



The Town of Hilton Head Island Regular Public Safety Committee Meeting

Monday, March 3, 2014

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. Special Public Safety Committee Meeting of February 11, 2014
- 4. Unfinished Business**
None
- 5. New Business**
 - a. Fire & Rescue Update to 2013 Strategic Plan Recommendations
 - b. Fire & Rescue 2013 Annual 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 SPECIAL MEETING

Date: February 11, 2014

Time: 5:00 p.m.

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

Members Absent: None

Town Staff Present: Greg DeLoach, *Assistant Town Manager*; Brian Hulbert, *Staff Attorney*; Lavarn Lucas, *Fire Chief*; Joheida Fister, *Fire Marshal*; Brad Tadlock, *Deputy Fire Chief – Operations*; Julian Walls, *Facilities Manager*; Derrick Coaxum, *Assistant Facilities Manager/Maintenance Administrator*; Charles Cousins, *Director of Community Development*; Jayme Lopko, *Senior Planner*; and Lynn Buchman, *Administrative Assistant*

Others Present: Lee Edwards, *Council Member*

Media Present: Rebecca Lurye, *The 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. Regular Public Safety Committee Meeting of February 3, 2014

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

4. Unfinished Business

a. Consideration of a Proposed Ordinance Regarding Open Burning of Yard Waste

Lavarn Lucas, Fire Chief, referenced the proposed amended Ordinance and cover memo, which were included in the agenda packet. He briefly noted the changes from the existing regulations in place and those that had existed since 1999, and the discussions, recommendations, and concerns that were taken into consideration when drafting the attached proposed Ordinance. Chief Lucas reviewed the proposed Ordinance, which would allow the burning of yard debris for 4 weeks per year, to occur during the first weeks in March, April, November, and December. He explained a one-time permit would be required, and the burn must be registered with a phone call on the day of the burn so that the crews of the local fire stations would be aware of the burn and could spot check to ensure compliance with the rules and regulations set forth on the permit. He pointed out that restrictions as

to size and number of piles per property would be relaxed to conform with the rules established in the International Fire Code, which is an adopted Code by the Town. He also pointed out the comparison of differences between the previous regulations for yard waste fires and those in the proposed Ordinance and Fire Code as set forth in Table A, as well as the differences for recreational fires set forth in Table B. Chief Lucas stated that while fire pits were not mentioned in the cover memo, nor specifically mentioned in the Fire Code, an interpretation had been sought and an interpretation received that the fire pit should be considered exactly the same as an approved, portable container - meaning it should be 15' from the structure for non 1-2 family dwellings, with no distance limitation for 1-2 family dwellings. He stated he was available to answer any questions.

Mr. Harkins and Chief Lucas discussed the possibility of adding further limitations on the size of the yard waste fires and on distances from structures for recreational fires.

Chairman Grant and Chief Lucas discussed the proposed ordinance that provides no limitations on the number of piles for yard waste fires, which Chief Lucas indicated was in accordance with the Fire Code. Chairman Grant asked for public comments.

Peter Ovens stated he was in favor of no burning, but if burns are allowed, he asked that they be restricted to a properly designed barrel that does not allow excessive smoke and ash to escape. While agreeing with Chief Lucas on most points, he pointed out that the timing for burning should be less restrictive and available as needed.

Dot Law, President of the Marshland/Chaplin/Gardner POA, stated that although it was not what they wanted, they were willing to compromise, and they could live with the 4 weeks per year restriction if an exception is added to allow burning when needed in the event of storms. She noted a petition in her possession containing over 300 signatures of Ward 1 residents who were unable to attend but wanted the Committee to know how strongly they felt about having the right to burn. She asked for clarification from Chief Lucas about the burn permit and the need to register the burn. Ms. Law expressed her appreciation for the efforts made to find a workable solution.

Greg Clements, Denise Stringer, and Margie Gaynor, members of the Hilton Head No-Burn Organization, expressed their support for the burning ban, which they noted is needed for the health and safety of all citizens. Recognizing that compromise was necessary, they indicated reducing the burning period was the right thing to do for a transition period, with the issue to be re-visited in 6 months to 1 year. They suggested that more attention be directed to debris solutions rather than rush to any solution. Ms. Stringer shared with the Committee her findings from communities she had contacted, including Myrtle Beach, North Myrtle Beach, Charleston, Surfside Beach, and Beaufort. Ms. Gaynor noted educational resource information available through DHEC and the Town of Bluffton pointing out the health and safety risks involved in open debris burning. They offered assistance in finding a solution that would take into consideration the health and safety concerns of the citizens of Hilton Head Island.

Charles Young, III, a resident of the Baygall community, thanked the Committee, Chief Lucas, and the Facilities Committee for taking the time to obtain the feelings of the various communities involved. He noted his agreement with the Chief's proposal of a compromise trial to be evaluated and adjusted as needed.

Lee Edwards, Council Member for Ward 3, noted his personal agreement with a burning ban from a community health standpoint, but felt it was unfair to a large segment of residents on the Island. He stated that enforcement is a big problem, not only of the current law, but the previous law, as well. Whatever is done moving forward, he noted the Council must be willing to instruct Town Staff to

enforce the laws. He agreed with Mr. Clements that a solution should not be rushed into, that 4 weeks would not be enough for burning, and that enforcement with substantial tickets issued should be required. He noted he was not in agreement with the Town's involvement in yard debris removal, as it would be too expensive and onerous, but felt that a compromise could be found.

Thomas Curtis Barnwell, III, from Squire Pope/Stoney/Gum Tree Road/Wildhouse Road POA, noted there is a hardship created if burning of yard debris is not allowed 2 to 3 days a month, as piles of yard debris create areas for pests, rodents, and snakes to hide. David Murray from the Squire Pope area agreed and stated he needs the ability to burn debris at least 26 times per year. He urged compromise rather than a complete ban of burning.

Nell Barnwell Hay, Vice-President of the Baygall POA, asked that the Committee give the communities what they need to keep their properties clean and healthy.

Vio Jones from the Squire Pope area stated that burning 4 times per year was not enough, and a ban would infringe on the rights they have had for many years. Veronica Miller, President of the Squire Pope/Stoney/GumTree POA, agreed with the previous comments, and added that she thought this was being rushed and time should be taken to consider more solutions for the entire Island.

Michael Cohen, Jr., a native Islander from the Spanish Wells/Jonesville area, expressed his support of controlled burning for yard debris for 26 weeks in the year, and defended the use of burns to clean properties and dispose of yard debris that has been a tradition for generations.

Kristin Keller, a resident of Squiresgate, voiced her support for permitted burning, citing the tree limbs and 40 plus bags of leaves to be cleared from her yard that exceed the limit for daily disposals at the dump. She noted there is a need for an alternative to the ban on burning of yard debris.

Palmer Simmons, a resident of the Spanish Wells area of Ward 3, expressed his concern that any rule or law that adversely affects a portion of the citizens is wrong, with Wards 1 and 3 being most affected and bearing the greatest brunt of the ban. He questioned why burning was such a hot topic requiring a ban, and suggested a compromise is needed. Nadine Chaplin agreed that a compromise was needed for everyone, and pointed out there are elderly citizens who are unable to transport their yard debris.

Thomas Barnwell, Jr., a 79 year resident, thanked Town Staff and Council Members for making a time adjustment to allow more citizens and native Islanders to attend the meeting. He also thanked the citizens who provided the research on other communities who ban burning, but he questioned if those communities have the diversity of land mass still owned by natives. He asked that the ban be repealed or the number of days for permitted burns be increased for year round cleanup.

Rita Jones expressed her support for allowing permitted burning of yard debris for 1 week per month.

Lawrence Orage expressed his gratitude for the meeting being held late enough for him to attend, and noted his opposition to the burning ban, citing that he, his father, and grandfather had been burning yard debris all their lives, with no adverse health issues.

Mr. McCann noted this is a difficult decision, but understanding both sides of the situation, he suggested changing the proposal to recommend that burning be allowed to occur 2 days per month instead of the 4 times per year, with provisions for additional burning days per year in case of storms or high winds as needed for a 1 year trial. He also suggested a Committee be appointed immediately consisting of Town Staff, Fire and Rescue, Facilities, Denise Stringer, and possibly 2 or 3 people currently in the room, to meet and report in 1 year on any adjustments that may be needed.

Mr. Harkins indicated his support for the direction set forth by Mr. McCann, and pointed out the positives to be gained from compromise. He suggested the Committee be comprised of 6 to 8 people, including Dot Law and Denise Stringer, who meet on a quarterly basis to take a hard and vigorous look at the issue from all standpoints, with a set time of 12 months to report back.

Chairman Grant and Chief Lucas discussed what procedures could be followed for permitted burns in the event of a storm. Chief Lucas noted the Town has an existing Debris Management Program, and in the case of a major storm, this would allow the pickup of materials and burning or disposal of those materials on Town property. In a minor storm, there was a provision in the old ordinance that could be added back to the proposed Ordinance to allow open burning by special permit if such need is determined by the Town Manager, with the Fire Chief's approval.

Chief Lucas clarified several questions posed by prior speakers, including the one-time permit process, enforcement issues, and damages caused by fires to structures, cars, and fences, including 2 deaths caused by inappropriate burning. He noted the proposed ordinance will give authority to extinguish fires only when it is a danger and a public safety issue, and not simply because of complaints about smoke being a health issued.

Chairman Grant noted the reality was that one of the problems with the ban was that no true solution to solve the problem was found prior to the ban taking effect. He stated his understanding of the need to dispose of yard debris, and while not in favor of a burning ban, he expressed his belief that a compromise could be reached.

A discussion followed among the Committee members, Chief Lucas, and Greg DeLoach, Assistant Town Manager, as to some suggested recommendations to be incorporated into a proposed ordinance. After much discussion, a motion was made by Mr. McCann that the Committee recommend to Town Council a proposed Ordinance allowing the burning of yard debris for 2 days each month, reinstating the special circumstances for storms provision from the previous ordinance, with an appointed citizen/Town working Committee co-chaired by Denise Stringer and Dot Law to start immediately to convene on a quarterly basis to evaluate the program and, if appropriate, make suggestions for improvements, with a report from the Committee requested in 12 months. The motion was seconded by Mr. Harkins.

Further discussions and clarifications followed among the Committee members, Chief Lucas, and Mr. DeLoach. The motion was approved by a vote of 3-0.

5. New Business

None

Adjournment

At 6:40 p.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

MEMORANDUM

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

FROM: Lavarn Lucas, Fire Chief

Via: Gregory D. DeLoach, Esquire, Assistant Town Manager
Stephen G. Riley, ICMA-CM, Town Manager

RE: Update to 2013 Strategic Plan Recommendations

DATE: February 25, 2014

Recommendation:

Accept the attached update on the current status of implementation of the 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 listed as *on-going*.

The Plan and its associated recommendations are listed on the Town's Intranet. This presentation summarizes the implementation status of the recommendations assigned as *on-going* or with an implementation date of 2013 or 2014. The attached table is the updated current status of those recommendations.

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.*

Recommendations are tagged in the far left column (Note column). The designations are as follows:

- P = Pending Completion
- C = Completed
- H = On Hold
- D = In Development
- F = Future Development

Background:

The 1994 Fire & Rescue Master Plan and the subsequent 1998 Fire & Rescue Master Plan each called for a report to the Town's Public Safety Committee. These report requirements did not contain any specific guidance on what should be reported and the reports were stopped in 2007.

This reporting process was reinstated in March 2013 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. The last update was provided in July, 2013.

2013 Fire Rescue Strategic Plan
 2013 & 2014 Targeted Recommendations
 Status Update

Note	Rec # Target	Subject	Notes	Recommendation
P	ADM-01 2013	Department Name	Ordinance Drafted Pending Legal Review	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".
C	ADM-02 2013	Mission, Vision, Core Values & Motto	Implemented	Adopt a Fire & Rescue Vision, Mission, & Core Values Statement, and a Motto
P	ADM-03 2013	Fire & Rescue Ordinance Revision	Ordinance Drafted Pending BCSO Review	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.
D	BFP-01 2014	Hydrant Flow Identification	Discussion opened with HH PDS only. POA due by 12-31-14. Implementation to follow.	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".
D	BFP-02 2014	Traffic Calming Devices – Speed Humps	Discussion with Com Dev is underway. Proposed changes to LMO being discussed. Expected – 12-31-14.	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.

Note	Rec # Target	Subject	Notes	Recommendation
H	BFP-04 2014	Adoption of SC Fire Sprinkler Incentive Act	On 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.
F	BFP-06 2014	Nuisance Fire Alarm Ordinance	Hold meetings with high users and with vendors to determine best direction and implement direction by December 31st, 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.
C	BFP-07 2014	Open Burning Enforcement	Ordinance Revision is Pending.	Fire and Rescue should increase enforcement of current open burning regulations and evaluate the need for a ban on open burning of yard debris.
W	BFP-09 Ongoing	Community Cardiac Risk Reduction Program	Improved AED access. Increased Pub Ed. Plan due by 06-30-14.	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.
D	BFP-10 2014	Tree Obstructions	Pending recom. by Legal. Draft procedure for larger PUDs pending review by Com. Dev.	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.
W	BFP-12 2013	Fireworks – Sale & Discharge	Ordinance drafted background information is being prepared.	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.
C	COM-01 2013	PBX Upgrades	Database installed. 7 of 11 PBX Lines Corrected. 981 Additional E911 addresses created.	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.

Note	Rec # Target	Subject	Notes	Recommendation
P	EM-04 2013	Community Warning System	Policy proposed to BC EMD. Pending review. Will reassess after new procedures is in place.	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.
H	EM-07 2014	Storm Hardening of Fire & Rescue Headquarters	No grant funds currently available.	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 damage and flooding.
W	COM-03 Ongoing	Phase 2 and VOIP Concerns	POA created. Completion - 12-31-14.	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.
D	EM-01 2014	Town Continuity of Government and Emergency Ordinances	Pass updated Code by December 31st 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.
D	EM-08 2013	Sustaining Town IT Systems During Emergency Operations	POA Complete. Expected Completion – 12-31-14.	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.
W	MAINT-01 2015	Emergency Vehicle Traffic Pre-emption System (EVP) Upgrade	Proposal being prepared. Expected completion – 08-01-14.	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.
D	MAINT-02 2013	i-Maint® Replacement	Modifying Current System. Expected Completion – 12-31-14. Will reassess after 12-31-4.	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.

Note	Rec # Target	Subject	Notes	Recommendation
C	OPS-01 Ongoing	Standards of Coverage	Complete 911 Ans. - 5 sec 95% Processing 60 sec 95% Turnout – Fire – 80 sec Turnout – EMS – 60 sec	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) Standard of Response Cover requirements.
D	OPS-05 2014	Scene Safety Officer	Program adoption by June 1st, 2014.	Fire & Rescue should implement a designated certified Incident Safety Officer (ISO) Program to provide on-scene safety oversight at emergency incidents.
P	OPS-07 2014	Health & Wellness Committee	Complete in Feb. 2014.	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.
W	OPS-11 2013	Beach & Water Fire & Rescue Options	POA Created. Completion - July 2015.	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.
P	OPS-12 2014	Dirt Road Concerns	Pending recommendation from Legal.	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.
C	PLNG-01 2013	AEDs in F&R Staff Vehicles	Complete	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.
C	PLNG-03 Ongoing	CFAI Accreditation	Maintain Accreditation annually.	Hilton Head Island Fire and Rescue should continue to maintain its accreditation status through the Commission on Fire Accreditation International (CFAI).

Note	Rec # Target	Subject	Notes	Recommendation
P	PLNG-04 2017	Emergency Access Gates	Last Gate (PD) is designed & legal work is pending. Expected completion by June 1st, 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.
C	PLNG-06 Ongoing	Reporting Guidelines	Complete - 2 reports to PSC annually.	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.
D	PLNG-10 Ongoing	Increased Administrative Efficiency	POA is delayed Expected – 06-30-14.	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.
D	PLNG-11 Ongoing	Addressing Improvements	POA developed. Completion exp – 06- 01-14.	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.
D	PLNG-12 2014	Response Time Objectives	POA Created. Completion – 06-01- 14.	Fire & Rescue should develop a standardized reporting system for compiling and reporting on adopted response time objectives.
F	SSRV-03 Ongoing	ISO Public Protection Class	Delayed. Recommendations due by 07-01-14.	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.
D	SSRV-05 Ongoing	CAD Technology	Upgrade installed but not activated.	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.
D	SSRV-06 2014	Business Continuity of E- 911 & Data Center	Develop a plan of action by December 31st, 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.
D	SSRV-07 2014	Records Management Systems (RMS)	Develop a plan of action by December 31st, 2014.	Fire & Rescue should continue to improve its records management systems (RMS) to increase functionality and improve efficiency and reporting capabilities.
C	SSRV-08 2013	PSS Hardware Infrastructure	Complete – 10-year plan has been developed.	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.

Note	Rec # Target	Subject	Notes	Recommendation
W	SSRV-09 2013	Scheduling and Staff Alerting Systems Upgrades	System review underway. Purchase & Implementation is expected – 09-01-14.	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.
D	SSRV-10 2014	PSS Network Infrastructure	POA underdevelopment. Expected – 06-01-14.	Fire & Rescue should continue to expand and improve its network infrastructure to increase reliability and functionality.
C	SSRV-11 2013	Scheduled Replacement for Firefighting and Medical Equipment	Completed 10-year Capital Outlay plan in place.	Fire & Rescue should implement a scheduled replacement plan for the firefighting and medical equipment that has a defined or anticipated life cycle.
C	SSRV-12 Ongoing	Scheduled Replacement for Fire & Rescue Vehicles	Completed 10-year Capital Outlay plan in place.	Fire & Rescue should continue with a scheduled replacement plan for Fire & Rescue vehicles and further reduce and reconfigure the overall fleet for maximum efficiency.
P	TRNG-02 2014	Training Center Enhancements	Review and recommend direction by January 31st, 2014.	Review the functionality and cost of upgrading the Fire & Rescue Training Center with a second burn room.
D	TRNG-03 2014	Computer Based Training in Fire Stations	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.
H	TRNG-07 2014	Safety Training Officer Position	On Hold due to budget restrictions.	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.

MEMORANDUM

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

FROM: Lavarn Lucas, Fire Chief

Via: Gregory D. DeLoach, Esquire, Assistant Town Manager
Stephen G. Riley, ICMA-CM, Town Manager

RE: Fire Rescue 2013 Annual Report

DATE: February 26, 2014

Recommendation:

Accept the attached 2013 Fire Rescue Annual Report.

Summary:

The 2013 Fire Rescue Annual Report summarizes the operations, activities, initiatives, and achievements of Fire Rescue over the course of 2013. This report is intended to supply a comprehensive summation of all significant activities and operations of Fire Rescue to the Public Safety Committee, Council, as well as the public.

Background:

Fire Rescue instituted the compilation of an Annual Report in 2010 and has presented such plan to the Public Safety Committee and Council annually since that time. The last report was presented in March, 2013.

2013

Annual Report

Hilton Head Island Fire Rescue



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



Lavarn Lucas, Fire Chief

40 Summit Drive
Hilton Head Island, SC 29926
843.682.5100
www.hiltonheadislandsc.gov



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INTRODUCTION

Hilton Head Island Fire Rescue presents this 2013 Annual Report to the Administration and citizens of Hilton Head Island. 2013 has been the busiest year on record for Fire Rescue.

We have watched many different incidents unfold across the country and have seen how they affect our operations locally. With unimaginable events happening in smaller communities, we continue to pride ourselves on our 'all hazards' approach. We train our personnel to do things that are out of the normal day-to-day operations of a mid-size fire department.



In addition to responding to the everyday fire and emergency medical calls, we also have both the Regional Response Technical Rescue and Hazardous Materials teams, train for water rescue, and mass casualty incident response, all in support of providing an all hazards approach to emergency response to the Community.

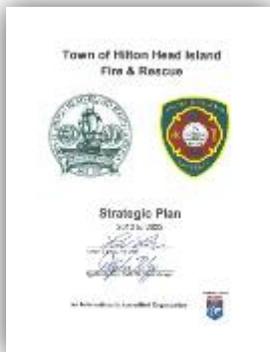
When you look through this report, you will see an overall increase in fire and EMS calls. You will also see that our training hours are up for the department. Our firefighters are running more calls, and training harder on more subjects. Our objective is to have the safest and best educated and trained firefighters in the state, while pursuing continuous improvement to services delivered to the community.

MESSAGE FROM CHIEF LUCAS

As the Fire Chief of Hilton Head Island Fire Rescue, it is my pleasure to present this summary of activities for the year 2013. Your department continues to accept the challenges presented by the economy, increased demands for service, and the adaptation to ever changing technology.

Fire Rescue provides fire suppression, rescue and emergency medical services, hazardous materials mitigation, fire inspection, fire investigation, disaster preparedness, and public education to the Town of Hilton Head Island. Fire Rescue is consistently working to achieve and/or maintain the highest level of professionalism and efficiency on behalf of those it serves.

In an effort to work toward self-improvement, Fire Rescue has documented the department's path into the future by developing and implementing a Ten Year "Strategic Plan". This program was initiated in 1994, and serves as an ongoing roadmap for the organization.



The Strategic Planning process goes beyond just the development of a document. The planning process challenges Fire Rescue to critically examine paradigms, values, philosophies, beliefs and desires, and challenged all involved to work in the best interest of the department. Through the development and maintenance of the Strategic Plan, the membership of the agency has been afforded an opportunity to directly participate in the development of their organization's long-term direction and focus.

The Strategic Plan identifies initiatives, through the adoption of fifty-six specific recommendations, the core values that embody how the agency's members, individually and collectively, will carry out the agency's mission into the future. The Hilton Head Island Town Council adopted the plan on March

5, 2013.

The entire adopted Strategic Plan may be accessed here:

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

Fire Rescue is particularly proud of obtaining and maintaining its International Accreditation Status from the Commission on Fire Accreditation International (CFAI). 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 currently one of only 187 Fire Agencies worldwide, and is one of just six 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 plan for continuous improvement.

In 2013, the South Carolina Department of Health and Environmental Control named Hilton Head Island Fire Rescue as the South Carolina Fitting Station of the Year for 2013. This Child Passenger Safety Program is funded by the National Highway Transportation Safety Administration and administered by the SC Department of Public Safety through DHEC.

Child passenger safety technicians must pass a rigorous national certification process, which includes three and a half days of training, and in order to maintain the certification, six continuing education hours are required annually. Fire Rescue technicians will inspect your child car seat, free of charge, and will also show you how to correctly install and use it. Fire Rescue currently has nineteen certified car seat installers who completed 232 installations over the course of 2013.



To set up a car seat install or check appointment, call (843)682-5145.

Fire Rescue is also continuing to support its Heart Safe Community initiative to improve the prevention and treatment of cardiac-related diseases.

The department also continues to collaborate regionally with other fire departments on training, specialized response teams, 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.



OUR MISSION

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

OUR VISION

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

OUR CORE VALUES

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

LEADERSHIP STAFF



Fire Chief Lavarn Lucas



Deputy Chief Brad Tadlock
Operations



Deputy Chief Ed Boring
Support Services



Joheida Fister
Fire Marshal



Randy Lindstrom
Planning



Thomas Dunn
Emergency Management



Benton Waller
Training



Cathy Jones-Gooding
Communications



Mick Mayers
A Shift



Jeffrey Hartberger
B Shift



Cliff Steedley
C Shift

2013 PERSONNEL MILESTONES

New Hires

James Brown	Firefighter	Paul Jalbert	Firefighter
Andy Orphanoudakis	Firefighter	Marcia Hunter	Dispatcher
Savannah Fuentes	Dispatcher	Danielle Dennis	Firefighter
Charles Daniel	Firefighter		

PROMOTIONS

Aaron Fischer	Apparatus Operator	Lance Beadling	Apparatus Operator
Adam Frink	Apparatus Operator	Ryan Zold	Lieutenant
Jonathan Bills	Lieutenant	Pete Reid	Lieutenant
Jacob Sanders	Apparatus Operator	Steve Kenyon	Apparatus Operator
Kevin Foudray	Senior Fire Inspector	Keith Tison	Mechanic
Reggie Malphrus	Apparatus Operator		

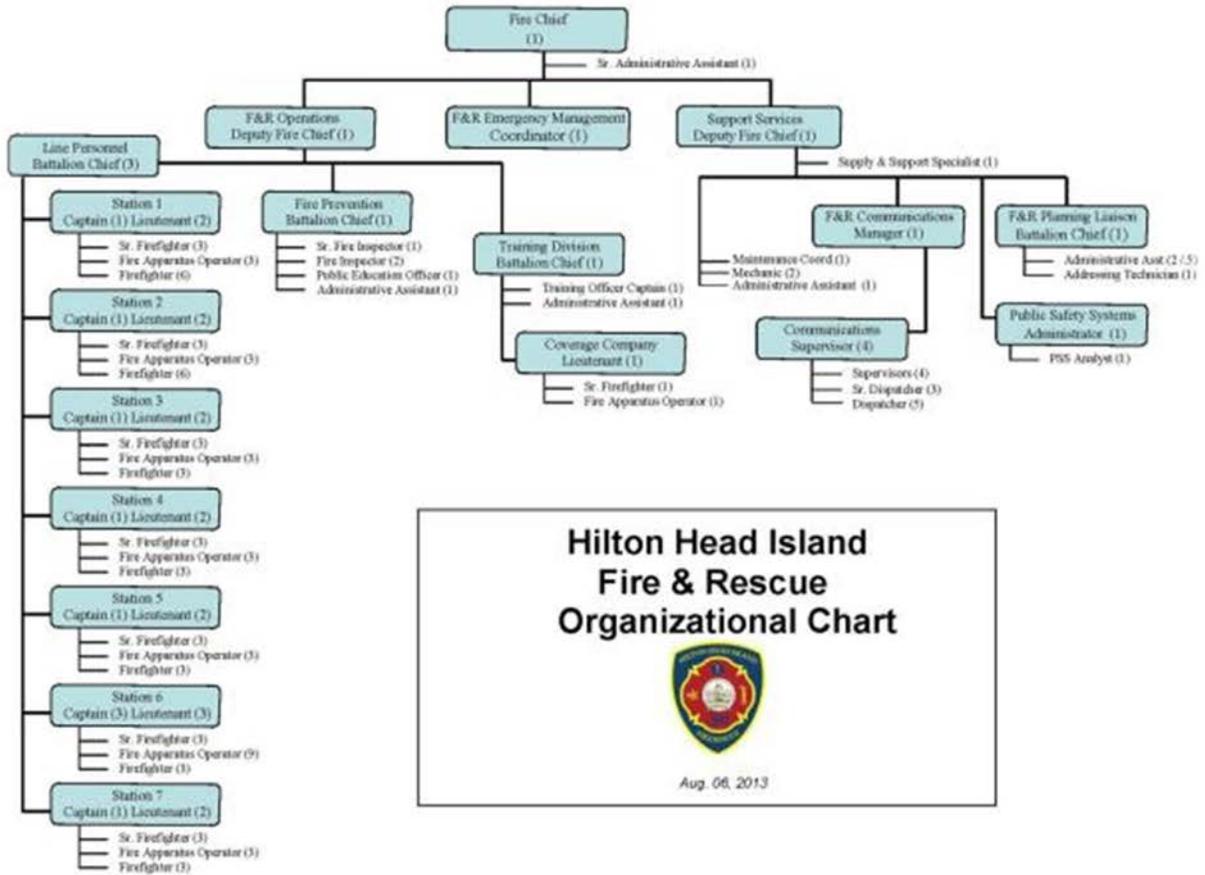
ANNIVERSARIES

Joe Edwards	25 Years	Tim Kelly	25 Years
Brad Tadlock	25 Years	Dennis Pavone	20 Years
Zach Taylor	20 Years	Scott Mason	20 Years
Robert Nelson	20 Years	Jeff Hinton	20 Years
Robert Scott	20 Years	Chad McRorie	20 Years
Janet Peduzzi	15 Years	David Bell	15 Years
Cindy Snyder	10 Years	Benton Waller	10 Years
Sharon Cousins	10 Years	James Lawson	5 Years
Chris Savage	5 Years	Fred Jenkins	5 Years
Lance Beadling	5 Years	Peter Janura	5 Years
Ken Robinson	5 Years	Randy Marrero	5 Years
Nick Pfeifer	5 Years		

RETIREES

Scott Layne	26 Years – Senior FF	Dennis Pavone	20 Years - Captain
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ORGANIZATIONAL CHART



FACILITIES AND EQUIPMENT

Fire Rescue operates seven Fire Stations located throughout the Island in order to provide services to the community. Headquarters, Training, and Maintenance facilities are all located near the Island's airport.

Fire Rescue is well on the way to completing the replacement of all of its fire stations.

Currently, Station 6, in Palmetto Dunes Resort, is under construction with the completion scheduled by Summer 2014.

Station 2, in Sea Pines, will be the last to be replaced and is currently on schedule for design in 2015, with construction to occur in the 2016/2017 timeframe.

Upon the completion of the station replacement program, all of the original 70's and 80's stations will have been replaced with modern, storm hardened facilities designed to survive in the event of a hurricane.



FIRE STATIONS

Fire Station 1 – 70 Cordillo Parkway – Shipyard Plantation 1,425 Total Incidents (440 Fire Related, 985 Medical)

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

- One Crimson/Spartan Quint 103' aerial with 1500 GPM pump
- One Frazier/Chevrolet Medic unit
- One special call USAR Rescue unit.

Full staffing at this station is 1 Company Officer and 4 Firefighters.



Fire Station 2 – 65 Lighthouse Road – Sea Pines Plantation 737 Total Incidents (300 Fire Related, 437 Medical)

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

- One Crimson Spartan 1500 GPM Engine
- One Frazier/Chevrolet Medic Unit

Full staffing at this station is 1 Company Officer and 3 Firefighters. Additionally, the department's special call Rescue unit is housed here.

Fire Station 3 – 534 William Hilton Parkway – First Presbyterian 1,058 Total Incidents (320 Fire Related, 738 Medical)

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

- One Crimson Spartan 1500 GPM Engine
- One Frazier/Chevrolet Medic Unit

Full staffing at this station is 1 Company Officer and 3 Firefighters



Fire Station 4 – 400 Squire Pope Road – Hilton Head Plantation 879 Total Incidents (210 Fire related, 669 Medical)

Fire Station 4 is located near the rear Cypress Gate to Hilton Head Plantation. Station 4 was opened in 2005, and houses:

- One Crimson Spartan 1500 GPM Engine
- One Frazier/Chevrolet Medic Unit

Full staffing at this station is 1 Company Officer and 3 Firefighters

**Fire Station 5 – 20 Whooping Crane Way – Hilton Head Plantation
1,493 Total incidents (360 Fire Related, 1,133 Medical)**

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

- One Crimson/Spartan Quint 103' aerial with 1500 GPM pump
- One Frazier/Chevrolet Medic unit.

Full staffing at this facility is 1 Company Officer and 4 Firefighters.



**Fire Station 6 – 16 Queens Folly Road – Palmetto Dunes Resort
826 Total incidents (347 Fire Related, 479 Medical)**

Fire Station 6 is located near the entrance to Palmetto Dunes and is currently in the process of being replaced with a modern storm hardened facility nearby. Station 6 houses:

- One Crimson 110' Aerial
- One Crimson/Spartan 1500 GPM Engine
- One Frazier/Chevrolet Medic unit.

Full staffing at this station is 2 Company Officers, and 6 firefighters. Station 6 also houses the department's special call Hazardous materials unit.



Construction on the new Station 6, at the left, is well underway and is scheduled for completion by Summer 2014.

**Fire Station 7 – 1001 Marshland Road – Near Cross Island Toll Plaza
678 Total Incidents (279 Fire Related, 399 Medical)**

Fire Station 7 is located near the Cross Island Parkway Toll Plaza and Bridge. The Station was opened in 2007. In addition to the on-duty crew, the shift supervising Battalion Chief is also stationed here. Housed at Station 7:

- One Crimson/Spartan Quint 103' aerial with 1500 GPM pump
- One Frazier/Chevrolet Medic unit.

Full staffing at this station is 1 Battalion Chief, 2 Company Officers, and 6 firefighters.



FIREFIGHTING APPARTUS

Fire Rescue maintains a modern, efficient, and reliable fleet of firefighting vehicles, ambulances, and other vehicles. Several years ago, Fire Rescue completed a fleet renewal program which resulted in the replacement of all front line units. The benefits of the fleet renewal have been many, including increased reliability, economy, reduced maintenance requirements, and greater flexibility to provide services to the community.

Pictured at right is one of Fire Rescue's Crimson/Spartan Engines capable of providing 1500 gallons of water per minute. These standard engines are deployed in 5 of the 7 fire stations, at Stations 2, 3, 4, 6, and 7.



In addition to the Engines above, Fire Rescue also operates 2 of these Crimson/Spartan Quints, at left. The name "Quint" refers to the 5 functions a Quint provides: a water pump, water tank, fire hose, aerial ladder, and ground ladders. These Quints can operate as an Engine, or an aerial apparatus with their 103 foot aerial ladder. The units can pump 1500 gallons of water per minute, and are found at Fire Stations 1 and 5.

Fire Rescue operates a specialized ladder truck known as a "Tiller Ladder", "Hook and Ladder" or "Tractor-Drawn Aerial". This is basically a specialized 110 foot turntable ladder mounted on a semi-trailer truck. It has two drivers, with separate steering wheels for front and rear wheels, which allows for much greater maneuverability. Fire Rescue operates 1 of these units out of Fire Station 6 in the Palmetto Dunes Resort.



MEDIC AND SPECIALTY APPARATUS



Fire Rescue operates a fleet of these Frazier/Chevrolet ambulances called Medic Units. All of the Fire Stations have a Medic unit assigned to it, and the units have been completely standardized.

In 2013, Fire Rescue took delivery of, and placed into service, this new special call brush unit. This truck replaces two aging and unreliable surplus military units. "Special Call" units are maintained in a ready state, but are not staffed 24/7, only being pressed into service when the need arises.



The new brush unit gives Fire Rescue a much greater capability to deal with brush, wildland, and forest type fires.

In addition to the Brush unit, Fire Rescue operates numerous other specialty units including:

- Hazardous Materials Response Unit
- USAR Rescue Unit
- Utility unit with lighting and compressed air supply for refilling firefighter air packs.



OPERATIONS

Hilton Head Island Fire Rescue is a Fire Service-Based organization that provides Emergency Medical Services (EMS) requiring all members to be cross trained as firefighters and either EMT's or Paramedics. This dual role maximizes the efficiency of personnel and resources. About seventy percent of the calls for service are responses to medical emergencies. In addition to providing Advanced Life Support (ALS) Transport services, the department responded to fires, rescue incidents, hazardous conditions, and all other emergency and non-emergency calls for service.



The Operations Division is the largest division of Fire Rescue and is divided into three shifts, A, B and C, to ensure round-the-clock service to the community. Each shift is supervised by a Battalion Chief and the members assigned to each shift carry the ranks of Captain, Lieutenant, Senior Firefighter, Fire Apparatus Operator, and Firefighter. There are 35 members assigned to each shift for a total of 105

Line personnel. The minimum daily staffing level is 29, and they work on a 24 hours on duty and 48 hours off duty schedule. These are the individuals who staff the fire apparatus and ambulances, responding throughout the community to provide a timely response to requests for services. Additionally, a three member team, referred to as the Training Coverage Crew, works a 40 hour week to enhance staffing during the daytime hours, and to provide coverage in station areas when the normal response apparatus are out of the area, training, or assigned to an emergency incident.

Fire Rescue responded to a total of 6,518 calls for service in 2013, with 4,472 of those being medical emergencies. The Operations Division is also comprised of the



Bureau of Fire Prevention and Training Divisions.

The members are highly trained professionals and conduct extensive year round training activities to maintain and improve their skills in a variety of disciplines such as patient treatment, hazardous materials response, firefighting, and technical rescue.

The ability to improve our service is generated through many ideas and initiatives that originate from the Operational members. It is their values, energy, commitment, and compassion that drive many of Fire Rescue's functions, programs, and activities that support the accomplishment of our mission of providing excellent service to the community.



BUREAU OF FIRE PREVENTION

The Fire Prevention Bureau focuses every day on Life Safety. With a 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;

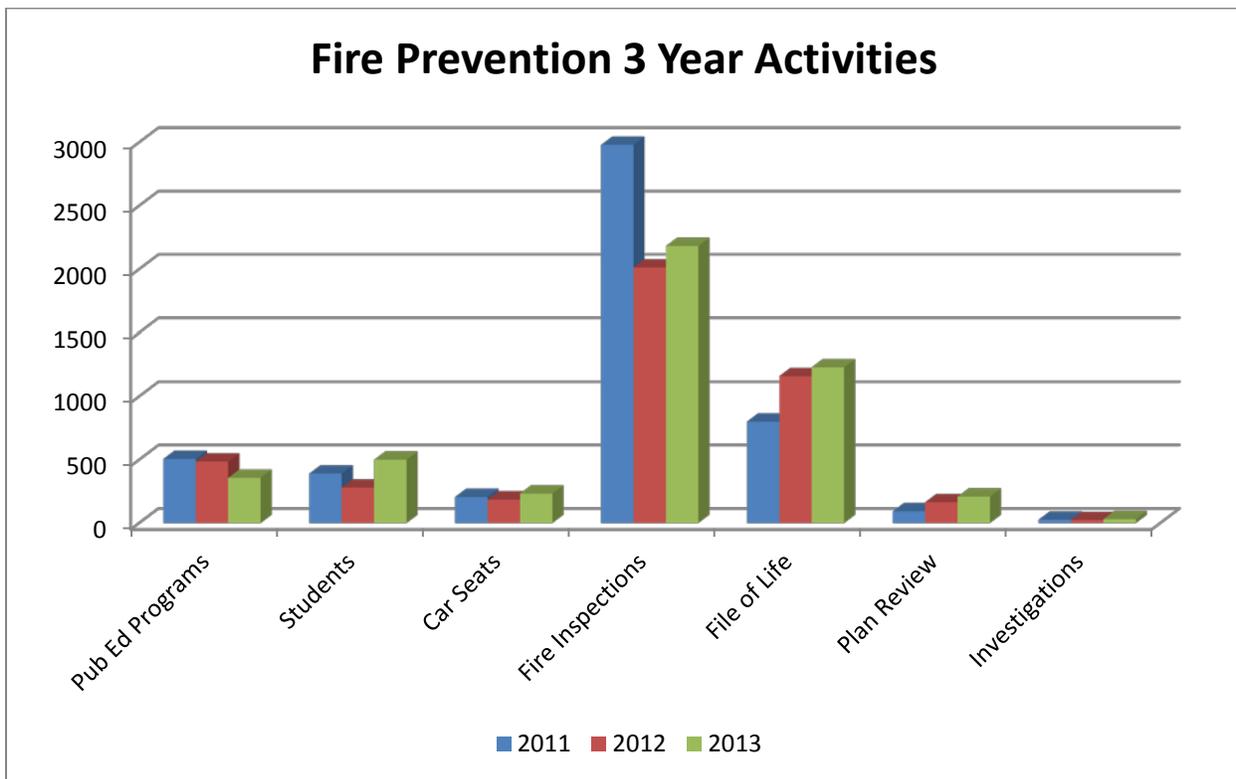
- Overseeing the “Click2Enter”[®] emergency access program
- Coordinating the “File of Life”[®] program
- Providing a robust schedule of public CPR and First Aid training
- Promoting a Holiday season fire safety program like the “Keep the Wreath Green” initiative
- Live fire demonstrations of the benefits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



Bureau Activities for 2013 included:

- 357 Public Education programs delivered
- 58 CPR, AED, and First Aid courses taught to 499 Students
- 232 Car seat installations
- 2,181 Fire Safety Inspections
- 208 Plan reviews
- 120 Burn permits issued

The Bureau of Fire Prevention works very hard to provide relevant and quality programs to the public. A breakdown of some activities over the last three years is included.



TRAINING

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



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 may be assigned.

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 near Fire Rescue's Headquarters. The facility boasts live fire training props, a multi-story drill tower, extrication pads, and driving courses.

A new outdoor classroom was completed at the Training Center. This structure provides a space for pre-training lectures, skills demonstrations, live burn safety briefings, and Command Post operations in a variety of weather conditions.



The Training Division hosted a two-day Hazardous Materials Tanker Emergencies course. This course was conducted at the Training Center by Safe Transportation Training Specialists, Inc. based in Indianapolis, IN, and HazMat Team members. This course covered tanker construction features, types, and provided hands on practice for controlling leaks.

Prior to its demolition, the old Hilton Head Island Welcome Center, located at 100 William Hilton Parkway, was used for three days of wide ranging engine and truck company training, including hoseline advancement, roof ventilation, forcible entry, search, rescue, and breaching interior walls. The Technical Rescue Team (TRT) also used the old Welcome Center for a one-day structural collapse rescue training exercise. The exercise involved deploying the team, setting up a Base of Operations, and performing heavy rescue operations. This training included exterior wall and interior floor breaching, shoring, patient disentanglement and care, and moving patients safely to the exterior.

The former Saks Off 5th store at the Shelter Cove Mall was also used for multiple training scenarios prior to the demolition of the building. The Technical Rescue Team hosted a second structural collapse exercise where shoring operations, wall breaches, and practice cutting steel beams were conducted.

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

Fire Rescue maintains a technologically up to date classroom, and significant storage for training aids and other adjuncts at the Headquarters facility.

Some selected training activity statistics;

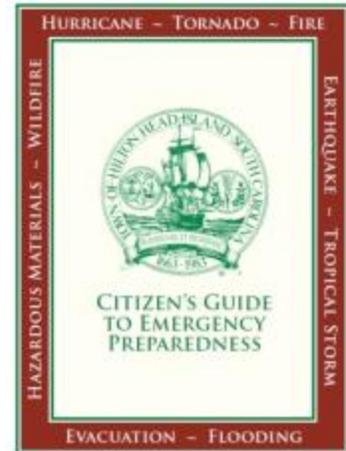
- 39,620 Total hours of Training, including;
 - 29,607 hours of Company Training
 - 3,514 hours of Company Drills
 - 6,088 hours of EMS Training
 - 411 hours of training in acquired structures
- 281 Skills Development and Evaluation Exercises/Drills completed, including;
 - 122 Company Drills
 - 40 Live burn sessions at the Training Center
 - 66 Hazardous Materials Training sessions
 - 12 Urban Search and Rescue evolutions
 - 10 South Carolina Fire Academy Courses were taught on site
 - 26 In-house courses were conducted
 - 5 New Hire orientation sessions were conducted



EMERGENCY MANAGEMENT

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

A successful comprehensive emergency management program has been developed through the cooperation of all Town departments. As an example, the Emergency Management Division coordinates with Community Development to update, maintain, and exercise the Town's Disaster Recovery Plan. Emergency Management also works closely with Public Projects and Facilities to update and maintain the Town's Debris Management Plan.



A significant disaster will push the Town's resources to the limit and will exceed our ability to manage the event without assistance. The Emergency Management Division has a close working relationship with the Beaufort County Sheriff's Office, Division of Emergency Management that will assist us in getting the resources we need to manage a significant disaster. Additionally, the Emergency Management Division has Memoranda of Understanding (MOU) and contracts in place to assist our response. Fire Rescue continues to develop additional MOUs, contracts, and enhanced working relationships with Local, Federal, and State partners that will enhance abilities to respond to emergencies and disasters.

Emergency Management supports the overall mission of Fire Rescue by responding around the clock to any significant fire or emergency to assist incident management staff and assist in any capacity needed during the event.

The Division is also responsible, through an MOU with Beaufort County, to coordinate and manage a public safety evacuation point (Base Camp) for public safety agencies and organizations south of the Broad River. Throughout 2013 we have coordinated with Beaufort County Sheriff's Office, Division of Emergency Management and all the partners that will participate in the base camp. A draft base camp plan was put in place during 2013, and two exercises were conducted to test elements of the plan.



We were very fortunate that the 2013 hurricane season was one of the weakest on record and the town was not significantly impacted by tropical activity. The Town's emergency management program stands out as an example to other municipalities.

SUPPORT SERVICES

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 911 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.

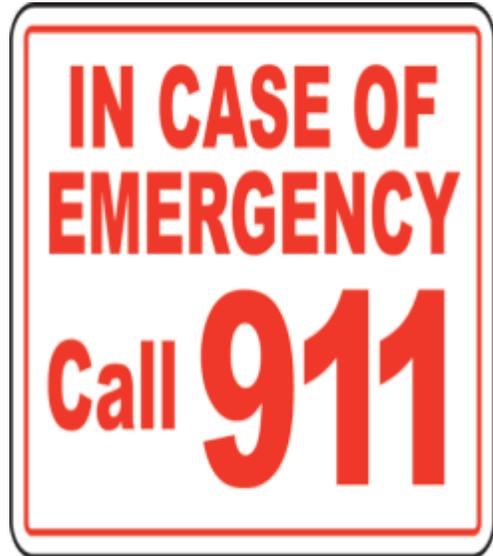
2013 Highlights include:

- **Increase in AED’s in the public-** AEDs have been installed in 15 Fire Rescue administrative vehicles. Additionally 11 more AED’s and appropriate signage have been placed at Town owned locations such as parks and public offices. These locations are noted in FR Computer Aided Dispatch, E911 dispatchers will prompt civilians to access the lifesaving devices at those locations.
- **Fleet Maintenance service truck inventory** reduced by replacement of 2 service trucks with 1 more versatile service truck.
- **Logistical capabilities enhanced with purchase and trade in of 3 light/medium duty trailers.** This reconfiguration of trailers improves FR’s ability to move specialized assets in times of emergency and enhance the Towns FM division in their daily transport of equipment.
- **SC Homeland Security Grant - General Urban Search & Rescue (USAR) Equipment** - Received \$167K for the purchase of equipment, training and upkeep of USAR and WMD Haz Mat Regional Response Teams.
- **Haz-Mat Roundup** - Conducted Annual Household Hazardous Waste Round Up collecting 35946 lbs of hazardous materials and 45,734 lbs of Electronic waste including 181 PC’s , 180 Monitors, 156 Printers, and 358 Televisions.
- **Completed purchase and configuration of a Recovery Node for FR critical data and operating systems.** The recovery node is backs up all reporting, inspection and CAD as well as its critical operating systems nightly. This node is used to recreate the Dispatch and reporting infrastructure in case of catastrophic failure of the E911 center and is taken off island in time of Hurricane evacuation.



COMMUNICATIONS

The Communications Division manages and operates the Enhanced 911 Communications arm of Fire Rescue, serving as the Primary Public Safety Answering Point (PSAP) for Hilton Head Island. The Division is responsible for answering 911 calls which may require assistance. The Communications center operates 24 hours a day, 365 days a year and averages 162 phone calls and more than 17 Fire or EMS dispatches daily. The Hilton Head Communications Center also serves as the backup for Beaufort County’s Dispatch Center PSAP.



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

Communications Division highlights for 2013:

2013 Telephone call Statistics:

Total Calls	59,438
Inbound Calls	41,267
Outbound	18,171

96% of all incoming calls are answered within 5 seconds.

Dispatch Quality Assurance/Quality Improvement Program – Randomly selected calls requesting medical assistance are reviewed for each dispatcher and supervisor. The data collected is used to ensure calls are handled in the best possible manner and identify any additional training that may be beneficial. The average compliance score for the center is 95.92%.

New Cassidian Patriot Phone installed – A new Voice Over Internet Protocol (VOIP) phone system was installed. This new phone system allows for seamless transition of phone services between Beaufort County Dispatch and our Communication Center should one of the centers experience a catastrophic failure. The new system is also a first step in moving toward being able to accept text messages to 911.

Created a new Dispatcher Hiring Pool - We worked closely with Human resources to update our hiring and selection process. Our process now includes a validated test that more closely matches the skills necessary to be successful as a dispatcher and we have a hiring pool of applicants valid for approximately one year. Should we need to fill a vacancy, we will not need to go through an entire hiring process but instead select from the qualified individuals in our hiring pool.

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 Town-wide fleet of vehicles numbers approximately 100, and includes:

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

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

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

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

2013 Fleet Maintenance key statistics

- 124 Vehicle Preventative Maintenance Checks Performed
- 655 Vehicle Repairs completed
- 139 Equipment and tool repairs completed
- 88 Equipment Preventative Maintenance and certification tests performed



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



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 187 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.

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, Planning staffs an E 911 addressing technician, whose responsibilities include ensuring new addresses meet state and local guidelines, seeking out and correcting any addressing inconsistencies within the community, and serves as the primary point of contact for address verification and notification for local utility and postal service providers.

Planning Division highlights for 2013:

- Maintained Accredited Agency Status from CFAI through March 2017
- Standard of Cover Updated for 2013
- 4,446 EMS Patient Care Forms processed
- 104 New Addresses created
- 116 Addresses corrected 348 FOIA / Information Requests processed



PUBLIC SAFETY SYSTEMS

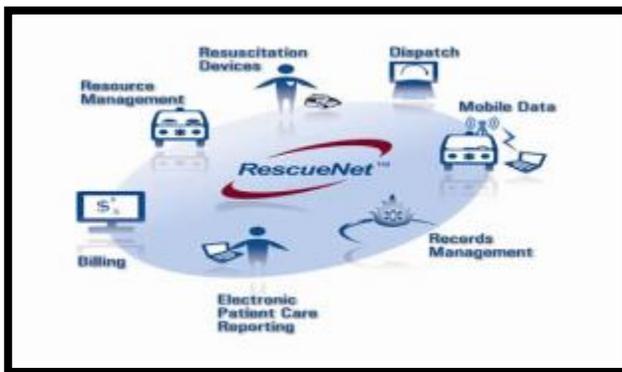
Fire Rescue's Public Safety Systems is likely the least noticeable component of Fire Rescue and performs the majority of its duties outside of the public eye, however, without the vital services and support Public Safety Systems performs, Fire Rescue would not be able to provide the services it does 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 Zoll® FireRMS Records Management System, and Kronos® TeleStaff Staffing Software 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.

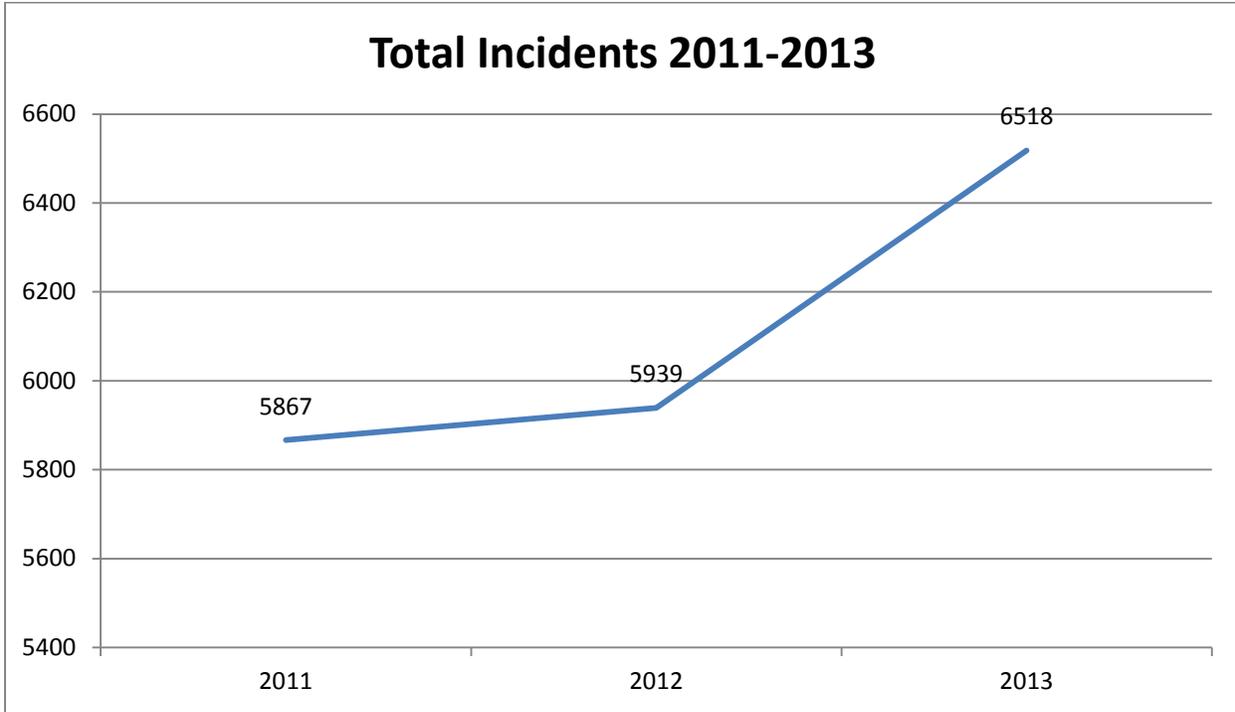
- **Recovery Nodes** - Installed virtual host servers and storage area network (SAN). This provides Fire Rescue systems such as CAD, FireRMS®, & ePCR with improved disaster recovery by allowing mission critical components of the network infrastructure to be more portable and quickly established off-site, as well as providing another layer of data security and redundancy.
- **Patient Care Reporting Software** – The ePCR software application implementation continues to evolve as the field data collection and billing components of the software are further enhanced to improve efficiency. 2014 will see the transition to ICD-10 codes and further integration between the FireRMS and ePCR reporting software packages.



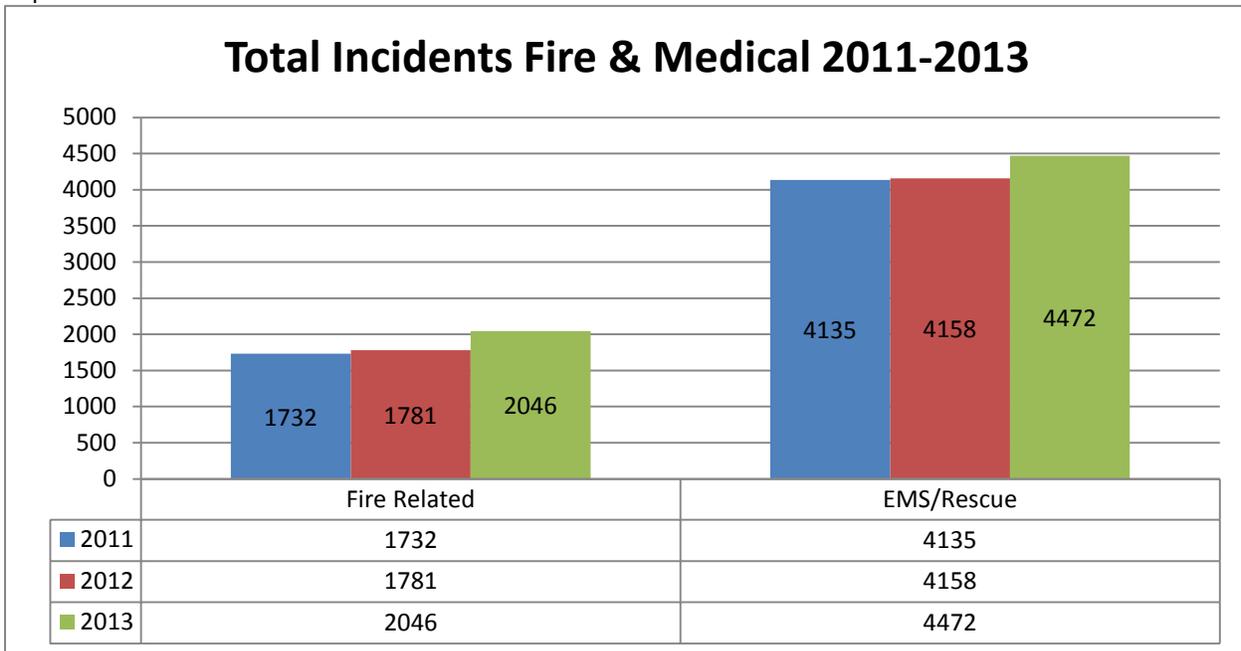
Public Safety Systems continues to implement and maintain the ever-advancing technologies that Fire Rescue relies upon to provide more efficient and effective response to the community.

SELECTED STATISTICS

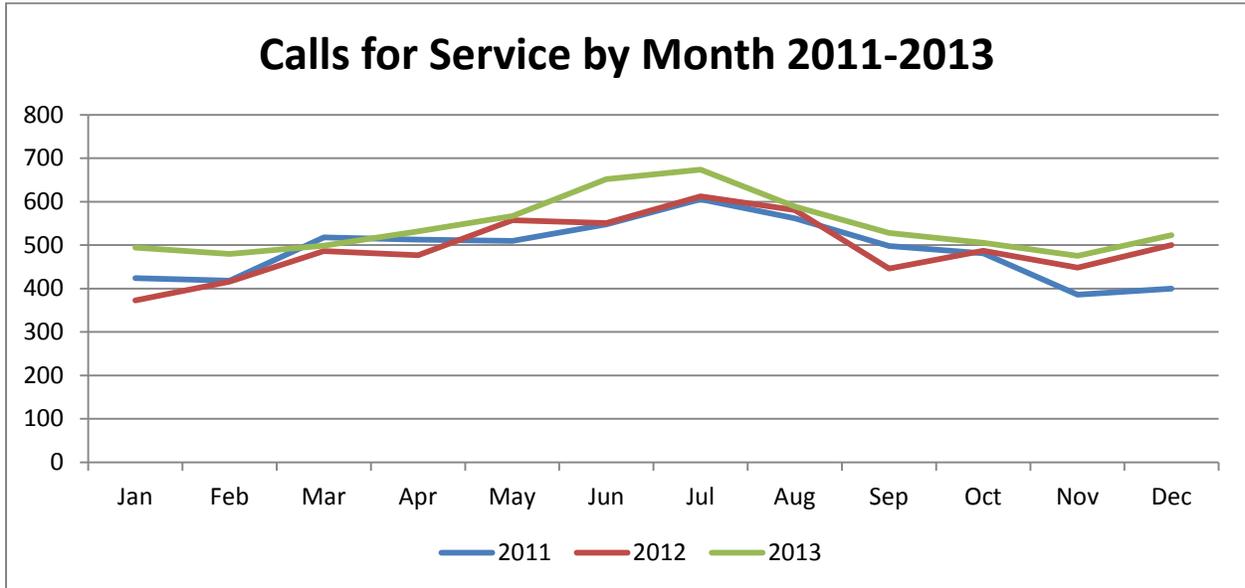
Total calls for service increased at a significant pace in 2013 over recent years. 2013 witnessed an increase of 9.75% over 2012's total.



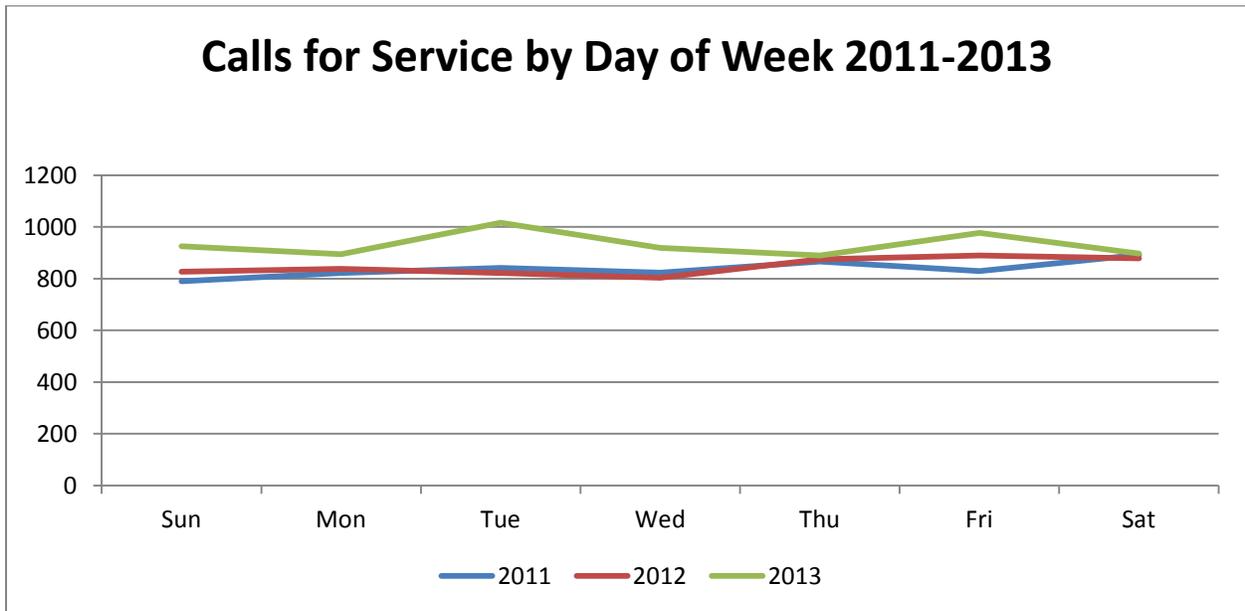
While the increase in call volume was pronounced compared to 2012 and prior years, the proportion of calls remains similar to recent years with EMS related calls representing just about 70% of total call volume for the department.



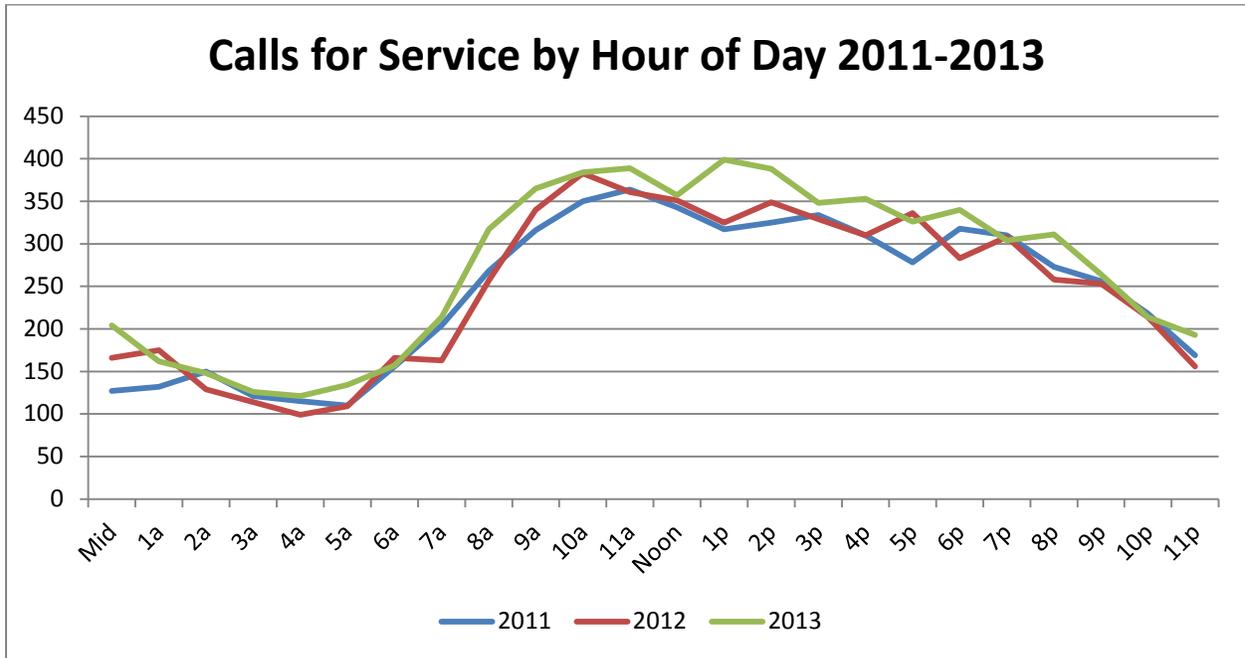
As expected, call volume spikes significantly during the summer months, and as evidenced below, the summer of 2013 saw a rather large spike in call volume, likely reflecting the positive visitor season.



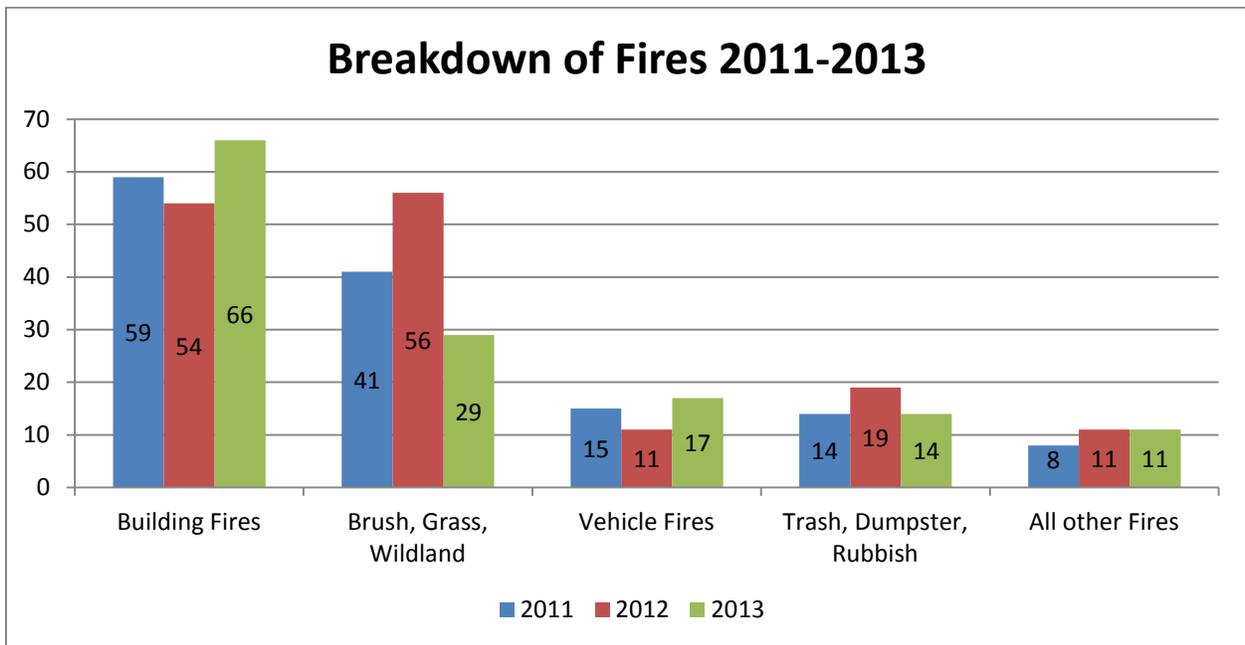
Daily calls for service separated by day of week showed a fairly large increase of about 20% in calls for service on Tuesdays, and a smaller increase, about 10%, in likelihood for a call to occur on Sundays and Fridays.



Calls for service on an hour of day basis show the bulk of calls, as expected, occurring from the 8am time frame through 8pm, before slowing overnight. The 2013 trace is in line with previous years, although call volume across the hour range is higher year over year.

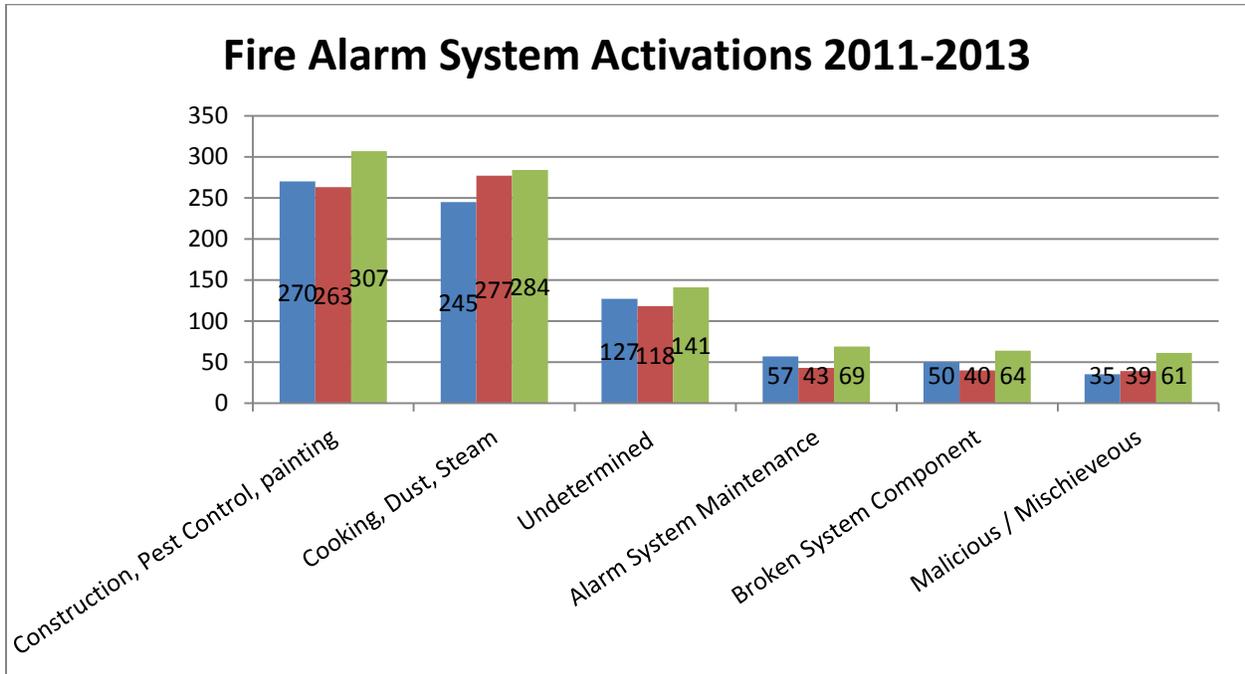


Fire Rescue responds to many different types of fires throughout the year. A breakdown of fires by general type is included below.

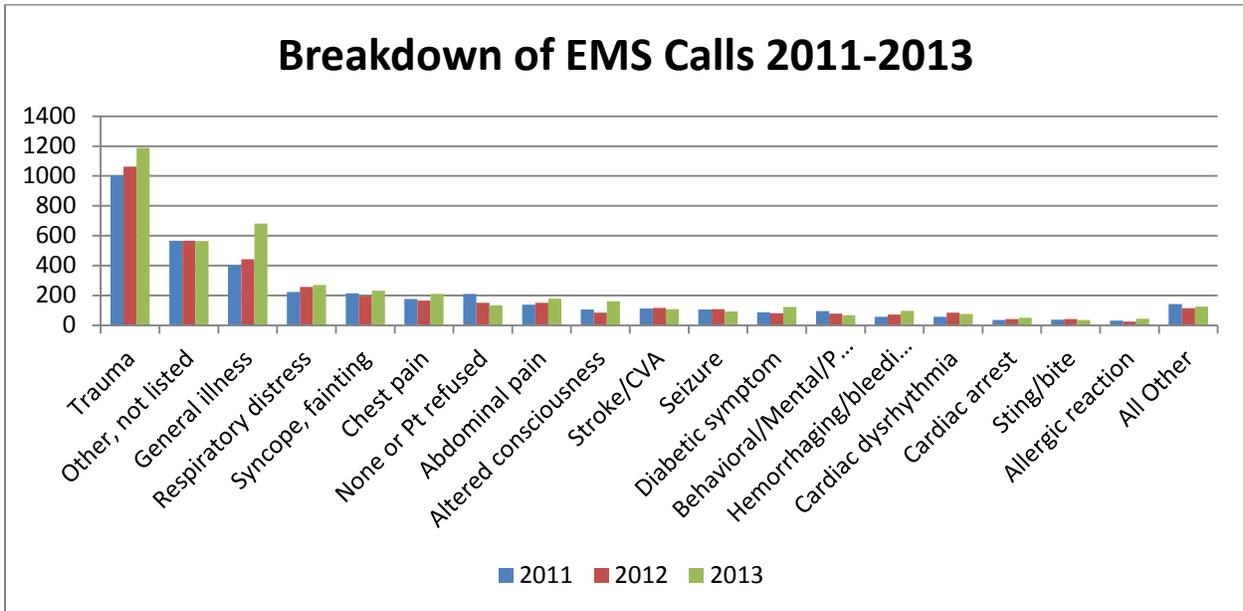


Annually Fire Rescue responds to an average of about 1,100 fire alarms a year. A breakdown of how the alarms are activated reveals that construction, painting, pest control activities, and cooking, dust or steam activations accounted for the largest portion of alarms. In these cases, which represent about 60% of alarms activations, the alarm system functioned properly, reacting to particles in the air or other stimulus.

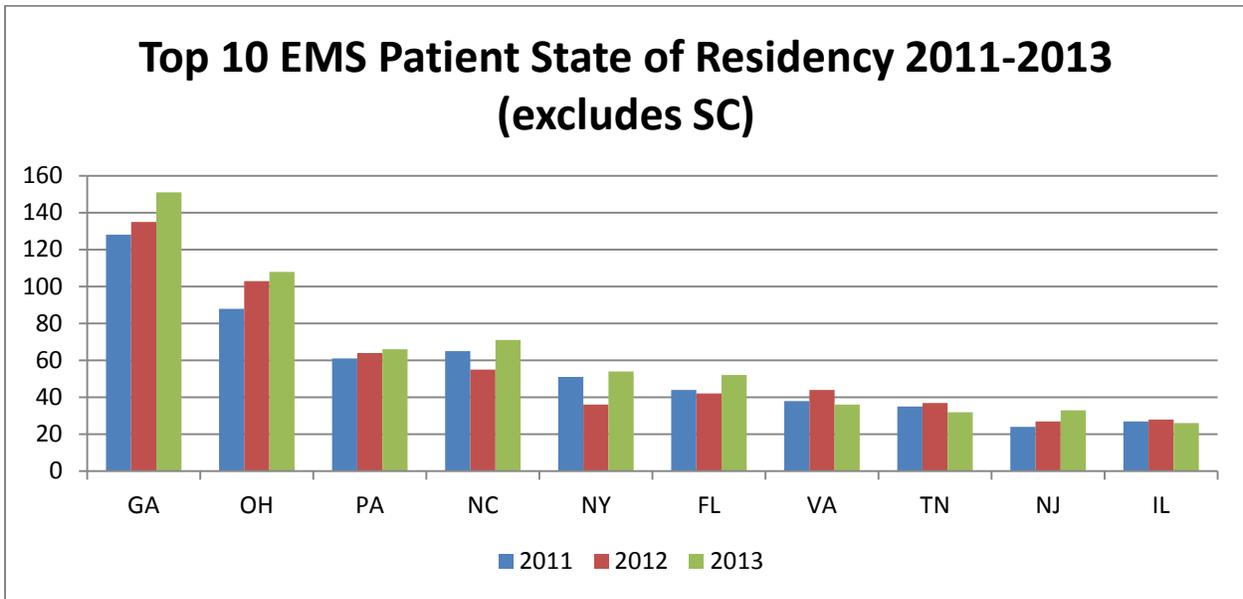
Of the remaining categories, representing about 40 % of all fire alarms responded to, there was not a fire or evidence of a fire. Some 120-140 alarms a year are responded to where Fire Rescue is not able to determine a reason for the activation, and an additional 60 or so per year are unintentionally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



For EMS and Medical responses, Trauma remains the largest segment of reported conditions Fire Rescue responds to. The category “Other, Not Listed” includes any impression that falls outside of the provided code-set, while the category “All Other” includes the remainder of Primary Impressions with occurrences of less than 10 each per year.



A look at where the EMS patients Fire Rescue responds to reveals that, excluding South Carolina, the next largest groups of patients responded to are from Georgia and Ohio.



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 enhance and improve services, and refine processes, we do so with a dedication to continuous improvement.



For additional information, please visit us on our webpage:

www.hiltonheadislandsc.gov/departments/fire/

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

843-682-5100



Additional Online Resources

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

Public Education Programs: <http://hiltonheadislandsc.gov/departments/fire/pubedprograms.cfm>

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