



# OUR TOWN

A Newsletter of the Town Of Hilton Head Island

Brought to you by the Town of Hilton Head Island, South Carolina

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>> Steve Riley

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## >> Town Manager's Note

In 2017 alone, the Island has been the focus of some incredible positive international media coverage. Here is a summary of this year's accolades:

- » Island named among "South's Best Islands" by Southern Living
- » Island named among "Happiest Seaside Towns" by Coastal Living
- » Coligny Beach named among "30 Best Beaches for Families" by Travel Channel
- » Island named among "Best Islands in the U.S." by MSN.com
- » Island named among Insider.com's "Best U.S. Beaches"
- » No. 1 Island in the Continental United States and No. 2 Island in the World on Travel Leisure's 2017 World's Best Awards
- » Island selected as the #1 Island in the U.S. by Conde Nast Traveler 2017 Readers' Choice Awards list
- » Island named in Top 10 "Trending Spots for a Summer Vacation Rental" and "Top Spring Break Destinations for Adults" by Tripadvisor

While we are blessed with envious natural

resources, there is a human element to our success as well. Town Hall does its part by preserving land, requiring strict design standards, and maintaining a lowcountry feel, but residents and businesses alike are also integral to our success. Our Island community of businesses, residents, poa's, non-profits and government share a community pride that results in the recognition found in the list above.

Here is the latest information regarding Hurricane Matthew costs and reimbursement. Staff has submitted thousands of documents and images to support our reimbursement efforts with FEMA, with great reimbursement results thus far.

Approximate Costs Breakdown to date:

- » The Town has paid out \$51 million.
- » Expected additional Town costs \$5 million.
- » Total Town expenses \$56 million.
- » Total reimbursements received by Town from FEMA, the State of South Carolina and insurance \$33 million.
- » Additional reimbursements expected \$10 million.

» Net cost of Matthew to Town after all reimbursements \$13 million.

As a participant in the National Flood Insurance Program, the Town of Hilton Head Island is required to use the Flood Insurance Rate Maps (FIRMs), periodically updated by FEMA, to regulate development in the Special Flood Hazard Area. The current effective FIRMs for the Town of Hilton Head Island were published in 1986.

FEMA has recently released preliminary digital flood insurance rate maps for coastal areas of Beaufort County. The new maps are expected to become effective in June of 2019 and are now available for viewing on the Town's website at www.hiltonheadislandsc.gov. If you have any questions or need additional information, please contact the Town's Floodplain Manager, Shari Mendrick, by email at sharim@hiltonheadislandsc.gov or by phone 843-341-4687.

Thank you for playing a part in our success and Happy New Year! I wish you an even greater year ahead.

## >> South Island Emergency Beach Renourishment Project

Hurricane Matthew and Tropical Storm Irma and their associated water levels, winds, and waves had a significant impact on the Hilton Head Island beach. In general, the storms' impacts were manifest as surge flooding of the beach, dune fields, and some localized upland areas as well as significant upper beach erosion and dune loss. There were also significant losses of dune vegetation due to the effects of Hurricane Matthew. The amount of dune vegetation loss was estimated through comparison of pre- and post-storm aerial photography.

**In total, approximately 600,000 cubic yards of sand were placed along about 3 miles of shoreline.**

Along the entire length of the Island, the Mean High Water shoreline retreated by an average of -26 feet over the pre- to post-storm period as a result of Hurricane Matthew's impact. Changes in local beach width during this period were highly variable due to both alongshore dynamics and the displacement of sand placed only months before as part of the 2016 renourishment project.

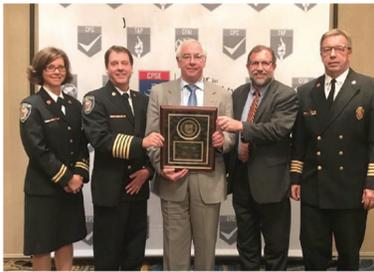
In order to repair the worst of Matthew's damage and to provide protection to upland property most threatened and



made susceptible to further damage, the Town formulated an emergency beach renourishment project in November 2016. The limits of the project were proposed along approximately 10,000 feet of beach adjacent to Sea Pines and involved placement of approximately 350,000 cubic yards of sand, meant to replace what was lost due to the storm. Permits were sought and granted, and the project was funded via adoption of the 2018 Town Budget effective July 1, 2017. The project was bid and put under contract in the summer of 2017 and work began on August 23, 2017. The project was only partially completed at the

time Tropical Storm Irma passed. Irma further impacted this already distressed area of beachfront and a redesign of the original project along with an expansion in the project's footprint was developed. In mid-November, the Town completed the emergency repairs. In total, approximately 600,000 cubic yards of sand were placed along about 3 miles of shoreline. The work cost approximately \$7.5 million. Only a portion of the work is eligible for FEMA reimbursement, and the Town will pursue that funding offset of approximately \$1.4 million.

## >> Hilton Head Island Fire Rescue



The more quickly we are able to respond to a building fire, the more likely damage will be limited.

The more quickly we are able to provide patient care, the more likely pain and suffering will be reduced.

The more quickly we mitigate a hazardous materials spill, the more likely the harmful impacts to our residents and environment will be minimized.

To evaluate and improve our services, Fire Rescue participates in an accreditation process managed by the Commission on Fire Accreditation International. This is an on-going process to evaluate all functions and services of the department in comparison to industry standards, best practices, and the laws and regulations of the emergency services profession.

From the process, performance improvement plans are developed to ensure the department maintains and enhances its services to the community through a defined process. We are honored to report Hilton Head Island Fire Rescue was again awarded the status of an accredited agency in July of 2017. This marks the fourth time since 2002 that Fire Rescue has been recognized by the Commission. Of the approximately 30,000 fire departments in the United States we are 1 of 227 awarded accreditation.

**For More Information on the Accreditation Process visit:**  
[www.cpse.org/agency-accreditation/about-accreditation-cfai.aspx](http://www.cpse.org/agency-accreditation/about-accreditation-cfai.aspx)



The Town's Fire and Rescue Department presents value to the community through the timely delivery of services for a variety of events. The key components of our delivery model are highly trained and professional staffing and comprehensive deployment of resources thought out the community based on potential risks.

## >> Communications

Training helps to ensure residents and visitors receive the best possible service when they call the E911 Communications Center. E911 Dispatchers participate in a rigorous 5-6 month training program. During training, each new Dispatcher is assigned a certified training officer that sits side-by-side with them to provide intensive on the job training. Additionally, each new Dispatcher spends two weeks at the South Carolina Criminal Justice Academy to become a certified South Carolina Telecommunications Officer. Fire Rescue also sends all of its E911 Dispatchers to a 24 hour course to become certified Emergency Medical Dispatchers and a 16 hour course to become certified Emergency Fire Dispatchers.

As Dispatchers, training does not end once Dispatchers are released from training. Fire Rescue E911 Dispatch Center conducts continuing education each week to ensure every Dispatcher maintains and improves his or her skills.

Certification Hours Summary:

- » 80 hours SC Telecommunications Officer
- » 24 hours Emergency Medical Dispatcher
- » 16 hours Emergency Fire Dispatcher
- » Total training time to become a Dispatcher 5-6 months

Our Dispatchers answer 96.6% of 911 calls within 5 seconds and are able to quickly process calls. Training leads to quicker more accurate call handling, which translates to quicker response of most appropriate vehicles, which in turn leads to better outcomes for residents and visitors.



## >> Emergency Medical Services

Our EMTs and paramedics have special training to identify a heart attack wherever you happen to be – at home, at work, even on the golf course! They can perform a 12-lead ECG and look for an abnormal finding called “ST-segment elevation.” They have the technology to transmit the 12-lead ECG to the hospital so that they can prepare for the patient's arrival. This is important because there is a significant increase in mortality for every 15 minutes of delay.

We care about outcomes!

The American Heart Association has recognized Hilton Head Island Fire Rescue with Gold EMS Recognition in 2016 and again in 2017 for our efforts to improve the quality of care for heart attack patients. We work closely with Hilton Head

Hospital to ensure timely access to life-saving procedures, and we share data to help measure our performance.



## >> Emergency Management

Emergency Management is a critical service provided by the Town to citizens and visitors. Emergency Management and other departments supporting response and recovery ensure the Town has the necessary framework to respond to and recover from any disaster that may impact Hilton Head Island. This ensures we are in the best position to save lives, preserve property, and recover as quickly as possible. Town Emergency Management Division also coordinates with the Beaufort County Sheriff's Office Division of Emergency Management.



In 2016 and 2017, the Emergency Management Division coordinated the response to Hurricane Matthew, Tropical Storm Irma, and Tropical Storm Hermine. For all three events, the Town opened its emergency operations center (EOC):

- » **Tropical Storm Hermine** – Was open for one day and coordinated support for Fire Rescue.
- » **Hurricane Matthew** – Was the most significant event to impact the Town since incorporation with an approximately \$56 million dollar impact to public property. There was additionally extensive expense due to damage to private property which has not been quantified. The EOC was open for 12 days coordinating the preparation, evacuation and response to Hurricane Matthew.
- » **Tropical Storm Irma** – Was the second storm to impact the Island is less than a year. The Town's EOC was open for five days

coordinating the preparation, evacuation and response to Tropical Storm Irma.

Without a comprehensive emergency management program, it would have increased the potential for loss of life, property and substantially increased the cost of response and recovery.

In addition to Hurricane response, the Emergency Management Division actively participated in the development of the following exercises:

- » A county-wide full scale exercise involving multiple special operations teams;
- » An incident command table top exercises focusing on response operations coordination with Beaufort County Sheriff's Office Division of Emergency Management; and
- » Developing a county-wide table top exercise (GridEx) that will take place in conjunction with a state level exercise on wide-spread power outages in coordination with Beaufort County Sheriff's Office Division of Emergency Management.

Public outreach and education is an important component of Emergency Management. A prepared citizen is one less citizen responders need to worry about. If our citizens are prepared, responders can focus on accessing critical facilities and clearing roads to allow for a faster return.



## >> Bureau of Fire Prevention

The enforcement of the Fire Code involves conducting fire inspections to ensure that safeguards are in place and maintained to reduce the effects of a fire on building occupants and buildings.

Although it is difficult to measure the success of incident avoidance, the low number of commercial structure fires can be directly linked to a community's fire prevention efforts. The value this provides to Island business owners extends far beyond limiting just fire damage to a building.

In addition to the costs for repairing the fire damage to the

building, there are other costs to a business and the community. Some facts related to commercial building fires include:

- » It is estimated that over 40% of businesses that experience a fire never reopen.
- » Employees are out of work and may find other jobs.
- » Tax revenues from a business are lost to local and state government.
- » Surrounding property values may be affected.
- » Surrounding business may be affected when a fire occurs in a multi-tenant business.

>> In 2016, the Bureau of Fire Prevention conducted 2,803 total fire inspections.

<b>402</b> fire inspections for business licenses	<b>1,327</b> existing building inspections (initial 758/ re-inspections 569)	<b>1,074</b> fire inspections for new/renovated construction (building permit inspections)	<b>636</b> violations found during inspections	<b>344</b> construction plan reviews for new and renovated construction projects were completed	<b>2,945</b> hydrant inspections	<b>64</b> burn permits issued
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>> Additionally, the Bureau of Fire Prevention continued its public education outreach with:

<b>230</b> free smoke alarms in private residences	<b>58</b> CPR, AED, and first aid courses taught to 439 students	<b>685</b> 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	<b>238</b> public education presentations	<b>102</b> fire extinguisher training students	<b>162</b> car seat installations
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## >> Fire Rescue Safety & Professional Development



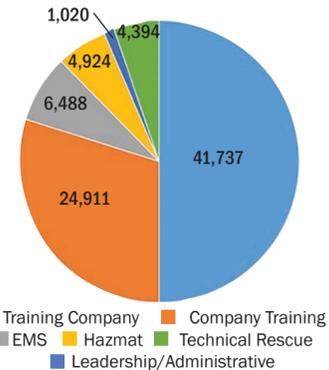
The Safety & Professional Development Division is responsible for meeting Fire Rescue's training, education, and safety needs, including meeting many third party legal and regulatory mandates. This also includes meeting National Fire Protection Association, Insurance Services Office, and Accreditation standards for training quality and quantity. More importantly, our training program is designed to maintain the high quality services that Fire Rescue is tasked to provide.

Today's fires burn hotter and faster than did fires 30 or 40 years ago. The lightweight building construction, the trend toward petroleum-based fuels, and other emerging trends make firefighting training more important than ever. The increase in medical call volume and the risks involved in hazardous materials and technical rescue continue to place increasing training demands on our personnel.

Training is the foundation for all of the knowledge, skills, and abilities required to carry out these missions. All of these are critical to ensuring that we are

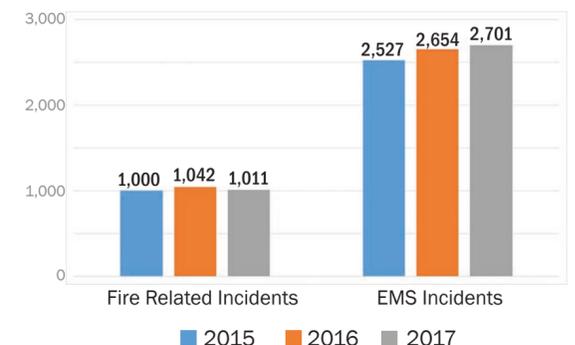
ready to proficiently protect the people, property, and environment of Hilton Head Island when fires or other emergencies occur. In 2016, we completed a total of 41,737 total training hours. The hours in each training category are listed in the accompanying chart.

Annual Training Hours 2016



## >> Fire Rescue Support Services

Total incidents Fire & EMS 2015 - 2017.  
January 1 - June 30, 2017



# >> Beaufort County Sheriff's Office



The Town of Hilton Head Island contracts with the Beaufort County Sheriff's Office (BCSO) for its law enforcement services. BCSO, a nationally accredited law enforcement agency, provides professional law enforcement services for the Town of Hilton Head Island. In keeping with sound fiscal policies established by Town leadership, BCSO provides the high level of public safety necessary to maintain the quality of life enjoyed by Hilton Head Island's residents and guests.

BCSO provides a wide variety of law enforcement services to residents and guests of Hilton Head Island. Based on terms of the annual contract, BCSO provides the following law enforcement services:

- » Deputy Sheriffs to patrol within Town limits 24 hours a day, seven days a week. In 2016, Sheriff's Office deputies responded to 72,803 calls for service and filed 4,966 incident reports to document criminal and civil incidents. All calls for service are issued an event number whether a Deputy Sheriff stops a vehicle, proactively checks a business or residence, a citizen reports criminal activity or, in general, any other law enforcement activity. Not all calls for service are criminal in nature, as some relate to civil processes.

### In 2016, Deputies patrolling Hilton Head Island resulted in the following:

<b>Arrests</b>	784
<b>Arrest Warrants Obtained</b>	333
<b>Uniform Traffic Tickets Issued</b>	2,942
<b>Warnings Issued</b>	3,308
<b>TR-310 Accident Reports</b> <i>(official reports forwarded to DMV, Insurance, etc.)</i>	1,010
<b>TR-309</b> <i>(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)</i>	960

During patrols, Deputies have implemented a door-hanger service. Door-hangers are usually left at a residence or business when an alarm is activated and no owner or representative is present. In 2016, BCSO Deputies left 1,871 hangers on doors on Hilton Head Island.

- » Criminal Investigators to investigate violent, property and financial crimes.
- » Marine/Beach patrol units to provide specialized enforcement on the beaches and waterways within the island's jurisdiction.
- » Evidence Technicians to provide the collection, cataloging, custody, preservation and release of evidence. In 2016, BCSO Evidence Technicians logged 8,046 pieces of new evidence on Hilton Head Island.

### » Investigators who specialize in narcotics enforcement. In 2016, narcotics enforcement efforts resulted in:

<b>State Cases</b>	101
<b>Federal Cases</b>	6
<b>Arrest Warrants Obtained</b>	45
<b>Controlled Buys</b>	33

<b>Premise Searches</b>	12
<b>Warnings</b>	156
<b>Tickets Issued</b>	166
<b>Arrests</b>	93

- » A Victim's Advocate to work with and lend support to crime victims and their families. In 2016, the Victim's Advocate for Hilton Head Island participated in 252 follow-ups with victims and attended 104 bond hearings on behalf of victims of crimes.

In addition to the contracted services, BCSO provides the Town of Hilton Head Island with many specialized law enforcement services: crime scene unit, forensics services, K-9 patrol and tracking, SWAT, crisis negotiations, civil process service, criminal warrant service, records management, special event details, school resource officers, command level officers and emergency management.

BCSO's Forensic Services Laboratory employs state-of-the-art technology to assist in the detection of crime and identification of offenders. Services provided include forensic DNA analysis, drug identification, fingerprint examination and fire debris analysis. After years of a backlog in DNA casework at state and federal forensic laboratories coupled with strict criteria of only performing analysis on violent or serious crimes, Sheriff P.J. Tanner sought to add forensic DNA analysis to BCSO's existing forensic services. In 2008, Sheriff Tanner gained funding for his DNA initiative and, by 2010, analysts had begun casework in Beaufort County.



### >> Services provided include forensic DNA analysis, drug identification, fingerprint examination and fire debris analysis.

Since the implementation of DNA analysis at BCSO, Criminal Investigators have been able to effectively address nuisance crimes, such as vehicle break-ins, that arise on Hilton Head Island during months of heavy tourism. Instead of waiting several months to years for DNA results, DNA analysis locally has enabled the BCSO to identify and arrest criminal offenders responsible for crimes on Hilton Head Island within a few weeks or months of the crime. In 2016, DNA analysis resulted in the identification and arrest of two repeat offenders responsible for different strings of vehicle break-ins and burglaries on Hilton Head Island.

Sheriff Tanner's administration continually research best practices and new technologies to address crime for the betterment of the quality of life of Beaufort County's residents and guests. To find out more about the BCSO and its services, please visit [www.bcsos.net](http://www.bcsos.net). Residents and guests are encouraged to subscribe to BCSO's NIXLE alerts at [www.nixle.com](http://www.nixle.com) to receive timely information and instructions via e-mail and text messages on hurricanes and public safety threats, as well as tips on safety and security. **Sheriff Tanner and the men and women of the BCSO consider it an honor to serve Beaufort County and its municipalities.**