



MEMORANDUM

TOWN OF PONCE INLET OFFICE OF THE PUBLIC SAFETY DIRECTOR

The Town of Ponce Inlet staff shall be professional, caring, and fair in delivering community excellence while ensuring Ponce Inlet citizens obtain the greatest value for their tax dollar.

To: Michael Disher, Town Manager AICP, Town Manager
From: Daniel Scales, Public Safety Director
Date: May 2, 2025
Subject: April 2025 Fire Department Activity Report

Attached to this memo are the following items.

- Department incident summary for the month of April (with graph)
- Accreditation baseline performance data for response occurring within Ponce Inlet only
- Incident concentration heat maps
- April fire training summary for the fire department
- Summary of activities from the fire department Office Manager

In April, the Ponce Inlet Fire Department (PIFD) responded to a total of 106 incidents, with 59 of those falling under Emergency Medical Services (EMS). The department transported 50 patients, 14 from within Ponce Inlet and 36 from out-of-district, averaging 1.6 transport per day. Notably, only 2 transports required assistance from an outside agency during this period.

Below are the fire department highlights for April of 2025.

Pre-Fire Planning and ISO Preparation

Throughout the month, fire crews have continued conducting on-site visits to properties across town to complete online pre-fire plans. These efforts are part of the preparation for the Town's upcoming ISO re-evaluation, scheduled to occur in May as part of the standard five-year review cycle.

Quint 78 Placed in Service

April marked a major milestone with the final equipping and deployment of the new 75-foot Quint apparatus. Department personnel completed the in-service training provided by the manufacturer, and all shift personnel successfully obtained Florida certification as aerial apparatus operators. In addition, crews visited various multistory properties to conduct hands-on training in the deployment and operation of the new ladder truck.

Over the coming weeks, residents and visitors may notice Quint 78 throughout the community as crews continue to train and build operational familiarity with this important new asset.

Fire Department turnout data is included with the other call related information. The fire department's goal is to have the 90th percentile time for both medical and fire calls meet the NFPA standards. In April, the fire department met the 90th percentile for fire responses. The 90th percentile for fire department EMS responses for April was close to the NFPA standard.

To provide the public with more fire department response data, we are including hyperlinks to heat maps of the various fire department responses. The intent of the heat maps is to demonstrate concentrations of calls within the community. This is a requirement of the accreditation process. Links to the heat maps can also be found on the Town's website under the fire department section.

NOTE: Each map link will launch in an individual web browser.

Link to Ponce Inlet's April fire department call responses:

https://app.mapline.com/map/map_61025dd/Qz9OPxUUPz8UPz8UPmgUTz86dD99Pz8UPz83PwJtPz8uP15bPy

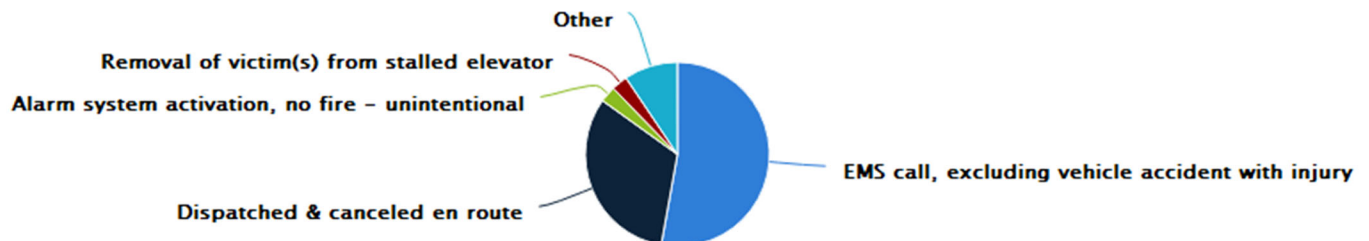
Link to Ponce Inlet's April EMS call type responses:

https://app.mapline.com/map/map_7a193e83/PR4UbT8cR3ULZTVLPz8UND8hP1RXGlgUJVcUP1klPz8LFCN2LT

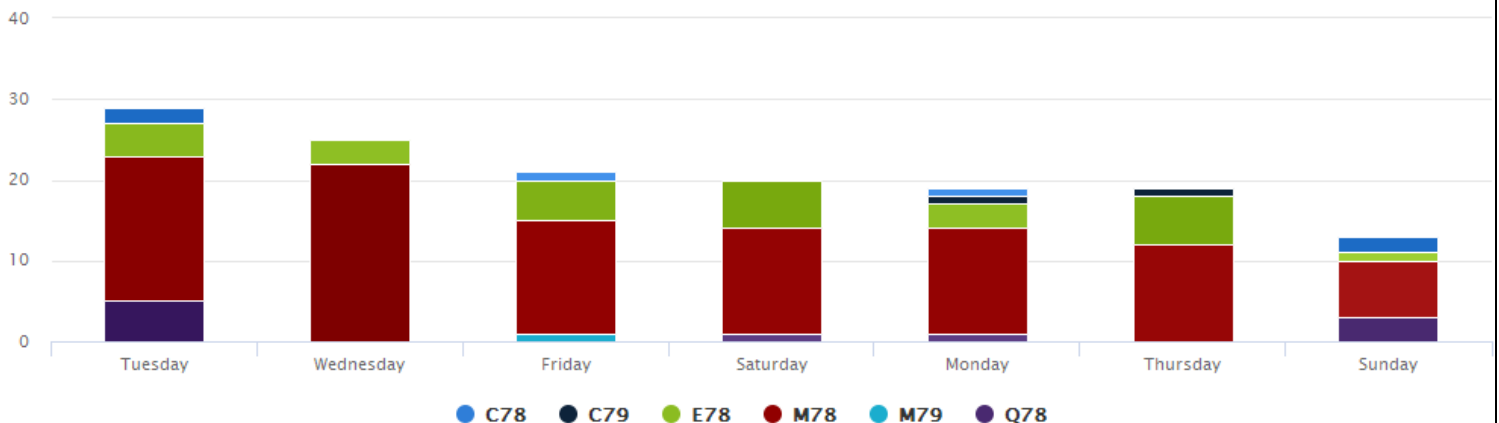
Link to Ponce Inlet's April fire call type responses:

https://app.mapline.com/map/map_a6d0be7/P2YUYwkbGj8ETT85LkIUZD9YPz87Pz8oPzgUPz9KGGEUJz8UPz

Incident Counts by Type



Incident Counts by Day of Week



Ponce Inlet Fire Department All Incident Summary

April 1 through April 30, 2025

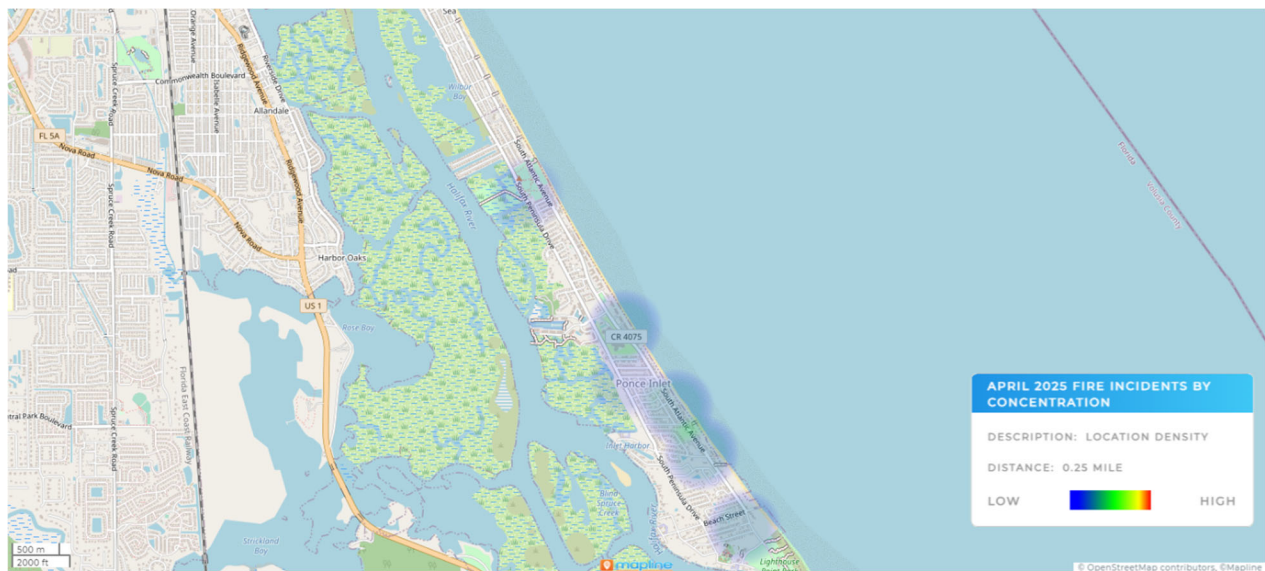
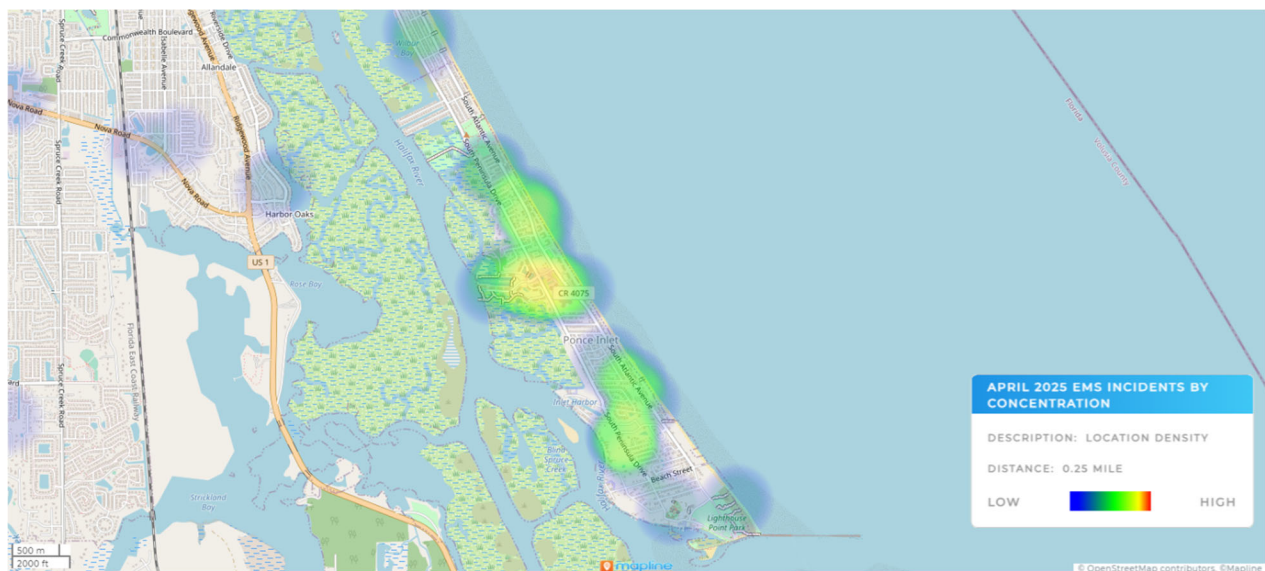
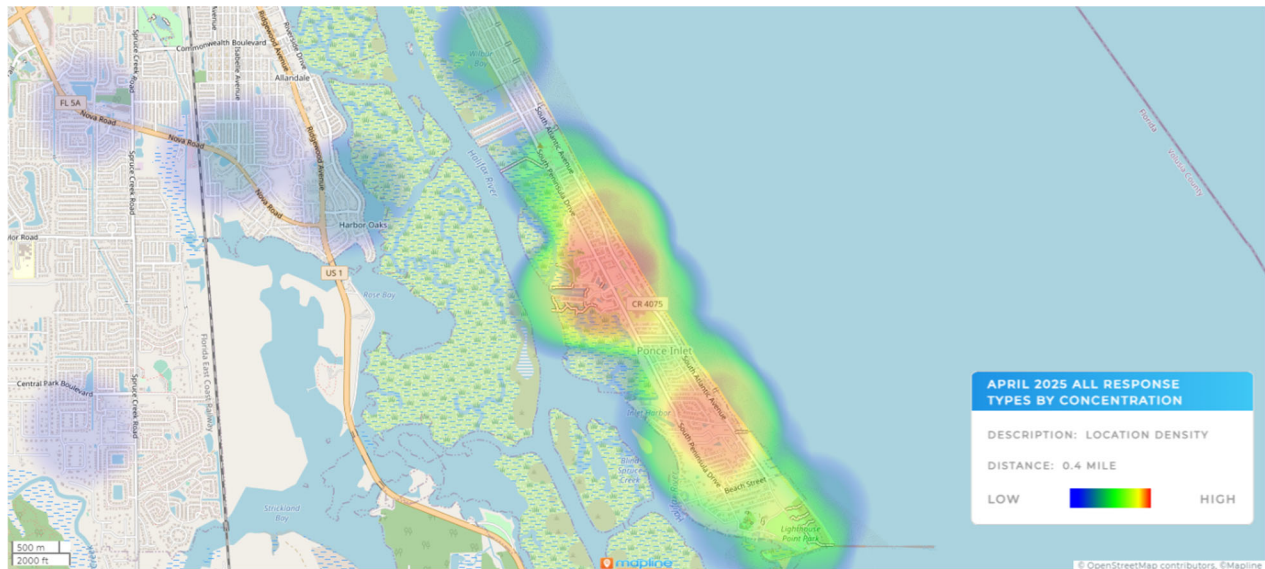
Total Monthly Department Responses	106
Fire Incident Types	47
EMS Incident Types	59
Average Response per 24hr Shift for March	3.5
Total Response for Year-to-Date	413
Average Response per 24hr Shift Year-to-Date	3.4

Fire Service Incident Types	
Hazardous Conditions/No Fire	2
Service Call	2
Good Intent	36
False Alarm	7
Miscellaneous	0
Fire	0

Unit Turnout Time Analysis	
	Reaction Time
Medical	
Average	59 Secs
Lowest	00 Secs
Highest	115 Secs
90th Percentile	88 Secs
Fire	
Average	47 Secs
Lowest	00 Secs
Highest	138 Secs
90th Percentile	128 Secs
Reaction Time - time from dispatch notification to time unit goes enroute	
NFPA 1710 Recommends . 60 secs reaction time for 90% of EMS incidents	
NFPA 1710 Recommends 80 secs reaction time for 90% of fire service incidents	

Response Time Analysis	
	Response Time
Medical	
Average	3:41 Mins
Lowest	1:43 Mins
Highest	7:58 Mins
90th Percentile	5:26 Mins
Fire	
Average	3:13 Mins
Lowest	00:08 Mins
Highest	5:26 Mins
90th	4:48 Mins

EMS Incidents and Transports	
Transports	50
Non-transports	9
<i>Transports Originating Within Ponce Inlet</i>	14
<i>Transports Originating Outside of Ponce Inlet</i>	36
<i>In-District Transport Assisted by Outside Agency (not included transport totals)</i>	2
Ponce Inlet Transporting from In-District	0
Ponce Inlet Transporting from Out-of-District	2
<i>Transport Destinations</i>	
Halifax Port Orange	21
Halifax Daytona	19
Advent Daytona	5
Advent Port Orange	5
Advent New Smyrna Beach	0
<i>Total EMS Transports Year-to-Date</i>	212
In-District Transports	63
Out of District Transports	149
Average Transports per 24hr Shift for April	1.7
Average Transports per 24hr Shit Year-to-date	1.6



Baseline Performance Tables - For In-district Responses Only*

(Low Risk) (Fire Suppression) 90th Percentile Times Baseline Performance (all times min:sec)			January	February	March	April
Alarm Handling	Pick-up to Dispatch	Urban	02:08	02:28	01:55	02:19
Turnout Time	Turnout Time 1st Unit	Urban	00:42	00:46	00:46	00:40
Travel Time	Travel Time 1st Unit Distribution	Urban	06:30	06:53	03:13	03:18
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	08:50	09:26	05:25	04:55
			N=6	N=4	N=3	N=6

(Medium Risk) (Fire Suppression) 90th Percentile Times Baseline Performance (all times min:sec)			January	February	March	April
Alarm Handling	Pick-up to Dispatch	Urban	00:42	00:00	01:26	01:19
Turnout Time	Turnout Time 1st Unit	Urban	00:54	00:43	00:56	01:04
Travel Time	Travel Time 1st Unit Distribution	Urban	05:24	05:21	05:39	04:12
	Travel Time ERF Concentration	Urban	05:24	05:21	05:39	04:12
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	06:18	06:02	07:25	05:22
			N=4	N=4	N=3	N=7
	Total Response Time ERF on Scene Concentration	Urban	NA	NA	NA	NA

(High Risk) (Fire Suppression) 90th Percentile Times Baseline Performance (all times min:sec)			January	February	March	April
Alarm Handling	Pick-up to Dispatch	Urban	NA	NA	NA	NA
Turnout Time	Turnout Time 1st Unit	Urban	NA	NA	NA	NA
Travel Time	Travel Time 1st Unit Distribution	Urban	NA	NA	NA	NA
	Travel Time ERF Concentration	Urban	NA	NA	NA	NA
Total Response Time	Total Response Time 1 st Unit on Scene Distribution	Urban	NA	NA	NA	NA
			N=0	N=0	N=0	N=0
	Total Response Time ERF on Scene Concentration	Urban	NA	NA	NA	NA
			NA	NA	NA	NA

(Low Risk) (EMS) 90th Percentile Times Baseline Performance (all times min:sec)			January	February	March	April
Alarm Handling	Pick-up to Dispatch	Urban	2:36	02:21	01:41	02:54
Turnout Time	Turnout Time 1st Unit	Urban	1:33	00:59	01:07	01:38
Travel Time	Travel Time 1st Unit Distribution	Urban	6:00	06:29	06:09	04:48
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	8:34	08:31	12:02	06:06
			N=8	N=13	N=6	N=18

(Medium Risk) (EMS) 90th Percentile Times Baseline Performance (all times min:sec)			January	February	March	April
Alarm Handling	Pick-up to Dispatch	Urban	2:07	01:47	02:52	02:38
Turnout Time	Turnout Time 1st Unit	Urban	0:52	00:54	0:122	00:14
Travel Time	Travel Time 1st Unit Distribution	Urban	3:51	03:43	05:12	02:13
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	6:15	06:06	05:12	02:37
			N=5	N=8	N=12	N=2

(High Risk) (EMS) 90th Percentile Times Baseline Performance (all times min:sec)			January	February	March	April
Alarm Handling	Pick-up to Dispatch	Urban	2:07	NA	01:55	NA
Turnout Time	Turnout Time 1st Unit	Urban	0:52	NA	00:51	NA
Travel Time	Travel Time 1st Unit Distribution	Urban	5:58	NA	04:55	NA
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	7:29	NA	04:55	NA
			N=5	N=0	N=5	N=0

*Incident types that occur less than ten (10) times during the reporting period are considered statistically insignificant and will not be calculated as part of the department's official dataset. However, these incidents are still included in the report to ensure transparency, identify emerging trends, and provide a complete record of all response activities. While they may not significantly impact overall statistical analysis, tracking these lower-frequency incidents allows the department to monitor risks that could inform future operational planning and resource allocation.

Completions - Aggregated

Type:
Completions - Aggregated
Run Date:
May 1, 2025 5:29 PM
Shared with:
Not Shared
Filters:
Users: 13 selected
Type: All Assignments
Completion Date Range: From 04/01/2025 To 04/30/2025
User Status: Active, Offline

First Name	Last Name	Completions	Duration (hours)
Andy	Inman	8 6	120.35
Bo	Godawa	9 7	141.1
Branden	Garcia	4 3	100.75
Crystal	Austell	6 4	59.25
Eric	Baxa-Breedlove	2 4	27.35
Gage	Kananen	1 14	132.1
Jeff	Lord	1 30	179.1
John	Juliano	5 9	60.1
Juan	Abad	5 0	76.25
Ray	Reneker	1 29	152.1
Ryan	Burke	7 8	87.35
Steven	Tornelli	7 6	109.6
William	Lautenschlager	4 8	48.85



MEMORANDUM

TOWN OF PONCE INLET

FIRE DEPARTMENT

The Town of Ponce Inlet staff shall be professional, caring, and fair in delivering community excellence while ensuring Ponce Inlet citizens obtain the greatest value for their tax dollar.

To: Dan Scales, Public Safety Director

From: Becky Hugler, FD Office Manager/Website Administrator/PIO

Date: May 1, 2025

Subject: Monthly Report for April 2025

Here are the duties I performed for the following positions: Fire Department Office Manager, Website Administrator and Public Information Officer for the month of April.

FD Office Manager:

- Completed Payroll for 15 employees
- Processed invoices/POs for the Fire Department; scanned all documentation for purchase orders into Content Management; monitored all office managers' purchase order entries weekly and helped with corrections, continued finance training with the Cultural Services Department employee
- Verified scheduling of 43 shifts that were filled for crew members and then filled the one open spot for the month until 4/24 on C shift
- Worked on Accreditation
- Continued to order uniforms as needed
- Logged all transports on to spreadsheet
- Onboarded one new firefighter, includes uniforms, schedule, adding to state system, Target Solutions, Zoll, etc
- Verified time entries for all department employees into the ESS system, sent back to employee for Deputy Chief for corrections
- Ordered all equipment and supplies for the entire department, specifically the new Quint
- Attended budget meeting with Public Safety Director and Town Manager
- Put out invitation for the "Push In" for the new Quint ceremony and organized details

Website Administrator:

- Posted all department monthly reports; checked and corrected ADA compliance as needed
- Sent out 10 emails to town subscribers and updated the Town Calendar and Alerts, supervised Cultural Services calendar postings and emails to residents
- Updated/created -Public Works pages, Inside Ponce Inlet Podcast page
- Updated News Flash section on homepage as needed
- Troubleshooted with Stephanie and Julie on double posted emails and emails to Agenda subscribers
- Continued training with CommonLook Module ADA software

Top 5 Pages Visited on the Town of Ponce Inlet Website for April 2025:

1. Calendar
2. Court Reservation System
3. Building Permitting
4. Facilities-Ponce Preserve
5. Job Openings

Public Information Officer:

- Monitored and posted on the town's Facebook and Nextdoor accounts, covering: beach restoration project, FD Pediatric Drowning Simulation/Training, PD Best Foot Forward Crosswalk initiative, bobcat sightings tips/information, PD's National Prescription Take Back Day, Hands Only CPR class from FD, SBA latest information, Transform 386 latest information, PW's Shredding event, Bird Rescue, Elevate Florida, Fraud Seminar by the PD
- Participated in the Florida Municipal Communicator's Association Nomination Committee meeting and contributed to the voting process to confirm nominees
- Attended Council meeting
- Worked on a crisis communications plan for the town
- Attended the Volusia Flagler Public Information Network Meeting by Zoom
- Updated social media policy, passed it on to the IT Director
- Began planning the VLOC dinner for December, booked venue
- Booked first podcast recording session
- Attended a Buzzsprout Orientation (streaming service for the podcast)
- Attended a FMCA webinar on AI tips for social media use
- Started a campaign on social media for hurricane season 2025