

2023



ANNUAL REPORT HILTON HEAD ISLAND FIRE RESCUE





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OUR VISION

To strive for excellence in all that we do!



OUR MISSION

We are committed to serving our citizens and visitors by preserving life, protecting property, and conserving the environment.



OUR CORE VALUES

To serve our community through:

COMPASSION

INTEGRITY

PROFESSIONALISM

DIVERSITY

Message from the Chief



Thank you for taking the time to review Hilton Head Island Fire Rescue's 2023 Annual Report. Fire Rescue continues to provide the highest level of service to the residents, businesses, and visitors of our incredible island. Fire Rescue desires to make an impact in our community by preserving life, preventing harm, protecting property, and promoting excellence. We are thankful to the residents, elected officials, and town leadership for providing the resources to continue to meet the needs of our community.

2023 was another busy year as Fire Rescue responded to 9,560 calls for service. In February, the creation of the Strategic Planning Division allowed us to continually monitor and plan for the future needs of our community and develop our new 2024-2026 Fire Rescue Strategic Plan.

In July, Fire Rescue implemented two new divisions, Community Outreach and Recruitment and Communication and Marketing Divisions. Both divisions have already proven to be a huge success bolstering our presence within the community.

It is my pleasure to present Hilton Head Island Fire Rescue's 2023 Annual Report, which illustrates and reflects the hard work and tireless efforts of our team, who proudly represent the Town of Hilton Head Island.

Chris Blankenship, Fire Chief

2023

Our Department

 Total Employees 151	 Senior Chiefs 10	 Line Firefighters 108
 Coverage Crew Firefighters 3	 Administrative Captains 4	 E911 Communications 13
 Emergency Management 2	 Fleet Maintenance 4	 Fire Inspectors 4
 Life Safety Educator 1	 Business Coordinator 1	 Admin Assts. 4

Years Of Service

42% Less Than 5 Years	22% 5 - 10 Years	15% 10 - 15 years
7% 15 - 20 Years	10% 20 - 25 Years	4% 25 + Years

Retirees & New Hires



Marie Becvar - Administrative Assistant
13 Years of Service



Zachary Taylor - Fire Apparatus Operator
30 Years of Service



Lauren Bare
Administrative Assistant



Tim Baynton
Mechanic



Haley Becker
911 Telecommunicator



Robert Britt
Firefighter



Robert "Stretch" Brooks
Mechanic



Cameron Cole
Firefighter



Jacob Cravey
Firefighter



Devan Estevez
Firefighter



Savannah Fuentes
Fire Inspector



William Garigen
Firefighter



Austin Kutz
Firefighter



Pen Lee
911 Telecommunicator



Meghan Lucero
Firefighter



Daniel McGlone
Firefighter



Monique Monreal
911 Telecommunicator



Shane Riehl
Firefighter



Skyler Sabado
Firefighter



Aaliyah Titus
911 Telecommunicator



Lindsey Watts
Firefighter



Jonas Wellan
Firefighter



Conor Wills
Firefighter



Christopher Wilshusen
911 Telecommunicator



Holden Wilson
Emergency Management
Coordinator



Promotions



Aaron Aumick
Fire Apparatus Operator to Lieutenant



Andrew Groff
Senior Firefighter to Captain - EMS



Ryan Hardy
Fire Apparatus Operator to Lieutenant



Peter Janura
Captain - EMS to Battalion Chief - EMS



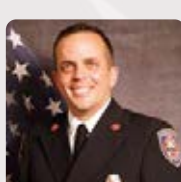
Sean Kavlick
Fire Apparatus Operator to Lieutenant



Shane Marsteller
Fire Apparatus Operator to Lieutenant



Christopher Osterman
Senior Fire Inspector to
Battalion Chief - Strategic Planning



Bryan Scharver
Lieutenant to Captain



Joe Zoffoli
Lieutenant to Captain

New Paramedics



Andrew Randazzo
Senior Firefighter/Paramedic



Nicholas Ratchford
Firefighter/Paramedic



Fisher Smith
Firefighter/Paramedic



Travis Iglesia
Firefighter/Paramedic



Response Apparatus

FIRE ENGINES

PUMPERS

Provides up to 1500 gallons of water per minute (GPM).

AERIAL (QUINT)

- Fire Pump
- Water Tank
- Fire Hose
- 103-Foot Aerial Ladder
- Specified Number of Ground Ladders



TRACTOR-DRAWN AERIAL

LADDER TRUCK

With drivers at each end, the Tiller is highly maneuverable, which is important for navigating Hilton Head Island's tight road network.



MEDIC UNITS

AMBULANCE

Fire Rescue's medic units are a standardized fleet of advanced life support vehicles. All stations have a medic unit assigned with the engine company.

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





Response Apparatus

BATTALION 1

OPERATIONS COMMAND VEHICLE

2019 Ford F-250 with Incident Command Package.

The on-duty Battalion Chief is assigned to this vehicle. They respond to all fires, Motor Vehicle Crashes, Cardiac Arrests and any other significant event.



URBAN SEARCH AND RESCUE

SPECIALTY APPARATUS

2008 Spartan Custom Tractor Trailer Heavy Rescue

Houses equipment for Urban Search and Rescue calls for both on-island and regional response. R-1 is also part of SCTF-4 which is the SC Regional Response Team for the Low Country.

HAZARDOUS MATERIALS RESPONSE

SPECIALTY APPARATUS

2007 E-One Custom Hazmat Truck Houses equipment for hazardous materials calls for both on-island and regional response. HM-2 is also part of SCHM-4 which is the SC Regional Response Team for the Low Country.





Stations & Facilities



Station 1

Fire Incidents 508
EMS Incidents 1,355

- One 103' Quint
- One Medic
- Urban Search & Rescue Unit
- One Company Officer
- Four Firefighters per shift

1,938
Total Incidents

70 Cordillo Parkway - Shipyard



Station 2

Fire Incidents 254
EMS Incidents 628

- One Engine
- One Medic
- One Company Officer
- Three Firefighters per shift

894
Total Incidents

65 Lighthouse Road - Sea Pines



Stations & Facilities



1,103
Total Incidents

534 William Hilton Parkway - Port Royal

Station 3

Fire Incidents 284
EMS Incidents 785

- One Engine
- One Medic
- Brush Unit
- Utility/Air Supply Unit
- One Company Officer
- Three Firefighters per shift



1,385
Total Incidents

400 Squire Pope Road
Back Gate of Hilton Head Plantation

Station 4

Fire Incidents 259
EMS Incidents 1,095

- One Engine
- One Medic
- Reserve Engine & Medic
- One Company Officer
- Three Firefighters per shift



1,990
Total Incidents

20 Whooping Crane Way
Front Gate of Hilton Head Plantation

Station 5

Fire Incidents 372
EMS Incidents 1588

- One 103' Quint
- One Medic
- Reserve Ladder Truck
- One Company Officer
- Four Firefighters per shift



Stations & Facilities



1,033
Total Incidents

12 Dalmatian Lane - Palmetto Dunes

Station 6

Fire Incidents 282
EMS Incidents 704

- One 110' aerial TDA
- One Engine
- One Medic unit
- Hazardous Materials Response unit
- Two Company Officers
- Six Firefighters per shift



1,213
Total Incidents

1001 Marshland Road - Near Cross Island

Station 7

Fire Incidents 324
EMS Incidents 874

- One Command Vehicle
- One Engine
- One Medic
- Reserve Engine & Medic
- Battalion Chief
- One Company Officer
- Three Firefighters per shift



75 Dillon Road

Fire Rescue Training Facility

- Provides for Live Fire Operations
- Vehicle Extrication
- Water Supply Training
- Driving Skills Lessons
- Coverage Company -Weekdays
 - 1 Company Officer
 - 2 Firefighters






Operations

9,560 Total Incidents


EMS 7,032	Fire 2,284	HazMat 62	Rescue 182
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26 Average Incidents Per Day




Engine 5
Busiest Engine



Busiest Day



Busiest Month



Busiest Medic
Medic 5

Top 3 Busiest days

08/19/23 55 Incidents	09/09/23 53 Incidents	01/07/23 49 Incidents
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Frequent Responses



Address	Number of Responses
1. 300 Woodhaven Drive	241
2. 421 Squire Pope Road	210
3. 110 Gardner Drive	152
4. 801 Lemon Grass Court	150
5. 120 Lamotte Drive	146



Operations



Structure Fires

39

Fires within a structure

20

Confined to object of origin

9

Confined to room of origin

1

Confined to floor of origin

9

Confined to building of origin

7

Fire Injuries

1

Fire Deaths



Total Property Saved

\$152,107,144

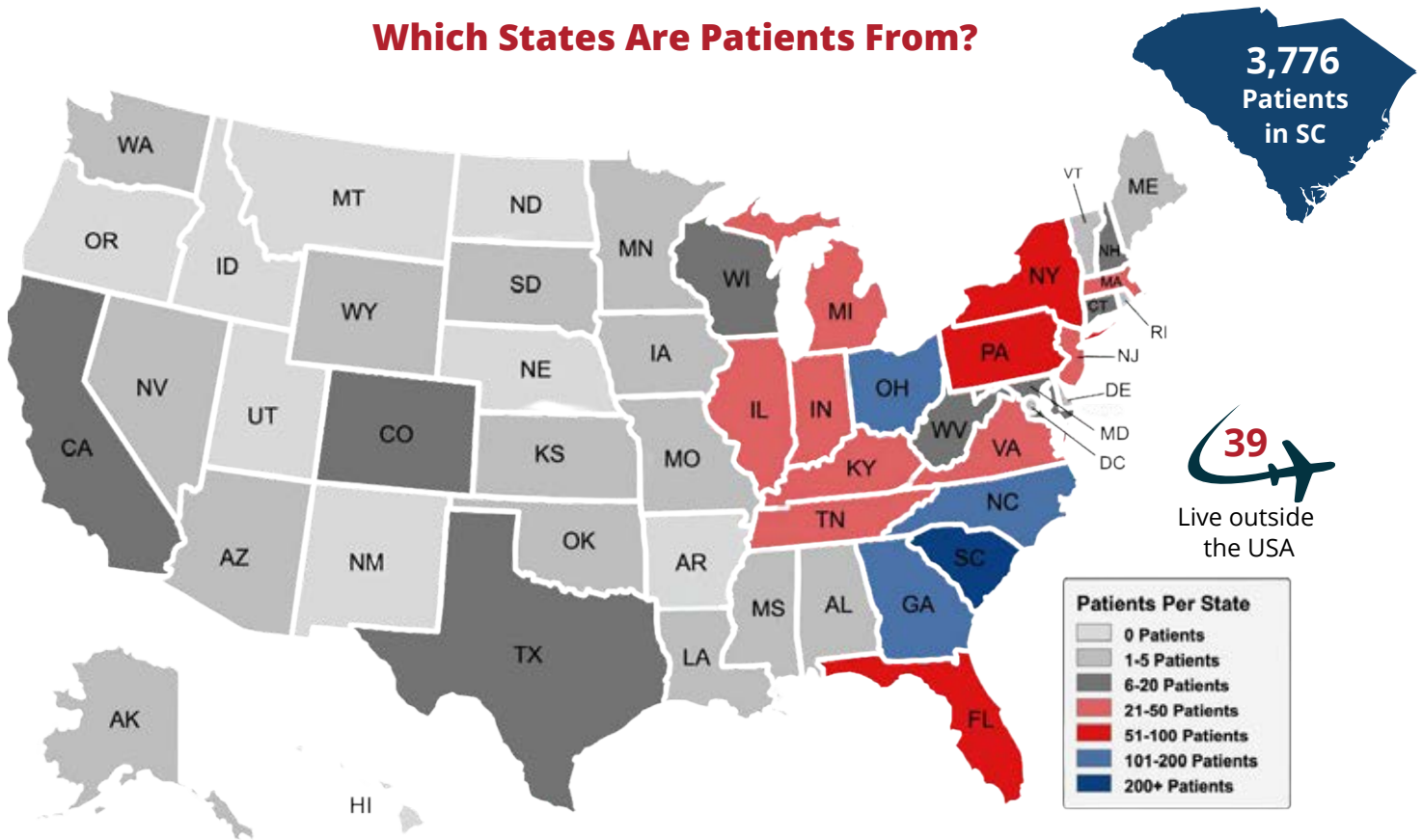
Total Property Lost

\$2,068,814

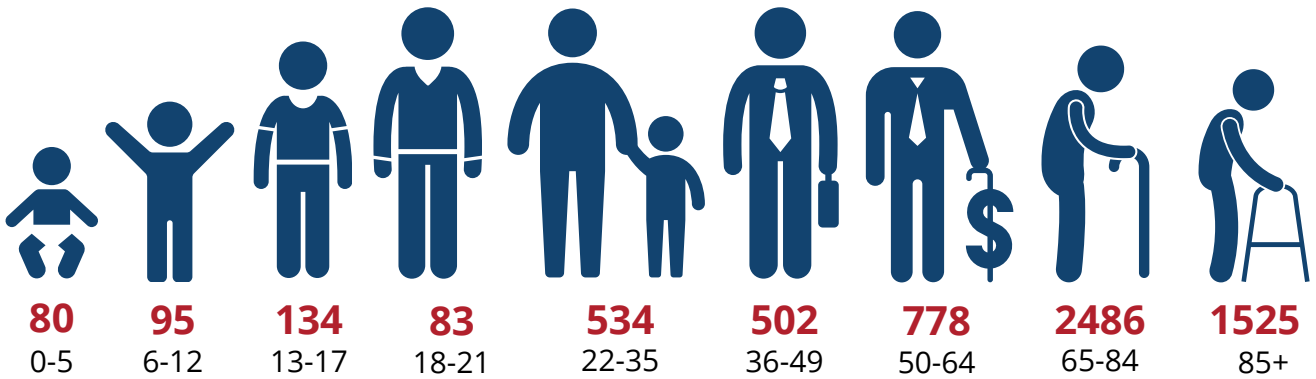


Emergency Medical Service

Which States Are Patients From?



EMS Patients Per Age Group



Total Number Of 2023 EMS Calls Male Vs Female



Male
3,035
49%



Female
3,184
51%

Top 3 Primary Impressions

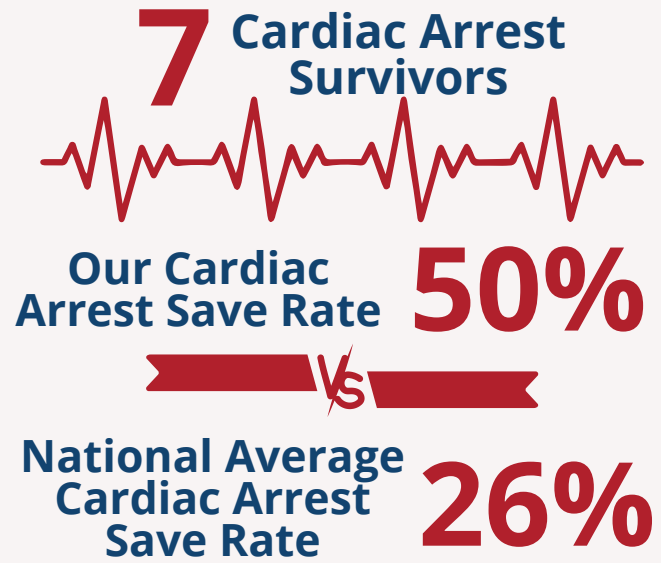
- 545 - General Weakness
- 434 - Syncope/Fainting
- 406 - Injury of Head



Emergency Medical Service



Personnel completed High Performance CPR refresher



7 Cardiac Arrest Survivors
Our Cardiac Arrest Save Rate 50%
National Average Cardiac Arrest Save Rate 26%



New Hires completed Basic EMT



Completed Paramedic School



EMS Training
30 Paramedics completed Advanced Cardiac Life Support Refresher



Safety & Professional Development



36,373

Total Training Hours



Training



26,120 Total Fire Training Hours

8,127 Hours Trained At Our Training Center



4,616

Total Medical Training Hours

Promotional Exams

7 Candidates participated in Lieutenant Promotional Process

9 Candidates participated in Captain Promotional Process



Line Personnel Hired



Went To The Fire Academy

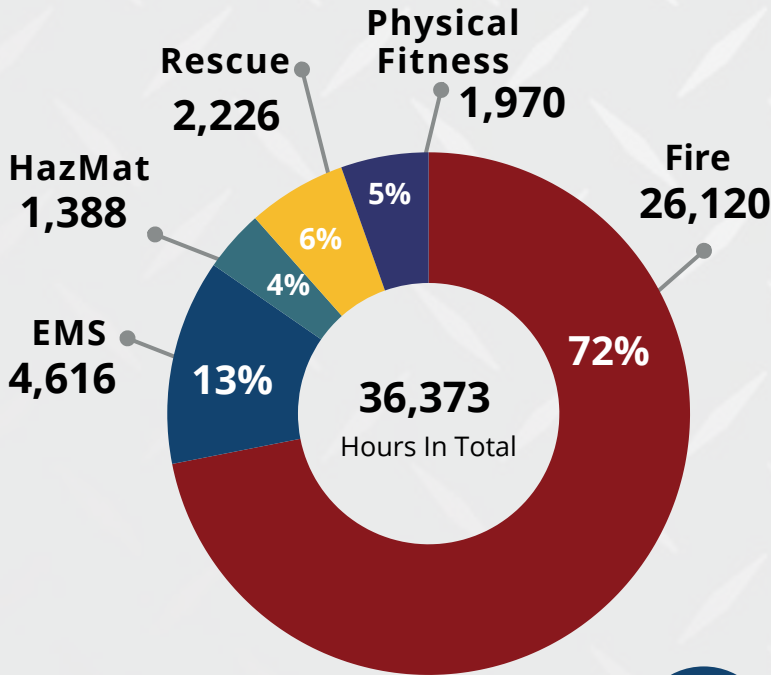


Were Hired Certified

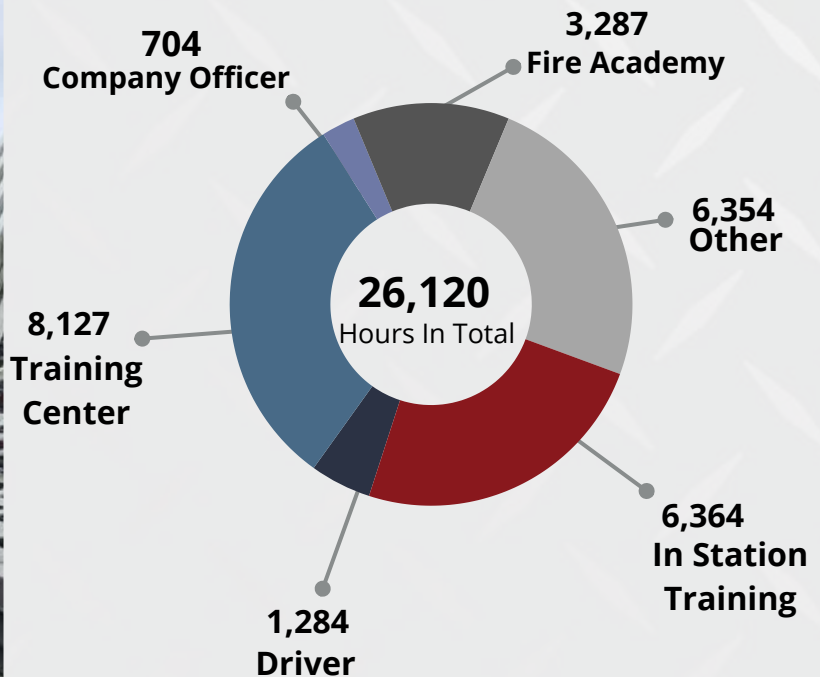
Safety & Professional Development



Total Training Hours



Total Company Training





Special Operations

Technical Rescue Team

Deployment/Exercise Timeline for 2023:

February 23

Readiness Exercise



August 28

Tropical Storm Idalia



April 3-5

Guardian Center
Flood Exercise



October 23

Jasper County
Apartment Collapse



Other Notable Accomplishments

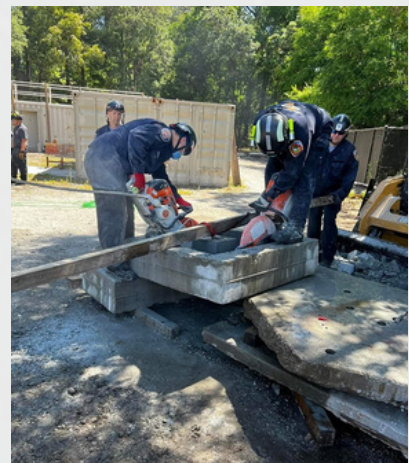
- 15 passenger van placed in service.
- Double stack boat trailer placed in service.
- Ordered a Command/Logistics Trailer.
- Purchased radios & satellite internet.
- Conducted EMAP accreditation site visit.

42

Current
Members

10

Monthly
Training
Sessions





Special Operations

Technical Rescue Team

Specialty Training



Obtained watercraft rescue certification

31



Attended FEMA Taskforce Leader class

2



Attended US&R Safety Officer class

2



Attended Planning Specialist Class

2



Attended Heavy Equipment Rigging Specialist class

1



State Urban Search & Rescue Alliance Conference

4



Completed 2 multi-day floodwater training sessions





Special Operations

Hazardous Materials Team

42

Current
Members

62

Hazardous Materials
Related Incidents

Handled by on duty crews at the
Hazmat Operations and Hazmat
Technician level

Hazmat 2 response
required on 6 incidents

Training Sessions



11 Monthly Training Sessions

722 Total personnel hours
of training



Specialty Training

- DHEC lab training on evidence collection.
- DOD joint chemical, biological, radiological and nuclear characterization and mitigation course.



Other Notable Accomplishments

- HAZSIM monitoring training devices acquired.
- Updated technology for air monitoring.



911 Communications



75,006

Total Incoming Telephone Calls



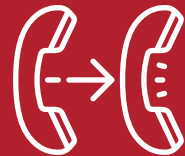
29,624

911 Calls



730

**Total
Telecommunicator
Training Hours**



12,321

**Calls Transferred To
Other 911 Centers**



Saturday

**Busiest Day Of
The Week**



15:00 - 16:00

**(3:00 pm - 4:00 pm)
Busiest Time Of Day**



July

**Busiest Month
Of The Year**

Community Risk Reduction



2701

Fire Inspections



2307

Violations Found



2210

Violations Corrected



697

New Construction Inspections



470

Plan Reviews



826

CPR/AED Students



83

Fire In The Streets/After The Fire Homes Visited



121

Smoke Alarm Installs



71

Car Seat Installs



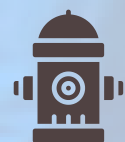
14

Fire Investigations



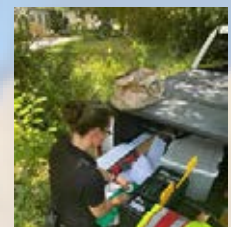
31

Risk Watch Child Injury Prevention



2991

Hydrant Inspections







Community Outreach & Recruitment

5

New programs to build awareness of Fire Rescue's programs and services



Red-Hot Readers Literacy Program

11

New partnerships to enhance events and programs



Fire Rescue & Bluffton Self Help Staff

4

Community presentations demonstrating Fire Rescue's impact within our community



Presentation to the Gullah-Geechee Land & Cultural Preservation Task Force

19

Community events attended or hosted, inviting the community to participate in our new programs



TOHHI 360/40 Community Picnic

835

Total Community Connections



Communications & Marketing

Top Viewed Fire Rescue Web Pages

Storm Updates:
77,353 Views



HHI Hurricane Center:
32,973 Views



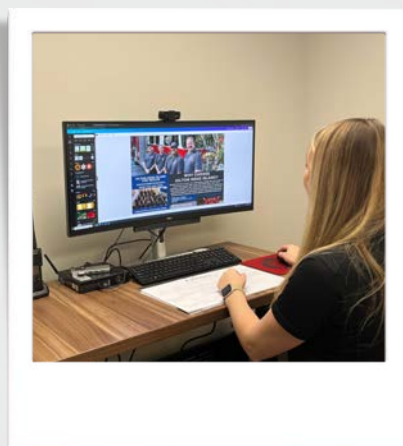
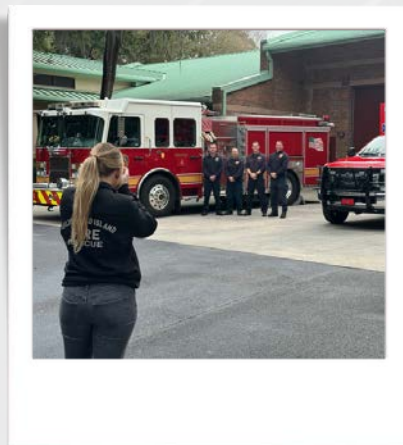
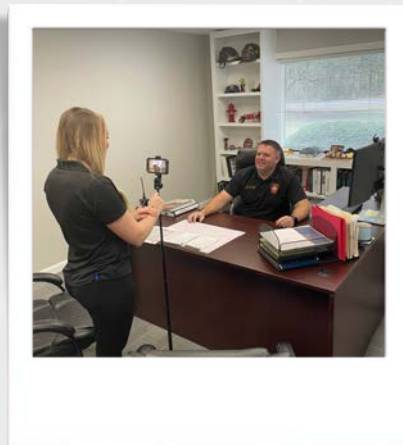
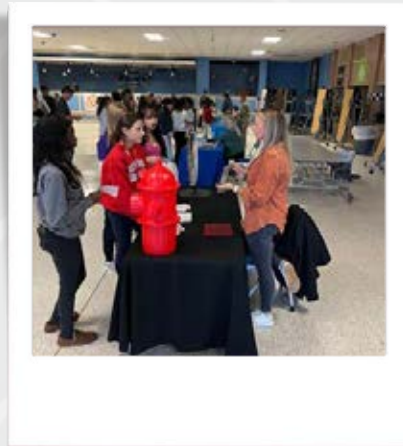
About Us:
27,331 Views



Fire Code Enforcement & Investigations:
26,144 Views



Emergency Medical Services:
24,342 Views



Fire Rescue Facebook Page Performance

Total Facebook Followers:

2,849



New Facebook Followers:

557



Facebook Page Visits:

63,042



Total Facebook Posts:

450



Total Facebook Reach:

744,991



45,000

Facebook Content Interactions

249%

Increase from 2022



Follow our Facebook and Instagram pages!





Emergency Management

Major Events In 2023:



March

St Patricks Day Parade



April

Heritage



June

Recovery Tabletop Exercise



August

Tropical Storm Idalia



March

EMAP Accreditation Received



May

Wind Event



July

Barnwell Communications Exercise



December

Flooding Event



15 presentations with 500 participants
1,756 - Emergency Preparedness Guides distributed



Emergency Mangement

Throughout 2023 There Were:



Tropical

- 1- Tropical Storm Watch
- 1 - Tropical Storm Warning
- 1 - Hurricane Watch
- 1 - Hurricane Warning
- 1 - Storm Surge Watch
- 1 - Storm Surge Warning



Coastal Hazards

- 24 - Coastal Flood Advisory
- 7 - Rip Current Statement
- 5 - High Surf Advisory
- 0 - Coastal Flood Watch
- 1 - Coastal Flood Warning
- 0 - Coastal Flood Statement



Non Precipitation

- 10 - Dense Fog Advisory
- 0 - Frost Advisory
- 9 - Heat Advisory
- 0 - Excessive Heat Watch
- 1 - Excessive Heat Warning
- 1 - Freeze Watch
- 2 - Freeze Warning
- 6 - Wind Advisory
- 0 - High Wind Watch



Convection

- 3 - Flood Advisory
- 4 - Severe T-storm Watch
- 8 - Severe T-storm Warning
- 3 - Tornado Watch
- 1 - Tornado Warning
- 0 - Flood Warning



Tsunami

- 0 - Tsunami Watch
- 0 - Tsunami Warning
- 0 - Tsunami Advisory



Rivers/Hydro/ Fire/Air Quality

- 2 - Flash Flood Watch
- 0 - Fire Weather Watch
- 0 - Red Flag Warning

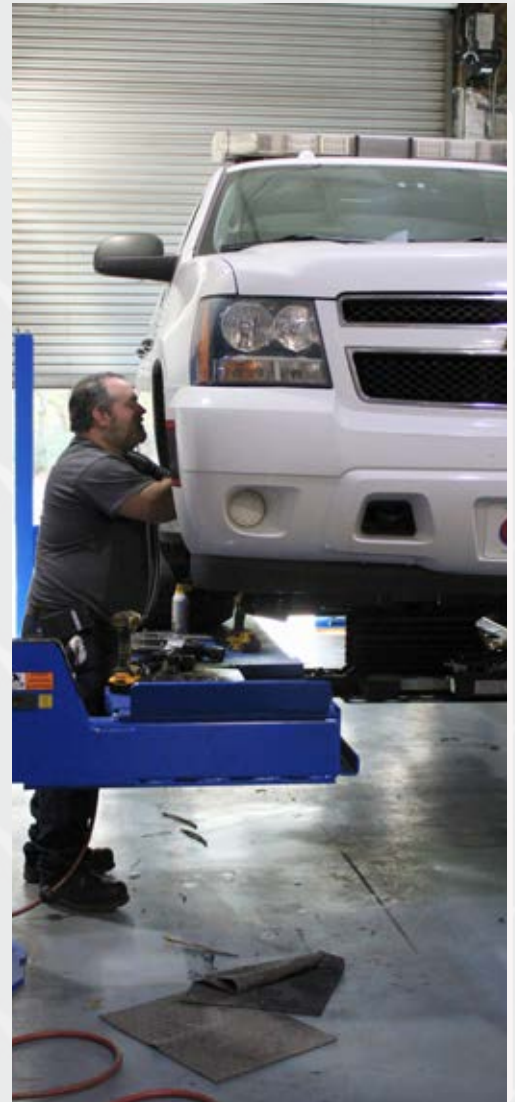
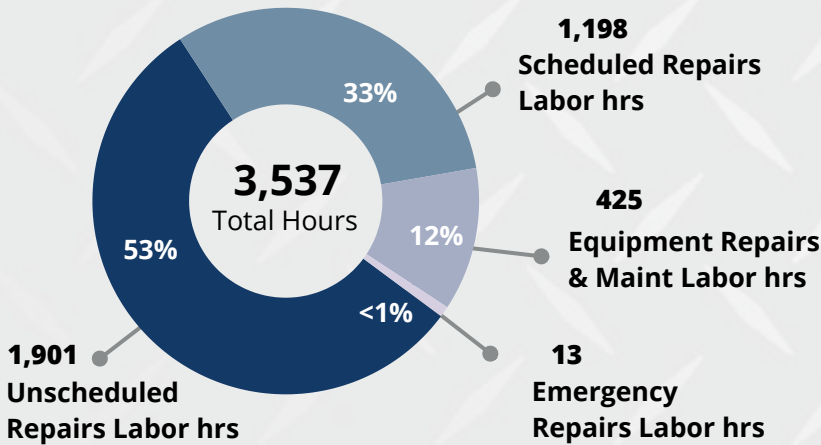


Data provided from National Weather Service.



Fleet Maintenance

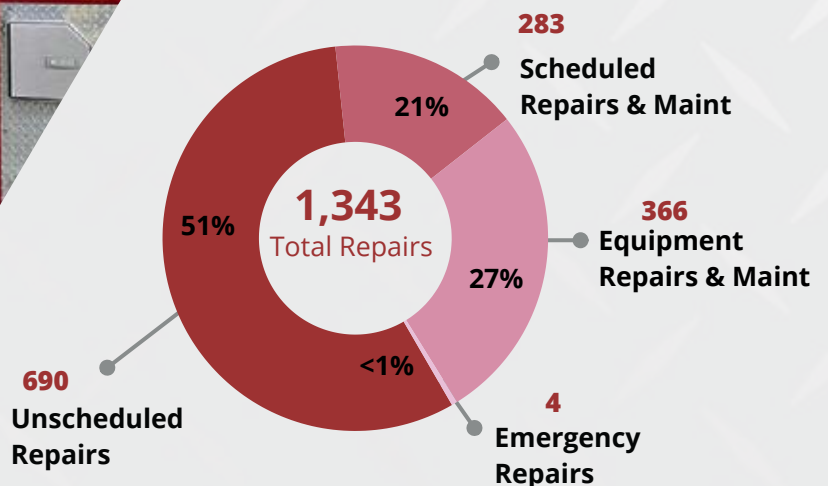
Annual Fleet Maintenance Labor Hours



Town of Hilton Head Island Fleet

- Fire Rescue - 56
- Town Staff - 51
- Other/Equip - 56

Annual Fleet Maintenance Repairs





2023 ACCOMPLISHMENTS



Fire Rescue was recognized again as a Fire Safe SC Community by the SC Fire Marshal's Office for our commitment to an all-hazards Community Risk Reduction program.



Fire Rescue's 2024-2026 Strategic Plan was published.



Instagram

Launched the Fire Rescue Instagram Account.



Awarded an AFG grant to allow 10 members of Fire Rescue to attend Paramedic School.

Our Chaplains



June Wilkins
Christ Lutheran Church



Bill McCutchen
Hilton Head Presbyterian



Brad Bloom
Congregation Beth Yam



Louis Johnson
Central Oak Grove Missionary Baptist Church

Implemented a Chaplaincy program through a partnership with four local clergy members.



Fire Rescue's E911 communications center received a training center designation, making them one of 92 certified agencies and 1 of 3 in the State.

