Emergency Management Agency/MetroSafe

Year End Summary 2013

Emergency Management Agency/MetroSafe

Mission Statement: To provide the citizens and visitors of Louisville Metro an effective, proactive approach to disaster management (natural or caused) through preparedness, planning, prevention and mitigation activities, response coordination, and recovery operations. To provide the visitors and citizens of Jefferson County an efficient and effective central point for emergency communications. This includes receipt, prioritization, dispatch, and coordination of public safety, public service resources and public information in a courteous and professional manner.

About EMA/MetroSafe

EMA/MetroSafe is the central communications dispatching center for Metro Louisville emergency responders. The center joins dispatchers and call takers who serve Louisville Metro Police Department (LMPD), urban and suburban fire protection districts, Louisville Metro Emergency Medical Services (LMEMS), and Louisville Emergency Management Agency (EMA) who were previously housed at four different locations within the Metro Louisville area. Our vision is to be the model in our approach to promoting safety and security to citizens and guests, and we have far surpassed that vision. We take a strong, positive approach in collaborating with public safety organizations through the development and operations of critical communications networks and ultimately strengthening our disaster management capabilities.

EMA/MetroSafe utilizes 207 full-time employees throughout its units. These units perform various functions related to the interoperability and public safety/service within Louisville Metro.

General Overview

The **Communications Center** is responsible for answering all emergency and non-emergency calls and dispatching LMPD, LMEMS, Louisville and Suburban Fire Departments for the 750,000 plus residents and guests in Louisville Metro 24 hours a day/7 days a week. All dispatchers and call takers are CPR and Emergency Medical Dispatch (EMD) certified.

Communication Services provides maintenance and radio repair services for the 800 MHz radios and the system sites for the communications that support both public safety and public service for all of Metro Louisville's primary agencies. They also provide installations for portable radios, mobile radios, mobile data, and standard emergency equipment for public safety.

Emergency Management Agency (EMA) is responsible for planning, preparation, mitigation, response, and recovery from natural and man-made disasters through advance coordination with local, state, and federal agencies. The agency follows operational guidelines in the Emergency Operations Plan in disaster management.

MetroCall 311 is a centralized customer-service center where citizens can register concerns, request services, offer suggestions, share opinions, or ask questions about Metro government.

Geographical Information Services (GIS) is responsible for maintaining the 911 database of all addresses and streets within Louisville/Jefferson County. The map and data used inside the CAD is maintained by our GIS.

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 NCIC unit is responsible for adding and monitoring information in the computerized database and communicating with other agencies across the country regarding said entries.

The **Open Records** unit processed 6,958 requests during 2013. Comprised of two full-time employees, the Open Records unit works diligently to meet the requests of our internal and external customers in a timely manner.

Quality Assurance (QA) is responsible for reviewing and scoring medical calls taken by the EMDs. The staff also monitors the compliance percentages to ensure the Priority Dispatch Accreditation is maintained.

The **Technology** unit configures, implements, and maintains all required computerized systems such as Medical Priority Dispatch, NICE recording system, Page Gate paging system, Positron Power 911, and Emergency Medical Services (EMS) Systems. The dispatchers currently use an automated Computer Aided Dispatch System (CAD). CAD allows call takers to update calls for service in a matter of seconds, ultimately contributing to an immediate posting, and a rapid response from emergency responders. The system also allows emergency responders to communicate directly with one another by use of Mobile Data Terminals (MDTs).

The **Training** unit handles yearly academy and in-service training for all new Communications Specialists. In addition to new hires, the Training unit is responsible for the re-certification of all MetroSafe Communications Specialist in Law Enforcement Telecommunications, Law Information Network of Kentucky (LINK/NCIC), Emergency Medical Dispatch annually and basic CPR biannually. Training also teaches Communications Overview for new police recruits,

in-service classes to sworn and civilian members of Louisville Metro Police Department, and NCIC certification. All instructors are Kentucky Law Enforcement Council certified and some instructors have additional certifications such as American Heart Healthcare Provider CPR instructor, Association of Public Safety Communication (APCO) emergency medical dispatch instructor and others. Each instructor has been promoted from working and operating in the MetroSafe Communications Center.

Operations Center

The following chart represents the statistics for the Operations Center for 2013:

2013	Month Year	Total Incoming	911 Incoming	Admin Incoming	Outgoing	911 Abandoned	911 Wired	911 Wireless
	13-Jan	86,852	51,607	35,245	25,074	6,588	11,973	39,634
	13-Feb	74,686	44,380	30,306	22,404	5,529	10,141	34,239
	13-Mar	87,442	52,698	34,744	25,518	6,773	11,377	41,321
	13-Apr	92,578	54,467	38,111	25,540	6,267	11,498	42,969
	13-May	99,891	59,708	40,183	27,640	6,486	11,957	47,751
	13-Jun	97,909	58,806	39,103	28,421	6,180	12,055	46,751
	13-Jul	99,065	58,921	40,144	27,922	6,299	11,952	46,969
	13-Aug	99,479	59,659	39,820	28,079	6,580	11,887	47,772
	13-Sep	91,992	54,655	37,337	25,798	5,657	11,133	43,522
	13-Oct	92,657	54,121	38,536	26,514	5,884	11,200	42,921
	13-Nov	132,960	50,127	82,833	24,094	8,425	9,977	40,150
	13-Dec	85,465	51,316	34,149	26,208	6,529	10,763	40,553
		1,140,976	650,465	490,511	313,212	77,197	135,913	514,552

Total Calls for 2013: 1,454,188

911 Wireless: 79%

MetroCall 311

MetroCall has been the customer service center for Louisville Metro Government for 25 years. It was started to help reduce government red tape and improve accountability. MetroCall is the place where you can request a service, offer a suggestion, ask a question, share an opinion, register a complaint and even pass on a compliment relating to city services and events.

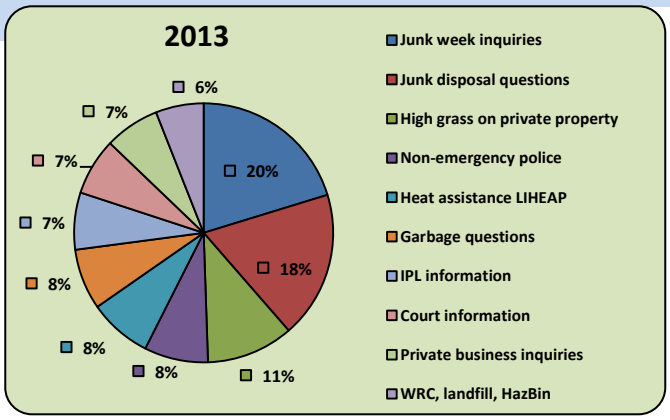
For calendar year 2013, MetroCall answered close to 247,000 calls. Calls requiring action are logged into a computer system called MIDAS and forwarded to the appropriate departments to address. Listed below is the total number of MIDAS entries for each Metro Department. Related & Misc. Agencies include entities such as the Library, TARC, KDOT and LG&E.

The chart below shows total calls answered for 2013 by month.

MetroCall Activity 2013															
24/7	**Jan. 13**	**Feb.'13**	**Mar.'13**	**Apr.'13**	**May '13**	**June'13**	**July'13**	**Aug'13**	**Sept.'13**	**Oct.'13**	**Nov.'13**	**Dec.'13**	**Totals**	**Dec.'12**	**Mo. Aver.**
Received Calls	21,873	18,143	19,101	23,662	28,065	28,565	31,199	27,058	23,978	24,732	19,824	16,798	**282,998**	17,935	**23,583**
Sent to Agents	21,714	17,985	18,976	23,491	27,750	28,327	30,987	26,676	23,776	24,601	19,008	16,630	**279,921**	17,774	**23,327**
Answered Calls	20,527	17,430	18,321	21,884	24,215	23,062	22,370	21,715	20,224	22,550	18,147	16,146	**246,591**	16,889	**20,549**
Abandoned Calls	1,187	555	655	1,607	3,535	5,265	8,617	4,961	3,552	2,051	861	484	**33,330**	885	**2,778**
Resolved by Menu Options	159	158	125	171	315	238	212	382	202	131	816	168	**3,077**	161	**264**
% of Abandoned Calls	5.47%	3.09%	3.45%	6.84%	12.74%	18.59%	27.81%	18.60%	14.94%	8.34%	4.53%	2.91%	**11.91%**	4.98%	**11.91%**
Duty Hours *	**Jan. 13**	**Feb.'13**	**Mar.'13**	**Apr.'13**	**May '13**	**June'13**	**July'13**	**Aug'13**	**Sept.'13**	**Oct.'13**	**Nov.'13**	**Dec.'13**	**Totals**	**Dec.'12**	**Mo. Aver.**
Calls Sent to Agents	16,235	14,118	14,755	18,316	21,421	21,596	24,706	21,272	19,016	19,857	14,502	13,212	**219,006**	13,245	**18,251**
Answered Calls	15,935	13,945	14,558	17,378	18,664	17,257	16,712	16,797	15,694	18,218	13,924	12,933	**192,015**	12,958	**16,001**
Abandoned Calls	300	173	197	938	2,757	4,339	7,994	4,475	3,322	1,639	578	279	**26,991**	287	**2,249**
Percent of Abandoned Calls	1.85%	1.23%	1.34%	5.12%	12.87%	20.09%	32.36%	21.04%	17.47%	8.25%	3.99%	2.11%	**12.32%**	2.17%	**12.32%**
Aver. Aban. Time in Seconds	52	51	38	74	89	94	113	104	98	75	58	49	**895**	45	**75**
Aver. Ans. Time in Seconds	7	5	6	17	40	65	110	70	60	26	10	9	**425**	7	**35**
MSD Hours	**Jan. 13**	**Feb.'13**	**Mar.'13**	**Apr.'13**	**May '13**	**June'13**	**July'13**	**Aug'13**	**Sept.'13**	**Oct.'13**	**Nov.'13**	**Dec.'13**	**Totals**	**Dec.'12**	**Mo. Aver.**
Calls Sent to Agents	5,479	3,867	4,221	5,175	6,329	6,731	6,281	5,404	4,760	4,744	4,506	3,418	**60,915**	4,529	**5,076**
Answered Calls	4,592	3,485	3,763	4,506	5,551	5,805	5,658	4,918	4,530	4,332	4,223	3,213	**54,576**	3,931	**4,548**
Abandoned Calls	887	382	458	669	778	926	623	486	230	412	283	205	**6,339**	598	**528**
Percent of Abandoned Calls	16.19%	9.88%	10.85%	12.93%	12.29%	13.76%	9.92%	8.99%	4.83%	8.68%	6.28%	6.00%	**10.41%**	13.20%	**10.41%**
Aver. Aban. Time in Seconds	32	35	36	35	34	41	39	40	58	96	65	78	**589**	43	**49**
Aver. Ans. Time in Seconds	14	13	13	14	14	14	17	12	11	17	13	15	**167**	9	**14**
Aver. # of Agents on Line	7	7	7	6	7	6	6	6	6	6	5	6		6	**6.3**

Below is a list of the combined top service requests, complaints, etc. (MIDAS entries) and the top information calls (no MIDAS entry necessary) received in MetroCall 311.

#	Total Top 10 MIDAS Entries & Info Calls	2013
1	Junk week inquiries	13,575
2	Junk disposal questions	12,285
3	High grass on private property	7,280
4	Non-emergency police	5,344
5	Heat assistance LIHEAP	5,283
6	Garbage questions	5,081
7	IPL information	4,774
8	Court information	4,769
9	Private business inquiries	4,599
10	Waste Reduction Center (WRC), landfill, HazBin	4,007



MetroCall is staffed by 11 Information and Referral Specialists and a Manager. The Specialists take and process calls Monday through Friday from 7am to 7pm. Other ways to reach MetroCall is by email, online, through Live Chat or Twitter and on your Mobile App.

Emergency Management

Emergency Management Agency is mandated through KRS Chapter 39B.010, to serve the public safety interest of the local government within the territorial boundaries of the county. Our agency is directed to implement and maintain a local comprehensive emergency management program, including a local emergency operations plan. The department has three personnel assigned as emergency response coordinators. The coordinators have individual rolls to include haz-mat, mitigation and planning. Our Administrative Specialist is also the Medical Reserve Corp Coordinator. Our primary role is to assist in coordination of multi-agency responses and as the point of contact when additional resources are requested from the state. The agency is responsible for Damage Assessment following natural or caused disasters and works with the State and Federal Emergency Management Agencies. Our reporting obligation to the State Emergency Management agency includes: declared hazardous material spills, search and rescue missions, highway closures, special rescue situations, motor vehicle fatalities, and other significant activities that occur within our community. The Emergency Operations Plan provides the framework for roles and responsibilities during a response, those roles are defined as Emergency Support Functions (ESFs). The Emergency Operations Center managed by this department provides the coordination point for the ESF representatives.

SIRENS

Preventative Maintenance /
Routine Maintenance: 192

New Installations:
University of Louisville - Shelby Campus

Narrowband Project: 83

Siren Relocation:
1. Siren 97 - MSD Chenoweth Run Road
2. Siren 22 - Logan Street

Rehab Old Sirens/Site:
1. Siren 19 - Eastern High School
2. Siren 55 - Edgewood Fire District
3. Siren 29 - Minors Lane School

Removal of Old Sirens/Site:
Siren 37 - Southern Middle School

Upgraded Siren:

1. Siren 04 - Louisville Water Co. Crescent Hill Reservoir Road
2. Siren 97 - MSD Chenoweth Run Road
3. Siren 22 - Logan Street
4. Siren 28 - Lowe Elementary School
5. Siren 14 - Bowen Elementary School
6. Siren 17 - Crosby Middle School

Preformed Siren Preventative Maintenance:

1. Shelby County, KY
2. Oldham County, KY
3. Bullitt County, KY

Grants

Federal Emergency Management Agency – Hazard Mitigation Grant Program			
1.	DR1855 12 Plan Update/Soil Data	$ 15,700	Open
2.	DR1855 13 Plan Update/Building Data	$ 90,000	Open
3.	DR1855 24 Outdoor Warning Siren (4)	$ 90,000	Open
4.	DR1841 0022 Generator Jeffersontown Fire District	$220,000	Open
5.	DR1976 Acquisition Flood Buy-Out Cathleen Way	$119,500	Open
6.	DR1818 0062 Generator Police - 2nd Division	$ 92,500	Closed
7.	DR1818 0065 Generator Police - 5th Division	$ 44,800	Closed
8.	DR1818 0064 Generator Police - 4th Division	$ 44,800	Closed
9.	DR1818 0066 Generator Police - 6th Division	$ 67,300	Closed
10.	DR1818 0067 Generator Police - 7th Division	$ 67,300	Closed
11.	DR1818 0068 Generator Police - 8th Division	$ 67,300	Closed
12.	DR1818 0073 Generator Police - 1st Division	$ 67,300	Closed
13.	DR1818 0071 Generator Police - 3rd Division	$ 76,500	Closed
14.	DR1818 0069 Generator Fire 3228 River Park Drive	$113,400	Closed
15.	DR1818 0072 Generator Fire 1025 Rubel Avenue	$ 67,300	Closed
16.	DR1818 0079 Generator Fire 235 East Jefferson Street	$ 87,600	Closed
17.	DR1802 0003 Planning Update/First Floor Elevations	$ 11,000	Closed
18.	Rockefeller 100 Resilient Cities Grant notified Louisville Metro Office of Sustainability	Up to 1 Million	Closed (Applied Not Chosen)

US Department of Energy			
	DE-OE0000322 Planning Local Energy Assurance Plan	$500,000	Closed

Kentucky Office Homeland Security FY2013			
	Outdoor Warning Sirens Metro Parks - Six	$ 150,000	Open

Member/Participant

1.	Area Maritime Security Committee
2.	Association of State Floodplain Managers
3.	Commonwealth Emergency Response Commission
4.	FEMA Community Rating System
5.	General Electric Park Emergency Warning Committee
6.	Healthcare Emergency Response Association
7.	Jefferson County School Public Schools Emergency Planning Committee
8.	Joint Agency Hazmat Group
9.	Joint Emergency Services Unit
10.	Kentucky Association of Mitigation Managers
11.	Kentucky Emergency Management CHAMPS I & II Committee
12.	Kentucky MapMod/Portal Group Committee
13.	Kentucky Mitigation Council
14.	Kentucky Weather Preparedness Committee
15.	Local Emergency Planning Committee (Treasurer)
16.	Louisville Energy Assurance Plan Committee
17.	Louisville Metro Floodplain Management Committee
18.	Louisville Metro Multi-Hazard Mitigation Committee
19.	Louisville Metro/MSD Flood Mitigation Prioritization Committee
20.	Medical Reserve Corp.
21.	Rubbertown Mutual Aid Association
22.	Security Sub-Committee
23.	The Group (Chairperson)
24.	United States Army Corp of Engineers USACE Silver Jackets Committee
25.	University of Louisville Emergency Planning Committee
26.	University of Louisville Hazard Mitigation Plan Committee
27.	Weapons of Mass Destructions - Hazmat 6 (Vice-Chairman)
28.	West Jefferson County Community Task Force

Training

The EMA/MetroSafe Communications Training Unit develops training curriculum in accordance with the state mandated requirements for certification of a Tele-communicator per the Kentucky Revised Statute. All curriculums are approved and certified by the Kentucky Law Enforcement Council. Basic telecommunications includes certification in Basic telecommunications, Criminal Justice Information System and Emergency Medical Dispatch. It is mandatory to maintain and recertify these certifications as well as a minimum of 24 hours in continuing dispatch education. EMA/MetroSafe Quality Assurance and Improvement department is an extension of the Training Unit, working closely together to improve workflow processes and facilitate individual accomplishments.

Training at a Fire Department

Water Purification System Training

In February 2010, EMA/MetroSafe was awarded accreditation as an Emergency Medical Dispatch Center of Excellence by the National Academies of Emergency Dispatch. In March of 2013, we were re-accredited as the 133rd Center of Excellence by the International Academy of Emergency Medical Dispatch. Following the National Academy of Emergency Dispatch (INAED) guidelines, we evaluated 2,811 medical calls for service. Of the medical calls evaluated, 770 were Echo-level calls, allowing for early recognition and closer response initiation based on extreme conditions of breathing and other dire circumstances with a 97.71% compliance rating.

The Training Unit and Quality Assurance department graduated eleven Tele-communicators, a class of five in April 2013 and a class of six in December 2013 totaling 464 hours of instruction. In addition to the new employees, we were able to conduct 260 hours of continuing education for the other 125 employees of EMA/MetroSafe. In accordance with the Kentucky Revised Statute, we conducted 110 hours of training to recertify in Telecommunications and National Crime Information within EMA/MetroSafe and 72 hours of outside instruction with the Louisville Metro Police Department recruit class. We also spent 156 hours with Louisville Metro Police in instruction on basic communications and radio operations.

Public Information

CodeRed

<u>ALERT Types</u>

- **Emergency** - Used in the event there is immediate danger to life or health and the citizen needs to take action such as sheltering in place for a chemical leak, evacuating or staying indoors due to a police action.
    - **If you have a cell phone or unlisted number, you must register to receive Emergency Alerts.**

<u>Citizens Must Sign Up to Receive General and Weather Notifications</u>

- **General** - Information on developing issues, public announcements, i. e. mosquito fogging, a chemical release not posing an immediate threat, boil water advisories, etc.

- **Weather -** The following warnings are sent by the National Weather Service using CodeRed.
    - Tornado
    - Severe Thunderstorm
    - Flash Flood

Persons can select which weather alerts they want to receive while signing up.

What Do I Need to Do?

- If you have a listed home number, then you should already be in the system for **EMERGENCY** calls only.
- If you recently moved or changed your phone number, you must register.
- If you would like email, text messages, General or Weather alerts, you must register and select your options.

How Do I Register?

- Go to www.louisvilleky.gov
  - Program your phone contact list to recognize the CodeRed alerts. The phone numbers for Alerts are:
    - **Emergency: 866-419-5000**
    - General : 866-969-4636
    - Weather : 800-566-9780
- If you do not have a computer or need assistance to register, contact Metro Call at 311

Frequently Asked Questions

Q: Can I put in more than one phone number
A: Yes, you may enter two phone numbers for each address

Q: Will my cell phone receive a message based on where I am?
A: Not unless you register for the Smartphone App, the address you register your cell number with will determine what messages you receive.

Q: How is the Smart phone App different?
A: The App will alert you on your cell based on your location for Emergency and General Messages. If you want the App to notify you of Weather Alerts, there is a monthly charge on your cell phone.

As of January 2014, CodeRed sent out 123 Alerts. Currently, CodeRed has 28,064 people signed up to receive notifications. Of that number – 26,005 are receiving weather notifications. 3,630 people have signed up on the mobile application.

Safety Fair

The Local Emergency Planning Committee (LEPC) and EMA/MetroSafe worked in conjunction to bring the First Annual Safety Fair to the community. The purpose of the fair was to raise awareness in Metro Louisville about the importance of emergency preparedness and overall citizen safety. Specifically, following the October 2012 train derailment, the LEPC identified an educational gap in the community on emergency preparedness and how to shelter in place. The Safety Fair allowed Emergency Management Agency and the LEPC to discuss ways to increase personal and family emergency preparedness efforts, as well as promoted safety. Participation from companies throughout the community, including the Rubbertown area, was beneficial to the Safety Fair and we were able to communicate to local citizens, answering questions they had regarding the company and safety. The Safety Fair was advertised throughout the community through print and television media. It was a success with over 200 visitors on a gloomy rainy day.

Safety Fair at Mt. Vernon Baptist Church

9-1-1 for Kids

From parades and schools, to Girl and Boy Scout meetings, Red E. Fox is always willing to wag his tail and flip his phone to help youngsters understand the 9-1-1 system. 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 before they call. Over ten years ago, Debbie Fox put the program into place within our organization and it continues to flourish with many requests throughout the year for Red E. Fox to visit and educate the children of the community. In 2013 Red E. made 15 visits to various functions!

Red E. Fox

911 for Kids

Red E. Fox at Shively Baptist
Church

Preparedness

Preparedness is always an important factor within any community and EMA/MetroSafe has proved to be an asset for the community by visiting many locations throughout the Metro Louisville. Preparedness presentations for certain businesses are requested, along with EMA/MetroSafe presence during parades, functions, and fairs. During the 2013 year, our organization presented, in one form or another, for 40 events. Not only do we go out, community members come in to our facility to see how operations take place. We hosted over 40 tours for various individuals and groups alike during 2013.

KY State Fair

The Communicator

The Communicator is a monthly publication by and for the members of EMA/MetroSafe. This publication keeps the members of the organization abreast of goings on around the water cooler. Usually, the publication consists four to six pages with fun and useful information throughout the month. *The Communicator* was published 11 months in 2013 with a dual July/August issue.

***The Communicator* – EMA/MetroSafe Newsletter**

Website, Media, & Social Media

With social media continuing to grow throughout the world, it is no coincidence Metro Louisville enjoys and expects our organization to inform the community through social media. EMA/MetroSafe authors the EMA and MetroSafe websites including pertinent information on the front page regarding Preparedness for specific situations at hand during the present time. FaceBook and Twitter accounts are also used on a daily basis, not only to inform the community of recent happenings but updating on various Preparedness options for the current conditions. Television and print media are continually monitoring disasters and inclement weather and EMA/MetroSafe is always prepared to interview for said items. Not only are current events important, but those good-feeling stories are always being noted to the media, and many have worked with our organization to increase knowledge to the community about 9-1-1 and

Preparedness. During 2013, several pre-planned interviews occurred. A Public Service Announcement was made regarding, "How to Prepare your Animals for Disaster". Our organization was highlighted on KET and several times throughout the year on local radio and television for the hard work done each day to continue to keep our community safe.

EMA/MetroSafe Twitter Account

EMA/MetroSafe Facebook page