



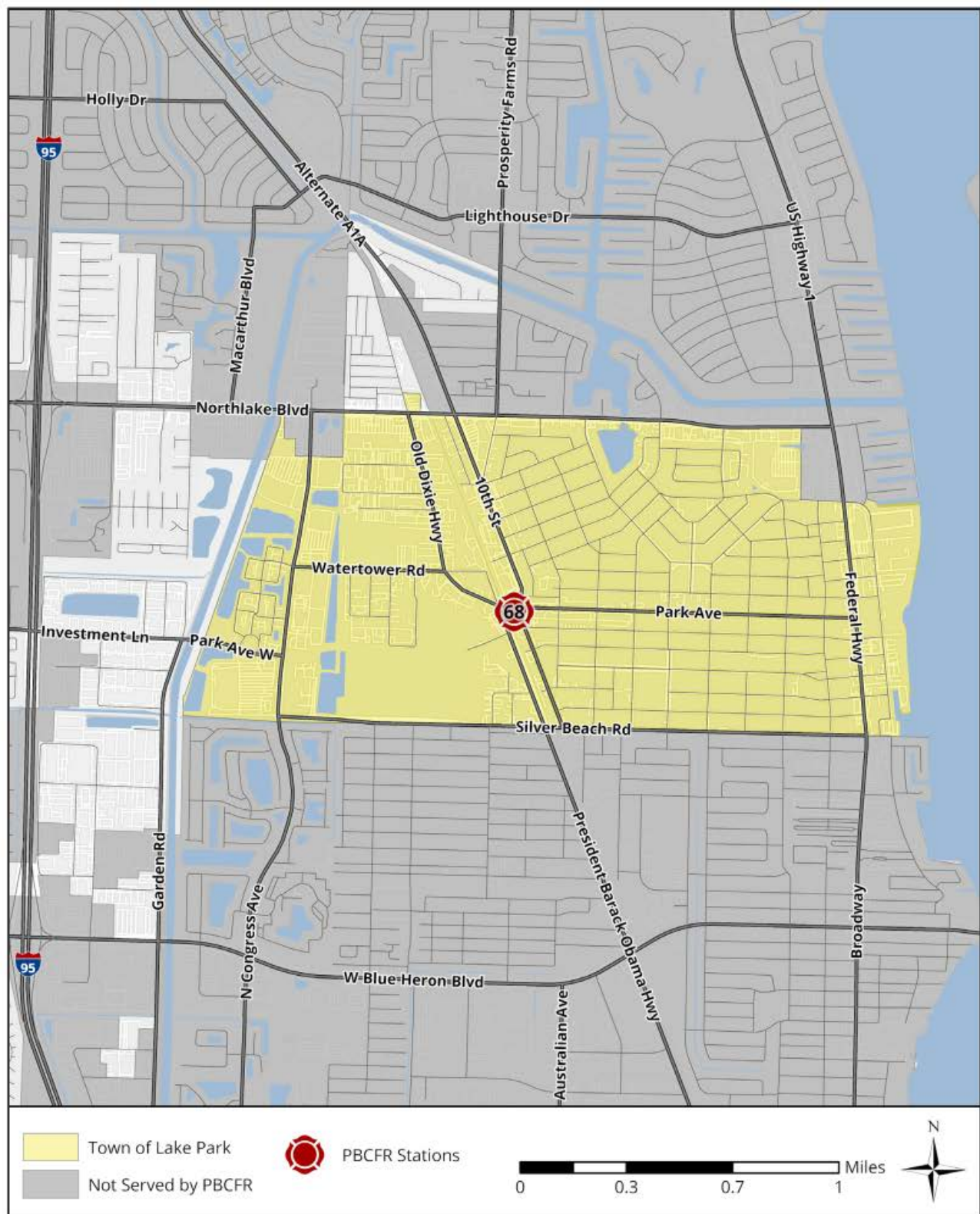
# **PALM BEACH COUNTY FIRE RESCUE**

## **TOWN OF LAKE PARK ANNUAL REPORT**

**OCTOBER 1, 2022 – SEPTEMBER 30, 2023**

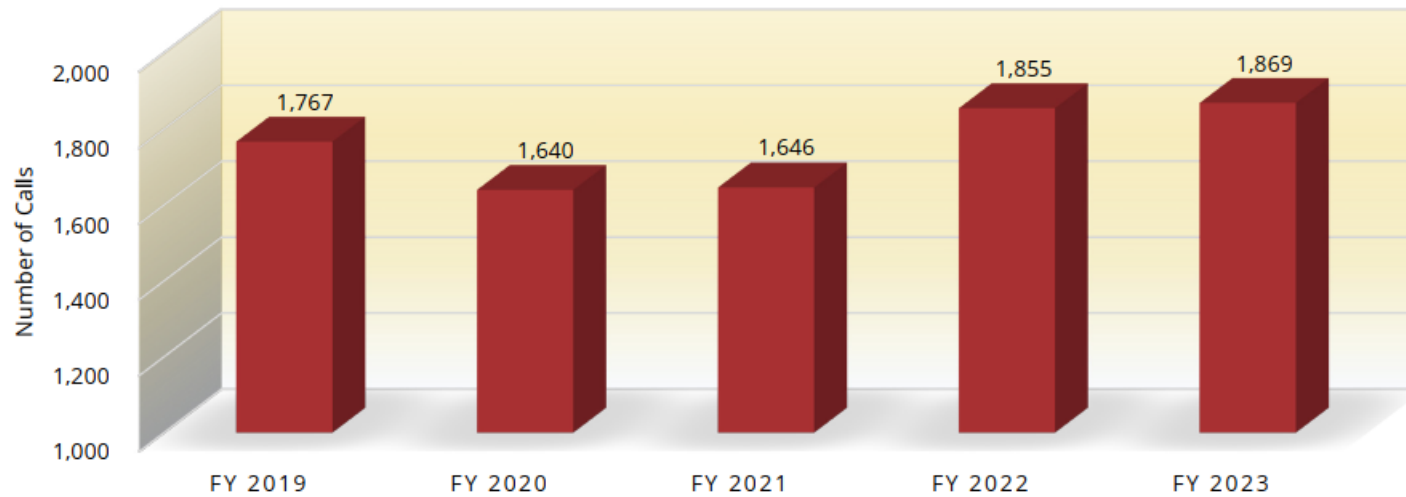




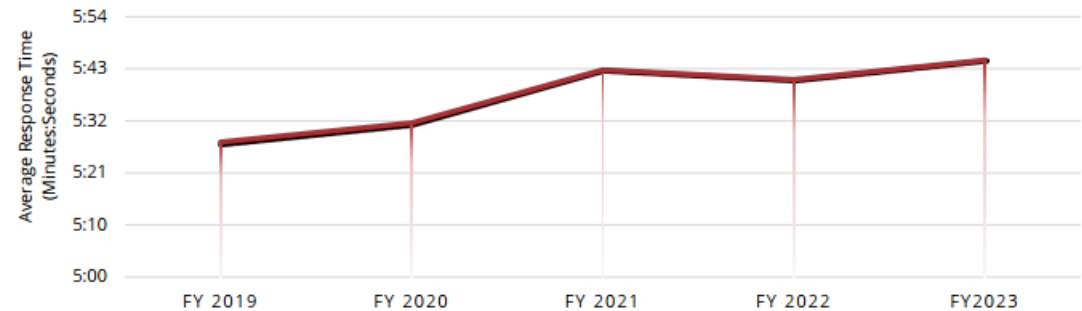


# TOWN OF LAKE PARK FY 2023 CALL ACTIVITY

## TOTAL NUMBER OF CALLS

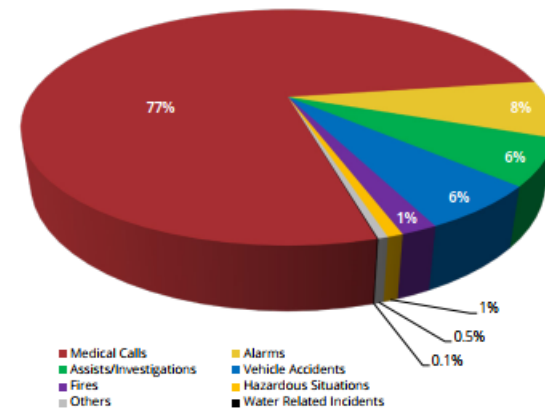


## AVERAGE RESPONSE TIME



## CALLS BY SITUATION DISPATCHED

SITUATION DISPATCHED	NUMBER OF INCIDENTS
Medical Calls	1,437
Alarms	146
Assists/Investigations	116
Vehicle Accidents	113
Fires	33
Hazardous Situations	14
Others	9
Water Related Incidents	1
<b>Total</b>	<b>1,869</b>



The Town of Lake Park is primarily served by station 68. 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 THE TOWN OF LAKE PARK

STATION	APPARATUS	STAFFING (number of personnel)
<b>Station 68</b> 1000 Park Avenue, Lake Park, FL 33403	ALS Rescue (1)	3
	ALS Engine (1)	3
	Foam 68	(cross-staffed with ALS Engine)

### ADDITIONAL RESOURCES IN THE SURROUNDING AREA

STATION	APPARATUS	STAFFING (number of personnel)
<b>Station 15</b> 12870 US Highway 1, Juno Beach, FL 33408	ALS Rescue (1)	3
	ALS Ladder (1)	3
	4WD Brush Truck (1)	(cross-staffed with ALS Ladder)
<b>Station 17</b> 8130 N. Jog Road West Palm Beach, FL 33412	ALS Engine (1)	4
	4WD Brush Truck (1)	(cross-staffed with ALS Engine)
<b>Station 19</b> 322 N. Central Blvd., Jupiter, FL 33458	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
	4WD Brush Truck (1)	(cross-staffed with ALS Engine)





# 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.



## Whole Blood Transfusion Program

Division Chief Charles Coyle presents the benefits and success of the Whole Blood Transfusion Program to the Lake Park Commission. (see page 17 for details on the Whole Blood Program)



## Stop the Bleed Training

PBCFR's Community Risk Reduction Division visited the Town of Lake Park to teach employees how to "Stop the Bleed." In some public places, bleeding control kits can be found inside AED cabinets or with first aid kits. Knowing how to use a bleeding control kit can save a person's life.



## 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.



# 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

## 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.





# EMPLOYEE RECOGNITION & AWARDS

*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 (PBI) from Station 81. During the past fiscal year, PBI'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.





*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**

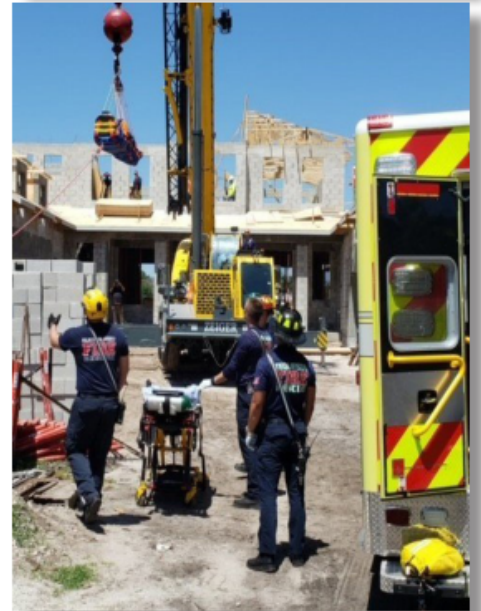
PBCFR maintains four dive teams skilled in underwater rescue, capable of responding during extreme conditions such as zero visibility and night dives. Dive teams are equipped with dry suits and advanced communication systems to facilitate quick and safe rescues. PBCFR divers are trained to the highest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





# LAKE PARK EMS CALL STATISTICS FOR FY 2023

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.





# 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.*

## LAKE PARK SURVEY RESULTS OCTOBER 2022 - SEPTEMBER 2023



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

**88.5 %**



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.

**96 %**



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.

**96.2 %**

Percentages are calculated from 26 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.

**100%**  
**OVERALL  
SATISFACTION**



# VEHICLE ACCIDENTS

## Town of Lake Park

PBCFR responded to 113 vehicle accidents within the Town of Lake Park during FY 2023, 6% 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

During FY 2023, PBCFR dispatched crews to 33 fires in the Town of Lake Park. 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
<b>10 Total Units</b>	<b>24</b>



# 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:

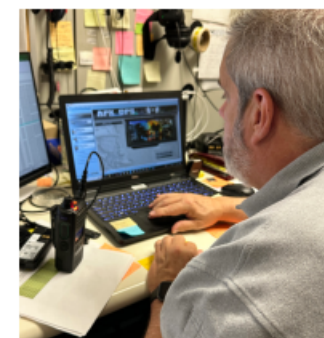
- 500 emergency fire apparatus and support vehicles
- 750 pieces of support equipment
- 800 preventive maintenance inspections per year, to meet National Fire Protection Association's compliance standards
- 7,500 annual work orders
- Maintenance of two shop locations



## 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:



## 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.

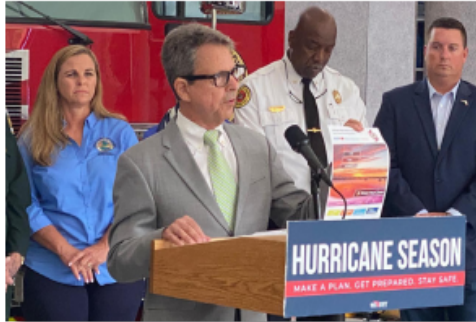


## Information Technology Services

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

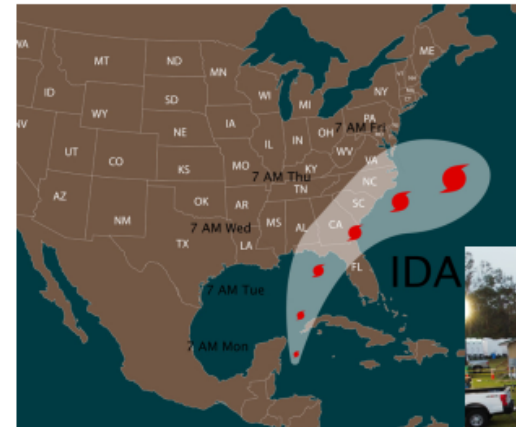
The Florida Department of Law Enforcement administers seven Regional Domestic Security Task Forces (RDSTFs), serving as the foundation of Florida's domestic security structure. Task force members include first responders from fire rescue, emergency management, public health, hospitals, and law enforcement. 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 COMMUNICATION CENTER

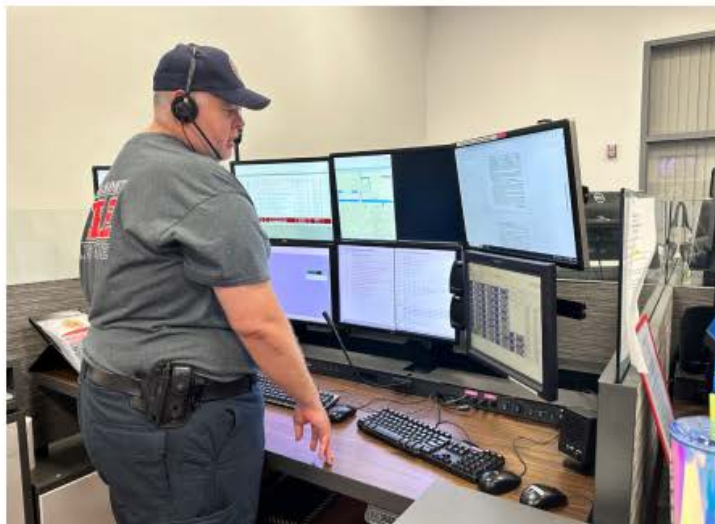
*Palm Beach County Fire Rescue's Communications Center is the largest secondary Public Safety Answering Point (PSAP) in Palm Beach County. The Communications Center is a multi-agency operation that handles fire and medical emergency communications for PBCFR, including eight municipal Fire-Rescue Departments. 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.crimestopperspbc.com](http://www.crimestopperspbc.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.



# COMMUNITY RISK REDUCTION CONT...

## 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 CONT...

## 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](http://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





# COMMUNITY RISK REDUCTION CONT...

## 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](http://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

## Town of Lake Park Inspection Activity Summary

EXISTING INSPECTION SERVICES	
ACTIVITY	COUNT
Annual	167
Re-inspect	153
Knox Box	134
Annual Residential	78
3-Year Business/Mercantile	37
Other/Misc.	18
AHJ Notification	11
Annual Business/Mercantile	9
Hurricane Status Check	7
Fire Watch	5
Sprinkler System	4
Station Visit	4
Complaint	3
Alarm System	2
Stop Work Order	2
Occupant Load Calculation	1
Backflow Prevention Device	1
Tent	1
Fireworks Display	1

CONSTRUCTION SERVICES	
ACTIVITY	COUNT
Plans Review	294
Business Tax Receipt	83
Company Inspection Annual	42
Fire Department Final (Complete)	39
Fire Alarm Test (Complete)	28
Fire Sprinkler Head Relocation (Complete)	23
Fire Alarm Final	23
Fire Sprinkler Final (Complete)	19
Fire Framing (Complete)	15
Fire Sprinkler Pressure Test Above (Complete)	13
Fire Main Underground Pressure (Partial)	10
Fire Department Final (Partial)	6
Fire Sprinkler Pressure Test Above (Partial)	5
Fire Sprinkler Head Relocation (Partial)	5
Hydrant Final	5
Fire Preliminary Site Inspection	4
Fire Alarm Test (Partial)	4
Fire Main Underground Flush (Complete)	4
Fire Suppression Test	3
Emergency Management Plans Review	3
Fire Pump Test	3
No Access	2
Fire Sprinkler Final (Partial)	2
Fire Main Underground Pressure (Complete)	2
Access/Access Control	1
Duct Detector Test	1
Site Visit	1
Spray Booth	1
Fire Framing (Partial)	1
Fire Main Underground Flush (Partial)	1



**Your Safety. Our Priority.**



# 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.”

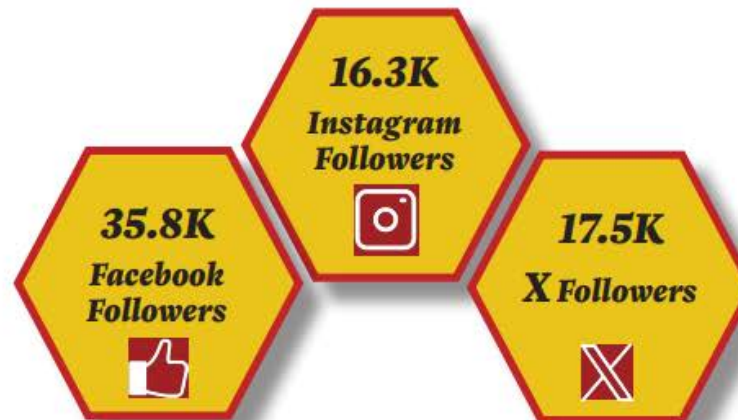
Through decades of service, PBCFR's award-winning Media section is instrumental in producing live and public events, creative media and communications, while also educating and training personnel. With more than 49 fire stations across an 1800 square mile coverage area, virtual training is an important 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**





**EXCELLENCE TODAY**



**IMPROVING TOMORROW**

# QUESTIONS???

**INTEGRITY • UNITY • COMPASSION • ACCOUNTABILITY • DEDICATION**