



HILTON HEAD ISLAND FIRE RESCUE

2019 ANNUAL REPORT



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

OUR VISION

*To Strive for Excellence
in all that we do!*

OUR MISSION

*Hilton Head Island Fire Rescue is
committed to serving our citizens and visitors
by preserving life, protecting property,
and conserving the environment.*

OUR CORE VALUES

*Hilton Head Island Fire Rescue Core Values
are to serve our community through:*

- *Compassion*
- *Integrity*
- *Professionalism*
- *Diversity*

TABLE OF CONTENTS

Message from Chief Tadlock	3
Personnel Milestones	4
Fire Department Organization	5
Facilities and Equipment	6
Fire Rescue Response Apparatus	13
Operations	17
Emergency Medical Services	24
Safety & Professional Development	28
Administration Division	32
Bureau of Fire Prevention	33
E911 Communications	38
Emergency Management	40
Fleet Maintenance	43
Public Safety Systems	44
Selected Statistics	45
A Final Word, For More Information	50

Message from the Fire Chief



I am pleased once again to present the Hilton Head Island Fire Rescue Annual Report for calendar year 2019.

We strive in the report to provide an overview of the department and summarize many of the services and activities we provide to the community. Our commitment is to strive for excellence in all that we do.

The department's total calls for service was just under 8,000 for calendar year 2019. This is the highest total in department history.

This past year saw many accomplishments, and one that we are particularly proud of is our out-of-hospital cardiac arrest save rate. The department has a 5 year rolling average save rate of 55 % for witnessed cardiac arrest patients with a shockable rhythm. The crews responding do an excellent job to support this number, but it is also important to recognize the E911 Dispatchers who give pre-arrival instructions to the caller and to the public bystanders who administer CPR. Both play a huge role in the overall success of our program and to the individuals who survive a witnessed sudden cardiac arrest.

It is an honor to represent all the members of the department. I see their commitment to the mission and values of the department when providing emergency services to the Town's residents and visitors. I thank each member for their service and dedication.

In closing, I would like to thank all the members of the community for their continued support of Fire Rescue; the Mayor and Town Council, the Town Manager and all the Town Staff who support our mission of public service.

If you have any questions or comments on the information contained in this report, don't hesitate to contact me or any member of our staff.

Yours in Service,

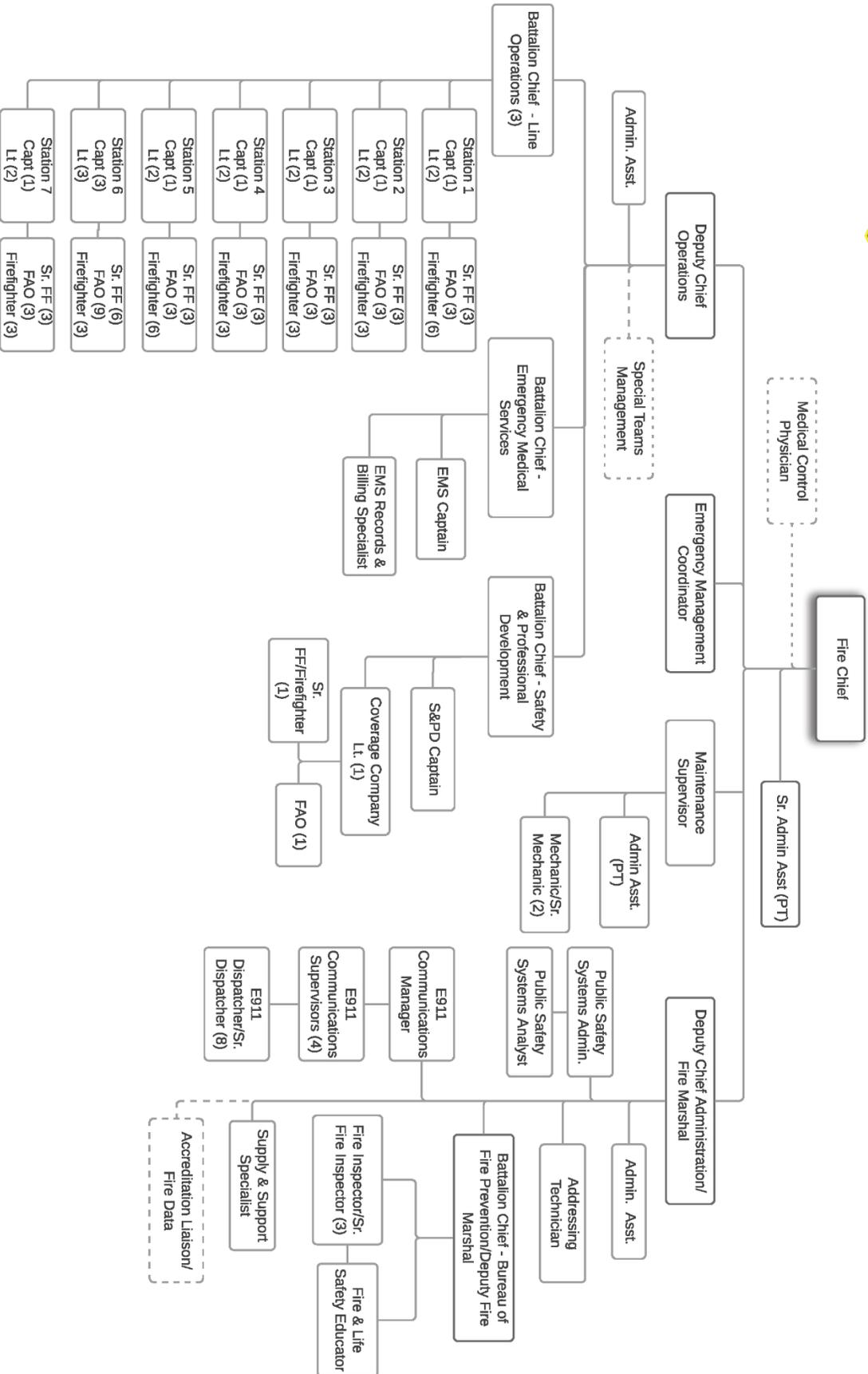
A handwritten signature in cursive script, appearing to read "Brent Tadlock".

2019 Personnel Milestones

NEW HIRES			
Sean Buchanan	Firefighter	Nicholas Putskey	Firefighter
Amber Finnin	Firefighter	Adam Rocafort	Firefighter
Chris Fitzpatrick	Firefighter	Luke Smith	Firefighter
Trenton Horry	Firefighter	David Turner	Firefighter
Bryce Lindahl	Firefighter	Christopher Osterman	Fire Inspector
Connor Mayes	Firefighter	Mark Tilley	Mechanic
Michael McCullion	Firefighter	Kayla Roberts	Eg11 Dispatcher
PROMOTIONS		ADVANCEMENTS	
Joheida Fister	Deputy Chief-Operation	Coulter Bergmann	Sr. Dispatcher
Daniel Beach	Lieutenant	Chris Fitzpatrick	Sr. Dispatcher
Tim Lawrence	Lieutenant	Brian Lemus	Sr. Dispatcher
Derek Mumford	Apparatus Operator		
SERVICE ANNIVERSARIES			
<i>Celebrating 1 Year</i>			
Jason Maltby	Collin McCurry	Bryan Nowak	Chris Paszek
Ben Pfeil	Dmitri Mankarios	Sean Roos	Brittany Coburn
Mackenzie Hrobar	Dale Waters	Andrew Randazzo	Michael Sarracino
Luke Wolkos	Jason Lee	Jesse Gogo	Ricardo Franco
Aaron Aumick	Gary Leazer		
<i>Celebrating 5 Years</i>			
Dan Mielo	Joe Zoffoli	Daniel Beach	Jaison Hrobar
Chris Darmon	Martin Manning	Ana Piccioli	Erich Lindemann
Melissa Thompson	Nate Skagar		
<i>Celebrating 10 Years</i>			
Jacob Sanders	Shane Marstiller		
<i>Celebrating 15 Years</i>			
Eric Lainhart	Justin Cunningham	Cinda Seamon	Bruce Gatlin
<i>Celebrating 25 Years</i>			
James Floyd	Randy Vaigneur	Erik Baaske	
RETIREES			
Argentino Calvo	Firefighter/Paramedic	17 Years of Service	
Ed Boring	Deputy Chief	18 Years of Service	
Jimmy Floyd	Sr. Firefighter	25 Years of Service	
Randy Vaigneur	Lieutenant/Paramedic	25 Years of Service	
Robert Scott	Senior Firefighter	26 Years of Service	



HILTON HEAD ISLAND FIRE RESCUE

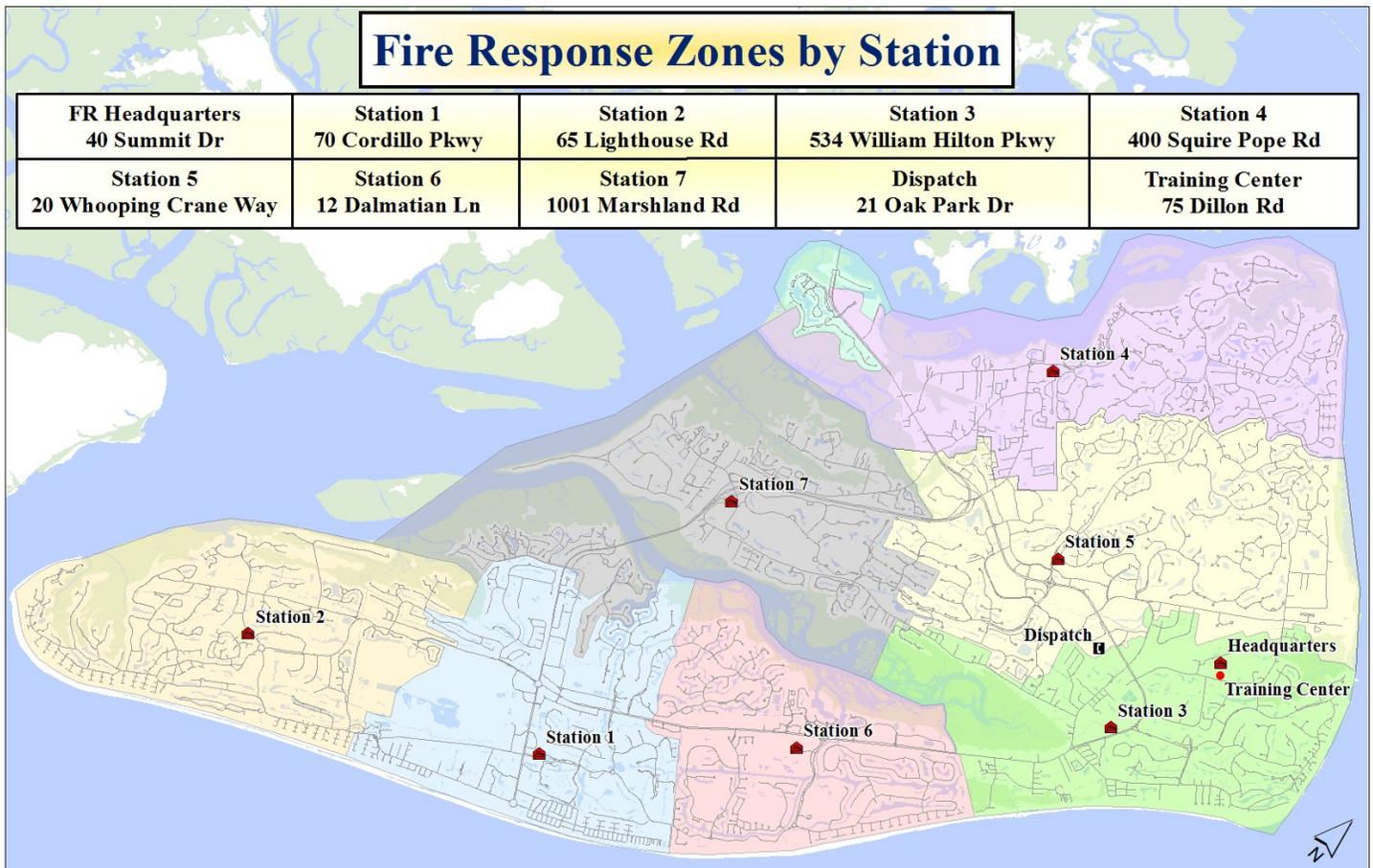


August 06, 2019

Facilities and Equipment

Fire Rescue operates seven fire stations that are strategically located throughout Hilton Head Island to ensure timely and efficient response to emergencies.

In addition to the fire stations, Fire Rescue operates the Administrative Headquarters and Training Facility on Town owned land near the recycle center and Hilton Head Island Airport. The E911 Communications Center is located in a leased facility at the Hilton Head PSD 1 building off of Mathews Drive.



Stations and Facilities

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

Fire Rescue Headquarters is located off Dillon Road as you exit the Recycling Center. All the Administrative staff as well as the department's maintenance facility are housed at this location. The building was dedicated in 2001.



Fire Rescue Training Facility – 75 Dillon Road

Fire Rescue operates a training facility near the Administrative Headquarters. The facility provides

props and equipment necessary for the development of personnel. The center allows for 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. The facility was dedicated in 2009.



E911 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 Station 1 – 70 Cordillo Parkway – Shipyard Plantation

Station 1 is located just inside the Cordillo Parkway/Pope Avenue Security gate at Shipyard Plantation. The station was dedicated in November 2011.



Station 1 apparatus include:

- One 103' Quint
- One Medic
- 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 and is the oldest operating fire house. Station 2 apparatus include:

- One Engine
- One Medic

Full staffing at this station is one company officer and three firefighters per shift. Fire Station 2 was dedicated in 1975 and will be replaced with a new design in 2020/2021.



Fire Rescue Station 3 – 534 William Hilton Parkway – Near Port Royal Plantation

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



Station 3 apparatus include:

- One Engine
- One Medic
- Brush Unit and Utility /Air Supply unit

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

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 Engine
- One Medic unit
- Reserve Engine & Medic

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



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



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

Station 5 apparatus include:

- One 103' Quint
- One Medic
- Reserve Ladder Truck

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

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

Station 6 is located near the entrance to Palmetto Dunes. This station opened in 2014.



Station 6 apparatus include:

- One 110' aerial TDA
- One Engine
- One Medic unit
- Hazardous Materials Response unit

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

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

Station 7 is located near the Cross Island Parkway Toll Plaza and Bridge. This station was dedicated in 2003. The Battalion Chief supervising the shift is located at this station.

Station 7 apparatus include:

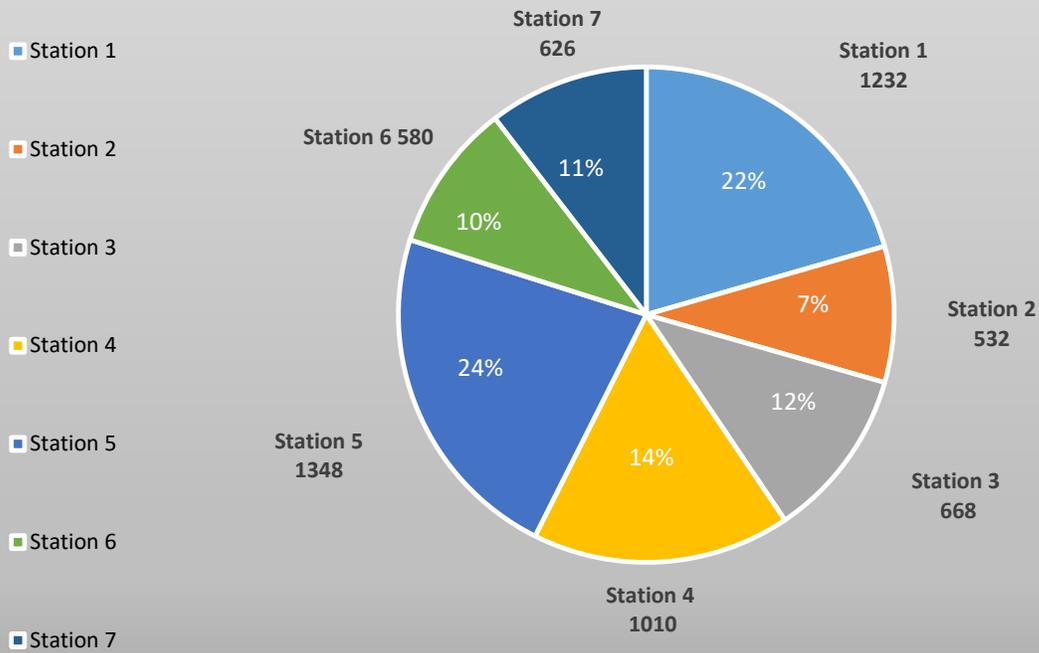
- One Command Vehicle
- One Engine
- One Medic
- Reserve Engine
- Reserve Medic



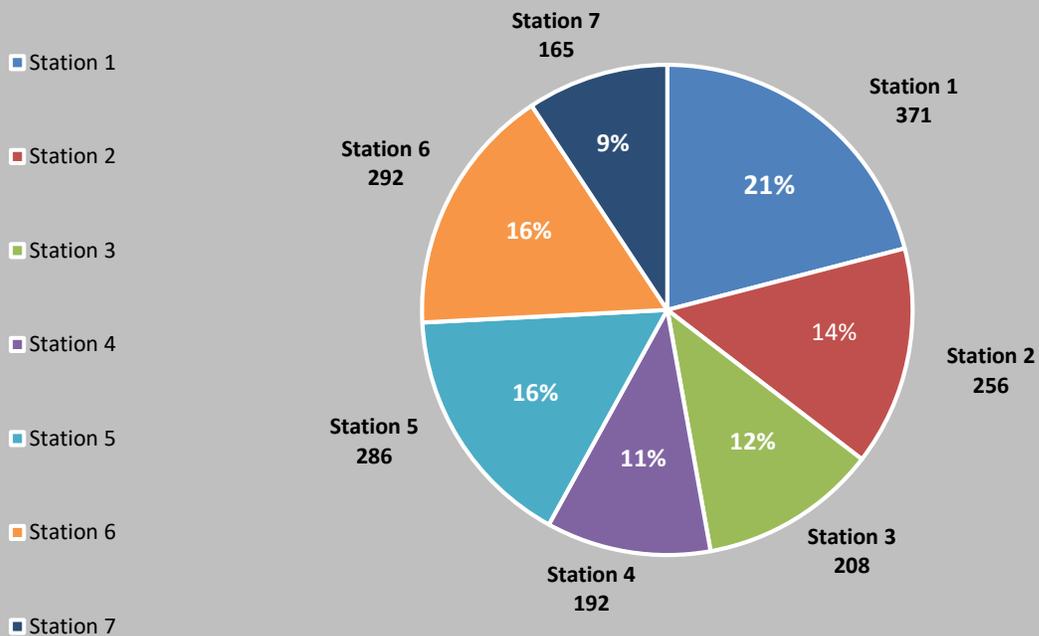
Full staffing at this station is one Battalion Chief, one company officer, and three firefighters per shift.

Incident Type by Fire Station Zone

2019 Medical Incidents by Station Zone



2019 Fire Incidents by Station Zone



Fire Rescue Response Apparatus

Hilton Head Island Fire Rescue emergency vehicle fleet consists of eight fire engines (Pumpers), two Quints, two Tractor Drawn Aerials (TDAs) and ten ambulances (Medics). Fire Rescue also has special use vehicles that support emergency response. Standardizing our fleet provides an efficient delivery of services to the community and reduces maintenance costs.

Fire Rescue's fire engines (Pumpers) provide up to 1500 gallons of water per minute (GPM). Pumpers are housed in five of the seven fire stations; two operate as reserves, and one is staffed by the Coverage Crew.



Two **Quint** aerials are located at Fire Stations 1 & 5. The Quint designation refers to the five components of the apparatus: a fire pump, water tank, fire hose, 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 as an aerial ladder truck using the 103-foot ladder.



A specialized ladder truck, known as a Tractor-Drawn Aerial (TDA) or “tiller truck”, is housed at Fire Station 6 in Palmetto Dunes. With drivers at each end, the TDA is highly maneuverable, which is important for navigating Hilton Head Island’s tight road network.

Fire Rescue operates one tractor-drawn aerial ladder and has one reserve apparatus.



Tractor Drawn Aerial



New Medics

Fire Rescue’s medic units (ambulances) are a standardized fleet of advanced life support vehicles. 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.

All 10 ambulances were replaced with a new model in 2019.

Specialty Apparatus Response Apparatus

Fire Rescue operates other specialty Apparatus:

- Hazardous Materials Response Apparatus
- Urban Search and Rescue Apparatus
- Utility / Air Support Apparatus
- Brush and Wildland Apparatus
- Command Vehicle – Battalion 1
- Fuel Truck



Brush & Wildland Apparatus



Utility / Air Supply & Support Unit



Fuel Truck



Command – Battalion 1



Hazardous Materials Response Apparatus



Urban Search and Rescue Response Apparatus

Fire Rescue Operations

Deputy Fire Chief Chris Blankenship provides executive leadership to the Fire Rescue Operations Division. Fire Operations is the largest division of Fire Rescue and is comprised of Line Personnel, Safety & Professional

Development, and the Emergency Medical Services Division (EMS).



Line Operations is comprised of 3 shifts working a 24 hour on /48 hour off shift schedule. Each shift is led by a Battalion Chief with 35 members assigned to each of the three shifts for a total of 105 line personnel. The minimum daily staffing level is 29. A three member team, the Coverage Crew, also supplements staffing during daytime hours when call volume is at its peak.

All line personnel are cross-trained in both firefighting and EMS. We respond to all types of calls for service; fires, medical emergencies, motor vehicle collisions, hazardous materials spills, and specialized rescues. The members are required to participate in extensive year round training activities to maintain and improve their skills.

The ability to improve our service is generated through many initiatives that originate from our members. Their values, energy, commitment, and compassion drive many of Fire Rescue's functions, programs, and services throughout the year. The Operations Division personnel are the men and women you see every day out in the community accomplishing the department's mission to provide extraordinary service to the community.



Operations Numbers

- 7864 - Total calls for service
- 5514 – EMS Calls
- 2350 – Fire/Service Calls
- 470 - Open burning compliance checks
- 3000+ - Hydrant Inspections
- 39,600 feet – Total Fire Hose Tested



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 for the 24 hour tour of duty.



Jason Walters
Battalion Chief – A Shift



Chad McRorie
Battalion Chief – B Shift



Jeff Hartberger
Battalion Chief – C Shift



Hilton Head Island Fire Rescue Special Operations

Hilton Head Island Fire Rescue has two Special Operations Teams - South Carolina Task Force 4 (SCTF-4) and South Carolina Hazardous Materials Emergency Response Team 4 (SCHM-4). These teams are comprised of firefighters from Hilton Head Island Fire Rescue and Bluffton Township Fire District. The teams are ready to respond to significant technical rescue and hazardous materials emergencies locally, regionally, and statewide.

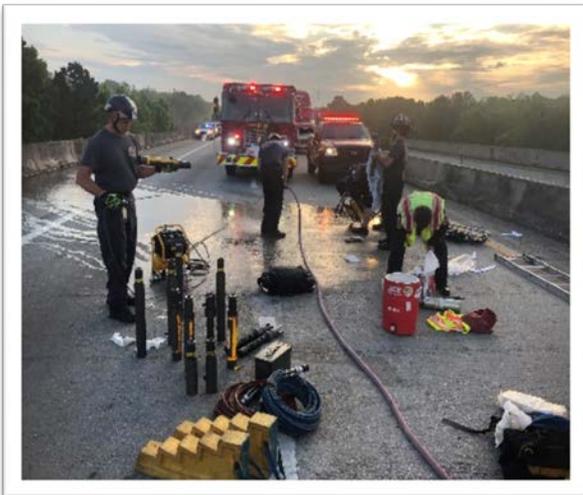
Technical Rescue Team

The Technical Rescue Team (SCTF-4) provides rescue, recovery, and disaster assistance at various types of incidents. These incidents may involve collapsed buildings, trench collapse, confined space rescue, high angle rescue, heavy vehicle or machinery entrapment, large area search, and flood water evacuation and rescue.

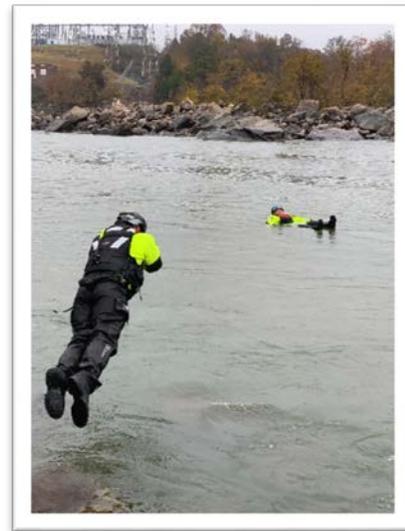
As part of the State of SC Emergency Response Task Force, the team serves as one of the five SC Regional Urban Search & Rescue Response Teams and is subject to deployment anywhere in the state through Firefighter Mobilization.

The team is comprised of fifty firefighters from Hilton Head Island Fire Rescue and Bluffton Township Fire District and is available for emergency responses within both jurisdictions on an around the clock basis, every day of the year. Additionally, the team provides technical rescue response to the City of Hardeeville, the Town of Ridgeland, and Jasper County through mutual aid agreements.

In 2019 there were eight incidents in which the team participated as a partial or full team response.



Ten monthly training sessions were conducted which included skills development and disaster scenarios. Several members attended specialty training and twenty one members obtained swift water technician certification.



The team also participated in a statewide multi-agency rescue drill in Florence in March. A full team was deployed and operated for several hours in a simulated collapsed building. This was the team's required annual performance evaluation conducted by the South Carolina Law Enforcement Division.



Hazardous Materials Emergency Response Team

The Hazardous Materials Emergency Response Team (HMERT) responds to emergency calls involving the release of hazardous materials or to test chemicals to determine the risk posed to the community. The purpose of the HMERT is to provide for victim removal from hazardous atmospheres, decontamination of individuals exposed to contaminants, and incident stabilization/property (environmental) conservation through hazardous materials identification and release mitigation. The HMERT also serves as a Regional Hazmat and Weapons of Mass Destruction (WMD) Response Team for the State of South Carolina and is subject to deployment anywhere in the state through Firefighter Mobilization.



The HMERT is comprised of firefighters from Hilton Head Island Fire Rescue and Bluffton Township Fire District. The HMERT provides hazardous materials response coverage to the City of Hardeeville, the Town of Ridgeland, and Jasper County through mutual aid agreements.



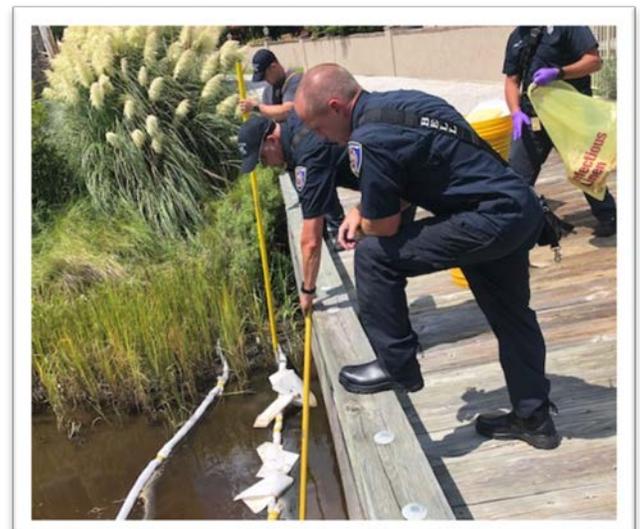
Team members attend monthly HMERT Training while both on duty and off duty throughout the year.

The topics also ensure Team members meet national standards.

The HMERT also participates in operational readiness exercises that are developed and administered by



the state to evaluate team performance. During 2019, the hazmat team traveled to Walterboro, SC for a simulated weapons of mass destruction event. Both of the special teams' operational costs are funded through annual Federal Homeland Security Grants that support new and replacement equipment purchases.



Fire Rescue is frequently asked “why do fire trucks respond on medical calls”? The answer is not a simple one due to the various types of emergencies but we will attempt to explain.

Q: *Why does a fire truck respond with an ambulance to EMS incidents and car accidents?*

A: All of Hilton Head Island’s firefighters are dual certified as either an EMT or paramedic and are cross trained to respond to both fire and emergency medical incidents. Fire Rescue is responsible for transporting all patients to the hospital as part of our EMS system. Also, all of our fire apparatus are stocked with emergency medical equipment which allows us to send the closest apparatus so medical care can be initiated immediately, regardless of what vehicle arrives first.

We respond to emergency calls in a tiered system, based on the nature of the call. When our E911 Operators receive a call for assistance, they ask standardized questions to determine the type and numbers of apparatus to send to the scene. The initial response provides the minimum number of responders required to address the needs of the patient(s).

MEDICAL EMERGENCIES RESPONSE

There are 5 defined levels of medical emergencies the E911 Operator may choose from based on the caller’s information:

Level A, B, & C are medical emergencies that are considered non-life threatening. Normally one ambulance with 2-3 firefighters is deployed to handle these types of emergencies.

Level D & E are medical emergencies that are considered to be potentially life threatening and the response is the closest ambulance and the closest fire engine or ladder truck. Some examples of these types of emergencies can include but are not limited to:

- Chest Pain/Heart attack
- Allergic Reaction
- Unconscious Person
- Multiple Patients
- Trauma Incidents w/significant falls
- Seizures
- Difficulty Breathing/Not Breathing
- Water Rescue/Beach

Many EMS calls present situations that require more than a two-person ambulance crew to provide adequate care, therefore a fire truck may be sent as well if a patient is critically ill or unable to walk and must be carried on a gurney. The additional personnel staffed on the fire truck help to ensure patient care needs are met in a timely and safe manner.

MOTOR VEHICLE ACCIDENTS RESPONSE

When responding to a Motor Vehicle Accident (MVA) with injuries, a fire truck and an ambulance will be sent to the scene. Firefighters arriving in the ambulance immediately begin assessing the medical needs of the patient(s). Firefighters arriving on the fire truck evaluate and address hazards associated with scene safety (fuel spills, fire, power lines, etc.), along with the safety of the ambulance crew (traffic control/blocking the scene from approaching vehicles, scene lighting/warning lights) prior to assisting with patient care or extricating patients from vehicles.

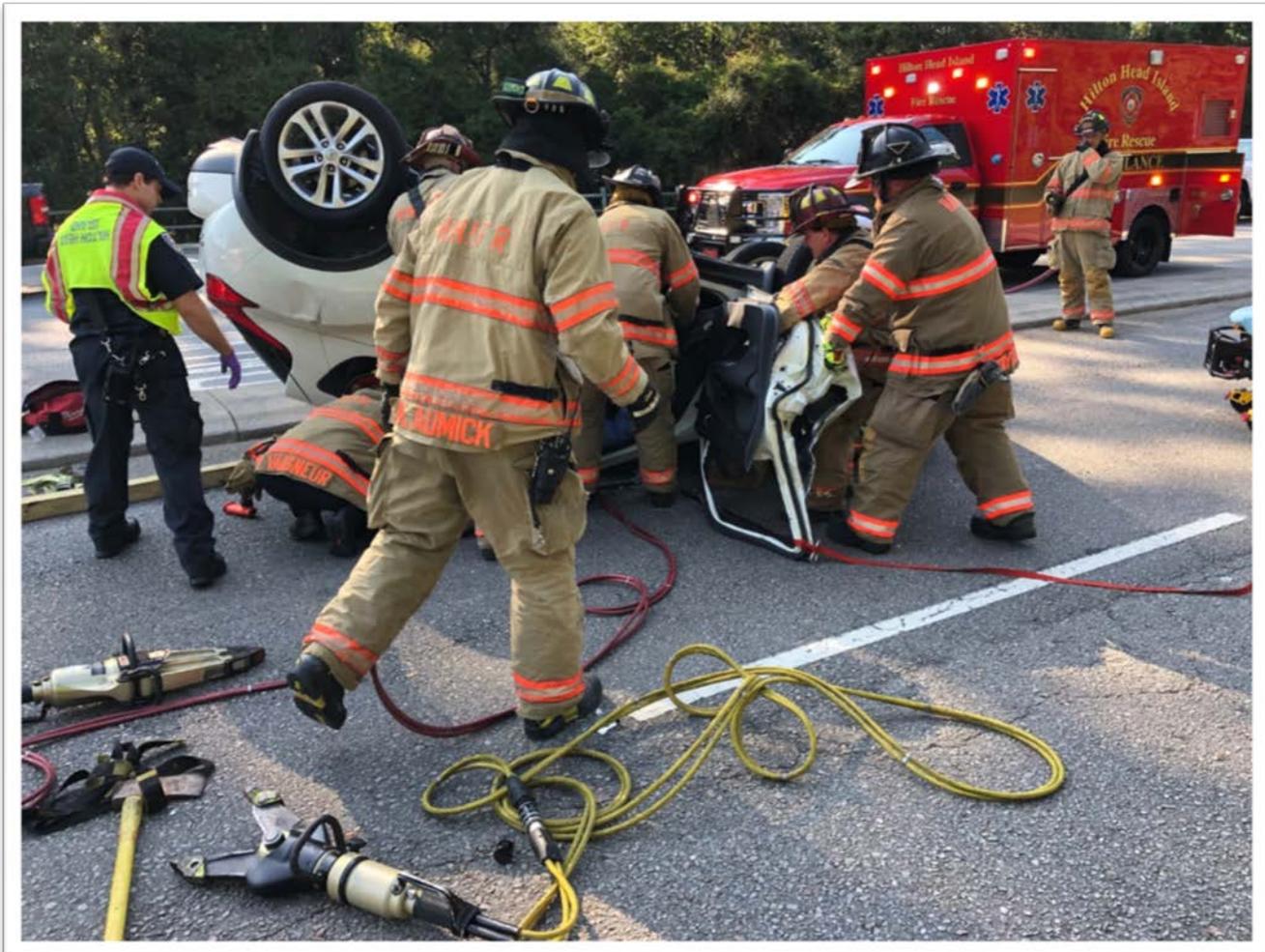
When crews respond to low speed accidents in parking lots, on side roads or when law enforcement indicates minor injuries and no fire hazards on scene, only an ambulance will normally respond.

Q: *Why do so many vehicles respond to a fire?*

A: When responding to a fire incident, a number of vehicles are sent to the incident in order to get the necessary number of personnel on scene as quickly as possible. Each vehicle sent to the scene typically carries 2-3 personnel, so multiple vehicles must go to the scene to provide adequate manpower for the fire incident. Firefighters arriving in the ambulance typically function as firefighters, performing normal firefighting duties but are also immediately available to provide emergency medical care on scene if needed.

Q: *Why does a fire truck and an ambulance drive around together when out in the community?*

A: Typically an ambulance and a fire truck are together as one team, with 3-4 personnel split between both apparatus. The apparatus and personnel must always be prepared to respond to both fire and medical calls at any time, so when out in the community, both vehicles are always together regardless of the activity. This is called cross-staffing and it reduces the number of full-time firefighters needed to staff apparatus and ambulances, but requires the vehicles stay together at all times.



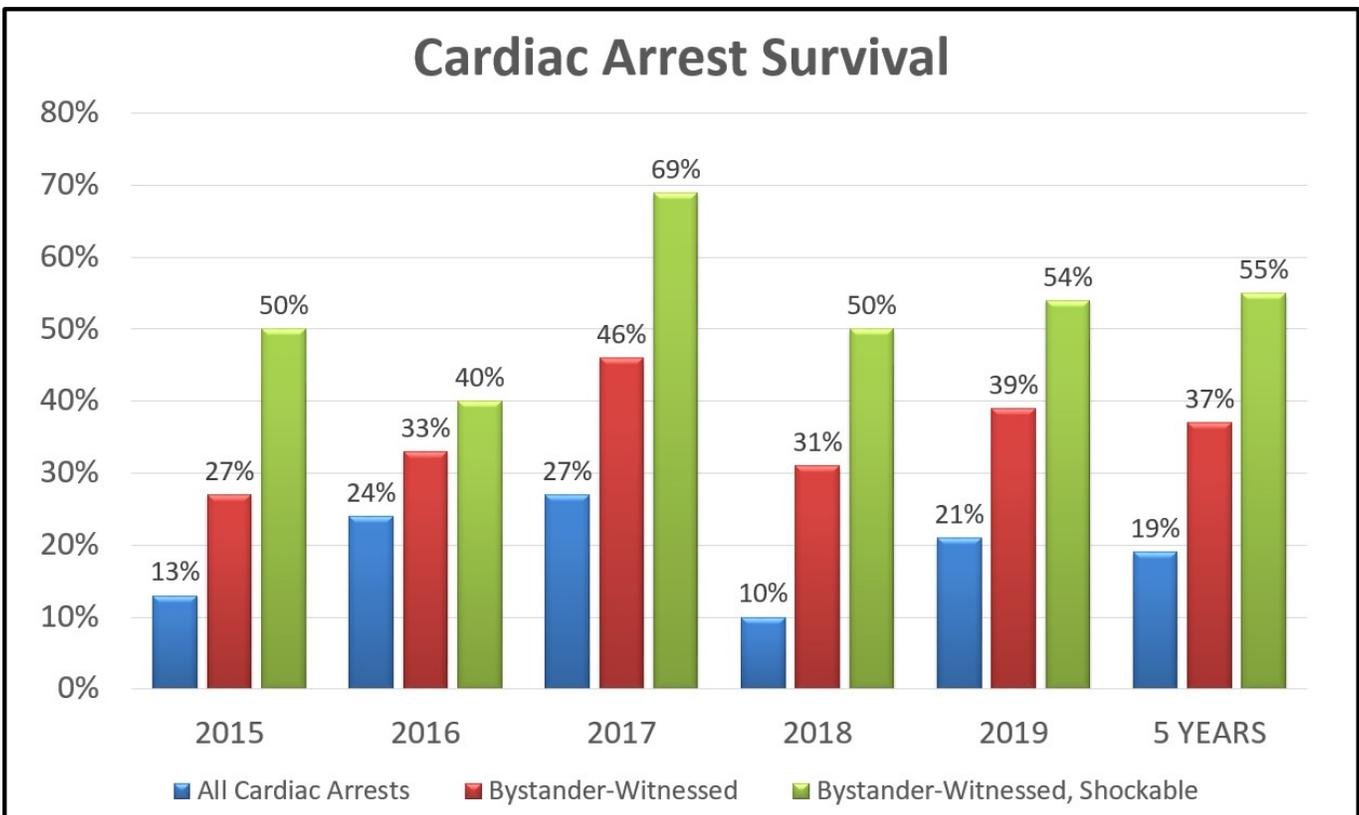
Emergency Medical Services

Hilton Head Island Fire Rescue provides world class emergency medical services to our citizens and visitors under the executive leadership of Battalion Chief Tom Bouthillet. We are committed to providing care that is prompt, compassionate, clinically excellent, and accountable with a culture of continuous quality improvement and customer service, with guidance from Medical Control Physician Patrick Snowman, M.D.



Sudden Cardiac Arrest

Our Emergency Medical Technicians (EMTs) and paramedics are some of the best in the nation and they are highly trained to deliver evidence based therapies for a wide variety of time sensitive diagnoses to reduce mortality and improve the quality of life for each and every patient we encounter.



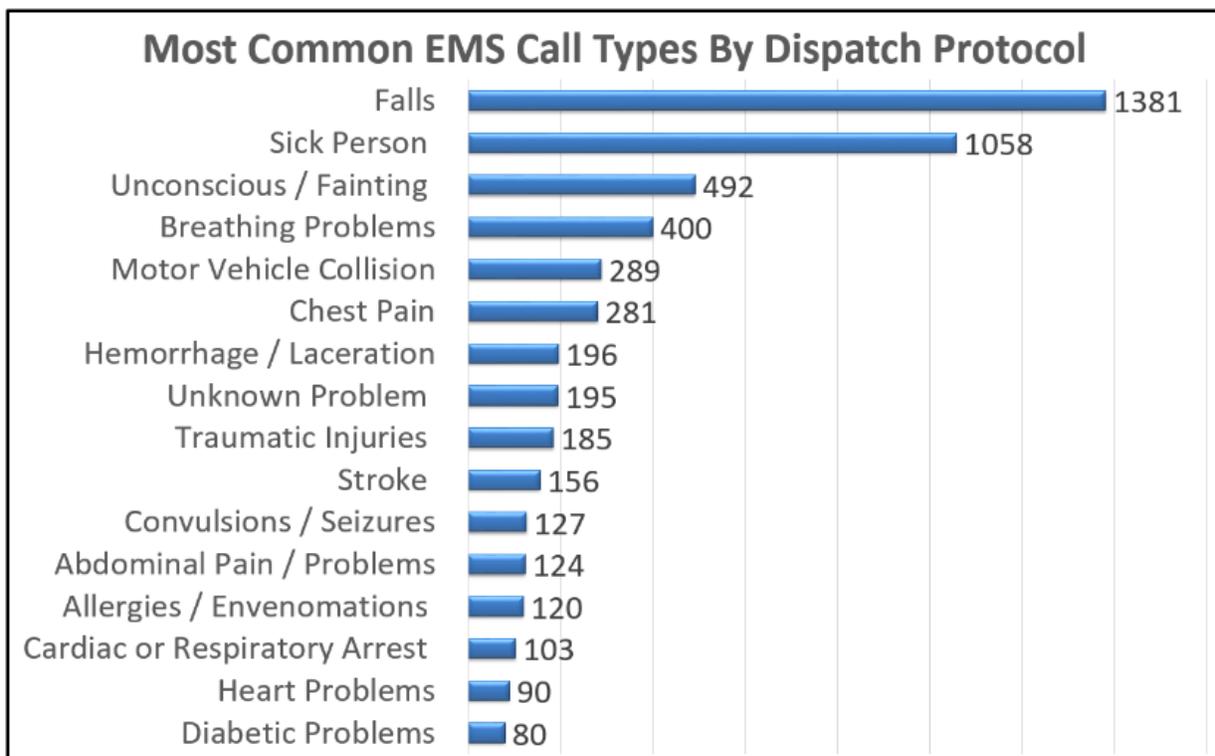
We are proud to report that in 2019 our community achieved one of the highest survival rates for sudden cardiac arrest in the world. Our 5 year average save rate for bystander-witnessed, shockable cardiac arrest is an incredible 55%. That's survival to hospital discharge with good functional capacity.

To achieve that level of performance for 5 consecutive years means that we have built an extraordinary system of care that is both resilient and sustainable. It's a testament not only to the exceptional abilities of our staff but also the efforts of our bystanders who perform CPR and deploy publicly available AEDs. It's a reflection of the high quality post-resuscitation care delivered by our nurses, physicians, and other allied health care professionals at Hilton Head Hospital.

We're a team and this achievement belongs to the entire community.

Falls and Lift Assists

In addition to managing life-threatening emergencies, Hilton Head Island Fire Rescue responds to urgent situations for which a trip to the emergency department is not always the best solution.



The most common type of EMS call that we respond to on Hilton Head Island is a fall. Sometimes these patients have serious injuries and other times they're not injured at all. Sometimes there is an underlying medical problem that caused the fall and sometimes they simply need help getting back into a sitting or standing position.

Whatever the reason, we consider patients who fall to be vulnerable members of our community. We carefully evaluate them and do our best to determine their level of risk. We are actively pursuing alliances with other community partners to figure out better ways to serve this growing segment of our population in the hopes that by intervening earlier we can change the overall trajectory of their care which we hope will lead to improved quality of life and better outcomes for these patients.

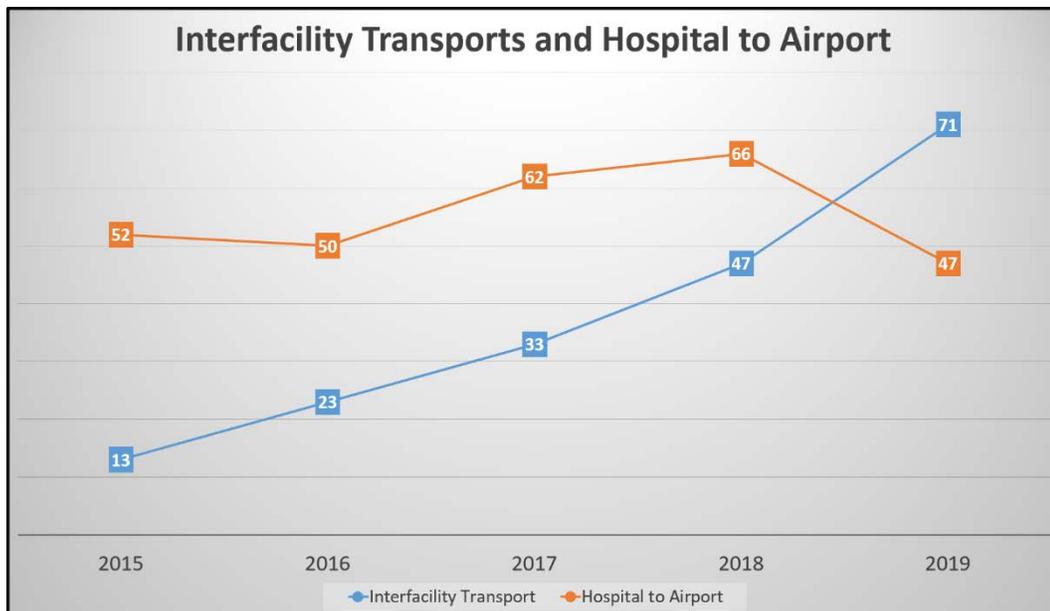
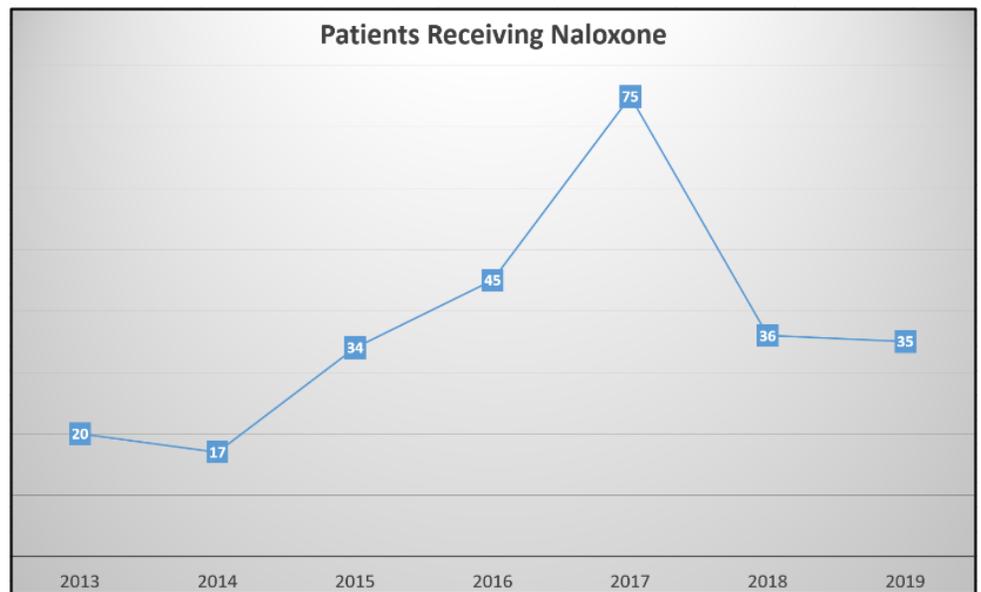
Opioid Epidemic

For the second year in a row we saw a decline in opioid overdoses on Hilton Head Island compared to the alarming peak in 2017. Our best barometer to measure this problem is the number of times our staff gives the drug Narcan (naloxone).

We attribute the decline to a coordinated local, state, and national effort to address the

opioid epidemic on multiple levels, including the monitoring of opioid prescriptions to improving the number of drop-off locations for unused controlled substances to prevent them from falling into the wrong hands.

Occasionally our paramedics are still coming across counterfeit, fentanyl-laced oxycodone which is particularly dangerous and causes an uptick in overdoses when it hits the street. We still have work to do but we're in a much better position than we were 2 or 3 years ago.



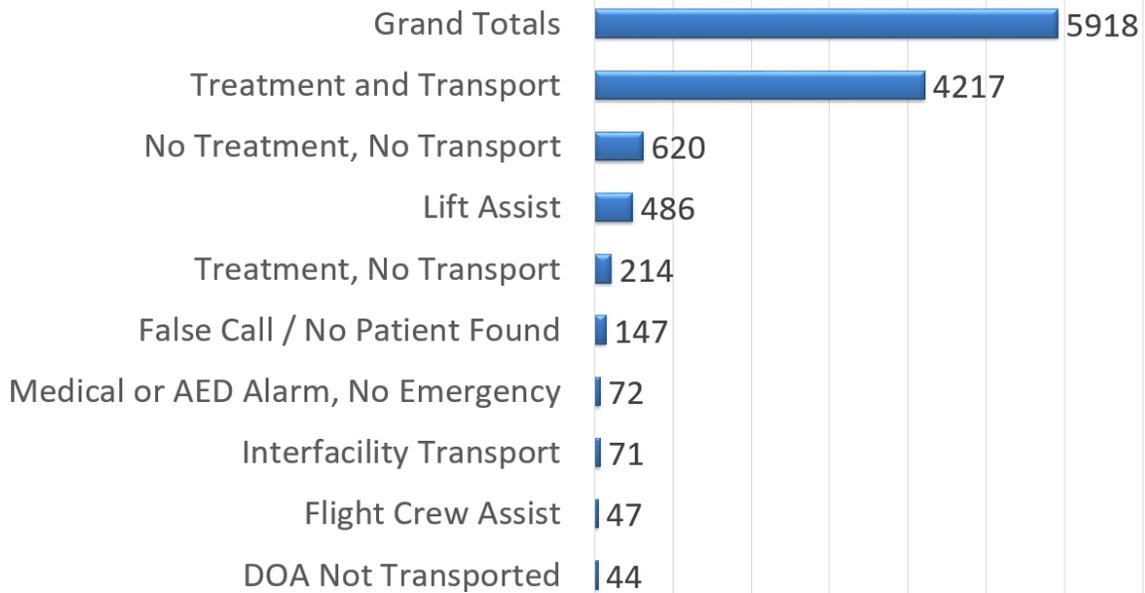
Interfacility Transports

Hilton Head Island Fire Rescue performed 71 interfacility transports in 2019. That's more than twice the number we performed in 2017 and greater than 5-fold increase from 2015. Although we

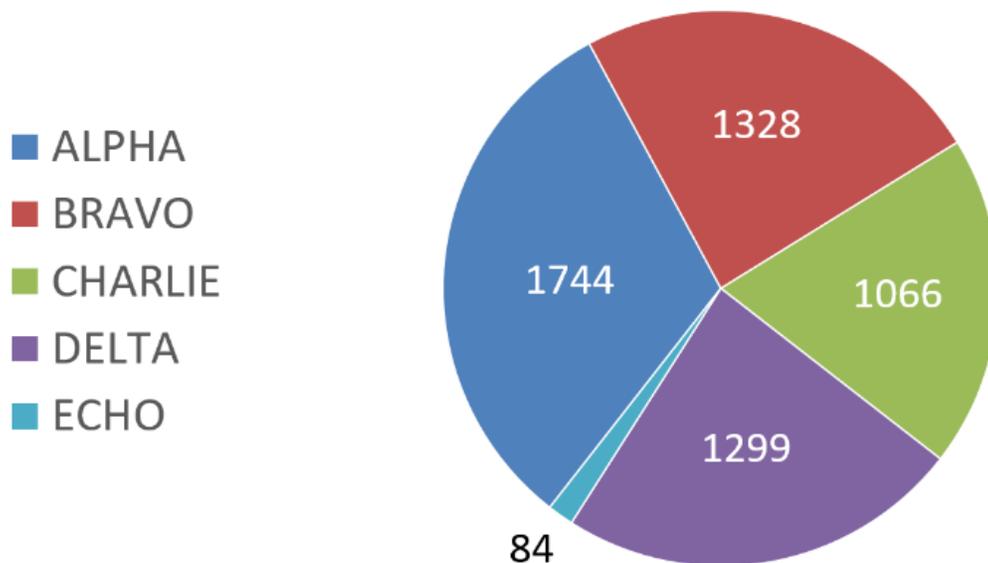
acknowledge that interfacility transports are an important part of our mission, especially for time-sensitive diagnoses when private ambulances are unavailable, we owe it to our citizens to make sure that 9-1-1 ambulances are being used appropriately. To that end we are collecting data to better understand the underlying causes of this significant increase and the impact it has on our overall operations.

Calls at a Glance

2019 EMS Call Totals By Disposition



Medical Calls by EMD Response Code



EMD response codes indicate the perceived level of call severity at the time of dispatch. Alpha level calls are considered low risk and Delta level calls are considered potentially life-threatening.

EMS Data - 2019

- 13 – Subpoenas
- 172 – FOIA Requests Processed

Safety & Professional Development

This division is led by Battalion Chief Colin Fanning and is charged with managing the department's overall safety and risk management programs, personnel development and industry-standard fire training functions. Safety & Professional Development includes an operations engine company; an advisory committee made up of line personnel and administrative captains; and most importantly the more than 20 instructors from the ranks of line personnel that lead training classes.

Engine Company # 8, known as Coverage Company, reports to the Safety & Professional Development Division and is housed at the Training Center.



TRAINING HIGHLIGHTS

- Total Training hours – 43,239
- Company Training Hours – 21,163
- Company Drill Hours – 3,510
- Urban Search & Rescue Training Hours – 1,006
- Hazmat Training Hours – 2,092
- Officer Development Training Hours - 889
- Driver/Operator Training Hours – 909

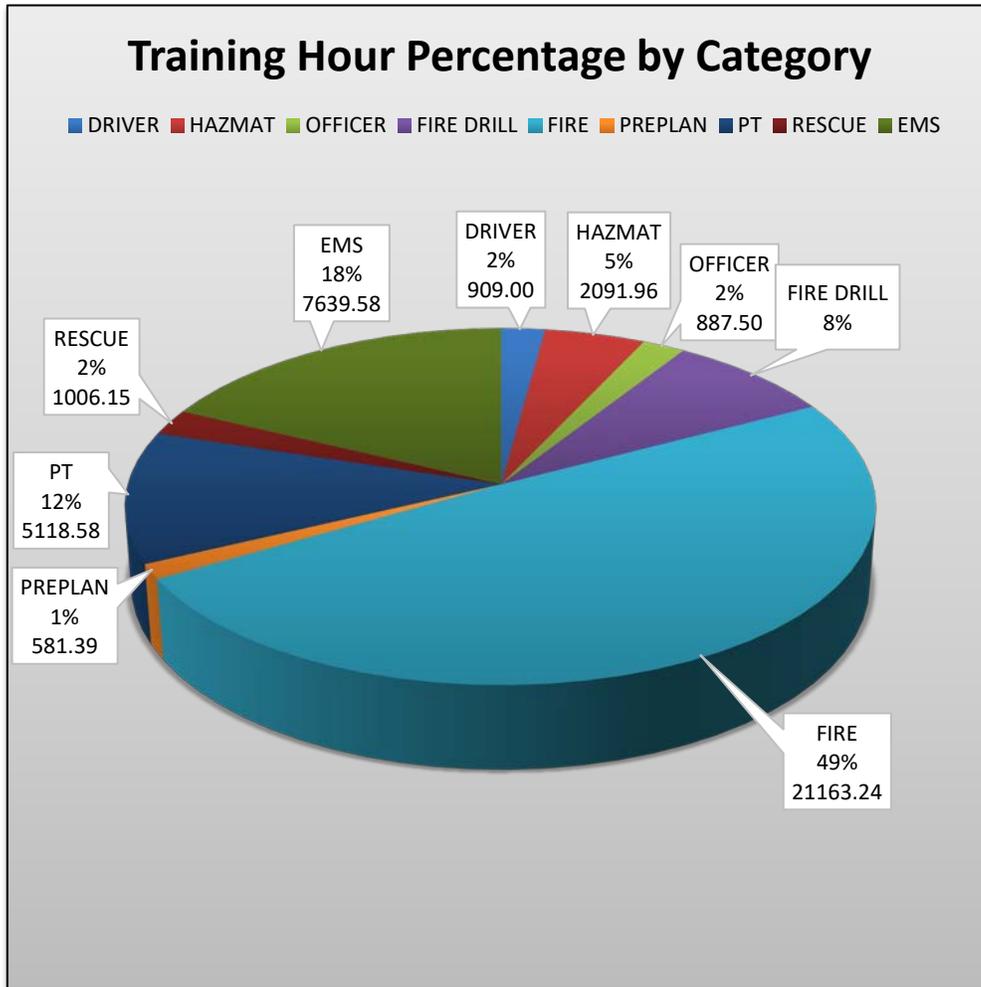
The name comes from the function it provides to the fire stations. The Coverage Company provides “coverage” at the fire stations during the daytime hours to help maintain coverage of the island and allows the on-duty crews to utilize the training center while limiting gaps in the response coverage. This crew cross-staffs a fire engine and ambulance with a 3-person crew consisting of a Company Officer, Fire Apparatus Operator and a firefighter paramedic. The crew works a 40-hour week during the daytime hours of 7:00 am-5:00 pm, because these hours are the busiest. In addition, the Coverage Company coordinates and provides new firefighter orientation training which is completed before the new firefighters report to their assigned shift.

Training Program Management

The primary responsibility for Safety & Professional Development is managing a safe and effective training program for the firefighters and staff of Fire Rescue.

The following are training programs that are managed by the division:

- Driver Operator Program
- Rapid Intervention/Firefighter Rescue Program
- Respiratory Protection Program
- Instructor Development Program
 - Program Instructors
 - Live Fire Instructors
- Incident Safety Officer and Company Officer Development Program
- Manage the department Training Facility



Safety and Professional Development’s training program is developed in accordance with established federal, state, and local requirements as well as the ISO Fire Suppression Rating Schedule and National Fire Protection Association.

The pie chart above identifies the training disciplines which are covered in our training program. The cumulative training hours and percentage of the overall training hours (43,239) are depicted within the chart. Analyzing this information allows administrators to determine if the division is providing the correct amount of time in each of these disciplines. It also provides company officers with a big picture view of where and what they have been training on throughout the year.

TRAINING & TESTING SESSIONS COMPLETED

- Company Drills - 128
- Driver Operator Training – 38
- Driver’s License Testing – 17
- CDL Testing – 13
- Live Fire Training – 13
- New Ambulance Orientation – 12
- Truck Company Drills – 6
- Relief Operator Testing – 5
- S.C. Fire Academy Classes – 6
- S.C Fire Academy Recruit Class Students – 3

2019 Safety & Professional Development Accomplishments

- Conducted initial 160 hour driver / operator training program.
- Built and utilized a forcible entry prop.
- Completed the on-boarding and orientation for 12 new firefighters.
- Conducted department roof ventilation training.
- Conducted the initial 40 hour Rapid Intervention / Firefighter Rescue training for new firefighters.
- Conducted department fire behavior practical training at the fire training tower, encompassing training with new thermal-imaging cameras.
- Conducted initial eight hour wildland chainsaw training for new firefighters.
- Developed and implemented a new training program for truck company operations.
- Hosted two hazardous materials training workshops for hazmat technicians and hazmat operations personnel.
- Implemented a new drivers training course for the new fleet of ambulances.
- Completed a Fire Apparatus Operator promotional process.
- Completed hydrostatic testing for all Self-contained Breathing Apparatus (SCBA) cylinders.
- Supported special operations training in Hazmat and Technical Rescue.



Graham Fire Training Center

In today's fire service, it is important for firefighters to be trained to handle a variety of calls from the community. The Safety & Professional Development Division has the responsibility to develop the skills the firefighters need to provide excellent service. The Graham Fire Training Tower allows our firefighters to train towards National Fire Protection Association (NFPA) standards in a safe and controlled environment. The burn building located within Graham Tower hosts approximately 24 burn sessions each year. These burns provide the necessary fire behavior and extinguishment training that enhance our firefighter skills.

Promotional Testing

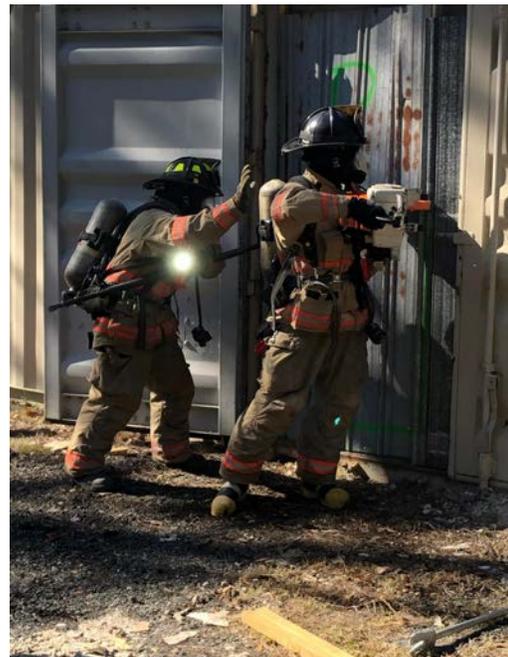
The division is also responsible for planning and implementing promotional testing. This year, the department held a testing process for Fire Apparatus Operator and three firefighters successfully achieved the scores needed to advance to the rank of Fire Apparatus Operator.

Fire Apparatus Operator (FAO) is a career-development step designed to provide employees an opportunity to operate in a permanent driver's position on an engine company or truck company. In addition, the position takes on an increased level of responsibility within their station, included but not limited to project work, organizing and directing activities and mentoring future drivers.



Safety and Risk Management

The team works with other divisions within the Town to maintain individual safety training as required by the Occupational Safety and Health Association (OSHA). The division manages all types of risks that emergency services organizations will typically face. The Battalion Chief is a standing member of the Town's Safety Committee and the direct liaison to the Fire Chief regarding safety concerns for Fire Rescue.



Administration Division

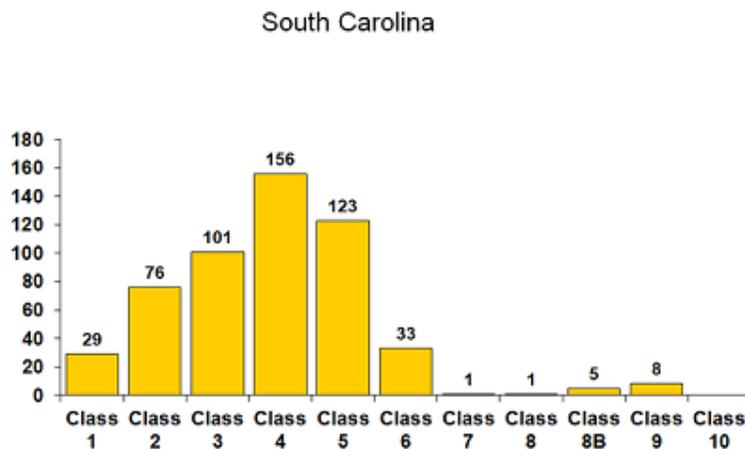
Deputy Chief / Fire Marshal Joheida Fister provides the executive leadership of the Administration Division. The division includes the Bureau of Fire Prevention, the Eg11 Communications Center, Public Safety Systems (IT), Eg11 Addressing and the Supply and Support Divisions.

The Administration Division performs risk reduction activities, technical analysis, administrative support, and manages the supply tasks necessary for the entire department's function. Deputy Chief Fister is also responsible for the fire records management systems, emergency response data, and our national accreditation compliance.



2019 Accomplishments:

- **Installed a new Computer Aided Dispatch Program (CAD):** The CAD is used by the E- 911 Communications Dispatchers to identify the caller location and select the closest emergency apparatus to respond based on the type of incident. The new CAD is less expensive to maintain and was purchased using an 80% reimbursement from the SC State Eg11 phone tax.
- **Implemented a new Eg11 Phone System in the Communications Center.**
- **Implemented the *PulsePoint* App for public CPR/AED notification.**
- **Implemented new portable and mobile radios that were purchased with a County-wide Bond Referendum.**
- **Installed Turnout Clocks in all fire stations to provide a visual cue to the crews on the reaction once a station is notified of a response.**
- **Hired one new Eg11 Communications Dispatcher and our new Eg11 Communications Manager.**
- **Improved Insurance Services Office (ISO) Public Protection Classification rating from a Class 3 to a Class 2 in March of 2019.**



Bureau of Fire Prevention



The Bureau of Fire Prevention is now led by Battalion Chief Russell Rogers who joined Fire Rescue in January 2020. 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 extensive public education programs, fire inspections of commercial properties, and

enforcement of the adopted fire codes.

Fire Inspections/Code Enforcement

The Bureau educates building owners and tenants while conducting fire safety inspections. This promotes voluntary compliance and limits the number of repeat violations in the future. The fire inspectors conduct fire safety inspections of new and existing commercial properties each year, a large number requiring at least one follow-up inspection to ensure compliance.

The fire inspectors have a wide range of other responsibilities in addition to the annual fire safety inspections:

BUREAU OF FIRE PREVENTION OBJECTIVES

- Administration of the International Fire Code
- Installation of life safety systems in buildings
- Presenting fire and life safety education initiatives and programs
- Conducting fire investigations
- Providing opportunities and interactions with the public on fire and accident prevention programs

FIRE INSPECTION ACTIVITY – 2019

- 3246 - Total inspections
- 1046 - Existing annual building inspections
- 500 - Building permit inspections
- 399 - Business License inspections
- 1240 - Re-inspections
- 51- Complaint follow ups
- 211 - New building plans reviewed
- 132 - Alarm system repairs
- 6 - Hydrant repairs
- 18 - Burn permits issued
- 41 - Click2Enter© gate repairs

- Review and approve the construction plans for new buildings or buildings being renovated.
- Conduct inspections during construction.
- Conduct fire inspections for the approval of new business licenses.
- Perform Monthly night time inspections of public assemblies.
- Ensure timely follow up of complaints/concerns of the community.
- Verify acceptance testing of all fire safety systems.
- Ensure fire protection systems in buildings are repaired.
- Oversee the "Click2Enter"® emergency gate access program.
- Coordinate with the three Public Service Districts to ensure damaged fire hydrants are returned to working order.
- Conduct special event inspections.
- Serve as Child Passenger Safety Technicians and participate in monthly car seat checks.
- Enforce the Town's Outdoor Burning Ordinance.
- Provide training on the development of emergency procedures and evaluate emergency evacuation procedures.
- Support the Fire & Life Safety Educator's public presentation programs.

The fire inspectors are challenged to keep pace with continued growth and the rise in activity for their areas of responsibility. The inspectors must fulfill daily obligations to external customers and support department members while simultaneously investing sufficient time to meet long-term goals.



Fire & Life Safety Education

The Fire & Life Safety Educator, along with other Fire Rescue personnel, delivers various presentations to the community throughout the year. Each program is developed to arm the community with knowledge to prevent situations that threaten life safety. The programs also address how to manage 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.
- Coordinating smoke alarm installations and battery replacements.
- 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.
- Presenting programs for preschools, civic clubs, retirement centers and employers on a range of topics that include: 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.
- 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.
- Updating the Fire & Life Safety information on Town's website.
- Coordinating car seat installations.

FIRE AND LIFE SAFETY EDUCATION ACTIVITY – 2019

- Delivered 286 Public Education programs
- Conducted 76 CPR, AED, and First Aid classes
- Taught 590 students in CPR, AED, and First Aid
- Published 31 Articles
- Installed 120 Car seats
- Installed 126 Smoke detectors



The Fire & Life Safety Educator teaching Bike Safety as part of the Town's Bicycle Friendly Community Ceremony



Monthly Fire & Life Safety Messages taught at local Pre-Schools



Teaching children not to hide when they see a firefighter



Fire Extinguisher training at local businesses



Fire in the Streets Home Visits to install Smoke Alarms



Tour of Fire Rescue Headquarters & Training Center with local Senior Living Community



Annual Fire Prevention Pancake Breakfast at Fire Station 4

PulsePoint

This year we implemented **PulsePoint Respond** in our community.

PulsePoint Respond empowers everyday citizens to provide life-saving assistance to victims of sudden cardiac arrest.

The App can be downloaded from both the Apple App store and Google Play for Android users. App users who have indicated they are trained in cardiopulmonary resuscitation (CPR) and are willing to assist in case of an emergency, can be notified if someone nearby is having a cardiac emergency and may require CPR.

If the cardiac emergency is in a public place, the location-aware application will alert users in the vicinity of the need for CPR simultaneous with the dispatch of advanced medical care. The application also directs these potential rescuers to the exact location of the closest Automated External Defibrillator (AED).

We also implemented **PulsePoint AED** in our community.



With PulsePoint AED you can help strengthen the chain of survival for cardiac arrest victims. Download PulsePoint AED for free and use it to report AEDs in our community. Describe the location, snap a picture, and the information is stored for local authorities to verify. After that, the AED location data is made available to anyone using PulsePoint Respond. The AEDs that you locate and report using PulsePoint AED are also made available to local dispatchers in the Emergency Communication Center, allowing them to direct callers to the nearby life-saving devices.



PulsePoint

LEARN CPR. GET THE APP. SAVE A LIFE.

Fire Investigation

Fire Rescue is required by State law to investigate all fires in order to determine the area the fire started and the potential cause.

Fire Rescue's fire investigation team 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 not considered to be accidental.

Determining the cause and origin of a fire may be as straightforward as a resident reporting that they left a pot on the stove. But sometimes a fire can require a considerable amount of investigation due to significant damage or a hidden cause. Using

FIRE INVESTIGATION UNIT ACTIVITY 2019

24 Fires were investigated by the Fire Investigation Team.

Fire Cause included:

- 15 unintentional fires
- 2 intentional fires
- 4 fires caused by the failure of equipment
- 1 fire caused by an act of nature
- 2 fires had a cause that was undetermined

proper investigation techniques, preserving the evidence, and photographing the fire scene are all necessary steps to ensure investigations are thorough and professionally completed. Information from the fire investigations is used to identify trends and programs that can reduce the potential for future fires.



E911 Communications

Becky Neugent joined Fire Rescue as the new E911 Communications Manager in January of 2020.

The Hilton Head Island E911 Communication Center serves as the Primary Public Safety Answering Point (PSAP) for Hilton Head Island and Daufuskie Island and is the backup center for the Beaufort County E911 Dispatch Center. The Center answers all 911 calls originating on Hilton Head Island and Daufuskie Island, 24 hours a day, 365 days a year. The E911 Center receives an average of 149 phone calls a day and dispatches more than 20 Fire and EMS calls daily.



COMMUNICATIONS HIGHLIGHTS

- 97% of all calls are answered in 5 seconds or less and
- 99.9% of all calls are answered in 10 seconds or less
- 98.28% of call taking by the Dispatcher is compliant with established protocols.

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 the first, first responder. In addition to trying to determine what type of help is needed, personnel frequently help callers identify their exact location so assistance can be sent to the correct location. This can be a challenge given the number of annual visitors to Hilton Head Island.



Telephone Call Statistics	2017	2018	2019
Total Calls	67,496	73,381	77,812
Made/Received			
Inbound Calls	49,130	54,624	61,575
Outbound	18,366	18,757	16,237

Dispatch Quality Assurance/ Quality Improvement Program

The Communications Center has a comprehensive QA/QI program for reviewing both fire and medical calls. Approximately 20 percent of all 911 emergency calls are randomly selected and reviewed. The process is used to ensure calls are handled efficiently and to help identify any additional training that may be beneficial to ensure prompt and professional service. The average compliance score for the center is 98.00%.



E911 Dispatchers teaching children how to make a 911 phone call for help

E911 Addressing Technician

- E911 Addressing Technician**
- 56 New Addresses Created
 - 346 Buildings Updated
 - 382 Business License Address Reviews

The E911 Addressing Technician is a critical member of the E911 Communications Team. This position updates and maintains the existing Town GIS data in accordance with state and National Emergency Number Association (NENA) E911 Dispatch Center regulations. The technician creates new addresses and corrects and modifies existing addresses. The E911 Addressing Technician alerts Fire Rescue staff, utility companies, and the Post Office of any address changes or modifications. The E911 Addressing Technician is also responsible for the naming of new roads in the community.

Emergency Management Division

Tom Dunn is the Emergency Management Coordinator for the Town of Hilton Head Island. The mission of the Emergency Management Division is to develop plans and procedures that provide for an effective response to all types of threats facing the Town of Hilton Head Island. By developing and then 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.



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

For resources the Town does not readily have available, the Emergency Management Division has Memoranda of Understandings (MOUs) in place to strengthen the Town's response capabilities by ensuring we have the necessary resources available to us to respond and recover after a man-made or natural disaster.

Tropical events are a major concern for the Town. This past Atlantic hurricane season resulted in 18 named storms during the 2019 season. The Town was impacted by Hurricane Dorian. Due to the potential impacts and the forecast track the Governor ordered a Mandatory Evacuation for all of Beaufort County. The Town prepared for the possible impacts by implementing our Emergency Operations Plan, opening the EOC, evacuating Fire Stations 1, 2, and 3 to our Public Safety Evacuation Point located off-island.

EMERGENCY MANAGEMENT HIGHLIGHTS

Citizen Contacts

- Over 2,000 citizen contacts through presentations, community events, and providing preparedness information.

Distributed 1,000 Preparedness Packages that included:

- Preparedness Guide
- Addressing and Open Burning Information
- Replacing Smoke Alarms
- Town Flood Information and Magnet
- NOAA Weather Information Sheet
- Public Classes Rack Card
- Pulse Point Info Sheet

Distributed Additional Information/Kits

- 850 Preparedness Guides
- 400 Vehicle Emergency Kits

Attended Public Events

- Presented 18 public presentations to over 580 participants
- Attended and distributed materials at 2 community events

Additionally critical Town staff and our debris contractor were also housed at our Public Safety Evacuation Point. This allowed for rapid re-entry of critical staff, the debris contractor, and public safety assets after the storm passed. We maintained staffing in Fire Stations 4, 5, 6, 7 and the Town's EOC.

Emergency Management Division accomplishments this past year include:

- Purchased an Emergency Management Support Trailer. The trailer supports our response to local events, can deploy with our specialty teams, and for public education use.
- Developed After-Action Reports for Hurricane Dorian and the RBC Heritage. These reports identify areas we were effective and areas we can improve our response to future events.
 - Town Response to Hurricane Dorian – 68 after action items, 15 items completed
 - Management of the Public Safety Evacuation Point for Hurricane Dorian – 14 after action items, 5 items completed
 - RBC Heritage – 16 after action items, 5 items completed
- Supported the Fire Rescue mission by responding to emergencies and performing liaison activities with agencies such as the Red Cross.
- Assisted in incident management during various special events held on the island.
- Supported the Technical Rescue and Hazmat Teams on their state exercises.
- Assisted in the development of 4 exercises:
 - **RBC Heritage** – A Tabletop Exercise focusing on a coordinated response to an event during the RBC Heritage.
 - **Beaufort County** – Supported county logistics exercise and a critical infrastructure and key resources exercise.
 - **Palmetto Dunes** – Developed a hurricane exercise and after action report for Palmetto Dunes.
 - **Damage Assessment** - Developed a recovery exercise evaluation of the Town's damage assessment teams.
- Presented numerous public education programs and supported the Bureau of Fire Prevention's Fire in the Streets program.
- Real world activation of the Town's Emergency Operations Plan for Hurricane Dorian.



CITIZEN'S GUIDE TO EMERGENCY PREPAREDNESS



GET A KIT

MAKE A PLAN

STAY INFORMED



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.

Our Citizen Preparedness Guide is available in English and Spanish at all town facilities and on the Town's website:

<https://hiltonheadislandsc.gov/publications/guides/CitizenGuideToEmergencyPrep.pdf>

Programs for Exceptional People (PEP) continues to be an excellent partner to Fire Rescue. For the second year in a row they put together over 1,000 Preparedness Information Bags for the public. These bags include the Town's Emergency Preparedness Guide, how to sign up for Town alerts, and information on fire safety, flood information, and general information about Hilton Head Island Fire Rescue.



Fleet Maintenance



Keith Tison is the Fleet Maintenance Supervisor and is responsible for maintaining Fire Rescue and Town vehicles. The Town-wide fleet totals approximately 100 vehicles and includes:

- 50 cars / trucks for Fire Rescue
- 27 cars / trucks assigned to Town Hall
- 15 cars / trucks assigned to Facilities Management
- 39 mowers, trailers and various off road equipment



Fleet Maintenance performs a comprehensive preventative maintenance program, the testing and repair of all equipment including fixed and mobile generators and all motorized equipment used by the Town.

Fleet Maintenance personnel receive significant training and hold multiple Automotive Service Excellence (ASE) and Emergency Vehicle Technician (EVT) Certifications. This training allows staff to perform most functions typical of a full service maintenance facility. EVT is a credentialing organization that tests and verifies a technician's knowledge and skills and is recognized as a best practice among emergency services organizations.



FLEET MAINTENANCE HIGHLIGHTS

- 130 Town wide Fleet
- 207 Preventative Maintenance Inspections Completed
- 932 Vehicle and Equipment Repairs Completed
- 168 Tools or Small Equipment Repairs Completed
- 7 Emergency Repairs

Fleet Maintenance Staff are on call 24 hours a day to provide emergency repair or support as needed to enhance our service to the community.

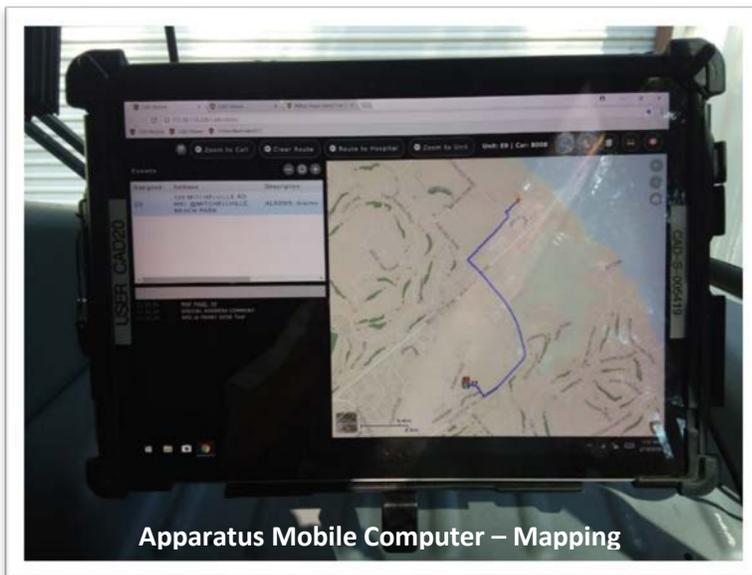
Public Safety Systems

Public Safety Systems is responsible for maintaining all technology systems and applications that support the Fire Rescue mission, and is managed by Stephen Ralston.



Programs managed by Public Safety Systems include:

- Computer Aided Dispatch (CAD) – The E-911 Communications Center uses the CAD to select and quickly verify emergency locations and send apparatus based on the type of call and the closest appropriate apparatus.
- Automatic Vehicle Location (AVL) – AVL provides real-time tracking (GPS) of emergency vehicles and sends updates to the CAD to make the closest apparatus recommendation.
- Records Management System – Includes Incident reports, patient care records, and data transfers of the information for the reports. We also maintain a legacy EMS billing system.
- Fire Rescue Mobile Network – Connects emergency apparatus to the E-911 Communications center via cell 4G modems to provide critical incident data to responders in the field.
- Public Safety Systems Network – The 10 Gb network provides connectivity between all public safety systems, external data systems, and Town computers.
- Network Reporting/Data Systems – Provides critical reports for and data charts that support and improves decision-making.



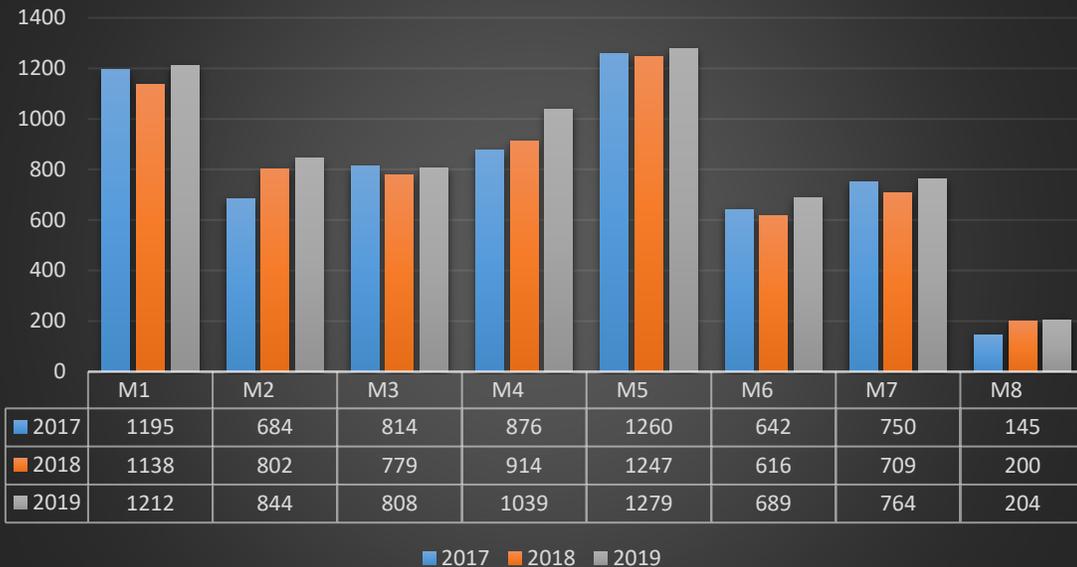
Accomplishments in 2019 include:

- Implemented a new Patient Care Reporting System.
- Installed the required IT equipment in the new ambulance fleet.
- Installed a new rack mounted Uninterruptible Power Supplies for the E911 data center.
- Implemented three interfaces to support external platforms that interact with the new Computer Aided Dispatch.

Public Safety Systems personnel are available 24/7 to keep crucial IT systems operational.

2019 Calendar Year Response Statistics

Response by EMS Apparatus 2017 - 2019



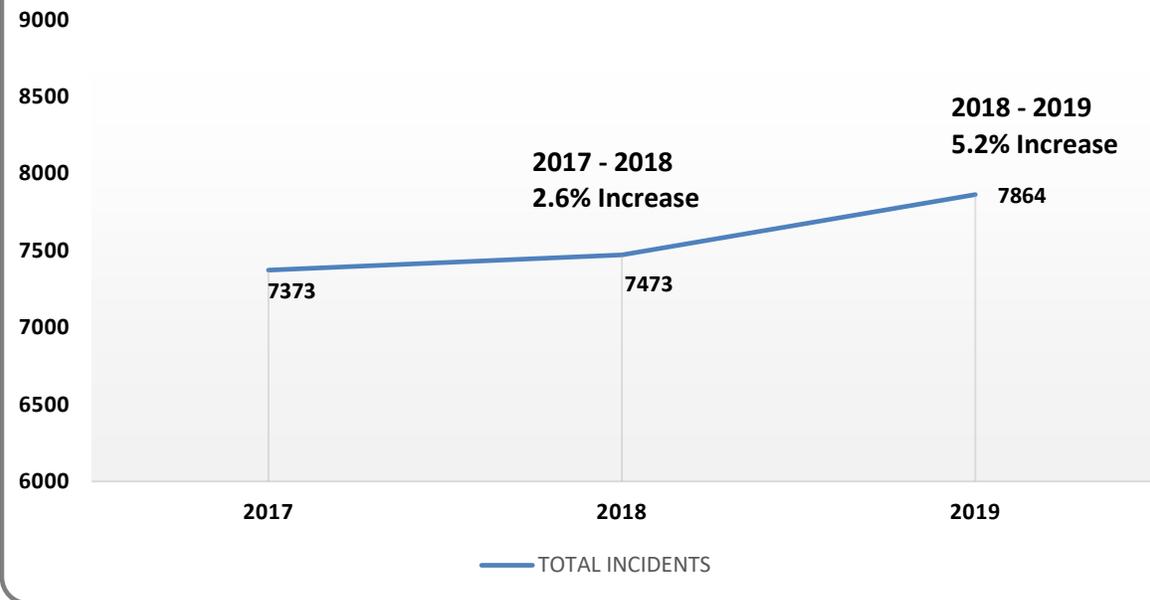
Total Response Time EMS RESPONSES:
 Call processing + Turnout Time + Travel Time = 7:59 at 90% of the time

Response by Fire Apparatus 2017 - 2019

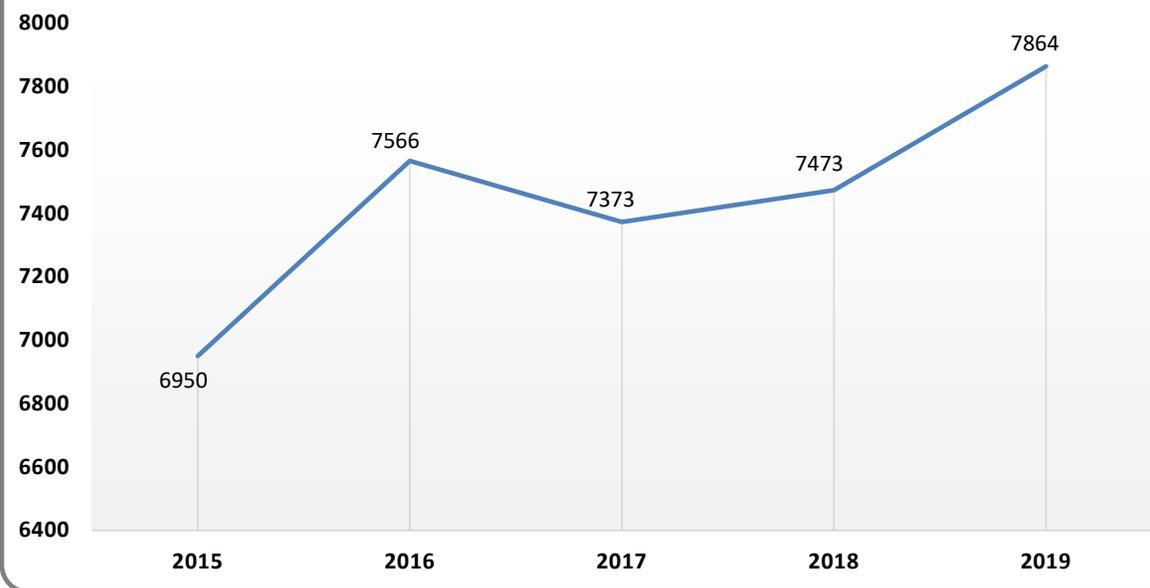


Total Response Time FIRE RESPONSES:
 Call processing + Turnout Time + Travel Time = 8:39 at 90% of the time

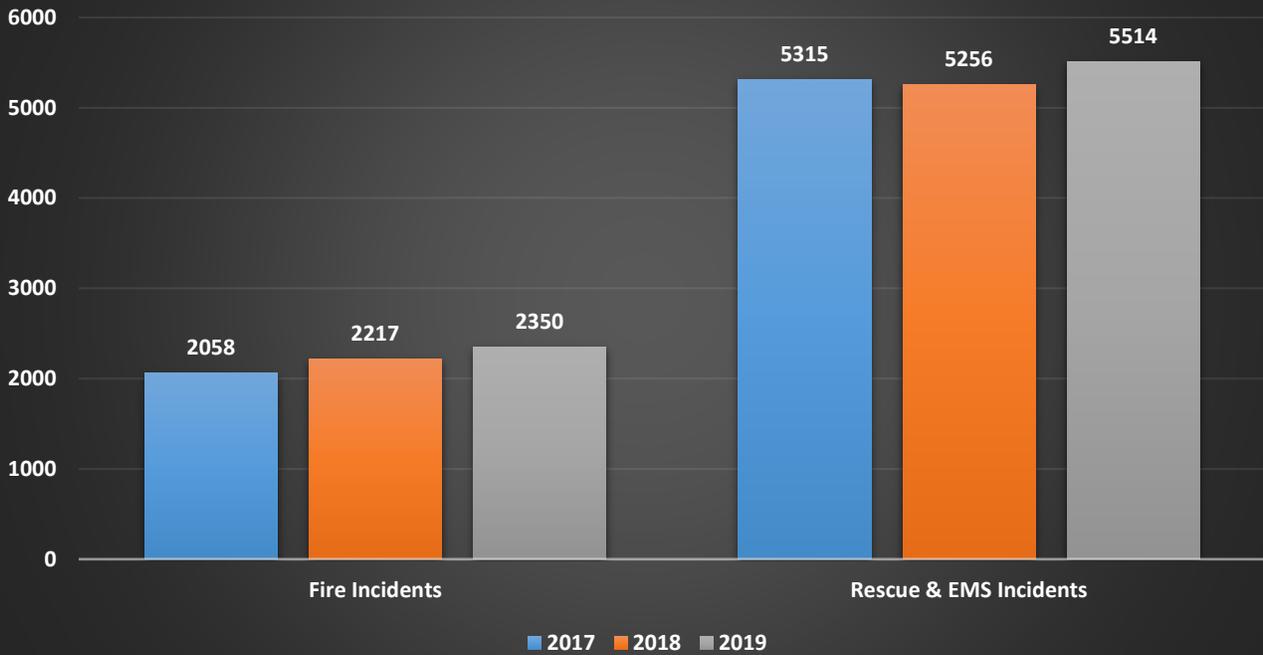
Total Incidents 2017 - 2019



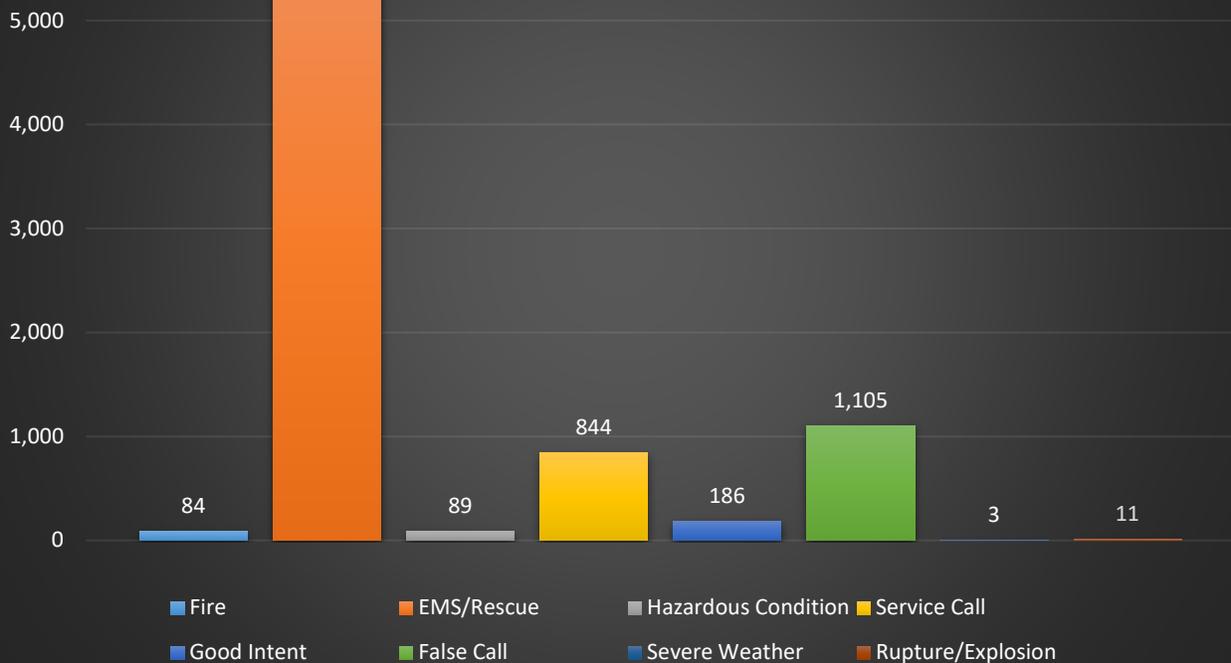
Total Incidents 5 Year Period 2015 - 2019 16.1% Increase



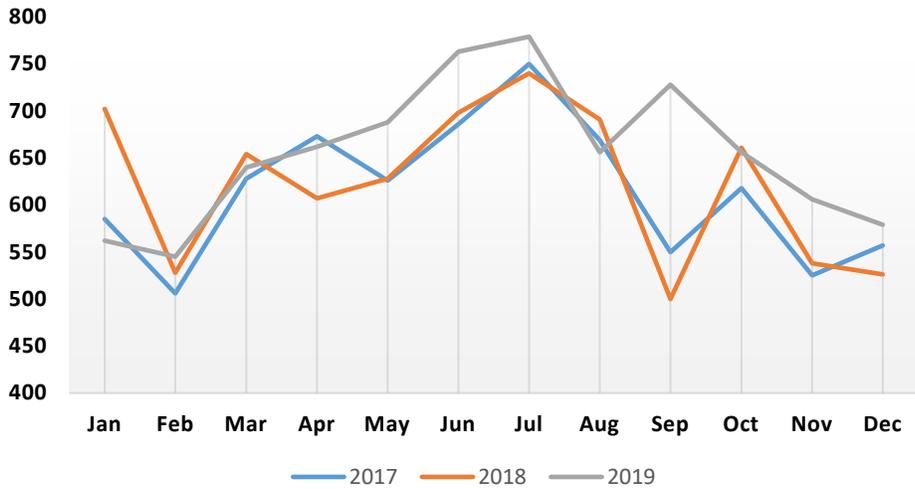
Total Incidents Fire / EMS 2017 - 2019



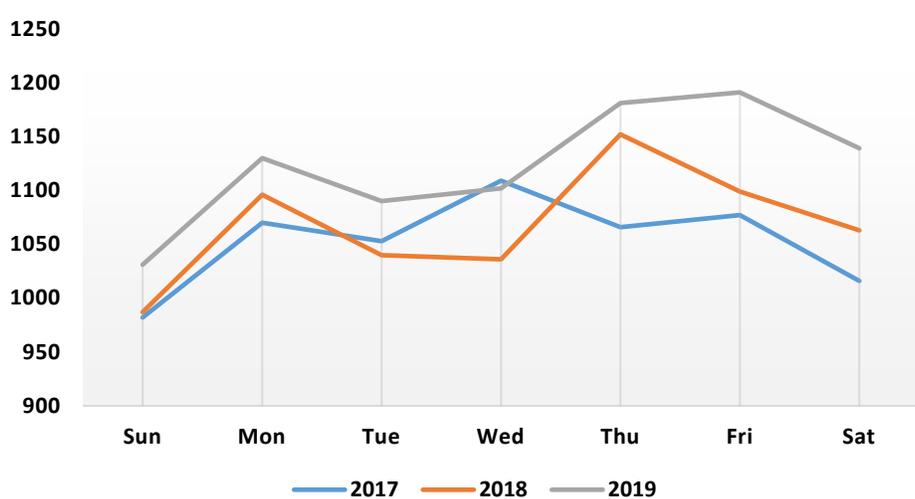
2019 Incidents by Type



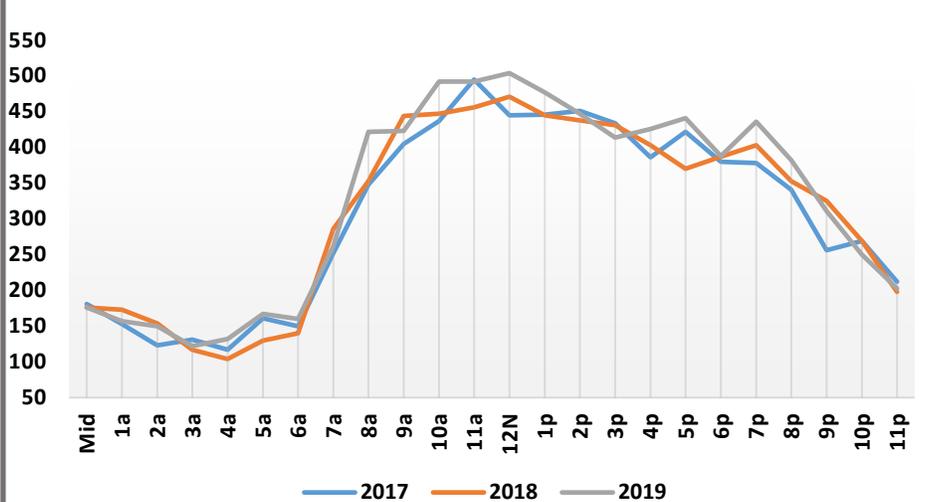
Calls for Service 2017 - 2019 by Month



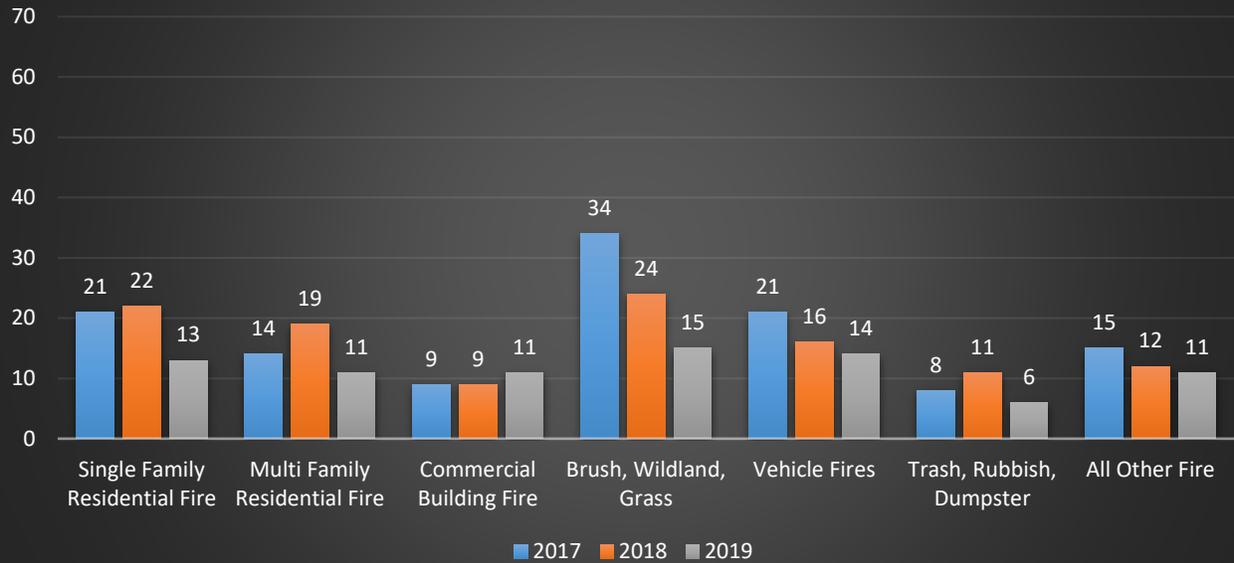
Calls for Service 2017 - 2019 by Day of Week



Calls for Service by Hour of Day 2017 - 2019



Fire Incidents by Type 2017-2019



**Commission on
Fire Accreditation
International**

Accredited Agency Since 2002

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>

Our Annual Report can be found at:

<http://www.hiltonheadislandsc.gov/publications/reports/FireRescueAnnualReport.pdf>

**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!

Please help us to conserve resources!



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



We are proud to serve you!