



# Emergency Services

Presentation to Metro Council  
5.30.2019



© 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.

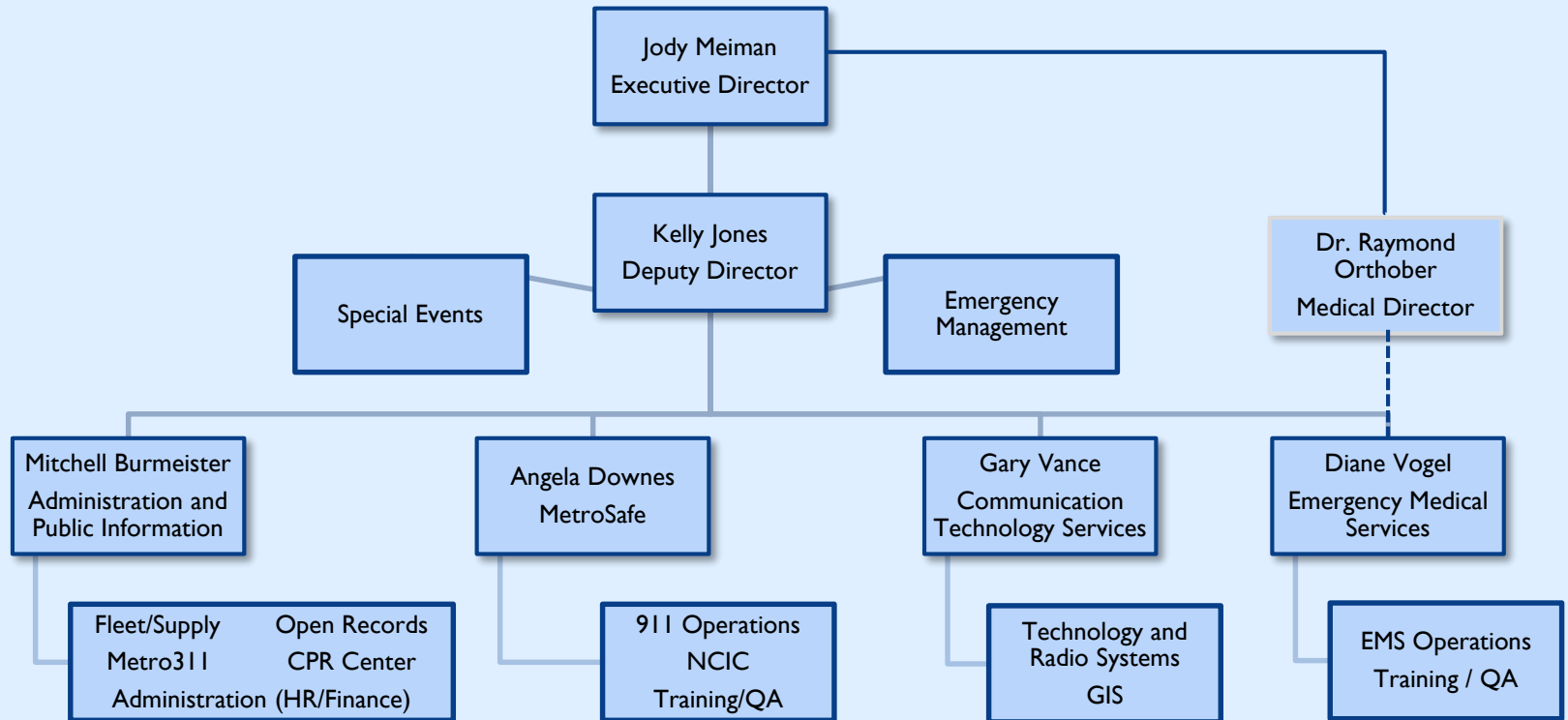


## **Team Values**

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



# Organizational Overview





# Special Events

- Emergency Services took over the special event permitting process in January 2017.
- Processed 505 event permits in 2018 with a 100% approval rate.
- Louisville Metro is proud to host events like the annual Derby Festival, neighborhood festivals, block parties and more!





# 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.**

- **2018 Quick Facts**

- 125,643 calls for service (system wide)
  - 99,877 for LMEMS
- 86,375 transports system wide
  - 70,812 for LMEMS
- 171 Return of Spontaneous Circulation

- **Continued focus on workforce development**

- EMT classes
- Paramedic classes
- Advanced EMT

- **Continue to update fleet and equipment**







# Emergency Medical Services

- Changing Landscape

- Shift in LMEMS deployment model as Suburban Fire Departments have added EMS

- Changing payer mix for LMEMS – more Medicaid, less private-pay and insurance pay

- Increased use of EMS as entry to the medical system
  - 29% increase in calls for service since 2011

- FY20 Budget: 10 less EMTs and one less LMEMS ambulance on the street every day

- Nationally felt shortage of EMS professionals

Event Priority	ALL EMS - Average Dispatch to On-Scene Times	
	2017	2018
1	0:08:52	0:08:26
2	0:09:19	0:08:46
3	0:09:23	0:08:57
4	0:11:17	0:10:56
5	0:12:26	0:11:53
9	0:10:48	0:10:38



# Emergency Management

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



## 2018 Quick Facts

- Las Vegas Shooting Conference
- Community Preparedness Education and Outreach
- Complex Coordinated Terrorist Attack Grant
- 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
- Help us spread the word! Put the sign up link in your newsletters: [goo.gl/ZYG3LL](https://goo.gl/ZYG3LL)







# 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.**

- **2018 Quick Facts:**
  - 1,361,987 total calls
  - 745,877 calls for service
  - 84% of calls come from wireless phones
  - Restructured shift schedule, which has led to better call handling performance
- **Smart911**
  - Provides life saving information to call takers via a Smart911 Safety Profile
  - Text back feature



**Smart911™**



# 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.**

- **911 Backup Center Relocation**
  - Moving from 768 Barrett Ave to 7201 Outer Loop
  - Expected completion in October 2019
- **Budget constraints will delay the purchase of radio subscriber units**
  - Aging radio inventory
  - Increase in repairs with limited parts available to purchase



# 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 2018 Quick Facts**

- 224,587 MetroCall Interactions with the Community
  - 174,099 phone calls
  - 13,137 live chats
  - 19,250 web and mobile requests
  - 17,761 emails
  - 340 Twitter interactions
- Entered 107,340 Service Requests
- Ongoing support of implementing Accela

- **Open Records 2018 Quick Facts**

- 6,688 records requests
- 20,162 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, LENSAlert, EMS hands-on and CPR training.
- Venues: schools, fairs, community events, businesses and more!





# Questions?



Like us on Facebook – **@LouMetroES**



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



Sign up for LENSAlert at – [goo.gl/ZYG3LL](https://goo.gl/ZYG3LL)  
or text “LENSAlert” to 67283