced	Knox Box Installations
January 2026	1842	591	7
FYTD	7098	2148	34

Community Risk Reduction Programs

January 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
January 2026	9	3	3	48
FYTD	26	6	6	104

Safer Grant Update

Staffing For Adequate
Fire And Emergency
Response



Safer Grant Positions:

- 16 grant-funded firefighters awarded.
- Applications are currently being accepted.
- Interviews will begin Late April-Early May.
 - Tentatively Hiring in Late May.



Questions?

Thank You
for allowing us
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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)
FY25/26 <i>10/01/25-01/31/26</i>	00:14	00:35	-00:21
December 2025	00:14		-00:21
January 2026	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 (<u>+/- difference</u>)
FY25/26 10/01/25-01/31/26	00:39	00:45	-00:06
December 2025	00:38		-00:07
January 2026	00:37		-00:08

**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)
FY25/26 10/01/25-01/31/26	05:41	05:15	+00:26
December 2025	05:33		+00:18
January 2026	05:50		+00:35

Call Processing Time at 90th 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)
FY25/26 10/01/25 – 01/31/26	00:22	01:30	-01:08
December 2025	00:21		-01:09
January 2026	00:21		-01:09

**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)
FY25/26 10/01/25-01/31/26	08:36	07:00	+01:36
December 2025	08:09		+01:09
January 2026	08:47		+01:47

January 2026

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	00:15
Turnout	00:40
Arrival of 1 st Unit	06:33

90th Percentile

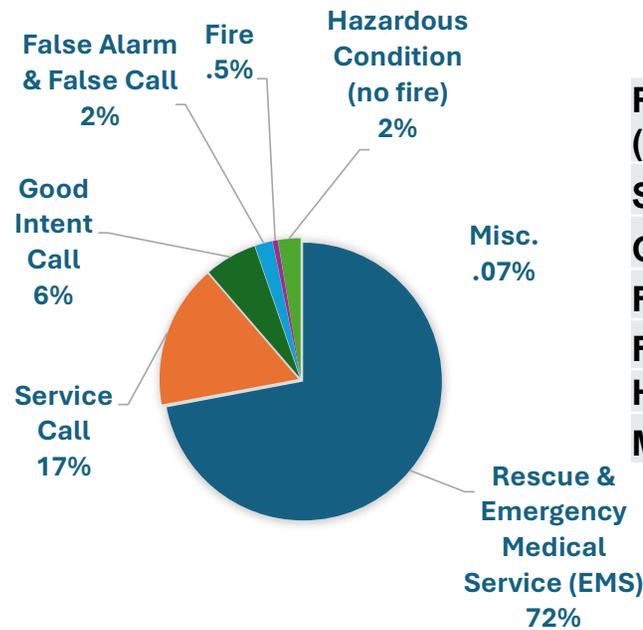
Call Processing	00:23
Turnout	00:59
Arrival of 1 st Unit	10:14

January 2026

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)	2025
Service Call	486
Good Intent Call	184
False Alarm & False Call	56
Fire	15
Hazardous Condition (no fire)	60
Misc.	3

2831 Incidents

Definitions

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- **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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