

Louisville Metro Emergency Services

311/911 - Call Centers Update





Non-Emergency Call Center (311)

Louisville Metro Government Ambassadors

- Received 31,114 incoming calls
 - 50% increase SMLY
 - 4th highest month total in MetroCall history
- Entered 7,252 new Service Requests
 - 13% increase SMLY
- Processed 1,931 web and mobile app Service Requests
 - 60% increase SMLY
- Addressed 1,264 email generated Service Requests
 - 87% increase SMLY
- MetroCall 'Top Ten' List for April
 - Potholes
 - Junk
 - High grass/Weeds
 - MSD
 - Unknown/Hang Ups
 - Exterior Violations
 - Trash on private property
 - Miscellaneous
 - Damaged garbage cart
 - Recycle Bins

April 2015 Update

- Hansen Improvements
 - DoIT working to improve application speed for 311 call takers
- Mobile App and Web App Service Requests improvements
 - Automatic routing of SR to the responsible agencies
- End to End business workflow analysis to look for efficiencies to be gained
- Conduct survey to determine communities perception of city services

What's Next for 311?



Emergency Call Center (911)

The 'First' First Responders

- Receive Emergency Calls

- All 911 and 7 digit emergency calls originating in Jefferson County are delivered to MetroSafe
- 1.4 MM calls in 2014

- Dispatch first responders

- Over 20 agencies
- Over 800k events in 2014



Who Are We and What Do We Do?

ITEAM: Can 911 find you?

12:08 a.m. EDT April 24, 2015

What happened in Fulton County, Ga. in late 2014 is a deadly reminder that 911 isn't what it used to be when 100 percent of calls came from land lines.



(Photo: WHAS11 News)

CONNECT TWEET 9 LINKEDIN COMMENT EMAIL MORE

LOUISVILLE, Ky. (WHAS11) -- With phone in hand in 2015 we feel like we have everything we need. From a camera to a calculator to a virtual map.

We even have Phone finding apps if we lose it somewhere.

So why can't 911 find our phones in a shockingly high number of emergencies when we need help.

The iTeam, in partnership with Gannett and USA Today, discovered the problem is getting worse. So the iTeam wanted to know if what happened last year near Atlanta, Ga. could also happen to you?



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MORE STORIES



Toby Tours bus drivers, chaperones honored after fire

911 In the News

2000

- Wireless penetration in the US less than 20%
 - Less than 1% of US homes are wireless only

2014

- Wireless penetration in the US is over 107% and growing
 - 82% of Louisville Metro's 911 calls are now wireless
 - 41% of US homes are wireless only

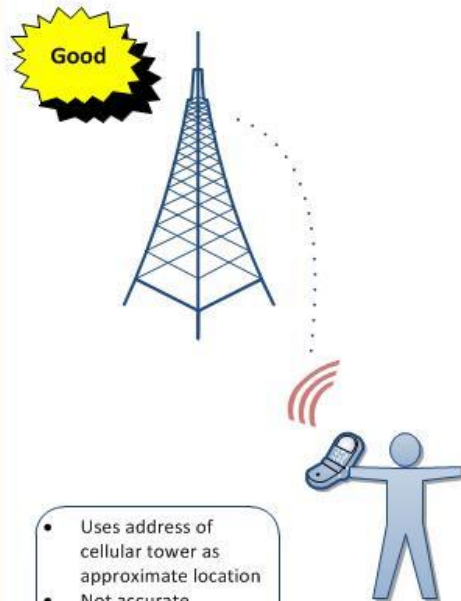
"911, What
is your
emergency?"



"911, Where
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What Changed? Mobility...

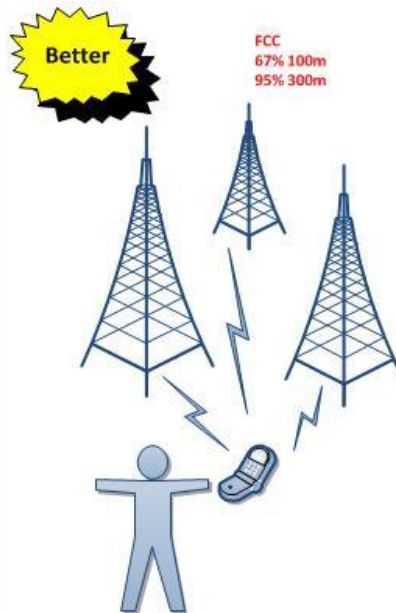
Phase I (circa 1995)



- Uses address of cellular tower as approximate location
- Not accurate
- Must always ask location and caller may not know

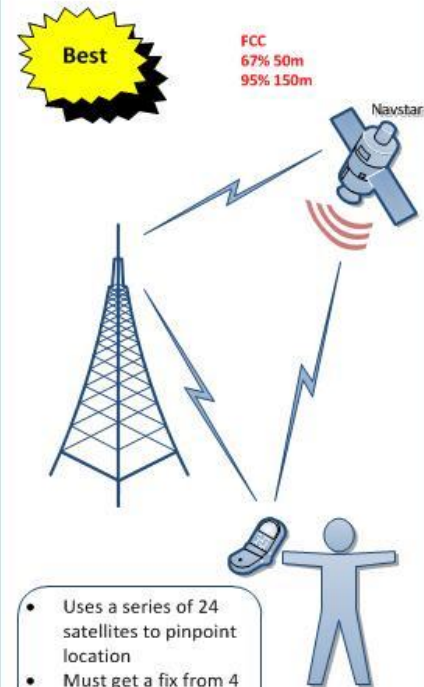
Phase II (circa 2008-Now)

Radio Location or Triangulation



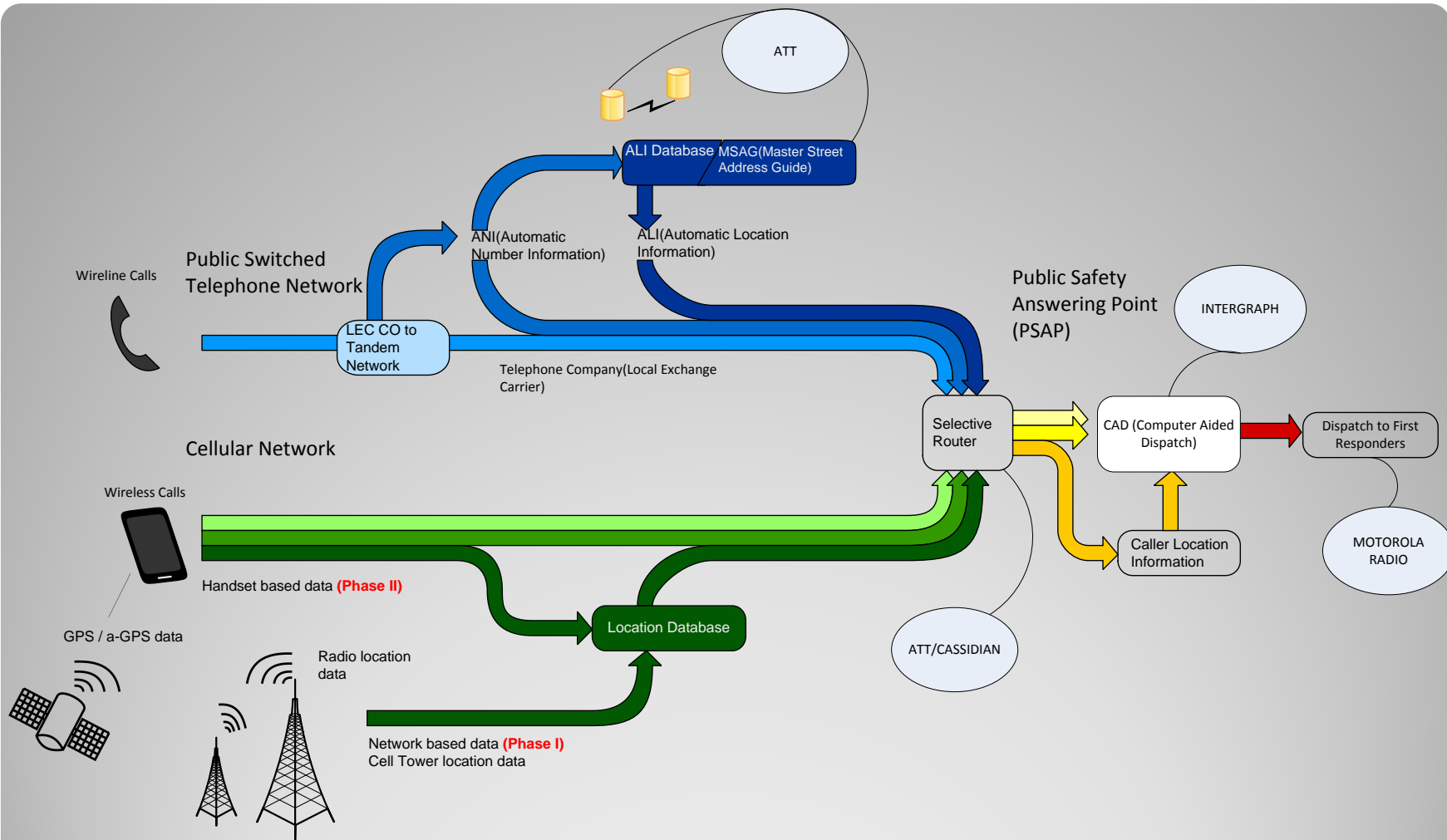
- Uses radio tower base stations to locate
- Not as accurate as GPS, but can be faster
- Straight line towers (eg. Highways) are difficult to triangulate

GPS or GPS Assisted



- Uses a series of 24 satellites to pinpoint location
- Must get a fix from 4 sat's to work
- Handset must have GPS

Wireless 911 Calls



Current 911 Network

NG9-1-1 is a system comprised of hardware, software, data and operational policies and procedures to:

- **provide interfaces from call and message services**
- **process emergency calls and non-voice (multi-media) messages**
- **acquire and integrate additional data useful to call routing and handling**
- **deliver the calls/messages and data to the appropriate PSAPs and other appropriate emergency entities**
- **support data and communications needs for coordinated incident response and management**

The basic building blocks required for NG9-1-1 are:

- **Emergency Services IP Network (ESInet)**
- **Software Services/Applications**
- **Standards Compliant IP Functions**
- **Data Bases and Data Management**
- **Security**
- **Business Processes**

What Is Next Generation 911?

Enhance 911 systems by:

- Enabling 911 calls from any networked communication device
- Enable geographic-independent call access, transfer, and backup among PSAPs and between PSAPs and other authorized emergency organizations
- Enabling exchange of multimedia (audio, video, text)
- Enabling exchange of other data (floor plans, medical information, etc)
- Enabling delivery of video (CPR how-to)
- Provide additional protection by load balancing and redundancy with other systems
- Encourage an open architecture, interoperable internetwork of all emergency organizations

NG911 – Goals and Objectives

New Capabilities

- Text to 911
- Images
- Video
- Telematics (AACN)
- Medical alerts
- Automated sensors (shot triangulation, alarms, biometric, etc)



New Challenges

- New Standards
 - How long should a video call last?
- New Business Policies
 - Do we automatically dispatch on automated bank alarms? Do we send 911 callers 'how to' videos for CPR on SCA's?
- New Data Management and Data Security Requirements
 - How much space are we going to need to store 911 pictures and video?
 - Have we accounted for chain of custody requirements?
- New Questions
 - Could our call takers now be witnesses to criminal acts and what does that mean?
- New Costs
 - Increasing capability = increasing costs
 - More system integration
 - Massive changes in GIS
- Personnel Considerations
 - Training (new 'language' = LOL, R U OK?)
 - PTSD issues
 - Increase in personnel?

Ok...Really. What Does It Mean?

- No i3 network (EsiNet) connectivity
 - The current 911 backbone is provided by AT&T via a contract with State of Kentucky and UK
 - An RFP was submitted in 2012, but rescinded; There is no current timeline for network
 - Cost without State support is approximately 4MM
 - Other possibilities include self directed AT&T modernization, federal grants, etc
- Other impediments
 - GIS data model changes (not just Jefferson County anymore)
 - Systems Interfaces
 - Procedures and Policy
 - Funding

Why Don't We Have It Now?

- ✓ Customer premise equipment
- ❑ GIS data changes
- ❑ Data distribution and Storage
- ❑ Standard Operating Procedure development
- ❑ Policy Development
- ❑ i3 Network Connectivity
- ❑ System Interfaces (Phone to CAD to RMS)
- ❑ Multimedia Storage and retrieval
- ❑ Funding

Is Louisville Ready for NG911?