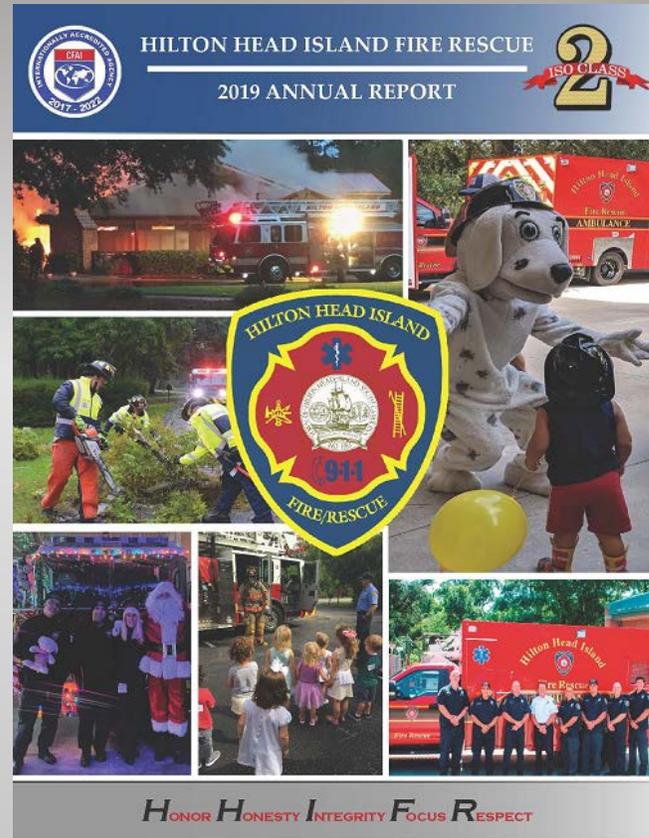


# Hilton Head Island Fire Rescue 2019 Annual Report



Town of HHI Community Services & Public Safety Committee  
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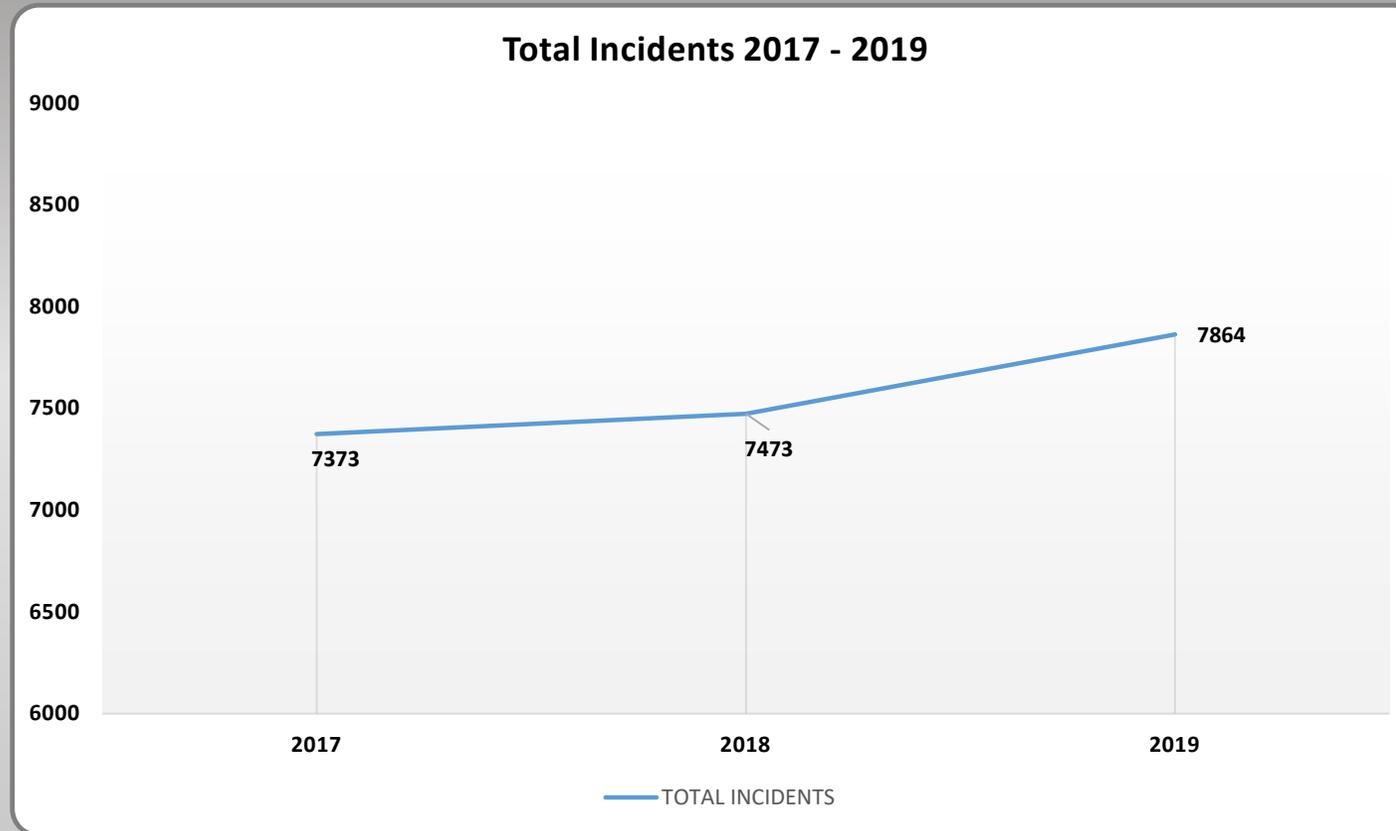


# Hilton Head Island Fire Rescue 2019 Annual Report

- ✓ Annual Statistics
- ✓ Accomplishments
- ✓ 2020 Mid-Year Update
- ✓ Initiatives Underway -2020-2021



# Hilton Head Island Fire Rescue 2019 Annual Report

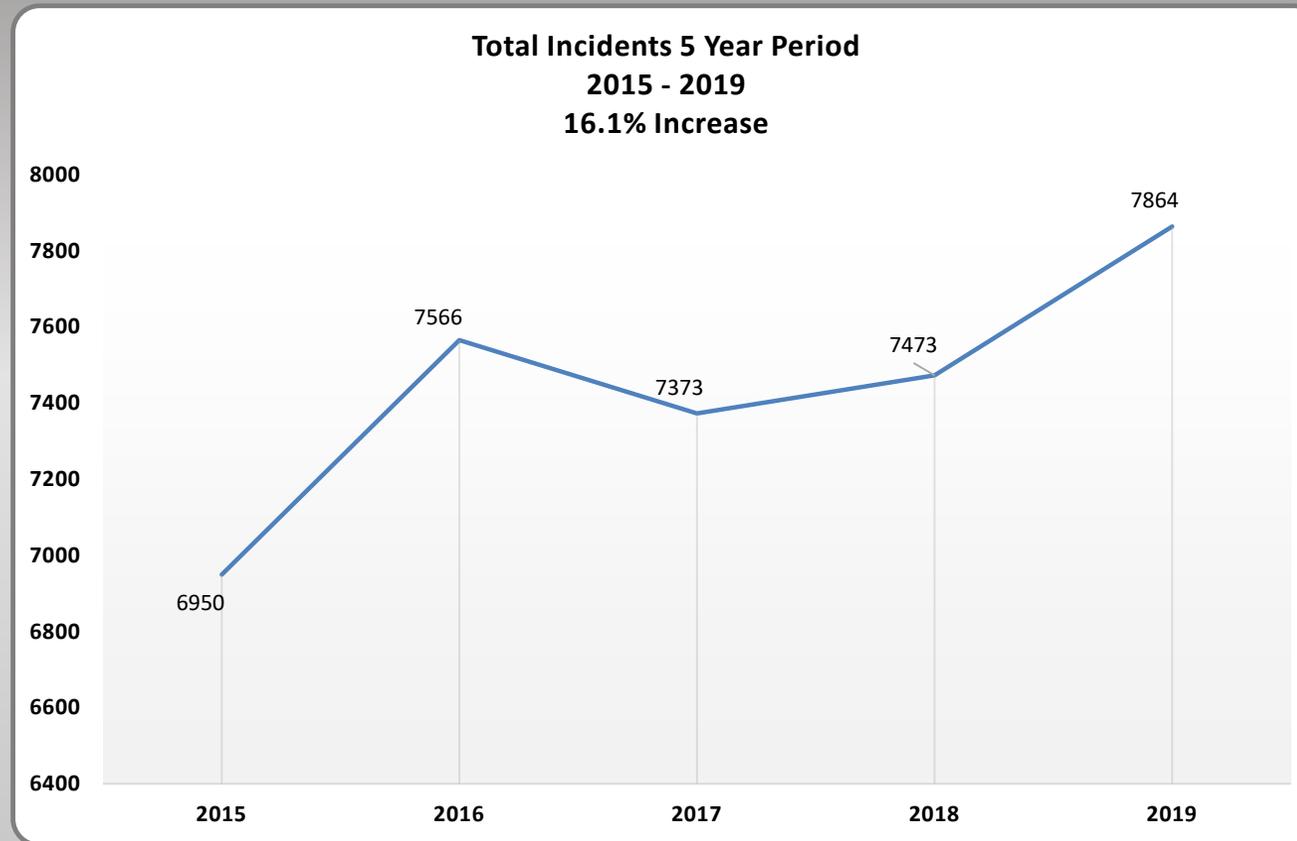


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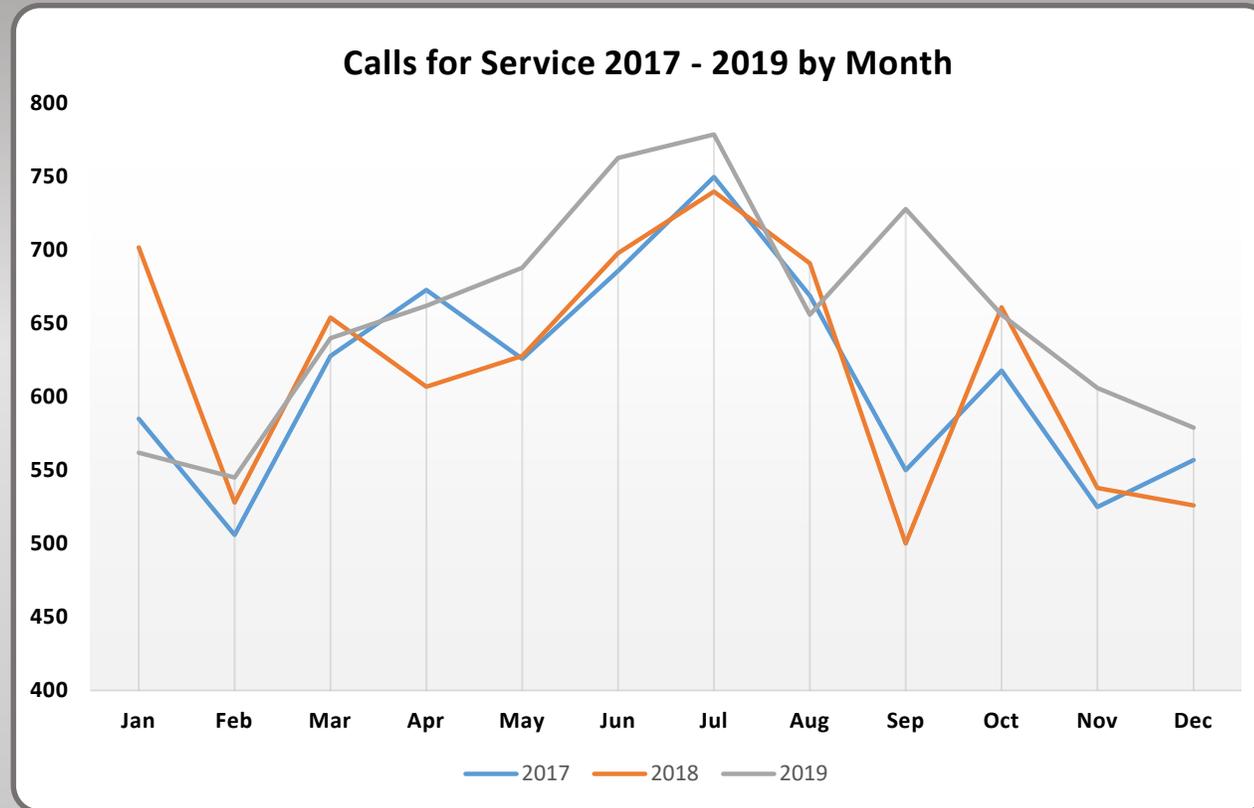
## 2019 Annual Report



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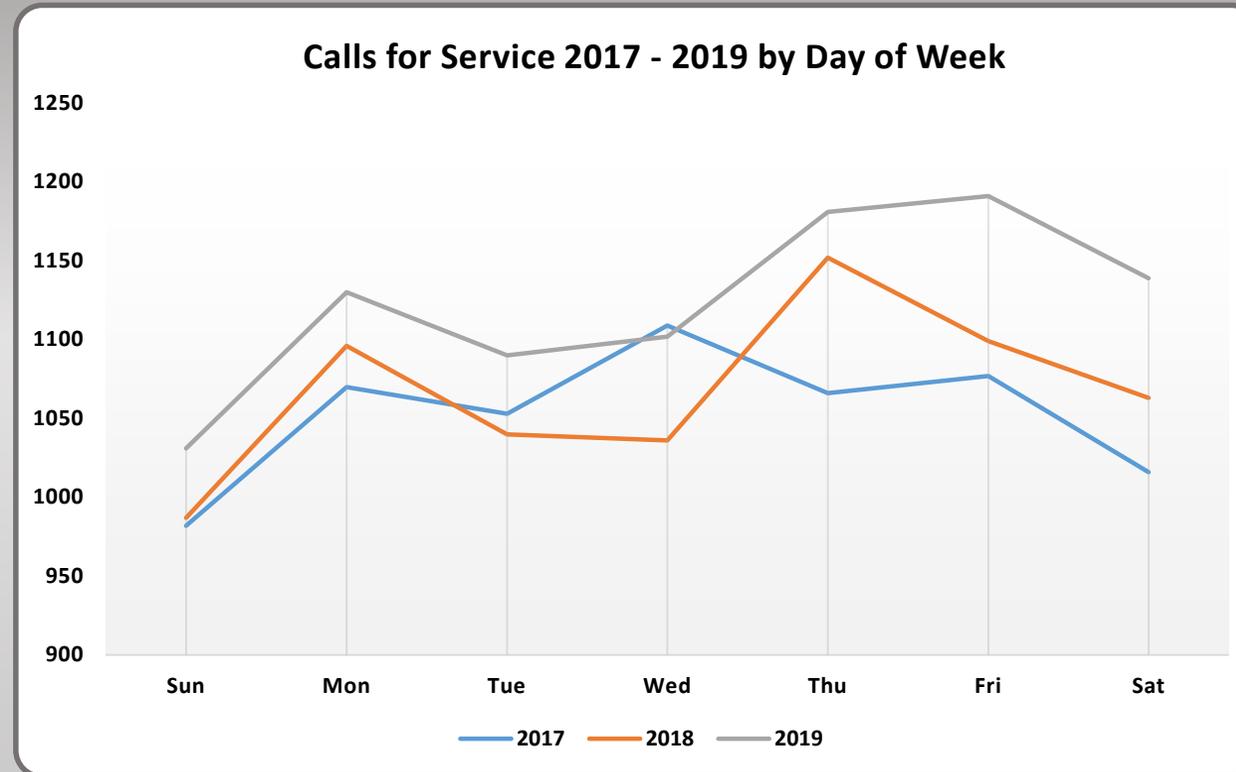
# Hilton Head Island Fire Rescue 2019 Annual Report



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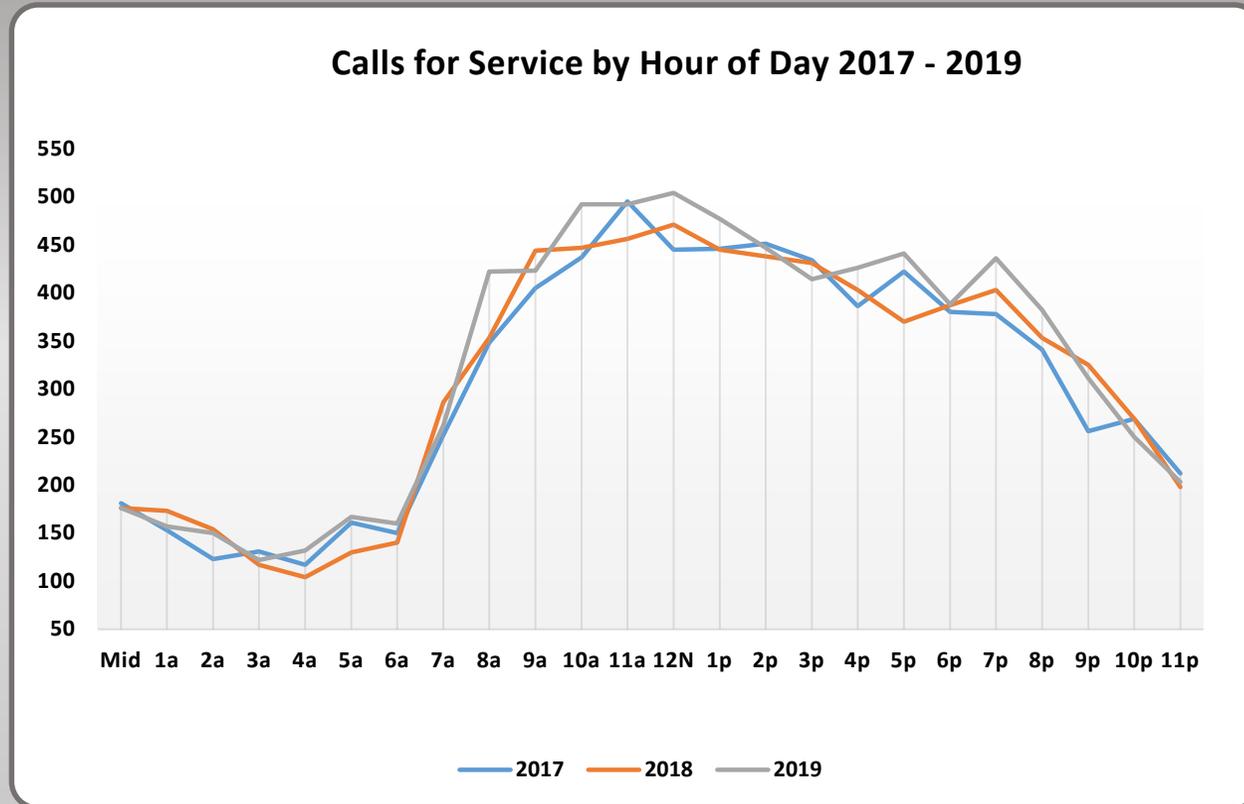
# Hilton Head Island Fire Rescue 2019 Annual Report



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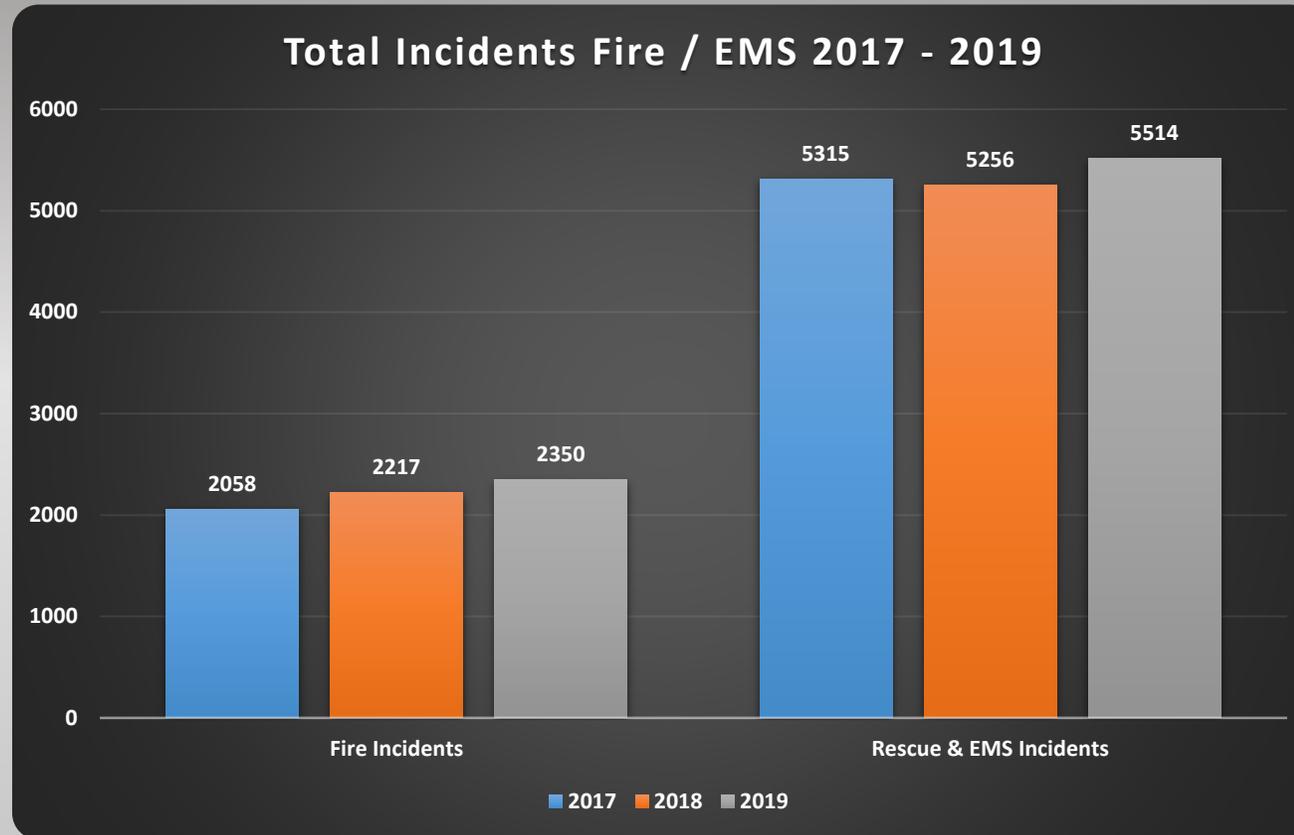
# Hilton Head Island Fire Rescue 2019 Annual Report



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# Hilton Head Island Fire Rescue 2019 Annual Report



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# Hilton Head Island Fire Rescue 2019 Annual Report

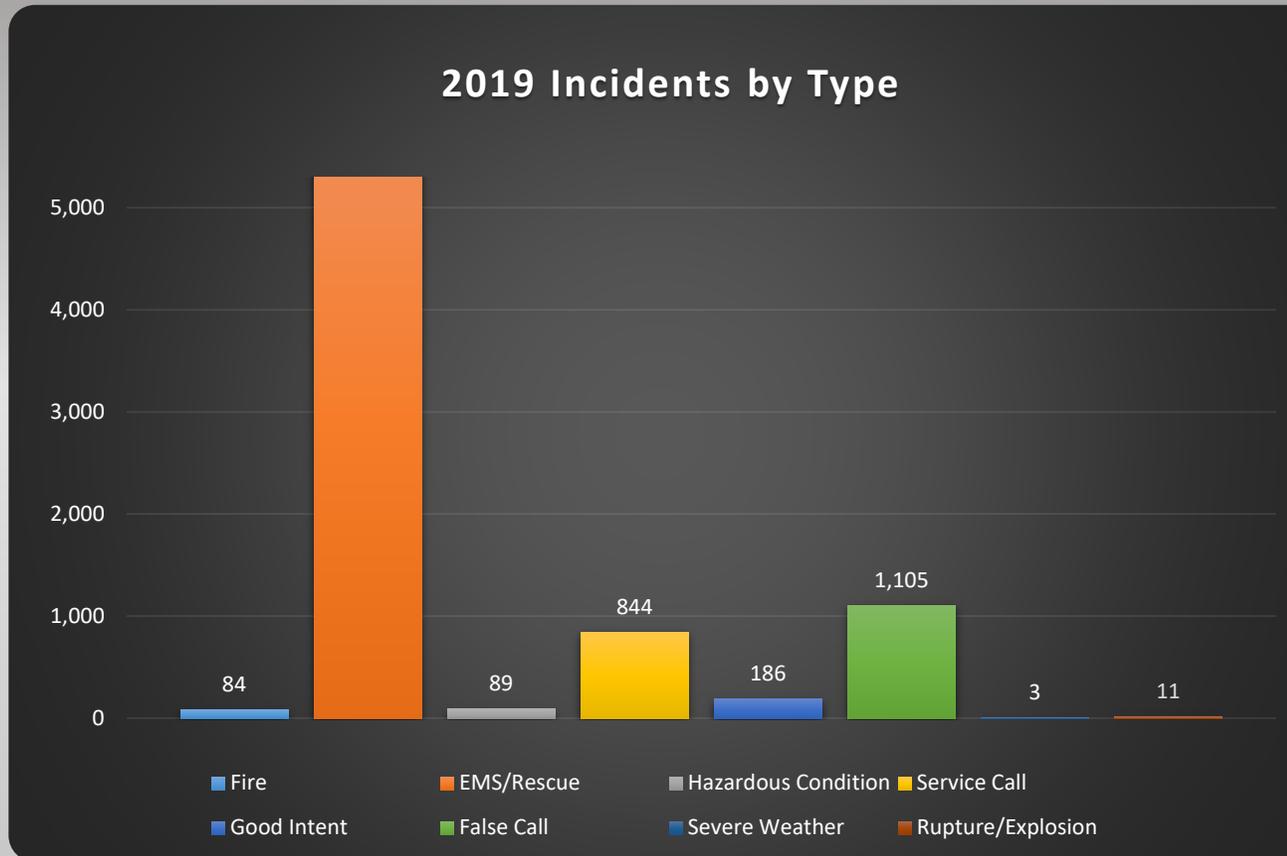
## Fire Statistics



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# Hilton Head Island Fire Rescue 2019 Annual Report

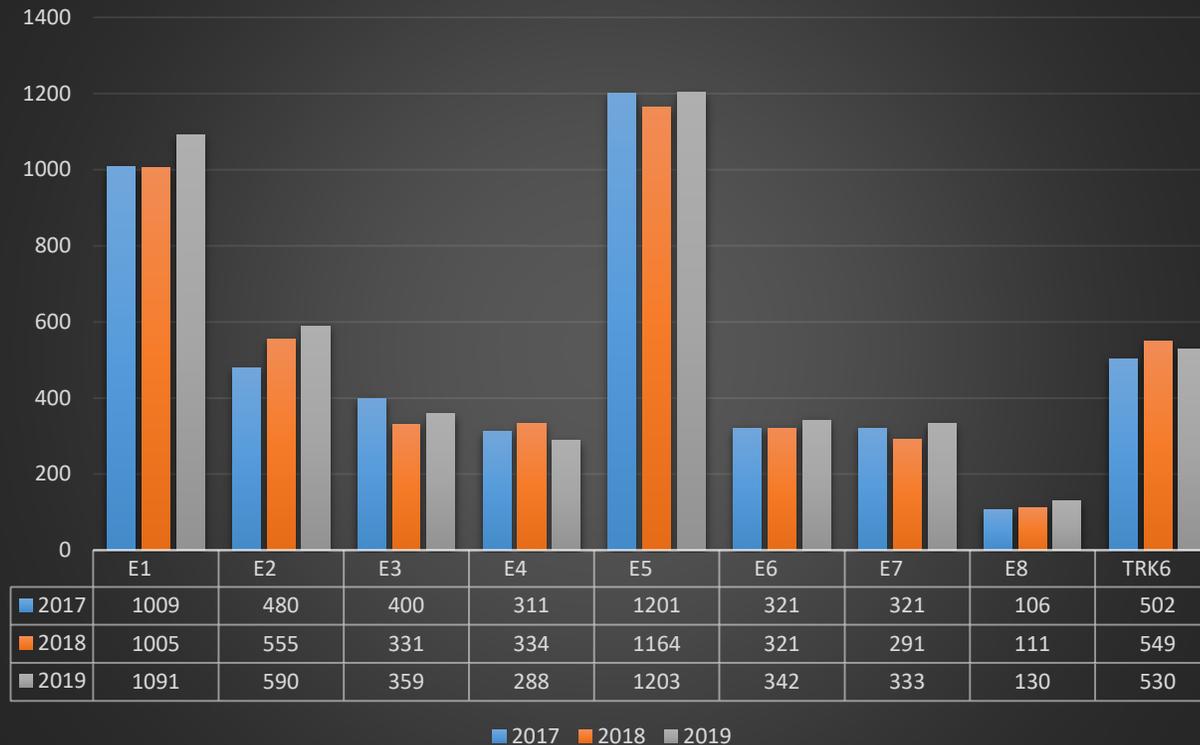


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# Hilton Head Island Fire Rescue 2019 Annual Report

Response by Fire Apparatus 2017 - 2019

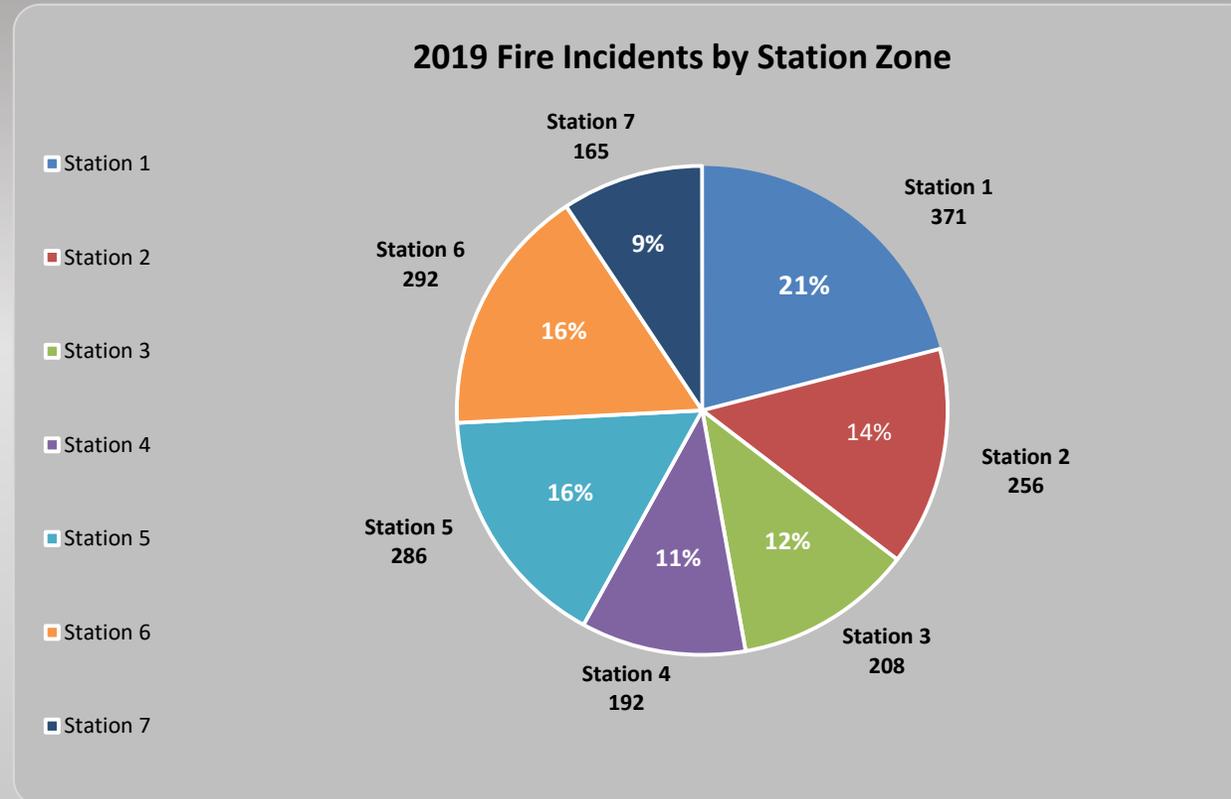


Town of HHI Community Services & Public Safety Committee  
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# Hilton Head Island Fire Rescue

## 2019 Annual Report



# Hilton Head Island Fire Rescue

## 2019 Annual Report

Date	Property	Property Value	Property Loss	Total Property Saved	Contents Value	Content Loss	Total Contents Saved	Total Loss	Total Saved
02/18/2019	Single Family Home 6 Audubon Pl	\$246,700.00	\$80,000.00	\$166,700.00	\$100,000.00	\$50,000.00	\$50,000.00	\$130,000.00	\$216,700.00
03/06/2019	Single Family Home 8 Cotton Ln	\$152,600.00	\$25,000.00	\$127,600.00	\$30,000.00	\$2,500.00	\$27,500.00	\$27,500.00	\$155,100.00
04/05/2019	Eight Unit Multi Family Residential 30 Mathews Dr	\$800,000.00	\$125,000.00	\$675,000.00	\$100,000.00	\$40,000.00	\$60,000.00	\$165,000.00	\$735,000.00
04/16/2019	Townhouse 3 Anchorage Pt	\$196,600.00	\$50,000.00	\$146,600.00	\$30,000.00	\$30,000.00	\$0.00	\$80,000.00	\$146,600.00
06/09/2019	Commercial Resturant 34 Palmetto Bay Rd	\$826,521.00	\$619,891.00	\$206,630.00	\$413,261.00	\$206,630.00	\$206,631.00	\$826,521.00	\$413,261.00
08/16/2019	Single Family Home 146 Otter Rd	\$419,900.00	\$315,000.00	\$104,900.00	\$200,000.00	\$75,000.00	\$125,000.00	\$390,000.00	\$229,900.00
		\$285,226,478.00	\$1,384,080.00	\$283,842,398.00	\$84,207,141.00	\$460,045.00	\$83,747,096.00	\$1,619,021.00	\$367,589,494.00



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# Hilton Head Island Fire Rescue

## 2019 Annual Report

Number of Permits Registered on Approved Dates	Number of Compliance Checks by FR Personnel	Total Number of Warnings Issued	Total Number of Citations Issued	Complaints Received	Active Number of Permits
471	470	16	4	1	462



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# Hilton Head Island Fire Rescue 2019 Annual Report



## EMS Statistics

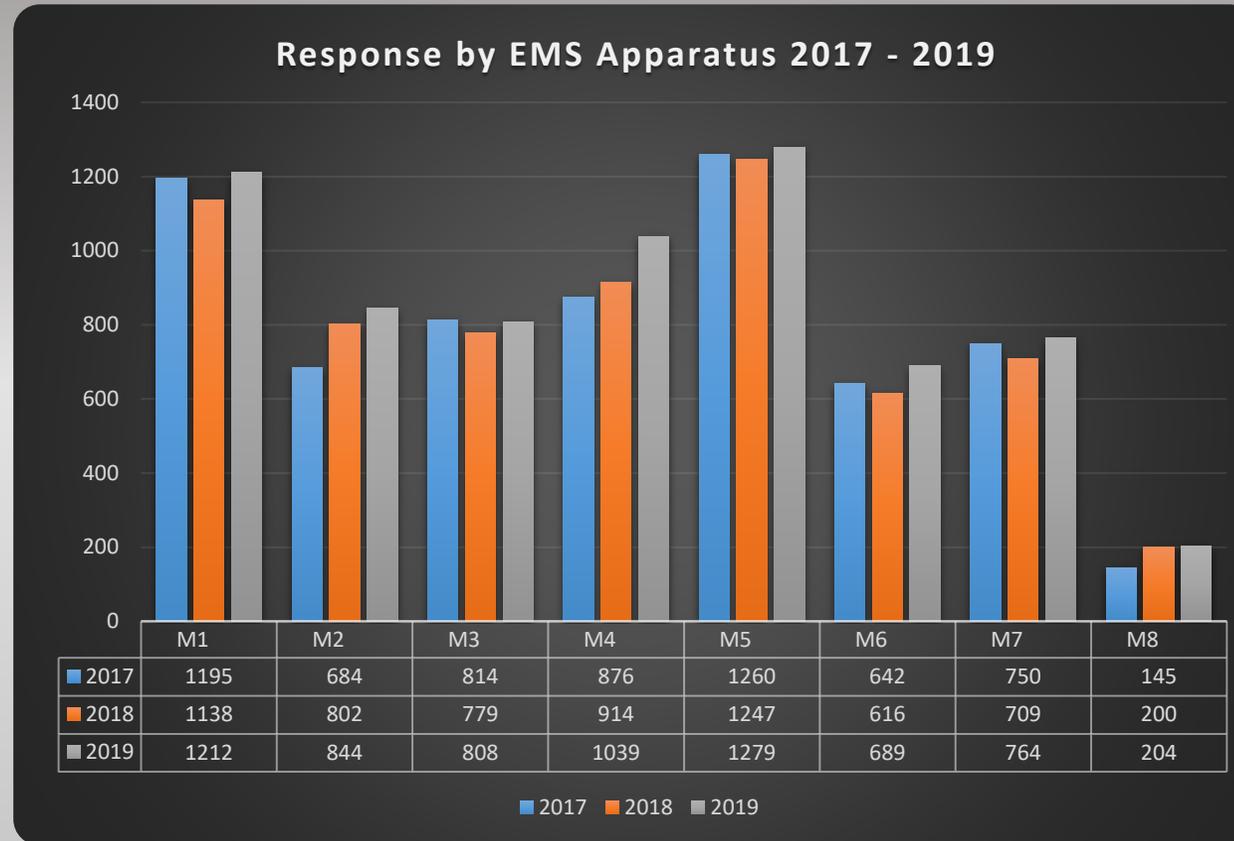


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# Hilton Head Island Fire Rescue

## 2019 Annual Report



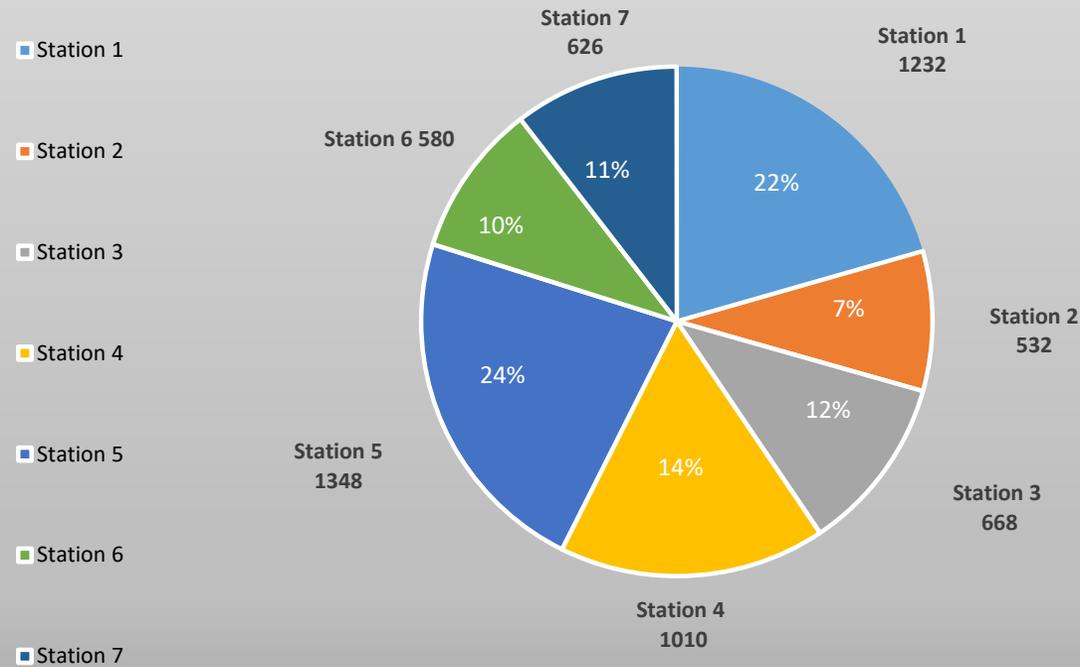
Town of HHI Community Services & Public Safety Committee  
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# Hilton Head Island Fire Rescue

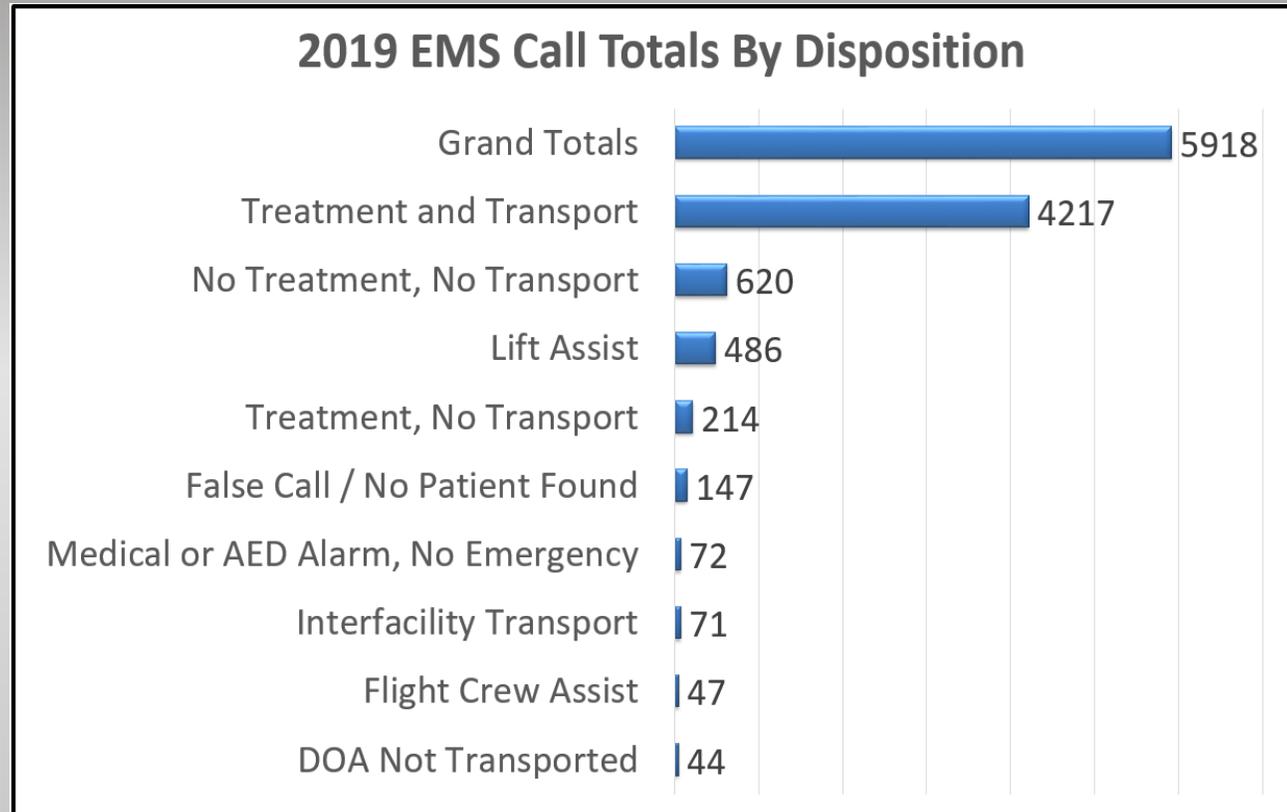
## 2019 Annual Report

2019 Medical Incidents by Station Zone



# Hilton Head Island Fire Rescue

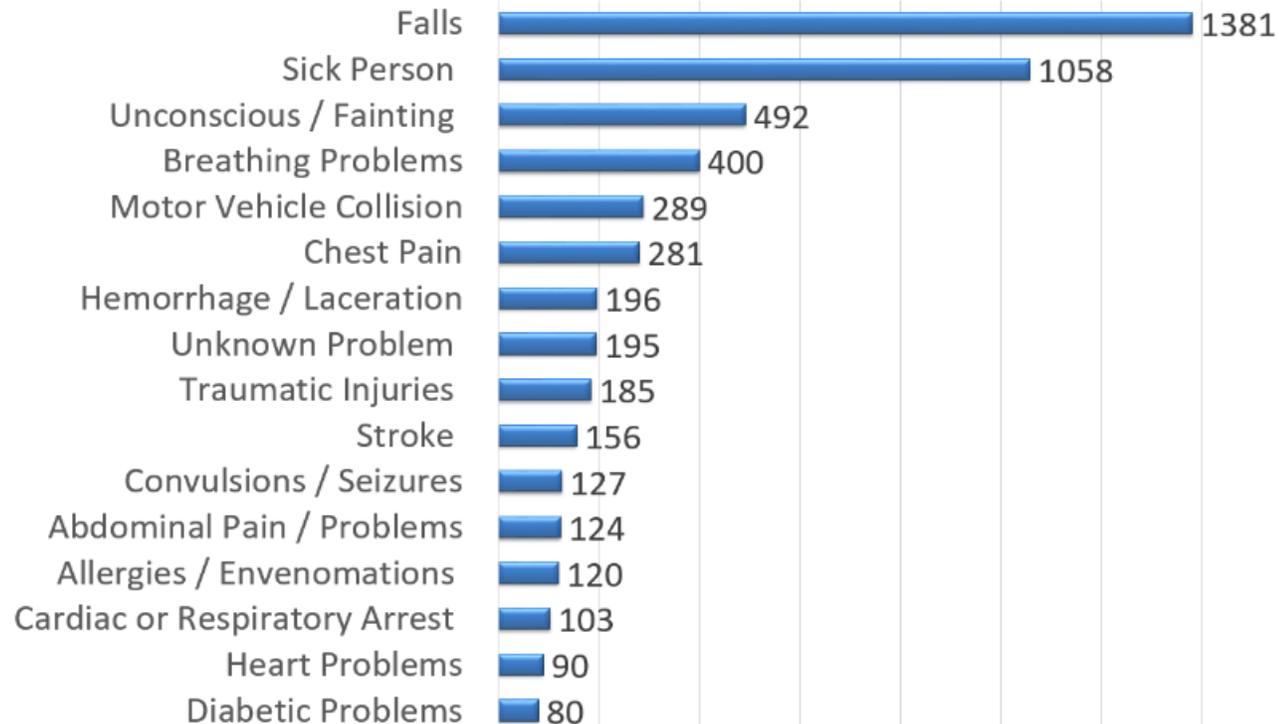
## 2019 Annual Report



# Hilton Head Island Fire Rescue

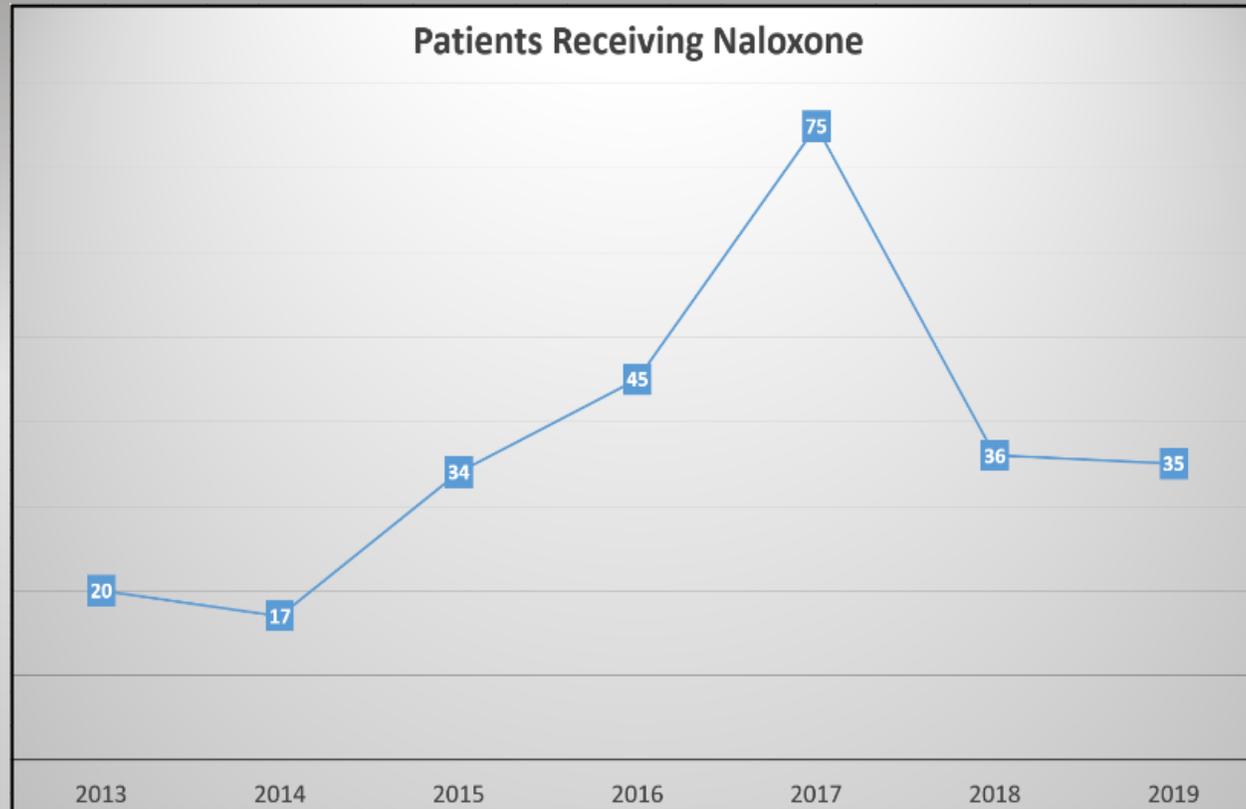
## 2019 Annual Report

### Most Common EMS Call Types By Dispatch Protocol



# Hilton Head Island Fire Rescue

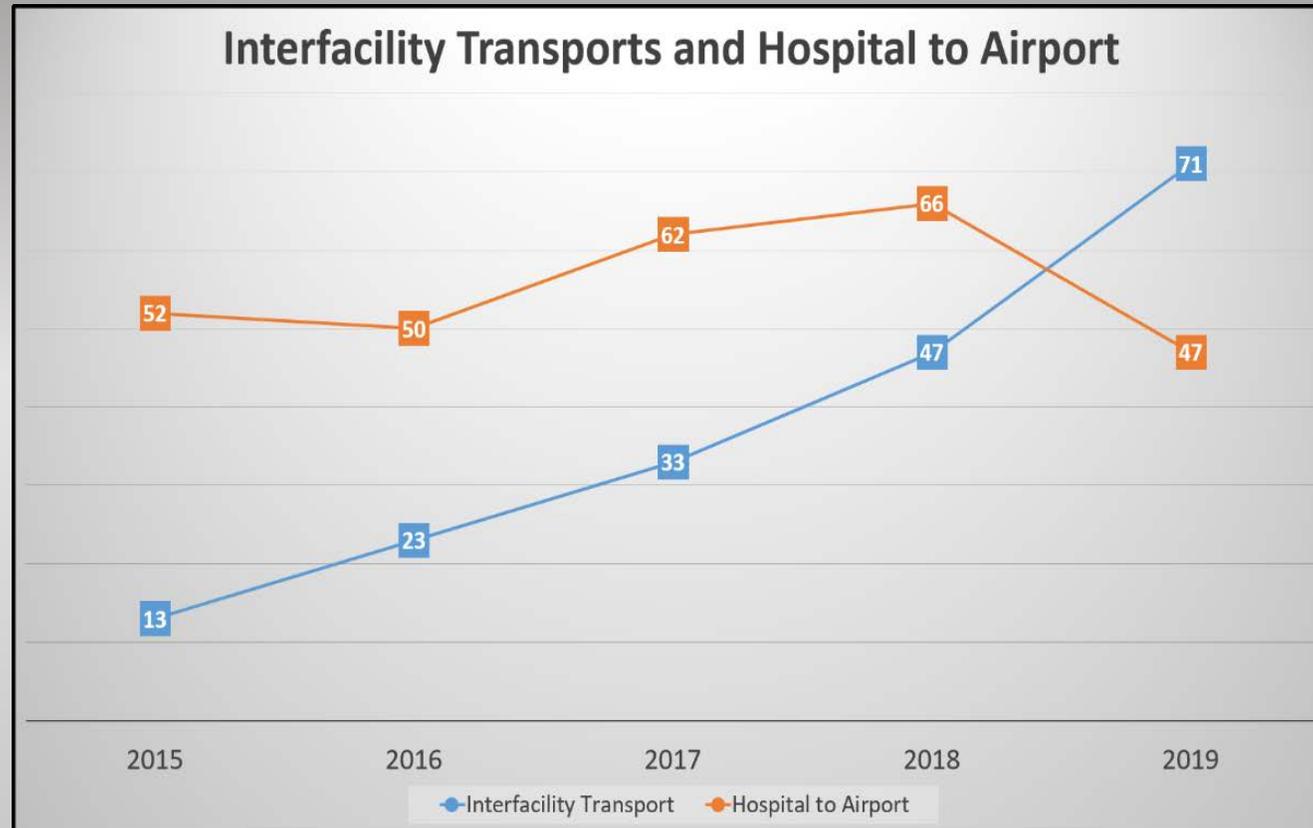
## 2019 Annual Report



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# Hilton Head Island Fire Rescue 2019 Annual Report

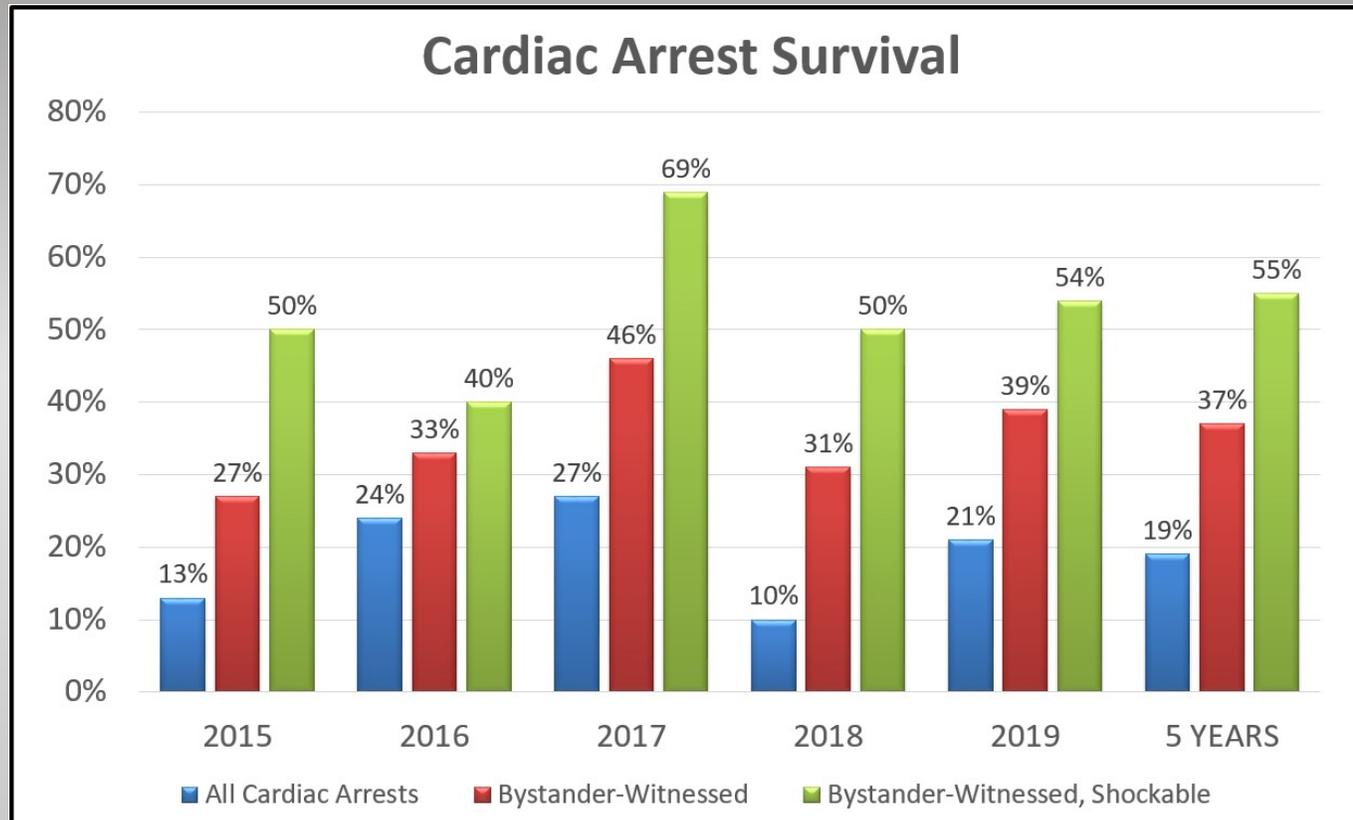


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# Hilton Head Island Fire Rescue

## 2019 Annual Report



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# Hilton Head Island Fire Rescue

## 2019 Annual Report

### CFAI Accreditation Compliance

Benchmark Time:

Alarm Handling  
1:20

Turnout Time  
2:30

Travel Time  
5:00

Total Response Time  
8:50  
\* Updating / SOC

Fire Incidents - 90th Percentile Times - Baseline Performance			2017-2021	2021	2020	2019	2018	2017
Alarm Handling	PSAP -Dispatch 1 <sup>st</sup> dispatch unit	Urban	01:11			1:13	01:09	01:14
Turnout Time	Turnout Time 1st Unit	Urban	02:41			2:44	02:45	02:38
Travel Time	Travel Time (Enroute>Arriving) Distribution	Urban	05:44			5:32	05:41	05:48
Total Response Time	Total Response PSAP>Arriving Distribution	Urban	08:38			8:38	08:42	08:43
			N = 3463			N=1429	N = 1755	N = 1708



Town of HHI Community Services & Public Safety Committee  
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# Hilton Head Island Fire Rescue

## 2019 Annual Report

### CFAI Accreditation Compliance

Benchmark Time:

Alarm Handling  
1:20

Turnout Time  
1:45

Travel Time  
5:00

Total Response Time  
8:05

EMS – Low/Medium 90th Percentile Times - Baseline Performance			2017-2021	2021	2020	2019	2018	2017
Alarm Handling	PSAP-Dispatch	Urban	01:11			01:09	01:08	01:13
Turnout Time	Turnout Time 1st Unit	Urban	02:16			2:20	02:14	02:17
Travel Time	Travel Time 1st Unit Distribution	Urban	05:19			05:20	05:20	05:19
			07:54			07:59	07:52	07:56
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	N=10,300			N 5,572	N=5,123	N=5,177



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# Hilton Head Island Fire Rescue

## 2019 Annual Report

### Accomplishments 2019

- Hired new Deputy Fire Marshal - Russell Rogers
- Hire new E911 Communications Manager – Becky Neugent
- 12 new firefighters joined the department
- Improved Insurance Services Office (ISO) Public Protection Classification rating from a Class 3 to a Class 2 in March of 2019.



# Hilton Head Island Fire Rescue

## 2019 Annual Report

- Installed a new Computer Aided Dispatch Program (CAD) w/ Funding from State Eg11
- Purchased inflatable Rescue Boat & Trailer utilizing grant funding for the State Regional Rescue Team



# Hilton Head Island Fire Rescue

## 2019 Annual Report

### Accomplishments 2019

- New Patient Reporting Software Implementation
- State Funded New E911 Phone System/ Beaufort County

- Pulse Point 

- New Ambulance Fleet



# Hilton Head Island Fire Rescue

## 2020 Mid-Year Update



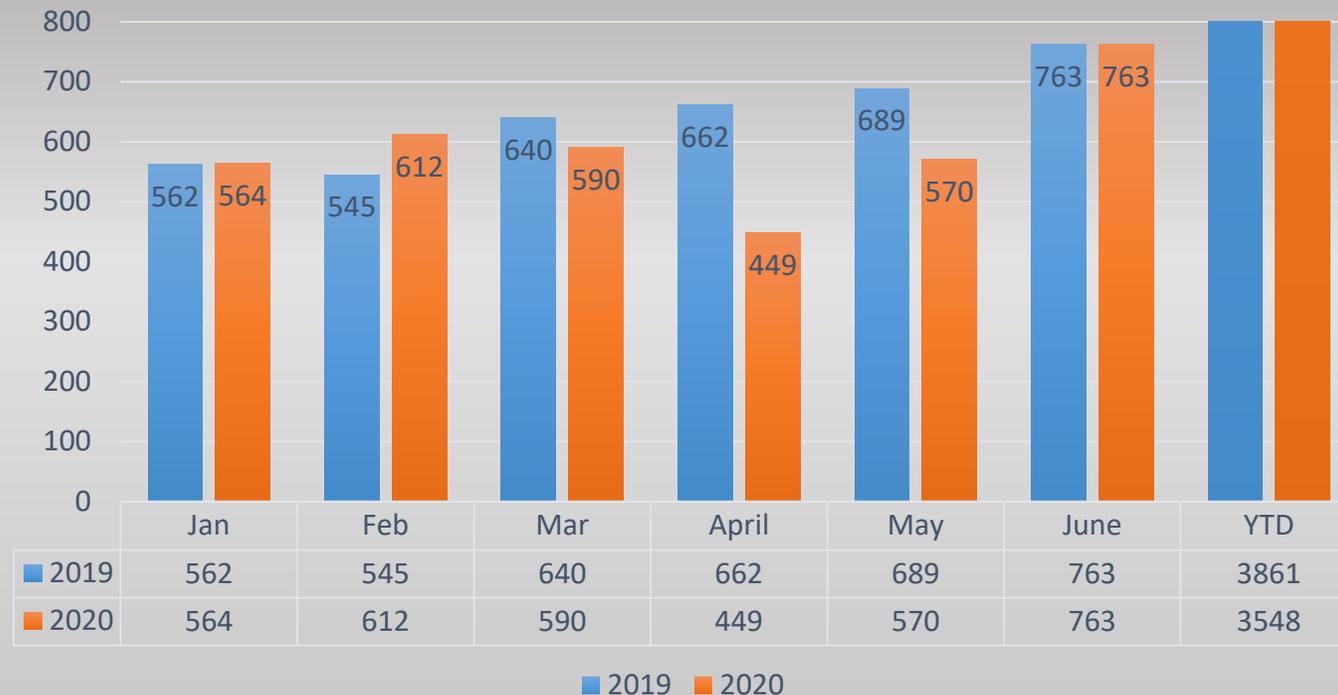
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# Hilton Head Island Fire Rescue

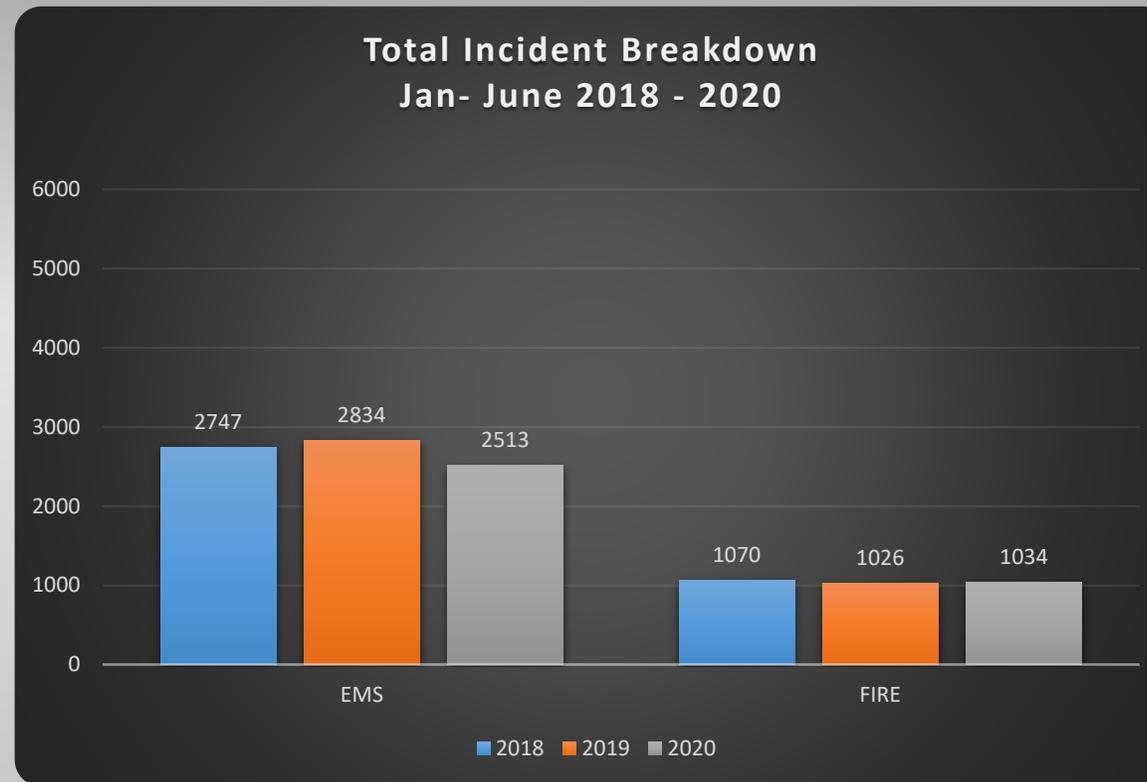
## 2020 Mid-Year Update

### Incident Count by Month



# Hilton Head Island Fire Rescue

## 2020 Mid-Year Update

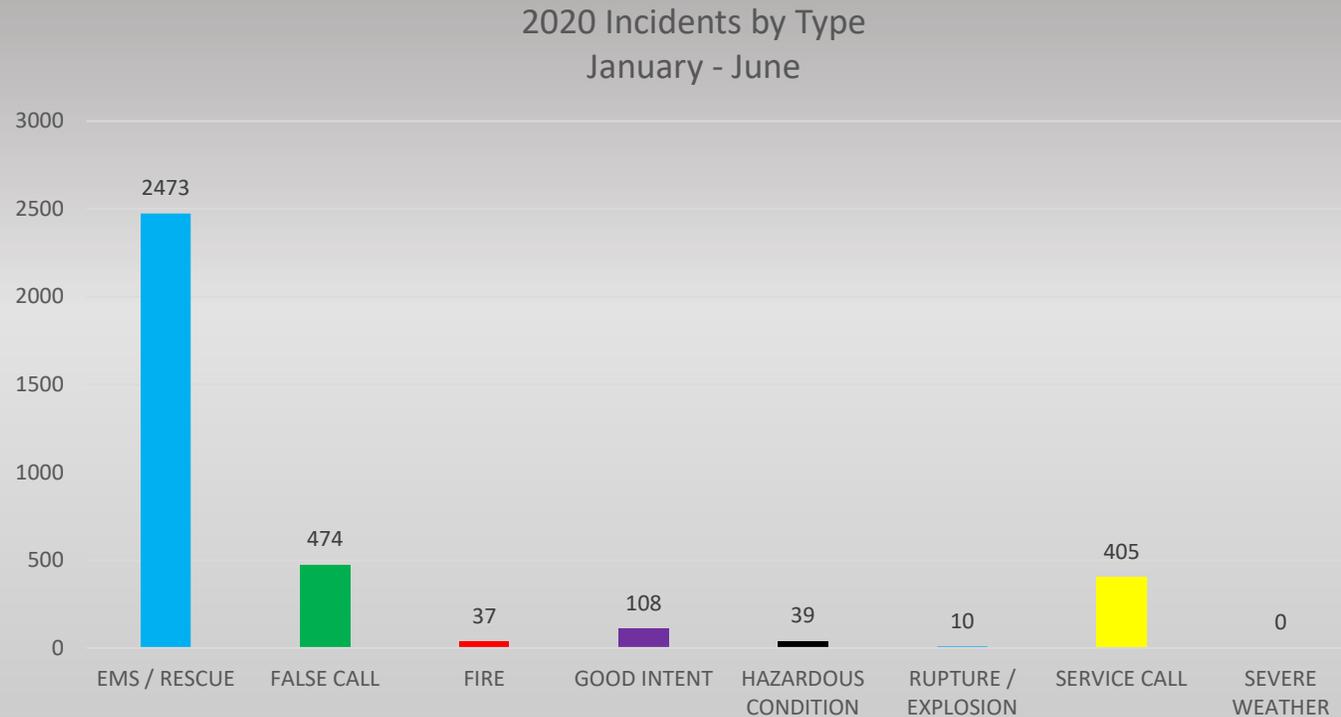


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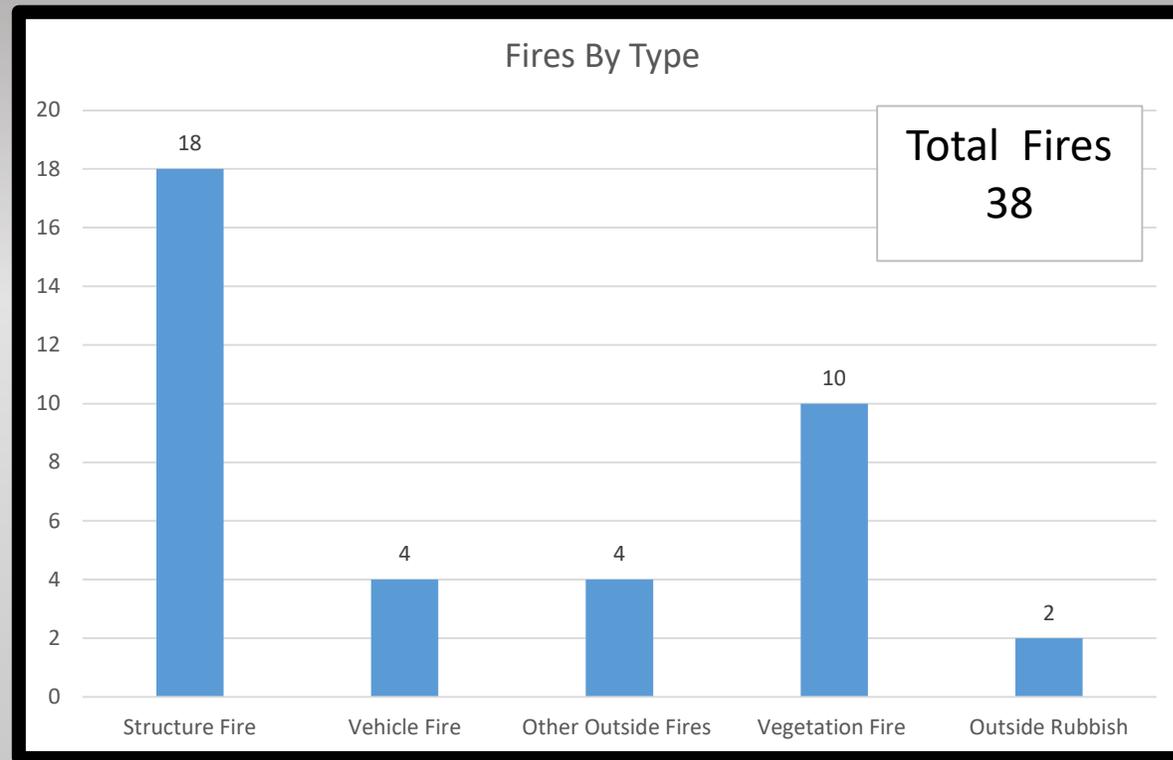
# Hilton Head Island Fire Rescue

## 2020 Mid-Year Update



# Hilton Head Island Fire Rescue

2020 Mid-Year Update



Town of HHI Community Services & Public Safety Committee  
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# Hilton Head Island Fire Rescue

## 2020 Mid-Year Update

Date	Property	Property Value	Property Loss	Total Property Saved	Contents Value	Content Loss	Total Contents Saved	Total Loss	Total Saved
01/08/2020	Single Family Home 65 Monticello Dr.	\$255,200.00	\$127,600.00	\$127,600.00	\$127,600.00	\$63,800.00	\$63,800.00	\$191,400.00	\$191,400.00
01/21/2020	Four Unit Multi Family Residential 10 Dune House Ln	\$1,366,000.00	\$683,000.00	\$683,000.00	\$550,000.00	\$550,000.00	\$0.00	\$1,233,000.00	\$683,000.00
05/08/2020	Single Family Home 37 Mcintosh Rd	\$397,600.00	\$100,000.00	\$297,600.00	\$198,800.00	\$50,000.00	\$148,800.00	\$150,000.00	\$446,400.00
05/22/2020	Single Family Home 43 Clifford Miller Dr	\$60,000.00	\$20,000.00	\$40,000.00	\$50,000.00	\$15,000.00	\$35,000.00	\$35,000.00	\$75,000.00
06/09/2020	Commercial Laundromat 17 New Orleans Rd	\$485,500.00	\$50,000.00	\$435,500.00	\$400,000.00	\$140,000.00	\$260,000.00	\$190,000.00	\$695,500.00
		\$22,079,269.00	\$1,009,950.00	\$21,069,319.00	\$7,096,985.00	\$835,082.00	\$6,261,903.00	\$1,799,400.00	\$27,331,222.00



Town of HHI Community Services & Public Safety Committee  
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# Hilton Head Island Fire Rescue

2020 Mid-Year Update

## *Open Burning*

Number of Permits Registered on Approved Dates	Number of Compliance Checks by Fire Rescue Personnel	Total Number of Warnings Issued	Total Number of Citations Issued	Number of Complaints Received	Current Number of Active Permits
186	186	9	0	0	468



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# Hilton Head Island Fire Rescue

## 2020 Mid-Year Update

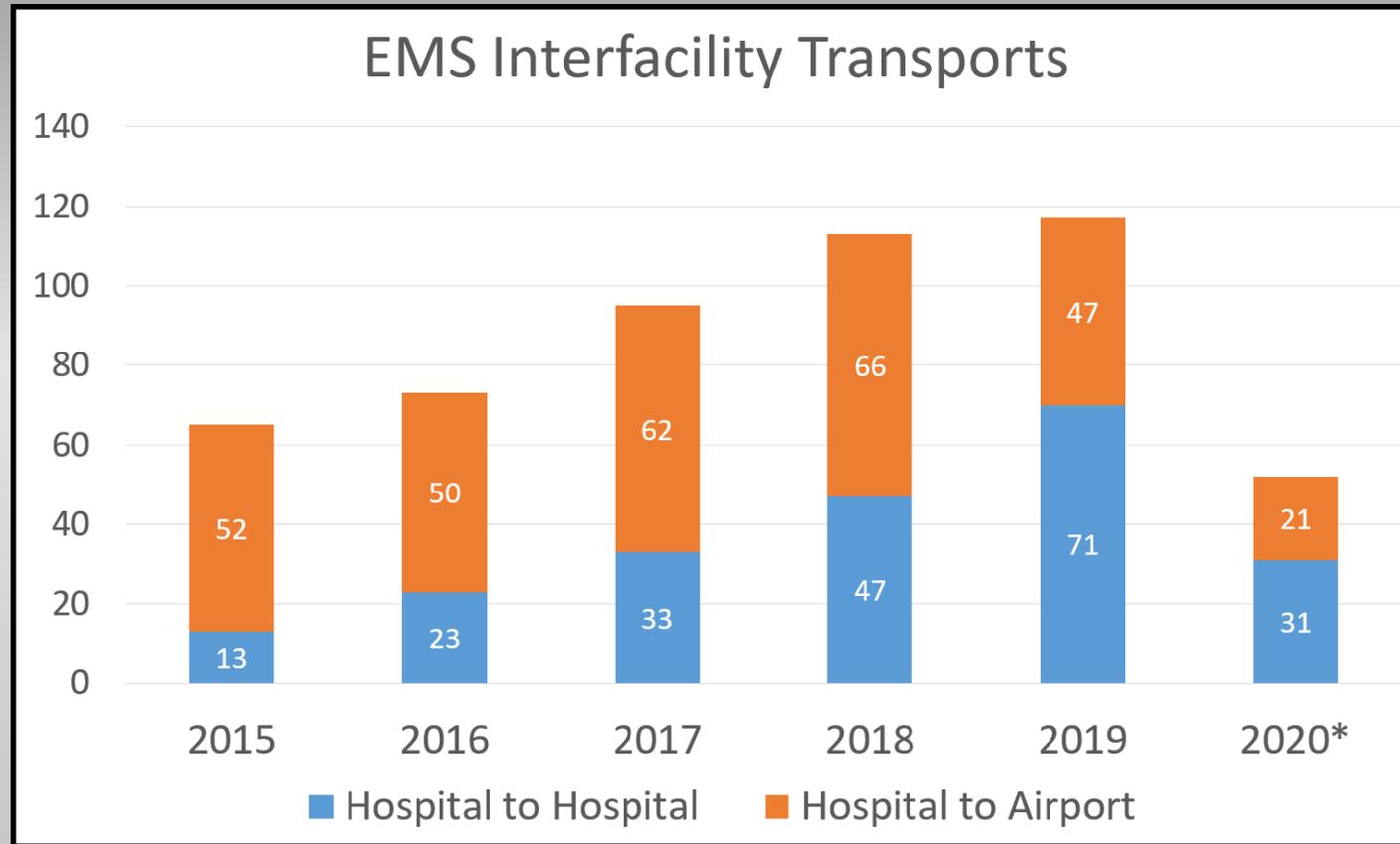
2020 Mid-Year Update	Totals
Treatment and Transport	1804
No Treatment No Transport	295
Lift Assist	279
Treatment No Transport	126
False Call No Patient Found	92
Medical or AED Alarm No Emergency	51
Interfacility Transport	31
Flight Crew Assist	21
DOA Not Transported	19
Grand Totals	2718

## Response Statistics - EMS



# Hilton Head Island Fire Rescue

2020 Mid-Year Update



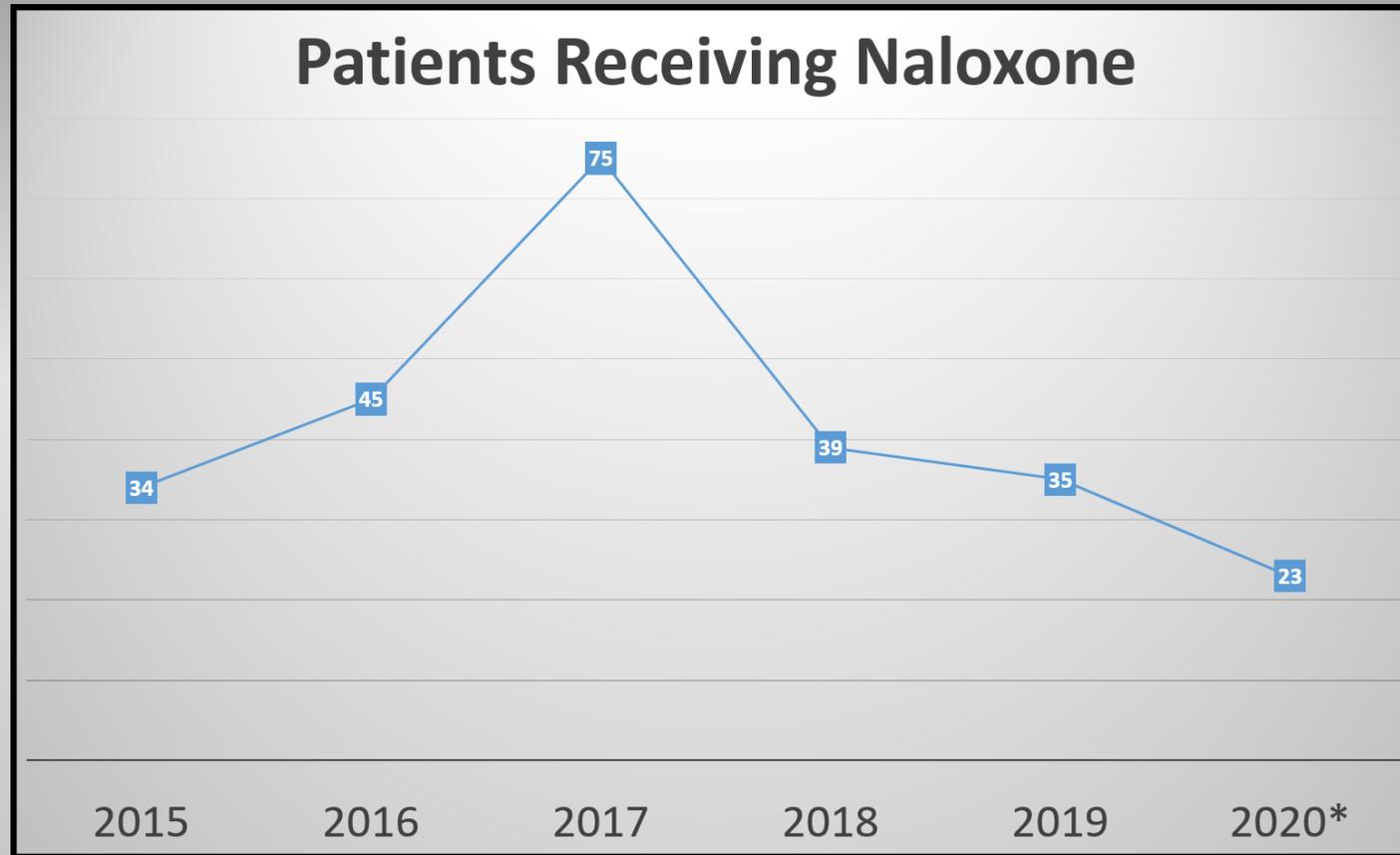
Does not include transports direct from scene to Memorial Health in Savannah!



# Hilton Head Island Fire Rescue

2020 Mid-Year Update

Opioid Epidemic



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# Hilton Head Island Fire Rescue

2020 Mid-Year Update



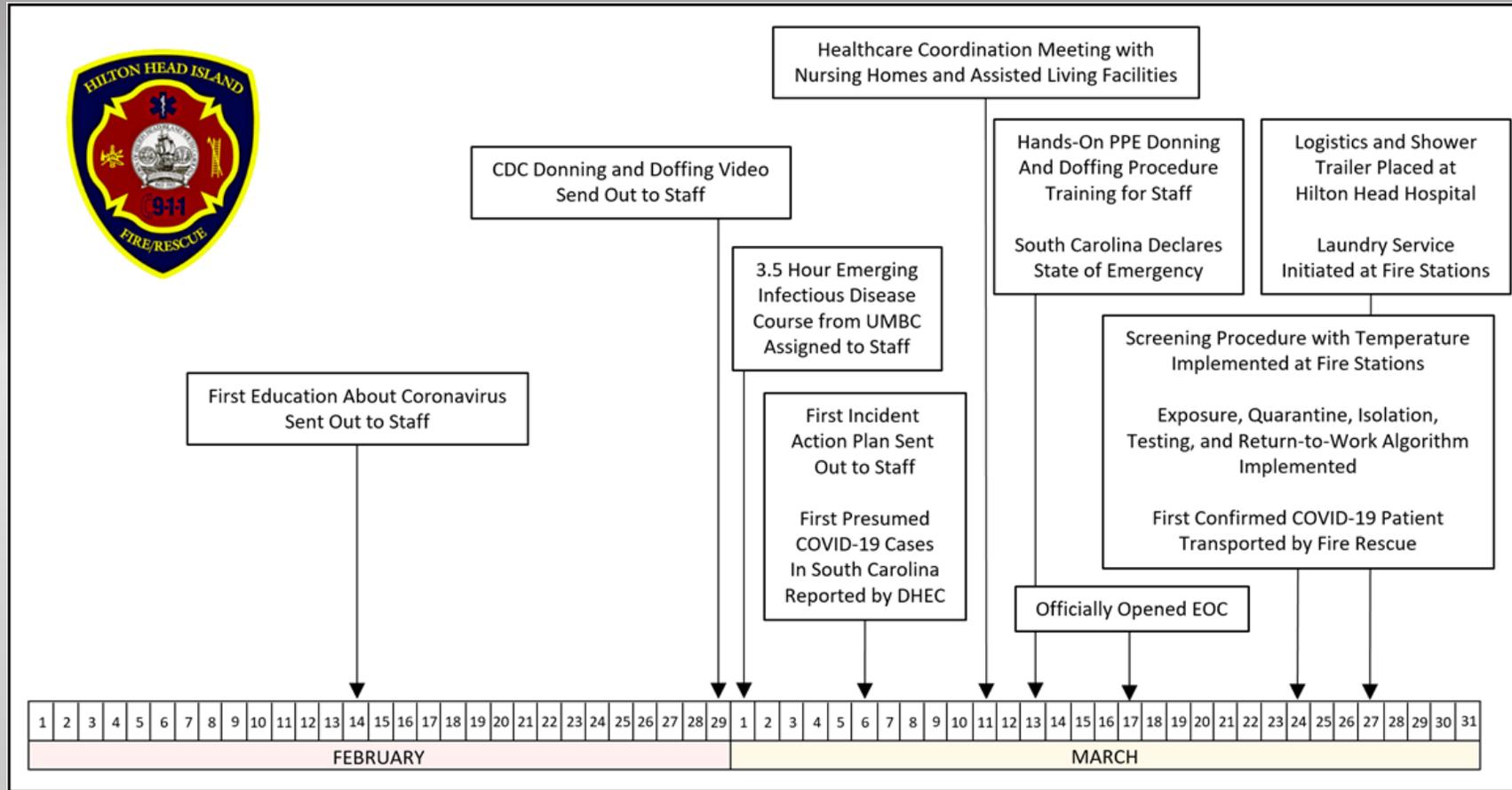
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# Hilton Head Island Fire Rescue

## 2020 Mid-Year Update

COVID-19



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# Hilton Head Island Fire Rescue

## 2020 Mid-Year Update

### COVID-19

- 497 patients have screened positive for at least one COVID dispatch criterion since 03/13/2020
- Fire Rescue's PPE procedures have been highly effective at preventing EMTs and paramedics from becoming infected
- We have dramatically reduced the number of staff who need to be quarantined away from home



# Hilton Head Island Fire Rescue

2020 Mid-Year Update

## COVID-19

- Maintaining an appropriate supply level for the required PPE ensemble has been a challenge!
- Handled admirably by the Logistics Section
- Fire Rescue is in a strong position going into flu season

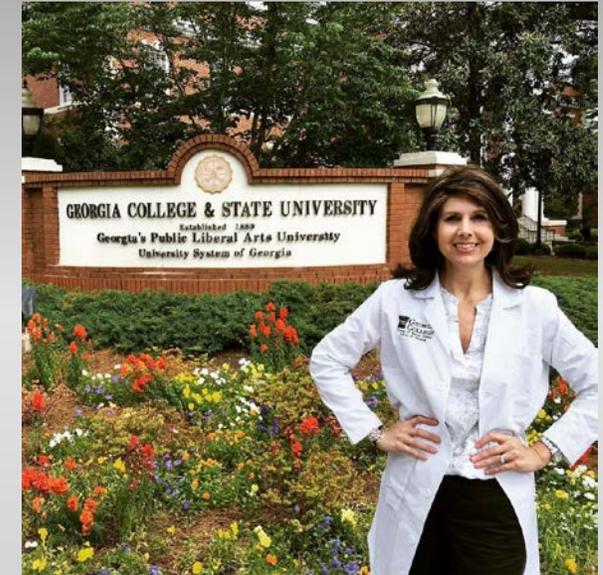


# Hilton Head Island Fire Rescue

2020 Mid-Year Update

## COVID-19

- The Town contracted with Doctor of Nursing Practice Kelly Bouthillet
- Greater than 157 patient encounters with Town employees and family members
- Over 106 COVID tests have been ordered
- 5 positive test results
- Substantially improved safety of Town operations during the pandemic



# Hilton Head Island Fire Rescue

2020 Mid-Year Update

## *2020-2021 Fire Rescue Initiatives – In Progress*

- Continue to Support to the COVID-19 Pandemic
- Fire Station # 2
- Continue to Implement the Strategic Plan Recommendations



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# Hilton Head Island Fire Rescue

2020 Mid-Year Update

## *2020-2021 Fire Rescue Initiatives – In Progress*

- Update of the Community Risk Assessment and Standard of Cover Document
- CFAI Reaccreditation – Development of our Self Assessment Manual
- Updating the Fire Rescue Policy & Procedures Manual and EMS Protocols



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# Hilton Head Island Fire Rescue

2020 Mid-Year Update

**Fire Station # 2  
Under Construction**



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# Hilton Head Island Fire Rescue

**We at Fire Rescue Thank Town Council  
for their Support!!**



Town of HHI Community Services & Public Safety Committee  
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