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State of the St. Andrews Public Service District  
February 12, 2018  
District Manager Christie Holderness

It is my pleasure and privilege as the District Manager of the St. Andrews Public Service District (SAPSD) to share with you again this year the State of the SAPSD. Having been a part of SAPSD since 2000, I can honestly say 2017 brought activity in and around the District that I have not witnessed since I began in my capacity as Commissioner.

This activity continues to promise improvements drastically needed in order to maintain a high level of service and contribute to the positive changes in the aesthetics in West Ashley (WA) that are long overdue.

While the geographic footprint of SAPSD has seen many changes during its 68 years in existence in terms of reduction, the past several years have seen very little. I continue to protect and preserve our population by insuring we provide the excellent services our residents expect and deserve.

The core values of the PSD also remain unchanged. SAPSD was created to provide special services in the District and we continue today to strive to excel our service in ways beyond our regular duties. Not as a matter of coincidence, but rather due to the efforts of a strong and dedicated group of men and women, the services we provide continue to improve. Improvements, while necessary, also come at a minimum cost to the taxpayers. I know I speak for all our employees when I say I look forward to continuing to improve this level of dedicated service for our residents in the upcoming year.

As in the last many years, FY 2016/2017 ended under budget in all Departments. Conscientious spending on behalf of the Department heads and clear estimates for revenue contributed to a positive audit again this year. The ability to budget responsibly and conservatively has kept SAPSD in good financial position and will allow future plans to seamlessly continue moving forward.

Chairman John DeStefano continues to play an active role on the WA Revitalization Commission. He was instrumental in having any and all language implicating annexation removed from the final West Ashley Plan prior to its approval by the Commission. His continued service on the Commission is beneficial not only to SAPSD residents but to all of West Ashley.

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SAPSD also continued its plan in 2017 to repair/replace the fleet maintenance facility, Environmental Services (ES) offices, fire station(s) and administrative offices that are housed in buildings up to 50 years old. This process began with the Spatial Needs Assessment and continued with acquisition of real estate necessary to construct these facilities.

The results of the Assessment determined the repair/replacement needs for each location. Leaky roofs, flooding issues and dilapidated plumbing are among some of the issues that will be resolved during a five to seven year construction/remodel process.

The replacement of aged vehicles in the ES fleet will continue on schedule to insure we are ready to provide all daily refuse collection. As we have experienced two hurricanes, a tropical storm, tornado and 1,000 year flood over the past several years, we know with certainty our residents expect the debris to be collected in a timely fashion. The prompt collection of all debris not only returns the neighborhoods back to their beautiful state but also maintains safety in and around the streets for residents traveling to work, school, and play.

West Ashley residents should anticipate seeing new fire trucks traveling its streets in the coming year. Since the inception of Automatic Aid, the annual call volume for St. Andrews Fire Department (SAFD) has increased from approximately 900 calls to over 7,000 calls in 2017. In 2011, we ran 216 auto aid calls for service compared to 4,442 auto aid calls in 2017. The additional call volume solidifies the need for Automatic Aid coupled with the need to replace apparatus. New trucks and equipment will be purchased to again insure we continue to provide prepared, professional response to enhance, protect and preserve the lives of our residents.

Before closing, I would like to share the events and successes of FY 2016-2017 that is nothing short of incredible for the men and women of SAPSD:

- FY 2016/2017 reported another year of moderate expenditures and firm property tax revenue as anticipated which provided adequate funding for vehicles, equipment, personnel and essential day to day operations.
- Annexations were minimal with one petition withdrawal increasing the total number of withdrawals to 3 in 4 years. We are asked often by residents not in the PSD how can they annex back in? It is one of the hardest questions I have to answer as the only answer I can give is "You can not legally annex back into SAPSD". For that reason I strive to educate all residents of all of the benefits of living in SAPSD prior to the second reading of their petition so they will never have to ask to return.

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- SAPSD celebrated the retirement of a dedicated member of the ES Department after 30 loyal years of service - Mr. Alvin Wade. Mr. Wade was known by many as he traversed the streets of the District each day collecting household goods and assisting residents in any way he could. His friendly smile and caring demeanor is missed by all who had the pleasure of knowing him. We wish Mr. Wade well in his retirement spending time with his family and friends.
  - On September 11, 2017, we said our goodbyes to Chaplain Israel Fogle after more than 50 years of loving and volunteer service at of SAFD. Chaplain Fogle was taken to his final resting place with full fire department honors, a fitting representation of his long-standing commitment to SAFD. He first served as a volunteer firefighter and later became the department's Chaplain. He was a respected member of the community and always had a kind word. He and his wife served our department with distinction for many years, often times taking members into their home and comforting them in times of need.
  - Last Spring, SAFD was proud to appoint Captain of Inspections, Investigation and Fire Prevention, Kevin Berkel. Capt. Berkel has been appointed to continue to provide services to protect and preserve our businesses and the homes of our residents.
  - ES took possession of a garbage truck in April and a new boom truck was added to its fleet just in time to quickly clean WA of debris left in the wake of Hurricane Irma. With minimal help from Charleston County, the District was clear of yard debris due to the hard work and dedication of the employees of ES. 566 tons of debris were collected and disposed at the Bees Ferry Landfill during that short span of time.
  - SAFD ran, for its second year, the Quick Response Vehicle (QRV). The QRV logged over 6,600 miles of service in response to 992 calls- mileage otherwise imposed on larger apparatus at an exponentially higher cost. The savings the QRV provides has been significant not only in terms of dollars and budget, but more importantly wear and tear on the larger apparatus.
  - I am extremely proud of the physical presence all of the Departments here at SAPSD have shown in the community and the various ways we have been able to give back. We have visited and participated in events at schools, daycares, Farmers Markets, and community events at Citadel mall, just to name a few. Community CPR classes are provided to help provide citizens with an affordable way to become CPR certified, and in turn, preparing them in case of a medical emergency.
  - During the month of October, Fire Prevention Month, SAFD held its first Smoke Detector Blitz. Members of SAFD personally visited SAPSD residents by going door-to-door offering installation of free smoke detectors. As a result, 255 smoke detectors were installed in 66 homes.

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- I am humbled by the positive feedback we receive in the Post and Courier, on social media and our website in relation to the services provided by SAPSD. There is no better compliment than the one coming from those whom we serve. We are excited to continue to use social media to interact, engage, and provide information to our residents as it has proven to be a great resource to quickly and accurately share information regarding our services and operations.
  - It has been my honor to work with and foster a wonderful relationship with Mayor Tecklenburg and the City of Charleston. Our partnership with the County also continues to grow as we work together to clean up WA following whatever disaster may come our way.

It is my pleasure to work with the men and women at SAPSD. THEY are “the PSD”. Each employee is a true public servant in that he or she recognizes the importance and value of our services and strives to do their best to always deliver the services they are committed to provide.

I am excited to move into 2018 with plans and projects already in place and those that will soon come to fruition. The new trucks to be added to our fleet will enhance services with improved safety and efficiencies. Our financial stability has afforded us the opportunity to secure the tools and resources needed to continue to provide these excellent services West of the Ashley.

It is sincerely my privilege to serve as District Manager of SAPSD - to oversee the operations of fire/first responder and environmental services to our residents. As previously stated, the employees with whom I have the joy of working with deserve the recognition and praise for another successful year for SAPSD. Their hard work, dedication and commitment to serve are why the residents CHOOSE to remain in SAPSD.

On behalf of the Commission and all of our employees I would like to say “thank you” to the residents of SAPSD for your trust, your loyalty, and for showing us your sincere appreciation for what we do. As always, have a safe, happy, healthy and prosperous 2018.

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