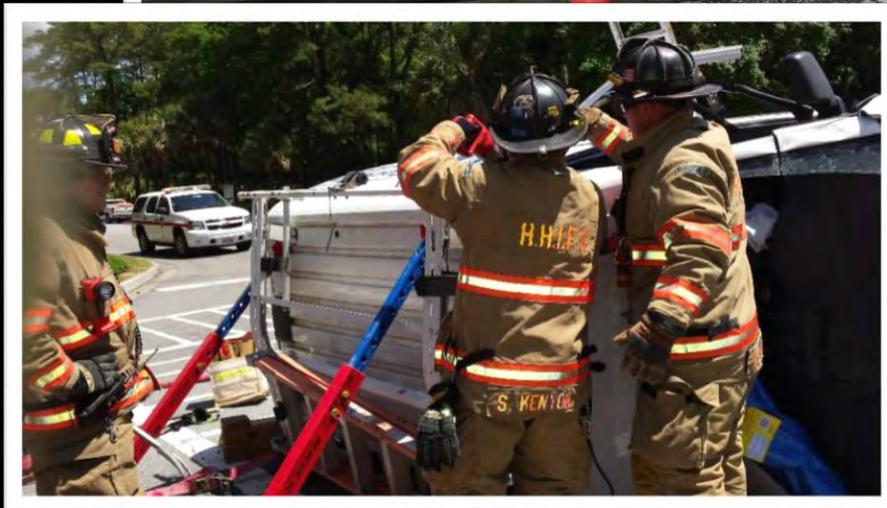




2015 Hilton Head Island Fire Rescue

ANNUAL REPORT



HONOR **H**ONESTY **I**NTEGRITY **F**OCUS **R**ESPECT

OUR VISION

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

OUR MISSION

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

OUR CORE VALUES

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



Fire Rescue helping deliver essential supplies to victims of 2015's Upstate Flood Disaster

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Message from the Chief

I am honored to present this Annual Report on behalf of all the members of Fire Rescue. The purpose of the report is to provide the accomplishments of Fire Rescue during the past year and to highlight the many services and activities that support our community. Within each division report, significant accomplishments and statistics will be covered to inform the public as to what we do.

Responding to emergencies is our core mission and this past year saw our calls for service increase to near historic levels. Fire Rescue responded to just under 7000 calls in calendar year 2015. Emergency Medical calls (EMS) accounted for approximately 4900 of those responses. Customer service is our number one goal, and no matter the interaction, all our members strive to give the best service possible.

I want to thank the community for their support of Fire Rescue. We are here to serve and welcome your feedback or comments. I also acknowledge the support we receive from Town Council and Town Staff.

Fire Rescue is committed to improving our service delivery through a constant review and evaluation of our actions, programs, and activities. A process of self-evaluation challenges us to provide the highest level of service to our residents and guests.

Sincerely,



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2015 Personnel Milestones

| NEW HIRES | | | |
|------------------------------------|-------------------------|---------------------|--------------------|
| Matthew Emison | Firefighter | Kyle Schwable | Firefighter |
| Andrew Groff | Firefighter | Heath Montag | Firefighter |
| Sean Kavlick | Firefighter | Nolan Kennedy | Firefighter |
| Josh Daugherty | Firefighter | Ashley McDonald | Dispatcher |
| PROMOTIONS AND ADVANCEMENTS | | | |
| Michael Downing | Apparatus Operator | Robert Pinelli | Apparatus Operator |
| Charles Steedley | Apparatus Operator | Savannah Fuentes | Apparatus Operator |
| Daniel Debesis | Apparatus Operator | Bryan Scharver | Apparatus Operator |
| Paul Jalbert | Apparatus Operator | Kathleen Strobe | Sr. Dispatcher |
| SERVICE ANNIVERSARIES | | | |
| <i>Celebrating 1 Year</i> | | | |
| Daniel Mielo | Kenneth Dermody | Melissa Thompson | Nathan Skager |
| Joseph Zoffoli | Patti Robinson | Daniel Beach | Jaison Hrobar |
| Christopher Darmon | Martin Manning | Ana Piccioli | Erich Lindemann |
| Thomas Curl | Jeffrey Anderson | | |
| <i>Celebrating 5 Years</i> | | | |
| Stephen Ralston | Adam Frink | Frank Wilcox | Timothy Huser |
| Bryan Scharver | Aaron Fischer | Spencer Kurtz | |
| <i>Celebrating 10 Years</i> | | | |
| Colin Fanning | James Bell | Deborah Pinson | |
| <i>Celebrating 15 Years</i> | | | |
| Timothy Olander | Jason Walters | Steven Fierro | |
| <i>Celebrating 25 Years</i> | | | |
| Sam Burnett | Raymond Raffaele | Thomas Lowther | |
| RETIREES | | | |
| Randall Gatlin | Firefighter | 20 Years of Service | |
| Robert Gilling | Firefighter | 24 Years of Service | |
| Jaqueline Osterman | Firefighter | 4 Years of Service | |
| Jeffrey Weber | Fire Apparatus Operator | 25 Years of Service | |
| Reggie Malphrus | Fire Apparatus Operator | 34 Years of Service | |

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Fire Rescue Organizational Chart



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Facilities and Equipment

Fire Rescue maintains facilities strategically located throughout Hilton Head Island to ensure timely and efficient response to emergencies.

In addition to stations across the Island, Fire Rescue maintains the Administrative Headquarters and a Training Facility on land near the General Aviation side of the Hilton Head Island Airport. The 911 Communications center is in a leased facility at the Hilton Head PSD 1 building off Mathews Drive.



Fire Stations and Facilities

Fire Rescue Headquarters – 40 Summit Drive – Near Hilton Head Island Airport

Fire Rescue Headquarters is near the General Aviation side of Hilton Head Island Airport. The offices of the Fire Chief, the Deputy Fire Chief - Support Services, and the Deputy Fire Chief – Operations are within this facility. Administrative staff, including Planning, Training, Public Safety Systems, and the Bureau of Fire Prevention are located here, as well as the department’s maintenance facility and staff.



Fire Rescue Headquarters

Fire Rescue Training Facility – 75 Dillon Road – Near Hilton Head Island Airport



Fire Rescue Training Facility

Fire Rescue operates a training facility near the Administrative Headquarters. The facility provides props and equipment to keep each member’s skills and knowledge current. The arrangement allows various training scenarios, including live fire operations, vehicle extrication, pumper and water supply practice, and driving skills. The three-person Coverage Crew’s engine and medic units are housed at the training facility as well.

911 Communications Center – 21 Oak Park Drive – Near Port Royal Plaza

Fire Rescue operates an E-911 Communications Center located in the Hilton Head Public Service District Office Building off Mathews Drive. The center handles all 911 calls originating on Hilton Head Island and Daufuskie Island. The center also serves as a backup facility to the Beaufort County Dispatch center.



Fire Rescue 911 Communications Center

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Fire Rescue Station 1 – 70 Cordillo Parkway – Shipyard Plantation



Fire Station 1

Station 1 is located just inside the Cordillo Parkway/Pope Avenue Security gate at Shipyard Plantation. The new station opened in November 2011. Station 1 apparatus include:

- One 103' quint/aerial with 1500 GPM pump
- One medic unit
- One special call urban search and rescue unit.

Full staffing at this station is one company officer and four firefighters per shift.

Fire Rescue Station 2 – 65 Lighthouse Road – Sea Pines Plantation

Station 2 is located in Sea Pines Plantation near Plantation Center. This is the last of the 1970-80's era stations to be replaced. Station 2 apparatus include:

- One 1500 GPM engine
- One medic unit.

Full staffing at this station is one company officer and three firefighters per shift.



Fire Station 2

Fire Rescue Station 3 – 534 William Hilton Parkway – Mid Island, near Port Royal Plantation



Fire Station 3

Station 3 is located mid-island near the First Presbyterian Church. Station 3 opened in 2000. Station 3 apparatus include:

- One 1500 GPM engine
- One medic unit
- One special call brush firefighting unit and one special call utility / air supply unit.

Full staffing at this station is one company officer and three firefighters per shift.

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Fire Rescue Station 4 – 400 Squire Pope Road – Hilton Head Plantation Cypress Gate

Station 4 is located near the Cypress Gate at Hilton Head Plantation. Station 4 opened in 2005.

Station 4 apparatus include:

- One 1500 GPM engine
- One medic unit
- One reserve 1500 GPM engine

Full staffing at this station is one company officer and three firefighters per shift.



Fire Station 4

Fire Rescue Station 5 – 20 Whooping Crane Way – Hilton Head Plantation Front Gate



Fire Station 5

Station 5 is located near the main entrance to Hilton Head Plantation and opened in 2011. Station 5 apparatus include:

- One 103' quint/aerial with 1500 GPM pump
- One medic unit
- One reserve ladder truck

Full staffing at this station is one company officer and four firefighters per shift.

Fire Rescue Station 6 – 12 Dalmatian Way – Palmetto Dunes Resort

Station 6 is located near the entrance to Palmetto Dunes. This new facility opened in summer 2014. Station 6 apparatus include:

- One 110' aerial
- One 1500 GPM engine
- One medic unit
- One special call hazardous materials response unit

Full staffing at this station is two company officers and six firefighters per shift.



Fire Station 6

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Fire Rescue Station 7 – 1001 Marshland Road – Near Cross Island Toll Plaza

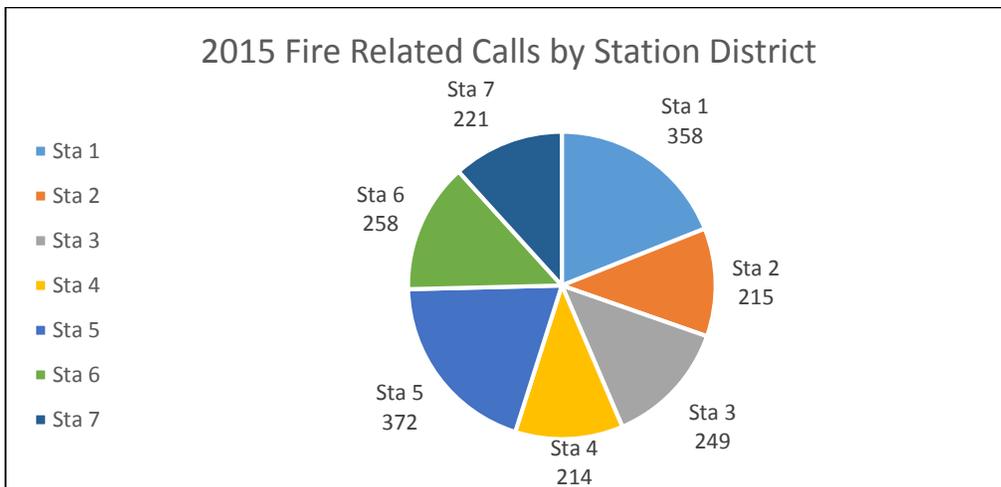
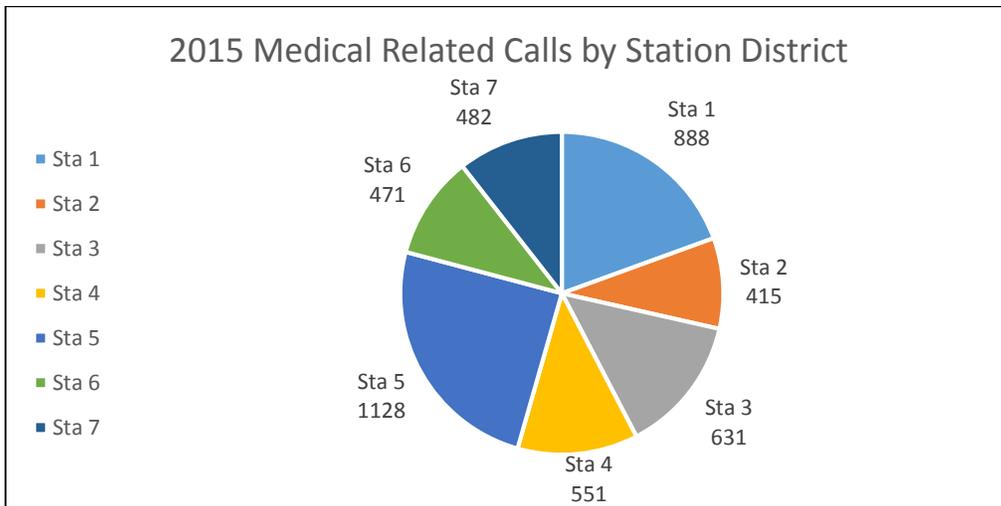


Fire Station 7

Station 7 is located near the Cross Island Parkway Toll Plaza and Bridge. In addition to the on-duty crew, the shift supervising Battalion Chief is also stationed here. Station 7 apparatus include:

- One command vehicle
- One 1500 GPM engine
- One medic unit
- One reserve engine
- One reserve medic unit

Full staffing at this station is one Battalion Chief, one company officer, and three firefighters per shift.



Firefighting and Rescue Apparatus

Hilton Head Island Fire Rescue maintains a modern, efficient, and reliable fleet of emergency vehicles. Fire Rescue completed a fleet renewal program in 2009 which resulted in replacement of all front line fire engines. The benefits of the fleet renewal have been many and include increased reliability, standardization, increased economy, reduced maintenance requirements, and greater flexibility to provide services to the community.



Standard Fire Engine

Pictured above is one of Fire Rescue's eight fire engines. These engines are capable of providing 1500 gallons of water per minute (GPM). These standard engines are housed in five of the seven fire stations; two operate as reserves. One is staffed by the Coverage Crew.



Standard Quint

In addition to the Fire Engines, Fire Rescue also operates two "Quint" aerials. A unit designated as a Quint refers to five minimum components a Quint carries: A water pump, water tank, fire hose, an aerial ladder, and a specified number of ground ladders. The versatility of a quint is that it is capable of operating as an engine, or using the 103-foot ladder, as a ladder truck. These units can also pump 1500 gallons of water each minute, and are housed at Fire Rescue Stations 1 and 5.

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Fire Rescue operates a specialized ladder truck known as a tractor-drawn aerial; these are sometimes also called “tiller ladders” or “hook and ladder” trucks. With drivers at each end, a tractor-drawn aerial is highly maneuverable, important when navigating Hilton Head Island’s tight road network. Fire Rescue operates one tractor-drawn aerial ladder, located at Fire Rescue Station 6.



Tractor-Drawn Aerial or “Hook and Ladder Truck”



Standard Medic

Fire Rescue’s medic units (ambulances) are a standardized fleet of advanced life support units. These trucks are modular in design; the patient compartment (the “box”) can be remounted on a new chassis when mileage and wear take their toll on the cab and chassis. This process saves a significant amount of money over purchasing brand new ambulances when they reach the end of their service life.

All stations have a medic unit assigned with the engine company; two additional medic units are in reserve and one is operated by the Coverage Crew.

Fire Rescue operates other specialty units including:

- Hazardous materials response unit
- Urban search and rescue unit
- Utility unit with lighting and compressed air supply for refilling firefighter air packs.
- Brush and wildland firefighting unit
- Command unit

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Hazardous Materials Response Unit



Brush and Wildland Firefighting Unit



Utility, Air Supply, and Support Unit



Urban Search and Rescue Unit

Fire Rescue Operations

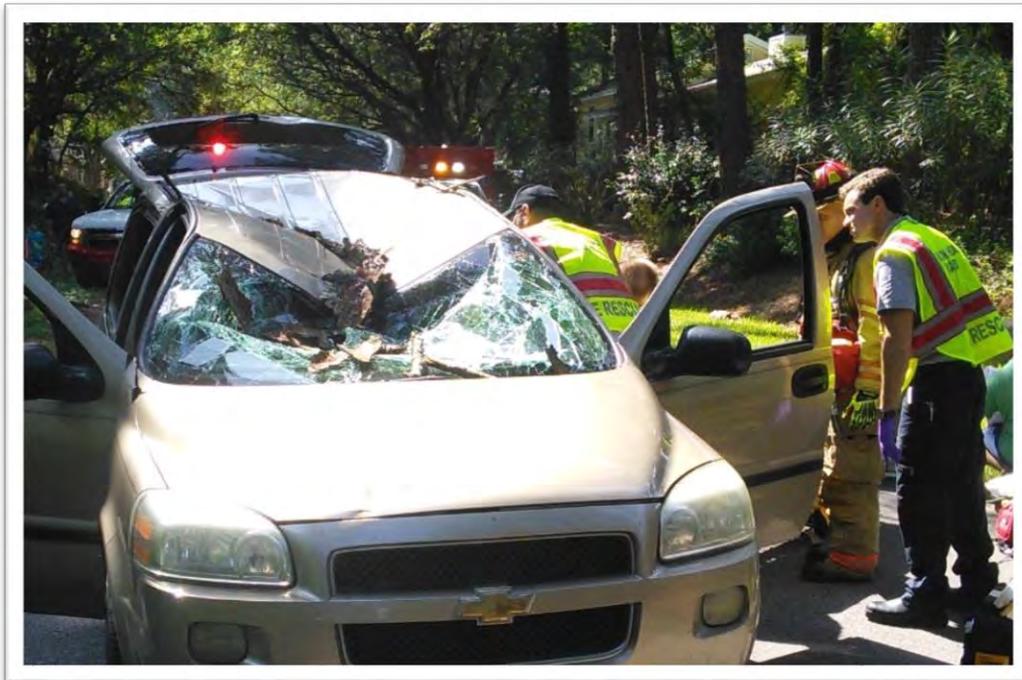
Fire Rescue Operations is managed by Deputy Fire Chief Michael “Mick” Mayers. Operations is the largest division of Fire Rescue and is comprised of Line Operations, the Training Division, and the Planning Division. Line Operations personnel respond to all requests for service. The Training Division administers the educational and development aspects for the entire organization. The Planning Division has the important role of information management and providing strategic analysis to continually upgrade customer service and our service to the community.



Operations Highlights

- Responded to 6,952 calls for service – an increase of 7.83% since 2014
- 105 Personnel across 3 shifts
- 3 Personnel assigned to the Coverage Crew
- 4,923 calls were for EMS
- 1,969 fire and service related calls
- 365 open burning compliance checks

The ability to improve our service is generated through many ideas and initiatives that originate from the Operational members. Their values, energy, commitment, and compassion drive many of Fire Rescue’s functions, programs, and activities throughout the year. The Operations personnel are faced daily with accomplishing our mission to provide extraordinary service to the community.



Crews working a motor vehicle accident

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Line Operations

Line Operations personnel are divided into three shifts, providing round-the-clock service to the community. Three Battalion Chiefs manage the shift personnel.



Chad McRorie
Battalion Chief – A Shift



Jeffrey Hartberger
Battalion Chief – B Shift

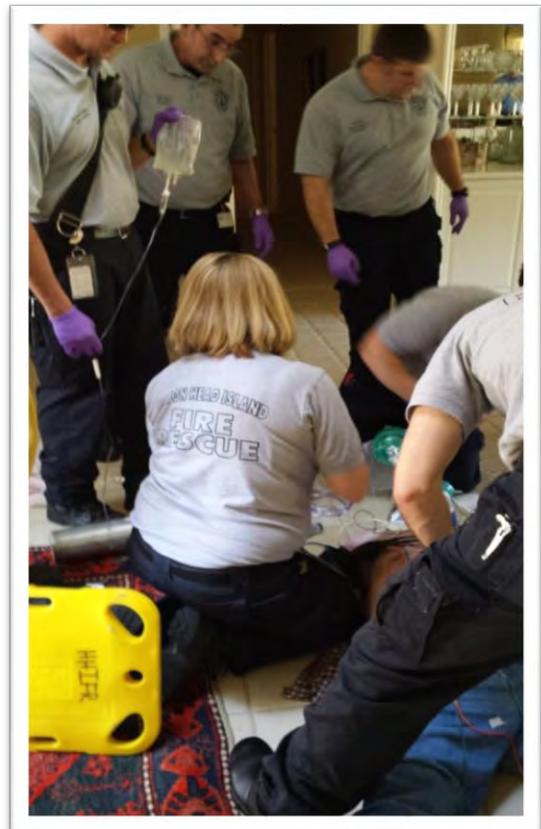


Kevin Osterstock
Battalion Chief – C Shift

Line personnel are most visible part of Fire Rescue. Every firefighter is cross-trained as both a firefighter and an Emergency Medical Technician (EMT). Almost half of the department's EMTs have also achieved their National Registry Paramedic certification. The highest level of EMT, paramedic certification permits the holder to provide advanced pre-hospital care in the field under the indirect supervision of a physician.

There are 35 members assigned to each of the three shifts. The minimum daily staffing level is 29; line personnel work a 24 hour shift and then have 48 hours off.

A three member team, the Training Coverage Crew, also supplements staffing during daytime hours, when call volume is at its peak. The Coverage Crew works a 40 hour week, providing coverage in station areas when those companies are training, out of their normal coverage areas, or to supplement incident response.



Crews working at an EMS incident

A Day in the Life of a Firefighter



Firefighters spend a significant portion of their day learning their jobs, educating others, and maintaining equipment as well as the fire and EMS apparatus. This is done in addition to the primary job of responding to emergency and non-emergency calls throughout the community.

Here is a look at how a firefighter may end up spending their day:

- Shifts begin and end at 8:00 AM. The on-coming crew meets with the off-going crew to check the status of equipment and units and to discuss events that may have been encountered the previous day.
- The on-duty crew then completes an inventory and operational check of their equipment and vehicles to ensure their readiness for use.
- The supervisors conduct a briefing with details of the day's activities.
- A sampling of possible daily duties include:
 - Training on, and evaluating, medical, firefighting or rescue competencies.
 - Completing cardio and strength fitness training, which is scheduled during the shift.
 - Conducting visits to buildings to help firefighters familiarize with layouts and features. This information is used in our "pre-plans".
 - Visiting schools and participating in a wide variety of other public education programs.
 - Addressing visitors to the stations and providing tours, assistance, or blood pressure checks.
 - Performing annual inspections of all of the Island's fire hydrants.
 - Annually testing over 10,000 feet of fire hose.
 - Performing housekeeping duties to care of the fire stations and apparatus.
- Firefighters also plan and prepare their meals together, an important part of camaraderie.



Crews working to extinguish a building fire

All of these activities take place between the responses of the team to emergency incidents!

Bureau of Fire Prevention



The Bureau of Fire Prevention is headed by Battalion Chief Joheida Fister, who is the designated Town Fire Marshal. The personnel of the Bureau focus on all aspects of life safety. Their primary objective is to reduce preventable deaths, injuries, and property loss through our extensive public education programs, fire inspections of commercial properties, and through enforcement of adopted fire codes.

Fire Inspections/Code Enforcement

The Bureau educates building owners and tenants while conducting fire safety inspections. This helps to gain voluntary compliance, as well as limit the number of repeat violations in the future. The fire inspectors conduct annual fire safety inspections of existing commercial properties each year, a large percentage of which require at least one follow-up inspection to ensure compliance.

In addition to annual fire safety inspections of commercial properties, the fire inspectors have a wide range of other responsibilities which include:

- Review of construction plans for new and remodeled buildings and conducting inspections.
- Approval of business licenses.
- Monthly night time inspections of public assemblies.
- Timely follow up of complaints/concerns of the community.
- Verifying acceptance testing of all fire safety systems.
- Ensuring fire protection systems in buildings are repaired.
- Overseeing the "Click2Enter"® emergency gate access program.
- Working with the three Public Service Districts to ensure fire hydrants are returned to working order.
- Conducting special event inspections.
- Serving as Child Passenger Safety Technicians and participating in monthly car seat checks.
- Enforcing the Town's Outdoor Burning Ordinance.
- Providing training on the development of emergency procedures and evaluating emergency evacuation procedures.
- Provide additional support to the Fire & Life Safety Educator's public presentation programs.

BUREAU OF FIRE PREVENTION OBJECTIVES

- Administration of the International Fire Code
- Installation of life safety systems in buildings
- Carrying out fire and life safety education initiatives
- Identifying the causes of all fires.
- Providing opportunities and interactions with the public on fire and accident prevention



Inspecting a Fire Sprinkler System

The fire inspectors are challenged to keep pace with continued growth and the rise in activity for their areas of responsibility. The inspectors

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must fulfill daily obligations to external customers and department members while simultaneously investing sufficient time and resources to meet long-term goals.

Fire & Life Safety Education

The Fire & Life Safety Educator delivers various presentations to the community throughout the year. Each program is developed to arm the community with knowledge to prevent situations threatening life safety and how to address emergency situations they may face.

Several of the programs that the Fire & Life Safety Educator oversees include:

- Educating the public and conducting demonstrations on the benefits of fire sprinkler systems and smoke detectors.
- Smoke alarm installation and battery replacement.
- Providing a robust schedule of public CPR and First Aid training.
- Providing public training programs such as fire extinguisher training, safe sitters babysitting course, and others.

FIRE AND LIFE SAFETY EDUCATION ACTIVITY

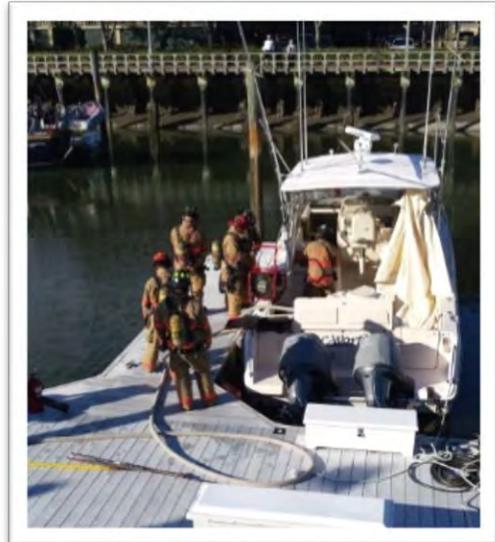
- Delivered 413 Public Education programs
- Conducted 64 CPR, AED, and First Aid classes
- Taught 539 students in CPR, AED, and First Aid
- Published 44 Articles
- Installed 160 Car seats
- Installed 69 Smoke detectors
- Distributed 855 **File of Life** packets

- Coordinating the "File of Life" ® program - a record of health related information for emergency responders typically located on the refrigerator in the home.
- Promoting the "Keep the Wreath Green" holiday season fire safety program.
- Update of Fire & Life Safety information on Town's website.
- Car seat installation by appointment.

FIRE INSPECTION ACTIVITY

- 2718 - Total inspections
 - Existing annual building inspections – 812
 - Building permit inspections – 729
 - Business License inspections – 503
 - Re-inspections – 674
- 94 complaint follow ups
- 316 new building plans reviewed
- 122 alarm system repairs
- 101 hydrant repairs
- Issued 47 burn permits
- 122 Click2Enter® gate repairs

- Present programs for preschools, civic clubs, retirement centers and employers on a range of topics: fire safety, bike safety, water safety, fire safe holidays, smoke alarms, safe driving for the elderly, poison prevention, heat related injuries, threatening weather, car fires, calling 9-1-1 and more.



Crews extinguishing a boat fire

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Fire Investigation

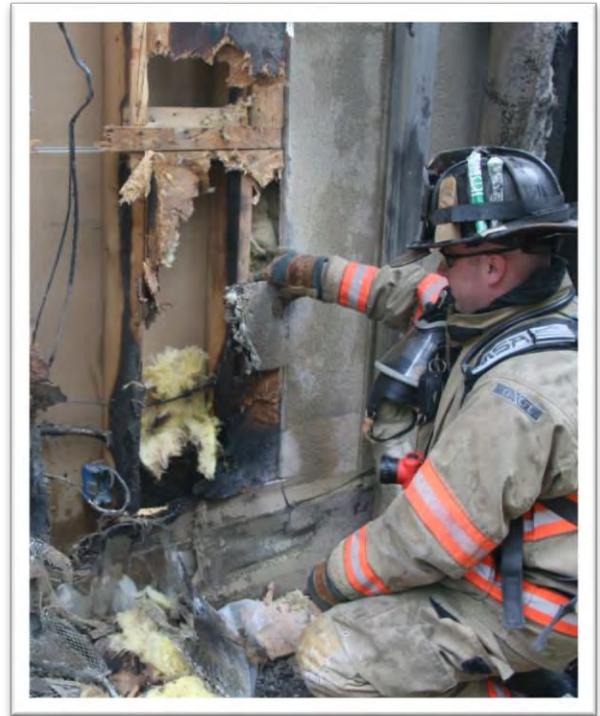
Fire Rescue is required by State law to investigate all fires to determine where it started and the likely cause.

The Town's fire investigation unit is comprised of members of the Bureau of Fire Prevention and Fire Rescue line personnel. The unit is supervised by the Fire Marshal and coordinates with the Beaufort County Sheriff's Office on any fire where the cause of the fire is suspicious in nature.

FIRE INVESTIGATION UNIT ACTIVITY

23 Fires were investigated by the Fire Investigation Team in 2015. Causes of fires included:

- 9 unintentional fires
- 2 intentional fires
- 2 fires caused by the failure of equipment
- 1 fire caused by an act of nature.
- 1 fire caused by discarded smoking materials.
- 9 fires were undetermined.



Fire Investigation

Determination of cause and origin may be as straightforward as a resident reporting that they left a pot on the stove. Some fires, however, require a considerable amount of investigative technique. Fire investigation can be a dangerous, complex, and time consuming task. Using proper investigation techniques, preserving evidence, and thoroughly photographing the fire scene are necessary to make a determination.



Showing the fire engine to children

Emergency Management Division

Tom Dunn heads up Emergency Management for the Town of Hilton Head Island. The mission of the Emergency Management Division is to develop plans and procedures that provide an effective response to all threats facing the Town of Hilton Head Island. By developing and exercising the all-hazards plans, we strive to minimize the impacts of an emergency or disaster on our citizens,



visitors, property, the environment, and the Town's economy.

Emergency Management Highlights

Distributed

- **1,640 Citizen Preparedness Guides**
- **377 Vehicle Emergency Kits**
- **850 Town Flood Pamphlets**
- **500 Town Emergency Permitting Guides**
- **500 FEMA Emergency Kit Checklists**
- **600 Town E-Subscription magnets**
- **500 NOAA Weather Information Sheets**

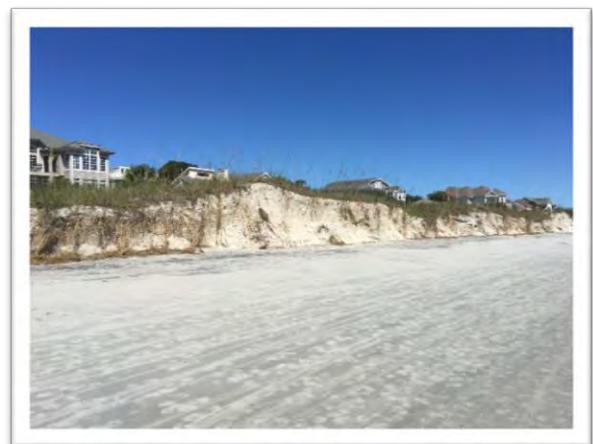
Public Events

- **Presented 18 public presentations to over 800 participants.**
- **Attended and distributed materials at 6 community events.**
- **Initiated Faith Based Outreach program.**

The Emergency Management Division works closely with public and private sector partners to ensure we are able to coordinate during an emergency or disaster. This coordination requires planning and close relationships with local, state, and federal partners. One of our critical partners is the Beaufort County Sheriff's Office's Division of Emergency Management. This relationship assists us in acquiring the resources and support needed to manage events impacting the Town.

In another unique opportunity this year, Emergency Management Division partnered with the Bureau of Fire Prevention to begin a new faith based outreach program. The program is designed to provide information and education on emergency management and fire prevention to the faith based community. The program also provides resources to help faith based organizations develop their own emergency operations plans. The program includes representatives of 12 different faith based community organizations.

For resources the Town does not readily have available, the Emergency Management Division has Memoranda of Understanding (MOU) in place to



North Forest Beach Erosion – Fall 2015 Storm damage

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strengthen the Town's response capabilities, ensuring we have the necessary resources to respond and recover after a man-made or natural disaster.

The Emergency Management Division guided the effort for the Town to receive the *StormReady* designation from the National Weather Service. The program encourages communities to take a new and proactive approach to improving local hazardous weather operations by providing emergency managers with clear-cut guidelines as to how to improve hazardous weather operations.

Towns and cities meeting criteria for *StormReady* designation must have:

- A 24-hour warning point (Dispatch Center) and emergency operations center.
- More than one way to receive severe weather warnings and forecasts to alert the public.
- A system that monitors weather conditions locally.
- Means to promote the importance of public readiness.
- A formal hazardous weather plan and emergency exercises that test the plan.



Emergency Operations Exercise at Town Hall

Tropical events are a major concern for the island. This last Atlantic hurricane season resulted in 11 named storms. Hurricane Joaquin, while not making landfall, impacted South Carolina significantly, resulting in a Presidential Declaration of Disaster. The Town was also impacted through excessive high tides at the same time Joaquin passed, creating substantial beach erosion and significant damage to the dune system.

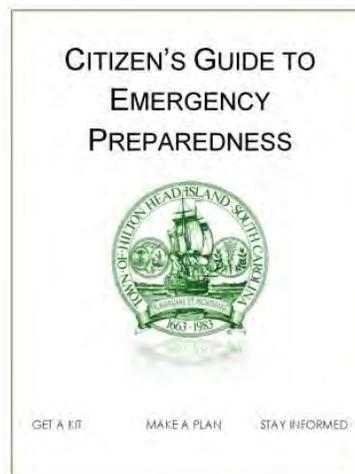
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Emergency Management Division Accomplishments include:

- Supporting the Fire Rescue mission by responding to emergencies and performing liaison activities with agencies like the Red Cross.
- Assisting in incident management during the various special events held on the island.
- Coordinate and manage an evacuation point for public safety agencies and organizations south of the Broad River.
- Participated in five exercises with our partners and conducted one hurricane exercise for Town Emergency Operations Center (EOC) staff.
- Presented numerous public education programs.

Emergency Management continues to explore ways to mitigate, reduce, and prevent the effects of disasters in the community through public outreach, community engagement, and the employment of new technologies.

**The Citizen Preparedness Guide is available at all town facilities and on the
Town's website**



www.hiltonheadislandsc.gov/publicsafety/citizensguideemerg

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Training Division



The Training Division is directed by Battalion Chief Ben Waller, and supports employee professional development and training at all levels of the organization through budgeting, scheduling, and program administration. This Division also supervises the Comprehensive Training Program and manages the department training center.

TRAINING HIGHLIGHTS

- Total Training hours – 41,513
- Company Training Hours -27,180
- Company Drill Hours – 3,132
- EMS Training hours – 7,120
- Urban Search & Rescue Training hours - 900
- Hazmat Training hours – 1,570

The Coverage Company (Engine/Medic 8) reports to the Training Division and is housed at the Training Center. This company provides new firefighter orientation and training in addition to their response and station coverage duties.



Flammable Gas Fire Training at the Fire Rescue Training facility

2015 Training Division Accomplishments

- Obtained certification to conduct on-site skills testing for internal Commercial Driver's License candidates. Conducting the testing on-site saves fuel and keeps apparatus available, as units must no longer travel for testing.
- Reduced travel and overtime costs by conducting the annual EMT and Paramedic refresher courses on-site at Fire Rescue Headquarters.

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Pump Operator Training

- Conducted department training on emerging hemorrhagic and viral diseases, and coordinated patient isolation exercises with the Hilton Head Hospital.
- Trained all personnel on the new self-contained breathing apparatus (SCBA).
- Sponsored a 40-hour Fire Officer III course conducted by the Alabama Fire College.
- Supervised four days of training in vacant commercial buildings scheduled for demolition. The training drills covered forcible entry, wall breaching, search and rescue, and firefighter MAYDAY scenarios.
- Hosted two 32-hour Incident Safety Officer Courses. This is a Strategic Plan initiative to increase the safety culture during firefighting and emergency responses. Thirty-one personnel achieved national certification as a result of this initiative.



Crews practicing extinguishment of car fires

EMS Training and Education

EMT refresher students – 38
Paramedic refresher students – 21
New EMT students – 2
New Paramedic students - 5

Fire Rescue Training and Education

Live fire company drills – 36
Company drills – 77
S.C. Fire Academy courses hosted – 12
Fire Rescue courses conducted – 20
New firefighter orientation - 7

Planning Division



The Planning Division is headed by Battalion Chief Randy Lindstrom. The Division is responsible primarily for information management. Of all the items Planning must keep an eye on, quality control of the department's incident reporting, processing FOIA requests, EMS record-keeping, and town-wide addressing are its main concerns. Planning also maintains the agency's International Accreditation, Strategic Planning, and Standard of Cover documents. All of these documents provide for future organizational planning and provide a means to measure the department's performance in an objective manner and help plan for future service efficiencies. All documents are reviewed annually to help guide improvement efforts.

The Commission on Fire Service Accreditation International model is based upon continuous improvement. This is achieved through careful analysis of the agency's operations and data. To maintain Accredited Agency status, the Planning Division must review and update the self-assessment manual, measuring more than 200 performance indicators, and targeted at ensuring the department provides services commensurate with industry best practices.

The Planning staff is responsible for the maintenance and quality assurance of all patient care records and fire incident reports. Staff reviews and ensures the records are complete. Planning must also comply with legal requests for information, especially in supporting the Freedom of Information Act. In 2015 requests for information topped out at an all-time high of 412.

A key component of delivering service to the community is proper addressing. The Planning Division staffs an E911 addressing technician whose responsibilities include ensuring new addresses meet local guidelines, correcting address inconsistencies, and serving as the primary point of contact for address verification and notification for local utility and postal service providers.

PLANNING HIGHLIGHTS

- 4939 Patient Care Reports processed
- 6952 Incident Reports reviewed
- 47 New Addresses created
- 50 Addresses corrected
- 412 FOIA Requests processed



Apparatus staged at a boat fire in Shelter Cove

Support Services



Deputy Chief Ed Boring manages the Support Services Division, which includes the E-911 Communications Center, Fleet Maintenance, Public Safety Systems, and Supply. The Support Services Division is also responsible for the management of both of the organization's Special Operations teams, Hazardous Material Response and Technical Rescue.

Through the "behind the scenes" work that keeps the organization running smoothly, Support Services provides the technical, administrative and supply functions necessary to

help Fire Rescue Operations provide emergency and non-emergency service. Support Services personnel research, recommend, facilitate and purchase the tools, equipment and apparatus needed to do the job. This includes:

- Maintenance of all Town-owned vehicles and equipment.
- Directing and Operating the E-911 Communications Center.
- Maintaining and supporting the organization's technology platforms.
- Ordering and procuring supplies and equipment purchases.
- Special Operations - Hazardous Materials Team and Technical Rescue Team Management.

SUPPORT SERVICES HIGHLIGHTS

- Haz-Mat Round-Up collected more than 60,000 lbs of sensitive items.
- Completed purchase and deployment of SCBA units to replace 10 year old units.
- Initial design of Station 2 completed.
- Additional AED's deployed in Town-owned properties.
- Tractor Drawn Aerial Refurbishment project was initiated.



New SCBA Training

capital expenses, Fire Rescue elected to refurbish a TDA. Refurbishing provides Fire Rescue with a safe, effective, and reliable TDA while reducing Capital expenses by 40%.

2015 Accomplishments:

- **Implementation of New Self Contained Breathing Apparatus (SCBA)** – A group of Fire Rescue personnel were trained as certified maintenance and repair technicians. This initiative allows Fire Rescue to perform in-house repairs and maintenance.
- **Conducted annual Household Hazardous Waste Collection.** Received 26,300 lbs of paints, pesticides and other hazardous materials as well as 36,800 lbs of Electronic waste (including 225 television sets).
- **Began first phase of Tractor Drawn Aerial (TDA) Refurbishment.** In an effort to reduce

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- **Installation of AEDs at Town-owned facilities.** A primary link in the chain of survival is early defibrillation of patients in cardiac arrest. Fire Rescue purchases, installs, and maintains AEDs at Town-owned facilities. This year 10 additional AED's were deployed in Town Facilities bringing the total throughout the Town to 23.
- **Completed initial design of Fire Rescue Station 2.** Fire Rescue Station 2 (Sea Pines) is scheduled for replacement in 2017. This is one of the original fire stations on Hilton Head Island and the last scheduled for replacement. It will be constructed on its present site and its appearance will complement the Sea Pines style while retaining internal physical needs for Fire Rescue.



AED in a Town Facility



Rendering of New Fire Rescue Station 2 – Sea Pines

Communications Division



The Communications Division is managed by Cathy Jones-Gooding. The Communications Division operates the Enhanced 911 Communications Center of Fire Rescue. This dispatch center serves as the Primary Public Safety Answering Point (PSAP) for Hilton Head Island and Daufuskie Island and is the backup for the Beaufort County Dispatch Center.

The Division answers all 911 calls originating on Hilton Head Island and Daufuskie Island, 24 hours a day, 365 days a year. This facility receives an average of 188 phone calls a day and dispatches more than 19 Fire or EMS calls daily.

The 911 Communications personnel are the unseen, but extremely important link in the chain of response to an emergency. When a Dispatcher answers a call in the communications center, they become in effect, the de facto *first*, first responder. In addition to trying to determine what help is needed, given the number of visitors to Hilton Head Island annually, personnel frequently must help emergency callers determine exactly where they are in order to send assistance. A high degree of familiarity with the community is critical in the operation.



911 Communications Center

Dispatch Quality Assurance/Quality Improvement Program

The communications center has a Comprehensive QA/QI program for both fire and medical calls. Approximately 20 percent of calls requesting

COMMUNICATIONS HIGHLIGHTS

- Implemented Smart911 in July 2016
- 99.9% of calls answered in 10 seconds or less
- 97% of call taking is compliant with established protocols.

| | 2013 | 2014 | 2015 |
|----------------------|--------|--------|--------|
| Total Calls | 59,438 | 67,398 | 68,669 |
| Inbound Calls | 41,267 | 48,407 | 50,876 |
| Outbound | 18,171 | 18,991 | 17,793 |

Telephone Call Statistics

assistance are randomly selected and reviewed for each dispatcher and supervisor. The data collected is used to ensure calls are handled efficiently and to help identify any additional training that may be beneficial. The average compliance score for the center is 97.07%, an improvement of 1.25% over last year.



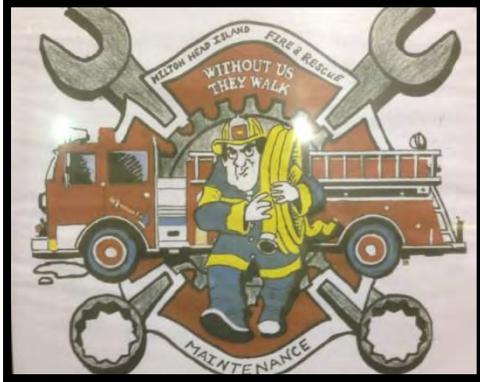
Smart911 implemented in August 2015 – Smart911 is a national service that allows citizens and visitors to create a free Safety Profile for their household that includes any information they want 9-1-1 and first responders to have in the event of an emergency. If that citizen or visitor needs to dial 9-1-1, their Safety Profile will immediately display on the call taker’s screen saving seconds and even minutes in response to the emergency.

- We received 71 calls with Smart911 Safety Profiles attached in the first four months of implementing the program.
- Smart911 has been adopted in 40 states and over 1,500 municipalities.
- In South Carolina, Smart911 is available in Beaufort, Abbeville, Aiken, Charleston, Cherokee, Edgefield and Orangeburg Counties.
- Smart 911 is private, secure and only made available to 9-1-1 when and emergency call is made.

Sign up for Smart911 and create a Safety Profile today at:

<http://www.smart911.com>

Fleet Maintenance



The preventative maintenance and repair of all Town vehicles and equipment is performed by Fire Rescue's Fleet Maintenance Division. The Town-wide fleet of vehicles is approximately 100, including:

- 48 cars/trucks for Fire Rescue
- 25 cars / trucks assigned to Town Hall
- 13 cars / trucks for Facilities Management
- 27 mowers, trailers and various off-road equipment

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

FLEET MAINTENANCE HIGHLIGHTS

- 100 vehicle town-wide fleet
- 156 preventive maintenance inspections completed.
- 1064 vehicle & vehicle equipment repairs completed.
- 160 tool or small equipment repairs completed.



Annual Pump Certification Testing

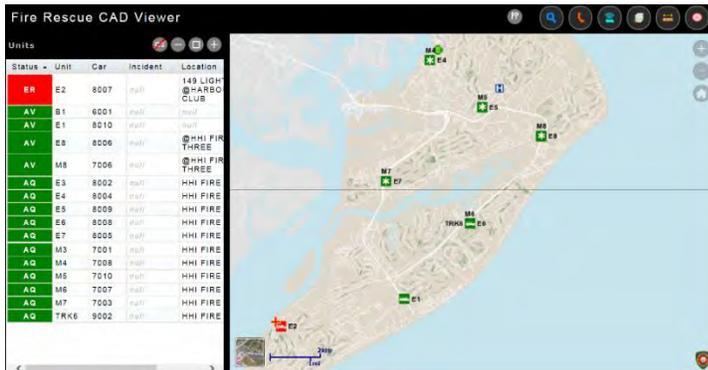
The Fleet Maintenance staff hold multiple Automotive Service Excellence (ASE) and Emergency Vehicle Technician (EVT) Certifications, which allow them to perform all of the functions typical of a full service maintenance facility. Two of the staff are EVT Master Fire Truck and Ambulance Technician. EVT is a credentialing organization testing and verifying technician knowledge and skills on the international level.

"The Shop" performs a wide range of comprehensive troubleshooting, engine and transmission repair, and other related services. Fleet Maintenance Division Staff are on call 24 hours a day to provide emergency repair or support as needed to enhance the service to the community.

Public Safety Systems

Public Safety Systems is responsible for maintaining technology platforms and applications that support the Fire Rescue mission. Programs managed by Public Safety Systems include:

- Automatic Vehicle Location (AVL) - This program provides real-time tracking of emergency vehicles so the closest unit is sent to the emergency location.
- Computer Aided Dispatch (CAD) - This system allows dispatchers to select and route the closest appropriate units to an incident.
- Management of Records Management System and electronic patient care reporting/ billing software



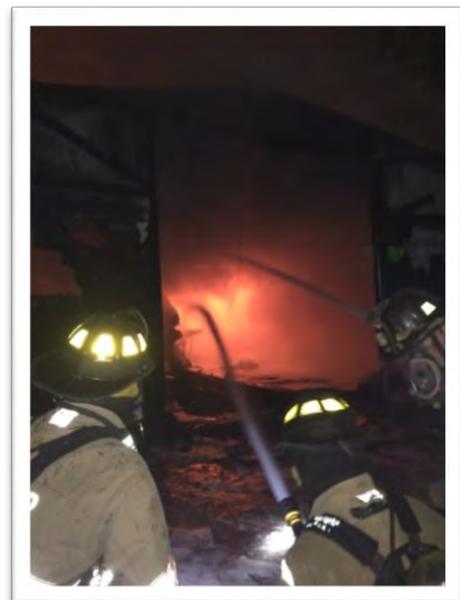
CAD Viewer Application

- ICD 10 Medical Compliance – New federal requirements in reporting medical interventions by EMS providers required a rebuild of the patient care reporting system as well as significant training and work flow changes for many of the stakeholders.
- CAD Mobile Implementation – CAD Mobile replaced a dated and costly product provided by a third-party vendor. CAD Mobile was installed in all emergency apparatus, and provides traditional mapping functions, incident information, routing based on travel time. This product was jointly developed with Fire Rescue and Town Operations GIS personnel and has reduced Fire Rescue operational expenses by about \$7,000 per year.

PUBLIC SAFETY SYSTEMS HIGHLIGHTS

- Compliance and upgrade of systems to accept newly implemented medical billing codes (ICD-10).
- Implementation of a new Island-wide computer-aided dispatch system (CAD Mobile).

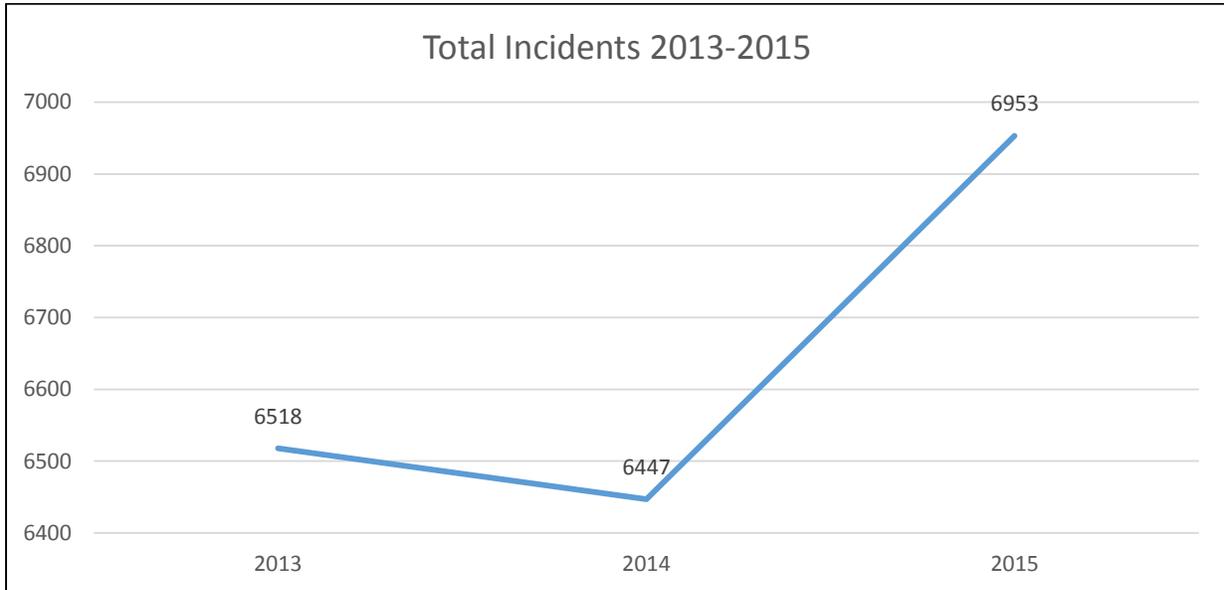
Public Safety Systems personnel install, maintain, and update all of the hardware, software, and databases necessary for these programs to function. As technology continues to evolve, Fire Rescue continues to enhance and upgrade its abilities to leverage these technologies toward the support of emergency response.



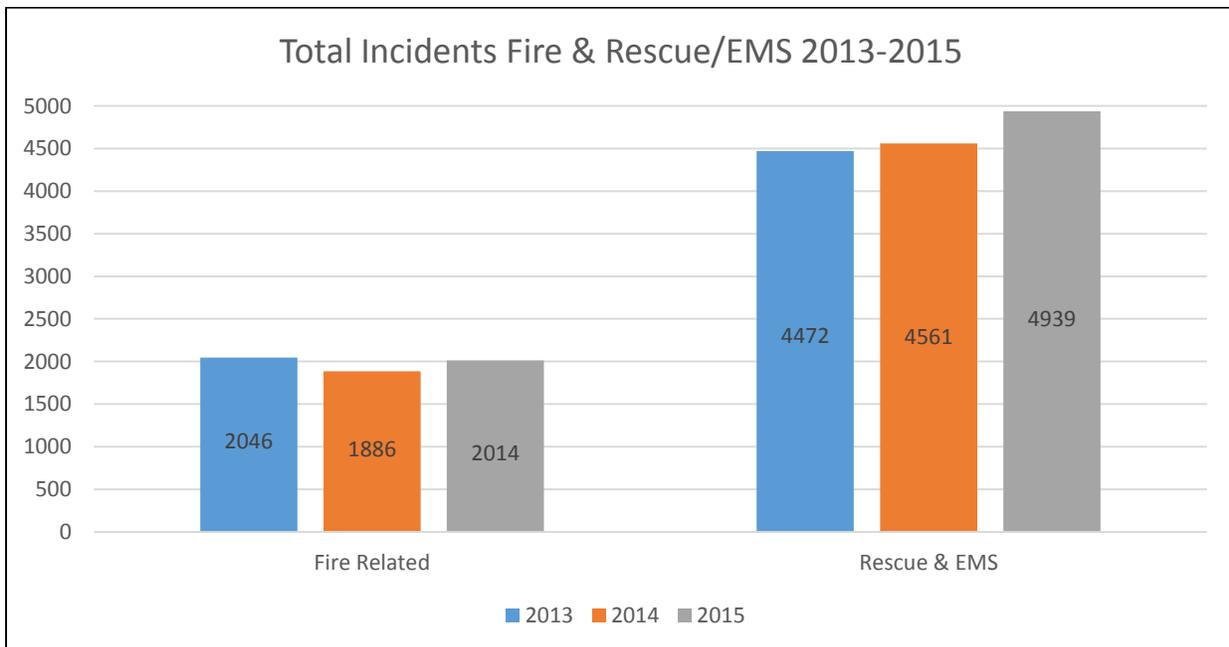
Crews extinguishing a structure fire

Selected Statistics

Total calls for service increased from 2014 by 7.83%, nearly reaching 7,000 calls.

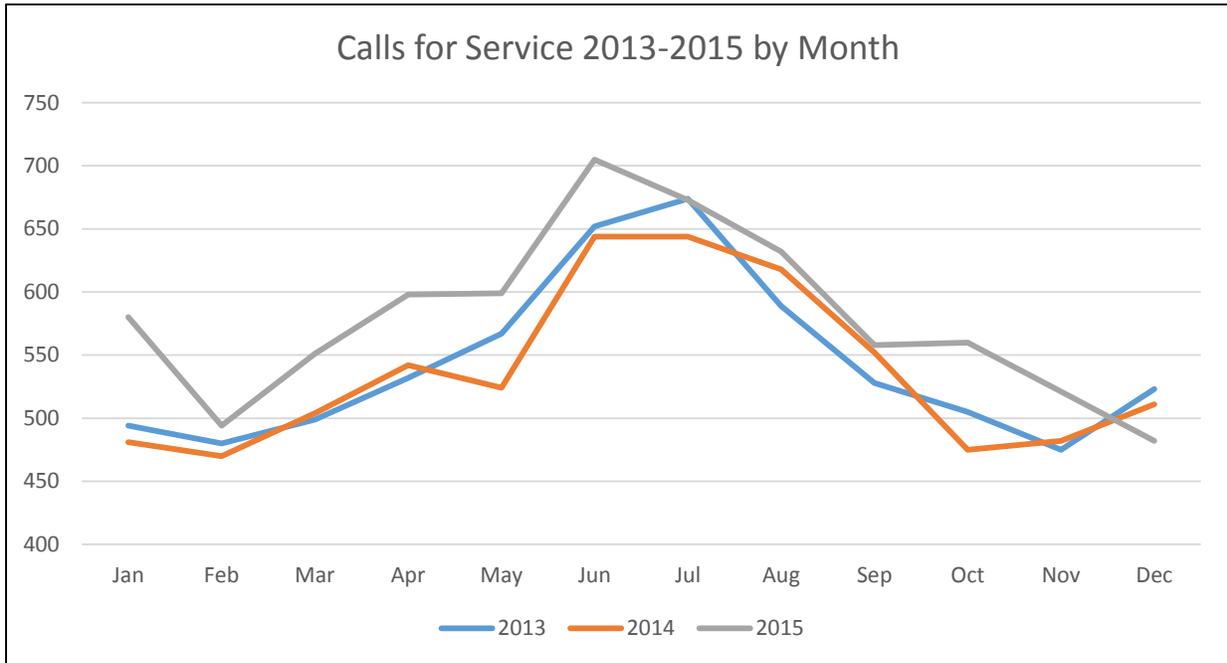


The proportion of calls remains similar to recent years; EMS related calls continue to rise each year and represent about 71% of total call volume for the department.

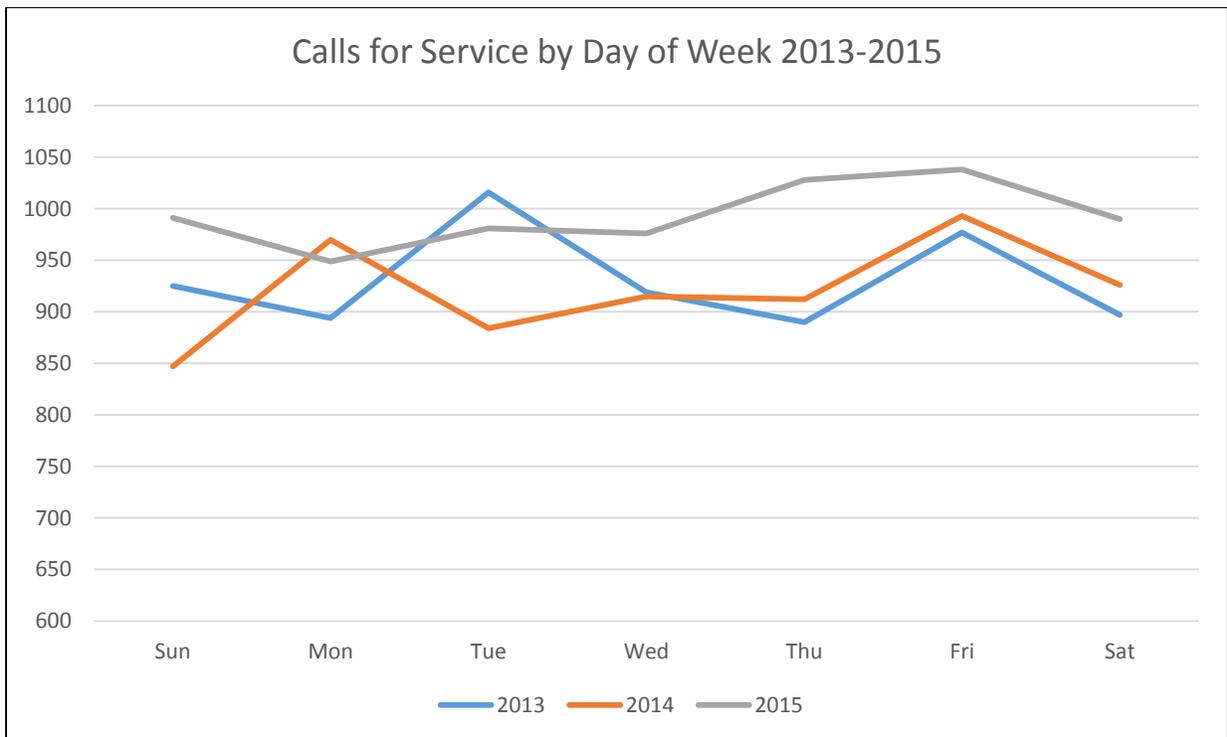


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Calls for service continue to be highest during the height of the summer tourist season.

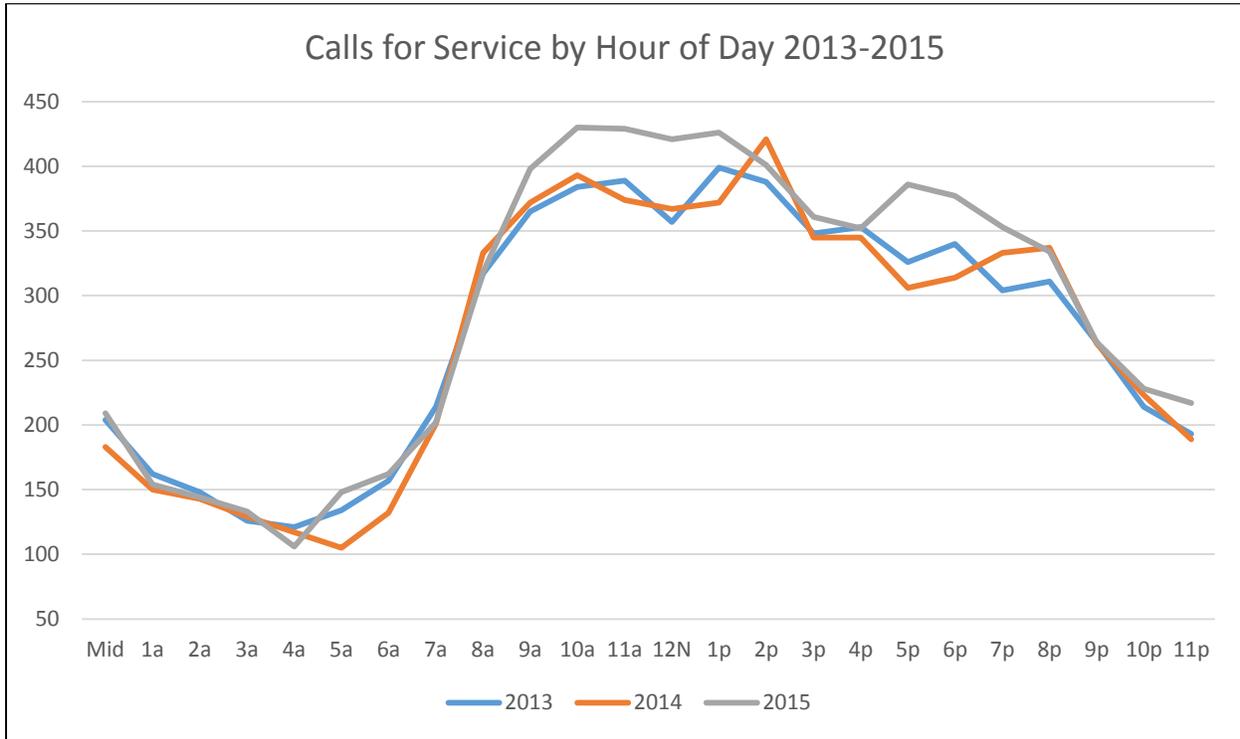


In 2015, Fridays and Thursdays were the days that experienced the highest demand for service.

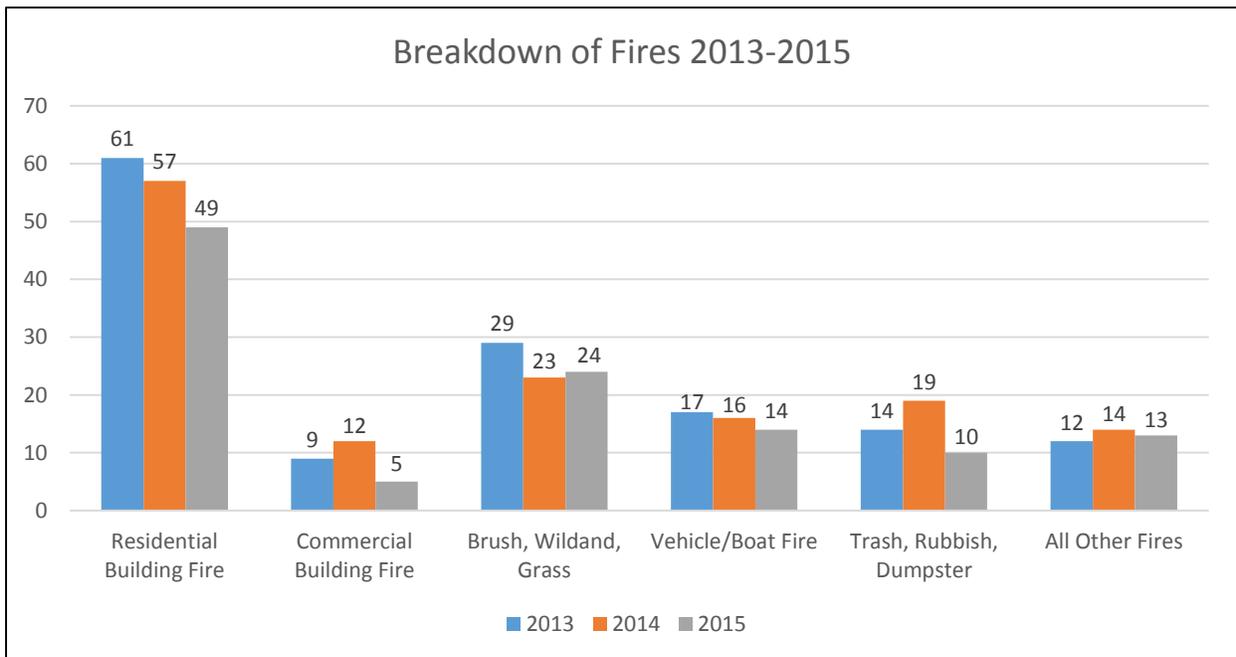


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The frequency of service calls are greatest from 7am until 10 pm; peak call volume occurs between 9am and 6pm. In 2015 the highest period of demand during the day was in the 10am hour.

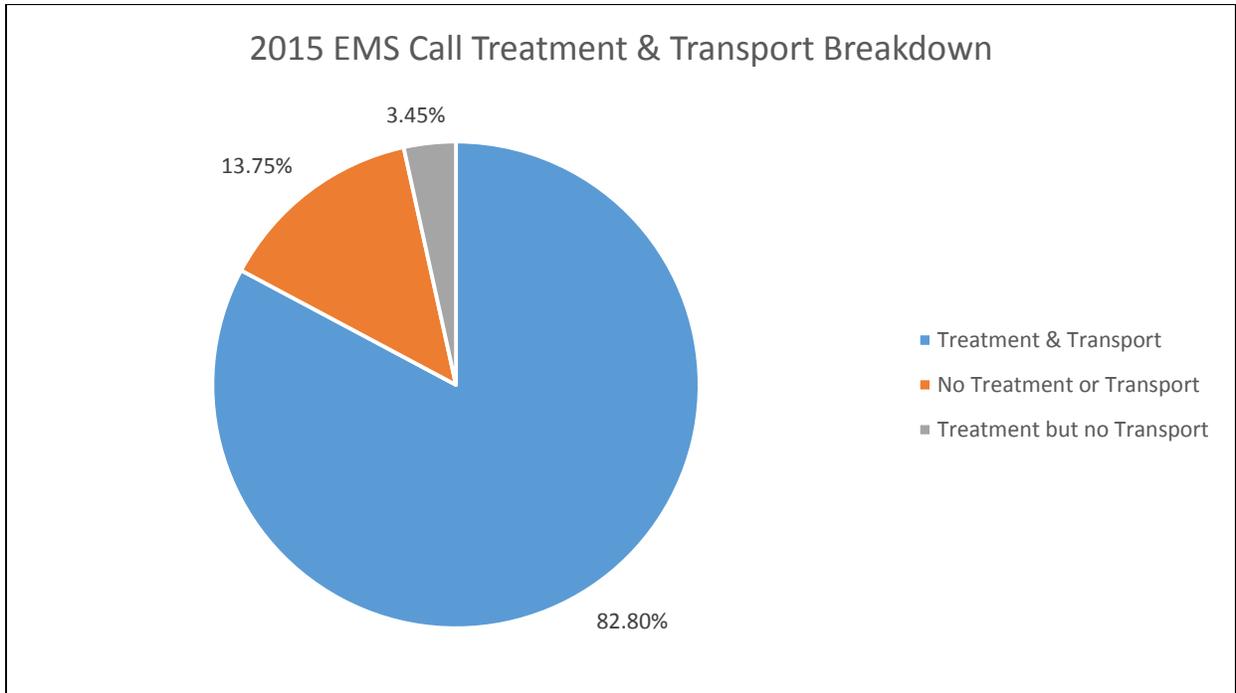


In 2015 there were 49 fires in residential structures, a decrease from 2014 and 2013.

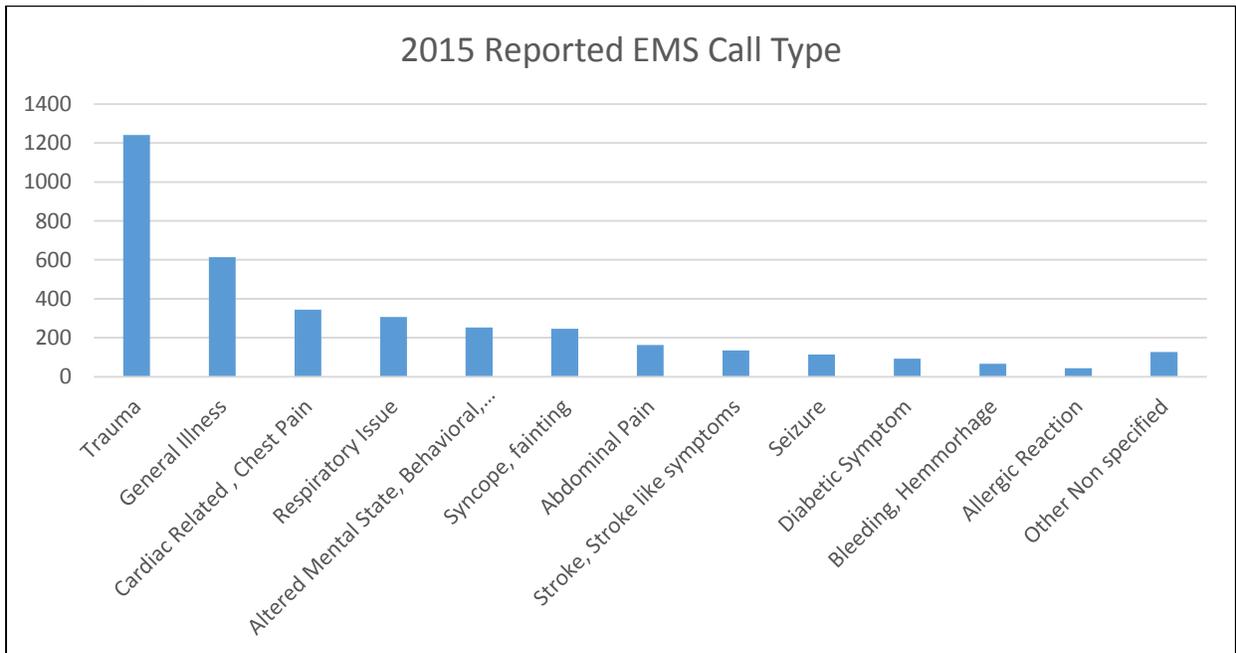


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In 2015, Fire Rescue responded to almost 5,000 calls for EMS. Of those, approximately 83% were transported to a hospital. 14% of the calls received no treatment or transport from Fire Rescue and the remaining 3.5% received treatment on the scene but declined to be transported to a hospital.

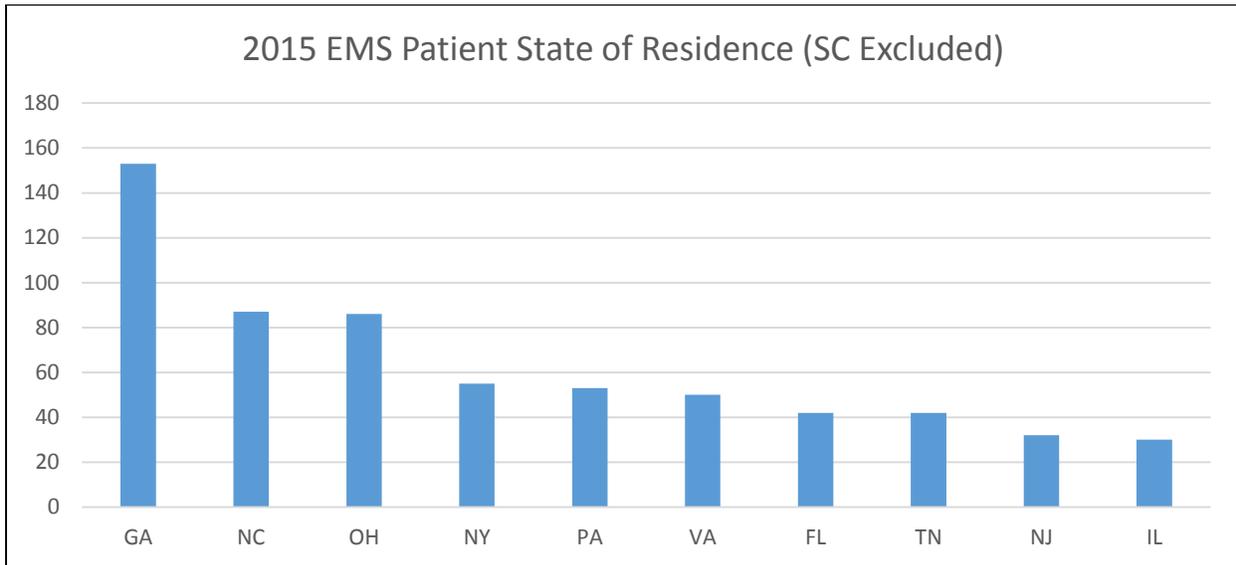


EMS Call Type



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The state of residence from which Fire Rescue's EMS patients originate is closely proportionate to that of the visitor demographic from which Hilton Head's visitors originate.



School public education presentation

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A FINAL WORD

Hilton Head Island Fire Rescue is dedicated to serving the residents, visitors, and community of Hilton Head Island.

Fire Rescue continues to explore methods to enhance and improve our services. We always welcome comments from our citizens.

For additional information on the department and services, please visit us on our webpage:

www.hiltonheadislandsc.gov/departments/fire/

Our Strategic Plan can be found at:

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

Fire and Life Safety Programs can be found at:

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

Our Fire Safety Checklist can be found at:

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



**Hilton Head Island Fire Rescue
40 Summit Drive
Hilton Head Island, South Carolina 29926
Non-emergency phone: 843-682-5100**

Dial 9-1-1 for emergencies!

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Please help us to conserve resources!



Please share this publication with someone you think would enjoy learning about Hilton Head Island Fire Rescue!

