

VCCDD Monthly Report

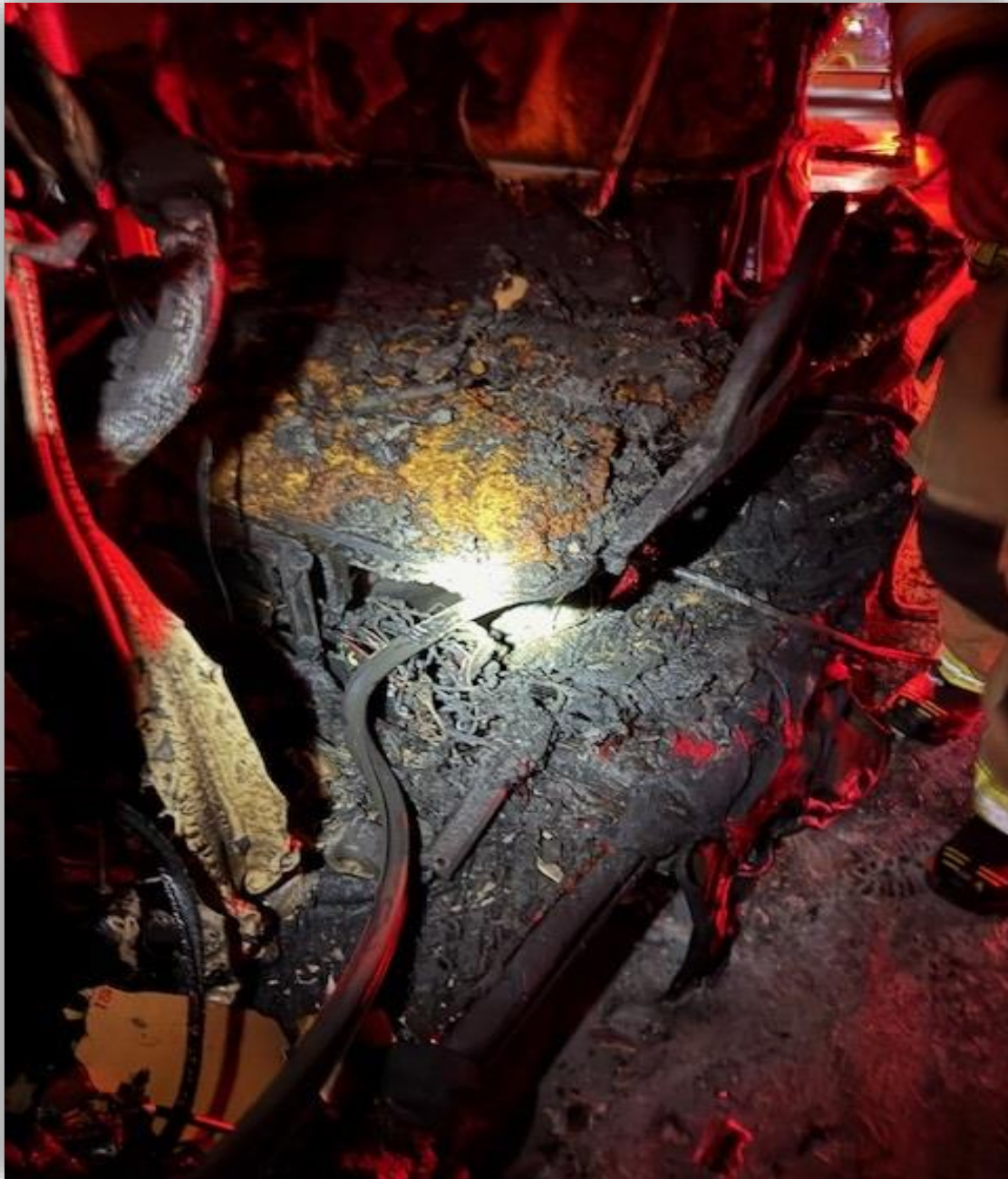
March 2025

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.





Auburndale Avenue March 6, 2025

Alarm Time: 20:16:32

En Route: 20:17:19

Arrival Time: 20:21:19

Total Response Time: 4 minutes 47 seconds



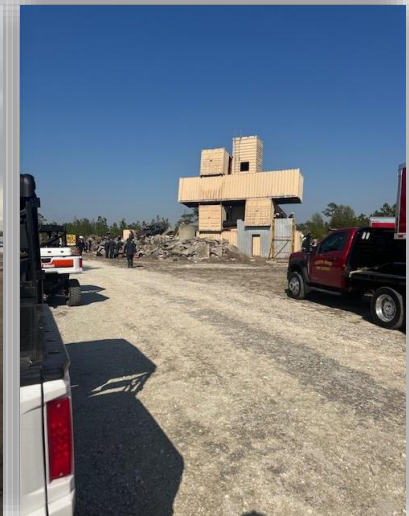
TRT 424 State USAR Drill

February
25-27, 2025

Camp Blanding, FL

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.



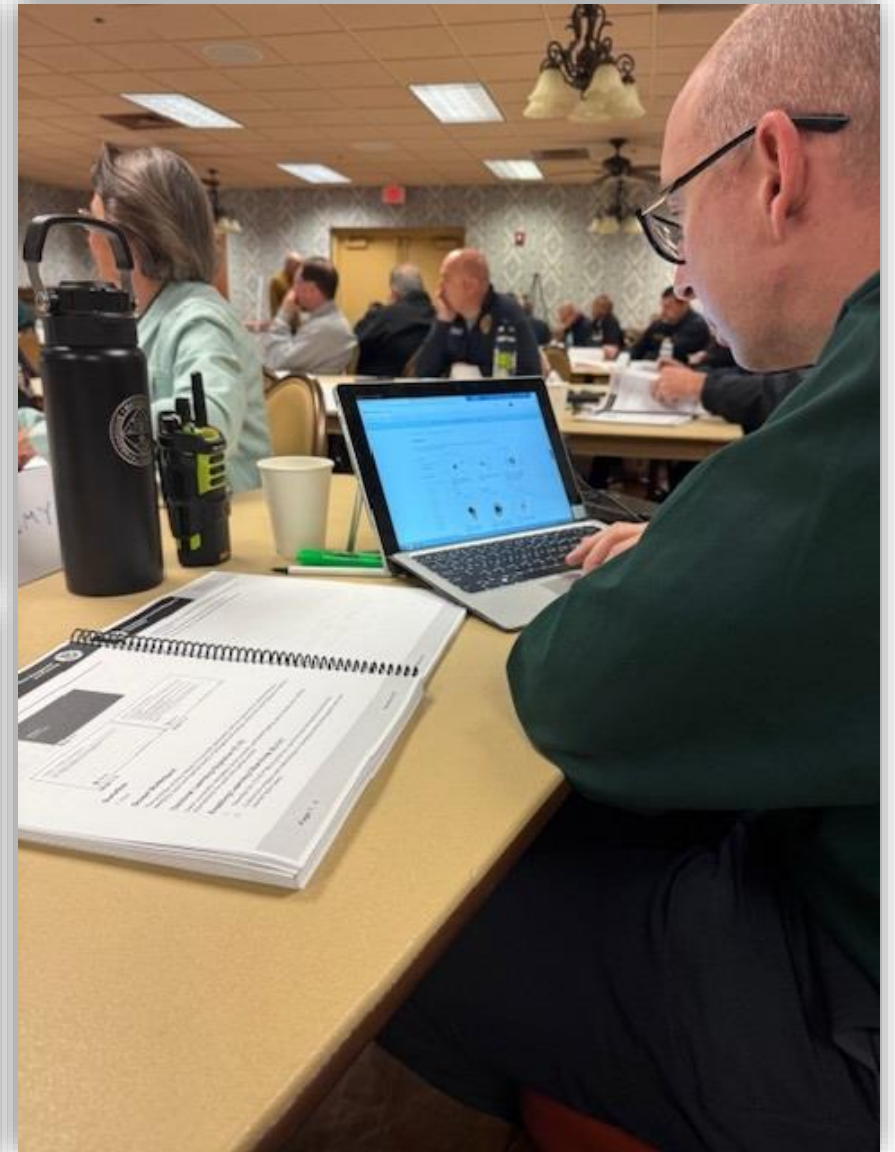
Special Events Risk Management & Planning Course

February
17-18, 2025

La Hacienda Recreation Center

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 2025 Incidents

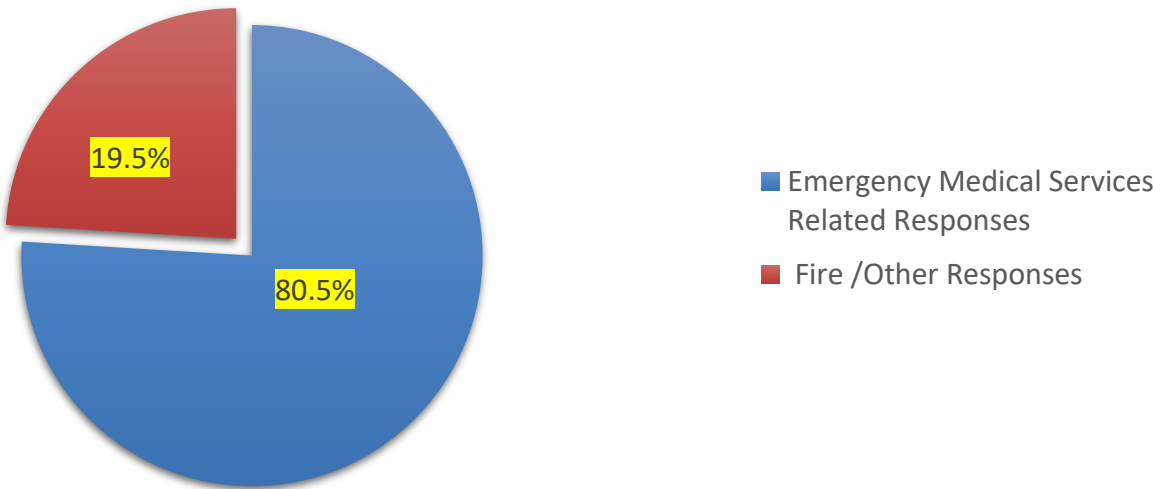
80.5% Emergency Medical Services Related Responses

19.5% 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 2025	
Emergency Medical Services Related Responses	1786
Fire/Other Responses	445
Total Incidents	2218



Average Response Times within The Villages-February 2025

FY24-25 Goal is to reduce first unit response time Goal to 5:20 (When Fully Staffed & New Stations are Operational)

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 <u>within The Villages</u>			
Measured in minutes and seconds (mm:ss)			
	Baseline (<u>Actual</u>) Performance	Benchmark (<u>Goal</u>) Performance	Performance Gap (+/- difference)
FYTD [10/01/24-02/28/25]	05:46	05:20	+00:26
February 2025	05:33		+00:13
January 2025	05:38		+00:18

Response Time

Fire Units

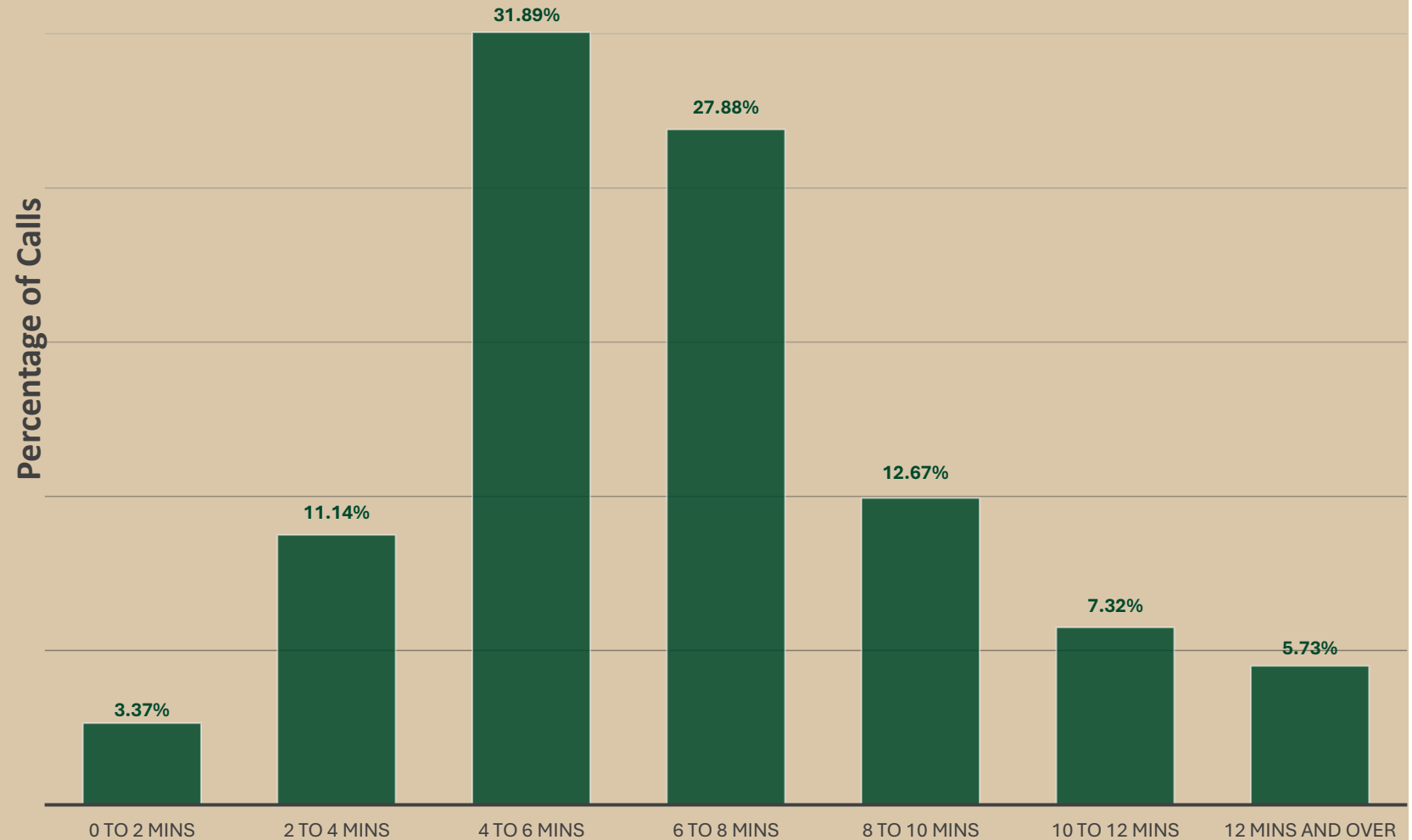
February 2025

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

**74.3% 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.



Response Time

EMS Units

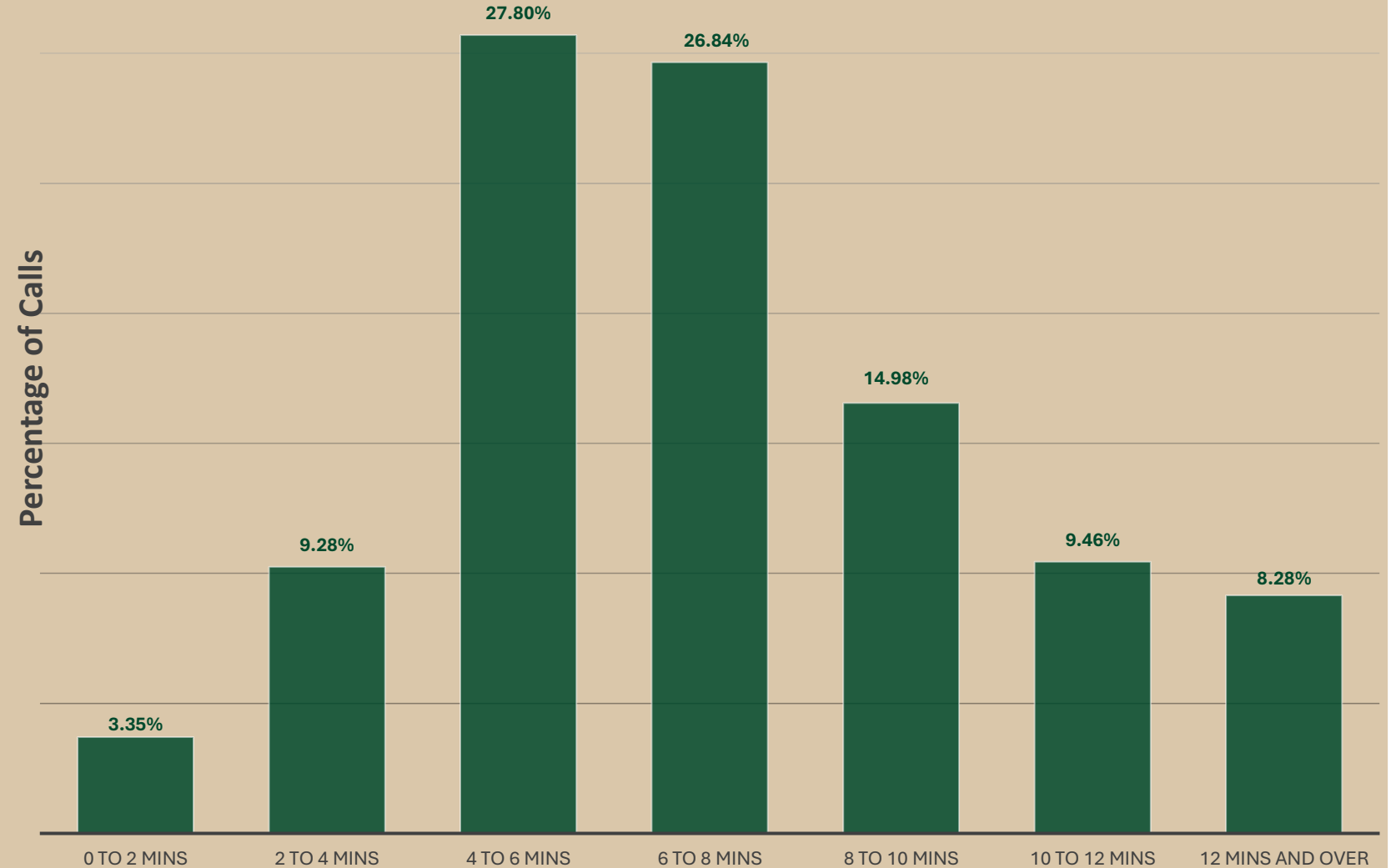
February 2025

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

**67.3% 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 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 (February)
Fire	Online Training: 286 hours Hands on Training: 3,875 hours Total Training Hours: 4,175 hours
EMS	Online Training: 396 hours Hands on Training: 1,727 hours Total Training Hours: 2,013 hours
Technical Rescue	Online Training: 70 hours Hands On Training: 140 hours Total Training Hours: 210 hours

Ambulance Response Statistics

**VPSD is on track to
complete 16,500
calls for FY24/25**

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 2025 Ambulance Response Statistics:

- **Critical/High Acuity Average Response Time = 7.4 minutes**
- **Moderate/Low Acuity Average Response Time = 8.4 minutes**
 - **Total Transports = 1,445**

FYTD Ambulance Response Statistics:

- **Critical/High Acuity Average Response Time = 7.3 minutes**
- **Moderate/Low Acuity Average Response Time = 8.1 minutes**
 - **Total Transports = 7,015**



Hospital Offload Times February 2025

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 2025)	Transport Volume
UF Spanish Plaines	24.4	892
UF Leesburg	34.3	382
HCA Ocala	24.4	57
HCA Trailwinds FSER	18.1	49
UF Brownwood FSER	23.4	45
Lifestream Behavioral	17.1	6
Advent Health Ocala	49.6	4
Advent Health Waterman	14.6	2
HCA Summerfield FSER	10.9	2
Orlando Health Blue Cedar FSER	10.9	1
Other Facilities	25.8	5
ALL FACILITIES	27.2	1,445

Ambulance Utilization Hours

Increasing volume of
calls for service during
Peak Hours forces
exceedance of
ambulance utilization
hours

*UHU: Unit Hour Utilization

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.

Villages FY 2024-2025 Medic Unit Peak UHU (0800-2000)					
Unit	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Average
M40	0.31				0.309
M240	0.34				0.337
M41	0.25				0.252
M241	0.27				0.266
M43	0.28				0.276
M243	0.30				0.295
M44	0.29				0.289
M45	0.25				0.253
M46	0.16				0.160
M47	0.24				0.235
M48	0.18				0.182
M49	0.25				0.252
M51	0.30				0.296

Ambulance Utilization Hours

VPD 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.

Unit	2/02/25 to 2/08/25	2/09/25 to 2/15/25	2/16/25 to 2/22/25	2/23/25 to 3/01/25	Average
M40	0.29	0.28	0.26	0.31	0.277
M240	0.20	0.27	0.24	0.22	0.238
M41	0.15	0.17	0.20	0.22	0.177
M241	0.21	0.18	0.22	0.22	0.205
M43	0.20	0.18	0.19	0.24	0.189
M243	0.21	0.22	0.21	0.25	0.216
M44	0.26	0.25	0.31	0.31	0.273
M45	0.26	0.22	0.26	0.21	0.246
M46	0.18	0.18	0.19	0.23	0.186
M47	0.18	0.16	0.19	0.22	0.181
M48	0.14	0.16	0.15	0.12	0.152
M51	0.29	0.24	0.27	0.28	0.267



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 <u>within The Villages</u>			
Measured in minutes and seconds (mm:ss)			
	Baseline <u>(Actual)</u> Performance	Benchmark <u>(Goal)</u> Performance	Performanc e Gap (+/- difference)
FYTD 10/01/24 – 02/28/25	00:20	00:35	-00:15
February 2025	00:16		-00:19
January 2025	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 <u>within The Villages</u>			
Measured in minutes and seconds (mm:ss)			
	Baseline (<u>Actual</u>) Performance	Benchmark (<u>Goal</u>) Performance	Performance Gap (+/- difference)
FYTD 10/01/24 –02/28/25	00:39	00:45	-00:06
February 2025	00:39		-00:06
January 2025	00:40		00:05

**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.

<div>All Emergency Calls <u>within The Villages</u></div> <div>Measured in minutes and seconds (mm:ss)</div>			
	Baseline (Actual) Performance	Benchmark (Goal) Performance	Performance Gap (+/- difference)
FYTD 10/01/24 – 02/28/25	05:36	05:20	+00:16
February 2025	05:33		+00:13
January 2025	05:38		+00:18

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 <u>within The Villages</u>			
Measured in minutes and seconds (mm:ss)			
	Baseline (<u>Actual</u>) Performance	Benchmark (<u>Goal</u>) Performance	Performanc e Gap (<u>+/- difference</u>)
FYTD 10/01/24 –02/28/25	00:25	01:30	-01:05
February 2025	00:23		-01:07
January 2025	00:24		-00:06

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 <u>within The Villages</u>			
Measured in minutes and seconds (mm:ss)			
	Baseline (<u>Actual</u>) Performance	Benchmark (<u>Goal</u>) Performance	Performan ce Gap (+/- difference)
FYTD 10/01/24 –02/28/25	08:39	06:00	+02:39
February 2025	08:24		+02:24
January 2025	08:33		+02:33

Total Response Time
at 90th Percentile
(Arrival of Last 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 <u>within The Villages</u> Measured in minutes and seconds (mm:ss)			
	Baseline (<u>Actual</u>) Performance	Benchmark (<u>Goal</u>) Performance	Performance Gap (+/- difference)
FYTD 10/01/24 – 02/28/25	09:55	06:00	+03:55
February 2025	09:38		+03:38
January 2025	10:12		+04:12

February 2025
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	0:00:19
Turnout	0:00:41
Travel Time	0:05:33
Total Response Time	0:06:26

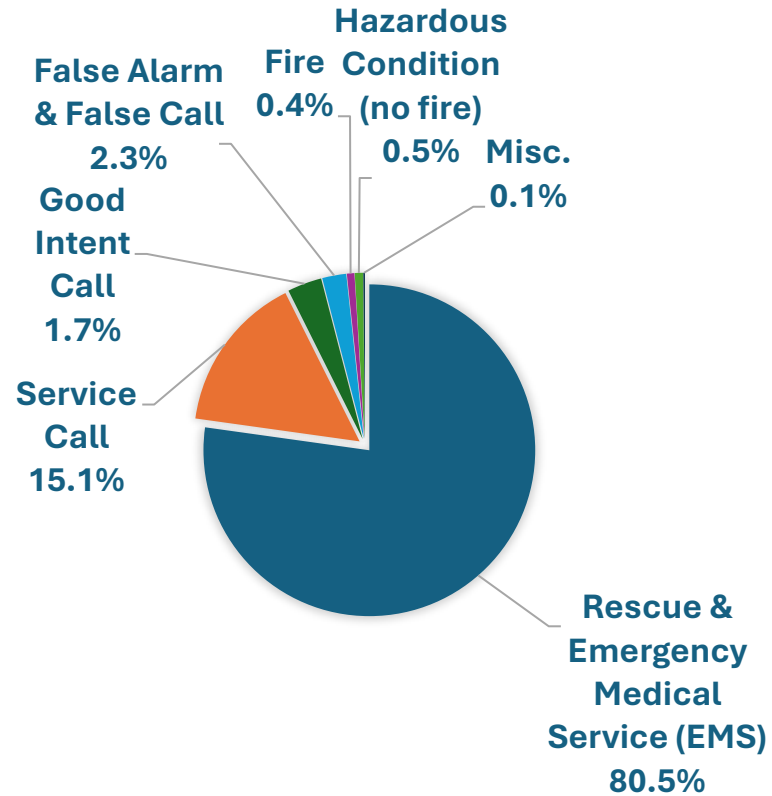
90th Percentile

Call Processing	0:00:30
Turnout	0:00:58
Travel Time	0:08:55
Total Response Time	0:11:11

February 2025 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)	1786
Service Call	333
Good Intent Call	39
False Alarm & False Call	51
Fire	8
Hazardous Condition (no fire)	11
Misc.	3

February 2025 - Number of Incidents: 2218

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.