

**EXCELLENCE TODAY**








**IMPROVING TOMORROW**

# **PALM BEACH COUNTY FIRE RESCUE**



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



# TODAY TO TOMORROW

-  **Chief Brice once said, "We wanted to create a good Fire Rescue department, a place where people were happy to work and always had the support of the community."**
-  **Our vision for the next ten years:**
  -  **Build on our reputation as a leader in the fire rescue industry**
  -  **Remain a destination department**
  -  **Respond to the community's needs regardless of the emergency or challenge**

# DEPTH OF SERVICE

**Palm Beach County Fire Rescue has 51 Fire Stations with 171 front line units**

**Units move-up to other areas regularly for coverage**

-  **55 ALS Rescues – each staffed with 3 people**
-  **45 ALS Engines – 42 staffed with 3 people, 3 staffed with 4 people**
-  **6 ALS Aerials – each staffed with 4 people**
-  **2 Special Operations Units – each staffed with 2 people**
-  **4 Tenders – each staffed with 1 person**
-  **4 Personal Rescue Watercrafts**
-  **11 District Chiefs**
-  **10 Battalion Chiefs (24-7, 365 days per year)**
-  **10 EMS Captains (24-7, 365 days per year)**
-  **1 Light/Air Truck**
-  **19 Brush Trucks**
-  **4 ARFF Vehicles**

# EVOLUTION OF EMS SERVICES

- 🚒 **Response to outbreaks and pandemics**
  - 🚒 Mobile testing, vaccinations, dispatch screening, telemedicine
- 🚒 **Response to Opioid Crisis**
  - 🚒 MIH (LCSWs and paramedics), DOH and HCD
- 🚒 **Emergency Triage, Treat ,and Transport (ET3)**
  - 🚒 Ensuring the right patient is provided the right care
- 🚒 **Whole Blood & Plasma/Ultrasound/Finger Thoracostomy**
  - 🚒 Bring the trauma center to the point of injury
- 🚒 **Pediatric and adult grief support services**
  - 🚒 Follow the patient and their family through our MIH Services

# EVOLUTION OF ALL HAZARD SERVICES

## **Personal Rescue Watercraft (6 total)**

 **Search and rescue open water**

## **Airboat (2 total)**

 **Search and rescue in wetlands**

## **Swiftwater Boats (4 total)**

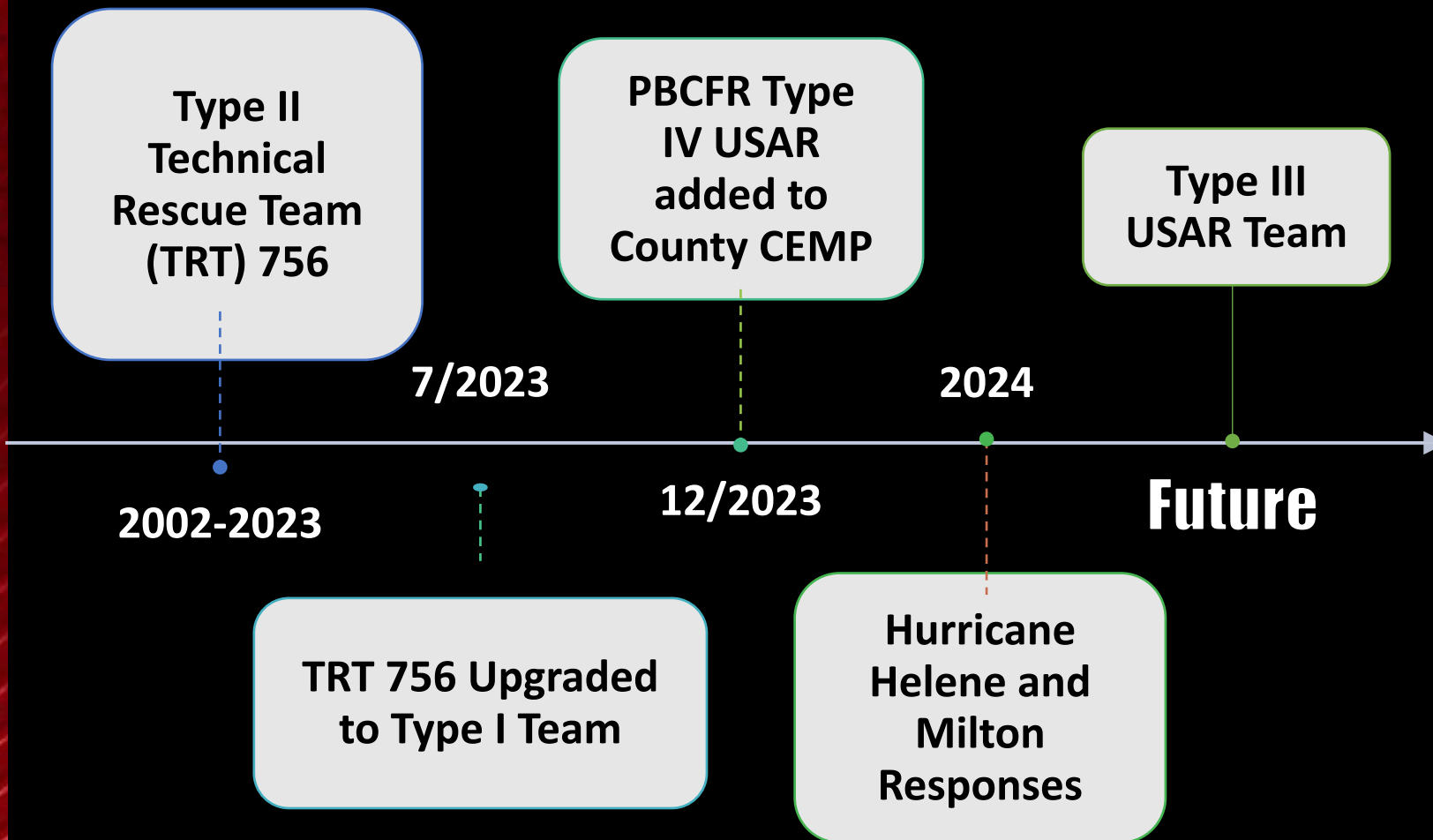
 **Flood water rescue**

## **Urban Search and Rescue (USAR)**

 **Only team in Palm Beach County**



# EVOLUTION OF USAR SERVICES



# INSURANCE SERVICES OFFICE (ISO)

## ISO Standard – 4 areas of evaluation

 Operations

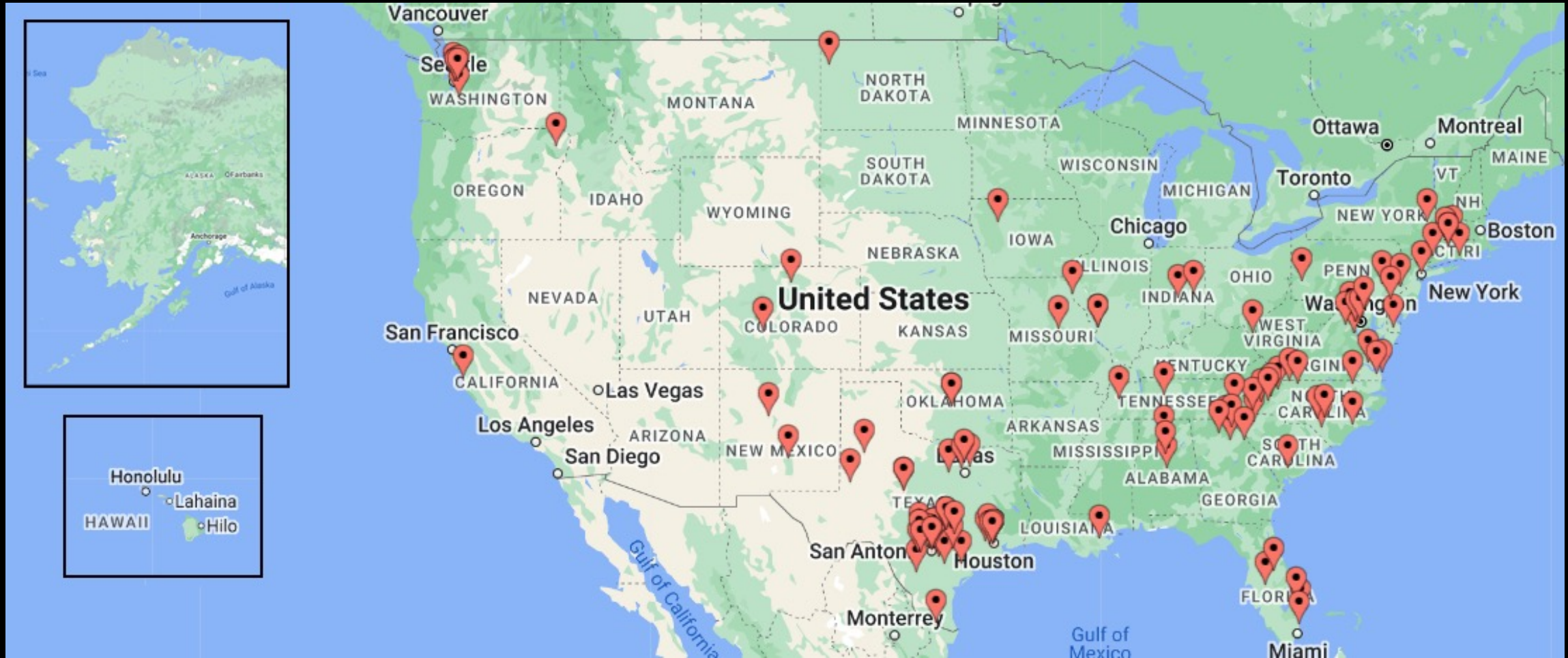
 Water Supply

 Communications

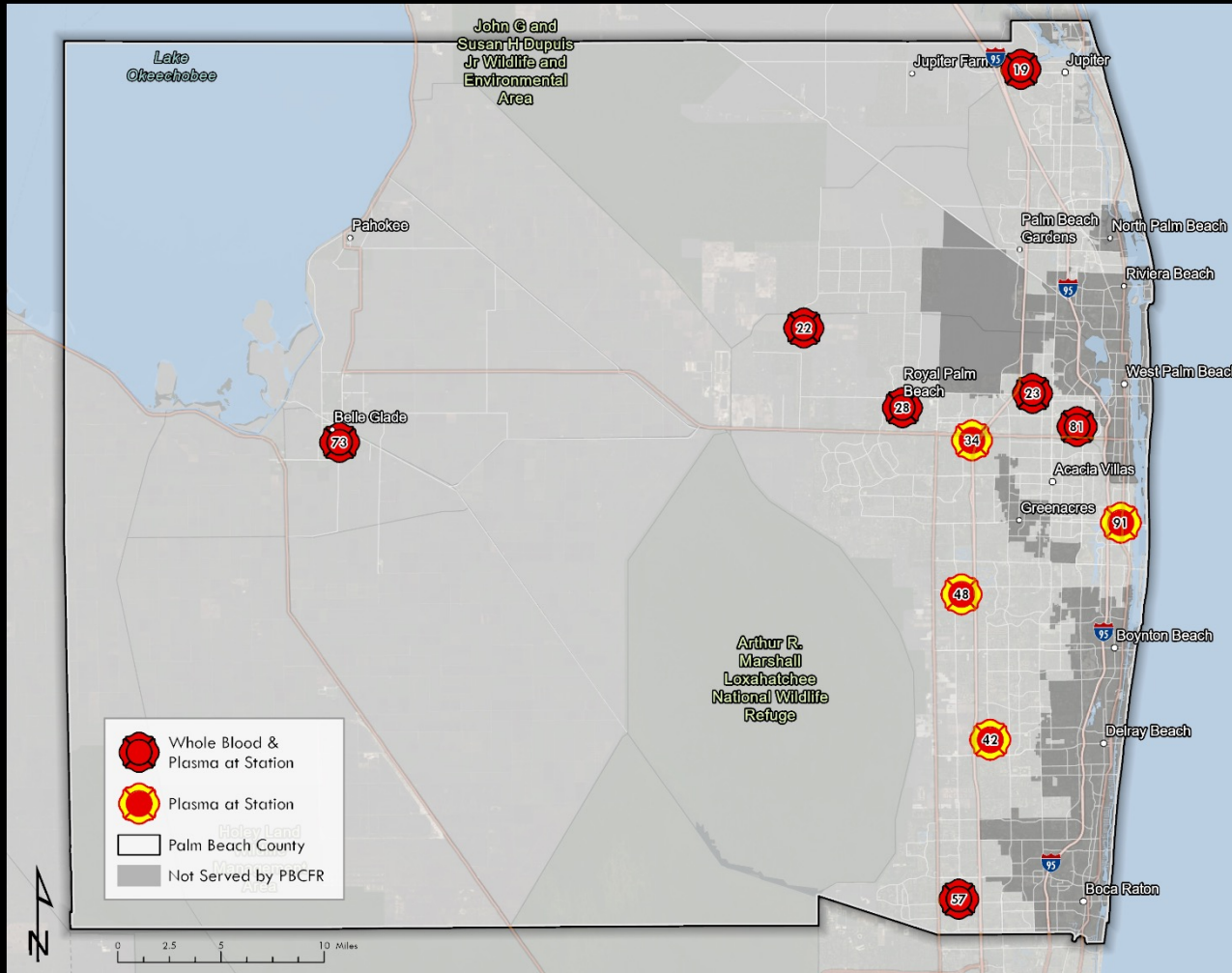
 Community Risk Reduction






# PREHOSPITAL BLOOD PRODUCTS



# PREHOSPITAL BLOOD PRODUCTS



-  **All 10 EMS Captains have plasma**
-  **6 EMS Captains have Whole Blood and Plasma**
-  **Both Helicopters have Whole Blood and Plasma**

 **Program established at PBCFR on 7/6/22**

# PREHOSPITAL BLOOD PRODUCTS



**PBCFR has had  
over 200 cases**



**NBC NEWS  
INVESTIGATES**

**CALLS FOR RESCUE VEHICLES TO CARRY BLOOD**



# ROADMAP FOR THE FUTURE

## Mission Statement

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

-  **5-year Strategic Plan**
  -  **Financial sustainability**
  -  **Professional development**
  -  **Communications plan**
  -  **Community Risk Assessment**
  -  **Enhance our health and wellness program**



# CUSTOMER REVIEW

## SURVEY RESULTS OCTOBER 2023 - SEPTEMBER 2024



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

**92.1 %**



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

**99.5 %**



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

**99.5 %**



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

**99.5 %**



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

**99.0 %**



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

**99.0 %**



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

**98.9 %**



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

**98.8 %**

# 99.2% Overall Satisfaction

Percentages are calculated from 2,404 respondents.

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**Inside Palm Beach  
County Fire Rescue**

# Thank you!



**2024 Annual  
Report**

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