PALM BEACH COUNTY FIRE RESCUE
VISION

CORE VALUES

**COMPASSION**

The will and action of helping others with empathy, dignity, and understanding.

**INTEGRITY**

Possessing a strong moral character to be trusted to do the right thing even when no one is watching.

**UNITY**

Recognizing the value that inclusivity holds and how it produces effective teamwork through the coming together as one.

**ACCOUNTABILITY**

The obligation to account for your actions, accept responsibility, and operate with transparency.

**DEDICATION**

A continuous commitment to exceptional service to the community and each other.
# PALM BEACH COUNTY FIRE RESCUE

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Palm Beach County Board of County Commissioners

Robert S. Weinroth, Mayor
Gregg K. Weiss, Vice Mayor
Marla G. Marino
Dave Kerner
Maria Sachs
Melissa McKinlay
Mack Bernard

**County Administrator**
Verdenia C. Baker

**Fire Rescue Administrator**
Reginald K. Duren
Life, as we know it in Palm Beach County, has changed for the better. Our County is booming and so are our Fire Rescue emergency services. 2021 was a monumental year and we are proud to share many accomplishments with our community. We innovatively created, implemented, and enhanced our response to COVID-19 and we shared what we learned here in Palm Beach County with other Fire Rescue departments across the State of Florida. We worked to expand our services to the community while simultaneously protecting the health and safety of our firefighters, yet we never stopped thinking about the future. For instance, Palm Beach County Fire Rescue (PBCFR) increased the level of our fire rescue service across the County by completing our charge of putting three firefighter/emergency medical personnel on every single Rescue Truck. That means there are more highly trained firefighter-paramedics to help you in every single emergency.

Palm Beach County Fire Rescue also successfully implemented the County’s first vaccine Point of Dispensary (POD), which allowed us to deliver the COVID-19 vaccine to our firefighters and law enforcement officers. We didn’t stop there. Our firefighter-paramedics took on special missions to provide the COVID-19 vaccine to special needs patients, homebound residents, individuals with disabilities, Holocaust survivors, and veterans. We set up mobile vaccine units in under-served communities. Our firefighter-paramedics delivered more than 215,000 vaccines to the public. All of these services are uncharted territory for Fire Rescue. Still, we recognize that emergency services have changed, so we are fully immersing ourselves in our expanded role of “All Hazards, All the Time.”

While we never stopped working around the clock here at home, this organization also played a pivotal role in assisting other emergency departments. Palm Beach County Fire Rescue deployed a Strike Team to aid in the recovery efforts at the Surfside Condominium Collapse in Miami-Dade County over the summer. We hosted a Regional Hazmat Training Drill at our headquarters for the first time with other local fire departments to hone our skills together.

As Palm Beach County Fire Rescue transported more than 75,000 patients this year, we continue to do better than the state average with success in cardiac arrest cases. Our professionals have been working with our local hospitals on tracking data that we can use to make our emergency medical services even better. We wanted to award our employees on a job well done, so we launched a new recognition program to thank our crews when they save someone’s life. The excellent news is that we are doing this regularly!

At Palm Beach County Fire Rescue, we are a family. While we welcomed and trained four recruit classes over the past year, we also invited our PBCFR retirees back for a special appreciation luncheon, recognizing that in order to lay out our path for the future, we must never forget what got us here in the first place. We are excited about the future; we hope you are too!

Thank you for allowing us to serve you,
EXECUTIVE
CHIEFS

PATRICK KENNEDY
Assistant Fire Chief
26 yrs. of Fire Rescue Experience

KIMBERLY HUDE
Deputy Chief
Administration
26 yrs. of Fire Rescue Experience

DOUGLAS MCGYLLNN
Deputy Chief
Operations
25 yrs. of Fire Rescue Experience

DAVID WOODSIDE
Deputy Chief
Support Services
37 yrs. of Fire Rescue Experience

CHARLES COYLE
Division Chief
Medical Services
18 yrs. of Fire Rescue Experience

DAVID DERITA
Division Chief/Fire Marshal
Community Risk Reduction
36 yrs. of Fire Rescue Experience

JOSE GONZALEZ
Division Chief
Operations
25 yrs. of Fire Rescue Experience

JEREMY HUDR
Division Chief
Administrative Services
18 yrs. of Fire Rescue Experience

SEAN PAMPLONA
Division Chief
Support Services
31 yrs. of Fire Rescue Experience

JUSTIN SCHAINUCK
Division Chief
Training
27 yrs. of Fire Rescue Experience

ANTHONY TOZZI
Division Chief
Emergency Management
37 yrs. of Fire Rescue Experience
PALM BEACH COUNTY FIRE RESCUE
STATION LOCATIONS

[Map showing station locations with labels 1 to 56]
Palm Beach County Fire Rescue (PBCFR) was created by County Ordinance in 1983. It consolidated 10 separate taxing districts that provided fire rescue emergency services to the unincorporated areas of Palm Beach County, plus 13 municipalities. At the time of consolidation in October 1984, PBCFR served a population of 294,743, had 23 fire stations, employed 458 personnel, and had an operating budget of $19.9 million.

PBCFR now serves unincorporated Palm Beach County and 19 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 13 additional municipalities.

In fiscal year (FY) 2021, the department responded to 144,258 calls with an average response time of six minutes and forty-six seconds; 85% were medical calls and 9% fire-related calls. PBCFR has 49 fire stations, serving a population of 933,088, covering 1,769 square miles. PBCFR employs 1,731 personnel with a current operating budget of $544 million.

The Insurance Services Office’s (ISO) Public Protection Classification (PPC) plays an essential role in the underwriting process for homeowners insurance companies. The PPC has a rating system of 1-10. At this time, PBCFR has a rating of 2/10. Two (2) represent properties within 5 miles of a fire station, and ten (10) represent properties located outside 5 miles of a fire station. According to ISO, communities with a lower rating may improve their insurance prices and provide a fire department with a valuable benchmark.
TOTAL CALL VOLUME BY FISCAL YEAR

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Total Calls</th>
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<tr>
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<td>144,258</td>
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<tr>
<td>FY2020</td>
<td>137,161</td>
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<tr>
<td>FY2019</td>
<td>133,580</td>
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<tr>
<td>FY2018</td>
<td>135,647</td>
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<tr>
<td>FY2017</td>
<td>*139,947</td>
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*Note: Higher call volume in FY2017 due to Hurricane Irma 09/2017

CALL VOLUME BY STATION ZONE - TOP 5

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<tr>
<th>Station</th>
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<td>Station 45</td>
<td>6,879</td>
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<td>Station 41</td>
<td>6,865</td>
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<td>Station 23</td>
<td>6,459</td>
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<tr>
<td>Station 91</td>
<td>5,557</td>
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<tr>
<td>Station 33</td>
<td>5,327</td>
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CALL VOLUME BY RESCUE - TOP 5

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<tr>
<th>Rescue</th>
<th>Total Calls</th>
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<tbody>
<tr>
<td>R91</td>
<td>3,844</td>
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<tr>
<td>R33</td>
<td>3,292</td>
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<tr>
<td>R31</td>
<td>3,137</td>
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<tr>
<td>R36</td>
<td>3,098</td>
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<tr>
<td>R37</td>
<td>3,029</td>
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CALL VOLUME BY ENGINE - TOP 5

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<thead>
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<th>Engine</th>
<th>Total Calls</th>
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<td>E45</td>
<td>2,445</td>
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<tr>
<td>E42</td>
<td>2,433</td>
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<tr>
<td>E41</td>
<td>2,396</td>
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<tr>
<td>E91</td>
<td>2,337</td>
</tr>
<tr>
<td>E23</td>
<td>2,274</td>
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PBCFR AT 2021 FIRST THERE FIRST CARE CONFERENCE AND COMPETITION

PBCFR attended the 2021 First There First Care and Gathering of the Eagles conference. PBCFR Medical Services Division Chief Charles Coyle, emphasized the importance of high-performance handoffs of cardiac arrest patients to hospital staff. A successful handoff ensures that emergency medical care providers share critical information about the patients’ health or plan of care. PBCFR Medical Director of Pediatric Care, Dr. Peter Antevy, reviewed various techniques for successful resuscitation and transfer of care. During the Advanced Life Support (ALS) Competition, PBCFR’s team placed 5th overall.

PBC COMMISSIONER DECLARES JANUARY AS "FIREFIGHTER CANCER AWARENESS MONTH"

On January 12th, 2021, Commissioner Melissa McKinlay and Mayor Dave Kerner proclaimed January to be “Firefighter Cancer Awareness Month.” They presented Firefighters Attacking the Cancer Epidemic (FACE) team founder, retired Battalion Chief Sam Eaton, with the proclamation at the event. The proclamation read: “Firefighter Cancer Awareness Month brings awareness of the cancer risk for firefighters so that support and assistance can be offered to our local heroes.”

PBCFR ACCEPTS DELIVERY OF NEW APPARATUS

PBCFR accepted the delivery of a new ladder truck measuring 38-feet in length. Ladder 57’s primary response district is Battalion 5, serving the residents and visitors of unincorporated Boca Raton. It features a rear-mounted 78-foot ladder along with a full assortment of ground ladders. This specialized unit has additional response capabilities in Dive Rescue, Vehicle Machinery Rescue, and Rope Rescue. The firefighters assigned to this unit are cross-trained as EMT/Paramedics and provide emergency medical response in addition to skilled technical rescue.

PBCFR also accepted delivery of 10 rescues. PBCFR’s Rescue Apparatus Committee members worked to redesign these units for 2021. All new rescues feature a UV-Light patient compartment disinfection system, an onboard medication refrigerator, as well as a new power-load stretcher system.

In addition, PBCFR received three new custom pumpers each equipped with a 750-gallon water tank and a 30-gallon foam tank.
REGINALD K. DUREN
FIRE CHIEF OF THE YEAR

Congratulations to Fire Rescue Administrator Reginald K. Duren for being selected as Fire Chief of the Year at the Florida Fire Chief Association’s 2021 Executive Development Conference in Panama City Beach. Chief Duren was nominated for his tremendous leadership throughout the pandemic, making breakthrough decisions in emergency medical care protocols and procedures, enhancing station staffing and planning, supporting emergency management development, and ensuring continuous employment and training of firefighters.

Chief Duren’s nomination packet included recommendation letters from the State EMS Medical Director Dr. Kenneth Scheppke, County Mayor Dave Kerner, fellow County Commissioners, County Administrator Verdenia Baker, State Representative Matt Willhite, former PBCFR Chiefs Herman Brice, and Steve Jerauld, former Wellington Mayor Tom Wenham, and Fire Rescue Advisory Board Member George Heisel.
COVID-19

Despite the COVID-19 pandemic being a significant public health emergency, Palm Beach County Fire Rescue’s delivery of essential fire suppression and emergency medical services to the community has not wavered.

Throughout the COVID-19 pandemic, PBCFR prioritized the safety of the community and employees. The Support Services Division provided firefighters with necessary Personal Protective Equipment, including half-mask respirators, N95 masks, medical gloves, gowns, face shields, goggles, and boot covers. The Medical Services Division enhanced EMS protocols to deliver the most appropriate treatment and medical transport for suspected and confirmed COVID-19 patients.

PBCFR continues to prioritize the health and wellness of employees through operational pandemic protocols. The PBCFR Liaison Group assists firefighters with exposure to known or suspected COVID-19 positive patients on and off duty to ensure they receive the proper care.

Utilizing PBCFR’s Mobile Testing Unit (MTU), PBCFR’s Exposure Team developed and implemented Homebound and Pop-up COVID-19 Testing options available to the community at no cost. PBCFR's MTU performed approximately 4,500 COVID-19 tests for the following:

• Special needs patients, identified by the Emergency Operations Center.
• Homebound elderly and individuals with disabilities experiencing symptoms of COVID-19
• Communities with significant positivity rates

Ambulance Strike Team

On February 1, 2021, the State Emergency Operations Center called upon every public fire department in South Florida to participate in an interagency Ambulance Strike Team (AST) to provide COVID-19 vaccines to homebound Holocaust survivors and U.S. veterans. PBCFR provided three rescues and one strike team leader to fulfill this mission. The AST’s were mobilized three separate times as the State EOC identified more candidates in need of vaccination.
Retired PBCFR Captain, Joseph Nelson, was the first firefighter-paramedic in PBC to voluntarily receive the Moderna mRNA vaccine at the PBSO & PBCFR POD opened at Herman W. Brice Fire Rescue Complex on December 23, 2020.

In partnership with the PBC Healthcare District (HCD) and the Florida Department of Health in PBC, PBCFR provided COVID-19 vaccines to the public at no cost. Vaccines were delivered to the public through mobile vaccine units (MVU), pop-up sites, and fixed locations. Pop-up sites and fixed locations included: the PBC Fairgrounds, Burns Road Community Center (in collaboration with Palm Beach Gardens Fire Rescue), the South County Civic Center, high schools, and other communities, as determined by the PBC HCD. Over 213,000 vaccines were dispensed to the public by PBCFR paramedics.

Following the governor’s executive orders on December 23, 2020, the Palm Beach County Sheriff's Office (PBSO) & PBCFR Point of Dispensing (POD) opened, making COVID-19 vaccines available to firefighters and law enforcement officers throughout PBC. A POD is a designated location where a specific population can receive life-saving medical countermeasures during a public health emergency. The POD also provided COVID-19 vaccines to licensed healthcare providers, Palm Tran public transportation drivers, lifeguards, PBCFR support staff, and employee clinic staff. The PBSO & PBCFR POD demobilized at the end of May 2021. The POD was operational for more than five months and dispensed more than 3,100 COVID-19 vaccines. Additionally, the PBCFR Emergency Management Division coordinated the redistribution of vaccines to municipal fire and police departments, ensuring every firefighter and law enforcement officer in PBC had access to the COVID-19 vaccine.
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, and promotional awards.

The 9/11 ceremony, hosted this year at Christ Fellowship Church in Royal Palm Beach, honored the fallen 343 firefighters who lost their lives in the line of duty 20 years ago. The ceremony highlights featured a multi-agency Honor Guard and Pipes & Drums Band performance, followed by the pledge of allegiance and a moment of silence. PBCFR Assistant Fire Chief Patrick Kennedy gave closing remarks. Chief Kennedy spoke of the strength and courage of emergency responders in the days, weeks, and months that followed 9/11. He spoke of the renewed American spirit and our ability to stand together in solidarity. 9/11 is a tragic reminder of our freedom and the men and women who made the ultimate sacrifice defending it.

Palm Beach County Fire Rescue recognizes the lives of the following personnel we lost during fiscal year 2021:

<table>
<thead>
<tr>
<th>Name</th>
<th>Date of Passing</th>
</tr>
</thead>
<tbody>
<tr>
<td>James Gilliard</td>
<td>November 2, 2020</td>
</tr>
<tr>
<td>John Kendall (Ret.)</td>
<td>November 16, 2020</td>
</tr>
<tr>
<td>Perry Lindbergh (Ret.)</td>
<td>January 18, 2021</td>
</tr>
<tr>
<td>Patrick Lobsinger (Ret.)</td>
<td>January 31, 2021</td>
</tr>
<tr>
<td>Jeffrey Smith</td>
<td>March 18, 2021</td>
</tr>
<tr>
<td>Timothy Kilcoyne (Ret.)</td>
<td>April 13, 2021</td>
</tr>
<tr>
<td>John O’Rourke (Ret.)</td>
<td>April 25, 2021</td>
</tr>
<tr>
<td>Robert Conner (Ret.)</td>
<td>May 23, 2021</td>
</tr>
<tr>
<td>Graeme Gilmour</td>
<td>June 28, 2021</td>
</tr>
<tr>
<td>Joseph Deltergo</td>
<td>July 12, 2021</td>
</tr>
<tr>
<td>Mickey Simpson (Ret.)</td>
<td>July 27, 2021</td>
</tr>
<tr>
<td>Douglas Manger Jr. (Ret.)</td>
<td>August 22, 2021</td>
</tr>
</tbody>
</table>
FISCAL YEAR 2021 ACCOMPLISHMENTS

• Trained 96% of the department in Tactical Emergency Critical Care, approved by the National Fire Protection Association.

• Collaborated with hospitals specializing in cardiac patient care throughout PBC to join the national Cardiac Arrest Registry to Enhance Survival (CARES) program to improve outcomes of cardiac arrest patients. This initiative has increased hospital CARES patient outcome information by 10%, reaching 100% compliance.

• Awarded a State Emergency Medical Services (EMS) grant enabling the acquisition of three ultrasound units, standardizing all EMS Captains’ vehicles, and utilizing enhanced diagnostic tools and techniques on cardiac arrest and trauma incidents.

• The Mobile Integrated Health (MIH) Team served thousands of patients by providing multidisciplinary medical social work and community paramedic intervention, assessment, care coordination, resource referrals, and emotional first aid through their innovative Crew Referral and Addiction Programs.

• Worked with Broward County to enable access into their newly built P25 Radio system, giving PBCFR seamless connectivity to Broward Fire Rescue Dispatch and Broward Hospitals.

UPSTAFFING

• Upstaffed Station 52 from a three-person either/or to a station with a three-person engine and three-person rescue

• Upstaffed Station 17 from a three-person either/or station to a four-person Engine only.

• Upstaffed 9– two-person rescues to three-person rescues (R14, R241, R223, R245, R273, R27, R74, R58, R21)
Operations is the largest division of PBCFR 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 minimum daily staffing of 323 personnel on duty at all times. Units are relocated, as needed, to maintain zone coverage. 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 fire suppression delivery, technical rescue, vehicle extrication, and emergency medical care.

Special Operations

PBCFR maintains two strategically located Special Operations teams, currently assigned to Stations 19 and 34, 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
Palm Beach County is home to two Level 1 Trauma Centers. Critical patients may be transported by one of two Trauma Hawk helicopters which can accommodate two 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 reduce travel time and increase survival rates.

PBCFR provides the Aircraft Rescue & Firefighting (ARFF) and EMS services for Palm Beach International Airport (PBIA). Annually, PBIA has an average of over 4.2 million passengers who travel through the airport. Station 81 is equipped with five specialized vehicles, also known as “Crash Trucks” or “Dragons,” capable of delivering high volumes of water and foam in an emergency landing of an aircraft. The crews are trained for any emergency event in the airport terminals, airfield, commercial, or general aviation aircraft.
SIGNIFICANT FIREFIGHTING INCIDENTS

Lake Okeechobee Air Boat Rescue
10/28/2020

Firefighters from Battalion 7 rescued several people who were stranded overnight on a capsized boat on Lake Okeechobee. Station 73’s airboat was used in the rescue operation to locate and assist victims to safety.

Clubhouse Fire
04/07/2021

Firefighters from Battalion 3 were returning from an early morning call when they noticed an unusual distant glow. Upon investigation, the crew found a neighborhood clubhouse on fire with flames escaping through the roof. Crews on scene notified dispatch to send additional units, established command, and began fire attack. The incident commander ordered crews out of the structure due to an imminent roof collapse. The fire was extinguished using an aerial truck to disperse water aggressively. Although the clubhouse was a complete loss, crews prevented the fire from extending to any nearby houses.

Brush Fire
05/24/2021

Firefighters from PBCFR’s Battalion 1 and 2 and the Department of Forestry responded to a 585-acre brush fire. The fire initially started in Palm Beach Gardens and quickly spread into PBCFR’s legal service area. Units from PBCFR, Palm Beach Gardens Fire Rescue, air resources from both Palm Beach County Sheriffs Office and the Department of Forestry, and multiple plows from the Department of Forestry, actively worked to mitigate the fire.

Turnpike Multi-Vehicle Accident
07/22/2021

Firefighters from Battalion 4, 5, and Special Operations responded to a multi-vehicle crash on the Florida Turnpike. One car had significant damage and was on fire. One tractor-trailer was found hanging off the bridge with a partially submerged cab. The third vehicle had moderate damage. Crews on the scene provided medical care to all patients, extinguished the fire, stabilized the vehicles, and deployed divers to ensure no other patients were found in the submerged truck’s cab. Trauma Hawk and Rescue units transported all patients to area hospitals.

High-Angle Aerial Rescue
07/24/2021

Firefighters from Battalion 5 arrived to find two construction workers had fallen from a two-story building. One patient required the deployment of a stokes basket operation, a system of ropes and pulleys in conjunction with a plastic shell stretcher controlled by crew from the Aerial Truck.
One of the essential 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 evaluated to ensure skills learned in the recruit academy are retained throughout their first year of employment.

The Training Division processes all requests from operational personnel who wish to further their education at local colleges and state universities. Many employees have acquired their Associate or Bachelor’s degrees through a reimbursement program.

Four Officer Development Academies were held for Battalion Chief, EMS Captain, Captain, and Lieutenant. The division also hosted a department-wide Officer’s Forum for 295 personnel.

Additional training classes offered during this past fiscal year are listed below:

- National Fire Protection Association (NFPA) 1/101 Update
- Incident Command Systems for Expanding Incidents
- All-Hazards Incident Management Team
- Special Operations Candidate School
- Statewide Emergency Response Plan
- Advanced Cardiac Life Support/CPR
- Pediatric Advanced Life Support
- Florida Urban Search & Rescue
- Florida Fire Inspector Series I
- Live Fire Training Instructor
- Florida Fire Officer Series I
- Florida Fire Officer Series II
- FEMA Strike Team Leader
- Driver Candidate School
- Division of Forestry
- Aerial Operations
- Dive Rescue
**MEDICAL SERVICES DIVISION**

The Medical Services Division oversees all emergency medical care, emergency medical training, and Mobile Integrated Healthcare (MIH) services for PBCFR.

The Medical Services Division ensures personnel are trained and prepared to provide exceptional pre-hospital care and treatment in response to all emergency incidents, ranging from medical calls to traumatic injuries. The division collaborates with healthcare experts at the local, state, and national levels to develop innovative, evidence-based medical protocols. Continuous research and evaluation of new medical equipment allow the division to implement protocols and procedures, which enhances patient care.

The Medical Services Division developed the Cardiac Care Collaborative, which includes representatives with specialized expertise in cardiac care from local hospitals and fire rescue agencies. This partnership facilitates increased sharing of knowledge and coordination within the healthcare community. Utilizing the latest science and available data, the Cardiac Care Collaborative works to develop performance-based initiatives to enhance patient care for those suffering from cardiac disease and illness. Its mission is to improve patient outcomes by creating measurable and achievable goals that focus on five essential pillars of cardiac care:

- Bystander and Dispatch CPR
- Prehospital Care
- Emergency Department Care
- Interventional Care
- Survivor and Family Support

Ongoing training and education of PBCFR personnel remain a primary focus of the organization and enables the department to achieve and maintain the highest levels of care. In FY2021, the Medical Services Division provided EMS training for 62 recruits and hosted 3 Paramedic Development Courses transforming 76 state or nationally certified paramedics to highly trained Palm Beach County Fire Rescue paramedics.

MIH enhances the emergency medical services (EMS) approach to assisting patients with social services and medical needs after their 9-1-1 call. MIH provides multidisciplinary assessment and care coordination by partnering with a medical social worker and community paramedic to guide and support patients in navigating their unique needs.

The Medical Services Division is grateful for the EMTs and Paramedics on the apparatus making a difference in the community every day. Without these highly skilled individuals, the division’s efforts would be futile. PBCFR’s dedicated emergency personnel motivate the division to offer the best training, tools, and support to serve the community.

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**Awards**

The Resuscitation Award is presented to members of responding crews that display excellence in the care of acute cardiac arrest patients. The crew must adhere to the PBCFR Cardiac Arrest Patient Care Protocols to be eligible for this award. The patient must be discharged from the hospital with a Cerebral Performance Category (CPC) score of 1 or 2.

**FY2021 Awards Presented: 18**

The Heart Saver Award is presented to citizens who perform CPR on a person, providing immediate help until Fire-Rescue crews arrive. This intervention dramatically increases a patient’s chance of survival.

**FY2021 Awards Presented: 3**
Specific incidences involving strokes, heart attacks, septic shock, trauma, or COVID-19 are categorized as an “Alert.” Unique criterion is used to identify and classify different “Alert” types. Trained personnel can rapidly address, treat, and expedite patient transport. Emergency medical responders in transit notify the receiving emergency care facility of an “Alert” via radio; this allows emergency care providers to better prepare for receiving a critical patient and activate specially trained personnel.

- **Med-Alert** - Incident involving confirmed or suspected COVID-19 infection.
- **Trauma Alert** - Rapid recognition & notification of severe, potentially life-threatening traumatic injury.
- **STEMI Alert** - Specific criteria indicate a patient suffering from a heart attack or STEMI (ST-Elevation Myocardial Infarction).
- **Sepsis Alert** - Signs & symptoms identified consistent with septic shock, a life-threatening complication of infection.
- **Stroke Alert** - Rapid onset of signs & symptoms associated with hemorrhagic strokes (brain-bleeds) & ischemic strokes (vessel occlusion in the brain) identified.
COMMUNITY RISK REDUCTION

Community Risk Reduction consists of the following divisions: Plan Review and New Construction, Investigations, Existing Inspections, Community Education, and the Drowning Prevention Coalition (DPC).

PLAN REVIEW AND NEW CONSTRUCTION

Plan Review and New Construction ensure that newly built structures are deemed safe for citizens and visitors of Palm Beach County. This section provides these services to PBCFR’s legal jurisdiction.

Plan Reviewers verify that construction plans comply with the fire code. Inspectors perform field inspections at various stages to determine that construction work is per 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 present. 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 legal 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 respond to 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

INVESTIGATIONS

Investigations determines origin and cause of all fires within PBCFR’s legal jurisdiction and also assists in the collection of evidence in incendiary fires. Investigators are sworn deputies with arrest powers through the Palm Beach County Sheriff’s Office. 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.

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

PLAN REVIEW AND NEW CONSTRUCTION

EXISTING INSPECTIONS

INVESTIGATIONS
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:
• Smoke Alarm awareness and installation
• Carbon monoxide awareness
• Fire extinguisher training
• Fire Safety training
• Fire evacuation training
• Hands-Only CPR
• Babysitter training
• Basic First Aid
• Stop the Bleed
• 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
• Home safety

Digital Safety Messaging:
• 1,420,791 residents reached via television and digital news media during COVID-19
• 514,617 residents reached with safety messaging via social media during FY2021

Drowning Prevention Coalition (DPC) educates the public about water safety and basic rescue techniques to reduce drowning and other water-related incidents in Palm Beach County. In FY2021, the DPC made 155 presentations.

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. Sixteen aquatic facilities participate in this program and provide swimming lessons to participants.
SUPPORT SERVICES


ALARM OFFICE

The Alarm Office (Dispatch) is a multi-agency operation that handles all fire and medical emergency communications for PBCFR, including eight municipal Fire-Rescue Departments. The PBCFR Communications Center processes over 400,000 phone calls annually, resulting in 216,802 total calls dispatched in FY2021. This count includes all incoming and outbound calls processed. The Communications Center employs approximately 60 Communicators who are highly trained and able to locate and provide rapid service to callers and emergency personnel. PBCFR Communicators are nationally certified in CPR, Emergency Medical Dispatch, and Fire Service Communications, which allows them to provide life-saving instruction to 9-1-1 callers. PBCFR Communicators operate complex radio and Computer-Aided Dispatch systems to dispatch, monitor and communicate with emergency personnel from local law enforcement, fire rescue agencies, hospitals, and aeromedical teams.

RADIO SHOP

The Radio Shop Communications Coordinator and five Electronics Technicians are responsible for 49 PBCFR stations and 32 municipal stations, available 24 hours a day. It supports the Alarm Office, Palm Beach International Airport Station 81, Special Operations, Tactical Command Unit, Trauma Hawk, Public Safety, and special events using radio and other wireless communications equipment. Duties include budgeting, procuring, installing, repairing, and maintaining an estimated 1,900 radios, 1,200 pagers, ten 800Mhz repeater sites, eight pager repeater sites, two very high frequency (VHF) repeater sites, Fire Station Alerting System (Locution), Station and MDC computers, and other wireless communications equipment.

FACILITIES

Facilities maintain a safe environment for fire rescue personnel at 49 stations, fire rescue administration, and the Alarm Office. Facilities Technicians oversee station maintenance repair and improvement requests and perform periodic preventive maintenance inspections on fire rescue facilities and equipment. This section coordinates all construction management at-risk services for PBCFR’s Comprehensive Fire Station Capital Improvement Program.

WAREHOUSE AND LOGISTICS

The Warehouse and Logistics Section provides and manages firefighting equipment, medical supplies, pharmaceuticals, personal protective equipment (PPE), uniform apparel, respiratory safety/SCBA, radio communications, vehicle parts, and fixed asset inventory. Warehousing includes the procurement, inventorying of supplies and equipment, and outbound distribution to 49 fire stations. On-hand inventory of PPE and medical supplies was rapidly increased in response to the COVID-19 pandemic. The warehouse effectively coordinated distribution to operational personnel in need.
FLEET MAINTENANCE

Fleet Maintenance is responsible for the budgeting, purchasing, maintenance, and repair of nearly 500 emergency fire apparatus and support 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. Over 7,500 work orders are processed annually, such as acquisition cost, fuel consumption, mileage, hours, and utilization of each vehicle. Apparatus Technicians provide continuous maintenance to units at any hour to support emergency operations personnel.

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

SCBA SHOP

Respiratory Protection 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.

INFORMATION TECHNOLOGY SERVICES

Information Technology Services (ITS) supports over 1,700 PBCFR employees across 49 fire stations, the Airport, Alarm Office, Support Services, and Headquarters. ITS ensures the continual operation of Fire Department applications, servers, computers, and mobile devices. The ITS division also services eight municipal fire departments, supporting their in-vehicle hardware and system integrations with the PBCFR Computer Aided Dispatch (CAD) system. Other responsibilities include application development and evaluation, web administration, network security, domain administration, mobile device management, and inventory control for approximately 750 desktop computers, 250 mobile computers, 150 tablets, 300 rugged laptops, and 200 cellular devices.
The Palm Beach County (PBC) Emergency Operations Center (EOC) was activated to Level 2- Partial Activation from March 16, 2020 to June 2, 2021. During EOC activations, personnel from PBCFR provide leadership for the EOC Emergency Services Branch and serve as the firefighting, search and rescue, and hazardous materials unit leaders. During the ongoing COVID-19 EOC activation, the Emergency Services Branch Director processed all mission and resource requests for PBCFR and 11 municipal fire departments within PBC. The Emergency Services Branch also coordinated the PBCFR COVID-19 vaccination program.

The PBCFR Emergency Management Division staff serves on various committees and work groups around the state. Staff work toward state and national training, certification, and qualification standards for task force and strike team deployments, in addition to drills and exercises.

Disaster Deployment
- In partnership with PBCFR’s Training and Safety Division, the Emergency Management Division provided numerous deployment training classes to update minimum requirements.
- PBCFR coordinated the Ambulance Strike Team deployment for Holocaust survivors needing the COVID-19 vaccine.
- PBCFR coordinated a strike team deployment in response to the Surfside Condominium Collapse in Miami-Dade County on June 24, 2021.
- Qualified PBCFR emergency responders traveled to Days Creek, Oregon, to join the Florida All-Hazard Interagency Incident Management Team in response to the Devil’s Knob Complex wildfires. This large-scale incident burned over 50,000 acres and involved over 800 personnel.
- Radio Shop Technician was deployed as a Communications Leader to support a strike team in Thibodaux, Louisiana, joining other disaster relief efforts following the devastating damage resulting from Hurricane Ida.

Domestic Security
- Emergency Management Coordinator was selected to serve as the Florida Southeast Regional Domestic Security Task Force liaison for Communications, Campus Safety, and Fire Rescue Functional Work Groups.
- PBCFR contributed to the statewide asset tracking committee.
- PBCFR is actively participating in the Heat Shield IV planning committee and operation. Operation Heat Shield is a full-scale exercise testing regional agency coordination in response to a complex terrorist attack.

Florida Region 7 All Hazards Incident Management Team (AHIMT)
- AHIMT was able to procure essential equipment through funds provided by Urban Areas Security Initiative (UASI).
- AHIMT was deployed to Surfside Condominium Collapse and played an integral role in the transfer of command from Miami-Dade Fire Rescue.
The Administrative Services Division provides centralized administrative support to PBCFR employees as the operational demand for staffing continues to grow. This division consists of Staffing, Payroll, Health and Wellness, Internal Affairs, and the Records and Resources Bureau.

**STAFFING**

The Staffing Officer coordinates and manages station and unit scheduling to meet the requirements of the Collective Bargaining Agreement. The Officer oversees annual bidding and vacation requests, tracks credentials, retirements, and promotions throughout the year for over 1,700 employees.

**PAYROLL**

The Payroll Section processes all bi-weekly pay, including; promotions, accruals, and adjustments for over 1,700 employees. This section also processes long-term disability payments, ensures computer configuration and coding for database compatibility, and runs audits to provide proper pay adjustments and compliance with the Collective Bargaining Agreement.

**INTERNAL AFFAIRS**

Internal Affairs assures department policies and procedures compliance by conducting fair and impartial investigations of internal and external concerns.
ADMINISTRATIVE SERVICES

HEALTH & WELLNESS

The Health and Wellness Section strives to maintain a fit, healthy and capable firefighter throughout their career and well into their retirement. The Wellness Coordinator and Exercise Physiologist offer employees personalized health and wellness programs. Together, they process annual physical examinations and assess firefighter capabilities to prevent injury and ensure physical and mental well-being.

RECORDS & RESOURCES

The Records and Resources Bureau acts as the Health Insurance Portability and Accountability Act (HIPAA) Privacy and Security Officer. They assure that public records requests are completed and HIPAA-compliant. The Records and Resources Bureau is responsible for safeguarding health information, patient authorizations, subpoenas, and documentation on active investigations. They also work with the Palm Beach County Attorney’s Office, the State Attorney of Florida, and law firms throughout the County and are responsible for storing, retrieving, and retaining the department’s records.

PUBLIC INFORMATION OFFICE

PBCFR’s Public Information Office serves as the official line of communication between Fire Rescue and the community. Communication specialists continually disseminate accurate and up-to-date information about emergency incidents, public safety, fire rescue services, and our involvement in the community. PBCFR’s award-winning multi-media services play an integral role in the support, training, and education of personnel and citizens.

The 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 awards and recognition
The Finance Section is responsible for the following:

- 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

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. GIS spatial analysis tools offer leadership insight toward solving complex location-oriented issues.

Specific functions of the Planning Section include:

- Plan for future fire stations
- Analyze the impact of land-use changes, development of regional impact (DRIS), 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 all available data collected by PBCFR to support various divisions within the department

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 create a communication network for recipients of the service
- Develop a familiarity with the fire rescue delivery system in Palm Beach County and act as an advocate to improve fire protection and emergency medical services
- 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

The Finance Section is responsible for the following:

- 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
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