

**Property Owners Association of The Villages
General Membership Meeting
February 17, 2023**

Called to order: by Cliff Wiener, President at 7:00 pm.

- Board members present: All, except: Dan Warren and Steve Lapp, excused.
- Members present: Approximately 90, with over 150 watching via live-streaming.
- Organizations present: Hospital Auxiliary, Sun Kool and Seniors vs. Crime.
- January membership meeting minutes read by Reb Benson and unanimously approved.
- Treasurer Report by Ash Marwah: January, Income: \$13,881; Expenses: \$17,421; Net Loss: \$3,540; Operating Funds: \$150,168. Ash mentioned the 2023 POA Budget was approved at \$247,000 with Cliff stating a large portion of the budget goes to providing the bulletin to all residents monthly.
- Raffle: Three winners of \$30 each announced.

Announcements:

- Cliff mentioned membership dues are \$15 per year that went into effect on January 1st. We can no longer accept membership registrations with only \$10 paid.
- Cliff introduced the various representatives in the room: Sal Torname, Don Deakin and himself as District Supervisors and Reb on the Amenity Authority Committee.
- Cliff said he needs residents to provide him input regarding any issues they are having related to water meter reading.
- Cliff mentioned Cheryl Chestnut, Villages Hospital, in March; an Audiologist in April; Dr. Casper on Nutrition in May; Len Hathaway on Lightning in June (and that A-1 Lightning and the POA will raffle off a lightning system); Bradley Arnold & Craig Estep on Sumter County Budget in July and no August meeting (since we do not have the main room at Laurel Manor and hence no ability to live stream the meeting).
- Cliff mentioned the Chirp Program run by Community Watch and that we have whistles for folks.
- Cliff mentioned all should sign up for e-notifications via DistrictGov.Org.
- Cliff mentioned that if any groups would like a POA and/or AED presentation, he or other Board members would be happy to provide one.

Questions:

- A resident asked about when gate arms are removed and when the software update will happen. **Ans:** Cliff said the software update is ongoing for the next few months and Kenny Blocker, District Manager, said the gate arms are taken down when wind speeds are anticipated to exceed 35 MPH.
- A resident mentioned the reader that can be added to the outside mirror of a car. **Ans:** Kenny Blocker said they are not permitted and once the software update is done, they will not work.

Speaker: Cliff introduced Kenny Blocker who introduced Brian Twiss, Villages Public Service Department (VPSD) Chief, to discuss ambulance transportation.

- Chief Twiss went over his background and looking forward to working with everyone as the new Chief of VPSD. He went over a few slides on VPSD, stating they cover over 90 square miles and will be adding three new fire stations (to the existing 9 stations) in the next couple years; Fire Station 46 (November 2023) in the Finney area, plus Fire Station 48 (April 2024) and 49 (April 2025) along the CR-470 corridor.
- Chief Twiss then introduced Ken Wannan, EMS Division Chief, who provided his background and went over some slides regarding ambulance service that VPSD started in October 2022.
 - VPSD has 13 ambulances, 9 used 24/7, 1 for daytime workloads and 3 in reserve.
 - There were 5,488 patient transports and 6,485 total EMS calls from 10/1/2022-1/31/23, with most calls in the northern end of The Villages.
 - There are on average about 1-4 calls during the midnight hours that ramps up to 8 to 9 calls/hour during the day then ramps back down in the evening.

- Response time average is about 8 minutes for ambulance arrival. In many cases a fire engine with EMS might arrive before the ambulance and start emergency treatment.
- Off load times at hospitals is between 25 to 50 minutes...resulting in about 2 hours from time ambulance is dispatched on a call until it is available for another call.
- Due to COVID, we lost many nurses and doctors (retired, changed professions, etc.) and the pipeline slowed/stopped. This has contributed to hospital delays, but it is starting to improve.
- An effective Unit Hour Utilization (in a 24-hour shift schedule) is: 7.2 hours emergency calls (30%), 2 hours fire company training, 1 hour Physical Training, 1.5 hours meals, 2 hours return from hospital, 2 hours vehicle checks, 2 hours EMS tasks and 6.3 hours sleep. Currently, VPSD is running about 30% overall and about 40% during the peak hours (0800-2000).
- VPSD develops reports from each call which are sent to Digitech for billing, etc.
- Pertinent questions included:
 - Can a person state where they want to be transported? **Ans:** Yes, unless the type of injury requires transport to the hospital that can handle that.
 - Does The Villages hospital get most of the calls? **Ans:** Yes.
 - How long do the vehicles last? **Ans:** Hope for several years, but a couple vehicles already have over 20,000 miles on them. We are rotating them around to save on mileage.
 - If a multiple casualty situation, could you transport more than one person? **Ans:** Yes, but prefer to transport only one patient.
 - When calling 911 how can we help? **Ans:** Have a medication list available when EMS arrives. This is where the Vials for Life program comes in handy, with a resident mentioning you can put your medical information on your Apple watch.
 - What about a train derailment? **Ans:** Sumter County would be responsible for this type of emergency and potential HAZMAT situation, but that VPSD would be working with them.
 - Station 42 is in Marion County, where does it go? **Ans:** Mainly to the Station 43 or 40 area to help them out, with another Station backfilling if a call from Marion County part of The Villages.
 - Why not outsource cleaning and maintenance to save time? **Ans:** No time savings on cleaning and maintenance is done from a contracted location for all Village-owned vehicles.
 - Do you handle mental health calls? **Ans:** If a law enforcement issue, they will handle it, but we will probably transport the patient.
 - Why did you start with Station 40 and then higher? **Ans:** To not create potential confusion with surrounding counties and cities to where they wouldn't know who was responding if the same station number.

In closing Cliff mentioned that not one complaint call has been made to the POA since VPSD started the ambulance service in October; before that there had been 10 to 15 calls a month. There was a Motion to adjourn the meeting at 8:00pm that was seconded and unanimously approved.

Submitted by: Reb Benson, Secretary