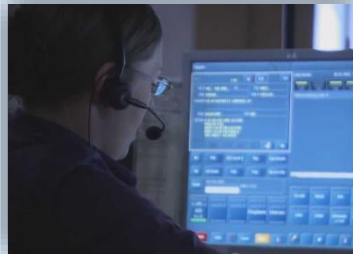




Emergency Services

Presentation to Metro Council
5-27-2020





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.

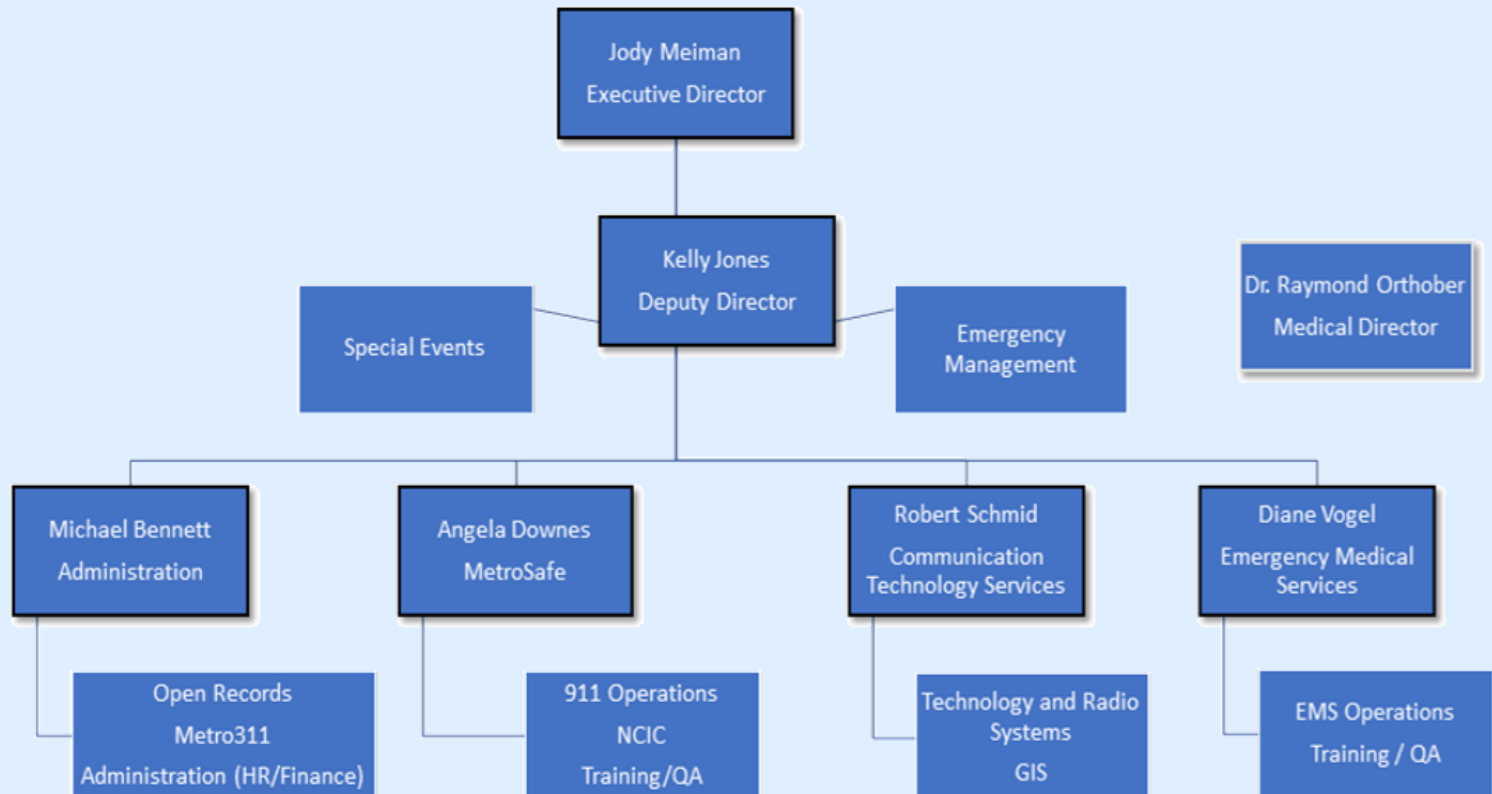


Team Values

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



Organizational Overview





Emergency 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.

- **2019 Quick Facts**
 - 126,812 calls for service (system wide)
 - 77,725 for LMEMS
 - 66,833 LMEMS Transports 73% (91,376 total Transports)
 - 324 Return of Spontaneous Circulation
- **Continued focus on workforce development**
 - EMT classes (most recent began 5/26)
 - Paramedic classes (in process, projected end date April 2021)
 - Advanced EMT (completed one class of 13, beginning class of 12 6/2020)
- **Continue to update fleet and equipment**



Emergency Medical Services

- Continue shift in LMEMS deployment model as Suburban Fire Departments have added EMS
- Continue to look into competitive payer mix for LMEMS – more Medicaid, less private-pay and insurance pay
- 35% increase in calls for service since 2011
- Nationally felt shortage of EMS professionals

Event Priority	ALL EMS - Average Dispatch to On-Scene Times	
	2018	2019
1	0:08:26	0:07:45
2	0:08:46	0:08:03
3	0:08:57	0:08:16
4	0:10:56	0:10:01
5	0:11:53	0:11:14
9	0:10:38	0:10:05

LMEMS System UHU: .49

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
	2018	Fall	15,478
		Sick	15,039
		Breathing Problem	12,952
		Chest Pain	11,906
		Unknown Problem	10,167



Emergency Management

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



2019 Quick Facts

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



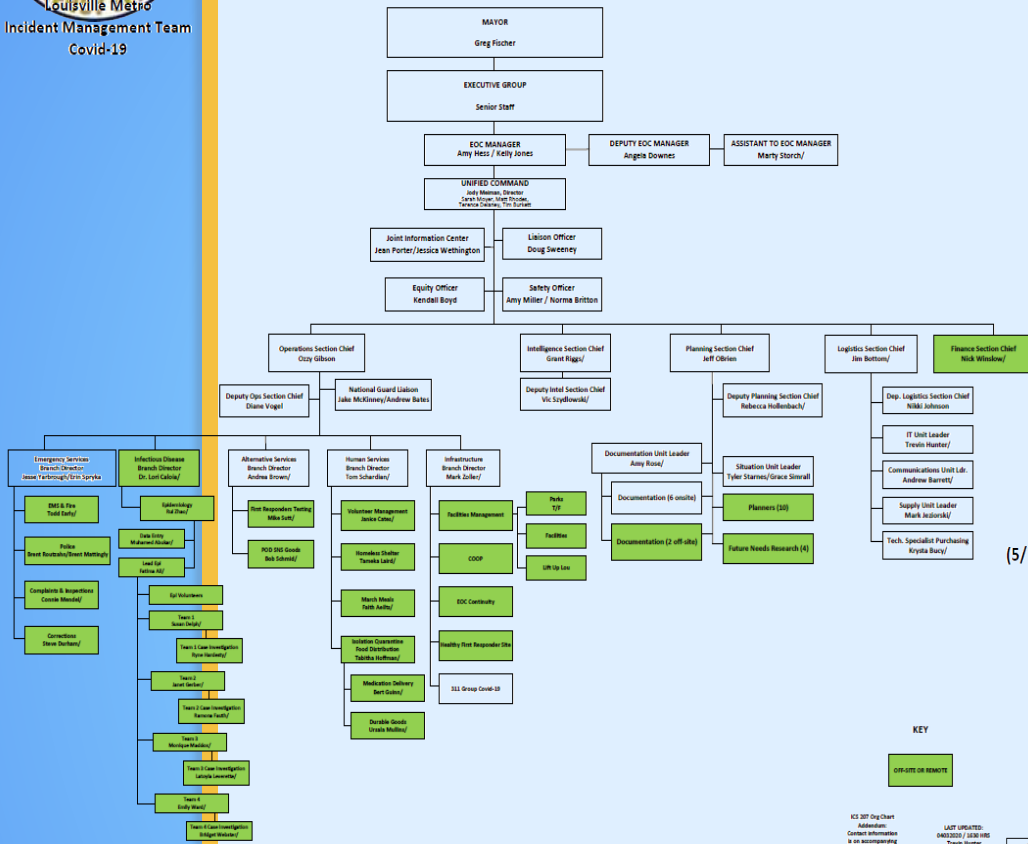
Response to COVID19

- Emergency Operations Center Opened March 8
- Established All Hazards Incident Management Team Friday May 13 (Currently day 76)
 - Modular Organization
 - Span of Control
 - Management of **SMART** Objectives
 - Documentation and Discipline
 - Common and consistent Communications
 - Command and General Staff



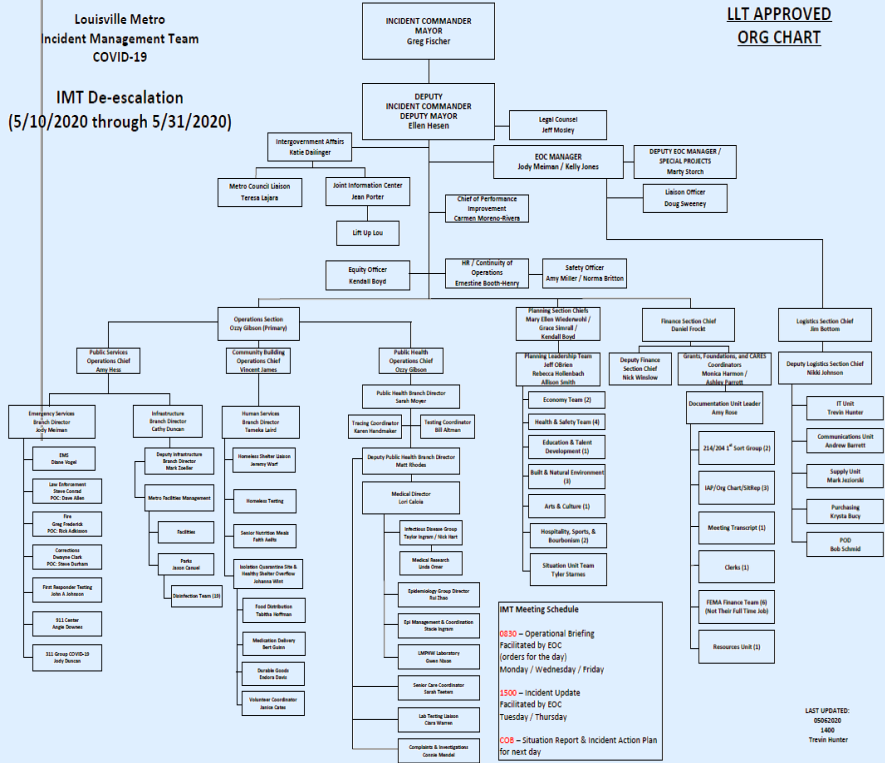


Louisville Metro
Incident Management Team
Covid-19



The I.M.T. Wrote with approval, 4 I plans, some currently still active

Louisville Metro
Incident Management Team
COVID-19
IMT De-escalation
(5/10/2020 through 5/31/2020)



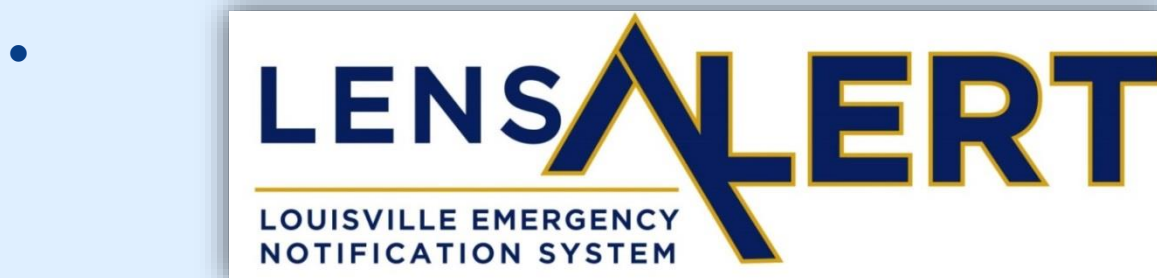
LLT APPROVED
ORG CHART

LAST UPDATED:
05/26/2020
1400
Trevin Hunter



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





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™

- 2019 Quick Facts:
 - 1,449,743 total calls
 - 642,152 calls for service
 - 85% of calls come from wireless phones
 - Answered 911 lines 93% 0-10 seconds
- Smart911
 - Provides life saving information to call takers via a Smart911 Safety Profile
 - Text back feature





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 July 2020
- **Capital Expense to replace Computer Aided Dispatch**
- **Over 7000 Subscribers on system**
- **Over 140 Agencies**



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 2019 Quick Facts**

- 243,043 MetroCall Interactions with the Community
 - 200,381 phone calls
 - 4,796 live chats
 - 21,750 web and mobile requests
 - 15,924 emails
 - 192 Twitter interactions
- Entered 120,666 Service Requests

- **Open Records 2019 Quick Facts**

- 7,897 records requests
- 24,296 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-only and CPR training.
- Venues: schools, fairs, community events, businesses and more!





Questions?



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



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