

The All Hands

It takes all of us working together, to get the job done!

June 2019

Volume 7, Issue 6



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Fire Chief's Message—Growth Means Change

By Darrel Donatto, Fire Chief



Palm Beach Fire Rescue, as an organization, continues to get better each day. We continue to grow in terms of the strengths of our people, our effectiveness in doing our job, and our ability to make those we serve happy. To get better means, there must be change. You cannot get better by doing the same things the same way.

Part of the reason we are getting better is through the adoption of the best practices and proven systems and processes. Another contributor to our growth is through the use of technology and cutting edge equipment. However, the greatest contributor to our growth and improvement is the growth and development of our people.

Growing and developing people is a priority for our organization. We are continually looking at where our people are and where they could be and should be; then we focus our efforts on helping them reach their potential. In just the last 2 months, over 45 outside training classes have been completed by members of our organization, including courses such as Vehicle and Machinery Rescue Technician; Rope Rescue Operations; Size Up, Critical Decision Making, and the Emergency Use of Elevators; EMS Leadership, Command and Control Decision Making at Multiple Alarm Incidents; Live Fire Training Instructor; Ethics in Leadership; Strategic Thinking and Planning; Firefighter Tactics and Strategies; Building Construction related to the Fire Service; and many more.

For our organization to keep growing and to keep getting better, we must invest in our people and encourage them to keep growing and keep getting better. Doing the same thing the same way each day will not make you better.

To help our people get better, we use a tool called an "Individual Development Plan" or IDP. This plan serves as a roadmap to take people from where they are to where they could and should be on their career journey. We try to keep people focused on what is the next step on their path and to help them take that next step. Over time, step-by-step, we are seeing people grow and advance in their careers. We just had the great fortune of promoting two new Lieutenants and a Division Chief, all whose paths were laid out through IDPs.

Growth is the great separator between those who succeed and those who do not succeed. Growth means change. Sometimes change requires hard work, and for some, change is just hard. But, it really does matter – the growth of our people will translate into the growth of our organization.

We encourage every member of Palm Beach Fire Rescue to commit themselves every day to personal growth, because growth matters. If they don't grow, we don't grow. If we don't grow, we will fail. Growth is the only guarantee that tomorrow is going to get better. Together, as our people continue to grow and get better, Palm Beach Fire Rescue will continue to grow and get better.

Administrative Update

By Jimmy Duane

Assistant Chief

As we all very well know, preparation for hurricanes is the key to success prior to, during and after the storm. Palm Beach Fire Rescue Department, in conjunction with all of the Town's departments participated in the annual Town of Palm Beach HURREX. During this exercise, The EOC was activated to simulate response operations from the immediate post-landfall of a hurricane and deal with response and recovery operations. This exercise was designed to establish a learning environment for players to exercise plans, policies and procedures as they pertain to a storm scenario that would cause the EOC to remain in full activation. Personnel were required to react to the information and situations as they are presented, in the same manner as if this had been a real event. This further evaluated the abilities of the Town of Palm Beach's EOC team to plan for and respond to impacts from a Category 3 hurricane scenario (Hurricane Connie) as directed by the Comprehensive Emergency Management Plan.



As with every exercise, the goal is to determine how prepared are we as a team, what the strengths were and what the areas we can improve in are. An After-Action Report (AAR) is currently be written and will be provided to team members. While this exercise clearly exhibited that the Town is well organized and prepared for a storm, the lessons learned will help our team be more prepared than ever in the event a true storm threatens our coast.

Making Personal plans are extremely important for firefighters so that they are prepared and ready to respond. Depending on the severity of the storm, firefighters are called back to duty for prepping prior to the storm and for running emergencies during and after the storm. In general, firefighters who are on duty during the hurricane warning phase will remain on duty. Because storms are so unpredictable, it can be days before they are able to return to their homes, therefore securing your families and homes should be completed before you come to work.

All employees reporting to duty at any time during a Storm Preparation Phase shall ensure that they bring at least three days (72) hours of personal supplies and food. Though each of the fire stations are equipped with generators and gas stoves, personnel should always be prepared in the event services are knocked out. As a suggestion, the following items should be brought:

- Sleeping bag/bedding
- Extra uniforms
- Personal articles for 3 days
- Prescribed medication
- Mosquito repellent
- 3 days' supply of food that does not require refrigeration or cooking
- 3 gallons of water
- Other personal hygiene articles



The Fire Rescue Department is in the process with several onboarding opportunities. The Reserve Firefighter Program, which started last year is in the final stages. Five reservists will be starting in the coming weeks. Their positions are volunteer, and do not include any compensation for services. The Fire Rescue Reserve Firefighter program provides benefits to the Palm Beach Fire Rescue Department, the participant, and the Town of Palm Beach by broadening community resources and strengthening the Fire Rescue delivery system within the Town of Palm Beach.

This program will provide experience and on-the-job training opportunities for individuals pursuing a career in the fire service. It provides opportunity for individuals to familiarize themselves with the normal day-to-day operations of a Fire Department. The Fire Rescue Reserve Firefighter Program allows Reserve Firefighters the opportunity to provide a valuable public service to the community by assisting the Town's certified firefighter & paramedics.

The firefighter recruitment eligibility list generally stays current for one year. The current Firefighter Paramedic list is expiring and the final pool of candidates will be interviewed in the coming weeks. A new recruitment process has been advertised by Human Resources, candidates have until July 1st to apply. We are currently at full staffing, which encompasses 21 Firefighters per shift at various ranks. It is expected that three additional positions will open around October 1st. Candidates who make it through all steps of the process will be placed on an eligibility list and will be qualified for employment with the department pending openings.

At the end of June, the department will be conducting a promotional process for the position of Lieutenant Paramedic. This process is comprised of several steps including a behavioral based interview and competence based testing process where candidates must meet a minimum score in order to be eligible for promotion. Six candidates have completed all of the necessary educational requirements needed and will be competing in the process. There is currently one position open, which will be filled in July. Any other staffing changes will occur simultaneously.

EMS Division

By Sean Baker

Division Chief

This month we will continue with part two of the big five series of the "Big 5" medical calls for Palm Beach Fire Rescue. As a recap, The Big 5 calls are cardiac alerts, stroke alerts, trauma alerts, cardiac arrests, and sepsis alerts (covered last month). We refer to the calls as the Big 5 because they represent true medical emergencies where time is of the essence and our patients have the greatest risk of poor outcomes.

Trauma Alerts

The old adage that trauma patients fair better if they arrive to a Trauma Center within the "Golden Hour" describes the urgency in which a trauma patient should be seen at a trauma hospital. Time is truly of the essence as we have a benchmark to be off scene within 10 minutes when we are on the scene of a call that the paramedics declare is a "trauma alert".

We are fortunate to live within a very short distance of St. Mary's Hospital and their newly update Level 1 Trauma Center.

The trauma center at St. Mary's Medical Center and the Palm Beach Children's Hospital is one of only two state-designated Level I Trauma Centers in Palm Beach County, and one of nine in the state of Florida. A level I trauma center meets state required mandates- this means that the trauma team, composed of surgeons, specially-trained nurses, anesthesiologists and additional specialists, works with patients through the entire spectrum of a traumatic injury, including prevention education and rehabilitation.

Protocol for Trauma patients:

Shall be transported to the Trauma Center at St. Mary's. If on bypass, transport patient to the next closest Trauma Center.

A minimum of 1 paramedic and 1 EMT must accompany a trauma alert patient in the back of the rescue, provided it does not cause a significant delay in transport

On-scene times for Trauma Alert patients should be < 10 minutes. On-scene times > 10 minutes shall have the reason for the delay documented in the ePCR report.

If ground transport is > 25 minutes transport by air

Trauma patients who arrest in the presence of Fire Rescue personnel, shall be transported to the closest Trauma Center

Our newly updated EMS protocols have been distributed to all personnel, and we are currently using them in the field. The department has now shifted to treatments that are scientifically proven to make a positive difference on our patient's health and well-being. In the past six months, the department has implemented the use of antibiotics in the pre-hospital setting, Ultrasound imaging for cardiac arrest patients, and began the process of perfecting the "pit-crew" EMS scene management. The next several months will continue our process to improve our EMS service to delivery to our community and implement new training opportunities to hone the skills of our medical professionals. Stay tuned for more...



St Mary's newly up- dated Level 1 Trauma Center

Fire Prevention

By Martin DeLoach
Fire Marshal

What is the importance of June 11? How about June 12, what is the significance? What does July 27 represent? What is the significance of October 12th? What occurred on October 23? What occurred on September 5th and 6th? It is difficult to remember yesterday for most of us let alone what occurred on the dates I have proposed. However, first responders need to be aware of these dates, as well as a good deal of others. Why? Well terrorists know them, and they have a specific significance to them, like we all remember September 11th.

Terrorist anniversaries and the tendency for terrorists to celebrate these events by staging others is worth noting. The bombing in Oklahoma City and the school shooting in Littleton, Colorado, are well known examples of anniversary attacks.

It should be noted that at least one terrorist event has occurred on almost every calendar date. There are 19 calendar dates that have ten or more events for that date. These dates (Significant Clusters of Terrorists events in the United States 1970-2013) are January 7, January 28, February 21, February 23, March 11, March 20, April 5, April 19, April 22, May 1, July 2, July 4, July 12, August 18, August 22, October 15, October 25, October 27 and December 31.

Governor DeSantis just approved a new law that will allow firefighters to carry guns into dangerous incidents. This law, as well as incidents that have occurred across the nation, has changed the playing field for all first responders. The new law has lots of restrictions and approvals for a paramedic or firefighter to be able to actually carry a gun. I share this because firefighters and paramedics are working in a constantly changing work environment. Adding guns to our tool box as firefighters should be considered as just one more tool to help keep you safe out there.

The first firefighter shooting incident that I recall, was Lieutenant Javier Lerma and Private William Blakemore who were working for Memphis Tennessee Fire. They were shot and killed while responding to a fire, March 8, 2000. Unfortunately, there were more firefighters shot while doing their job prior to this incident. Unfortunately, our society is becoming more violent and the violence directed at firefighters is a reflection of our society. You never heard of school shootings in the past, but now they average one a year. You rarely heard of some of the other more bizarre events, such as people going into their workplaces and shooting their co-workers, but it happens more and more. Firefighters are not immune to this increase in violence in our society.

On June 11, 2001, the Oklahoma City bomber executed 169 people, injured 680, and caused an estimated \$652 million in damages. June 12, 2016, Pulse Nightclub shooting; 49 killed. July 27, 1996, Centennial Olympic Park bombing. October 12, 2002, bombings in Bali killed 202 people. October 12, 2000, the bombing of USS Cole; 19 killed and 39 injured. October 23, 1998, Marine barracks bombed in Lebanon killing 301 and injuring 161 American and French servicemen. September 5-6, 1972, members of the Israeli Olympic team were taken hostage and eventually murdered by Black September, a militant group with ties to Yasser Arafat's Fatah organization, in what came to be known as the Munich massacre.

These significant events, like the significant fires that I often share are written to help keep all of you safe while you perform your duties. Stay alert, remember the past so the future will not surprise or kill you.

The Fire Prevention Division along with the Fire Suppression Crews completed 77 fire inspections in the month of May.



Leadership Gems: What I Know For Sure

By [Tara Jaye Frank](#)

Posted on: <https://beleaderly.com/leadership-gems-what-i-know-for-sure-taking-risks/>

Having recently made a leadership transition, I've been pretty introspective as of late. Time and space will do that to you – offer a window into your own soul... a way to observe your life from a healthy distance. (This is useful when you're busy deciding what to keep and what to leave behind.)

I'm moved to share, especially with those beginning their leadership journeys, what feels most true and transferable to me right now. While I know most people prefer to learn by experience, I hope these 5 gems will inspire you toward deeper understanding of and commitment to your leadership vision.

1. The best way to become who you're destined to be is to accept who you are.

We see models of leadership all around us, often gleaning insight on what to say, how to behave, when to act and when not to. We look for qualities to emulate, and check our own budding leadership personas against those of leaders we admire. This can be a really good way to develop as a leader, or a really bad one. We are all inspired by other people and ideas. But your path is your own. Your ultimate leadership impact will be a combination of your gifts, your beliefs, and your purpose. Think of external inspiration as the home decor in a structure customized by you. Embrace your uniqueness. Then decide how you will leverage it to make a difference.

2. Work harder earlier so you can work smarter later.

I'm grateful. At this stage of my career, I have the precious opportunity to determine where, when, how, and with whom I work. Of course, several factors led me to this place, but hustling in the beginning was a major contributor. When you're starting out, leave everything on the dance floor. Ask all the questions that come to mind. Meet all the people you can. Take in all the sights and sounds. Work on all the projects available. Give your best, and use your energy to build a solid platform from which to soar. If you do, you are more likely to glide into your next professional chapter.

3. Never compromise your values. No exceptions.

We've all heard stories or seen movies where the temptation of more – more money, more power, more time – caused people to cross their personal boundaries with disastrous consequences. These inflection points are not always that dramatic, however. Sometimes we tell a seemingly minor lie, or throw a colleague under the bus. Other times we remain silent while unethical things are happening around us. Compromising your values is a slippery slope, and ultimately, hurts you most. It's never worth it. Be the kind of leader others can respect. More importantly, be the kind of leader YOU can respect.

4. Be friend to most, and enemy to none.

All leaders know how important relationships are to long-term success, but this is about more than networking. It's about kindness. Generosity. Trust. And support. Open your heart to people. It's like watering a tree – when you nurture people, relationships flourish and the benefits extend far beyond the individual. On the other end of the spectrum, don't make enemies at work. Assume positive intent. Contrary to how it may feel at times, most folks don't wake up in the morning scheming to ruin your life. Most often, people do the best they can. Give grace where possible, build bridges, and be a connector. While you should always maintain personal boundaries, be sure to avoid creating walls.

5. Dream. Do. Then dream some more.

So many leaders share their dreams with me. I am fortunate to be in a position to encourage others to pursue their purposes and share their gifts with the world. My advice is always the same: Don't let a dream become a fantasy, which is what happens when you never act upon it. You have to DO something. Take a step forward, even if it's a small step. I have a family member who expressed interest in owning a bakery. The chasm between where she is and where she wants to be is expansive, but I advised her to make a few business cards, bake her favorite treats, and pass them out at a school or work function. Speak your dream out loud: "I'm a baker. Call me for your next gathering." Dream. Do. Then dream some more. Don't let the size of your dreams intimidate you. They belong to you, after all. Own them!

As a leader (which is a title that can belong to anyone), I have never regretted taking a professional risk. I have, however, regretted *not* taking one. A risk doesn't have to look like a new job or a new company. It could mean doing the exact work you do today, but differently. It takes courage to vary an experience you once thought was fixed. In the world of career and work, most things are variable, including how you show up. It doesn't matter how long you've been at it, or where you are in your story. If you're reading this "story", you're still writing yours, and that's the best part.

Ocean Rescue

By Craig Pollock

Ocean Rescue Supervisor

On June 15th Town of Palm Beach lifeguards Sarah Andrews and George Klein both finished "Crossing for the Cure", a charity that supports family's fighting Cystic Fibrosis. The event is an open ocean paddle from Bimini, Bahamas to Lake Worth Beach a distance that covers over 80 miles. George completed the paddle in 14 and ½ hours in the prone (paddling using his arms) paddling category. Sarah participated in the stand-up paddleboard category she completed the paddle in 15 hours and 8 minutes. She was among the 225 to start but only 1 of 10 stand up paddlers to complete the entire distance without getting on her support boat. Sarah paddled in memory of Mike Horgan, a childhood swim coach who lost his battle to the disease in 2011. Combined Sarah and George raised over \$4,100 for Cystic Fibrosis.



Calling all Retirees

Please join us for our inaugural retiree luncheon at

Station #1 (355 South County Road)

July 19th at 11:30 am

RSVP to Stephanie (561) 838-5420

Training

By Ed Sabol
Division Chief

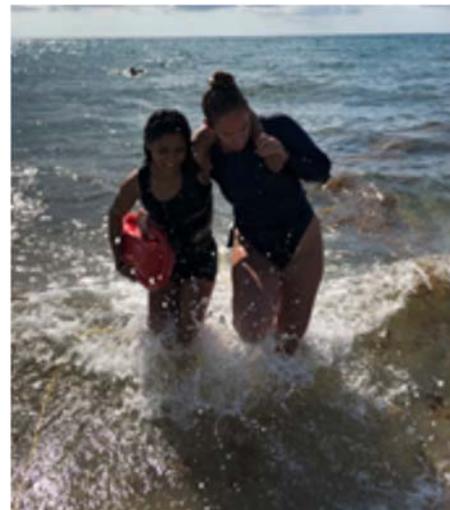
The month of May has flown by with an abundance of productivity in the training department. During live fire training much was accomplished and skills were sharpened. One of the many skills practiced was mastering the use of the thermal imaging camera (TIC). The thermal imaging camera is a small hand-held device that helps firefighters 'see' through darkness, smoke and behind heat permeable barriers by rendering infrared radiation as visible light creating a detailed temperature pattern called a thermograph. This tool assists firefighters with search and rescue, helps them identify the most concentrated part (seat) of the fire and can warn firefighters of impending danger helping them make tough decisions like whether or not to breach a wall or door. During the live fire training, firefighters successfully used the thermal imaging camera to identify



hot spots within the structure and were able to swiftly tend to those areas with focus instead of chasing extensions of the fire. The crews' success in using this tool combined with their superior teamwork and firefighting skills translates to a decrease in property damage with lifesaving outcomes. Recently the thermal imaging camera was put to test outside of the live fire in the situation of a missing pet. A resident called upon our services when their cat could not be found and the thermal imaging camera was put to good use during the search through dense bushes and foliage on the residents property. In the end the animal was located safe and sound inside the home and the pet and owner were happily reunited.

In addition to live fire training, water rescue training was also completed this past month. Water rescue tactics such as proper use of Peterson buoys, paddleboards and synchronizing the line pull technique for victim retrieval all aide in improved outcomes in a rescue and improved safety of the first responders. The line pull technique is unique in that it is designed to save multiple or a single victim in the fastest way possible. To execute the line pull technique a first responder must swim out or the victim must be thrown a polypropylene line (floating line) attached to a system on shore, the onshore system has multiple rescuers pulling the line in a rotational manner to swiftly bring in all victims attached to the line to shore at the same time. This training was attended by firefighters, PD and also included the TEEN academy that is sponsored by the Police and Fire Foundation.

Trainings this big does not happen by itself, there were several key players involved with orchestrating the event and making it successful. A huge thank you to the following people: Driver/Engineer Frank Mavigliano, Lt. James Weber, Lt. Cesar Lora, Firefighter/Paramedic Daniel Dirocco, Ocean Rescue/ Houston Park and Tracey Matuszko. Additionally, we are grateful to The Bath and Tennis Club and the General Manager there, Kevin Carrol, for generously opening the facility to us during this essential training.



Battalion Chief Article

By Joe Sekula
Battalion Chief

I wanted to take this opportunity to discuss the importance of knowing your first due area and the target hazards within them. Specifically, I think that we often overlook the value in completing a thorough Pre-Incident Plan (PIP).

Let's imagine that you're assigned to Ladder 97 and that early one weekday afternoon you are dispatched to the Public School with a report of multiple calls advising smoke coming from the second floor. Dispatch continues to add additional information and informs you that the building is being evacuated but that there are still a few students that are unaccounted for. Now you have driven by the school numerous times in the past and perhaps were also inside once for a public education event. You remember the layout of the school and classrooms as being confusing, but that is all you know about the building. While responding the Officer turns back and tells you to prepare for a primary search.

Now imagine the same call but this time as you are responding you can picture the ramp and stairs on the Alpha side that lead you to the locked gate that secures the school. As you prepare for a primary search you can remember the fire panel's location in the Administration Building, the location of the interior stairway to the second floor, and the classrooms that line either side of the hallways from the time your crew spent there completing a PIP.

Which one of these two situations would you rather be in?

Being familiar with the building and knowing details like the floorplan, exit locations, stairways, location of the FDC, all prepare us for a more effective, quicker response with less risk. Having the ability to review a detailed PIP allows us to make better informed decisions while also maximizing safety. This all leads to better outcomes.

Please do not discount Pre Incident Plans as just more busy work that needs to be completed because I assure you they're not. The information contained on a PIP is priceless when it's needed. More so, the knowledge that crews walk away with after completing a PIP is also priceless. We need to take advantage of the opportunity completing a PIP gives us. Remember exactly what a PIP is. It's a Pre-Fire Incident Plan. It's an opportunity to look at the answers before the questions are asked. A chance to identify all of the challenges this specific building would give us, a chance to talk and walk through all of the possible scenarios we can think of in order to create a memory. It is these memories that will help lead to positive outcomes. The more knowledge we can acquire about the buildings in our area the better prepared we will ultimately be. Whenever fire-ground training comes around everyone feels better if there is a walk through and explanation of the expectations before the actual scenario is performed. This is essentially what completing a PIP is. It is a walk through gathering all of the information needed to facilitate a successful outcome.

You also don't have to wait to get a PIP assigned to you to go and visit buildings in your area. If there is a specific building you would like to get more familiar with, grab the existing PIP and contact the property owner or manager. Explain exactly what you are proposing to do and respectfully ask for permission. Emphasize that you won't damage or negatively impact the building in any way and that you would like to schedule at a time when it will not interfere with any normal business. Most property owners/managers are delighted to grant these requests as they know the better we know their building, the better protected they are.

As you all know very well, many of our senior Officers have retired, or are about to retire taking with them very valuable general Town knowledge. It is up to them to share this knowledge with us and to show us what they have learned over their career. Show us the challenges they have encountered so that we don't stumble upon the same. It is up to us to be proactive and to go out and acquire as much knowledge as possible about our Town. Knowledge that will help us today, and that we will also share with younger generations behind us.



Welcome Back Walter Arcila



Walter Arcila is a former Marine that was honorably discharged as of July 2016. During his four years of service, he was stationed in Jacksonville, North Carolina. He served with 1st battalion 6th marines and 3rd battalion 8th marines as an infantry team leader/squad leader achieving two deployments. After completing his duty to the country, Walter decided to return to his hometown of Miami, Florida where he wanted to be closer to his family.

Growing up Walter lived in front of a fire station, seeing what a fireman would do day in and day out really influenced him. He felt that the fire service had the same ethos from the military meaning the brotherhood/sisterhood and comradery were all the same. He was intrigued, wasting no time he registered into the Broward Fire Academy, completing EMT, and Fire school. He is currently firefighter paramedic and is excited about returning to Palm Beach Fire Rescue.

Walter feels that anything can be learned if you put hard work, time, and determination. On his off time he enjoys spending time with his family, and staying in top shape with physical training 5 days a week.

Great job E97 crew!! Helping FPU locate a Natural Gas Leak after a line was struck by lightning.



Water Rescue Training

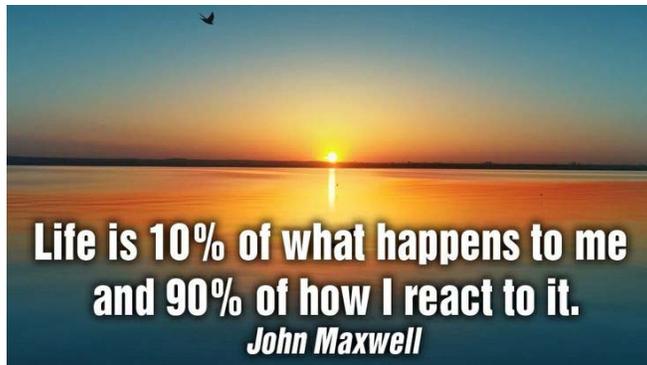


Photo Ops



In 2017, 103 firefighters died by suicide; more than the 93 firefighters who died IN THE LINE OF DUTY.
USA Today

Mental Health/First Aid Class held for Firefighters and EMS Personnel



Thank You

for your Kindness



Thank you for the donuts on National Donut Day!

MAY DEPARTMENT STATISTICS

Training Hours

A Shift	781
B Shift	654
C Shift	861
Total	2296

Fire Prevention Inspections

77

Ocean Rescue

Visitors	14,500
T/O enforced	99
Preventative Actions	60

FIRE and EMS

FIRE Calls	72
EMS Calls	122
Transports to Hospital	85

JULY BIRTHDAYS:

Jacob Brandjes	07/07
Lawrence Katz	07/21
Gabriel Cadet	07/22
Willie Bonfante	07/25

JULY ANNIVERSARY CELEBRATIONS

Michael Marx	07/04	15 years
Marc Bortot	07/05	14 years
Cesar Lora	07/15	04 years
Abigail Frawley	07/15	04 years
Laura Deckers	07/15	04 years
Michael Bennett	07/15	04 years

EMPLOYEE OF THE MONTH 2019:

January	Kristen Ruest	July
February	Cesar Lora	August
March	Michael Bennett	September
April	Gabe Cadet	October
May		November
June		December

Employee of the Month

Based on their outstanding performance, while handling a complicated electrical emergency, the crew of Engine 97 has been nominated and named as the Palm Beach Fire Rescue's employees of the Month for May 2019

On June 19, 2019, a strong line of thunderstorms blew through the area at approximately 1600 hours causing a rash of simultaneous electrical emergencies. One call in particular resulted in a downed power line with a fire that threatened two large residential structures with Battalion 97, Rescue 98 and Engine 97 responding. This same downed line resulted in a dangerous underground gas leak and water leak as the electricity energized the underground utilities. A high voltage, energized, downed, power line causing a simultaneous gas and water leak is an improbably dangerous event, but an immediate order to shut down the electrical grid in the area quickly stabilized the emergency until utility crews could arrive on scene.



Engine 97, Lieutenant Jacob Brandjes, Driver/Engineer Angel Sronce, and Firefighter Daniel Carreno did an excellent job handling a complicated electrical emergency AND a dangerous natural gas leak.

The crew went above and beyond on this call when they quickly and adeptly used the department's leak kit to fix a water pipe that cracked after it was energized by the downed power line, of course making sure the electrical hazard had been secured by FPL. The homeowner's only request was to shut the water off to the leaking pipe and this crew found a way to keep the occupant's water on until a permanent repair could be made by a contractor.

Florida Public Utilities arrived on the scene to mitigate the gas leak and the crew of E97 recognized that the lone technician on scene would have a hard time locating and plugging the leak on his own. Again, the crew recognized an opportunity to help and jumped into to help the technician by helping him dig up the gas line and eventually shutting down the gas. He stated that it was not normal for a fire department to help him out as this crew did. The FPU technician was very grateful for the assistance from E97's crew and they helped to cement Palm Beach Fire Rescue's reputation for exceptional customer service.

This was a collaborative effort between Palm Beach Fire Rescue's crews, Florida Power and Light, and Florida Public Utilities. The response from fire and the public utility companies prevented a dangerous situation from turning into a catastrophic event.

We highly commend Engine 97's crew for their dedicated service and devotion to Palm Beach Fire Rescue and to the residents of the Town of Palm Beach. They demonstrated an attitude of service through compassion and excellence, which makes the entire crew outstanding recipients for the May 2019 Employee of the Month Award.