

EMERGENCY SERVICES

PRESENTATION TO THE GOVERNMENT ACCOUNTABILITY AND ETHICS COMMITTEE



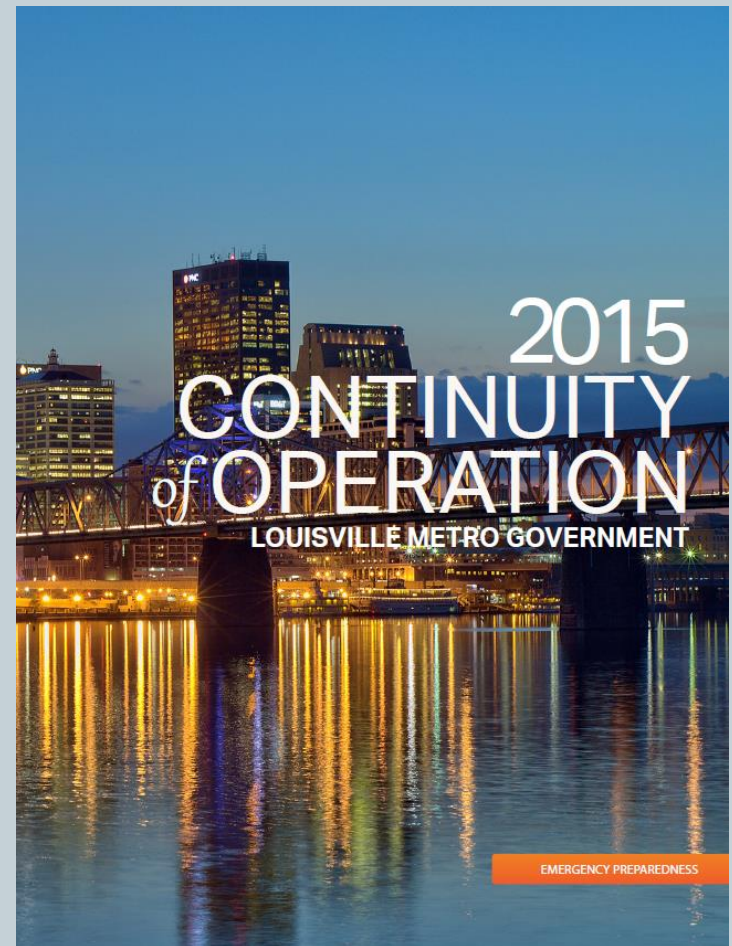


EMERGENCY MANAGEMENT



- **COOP/COG**

- A Continuity of Operations/Continuity of Government (COOP/COG) is an effort to ensure local government can continue to provide essential functions during a wide range of emergencies.
- Emergency Management is coordinating the effort to revamp the COOP/COG for Metro Government. Metro agencies have been asked to fill out a simple form to gather information.
- Once all the information is assembled, the information will be reviewed and the city's COOP/COG plan will be published on the louisvilleky.gov webpage.





EMERGENCY MANAGEMENT



- **Emergency Operations Plan Update**

- Emergency Management is leading the process to update the city's Emergency Operations Plan (EOP).
- Incident Command System (ICS) Mission Specific Training and other trainings have been provided to public safety and related agencies leading up to a full live scale exercise which will be hosted by Emergency Management on March 9, 2016.
- The culmination of the ongoing revisions, trainings and exercise will result in a fully updated and well-practiced Emergency Operations Plan. The plan will be complete this summer (2016).





EMERGENCY MANAGEMENT



- **Active Aggressor**

- As the national prevalence of shootings at malls, schools and other businesses rises, the topic of active aggressor situations is a prevalent one in the public safety community.
- Emergency Management has developed a curriculum and a training plan for all partnering public safety agencies in Louisville Metro and has developed a group of instructors to provide the training.
- Training has begun this month and will be complete by the beginning of 2017.





EMERGENCY MANAGEMENT



- **StormReady**

- Louisville achieved the distinction of being a National Weather Service (NWS) *StormReady Community* in 2015.
- This designation is extremely difficult to achieve for a city of our size due to stricter criteria for communities with large populations.
- Going forward, Emergency Services will continue to engage with the NWS and continue the sponsorship of Storm Spotter training.



Sign up for LENS - Louisville's Emergency Notification System:

<https://public.coderedweb.com/CNE/BoE6EoCB6CFF>



TECHNOLOGY SERVICES



- **Radio System Infrastructure Upgrade**

- Louisville Metro Emergency Services received funding of \$7.8 million for the complete upgrade to the MetroSafe Motorola Astro 25 radio system.
- This infrastructure only upgrade will increase network security, expand capability to provide radio communications to mobile devices, enable digital paging and will move to a robust IP network.



**Radio
System**

6,842
subscribers

102
agencies



CAD Upgrade

Louisville Metro Emergency Services received funding of 500k+ for an upgrade to its Computer Aided Dispatch (CAD) system

- Upgraded hardware and software for 8 public safety answering points (2 Metro/6 Suburban) and CAD mobile software for first responders
- While some changes are apparent to our user community, many are workflow/system related or in support of future integration with the public safety 'ecosystem'



Innovation – new ways to address public safety workflows



Usability – Improvements to existing workflows



Modernization – Support for new platforms and technologies



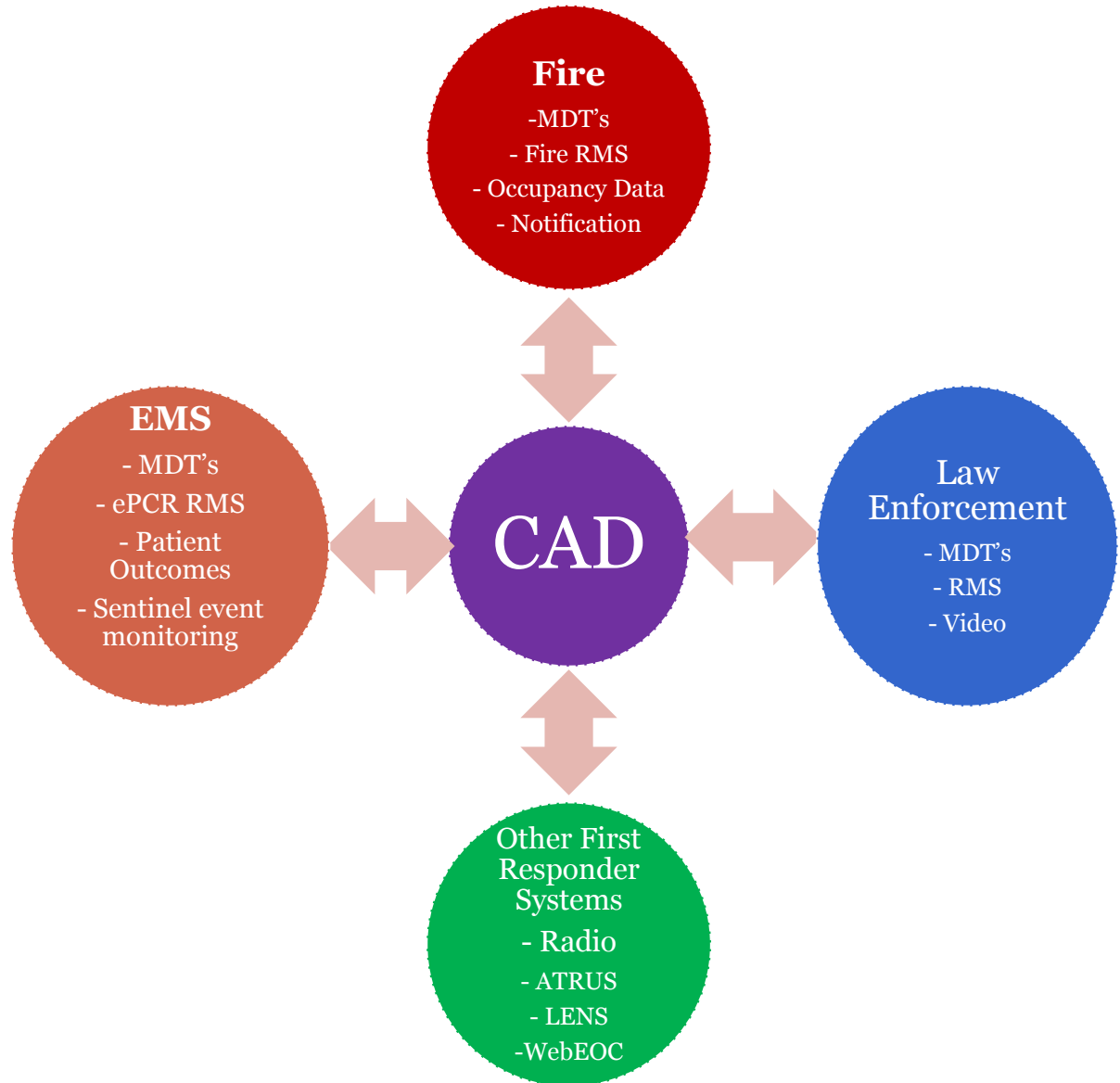
Streamlining-- simplified administration



Mobility – Improvements to field workflows

The 'Art' of the Possible

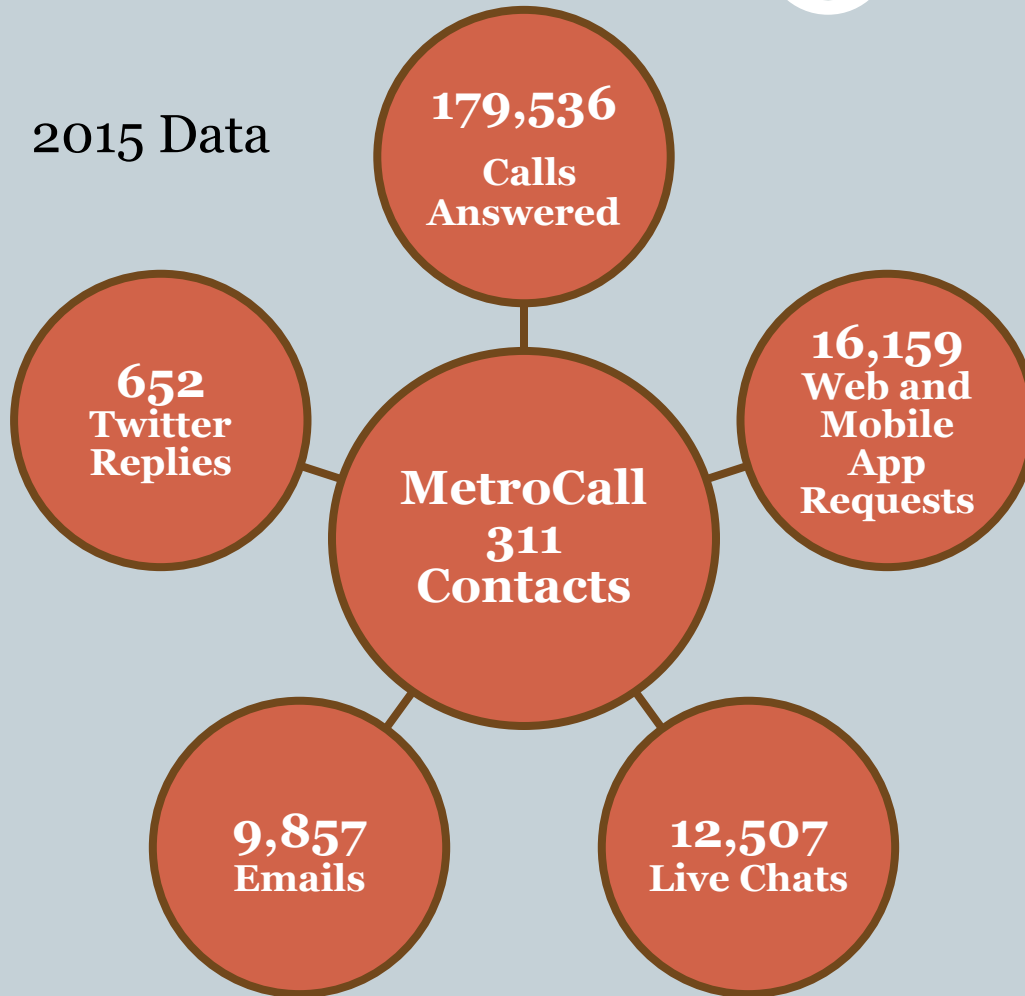
During the next 6 to 12 months, our technical team will be looking for opportunities to further integrate the public safety application 'ecosystem'





METROCALL 311

2015 Data



TOP 10 MIDAS SERVICE REQUESTS 2015

| | |
|---|-------|
| Street Potholes | 9,453 |
| Grass/Weeds on Private Property | 6,009 |
| Trash on Private Property | 4,412 |
| Damaged Garbage Carts | 4,147 |
| Miscellaneous | 4,070 |
| Exterior Violations on Private Property | 3,630 |
| Garbage Missed | 3,437 |
| Recycling Bin - New, Damaged, Missing | 3,150 |
| Weeds on VAP with Structure | 3,041 |
| Dead Animal Pickup | 2,595 |



- **Improvements in 2016**
 - Develop a formal Quality Assurance process
 - Streamline processes using Lean Process Improvement methodology
 - Formalize the Voice of the Citizen Survey Program
 - Direct Mobile App and Web Requests automatically into the work order system where appropriate





LITTLE HANDS/LITTLE FEET PROGRAM



- **Little Hands/Little Feet** is a program through the Board 4 Change that teaches children about gun safety, life safety and peaceful conflict resolution.
- Emergency Services coordinates with public safety agencies to do presentations and bring first responder vehicles so that kids can see things up close in a non-threatening environment and learn important safety tips.
- 60 children graduated the 10-week program last year and even more are enrolled and expected to graduate this year!



| Year | Total Calls | Incoming 911 Calls |
|------|-------------|--------------------|
| 2013 | 1,140,976 | 654,465 |
| 2014 | 1,415,430 | 671,014 |
| 2015 | 1,547,069 | 755,997 |

| Additional Call Data for 2015 | |
|--|---------|
| Administrative Calls – Includes non-emergency calls for service coming from the public and public safety agencies/personnel | 791,072 |
| Outgoing Calls – Includes returned calls to 911 hang-ups and any outgoing calls related to public safety and public services | 349,426 |
| Abandoned Calls 911 calls in which the caller disconnects before the call is answered | 69,148 |

