



Emergency Management Agency/MetroSafe 2014 Year End Report

Debbie Fox, Director



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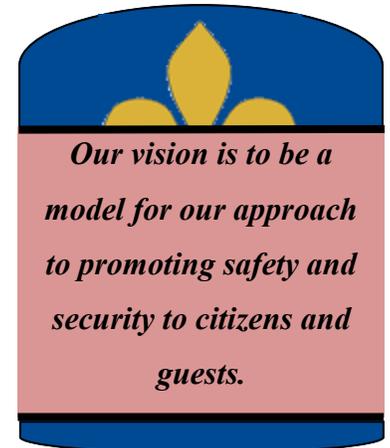
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EMA /MetroSafe Year End Report— Executive Summary

The Emergency Management Agency/MetroSafe is an organization that serves Louisville/Jefferson County's public safety interest by providing a proactive approach to disaster management and providing efficient and effective centralized emergency communications. Our vision is to be a model for our approach to promoting safety and security to citizens and guests. We actively pursue ongoing collaboration with the public safety organizations we serve through the development and operations of critical communications networks and ultimately strengthening our disaster management capabilities.

EMA/MetroSafe accomplished a great deal in 2014, in both daily and strategic operations. The Emergency Operations Center (EOC) was activated for a total of 376 hours for severe weather and other incidents. The communications center handled 725,542 calls for service for police (78%), fire (7%) and EMS (15%). Calls for service decreased by 0.6% in 2014 compared to the total calls for service in 2013 (729,570). Average pickup to dispatch times decreased overall as a result of performance management through LouieStat. By identifying which root causes drive performance, managers created targeted action plans to address the most frequently occurring problems. For instance, the What If It Were Family Campaign reminded everyone who handles 911 calls to treat the caller as if he/she were their own family member. By treating callers with more empathy, call takers are able to reduce caller anxiety, one of the top drivers of poor pickup to dispatch times early in 2014. The National Crime Information Center (NCIC) unit made 12,108 entries into the national database, which is a decrease compared to 2013 (12,203). MetroCall 311 handled 216,117 contacts through phone, email, live chat, mobile app, web, and twitter. MetroCall assisted in 87,176 service requests (entered through MIDAS) in 2014 which is an 11% increase over 2013 (78,819 MIDAS entries).



New technology in the communications center will help EMA/MetroSafe achieve best practices in assisting callers and providing information to first responders in Louisville Metro and even to neighboring counties. In April, the MetroSafe tech crew finished the upgrade to the 911 phone system utilized in the communications center. One of the key benefits to the new system is that it will allow EMA/MetroSafe to be interoperable with neighboring counties who are on the system. The interoperability component assists in the response to disasters by having agencies from different jurisdictions be able to talk to each other in order to ensure a coordinated response. In October, the state Commercial Mobile Radio Service Board awarded EMA/MetroSafe a grant that will be used to implement an integrated protocol system. The protocol will help the communications center with efficiency gains and standardization when handling emergency calls for police, fire and EMS disciplines. Both the 911 phone system upgrade and the integrated protocol help support the EMA/MetroSafe Strategic Plan Goals 1: Achieve Compliance with Call Processing Standards and 3: Improve Agency Resiliency.

Good things happened outside of the communications center as well. The NCIC unit received an audit from the Kentucky State Police which revealed no serious errors. The spotless review is attributed to the daily hard work of the NCIC staff and a new internal audit process that periodically checks for inaccurate, incomplete or undocumented entries. Over the summer, MetroCall 311 staff helped Metro complete its first citizen survey about a focus area of the Fischer administration—Vacant and Abandoned Properties (VAP's). In addition to performing their daily duties, 311 staff made 5,659 outgoing calls in order to complete 367 surveys. The survey helped Metro gain valuable information about citizens' views and will help Metro's strategy for how to deal with VAP's going forward.

In November, EMA/MetroSafe kicked off a campaign called "What If It Were Family." At in-service days, staff were reminded of the importance to treat every call as if the person needing assistance was one of their own family members. Bracelets were also given out as a way to remind everyone on a daily basis of the campaign.

The following pages of this report detail more of the daily operations of EMA/MetroSafe in 2014 and make comparisons where appropriate to previous years. This report summarizes the diligent work the employees of EMA/MetroSafe put in on a daily basis. Thank you to all the employees who make EMA/MetroSafe great!



Emergency Management

The emergency management function of EMA/MetroSafe is mandated through KRS chapter 39B.010 to serve the public safety interest of a local government within the territorial boundaries of a county. Louisville Jefferson County’s Emergency Management Agency is directed to implement and maintain a local comprehensive emergency management program, including the development and maintenance of a local emergency operations plan.

The primary role of this agency is to assist in coordination of multi-agency responses and serve as the point of contact when additional resources are requested from the state. In fulfilling this role, agency personnel help maintain the Emergency Operations Center (EOC) and regularly update the Emergency Operations Plan. In the event of an emergency, Emergency Support Functions have specific roles and responsibilities outlined in the Emergency Operations Plan. The Emergency Operations Center is the coordination hub during a disaster. Emergency Support Function personnel come to the Emergency Operations Center to coordinate the response, monitor the disaster and collect data about the emergency for State or Federal reporting purposes.

Awareness, preparedness and training are critical factors in how well coordinated an emergency response is. Some of the key work measures of the emergency management staff are tracked in the table below.

General EMA	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Tier Two HazMat plans received	73	336	100	0	0	0	0	0	0	0	1	0	510
Tier II Facility Inspections	0	0	0	0	0	0	0	0	0	0	0	0	0
Hazardous annual waste reports received	0	42	62	2	3	2	6	1	4	0	0	0	122
Community group plans reviewed	0	0	0	0	0	0	0	0	0	0	0	0	0
EMA plans reviewed	0	0	0	0	0	0	0	0	0	0	0	0	0
Coordination meeting hours	134	125	192	160	122	163	171	162	140	142	89	86	1686
EMA Training hours provided	16	4	1	4	2	0	6	3	23	6	3	2	70
# of students	42	30	20	26	8	0	235	10	44	45	20	25	505
EMA Training hours attended	18	40	27	78	155	58	56	66	62	40	22	87	709
Exercises	0	2	1	0	0	1	3	2	1	2	3	1	16
EOC activation/severe weather (hours)	71	24	26	22	36	5	0	6	3	0	183	0	376
HazMat incidents	8	10	9	15	9	12	10	5	6	7	6		97
HazMat responses	1	1	2	0	0	1	0	0	1	0	0	0	6
Emergency Responses	1	1	1	1	0	0	1	0	1	3	1	0	10
CodeRED Alerts	8	3	7	7	6	6	8	6	7	3	8	4	73
Siren System													
PM/Routine Maintenance	14	8	13	6	8	13	13	8	10	0	10	3	106
New Installations	0	0	0	0	1	1	8	8	7	0	0	0	25
Rehab old sirens/site	0	0	0	0	0	1	0	0	0	0	0	0	1
Upgrade siren/site	0	0	0	1	1	1	1	1	0	0	0	0	5
Pending (New, Rehab and Upgrade)	0	6	4	1	0	0	4	1	2	4	1	4	27
MRC													
Medical Reserve Corps - Volunteers	450	447	447	446	448	442	442	445	433	433	392	395	450
Medical	268	270	270	273	275	269	269	293	293	293	262	267	275
Non-Medical	182	177	177	173	173	173	173	152	140	140	130	128	160
MRC Deployments	0	0	0	0	0	0	0	0	0	0	0	0	0
MRC unit Trainings/Meetings	1	0	1	0	1	1	0	0	0	1	2	0	7
Search and Rescue (SAR)													
Total SAR Notifications	3	5	3	3	5	4	5	7	2	4	3	6	50
Golden Alerts	0	0	0	0	0	0	1	4	0	2	1	1	9
Amber Alerts	0	0	0	0	0	0	0	0	0	0	0	0	0
WebEOC													
WebEOC Users	200	203	203	217	235	260	260	276	295	295	309	309	255
WebEOC Incidents	0	0	0	3	4	1	0	2	1	1	2	0	14

The following table lists the grants that were secured, begun and/or completed in 2014. The projects funded by these grants support the emergency management goals within the Emergency Management Agency/MetroSafe’s Strategic Plan, including Goal 4: Improve citizen awareness and response to disasters and incidents and Goal 6: Improve capabilities and response to natural and caused disasters.

No	Name	Grantor	Type	Amount	Status
1.	Enhanced Soil Survey	FEMA	Planning	\$18k w/ 13% Local Match/In-Kind	Complete
2.	Government/Public Building Inventories	FEMA	Planning	\$90k w/ 13% Local Match/In-Kind	Data Collection
3.	Multi-Hazard Mitigation 5 Year Plan Update	FEMA	Planning	\$100k w/ 13% Local Match/In-Kind	Awarded—Start in Q1 CY15
4.	100 Resilient Cities Challenge	FEMA	Planning	\$1M +/-	Applied
5.	Generator for Jeffersontown	FEMA	Project	\$120k	Award Complete
6.	Outdoor Warning Siren—UofL Shelby Campus (4)	FEMA	Project	\$90k	Complete
7.	Property Acquisition Demo	FEMA	Project	\$120k w/ 13% Cash Match—Property Owner	Award Complete
8.	EOP/ESF Review and Exercise	FEMA Port Security	Planning	\$175k w/ 25% Local Match Cash	Awarded—Start in Q1 CY15
9.	Outdoor Warning Siren—Parkland & Jefferson Memorial Forest (6)	FEMA Port Security	Project	\$150k	Complete
10.	Auto Emergency Alert System	FEMA Port Security	Project	\$50k	Award Complete
11.	Metropolitan Medical Response System	KOHS	Planning	\$267k	Complete
12.	Medical Reserve Corp	Federal	Planning	\$3k	Complete
13.	Medical Reserve Corp HPP	State	Planning	\$9k	Complete

EMA/MetroSafe actively participates in many groups and organizations to ensure Louisville Metro is prepared for a disaster, natural or man-made and to ensure Louisville Metro is current on 911/public safety best practices. The groups and organizations are listed below.

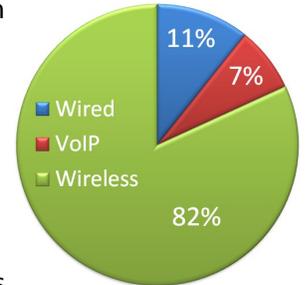
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| 1. Federal Emergency Management Agency Community Rating System | 16. Louisville Metro/Metropolitan Sewer District Flood Mitigation Prioritization Committee |
| 2. Jefferson County Public Schools Emergency Planning Committee | 17. General Electric Park Emergency Warning Committee |
| 3. Louisville Metro Multi-Hazard Mitigation Committee | 18. Joint Emergency Services Unit |
| 4. University of Louisville Emergency Planning Committee | 19. Area Maritime Security Committee |
| 5. University of Louisville Hazard Mitigation Plan Committee | 20. Rubbertown Mutual Aid Association |
| 6. Kentucky Mitigation Council | 21. Medical Reserve Corp |
| 7. Kentucky Weather Preparedness Committee | 22. Local Emergency Planning Committee (Treasurer) |
| 8. Kentucky Emergency Management CHAMPS I and II Committee | 23. Weapons of Mass Destruction Hazmat 6 (Vice-Chair) |
| 9. Kentucky Association of Mitigation Managers | 24. Joint Agency Hazmat Group |
| 10. Commonwealth Emergency Response Commission | 25. Healthcare Emergency Response Association |
| 11. Kentucky MapMod/Portal Group Committee | 26. The Group |
| 12. US Army Corp of Engineers Silver Jackets Committee | 27. Security Sub-committee |
| 13. Association of State Floodplain Managers | 28. West Jefferson County Community Task Force |
| 14. Louisville Metro Floodplain Management Committee | 29. Association of Public Safety Officials |
| 15. Louisville Energy Assurance Plan Committee | 30. National Emergency Number Association |
| | 31. Multi-Jurisdictional Improvised Explosive Device Working Group |



Communications Center

The Communications Center is responsible for answering all emergency and non-emergency calls and dispatching LMPD, LMEMS, Louisville and Suburban Fire Departments for the about eight hundred thousand residents and visitors in Louisville Metro 24 hours a day/7 days a week. The number of calls are listed below in the table, and the approximate breakdown of call methods for 911 incoming calls in 2014 is shown in the pie chart to the right.

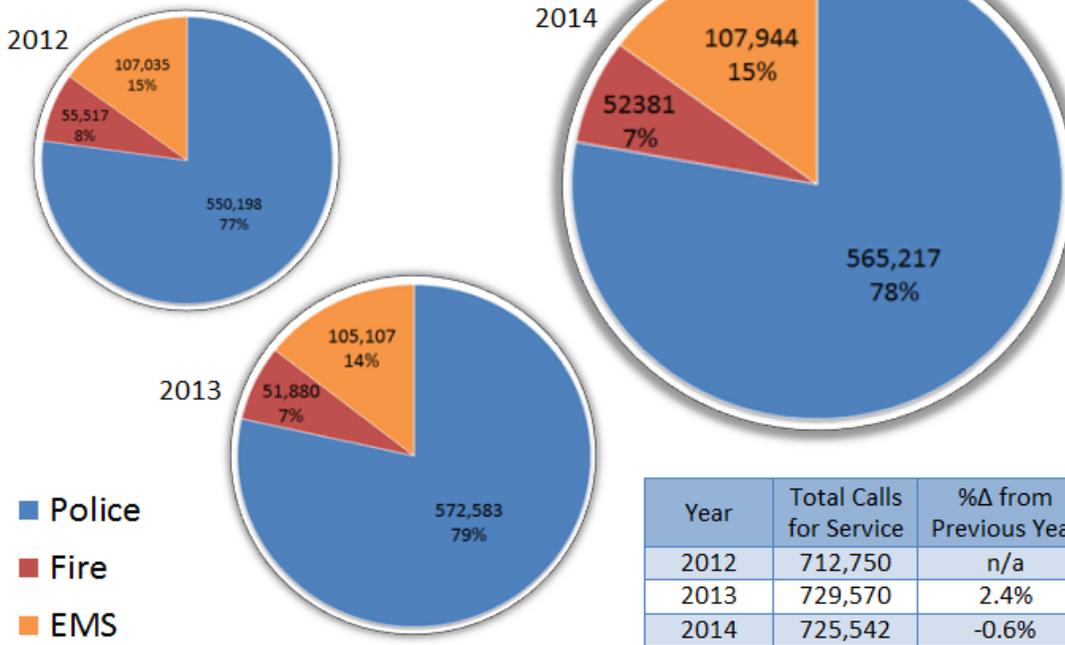
Year	Administrative Incoming Calls	911 Incoming Calls	Total Incoming Calls	Abandoned 911 Calls	Outgoing Calls
2013	490,511	654,465	1,140,976	77,197	313,212
2014	474,678	671,014	1,415,430	60,299	338,484



The chart titled “Calls for Service by Agency Type” shows the total number of calls for service for Police, Fire and EMS in 2014 handled by the EMA/MetroSafe Communications Center. Compared to 2013, calls for service in 2014 decreased overall by 0.6%. While Fire and EMS experienced an increase in calls for service, the largest driver of call volume, the Police, had a decrease in calls for service, resulting in the overall decrease in calls. It should be noted that Police only refers to LMPD, while Fire refers to Louisville Division of Fire, Shively Fire and the Suburban Fire districts.

The next two and a half pages display a more granular view of the information presented in the “Calls for Service by Agency Type” chart. Each agency’s call volume is broken down into run priority. Fire runs are separated to show the Louisville Division of Fire separately from the Suburban Fire Districts and Shively Fire. Each chart shows three years’ worth of data side by side for each priority level.

Calls for Service by Agency Type



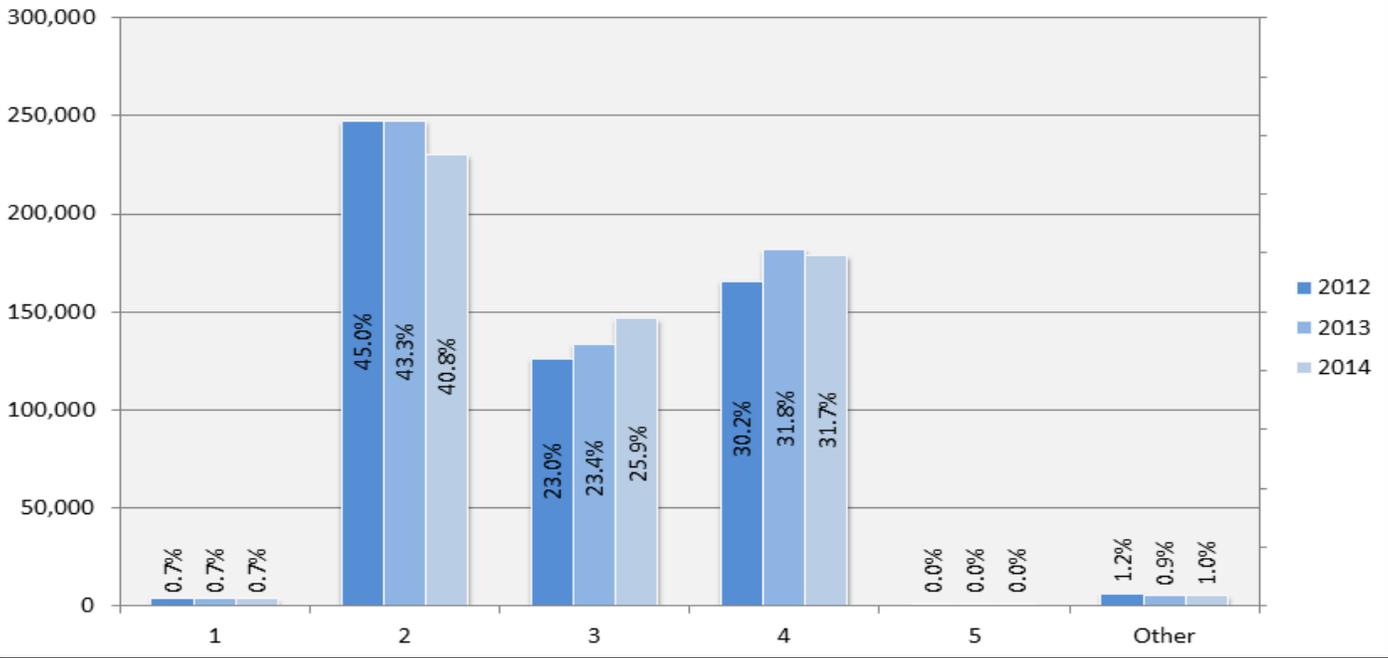
The percentage in each bar on the chart shows the percent of total calls for that year that the priority level represents. The data table underneath the chart displays the number of calls for service. The last row in the data table shows the percent change in calls for service by priority between 2013 and 2014.

Year	Total Calls for Service	%Δ from Previous Year
2012	712,750	n/a
2013	729,570	2.4%
2014	725,542	-0.6%

The most notable difference for calls for service in any agency and priority is

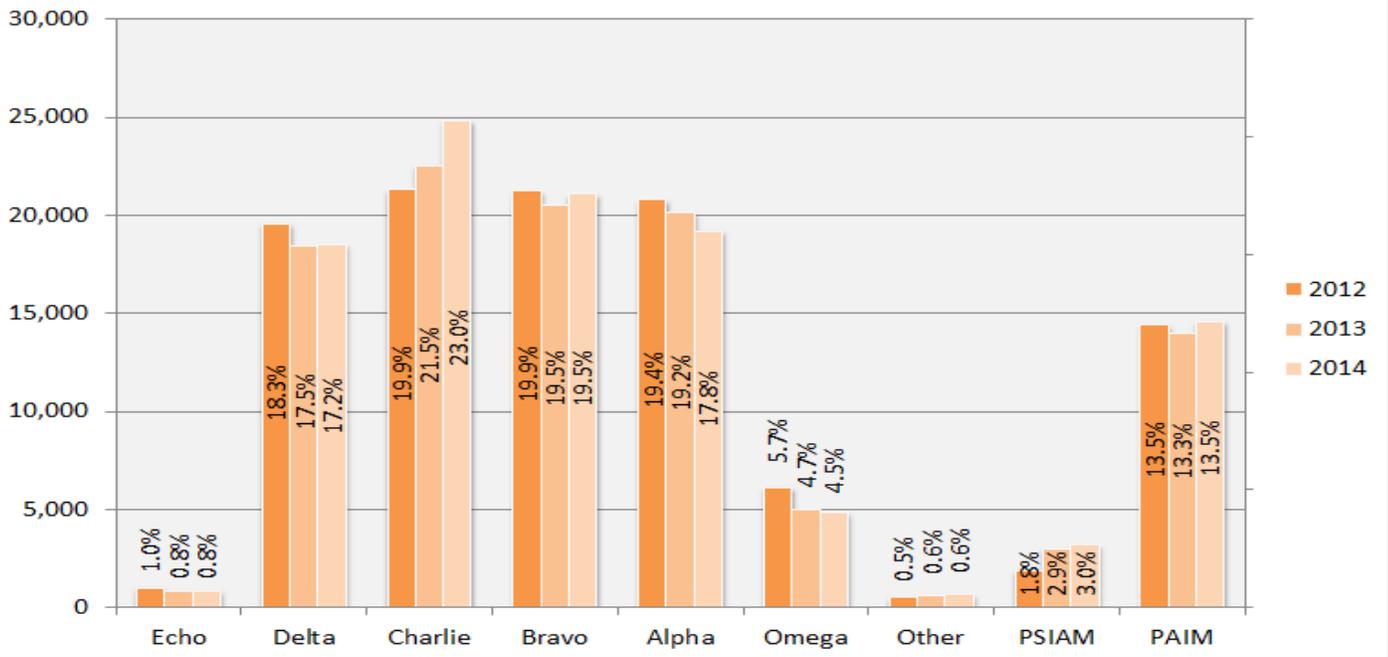
the shift in Jefferson County Fire Departments ‘High’ and ‘Medical’ calls for service. The decrease in ‘Medical’ calls for service reflects a policy change in the suburban districts.

LMPD Calls for Service, By Priority



	1	2	3	4	5	Other	Total
2012	4,032	247,413	126,439	165,934	11	6,369	550,198
2013	3,723	247,875	133,799	182,028	7	5,151	572,583
2014	3,659	228,512	145,554	177,504	7	5,486	560,722
'13 to '14 %Δ	-1.7%	-7.8%	8.8%	-2.5%	0.0%	6.5%	-2.1%

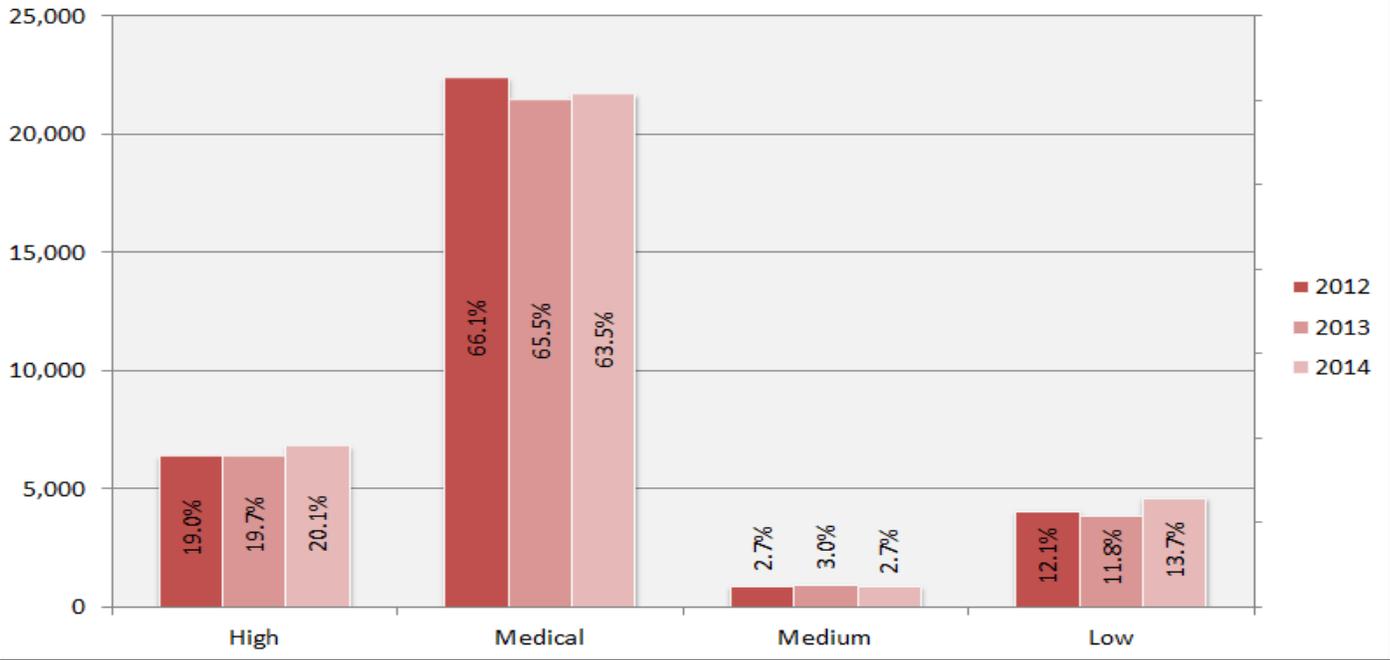
EMS Calls for Service, By Priority



	Echo	Delta	Charlie	Bravo	Alpha	Omega	Other	PSIAM	PAIM	Total
2012	1,029	19,584	21,331	21,250	20,799	6,136	570	1,905	14,431	107,035
2013	862	18,416	22,549	20,503	20,143	4,973	634	3,033	13,994	105,107
2014	872	18,533	24,858	21,095	19,229	4,859	689	3,206	14,603	107,944
'13 to '14 %Δ	1.2%	0.6%	10.2%	2.9%	-4.5%	-2.3%	8.7%	5.7%	4.4%	2.7%

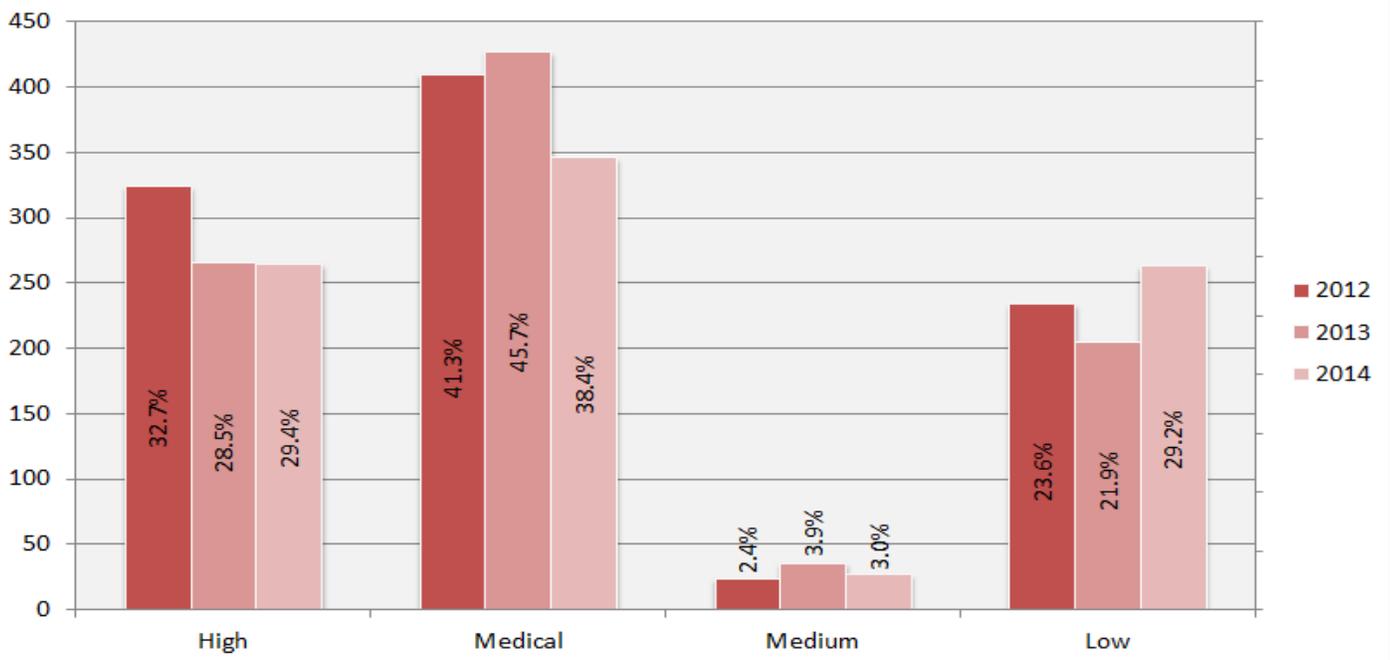
Note: For detailed description of each priority, please see the appendix.

LFD Calls for Service, By Priority



	High	Medical	Medium	Low	Total
2012	6,438	22,404	929	4,117	33,888
2013	6,458	21,487	987	3,888	32,820
2014	6,864	21,718	923	4,676	34,181
'13 to '14 %Δ	6.3%	1.1%	-6.5%	20.3%	4.1%

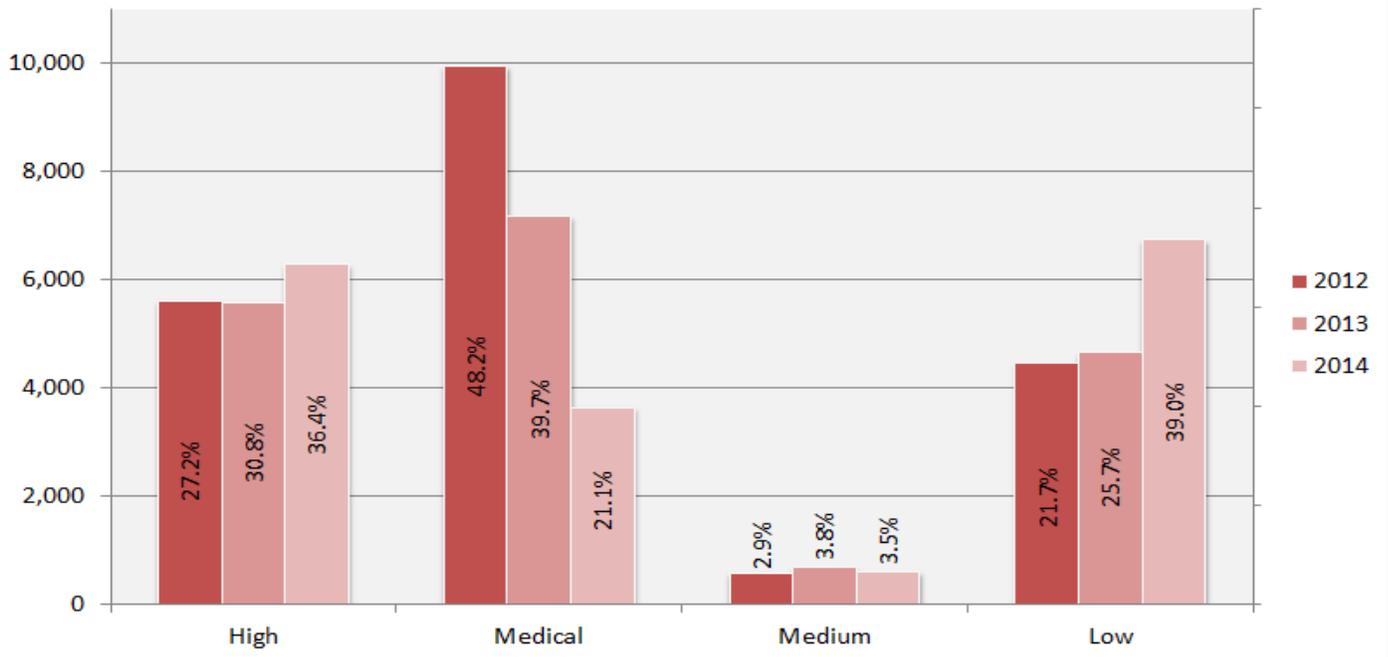
Shively Fire Calls for Service, By Priority



	High	Medical	Medium	Low	Total
2012	324	410	24	234	992
2013	266	427	36	205	934
2014	265	346	27	263	901
'13 to '14 %Δ	-0.4%	-19.0%	-25.0%	28.3%	-3.5%

Note: For detailed description of each priority, please see the appendix.
 Note: In previous years, Shively Fire was reported with LFD. LFD calls for service and Shively Fire calls for service have been separated for 2012, 2013 and 2014 in this report.

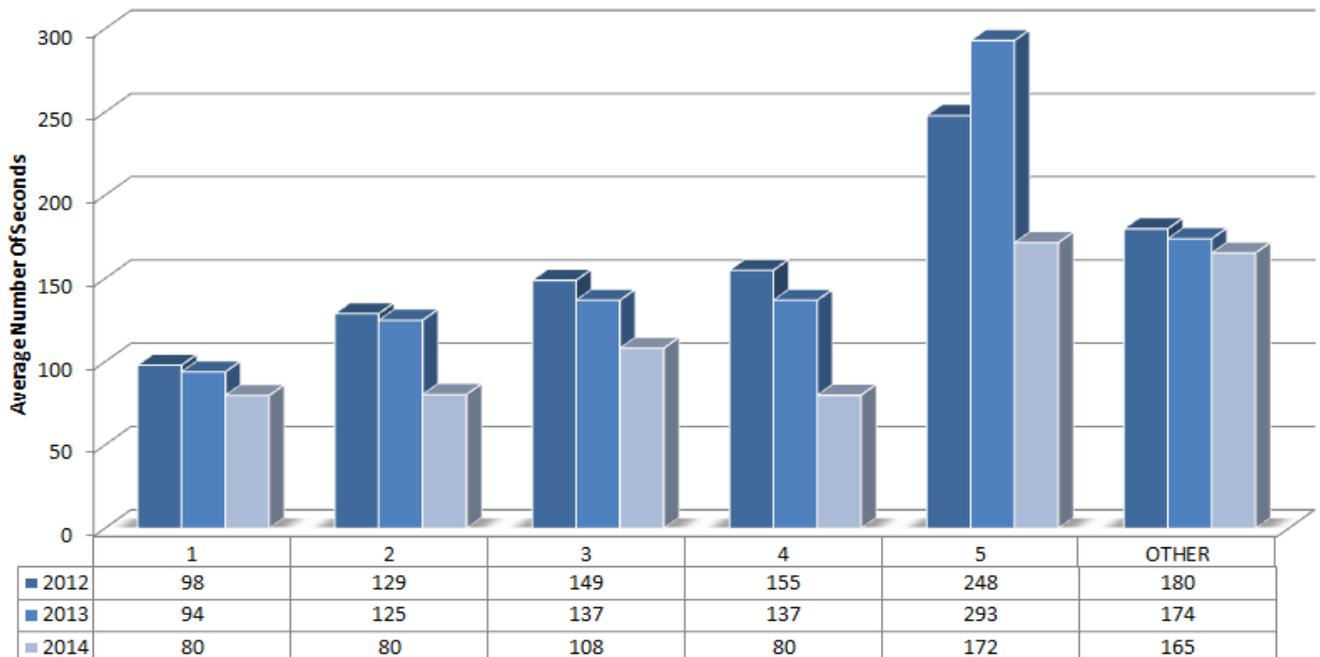
JCFD Fire Calls for Service, By Priority



	High	Medical	Medium	Low	Total
2012	5,619	9,956	590	4,472	20,637
2013	5,589	7,187	688	4,662	18,126
2014	6,294	3,652	608	6,745	17,299
'13 to '14 %Δ	12.6%	-49.2%	-11.6%	44.7%	-4.6%

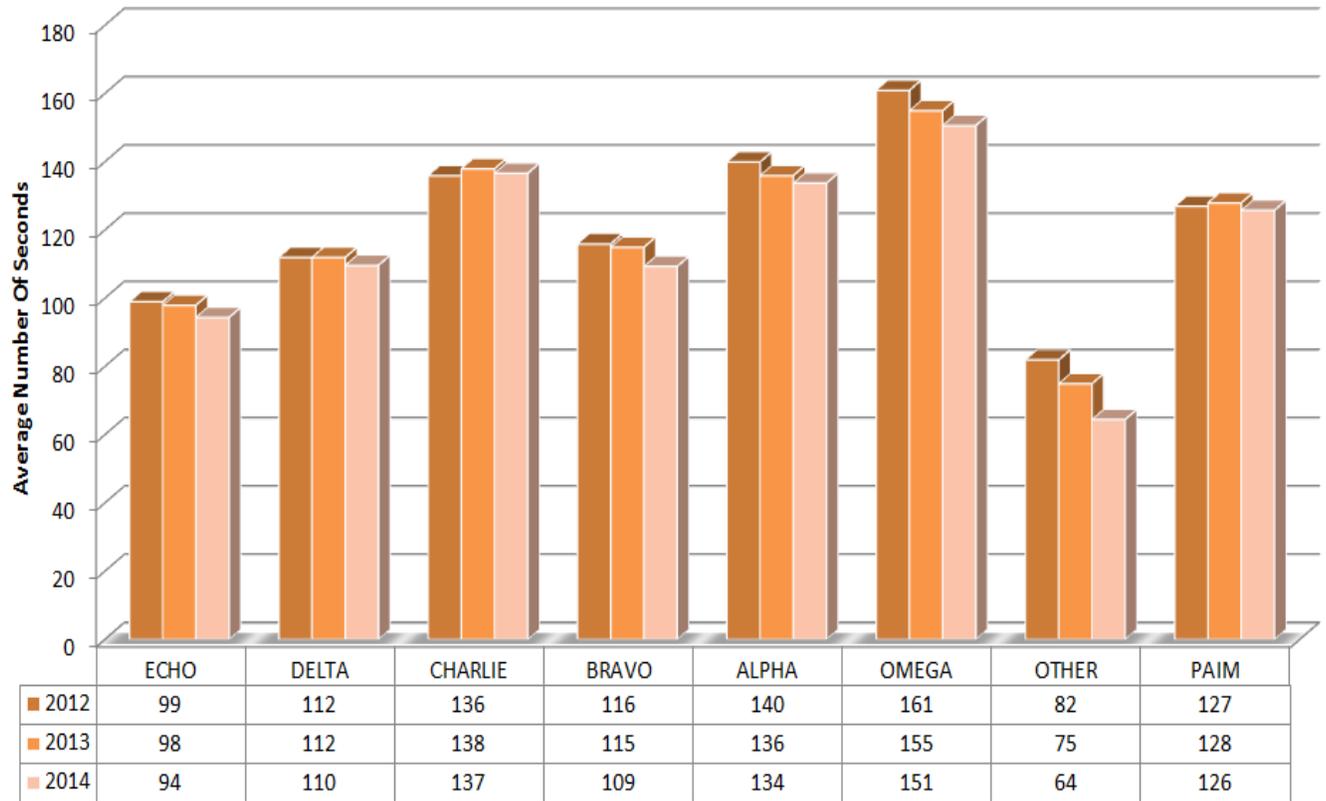
The next series of charts on the following two and a half pages depicts the average pickup to dispatch time in seconds for each agency by priority. Overall, pickup to dispatch times decreased, in large part due to increased monitoring of communication center performance through LouieStat.

LMPD Pickup to Dispatch by Priority in Seconds

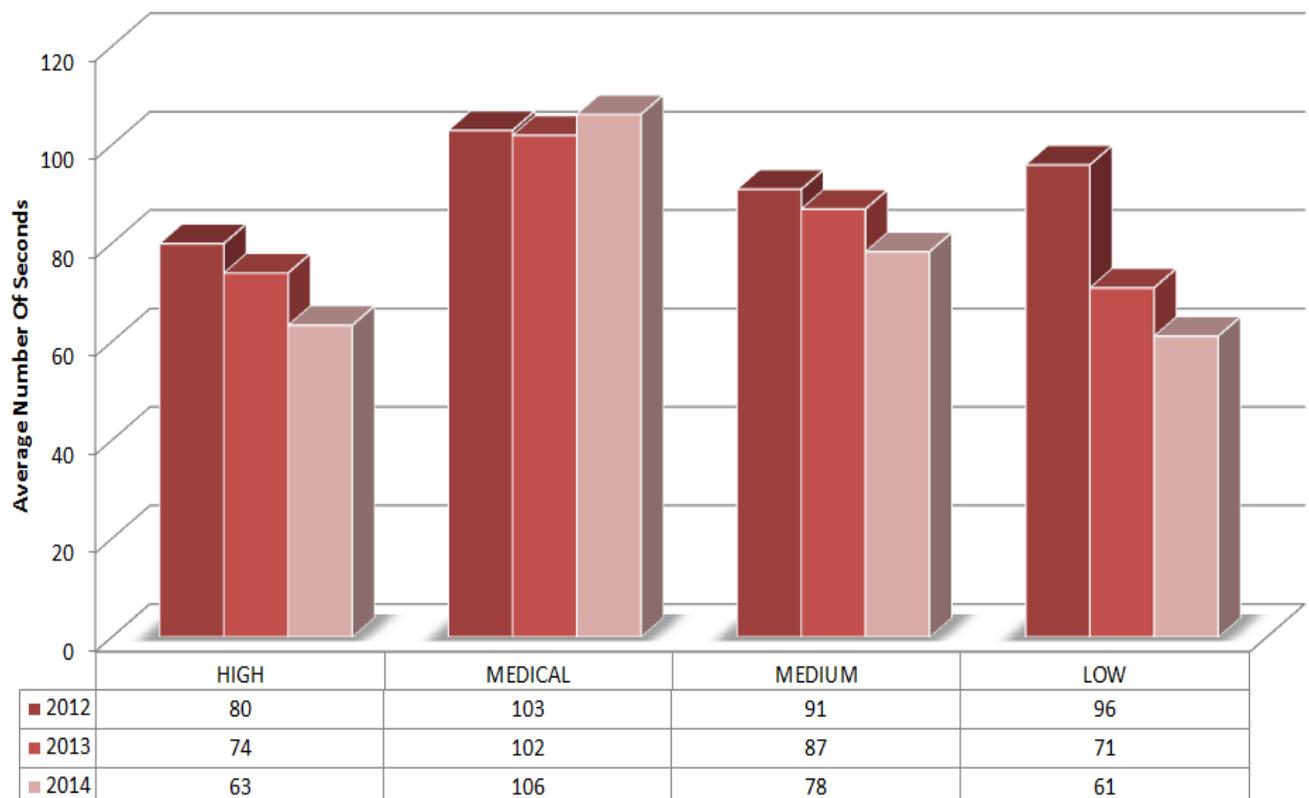


Note: For detailed description of each priority, please see the appendix.

EMS Pickup to Dispatch by Priority in Seconds

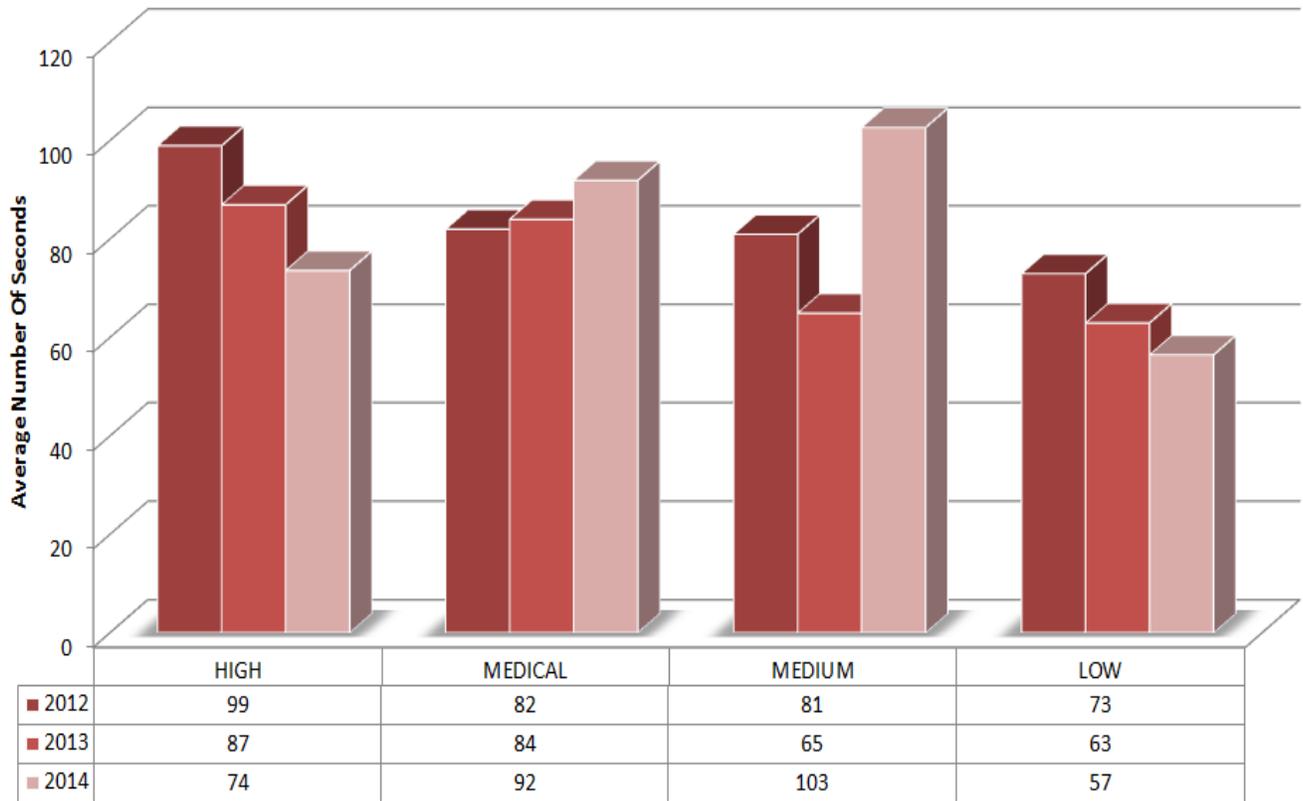


LFD Pickup to Dispatch by Priority in Seconds

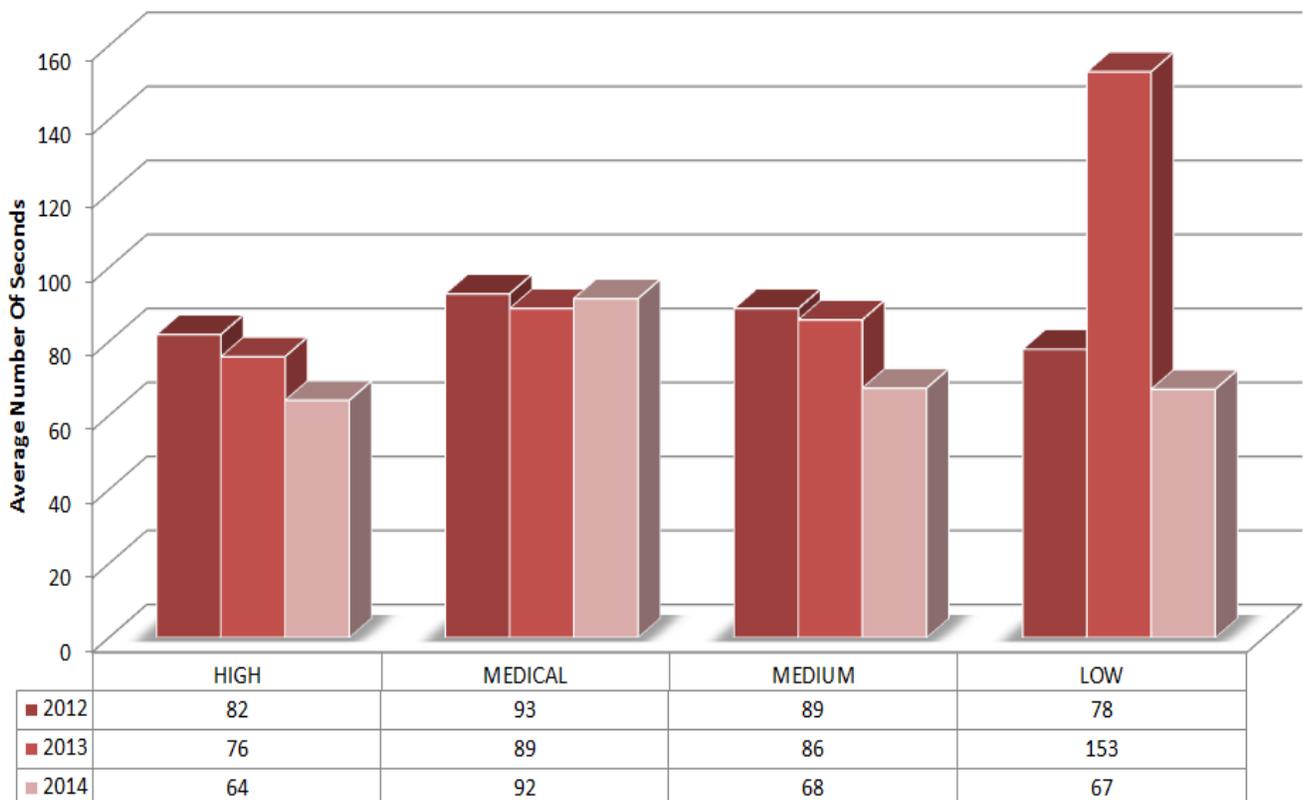


Note: For detailed description of each priority, please see the appendix.
 Note: In previous years, Shively Fire was reported with LFD. LFD pickup to dispatch and Shively Fire pickup to dispatch have been separated for 2012, 2013 and 2014 in this report.

Shively Fire Pickup to Dispatch by Priority in Seconds



JCFD Pickup to Dispatch by Priority in Seconds



Note: For detailed description of each priority, please see the appendix.
 Note: In previous years, Shively Fire was reported with LFD. LFD pickup to dispatch and Shively Fire pickup to dispatch have been separated for 2012, 2013 and 2014 in this report.



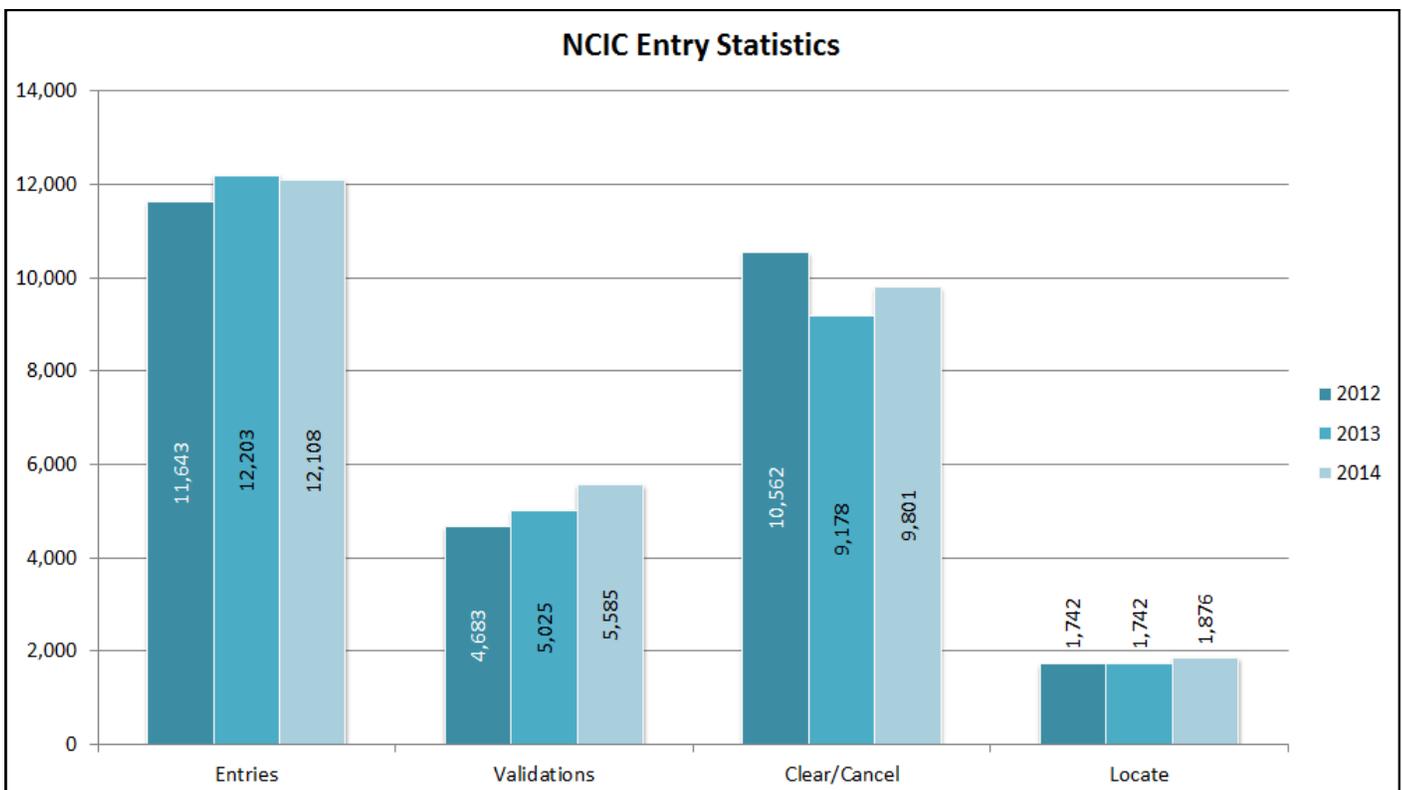
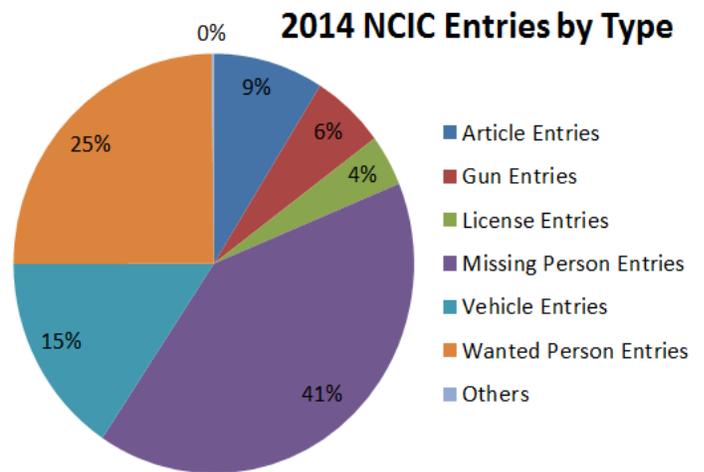
NCIC

The National Crime and Information Center (NCIC) is a nationwide computerized database that is responsible for housing records such as wanted persons, stolen property and missing persons. It is also a way for all public safety agencies to communicate with one another in a secure environment. The Emergency Management Agency/MetroSafe NCIC unit is responsible for adding and monitoring information in the computerized database as well as communicating with other agencies across the country regarding entries made in the database.

0 Errors

In 2014, MetroSafe's NCIC unit was audited by the Kentucky State Police. For the very first time, the audit revealed zero serious errors (defined as any information upon entry that is inaccurate, incomplete or undocumented that would prevent law enforcement agencies from receiving a response of an entered record). An internal audit process initiated early in 2014 helped ensure the accuracy of entries made. By auditing entries periodically rather than waiting for the State audit, the NCIC unit can catch any inaccurate, incomplete or undocumented entries ahead of time and make the necessary corrections.

The chart below shows the year over year variation in entries made into the NCIC system, the number of validations made on those entries, the number of entries that were either cleared or canceled and the number of entries in which a locate request was made.





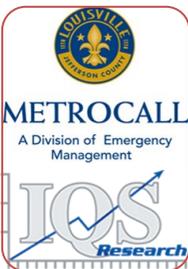
MetroCall 311

In June, MetroCall 311 celebrated a huge milestone—25 years of service! As one of the oldest 311 call centers in the country, MetroCall 311 is proud to continue to be the customer service center for Louisville Metro Government. Through MetroCall 311, any citizen or visitor to Louisville can request a service, offer a suggestion, ask a question, share an opinion, register a complaint or pass on a compliment to the city for its services or events. A phone-only system for many years, citizens can now connect with MetroCall 311 online, on mobile devices and Twitter, and sign up for text alerts. The 5 millionth call will probably be handled sometime in early 2015!



"I feel like Ann Landers—practicing without a license!"
-Jean Taylor (25 year MetroCall veteran)

In addition to turning 25 years old, MetroCall 311 had a very active year in 2014. The call center moved its physical location from 768 Barrett Avenue to the MetroSafe Building at 410 South Fifth Street. Operating hours changed from 24/7 to 7 am to 7 pm Monday through Friday. MetroCall 311 also ventured into the realm out outbound call surveys.



Beginning in May, the 311 staff made outbound calls to citizens to conduct surveys about a key focus area of the Fischer administration—Vacant and Abandoned Properties (VAP's). Over the course of 9 weeks (and while still answering about 800 calls per day), MetroCall 311 staff made 5,659 outgoing calls and completed 367 surveys. While 797 people agreed to take the survey, 430 of those who agreed did not qualify because they were not affected by VAP's. The survey was a success and provided very valuable information to city employees who work to resolve VAP's. Metro Government partnered with IQS Research to produce the survey and its summary report.

The following tables show MetroCall 311's activity during 2014. Calls by citizens requiring action by the city are logged into a system called MIDAS and forwarded to the appropriate departments to address. 87,176 MIDAS entries were made throughout the year, while the call center received a total of 216,117 contacts from phone, email, live-chat, mobile app & web and Twitter. The most frequent calls continue to be junk pick-up inquiries and complaints of high grass and weeds on private property.

MetroCall Contacts 2014

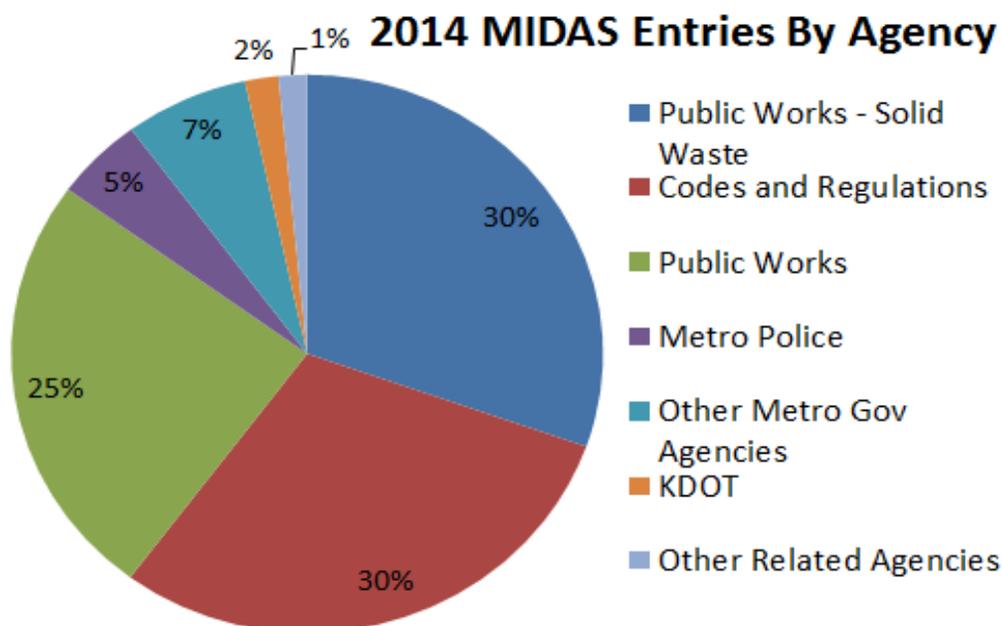
Contact Type	Jan	Feb	Mar	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
Calls Answered	16,968	16,051	16,085	18,006	18,444	16,071	16,417	15,270	16,335	18,681	13,744	12,344	194,416
E-mail	418	511	472	675	859	870	764	675	710	712	451	500	7,617
Live Chat	186	123	136	104	113	67	93	77	135	39	0	0	1,073
Mobile App & Web	738	863	1,103	1,214	1,600	1,342	1,260	1,100	1,242	940	745	731	12,878
Twitter	13	10	6	8	18	18	8	7	16	14	5	10	133
Total MetroCall Contacts	18,323	17,558	17,802	20,007	21,034	18,368	18,542	17,129	18,438	20,386	14,945	13,585	216,117

Note: Live Chat has been down since October 9th
 Stats Through 12/30/2014

Stats	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
Received Calls	17,591	17,598	17,476	20,754	24,919	24,541	21,820	19,947	20,174	21,844	16,992	14,300	237,956
Sent to Agents	17,562	17,570	17,470	20,746	24,908	24,451	21,772	19,934	20,166	21,833	16,983	14,298	237,693
Answered Calls	16,968	16,051	16,085	18,006	18,444	16,071	16,417	15,270	16,335	18,681	13,744	12,344	194,416
Abandoned Calls	594	1,519	1,385	2,739	6,464	8,380	5,355	4,664	3,831	3,152	3,239	1,954	43,276
Difference (Lost Calls?)	29	28	6	9	11	90	48	13	8	11	9	2	264
Percent of Abandoned Calls	3.38%	8.65%	7.93%	13.20%	25.95%	34.27%	24.60%	23.40%	19.00%	14.44%	19.07%	13.67%	18.21%
MIDAS Entries	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
Entries by MetroCall	4,319	4,894	5,419	6,447	7,814	7,350	7,116	6,661	6,720	5,447	3,544	3,874	69,605
Entries from Website	578	718	828	842	1,076	956	858	789	857	680	534	538	9,254
Entries from Mobile App	160	145	275	372	524	386	402	311	385	260	211	193	3,624
Entries by Others	279	405	363	416	385	576	406	408	419	323	360	353	4,693
MIDAS Entries Total	5,336	6,162	6,885	8,077	9,799	9,268	8,782	8,169	8,381	6,710	4,649	4,958	87,176

Top 10 MIDAS Entries 2014		
1	HIGH GRASS WEEDS - PRIVATE PROPERTY	8,260
2	STREET POTHOLE	5,934
3	TRASH - PRIVATE PROPERTY	4,412
4	EXTERIOR VIOLATIONS - PRIVATE PROPERTY	3,799
5	DAMAGED GARBAGE CARTS	3,306
6	MISCELLANEOUS	3,183
7	RECYCLING BIN ISSUES (incl. missed collections)	3,106
8	GARBAGE MISSED	2,756
9	DEAD ANIMAL PICKUP	2,634
10	ABANDONED VEHICLES	2,446

Top 10 MIDAS Entries 2014		
1	JUNK PICK-UP QUESTIONS	8,811
2	JUNK PICK-UP DATE INQUIRIES	7,580
3	LIHEAP HEAT ASSISTANCE	7,272
4	GARBAGE PICK-UP QUESTIONS	5,484
5	CODES AND REGULATIONS	5,074
6	LMPD	4,691
7	PRIVATE BUSINESS NUMBERS	4,510
8	COURT INFORMATION	4,289
9	MISCELLANEOUS	4,057
10	ANIMAL SERVICES	3,488





Quality Assurance & Training

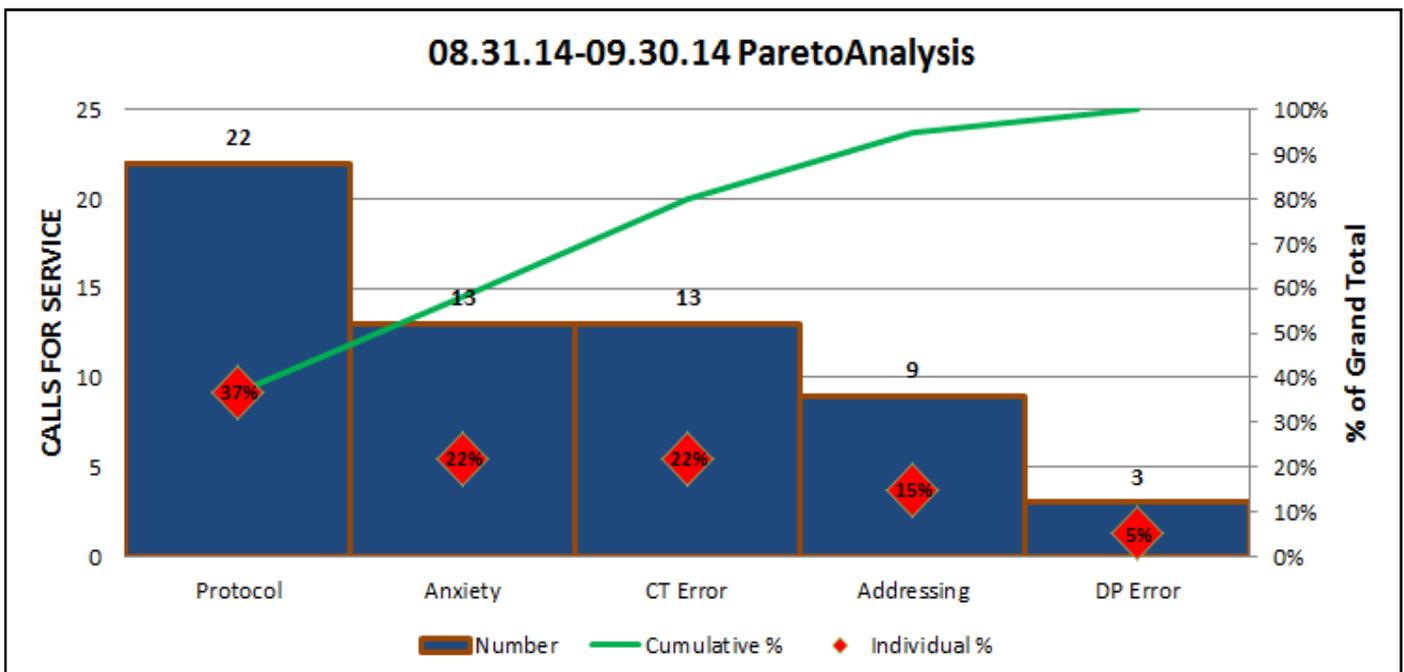
The Quality Assurance and Training unit develops the training curriculum for EMA/MetroSafe employees and performs quality assurance reviews on 911 calls for service. The training curriculum is developed in accordance with the state mandated requirements for certification of a tele-communicator per Kentucky Revised Statute and is approved and certified by the Kentucky Law Enforcement Council. The certifications that the Quality Assurance and Training unit offers include Basic Telecommunications, Criminal Justice Information Systems and Emergency Medical Dispatch, all of which are required to be maintained by all call takers and dispatchers.

In 2014 the Training unit graduated 10 new students to become tele-communicators, spending 316 hours of training in the academy. Training unit employees also trained current EMA/MetroSafe employees during regular Tuesday training sessions, state mandated in-service and state mandated certification for a total of 500 hours. Additionally, trainers provided 116 hours of training to external agencies on topics concerning EMA/MetroSafe and its operations.

Quality Assurance is a very important component of EMA/MetroSafe. Emergency calls to the communications center are regularly monitored for compliance with protocol. All ECHO level calls are reviewed as well as other call types. Quality Assurance also helps to review calls for service that drive performance metrics tracked in LouieStat, the city's performance management program. Reasons for performance being less than desirable for pickup to dispatch times are categorized by the Quality Assurance team and reported out at LouieStat Forums. In 2014, the unit reviewed 2,861 calls, with 847 of them being ECHO level EMS calls. Of all the calls reviewed, the average score for being in compliance with protocol was 98.21%.



Displayed below is a Pareto Chart, a tool used to identify the vital few from the trivial many. The Quality Assurance team helps prepare this information LouieStat Forums.





Public Information & Education

EMA/MetroSafe is committed to keeping the community informed and prepared. There are many ways EMA/MetroSafe keeps citizens ready and informed including public education campaigns like Pop-up-Preparedness, 9-1-1 for Kids, maintaining a Facebook page and doing Emergency Preparedness presentations in addition to fulfilling thousands of open records requests for information on matters of public safety. Tours are also given of the 911 communications center throughout the year to various guests and other Metro employees. Internally, a monthly publication called “The Communicator” keeps EMA/MetroSafe employees informed of what is going on in the agency and is a fun way for staff to get to one another through its featured employee highlights.



Pop-up-Preparedness is a relatively new program that falls directly in line with EMA/MetroSafe Strategic Plan Goal 4: Improve citizen awareness and response to disasters and incidents. By “popping-up” at various events around town (like the Mayor’s Hike, Bike and Paddle, World Fest and the Veteran’s Day Parade) with information on the importance of being prepared, citizens in our community are more aware of what to do in the event of an emergency given any circumstance. By educating citizens on the importance of being prepared, the potential risks and damages associated with a disaster can be reduced. 80 preparedness events/presentations took place in 2014.

9-1-1 for Kids is a program that is put on multiple times a year by EMA/MetroSafe staff and iconic mascot Red E. Fox. Children from pre-school to second grade learn the importance of 9-1-1, how to call, when to call and what information is needed in order to call. Red E. Fox was greeted by kids screaming with excitement 6 times in 2014. In addition to the formal program offerings, 9-1-1 for Kids handouts were available at all 80 preparedness event/presentations throughout the year.



Appendix

EMERGENCY MEDICAL SERVICES - EMD Codes

Medical Priority Dispatch also divides Calls for Service into six separate Dispatch Determinants that are decided through the use of medical protocols. Each of these entries is assigned a Code 1, 2, or 3 response by the medical director.

ECHO - Serves two functions. First, in certain life threatening situations, it allows for setting a pre-planned response into motion early in the interrogation sequence. In addition, ECHO provides a means for assigning response-capable units that would not normally respond to a typical EMS call. ECHO is limited to six of the 33 chief complaint protocols and pertains to certain cardiac or respiratory arrest situation or when INEFFECTIVE BREATHING is evident. ECHO responses are always initiated from case entry questions. All ECHO's are Code 3 response. Examples of ECHO responses would be: choking, not breathing, breathing uncertain or agonal, hanging, strangulation, suffocation, and underwater.

DELTA - Still a code 3 response, but determined after key questions. Examples are: severe respiratory distress, not alert / clammy; continuous or multiple seizures; long falls greater than 6 feet; abnormal breathing; unconscious/not alert; dangerous hemorrhage which is defined as bleeding from the armpit, groin, neck, and/or rectal area and /or vomiting (bright red); trench collapse / structure collapse / inaccessible terrain situation; breech or cord delivery; head visible / out; imminent delivery greater than 5 months / 20 weeks; baby born; central wounds which is defined as in the abdomen, upper arm, back, buttock, chest, elbow, groin, head, hip, knee, upper leg, neck, shoulder; multiple wounds / multiple victims; stroke history; speech or movement problems; numbness; tingling; vision problems; sudden severe onset headache; major incidents / accidents which is defined as aircraft, bus, subway / metro, train, watercraft; high mechanism accidents; all terrain vehicle; auto; bicycle / motorcycle; auto / pedestrians; ejection; personal watercraft; rollovers; and vehicle off bridge / height.

CHARLIE - Mostly code 3, depending on seriousness of situation. Examples are: back pain - fainting or near fainting greater than 50 years of age, breathing problems, cardiac history with abnormal breathing, building fire with persons inside, carbon monoxide / alert but difficulty breathing, chest pain -abnormal breathing, cardiac history, cocaine, breathing normally greater than 35 years of age, seizures, pregnancy, diabetic, cardiac history, diabetics-not alert, abnormal behavior, abnormal breathing and hemorrhage through tubes.

BRAVO - Variety of codes, depending on the situation. Examples are: animal bites to possibly dangerous body areas such as abdomen, amputation (not finger or toe), back, chest, genitalia, head (alert) upper leg, and pelvis; serious hemorrhage such as uncontrolled bleeding (spurting or pouring) from any area, or any time a caller reports "serious" bleeding; carbon monoxide-without difficulty breathing; obvious death as defined by local medical director; unknown problems; man down-standing, sitting, moving, talking-medical alert notifications; and unknown status 3rd party callers.

ALPHA - Mostly code 1 and code 2 runs as determined through caller interrogation to not be life threatening. Situations where the time of response will not generally affect the outcome. Examples: abdominal pain, superficial bites, assault to not dangerous body area which is defined as ankle, arm, collar bone, elbow, finger, foot, hand, hip, knee, lower leg, shoulder, toe wrist; non traumatic and non recent back pain greater than 6 hours; sunburn; minor burns; 1st trimester hemorrhage or miscarriage; non recent peripheral wounds- defined as finger, foot, forearm, hand, lower leg, toe wrist greater than 6 hours; single fainting or near fainting episode and alert greater than 35 years of age.

OMEGA - all code 1 or referral Calls for Service, only appears on 4 protocols. Examples: expected death - terminal illness / DNR; public assist - no injury; no priority symptoms defined as the presence of abnormal breathing, chest pain (any), decreased level of consciousness, serious hemorrhage; poisoning(without priority symptoms) defined above; and pregnancy - water broke, no contractions.

OTHER - Any events that an LMEMS Unit is assigned that is not an EMD code. It also includes the Event Type of

PSIAM - A medical triage program used to assist patients with low acuity symptoms of illness or injury to determine if an ambulance response is necessary. The patient's illness or injury is triaged first by a MetroSafe call taker to determine if the call may be transferred to a nurse inside the communications center. Once the call is transferred, the nurse will continue to triage the patient and decide the most effective medical course of action.

Appendix

POLICE - PRIORITIES

PRIORITY 1 - Emergency calls that require an immediate dispatch of law enforcement. They include the following: Officer in trouble needs help, Officer taken hostage, hold up / hold up alarms, sexual assault / rape in progress, and shooting / stabbing.

PRIORITY 2 - Urgent and require an immediate dispatch of law enforcement or notification to the commanding officer that units are not available. They include the following: domestic trouble or domestic violence, injury accident, trouble, bomb threat, break in – in progress / just occurred, assist EMS, fight, person down, shots fired in the area, request backup - Code 1, strong-arm robbery, and violator.

PRIORITY 3 - Calls that require an on-scene response but are more routine in nature and do not necessitate an immediate response from law enforcement. They include the following: shoplifter, exposure of person, burglar alarm, children left alone, suspicious person, stranded motorist, disorderly person, fire, train derailment, intoxicated person, wanted person, hit-and-run accident, missing person, non-injury accident, terrorist activities and intoxicated driver.

PRIORITY 4 - Calls for Service that are non-emergency Calls for Service. These include the following: eating, investigation, out-of-service, hazmat escort on the river, meet the officer, prisoner, loud music, reckless driver, report, corpse and contact the subject.

PRIORITY 5 - Wrecker runs (waiver tows, wrecker service, repos, contract tows)

OTHER - Event codes that are administrative and not captured in the other categories. Includes: call by phone, test call and attempt to locate.

FIRE PRIORITIES High, Medium, Low and Medical

HIGH: CO Detector, structure fire, chemical spill / fire, electrical fire or odor, fire alarm – residential or commercial, fire close to structure, garage / shed fire, gas leak - inside, gas leak – outside with fire, water leak/electrical.

MEDIUM: Structure collapse, roof/walls collapse, auto rescues with injuries, auto vs. train, auto vs. structure, confined space rescue, extrication, elevator rescue, high angle rescue, water rescue, watercraft rescue trench rescue, other rescues, plane crash alert, public assist, and safe place.

LOW: Assist Police, boat fire, automobile fire, chemical or gas odor outside, chemical spill, child locked in car, CO Detector, controlled burn, dumpster fire, elevator rescue, field / grass / brush, gas leak - outside, lap in, lock in, lock out, medical assist, mutual aid response, plane crash alert, public assist, safe place, smoke in the area, steam rupture, tanker fire, tractor-trailer fire, transformer fire, trash fire, trees down, wash off, water leak, and wire down.

MEDICAL: Medical responses made to assist EMS or any other EMS code (Alpha, Bravo, etc.) to which the fire department responds with EMS.