Emergency Services

Presentation to Metro Council
6.4.2018

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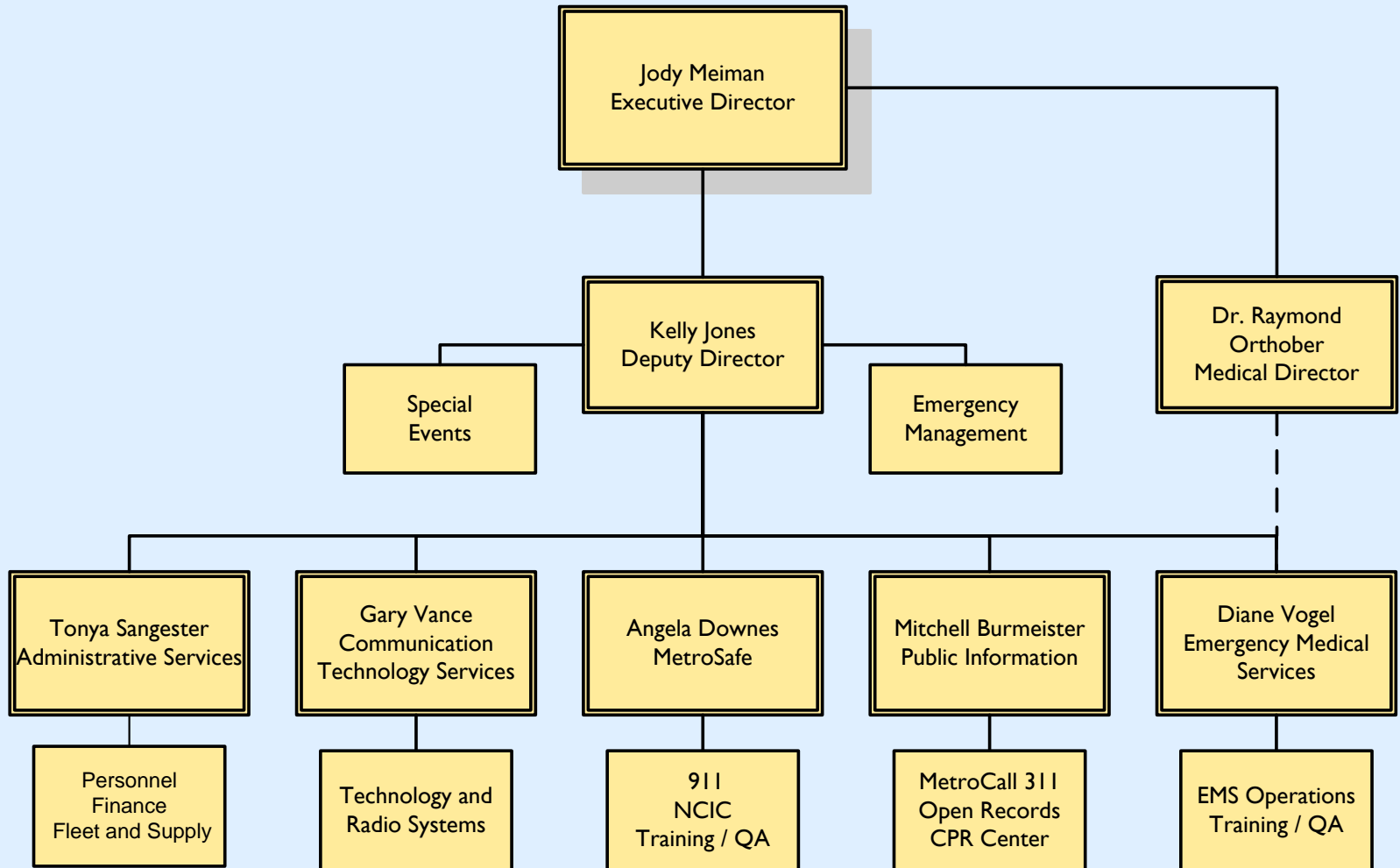
Team Values
Teamwork – Integrity – Compassion – Resolve – Competency – Continuous Improvement – Cohesiveness – Sense of Urgency

Organizational Overview

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                          │    Jody Meiman       │
                          │  Executive Director  │─────────────────────────────┐
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                  ┌──────────────────┴──────────────────┐          ┌──────────────────────┐
                  │                                      │          │   Dr. Raymond        │
        ┌──────────────────┐                   ┌──────────────────┐ │   Orthober          │
        │   Special        │   ┌─────────────┐ │   Emergency     │ │   Medical Director   │
        │   Events         │   │ Kelly Jones │ │   Management    │ └──────────────────────┘
        └──────────────────┘   │ Deputy Dir. │ └──────────────────┘
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- Jody Meiman — Executive Director
  - Kelly Jones — Deputy Director
    - Special Events
    - Emergency Management
    - Tonya Sangester — Administrative Services
      - Personnel / Finance / Fleet and Supply
    - Gary Vance — Communication Technology Services
      - Technology and Radio Systems
    - Angela Downes — MetroSafe
      - 911 / NCIC / Training / QA
    - Mitchell Burmeister — Public Information
      - MetroCall 311 / Open Records / CPR Center
    - Diane Vogel — Emergency Medical Services
      - EMS Operations / Training / QA
  - Dr. Raymond Orthober — Medical Director

Special Events

- Emergency Services took over the special event permitting process in January 2017.

- Processed 553 event permits in 2017 with a 99% approval rate.

- Louisville Metro is proud to host events like the annual Derby Festival, neighborhood festivals, block parties and more!

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.

- 2017 Quick Facts
  - 124,883 calls for service
  - 83,229 transports
- Continued focus on workforce development
  - 2 full time EMT classes (2017)
  - 3 part time EMT classes (2017)
  - Paramedic class (2017-2018)
  - EMT Recruit class (2018)
- New trucks rolled out in 2017

Top 5 Chief Complaints for EMS		Event Type	Count
	2016	Sick	11,636
		Fall	11,418
		Breathing Problem	10,907
		Unknown Problem	10,396
		Transfer/ Interfacility	9,099
	2017	Sick	14,400
		Falls	13,589
		Breathing Problem	11,855
		Unknown Problem	11,651
		Chest Pain	10,017

Emergency Management

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

2017 Quick Facts

- Full scale active shooter exercise at Bellarmine

- Increased commitment to preparedness through community engagement

- Continued training with Department of Homeland Security

- Complex Coordinated Terrorist Attack Grant

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
  - Emergency and General Notification categories
  - Regional approach

- Help us spread the word! Put the sign up link in your newsletters:
  - goo.gl/ZYG3LL

    or

  - Text "LENSAlert" to 67283

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.

- 2017 Quick Facts:
  - 1,430,026 total calls
  - 729,228 calls for service
  - 84% of calls come from wireless phones
  - 31 new hires made it through the MetroSafe Academy in 2017 – the most ever in one year in MetroSafe's history

- Launched Smart911 in December 2017
  - Provides life saving information to call takers via a Smart911 Safety Profile

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
    - Switchover in November 2017
- Regional integration of the Radio System with Oldham County
- Shot Spotter – integrated LMPD's program into 911
- Mobile Responder – allows LFD units use of iPads
- Support of Secondary Public Safety Answering Points

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 2017 Quick Facts
  - 198,151 MetroCall Interactions with the Community
    - 153,763 phone calls
    - 14,513 live chats
    - 16,470 web and mobile requests
    - 12,999 emails
    - 406 Twitter interactions
  - Entered 90,178 Service Requests
  - Ongoing support of implementing Accela

- Open Records 2017 Quick Facts
  - 6,798 records requests
  - 14,663 records produced
  - Top three requestors are the Commonwealth Attorney, the County Attorney or a Private Attorney

Public Information

- Officially formed a Community Engagement Team to further efforts of engaging, educating and preparing our community.

- Topics of training include: 911 for Kids, emergency preparedness, LENSAlsert, EMS hands-on and CPR training.

- Venues: schools, fairs, community events, businesses and more!

Questions?

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

LENS**A**LERT
LOUISVILLE EMERGENCY NOTIFICATION SYSTEM

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