

VCCDD Monthly Report

July
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.



VPD – Featured at Fire Rescue International

VPD is one of only 10 fire departments selected nationwide for an IAFC TV Department Spotlight. The professionally produced feature will premiere at **Fire-Rescue International 2026** in Kansas City, Missouri, showcasing VPD's people, innovation, and commitment to service before fire and EMS leaders from around the world.



In-House Paramedic Program

July 28, 2026

38 students Enrolled
17 VPSD +21 SCFEMS

Why: Control our training and build a sustainable workforce

Benefits: Develop highly trained paramedics while improving recruitment and retention

Savings: Lower training costs, maximize shared resources, and reduce reliance on outside programs



Growing Our Own * Strengthening Our Workforce * Reducing Long -Term Costs

Federal Bureau of Prisons Recognition

JULY 20, 2026

VPD recognized by the Federal Bureau of Prisons for partnership with Coleman Correctional.

3 custom made plaques awarded for ongoing positive relations and partnership.

"The men and women of FCC Coleman are profoundly grateful for your friendship, sacrifice, and your unwavering dedication."



Vehicle Fire on Florida's Turnpike

**RAPID RESPONSE •
NO INJURIES • FIRE
CONTAINED**

July 8, 2026 | 3:40 PM

Units: Engine 46, Engine 49,
Battalion Chief 402

Responded to a fully
involved pickup truck towing
a U-Haul trailer

Fire contained to the pickup,
preventing extension to the
trailer

Quick suppression, effective
interagency coordination,
and strategic firefighting
operations prevented further
damage.



Vehicle VS Building

PEBBLE SPRINGS RETIREMENT COMMUNITY

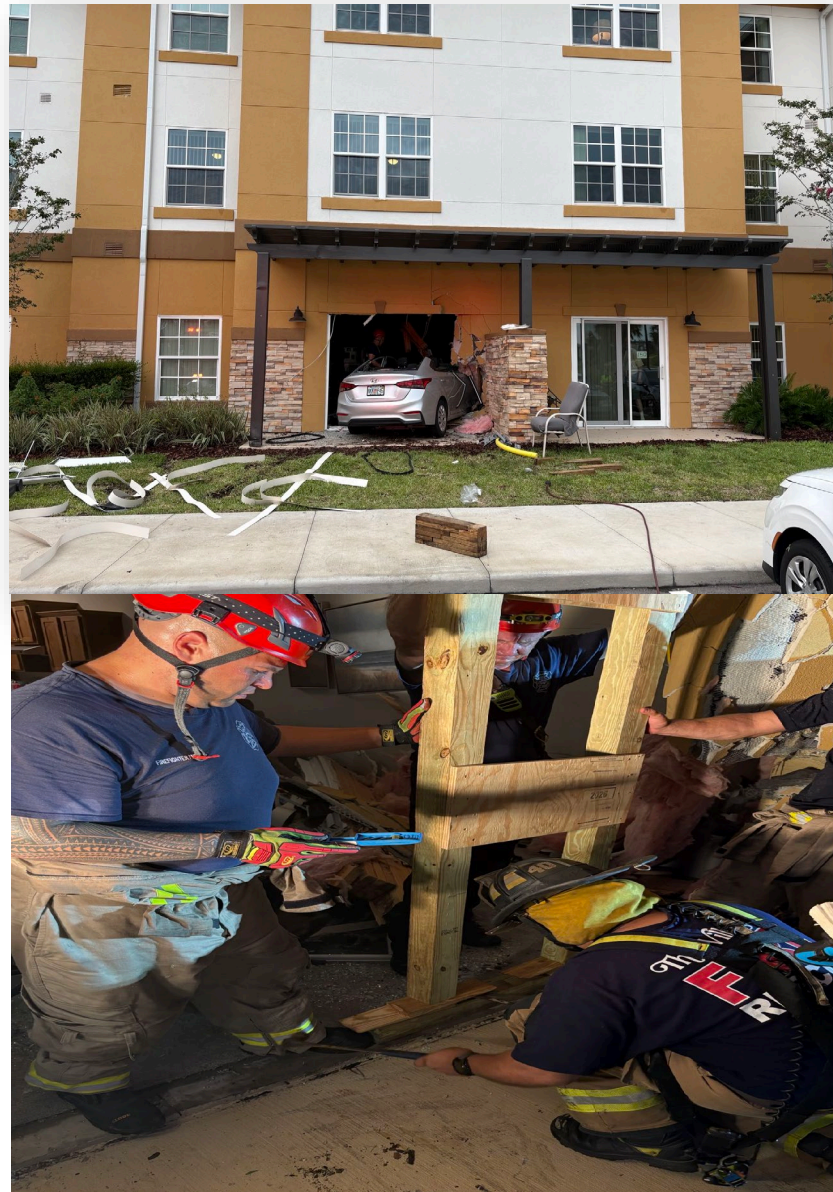
Response Time: 3:19

One vehicle crashed into an occupied apartment with one patient trapped and safely extricated

Technical Rescue Team stabilized the structure before vehicle removal

Building secured and turned over to property mgmt.

Rapid response, coordinated rescue efforts, and structural stabilization ensured a safe extrication and protected occupants and responders.



Residential Structure Fire

861 BARRYMOORE LOOP
JULY 10, 2026

Kitchen fire caused by
microwave cooking

Occupants safely
evacuated

Fire confined to kitchen

Crews extinguished fire,
checked for hidden
extension, and ventilated
home

Accidental fire with minimal
to moderate damage

Response and aggressive
fire attack prevented the
fire from spreading beyond
the kitchen.



Texas Roadhouse Rib Eating Challenge

VPD VS. SCSO

- VPSD faced off against the Sumter County Sheriff's office for the title of rib-eating champions on July 13th.
- Despite VPSD's best efforts, SCSO won the title of Rib Champions for 2026.
- VPSD looks forward to a rematch next year.



June 2026 Incidents

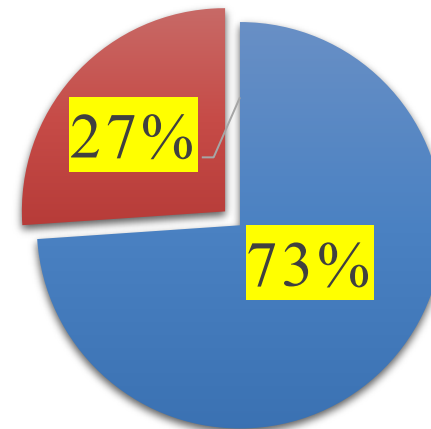
1703 Emergency Medical Services Related Responses

623 Fire & Other Responses

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June 2026	
Medical Responses	1703
Fires & Other Responses	623
Total Incidents	2326



- Emergency Medical Services Related Responses
- Fire /Other Responses

June 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	<i>Benchmark (<u>Goal</u>) Performance</i>	Performance Gap (+/- difference)
FY25/26 10/01/25-06/30/26	05:31	05:15	+00:16
May 2026	05:57		+00:42
June 2026	05:54		+00:39

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 (<u>Actual</u> Performance)	<i>Benchmark (<u>Goal</u>) Performance</i>	Performance Gap (+/- difference)
FY25/26 10/01/25-06/30/26	00:37	00:45	-00:08
May 2026	00:42		-00:03
June 2026	00:41		-00:04

June 2026 Response Time

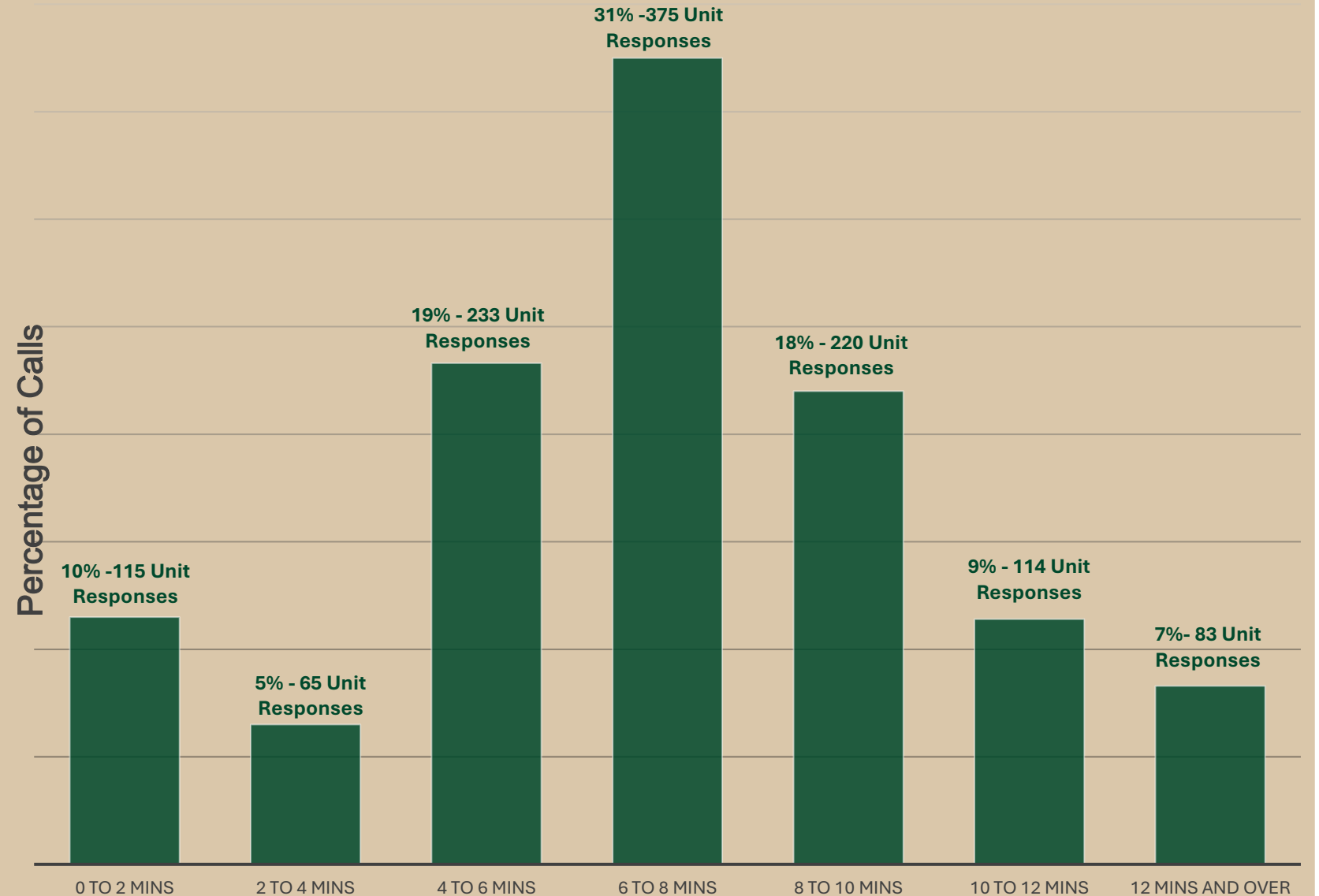
Fire, HazMat,
Technical & Other
Incidents

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

**65% of calls were
responded to
within 8 minutes**

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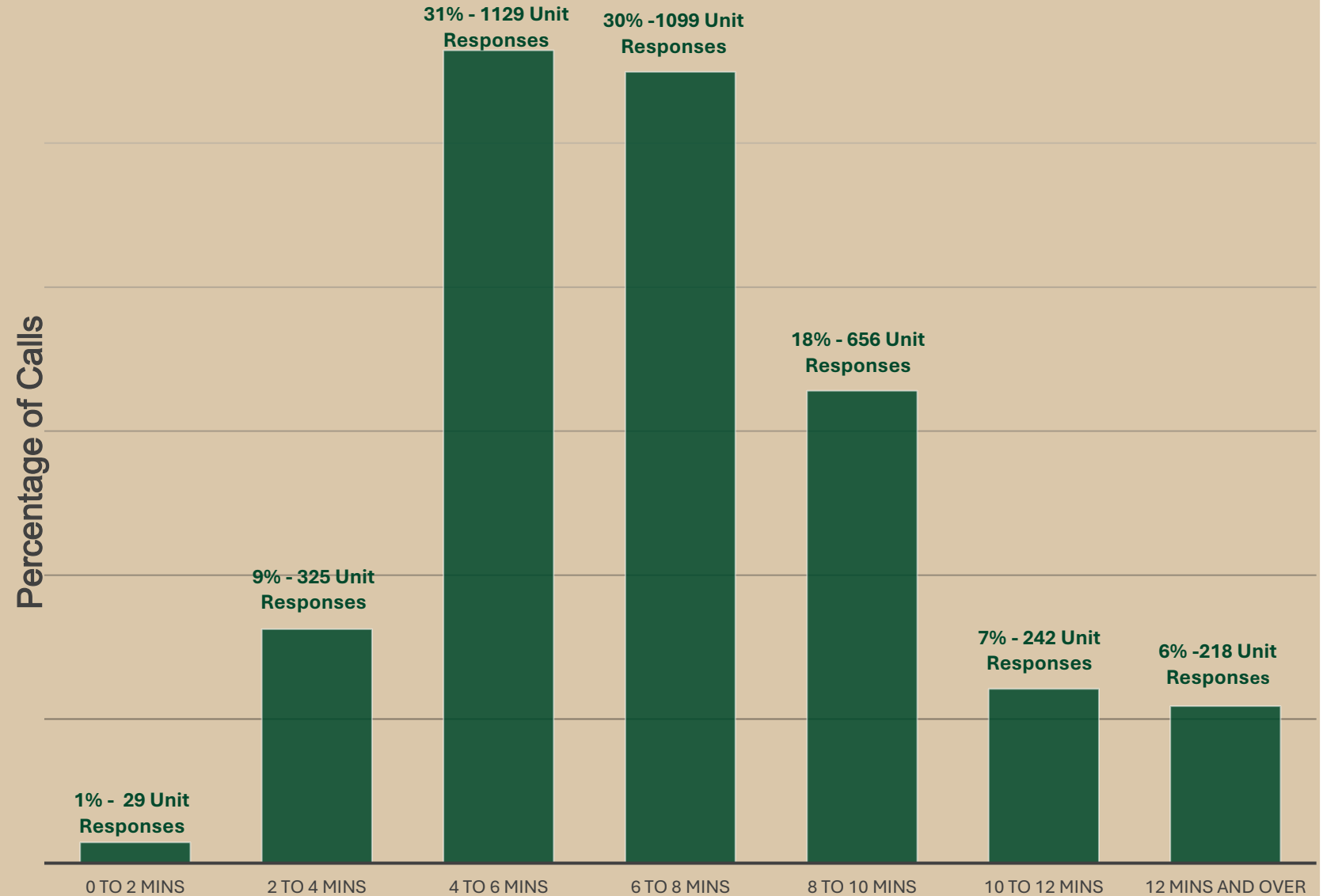
June 2026 Response Time Medical Incidents

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

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

IN CASE OF EMERGENCY DIAL 9-1-1

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Ambulance Response Statistics

June 2026 Ambulance Response Statistics:

Critical/High Acuity Average Response Time = 6.8 minutes

Moderate/Low Acuity Average Response Time = 7.7 minutes

Total Transports = 1,495

FYTD Ambulance Response Statistics:

Critical/High Acuity Average Response Time = 6.9 minutes

Moderate/Low Acuity Average Response Time = 7.6 minutes

Total Transports = 14,294

IN CASE OF EMERGENCY DIAL 9-1-1

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Mobile Stroke Treatment Unit (MSTU)

Total Calls – 81

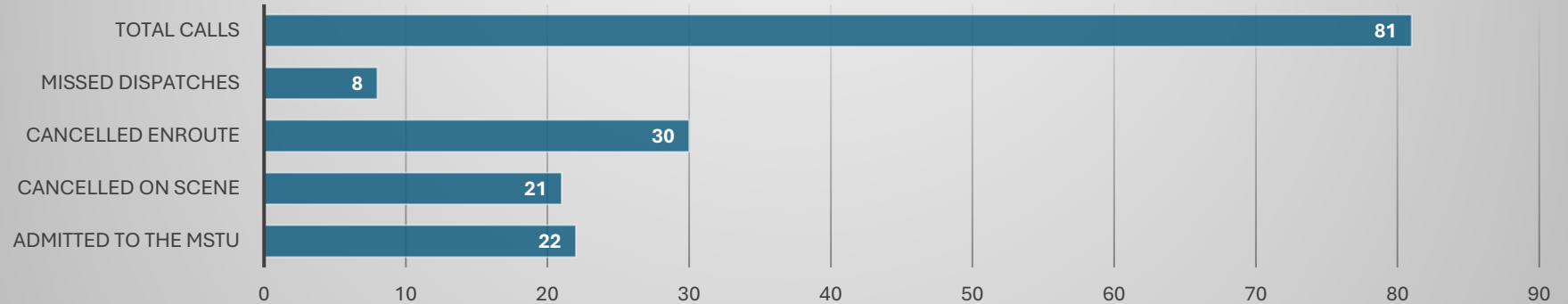
- Admitted to the MSTU – 22
- Cancelled On Scene - 21
- Cancelled Enroute – 30
- Missed Dispatches – 8

Total Calls To Date -980

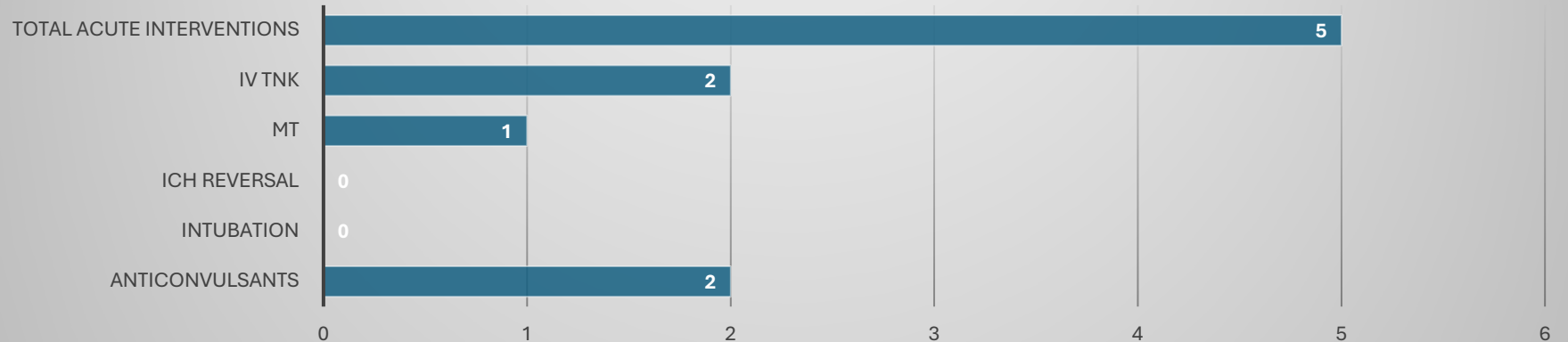
Total Acute Interventions – 5

- Anticonvulsants – 2
- Intubation – 0
- ICH Reversal (*Reversal of on Intracranial Hemorrhage*)– 0
- MT (*Mechanical Thrombectomy*) – 1
- IV TNK (*clot busting medication given via IV*) – 2

June 2026 MSTU Call Data



June 2026 MSTU Acute Interventions



June 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 (June 2026)	Transport Volume
UF Spanish Plaines	23.7	954
UF Leesburg	28.0	399
HCA Ocala	19.4	47
UF Brownwood FER	21.1	33
HCA Trailwinds FER	10.0	33
Lifestream Behavioral	6.3	7
Advent Health Ocala	12.2	6
Advent Health Waterman	12.1	3
Rendezvous MSTU / Landing Zone	11.9	3
HCA Summerfield	7.2	3
Other Facilities	10.9	7
ALL FACILITIES	24.9	1,495

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	5/31/26 to 6/06/26	6/07/26 to 6/13/26	6/14/26 to 6/20/26	6/21/26 to 6/27/26	Average
M40	0.38	0.32	0.36	0.31	0.345
M240	0.42	0.39	0.30	0.39	0.374
M41	0.30	0.24	0.25	0.30	0.273
M241	0.33	0.25	0.28	0.28	0.286
M43	0.35	0.32	0.22	0.29	0.297
M243	0.34	0.26	0.21	0.28	0.274
M44	0.22	0.22	0.29	0.27	0.250
M244	0.22	0.21	0.34	0.19	0.238
M45	0.19	0.29	0.16	0.22	0.218
M46	0.20	0.23	0.27	0.24	0.233
M47	0.22	0.24	0.22	0.24	0.233
M48	0.22	0.21	0.31	0.22	0.242
M49	0.10	0.07	0.11	0.22	0.125
M51	0.31	0.38	0.26	0.24	0.296
Neuro 2	0.11	0.11	0.11	0.14	0.117

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	5/31/26 to 6/06/26	6/07/26 to 6/13/26	6/14/26 to 6/20/26	6/21/26 to 6/27/26	Average
M40	0.29	0.25	0.24	0.25	0.258
M240	0.30	0.29	0.24	0.30	0.283
M41	0.17	0.15	0.14	0.19	0.165
M241	0.21	0.13	0.18	0.19	0.180
M43	0.25	0.21	0.16	0.18	0.199
M243	0.24	0.17	0.15	0.17	0.183
M44	0.14	0.17	0.20	0.19	0.174
M244	0.14	0.17	0.21	0.16	0.169
M45	0.15	0.21	0.15	0.16	0.169
M47	0.17	0.18	0.20	0.17	0.181
M48	0.12	0.14	0.22	0.21	0.173
M51	0.24	0.28	0.23	0.21	0.240

FAQ: Ambulance Utilization Hours

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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.

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%

June 2026 Training Summary

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

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Topic	Total Training Hours
Fire	Online Training: 233.50 hours Hands on Training: 5867.50 hours Total Training Hours: 6101 hours
EMS	Online Training: 220 hours Hands on Training: 525.75 hours Total Training Hours: 745.75 hours
Technical Rescue	Online Training: 70 hours Total Training Hours: 70 hours



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 10/01/25-06/30/26	00:14	00:35	-00:21
May 2026	00:16		-00:19
June 2026	00:16		-00:19

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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	Baseline (Actual) Performance	Benchmark (Goal) Performance	Performance Gap (+/- difference)
FY25/26 10/01/25-06/30/26	05:31	05:15	+00:16
May 2026	05:57		+00:42
June 2026	05:54		+00:39

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 –06/30/26	00:20	01:30	-01:10
May 2026	00:27		-01:03
June 2026	00:24		-01:08

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 (<u>Actual</u>) Performance	Benchmark (<u>Goal</u>) Performance	Performance Gap (+/- difference)
FY25/26 10/01/25-06/30/26	08:36	07:00	+01:36
May 2026	09:00		+02:00
June 2026	08:53		+01:53

June 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	00:17
Turnout	00:41
Arrival of 1 st Unit	06:10

90th Percentile

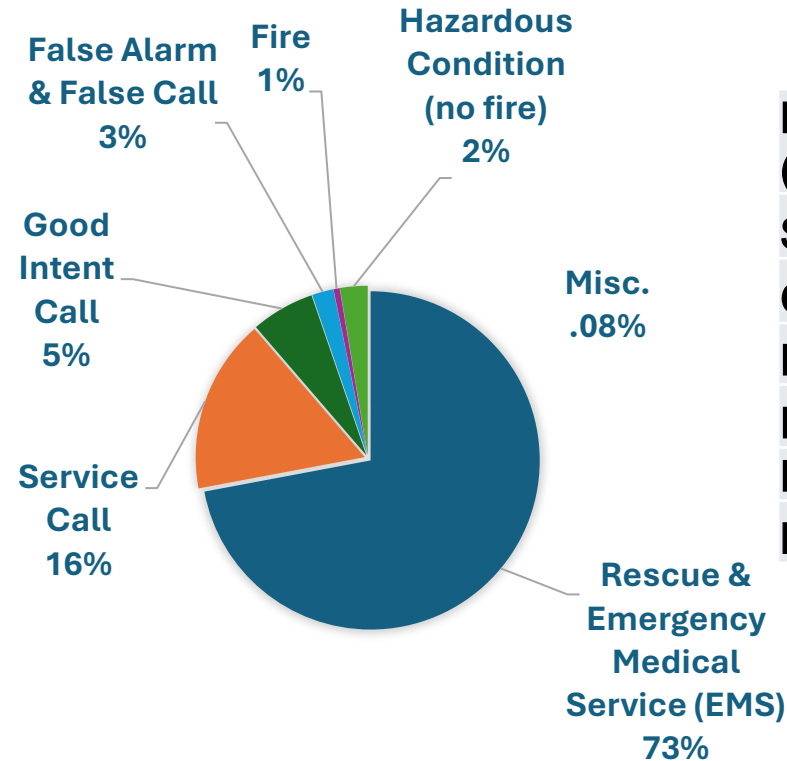
Call Processing	00:25
Turnout	01:01
Arrival of 1 st Unit	09:19

June 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)	1703
Service Call	377
Good Intent Call	115
False Alarm & False Call	63
Fire	12
Hazardous Condition (no fire)	52
Misc.	4

2326 Incidents

Definitions

IN CASE OF EMERGENCY DIAL 9-1-1

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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.



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