



PALM BEACH COUNTY FIRE RESCUE

CITY OF WESTLAKE ANNUAL REPORT



OCTOBER 1, 2024 – SEPTEMBER 30, 2025

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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:



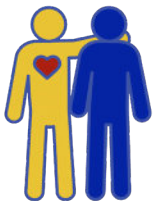
INTEGRITY

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.



MESSAGE FROM THE FIRE CHIEF



It is a profound honor to serve as the Fire Chief of Palm Beach County Fire Rescue (PBCFR) and to stand alongside the extraordinary men and women who answer our community's call for help every day. Their professionalism, courage, and commitment to service were on full display as residents faced a significant natural disaster. Palm Beach County experienced its first EF3 tornado in more than 50 years, carving a 21-mile path of destruction through communities from Wellington to Loxahatchee and Jupiter Farms. The unexpected storm leveled homes, overturned vehicles, and left numerous residents trapped amid the debris. In just a matter of hours, our dispatch center was inundated with several hundred 911 calls for help. Dozens of PBCFR units were immediately deployed to the hardest-hit areas, working tirelessly to locate survivors, conduct rescues, and stabilize devastated neighborhoods. As a regional, resource-rich fire department, we were able to execute a large-scale disaster response while continuing to protect every community within our system.

The very next morning, we deployed the county's only Urban Search and Rescue (USAR) Team back to the severely affected areas to continue searches and damage assessments – something we would not have been able to do just the year before. In 2024, our USAR Team was officially recognized by the Florida Division of Emergency Management as a Type 3 team. This signifies our readiness to apply advanced skills in structural collapse rescue, trench and rope operations, K9 search, and specialized medical and engineering support for disaster areas. We also achieved the highest national level possible, a Type 1 designation, for our Swiftwater Team, a water specialty unit. Proof again that PBCFR is prepared for anything and everything.

PBCFR became the first agency in Palm Beach County to integrate plasma transfusions into our Whole Blood Program, placing us among a small number of elite emergency service agencies nationwide capable of delivering this advanced level of prehospital care. Research indicates that plasma administration may help initiate critical reparative processes in patients with traumatic brain injuries and severe burns, further enhancing patient outcomes. These innovative treatments have driven PBCFR to assume a national leadership role, sharing best practices, advancing clinical knowledge, and helping shape the future of prehospital trauma care.

In early 2025, we broke ground on Station 92, our 52nd fire station, which will enhance emergency response for over 17,000 residents in the western Lake Worth area and beyond. When the station opens, it will add to our existing 51 strategically located fire stations across Palm Beach County as we commit to growing efficiently. One million people across Palm Beach County depend on us to provide the highest level of emergency services because we can allocate resources where they are needed most. We also ensure that all our personnel are trained to the highest level of industry standards, with consistency in equipment, protocols, and communications.

We launched a pilot program to evaluate Applied Information's Glance®, an emergency vehicle traffic preemption system designed to improve response times by intelligently managing traffic signals at high-volume intersections. This initiative reflects our continued commitment to lowering response times and enhancing the safety of both our responders and the community we serve, ensuring help arrives faster when seconds matter most.

As PBCFR marked its 40th Anniversary in October 2024, we reflected on Chief Herman W. Brice's vision to transform a fragmented system of ten fire taxing districts into one unified, trusted agency. His goal was to build strength, efficiency, and reliability in emergency response for the communities we serve. Forty years later, that vision lives on. Our strength lies not only in our capabilities, but in the promise we keep to our community: to protect, to respond, and to deliver when lives are on the line.

Patrick J. Kennedy
Fire Chief

MESSAGE FROM THE DISTRICT CHIEF



AMANDA VOMERO

Dear Westlake Community,

I began my career with Palm Beach County Fire Rescue 25 years ago, driven by a genuine passion for helping others and a belief that the dynamic, high-energy nature of the fire service was the right fit for me. Throughout my career, that commitment has remained constant. The safety, well-being, and trust of the communities we serve continue to be my top priority.

If you have any questions, concerns, or would like additional information regarding Palm Beach County Fire Rescue, please do not hesitate to reach out.

PATIENT SATISFACTION SURVEY



PBCFR is committed to delivering the highest quality patient care to the communities it serves. In May 2022, PBCFR initiated a partnership with Baldrige Group to survey patients as part of a customer service initiative. Since then, PBCFR has consistently achieved outstanding patient satisfaction scores. In **FY 2025**, **100%** of the **11** patients surveyed in the **City of Westlake** expressed overall satisfaction with the services provided by PBCFR.

“They were very sweet and so helpful. He was describing everything he was doing, and his energy was great. I felt so calm with him. I have been in ambulances before, but nothing compares to this.”

“They were just very compassionate and concerned for my wellbeing. I am older and they treat me very gingerly. They’ve come before and I’m very lucky in that I’ve always had a good experience when they do.”

“Your crew are angels! I would score you an 11+, but since I can only do a ten I’ll have to say a ten.”



 <p>Patients said they would tell friends and family about the positive experience they had with PBCFR.</p> <p>100 %</p>	 <p>Patients said they were ‘Satisfied’ or ‘Very Satisfied’ with the 911 Center’s ability to confirm their location and nature of their problem.</p> <p>100 %</p>	 <p>Patients were ‘Satisfied’ or ‘Very Satisfied’ with the Dispatcher’s instructions regarding their emergency.</p> <p>100 %</p>	 <p>Patients told us they were ‘Satisfied’ or ‘Very Satisfied’ with the prompt arrival of PBCFR firefighters and paramedics.</p> <p>100 %</p>
 <p>The professionalism of PBCFR firefighters and paramedics left patients feeling ‘Satisfied’ or ‘Very Satisfied’ with the care they received.</p> <p>100 %</p>	 <p>Patients felt ‘Satisfied’ or ‘Very Satisfied’ with the level of compassion shown to them and their families by PBCFR firefighters and paramedics.</p> <p>100 %</p>	 <p>Patients said they were ‘Satisfied’ or ‘Very Satisfied’ with the paramedics’ explanation of any procedures they performed.</p> <p>100 %</p>	 <p>Patients reported they were ‘Satisfied’ or ‘Very Satisfied’ with the paramedics’ attempts to treat their condition.</p> <p>100 %</p>

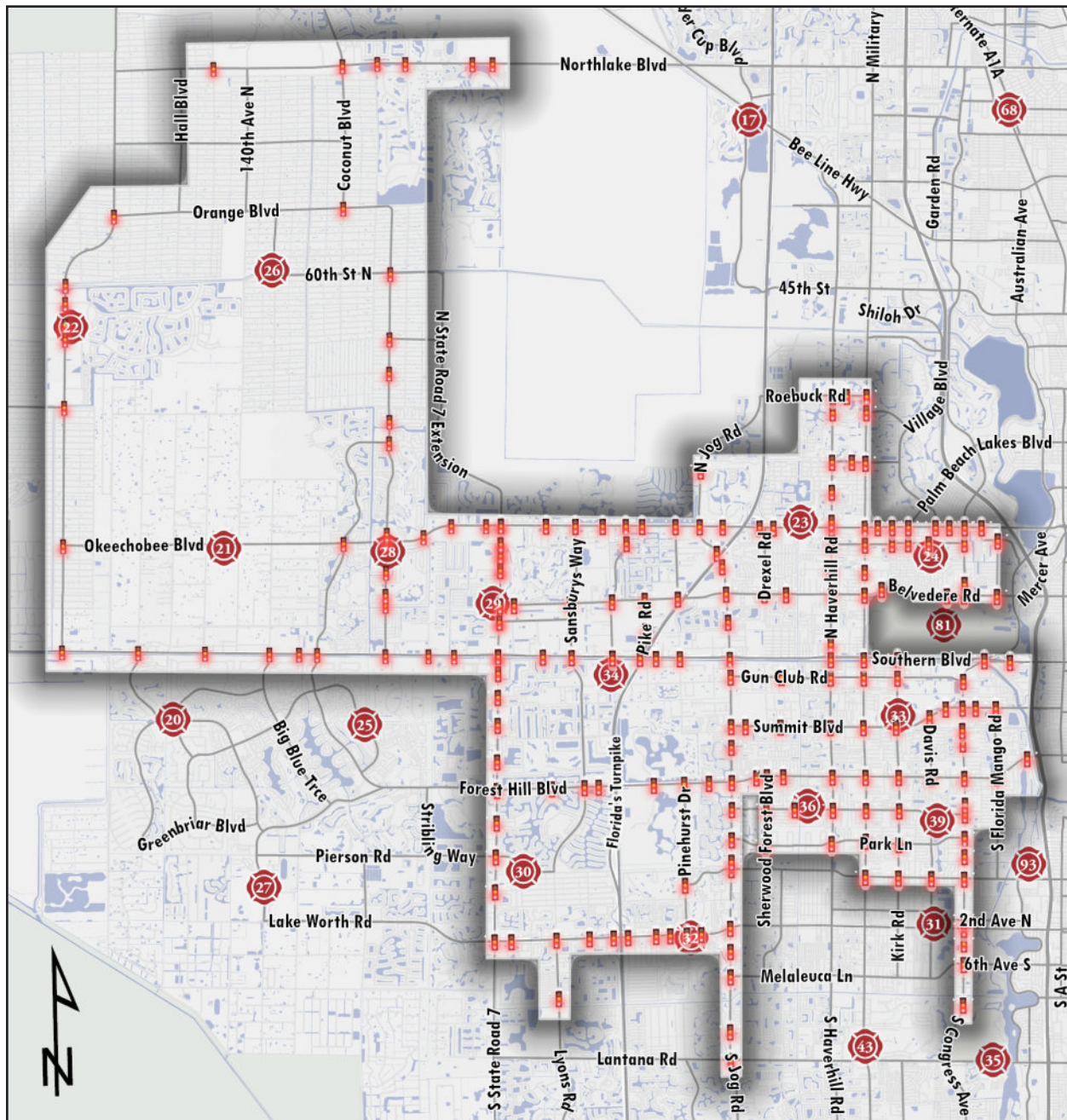
WESTLAKE SERVICE AREA



TRAFFIC PREEMPTION

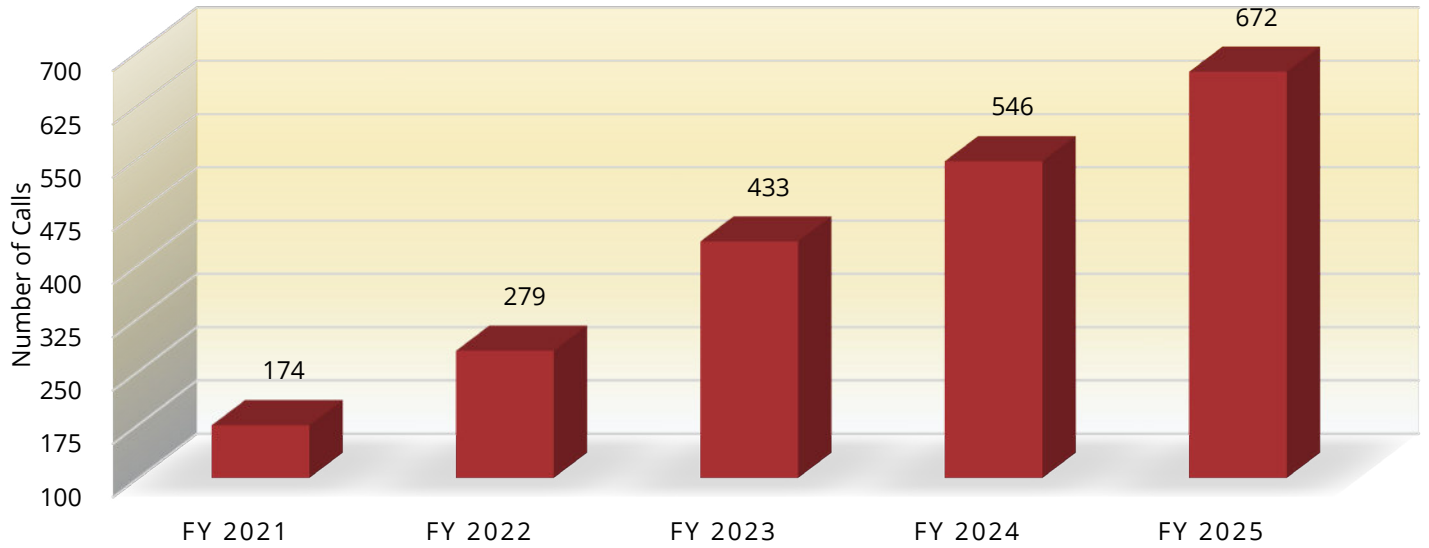
PBCFR Starts a Pilot Program for Traffic Preemption

In August 2025, PBCFR launched a pilot program to test Applied Information's Glance®, an emergency vehicle traffic preemption system. The Glance® system enhances emergency response using both cellular and radio communication to report the vehicle's GPS location, speed, direction, and basic vehicle telemetry. As a vehicle approaches an intersection, the system estimates the vehicle's time of arrival and automatically adjusts traffic signals, granting a green light to the emergency vehicle while holding conflicting traffic. Once the vehicle clears the intersection, normal signal operation resumes. The program is designed to provide faster, safer emergency responses and is a major step toward developing smart traffic infrastructure in PBC. The system was implemented to help manage increased traffic due to road closures in the Beeline/Northlake Boulevard detour area, which includes: the Acreage, Westlake, Loxahatchee Groves, and Royal Palm Beach. The program was expanded to include Battalion 10 and the surrounding areas bordered by Roebuck Road, I-95, Lake Worth Road, and State Road 7. Municipalities included in this trial are Haverhill, Cloud Lake, Glen Ridge, Lake Clarke Shores, and portions of Palm Springs and Wellington.

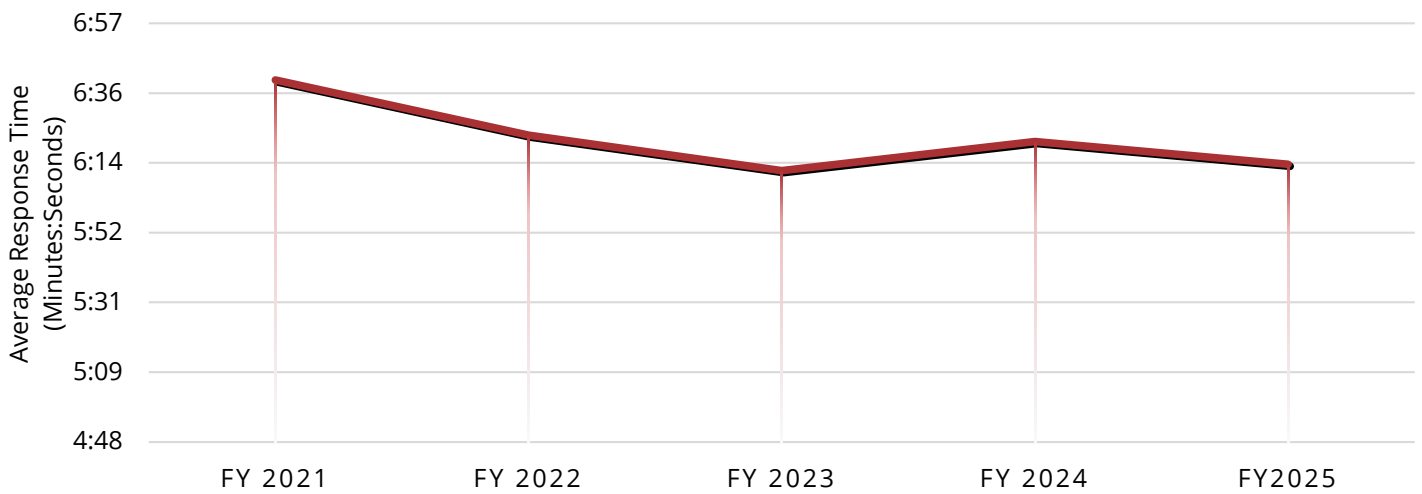


WESTLAKE FY 2025 CALL ACTIVITY

TOTAL NUMBER OF CALLS

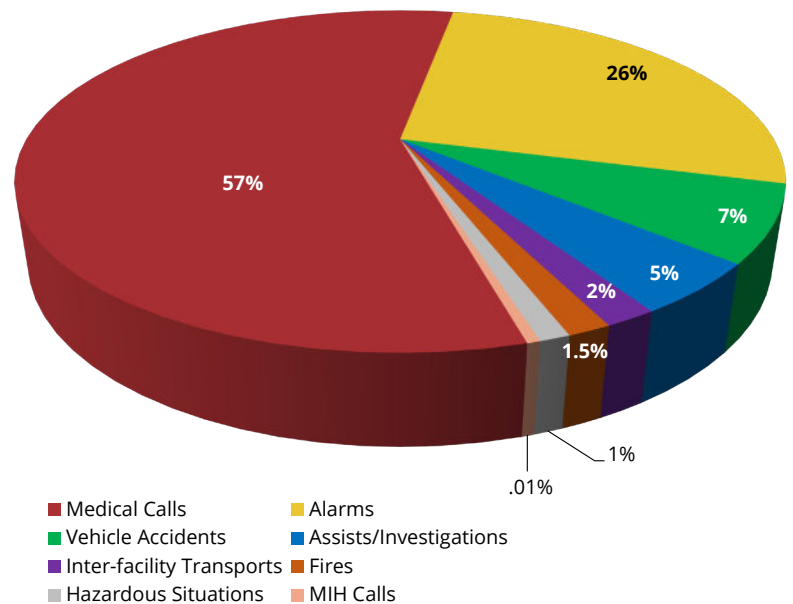


AVERAGE RESPONSE TIME



CALLS BY SITUATION DISPATCHED

SITUATION DISPATCHED	NUMBER OF INCIDENTS
Medical Calls	383
Alarms	177
Vehicle Accidents	48
Assists/Investigations	32
Inter-facility Transports	12
Fires	10
Hazardous Situations	7
MIH Calls	3
Total	672



STATIONS • APPARATUS • STAFFING

The City of Westlake is primarily served by Station 22. 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 CITY OF WESTLAKE

STATION	APPARATUS	STAFFING (number of personnel)
Station 22 16650 Town Center Parkway S. Westlake, FL 33470	ALS Rescue (1)	3
	ALS Engine (1)	3
	EMS Captain Command (1)	1
	Battalion Chief Command (1)	1
	Tender (1)	1
	4WD Brush Truck (1)	(cross-staffed with ALS Engine)

ADDITIONAL RESOURCES IN THE SURROUNDING AREA

STATION	APPARATUS	STAFFING (number of personnel)
Station 21 14200 Okeechobee Blvd. West Palm Beach, FL 33470	ALS Rescue (1)	3
	ALS Engine (1)	3
	4WD Brush Truck (1)	(cross-staffed with ALS Engine)
	High Water Vehicle (1)	(cross-staffed with ALS Engine)
Station 26 6085 Avocado Blvd. West Palm Beach, FL 33411	ALS Rescue (1)	3
	ALS Engine (1)	3
	4WD Brush Truck (1)	(cross-staffed with ALS Engine)

New Emergency Response Staff

Additional Command Staff were placed at Station 22, located at 16650 Town Center Parkway South in Westlake.

- October 19, 2024 - Command Staff Battalion Chief (BC22)
- January 8, 2025 - Command Staff EMS Captain (EMS22)



STATIONS & APPARATUS

STATION 22



Rescue 22



Engine 22



Tender 22



Brush 22



EMS 22



BC 22



PBCFR UNVEILS NEW PINK PUMPER

During a ceremony to mark the start of Breast Cancer Awareness Month, PBCFR unveiled a new Pink Pumper, a 2009 Sutphen, replacing the department's original 1989 Young Crusader. PBCFR's first Pink Pumper spent more than a decade traveling throughout the county in support of cancer patients and their families. Cancer survivors and families participated in a "Transfer of Memories," moving hoses, helmets, memorabilia, and the original flag from the retiring unit to the new one, and signed the new vehicle in tribute to those affected by cancer. The program is supported by IAFF Local 2928, Retired Firefighters of Palm Beach County, and the PBCFR Firefighters Attacking the Cancer Epidemic (FACE) Team.



40TH ANNIVERSARY CELEBRATION



Forty years ago, Chief Herman W. Brice had a clear vision to build a strong fire department where people wanted to work that also fostered community support and public trust. That vision became a reality with the formation of PBCFR, which consolidated ten fire taxing districts into a single, cohesive agency. Since its founding, PBCFR has grown into one of the largest fire departments in Florida. It now operates 51 fire stations across the county and continues to expand. On October 5, 2024, PBCFR celebrated its 40th anniversary with a free community event held at the Chief Herman W. Brice Fire Rescue Complex in West Palm Beach. More than 1,500 attendees enjoyed live demonstrations showcasing the skills of firefighters and paramedics. Demo highlights included rappelling from a seven-story tower, operating the “Jaws of Life,” CPR presentations, and hands-on fire safety activities. Families and kids had plenty to enjoy with fire hose spraying, scavenger hunts, PBCFR truck tours, food, and more. The event was a vibrant celebration of four decades of dedicated service and community partnership.

40th Anniversary



EMPLOYEE RECOGNITION & AWARDS

Inspector Award

In April 2025, Fire Inspector Cindi Campbell was presented with the 2024 Florida Fire Inspector of the Year award in Tallahassee by the Florida Fire Marshals and Inspectors Association.



Investigator Award

PBCFR Fire Investigations Supervisor, Tom Fucci, was named the 2025 Florida Fire and Explosion Investigator of the Year by the Florida Fire Marshals and Inspectors Association. Investigator Fucci has dedicated 23 years to PBCFR and currently leads a team of six Fire Investigators. His commitment to the job never wavers as he regularly responds to fire scenes on nights, weekends, and holidays.



Fire Marshal's Association of Palm Beach County Awards

PBCFR's Fire Investigations Supervisor, Tom Fucci, was recognized as the 2024 Investigator of the Year, and Fire Inspector Gary Smith as the 2024 Fire Inspector of the Year by the Fire Marshal's Association of Palm Beach County. During the ceremony, Supervisor Elyse Carhart and Lead Inspector Cindi Campbell were sworn in to the Executive Board for 2025.



Firefighter Awards Ceremony

Two awards were presented at the Chamber of Commerce of the Palm Beaches Firefighter Breakfast Awards in October 2024. The first was awarded to crews from Station 53, who received the Fire Station of the Year award. The recognition came after they saved the life of one of their own, Firefighter Nick Fuenzalida. He suffered a cardiac arrest while on duty on a run near the station. His fellow firefighters acted quickly and successfully revived him.

The second award was presented to PBCFR's Mobile Integrated Healthcare (MIH) Program, which pairs paramedics with social workers, and received the 2024 Community Service Award. The MIH Program supports patients after 911 calls by connecting them with vital community resources to improve their health and wellness.



EMS Providers of PBC Awards Ceremony

The 2025 EMS Providers of Palm Beach County Awards Ceremony was held at Wycliffe Country Club in May, where PBCFR was proud to have multiple nominees across several award categories.

Angel Figueroa, Materials Manager in Support Services, was presented with the Distinguished Service Award in recognition of his dedication behind the scenes ensuring front-line crews are consistently equipped to perform their duties. His leadership and knowledge of EMS-specific supply needs have been instrumental in maintaining inventory control, preventing shortages, and supporting seamless daily operations at the stations. Lieutenant Jason Frisbie was honored with the 2025 Paramedic of the Year Award. He maintains strong professional partnerships with emergency room staff, demonstrates a proactive leadership role on every call, and consistently receives outstanding feedback from patients.



Firefighter Cancer Initiative Catalyst Award

PBCFR District Chiefs Bob Kropa and Neal Niemczyk, along with retired Division Chief Vicki Sheppard and retired Battalion Chief Sam Eaton, received the Catalyst Award at the 2025 International Fire Service Cancer Symposium. Presented by the University of Miami's (UM) Sylvester Comprehensive Cancer Center's Firefighter Cancer Initiative, the award recognizes those who have made significant contributions to reducing cancer risk within the fire service. An initial request by PBCFR's FACE Team led to UM's research into firefighter cancer risks.



STATE LEVEL INVOLVEMENT

State Fire Marshal Visits PBCFR

Florida State Fire Marshal and Chief Financial Officer Jimmy Patronis visited PBCFR's Headquarters (HQ) for a close look at the equipment used by PBCFR's Urban Search and Rescue (USAR) Team. The equipment proved invaluable during search and rescue efforts following Hurricane Milton's tornado outbreak in PBC and on the west coast of Florida in the wake of Hurricane Helene. While at HQ, Patronis also toured the Firefighter Recruit Academy, where he observed recruits practicing with saws on hurricane-impact glass. Senator Gayle Harrell, Representative Mike Caruso, County Commissioners Michael Barnett and Sara Baxter, and County Administrator Verdenia Baker also attended.



Fire Service Day in Tallahassee

Employees from PBCFR and PBC Officers from IAFF Local 2928 attended the second annual Fire Service Day at the Capitol. Many elected officials, including Representative Mike Caruso, Senator Gayle Harrell, and Representative Danny Alvarez, visited the PBCFR booth showcasing the exciting initiatives happening at PBCFR.



Governor DeSantis Signs House Bill 929

On June 5, 2025, Governor Ron DeSantis signed legislation that enhances health and safety protections for Florida's firefighters. House Bill 929 updates the Florida Firefighters Occupational Safety and Health Act by expanding its coverage to include not only physical hazards but also occupational illnesses and mental health challenges commonly encountered on the job. The new measures introduce comprehensive standards to limit exposure to toxic substances, address mental health concerns, and limit firefighter shifts to 42 hours per week to reduce burnout. With these updates, the legislation aims to improve working conditions and expand mental health support for Florida's firefighting professionals.



Florida's 2025 Legislative Session

Representatives from the Board of County Commissioners (BCC), the County Administrator's Office, PBCFR Executive Staff, and IAFF Local 2928 met with state officials at the start of the legislative session to discuss key community priorities and advocate for critical needs. The visit aimed to strengthen partnerships and support initiatives that benefit PBC residents and visitors.



COMMUNITY INVOLVEMENT

Celebrating the 4th

PBCFR crews stationed in Westlake participated in a local Independence Day event. During the celebration, crews spent time with residents and connected with the communities they serve.



City of Westlake Hosts League of Cities Luncheon

Mayor JP O'Connor invited PBCFRs Fire Chief, Patrick Kennedy, District Chief Amanda Vomero, and the crew from Station 22 to attend the League of Cities Luncheon.





The Operations Division is responsible for providing emergency services to the community. Operations is the largest division of PBCFR and is divided geographically into nine Battalions. PBCFR operates 51 fire stations throughout the county, with a minimum daily staffing of 352 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 EMS, ensuring efficient fire suppression delivery, technical rescue, vehicle extrication, and emergency medical care.

Special Operations

PBCFR maintains two strategically located Special Operations teams, currently assigned to Stations 19 and 34, which respond to emergencies county-wide. Special Operations technicians receive continual training to maintain readiness in disciplines including:

- Hazardous Materials Response
- High Angle Rescue
- Confined Space and Technical Rescue
- Trench Rescue
- Dark Water Dive Rescue
- Large Animal Rescue
- Advanced Automobile Extrication
- Structural Collapse Rescue
- Explosive Ordnance Disposal (with PBSO)
- Toxicology and WMD Antidote Medications (Special Ops Only)



Aircraft Rescue & Firefighting

PBCFR provides Aircraft Rescue and Firefighting (ARFF) and EMS services for Palm Beach International Airport (PBIA) from Station 81. PBIA's number of passengers was over 8.5 million during the past fiscal year. 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.



Personal Rescue Watercraft

Four Personal Rescue Watercrafts (PRWCs) are available to assist land-based crews during incidents such as drownings and other open water emergencies, many of which occur along the beach in PBC. These units are strategically positioned at two of PBC's busiest inlets, with two PRWCs assigned to Station 18 near the Jupiter Inlet and two at Station 37 near the Boynton Beach Inlet. PBCFR provides rigorous training to develop personnel into proficient PRWC operators and highly skilled rescue swimmers.



Trauma Hawk – Air Rescue

PBCFR paramedics and flight nurses rapidly transport critically ill and injured patients from the scene of an incident or 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. The two Trauma Hawk helicopters are owned and operated by the Health Care District of Palm Beach County. PBC is home to two Level 1 Trauma Centers located at Delray Medical Center and St. Mary's Medical Center. A Level 1 Trauma Center is capable of providing total care for every aspect of injury - from prevention through rehabilitation.



Drone Program

PBCFR's Drone Program enhances the effectiveness of emergency response efforts by providing real-time aerial views (to include thermal imaging) and a secure live video feed to execute quick, informed decisions. Drones assist in hazmat incidents, search and rescue missions, canal vehicle recoveries, fires, aviation emergencies, train derailments, open water incidents, and post-hurricane damage assessments.

URBAN SEARCH AND RESCUE

The Urban Search and Rescue (USAR) team is a highly specialized unit trained to respond to a wide range of complex emergencies such as: structural collapses, water rescues, trench and rope operations, vehicle and machinery extrications, and confined space rescues. Within the team is a dedicated Swiftwater unit, staffed by expert personnel equipped with boats capable of operating in fast-moving, debris-filled waters. These capabilities allow the team to conduct lifesaving missions during severe weather events, floods, building failures, and other critical incidents across PBC.

In August 2025, the Florida Division of Emergency Management (FDEM) assessed PBCFR's USAR team on readiness, operational depth, documentation accuracy, and alignment with national standards. The USAR team received a Type 3 designation, recognizing its regional capabilities in collapse rescue, rope and trench operations, K9 search, and support from medical doctors and structural engineers.

The Swiftwater unit achieved a Type 1 designation, the highest level typically deployed nationwide. This designation reflects the unit's advanced medical certifications, technical rope rescue proficiency, and capacity to conduct and coordinate complex operations using specialized resources, such as helicopters. To maintain these standards, the team has formal agreements in place ensuring access to necessary professional disciplines and meeting state requirements for mobilization and sustained operations. The teams train regularly with county and regional partners, integrate with emergency operations, and maintain equipment inventory for rapid, sustained deployment.



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. The HAZMAT Teams 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.

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.

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 (US&R) team. US&R Teams can be deployed throughout the state of Florida to assist in mitigation of all types of disasters, such as building collapses and hurricanes.



MEDICAL SERVICES

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

Medical Directors

To ensure the highest level of care, 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 research-validated practices, their expertise contributes to maintaining exceptional standards in prehospital patient care.

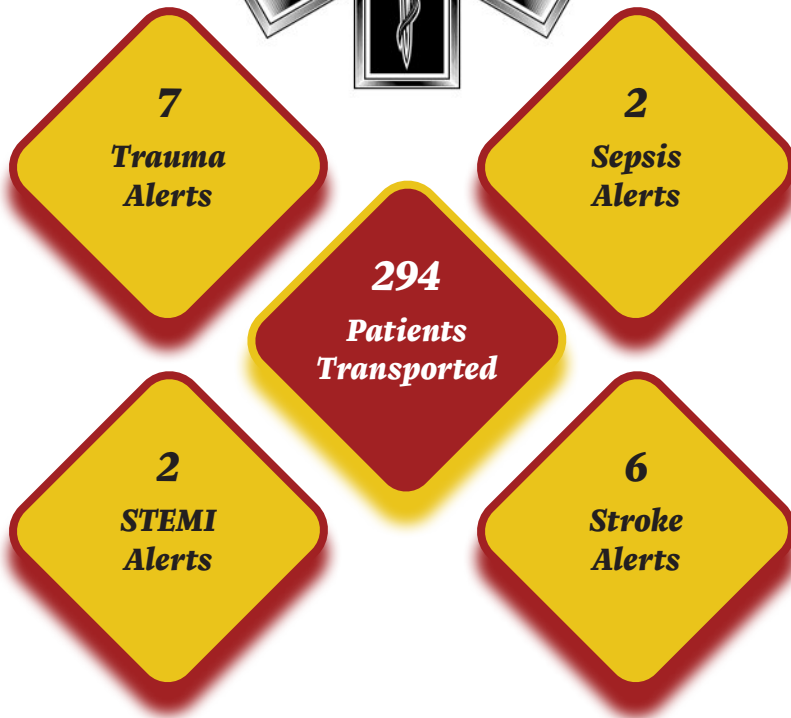


Mission: Lifeline® EMS Recognition

PBCFR has received the American Heart Association's Mission: Lifeline® EMS Gold level achievement award two years in a row, for its commitment to offering rapid and research-based care to people experiencing the most severe form of heart attacks and strokes.



WESTLAKE EMS CALL STATISTICS FY 25



Specific incidences involving strokes, heart attacks, septic shock, or trauma are categorized as “Alerts.” A 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.



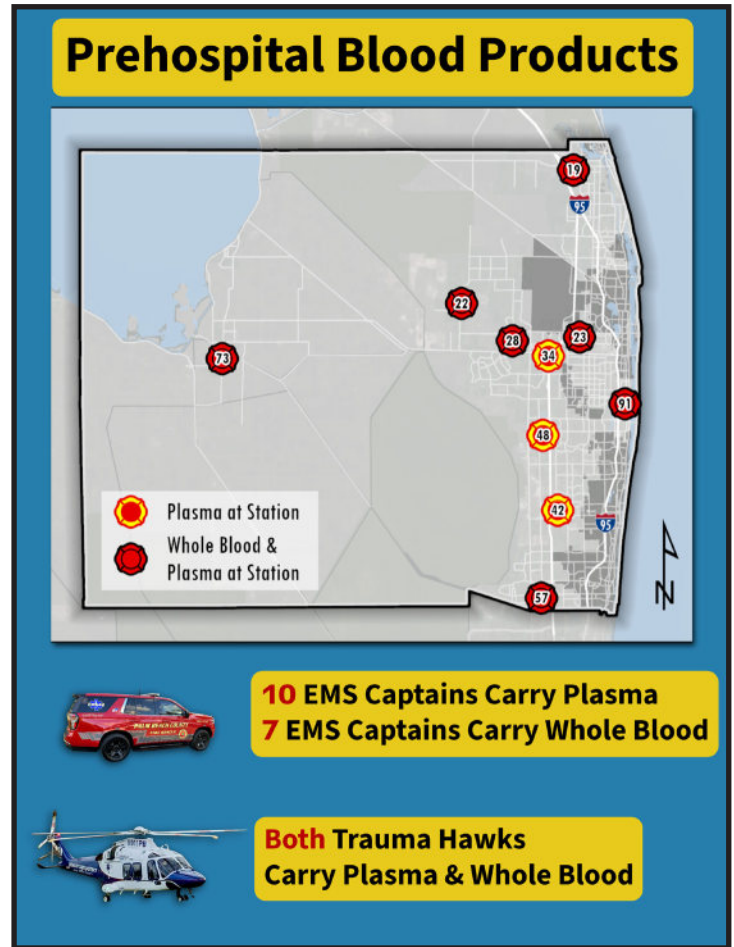
25.1%
of cardiac arrest cases County-wide regained a heartbeat
*Florida State average: 24.9%
* Florida Department of Health

12.8%
of cardiac arrest cases County-wide were discharged from the hospital alive (91 patients)
* The Cardiac Arrest Registry to Enhance Survival (CARES) average is 9.2%

BLOOD PRODUCT TRANSFUSION PROGRAM

Blood Product Transfusion Program

The Blood Product Transfusion Program was established to enhance survival rates of patients experiencing severe bleeding. The program launched with whole blood transfusions in July 2022, marking a significant advancement in prehospital care. In December 2024, PBCFR expanded the program by introducing field-administered plasma, becoming the first agency in PBC to do both. PBCFR remains one of the few emergency services nationwide capable of providing this advanced standard of care. Research has identified two critical actions that can improve a bleeding trauma patient's survival odds: controlling the bleeding and replacing lost blood. Enhancements to PBCFR's protocol include treating patients with tranexamic acid and calcium chloride. Both medications have been shown to reduce mortality in trauma patients. Emerging research suggests that administering plasma to patients with traumatic brain injuries may initiate the brain's reparative process, further improving patient outcomes. PBCFR's Medical Services team has actively shared best practices for whole blood transfusion nationwide, contributing to the advancement of prehospital trauma care across the country.



Inventor of the LifeFlow Device Recognizes PBCFR

Dr. Mark Piehl, pediatric critical care physician and inventor of the LifeFlow device, recently visited the Health Care District of Palm Beach County's Trauma Hawk Aeromedical Hangar to recognize several members of PBCFR for their adoption of his innovative technology. The LifeFlow device is a hand-operated system designed to deliver a unit of whole blood in approximately two minutes, three times faster than traditional methods. Dr. Piehl presented PBCFR personnel with challenge coins and a letter of recognition honoring their efforts to improve patient care.



LIFE-SAVING INNOVATIONS

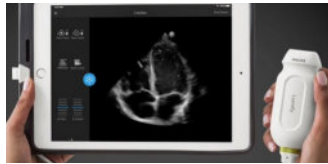
Lucas 3

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.



Hamilton T1 Ventilator

The Hamilton T1 is a full-featured Intensive Care Unit (ICU) ventilator for use in and out of the hospital. It can ventilate patients ranging from newborns to adults and provides visualization of lung mechanics, as well as monitoring the patient's ventilator dependence. Using Adaptive Support Ventilation it automatically adjusts to each patient's needs in real time, allowing EMS Captains to deliver safer, more personalized care.



Medications:

- Esmolol - used to treat refractory ventricular heart rhythms when a patient is in cardiac arrest
- Rocuronium - a paralytic used to facilitate intubation in a critically ill patient
- Cyanokit - used to treat suspected cyanide poisoning secondary to fires in enclosed spaces
- Nitroglycerin Infusion - used to treat acute heart failure with hypertension
- Antibiotics - used to treat sepsis and open fractures on-scene to increase patient survivability
- Whole blood - used to improve the survival rate of bleeding patients
- Plasma – used for traumatic brain injuries, stabilizes blood pressure, supports clotting, and can promote early brain tissue repair



GlideScope Go 2

Now standard on all PBCFR Rescues and EMS Captain vehicles, the GlideScope Go 2 ensures high-resolution airway visibility in any environment. This portable video laryngoscope improves airway management and first-attempt success when establishing an emergency airway. It features an intuitive interface, anti-fog technology, dynamic light control, and ambient light reduction for clear airway views. Integrated tools support continuous quality performance by identifying areas for improvement.



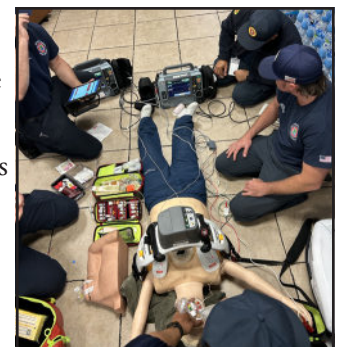
Kosmos Mobile AI-Driven Ultrasound

The Kosmos Mobile is a portable ultrasound built for critical care settings, offering multi-organ, lung, abdominal, and cardiac scans at the point of care. Advanced Artificial Intelligence (AI) enhances cardiac imaging, labels anatomy, identifies views, and auto-calculates key measurements, helping EMS Captains quickly diagnose and treat critical patients.



Procedures:

- Finger Thoracostomy - used in an emergency setting to decompress a suspected tension pneumothorax or hemothorax
- Double Sequential External Defibrillation - used to treat refractory ventricular heart rhythms not responding to traditional electrical therapy
- Delayed Sequence Intubation - designed to slow down the traditional intubation process to prioritize oxygenation and blood pressure stabilization ensuring a safe and secure airway
- Distal Femur Intraosseous Access Site - primarily used to administer medications to pediatric patients in cardiac arrest



MOBILE INTEGRATED HEALTHCARE

PBCFR's 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 care coordination, health education, and disease management strategies to patients who live with chronic diseases while supporting them in 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

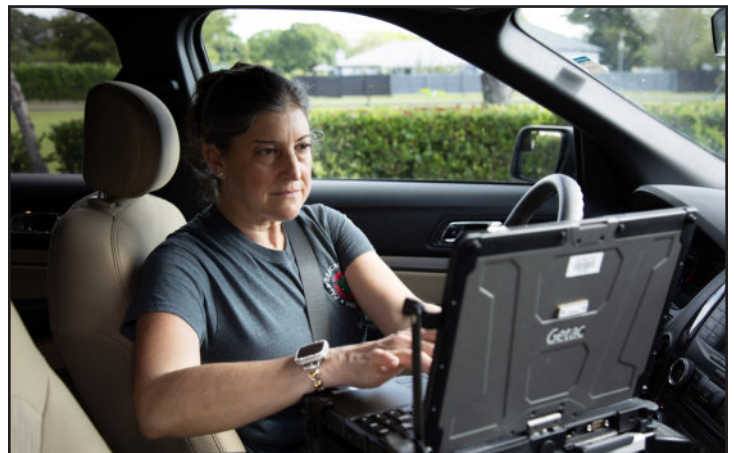
Provides cardiac arrest survivors and their families with emotional support and other resources. Patients are also provided an opportunity to reunite with the EMS crew who cared for them.

Pediatric and Adult Grief Support

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

Fall Intervention Program

This program allows patients who are already experiencing falls to increase their independence and safety by reducing the risk of future falls and traumatic injury or death. MIH members reach out to patients within 24 hours of a fall to provide immediate fall intervention support and can facilitate a home visit if needed. The MIH team provides fall prevention resources and education to patients, and those seen in their home receive a fall prevention kit, including grip socks, to promote safety. The fall intervention program is active in PBCFR service areas experiencing the highest number of fall calls.



NEW APPARATUS



PBCFR Launches Mobile Bunker Gear Exchange Program

In 2024 PBCFR started a pilot program to introduce an innovative Mobile Bunker Gear Exchange Program designed to streamline the replacement of contaminated firefighting gear following fire exposures. This state-of-the-art mobile unit is stocked with a full inventory of bunker gear and accessories, allowing firefighters to exchange contaminated equipment on-site, whether at fire stations or emergency scenes. The program minimizes downtime and ensures personnel have access to safe, clean, and fully functional gear without disrupting operational readiness. By reducing firefighters' exposure to harmful contaminants and accelerating gear replacement, PBCFR reinforces its strong commitment to the health, safety, and wellness of its operational personnel.



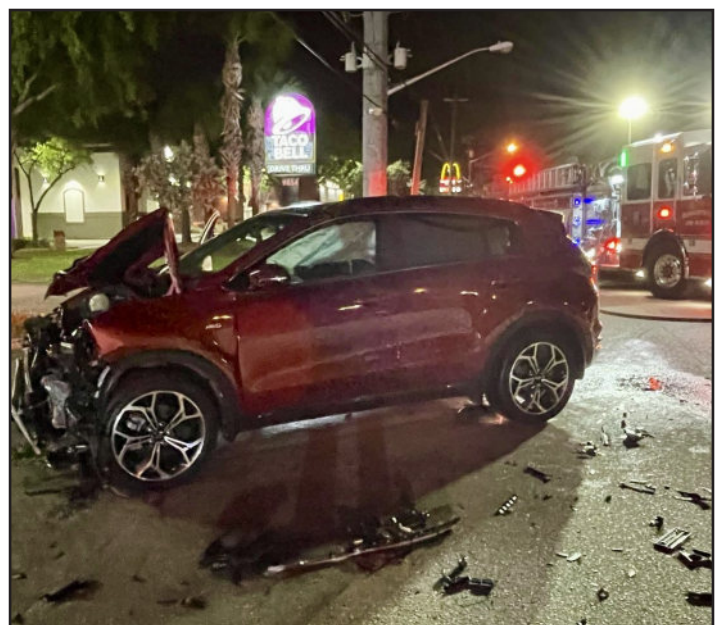
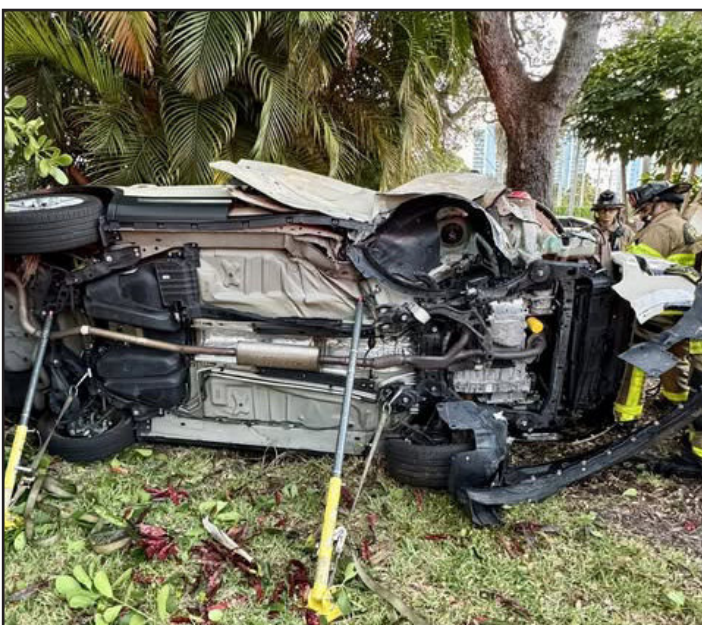
Advanced Life Support and Technical Rescue Squads

In 2025, PBCFR enhanced its service delivery by adding two new Advanced Life Support (ALS) Technical Rescue Team (TRT) Squad vehicles. These units were strategically placed at Stations 44 and 73 to serve their surrounding communities. These new squads significantly expand PBCFR's technical rescue capabilities. In addition to primary fire suppression and advanced life support functions, the ALS/TRT Squads are equipped to perform vehicle, machinery, and high-angle rescues, as well as dark water and dive operations. These units also provide critical support during confined space, structural collapse, and trench rescue incidents.

VEHICLE ACCIDENTS

PBCFR responded to 48 vehicle accidents within the City of Westlake during FY 2025, seven 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

During FY 2025, PBCFR dispatched crews to 10 fires in the City of Westlake. 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 25 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	4
1 EMS Captain	1
1 Battalion Chief	1
1 District Chief	1
10 Total Units	25



TRAINING & SAFETY

The Training & Safety Division offers year-round instructional opportunities to support the professional development of PBCFR operational personnel. This includes training for new hires in the Recruit Academy, compliance with state and national training standards, and ongoing or specialized instruction. The Division also ensures operational staff maintain their required technical certifications. Various classes are conducted at fire stations and at the department's headquarters, located at the Chief Herman W. Brice Fire Rescue Complex in West Palm Beach. Additionally, safety alerts and online training modules are regularly distributed to keep personnel informed with timely and essential updates. This Division also processes requests from operational personnel who wish to pursue higher education at local colleges and state universities.

Training Classes Offered

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



TRAINING FACILITY



Training Tower



PBCFR's Training complex, located at the Chief Herman W. Brice Fire Rescue Complex sits on 56 acres of land. The Administration building in the Complex consists of offices, classrooms, and a video production studio. The training area includes a seven-story high-rise tower, burn building, fire behavior/flashover training prop, a liquid petroleum gas field, roof prop for vertical ventilation, forcible entry, impact window prop, emergency vehicle operating course, enclosed SCBA confidence course, Florida USAR training course, VMR/extrication pit, medical simulation lab, and more.

Vertical Ventilation Prop



Burn Building



EMERGENCY MANAGEMENT

The Emergency Management (EM) Division is committed to reducing vulnerability to hazards and minimizing the impact of disasters through preparation, response, and recovery. The EM Division participates in various committees, teams, and work groups at local, state, and federal levels to support Homeland Security and a safer PBC.

The EM Division develops and modifies response plans for the following:

- Severe Weather Events
- Civil Disturbances
- Command Team Activations
- Continuity of Operations Plans
- Incident Action Plans (IAP)
- Comprehensive Emergency Management Plans
- Disaster Deployment Policy & Procedure
- Presidential Motorcade & Dignitary Detail IAPs
- Security Plans during Presidential Elections

PBCFR's EM Division works closely with PBC Directors of Public Safety, County Emergency Management, and the Palm Beach Regional Fusion Center to coordinate strategic intelligence and strengthen interagency collaboration.

Emergency Services Branch

Emergency Support Function (ESF) annexes were mandated by the Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988 and outline the roles, responsibilities, and procedures for coordinating federal, state, and local agencies during presidentially declared emergencies or disasters. When the PBC Emergency Operations Center (EOC) is activated, the EM Division assumes leadership and oversight of ESF annexes for firefighting and search and rescue. Support and coordination are also offered to law enforcement. Unit leaders serve as liaisons between the EOC and field operations to support and coordinate public safety, shelters, healthcare, EMS, and other operational sectors to ensure a unified and effective emergency response.

Disaster Deployment Assistance

The Emergency Management Coordinator ensures disaster deployment readiness by maintaining accurate rosters, confirming training compliance, and preparing personnel for responses. As the host agency, PBCFR provides administrative, financial, and logistical support

for the Southeast Florida Regional All-Hazards Incident Management Team (AHIMT). PBCFR also represents PBC in the Florida Statewide Emergency Response Plan, making sure that mutual aid Strike Teams are ready to respond under the Statewide Mutual Aid Agreement.

Domestic Security Preparedness

The EM Division plays a crucial role in the Southeast Florida Regional Domestic Security Task Force for Region 7. This multi-agency task force, coordinated by the Florida Department of Law Enforcement, includes representatives from fire rescue, emergency management, law enforcement, hospitals, and public health entities. PBCFR supports planning, training, and regional coordination for complex threats and high-risk events while helping to safeguard community resilience.

Training and Exercises

Emergency responses to large-scale incidents in PBC require strong unified command partnerships between law enforcement, fire rescue, and emergency management. PBCFR leads and participates in a wide range of training exercises designed to strengthen interagency command capabilities and reinforce operational readiness. Exercises include:

- EOC drills and command staff briefings
- Active Shooter/Hostile Event Response (ASHER)
- Regional Hazardous Material (HazMat) scenarios
- Tornado/severe weather response exercises



HURRICANE MILTON TORNADOES



On October 9, 2024, hours before Hurricane Milton's severe weather was expected, PBCFR responded to an EF3 tornado with estimated peak winds of 140 mph spanning nearly 20 miles throughout the department's service area. The first call for assistance came from Wellington involving ten people, including a baby, trapped inside a collapsed house. The caller told dispatchers a tornado had completely destroyed their house. Over the next hour and forty minutes, more than 120 tornado-related 911 calls were received. The incidents started in Wellington and moved northward through Loxahatchee, the Acreage, Palm Beach Gardens, and Jupiter Farms. PBCFR dispatched more than 56 units in response to these calls. The tornado outbreak resulted in seven transports, including three trauma alerts. Fortunately, no lives were lost in Palm Beach County during this historic event.



COMMUNITY RISK REDUCTION

Existing Inspections

The Existing Inspections Branch conducts inspections to ensure compliance with the Florida Fire Prevention Code and any local amendments implemented by PBC.

Responsibilities:

- Conduct field inspections of new and existing occupancies
- Prepare inspection reports
- Research, apply, and enforce applicable fire codes and standards
- Investigate and resolve complaints
- Participate in Code Enforcement and Special Magistrate legal proceedings with county and municipal authorities, including preparing and providing all required documentation to support cases. Review Comprehensive Emergency Management Plans
- Conduct annual hurricane safety inspections
- Conduct field inspections for businesses, multi-family residential communities, healthcare facilities, commercial structures, etc.
- Conduct permit reviews and field inspections for special events, fireworks displays, concerts, and food trucks
- Review and enforce fire protection system requirements
- Review emergency management plans to ensure hurricane preparedness and conduct pre/post-storm assessments
- Collaborate with fire operations and the Community Risk Reduction Division initiatives



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 code adherence. In addition, this branch determines the necessary water supply for firefighting operations and ensures access roads meet conditions necessary for firefighting apparatus.



Investigations

The Investigations Branch is responsible for determining the origin and cause of fires, as well as conducting explosion analysis. When a fire is determined to be arson, the Investigations Branch initiates a criminal investigation and presents the case to the State Attorney's Office for prosecution. All Fire Investigators are certified through the State of Florida, the International Association of Arson Investigators, and the National Association of Fire Investigators. Additionally, they are sworn law enforcement deputies and may testify in both federal and state courts, hearings, and depositions.

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



COMMUNITY RISK REDUCTION

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
- Fall Prevention
- Fire Safety
- Bleeding Control: Stop the Bleed
- Carbon Monoxide (CO) Poisoning Prevention
- Fire & Emergency Evacuation Training
- Fire Extinguisher Training
- Fire Station Tours
- Hands-Only CPR and AED
- Hurricane Safety
- Injury Prevention
- Golf Cart Charging Safety
- Lithium Battery Safety

Services and Programs

Smoke and CO Alarm Installation

The program offers smoke and CO alarm installation to eligible residents. Bedside fire alarm clocks with shaker devices and smoke alarms with strobe lights are also available for individuals who have impaired hearing. For questions about eligibility and installation appointments, residents can call 561-616-7049.

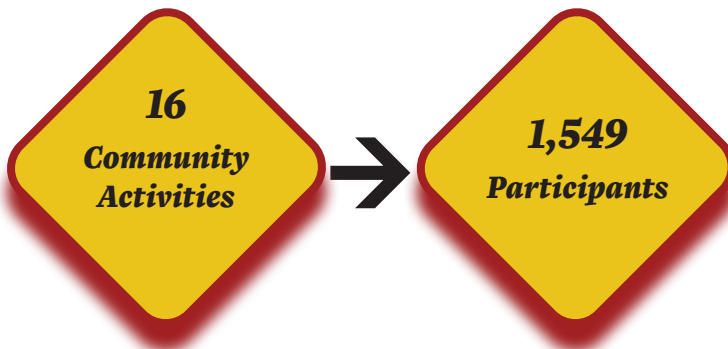


CRRD, in partnership with PBCFR's Reserve Battalion and the American Red Cross South Florida Region, successfully completed the 2023–2025 FEMA Fire Prevention and Safety Grant Project. During this period, the teams installed 1,581 combination smoke/CO alarms, visited 434 homes, and reached 1,055 residents.

Child Passenger Safety

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.

CAR SEAT HELP



Youth Firesetting Prevention & Intervention

When a child is showing signs of firesetting behavior, intervention is crucial. This program consists of an intake, interview, and fire safety workshop. Participants will also receive individual and family counseling free of charge with Palm Beach County Youth Services Division. Call 561-616-7033 for more information.

Yellow Dot Program

The yellow sticker provided to vehicle owners, alerts EMS and law enforcement that a Yellow Dot form is in the glove compartment. The completed form contains personal health information to reference if a patient is unable to speak when medical attention is needed.



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.

“Save Our Pets” Decals

If residents are not home at the time of an emergency, the decal on the front door conveys to emergency responders the number of cats, dogs, and other animals inside the home.



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.



Drowning Prevention Coalition

The Drowning Prevention Coalition provides complimentary services to educate the public on water safety and basic rescue techniques to reduce drowning and other water-related incidents in PBC.

Services Include:

- Land or virtual-based water safety programs tailored for daycares and Pre-K through high school-aged students in private and public schools
- Adult water safety programs for businesses, non-profit organizations, senior groups, etc.
- Educational display at health and safety fairs
- Free or reduced-cost swim lessons to underprivileged and special needs children ages 2 through 12 and their immediate caregivers



FIRE & LIFE SAFETY INSPECTIONS FY 2025

Westlake Inspection Activity Summary

EXISTING INSPECTION SERVICES	
ACTIVITY	COUNT
Re-inspect	50
Knox Box	8
Annual	8
Fireworks	3
Hurricane Status Check	2
AHJ Notification	2
Operations Notification	2
Agency Notification	2
Annual Business/Mercantile	1
Citizen Notification	1

CONSTRUCTION SERVICES	
ACTIVITY	COUNT
Plans Review	142
Fire Department Final (Complete)	40
Fire Framing (Complete)	29
Fire Sprinkler Final (Complete)	27
Fire Alarm Final	18
Fire Alarm Test (Complete)	18
Fire Sprinkler Head Relocation (Complete)	15
Fire Sprinkler Pressure Test Above (Complete)	13
Duct Detector Test	10
Fire Main Underground Pressure (Complete)	7
Hydrant Final	6
Fire Preliminary Site Inspection	6
Fire Main Underground Flush (Complete)	5
Fire Sprinkler Head Relocation (Partial)	3
Fire Main Underground Flush (Partial)	2
Other	1
Fire Suppression Test	1
Fire Pump Test	1

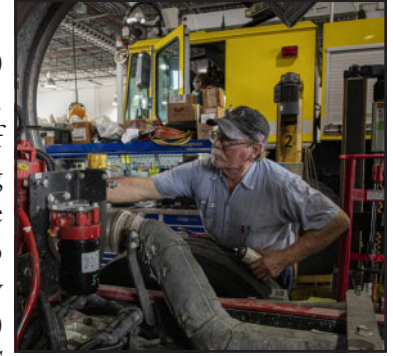


Your Safety. Our Priority.

SUPPORT SERVICES

Fleet Maintenance

The Fleet Maintenance team budgets, purchases, maintains, and repairs over 550 emergency fire apparatus and support vehicles, ensuring compliance with NFPA standards. Additionally, Fleet oversees the maintenance and inspection of more than 1,000 pieces of support equipment, including stretchers, extrication tools, and small generators. Operating from two locations, the primary facility features 28 bays and is centrally located in the county, while a smaller satellite shop with two bays serves the southern region. In addition to servicing PBCFR's fleet, this section also conducts maintenance on more than 40 emergency apparatus owned and operated by neighboring municipalities. The Fleet Team staffs 20 certified Emergency Vehicle Technicians (EVT), two EVT II certified Foremen, one EVT III certified Fleet Superintendent, and one ASE Master Certified Fleet Director. Each year, the team processes an average of 7,500 work orders, including approximately 800 scheduled preventive maintenance inspections. Fleet Maintenance provides 24/7 support to ensure emergency response vehicles remain ready at all times, crucial to PBCFR's daily operations.



Warehouse & Logistics

Warehouse & Logistics is comprised of three distinct sections: Medical Supplies, Firefighting Equipment/PPE, and Fixed Asset Inventory. Each section plays a vital role in supporting operational readiness and departmental efficiency.

- Medical Supply Warehouse staff are responsible for procuring, managing inventory, and distributing firefighting equipment, medical supplies, pharmaceuticals, and respiratory safety equipment to all PBCFR fire stations across the county. They are also responsible for maintaining hurricane shelter kits.
- Fire Fighting Equipment/PPE Warehouse staff maintain all equipment and tools needed by Operations personnel to provide the highest level of service to the communities served. The section also provides firefighters with bunker gear while maintaining thorough records throughout the equipment's service life.
- Fixed Asset Inventory staff monitor and track over 15,000 capital items with an estimated total value of \$125 million, ensuring accountability, compliance with county asset policies, and accurate reporting.



SCBA Shop

The Respiratory Protection Manager and two Specialists ensure that firefighters are equipped with essential gear, including Self-Contained Breathing Apparatus (SCBA), Self-Contained Underwater Breathing Apparatus equipment, compressed air, portable lighting, and gas detection monitors. Operational personnel undergo annual fit testing to verify the effectiveness and proper fit of three different types of respirators: an N95 mask, a half mask, and a full face SCBA mask. The SCBA shop utilizes three stations dedicated to SCBA flow testing. This section conducts preventive maintenance, inspections, and repairs on inventory, including 665 breathing apparatus, 12 stationary and mobile air compressors, 1,800 cylinders, over 1,500 masks, and over 300 gas monitors.



Facilities

The Facilities Section coordinates new construction and remodeling for PBCFR's Comprehensive Fire Station Capital Improvement Program. The Facilities Section manages construction-related responsibilities classified as large capital projects, small capital projects, or preventative maintenance. Large capital projects include new construction and major renovations. Small capital projects consist of existing minor renovations and major repairs. Facilities Technicians complete preventive maintenance and minor repairs at all PBCFR fire stations, Fire Rescue Headquarters, and the Communications Center. During FY 2025, PBCFR launched two large capital projects, the construction of Stations 49 and 92.






Administrative Services

The Administrative Services Division works closely with the PBC Human Resources (HR) Department to hire new firefighters and promote current operational employees. PBCFR employees assist HR as subject matter experts when developing content for promotional exams, providing critical insight into the operational needs of the Department. The Administrative Services Division consists of: Internal Affairs, Records & Resources Bureau, Recruitment & Retention, Payroll, Staffing, Professional Services, Wellness & Engagement, Public Information, and Media Services.

Hiring Process

Each year, PBCFR opens the application process for potential new firefighters for a two-day period. Historically, over 700 applicants have applied during this time. All applicants must meet the required certification standards to be eligible for a firefighter position.

For more information, scan the QR code



PBCFR and HR facilitate communication and coordination throughout the hiring process. Qualified candidates undergo a series of assessments, including written and practical examinations. Those who successfully pass the required tests will advance to the interview stage. Due to the abundance of candidates, interviews are conducted over five days by six panels consisting of three interviewers each.

Promotional Process

PBCFR operational employees are encouraged to advance within the organization. Upon successfully completing written and practical exams, candidates are placed on a ranked list that remains active for two years unless all employees from the list are promoted. Proactive planning is essential to ensure operational readiness and an efficient promotional process.

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 PBSO 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.

PROFESSIONAL SERVICES

Recruitment & Retention

Recruitment & Retention oversees the hiring, promotion, and recruitment processes for a wide range of PBCFR personnel. This section has an emphasis on community outreach to promote the diverse career opportunities available at PBCFR, particularly in the Firefighter EMT/Paramedic roles. They regularly participate in career day events throughout the county, engaging with individuals of all ages who are interested in pursuing a career in fire rescue.



Records & Resources Bureau

The Records & Resources Bureau serves as the Privacy and Security Officer under the Health Insurance Portability and Accountability Act (HIPAA). The Bureau collaborates with legal entities such as the PBC Attorney's Office and relevant state authorities. It processes subpoenas, public records requests, and ensures all departmental records are handled in accordance with legal and regulatory requirements.



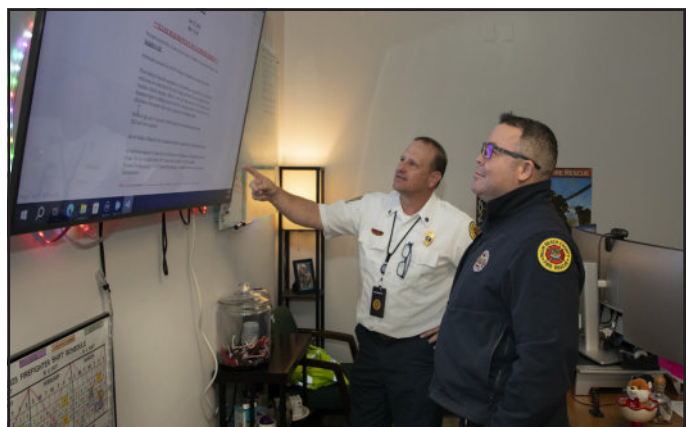
Payroll

The Payroll Section processes bi-weekly pay for over 1,800 PBCFR personnel. It ensures promotions, accruals, and schedule changes are completed accurately and promptly. The section also oversees the supplemental long-term disability program, the configuration and maintenance of pay codes and rules, and conducts audits to confirm compliance with the Collective Bargaining Agreement.



Staffing

Staffing Officers oversee multiple aspects of workforce management for more than 1,500 Operational PBCFR employees. Their responsibilities include unit bidding, scheduling adjustments, promotions, new hires, and light duty assignments. They also ensure full compliance with the Collective Bargaining Agreement to support operational readiness and efficiency.



WELLNESS & ENGAGEMENT

Physical Wellness

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

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

Annual Wellness Physical

PBCFR prioritizes the mental and physical well-being of its firefighters by requiring an annual wellness physical. This measure ensures personnel maintain peak fitness levels essential for the safety of both the firefighters and the community they serve. The wellness physical is comprehensive, efficient, and designed to support the unique demands of the profession. This approach ensures compliance with NFPA 1582 guidelines. Below is an outline of a full wellness physical for PBCFR firefighters provided by the Palm Beach County Firefighters Health Clinic, LLC:

- Medical history review
- Diagnostic testing
- Initial consultation
- Post-physical review and recommendations (optional)
- Physical examination



Battalion Fitness Workout Sessions

The Battalion Fitness Workout Program was created to offer station crews an engaging way to enhance their physical fitness, promote health and safety on and off the job, and strengthen team cohesion. Led by PBCFR's Exercise Physiologist, the workouts range from beginner to advanced levels and are offered at various fire stations across all PBCFR battalions.

Firefighter Cancer Guidance

In 2019, Florida Statute §112.1816 was enacted by a unanimous vote of both chambers of the legislature and signed into law by the Florida Governor. It aims to alleviate some of the stressors associated with a firefighter's cancer diagnosis. As a response to this Florida Statute, PBCFR and IAFF Local 2928 collaborated in 2024 to create a policy and navigation guide to ensure our employees receive the support and essential information needed should a cancer diagnosis occur.

PUBLIC INFORMATION OFFICE & MEDIA SERVICES

The Public Information and Media Services Team ensures community members are informed, engaged, and connected with PBCFR. The Public Information Office (PIO) 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 PIO goal is to get the “right information to the right people at the right time to make the right decisions.” PBCFR’s award-winning Media section is instrumental in producing live and public events, creative media and communications, and virtual training for PBCFR personnel to ensure firefighters and paramedics are informed on the latest medical research, equipment, and department advancements. Below are the respective responsibilities:

Public Information Office:

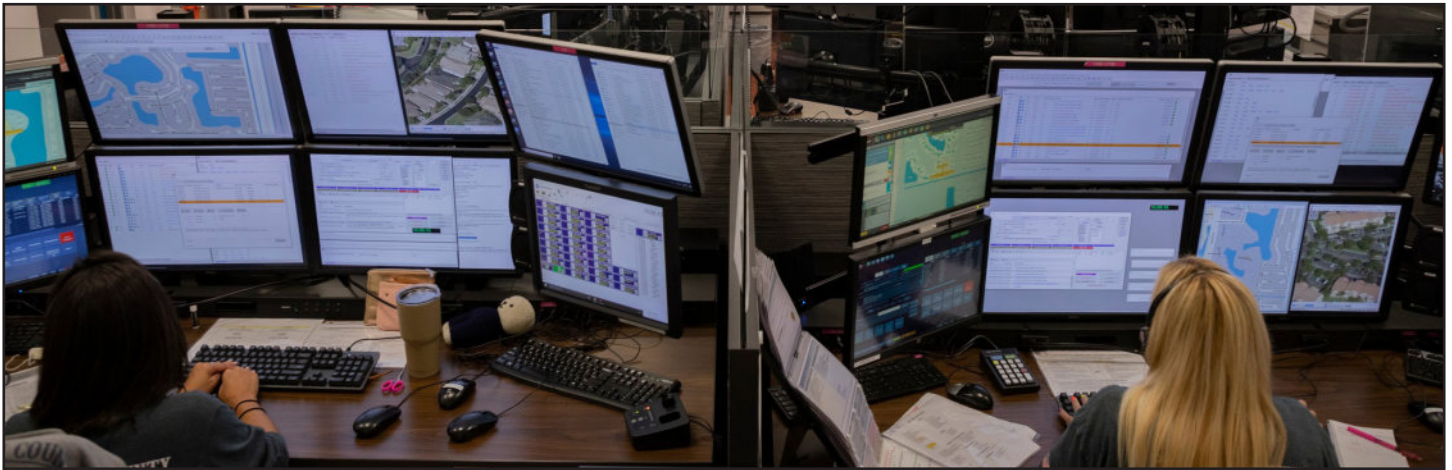
- Department publications
- PIO Incident response
- Media interviews
- Press conferences
- Social media content and management
- Internal and external communications
- Department traditions and ceremonies
- Employee and citizen awards programs
- Hurricane and activation command team
- Public outreach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

Media Services:

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

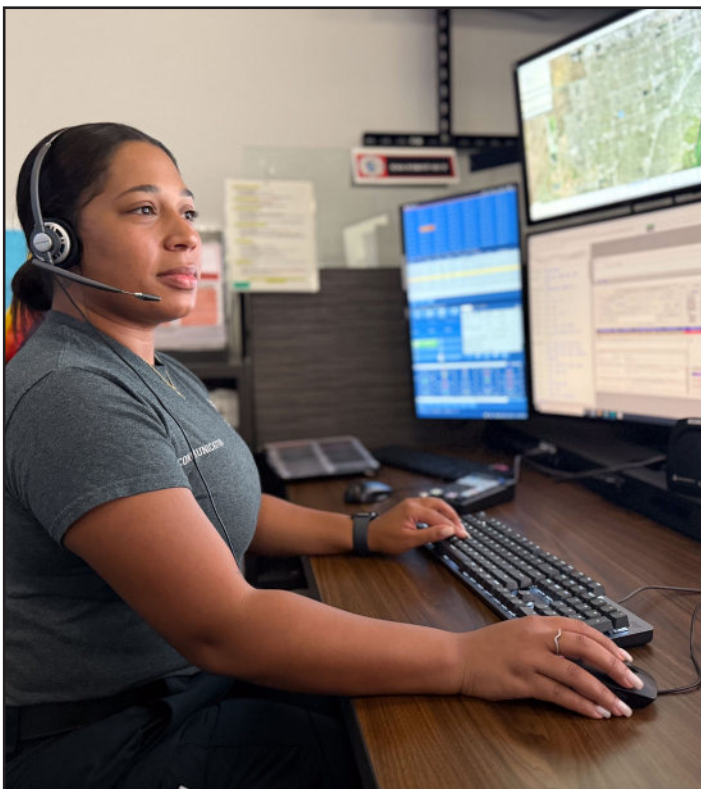


COMMUNICATIONS & STRATEGIC INITIATIVES



911 Communications Center

PBCFR's Communications Center is the largest secondary Public Safety Answering Point in PBC. The Communications Center is a multi-agency operation that handles fire and medical emergency communications for PBCFR and nine municipal fire rescue departments. As an all-hazards fire rescue department, PBCFR's Communications Center annually processes over 400,000 phone calls and dispatches over 233,000 emergency calls. The Communications Center employs 63 Communicator III's and six Call Takers. The Communications Center Leadership Team includes a Communications Center Manager, Quality Assurance Manager, Training Supervisor, Quality Assurance Specialist, and 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, offer them life-saving instructions when needed, and assist emergency personnel in the field. PBCFR Communicators operate a complex radio system 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.





Fire Operations Officer

Fire Operations Officers (FOO) are a crucial link between the Communications Center and the Operations crews in the field. As critical information is received from the Communicators and Call Takers, the FOO may give recommendations to add additional units or change the call type. They monitor calls to aid the on-scene commander with getting additional resources. They communicate daily with Battalion Chiefs to ensure there is proper staffing for each PBCFR station. The FOO also ensures emergency resources are relocated throughout PBC as needed to mitigate potential gaps in coverage.

Radio Shop

The Radio Shop provides 24/7 on-call support for all radios and other wireless communications equipment to all PBCFR stations, including PBIA (Station 81), 30 additional municipal fire stations, the Communications Center, Tactical and Mobile Command Units, and the Health Care District of Palm Beach County's Trauma Hawk. Technical support is provided to surrounding counties and the nine other municipal fire rescue departments sharing interoperable emergency communications. 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 VHF repeater sites
- Fire station alerting systems (Locution)
- Mobile Data Computers in vehicles
- Mobile Radio installation in all new vehicles



Strategic Initiatives

This fiscal year, PBCFR established a dedicated Strategic Initiatives Division to oversee and coordinate all activities related to department accreditation and external evaluation processes. This new division is tasked with managing the agency's compliance and continuous improvement efforts across three key accrediting bodies: the Commission on Fire Accreditation International, the Insurance Services Office, and the Commission on Accreditation of Ambulance Services. By centralizing these responsibilities, PBCFR is enhancing the department's ability to support strategic planning, data-informed decision-making, and ultimately improve public safety outcomes.

PLANNING & GIS - FINANCE

The Planning & GIS Section supply PBCFR leadership with critical insights through extraction and analysis of data collected from all areas of the Department. The Section facilitates data-driven decision-making and evaluation of service levels. Geographic Information System (GIS) are used to visualize, analyze, and understand patterns and relationships of extracted data with spatial context. GIS tools are also essential to maintaining the Computer Aided Dispatch (CAD) system's map and underlying data. Additionally, the Planning & GIS Section is responsible for designing and creating the department's Annual Report and 19 additional reports for each of the municipalities served. The reports highlight PBCFR's annual achievements, provide information about its services, statistics on emergency call volumes, call types, community outreach, and more.

Specific functions of the Planning & GIS Section:

- Plan optimal locations for future fire stations by analyzing service area coverage, historical call data, and anticipated community development to ensure response times meet the needs of a growing population
- Provide detailed data analysis for determining necessary fire station staffing
- Review and comment on the impact of land-use changes, development of regional impact, and annexations on fire rescue services
- Report routine descriptive statistics and data summaries upon request to departmental leadership, the 19 municipalities served by PBCFR and the 13 municipalities dispatched by PBCFR's Communications Center
- Provide cartographic services and spatial analysis for routine and special projects
- Implement improvements to the CAD map, routing functionality, and troubleshoot a variety of reported issues
- Maintain the CAD database, which includes: dispatch protocols/response plans, emergency service zones (ESZs), station order files, neighborhoods, gate codes, units, special address messages, common place names, road closures, pagers, and other notifications
- Conduct annual Community Risk Assessment



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
- Analyzes and reviews every element of an activation and/or deployment to assist the department in cost recovery



ITS - HONOR GUARD AND PIPES & DRUMS

Information Technology Services

Information Technology Services (ITS) delivers technology solutions that support PBCFR and its municipal partners. The division oversees critical functions including application development and assessment, 911 Computer Aided Dispatch (CAD) operations, web administration, network security, domain administration, mobile device management, and inventory control for more than 2,000 devices across the organization.



ITS is comprised of three specialized teams:

- **Infrastructure Team:** Manages the hardware that powers PBCFR operations, from cell phones to desktop computers and other essential devices.
- **Applications Team:** Oversees software systems to ensure seamless functionality, an optimized user experience, and responsive technical support for end-users throughout PBCFR.
- **CAD Team:** Ensures the reliable, always-online operation of the CAD system and its connected applications. The team supports 911 operations across the Communications Center and field responders, including county stations and units serving nine additional municipal fire rescue departments.



Honor Guard and Pipes & Drums

PBCFR's Honor Guard is one of Florida's most active and visible Honor Guards, averaging over 60 yearly performances. The Honor Guard proudly represents the department with dignity, honor, integrity, and a deep sense of remembrance while preserving fire service traditions. Established in January 1986, the Honor Guard pays tribute to active-duty and retired firefighters who have passed, including those who have made the ultimate sacrifice in the line of duty locally, statewide, and nationally. In addition to funeral and memorial services, the Honor Guard participates in various community and departmental events, such as parades, station openings, recruit graduations, and promotional ceremonies.

The Honor Guard consists of two specialty units: The Flag and Honors detail carries, presents, and posts Colors, including U.S., state, and agency flags during ceremonies. They also stand watch during services and render honors at funeral and memorial services. The Pipes & Drums serve as the musical component of the Honor Guard, performing traditional bagpipe and drum music. Since their formation in late 2001, the Pipes & Drums have become one of the most recognized and beloved elements of the Honor Guard, accompanying the Flag Detail in nearly all events.



CADETS & RESERVES

Cadets

The PBCFR Cadet Battalion serves as a youth initiative to provide teenagers ages 14 to 18 with insight into career options within the fire service. While many participants aspire to become firefighters, pursuing that path is not a requirement to join the program. Cadets receive comprehensive training that emphasizes leadership development and the importance of serving and supporting others. The Cadet Battalion convenes every week to undergo training in both fire and EMS services. Additionally, these gatherings are used to strategize and prepare for active involvement in numerous community and charitable events year-round. Among the highlights of their activities is the annual Cadet Fest in November, where cadet programs throughout Florida are invited to train at the Chief Herman W. Brice Fire Rescue Complex. During the fall retreat held in Orange Springs, FL, the cadets participate in several opportunities to train alongside peers and professional firefighters from across the state. Each year culminates in the Winter Fire Games, a skills competition organized by the Florida Fire Chiefs' Association Cadet Section.



Reserves

The PBCFR Reserve Battalion is dedicated to assisting the department's mission of saving lives and protecting property. Reserve Battalion members provide support by supplying supplemental personnel who are authorized to ride on PBCFR units and act as an "extra set of hands" on both engines and rescue units. The Battalion provides light and air support, firefighter rehabilitation, assistance at structure and brush fires, and support to fire investigators. Working closely with the Training Division, the Reserves provide aid during live fire training scenarios.

The PBCFR Reserve Battalion engages with the community by providing medical standby for public events, including parades, Veterans Day and Memorial Day ceremonies, and numerous others. The Reserves assist CRRD with smoke and CO detector installations and facilitation of the annual Marine Corps Toys for Tots Program. Many members of the Reserve Battalion progress to full-time firefighters with PBCFR.



PET & ANIMAL SAVES



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