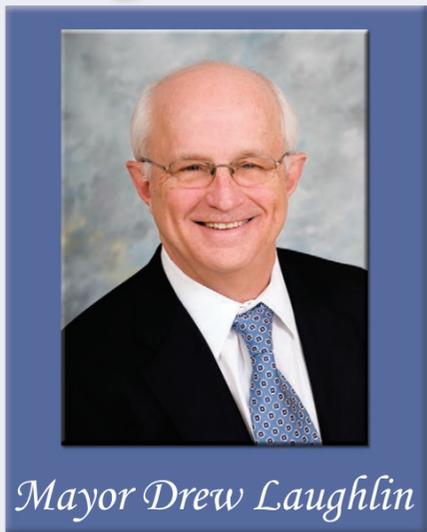


Our Town

A Newsletter of the Town of Hilton Head Island
 Brought to you by the Town of Hilton Head Island, South Carolina
www.hiltonheadislandsc.gov (843)341-4600

Your Town By The Numbers

Mayor's Note



Mayor Drew Laughlin

I trust everyone's summer is going well and that you are looking forward to a beautiful fall in the lowcountry. We're mixing up the usual *Our Town* newsletter format this quarter. We wanted to express some of the services the town provides through numbers. We are members of the Municipal Association of South Carolina and that organization encourages its members to show to residents the value your town offers. The numbers (calendar and fiscal year) you will see are just a sample of those we have or could generate, but they will give residents an idea of some of the volume of work that

their tax dollars pay for. Remember, island visitors also share the cost of services through taxes they pay to play here and I am sure you will agree, that is fair. Media outlets, understandably, choose to cover stories that they find appealing to residents. The stories you read, however, represent only a small part of the services the town provides to residents and visitors. This *Our Town* edition should be interesting to you, and maybe even a bit surprising.

As I reviewed the numbers you will soon read about, I was impressed by several in particular. Our highly trained and skilled Communications Dispatchers (911) handled 41,267 incoming calls and made 18,171 outgoing calls in a year's time. The Bureau of Fire Prevention made 2,181 fire inspections and made 2,911 fire hydrant inspections. Our Fire Rescue Department responded to 6,301 emergency incidents and transported 3,445 patients. The Department dealt with 137 actual fires. It also has collected/recycled (by vendor) over 780,000 pounds of Hazardous and E-Waste since program inception. The Sheriff's Office experienced 78,558 calls for service in 2013. How about Shore Beach Services, Inc. (town franchisee)

providing first aid to 32,547 beachgoers! Did you know that Shore Beach handles 300 trash and recycling containers on the beach? Our Finance Department handled 6,090 business license renewals and processed close to 6,000 Hospitality/Local ATAX/Beach Preservation Fee receipts in a year. Our Legal Department handled 310 Freedom of Information Act requests, 70 contracts, 40 subpoenas and processed over 50 Special Event applications. Our Building Department made 12,486 inspections and issued 3,538 permits in a year. Our Public Projects and Facilities Department operates 23 traffic lights, 46 sets of pedestrian signals, is responsible for over 21,000 acres of stormwater management and completed 61 stormwater projects in a year. The Department also maintains 61 miles of various pathways, inspects/repairs 8 beach parks, 7 fire stations, and manages our all-important landscaping and litter contracts.

Please take a look inside for more interesting stats and if you like this issue, let us know and we can generate more in the future.

Land Acquisition Program

- ★ 144 parcels purchased.
- ★ 1,321.36 acres.
- ★ Total expenditure of \$171.8 million.
- ★ Reduction of potential 4.57 million sq. feet of commercial development; potential 1,365 motel rooms; potential 4,637 residential and timeshare units; and potential 43,228 PM peak-hour driving trips.



Our Town Newsletter (Fiscal Year 2013/2014)

Distributed approximately 36,000 copies of the quarterly town publication through the Island Packet for Hilton Head Island home deliveries. Additionally, approximately 1,200 copies were distributed through town hall and other town facilities.

www.hiltonheadislandsc.gov Website (FY 2013/2014)

- 📄 Total Page Views: 1,567,938.
- 📄 Average Page View per Day: 4,287.
- 📄 Total Visitors: 855,905.
- 📄 Average Visitors per Day: 2,180.

Page View – A page is one complete web page, most likely composed of a number of files. For instance, if your home page has five images and some text, there will be six hits that make up a single page.

Visitor – The number of visitors by the originating IP address. If a request from an IP address came 30 minutes after previous request from same IP address, it is considered to belong to a different visitor.

Parks

- ❖ 8 Beach parks.
- ❖ 12 town passive and active parks for soccer, baseball, roller hockey, skate park, dog park, basketball, playgrounds, events, tennis, rugby, and more.
- ❖ \$4.5 million 5-acre park planned along the Broad Creek behind Shelter Cove Towne Centre.
- ❖ Rowing and Sailing Center at Squire Pope Community Park under construction now.
- ❖ 235 security cameras located at many parks and properties.
- ❖ 13 miles of a family-oriented pristine beach.



Your Town By The Numbers

Hilton Head Island Fire Rescue (2013)

Bureau of Fire Prevention

- ☑ Conducted 2,181 total fire inspections.
- ☑ 466 fire inspections for business licenses.
- ☑ 961 existing building inspections.
- ☑ 754 fire inspections for new/renovated construction.
- ☑ 1,631 violations found during inspections.
- ☑ 208 construction plan reviews for new and renovated construction projects were completed.
- ☑ 101 planning project reviews and inspections.
- ☑ 49 free smoke alarms in private residences.
- ☑ 58 CPR, AED, and first aid courses taught to 499 students.
- ☑ 1,130 File of Life distributed - Fire Rescue provides a program for citizens to record their vital medical information for easy access by medical personnel during emergencies.
- ☑ 35 fire cause/origin investigations.
- ☑ 2,911 hydrant inspections.
- ☑ 357 public education presentations.
- ☑ 125 fire extinguisher training students.
- ☑ 232 car seat installations.
- ☑ 120 burn permits issued.



Communications (911 Dispatch)

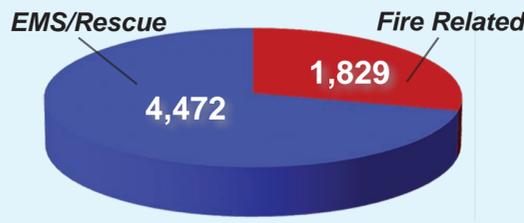
- ☎ 59,438 total telephone calls.
- ① 41,267 inbound calls.
- ① 18,171 outbound calls.
- ① Average of 162 phone calls a day and more than 17 Fire or EMS dispatches daily.
- ☎ 96% of all incoming calls are answered within 5 seconds.



Fire Rescue Operations

- ☎ 6,301 total emergency incidents.
- ☎ 4,472 emergency medical service (EMS) responses.
- ☎ 3,445 EMS patients transported.
- ☎ 170 EMS patients treated but not transported.
- ☎ 1,829 fire suppression and other responses.
- ☎ 137 actual fires.
- ☎ Incident response travel times for all calls (percent < or = 5 minutes) – 82.5%.
- ☎ Minimum average daily staffing level – 32.

Total 2013 Fire & Medical Incidents



Fire Rescue Support Services

- ✓ 4,472 EMS incident reports completed.
- ✓ 6,301 total fire and EMS reports reviewed.
- ✓ During the annual household hazardous waste round-up, collected 29,500 lbs. of hazardous materials and 46,000 lbs. of electronic waste including 265 televisions. Since inception of our annual household hazardous waste round-up program, we collected and recycled over 780,000 lbs. of hazardous materials and e-waste!

Heart Safe Community

Fire Rescue's cardiac care program is a culmination of various initiatives developed in coordination with Hilton Head Hospital. The goal of the program is to reduce deaths associated with out-of-hospital cardiac arrests. The overall program consist of the AED Registry, Citizen CPR & AED Courses, Public Education, and Training of Fire Rescue personnel in Code STEMI and Code ICE.

♥ Code STEMI – ST-Elevation Myocardial Infarction (STEMI). The STEMI Program identifies the most serious type of heart attack in the field with the goal of getting the patient into the Cath Lab within 90 minutes after EMS arrival. This is achieved in 9 out of 10 (90%) patients with an identified STEMI.

♥ Code Ice – This is a form of treatment is therapeutic hypothermia for cardiac arrest patents that have returned to spontaneous respirations. This procedure lowers a patient's body temperature in order to help reduce the risk of tissue injury from lack of blood flow which in turn saves valuable heart tissue.

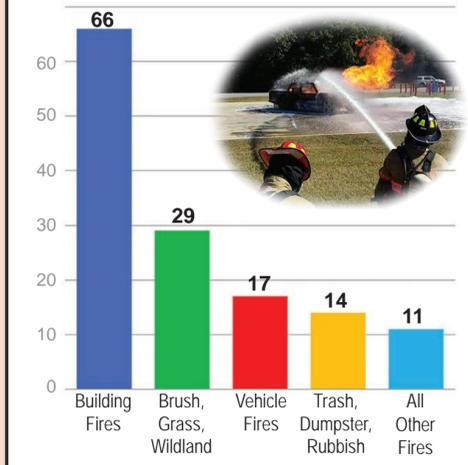
Fire Rescue's overall witnessed cardiac arrest Survival to Hospital Discharge rate is 40%. According to the American Heart Association, the national average is estimated to be 10%.

Fire Rescue Training

- 39,620 total hours of training.
- ★ 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.



Breakdown of 2013 Fires



Emergency Management

- ♦ Emergency Management: Updated / developed 13 plans and procedures; conducted 2 tabletop exercises at USCB for the evacuation of public safety personnel; conducted 1 tabletop exercise with town staff for hurricane response; participated in 1 regional hurricane exercise for disaster recovery and 1 Beaufort County exercise for evacuation using public transportation; conducted 15 disaster preparedness presentations; and distributed 1,500 Citizen's Guide to Emergency Preparedness folders.
- ♦ Disaster presentations - 400 attendees at public training sessions.

Shore Beach Services, Inc. (2013)

- ☉ 13.5 miles of beach patrolled to render assistance to beachgoers.
- ☉ 3 personal watercraft for offshore rescue and ordinance reminders.
- ☉ 300 trash and recycling containers serviced on the beach.
- ☉ 11,639 beachgoers advised of ordinance violations.
- ☉ 32,547 beachgoers given first aid.
- ☉ 763 lost persons reunited with their party.
- ☉ 5 beach matting installations at town beach parks.
- ☉ 45 dog litterbag stations on the beach.
- ☉ 1,237 persons in the water prevented from having their safety compromised.
- ☉ 110 persons and 72 boats in the water brought or assisted to safety.
- ☉ 111 responses to 911 calls on the beach.



Municipal Court (2013)

Municipal Court Tickets

- ☐ 779 criminal tickets.
- ☐ 4,145 traffic tickets.
- ☐ 209 municipal ordinance tickets.
- ☐ 507 parking tickets

Municipal Court Warrants Issued

- ☐ 375 bench warrants.
- ☐ 351 arrest warrants.
- ☐ 17 search warrants.



* Tickets are from BCSO, PUD, town code enforcement officers, town fire inspectors, revenue collectors and town facilities management staff.

** Municipal ordinance tickets are issued by BCSO for town municipal ordinance violations such as consumption of beer/alcohol in public, possession of alcohol on the beach, and disturbing the peace, etc. Additionally, town code enforcement officers, fire inspectors and revenue collectors issue tickets for Municipal Code and LMO violations.

Beaufort County Sheriff's Office



2013 Calls for Service on Hilton Head Island

All Calls for Service are issued an Event Number when e.g. a deputy sheriff stops a vehicle, proactively checks a business or residence, or citizens report any type of incident, and all calls in general. Not all Calls for Service relate to crime.

	Patrol Enforcement	Traffic Team
Calls for Service	78,558	7,357
Incident Reports	3,351	451
Arrests	649	95
Arrest Warrants Obtained	240	33
Uniform Traffic Tickets Issued	1,850	2,290
Warnings Issued	4,151	1,422
TR-310 Accident Reports (official reports forwarded to DMV, Insurance, etc.)	463	372
TR-309 (Form given to people who report the accident or damage at later date, or to those people who don't want to file with insurance)	425	280
Field Contacts (contacts made with people that don't require a report or arrest)	45	3
Door Hangers (Door Hangars are usually left on a residence or business door when an alarm is activated with no person present. May also be left because a car door is unlocked, etc.)	3,194	10



Drug Task Force

State Cases	94
Federal Cases	1
Arrest Warrants Obtained	104
Controlled Buys	24
Premise Search	29
Traffic Stops	67
Vehicle Searches	56
Warnings Issued	43
Uniform Traffic Tickets Issued	57
County Tickets (a charging document that goes with an arrest warrant to assist in tracking the case through court)	101
Arrests	153

Victim's Advocate

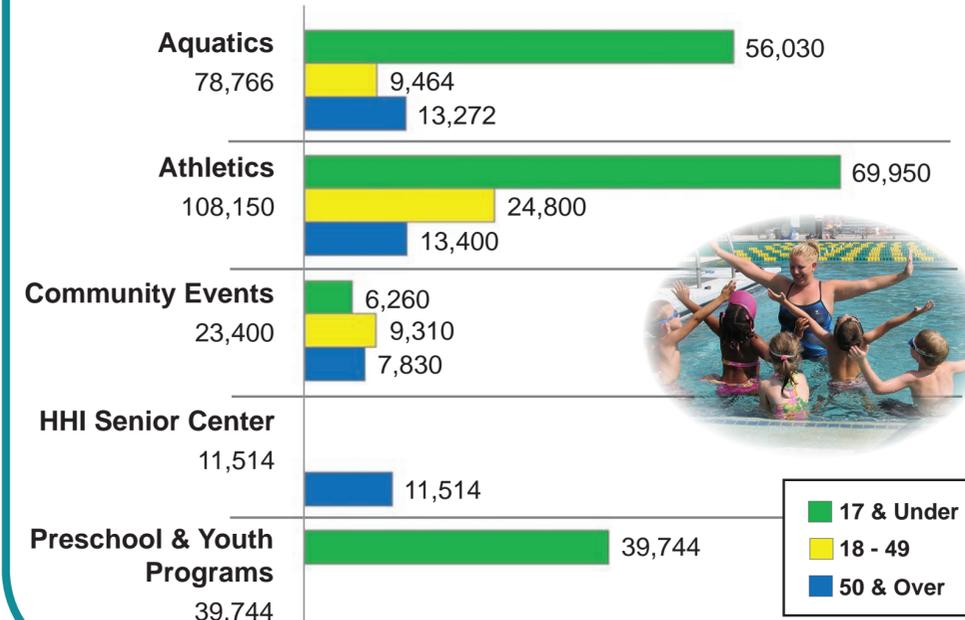
Follow Up	226
Interviews	267
Transports	7
Court Sessions Attended	193
Bond Hearings Attended	50

Evidence

New Evidence (any piece of evidence turned in to the Evidence Technician)	4,286
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Island Recreation Center We Build Community

261,574 Participation Visits in 2013



Your Town By The Numbers

Community Development

- ✧ Collected \$1,073,366 in grants awarded to the town in Fiscal Year 2013/2014 for the Engineering Division, Fire Rescue, Facilities Management, Code Enforcement, and police services.
- ✧ Community Development Staff prepared for, presented at, or attended 148 planning-related board meetings in 2013. That's an average of 12.3 meetings per month out of a typical 20 business day month.

Building Permits

- ✧ Reviewed 3,538 building permits in 2013.
- ✧ \$182,735,928 valuation of all reviewed 2013 Building Permits.
- ✧ 2013 Building inspections: 12,486.

Planning Applications

Processed 1,170 planning applications in 2013.

Flood Savings and Costs

As of April 10, 2014, there were 30,026 flood insurance policies on Hilton Head Island. Property coverage amounted to \$7,280,607,300.00 with a total annual premium cost of \$18,360,151. The total savings as a result of the town's participation in the Community Rating System program will be in excess of \$5,500,596.00 per year or approximately \$183.00 to the average policy holder living in an 'A' flood hazard zone with the maximum \$250,000 property coverage.

Powerline Burial

- ✧ Island-wide project is 68% complete.
- ✧ Removal of 1,846 poles, 753 overhead transformers and 27.4 miles of power lines.



Finance (FY 2013/2014)

- ✧ 6,434 business license renewals processed.
- ✧ 1,015 new business licenses processed.
- ✧ 1,312 local ATAX/beach preservation fee accounts (rental management companies represent one account regardless of number of properties served).
- ✧ 2,147 hospitality tax receipts processed.
- ✧ 5,074 local ATAX/beach preservation fees receipts processed.
- ✧ 2,028 miscellaneous receipts processed.
- ✧ 3,797 EMS calls billed.
- ✧ EMS collections (payments): \$1,455,628.
- ✧ EMS charges billed: \$1,669,965.
- ✧ 2,699 beach parking passes issued - 1,448 issued by Business License and 1,251 issued by Facilities Management.



Records Administration

From June 1, 2013 - May 31, 2014 the Town received 1,285 requests for construction files, plans, and flood elevation certificates from our Records Office.

Legal Administration (FY 2013/2014)

- ✧ 310 Freedom of Information Requests (FOIA) processed, including general requests, EMS requests and fire reports.
- ✧ 40 subpoenas for information.
- ✧ Approximately 70 contracts and 50 addendums processed.
- ✧ Ensured compliance for general liability, auto liability and workers compensation for over 200 contracts.
- ✧ Reviewed/drafted 22 resolutions.
- ✧ Reviewed/drafted 31 ordinances.
- ✧ Permitted over 50 special events and 20 non-special events on the Island.
- ✧ The town's staff attorney handled 75 cases of driving under the influence (DUI), criminal domestic violence (CDV), and simple possession of marijuana cases; assisted deputies with the prosecution of 25 cases; and assisted code enforcement with the prosecution of 15 cases.

Public Projects & Facilities

- ✧ Operates and maintains 23 stop-and-go and 3 flashing signals.
- ✧ Operates and maintains 46 sets of pedestrian signals.
- ✧ Staff responded to traffic signal malfunctions in 235 instances during 2013, with 71 of these being at night or on weekends.

Stormwater

- ✧ Non-PUD area of stormwater responsibility: 6,156 acres.
- ✧ PUD stormwater agreements (including upcoming Shelter Cove and Palmetto Hall): 15,317 acres.
- ✧ Total area of stormwater responsibility (including Palmetto Hall and Shelter Cove): 21,473 acres.
- ✧ Received 51 requests for service between 7/1/2013 and 6/30/2014.
- ✧ Completed 61 stormwater utility funded projects between 07/01/2013 and 06/30/2014. Total cost: \$1,111,532.39.

Pathways

- Maintain 61 miles of public pathways.
- ✧ 53.7 miles of pathways, crosswalks and boardwalks.
- ✧ 5.5 miles of sidewalks.
- ✧ .4 miles of bike lanes.

Facilities Management

- ✧ Facilities Management manages 21 service contracts e.g. landscaping and litter pick-up, maintenance of buildings and properties, and Municipal Court security, totaling \$1,430,000.
- ✧ Facilities Management staff inspects the 8 beach parks, town hall and 7 fire stations daily for minor or emergent repairs.
- ✧ Facilities Management maintenance staff enforce parking violations at all parks and parking districts on a daily basis. Issued 296 parking tickets in 2013.

