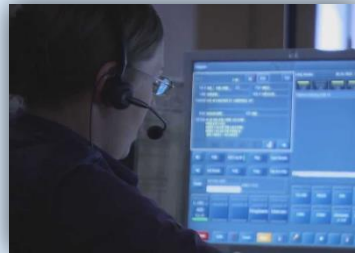# Emergency Services

Presentation to Metro Council
Public Safety Committee

3/29/2017

Organizational Overview

- Mission
  - The mission of Louisville Emergency Services is to provide high quality and compassionate emergency and non-emergency response to the citizens and visitors of Louisville Metro and its local, state and regional partners in order to achieve the most favorable outcomes for people, property and the environment.
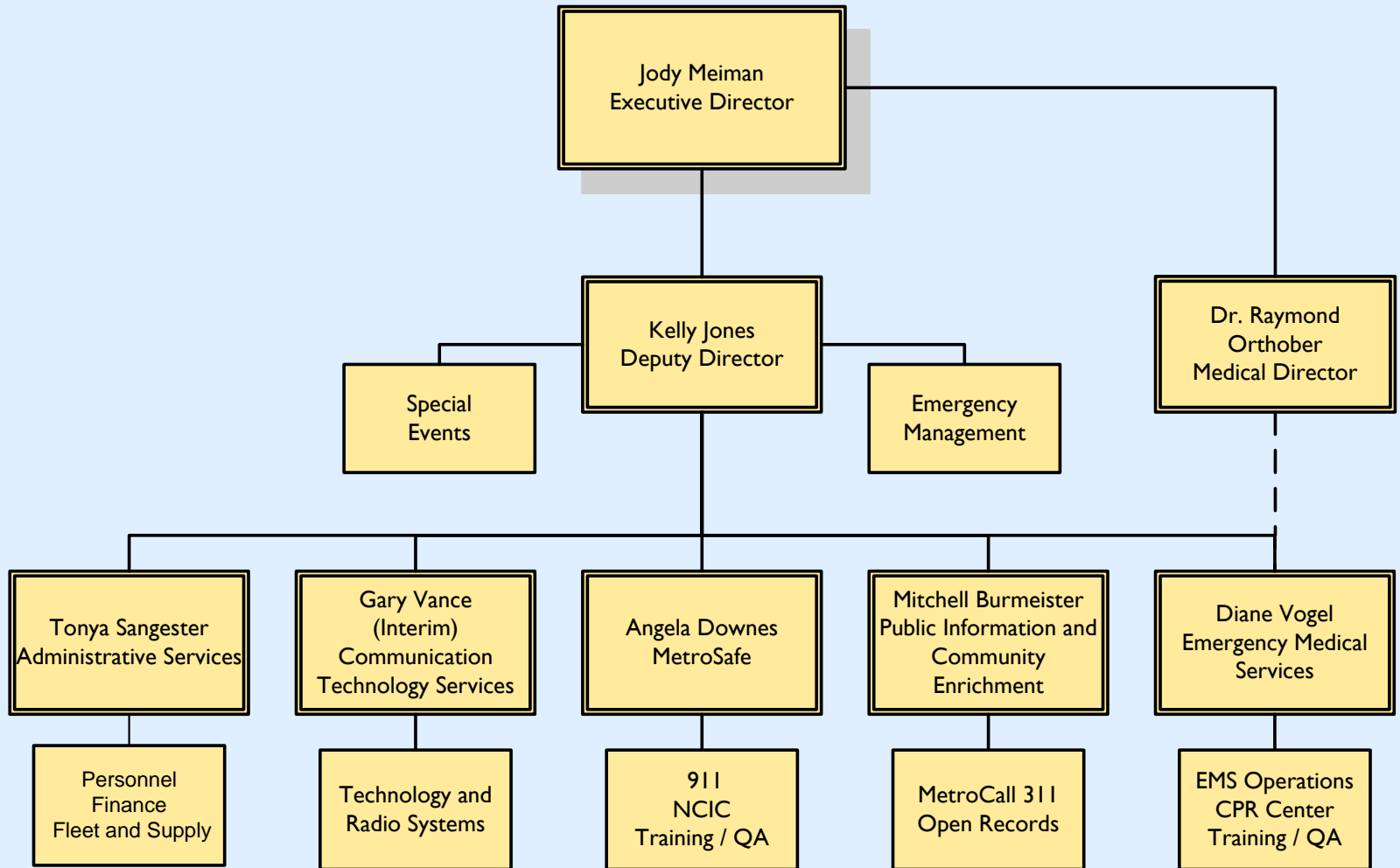
Team Values
Teamwork – Integrity – Compassion – Resolve – Competency – Continuous Improvement – Cohesiveness – Sense of Urgency

Organizational Overview

```
                    Jody Meiman
                  Executive Director
                          |
           +--------------+------------------------------+
           |                                             |
      Kelly Jones                                   Dr. Raymond
    Deputy Director                                   Orthober
                                                  Medical Director
  +--------+--------+
  |                 |
Special         Emergency
Events          Management
```

- **Jody Meiman** — Executive Director
- **Kelly Jones** — Deputy Director
  - Special Events
  - Emergency Management
- **Dr. Raymond Orthober** — Medical Director

Tonya Sangester Administrative Services	Gary Vance (Interim) Communication Technology Services	Angela Downes MetroSafe	Mitchell Burmeister Public Information and Community Enrichment	Diane Vogel Emergency Medical Services
Personnel Finance Fleet and Supply	Technology and Radio Systems	911 NCIC Training / QA	MetroCall 311 Open Records	EMS Operations CPR Center Training / QA

Emergency Management

"…to lessen the possible impact of potential disasters through emergency planning, advance preparation, coordinated response and recovery."

2016 Quick Facts

- Active Shooter Exercise at Louisville Slugger Field

- Hurricane Matthew – Emergency Management Assistance Compact

- Louisville Leadership Team Tabletop Exercise with Department of Homeland Security

- Upgraded or retrofitted 9 outdoor warning sirens in 2016

Emergency Management

- Louisville Emergency Services upgraded its community notification system in August 2016. Features include:
  - Multiple address monitoring
  - General and Emergency Notifications
  - Regional approach
- Help us spread the word! Put the sign up link in your newsletters:
  - https://www.smart911.com/smart911/ref/reg.action?pa=JeffersonCountyKYEMA
- Additional features coming soon:
  - Smart 911
  - Smart Facility

Emergency Management

- Upgrades to Emergency Operations Center
  - Funded in part through a Capital Budget Item from FY17
  - New video wall
  - Complete audio/visual upgrade
  - Increased functionality
 - Estimated completion in just a few weeks
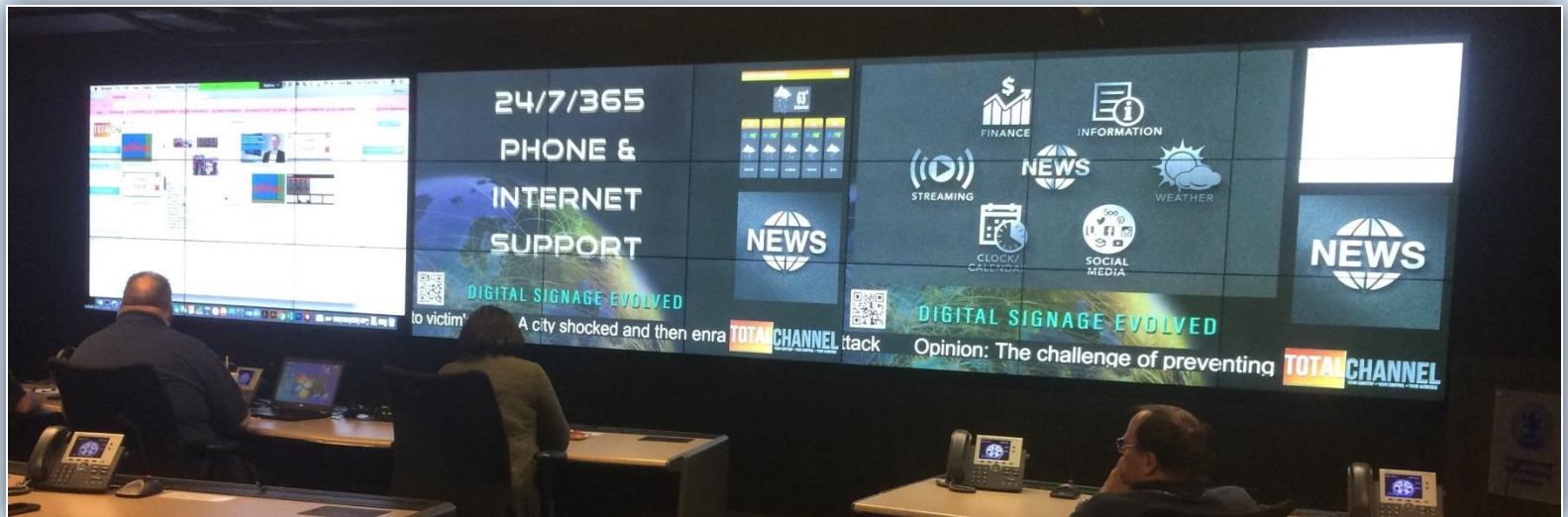
MetroSafe – 911

MetroSafe is the starting point for emergencies in Louisville. MetroSafe serves as the community's consolidated 9-1-1 communications center and the county's primary Public Safety Answering Point.

- 2016 Quick Facts:
  - 1,523,012 total calls
  - 718,914 calls for service
  - 84% of calls come from wireless phones

- Computer Aided Dispatch upgrade and Phone System upgrade in 2016
  - Helps prepare us for the future with Next Generation 911

Calls for Service by Agency Type


- 8% Fire
- 17% EMS
- 75% Police
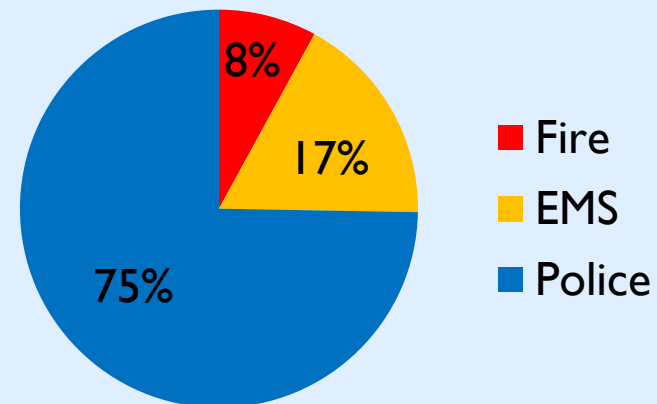
Communication Technology Services

The Communications Technology Services Division maintains public safety technology and public safety radio systems. The division is made up of specialists, technicians, analysts and supervisors who handle the day to day maintenance and support of critical public safety technical applications.

- **Radio System Upgrade**
  - Funded through a Capital Budget item in FY17
  - Expected completion in late September 2017
  - Upgrade will:
    - Move to an updated digital system
    - Enable additional features
    - Increase interoperability with surrounding counties
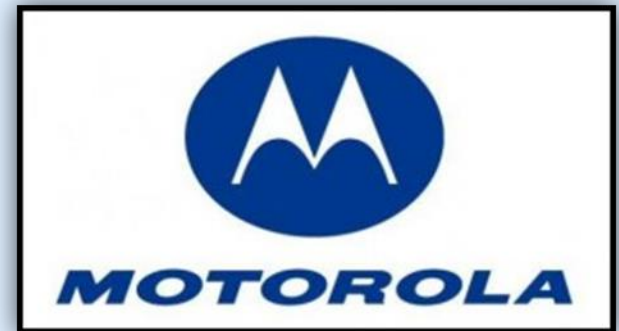
Subscribers: 6,991   Agencies: 107

- **Support of Secondary Public Safety Answering Points**
  - Jeffersontown, St. Matthews, Anchorage, Shively, Jefferson County Sheriff's Office, University of Louisville

Emergency Medical Services

Emergency Medical Services (EMS) provides emergency medical care 24/7/365 throughout the Louisville Metro area. EMS is committed to the development of the latest advances in basic and advanced life support patient care.

- 2016 Quick Facts
  - 124,443 calls for service
  - 84,186 transports
  - Mission: Lifeline Gold Award Recipient from the American Heart Association (AHA)
  - CPR Center was awarded National Status by the AHA

	Event Type	2016 CFS Count
Top 10 Chief Complaints for EMS	Sick	11,636
	Fall	11,418
	Breathing Problems	10,907
	Unknown Problems	10,396
	Transfer/Interfacility	9,099
	Chest Pain	9,043
	Motor Vehicle Accident	8,446
	Overdose	6,879
	Fainting/Unconscious	6,074
	Convulsions	4,849

- New collective bargaining agreement secured in 2016 has helped recruiting and retention efforts

Public Information and Community Enrichment

The Public Information and Community Enrichment Division engages the community by coordinating Emergency Services' outreach and education, entering service requests and answering questions in MetroCall 311 and handling media inquiries and MetroSafe's open records requests.

- MetroCall 311 2016 Quick Facts
  - 208,229 MetroCall Interactions with the Community
    - 165,538 phone calls
    - 17,137 live chats
    - 6,388 web and mobile requests
    - 8,372 emails
    - 794 Twitter interactions
  - Entered 94,153 Service Requests

- Open Records 2016 Quick Facts
  - 6,892 records requests
  - 16,596 records produced
  - Nearly half of all requests came from the County Attorney or a Private Attorney

Public Information and Community Enrichment

- The Public Information and Community Enrichment division helps to coordinate community events and community education
  - Louisville Emergency Planning Committee (LEPC) Safety Fair
  - Little Hands Little Feet
  - 911 for Kids
  - Community Events
- Invite us to neighborhood meetings and your District events to provide preparedness training, emergency education and more!

Questions?

Like us on Facebook – **@LouMetroES**

Follow us on Twitter – **@LouMetroES** and **@LouMetro311**

LENSALERT
LOUISVILLE EMERGENCY
NOTIFICATION SYSTEM

Sign up for LENSAlert at – https://www.smart911.com/smart911/ref/reg.action?pa=JeffersonCountyKYEMA