

VCCDD Monthly Report

March 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.



Structure Fire February 3rd

7778 CR 109D Lady Lake
Contracted Area

SITUATION:

- Response time 0:06:00
- Multiple sheds on fire

ACTIONS:

- Units operated on scene for 1 hour 49 minutes (extinguishment and overhaul)
- Fire investigated by VPSD Fire Marshal and determined to be accidental escape fire.

RESULTS:

- One shed destroyed
- No injuries to public or responders
- Cause: open burn pile



New Apparatus

- VPSD placed three new fire apparatus in service:
- One brand-new Pierce Enforcer Fire Engine Pumper was placed in service to operate out of Station 49. This unit replaced a 20-year-old fire engine that has long since passed its reliable service life.



New Apparatus (continued)

- Two Pierce Aerial Ladder Trucks, placed in service to operate out of Station 43 and Station 45.
- These two Ladder Trucks will be essential tools should a commercial structure such as Walmart or shops in a town center be involved in a fire, they are also important fire protection assets when dealing with multiple story buildings such as apartment complexes, hospitals, nursing homes and hotels.
- Ladder 43 replaced a 2011 unit
- Ladder 45 replaced a 2020 unit that is being placed into our reserve fleet.



February 2026 Incidents

1923 Emergency Medical Services Related Responses

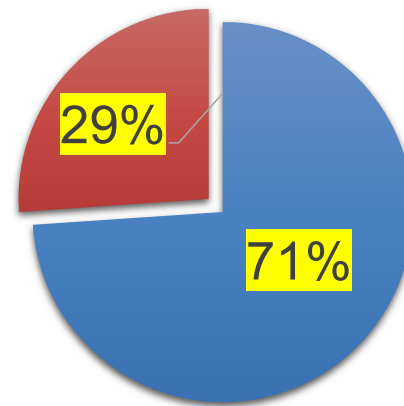
782 Fire & Fire Related Responses

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.

February 2026

Emergency Medical Services Related Responses	1923
Fire/Other Responses	782
Total Incidents	2705



- Emergency Medical Services Related Responses
- Fire /Other Responses

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

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

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.

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)
FY25/26 10/01/25-01/31/26	05:31	05:15	+00:16
January 2026	05:12		-00:03
February 2026	05:50		+00:35

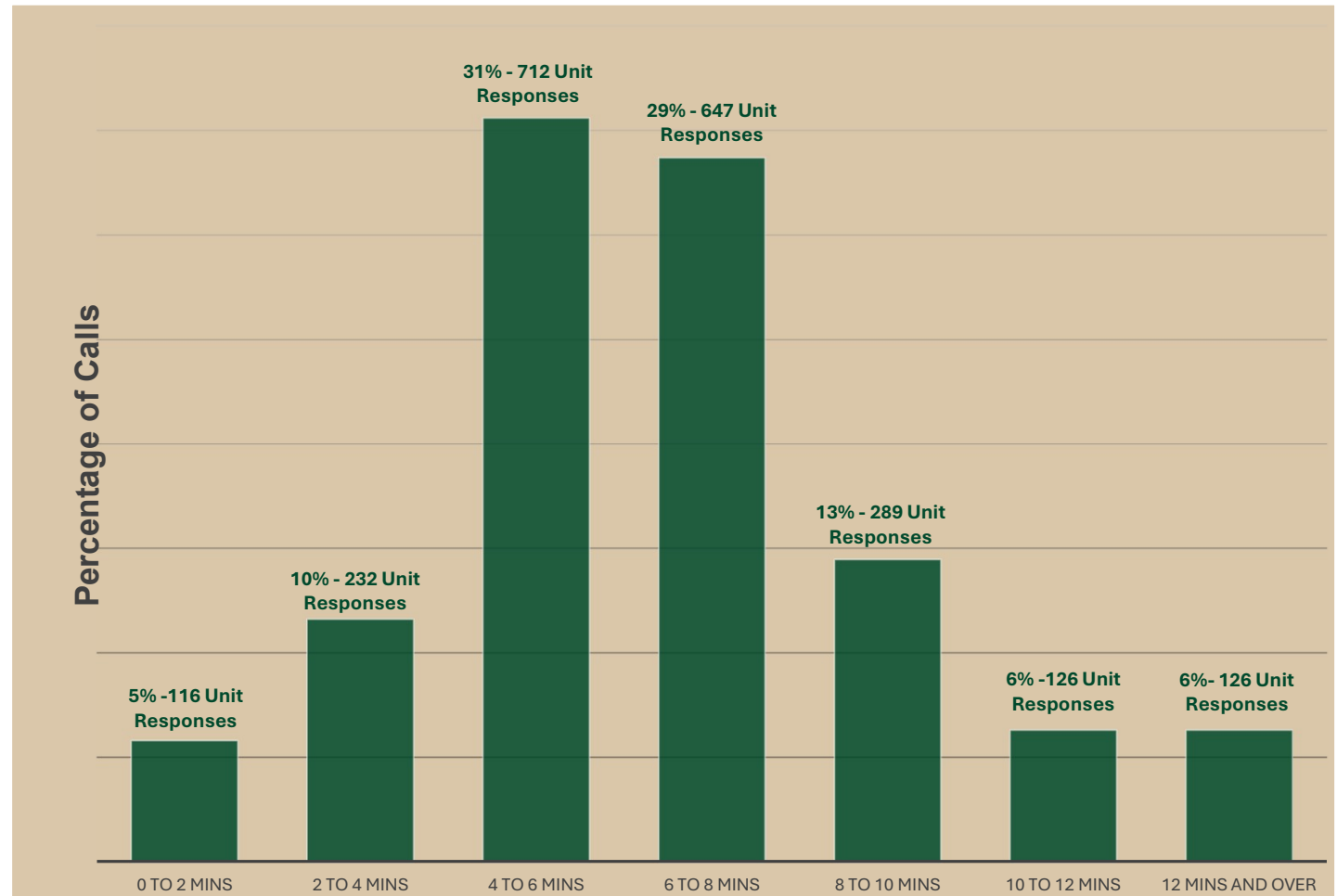
February 2026 Response Time Fire Units

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

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

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.



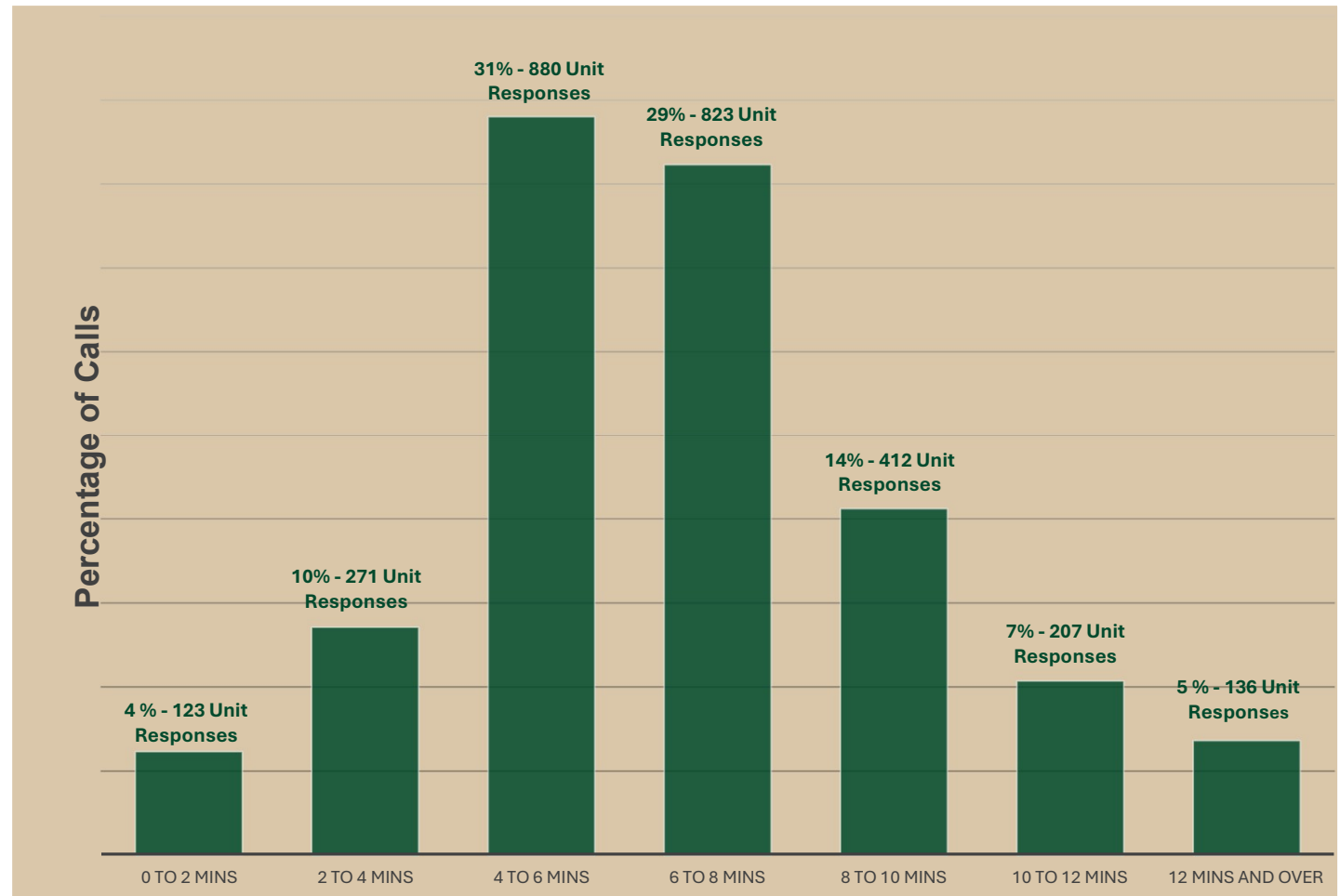
February 2026 Response Time EMS Units

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

**74% of calls were
responded to
within 8 minutes**

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.



February 2026 Training Summary

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

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.

Topic	Total Training Hours (December)
Fire	Online Training: 525 hours Hands on Training: 3736 hours Total Training Hours: 4261
EMS	Online Training: 666 hours Hands on Training: 163 hours Total Training Hours: 829 hours
Technical Rescue	Online Training: 70 hours Total Training Hours: 70 hours

Ambulance Response Statistics

February 2026 Ambulance Response Statistics:

Critical/High Acuity Average Response Time = 7.5 minutes
Moderate/Low Acuity Average Response Time = 8.5 minutes
Total Transports = 1,615

FYTD Ambulance Response Statistics:

Critical/High Acuity Average Response Time = 7.5 minutes
Moderate/Low Acuity Average Response Time = 8.0 minutes
Total Transports = 7,940

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.



Mobile Stroke Treatment Unit (MSTU)

Total Calls – 69

- Admitted to the MSTU – 26
- Cancelled On Scene - 19
- Cancelled Enroute – 22
- Missed Dispatches – 3

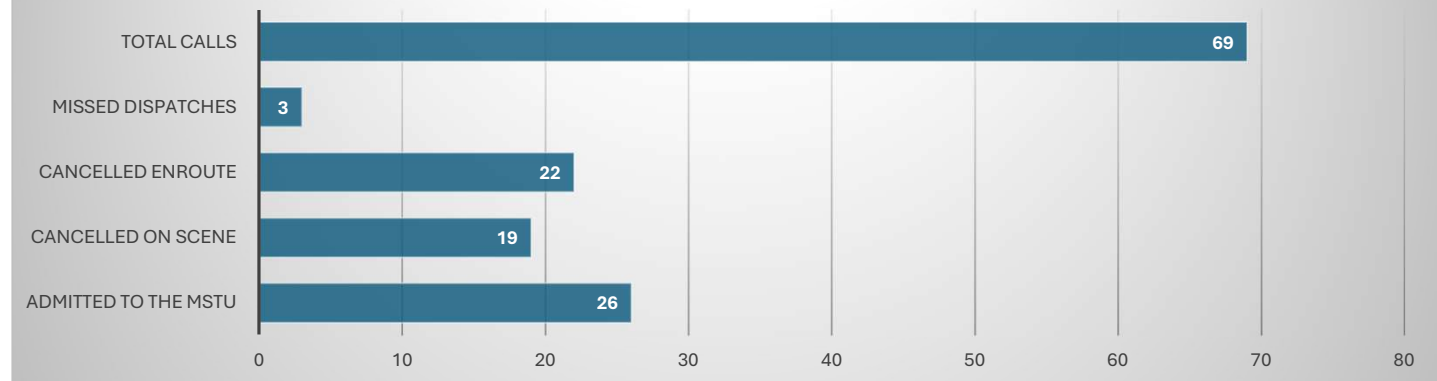
Total Acute Interventions – 5

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

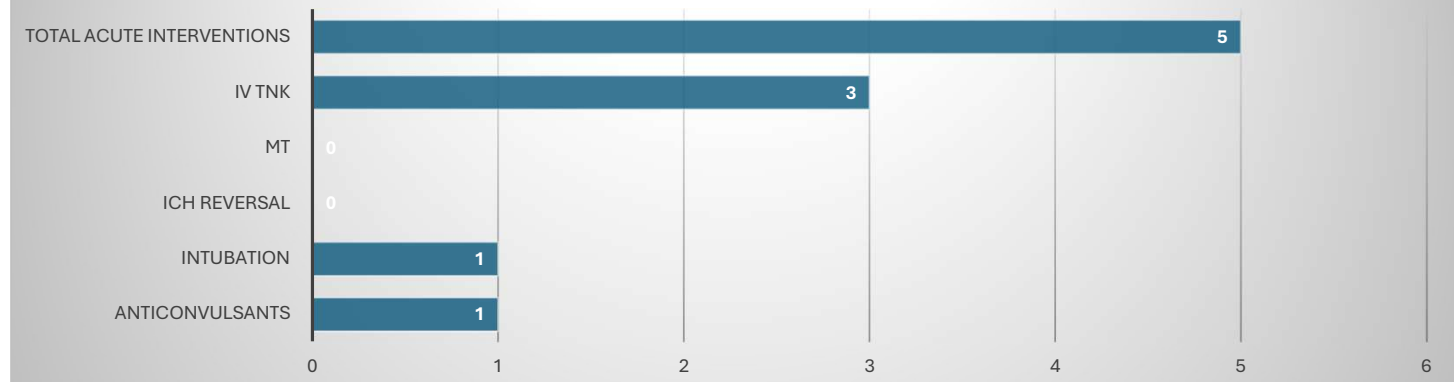
IN CASE OF EMERGENCY DIAL 9-1-1

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.

February 2026 MSTU Call Data



February 2026 MSTU Acute Interventions



February 2026 Hospital Offloads times

All receiving facilities have worked with us to reduce offload times and maximize ambulance availability

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.

Facility	90th Percentile Transfer Time in Minutes (February 2026)	Transport Volume
UF Spanish Plaines	26.7	1,002
UF Leesburg	37.4	442
HCA Ocala	18.7	53
UF Brownwood FER	37.4	42
HCA Trailwinds FER	18.1	38
Advent Health Ocala	19.4	9
HCA Summerfield	15.9	5
Advent Health Waterman	20.3	3
Life Stream Behavioral	4.0	3
UF Shands	20.4	2
Other Facilities	9.9	16
ALL FACILITIES	27.9	1,615

Ambulance Utilization Hours

VPD maintains Ambulance Utilization Hours in 12-Hour UHU Analysis

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.

The Villages Medic Unit Peak UHU (0800-2000)					
Unit	2/01/26 to 2/07/26	2/08/26 to 2/14/26	2/15/26 to 2/21/26	2/22/26 to 2/28/26	Average
M40	0.38	0.39	0.44	0.41	0.406
M240	0.42	0.42	0.47	0.43	0.435
M41	0.24	0.43	0.33	0.25	0.315
M241	0.34	0.42	0.35	0.26	0.344
M43	0.30	0.35	0.32	0.26	0.308
M243	0.32	0.36	0.33	0.23	0.310
M44	0.35	0.29	0.46	0.29	0.349
M244	0.34	0.37	0.43	0.24	0.346
M45	0.35	0.38	0.37	0.31	0.352
M46	0.20	0.23	0.25	0.23	0.226
M47	0.28	0.29	0.23	0.21	0.251
M48	0.25	0.20	0.26	0.16	0.217
M49	0.11	0.08	0.15	0.10	0.110
M51	0.34	0.45	0.37	0.33	0.373
Neuro 2	0.17	0.17	0.26	0.16	0.189

Ambulance Utilization Hours

VPSD maintains Ambulance Utilization Hours in 24-Hour UHU Analysis

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.

The Villages Medic Unit 24-hour UHU (0800-0800)					
Unit	2/01/26 to 2/07/26	2/08/26 to 2/14/26	2/15/26 to 2/21/26	2/22/26 to 2/28/26	Average
M40	0.31	0.29	0.32	0.31	0.310
M240	0.34	0.34	0.32	0.34	0.334
M41	0.22	0.32	0.25	0.20	0.247
M43	0.20	0.26	0.25	0.22	0.234
M243	0.20	0.24	0.24	0.19	0.218
M44	0.30	0.26	0.37	0.23	0.289
M45	0.21	0.24	0.23	0.23	0.226
M46	0.13	0.16	0.19	0.16	0.159
M47	0.18	0.20	0.19	0.14	0.178
M48	0.17	0.16	0.18	0.10	0.152
M49	0.07	0.05	0.09	0.06	0.068
M51	0.27	0.31	0.29	0.25	0.281



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)

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.

All Emergency Calls within The Villages

Measured in minutes and seconds (mm:ss)

	Baseline (Actual) Performance	Benchmark (Goal) Performance	Performance Gap (+/- difference)
FY25/26 10/01/25-02/28/26	00:14	00:35	-00:21
January 2026	00:14		-00:21
February 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

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.

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	00:37	00:45	-00:08
January 2026	00:37		-00:08
February 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

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.

All Emergency Calls within The Villages

Measured in minutes and seconds (mm:ss)

	Baseline (Actual) Performance	Benchmark (Goal) Performance	Performance Gap (+/- difference)
FY25/26 10/01/25-02/28/26	<i>05:31</i>	05:15	<i>+00:16</i>
January 2026	<i>05:12</i>		<i>-00:03</i>
February 2026	<i>05:50</i>		<i>+00:35</i>

Call Processing Time at 90th Percentile

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.

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 – 02/28/26	00:20	01:30	-01:10
January 2026	00:21		-01:09
February 2026	00:21		-01:09

**Travel Time at 90th
Percentile
(Arrival of 1st Unit)**

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.

All Emergency Calls within The Villages

Measured in minutes and seconds (mm:ss)

	Baseline (Actual) Performance	Benchmark (Goal) Performance	Performance Gap (+/- difference)
FY25/26 10/01/25-02/28/26	08:36	07:00	+01:36
January 2026	07:45		+00:45
February 2026	08:47		+01:47

February 2026

**VPSD
Response
Data to Areas
Outside of
The Villages**

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.

Emergency Calls ONLY

Measured in minutes and seconds (mm:ss)

Average

Call Processing	00:15
Turnout	00:39
Arrival of 1 st Unit	06:25

90th Percentile

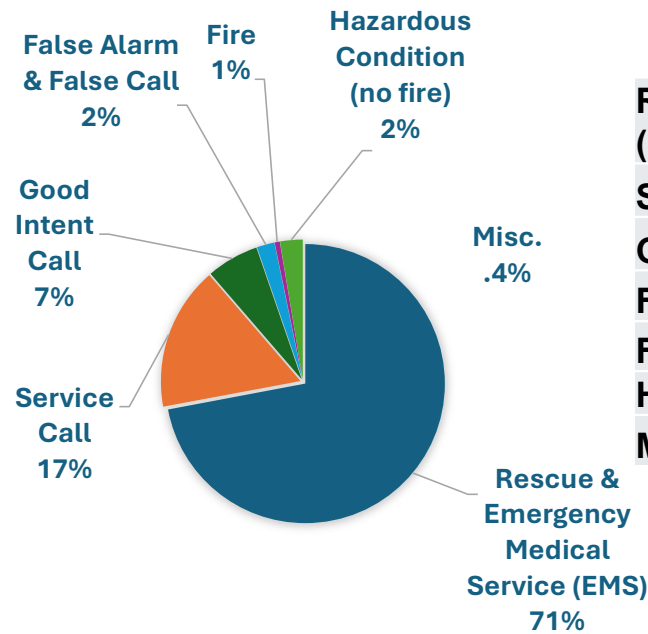
Call Processing	00:23
Turnout	00:59
Arrival of 1 st Unit	10:18

February 2026

Breakdown by Incident Types

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.



**May not total due to rounding*

Rescue & Emergency Medical Service (EMS)	1923
Service Call	455
Good Intent Call	178
False Alarm & False Call	62
Fire	22
Hazardous Condition (no fire)	54
Misc.	11

2705 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

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.

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

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.

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%



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.