

HILTON HEAD ISLAND FIRE RESCUE

2021

ISO CLASS
ANNUAL REPORT



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OUR VISION

To strive for excellence in all that we do!



OUR MISSION

We are committed to serving our citizens and visitors by preserving life, protecting property, and conserving the environment.



OUR CORE VALUES

To serve our community through:

COMPASSION

INTEGRITY

PROFESSIONALISM

DIVERSITY

Message from the Chief



On behalf of all the members of Fire Rescue, I am pleased to present the Hilton Head Island Fire Rescue 2021 Annual Report.

As I reflected on the past year, our team was again challenged with navigating through the Delta and Omicron variants of the COVID - 19 pandemic. Our members supported community testing at the hospital and Fire Station # 4, and vaccinations clinics provided by the Town throughout the year. The resiliency of the Fire Rescue team was evident in our approach to maintaining our high-quality service while being challenged with staffing shortages throughout the second half of the year.

While we tackled challenges, we committed ourselves to achieving excellence. I proudly point to several accomplishments this past year. Our department responded to 8,689 calls for service, which is the most in department history. Construction on Fire Station # 2 in Sea Pines was completed, the last of the department's seven stations to be replaced. We obtained funding and completed the order for a new fleet of 8 Pumpers and 2 Quints to replace our aging fleet.

More of our annual highlights and accomplishments are shared throughout the pages of this annual report, which is created to raise awareness about what our team does throughout the year and how we operate. I want to thank all the amazing members of Fire Rescue for their dedicated service in 2021. It was another trying year and it is because of their dedication that we accomplished so many initiatives.

I also wish to acknowledge the appreciation all the department members have for the widespread support from the community, Town Council, and Town Staff.

We look forward to serving the community with pride into the future.

2021

Our Department

<p>Total Employees</p> <p>145</p>	<p>Senior Chiefs</p> <p>6</p>	<p>Line Firefighters</p> <p>108</p>
<p>Coverage Crew Firefighters</p> <p>3</p>	<p>Administrative Captains</p> <p>2</p>	<p>E911 Communications</p> <p>13</p>
<p>Emergency Manager</p> <p>1</p>	<p>Fleet Maintenance</p> <p>3</p>	<p>Inspectors</p> <p>3</p>
<p>Life Safety Educator</p> <p>1</p>	<p>Business Coordinator</p> <p>1</p>	<p>Admin Assts.</p> <p>4</p>

Years Of Service

<p>28%</p> <p>5 Years or less</p>	<p>27%</p> <p>5 - 10 Years</p>	<p>18%</p> <p>10 - 15 years</p>
<p>12%</p> <p>15 - 20 Years</p>	<p>10%</p> <p>20 - 25 Years</p>	<p>10%</p> <p>25 + Years</p>



Stations & Facilities



1789
Total Incidents

Station 1

Fire Incidents 383

EMS Incidents 1406

- One 103' Quint
- One Medic
- Urban Search & Rescue Unit
- One Company Officer
- Four Firefighters per shift

70 Cordillo Parkway - Shipyard Plantation



911
Total Incidents

Station 2

Fire Incidents 240

EMS Incidents 671

- One Engine
- One Medic
- One Company Officer
- Three Firefighters per shift

65 Lighthouse Road - Sea Pines Plantation



Stations & Facilities



992
Total Incidents

Station 3

Fire Incidents 233
EMS Incidents 759

- One Engine
- One Medic
- Brush Unit
- Utility/Air Supply Unit
- One Company Officer
- Three Firefighters per shift

📍 534 William Hilton Parkway



1220
Total Incidents

Station 4

Fire Incidents 167
EMS Incidents 1053

- One Engine
- One Medic
- Reserve Engine & Medic
- One Company Officer
- Three Firefighters per shift

📍 400 Squire Pope Road



1885
Total Incidents

Station 5

Fire Incidents 329
EMS Incidents 1556

- One 103' Quint
- One Medic
- Reserve Ladder Truck
- One Company Officer
- Four Firefighters per shift

📍 20 Whooping Crane Way



Stations & Facilities



997
Total Incidents

📍 12 Dalmatian Lane - Palmetto Dunes Resort

Station 6

Fire Incidents 354
EMS Incidents 643

- One 110' aerial TDA
- One Engine
- One Medic unit
- Hazardous Materials Response unit
- Two Company Officer
- Six Firefighters per shift



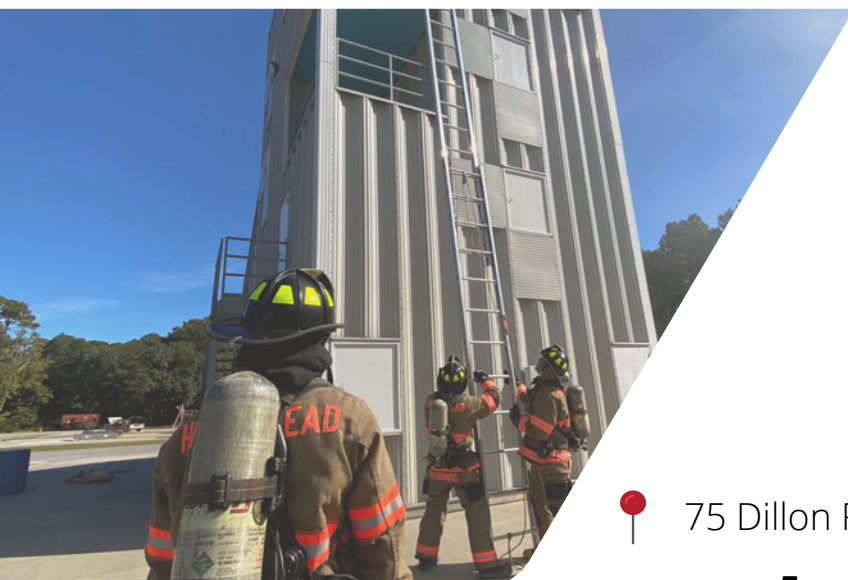
891
Total Incidents

📍 1001 Marshland Road - Near Cross Island Toll Plaza

Station 7

Fire Incidents 186
EMS Incidents 705

- One Command Vehicle
- One Engine
- One Medic
- Reserve Engine
- Reserve Medic
- One Company Officer
- Three Firefighters per shift



📍 75 Dillon Road

Fire Rescue Training Facility

- Provides Live Fire Operations
- Vehicle Extrication
- Water Supply Training
- Driving Skills Lessons



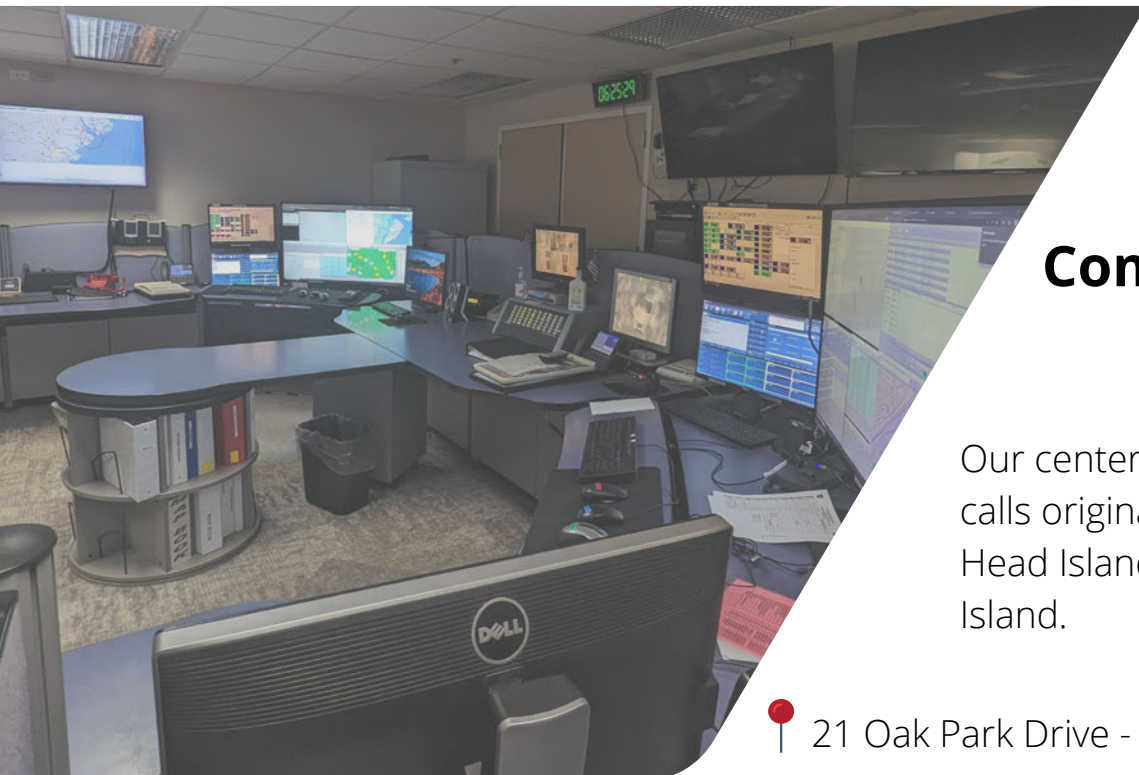
Stations & Facilities



Fire Rescue Headquarters

All Administrative staff as well as the departments maintenance facility are housed at this location. The Building was dedicated in 2001.

40 Summit Drive - Near Hilton Head Island Airport/ Recycle Center



E911 Communications Center

Our center handles all 911 calls originating on Hilton Head Island and Daufuskie Island.

21 Oak Park Drive - Near Port Royal Plaza



Response Apparatus



FIRE ENGINES

PUMPERS

Provides up to 1500 gallons of water per minute (GPM).

AERIAL (QUINT)

- Fire Pump
- Water Tank
- Fire Hose
- 103-Foot Aerial Ladder
- Specified Number Of Ground Ladders



TRACTOR-DRAWN AERIAL

LADDER TRUCK

With drivers at each end, the Tiller is highly maneuverable, which is important for navigating Hilton Head Island's tight road network.



MEDIC UNITS

AMBULANCE

Fire Rescue's medic units are a standardized fleet of advanced life support vehicles. All stations have a medic unit assigned with the engine company.

All 10 ambulances were replaced with a new model in 2019.



Response Apparatus



BATTALION 1 OPERATIONS COMMAND VEHICLE

2019 Ford F-250 with Incident Command Package
The on-duty Battalion Chief is assigned to this vehicle. They respond to all fires, Motor Vehicle Crashes, Cardiac Arrests and any other significant event.



HAZARDOUS MATERIALS RESPONSE

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



URBAN SEARCH AND RESCUE

SPECIALTY APPARATUS
2008 Spartan Custom Tractor Trailer Heavy Rescue Houses equipment for Urban Search and Rescue calls for both on-island and regional response. R-1 is also part of SCTF-4 which is the SC Regional Response Team for the Low Country.



OPERATIONS

8,689 Total Incidents

EMS
6,797

Fire
1,672

HazMat
59

Rescue
161



24 Average Incidents Per Day

Busiest Day
SAT

Busiest Month
JUL

Busiest Medic
Medic 5

Busiest Engine
Engine 5

Top 3 Busiest days

7/8/21
82 Incidents

12/4/21
52 Incidents

7/9/21
42 Incidents



Total Property Saved

\$160,935,969

Total Property Lost

\$1,319,822



OPERATIONS



Structure Fires

14 Confined to object of origin	14 Confined to room of origin	1 Confined to floor of origin
5 Confined to building of origin	1 Confined to object of origin	

2

**Fire
Injuries**

0

**Fire
Deaths**



Frequent Responses

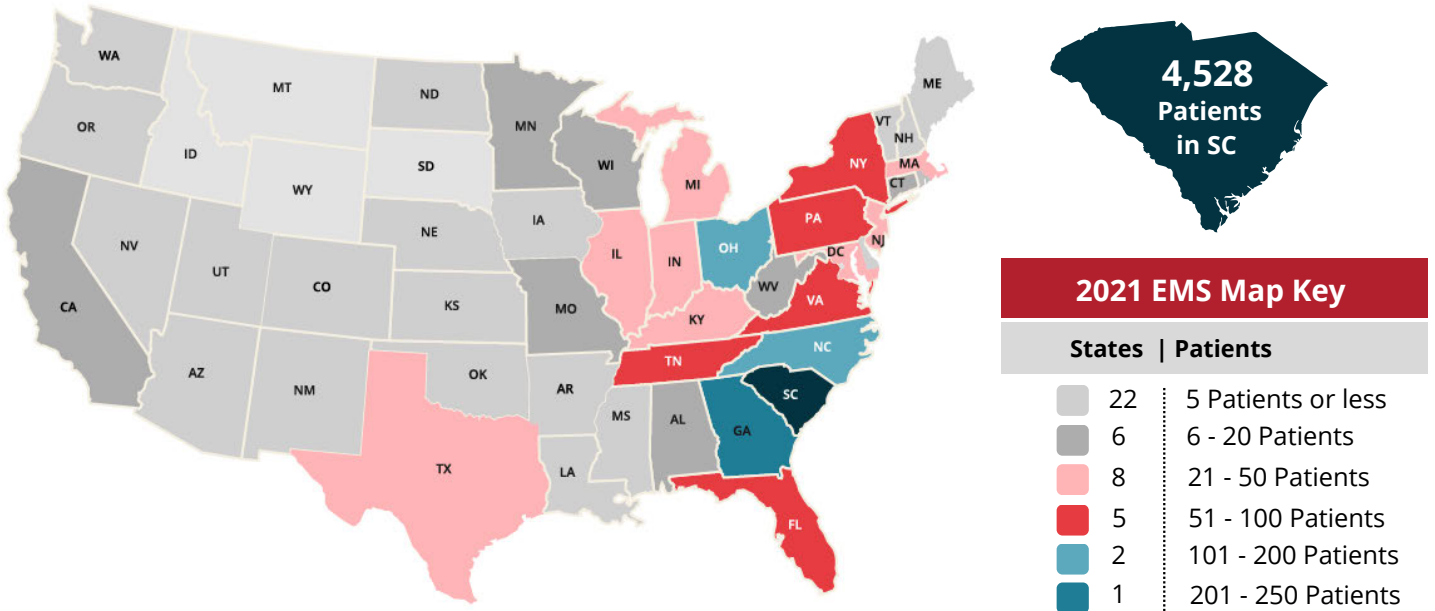
Address | Number of Responses

- 1. 300 Woodhaven Drive **260**
- 2. 421 Squire Pope Road **183**
- 3. 120 Lamotte Drive **123**
- 110 Gardner Drive **123**

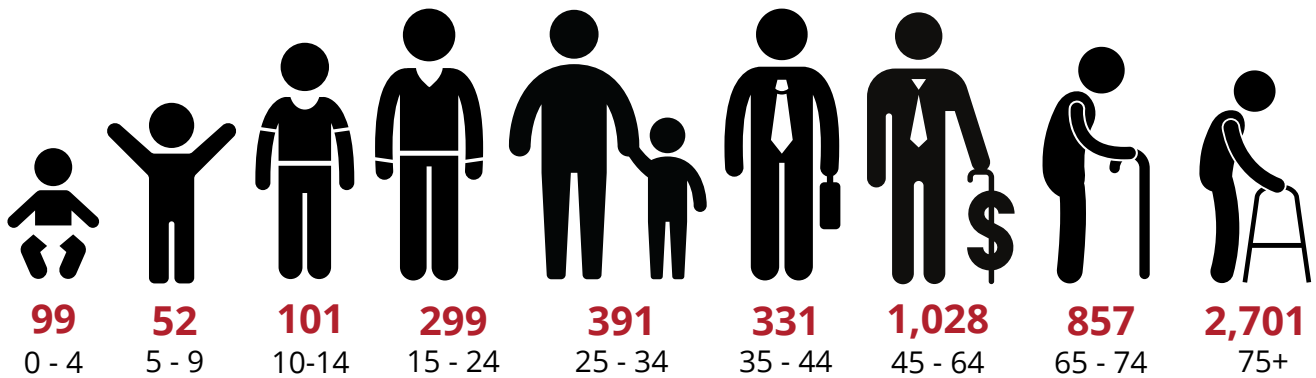


Emergency Medical Service

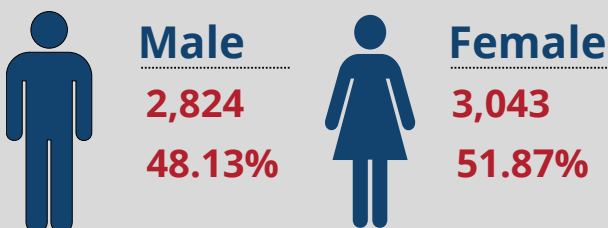
Which States Are Patients From?



EMS Calls Per Age Group



Total Number Of 2021 EMS Calls Male Vs Female



8

Cardiac Arrest Survivors

Top 3 Primary Impressions

- 242 - General Weakness
- 235 - Injury of Head
- 162 - Syncope/Fainting



Emergency Medical Service



**Personnel completed
High Performance CPR
refresher**

EMS Training

20

**Paramedics completed
Advanced Cardiac Life
Support Refresher**

11

**Advanced Cardiac Life
Support Instructors
recertified**

11

**Basic Life
Support
Instructors
recertified**



**New Hires
completed
Basic EMT**



**Completed
Paramedic
School**





Safety & Professional Development

35,662

Total Training Hours



Training



28,565

Total Fire Training Hours

2,354

Hours Trained At Our Training Center

7,097

Total Medical Training Hours

Promotional Exams

11

Candidates Participated in Company Officer Promotional Process

10

Candidates participated in Fire Apparatus Operator Promotional Process



17

New Hires In 2021

12

Went To The Academy



5

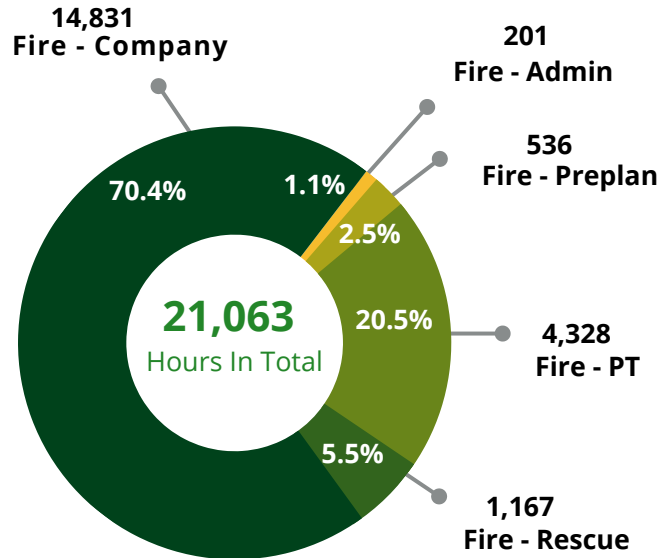
Were Hired Certified



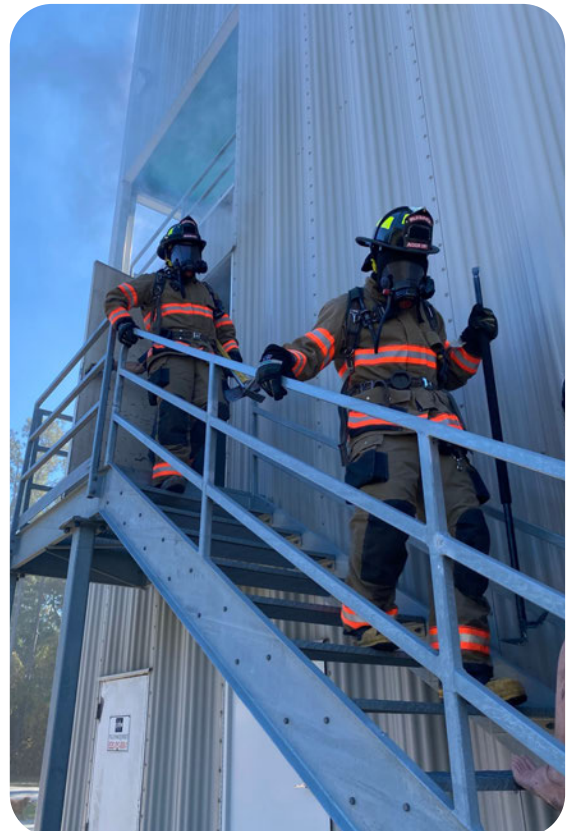
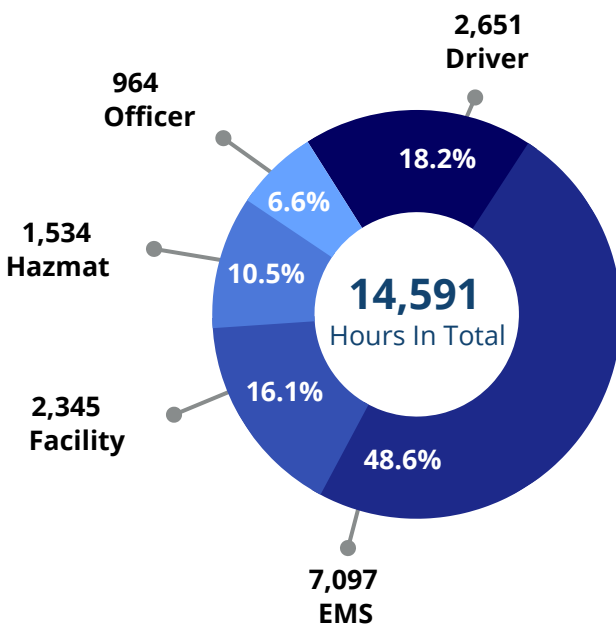
Safety & Professional Development



Total Company Training Hours



Total Training Hours Per Output







Bureau of Fire Prevention



2899

Fire Inspections



1948

Violations Found



1464

Violations Corrected



502

New Construction
Inspections



281

Plan Reviews



236

CPR/AED Students



111

Fire In The
Streets/After The Fire



105

Smoke Alarm
Installs



76

Car Seat Installs



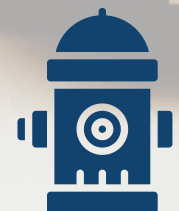
43

Fire Investigations

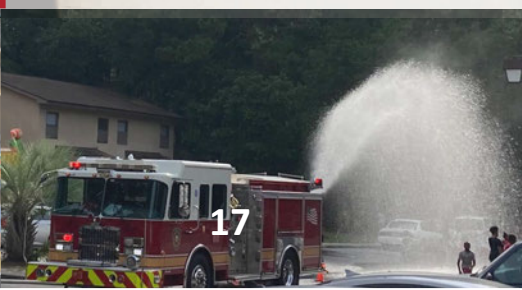


5

Risk Watch Child
Injury Prevention



Hydrant
Inspections





911 Communications



73,712

Total Incoming Telephone Calls



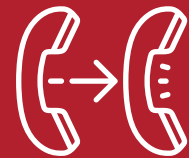
35,920

911 Calls



561

Total
Telecommunicator
Training Hours



13,949

Calls Transferred To
Other 911 Centers



Friday

Busiest Day Of
The Week



13:00 - 14:00

(1:00 pm - 2:00 pm)
Busiest Time Of Day



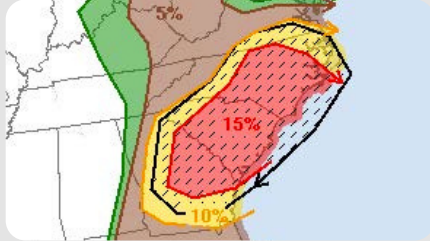
July

Busiest Month
Of The Year



Emergency Management

Major Events In 2021:



March 16 -18

Severe Thunderstorms



May

Colonial Pipeline



June

Tropical Storm Danny



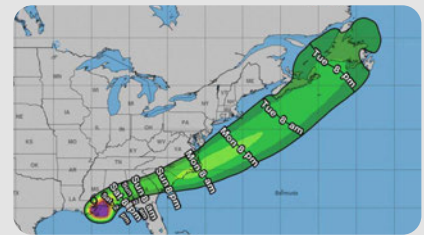
November

Concours d'Elegance



April

RBC Heritage



June

Tropical Depression Claudette



July

Tropical Storm Elsa



November

Coastal Flooding Event



Emergency Mangement

Throughout 2021 There Were:



Tropical

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



Coastal Hazards

- 8 - Coastal Flood Advisory
- 5 - Rip Current Statement
- 3 - High Surf Advisory
- 1 - Coastal Flood Watch
- 1 - Coastal Flood Warning
- 0 - Coastal Flood Statement



Non Precipitation

- 9 - Dense Fog Advisory
- 2 - Frost Advisory
- 2 - Heat Advisory
- 1 - Excessive Heat Watch
- 1 - Excessive Heat Warning
- 1 - Freeze Watch
- 1 - Freeze Warning
- 1 - Wind Advisory
- 0 - High Wind Watch



Convection

- 9 - Flood Advisory
- 4 - Severe T-storm Warning
- 2 - Tornado Watch
- 2 - Tornado Warning
- 1 - Severe T-storm Watch
- 0 - Flood Warning



Tsunami

- 0 - Tsunami Watch
- 0 - Tsunami Warning
- 0 - Tsunami Advisory



Rivers/Hydro/ Fire/Air Quality

- 5 - Flash Flood Watch
- 2 - Fire Weather Watch
- 2 - Red Flag Warning

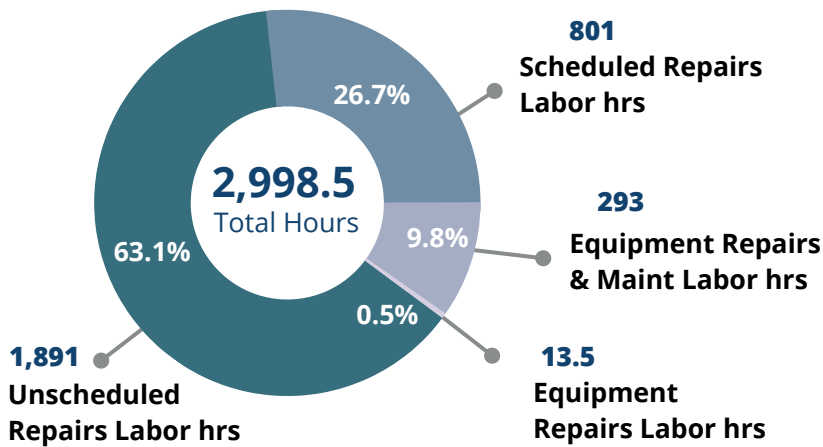


Fleet Maintenance



Hilton Head Island Fire Rescue Fleet Maintenance Division performs maintenance & repairs for all Fire Rescue apparatus, support vehicles, town vehicles, & equipment

Annual Fleet Maintenance Labor hrs 2021



Fleet Maintenance Request/Repairs

Repairs - 1296

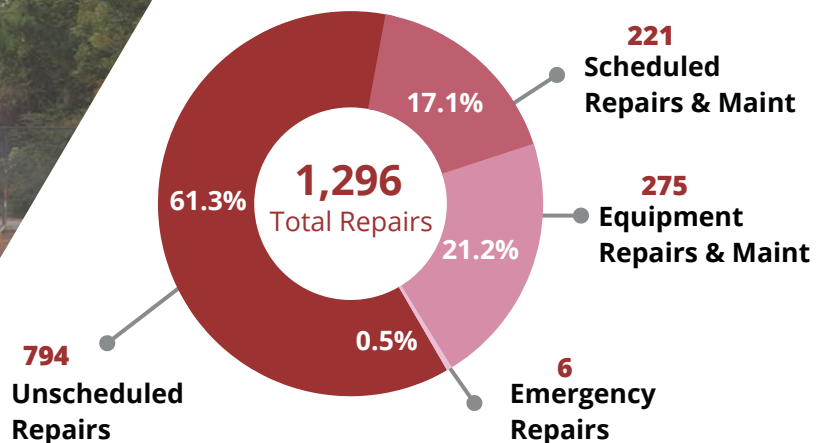


Town of Hilton Head Island Fleet

Fire Rescue - 50
 Town Staff - 46
 Other/Equip - 50



Annual Fleet Maintenance Repairs 2021





2021 ACCOMPLISHMENTS

Fire Safe SC Community

Hilton Head Island Fire Rescue recognized as a Fire Safe SC Community by the SC Fire Marshal's Office for our commitment to an all-hazards Community Risk Reduction program.



S&PD coordinated the CIP project of replacing a 25-year-old breathing air compressor



The first ever Emergency Management Strategic Plan was developed.

Emergency Management Plan

Emergency Management developed a comprehensive Emergency Plan to support the Town's ability to prepare for and respond to emergencies and disasters.

Grant Funds

The department's regional technical rescue team and Hazmat Team received approximately \$100,000 in Department of Homeland Security Grant Funds to support the operations of the teams



The Town's Pandemic Annex to the Emergency Operation Plan was updated based on lessons learned during the COVID-19 Pandemic.



Received a community grant to implement a new program to install green reflective address signs.

Fleet Maintenance

Conducted Annual Pumper and Aerial Ladder testing fleet Maintenance. This testing is conducted by a third-party agency to ensure the fleet is maintained in accordance with national standards.

360-Degree Photography

Purchased, trained and implemented use of OSCR360 Camera to enable Fire Investigation to capture 360-degree photos of fire scenes for further analysis and training



The State of South Carolina implemented the Esinet on January 12 as the first step in 911 emergency response improvement.



The fire apparatus committee finalized the specification and bid process for the new pumper fleet.

Driver Operator Academy

Completed 178 hours of driver training for firefighters aspiring to become Fire Apparatus Operators. The program yielded 11 new relief driver operators.

Fleet Maintenance

Replaced Fleet Maintenance Tire/wheel Balancer with a new model that provides the capability to balance all tire/wheel sizes on the ambulances and fire apparatus fleet.



A new EMS Battalion Chief and Captain were appointed to lead the Division.



Implemented a new Records Management, Learning Management and Scheduling software.

Acquired Used Tractor/Trailer Vehicle

Acquired a used tractor/trailer from Beaufort County and once refurbished, will be used as a CDL Class A training tractor/trailer.

Risk Assessment Manual

Facilitated the process of writing a new Standard of Cover and Community Risk Assessment and development of the self-assessment manual to support reaccreditation.



Facilitated the process of determining replacement needs for Mobile Data Terminals in Fire Rescue response vehicles.



Assisted with the consolidation of the Public Safety Systems Personnel to the Town's Information Technology department.

After The Fire

Implemented the "After the Fire" Program to bring awareness to the community about fire safety specific to neighborhoods based on recent fire events.

