



TROUP COUNTY
GEORGIA

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Troup County Government Center
La Grange, GA

LOWE

Troup County Board of Commissioners

ACCOMPLISHMENTS

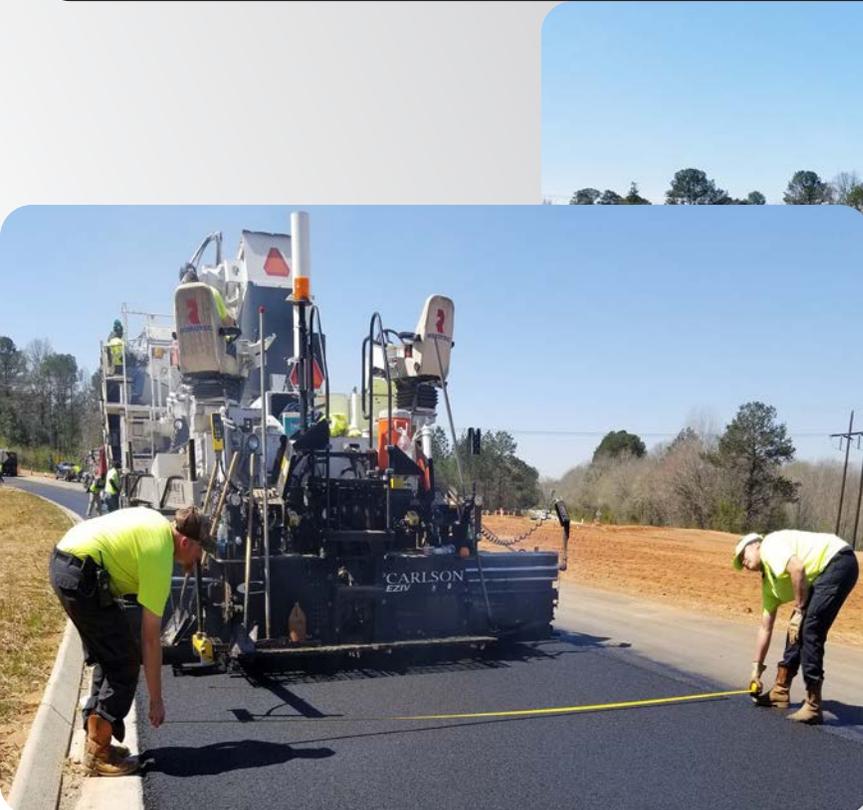
January 2017 - December 2019

An overview of accomplishments, highlights, projects, etc.

Road Resurfacing

Approximately 69 miles of roads- averaging 23 miles/year, including these 43 roads:

Agate Road	Gates Road	Neely Road
Airport Hangar	Glenn Street	Old School Road
Alverson Road	Harmony Church Road	Orchard Hill Road
Avenue O Road	(partial)	Riverview Drive
Boy Scout Road (partial)	Holly Street	S. Bolee Road
Briar Court	Hunt Road	West Point Active Life
Buddy Street	Industrial Drive	Silverleaf Drive
Cambridge Court	Johnson Road	Stewart Road
Cameron Mill Road	Johnson Street	Tom Hall Parkway
Churchill Court	Lanier Road	Wellington Drive
Cofield Drive	Liberty Hill Road	West Hopson Road
Cofield Road	Mallory Drive	Whitaker Road
Dallas Mill Road	Mountville Hogansville	Whitewater Trail
East Hopson Road	Road	Willis Drive (partial)
Eastside Park	N. Whitewater Trail	Woodard Road



Bridge Replacements



**Hunt Road
Bridge
Replacement:**

**Completion
Winter 2018**

**Mountville-
Hogansville
Bridge
Replacement:**

**Completion
Winter 2018**



**Stewart Road
Bridge
Replacement:**

**Completion
Winter 2018**



Tom Hall Parkway

Road Paving/Extension
Completion: Spring 2018



Extensive Road Repairs

Wright Rd.

**Flood Damage
Road Repair**

**Completion
June 2019**



Bill Taylor Rd.

**Flood Damage
Road Repair**

**Completion
September 2019**

Cook Rd.

**Flood Damage
Road Repair**

**Completion
September 2019**



Right-of-Way Solar Project



Vegetative Waste Re-Use Project

August 2019

- **Exit 14 – Right-of-Way Solar Pilot Project**
- **Vegetative waste from Troup County Landfill**
- **Partnership with The Ray & Georgia Power**

Jim Perry Road Project



Jim Perry Road Paving Project

Currently in progress

Expected completion: Winter 2020



- Realign, widen and upgrade Jim Perry Rd.
- Improve safety, reduce long-term maintenance costs and adhere to the concerns of residents in the community.



Sign Maintenance & Upgrades



Winter 2018

- Signs: new additions and maintenance to existing
- Retroreflectivity upgrades



- Installation of flashing stop ahead signs at the intersection of Mooty Bridge Road and Wares Cross Road in LaGrange
- Installation of radar speed signs on Adams Road in West Point



Newly acquired MowerMax Boom machine to enable more efficient cutting back of limbs along County right-of-ways.

MowerMax Boom

August 2019



Fire Department Highlights

- 12 Fire Stations
- 46 Full-Time Firefighters
- 18 Volunteer Firefighters



TCFD responds to over 3,200 emergency calls yearly – mostly medical

Decreased ISO Rating

Decreased Insurance Services Office, Inc. Rating
August 2018

- Decreased Insurance Services Office, Inc. (ISO) rating from 5/5x to 4/4y.
- New rate decrease offers a possibility of lower annual insurance premium costs for residents of Troup County.
- All homeowners who live within five road miles of a fire station could benefit from a decreased total annual premium.

Fire Equipment Upgrades

Quick Response Vehicle (QRV) Program

April 2019



- Two Quick Response Vehicles: Ford F-150 pickup trucks
 - Vehicles are fully outfitted with medical equipment
- Allow for increased maneuverability and faster response times
 - Ability to improve medical services to the community
- Decrease the volume of fire suppression resources responding to Emergency Medical Services (EMS) calls
 - Purchased with SPLOST V funds

Community Focus Highlights



The Fire Department added an all-new 2020 Kia Telluride to its fleet of vehicles, allowing the opportunity to partner with KMMG to support the local economy.

First Public Safety Utilized Telluride in the Nation!

August 2019



Troup County Firefighters raised \$3,276.15 for the Muscular Dystrophy Association (MDA) through their fall "Fill the Boot" donation drive.

Additional Highlights



September 2019:

- Fire Department received seven pet oxygen masks donated on behalf of Invisible Fence of Columbus, Georgia.
- Oxygen pet masks help reduce the number of pet fatalities each year.
- The masks were used to successfully revive a dog at a structure fire in October.

Fire Engine Upgrades



- Four new fire engines - December 2019
- New equipment and new technology to offer enhanced medical services and fire services
 - Purchased with SPLOST V funds



Fire Headquarters Upgrade



- New construction of Fire Department Headquarters & Training Facility: Expected Completion Spring 2020
 - 6,000 Square Foot Facility: SPLOST V Project



E-911 Department Highlights

Troup County E-911 responds to over 100,000 calls each year.

- 2017: 116,983 calls
- 2018: 126,264 calls
- 2019: 120,629 calls



Troup County E-911 participates in National Night Out yearly to support local public safety efforts and offer awareness to citizens regarding information pertaining to 911 facts and routine questions.

Community Focus Highlights



Troup County E-911 offered Georgia Telecommunicator Emergency Response Taskforce (TERT) assistance in Miller County, Georgia for Hurricane Michael.

October 2018

Proudly serving our community!

E-911 Communication Officers helped save the life of a resident who was electrocuted and found unresponsive by providing vital CPR instructions over the phone in July 2019.



E-911 Equipment Upgrade

Upgraded Phone System (Motorola VESTA 7)

November 2018



- New & improved E-911 phone system
- Switch from Motorola VESTA Pallas to Motorola VESTA 7
- Allows rapid & accurate emergency response to the public
- Provides improved wireless call tracking through immediate location tracing software and upgraded call recording technology
- Accommodates additional dispatchers when call volume is high
 - Text-to-911 and Next Generation 911 capabilities
- E-911 staff received extensive training before system launch
 - First bonded SPLOST V project

CivicReady

Emergency Notification System Upgrade

May 2019



- Improves emergency communications methods for the community and public safety entities
- Allows mass emergency notifications, instructions, warnings & routine communications via call, email, and/or text message alert
- Offers automatic language translation capabilities, allowing non-English speaking residents to select one of 60 different languages
 - Integrated with the Federal Management Agency's (FEMA) Integrated Public Alert Warning System (IPAWS)
 - Free to Troup County citizens!

E-911 Program Certifications

Emergency Medical Dispatch (EMD) Program

Fall 2019



- The program allows trained dispatchers to give scripted medical instructions in certain emergency situations and to quickly determine the nature and priority of emergency calls
- All American Society for Testing and Materials (ASTM) and NHTSA standards and guidelines
- Taught by a certified in-house instructor, which saved costs.
 - Training completed in fall 2019

Parks & Recreation Improvements

Field & Fencing Improvements

Spring 2018



**Shuford Softball
Complex**

**George Harris
Baseball Complex**

**Hogansville
Sportsplex**

Eastside Park Renovation Project

April 2018



Park & Field Enhancements

Callaway Stadium LED Scoreboard Upgrade

July 2018



New Basketball Courts - Hogansville

Summer 2018



Tennis Complex Project



Ann & Doc McCluskey Tennis Complex

May 2019



- Renovation and upgrade of McCluskey Tennis Complex
- Extensive interior and exterior enhancements, including a full remodel of the pro shop building, asphalt court renovations and lighting upgrades
- Funded jointly from SPLOST funds, a renovation grant donated by the Callaway Foundation and fundraising efforts from the Chattahoochee Valley Tennis Association

CivicRec

Recreation Management Software Upgrade

July 2019



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EXPERIENCE WITH**

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**TROUP COUNTY
PARKS & RECREATION**

- Cloud-based recreation management software available from CivicPlus, an integrated technology platform for local government
- New software offers an enhanced online registration experience, new online facility rental capabilities and convenient online access to recreation amenities, such as programs, classes and activities
- Allows citizens to search for recreation amenities, as well as available community rental facilities and event spaces, and register and remit payment conveniently online from a desktop or mobile device
- Offers ability to view notifications and account statements, pay balances, print receipts, update contact preferences, search current event calendars, register for activities and rent facilities
 - Free to Troup County citizens!

Pyne Road Park Project



- New construction of Conservation and Conference Center at West Point Lake: Expected Completion 2021
- New amenity to increase tourism, education and economic development while promoting conservation efforts
- Funded jointly from SPLOST, a state funded grant and a renovation grant donated from the Callaway Foundation



Runway Extension Project



**LaGrange-Callaway Airport
Runway Extension Project**

September 2019

**Formal dedication of
Spinks Field in honor of
Mr. John Roy Spinks, III.**

- **Completion of twenty year project**
 - **\$6.2 million dollar project**
- **Improvements provided to increase and promote future growth of the airport and assist with corporate needs of the community**



Sanitation Highlights

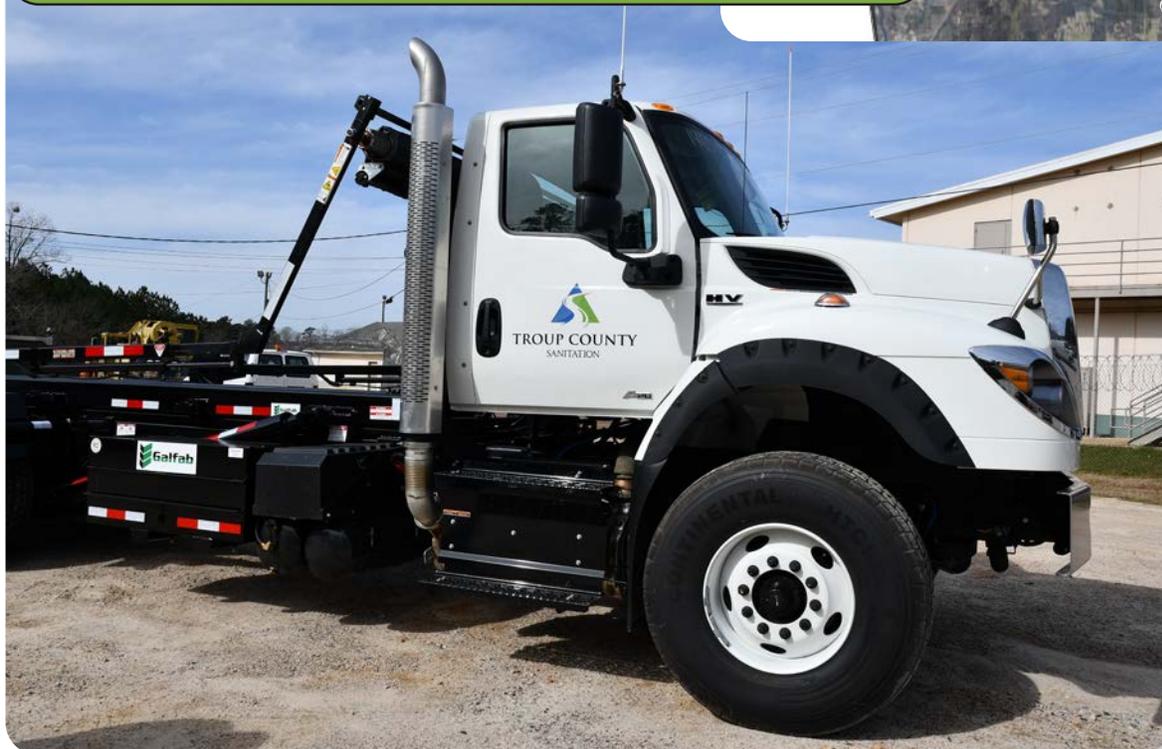
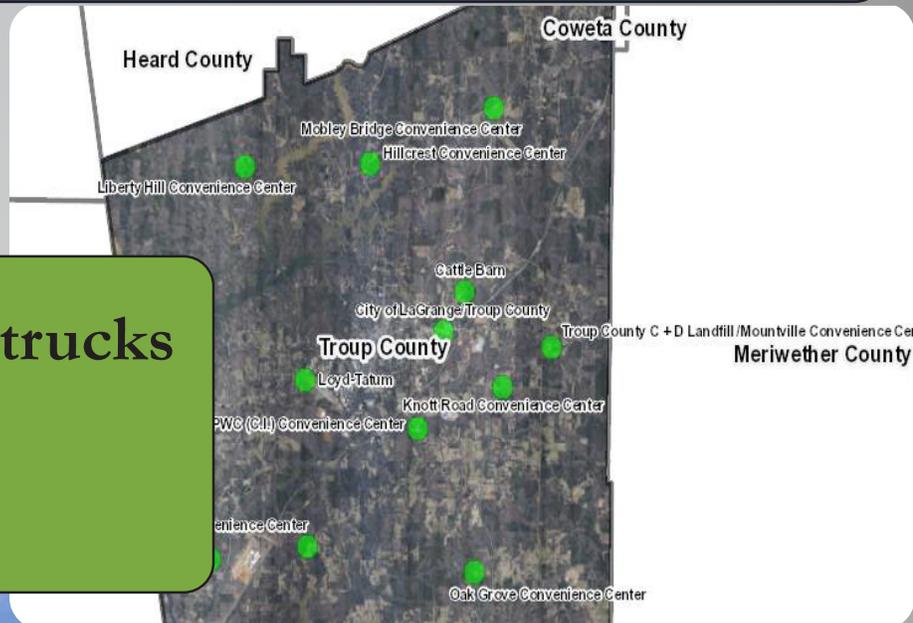
Convenience Centers extended hours

March 2018

- Extended hours, access and capacity
- Convenience centers open 87% longer
- 320 hours more per week for residents

New sanitation roll-off trucks

October 2018



The County purchased two new sanitation trucks to help manage the trash load at Convenience Centers.

External Communications



TROUP COUNTY
G E O R G I A

**New Troup County logo
& tagline introduction**

June 2018



The County launched a brand new website for Parks and Recreation in October 2018.

The County launched a brand new website in January 2019 as a part of its rebranding campaign.



Public Outreach



- Public Input Meetings
 - State of the County
 - United Way Donation Drives
- Touch-a-Truck & Big Machines Event
- Public Relations/Social Media Updates
- Creation of new media role: Citizen Engagement Specialist



Meeting Time Changes/Live Stream *Fall 2019-Winter 2020*

- Purchase of software to live stream commission meetings
- Ability to view meetings online during and after meetings
- Afternoon meeting times 2x/monthly to increase accessibility

Employee Recognition

Employee Pay Study Completed

June 2017

- Troup County conducted a formal pay study to offer competitive salaries, contracted with outside company
- Awarded yearly raises each year following (2018, 2019)



The Strongest Link
Award Program

August 2019



Enhanced
Employee
Service Awards
launched in
fall 2018.