

2022

ANNUAL REPORT

Palm Beach County Public Safety Department





**Palm Beach County
Board of County Commissioners**

Gregg K. Weiss, Mayor
Maria Sachs, Vice Mayor
Maria G. Marino
Michael A. Barnett
Marci Woodward
Sara Baxter
Mack Bernard

County Administrator
Verdenia C. Baker

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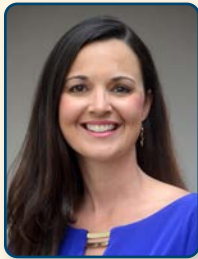
36 Justice Services

40 Victim Services



(Front row, left to right) Vice Mayor Maria Sachs, Mayor Gregg K. Weiss, Mack Bernard, (Back row, left to right) Michael A. Barnett, Maria G. Marino, Sara Baxter, Marci Woodward, County Administrator, Verdenia C. Baker

Message from the Director



Stephanie Sejnoha

Department Director

561-712-6400

[SSejoaha@pbcgov.org](mailto:SSejnoha@pbcgov.org)

I am incredibly grateful to be the Director of Public Safety for Palm Beach County and have the greatest opportunity to work with the most amazing team. Over the past year, we have had several new employees join our team and I can say that we are gifted with immense talent among our entire staff. I believe it is our responsibility to use these gifts to catalyze a positive impact in our County, especially where it is needed the most. Our work helps build a County where even those who are the least fortunate among us, can lead fulfilling and impactful lives.

We've come through a year that was filled with both challenges and victories. How reassuring it has been to know that the County residents can count

on us regardless of what faces us. I appreciate all of the staff for their valuable contributions to our Department and County. I want to take this opportunity to thank the staff for all of their efforts throughout the year. The success of our department is built on the efforts of our staff and in this past year, we have enjoyed many successes as you will find throughout our annual report.

Best wishes to all as we all look forward to a successful 2023!

History of the Department of Public Safety



1951

Palm Beach County **Division of Emergency Management** began as Palm Beach County Civil Defense.

1969

Animal Care and Control was established.

1972

The **Division of Consumer Affairs** was established with Alice Skaggs as first Director who helped craft the ordinance that created this Division.

1973

Department of Public Safety was established with Richard E. Lopez as the Director.

2015

All children and youth programming services from the Community Services Department, the Public Safety Department, and the Criminal Justice Commission were combined to establish the Youth Services Department to administer programs and initiatives of the Board of County Commissioners to ensure the healthy growth, development, education, and transition of children and youth to young adulthood and the workforce.

2014

The BCC approved the Countdown 2 Zero Initiative to end euthanasia of adoptable animals by 2024.

2008

Vincent Bonvento was appointed to Director of the Department of Public Safety while continuing to serve as the Assistant County Administrator.

2004

Justice Services Division was formed to operate programs that the County found to provide a valuable service to the judiciary and the public, but were not core elements of the court system. In 1988, Floridians voted to approve a constitutional amendment (Article V, Revision 7) which shifted funding of the court system from the County to the State in order to provide more uniform services throughout Florida.

2016

Vince Bonvento retires from Palm Beach County after 41 years of services. Stephanie Sejnoha was appointed to Director of the Department of Public Safety.

2017

The Ex Offender Reentry Services was transferred from the Criminal Justice Commission to the Department of Public Safety, Division of Justice Services. The Family Violence Intervention Program (FVIP) was transferred from Public Safety's Justice Services Division to the Youth Services Department. FVIP program was developed as a diversion program to focus on the unique problems of each family whose child has committed domestic violence.



1974

Animal Care and Control became a Division of the Public Safety Department. Programs and services were expanded to keep pace with the growing human and animal population. In 1980, the Division became fully accredited by the Humane Society of the United States. Animal Care and Control was the first agency in the southeast and the second in the entire nation to achieve this distinction.

1975

Victim Services Division was established with 24-hour crisis response for victims of sexual assault. Responses from crime victims and the social and criminal justice systems were so positive, additional programs were developed to assist victims of filed felony and juvenile crimes.

1979

In the late 70's, Civil Defense became Emergency Management and the emphasis changed from nuclear civil protection to dealing with many hazards that affect the citizens of Palm Beach County.

1998

Emergency Management moved from the cold-war era Emergency Operations Center, or EOC, to a new state of the art facility.

1989

The Board of County Commissioners designated the Director of Emergency Management as the Coordinator of Assistance in natural disasters.

1987

Paul Milelli was appointed to Director of Public Safety Department.

1981

911 Program Services began under the Emergency Medical Services Office in Public Safety Department and the Palm Beach County Sheriff's Office and Palm Beach County Fire Rescue began using Enhanced 911 (E911). At that time, Palm Beach County was one of the first areas in the country to use E911.

2018

The Guardian Ad Litem (GAL) Program was transferred from Public Safety's Justice Services Division to the Youth Services Department.

2020

The Adult and Family Drug Court program was transferred from the Public Safety Department to Court Administration for efficiencies and smoother operations. The Adult and Family Drug Court is a County Court program overseen by the Drug Court Manager in Court Administration.

2022

In July 2022, the Board of County Commissioners supported Justice Services Division decision to in-source case management services for youth offenders returning to Palm Beach County.



Public Safety Department

Mission, Vision, Values



MISSION

Enhance the safety and well-being of our community

VISION

A safe, informed, and resilient community

CORE VALUES

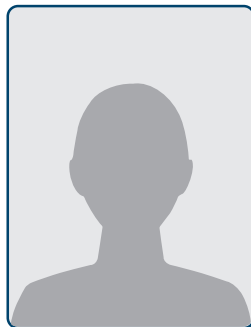
Compassion, Integrity, Responsive, Advocacy, Collaborative, Innovative

Department Overview

The Department of Public Safety consists of seven distinct Divisions providing services from 11 office locations throughout the County: 911 Program Services, Animal Care and Control, Consumer Affairs, Emergency Management, Finance and Administration, Justice Services, and Victim Services. These Divisions are responsible for providing critical services such as the deployment and maintenance of technical infrastructure for 911 call and text routing; administration and enforcement of ordinances and laws for consumer protection, animals and the public; minimizing the impact of disasters by coordinating information and resources through education, planning, and response; managing financial and administrative needs; professional support to the citizens and the justice system through a variety of programs; and advocacy and therapy services to victims of violent crime. All Divisions provide outreach and education services specific to their area of expertise.



Stephanie Sejnoha
Director,
Public Safety Department



Vacant
Director,
911 Program Services



Janet Steele
Director,
Animal Care & Control



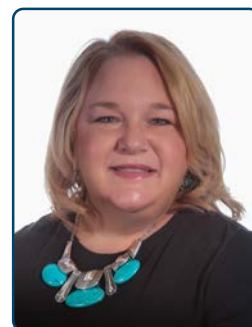
Rob Shelt
Director,
Consumer Affairs



Mary Blakeney
Director,
Emergency Management



Marianela Diaz
Director,
Finance & Administrative
Services



Nicole Bishop
Director,
Justice Services and
Victim Services



Department Director II Public Safety Department

Department Coordinator

Administrative Technician I

Number of
Positions:
266

Division Director III Emergency Management

Office Manager
Administrative Assistant I
Administrative Assistant I
Administrative Assistant I
Senior Manager EM Programs
Emergency Mgmt. Specialist III
Emergency Program Coordinator Operations
Emergency Mgmt. Specialist III
Emergency Mgmt. Specialist II
Emergency Mgmt. Specialist I
Senior Planner
Emergency Program Coordinator Planning
Emergency Mgmt. Specialist III
Emergency Mgmt. Specialist II
Emergency Mgmt. Specialist II
Emergency Program Coordinator
Emergency Medical Services Specialist
Emergency Program Coordinator Logistics
Emergency Mgmt. Support Technician
Communicator Lead
Communicator
Communicator
Communicator
Communicator
Communicator
Communicator
Communicator
Communicator
Communicator

Division Director III Animal Care & Control

Administrative Assistant I	Division Director II			
Chief of Veterinary Services	Shelter Operations Manager		Field Operations Manager	
Veterinarian III	Animal Behavior & Enrichment Coordinator	Animal Care & Control Manager	Administrative Technician III	Animal Care & Control Field Manager
Veterinarian III	Animal Care & Control Manager	Animal Care Coordinator	Chief Communicator	Animal Control Officer I
Veterinarian II	Customer Relations Manager	Animal Care Specialist	Communicator	Animal Control Officer I
Veterinarian II	Customer Relations Coordinator	Animal Care Specialist	Communicator	Animal Control Officer I
Veterinarian I	Customer Service I	Animal Care Specialist	Communicator	Animal Control Officer I
Manager Procurement & Stores	Customer Service I	Animal Care Specialist	Communicator	Animal Control Officer I
Fiscal Specialist II	Customer Service I	Animal Care Specialist	Animal Care & Control Field Manager	Animal Control Officer I
Information Management System Specialist	Customer Service I	Animal Care Specialist	Animal Control Officer II	Animal Control Officer I
General Maintenance Mechanic	Customer Service I	Animal Care Specialist	Animal Control Officer I	Animal Control Officer I
Data Processor II	Customer Service I	Animal Care Specialist	Animal Control Officer I	Animal Control Officer I
Animal Care & Control Manager	Customer Service I	Animal Care Specialist	Animal Control Officer I	Animal Control Officer I
Animal Care Coordinator	Customer Service I	Animal Care Specialist	Animal Control Officer I	Stray Shuttle Driver
Animal Care Coordinator	Customer Service II	Animal Care Specialist	Animal Control Officer I	Chief Communicator
Animal Care Veterinary Assistant	Animal Care & Control Manager	Animal Care Coordinator	Animal Control Officer I	Communicator
Animal Care Veterinary Assistant	Public Relations Specialist	Animal Care Specialist	Animal Control Officer I	Communicator
Animal Care Veterinary Assistant	Animal Care Coordinator	Animal Care Specialist	Animal Control Officer I	Communicator
Animal Care Veterinary Assistant	Volunteer Coordinator	Animal Care Specialist	Animal Control Officer I	Animal Care & Control Field Manager
Animal Care Veterinary Assistant		Animal Care Specialist	Animal Control Officer II	Animal Control Officer II
Animal Care Veterinary Assistant		Animal Care Specialist	Animal Control Officer II	Animal Control Officer II
Animal Care Veterinary Assistant		Animal Care Specialist	Animal Control Officer II	Animal Control Officer I
Animal Care Veterinary Assistant		Animal Care Specialist	Animal Control Officer II	Animal Control Officer I
Animal Care Veterinary Assistant		Animal Care Specialist	Animal Control Officer II	
Animal Care Veterinary Assistant		Animal Care Specialist	Animal Control Officer I	

Office Locations & Map

1

9-1-1 Program Services

20 South Military Trail
West Palm Beach, FL 33415
561-712-6400

2

Animal Care & Control

7100 Belvedere Road
West Palm Beach, FL 33411
561-233-1200

3

Consumer Affairs

50 South Military Trail, Suite 201
West Palm Beach, FL 33415
561-712-6600

4

Emergency Management

20 South Military Trail
West Palm Beach, FL 33415
561-712-6400

5

Finance & Administrative Services

20 South Military Trail
West Palm Beach, FL 33415
561-712-6400

6

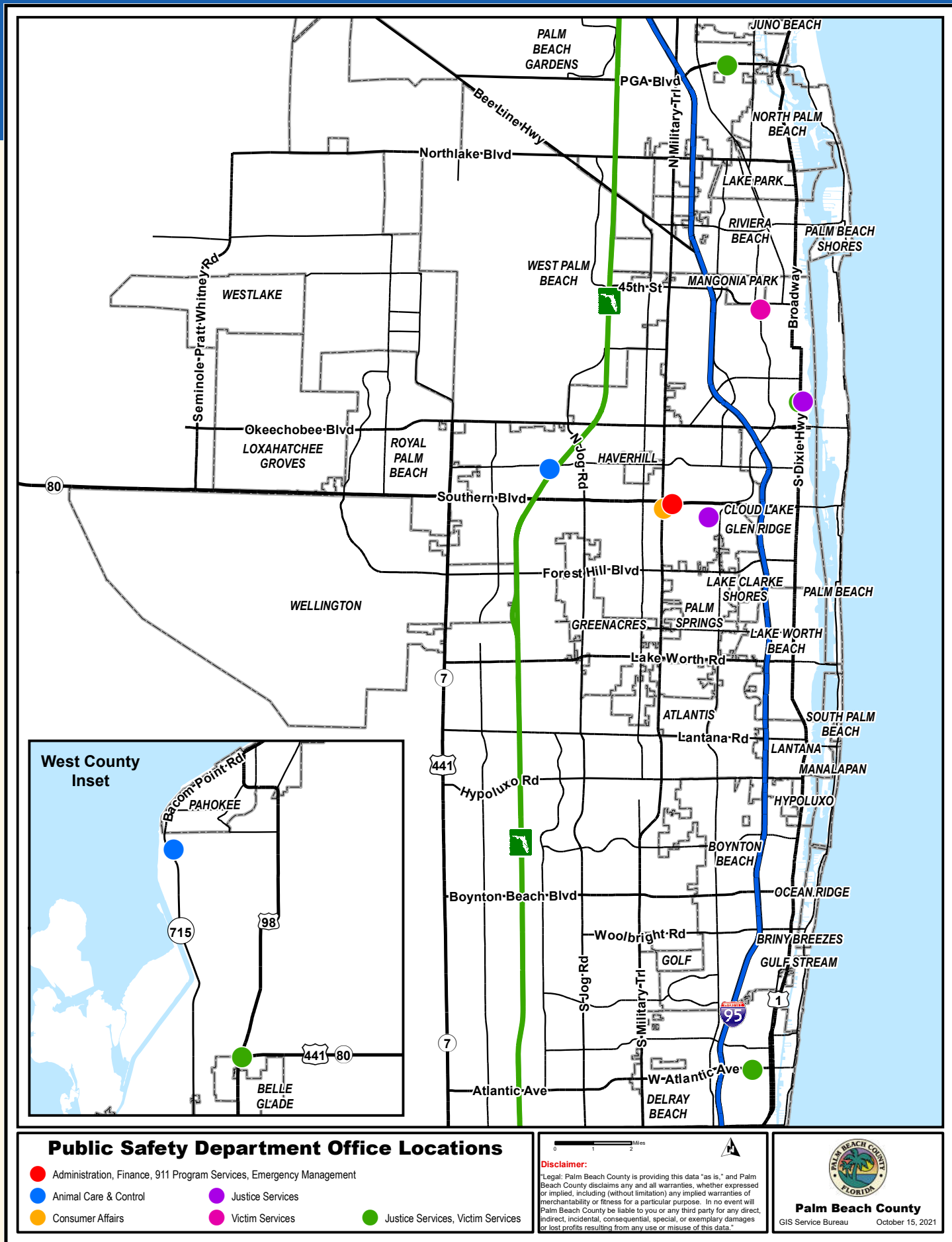
Justice Services

205 North Dixie Highway, Suite 5.1100
West Palm Beach, FL 33401
561-355-2418

7

Victim Services

205 North Dixie Highway, Suite 5.1100
West Palm Beach, FL 33401
561-355-2418





9-1-1 Program Services

20 S. Military Trail
West Palm Beach, FL 33415

Phone: 561-712-6400



Division Overview

Palm Beach County's 911 Program Services (PBC911) provides and maintains a Next Generation 911 (NG911) System within the County. PBC911 serves as the 911 Authority for Palm Beach County, ensuring all persons in need of assistance that dial 911 will have their call answered by the appropriate response agency. This is accomplished with the cooperation of thirteen (13) Public Safety Answering Points (PSAP) also known as 911 Call Centers. The PSAPs are located at Palm Beach County Sheriff's Office, (PBSO), Palm Beach County Fire Rescue and several municipal or state operated police departments.

Our Vision

To think strategically and creatively, increasing public access for requesting emergency services to allow for a quick, safe response from law enforcement, fire-rescue or emergency services.

PRIMARY PSAPS

- Atlantis Police Department
- Boca Raton Police Department
- Boynton Beach Police Department
- Delray Beach Police Department
- Lantana Police Department
- Manalapan Police Department
- Ocean Ridge Police Department
- Palm Beach Police Department
- Palm Beach Gardens Police Department
- Palm Beach Sheriff's Office
- Palm Springs Public Safety
- Riviera Beach Police Department
- West Palm Beach Police Department

SECONDARY PSAPS

- Palm Beach County Fire Rescue
- Florida Atlantic University Police Department
- Florida Highway Patrol Lake Worth Regional Communications Center

Highlights and Accomplishments

During FY22, PBC911 was able to complete several projects and hit key benchmarks on other projects. The upgrade of our Emergency Services IP Network (ESINet) was completed for all of our municipal PSAPs. The enhanced network provides greater reliability, redundancy and flexibility. The capabilities allow 911 calls to route more quickly and accurately, improving times for emergency response units to arrive on scene. The next phase will include PBCSO and PBC Fire Rescue's migration to the new ESINet. We also received the 911 equipment to install at the Florida Highway Patrol (FHP) Lake Worth Regional Communications Center (LWRCC). With the installation of this new technology, LWRCC will now be able to improve response times, provide additional information such as the caller's location and access other critical data that will assist during an emergency. LWRCC is the first FHP Communication Center with 911 capabilities in the State of Florida.

PBC911 is involved with the call flow as soon as a caller finishes dialing 911. Some of the areas of responsibility for PBC911 are:

- ▶ **Landline routing** – responsible for maintaining the Master Street Address Guide (MSAG). The MSAG locates and codes all properties in Palm Beach County to ensure calls are routed to the proper PSAP.
- ▶ **Wireless routing** – work with the wireless phone service providers to ensure proper routing of calls within the County.
- ▶ **PBC NG911 Network** – provide the network to connect the phone companies to the PSAPs.
- ▶ **911 Call Taking Equipment** – provide the equipment for 911 call takers to properly answer and locate person(s) requesting emergency services. PBC911 is also responsible for maintenance and upgrades to the 911 call taking equipment.
- ▶ **Language translation services** – secured contract for language translations services to assist in communicating with non-English speaking callers.
- ▶ **Public Education and Outreach** – provide speakers and presentations to educate the public in the proper use of 911.
- ▶ **PSAP Training** – provide training opportunities for our County's 911 call takers to maintain certification and provide outstanding service.

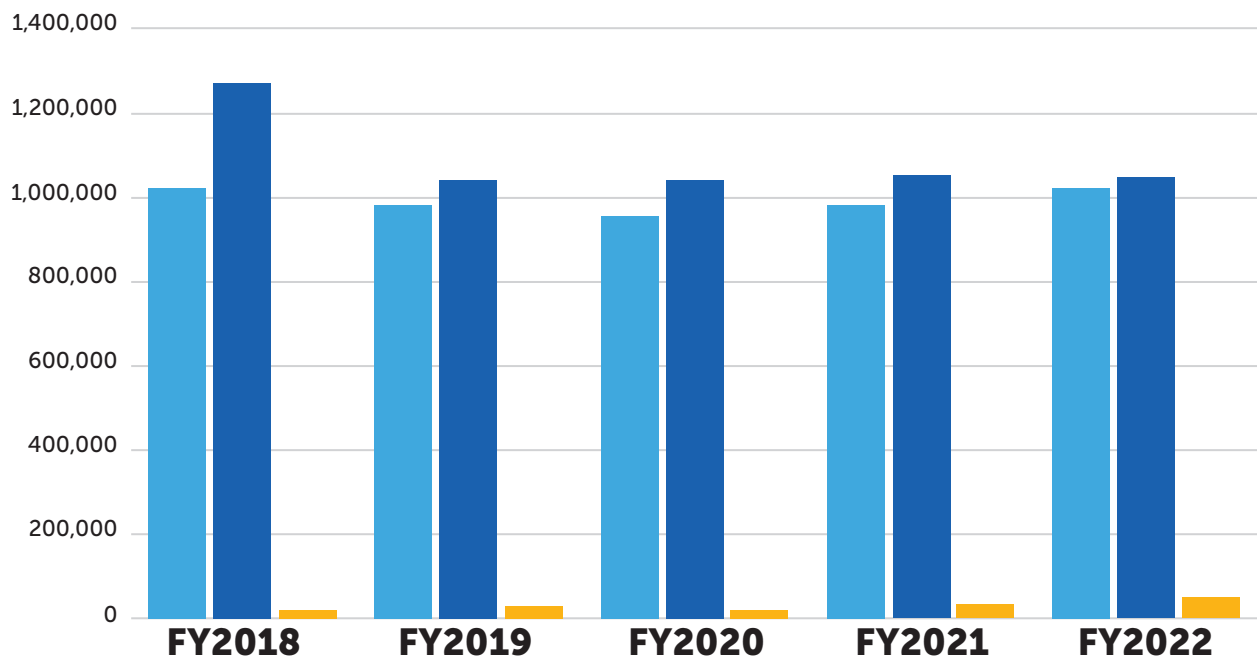
PBC PSAP Call Volume

The National Emergency Number Association (NENA) and the National Fire Protection Association's (NFPA) call answering standards state that ninety (90%) of all 911 calls arriving at the Public Safety Answering Point (PSAP) shall be answered within ($\leq$) fifteen (15) seconds. Ninety-five (95%) of all 911 calls should be answered within ($\leq$) twenty (20) seconds.

*Our partner PSAPs exceeded these standards in FY22 while answering over **1,000,000** 911 calls!*

	FY2018	FY2019	FY2020	FY2021	FY2022
■ 911	1,011,885	998,524	978,889	997,341	1,022,124
■ Admin	1,224,922	1,172,373	1,167,857	1,156,281	1,163,673
■ Text	1,583	1,859	1,670	2,194	4,330

PBC PSAP Call Volume



Florida E911 Board and Florida 911 State Plan

PBC911 operates with funding from the Florida E911 Board. The Florida E911 Board collects fees from phone service users as a \$0.40 911 fee, seen on users' phone bills. These funds are distributed to the counties according to the number of phone subscribers in the county. Palm Beach County utilizes these funds to operate and maintain its NG911 System.

The Florida Emergency Communications Number E911 State Plan is a statewide plan for implementing, coordinating and maintaining 911 services, thereby establishing the framework for a state-wide emergency E911 communications system. PBC911 maintains the authority, as delegated by the Board of County Commissioners, for operation of the County's 911 system within the framework of the State Plan.

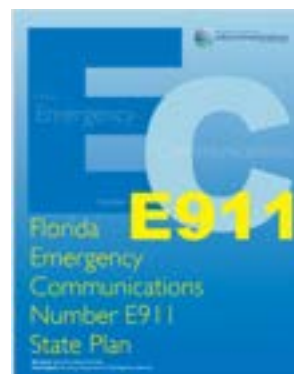
Getting Help to Where It's Needed

Over 80% of 911 calls now come from wireless devices. PBC911 joined with one of the major wireless phone service network providers in a pilot program to improve the location accuracy of cellular 911 calls. Currently, 911 calls route based on the location of the cell tower. The newer technology uses the GPS coordinates of the device to send the location of the calling devices. Locate Before Route eliminates the necessity for transfers in areas where cell tower coverage is not good. For example, using the Locate Before Route process, a 911 call from a barrier island in Palm Beach County will go to the correct agency

immediately. Using cell tower routing process, the call may have gone to a mainland PSAP first and then have to be transferred to the correct PSAP.

After the pilot program ended, this technology remained active in Palm Beach County to continue providing more accurate location data. PBC911 continues to work with the remaining wireless service providers to implement similar technology to increase the overall location information on all 911 calls.

Palm Beach County was one of the first regions in the nation to receive the advanced location information.



TERT Deployment

While PBC911 often remains in the background making sure 911 is working, we also serve as support to our 911 dispatchers at the PSAPs. Some members of our team are State certified as 911 Public Safety Telecommunicators. During Hurricane Ian, this allowed members to assist with the Telecommunicator Emergency Response Taskforce (TERT). TERT Team members deployed to various counties affected by Hurricane

Ian. During their deployment, they work with the agency to ensure emergency services continued without disruption. Bonnie Jenkins, 911 Planning Coordinator (pictured below on right), deployed with members of Palm Beach Gardens Police Department to assist in Collier County. Other agencies that deployed TERT members from Palm Beach County included Palm Beach County Sheriff's Office and PBC Fire Rescue.



Increasing Access to 9-1-1 Services

One of the main goals of PBC911 is increasing accessibility to 911 for all callers.

In 2017, PBC911 conducted a field trial with the United States Coast Guard (USCG). At that time, over 60% of boaters in distress used 911 to contact emergency services in lieu of the marine radio on their vessel...many vessels did not even have a radio! This led to phone calls being transferred and poor location information for the caller in distress. Our field trial

results were successful in transferring calls to the USCG, providing both audio and data for location. As a result of the field trial, PBC911 was recently invited to be a working group member, along with NENA and USCG, to develop Standards and Protocols to assist with maritime callers in distress. These standards and protocols will help pave the way for better information being provided to our PSAPs and USCG in the location of boaters in times of emergency.





Animal Care and Control

7100 Belvedere Road
West Palm Beach, FL 33411

Phone: 561-233-1200



"Mocha" – one of the hundreds of adoptable dogs at ACC

Division Overview

Animal Care and Control is the only open admission animal welfare organization in Palm Beach County, serving residents, pets and pet owners since 1969. We shelter over 10,000 animals each year, including livestock in addition to cats, dogs, pet birds and reptiles, while providing over 5,000 additional pets and pet owners in the county a variety of services.

What we want to see – lots of adoptions!



Adoptable cat and adoptable dog at Hot Diggity Dog Adoption Event

In FY22, Animal Care and Control did a deep dive into the data of sheltering and emergency animal response to benchmark our facility using national best practice standards. In the midst of this, ACC was hit with a double punch: economic stressors forced many families to give up their pets at the same time as we saw a doggie “pandemic” of pneumovirus, which greatly reduced our ability to move animals out to our local rescue partners. This greatly impacted our adoption and medical services to the community. With the amazing support of our partners in PBC and throughout the state, and the hard work of our entire team, ACC was able to still maintain a 91% live release rate for dogs and increase our live release rate for cats to an all-time high of 83.4% for the year.

Building on existing relationships in our region, we expanded our rescue partnerships to increase our ability to transport animals out of the county to shelters in need of adoptable animals, increased our data sharing with the University of Florida Shelter Medicine Program and Best Friends Animal Society, and focused on hiring and retaining high quality staff. ACC also grew our volunteer program both in numbers of volunteers and hours served, which was a huge help during our pneumovirus outbreak as every dog had to be

walked individually instead of getting to join in playgroups with other pups. Also related to our pneumovirus outbreak, we expanded our foster program to include #HealthyHome, a program to move dogs out of the shelter temporarily to reduce overcrowding and the risk of disease transmission.



Early morning deliveries of 200 feral cats for spay/neuter at Beat the Heat event

Accomplishments:

Events – Hot Diggity Dog Adoption Event (14 adoptions), Clear the Shelter Adoption Event with Best Friends Animal Society (44 adoptions), C2Z Adoption Event (224 adoptions). Maddie’s Million Pet Challenge (MMPC), a collaboration between the University of Florida Shelter Medicine Program, Team Shelter USA, Koret Shelter Medicine Program at the University of California, Davis and the Open Door Veterinary Collective, awarded ACC a pro bono shelter and field consultation. This consultation comes with an additional 1 year of free staff training, support and assistance in helping ACC to reach no-kill status.

Even during the overcrowding period mid-summer, ACC was able to maintain a live release rate of 91% for dogs and 83.4% for cats.

Director Jan Steele accepted into the Best Friends Animal Society Executive Leadership Certification program and Assistant Director Dave Walesky accepted into the county’s Leadership Program. Both will graduate from these programs in FY23.

Spotlight:

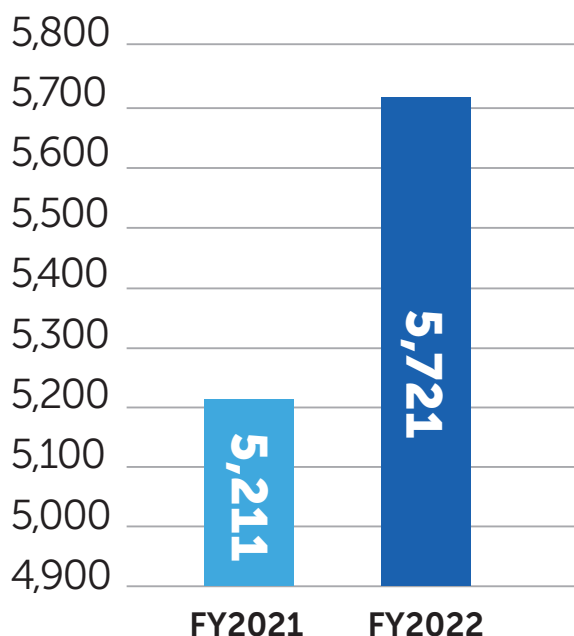
In our continuing quest to increase our life-saving capacities, the Live Release Team expanded their partnerships across both the state and interstate to send adoptable cats and dogs to find their fur-ever homes. Regular monthly transports to Brevard County and quarterly transports to the Northeast via our rescue partners have both contributed to our ever increasing live release rate. Hundreds of animals are alive due to transports that may not have been able to find homes in our county before becoming sick or developing behavior problems from the overcrowded kennels and cattery.



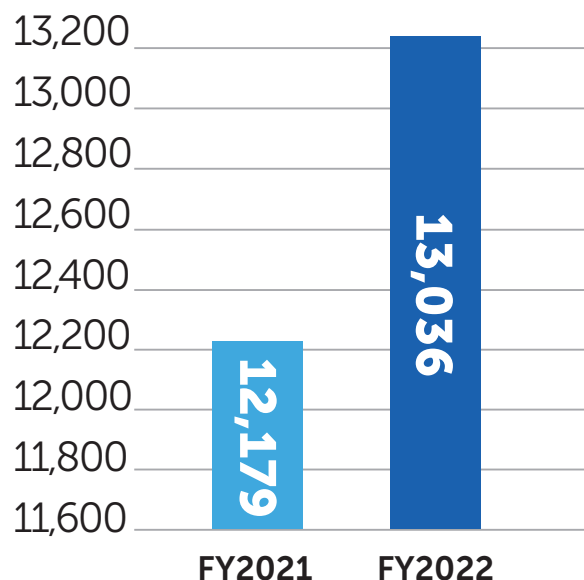
Volunteer (Ashlee Coosaia)
taking cats on a transport to Brevard

ACC by the Numbers

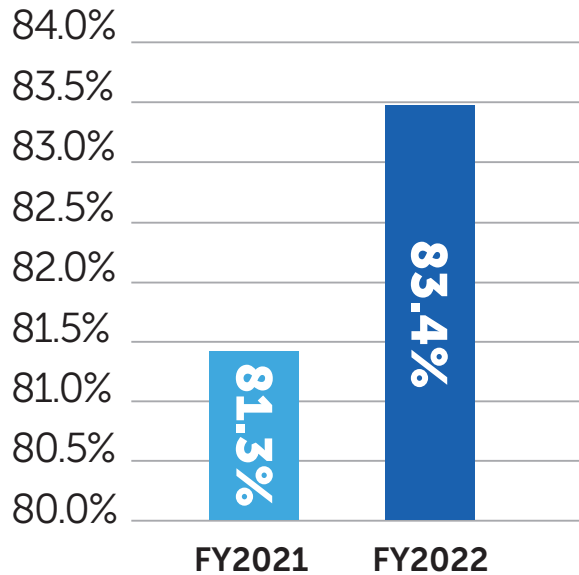
Veterinary Exams Performed



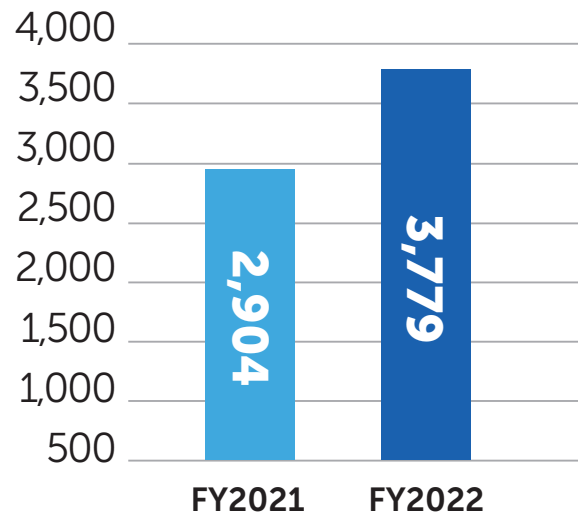
Unique Calls Processed



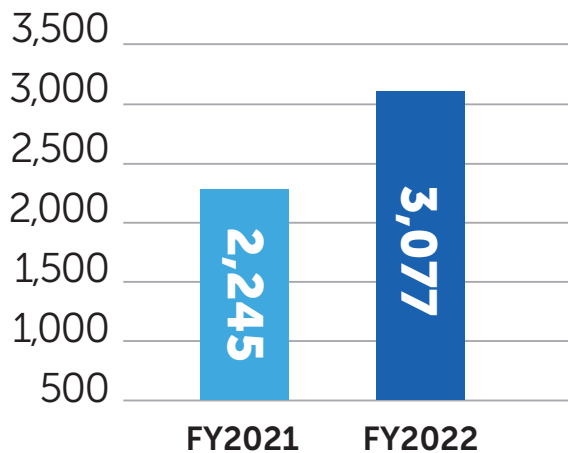
Live Release Rate: Cats



Animal Transports



Unique Diagnostic Tests Performed



Production line for spay/neuter/recovery at Beat the Heat event

Beat the Heat cat spay/neuter event: surgical recovery (initial stage)



Beat the Heat event cat surgery



Beat the Heat cat spay/neuter event: surgical recovery (last stage)



"TTTTThhhhaaat's All Folks"



Consumer Affairs

50 S. Military Trail, Suite #201
West Palm Beach, FL 33415

Phone: 561-712-6600

Division Overview

The Division of Consumer Affairs (DCA) is a consumer protection organization. Protections are extended to Palm Beach County residents through the regulation of specified industries and through an informal dispute resolution program. Team DCA is comprised of eighteen (18) full-time positions that make up three sections: Licensing, Investigations/ Compliance, and Administration. Staff are assigned duties in the field and in the Consumer Affairs office, which is centrally located in West Palm Beach.



Home Caregiver

Home Caregivers must obtain an ID badge to work in Palm Beach County. In an effort to curtail abuse and financial exploitation to seniors perpetrated by caregivers, the County implemented an ID badge requirement in 2015. This ID badging requirement applies to persons who receive compensation for providing assistance of daily living or instrumental activities to a vulnerable adult. A Level 2 criminal background screening or verification is performed on each home caregiver applicant to ensure no disqualifying offenses have occurred. In total, more than **25,000** persons have been issued an ID badge since the launch of the program, with **4,143** issued during FY22.

Access to acquire an ID badge expanded with the addition of the Home Caregiver Portal. With the launch of the portal, home caregivers can make application

for their ID badge online. FY22 marked the first complete year for use of the system, allowing both new and renewing caregivers to apply, pay, and schedule an appointment. The efficiencies gained through the use of this portal allow DCA to meet demand while not increasing staff costs. Since the launch of the portal in February 2021, more than **7,046** persons have applied online. The web-based portal reduces in-person wait times, offering a better customer experience. With the use of the portal, DCA processed more ID badges in FY22 than the prior four fiscal years.



Adult Entertainer

Originally approved in 1999, the Adult Entertainer Work ID requirements were established to ensure that persons performing in adult entertainment establishments were at least 18 years of age. As concerns over human trafficking increased, DCA instituted awareness messaging on the ID badge and as part of the application process. As a result, **1,524** adult entertainer applicants were made aware of human trafficking resources and ways to report during **FY22**.

Vehicle for Hire (VFH)

The VFH Ordinance establishes requirements to protect the riding public. Taxis, limousines, sedans, non-emergency medical transportation vehicles and their drivers must conform to these safety regulations. Minimum insurance limits, driver requirements, calibration of taxi meters, vehicle safety, and operational condition are among the core components to promote safety. Team DCA extended the following protections in FY22:

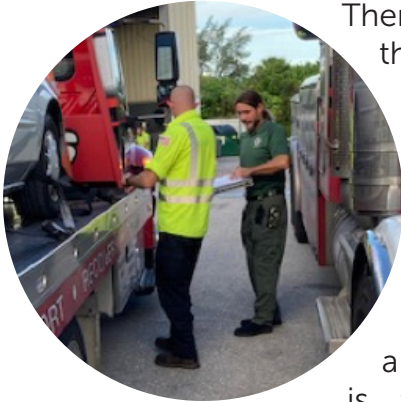
- ▶ **1,115** criminal and driver history records evaluated
- ▶ **1,402** vehicles met minimum commercial insurance and mechanical and safety standards to operate
- ▶ **347** VFH companies permitted



Moving

Moving can be an exciting time, but it can also be stressful. Choosing the right mover can go a long way at making the transition to the new area smooth. All companies in the County performing local household moves are required to secure an operating permit. The Moving Ordinance requires written estimates, evidence of cargo legal liability and motor vehicle insurance coverage, inventory documentation, contract for service/bill of lading, disclosures, and prohibitions against charges in excess of estimates. In FY22, Team DCA issued **68** moving company permits and **299** moving vehicle decals.

Towing and Immobilization



There were more than 20,000 non-consent and countless consent tows occurring in the County over the past year. Whether a tow company is assisting at an accident scene, or removing illegally parked vehicles, or helping stranded motorists, residents are extended protections through requirements established in the Tow Truck ordinance. In FY 22, Team DCA extended the following protections:

- ▶ **430** drivers screened for disqualifying criminal or driving offenses
- ▶ **574** vehicles and storage yards inspected for safety and protection of property
- ▶ **517** tow vehicles monitored to ensure insurance minimums are maintained



Additionally, the Board of County Commissioners strengthened consumer protections by passing updates to the Towing and Immobilization Services Ordinance in FY 22. The multi-year project involved input from law enforcement, municipalities, consumers, and industry leaders. Updates include new language to conform to Florida Statutes, establishing timelines for certain disqualifying offenses for tow truck drivers, creating a licensing program for immobilization services that addresses maximum rates, operating requirements, written notices and signage, informing consumers of complaint process, and a mechanism to adjust towing and immobilization rates using the Consumer Price Index (CPI) to highlight a few.

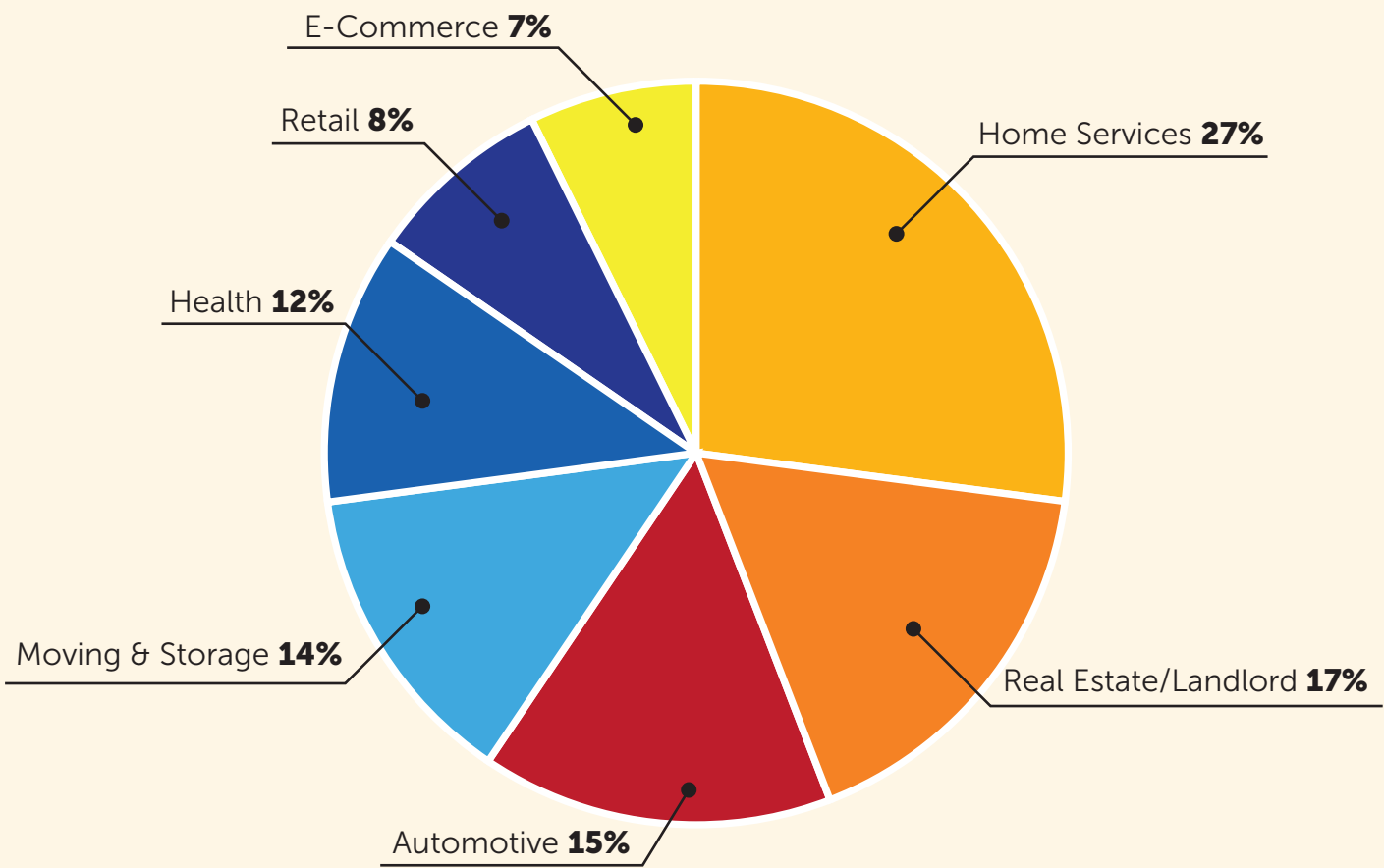


Disputes/Complaints Resolution

When a consumer has a dispute against a business or landlord located in the County, DCA Investigators stand ready to help resolve a situation. DCA staff investigate disputes by analyzing invoices, contracts, and relevant supporting documentation. Using an informal mediation process, Investigators correspond with all parties involved, including other government agencies, with the goal of seeking a resolution.

Home Services, Real Estate/Landlord, Automotive, Moving & Storage and Health are the top five complaints handled by Consumer Affairs. In FY22 Team DCA investigated and closed 539 complaints and recovered **\$132,469** for consumers.

Top 7 Complaints by Business Type



Compliance/Enforcement

Key to the success of a licensing program is active compliance / enforcement efforts. DCA regulates 7 industries including moving, towing, immobilization, home caregivers, water taxi, adult entertainers, and vehicle for hire (taxis, limousines, sedans, non-emergency medical transportation). Investigators completed **4,139** Compliance/Enforcement activities: **1,272** Notices of Violation (NOVs), **211** citations, **99** on-site investigations, **23** stings, and **2,534** field monitoring activities.

The chief goal of enforcement efforts is to achieve compliance. There are a variety of methods used to achieve compliance ranging from education to progressive sanctions to cease and desist orders. It's always a welcomed occurrence when an unpermitted business responds to compliance actions. In a recent example, these efforts came to fruition. Here's how:

When conducting field monitoring activities, a DCA Investigator identified signage in a bank parking lot belonging to an unlicensed tow company. After researching the business to determine ownership, a phone meeting was held. The company's owner received an education on the County's Towing and Immobilizations Services Ordinance and received a NOV to cease and desist operating until licensed. Upon receiving the NOV, the tow driver/company owner came into DCA with vehicle registration, required insurance, needed documentation, and a complete application. The application was approved and the tow business is now operating legally in the County. The tow truck owner expressed appreciation for the assistance he received and proudly accepted his operating permit.

— STATS AT A GLANCE —

Division of Consumer Affairs

567

Business permits issued to Towing, Moving, and Vehicle for Hire businesses

7,213

Driver, Caregiver, and Adult Entertainer badges issued.

97.81%

Very Satisfied or Satisfied with office visit

1,976

Vehicle Safety and Tow Yard Inspections

1,545

Driver history reports reviewed/processed

539

Complaints investigated and closed



Emergency Management

20 S. Military Trail
West Palm Beach, FL 33415

Phone: 561-712-6400



Division Overview

The Palm Beach County Division of Emergency Management (DEM) develop and coordinate plans and programs to protect the public from large-scale natural and technological hazards. We serve all of Palm Beach County (PBC) and coordinate closely with the State of Florida Division of Emergency Management, local municipal emergency management programs, non profit organizations, and many public service disciplines within the County and Southeast Florida. Some of our specific responsibilities include:

- ▶ Monitor severe and tropical weather
- ▶ Provide “on-location” support and assistance to local first response agencies
- ▶ Develop local emergency response plans, procedures and guidelines
- ▶ Provide technical assistance to municipal emergency management programs
- ▶ Provide or coordinate mutual aid with the State of Florida and surrounding counties
- ▶ Review emergency plans for health care facilities
- ▶ Implement local hurricane shelter and evacuation development standards
- ▶ Collect and distribute emergency related information
- ▶ Conduct and coordinate public outreach seminars and workshops
- ▶ Conduct local emergency management briefings, workshops and training courses
- ▶ Coordinate regional/ state/ federal emergency-related training courses

Our Mission

To minimize the impact of emergencies and disasters to our community through education, planning, and response by coordinating information and resources.

Strategic Planning Day:

In June of 2022, the DEM conducted its annual strategic planning day session at the Morikami Museum and Japanese Gardens in Delray Beach. This all day session was hosted while the garden was closed to the public and facilitated by Maria Pearson, the Training and Organization Development Coordinator for Palm Beach County's Human Resources Department. The participants helped develop the DEM top 3 goals for the upcoming year. The goals reflect the mission, vision and values of the DEM and focus on knowledge,

expectations, communication, addressing vulnerabilities and resident readiness.



DEM Staff during Strategic Planning Day ▲

Hurricane Ian Response:

Palm Beach County was re-certified as being StormReady by the National Weather Service in 2022. Being a part of a Weather-Ready Nation is about preparing for your community's increasing vulnerability to extreme weather and water events. That was certainly tested when Hurricane Ian impacted our community. The County issued a Local State of Emergency on September 26th and the Emergency Operations Center (EOC) activated to a Level 2 (partial activation) on September 27th at 2pm. Later that night, the County



experienced an EF-0 tornado in Boynton Beach, two EF-1 tornados in Wellington and EF-2 tornado in the Kings Point area of Delray Beach, destroying close to 60 units and causing damage to several others. The DEM staff worked closely with the Florida Division of Emergency Management and the Federal Emergency Management Agency (FEMA) to document damages and build the case which ultimately led to Palm Beach County being declared to receive Individual Assistance (IA) from FEMA.

Training & Exercise (Oct 2021-Sept 2022):

The DEM was able to host the Hostile Action Based Nuclear Power Plan Exercises (HABEX) in conjunction with our local partners. The EOC functional exercise was conducted in January 2022 and the full scale field HABEX occurred in February 2022 at PBC's Okeeheelee Park in West Palm Beach.

In May 2022, DEM participated in several exercises including a full scale Community Emergency Response Team (CERT), Domestic Security Tabletop and Under Siege (Statewide) with our municipal partners as a flood exercise.

Outside of exercises, the DEM hosted several CERT trainings and FEMA EMI G courses, including but not limited to

Homeland Security, Mass Casualty, ICS/EOC Interface, Emergency Planning and ICS Train the Trainer. Furthermore, to help ensure that PBC receives the maximum amount of public assistance that is available, DEM conducted several Daily Activity Report (DAR) training courses including in-person and virtual. This commitment to training has educated 2,014 people. Along with the on-going commitment of EOC stakeholders completing minimum baseline training has led to a NIMS compliance for the EOC of 89%.



Domestic Security Exercise at the EOC ▲

Emergency Medical Services (EMS):

In October 2021, the Palm Beach County Board of County Commissioners (BCC) approved the issuance of three (3) Special Secondary Service Certificate of Public Convenience and Necessity (COPCN)'s to Hatzalah of Palm Beach, Inc., the first non-profit volunteer non-transport holder for private communities in PBC to provide Advanced Life Support (ALS) services until the primary ALS agency arrives. Also in April of 2022, the BCC approved the issuance of a Special Secondary Service Provider non-transport COPCN to Rural/Metro Fire Department, Inc. for Sikorsky Aircraft.

Emergency Medical Services (EMS) was elated to finally in May 2022, after 2 years of COVID, to hold an EMS Awards Ceremony. The EMS Providers were able to host the EMS Awards Ceremony at the Wycliffe Country Club to recognize the very best members of the PBC EMS Community.

In July 2022, the Health Care District Ambulances at Lakeside Medical Center in Belle Glade were able to go in service after receiving their new Secondary Service Provider COPCN in June of 2021. Lastly, in September of 2022, the BCC approved the issuance of a Pilot Program Services Provider COPCN to the Town of Highland Beach for the period May 1, 2024 through December 31, 2028.



DEM Staff member Lynette Schurter receiving ▲ the EMS Distinguished Service Award



Finance & Administrative Services

20 S. Military Trail
West Palm Beach, FL 33415

Phone: 561-712-6400



Division Overview

The Finance and Administrative Services Division is committed to supporting Public Safety's divisions by coordinating, developing, and monitoring the budget, providing accurate and timely financial reporting activities, and managing administrative services. Functions include:

- ▶ Receiving and posting accounts payable and accounts receivable
- ▶ Managing promissory notes
- ▶ Recording revenue collected
- ▶ Managing change funds and petty cash
- ▶ Managing procurement
- ▶ Managing grants (federal/state/other)
- ▶ Tracking and monitoring fixed assets
- ▶ Reviewing fiscal impact of agenda items
- ▶ Preparing and monitoring operating budgets
- ▶ Preparing financial forecasts
- ▶ Conducting internal operational and financial system reviews
- ▶ Assisting with performance measures development and reporting
- ▶ Developing, implementing, and monitoring financial controls to ensure integrity of all financial systems

Output Measures



4,163
Cash Receipts



95
Receivables



3,256
**Purchase
Orders**



270
**Budget
Documents**

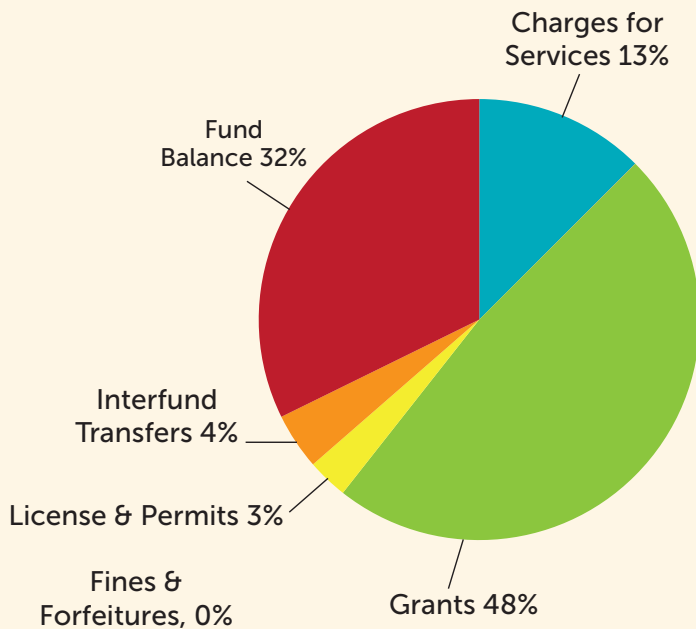


64
Agenda Items



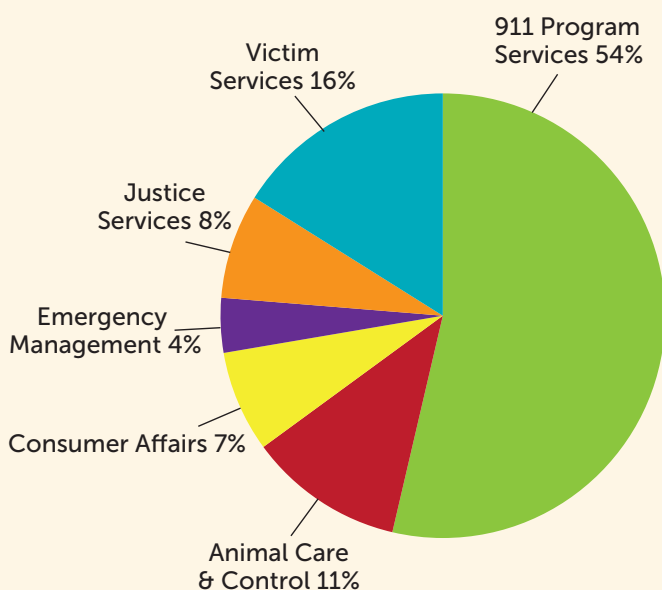
38
Open Grants

Budget



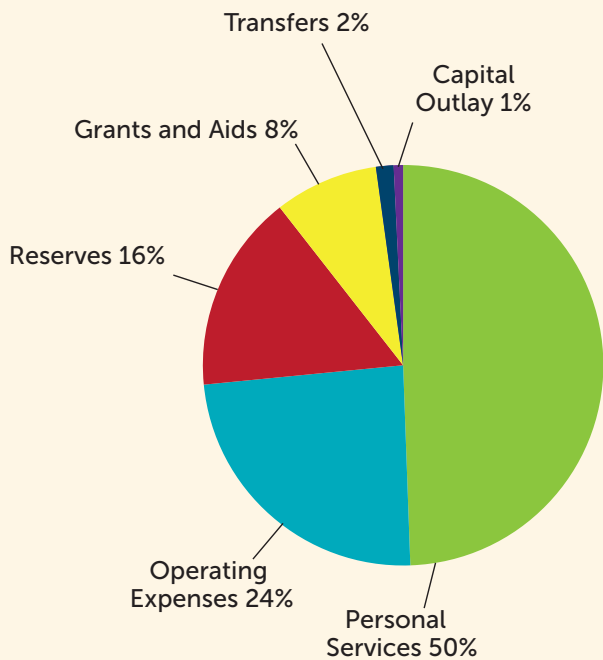
FY22 Adopted Revenue Budget by Funding Source

Charges for Services	\$3,118,500
Fines & Forfeitures	\$4,000
Grants	\$11,990,862
Licenses & Permits	\$743,500
Interfund Transfers	\$1,031,396
Fund Balance	\$8,045,475
Other	-\$192,825
TOTAL	\$24,740,908
Ad Valorem	\$22,357,922



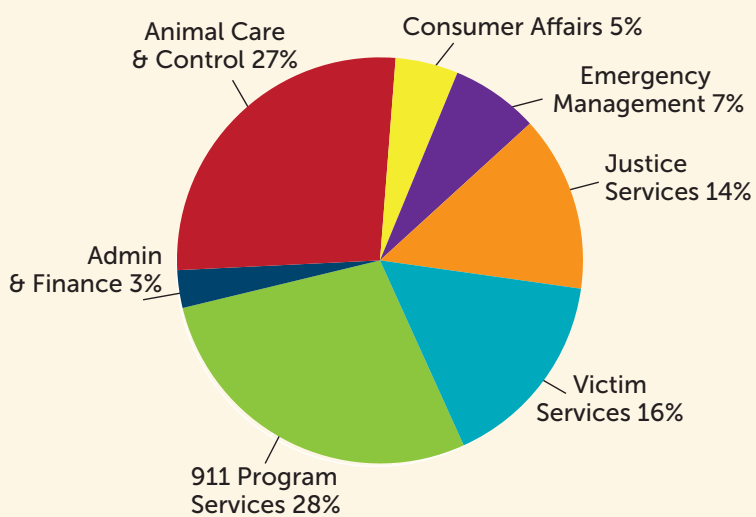
FY22 Adopted Revenue Budget by Division

911 Program Services	\$13,272,957
Animal Care & Control	\$2,795,900
Consumer Affairs	\$1,823,980
Emergency Management	\$982,665
Justice Services	\$1,886,292
Victim Services	\$3,979,114
TOTAL	\$24,740,908



FY22 Adopted Expense Budget by Category

Personal Services	\$23,278,860
Operating Expenses	\$11,317,807
Capital Outlay	\$356,422
Grants and Aids	\$3,949,686
Transfers	\$666,168
Reserves	\$7,529,887
TOTAL	\$47,098,830



FY22 Adopted Expense Budget by Division

911 Program Services	\$ 13,272,957
Admin & Finance	\$1,336,018
Animal Care & Control	\$12,511,513
Consumer Affairs	\$2,564,458
Emergency Management	\$3,490,100
Justice Services	\$6,601,970
Victim Services	\$7,321,814
TOTAL	\$47,098,830



Justice Services

205 N. Dixie Highway, Suite 5.1100
West Palm Beach, FL 33401

Phone: 561-355-2148



Division Overview

The Division of Justice Services provides a variety of age and issue specific programs. Each of these programs have their own specific mission, but are tied together with the common theme of assisting the Justice System and enhancing public safety. The primary services provided under the division are as follows: Reentry provides services for high risk adult and juvenile offenders; Pretrial Services provides information to the Court so informed decisions can be made regarding pre-trial release, they also supervise and monitor individuals who are referred by the Court upon release from jail; Court Psychology provides forensic psychological assessments and evaluations for the Court. Justice Services also provides fiscal management of the Court's three drug Courts who serve adults, juveniles and those involved in the child welfare system.

Justice Services has thirty-two full-time employees at locations throughout the County which include the four Courthouse locations, the Criminal Justice Complex and the Governmental Center.

Highlights and Accomplishments

In July 2022, the Board of County Commissioners supported Justice Services decision to in-source Case Management Services for Youth returning to Palm Beach County. Juvenile Reentry will prioritize the use of existing County resources to meet needs while providing cost savings and providing more

services to County youth. The in-house programming solution was developed based on analysis of juvenile justice stakeholder work-groups who have been meeting over the last 3 years to identify the needs of these youth. Services are slated to begin in FY23.

Youth Reentry In-House Solution

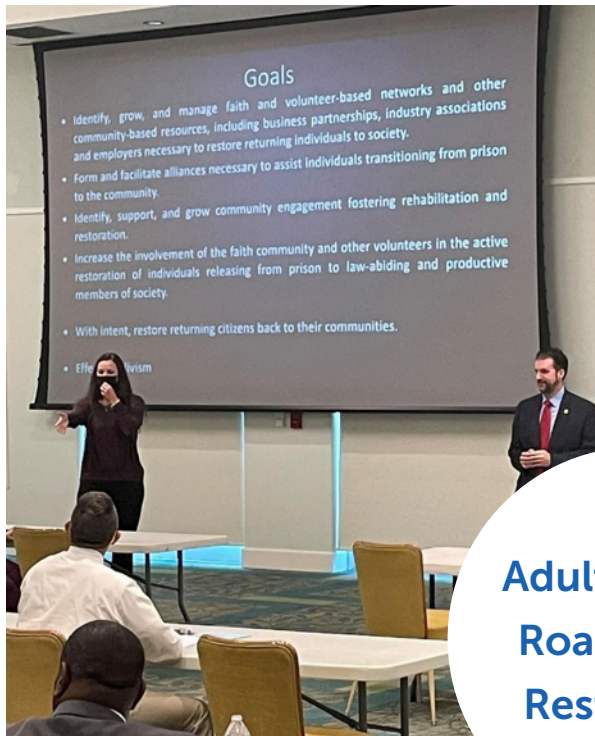
*Reform
Efforts and
Bringing
Youth
Closer to
Home*

- ▶ Wraparound case management
- ▶ Integrate community agencies to fill gaps and build connections
- ▶ Build pathways to education and employment in the community
- ▶ Provide opportunities and support to families while youth is incarcerated
- ▶ Continue collaboration with Judges & DJJ Secretary to maintain reform efforts

Adult Reentry Roadmap to Restoration

Adult Reentry hosted a meeting with the Florida Department of Corrections to kick off their *Roadmap to Restoration* initiative. The meeting's function was to organize current task force subcommittees consisting of local community partners, stakeholders, volunteers, and other individuals to create community structure teams to bridge resource gaps. Since then, County staff has held several additional meetings

focused on improving outreach and engagement pre-release to individuals returning to Palm Beach County. In addition, Adult Reentry has expanded its community partnerships to address gaps in reentry services for mental health, housing, and transitional jobs through their most recent Notification of Funding Opportunity. Adult Reentry served **750** adults this fiscal year, with **412** of the individuals being newly enrolled.

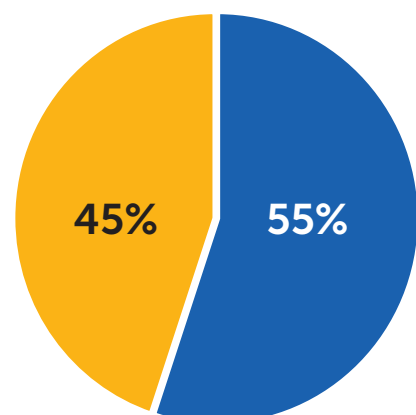
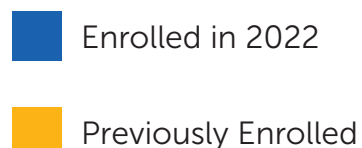


Adult Reentry Roadmap to Restoration



Adults Served in 2022

45% of Adult Reentry Participants were enrolled in 2021



Pretrial Services

Pretrial Services continued to work with the Criminal Justice Commission and other justice partners in Palm Beach County to address reducing the number of bed days in the County jail, systemic gaps, and racial equity in the criminal justice system and providing treatment and service linkage to offenders to reduce recidivism. Of the 3,879 defendants released on Supervised O.R., less than **3%** failed to attend a scheduled court

appearance. Pretrial Services celebrated Pretrial, Probation, and Parole Supervision Week by recognizing staff for their valiant efforts to promote public safety and ensure compliance of those under their supervision. Pretrial Services is also working to improve the program with the use of tablets. This is a shift toward going paperless and enhancing the efficiency of the Pretrial Services interviews.

Drug Court

In October of 2022, Court Psychology transitioned to the Youth Services Department, where their skills could be utilized within the Juvenile population and they could still be accessible to the Court. This transfer was due to an abrupt change in the number of referrals received from the Court because of a change in Administrative Order No. 2.601 (which reduced the number of competency evaluations per defendant) and budgetary restraints at the state level (which the Court relies on to pay for these evaluations). Fortunately, a need still existed for juveniles, so the psychologists still perform juvenile evaluations and also benefit from the supervision of a PH.D. psychologist (Dr. Twila Taylor).





Victim Services

205 N. Dixie Highway, Suite 5.1100
West Palm Beach, FL 33401

Phone: 561-355-2148



Division Overview

The Division of Victim Services assists victims of sexual assault, intimate partner violence, homicide and other violent crimes through crisis response, advocacy, therapy and community awareness. Victim Services is the only Certified Rape Crisis Center in Palm Beach County. Fifty-two employees make up the staff roster. Office locations are throughout the County in each of the County Courthouses. There is a stand-alone Sexual Assault Response Team Center on Australian Avenue, and a forensic rape exam facility (Butterfly House) at Wellington Regional Medical Center.

In addition to the ongoing advocacy and therapy services to crime victims, Victim Services also co-leads the Human Trafficking Task Force with the Palm Beach County Sheriff's Office, leads the Sexual Assault Response Team (SART), the Impaired Driving Death Enhance Assistance Taskforce (IDEA), chairs the Victim's Rights Coalition and will assist in launching a new coordinated community response to Intimate Partner Violence.



Highlights and Accomplishments

Victim Services provides comprehensive services to primary and secondary victims of sexual violence, domestic violence, homicide, human trafficking and other violent crime. Each year services are provided to about 5,000 primary and secondary victims. Services include prevention, outreach, advocacy, therapy, coordination of the Sexual Assault Response Team (SART), the Impaired Driving Enhanced Assistance (IDEA) Task Force and the Community Coordinated Response to Intimate Partner Violence Team (CCR).

The Division of Victim Services was allocated \$300,000 from the Criminal Justice Commission's Domestic Violence Trust Fund to contract with the Battered Women's Justice Project, Inc. on a three-year project. The goal of the project is to continue to advance the consistency and quality of responses by law enforcement and the criminal justice system to victims of domestic violence.



Prevention

In 2022, Victim Services implemented strategies to reduce sexual violence victimization and perpetration in targeted populations (*girls age 11-22, men and boys, and members of the small business sector*). Victim Services and PBC Office of Equal Business Opportunity entered into a partnership to reduce sexual violence and harassment in Palm Beach County. A bi-monthly "Sexual Harassment and Workplace Culture" training was delivered to local small businesses. A social marketing campaign utilized bus shelters to display messages, provide linkage and encourage supervisors to implement a zero policy against workplace violence. There were thirteen bus shelters placed throughout Palm Beach County for the month of January resulting in a reach of **1,158,990** individuals.



Outreach

Victim Services works hard to reach deep into the community to provide awareness and training. This past year, 161 events were held. These efforts resulted in **12,019** individuals being reached. Notable events included Glades Initiative Food Drives, law enforcement roll call trainings, Facebook live events, college campus events and specific outreach to underserved communities. In August, Victim Services hosted a luncheon to recognize the work of the distinguished law enforcement and State Attorney's Office partners in their Impaired Driving Death Enhanced Assistance Taskforce (I.D.E.A.).

Advocacy

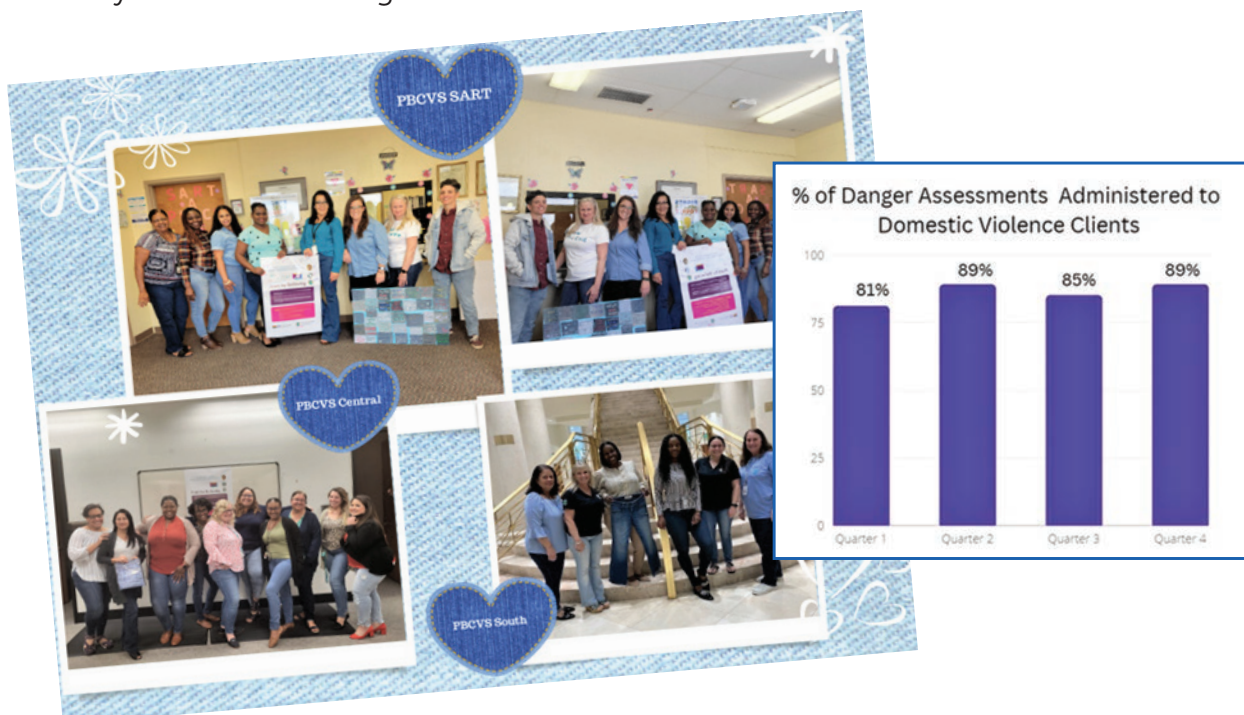
This year Victim Advocates provided **33,855** services corresponding to **6,419** crimes. Advocates are on call 24 hours per day 7 day per week to assist victims immediately following their victimization. They work with clients throughout the pendency of any criminal proceedings or until the client no longer needs our assistance. Victim Services also advocates on a community level to improve system

response to crime victims. Through a three year \$1,000,000 grant from the Department of Justice, a Victim Advocate was hired to provide crisis intervention, supportive counseling and advocacy for primary victims of Domestic Violence. This Advocate provides services to victims of strangulation and domestic violence cases that are deemed "high lethality".

Therapy

Trauma therapy is essential to recovery from violent crimes. This year Victim Services therapists provided **1,750** individual therapy sessions. Sessions are conducted both in-person and via HIPPA compliant Zoom. Several different types of support groups also occur on a monthly basis to meet the demand for services. Therapists are consistently sharpening their clinical skills and have recently received training in Dialectical

Behavior Therapy. Dialectical Behavior Therapy (DBT) is a modified type of Cognitive Behavioral Therapy (CBT). Its main goals are to teach people how to live in the moment, develop healthy ways to cope with stress, regulate their emotions, and improve their relationships with others- all issues victims of crime may experience.







Palm Beach County
Board of County Commissioners

