



The Town of Hilton Head Island Regular Public Safety Committee Meeting

Monday, July 1, 2013

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

AGENDA

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

- 1. Call to Order**
- 2. Freedom of Information Act Compliance**
Public notification of this meeting has been published, posted, and mailed in compliance with the Freedom of Information Act and the Town of Hilton Head Island requirements.
- 3. Approval of Minutes**
 - a. Regular Public Safety Committee Meeting of June 4, 2013
- 4. Unfinished Business**
None
- 5. New Business**
 - a. Fire & Rescue 2012 Annual Report
 - b. Fire & Rescue 2013 Strategic Plan Recommendations – Status Report
- 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: June 4, 2013

Time: 10:00 a.m.

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

Members Absent: None

Town Staff Present: Lavarn Lucas, *Fire Chief*; Joheida Fister, *Fire Marshal*; Brad Tadlock, *Deputy Fire Chief – Operations*; Ed Boring, *Deputy Fire Chief – Support Services*; Greg DeLoach, *Assistant Town Manager*; Brian Hulbert, *Staff Attorney*; and Lynn Buchman, *Administrative Assistant*

Others Present: George Williams and Kim Likins, *Council Members*; P.J. Tanner, *Sheriff, Beaufort County*; Captain JoJo Woodward, *Beaufort County Sheriff's Office*; Major Allen Horton, *Beaufort County Sheriff's Office*; Lt. Glenn Zanelotti, *Beaufort County Sheriff's Office*; Kiera Morris, *Beaufort County Sheriff's Office*; and Eleanor O'Key, *Lowcountry Inside Track*

Media Present: Brian Heffernan, *Island Packet*

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 motion to approve the minutes of the May 6, 2013 meeting of the Public Safety Committee was made by Mr. Harkins and seconded by Mr. McCann. The motion was approved by a vote of 3-0.

4. Unfinished Business

- a. Consideration of a recommendation concerning proposed Ordinance prohibiting the composition, reviewing, or sending of electronic messages while operating a motor vehicle in the Town of Hilton Head Island.**

Brian Hulbert, Staff Attorney, briefly outlined the background for the proposed Ordinance. He provided statistics on the States that have banned texting, with South Carolina and Florida being the only 2 southeastern states with no bans at all. He noted the majority of states have not enacted bans prohibiting the use of cell phones for all drivers or youthful drivers. Based on the guidance provided by Town Council, he presented a proposed Ordinance to prohibit text messaging or electronic messaging by all drivers in the Town, but not prohibiting the use of cell phones.

He suggested adding the Ordinance to Title 12, Chapter 1, as Section 611, titled "Electronic Communications While Operating a Motor Vehicle." Mr. Hulbert explained in detail the definitions of electronic communications device and electronic message contained in the proposed Ordinance, noting that this is modeled in part on the pending state legislation that is most likely to be adopted if any such legislation is passed. While the proposed Ordinance addresses the misdemeanor aspect of the text messaging ban, he noted the more serious aspects of accidents with injuries or felonies have been left for the State to address. Mr. Hulbert noted the ordinance makes it unlawful for a person to use an electronic communication device to compose, read, or send an electronic message while operating a motor vehicle on the streets and roads within the Town, which roads he described as either private, public, State, County or Town owned. He outlined the exceptions to the proposed Ordinance, including hands free or voice-activated devices or Bluetooth, emergency or medical assistance calls, or commercial radios. The penalties for first, second, and third or subsequent offenses were reviewed. Mr. Harkins and Mr. Hulbert discussed the fact that the proposed ordinance contained no age limitation, nor was there any timeframe for imposition of the penalties, and the differences between this and the City of Beaufort Ordinance.

Sheriff P.J. Tanner noted that his suggestion had been to mirror the proposed State statute so that no modifications would be needed when such legislation was enacted. He complimented the Staff Attorney on the drafting of the Ordinance, and indicated he approved of the no age limitation and the criminal misdemeanor penalty. He indicated enforcement would be handled under the scope of the traffic related offenses, with a learning curve requiring education of the motoring public with warning tickets being issued at first.

Mary Amonitti expressed concerns about dialing a phone being considered texting, whether motorcycles are included under the proposed Ordinance, how it would be enforced for out-of-state visitors, and getting the message to tourists visiting the Island. She recommended more specific language to address these concerns.

Mr. Harkins moved that the Committee recommend to Town Council that the proposed Ordinance as drafted to prohibit texting be adopted, with the understanding that a comprehensive education program would be developed by the Town Manager and Town Staff. Mr. McCann seconded, and the motion was adopted by a vote of 3-0.

5. New Business

a. Consideration of a recommendation concerning proposed Ordinance prohibiting open burning of yard debris in the Town of Hilton Head Island.

Lavarn Lucas, Fire Chief, presented a proposed Ordinance to prohibit open burning of yard debris within the Town Limits. He provided a brief history of why the yard debris burning restrictions within the Town began, the evolution of the Ordinances and amendments, and the recommendation contained in the 2013 Strategic Plan to increase enforcement of the current regulations and consider a ban at a later date. Following the Mayor's instructions to bring forth a proposed Ordinance, Chief Lucas explained in detail the Ordinance that had been drafted and included in the agenda packet, and the benefits it would afford to all citizens of the Island.

Chief Lucas explained the exceptions in the proposed Ordinance, in addition to storm debris from a named storm that is already covered in the Town's Disaster Recovery Plan. He noted that recreational burning will still be allowed in a commercial prepared or an approved container, and the inspection process proposed for issuance of a certificate of approval.

Other provisions of the proposed Ordinance were outlined in detail by Chief Lucas. The grandfathering provisions for existing recreational containers and inspection procedures for newly acquired containers were discussed among the Committee Members and Chief Lucas. The use of the phone line to determine if burning is allowed due to environmental conditions and the process and guidelines followed were also discussed.

Joheida Fister, Fire Marshal, addressed questions about the penalties, which would not change from the existing Ordinance. However, Chief Lucas noted that fines could be reduced at the discretion of the Judge.

In response to Mr. Harkins' inquiry about education for the public, Chief Lucas assured the Committee that if the Ordinance is adopted, there would be newspaper and magazine articles and ads published, and they would continue to look for other opportunities for education.

Chief Lucas offered his opinion that this was the appropriate way to proceed at this point in time, and listed the environmental, health, and safety benefits such an Ordinance would afford.

Mr. Hulbert clarified the general penalty that allows the Judge to impose up to 30 days of jail time or a fine from \$0 to \$500, and with State assessments, the fine could reach \$1,092. Mr. Hulbert and Ms. Fister discussed what would be required for fireplaces that are attached to the outside of a house or patio. Chief Lucas indicated they would clarify the issue of whether a call to the burn line would be needed for such exterior fireplaces.

Mary Amonitti suggested that educational advertisements be distributed throughout the Ward 1 POA's and the traditionally African-American Churches. She expressed concerns about the financial ability of some citizens to remove storm damage, and Chief Lucas explained that the proposed Ordinance will provide that a temporary burning period can be declared in such cases by agreement of the Town Manager and Fire Chief. Mr. Hulbert also advised that the Town currently has plans for a named storm debris removal at no cost to private property owners.

George Williams, Councilman, and Chief Lucas discussed the financial hardship to citizens caused by the 2-truck load limit imposed by the Beaufort County Recycling Centers, the need for inspection of residential burning containers, and the need to phone the burn line before recreational burning in residential containers.

Bob Buterbaugh, on behalf of several residents of the Spanish Pointe and other communities, noted the impact such burning has on their communities.

Chairman Grant thanked Chief Lucas for taking the time to research the issue and prepare the proposed Ordinance, which he noted is well written. While acknowledging he has concerns about communities who cannot afford debris removal, he thought this was the time to address the issue. He suggested that the Town focus on finding ways to assist families who cannot get rid of yard debris using the old way of burning, to educate them about creating compost, and also work with Beaufort County to expand the number of daily trips that could be made to the recycling centers. Keeping in mind that the safety of the citizens should be the main focus, he suggested looking at options available and creative ways to solve this issue. Mr. McCann agreed with Chairman Grant and suggested that debris removal be considered when the Town renegotiates its current trash removal contract.

Mr. Harkins moved that the Committee recommend that the proposed Ordinance be submitted to Town Council for consideration. Mr. McCann seconded. The motion was adopted by a vote of 3-0.

Ms. Kim Likins, Council Member, asked the Committee members to consider the budget request from the Sheriff's Office for a special enforcement unit to assist with pockets of crime in certain areas on the Island, and particularly to aid in the prevention of crime. Sheriff Tanner and the Committee members discussed how best to proceed with this request in a timely fashion for budget consideration.

Sheriff Tanner introduced Major Allen Horton, who took over Major Marvin Morrison's responsibilities as enforcement Major and in charge of Southern Beaufort County, Captain JoJo Woodward who will be taking over Captain Toby McSwain's duties, Lt. Glenn Zanelotti, and Kiera Morris who will be assisting Captain Woodward and is currently a reserve officer with the Sheriff's Office.

Adjournment

At 11:06 a.m. Mr. Harkins moved to adjourn the meeting and Mr. McCann seconded. The motion was approved by a vote of 3-0.

Respectfully submitted:

Lynn W. Buchman
Administrative Assistant

Approved by:

Marc A. Grant, Chairman



Hilton Head Island Fire & Rescue

Office of the Fire Chief
40 Summit Drive
Hilton Head Island, SC 29926
843.682.5153



TO: Town of Hilton Head Island, Public Safety Committee
FROM: Lavarn Lucas, Fire Chief
VIA: N/A
DATE: June 20, 2013
SUBJECT: 2012 Annual Report



Purpose:

Presentation of key facts contained within the Fire & Rescue annual report for the calendar year 2012.

Summary:

The 2012 Annual Report summarizes the activities and accomplishments of Fire & Rescue for the calendar year 2012. The Committee has been provided a copy of the Annual Report. As such, no handout material will be presented. The following PowerPoint® will provide an overview.

This presentation is intended to comply with Strategic Plan Recommendation PLNG-06 which states, *It is recommended that Fire & Rescue provide both an annual and semi-annual report to the town Public Safety Committee on Fire & Rescue operations, activities, and Strategic Plan implementation.*

Fire & Rescue will be glad to answer any questions you may have.

Background:

Annual reports have been prepared for the calendar years 2010 and 2011. While required by the 1998 Fire & Rescue Master Plan, an annual report was not presented to the Public Safety Committee until 2012. This reporting process was reinstated with the presentation of the 2011 Annual Report this past July.

Hilton Head Island Fire & Rescue



2012 ANNUAL REPORT

Mission Statement

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



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Introduction

The number one priority of any government is to provide for the safety of the public it serves. Certainly, today's fire department has evolved with the times and Fire & Rescue now does far more than extinguish fires.



Fire & Rescue presents this 2012 Annual Report to the Administration and citizens of Hilton Head Island. This report provides Fire & Rescue an opportunity to share the accomplishments made during 2012, as well as to provide an accurate overview of activities.

Within this report, you will find numerous measures of how Fire & Rescue performs its diverse duties to the public.

Fire & Rescue embraces a process of continuous improvement of our services and capabilities and works to implement new advances and technologies to further enhance our ability to provide service to, and protect, the community.

Personnel

Leadership Staff



Lavarn Lucas
Fire Chief



Brad Tadlock
Deputy Chief - Operations



Edward Boring
Deputy Chief - Support Services



Joheida Fister
Battalion Chief - Fire Marshal



Randy Lindstrom
Battalion Chief - Planning



Benton Waller
Battalion Chief - Training



Thomas Dunn
Emergency Management



Cathy Jones-Gooding
Communications



Mick Mayers
Battalion Chief - "A" Shift



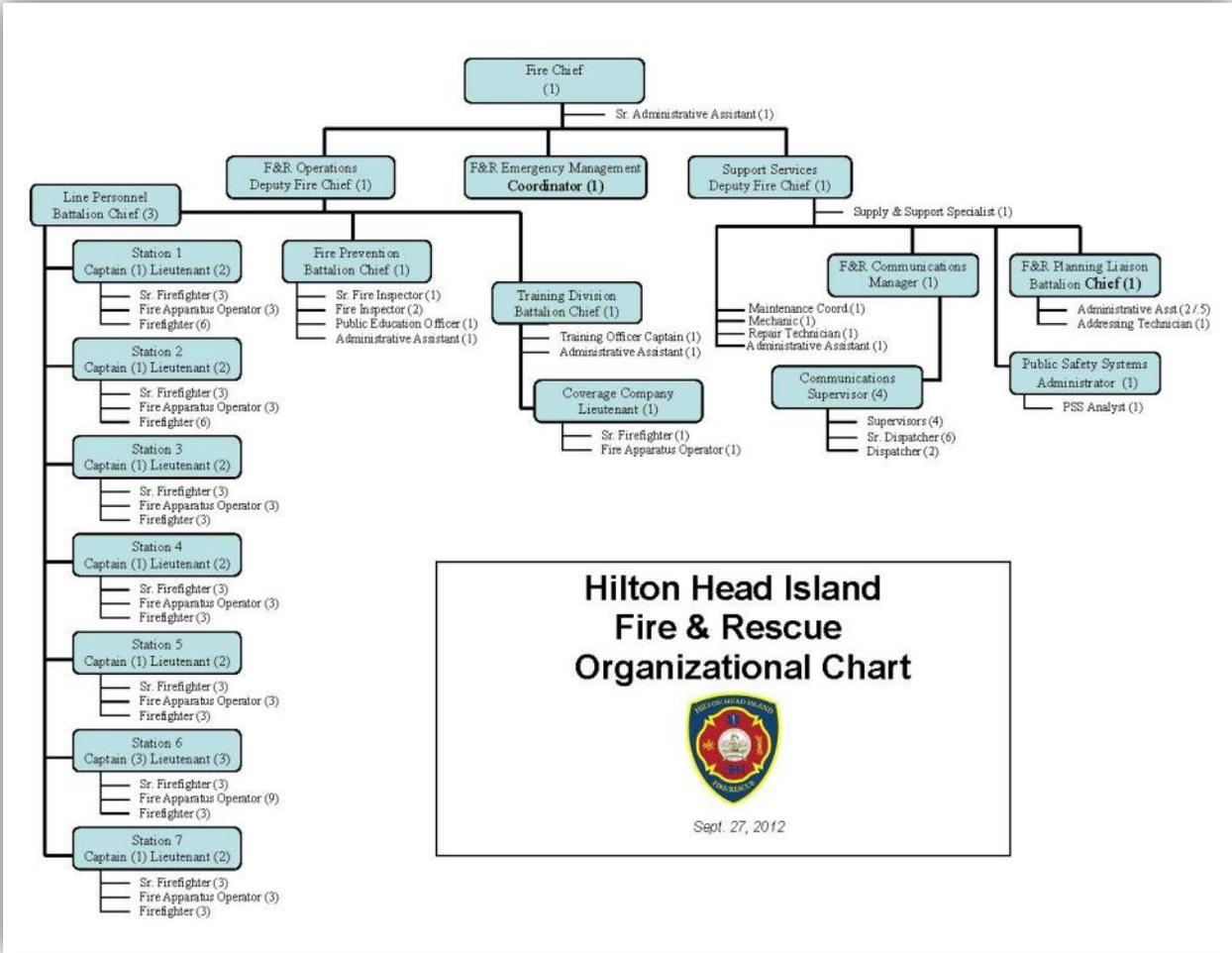
Jeff Hartberger
Battalion Chief - "B" Shift



Cliff Steedley
Battalion Chief - "C" Shift

Personnel

Organizational Chart



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

Personnel

2012 Milestones

New Hires

Robert Burns	Firefighter	Tim Lawrence	Firefighter
Orlando Marrero	Firefighter	Thomas Dunn	Emergency Management
Laura Nold	Senior Admin Assistant	Kevin Foudray	Fire Prevention Inspector
Nicole Slauson	Dispatcher	Benjamin Parkhurst	Firefighter
Charles Steedley Jr.	Firefighter	Sheila Boyll	Dispatcher
Robert Pinelli	Firefighter	Richard Peavey	Dispatcher
Kyle Ramsey	Firefighter	Kathleen Strobe	Dispatcher

Promotions

Tammye Brown	Communications Supervisor	Perry Black	Fire Inspector
Norma Foley	Communications Supervisor	Deborah Pinson	Communications Supervisor
Keith Tison	Mechanic	Ashley MacDonald	Senior Dispatcher
Bruce Gatlin	Senior Firefighter	Frederick Jenkins	Senior Firefighter
James Lawson	Senior Firefighter	Nicholas Pfeifer	Senior Firefighter
Bryan Scharver	Senior Firefighter	Scott Sexson	Senior Firefighter
Lance Beadling	Fire Apparatus Operator	Aaron Fischer	Fire Apparatus Operator
Adam Frink	Fire Apparatus Operator	Jonathan Bills	Lieutenant
Scott Mason	Lieutenant	Pete Reid	Lieutenant
Ryan Zold	Lieutenant	Kevin Osterstock	Captain

Retirees

Gerald Pfeifer	4 Years – Firefighter / EMT-P	Melody Annis	5 Years – Dispatcher
Judith Boroski	9 Years – Sr. Admin Asst.	William Beulah	21 Years – Firefighter / EMT
Randy Loper	21 Years – Lieutenant	Derrick Bailey	22 Years – Senior Firefighter
Richard Peavey	25 Years – Lieutenant	Patrick Standish	26 Years – Captain / EMT-P
Scott Lowther	26 Years - Lieutenant		

Welcome to all of our new hires!

Congratulations to all our promoted personnel on your achievement!

Sincerest thanks to our retirees for their years of service to the community and department!

Personnel

2012 Milestones

Award Recipients – Fire & Rescue Awards Ceremony, March 15, 2013

Letter of Recognition – Presented by the HHFA	Shane Marsteller, Joe Edwards, Nick Pfeifer, and Jack Wimberly
Letter of Commendation	Ashley MacDonald, Jenna Streeter, Dawn Foust
Letter of Commendation	Dawn Foust
Letter of Commendation	Steve Kenyon
Letter of Commendation	Dr. Mike Danoff
Letter of Commendation	Earnestine Reed
Dispatcher of the Year	Jenna Streeter
Firefighter of the Year	Tim Huser
EMT of the Year	Brian Scharver
Leadership Award	Chris Blankenship
Chief's Award	Stephen Ralston
Civic Award	Bill Horton, Eric Lainhart
Civic Award	Shane Marsteller, Joe Edwards, Nick Pfeifer, and Jack Wimberly
Pride of the Battalion	C. J. Steedley
Citizen's Service Medal	Mike Byrd, Matt Wuller
Citizen's Service Medal	Dr. Bret Nicks
Unit Citation	Norma Moore, Earnestine Reed
Star of Life	Jonas Stevens



Message from the Chief

As the Fire Chief of Hilton Head Island Fire & Rescue, it's with great pride that I present this summary of activities for the year 2012. Your department continues to accept the challenges presented by the economy, demands for service, and ever changing technology.

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

Protecting a population of more than 37,000 full-time residents, and over 2 million visitors yearly, Hilton Head Island Fire & Rescue has 7 fire stations and is served by an enhanced 911 communications dispatch center. Hilton Head Island Fire & Rescue began operations July 1, 1993 as a consolidation of the former Sea Pines Forest Beach Fire Department, the Hilton Head Island Fire District, and the Hilton Head Island Rescue Squad.

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.



Message from the Chief

Fire & Rescue is particularly proud of obtaining and maintaining its International Accreditation Status from the Commission on Fire Accreditation International (CFAI). The Hilton Head Island Fire & Rescue went before the Commission in March of 2012, and is pleased to announce that re-accredited status for a new five year period was granted. Fire & Rescue is one of only 157 Fire Agencies worldwide, and is one of just five in South Carolina, which have this prestigious distinction.



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



On May 8th, 2012, Hilton Head Island Fire & Rescue was honored to be selected as a recipient of the Heart Safe Community Award at the opening session of the Fire-Rescue Med conference. This award is given annually to no more than 2 EMS agencies for their outstanding achievement in developing creative approaches to implement and maintain systems to prevent and treat cardiac-related diseases.

The Heart Safe Community Award, co-sponsored by the IAFC EMS Section and Physio-Control®, examines communities holistically and how they have integrated their systems to work symbiotically.

Agencies must demonstrate improved quality of out-of-hospital resuscitation through bystander CPR; AED deployment (PAD programs); out-of-hospital 12-lead ECGs; with ECG advanced notification to the receiving hospital; and other continuous quality resuscitation improvements. (See page 17 for more on this program)

Message from the Chief



Fire & Rescue constantly evaluates its services to ensure we provide efficient and effective services to the community and make necessary changes when needed.

The department also continues to collaborate regionally with other fire departments on training, specialized response teams, training, and of course, mutual aid. These collaborations reduce our overhead costs while at the same time allowing us to provide a broader array of service levels to the community.

Further information about Fire & Rescue, and its various programs & services, can be found in the Fire & Rescue section of the Town of Hilton Head Island website:

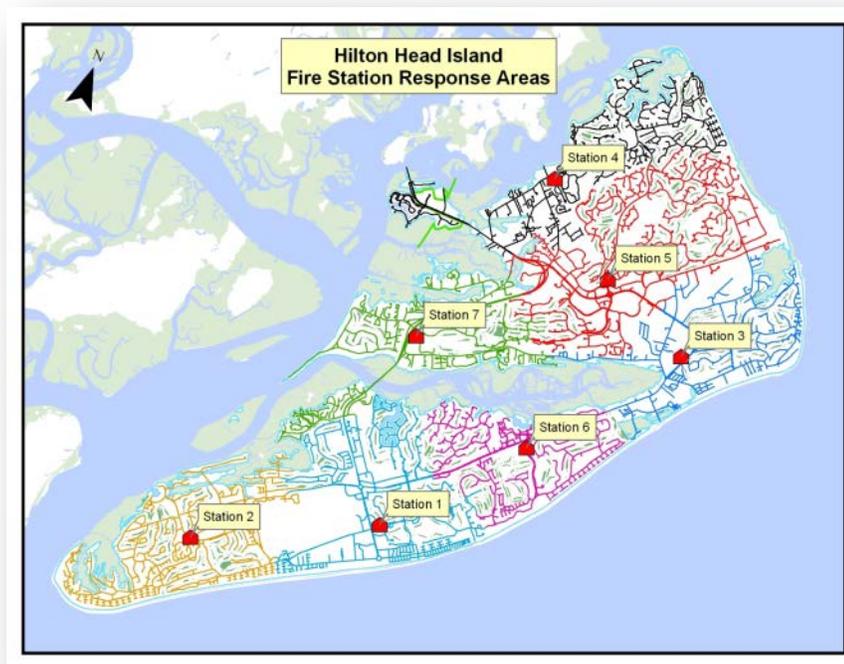
(<http://www.hiltonheadislandsc.gov/departments/fire/home.cfm#divisions>).



Facilities, Coverage Areas, and Equipment

To provide its services to the community, Fire & Rescue operates seven Fire Stations located throughout the Island, plus its Headquarters and Maintenance facility located near the Island's airport.

Fire & Rescue completed the replacement of five of the seven stations with modern, storm hardened facilities designed to survive in the event of a hurricane. Of the remaining two stations, Station 6 in Palmetto Dunes is in the pre-bid phase, and Station 2 in Sea Pines Plantation is still in the design phase. When these two stations have been replaced, all of Fire & Rescue's original 70's and 80's era stations will have been replaced.



Fire Station 1 - 70 Cordillo Parkway – Shipyard Plantation 1193 Total Incidents (331 Fire Related, 862 Medical)

This station is the newest station in the replacement program, having been completed in November of 2011. It houses one Crimson/Spartan Quint 103' aerial with 1500 GPM pump, and one Frazier/Chevrolet Medic unit, in addition to the special call USAR Rescue unit. Full staffing at this station is one Company Officer and four Firefighters.

Facilities, Coverage Areas, and Equipment

Fire Station 2 – 65 Lighthouse Road – Sea Pines Plantation 581 Total Incidents (218 Fire Related, 363 Medical)

This station is currently in the design phase for replacement. It houses one Crimson/Spartan 1500 GPM Engine, and one Frazier/Chevrolet Medic unit, in addition to the special call Brush unit. Full staffing at this station is one Company Officer and three Firefighters.



Fire Station 3 – 534 William Hilton Pkwy – First Presbyterian Church 882 Incidents (245 Fire Related, 637 Medical)

Station 3 was replaced in 2000, and was the first station to be storm hardened. It houses one Crimson/Spartan 1500 GPM Engine, and one Frazier/Chevrolet Medic unit. Full staffing at Station 3 is one Company Officer and three Firefighters.

Fire Station 4 – 400 Squire Pope Road – Hilton Head Plantation 749 Total Incidents (192 Fire Related, 557 Medical)

Fire Station 4, near the Cypress Gate to Hilton Head Plantation, was replaced in 2005 in the current storm hardened facility. The station houses one Crimson/Spartan 1500 GPM Engine, and one Frazier/Chevrolet Medic unit. Full staffing at Station 4 is one Company Officer and three Firefighters.



Fire Station 5 – 20 Whooping Crane Way- Hilton Head Plantation 1210 Total Incidents (292 Fire Related, 918 Medical)

Fire Station 5, near the main entrance to Hilton Head Plantation, was opened in 2011, replacing an existing 1980's structure. It houses one Crimson/Spartan Quint 103' aerial with 1500 GPM pump, and one Frazier/Chevrolet Medic unit. Full staffing at this facility is one Company Officer and four Firefighters.

Facilities, Coverage Areas, and Equipment

Fire Station 6 – 16 Queens Folly Road – Palmetto Dunes Entrance 689 Total Incidents (277 Fire Related, 412 Medical)

Fire Station 6 was built in the early 1980's, and is currently in the pre-bid phase for scheduled replacement. The facility houses the department's 2011 110' Aerial, one Crimson/Spartan 1500 GPM Engine, and one Frazier/Chevrolet Medic unit. The department's special call Hazardous materials Unit is also housed there. Full staffing at this facility is two Company Officers and six Firefighters.



Fire Station 7 – 1001 Marshland Road – Near Cross Island Bridge 646 Total Incidents (230 Fire Related, 416 Medical)

Fire Station 7, near the Cross Island toll plaza, was built in 2003. The on duty Battalion Chief operates out of this station in addition to the Crimson/Spartan 1500 GPM Engine, and one Frazier/Chevrolet Medic unit. Full Staffing at this facility is one Battalion Chief, one Company Officer, and three Firefighters.

This 2012 Chevrolet Suburban was placed into service to replace the on duty Battalion Chief unit. The command vehicle is equipped with the latest in fireground management, communications, computer, and electronic capabilities to help the incident commander oversee crews and resources safely and effectively from anywhere on the Island.



Facilities, Coverage Areas, and Equipment



In addition to its seven fire stations, Fire & Rescue opened its Training Center in 2009 and puts it into use regularly to improve and enhance the skills of its personnel. The Training Facility is located at 75-B Dillon Road, near the General Aviation entrance to the airport.

The Training Coverage Company is housed at the Training Facility.

The Coverage Company fills in at other Stations on the Island to ensure island-wide coverage during training and other activities, and consists of one Company Officer and two Firefighters who staff a Crimson/Spartan 1500 GPM Engine, and a Frazier/Chevrolet Medic unit.



Fire & Rescue's Headquarters and Maintenance facility is located at 40 Summit Drive near the General Aviation terminal at Hilton Head Island Airport. The facility houses the Administrative and Support personnel of the department, and also includes a technologically up to date classroom, full multi-bay maintenance facility, and significant storage for supplies, vehicles, and equipment

Facilities, Coverage Areas, and Equipment



Fire & Rescue initiated a fleet renewal program several years ago which resulted in the replacement of all front line apparatus. Pictured at left, is one of the 1500 GPM Crimson/Spartan Engines which are deployed Island-wide out of 5 of the stations. Additionally, the Coverage Crew utilizes one of these units.

Pictured at right, is one of the two 1500 GPM Crimson/Spartan 103' Quints. These units are stationed in Shipyard at Station 1, as well as Hilton Head Plantation main gate at Station 5.



Pictured at left is one of Fire & Rescue's Frazier/Chevrolet Medic Units. As part of the fleet plan all of the ambulances were replaced and standardized.



This 2011/1989 Spartan/LTI 110' Tractor drawn aerial provides specialty rescue and extrication equipment to the entire Island, as well as firefighting services, and is stationed in Palmetto Dunes at Station 6.

Facilities, Coverage Areas, and Equipment



In addition to the front line apparatus, Fire & Rescue maintains a variety of specialty and support vehicles including a Hazardous Materials Response Unit, an air and utility unit, a Rescue Unit, brush fire units, and multiple other support units.



Operations

The Operations Division serves the residents and visitors alike by providing professional and timely services to all calls for service. It is composed of the Bureau of Fire Prevention and Training Division

The personnel assigned to the Operations Division are the most publically visible arm of the Fire & Rescue team. These are the people who staff the fire apparatus and ambulances every day, and respond throughout the community.



Fire & Rescue is a Fire Service-Based EMS organization in which all the members are cross trained as firefighters EMT's and Paramedics. This dual role maximizes the efficiency of personnel and resources.

The Operations Division responded to a total of 5,938 calls for service in 2012.

Some achievements from 2012 are below:

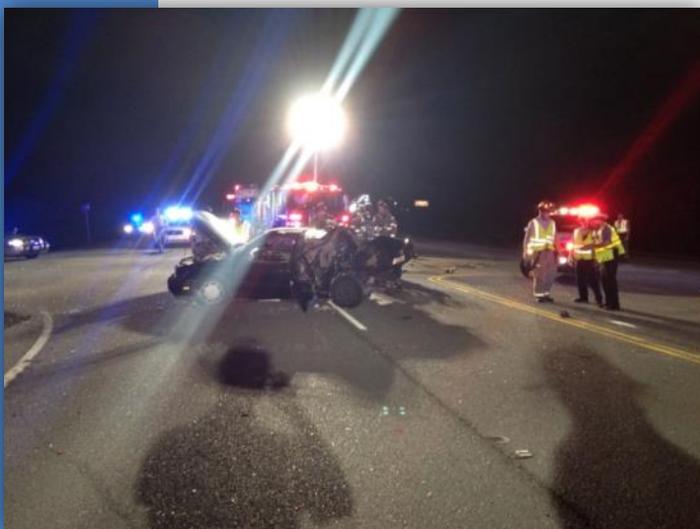
- **CPR Save Rate** - Through the continued use of "Pit Crew" CPR and Induced Hypothermia, the survival rate for witnessed cardiac arrests has risen to 72.7% during 2012, from a rate of 40% in 2011, compared to a national rate of 30.6% in agencies with similar programs. The "Pit Crew", or team approach, employs personnel assigned to specific tasks allowing greater focus on the task at hand, and far better survivability for the patient.
- **Response Time Improvements** - Fire & Rescue has improved its response time to all emergencies within 2 minutes to 26.8%; within 3 minutes to 53.2%; and within 5 minutes to 85.2%, representing improvements of ~1%, 1.2%, and 1.3% over 2011.
- **Utility One (Air/Rehab) Unit** - Purchased, trained personnel, and placed in to service 2 new apparatus. One to improve firefighter safety and provide breathing air and rehydration/cooling in the field, and the other for brush and wildland firefighting.

Operations



Members of the Operations Division conducted extensive training using the Mall at Shelter Cove building, while it was being demolished, to stage realistic search and rescue drills that simulated locating and rescuing persons in building collapse conditions.

Members of the Operations Division also staged a simulated cardiac arrest during a Council meeting to demonstrate to the Town leaders the resources needed to provide definitive cardiac care in the field.



The ability to improve our service is generated through many ideas and initiatives that originate from Operational members.

It is their values, energy, commitment and compassion that drive many of Fire & Rescue's functions, programs and activities that support the accomplishment of our mission.

Bureau of Fire Prevention

The Fire Prevention Bureau focuses every day on Life Safety. With primary objective to reduce preventable deaths and injuries, as well as property loss, through extensive public education programs, increased fire inspections of commercial properties, and through enforcement of adopted fire codes.



In order to keep the Bureau's focus on Life Safety, various targeted initiatives are planned throughout the year.

Several of the programs that the Bureau oversees are;

- Overseeing the "Click2Enter"® emergency access program
- Coordinating the "File of Life"® program
- Providing a robust schedule of public CPR and First Aid training
- Promoting a Holiday season fire safety program like the "Keep the Wreath Green" initiative
- Live fire demonstrations of the benefits of fire sprinkler and smoke detectors

Bureau Activities for 2012 included:

- 485 Public Education programs delivered
- 31 CPR, AED, and First Aid courses taught to 279 Students
- 186 Car seat installations
- 1,690 Fire Safety Inspections
- 164 Plan reviews
- 323 Business self inspections
- 141 Burn permits issued



Training Division

Learning within the Fire Service is a career-long commitment, and the Training Division supports this by administering continuing education to further the skills and abilities, as the role of the Firefighter continues to evolve.



The Training Division provides a challenging mix of hands-on and classroom training, as well as up-to-date knowledge to help prepare our Firefighters to perform the wide variety of missions they are assigned.

Training staff continually assesses individual and team skills and abilities, in an ongoing effort to provide the widest range of skill enhancing training.

2012 Training Hours

- Cumulative training hours for all types of training for 2012 were 41,589 hours.

This total includes:

- 3,383 hours of Company Drills
- 7,416 hours of EMS Training
- 934 hours of Administrative training



Skills Development and Evaluation \ Exercises for 2012

- 94 Company Drills were completed
- 24 sessions of Live Burn Training at the training center burn building/training tower
- 36 sessions of Hazardous Materials Training
- 6 sessions of Urban Search and Rescue (USAR) Training
- 7 South Carolina Fire Academy Courses were offered on-site
- 13 in house Fire & Rescue classes were offered
- 13 New hire firefighter orientations were completed

Training Division

Specific Training Division Accomplishments for 2012

- **Fire Service Instructors** - New instructor ratings were obtained in the areas of Hazardous Materials Operations, Intermediate and Advanced Incident Command Systems, Initial Company Operations, and Driver/Operator instruction.
- **Fire Service Legal Seminars** - Fire & Rescue hosted two legal seminars conducted by the Public Agency Training Council including a two-day seminar on Fire Department Administrative Investigations and a one-day seminar on Managing Fire Departments in the Digital Age.
- **Haz-Cat Chemical Classification System** - Fire & Rescue hosted a two-day class on the Haz-Cat Chemical Classification System. This system, essentially a portable chemistry laboratory, is used by specially-trained Hazardous Materials Technicians to classify unknown liquid and solid chemicals found at chemical spills or leaks.



Support Services Division



The Support Services Division is responsible for a lot of the “behind the scenes” work that keeps the organization running smoothly. From supplies and equipment purchases and disbursements, to the maintenance of all vehicles and related equipment, to the E911 communications center, to the daily upkeep and support of our various technology platforms, Support Services provides the technical, administrative and supply functions necessary to help Fire & Rescue provide services.

Additional Division responsibilities are the compiling of all Fire and EMS incident records, the assignment of street address numbers and supplying of address data for the 9-1-1 dispatching system.

As part of the environmental control mission, Support Services oversees the Fire & Rescue Hazmat Team, operates Fire & Rescue’s recycling program, and conducts the annual Hazardous Materials Round-Up. To date, the Haz-Mat Roundup has kept more than 500,000 lbs of environmentally sensitive items out of area landfills.

Support Services is comprised of Communications, Planning, Maintenance, and Public Safety Systems.

2012 Highlights include:

- **Patient Care Reporting Software Replaced** - Purchased a replacement PCR (Patient Care Reporting) application from Zoll Data®. The new application was placed into service on November 5th. The application works more closely with existing NFIRS (national Fire Incident Reporting System) compliant RMS (Records Management System) and provides compliance with state and NEMSIS (National EMS Information System) data collection guidelines.
- **SC Homeland Security Grants** – Support Services successfully applied for and received two grants from SC Homeland Security. A \$136,000 grant was used to purchase radiological detection equipment to bolster the capabilities of the Haz-Mat team, as well as a \$76,000 grant for the purchase of USAR Regional Response Team equipment to upgrade the team into compliance as a FEMA Type 1 team.
- **Wildland (Brush) Truck Replacement-** This vehicle reduces the overall fleet by one unit, while maintaining compliance with NIOSH, and eliminates two unreliable aged converted military surplus brush units from the fleet.

Communications

The Communications Division manages and operates the E911 Communications arm of Fire & Rescue, which serves as the Public Safety Answering Point (PSAP) for Hilton Head Island. The Division is responsible for answering 9-1-1 calls which may require assistance. The Communications center is open 24 hours a day, 365 days a year and averages more than 140 incoming phone calls and more than 17 Fire or EMS dispatches daily. The Hilton Head Center also serves as a backup for the County PSAP.



When a Dispatcher answers a call in the Communications Center, they become in effect, the first public safety person "on the scene". 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. Extreme familiarity with the community is critical in our operation.

Some selected highlights from 2012 are included:

- **Dispatch Quality Assurance/Quality Improvement Program** - Developed a procedure to review all 911 phone calls requesting medical assistance to ensure they are handled in the best possible manner. The process helps identify any additional training that may be beneficial.
- **Reduced 911 Error Rates** – 911 errors were occurring when one phone company changed its phone company identification code, but did not attach that corrected code to all phone numbers in the 911 system. A total of 431 of this type of 911 error were identified and corrected. An additional 235 phone numbers were corrected to dial the appropriate PSAP. Communications staff continues to work with Beaufort County and local telephone companies to prevent similar problems in the future. Each correction represents one phone number that will display the correct number and address information on the 911 screen.
- **Emergency Contact Updates** - Dispatch worked with the Bureau of Fire Prevention to streamline the process for maintaining emergency contact information to avoid duplication, reduce work load, and to produce more timely and accurate information during emergency operations.
- **Reduced Marriott PBX errors** – PBX's are privately operated telephone switching systems found in businesses, and multi-unit locations like hotels and time-shares. Many times these systems fail to shower a caller's location when calling 911. By working with Hargray and Marriott, the largest PBX operator in the community, specific locations were added to 220 phone numbers within Marriott's multi property PBX system. This enables the caller's location to properly display when calling 911.

Planning



The Planning Division is responsible for the comprehensive self-assessment process which Fire & Rescue must have in place in order to maintain accredited agency status by the Commission on Fire Accreditation International (CFAI).

The accreditation model is based upon a model of continuous improvement. This is achieved through careful analysis of the agency's operations.

The CFAI is committed to improving fire and emergency service agencies around the world, and Fire & Rescue is one of only 157 worldwide Fire Service organizations which hold this distinction of excellence.

Planning is also responsible for the maintenance of Fire & Rescue's Strategic plan and Standard of Cover documents. These documents provide a basis for the future of the organization, a means to measure our performance in an objective manner, and a mechanism to plan for future service efficiencies. Both of these documents are reviewed regularly to keep pace with the changing service demands, community needs and demographics, and to ensure that services are delivered efficiently.

www.hiltonheadislandsc.gov/publications/plans/HHIFireandRescueStrategicPlan.pdf
www.hiltonheadislandsc.gov/publications/plans/HHIFireandRescueStandardCover.pdf

Planning staff are also responsible for the maintenance and quality assurance of all patient care records and fire incident reports. These responsibilities also include Freedom of Information Act (FOIA) requests as well as legal requests for these types of documents.

A key component of delivering service to the community is knowing where you are going. To that end, the Planning staffs an E 9-1-1 addressing technician, whose responsibilities include ensuring new addresses meet state and local guidelines, seeking out and correcting any addressing inconsistencies within the community, and serves as the primary point of contact for address verification and notification for local utility and postal service providers.

Planning Division highlights for 2012:

- Received Accredited Agency Status from CFAI through March 2017
- 4,206 EMS Patient Care Forms processed
- 115 New Addresses created
- 111 Addresses corrected
- 202 FOIA Requests processed



Fleet Maintenance



Fire & Rescue's Fleet Maintenance Division is responsible for keeping the department's fleet of emergency vehicles and equipment running in top condition, as well as all town-wide vehicles and equipment. The combined fleet of vehicles numbers approximately 100, including automobiles, light trucks, fire apparatus, and ambulances. Maintenance is also responsible for Fire & Rescue's fixed and mobile generators, and oversees a comprehensive preventative maintenance plan, and required annual pump and ladder testing.



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

The "shop" is capable of performing a wide range of

comprehensive troubleshooting, engine and transmission repair, and other related services. Staff from the Maintenance Division are on call on a 24 hour basis to provide any emergency repair or support required.

2012 Fleet Maintenance key statistics

- 121 Vehicle Preventative Maintenance Checks Performed
- 342 Vehicle Repairs completed
- 239 Equipment and tool repairs completed
- 219 Equipment Preventative Maintenance and certification tests performed

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

Public Safety Systems



Fire & Rescue's Public Safety Systems is likely the least noticeable component of Fire & Rescue and performs the majority of its duties outside of the public eye, however, without the vital services and support Public Safety Systems performs, Fire & Rescue would not be able to provide the services it does at the level it does. Public Safety Systems manages and maintains all of the technology and applications that enable faster more efficient response to emergencies. Applications like AVL (Automatic Vehicle Location) in conjunction with CAD (Computer Aided Dispatch) allow Fire & Rescue to route the closest appropriate unit to a request for service.

Additionally, the responsibility for maintaining the electronic Records Management System of Fire & Rescue falls to Public Safety Systems.

The two personnel of Public Safety Systems install, maintain, and update all of the hardware, software, and databases necessary for these programs to function. As technology continues to evolve, Fire & Rescue continues to enhance and upgrade its abilities to leverage these technologies. Over the years the proliferation and integration of new technology has not passed Fire & Rescue by. Computers are in our Communications Center, Fire Headquarters, and each Fire Station, but also in each fire apparatus and medic unit.

- **Computer Virtualization** - Completed virtualization of all Public Safety System applications, and operating systems, by installing virtual host servers and storage area network. This provides Fire & Rescue systems such as CAD, FireRMS®, & ePCR with improved disaster recovery and redundancy.
- **CAD Database Migration from Oracle to Microsoft SQL-** Provides a common database platform across all Fire & Rescue field data applications. Also allows for greater flexibility in retrieving data as well as a reduction in maintenance.
- **Replaced Patient Care Reporting Software** — The new application was placed into service in November 2012 and provides a greatly enhanced patient care reporting capability. The application cooperates with existing NFIRS compliant RMS and provides compliance with state and NEMSIS data requirements.

Emergency Management

In May 2012 Fire & Rescue welcomed Tom Dunn as our new Emergency Manager after the previous manager left for another opportunity, and a reduction in headcount resulted in the loss of the Emergency Planner position.

Tom has a Bachelor of Interdisciplinary Studies degree from the Virginia Commonwealth University, majoring in Public Safety Planning and Response. He also has a Master of Emergency Management Degree from the University of Richmond, Virginia. Tom was most recently the Principal Emergency Management Planner for the Richmond Regional Planning District Commission in Richmond, Virginia. He has served both as an Emergency Preparedness Specialist and Emergency Services Watch Officer for the Virginia Department of Emergency Management in Chesterfield, Virginia as well as a Firefighter for the City of Alexandria, Virginia where he earned a Certificate of Valor.



The Emergency Management Division's mission is to prepare the community and Town Government to be able to plan effectively for, protect from, and respond to, the full range of threats facing the community. This role additionally includes working to reduce and minimize the effects of emergencies and disasters on the

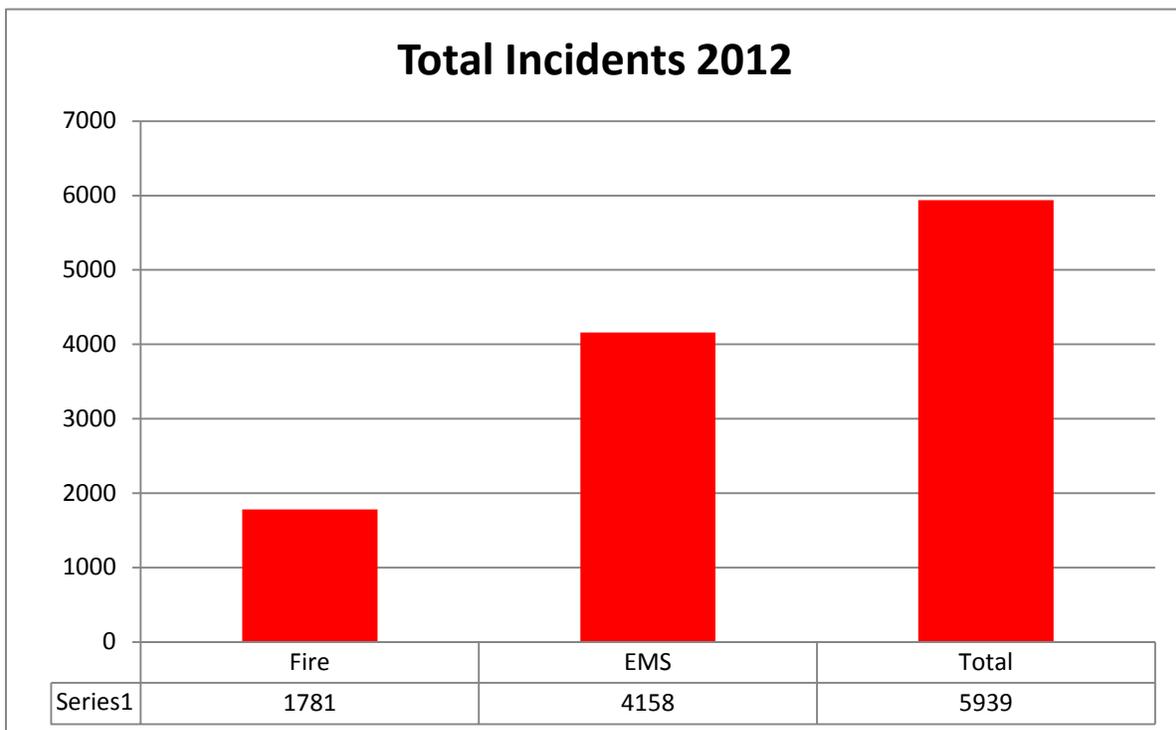
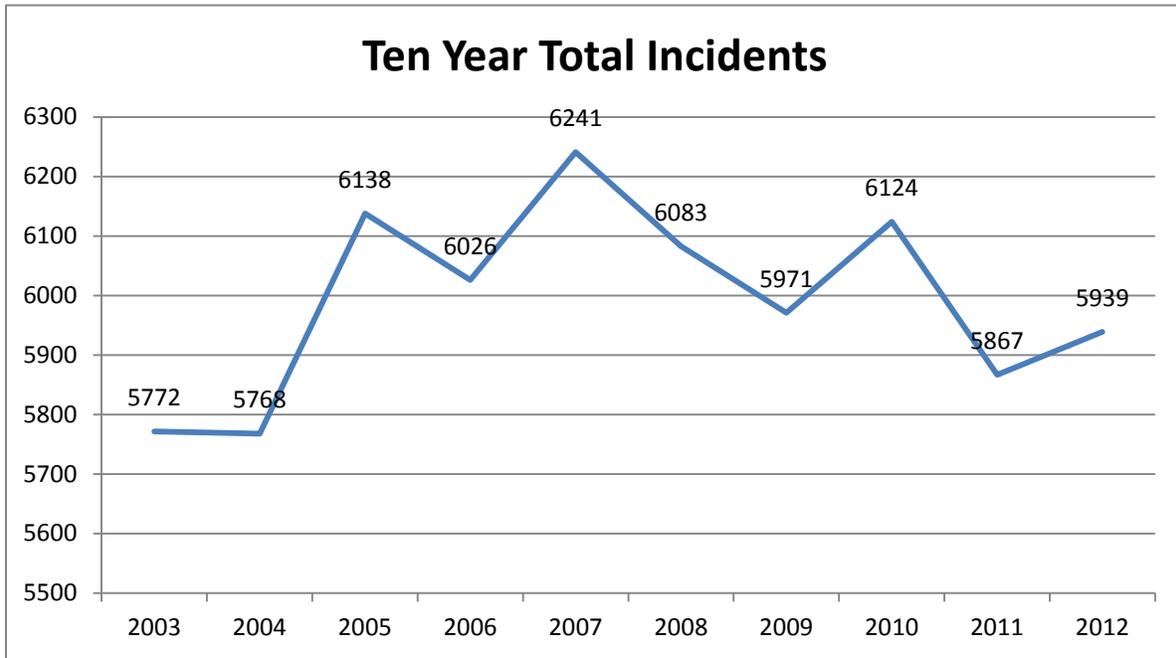
community, environment, economy, and property of the Town. Large scale disasters will overwhelm the resources and capabilities of any jurisdiction. A large part of the mission of Emergency Management is planning response and recovery efforts for large scale disasters. Much of the planning involves the cooperation of public agencies at the local, county, state and federal levels, as well as private sector organizations such as the American Red Cross and the Southern Baptist Convention.

Emergency management has developed an extensive series of Mutual Aid Agreements, Memoranda of Understanding, and contracts with these organizations which are ready for implementation in the event of a large scale incident. Emergency Management pursues networking opportunities and forms strategic alliances with agencies and groups which can potentially assist us in bringing disaster relief to our residents, and results in more efficiency and cost effectiveness.

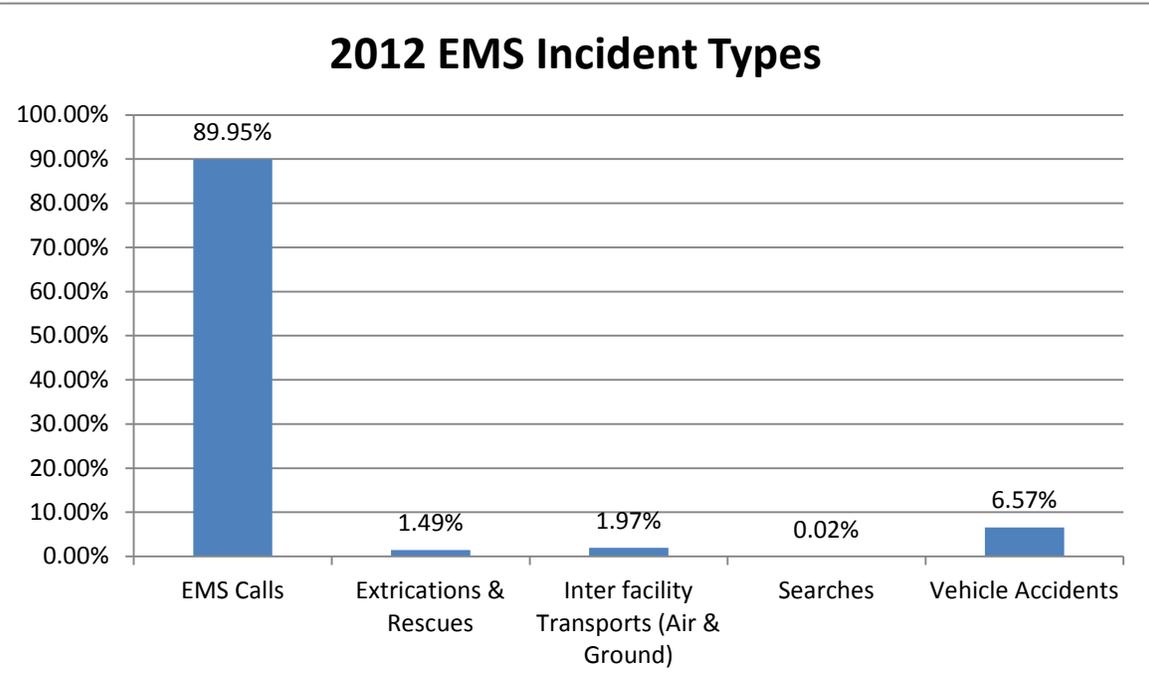
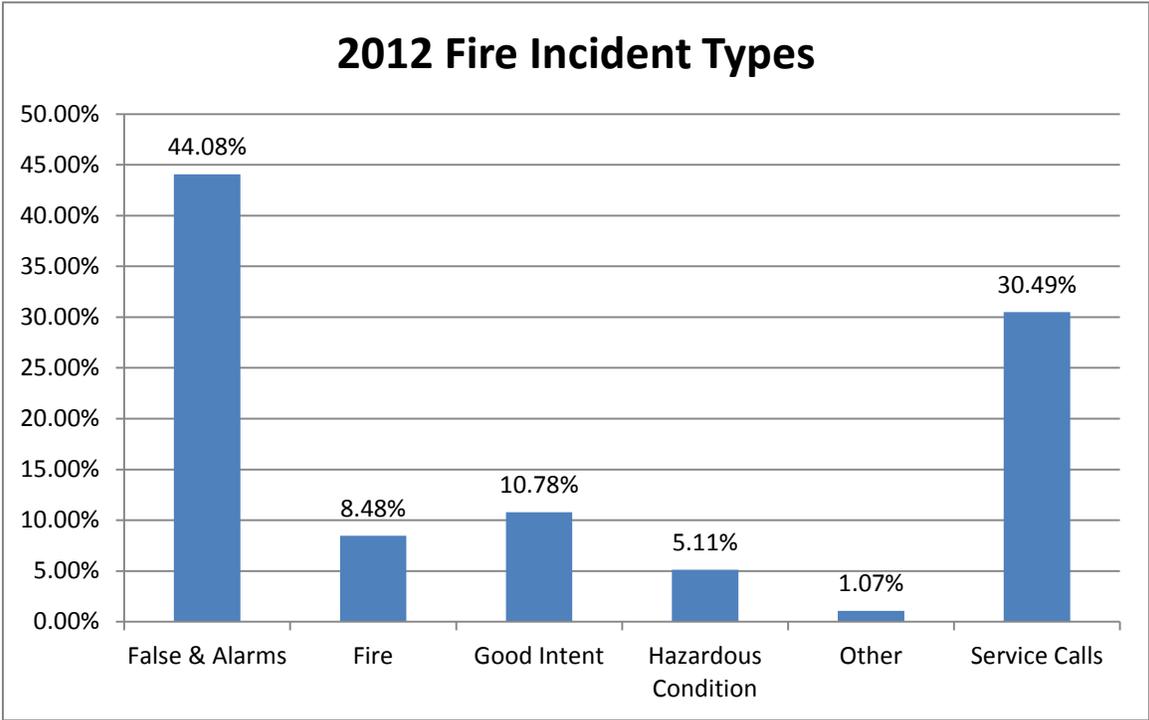
Emergency Management works to support the overall mission of Fire & Rescue by responding to around the clock to any significant incident or emergency, providing additional management staff, and to assist in any role or capacity appropriate to the situation.

Operational Statistics

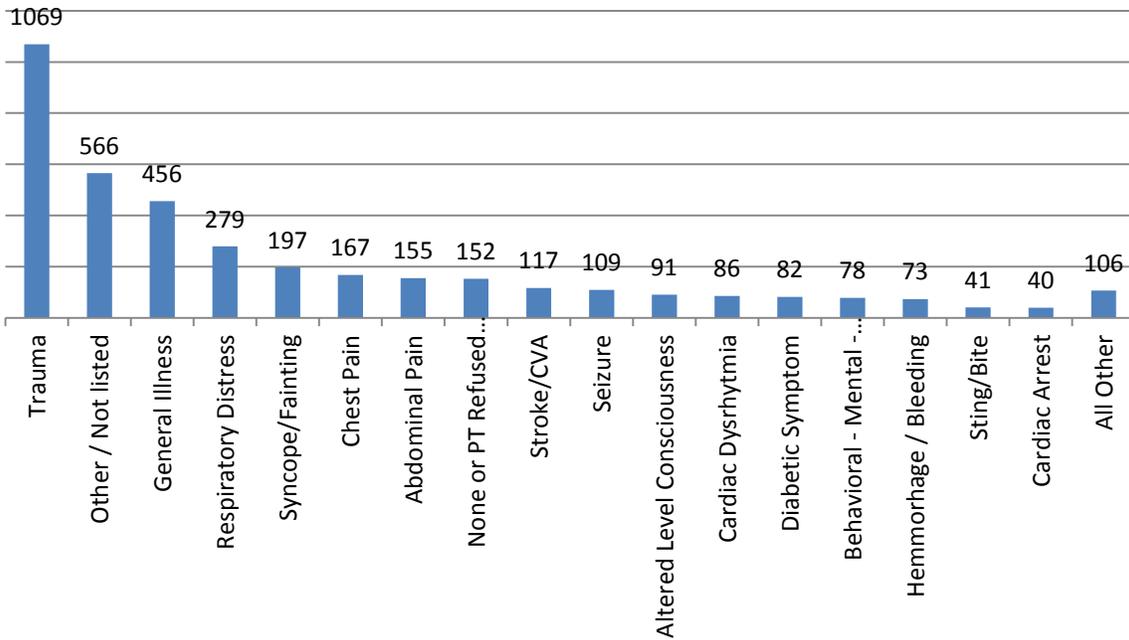
Incident Totals over the last ten years have trended slightly up.



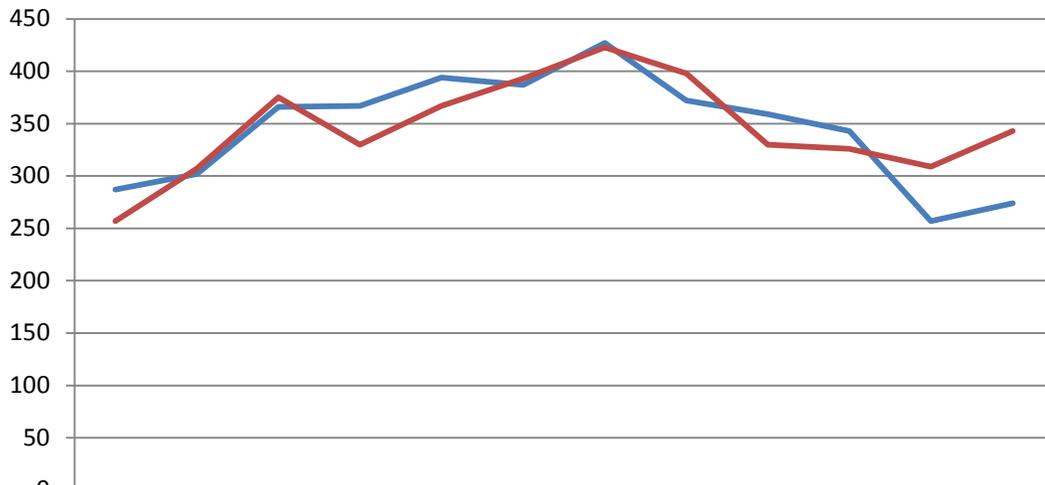
EMS, at 70%, of the calls for service, continues as the majority, mirroring national averages



2012 EMS Calls Primary Impression

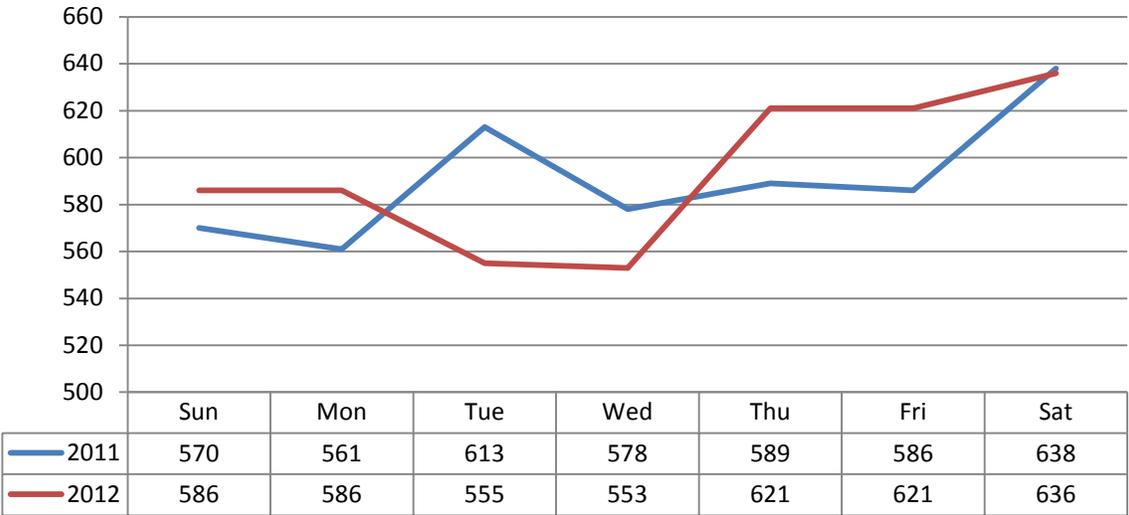


2012 Incidents by Month Compared to 2011

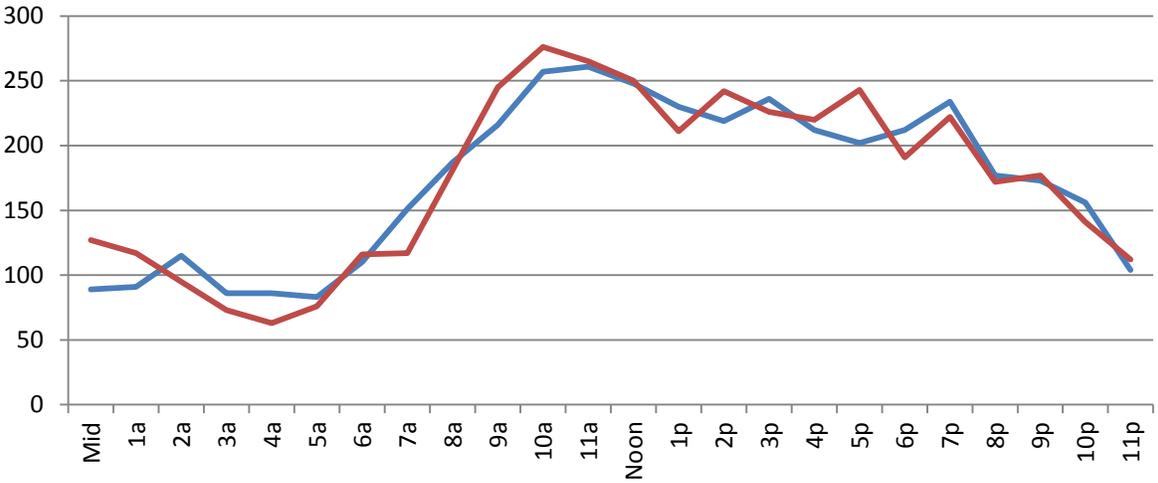


	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	287	302	366	367	394	387	427	372	359	343	257	274
2012	257	307	375	330	367	393	423	398	330	326	309	343

2012 Incidents by Day of Week Compared to 2011



2012 Incidents by Hour of Day Compared to 2011



A Final Word

Hilton Head Island Fire & Rescue is dedicated to serving the residents, visitors, and community of Hilton Head Island. With a professionally trained and equipped staff, Fire & Rescue is capable of responding to virtually any type of emergency which could occur.

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



For additional information, please visit us on our
webpage:

www.hiltonheadislandsc.gov/departments/fire/

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

843-682-5100



Hilton Head Island Fire & Rescue

Office of the Fire Chief
40 Summit Drive
Hilton Head Island, SC 29926
843.682.5153



TO: Town of Hilton Head Island, Public Safety Committee
FROM: Lavarn Lucas, Fire Chief
VIA: N/A 
DATE: June 24, 2013
SUBJECT: 2013 Strategic Plan Recommendations – Status Report

Purpose:

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

Summary:

The 2013 Fire & Rescue Strategic Plan contains numerous recommendations. These recommendations are summarized in Appendix D of the Plan. Each recommendation has an assigned target date or are listed as on-going.

This presentation summarizes the implementation of these recommendations as of today. The Plan and its associated recommendations are listed on the Town's Intranet. No handout material will be presented. The following PowerPoint® will provide an overview.

This presentation is intended to comply with Strategic Plan Recommendation PLNG-06 which states, *It is recommended that Fire & Rescue provide both an annual and semi-annual report to the town Public Safety Committee on Fire & Rescue operations, activities, and Strategic Plan implementation.*

Fire & Rescue will be glad to answer any questions you may have.

Background:

The 1994 Fire & Rescue Master Plan and the subsequent 1998 Fire & Rescue Master Plan each calls for a report to the Town's Public Safety Committee. These report requirements did not contained any specific guidance on what should be reported. Reporting to the Public Safety Committee has not been consistent. This reporting process was reinstated with the adoption of the 2013 Fire & Rescue Strategic Plan with specific guidance that the report should contain an update on the actual recommendations in the Plan.

2013 Strategic Plan Recommendations

Rec #	Subject	Assigned to	Notes	Recommendation
ADM-01 2013	Department Name	Tom Dunn	Draft ordinance due by 12-31-13 to be adopted by April 1, 2014	It is recommended that a revision, by Town Council ordinance, of Chapter 11, Title 2 of the Municipal Code of the Town of Hilton Head Island occur to formally establish the name of our organization as "Hilton Head Island Fire & Rescue".
ADM-02 2013	Mission, Vision, Core Values & Motto	Laura Nold	Ideas due by August 1 with subsequent implementation	Adopt a Fire & Rescue Vision, Mission, & Core Values Statement, and a Motto
ADM-03 2013	Fire & Rescue Ordinance Revision	Tom Dunn	Draft ordinance due by 12-31-13 to be adopted by April 1, 2014	It is recommended that Fire & Rescue seek a revision, by Town Council ordinance, of Chapter 11, Title 2 of the Municipal Code of the Town of Hilton Head Island which will cause the enabling legislation governing Fire & Rescue to more accurately reflect the current structure, responsibilities, and operational procedures of the organization.
ADM-05 Ongoing	Charleston Review Committee Recommendations	Randy Lindstrom	Prepare a consolidated list of responsible persons and target dates by July 15 th , 2013.	Attached to end of this document
BFP-01 2014	Hydrant Flow Identification	Joheida Fister	Open discussions with the 3 PSD's before December 31 st in hopes of having a plan so that it can be completed by December 31 st , 2014.	The Town of Hilton Head Island should work with the Public Service Districts to utilize the hydrant color schemes recommended by NFPA 24 "Installation of Private Fire Service Mains and their Appurtenances" and NFPA 291 "Recommended Practice for Fire Flow Testing and Marking of Fire Hydrants".
BFP-02 2014	Traffic Calming Devices – Speed Humps	Lavarn Lucas	Open discussions with Community Development as to direction.	The Town should establish regulations requiring all new speed control devices (commonly referred to as speed bumps or humps), and any existing devices when replaced or repaired, to be constructed in

				accordance with SC DOT guidelines as Flat Top Speed Humps (commonly referred to Speed Tables) while discouraging use on public roadways.
BFP-04 2014	Adoption of SC Fire Sprinkler Incentive Act	Joheida Fister	Hold until mid 2014 to determine direction.	The Town of Hilton Head Island Fire Rescue should support the adoption of an ordinance to allow a property tax rebate enacted by the 2008 Fire Sprinkler Incentive Act 357 which amended Article 25, Chapter 6, Title 12 of the 1976 code of Laws.
BFP-06 2014	Nuisance Fire Alarm Ordinance	Joheida Fister	Hold meetings with high users and with vendors to determine best direction and implement direction by December 31 st , 2014.	The Town of Hilton Head Island Fire Rescue should bring forth a nuisance alarm ordinance to the Town Council for adoption into the Municipal Code.
BFP-07 2014	Open Burning Ordinance	Joheida Fister	Adopt ordinance by mid August 2013.	Fire and Rescue should increase enforcement of current open burning regulations and evaluate the need for a ban on open burning of yard debris. <i>The above recommendation was modified from the original recommendation at the direction of the Public Safety Committee.</i>
BFP-09 Ongoing	Community Cardiac Risk Reduction Program	Brad Tadlock	Develop a written program with recommended improvements by December 31 st , 2013.	Fire & Rescue should continue to cultivate a heart safe community by increasing public education and enhancement of technology, in conjunction with other partners, to further strengthen the chain-of-survival.
BFP-10 2014	Tree Obstructions	Lavarn Lucas	Open discussion with Community Development as to direction.	A procedure should be developed by the Town to address tree limbs overhanging the roadways on Hilton Head Island so the limbs do not become an obstruction to emergency response vehicles.
BFP-12 2013	Fireworks – Sale & Discharge	Joheida Fister	Draft ordinance and have adopted by June 1 st , 2014.	The Town of Hilton Head Island should enact an ordinance prohibiting the retail sale and

				the discharge of fireworks within town limits except when permitted for public display by a licensed pyrotechnician.
COM-01 2013	PBX Upgrades	Cathy Jones-Gooding	Develop a plan and schedule for having all businesses with PBX systems compliant by October 31 st , 2013 with compliance (as scheduled) by June 31 st , 2014.	Fire and Rescue should work closely with the Beaufort County Emergency Management Division (BCEMD) to pursue implementation of a new 911 database that will allow for proper addressing of Private Branch Exchange (PBX) phone systems to make location data transfers to the 911 database.
COM-03 Ongoing	Phase 2 and VOIP Concerns	Cathy Jones-Gooding	Prepare implementation plan by December 31 st , 2013 on NG911 and for the correction of misroutes.	The Town of Hilton Head Island should encourage Beaufort County and private vendors to improve the delivery of 911 cell phone calls that are not FCC Phase II compliant and to make the best possible use of Voice over Internet Protocol (VOIP) while preparing to receive Next Generation (NG911) calls and data.
EM-01 2014	Town Continuity of Government and Emergency Ordinances	Thomas Dunn	Pass updated Code by December 31 st 2014.	It is recommended that Fire & Rescue seek improvements to the portions of the Municipal Code of the Town of Hilton Head Island which deal with Continuity of Government (COG) and administrative procedures during emergencies.
EM-04 2013	Community Warning System	Tom Dunn	Look into Communicator and determine if F&R can send messages or find alternative solution by December 31 st , 2013.	It is recommended that Fire and Rescue continually evaluate emerging technology with an eye towards identifying a means of transmitting emergency warnings which is more appropriate to our community.
EM-07 2014	Storm Hardening of Fire & Rescue Headquarters	Tom Dunn	Continually seek grant funding to accomplish recommendation.	It is recommended that Fire and Rescue pursue grant funding for structural improvement (storm hardening) of the Headquarters/Maintenance Shop facility to make the building more resistant to wind

				<p>damage and flooding.</p> <p><i>The above recommendation was modified from the original recommendation at the direction of the Public Safety Committee.</i></p>
EM-08 2013	Sustaining Town IT Systems During Emergency Operations	Tom Dunn	Document plan of action and schedule of implementation by December 31 st , 2013.	It is recommended that Fire and Rescue and the Town's Information Technology Division actively pursue options to sustain critical IT systems during emergency operations, evacuations, or other unforeseen events.
MAINT-01 2015	Emergency Vehicle Traffic Pre-emption System (EVP) Upgrade	Ed Boring	Have new system purchased, installed, and operational by June 1 st , 2014.	Update the Town of Hilton Head Island's existing optically operated emergency vehicle pre-emption system(EVP) with an advanced Global Positioning System (GPS) pre-emption system.
MAINT-02 2013	i-Maint® Replacement	Ed Boring	Have replacement system purchased, installed, and operational by June 1 st , 2014.	Fire & Rescue in conjunction with the Town's Administrative Services Division should replace the current fleet maintenance program (i-Maint®) with a system having the capability to evaluate and enhance tracking repairs and inventory.
OPS-01 Ongoing	Standards of Coverage	Randy Lindstrom	Update annually to include Call Processing Time and Turnout Time by January 15 th , 2014.	Fire & Rescue should evaluate and update as necessary its Standard of Cover each calendar year to insure compliance with the Commission on Fire Accreditation International (CFAI) <i>Standard of Response Cover</i> requirements.
OPS-05 2014	Scene Safety Officer	Brad Tadlock	Program adoption by June 1 st , 2014.	Fire & Rescue should implement a designated certified Incident Safety Officer (ISO) Program to provide on-scene safety oversight at emergency incidents.
OPS-07 2014	Health & Wellness Committee	Brad Tadlock	Work with HR to develop and implement an acceptable Committee by December 31 st , 2013.	Fire & Rescue should work with the Town to develop and implement a Town-wide Health and Wellness Committee for the purpose of improving the health and wellness of Fire &

				Rescue employees.
OPS-11 2013	Beach & Water Fire & Rescue Options	Brad Tadlock	Develop and implement plan of action by December 31 st , 2013 with full implementation by June 1 st , 2014.	Fire & Rescue should evaluate and implement a variety of specific policies and procedures to enhance the organizations ability to respond to, provide rescue, initiate control measures, and investigate emergencies in the waterways located with the Town's limits.
OPS-12 2014	Dirt Road Concerns	Lavarn Lucas	Open discussion with Community Development as to direction.	Procedures should be developed by the Town to address the condition and repair of dirt roads on Hilton Head Island so that emergency response is not compromised due to dangerously impassible roads.
PLNG-01 2013	AEDs in F&R Staff Vehicles	Ed Boring	Have all additional AEDs in service by December 31 st , 2013.	The Town of Hilton Head Island Fire and Rescue (Fire & Rescue) should proceed with installing Automated External Defibrillators (AEDs) in all Fire and Rescue staff vehicles for use in cardiac emergencies.
PLNG-03 Ongoing	CFAI Accreditation	Randy Lindstrom	Maintain Accreditation annually.	Hilton Head Island Fire and Rescue should continue to maintain its accreditation status through the Commission on Fire Accreditation International (CFAI).
PLNG-04 2017	Emergency Access Gates	Randy Lindstrom	Complete PD Gate by December 31 st , 2013 and 2 remaining gates by June 1 st , 2014.	Fire & Rescue should continue the current emergency access gate installation program with the inclusion of additional gates and the removal of some gates based upon a "cost versus gain" evaluation.
PLNG-06 Ongoing	Reporting Guidelines	Randy Lindstrom	Annual report due by Jan. 31 st of each year and Strategic Plan Recommendation Status due by December 31 st of each year.	It is recommended that Fire & Rescue provide both an annual and semi-annual report to the Town Public Safety Committee on Fire & Rescue operations, activities, and Master Plan implementation.
PLNG-10 Ongoing	Increased Administrative Efficiency	Randy Lindstrom	Develop a plan of action by December 31 st , 2013.	Fire & Rescue should continue to increase administrative efficiency by improving data systems, providing additional training,

				enforcing existing policy and implementing programs that are innovative, cost effective and provide measurable improvements.
PLNG-11 Ongoing	Addressing Improvements	Randy Lindstrom	Prepare a plan of action of needed address corrections by August 1 st , 2013.	It is recommended that the Town of Hilton Head Island continue to improve signage, location indicators, and street names to facilitate reduction in response times.
PLNG-12 2014	Response Time Objectives	Randy Lindstrom	Develop plan of action by December 31 st , 2013.	Fire & Rescue should develop a standardized reporting system for compiling and reporting on adopted response time objectives.
SSRV-03 Ongoing	ISO Public Protection Class	Ed Boring	Prepare, present, and approve options for maintaining ISO PPC of 3 by February 1 st , 2014.	Fire & Rescue should maintain its current Insurance Services Office (ISO) Public Protection Class rating of 3 when it is deemed in the economic best interest of the citizens. <i>The above recommendation was modified from the original recommendation at the direction of the Public Safety Committee.</i>
SSRV-05 Ongoing	CAD Technology	Ed Boring	Upgrade to current version by December 31 st , 2013.	Fire & Rescue should continue to invest in and upgrade the current Intergraph Computer Aided Dispatch (CAD) system so that it will never be more than 1 full version old.
SSRV-06 2014	Business Continuity of E-911 & Data Center	Ed Boring	Develop a plan of action by December 31 st , 2014.	Fire & Rescue should enhance its ability to provide E-911 services and to maintain accompanying data flow in the event the existing facility is lost.
SSRV-07 2014	Records Management Systems (RMS)	Randy Lindstrom	Develop a plan of action by December 31 st , 2014.	Fire & Rescue should continue to improve its records management systems (RMS) to increase functionality and improve efficiency and reporting capabilities.
SSRV-08 2013	PSS Hardware Infrastructure	Ed Boring	Develop an approved comprehensive plan for system replacements by December 31 st , 2013.	Fire & Rescue should implement a scheduled replacement plan for its Public Safety Systems' hardware infrastructure to increase reliability and functionality and reduce costs

				over time.
SSRV-09 2013	Scheduling and Staff Alerting Systems Upgrades	Ed Boring	Develop, purchase, and implement a replacement program by March 1 st , 2014.	Fire & Rescue should continue to evaluate current and available technologies that refine and improve scheduling and alerting processes and replace those that become un- supported or ineffective and implement new technology when practical.
SSRV-10 2014	PSS Network Infrastructure	Ed Boring	Develop a plan of action by January 31 st , 2014.	Fire& Rescue should continue to expand and improve its network infrastructure to increase reliability and functionality.
SSRV-11 2013	Scheduled Replacement for Firefighting and Medical Equipment	Ed Boring	Prepare an approved 10-year ongoing schedule for equipment replacement.	Fire & Rescue should implement a scheduled replacement plan for the firefighting and medical equipment that has a defined or anticipated life cycle.
SSRV-12 Ongoing	Scheduled Replacement for Fire & Rescue Vehicles	Ed Boring	Prepare an approved 10-year ongoing schedule for vehicle replacement.	Fire & Rescue should continue with a scheduled replacement plan for Fire & Rescue vehicles and further reduce and reconfigure the overall fleet for maximum efficiency.
TRNG-02 2014	Training Center Enhancements	Benny Waller	Review and recommend direction by January 31 st , 2014.	Review the functionality and cost of upgrading the Fire & Rescue Training Center with a second burn room. <i>The above recommendation was modified from the original recommendation at the direction of the Public Safety Committee.</i>
TRNG-03 2014	Computer Based Training in Fire Stations	Benny Waller	Develop a plan of action by June 31 st , 2014.	Fire & Rescue should improve computer- based training capabilities in all Fire & Rescue facilities to include DVD based training Programs, internet based training, and video conferencing capabilities.
TRNG-07 2014	Safety Training Officer Position	Benny Waller	On Hold	Fire & Rescue should fund and staff a Safety Training Officer position to concentrate on safety related training and function as the Fire & Rescue Safety Officer.