



PALM BEACH COUNTY FIRE RESCUE ANNUAL REPORT

OCTOBER 1, 2018 – SEPTEMBER 30, 2019





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Palm Beach County Fire Rescue (PBCFR) was created by County Ordinance in 1983. It consolidated ten separate taxing districts that provided fire rescue emergency services to the unincorporated areas of Palm Beach County, plus thirteen municipalities. At the time of consolidation in October 1984, the department served an estimated population of 294,743. At that time, Palm Beach County Fire Rescue had 23 fire stations, employed 458 personnel and had an operating budget of \$19.9 million.

PBCFR now serves unincorporated Palm Beach County and nineteen municipalities (Belle Glade, Cloud Lake, Glen Ridge, Haverhill, Jupiter, Juno Beach, Lake Clarke Shores, Lake Park, Lake Worth Beach, Lantana, Loxahatchee Groves, Manalapan, Pahokee, Palm Springs, Royal Palm Beach, South Bay, South Palm Beach, Wellington and Westlake). PBCFR also dispatches for thirteen additional municipalities. In fiscal year 2019 the department responded to 133,580 calls from 49 fire stations, served an estimated population of 919,158, covering 1,772 square miles. PBCFR employed 1,630 personnel with an operating budget of \$451 million.



Palm Beach County Board of County Commissioners

- Dave Kerner, Mayor
- Robert S. Weinroth, Vice Mayor
- Hal R. Valeche
- Gregg K. Weiss
- Mary Lou Berger
- Melissa McKinlay
- Mack Bernard

County Administrator

Verdenia C. Baker

Fire Rescue Administrator

Reginald K. Duren



Change of Command Ceremony

On Monday, March 25, 2019, Chief Michael C. Mackey transferred command of Palm Beach County Fire Rescue to Chief Reginald K. Duren. The Transfer of Command Ceremony was held at the Chief Herman W. Brice Fire Rescue Complex and included a formal thank you to departing Fire Rescue Administrator Michael C. Mackey for his leadership, and a warm welcome for incoming Fire Rescue Administrator Reginald K. Duren. Chief Duren was sworn in before an audience of dignitaries, numerous chiefs from across South Florida fire departments, and many Palm Beach County Fire Rescue employees.



Message from Chief Reginald K. Duren, Fire Rescue Administrator



Among the most important duties of a Fire Chief is the responsibility of ensuring the safety of the brave men and women who are proudly sworn to defend and protect our community. They must be equipped with the training, tools and support necessary to serve the residents and visitors in their time of need. This obligation is continually evolving. As the demands of our community change, our response changes with it. Palm Beach County Fire Rescue is stronger today because we have grown into our ever expanding role in public health and safety. We have risen to the challenge and we look forward to the future.

Palm Beach County Fire Rescue is not just a “Fire Rescue Department.” We are a full service all-hazards emergency response force. We mitigate a variety of calls for service. We deliver firefighting services and emergency medical services from an array of vehicles including fire suppression, rescue, and specialty vehicles. All are staffed with cross trained personnel. That means every single person on each type of emergency response vehicle must be trained in both fire suppression and emergency medicine. This is, by far, the most efficient system of emergency response and the key to delivering the highest level of service in the shortest time frame.

Keep in mind, fire and EMS calls are only two parts of the greater public health and safety equation. Palm Beach County Fire Rescue specializes in a variety of technical rescue techniques along with hazardous materials mitigation. Our units are also an integral part of the County’s response to natural disasters such as hurricanes. In addition to a multitude of community based programs, we also conduct fire and life safety building inspections, facilitate Community Risk Reduction through public education, and raise the bar on health care in the home with our Mobile Integrated Health program.

The role of the firefighter paramedic has expanded exponentially over the past nearly two decades since the tragic events of September 11, 2001. As a result, with vigilant minds, yet heavy hearts, Palm Beach County Fire Rescue continuously prepares for a potential response to a mass casualty incident and or an active shooter event. We have acquired additional training and equipment for the treatment of victims as well as the protection of our fire rescue first responders.

As residents of South Florida in particular, we cannot ignore the chance that a natural disaster may have a devastating impact on our community. The difference between living through a storm and weathering a storm lies in the planning and preparation of both our residents and fire rescue personnel. Rest assured with the knowledge that Palm Beach County Fire Rescue is prepared for any storm or disaster that may come our way. Hurricane Dorian tested our readiness during the 2019 hurricane season. As we implemented our hurricane plans into action, we validated the value of our continual exercises, drills and re-evaluations.

When it comes to Fire Rescue’s ability to mitigate all of these varied types of emergencies, I can proudly say with great confidence that we are not just in “good” hands, we are in “excellent” hands. The women and men of Palm Beach County Fire Rescue stand ever vigilant to answer the call.



Fiscal Year 2019 Accomplishments

- Established the Palm Beach County Cardiac Care Collaborative, a multi-agency initiative comprised of area fire and EMS agencies, local hospitals, American Heart Association, and the Florida Department of Health, with the overall goal of achieving both improved outcomes and quality of life for cardiac arrest patients.
- Received Narcan (opioid reversal medication) funding for the second year in a row through the Florida Department of Health for the Helping Emergency Responders Obtain Support (HEROS) grant program.
- Improved emergency communication access to our neighboring counties through radio interoperability.
- Completed the licensing and inspections for Fire Rescue's 800Mhz backup repeaters to provide continuous radio coverage in the event of a complete radio failure.
- Completed Live Fire training in collaboration with 10 municipalities and trained over 685 area firefighters.
- Implemented a new database in Plan Review that simplifies the intake process, stores data, and streamlines information.
- Upgraded Station 22 and Station 48 from a 3 person to a 5 person complement.
- Commenced Station 22's groundbreaking ceremony, which serves the western communities of Palm Beach County, including the City of Westlake (pictured on the right).



Improved Insurance Services Office (ISO) Rating

Effective September 1, 2019 Palm Beach County Fire Rescue was upgraded from a 3/10 to a 2/10 ISO rating, the highest in the history of the department. The improved ISO rating indicates the high level of fire protection service provided to the residents of Palm Beach County and the 19 municipalities it serves. This classification determines property insurance rates and may help to lower insurance premiums for some communities.

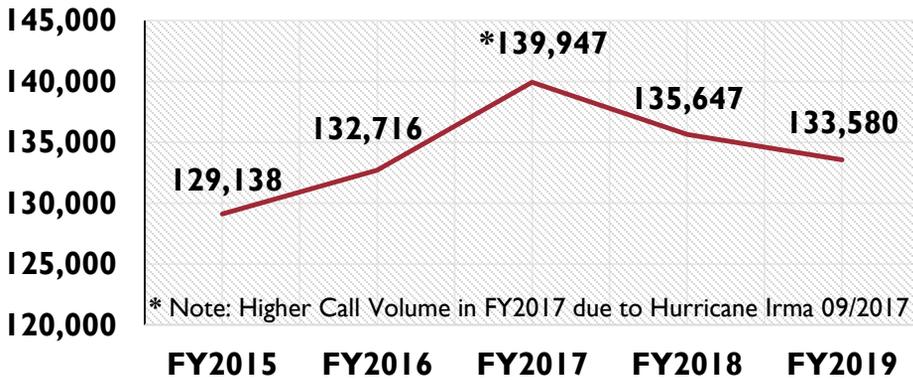
Classification is dependent upon fire suppression operation in four areas:

- Needed fire flows- used to determine the theoretical amount of water necessary for fire suppression purposes.
- Emergency communications- including emergency reporting, telecommunicators, and dispatching systems.
- Fire department- including equipment, staffing, training, geographical distribution of fire companies, operational considerations and community risk reduction.
- Water supply- including inspection and flow testing of hydrants, alternative water operations, and evaluation of the amount of available water needed to suppress fires.



PBCFR By the Numbers

TOTAL CALL VOLUME BY YEAR



Top 5 EMS Call Types

#1
Sick Person

#2
Fall with Injury

#3
Respiratory/Trouble Breathing

#4
Chest Pain/Cardiac

#5
Fall-Uninjured

6 min 32 secs
Average Response Time

Busiest Station
St. 45 - 6,833 Calls

72,792
Patients Transported

Busiest Engine
E45 - 2,375 Calls

49
Stations

1,630
Personnel

Busiest Rescue
R91 - 3,683 Calls

919,158
Population Served

1,772
Square Miles Served

201,661
Total Calls Dispatched

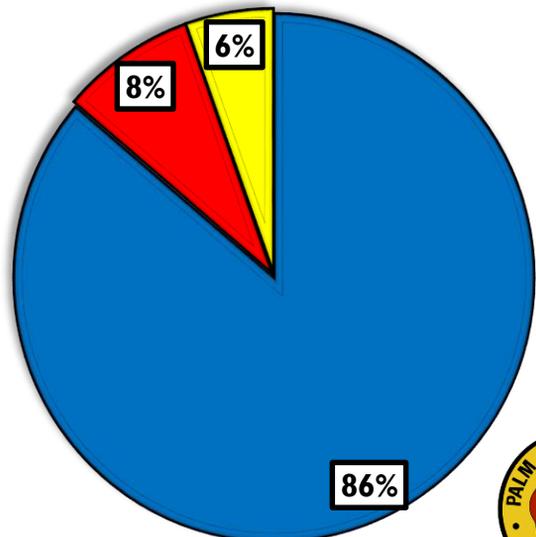
\$451 Million
Budget

In-Service Units

- 43 ALS Engines
- 53 ALS Rescues
- 2 Special Operations Units
- 6 ALS Aerials, 4 Tenders
- 19 Brush Trucks
- 1 Light & Air Unit
- 5 ARFF vehicles

CALL VOLUME BY TYPE

■ EMS ■ Fire-Related ■ Other



Organizational Chart



Operations

Operations is the largest division of Palm Beach County Fire Rescue and is divided geographically into eight battalions. The Operations division is responsible for the direct delivery of emergency services to the community.

PBCFR operates 49 fire stations throughout the county, with a minimum daily staffing of 295 personnel on duty at all times. Zone coverage is maintained as required by re-locating units to fill areas of need.

PBCFR is an “all-hazards” department, capable of responding to everything from a minor medical call to a regional natural disaster.

All personnel are cross-trained in firefighting and emergency medical services, ensuring efficient delivery of fire suppression, technical rescue, vehicle extrication, and emergency medical care.

PBCFR maintains two strategically located Special Operations teams that respond to emergencies countywide.

Special Operations technicians receive continual training to maintain readiness in a number of disciplines, including:

- Hazardous Materials Response
- Confined Space and Technical Rescue
- Dark Water Dive Rescue
- Advanced Automobile Extrication
- Explosive Ordnance Disposal (with PBSO)
- High Angle Rescue
- Trench Rescue
- Large Animal Rescue
- Structural Collapse Rescue



Air Rescue/Trauma Hawk



Palm Beach County is home to two Level I Trauma Centers. Critical patients can be transported by one of two Trauma Hawk helicopters which can accommodate two adult/pediatric patients at a time.

In partnership with the PBC Health Care District, PBCFR paramedics and flight nurses rapidly transport ill and injured patients from the scene of an incident or transport critical patients from one facility to another to save time and increase trauma survival rates.

Aircraft Rescue & Firefighting (ARFF)

Visitors to Palm Beach County can expect first-rate EMS care and fire protection from the Aircraft Rescue Firefighting (ARFF) station located at Palm Beach International Airport.

The firefighter/paramedics assigned to Station 81 provide EMS and fire suppression within the terminals, a rapid response to aircraft emergencies, along with protection for visiting dignitaries including the President of the United States.

Station 81 houses specialized "Dragon" units, capable of quickly delivering large amounts of firefighting foam in the event of an emergency landing of an aircraft.



Medical Services

The Medical Services Division oversees both the Emergency Medical Services (EMS), Mobile Integrated Health (MIH) and CARES sections of PBCFR.

The Medical Services Division is committed to EMS care and improving the health of PBC citizens by providing the highest level of pre-hospital advanced life support care.



115,163
Requests for Emergency Medical Aid

To ensure the highest level of preparedness and response to any call, ranging from a fall to a mass causality incident, the Medical Services Division continually researches and evaluates new protocols, procedures, and equipment to improve patient outcomes, ensuring every patient experiences the highest quality of care.

Mobile Integrated Health (MIH) provides an integrated health approach that promotes community health by connecting patients to resources, health management tools, crisis care and emotional support after their initial 9-1-1 call. The MIH Program aims to enhance the experience of patients who are connecting to EMS for care and support, improve the overall health of our community, and also help reduce healthcare costs. MIH has established the following programs to achieve this goal:

- High Frequency Utilizer Reduction Program
- Addiction Program
- Crew Referral Program
- Pregnancy Outreach Program
- Chronic Disease Management Program
- Cardiac Arrest Survivor Program

32.6%
Of PBCFR's Cardiac Arrest Patients Regained Pulses

Compared to Florida's Average Rate of Resuscitation:
22%



PBCFR's CARES Team is a volunteer community assistance team that provides emotional first aid and fall intervention at the scene of 9-1-1 calls. The CARES Team provides Fall Intervention on the scene of the 911 calls to provide immediate assessment of the potential reason for the fall and then facilitate solutions to help ensure immediate safety while also reducing the risk of future falls. Team members receive specialized ongoing training and support as part of their CARES role with PBCFR. Through the CARES Fall Intervention Program, team members are also dispatched to 9-1-1 calls for falls without injury. The volunteers can provide the patient and/or caregiver support which includes, CARES Fall Intervention Program including a home safety assessment and connection to fall intervention programs.



Training & Safety



735,074
Training Hours Delivered

The Training and Safety Division provides a variety of instructional sessions throughout the year to meet the needs of department personnel. To aid current employees in maintaining their required technical certifications, the Training Division provides classes for personnel at fire stations and at the Chief Herman W. Brice Fire Rescue Complex. In addition, training modules and safety alerts are distributed online to ensure that PBCFR personnel receive essential information and training in a timely manner.

One of the most important responsibilities of the Training Division is to provide the initial orientation and training for new firefighters. Four Recruit Academies were held this past fiscal year. All probationary firefighters are now evaluated to ensure skills learned in the recruit academy are retained throughout their first year of employment.

The Training Division coordinates all operational personnel requests to further their education through formal schooling at local colleges and state universities. Many employees have taken the opportunity to acquire their Associate's or Bachelor's degrees through a reimbursement program.

Officer Development academics were held for the rank of Lieutenant, Captain, and Battalion Chief. Various training classes offered during this past fiscal year are listed below:

- Driver Candidate School
- Live Fire Training Instructor
- Aerial Operations
- Arson Investigation
- Florida Urban Search & Rescue
- Strategy and Tactics
- Company Officer
- Initial Company Operations
- Dive Rescue
- Pediatric Advanced Life Support
- Pre-Hospital Trauma Life Support
- Tactical Emergency Critical Care
- Advanced Cardiac Life Support/CPR
- Paramedic Development



86
Recruit Academy Graduates



Emergency Management

The Emergency Management Division is committed to the safety of citizens by preparing personnel for any emergency and offering assistance to other agencies.

The Emergency Management Division was activated for Hurricane Michael to the Florida Panhandle during October 2018. Shortly after Michael struck, PBCFR members were deployed to provide support. Duties ranged from incident management, responding to fire and medical calls, relieving Alarm Office personnel, assisting with EOC support missions, and overall management of resources assigned in various counties in north Florida.

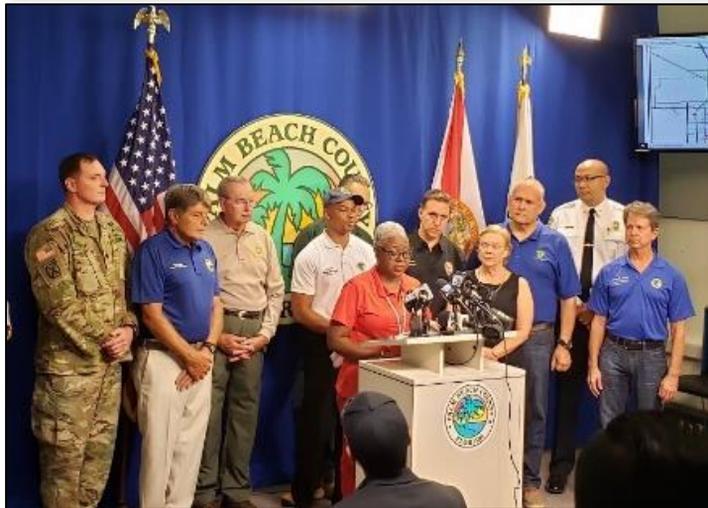
In May 2019, The Florida Region-7 All-Hazards Incident Management Team was sent to Oklahoma to provide support for their Emergency Operations Center (EOC) for a major flooding event.

PBCFR also participated in several drills and exercises this year:

- BioShield (Biological Disaster Preparedness Exercise)
- Hurrex 2019 (Hurricane Preparedness Exercise)
- HeatShield III (Active Shooter full-scale regional drill)
- Boca Raton Active Shooter Countywide drill



Hurricane Dorian



Hurricane Dorian affected PBC during the first week of September 2019. Through continual training in hurricane response and recovery, PBCFR was fully prepared to handle the storm. Positions were staffed in the EOC and 7 shelters across PBC including a pet shelter and a special needs shelter. Shelter occupants reached a peak of 5,000 throughout the storm with 47 fire rescue personnel on site. Additional staffing was brought in for command and rescue functions. The Professional Firefighters & Paramedics of Palm Beach County, Local 2928, also contributed to county and local relief efforts via donations and emergency services to aid Bahamians that were devastated by Hurricane Dorian.



Significant Firefighting Incidents

•Deauville Village Clubhouse Fire - Firefighters from Battalion 4 responded to a two-alarm commercial fire. The clubhouse was fully engulfed in flames and suffered major structural damage. There were no injuries to civilians or firefighters.

12/14/2018



Deauville Village Clubhouse Fire

•Palm Beach Country Estates Well Incident - Firefighters from Battalion 1 responded to a chemical emergency. A local water company was conducting a drill and pump operation to inject hydrochloric acid into an underground well. A subsequent chemical reaction occurred causing failure of the wellhead and a chemical spill that covered approximately 50,000 sq. ft. Fire rescue crews evacuated workers and residents, with one person medically treated. Two Special Operations teams worked alongside on scene units as part of a large scale Hazmat operation. Crews neutralized the acid and the scene was deemed safe.

04/23/2019



Palm Beach Country Estates Well Incident

•Manalapan Mansion Fire – Firefighters from Battalion 3 responded to a residential structure fire. Fire Rescue crews rapidly mitigated this incident which saved a 11,000 sq. ft. mansion from major fire damage.

05/05/2019

•Turnpike Vehicle Fire - Firefighters from Battalion 5 were dispatched to a vehicle fire on the Turnpike. Upon arrival, crews battled a fully-involved, 40ft mobile camper on fire, with a large trailer in tow. The fire was contained to the camper only and did not reach the rear trailer carrying gallons of racing fuel and two dragsters. No driver or occupants were found on scene.

05/17/2019



Turnpike Vehicle Fire

•Sunoco Gas Station Fire - Firefighters from Battalion 7 were dispatched to a report of heavy flames from a vehicle and gas pump. The responding units contained and extinguished the fire and transported two injured patients to local hospitals.

06/21/2019

•Challenger Jet Fuel Leak - Station 81 crews responded to a report of an active fuel spill/leak at Palm Beach International Airport. A small private jet had fuel leaking out of the left wing. The jet was sitting in a 6' X 20' pool of jet aviation fuel with the jet still running upon ARFF'S arrival. After the aircraft was shut down, Dragon 1 and Dragon 2 positioned for a 4 person evacuation and fire suppression. ARFF mitigated the spill from entering the drainage system, the aircraft was protected and contamination to the environment was limited.

09/27/2019



Sunoco Gas Station Fire



Support Services

Information Technology Services



Information Technology Services (ITS) supports over 1,500 employees with hardware and software that integrates 49 PBCFR stations, 32 municipal stations, Alarm Office, Support Services, and Headquarters, keeping technology continuously running.

ITS provides continual up-to-date support for network security, Computer Aided Dispatch (CAD), and mobile devices, such as cell phones and Mobile Data Computers (MDC's).

Radio Shop



The PBCFR Radio Shop is responsible for 49 PBCFR stations and 32 municipal stations. It provides support for the Alarm Office, Palm Beach International Airport Station 81, Special Operations, Tactical Command Unit, Trauma Hawk, and for public safety and special events using radio communications equipment. This includes budgeting, procuring, installing, repairing and maintaining an estimated 1,900 radios, 1,200 pagers, station computers, and wireless communications equipment.

Alarm Office

PBCFR's Communications Center (Alarm Office) is a multi-agency operation that handles all fire and medical emergency communications for PBCFR, including seven additional municipal Fire Rescue Departments.

The PBCFR Communications Center processes approximately 400,000 phone calls annually resulting in over 200,000 dispatched events. This count includes ALL incoming (both Admin and 911) and outbound calls processed. Not all calls handled generate an event and/or case number.

The Communications Center employs approximately 60 public safety Telecommunicators who are highly trained and able to locate and provide rapid service to callers and emergency personnel. PBCFR Telecommunicators are nationally certified in CPR, Emergency Medical Dispatch, and Fire Service Communications, allowing them to provide life-saving instruction to 9-1-1 callers.

PBCFR Telecommunicators operate complex radio and CAD systems to dispatch, monitor and communicate with emergency personnel from local law enforcement, fire rescue agencies, hospitals, and aeromedical teams.



Support Services

Warehouse & Logistics



The Inventory Warehouse takes account of fixed capital assets and provides equipment essential to daily department operations such as: firefighting and safety/personal protective equipment, uniforms and apparel, EMS supplies, and vehicle parts.

Facilities



The Facilities Section maintains a safe living environment for fire rescue personnel at 49 stations, fire rescue administration, and the Alarm Office. These dedicated personnel oversee station maintenance repair and improvement requests and perform periodic preventive maintenance inspections on fire rescue facilities and equipment.

Fleet Maintenance



PBCFR's Fleet Maintenance section is responsible for the budgeting, purchasing, maintenance, repair and meeting NFPA compliance for 485 fire apparatus and vehicles. Fleet Maintenance's two shops are staffed with award-winning Apparatus Technicians, earning the Blue Seal of Excellence Award.

The shops perform over 400 apparatus preventive maintenance inspections per year to ensure that apparatus are dependable. Apparatus Technicians provide continuous support to keep crews safe and in-service to respond to any emergency.

Over 7,500 work orders are processed annually, including acquisition cost, fuel consumption, mileage, hours, and utilization of each vehicle.

SCBA Shop

The Respiratory Protection section provides firefighters with SCBA (Self-contained Breathing Apparatus), fit testing, SCUBA (Self-contained Underwater Breathing Apparatus) gear, compressed air, portable lighting, and gas detection monitors.

Fit testing is an annual requirement to ensure the proper fit and protection level of three types of respirators assigned to personnel.

The SCBA shop utilizes three testing stations for SCBA flow testing. This section also performs preventive maintenance, inspections and repairs on all breathing apparatus, stationary and mobile air compressors, cylinders, and masks.

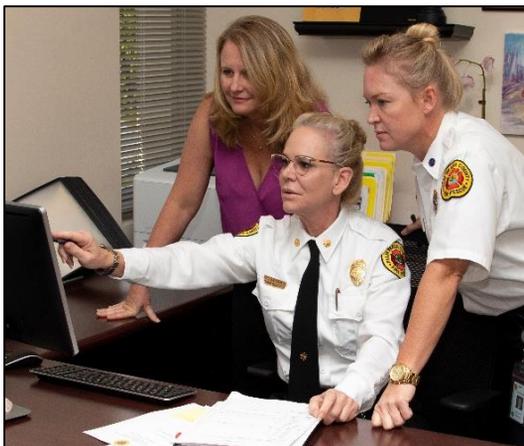


Administrative Services

Recruitment & HR Development

PBCFR's Human Resources (HR) section utilizes effective recruiting, training, and promoting practices to achieve a diverse fire service. PBCFR achieves this through community outreach and networking with community groups, civic and non-profit organizations.

Fire Rescue Recruitment and HR also assists Palm Beach County Human Resources with the Fair Employment hiring and promotional process and works with the School District of Palm beach County to expand Fire Science Cadet programs in high schools.



Health & Wellness



The Health and Wellness Program is designed to improve a firefighter's health and overall performance spanning the length of their career. All operational employees are assessed on capabilities, presented personalized fitness programs and have their progress monitored.

A program is also provided to operational employees temporarily assigned to light duty for injuries and illness.

Staffing, HIPAA Compliance, Internal Affairs, Payroll

The Staffing Officer oversees the daily rosters to ensure unit and station coverage meets minimum PBCFR staffing requirements. The Officer manages the annual station bids for approximately 1,200 personnel and tracks employee credentials, retirements, and promotions throughout the year.

The Health Insurance Portability and Accountability Act (HIPAA) Compliance Officer monitors the department's compliance with government regulations regarding HIPAA and serves as the HIPAA Privacy and Security Officer. The office is responsible for safeguarding requests for protected health information, patient authorizations, subpoenas, and documentation on active investigations. The HIPAA Compliance Officer serves as the legal liaison with the PBC Attorney's Office, the State Attorney of Florida and law firms throughout PBC.

Internal Affairs (IA) ensures that all PBCFR employees are compliant with department policies and procedures and investigates any public concerns.

Payroll processes all bi-weekly pay in accordance with promotions, accruals, and adjustments for nearly 1,500 union employees and county staff. Payroll audits reports for paid leave, pay increases, and ensures compliance with the collective bargaining agreement.



Bureau of Safety Services (BOSS)

Investigations



The Investigations section determines cause and origin of all fires within the unincorporated areas of PBC and to 19 municipalities that are served by PBCFR and also assists in the collection of evidence in incendiary fires. Investigators are sworn deputies with arrest powers through Palm Beach County Sheriff's Office (PBSO). All PBCFR investigators have a minimum certification as a Florida Fire Safety Inspector, the National Association of Fire Investigators, and Certified Fire and Explosion Investigator (CFEI).

24/7 fire investigative services include:

- Origin and cause determinations of fires
- Criminal fire/explosion investigations in PBCFR/PBSO's jurisdiction
- Post-blast investigations
- Special investigations

250
Investigations

Plan Review & New Inspections



3,858
Plans
Reviewed

Plan Review and New Construction ensures that newly built structures provide the highest level of safety for citizens and visitors of Palm Beach County. This section provides these services to PBCFR's legal jurisdiction and 19 municipalities.

Plan Reviewers verify that construction plans comply with the fire code. Inspectors perform field inspections at various stages to determine that construction work is in accordance with the fire code and approved plans.

The Water Officer ensures that a water supply for firefighting purposes is available and access roads for fire department apparatus are provided. Clerical support staff file and record plans, collect permit fees, schedule inspections, and provide monthly reports.

Existing Inspections

Existing Inspections ensures that fire code compliance is met in existing buildings and structures throughout PBCFR's jurisdiction. All buildings are inspected for life safety compliance on a recurring basis. Inspectors also conduct hydrant flow testing and special event inspections throughout the county.

Inspectors address public concerns regarding:

- Obstruction of emergency exits
- Occupancy Limits
- Deficient smoke detectors in multi-family residential structures
- Obstruction of fire department access roads and/or fire lanes
- Obstructed access to fire department connections
- Deficient fire alarm and/or fire sprinkler systems
- General safety concerns that may require further joint review with other enforcement agencies



7,157
Inspections



Bureau of Safety Services (BOSS)

Community Education

Community Education offers a variety of programs to educate adults and children on fire safety and injury prevention by visiting schools, civic organizations, communities, local events and safety fairs. The goal is to provide residents with the knowledge to help keep them safe in the event of an emergency.

Services include:

- Fire Safety training
- Fire extinguisher training for home and workplace
- Fire evacuation training
- Hands-Only CPR
- Babysitter training
- Basic First Aid
- Stop the Bleed
- Smoke Alarm awareness and installation
- Carbon monoxide awareness
- Home safety
- Hurricane preparation
- Car Seat safety and installation
- Slip and Fall prevention
- Pet CPR
- Injury prevention training
- Fire station tours
- Yellow Dot/Vial of Life
- Youth Firesetter Intervention



773
Car Seats Installed

1,975
Smoke Alarms Installed

6,174
Community Presentations

3,361
People Trained in CPR

214,110
Community Members Reached

Your Safety. Our Priority.

Drowning Prevention Coalition (DPC)

The DPC educates the public about water safety and basic rescue techniques to reduce drowning and other water-related incidents in Palm Beach County.

Services include:

- Provide free, land-based water safety presentations to audiences of all ages. The DPC partners with the PBC School District to gain access into Pre-K to 12th grade classrooms for educational training. Adult training is also provided for businesses, non-profit organizations and senior groups.
- Provide free/reduced cost swim lessons to underprivileged and special needs children ages 2-12. There are 16 aquatic facilities that participate in this program that provides swimming lessons to participants.



Finance



The Finance Section is responsible for the following financial matters relating to the department:

- Prepare and monitor revenue, expenditure and capital budgets
- Billing and collection of direct services for transports, special events, plan review, fire inspections, false alarms, vehicle maintenance/repair, municipal service agreements, and hazardous materials incidents
- Fire Rescue liaison with Purchasing Department and Office of Equal Business Opportunity, oversee all procurements of goods and services, develop and review purchasing contracts
- Fire Rescue liaison with County Attorney's Office, prepare and monitor all non-purchasing contracts, coordinate special project and disaster cost recovery requests, administer grants, and manage petty cash funds

Planning

The Planning Section analyzes data from all areas of PBCFR's activities to aid in decision-making and evaluation of service levels. Planning utilizes Geographic Information Systems (GIS) to produce and maintain the Computer Aided Dispatch (CAD) map, validates and visualizes data for determining service area directives.

Specific functions of the Planning Section include:

- Plan for future fire stations
- Analyze the impact of land use changes, development of regional impact (DRI'S), and annexations of fire rescue services
- Assist the Insurance Service Office with review for determination of fire rescue's rating for property insurance rates
- Provide annual statistics reports for PBCFR and served municipalities, analysis of fire call data, drowning prevention, and repeat 9-1-1 callers for inclusion in the MIH program



Media Relations & Public Information

Palm Beach County Fire Rescue's Media Relations & Public Information Office serves as the official line of communication between Fire Rescue and the community. Communication specialists strive to continually disseminate accurate and useful information about emergency incidents, public safety, and fire rescue services.

Palm Beach County Fire Rescue's award-winning multi-media services play an integral role in the support, training and education of personnel and PBC citizens.



The Media Relations & Public Information Office is responsible for:

- Media inquiries and interviews
- Press conferences
- Video, graphic messaging, and publications
- Social media management
- Public relations events
- Internal and external communications
- Department ceremonies
- Employee award and recognition ceremonies



Fire Rescue Advisory Board

The Fire Rescue Advisory Board consists of seven members appointed by the Board of County Commissioners from each District. The purpose of the Fire Rescue Advisory Board is to:

- Provide input on the effectiveness and adequacy of fire rescue services
- Organize methods for receiving citizen input on fire rescue services and creating a communication network for recipients of the service
- Develop a familiarity with the fire rescue delivery system in Palm Beach County and to act as an advocate to improve fire protection and emergency medical services throughout the County
- Assist with problem solving on policy issues or topics in the community related to fire rescue as presented to the Board by the Fire Rescue Administrator
- Provide the Board of County Commissioners with an annual evaluation of PBCFR and recommendations on budget proposals



Honor Guard and Pipes & Drums



Established in 1986, the primary responsibility of the Honor Guard and Pipes & Drums Band is to render honors to fallen firefighters; whether line-of-duty deaths, off-duty, or retirees.

They also represent PBCFR at other ceremonies including: parades, recruit class graduations, promotional awards, and other significant events.



PALM BEACH COUNTY FIRE RESCUE
FIRE RESCUE ADMINISTRATOR REGINALD K. DUREN
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561-616-7000
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@PBCFR



YOUTUBE.COM/PBC911FIRE



**WHEN SECONDS
COUNT...
COUNT ON US**