



## 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: October 1, 2025  
Subject: September 2025 Fire Department Activity Report

---

Attached to this memo are the following items.

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

In September, the Ponce Inlet Fire Department (PIFD) responded to a total of 82 incidents, with 61% of those falling under Emergency Medical Services (EMS). The department transported 41 patients, 16 from within Ponce Inlet and 25 from out-of-district, averaging 1.36 transport per day. Notably, no transport required assistance from an outside agency during this period.

Please remember that we are still in hurricane season, and that everyone should maintain vigilance with storm preparations. Remember, it only takes one storm to cause a significant impact-so stay prepared, stay informed and don't let your guard down as the season continues.

Also in September, the fire department received notification from the Insurance Service Organization (ISO) that the department's Public Protection Class (PPC) improved from class 3 to class 2.

Improving to class 2 puts Ponce Inlet in the top tier of fire departments across the country, only about **6%** reach this level.

For Ponce Inlet, this means two things:

1. Stronger Service: The rating shows that our operations, training, and equipment are making us more effective and reliable when responding to emergencies.
2. Positive Community Impact: Insurance companies often use PPC ratings when setting premiums. Our improved rating could mean lower insurance costs for property owners and is another sign that our residents are well protected.

Support from our community made this improvement possible, thank you.

Fire Department turnout data is included with the other call related information. The fire department's goal is to have the 90<sup>th</sup> percentile time for both medical and fire calls meet the NFPA standards. In September, the fire department met the 90<sup>th</sup> percentile for fire responses. The 90<sup>th</sup> percentile for fire department EMS responses for September 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 September fire department call responses:

[https://app.mapline.com/map/map\\_61025dd/Qz9OPxUUPz8UPz8UPmgUTz86dD99Pz8UPz83PwJtPz8uP15bPy](https://app.mapline.com/map/map_61025dd/Qz9OPxUUPz8UPz8UPmgUTz86dD99Pz8UPz83PwJtPz8uP15bPy)

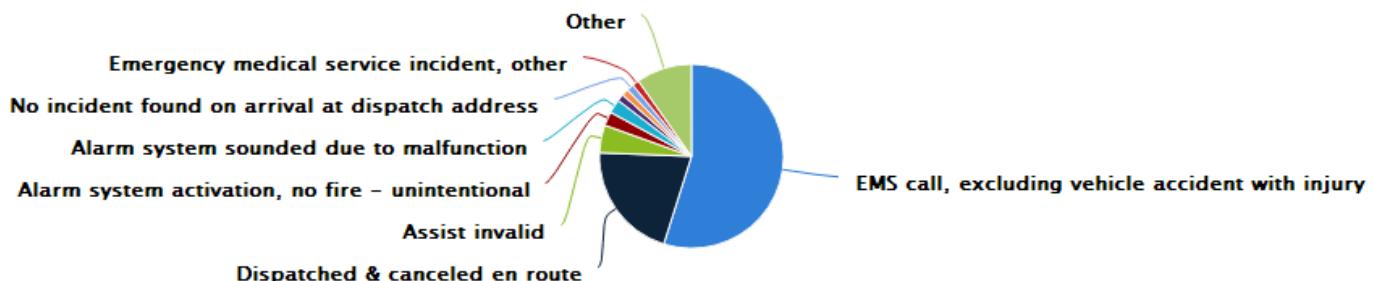
Link to Ponce Inlet's September EMS call type responses:

[https://app.mapline.com/map/map\\_7a193e83/PR4UbT8cR3ULZTVLPz8UND8hP1RXGlgUJVcUP1klPz8LFCN2LT](https://app.mapline.com/map/map_7a193e83/PR4UbT8cR3ULZTVLPz8UND8hP1RXGlgUJVcUP1klPz8LFCN2LT)

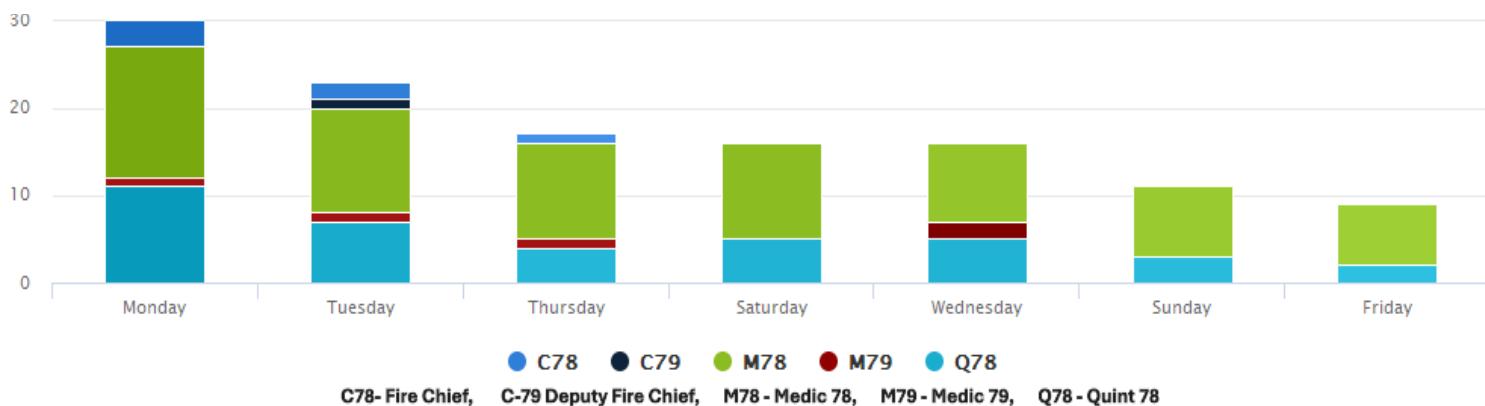
Link to Ponce Inlet's September fire call type responses:

[https://app.mapline.com/map/map\\_a6d0be7/P2YUYwkbGj8ETT85LkiUZD9YPz87Pz8oPzgUPz9KGGEUJz8UPz](https://app.mapline.com/map/map_a6d0be7/P2YUYwkbGj8ETT85LkiUZD9YPz87Pz8oPzgUPz9KGGEUJz8UPz)

## Incident Counts by Type – September 2025



## Incident Counts by Day of Week - September 2025



# Ponce Inlet Fire Department All Incident Summary

September 1 through September 30, 2025

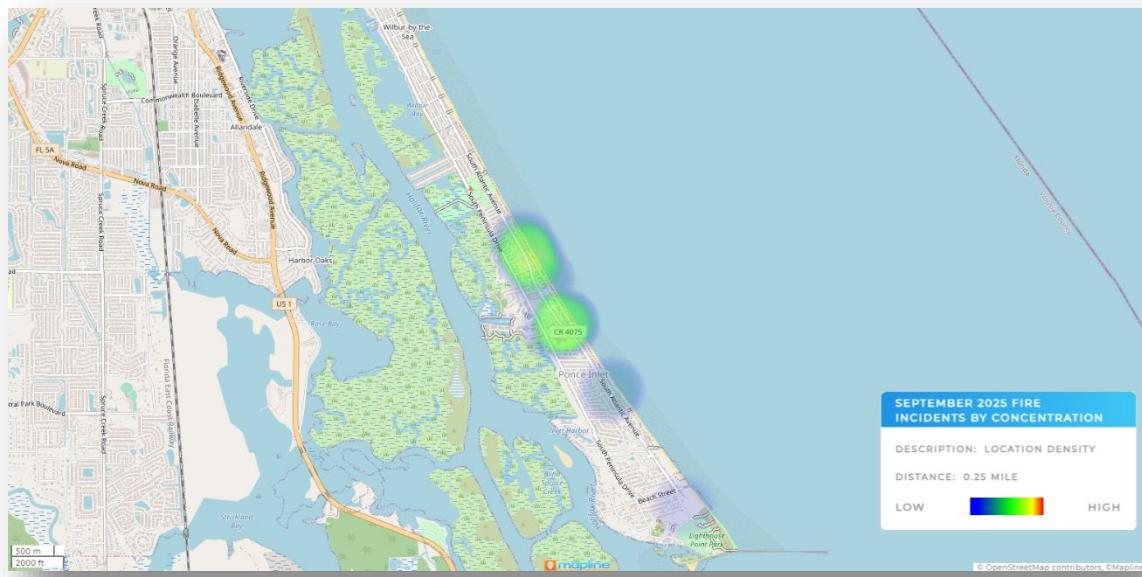
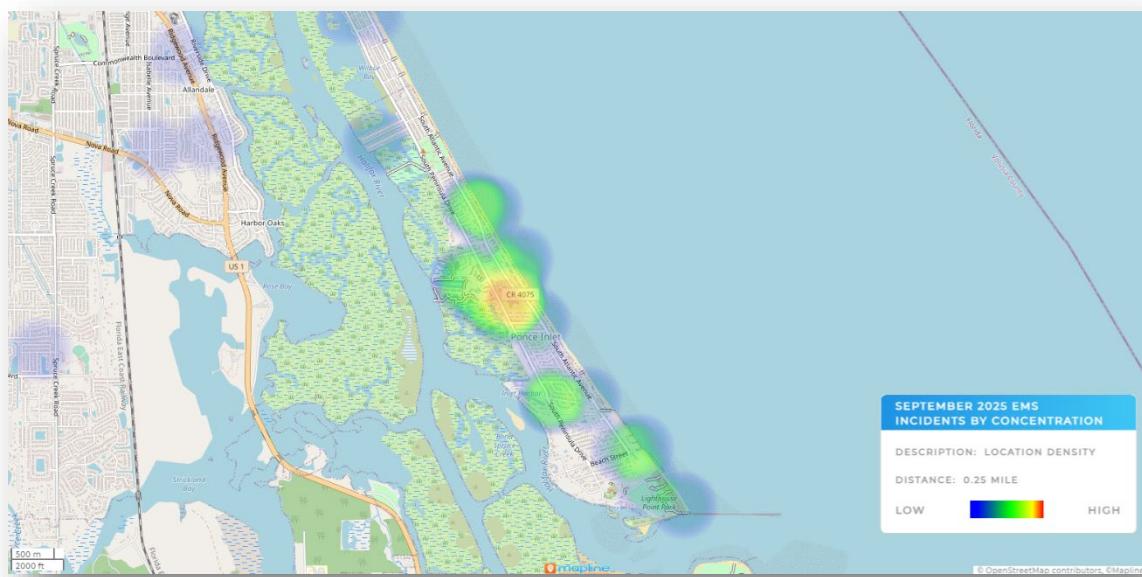
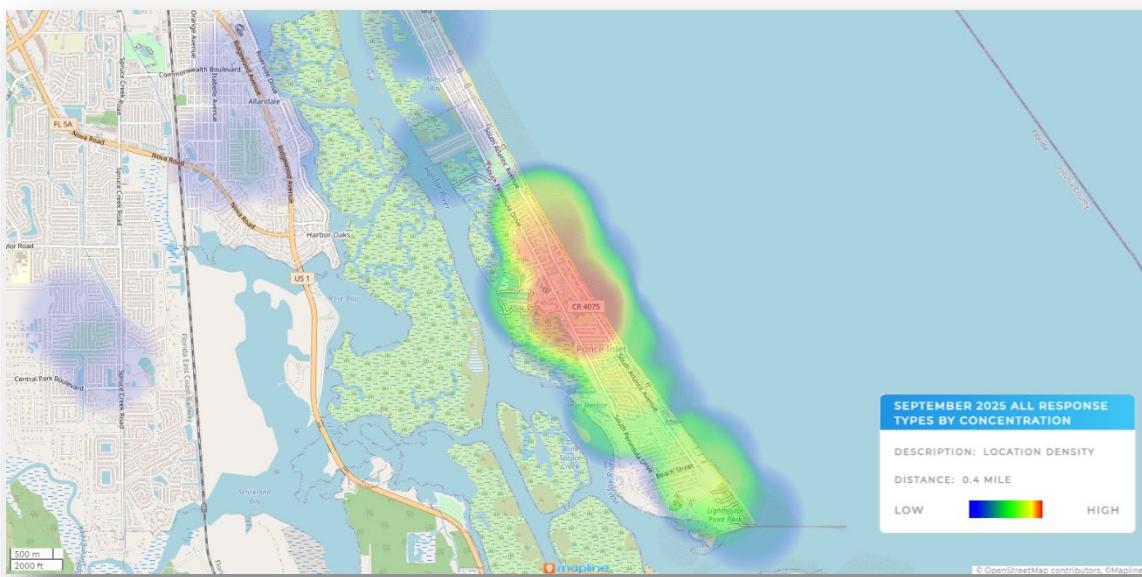
<b>Total Monthly Department Responses</b>	<b>82</b>
Fire Incident Types	32
EMS Incident Types	50
Average Response per 24hr Shift for September	2.7
<b>Total Response for Year-to-Date</b>	<b>794</b>
Average Response per 24hr Shift Year-to-Date	2.9

<b>Fire Service Incident Types</b>	
Hazardous Conditions/No Fire	3
Service Call	5
Good Intent	18
False Alarm	6
Severe Weather	0
Fire	0

<b>Unit Turnout Time Analysis</b>	
	<b>Reaction Time</b>
Medical	
Average	<b>37 Secs</b>
Lowest	<b>00 Secs</b>
Highest	<b>90 Secs</b>
90 <sup>th</sup> Percentile	<b>65 Secs</b>
Fire	
Average	<b>33 Secs</b>
Lowest	<b>00 Secs</b>
Highest	<b>56 Secs</b>
90 <sup>th</sup> Percentile	<b>51 Secs</b>
Reaction Time - time from dispatch notification to time unit goes enroute	
NFPA 1710 Recommends . <b>60 secs</b> reaction time for 90% of EMS incidents	
NFPA 1710 Recommends <b>80 secs</b> reaction time for 90% of fire service incidents	

<b>EMS Incidents and Transports</b>	
Transports	<b>41</b>
Non-transports	<b>9</b>
<i>Transports Originating Within Ponce Inlet</i>	<b>16</b>
<i>Transports Originating Outside of Ponce Inlet</i>	<b>25</b>
<i>In-District Transport Assisted by Outside Agency (not included transport totals)</i>	<b>0</b>
Ponce Inlet Transporting from In-District	<b>0</b>
Ponce Inlet Transporting from Out-of-District	<b>0</b>
<i>Transport Destinations</i>	
Halifax Port Orange	<b>23</b>
Halifax Daytona	<b>8</b>
Advent Daytona	<b>2</b>
Advent Port Orange	<b>7</b>
Advent New Smyrna Beach	<b>1</b>
<i>Total EMS Transports Year-to-Date</i>	<b>444</b>
In-District Transports	<b>149</b>
Out of District Transports	<b>295</b>
Average Transports per 24hr Shift for September	<b>1.36</b>
Average Transports per 24hr Shift Year-to-date	<b>1.62</b>

<b>Response Time Analysis</b>	
	<b>Response Time</b>
Medical	
Average	<b>03:02 Mins</b>
Lowest	<b>00:00 Mins</b>
Highest	<b>5:37 Mins</b>
90 <sup>th</sup> Percentile	<b>4:29 Mins</b>
Fire	
Average	<b>3:52 Mins</b>
Lowest	<b>1:05 Mins</b>
Highest	<b>8:45 Mins</b>
90 <sup>th</sup>	<b>6:56 Mins</b>



**Baseline Performance Tables - For In-district Responses Only\***

(Low Risk) (Fire Suppression) 90th Percentile Times Baseline Performance (all times min:sec)			June	July	August	September	October
Alarm Handling	Pick-up to Dispatch	Urban	NA	01:10	01:34	01:33	
Turnout Time	Turnout Time 1st Unit	Urban	NA	01:39	00:23	00:42	
Travel Time	Travel Time 1st Unit <b>Distribution</b>	Urban	NA	13:12	03:27	05:10	
Total Response Time	Total Response Time 1st Unit on Scene <b>Distribution</b>	Urban	NA	17:11	03:58	06:01	
			N=0	N=4	N=1	N=5	N=

(Medium Risk) (Fire Suppression) 90th Percentile Times Baseline Performance (all times min:sec)			June	July	August	September	October
Alarm Handling	Pick-up to Dispatch	Urban	01:21	01:29	01:19	00:31	
Turnout Time	Turnout Time 1st Unit	Urban	01:26	01:35	01:03	00:46	
Travel Time	Travel Time 1st Unit <b>Distribution</b>	Urban	04:19	05:56	04:46	06:15	
	Travel Time ERF Concentration	Urban	05:34	07:41	06:14	07:00	
Total Response Time	Total Response Time 1st Unit on Scene <b>Distribution</b>	Urban	05:34	07:41	06:14	07:00	
			N=7	N=7	N=13	N=6	N=
	Total Response Time ERF on Scene <b>Concentration</b>	Urban	NA	NA	NA	NA	NA

(High Risk) (Fire Suppression) 90th Percentile Times Baseline Performance (all times min:sec)			June	July	August	September	October
<b>Alarm Handling</b>	Pick-up to Dispatch	Urban	NA	NA	01:07	NA	
<b>Turnout Time</b>	Turnout Time 1st Unit	Urban	NA	NA	00:11	NA	
<b>Travel Time</b>	Travel Time 1st Unit	Urban	NA	NA	03:39	NA	
	<b>Distribution</b>						
	Travel Time ERF Concentration	Urban	NA	NA	03:56	NA	
<b>Total Response Time</b>	Total Response Time 1 <sup>st</sup> Unit on Scene	Urban	NA	NA	03:56	NA	
	<b>Distribution</b>		N=0	N=0	N=1	N=0	N=0
	Total Response Time ERF on Scene	Urban	NA	NA	NA	NA	NA
	<b>Concentration</b>		NA	NA	NA	NA	NA

(Low Risk) (EMS) 90th Percentile Times Baseline Performance (all times min:sec)			June	July	August	September	October
<b>Alarm Handling</b>	Pick-up to Dispatch	Urban	01:51	03:15	02:28	03:12	
<b>Turnout Time</b>	Turnout Time 1st Unit	Urban	01:50	01:18	00:55	00:47	
<b>Travel Time</b>	Travel Time 1st Unit	Urban	06:06	05:51	04:38	04:24	
	<b>Distribution</b>						
<b>Total Response Time</b>	Total Response Time 1 <sup>st</sup> Unit on Scene	Urban	07:22	07:16	05:54	05:24	
	<b>Distribution</b>		N=22	N=28	N=25	N=21	N=

(Medium Risk) (EMS) 90th Percentile Times Baseline Performance (all times min:sec)			June	July	August	September	October
Alarm Handling	Pick-up to Dispatch	Urban	01:38	02:03	01:51	01:09	
Turnout Time	Turnout Time 1st Unit	Urban	00:39	00:39	00:58	00:24	
Travel Time	Travel Time 1st Unit <b>Distribution</b>	Urban	03:29	05:51	03:37	04:04	
Total Response Time	Total Response Time 1st Unit on Scene <b>Distribution</b>	Urban	04:14	06:34	04:37	04:31	
			N=1	N=7	N=2	N=3	N=

(High Risk) (EMS) 90th Percentile Times Baseline Performance (all times min:sec)			June	July	August	September	October
Alarm Handling	Pick-up to Dispatch	Urban	01:52	01:16	NA	01:31	
Turnout Time	Turnout Time 1st Unit	Urban	00:43	01:02	NA	00:26	
Travel Time	Travel Time 1st Unit <b>Distribution</b>	Urban	02:54	02:55	NA	02:44	
Total Response Time	Total Response Time 1st Unit on Scene <b>Distribution</b>	Urban	03:51	04:10	NA	03:30	
			N=1	N=1	N=0	N=1	N=

\*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.



## MEMORANDUM

### TOWN OF PONCE INLET OFFICE OF THE DEPUTY FIRE CHIEF

*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: Daniel Scales, Fire Chief  
From: Joseph Landreville, Deputy Fire Chief  
Date: October 1, 2025  
Subject: September 2025 Operations Update

---

#### Incidents of Interest

Date: September 20, Alarm F252630056

Incident Type: Fire Out

Description:

At 06:35, Lt Reneker received a phone call from an occupant at 4495 South Atlantic Avenue, East Wind Condominium. The occupant stated that an electrical fire had started in an outlet behind their refrigerator and was currently out. The occupants stated that they were awakened by the smell of smoke. There was no activation of a fire alarm system. Q78 responded to the address and verified that the fire was out.

The electricity to the refrigerator outlet was controlled by shutting off the breaker to the area. It was determined that the fire was started by a water leak from another unit. The water made its way down the wall and into the unit below. Thermal imaging confirmed that there was no extension of fire from the point of origin. The building maintenance staff was notified and addressed the water leak from the upper unit.

On 9/25, David Hooker reported that the water leak from the other unit caused the electrical issue in the unit of interest, and that water remediation and repairs had begun. This is a good example of the collaborative work conducted between the fire department and our Code Compliance Manager.

Date: September 20, Alarm F252630146

Incident Type: Water Rescue

Description:

At 12:04, Quint 78, Medic 78 and Medic 112 responded to the beach in front of 4589 South Atlantic Avenue for a water rescue of two individuals. On arrival, it was discovered that Beach Safety had retrieved two patients from the water. Medic 78 and Medic 112 staged at the Racing's North Turn restaurant while the Quint 78 crew walked down to the beach to help assess the patients. Both patients were conscious but exhausted. Medic 112 and Medic 78 transported the patients to Halifax Medical center (704) to be assessed and treated. Both patients arrived at the hospital conscious and alert.

### **September Training Assignments and Meetings**

- Haz Mat Training – Review HAZWOPER information.
- Driver Training – Area familiarization.
- Officer Training – An officers meeting was conducted on September 26 to discuss the expanded roles of the lieutenants and to review the Strategic Plan, budgetary items, status of the accreditation process and, discuss emergency management and the CEMP.
- EMS Training – Confine Space Awareness
- Practical – Practice setting up and operating the aerial and ground ladders. Additionally, personnel reviewed the location, maintenance and use of assigned tools and implements.
- A walkthrough and familiarization of the fire pre-plan was conducted at Inlet Harbor Marina.

Total number of overtime hours for the month of September = 498

# Completions - Aggregated

Type:

Completions - Aggregated

Run Date:

Oct 1, 2025 8:01 AM

Shared with:

Not Shared

Filters:

Users: 15 selected

Type: All Assignments

Completion Date Range: From 09/01/2025 To 09/30/2025

User Status: Active, Offline

First Name	Last Name	Employee ID	Completions	Duration (hours)
Andy	Inman	PIF2403	72	5.8
Antony	Beaulieu	PIF2502	108	88.25
Bo	Godawa	PIF2301	55	4.8
Branden	Garcia	PIF2102	47	32.75
Christian	Huddleston	PIF2503	24	2.0
Crystal	Austell	PIF2201	51	4.4
Eric	Baxa-Breedlove	PIF2404	40	3.9
Gage	Kananen	PIF2401	90	98.5
Jeff	Lord	PIF2402	124	11.8
John	Juliano	PIF2101	65	53.5
Juan	Abad	PIF2202	47	37.75
Ray	Reneker	PIF2402	126	9.6
Ryan	Burke	PIF2405	54	44.5
Steven	Tornelli	PIF2001	75	61.25
William	Lautenschlager	PIF2501	27	18.5



## 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: October 1, 2025  
Subject: Monthly Report for September 2025

---

### Monthly Highlights

As Website Administrator, I maintained added new resources like Service Line Warranties and floodplain information to the website. I also managed social media communications (Facebook, Instagram, Nextdoor and resident emails) on topics such as water system flushing, ISO rating updates, storm drain reminders, and town leadership events, while facilitating staff interviews regarding bobcat sighting with the media.

### Fire Department Office Manager

- Completed payroll for 15 employees; verified ESS time entries.
- Processed Fire Department invoices/POs, scanned documentation to Content Management, monitored weekly PO entries by office managers, provided corrections and finance training support to Cultural Services, and executed the year-end budget closeout (emergency purchases only per policy).
- Staffing & Scheduling: verified scheduling for 9 filled shifts.
- Logged all medical transports to the department spreadsheet.
- Accreditation: migrated 1,200 reference links to the new SharePoint site; continued document uploads as requested; completed team travel information; met with the peer assessor.
- Wrote a Fire Department article and photographed content for C4Pi's Fall 2025 newsletter.
- Attended the Officers' meeting to prepare for the new budget year.
- Met with CodeRED regarding platform enhancements; project scheduled to start in October and complete in November.

## **Website Administrator**

- Posted department monthly reports and corrected ADA issues to maintain accessibility.
- Sent out resident emails about weather updates, Sandbag Saturdays, mobile app update, new YouTube cameras at boat ramp and pickleball courts, annual water system flushing, new ISO rating for FD, and Mayor Paritsky and Councilman White appointment to Florida League of Cities committees.
- Maintained the Town Calendar, homepage News Flash, and Alerts; supervised Cultural Services and Clerk's Office calendar postings.
- Continued training with the CommonLook module for ADA compliance.
- Continued updates to the Budget page.
- Updated Lost/Found Pets; added the Service Line Warranties of America page; updated Form Center emails, Code Complaints, and the Floodplain Management page.

## **Top 5 pages visited on Town website**

1. Building/Permitting
2. Agenda Center
3. Job Openings
4. Facilities/Parks
5. Notify Me (email/text town notifications)

## **Public Information Officer**

- Monitored and posted on Facebook, Instagram, and Nextdoor: annual water system flushing; new ISO rating for FD; Mayor and Councilman White appointment updates; YouTube cameras; town mobile app update; weather warnings; Sandbag Saturdays and proper sandbag usage; Ponce Inlet leadership speaking at the Florida Planning Conference; bobcat sighting; sign-ups for county newsletters; and reminders to keep storm drains clear.
- Met with the Christmas Parade committee about the upcoming Christmas Parade scheduled for December 6, 2025.
- Facilitated 4 media interviews with staff regarding the bobcat sighting at the Fire Department.
- Attended budget council meetings.
- Participated in Government Day with the Port Orange–South Daytona Chamber Leadership Development program.