



PALM BEACH COUNTY FIRE RESCUE VILLAGE OF WELLINGTON ANNUAL REPORT



OCTOBER 1, 2022 – SEPTEMBER 30, 2023

TABLE OF CONTENTS

VILLAGE OF WELLINGTON FY 2023 ANNUAL REPORT

Mission, Vision & Core Values	3
Patient Satisfaction Survey	4
Service Area Map	5
Fiscal Year 2023 Call Activity	6
Stations, Apparatus & Staffing	7
Stations & Apparatus	8
Life-Saving Stories & Rescues	10
Employee Recognition & Awards	11
Community Involvement	12
Employee Competitions	14
Operations	16
Special Operations	17
Medical Services	18
Medical Equipment & Additional Aids	19
EMS Call Statistics for FY 2023	20
Whole Blood Transfusion Program	21
Mobile Integrated Health	22
Resuscitation Awards	23
Vehicle Accidents.....	24
Fires	25
Training & Safety	26
Recruit Academy	27
Support Services	28
Emergency Management	30
911 Communications Center	31
Community Risk Reduction	32
Community Risk Reduction: Inspection Activity Summary	36
Administrative Services	37
Finance and Planning	38
Public Information & Media Services	39

MISSION, VISION & CORE VALUES



MISSION

We are committed to providing safe and secure communities by mitigating all hazards through excellence in public service.

VISION

Excellence Today. Improving Tomorrow.

CORE VALUES:



INTEGRITY

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



UNITY

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



COMPASSION

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



ACCOUNTABILITY

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



DEDICATION

A continuous commitment to exceptional service to the community and each other.



PATIENT SATISFACTION SURVEY

PBCFR is determined to provide the highest level of service along with excellent patient care to the communities served. This is why PBCFR launched a customer service initiative. PBCFR collaborated with Baldrige Group, a performance excellence consulting firm that specializes in administering community surveys on behalf of EMS and Fire Rescue agencies. In FY 2023, PBCFR asked their patients several questions about the care provided by PBCFR and below are the results.

WELLINGTON SURVEY RESULTS OCTOBER 2022 - SEPTEMBER 2023



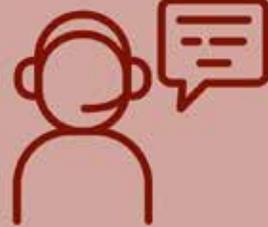
Patients said they would tell friends and family about the positive experience they had with PBCFR.

96.2 %



Patients said they were 'Satisfied' or 'Very Satisfied' with the 911 Center's ability to confirm their location and nature of their problem.

100 %



Patients were 'Satisfied' or 'Very Satisfied' with the Dispatcher's instructions regarding their emergency.

100 %



Patients told us they were 'Satisfied' or 'Very Satisfied' with the prompt arrival of PBCFR firefighters and paramedics.

98.7 %



The professionalism of PBCFR firefighters and paramedics left patients feeling 'Satisfied' or 'Very Satisfied' with the care they received.

100 %



Patients felt 'Satisfied' or 'Very Satisfied' with the level of compassion shown to them and their families by PBCFR firefighters and paramedics.

100 %



Patients said they were 'Satisfied' or 'Very Satisfied' with the paramedics' explanation of any procedures they performed.

100 %



Patients reported they were 'Satisfied' or 'Very Satisfied' with the paramedics' attempts to treat their condition.

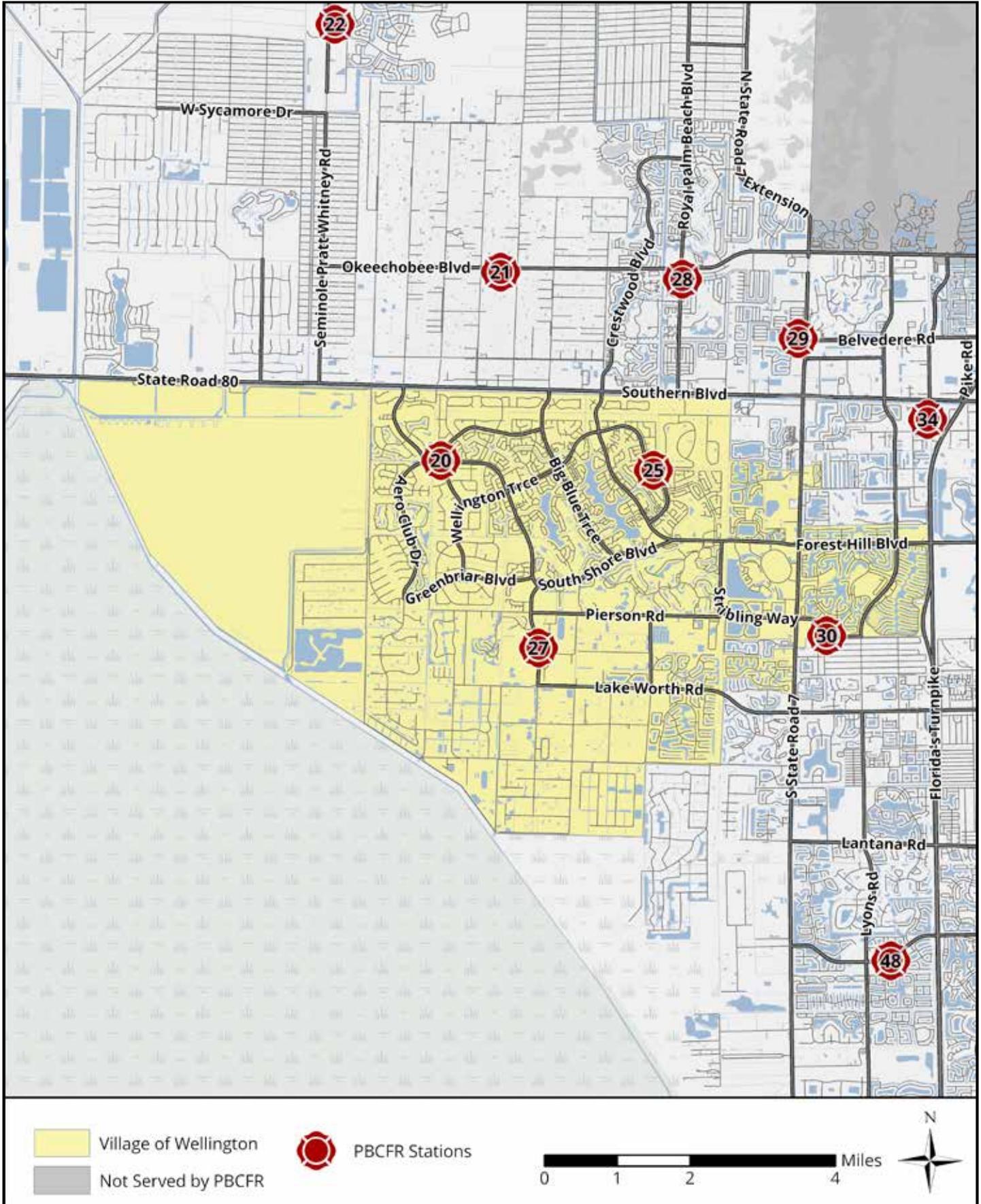
100 %

Percentages are calculated from 159 respondents.

The results of this survey continue to affirm the excellent level of service that the men and women of PBCFR provide daily to the citizens and visitors of Palm Beach County.

99.8%
**OVERALL
SATISFACTION**

VILLAGE OF WELLINGTON SERVICE AREA

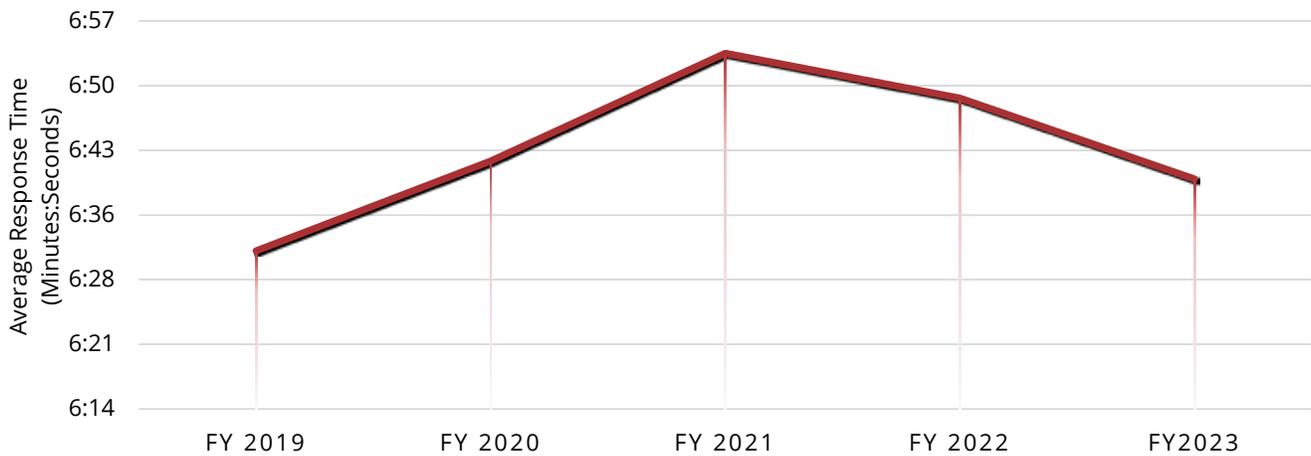


WELLINGTON FY 2023 CALL ACTIVITY

TOTAL NUMBER OF CALLS

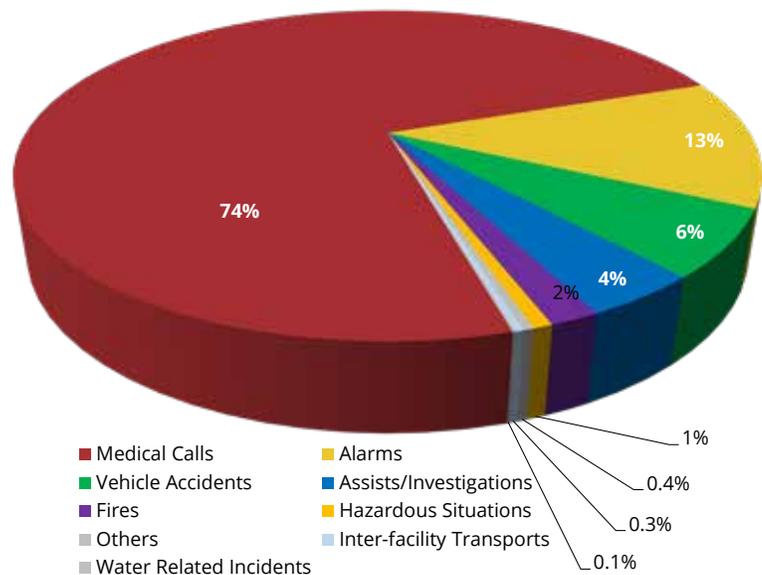


AVERAGE RESPONSE TIME



CALLS BY SITUATION DISPATCHED

SITUATION DISPATCHED	NUMBER OF INCIDENTS
Medical Calls	4,538
Alarms	777
Vehicle Accidents	394
Assists/Investigations	254
Fires	106
Hazardous Situations	41
Others	22
Inter-facility Transports	18
Water Related Incidents	6
Total	6,156



STATIONS • APPARATUS • STAFFING

The Village of Wellington is primarily served by four PBCFR stations. The service area is part of a regional system and is immediately backed up by surrounding stations with resources and equipment.

PRIMARY RESOURCES ASSIGNED TO WELLINGTON

STATION	APPARATUS	STAFFING (number of personnel)
Station 20 1000 Greenview Shores, Wellington 33414	ALS Rescue (1)	3
	ALS Engine (1)	3
	4WD Brush Truck (1)	(cross-staffed with ALS Engine)
Station 25 1060 Wellington Trace, Wellington 33414	ALS Rescue (1)	3
	ALS Engine (1)	3
	4WD Brush Truck (1)	(cross-staffed with ALS Engine)
Station 27 3411 South Shore Blvd, Wellington 33414	ALS Rescue (1)	3
	ALS Engine (1)	3
	4WD Brush Truck (1)	(cross-staffed with ALS Engine)
Station 30 9610 Stribling Way, Wellington 33414	ALS Rescue (1)	3
	ALS Engine (1)	3

ADDITIONAL RESOURCES IN THE SURROUNDING AREA

STATION	APPARATUS	STAFFING (number of personnel)
Station 28 1040 Royal Palm Beach Blvd Royal Palm Beach 33411	ALS Rescue (1)	3
	ALS Engine (1)	3
	EMS Captain Command (1)	1
	Battalion Chief Command (1)	1
	District Chief Command (1)	1
	4WD Brush Truck (1)	(cross-staffed with ALS Engine)
Station 29 10055 Belvedere Rd Royal Palm Beach 33411	ALS Rescue (1)	3
	ALS 100 foot Truck (1)	3
Station 34 231 Benoist Farms Rd West Palm Beach 33411	ALS Rescue (1)	3
	ALS Squad (1)	3
	Special Operations (1)	2
	EMS Captain Command (1)	1
	Battalion Chief Command (1)	1
	District Chief Command (1)	1
	Light & Air Unit (1)	(cross-staffed with Special Ops)
Station 21 14200 Okeechobee Blvd West Palm Beach 33470	ALS Rescue (1)	3
	ALS Engine (1)	3
	4WD Brush Truck (1)	(cross-staffed with ALS Engine)

STATIONS & APPARATUS

STATION 20



Brush 20



Engine 20



STATION 25



Rescue 25

Brush 625



Engine 25



STATION 27



Rescue 27



Brush 27



Engine 27



STATION 30



Engine 30



Rescue 30



LIFE-SAVING STORIES

Heart Attack Survivor

In November 2022, Christopher Provenzano was exhibiting all the signs and symptoms of a heart attack when he asked a friend to dial 911. In April 2023, PBCFR firefighters-paramedics were invited to Wellington Regional Medical Center for their “Call of the Quarter” ceremony where they were re-united with the patient they helped rescue that day. Christopher was grateful to the teams who took care of him and saved his life.



Meet Layla



She is now known as the “Miracle Girl.” Layla suffered severe injuries, including a severed brain stem, after an ATV accident. PBCFR crews saved her life on-scene, then she spent months in a coma. Layla defied all odds by learning to walk and talk and do everything she used to do – including cheerleading. In November 2022, 16 year old Layla was back on a fire rescue stretcher, but this time, she was smiling and showing the world that she overcame all obstacles while thanking the firefighters and dispatchers who saved her life.



VILLAGE OF WELLINGTON’S TOP FIREFIGHTER

In September, Captain Cecilia Eaton was named the “2023 Top Firefighter” by the Village of Wellington. One of the many reasons Captain Eaton received this prestigious award is for her active role in the community. After completing an emergency call on a patient, she will follow up with her patient’s children or family members to find out how the patient is doing.



EMPLOYEE RECOGNITION & AWARDS

Fire and Life Safety Educator of the Year

Community Education Supervisor Elyse Weintraub-Brown was named the 2023 Fire and Life Safety Educator of the Year at the Florida Fire Marshals and Inspectors Association Conference. She and her team have educated millions with their nationally televised safety demonstrations and have set the standard for providing multi-lingual safety information.



PBC EMS Providers Association Awards

The Palm Beach County EMS Provider Association recognized FF/PMs from departments throughout the county for their exemplary work ethic, dedication, and many contributions to the field of emergency medical services. Recognized from PBCFR: Lt. Bradlee Doerzbacher, Captain John Prince, Lieutenant Chris Lowe, Lt. Jose Santos, the ALS Team; and Lt. Doerzbacher also received the “Exceptional Service and Commitment to EMS” award for his support and involvement with the Center for Autism and Related Disorders.



Florida Fire Marshal of the Year

Assistant Fire Marshal (AFM) Chris Henry was presented with the 2022 Florida Fire Marshal of the Year award by the Florida State Fire Marshal in Tallahassee at the annual Fire Service Awards recognition event. AFM Henry was nominated for his efforts in streamlining PBCFR's Community Risk Reduction Division (CRRD) and improving communications with Operations. Over the past year, AFM Henry has worked to develop and publish step-by-step guidelines for CRRD employees and designed new detailed task books for new hires resulting in procedural consistency. AFM Henry also created a food truck safety program that has been implemented by the county.



COMMUNITY INVOLVEMENT

Firefighters for a Day

Local lawmakers got a taste of what it's like to be a "Firefighter for a Day" at PBCFR's Headquarters Complex. They donned bunker gear and were escorted through three hands-on learning exercises by members of the Special Operations Team on how to maneuver hoses to put out a real fire, using extrication tools to cut open a vehicle, and how to conduct search and rescue to find victims in a building.



Wellington Holiday Parade

PBCFR Cadets along with several fire apparatus, were a part the Village of Wellington's 38th Annual Holiday Parade. It's always great to help bring in the spirit of the season.



Cub Scout Pack 125 Station Tour

The crew at Station 20 had a great time showing Cub Scout Pack 125 around the station and teaching them fire safety. The tour closed with the Cub Scouts flag ceremony.



Girl Scout Visit Station 20

Girl Scout Troop 20212 visited PBCFR Station 20 in December 2022. The scouts enjoyed learning about the fire station, fire trucks, and basic first aid. We love when the community visits.



Wellington High School Homecoming Parade

The crew at Station 20 were honored to participate in Wellington High School's Homecoming parade in October.



Grace Chapel Homeschool Station 27 Tour

The homeschool group from Grace Chapel visited PBCFR's Station 27 for a tour with local firefighters and the Community Risk Reduction Division's (CRRD), Charbel Khadij. The station enjoyed their visit with the kids.



A Day for Autism Picnic

PBCFR's Station 30 and CRRD participated in "A Day for Autism: Building Bridges with Law Enforcement Picnic." This event is held annually at the Village of Wellington's Village Park. In attendance were Palm Beach County Sheriff's Office, the Village of Wellington, the FAU Center for Autism and related Disabilities and many other community organizations that contributed to this fun-filled event.



Muscular Dystrophy Association Boot Drive



PBCFR and Local 2928 have been proud partners with the Muscular Dystrophy Association (MDA) for over 36 years. Through this partnership, hundreds and thousands of dollars have been donated to assist in transforming the lives of people with muscular dystrophy, ALS (Lou Gehrig's disease), and related neuromuscular diseases. Over Labor Day weekend, crews were stationed at local grocery stores throughout Palm Beach County and petitioned the public to "Fill the Boot" for MDA, collecting a grand total of \$106,550. The A-shift crew at Station 57 raised an outstanding \$2,393, the most in a single day. The funds will support children attending MDA summer camp, helping them achieve milestones that years ago seemed unattainable. This fundraiser is personal for PBCFR, as Logan, the child of a PBCFR Firefighter is affected by Muscular Dystrophy. Here at PBCFR we are #LOGANSTRONG.

Memorial Day Celebration

PBCFR was proud to honor and remember the fallen at the Village of Wellington Memorial Day Parade and at the South Florida Veteran's Cemetery



EMPLOYEE COMPETITIONS

PBCFR employees participate in various competitions throughout the year.

ALS Team Competitions

The Advanced Life Support Team (ALS) competed in the Bernie Tillson Memorial EMS Challenge in November 2022. After two days of multiple complex scenarios, competing against talented teams from across the state, the team took home 1st place. Also, in November, the ALS Team competed for the 2022 Florida Cup. There was a tie between PBCFR and Davie Fire Rescue. The tie-breaker was the team with the most first-place results throughout the year. PBCFR had the most wins, resulting in winning the Florida Cup a second time.

On January 20th, 2023, the ALS Team won 3rd place at the Florida Fire Chief's Association (FFCA) ALS Competition in Daytona Beach. The simulated scenarios with live actors and realistic manikins tested their emergency medical skills.

PBCFR's ALS Team's success inspired the Palm Beach County Board of County Commissioners to proclaim March 14, 2023 as "Palm Beach County Fire Rescue Advanced Life Support Team Day." Congratulations to Lt. Ivonne Garcia (Team Captain), Lt. Daniel McAndrews, Lt. Michael Redmond, FF/PM Nick Byrd, and Glenn Jordan (Team Trainer/Coach and retired Trauma Hawk RN).



Second Annual Florida Invitational

In November 2022, the PBCFR Punishers (the vehicle extrication competition team) won 1st place in the Medical Technician, Incident Command, and Overall categories in the second annual Florida Invitational! This event was held at Miami Dade Fire Rescue's Training Facility.



Toughest Two Minutes in Sports by ESPN



Several of PBCFR's firefighters participated in the Firefighter Challenge called the "Toughest 2 Minutes in Sports" by ESPN. In this challenge, firefighters compete to test their strength, speed, and endurance through an obstacle course while wearing full firefighting gear. In less than two minutes, they hit the finish line after completing all of the following: a five-story tower climb with a 42-pound hose pack, a hose hoist, using a Kaiser forcible entry machine, obstacle run, hose drag, and a 180-pound "victim" drag. Some of PBCFR's participants came home with 1st place wins, gold and/or silver medals, and many more accolades.

FDIC Firefighter Challenge

PBCFR firefighters navigated challenging obstacle courses for three days at the Fire Department Instructor's Conference (FDIC) Firefighter Challenge in Indianapolis and brought home several medals. FF/PM Mackenzie Briggs and FF/PM Aaron Piering, won 1st place in the 40-49 year old male tandem race and 4th place in the fire department relay. Briggs won 3rd place overall. Lt. Jessie Gomez, FF/PM Chris Sheehan, and Lt. Jason Frisbie finished strong in their competitions.



North American Vehicle Rescue Association Competition

In May 2023, PBCFR Firefighters attended the North American Vehicle Rescue Association (NAVRA) Competition and Rapid Intervention Crew/Team (RIC/RIT) competitions put on by Palm Beach State College in Lake Worth



Beach. Accomplished by simulating past real-life, high-pressure scenarios, NAVRA promotes the use of best practices which better prepares rescuers to reduce mortality and injuries caused by motor vehicle accidents across North America and the world. The PBCFR Punishers Extrication Team won 1st place in these categories:

- Overall Top Team
- Complex Scenario
- Limited Scenario
- Command
- Technical
- Medical



OPERATIONS

The Operations Division is responsible for providing emergency services to the community. Operations is the largest division of PBCFR and is divided geographically into eight Battalions. PBCFR operates 49 fire stations throughout the county, with minimum daily staffing of 331 personnel on duty at all times. PBCFR is an “all-hazards” department capable of responding to everything from a minor medical call to a regional natural disaster.

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

Personal Rescue Watercraft

Four Personal Rescue Watercrafts (PRWC) are available to assist land-based crews during incidents such as drownings and other open water emergencies. These units are strategically stationed at the busiest inlets in Palm Beach County; two PRWCs are assigned to Station 18 (near Jupiter Inlet) and two at Station 37 in Lantana (near Boynton Beach Inlet). PBCFR prepares personnel to be proficient PRWC operators and skilled rescue swimmers during intense training taught in and on the water.

Trauma Hawk – Air Rescue

In partnership with the Palm Beach County Health Care District, PBCFR paramedics and flight nurses rapidly transport ill and injured patients from the scene of an incident or transport critical patients from one facility to another to reduce travel time and increase survival rates. Critical patients may be transported by one of two Trauma Hawk helicopters which can accommodate two patients at a time. Palm Beach County is home to two Level 1 Trauma Centers. A Level 1 Trauma Center is capable of providing total care for every aspect of injury - from prevention through rehabilitation.

Aircraft Rescue & Firefighting

PBCFR provides Aircraft Rescue and Firefighting (ARFF) and EMS services for Palm Beach International Airport (PBIA) from Station 81. During the past fiscal year, PBIA’s number of passengers was over 7.5 million. The crews at Station 81 are trained for emergencies in the airport terminals, airfield, and both commercial and general aviation aircraft. This station is equipped with four specialized vehicles, also known as “Crash Trucks” or “Dragons,” capable of delivering high volumes of water and foam in an emergency landing of an aircraft.



SPECIAL OPERATIONS

PBCFR maintains two strategically located Special Operations teams, currently assigned to Stations 19 and 34, that respond to emergencies throughout Palm Beach County. Special Operations technicians receive continual training to maintain readiness in several specialized disciplines.

Hazardous Materials Response

PBCFR's two HAZMAT Teams are skilled in the detection and mitigation of chemical, biological, radiological, nuclear, explosive (CBRNE) emergencies and accidental releases. PBCFR's HAZMAT team members acquire expertise and complete training that exceeds the National Fire Protection Association (NFPA), FEMA, and the State Specialized Emergency Response Program's standards. PBCFR maintains high levels of safety on HAZMAT incidents by utilizing up-to-date equipment and training.



Confined Space, High Angle, Structural Collapse, Advanced Automobile Extrication, and Technical Rescue

PBCFR's two Technical Rescue Teams (TRT) are comprised of 80 members, highly-skilled in response to major vehicle accidents, high angle rescue with rope equipment, confined space rescue, structural collapse, and trench rescue. Each member has achieved the designation of "Rescue Specialist" by completing rigorous training required by Florida's State Fire Marshal's Office. Additionally, PBCFR's TRT has completed necessary training and equipment acquisition to meet the standards to qualify as a State Urban Search and Rescue (USAR) team. USAR Teams can be deployed throughout the state of Florida to assist in mitigation of all types of disasters, such as building collapses and hurricanes.



Dark Water Dive Rescue

PBCFR maintains four dive teams skilled in underwater rescue, capable of responding during extreme conditions such as zero visibility and night dives. Dive teams are equipped with dry suits and advanced communication systems to facilitate quick and safe rescues. PBCFR divers are trained to the highest nationally recognized levels and capable of deploying quickly underwater within minutes.

Explosive Ordnance Disposal (EOD)

PBCFR works closely with the Palm Beach Sheriff's Office (PBSO) EOD (Bomb Squad) to mitigate potentially explosive or unknown package emergencies. Several of PBCFR's Special Operations teams deploy along with EOD to provide EMS, detection and research of unknown substances. A Rapid Intervention team is also deployed to rescue Bomb Squad technicians if necessary.

Large Animal Rescue

PBCFR's Special Operations teams are capable of rescuing animals of any size, including horses, large dogs, and farm animals. With the proper equipment and training, PBCFR's Special Operations teams can rescue animals from water bodies, mud, or other situations. They can also initiate necessary medical treatment until a veterinarian arrives.



MEDICAL SERVICES

The Medical Services Division oversees all medical care, emergency medical training, and Mobile Integrated Healthcare services for Palm Beach County Fire Rescue.

The Medical Services Division ensures personnel are trained and prepared to provide exceptional prehospital care and treatment. PBCFR responds to all emergency incidents, ranging from medical calls to traumatic injuries.

The Division collaborates with healthcare experts at the local, state, and national levels to develop innovative, evidence-based medical protocols. Continuous research and evaluation of new medical equipment allow the Division to implement protocols and procedures, which enhances patient care.

Medical Directors

To ensure the highest level of care for our citizens, PBCFR has a team of nine Medical Directors who actively participate in training, continuing education, and the advancement of PBCFR's Paramedics and Emergency Medical Technicians (EMTs). These experienced professionals work alongside paramedics and EMTs, responding to emergency calls in the field on a weekly basis. By incorporating evidence-based practices, their vast knowledge and expertise contribute to maintaining exceptional standards in pre-hospital patient care.

Training and Education

The ongoing development of PBCFR personnel remains a priority of the organization, enabling the achievement and maintenance of the highest levels of patient care. In FY 2023, the Medical Services Division provided EMS training for 72 recruits and hosted two paramedic development courses, transforming 52 state or nationally-certified paramedics into highly trained PBCFR paramedics.

EMS World Expo 2023

The Medical Services Division presented at the EMS World Expo, which is the largest EMS-dedicated event in the world with over 50 countries represented and over 300 exhibitors. The Medical Services team presented on the use of Whole Blood in a prehospital setting, "Pediatric Pit Crew CPR," and "Implementing Change in your Department." They were also featured on two podcasts and were teamed up with Miami-Dade Fire Rescue to earn 1st, 2nd, and 4th place in an EMS Skills competition that had 35 teams.



MEDICAL EQUIPMENT & ADDITIONAL AIDS

The Medical Services Division prioritizes innovation through continuous research and evaluation of cutting-edge medical equipment. This approach empowers the Division to implement protocols and procedures that enhance patient care. Utilizing specialized equipment ensures the delivery of life-saving interventions, particularly for cardiac patients.

Specialized Equipment:



LIFEPAK 15

The LIFEPAK 15 monitor and defibrillator offers advanced support to patients experiencing cardiac arrest by delivering electrical energy to the heart, shown to improve defibrillation and restore a normal heart rate. PBCFR has prioritized equipping all engines and rescues with the LIFEPAK 15.



LUCAS 3

The LUCAS 3 is a mechanical chest compression device that assists in delivering high quality, guideline-consistent chest compressions to sudden cardiac arrest patients. The device was designed for use in the field, en route, and in a hospital. PBCFR has prioritized equipping all engines and rescues with a LUCAS 3 device.



ULTRASOUND

The ultrasound device is a solution that supports high-resolution imaging of the abdomen, cardiac function, lungs, OB/GYN function, and focused assessment with sonography in trauma. All PBCFR EMS Captain vehicles carry an ultrasound device, which is compatible with smart mobile devices.



Additional Aids:

Sensory Kits

All PBCFR rescue units carry "Comfort Kits," designed to lessen anxiety and fear in children experiencing sensory overload during a medical emergency. Each kit includes a clear backpack for easy visualization, noise-canceling headphones to reduce auditory stimulation, fidget spinners to keep busy fingers occupied, and squeezable objects to provide comforting distractions.

Digital Communication Cards

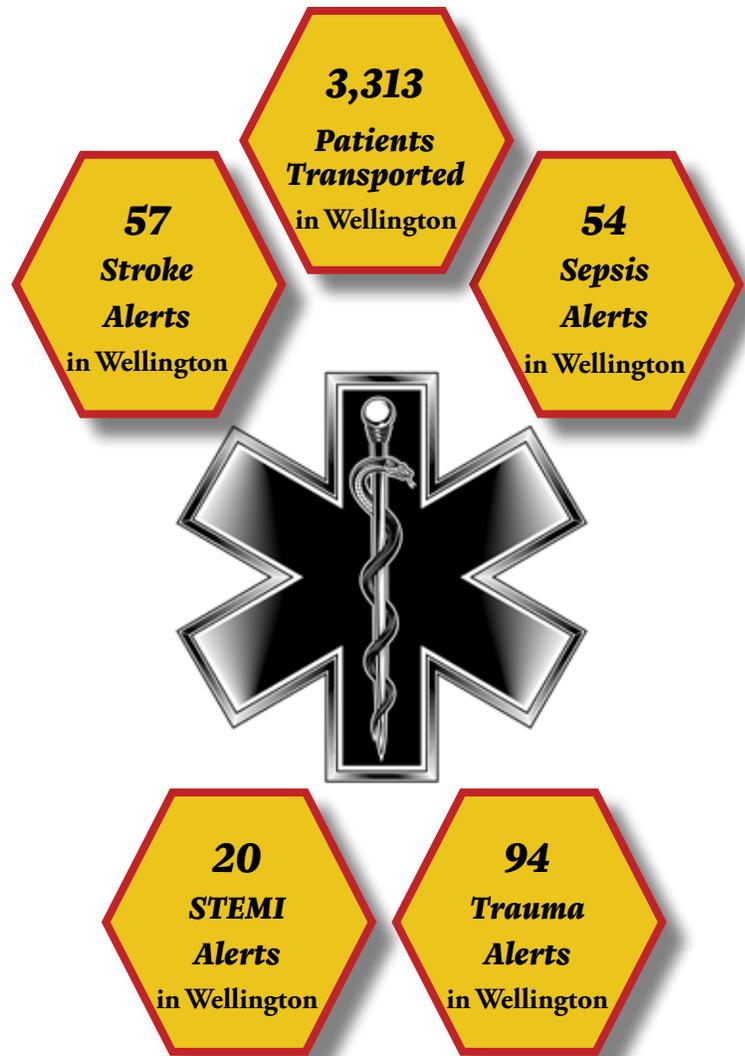
Digital communication cards are loaded on tablets and cell phones used by PBCFR paramedics. These cards consist of pictures and graphics that enable patients to convey emotions and thoughts when verbal communication is not possible.



WELLINGTON EMS CALL STATISTICS FOR FY 23

Specific incidences involving strokes, heart attacks, septic shock, or trauma are categorized as an "Alert." Unique criterion defines and classifies different alert types. When a patient meets alert criteria, trained personnel rapidly treat and expedite transport. While in transit, the receiving emergency care facility is notified of an alert via radio; this allows emergency care providers to prepare for receiving a critical patient.

- Trauma Alert - Rapid recognition and notification of severe, potentially life-threatening traumatic injury.
- STEMI Alert - Specific criteria indicate a patient suffering from a heart attack or STEMI (ST-Elevation Myocardial Infarction).
- Sepsis Alert - Signs and symptoms identified consistent with septic shock, a life-threatening condition caused by a severe infection.
- Stroke Alert - Rapid onset of signs and symptoms associated with hemorrhagic strokes (brain-bleeds) and ischemic strokes (vessel occlusion in the brain) identified.



712
Cardiac
Arrest Cases
County-Wide

28.3%
of cardiac arrest cases County-wide regained a heartbeat
***Florida State average: 23.5%**

** Florida Department of Health*

12.2%
of cardiac arrest cases County-wide were discharged from the hospital alive (87 patients)

** The Cardiac Arrest Registry to Enhance Survival (CARES) average is 8.3%*

WHOLE BLOOD TRANSFUSION PROGRAM

The Whole Blood Transfusion Program was implemented in July 2022 to improve the survival rate of bleeding patients. This program resulted from four years of collaborative efforts with local trauma centers and partners, including thorough logistical planning, developing a comprehensive training program, and ensuring the ethical and legal aspects of the process. PBCFR is one of the few agencies nationwide and the sole agency in Palm Beach County capable of delivering this advanced level of service. Research shows two critical actions can improve the survival odds of a bleeding trauma patient – 1. Stop the bleeding 2. Replace lost blood. Based on the latest peer-reviewed medical research and with the support of Palm Beach County leadership, PBCFR recently introduced Tranexamic Acid (TXA) into the protocol, complementing the whole blood transfusion for massive hemorrhage, which helps to reduce blood loss. Since October 1, 2022, PBCFR has provided 64 whole blood transfusions.



Whole Blood Transfusion Program Awards

During fiscal year 2023, PBCFR received several accolades for the Whole Blood Program and published a paper titled “The Implementation of a Prehospital Whole Blood Transfusion Program and Early Results” in the National Library of Medicine. PBCFR received the Community Organization Hero Award through the Heroes in Medicine program by the Palm Beach County Medical Society.

The National Association of Counties selected PBCFR as the winner of the 2023 Achievement Award.



MOBILE INTEGRATED HEALTHCARE

PBCFR's Mobile Integrated Healthcare (MIH) program enhances the EMS approach by assisting patients with social services and medical needs after their 911 call. The MIH Team consists of paramedics and medical social workers who support patients and families by empowering them with the proper means to improve their health and wellness. MIH programs include:

High Frequency Utilizer & Chronic Disease Management

Ensures patients receive the care and resources needed to reduce reliance on EMS and enhance their safety, wellness, and quality of life. It provides patients who live with a chronic disease the provision of care coordination, health education, and disease management strategies while supporting the patient adjusting to their health issues.

Addiction

Patients who have recently experienced an addiction-related 911 call and are living with an alcohol or substance use disorder are offered education and connections to either harm-reduction or recovery programs.

Pregnancy Outreach

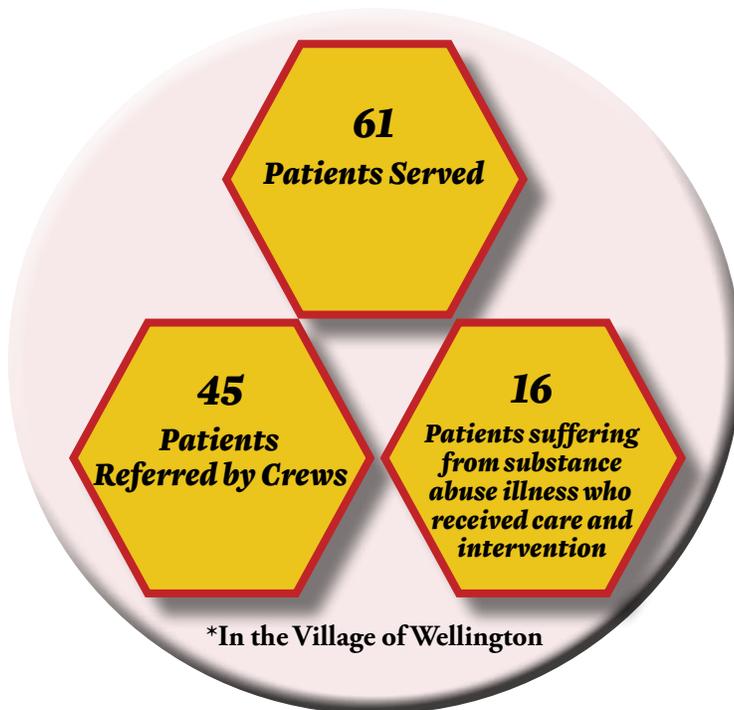
Connects pregnant teens and women to prenatal care and pregnancy/childbirth resources.

Cardiac Arrest Survivor Outreach

Provides cardiac arrest survivors and family with emotional support and other resources. Patients are also provided an opportunity to reunite with the EMS crew who cared for them.

Pediatric and Adult Grief Support

Connects families to grief support and other resources after a loss.



WELLINGTON RESUSCITATION AWARDS

Resuscitation Awards are presented to members of responding crews that display excellence in the care of acute cardiac arrest patients. The crew must adhere to PBCFR Cardiac Arrest Patient Care Protocols and the patient must be released from the hospital with a Cerebral Performance Category (CPC) score of 1 or 2 to qualify for this award. A CPC 1 score means that the patient has good cerebral performance. A CPC 2 score means the patient has a moderate cerebral disability but sufficient function for independent activities of daily life.

**8
Resuscitation
Awards
Given**



VEHICLE ACCIDENTS

Village of Wellington

PBCFR responded to 394 vehicle accidents within the Village of Wellington during FY 2023, six percent of the total calls dispatched. Accidents that occur on interstates and highways are often more severe than those that occur on roads with lower speed limits and require additional units to respond. They require an additional engine to protect first responders by blocking traffic and many require extrication equipment. Vehicle extrication is the process of removing a vehicle from around a person who has been involved in a motor vehicle collision when conventional means of exit are impossible or inadvisable. Extrication must be approached delicately to minimize injury to the victim. PBCFR equips every engine and aerial truck with the hydraulic rescue tools required to safely extricate patients.



Several unique hydraulic rescue tools are often collectively referred to as the "Jaws of Life." Each tool is designed to complete a specific function such as spreading, cutting, pushing, pulling, lifting, or stabilizing. Hydraulic rescue tools use pressurized fluid for high-power operation, force that enables them to manipulate the durable engineered metal alloys vehicles are built with.

Stabilization equipment keeps heavy vehicles from moving and rolling. PBCFR's pneumatic stabilizing struts can support over 20,000 pounds each and lift up to 10 tons.



FIRES

Village of Wellington

During FY 2023, PBCFR dispatched crews to 106 fires in the Village of Wellington. This includes structure fires, vehicle or boat fires, brush fires, and trash fires. Structure fires are located inside a building and can be categorized as high-rise, commercial, apartment, or residential. These types of fires have the most potential to threaten life safety and can result in significant property loss. PBCFR is prepared to respond to each type of structure fire call with adequate personnel and equipment to mitigate damage as quickly as possible. Therefore, a working structure fire receives a minimum of ten units and 24 personnel.

PBCFR enforces strict adherence to the NFPA 1 and 101 fire prevention code and use of smoke detectors, minimizing human casualties and property loss. PBCFR also administers an outreach program that offers smoke detector installation in homes of those who are unable due to physical or monetary needs.

PBCFR WORKING STRUCTURE FIRE RESPONSE	
UNITS DISPATCHED	NUMBER OF PERSONNEL
3 ALS Engines	9
3 ALS Rescues	9
1 ALS Aerial	3
1 EMS Captain	1
1 Battalion Chief	1
1 District Chief	1
10 Total Units	24

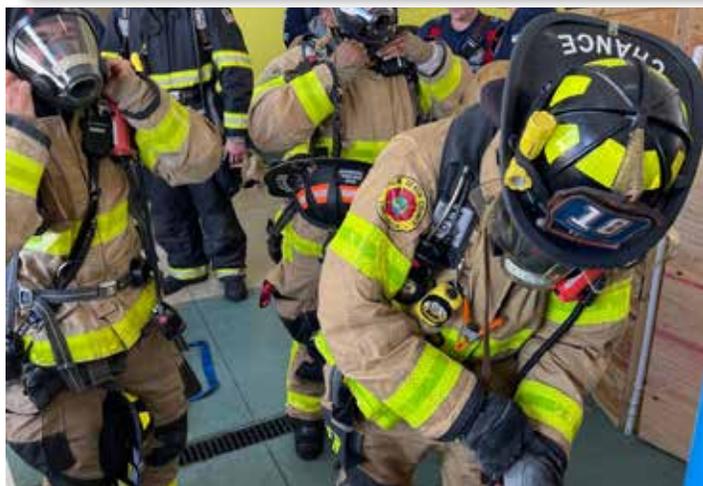


TRAINING & SAFETY

The Training and Safety Division provides various instructional opportunities throughout the year to meet the needs of PBCFR personnel. This includes training for newly hired employees attending the Recruit Academy, and for current operational employees.

Operational employees maintain their required technical certifications through the Training Division. The Division offers classes for personnel at fire stations and the Chief Herman W. Brice Fire Rescue Complex. The Division also distributes safety alerts and training modules online, to ensure that PBCFR personnel receive essential information promptly.

The Training Division processes requests from operational personnel who wish to pursue an Associate's or Bachelor's degree at local colleges and state universities. Four Officer Development Academies were held during FY 2023 for Battalion Chief, EMS Captain, Captain, and Lieutenants. The Division also hosted a department-wide Officer's Forum on mental health for 349 officers.



Training Classes Offered

- National Fire Protection Association (NFPA) 1/101 Update
- Incident Command Systems for Expanding Incidents
- All-Hazards Incident Management Team
- Special Operations Candidate School
- Statewide Emergency Response Plan
- Advanced Cardiac Life Support/CPR
- Pediatric Advanced Life Support
- Tactical Emergency Casualty Care (TECC)
- Florida Urban Search & Rescue classes
 - Structural Collapse
 - Confined Space
 - Trench
 - Rope Rescue
 - Vehicle Machinery Rescue (VMR)
- Florida Fire Inspector Series I
- Live Fire Training Instructor (LFTI)
- Florida Fire Officer Series I
- Florida Fire Officer Series II
- FEMA Strike Team Leader
- Search Culture
- LP Gas Emergencies
- Tesla Electric Vehicle Training
- Elevator Emergencies
- Driver Candidate School
 - Refresher Driver School
 - Emergency Vehicle
- Division of Forestry
- Aerial Operations
 - 100' aerial program
- Dive Rescue
 - Open Water Dive
 - Advanced Water Dive
 - Emergency Response Diver

RECRUIT ACADEMY

One of the essential responsibilities of the Training Division is to provide the initial orientation and training for new recruit firefighters. Each recruit must complete a rigorous 12-14 week program covering fire training, emergency medical services training, physical training, and vehicle machinery rescue training. During FY 2023, recruit classes 86, 87, and 88 were held, in which a total of 81 recruits graduated and began their career at PBCFR. The Probationary Development Coordinator evaluates all probationary firefighters at six and eleven months ensuring skills learned in the recruit academy are retained throughout their first year of employment.



Class 86



Class 87



Class 88



SUPPORT SERVICES

Fleet Maintenance

The Fleet Maintenance team provides support to ensure emergency operation vehicles are ready to respond at a moment's notice, which is crucial to PBCFR's daily operations. The fleet team is staffed with certified Emergency Vehicle Technicians who have repeatedly earned the Automotive Service Excellence (ASE) Blue Seal of Excellence Award.

The Fleet Maintenance section is responsible for:

- 500 emergency fire apparatus and support vehicles
- 750 pieces of support equipment
- 800 preventive maintenance inspections per year, to meet National Fire Protection Association's compliance standards
- 7,500 annual work orders
- Maintenance of two shop locations

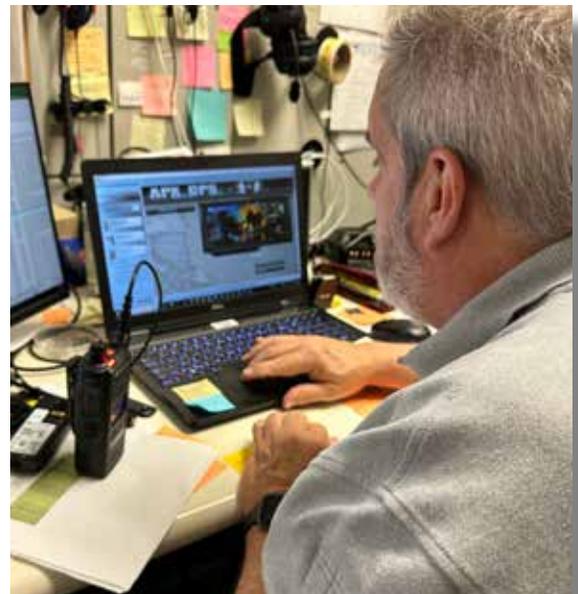


Radio Shop

The Radio Shop provides 24-hour support for all radio and other wireless communications equipment to 49 PBCFR stations, plus 29 additional stations we dispatch for, the Communications Center, Palm Beach International Airport (Station 81), Special Operations, the Tactical Command Unit, and Trauma Hawk.

The Communications Coordinator and five Electronics Technicians are responsible for:

- Nearly 2,000 radios
- Over 1,000 pagers
- Ten 800 MHz repeater sites
- Eight pager repeater sites
- Two very high frequency (VHF) repeater sites
- PBCFR's fire station alerting system (Locution)
- Mobile Data Computers (MDCs) in vehicles



Warehouse & Logistics

The Warehouse and Logistics section manages and provides firefighting equipment, medical supplies, pharmaceuticals, personal protective equipment, and uniform apparel for all PBCFR's operational personnel. The Fixed Asset Inventory section monitors over 11,000 items valued at approximately \$100 million.



Facilities Maintenance

Facilities Technicians oversee station and equipment repairs, preventive maintenance, and inspections at PBCFR's 49 fire stations, Fire Rescue Headquarters, and the Communications Center. This section coordinates all new construction and remodeling management for PBCFR's Comprehensive Fire Station Capital Improvement Program.



SCBA Shop

Wearing a Self-Contained Breathing Apparatus (SCBA) allows firefighters to work in environments that are immediately dangerous to life and health. This piece of equipment provides clean, dry, filtered air directly to their mask and protects them from super-heated air and toxic gases. The Respiratory Protection Manager and two Specialists provide firefighters with SCBA, Self-Contained Underwater Breathing Apparatus (SCUBA), fit testing, compressed air, portable lighting, and gas detection monitors.

Information Technology Services

Information Technology Services (ITS), provides technology solutions to PBCFR and its municipal partners. The ITS team is responsible for application development and evaluation, 911 computer-aided dispatch operations, web administration, network security, domain administration, mobile device management, and inventory control for approximately 2,000 devices used at PBCFR.



EMERGENCY MANAGEMENT

The Emergency Management Division is committed to reducing vulnerability to hazards and minimizing the impact of disasters through preparation, response, and recovery. Under the command of the Division Chief of Emergency Management, the Emergency Management Team contributes to various local, state, and federal committees, teams, and work groups in support of Homeland Security and a safer Palm Beach County.



Disaster Deployment

The Emergency Management Coordinator confirms that rosters for disaster deployment are up to date, ensures that proper training is available, and PBCFR personnel are ready to respond to disasters outside of Palm Beach County or Florida.

Domestic Security

The Florida Department of Law Enforcement administers seven Regional Domestic Security Task Forces (RDSTFs), serving as the foundation of Florida's domestic security structure. Task force members include first responders from fire rescue, emergency management, public health, hospitals, and law enforcement. PBCFR provides a multi-operational presence to the Southeast Florida RDSTF. By utilizing a multi-disciplinary approach and working in conjunction with Emergency Management professionals the RDSTF provides support to impacted communities and local agencies.

Training and Exercises

Emergency responses to large-scale incidents in PBC require a strong unified command presence achieved with partnerships between law enforcement and fire rescue officials. PBCFR works with local, state, and federal agencies to ensure all are trained to respond to any emergency event. This training includes drills at the local Emergency Operations Center, participation in active shooter drills, and regional hazardous material drills.

Hurricane Idalia Deployment

On August 29, the Southeast Florida Region 7 All Hazards Incident Management Team (AHIMT) was called upon to aid Taylor County, Florida, in its recovery efforts following Hurricane Idalia. The team



assisted at the Taylor County EOC for over 14 days, working closely with their Emergency Management Director. They were tasked with assisting several missions such as: clearing roadways, establishing temporary facilities throughout the county, restoring power, and collaborating with the National Guard to establish points of distribution for water, ice, and food. Additionally, they partnered with the County Health Department to acquire supplies for water testing and mosquito control while ensuring that residents were informed about the organizations who were offering daily hot meals.



911 COMMUNICATIONS CENTER

Palm Beach County Fire Rescue's Communications Center is the largest secondary Public Safety Answering Point (PSAP) in Palm Beach County. The Communications Center is a multi-agency operation that handles fire and medical emergency communications for PBCFR, including eight municipal Fire-Rescue Departments. PBCFR is an all-hazards fire rescue department resulting in its Communications Center processing over 400,000 phone calls, annually.

The Communications Center and Management Team report to the Division Chief of Emergency Management. They are managed by the Alarm Office Manager, two Quality Assurance Managers, one Training Supervisor and supported by a GIS/CAD Specialist. Additionally, The Fire Operations Officer (FOO) provides a crucial link between the Communications Center and the Operations crews in the field. They monitor every significant call to aid the on-scene commander with getting additional resources.



The Communications Center employs 61 Communicator-III's under the supervision of four Communicator Supervisors. PBCFR Communicators are certified by the State of Florida as 911 Public Safety Telecommunicators. They are also nationally certified in CPR, Emergency Medical Dispatch, and Fire Service Communications. This training allows them to locate and provide rapid service to 911 callers, provide them with life-saving instruction when needed, and assist emergency personnel in the field. PBCFR Communicators operate complex radio and a Computer-Aided Dispatch (CAD) system that allows them to dispatch, monitor, and communicate with emergency personnel from local law enforcement, fire rescue agencies, hospitals, and aeromedical teams.



COMMUNITY RISK REDUCTION

Plan Review and New Construction



The Plan Review and New Construction Branch reviews fire-related construction plans for compliance with the Florida Fire Prevention Code and inspects all construction phases to ensure compliance with approved procedures. This branch is also responsible for determining water supply for firefighting operations and ensuring access roads meet the requirements necessary to support firefighting apparatus.



Your Safety. Our Priority.

Investigations

The Investigations Branch determines the origin and cause of fires and conducts explosion analysis. In cases of arson, the Investigations Branch conducts a criminal investigation and presents the case to the State Attorney's Office for prosecution. Every Investigator assigned to this branch is a sworn law enforcement deputy and is certified through the State of Florida, the International Association of Arson Investigators (IAAI), and the National Association of Fire Investigators (NAFI). Investigators may testify in both Federal and State Courts, hearings, and depositions.



**If you have any information related to any arson case, please contact Crime Stoppers of Palm Beach County at www.crimestopperspb.com.*



Investigator Training

On January 30th and 31st of 2023, a training on "Electrical Aspects of Appliance Fires" was held at PBCFR for PBCFR investigators, members of the Bureau of Alcohol, Tobacco, Firearms and Explosives, as well as investigators throughout the county and the state of Florida.

Existing Inspections

Existing Inspections Branch responsibilities:

- Conducting field inspections
- Identifying applicable codes/standards
- Preparing inspections reports
- Investigating and resolving complaints
- Participating in legal proceedings with County Code Enforcement and municipalities' special magistrates
- Permits and building processes associated with life safety
- Emergency planning/preparedness, especially for Assisted Living Facilities (ALFs)
- Review Comprehensive Emergency Management Plans (CEMP)
- Additional inspection activities such as re-inspections, fire watch, etc.
- Manage life safety for special events (fireworks, concerts, food trucks, etc.) from site planning to ensuring the events do not exceed maximum occupancy counts



Drowning Prevention Coalition

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

Services Include:

- The DPC partners with the PBC School District to educate and train students from Pre-K to 12th grade on water safety. Adult training is also provided for businesses, non-profit organizations, senior groups, and others.
- Free or reduced-cost swim lessons are offered to underprivileged and special needs children ages 2-12 and their immediate caregivers.



COMMUNITY RISK REDUCTION CONTINUED

Frequently Asked Questions:



What should you do with your old fire extinguisher? Old or used fire extinguishers can be discarded at any Solid Waste Authority home chemical and recycling center and placed in the “compressed cylinder” area. Visit www.swa.org for drop-off locations in PBC or call 866-SWA-INFO.

Does PBCFR inspect or service fire extinguishers? PBCFR does not provide this service. Please call a local fire extinguisher service company in your area or discard it at your nearest household hazardous waste site.

Does PBCFR offer CPR courses for certification? PBCFR does not provide certification for CPR. Please contact a local American Red Cross Chapter or the American Heart Association for conventional CPR certification courses (infant, child, and adult).

What is a Residential Key Lock Box? In emergency situations a lock box contains keys and access codes to allow emergency responders to quickly gain entry into commercial and residential properties. PBCFR uses the Knox Box key system. Residents can call 561-616-7024 for more information. Using a generic alternative to Knox box may cause delays with gaining access. Also, the resident must call 561-616-7012 every year to keep the code active in our CAD (computer aided dispatch) system. Lock boxes should be installed next to the front door so Fire Rescue can access if the situation permits.

Does PBCFR offer free car seats? A new car seat may be provided to eligible children based on availability. If we are unable to match a caregiver with a free car seat for their child, they can call 561-841-3500 to purchase one from Safe Kids Palm Beach County Coalition for a donation fee.



Community Education

The Community Education and Outreach Branch provides intervention strategies to prevent injuries and lives lost due to fire and other hazards.

Educational Courses Offered:

- Babysitter Safety: Hazards in the Home
- Basic First Aid
- Bleeding Control: Stop the Bleed
- Carbon Monoxide (CO) Poisoning Prevention
- Fall Prevention
- Fire & Emergency Evacuation Training/Fire Extinguisher Training
- Fire Safety
- Fire Station Tours
- Hands-Only CPR/AED (Automated/Automatic External Defibrillator)
- Hurricane Safety
- Injury Prevention
- Golf Cart Charging Safety



Services and Programs

Smoke and Carbon Monoxide Alarm Installation Program

PBCFR offers smoke and carbon monoxide (CO) alarm installation for eligible residents. A bedside fire alarm clock with shaker device and a smoke alarm with a strobe light are also available for individuals who are deaf or hard-of-hearing. For questions about eligibility and installation appointments, residents can call 561-616-7049.



Home Safety Survey – The Community Education and Outreach Branch can help assess and identify fire or slip and fall hazards in the home and offer solutions for mitigation.

Child Passenger Safety with Car Seat Checks & Installation

PBCFR's nationally certified Child Passenger Safety Seat Technicians help caregivers properly fit and install car seats. Appointments can be scheduled using the online car seat scheduler at www.pbcfr.org. The information is available in English, Spanish, and Creole. Scan the QR Code for more information.



Youth Firesetting Prevention & Intervention Program

When a child is setting fires intentionally or showing signs of at-risk firesetter behavior, intervention is crucial. This program consists of an intake, interview, fire safety class, and individual and family counseling free of charge with Palm Beach County Youth Services. Call 561-616-7033 for more information.

The Yellow Dot Program - Provides vehicle owners with a yellow sticker to put on the car window and a form to be completed with personal health information. The sticker alerts EMS and law enforcement that a Yellow Dot pamphlet is in the glove compartment to reference if a patient is unable to speak when medical attention is needed.



The Vial of Life – Encourages residents to list their essential medical information on a piece of paper attached to their refrigerator. If 911 is called and the resident is unable to speak, PBCFR can reference the Vial of Life and provide informed medical attention.

Pet Decals - Placed on the outside of a home's front door. If residents are not home at the time of an emergency, the decal conveys to emergency responders the number of cats and dogs (or other animals) inside the home.



FY 2023 FIRE & LIFE SAFETY INSPECTIONS

Village of Wellington Inspection Activity Summary

EXISTING INSPECTION SERVICES	
ACTIVITY	COUNT
Re-inspect	607
Knox Box	271
Annual	168
Other/Misc.	81
3-Year Business/Mercantile	75
Hurricane Status Check	53
Fire Watch	49
Annual Business/Mercantile	27
Annual Residential	23
Sprinkler System	14
AHJ Notification	11
Other	7
Station Visit	5
Complaint	4
Click2Enter	3
Alarm System	3
Fireworks Display	3
Tent	2
Code Enforcement Referral	2

CONSTRUCTION SERVICES	
ACTIVITY	COUNT
Plans Review	540
Fire Department Final (Complete)	121
Business Tax Receipt	107
Company Inspection Annual	84
Fire Alarm Test (Complete)	34
Fire Sprinkler Final (Complete)	34
Fire Alarm Final	30
Fire Framing (Complete)	26
Duct Detector Test	25
Fire Sprinkler Head Relocation (Complete)	24
Emergency Management Plans Review	15
Fire Department Final (Partial)	12
Radio Dialer Test	12
Site Visit	10
Fire Alarm Test (Partial)	9
Radio Dialer Final	9
Access/Access Control	9
Fire Suppression Test	8
Fire Main Underground Pressure (Complete)	7
Hydrant Flow Test	7
Fire Sprinkler Pressure Test Above (Complete)	7
Generator Test	5
Fire Preliminary Site Inspection	3
Elevator Recall	2
No Access	2
Fire Sprinkler Pressure Test Above (Partial)	2
Fire Framing (Partial)	2
Fire Pump Test	2
Fire Sprinkler Head Relocation (Partial)	2
Business Tax Receipt - No Access	2
Fire Main Underground Flush (Complete)	2
Hydrant Final	1
Fire Main Underground Pressure (Partial)	1
Status Inspection	1
Area of Refuge	1



Your Safety. Our Priority.

ADMINISTRATIVE SERVICES

The Administrative Services Division provides centralized administrative support to PBCFR employees as the operational demand for staffing continues to grow. This Division consists of Health and Wellness, Records and Resources Bureau, Recruitment, Payroll, Internal Affairs, Staffing, Public Information, and Media Services.



Recruitment

The Administrative Services Division Aide facilitates the direction and management of hiring, promotions and recruitment processes for hundreds of current and potential PBCFR employees. The Administrative Services Division also informs the public about the broad spectrum of careers and opportunities available at PBCFR and the procedures for becoming a Firefighter EMT/PM.

Health & Wellness

PBCFR's Wellness Coordinator and Exercise Physiologist work together to ensure the mental and physical needs of PBCFR's operational employees are met by:

- Facilitating comprehensive care through the Employee Assistance Program (EAP)
- Administering workers' compensation, extended leave, and light duty programs
- Evaluating and overseeing the annual fitness assessments of every operational employee
- Directing the daily physical fitness training for every 12-14 week recruit class
- Providing modern equipment and techniques to sustain healthy and capable firefighters

Records and Resources Bureau

The Records and Resources Bureau acts as the Health Insurance Portability and Accountability Act (HIPAA) Privacy and Security Officer. The Bureau works with the Palm Beach County Attorney's Office, the State of Florida Attorney, and law firms throughout

the county. This section processes subpoenas and public records requests in addition to managing the storage, retrieval, and retention of department records.

Payroll

The Payroll Section processes bi-weekly pay for over 1,800 PBCFR personnel and ensures all promotions, accruals, and schedule changes are completed accurately and promptly. They also oversee the supplemental long-term disability program, computer and coding configuration for database compatibility, and conduct audits to maintain compliance with the Collective Bargaining Agreement.

Internal Affairs

The Internal Affairs Section fairly and impartially investigates any internal or external concerns while following all department policies and procedures. They act as the department liaison to the Palm Beach Sheriff's Office as well as other local, state, or federal law enforcement agencies. This section also keeps the department informed of any situational awareness issues related to Fire Rescue.

Staffing

The Staffing Officer oversees multiple rounds of annual unit bidding, Kelly days and vacation requests, and tracks the credentials and promotions of over 1,600 Operational Fire Rescue employees. They make daily adjustments of staffing, promotions, and new hires and oversee all light-duty employees. In addition, they ensure that the scheduling of all stations and units complies with the Collective Bargaining Agreement requirements.

FINANCE & PLANNING

Finance



The Finance Section strives for transparency and compliance with standard practices and policies while matching resources to PBCFR's rapidly changing needs and priorities.

The Finance Section is responsible for the following:

- Preparation, management, budget oversight, expenditures, and revenue collections as guided by Federal, State, and County requirements in support of the operations of the Department.
- Procurement of goods and services through responsible use of Department resources while complying with the Purchasing Department's requirements and the Office of Equal Business Opportunity.
- Preparing specifications for agreements and contracts for direct services, special events, vehicle maintenance, fire inspections, municipal service agreements, agenda items, and hazardous materials incidents in collaboration with the County Attorney's Office.



Planning

The Planning Section analyzes data collected from all areas of PBCFR to aid in decision-making and evaluation of service levels. Planning utilizes Geographic Information Systems (GIS) to produce and maintain the Computer-Aided Dispatch (CAD) map. GIS and spatial analysis tools provide information to leadership toward solving complex location-oriented issues.

Specific functions of the Planning Section include:

- Plan for future fire stations
- Analyze the impact of land-use changes, development of regional impact, and annexations of fire rescue services
- Assist the Insurance Service Office with review to determine Fire Rescue's rating for property insurance rates
- Provide annual statistics reports for PBCFR and served municipalities
- Produce PBCFR annual report
- Provide the Department cartographic services and spatial analysis for routine and special projects
- Implement improvements to CAD mapping and routing system and troubleshoot reported issues
- Analysis of all available data collected by PBCFR to support various divisions within the Department



PUBLIC INFORMATION & MEDIA SERVICES

The Public Information and Media Services Team ensures that community members are informed, engaged, and connected with PBCFR. The Public Information Office is the official line of communication with citizens and the media, delivering information about emergency incidents, public safety, fire rescue services, outreach programs, and more. The goal of the Public Information Office is to get the “right information to the right people at the right time to make the right decisions.”

Through decades of service, PBCFR’s award-winning Media section is instrumental in producing live and public events, creative media and communications, while also educating and training personnel. With more than 49 fire stations across an 1800 square mile coverage area, virtual training is an important component in making sure all firefighter/paramedic personnel are up-to-date on the latest medical science, equipment, and department advancements.

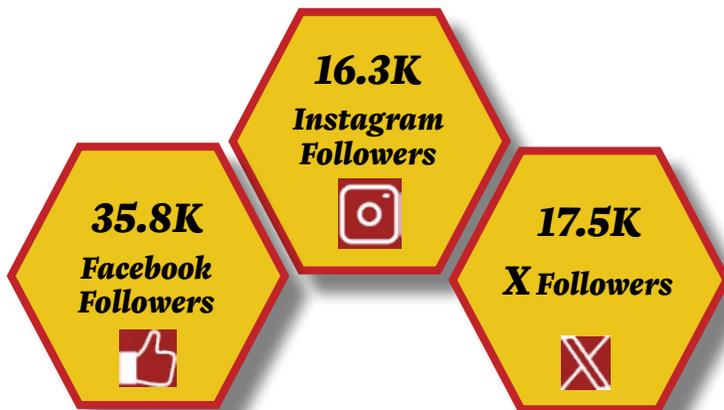
Media Services:

- Video production for training & communications
- Public safety messages
- Social media content
- Still Photography
- Graphic design
- Publications
- Live events
- Virtual & live streaming



Public Information Office:

- Department publications
- PIO Incident response
- Media interviews
- Press conferences
- Social media content & management
- Internal and external communications
- Department traditions & ceremonies
- Employee and citizen awards program
- Hurricane and activation command team
- Public outreach campaigns



Follow @PBCFireRescue



Palm Beach County Fire Rescue

405 Pike Road, WPB 33411

561.616.7000

www.pbcgov.org

Follow us on:



@PBCFireRescue



Palm Beach County Board of County Commissioners

Maria Sachs, Mayor

Maria G. Marino, Vice Mayor

Gregg K. Weiss

Michael A. Barnett

Marci Woodward

Sara Baxter

Mack Bernard

County Administrator

Verdenia C. Baker

Assistant County Administrator

Reginald K. Duren

Palm Beach County Fire Rescue Administrator

Patrick J. Kennedy