

# Palm Beach County: Strategic Planning & Performance Management



*Moving from Outstanding to Excellent!*



## **PUBLIC SAFETY CROSS DEPARTMENTAL TEAM**

# The Team and our Goals

*“To enhance the safety, health and well-being of our community.”*



Scott Marting (Co-Chair) – Risk Management  
Kristina Henson (Co-Chair) – CJC  
Marianela Diaz – Public Safety  
Pete Labbe – Airports  
Doug Crane – Library System  
Dr. Casey Messer – Community Services  
Tanya Tibby – Youth Services  
Laurie Schobelock – Parks and Recreation  
Lisa Amara – Planning, Zoning and Building  
Chief Doug Clark – Fire Rescue  
Rochelle Wolberg – Cooperative Extension  
Houston Tate – Office of Community Revitalization  
Bret Hammell – Water Utilities  
Robyn Lawrence – OFMB  
Lt. Tom Murphy - PBSO

## Our Goals

- Ensure the overall **SAFETY** of our community
- Improve the overall **HEALTH** of our community
- Improve the overall **WELL-BEING** of our community

# Public Safety Focus Areas



Emergency Response



Safety/Protection



Prevention/Education



Recovery/Restoration

# Public Safety Departments



Airports

Cooperative Extension

Criminal Justice Commission

Community Services

Fire Rescue

Library System

Office of Community Revitalization

Parks & Recreation

Planning, Zoning and Building

Public Safety

Risk Management

Water Utilities

Youth Services

# Goal 1. Ensure the overall safety of our community

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## Strategies:

- **Improve justice outcomes and reduce crime and incarceration rates through facilitating consensus among stakeholders**
- **Provide efficient and timely emergency response to all types of incidents and their associated recoveries**

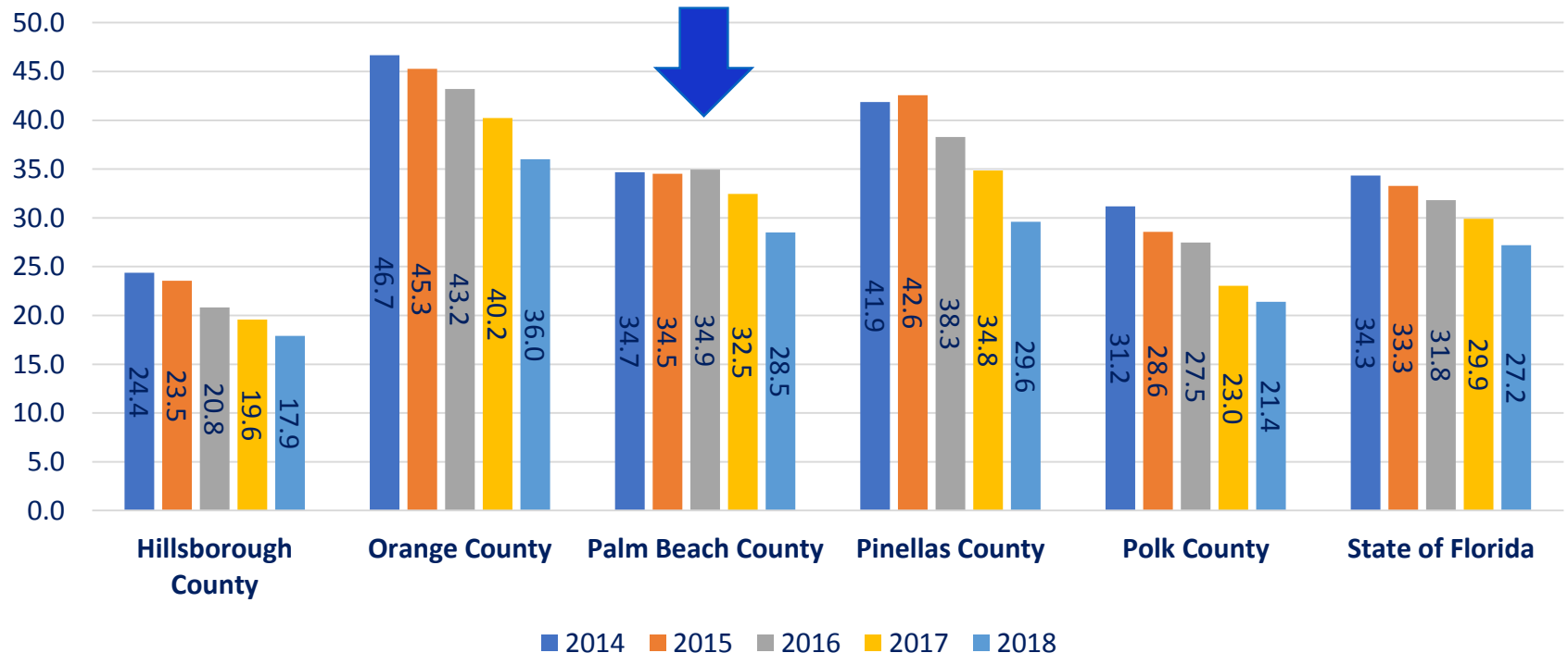
# Goal 1. Ensure the overall safety of our community

## Metrics

- Work with Law Enforcement to reduce the crime rate

### Crime Rate Per 1,000 Population with Benchmarking

(Source: Florida Department of Law Enforcement)

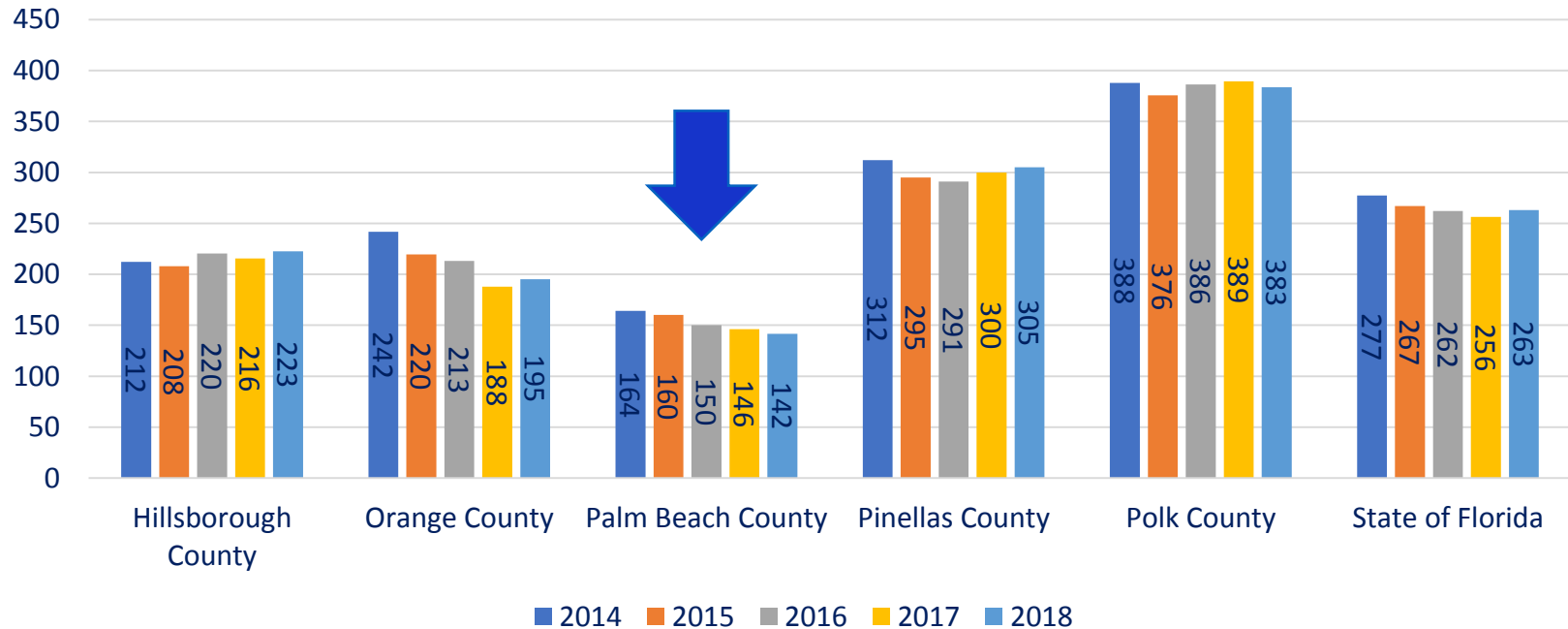


# Goal 1. Ensure the overall safety of our community

## Metrics

- Reduce the incarceration rate per 100,000 County population

Incarceration Rates Per 100,000 with Benchmarking  
(Source: Florida Department of Corrections)

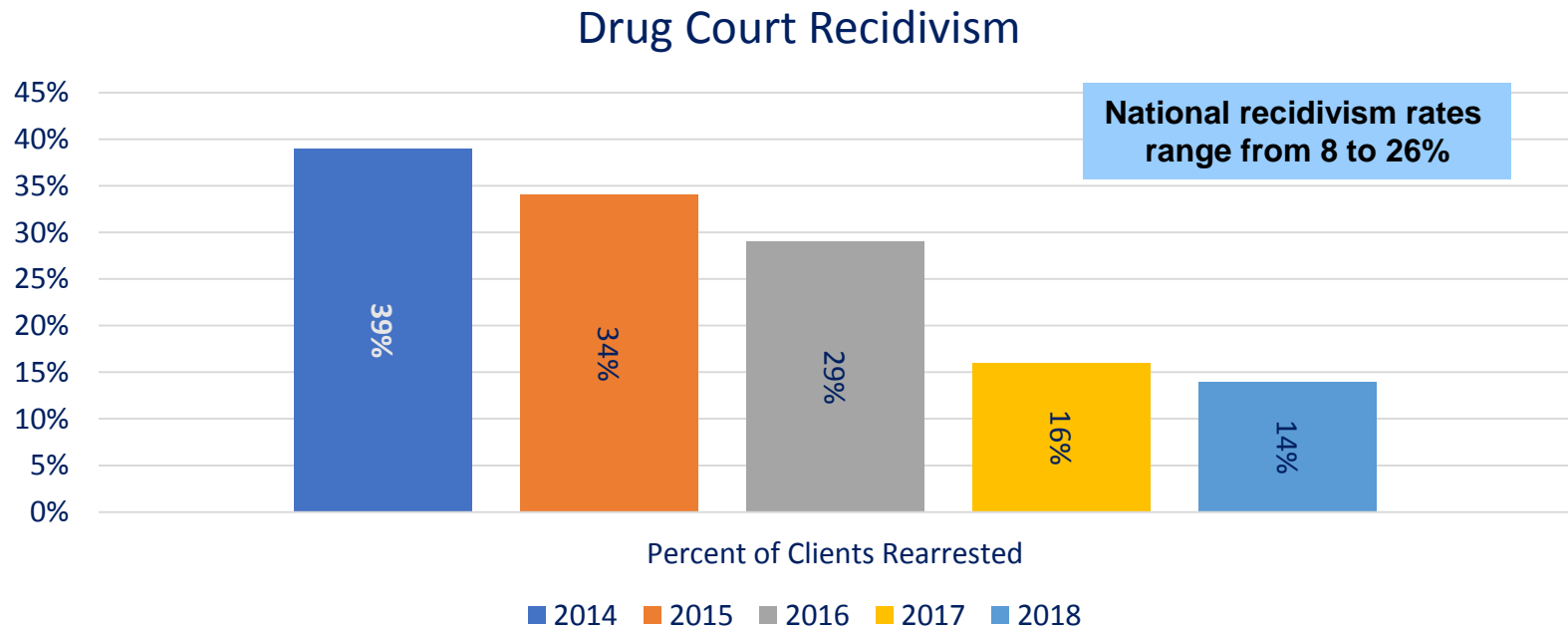


***The cost to county taxpayers of the jail is \$0.14 cents of every county tax dollar.***

# Goal 1. Ensure the overall safety of our community

## Metrics

- Drug court successes



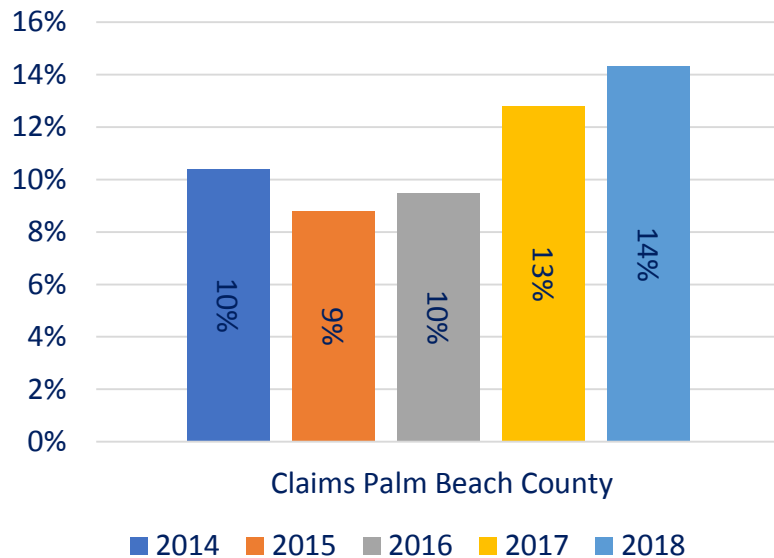


# Goal 1. Ensure the overall safety of our community

## Metrics

- Internal County incidents year-to-year comparison

Percent of Incidents that Became Claims  
Risk Management



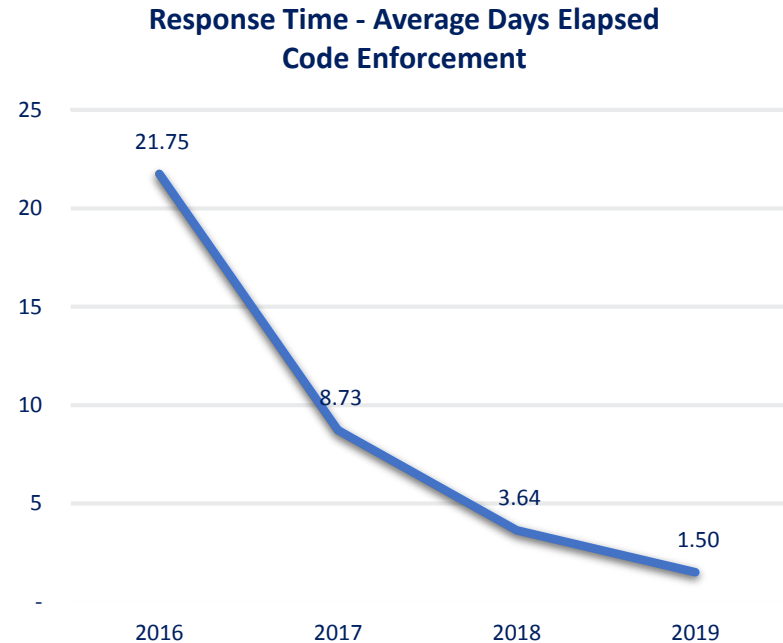
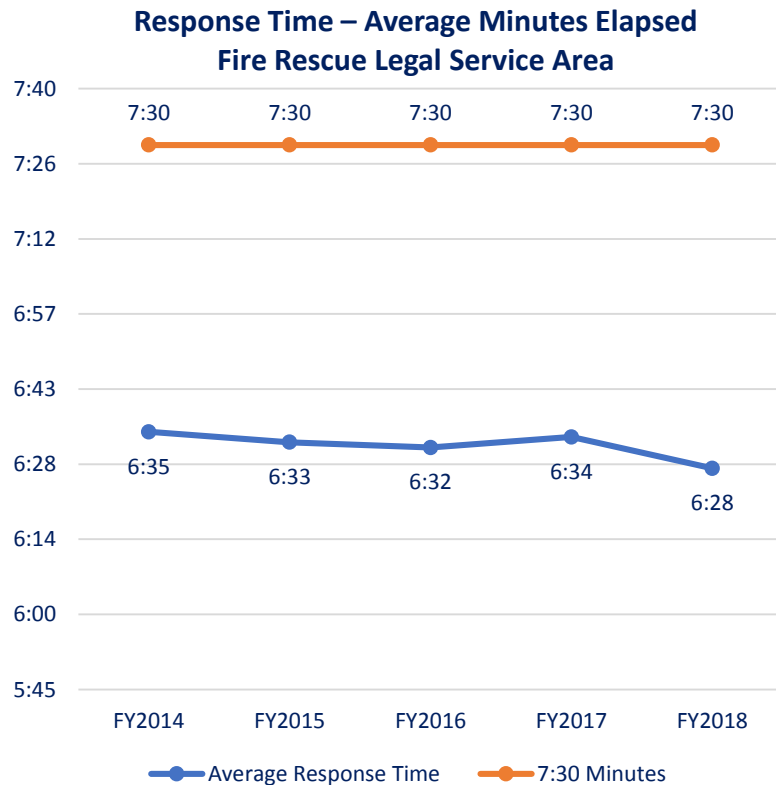
### Steps taken to reduce the amount of incidents that become claims:

- Prevention - Proactive vs Reactive
- Daily staff inspections at high risk, high use facilities
- Annual inspections by Risk Management staff
- Training Courses
  - Housekeeping
  - Safe Driving
  - Hazard Recognition
- Reporting all incidents - regardless of how insignificant they may seem.
  - Customer Service

# Goal 1. Ensure the overall safety of our community

## Metrics

- Decrease emergency and customer service response times

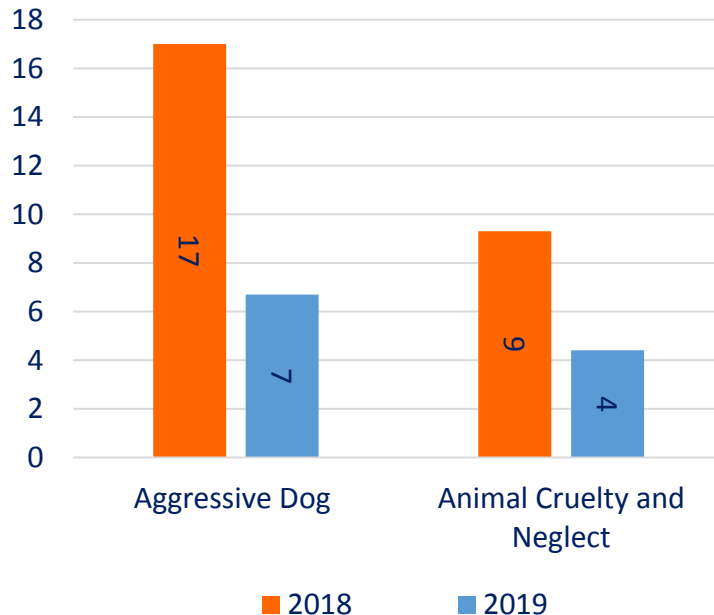


# Goal 1. Ensure the overall safety of our community

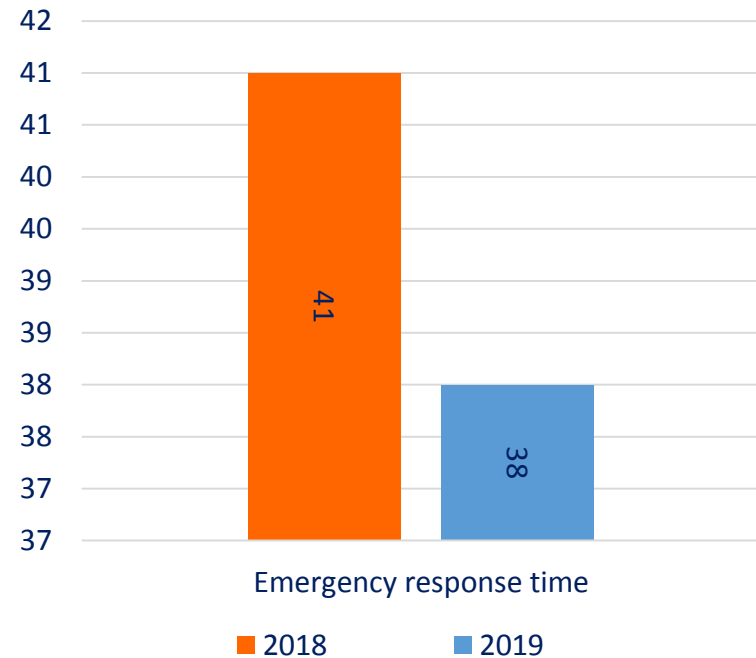
## Metrics

- Decrease emergency and customer service response times

Response Time – Average Days Elapsed  
Animal Care and Control



Response Time – Average Minutes Elapsed  
Animal Care and Control



**NOTE:** ACC has been more fortunate lately in having less field employees out on both work related and non-work related medical leave. Additionally, officers who were in training are now fully functional and working independently, which has allowed other officers to handle more calls. ACC has also implemented 10-hour work schedules, which has allowed for more calls to be resolved in a longer work day.

## **Goal 2. Improve the overall health of our community**

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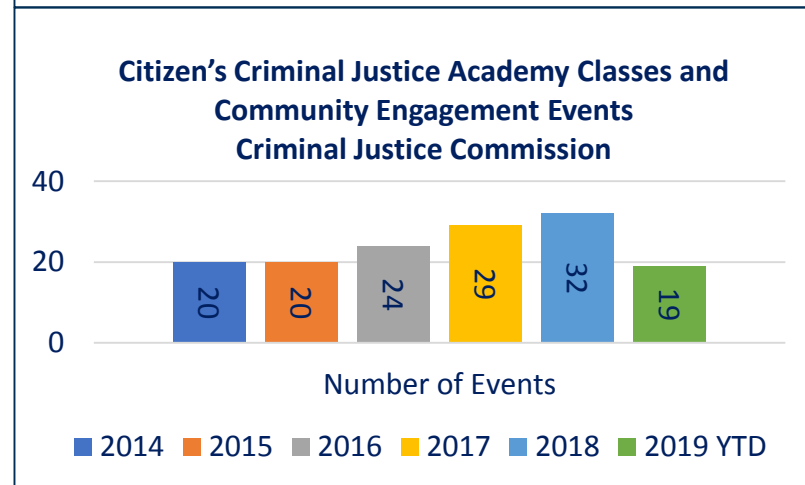
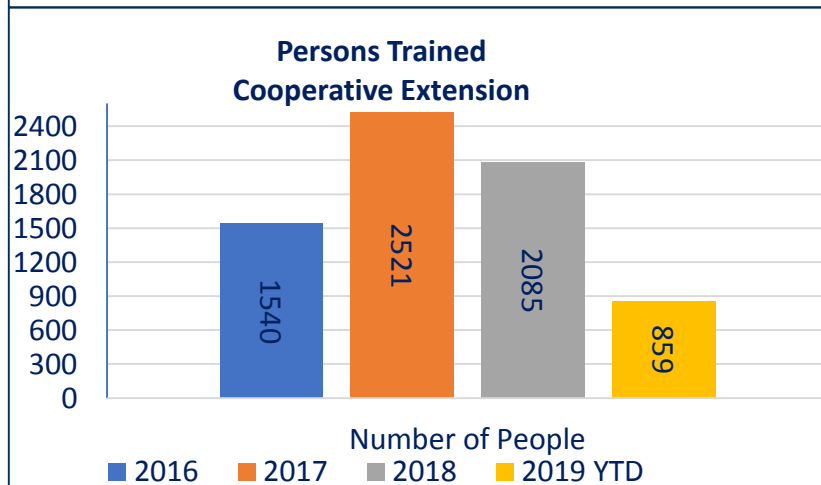
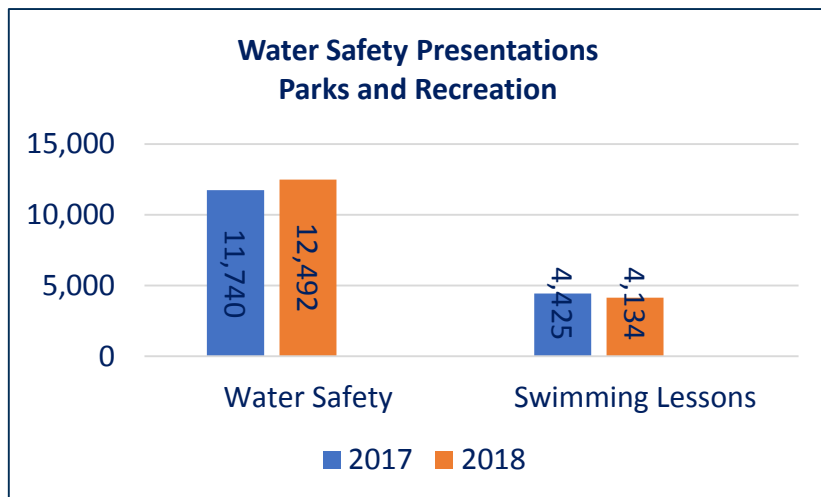
### **Strategies:**

- **Provide programs that focus on nutrition, disease prevention, mental health awareness and substance use**
- **Increase public awareness through education and outreach events**
- **Reduce preventable injuries, deaths and property loss through effective programs, inspections and maintenance**

# Goal 2. Improve the overall health of our community

## Metrics

- Outreach activities annually (awareness events, presentations, etc.)

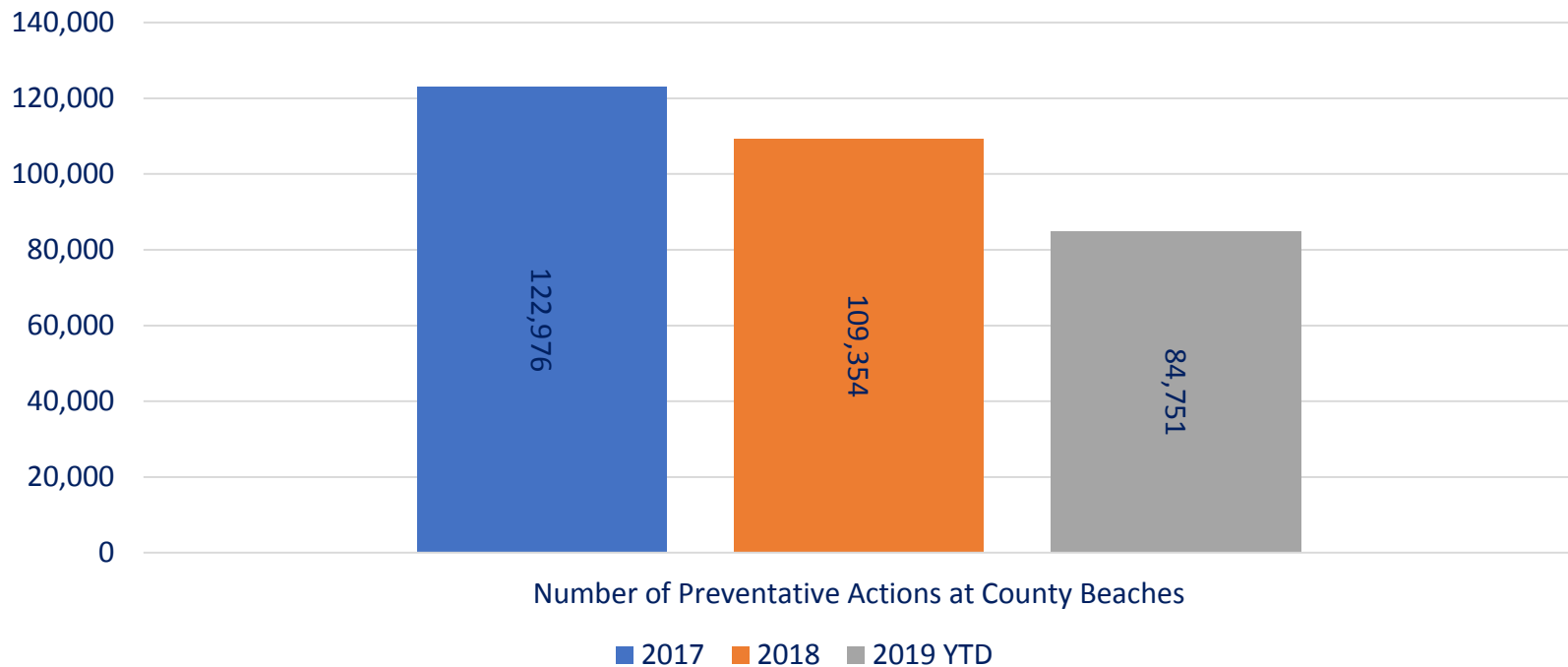


# Goal 2. Improve the overall health of our community

## Metrics

- Preventative actions taken at county beaches to keep people out of harms way

Preventative Actions Taken by Staff at County Beaches to Keep People from Harm  
Parks and Recreation



**NOTE:** The decrease in incidents can be attributed to the increase in educational events to inform the public about the dangers of rip currents and the red tide and algae issue that occurred in 2018 resulting in less people visiting the beaches during that time.

# Goal 3. Improve the overall well-being of our community.

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## Strategies:

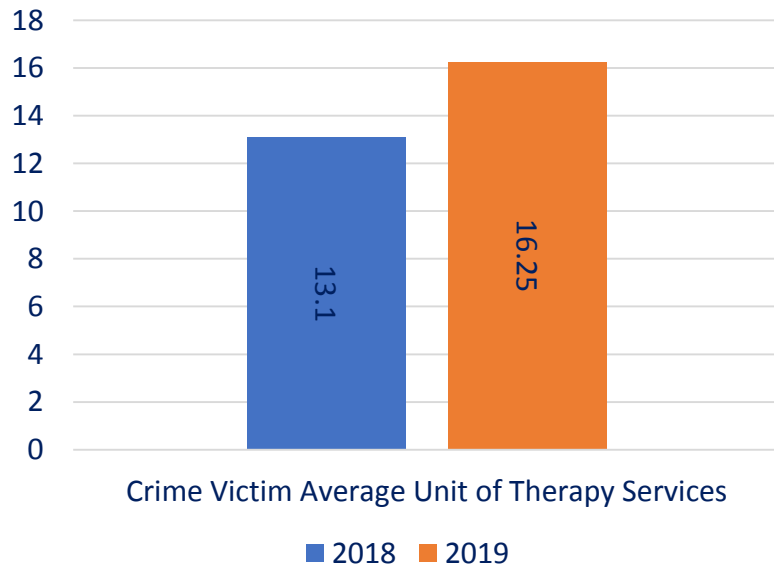
- **Provide programs and services to protect and assist consumers, victims, youth, seniors, and animals**
- **Protect residents and businesses through effective training, policies, codes, regulations, inspections and enforcement**

# Goal 3. Improve the overall well-being of our community

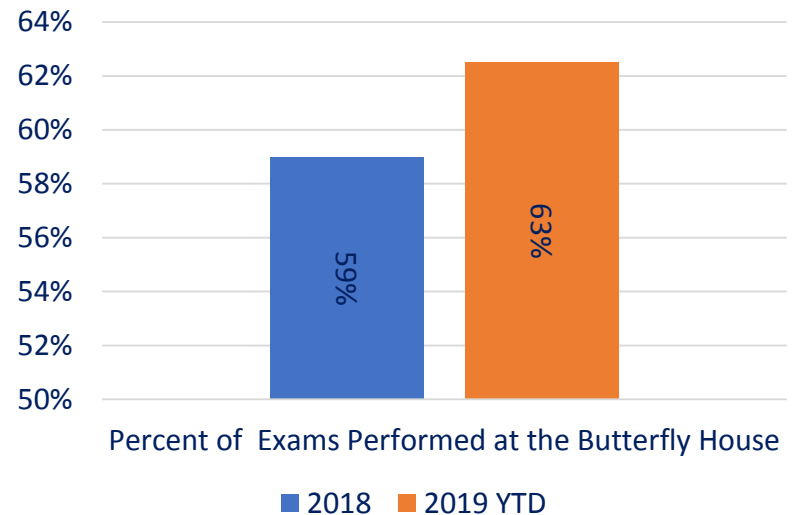
## Metrics

- Comprehensive advocacy and therapy services per crime victim

Therapy Services Average Per Victim



Sexual Assault Nurse Examiner (SANE)

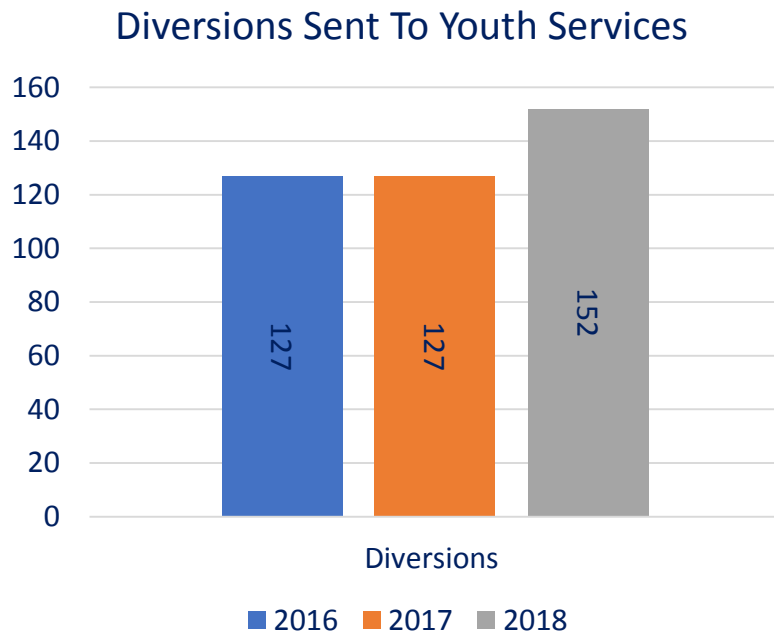




# Goal 3. Improve the overall well-being of our community

## Metrics

- Number of people diverted to juvenile and adult diversion programs

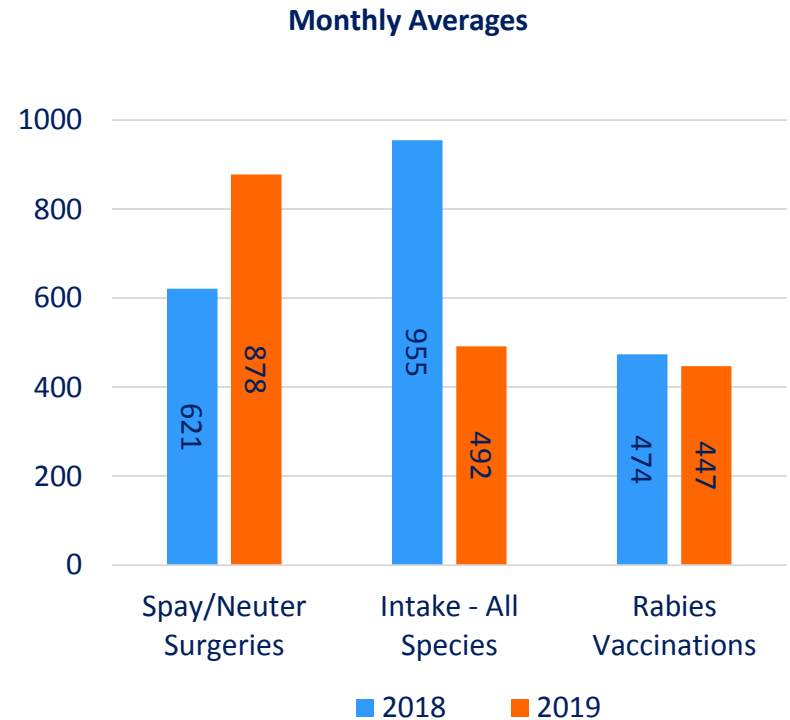
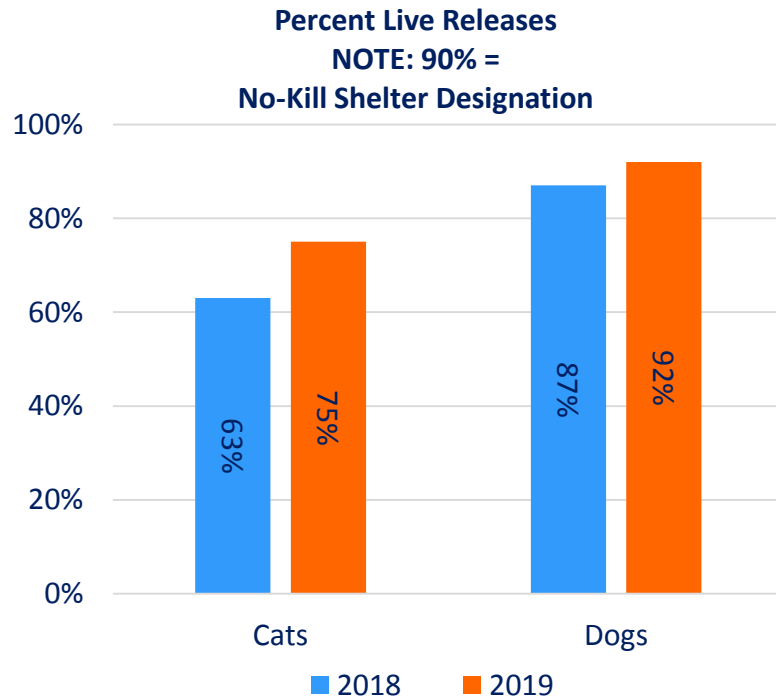


NOTE: There are a variety of agencies outside of the County responsible for diversion for adults and juveniles that cannot the Team is attempting to .

# Goal 3. Improve the overall well-being of our community

## Metrics

- Increase animal save rates through targeted sterilizations and adoption programs, while decreasing animal cruelty

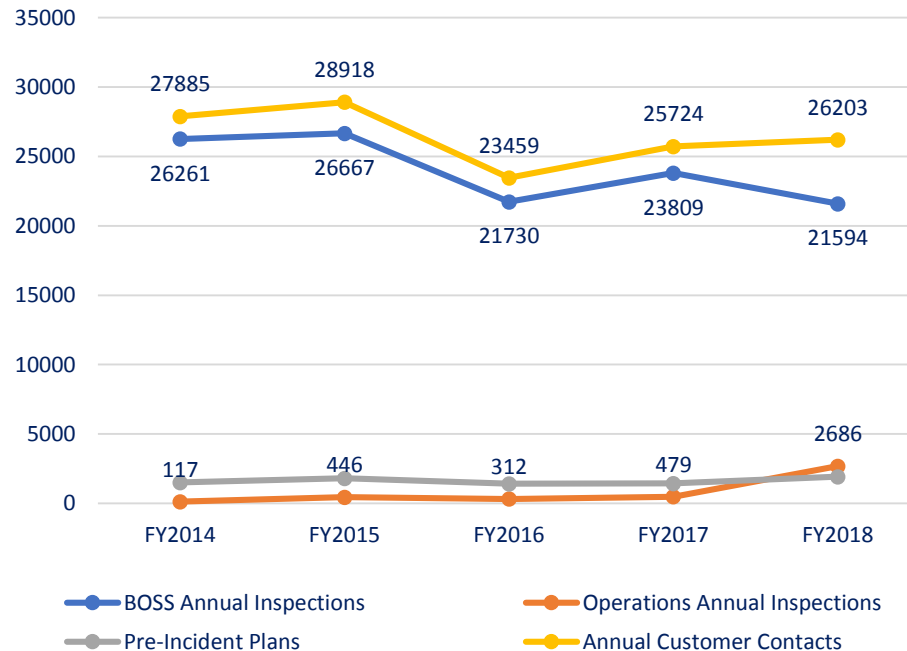


# Goal 3. Improve the overall well-being of our community

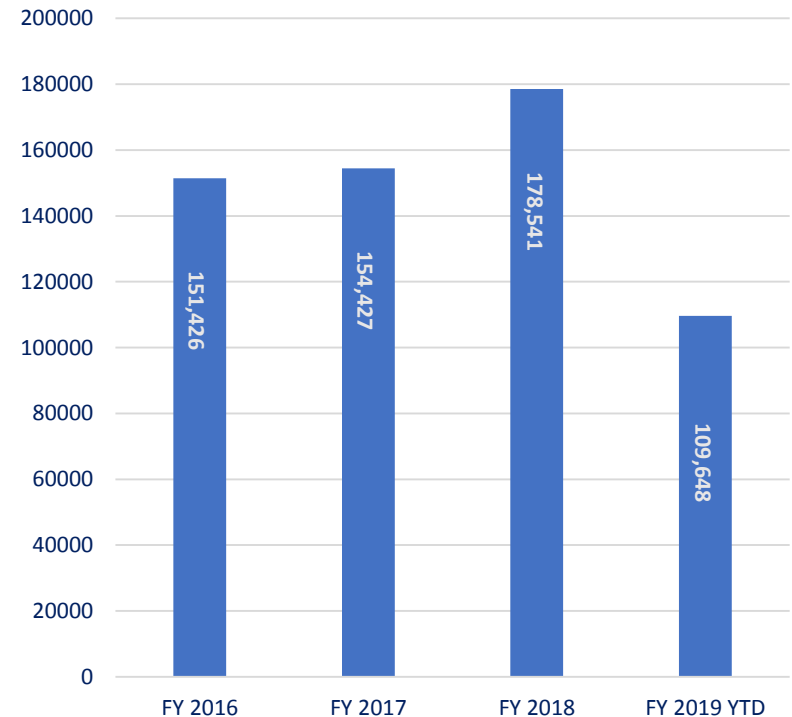
## Metrics

- Facility, Safety, Environmental and Infrastructure Inspections

Annual Fire Safety Inspections  
Fire Rescue



Number of Inspections Performed  
Planning, Zoning, and Building

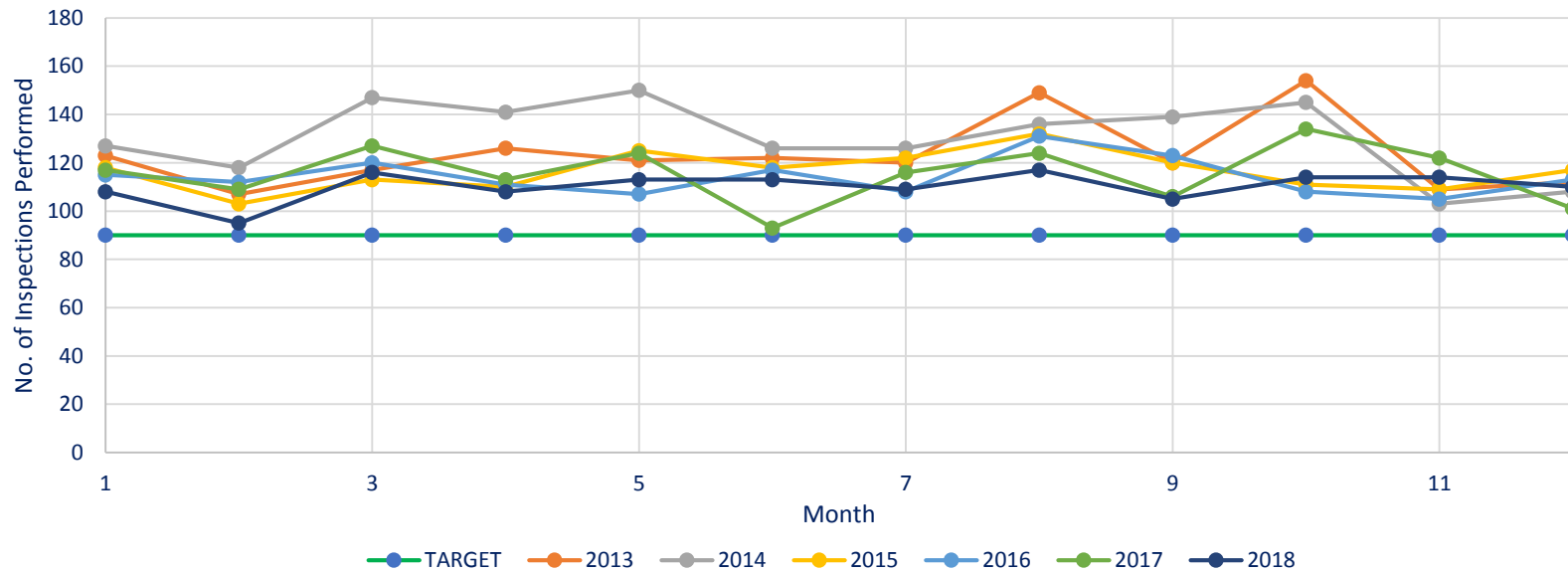


# Goal 3. Improve the overall well-being of our community

## Metrics

- Facility, Safety, Environmental and Infrastructure Inspections

Airport Inspections Performed Each Month



## Sampling of programs and activities offered to achieve our goals. This list is a sample and not comprehensive:

- Classes in nutrition, food safety, agriculture, horticulture, gardening, energy conservation, parenting, swimming and drowning prevention, money management
- Family, residential, youth and marriage counseling
- Drug Court for juveniles and adults
- Ex-offender Reentry for juveniles and adults from prison and jail
- Family Violence Intervention Program
- Youth Empowerment Centers
- Summer Camps and Summer Food Service Program
- My Brother's Keeper
- Victim Services
- Pet adoption, spay and neutering services
- Ryan White Program
- 4/H Youth Development
- Financially Assisted Agencies funding
- Farmworker Career Development Program
- Homeless Resource Centers and services
- Outdoor activities in natural areas, sports, and culture
- Senior and Veteran services

# Next Steps

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- **Continue to gather relevant data to get more team specific as opposed to department specific**
- **Review team members and/or departments for relevancy**
- **Look for areas of continuity and/or repetition that could be eliminated**
- **Break into smaller “focus groups” to better identify issues and achieve results**
  - **Prevention and Education – Laurie Schobelock (Parks and Recreation)**
  - **Recovery and Restoration – Bret Hammell (Water Utilities)**
  - **Safety and Protection – Marianela Diaz (Public Safety)**
  - **Emergency Response – Doug Clark (Fire Rescue)**