



The Town of Hilton Head Island Regular Public Safety Committee Meeting

Monday, April 6, 2015

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

AGENDA

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 November 3, 2014
4. **Unfinished Business**
None
5. **New Business**
 - a. Proposed Revised 2015 Public Safety Committee Meeting Dates
 - b. Presentation of the 2014 Fire Rescue Annual Report
 - c. Annual Report on Fire Rescue Strategic Plan
 - d. Report on Open Burning
 - e. Presentation on the Proposed Revision of the Fire Rescue Enabling Legislation, Ordinance 92-16, Chapter 11 of Title 2, Section 2-11-50
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: November 3, 2014

Time: 10:00 a.m.

Members Present: Marc A. Grant, *Chairman*; John J. McCann and Bill Harkins, *Council Members*

Members Absent: None

Town Staff Present: Greg DeLoach, *Assistant Town Manager*; Brian Hulbert, *Staff Attorney*; and Lynn Buchman, *Senior Administrative Assistant*

Others Present: Kim Likins, *Council Member*; Capt. Joey Woodward, *Beaufort County Sheriff's Office*; Kiera Morris, *Beaufort County Sheriff's Office*; and Eleanor O'Key, *Lowcountry Inside Track*

Media Present: None

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 September 8, 2014

A motion to approve the minutes of the September 8, 2014 meeting of the Public Safety Committee was made by Mr. Harkins and seconded by Mr. McCann. The motion was approved by a vote of 3-0.

4. Unfinished Business

None

5. New Business

a. Proposed 2015 Public Safety Committee Meeting Dates

A motion to approve the 2015 meeting dates included in the agenda packet was made by Mr. Harkins and seconded by Mr. McCann. The motion was approved by a vote of 3-0.

b. 3rd Quarter 2014 Crime Statistics – Capt. Joey Woodward

Capt. Joey Woodward, of the Beaufort County Sheriff's Office, presented a PowerPoint outlining the detailed crime statistics for the 3rd quarter of 2014, as cited in the Uniform Crime Report, which is included in the agenda packet.

He reviewed the 3rd quarter 2014 statistics for Crimes Against Persons, noting there were no murders and 2 forcible rapes involving friends, with no warrant being issued by the judge on one, and the other being still under active investigation. Chairman Grant inquired about the murder that occurred in Palmetto Dunes, and while this did not occur in the 3rd quarter, Capt. Woodward indicated there has been an arrest in this case. Statistics for Crimes Against Property were reviewed, and Capt. Woodward reported arrests of 3 individuals have been made and confessions obtained for approximately 70% of the crimes that had occurred on the south end of Hilton Head Island. Details of the vehicles collisions were reviewed, with no fatalities reported.

Capt. Woodward outlined the traffic and criminal tickets and warnings issued by the patrol, traffic team, and marine patrol. As requested by the Committee, details of the marine patrol activity so far in 2014 were presented.

The volunteer hours were reviewed for the reserve deputies and volunteers. Capt. Woodward also noted that included in the Report is a breakdown of the Calls for Service so far in 2014.

Chairman Grant and Capt. Woodward discussed the increased vehicle collisions that had occurred on Arrow Road, but other than having officer presence there and speed limit signs, Capt. Woodward noted those are congested areas during the summer where accidents will occur. Capt. Woodward explained that Walmart shoplifting arrests accounts for the crimes against property reported in the Pembroke Drive area. In response to Chairman Grant's inquiry concerning bicycle incidents occurring in the 3rd quarter, Capt. Woodward indicated there had been none reported.

Mr. Harkins congratulated Capt. Woodward on the apprehension of the 3 individuals in the South Forest Beach area. Capt. Woodward noted most of the offenders are not from the area, and the word has gotten out that arrests will be made for such crimes. He noted that vigilance is still needed from residents in locking doors.

Chairman Grant acknowledged the presence of security from Port Royal Plantation and Palmetto Dunes and asked for any comments, but there were none from the public. He thanked Capt. Woodward for his report.

Frank Babel reviewed with the Committee the incredible success biking has been in the last few years, with the number of people on bicycles having doubled, with new businesses created, and the fact that biking is rivaling golf as a recreation that is available to people of all ages and abilities. He applauded the tremendous job the Town has done in supporting the bicycling program by building pathways, installing safety operations, and assisting with the Bike Advisory Committee.

Mr. Babel reviewed statistics on collisions between bikes and cars from 2008 through 2014, noting that in 2011 when the Town became a Bike Friendly Community and mitigations were put in place, collisions decreased by 38%. He explained that bike collisions are rising again as biking is increasing.

Mr. Babel stated the CIP has no budgeted money designated for pathways for the next 5 years, and he recommended a safety fund be set up with \$500,000 per year so that the Bike Advisory Committee could work with the Town to identify areas where safety and access problems need to be addressed. He asked the Committee to consider the CIP during their upcoming workshop.

He encouraged the Committee to ask for an annual report from the Bike Advisory Committee about bike safety. He suggested data from the Beaufort County Sheriff's Office, the Fire Rescue EMS reports, and the Hospital ER should be reviewed to determine what is causing the collisions to avoid future fatalities and make the community safer for bikers.

He suggested funding should be provided to increase signage on the pathways, both directional and safety oriented; provide an increased enforcement presence during the summer; to continue building our pathway system; to undertake a study of the number of stop signs vs. yield signs; for improvements to the pathway crossing Shelter Cove Lane; and a connection to the sidewalk from Mathews Drive that ends prior to the Shelter Cove area to provide a seamless western approach. Mr. Babel suggested that the Committee discuss these matters at its workshop in December and establish priorities.

Mr. McCann asked that Mr. Babel put together a report of the items he mentioned, including recommendations, to discuss with other Council members. Mr. Harkins thanked Mr. Babel and noted that one of the reasons the Town is so successful is the strong volunteer effort from bikers like him, and he suggested an outline for the report to include a documented number of bikers, to share the accident data by sources, identify hazards, suggest solutions, and provide an estimated cost. Mr. McCann also asked that the report include the number of bikers and accidents along with the increase in tourism for that period, which Mr. Harkins acknowledged would establish a ratio.

Capt. Woodward advised the Committee that over the last few months the Sheriff's Office has obtained a few bikes that will be used in the spring and summer in areas identified with problems.

Diane Fornari, a resident of North Forest Beach, voiced her concerns about posted speed limit signs approaching the Coligny Circle and along Lagoon Road that she considered dangerously high for pedestrians and bikers. She illustrated her point with a map of the Coligny area and the current posted speed limits. She pointed out various pedestrian crosswalks, parking lot and business entrances and exits, and on-street parking along North Forest Beach Drive that make the posted speed limits excessive and highly dangerous during tourist season. She asked that the Committee recommend to Town Council that the situation be investigated and the speed limit be reduced to 20 MPH.

Mr. McCann thanked Ms. Fornari for expressing her concerns, and a discussion followed among the Committee members and Greg DeLoach, Assistant Town Manager, concerning the procedure to be followed for changing speed limits. Since these are State roads, Mr. DeLoach noted the Town must make a request to DOT for any speed limit change and request that an evaluation be made of the particular roads to determine the appropriate speed limit. In response to Chairman Grant's inquiry, Mr. DeLoach acknowledged that residents in the area had requested additional signage warning pedestrians, which has been done, but no request was made to address the speed.

Following further discussion, Mr. McCann made a motion that the Committee recommends to Town Council that a speed limit study be requested from SCDOT as soon as possible for the North and South Forest Beach and the Pope Avenue area for the safety of area residents. Mr. Harkins seconded the motion, and the motion was approved by a vote of 3-0.

6. Adjournment

At 10:38 a.m. Mr. Harkins moved to adjourn the meeting and Mr. McCann seconded. The motion was approved by a vote of 3-0.

Respectfully submitted:

Lynn W. Buchman
Administrative Assistant

Approved by:

Marc A. Grant, Chairman

Town of Hilton Head Island, South Carolina

2015
Public Safety Committee
Scheduled Meeting Dates - **REVISED**

Benjamin M. Racusin Council Chambers

Monday preceding the 1st Town Council Meeting
10:00 A.M.

JANUARY 5, 2015

JULY 6, 2015

FEBRUARY 2, 2015
4th Qtr. Crime Stats

AUGUST 3, 2015
2nd Qtr. Crime Stats

MARCH 2, 2015

SEPTEMBER 14, 2015*

APRIL 6, 2015

OCTOBER 5, 2015

MAY 4, 2015
1st Qtr. Crime Stats

NOVEMBER 2, 2015
3rd Qtr. Crime Stats

JUNE 1, 2015

DECEMBER 7, 2015**

* **REVISED**: Since the 1st Monday (September 7) falls on Labor Day, the September meeting has been scheduled for the 2nd Monday of the Month, and is preceding the 2nd Town Council Meeting of the month.

**The December 7 meeting has been scheduled the 1st Monday of the Month, but falls the week after the Town Council Meeting on December 1, 2015.

MEMORANDUM

TO: Public Safety Committee, Town of Hilton Head Island Town Council

FROM: Brad Tadlock, Fire Chief 

RE: Fire Rescue 2014 Annual Report

DATE: April 7, 2015

Recommendation:

Accept the attached 2014 Fire Rescue Annual Report.

Summary:

The 2014 Fire Rescue Annual Report highlights the initiatives, accomplishments, activities and selected statistics of Fire Rescue during the past calendar year. The report is intended to inform the elected officials and the public on the operations and services provided by Fire Rescue that enhance the safety of the community.

Background:

Fire Rescue has produced an annual report since 2010. The report is presented to the Public Safety Committee and the general public each spring. The last report was presented in February 2014.

2014 Hilton Head Island Fire Rescue ANNUAL REPORT



To protect the people, property, and environment of Hilton Head Island with courage, commitment, and compassion

H_{ONOR} **H**_{ONESTY} **I**_{NTEGRITY} **F**_{OCUS} **R**_{ESPECT}



OUR MISSION

To protect the people, property and environment of Hilton Head Island with courage, commitment, and compassion.

OUR VISION

To achieve the highest levels of community service and protection by delivering excellent customer service in all that we do.

OUR CORE VALUES

To take responsibility, lead by example, be honest, help others, and have a passion to serve.



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INTRODUCTION

Hilton Head Island Fire Rescue presents this 2014 Annual Report to the Administration and citizens of Hilton Head Island. 2014 was a transitional year for Fire Rescue as we welcomed a new Fire Chief and saw a number of long time employees retire.

Fire Rescue is an “all hazards” response agency that responds to all types of emergency medical calls and fire incidents. In addition we are also trained and prepared to respond to large scale and more complex incidents. To accomplish this, Fire Rescue has trained personnel available 24/7 in Technical Rescue and Hazardous Materials Response. Fire Rescue is capable of responding to water rescue, high and low angle rope rescue, confined space rescue, and mass casualty response wherever and whenever the need may arise.

In March of 2002 Fire Rescue became the second fire department in South Carolina to be accredited through the Commission on Fire Accreditation International (CFAI). Accreditation is a comprehensive self-assessment and evaluation model that enables organizations to examine past, current, and future service levels and internal performance and compare them to industry best practices. This process leads to improved service delivery. Fire Rescue went before the Commission in March of 2012, and is pleased to announce agency re-accredited status through 2017. Fire Rescue is currently one of only 196 fire agencies worldwide, and is one of just seven in South Carolina, with this prestigious distinction.



Fire Rescue continues to work on maintaining the Heart Safe Community status which was earned in 2012. The status is granted to EMS agencies for outstanding achievement in developing creative approaches and systems to prevent and treat cardiac-related diseases. The department deployed new technology and treatments in the field and worked to better coordinate efforts with Hilton Head Hospital to improve response to cardiac arrests. The 3 year save rate for witnessed cardiac arrests for Fire Rescue is 59.8%, beating the national average of 52.1%

Additionally, Fire Rescue is currently rated a Class 3 fire department by the Insurance Services Organization (ISO). ISO is an insurance industry risk advisory body which helps carriers set appropriate premiums. In order to accomplish this, the ISO conducts evaluations of municipal fire protection efforts. The rating system goes from Class 1 to Class 10, with rating numbers representing more fire protection efforts in the community the closer you get to Class 1. Fire Rescue anticipates another evaluation in the near future and is taking steps to maintain a Class 3 rating under a recently revised ISO rating program.

In 2014 Fire Rescue saw call volume at or above historical highs, responding to a total of 6,467 incidents. Fire Rescue’s firefighters are responding to more calls for service and devoting more hours to training than ever before. A summation of Fire Rescue’s important statistics is located at the end of this report.

Whatever emergency that may arise, Fire Rescue has a trained and competent staff available to respond to the needs of the community.

MESSAGE FROM THE CHIEF



I am pleased to present this Annual Report to the community on behalf of all the members of Fire Rescue who serve the residents and visitors of Hilton Head Island. The community has a right to know and this report is presented to the public in order to inform and highlight all the activities your fire department performs throughout the year. Operating as a modern emergency services organization, we respond to all types of emergencies as well as many non-emergencies that impact our citizens.

This report will identify our statistics involving emergency response, but will also highlight many activities we utilize to make Hilton Head Island a safe place to live, work, and visit. Community engagement is an essential part of our service delivery because reducing risk is more cost effective than responding to emergencies. This concept applies to the health and welfare of citizens as well as fire prevention efforts. A partnership with the public through the participation in our programs and in association with fire prevention activities is necessary for the reduction of hazards and injuries.

This report will also highlight many accomplishments over the last year, none of which would have been possible without the support of Town Council, Town Staff, and the citizens we are here to serve. The accomplishments are the foundation of our member's professionalism, dedication, and skills that are essential to improving the quality of life of the community. It is important to recognize our accomplishments while always being aware of the need to continually improve on what we do and recognize new technology, processes, and initiatives that improve our service delivery in the future.

We appreciate feedback and suggestions. If you have questions about Fire Rescue, please don't hesitate to contact me or any member of the department.

It is an honor for all of us to serve and we thank you for your trust and confidence. As an organization, we pledge to meet the expectations placed upon us and endeavor for excellence in our service to the Town of Hilton Head Island.

Sincerely,

A handwritten signature in black ink that reads "Brad Tadlock". The signature is written in a cursive, flowing style.

Brad Tadlock

LEADERSHIP STAFF



Brad Tadlock
Fire Chief



Mick Mayers
Deputy Chief - Operations



Ed Boring
Deputy Chief - Support Services



Joheida Fister
Battalion Chief - Fire Marshal



Randy Lindstrom
Battalion Chief - Planning



Thomas Dunn
Emergency Management



Benton Waller
Battalion Chief - Training



Cathy Jones-Gooding
Communications



Chad McRorie
Battalion Chief - A Shift



Jeffrey Hartberger
Battalion Chief - B Shift



Kevin Osterstock
Battalion Chief - C Shift

2014 PERSONNEL MILESTONES

New Hires			
<i>Daniel Mielo</i>	<i>Firefighter</i>	<i>Ana Piccioli</i>	<i>Admin Assistant</i>
<i>Joseph Zoffoli</i>	<i>Firefighter</i>	<i>Erich Lindemann</i>	<i>Firefighter</i>
<i>Patti Robinson</i>	<i>Dispatcher</i>	<i>Thomas Curl</i>	<i>Dispatcher</i>
<i>Jaison Hrobar</i>	<i>Firefighter</i>	<i>Jeff Anderson</i>	<i>Fire Inspector</i>
<i>Daniel Beach</i>	<i>Firefighter</i>	<i>Melissa Thompson</i>	<i>Dispatcher</i>
<i>Chris Darmon</i>	<i>Firefighter</i>	<i>Kenneth Dermody</i>	<i>Firefighter</i>
<i>Martin Manning</i>	<i>Firefighter</i>	<i>Nathan Skager</i>	<i>Firefighter</i>

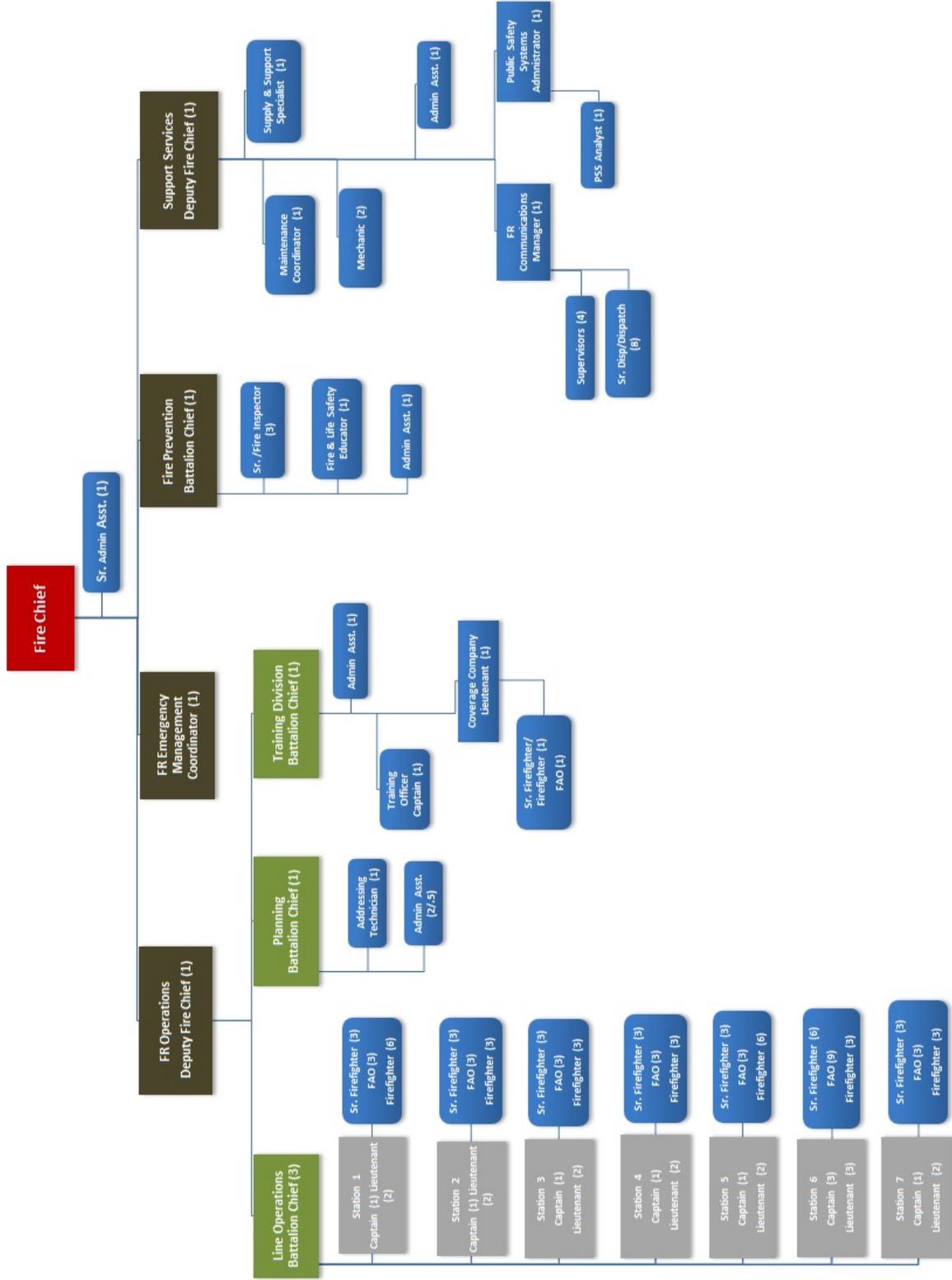
Promotions			
<i>Brad Tadlock</i>	<i>Fire Chief</i>	<i>Mick Mayers</i>	<i>Deputy Chief</i>
<i>Chad McRorie</i>	<i>Battalion Chief</i>	<i>Kevin Osterstock</i>	<i>Battalion Chief</i>
<i>Chris Blankenship</i>	<i>Captain</i>	<i>Justin Cunningham</i>	<i>Captain</i>
<i>Timothy Santini</i>	<i>Captain</i>	<i>Jason Walters</i>	<i>Captain</i>
<i>Jenna Streeter</i>	<i>Comm. Supervisor</i>	<i>Robert Ferguson</i>	<i>Lieutenant</i>
<i>Willie Ferguson</i>	<i>Lieutenant</i>	<i>Leophonso Jenkins</i>	<i>Lieutenant</i>
<i>John Starykowicz</i>	<i>Lieutenant</i>	<i>Jonas Stephens</i>	<i>Lieutenant</i>
<i>Jeremy Yerkes</i>	<i>Lieutenant</i>	<i>Nicole Slauson</i>	<i>Sr. Dispatcher</i>
<i>Sebastian Arango</i>	<i>Sr. Firefighter</i>	<i>Timothy Huser</i>	<i>Sr. Firefighter</i>
<i>Tina Sanders</i>	<i>Sr. Firefighter</i>	<i>Dominic Socie</i>	<i>Sr. Firefighter</i>
<i>Aaron Fisher</i>	<i>Sr. Firefighter</i>		

Anniversaries			
<i>Jeff Hartberger</i>	<i>30 Years</i>	<i>Jeff Weber</i>	<i>25 Years</i>
<i>Thomas Tyler</i>	<i>25 Years</i>	<i>Douglas Hubbard</i>	<i>25 Years</i>
<i>James Floyd</i>	<i>20 Years</i>	<i>Randy Vaigneur</i>	<i>20 Years</i>
<i>Erik Baaskë</i>	<i>20 Years</i>	<i>John Starykowicz</i>	<i>20 Years</i>
<i>Suzanne Brown</i>	<i>10 Years</i>	<i>Bruce Gatlin</i>	<i>10 Years</i>
<i>Cinda Seamon</i>	<i>10 Years</i>	<i>Justin Cunningham</i>	<i>10 Years</i>
<i>Eric Lainhart</i>	<i>10 Years</i>	<i>Shane Marstiller</i>	<i>5 Years</i>
<i>Jacob Sanders</i>	<i>5 Years</i>		

Retirees			
<i>Kenneth Barrett</i>	<i>35 years</i>	<i>Lavarn Lucas</i>	<i>33 years</i>
<i>Steven Sheffield</i>	<i>33 years</i>	<i>Cliff Steedley</i>	<i>32 years</i>
<i>Harvey Bethea</i>	<i>32 years</i>	<i>Gerald O'Quinn</i>	<i>28 years</i>
<i>Michael Essary</i>	<i>25 years</i>	<i>Donald Spikes</i>	<i>25 years</i>
<i>Cynthia Snyder</i>	<i>11 years</i>		

ORGANIZATIONAL CHART

FACILITIES AND EQUIPMENT



Fire Rescue maintains facilities strategically located throughout Hilton Head Island to ensure a timely and efficient response to emergencies.

In addition to the stations across the Island, Fire Rescue maintains the Administrative Headquarters and a Training Facility on land near the General Aviation side of the Hilton Head Island Airport. The 911 Communications center is in a leased facility at the Hilton Head PSD 1 building off Mathews Drive.



FIRE STATIONS AND FACILITIES

Fire Headquarters – 40 Summit Drive – Near Hilton Head Island Airport

Fire Rescue Headquarters is near the General Aviation side of the Hilton Head Island Airport. The Administrative staff of Fire Rescue, including Support Services, Operations, Bureau of Fire Prevention, Planning, Public Safety Systems, and Training, all operate out of this building. The facility also houses the department's maintenance facility and staff.



Fire Rescue Headquarters

Fire Rescue Training Facility – 75 Dillon Road – Near Hilton Head Island Airport

Fire Rescue operates its own training facility near the Administrative Headquarters. The facility provides props and equipment to allow all sorts of training scenarios, including live fire operations, vehicle extrication, pumper and water supply practice, and driving skills. The three-person Coverage Crew Engine and Medic are housed on site at the training facility as well.



Fire Rescue Training Facility

911 Communications Center – 21 Oak Park Drive – Near Port Royal Plaza

Fire Rescue operates a 911 Communications Center in a leased facility in the Hilton Head Public Service District Building off Mathews Drive. The center handles 911 calls for Hilton Head Island and Daufuskie Island. The center also serves as a backup facility to the Beaufort County Dispatch center.



911 Communications Center

Fire Station 1 – 70 Cordillo Parkway – Shipyard Plantation



1,246 Total Incidents (358 Fire Related, 888 Medical)

Station 1 is located in Shipyard Plantation, just inside the Cordillo Parkway/Pope Avenue Security gate. The station was opened in November 2011. Station 1 apparatus:

- One Quint 103' aerial with 1500 GPM pump
- One Medic unit
- One special call urban search and rescue

Fire Station 1

unit.

Full staffing at this station is one company officer and four firefighters per shift.

Fire Station 2 – 65 Lighthouse Road – Sea Pines Plantation

630 Total Incidents (215 Fire Related, 415 Medical)

Station 2 is located in Sea Pines Plantation near Plantation Center. This is the last of the 1970-80's era stations to be replaced. It is currently scheduled for design work in 2014/2015 and construction in 2016/2017. Station 2 apparatus:

- One 1500 GPM Engine
- One Medic Unit

Full staffing at this station is one company officer and three firefighters per shift.



Fire Station 2

Fire Station 3 – 534 William Hilton Parkway – First Presbyterian

880 Total Incidents (249 Fire Related, 631 Medical)

Station 3 is located mid-island near the First Presbyterian Church. Station 3 was completed in 2000. Station 3 apparatus:

- One 1500 GPM Engine
- One Medic Unit
- One special call Brush unit and one

special call Utility unit

Full staffing at this station is one company officer and three firefighters per shift.



Fire Station 3

Fire Station 4 – 400 Squire Pope Road – Hilton Head Plantation

765 Total Incidents (214 Fire Related, 551 Medical)



Fire Station 4 is located near the Cypress Gate to Hilton Head Plantation. Station 4 was opened in 2005. Station 4 apparatus:

- One 1500 GPM Engine
- One Medic Unit
- One Reserve Engine

Full staffing at this station is one company officer and three firefighters per shift.

Fire Station 4

**Fire Station 5 – 20 Whooping Crane Way – Hilton Head Plantation
1,500 Total incidents (372 Fire Related, 1,128 Medical)**

Fire Station 5, near the main entrance to Hilton Head Plantation, was opened in 2011. Station 5 apparatus:

- One Quint 103' aerial with 1500 GPM pump
- One Medic unit
- One Reserve Ladder Truck

Full staffing at this facility is one company officer and four firefighters per shift.



Fire Station 5

**Fire Station 6 – 12 Dalmatian Way – Palmetto Dunes Resort
729 Total incidents (258 Fire Related, 471 Medical)**

Fire Station 6 is located near the entrance to Palmetto Dunes and was replaced with a modern storm hardened facility which opened in summer 2014. Station 6 apparatus:

- One 110' Aerial
- One 1500 GPM Engine
- One Medic unit
- One special call Hazardous Materials unit

Full staffing at this station is two company officers, and six firefighters per shift.



Fire Station 6

**Fire Station 7 – 1001 Marshland Road – Near Cross Island Toll Plaza
703 Total Incidents (221 Fire Related, 482 Medical)**

Fire Station 7 is located near the Cross Island Parkway Toll Plaza and Bridge. The Station was opened in 2007. In addition to the



on-duty crew, the shift supervising Battalion Chief is also stationed here. Station 7 apparatus:

- One Command Vehicle
- One 1500 GPM Engine
- One Medic unit
- One Reserve Engine
- One Reserve Medic unit

Fire Station 7

Full staffing at this station is one battalion chief, one company officer, and three firefighters per shift.



Engine 5 Conducting Training at the Training Facility

FIREFIGHTING AND RESCUE APPARATUS

Hilton Head Island Fire Rescue maintains a modern, efficient, and reliable fleet of emergency vehicles. Several years ago, Fire Rescue completed a fleet renewal program which resulted in the replacement of all front line firefighting Engines. The benefits of the fleet renewal have been many, including increased

reliability, standardization, increased economy, reduced maintenance requirements, and greater flexibility to provide services to the community.



Standard Engine

Pictured at left is one of Fire Rescue’s eight fire engines capable of providing 1500 gallons of water per minute. These standard engines are housed in five of the seven fire stations; stations 2, 3, 4, 6, and 7. Two operate as reserves; one is staffed by the day crew.

Rescue also operates 2 of these Quints, at right. A unit designated as a “Quint” refers to the five functions a Quint provides:

- A water pump
- Water tank
- Fire hose
- Aerial ladder
- Ground ladders

Our quints are capable of operating as an Engine or, using the 103 foot ladder, as a ladder truck. The units can pump 1500 gallons of water each minute, and are housed at Fire Stations 1 and 5.



Standard Quint

In addition to the Engines above, Fire

Rescue operates a specialized ladder truck known as a “Tiller Ladder”, “Hook and Ladder” or “Tractor-Drawn Aerial”. This is a specialized 110 foot aerial ladder mounted on a semi-trailer truck. It has drivers at each end, and is highly maneuverable. This is important when navigating Hilton Head Island’s road network. Fire Rescue operates one tiller ladder out of Fire Station 6.



Tractor Drawn Aerial – Hook and Ladder



Fire Rescue’s Medic units are a fleet of standardized ambulances. The units are modular in design allowing for the patient compartment to be remounted on a new

chassis as mileage and wear take their toll on the cab and chassis. This process saves a significant amount of money over purchasing new ambulances.

All fire stations have a Medic unit assigned; two additional medic units are in reserve, and one is operated by the Day Crew.

Standard Medic

Fire Rescue operates other specialty units including:

- Hazardous Materials Response Unit
- Urban Search and Rescue Unit
- Utility unit with lighting and compressed air supply for refilling firefighter air packs
- Brush Unit



Rescue 1 USAR Unit



Brush Fire Unit



Utility 1 Air and Support Unit

BUREAU OF FIRE PREVENTION

The Bureau of Fire Prevention focuses on aspects of life safety. The primary objective is to reduce preventable deaths and injuries and property loss, through extensive

BUREAU OF FIRE PREVENTION HIGHLIGHTS

- 436 Public Education programs delivered
- 67 CPR & First Aid Classes
- 545 CPR & First Aid Students
- 179 Car seat installs
- 1,642 Occupancy inspections

public education programs, fire inspections of commercial properties, and through enforcement of adopted fire codes.

The Bureau has a dedicated staff charged with:

- Administration of the International Fire Code
- Installation of life safety systems in buildings
- Carrying out fire and life safety education initiatives
- Identifying the causes of all fires, whether they are accidental or intentional.

Fire Inspections/Code Enforcement



Conducting in-school Risk Watch Public Education Program

The Bureau takes time to educate building owners and tenants while conducting inspections. This helps to gain voluntary compliance, as well as limit the number of repeat violations in the future.

The fire inspectors conduct annual fire safety inspections of existing commercial properties each year, a large percentage of which require at least one follow-up inspection to ensure compliance. Many require additional re-inspections and in

the event of non-compliance, court appearances.

In addition to annual fire safety inspections of commercial properties, the fire inspectors have a wide range of other responsibilities, which include:

- Reviewing construction plans for new and remodeled buildings and conducting inspections
- Approval of business licenses after fire safety inspections are completed
- Monthly night time inspections and occupancy checks of public assemblies
- Timely follow up of complaints/concerns of the community
- Witnessing acceptance testing of all fire safety systems
- Ensuring fire protection systems in buildings placed on fire watch are repaired
- Overseeing the “Click2Enter”[®] emergency gate access program
- Working with the three Public Service Districts to ensure fire hydrants are returned to working order when they have been placed out of service.
- Special event inspections and occupancy checks
- Serve as Child Passenger Safety Technicians and participate in monthly car seat checks
- Provide enforcement of the Town’s Outdoor Burning Ordinance
- Provide training on development of emergency procedures, and evaluating emergency evacuation procedures
- Provide additional support for the Fire & Life Safety Educator’s special event and presentation responsibilities.

The inspectors are challenged to keep pace with continued growth, change and rise in activity for their areas of responsibility. The inspectors must fulfill daily obligations to external customers and department members while simultaneously investing sufficient resources to permit the Bureau to meet long-term goals.

Fire & Life Safety Education

The Fire & Life Safety Educator delivers presentations to the community throughout the year. Our programs are developed to arm the community with the knowledge to prevent situations that threaten life safety or how deal with them should they occur.



Public Event

Several of the programs that the Fire & Life Safety Educator oversees are;

- Coordinating the “File of Life”[®] program - a record of health related information for emergency responders typically located on the refrigerator
- Providing a robust schedule of public CPR and First Aid training
- Promoting a Holiday season fire safety program like the “Keep the Wreath Green” initiative
- Live fire demonstrations of the benefits of fire sprinkler and smoke detectors
- Fire & life safety training programs delivered in the community such as fire extinguisher training, safe sitters babysitting course
- Programs for preschools, civic clubs, retirement centers, employees, etc. on a range of topics. We cover fire safety, bike safety, water safety, fire safe holidays, smoke alarms, safe driving for the elderly, poison prevention, heat related injuries, threatening weather, car fires, calling 9-1-1 and more.
- Smoke alarm installation and battery replacement
- Update of Fire & Life Safety information on Town website
- Car seat installation by appointment

Fire & Life Safety Activities

- 436 Public Education programs delivered
- 67 CPR, AED, and First Aid courses taught to 545 Students
- 45 Articles Published
- 179 Car seat installations
- 23 Smoke detectors installed/12 battery changes/3 assistance calls
- 1230 File of Life packets distributed
- Update of Fire & Life Safety information on Town website

Fire Investigation

Fire Rescue is required by State law to investigate all fires and determine where the fire started and what caused it. This can be a complex and time consuming task. Using proper investigation techniques, collecting and preserving evidence, and thoroughly photographing the fire scene are necessary to make a determination.

The Town's fire investigation team is comprised of members of the Bureau of Fire Prevention and Fire Rescue line personnel. The team is supervised by the Fire Marshal. The team coordinates with the Beaufort County Sheriff's Office on any fire where the cause of the fire is, or has the possibility of being, suspicious in nature.

BUREAU OF FIRE PREVENTION INSPECTION ACTIVITY

- 1642 - Total inspections
 - Existing building annual inspections – 436
 - Building permit inspections – 552
 - Business License inspections – 398
 - Re-inspections – 256
- 79 Complaint Follow up
- 208 Plan reviews
- 105 Fire watch follow ups
- 92 Hydrant follow ups
- 120 Burn permits issued
- 19 Click 2 Enter gate access follow up



Fire Extinguisher Training at Hilton Head Prep School

EMERGENCY MANAGEMENT

The mission of the Emergency Management Division is to develop plans and procedures that provide an efficient and effective response to the threats facing the Town of Hilton Head Island. By developing and exercising our all-hazards plans, we strive to minimize the impacts of an emergency or disaster on our citizens, visitors, property, the environment, and the Town’s economy.

A significant disaster will push the Town’s resources to the limit and will exceed our ability to manage the event without assistance. The Emergency Management Division has a close working relationship with the Beaufort County Sheriff’s Office, Division of Emergency Management. This relationship will assist us in acquiring the resources and support we need to manage a significant disaster impacting the Town. The Emergency Management Division has various Memoranda of Understanding (MOU) and contracts in place to strengthen our response capabilities and continues to develop additional agreements that enhance our working relationships with Local, Federal, and State partners that will enhance abilities to respond to disasters.

EMERGENCY MANAGEMENT HIGHLIGHTS

- Joint EBOLA exercise with Hilton Head Hospital
- Review and update of Emergency Operations Plan
- Rewrote and published *Citizens Guide to Emergency Preparedness* in both English and Spanish



Hilton Head Island has been very fortunate this year with no substantial impact from natural disasters. The Tropics provided us with nine named storms. While we only had nine named storms in 2014, the National Hurricane Center predicts 12 in an average year. However, being fortunate does not diminish our need to be prepared for natural or human caused disasters. It only takes one event to have a significant impact on our town and our economy.

Emergency Management supports the overall mission of Fire Rescue by responding to and helping plan for significant events. The Division assists incident management staff in developing action plans, performing liaison activities to agencies like Red Cross, or researching potential resources for use on the scene.

Emergency Management played an integral part in developing Fire Rescue’s response plan in the event an Ebola incident would have occurred within the Town. Part of this required the Division to develop and evaluate two multi-agency exercises that brought together local and state partners and measured the community’s ability to manage that type of emergency.

The Division is also responsible, through an MOU with Beaufort County, to coordinate and manage an evacuation point for public safety agencies and organizations south of the Broad River. Throughout 2013 we have coordinated with Beaufort County Sheriff's Office, Division of Emergency Management and all the partners that will be housed at the evacuation point. A new plan for Base Camp was developed and put in place this year. Additionally, the Division developed and coordinated two exercises to test elements of the plan.

A successful comprehensive emergency management program has been developed and continues to be improved through cooperation and coordination with all Town departments. As an example, the Emergency Management Division coordinated with Community Development to hold a Disaster Recovery Table Top Exercise. The exercise evaluated the plans we have in place to recover from a disaster. Emergency Management also works with Administrative Services GIS Division to assist the Emergency Operations Center (EOC) to develop a Common Operating Picture (EOC Viewer).



Ebola Exercise



Ebola Exercise

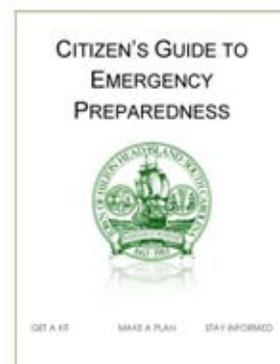
Through the partnership with the Town GIS Division we were able to develop a web based application which allows EOC staff to visually see and map events on the island. This tool allows the EOC to improve their situational awareness by having a real-time understanding of events on the island and allows the assignment of appropriate resources to manage the event.

Division participated in 14 community presentations and festivals providing over 1,200 citizens and visitors with emergency preparedness information. The Division also finished a complete rewrite of the Citizens Preparedness Guides that are available in English and Spanish at all fire stations and Town Hall, as well as on the Town's website:

www.hiltonheadislandsc.gov/publicsafety/citizensguideemergencyprep.cfm

An important task of the Emergency Management Division is public education. The

Emergency Management Division is public education. The



OPERATIONS

The most visible part of the organization are *Line Operations* personnel, who respond to requests for service, 24 hours a day, seven days a week. Line Operations personnel are divided into three shifts to ensure round-the-clock service to the community. These individuals staff the fire apparatus and medic units and are the most commonly associated with Fire Rescue.

Operations also includes the *Training and Planning* Divisions.

OPERATIONS HIGHLIGHTS

- 105 Personnel across 3 shifts
- 3 Personnel assigned to the Coverage Crew
- 6,467 calls for service in 2014
- 4,575 calls were EMS
- 1,892 calls were fire related
- 246 Open Burn compliance checks



All personnel assigned to the Line are cross-trained, holding at the minimum, nationally recognized credentials as a firefighter and as an Emergency Medical Technician (EMT) or Paramedic. The dual firefighter/EMT roles maximize the efficiency of personnel and resources, but also require a significant amount of initial and continuing education. Fire Rescue personnel are competent and capable of handling complex medical issues under supervision of a medical control physician.

Firefighters work a 24 hour shift which starts at 8:00AM. Crews start by fully checking over their equipment and vehicles to ensure readiness. Daily duties follow and can include:

- Public education activities
- Training in fire and medical skills
- Apparatus and equipment maintenance
- Physical fitness
- And a variety of other activities

All of these tasks must be completed while still taking care of the number one priority, responding to calls for service island-wide.

In addition to the 24/7 shifts, one three-member team works a 40-hour week to enhance coverage during the daytime, when call volumes peak. The Training Coverage Crew staffs stations where the normal response apparatus are out of that area at training or assigned to an emergency incident.



Providing such a high level of customer service requires a considerable amount of “behind the scenes” work each day. In addition to providing fire and EMS services, the department responds to rescue incidents, hazardous conditions, and many other emergency and non-emergency calls for service.

Interaction with the public is one of our favorite jobs. Almost every day there are fire and accident prevention opportunities where we engage the public in the schools or through education courses, civic meetings, and the like. Many visitors to the stations are also visitors to Hilton Head Island and we enjoy making them feel safe while they are on their stay, in the hopes they will return again and again.

Fire Rescue also works closely with the Beaufort County Sheriff’s Office, all the security agencies, Bluffton Township Fire District and the rest of the county departments, and many, many others to share information, to learn about issues in the community, and to proactively work together in the event of “the big one”.



Fire Rescue takes great steps to remain at the forefront of our industry by:

- Being the first EMS agency in South Carolina to participate in the CARES cardiac arrest registry
- Implementing “pit crew” CPR to improve survivability in witnessed cardiac arrest
- Being one of the first departments in the nation to implement fire attack methods that use a scientific approach to fire and smoke movement in structures
- Being one of only five departments in South Carolina designated as a regional urban search and rescue task force AND a regional Hazardous Materials/WMD response team

The ability to improve our service is generated through many ideas and initiatives that originate from the 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 of providing extraordinary service to the community.

Additional Division responsibilities are the compiling of all Fire and EMS incident records, the assignment of street address numbers and supplying of address data for the 911 dispatching system.

Did you know?

- *Firefighters annually inspect almost 3,000 hydrants*
- *Complete hundreds of pre fire plan/building site visits*
- *Pressure test over 14,000 feet of fire hose yearly*
- *Give tours of facilities*
- *Provide blood pressure checks*
- *Maintain the Fire Station Grounds*

PLANNING

The Planning Division handles the department's incident reporting quality control procedure, the processing of Freedom of Information Act (FOIA) requests for incident and EMS records, and serves as the focal point for resolving addressing issues. Planning also maintains the agency's International Accreditation, Strategic Plan, and Standard of Cover documents. These documents provide a basis for the future of the organization, a means to measure our performance in an objective manner, and a mechanism to plan for future service efficiencies. All of these documents are reviewed on an annual basis to keep pace with the changing service demands, community needs and demographics, and to ensure that services are delivered efficiently.

PLANNING HIGHLIGHTS

- 4575 Patient Care Reports processed
- 6467 Incident Reports reviewed
- 88 New Addresses created
- 92 Addresses corrected
- 394 FOIA Requests processed

The accreditation model is based upon continuous improvement. This is achieved through careful analysis of the agency's operations. In order to maintain Accredited Agency Status, the Planning Division must review and update the comprehensive self-assessment manual, which measures more than 200 performance indicators geared to ensuring the department provides services commensurate with industry best practices.

Planning staff are also responsible for the maintenance and quality assurance of all patient care records and fire incident reports. Staff review and ensure completeness of these records, as well as handle all FOIA requests related to these reports. The number of FOIA requests handled in recent years has been increasing steadily, with 348 processed in 2013, and 394 processed in 2014.

A key component of delivering service to the community is knowing where you are going. To that end, Planning staffs an E 911 addressing technician, whose responsibilities include ensuring new addresses meet state and local guidelines, seeking out and correcting any addressing inconsistencies within the community, and serves as the primary point of contact for address verification and notification for local utility and postal service providers.



TRAINING

The Training Division provides a comprehensive training and development program that enhances the abilities of personnel in order to improve department operations and service delivery.

Our objectives in support of this goal are to:

- Support employee training and professional development at all levels of the organization and in all subject areas to enhance knowledge, skills, and abilities.
- Provide administration and management of the Fire Rescue Training Center at 75 Dillon Road.
- Maintain training records consistent with industry standards.
- Administer the new employee orientation program.
- Support Fire and EMS certification/recertification process as required.

Training in the Fire Service is a career-long commitment. The Training Division supports this commitment by administering continuing education and training that contribute to organizational and individual development. Training strives for continuous improvements in individual and team skills, knowledge, and ability. A challenging mix of hands-on and classroom training prepares our Firefighters to perform a wide variety of Fire Rescue missions.

Our Training Center opened in 2009. It includes a multi-story drill tower, live fire props and a burn room, an extrication pad, a driving course, drafting pits, and an outdoor classroom. It is the centerpiece for our firefighting, rescue, hazardous materials, and driver/operator training and testing.

The Training Coverage Company is housed at the Training Center

2014 Accomplishments

During 2014, the Training Division hosted a five-day Hazardous Materials Incident Command course. This grant-funded course was taught by the Alabama Fire College and resulted in 11 firefighters receiving national certification.

Two days of Ethical Foundations of Leadership training for all Fire Rescue officers were hosted. This course was taught by nationally-known speaker and author J. Curtis Varone, J.D., a retired Deputy Chief, and past manager of the National Fire Protection Association's Public Fire Division.

Twenty-six days of EMT and Paramedic refresher training were hosted. This training enables our firefighters to obtain their required National Registry recertification. Conducting these courses locally saved more than \$5,000 in travel costs.

The Headquarters library was upgraded with a new audio-visual system, shelving, and computer work stations. The library and the fire stations received new reference textbooks and training videos.

TRAINING HIGHLIGHTS

- Total Training hours – 43,922
- Company Training Hours - 30,373
- Company Drill Hours – 3,024
- EMS Training hours – 7,380
- Hazardous Materials Training hours – 1,499
- Fire Rescue Training Library remodeled

All firefighters received electric vehicle training using a Chevrolet Volt provided by the Palmetto Electric Coop. Additional training on advanced vehicle extrication, stabilization, and heavy lifting was also conducted.

A 5-year engineering inspection of the Graham Fire Training Tower revealed that the tower is in excellent condition. The engineer described our maintenance and safety procedures as examples of industry best practices.

Skills Development and Evaluation Exercises

Company Drills	105
Live Burn Drills	37
Urban Search & Rescue Training Sessions	12
South Carolina Fire Academy Courses Hosted	9
Fire Rescue Courses	24
New Firefighter Orientation	9
New Fire Inspector Orientation	1

Number of Personnel recertified

Basic EMT	30
Paramedic	19



Live Fire Training at Fire Rescue Training Facility

SUPPORT SERVICES

Support Services is comprised of Communications, Maintenance Shop, and Public Safety Systems. The Support Services Division performs the “behind the scenes” work that keeps the organization running smoothly. Support Services provides the technical, administrative and supply functions necessary to help Fire Rescue provide services. This includes;

- Supplies and equipment purchases
- The maintenance of vehicles and equipment
- Operating the E911 communications center
- Maintaining and supporting technology platforms

As part of the environmental control mission, Support Services oversees the Special Operations, Hazardous Materials Team Technical Rescue Team, operates Fire Rescue’s recycling program, and conducts the annual Hazardous Materials Round-Up.

2014 Accomplishments:

- **Reduced Medical Supply Inventory** Fire Rescue responds to all medical emergencies within the Town. Equipping all emergency apparatus with appropriate medical supplies is a prime responsibility of Support Services and a daunting task. This past year Support Services introduced an improved method for stocking necessary supplies. This reduces overall inventory and especially reduces the spoilage expiration of drugs and many medical item, thus reducing overall expenses.
- **Replacement of traffic pre-emption system within the Town.** Traffic preemption devices are installed on all traffic lights within Town limits. These devices protect firefighters and citizens by controlling the traffic light and stopping traffic in all directions while our emergency apparatus is responding to a call. Our system was old, unreliable and costly to maintain. In coordination with

SUPPORT SERVICES HIGHLIGHTS

- Haz Mat Round-up collected more than 60,000 lbs of sensitive items
- Replaced Traffic Light pre-emption system to improve response times and improve safety
- Completed purchase of SCBA units to replace 10 year old units
- Opened new Station 6
- Completed installation of video conferencing system in all Fire Rescue Facilities
- Collected 21,000 lbs of hazardous waste during Round-Up
- Collected 40,000 lbs of electronic waste during Round-Up



Hazardous Materials Response Unit

the Town Traffic Engineer this system was replaced with an improved and more reliable system. The replacement system increases safety by communicating with the traffic light earlier, it is more intuitive of the direction from which the apparatus is approaching. This system is standardized with other lights in Beaufort and Chatham Counties, and it operates on a common platform with these counties allow for safer transport of patients to Savannah area hospitals.

- **SC Homeland Security Grant - General Urban Search & Rescue (USAR) and Weapons of Mass Destruction (WMD) – Hazardous Materials Equipment** - Received \$135,000 for the purchase of equipment, training and upkeep of USAR and Regional Response Teams.
- **Installation of video conferencing in all Fire Rescue facilities-** Firefighters train on a variety of subjects everyday as well as participate in committees and work groups. In order for this to all occur and firefighters to remain in the districts they protect, video conferencing has been added to all Fire Rescue facilities. Video conferencing allows firefighters from different stations to all meet face to face to discuss topics and issues, and conduct training. This project was a joint effort between Fire Rescue Training, Support Services, and Town Operations.
- **Completed the purchase of replacement Self Contained Breathing Apparatus (SCBA)** - Support Services led the project to competitively purchase replacement SCBA for our personnel. Full implementation of this project is set for early 2015. This purchase includes repair technician training to perform in-house maintenance and certification of SCBA.



Mobile Computer installed in a Fire Apparatus

COMMUNICATIONS

The Communications Division manages and operates the Enhanced 911 Communications Center of Fire Rescue. This center serves as the Primary Public Safety Answering Point (PSAP) for Hilton Head Island. The Division is responsible for answering all 911 calls on the Island. The communications center operates 24 hours a day, 365 days a year and averages 185 phone calls and dispatches more than 17 Fire or EMS calls for service daily. The Hilton Head communications center also serves as the backup for the Beaufort County Dispatch Center.

COMMUNICATIONS HIGHLIGHTS

- 13.1% Increase in Dispatch Center phone calls over 2013
- Implemented new Fire Protocol
- 99% of calls answered in 10 seconds or less

The 911 dispatchers are the unseen link in the chain of response to an emergency. When a Dispatcher answers a call in the communications center, they become in effect, the *de facto first*, first responder. Given the number of visitors to Hilton Head Island annually, our personnel must frequently help emergency callers determine exactly where they are in order to send assistance. A high degree of familiarity with the community is critical in our operation.

Telephone call Statistics:

	2013	2014
Total Calls	59,438	67,398
Inbound Calls	41,267	48,407
Outbound	18,171	18,991

New Fire Protocol implemented – Prior to this implementation the communication center used a comprehensive protocol system for medical calls. Recognizing the need to improve our service for all calls, a new fire protocol system was implemented in June. This new protocol system allows for a consistent method to gather information from callers and provide a high level of service for all call types.



Dispatch Quality Assurance/Quality Improvement Program – Early in 2014 all four dispatch supervisors received their Quality Assurance Certification from the International Academy of Emergency Dispatch. After the implementation of the new fire protocol, the communications center implemented a Comprehensive QA/QI program for both fire and medical calls. Approximately 15 percent of calls requesting assistance are randomly selected and reviewed for each dispatcher and supervisor. The data collected is used to ensure calls are handled efficiently and to help identify any additional training that may be beneficial. The average compliance score for the center is 95.81%.

Upgraded Computer Aided Dispatch System (CAD) - In late May the Public Safety System upgraded the CAD utilized by dispatchers. Among the benefits realized through this upgrade is a better map to recommend the closest units to all emergencies. The new map also allows more user friendly capabilities for the day to day activities of the dispatchers.



Hilton Head Fire Rescue 911 Communications Center

FLEET MAINTENANCE

Fire Rescue’s Fleet Maintenance Division is responsible for keeping the Town’s entire fleet of vehicles and equipment running safely and efficiently. This includes the Fire Rescue Emergency fleet as all well as the various Town Departments. The combined Town-wide fleet of vehicles numbers just under 100, and includes:

- 48 Cars/Trucks for Fire Rescue
- 25 Cars / Trucks assigned to Town Hall
- 16 Cars / Trucks for Facilities Management

FLEET MAINTENANCE HIGHLIGHTS

- 100 vehicle town-wide fleet
- 178 PM Checks completed
- 674 Vehicle Repairs
- 145 Tool or equipment repairs
- 92 Equipment PM / certification tests



Fleet Maintenance is also responsible for Fire Rescue’s fixed and mobile generators, and oversees a comprehensive preventative maintenance plan, and required annual pump and ladder testing.

The professional staff of Fleet Maintenance hold multiple “ASE” (Automotive Service Excellence) and “EVT” (Emergency Vehicle Technician) Certifications, which allow them to perform all of the functions typical of a full-service vehicle maintenance facility.

The “shop” performs a wide range of comprehensive troubleshooting, engine and transmission repair, and other related services. Maintenance Division Staff are on call 24 hours a day to provide any emergency repair or support required.

The goal of Fire Rescue’s Fleet Maintenance is to ensure that the fleet and assets of the Town of Hilton Head Island and its emergency vehicles and equipment are maintained to the highest standard of readiness by the most skilled and qualified Technicians available.



Fire Rescue Maintenance Shop

PUBLIC SAFETY SYSTEMS

Fire Rescue’s Public Safety Systems performs most of its work in the background, yet is a vital component of Fire Rescue. All of the technology platforms and applications that enable more efficient responses to emergencies are managed by the professionals with Public Safety. Applications like AVL (Automatic Vehicle Location) in conjunction with CAD (Computer Aided Dispatch) allow Fire Rescue to route the closest apparatus to a request for service. Our Records Management System (RMS), and staffing software allows Fire Rescue to more effectively manage personnel and supports our service to the public.

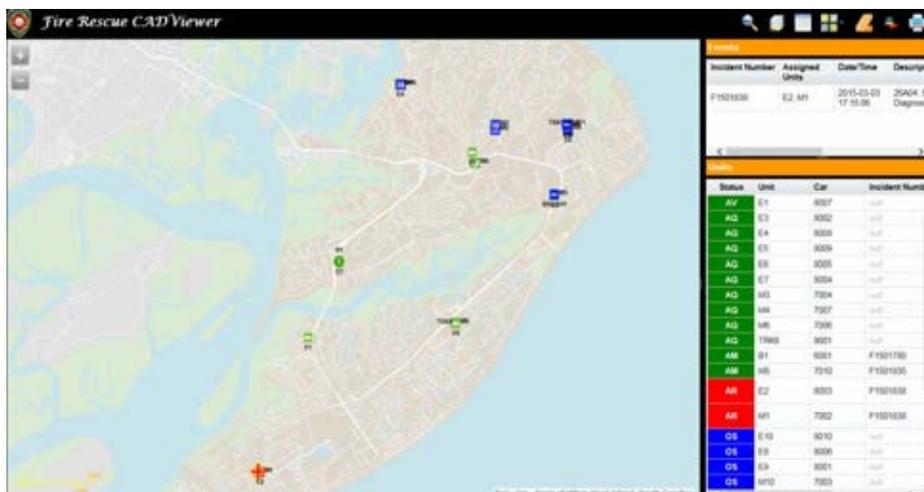
The personnel of Public Safety Systems install, maintain, and update all of the hardware, software, and databases necessary for these programs to function efficiently. As technology continues to evolve, Fire Rescue continues to enhance and upgrade these technologies. Computers are not only in our Communications Center, Fire Headquarters, and each Fire Station, but also in each fire apparatus and medic unit. Developing, maintaining and upgrading technology systems has become a fulltime responsibility of modern emergency services organizations.

PUBLIC SAFETY SYSTEMS HIGHLIGHTS

- CAD Upgrade completed
- Installed MedVaults in Medic units to safeguard drugs
- Replaced ePCR computers with more capable units
- All Fire units upgraded to 4G wireless capability
- Implemented real time web based GIS/CAD viewer

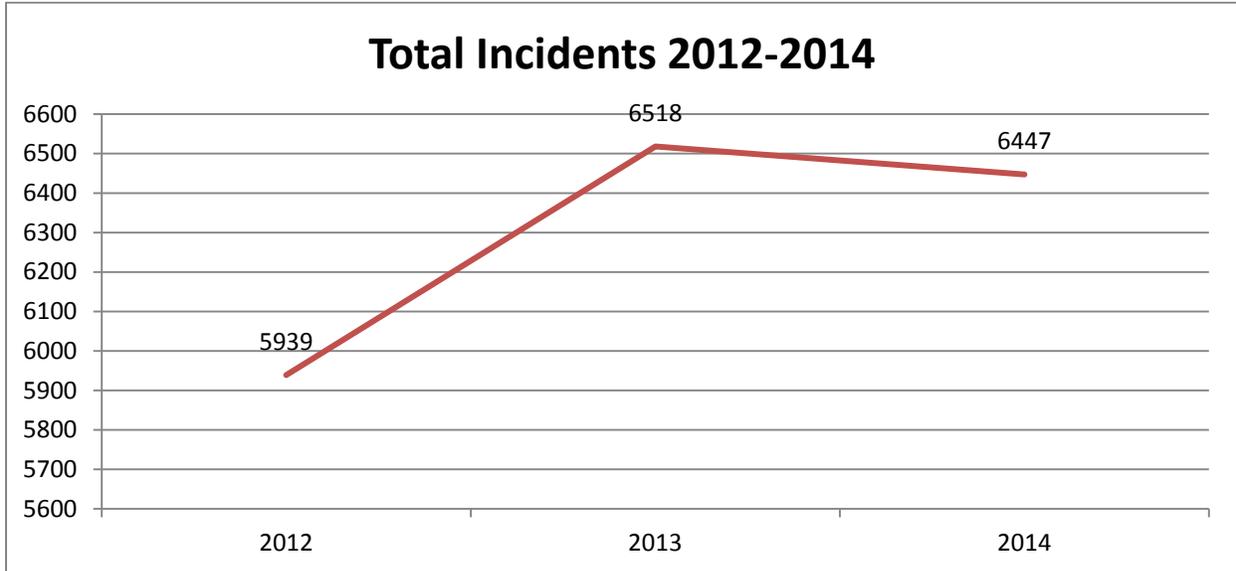
- Recovery Nodes - Installed virtual host servers and storage area network (SAN). This provides Fire Rescue with improved disaster recovery processes by allowing mission critical components of the network infrastructure to be more portable and quickly established off-site, as well as providing another layer of data security and redundancy.
- Patient Care Reporting Software – The Electronic Patient Care Reporting (ePCR) software application implementation continues to evolve as the field data collection and billing components of the software are further enhanced to improve efficiency.

Public Safety Systems continues to implement and maintain the ever-advancing technologies that Fire Rescue relies upon to provide more efficient and effective response to the community.

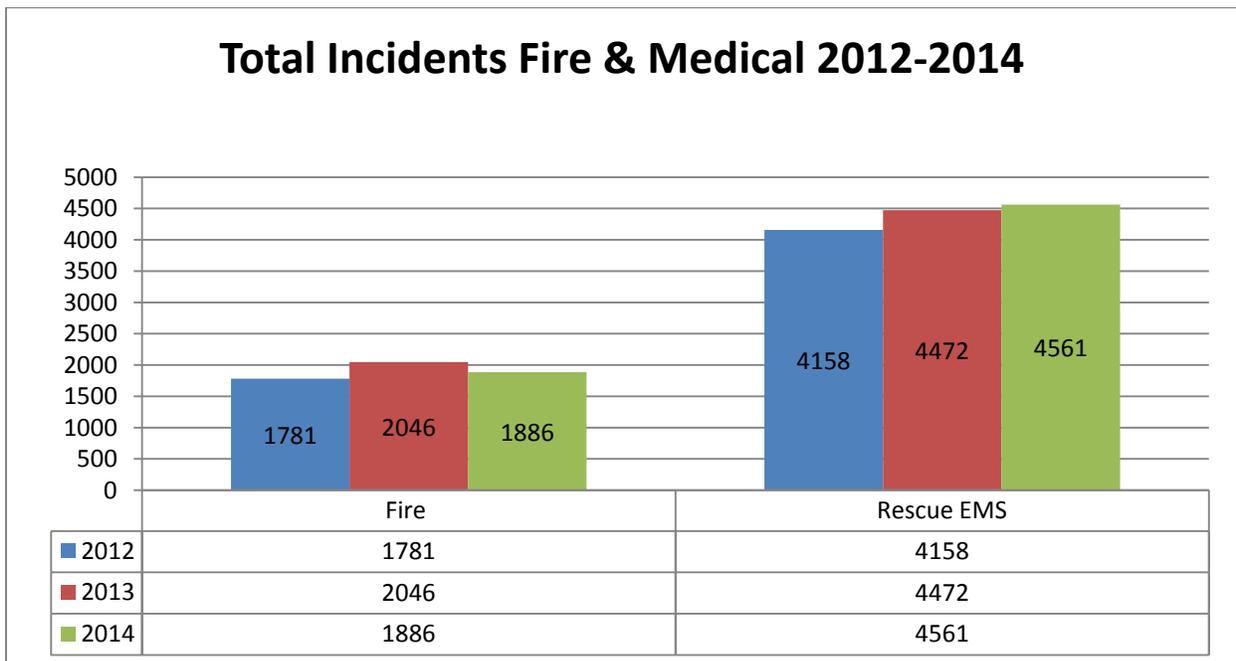


SELECTED STATISTICS

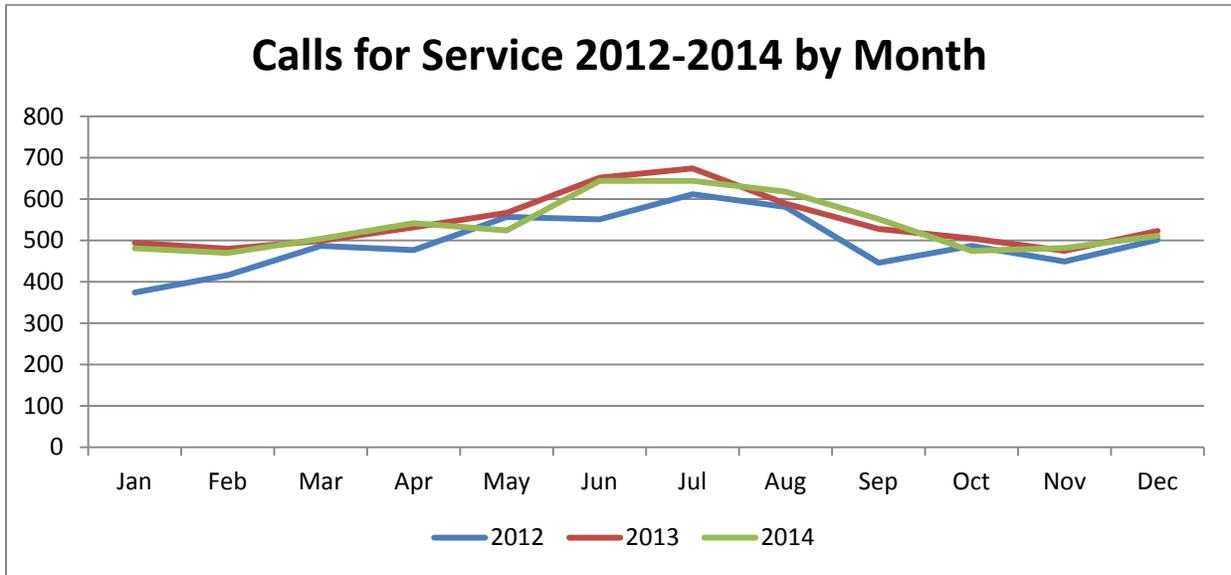
Total calls for service declined slightly from 2013, however, the number of calls for service remain high when compared to recent years.



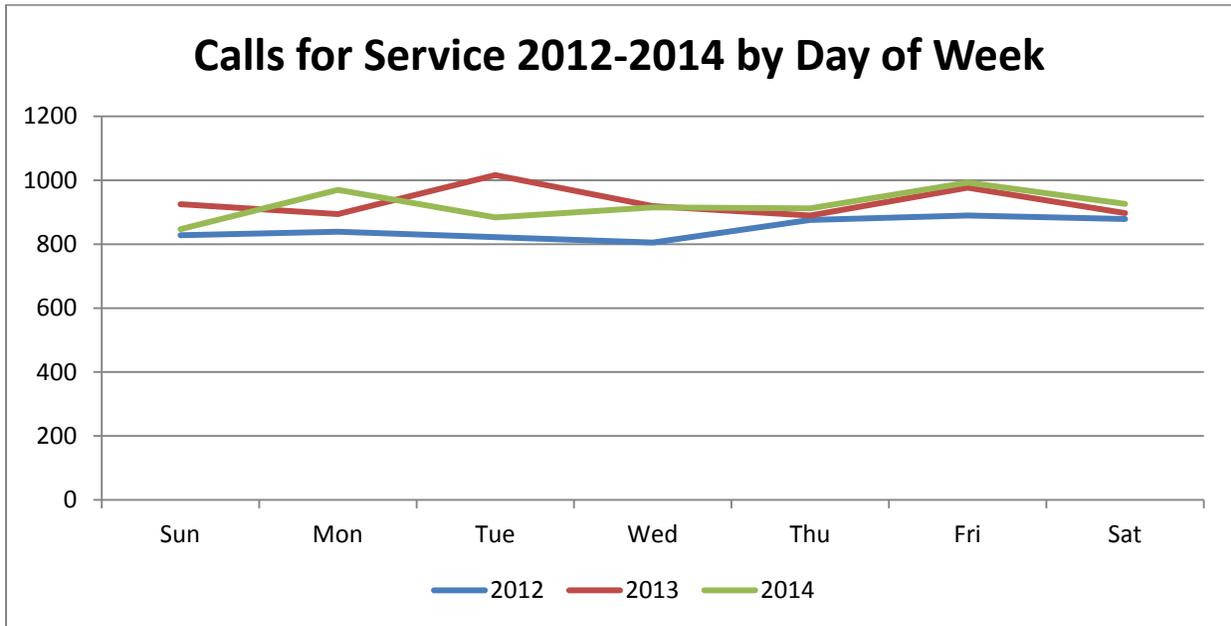
While the increase in call volume noted in 2013 was significant, 2014 still remains well above recent years. The proportion of calls remains similar to recent years with EMS related calls continuing to rise year over year and representing just about 71% of total call volume for the department, about 1.8% higher than in 2013.



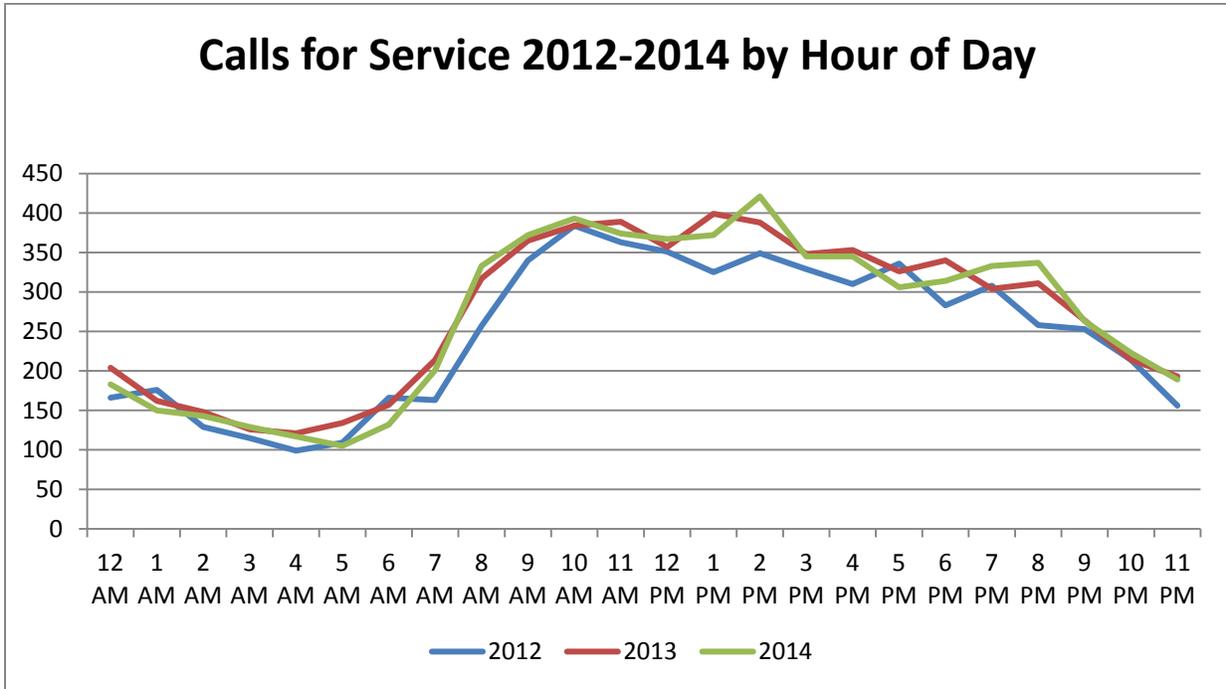
Calls for service continue to be highest during the height of the tourist season in the summer.



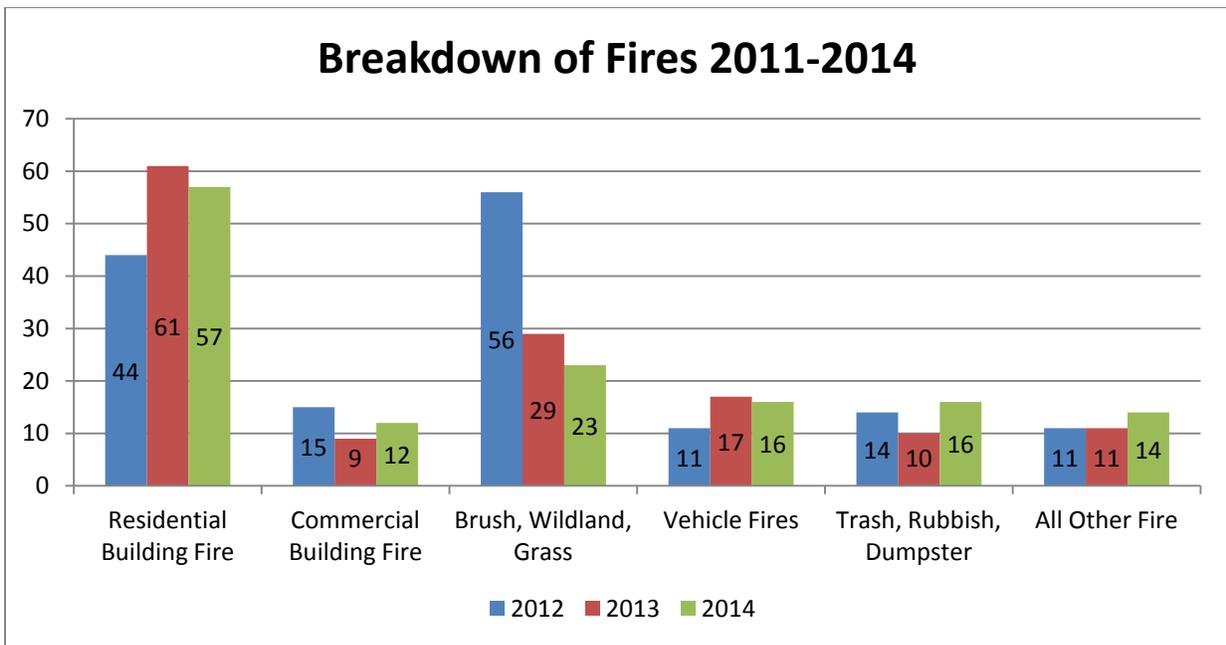
In 2014 Fridays and Mondays experienced the highest demand for service.



Typically demand for service drops after the 8pm hour and ramps back up starting in the 7am hour. In 2014 the highest period of demand during the day was in the 2pm hour.

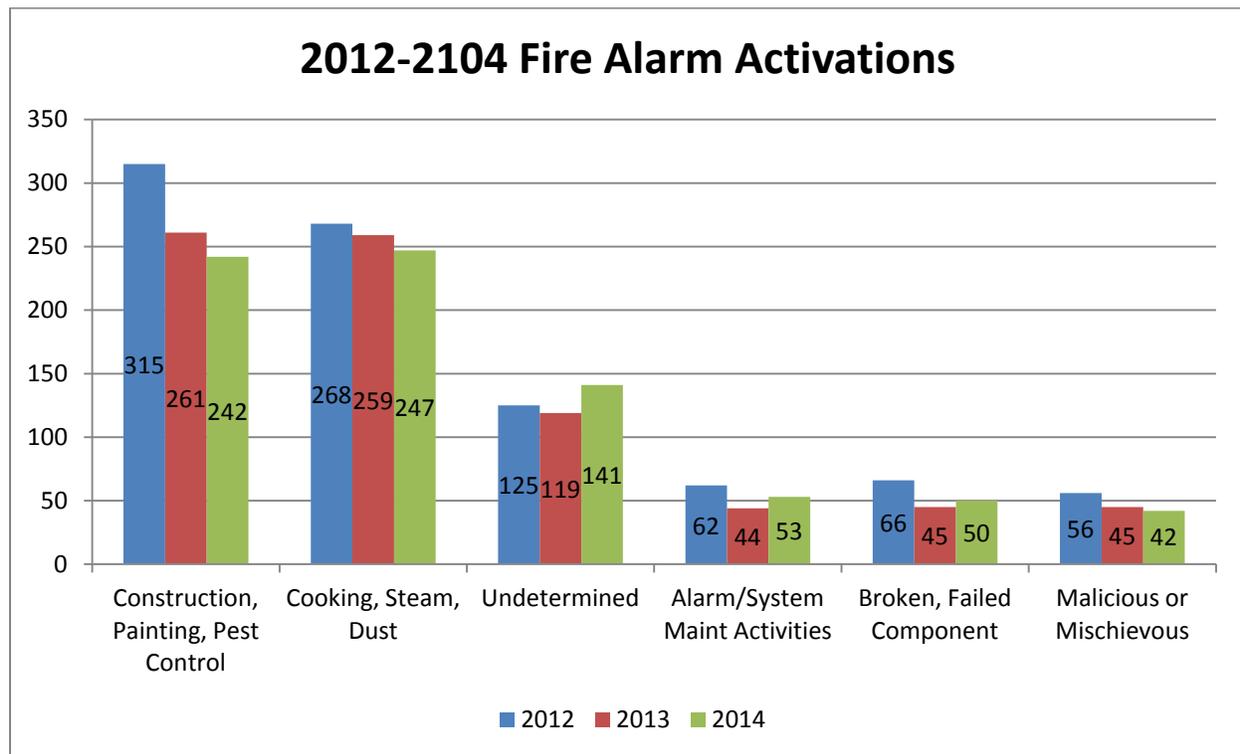


Structure fires tend to be primarily a residential property problem with the majority of them in single family residences. In 2014 there were 57 fires in residential structures, a slight decrease from 2013.

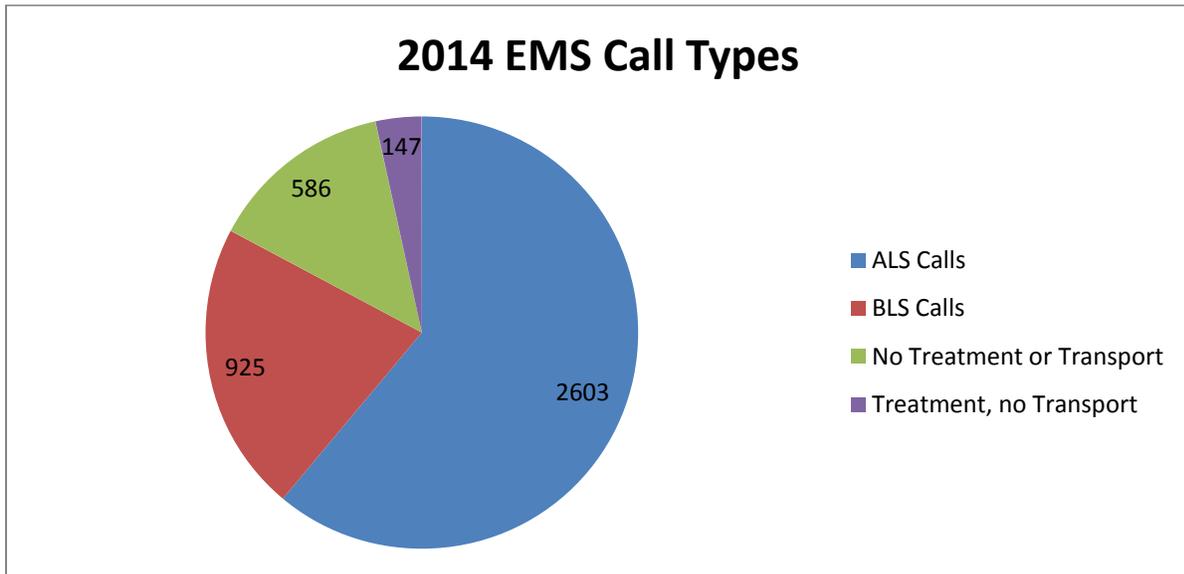


Fire Rescue responds to an average of about 900 fire alarms a year. A breakdown of how the alarms are activated reveals that construction, painting, pest control activities, and cooking, dust or steam activations accounted for the largest portion of alarms. In these cases, which represent about 60% of alarms activations, the alarm system functioned properly, reacting to particles in the air or other stimulus.

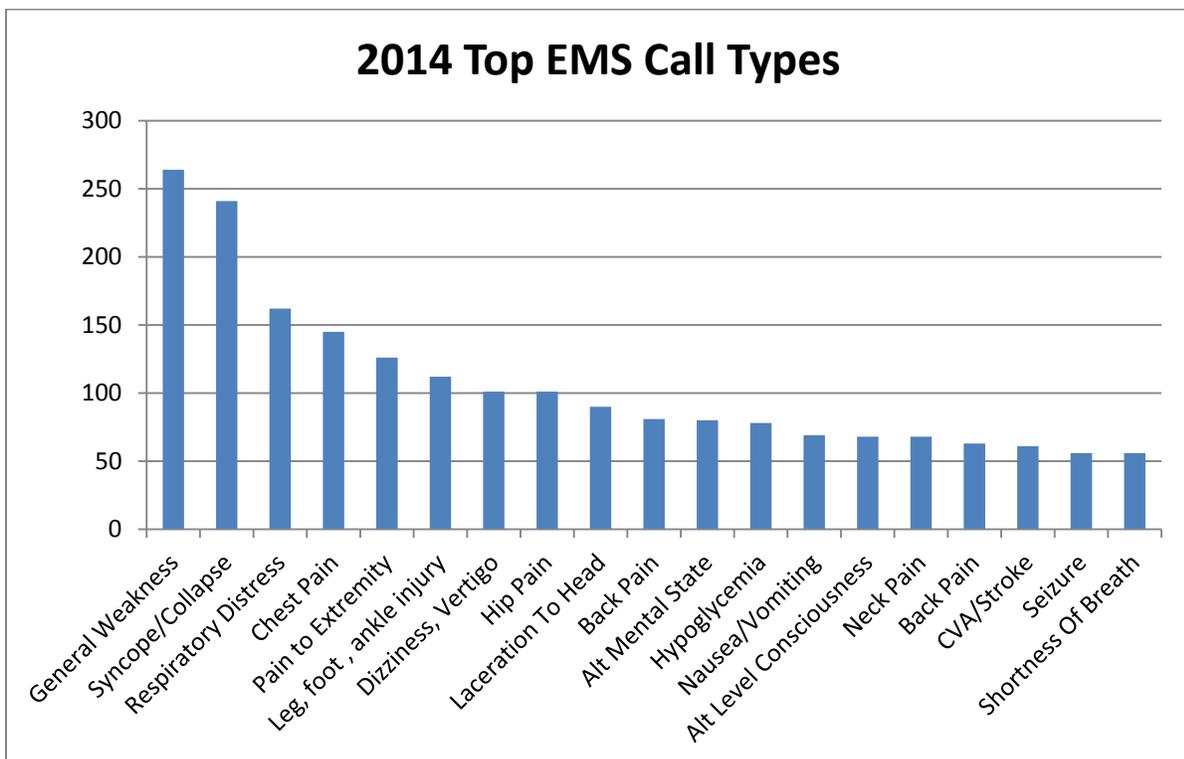
Of the remaining categories, representing about 40% of all fire alarms responded to, there was not a fire or evidence of a fire. Fire Rescue responds to approximately 120-140 alarms a year where a cause for the activation is not readily apparent and approximately 60 additional alarms per year are unintentionally triggered by alarm company technicians performing maintenance activities. Another 50 or so per year are triggered by a failed or broken alarm system component, with 40-50 a year triggered purposely in a mischievous or in a malicious manner.



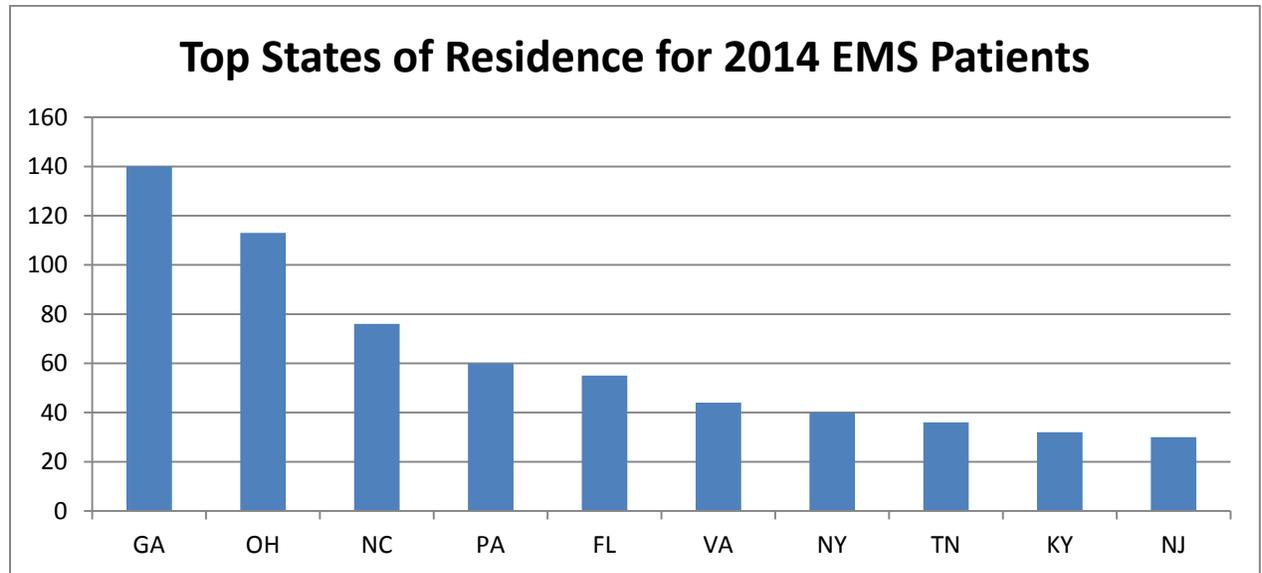
In 2014, EMS response was primarily at the Advanced Life Support level which represented about 61% of all EMS calls. About 83% of EMS calls resulted in a transport to the hospital, while more than 86% of all EMS calls received at a minimum some treatment, but may or may not have been transported to the hospital. Basic Life Support (BLS) calls are simpler in nature than Advanced Life Support (ALS) calls (involving cardiac, respiratory distress, stroke) which can require a greater level of care.



The top types of EMS responses encountered in 2014 are outlined below.



The number of patients Fire Rescue sees from out of state closely mirrors the makeup of visitors to Hilton Head from those states.



A FINAL WORD

Hilton Head Island Fire Rescue is dedicated to serving the residents, visitors, and community of Hilton Head Island.

The future of Fire Rescue lies in always striving for excellence, and in employing the best personnel, technological advantages, and business practices. As Fire Rescue continues to enhance and improve services, and refine processes, we do so with a dedication to continuous improvement.

For additional information, please visit us on our webpage:

www.hiltonheadislandsc.gov/departments/fire/

Strategic Plan: <http://hiltonheadislandsc.gov/publications/plans/HHIFireandRescueMasterPlan.pdf>

Fire and Life Safety Programs: <http://hiltonheadislandsc.gov/departments/fire/pubedprograms.cfm>

Fire Safety Checklist: <http://hiltonheadislandsc.gov/departments/fire/firechecklist.cfm>



Hilton Head Island Fire Rescue
 40 Summit Drive
 Hilton Head Island, South Carolina
 29926

Phone: 843-682-5100

MEMORANDUM

TO: Public Safety Committee, Hilton Head Island Town Council

FROM: Brad Tadlock, Fire Chief *Brad Tadlock*

RE: Strategic Plan Update

DATE: April 7, 2015

Purpose:

To present an update to the Public Safety Committee on the implementation of recommendations contained within the 2013 Fire Rescue Strategic Plan.

Summary:

The following information summarizes progress made in addressing selected recommendations contained in the Strategic Plan during the past calendar year. Designations are as follows:

- C = Completed
- D = In Development

Status	Subject	Note
D	ADM-01 Department Name	Submitted to PSC
D	ADM-03 Fire Rescue Ordinance Revision	Submitted to PSC
D	BFP-09 Community Cardiac Risk Reduction Program	On-Going Program to evaluate initiatives that support current and future trends in reducing cardiac risk to the community.
C	BFP-02 Traffic Calming Devices – Speed Humps	Addressed in the LMO Re-write.
D	EM-01 Town Continuity of Government and Emergency Ordinances	Continuity of Government (COG). Line of Succession is now Mayor and Mayor Pro Tem. Add third member and clarify the responsibilities &/authority of the Town Manager.
D	EM-08 Sustaining Town IT Systems During Emergency Operations	Maintain connectivity with the EOC and other Town facilities through virtualization to sustain Town operations.
C	MAINT-01 Emergency Vehicle Traffic Pre-emption System (EVP) Upgrade.	Traffic pre-emption system (EVP) replaced with an advanced Global Positioning

			System (GPS) system.
D	OPS-05	Scene Safety Officer	Training Program underway, half of the target audience has received the training.
D	OPS-11	Beach & Water Fire Rescue Options	Initiating MOUs with Marinas for emergency access to a vessel.
D	PLNG-04	Emergency Access Gates	Installation of last gate in the program is set for May, Palmetto Dunes.
D	SSRV-03	ISO Public Protection Class	Working to complete an internal audit and are implementing new policies to address the 2013 changes to the evaluation criteria. We believe retaining our 3 rating is possible based on our current assessment.

Background:

The 2013 Fire Rescue Strategic Plan identifies that Fire Rescue will present a semi-annual report to the Public Safety Committee on the operations, activities, and progress on recommendations identified within the Strategic Plan. These reports are presented to the PSC in the spring and fall of each year.

MEMORANDUM

TO: Public Safety Committee, Hilton Head Island Town Council
FROM: Brad Tadlock, Fire Chief
RE: 2014 Open Burning Statistics
DATE: April 7, 2015

Purpose:

To present to the Public Safety Committee the 2014 -12 Month Summary open burning statistics.

Summary:

The statistics cover a 12 month period from April 1, 2014 through March 31st, 2015. The overlap past the end of the calendar year is due to the month the ordinance was adopted and the desire to show a full 12 month summary of statistics.

Open Burning Statistics:

Number of Permits Registered to Conduct Open Burning on Approved Dates	Total Number of Compliance Checks by Fire Rescue Personnel	Total Number of Warnings Issued	Total Number of Citations Issued	Current Number of Permits Issued and Recorded in Fire Rescue Data Base	Number of Complaints Received/ Investigated
347	339	17	36	196	38

Background:

Town Council Ordinance - 2014-07, Chapter 7 of Section. 9-7-10, adopted on March 18th, 2014 established Open Burning for the Town and repealed the former Chapter 7 that had prohibited open burning of yard debris.

MEMORANDUM

TO: Public Safety Committee, Hilton Head Island Town Council

FROM: Brad Tadlock, Fire Chief

Via: Brian E. Hulbert, Staff Attorney
Gregory D. DeLoach, Esquire, Assistant Town Manager
Stephen G. Riley, ICMA-CM, Town Manager

RE: Proposed Ordinance Number 2015-XX updating the enabling ordinance for Fire Rescue

DATE: April 7, 2015

Recommendation:

Support the recommendation to adopt proposed ordinance 2015-XX, which would amend Chapter 11 of Title 2, Section 2-11-50, for the purpose of clarifying the name and responsibilities of the Town's fire and emergency services.

Summary:

The 2013 Fire Rescue Strategic Plan includes two (2) recommendations which would necessitate amending the enabling ordinance of Fire Rescue. These recommendations include:

- ADM-01 *It is recommended that a revision, by Town Council ordinance, of Chapter 11, Title 2 of the Municipal Code of the Town of Hilton Head Island occur to formally establish the name of Fire Rescue as Hilton Head Island Fire Rescue.*
- ADM-03 *It is recommended that Fire Rescue seek a revision, by Town Council ordinance, of Chapter 11, Title 2 of the Municipal code of the Town of Hilton Head Island which will cause the enabling legislation governing Fire Rescue to more accurately reflect the current structure, responsibilities, and operational procedures of the organization.*

This ordinance amendment will not result in any increased responsibilities for Fire Rescue nor will it increase expenses or staffing. This amendment will address the following:

- The mission and assigned responsibilities of the Town's fire service has evolved since July 1993. This amendment provides the Town Manager the authority to assign responsibilities as appropriate and without the need to amend the Town code.
- Fire Rescue's accrediting agency, the Commission on Fire Accreditation International, has requested that all missions of the Town's Fire Services be more fully documented in order to avoid challenges resulting from the fulfillment of those services. This amendment will allow the Town Manager to properly identify those responsibilities.

- Fire Rescue currently has some legal responsibility to provide fire & EMS services in the marine environment within the Town of Hilton Head Island's corporate boundaries. In some circumstances Fire Rescue is unable to respond to the actual emergency location and as a result, may be unable to perform EMS patient care or firefighting activities. This amendment will allow the Town Manager to determine what operations within the marine environment are outside the scope of operations and set specific parameters on the level of services to be provided by Fire Rescue.
- Existing Town Code, Title 2, Chapter 11, Section 2-11-50, no longer accurately identifies the public safety division. This amendment will allow the Town Manager to clarify the organizational structure of these functions.
- The current legally established name of the organization is The Town of Hilton Head Island Fire and Rescue Division. The length of the name provides complications for licensure (DHEC, DEA, Medicare, etc.) and other legal instruments requiring Fire Rescue to operate with exceptions granted by outside agencies. Shortening the name to Hilton Head Island Fire Rescue (Fire Rescue) will make licensing and permitting easier.

Background:

The formation of Fire Rescue was authorized by Town Council in Ordinance 92-18 on May 18th, 1993. It became effective on July 1st, 1993 when the two existing fire departments merged and came under the control of the Town. The ordinance has not be updated since adoption. In addition, NFPA 1201, *Standard for Providing Fire and Emergency Services to the Public*, 2015 Edition establishes in section 4.1.1 that *the entity responsible for the establishment and operation of the FESO shall adopt a formal statement of purpose that includes the general types of services to be provided, the area to be served, and the delegation of authority.*

AN ORDINANCE OF THE TOWN OF HILTON HEAD ISLAND

ORDINANCE NO. _____

PROPOSED ORDINANCE NO. 2015 - XX

AN ORDINANCE TO AMEND TITLE 2 (GENERAL GOVERNMENT AND ADMINISTRATION) OF THE MUNICIPAL CODE OF THE TOWN OF HILTON HEAD ISLAND, SOUTH CAROLINA BY AMENDING SECTION 2-11-50.

WHEREAS, the Town Council of the Town of Hilton Head Island, South Carolina previously adopted Ordinance 92-16, Chapter 11 of Title 2 Section 2-11-50 (hereinafter "ordinance") entitled "Establishment" on May 18, 1992; and

WHEREAS, the mission and assigned responsibilities of the Town's fire and emergency service has evolved beyond those which existed at the time the ordinance was adopted; and

WHEREAS, the current ordinance does not accurately reflect the organizational structure of the Town's fire and emergency service, the current personnel, or the assigned functions; and

WHEREAS, the Commission on Fire Accreditation International has requested the clarification of the Town's fire service enabling ordinance; and

WHEREAS, the Town Council now desires to amend Chapter 11 of Title 2 for the purpose of updating and clarifying the name and responsibilities for the Town's fire service.

NOW, THEREFORE, BE IT ORDERED AND ORDAINED BY THE TOWN COUNCIL OF THE TOWN OF HILTON HEAD ISLAND, SOUTH CAROLINA; AND IT IS HEREBY ORDERED ORDAINED BY AND UNDER THE AUTHORITY OF THE SAID TOWN COUNCIL, AS FOLLOWS:

NOTE: Underlined and bold-face typed portions indicate additions to the Municipal Code. ~~Stricken~~ portions indicate deletions to the Municipal Code.

Section 1. Amendment. That Chapter 11 of Title 2 (General Government and Administration) of the Municipal Code of the Town of Hilton Head Island, South Carolina, is hereby amended as follows:

Chapter 11 OFFICES AND DEPARTMENTS

Sec. 2-11-50. Establishment Fire and Emergency Services

There is hereby established a department known as Hilton Head Island Fire Rescue, ~~division to be known as the public safety division of the town.~~ Hilton Head Island Fire Rescue shall be responsible for Fire and Emergency Services. ~~Such division shall be divided into four (4) departments, namely: police department and Fire department. emergency medical services department, and dispatch center department.~~ It shall be the responsibility of the Town Manager to designate the name, mission, and functions of

Hilton Head Island Fire Rescue and to update the name, mission, and functions when appropriate.

~~A. Although the framework for the police department services is hereby established, the town does not intend to staff and operate it at this time, but reserves the right to activate its services at a future date after appropriate study and a public hearing.~~

Section 2. Severability. If any section, phrase, sentence or portion of this Ordinance is for any reason held to be invalid or unconstitutional by any court of competent jurisdiction, such portion shall be deemed a separate, distinct and independent provision, and such holding shall not affect the validity of the remaining portions thereof.

Section 3. Effective Date. This Ordinance shall become effective on _____.

PASSED, APPROVED, AND ADOPTED BY THE TOWN COUNCIL OF THE TOWN OF HILTON HEAD ISLAND, SOUTH CAROLINA ON THIS ____ DAY OF _____, 2015.

David Bennett, Mayor

ATTEST:

By: _____
Vicki L. Pfannenschmidt, Town Clerk

First Reading: _____

Second Reading: _____

APPROVED AS TO FORM:

Greg M. Alford, Town Attorney

Introduced by Council Member: _____



TOWN OF HILTON HEAD ISLAND

TO: Brad Tadlock, Fire Chief
FROM: Stephen G, Riley, Town Manager
DATE: April 22, 2015
RE: Fire and Emergency Services Statement of Purpose

Town of Hilton Head Island

Fire and Emergency Services Statement of Purpose

In accordance with section 4.1.1 of NFPA 1201, *Standard for Providing Fire and Emergency Services to the Public*, 2015 Edition; the following Statement of Purpose is adopted:

The Town's fire and emergency services shall be known as Hilton Head Island Fire Rescue (Fire Rescue) and shall use this specified name in all correspondence, licensure, permitting, policies and procedures, etc.

The Fire Chief shall be responsible for the overall management and leadership of the Fire Rescue functions and reports directly to the Town Manager.

The organizational structure and staffing of Fire Rescue shall be as recommended by the Fire Chief and as approved by the Town Manager.

The mission and services to be provided, as directed by the Town Manager, shall include the following:

- Fire Rescue shall provide fire services to the town to include structural firefighting, wildland firefighting, motor vehicle fires, and all other fires typically assigned to a fire department including the training of its staff to perform these duties.
- Fire Rescue shall provide fire prevention services to the Town to include public education, prevention, code enforcement, and fire origin cause and determination.
- Fire Rescue shall provide advanced life support (ALS) emergency medical services (EMS) to include public education, early detection, response, treatment, patient care and necessary transport including the training of its staff to perform these duties.

- Fire Rescue shall provide other specialty emergency response services to include hazardous materials response, technical rescue services, vehicle and machinery extrication services, confined space, and other services as approved including the training of its staff to perform these duties.
- Fire Rescue shall be a responsible for Emergency Management and shall develop plans town-wide for the preparedness, response, and recovery from man-made and natural disasters to include but not limited to evacuations, hurricane and tropical storms, earthquakes, floods, tornadoes, fire, hazardous materials, etc. and to coordinate all such plans with local, county, state, and federal authorities.
- Fire Rescue shall operate a Primary Public Safety Answering Point to receive and process 911 calls from the public to include notification of the proper authorities and the dispatching of fire, EMS, and other emergency services as appropriate.
- Fire Rescue shall conduct fleet maintenance procedures on all Town vehicles to include preventative maintenance and repairs and shall assist in all Fire Rescue activities as required.
- Fire Rescue shall conduct research and planning activities as necessary to properly perform its assigned mission.
- Fire Rescue may provide emergency assets and/or personnel outside of the Town limits when requested by other local, state, or federal agencies and in accordance with mutual aid agreements, memorandum of understandings, or by approval of the Town Manager.

The mission, services, and functions outlined in this *Statement of Purpose* shall be performed within the Town's corporate boundaries above the high water mark. Fire Rescue will respond to the extent possible and within its capabilities when an emergency exists between the high water and low water mark. However, the primary mission of Fire Rescue will be to serve as a coordinating agency with other local, county, state, and federal agencies as appropriate to assist those agencies with emergency services for events between the high water mark and the low water mark.

Stephen G. Riley, ICMA-CM, Town Manager

Date