



EMERGENCY SERVICES BUDGET HEARING

DEBBIE FOX, DIRECTOR

JUNE 16, 2015

Emergency Services Mission Statement

“To provide the citizens and visitors of Louisville Metro an effective, proactive approach to disaster management (natural or caused) through preparedness, planning, prevention and mitigation activities, response coordination, and recovery operations.

To provide the visitors and citizens of Jefferson County an efficient and effective central point for emergency communications. Also provide high-quality, evidence-based and compassionate emergency medical care. This includes receipt, prioritization, dispatch and coordination of public safety, public service resources, and public information in a courteous and professional manner.”



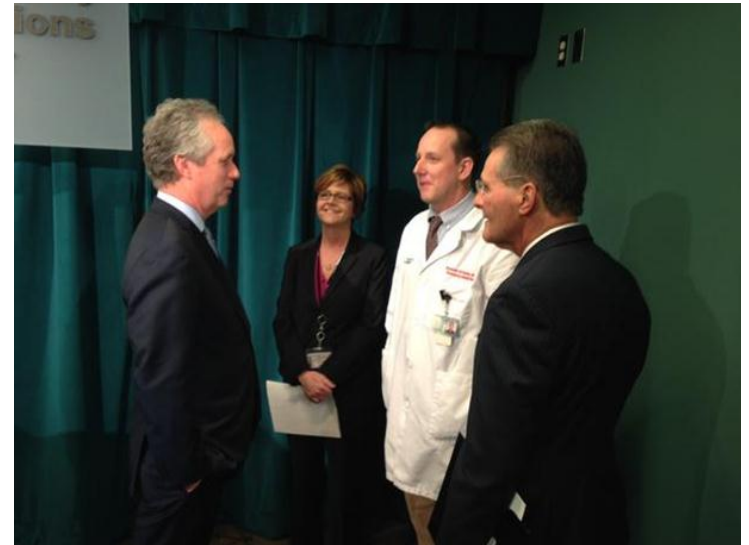
Emergency Services Overview

- Major Services
 - Emergency Medical Services and Support (EMS)
 - Public Services Communications (MetroCall 311)
 - CPR Training and Education
 - Public Safety Communications (MetroSafe)
 - Planning, Preparedness, Response, Recovery and Mitigation (EMA)



Dr. Orthober, Medical Director

- Extensive experience in Emergency Medicine
 - Attending emergency medicine physician at University of Louisville Hospital serving approximately 51,000 patient visits per year.
- Assistant Professor at U of L School of Medicine
- Member of:
 - KY Medical Association
 - Greater Louisville Medical Society
 - American College of Emergency Physicians (ACEP)
- Started career as a paramedic with Jefferson County EMS



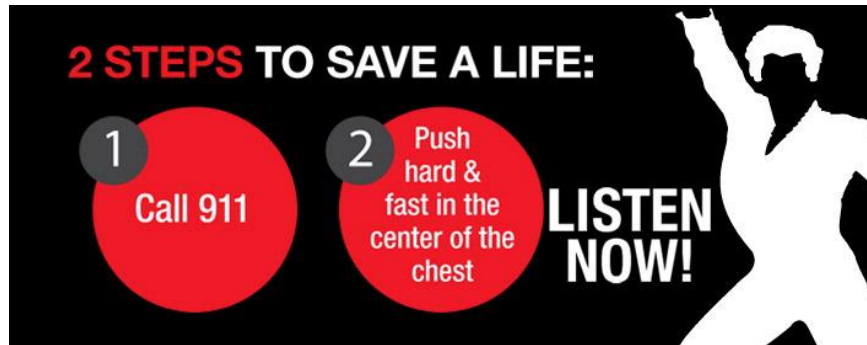
Emergency Medical Services and Support

- Personnel include:
 - EMS Field Operations (EMTs and Paramedics)
 - Fleet and Supply
 - Quality Assurance
 - Training
 - Administrative
- 107,944 – EMS Calls for Service in 2014



CPR Training and Education

- Provides training for the community in cardiopulmonary resuscitation (CPR), use of Automatic External Defibrillators (AED), First Aid, Basic Life Support skills and advanced classes for medical professionals
- Hands-Only CPR – new in 2015
HANDDS Program



- 3,000+ classes taught & 15,000+ individuals certified in 2014





Public Services Communications (MetroCall 311)

- In its 25th year, MetroCall answered its 5 millionth call on March 10, 2015 at 2:20 PM!
- 216,117 contacts from citizens and visitors in 2014
 - Phone
 - Email
 - Web-Entry and Mobile App
 - Live chat
 - Twitter
- MetroCall also puts on “911 for Kids” and preparedness events in the community
 - More than 80 of these events were held in 2014



Public Safety Communications (MetroSafe)

- Personnel include:
 - 911 Call Takers and Dispatchers
 - Tech Systems Support
 - Radio System Support
 - Administrative
- Received 1.4 million calls in the 911 Communications Center in 2014
 - 82% wireless
 - 11% wired
 - 7% Voice over Internet Protocol (VoIP)
- Dispatched 725,542 calls for service in 2014
- Major projects underway:
 - Computer-Aided Dispatch upgrade
 - Unified Protocol



Radio System Subscribers

Louisville Metro Police Department
Jefferson County Fire Departments
Other Metro Agencies
Louisville Metro Department of Corrections
Kentucky Probation and Parole
Kentucky Vehicle Enforcement
Kentucky Air National Guard
Transit Authority of River City
Parking Authority of River City
Kentucky Fish and Wildlife
National Weather Service
Emergency Management Agency/MetroSafe
Shelby County
Oldham County
Kentucky Health Department
Jefferson County Public Schools
Drug Enforcement Agency
United States Coast Guard
FBI
KCTCS
Bullitt County EMS
Louisville Water Company
Louisville Metro EMS
Metropolitan Sewer District
Parklands
Alcohol Tobacco Firearms
Louisville Regional Airport Authority
Kentucky Department of Transportation
United States Marshals Service
Kentucky Emergency Management
Public Works
Other Fire Departments
Other Police Departments
Small City Police Departments
Jefferson County Sheriffs Office
Jefferson Community And Technical College
Louisville Fire Department



Public Safety and Public Service Radio Communications

- Supports 102 agencies with 6,700+ subscribers
- 16 different tower sites and 19 generators
- Capital Appropriations Project #7
Multi-Agency Voice Radio System (MVRs) Upgrade
 - Increases interoperability
 - Ability to take advantage of advancements in technology
 - Enables digital paging
 - Greatly reduces security risks



Planning, Preparedness, Response, Recovery and Mitigation

- **Louisville Emergency Notification System (LENS)**

Community notification system that provides critical communication to citizens before, during and after natural or man-made disasters

- 304,532 – Number of phone numbers in Emergency Database
- 26,403 – Number of citizens signed up for LENS

- Sign up for Emergency Alerts on our website or by going directly to <https://public.coderedweb.com/CNE/B0E6E0CB6CFF>



Keeping citizens informed.

This site is optimized for Internet Explorer 9 and above, Chrome and Firefox. For the best user experience, please ensure you are using these browsers.



COMMUNITY NOTIFICATION ENROLLMENT

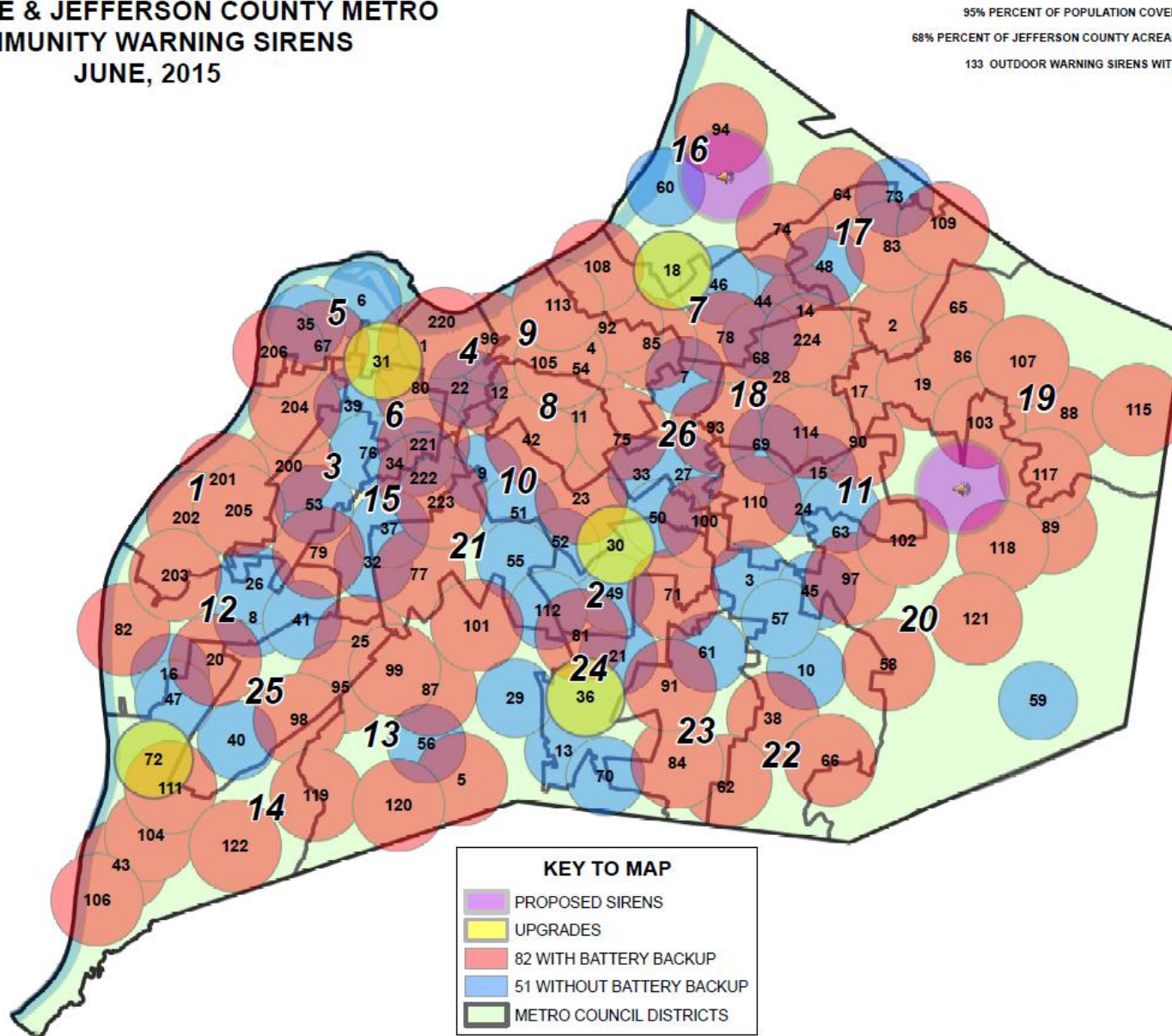
Louisville/Jefferson County Metro Government, KY



Planning, Preparedness, Response, Recovery and Mitigation

LOUISVILLE & JEFFERSON COUNTY METRO COMMUNITY WARNING SIRENS JUNE, 2015

95% PERCENT OF POPULATION COVERED BY OUTDOOR WARNING SIRENS
68% PERCENT OF JEFFERSON COUNTY ACREAGE COVERED BY OUTDOOR WARNING SIRENS
133 OUTDOOR WARNING SIRENS WITH AND WITHOUT BATTERY BACKUP



Emergency Services Accomplishments

- National Crime Information Center (NCIC) – Zero errors on an audit by Kentucky State Police

0 Errors!



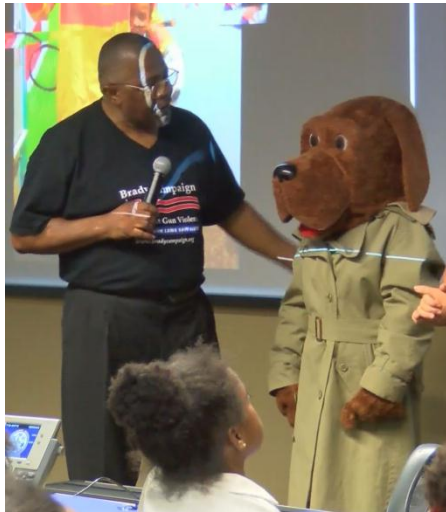
Emergency Services Accomplishments

- Citizen survey conducted by MetroCall 311 to gain “Voice of the Customer” data
 - Vacant and Abandoned Properties
 - Completed over 350 surveys with citizens affected by Vacant and Abandoned Properties
 - Partnered with Develop Louisville – Vacant and Public Property Administration Division



Emergency Services Accomplishments

- Little Hands and Little Feet Gun Safety and Violence Prevention Program
 - Encourages students to practice non-violent means of conflict resolution
 - 60 youngsters graduated on May 7, 2015



Emergency Services Accomplishments

- Louisville Metro EMS received the American Heart Association “Mission: Lifeline” EMS Silver Performance Achievement Award
 - One of 447 agencies nationally and one of 15 other EMS agencies in Kentucky
 - Criteria is based on meeting achievement measures annually above 75% for all criteria



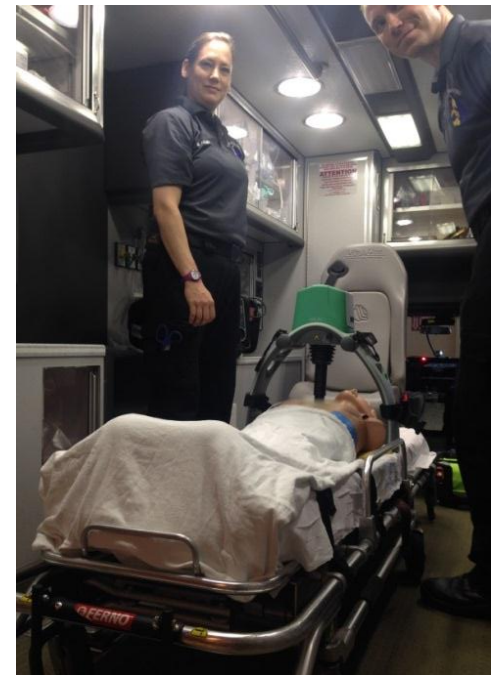
Emergency Services Accomplishments

- Atrus Automatic External Defibrillator (AED) Link Program launched in January 2015
 - Atrus AED Link™ system is an innovative program that helps the 911 Communication Center increase the benefits of publicly placed automated external defibrillators (AEDs) deployed in the community.
 - Notifies persons associated with the AED of the location of the cardiac event.
 - AEDs can be registered at:
<http://www.nationalaedregistry.com/>



Emergency Services Accomplishments

- LUCAS Mechanical Chest Compression Devices deployed for EMS



LUCAS Device Press Conference



EMERGENCY SERVICES BUDGET PRESENTATION – JUNE 16, 2015

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