



## 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: Mike Disher, Town Manager AICP, Town Manager  
From: Daniel Scales, Public Safety Director  
Date: January 20, 2026  
Subject: December 2025 Fire Department Report and 2025 Calendar Year Recap

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#### **\*\*Response Data Presentation Notice\*\***

The data format presented for December (and future reports) reflects the initial deployment of the new Computer Aided Dispatch (CAD) and Records Management System (RMS). As these systems continue to be refined and optimized, additional adjustments to data presentation and formatting are expected in the coming months.

Due to incomplete system data during the November transition period, consolidated response data for 2025 is not available and not fully integrated into monthly reporting. Transport data for 2025 is complete and accurate and is presented without qualification.

Incident type classifications may differ from prior reports due to the transition from the National Fire Incident Reporting System (NFIRS) to the National Emergency Response Information System (NERIS), the new federal fire incident reporting platform. NERIS uses updated definitions, categories, and reporting logic, which can result in incidents being grouped or labeled differently than under NFIRS. These differences are reporting-related and do not represent a change in operations or service delivery.

### **End-of-Year Summary Report – 2025**

The Ponce Inlet Fire Department made meaningful progress in 2025 across accreditation, training, technology, facilities, and community engagement. The year reflected a deliberate focus on strengthening internal systems, improving long-term sustainability, and positioning the department for continued success while maintaining a high standard of service to the community.

#### **Accreditation and Professional Standards**

Accreditation remained a central priority throughout the year. The department completed and submitted its Self-Assessment Manual (SAM) to the Center for Public Safety Excellence (CPSE), documenting agency performance across all functional areas. In late 2025, the department achieved candidate status and successfully completed its accreditation site visit. The assessment team recommended the department move forward for final review, placing Ponce Inlet Fire Rescue in the final stage of the accreditation process.

Significant behind-the-scenes work supported this effort, including ongoing organization, cleanup, and management of accreditation documentation, coordination of peer review preparation, and administrative support to ensure readiness for interviews and evaluation.

## **ISO Rating Improvement**

In September, the department was notified that its Insurance Services Office (ISO) Public Protection Classification improved from Class 3 to Class 2. This achievement places Ponce Inlet among a small percentage of fire departments nationwide and reflects sustained investment in training, staffing, equipment, planning, and fire prevention. The improved rating demonstrates enhanced community fire protection and carries the potential for reduced insurance premiums for property owners.

## **Training and Personnel Development**

Training remained consistent throughout 2025, with personnel completing a broad range of certifications, continuing education, and skills-based training. Instruction included apparatus operations, emergency medical competencies, officer development, and manufacturer-specific equipment training. These efforts supported accreditation requirements and reinforced professional development at all levels of the organization.

## **Technology and Communications Upgrades**

November marked a major milestone with the successful implementation of several critical technology systems. The department transitioned to a new Computer Aided Dispatch (CAD) platform, fully deployed the ESO Records Management System (RMS), and completed the cutover to a new P25 radio system. These upgrades significantly improved data integration, reporting capability, and communications interoperability.

Training and familiarization occurred throughout the month to ensure personnel were comfortable with new system features, including updated talkgroups, encryption, and operational functionality. The transition represented a substantial organizational effort and laid the foundation for improved data quality, accountability, and long-term planning.

## **Facilities, Apparatus, and Equipment**

Progress continued on fleet and equipment planning, including the delivery and outfitting of a new 75-foot quint aerial apparatus, which went into service earlier in 2025. This addition greatly enhanced operations and allowed for the planned removal of an older, mission-limited mini-pumper vehicle. Internal station improvements were completed to better support staffing needs, gear storage, and daily operations, improving safety and functionality within existing space.

## **Administration and Operational Support**

Throughout the year, administrative functions supported department operations and long-term goals. Payroll and scheduling functions ensured consistent staffing coverage, financial processes were monitored and coordinated with Finance, and purchasing documentation was processed and tracked in accordance with Town procedures. Leadership transitions were also managed professionally, including the off-boarding of the Deputy Fire Chief and preparation for continuity moving forward.

## **Community Engagement, Public Information, and Communications**

The Fire Department maintained a strong public presence through coordinated public information and outreach efforts. Support was provided for Town events, emergency messaging, media relations, and public notifications. Digital communications were managed across the Town website, social media platforms, podcasts, and resident alert systems, with a continued emphasis on accuracy, transparency, and ADA compliance.

Fire Department staff provided live and recorded coverage of community events, produced and published multimedia content, coordinated with County and regional partners, and responded to time-sensitive public information needs. These efforts helped strengthen public trust, improve awareness of Town initiatives, and reinforce the department's role as a community partner.

## **Leadership and Organizational Stability**

2025 included an important leadership transition with the retirement of the Deputy Fire Chief. His contributions played a key role in advancing accreditation efforts, strengthening training programs, improving the ISO rating, and supporting the acquisition of new apparatus. Succession planning and organizational continuity remained a priority to ensure steady progress and stability.

## **Looking Ahead**

As the department enters next year, priorities include final accreditation approval, full operational deployment of new technology systems, and continued refinement of policies, training, and administrative systems. The progress made in 2025 has positioned the Ponce Inlet Fire Department for continued improvement, resilience, and long-term success.

We're grateful for the support of our residents and the dedication of our firefighters and staff.

## **Fire Department Overtime**

Monthly overtime hours reflect the staffing coverage needed to maintain five firefighters per shift, as authorized by Town Council following a comprehensive review of operations, performance, and community risk. Overtime usage varies from month to month and year to year based on factors such as employee leave, training requirements, vacancies, special assignments, and unplanned absences, all of which directly impact minimum staffing coverage.

|               |     |
|---------------|-----|
| December 2024 | 540 |
| December 2025 | 777 |

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 December, 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 December 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 December 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 December 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 December fire call type responses:

[https://app.mapline.com/map/map\\_a6d0be7/P2YUYwkbGj8ETT85LkIUZD9YPz87Pz8oPzgUPz9KGGEUJz8UPz](https://app.mapline.com/map/map_a6d0be7/P2YUYwkbGj8ETT85LkIUZD9YPz87Pz8oPzgUPz9KGGEUJz8UPz)

# Ponce Inlet Fire Department Incident Summary

December 1 through December 31, 2025

|  |              |
|--|--------------|
| <b>Total Monthly Department Responses</b>    | <b>94</b>    |
| Fire Incident Types                          | 29           |
| EMS Incident Types                           | 65           |
| Average Response per 24hr Shift for December | 3.0          |
| <b>Total Response for Year-to-Date</b>       | <b>1071*</b> |
| Average Response per 24hr Shift Year-to-Date | 2.0*         |

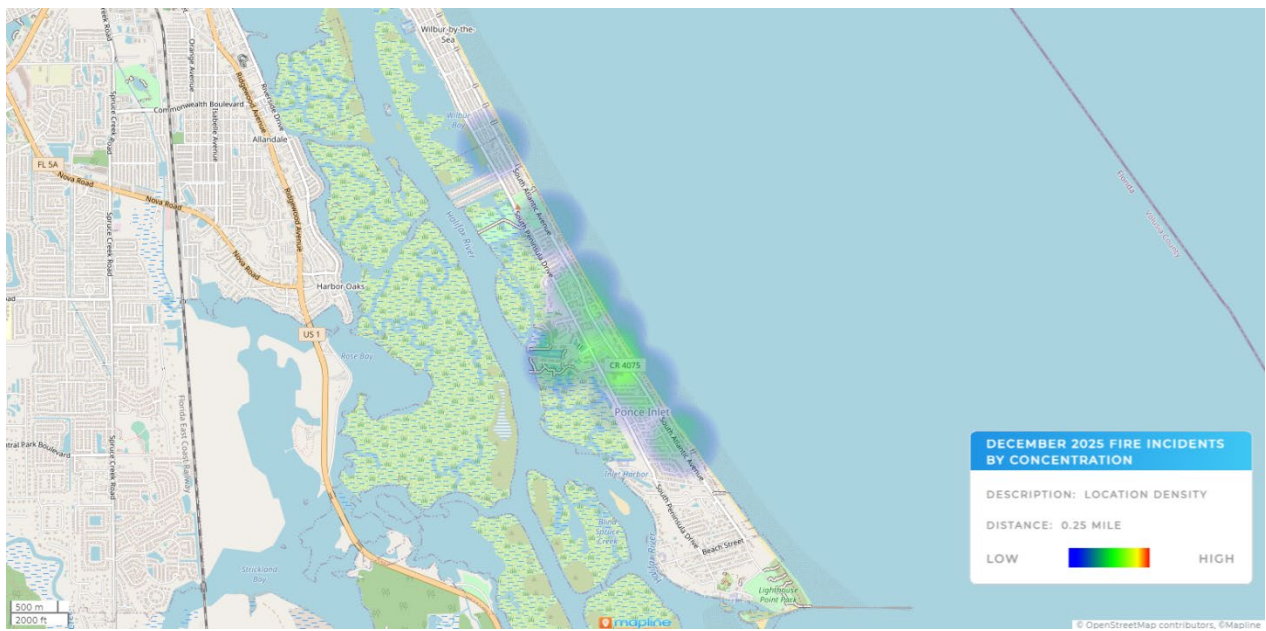
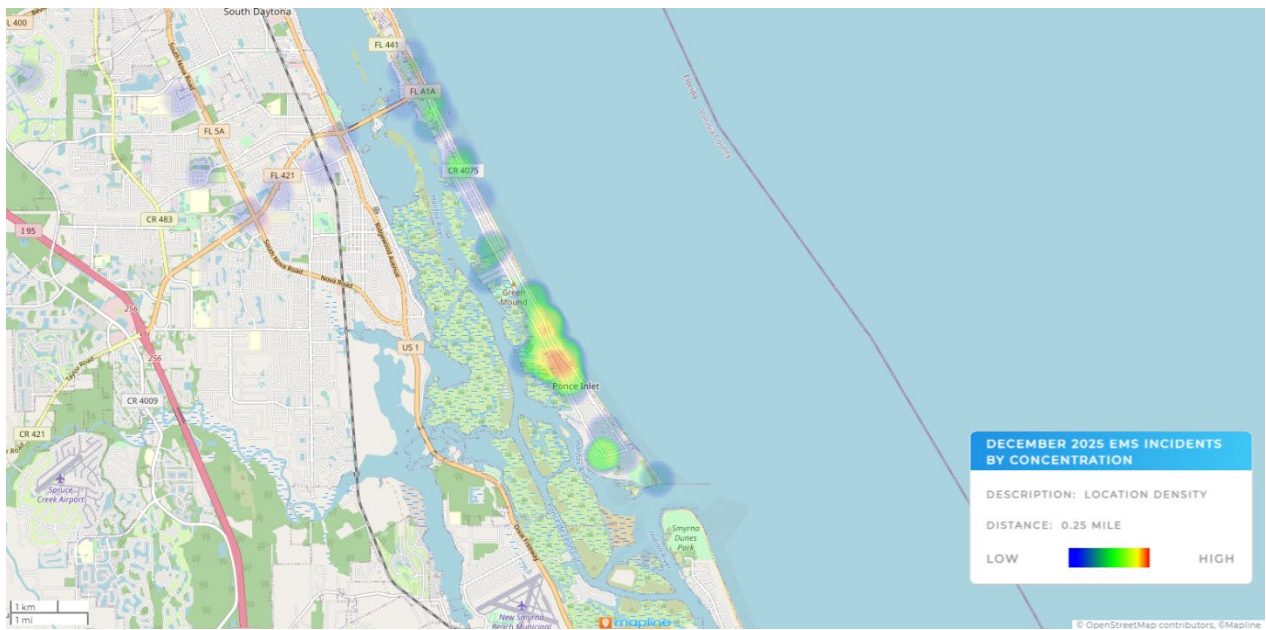
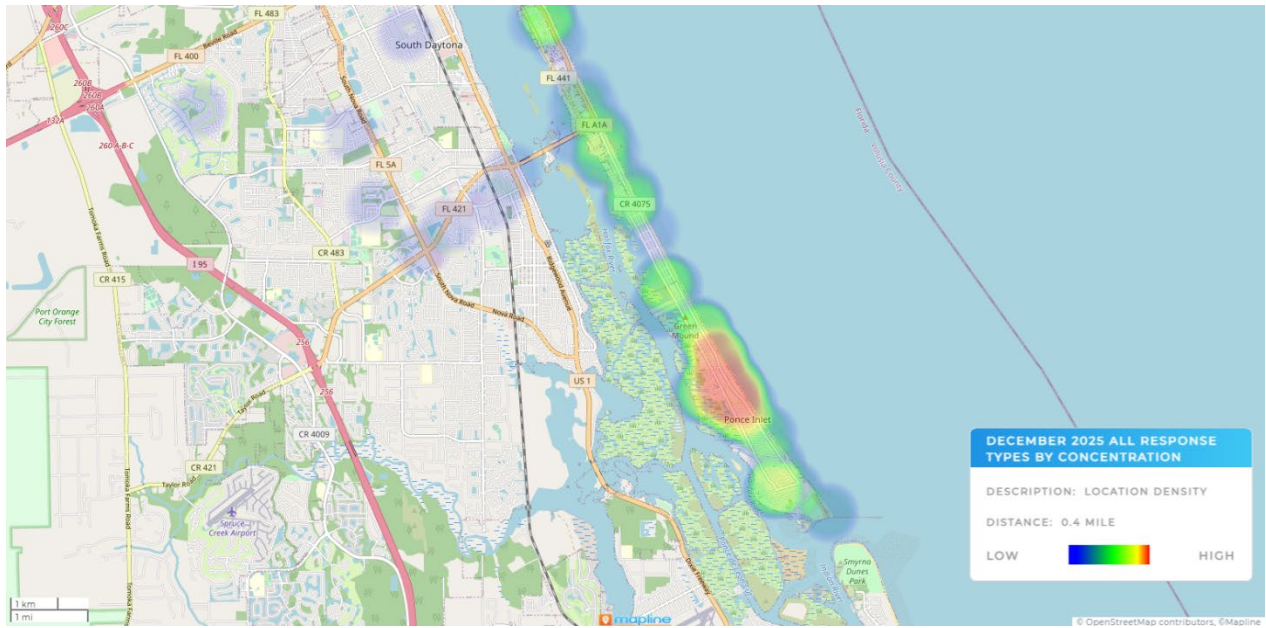
\*Represents incomplete data totals

| <b>Fire Service Incident Types</b> |    |
|------------------------------------|----|
| Emergency Medical                  | 65 |
| No Emergency                       | 16 |
| Public Service                     | 6  |
| Hazardous Situation                | 4  |
| Rescue                             | 2  |
| Law Enforcement Assist             | 1  |

| <b>Unit Turnout Time Analysis</b>  |                      |
|--|----------------------|
|  | <b>Reaction Time</b> |
| <b>Medical</b>   |                      |
| <b>Average</b>   | <b>58 Secs</b>       |
| <b>Lowest</b>  | <b>00 Secs</b>       |
| <b>Highest</b>   | <b>128 Secs</b>      |
| <b>90<sup>th</sup> Percentile</b>  | <b>89 Secs</b>       |
| <b>Fire</b>  |                      |
| <b>Average</b>   | <b>47 Secs</b>       |
| <b>Lowest</b>  | <b>00 Secs</b>       |
| <b>Highest</b>   | <b>117 Secs</b>      |
| <b>90<sup>th</sup> Percentile</b>  | <b>97 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 <b>EMS</b> incidents        |                      |
| NFPA 1710 Recommends <b>80 secs</b> reaction time for 90% of <b>fire service</b> incidents |                      |

| <b>Response Time Analysis</b>     |                      |
|-----------------------------------|----------------------|
|                                   | <b>Response Time</b> |
| <b>Medical</b>                    |                      |
| <b>Average</b>                    | <b>02:49 Mins</b>    |
| <b>Lowest</b>                     | <b>00:00 Mins</b>    |
| <b>Highest</b>                    | <b>08:41 Mins</b>    |
| <b>90<sup>th</sup> Percentile</b> | <b>04:27 Mins</b>    |
| <b>Fire</b>                       |                      |
| <b>Average</b>                    | <b>01:43 Mins</b>    |
| <b>Lowest</b>                     | <b>00:00 Mins</b>    |
| <b>Highest</b>                    | <b>03:33 Mins</b>    |
| <b>90<sup>th</sup></b>            | <b>03:28 Mins</b>    |

| <b>EMS Incidents and Transports</b>   |     |
|---|-----|
| Transports  | 40  |
| Non-transports  | 25  |
|   |     |
| <i>Transports Originating Within Ponce Inlet</i>  | 19  |
| <i>Transports Originating Outside of Ponce Inlet</i>                                    | 21  |
|   |     |
| <i>In-District Transport Assisted by Outside Agency (not included transport totals)</i> | 1   |
| Ponce Inlet Transporting from In-District   | 1   |
| Ponce Inlet Transporting from Out-of-District   | 0   |
|   |     |
| <i>Transport Destinations</i>   |     |
| Halifax Port Orange   | 25  |
| Halifax Daytona   | 7   |
| Advent Daytona  | 6   |
| Advent Port Orange  | 2   |
| Advent New Smyrna Beach   | 0   |
|   |     |
| <i>Total EMS Transports Year-to-Date</i>  | 586 |
| In-District Transports  | 201 |
| Out of District Transports  | 385 |
|   |     |
| Average Transports per 24hr Shift for December  | 1.3 |
| Average Transports per 24hr Shit Year-to-date   | 1.6 |





# Ponce Inlet Fire Department Incident Summary

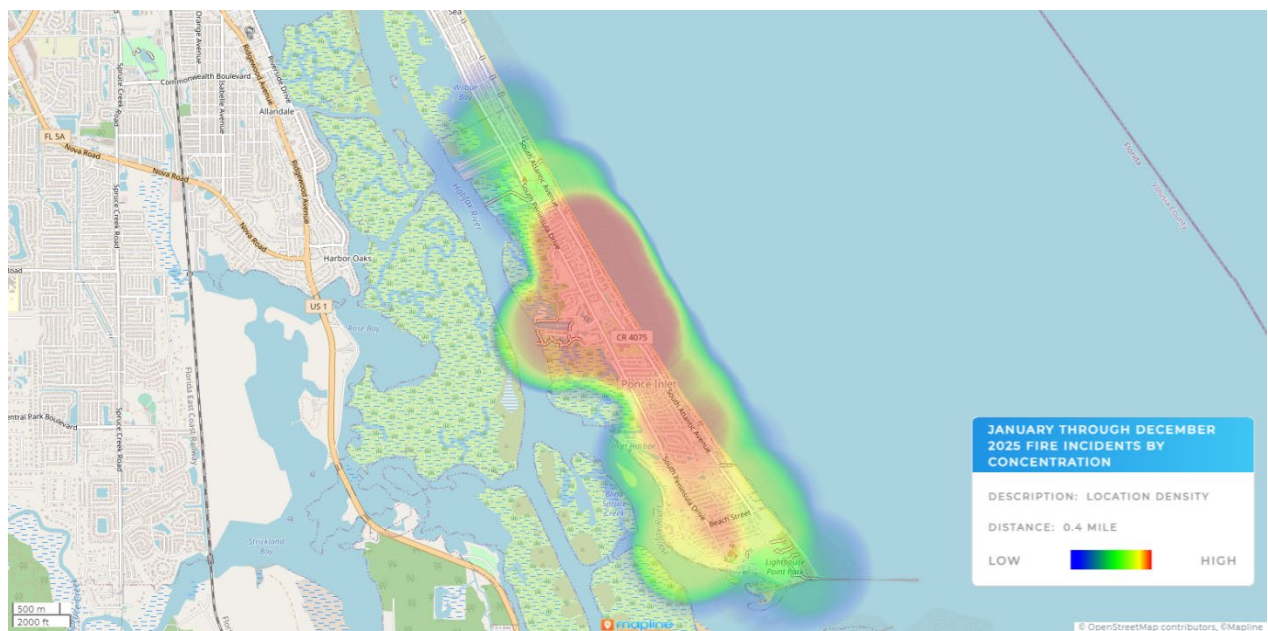
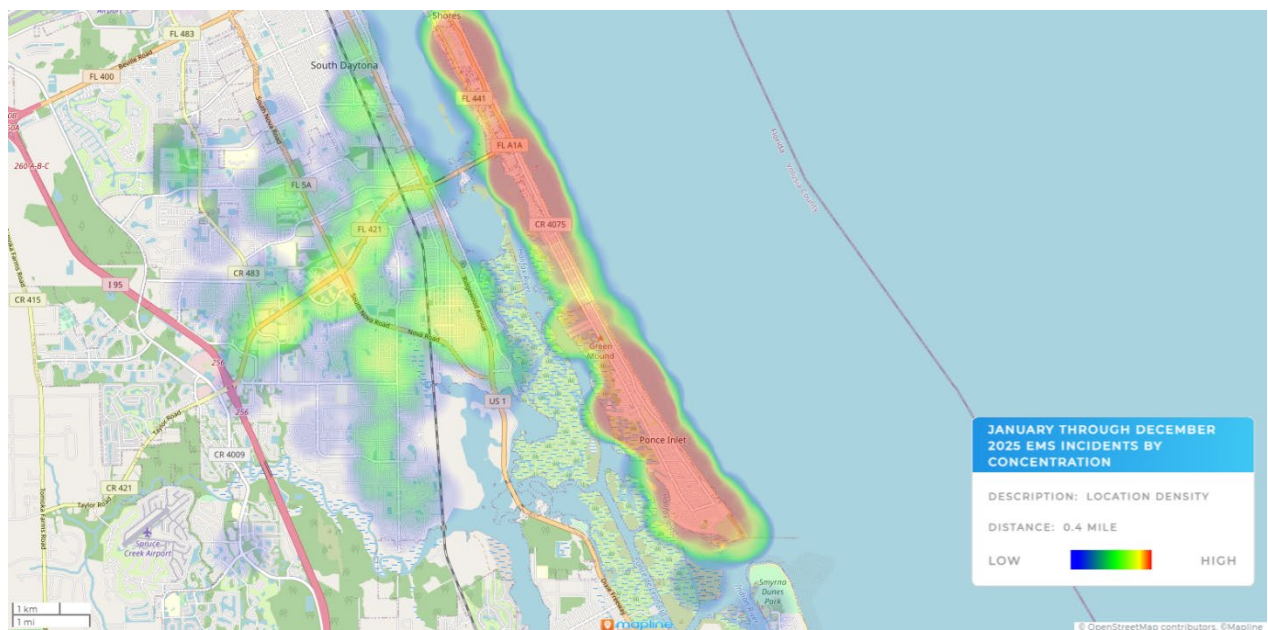
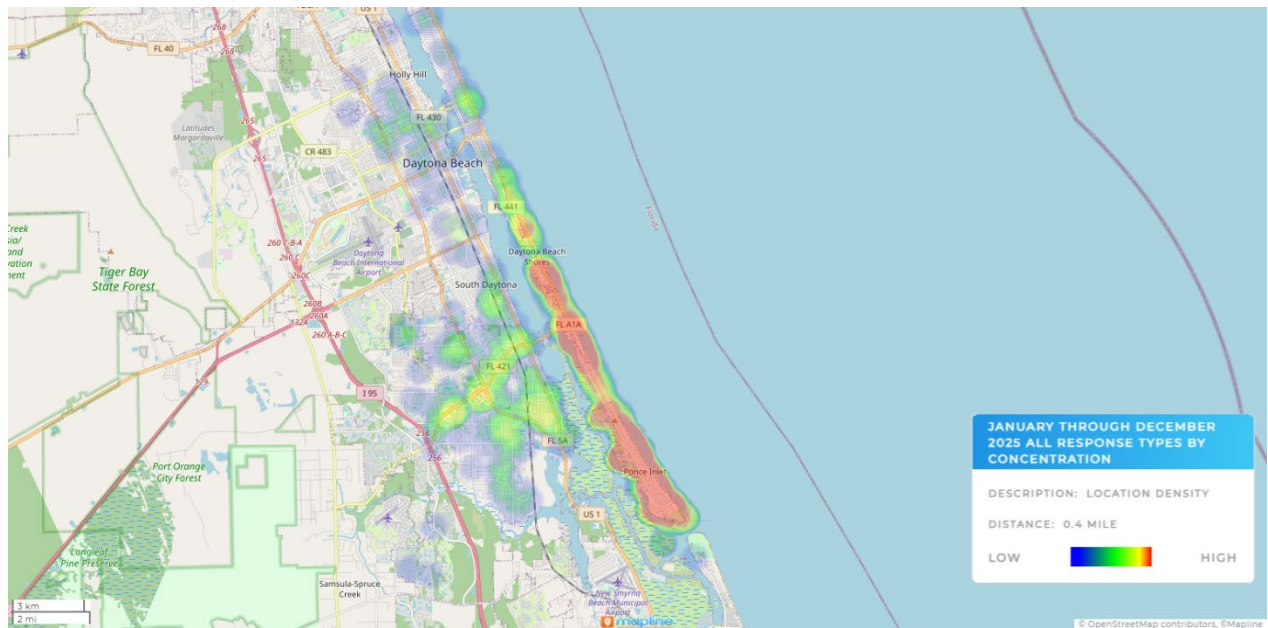
## January 1 through November 4, 2025

|  |              |
|--|--------------|
| <b>Department Responses</b>                  | <b>1071*</b> |
| Fire Incident Types                          | 366          |
| EMS Incident Types                           | 705          |
| Average Response per 24hr Shift Year-to-Date | 2.9          |

\*Represents incomplete data totals

| Unit Turnout Time Analysis   |                 |
|--|-----------------|
|  | Reaction Time   |
| <b>Medical</b>   |                 |
| <b>Average</b>   | <b>55 Secs</b>  |
| <b>Lowest</b>  | <b>00 Secs</b>  |
| <b>Highest</b>   | <b>237 Secs</b> |
| <b>90<sup>th</sup> Percentile</b>  | <b>99 Secs</b>  |
| <b>Fire</b>  |                 |
| <b>Average</b>   | <b>55 Secs</b>  |
| <b>Lowest</b>  | <b>00 Secs</b>  |
| <b>Highest</b>   | <b>241 Secs</b> |
| <b>90<sup>th</sup> Percentile</b>  | <b>94 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 <b>EMS</b> incidents        |                 |
| NFPA 1710 Recommends <b>80 secs</b> reaction time for 90% of <b>fire service</b> incidents |                 |

| Response Time Analysis            |                   |
|-----------------------------------|-------------------|
|                                   | Response Time     |
| <b>Medical</b>                    |                   |
| <b>Average</b>                    | <b>03:30 Mins</b> |
| <b>Lowest</b>                     | <b>00:00 Mins</b> |
| <b>Highest</b>                    | <b>11:09 Mins</b> |
| <b>90<sup>th</sup> Percentile</b> | <b>05:31 Mins</b> |
| <b>Fire</b>                       |                   |
| <b>Average</b>                    | <b>04:39 Mins</b> |
| <b>Lowest</b>                     | <b>00:00 Mins</b> |
| <b>Highest</b>                    | <b>16:10 Mins</b> |
| <b>90<sup>th</sup></b>            | <b>07:04 Mins</b> |





# Completions - Aggregated

Type:  
Completions - Aggregated  
Run Date:  
Jan 9, 2026 9:47 AM  
Shared with:  
Not Shared  
Filters:  
Users: 15 selected  
Type: All Assignments  
Completion Date Range: From 12/01/2025 To 12/31/2025  
User Status: Active, Offline

| First Name | Last Name      | Completions | Duration (hours) |
|------------|----------------|-------------|------------------|
| Andy       | Inman          | 3 5         | 2 7              |
| Antony     | Beaulieu       | 3 5         | 31.5             |
| Bo         | Godawa         | 4 1         | 3 2              |
| Branden    | Garcia         | 2 3         | 20.75            |
| Christian  | Huddleston     | 2 6         | 2 1              |
| Crystal    | Austell        | 4 1         | 35.25            |
| Eric       | Baxa-Breedlove | 4 9         | 4 4              |
| Gage       | Kananen        | 8 5         | 8 3              |
| Jeff       | Lord           | 1 1 0       | 81.5             |
| John       | Juliano        | 5 5         | 4 2              |
| Juan       | Abad           | 1 5         | 16.75            |
| Ray        | Reneker        | 1 4 9       | 1 1 5            |
| Ryan       | Burke          | 3 2         | 25.75            |
| Steven     | Tornelli       | 9 1         | 70.25            |
| William    | Lautenschlager | 3 6         | 2 0              |



## **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: January 8, 2026

Subject: Monthly Report for December 2025

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### **Monthly Highlights – December 2025**

In December 2025, PIO staff expanded resident engagement by going live on Facebook during several key Town events, including the Children's Town Tree Lighting and visit with Santa, the Fire Department Santa Run, and the Ponce Inlet Christmas Parade. These live broadcasts allowed residents who were unable to attend in person to participate in real time, strengthening community connection and increasing visibility for Town activities. In addition to live coverage, staff created and published supporting reels, edited event photography, and developed post-event recap content to further extend the reach, longevity, and impact of these events across the Town's social media platforms, ensuring consistent messaging and broad community awareness.

### **Fire Department Office Manager**

#### **Accreditation**

- Supported Fire Department accreditation efforts by coordinating and overseeing the peer assessment site visit.
- Prepared Town staff for their assigned accreditation interviews and coordinated logistics for all interview sessions.
- Organized and prepared the fire station and Town Hall large conference room for the site visit.
- Met the accreditation peer assessment team and participated in the Town tour alongside Fire Chief Dan Scales and Mayor Lois Paritsky.
- Attended both the accreditation kickoff meeting and the closing conference.

## **Administrative & Operational Support**

- Completed payroll for 15 employees; verified all ESS time entries for accuracy and compliance.
- Processed Fire Department invoices and purchase orders; scanned supporting documentation into the Content Management system.
- Monitored weekly purchase order activity by office managers and provided corrections and finance process support to Cultural Services as needed.
- Verified staffing and scheduling for 45 filled shifts.
- Logged all medical transports in the department tracking spreadsheet.

## **Special Events & Community Support**

- Set up and configured the Santa Tracker application for the annual Santa Run.
- Scheduled additional crew staffing and coverage for the three-night Santa Run event.
- Worked the first night of the Santa Run to ensure crews were informed of procedures and operational expectations.

## **Website Administrator**

- Updated and maintained Town website content, including:
  - Homepage “Upcoming Events” carousel
  - Planning Department’s Resilient Ponce Inlet webpage
  - Departmental monthly reports, including ADA compliance review (document scanning, corrections, formatting, and accessibility verification)
- Maintained the Town Calendar, homepage content, and public alerts to ensure accuracy, timeliness, and consistency.
- Distributed Volusia County public information updates to residents, including holiday garbage collection schedules and fireworks-related information.

## **Top 5 Most Visited Pages on the Town Website**

1. Court Reservation System
2. Calendar
3. Building / Permitting
4. Job Openings
5. Facilities

## **Public Information Officer (PIO)**

- Created and published Facebook Live broadcasts, reels, edited photos, and event recap posts for major community events, including the Children’s Tree Lighting and the Ponce Inlet Christmas Parade.
- Managed and published content across Facebook, Instagram, and Nextdoor related to:
  - Winterhaven Beach Cleanup (Volusia County)
  - Holiday garbage collection schedules
  - Town Toy Drive
  - Fire Department Santa Run

- Flood Mitigation Project approvals
  - Fire Department extrication training
  - Holiday safety reminders
  - Volusia County announcement restoring access at the North Jetty
  - Public Works employee U.S. citizenship recognition
  - Volusia County Stormwater Management newsletter release
  - Fireworks prohibition reminder
  - Cold weather advisory
  - Year-end reflection on 2025 for the Town
- Responded to and managed time-sensitive public information requests.
- Attended Town Council meeting to photograph presentations and remain informed on current and emerging Town issues.