

VCCDD Monthly Report

June
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.



What's New at VPSD

3 NEW ENGINES IN SERVICE

- Station 40
- Station 46
- Station 47

WE WELCOME NEW TEAM MEMBERS

- 2 Single Cert Paramedics
- 5 Firefighter Paramedics
- 11 Firefighter EMT's



TRT TEAM IN ACTION

VILLAGES KID CAMP DRAGON BOAT

- TRT Team provided on-water safety support during the event
- Village Dragon Boat Teams mentored and trained teens on the sport, promoting teamwork and physical fitness
- TRT personnel maintained a continuous safety presence and monitored participants throughout the event.
- One teen participant experienced a medical emergency, believed to be heat-related.
- The event demonstrated the value of public safety partnerships, youth engagement, and proactive event safety planning.



Ribbon Cutting Joint Training Center / Shelter

June 9, 2026

- Shared by Sumter County Fire & EMS & The VPSD
- 4-Story Training Tower
- Reconfigurable training environments for realistic scenarios
- Promoting joint training between agencies
- 25,444 Sq. ft. Emergency Shelter with capacity of 900

“A Shared Commitment to
Training, Readiness and
Community Safety”



Building Stronger Teams • Enhancing Preparedness • Protecting Our Community

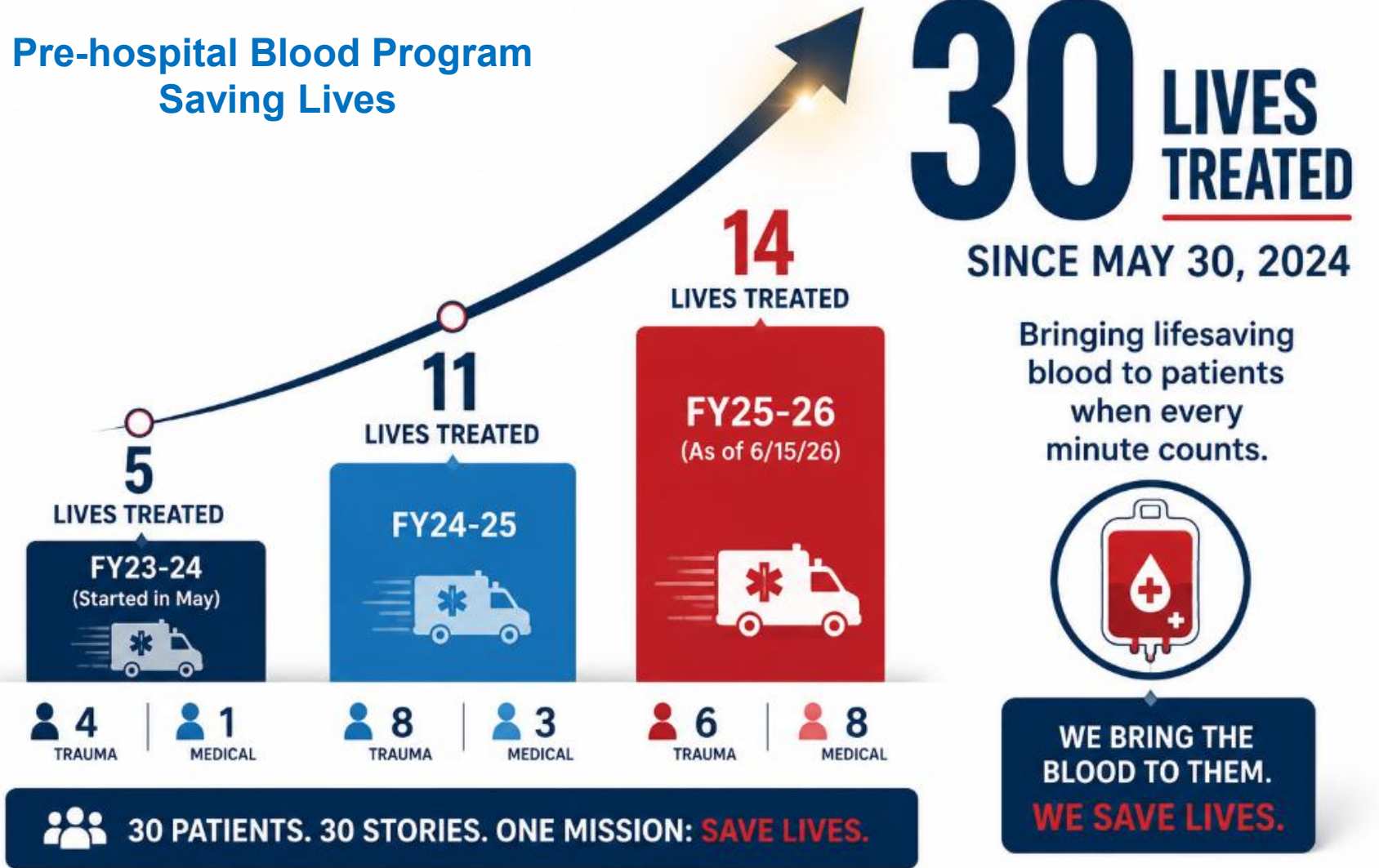
WE'RE AHEAD OF THE CURVE

- Patients can bleed to death in **minutes, not hours**
- Every **1-minute delay** to transfusion increases mortality by approximately **2%**
- VPSD brings blood directly to the patient when the hospital is too far away

LEADING THE WAY

- VPSD was the **first agency in our region** to carry blood products
- Only **22 EMS agencies in Florida** currently carry blood
- Approximately **3% of EMS agencies nationwide** have prehospital blood programs
- 30 patients received lifesaving blood products in the field since program inception.

Pre-hospital Blood Program Saving Lives



May 2026 Incidents

1845 Emergency Medical Services Related Responses

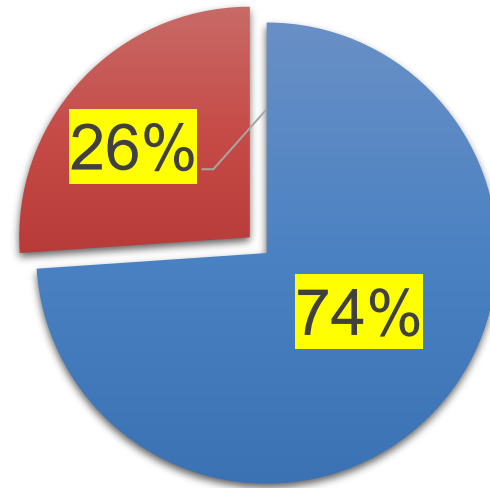
651 Fire & Other Responses

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May 2026

Emergency Medical Services Related Responses	1845
Fire/Other Responses	651
Total Incidents	2496



- Emergency Medical Services Related Responses
- Fire /Other Responses

May 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 (+/- difference)
FY25/26 10/01/25-05/31/26	05:31	05:15	+00:16
May 2026	05:57		+00:42
April 2026	06:10		+00:55

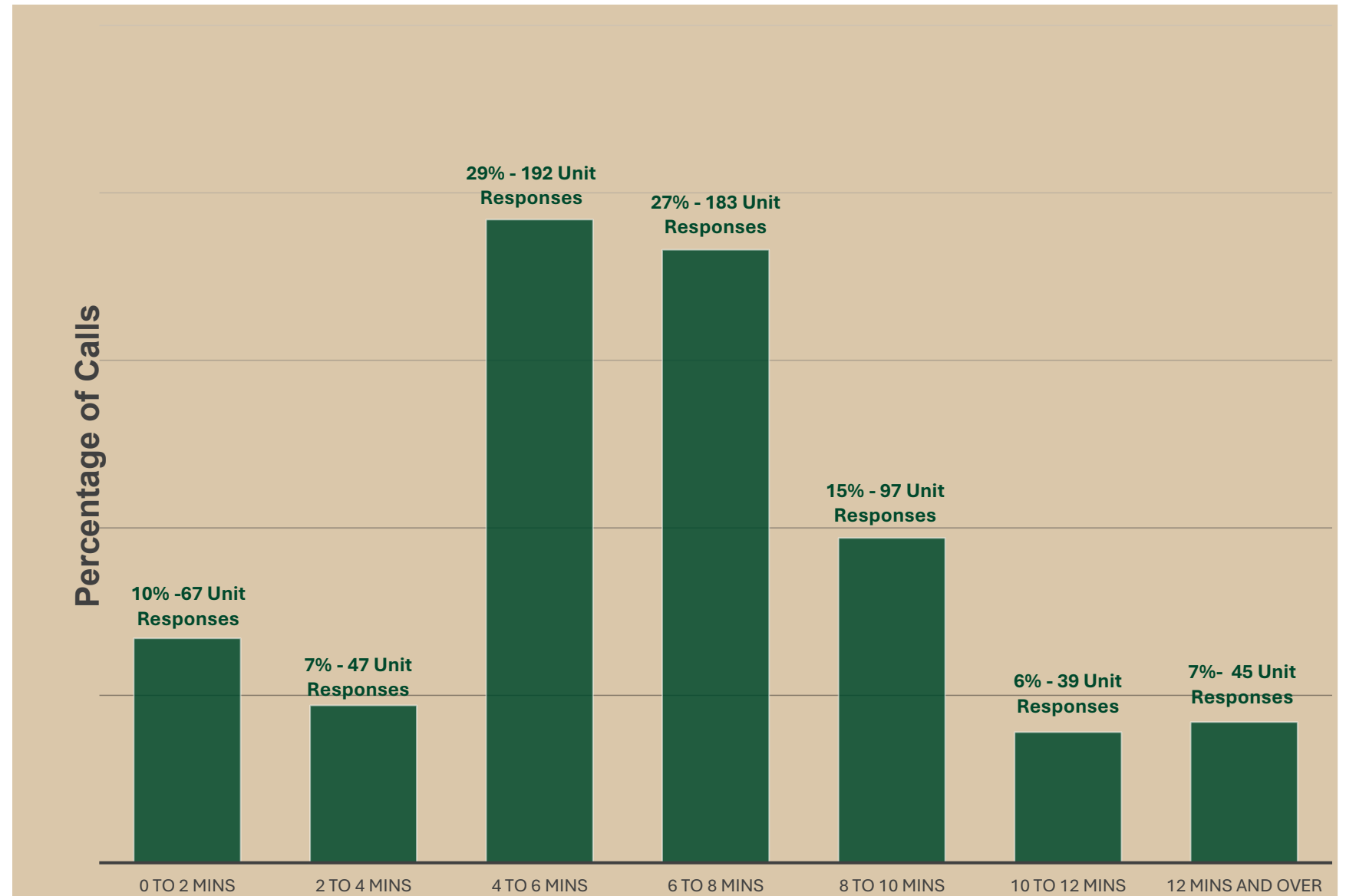
May 2026 Response Time Fire /Other

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

**73% of calls were
responded to
within 8 minutes**

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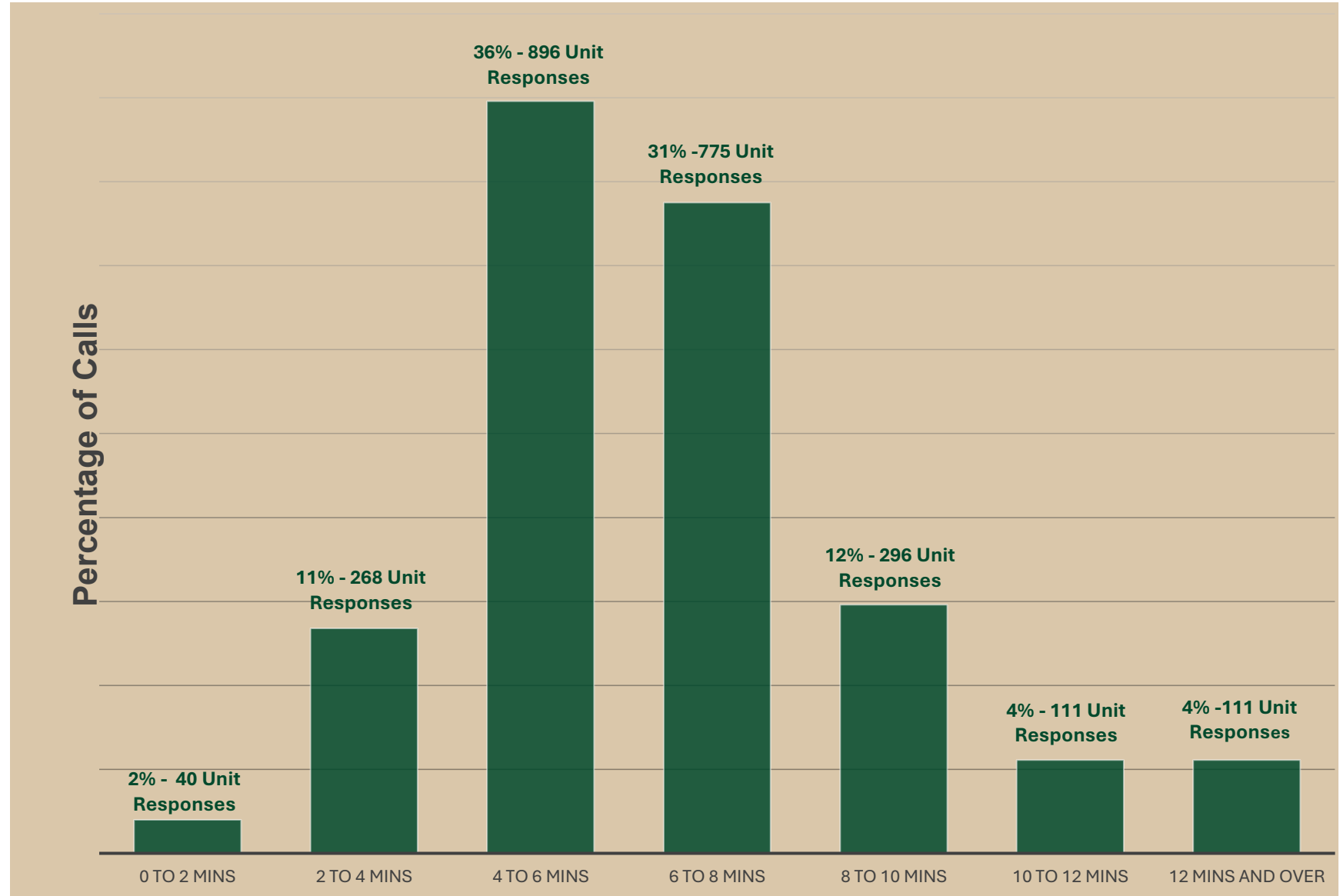
May 2026 Response Time EMS

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

**80% of calls were
responded to
within 8 minutes**

IN CASE OF EMERGENCY DIAL 9-1-1

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Ambulance Response Statistics

May 2026 Ambulance Response Statistics:

Critical/High Acuity Average Response Time = 6.7 minutes

Moderate/Low Acuity Average Response Time = 7.3 minutes

Total Transports = 1,521

FYTD Ambulance Response Statistics:

Critical/High Acuity Average Response Time = 6.9 minutes

Moderate/Low Acuity Average Response Time = 7.6 minutes

Total Transports = 12,800

IN CASE OF EMERGENCY DIAL 9-1-1

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Mobile Stroke Treatment Unit (MSTU)

Total Calls – 87

- Admitted to the MSTU – 30
- Cancelled On Scene - 18
- Cancelled Enroute – 32
- Missed Dispatches – 7

Total Calls To Date-899

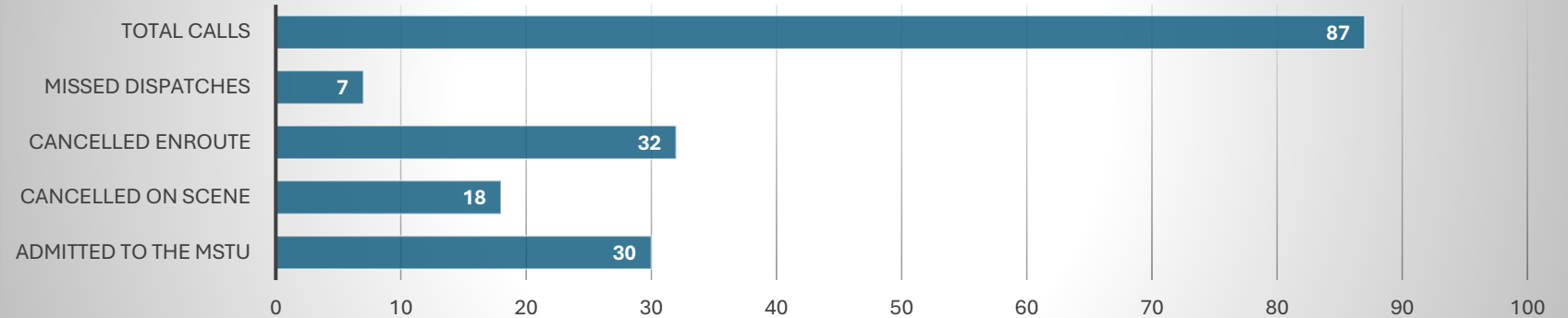
Total Acute Interventions – 4

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

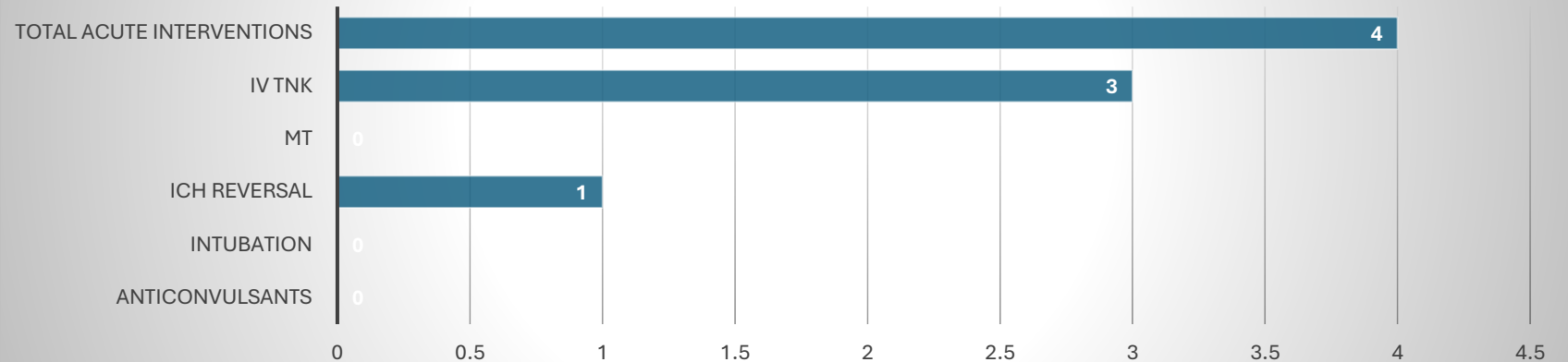
IN CASE OF EMERGENCY DIAL 9-1-1

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May 2026 MSTU Call Data



May 2026 MSTU Acute Interventions



May 2026 Hospital Offloads times

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

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<u>Facility</u>	<u>90th Percentile Transfer Time in Minutes (May 2026)</u>	<u>Transport Volume</u>
<u>UF Spanish Plains</u>	<u>22.0</u>	<u>938</u>
<u>UF Leesburg</u>	<u>25.1</u>	<u>411</u>
<u>HCA Ocala</u>	<u>17.9</u>	<u>66</u>
<u>UF Brownwood FER</u>	<u>19.6</u>	<u>30</u>
<u>HCA Trailwinds FER</u>	<u>10.3</u>	<u>27</u>
<u>Rendezvous MSTU / Landing Zone</u>	<u>13.7</u>	<u>13</u>
<u>Lifestream Behavioral</u>	<u>9.7</u>	<u>7</u>
<u>Advent Health Waterman</u>	<u>15.8</u>	<u>6</u>
<u>UF Health Shands</u>	<u>38.5</u>	<u>6</u>
<u>Advent Health Ocala</u>	<u>23.7</u>	<u>4</u>
<u>Other Facilities</u>	<u>17.1</u>	<u>13</u>
ALL FACILITIES	22.6	1,521

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	4/26/26 to 5/02/26	5/03/26 to 5/09/26	5/10/26 to 5/16/26	5/17/26 to 5/23/26	5/24/26 to 5/30/26	Average
M40	0.38	0.39	0.34	0.33	0.33	0.354
M240	0.37	0.36	0.38	0.26	0.31	0.337
M41	0.26	0.29	0.29	0.19	0.20	0.247
M241	0.28	0.31	0.24	0.18	0.19	0.242
M43	0.34	0.26	0.30	0.28	0.16	0.266
M243	0.32	0.28	0.37	0.28	0.24	0.298
M44	0.33	0.21	0.24	0.33	0.24	0.267
M244	0.36	0.19	0.30	0.28	0.25	0.277
M45	0.35	0.24	0.29	0.29	0.20	0.276
M46	0.30	0.17	0.20	0.20	0.17	0.210
M47	0.27	0.27	0.23	0.21	0.28	0.252
M48	0.27	0.16	0.20	0.25	0.18	0.213
M49	0.17	0.13	0.12	0.10	0.06	0.116
M51	0.27	0.24	0.34	0.26	0.30	0.282
Neuro 2	0.11	0.14	0.16	0.15	0.16	0.144

Ambulance Utilization Hours

VPSP maintains Ambulance Utilization Hours in 24-Hour UHU Analysis

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The Villages Medic Unit **24 hour** UHU (0800-0800)

Unit	4/28/26 to 5/02/26	5/03/26 to 5/09/26	5/10/26 to 5/16/26	5/17/26 to 5/23/26	5/24/26 to 5/30/26	Average
M40	0.27	0.24	0.27	0.23	0.25	0.253
M240	0.28	0.24	0.31	0.20	0.24	0.253
M41	0.20	0.17	0.19	0.12	0.12	0.162
M241	0.23	0.19	0.19	0.12	0.15	0.175
M43	0.24	0.17	0.20	0.21	0.16	0.197
M243	0.25	0.18	0.23	0.21	0.21	0.216
M44	0.20	0.15	0.16	0.21	0.17	0.178
M244	0.22	0.14	0.20	0.17	0.19	0.185
M45	0.24	0.16	0.22	0.20	0.15	0.195
M47	0.20	0.22	0.17	0.17	0.24	0.200
M48	0.21	0.16	0.16	0.19	0.14	0.174
M51	0.24	0.19	0.27	0.23	0.24	0.233

May 2026 Training Summary

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

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Topic	Total Training Hours
Fire	<p>Online Training: 160 hours</p> <p>Hands on Training: 4113.5 hours</p> <p>Total Training Hours: 4273.5 hours</p>
EMS	<p>Online Training: 436 hours</p> <p>Hands on Training: 150 hours</p> <p>Total Training Hours: 586 hours</p>
Technical Rescue	<p>Hands on Training: 204 hours</p> <p>Total Training Hours: 204 hours</p>



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 10/01/25-05/31/26	00:14	00:35	-00:21
May 2026	00:16		-00:19
April 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 <i>10/01/25-05/31/26</i>	00:37	00:45	-00:08
May 2026	00:42		-00:03
April 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 10/01/25-05/31/26	05:31	05:15	+00:16
May 2026	05:57		+00:42
April 2026	06:10		+00:55

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 –05/31/26	00:20	01:30	-01:10
May 2026	00:27		-01:03
April 2026	00:23		-01:07

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 <i>10/01/25-05/31/26</i>	08:36	07:00	+01:36
May 2026	09:00		+02:00
April 2026	08:37		+01:37

May 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	01:36
Turnout	00:52
Arrival of 1 st Unit	06:11

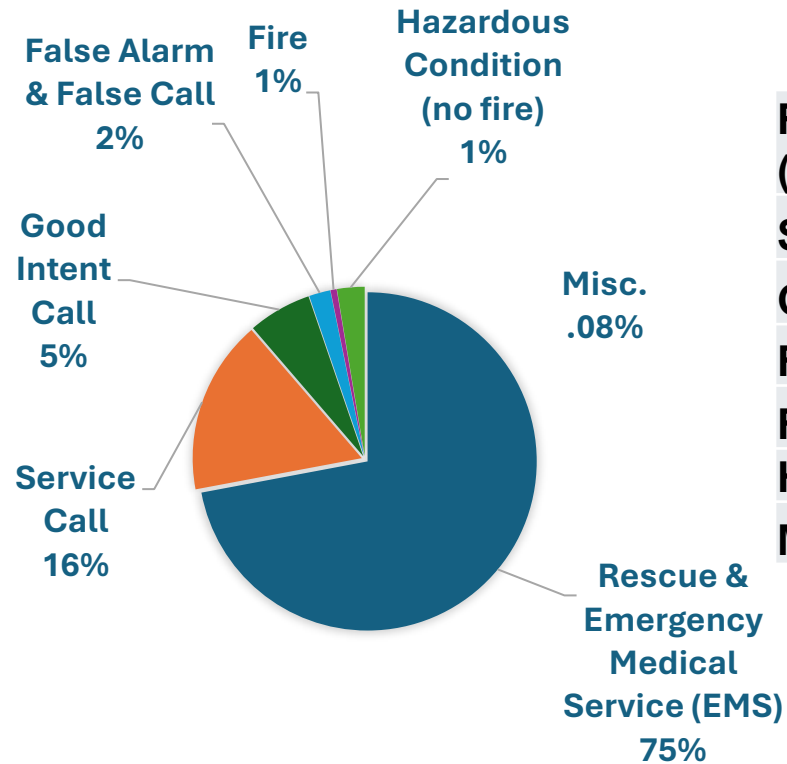
90th Percentile

Call Processing	03:05
Turnout	01:01
Arrival of 1 st Unit	09:34

May 2026 Breakdown by Incident Types

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**May not total due to rounding*

Rescue & Emergency Medical Service (EMS)	1845
Service Call	427
Good Intent Call	91
False Alarm & False Call	67
Fire	14
Hazardous Condition (no fire)	48
Misc.	4

2496 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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