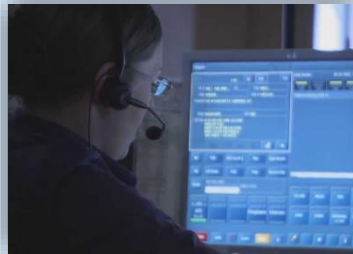




Louisville Metro Emergency Services

Budget Presentation to Metro Council
5-27-2021



© Justin Bagby



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.

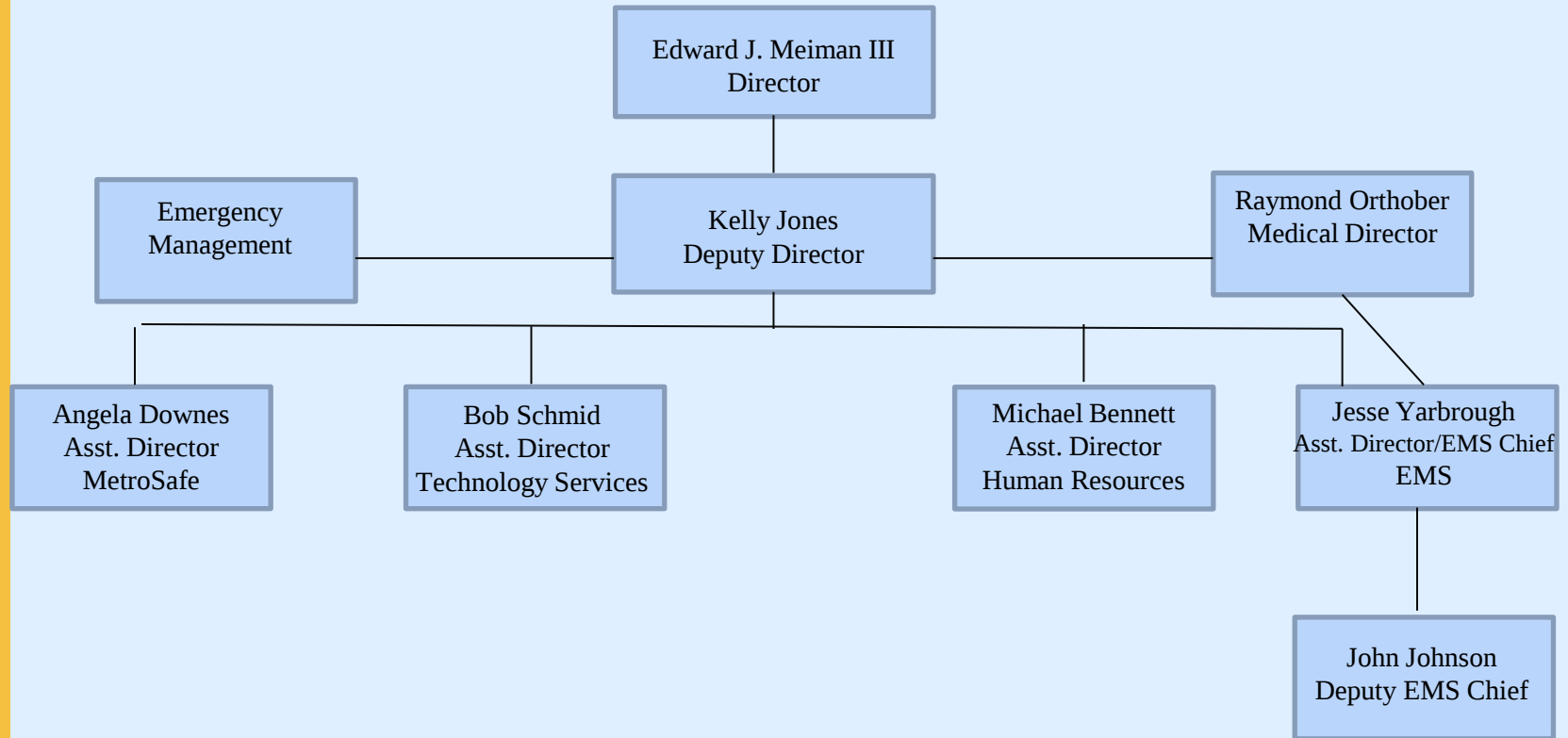


Team Values

Teamwork – Integrity – Compassion – Resolve – Competency – Continuous Improvement – Cohesiveness – Sense of Urgency



Organizational Overview



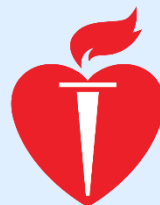


Emergency Services

- Accolades:
 - **2020 NexGen National 911 Outstanding Call Center of the Year**



- **2020 American Heart Association Mission: Lifeline Gold Plus Award**



American
Heart
Association®



Looking to the Future of Public Safety

● Roadmap to Re-Imaging Public Safety

Community Mobilization

Prevention

Intervention

Enforcement

Organizational Change and
Development

Re-Entry

Nurse Triage: The Emergency Services budget includes approximately \$1.6 million to reestablish, with 10 new positions, a nurse triage program intended to divert calls related to transportation or home health advice and eliminate unneeded EMS and police response.





Louisville Metro Emergency Services

The Office of Emergency Services through its emergency response efforts, is committed to leading and assisting Louisville Metro Government in achieving its racial equity goals, by continuing to ensure that equity is reflected and applied across the Emergency Services organization

- 1) Goal # 1: Attract and hire a more diverse workforce reflective of the community in which we serve**
- 2) Goal # 2: Assure adequate staffing and levels of expertise are equitably distributed throughout the community at any given time of day.**
- 3) Goal # 3: Re-establish the Louisville Metro EMS Community Paramedicine Program to assist with underserved and marginalized communities.**



Emergency Medical Services

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

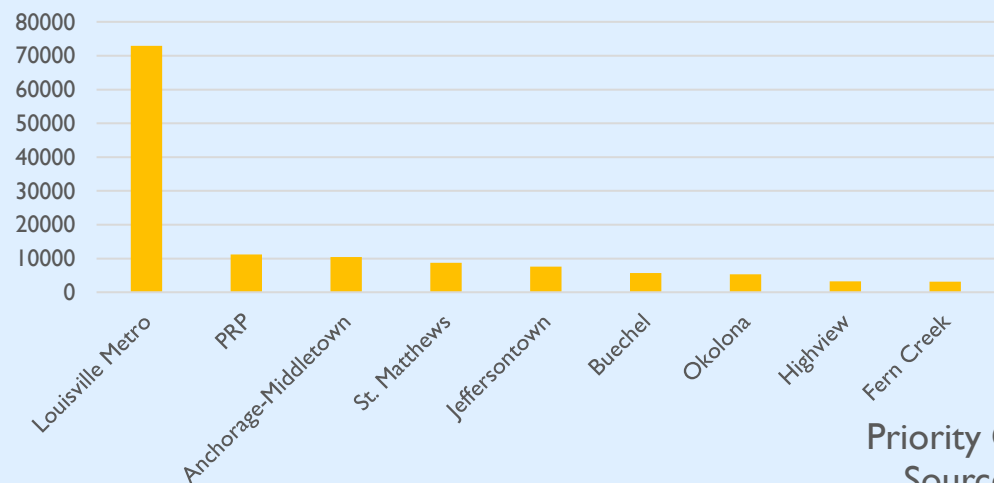
- **2020 Quick Facts**
 - 128,415 calls for service (system wide)
 - 72,954 for LMEMS
 - 52,883 LMEMS Transports 72%
 - Cardiac arrest survival to discharge
- **Continued focus on workforce development**
 - EMT classes (current class graduates 6/11; next course to begin ASAP)
 - Paramedic classes (15 of 16 personnel passed licensing exam on 1st attempt; next class starts 9/2021)
 - Advanced EMT (18 AEMTs are currently practicing; would like to expand # of positions)
 - Leadership training completed for EMS supervisors; on-going training via Echelon Front Online



Emergency Medical Services

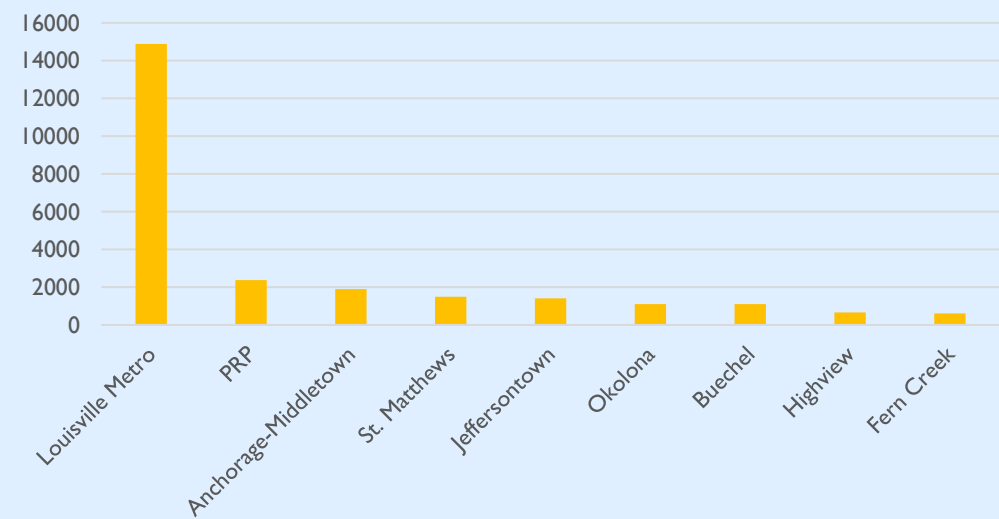
- Call volume

Run Volume by Agency
Source: MetroSafe CAD



Priority One Runs by Agency
Source: MetroSafe CAD

- Priority I calls for service are the highest acuity calls based on the severity of the illness or injury as related to the call-taker

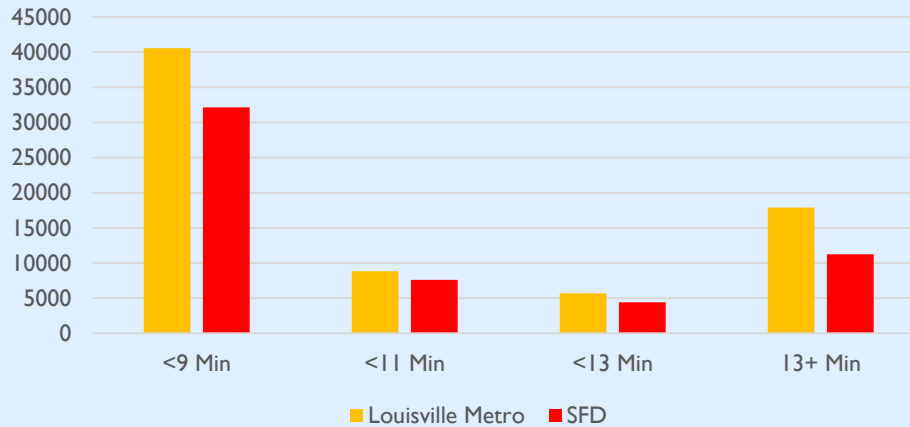




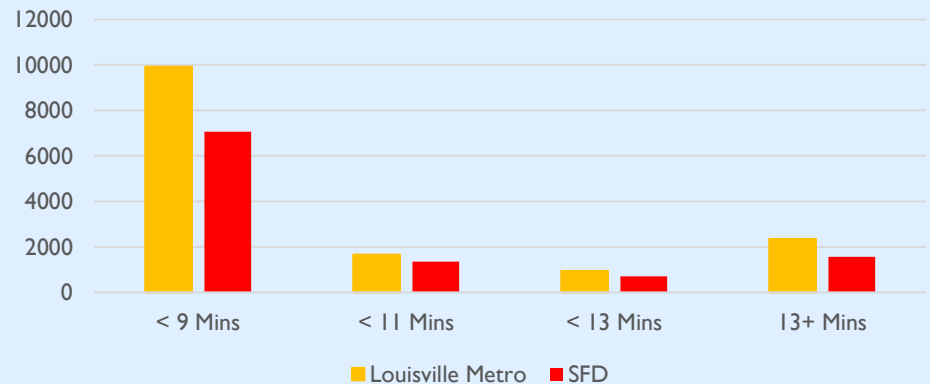
Emergency Medical Services

- Response Times

CY 2020 Response Time Benchmarks
Source: MetroSafe CAD



CY 2020 Benchmark Response Times to Priority
I Runs
Source: MetroSafe CAD





Emergency Medical Services

- Continued fleet & equipment updates
- CMAC Video Laryngoscopes deployed
- Bike Team and Honor Guard added new members
- Revenue:
 - Continue to look into competitive payer mix for LMEMS – more Medicaid, less private-pay and insurance pay

Event Priority	ALL EMS - Average Dispatch to On-Scene Times	
	2020	2019
1	0:07:44	0:07:45
2	0:08:05	0:08:03
3	0:08:13	0:08:16
4	0:09:42	0:10:01
5	0:10:48	0:11:14
9	0:08:03	0:10:05

ALL EMS - Top 5 Chief Complaints		Event Type	Count
	2019	Sick	17,107
		Fall	15,878
		Breathing Problem	12,892
		Chest Pain	11,943
		Unknown Problem	9,452
	2020	Sick	18,807
		Falls	15,872
		Breathing Problem	13,839
		Chest Pain	10,501
		Unknown Problem	9,985



Emergency Management

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



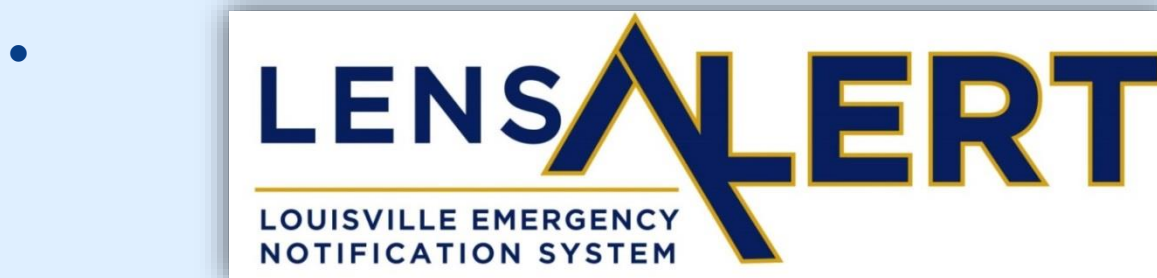
2021 Goals

- Continue Active Shooter Training
- Community Preparedness Education and Outreach
- Complex Coordinated Terrorist Attack Training
- IPAWS Capability



Emergency Management

- The Louisville Emergency Notification System is the real-time, emergency notification system used by Emergency Services to keep you informed.
- Features include:
 - Multiple address monitoring
 - Location based alerts with the Smart911 App
 - Notification categories: Emergency, General, Traffic, Missing Persons
 - Tracking as it relates to COVID19
- Help us spread the word! Put the sign-up link in your newsletters: goo.gl/ZYG3LL





Response to COVID19

- Emergency Operations Center still working in operational periods of 2 weeks
 - Modular Organization
 - Span of Control
 - Management of **SMART** Objectives
 - Documentation and Discipline
 - Common and consistent Communications
 - Command and General Staff
 - Assisted with mass vaccination plan development and implementation





Coordination for Protests and Unrest

- Close proximity
- Safety of the building and our people
- Facilitated TTX





Facilitated Planning Session





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.



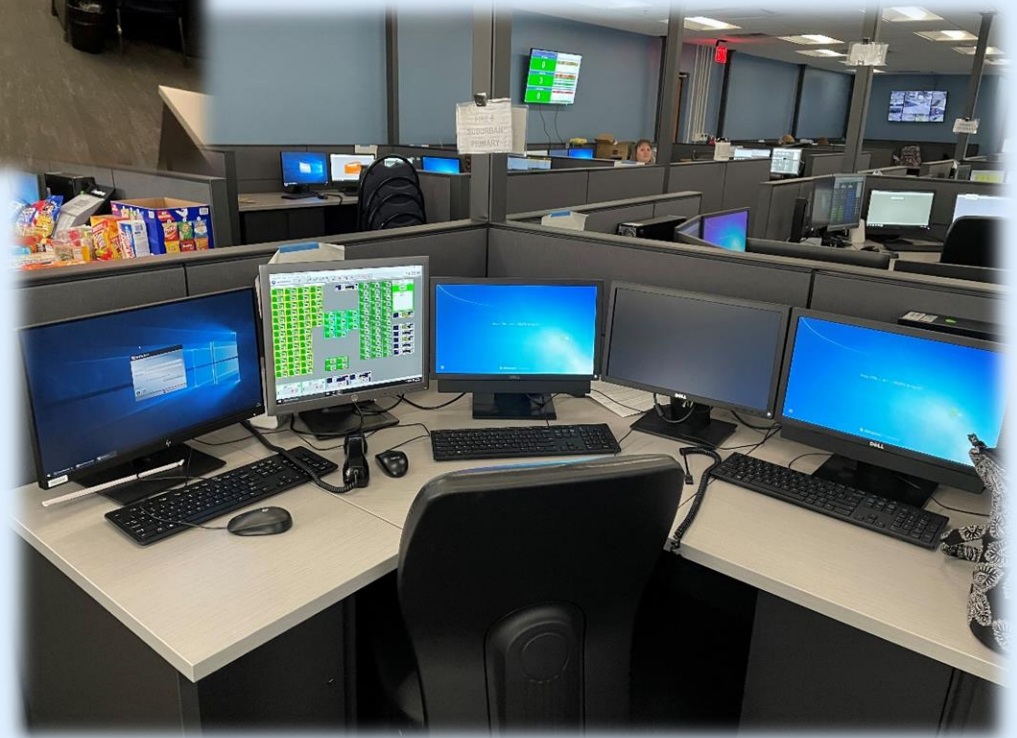
Smart911™

- 2020 Quick Facts:
 - 1,331,620 total calls
 - 645,387 calls for service
 - 85% of calls come from wireless phones
 - Answered 911 lines 93% 0-15 seconds
- Smart911
 - Provides life saving information to call takers via a Smart911 Safety Profile
 - Text back feature





911 Back-up Center





Major Fire September 2020





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.

- Working on software upgrade to radio system
- Capital for radio replacement project
- Capital Expense to replace Computer Aided Dispatch
- Over 7000 Subscribers on system
- Over 140 Agencies
- Created Special Tactical Channel for response to protests and unrest
- Bullitt County along with Oldham County
- Continue supporting LouVax



Public Information

The Public Information 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 2020 Quick Facts**
 - 239,828 MetroCall Interactions with the Community
 - 173,126 phone calls
 - 27,82 web and mobile requests
 - 27,515 emails
 - 528 Twitter interactions
 - Entered 120,666 Service Requests





Questions?



Like us on Facebook – **@LouMetroES**



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



Sign up for LENSAlert at – goo.gl/ZYG3LL
or text “LENSAlert” to 67283