



# The Town of Hilton Head Island Regular Public Safety Committee Meeting

Monday, June 4, 2012

10:00 a.m. – Benjamin M. Racusin Council Chambers

## **REVISED AGENDA**

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As a Courtesy to Others Please Turn Off All Cell Phones and Pagers during the Meeting

1. **Call to Order**
2. **Freedom of Information Act Compliance**  
Public notification of this meeting has been published, posted, and mailed in compliance with the Freedom of Information Act and the Town of Hilton Head Island requirements.
3. **Approval of Minutes**
  - a. Regular Public Safety Committee Meeting of May 7, 2012
4. **Unfinished Business**  
None
5. **New Business**
  - a. Community Awareness of Teenage Access, Use, and Abuse of Alcohol – Julie Bell
  - b. Hilton Head Island Fire and Rescue 2011 Annual Report
  - c. 911 Cell Phone Errors
  - d. Discussion of July Meeting Date
6. **Adjournment**

**Please note that a quorum of Town Council may result if four (4) or more of Town Council members attend this meeting.**

**TOWN OF HILTON HEAD ISLAND  
PUBLIC SAFETY COMMITTEE REGULAR MEETING**

**Date:** May 7, 2012

**Time:** 10:03 a.m.

**Members Present:** Bill Harkins, *Chairman*; Kim Likins; Lee Edwards

**Members Absent:** None

**Town Staff Present:** Brian Hulbert, *Staff Attorney*; Rene Phillips, *Website/Court Systems Administrator*; and Lynn Buchman, *Administrative Assistant*

**Others Present:** Lt. Glenn Zanelotti, *Beaufort County Sheriff's Office*; Lt. Daryl Johnson, *Palmetto Dunes Security*; and Eleanor O'Key, *LowCountry Inside Track*

**Media Present:** None

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**1. Call to Order**

**2. Freedom of Information Act Compliance**

Public notification of this meeting has been published, posted, and mailed in compliance with the Freedom of Information Act and the Town of Hilton Head Island requirements.

**3. Approval of Minutes**

**a. Regular Public Safety Committee Meeting of March 5, 2012**

Motion to approve the minutes of the March 5, 2012 Regular Public Safety Committee meeting was made by Kim Likins and seconded by Lee Edwards. The Motion was approved by a vote of 3-0.

**4. Unfinished Business**

None

**5. New Business**

**a. 1<sup>st</sup> Quarter 2012 Crime Statistics – Lt. Glenn Zanelotti**

Lt. Glenn Zanelotti reviewed with the Committee the crime statistics for the first quarter of 2012, noting that there has been a steady decline in the reportable crimes against persons and property.

Chairman Harkins remarked that we appeared to be moving in the right direction and asked what could be attributed to the decrease. Lt. Zanelotti noted the decrease was due to a combination of increased public awareness through the newspaper and Chamber of Commerce and better law enforcement efforts. He also cited arrests made in the last 12 months that have put numerous career criminals in prison.

Ms. Likins inquired whether crimes against property in the North and South Forest Beach areas had decreased. While noting this was a large area comprised of both residential and business, Lt. Zanelotti pointed out only 7 larcenies in the South Forest Beach Drive area. He saw no trend towards this being the highest crime area on the Island. He agreed with Ms. Likins that public beach parking provides easy targets of unlocked tourist cars, which could contribute to the numbers.

Although only March from the first quarter might be considered part of the Spring Break season, Ms. Likins asked if Lt. Zanelotti might have updated figures showing whether the efforts in association with the colleges to control the activities in the Forest Beach area had been successful. Lt. Zanelotti pointed out the increased tickets written in March that greatly exceeded those issued in January and February. This appeared to be a result of the traffic team's presence to target the North and South Forest Beach area during Spring Break for violations such as drinking in public and on the beach. Ms. Likins congratulated Lt. Zanelotti on the efforts of the Sheriff's Department and noted that in contrast to the phone calls and e-mails received last year from residents of that area, she had not received any complaints during this Spring Break season.

Chairman Harkins asked if Hilton Head Plantation's figures were more than normal for this period, and if that might be related to only one or two juveniles. Lt. Zanelotti responded that he would need to review the figures in more detail and either he or Capt. McSwain would report back.

Mr. Edwards noted his pleasure in seeing the reduction in crime statistics and the fact that public awareness and vigilance was a contributing factor.

Chairman Harkins encouraged the press to continue to assist by pointing out such basic common sense awareness as locking vehicles. Lt. Zanelotti noted the great working relationship the Sheriff's Office has with the press, and the community policing program that gives the public the opportunity to see the workings of the Sheriff's Office.

Brian Hulbert, Staff Attorney, reported that Code Enforcement patrols had been increased in the North and Forest Beach areas during Spring Break, and that no parking issues or noise complaints had been received. Lt. Zanelotti also pointed out that law enforcement efforts had been concentrated on the beach first, where the activity starts out, and then they moved on to the residential areas later in the evening where the activity funnels back to.

Eleanor O'Key, a resident of North Forest Beach, asked for clarification of whether New Orleans Road was considered a part of North Forest Beach. Further, she asked if the population numbers of the areas could be noted on future reports, both residential and commercial, with a percentage of crimes to population reported to assist the public perception of lower and higher crime areas.

Chairman Harkins advised the Committee that Julie Bell, a school board member, has undertaken a leadership role in trying to create community awareness about teenage access, use, and abuse of alcohol in our community. He asked the Committee members if they would like to invite Ms. Bell to the next meeting to share what she is doing and how to garner interest and support from others in the community. Ms. Likins and Mr. Edwards agreed it would afford the Committee an opportunity to hear about her efforts and what can be accomplished, and Chairman Harkins asked that an invitation be extended to her and this item added to the agenda for approval for the next meeting.

**Adjournment**

At 10:18 a.m. Mr. Edwards moved to adjourn the meeting and Ms. Likins seconded. The motion was approved by a vote of 3-0.

Respectfully submitted:

\_\_\_\_\_  
Lynn W. Buchman  
Administrative Assistant

Approved by:

\_\_\_\_\_/\_\_\_\_\_  
Bill Harkins, Chairman

DRAFT



# 2011 Hilton Head Island Fire & Rescue ANNUAL REPORT



ACCREDITED AGENCY  
2007-2012





# Mission Statement



“To provide Fire, Rescue, Emergency Medical, and Emergency Services, to our Community and our Visitors; through a cost effective and efficient delivery system, designed to enhance a safe environment for the public.”



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# Introduction



It is common, when thinking of the fire service, to form mental images of burning buildings, car wrecks, and emergency vehicles responding to those incidents with lights flashing and sirens sounding. These things remain key missions for firefighters everywhere, and are certainly the most visible face of a fire department, as well as providing some of the most rewarding career moments for fire service professionals. The duties, responsibilities and achievements of Hilton Head Island Fire & Rescue are many and varied, and go far beyond those readily formed images. Many of these occur so far out of the public eye that historically they may have been known only to the members of Fire & Rescue, or have been communicated on a piecemeal basis in the form of various statistical reports, announcements or press releases.

It is with great pleasure that Fire & Rescue offers this Annual Report to the Administration and citizens of the Town of Hilton Head Island. Our hope is to not only recount our activities and our accomplishments for the year 2011, but to also provide an accurate snapshot of our organization and missions, as well as to share information about



the path we are taking to assure continuous improvement of our services and capabilities. We take pride in both our past and present, and enthusiastically look to a future of embracing the emerging and yet to be developed approaches and technologies which will enhance our ability to serve and protect the community.





# Personnel



## Leadership Staff



*Deputy Fire Chief Brad Tadlock  
Operations*



*Lavarn Lucas  
Fire Chief*



*Deputy Fire Chief Ed Boring  
Support Services*



*Battalion Chief Joheida Fister  
Bureau of Fire Prevention*



*Battalion Chief Benton Waller  
Training Division*



*Battalion Chief Randy Lindstrom  
Planning Division*



*Cathy Jones-Gooding  
Communications Director*



*William Sanders, Supervisor  
Maintenance Division*



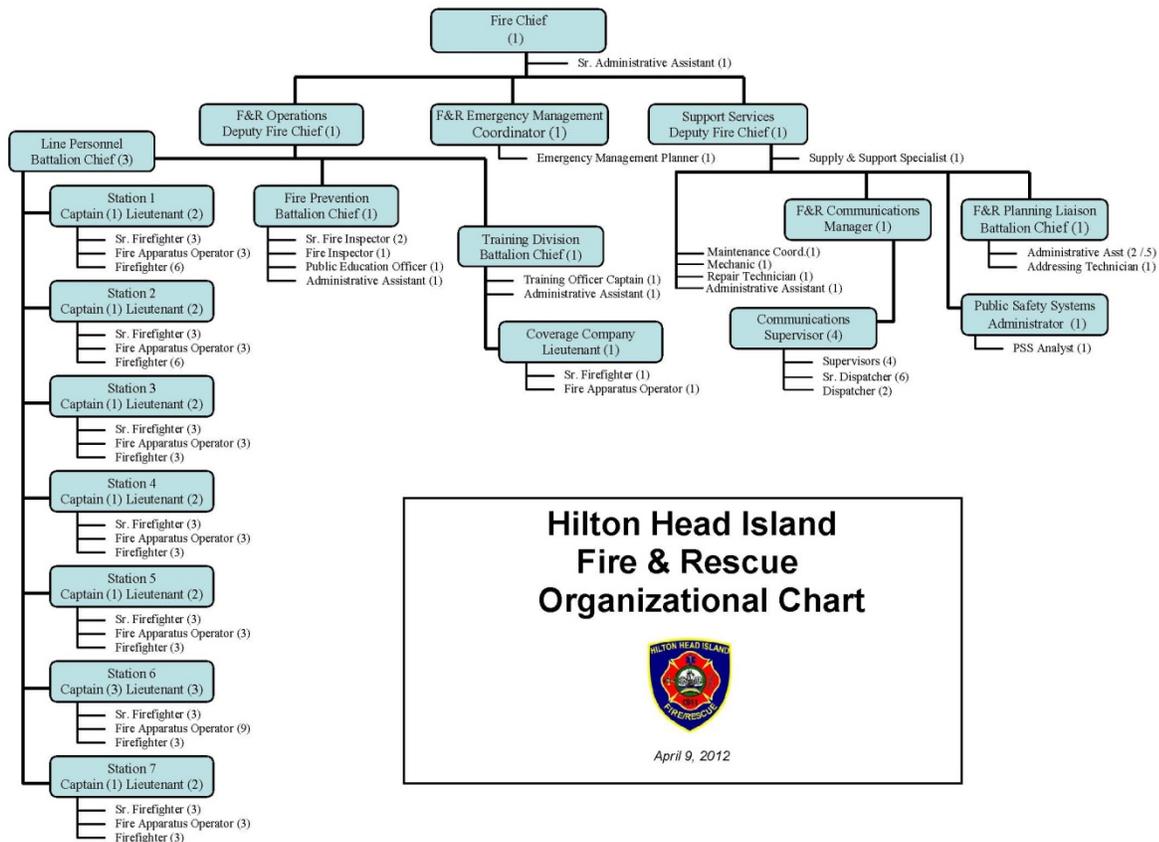
*Paul Rasch, Coordinator  
Emergency Management Division*



# Personnel



In addition to the Leadership Staff, Fire and Rescue relies upon a cadre of career professionals to staff its emergency equipment and provide emergency services, handle purchases and budgeting, maintain the fleet and equipment, train our staff, handle our communications needs, as well as the many other tasks necessary to provide our services to the community.



## 2011 Retirees

<i>Craig Shaw</i>	<i>Fire Apparatus Operator</i>	<i>17 years</i>
<i>Kevin Ashdown</i>	<i>Senior Firefighter</i>	<i>21 years</i>
<i>David Cooler</i>	<i>Battalion Chief - Planning</i>	<i>22 years</i>
<i>Everett Thompson</i>	<i>Captain</i>	<i>24 years</i>
<i>Lorenz Sticht</i>	<i>Fire Apparatus Operator</i>	<i>25 years</i>
<i>Gregory Lamb</i>	<i>Lieutenant</i>	<i>25 years</i>
<i>Bruce Schultz</i>	<i>Lieutenant</i>	<i>28 years</i>
<i>William Burns</i>	<i>Fire Inspector</i>	<i>28 years</i>
<i>Wayne Cochran</i>	<i>Senior Firefighter</i>	<i>28 years</i>

We thank our retirees for their many years of dedicated service to the department and the community.



# Equipment and Facilities



## Equipment



### The Basic Team

A Crimson/Spartan Engine and a Frazier/Chevrolet Medic (Ambulance) are the predominant pairing utilized by Hilton Head Island Fire & Rescue. This is the basic team of vehicles assigned to Fire Stations 2, 3, 4, 6, 7 and the Coverage Company.



### QUINTS

Crimson/Spartan Quints are assigned along with Frazier/Chevrolet Ambulances at Fire Stations 1 and 5. Our Quints provide the Fire & Rescue fleet with both pumping and aerial capacity in one unit.

### AERIALS

This is our 2011/ 1989 Spartan/ LTI Refurbished 110' Tractor Drawn Aerial. This apparatus has been thoroughly refurbished to include a new 2011 Spartan tractor and New ABS equipped trailer axle. The aerial ladder was upgraded as well as emergency lights, generator and warning lights. This will extend the service life of this apparatus to a total of 32 years.





# Equipment and Facilities



## Equipment



**A Sampling of the Hilton Head Island Fire & Rescue Fleet**

Left to Right: Ford Escape Fire Inspector's vehicle, Frazier/Chevrolet Medic (Ambulance), Tractor Drawn Aerial, Chevrolet Suburban Battalion Chief's vehicle, Crimson/Spartan Engine, Crimson/Spartan Quint, Bluebird Rehab/Transport Bus.



New to the fleet in 2011 is this 2009 Ford Crimson utility vehicle. This vehicle provides SCBA air refill and FF Rehab capabilities in one unit.



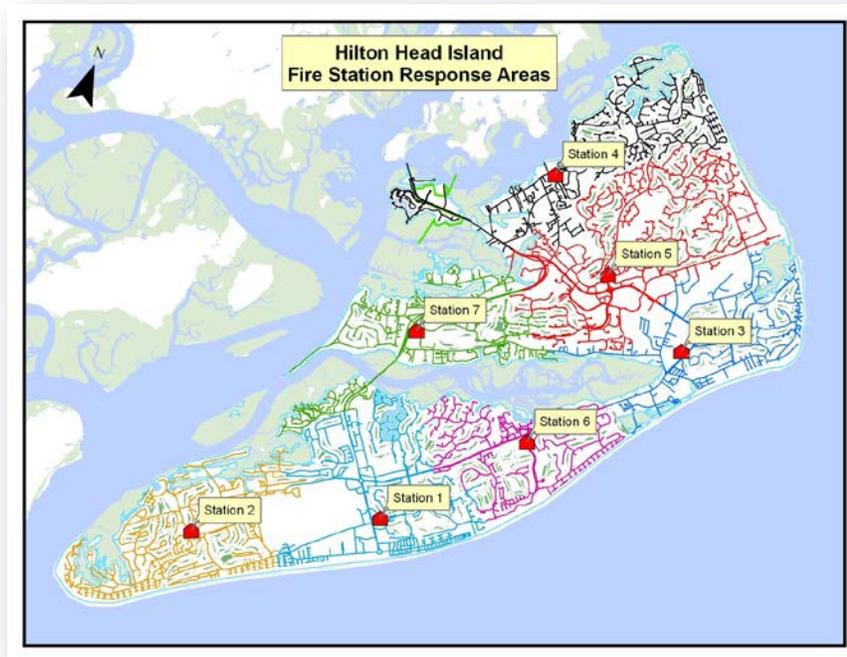
# Equipment and Facilities



## Stations

Hilton Head Island Fire and Rescue staffs seven Fire Stations strategically located throughout the Island to provide emergency services to the community.

The department is in the final stages of replacing all of the 1970's and 1980's era stations with storm hardened structures. Stations 2 and 6 are in the design phase of replacement, and will complete the replacement of all stations.



## Station 1



- Located in Shipyard Plantation at 70 Cordillo Parkway
- Full staffing is 1 Company Officer and 4 Firefighters
- Fire Unit is a Crimson/Spartan Quint 103' Aerial/1500 GPM
- Medic Unit is Frazier/Chevrolet
- The replacement station was completed on November 11, 2011
- The station houses the department's special call USAR Unit

## Station 2



- Located in Sea Pines Plantation at 65 Lighthouse Road
- Full staffing is 1 Company Officer and 3 Firefighters
- Fire Unit is a Crimson 1500 GPM Engine with a 500 Gal tank
- Medic unit is a Frazier/Chevrolet
- The 1970's station is in the design phase for replacement in 2013



# Equipment and Facilities



## Station 3



- Located by Port Royal Plantation at 534 William Hilton Parkway
- Full Staffing is 1 Company Officer and 3 Firefighters
- Fire Unit is a Crimson 1500 GPM Engine with a 500 Gal tank
- Medic Unit is a Frazier/Chevrolet
- Station 3 was replaced in 2000 with a storm hardened structure
- The station houses the special call REHAB Unit

## Station 4



- Located by Hilton Head Plantation at 400 Squire Pope Road
- Full staffing is 1 Company Officer and 3 Firefighters
- Fire Unit is a Crimson 1500 GPM Engine with a 500 Gal tank
- Medic Unit is a Frazier/Chevrolet
- Station 4, opened in 2005, replaces a 1970's structure
- Station 4 houses a reserve Medic unit

## Station 5



- Located by Hilton Head Plantation at 20 Whooping Crane Way
- Full staffing is 1 Company Officer and 4 Firefighters
- Fire Unit is a Crimson/Spartan Quint 103' Aerial/1500 GPM
- Medic Unit is a Frazier/Chevrolet
- Station 5, opened in 2011, replaces a 1980's structure
- Station 5 houses a reserve fire engine

## Station 6



- Station 6 is located at 16 Queens Folly Road
- Station 6 houses our 2011/1989 Spartan/LTI 110' aerial
- Fire Engine is a Crimson 1500 GPM unit with a 500 Gal tank
- Medic Unit is a Frazier/Chevrolet
- Station 6 houses the department's special call Haz-Mat Unit
- Built in the early 1980's, replacement planning is underway

## Station 7



- Station 7, opened in 2003, is located at 1001 Marshland Road
- Fire Engine is a Crimson 1500 GPM unit with a 500 Gal tank
- Medic Unit is a Frazier/Chevrolet
- Full staffing 1 Company Officer and 3 firefighters
- Station 7 houses the on duty Battalion Chief
- The Air and Utility unit is also house at Station 7



# Equipment and Facilities



## Fire Training Facility

The Fire Training Facility opened in 2009, and is regularly used by area departments to hone important fire skills. The training center also serves as the base of operations for the Training Coverage Company and is the location where Engine 8 and Medic 8 are garaged nights and weekends when the Coverage Company is off duty. The Fire Training Facility is located at 75-B Dillon Road, near the General Aviation access to the Hilton Head Airport.



## Protecting the Island... Then and Now!



The left-hand photo shows the partially demolished Fire Station 1, located in Shipyard Plantation. Even during its demolition, the department was able to make use of the old building by utilizing it as a prop for rescue scenarios.

During the replacement process, the station was partially demolished so as to simulate tornado or earthquake damage. A multi-day exercise was held in November 2010 and attended by many area agencies, as well as the SC Task Force 1 USAR Team. The brand new facility, opened in November 2011, is pictured on the right.



# Report of the Fire Chief



Hilton Head Island Fire & Rescue began operations July 1, 1993 as a consolidation of the former Sea Pines Forest Beach Fire Department, the Hilton Head Island Fire District and the Hilton Head Island Rescue Squad.

Hilton Head Island is the largest barrier island on the Atlantic coast with 22,000 acres of semi-tropical low country geography, which includes unspoiled sea marshes, creeks, lagoons, forests and more than 12 miles of pristine beaches.

Protecting a population of approximately 37,000 full time residents and over a million visitors yearly, Hilton Head Island Fire & Rescue has 7 fire stations and is served by an enhanced 911 communications dispatch center.

Among Hilton Head Island Fire & Rescue's outstanding achievements that we are particularly proud of is that we have obtained International Accreditation Status from the Commission on Fire Accreditation International (CFAI). The Hilton Head Island Fire & Rescue applied for a five year renewal of our accreditation in 2011. Hilton Head Fire and Rescue is one of only 145 Fire Agencies worldwide, and one of just five in South Carolina to have this distinction.

The CFAI is committed to improving fire and emergency service agencies around the world. In order to become accredited, Hilton Head Island Fire & Rescue has demonstrated to outside assessors, excellence in service, and an established a plan for continuous improvement.

As an organization, Hilton Head Island Fire & Rescue participates in the development of the state fire services by participating in many state programs. Nationally, several members of our staff sit on NFPA technical committees championing fire service professionalism and excellence. Additionally, Hilton Head Island is participating in the National *Heart Safe Community* program, and the CARES Registry.

Hilton Head Island Fire & Rescue has built a reputation for excellence and innovation with the ability to meet the needs of our ever changing community.

2011 marked a continuation of the process to replace our 1970's and 1980's fire stations with new storm hardened structures. During 2011, replacement facilities at Station 1 in Shipyard, and Station 5 at the entrance to Hilton Head Plantation were completed and dedicated.





# Report of the Fire Chief



The core services of the Town of Hilton Head Island Fire & Rescue are:

- To respond to emergencies such as fire, medical, hazardous material, a wide variety of rescues and natural disasters; to provide a broad spectrum of services to the public such as water clean-up and lockout service; to assist the elderly when no one else will provide assistance; and to recognize that Fire & Rescue is truly the community "Safety Net."
- To operate seven Fire Stations, a Communications Center/Emergency Operations Center and Headquarters/Training Center. To manage enhanced 9-1-1 emergency communications for Hilton Head Island, Hilton Head Island Airport and Daufuskie Island in addition to serving as backup Communication Center for both Beaufort and Jasper Counties.
- To conduct fire safety inspections of multi-family dwellings and commercial buildings; to provide public educational programs for all ages (i.e., CPR for the public, fire safety for the young and elderly, fire extinguisher use, First Aid, AED use and child car seat inspections).
- To participate in the Town-wide Safety Program including safety inspections for Town-owned facilities; to conduct required fire and EMS employee training; to administer the Town's Comprehensive Emergency Management Program; to provide maintenance for all Town-owned vehicles and maintain all Fire and Rescue facilities and apparatus in a ready state for response.



Our goal is to provide these core services every day, delivering customer service of the highest quality as we do so. That goal is shared by all of the personnel in Fire & Rescue, from the Chiefs to the newest hire, from the line personnel to the dispatchers to the administrative staff. We will never willingly settle for less.

Fire & Rescue had a great many accomplishments in 2011; I'd like to highlight a few of these here.

There were four notable improvements in our facilities and infrastructure:

- Construction of Fire Station 5 at 20 Whooping Crane Way was completed, and personnel and apparatus returned there from their temporary quarters on Hospital Center Boulevard. The new station was built on the site of the previous one as part of the Town's fire station replacement program.
- Fire Station 1 at 70 Cordillo Parkway was demolished as part of the Town's fire station replacement program. The construction of a replacement station on the same site was completed at the end of



# Report of the Fire Chief



2011 and was dedicated on January 6, 2012. The personnel and apparatus assigned to the station moved in on

- The installation of two new emergency access gates at Port Royal Plantation and Palmetto Hall Plantation has been completed. These were completed and placed into service in September of 2011. An additional emergency access gate for Wexford Plantation is in the pre-bid phase, with an expected construction completion date of mid-2012. These four gates will speed our emergency response times into those communities.
- Fire & Rescue received Assistance to Firefighters Grant (AFG) funding for the replacement of the aged and unreliable breathing air compressor at Fire Station 4; the system was replaced using these funds.

Numerous changes were made which improved or expanded our abilities in the area of providing emergency medical services:

- Fire & Rescue completely updated all EMS protocols in conjunction with our medical control physicians and physicians from the Hilton Head Hospital. This update ensured that our EMS protocols follow the most current state and national pre-hospital patient care standards and guidelines.
- Fire & Rescue continues to refine our ST-Segment Elevation Myocardial Infarction (STEMI) Code Protocol. This program was designed and implemented in 2010, and has dramatically reduced treatment intervals for heart attack patients leading to improved patient outcomes and has improved the working relationship between Fire & Rescue and hospital staff. This program has been so successful that it has been copied as a template by other communities, been identified as a "Best Practice" by the Society of Chest Pain Centers.
- Fire & Rescue implemented a "Code ICE" protocol, or therapeutic hypothermia, a revolutionary treatment for sudden cardiac arrest. Endorsed by the American Heart Association, this "cooling therapy" slows the body's metabolic processes - minimizing damage to the brain and other organs. Treatment is initiated in the field and continued in the hospital for approximately 18-24 hours before the patient is gently warmed to normal body temperature. Studies confirm that this procedure increases survival rates and reduces brain damage in patients resuscitated after a cardiac arrest.
- Fire & Rescue continues participation in the Cardiac Arrest Registry to Enhance Survival CARES registry program. This is a national data collection program operated by the US Centers for Disease Control and Prevention and Emory University. This program includes measuring the results of bystander CPR, early Automatic External Defibrillator (AED) use, patient care therapies, and how each improves cardiac arrest survival. Hilton Head Island Fire & Rescue is the first, and only, South Carolina EMS system to be enrolled in this Registry.

We continue to embrace new and emerging technologies, equipment and techniques. Our tradition of striving to be the best, and our mission of providing fire, rescue, emergency medical and emergency services to our community and our visitors through a cost effective and efficient delivery system designed to enhance a safe environment for the public remain constant. We respect our past, are proud of our present, and enthusiastically look forward to a future of providing quality service and excellence with our new generation of Firefighters, equipment and facilities.



# Report of the Fire Chief



Additional information about Fire & Rescue's accomplishments and activities for 2011 can be found in the Operational Reports and Operational Statistics sections of this report, along with descriptions of the roles and responsibilities of each part of the organization.

Further information can also be found in the Fire & Rescue section of the Town of Hilton Head Island website: (<http://www.hiltonheadislandsc.gov/departments/fire/home.cfm#divisions>).





# Operations Division



The Hilton Head Island Fire & Rescue Operations Division serves our residents and visitors by providing timely and professional response to fire and emergency medical services (EMS) incidents. We are a Fire Service-Based EMS organization in which all the members are cross trained and serve in a dual role which maximizes the efficiency of personnel and resources. In addition, the Operations Division personnel also respond to hazardous materials, technical rescue, disaster related incidents, as well as a variety of non-emergency and community service calls each year. The Operations Division responded to approximately of 6,100 calls for service incidents in 2011. A detailed analysis and breakdown of our operational statistics for the year is included at the end of the [2011 Annual Report](#).

The Operations Division members staff five Engine Companies, two Quint Companies, one Truck Company and seven Advanced Life Support (ALS) Medic Units (ambulances) on a daily basis. Our personnel are divided into three shifts that work 24 hours on and 48 hours off, with 29 to 35 personnel on duty each day. Three additional Operational members are assigned to the Coverage Company, a three member crew staffing an Engine and Medic that works forty hours per week to cover fire stations when the personnel assigned to those locations are out of their normal response area due to incidents, training or other activities. The Coverage Company also supplements our normal staffing resources during daytime hours when the number of calls is consistently the highest and impacts our resource levels.



Operations Division accomplishments included the enhancement of our EMS training and skills through the implementation of the "Pit Crew Concept", a process which orchestrates the duties of each our members when treating victims of cardiac arrest to improve efficiency and care. In conjunction with the Hilton Head Hospital, the Induced Hypothermia: CODE ICE Protocol was developed and implemented to support the Out-of-Hospital Cardiac Survival program.



Members of the Operations Division also conducted extensive training using an acquired structure to develop realistic drills that simulated locating and rescuing firefighters in peril. This training was a supplement developed by the members to support other aspects of our comprehensive training program. Another accomplishment this past year included the implementation of four-gas detectors on all of our Engines. The devices provide first in companies the ability to quickly monitor a building or area for hazardous atmospheres and limit the potential exposure risk to the public and emergency responders.

The ability to improve our service is generated through many ideas and initiatives that originate from Operational members. It is their values, energy, commitment and compassion that drive many of Fire & Rescue's functions, programs and activities that support the accomplishment of our mission.



# Bureau of Fire Prevention



The primary objective of the Bureau of Fire prevention is the reduction of preventable deaths, injuries and property loss through public education programs, increased fire inspections to enforcing compliance with adopted fire codes in all commercial buildings and reduction of preventable and/or intentional fires.



Our focus is on life safety, and the six members of the Bureau pursue this goal daily in every possible way. Traditional activities such as fire safety and business license inspections, plan and planning project reviews, fire investigations and public education are all part of the Bureau’s mission, as are less traditional programs including car seat installations and inspections, administration of the “Click2Enter” emergency access initiative, participation in the “File of Life” program and a robust schedule of public CPR and First Aid training. Innovative projects like the “Keep the Wreath Green” holiday season fire safety promotion and a grant-funded prop allowing a fire to be

lit in a full size, furnished room to demonstrate the advantages of smoke detectors and sprinkler systems help keep our fire education and public awareness efforts fresh and relevant.

Some of the statistics of the Bureau’s activities for 2011 are as follows:

Public Education Presentations	506
CPR/AED/First Aid Students	390
File of Life Recipients	800
Construction Plan Reviews	198
Total Fire safety Inspections (includes Total number of Existing Building Inspections, Fire Inseptions for business licenses and New & Renovated Construction Inspections)	2979
Business License Inspections	617
Existing Building Inspections (Initial Inspections & Re-inspections)	1752
New & Renovated Construction Inspections	610
Planning Project Reviews & Inspections	92
Fire Cause/Origin Investigations conducted by the Fire Investigation Unit	26
Car Seat Installations or Inspections	206

Here are some of our significant accomplishments from 2011:

- On October 2, 2011 Fire & Rescue held a side by side burn demonstration to raise awareness about home fire safety. The demonstration allows people to visualize how fire grows, when the smoke alarm activates and how little time there is to react. It also drives home many of the messages we teach in the community such as why you must have working smoke detectors, why we teach crawl low in smoke and why it is important to get out and stay out.



# Bureau of Fire Prevention



- The burn demonstration also allowed the viewers to see the difference between a home that is protected by a fire sprinkler system and one that is not. Over 800 people were able to view either the live demonstration or the comparison after the fires.
- **Public AED Program** – To provide assistance and patient care coordination for civilian agencies wishing to participate in Fire & Rescue’s Automated External Defibrillator (AED) Program. It is the objective of this program to establish guidelines for the provision of training, education, interagency cooperation, and supervision of civilians utilizing an AED within the parameters set forth by state law and the AED Program.
- **Fire Prevention Pancake Breakfast** – each October a fire prevention pancake breakfast is held to kick off Fire Prevention Week. The breakfast is held at a fire station and is open to the public at no charge. Fire safety brochures are on hand, safety messages are announced at regular intervals, a burn demonstration was done, and tours of the trucks and the station are conducted. Over 800 people attended.
- **Keep the Wreath Green** – from Thanksgiving to January 1<sup>st</sup>, a 7 foot wreath is placed at a busy intersection with all green lights. Anytime Hilton Head Island has a preventable fire during that period, one of the bulbs turns white. The goal for the community is to keep the wreath green. Citizens can also track the wreath on the Town website.
- **Bicycle Helmet Distribution** – 29 bicycle helmets were distributed to children and adults and in need through DHEC. 30 bicycle safety lights were distributed as well.
- **Fire Safety Song** – a fire safety song was co-written by the Public Education Officer and a singer songwriter Joan Maute. The song “When Fire Strikes, Get Out and Stay Out” was then recorded in Nashville. It was then taught to 1<sup>st</sup> and 2<sup>nd</sup> graders who drew pictures about the song and performed the song for a video. It is now posted on you tube.





# Training Division



The Training Division's primary purpose is to prepare our Firefighters to successfully complete the wide variety of missions they perform by delivering a challenging mix of classroom and hands-on training and providing up-to-date knowledge which enhances individual skills and team abilities. The Division's staff recognizes that effective and safe operations are the result of frequent, high-quality training and works continually to assure Fire & Rescue's ability to respond safely, assess incidents quickly and accurately, and protect lives, property, and the environment.

When a new Firefighter obtains all of the basic skills and qualifications necessary to extinguish fires, deliver medical assistance, and rescue distressed persons from a variety of hazardous environments, their training by no means ends. Learning within the fire service is a career-long commitment, and the Division supports this by administering a program of continuing education in order that abilities do not erode, certifications can be maintained, and new techniques and procedures mastered. Additionally, personnel must be prepared for advancement to Apparatus Operator by learning to safely drive and operate large, complex vehicles and readied for promotion to officer positions by learning the command proficiencies appropriate for incidents of all types. After advancement or promotion, personnel must receive ongoing training appropriate to the position they occupy as well as on the basics. It is a process that ends only with retirement.



Our Training Center, opened in 2009, continues to be the centerpiece around which our training programs are built and enables the Division to conduct more realistic training than ever before, and to do so without interfering with anyone's business, commerce, privacy, or the environment.

Some of the statistics of the Division for 2011 are as follows:

Total Employee Training Hours, In-Service and Technical Programs	42,258
Management and Leadership Program Training Hours	1,824
Total Exercises at Training Center	243
Live Structural Burns at Training Center	18

Among the Training Division's accomplishments for 2011 are:

- The Fire & Rescue Training Center received accreditation from the South Carolina Fire Academy as a High Angle Rope Rescue Training Center, a distinction granted to very few facilities.
- The Division planned and conducted a month of Firefighter Survival and Rapid Intervention training. This training simulated a variety of fireground emergencies including being trapped, injured, disoriented, or cut off from an escape route by a fire. Firefighters practiced survival and self-rescue techniques, emergency communications, managing fireground emergencies, locating injured



# Training Division



firefighters in zero visibility conditions, and rescuing firefighters trapped by structural collapses. This training was conducted at the Training Center and at a large acquired structure.

- The Division planned and conducted a Mass Casualty exercise involving Fire & Rescue and Airport Rescue Fire Fighting (ARFF) crews from the Hilton Head Airport and the Marine Corps Air Station-Beaufort. This exercise simulated a large aircraft crash into a building. Firefighters extinguished several fires on an aircraft prop, rescued simulated victims from the upper floors of structure filled with smoke, and triaged and treated multiple simulated casualties. This exercise was conducted at the Training Center.
- The Division planned and conducted a Hazardous Materials/WMD exercise with Fire & Rescue, the Bluffton Township Fire District, the Hilton Head Island/Bluffton Hazardous Materials Response Team, the Beaufort County Sheriff's Office SWAT Team and Bomb Squad, the Beaufort County Emergency Management Division, and the South Carolina National Guard's 43<sup>rd</sup> Civil Support Team. This exercise required a multi-agency response to a hostage situation with an active shooter, improvised explosives, and chemical, radiological, and biological hazardous materials involvement. The exercise included establishing and operating a Unified Command structure, neutralizing hazards, coordinating the response sequence, decontaminating large numbers of emergency personnel, and ensuring responder safety. This training was conducted at a Town-owned structure that was slated for demolition.





# Support Services Division



The Support Services Division is a very appropriately named organization. The Division is tasked with supporting the overall mission of Fire & Rescue and, operating largely behind the scenes, performing a variety of technical, administrative and supply functions necessary to position Fire & Rescue to conduct day to day operations and emergency response in an efficient and effective manner.

Among the Division's responsibilities are the compiling of all Fire and EMS incident records, the assignment of street address numbers and supplying of address data for the 9-1-1 dispatching system, and the maintenance of the computer systems and technology that ensures timely and accurate response to emergencies. Support Services is the supply arm of Fire & Rescue, purchasing and distributing every item - from fire apparatus to protective gear, medical supplies to chain saws, uniforms to light bulbs - necessary for the operation of Fire & Rescue.



Support Services is also charged with providing a means for reducing environmental damage due to the uncontrolled release of hazardous materials. As part of this mission, we oversee the Fire & Rescue Hazmat Team, operate Fire & Rescue's recycling program, and conduct the annual Hazardous Materials Round-Up.

The core elements of the Support Services Division are the Communications, Planning and Maintenance Divisions and the Public Safety Systems Group. The role, mission, and accomplishments of each of these four significant functions will be described in the

following sections the [2011 Annual Report](#).

Some of the significant overall accomplishments of the Division for 2011 are as follows:

- Fire Station 1 re-construction was completed with personnel and apparatus returning to regular duty from their temporary quarters in January 2012
- The Tractor Drawn Aerial Refurbishment project was completed by the contractor in December 2011 and returned to Fire & Rescue for outfitting with an anticipated return to service date of January 2012. This effort project is a continuance of Fire & Rescue's initiative to refurbish specialty apparatus to extend its useful life. This refurbishment will extend the total life of this apparatus to 32 years.
- A purchase contract for a replacement Wildland Firefighting vehicle was signed, with delivery to be in mid 2012. This vehicle responds to brush and Wildland fires and replaces 2 unreliable older former military vehicles that were retrofitted as brush trucks.
- Approximately 56,000 pounds of household hazardous waste and 12,000 pounds of E-Waste (electronic items) were collected from about 1,000 resident drop-offs during the 2011 Hazardous Materials Round-Up.



# Communications Division



The Division manages and staffs the Communications Center which serves as the Public Safety Answering Point (PSAP) for our community. Our personnel have the responsibility for answering 9-1-1 calls and dispatching or causing the dispatch of the appropriate fire, emergency medical services (EMS), law enforcement or other response units, as well as processing non 9-1-1 calls which may require an emergency response or may be simple requests for information or non-emergency assistance. Our Communications Center operates 24 hours a day, 7 days a week, and averages 137 incoming calls and seventeen fire or EMS dispatches daily.

As one of only two Communications Centers in Beaufort County, our operation also serves as the designated back-up location for the County PSAP and dispatch center. We derive a great benefit from this, as it ensures state-of-the-art infrastructure exists between the two centers. It frequently allows us, as the back-up or alternate location, to obtain equipment and technology under grant funding received by the County.

Calls received in the Communications Center are answered by one of our trained Dispatchers. These individuals undergo an extensive screening and educational process that includes nationally recognized certifications as well as detailed information on local policies and procedures. Extreme familiarity with the community is perhaps far more critical in our operation than it is in many Communications Centers. Given the number of tourists who visit Hilton Head Island annually, our personnel must frequently help emergency callers determine exactly where they are in order to send assistance. Our staff takes the safety of our residents and visitors seriously, recognizing that when we answer a call we become, in effect, the first public safety person on the scene of the emergency, with the ability to positively influence the outcome by providing prompt, professional service.

Below is a sampling of our 2011 statistics and a recap of our most significant project of the year:

Total Calls Received	48,935
9-1-1 Calls For Service Received	18,439
Non 9-1-1 Calls For Service Received	8,056
Administrative & Business Calls	22,440



Communications Division personnel, working in conjunction with Beaufort County, completed the selection of a new 911 phone system. This system is necessary to keep current with the fast past evolving phone technology. We analyzed 911 errors and worked with Beaufort County to eliminate two categories of errors that were problematic to the Communications Center and the citizens and visitors. Additionally this year was a year of continued internal growth and education. An in depth survey was taken of all policies and procedures and updates completed to ensure the policies cover our practices and our practices provide a prompt, professional level of service to the Town and of its visitors.



# Planning Division



The Planning Division works to assist Fire & Rescue in providing the highest possible standard of service today, as well as to help assure that we are prepared to make any adjustments necessary to continue or improve that level of service in the future. The Division constantly evaluates and analyzes geographic information system (GIS) data and emergency incident and response statistics in order to maintain a clear picture of where Fire & Rescue is today, and combines this information with input on planned building projects, developments and ordinance changes received from other Town departments in order to appropriately map where we need to be tomorrow. These processes help us determine what the risks are to our community and what our emergency response model should be in order to best handle these risks. Improving response times within our gated communities through the identification of optimum locations for emergency access points is one example of the impact of the activities of the Planning Division.



The Division is also responsible for performing the comprehensive self assessment and for maintaining the plan for continuous improvement which Fire & Rescue must have in place in order to remain accredited by the Commission on Fire Accreditation International (CFAI). The CFAI is committed

to improving fire and emergency service agencies around the world, and Fire & Rescue is one of 145 worldwide Fire Service organizations which have achieved accredited status.

Among the Planning Division’s other duties are maintenance of the Fire & Rescue Master Plan, the compiling of all fire and medical response records, and providing copies of incident reports to the public upon request. The assignment or correction of street address numbers and the supplying of address data for the 9-1-1 dispatching system, a process critical to ensuring timely and accurate response to emergencies, is also managed by the Division.

Among the administrative statistics of the Planning Division in 2011 are the following:

EMS Patient Care Forms Completed	4,102
New Addresses Created	107
Existing Addresses Corrected	121



# Maintenance Division



The Maintenance Division is the in-house mechanical service provider for all Town of Hilton Head Island departments. Our primary mission is to preserve the town assets through efficient and early preventative maintenance, our staff of five is responsible for coordinating a comprehensive and cost effective maintenance operation for Fire & Rescue Headquarters and a mixed fleet of approximately 100 vehicles including automobiles, light trucks, fire apparatus and ambulances. Additionally, the Division is responsible for the maintenance of Fire & Rescue’s large fixed and mobile generators, conducts the annual pump and ladder testing required for fire apparatus. as well as all of the gas or diesel powered tools and equipment used by Fire & Rescue and Facilities Management, and also supervises the maintenance of all “SCBA” self-contained breathing apparatus to increase operational safety, effectiveness and to minimize respiratory hazards encountered on many on-scene working environments.

Collectively our Maintenance Supervisor and Technicians hold multiple “ASE” (Automotive Service Excellence) and “EVT” (Emergency Vehicle Technician) Certifications. These certification further shows our proficiency in the tasks required to do the job right and is also a testament to our professional dedication.

Shop personnel includes:

- 1 Senior Fleet Mechanic
- 1 Fleet Mechanic
- 1 Repair Technician
- 1 Administrative Assistant



The fleet consists of:

- 87 on-road vehicles
- 16 off-road vehicles and trailers
- 2 Aluminum John Boats
- 2 service truck
- 1 2,200 gallon fuel tanker for emergencies



The Division performs all of the functions typical of any fleet maintenance organization, from routine oil changes and preventative maintenance checks to brake system repairs, engine and transmission overhauls, and electronic system troubleshooting. Welding, metal fabrication, and any other process necessary to support our mission can be performed, at least on a limited basis, by the Maintenance Division. It is imperative that we have these



# Maintenance Division



capabilities in order to be able to minimize the out of service time for Fire & Rescue’s response vehicles, and so that we can perform emergency repairs any time of the day or night if necessary.

In addition to vehicle and equipment repair, the Division also provides input into decisions regarding fleet management. This includes identifying vehicles past their useful service life, participating in the writing of bid specifications for the replacement vehicles, aiding in the selection and purchase of economical and appropriate new vehicles, coordinating the disposal of obsolete vehicles and maintains it in its totality.

A recap of the Maintenance Division’s key statistics for 2011 is as follows:

Vehicle Preventative Maintenance Checks Performed	96
Vehicle Repairs Performed	1081
Replacement Vehicles Placed In Service	12

The goal of Fire & Rescue Maintenance Division is to ensure that the fleet and assets of the Town of Hilton Head Island and its emergency vehicles are maintained to the highest standard of readiness by the most skilled and qualified Technicians available. We are proud to be an integral part of the safety provided to the residents of the Town of Hilton Head Island and its neighboring communities.



# Public Safety Systems



The Support Services Division's Public Safety Systems Group is likely the least noticeable component of the Fire & Rescue organization. The development and implementation of sophisticated programs such as Computer Aided Dispatch (CAD) and the Automated Vehicle Location (AVL) technology which supports it have improved emergency response by ensuring the closest appropriate units are sent to incidents; wireless transmission of medical data from ambulances in the field to the hospital Emergency Room allows for better and faster patient care. Technology, in a public safety environment, must be extremely reliable; the primary mission of the Public Safety Systems Group is to ensure that reliability around the clock.

The two personnel of the Group install, maintain, and update the hardware, software, and databases necessary for these programs to function, as well as having responsibility for the electronic Records Management System of Fire & Rescue. This requires supporting not only the computers in the Communications Center, Fire Headquarters, and each Fire Station, but also the mobile installations in each fire apparatus and medic unit.



The work of the Public Safety Systems Group is not of a nature that generates a great many statistical accomplishments, but several major projects have been completed in 2010. Notable among these were:

- Virtualization of the Public Safety System's Applications and Servers to automate the 911 Datacenter. Virtualization eliminates the one server one application model by allowing more than one operating system on a server. Virtualization also uses a shared drives. Virtualization allows applications and systems to maintain a higher service. Disaster recovery efforts and costs are reduced with the automation provided by virtualization. Backed up data can be moved via IP to disks not located 911 datacenter with no manual intervention. Virtualization also reduces hardware and software. Also, since there are less servers to cool and electrical costs are also reduced in the datacenter.
- The Computer Aided Dispatch (CAD) System received three map updates in 2010. In addition the map was made ready for implementation in Mobile CAD. These updates were completed in order to update road, building, addressing and other vital information used to facilitate emergency response dispatching. This additional data helps our line personnel to respond more efficiently and better enables them to develop tactics when on scene.





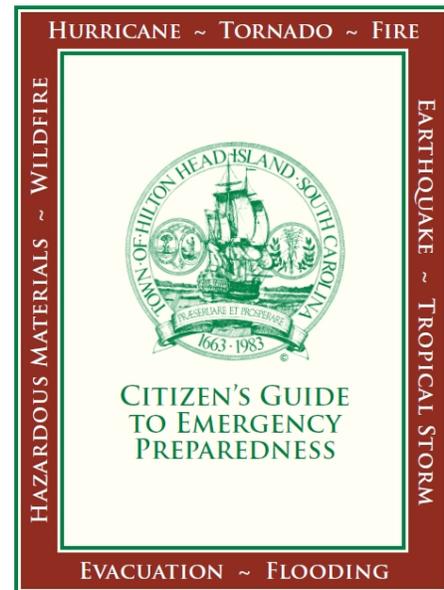
# Emergency Management Division



The mission of the Emergency Management Division is to position the Town of Hilton Head Island to respond efficiently to the full range of threats facing the community, seek to minimize the impacts of emergencies and disasters on the people, property, environment, and economy of the Town, and to prepare staff and residents to better protect themselves and others through an effective program of all-hazards planning, resource acquisition, training and public education/outreach. The Division staff works daily at achieving these goals.

A large scale disaster will, by definition, exceed the resources and capabilities of any jurisdiction and the successful management of the situation will require rapid and effective teamwork with units of government at the county, state and federal levels as well as private sector entities. The Division has developed an extensive series of Mutual Aid Agreements, Memoranda of Understanding, and contracts with these organizations which are ready for implementation if needed. Our staff pursues networking opportunities and to form strategic alliances with agencies and groups which can potentially assist us in bringing disaster relief to our residents.

The Division also supports the overall mission of Fire & Rescue by responding around the clock to any significant fires or emergencies which occur to serve as additional incident management staff and to assist in any role or capacity appropriate to the situation.



In mid December 2011, our Emergency Management Coordinator, Paul Rasch, left the Town to pursue other opportunities. Fire & Rescue is in the process of preparing to hire a replacement for that position going into 2012.

Some of the statistics and significant accomplishments of the Division for 2011 are as follows:

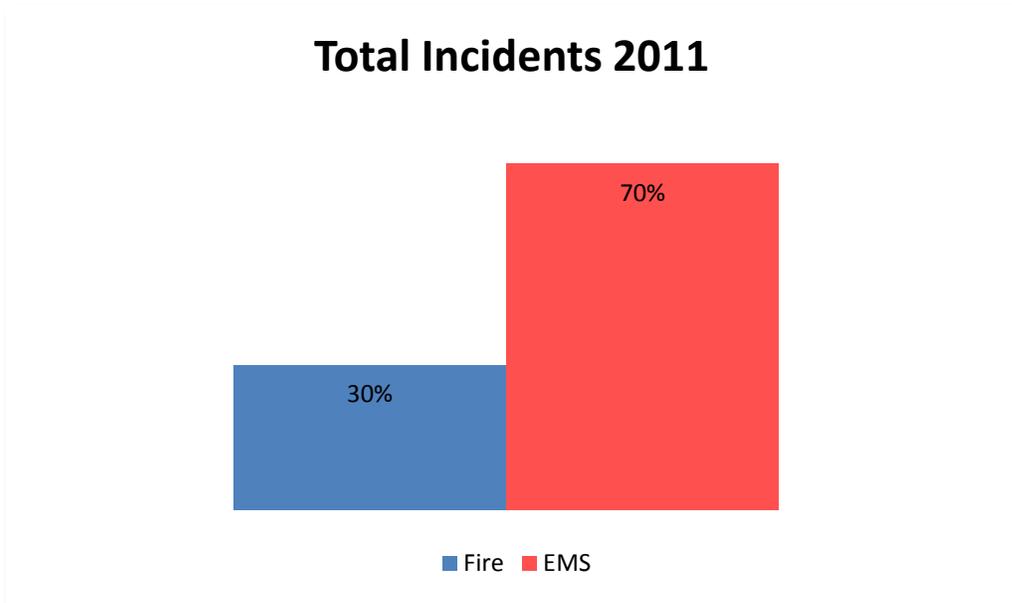
- The Citizen’s Guide to Emergency Preparedness was published in English and Spanish and provided to the community. The guide provides an excellent source of information on the threats that our community faces; what to do to prepare for them, get through them, and recover from them; as well as where to get answers to any questions you may have.
- In August 2011, the Emergency Operations Center was activated and crews were placed in an Alert status in response to hurricane Irene. The storm subsequently moved offshore and left the community unscathed.
- The Town’s Emergency Operations Center and staff was activated two times during 2011 for simulated hurricane drills. These drills provide a valuable opportunity to put into action our emergency operations plans.
- Additional hurricane protection was installed at several Fire & Rescue facilities to increase survivability of these structures in the event of an event.



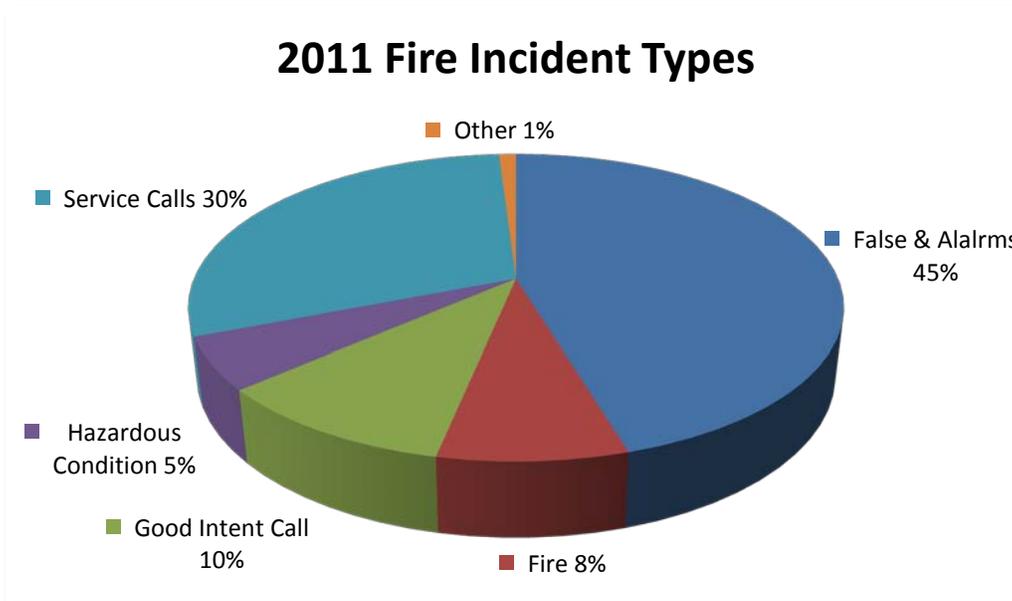
# Operational Statistics



Fire and Rescue regularly responds to all sorts of calls for assistance and emergencies. Here is a sampling of some of our operational statistics.



Rescue and EMS incidents continue to be the largest segment of our call volume. EMS calls actually rose, percentage-wise, from 68% of all calls responded to, to 70% of all calls responded to.



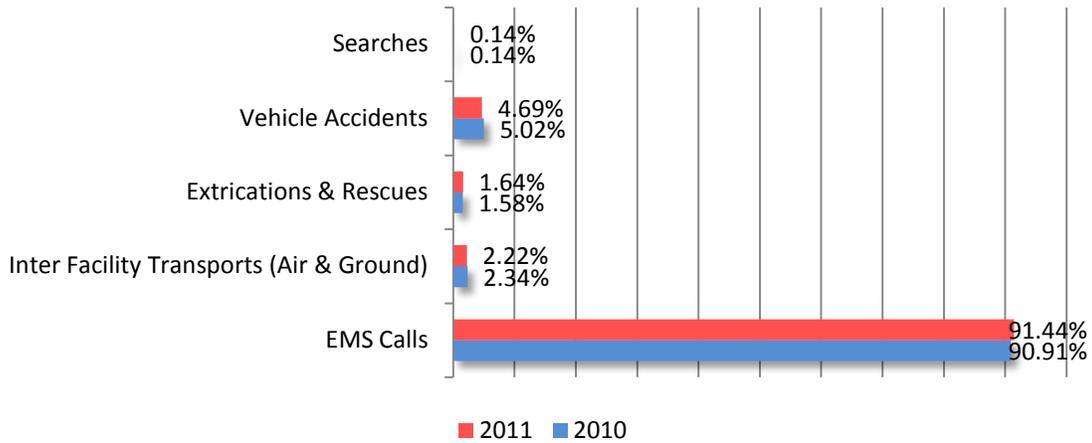
Off all the Fire type incidents, alarms continue to make almost half of the responses.



# Operational Statistics

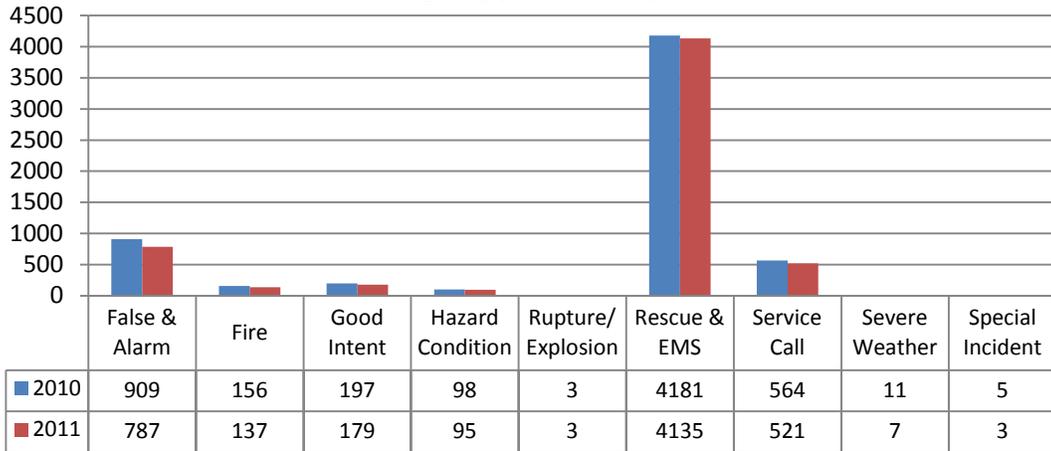


## 2011 EMS & Rescue Incident Types Compared to 2010



A numerical breakdown of our 2011 calls for service follows. Total call volume in 2011 was down by 4.38% as compared to 2010. Figures for 2010 are included for comparison purposes.

## 2011 Incidents by Type Compared to 2010

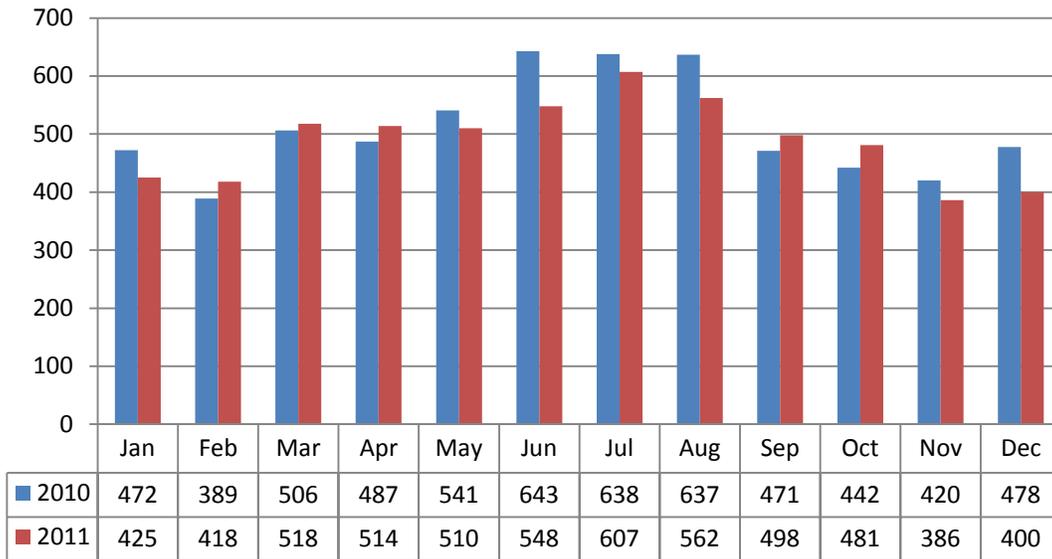




# Operational Statistics

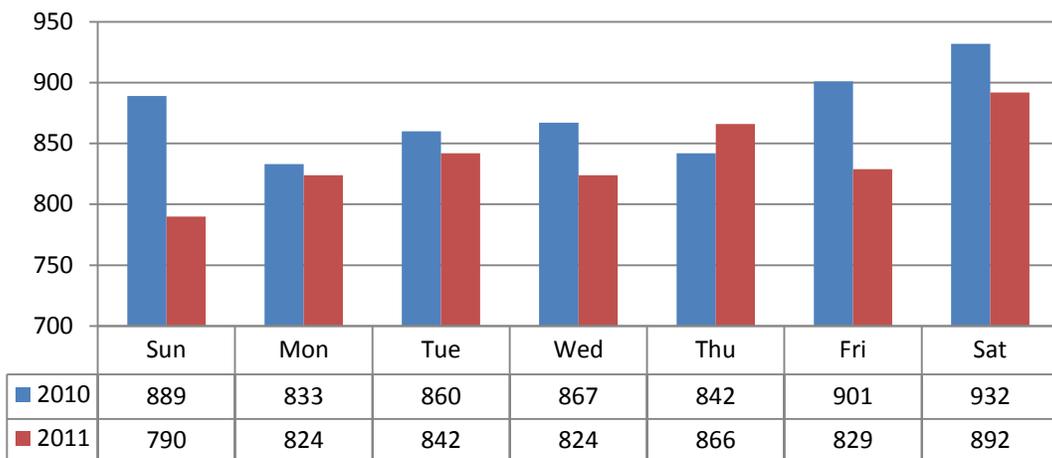


## 2011 Incidents by Month Compared to 2010



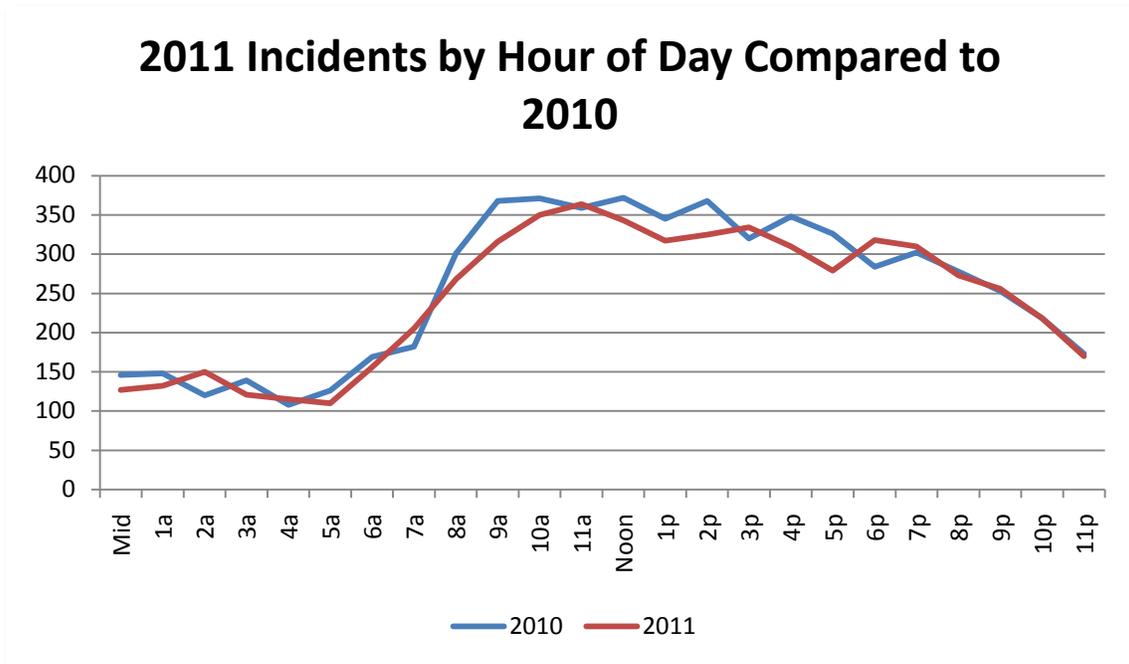
As might be expected, call volume peaks during the summer tourist season; however, the trend is not nearly as pronounced as it was several years ago, when the peaks and valleys were more severe.

## 2011 Incidents by Day of Week Compared to 2010





# Operational Statistics



The following depicts an analysis of the top ten types of locations where we respond to most frequently for calls.

Property Type	2010	2011
1 or 2 family dwelling	32%	32%
Multifamily dwellings	19%	19%
24-hour care Nursing homes, 4 or more persons	10%	9%
Hotel/motel, commercial	5%	4%
Highway or divided highway	3%	3%
Residential street, road or residential driveway	2%	3%
Vehicle parking area	2%	3%
Restaurant or cafeteria	2%	3%
Street, other	2%	2%
Beach	2%	2%





# A Final Word



Hilton Head Island Fire & Rescue is trained, equipped, staffed, and expected to respond to virtually every conceivable emergency that could occur in our community. We take a great deal of pride in providing our professional services to our residents and visitors.

As we move into the future, our organization is dedicated to a process of continuous improvement in providing our services. We look to the employment of new technologies, equipment and business practices, to become ever more efficient and effective.

To find out more about Hilton Head Island Fire & Rescue, and the services we provide, please visit our website at:

<http://hiltonheadislandsc.gov/departments/fire/>





## Hilton Head Island Fire & Rescue

Communication Division  
40 Summit Drive  
Hilton Head Island, SC 29926  
843.682.5125



**TO:** Town of Hilton Head Island, Public Safety Committee  
**FROM:** Cathy Jones-Gooding, Communications Manager  
**VIA:** Lavarn Lucas, Fire Chief   
**DATE:** May 30, 2012  
**SUBJECT:** Cell Phone 911 Errors: Reduction

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### **Recommendation:**

Accept, for informational purposes only, the presentation information concerning the errors types, rates, and corrective actions concerning incoming 911 telephone calls.

### **Summary:**

Over the past several years, Fire & Rescue has identified a significant number of errors occurring when citizens call 911 utilizing their cell phones. These errors result in a slower than desired emergency response. Fire & Rescue has attempted to make positive changes in this situation by working with Beaufort County Emergency Management, consideration of the town filing its own complaints to the FCC, and by taking direct action on its own.

On June 4<sup>th</sup>, 2012, Fire & Rescue's Communication Division will present an overview of the cell phone error problem. The purpose of the presentation is to address the following:

- Basic Overview of Design of Enhanced 911 (E911)
- Overview of Design of Wireless 911 Service
- Types of Errors Tracked
- Reduction of Errors
- Additional Solutions

### **Background:**

When Susan Williams was hired as the Communications Manager in 2009 she observed, as did the previous Communications Manager, that many cell phone companies in the area were not Phase II compliant and began researching the broader topic of all 911 errors within the Town of Hilton Head Island. She established a tracking method that allowed Fire & Rescue to establish patterns and make positive changes. Initial efforts were made to encourage Beaufort County to address the problems. After limited success, Fire & Rescue looked into filing complaints directly with the FCC for them to take action. It was decided that such filings would not be helpful so Fire & Rescue took direct action with the cell carriers to try and improve upon the situation. Some improvement has been noted but continued direct communications with the cell carriers is warranted.