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

**Monday, June 6, 2011**
**10:00 a.m. – Benjamin M. Racusin Council Chambers**

# AGENDA

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

1. **Call to Order**
2. **Freedom of Information Act Compliance**
   Public notification of this meeting has been published, posted, and mailed in compliance with the Freedom of Information Act and the Town of Hilton Head Island requirements.
3. **Approval of Minutes**
   a. Regular Public Safety Committee Meeting of May 2, 2011
4. **Unfinished Business**
   a. Update on Beaufort County Towing Ordinance Proposal
5. **New Business**
   a. Fire and Rescue 2010 Annual Report – Lavarn E. Lucas, Fire Chief
6. **Adjournment**

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

# TOWN OF HILTON HEAD ISLAND

## PUBLIC SAFETY COMMITTEE REGULAR MEETING

**Date:** May 2, 2011 **Time:** 10:00 a.m.

**Members Present:** Bill Harkins, *Chairman*; Kim Likins, *Council Member;* Lee Edwards (arrived at 10:10 a.m.) *Council Member*

**Members Absent**: None

**Town Staff Present:** Gregory D. DeLoach, Esq., *Assistant Town Manager;* Brian Hulbert, *Staff Attorney;* Tom Fultz, *Director of Administrative Services*; Rick Arnold, *Codes Enforcement Officer;* Rene Phillips, *Website/Court Systems Administrator*; Kimberly Kominski, *Administrative Assistant*

**Others Present:** Captain Toby McSwain, *BCSO;* Lieutenant Glenn Zanelotti, *BCSO;* Major Marvin Morrison, *BCSO;* Kiera Morris; *BCSO;* Arthur Benoit, *Hilton Head Plantation Security;* R. Wilkerson, *Palmetto Dunes*

**Media Present:** Cassie Foss, *Island Packet*

DRAFT

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**1. Call to Order**

**2. Freedom of Information Act Compliance**

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

**3. Approval of Minutes**

a. Regular Public Safety Committee Meeting of March 7, 2011

Motion to approve minutes of March 7, 2011 regular Public Safety Committee meeting was made by Ms. Likins and seconded by Mr. Harkins. Motion was approved by a vote of 2-0.

**4. Unfinished Business**

*Bail Amounts Set by Municipal Judge in Beaufort (Not Town Municipal Judge)*

- Captain Toby McSwain, BCSO, stated that the director of the Beaufort County Jail has been asked to provide a detailed report on the bond hearings held by the Municipal Judge. He will keep the committee informed on this matter.

*Safety of Children - Motorists Not Stopping for School Buses on Highway 278*

- Brian Hulbert, Staff Attorney, reported that 56-5-2770 of South Carolina Code of Laws, does not require vehicles approaching a school bus on a multi-lane road to stop, however, the same statute requires school districts to establish routes wherein children do not cross multi-lane roads to access school buses. He stated that he has communicated this information to Councilman Ferguson.

*Draft Beaufort County Ordinance Regulating Towing Companies*

- Brian Hulbert, Staff Attorney, reported that the draft Beaufort County Towing Ordinance has been revised and forwarded to the towing companies for comment. Major Marvin Morrison, BCSO, stated that the Sheriff's Office has been involved in preparation of the draft ordinance.

**5. New Business**

a. 1st Quarter 2011 Crime Statistics – **Lieutenant Glenn Zanelotti, BCSO**

Lieutenant Zanelotti reviewed the 1st quarter 2011 Crime Statistics report.

Mr. Harkins stated that it appeared Heritage Week went smoothly and thanked the Sheriff's Office for their continued professional and personable service during this event.

Ms. Likins related that she has been contacted by residents in the Forest Beach area regarding the new deck on Hinchey's Restaurant and they are concerned with the potential for late night noise and improper parking. She stated that she advised residents to contact the Sheriff's Office directly for assistance with these matters. She also thanked Town staff for ensuring the business is in compliance with town regulations.

DRAFT

**6. Adjournment**

At 10:30 a.m. Mr. Edwards moved to adjourn the meeting and Ms. Likins seconded. The motion was approved by a vote of 3-0.

Respectfully submitted:

_____

Kimberly Kominski,
Administrative Assistant

Approved by:

_____

Bill Harkins, Chairman

# TOWN OF HILTON HEAD ISLAND FIRE & RESCUE

# 2010 ANNUAL REPORT

# *FIRE & RESCUE 2010 ANNUAL REPORT*

## *TABLE OF CONTENTS*


**Table of Contents** 1

**Introduction** 3

**Personnel** 5

**Stations, Equipment and Coverage Areas** 8

**Report of the Fire Chief** 13

**Divisional Reports**

- **Operations** 16
  - **Bureau of Fire Prevention** 17
  - **Training** 18
- **Support Services** 19
  - **Communications** 20
  - **Planning** 21
  - **Maintenance** 22
  - **Public Safety Systems** 23
- **Emergency Management** 24

**Operational Statistics** 25

**A Few Final Thoughts** 31

# ***FIRE & RESCUE 2010 ANNUAL REPORT***

## ***INTRODUCTION***

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

It is with great pleasure that Fire & Rescue offers this Annual Report, our first in many years, to the Administration and citizens of the Town of Hilton Head Island. Our hope is to not only recount our activities and accomplishments for the year 2010, but to also provide an accurate snapshot of our organization and missions, as well as to share information about the path we are taking to assure continuous improvement of our services and capabilities. We take pride in both our past and present, and enthusiastically look to a future of embracing the emerging and yet to be developed approaches and technologies which will enhance our ability to serve and protect the community.

# FIRE & RESCUE PERSONNEL - 2010

## LEADERSHIP STAFF

*Brad Tadlock*
*Deputy Chief of Operations*

*Lavarn Lucas*
*Fire Chief*

*Ed Boring*
*Deputy Chief of Support Services*

*Battalion Chief Joheida Fister*
*Bureau of Fire Prevention*

*Battalion Chief Benton Waller*
*Training Division*

*Battalion Chief David Cooler*
*Planning Division*

*Paul Rasch, Coordinator*
*Emergency Management Division*

*William Sanders, Supervisor*
*Maintenance Division*

# *HEADQUARTERS PERSONNEL*

**Administrative Personnel**

Judith Boroski
*Senior Administrative Assistant*
Marie Becvar
*Administrative Assistant*
Teresa Gill
*Administrative Assistant*
Kari Sawyer
*Administrative Assistant*
Sharon Cousins
*Administrative Assistant (Part-Time)*
Cynthia Snyder
*Administrative Assistant (Part-Time)*

**Bureau of Fire Prevention**

Senior Fire Inspector Sam Burnett
Senior Fire Inspector David Burns
Fire Inspector Albert Hanzalik
Cinda Seamon
*Public Education Officer*

**Emergency Management Division**

Michelle Harrigan
*Emergency Management Planner*

**Maintenance Division**

Steve Bussius
*Senior Mechanic*
Frank Wilcox
*Senior Mechanic*
Ronnie Stone
*Repair Technician*

**Public Safety Systems & Addressing**

Stephen Ralston
*Public Safety Systems Administrator*
Randy Marrero
*Public Safety Systems Analyst*
Suzanne Brown
*Addressing Technician*

**Training Division**

Captain Eric Lainhart

# *COMMUNICATIONS PERSONNEL*

Lorean Grant
*Interim Communications Manager*
Dawn Foust
*Communications Supervisor*
Renee Langston
*Communications Supervisor*
John Oram
*Communications Supervisor*
Tammye Brown
*Senior Dispatcher*
Norma Foley-Moore
*Senior Dispatcher*
Linda Marrero
*Senior Dispatcher*
Deborah Pinson
*Senior Dispatcher*
Earnestine Reed
*Senior Dispatcher*
Melody Annis
*Communications Dispatcher*
Ashley McDonald
*Communications Dispatcher*
Jenna Streeter
*Communications Dispatcher*

## *LINE PERSONNEL*

| "A" Shift Personnel | "B" Shift Personnel | "C" Shift Personnel |
|---|---|---|
| Battalion Chief Mick Mayers | Battalion Chief Jeff Hartberger | Battalion Chief Cliff Steedley |
| Captain Ken Barrett | Captain John Gill | Captain Chad McRorie |
| Captain David Bell | Captain Dennis Pavone | Captain Patrick Standish |
| Captain Randy Lindstrom | Captain Janet Peduzzi | Captain Rett Thompson |
| Lieutenant Tom Bouthillet | Lieutenant Dave Britton | Lieutenant Harvey Bethea |
| Lieutenant Bill Horton | Lieutenant Jeff Hinton | Lieutenant Chris Blankenship |
| Lieutenant Tim Santini | Lieutenant Scott Lowther | Lieutenant Randy Loper |
| Lieutenant Randy Vaigneur | Lieutenant Gerald O'Quinn | Lieutenant Kevin Osterstock |
| Lieutenant Jason Walters | Lieutenant Bruce Schultz | Lieutenant Richard Peavey |
| Senior Firefighter Jonathan Bills | Senior Firefighter Derrick Bailey | Senior Firefighter Erik Baaske |
| Senior Firefighter Perry Black | Sr. Firefighter Corey Chumney | Sr. Firefighter Justin Cunningham |
| Senior Firefighter B. J. Ferguson | Senior Firefighter Wayne Cochran | Senior Firefighter Joe Edwards |
| Senior Firefighter Robert Ferguson | Senior Firefighter Matt Kabala | Senior Firefighter Jimmy Floyd |
| Senior Firefighter Tim Isaacs | Sr. Firefighter Reggie Malphrus | Senior Firefighter Scott Layne |
| Senior Firefighter Lee Jenkins | Senior Firefighter Robert Scott | Sr. Firefighter John Majorkiewicz |
| Senior Firefighter Robert Nelson | Senior Firefighter Ryan Zold | Senior Firefighter Jonas Stephens |
| Senior Firefighter Tim Olander | Apparatus Operator Eric Bell | Apparatus Operator Ben Boring |
| Apparatus Operator Colin Fanning | Apparatus Operator Doug Hubbard | Apparatus Operator Alan Hover |
| Apparatus Operator Joe Gilling | Apparatus Operator Scott Mason | Apparatus Operator Tim Kelly |
| Apparatus Operator Jason Lee | Apparatus Operator Ray Raffaele | Apparatus Op. Thomas Lowther |
| Apparatus Operator Donald Spikes | Apparatus Operator Craig Shaw | Apparatus Operator Pete Reid |
| Apparatus Op. John Starykowicz | Apparatus Op. Steve Sheffield | Apparatus Operator Dale Smith |
| Apparatus Operator Zach Taylor | Apparatus Operator Guy Sticht | Apparatus Operator Sid Taylor |
| Apparatus Operator Jeff Weber | Apparatus Op. James Washington | Apparatus Operator Dan Thomas |
| Firefighter Billy Beulah | Apparatus Operator Jeremy Yerkes | Apparatus Operator Thomas Tyler |
| Firefighter Argentino Calvo | Firefighter John Amarino | Firefighter Joe Bostick |
| Firefighter Tony Cartin | Firefighter Kevin Averill | Firefighter Adam Frink |
| Firefighter Aaron Fisher | Firefighter Lance Beadling | Firefighter Tim Huser |
| Firefighter Adam Gall | Firefighter Bruce Gatlin | Firefighter Peter Janura |
| Firefighter Robert Gancarz | Firefighter Randy Gatlin | Firefighter Fred Jenkins |
| Firefighter James Lawson | Firefighter Tina Hoyt | Firefighter Spencer Kurtz |
| Firefighter Kenneth Robinson | Firefighter Jason Kirchner | Firefighter Shane Marstiller |
| Firefighter Chris Savage | Firefighter Nick Pfeifer | Firefighter Gerry Pfeifer |
| Firefighter Brian Scharver | Firefighter Gabriel Yacso | Firefighter Jacob Sanders |
| | | Firefighter Scott Sexson |
| **Coverage Company** | | |
| Senior Firefighter Mike Essary | Lieutenant Steve Fierro | Apparatus Operator Tom Vezzosi |

## *2010 RETIREES*

| | |
|---|---|
| Captain Terry Phillip | *Served January 07, 1982 through June 07, 2010* |
| Senior Firefighter Adam Hoffman | *Served December 30, 2002 through November 05, 2010* |
| Senior Firefighter Robin Neil | *Served October 26, 1981 through December 3, 2010* |
| Apparatus Operator Mark Smith | *Served September 05, 2007 through January 29, 2010* |
| Eve Pinckney, Senior Dispatcher | *Served March 30, 1986 through November 01, 2010* |
| Phyllis Glass, Administrative Assistant | *Served August 07, 1991 through August 12, 2010* |

# ***EQUIPMENT, STATIONS AND COVERAGE AREAS***

***A Sampling of the Hilton Head Island Fire & Rescue Fleet - 2010***

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

***The Basic Team – 2010***

*A Crimson/Spartan Engine and a Frazier/Chevrolet Medic (Ambulance) are the predominant pairing utilized by Hilton Head Island Fire & Rescue. This is the basic team of vehicles assigned to Fire Stations 2, 3, 4, 6, 7 and the Coverage Company. A Quint replaces the Engine at Fire Stations 1 and 5, and a Tractor Drawn Aerial joins the team at Fire Station 6.*

## ***The Aerial Team – 2010***

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

*As featured in the article below, this Crimson/Spartan Tractor Drawn Aerial is presently being factory refurbished and will rejoin the Fire & Rescue fleet at Fire Station 6 by this summer.*

**Special Section:**
Fiscal Responsibility?

# *Saving money* by **refurbishing equipment** *instead of* **buying new**

In this difficult economic climate, most cities face tough decisions on budget issues. In many cases, projects have been cut and new spending put on hold. Yet essential departments such as law enforcement and fire still have an obligation to keep equipment running efficiently. In several South Carolina cities, officials are getting creative about ways to save money without cutting services.

Some new fire and rescue vehicles can cost up to $1 million. Although the vehicles are necessary, many cities cannot afford such expensive equipment. So instead of purchasing new, some are refurbishing older equipment and saving thousands of dollars.

"The Town of Hilton Head Island Fire Rescue, as is the case with most departments, finds itself in a position where it needs to do more with less," said Deputy Fire Chief Ed Boring. To provide expanding services, it has successfully used out-of-the-box approaches to save valuable taxpayer dollars.

The town is refurbishing its specialized fire apparatus fleet, including ladder companies, heavy rescues, Haz-Mat trucks and ambulances. In 1999, the town purchased, re-chassised and refurbished its first tractor-drawn aerial ladder. This unit operates today as a front line aerial ladder, Boring said.

Most recently, the town signed a contract to re-chassis and refurbish its 1989 LTI tractor-drawn aerial. The process will include replacing the tractor and the trailer axle, refurbishing the aerial ladder and hydraulic system, upgrading warning lights, adding a new generator for on-scene lighting and other minor repairs. The trailer frame and compartments, aerial ladder, turntable and super structure, and trailer frame will be reused.

Boring said a new unit would cost just under $1 million. The cost for refurbishment is $280,000. It will allow the town to operate this unit an additional 10 years – five years in front line service and five as a reserve. Boring said this project is running concurrent with an ambulance re-chassis and refurbish program, which will extend the life of ambulance bodies to 20 years.

The City of Georgetown also has saved thousands of dollars by refurbishing a rescue truck and a Haz-Mat vehicle, according to Fire Chief Joey Tanner.

The rescue truck was purchased for $12,000. Tanner said the box in the back was in good condition, but the chassis needed replacing. In all, the refurbishment cost $60,000. A new rescue vehicle runs about $250,000, Tanner said.

The Haz-Mat truck was donated a few years ago. Tanner said the city spent about $149,000 to replace the chassis, refurbish the boxes in the back and replace the wiring and lights. Comparatively, purchasing a new Haz-Mat truck would cost about $300,000. For about half the price, the city got basically a new truck that meets all requirements for safety standards, Tanner said.

More refurbishments could be on the way. Georgetown also is considering doing the same thing with two pumper trucks, Tanner said.

"It's a great alternative," Tanner said. "By refurbishing, we can cut the price in half."

# *EQUIPMENT & STAFFING ASSIGNMENTS - 2010*

## Fire Station 1

*70 Cordillo Parkway*

| | |
|---|---|
| Primary Fire Unit | Crimson/Spartan Quint<br>*(103' Ladder, 1,500 gpm, 500 gallon tank)* |
| Primary EMS Unit | Frazier/Chevrolet Medic |
| Special Call Unit | Support Vehicle - Bluebird Rehab/Transport Bus |
| Full Staffing | 1 Company Officer, 4 Firefighters |
| *Fire Station 1 is presently being reconstructed and will reopen in a storm hardened structure in 2011. This replaces a 1974 station previously on the site. During construction, Station 1 is temporarily located in the old Smokehouse restaurant on Pope Avenue.* | |

## Fire Station 2

*65 Lighthouse Road*

| | |
|---|---|
| Primary Fire Unit | Crimson/Spartan Engine<br>*(1,500 gpm, 500 gallon tank)* |
| Primary EMS Unit | Frazier/Chevrolet Medic |
| Special Call Unit | Kaiser-Jeep 6 x 6 Brush Truck/Tender (Ex-Military) |
| Full Staffing | 1 Company Officer, 3 Firefighters |
| *Fire Station 2 is presently located in a facility constructed by the Sea Pines/Forest Beach Fire Department in the mid 1970s. Design work for a replacement station on the same site is scheduled to begin in 2013.* | |

## Fire Station 3

*534 William Hilton Parkway*

| | |
|---|---|
| Primary Fire Unit | Crimson/Spartan Engine<br>*(1,500 gpm, 500 gallon tank)* |
| Primary EMS Unit | Frazier/Chevrolet Medic |
| Special Call Unit | Hazmat Response - Tractor Trailer Truck/Volvo Cab |
| Full Staffing | 1 Company Officer, 3 Firefighters |
| *Fire Station 3 is a storm hardened structure opened in 2000. The station replaced a 1970s facility on Matthews Drive, and was moved to the current location to improve response times.* | |

## Fire Station 4

*400 Squire Pope Road*

| | |
|---|---|
| Primary Fire Unit | Crimson/Spartan Engine<br>*(1,500 gpm, 500 gallon tank)* |
| Primary EMS Unit | Frazier/Chevrolet Medic |
| Reserve Fire Unit | Crimson/Spartan Engine<br>*(1,500 gpm, 500 gallon tank)* |
| Full Staffing | 1 Company Officer, 3 Firefighters |
| *Fire Station 4 is a storm hardened structure opened in 2005. The station replaced a 1970s facility on Humane Way, and was moved to the current location to improve response times.* | |

## Fire Station 5

*20 Whooping Crane Way*

| | |
|---|---|
| Primary Fire Unit | Crimson/Spartan Quint<br>*(103' Ladder, 1,500 gpm, 500 gallon tank)* |
| Primary EMS Unit | Frazier/Chevrolet Medic |
| Reserve Fire Unit | Crimson/Spartan Engine<br>*(1,500 gpm, 500 gallon tank)* |
| Reserve EMS Unit | Frazier/Chevrolet Medic |
| Full Staffing | 1 Company Officer, 4 Firefighters |
| *Fire Station 5 is a storm hardened structure opened in 2010. The station replaced a 1980s facility previously located on the same site.* | |

## Fire Station 6

*16 Queens Folly Road*

| | |
|---|---|
| Primary Fire Units | Crimson/Spartan Engine<br>*(1,500 gpm, 500 gallon tank)*<br>Crimson/Spartan Tractor Drawn Aerial<br>*(100' LTI Ladder)* |
| Primary EMS Unit | Frazier/Chevrolet Medic |
| Special Call Unit | Heavy Rescue - Tractor Trailer Truck/Ford Cab |
| Full Staffing | 2 Company Officers, 6 Firefighters |
| *Fire Station 6 is presently located in a facility constructed by the Hilton Head Fire District in the 1970s. Conceptual work for a replacement station on Town owned land adjacent to the current site is now underway.* | |

## Fire Station 7

*1001 Marshland Road*

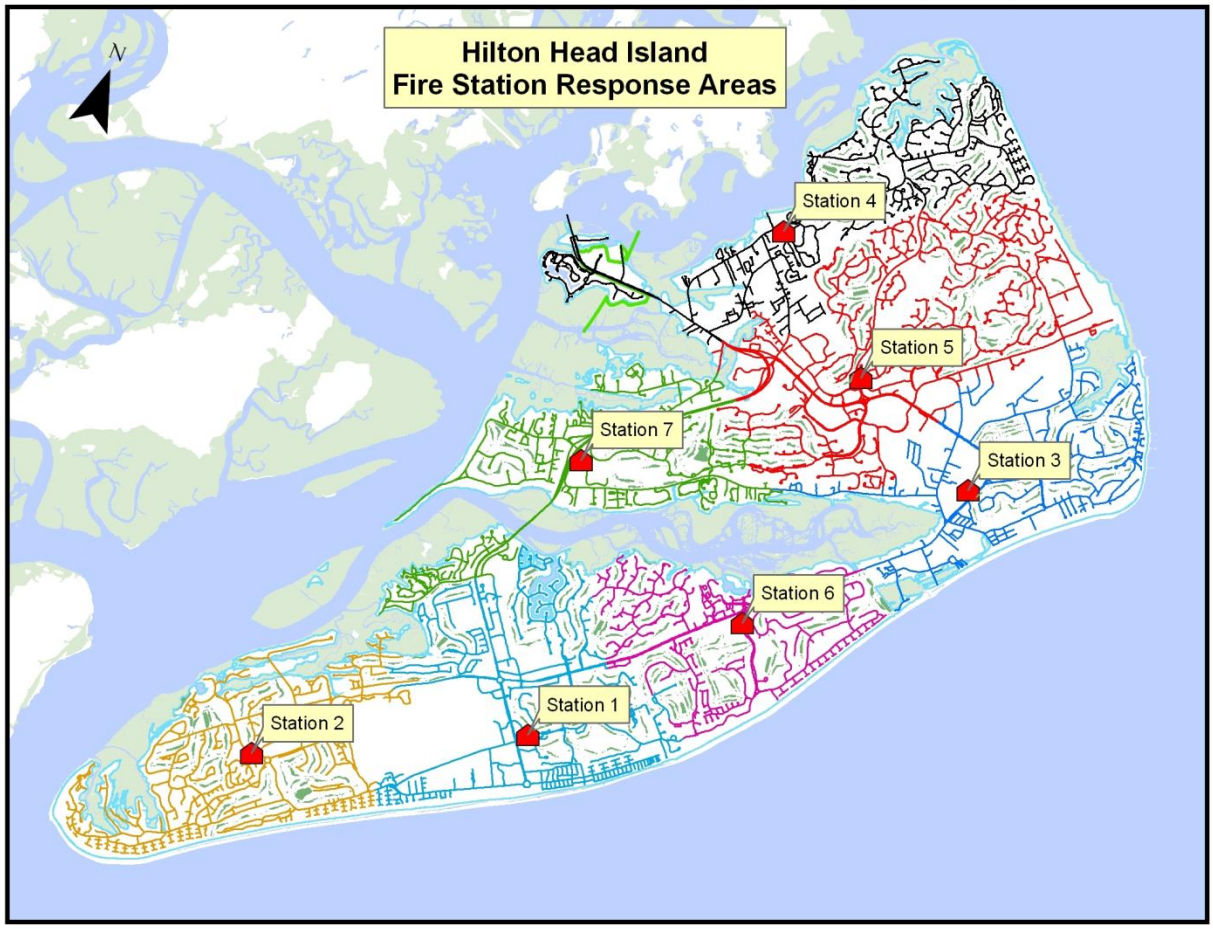
| | |
|---|---|
| Primary Fire Units | Crimson/Spartan Engine<br>*(1,500 gpm, 500 gallon tank)*<br>Chevrolet Suburban Command Vehicle |
| Primary EMS Unit | Frazier/Chevrolet Medic |
| Special Call Unit | Support Vehicle - Crimson/Ford Air/Rehab Unit |
| Reserve EMS Unit | Frazier/Chevrolet Medic |
| Full Staffing | 1 Battalion Chief, 1 Company Officer, 3 Firefighters |
| *Fire Station 7 is a storm hardened structure opened in 2003. This station was a new rather than replacement facility, and was added to improve response times.* | |

## Fire Training Facility

*75 Dillon Road*

| | |
|---|---|
| Primary Fire Units | Crimson/Spartan Engine<br>*(1,500 gpm, 500 gallon tank)* |
| Primary EMS Unit | Frazier/Chevrolet Medic |
| *The Fire Training Facility opened in 2009. While by no means a Fire Station, it serves as the base of operations for the Training Coverage Company and is the location where Engine 8 and Medic 8 are garaged nights and weekends when the Coverage Company is off duty.* | |

# STATION COVERAGE AREAS




## *Protecting the Heel of the Island…Then and Now!*

*The photo on the left shows the Fire Engine House and fire equipment which served the military garrison during the Federal occupation of Hilton Head Island in the 1860s. This is believed to be the first organized fire protection on the island. Located within what today is Port Royal Plantation, this facility served much of the area now protected by Fire Station 3 (right photo).*

# ***REPORT OF THE FIRE CHIEF***

The years of 2009 and 2010 could perhaps be described as a coming of age for Hilton Head Island Fire & Rescue. We have come a long way since our formation in 1993, and have built a reputation for professionalism, excellence and innovation over the years. Much of our past was still present, however, in the terms of our personnel, apparatus, and stations. This has changed in the last two years with the retirements of many of the Firefighters who have been with us since our inception, with the replacement of all of the apparatus which began service lettered with the name of either the Hilton Head Island Fire District or the Sea Pines Forest Beach Fire Department, and with the replacement of two more of our original Fire Stations.

It has been a time of change in that regard, and also a time of change as we continue to embrace new and emerging technologies, equipment and techniques. What has remained constant, however, is our tradition of striving to be the best, and our mission of providing fire, rescue, emergency medical and emergency services to our community and our visitors through a cost effective and efficient delivery system designed to enhance a safe environment for the public. We respect our past, are proud of our present, and enthusiastically look forward to a future of providing quality service with our new generation of Firefighters, equipment and facilities.

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

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

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

Fire & Rescue had a great many accomplishments in 2010; I'd like to highlight a few of these here.

There were four notable improvements in our facilities and infrastructure:

- Construction of Fire Station 5 at 20 Whooping Crane Way was completed, and personnel and apparatus returned there from their temporary quarters on Hospital Center Boulevard. The new station was built on the site of the previous one as part of the Town's fire station replacement program.
- Fire Station 1 at 70 Cordillo Parkway was demolished as part of the Town's fire station replacement program. Construction of a replacement station on the same site is scheduled to be completed in the fall of 2011. The personnel and apparatus assigned to the station are being housed in a Town owned facility at 102 Pope Avenue until construction of the new station is completed.
- The planning, design and engineering work for two new emergency access gates at Port Royal Plantation and Palmetto Hall Plantation has been completed. These gates are expected to go out to bid in early 2011, with construction to be completed by mid 2011. Emergency access gates for Hilton Head Plantation and Wexford Plantation are in the planning phase with an expected construction completion date of late 2011. These four gates will speed our emergency response times into those communities.
- Fire & Rescue received Assistance to Firefighters Grant (AFG) funding for the replacement of the aged and unreliable breathing air compressor at Fire Station 4; the system was replaced using these funds.

To assist and protect our personnel when they are fighting fires or conducting rescues:

- Fire & Rescue completed the last of incremental purchases of thermal imaging cameras for all front line and reserve apparatus. By identifying heat signatures, thermal imaging cameras greatly enhance the ability to locate victims when heavy smoke reduces visibility. The camera also enables the firefighters to quickly locate the seat of the fire in limited visibility situations which allows for more rapid fire control and less property damage and enhanced firefighter safety.
- Fire & Rescue completed the purchases of two new Genesis combi-extrication tools in order to enhance extrication capabilities and to balance extrication equipment deployment island-wide.
- Fire & Rescue completed the purchases of 45 sets of Globe G-XCEL turnout gear. This completed the third and final phase of a three year purchasing program designed to replace all firefighter turnout gear. Additionally, 25 new fire helmets were purchased to complete standardization of this item throughout the organization.

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

- Fire & Rescue completely updated all EMS protocols in conjunction with our medical control physicians and physicians from the Hilton Head Hospital. This update ensured that

our EMS protocols follow the most current state and national pre-hospital patient care standards and guidelines.

- Fire & Rescue developed and implemented a ST-Segment Elevation Myocardial Infraction (STEMI) Code Protocol. The STEMI Protocol has dramatically reduced treatment intervals for heart attack patients leading to improved patient outcomes and has improved the working relationship between Fire & Rescue and hospital staff. This program has been so successful that it has been copied as a template by other communities, been identified as a "Best Practice" by the Society of Chest Pain Centers and was instrumental in the Town's Honorable Mention as a "Heart Safe Community" by the International Association of Fire Chiefs.
- Fire & Rescue upgraded all 12-lead cardiac monitors with "Wave Form Capnography" per South Carolina Department of Health and Environmental Control (SC DHEC) requirements. Capnography is the measurement of carbon dioxide (CO2) in exhaled breath. By tracking the carbon dioxide in a patient's exhaled breath, Capnography enables paramedics to objectively evaluate a patient's ventilatory status (and indirectly circulatory and metabolic status), as the medics utilize their clinical judgment to assess and treat their patients.
- Fire & Rescue began participation in the Cardiac Arrest Registry to Enhance Survival CARES registry program. This is a national data collection program operated by the US Centers for Disease Control and Prevention and Emory University. This program includes measuring the results of bystander CPR, early Automatic External Defibrillator (AED) use, patient care therapies, and how each improves cardiac arrest survival. Hilton Head Island Fire & Rescue is the first SC EMS system to be enrolled in this Registry.
- Fire & Rescue completed powered stretcher purchase, training, and implementation. This equipment will allow safer patients movement and reduce firefighter injuries caused by heavy lifting of patients.

Additional information about Fire & Rescue's accomplishments and activities for 2010 can be found in the Operational Reports and Operational Statistics sections of the *2010 Annual Report*, along with descriptions of the roles and responsibilities of each part of the organization. Further information can also be found in the Fire & Rescue section of the Town of Hilton Head Island website (http://www.hiltonheadislandsc.gov/departments/fire/home.cfm#divisions).

# ***REPORT OF THE OPERATIONS DIVISION***

The Hilton Head Island Fire & Rescue Operations Division serves our residents and visitors by responding daily to fire and emergency medical services (EMS) incidents of all types. Operations Division personnel also respond to any hazardous materials, technical rescue, or disaster incidents which occur, as well as to a variety of non-emergency and community service calls each year. Including all of these categories, the Operations Division responded to a total of 6,123 incidents in 2010. A detailed analysis and breakdown of our operational statistics for the year is included at the end of the *2010 Annual Report*.

The Operations Division staffs five Engine Companies, two Quint Companies, one Truck Company and seven Advanced Life Support Medic Units (ambulances) on a daily basis. Our personnel are divided into three shifts that work 24 hours on and 48 hours off, so there are always between 29 and 35 personnel on duty. Three additional Operations personnel are assigned to the Coverage Company, which works forty hours per week to cover fire stations when the personnel assigned to those locations are out of their normal response area due to incidents, training or other activities. The Coverage Company can also supplement our normal resources during daytime hours when our call volume is the greatest.

Fire & Rescue responded to 4,175 EMS or rescue calls in 2010; this represents approximately 2/3 of our total incident responses. In an effort to maximize our abilities to handle these efficiently, all Operations personnel are trained EMS providers as well as Firefighters and a Medic unit is assigned to each of our seven stations. The Medics were staffed using a "jump truck" approach whereby a crew would "jump" off the Engine, place it out of service, and respond to the EMS call in the Medic unit. A reallocation of existing staff this year allowed us to reduce reliance on "jump trucks" to occasions when certain stations are at their minimum staffing levels. This increased our efficiency by allowing us to decrease the number of occasions apparatus are out of service, with a corresponding reduction in the key area of response times.

The Operations Division also includes the Bureau of Fire Prevention and the Training Division. The role, mission, and accomplishments of each of these two significant functions will be described in the next two sections the *2010 Annual Report*.

# REPORT OF THE BUREAU OF FIRE PREVENTION

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

Our focus is on life safety, and the six members of the Bureau pursue this goal daily in every possible way. Traditional activities such as fire safety and business license inspections, plan and planning project reviews, fire investigations and public education are all part of the Bureau's mission, as are less traditional programs including car seat installations and inspections, administration of the "Click2Enter" emergency access initiative, participation in the "File of Life" program and a robust schedule of public CPR and First Aid training. Innovative projects like the "Keep the Wreath Green" holiday season fire safety promotion and a grant-funded prop allowing a fire to be lit in a full size, furnished room to demonstrate the advantages of smoke detectors and sprinkler systems help keep our fire education and public awareness efforts fresh and relevant.

Some of the statistics and significant accomplishments of the Bureau for 2010 are as follows:

| | |
|---|---|
| Public Education Presentations | 489 |
| CPR/AED/First Aid Students | 322 |
| File of Life Recipients | 690 |
| Fire Safety Inspections | 2,390 |
| Business License Inspections | 584 |
| Planning Project Reviews & Inspections | 56 |
| Construction Plan Reviews | 66 |
| Fire Cause/Origin Investigations | 10 |
| Car Seat Installations or Inspections | 167 |

- Click2Enter emergency gate openers have been installed on eleven additional electronic gates throughout the Town to facilitate rapid access for fire apparatus and Medic units responding to calls in gated communities.
- The Bureau conducted a side by side burn demonstration to raise awareness about home fire safety in a prop with two full size rooms. This allowed the public to see how fire grows, and demonstrated how little time there is to react. It also reinforced many of the messages we teach in the community such as the need for working smoke detectors, why you should crawl low in smoke and how important it is to get out and stay out. The demonstration also allowed an audience of approximately 135 residents to see the difference between a home that is protected by a fire sprinkler system and one that is not. The funding for the demonstration was provided through a grant from the Home Fire Sprinkler Coalition, and several local businesses donated materials or services to the effort as well. Further demonstrations are planned in the future utilizing this effective tool.

# REPORT OF THE TRAINING DIVISION

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

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

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

Some of the statistics and significant accomplishments of the Division for 2010 are as follows:

| | |
|---|---|
| Total Employee Training Hours, In-Service and Technical Programs | 36,573 |
| Total Employee Training Hours, Management and Leadership Programs | 1,890 |
| Total Exercises at Training Center | 215 |
| Live Structural Burns at Training Center | 18 |
| Live Prop Burns at Training Center | 16 |

- The Fire & Rescue Training Center received accreditation from the South Carolina Fire Academy as a Regional Live Fire Training Center, a distinction granted to very few facilities
- The Division planned and conducted a five-day structural collapse exercise in conjunction with the demolition of Fire Station 1. This large scale event involved approximately 180 Firefighters from Hilton Head Island, Bluffton, Burton, Mt. Pleasant, Columbia, and the State Task Force. The annual Operational Readiness Exercise for the Hilton Head Island-Bluffton Urban Search & Rescue Team was accomplished as a part of this training, and our team was afforded the rare opportunity to work with several other Regional Rescue Teams.

# ***REPORT OF THE SUPPORT SERVICES DIVISION***

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

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

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

The core elements of the Support Services Division are the Communications, Planning and Maintenance Divisions and the Public Safety Systems Group. The role, mission, and accomplishments of each of these four significant functions will be described in the following sections the *2010 Annual Report*.

Some of the significant overall accomplishments of the Division for 2010 are as follows:

- Two new Quint fire apparatus were ordered, received, and placed into service. These units have added capability over those they replace, featuring longer aerial ladders, larger water tanks, integral foam systems, and enhanced safety and emission control features.
- A purchase contract for refurbishing our Tractor Drawn Aerial apparatus was signed, with work to be completed by mid 2011. This effort, along with our ongoing initiative to rechassis rather than replace our ambulances, economically extends the useful life of our apparatus and was featured in an article in the February 2010 edition of *Uptown* magazine.
- A purchase contract for a replacement Air/Rehabilitation Unit was signed, with delivery to be in early 2011. This vehicle facilitates emergency operations by enabling us to refill self contained breathing apparatus (SCBA) cylinders at incident scenes, and also provides rehabilitation supplies for Fire & Rescue personnel during responses.
- Approximately 73,000 pounds of household hazardous waste and 12,000 pounds of E-Waste (electronic items) were collected from 1,575 resident drop-offs during the 2010 Hazardous Materials Round-Up.

# REPORT OF THE COMMUNICATIONS DIVISION

The Division manages and staffs the Communications Center which serves as the Public Safety Answering Point (PSAP) for our community. Our personnel have the responsibility for answering 9-1-1 calls and dispatching or causing the dispatch of the appropriate fire, emergency medical services (EMS), law enforcement or other response units, as well as processing non 9-1-1 calls which may require an emergency response or may be simple requests for information or non-emergency assistance. Our Communications Center operates 24 hours a day, 7 days a week, and averages 145 incoming calls and seventeen fire or EMS dispatches daily.

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

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

Below is a sampling of our 2010 statistics and a recap of our most significant project of the year:

| | |
|---|---|
| Total Calls Received | 52,775 |
| 9-1-1 Calls For Service Received | 25,970 |
| Non 9-1-1 Calls For Service Received | 1,037 |
| Administrative & Business Calls | 25,768 |

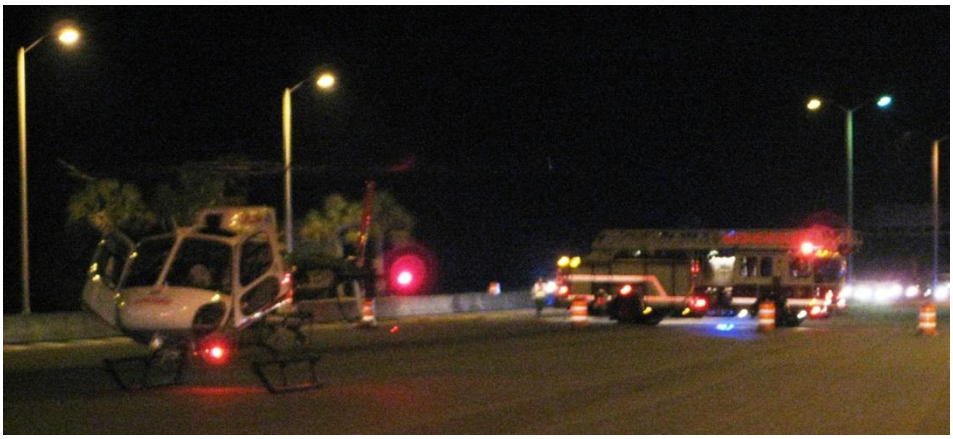
- Communications Division personnel, working in conjunction with Beaufort County, completed the extensive radio re-banding project made necessary by the switch from analog to digital technology. This included replacing 35 mobile radios and 92 portable radios, as well as the radios in the Communications Center, and improved the communications capabilities of Fire & Rescue. Additionally, the new radios were able to be programmed with the designated frequencies for inter-operability with the other emergency response agencies the Town would work with during mutual aid and disaster situations.

# ***REPORT OF THE PLANNING DIVISION***

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

The Division is also responsible for performing the comprehensive self assessment and for maintaining the plan for continuous improvement which Fire & Rescue must have in place in order to remain accredited by the Commission on Fire Accreditation International (CFAI). The CFAI is committed to improving fire and emergency service agencies around the world, and Fire & Rescue is one of the select organizations which have achieved accredited status.

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



Among the administrative statistics of the Planning Division in 2010 are the following:

| | |
|---|---|
| EMS Patient Care Forms Completed | 4,192 |
| New Addresses Created | 132 |
| Existing Addresses Corrected | 94 |

# REPORT OF THE MAINTENANCE DIVISION

The Maintenance Division is the in-house mechanical service provider for all Town of Hilton Head Island departments. Our staff of five is responsible for coordinating a comprehensive and cost effective maintenance operation for a mixed fleet of approximately 100 vehicles including automobiles, light trucks, fire apparatus and ambulances. Additionally, the Division is responsible for the maintenance of Fire & Rescue's large fixed and mobile generators, as well as all of the gas or diesel powered tools and equipment used by Fire & Rescue and Facilities Management, and also conducts the annual pump and ladder testing required for fire apparatus.

The Division performs all of the functions typical of any fleet maintenance organization, from routine oil changes and preventative maintenance checks to brake system repairs, engine and transmission overhauls, and electronic system troubleshooting. Welding, metal fabrication, and any other process necessary to support our mission can be performed, at least on a limited basis, by the Maintenance Division. It is imperative that we have these capabilities in order to be able to minimize the out of service time for Fire & Rescue's response vehicles, and so that we can perform emergency repairs any time of the day or night if necessary.

In addition to vehicle and equipment repair, the Division also provides input into decisions regarding fleet management. This includes identifying vehicles past their useful service life, participating in the writing of bid specifications for the replacement vehicles, aiding in the selection and purchase of economical and appropriate new vehicles and coordinating the disposal of obsolete vehicles. The Division also promotes and assists in the administration of the recycling program for all Town facilities.

A recap of the Maintenance Division's key statistics for 2010 is as follows:

| | |
|---|---|
| Vehicle Preventative Maintenance Checks Performed | 224 |
| Vehicle Repairs Performed | 612 |
| Replacement Vehicles Placed In Service | 11 |
| Fire & Rescue Recyclables Collected | 8,500 Pounds |

# ***REPORT OF THE PUBLIC SAFETY SYSTEMS GROUP***

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

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

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

- Implementation of a new "Lifenet" data transfer system with the hospital Emergency Room. This system allows for patient medical data to be transmitted from field Medic units directly to the Emergency Room physicians, and has dramatically reduced treatment intervals for heart attack patients leading to improved patient outcomes. This system also provides Quality Improvement (QI) capabilities to help responders improve medical service delivery.
- The Computer Aided Dispatch (CAD) System received four map updates in 2010. These were completed in order to update road, building, addressing and other vital information used to facilitate emergency response dispatching. Also added to the system were the locations of 15 new fire hydrants, 14 potential drivable beach access points and 195 beach markers, as well as fire hydrant flow data for all 2,794 fire hydrants on the island. This additional data helps our line personnel to respond more efficiently and better enables them to develop tactics when on scene.

# ***REPORT OF THE EMERGENCY MANAGEMENT DIVISION***

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

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

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

Some of the statistics and significant accomplishments of the Division for 2010 are as follows:

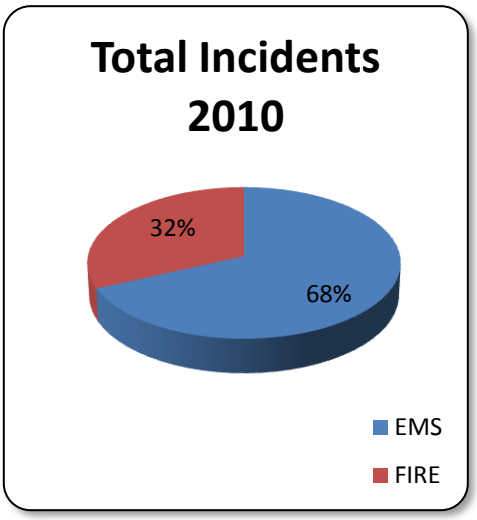
| | |
|---|---|
| Exercises Participated in or Conducted | 16 |
| Number of Town Staff Participating in Exercises | 160 |
| Public Education Presentations Made | 32 |
| Public Education Presentation Attendees | 900 |
| Citizen's Guide to Emergency Preparedness Folders Distributed | 2,400 |

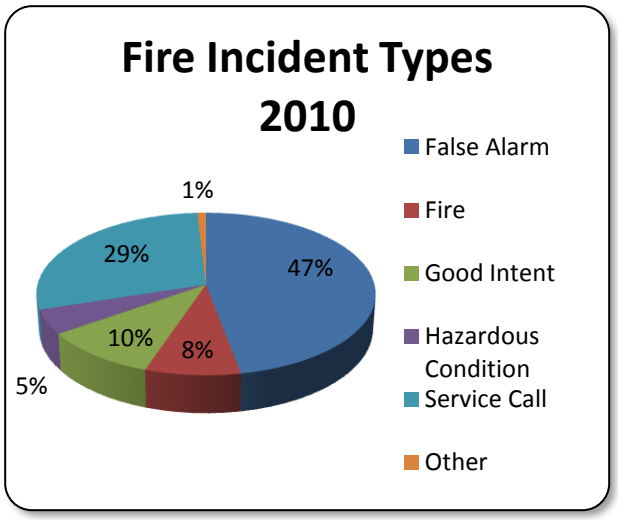
- The Emergency Operations Plan (EOP), Evacuation and Reentry Appendix, and Hurricane Annex were rewritten, issued and exercised.
- The Town's Emergency Operations Center (EOC) was expanded from 18 work stations to 32 work stations and technology in the EOC was improved to enhance operational capabilities.
- Our public alerting capability was improved by the inclusion of warning and emergency information features in the Town's new "E-Subscription" public notification system.
- Increased public education efforts were made among the Spanish-speaking population by publishing a translated version of the *Citizen's Guide to Emergency Preparedness* and participation in an Annual Hurricane Forum for the Latino Community.
- Hurricane protection was improved at Fire & Rescue Headquarters and installed on the Fire & Rescue Training Center and Facilities Management buildings.

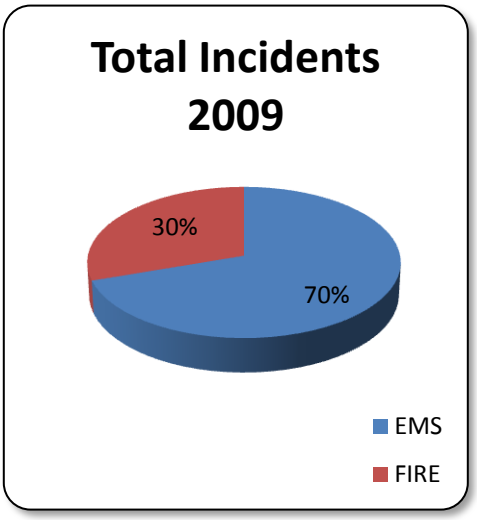
# OPERATIONAL STATISTICS

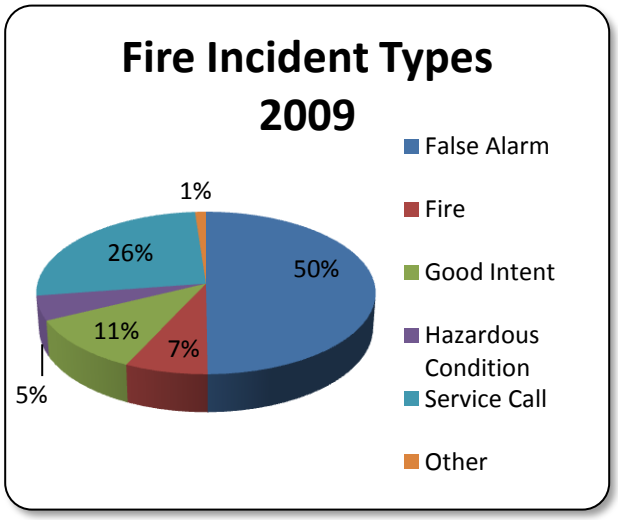
Fire & Rescue responded to a total of 6,123 incidents during 2010, an increase of 2.55% over the total number of incidents (5,971) which occurred in 2009. This is in keeping with the continual upward trending which has occurred here and nationally for some time.

As is illustrated by the four charts below, Emergency Medical Service and rescue calls continue to outpace traditional fire service calls by a better than two to one margin. Among non-EMS calls, false alarms remain our most frequent response, followed in rank order by general calls for service, good intent calls, fires, and hazardous conditions. The three other types of incidents tracked (Ruptures/Explosions, Weather, and Special Incidents) amount to only 1% of our call volume. The percentage of the total number of incidents which each call type comprises was remarkably similar for the last two years, as shown below.

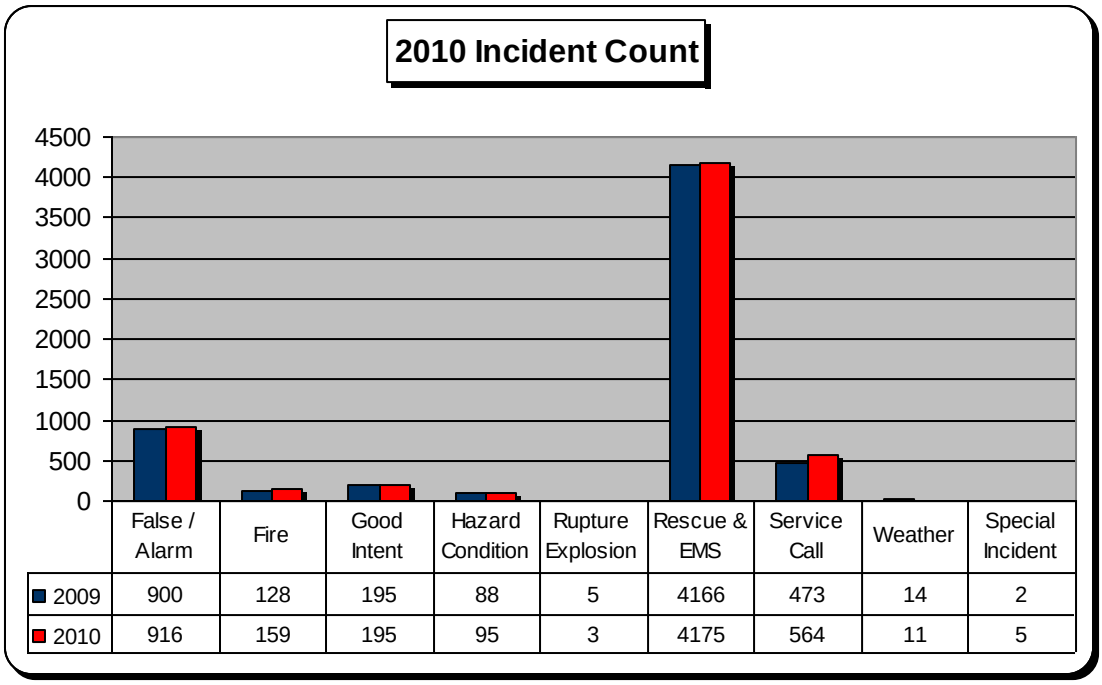


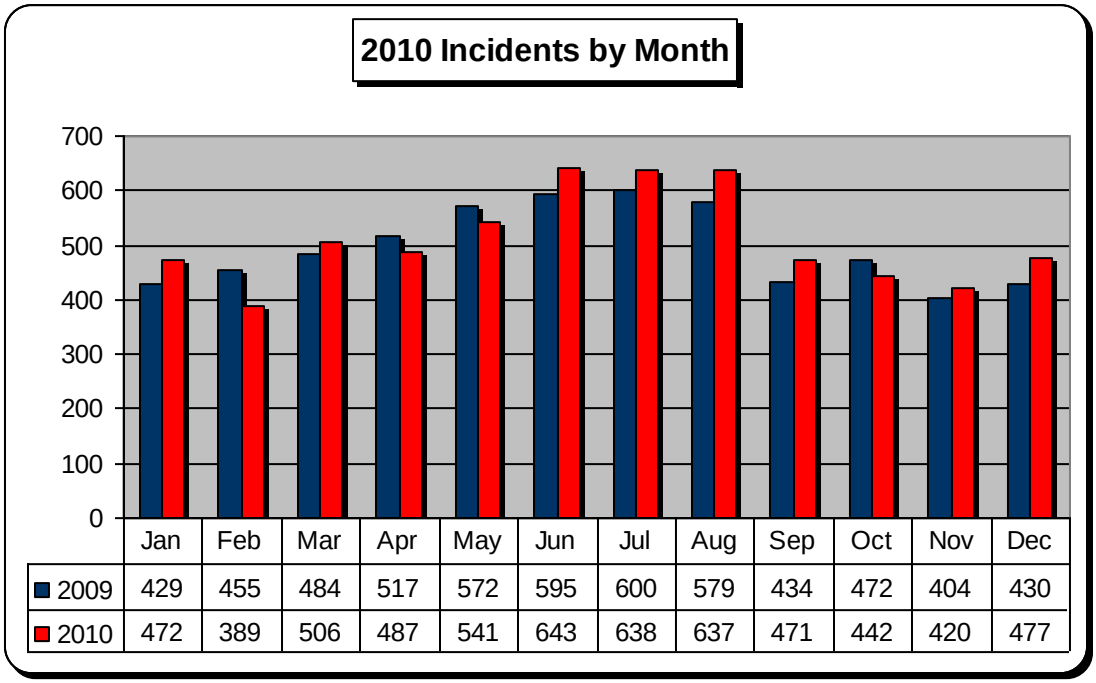



A numerical analysis of our 2010 incident responses is depicted on the two graphs below. The first shows a breakdown by incident type, with the figures for 2009 included to allow a basis for comparison.




| | False / Alarm | Fire | Good Intent | Hazard Condition | Rupture Explosion | Rescue & EMS | Service Call | Weather | Special Incident |
|---|---|---|---|---|---|---|---|---|---|
| 2009 | 900 | 128 | 195 | 88 | 5 | 4166 | 473 | 14 | 2 |
| 2010 | 916 | 159 | 195 | 95 | 3 | 4175 | 564 | 11 | 5 |

The second shows the call volume on a monthly basis. As might well be expected, the greatest number of incidents is generated during the high tourism months of June, July and August. Once again the figures for 2009 have been included for comparative purposes.



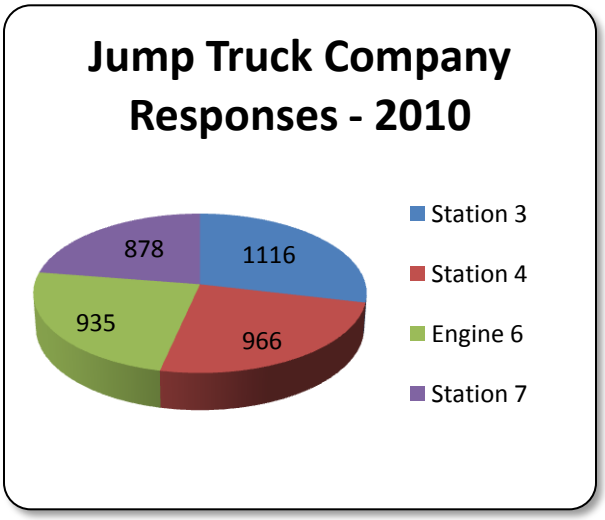

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 2009 | 429 | 455 | 484 | 517 | 572 | 595 | 600 | 579 | 434 | 472 | 404 | 430 |
| 2010 | 472 | 389 | 506 | 487 | 541 | 643 | 638 | 637 | 471 | 442 | 420 | 477 |

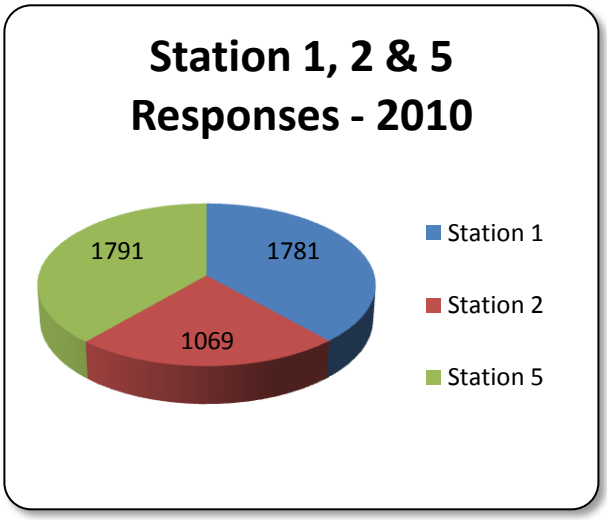
A total of 9,750 Fire & Rescue responses (emergency vehicles leaving a Fire Station) were generated by the 6,123 incidents which occurred in 2010. This represents an increase of 6.15% over the total number of responses (9,189) which occurred in 2009. The number of responses is always significantly higher than the number of incidents, reflecting the fact that some types of call require only a single unit response, while others require multiple apparatus.

While some stations do have a higher call volume than others, it is important to remember that staffing varies from station to station and that certain fire companies have different capabilities or schedules; these factors can influence response statistics. Examples of this are:

- Fire Stations 1 and 5 have a full staff of five personnel/minimum staff of four personnel per shift; Fire Station 2 is always staffed by four personnel. This minimizes apparatus out of service time and generally allows simultaneous staffing of both units at those stations.
- Fire Stations 3, 4 and 7, as well as Engine 6, have a full staff of four personnel/minimum staff of three personnel per shift. At full staff these companies can operate their engine and medic simultaneously, but at minimum staff revert to the "jump truck" concept and place one of their apparatus out of service when the other is on a call.
- Truck 6, as Fire & Rescue's only ladder company, routinely responds to appropriate calls anywhere in Town; this makes Truck 6 responses statistically high.
- Engine and Medic 8 are the Coverage Company apparatus and are not staffed daily or around the clock; this makes those units statistically low.

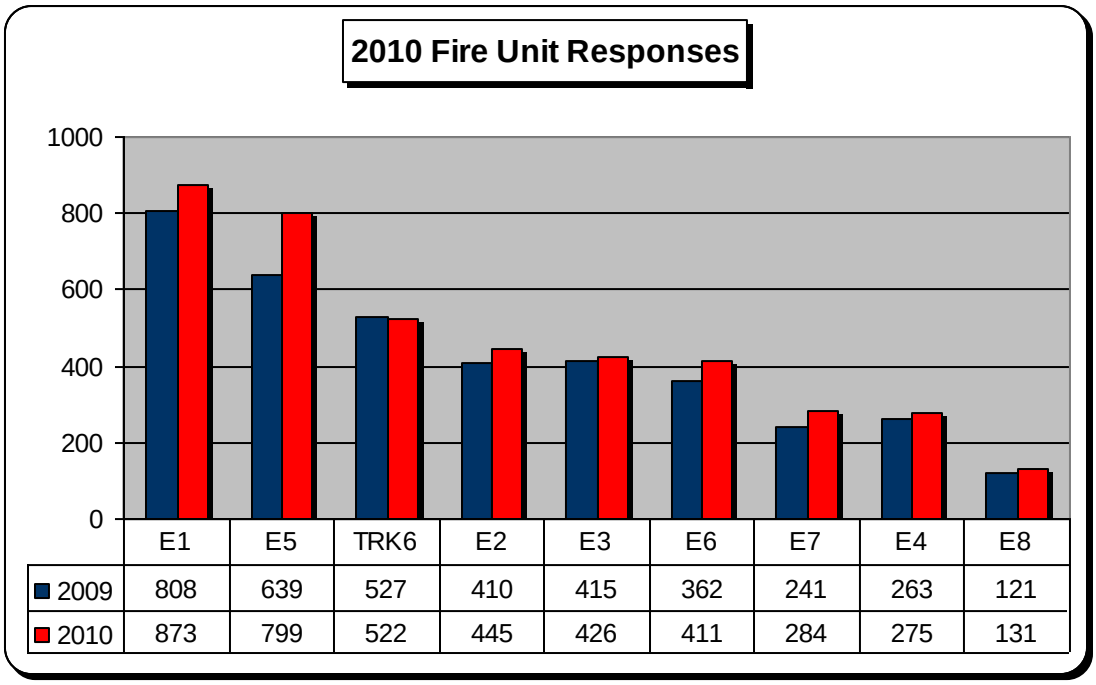
Taking into account both fire and EMS responses, the call volumes for the "jump truck" operations at Stations 3, 4, 7 and Engine 6 are divided relatively equally. The call volumes for Stations 1, 2 and 5, which are generally staffed to be able to run two calls simultaneously, are also reasonably well balanced. This is illustrated on the two charts below.



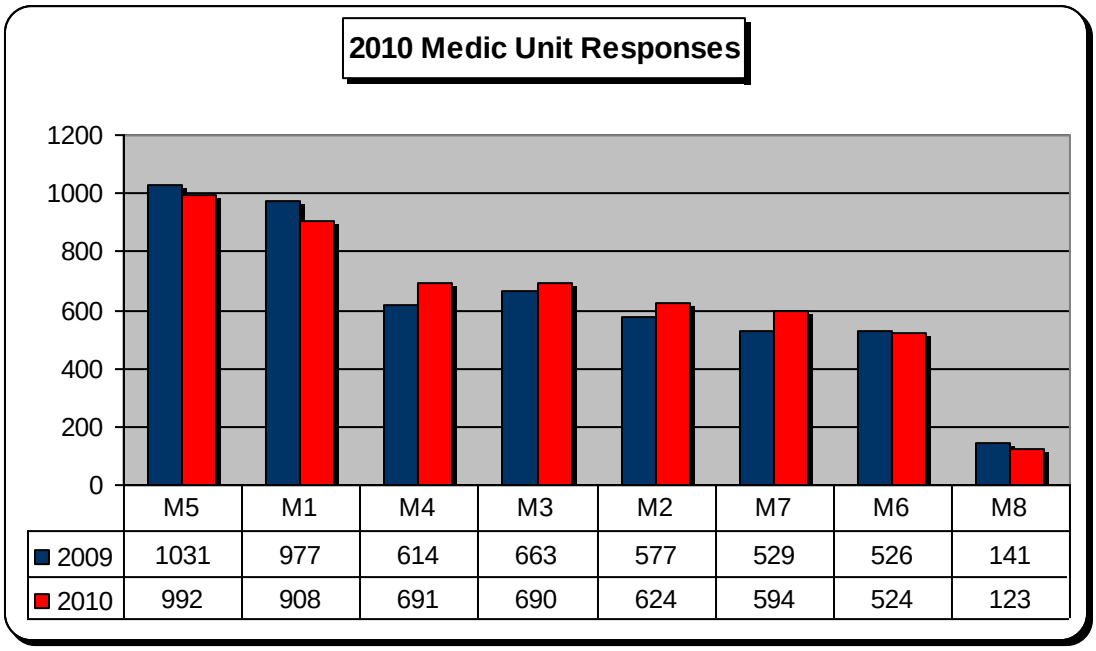




We are pleased with the equalization we have achieved through our present station locations, staffing, and method of operation. Since response volume can never be perfectly divided between all of the facilities of a multi-station fire service organization, we believe that we have achieved an extremely good balance in this regard. This allows us to provide a uniform standard of care and protection to all areas of the Town and improves our response time to incidents.

A numerical analysis of our 2010 fire and EMS responses by individual company is depicted on the two graphs below. The first shows a breakdown by responses by fire apparatus, and the second by medic unit. The figures for 2009 included to allow a basis for comparison.



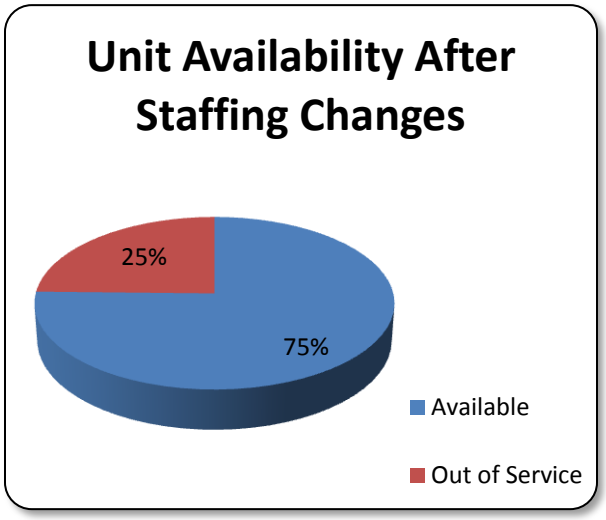

| | E1 | E5 | TRK6 | E2 | E3 | E6 | E7 | E4 | E8 |
|---|---|---|---|---|---|---|---|---|---|
| 2009 | 808 | 639 | 527 | 410 | 415 | 362 | 241 | 263 | 121 |
| 2010 | 873 | 799 | 522 | 445 | 426 | 411 | 284 | 275 | 131 |

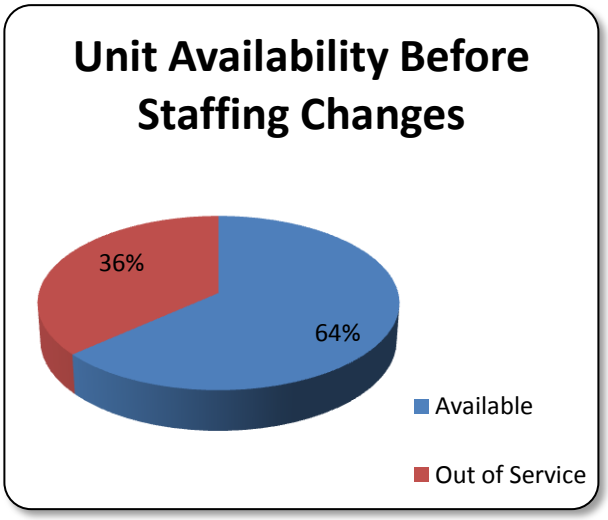



| | M5 | M1 | M4 | M3 | M2 | M7 | M6 | M8 |
|---|---|---|---|---|---|---|---|---|
| 2009 | 1031 | 977 | 614 | 663 | 577 | 529 | 526 | 141 |
| 2010 | 992 | 908 | 691 | 690 | 624 | 594 | 524 | 123 |

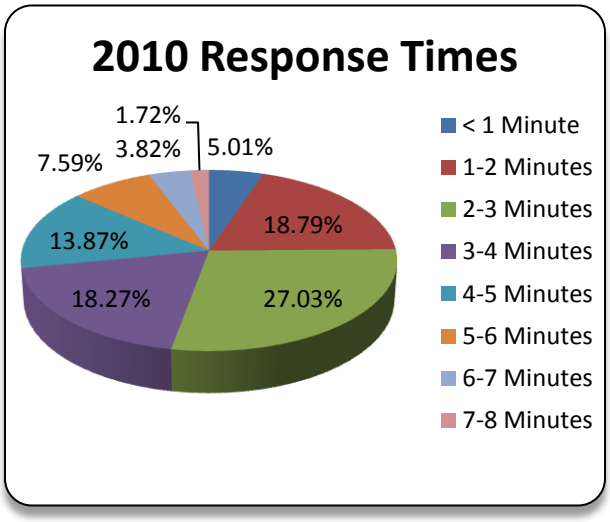
Perhaps the most meaningful incident statistics, from the viewpoint of service provided to the public, are those dealing with unit availability and response times. The goal of Fire & Rescue is to have the first arriving fire apparatus or medic unit to an incident scene in an average of five minutes 90% of the time. This is an ambitious goal in the Town of Hilton Head Island, where so many of our residents live in gated communities having only one or two entrances. It is, nonetheless, a goal we are committed to.

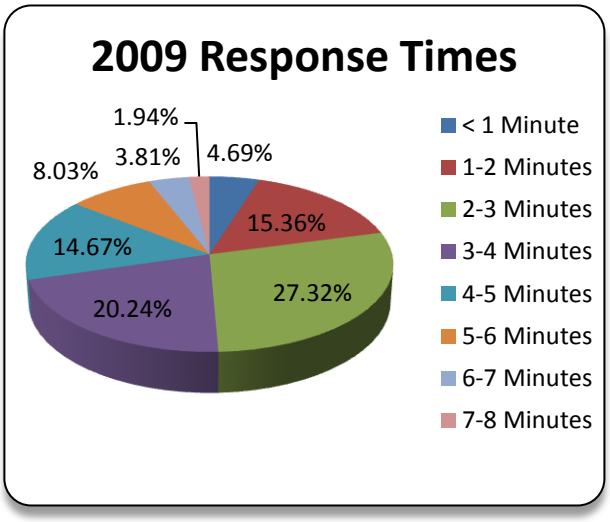
Fires are dynamic events which can expand at a tremendously rapid rate, and prompt patient treatment greatly increases the chance for a successful outcome in medical emergencies. Seconds literally count in either situation. Our response times are good, and have improved as we work for better results through procedural adjustments, the installation of emergency access gates, and any other cost-effective means at our disposal. One example of this is the reallocation of existing personnel which was implemented in 2010. This has proven a successful means of reducing the number of occasions apparatus are of out of service, as illustrated by the two charts below.



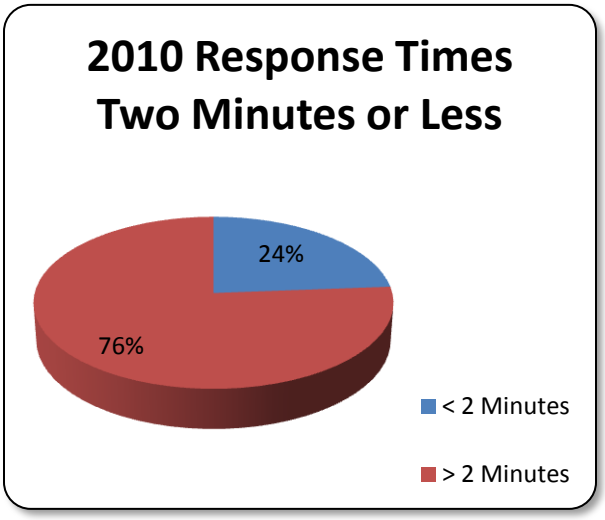



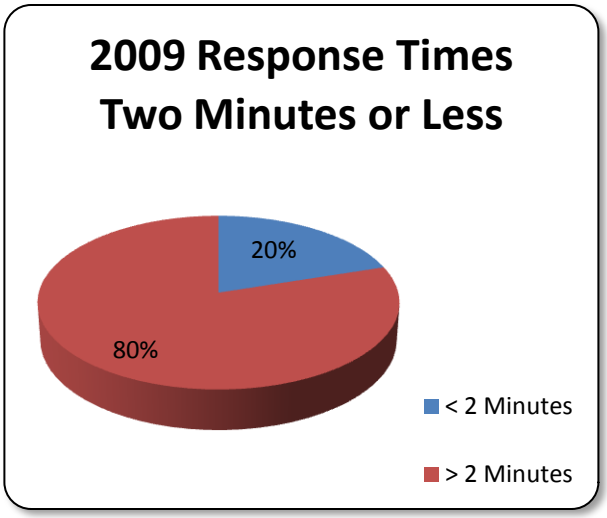

Our efforts to improve response times are having an impact. A unit is now at the scene of an incident within our five minute goal nearly 83% of the time. A breakdown of our response times is shown below, contrasted with those from the previous year.

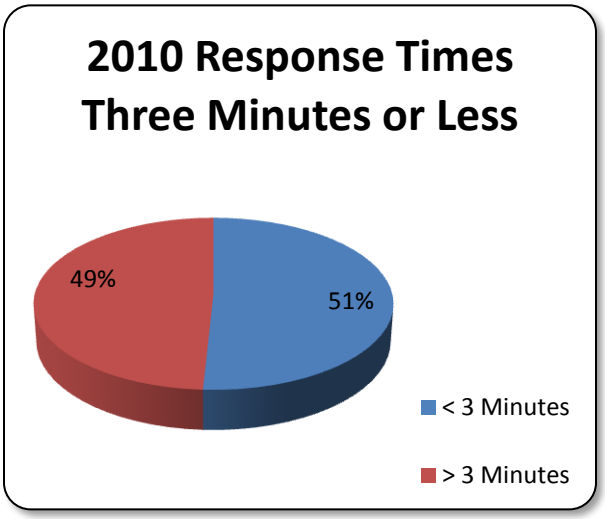


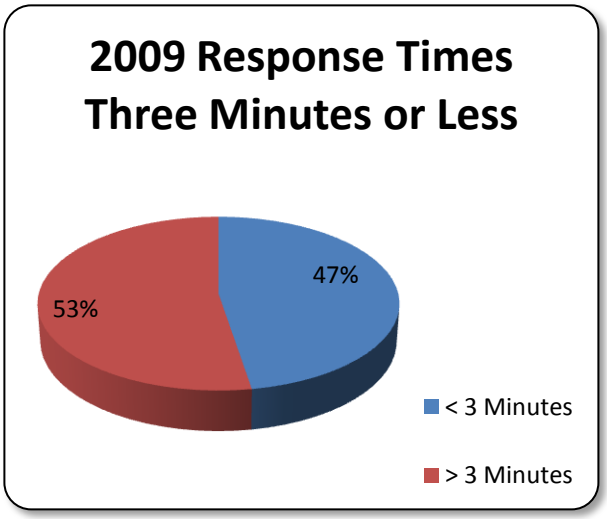



We are pleased that our overall response times have improved, and particularly pleased with the significant gains which have been made in the area of very quick responses. A unit is now on the scene of an incident within two minutes 24% of the time, and within three minutes 51% of the time. This improvement over last year in these areas is shown in the four charts below.




An improvement from four minutes to three minutes, or from three minutes to two minutes, may not seem very significant; outside of fire and emergency medical services it actually may not be.

When we look at the impact of these changes, it is with an awareness that in a house fire the heat can reach over 1,100 degrees Fahrenheit in 3½ minutes, and that in a medical emergency the cells of a brain deprived of oxygen can begin to die in less than 5 minutes.

The trimming of minutes or even seconds off of our response time can have significant impact on the successful outcome of an incident, and we will continue to make adjustments, changes and improvements to assure we are providing the Town of Hilton Head Island with the most rapid response possible.

# ***FIRE & RESCUE 2010 ANNUAL REPORT***

## ***A FEW FINAL THOUGHTS***

As you can see, our *2010 Annual Report* includes the recounting of statistics, activities, and accomplishments normally found in a document of this nature. Additionally, we have also tried to share our plans and hopes for the future, outline some of the challenges we face, and provide a familiarization with the mission, organization, and resources of Fire & Rescue. It is worth mentioning resources again in closing, emphasizing an element which is as important to any community's fire safety program as apparatus, equipment and personnel. That final piece is an informed and educated public.

The Bureau of Fire Prevention devotes significant time every year to the promotion of fire safety, making literally hundreds of presentations in our schools and to civic and social organizations. The Emergency Management Division likewise makes presentations to raise awareness of disaster and emergency preparedness. Our Operations personnel welcome the public in our Fire Stations and provide educational tours.

Fire & Rescue can conduct inspections of commercial buildings and enforce fire codes in public places, and we can develop plans to respond to and mitigate the effects of disasters. We can offer public education and provide guidance to help our residents safeguard themselves and their families from fires and other emergencies, but home safety and personal preparedness are individual responsibilities. A partnership between Fire & Rescue and our residents is a key to community safety, and we sincerely wish that all of our neighbors would take advantage of the programs we offer by attending one of our presentations, picking up some of the informational literature we have available, visiting our section of the Town website, and signing up for the e-subscriptions emergency notification service.

There will always be times when no matter how aware and careful a person is they will be involved in an emergency that was simply unavoidable. We want everyone to realize that should you ever be in need of assistance the personnel in our Fire Stations are well trained, well equipped, dedicated and professional. Please know that we will be there any time we are needed any hour of the day or night.