



Palm Beach County Public Safety Department

Annual 2025 Report



Message From the Director >>>

“

This year has been one of extraordinary progress, collaboration and transformation for our department. Throughout every challenge and every opportunity, our team has continued to demonstrate resilience, innovation and an unwavering commitment to serving our community with excellence.

Our 9-1-1 Program Services Division continued to modernize emergency communications, supporting our first responders with reliable, efficient systems that help save lives every day. Our Animal Care & Control Division advanced its mission of compassion and safety, expanding outreach programs, improving shelter operations and strengthening partnerships that enhance the welfare of animals across the region. Through the work of Consumer Affairs, we safeguarded the rights of residents and businesses alike, ensuring fair practices and providing trusted guidance on complex consumer issues. In the area of public safety preparedness, Emergency Management enhanced our community's readiness and resilience, leading large-scale planning efforts, improving response capabilities and ensuring continuity of essential services during emergencies. Meanwhile, Finance & Administrative Services upheld the backbone of our department, maintaining transparency, fiscal responsibility and operational efficiency in all that we do. The Justice Services Division made significant strides in promoting equitable access to justice, improving program effectiveness and strengthening coordination across the criminal justice system. Our Victim Services Division continued its vital role in supporting survivors with dignity, care and comprehensive resources, helping individuals and families navigate some of their most difficult moments.

This year also marked an important milestone in our department's evolution. We are proud to welcome both the Criminal Justice Commission and the Electronic Services and Security Division into our organizational family. Their addition reflects our continued growth and the increasing scope of our mission. With these divisions now integrated into our structure, we are better positioned to coordinate countywide justice initiatives, strengthen technological security and support a safer, more connected community. Together, each of our divisions embodies the values that define our department: service, integrity and innovation. As we look to the year ahead, we remain committed to building on these accomplishments, strengthening our partnerships and working every day to enhance the safety and well being of our community.



Thank you to our dedicated Palm Beach County Board of County Commissioners, employees, partners and community members for your ongoing support. Our achievements are a direct result of your hard work, passion and belief in our mission.

Stephanie Sejnoha
Department Director

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Palm Beach County Board of County Commissioners



(Front row, left to right) Sara Baxter, Vice Mayor, Maria G. Marino, Mayor, Maria Sachs
(Back row, left to right) Gregg K. Weiss, Bobby Powell Jr., Marci Woodward, Joel G. Flores

History >>> of the Palm Beach County Public Safety Department



1951

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

1969

Animal Care & Control was established.

1972

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

1973

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

2015

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

2014

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

2008

Vincent Bonvento was appointed to director of the Public Safety Department while continuing to serve as the assistant county administrator.

2004

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

2016

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

2017

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



1974

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

1975

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

1979

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

1998

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

1989

The Board of County Commissioners designated the director of Emergency Management as the coordinator of assistance in natural disasters.

1987

Paul Milelli was appointed to director of the Public Safety Department.

1981

9-1-1 Program Services began under the Emergency Medical Services Office in the Public Safety Department and the Palm Beach County Sheriff's Office and Palm Beach County Fire Rescue began using Enhanced 911 (E911). At that time, Palm Beach County was one of the first areas in the country to use E911.

2018

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

2020

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

2022

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



Public Safety Department >>>

Mission, Vision, Values



Mission

Enhance the safety and well-being of our community

Vision

A safe, informed and resilient community

Core Values

Compassion, Integrity, Responsive
Advocacy, Collaborative, Innovative

Department Overview >>>



The Public Safety Department consists of seven distinct divisions providing services from 11 office locations throughout the county: 9-1-1 Program Services, Animal Care & Control, Consumer Affairs, Emergency Management, Finance & Administration, Justice Services and Victim Services. These divisions are responsible for providing critical services such as the deployment and maintenance of technical infrastructure for 9-1-1 call and text routing; administration and enforcement of ordinances and laws for consumer protection, animals and the public; minimizing the impact of disasters by coordinating information and resources through education, planning and response; managing financial and administrative needs; professional support to the citizens and the justice system through a variety of programs; and advocacy and therapy services to victims of violent crime. All divisions provide outreach and education services specific to their area of expertise.



Joseph Abruzzo
County Administrator



Tomer Nadler
Deputy County Administrator



Stephanie Sejnoha
Public Safety Department
Director



Gilbert Morales
Public Safety Department
Deputy Director



Oscar Alvarez
9-1-1 Program Services
Director



Nicole Bishop
Justice Services and
Victim Services
Director



Mary Blakeney
Emergency Management
Director



Marianela Diaz
Finance & Administrative
Services
Director



Joseph Smith
Consumer Affairs
Director



Janet Steele
Animal Care & Control
Director

Palm Beach County >>> Public Safety Department Organization Chart

Public Safety
Department

Department Coordinator

Administrative
Technician I

Finance & Administrative Services
Division Director II

- Fiscal Manager I
- Financial Analyst II
- Financial Analyst II
- Financial Analyst I
- Fiscal Specialist III
- Fiscal Specialist III
- Fiscal Specialist II
- Fiscal Specialist II

9-1-1 Program Services
Division Director III

- Senior Manager
- 9-1-1 Planning Coordinator
- 9-1-1 Specialist
- 9-1-1 Specialist
- 9-1-1 Specialist

Consumer Affairs
Division Director III

- Administrative Assistant III
- Customer Service II
- Customer Service II
- Customer Service II
- Customer Service II
- Customer Service I
- Customer Service I
- Fiscal Specialist III
- Investigator
- Consumer Affairs Manager
- Investigator
- Investigator
- Investigator
- Investigator
- Investigator
- Investigator
- Investigator
- Investigator
- Compliance Officer

Victim Services & Justice Services
Division Director III

Administrative Assistant III

- | | | | |
|--|-------------------------------------|--------------------------------|-------|
| VS – Contracts/ Grants Coordinator | Victim Services Program Coordinator | Manager Court Services | Cri |
| Victim Services Program Manager | Victim Services Project Coordinator | Administrative Technician III | Ac |
| Victim Services Project Coordinator | Victim Services Grant Coordinator | Administrative Technician III | Progr |
| Victim Services Team Supervisor | North County Victim Advocate | Administrative Assistant I | Progr |
| Administrative Technician III | North County Victim Advocate | Program Evaluator | Progr |
| South County Victim Advocate | Victim Services Team Supervisor | Pretrial Services Counselor II | Progr |
| South County Victim Advocate | Administrative Technician III | Administrative Technician II | Ca |
| South County Victim Advocate | Central County Victim Advocate | Pretrial Services Interviewer | Ca |
| South County Victim Advocate | Central County Victim Advocate | Pretrial Services Interviewer | Pe |
| Victim Services Program Coordinator | Central County Victim Advocate | Pretrial Services Interviewer | |
| Victim Services Project Coordinator | Central County Victim Advocate | Pretrial Services Interviewer | |
| VS Human Trafficking Project Coordinator | Central County Victim Advocate | Pretrial Services Interviewer | |
| Victim Services Team Supervisor | Central County Victim Advocate | Pretrial Services Counselor I | |
| Administrative Technician III | Central County Victim Advocate | Pretrial Services Counselor I | |
| SART Victim Advocate | Central County Victim Advocate | Pretrial Services Counselor I | |
| SART Victim Advocate | Central County Victim Advocate | Pretrial Services Counselor I | |
| SART Victim Advocate | Central County Victim Advocate | Pretrial Services Counselor I | |
| SART Victim Advocate | Central County Victim Advocate | Pretrial Services Counselor II | |
| SART Victim Advocate | Belle Glade Team Supervisor | Administrative Assistant I | |
| SART Victim Advocate | Administrative Technician III | Administrative Technician III | |
| Licensed Therapy Coordinator | Belle Glade Advocate | Pretrial Services Counselor I | |
| Licensed Therapist | Belle Glade Advocate | Pretrial Services Counselor I | |
| Licensed Therapist | Belle Glade Advocate | Pretrial Services Counselor I | |
| Therapist | Forensic Nurse Program Manager | Pretrial Services Counselor I | |
| | Victim Services Project Coordinator | Pretrial Services Counselor I | |



Palm Beach County
Board of County Commissioners

Palm Beach County >>> Office Locations & Map

1

9-1-1 Program Services

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

2

Animal Care & Control

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

3

Consumer Affairs

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

4

Emergency Management

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

5

Finance & Administrative Services

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

6

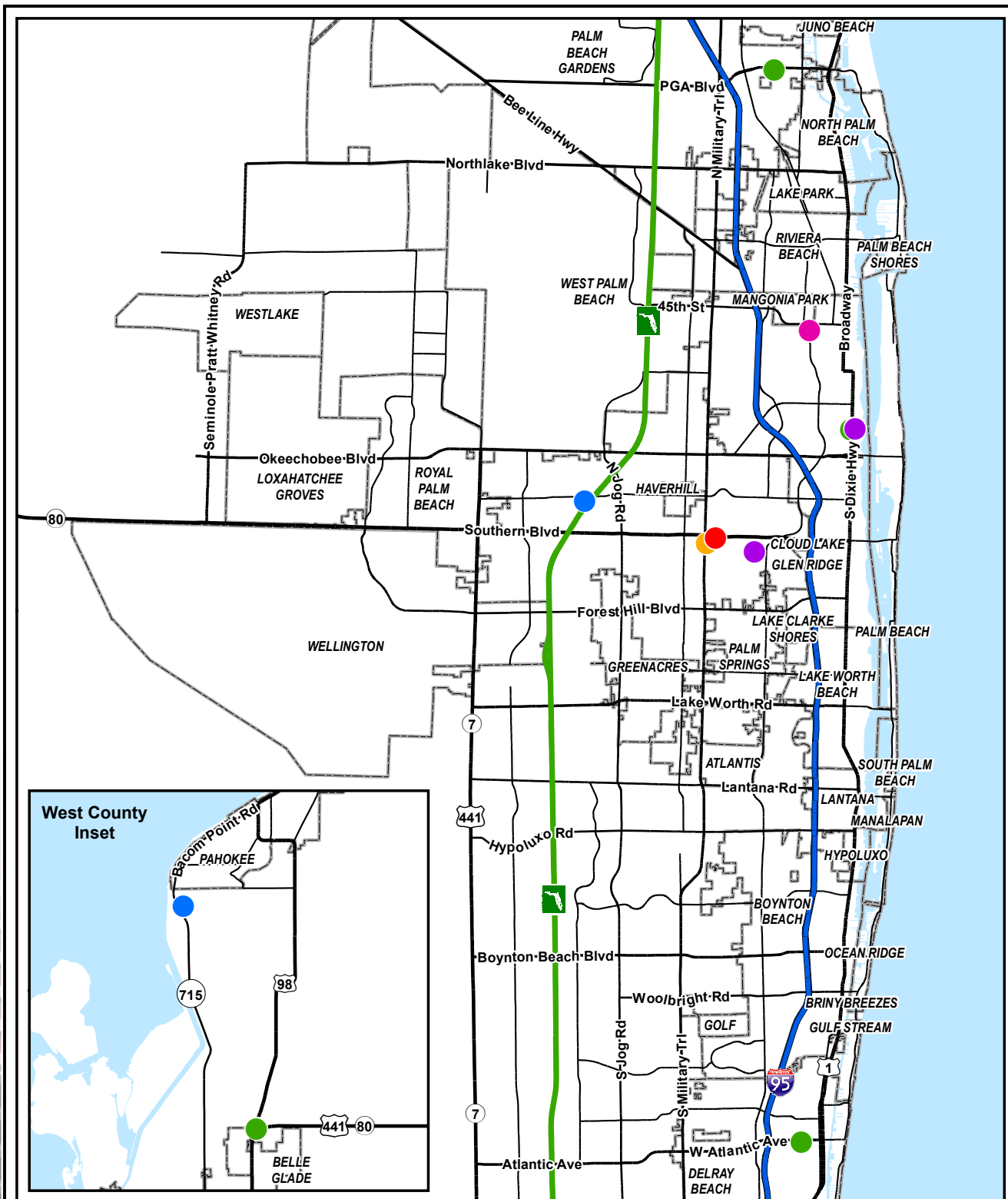
Justice Services

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

7

Victim Services

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



Public Safety Department Office Locations

- Administration, Finance, 911 Program Services, Emergency Management
- Animal Care & Control
- Consumer Affairs
- Justice Services
- Victim Services
- Justice Services, Victim Services

Disclaimer:
 Legal: Palm Beach County is providing this data "as is," and Palm Beach County disclaims any and all warranties, whether expressed or implied, including (without limitation) any implied warranties of merchantability or fitness for a particular purpose. In no event will Palm Beach County be liable to you or any third party for any direct, indirect, incidental, consequential, special, or exemplary damages or lost profits resulting from any use or misuse of this data.

Palm Beach County
 GIS Service Bureau October 15, 2021

9-1-1 Program Services >>>

Division Overview



The 9-1-1 Program Services (PBC911) provides and maintains a Next Generation 9-1-1 (NG911) System within the county. PBC911 serves as the 9-1-1 Authority for Palm Beach County, ensuring all persons in need of assistance that dial 9-1-1 will have their call answered by the appropriate response agency. This is accomplished with the cooperation of 16 Public Safety Answering Points (PSAP). The PSAPs are located at Palm Beach County Sheriff's Office, Palm Beach County Fire Rescue and several municipal or state operated police departments.

OUR VISION

To maintain the integrity of the 9-1-1 system and ensure that calls are processed within national standards. To think strategically and creatively, increasing public access for requesting emergency services to allow for a quick, safe response from law enforcement, fire-rescue or Emergency Medical Services (EMS).

HIGHLIGHTS and ACCOMPLISHMENTS

In FY 2025, PBC911 continues to be an industry leader in 9-1-1 Public Safety Communications. In partnership with our sixteen (16) PSAPs across the county, we have reached the following milestones:

Completed full Emergency Services IP Network review to enhance resiliency and cybersecurity protection.

- ▶ 217,468 minutes of language interpretation services provided for non-English speaking callers.
- ▶ Expanded Automatic Call Distribution (ACD) features for PSAPs to prioritize 9-1-1 calls and reduce call answer times.
- ▶ Over 250 hours of continuing education provided for 9-1-1 Public Safety Telecommunicators.



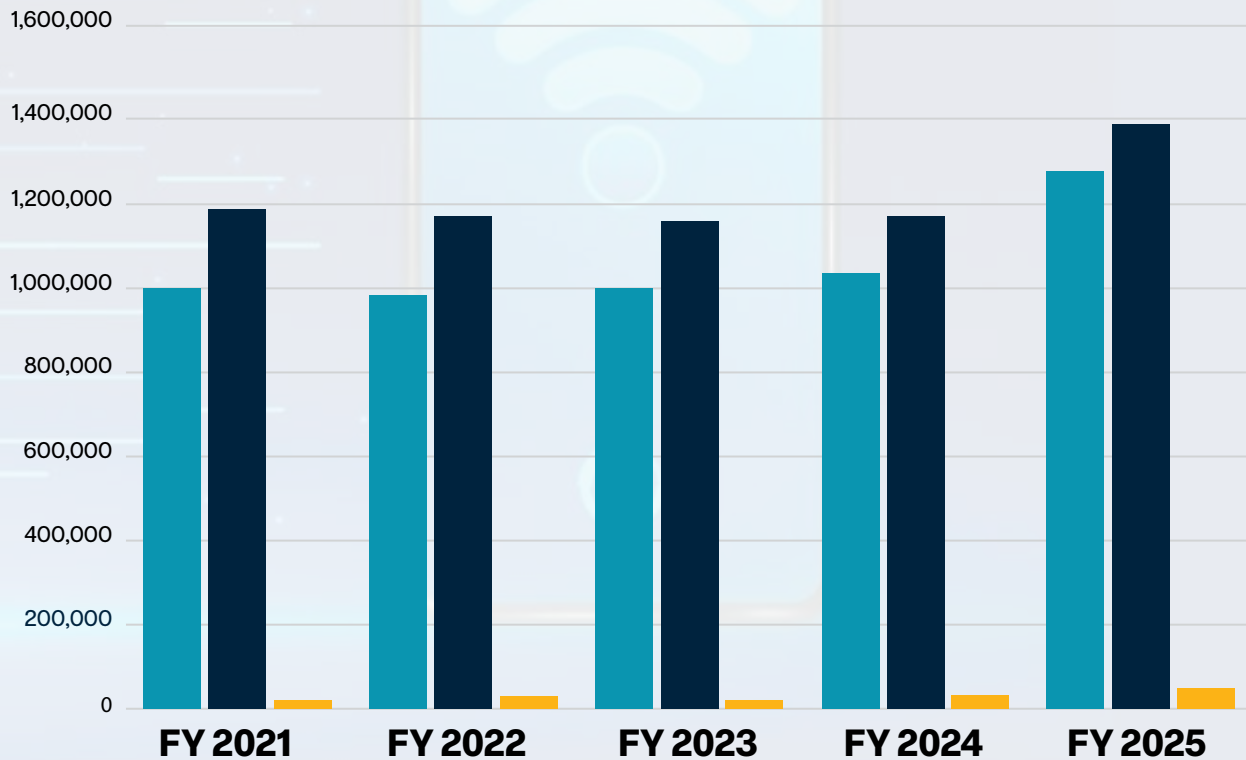
PBC PSAP CALL VOLUME

The National Emergency Number Association (NENA) and the National Fire Protection Association's (NFPA) call answering standards state that 90% of all 9-1-1 calls arriving at the (PSAP) shall be answered within (\leq) 15 seconds. Ninety-five percent of all 9-1-1 calls should be answered within (\leq) 20 seconds.

In FY 2025, the PSAPs AGAIN exceeded national standards!

	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
9-1-1	997,341	1,022,124	1,270,277	1,059,782	1,034,184
Admin	1,156,281	1,163,673	1,382,188	1,356,188	1,277,018
Text	2,194	4,330	5,624	5,973	5,582

PBC PSAP CALL VOLUME



9-1-1 Program Services >>>

PBC911 Teaches the Proper Use of 9-1-1

9-1-1 has seen many changes over the years due to new technology. PBC911 has responded by expanding our community outreach program. Several programs have been developed to educate everyone about the proper use of 9-1-1; these programs are tailored to different segments of the population to include children, students and seniors. Lessons include knowing when to call 9-1-1 (or when to text), what the 9-1-1 call taker will ask and what to do if you 'pocket-dial' 9-1-1. The latter has helped in reducing direct 9-1-1, administrative line and text calls from the prior two fiscal years as the public becomes aware when to call 9-1-1.

PBC911 has also increased their public outreach program by spearheading a media campaign including updating their website to better provide information in a more user-friendly way. We continue to work with our public safety, community and educational partners to provide important information to help keep Palm Beach County safe for all.

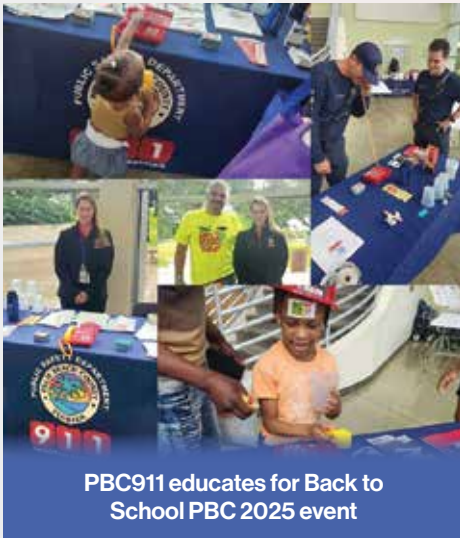
ENSURING THE DELIVERY OF OVER 1 MILLION 9-1-1 CALLS ANNUALLY

Call 9-1-1 FIRST
We can help notify family or others for you

Text to 9-1-1
If you're unable or it's unsafe to speak

Know your location
Address and/or landmarks

Accidental Call
Don't hang up, let us know everything's okay



PBC911 educates for Back to School PBC 2025 event



KLA Schools of Lake Worth students read with PBC911.



PBC911 teams up with PBSO to Build Bridges with Law Enforcement and the autism community.

Maintaining a Standard of Care Countywide

PBC911 offered over **250** hours of continuing and advanced training opportunities for the 9-1-1 Public Safety Telecommunicators (PST) across Palm Beach County. Among the classes offered were Communications Training Officer Certification and Communications Center Supervisor Certification. This provides a standard level of care no matter where in Palm Beach County you may need assistance. PBC911 has certified trainers on staff to reduce the training costs for the PSAPs.

Florida is one of only a few states that mandates 9-1-1 telecommunicators to be certified. Initial certification requires a minimum of **232** hours of training, with an additional **20** hours of training each renewal period. PBC911 helps ensure the 911 PSTs are knowledgeable of the latest best practices and meet all national and state standards providing the highest level of service to those needing emergency assistance in Palm Beach County.



Local agencies engage in professional development classes hosted by PSD911.

Providing Better Access to 9-1-1

PBC911 is working with PSAP partners in bringing the latest technology advances to Palm Beach County. While a voice call to 9-1-1 is always best, we are investigating advanced methods to improve the way we communicate with law enforcement, fire-rescue and EMS. The division aims to assist the responders prepare on their way to an incident to provide quicker, better care on scene.

National Standards Compliant

PBC911 maintains compliance with the National Emergency Number Association's (NENA) Standards for network design and operation. The end result being interoperable with other 9-1-1 systems in the event of large-scale events, natural or man-made disasters to continue emergency response for the public.

Leading the Way in School Safety

PBC911 partnered with Palm Beach County School District Police Department to enhance the Alyssa's Alert system in our schools and PSAPs. The agencies coordinated with their vendors to integrate advanced emergency response mapping technology into the School's District's personal alerting system and portal required under Alyssa's Law, named after Alyssa Alhadef, a victim of the 2018 Parkland school shooting, the law mandates that schools have silent panic buttons that connect directly to law enforcement to expedite responses during emergencies like active shooter events.

With the County's new integration, the moment an emergency is reported at a school within Palm Beach County, the alerts are instantly sent to the Alyssa's Alert platform, allowing more than 17 law enforcement agencies and 9-1-1 centers to coordinate and communicate the response on a single platform. No matter the school or badge that is activated, dispatchers and school police can now instantly see the precise location of the incident on an up-to-date, highly detailed map - all within the portal at the District PD dispatch and the PSAP.

Palm Beach County is one of the largest counties in Florida to implement and comply with House Bill 301. The focus of the bill is to provide emergency response with school mapping data in a digital format. The county's data-driven maps contain the school's layout, and also critical lifesaving public safety points of interest, like AEDs, first aid kits, fire extinguishers, utility cut-off valves, and building entrances and exits that aid in rapid responses.



Animal Care & Control >>>

Division Overview



One of 60+ adoption and educational events ran in FY2025 – more than 1 event each week that focused on getting our pups and kitties out to the community.

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

OUR MISSION

Ensuring the protection and advocacy of companion animals and the education and support of the humans caring for them.

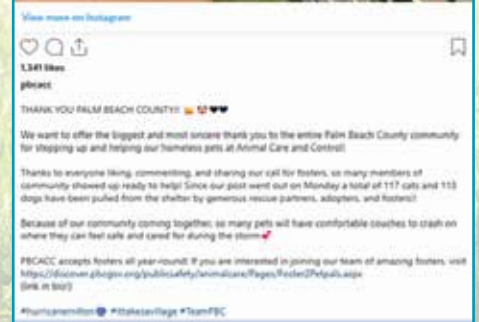
OUR VISION

All animals in Palm Beach County have a loving and supportive home.



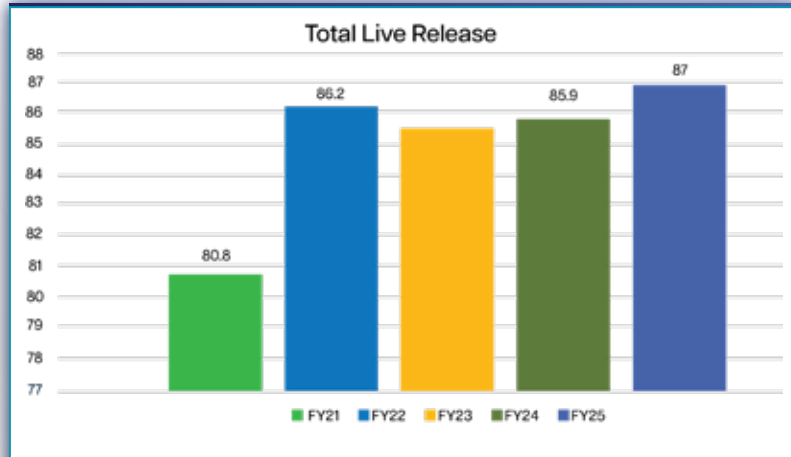
Community Power Saves Lives

FY 2025 was the second year in a row that Animal Care & Control was listed as a Nearly No-Kill Shelter by the Best Friends Animal Society. This massive achievement was due to our increased community relationships, like the new Foster2Hurricane program that placed over **200** animals in temporary homes in just 18 hours. This allowed the shelter to focus on assisting areas hardest hit by Hurricane Milton in October 2024. Most of these new fosters were from local universities where the students came out in force to give the dogs and cats a quiet and safe home during the storm. Combined with the expanded Doggy Day Out program and Home For The Holidays program, even though the shelter was over capacity for the entire year, we were able to keep our Live Release Rate (the percentage of animals arriving alive that leave the shelter alive) at the highest rate ever.

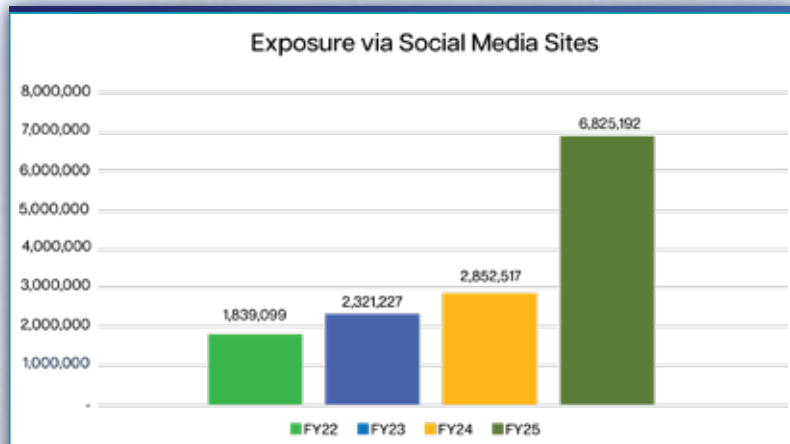


Florida Atlantic University student meeting her "hurricane buddy" that she took home for Foster2Hurricane during the Hurricane Milton activation.

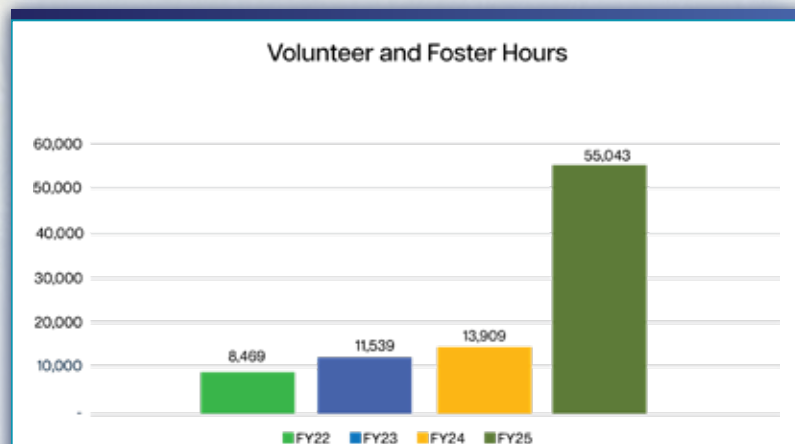
Accomplishments



Increased community relationships combined with improved husbandry and veterinary care have resulted in reaching the "Nearly No-Kill" status for the last 4 fiscal years, with national acknowledgment the last 2 calendar years.



Our successful Hurricane Milton Foster2Hurricane program tremendously increased in our connections to the community via social media.



And with those connections came a massive increase in hours the community donates to Animal Care & Control.

Animal Care & Control >>>

Doggy Day Out Ambassador Edition

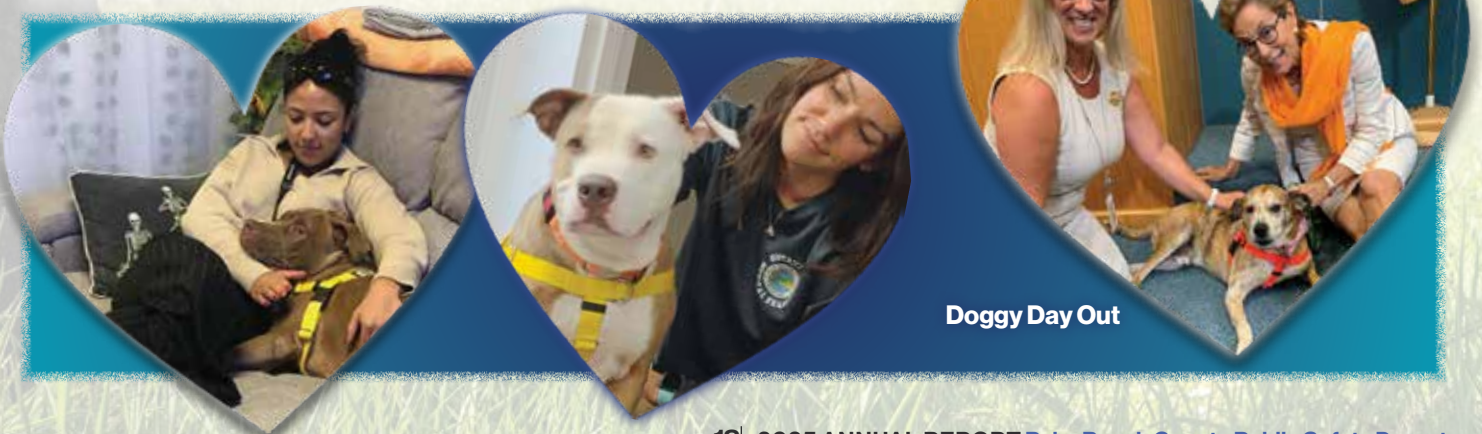
Launched in August 2025 by Commissioner Maria G. Marino, then Mayor, and Chief of Staff Elicia Sanders, the Doggy Day Out Ambassador Program redefines public service by enabling county staff to bring shelter dogs out of kennels and into Commission Chambers and government offices. There, the dogs embody resilience, sociability, and readiness for adoption, while staff foster meaningful engagement, accelerate placements, and strengthen public trust through visible, compassionate leadership. Now expanding across departments and continuing its trajectory of growth, the program stands as a premier model of purpose-driven innovation delivering measurable public impact.

Mayor Marino with Coby



Coby helping Commissioners launch Hispanic Week.

Helping the Medical Examiner's Office staff de-stress by cuddling pups.



Doggy Day Out



Cyrus helping out at Palm Beach International Airport while Kiki just shows how to have fun no matter how stressful a work site can be.

Home for the Holidays



Animal Care & Control also invited the general public to take a pet “Home For The Holidays”



Valentine’s Day, Halloween, Christmas or just because the kids are home for the holidays, dogs and cats really appreciated the break from the shelter and some cuddles with the family.

Animal Care & Control >>>

But it's not just dogs and cats that Animal Care & Control cares for...



All 200+ tarantulas were temporarily housed in vacant cat kennels, but eventually found homes in our local community.



Foster Coordinator Emily Maple unloading 200+ tarantulas from a seizure.

Nor does our work stop at the shelter walls...

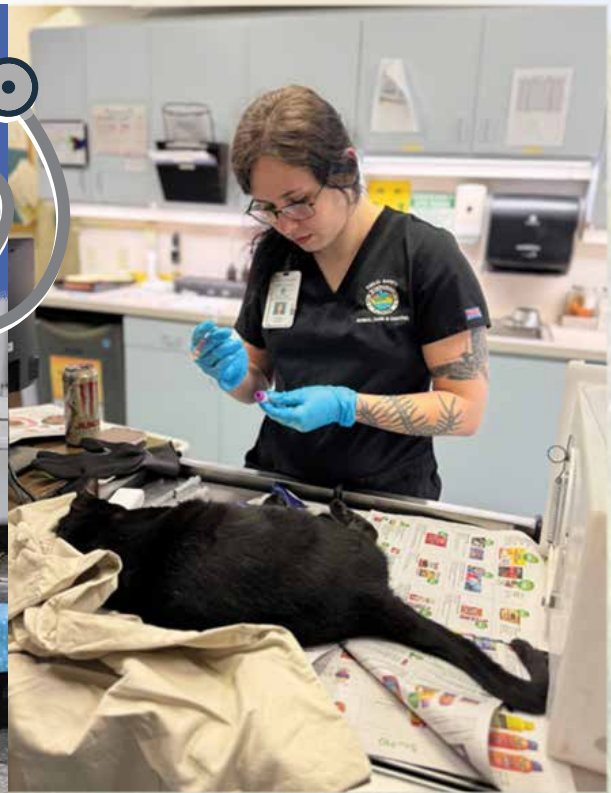


ACC field and veterinary staff joined PBSO trapping and sterilizing cats in a high risk neighborhood.



The TNVR trapping event couldn't be successful without both our rescue partners and volunteers. In conjunction with Peggy Adams Animal Rescue League, our team contributed almost 100 cats out of the 800+ that were sterilized over this two day event.

From the field to the clinic, Trap Neuter Vaccinate Return (TNVR) cats are assessed before surgery... Then checked again just prior to release to ensure these community cats have the best life possible.



Animal Care & Control >>>

Excellence comes from both experience and innovation



Our own veterinarian Dr. Virginia Sayre won the Florida Animal Protection and Advocacy Association's (FAPAA) Lifetime Achievement Award.



And veterinarian Dr. Ysabel Wright won FAPAA's Rising Star Award.

The division can be found anywhere, where people love animals



Volunteer Maureen Lloyd teaching a child how to hold and care for a kitten.



Siobhan Gallagher Women of Wellington's Pooches, Pearls and Prosecco Event.



Animal Control Officer Catania Black teaching children about what ACC does and how they can care for their pets at home.

Consumer Affairs >>> Division Overview



The Consumer Affairs Division is a team of professionals devoted to public service and consumer protection. Palm Beach County citizens connect with this office for support; as regulation of specified industries and an informal dispute resolution program are housed here. Consumer Affairs is comprised of **14** full-time positions working within three sections: Licensing, Informal Mediation/Compliance and Administration. Consumer Affairs compliance investigators are assigned responsibilities throughout the community and in the Consumer Affairs office. During FY 2025, the Consumer Affairs staff generated **123,684** consumer protection activities.



MOVING & STORAGE



**PUBLIC EDUCATION
COMPLIANCE
ENFORCEMENT**



**VEHICLE FOR HIRE
LIMO • TAXI • WATER TAXI**



**INVESTIGATE & MEDIATE
CONSUMER VS BUSINESS DISPUTES**



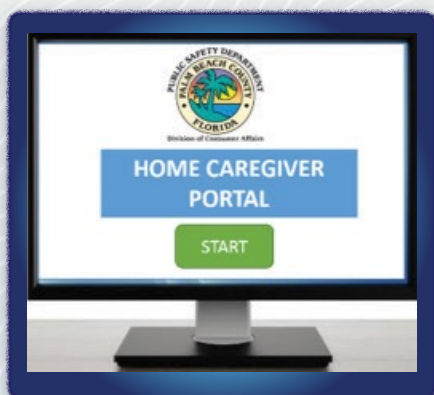
**TOWING &
IMMOBILIZATION**



PALM BEACH COUNTY
BOARD OF COUNTY COMMISSIONERS
PUBLIC SAFETY DEPARTMENT
**CONSUMER
AFFAIRS
DIVISION**

Home Caregiver

Protecting vulnerable citizens is an important part of the work within Consumer Affairs. Reducing financial exploitation and abuse among seniors is essential. The county implemented an ID badge requirement in 2015. The requirement is applied to persons who receive compensation for aiding the daily living or instrumental activities of a vulnerable adult. A Level 2 criminal background screening eligibility or verification is performed on each home caregiver applicant to ensure there are no disqualifying offenses that would prohibit them receiving a badge. In total, more than **30,000** persons applied for an ID badge since the launch of the program, with **4,956** issued during FY 2025.



Effective July 2025, state law prohibits local regulation of some occupations, including home caregivers. As a result, the Home Caregiver ID Badge program was suspended. In 2019, the Consumer Financial Protection Bureau conducted a review of suspicious activity reports (SARs) filed by financial institutions and found that one in nine incidents of elder-financial exploitation where the target knew the perpetrator, were committed by nonfamily caregivers. The average loss in those cases, according to AARP, was **\$57,800**. The Board of County Commissioners believe this protection is important and has directed the county's Legislative Affairs Division to pursue opportunities to return this important protection tool to the Consumer Affairs arsenal as soon as possible.



Vehicle for Hire (VFH)

The VFH Ordinance establishes requirements to protect the riding public. Taxis, limousines, sedans, non-emergency medical transportation vehicles and their drivers must conform to these safety regulations. Minimum insurance limits, driver requirements, calibration of taxi meters, vehicle safety, and operational condition are among the core components to promote safety. Consumer Affairs extended the following protections in FY 2025:

- ▶ **948** criminal and driver history records evaluated
- ▶ **1,250** vehicles met minimum commercial insurance and mechanical and safety standards to operate
- ▶ **328** VFH companies permitted

The division works closely with Palm Beach International Airport (PBI) and the Palm Beach County Sheriff's Office (PBSO) to ensure the integrity and safety of VFH service providers operating at the airport. This collaboration focuses on strategic monitoring and enforcement actions to encourage compliance with the VFH. Coordinated inspections allow for active monitoring that protects travelers from unlicensed or unsafe transportation while promoting fair business practices. This partnership reflects our shared commitment to ensuring that, "The Best of Everything" begins as soon as guests land and residents return home.



Moving

All moving companies in the county performing local household moves are required to secure an operating permit. The Moving Ordinance requires written estimates, evidence of cargo legal liability, motor vehicle insurance coverage, inventory documentation, contract for service/bill of lading, disclosures and prohibitions against charges that exceed estimates. In FY 2025, Consumer Affairs issued **56** moving company permits and **295** moving vehicle decals.

Towing & Immobilization

There were more than **20,000** non consent and countless consent tows occurring in the county during the past year. Whether a tow company is assisting at an accident scene, removing illegally parked vehicles, or helping stranded motorists, residents are extended protections through requirements established in the Tow Truck Ordinance. In FY 2025, Consumer Affairs extended the following protections:

- ▶ **509** drivers screened for disqualifying criminal or driving offenses
- ▶ **1,824** vehicles and storage yards inspected for safety and protection of property
- ▶ **519** tow vehicles monitored to ensure insurance minimums were maintained



Tow truck inspection.

Pursuant to the Towing and Immobilization Services Ordinance, each tow business and every tow truck in Palm Beach County is inspected. We provide guidelines for each tow yard to protect consumers. Regular inspections are the hallmark of the work performed on behalf of consumers to ensure public safety. In the last year, we increased oversight and improved communication with our tow partners.

Investigate & Mediate

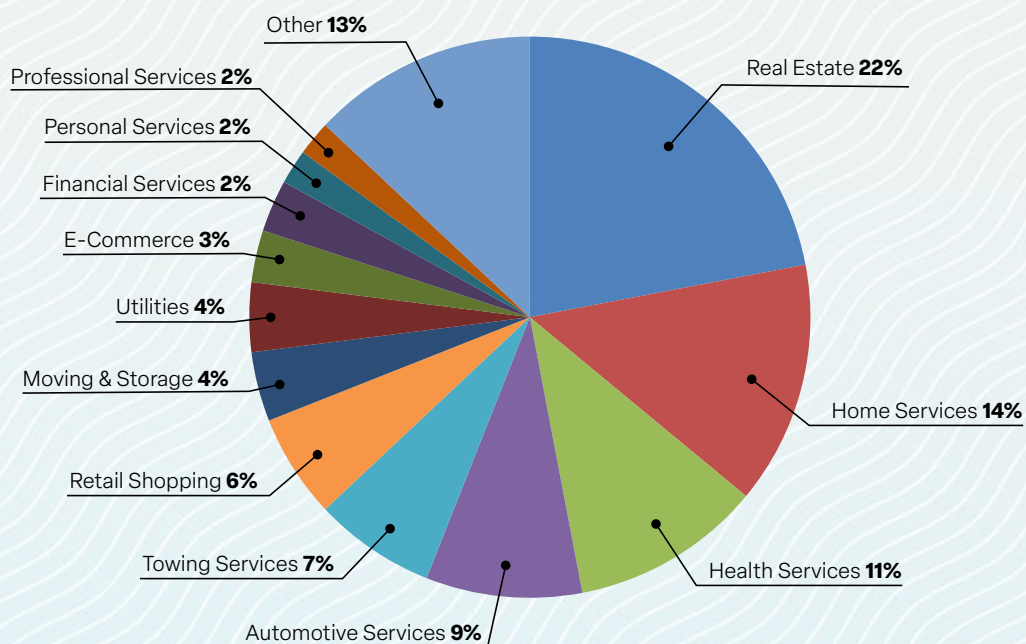
Consumer vs. Business Disputes

When a consumer has a dispute against a business in Palm Beach County, Consumer Affairs Investigators are prepared to assist in resolving the situation. Consumer Affairs professionals investigate disputes by analyzing invoices, contracts and relevant supporting documentation. Using an informal mediation process, Investigators correspond with all parties involved, including other government agencies, with the goal of seeking a resolution. There were 12 (top) categories of complaints handled by Consumer Affairs last year making up 87% of the work. Real Estate (22%), Home Services (14%), Health (11%), Automotive (9%), Towing (7%), Retail Shopping (6%), Moving and Storage (4%), Utilities (4%), E-Commerce (3%), Financial Services (2%), Personal Services (2%), and Professional Services (2%). The other 13% of cases include insurance, lodging, pets, transportation, travel, boating and government services.



In FY 2025, Consumer Affairs investigated and closed **628** complaints and recovered **\$330,262** for consumers.

Top 12 Complaints by Business Type



Compliance & Enforcement

Key to the success of a licensing program is active compliance and enforcement efforts. Consumer Affairs regulates five industries including moving, towing, immobilization, water taxi and vehicle for hire (taxis, limousines, sedans, non emergency medical transportation). Previously, Consumer Affairs was also charged with supporting two additional programs: adult entertainer and home caregiver. Effective July 2025, state government does not allow counties to require ID badges for occupations. As a result, the adult entertainer and home caregiver badge programs were suspended. Investigators completed **2,861** Compliance/ Enforcement activities: **455** Notices of Violation (NOVs), **129** citations, **55** on-site investigations, **27** stings, and **2,195** field monitoring activities in FY 2025.

resulting in more than **\$10,000** in tow assessments paid by consumers erroneously.

The Investigator and the Consumer Affairs Division worked with the tow company to educate them on the Palm Beach County Towing & Immobilization Ordinance to ensure future compliance. As a result, the tow company refunded the full amount to affected consumers. When Consumer Affairs works with businesses on behalf of consumers, our goals are to educate and support. The tow company is committed to following the ordinance and is building a brighter future for their business and our community.



The primary goal of enforcement efforts is to educate the public and achieve compliance. There are numerous methods used to achieve compliance ranging from education and progressive sanctions, to cease and desist orders. When conducting field monitoring activities, a Consumer Affairs

Investigator was notified that a licensed tow company operator was operating in violation of the ordinance by towing & storing vehicles beyond the 10-mile radius from the point of removal to the tow yard location. The investigator initiated an audit of the tow records of the licensed tow company. The review determined that violations occurred, and **44** consumers were affected because their vehicles were towed improperly,



— STATS AT A GLANCE — Consumer Affairs Division

1,579

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

7,275

Driver, Caregiver, and Adult Entertainer badges issued

95%

Very Satisfied or Satisfied with office visit

1,824

Vehicle Safety and Tow Yard Inspections

1,457

Driver history reports reviewed/processed

628

Complaints investigated and closed

Emergency Management >>> Division Overview

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



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

OUR MISSION

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



Hurricane Milton Response and Recovery

Hurricane Milton was a late season Category 5 hurricane which was on a similar path to Hurricane Ian and came just weeks after Hurricane Helene. The county issued a Local State of Emergency on Oct. 7, 2024, and the Emergency Operations Center (EOC) activated to a Level 2 (partial activation) on Oct. 9, 2024. In anticipation of potential storm flooding and high winds six shelters were opened. As the first wind bands began impacting the state several tornado warnings were issued for the county. Beginning at approximately 5 p.m. on Oct. 9, 2024, reports of a tornado touchdown in Wellington, Loxahatchee Groves, the Acreage, Palm Beach Gardens, and Jupiter were reported. On Oct. 10, 2024 the National Weather Service Miami provided initial reports that it was an EF3 tornado which measured 21 miles long. In all, we sheltered **948** people and **29** pets. Approximately **680** residential structures were affected, with approximate damage losses to residential and public infrastructure exceeding **\$95 million**. On Oct. 11, 2024 Palm Beach County was included in the Federal Disaster Declaration for Individual Assistance and Public Assistance for Category A - Debris Removal and Category B - Emergency Protective Measures from FEMA. More than **9,600** FEMA registrations were received.



DEM Director Mary Blakeney provides comments to the media during a press conference at the EOC along with the mayor, fellow commissioners, sheriff and fire rescue chief.



Pictures (l to r): Damages from the EF3 tornado in Palm Beach Gardens and the EOC operations room during activation.

Emergency Management >>>

Planning, Training and Exercise

The DEM completed updates to the Comprehensive Emergency Management Plan (CEMP) which outlines how the various departments and agencies, public and private, will respond during any large-scale disaster in Palm Beach County. The CEMP received the Florida Division of Emergency Management and Palm Beach County Board of County Commissioners' approval. Additionally, DEM coordinated stakeholder planning meetings in preparation of the FIFA Club Cup in advance of the FIFA World Cup in 2026.

The DEM also participated in several exercises for Agricultural Workshop, Community Emergency Response Team (CERT), Cybersecurity, FIFA Club Cup (Operation Lasso), Florida Power & Light Storm Dry Run, Healthcare Emergency Response Coalition (HERC), St. Lucie Nuclear Power Plant and School District.

In addition to exercises, DEM hosted **71** training sessions focusing on Administration/ Finance, CERT, Cybersecurity, Healthcare Plans, Intermediate EOC Functions, Logistics, Mitigation, Rapid Needs Assessment, Shelter Operations and Substantial Damage Assessment.



Staff conducting an exercise at the Emergency Operating Area in Belle Glade.

Emergency Medical Service (EMS)

In November 2024, the Board of County Commission approved a revision to the EMS Ordinance and opened the application period for Secondary Service Providers. This resulted in issuing five (5) new Secondary Service Provider Certificates of Public Convenience and Necessity (COPCN) in February 2025. In May 2025, we bid farewell and happy retirement to long time EMS Specialist Lynette Schurter after a lengthy career with the division.



DEM staff celebrate the retirement of Lynette Schurter.

Emergency Management >>>

Awards and Recognition

In February 2025 during the Florida Emergency Preparedness Association (FEPA) Annual Meeting, Emergency Program Coordinator – Operations Armen Gregorian was awarded his FEPA Florida Professional Emergency Manager (FPEM) Certification and Director Mary Blakeney was awarded with her FEPA FPEM Renewal Certification.

At the April 2025 Safety Council Annual Awards ceremony, Emergency Management Specialist III Mike Geier was awarded the Safety Councils Heroism Award for his lifesaving rescue of a motorist who was hit on I-95 and veered off into a retention pond as witnessed by Mike as he was traveling to a meeting. Mike witnessed the motorist struggling to make it to shore and entered the pond to rescue the motorist.

At the May 2025 Board of County Commissioners meeting, Commissioner Marci Woodward presented a certificate of recognition to DEM for their outstanding efforts in the wake of the tragic plane crash that took place in Boca Raton on April 11, 2025.



Picture (l to r): Armen Gregorian and Mary Blakeney with their FPEM Certifications.



Mike Geier receiving the Safety Council Heroism Award.



DEM and county staff being recognized by Commissioner Marci Woodward during the May 2025 Board of County Commissioners Meeting.

Finance & Administration >>>

Division Overview

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

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

Output Measures



4,244
Cash Receipts



78
Receivables



3,473
Purchase
Orders



219
Budget
Documents



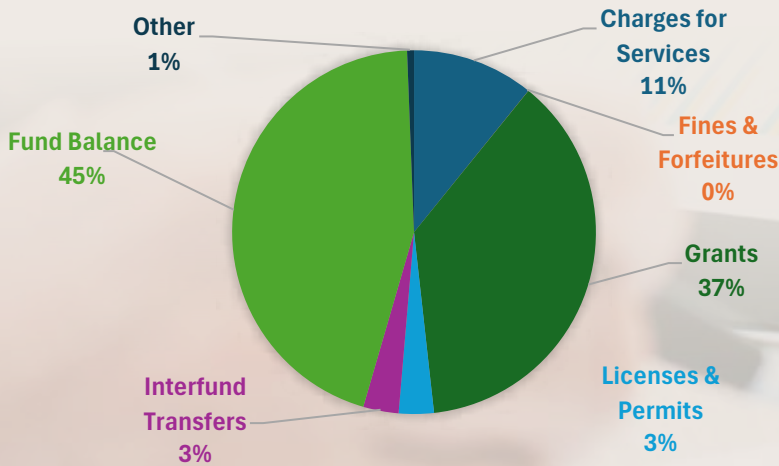
88
Agenda Items



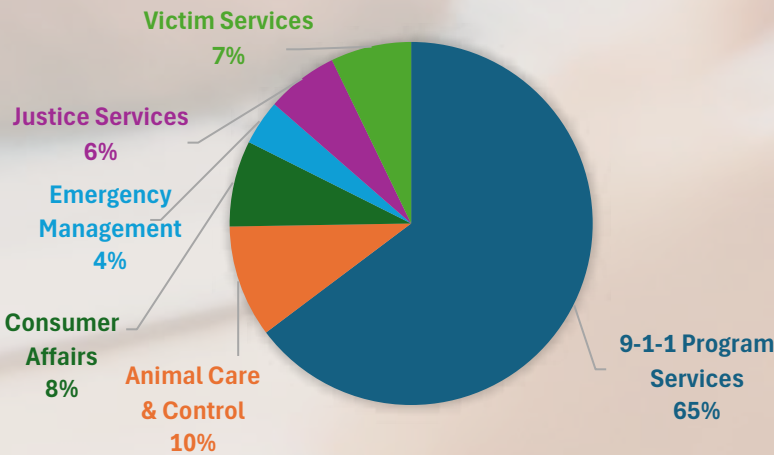
38
Open Grants

Finance & Administration

Budget



Funding Source	Amount
Charges for Services	\$3,416,500
Fines & Forfeitures	\$3,000
Grants	\$11,811,290
Licenses & Permits	\$983,500
Interfund Transfers	\$993,064
Fund Balance	\$14,170,122
Other	\$194,005
TOTAL Ad Valorem	\$31,571,481

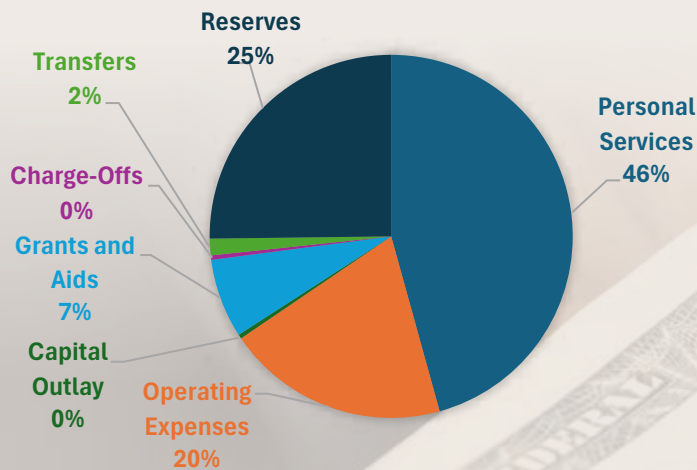


Division	Amount
9-1-1 Program Services	\$20,440,313
Animal Care & Control	\$3,154,280
Consumer Affairs	\$2,418,784
Emergency Management	\$1,268,254
Justice Services	\$2,021,150
Victim Services	\$2,268,700
TOTAL	\$31,571,481



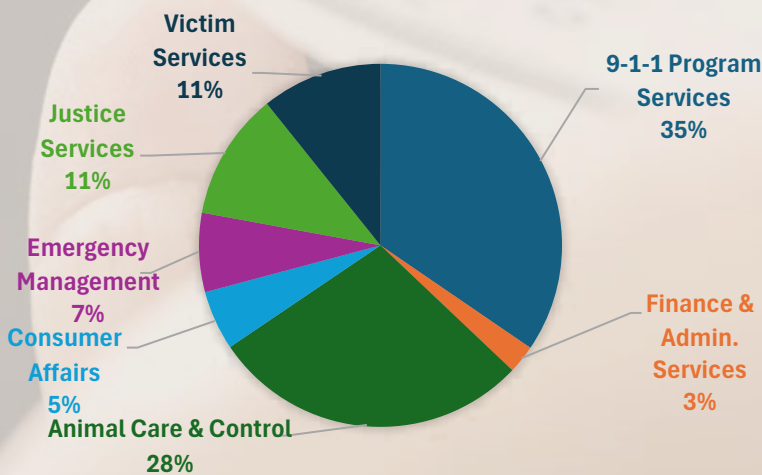
FY 25 Adopted Expense Budget by Category

Personal Services	\$27,254,617
Operating Expense	\$11,813,095
Capital Outlay	\$223,160
Grants and Aids	\$4,203,862
Charge-Offs	(\$236,765)
Transfers	\$881,980
Reserves	\$15,028,322
TOTAL	\$59,168,271



FY 25 Adopted Expense Budget by Division

9-1-1 Program Services	\$20,440,313
Finance & Administrative Services	\$1,493,558
Animal Care & Control	\$16,843,900
Consumer Affairs	\$3,141,986
Emergency Management	\$4,164,361
Justice Services	\$6,719,564
Victim Services	\$6,364,589
TOTAL	\$59,168,271



Justice Services >>> Division Overview

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

Justice Services has thirty full time employees at locations throughout the county, which includes the four courthouse locations and the Criminal Justice Complex.

Youth and Adult Reentry

The Justice Services Division continues to advance the county's commitment to public safety, rehabilitation and equitable opportunities for individuals returning from incarceration through Reentry. Throughout the FY 2025, PBC Reentry has strengthened partnerships, expanded services and launched innovative initiatives that reduce recidivism, enhance stability and support long-term success for adults and youth reentering the community.

Highlights and Accomplishments

YEAR IN REVIEW

Reentry Programs delivered evidence-based, person-centered services designed to reduce recidivism and promote long-term stability. Through strategic partnerships with public, private and community stakeholders, Reentry provided new opportunities for adults and youth returning from incarceration.

MAJOR ACCOMPLISHMENTS

1. Transportation Reentry Program (TREP)

Partner: Palm Tran

Reentry and Palm Tran partnered to offer eligible returning residents up to one year of free bus transportation. This initiative helps individuals overcome one of the most significant barriers to reentry; reliable transportation to work, school, medical appointments, probation and essential services.

2. Literacy & Personal Development Program

Partner: Palm Beach County Library

Reentry partnered with the Library System to establish book clubs at the Palm Beach Youth Academy and the Sago Palm Reentry Center.

These book clubs support literacy, emotional growth, communication skills and exposure to positive role models through literature.

3. Record Breaking Youth Reentry Enrollment

The Youth Reentry Program achieved its highest enrollment and service level in more than 12 years of county-funded youth reentry work.

Contributing factors:

- Stronger collaboration with juvenile justice partners
- Targeted pre release outreach
- Pre release groups at DJJ residential facility, Palm Beach Youth Academy
- Enhanced focus on familiar supports

4. Hosting the 3rd Reentry Summit

Reentry proudly collaborated with over **15** individuals and community stakeholders to host the **3rd Reentry Summit**, drawing **400+ participants from over 35 states**. National experts, practitioners, and community partners convened to share best practices on reentry, behavioral health, workforce integration and system collaboration.



5. Community in the Glades

Reentry hosted **two** Glades town halls to address behavioral health concerns, community needs and access to reentry resources. Outcomes included increased civic participation and identification of systemic service gaps.

FAITH & COMMUNITY PARTNERSHIPS

Faith Leadership Workshops

Locations: West Palm Beach & Belle Glade

Host: Reentry Faith Subcommittee

The Faith Subcommittee conducted two Faith Leadership Workshops to strengthen the role of faith communities in reentry efforts during Second Chance Month (April 2025). Voices of directly impacted individuals provided a powerful look into the real-life consequences of justice involvement and the transformative impact of community support.



YOUTH ENGAGEMENT

Youth Reentry Groups

Pre release groups at Palm Beach Youth Academy are facilitated by youth reentry staff. Staff prepare sessions in conjunction with community experts to provide opportunities for locally incarcerated youth to learn new skills, develop employment readiness, and engage in prosocial activities.



Post release groups at the Library Summit location are facilitated by youth reentry staff. Staff provide an environment to assure the implementation of the continuum of reentry care, facilitation of reentry programming and engaging youth in structured groups to fulfill time.



CONCLUSION

This year, the Justice Services Division Reentry programs delivered meaningful progress in promoting safe, healthy and thriving communities. Through strategic partnerships, community engagement and evidence-based services, the Adult and Youth Reentry Programs continue to lead with innovation, compassion, and measurable impact. These efforts improve the lives of returning residents and strengthen the county.

Pretrial Services

Pretrial Services continues to work with the Criminal Justice Commission and other justice partners to address reducing defendant length of stay in the county jail, systemic gaps and racial equity in the criminal justice system. Pretrial continues to provide treatment and service linkage to offenders to reduce recidivism.



HIGHLIGHTS AND ACCOMPLISHMENTS

By operationalizing the use of tablets inside the county jail (PBSO) for conducting pretrial interviews and Supervised Release contracts sign-up, Pretrial Services has increased efficiency of the interview/contracts process and increased availability of interview data. With **852** defendants being supervised out of custody as of Dec. 4, 2025 at a cost of **\$6.14** per individual per day versus the reported jail housing cost of **\$262** per individual per day, Justice Services continues to provide a cost-efficient means of releasing defendants from PBSO custody pretrial without compromising public safety.

Pretrial Services continue to strive for excellence in the operation of the program and in the professional/personal development.

By earning their NAPSA certification and membership, the Pretrial team has joined a community of intelligent, caring and dedicated pretrial professionals. The 10 members of NAPSA work together to help propagate knowledge, foster the exchange of ideas and effect change in the Criminal Justice System.

Pretrial Services continues to work closely with the Adult Drug Court Program to supervise clients and ensure compliance with court ordered conditions. Qualified citizen-defendants with pending drug charges may voluntarily enter into the Drug Court Program.

Citizen-defendants who do so will take part in a minimum year long period of intense addiction rehabilitation closely supervised by the Drug Court judge and Drug Court staff. Upon graduation from the program, a citizen-defendant's pending charge/charges are dropped and the individual will possess the knowledge and tools necessary to remain drug free.



Victim Services >>> Division Overview

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

In addition to the ongoing advocacy and therapy services to crime victims, Victim Services also leads the Sexual Assault Response Team (SART), and the Impaired Driving Death Enhance Assistance Taskforce (IDEA).



Highlights and Accomplishments

This year, Victim Services advanced its mission to support survivors, strengthen community safety and enhance system-wide accountability through several major accomplishments. Victim Services was awarded a **\$1.2 million** continuation grant from the U.S. Department of Justice, Office on Violence against Women, through the Improving Criminal Justice Responses Program. This investment strengthened and coordinated community response to domestic violence, dating violence, sexual assault and stalking by expanding victim advocacy, improving collaboration, and enhancing training. Victim Services also secured a contract with Safe Stays by Reloshare, ensuring immediate and confidential emergency lodging for victims through a national network of vetted hotels. The division exceeded expectations across multiple performance areas, including total victims served, units of service delivered and training outcomes, with exceptionally high levels of client satisfaction across therapy, training and advocacy services.

Performance Indicators Summary

Victim Services served **5,943** crime victims this year, surpassing the target of **5,600**, and delivered **33,509** total units of service, significantly exceeding expectations. Clients received an average of **14** units of service per victim, above the target of **11**. Therapy outcomes remained exceptional, with 100% of clients reporting that therapists helped them heal from victimization and listened effectively. The division trained **11,868** individuals with a satisfaction rate of **98%**. The Helpline received **2,296** calls, exceeding projections. Therapy services reached **280** individual clients and **62** First Time Offender Program (FTOP) group participants. Demand indicators showed **1,015** domestic violence victims, **600** sexual assault victims, and **147** stalking victims. These indicators demonstrate strong service utilization and community reliance on Victim Services training and advocacy services.

Outreach

Victim Services conducted **146** outreach and awareness events across Palm Beach County, reaching more than forty thousand residents through in-person, virtual, and campus-based engagements. Efforts included prevention education for youth and college students, law enforcement and healthcare trainings, community resource events, and awareness initiatives such as the Safe Religious Spaces Panel and the Red Sand Project for Human Trafficking. Domestic Violence Awareness Month engaged residents countywide through a waterfront awareness walk, courthouse illumination, and the Opening Ceremonies with the Domestic Violence Coordinated Community Response team. Sexual Assault Awareness Month united community partners and survivors through a Teal Walk to the

county proclamation, Field of Hope installations in Pahokee and West Palm Beach honoring **596** survivors from 2024, and the Healing Through the Arts gallery, which showcased more than **100** pieces of artwork created by survivors and allies. Additional partnerships with the Library System expanded prevention education and community engagement throughout April.



Advocacy

This year Victim Advocates provided **33,509** services across **6,690** criminal incidents providing immediate crisis response and ongoing support throughout the duration of the criminal justice process. Advocates respond 24 hours a day, 7 days a week, meeting victims in the community, often immediately following a crisis. The Victim Services team also engages in community level advocacy, working with system partners to strengthen response protocols, enhance victim safety and promote equitable access to services for individuals impacted by crime.



Therapy

Trauma therapy is essential to recovery from victimization. This year Victim Services therapists provided individual therapy sessions to **280 clients**. Therapy sessions are conducted both in-person and via HIPPA compliant Zoom. Several types of support groups also occur on a monthly basis to meet the demand for services. The dedicated Victim Services therapists remain committed to continuously enhancing their clinical expertise, exemplified by their completion of training and practice in Dialectical Behavior Therapy (DBT) to better support survivors in developing emotional regulation, mindfulness, distress tolerance and interpersonal effectiveness. Victim Services therapists also contributed to the broader mental health field by presenting at the Florida Mental Health Counseling Association annual conference on "The Intersectionality of Sexual Assault and Domestic Violence," earning continuing education credits and elevating awareness of the complex needs of victims of crime.









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Board of County
Commissioners**

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District 6

Marci Woodward, Vice Mayor
District 4

Maria G. Marino
District 1

Gregg K. Weiss
District 2

Joel G. Flores
District 3

Bobby Powell Jr.
District 7

County Administrator
Joseph Abruzzo