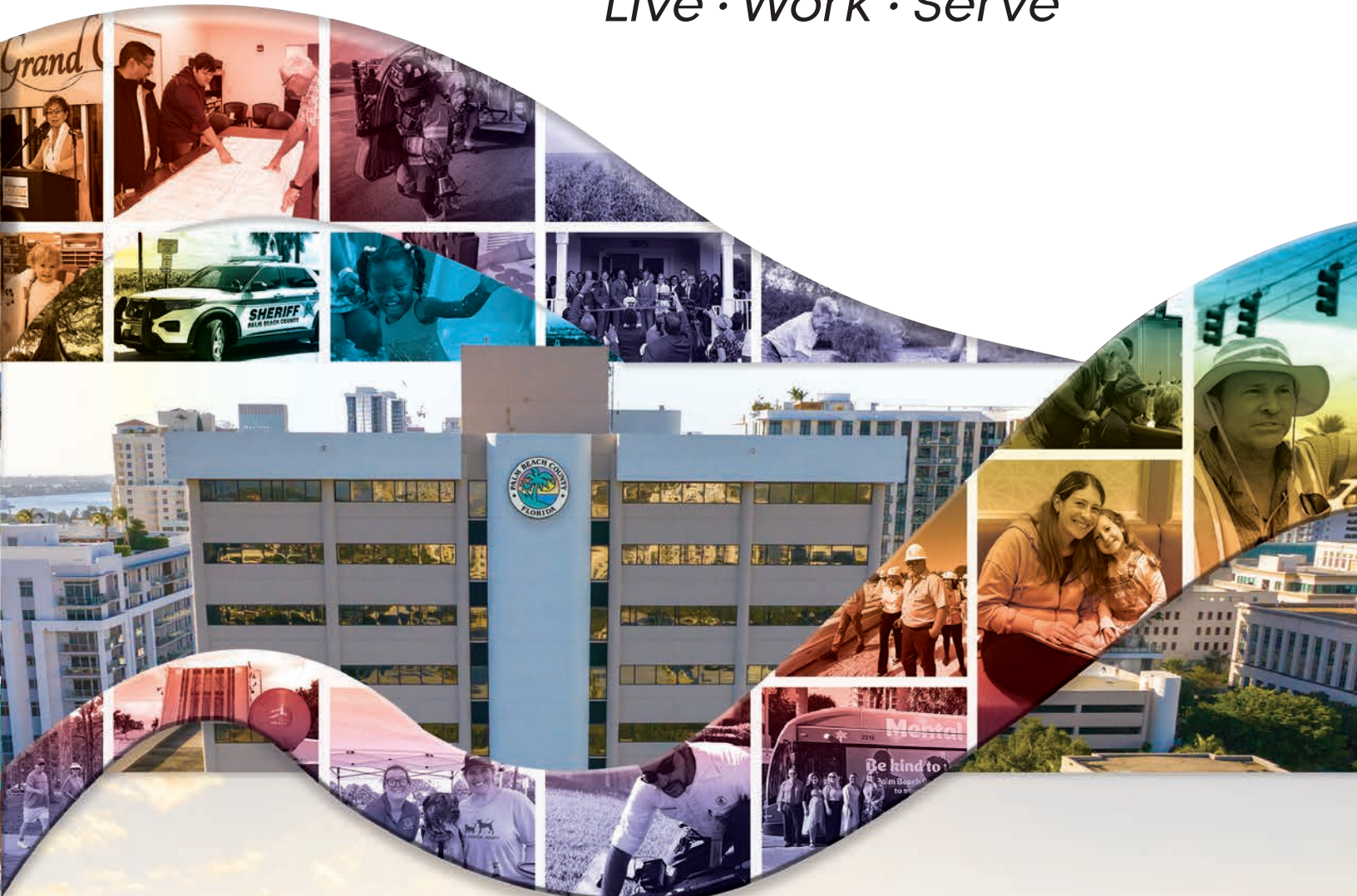




# PALM BEACH COUNTY ANNUAL REPORT

*Live · Work · Serve*



**Fiscal Year 2025**

# MESSAGE FROM THE MAYOR



Palm Beach County is moving forward stronger, smarter and more resilient than ever. This Fiscal Year 2025 Annual Report reflects the results of disciplined leadership, strategic investment and a clear vision focused on delivering for our residents and positioning our county for continued success.

Our economy remains strong and dynamic. Job creation continued, unemployment stayed below state and national averages and key industries attracted investment, talent and innovation. With a world-class business climate and a premier tourism destination that welcomes visitors from across the globe, Palm Beach County stands apart as a community unlike any other, where economic vitality and quality of life go hand in hand. These results reflect a county that plans with purpose, governs with discipline and competes at the highest level.

We delivered critical infrastructure that supports today's needs and tomorrow's growth. Roadway and intersection improvements, along with expanded transit access, strengthened mobility and safety across the county. Investments in water, stormwater and septic-to-sewer systems advanced long-term sustainability, while park renovations and modernized public facilities enhanced the quality of life our residents expect and deserve.

From our 47 miles of pristine Atlantic coastline to our expansive western agricultural lands, Palm Beach County's natural beauty is one of our greatest assets. We continue to protect and preserve it through coastal restoration and green infrastructure investments that safeguard our environment and future. We also strengthened the programs that support our residents' well-being.

Enhanced emergency response capabilities, expanded behavioral health services and continued investments in affordable and workforce housing are delivering measurable impact. Initiatives supporting unsheltered residents, youth engagement and public health ensure opportunity and resilience across every part of our community.

Through a balanced budget, healthy reserves, strategic planning and steady population growth, Palm Beach County continues to maintain its AAA Bond Rating, a distinction held by few governments nationwide, reflecting sound financial management and long-term fiscal health. This rating allows the county to fund future priorities and adapt to emerging needs.

This progress is made possible by the dedication of our county employees, the strength of our community partners and residents who share a vision for a stronger Palm Beach County.

Together, we are not simply managing growth. We are setting the standard for performance, accountability and results-driven government. We plan boldly, act decisively and through "The Power of We," ensure Palm Beach County's future is as exceptional as the community we serve.

**MARIA G. MARINO**

Mayor, District 1

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# COUNTY OVERVIEW

## Geographic Information and Demographics

Located along Florida's southeast coast, Palm Beach County is the largest of the state's 67 counties by land area, spanning nearly 2,400 square miles, including 1,980 square miles of land 247 square miles of lakes, and 155 square miles of Atlantic shoreline. Bordered by Lake Okeechobee, the Everglades and the Atlantic Ocean, the county's unique geography offers a mix of rich natural resources, thriving ecosystems and world-class recreational opportunities.

Major industries, including tourism, agriculture, financial services, healthcare, engineering and manufacturing support Palm Beach County's diverse economy. The region's communities range from urban centers along the coast to rural areas in the western agricultural corridor, offering residents and visitors a wide range of lifestyles and experiences.

The county includes 39 municipalities, each with its own local government and ordinances. The county operates under the leadership of the Palm Beach County Board of County Commissioners (the board). The seven-member board governs countywide services and policies. At the same time, shared ordinances and interlocal agreements with municipalities ensure coordinated growth, infrastructure and public service delivery across the county.

Palm Beach County continues to balance growth, sustainability and quality of life for its more than 1.5 million residents, making it the premier place to live, work and serve.



**1,567,500**  
POPULATION



**47** MILES OF  
SHORELINE



**633,951**  
HOUSEHOLDS



**45.6**  
MEDIAN AGE



**\$111,800**  
MEDIAN FAMILY INCOME



**145**  
GOLF COURSES



MORE THAN  
**110** PARKS  
& RECREATIONAL  
FACILITIES



**5<sup>TH</sup>**



**676,879**  
RESIDENTS LIVE IN  
UNINCORPORATED  
AREAS OF THE COUNTY



**859,336**  
REGISTERED VOTERS

MEDIUM-SIZED AIRPORTS IN THE  
2025 NORTH AMERICAN AIRPORT  
SATISFACTION SURVEY FOR MEDIUM  
AIRPORTS BY J.D. POWER



## OUR VISION

Think strategically and anticipate the future.  
Ensure that decisions we make today will have lasting value.



## OUR MISSION

To drive a continuous improvement culture of excellence that achieves a measurably high level of public satisfaction.



## OUR GOALS

Customer Focus, Performance Measures, Empowerment, Continuous Quality Improvement, Cost-Efficiency.

## Strategic Priorities and Cross-Departmental Teams

Palm Beach County’s strategic framework was refined following a November 2018 workshop, during which the board and administration updated the county’s vision and mission to reflect its evolving priorities. As of 2024, the county advances seven strategic priorities supported by Cross-Departmental Teams (CDTs), which foster collaboration across departments, address shared goals and support data-driven decision-making. While not a formal strategic priority, a Grants CDT was established to enhance coordination and efficiency. This approach is reinforced through annual strategic planning workshops to ensure priorities remain current, along with ongoing tracking of key performance indicators across departments and CDTs to guide budget planning and organizational alignment.



### Public Safety

To ensure a safe, secure and peaceful community.



### Infrastructure

Provide and maintain the needed structures, systems and transportation services that establish the foundation required to enhance the quality of life of every resident.



### Unsheltered Residents

Reduce homelessness by providing comprehensive support and resources to unsheltered families and individuals by utilizing evidence-based strategies to connect unsheltered residents with emergency shelter, transitional housing and permanent housing solutions.



### Housing Development

Ensure access to safe, suitable and affordable housing for all Palm Beach County residents through the development and implementation of targeted programs that address their housing needs.



### Environmental Protection

Promote programs and activities that protect, preserve and enhance natural resources while providing sustainable living and developing a climate of resilience.



### Economic Development

Promote economic revitalization, business development and retention by driving the creation of employment opportunities while reducing disparities and improving the quality of life for everyone.



### Substance Use & Behavioral Disorders

To address the substance misuse crisis and behavior disorders by providing evidence-based prevention, medication-assisted treatment and recovery support services.

# COUNTY GOVERNANCE

## Board of County Commissioners

The board serves as the legislative and policy-setting body for county government, responsible for enacting countywide ordinances, authorizing programs and approving the expenditure of county funds. The seven-member board is elected from single-member districts to staggered four-year terms. Commissioners are sworn in following the November general election and may serve no more than two consecutive terms. Each year, the board selects a mayor and vice mayor from among its members to preside over meetings and fulfill ceremonial leadership roles. The board establishes policies that address major local challenges and guide responsible growth and development. In addition to its legislative responsibilities, the board also serves as the Child Care Facilities Board, the Solid Waste Authority Governing Board, the Environmental Control Board and the Zoning Board, while overseeing essential services, including public safety, infrastructure, environmental protection, housing and community development, land conservation and cultural and recreational programs.





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## Board Appointed Leadership

Three positions report directly to the board: the county administrator, county attorney and internal auditor. These roles are appointed by and accountable to the board, which oversees their recruitment, performance evaluations and overall leadership. Each is responsible for managing and operating their respective offices.

### County Administrator and Administration

Operational Budget: **\$3,735,428** | Capital Improvement Budget: **N/A**  
Contact: [pbc.gov/administration](http://pbc.gov/administration) | **561-355-6726**

#### Overview

Under direction from the board and the Administrative Code, the county administrator is responsible for implementing policies and overseeing the delivery of county programs and services, including organizational structure, operating policies and procedures. Led by the administrator, departments, divisions and offices work collectively to serve residents and ensure county priorities move forward.

Deputy county administrators serve under the county administrator's supervision rather than the board. They provide executive oversight for assigned departments and service areas. In this role, they support the implementation of policies and initiatives and ensure coordination across departments.

### County Attorney's Office

Operational Budget: **\$9,131,652** | Capital Improvement Budget: **N/A**  
Contact: [pbc.gov/countyattorney](http://pbc.gov/countyattorney) | **561-355-2225**

#### Overview

Established under Section 4.3 of the Palm Beach County Charter, the County Attorney's Office functions as an independent entity that provides legal counsel and representation to the board, departments, regulatory and advisory boards and the Solid Waste Authority of Palm Beach County.

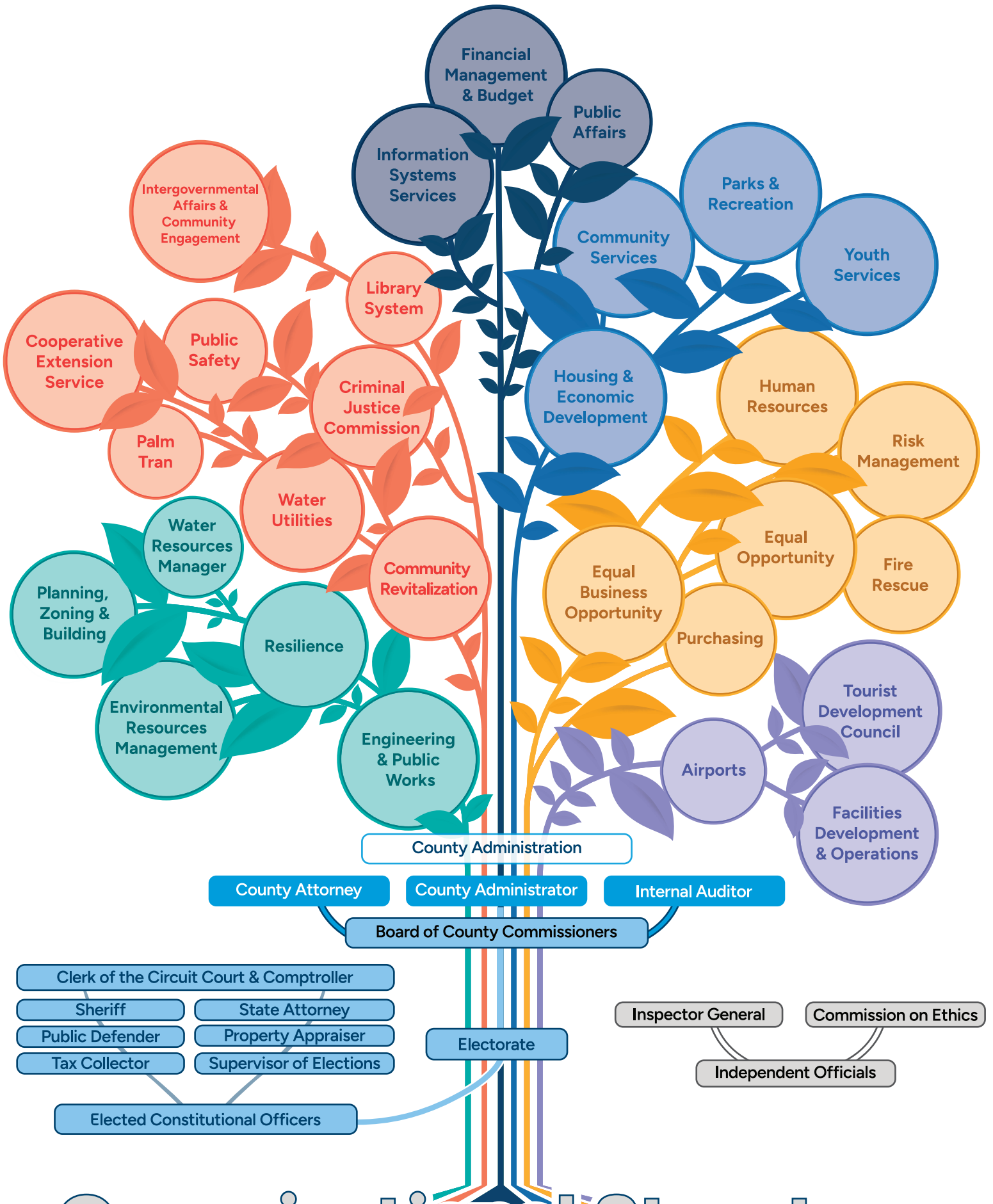
The office provides a comprehensive range of legal services, including drafting and reviewing ordinances and legislation, representing the county in civil litigation in state and federal courts and coordinating specialized legal assistance. Through this work, the office ensures legal compliance and supports informed decision-making.

### Internal Auditor

Operational Budget: **\$1,518,040** | Capital Improvement Budget: **N/A**  
Contact: [pbc.gov/internalauditor](http://pbc.gov/internalauditor) | **561-681-4474**

#### Overview

The Internal Auditor's Office provides independent, objective assurance through performance audits conducted in accordance with government auditing standards. These audits evaluate county programs, operations and management systems to assess efficiency, effectiveness and the responsible use of resources.



# Organizational Structure

# FINANCIAL OVERVIEW

Through effective planning, balanced budgeting and operational efficiency, the county provided essential services, invested in infrastructure and enhanced economic and environmental resilience. The fiscal year 2025 total budget was \$9.1 billion, with a level millage rate of 4.5000. The county's revenue base remained stable and diversified, offering predictable funding for core services and capital projects. Property taxes, the county's largest revenue source, made up more than 60% of general fund revenues, reflecting steady population growth and ongoing development.

Palm Beach County is one of only 58 counties nationwide and one of four in Florida to earn AAA ratings from all three major rating agencies (Fitch Ratings, S&P Global Ratings and Moody's). The county's Water Utilities Department is rated AAA by all three major rating agencies and its Department of Airports ratings include Fitch A+, S&P Global Ratings AA- and Moody's A1.

## Other Key Revenue Sources

- Intergovernmental Revenues: \$923.8 million mostly from federal and state grants supporting public safety, health services and capital projects.
- Charges for Services: \$691.9 million collected from user fees, permits and operational activities.
- Other Revenues: Licenses, permits, local option taxes and fund balance contributions provide additional financial stability.

The Clerk of the Circuit Court & Comptroller's Office reported \$230 million in investment earnings, reinforcing Palm Beach County's strong financial position and long-term stability. These results reflect disciplined investment management and board oversight.

Overall, revenues met or exceeded projections, resulting in a year-end surplus and strengthening county reserves.

## Expenditures and Community Investments

County spending focused on essential services and investments in infrastructure, public safety and community well-being. These expenses supported key programs, including emergency services, affordable housing, environmental sustainability and public facility improvements. Strategic spending also promoted operational efficiencies and ongoing community support initiatives. Allocations included:



Personnel Services



Operating Costs



Capital Outlay



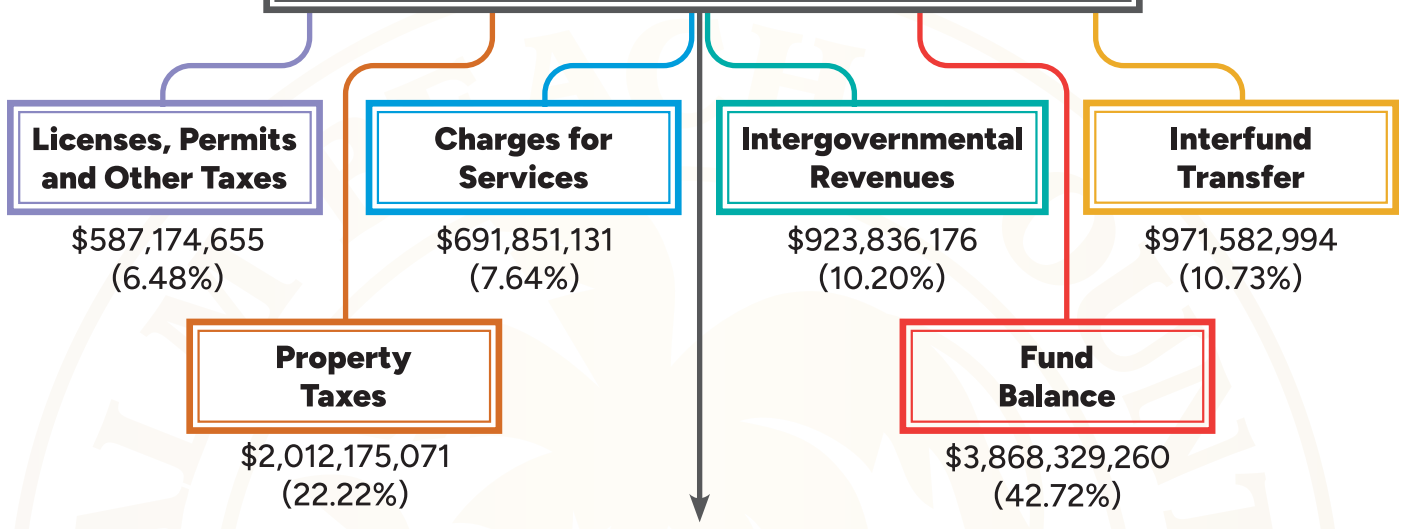
Grants and Aids



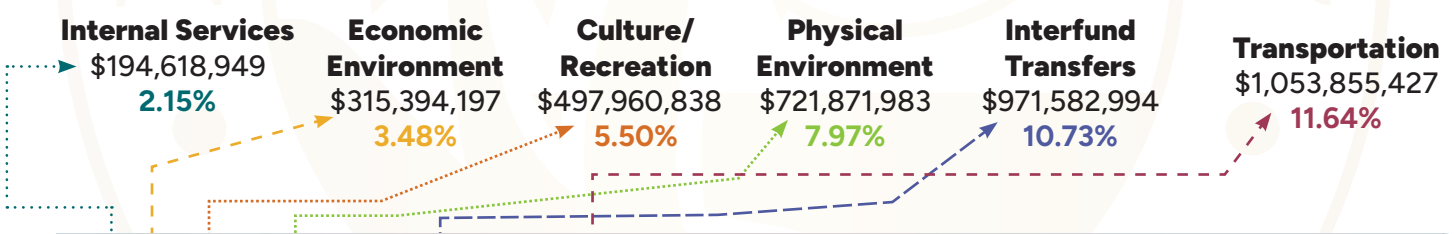
Debt Service



## Where the \$9.1 Billion Comes From



## How the \$9.1 Billion is Utilized



## Capital Improvement Program

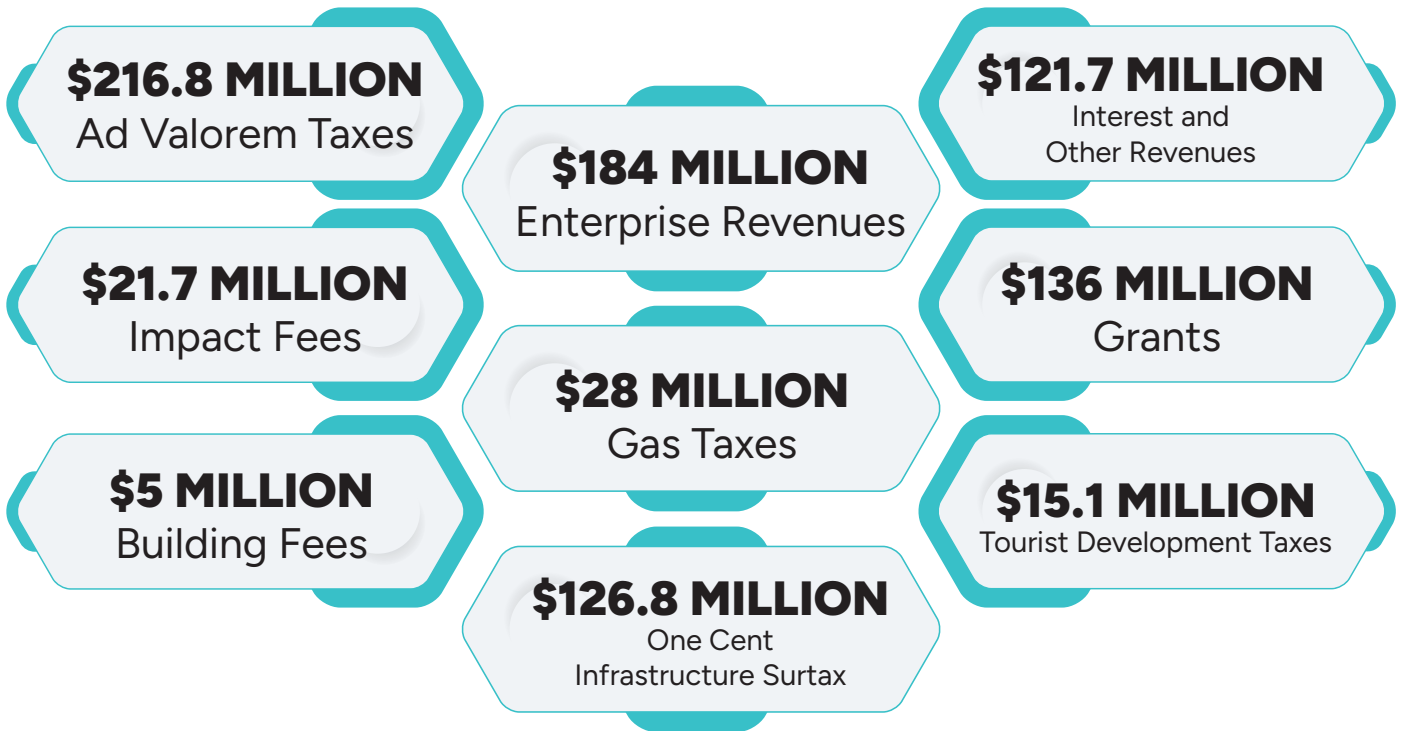
The Capital Improvement Program serves as the foundation for short-term priorities and long-term planning, aligning county investments with population growth and development.

This program represents \$3.4 billion in dedicated funding to enhance infrastructure. It combines \$855.1 million in new funding with \$2.5 billion in carryovers from previously approved projects.

Capital projects are funded through a mix of ad valorem taxes, enterprise revenues, grants, surtax allocations and interest earnings. New revenue funding sources rose 35% compared to fiscal year 2024.

## Total Revenues by Funding Source

These funds enabled the county to advance high-priority projects in transportation, water and environmental systems, public safety and infrastructure.



### Areas of Investment

## Transportation and Mobility

Transportation remains the largest area of capital spending, with the Five-Year Road Program totaling \$636.1 million, including \$527.8 million in carryover funds from previous years. Key investments include:

- Road widening and corridor expansions to reduce congestion, support emergency response and enhance countywide mobility.
- Intersection upgrades and traffic signal modernization to incorporate adaptive signal technology, improve signage and safer crosswalks.

- Bridge rehabilitation and replacement to strengthen aging structures and improve hurricane resilience.
- Enhance multimodal infrastructure to expand sidewalks, bike lanes, pathways and transit-supportive amenities.

## Key Projects

- County Road 800 and Senter Road over South Florida Water Management District: \$16 million
- Reserve Intersections Countywide: \$12.6 million
- Rock Road Improvements: \$10.5 million
- Bridge Modifications and Replacements, including Palm Beach Lakes Boulevard over the Florida East Coast Railway: \$8.3 million

## Water, Stormwater and Environmental Resilience

The county made significant investments in water systems, flood mitigation and ecosystem protection. Funding sources include enterprise revenues, ad valorem and surtax allocations, grants and project carryovers.

- Water and wastewater treatment facility upgrades to ensure compliance with state and federal standards.
- Stormwater and flood mitigation projects to improve drainage, reduce neighborhood flooding and strengthen resilience.
- Septic-to-sewer conversions to protect drinking water and coastal ecosystems.
- Coastal restoration and wetland conservation, including dune restoration, mangrove planting, invasive species removal and shoreline stabilization.

## Key Projects

- Water Distribution System Pipe Renewal and Replacement: \$12 million
- Water Treatment Plant Renewal and Replacement: \$8.5 million
- Emergency Beach Response: \$6 million
- Ocean Ridge Shore Protection: \$2.5 million

## Public Safety and Emergency Preparedness

Enhancing emergency response capabilities remains a top priority.

- Fire Rescue station modernization and EMS facility improvements, including renovations and new construction to ensure modern, resilient facilities.
- Emergency operations and communications technology upgrades to strengthen interoperability and disaster readiness.
- Training facilities and equipment modernization to support firefighter training, hurricane response and regional coordination.

## Key Projects

- Fire Station 92 New Construction: \$11 million
- Fire Station 33 Renovations: \$8 million
- Fire Station 24 Replacement: \$6.3 million
- Fire Station 52 Replacement: \$4 million

## Infrastructure

Investments in county facilities enhance service delivery, accessibility and sustainability.

## Key Projects

- **Facilities Development and Operations:**
  - » Animal Care and Control Expansion: \$56.7 million
  - » Countywide Building Renewal and Replacement: \$21.7 million
  - » Governmental Center Renewal and Replacement: \$11 million
- **Parks and Recreation:**
  - » Roadway, Trail and Pathway Repairs: \$4.5 million
  - » Park Renewal and Replacement: \$4.2 million
  - » Ocean Inlet Park Coastal Resiliency Restoration: \$3 million
- **Planning, Zoning and Building:**
  - » Vista Expansion and New Building Construction: \$20.2 million
  - » 2300 Building Customer Focused Improvements: \$5 million
- **Library System:**
  - » Hagen Ranch Road Branch Renovation: \$12 million
  - » Okeechobee Boulevard Branch: \$6 million
  - » Canyon Branch Library: \$2 million

## Airports, Technology and Innovation

Modernized our airports and upgraded countywide technology to strengthen cybersecurity and improve digital service delivery.

## Key Projects

- Palm Beach International Airport Terminal and Concourse Modernization: \$7.5 million
- Palm Beach International Airport Terminal Improvements: \$4.7 million
- Network Infrastructure Replacements, Repairs and Improvements: \$7.7 million
- Platform Infrastructure Replacements, Repairs and Improvements: \$7.3 million

Through these investments, the county continues to strengthen its infrastructure, support sustainable growth and enhance safety and accessibility.



# DEPARTMENT REPORTS



# Department of Airports

- ▶ Operational Budget: **\$186,788,621**
- ▶ Capital Improvement Budget: **\$322,148,261**
- ▶ Contact: **[pbia.org](http://pbia.org) | 561-471-7420**

## Overview

The Department of Airports manages the county's air transportation facilities, which include Palm Beach International Airport (PBI), North Palm Beach County General Aviation Airport (F45), Palm Beach County Park Airport (LNA) and Palm Beach County Glades Airport (PHK). The department ensures the safe and efficient movement of millions of passengers annually while overseeing infrastructure, services and operations that support commercial and general aviation.

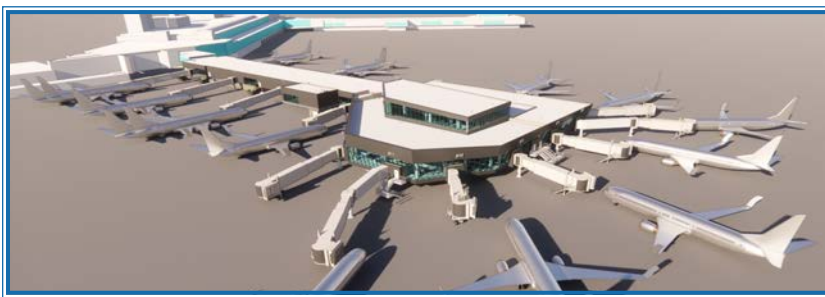
## Core Services

- Directs funding and development for airport operations, maintenance and capital improvements, including user fees, grants, bonds and passenger facility charges. As a federally obligated enterprise fund, revenues are restricted to airport-related purposes.
- Leads air service development at PBI to expand nonstop destinations, increase flight frequencies and reduce seasonality.
- Manages planning, design and construction under the Capital Improvement Program to maintain and enhance airport facilities.
- Ensures airport safety, security and access control across all county-operated airports.
- Administers real estate, concessions and revenue-generating programs, including airline agreements, cargo and general aviation leases, rental car contracts, advertising and commercial site development.

## Accomplishments and Milestones

- PBI served 8.6 million passengers, making it the busiest year in its history.
- The department supported 32,000 jobs.

### Concourse B Expansion



The department has commenced the final phase of the multi-year Concourse B expansion at PBI to enhance the passenger experience and increase terminal capacity.

## Highlights:

- Expanded restaurant and concession areas.
- Larger passenger holdroom.
- Dedicated sensory room for travelers with autism and other sensory sensitivities.
- Adult changing tables to better accommodate disabled passengers and caregivers.
- Improved aircraft parking apron.
- Infrastructure to support two additional passenger boarding bridges.
- Extension of existing building systems.

## TIMELINE

Phases 1 and 2 are complete and include upgraded restrooms, new concession shell spaces and refreshed interiors, including terrazzo flooring and lighting.



Phase 3 is underway and will add new gates, expanded seating, concession space and other passenger-focused amenities. Project completion is anticipated for Summer 2028.

### ➤ Connection of Concourses A/B and C

The design phase is underway for a post-security connector to streamline passenger flow and expand amenities.



### ➤ Concessions Modernization

The board approved two new food, beverage and retail concession agreements that will fully replace all restaurants and shops at PBI.

- New offerings will include Rocco's Tacos, Cholo Soy Cocina, Field of Greens, Havana Restaurant and more.
- Construction is scheduled to begin early next year and will be completed in a phased approach to ensure service continuity.

### Highlights: ➤

- Seamless post-security connection between Concourses A/B and C.
- Skylight replacement for improved lighting and energy efficiency.
- New terrazzo flooring throughout.
- Expanded TSA checkpoints to improve flow and reduce wait times.
- New lounge, dining and entertainment spaces.

### Impact at a Glance

PBI generates an annual economic impact of **\$4.8 billion.**



### ◀ Cross-Departmental Team Participation ▶

#### Public Safety



Infrastructure

Economic  
Development

Grants



# Community Services Department

- ▶ Operational Budget: **\$117,274,800**
- ▶ Capital Improvement Budget: **\$1,000,000**
- ▶ Contact: [pbc.gov/communityservices](http://pbc.gov/communityservices) | **833-273-9455**

## Overview

The Community Services Department oversees the health and human services safety net, with a core mission to strengthen the well-being and stability of residents. The department focuses on addressing poverty, homelessness, mental health and substance use challenges, veteran services, HIV elimination and other essential human services. In addition to delivering direct support to eligible residents, the department provides funding and oversight for more than 100 programs administered by nonprofit partners.

## Core Services



- Provides emergency and short-term shelter services and conducts outreach and assessments for individuals experiencing homelessness.
- Offers rental, utility and transportation assistance to help stabilize individuals and families in need.
- Delivers in-home supports, community services and nutrition programs for senior citizens.
- Provides medical care and supportive services for individuals living with HIV.
- Offers vocational training, job readiness programs and job placement support.
- Assists veterans with benefit claims and connects them to essential services.
- Provides indigent cremation services for eligible residents.

## Accomplishments and Milestones

- Counted 1,520 unsheltered individuals during the 2025 Point-in-Time Count, reflecting a 28.5% decrease from the previous year.
- 3,978 individuals engaged through recovery community centers.
- 4,220 veterans and their family members were served.
- Contributed 9,285 volunteer hours to support community programs.





- Administered \$14,605,379 in funding through the Financially Assisted Agencies program, included in the department’s operating budget.
- Launched the Housing Assistance Portal, including development of a mobile app to streamline access to homelessness services.
- Opened Prosperity Village Cottage Homes to provide stable housing options for families experiencing homelessness.
- Opened the Central County Housing Resource Center, expanding access to housing navigation and support services.
- Opened a Medical Respite Facility in partnership with The Salvation Army to support individuals recovering from medical conditions while experiencing homelessness.
- Deployed two mobile units to help uninsured residents register for healthcare, receive free health screenings and HIV testing and access on-site and follow-up support services.
- Integrated the Affordable Housing Inventory Tracking System into the Homeless Management Information System to strengthen housing inventory coordination.

**Impact at a Glance**  
Supports more than **48,000 residents** annually.

## Cross-Departmental Team Participation





# Cooperative Extension Service

- ▶ Operational Budget: **\$3,853,181**
- ▶ Capital Improvement Budget: **\$954,460**
- ▶ Contact: **[pbc.gov/coextension](http://pbc.gov/coextension) | 561-233-1700**

## Overview

The Cooperative Extension Service is a partnership between Palm Beach County and the University of Florida, delivering research-based education to residents and businesses in agriculture, horticulture, family and consumer sciences and youth development. Programs are designed to enhance quality of life, protect environmental systems and strengthen the county's agricultural economy.

## Core Services



- Improves production practices and promote high-yield, disease-resistant crop varieties for commercial vegetables, sugarcane and rice.
- Implements best management practices to reduce non-point source pollution from agriculture and urban landscapes.
- Promotes Florida Friendly Landscaping™ principles to encourage water conservation, integrated pest management and sustainable landscape practices.
- Provides bilingual safety training for agricultural and horticultural workers, including pesticide and fertilizer certification programs.



- Delivers 4-H Youth Development programs in STEM, citizenship, leadership, healthy living and financial literacy, serving over 35,000 youth annually.
- Offers first-time homebuyer education and financial management training to build household resilience.
- Provides nutrition and food safety education for individuals and food-serving businesses.
- Supports family-life programs to promote healthy relationships and emotional well-being.

## Accomplishments and Milestones

- Palm Beach County has 460,575 acres of active cropland, generating an annual market value of \$1.4 billion.
- The Palm Beach County's nursery industry ranked third in Florida, employing approximately 2,600 people and generating \$375 million annually.
- Palm Beach County ranked first in Florida for employment in the landscape services sector, with 9,184 jobs, and in the golf course sector, employing 9,861 individuals.
- Delivered science-based training to 4,521 agricultural clients, issuing 2,392 continuing education units for state license renewals.



- Engaged 36,751 youth in 4-H programs, including an expanded embryology program featuring ducklings and quail that reached 26,000 students.
- The 4-H TechGarage Club built a solar car that won 1st place at the 2025 National Solar Car Challenge in Fort Worth, Texas.
- Mounts Botanical Garden Nature Quest hosted 15,000 third-grade students, teachers and chaperones, providing hands-on STEAM learning experiences.
- The 2025 Mango Fest at the Palm Beach County Convention Center attracted 6,000 attendees, showcasing 285 mango varieties from five regions around the world.

## Cross-Departmental Team Participation

Environmental  
Protection



Economic  
Development

### Impact at a Glance

Palm Beach County continues to lead all counties east of the Mississippi River for agricultural crop income, lettuce production and related leafy greens.



# Criminal Justice Commission

- ▶ Operational Budget: **\$3,006,747**
- ▶ Capital Improvement Budget: **N/A**
- ▶ Contact: **[pbc.gov/publicsafety](http://pbc.gov/publicsafety) | 561-355-4943**

## Overview

The Criminal Justice Commission is an ordinance-established advisory board, guiding criminal justice policy, programs and funding across the county. The commission promotes coordinated law enforcement and crime prevention efforts, supports evidence-based strategies to reduce crime and enhances public safety while improving system efficiency.

The 35-member board includes 18 public-sector representatives and 17 private-sector and community members, supported by 10 active committees and task forces that address a wide range of criminal justice priorities.

## Core Services

- Coordinates law enforcement and crime prevention initiatives across the county.
- Supports an efficient, fair and cost-effective criminal justice system.
- Implements long-term, evidence-based strategies to permanently reduce crime.
- Engages the community in criminal justice policy and program development through task forces and advisory committees.



## Accomplishments and Milestones

- Since 2022, the Citizens' Criminal Justice Academy has graduated over 720 residents from across the county, including a record number of participants joining virtually.
- In partnership with Community Partners of South Florida, the Criminal Justice Commission launched the first-ever ten-week Justice Leadership Academy. Residents gained knowledge, skills and networks enabling them to influence policy and practice, building a foundation for sustained civic engagement and systemic change. Graduates were invited to serve as community representatives on the commissions' task forces.
- By partnering with the JFA Institute, the Criminal Justice Commission conducted a comprehensive jail stress test to assess the local jail population and identify strategies for a more efficient pretrial system. This work led to the formation of the Jail Population Management Review Team, which is tasked with recommending process improvements to reduce unnecessary jail time and enhance system efficiency.



**Impact at a Glance**  
 Strengthens public safety in Palm Beach County through evidence-based strategies, community engagement and cross-agency collaboration.

**Cross-Departmental Team Participation**





# Engineering and Public Works Department

- ▶ Operational Budget: **\$79,128,647**
- ▶ Capital Improvement Budget: **\$865,857,906**
- ▶ Contact: **pbc.gov/epw** | **561-684-4000**

## Overview

The Engineering and Public Works Department plans, designs, permits, constructs, inspects, maintains and improves roadway and drainage infrastructure. The department ensures safe, efficient and reliable transportation infrastructure for residents, businesses and visitors.

## Core Services

- Provides professional surveying and mapping services for all county departments.
- Monitors development approvals and annual traffic count to guide the Five-Year Road Program.
- Coordinates with multiple agencies on school traffic safety initiatives.
- Administers the countywide Traffic Concurrency and Proportionate Share programs.
- Oversees the Subdivision Ordinance for all unincorporated land developments.



## Accomplishments and Milestones



- Managed 3,523 lane miles of roadway, 62 miles of shell rock roads, 1,137 miles of sidewalks and 2,142 acres of mowing.
- Maintained approximately 300 bridges, including eight bascule bridges and one swing bridge.
- Operated over 1,400 signals/flashers, including 1,200 full intersection signals and 175 school speed zone flashers.
- Finalized 37 Right-of-Way dedications.

### Impact at a Glance

Manages over **5,500 vertical** and **horizontal control points**, supporting the design and construction of public and private engineering projects throughout the county.

## CSX Railroad Improvements at Northlake Boulevard



### Highlights: >>

- Coordinated the temporary closure of the Northlake Boulevard and Beeline Highway intersection for CSX railroad and roadway improvements, partnering with county departments and agencies to manage detours, retime signals, maintain emergency access and minimize impacts to residents and commuters.
- Led communication efforts, including a dedicated webpage with live traffic cameras that received over 284,000 views during the closure and more than 1 million views from July 14–Aug. 10.
- Implemented traffic operations along detour routes, including a temporary traffic shift at Seminole Pratt Whitney Road and Northlake Boulevard to improve traffic flow.
- The intersection reopened a day ahead of schedule, restoring traffic flow safely and efficiently.



## Cross-Departmental Team Participation

Environmental  
Protection





# Department of Environmental Resources Management

- ▶ Operational Budget: **\$55,184,287**
- ▶ Capital Improvement Budget: **\$80,066,348**
- ▶ Contact: **[pbc.gov/erm](http://pbc.gov/erm) | 561-233-2400**

## Overview

The Department of Environmental Resources Management protects, preserves and enhances the county's land and water resources. The department manages nearly 32,000 acres of natural areas, conducts environmental compliance activities and leads restoration projects, safeguarding ecosystems for current and future generations.

## Core Services

- Manages, monitors and protects native ecosystems on county-owned or leased natural areas.
- Designs and constructs shoreline restoration projects, artificial reefs and public use facilities that protect upland resources and provide habitat for diverse flora and fauna.
- Conducts environmental assessments, permitting, compliance inspections and land development reviews.
- Oversees petroleum storage tank inspections, surface water quality monitoring, contaminated site remediation and regulation of permitted facilities within Wellfield Protection Zones.
- Implements the Sea Turtle Protection Plan, Manatee Protection Plan and Lake Worth Lagoon Management Plan.
- Operates the Integrated Mosquito Management Program, including surveillance, larviciding, adulticiding, biological control, compliance inspections and public education.



## Accomplishments and Milestones



- Achieved a 90% compliance rate for regulatory sea turtle lighting inspections.
- Placed over 1.3 million cubic yards of sand.
- Secured nearly \$1 million in state appropriations for projects benefiting the Lake Worth Lagoon and watershed.
- Implemented operational efficiencies in the Wellfield Protection and Petroleum Restoration programs through iPads for site inspections and digital excavation submittals.
- Managed 167 petroleum-contaminated sites to Florida Department of Environmental Protection standards.
- Reviewed and processed 472 building permit applications for the protection of native vegetation.
- Conducted 25 preserve inspections for compliance with Preservation of Native Vegetation and Preserve Management Plans.
- Preserved 520 native trees and palms, relocated 405 trees and planted 793 mitigation trees; added five new Tree Preservation Areas totaling 5.87 acres.
- Conducted the first in-house mosquito resistance and efficacy testing to support future aerial spraying and mosquito management.
- Completed South Lake Worth Inlet sand trap dredging, improving navigation and boat channels.



### Impact at a Glance

Natural areas site stewards submitted over **1,200 observations**, contributing to environmental protection and preservation efforts.

## Cross-Departmental Team Participation

### Environmental Protection



Grants



# Facilities Development and Operations

- ▶ Operational Budget: **\$169,221,679**
- ▶ Capital Improvement Budget: **\$687,544,250**
- ▶ Contact: **[pbc.gov/fdo](http://pbc.gov/fdo) | 561-233-0200**

## Overview

The Facilities Development and Operations Department provides essential internal services and manages facilities, fleet operations and capital improvement projects while delivering critical security, audio-visual and radio communications support across operations.

## Core Services

- Operates and maintains over 800 buildings totaling approximately 14 million square feet.
- Plans, designs and constructs new facilities and renovations for general government and constitutional officers.
- Manages the acquisition, maintenance and disposition of the county's 4,000-vehicle fleet, including fuel management for county departments, Palm Beach County Sheriff's Office and select municipalities.
- Plans, constructs and maintains the county's Public Safety Radio System and supports communication infrastructure, including towers.
- Manages real estate and property services across more than 2,700 county parcels.



## Accomplishments and Milestones



- Over 600 active capital projects, including major renovations and new facilities.
- 810 Datura Street building replacement construction is nearly underway to support the Vanderbilt University development and a new 57,000 square foot Community Services Department office. The project has an estimated \$50 million investment, with a completion targeted for 2027.
- Airport Center office building design is underway for a 159,000 square foot office with supporting parking; the project is a projected \$150 million investment.
- Animal Care and Control facility permitting phase is underway with a projected \$73 million investment for a modern facility.
- Robert Weisman Governmental Center renovation is underway to replace building

systems, reconfigure and modernize spaces. The project is an estimated \$140 million investment.

- Mosquito Control compound construction is nearing completion on a new \$19 million facility.
- Medical Examiner’s Office design is in progress for a replacement facility at the Criminal Justice Complex and is projected to exceed a \$47 million investment.
- Roger Dean Stadium renovations are underway and will support two Major League Baseball Spring Training teams through 2049.
- South County Administrative Complex redevelopment design is underway for a \$230 million master plan, including offices, medical clinics, warehouses and transit-oriented development opportunities for affordable and workforce housing.

## Facilities and Capital Projects

- Supported real estate initiatives, including the revised PREM Ordinance, Vanderbilt University development agreement, affordable and workforce housing design prototypes and commercial property assessments for individuals at risk of homelessness.
- Provided planning, design, construction and administrative support for high-profile projects, including Airport Center Building 3, 45th Street Complex, Animal Care and Control, Convention Center expansion, Roger Dean Stadium, South County Administrative Complex and numerous Fire Rescue Stations.
- Enhanced countywide security program with operational and policy updates to address legislative changes and bolster safety.



## Fleet and Fuel Management

- Upgraded Fleet Information System in partnership with Information Systems Services to streamline labor tracking, fuel management, SunPass integration and customer service operations.
- Upgraded fuel management software for continuity and compatibility with vendor systems.
- Recognized for 23 consecutive years as an ASE Blue Seal organization, ranked 14th in the National Association of Fleet Administrators’ 100 Best Public Fleets and earned inaugural Top 50 Leading Government Fleet recognition from Bobit Business Media.

### Impact at a Glance

Manages facilities, fleet, security and radio communications across over **800 buildings** and **2,700 parcels**.



## Cross-Departmental Team Participation





# Fire Rescue

- ▶ Operational Budget: **\$777,983,823**
- ▶ Capital Improvement Budget: **\$222,236,136**
- ▶ Contact: **[pbc.gov/pbcfr](http://pbc.gov/pbcfr) | 561-616-7000**

## Overview

Funded primarily through the Fire Rescue Municipal Service Taxing Unit (MSTU) at a 3.4581 millage rate, Fire Rescue provides comprehensive fire protection, emergency medical services, hazardous materials mitigation, aircraft firefighting and specialized operations to unincorporated areas and 19 municipalities. The department also provides dispatch services for 13 additional municipalities, ensuring coordinated emergency response.

## Core Services

- Fire protection and suppression.
- Emergency medical services, including Basic Life Support and Advanced Life Support transport.
- Hazardous materials mitigation and special operations.
- Aircraft firefighting.
- Emergency management and preparedness.
- Public education, inspections, investigations and plan reviews.
- Community assistance programs and Mobile Integrated Health initiatives.



## Accomplishments and Milestones



- Insurance Services Office (ISO) Class 1-rated department, the highest possible designation for fire suppression and prevention capabilities, placing it among an elite group of top-performing departments in the nation.
- Installed 1,500 smoke and CO alarms in 434 homes, reaching 1,055 residents through an \$85,643 FEMA grant spanning from 2023-2025.

- Administered 99 units of whole blood to 92 patients and 97 units of plasma to 91 patients prehospital.
- Reached 26,356 individuals, including 1,686 children, through swim safety programs.
- Expanded capabilities at Station 22, adding a battalion chief, EMS captain and whole blood and plasma services.
- Expanded prehospital plasma transfusions and enhanced first responder wellness through peer support and Chaplaincy programs.

- Held a groundbreaking for Station 92 at 4575 Lyons Road in Wellington.
- 434 Glades resident children aged 2-12 received swimming lessons at Pioneer Park, resulting in a 32% increase from the prior year.
- Distributed 175 pool alarms from the Florida Department of Health to community partners, including Florida Atlantic University Center for Autism & Related Disabilities, Department of Children and Families and Safe Kids Coalition.



**Impact at a Glance**  
 Fire Rescue's trucks responded to **157,000 911 calls.**



## Cross-Departmental Team Participation

Public Safety

Substance Use and Behavioral Disorders



Infrastructure

Grants



# Department of Housing and Economic Development

- ▶ Operational Budget: **\$285,712,195**
- ▶ Capital Improvement Budget: **\$7,910,887**
- ▶ Contact: **pbc.gov/HED | 561-233-3600**

## Overview

The Department of Housing and Economic Development supports businesses, communities, municipalities, housing providers and residents by promoting economic growth, preserving and expanding affordable and workforce housing and funding community development initiatives. The department plays a critical role in strengthening the local economy, revitalizing communities and ensuring housing accessibility for income-eligible residents.

## Core Services

- Provides loans and funding to homebuyers, homeowners and developers. Programs focus on creating new housing through developer loans, preserving existing housing via rehabilitation, offering down payment assistance and preventing foreclosures.
- Awards funding to organizations delivering social service assistance to income-eligible residents.
- Funds local projects, including community facilities, parks, road improvements and water-sewer infrastructure.
- Offers loans, incentives and technical assistance to eligible businesses, fostering job creation, stimulating investment, increasing the tax base and revitalizing underserved areas.

## Accomplishments and Milestones



- Completed 151 affordable housing units, totaling \$5.3 million in investment.
- Awarded \$57 million to 14 projects, delivering 883 housing units and generating \$391 million in overall development activity.
- Expended \$1.63 million toward housing preservation initiatives.
- Assisted 771 businesses, providing comprehensive technical support.
- Invested \$3.5 million to support countywide economic development, resulting in 1,353 new jobs and retaining 4,180 existing jobs.



- Provided Section 108 loans totaling \$384,000 to two businesses, creating 20 jobs.
- Supported 4,873 households through social service programs.
- Implemented an online application portal for housing development funding requests.
- Secured a new Federal Home Loan Bank grant to provide heirs' property services.



### Impact at a Glance

Closed on the first Housing Bond Loan Program loan for **\$13 million**, for the development of Residences at Lake Worth Beach, which will include **31 affordable** and **164 workforce housing units**.



## Cross-Departmental Team Participation





# Human Resources Department

- ▶ Operational Budget: **\$4,788,269**
- ▶ Capital Improvement Budget: **N/A**
- ▶ Contact: **[pbc.gov/humanresources](http://pbc.gov/humanresources) | 561-616-6900**

## Overview

The Human Resources Department supports operations by recruiting and retaining qualified talent, fostering a positive, safe and equitable workplace. The department manages the full employee lifecycle, while ensuring compliance, developing organizational capability and promoting a culture of value that enables departments to meet service delivery goals.

## Core Services



- Manages competitive compensation strategies, classification and pay plans, job descriptions, payroll, HRIS, personnel records and retirement processing.
- Provides guidance on collective bargaining, employee performance, workplace conduct and disciplinary actions while strengthening management–employee relations.
- Oversees investigations of discrimination and harassment, prepares position statements and resolutions and manages ADA and FMLA requests.
- Delivers training and development programs to enhance employee performance and support organizational excellence.
- Leads recruitment, assessment and processing of new hires and promotions to ensure the county attracts and retains high-quality talent.

## Accomplishments and Milestones

- County workforce included 7,334 positions.
- Reduced the vacancy rate from 10.8% to 8.7%, the lowest among comparable local governments.
- Completed more than 400 position reclassifications for Water Utilities to maintain market competitiveness, address hiring slowdowns and reduce attrition.
- Merged Employee Relations and Fair Employment Programs to improve investigation response times and enhance efficiency.





**Impact at a Glance**  
 New hires increased by **41%**, strengthening the county's workforce.

**Cross-Departmental Team Participation**



**Economic Development**



# Information Systems Services

- ▶ Operational Budget: **\$43,793,218**
- ▶ Capital Improvement Budget: **\$40,876,100**
- ▶ Contact: **[pbc.gov/iss](http://pbc.gov/iss) | 561-355-2823**

## Overview

Information Systems Services is the county's centralized technology agency, providing IT infrastructure, cybersecurity, data management and public-facing technology solutions. The department ensures the reliability, security and efficiency of operations while supporting continuous innovation.

## Core Services



- Manages a network of 45,000 devices supported by 1,500 miles of fiber-optic cable, 1,100 data closets, 523 connected facilities and three geo-diverse data centers.
- Handles large-scale data needs, with 950 terabytes downloaded monthly, 4 petabytes routed through core systems and 6.2 petabytes stored in the county's private cloud.
- Supports high-volume communications through 10,000 VoIP phones generating 500,000 calls a month, 17 contact centers with 500 agents processing 350,000 calls monthly and 120,000 emails processed each day.
- Maintains secure and reliable operations by patching 7,000 devices monthly, managing 320 enterprise applications and monitoring 8,000 suspicious email reports annually.
- Provides comprehensive technology assistance through 24/7 Help Desk services and 100 software-training classes offered annually.
- Maintains 8,600 GIS map layers that support planning, operations and public-facing services.

## Accomplishments and Milestones

- Expanded broadband access through partnerships with 10 Boys & Girls Clubs and 92 schools.
- Installed more than 1,000 broadband poles and added 160 miles of new fiber, increasing the countywide network to approximately 1,500 miles.
- Delivered broadband service to over 400 county facilities, with ongoing expansion to 150 city-owned facilities and parks.



- Advanced a significant partnership with the School District of Palm Beach County that covers 450 square miles and connects 146 schools.
- Modernized technology infrastructure by migrating more than 300 mailboxes and 140 devices to the enterprise system, deploying Microsoft 365, upgrading to Windows 11 and expanding two-factor authentication. Storage upgrades, automated server patching, and enhanced monitoring improved stability and security.
- Expanded automation and resident communication tools, including SMS messaging and an intelligent chatbot with future voice capability.
- Piloted an AI-powered document-processing system to increase speed and accuracy.
- Strengthened transparency and community engagement by enhancing the county's open data portal, improving public access to information.

### Impact at a Glance

Provides free broadband in all **18 library branches** and **49 parks**, expanding digital access for residents.



### Cross-Departmental Team Participation



Infrastructure



# Intergovernmental Affairs and Community Engagement

- ▶ Operational Budget: **\$756,783**
- ▶ Capital Improvement Budget: **N/A**
- ▶ Contact: **[pbc.gov/Intergovernmental-Affairs](http://pbc.gov/Intergovernmental-Affairs) | 561-355-3451**

## Overview

Intergovernmental Affairs and Community Engagement develops the county's federal and state legislative programs and advocates for board-approved priorities before the U.S. and Florida governments. The department coordinates all legislative activities, manages contract lobbying efforts and partners with community organizations and civic groups to advance county initiatives.

## Core Services

- Supports the Legislative Delegation by guiding local bills through the legislative process and tracking proposed legislation and appropriations.
- Coordinates annual Palm Beach County Day activities in collaboration with the Public Affairs Department and broader state-level advocacy efforts.
- Collaborates with the Florida Association of Counties on the development of the statewide legislative agenda.
- Directs three federal and eight state contract lobbying firms to advance the county's priorities.
- Provides grant-support assistance, schedules meetings with the Legislative Delegation and external agencies and oversees the county's Lobbyist Registration Program.
- Engages local organizations and chambers of commerce to build support for county initiatives.



## Accomplishments and Milestones



- Facilitated six countywide Legislative Delegation meetings.
- Organized Palm Beach County Day with more than 300 attendees and participated in state and national association conferences.
- Helped secure \$300 million in the "One Big Beautiful Bill" to reimburse local governments for enhanced security provided to the President and presidential residences.
- Worked with the Legislative Delegation to secure state funding for key board priorities, including the C-51 Reservoir, restoration of historic

structures on Peanut Island, the RESTORE Re-entry Program, modernization of downtown traffic signalization and environmental restoration in the Lake Worth Lagoon.

- Advanced board-aligned legislation, including measures related to the Business Code Advisory Board, new county judgeships, a 911 public-records exemption and animal care and control.
- Opposed legislation that would have negatively impacted the county, including proposed changes to the tourist development tax, increases to sovereign immunity caps and major limitations on home rule authority related to property taxes.



### ◀ Cross-Departmental Team Participation ▶





# Library System

- ▶ Operational Budget: **\$116,097,555**
- ▶ Capital Improvement Budget: **\$118,189,824**
- ▶ Contact: **pbclibrary.org** | **561-233-2600**

## Overview

The Library System is an independent taxing district with a millage rate of 0.549. The department promotes early literacy, lifelong learning and equitable access to information while serving as a central hub for community engagement, research, technology and social services.

## Core Services



- Provides service through the Main Library along with 17 other branches, a bookmobile fleet, a logistical support center, Talking Books for the Blind, Books-by-Mail and the Adult Literacy Project.
- Offers year-round programming, including the WritersLIVE! author series, technology classes and summer reading initiatives for all ages.
- Delivers children's and teen programming such as story times, skill-building activities and outreach to childcare facilities.
- Supports research through reference services, instruction in information resources and guided referrals.



- Makes meeting and study rooms available at no cost for community use.
- Serves as an elections partner by hosting early voting, Election Day polling locations and distributing and collecting voter registration forms.
- Provides year-round food support, including summer lunches and snacks in partnership with the School District of Palm Beach County, as well as weekend meal kits and after-school snacks at select branches.
- Receives guidance from a 15-member, commission-appointed Library Advisory Board.

## Accomplishments and Milestones



- Over 8.8 million items borrowed by library users.
- 246,744 attendees participated in programs and events.
- 50,686 meals and snacks distributed through summer lunches, weekend meal kits and after-school snacks.
- Launched a new state-of-the-art bookmobile, designed to serve communities across the county.
- Opened the new 33,000 square foot Canyon Branch, with nearly 4,000 community members attending the grand opening celebration.

### Impact at a Glance

Provides free access to a collection of more than **1.8 million** physical and digital items.



## Cross-Departmental Team Participation





# Medical Examiner's Office

- ▶ Operational Budget: **\$7,140,604**
- ▶ Capital Improvement Budget: **N/A**
- ▶ Contact: **[pbc.gov/medicalexaminer](http://pbc.gov/medicalexaminer) | 561-688-4575**

## Overview

The Medical Examiner's Office investigates violent, sudden, unexpected and suspicious deaths in accordance with Florida Statutes. The office provides forensic, administrative and investigative support to law enforcement, families and the justice system, ensuring accurate death determinations and timely reporting.



## Core Services

- Maintains records, documents and photographs from death investigations, coordinates communications with law enforcement, funeral homes and families.
- Responds to death scenes, gathers information and collaborates with law enforcement, medical personnel and families.
- Supports autopsies and external examinations, manages evidence and personal property, collects toxicology specimens and oversees the receipt and release of bodies.
- Performs autopsies and external examinations, generate reports, determine cause and manner of death and provide court testimony.



## Accomplishments and Milestones



- Continued education for undergraduate and medical students, physicians and law enforcement on best practices for death certification and investigative procedures.
- Achieved full accreditation from the National Association of Medical Examiners, demonstrating adherence to national standards for forensic services.
- Continued progress on the Medical Examiner's Office facility design and planning, positioning the office for future operational improvements.



### Impact at a Glance

Digitized case files and x-ray records improve investigative efficiency and accessibility for law enforcement, medical personnel and families.



## Cross-Departmental Team Participation

### Public Safety



### Substance Use and Behavioral Disorders



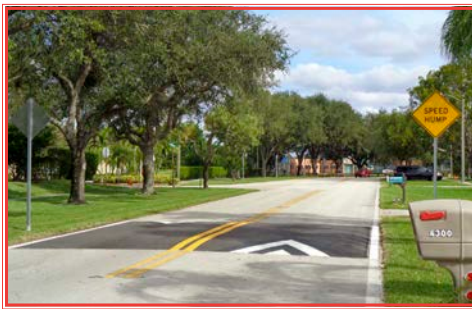
# Office of Community Revitalization

- ▶ Operational Budget: **\$2,976,771**
- ▶ Capital Improvement Budget: **\$2,346,201**
- ▶ Contact: **pbc.gov/ocr** | **561-233-5303**

## Overview

The Office of Community Revitalization strengthens residential neighborhoods across unincorporated Palm Beach County through targeted engagement, infrastructure enhancements and programs that enhance safety and expand access to resources.

## Core Services



- Implements neighborhood safety initiatives such as Neighborhood Engagement and Transformation (NEAT) Grants, LED street lighting and traffic-calming improvements, including speed hump installations.
- Oversees programs that equip residents with tools and support to participate in neighborhood planning and decision-making.
- Coordinates cross-community opportunities through the Countywide Community Revitalization Team and the Glades Technical Advisory Committee to assess needs and guide improvements.
- Provides community outreach and event support, including Back to School PBC!, resource and food-access programs and initiatives promoting resident well-being.

## Accomplishments and Milestones



- Served over 13,000 students across four locations through Back to School PBC!, supported by multilingual outreach that registered nearly 12,500 participants, mobilized over 130 partner agencies and engaged hundreds of volunteers.



- Installed 30 new LED streetlights across two community areas, delivering safer, well-lit public spaces and improved nighttime visibility.
- Completed 10 neighborhood enhancement projects through NEAT Grants, investing \$86,000 directly into resident-led improvements across eight communities.
- Advanced community readiness through planning initiatives and ongoing partnerships.
- Completed targeted safety and infrastructure improvements that strengthen resident mobility, visibility and access to essential resources.
- Launched the Solar Street Lighting Pilot Project to integrate solar-based lighting, supporting energy resilience and long-term sustainability in neighborhood infrastructure.



**Impact at a Glance**  
 Distributed over **13,000 backpacks** during the countywide Back to School PBC! Event.



## Cross-Departmental Team Participation





# Office of Equal Business Opportunity

- ▶ Operational Budget: **\$2,061,915**
- ▶ Capital Improvement Budget: **N/A**
- ▶ Contact: **pbc.gov/HED/OSBD | 561-616-6840**

## Overview

The Office of Equal Business Opportunity expands equitable access to procurement by supporting Small Business Enterprises (SBEs) with certification, compliance, training and resource connectivity to strengthen business growth and competitiveness.

## Core Services



- Publishes quarterly, semiannual and annual program performance reports to measure progress, outcomes and ordinance effectiveness.
- Acts as the principal liaison to the Office of Small Business Opportunity Advisory Committee, coordinating support for the county's small business community.
- Partners with the Goal Setting Committee to establish Affirmative Procurement Initiatives based on availability to increase local SBE utilization on county contracts.



- Manages SBE certification, contract compliance, outreach and business connections to financial and technical support programs.
- Delivers entrepreneurial mentoring, education and business development resources for startups and emerging founders.
- Provides internal and external training, bid preparation guidance, consultation services, vendor debriefs and solicitation support.
- Assists businesses, including SBEs, in navigating local, state and federal funding programs such as grants and incentive opportunities.

## Accomplishments and Milestones



- Certified or renewed 217 SBEs.
- Hosted or amplified outreach events reaching 1,015 participants.
- Delivered countywide procurement, bid readiness, and business development training to internal teams and external stakeholders.
- Integrated with the Department of Housing and Economic Development to unify economic and small-business development. As part of the integration, the department has been renamed the Office of Small Business Development.

### Impact at a Glance

Procurement participation by SBEs resulted in **\$14,421,059** contract payments returned directly to local businesses.



## Cross-Departmental Team Participation



**Economic  
Development**



# Office of Equal Opportunity

- ▶ Operational Budget: **\$1,819,101**
- ▶ Capital Improvement Budget: **N/A**
- ▶ Contact: **[pbc.gov/equalopportunity](http://pbc.gov/equalopportunity) | 561-355-4884**

## Overview

The Office of Equal Opportunity investigates and resolves discrimination complaints across employment, housing and public accommodations. The office also administers the county's Disability Accessibility program and connects residents to referral services that advance equity, access and compliance.

## Core Services

- Manages contracts with partner agencies providing services to persons with disabilities.
- Administers the county's Wage Recovery Resolution program, supporting access to legal assistance through a contracted nonprofit partner.
- Serves as departmental liaison to two of the board's advisory bodies, the Fair Housing/ Equal Employment Board and the Advisory Commission on Women.
- Reviews and enforces compliance on discrimination cases referred from federal agencies, including those filed by the U.S. government.



## Accomplishments and Milestones

- Completed 41 housing discrimination complaint investigations.
- Investigated 43 housing discrimination cases dual-filed with U.S. Department of Housing and Urban Development.
- Completed 54 employment discrimination charge investigations.
- Investigated 50 employment discrimination cases dual-filed with the U.S. Equal Employment Opportunity Commission.
- Referred 35 employment discriminated charges to the U.S. Equal Employment Opportunity Commission.

### Impact at a Glance

Advanced equitable treatment through expanded federal partnerships, overseeing locally administered HUD-funded investigations.



# Office of Financial Management & Budget

- ▶ Operational Budget: **\$5,242,489**
- ▶ Capital Improvement Budget: **N/A**
- ▶ Contact: **pbc.gov/ofmb | 561-355-2580**

## Overview

The Office of Financial Management and Budget oversees countywide fiscal planning, leading budget development, contract oversight, asset management and performance analytics. The office delivers financial insights, forecasting and compliance assurance to the board, administration and departments.

## Core Services

- Leads planning, analysis and coordination of the annual operating and capital budgets including the Capital Improvement Program.
- Produces financial forecasts, tracks trends and advises county leadership, administration and departments.
- Evaluates agenda items for financial impact and contract compliance.
- Administers county debt, including issuance and coordination across financing partners.
- Manages revenue collection, liens and the Impact Fee program.
- Maintains fixed-asset records, monitors lifecycle compliance and oversees disposition through the county thrift store.
- Reviews contracts, manages the contract tracking database and chairs the Contract Review Committee.
- Directs enterprise performance measurement by managing strategic priorities and supporting department-level electronic key performance indicators (eKPIs).

## Accomplishments and Milestones

- Adopted a \$9.1 billion fiscal year 2025 budget, maintaining a 4.5000 millage rate.
- Property taxes represent 60% of General Fund revenue, reflecting sustained population and development growth.
- Created, implemented and facilitated the county's seven cross-departmental team meetings and events.
- The Strategic Planning and Performance Management Division became a new department and has been renamed the Office of the Ombudsman and Strategic Planning.

### Impact at a Glance

Coordinates the county's operating and capital budgets while tracking eKPIs to ensure financial efficiency.



## Cross-Departmental Team Participation



*Strategic Planning and Performance Management Division (Ombudsman and Strategic Planning) created, supports and facilitates all Cross-Departmental Teams.*



# Office of Resilience

- ▶ Operational Budget: **\$1,536,489**
- ▶ Capital Improvement Budget: **N/A**
- ▶ Contact: **[pbc.gov/fdo/BERR](http://pbc.gov/fdo/BERR) | 561-233-5000**

## Overview

The Office of Resilience ensures public buildings and critical infrastructure remain safe, reliable and energy-efficient amid extreme weather events. The department collaborates with municipalities, businesses and residents to provide tools and guidance for informed, cost-effective decisions that mitigate climate risks.

## Core Services

- Integrates resilience and sustainability practices into county operations, policies and procedures.
- Conducts flood and extreme weather risk assessments to support departments, municipalities, businesses and residents in planning for future hazards.
- Partners with the Southeast Florida Regional Climate Change Compact to implement regional adaptation and mitigation strategies.
- Develops resilience funding strategies and pursues grant opportunities.
- Communicates climate science and resilience strategies through outreach initiatives.
- Oversees the Property Assessed Clean Energy (PACE) financing program.

## Accomplishments and Milestones

- Conducted the county's vulnerability assessment and Resilience Action Plan (RAP), identifying 30 priority projects.
- Supported six municipalities in completing flood and sea level rise vulnerability assessments.
- Developed a prioritized list of construction projects, ranked by criticality, through the RAP, to address vulnerabilities and strengthen county operations.
- Updated the county's PACE ordinance following Senate Bill 770 to preserve key consumer protections and ensure alignment with state law.





- Completed mapping of vulnerabilities and revised the Capital Construction Project checklist to improve planning, operational efficiency and decision-making.
- Advanced regional collaboration through the Southeast Florida Climate Compact interlocal agreement, evaluated funding sources for RAP projects and coordinated the Climate Leadership Summit to foster shared knowledge and resources.
- The Office of Resilience became a division under Facilities Development and Operations and has been renamed The Division of Built Environment Risk Reduction.



### Impact at a Glance

Ensures capital projects account for climate vulnerabilities, safeguarding public safety and long-term infrastructure investments.



### Cross-Departmental Team Participation

#### Environmental Protection





# Palm Tran

- ▶ Operational Budget: **\$293,093,104**
- ▶ Capital Improvement Budget: **N/A**
- ▶ Contact: **palmtran.org | 561-841-4287**

## Overview

Palm Tran serves as the primary mass transit system and local transportation coordinator, providing reliable transit from Jupiter to Boca Raton and from West Palm Beach to the Glades. The system operates five modes of transportation to meet the diverse needs of residents and visitors.

## Core Services

- Fixed-route public bus service.
- Connection paratransit (complementary transportation).
- Saint Lucie Express (commuter route).
- BusLink rideshare zones (Uber and Taxi services in three zones).
- Go Glades Mobility on Demand.



## Accomplishments and Milestones



- Fixed-route system completed 8.6 million trips with 80% on-time performance.
- Connection paratransit provided 1,083,419 trips.
- Go Glades Dial-a-Ride served rural areas with 141,992 trips.

- Port Saint Lucie Express Pilot Program launched in September, averaging 51 riders daily, totaling 13,912 riders, with peak ridership averaging 66 daily riders.
- Launched high-frequency service on Route 43, "The Wave," enhancing connectivity and accessibility along Okeechobee Boulevard. This route is a gateway to major destinations, connecting riders to the West Palm Beach Intermodal Center and other key corridors within the county.



**Impact at a Glance**  
 Operates over **150 buses** daily across  
**30 routes**, serving more than **2,800 bus stops**.



## Cross-Departmental Team Participation

### Substance Use and Behavioral Disorders



**Infrastructure**

**Grants**



# Parks and Recreation Department

- ▶ Operational Budget: **\$117,916,092**
- ▶ Capital Improvement Budget: **\$300,170,127**
- ▶ Contact: **[pbc.gov/parks](http://pbc.gov/parks) | 561-966-6600**

## Overview

The Parks and Recreation Department is a nationally Commission for Accreditation of Park and Recreation Agencies (CAPRA) accredited and Gold Medal Award-winning department responsible for managing and maintaining 110 park properties and recreation facilities. The department serves all residents and visitors, offering neighborhood, community and regional destination parks that support health, wellness, recreation and environmental stewardship.

## Core Services



- Ensures safe access to beaches and waterways.
- Supports health and wellness, including physical, mental and social connection programs.
- Provides youth enrichment, sports programming and recreational facilities.
- Protects and maintains natural, archaeological and cultural sites.
- Offers trails, open space and picnic facilities.
- Connects the community to resources, drowning prevention skills and alternative transportation trails.

### Impact at a Glance

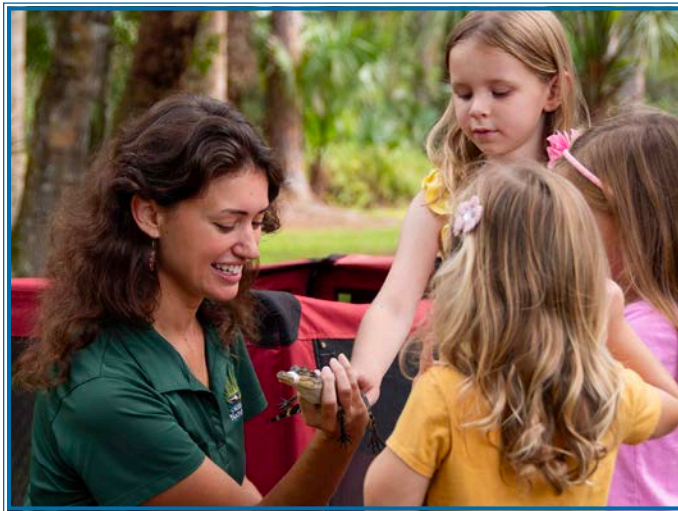
Served over **21 million** park visitors, contributing to tourism, property values, job creation and stormwater management.



## Accomplishments and Milestones

- 133 playgrounds
- 36 boat ramps
- 66 boat slips
- 396 campsites
- 5 nature/interpretive centers
- 9 performing/visual arts community centers
- 77 baseball/softball fields
- 57 multipurpose fields
- 7 swimming pools
- 93 championship golf holes
- 297,000 golf rounds
- Operated parks and recreational facilities spanning 8,500 acres.
- Opened the Palm Beach Pump Track at Okeeheelee Park.
- Opened the Mack Bernard Neighborhood Center.





## ◀ Cross-Departmental Team Participation ▶





# Planning, Zoning and Building

- ▶ Operational Budget: **\$101,426,641**
- ▶ Capital Improvement Budget: **\$84,084,239**
- ▶ Contact: **[pbc.gov/pzb](http://pbc.gov/pzb) | 561-233-5000**

## Overview

Planning, Zoning and Building promotes safe, sustainable communities in unincorporated Palm Beach County by administering county codes and ordinances. The department oversees planning, land use, zoning, construction and code compliance to protect public health, safety and welfare while supporting development aligned with the county's comprehensive plan.

## Core Services



- Develops long-range growth strategies with community stakeholders, manages the Comprehensive Plan and provides data-driven recommendations to the board. Conducts monthly Planning Commission meetings.
- Administers and enforces the Unified Land Development Code (ULDC). Reviews site plans, zoning applications and special permits to ensure compliance with regulations and community goals. Provides recommendations at Zoning Commission and Board hearings.
- Issues permits, reviews plans, conducts inspections and ensures compliance with building codes. Administers the Construction Board of Adjustment and Appeals.



- Enforces property maintenance, environmental and land use codes. Oversees contractor licensing, registration, and compliance, administering the Construction Industry Licensing Board and magistrate hearings.
- Manages operations, personnel, records, and public services, including permit searches, lien and fine tracking and public outreach.

## Accomplishments and Milestones

- Building: 62,910 permits issued, 146,548 plans reviewed, 191,972 inspections performed.
- Code Compliance: 6,134 complaints investigated, 5,938 notices of violation issued.
- Planning: 696 planner-on-call inquiries, 22 private and county amendments.

- Zoning: 6,603 public information inquiries, 1,204 administrative zoning approvals, 164 public hearing applications and 2,055 building permits reviewed for zoning compliance.



- Administration: 15,296 open lien searches and 112,064 monthly credit card transactions processed.

- Launched the Countywide Transportation Master Plan to guide a multimodal transportation strategy aligning countywide and municipal priorities to enhance mobility, safety and sustainability.



- Opened a new Vista Center Lobby Customer Service Center, assisting over 100 visitors daily.

- Merged Code Compliance and Contractor Regulations divisions, improving efficiency.
- Met all statutory permit review deadlines while enhancing staff training and review times.
- Updated in-house GIS, myGeoNav, and implemented real-time building inspector tracking.
- Launched a workforce housing compliance monitoring system.
- Maintained FEMA Community Rating System Level 4 for property owner flood insurance discounts.
- Advanced technology initiatives, including electronic permitting, virtual inspections, body-worn cameras for code officers, and customer kiosk upgrades.
- Adopted ULDC amendments supporting recreational vehicle developments, affordable housing, agricultural marketplaces, flood prevention and generator and parking regulations.

### Impact at a Glance

Conducted over **500 inspections daily**, ensuring safety, compliance and sustainable development throughout the county.



## Cross-Departmental Team Participation

Unsheltered Residents

Environmental Protection





# Public Affairs Department

- ▶ Operational Budget: **\$8,116,142**
- ▶ Capital Improvement Budget: **N/A**
- ▶ Contact: **[pbc.gov/publicaffairs](http://pbc.gov/publicaffairs) | 561-355-2754**

## Overview

The Public Affairs Department provides centralized communication and support services for the board, administration and departments. The department manages board services, event planning, promotional initiatives, graphic design, digital marketing and communications, printing, PBC TV coverage and public information functions during emergencies, ensuring transparent and effective communication.

## Core Services

- Coordinates public speakers, events and special initiatives.
- Manages websites, social media and digital communications to maintain consistent county messaging.
- Prepares press releases, advisories, brochures and publications.
- Fulfills public records requests and updates county policies and procedures.
- Oversees the use of the county logo and branding.
- Records and produces PBC TV programming, including live broadcasts and streaming of board and other local government meetings.
- Coordinates quarterly countywide public information officers' meetings.
- Provides photography, video and graphic design services.
- Publishes content through Count-e-Line and Count-e-News electronic newsletters.
- Serves as the primary liaison for department public information officers.
- Prints, binds and distributes official documents.

## Accomplishments and Milestones



- 5,019 Count-e-News subscribers
- Social media followers:
  - » Facebook: 52,579
  - » Instagram: 58,175
  - » X: 75,230
  - » YouTube: 127,000
- Provided communications support in coordination with state and federal agencies during the presidential candidate event at the Palm Beach County Convention Center on election night.
- Launched the Your Neighborhood Dashboard tool with a comprehensive outreach campaign.



- Served as clerk to the board for 50 board meetings and workshops.
- Assisted with the coordination of 25 events.
- Delivered live streaming of board meetings, workshops, town hall and special events, with on-demand access and closed captioning for all

- programming on cable and online platforms.
- Implemented full-time AI-powered closed captioning for all PBC TV programming.
- Ensured unified county messaging and brand consistency across all departments.



**Impact at a Glance**  
Engaged with more than **371,000 social media followers.**

## Cross-Departmental Team Participation





# Public Safety Department

- ▶ Operational Budget: **\$59,168,271**
- ▶ Capital Improvement Budget: **\$7,852,064**
- ▶ Contact: **[pbc.gov/publicsafety](http://pbc.gov/publicsafety) | 561-712-6400**

## Overview

The Public Safety Department oversees 9-1-1 Program Services, Animal Care and Control, Consumer Affairs, Emergency Management, Justice Services, Victim Services, and Finance and Administration, ensuring the safety, protection and welfare of residents through emergency response, public protection, justice services and victim advocacy.

## Core Services

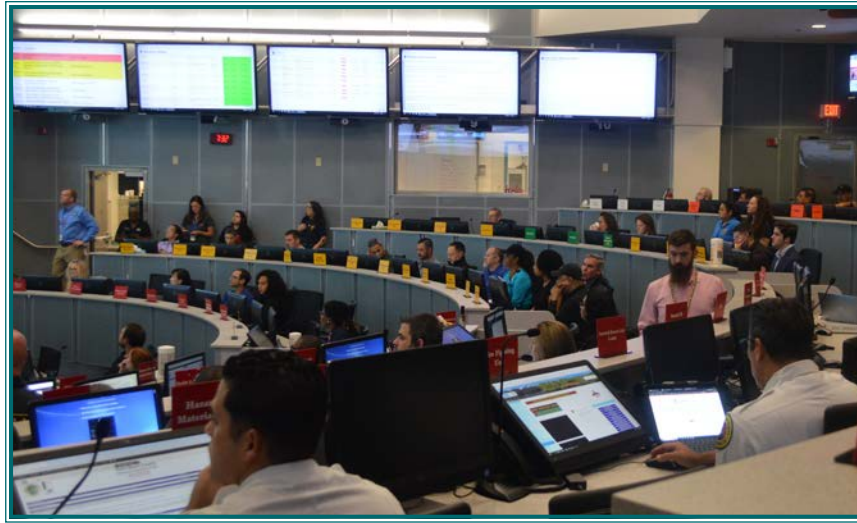


- Maintains 911 technical infrastructure for call and text routing.
- Administers and enforces ordinances for consumer protection, animal care and public safety.
- Coordinates disaster response through planning, education and resource management.
- Provides financial and administrative support to law enforcement, justice programs and public safety initiatives.
- Offers advocacy, counseling, and support services to victims of violent crime.

## Accomplishments and Milestones

- Implemented a new Learning Management System for 911 telecommunicator training and Florida Department of Health recertification.
- Integrated indoor mapping into Alyssa's Alert in coordination with the School Board and the Public Safety Answering Point.
- Procured video integration for 911 Call Handling Equipment to provide real-time video for emergency responders.
- Strengthened 911 cybersecurity through collaboration with the Cybersecurity and Infrastructure Security Agency and the county's Information Systems Services Department.
- Partnered with rescue organizations for targeted spay and neuter programs, preventing thousands of unwanted animals.
- Received awards for animal care staff contributions and launched the Heartworm Pilot Program in 14 private veterinary clinics.





- Consumer Affairs enhanced public safety and saved consumers over \$330,000 through mediation, background screenings and online ID services.
- Emergency Management activated shelters for Hurricane Milton and led coordinated recovery efforts after a tornado outbreak, including opening two disaster resource centers, conducting damage assessments for 680 structures and providing support for over 10,600 FEMA assistance applications, with estimated losses of \$95 million.
- Justice Services enrolled 3,710 individuals in Pretrial Services, achieving 98% arrest-free compliance and 96% court appearance rates.
- Justice Services Reentry programs launched Transportation Reentry and book club initiatives, hosted the 3rd Reentry Summit with 400 participants, and conducted community town halls and faith leadership workshops.
- Victim Services secured \$1.2 million in federal grants and partnered with Safe Stays to provide immediate emergency accommodations for victims.

### Impact at a Glance

Maintains an **87%** live release rate for adoptable animals at county shelters, exceeding national trends.



## Cross-Departmental Team Participation





# Purchasing Department

- ▶ Operational Budget: **\$5,921,128**
- ▶ Capital Improvement Budget: **N/A**
- ▶ Contact: **[pbc.gov/purchasing](http://pbc.gov/purchasing) | 561-616-6800**

## Overview



The Purchasing Department centralizes procurement of non-construction goods and services for departments, operating under the county's purchasing code. The department ensures fair, transparent and cost-effective acquisition while promoting public confidence and adherence to professional procurement standards.

## Core Services



- Establishes and enforces policies and procedures governing procurement, including revenue generating goods and services.
- Promotes open, fair and transparent competition, minimizing favoritism and ensuring equitable contract awards.
- Ensures fair treatment for all current and prospective county vendors.
- Procures goods and services of appropriate quality and quantity at reasonable cost.
- Upholds public procurement principles including accountability, ethics, impartiality, professionalism, service and transparency.

## Accomplishments and Milestones

- 75% of staff received professional procurement certification.
- Assigned 90% of requisitions within 24 hours.
- Processed vendor applications within two days.
- Expanded outreach events with the Office of Equal Business Opportunity and the Palm Beach County School District.



### Impact at a Glance

Manages approximately **\$700 million** in annual contracts while ensuring timely renewals and supporting vendor engagement.

## Cross-Departmental Team Participation





# Risk Management

- ▶ Operational Budget: **\$186,878,528**
- ▶ Capital Improvement Budget: **N/A**
- ▶ Contact: **[pbc.gov/riskmanagement](http://pbc.gov/riskmanagement) | 561-233-5400**

## Overview

The Risk Management Department supports departments, programs and employees by identifying, analyzing and controlling operational risks in a professional, comprehensive and cost-effective manner. The department safeguards the safety, financial security and well-being of employees and county assets.

## Core Services

- Manages self-insurance programs covering group health, property, liability and workers' compensation.
- Oversees county loss exposures through cost-effective risk transfer and mitigation strategies.
- Develops and maintains comprehensive safety, health and loss-control programs for employees.
- Maintains accurate valuations for approximately \$3 billion in county-owned property.
- Facilitates the purchase of excess insurance to limit potential losses and liabilities.



- Provides pre-employment screenings and treatment for occupational injuries in compliance with Florida Statute 440.
- Administers employee group insurance plans, including health, life, dental, flexible spending accounts and short- and long-term disability, in accordance with federal law and county policy.
- Offers wellness programs, counseling and educational opportunities that promote employees' physical and mental well-being, on and off the job.

## Accomplishments and Milestones



- Processed over 220,000 individual medical and pharmacy claims through group insurance.
- Monitored Automated External Defibrillator (AED) installations at more than 290 county locations.
- Delivered 152 safety training classes, resulting in a 32% reduction in first-year employee injuries.
- Hosted 13 London-based property insurance underwriters on a county tour covering 38 sites.
- Processed over 1,700 reports of vehicle accidents, property damage and work-related injuries.
- Digitized all Group Insurance and Occupational Health Clinic files using third-party funding.
- Transitioned to a new third-party administrator for Property, Liability and Workers' Compensation programs.
- Redesigned and updated the Group Insurance Program Guide for improved accessibility and usability.
- Achieved a \$1 million reduction in excess insurance renewal premiums.
- Implemented a call-in reporting system for workers' compensation, property and liability incidents to streamline operations and improve data collection.

### Impact at a Glance

Promoted employee wellness through the 13th Annual Employee 5K, which drew nearly **500 participants**.



## Cross-Departmental Team Participation

Public Safety

Substance Use and Behavioral Disorders



Infrastructure



# Tourist Development Council

- ▶ Operational Budget: **\$171,463,006**
- ▶ Capital Improvement Budget: **\$33,012,899**
- ▶ Contact: **[pbc.gov/touristdevelopment](http://pbc.gov/touristdevelopment) | 561-233-3130**

## Overview

The Tourist Development Council (TDC) manages and oversees Tourist Development Taxes collected on overnight stays and serves in an advisory capacity to the board on tourism initiatives. The TDC promotes the county as a premier destination while supporting tourism infrastructure, cultural programs and sporting events.

## Core Services



- Manages and oversees contracts and operations for key tourism agencies:
  - » Discover The Palm Beaches
  - » Cultural Council for Palm Beach County
  - » Palm Beach County Sports Commission
  - » Palm Beach County Film & Television Commission
- Oversees Palm Beach County Convention Center operations and parking, including hospitality management and capital infrastructure projects.
- Supervises tourism-related venues:
  - » Roger Dean Chevrolet Stadium
  - » Cacti Park of The Palm Beaches
  - » Palm Beach County Convention Center and Parking Garage

## Accomplishments and Milestones

- Discover The Palm Beaches contributed \$10.5 billion in tourism-related economic impact, attracting 9.9 million visitors, including 3.3 million in-state, 6.6 million out-of-state, and 918,000 international visitors, generating \$7.21 billion in spending and \$86.7 million in bed tax revenue.
- The Sports Commission supported 450,000 hotel nights and a \$337.5 million economic impact, including \$115 million in hotel revenue, with the Winter Equestrian Festival alone contributing \$538.2 million, creating 4,869 jobs and generating \$153.9 million in wages.
- The Film & Television Commission produced over 90 hours of original content promoting local businesses and hosted a record-breaking Student Showcase of Films with 617 submissions from 93 schools.
- The Cultural Council generated \$335 million in economic impact through programs and initiatives, including MOSAIC (Month of Shows, Art, Ideas and Culture).
- The Palm Beach County Convention Center hosted 130 events, welcomed 168,547 attendees and generated \$8.6 million in operating income.
- Discover The Palm Beaches Culinary Tourism grew culinary tourism segment by leveraging local agricultural resources, celebrity chef attention, Michelin-starred experiences and year-round culinary events.
- The Sports Commission ranked fifth nationally among “Cities Without a Big Five Team” by

Sports Business Journal, reflecting Palm Beach County’s elite status as a sports destination.

- The Film & Television Commission partnerships expanded reach through WFLX FOX29 lifestyle show, serving 900,000 homes across five counties: awarded over \$30,000 in cash prizes and scholarships for student films.

**Impact at a Glance**  
 Tourism initiatives through Discover The Palm Beaches support approximately **96,000 jobs.**



## Cross-Departmental Team Participation



**Economic  
 Development**



# Water Resources Manager

- ▶ Operational Budget: **\$111,203,750**
- ▶ Capital Improvement Budget: **N/A**
- ▶ Contact: **[pbc.gov/wrtf](http://pbc.gov/wrtf) | 561-355-4600**

## Overview

The Water Resources Manager provides engineering, fiscal and management support for countywide water resources initiatives, coordinating across departments to ensure sustainable water management, flood protection and infrastructure resilience.

## Core Services

- Administers the Palm Beach County Water Resources Task Force.
- Provides technical and management support to Engineering and Public Works, Environmental Resources Management, Facilities Development and Operations, Parks and Recreation, the Office of Resilience, Water Utilities and Planning, Zoning and Building.

## Accomplishments and Milestones

- Provided technical guidance on flood risk and water infrastructure planning.
- Managed and provided technical support for \$183 million in grants for construction of C-51 Reservoir Phase 2 Cells 12 and 13.
- Provided technical input and managed \$100 million grant application for the C-51 Reservoir Phase 2 Inflow Structure and Pump Station.
- Oversaw the grant management for Indian Trail Improvement District M-2 By-Pass Projects.
- Managed and provided technical input for Mecca Farm parcels drainage design to protect existing Water Utilities facilities, facilitate road drainage, and improve water delivery to the Northwest Fork of the Loxahatchee River (NWFLR).
- Oversaw the Coastal Storm Surge Study by Baird and Associates to assess FEMA modeling accuracy and evaluate additional impacts of sea level rise.
- Leveraged American Rescue Plan Act Replacement Funds to construct drainage systems with electric pump stations and backup power, providing up to 50 cfs connection from the L-8 Canal to NWFLR, and improved ITID M-1 discharge canal capacity for future C-51 Phase 2 Reservoir discharge.



- Provided technical guidance on developing Flood Insurance Rate Maps (FIRM) for municipalities around Lake Okeechobee and the eastern South Florida Water Management District basin (C-15, C-16, C-17, C-18, C-51).
- Identified structural improvements to reduce sediment discharge into the Lake Worth Lagoon Estuary.
- Supported long-term planning, permitting and engineering for reliable water sources at WTP 11.
- The Water Resources Manager now operates under the Department of Environmental Resources Management.

### Impact at a Glance

Coordinates, engineers and manages water resources projects to protect county infrastructure, advance sustainable water practices and support cross-departmental initiatives.



## Cross-Departmental Team Participation

### Environmental Protection



Grants



# Water Utilities Department

- ▶ Operational Budget: **\$241,581,000**
- ▶ Capital Improvement Budget: **\$476,209,161**
- ▶ Contact: **[pbc.gov/waterutilities](http://pbc.gov/waterutilities) | 561-493-6000**

## Overview

The Water Utilities Department is the third-largest full-service utility in Florida. The department is nationally recognized for sustainable water reuse, International Organization for Standardization (ISO)-certified asset management, financial stability and innovative public engagement initiatives.

## Core Services

- Provides potable water, wastewater and reclaimed water to approximately 641,000 residents across 1,300 square miles, primarily in unincorporated areas.
- Directly serves the Village of Royal Palm Beach, the Cities of Greenacres, Belle Glade, Pahokee and South Bay and the Towns of Haverhill and Loxahatchee Groves, and through interlocal agreements, serves Palm Springs, Lake Clarke Shores, Lake Worth Beach, Boynton Beach, Westlake and Atlantis.
- Owns and operates nine water, wastewater and reclaimed water treatment plants.
- Offers residential water and wastewater services at approximately 25% below the state average.
- First U.S. water utility with ISO-certified asset management, overseeing more than \$6 billion in assets.
- National leader in water reuse and sustainable practices, and the first in Florida to establish a water-dedicated education center and water purification facility.



## Accomplishments and Milestones

- Served 641,000 residents.
- Distributed over 65 million gallons of water daily.
- Conducted more than 50,000 water quality analyses.
- Achieved ISO-55001 recertification, the first utility in North America.
- Managed more than 200 active capital projects, including Green Cay Phase II, Reclamation Education and Center for Advanced Purification (RECAP) upgrades, PFAS removal at Water Treatment Plants 2 and 8, and improvements to Glades region water treatment facilities.
- Produced over 23 billion gallons of drinking water annually, distributing more than 65 million gallons daily while maintaining zero water quality violations.
- Complied with the U.S. EPA's Lead and Copper Rule Revision regulations and published the data online for public access.



**Impact at a Glance**  
 Currently owns and maintains **4,600 miles** of pipelines, ensuring reliable water service and protecting the county's infrastructure.



**Cross-Departmental Team Participation**





# Youth Services Department

- ▶ Operational Budget: **\$18,103,675**
- ▶ Capital Improvement Budget: **N/A**
- ▶ Contact: **[pbc.gov/youthservices](http://pbc.gov/youthservices) | 561-242-5700**

## Overview

The Youth Services Department provides comprehensive support to youth and families through outreach, residential treatment, family counseling and administrative services.

## Core Services

- Offers free behavioral and mental health care services for youth and families up to age 22, including outpatient and school-based therapy.
- Operates the Highridge Family Center, a free residential, trauma-informed therapeutic program for ages 11–16.
- Contracts with community-based agencies, Youth Empowerment Centers, summer camp providers and other organizations to expand youth and family programs.
- Serves as the backbone agency for the Birth to 22: United for Brighter Futures collective impact alliance, coordinating over 300 community organizations and stakeholders.
- Provides trauma-informed care certified by the Sanctuary® Model.

## Accomplishments and Milestones



- Awarded \$3.1 million in funding to community-based agencies for out-of-school programs and services.
- Provided 111,065 hours of therapeutic services.
- Awarded 4,956 summer camp scholarships.
- The Education Center delivered 90 behavioral/mental health trainings.
- Served 171 clients through the Family Violence Intervention Program.
- Completed the Sanctuary® Model recertification and is the only government agency in Florida to hold this international certification, reflecting excellence in trauma-informed care for clients and staff.
- Collaboratively developed and released an updated Youth Master Plan 2.0, building on the 2016 “Strengthening the Steps to Success” plan, to guide youth development countywide.



**Impact at a Glance**  
 Participated in over **123 community outreach and educational events**, supporting youth and families.



**Cross-Departmental Team Participation**



# INITIATIVES AND PROGRAMS

From enhancing safety and emergency preparedness to modernizing roads, parks and public facilities, expanding affordable and workforce housing, conserving natural resources and supporting a robust economy, the county prioritized practical, people-focused solutions and a wide range of initiatives. Guided by the strategic priorities, strong partnerships and responsible stewardship of public funds, these initiatives reflect the county's commitment to quality of life, sustainability and responsive services that meet with the needs of its diverse communities.

## Public Safety

The county continued to prioritize resident safety through community education, training and interagency coordination. Fire prevention, drowning prevention and emergency preparedness outreach expanded public awareness and built trust between residents and first responders. Departments also invested in upgraded emergency operations centers and modern communication systems to ensure a coordinated and rapid response during crises.

To support essential emergency services, the board approved a \$20 million general fund transfer to the Palm Beach County Sheriff's Office for protective operations associated with the then president-elect. The board authorized multiple Certificates of Public Convenience and Necessity for ambulance and transport providers, including approval for the Town of Jupiter to launch Advanced Life Support (ALS) and transport services. Updates to the local provider participation fund expanded hospital eligibility for Medicaid matching funds, supporting local healthcare capacity.

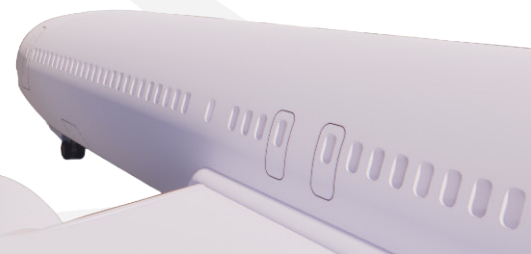


## Infrastructure

Palm Beach County made substantial progress in modernizing its transportation network, public facilities and capital assets. Roadway expansions along busy corridors improved traffic flow and increased safety for drivers, cyclists and pedestrians. Investments in community parks further enhanced accessibility.

Significant aviation improvements ensured a safe, efficient future for the airport system. At Palm Beach International Airport, the county advanced multiple capital projects, including \$4.26 million for terminal roof upgrades, a \$3.5 million Federal Aviation Administration grant for Taxiway R rehabilitation and a \$10 million Federal Aviation Administration grant to support the Concourse B expansion. Additional construction contracts strengthened taxiways, concourses and parking infrastructure.

Transportation innovations continued with the county's partnership with the Florida Department of Transportation to design and implement an Adaptive Traffic Control System along Okeechobee Boulevard.



The county also proceeded with Transit Signal Priority and Emergency Vehicle Preemption technologies, improving travel times for Palm Tran buses and fire rescue units and adoption of the six-cent local option fuel tax sustained critical transportation funding shared with municipalities. Infrastructure planning included approvals for roadway alignments along 60th Street North and 190th Street North to support growth in the Indian Trail Groves area.

Investment in public facilities and community infrastructure has remained a cornerstone of the county's strategy. Parks and Recreation facilities were renovated with modern amenities, enhanced safety features and improved accessibility. Completed projects included the installation of synthetic turf fields, upgraded courts, playgrounds and skate facilities. Additionally, parking areas and pathways were resurfaced, and traffic and pedestrian safety were enhanced through pavement striping and circulation improvements. Accessibility upgrades included shade structures, adaptive picnic areas and beach mobi-mats. The county also expanded its inventory of protected natural areas by acquiring land in the Pal-Mar Ecosite, contributing to an interconnected greenway system.



Public facilities are being upgraded with funding of up to \$10 million to support the design and construction of a new central receiving facility, which will strengthen the behavioral health care continuum. Federal Community Development Block Grant funding enabled the rehabilitation of the Senator Philip D. Lewis Center. Additional progress included the development of the Palm Beach County Sheriff's Office data center and a new library facility for the Town of Hypoluxo.

The county also negotiated with Habitat for Humanity to construct affordable single-family homes on county-owned infill lots.

## Unsheltered Residents

Ensuring community stability remained a top priority. The county expanded funding for outreach, emergency sheltering and housing stabilization, including more than \$1.16 million in state grants for rapid rehousing and prevention services. A new interlocal agreement with the City of Boca Raton has strengthened countywide homeless outreach and access to short-term shelter.

A \$500,000 rental assistance transfer provided housing support for approximately 85 households, while a \$20.9 million contract with Gulfstream Goodwill Industries ensured the continued operation of the county's housing resource centers.



## Housing Development

Palm Beach County has one of Florida's most comprehensive development and assistance strategies, further expanding affordable and workforce housing across the region. Major investments included:

- Village of Valor in Palm Springs: \$4.3 million for 54 deeply affordable veteran-focused units.
- Calusa Pointe II in Belle Glade: 168 rental units through Housing Bond Loan Program and Housing Finance Authority bonds.
- One North Lake in Pahokee: \$4.65 million for 54 long-term workforce units.
- Westgate Terrace Apartments: \$3.15 million for 46 mixed-use units.
- Residences at Lake Worth Beach: \$13 million for 195 affordable and workforce units.



Additional investments supported Habitat for Humanity, Habitat Housing Solutions, Coleman Park Renaissance, Legacy at 45th Street, FLITE Center and other nonprofit and community partners.



Policy reforms increased affordability and program accountability. These included extending affordability periods from 15 to 30 years, income eligibility standards, eliminating buy-out options and updating Housing Bond Program scoring and appraisal requirements.

To protect generational wealth and ensure stability, the county established a \$500,000 Heirs' Property Wealth Protection Fund to assist families in resolving title challenges.

## Environmental Protection



Palm Beach County reaffirmed its long-term commitment to environmental sustainability and climate resilience. The board unanimously adopted a resolution supporting three major regional initiatives: the Comprehensive Everglades Restoration Plan, the Lake Okeechobee System Operating Manual and updates to Flood Insurance Rate Maps, aimed at strengthening flood mitigation and water management.

The county invested in resilience through water, wastewater and septic-to-sewer upgrades, improving both environmental quality and community protection. Coastal restoration projects and the expansion of green infrastructure support long-term ecosystem health, while updates to the Lake Park Scrub and Yamato Scrub Natural Area Management Plans enhance ecological protection and improve public access.

To advance renewable energy and efficiency goals, the county modernized the Property Assessed Clean Energy (PACE) program, enabling more residents and businesses to invest in energy-efficient and hurricane-resilient improvements. Countywide facility upgrades increased energy efficiency, reduced operational costs and improved accessibility, reinforcing the county's commitment to sustainability.

## Economic Development

Palm Beach County continued to strengthen its economic foundation by supporting businesses, workforce development and entrepreneurship. Through business retention and expansion programs, technical assistance and partnerships with local institutions, the county helped create jobs and promote innovation.

The board adopted a voter approved ordinance allowing 10-year economic development tax exemptions for qualifying businesses, enhancing competitiveness and encouraging expansion. A long-term lease renewal with Closter Farms supported the agricultural sector. Additionally, the county executed a \$6.37 million agreement to bring a nationally recognized collegiate "Battle of the Bands" event to Palm Beach County for five years, supporting tourism and cultural programming.



Workforce development advanced through collaboration with CareerSource Palm Beach County, resulting in the launch of InternPalmBeach.com, a centralized internship portal that expands opportunities for youth and emerging workers.

The Clerk of the Circuit Court & Comptroller's Office maintains one of the nation's most notable public-sector investment portfolios, including a substantial position in Israeli bonds, making Palm Beach County the largest local government investor in the world. To support this performance, the board approved a temporary increase in the investment cap from 15% to 18% of the county's portfolio.

## Substance Use and Behavioral Disorders



The county utilized Opioid Settlement funds to expand treatment capacity and oversight, approving an expenditure plan and conceptual allocations of up to \$2.48 million for substance use disorder initiatives over a three-year period.

# KEY METRICS AND PERFORMANCE INDICATORS SNAPSHOT

Palm Beach County measures performance and delivers results across essential services residents depend on daily. From emergency response times and reliable public transportation to housing assistance, environmental protection and economic growth, these metrics offer a clear view of how county programs and services are making a real impact through the strategic priorities set by the board. These indicators demonstrate the county's commitment to accountability, transparency and ongoing improvement, ensuring that public services remain effective, responsive and aligned with community needs.

## Public Safety

### Fire Rescue



**Average total  
response time:  
6 minutes  
43 seconds**

### Fire Rescue



**92%**

**of first-due units  
available within  
station zones**

### Fire Rescue



**85%**  
**of dispatched  
calls answered in  
1 minute or less**

### Victim Services

**5,943**  
**crime victims  
supported**

### Victim Services

**33,509**  
**direct services  
delivered**

### Victim Services

**11,868**  
**individuals  
reached through  
outreach and training**

**Community Services**



**290,000+**  
hours of in-home caregiver  
support provided

**Community Services**



**262,409**  
meals delivered

**Community Services**

**84%** viral suppression among  
clients living with HIV

 **Infrastructure**

**Engineering and Public Works**

**270** active roadway  
production projects

**Engineering and Public Works**

**13,826** linear feet of new  
sidewalks installed

**Engineering and Public Works**



Stormwater staff completed  
national certifications in  
security and sewer standards

**Palm Tran**



**207,841**  
trips provided  
through BusLink  
Uber and Taxi  
Voucher Pilot in  
Riviera Beach,  
Boca Raton and  
Royal Palm Beach

### Water Utilities



**100%**  
regulatory compliance  
for water quality

### Water Utilities



**Continues multi-year  
Capital Improvement Program**

### Water Utilities



**Expanded  
employee safety  
programming**

## Unsheltered Residents

### Community Services



**123,669**  
calls managed

### Community Services



**Average wait time:  
2 minutes, 9 seconds,  
connecting residents to  
rent and community assistance**

### Community Revitalization

Food assistance provided to

**7,000**  
residents

### Community Revitalization



**Targeted outreach to  
households facing instability**

## Housing Development

### Housing and Economic Development

**64,030** served through neighborhood residents capital improvements

**2,696** job commitments through economic incentives



**245** first-time contracts awarded through the Small Business Enterprise program

## Environmental Protection

### Environmental Resources Management



**100%** compliance inspections at regulated facilities



**98%** surface water sample collection rate

### Environmental Resources Management



**1,718** trees preserved or planted



**5** new tree preservation areas established

### Environmental Resources Management



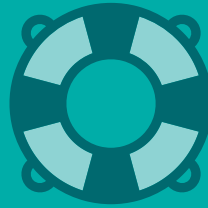
**12** prescribed burns across

**3,838** acres

## Parks and Recreation



**Tracked**  
park and beach  
attendance metrics



**Delivered**  
water safety  
programming



**Managed**  
open-space  
acreage per

**1,000**  
residents

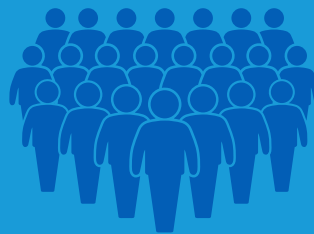


## Economic Development

### Office of Equal Business Opportunity



**437**  
small businesses  
**received**  
technical assistance



**1,467**  
participants  
engaged through  
outreach events



## Substance Use & Behavioral Disorders

### Youth Services

**90**

mental health  
and crisis-response  
training courses  
**delivered**



**171**

individuals  
served through the  
**Family Violence**  
Intervention Program

## ▶ Additional Key Metrics and Performance Indicators

### ▶ Airports

Maintained cost per enplanement below **\$8**; increased work orders and safety training

### ▶ Library System

Loaded **3,202,213** electronic items; issued **41,325** new library cards; handled **941,469** information and research transactions

### ▶ Facilities Development and Operations

Tracked accommodations, order processing turnaround and fleet availability

### ▶ Medical Examiner's Office

Improved turnaround times, records processing and investigative report completion

### ▶ Human Resources

Completed investigations within **90 days** and grievances within **60 days**

### ▶ Tourist Development Council

Oversaw **46,350** convention center room nights; **284,893** sports-related room nights

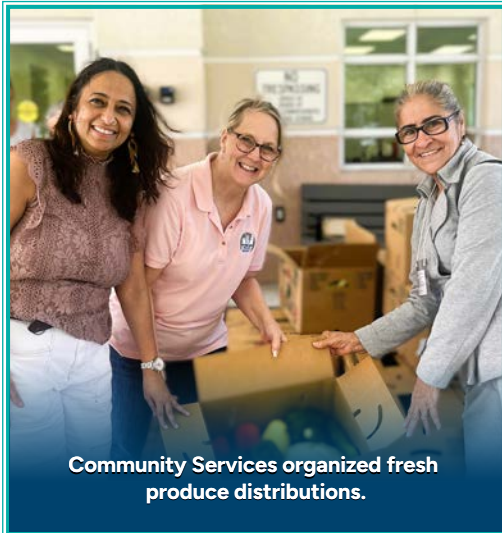
### ▶ Information Systems Service

Achieved **95%** customer satisfaction; **99.99%** uptime; blocked over **97%** malicious emails

### ▶ Youth Services

Enrolled **4,927** children in the Summer Camp Scholarship Program

# COMMUNITY ENGAGEMENT AND PUBLIC SERVICES



Community Services organized fresh produce distributions.

Through programs, campaigns and events, Palm Beach County connected residents with vital services and strengthened community partnerships. Departments collaborated with schools, nonprofits, businesses and municipalities to offer educational programs, cultural events, public health initiatives, safety campaigns and hands-on learning experiences.



Environmental Resources Management engaged over 10,000 residents at major festivals.

Countywide outreach efforts covered a range of initiatives, including large festivals and youth summits, as well as support for vulnerable populations. Community Services organized various initiatives, including the Point-In-Time Count, recovery program ribbon-cuttings, fresh produce distributions at senior centers and poverty simulation workshops, to raise awareness of social services and improve access to resources. Their Securing Our Future Economic Mobility Summit brought together partners from diverse sectors to promote financial stability and workforce development opportunities.



Fire Rescue celebrated its 40th anniversary.

Environmental education was enhanced through Environmental Resources Management, which engaged over 10,000 residents at major festivals, including LagoonFest and the Natural Areas Festival, as well as thousands more through the Adventure Awaits series, virtual field trips, teacher trainings and immersive Trailblazers and Green Futures programs. The department continued to engage with under-resourced youth with assistance from the Youth Services Department. Volunteers continued to support habitat restoration, nature programming and conservation efforts across natural areas.

Public safety and emergency preparedness stayed central to community involvement. Fire Rescue participated in prominent events, including the 40th Anniversary Celebration, the 9/11 Remembrance Ceremony, promotional and graduation ceremonies, and Fire Ops 101. Their outreach efforts included cancer awareness initiatives through the Pink Fire Engine program, leadership development partnerships, five smoke alarm blitzes, 1,893 community safety activities, 472 car seat installations and training over 5,000 residents in lifesaving hands-only CPR and AED use.

The Public Safety Department increased awareness through impactful campaigns during Victims' Rights Week, Domestic Violence

Awareness Month and Sexual Assault Awareness Month and provided educational programs and community resources.

Infrastructure and transportation awareness was strengthened by Engineering and Public Works, which led work zone safety efforts through Operation Orange, coordinated outreach for major roadway closures, engaged students through Garrett Morgan Day and participated in job fairs, Touch-a-Truck events and ribbon-cuttings for new infrastructure improvements.

Water Utilities completed its inventory of more than 204,000 service lines ahead of the federal deadline and making the information publicly accessible. The department engaged 125 fifth-grade students at Melaluca Elementary School during a lively demonstration that illustrated how the utility's vacuum truck effectively cleans underground pipes.

Educational programming expanded through partnerships with schools, libraries and youth organizations. The Library System conducted over 230 outreach visits, engaging more than 39,000 community members, and hosted popular programs such as Writers LIVE!, Presidents and Their First Ladies and the Summer Reading Challenge. Youth Services promoted academic enrichment and youth development through events such as the Annual Super Summer Spelling Bee, Youth Summit and mental health family events, as well as coordinated campaigns, including "Get Your Green On," to promote mental health awareness.

Cooperative Extension increased engagement through cultural and educational programming at Mounts Botanical Garden, including its seasonal plant sales that attracted 10,924 visitors, the Tibetan Monk Sacred Arts Tour with over 800 participants, the inaugural SummerFest event, which drew 1,082 attendees and the temporary art installation "Ribbit the Exhibit," which welcomed more than 33,000 visitors. These programs combined cultural, environmental and wellness education in innovative ways.

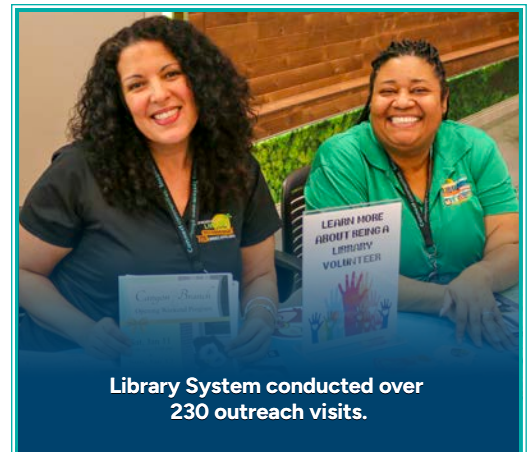
Civic engagement and public participation increased through Intergovernmental Affairs, which held six delegation meetings across the county. The department, in partnership with Public Affairs, hosted Palm Beach County Day in Tallahassee. The event attracted over 300 attendees and helped secure funding for local governments and nonprofit organizations.



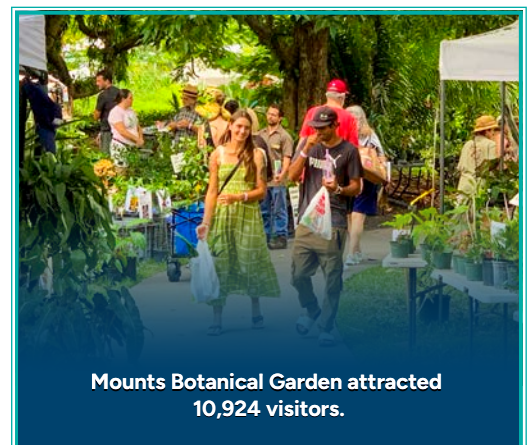
**Engineering and Public Works led Operation work zone safety efforts.**



**Water Utilities engaged with 125 fifth-grade students during a vacuum truck demonstration.**



**Library System conducted over 230 outreach visits.**



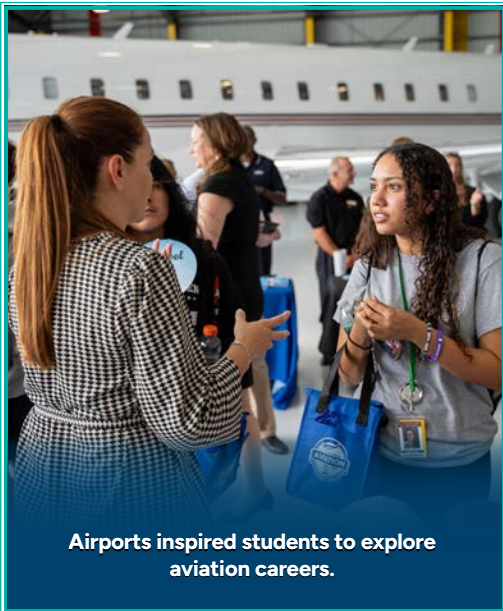
**Mounts Botanical Garden attracted 10,924 visitors.**



**Palm Beach County Day in Tallahassee attracted over 300 attendees.**

The Office of Equal Business Opportunity and Purchasing enhanced economic mobility and small business involvement through business matchmakers, entrepreneurship forums, targeted outreach and procurement events, all in collaboration with community stakeholders.

Airports went beyond operational responsibilities to create inclusive and educational experiences for residents. They hosted sensory-friendly travel training for students with autism spectrum disorder, helping children and families gain confidence in navigating air travel. Careers in Aviation Day inspired students to explore aviation careers, helping to cultivate the next generation of industry professionals. Airports also supported Honor Flights for local veterans, giving those who served the opportunity to visit national memorials with dignity and respect. Partnerships with the Historical Society and the Cox Science Center offered interactive educational exhibits that brought aviation history and science to life for residents of all ages. These programs not only educate but also foster community pride and engagement.



**Airports inspired students to explore aviation careers.**

Planning, Zoning and Building enhanced public participation and awareness of development and growth initiatives. The department led 15 public meetings for the Countywide Transportation Master Plan with approximately 400 attendees, providing residents with a platform to learn about future transportation improvements and offer input on projects that will impact daily commutes. Engagement extended to the real estate community and homeowners through Realtor Association events and homeowner and condominium education showcases, helping residents understand zoning, building codes and sustainable development practices that directly impact property values and neighborhood livability.



**Planning, Zoning, and Building led 15 public meetings for the Countywide Transportation Master Plan with approximately 400 attendees.**

Public Affairs engaged with residents through various outreach opportunities with large community events, including the South Florida Fair. The department provided hands-on access to county services, informational resources and programs.

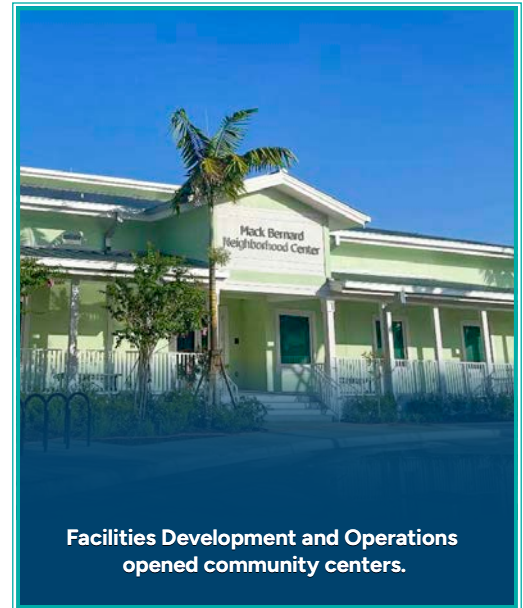
The Medical Examiner's Office strengthened public safety and emergency preparedness by improving interagency coordination through joint operations and training exercises with fire rescue and law enforcement. These efforts ensure that the county is ready to respond efficiently to incidents, while also supporting the broader community's trust in critical public health and investigative services.

Housing and Economic Development focused on improving housing stability, expanding access to affordable housing and increasing

economic opportunities for residents. By promoting initiatives such as the Heirs' Property Family Wealth Protection Fund, which assists families in resolving title challenges and protecting generational wealth, the department helps residents secure housing stability and long-term financial security. In addition, targeted campaigns raised awareness of small business resources, housing programs and affordable and workforce housing opportunities, ensuring residents can take advantage of services designed to strengthen families, neighborhoods and economies.

Facilities Development and Operations engaged with residents through the planning, renovation and enhancement of public spaces, including community centers, libraries and parks. By tracking operational metrics, accommodating community needs and maintaining accessible facilities, the department ensures that county spaces remain safe, functional and welcoming to residents and visitors.

Resilience and sustainability programs engaged residents by promoting environmentally responsible practices. Through initiatives like the PACE program, residents and businesses were encouraged to invest in energy efficiency, renewable energy and hurricane-resilient improvements. These programs directly improve community safety, reduce long term utility costs and enhance environmental sustainability.



The Tourist Development Council connected residents to economic, cultural and recreational experiences. Signature events such as the State of the Tourism Industry, National Battle of the Bands, Winter Equestrian Festival, Cognizant Classic, MOSAIC, Student Showcase of Film, spring training baseball and the Palm Beach International Boat Show brought communities together, increased tourism revenue and provided opportunities for businesses and artists to showcase their work, contributing to the county's economic vitality and cultural richness.



# AWARDS AND ACKNOWLEDGEMENTS

Palm Beach County's commitment to excellence and innovation has earned numerous awards across various services and programs. These achievements collectively demonstrate the exceptional work of employees and demonstrate the county's commitment to delivering high-quality, impactful programs that directly benefit residents and visitors, strengthen communities and position the county as a leader in public service at the local, state and national levels.

## **Countywide Recognition**

- 36 national awards, including 28 NACo Achievement Awards, honoring innovative programs in areas such as health and human services, technology and digital innovation, civic engagement, public safety, education and youth services, housing and homelessness programs and environmental sustainability.
- NACIO Awards of Excellence: Public Affairs and Parks and Recreation received seven awards, including Best of Show, recognizing outstanding digital communications and technology initiatives that improve public access and engagement.
- Platinum Bell Seal for Workplace Mental Health from Mental Health America for the second consecutive year, reflecting a strong commitment to employee well-being.

## **Community Services**

Congressional Award for Veteran Service Officer, honoring exceptional service to veterans and their families.

## **Engineering and Public Works**

- Complete Streets Community Award for the county's first separated bike lane project, highlighting safe and innovative transportation solutions.
- Public Works Employee of the Year from the Florida Association of County Engineers and Road Superintendents.
- Engineer of the Year from the Florida Engineering Society, Palm Beach Chapter, recognizing outstanding professional contributions.

## **Environmental**

### **Resources Management**

Sustainability Community Partner and Public Sector Bronze Awards from the School District of Palm Beach County, acknowledging collaborative efforts to educate students on environmental stewardship.

### **Fire Rescue**

Multiple awards recognizing fire investigators, inspectors, paramedics and district chiefs for excellence in service, training, and emergency preparedness initiatives.

### **Information Systems Services**

Top 10 ranking in the 2025 Digital Counties Survey nationwide, recognizing outstanding use of technology to enhance services, transparency and resident engagement.





### **Library System**

Florida Library Association “Libraries Change People’s Lives” Award, honoring programs that expand literacy, learning and community access.

### **Medical Examiner’s Office**

Outstanding Clinical Teacher Award from Florida Atlantic University, recognizing excellence in education and professional mentorship.

### **Office of Financial Management and Budget**

Distinguished Budget Presentation Award from the Government Finance Officers Association, recognizing its budget as a policy document, operations guide, financial plan and communications tool.

### **Palm Tran**

Public Relations Society of America Award of Commendation and Florida Public Transportation Association Transit Superhero of the Year, celebrating innovation and service excellence in public transit.

### **Parks and Recreation**

National CAPRA Accreditation and multiple national awards for innovative programs and public engagement, including the National Association of County Park and Recreation Officials award for Park Prescriptions initiative, Graphic Design USA Health and Wellness Design Award.

### **Risk Management**

Helped seven county departments, including Engineering and Public Works, Environmental Resources Management, Facilities Development and Operations, Library System, Public Safety, Emergency Management Division, Risk Management and Water Utilities earn Safety Council awards, recognizing excellence in employee safety, operational protocols and heroism.

### **Tourist Development Council**

Recognition from the MICHELIN Guide, Tripadvisor Travelers’ Choice 2025, Family Travel Good Housekeeping Award and Sports Business Journal’s Top 5 Sports Destinations, showcasing the county as a premier tourism and event destination.

### **Water Utilities**

11 awards at local, state, national and international levels, including the National Association for Clean Water Agencies Peak Performance Award and Florida Department of Environmental Protection Excellence Awards, highlighting outstanding water quality and environmental stewardship.

### **Youth Services**

Recognition from AVDA for youth violence prevention programs and Children’s Home Society’s Child Advocate of the Year, honoring exceptional contributions to youth development and advocacy.

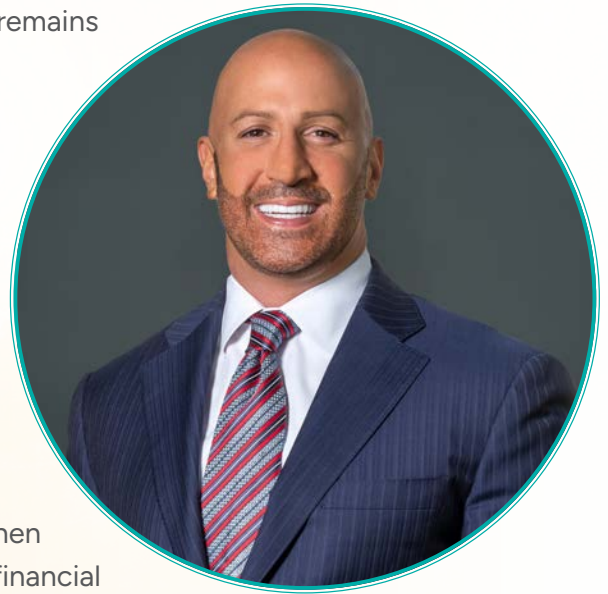
# LOOKING FORWARD:



# ADMINISTRATOR'S NOTE

To our Palm Beach County community and family, our focus remains clear: delivering a government that is efficient, accountable, and responsive to the needs of our residents and business community. Every decision is grounded in responsible stewardship, operational excellence and measurable results.

We have taken meaningful steps to strengthen our operations. By adopting a more data-driven budgeting approach, we are expanding long-term financial planning and laying the groundwork for a future shift to performance-based compensation. This approach allows us to better align resources with organizational priorities and ensure they are managed responsibly. These actions strengthen our commitment to transparency, accountability and sound financial management of taxpayer dollars.



We have also improved our organizational structure to better support service delivery. By aligning departments and establishing new service areas, we are increasing coordination, reducing duplication and strengthening accountability across the organization.

The planned renovation of the Governmental Center is part of a broader strategy to create a more centralized and accessible service model, making it easier for residents and businesses to engage with county government. We are streamlining key processes, including permitting, to improve efficiency, consistency and responsiveness.

Technology continues to play a critical role in our progress. We are expanding the use of digital tools and integrating emerging technologies, including artificial intelligence and automation, to modernize operations and enhance service delivery while ensuring the county remains competitive and adaptable.

We remain committed to delivering core services that support a strong and resilient community, including public safety, housing, infrastructure, transportation and environmental initiatives. Through a continued focus on performance and continuous improvement, we are strengthening our ability to meet today's needs while preparing for future growth.

I am grateful for the leadership of our incredible board and the dedication of our hardworking and committed workforce. Together, we will continue moving Palm Beach County forward and advancing our shared vision of being one of the best places in the nation to live, work and serve.

Simply put, we are the premier county in the United States.

**JOSEPH ABRUZZO**  
County Administrator

