



Oak Island Fire Department Annual Report



2022/2023

Year in Review

Chief Kenan Lee Price

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Oak Island Fire Department Annual Report

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Message from the Chief



I started with the Town of Oak Island on October 3rd, 2022, and since then we have been working hard on staffing, improving morale, catching up on projects, community outreach, budgeting, apparatus, equipment needs, policies, and developing a strategic plan for the future.

Having a supportive Town manager, staff, and Town council has been the key to executing this long-range plan.

While focusing on our future is especially important, we need to establish a firm hold on where we were, where we are, and what is needed to maintain safety and response in the present day.

Our town is unique as we progress from around 9,500 full-time residents off season to 40,000 to 50,000 residents, visitors, and guests during the vacation season. Preparing for this is very challenging.

Executing additional services such as our Beach Patrol, enhanced community involvement, participating in community events, and providing appropriate response with limited resources also becomes challenging.

This report outlines the progress we have made, what we are doing presently, and the steps we are taking to meet future needs. It is my honor and privilege to lead this group of dedicated and highly trained members serving the Town of Oak Island.

The members of the Oak Island Fire Department are some of the best and most well-trained servants to the public. They are focused on our mission, our vision, and the values that we uphold. They have the understanding they not only represent their name, but the Town as well as the Chief. With this, they proudly serve the Town of Oak Island to the best of their abilities.

We have a Long-Range Plan, and with it, we have a well-planned Future...

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Department Mission, Vision, and Value

The Oak Island Fire Department mission

The Mission of the Oak Island Fire Department is to preserve the lives and protect the property of its residents and visitors through fire prevention and education, fire and rescue response, and emergency medical care, and to provide service, support and dedication to the citizens, the Town, and our families.

Oak Island Fire Department Vision Statement

We provide an elevated level of customer service through aggressive, offensive firefighting tactics, we support a safe, healthy, and diverse workspace that is open to change, we provide emergency medical services and environmental protection, and we establish a strong community relations program, specifically in fire prevention, injury prevention and emergency preparedness.

As a core service of the Town, we are committed to protecting our citizens, families, visitors, and guests and preserve our profession in the delivery of these services.

Oak Island Fire Department Value Statements

Putting People First with Pride, Honor, and Integrity
Teamwork, Family, Tradition
Respect, Compassion, Dedication

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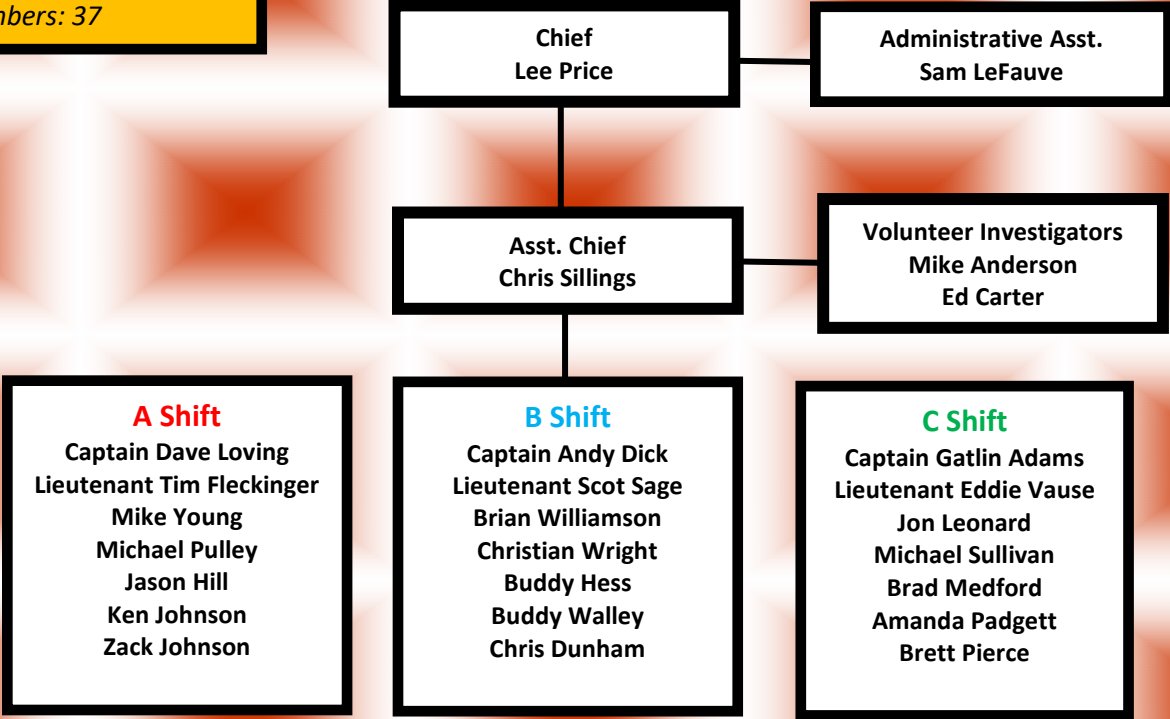


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Organizational Chart

OAK ISLAND FIRE DEPARTMENT ORGANIZATIONAL CHART

Staffing Summary:
Full Time Members: 24
Part-Time Members: 10
Volunteer Members: 3
Total Members: 37





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Staffing

7 members working on each shift 24 hours a day. Five firefighters, one Lieutenant and one Captain. They are assigned to Station 1 and Station 3.

Asst. Chief and Chief working Monday – Friday Assigned to Station 2 along with the Administrative Assistant.

We also have a pool of part-time firefighters. They work on a as needed schedule covering sick and vacation time taken from our full-time members and assist in covering the Beach Patrol division.

One of the greatest accomplishments is the increased morale in the department. We have had many of the firefighters state that it feels good to come to work and be happy. They come in the door, people are smiling, happy and wanting to be there. This has not been easy, but empowering the members, and allowing them to perform their jobs without micro-management, criticism, or complaints, makes for a productive and efficient work environment. We still maintain discipline. We are very upfront and honest about the wishes, requests, and expectations of the Administration. We also respect each member of the department. This is the best way to keep morale up and get the best out of each employee. Having an equitable and fair system of management is key. We use the process or management, TELL, SHOW, DO, REVIEW. This seems to work well and lets the staff know our desires and objectives.



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Staffing (what is needed for fire suppression)

How many firefighters are needed to properly provide fire suppression?

This number is called the Effective Response Force.

Low Hazard – 16 Firefighters

Medium Hazard – 28 Firefighters

High Hazard – 43 Firefighters



The task that the firefighters are performing upon arrival to the incident: (Low Hazard)

- 3 on the first attack line
- 3 on the second attack/exposure line
- 2 or more on search
- 2 or more on ventilation
- 1 pump operator for engine
- 1 pump operator for tower
- 3 RIT crew members
- 1 Command officer



How do we currently achieve these numbers on a call?

7 from Oak Island, 4 – from Southport, 4 – from St. James, 4 – from Sunny Point (when they are in service). This is what we call Automatic Aid, which is when we receive a call, they are automatically dispatched along with Oak Island.



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Recruitment

Last October we had 7 open positions and 3 new positions withing the Fire Department. The Town had recently dropped the ALS provision that the Fire Department was providing and continued with BLS EMS care. This was a needed move to expand the employment pool of applicants.

The move to BLS and aggressive recruitment provided a bountiful pool of applicants. Since the beginning of November, we were able to hire 9 new members of the department. These members have a wide range of experience and knowledge. We also hired our FIRST probationary cadet who we are sending through the Fire Academy at Cape Fear. Brad was a volunteer with us and wanted to work with us full-time. He already had his EMT certification, so we sponsored him in the academy, and he graduated in April 2023. This gives us another fully certified Firefighter.

During this recruitment process we also promoted 2 Captain positions and 3 Lieutenant Positions. This was accomplished with a complete overhaul of our promotion process. This process was developed and deployed for Captains and Lieutenants, and it was very successful. It utilized a multi-step process with Tactical Interview, Management considerations, instructional evaluation, and oral interview. Each member was scored and promoted based on overall performance in these areas.

Additionally, in June, we promoted Chris Sillings from the rank of Captain to Assistant Chief. This also created an opening for Captain, and we promoted David Loving. As this is a domino effect, a firefighter's position was opened. This position was advertised and filled at the end of July.

Providing a very competitive salary and benefit package, providing a positive and hands-on work environment, and taking care of our members allows us to have a progressive and successful recruitment program. We have, in the past 12 months, had replacements hired prior to the members leaving their current position.

I am proud to say we have had a waiting list of applicants who want to come to work at Oak Island Fire Department.

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Training and Certifications

Each year the Oak Island Fire Department is required to complete **240** hours of continuing education training along with **36** hours of EMS training in addition to **36** hours of rescue training. So far this year we have recorded 3,500 training hours.

We are currently scheduling more specific training in areas such as aircraft, water rescue, aerial operations, and officer development.

The number of certifications that our staff holds is astonishing. Each member has the basic Fire and EMS certifications, but the specialty and advanced training that our members receive is something to be proud of. The Town is extremely fortunate to have a wide variety of ages, experience, and expertise in the department.

The following are some of the certifications that our members hold.

- Firefighter 2
- Fire Instructor 1
- Fire Instructor 2
- Fire Investigator 1
- Driver Operator Pumps
- Driver Operator Aerials
- EMT – Basic
- EMT – Paramedic

- Fire Life Safety Educator 2
- Emergency Vehicle Driver
- Technical Rescuer VMR
- Haz-Mat Operations Level 1
- Ems Instructor Level 1
- CPR Instructor
- Fire Officer 1, 2, 3
- Wildland Fire



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Advanced Training and Certifications

The department also has certified instructors who can teach all the mandated continuing education courses. Those specialty courses we cannot teach are obtained through Brunswick Community College or Office of State Fire Marshall.

We also encourage members to attend advanced courses and conferences.

This training is offered through multiple programs and community colleges throughout the state, and the National Fire Academy in Emmitsburg, Maryland.

North Carolina has its National Training Weekend Program in November.

The 2-day on campus National Weekend Program at the NFA is an educational opportunity for fire and emergency medical services personnel. This program strengthens our fire service community through education, personal networking, and shared collegial experience.



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Policy and Procedures

The backbone of every organization is a strong set of policies and procedures, or Standard Operating Guidelines. These enhance the performance of the members, emphasize the safety of the job, and provide clear directives on tactics, training, and procedure.

We are currently performing an overhaul of our SOGs. This is a long, difficult process but will result in a more efficient and safer operational department.

We currently operate under more than 100 different Standard Operating Guidelines.



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Upgraded Equipment

Computer Aided Dispatch (CAD)

The Oak Island Fire Department is dispatched from the Brunswick County Sherriff Office Central Communications (C-Comm). All calls for service are received from the public in Bolivia at the 911 operations center. The calls for service are processed utilizing:

EMD Emergency Medical Dispatching or EFD Emergency Fire Dispatching

This standardized dispatch asks a series of questions and grades the call based on the severity or acuity, with Alpha calls being the least emergent, and Echo calls being the most emergent.

The department is then dispatched over VHF radio paging as well as notified by CAD, Active 911 and First Due Responder.

We currently have a CAD terminal in each front-line apparatus. This is advantageous to the responders as it will give us call information, updated status of the call, any hazards that may be encountered as well as the ability to mark the unit responding, on-scene and in-service from the Mobile Data Terminal (MDT).

The benefits of having the MDT in the apparatus are safety, information, dispatch of the closest unit, apparatus status, accountability, tactical, and the ability to enter data directly to the system.

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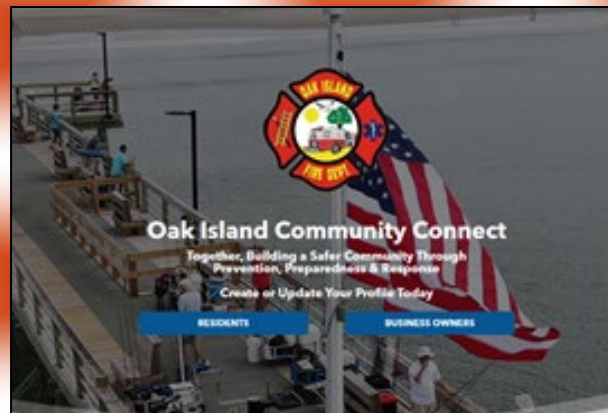
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Upgraded Equipment

Records Management System

We have also upgraded our records management system. The new system we are utilizing is called First Due. This system allows us to track and manage the following:

- Asset management
- Repair Orders for Equipment and/or Apparatus
- Pre-Plans
- Inspections
- Investigations
- Personnel management
- Call response/mapping
- Hydrant maintenance and records
- Scheduling
- Apparatus check list
- Equipment Check List
- National Fire Incident Reporting System



This program allows us to manage all these categories in one system.

This system also ties together our Community Connect program, which allows the citizen to set up an account and securely give us information about their home or business including contact numbers, pets and any special situations at the home or business.

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Upgraded Equipment

Motorola 800 mgz Radios

Starting in 2025, all handheld and in-car radios will be obsolete due to a statewide upgrade on the VIPER system. This upgrade (P25) was pushed out to all emergency radio systems.

In 2022, all new radios were ordered, and the Fire Department received them during the fall of 2022.

At this time, all handheld and in-car radios have been updated. Prior to these radios being purchased, the last time portable radios were purchased or upgraded was in 2012 at the closing of the Town's 911 center. The previous radio had no major issues other than battery replacement every 3-5 years.

The new Radios are equipped with GPS technology, and wi-fi ability so the radio could be programmed and updated over a wi-fi network. The radios also can play back radio traffic, retain a greater number of channels, and carry an extended warranty.



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Upgraded Equipment

ATT First Net wi-fi hotspots

The Police and Fire Departments have joined forces and obtained the services of AT&T FirstNet cellular service. Each police unit and Fire Unit have been issued an iPhone and a wi-fi hot spot. This allows each unit to communicate with our communications center as well as utilize a department-owned phone to make calls and take pictures with. This allows the members to keep their personal information separate from their work information.

The FirstNet cellular network utilizes a band 14 cellular network that puts the priority on the public safety users.

Priority and preemption allow first responders to communicate with minimal or no interruption, essentially giving their data 'lights and sirens' to cut through network congestion. With FirstNet, public safety's traffic is separated from non-public safety traffic via the FirstNet Core and is always prioritized over commercial traffic. This feature is automatic and always on, 24/7, with no action necessary from FirstNet users.

The FirstNet program also gives us unlimited cell phone and data usage for one monthly cost.



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Upgraded Equipment

New Firefighting Equipment

We have developed in our long-range plan a very aggressive and efficient equipment replacement plan.

We have been looking at our equipment and determining the needs, the requirements, and developed a replacement plan for current equipment. We have placed most all our larger purchase cost equipment on a scheduled replacement plan that will be presented in the budget. We have also changed the location of equipment to provide more efficient use and response. We have added equipment that we have found we needed, replaced broken equipment, and made repairs on other equipment that has been neglected.

We have proposed a progressive PPE plan for the department. We recommend that the department provide our members with a second set of turnout gear, and thanks to the support of the Town Manager and council, we have ordered the second set of turnout gear for our members.



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There are multiple reasons this plan is recommended. It provides safety for our members. It also provides a second set so when the members' gear is being washed, they are not "out of service."

It gives longevity to the current gear by reducing wear and tear. Our gear is required to be replaced every 10 years, but depending on the use, we have many sets of gear that are in bad shape. Having a second set would distribute the use, wear, and tear between two sets, thus allowing the gear to be used throughout the entire 10-year life and not needing repair or replacement prior to its life span.

We have also purchased a Personal Watercraft to assist in water rescues and Patrol. This unit is a 2023 Sea-Doo PWC and will be utilized with a rescue sked.



We also obtained a grant for an LED Light Trailer. This purchase will enhance scene safety by providing lighting to the scene in nighttime conditions. This trailer will also be able to be used interdepartmentally. The Police Department will have use of the trailer for events, calls or traffic campaigns.

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New PPV (Positive Pressure Ventilation) fan, battery Powered. This is a great tool for ventilation of homes and businesses. With the unit being battery powered, we can use it and not place CO in the home or business as we would by using a gas-powered fan. This allows us to ventilate the situation and not make the situation worse by contaminating the scene.

Our plan includes replacing our thermal imager cameras.

A thermal camera captures and creates an image of an object by using infrared radiation emitted from the object in a process that is called thermal imaging. The created image represents the temperature of the object.

Why is this a good thing? When we utilize thermal technology, we can see through the smoke and are able to scan a room to find any victims. This assists us in search, fire suppression and overhaul.



There is quite a bit more equipment that we have worked on. We are trying to maintain operational efficiency utilizing equipment that is necessary and cost effective. We are basing this on our needs and not on our wants.

Call Statistics 2023

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- 2022 – 1,748 calls for service
- 2023 estimated – 1,800 Calls for service.
- So far...1/1/2023 to 8/1/2023 we have been dispatched to 970 calls for service
 - 53 structure fires
 - 375 medical calls
 - 16 cardiac arrests
 - 24 motor vehicle accidents
 - 36 water rescues
 - 65 EMS calls on the beach strand.
 - 115 assist invalid calls (lift assist)
 - 75 fire alarms

The remainder of the calls are service calls, false alarms and calls to aid other districts.

Our busiest day of the week is Wednesdays.

The busiest days for Water Rescues are Saturdays.

Additionally, we are at **28%** of overlapping incidents. **Anytime you have an overlapping count of more than 25% you should consider adding stations with more personnel to handle the multiple calls happening at the same time.**



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Community Engagement

The Oak Island Fire Department has begun to participate in multiple community events.

We take this as an opportunity to interact with the community, citizens, visitors, guests and take advantage of the time to teach fire prevention to our customers.

Some of the events that we take part in:

- Big Toy Day
- Summer Concert Events
- Fall Concert Events
- Pledge the Pink
- Dutchman Dinghy Dash
- First Responder Fishing Derby
- Operation North State
- Halloween Spooktacular
- Mardi Gras parade
- Christmas Parade
- Fire Prevention programs at the Senior Center
- CPR Classes
- National Night Out
- Fire Department Open House Event

These events and many more allow our staff to meet, educate and build a strong relationship with our citizens.

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Beach Patrol Unit

The Beach Patrol Unit is responsible for patrolling the Beach Strand and being in a ready to respond state in case of a Water Rescue response in Oak Island.

In December, the Town manager asked that I present a program that we could patrol the beaches in the town. With the assistance of Firefighter/Rescue Swimmer Mike Young, we presented multiple programs to the Manager for consideration. The current program was chosen, and the Town Council was gracious enough to fund the purchase of a Rescue Watercraft, (Sea-Doo), Rescue Boards, new and updated water rescue equipment and funded additional part time hours for a Beach Patrol unit. This unit primarily patrols Thursday – Sunday from 0900 to 1700 hours. Our full-time members patrol Monday-Wednesday.

This program made a difference the very first call of the year. We were dispatched to a Coastal Water Rescue on the West end of the Island. The department QRV arrived with Firefighter/Rescue members Mike Young and Chris Dunham to find 4 subjects that had been caught in a rip current. Three of the people were able to self-rescue, but one was in extreme distress in the ocean. Firefighter Mike Young entered the water with the assistance of Chris Dunham and made the rescue, saving the young man's life.

We received the Water Rescue Watercraft on July 5th and began training on it immediately. We placed the unit in service within a couple of weeks and a few days after, it was dispatched and deployed for a possible subject to far offshore. It successfully rescued a floating innertube. The next day it was dispatched again, and the unit again successfully rescued a floating inflatable tube.

Both deployments were made within 7 minutes of dispatch. This rapid deployment will be critical to saving someone.

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We are also flying Beach Condition flags in multiple locations around the Island and off the rear of all our front-line apparatus.

The locations are Crossroads Meeting Place, Oak Island Station 2, Oak Island Station 1, and on the Oak Island Pier. These flags are changed daily beginning in April and ending in October. The members receive an automated email developed by one of our Fire Captains that lets us know the flag conditions for the day, Tidal information, Ocean Temp, Wave Hight, US Flag status, sunrise and sunset, the temperature, and a call history of fire calls. Each member receives this update at 7:45 each morning and the program scans the NOAA weather site during the day for any flag condition changes.



Daily OIFD Weather Report

MODERATE

	Data	Updated Time	Data Source, Notes
Ripcurrent Risk Level	MODERATE	08/04 at 07:42	NOAA
1st Tide of the day	L at 04:04	08/04 at 07:33	OKI Beaches
Next Tide	H at 10:08	08/04 at 07:33	OKI Beaches
Next Tide	L at 16:25	08/04 at 07:33	OKI Beaches
Ocean Temp	84.02 F	08/04 at 07:39	Bouy SSNB7
Average Wave Height	3.94 Feet	08/04 at 07:38	Bouy SSNB7
Average Wave Period	4.1	08/04 at 07:38	Bouy SSNB7
US Flag Status	Full-staff	07/20 at 08:28	Half/Full
Sunrise	06:26	08/04 at 07:31	OKI
Sunset	20:11	08/04 at 07:31	OKI
Daily High Temp	79	08/04 at 07:41	OKI, morning forecast
Daily Humidity	95	08/04 at 07:41	OKI, morning forecast
Heat Index	87	08/04 at 07:41	OKI, morning forecast
# of Calls last shift	3	08/04 at 07:43	total dispatches
# of Calls in last week	28	08/04 at 07:43	total dispatches
# of Calls in last 30 days	143	08/04 at 07:43	total dispatches

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Departmental Goals

Goal 1: Develop a long-range plan that gives a clear and concise objective for staffing, apparatus replacement, equipment replacement/upgrades, station locations and additions for the future.

Goal 2: Achieve full staffing (this goal was achieved late December 2022. While we have had a couple of members resign to obtain employment elsewhere, we are still, as of today, fully staffed)

Goal 3: Apparatus replacement/upgrade. We have purchased our new Engine and placed it in service September 1st. The second one is on order, and we expect to take delivery of it in April 2024.

Goal 4: Equipment replacement/upgrade

Goal 5: Expansion of services/efficiency of services

Goal 6: Community service/involvement

Goal 7: Training enhancement

Goal 8: ISO Improvement



Oak Island Fire Department Annual Report

Looking Forward

Let's look at the future of the Town, where we are going and what we need to get there...

BUT let's look at what the Town looks like now.

The Town of Oak Island currently has 10,706 Single Family Homes

The breakdown is as follows:

1. 379 Mobile Homes
2. 1200 Homes 1000 Square foot or less
3. 7170 Homes 1001-1999 Square Foot
4. 1614 Homes 2000-2999 Square Foot
5. 283 Homes 3000-3999 Square Foot
6. 51 Homes 4000-4999 Square Foot
7. 8 Homes 5000-5999 Square Foot
8. 2 Homes 7000-7999 Square Foot

The Town currently has 299 Commercial Buildings

1. 216 Buildings less than 5000 Square Foot
2. 50 Buildings 5001-9999 Square Foot
3. 22 Buildings 10,000-19,999 Square Foot
4. 5 Buildings 20,000-29,999 Square Foot
5. 1 Building 30,000-39,000 Square Foot
6. 1 Building 70,000-79,000 Square Foot
7. 1 Building 90,000-99,999 Square Foot
8. 2 Buildings 100,000 Square Foot or larger

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Looking Forward 5-7 Year The Big Picture

The Big Picture:

As in my past presentations we have shown what the “Big Picture” would look like for the Town of Oak Island Fire Department.

4-5 Stations

4 Administrative Chief Officer Positions

16 Daily Staffing Positions, totaling 48 full-time paid positions.

3 Staffed full-time engine companies

1 Staffed full-time ladder

Part time staffing to include seasonal positions, Beach Patrol and Community Services

The goal for completion of this “Big Picture” project is 5 -7 years. This coincides with our 5-year plan for staffing, equipment, and stations.



Oak Island Fire Department Annual Report

Looking Forward 1-3 Years Staffing



Staffing for the future:

Our plan on staffing for future growth is to begin in FY 24-25 adding positions to accommodate the growth in our town. It takes 3 people to fill one staff position based on the schedule we work. To completely staff an additional station would take 12 people. This would include 3 Lieutenants, 3 Engineers, 6 Firefighters.

Our staffing plan does not hire a large group of firefighters. It is a staged process to not cause a large increase in our budget. As the Town grows, the additional revenue brought in from property taxes will offset some of this increase.

The long-range plan is to hire 2 Positions in FY 24-25, 2 in FY 25-26 and 2 in FY 26-27.

Along with growth, my plan is to hire an additional administrative employee who would manage community resources and staff development. This would be a part-time position for FY 24-25 and become a full-time position FY 26-27.

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Looking Forward 1-3 Years Apparatus



Apparatus:

As we follow the Long-Range Plan, we take the budget and optimize the expenditures based on the district and department needs. This was done by performing a needs assessment on the department, district and establishing a plan of action.

Additionally, the condition of our fleet was a huge concern. Maintenance issues were plaguing our fleet due to the condition of the apparatus. We have been working diligently to correct this while not spending money on apparatus that was not worth fixing.

We have established a maintenance plan as well as a replacement plan for all our apparatus to ensure that we utilize resources in the most efficient manner while taking care of the investment.

First was the purchase of the new QRV unit. We were able to contact the dealership and procure a new Ford F-150. We were fortunate -- we had contact with the government sales department, and they had a unit in stock. We were able to make this purchase in 6 days, which is unheard of at the present time.

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This unit was outfitted and placed in service January 1st as the medical QRV for the Station 1 area. This is a tremendous asset to the department since it takes 65% of the call volume off the Engine. This will result in lower maintenance costs, lower miles, and improved response times.

This unit also runs as our Beach Patrol unit.

The next accomplishments were the conversion of funds to purchase 2 used Engine apparatus. My presentation to the Council in December 2022 was to take the approved \$450,000 each unit and purchase a new unit for \$850,000. This was a cost reduction of \$50,000 and gives us a new unit with a few advantages such as it is safer, carries more water on the truck, has a warranty, gives pride in having a new truck, higher morale, and greater life expectancy.

We purchased a 2023 Pierce Enforcer, 1500 GPM Pump, 1000 Gallons of water, and all the modern safety features.



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Next was the delay of purchasing another used tower aerial apparatus. In doing a needs assessment of the apparatus of the department, I did not feel that this budget year was the time to replace this unit. In my presentation to the council, my recommendation is that we purchase a new engine this year, a new one next year and a new aerial apparatus the year after. While this may be considered an aggressive apparatus plan, this is more efficient than replacing units with used equipment, costing more in maintenance.

This apparatus plan is proceeding, and we took delivery of the first unit on August 12th.

We have issued the Purchase Order for the next unit which should be delivered in March-April. This is a tremendous feat. The current build time for a custom unit is 24-30 months. For a stock unit it can be 18-20 months. We received our first unit in 8 months and will receive our next unit in 9 months.

The third planned unit, the Aerial device, we are expecting to take 24 months to build. If we order this unit in July of 2024, it will be 2026 before we take delivery. This is why I would like to accelerate the purchase of this unit.

We have purchased a new Chief's vehicle, and plan to purchase another unit in FY 24 also. These units not only give us the ability to respond as Chief Officers, but allow us additional resources on the beach, for calls and rescues.



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We are making our fleet more efficient. We currently have 5 Engines, 2 Tower Aerials and 3 small vehicles. Our anticipated needs would require 2 engines, 2 reserve units, 2 aerials, one reserve, and 4 small vehicles. This also gives us maximum credit for ISO. The apparatus plan has a reduction of planned expense around \$850,000 to \$1,000,000 in a 15-year period versus buying used apparatus and replacing units every 7-8 years.



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Looking Forward 1-3 Years Stations

Stations:

Station 1 located at Middleton and Oak Island Drive is the original Long Beach Station. This station houses Engine 171 and will be the location of the New Engine. It also houses Tower 161, QRV 181, and the Beach Patrol Units 190 and 191. This station is currently being worked on and updated. A fresh coat of paint and some interior improvements will bring this station up to date.

Station 2, Headquarters, is where the administrative staff currently resides. This station is also used as our training station as well as our repair facility.

Station 3 located in South Harbour houses Engine 173 and the reserve ladder truck.

We currently have a need for an additional station located in the Pine Forest/Williamston area. With the possibility of growth in the Williamson area, and the current growth of the Pine Forest subdivision, we are currently in need of an additional station in this area. We are currently looking to put an Emergency Operations Center/Fire Station in this area.

This Station/EOC needs to begin planning this year. With a 1.5-year plan time and 1.5-year build time, this puts us 3 years out for completion.



Oak Island Fire Department Annual Report

ISO and improvements

ISO Rating:

Our current ISO rating is a 3/10

But just what is ISO.....

An ISO fire rating is a score provided to fire departments and insurance companies by the Insurance Services Office (ISO). The NC State Fire Marshalls Office performs our ISO inspection. The score reflects how prepared a community and area is for fires. While it focuses on the local fire departments and water supply, there are other factors that contribute to an area's score.

The Rating reflects from a 10 (meaning that there is no insurance savings for insurance premiums) to a 1, which is the best score.

If your fire department has a strong score from the ISO, this suggests to your insurance provider that the likelihood of your home being damaged by a fire is low. It could still happen, of course, but the chances are not as high as they could be if you lived somewhere with a poor ISO score.

We are currently making efforts to lower our ISO score and obtain a straight rating for the entire district.

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What's next and closing.

What is Next:

As we continue to grow and expand, we will ask for additional resources, equipment, apparatus, and stations. This does come with a cost, but our focus is on the needs and not necessarily the wants. Following the plan of action and making an ongoing needs assessment of the Town will ensure that we are taking care of the needs of the citizens.

Closing:

In closing I would like to say thank you. Thank you to the Town Manager who has supported us tremendously in our “remodel” of the department. He has collaborated with the members and particularly me in developing a plan that will provide the best service to the citizens of the island. Thank you to the Council. With their support, we have and will continue to grow the department, expand services, and make sure that the citizens are protected.

Thank you to the Citizens. Everyone here at Oak Island has been super supportive since my arrival. The citizens are our customers, they are the reason we do what we do, and we thank them for their support. Finally, a huge thank you to my members. They have worked very hard to make this Fire Department the best and to serve the citizens of the island. They are the backbone and the heart of this department. If anyone ever has a question, comment, or concern, please feel free to contact us at 910-278-1000. We would love to hear from you.

Thanks, and God Bless

Kenan Lee Price,
Fire Chief

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