Emergency Services
2016 Year End Report

EDWARD J. MEIMAN III
DIRECTOR

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Dear Colleagues, Partners and Community Members,

As Emergency Services continues to develop as an agency, I will first say that I am extremely proud of all the individuals who make this agency what it is. Emergency Services provides life-saving support and quality public services to our community on a daily basis. The different divisions of Emergency Services work collaboratively together to ensure that each encounter that you have with this agency is a positive one.

Several significant personnel changes took place in 2016. The most significant is that our previous director, Ms. Debbie Fox, transitioned to a position as the Director of Public Safety at Bellarmine University. Her legacy and impact on this organization will long be remembered and appreciated. I was honored to take the role of director in June of 2016. It has been a pleasure getting to know many of you and strengthening existing relationships with others. To those of you I have not had the pleasure of getting to know yet, I look forward to doing so.

Emergency Services continued to build on its strategic goals and initiatives throughout the year as we upgraded our Computer Aided Dispatch System, enhanced our Community Notification System (LENSAlert) and worked diligently to support the ongoing radio upgrade project. We updated our Emergency Operations Plan and our Hazards Mitigation Plan. We conducted a full scale active shooter exercise to help our first responders be prepared for such an event, and we helped coordinate active aggressor trainings for every first responder agency in the county.

We invested in our Emergency Medical Services personnel by working with the Teamsters Union to secure a new contract with our Emergency Medical Technicians and our Paramedics. Additionally, every member of our EMS team went through a FitResponder training to help learn techniques to reduce on-duty injuries.

Please take the time read through this report to see all of the great things this agency is doing. I am excited about the challenges and opportunities in front of us.

Stay Safe!

Edward J. Meiman III
Executive Director, Emergency Services

Louisville Metro Emergency Services officially formed on February 27th, 2015, combining the existing departments of Louisville Metro Emergency Medical Services (EMS) and Emergency Management Agency (EMA)/MetroSafe. As the agency moves into its second year of existence, the multiple divisions continue to integrate and work together to achieve its common goals.

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.

Emergency Services provides core functions of 911 call-taking and dispatching, Emergency Medical Services, 311 call taking and service request entry, emergency management and special event coordination (special events was added as a core function in January 2017). These core functions allow us to achieve our mission and our goals and initiatives that we have set. In addition to these core functions, we also provide public safety technology services through the support and maintenance of the public safety radio system and other public safety applications. Emergency Services' Medical Director, Dr. Raymond Orthober, provides medical direction not only to our EMS division but also to the Louisville Division of Fire and the Jefferson County Fire Departments. Other small divisions, no less vital to our mission, include the National Crime Information Center (NCIC), Open Records, CPR Center, Fleet and Supply, Training and Quality Assurance and Administration.

The following pages in this report highlight many of the accomplishments and achievements of Emergency Services during 2016. The appendix at the end of the report includes statistical information about our various functions within Emergency Services.
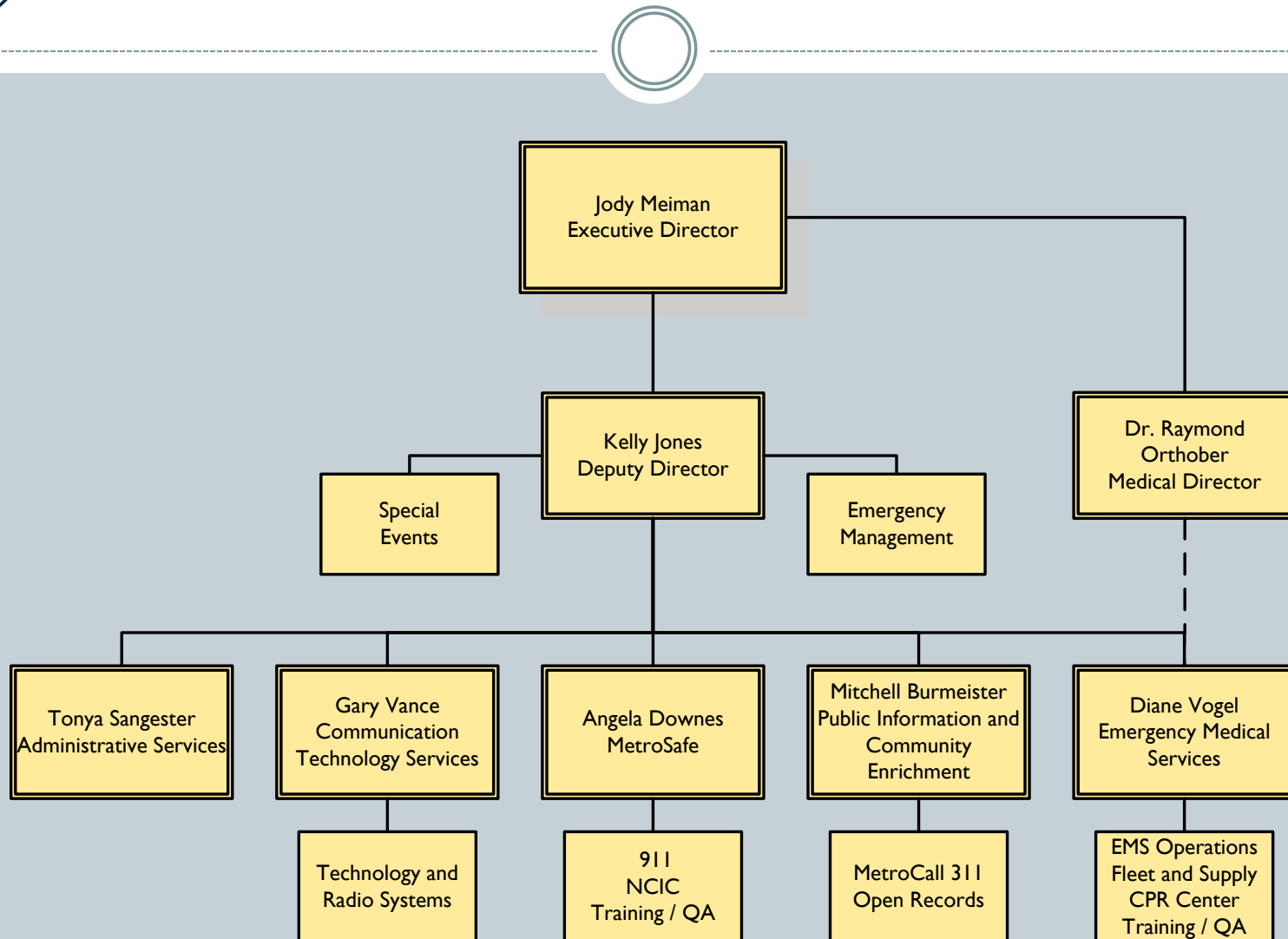
Emergency Management Division

As the local emergency management agency, our Emergency Management Division aims "… to lessen the possible impact of potential disasters through emergency planning, advance preparation, coordinated response and recovery." (Louisville Metro Emergency Operations Plan)

Tabletop Drill – Our community took advantage of the opportunity to participate in the Ohio Valley Response Zone tabletop exercise that was hosted by Marathon Ashland Petroleum (MAP). This was an incredible event that highlighted the ability of our local responders to work with the private sector (MAP) and federal responders (US Coast Guard) to mitigate the release of a large quantity of petroleum material.

Louisville Leadership Tabletop Exercise – Emergency Services together with the Department of Homeland Security (DHS) hosted a tabletop exercise for the Louisville Metro Leadership Team. The DHS National Exercise Division created scenarios and facilitated the event in order to test our ability to respond to a mass casualty event coinciding with a large outdoor public gathering. It was challenging to experience an event beyond our immediate response capability but reassuring to see how our leadership can create response strategies and make timely decisions in a stressful environment.

Sirens - Emergency Services upgraded or retrofitted nine outdoor warning siren sites in 2016. We are installing a FEMA/National Weather Service auto activation system using FEMA's Integrated Public Alert and Warning System (IPAWS) with completion expected in 2017.

Outdoor Warning Sirens Map -
https://louisvilleky.gov/government/emametrosafe/services/outdoor-warning-sirens

Community Readiness & Resilience – We continue to pursue grants that prepare our community for all hazards. In 2016 we received $323,000 in FEMA funding:
- To acquire flood-prone repetitive loss properties;
- Inventory buildings for risk assessments and mitigation strategies; and
- Install a backup generator for a firehouse.

Levee System Enhanced Emergency Response Plan – The US Army Corp of Engineers and the Metropolitan Sewer District (MSD) performed a study that evaluated the impact of failure of the levee system that protects us from Ohio river flooding. Emergency Management participated in the study as well as a tabletop exercise that discussed the complexity of response to widespread flooding.

Emergency Management has also participated in the formation of a local Silver Jackets program that is being hosted at MSD. Silver Jackets teams are state-led interagency teams across the United States that bring together state, federal, and local agencies to reduce flood risk and other natural disasters. The shared knowledge and perspective of each unique team is leveraged into more enhanced response and recovery efforts.

LENSALERT
LOUISVILLE EMERGENCY NOTIFICATION SYSTEM

Community Notification – In August 2016 Emergency Services announced it was transitioning from CodeRed to LENSAlert for community notifications. LENSAlert is a system using phone, texts, and/or email for real-time emergency alerts and other notifications. It is an interoperability partnership of Louisville Metro, Bullitt County, Oldham County, and Washington County. LENSAlert supports the mission of Emergency Services by using common communication formats to reach the public, improving speed and quality of responses, and gathering public profile information.

The service provider RAVE Mobile Safety has additional features within the LENSAlert system. In the future citizens will be able to create a Smart911 profile that will automatically be displayed to a 9-1-1 calltaker during an emergency call. This information will allow dispatchers to make faster decisions and decrease response times. Smart911 was credited with saving a Michigan man's life from a house fire by reducing the response time by 11 minutes. These profiles will also increase our capabilities for planning and preparedness by giving better demographics on our community.

Smart911

RAVE
MOBILE SAFETY

www.facebook.com/LouMetroES/?ref=bookmarks

www.louisvilleky.gov/government/emergency-services

Hurricane Matthew – In October 2016 Hurricane Matthew made landfall in South Carolina. It flooded communities, knocked out power to residents, and caused major property damage. Emergency Services responded as part of the Kentucky Emergency Management (KYEM) Incident Management Team (IMT).   This multiagency team facilitated the successful operation of a Logistics Point of Distribution (POD) Center in support of the Presidential disaster declaration.

Active Shooter Exercise

On March 9, 2016, Emergency Services had the privilege of hosting Secretary of Homeland Security Jeh Johnson for its Active Shooter exercise. The multiagency drill was held near Slugger Field to demonstrate the preparedness of Louisville Metro Government. Emergency Services continues to plan and prepare for all hazards our community might face.

MetroSafe Division

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 (PSAP). Also within the MetroSafe Division are the National Crime Information Center and Training/Quality Assurance units.

Cassidian Upgrade – The Emergency Services Technology Services Division successfully completed the upgrade of the Cassidian phone system in December 2016. The upgrade affected approximately 150 positions including our center, six secondary PSAPs, and five other counties. This upgrade prepares for future Next Generation 911 operations such as text-to-911 and grants additional flexibility to the phone system configurations.

Computer Aided Dispatch (CAD) – MetroSafe continues to refine and enhance the latest CAD upgrade that went live in January 2016. Dispatchers received a new Fire Station Alerting system for Louisville Fire that is more robust and streamlines their workflow.

Training – Our communications center team received just short of 1,200 hours of continuing education training to maintain their certifications and improve their skills. Our Training/Quality Assurance Department also trained seven LMPD police recruit classes totaling 101 recruits. Training personnel also participated in eight additional instructional events for LMPD.

Daily Work Warrior Award – The National Crime Information Center (NCIC) employees continued to validate LEAN principles during 2016. The Louisville Metro Office of Performance Improvement and Innovation recognized the NCIC unit with its Daily Work Warrior award for implementing and validating the LEAN principles learned last year. NCIC also created a 24/7 email inbox to handle interagency requests while reducing paper consumption. Information requests and reports can be electronically submitted, tracked, and processed, improving customer service and efficiency. NCIC is working on streamlining the mental inquest warrant (MIW) process so they can be entered and served out of the ewarrants system. This change will improve officer safety and reduce manpower costs in serving MIWs.

Communications Technology Services Division

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 – The Radio System upgrade is fully underway at this time. The new microwave backhaul has been installed at all tower sites and is currently being optimized for peak performance. Three tower sites (Fern Creek, Shively and MSD) have received new LED lighting systems. Most sites have completed the removal of old equipment and new equipment installations are ongoing at all sites. Console modifications and upgrades in the Communications Center are also in progress. The new Fire Station Alerting system Mach Alert has been installed and is currently operational.

Oldham County Dispatch has signed an MOU with Louisville Metro Emergency Services and will begin installation of equipment on a tower site in LaGrange in order to join our radio network. They will add approximately 600 subscribers to the system when complete. New construction for them will occur in parallel with our progress and is expected to be completed within similar time frames.

Bullitt County has also expressed interest in utilizing the Louisville Metro radio infrastructure. They have received 6 APX6000 radios and have begun their coverage testing procedures to identify potential problem areas. These tests are utilized in conjunction with computer generated coverage maps to identify additional equipment that may be needed to obtain optimal results.

Emergency Services remains committed to a well-functioning radio system as it supports the safety and well-being of our citizens and first responders. This upgrade ensures radio services will continue to be reliable and maximizes the coverage area for all subscribers.

Subscribers: 6,991   Agencies: 107

Emergency Medical Services Division

Emergency Medical Services (EMS) provides 24-hours-a-day, 911 emergency medical care throughout the Louisville Metro area. EMS is committed to the development of the latest advances in basic and advanced life support patient care. We rely on advanced training methods and education. We use technology and latest research in emergency medical care.

Emergency Medical Services for Children – Louisville Metro EMS has been working with the EMS for Children department of the Kentucky Board of EMS to help develop a recognition program for pre-hospital pediatric care. The program will highlight those EMS systems which carry pediatric equipment, complete training hours in pediatric topics, and participate in community outreach programs geared toward children. The program should be launched in the next few months.

Paramedic Patient Care Navigator (PPCN) Program – The Louisville Metro EMS PPCN program was re-instated in May of 2016 following a moratorium on all similar programs in KY by the regulating board. Louisville Metro EMS was the first agency in the state to obtain permission from the board to begin a pilot program. This program affords trained paramedics to identify and provide alternative treatment and transport options for individuals who have low acuity complaints received via 911.
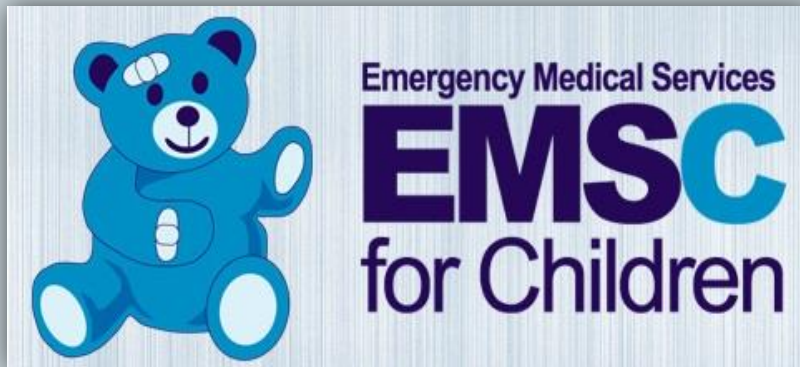
Training – All licensed EMS providers are required to complete specific continuing education hours in order to maintain their licenses, often at their own expense. Each year the Education and Training Department at Louisville Metro EMS provides these hours at no charge to our employees. In 2016, we provided 222 hours of continuing education covering issues from cardiac arrest and airway management to diversity/inclusivity and professionalism.

Fire Department Outreach – In addition to providing continuing education hours for our own employees, Louisville Metro EMS provides similar hours for the suburban fire departments. In 2016,we provided 304 hours of continuing education to Suburban Fire.

Equipment – Patients who are having severe difficulty breathing or who have stopped breathing require immediate assistance by EMS providers. For the past several years, Louisville Metro EMS has been utilizing a blind insertion airway device known as the King Airway to help these patients. In August 2016, we switched from the King Airway to a new device called an I-gel. This new device is safer for patients and easier and faster for EMS providers to use. The cost of an I-gel is less than that of a King Airway so the switch is cost effective as well.

Bluecoats – Bluecoats was originally established by businessmen as a way to assist police officers who may have been injured or killed in the line of duty when there were no benefits available to them. Bluecoats now honors the important work that all public safety personnel do for the community. This past year the award for EMS was given to a group of individuals who demonstrated outstanding teamwork while dealing with a critical call for service involving four persons, three of which were elementary age children. They performed their duties in a collaborative fashion with fire and police to both rescue and transport the children to the hospital. Their work in this incident exemplified the capabilities of EMS professionals.

October 20, 2016 – JCPS students struck by SUV

Fit Responder – Louisville Metro EMS completed a Six Sigma Green Belt project last year. The project was designed to find solutions to decrease injury/lost time injury rates with the goal of improving overtime and operational efficiencies. One proposal was additional training of EMS personnel. The program Fit Responder was rolled out to all EMS employees in October 2016. The program teaches proper lifting techniques as well as the integration of proper lifting equipment. EMS purchased MegaMovers so bariatric patients could be lifted safely while reducing the risk of injury to our employees. Fit Responder also encourages pre-shift stretching to ensure responders are physically ready to respond to their community's emergencies.

Paramedic Class – Louisville Metro EMS has been working diligently to prepare for the next paramedic program which now requires accreditation. In December, EMS was represented in Dallas, TX at a Committee on Accreditation of Educational Programs for the Emergency Medical Services Professions (CoAEMSP) workshop. This allowed EMS to prepare and complete the accreditation application and supporting documentation, which was submitted to CoAEMSP in late December. EMS is currently awaiting a response from CoAEMSP and preparing for the next program to begin in May 2017.

Mission: LifeLine – In 2016 LMEMS was honored by the American Heart Association with its Mission: Lifeline Gold Award. This award recognizes EMS agencies who meet clinical significant metrics aimed at improving patient outcomes for patients suffering from acute coronary syndromes – heart attacks.

CPR Center – In the past year, the Louisville Metro Emergency Medical Services CPR Center has continued to grow and impress the American Heart Association (AHA). In recognition of these efforts, the AHA awarded National Territory Status to the CPR Center. This distinction is shared among only a few centers nationally and is unique to Kentucky and Indiana.

The CPR Center doubled the number of instructors aligned with our Center. In 2016 over 16,000 students received certification trainings through our Center and over 12,000 students were trained through our affiliated sites located throughout Kentucky and Indiana. This represents a 14.6% increase in the CPR Center's students alone.

In support of the Mayor's Safety City campaign, the CPR Center has partnered with KY Refugees and Catholic Charities to provide Hands Only CPR and Heimlich Maneuver training to every refugee within their own native language. This is an unprecedented effort for Louisville and the entire state of Kentucky.

2016	Students
LMEMS CPR CENTER*	16,319
AFFILIATED TRAINING SITES	12,387
TOTAL	28,706
HANDS ONLY CPR	1,773

*INCLUDES ALL AFFILIATED INSTRUCTORS

In 2016 the CPR Center was asked to participate and oversee an expanded Hands Only CPR grant that will cover the span of two years. This request recognized the CPR Center's successful 2015 grant project. For 2016 the LMEMS CPR Center enlisted LMPD, Metro Parks, as well as United Parcel Service to help implement a much larger grant program.

MetroCall 311 - In its 27th year, MetroCall 311 continues to be the customer service center for Louisville Metro Government and helps to reduce government red tape and improve accountability. It's the place where you can request a service, offer a suggestion, ask a question, share an opinion, register a complaint, and even pass on a compliment relating to Metro services and events. Not only can a citizen call 3-1-1, they can also utilize e-mail, the website, our mobile application, Twitter, and Live Chat.

2016 was a busy year in MetroCall 311. Beyond responding to our citizens, we accomplished a number of things that help the division be more efficient and effective. In January, a quality assurance process was implemented utilizing call monitoring. Formal Standard Operating Procedures were written and implemented. In addition to the monthly statistics that we review, a weekly statistics report is now used to inform the employees of their performance. During Public Works' Pothole Blitz, MetroCall 311 was a key factor in implementing #502Pothole in the Twitter world. We finalized our work with the Office of Performance Improvement to place 311 data sets on the Open Data Portal. The Department of Information Technology (DoIT) assisted us in developing a new Knowledge Base. MetroCall 311 also participated in the selection process with DoIT to identify a new Citizen Relationship Management software system. This software is part of a larger upgrade for the city's replacement of its work order management system. MetroCall will be an active participant during the 18 months it will require to fully implement this new system.

Do you have the MetroCall 311 App? The app allows you to submit service requests immediately. You can report potholes, issues with traffic signals, property maintenance issues and more!
Follow this link to Download the 311 App for Apple or Android:
https://louisvilleky.gov/government/metrocall-311/services/download-311-app

Little Hands/Little Feet – Emergency Services partnered with Board 4 Change, the Office of Safe and Healthy Neighborhoods and the Louisville Metro Police Department to provide the Little Hands/Little Feet program. Little Hands/Little Feet is a 10 week program for preschoolers and elementary age children and a 12 week program for middle and high school youth in Metro Louisville. The program's focus on firearms safety has become increasingly relevant as gun violence has negatively impacted our community and communities across the nation in 2016.

The program assisted 248 children to learn about gun safety and other life safety items in the past year. Emergency Services is an integral part of this program. Red E. Fox, our preparedness and safety mascot, visited community centers throughout the duration of the program to teach youngsters about 9-1-1. Our Emergency Medical Services division brought equipment and an ambulance to educate children about their public safety roles. The Mobile Emergency Operations Center was also made available for tours. Emergency Services will continue to support the Board 4 Change and its founder, Luther Brown, to educate and protect our youth.

Safety Fair – The Fourth Annual Louisville Emergency Planning Committee (LEPC) Safety Fair was held on August 20, 2016 at Home Depot on Dixie Highway. The Safety Fair's purpose is to raise awareness in Metro Louisville about the importance of emergency preparedness and overall citizen safety. The Safety Fair allows LEPC, Emergency Management and others to discuss ways to increase personal and family emergency preparedness efforts, as well as promote safety and emergency preparedness efforts currently taking place within the community.

Participating Agencies		
	American Red Cross	Louisville Gas and Electric
	American Synthetic Rubber Company	Louisville Metro Police, Fire & EMS
	Amateur Radio Emergency Service	Lubrizol
	Chemours	KY Divisions-Water & Environmental Protection
	Clariant	Louisville Metro Public Health and Wellness
	DOW Chemical	Rubbertown Community Advisory Council
	Jefferson County Suburban Fire	Rubbertown Mutual Aid Association
	Kentuckiana Air Education - KAIRE	National Weather Service

Emergency Services celebrated its first awards ceremony as a fully merged agency. Our employees' commitment and dedication drives our daily efforts to serve the community. It is important to recognize those individuals who go above and beyond their duty to be compassionate, to provide excellent service, and to be responsive to the needs of our citizens of Louisville Metro. It was an honor to posthumously recognize Larry Muchow as our Support Staff of the Year, and we offer a special thanks to his family for his service and dedication.

Year	Total Calls	Incoming 911 Calls
2013	1,140,976	654,465
2014	1,415,430	671,014
2015	1,547,069	755,997
2016	1,523,012	735,237

Source of Incoming 911 Calls in 2016

9%
7%
84%

- ■ Wired
- ■ VoIP, TTD, other
- ☐ Wireless
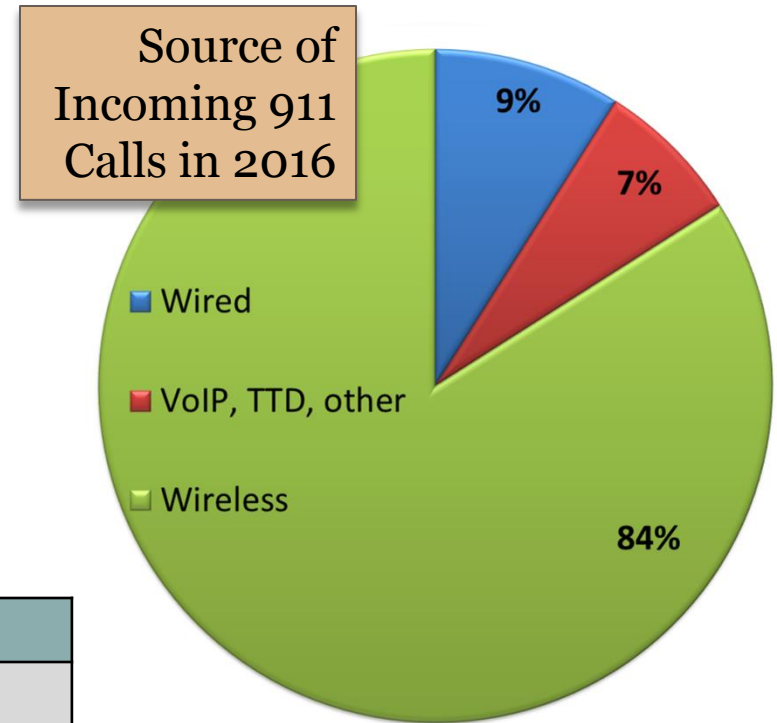
Additional Call Data for 2016	
Administrative Calls – Includes non-emergency calls for service coming from the public and public safety agencies/personnel	787,775
Outgoing Calls – Includes returned calls to 911 hang-ups and any outgoing calls related to public safety and public services	316,092
Abandoned Calls 911 calls in which the caller disconnects before the call is answered	67,338

MetroSafe - Calls for Service, By Agency Type

Police Calls for Service

Year	Calls
2013	572,583
2014	565,217
2015	530,640
2016	537,174
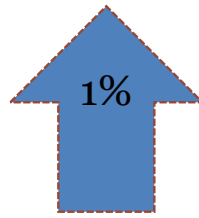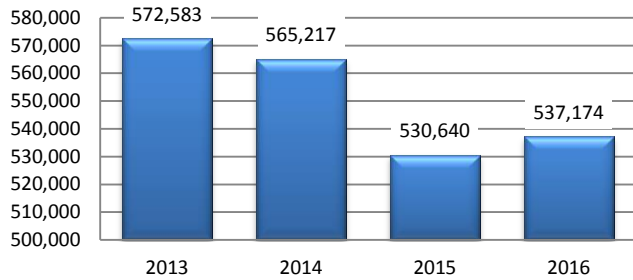
1%
'15 to '16 % change

EMS Calls for Service

Year	Calls
2013	105,107
2014	107,944
2015	117,571
2016	124,443
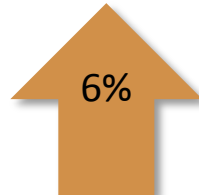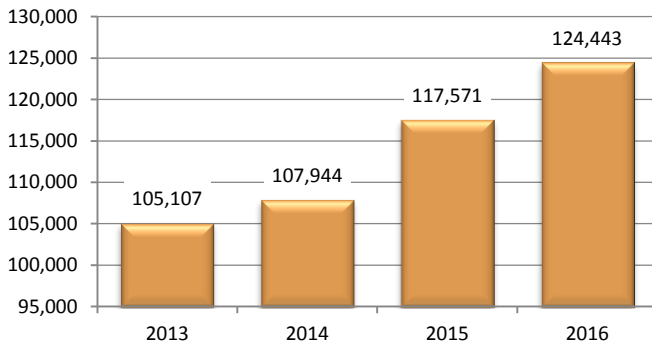
6%
'15 to '16 % change

Fire Calls for Service

Year	Calls
2013	51,880
2014	52,381
2015	54,353
2016	57,297
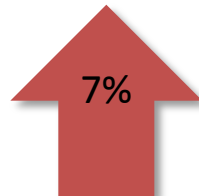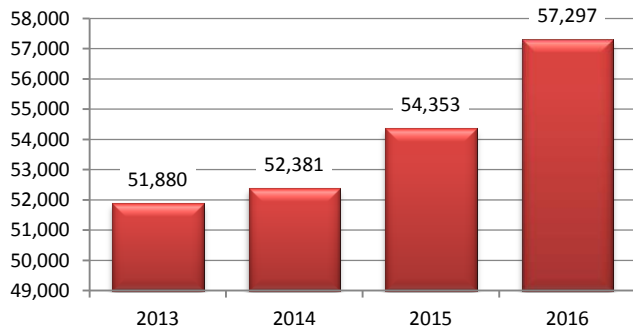
7%
'15 to '16 % change

Total Calls for Service

Year	Total	Police	Fire	EMS
2013	729,570	78%		14%
2014	725,542	78%		15%
2015	702,564	76%		17%
2016	718,914	75%		17%

Legend: EMS, Fire, Police
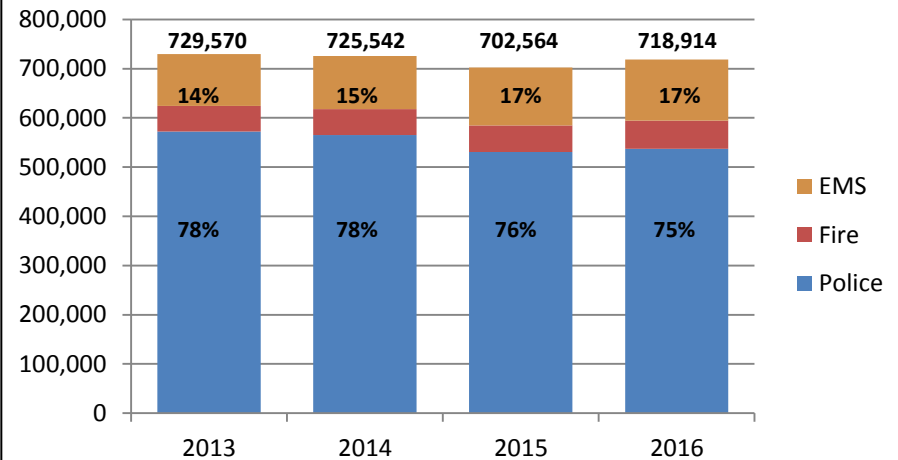
Overall, calls for service to the 911 Communications Center increased by 2.4% in 2016 compared to 2015. Police and EMS each had an increase of almost 7000 and the total number of calls for service increased by 17,000.
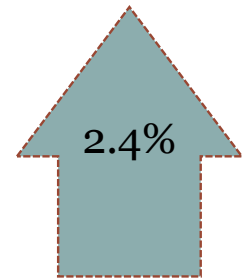
2.4%
'15 to '16 % change

"Fire" includes Louisville Fire, Shively Fire and Jefferson County Fire. "Police" is LMPD only and "EMS" is LMEMS and Anchorage EMS.

EMS Calls for Service, By Event Category

	Echo	Delta	Charlie	Bravo	Alpha	Omega	Other	2nd Triage	Total
2014	872	30,489	27,505	21,095	19,229	4,859	689	3,206	107,944
2015	938	32,833	30,847	22,905	21,075	5,062	1,268	2,643	117,571
2016	1,041	36,305	32,770	26,348	24,621	2,209	747	402	124,443

LFD Calls for Service, By Event Category

	High	Medical	Medium	Low	Total
2014	6,864	21,718	923	4,676	34,181
2015	6,803	22,941	1,188	5,171	36,103
2016	6,746	24,759	1,213	5,728	38,446

LMPD Calls for Service, By Event Category

	1	2	3	4	5	Other	Total
2014	3,696	230,343	146,658	178,997	7	5,516	565,217
2015	3,898	213,225	139,214	168,055	13	6,235	530,640
2016	4,257	213,162	150,463	161,502	2	7,788	537,174

JCFD Calls for Service, By Event Category

	High	Medical	Medium	Low	Total
2014	6,294	3,652	608	6,745	17,299
2015	6,530	2,739	812	7,190	17,271
2016	6,401	2,893	710	7,767	17,771

EMS Pickup to Dispatch, By Event Category

	ECHO	DELTA	CHARLIE	BRAVO	ALPHA	OMEGA
2015	92	112	136	108	136	154
2016	105	127	151	119	159	163

LFD Pickup to Dispatch, By Event Category

	HIGH	MEDICAL	MEDIUM	LOW
2015	56	102	79	56
2016	60	118	74	58

LMPD Pickup to Dispatch, By Event Category

	1	2	3	4	OTHER
2015	83	129	138	146	181
2016	89	134	145	152	190

JCFD Pickup to Dispatch, By Event Category

	HIGH	MEDICAL	MEDIUM	LOW
2015	59	101	108	62
2016	61	114	66	56

Please note: Pickup to Dispatch averages do not include first responder self-initiated runs.

LMEMS 2016 DEPLOYMENT MODEL

Legend

2016 DEPLOYMENT
HOURS OF COVERAGE

12
20
24
FLY CAR
River
Interstate
Major Arterial
Minor Arterial
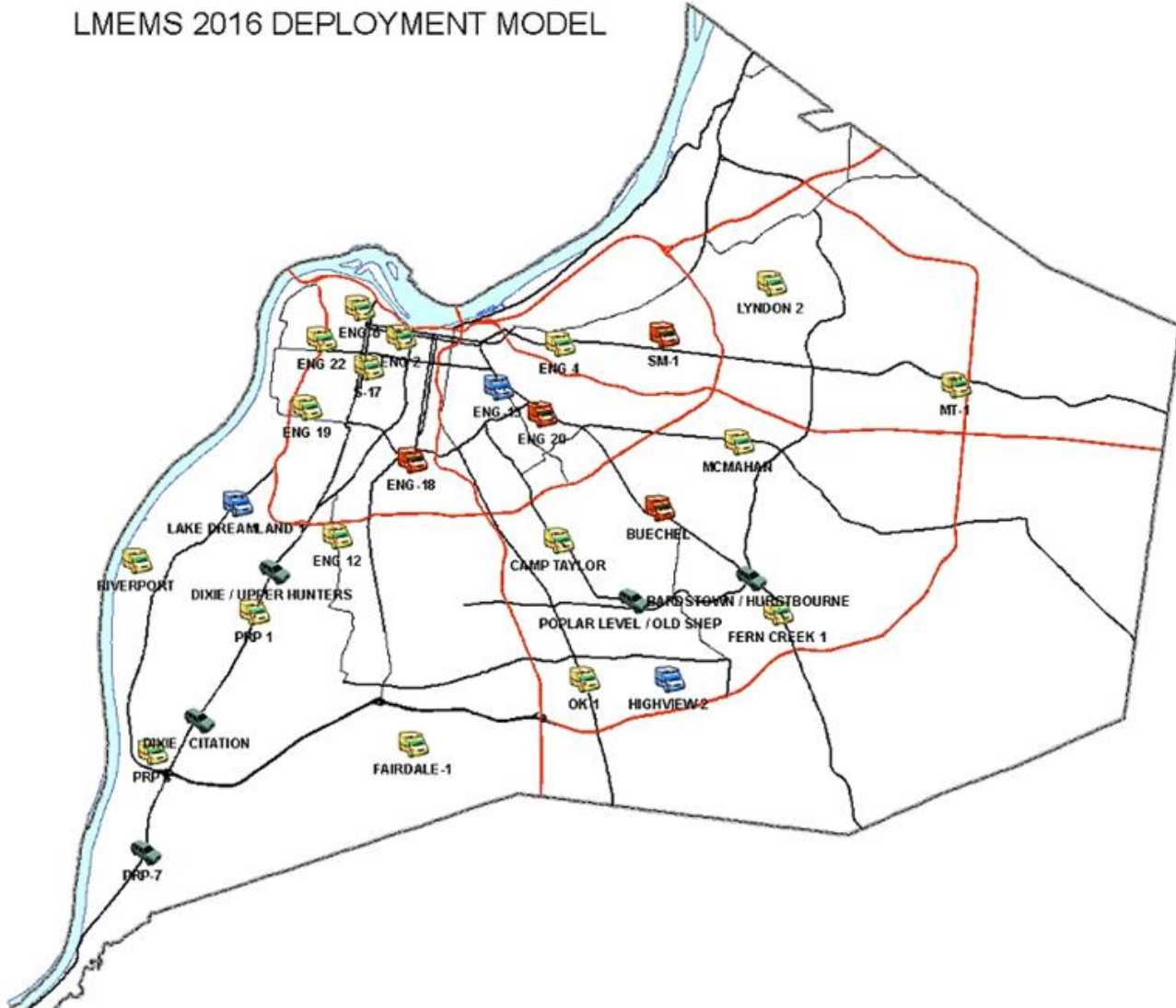
Map built by :
Michael S. Tully
01/07/2016

2016 EMS Calls for Service by Time of Day
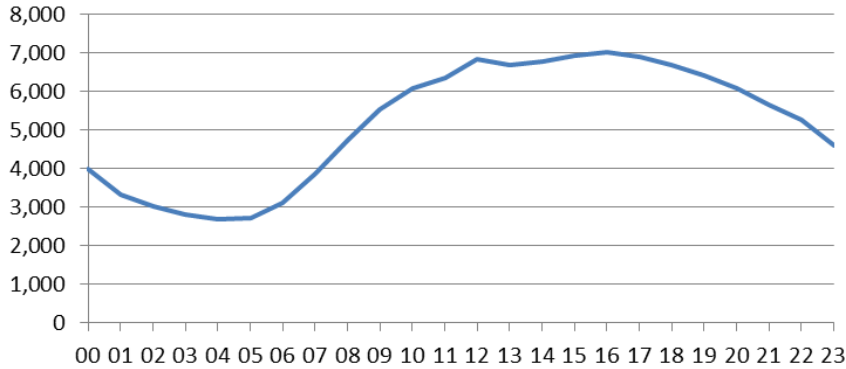
Event Category	Avg. Dispatch to On-Scene Times		
	2014	2015	2016
Echo	0:07:57	0:07:47	0:08:07
Delta	0:08:37	0:08:43	0:08:57
Charlie	0:08:59	0:09:20	0:09:33
Bravo	0:09:32	0:09:50	0:09:56
Alpha	0:12:20	0:12:58	0:12:11
Omega	0:14:07	0:14:31	0:12:36

Top 10 Chief Complaints for EMS

Event Type	2016 CFS Count
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

EMS Transports to the Hospital in 2016

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
EMS Transports	7,014	6,542	7,355	6,726	7,166	7,042	7,300	7,364	6,814	6,786	6,621	7,456

Total 84,186
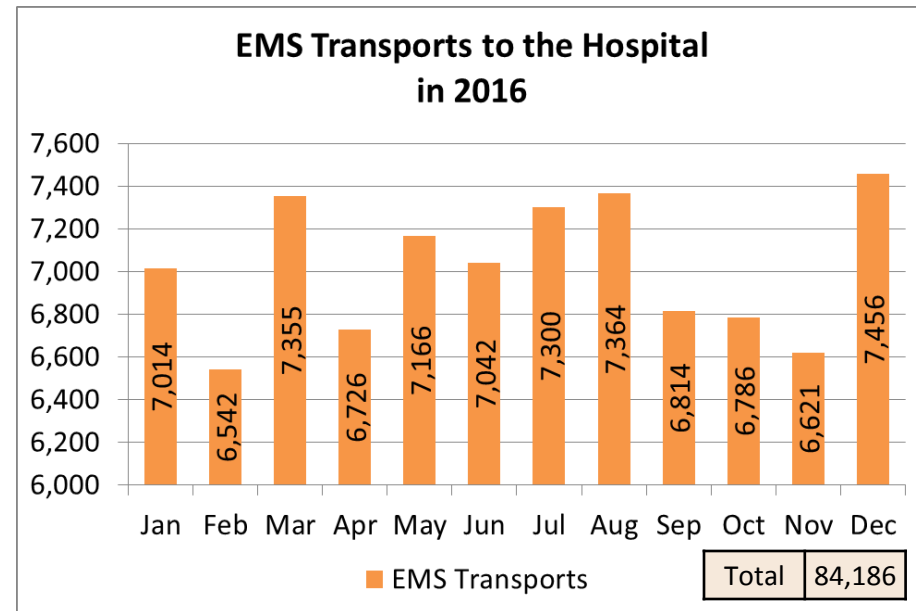
MetroCall Activity 2016

Call Stats	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec.	Totals	Mo. Aver.
Received Calls 24/7	18,728	18,128	22,265	23,139	24,751	25,799	24,534	28,114	23,454	23,866	19,467	14,605	**266,850**	**22,238**
Received Calls M-F from 7-7	14,899	15,775	19,751	19,964	21,225	22,558	20,945	26,575	20,971	21,086	16,478	13,085	**233,312**	**19,443**
Calls Sent to Agents	14,871	15,752	19,736	19,943	21,201	22,533	20,926	26,519	20,957	21,058	16,463	13,076	**233,035**	**19,420**
Answered Calls	12,341	13,640	16,274	14,981	15,924	15,792	13,621	13,802	11,859	13,032	13,066	11,206	**165,538**	**13,795**
Abandoned Calls	2,502	2,089	3,446	4,941	5,253	6,716	7,286	12,655	9,084	7,998	3,382	1,861	**67,213**	**5,601**
Difference (lost calls)	28	23	15	21	24	25	19	56	14	28	15	9	**277**	**23**
% Aban. M-F from 7-7	16.8%	13.3%	17.5%	24.8%	24.8%	29.8%	34.8%	47.7%	43.3%	38.0%	20.5%	14.2%	**28.8%**	**28.8%**
Aver. Aban. Time in Sec.	95	94	97	123	135	143	151	208	191	169	114	92	**134.3**	**134**
Aver. Ans. Time in Sec.	79	57	76	117	223	161	201	337	274	223	93	54	**158.0**	**158**
Aver. Talk Time in Sec.	115	119	130	140	139	150	149	155	164	144	121	127	**137.7**	**138**

MIDAS Entries	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec.	Totals	Mo. Aver.
Entered by MetroCall	4,000	4,856	6,847	7,152	8,008	8,193	6,847	7881	6312	5,018	4,418	3,631	**73,163**	**6,097**
Entered from Website	537	713	849	913	1,301	1,128	997	1,544	1,095	842	664	567	**11,150**	**929**
Entered from Mobile App	290	371	465	462	526	489	543	714	555	258	308	257	**5,238**	**437**
MIDAS Entries by Others	241	431	379	359	374	440	393	603	491	308	347	236	**4,602**	**384**
MIDAS Entries Total	5,068	6,371	8,540	8,886	10,209	10,250	8,780	10,742	8,453	6,426	5,737	4,691	**94,153**	**7,846**

MetroCall Interactions	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec.	Totals	Mo. Aver.
Calls Answered	12,341	13,640	16,274	14,981	15,924	15,792	13,621	13,802	11,859	13,032	13,066	11,206	**165,538**	**13,795**
E-mails Addressed	338	359	730	944	740	844	787	1,067	766	528	651	618	**8,372**	**698**
SRs Routed from Web and App	827	1,084	1,314	1,375	1,827	1,617	1,540	2,258	1,650	1,100	972	824	**16,388**	**1,366**
Live Chats	1,299	1,450	1,714	1,670	1,527	1,688	1,436	1,578	1,312	1,309	1,121	1,033	**17,137**	**1,428**
Twitter Tweets	15	16	124	190	98	70	64	91	53	38	25	10	**794**	**66**
MetroCall Interactions Total	14,820	16,549	20,156	19,160	20,116	20,011	17,448	18,796	15,640	16,007	15,835	13,691	**208,229**	**17,352**

2016 MetroCall 311 Percentage Charts

Percent of 94,153 Service Requests Submitted

5.6%
11.8%
4.9%
77.7%

- Entered by MetroCall (73,163)
- Entered from Website (11,150)
- Entered from Mobile App (5,238)
- MIDAS Entries by Others (4,602)

Percent of Contacts

5.4% 4.0% 0.4%
8.2%
79.5%

- Calls Answered (165,538)
- Live Chats (17,137)
- Web and App Entries (16,388)
- E-mails (8,372)
- Twitter Tweets (794)
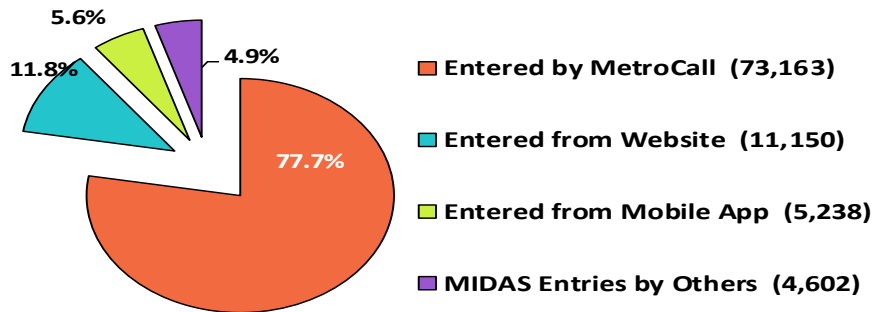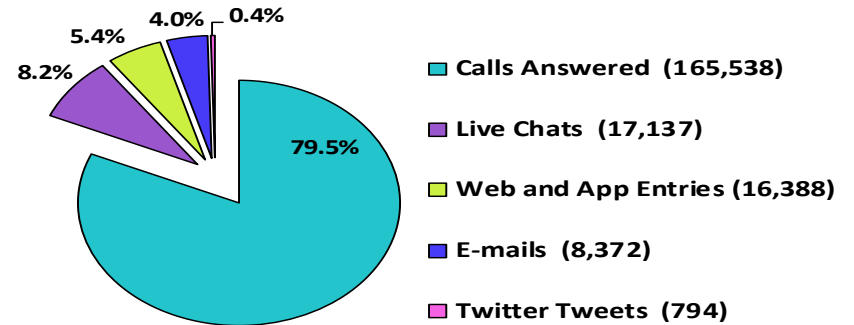
Top 10 Issues Reported on Service Requests
(Similar issues have been combined.)

2.9%
3.0%
3.1%
3.6%
4.0%
7.1%
7.8%
8.0%
24.6%

- Private Property Maintenance (23,169)
- Damaged or Missing Carts (7,530)
- Missed Curbside Collections (7,354)
- Street Maintenance and Potholes (6,714)
- VAP Maintenance (3,799)
- Illegal Dumping and Litter (3,445)
- Abandoned Vehicles on the ROW (2,961)
- New or Replaced Recycling Bins (2,841)
- Dead Animal Pickup (2,729)

NOTE: This reflects the percentage of all 94,153 Service Requests entered in 2016.

2015 / 2016 Records Requests

Month	2016	2015
JAN	485	
FEB	659	
MAR	572	
APR	739	
MAY	561	
JUNE	629	
JULY	713	
AUG	515	
SEPT	558	617
OCT	504	563
NOV	449	579
DEC	508	648
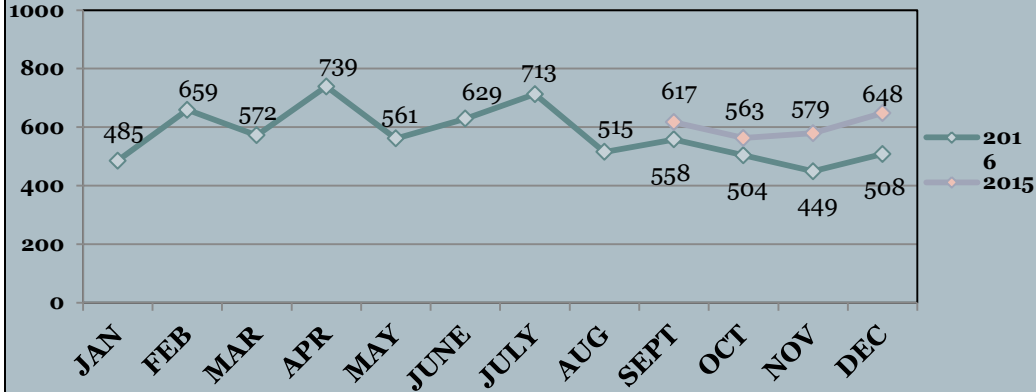
2015 / 2016 Records Provided

Month	2016	2015
JAN	1266	807
FEB	1772	735
MAR	1341	755
APR	1909	1226
MAY	1453	1114
JUNE	2030	1038
JULY	1759	841
AUG	1154	869
SEPT	1191	1048
OCT	1115	942
NOV	1194	855
DEC	887	1742
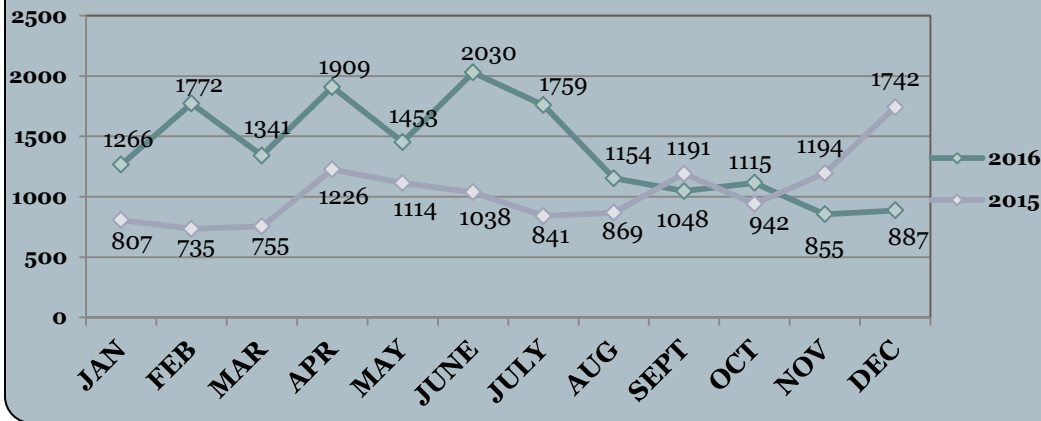
Breakdown of Origin of Requests 2016

- County Attorney
- Private Attorney
- Comm. Attorney
- Insurance
- CFS
- Media
- LMPD/Fire/EMS
- Public Defender
- MetroCall
- Other
- Other Emer Agcy
- Litigation Holds
- Citizen

Pie chart percentages: 24.9%, 23.5%, 14.3%, 10.2%, 8.3%, 7.5%, 4.0%, 1.9%, 1.8%, 1.4%, 0.9%, 0.8%, 0.5%

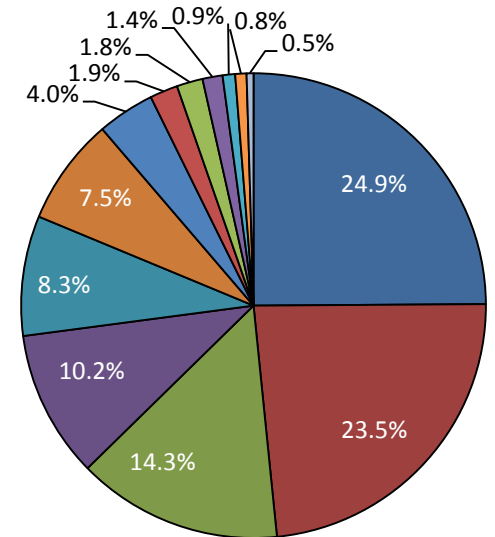| Time Period:	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Monthly Avg
General EMA														
Tier Two HazMat plans received	99	321	26	0	10	0	5	0	0	0	0	0	461	38.4
Environmental Protection Agency Risks	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0
Hazardous annual waste reports received	14	64	34	2	21	1	1	0	4	0	1	0	142	11.8
EMA Training hours provided	14	53	26	0	16	9	17	33	6	18	46	4	242	20.2
# of students	31	241	146	0	130	285	389	647	420	860	458	15	3,622	301.8
EMA Tours Provided	0	2	1	1	4	8	1	0	1	2	4	0	24	2.0
EMA Training hours attended	53	56	50	58.5	25	75	98	20	66	0	34	16	551.5	46.0
Exercises	1	2	3	5	2	1	1	0	2	2	0	2	21	1.8
EOC activation (HOURS)	7	9.5	5	22	47	41	0	0	0	0	6	0	137.5	11.5
HazMat incidents	13	5	8	9	5	14	8	12	12	11	8	5	110	9.2
HazMat responses	0	0	2	0	3	3	0	1	0	0	0	0	9	0.8
Emergency responses	0	1	0	1	1	0	0	2	1	2	0	2	10	0.8
Requests for Red Cross	0	0	0	1	0	0	0	0	1	0	0	0	2	0.2
System (LENS) alerts	10	4	7	9	6	5	5	1	5	4	9	8	73	6.1
Siren System														
PM/routine maintenance	11	28	35	18	6	13	30	33	28	6	2	5	215	17.9
New installations	0	0	0	0	1	0	0	0	0	0	0	1	2	0.2
Rehab old sirens/site	0	0	0	0	1	0	0	0	0	1	2	0	4	0.3
Upgrade siren/site	1	1	0	0	0	0	0	0	0	0	0	0	2	0.2
Pending (new, rehab and upgrade)	1	0	0	0	0	0	3	3	3	2	0	0	12	1.0
SAR														
Total SAR notifications	7	11	6	6	3	7	8	3	1	6	5	5	68	5.7
Golden Alerts	1	2	3	4	0	3	2	2	1	2	1	2	23	1.9
Amber Alerts	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0
WebEOC														
WebEOC users	435	436	460	467	433	449	444	460	460	460	467	467	-	453.2
WebEOC incidents	3	1	2	3	2	2	1	0	1	1	0	0	16	1.3

Medical Priority Dispatch also divides Calls for Service into six separate Dispatch Determinants that are decided through the use of medical protocols. Each of these entries is assigned a Code 1, 2, or 3 response by the medical director.

ECHO - Serves two functions. First, in certain life threatening situations, it allows for setting a pre-planned response into motion early in the interrogation sequence. In addition, ECHO provides a means for assigning response-capable units that would not normally respond to a typical EMS call. ECHO is limited to six of the 33 chief complaint protocols and pertains to certain cardiac or respiratory arrest situation or when INEFFECTIVE BREATHING is evident.   ECHO responses are always initiated from case entry questions. All ECHO's are Code 3 response. Examples of ECHO responses would be: choking, not breathing , breathing uncertain or agonal, hanging, strangulation, suffocation, and underwater.

DELTA - Still a code 3 response, but determined after key questions. Examples are: severe respiratory distress, not alert / clammy; continuous or multiple seizures; long falls greater than 6 feet; abnormal breathing; unconscious/not alert; dangerous hemorrhage which is defined as bleeding from the armpit, groin, neck, and/or rectal area and /or vomiting (bright red); trench collapse / structure collapse / inaccessible terrain situation; breech or cord delivery; head visible / out; imminent delivery greater than 5 months / 20 weeks; baby born; central wounds which is defined as in the abdomen, upper arm, back, buttock, chest, elbow, groin, head, hip, knee, upper leg, neck, shoulder; multiple wounds / multiple victims; stroke history; speech or movement problems; numbness; tingling; vision problems; sudden severe onset headache; major incidents / accidents which is defined as aircraft, bus, subway / metro, train, watercraft; high mechanism accidents; all terrain vehicle; auto; bicycle / motorcycle; auto / pedestrians; ejection; personal watercraft; rollovers; and vehicle off bridge / height.

CHARLIE - Mostly code 3, depending on seriousness of situation. Examples are: back pain - fainting or near fainting greater than 50 years of age, breathing problems, cardiac history with abnormal breathing, building fire with persons inside, carbon monoxide / alert but difficulty breathing, chest pain -abnormal breathing, cardiac history, cocaine , breathing normally greater than 35 years of age, seizures, pregnancy, diabetic, cardiac history, diabetics-not alert, abnormal behavior, abnormal breathing and hemorrhage through tubes.

 BRAVO - Variety of codes, depending on the situation. Examples are: animal bites to possibly dangerous   body areas such as abdomen, amputation (not finger or toe), back, chest, genitalia, head (alert) upper leg, and pelvis; serious hemorrhage such as uncontrolled bleeding (spurting or pouring) from any area, or any time a caller reports "serious" bleeding; carbon monoxide-without difficulty breathing; obvious death as defined by local medical director; unknown problems; man down-standing, sitting, moving, talking-medical alert notifications; and unknown status 3rd party callers.

ALPHA - Mostly code 1 and code 2 runs as determined through caller interrogation to not be life threatening. Situations where the time of response will not generally affect the outcome. Examples: abdominal pain, superficial bites, assault to not dangerous body area which is defined as ankle, arm, collar bone, elbow, finger, foot, hand, hip, knee, lower leg, shoulder, toe wrist; non traumatic and non recent back pain greater than 6 hours; sunburn; minor burns; 1st trimester hemorrhage or miscarriage; non recent peripheral wounds- defined as finger, foot, forearm, hand, lower leg, toe wrist greater than 6 hours; single fainting or near fainting episode and alert greater than 35 years of age.

OMEGA - all code 1 or referral Calls for Service, only appears on 4 protocols. Examples: expected death - terminal illness / DNR; public assist - no injury; no priority symptoms defined as the presence of abnormal breathing, chest pain (any), decreased level of consciousness, serious hemorrhage; poisoning(without priority symptoms) defined above; and pregnancy - water broke, no contractions.

OTHER - Any events that an LMEMS Unit is assigned that is not an EMD code. It also includes the Event Type of EMS_STANDBY.

PSIAM - A medical triage program used to assist patients with low acuity symptoms of illness or injury to determine if an ambulance response is necessary. The patient's illness or injury is triaged first by a MetroSafe call taker to determine if the call may be transferred to a nurse inside the communications center. Once the call is transferred, the nurse will continue to triage the patient and decide the most effective medical course of action.

POLICE - PRIORITIES

PRIORITY 1 - Emergency calls that require an immediate dispatch of law enforcement. They include the following:
Officer in trouble needs help, Officer taken hostage, hold up / hold up alarms, sexual assault / rape in progress, and shooting / stabbing.

PRIORITY 2 - Urgent and require an immediate dispatch of law enforcement or notification to the commanding officer that units are not available. They include the following: domestic trouble or domestic violence, injury accident, trouble, bomb threat, break in – in progress / just occurred, assist EMS, fight, person down, shots fired in the area, request backup - Code 1, strong-arm robbery, and violator.

PRIORITY 3 - Calls that require an on-scene response but are more routine in nature and do not necessitate an immediate response from law enforcement. They include the following: shoplifter, exposure of person, burglar alarm, children left alone, suspicious person, stranded motorist, disorderly person, fire, train derailment, intoxicated person, wanted person, hit-and-run accident, missing person, non-injury accident, terrorist activities and intoxicated driver.

PRIORITY 4 - Calls for Service that are non-emergency Calls for Service. These include the following: investigation, out-of-service, hazmat escort on the river, meet the officer, prisoner, loud music, reckless driver, report, corpse and contact the subject.

PRIORITY 5 - Wrecker runs (waiver tows, wrecker service, repos, contract tows)

OTHER - Event codes that are administrative and not captured in the other categories. Includes: call by phone, test call and attempt to locate.

FIRE PRIORITIES High, Medium, Low and Medical

HIGH: CO Detector, structure fire, chemical spill / fire, electrical fire or odor, fire alarm – residential or commercial, fire close to structure, garage / shed fire, gas leak - inside, gas leak – outside with fire, water leak/electrical.

MEDIUM: Structure collapse, roof/walls collapse, auto rescues with injuries, auto vs. train, auto vs. structure, confined space rescue, extrication, elevator rescue, high angle rescue, water rescue, watercraft rescue trench rescue, other rescues, plane crash alert, public assist, and safe place.

LOW: Assist Police, boat fire, automobile fire, chemical or gas odor outside, chemical spill, child locked in car, CO Detector, controlled burn, dumpster fire, elevator rescue, field / grass / brush, gas leak - outside, lap in, lock in, lock out, medical assist, mutual aid response, plane crash alert, public assist, safe place, smoke in the area, steam rupture, tanker fire, tractor-trailer fire, transformer fire, trash fire, trees down, wash off, water leak, and wire down.

MEDICAL: Medical responses made to assist EMS or any other EMS code (Alpha, Bravo, etc.) to which the fire department responds with EMS.