



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: June 3, 2025
Subject: May 2025 Fire Department Activity Report

Attached to this memo are the following items.

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

In May, the Ponce Inlet Fire Department (PIFD) responded to a total of 91 incidents, with 47 of those falling under Emergency Medical Services (EMS). The department transported 40 patients, 12 from within Ponce Inlet and 28 from out-of-district, averaging 1.3 transport per day. Notably, no transport required assistance from an outside agency during this period.

Below are the fire department highlights for May of 2025.

ISO Re-evaluation

The Ponce Inlet Fire Department recently completed its five-year Insurance Services Office (ISO) re-evaluation. During this process, ISO reviewed the department's training records, dispatch data, fire apparatus, and related equipment. We are hopeful this evaluation will lead to an improved ISO rating. The final results are expected in the coming weeks.

Accreditation Process

The department is in the final stages of preparing the documents required to request our site review as part of the accreditation process. We anticipate submitting our application in July, with the site visit likely to occur in the fall.

Hurricane Season

Hurricane season begins next month. This year's forecast calls for an average to slightly above-average season. Please remember, it only takes one storm to have a major impact. Now is the time to prepare. For the latest emergency management updates, visit the Town's website.

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 May, the fire department met the 90th percentile for fire responses. The 90th percentile for fire department EMS responses for May 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 May fire department call responses:

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

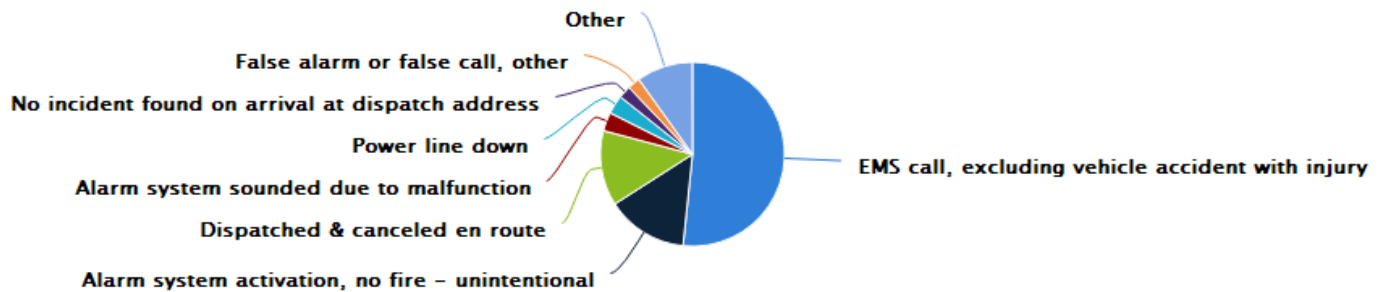
Link to Ponce Inlet's May EMS call type responses:

https://app.mapline.com/map/map_7a193e83/PR4UbT8cR3ULZTVLPz8UND8hP1RXGlgUJVCUP1klPz8LFCN2LT

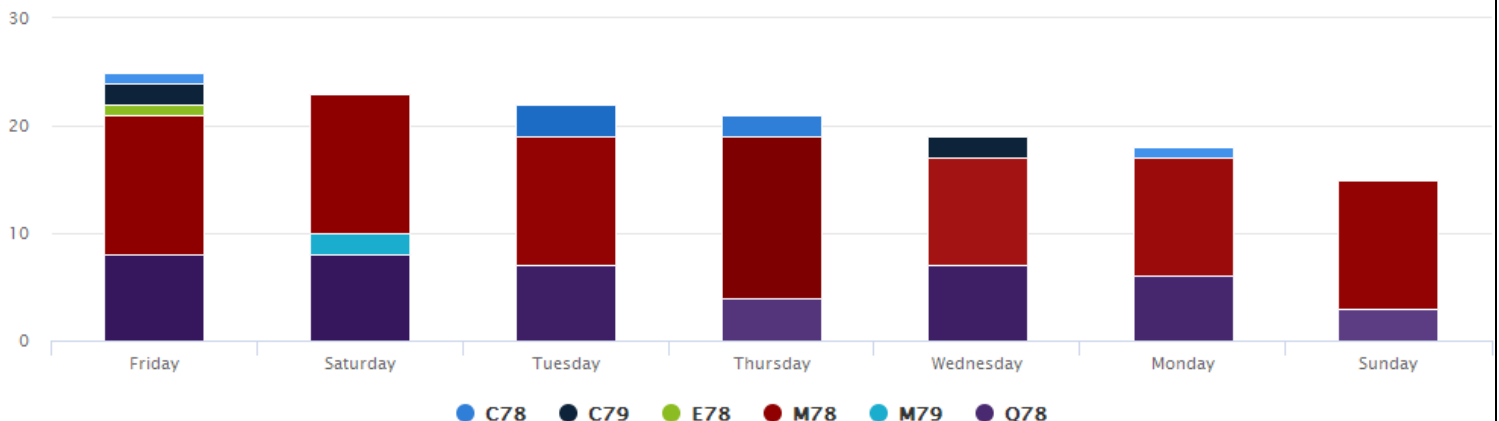
Link to Ponce Inlet's May fire call type responses:

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

May 1 through May 31, 2025

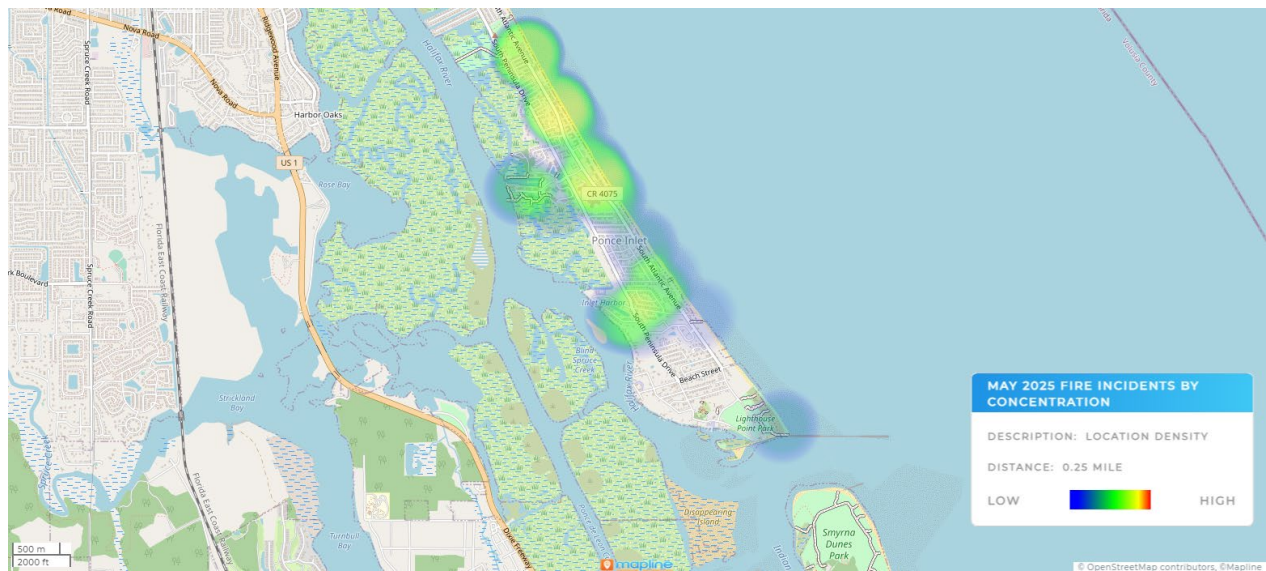
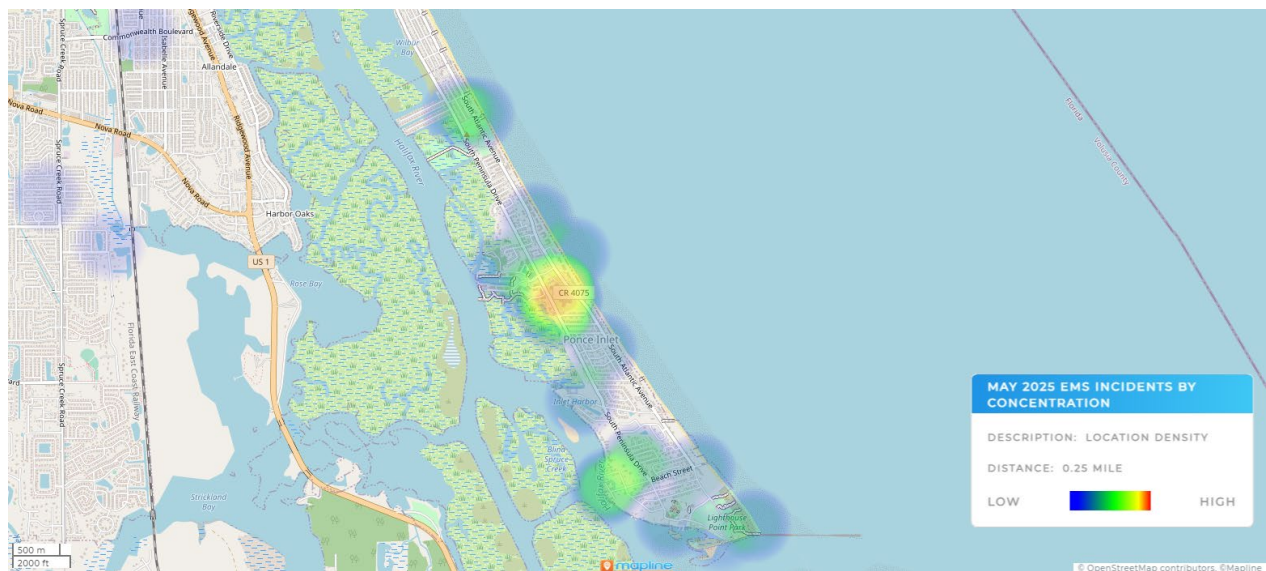
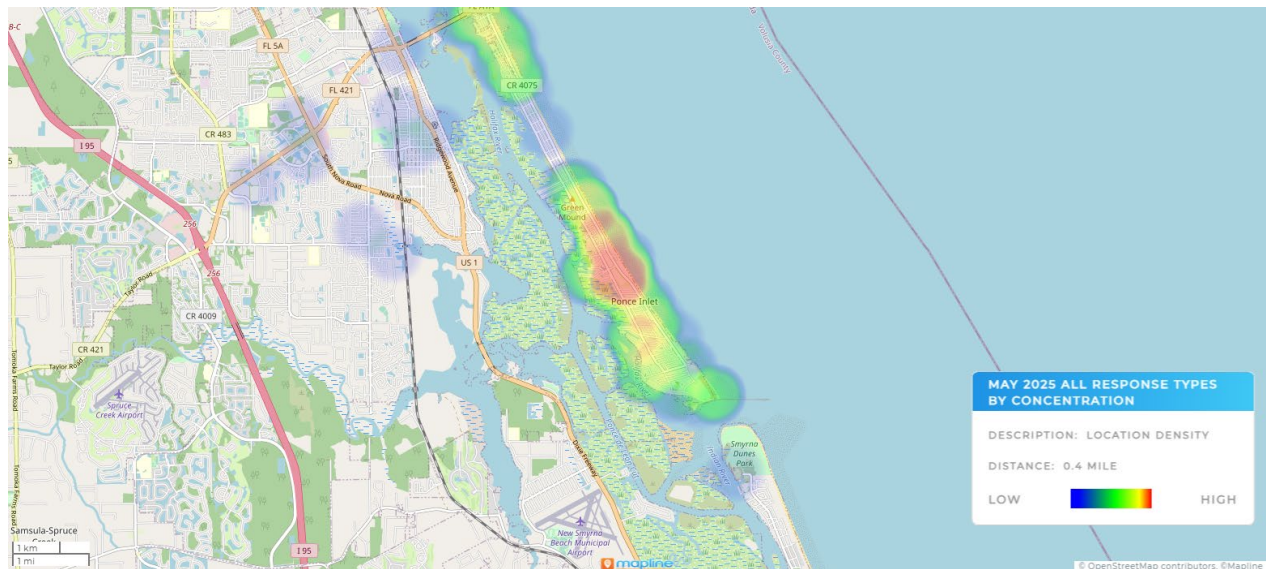
Total Monthly Department Responses	91
Fire Incident Types	44
EMS Incident Types	47
Average Response per 24hr Shift for March	2.9
Total Response for Year-to-Date	504
Average Response per 24hr Shift Year-to-Date	3.3

Fire Service Incident Types	
Hazardous Conditions/No Fire	3
Service Call	4
Good Intent	15
False Alarm	19
Miscellaneous	0
Fire	3

Unit Turnout Time Analysis	
	Reaction Time
Medical	
Average	63 Secs
Lowest	00 Secs
Highest	166 Secs
90th Percentile	124 Secs
Fire	
Average	74 Secs
Lowest	00 Secs
Highest	214 Secs
90th Percentile	188 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	03:24 Mins
Lowest	00:00 Mins
Highest	06:09 Mins
90th Percentile	05:39 Mins
Fire	
Average	03:41 Mins
Lowest	02:23 Mins
Highest	05:21 Mins
90th	04:56 Mins

EMS Incidents and Transports	
Transports	40
Non-transports	7
<i>Transports Originating Within Ponce Inlet</i>	12
<i>Transports Originating Outside of Ponce Inlet</i>	28
<i>In-District Transport Assisted by Outside Agency (not included transport totals)</i>	
Ponce Inlet Transporting from In-District	0
Ponce Inlet Transporting from Out-of-District	0
<i>Transport Destinations</i>	
Halifax Port Orange	21
Halifax Daytona	8
Advent Daytona	9
Advent Port Orange	2
Advent New Smyrna Beach	0
<i>Total EMS Transports Year-to-Date</i>	252
In-District Transports	75
Out of District Transports	177
Average Transports per 24hr Shift for May	1.3
Average Transports per 24hr Shit Year-to-date	1.7



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	May
Alarm Handling	Pick-up to Dispatch	Urban	02:08	02:28	01:55	02:19	02:07
Turnout Time	Turnout Time 1st Unit	Urban	00:42	00:46	00:46	00:40	01:03
Travel Time	Travel Time 1st Unit Distribution	Urban	06:30	06:53	03:13	03:18	05:47
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	08:50	09:26	05:25	04:55	07:09
			N=6	N=4	N=3	N=6	N=4

(Medium Risk) (Fire Suppression) 90th Percentile Times Baseline Performance (all times min:sec)			January	February	March	April	May
Alarm Handling	Pick-up to Dispatch	Urban	00:42	00:00	01:26	01:19	01:29
Turnout Time	Turnout Time 1st Unit	Urban	00:54	00:43	00:56	01:04	01:25
Travel Time	Travel Time 1st Unit Distribution	Urban	05:24	05:21	05:39	04:12	04:25
	Travel Time ERF Concentration	Urban	05:24	05:21	05:39	04:12	06:01
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	06:18	06:02	07:25	05:22	06:01
			N=4	N=4	N=3	N=7	N=19
	Total Response Time ERF on Scene Concentration	Urban	NA	NA	NA	NA	NA

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

(Low Risk) (EMS) 90th Percentile Times Baseline Performance (all times min:sec)			January	February	March	April	May
Alarm Handling	Pick-up to Dispatch	Urban	02:36	02:21	01:41	02:54	02:07
Turnout Time	Turnout Time 1st Unit	Urban	01:33	00:59	01:07	01:38	01:44
Travel Time	Travel Time 1st Unit Distribution	Urban	06:00	06:29	06:09	04:48	04:47
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	08:34	08:31	12:02	06:06	06:46
			N=8	N=13	N=6	N=18	N=18

(Medium Risk) (EMS) 90th Percentile Times Baseline Performance (all times min:sec)			January	February	March	April	May
Alarm Handling	Pick-up to Dispatch	Urban	02:07	01:47	02:52	02:38	02:16
Turnout Time	Turnout Time 1st Unit	Urban	0:52	00:54	0:122	00:14	00:10
Travel Time	Travel Time 1st Unit Distribution	Urban	03:51	03:43	05:12	02:13	05:54
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	06:15	06:06	05:12	02:37	06:23
			N=5	N=8	N=12	N=2	N=2

(High Risk) (EMS) 90th Percentile Times Baseline Performance (all times min:sec)			January	February	March	April	May
Alarm Handling	Pick-up to Dispatch	Urban	02:07	NA	01:55	NA	NA
Turnout Time	Turnout Time 1st Unit	Urban	00:52	NA	00:51	NA	NA
Travel Time	Travel Time 1st Unit Distribution	Urban	05:58	NA	04:55	NA	NA
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	07:29	NA	04:55	NA	NA
			N=5	N=0	N=5	N=0	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:
Jun 2, 2025 9:46 AM
Shared with:
Not Shared
Filters:
Users: 13 selected
Type: All Assignments
Completion Date Range: From 05/01/2025 To 05/31/2025
User Status: Active, Offline

First Name	Last Name	Completions	Duration (hours)
Andy	Inman	79	60.5
Antony	Beaulieu	116	96.25
Bo	Godawa	47	45.25
Branden	Garcia	32	25.6
Crystal	Austell	52	44.5
Eric	Baxa-Breedlove	35	30.25
Gage	Kananen	125	140.75
Jeff	Lord	141	129.75
John	Juliano	77	61.75
Ray	Reneker	136	126.75
Ryan	Burke	57	43
Steven	Tornelli	61	53
William	Lautenschlager	63	48.25



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: June 2, 2025

Subject: Monthly Report for May 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 May.

FD Office Manager:

- 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 34 shifts that were filled for crew members
- Completed all my Accreditation categories
- Continued to order uniforms as needed
- Logged all transports on to spreadsheet
- Verified time entries for all department employees into the ESS system, sent back to Deputy Chief for corrections
- Ordered all equipment and supplies for the entire department, specifically the new Quint
- Trained PW Office Manager as a back up for the Code Red Emergency notification system
- Organized the "Push In" Ceremony at the FD
- Met with Chief's on ISO and Accreditation

Website Administrator:

- Posted all department monthly reports; checked and corrected ADA compliance as needed
- Supervised 9 emails to town subscribers and updated the Town Calendar and Alerts, supervised Cultural Services calendar postings
- Updated Inside Ponce Inlet Podcast page and posted 1st podcast
- Updated News Flash section on homepage as needed
- Continued training with CommonLook Module ADA software
- Updated Mayor's Bio and Ponce Inlet Veteran's pages

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

1. Building/Permitting
2. Court Reservation System
3. Calendar
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, Memorial Day Ceremony, FF Paramedic Graduation, Valor Awards, Mayor's VLOC Awards, beach clean up event, structure fire, sidewalk rules in town, hands on CPR class by FD
- Attended Florida Municipal Communicator's conference
- Attended Council meeting
- Worked on a crisis communications plan for the town
- Attended Memorial Day Ceremony
- Attended Police Memorial Ceremony
- Gave a lecture in Orlando at FABTO conference on social media
- Recorded and posted first podcast with the Mayor
- Continued campaign on social media for hurricane season 2025
- Attended hurricane prep meeting with all town emergency management staff
- Put together outline for next podcast and booked guest