

BY THE NUMBERS

Written By:

Doug Hamilton

EMA/MetroSafe Executive Director

Einstein:

Not everything that counts can be counted; not everything that can be counted counts.

Nobel prize winner Albert Einstein was right that the focus on measureable results depends on the value of what you're trying to measure. Another day, week, month, and year closes which each bring information to review, analyze, look for positive and negative trends, and identify what we do well and what needs improvement. What do we measure, why, what are we looking for, what good does it do, and how has it changed the way we do things are all good questions you should ask and understand.

When we began the planning for a standalone combined communications center, we knew the people we work for, the public and public safety agencies, have certain expectations of performance. If we were to be successful, we needed to identify what's important to measure, what standards are there to meet, and then propose, develop, and sign service level agreements with each agency. First, we learned there aren't many examples of combined communications that handle the volume and complexities as we do. APCO, the Association of Public Safety Communication Officers reports that 85% of all PSAPs in America have 5 employees or less. APCO, NENA, the National Emergency Number Association, IACP, the International Associations of Chiefs of Police, IAFC, the International Association of Fire Chiefs, NSA, the National Sheriffs Association all were contacted for published information on standards with few useable results. The NFPA, National Fire Protection Agency, which has a long history of successfully developing and implementing building, safety, electrical, and technical codes to reduce fires and prevent firefighter injuries and deaths had specific recommendations [NFPA 1221 and 1710] that we adapted to and for our initial service standards for all disciplines.

The initial call taking and dispatch standards were the same for all calls: 90% of all 911 calls would be answered within 15 seconds; 90% of the pick up to create process would be complete within 90 seconds; and 90% of the time from call creation to agency dispatch would be completed within 75 seconds for high priority calls. From those NFPA standards, we adopted our own goals as a center. Keep in mind the definition of a goal is "beyond what is reasonably expected to be achieved". We set the goal of 95% of all calls would be answered within 3 rings, which is 12 seconds. We accepted the 90 % standards of NFPA regardless of the public safety agency. We began the process of capturing and reporting the information on a regular basis. As much as we monitor our incremental progress towards our goals, more so we look for trends that indicate positive performance so we can replicate it. For the last 5 years, we've sent out our monthly results to our service agencies. Sometimes the agencies respond with comments and suggestions; sometimes they pass the information throughout their chain of command. Within our agency, it merits plenty of discussion. For instance, the call answer times were positively affected by our merger but progress was flat for 3 years despite numerous attempts to flex resources and processes. Our call answer time is extremely important to callers even though most don't have what may be a real emergency. Each of you have had extreme circumstances presented and unfortunately we don't know when the next call is one of those. Add the increased number of cell phones available to call us at one time and it was a constant give and take with inconsistent results. It reinforced the importance that an automatic call distribution technology solution had to be implemented. Since ACD went live, our call answer times began an immediate improvement. For 2010, we exceeded our goal. Congratulations to you and help us as we set that goal higher.

For dispatchers who wonder about the station notify function, it too demonstrated an improvement and is a useful tool for us and the public safety agencies we represent. The time in create to dispatch continued to tick away for us until the agency had a resource to accept the run. As you well know, agency coverage on the street isn't our responsibility, yet affects your ability to be successful. Days later, when an agency had an issue arise, most often on a real or perceived slow response, our record would show the agency was not aware there was a pending run. We'd need to listen to radio audio to know what may have happened. As well, our C2D time would continue to run and reflect on us creating an impression we may be holding runs longer than needed. The station notify function 'stops our clock' and helps to better identify our ability to process incidents in a timely manner. The responder agency gets the benefit of knowing how often and how long calls wait for resources and can query the information by division, district, or platoon. One of the benefits of our new radio system is the capability for tracking users: by channel, by hour of day, day of week etc by specific radio or console used. We'll be able to determine if talk groups are saturated or need consolidation, what staffing consoles may require, or if an agency needs to consider re-divisioning.

Monitoring and improving our progress each year to meet and exceed the service needs of our agencies establishes and solidifies our credibility as the 1st First responders. Our willingness to commit to service levels and be accountable for the results reinforces that credibility. Reputations take years to create and can be lost in an instant. Your daily contribution toward incremental progress to improve our services solidifies our reputation; it's in the numbers.....



New Year New Beginnings

Written By:

Debbie Fox

EMA/MetroSafe Deputy Director



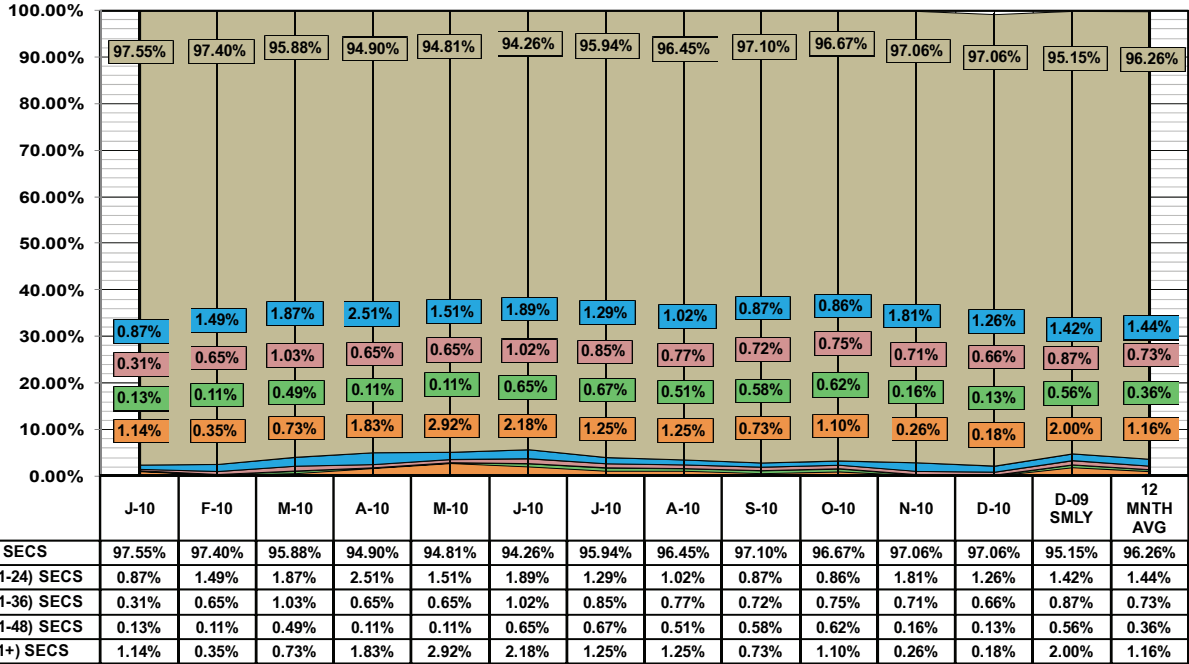
If you are like me, you usually start each new year with great intentions and make some larger than life New Year's resolutions. There's something about the start of a new calendar year that makes us all feel like we have a clean slate – all things are possible! My wish for you this year is that even if you don't make all your New Year resolutions that you allow yourself to try again and start again – without waiting till next January!

I would also like to challenge you to think about your role at EMA/MetroSafe and ask yourself how you can positively impact our services to both the public and the public safety responders. Remember people call us because they have to – not because they really want to but because they have had to resort to calling 911 – it's the worst thing that's ever happened to them! The job we have all chosen to do each and every day here is a result of a call for assistance. It may begin with answering the public's 911 call to dispatching the public safety responder to coordinating an emergency event to answering a 311 call relating to a service – bottom line is that it's all about the service we provide. My philosophy has always been to treat the people that we serve the same as I want to be treated – the same as I want one of my family members treated. I am sure that you will agree with me that it's the right thing to do and makes the job easier. Answering the call creates the first (and maybe the only) impression that the public or our public safety and service responders get when calling for assistance in Louisville Metro so let's make it a positive one!

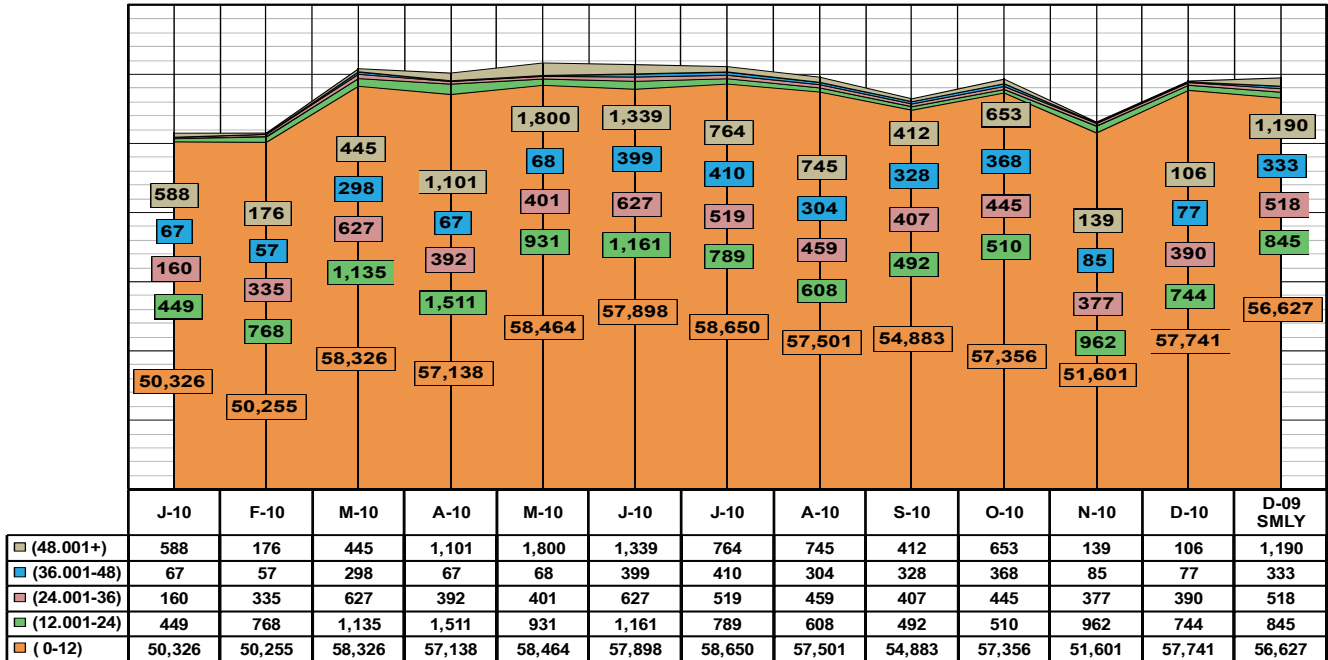
EMA/MetroSafe as an agency has developed measures to showcase what it is we do exactly for the public and public safety and public service responders. The agency has adopted national standards from National Fire Prevention Association and National Association of Public Communications Officials to measure our productivity. The next issues of the newsletter will highlight the measures and give you an opportunity to realize just how important what we do every day is to the public and the responders. The first three measures are answering the 911 call, processing the 911 call and dispatching the 911 call. Listed below are the measures, their functions, the target/standard and the explanation of each measure. Are there ways to improve the efficiency and effectiveness of the services we provide? Take a look at three of our standards listed below and the charts on the following page that specifically apply to EMA/MetroSafe Communications Center employees – see how well we are doing!

Function	Target/Standard	Explanation
Answer 911 call	12 Seconds	95% of all calls will be answered within 12 seconds
Process 911 call	90 Seconds	From the time the 911 call is answered by the call taker until the call for service is sent to the dispatcher via CAD
Dispatch	75 Seconds	From the time the dispatcher receives the call for service until it is dispatched

LOUISVILLE/JEFFERSON COUNTY EMERGENCY MANAGEMENT AGENCY/METROSAFE
COMMUNICATION CENTER CALL VOLUME ANSWER TIMES BY PERCENTAGE
JANUARY 2010 THRU DECEMBER 2010



LOUISVILLE/JEFFERSON COUNTY EMA/METROSAFE
AMOUNT OF CALLS ANSWERED WITHIN TARGET/TIME STANDARDS IN SECONDS
JANUARY 2010 - DECEMBER 2010



All averages are calculated based on events with complete data sets. This excludes any event with a zero value for the given measures being reported. All Re-Opened events are excluded from Create To Dispatch calculations. The Create To Dispatch interval is calculated from the perspective of MetroSafe. The average time is calculated to the first unit dispatch time (regardless of any preemptions) or the first time a Station Notify occurred. This represents the lowest possible processing time for MetroSafe being averaged



V + N + C = Communication

Written By:
 Sherrie Whitford
 EMA/MetroSafe NCIC Supervisor

Communications is the exchange of thoughts, messages, or information. There are so many different ways to communicate in today's world, one has to decide which would be the most effective and efficient to deliver ones message. Today's technology is great until it stops working or it isn't as effective as one would have thought. For example, you wanted to tell your family member to pick up pizza on the way home from work; you could use your computer to place the order online and then text your family member that the order was placed and to pick it up by 5pm. Quick, simple and relatively easy, but what happens when the internet connection isn't working that day? What if your family member had their phone on silent mode because they were in a meeting at work? Technology stopped working and the text message wasn't as effective because the family member had their phone on silent. This is not a big problem, many of us would just go back to the "old way," pick up the phone, call the pizza order in and have it delivered or go pick it up ourselves. Fix the internet the next day and fuss at our family member for using silent instead of vibrate mode on their phone. At MetroSafe, communication is a must to carry out our jobs as public safety employees. Communication with NCIC should always involve verification, notification and confirmation! Without these three... communications can be compromised. Technology such as e-warrants and I/Leads are great but without proper communication they can have a negative impact.

Use the "old way" to communicate with NCIC, pick up the phone and call!

Verification (Verify the potential hit is positive match)



+

Notification (Call NCIC to make notification of the positive match)



+

Confirmation (NCIC should confirm any positive match prior to an arrest or seizure of property)



=

Communication



Written By:

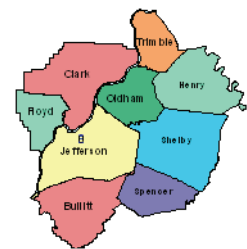
Lana C Lynch, MPA

EMA/MetroSafe MMRS Coordinator



As the **Metropolitan Medical Response System (MMRS) Coordinator** I work as a contractor for EMA/MetroSafe to coordinate the MMRS program. Louisville Metro is one of 124 counties in the United States that receives MMRS funds through the Department of Homeland Security. The MMRS program in Jefferson County along with its members work together to prepare for public health disasters. This is accomplished through planning, training, exercising, communicating and purchasing much needed equipment. MMRS allows regional public health and medical agencies to collaborate creating continuity throughout the region. We have placed emergency response equipment throughout the region. Equipment such as: decontamination equipment, mass casualty incident equipment, equipment for the Special Medical Response Team, patient tracking equipment, and special needs shelter/alternate care site equipment and much more. I primarily work with hospitals, EMS and public health agencies throughout seven Kentucky and two southern Indiana counties.

Additionally, I am the WebEOC administrator for Louisville Metro. I manage the day-to-day operations of WebEOC, I administer all WebEOC trainings to any and all users and I design boards in WebEOC when needed. I also work with the Emergency Management Agency staff to prepare, mitigate, respond and recover from natural and manmade disasters. Finally, I am very active in the Healthcare Emergency Response Association; sitting on the steering committee as the EMA representative for the region as well as a member of the equipment committee, the communications committee and the chair of the exercise committee.



I received my masters of public administration from Eastern Kentucky University in 2004 and began working for the Madison County Emergency Management Agency Chemical Stockpile Emergency Preparedness Program as the Exercise/Training Officer. After leaving Madison County I worked for the Louisville Metro Department of Public Health and Wellness for about ten months before coming to EMA/MetroSafe in May 2006. I have been married to my husband Kyle for 9 years, have a little boy Cooper, who will be three in February and am expecting my second child in early August.

NO STATIC AT ALL

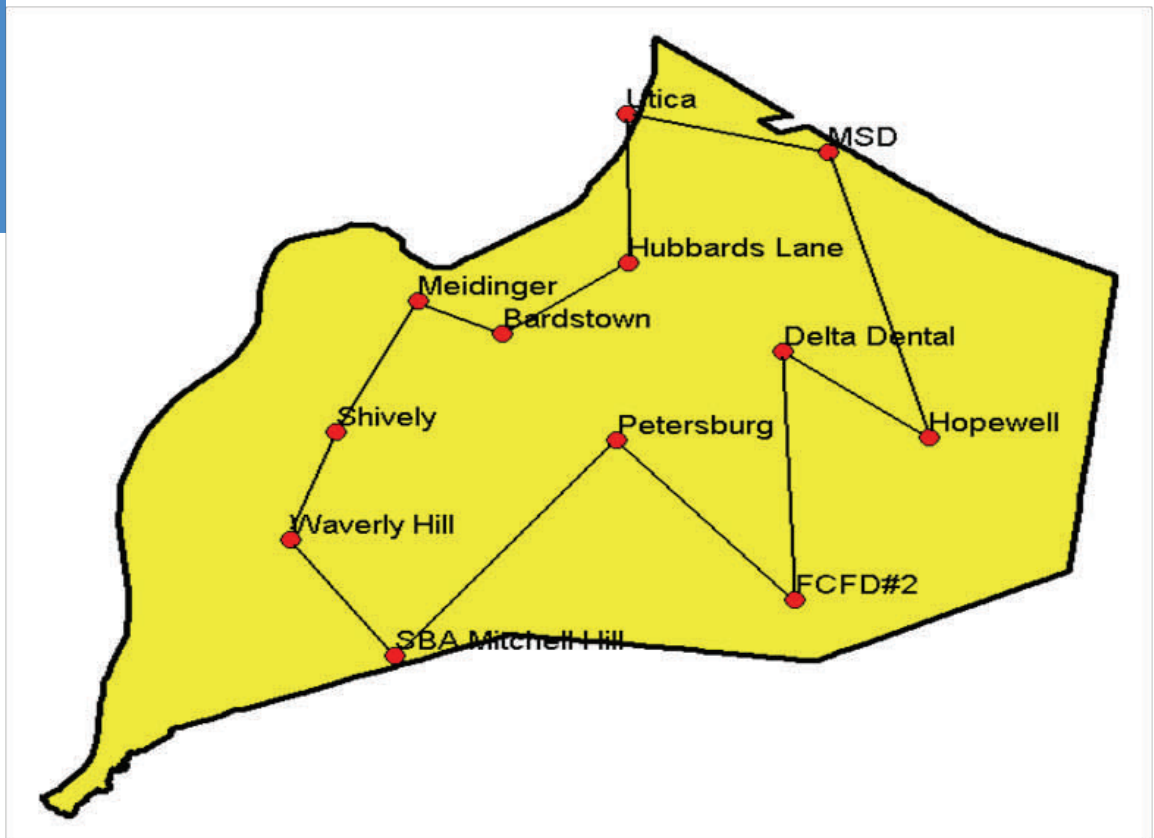
Written By:

Gary Vance

EMA/MetroSafe Radio Systems Supervisor

MetroSafe’s new 800MHz Trunked Radio System is a 12 site 24 channel simulcast system. Simulcast means that all 12 sites transmit with each push to talk. The map below is of our current 12 sites with each one chosen to maximize our radio coverage area. Your coverage area is affected by such things as topography, radio frequency, etc. A general rule of thumb in system design is the higher your operating frequency, the more tower sites you will need for coverage. Our past UHF/VHF conventional systems had 2 points of transmissions; Bardstown Road for UHF (Urban coverage) and Mitchell Hill for VHF (Suburban coverage). The lower frequency ranges and targeted coverage areas allowed us to have only two transmitting sites with various receiver sites scattered throughout the county. Areas of rugged terrain have consistently provided us challenges for radio coverage. Currently we are developing an expansion site in the southwest corner of the county that will be located at the LG&E Mill Creek Plant. This will expand radio coverage into the far reaches of the 3rd Division toward Katherine Station Rd. This 13th Site is expected to take up to a year to complete.

“Areas of rugged terrain have consistently provided us challenges for radio coverage.”



Helpful Hints for the Users of the Louisville MetroSafe 800MHz Trunked Radio System



Written By:

Gary Vance

EMA/MetroSafe Radio Systems Supervisor

- ◆ Voice tubes are very directional. When transmitting from a console, please ensure that your headset voice tube is in front of your mouth. Pointing up or away from your mouth will result in a “muffled” low volume sound on the receiving end. Also check often to make sure the tube is clear and not plugged with any foreign matter.
- ◆ Older conventional channels we still support are LMPD Urban 5, LMPD Suburban F3, LFD 1, LFD 4 and Suburban Fire Mutual Aid.
- ◆ Mutual Aid (800MHz) vs. Event Channel: Whenever possible, direct traffic that needs to communicate with multiple agencies, departments, etc. to Mutual Aid 1, 2 or 3. Every radio **does have** Mutual Aid. **Not** all radios have the Event Channels. See Nicole Brown’s informative article on Mutual Aid.
- ◆ When advising a subscriber to “change channels”, start referring to the new talk group by name instead of a channel number. Radios have different “Zones” within their programming. Each zone contains 16 talk groups that correspond to the 16 switch positions on the channel select knob. Depending on which zone and channel position a user has selected will depend on what talk group they transmit on. Do not rely on everyone’s channel number being the same talk group.
- ◆ The “cricket” sounds we occasionally hear are digital feedback. Every radio, if it’s too close to another while transmitting, is capable of producing feedback. A natural instinct for the user is to turn their back to the other radio producing the feedback noise. Instruct the user to **face** the other radio but back away or turn the other user’s volume down. Remember, the microphones are very directional. Facing the other radio results in sounds hitting the back of the microphone versus into the microphone.
- ◆ In the event of another emergency such as the officer involved shooting on December 7th, 2010, you can advise the officers on scene that they can all press and activate their 10-30 buttons which will give them priority over anyone else to be able to pass emergency radio traffic. When multiple radios are in Emergency mode they will trade priority status between themselves, but will override all other radios that are not.

“Not all radios have Event Channels.”



USE YOUR MUTUAL AID CHANNELS...

Written By:

Nicole Brown

EMA/MetroSafe Supervisor

During emergencies or any planned event, the importance of our communications system becomes clear. Emergency responders- emergency medical services (EMS), fire-rescue personnel, and law enforcement officers- need to share vital data or voice information across disciplines and jurisdictions to successfully respond to day-to-day incidents and large-scale emergencies.

Prior to the implementation of MetroSafe's 800 MHz radio system, it was a challenge for some emergency responders to talk to persons within their own agencies-let alone communicate with agencies in neighboring counties, cities or states.

As of December 2010, there are approximately 5000 subscriber units (mobiles, portables, etc) in use across 59 agencies in Louisville/Jefferson County. This includes Metro Government Public Safety/Service agencies and some of our Secondary Public Safety Answering Points just to name a few.

Each radio is uniquely programmed based on the needs of the agency or the unit assignment within the agency. However, EVERY radio has mutual aid talk groups designated for inter-agency

communications. In the event that communication is needed between members of different agencies, a mutual aid talk group should be utilized. With the exception of the fire department, Mutual aid can be easily located on the last three channels of each zone. Although some radios may share talk groups belonging to other agencies, directing the subscribers to utilize Mutual Aid channels allows for the possible inclusion of other agencies that may arrive on scene. Currently, there are four Mutual Aid Channels, MUTAID1, MUTAID2, MUTAID3 and MUTAID4.

MUTAID1, MUTAID2 and MUTAID3- ALL EMERGENCY SERVICES HAVE THESE CHANNELS

MUTAID1 and MUTAID2 – IS USED BY POLICE, FIRE AND EMS.

MUTAID3 – IS COMMON TO MOST RADIOS, HOWEVER CAN BE USED FOR PUBLIC SERVICE TO COMMUNICATE WITH PUBLIC SAFETY

MUTAID4 – IS COMMON TO PUBLIC SERVICE ONLY, IS USED FOR PUBLIC SERVICE TO COMMUNICATE WITH PUBLIC SERVICE.

It is important to remember that you should make your request via the dispatcher on your primary channel to have the requested unit of the other agency meet you on the specified mutual aid channel. If you have any questions, comments or concerns regarding the radio system or the use of mutual aid talk groups, please contact Gary Vance, Radio Systems Supervisor, at 574-2440 or by email at gary.vance@louisvilleky.gov.

“..there are approximately 5000 subscriber units (mobiles, portables, etc) in use across 59 agencies....”



Could it be T.R.U.?

By: Lisa Richardson
EMA/MetroSafe Communications Training Supervisor

The Louisville Metro Police Department offers citizens the opportunity to file police reports via telephone for a variety of crimes and offenses. The telephone reporting unit is responsible for reports where the suspects' identity is unknown as well as all minor crime reports that do not require any field investigation by patrol officers in the field. Telephone reporting unit (TRU) is staffed by civilian employees. Because of this, crimes in which there is no suspect information or evidence (fingerprints, video, witnesses etc.) can be completed by phone. This enables officers to handle more urgent calls.

The LMPD service center includes the services of the telephone reporting unit (tru) and the [crime tip line](#). The LMPD service center is responsible for taking reports in lieu of sending a police officer to the scene. The center also compiles crime tips generated from the community. The LMPD service center operator gathers all the information related to the crime committed and enters it into the records management system.

THE LMPD SERVICE CENTER TELEPHONE REPORTING UNIT SHALL BE USED IN THE FOLLOWING AREAS:

Call Takers will screen incoming calls to determine if the call is eligible to be processed by the TRU. The following criteria must be met for the report to be eligible for a report to be taken by the TRU:

REPORTS REQUIRING OFFICER TO BE DISPATCHED:

- ◆ Criminal Mischief over \$10,000
- ◆ Theft by unlawful taking (TBUT) over \$10,000
- ◆ Theft that resulted from a shoplifting
- ◆ Fraud/Forgery, identity theft and criminal possession of a forged instrument over \$10,000
- ◆ Theft involving controlled substances or prescription meds
- ◆ Break-in/Burglary/ including bicycles taken from inside a structure, garage etc.
- ◆ Dog bites
- ◆ Terroristic threatening
- ◆ Any call concerning any aspect of domestic violence
- ◆ Stolen vehicles - Only if there is a suspect, or the theft just occurred
- ◆ Missing persons



“The center also compiles crime tips generated from the community”

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BEFORE THE CALL IS TRANSFERRED TO TRU, THE CALL TAKER MUST DETERMINE THE FOLLOWING:



- ◆ The incident occurred within LMPD's jurisdiction
- ◆ The caller has not specifically asked to see an officer
- ◆ The crime is not in progress
- ◆ There is NO suspect information or the information is of such a general nature the suspect could not be readily identified
- ◆ There is no physical evidence
- ◆ The complainant does not sound intoxicated
- ◆ There is no trouble at the scene

Reports taken by T.R.U.:

- ◆ Criminal mischief under \$10,000
- ◆ Theft reports with a total value under \$10,000 – except for:
 - Thefts involving controlled substances, / prescription meds.
 - Reports with suspect information
 - The theft is not the result of a burglary
 - The theft is not the result of a shoplifting- even if the shoplifter is gone and the caller has no suspect information.
- ◆ Hotel room thefts- are considered burglaries:
 - If the victim is still at the hotel an officer will be sent.
 - If the victim has already left town and needs a report TRU may take the report.
 - Victims shall not be instructed that they can go home and then make the report by phone later.
 - If the victim is currently at the hotel within LMPD's jurisdiction, send an officer.
- ◆ Crimes involving fraud, forgery, identity theft and criminal possession of a forged instrument under \$10,000
- ◆ Lost/missing property reports
- ◆ Follow-up or supplemental reports to previously reported incidents (ex. additional stolen items, serial numbers etc.)
 - The only exception is any supplemental involving prescription medication-these reports must have an officer dispatched.
- ◆ Auto theft reports - TRU can take stolen vehicle reports if:
 - There is no suspect information
 - The theft was not the result of a burglary
 - The dollar value of the car is not part of the criteria
 - Stolen license plates/decals
- ◆ Unauthorized Use Reports-TRU can take unauthorized use, even though the caller does have suspect information. The following is a definition of unauthorized use:
 - Unauthorized use occurs when the victim **voluntarily** gives or loans their vehicle to another person and that person does not return it.

..... CONTINUED FROM PAGE 10

Furthermore, if the victim routinely gives permission to another person to use their vehicle but did not expressly give permission on this one occasion, it is still unauthorized use.

- ◆ Harassing communications
- ◆ Theft of mail
- ◆ Incident reports
- ◆ Stolen bicycles (unless taken from a structure)
- ◆ Harassing communications
- ◆ Stolen credit cards/ drivers license
- ◆ Duty to warn**
- ◆ Gas drive offs -

If there is identifiable suspect information, the call taker shall send an ATL to the dispatcher for broadcast, including a time lapse. The report can be taken by TRU.

See example below:

5600 Bardstown Rd- Speedway-in the comments section-----gas drive off , time lapse 5 minutes blu dodg trk SB on Bardstown Rd 123ABC Ky

**** Duty To Warns** are typically handled by the Telephone Reporting Unit. However there are circumstances when the duty to warn concerns a patient that the facility is preparing for release and the hospital cannot contact the subject that has been threatened. In these events the Telephone Reporting Unit will transfer the call to MetroSafe for a police response. The call taker will create an event 10-54, and place in the comment section *-attempt to make contact with (threatened subjects' name) and have the subject contact the facility where the patient is for the details concerning the threat.* **It is prohibited to debate the issue or request with TRU, create and send the event per their request.**



When a caller is transferred back to MetroSafe:

Take the information-there shall be no further discussion/debate about why TRU can or cannot take the report.

Create the event

In the remarks document that the call was received from TRU.

Send the event for an officer to respond.

When a dispatcher receives an event requesting an officer for a TRU eligible event

The event shall be dispatched

It is prohibited to make additional phone calls to the reporting party for the purposes of having TRU take the report.

The Telephone Reporting Unit is a valuable resource to utilize. It is important we provide the caller an opportunity to use TRU when possible. Callers may at their request have an officer respond. The caller who states at the beginning of the call "I need an Officer to make a report" isn't necessarily requesting to see an officer. Attempt to "sell" the TRU service to callers when the event meets the criteria. If the caller doesn't want to use TRU, simply and with no dispute, create an event and send an officer.

HOLY CUPCAKE, BATMAN...IT'S A BAKE SALE!!!

Written By:

Maile Rodrigues

EMA/MetroSafe Communications Specialist I/CTO



On Tuesday January 4th, 2011 employees Metro-wide answered the call for help; one of our own was in need of support. Flyers went out weeks beforehand, noting the need for funds for our dear Alan Napier, call taker with MetroSafe who is currently out on sick leave while he undergoes treatments for throat cancer. The amount of people who answered our request was overwhelming. They came in droves with open wallets and hearty appetites.

We served everything from chocolate cake to cornbread. With honorable mention to Gail McCauley's cobblers, Pat Riordon's cheesecake, Ann Patmon's banana pudding, Greg Harbin's death-by-chocolate brownies and Alma McCoy's country ham and sausage biscuits. The amount of love and time that went into making all those wonderful treats was remarkable. With your help we were able to raise \$1779.00 (and counting) for Alan. Donations played a huge role in our outcome. It was a humbling experience to see all the different uniforms come through the door, taking time from their day and money from their pockets to help a friend in need. One Med Unit came in taking only three or four items and leaving a hundred and thirty dollars!

The bake sale ran from 0800-1600 with the assistance of myself, Shelia Chambers, Marty Wagner and loud-and-proud Greg Harbin, who used his natural God-given talent of vociferous persuasion to reign in the masses. Several others assisted in the preparation and take down and although not mentioned are truly appreciated. It was a successful event which highlighted our ability as an organization to come together and affect a true and positive result. You should commend yourself for everything you did and for everything we accomplished together. Bravo MetroSafe! You are an amazing group of individuals!



From Alan:



GOOOOOOOD MORNING Everyone!!!!!! Before getting formal on you, I love you; Each and every one of you, on every shift. You, your families, call takers, dispatchers. our fine police men and women, our EMT crews and the men and women firefighters, as well as the managing staff of MetroSafe, Metro Call and EMA .I would like to thank you each from the bottom of my heart and the depth of my soul, for your unselfish participation in the fund raising event held to benefit me in my time of sickness. Words cannot express not only for me, or my family. but others that I've spoken with ,that had a hand in the event, the renewed faith in our fellow man and co workers and how we all have a good heart and come together as one. I appreciate each and every one of you, and pray in thanks, for the blessings you have given me.

Thank you again.

Love and Blessings,
Alan Napier and family



Written By:
Jody Johnson

EMA/MetroSafe Communications Center Supervisor

Oh, It's Just a Car Fire.....

“The danger posed can be much greater when the vehicle on fire is in a parking garage.”

Have you ever said that to yourself? “Oh, it’s just a car fire.” Automobile fires can be challenging as there is so much plastic in the vehicles that give off a lot of toxic smoke and gasses, they may have shock absorbers on the front and rear bumpers, pressurized struts, and high voltage electrical systems in the newer hybrid vehicles. Additional equipment such as the fuel systems, air bags, and batteries make fighting a vehicle fire not only challenging, but dangerous. The danger posed can be much greater when the vehicle on fire is in a parking garage.

The Louisville Metro Area has a large number of multi-level parking garages, and if a vehicle in one of these garages is on fire, the risk of other vehicles being exposed is a given. When a report of a vehicle fire in a parking garage comes in to the center, it is imperative that the run is coded as a structure fire and not an automobile fire. The responding fire department will send a full structure response to this call for service. Ponder for a moment: Even though the parking garage usually does not have enclosed walls, it can be difficult for the fire companies to locate the smoke. If the smoke is located, it may take a few moments to find the vehicle that is involved, as the personnel are on foot checking each level. Since most multi level parking garages only have a 7’ to 9’ height, the standard fire company is unable to enter. Not all parking garages have stand pipe systems and the truck companies may have to use their ladder pipes to get a water supply to the fire fighters within the garage. Some parking garages may have entrances that lead to buildings, allowing smoke or fire to spread easily into these other locations. Remember the potential hazards and keep yourself from getting tunnel vision on just one phrase.

Next time you get a call for an automobile fire, ask your caller, get the information, and verify that it really is “Just a Car Fire”.

MetroCall 311 Dares to Care!

Written By:

Marilyn Givan

EMA/MetroSafe MetroCall Supervisor



Every day in MetroCall, we are reminded of those who may not be as fortunate as us. Calls for heat assistance increase every winter along with those looking for a little help just to get by. It can be hard to answer call after call from people in fear of having no heat or electricity or those who have to decide between heating their home or buying food. What helps us is knowing that we can help – maybe not by paying an electric bill but by possibly sharing some of our blessings to assist others.

For over 20 years, each holiday season MetroCall adopts a family in need or collects items for an organization. This year we collected eight boxes of food and donated them to the Dare to Care food pantry at the New Life SDA Church on Taylor Boulevard. By helping others, it certainly gives us that “helper’s high” as described in Allan Luks’ book “The Healing Power of Doing Good.” But our motive is that by helping others, we may possibly improve someone else’s wellbeing in a small way. We will definitely continue this tradition for years to come!

EMA/MetroSafe

410 S 5th Street
Louisville, Kentucky 40202

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E-mail: TheCommunicator@louisvilleky.gov



.....connecting to the community

On September 12, 2005, a multi-million dollar communications system became fully operational, allowing police, fire and emergency medical services in Louisville to communicate with each other in a more effective way. MetroSafe is Public Safety and Public Service agencies working together in the spirit of cooperation, trust, dedication, honesty, commitment and accountability. We are the primary Public Safety answering point for 911 and public safety dispatching for all of Louisville/Jefferson County emergency responders. As an organization, MetroSafe is a joint consolidated communications center for 911, the Louisville Metro Police Department, Louisville Fire and Rescue, JCFPD, Local Government Radio and Louisville Metro Emergency Medical Services. MetroSafe offers regional interoperability for all secondary 911 PSAPS and suburban city agencies within Louisville Metro as well as the surrounding counties in Kentucky and Indiana. MetroSafe provides 311 services through MetroCall that offer a fast, simple and convenient way to obtain information or request a service from Louisville Metro Government.

For more information about MetroSafe email us at TheCommunicator@louisvilleky.gov or visit us on the web at www.louisvilleky.gov/MetroSafe.

MARK YOUR CALENDARS:

MEETINGS:

Regularly Scheduled Meetings

MetroSafe Project Plan Meeting occurs every other Monday at 3pm.
Best Practice Meeting occurs quarterly every third Tuesday at 10am. Next meeting will be in March
MetroSafe Communications Supervisors Meeting every two weeks on Thursday afternoon.

EVENTS:

February 4	Girl Scout 1430 Tour 4pm-6pm
February 15	8th Division LMPD Citizens Police Academy #16 Tour 7pm-9pm
February 15	Mayor Greg Fischer Visit to MetroSafe
March 15-17	Louisville Fire Department EPO Course 9am-1pm