

# Operations Update

Information Services

04/23/2019

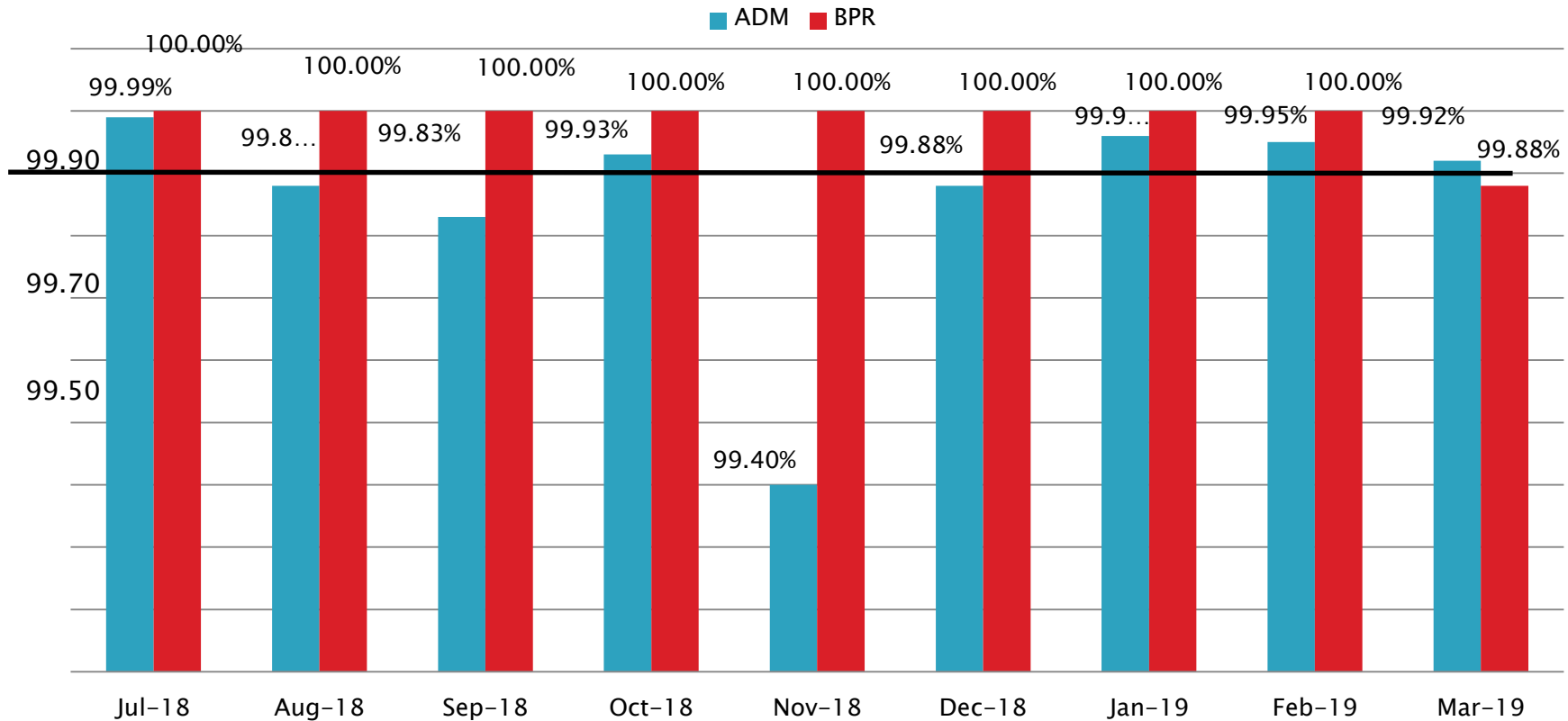
# I/S Objectives

Fiscal Year 2018-19

- ▶ Major systems will be available 99.9 % of the time. Minor systems will be available 99% of the time

# System Availability

Major Systems will be Available 99.9% of the Time



# I/S Objectives

Fiscal Year 2018-19

- ▶ Respond to 100% of the Critical Incidents within 30 minutes and 90% of all other incidents within 24 hours.

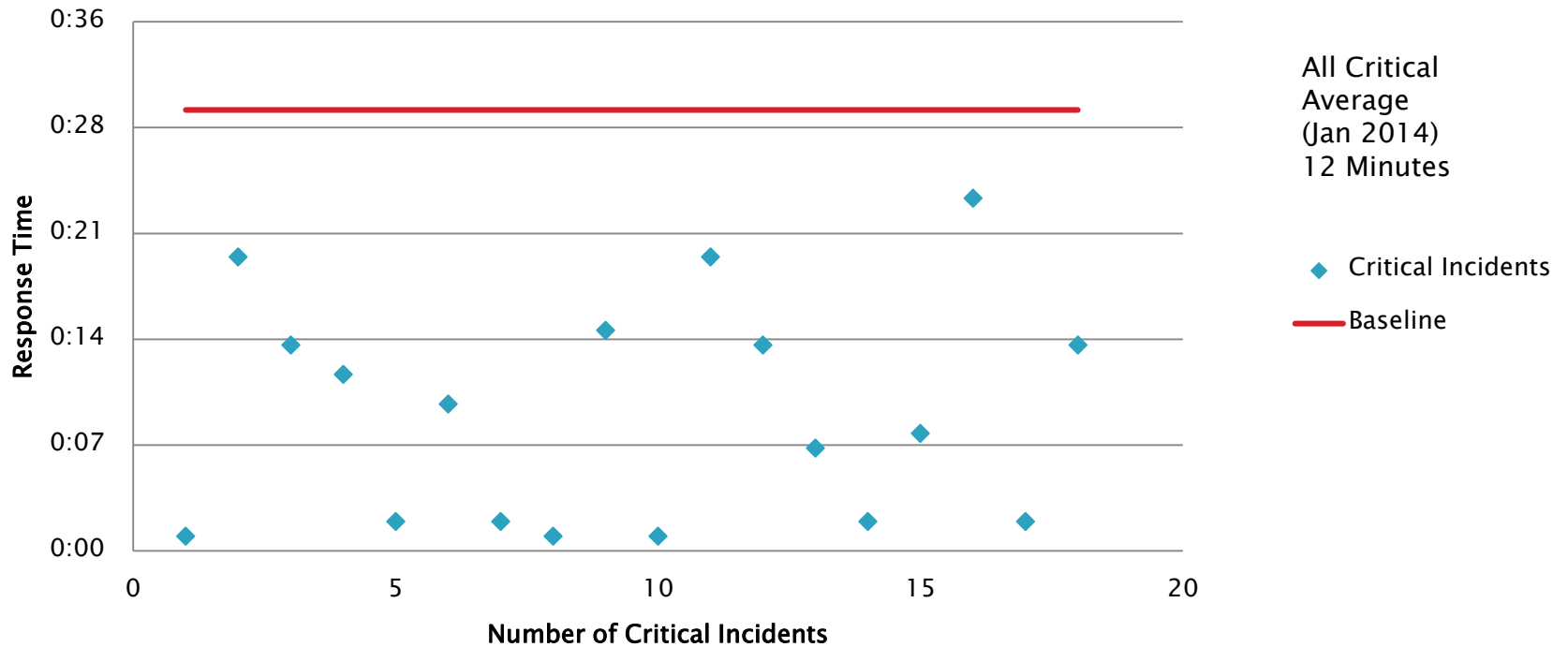
# Respond to Critical Incidents

## Critical Incidents Responded to within 30 Minutes

7/1/18 - 3/31/19

Period  
Average  
9 Minutes

All Critical  
Average  
(Jan 2014)  
12 Minutes



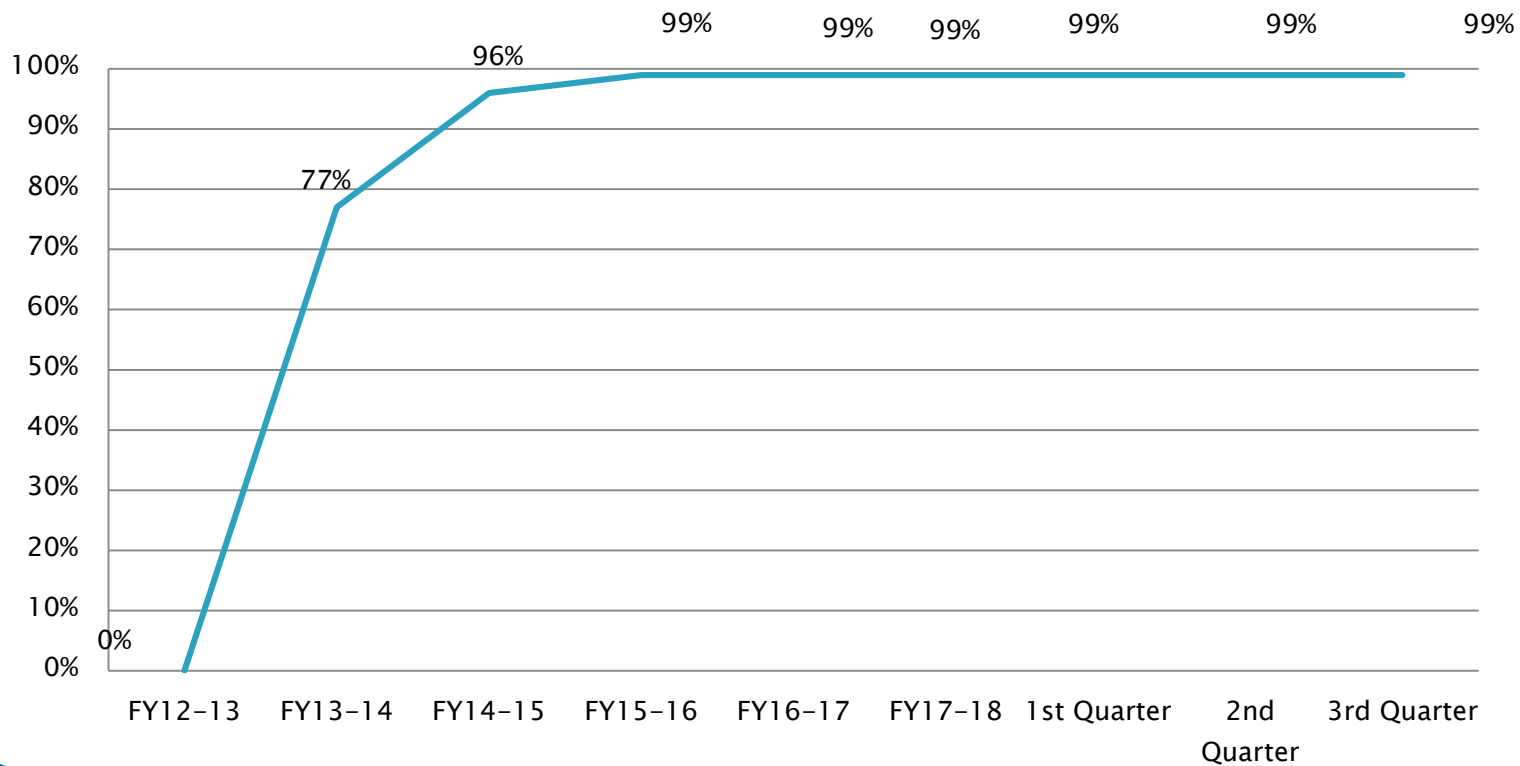
# I/S Objectives

Fiscal Year 2018 -19

- ▶ 90% of all employees complete Security Awareness Training

# Security Awareness

## Security Awareness Training % Complete As of 3/31/2019



# *Lexington County*



# *Public Safety*

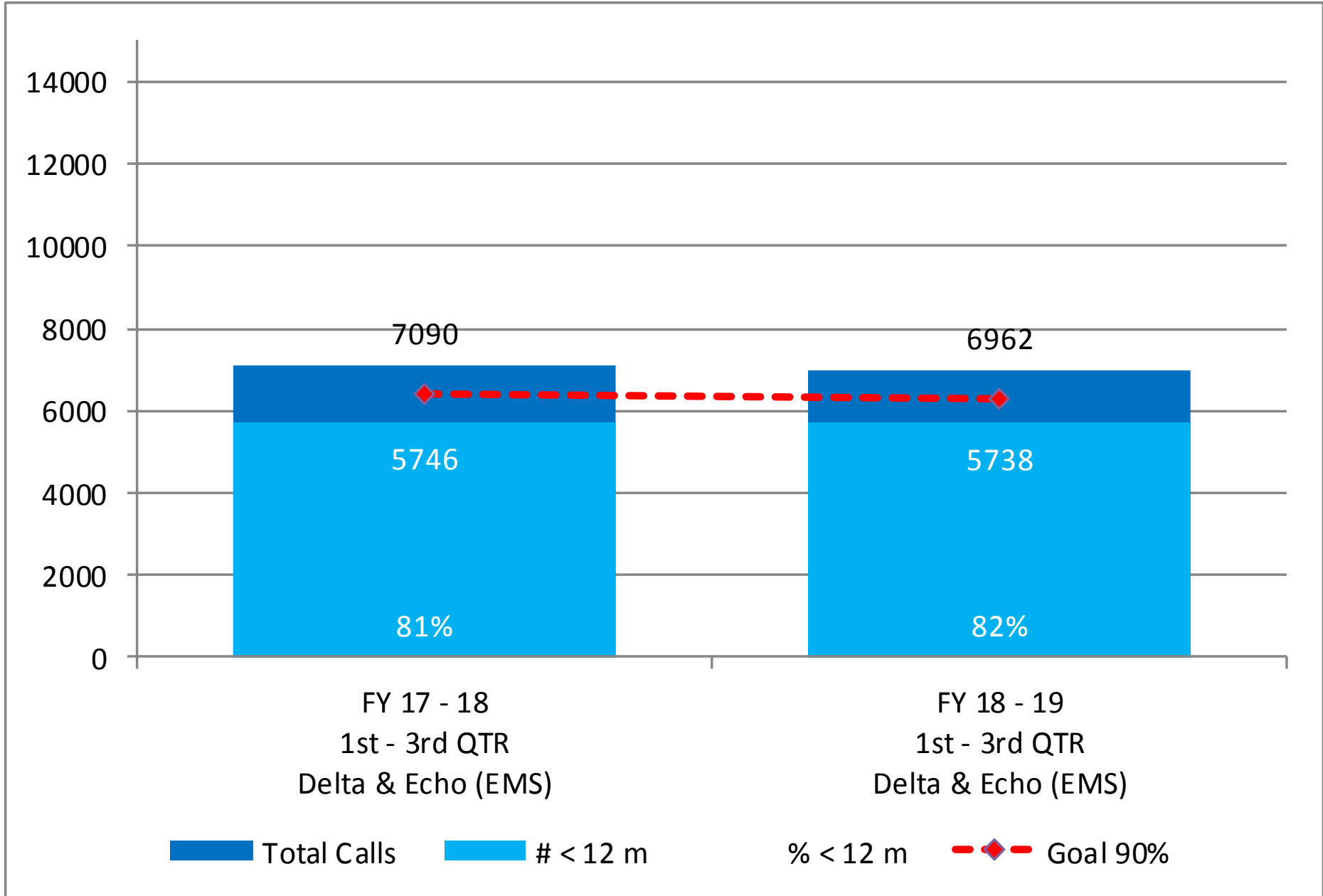




# EMS Response Times – Delta & Echo



Objective: Respond to Delta & Echo calls in less than 12 minutes 90% of the time

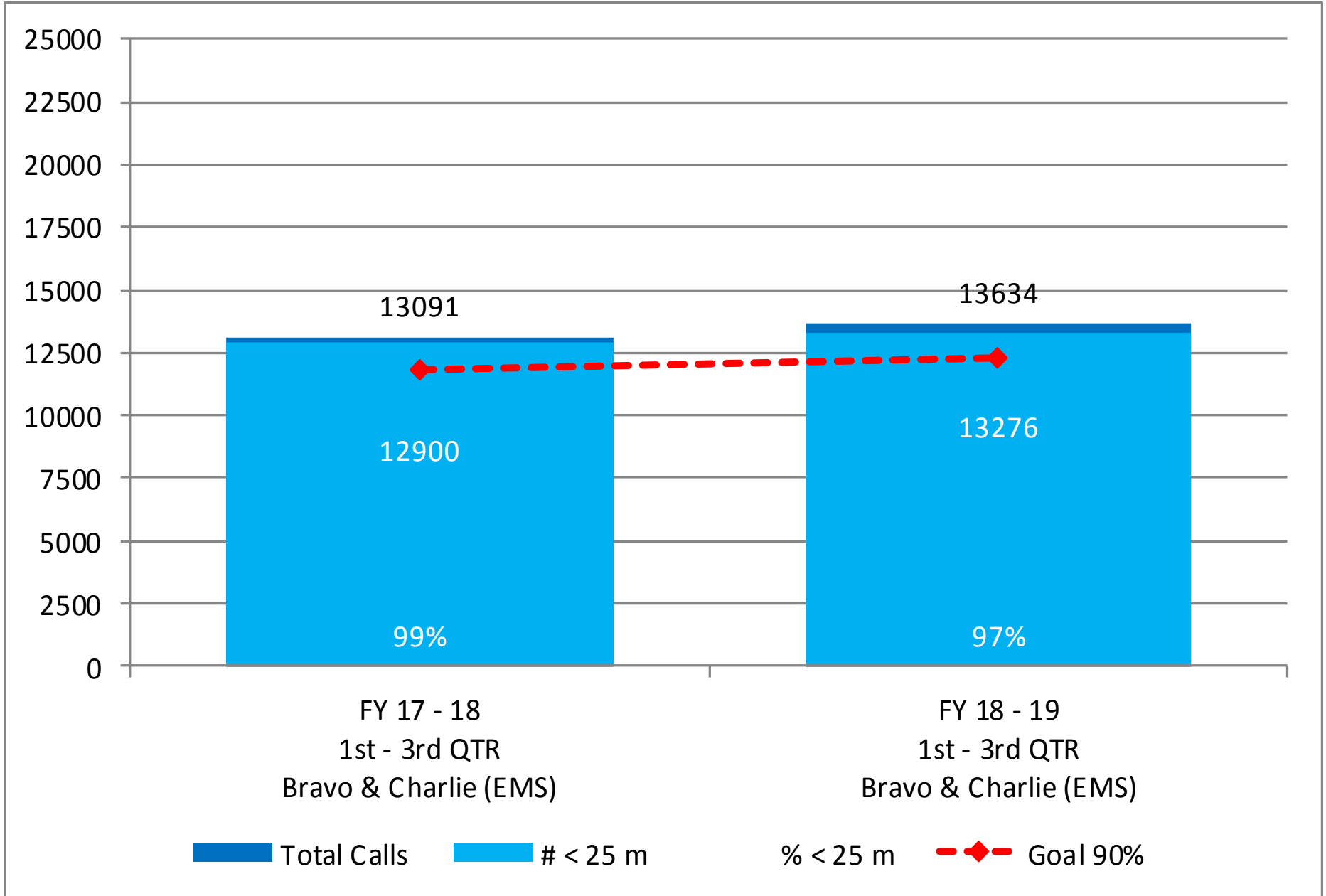




# EMS Response Times – Bravo & Charlie



Objective: Respond to Bravo & Charlie calls in less than 25 minutes 90% of the time

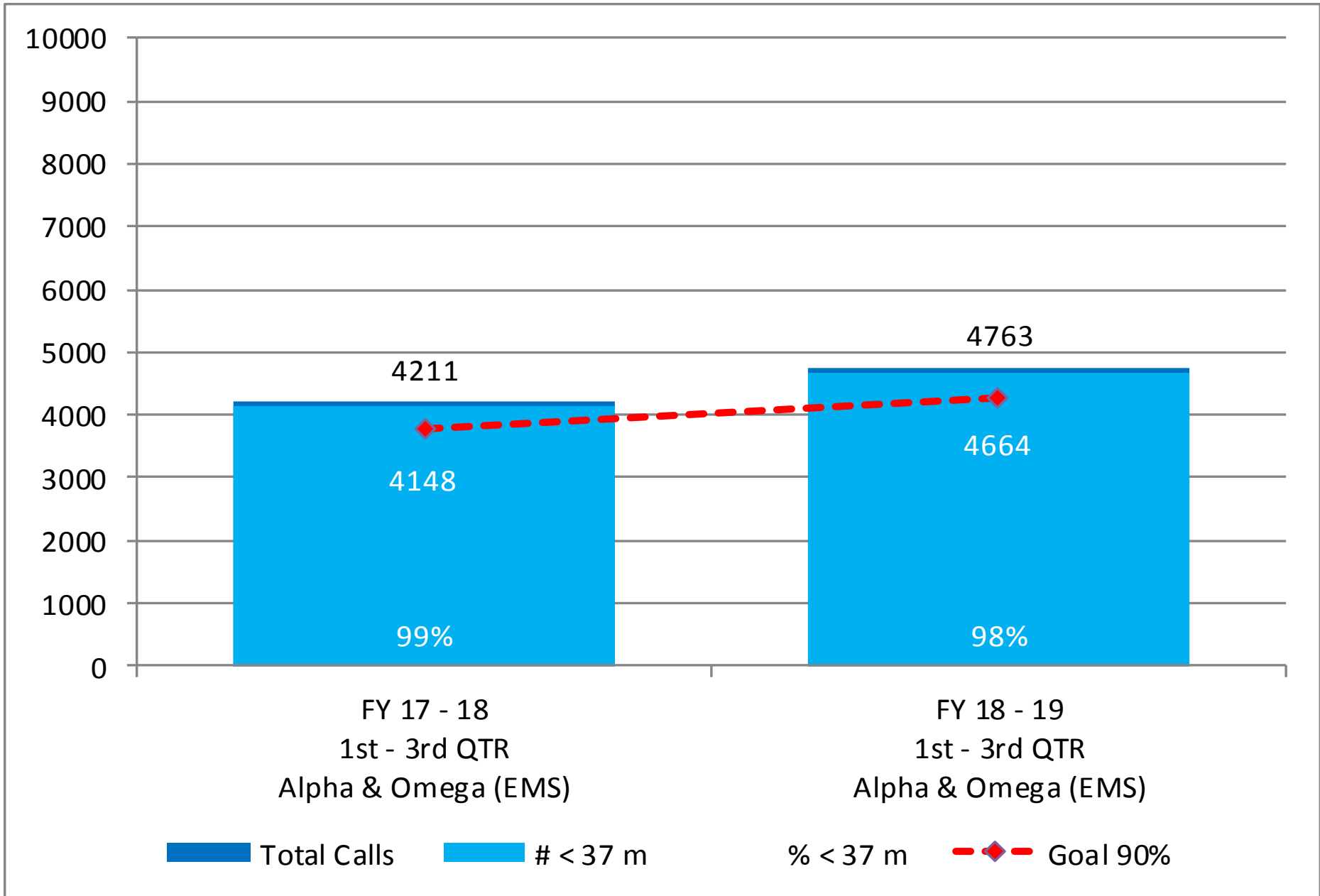




# EMS Response Times – Alpha & Omega



Objective: Respond to Alpha & Omega calls in less than 37 minutes 90% of the time

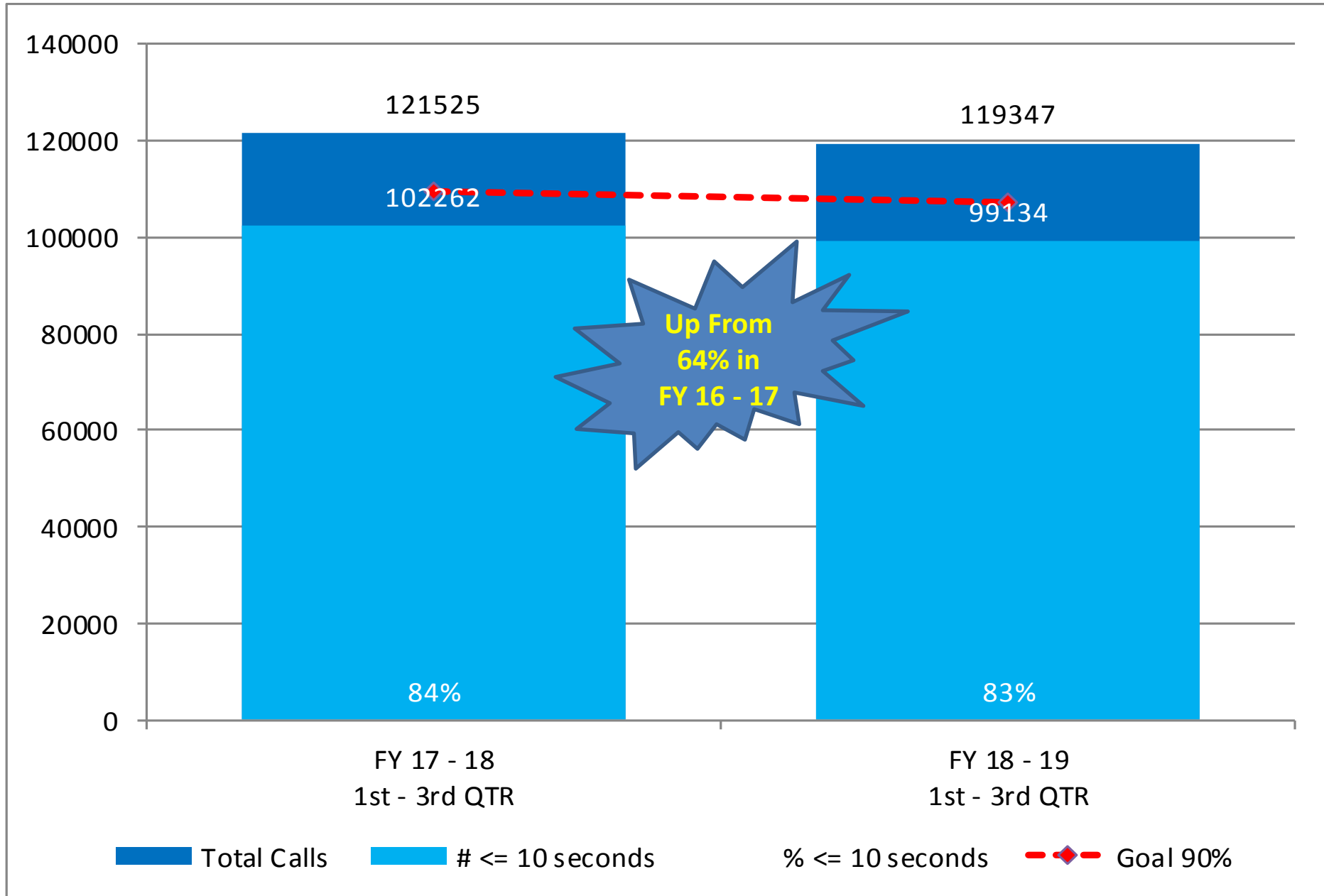




# Call Answering Time – 9-1-1 Lines



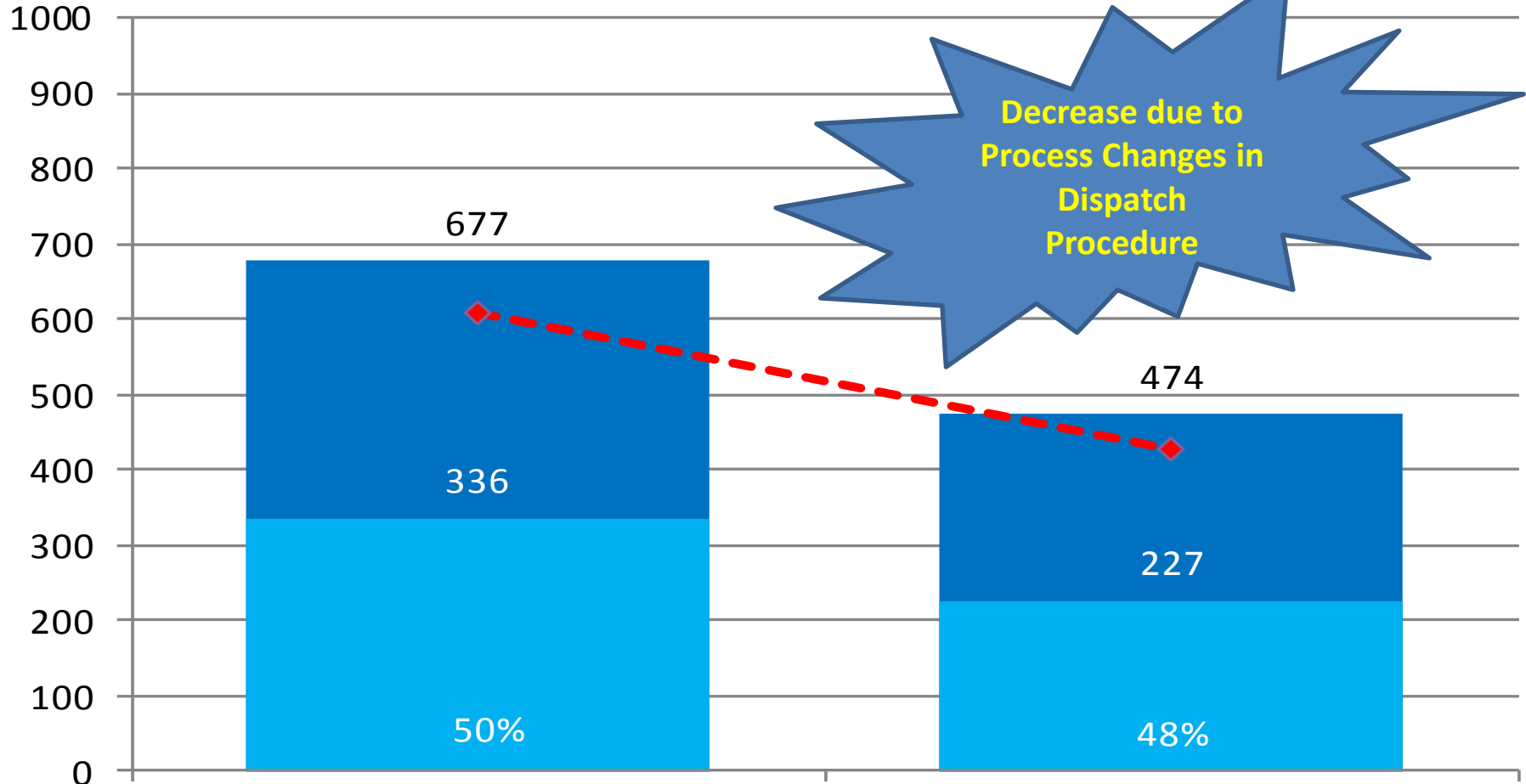
Objective: Answer Incoming calls In 10 seconds or less 90% of the time





# EMS Dispatch Times – Echo Level

Objective: Dispatch calls in less than 1 minute 90% of the time



**Decrease due to Process Changes in Dispatch Procedure**

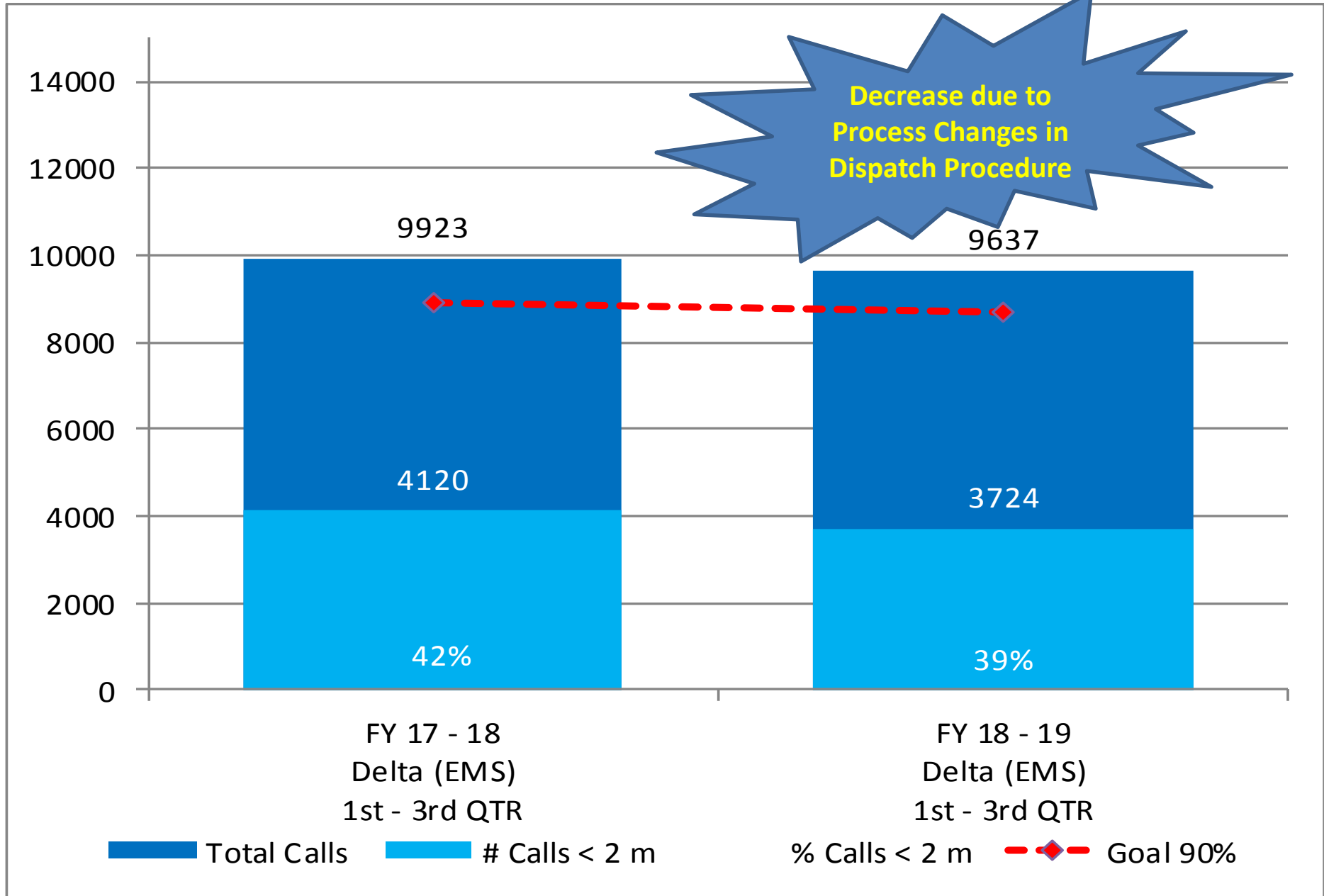
■ Total Calls   
 ■ # Calls < 1 m   
 % Calls < 1 m   
 -◆- Goal 90%



# EMS Dispatch Times – Delta Level



Objective: Dispatch calls in less than 2 minutes 90% of the time

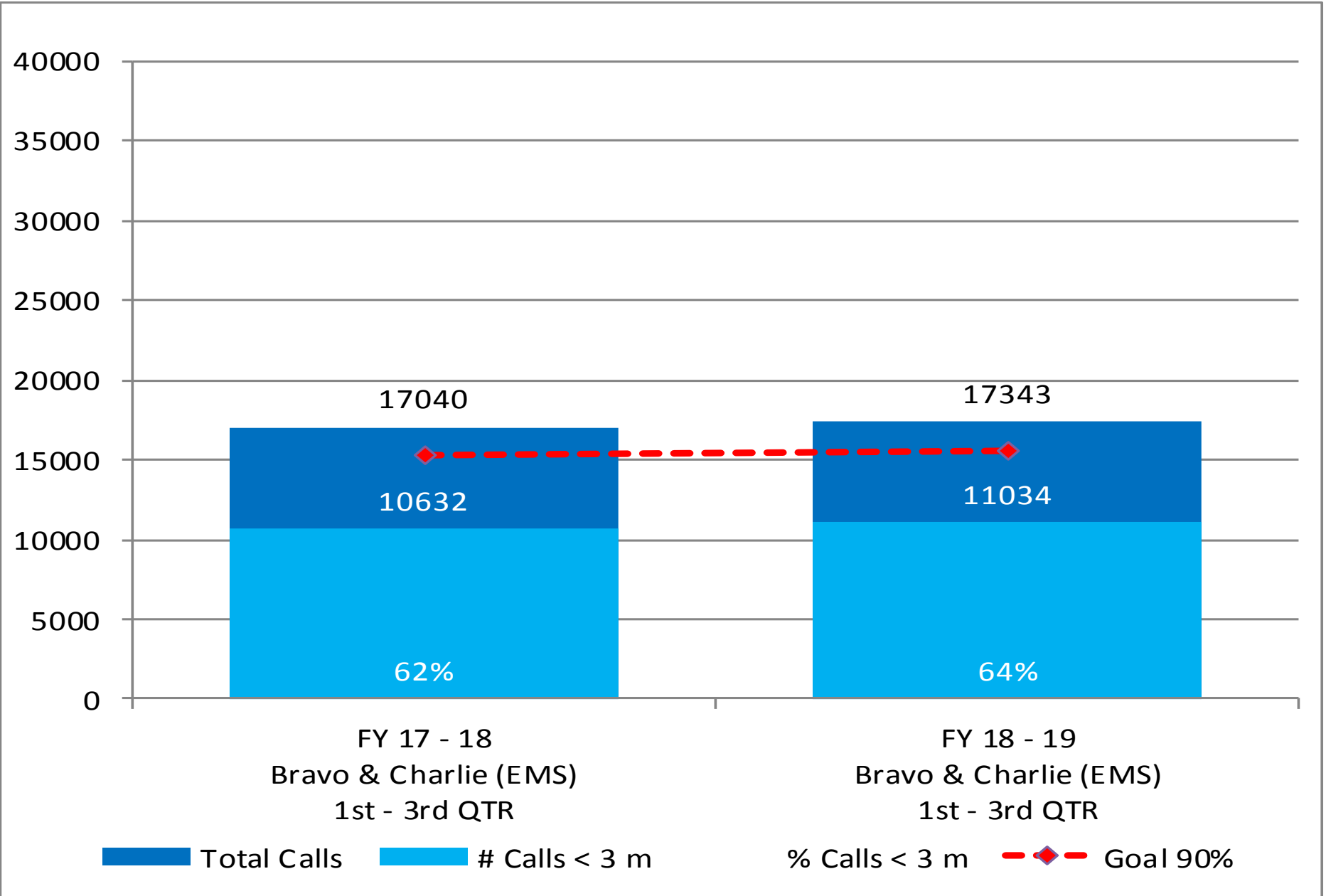




# EMS Dispatch Times – Bravo & Charlie Level



Objective: Dispatch calls in less than 3 minutes 90% of the time

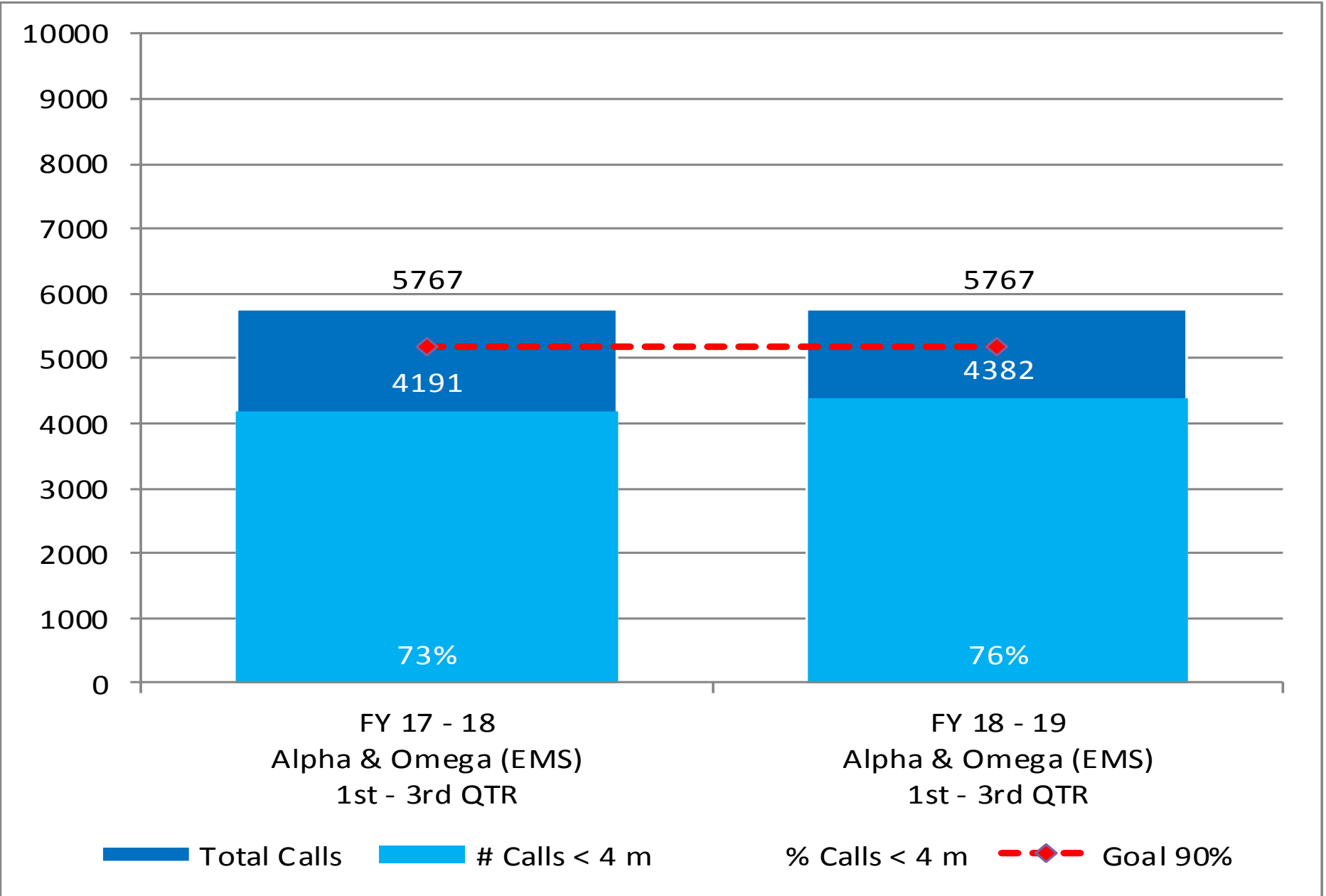




# EMS Dispatch Times – Alpha & Omega Level



Objective: Dispatch calls in less than 4 minutes 90% of the time



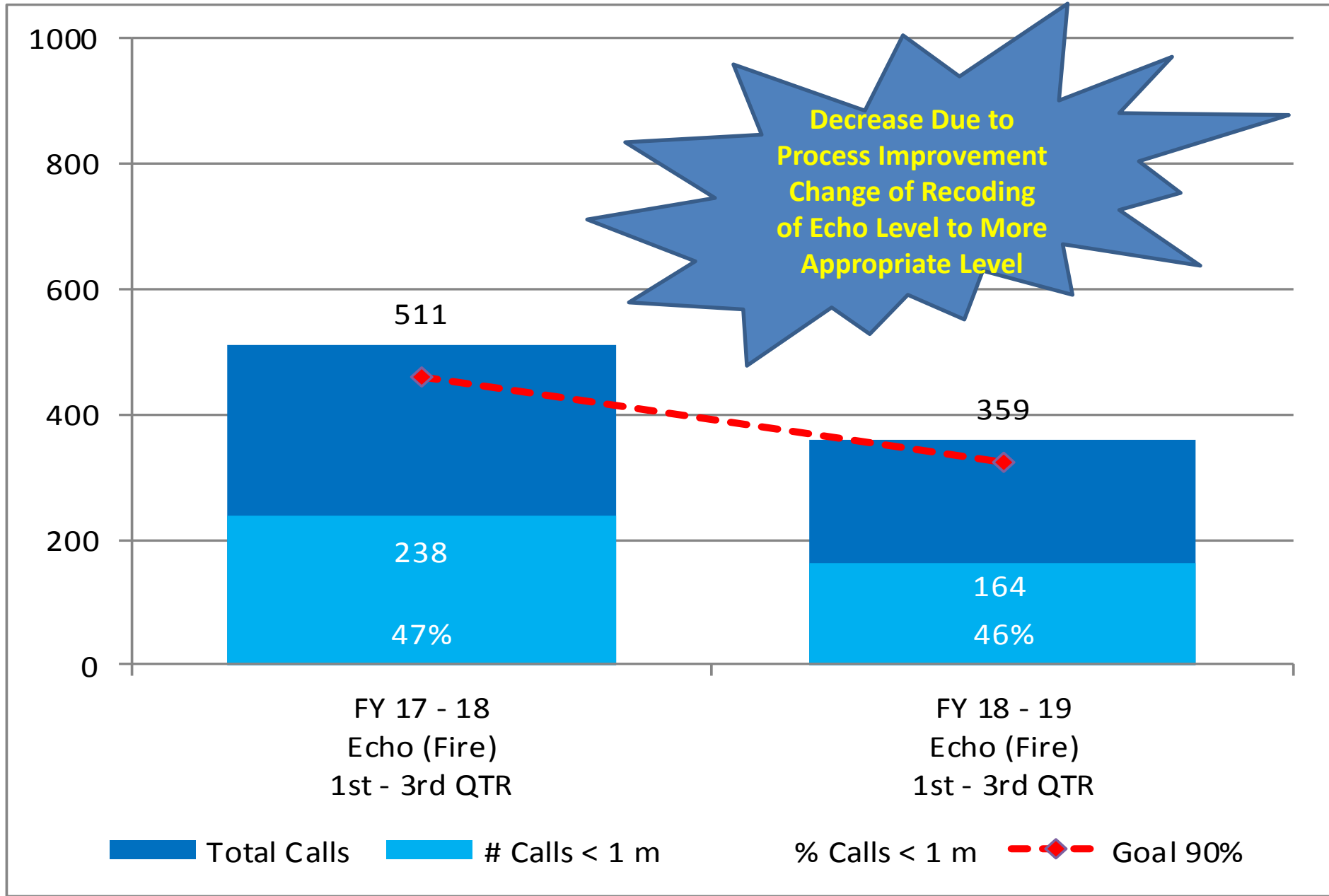




# Fire Service Dispatch Times – Echo Level



Objective: Dispatch Fire Service calls In less than 1 minute 90% of the time

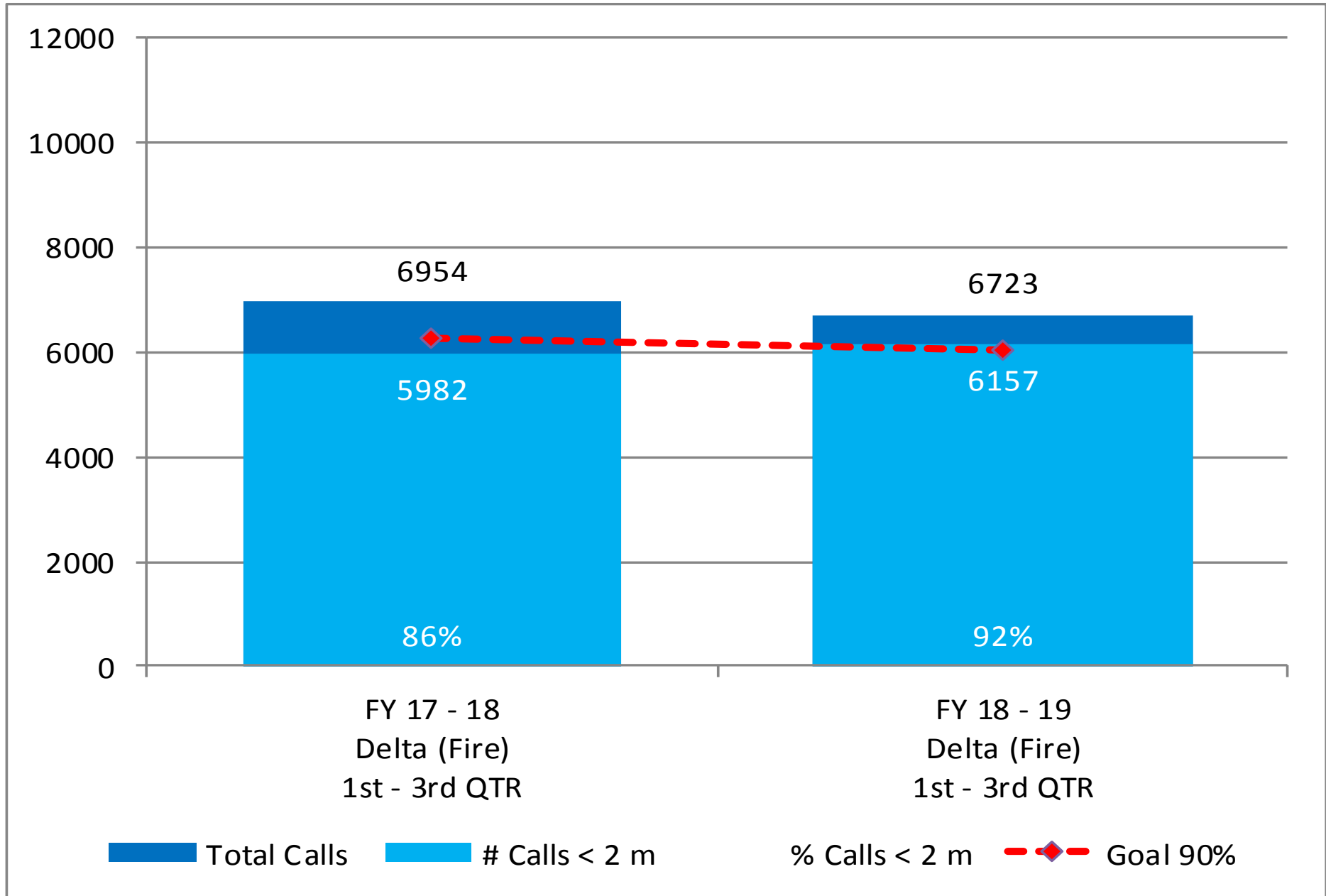




# Fire Service Dispatch Times – Delta Level



Objective: Dispatch Fire Service calls In less than 2 minutes 90% of the time

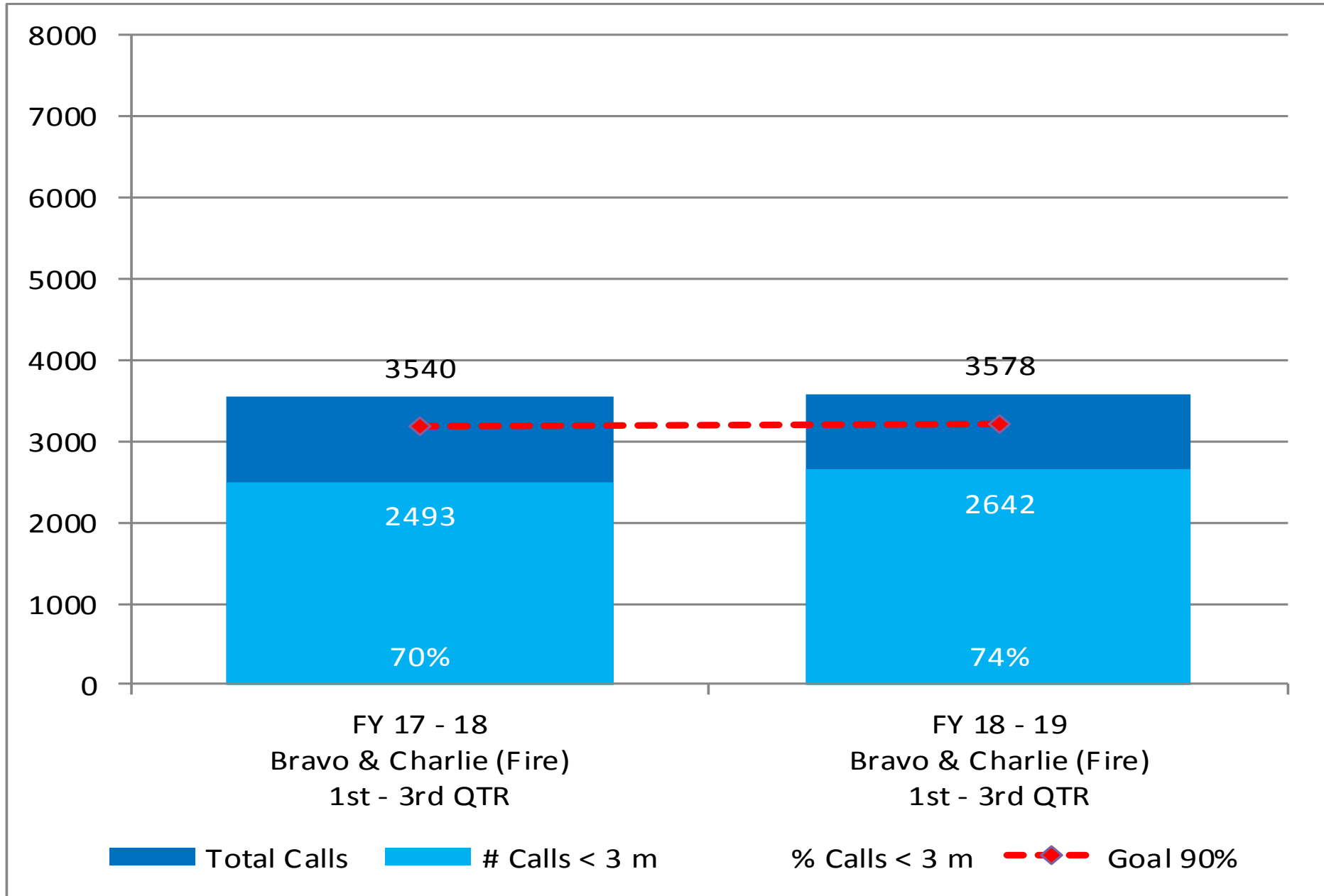




# Fire Service Dispatch Times – Bravo & Charlie Level



Objective: Dispatch Fire Service calls In less than 3 minutes 90% of the time

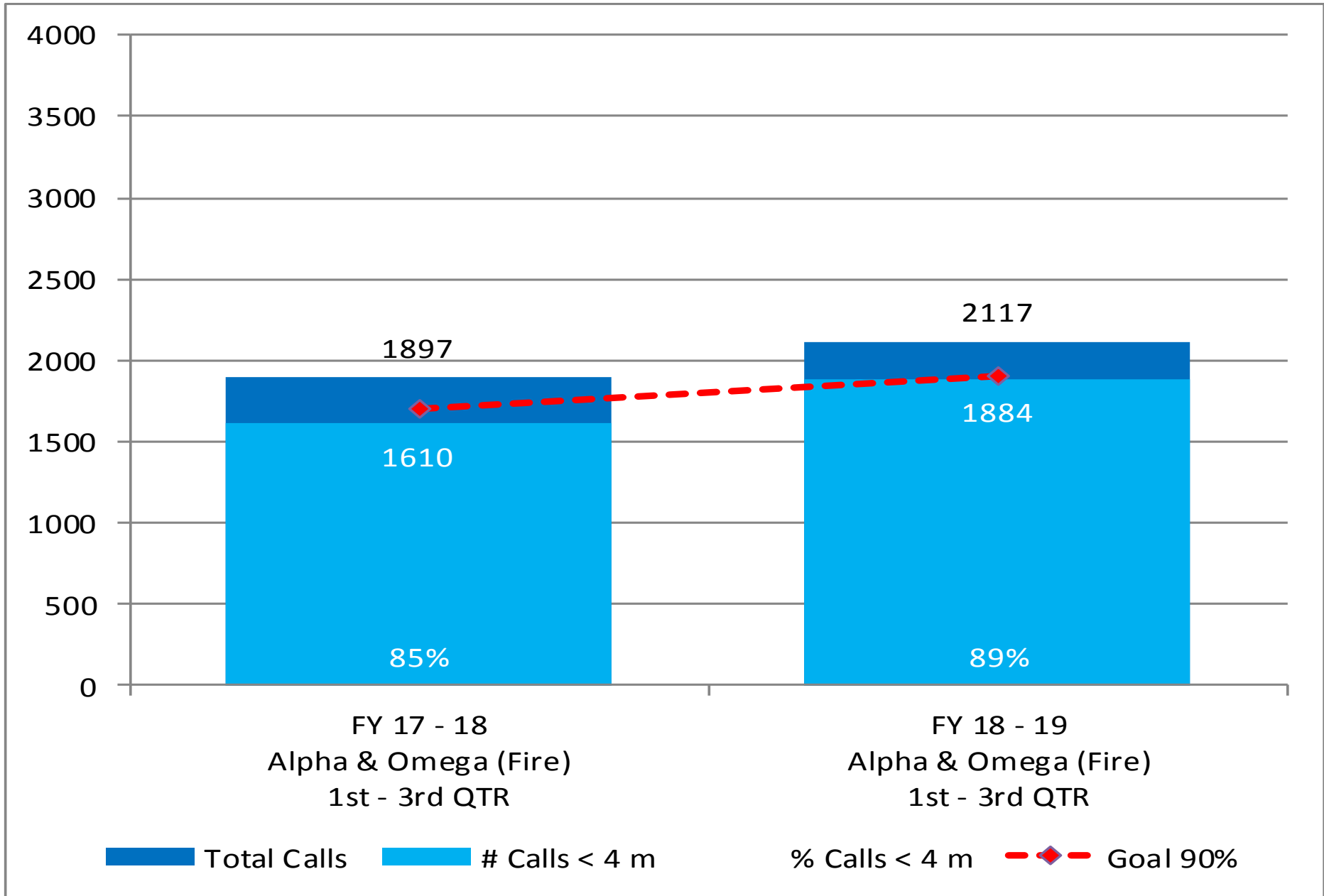




# Fire Service Dispatch Times – Alpha & Omega Level



Objective: Dispatch Fire Service calls In less than 4 minutes 90% of the time





# Law Enforcement Dispatch Times – Echo Level



Objective: Dispatch LE calls in less than 1 minute 90% of the time



FY 17 - 18  
Echo (LE)  
1st - 3rd QTR

FY 18 - 19  
Echo (LE)  
1st - 3rd QTR

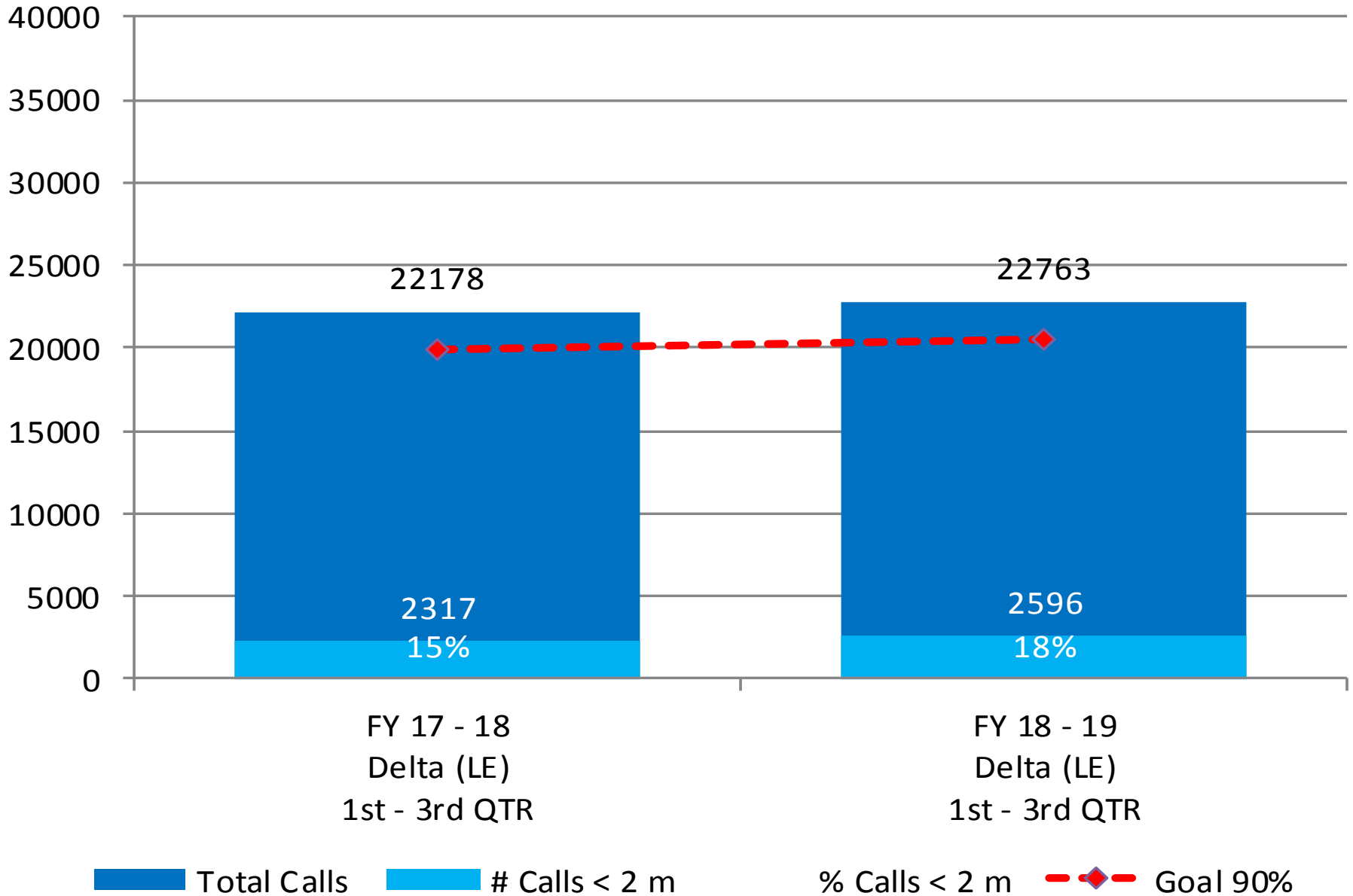
■ Total Calls   ■ # Calls < 1 m   % Calls < 1 m   -◆- Goal 90%



# Law Enforcement Dispatch Times – Delta Level



Objective: Dispatch LE calls in less than 2 minutes 90% of the time

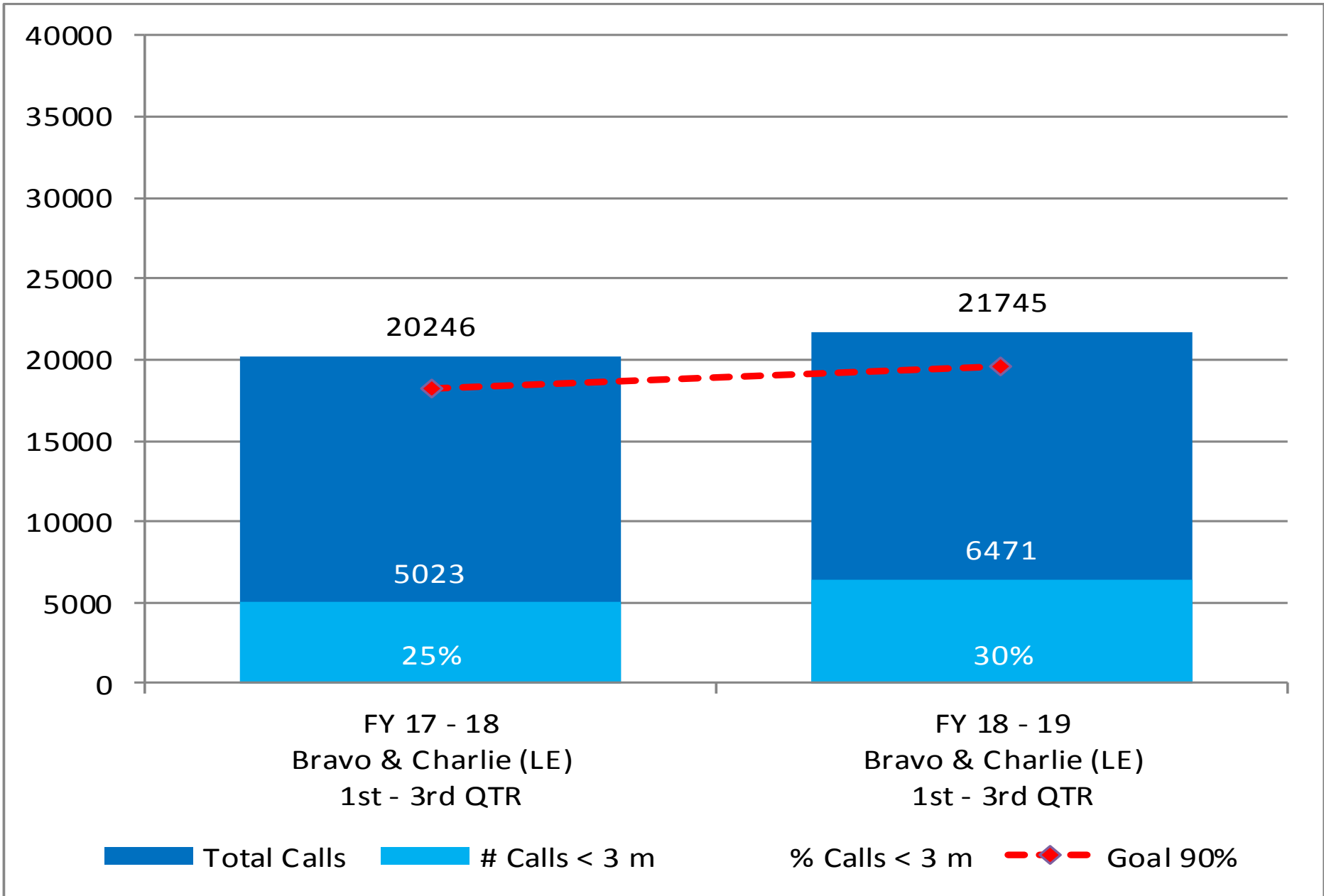




# Law Enforcement Dispatch Times – Bravo & Charlie Level



Objective: Dispatch LE calls in less than 3 minutes 90% of the time

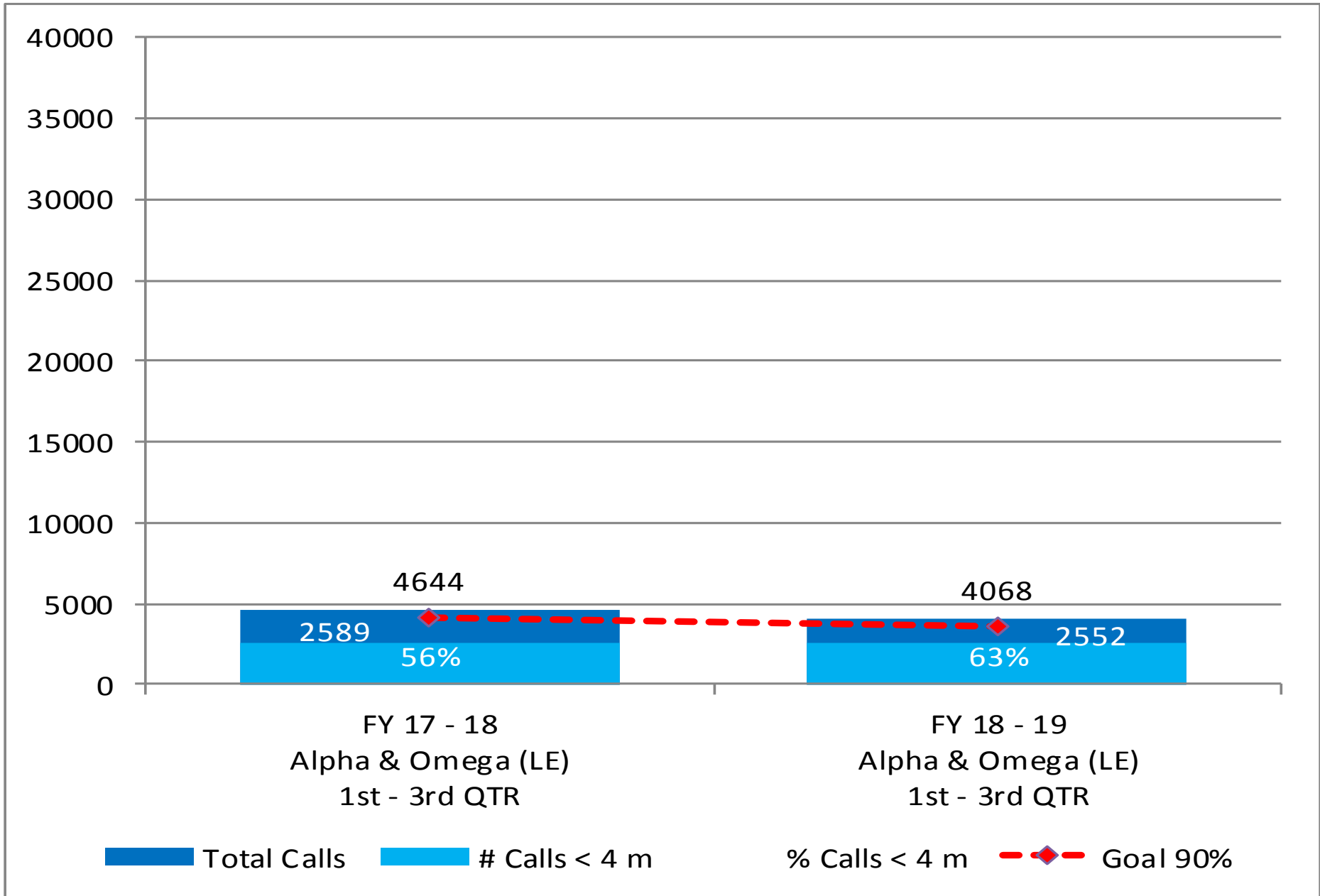




# Law Enforcement Dispatch Times – Alpha & Omega Level



Objective: Dispatch LE calls in less than 4 minutes 90% of the time



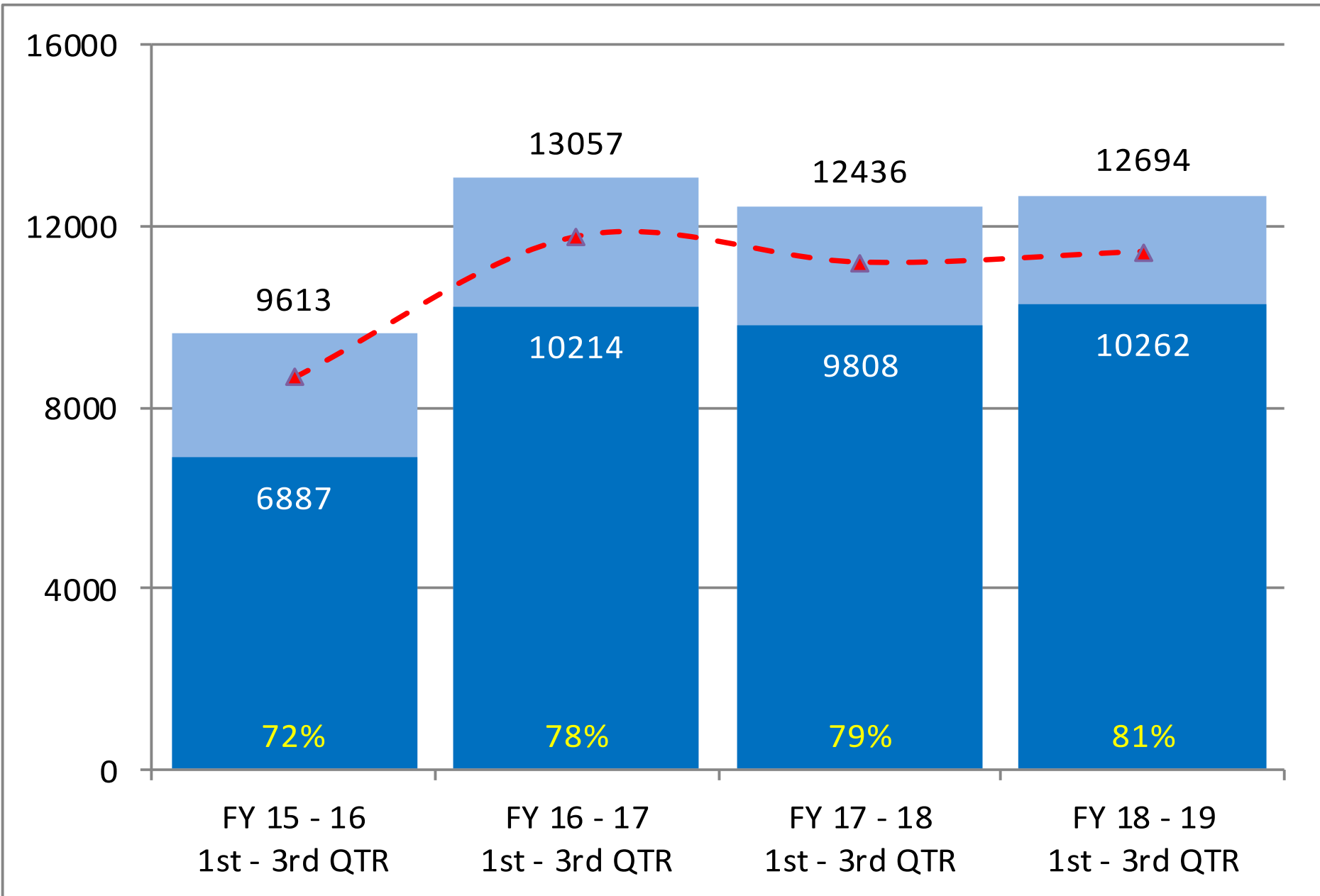




# First Unit Arrival Time



Objective: First unit on-scene in less than 9 minutes 90% of the time

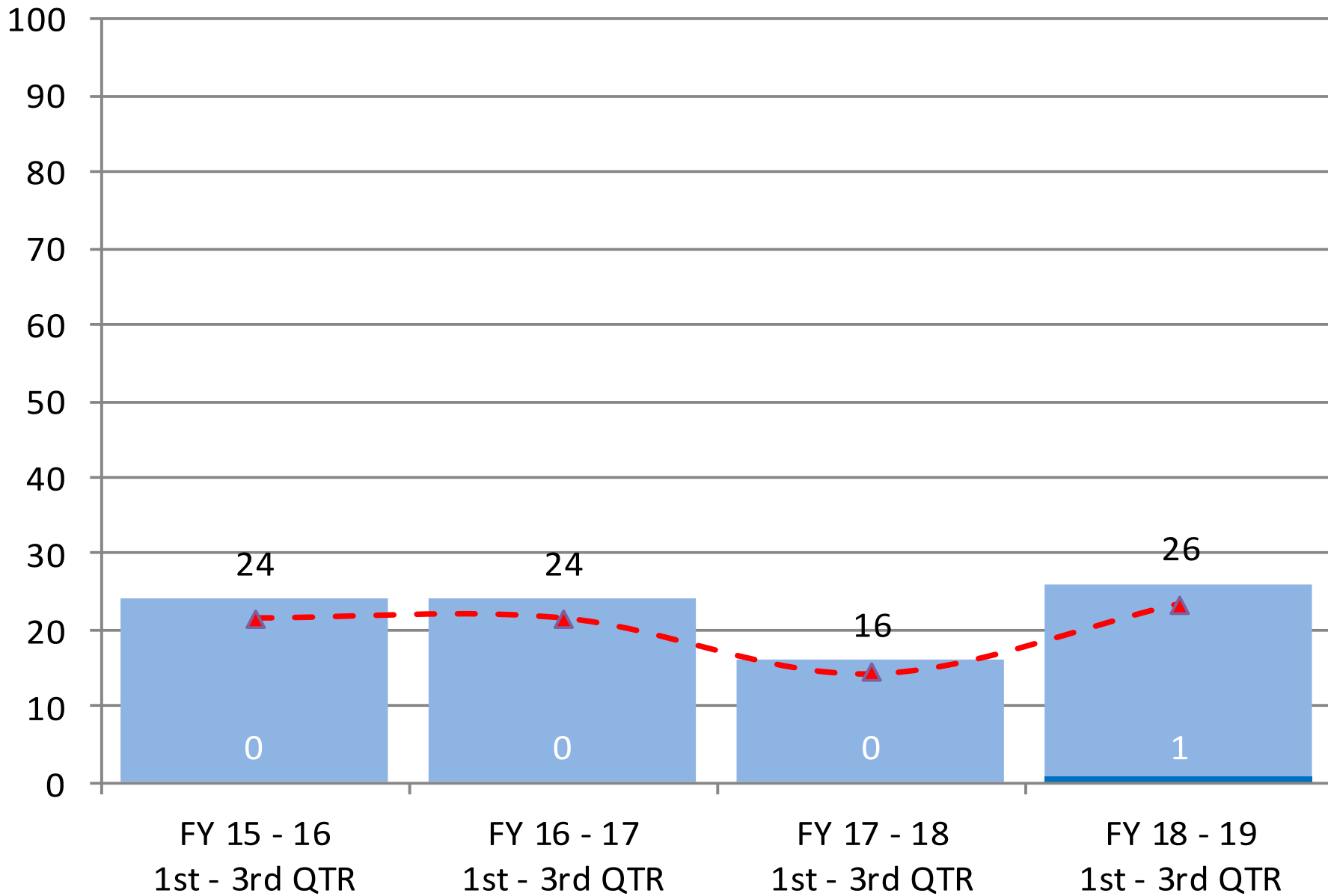




# NFPA 1720 - Urban Area



Objective: 15 personnel on-scene of structure fires in less than 8 minutes 90% of the time

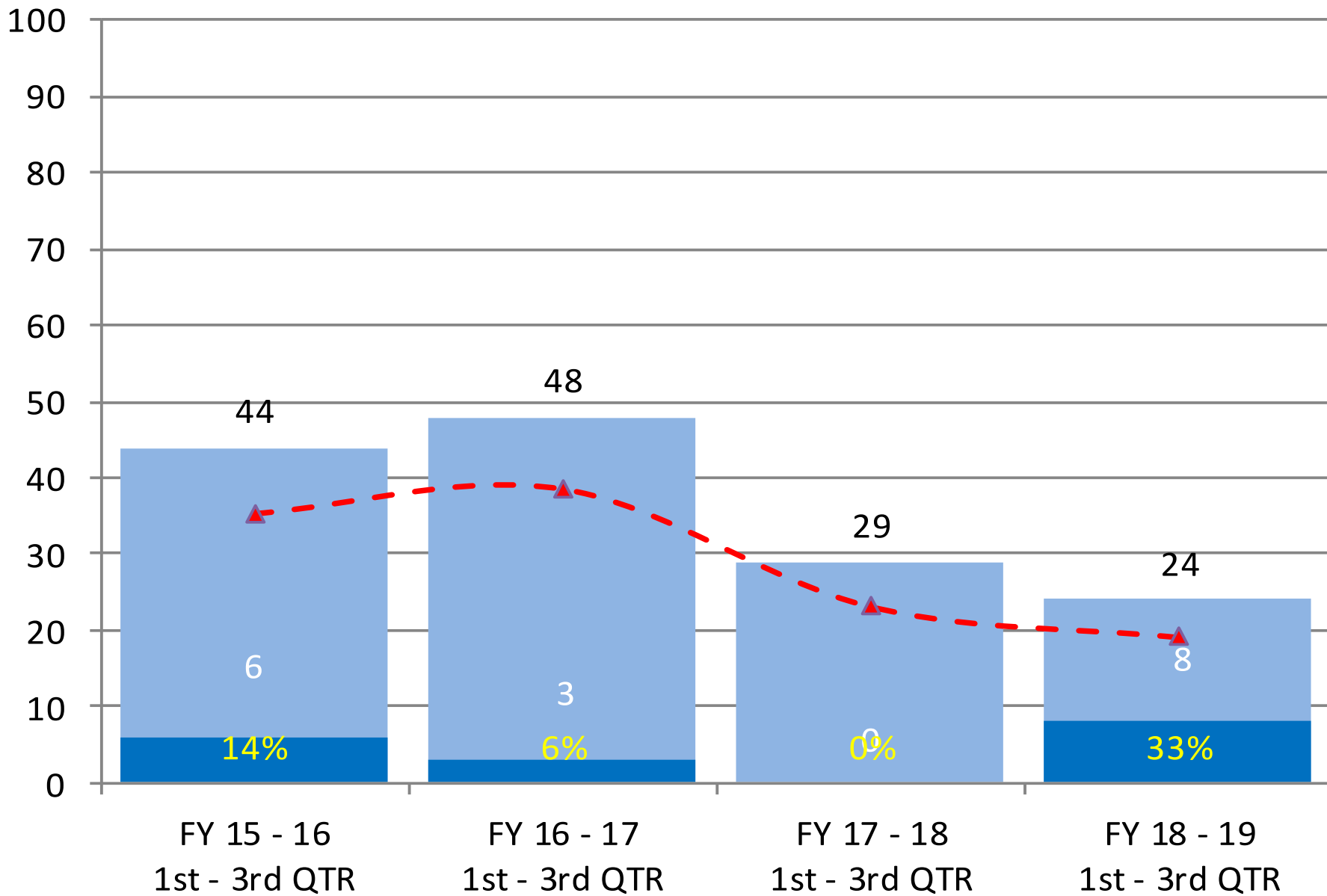




# NFPA 1720 - Suburban Area



Objective: 10 personnel on-scene of structure fires in less than 9 minutes 80% of the time

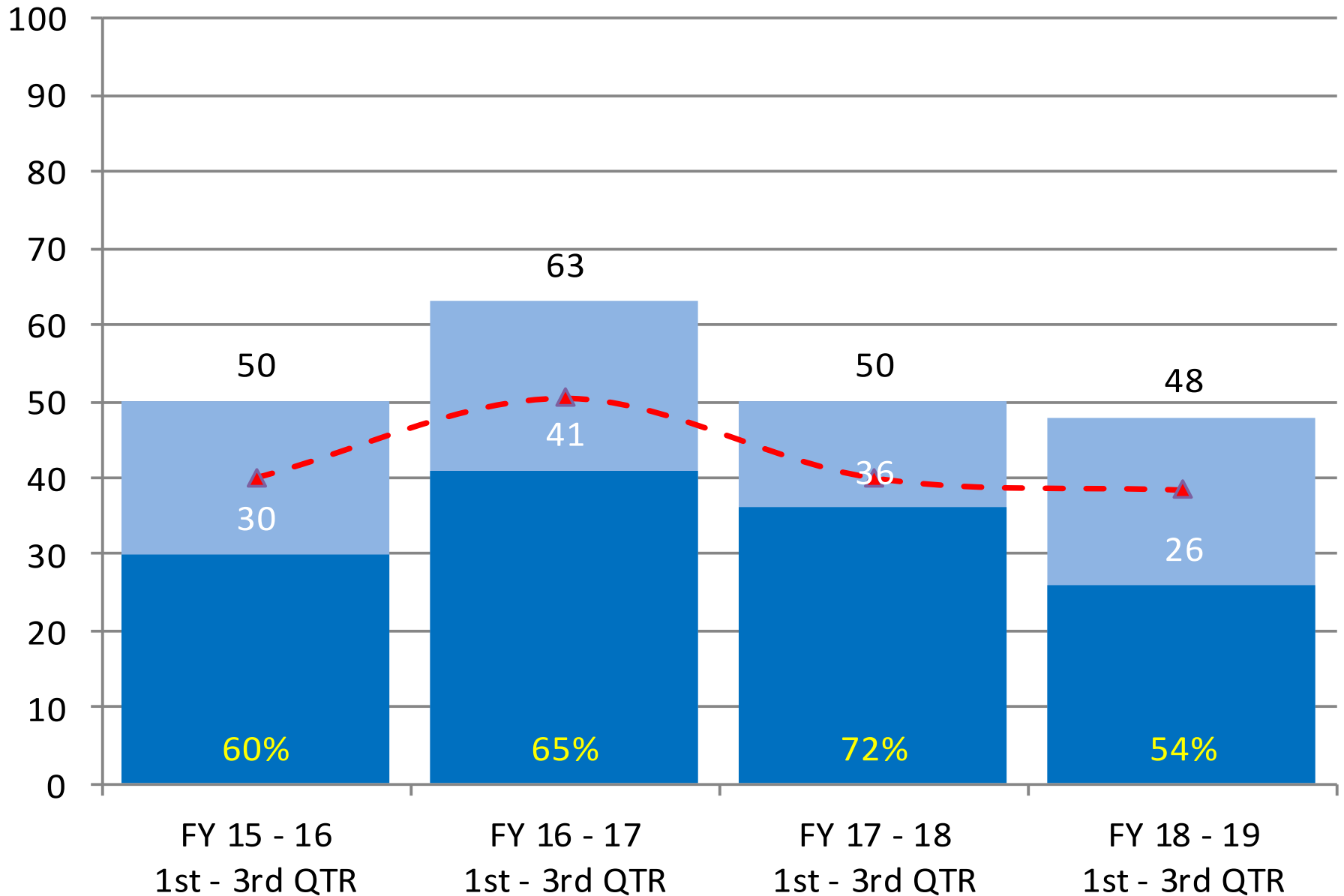




# NFPA 1720 - Rural Area



Objective: 6 personnel on-scene of structure fires in less than 13 minutes 80% of the time

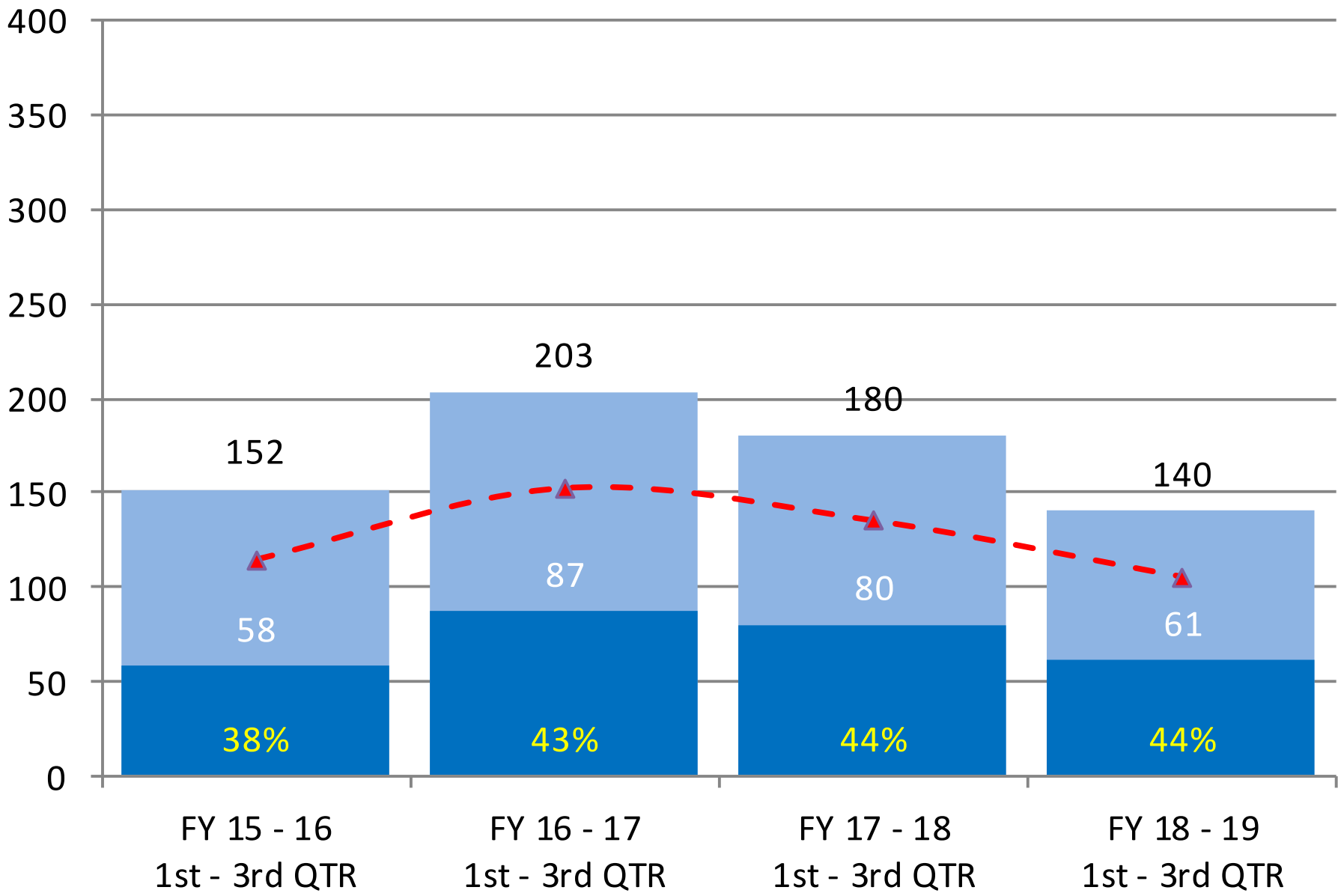




# Confinement of Fire



Objective: Confine Fire to Room of Origin 75% of Time

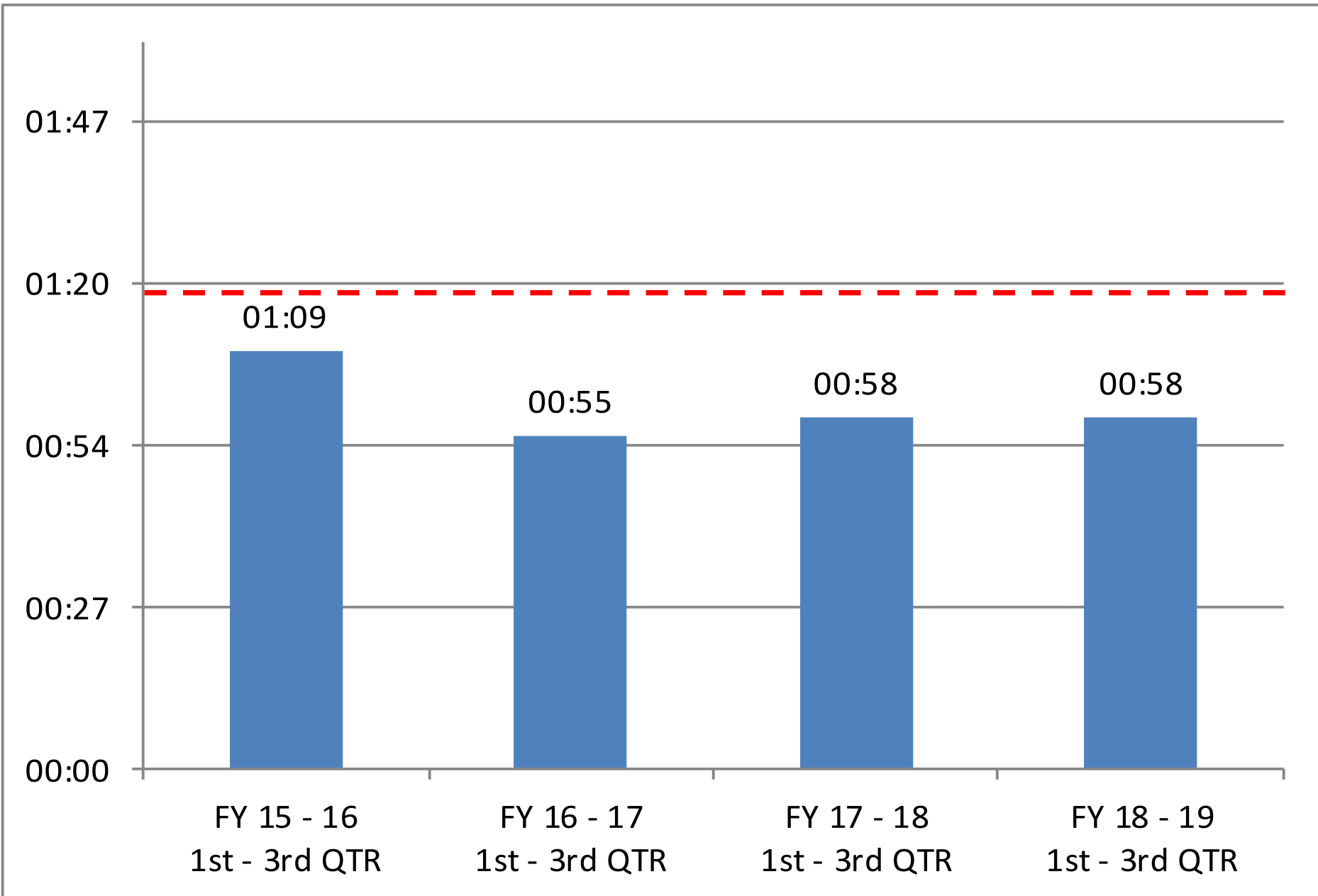




# Dispatch to Enroute



Objective: Maintain a turnout time in less than 1:20 to structure fires 100% of the time

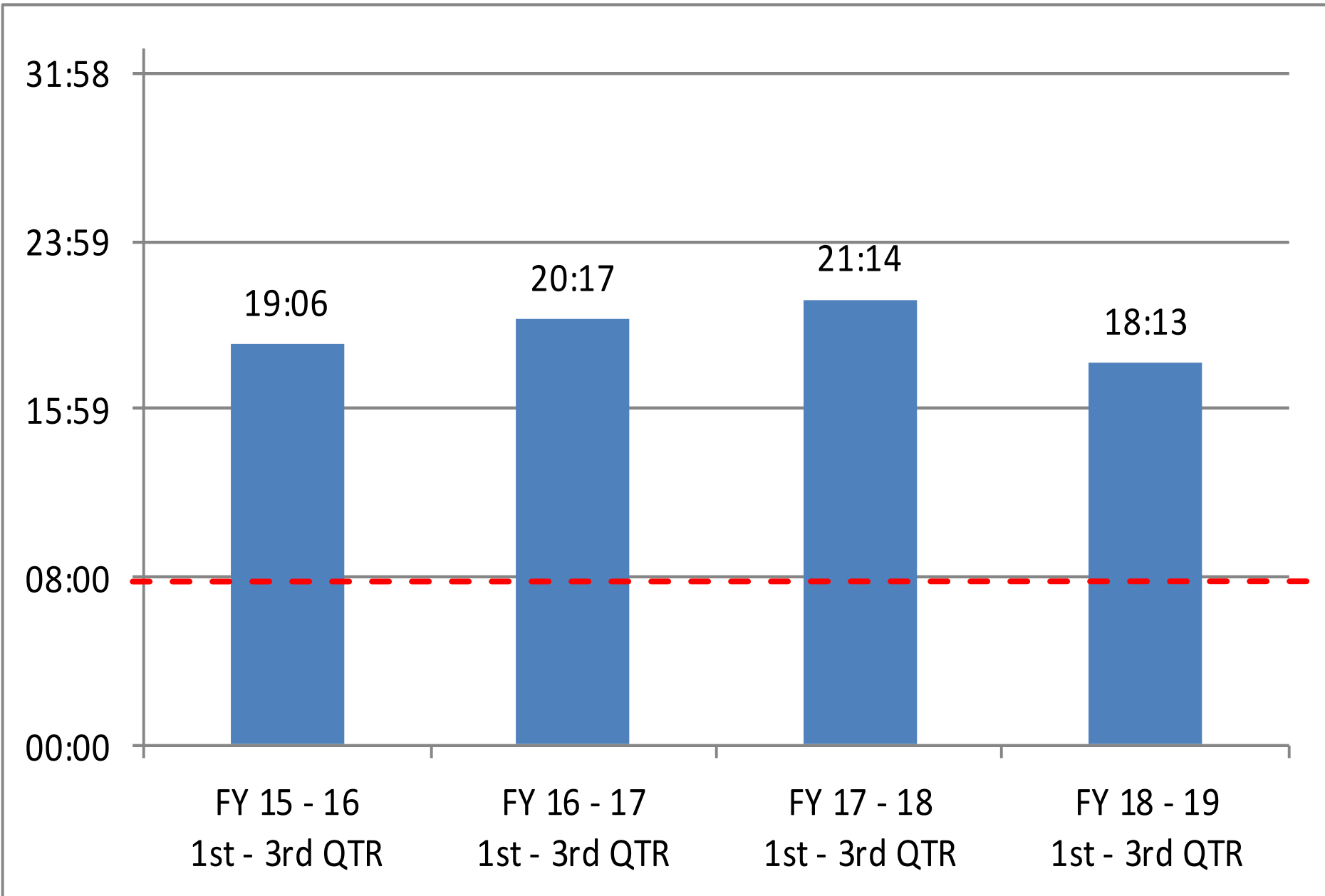




# 15 Firefighting Personnel On Scene



Objective: To put 15 personnel on scene of a structure fire in less than 8 minutes 100% of the time



# *Lexington County*

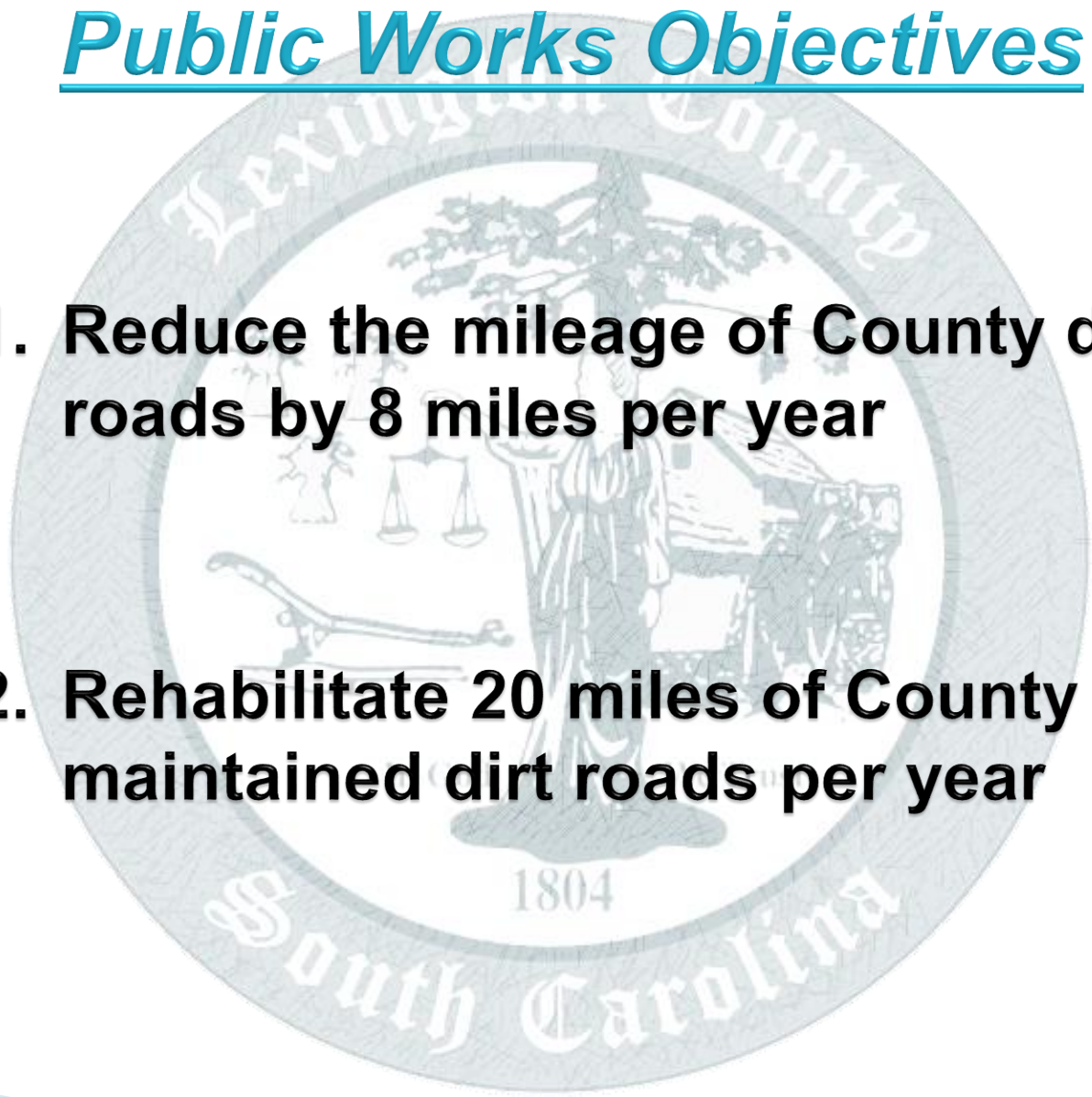


## *Public Works*



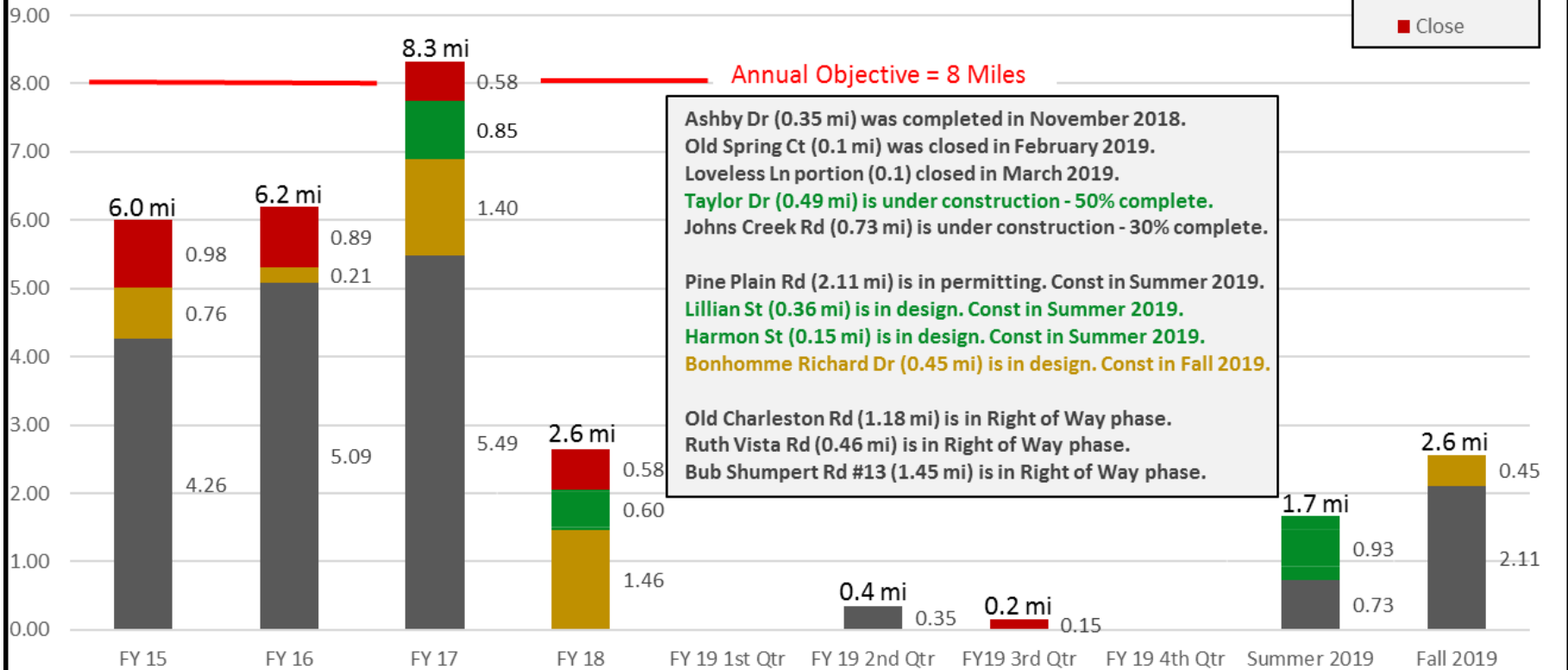
# *Public Works Objectives*

- 1. Reduce the mileage of County dirt roads by 8 miles per year**
- 2. Rehabilitate 20 miles of County maintained dirt roads per year**



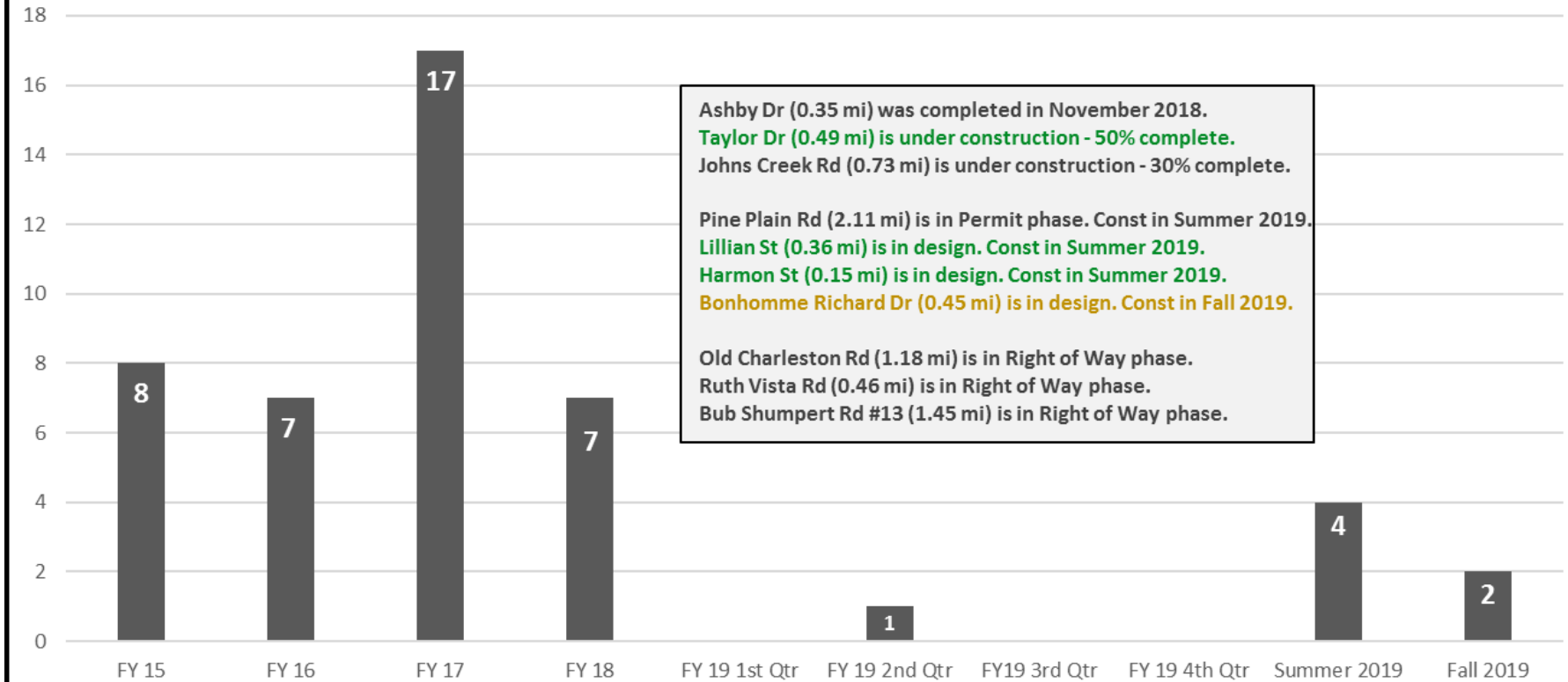
# Lexington County Public Works

## Objective 1 - Reduce County dirt road mileage by 8 miles per year



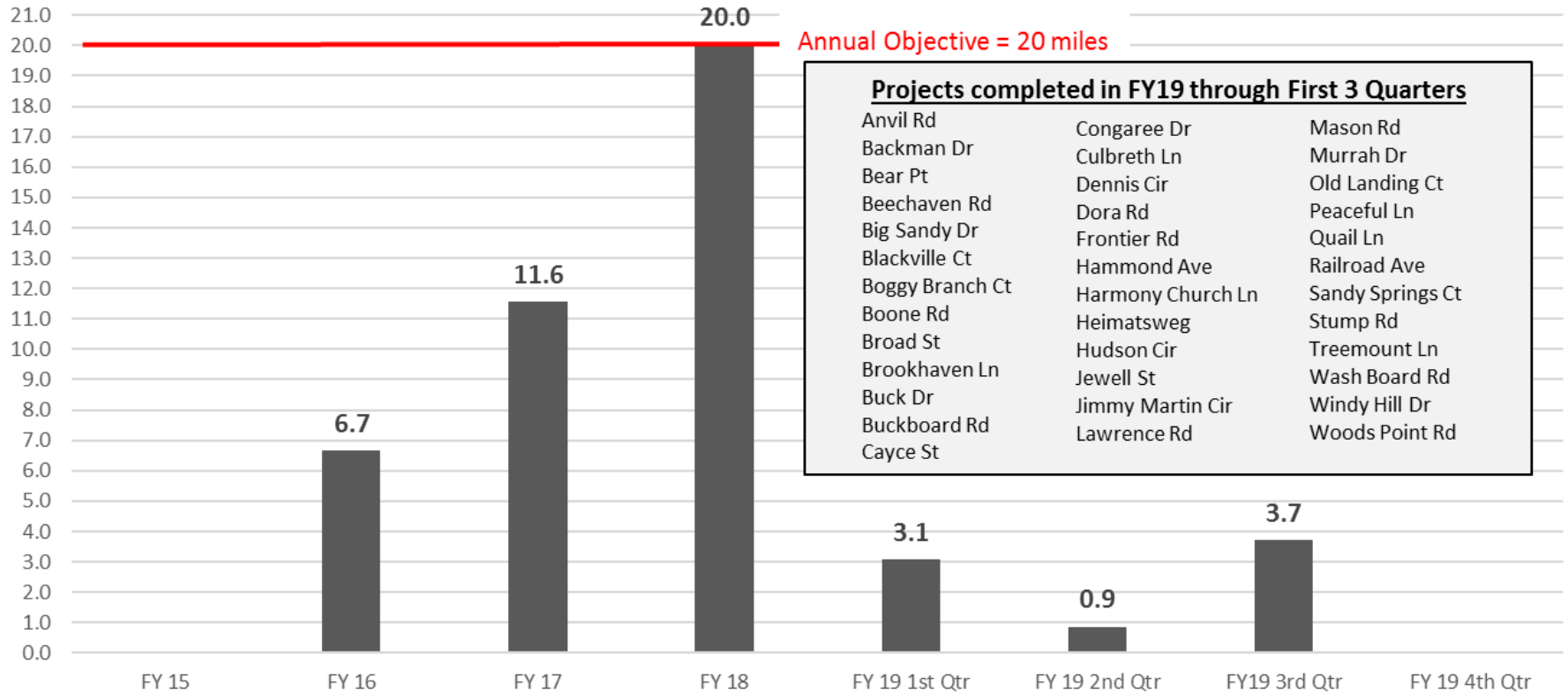
# Lexington County Public Works

## Objective 1 Additional Info: Number of Roads Paved



# Lexington County Public Works

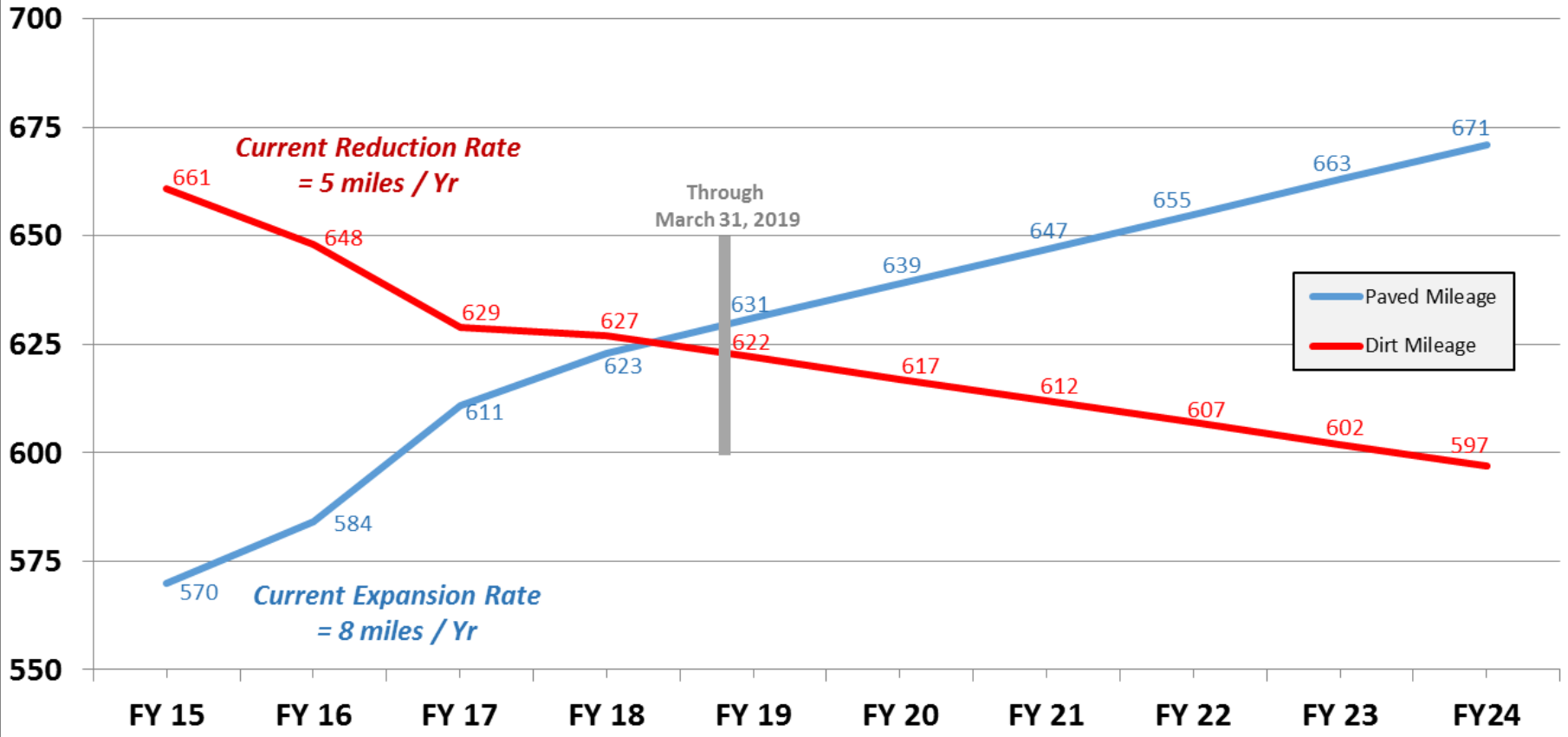
## Objective 2 - Rehabilitate 20 miles of County dirt roads per year



## *FY 19 Public Works Project Status Summary*

- 8 drainage projects completed in FY19
- 1 dirt road paving project (0.4 mi) completed in FY19
- 15 dirt road paving projects (6.7 mi) in design phase
- 2 dirt road paving projects (1.2 mi) under construction
- 1 dirt road paving project (2.1 mi) in permitting phase
- 4 dirt road paving projects (4.5 mi) in right of way phase
- 3 bridge replacement projects in design phase
- 7 miles of roads to be resurfaced in 2019

# Lexington County Maintained Roadway System



# *Lexington County*



# *Solid Waste Management*

# Solid Waste Management Strategic Plan Objectives

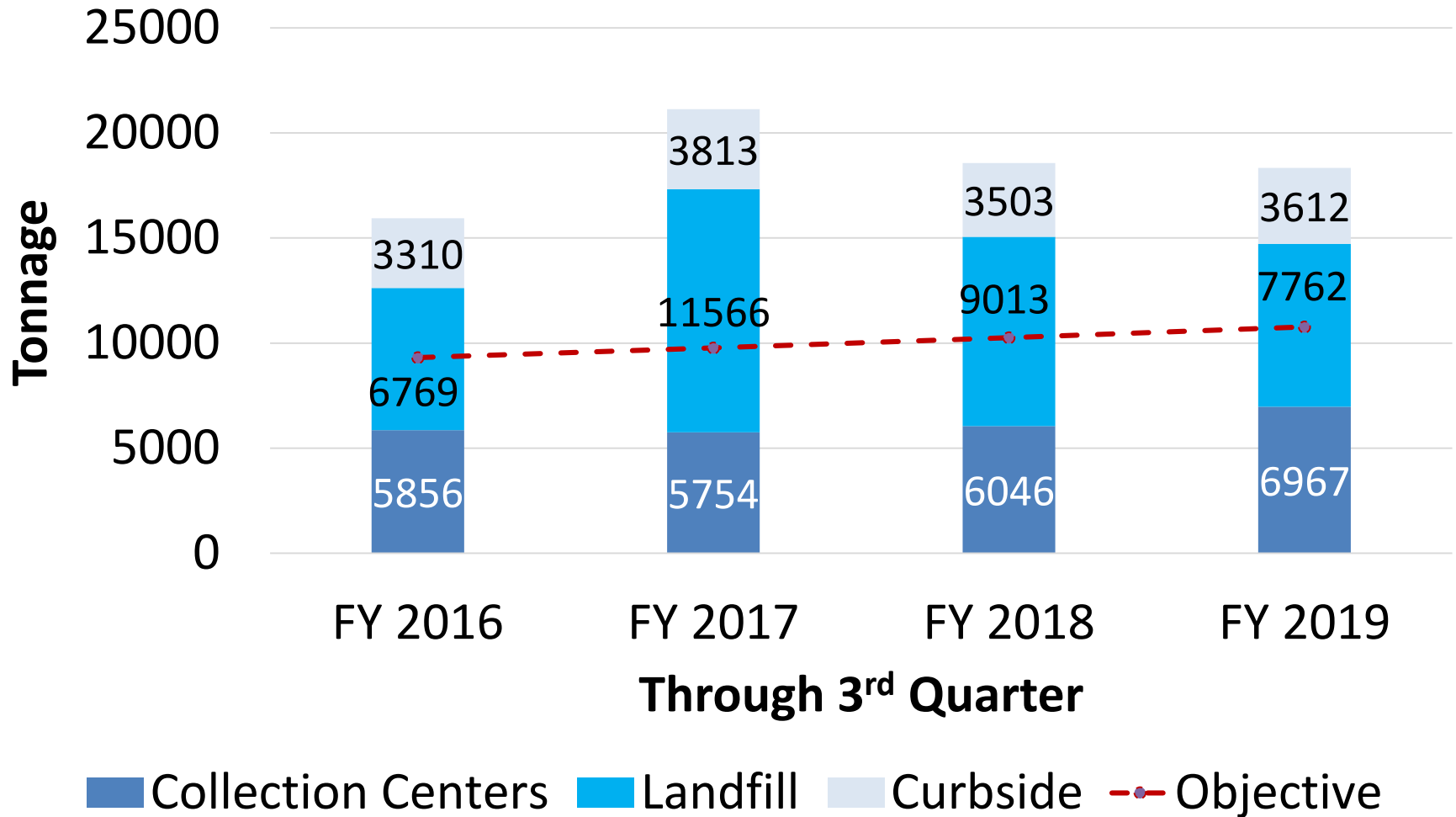




# County Goal #1

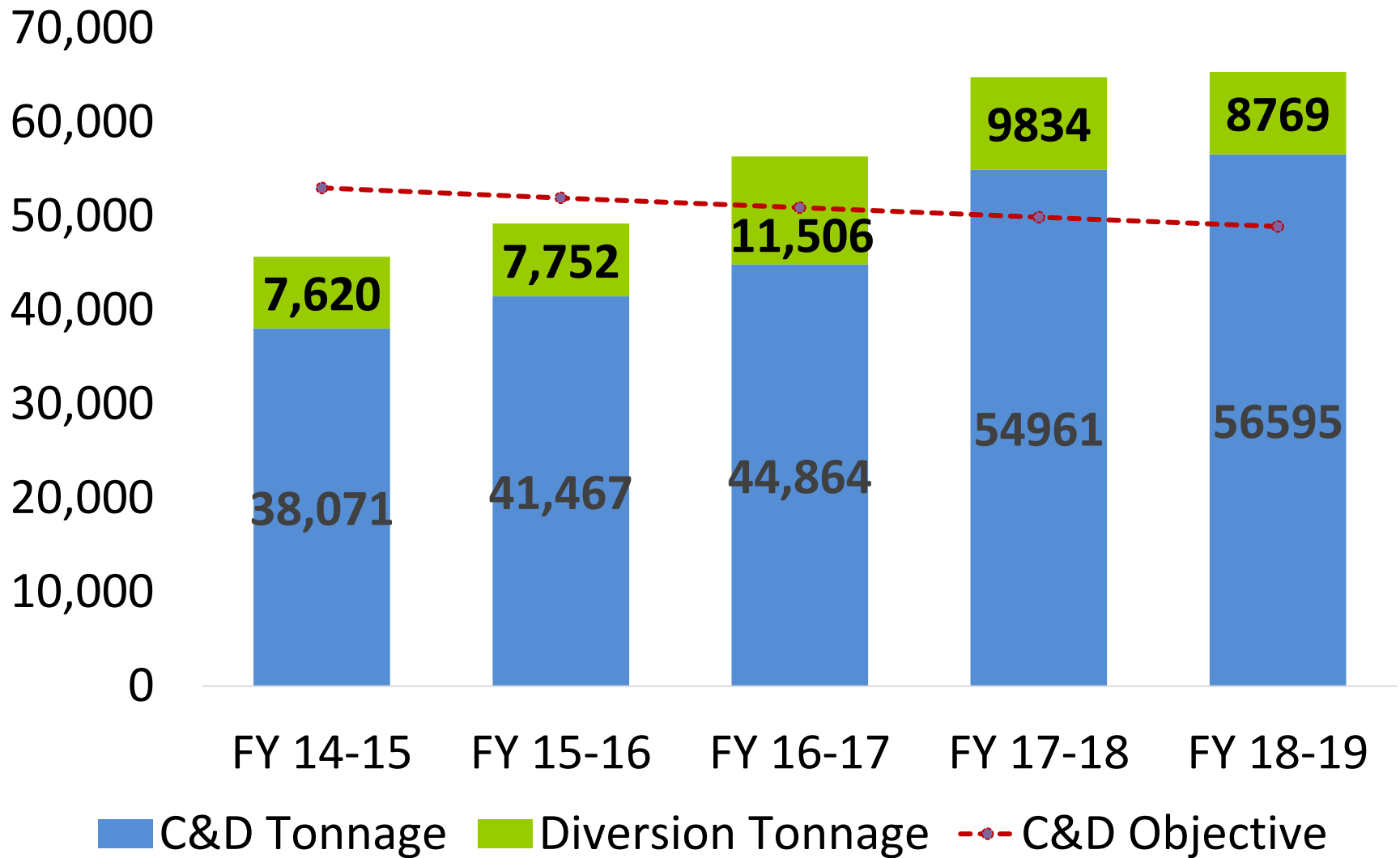
**SWM Objective #1 - Increase volume of commodities recycled by 5% by 2019**

## Total Recycled Tonnage Through 3<sup>rd</sup> Quarter

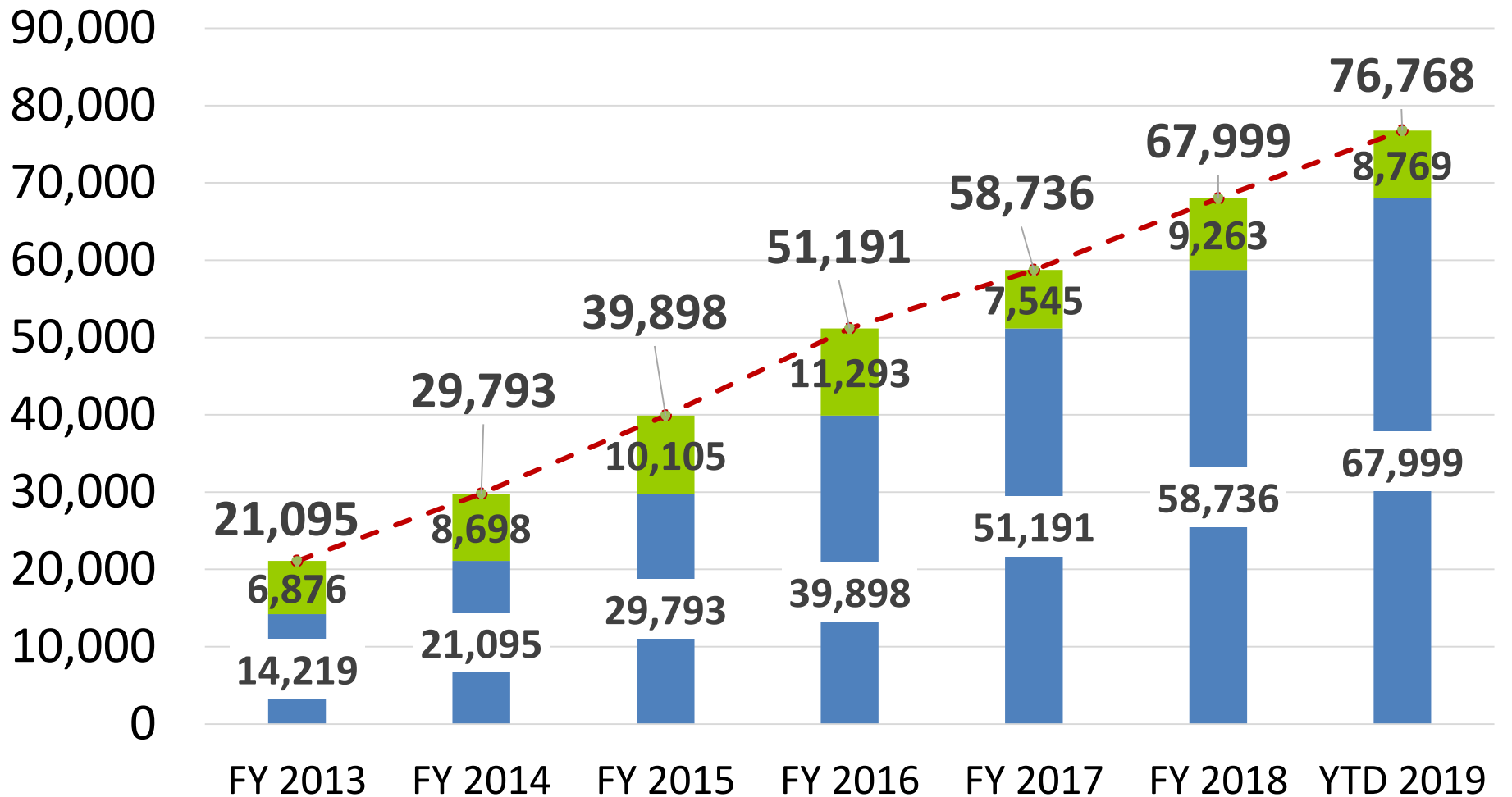


# County Goal #2

SWM Objective #2 - Reduce landfilling of waste materials by 2% by 2019



# Total C&D Landfill Diversion Tonnage



■ Total Diversion Beginning FY 
 ■ Current FY Diversion 
 - - - Grand Total