

Lexington County Communications

Public Education Information



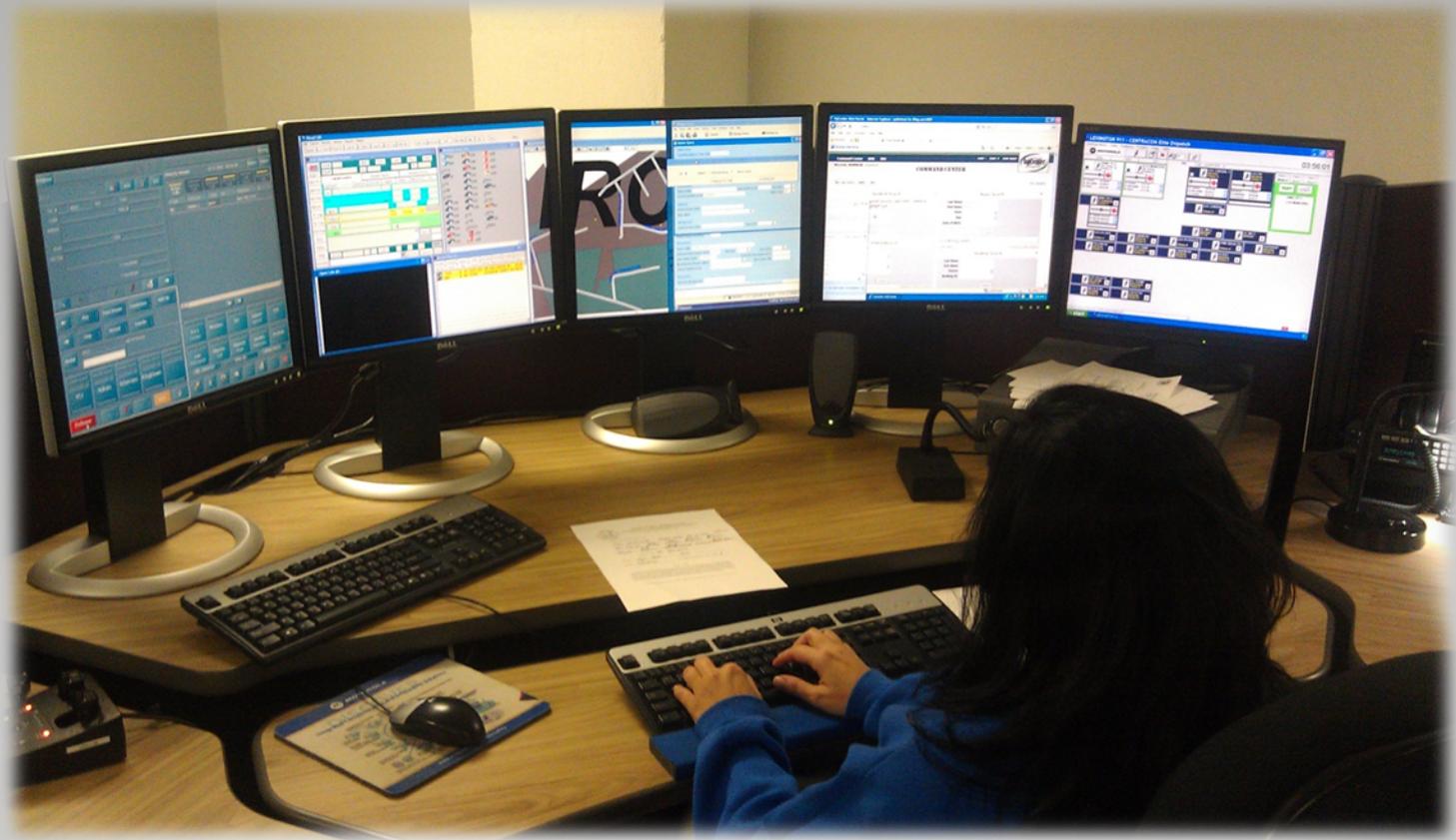
Our Dispatch Center



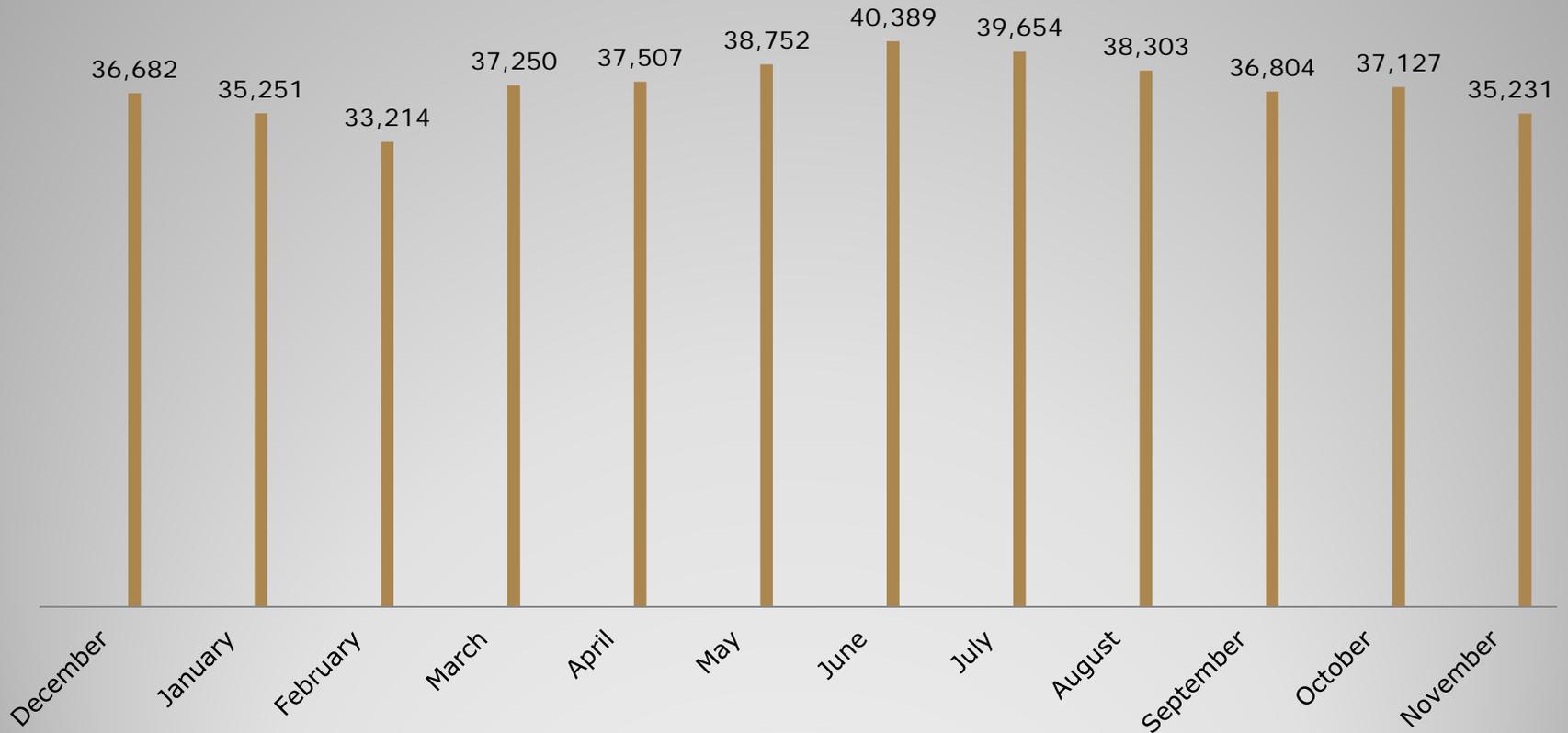
Our Dispatch Center



Our Dispatch Center



12 Months of Calls for Service 12/2010-12/2011



Total Calls: 446,164

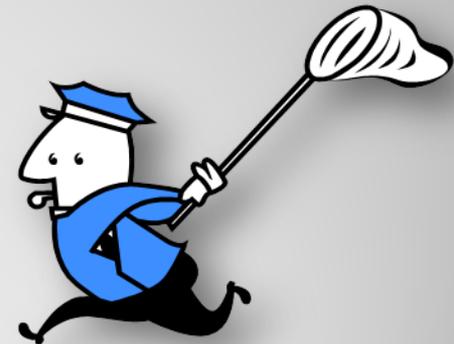
Our Law Enforcement Agencies

- Lexington County Sheriff's Department
- Lexington Police Department
- Irmo Police Department
- Chapin Police Department
- Swansea Police Department
- Pelion Police Department
- Gaston Police Department
- South Congaree Police Department
- Springdale Police Department
- Pine Ridge Police Department
- Airport Police Department



Our Emergency Service Agencies

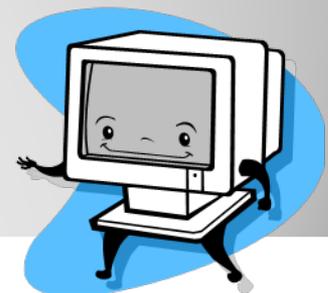
- Lexington County EMS
- Lexington County Fire Service
- Lexington County Animal Control
- Lexington County Coroner's Office
- Lexington County Public Works



Our "CAD" System

The Computer Aided Dispatch System assists our dispatchers in the following ways:

- It allows us to input calls for service, and ships them to the appropriate dispatcher.
- It helps us keep track of all of our on duty emergency units.
- It records and saves all actions that we commit while handling calls for service.
- It makes numerous sources of data and information available to us.



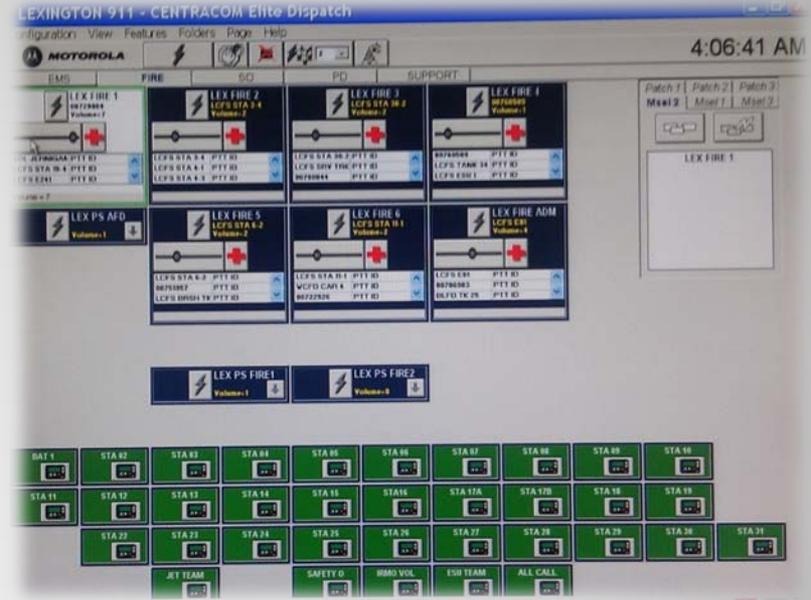
Our "CAD" System

The screenshot displays the Visual CAD software interface, which is used for call management and dispatch. The interface is divided into several main sections:

- Call Taker/Dispatch Window:** This section contains various input fields for call details, including Ref#, Rpt#, EMS, Fire, Law, Resc, and Other. It also includes a 'Call Information' section with fields for Hot Spot, HagMat, Premise, Call Hst, Wants, Alerts, Attachmnt, and Fire. Other fields include Loc, W-St, Jur, Ser, Adcy, Recom, SstBeat, Dist, RA, R. Log, Busi, Ph#, Group, Ey. Log, Nature, Alarm Level, Priority, QA, Add Rmk, Caller, Addr, Ph#, Note, Delay, Held, Lic Ck, Veh, and Time. A 'Cmd [F5]' field is also present.
- Available Units (199):** This section lists available units with their respective icons and names. Units include F791, LXP, 1110, 1121, 1129, 1130, 1131, 1133, 1137, 1139, 1140, 1166, 1167, 1170, 1173, 1174, 1177, NET, OFFD, L333, L402, L569, L617, L641, L955, PIPD, SCPD, 881, SPPD, 152, OFFD-Chapin H, STA02, OFFD-Blanchan, BTZ, E21, OFFD-Lake Mur, T24, OFFD-Lake Mur, STA03, BT3, E31, PEPD, ESU1, and 502, ST3.
- Open Calls (1):** This section shows a list of open calls. The first call is: 117 3 LAW U3 NOISE 798 HARLEY TAYLOR RD/CRAPS UEE 00:03.
- Active Units (8):** This section shows a list of active units with their respective icons and names. The units are: 1139 A 91 SUSP UEH 109 OLD CHAPIN RD 01:12, *6 2 T 112 OBGVN To: LEXINGTON MEDICAL CENTER 00:07, *881 H 102 TSTOP LEXINGTON COUNTY DETENTION CEN 00:32, *L223 H A 115 PROP CHK 502 CHISOLM WAY 00:04, *L225 H A 114 PROP CHK 302 HEARTWOOD DR 00:09, *L511 H A 54 TSTOP LEXINGTON COUNTY DETENTION CEN 00:56, *L504 H D 975 DOMESTIC 4021 VENETIAN RD 04:40, and *L923 H A 118 PROP CHK 100-BLK BANE BERRY DR 00:01.

Our Phone and Radio System

Our phone and radio systems have designated monitors.



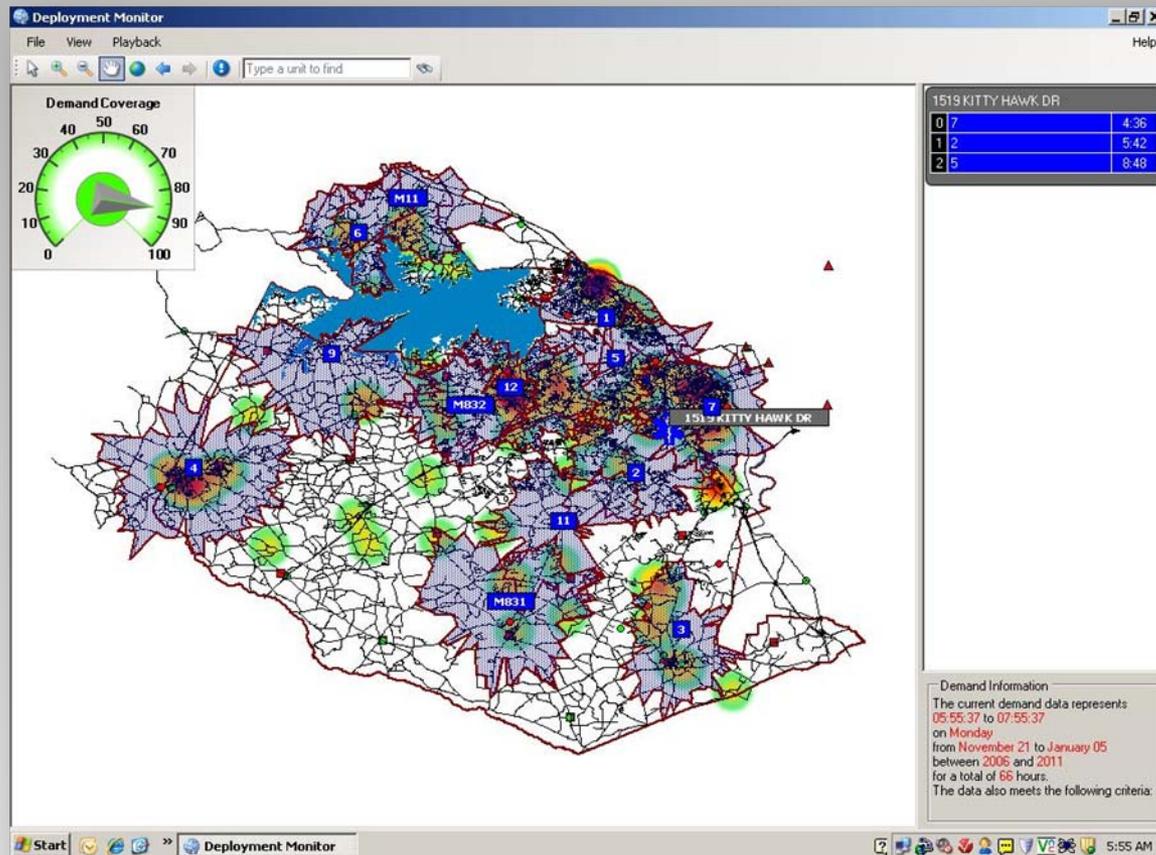
EMS "AVL" System

The Automated Vehicle Locator System assists with EMS dispatching in the following ways:

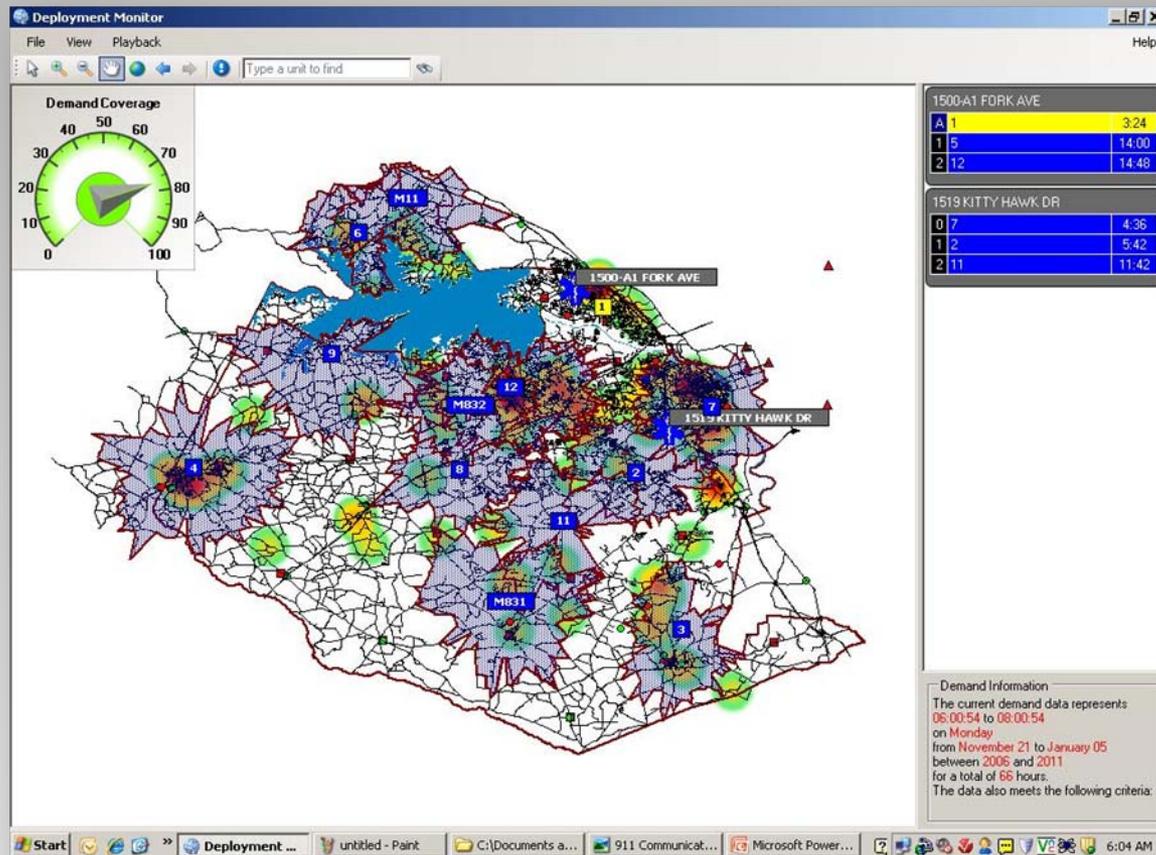
- Tracks all ambulances on duty.
- Recommends the 3 closest ambulances to emergency calls.
- Provides estimated time of arrival to emergency calls.
- Displays "hot zones" that recommend ambulance placement.



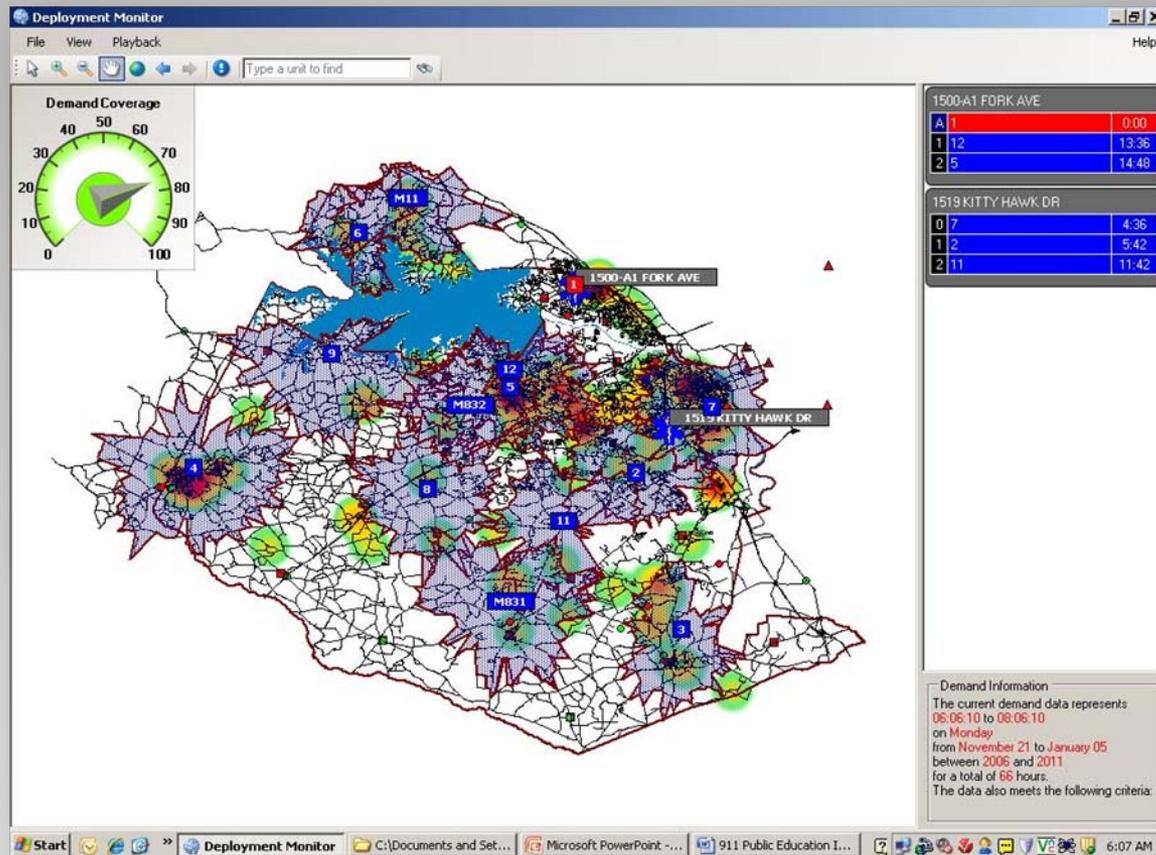
1. All Ambulances Available



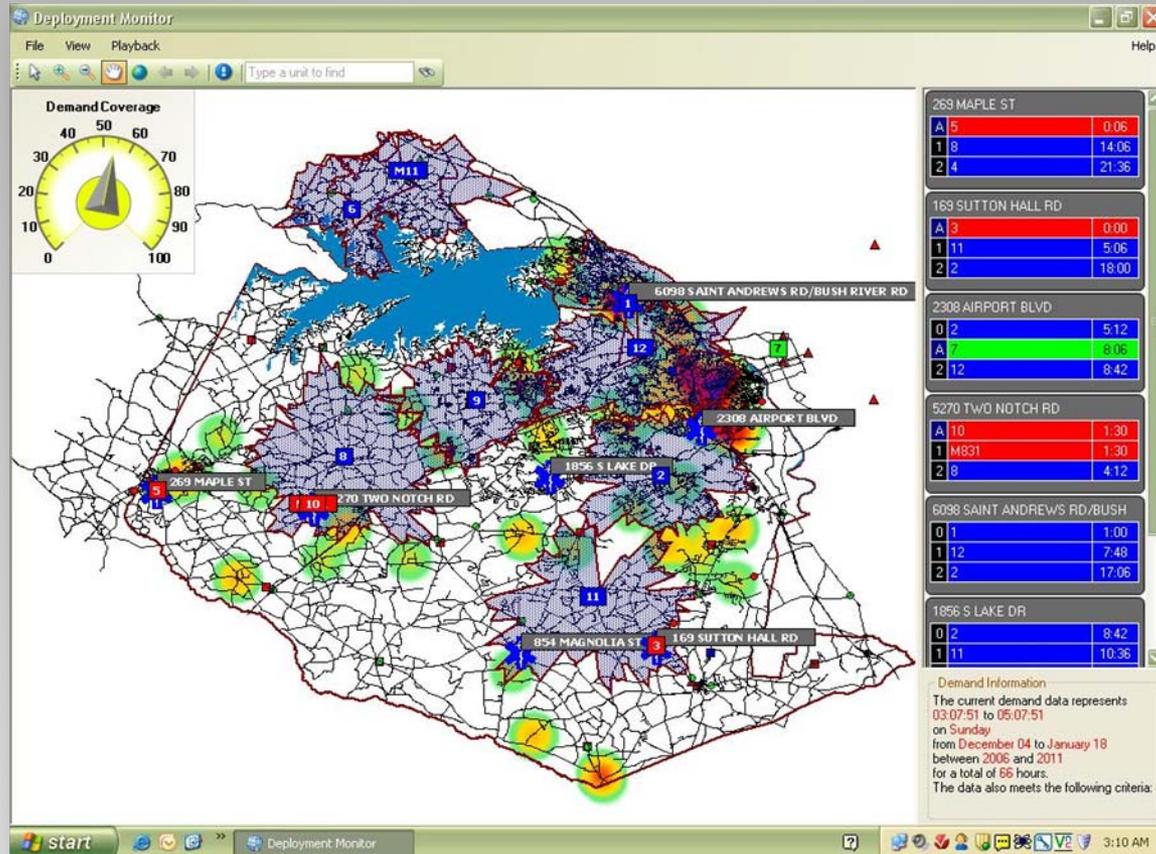
2. Emergency Call Received



3. Ambulance Arrives On Scene



4. Multiple Calls



A Quick Lesson In Using "911"

9-1-1 is for emergency situations. You should call 9-1-1 to:

➤ To report a Crime in Progress



➤ To report a Fire



➤ To report a Medical Emergency



A Quick Lesson In Using "911"

When you call 9-1-1 to report an emergency the 9-1-1 Dispatcher will ask you a few simple questions.

- Lexington County 9-1-1 Dispatchers are South Carolina State Certified and trained to ask questions that will help locate, prioritize and initiate a quick response to your call.
- Remember to **Remain Calm and Speak Clearly.**
- Tell what is needed – Police, Fire Department or Ambulance.
- Give your name, phone number and the address where help is needed.
- Be prepared to **Answer Questions** and **Listen for Instructions.**

A Quick Lesson In Using "911"

Does it make a difference if you call 9-1-1 from a cellular phone?

YES!

- The 9-1-1 Dispatcher may not receive the cell phone number and address from where the call is being placed. **So Know Your Cell Phone Number and Location.**
- GPS information is not always available when you make a 9-1-1 call from a cell phone.
- Always be aware of your surroundings and know the roads you are traveling on and the direction you are headed.
- If the connection is lost the 9-1-1 Dispatcher will attempt to call you back.

A Quick Lesson In Using "911"

Can someone who does not speak English call 9-1-1?

YES!

- Interpreters are available to translate for the 9-1-1 Dispatchers.

A Quick Lesson In Using "911"

Will you receive medical instructions when you call 9-1-1?

YES!

- Lexington County 9-1-1 Dispatchers are trained to provide Emergency Medical Dispatch instructions to help while the ambulance is responding.
- Remember to **Remain Calm and Speak Clearly.**
- Be prepared to **Answer Questions** and **Listen for Instructions.**

A Quick Lesson In Using "911"

What if you accidentally call 9-1-1?

- **If you call 9-1-1 by mistake, do not hang up.**
- Remain on the line and tell the 9-1-1 Dispatcher the call was made in error.
- If a hang up call is received, the 9-1-1 Dispatcher will attempt to call you back. If no one answers or an answering machine picks up, a law enforcement officer will be sent to investigate.

A Quick Lesson In Using "911"

When should you **NOT** call 9-1-1?

- Do **NOT** call 9-1-1 for legal, medical or personal advice.
- Do **NOT** call 9-1-1 to inquire about the weather, time of day or request a phone number.
- Do **NOT** call 9-1-1 to find out why the Police, Fire Department or an Ambulance is at the neighbor's house.
- Do **NOT** call 9-1-1 to ask for help raising your children, making them do their chores, homework or making them go to school.
- **Misuse of the 9-1-1 System is not only dangerous, it's a crime.**

The My 9-1-1 Program

What is the purpose of the My 9-1-1 Program?

The My 9-1-1 Program is designed to assist emergency responders when responding to a call at your residence, place of business, motor vehicle accident, or other types of emergencies.



The My 9-1-1 Program

The My 9-1-1 Program provides responders with:

- ✓ The description of your residence.
- ✓ The names and phone numbers of emergency contacts.
- ✓ Information about other disabled occupants in residence.



The My 9-1-1 Program

What is the Vial of Life?

The Vial of Life program works in conjunction with the My 9-1-1 Program by providing life saving medical information to responders in a plastic medicine bottle which is stored in your refrigerator. First responders are trained to look for this vial when responding to calls.

LEXINGTON COUNTY

MY 911

*Help us help you be
prepared for an emergency.*

Sign-up at www.lex-co.com or 785-8180

The My 9-1-1 Program

The Vial of Life further assists responders by providing:

- ✓ The current medications you are taking.
- ✓ Any allergies you or anyone in your residence may have.



LEXINGTON COUNTY
MY 911 *Help us help you be
prepared for an emergency.*
Sign-up at www.lex-co.com or 785-8180

The My 9-1-1 Program

To enroll in the program, fill out the form at any of these online locations:

www.lex-co.com

www.lexingtonsheriff.com

www.lexmed.com

You may also call any of the following numbers:

Lexington County Crime Prevention

803-785-2504

Lexington County Communications

803-785-8180

Lexington Medical Center Public Safety

803-791-2373