



# Accomplishments Report

2021

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# Who we are

City of Isle of Palms, South Carolina



The Isle of Palms is a seven-mile-long barrier island located eight miles east of Charleston on the South Carolina coast. The island is bounded on the north by Hamlin Creek and the Intracoastal Waterway, on the east by Dewees Inlet and Dewees Island, on the south by the Atlantic Ocean, and on the west by Breach Inlet and Sullivan's Island.

Isle of Palms is primarily a residential community with resort amenities and a relatively large commercial base when compared to other barrier island communities in the area.

The City is home to approximately 4,360 residents with a median age of 55. The City has a highly skilled and educated citizenry, with 99.2% of the City's population having at least a high school graduate degree or higher.

The median property value in Isle of Palms is \$852,700 which is over 3 times larger than the national average. The median household income is \$122,228, almost double than the national average.

Isle of Palms has a total of 4,372 housing units, 1,480 of which are occupied by year-round residents.



Mayor Jimmy Carroll  
Member: Ways and Means Committee



Randy Bell  
Chair: Public Safety Committee  
Member: Ways and Means Committee



Ryan Buckhannon  
Member: Personnel Committee, Recreation Committee, Ways and Means Committee



Kevin Popson  
Member: Real Property, Ways and Means Committee

# Isle of Palms City Council



John Moye  
Chair: Personnel Committee  
Member: Real Property Committee, Ways and Means Committee



Phillip Pounds  
Chair: Ways and Means Committee  
Member: Public Safety Committee, Recreation Committee



Rusty Streetman  
Chair: Real Property Committee  
Member: Public Works Committee, Ways and Means Committee



Susan Smith  
Chair: Recreation Committee  
Member: Public Works Committee, Ways and Means Committee



Jimmy Ward  
Chair: Public Works Committee  
Member: Public Safety Committee, Ways and Means Committee

# Infrastructure Improvements

- Successfully completed the rehabilitation of the Public Safety Building, which houses the Police Department and Fire Department Station 1. The City completed this project under budget and ahead of schedule, and successfully maintained normal operations during construction.
- Began the construction of the IOP Marina Dock Rehabilitation Project to replace the 30-year-old timber framed docks, fuel dock, fuel hut and marine utility infrastructure along Morgan Creek. This project is scheduled to be complete early 2022.
- Completed the IOP Marina Bulkhead Rehabilitation Project, the re-coating of the steel sheet pile bulkhead.
- Executed a lease with Marker 116, LLC for the renovation and operation of the IOP Marina restaurant. The new tenants have been renovating and improving the restaurant building which is scheduled to be complete early 2022.
- Completed the construction of five (5) internal drainage projects located on Sparrow Drive, Forest Trail, Cross Lane, 32<sup>nd</sup> Avenue and 41<sup>st</sup> Avenue.
- Completed the construction of a drainage project at the intersection of 34<sup>th</sup> Avenue and Hartnett Boulevard.
- Completed the design, engineering, permitting and bidding of two of the three drainage outfalls from Phase 3 Drainage. Construction is scheduled to begin early 2022.
- In collaboration with Dominion Energy, started the design and engineering of the underground service conversion at 21<sup>st</sup> Avenue.
- Installed a generator at the Public Works Workshop to ensure continuity of operations during service interruption.

# Community Enhancements

- Created a Beach Wheelchair Rental Program with three (3) custom sand rider beach wheelchairs to enhance ADA access for residents and visitors to the beach. The free, first-come, first-served program will kick off early 2022.
- Extended the existing mobi-mat (ADA portable non-slip wheelchair beach access mat) on 42<sup>nd</sup> beach access path by an additional 100 feet to support handicap accessibility over soft sand surfaces.
- The Isle of Palms Police Department conducted free community training in the areas of Stop the Bleed, Civilian Response to Active Shooters and Online Safety for Preteens.
- Sanctioned surfing lessons as a permitted commercial operation on the beach. During the 2021 season pilot program, 3 businesses participated and offered surfing lessons to residents and visitors.
- The Police Department obtained a marine asset and free training through a partnership with the Charleston County Sheriff's Office. The Police Department then established a marine unit to assist with calls for service in the waterways around the island.
- Recreation Department implemented an online registration process for all Recreation programs and athletics which will save resident's time and increase efficiency in operations.

# Community Enhancements

- Installed a new, pervious patio area next to the public restrooms at Front Beach to increase seating and community gathering areas in the commercial district. The City plans to expand the patio sitting area behind the Public Restrooms and include palm trees, landscaping, lighting and environmental educational display.
- Added new beach access path signage at 14<sup>th</sup> Avenue and Front Beach to enhance messaging regarding beach rules to visitors and reduce sign litter. The City ordered new wayfinding signage to be installed at the entrance of both Municipal Parking Lots located on Pavilion Drive.
- Restored the irrigation system on Front Beach along Ocean Boulevard and in the large Municipal Parking lot, which will support enhanced beautification efforts along the commercial district.
- Enhanced landscape design on the ends of the parking islands along Ocean Boulevard, the palm tree surrounds and replaced all well lights along the island.
- The City developed a conceptual design for the implementation of a public dock and greenspace at the IOP Marina to enhance public access to the water.
- The City kicked off Phase 4 Island-Wide Drainage Master Plan which will evaluate the island's drainage system, assess current and future flood risk, identify and evaluate solutions and develop recommendations for the development of a comprehensive capital improvements plan.

# Special Community Events

The Recreation Department successfully planned and executed the following programs, events and activities:

- Camp Summershine ages 3 – 12 years
- Youth Basketball, Soccer and Volleyball summer camps
- Youth Basketball, Baseball and Soccer leagues
- Adult 3 on 3 Basketball, Table Tennis and 6 vs 6 soccer Leagues
- Environmental workshops
- Free meditation classes
- Drive-In movie in Municipal Lot on Front Beach
- Easter Egg Drop
- Annual Yard Sale
- Day in the Park with music and a movie
- Sand Sculpting Competition
- IOP Beach Run
- IOP Farmer’s Market
- Annual Half Rubber Tournament
- IOP Connector Run & Walk with new race route
- Ghostly Tide Tales
- Halloween Golf Cart Parade & Drive through Haunted House
- Holiday Street Festival
- Wellness Fair and Blood testing and Flu Vaccines

# Sustainability & the Environment

- City Council established the Environmental Advisory Committee and appointed 9 residents who will advise City Council on matters of environmental impact, protections, conservation, and sustainability by exploring innovations, best practices, and data around changes.
- City Council honored Howard Hogue - aka Beach Santa - with the distinguished Signal 30 Award for Hogue's efforts to keep the coast clean and draw attention to the litter crisis plaguing beaches, oceans and waterways.
- Implemented the Coast is Clean campaign in collaboration with the Charleston Visitor's Bureau, the Town of Sullivan's Island and the City of Folly Beach to educate visitors about the regulations in place to promote litter free beaches.

# Valuing our Employees

- The City conducted a wage and compensation study to ensure the City stays competitive in the regional labor market. The recommended adjustments were unanimously approved by Council and will take effect on January 1, 2022.
- City held the annual Employee Appreciation Event at the Isle of Palms Exchange Club to recognize and celebrate our employees. The event included a catered lunch, games and water activities. During the event, Council awarded the 2020 and 2021 Leola Hanbury Award to all City employees, in recognition of their hard work, professionalism and commitment to providing excellent service to the community during the last two challenging and unprecedented years due to the ongoing pandemic.
- The City enhanced the Employee Wellness Program by implementing monthly wellness challenges to improve the health and wellbeing of our employees.
- Police Department hosted the annual awards ceremony and recognized Detective Sanders as the Officer of the Year, Sergeant Storen as Supervisor of the Year, and Communications Specialist Jane Stewart as Professional Staff of the Year. The third annual awards ceremony will take place next week.

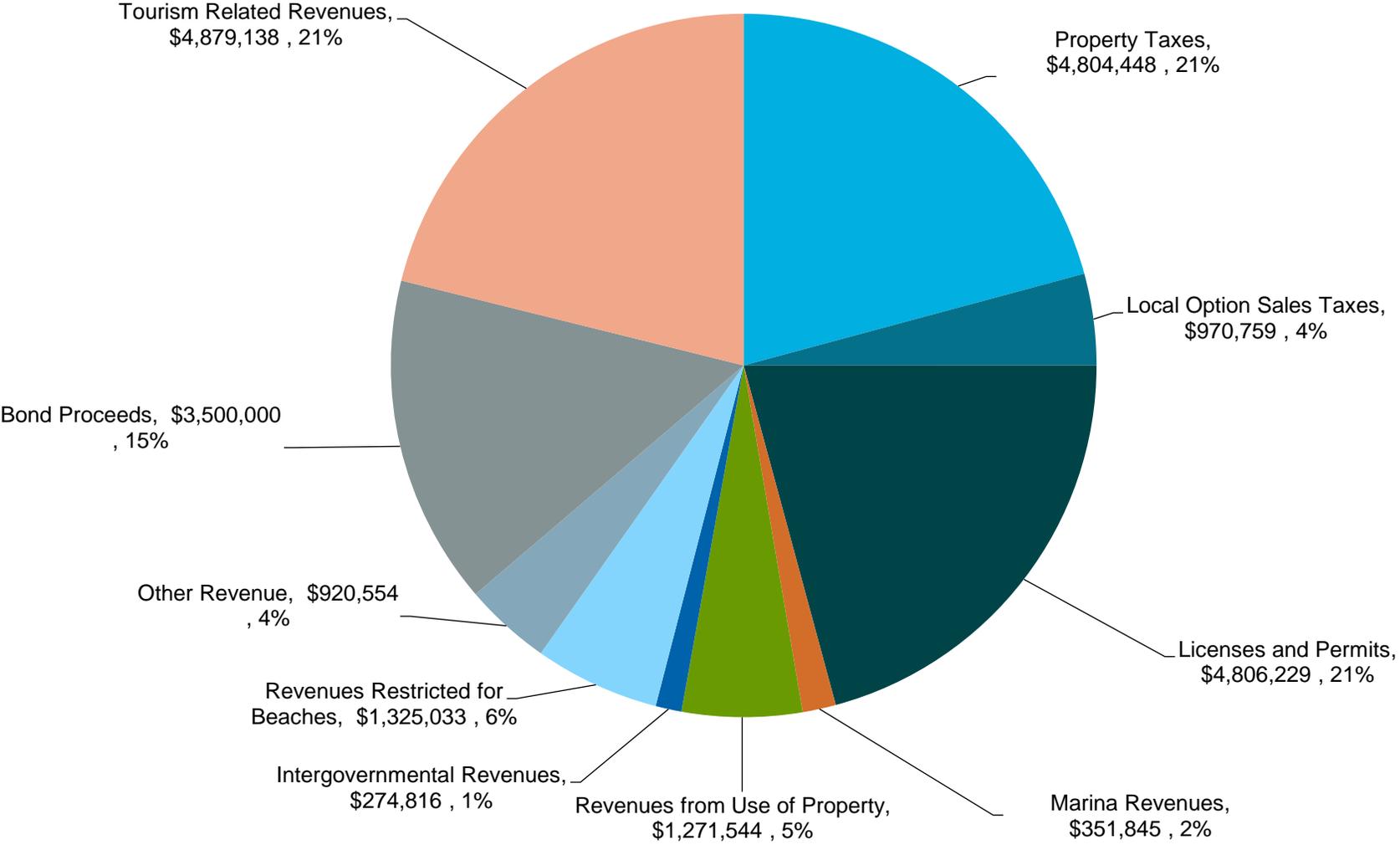
# Governance & Operations

- City maintained continuity of operations during the second year of the COVID-19 pandemic. City Departments continue to follow CDC recommended guidelines to mitigate the spread and impact of COVID-19.
- City recovered from the impacts of pandemic and ended FY21 in a strong financial position with a combined governmental fund balance in excess of \$27.2M. Tourism fund revenues increased 44% from 2020 and 17% from 2019.
- Established “Virtual City Hall,” an online portal to ensure continuity of operations while facilitating contactless payments and transactions.
- Implemented a comprehensive, city-wide information technology support and services contract.
- Successfully closed on two (2) GO Bonds to fund the construction of Phase 3 Drainage Project and the Marina Dock Rehabilitation Project.
- Police Department applied for and successfully received over \$130,000 in grant funding from the COVID-19 Funding Grant to offset overtime expenses incurred in response to the pandemic and support the purchase of a digital message board and an all-terrain vehicle (ATV).
- Restructured the Fire Department command staff to increase efficiency and establish a more robust succession plan.
- Updated the City’s Emergency Operations Plan and conducted multiple Emergency Management training and table-top exercises with all City Departments.

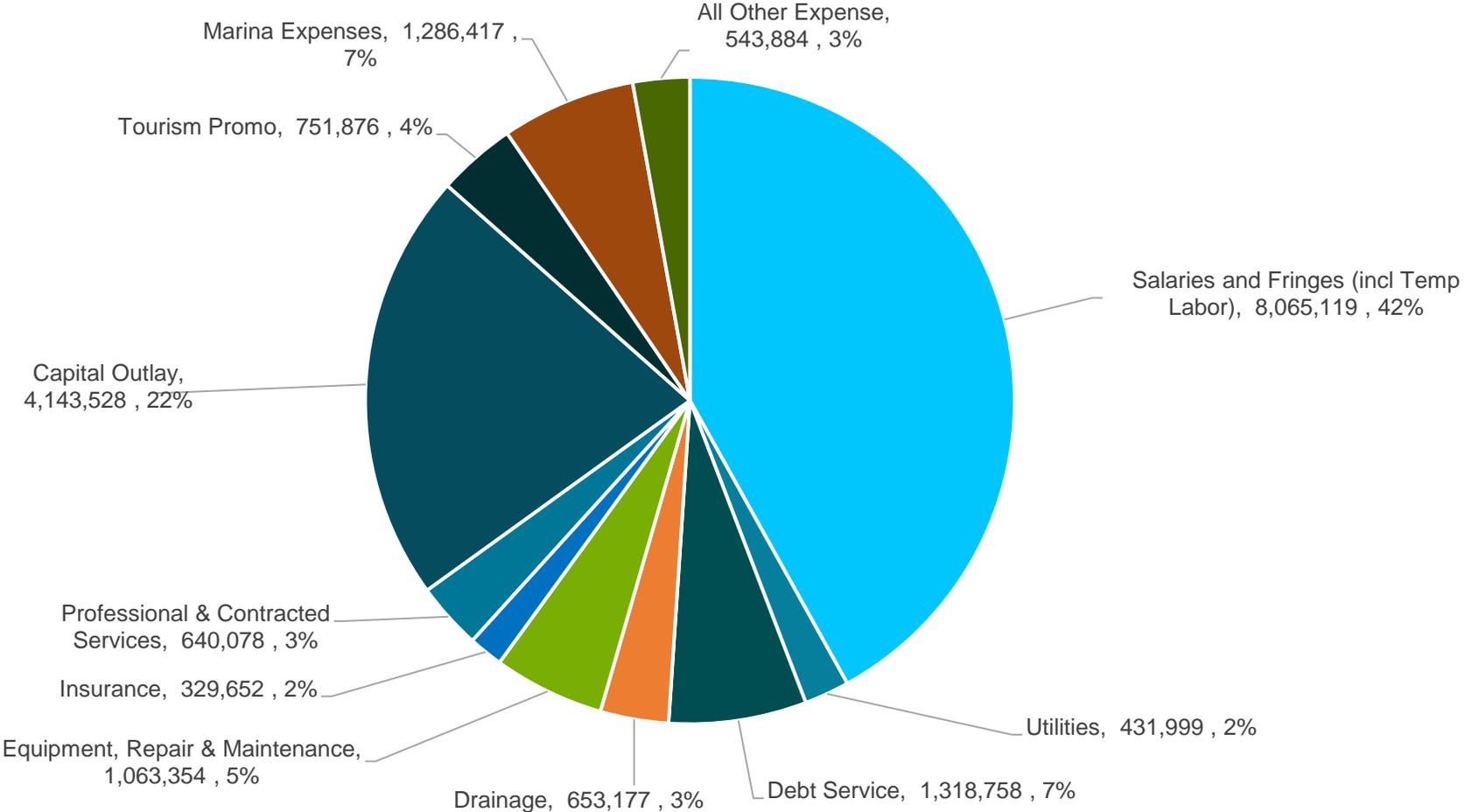
# Governance & Operations

- City Hall organized and provided comprehensive meeting packets to facilitate over 136 official sessions of the City Council, Committees and Boards and Commissions, supporting openness, transparency and informed decision making.
- City Council and staff underwent a Strategic Plan development process that included extensive feedback from community stakeholders to measure satisfaction and validate City Council's priorities and goals.
- Successfully improved the City's Community Rating System (CRS) class from a 6 to 5, which will save the residents an additional 5% of flood insurance premiums every year.
- City submitted several state and federal grant applications for funding for the construction of the 41<sup>st</sup> Avenue Drainage Outfall project and the elevation of the Waterway Boulevard multi-use path.
- Implemented a new, integrated police Records Management System and Court software system enhancing operational efficiencies.

# All City Revenues – FY21



# All City Expenditures – FY21



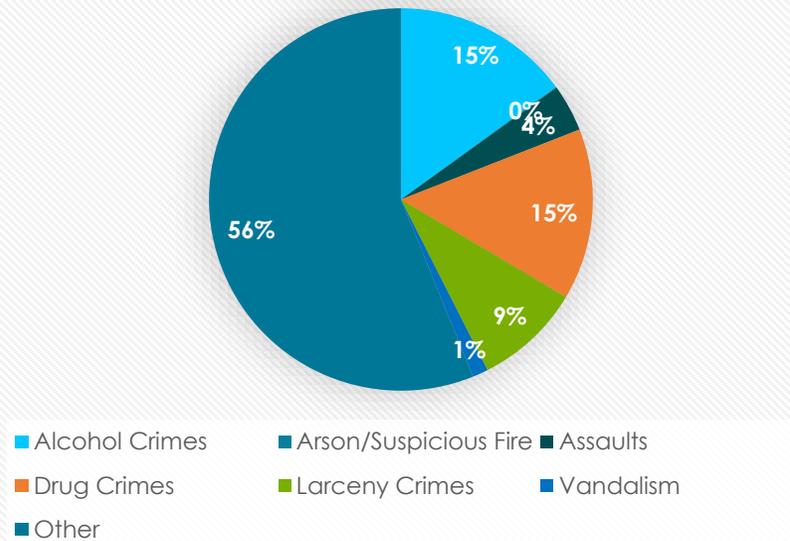
# Protecting our City

- Police Department began to develop a Traffic Unit to address traffic violations on IOP. Officers assigned to this unit will receive specialized training in this area.
- Palms Police Department was honored as the 2020 DUI Enforcement Agency of the Year for work put into protecting our community from impaired drivers.
- Installed a four way stop at 41<sup>st</sup> Avenue as a pilot program to reduce speeding and increase pedestrian safety.
- Fire Department participated in over 15 Fire & Life Safety Public Education projects.
- Fire Department acquired a new E-1 Typhoon Rescue Pumper truck to replace the existing Engine at Fire Station 2.
- City Council approved a resolution to request SCDOT to reduce the speed limit from 30 mph to 25 mph along the unmarked residential areas.

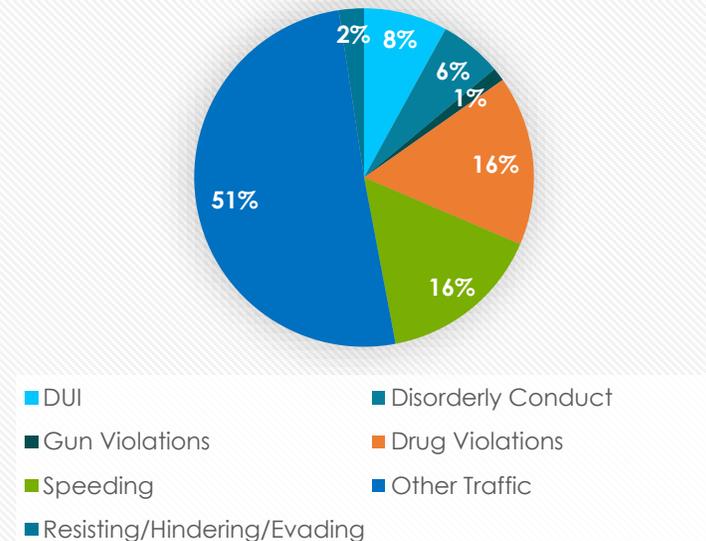
# Protecting our City – IOPPD Stats

- Police Department responded to 10,612 calls for service in 2021, compared to 16,039 calls in 2020.
- In 2021, the Police Department conducted 3,445 traffic stops, issued 5,968 parking citations, served 80 warrants and made 495 arrests.

## Incident Report Offense Type

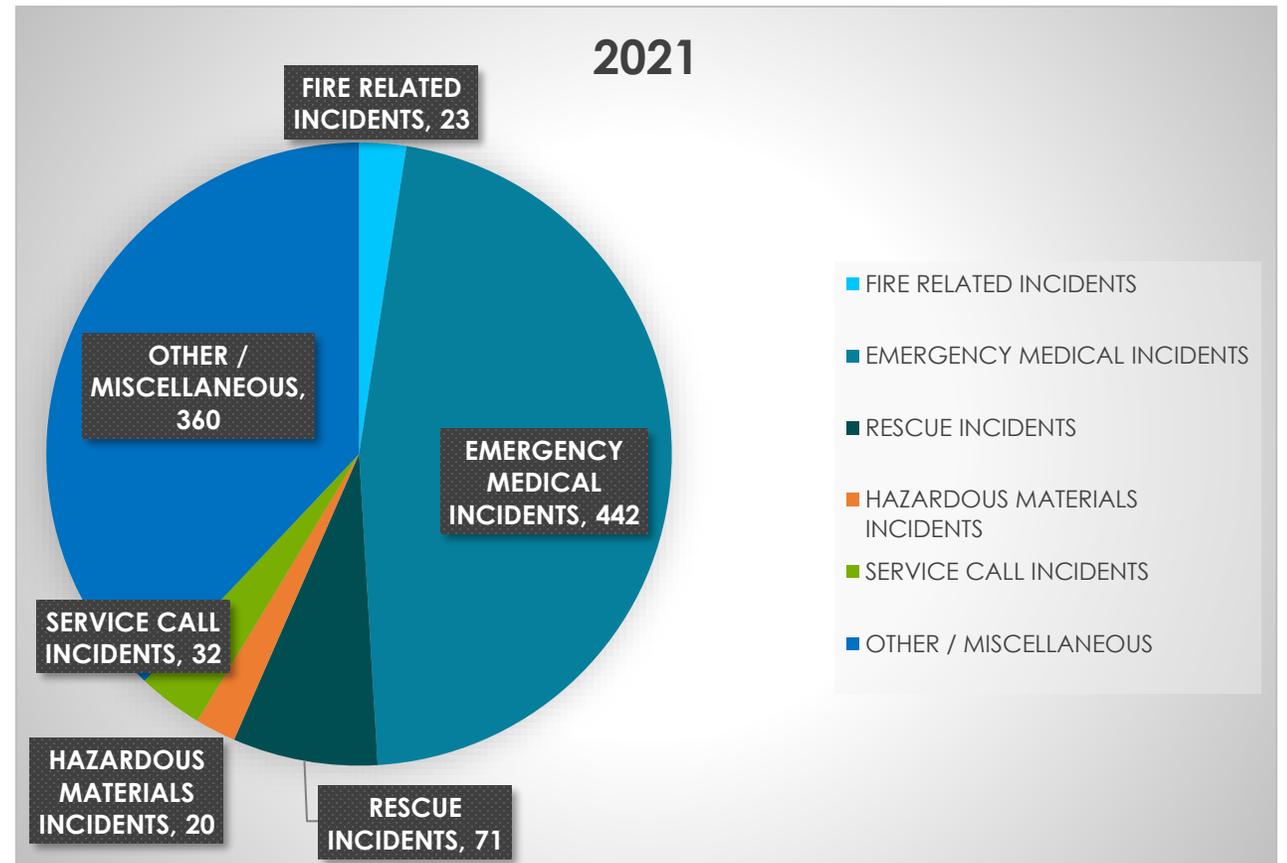


## Charges



# Protecting our City – IOPFD Stats

- Fire Department responded to 948 calls for service in 2021, a 23% increase from 2020.
- In 2021, the Fire Department responded to 140 water/beach related calls for service, 16 water missions, 26 motor vehicle accidents and 33 missing persons calls.
- Fire Department personnel completed 7,361 hours of training.



# Community Partnerships

- Successfully advocated for and supported the implementation of a free seasonal Beach Shuttle from Mount Pleasant to Isle of Palms between Memorial Day and Labor Day, in partnership with the Charleston Dorchester Berkeley Council of Governments and CARTA.
- Partnered with Lowe Wild Dunes, owners of the Wild Dunes Resort, in the implementation of five (5) new crosswalks along Palm Boulevard between 46<sup>th</sup> Avenue and 57<sup>th</sup> Avenue. The resort invested over \$45,000 for the construction of the crosswalks and donated their event space for the Police and Fire Department Appreciation luncheon in the spring.
- The City continues to strengthen its community partnerships with the Isle of Palms Exchange Club. Members volunteered in several City projects, such as the installation of flags and bunting along Front Beach ahead of the 4<sup>th</sup> of July Holiday weekend, and distribution of candy at the *Halloween Carnival*. The IOP Exchange Club donated their renovated building and grounds for the City to host the annual *Employee Appreciation Event* and other employee award ceremonies.
- Implemented the *Coast is Clean* campaign in collaboration with the Charleston Visitor's Bureau, the Town of Sullivan's Island and the City of Folly Beach to educate visitors about the regulations in place to promote a litter free beach.
- Members of the Fire Department fundraised and participated in the *Lowvelo Bike Ride*, a City-sponsored event which raises money for lifesaving cancer research at MUSC Hollings Cancer Center.

# Community Partnerships

- IOPPD partnered with the Isle of Palms First United Methodist Church and Chaplain Dewey to participate in the first *Pickleball with Cops and Community* event.
- The Police department participated in or hosted numerous community events such as, *National Night Out, Cops on Coops, Keenagers, Deep Water Church Trunk-or-Treat, Polar Plunge*, and most of the city events.
- City Council granted a 6-month suspension of enforcement of the single-use plastics and Styrofoam ban to help mitigate some of the hardships that Isle of Palms businesses are facing due to the worldwide supply chain issues.
- City began hosting quarterly meetings with the Isle of Palms business community to facilitate effective communication between our business community and City government.

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o • **Congratulations**  
**Team IOP!**

