

HILTON HEAD ISLAND FIRE RESCUE



2024
ANNUAL REPORT





OUR MISSION

WE ARE COMMITTED TO SERVING OUR CITIZENS AND VISITORS BY PRESERVING LIFE, PROTECTING PROPERTY, AND CONSERVING THE ENVIRONMENT.

OUR VISION

TO STRIVE FOR EXCELLENCE IN ALL THAT WE DO!

OUR CORE VALUES

TO SERVE OUR COMMUNITY THROUGH:

**COMPASSION
INTEGRITY**

**PROFESSIONALISM
DIVERSITY**



Included in this Report:

- Message from Chief Blankenship
- Personnel Achievements
- Map of Fire Rescue Facilities
- Stations & Facilities
- New KME Pumpers
- Operations
- Emergency Medical Service
- Safety & Professional Development
- Special Operations Teams
- 911 Communications
- Community Risk Reduction
- Community Outreach & Recruitment
- Marketing & Communications
- Emergency Management
- Fleet Maintenance
- Fire Rescue Accomplishments
- What the Community says about Fire Rescue





FROM THE CHIEF

Welcome to Hilton Head Island Fire Rescue's Annual Report for Calendar Year 2024! We are honored to serve our community and live our vision of striving for excellence in all that we do.

As we reflect on the past year, Hilton Head Island Fire Rescue is proud to report another year of dedicated service to our community, alongside a record number of calls for service. In 2024, our team responded to over 10,000 calls, a testament to the growing demand for our services. We faced numerous challenges, responded to a variety of emergencies, and worked tirelessly to enhance community risk reduction efforts. This report highlights our department's achievements, ongoing initiatives, and the vital role we continue to play in safeguarding lives, property, and the environment.

Throughout 2024, we strengthened our commitment to excellence in fire suppression, emergency medical services, and community outreach. With the unwavering support of our dedicated personnel, partners, and the community, we maintained our high standards of readiness and professionalism, even in the face of evolving challenges.

We remain focused on improving our services through innovation, training, and collaboration. As we look ahead, we are committed to ensuring that Hilton Head Island Fire Rescue remains a cornerstone of safety and security for our community. We are deeply grateful for the trust and confidence placed in us and look forward to another year of service to the public.


Chris Blankenship, Fire Chief

FIRE RESCUE PERSONNEL

 Total Employees 154	 Senior Chiefs 10	 Line Firefighters 108
 Coverage Crew Firefighters 3	 Administrative Captains 4	 E911 Communications 13
 Emergency Management 2	 Fleet Maintenance 4	 Fire Inspectors 4
 Life Safety Educator 1	 Fire Rescue Coordinator 1	 Admin Assts. 4

YEARS OF SERVICE

42% Less Than 5 Years	21% 5 - 10 Years	14% 10 - 15 years
9% 15 - 20 Years	9% 20 - 25 Years	5% 25 + Years



PERSONNEL ACHIEVEMENTS

RETIREMENTS



Laura Nold
Fire Rescue Coordinator
11 Years of Service



Dan Mielo
Fire Apparatus Operator
10 Years of Service



John Gill
Captain
33 Years of Service

PROMOTIONS



Sean Roos
Lieutenant-EMS



Christopher Wilshusen
Sr. 911 Telecommunicator



Mike Vallera
Sr. Mechanic



Sean Buchanan
Fire Apparatus Operator



Greg Dombrow
Fire Apparatus Operator



Kenyon Fitzharris
Fire Apparatus Operator



Peter Williams
Fire Apparatus Operator



Kyle Ramsey
Fire Apparatus Operator



Adam Rocafort
Fire Apparatus Operator



CJ Paszek
Fire Apparatus Operator



Andy Muhlgeier
Sr. 911 Telecommunicator

NEW PARAMEDICS



Michael Flood
Firefighter



Brandon DeLoach
Fire Apparatus Operator



George Hall
Firefighter



Meghan Lucero
Firefighter



Brandon DeBeauvernet
Firefighter



Jeremiah DeLoach
Firefighter



Billy Garigen
Firefighter



Zach Greppi
Firefighter



Steven Clark
Firefighter

NEW HIRES



Marty Manning
Firefighter



Emily Gustin
Firefighter



Jeff Harley
Firefighter



Greg Galassi
Firefighter



Josh Luman
Firefighter



Riley Minahan
Firefighter



Evan Van Der Snick
Firefighter



Aaron Sanders
Firefighter



Jeremy Malo
Firefighter



Jason McHugh
Firefighter



Bryan Nowak
Firefighter



Jonathan Church
Firefighter



Bryan Huffman
Firefighter



Gregory Penta
Firefighter



Christopher Wade
Firefighter



Elizabeth Klempner
911 Telecommunicator



Marie Garner
Fire Rescue
Coordinator





STATIONS & FACILITIES





STATIONS & FACILITIES



TOTAL INCIDENTS 1,864

Station 1

Fire Incidents 512
EMS Incidents 1,295



TOTAL INCIDENTS 1,017

Station 2

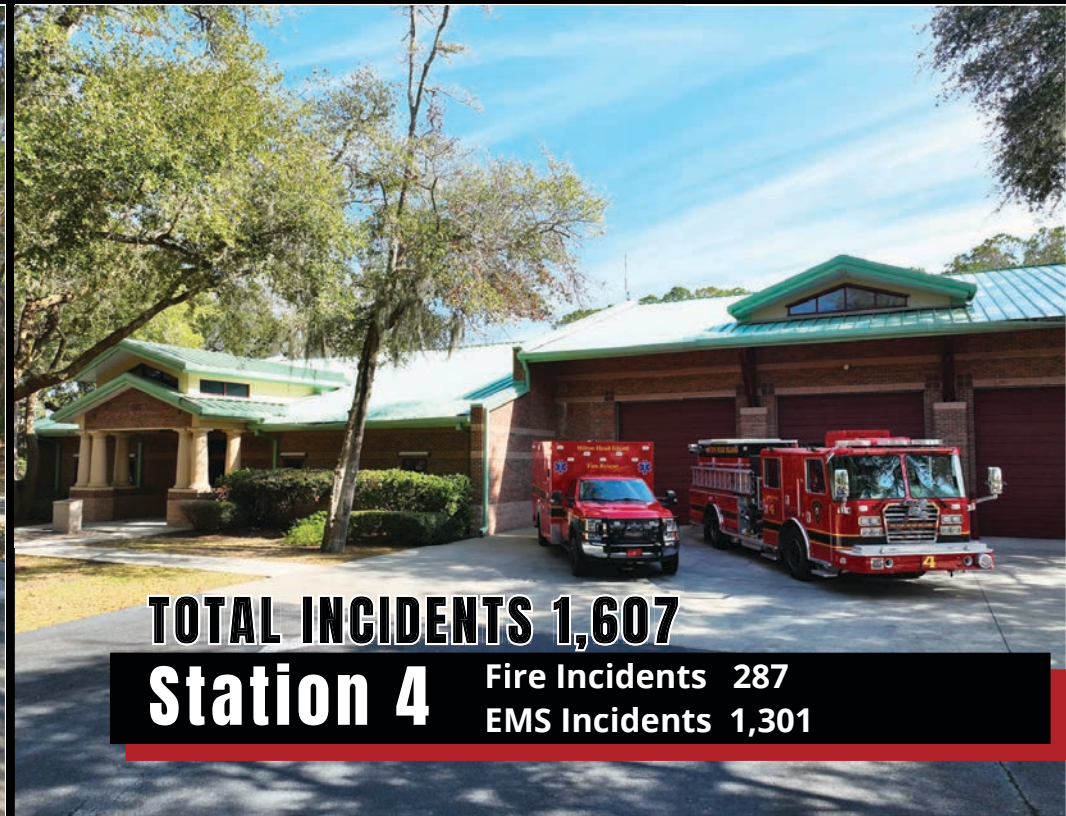
Fire Incidents 288
EMS Incidents 705



TOTAL INCIDENTS 1,114

Station 3

Fire Incidents 332
EMS Incidents 745



TOTAL INCIDENTS 1,607

Station 4

Fire Incidents 287
EMS Incidents 1,301



STATIONS & FACILITIES

TOTAL INCIDENTS 2,051

Station 5

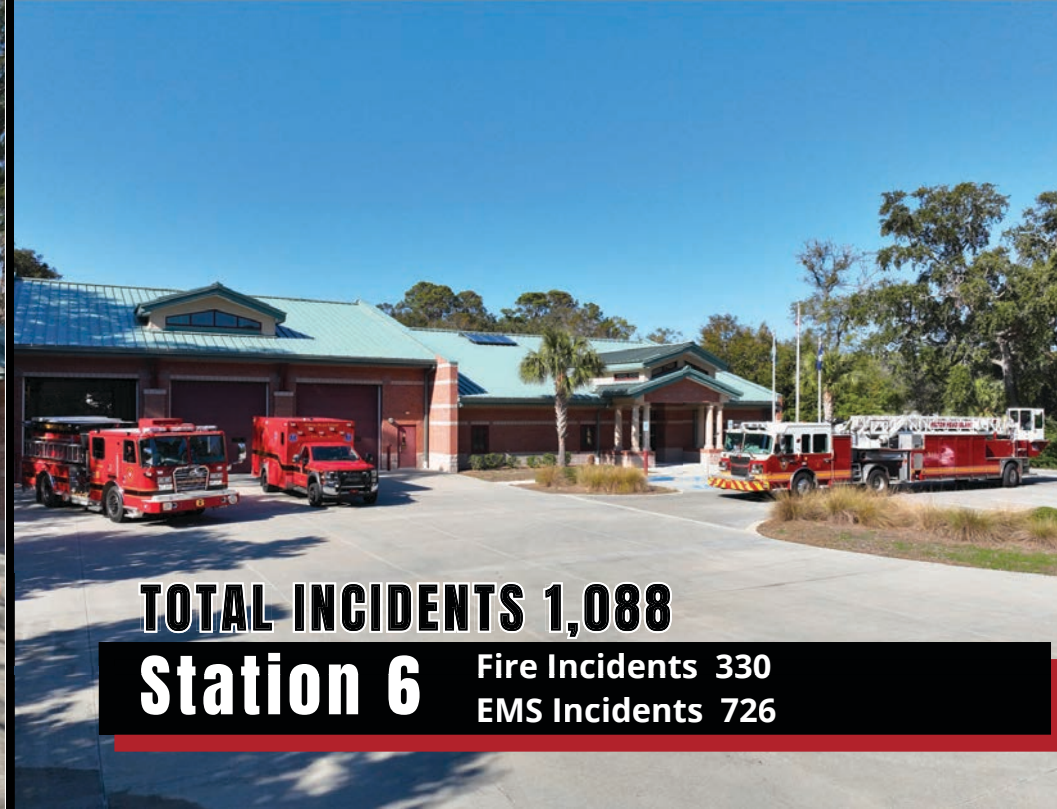
Fire Incidents 408
EMS Incidents 1,619



TOTAL INCIDENTS 1,088

Station 6

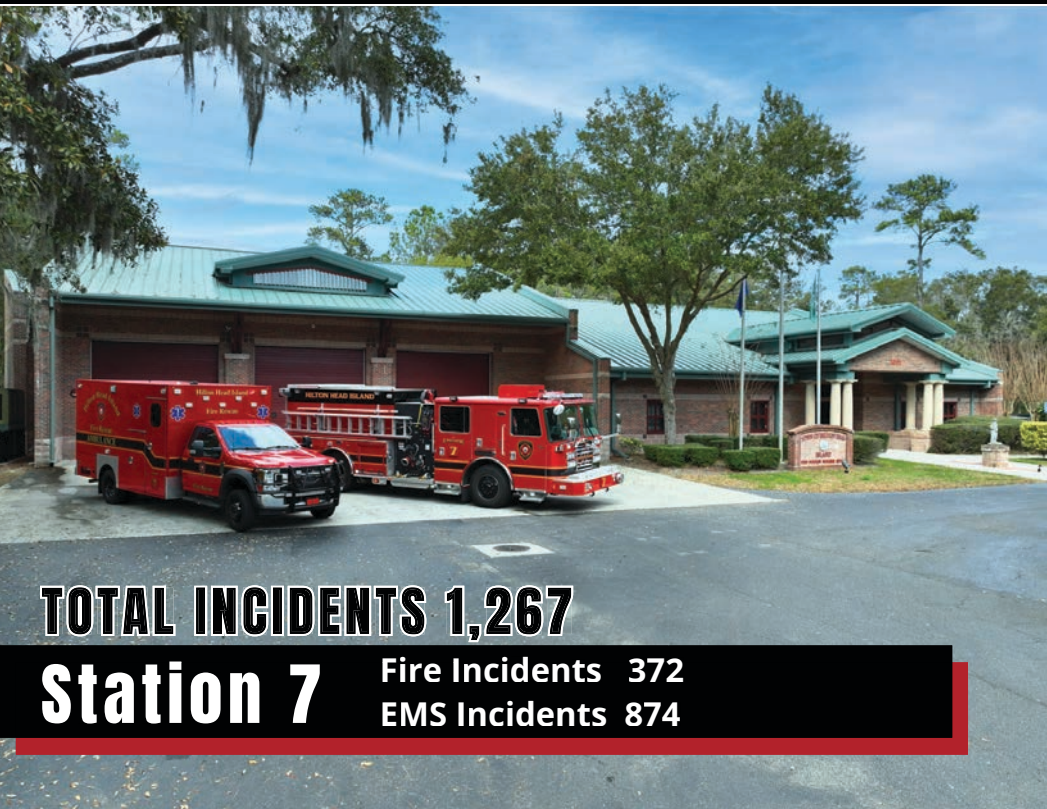
Fire Incidents 330
EMS Incidents 726



TOTAL INCIDENTS 1,267

Station 7

Fire Incidents 372
EMS Incidents 874



Fire Rescue Training Facility







NEW PUMPERS

8 NEW PUMPERS CUSTOM-BUILT TO REPLACE OUR 2008 CRIMSON SPARTAN PUMPERS

1ST PUMPER OFFICIALLY PUT IN SERVICE AUGUST 8, 2024 AT FIRE STATION 3



2024 Custom KME Pumpers



Quick Facts

**Cost of 1 Pumper
\$631,391.88**

**Fully funded by the
hospitality tax**

All Forward-Facing Seats

Improved hose layout

**1500 Gallon per Minute
Pumps**

**Tank Capacities: 500 Gallons
of Water & 60 Gallons of Foam**

**Lowered rear hose beds &
cross lays**

**All new fire hose- low pressure,
lines to improve flow**



OPERATIONS

10,015 Total Incidents

EMS
7,267

Fire
2,533

HazMat
63

Rescue
152

14,005 Total Unit Responses

27 Average Incidents Per Day

Busiest Engine



Engine 1

30%

Increase in Call Volume since 2020

Busiest Medic



Medic 5

Top 3 Busiest Days

09/27/24
77 Incidents

09/28/24
65 Incidents

10/19/24
53 Incidents

A-Shift



B-Shift



C-Shift



Coverage Crew





OPERATIONS



Structure Fires

33 Fires within a structure	20 Confined to object of origin	8 Confined to room of origin	4 Confined to building of origin
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1 Fire Fatality **1 Fire Injury**

Total Property Saved
\$346,335,109

Total Property Lost
\$3,162,191

Frequently Responded Locations

Address	Number of Responses
1. 421 Squire Pope Road	277
2. 300 Woodhaven Drive	268
3. 110 Gardner Drive	178
4. 801 Lemon Grass Court	176
5. 120 Lamotte Drive	131





EMERGENCY MEDICAL SERVICE

Top 3 Primary Impressions

494 - General Weakness

423 - Injury of Head

389 - Syncope/Fainting

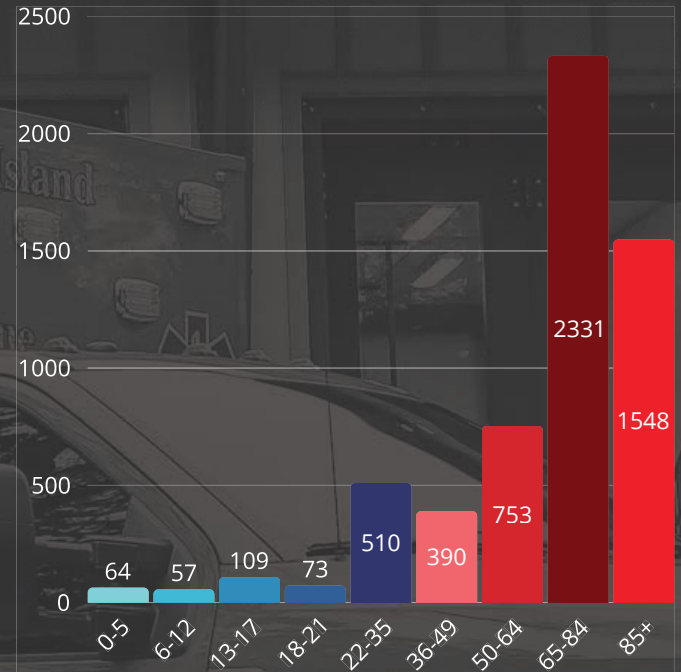
Patients Male vs Female



Male
3,026
48%

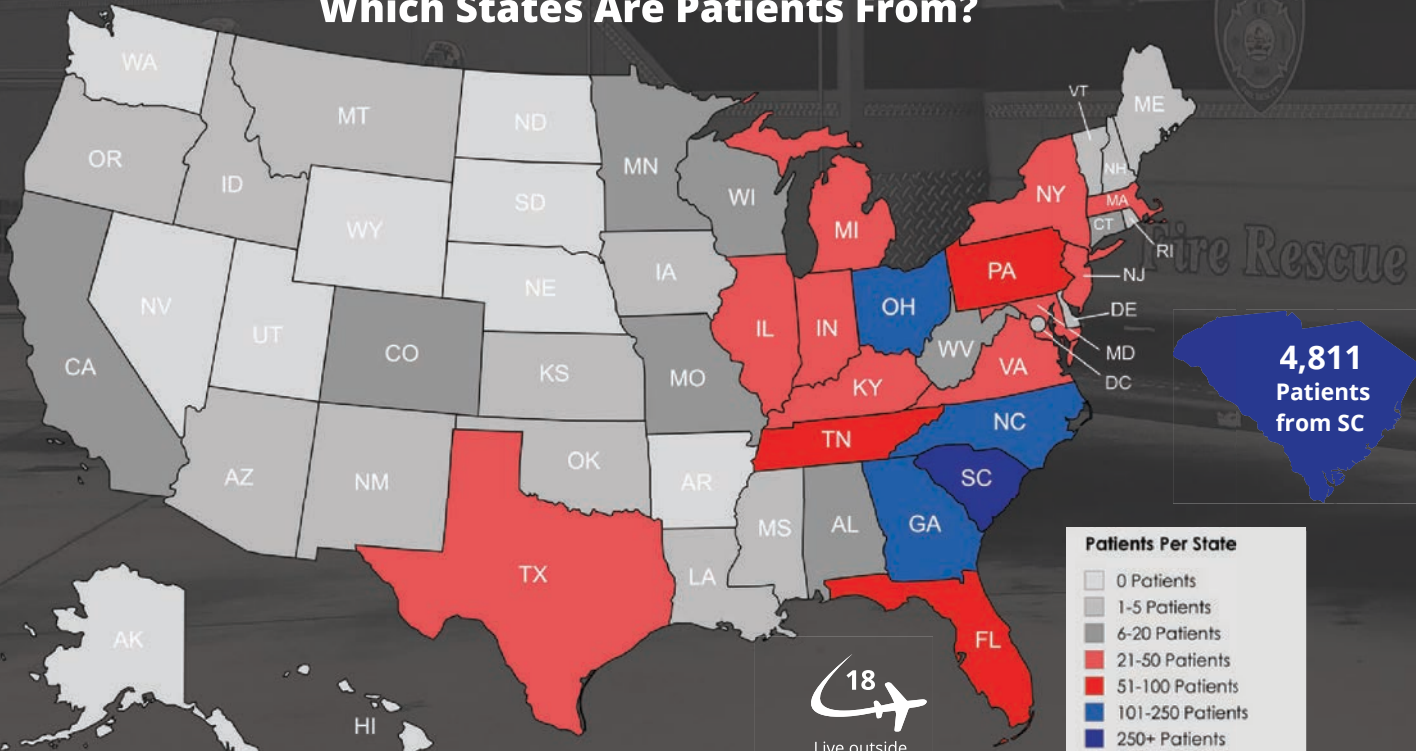


Female
3,320
52%



Patients Per Age Group

Which States Are Patients From?



Patients Per State

- 0 Patients
- 1-5 Patients
- 6-20 Patients
- 21-50 Patients
- 51-100 Patients
- 101-250 Patients
- 250+ Patients

18
Live outside the USA

53
Paramedics in the department

53%
of line personnel are certified paramedics

30
Paramedics hired or certified since 2020



EMERGENCY MEDICAL SERVICE



7 Cardiac Arrest Survivors



70% Our Cardiac Arrest Save Rate



26% National Average Cardiac Arrest Save Rate

CPR SAVES LIVES. GET TRAINED FOR THE MOMENTS THAT MATTER. LEARN ABOUT OUR CPR CLASSES TODAY.

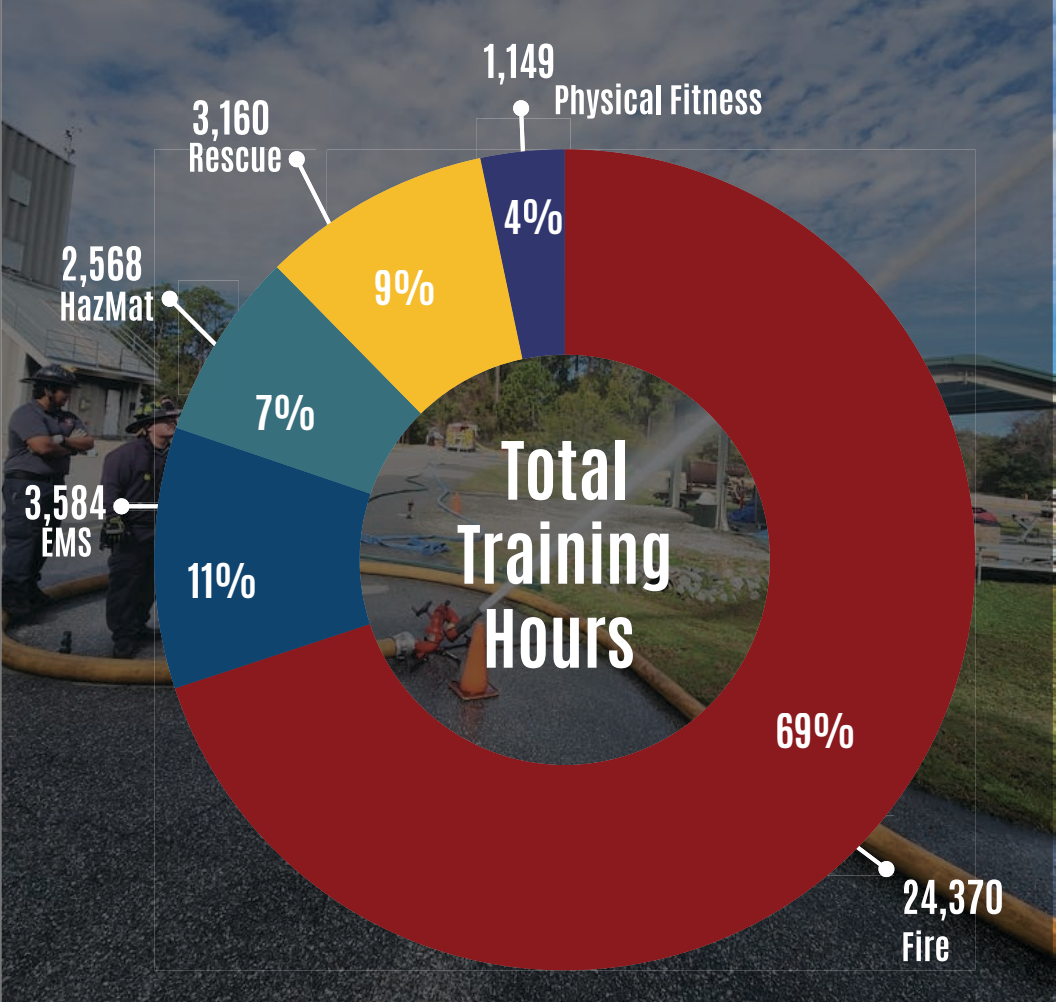




SAFETY & PROFESSIONAL DEVELOPMENT



34,849 Total Training Hours





SAFETY & PROFESSIONAL DEVELOPMENT



15

Line Personnel Hired

3

Attended Fire Academy

12

Hired Certified

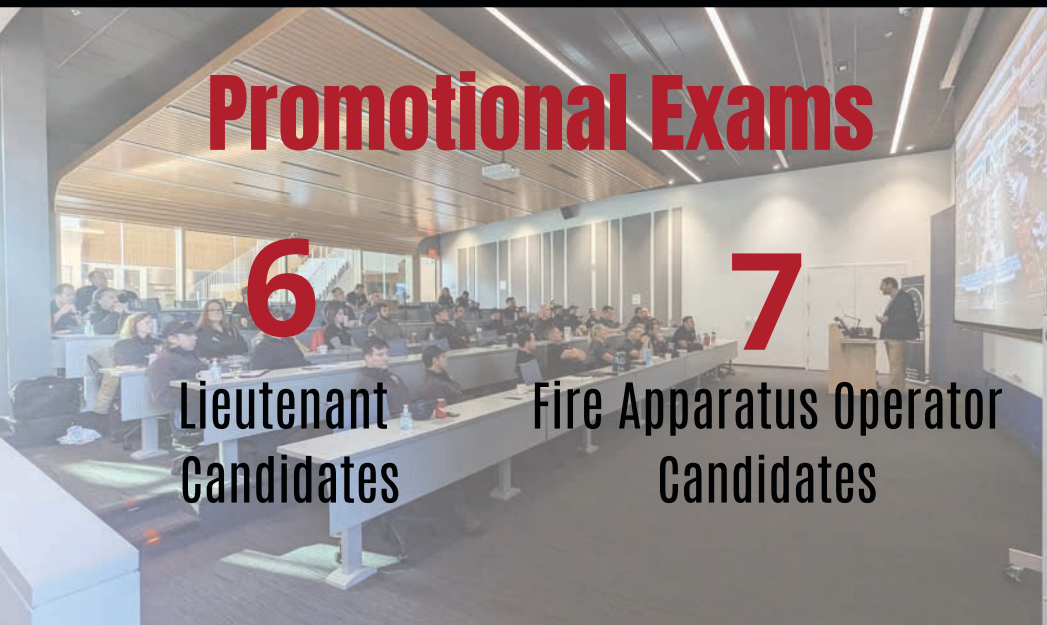
Promotional Exams

6

Lieutenant
Candidates

7

Fire Apparatus Operator
Candidates





SPECIAL OPERATIONS

Technical Rescue Team

SOUTH CAROLINA TASK FORCE 4

Notable Accomplishments

Command/Logistics Trailer placed in service

Achieved accreditation as a NIMS Compliant Type IV US&R Team from the Emergency Management Accreditation Program (EMAP)

Placed two new inflatable rescue boats in service

Participated in the State Operational Readiness Exercise

11

Monthly Training Sessions

49

Current Members

What did SCTF-4 do in 2024?

January

Bamberg Tornado



September

Hurricane Helene
Deployment to Greenville County



August

Hurricane Debby
Deployment to
Charleston &
Berkeley Counties



December

Completed an 80-Hour
Structural Collapse
Course





SPECIAL OPERATIONS

HILTON HEAD ISLAND FIRE RESCUE



HAZMAT
2



HAZMAT 2

Hazardous Materials Team

South Carolina HazMat-4

HAZARDOUS MATERIALS RESPONSE

SPECIALTY APPARATUS

2007 E-One Custom Hazmat Truck Houses equipment for hazardous materials calls for both on-island and regional response. HazMat-2 is also part of SCHM-4 which is the SC Regional Response Team for the Low Country.

11

Monthly Training Sessions

1,013

Total Personnel Hours of Training

54

Current Members



911 COMMUNICATIONS



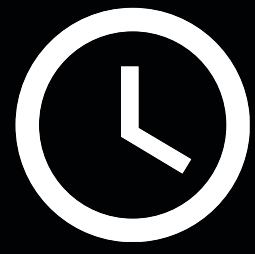
59,914

Total Incoming Telephone Calls

24,047
911 CALLS

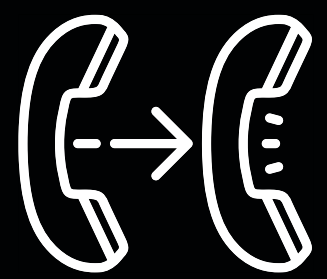


10:00 - 11:00
BUSIEST
TIME OF DAY



June
BUSIEST MONTH
OF THE YEAR

9,926
CALLS
TRANSFERRED TO
OTHER 911 CENTERS



Friday
BUSIEST DAY
OF THE WEEK



911 COMMUNICATIONS



Personnel Achievements

3 Supervisors completed the Center Management Certification Program (CMCP)

2 Supervisors received Emergency Number Professional (ENP) Certification

1 Telecommunicator received the Palmetto Award for exceptional professionalism and pride





COMMUNITY RISK REDUCTION



How can Community Risk Reduction help you?
Scan the QR Code to see our many programs & services!



3,171

Fire Inspections



3,667

Violations Found



3,166

Violations Corrected



503

New Construction Inspections



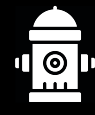
499

Plan Reviews



474

CPR/AED Students



2,982

Hydrant Inspections



385

Smoke Alarm Checks



52

Car Seat Installs



138

Fire In The Streets/After The Fire Homes Visited



18

Risk Watch/Child Injury Prevention Events



14

Fire Investigations





COMMUNITY OUTREACH & RECRUITMENT

6

New programs to build awareness of Fire Rescue's programs and services



11

New partnerships to enhance events and programs



2,982

Total Community Connections

4

Community presentations demonstrating Fire Rescue's impact within our community



29

Community events attended or hosted





COMMUNITY OUTREACH & RECRUITMENT



L.E.A.D.S Program with Boys & Girls Club



H.O.T. (Hands-On Training) Girls Summer Camp



New Hire Practice Physical Ability Test & Welcome Social



**Curious what a day in the life of a firefighter is like?
Considering joining the Fire Service? Scan the QR Code to
schedule a Station Tour or Ride-Along today!**





Marketing & Communications



Top Viewed Fire Rescue Web Pages

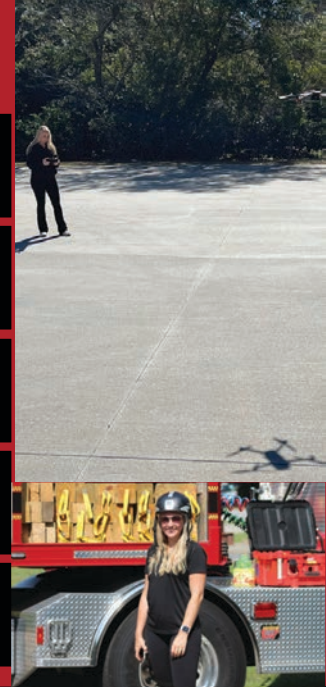
Storm Updates: 121,825 Views

HHI Hurricane Center: 39,403 Views

Fire Rescue Home Page: 17,678 Views

About Us-Hilton Head Island Fire Rescue: 9,540 Views

Hurricane Helene News & Announcements: 8,019 Views



Are you following us on social media?



Facebook Page Performance

Facebook Page Visits: 98,200
56.1% increase from 2023

Page Engagement Rate: 19.95%
72% increase from 2023

Total Facebook Followers: 4,058

New Facebook Followers in 2024: 1,400
15.1% increase from 2023

Total Facebook Reach: 807,000 Accounts
8% increase from 2023

Instagram Account Performance

Instagram Account Visits: 3,500

Instagram Content Interaction: 3,400
Comments, Likes, Shares

Total Instagram Followers: 710

New Instagram Followers in 2024: 323

Total Instagram Reach: 11,500 Accounts



EMERGENCY MANAGEMENT

March

St. Patrick's Day Parade



August

Tropical Storm Debby



April

RBC Heritage



September

Hurricane Helene



Tropical

- 3- Tropical Storm Watch
- 3 - Tropical Storm Warning
- 0 - Hurricane Watch
- 0 - Hurricane Warning
- 2 - Storm Surge Watch
- 1 - Storm Surge Warning



Convection

- 3- Flood Advisory
- 2 - Severe T-storm Watch
- 5 - Severe T-storm Warning
- 9 - Tornado Watch
- 7 - Tornado Warning
- 4 - Flood Warning



Non Precipitation

- 14- Dense Fog Advisory
- 1-Excessive Heat Watch
- 1-Excessive Heat Warning
- 1-Frost Advisory
- 16-Heat Advisory
- 1-High Wind Watch
- 1- High Wind Warning
- 4-Wind Advisory



Coastal Hazards

- 1-Coastal Flood Watch
- 1-Coastal Flood Warning
- 14-Coastal Flood Advisory
- 5-High Surf Advisory
- 10-Rip Current Statement

15 presentations with 500 participants

1,756 Emergency Preparedness Guides distributed



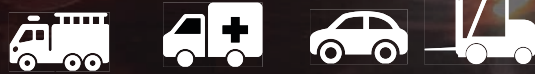
Are you ready for Hurricane Season? Scan the QR code for resources & information.

Data provided by National Weather Service.





FLEET MAINTENANCE

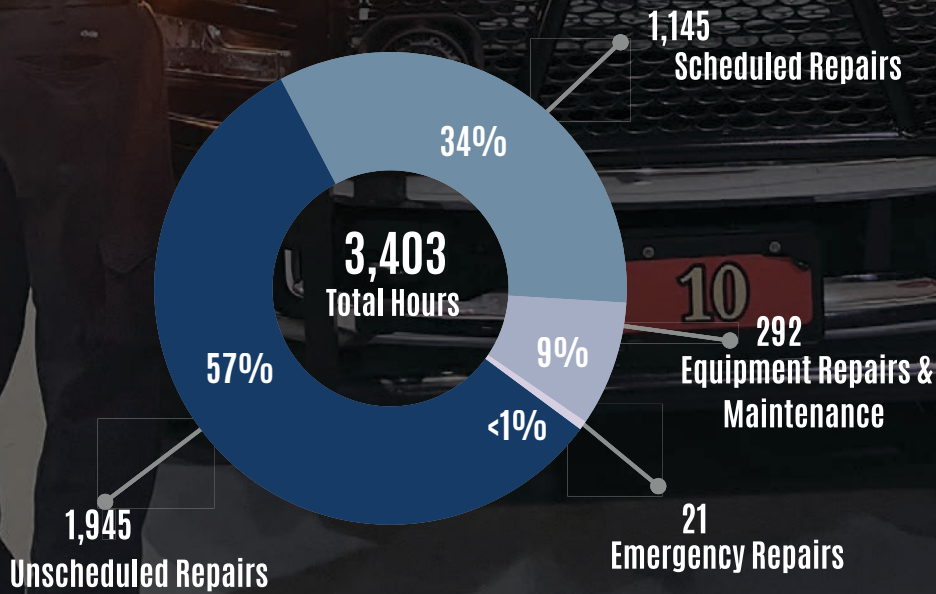


Town of Hilton Head Island Fleet

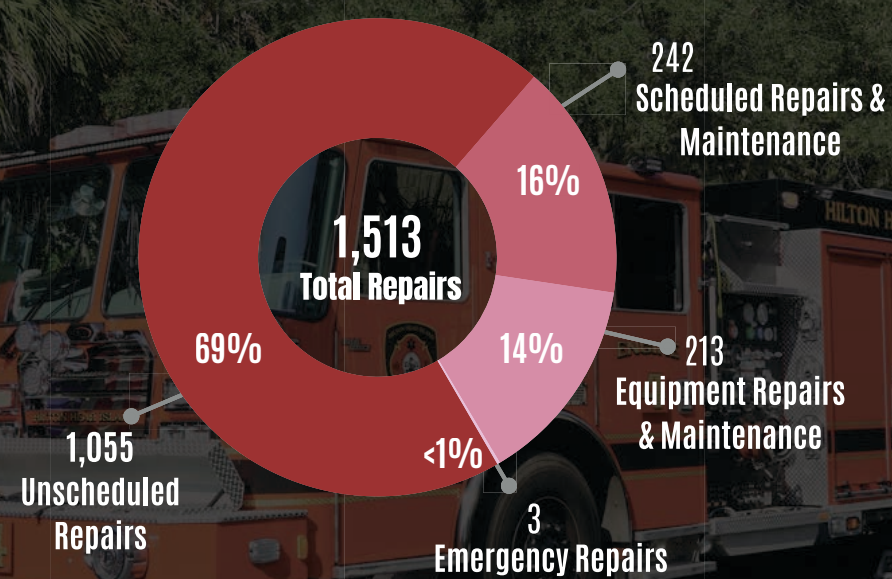
Fire Rescue - 57
 Town Staff - 52
 Other/Equipment - 57



Total Labor Hours



Total Repairs





ACCOMPLISHMENTS



Received Silver Mission Lifeline EMS Award from the American Heart Association for our commitment and success in implementing a higher standard of care for heart attack patients.



Welcomed two new Doctors as our Medical Control Physicians, Dr Andrew Matthews and Dr. Richard Urbanski.



Completed the replacement of our Town facility AEDs as part of a CIP (Capital Improvements Program) project. This includes the Town parks and the public Town facilities such as Town Hall, Facilities and Fire Rescue Headquarters



BRYX
Emergency Response, Simplified.™



Southern Software

Implemented new Station Alerting, Bryx, replacing a 20-year-old system. New CAD (Computer Aided Dispatch) through Southern Software implemented in our 911 Communications Center.



Your Voice, Our Mission: Community Insights That Drive Excellence



"The crew was very responsive, professional and explained everything that they needed to do and were doing. A credit to your mission."

"I was extremely satisfied with the response of the 911 operator and all EMS personnel. They were all professional and very responsive to my wife's emergency. Their efforts were highly appreciated and I extend my utmost gratitude to all."

"....His kind and gentle demeanor kept me grounded and calm in a very bad situation....Can't believe how calm he kept me, he truly was an angel when I needed one. My partner and I cannot say enough positive things about the entire team."

"Great CPR class - excellent instructors!"

We Value Your Input!



Have you interacted with Hilton Head Island Fire Rescue? Scan the QR code to share your experience.