

VPSDDD Monthly Report

April
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.



**Q1
2026**

NEWLY CLEARED

PARAMEDICS

January – March

Congratulations

Paramedic Clearances | Q1 2026

Lieutenant

Swope

Firefighter/Paramedic

Mario Ortiz

Firefighter/Paramedic

Ulysses Gonzalez

Firefighter/Paramedic

Clyde Christian

Firefighter/Paramedic

Jacob Sharp

Paramedic

Anna Kingsley

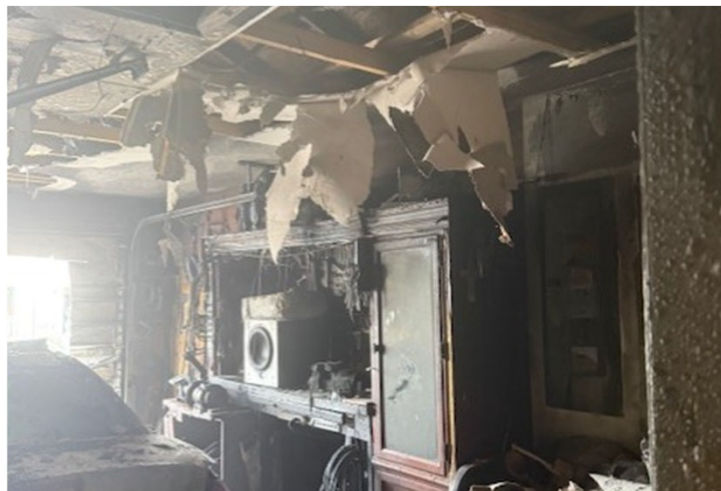
Structure Fire 2771 Horvat Lane 04/18/2026

Alarm Time: **15:26:35**

Arrival: **15:35:44**

Total Response Time:
9 minutes 9 seconds

- Two patients were trauma alerts and were airlifted to Orlando Regional Medical Center.
- Quick actions and coordinated VPSD response contained the fire and prevented spread to nearby homes.





Belvedere Blvd April 14, 2026

Alarm Time: **17:12:55**

Arrival: **17:18:07**

Total Response Time: 5 minutes 12 seconds



March 2026 Incidents

1994 Emergency Medical Services Related Responses

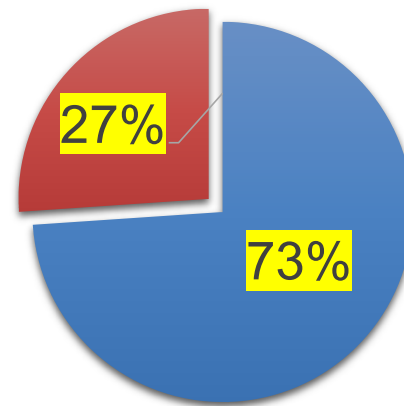
729 Fire & Fire Related Responses

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March 2026

Emergency Medical Services Related Responses	1994
Fire/Other Responses	729
Total Incidents	2723



- Emergency Medical Services Related Responses
- Fire /Other Responses

Challenges with the CAD changeover

March–April Response System Issues Overview

Operational Challenges Identified:

- **MDT Connectivity Failure**
 - Complete inability to connect to CAD
 - *March 10 – March 24*
- **PulsePoint Outage**
 - Not accessible on vehicle phones
 - *March 10 – late March 11*
- **Unit Location Issues**
 - Dispatch unable to accurately track units
 - *March 10 – March 24*
- **CAD Run Card Errors**
 - Incorrect apparatus types and/or quantities assigned to calls
- **GPS Service Outage (MDT)**
 - Location services offline
 - *March 10 – April 8*
- **Base Radio Failures**
 - Delays in units receiving dispatch tones

March 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 (<u>Actual</u>) Performance	Benchmark (<u>Goal</u>) Performance	Performance Gap (<u>+/- difference</u>)
FY25/26 10/01/25-03/31/26	05:31	05:15	+00:16
March 2026	06:31		+01:16
February 2026	05:50		+00:35

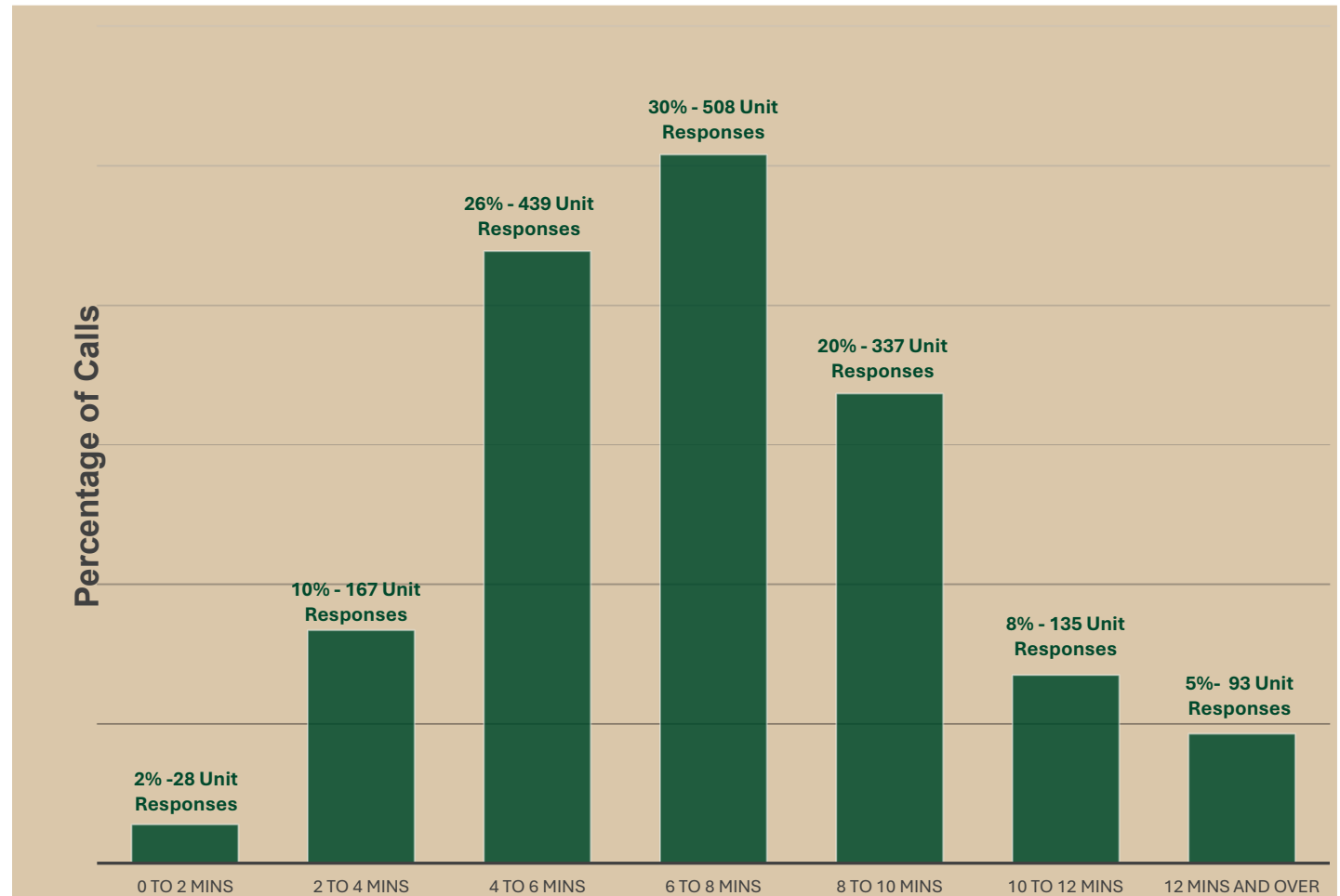
March 2026 Response Time Fire Units

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

**68% of calls were
responded to
within 8 minutes**

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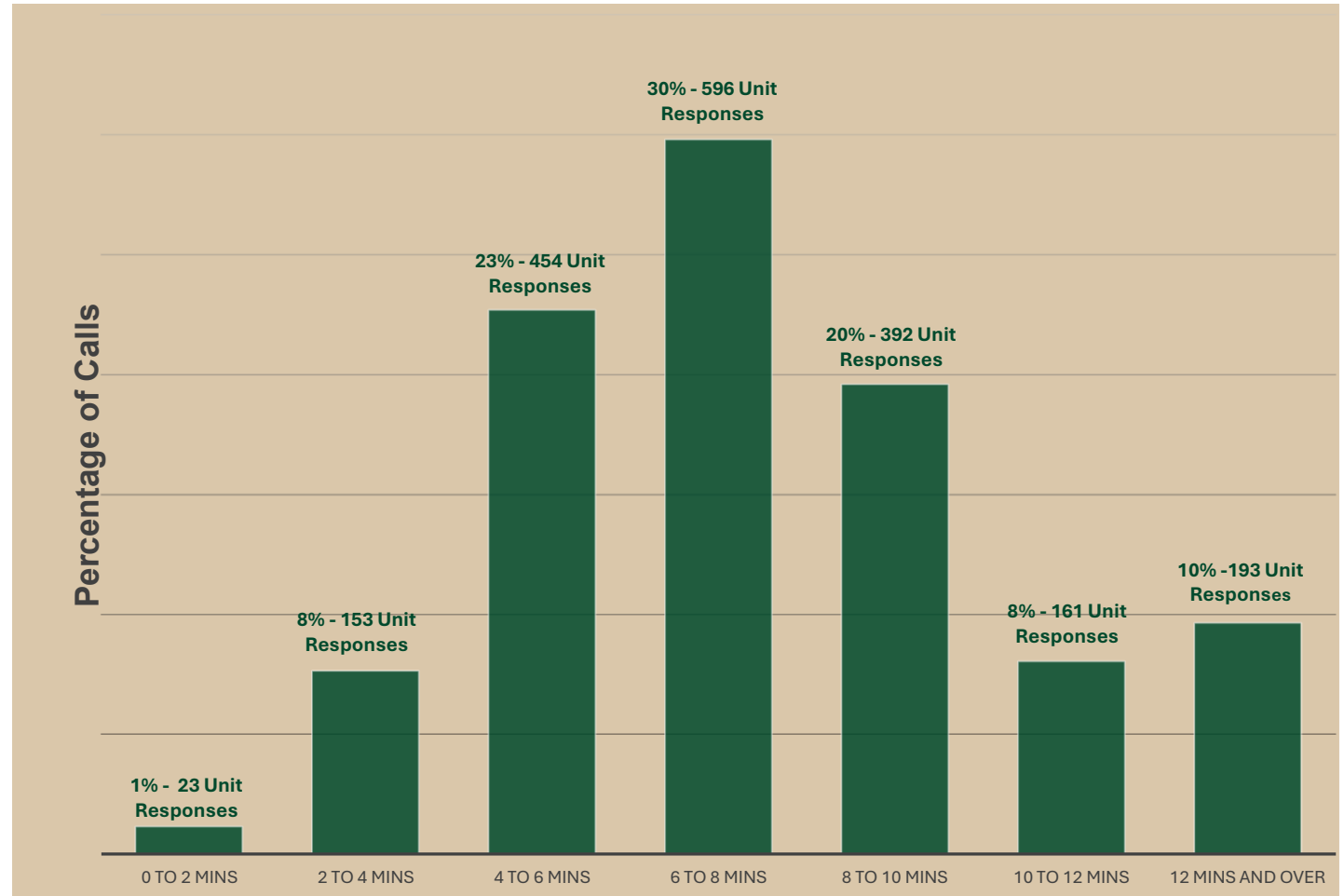
March 2026 Response Time EMS Units

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

**62% of calls were
responded to
within 8 minutes**

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Ambulance Response Statistics

March 2026 Ambulance Response Statistics:

Critical/High Acuity Average Response Time = 7.4 minutes

Moderate/Low Acuity Average Response Time = 8.0 minutes

Total Transports = 1,704

FYTD Ambulance Response Statistics:

Critical/High Acuity Average Response Time = 7.0 minutes

Moderate/Low Acuity Average Response Time = 8.0 minutes

Total Transports = 9,644

IN CASE OF EMERGENCY DIAL 9-1-1

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Mobile Stroke Treatment Unit (MSTU)

Total Calls – 85

- Admitted to the MSTU – 30
- Cancelled On Scene - 22
- Cancelled Enroute – 23
- Missed Dispatches – 10

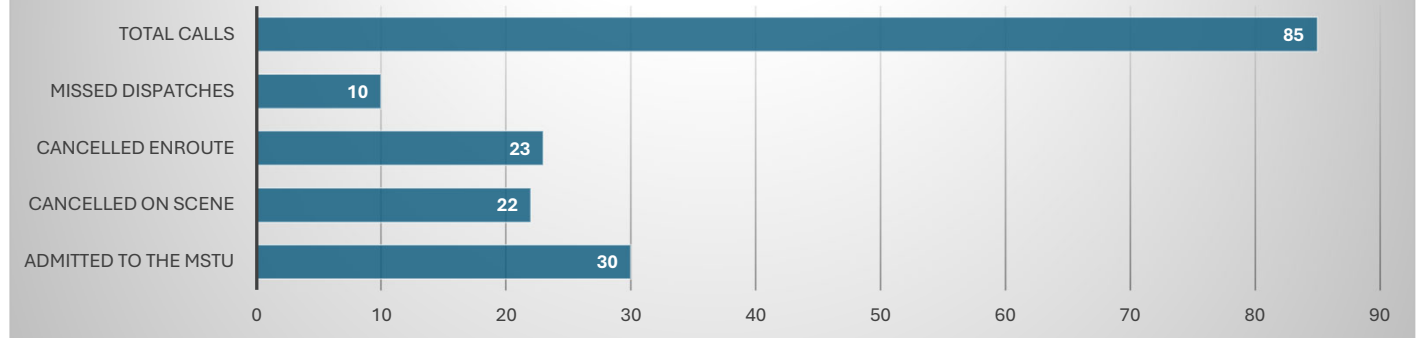
Total Acute Interventions – 10

- Anticonvulsants – 5
- Intubation – 0
- ICH Reversal (*Reversal of on Intracranial Hemorrhage*) – 0
- MT (*Mechanical Thrombectomy*) – 1
- IV TNK (*clot busting medication given via IV*) – 4

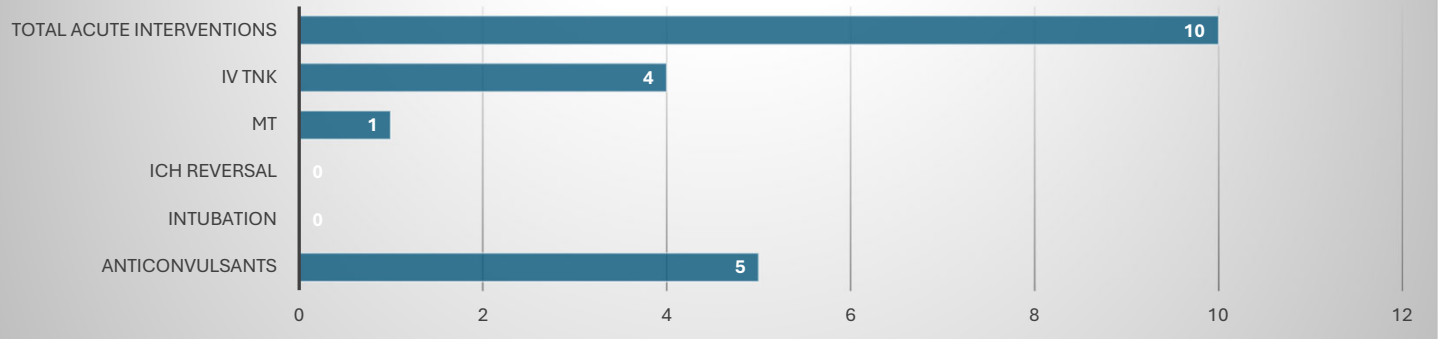
IN CASE OF EMERGENCY DIAL 9-1-1

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March 2026 MSTU Call Data



March 2026 MSTU Acute Interventions



March 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

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Facility	90th Percentile Transfer Time in Minutes (March 2026)	Transport Volume
UF Spanish Plaines	25.7	1,033
UF Leesburg	26.6	483
HCA Ocala	16.6	57
UF Brownwood FER	27.0	46
HCA Trailwinds FER	21.1	39
Rendezvous MSTU / Landing Zone	12.5	10
Advent Health Waterman	25.5	9
Life Stream Behavioral	16.6	6
Advent Health Ocala	40.5	5
Orlando Health South Lake	12.9	4
Other Facilities	13.6	12
ALL FACILITIES	25.8	1,704

Ambulance Utilization Hours

VPSD 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	3/01/26 to 3/07/26	3/08/26 to 3/14/26	3/15/26 to 3/21/26	3/22/26 to 3/28/26	Average
M40	0.26	0.44	0.46	0.43	0.397
M240	0.30	0.49	0.45	0.39	0.406
M41	0.29	0.41	0.41	0.27	0.346
M241	0.27	0.37	0.40	0.33	0.345
M43	0.29	0.26	0.37	0.40	0.329
M243	0.27	0.34	0.38	0.40	0.345
M44	0.27	0.32	0.36	0.33	0.317
M244	0.26	0.37	0.26	0.30	0.298
M45	0.31	0.38	0.35	0.35	0.348
M46	0.28	0.19	0.28	0.24	0.246
M47	0.28	0.34	0.31	0.34	0.320
M48	0.25	0.29	0.18	0.14	0.215
M49	0.11	0.18	0.18	0.15	0.156
M51	0.35	0.36	0.34	0.29	0.336
Neuro 2	0.11	0.17	0.13	0.26	0.166

Ambulance Utilization Hours

VPD 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	3/01/26 to 3/07/26	3/08/26 to 3/14/26	3/15/26 to 3/21/26	3/22/26 to 3/28/26	Average
M40	0.24	0.30	0.30	0.29	0.283
M240	0.23	0.32	0.31	0.28	0.285
M41	0.20	0.25	0.26	0.17	0.220
M241	0.17	0.21	0.23	0.20	0.202
M43	0.22	0.21	0.26	0.25	0.235
M243	0.20	0.23	0.27	0.24	0.236
M44	0.20	0.19	0.24	0.22	0.212
M244	0.18	0.24	0.20	0.21	0.209
M45	0.21	0.25	0.24	0.24	0.234
M47	0.20	0.27	0.24	0.24	0.237
M48	0.18	0.17	0.16	0.11	0.155
M51	0.27	0.26	0.28	0.23	0.257

March 2026 Training Summary

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

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Topic	Total Training Hours
<p>Fire</p>	<p>Online Training: 485 hours Hands on Training: 3354 hours Total Training Hours: 3839 hours</p>
<p>EMS</p>	<p>Online Training: 691.5 hours Hands on Training: 324 hours Total Training Hours: 1015.5 hours</p>
<p>Technical Rescue</p>	<p>Online Training: 66 hours Hands on Training: 150 hours Total Training Hours: 216 hours</p>



Questions?

Thank You
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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)
FY25/26 10/01/25-03/31/26	00:14	00:35	-00:21
March 2026	00:18		-00:17
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

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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 10/01/25-03/31/26	00:37	00:45	-00:08
March 2026	00:43		-00:02
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

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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 10/01/25-03/31/26	05:31	05:15	+00:16
March 2026	06:31		+01:16
February 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 – 03/31/26	00:20	01:30	-01:10
March 2026	00:22		-01:08
February 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 10/01/25-03/31/26	08:36	07:00	+01:36
March 2026	09:03		+02:03
February 2026	08:47		+01:47

March 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	00:14
Turnout	00:41
Arrival of 1 st Unit	05:31

90th Percentile

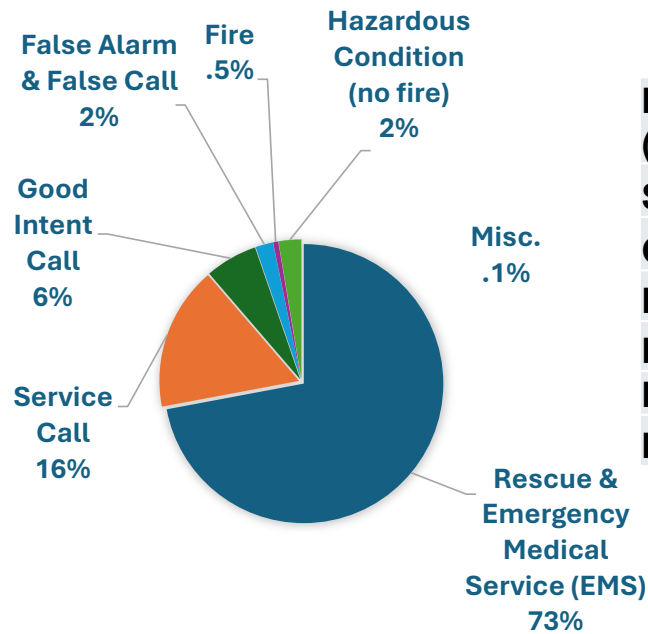
Call Processing	00:18
Turnout	00:57
Arrival of 1 st Unit	07:43

March 2026

Breakdown by Incident Types

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**May not total due to rounding*

Rescue & Emergency Medical Service (EMS)	1994
Service Call	443
Good Intent Call	165
False Alarm & False Call	59
Fire	13
Hazardous Condition (no fire)	46
Misc.	3

2723 Incidents

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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