



EMERGENCY MANAGEMENT AGENCY
METROSAFE

FEBRUARY 2012

The Communicator
February 2012

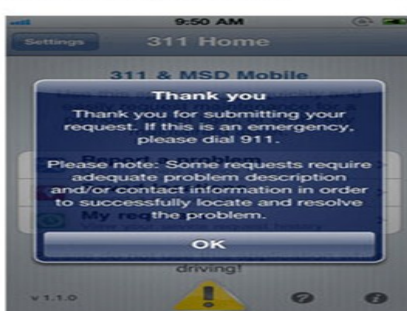
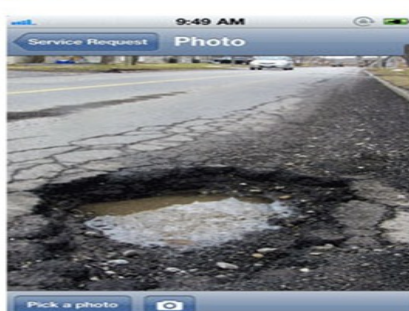
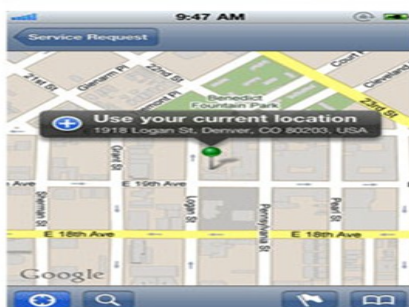
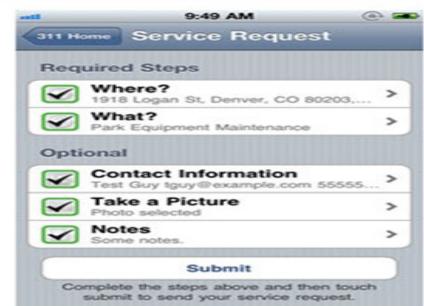
Emergency Management Agency MetroSafe

MetroCall's Gone Mobile!

-Marilyn Givan

A mobile app, that is! In October, the Louisville 311 mobile application was unveiled, giving citizens the opportunity to report issues or concerns relating to Metro government on their iPhone, Windows7, or Android. The application allows smart phone users to report problems in the community and have the concern entered directly into MetroCall's tracking system, MIDAS, as a Service Request. Users also have the option of taking a picture of the problem which is then attached to the Service Request to assist the responding agencies in their investigations.

Most of the issues we have received relate to our infrastructure such as potholes, street lights, traffic signals and street signs, obstructions in the right-of-way, and graffiti. Other hot topics are private property maintenance, abandoned vehicles, and illegal parking. Having citizens be our eyes in the community empowers them to be partners in making Louisville a better place to live!



Congratulations on a job well done!

Communication Specialist II, Pat McNeill received this letter of commendation from Angie Downes...

On January 15, 2012, a call was received in reference to a fight at a business named *Hole in the Wall* located at 5415 Indian Oaks Circle. Officer Todd Jenkins was working off duty when a large fight broke out. The fight escalated and Officer Jenkins needed assistance immediately. You remained calm and handled the situation professionally and dispatched additional police units and LMEMS to the location expeditiously. Officer Jenkins stated he felt like he was never alone and that you helped him get through a difficult time.

Communication Specialist II, Jenny Sabie and Aaron Schweizer received a letter of commendation from Angie Downes after receiving an e-mail from Okolona Fire Chief Rich Carlson...take a look!

Around 2:30 this afternoon we had a working apartment fire at 4402 Noltemeyer Wynde and I was the Incident Commander. One of the crews reported to me on Fire 6, they were proceeding to the second floor to perform a search. Upon reaching the top of the stairs, a crew member fell through a hole in the floor. Apparently during the course of falling, his radio went to Fire 5. I suspect the mechanics of the fall were such that the "Home" button was pressed.

The firefighter called "Mayday", thinking he was still on the assigned channel, but was on Fire 5. Fortunately, the dispatcher was monitoring Fire 5 and heard the "Mayday". The dispatcher then called me on Fire 6 to inform me of the situation. The dispatcher preceded this with an alert tone, which was very effective at getting my attention. This was excellent work on the part of the dispatchers! I ask that you share my appreciation for being alert, thinking clearly, and rapidly dealing with a potentially serious situation in an admirable manner.

Thanks for the help!

Rich Carlson, Fire Chief

Okolona Fire Department

The Great Central U. S. ShakeOut is an eight state earthquake drill, scheduled for **Tuesday, February 7, 2012 at 10:15 a.m.** All Jefferson County Public Schools will be participating in this drill as one of the two mandatory drills for the year. If you would like additional information visit, <http://www.shakeout.org/centralus/resources/index.html>.

In MOST situations, you will reduce your chance of injury from falling objects (and even building collapse) if you immediately:



Definitions for the MetroSafe Multiuser Voice Radio System

-Gary Vance

Talk-group - A talk-group is a group of radio users that are linked to each other through the radio system. For instance, if any member of a talk-group initiates a call, any member of that group will hear that transmission. The MetroSafe Multiuser Voice Radio System will incorporate many different talk-groups, and the users in these groups will be able to interact with the members of their own group and communicate with subscribers outside of their groups using mutual aid talk-groups.

Event Channels 1 through 10 are talk groups that are operational during pre-planned events. A request is made for use of the event channels through MetroSafe **BEFORE** the event in order to schedule their use.

Control Channel - Subscriber radios send data packets to a computer (Zone Controller), operating on a dedicated frequency - called a Control Channel - to request communication on a specific talk-group. The controller sends a digital signal to all radios monitoring that talk-group, instructing the radios to automatically switch to the frequency indicated by the system to monitor the transmission. After the user is done speaking, the users' radios return to monitoring the control channel for additional transmissions.

Grade of Service (GOS) - GOS is typically defined as the probability of an inbound communications call not being blocked in an attempt to reach the Zone Controller. Depending upon the distribution model (Fleet Map) being used, this can be measured against a requirement for immediate service or within a prescribed time delay. (i.e. What was our Grade of Service (GOS) for Thunder Over Louisville 2010?) Represented value is a percentage with 100% being a totally saturated system and communications are greatly affected. Thunder Over Louisville 2010 we never peaked above 29% GOS.

Interoperability - In general, interoperability refers to the ability of emergency responders to work seamlessly with other systems or products without any special effort. Wireless communications interoperability specifically refers to the ability of emergency response officials to share information via voice and data signals on demand, in real time, when needed, and as authorized. For example, when communications systems are interoperable, police and firefighters responding to a routine incident can talk to each other to coordinate efforts. Communications interoperability also makes it possible for emergency response agencies responding to catastrophic accidents or disasters to work effectively together. Finally, it allows emergency response personnel to maximize resources in planning for major predictable events such as Thunder over Louisville, the Oaks, the Derby, or for disaster relief and recovery efforts.

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If you would like to submit an article for
The Communicator or have ideas please

e-mail them to
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Did You Know?

In 2011 MetroSafe answered
805,487 911 calls
467,174 Administrative calls
1,272,661 Total calls for service
303,820 MetroCall 311 calls
98,348 LEMS calls
552,177 LMPD calls
21,232 Suburban Fire calls
34,187 Louisville Fire calls

Medical Reserve Corps

After the tragic events of September 11, 2001 President Bush launched Citizen Corps to help coordinate volunteer activities at the national level. The coordinated effort of the Citizen Corps intend to prepare our communities for any emergency situation. From the Citizen Corps, the Medical Reserve Corps (MRC) was developed. The MRC is a network of volunteers that assist public health efforts during a disaster or a time of need for community assistance. These volunteers include a plethora of individuals with many different talents. They may be health care professionals, social workers, public relations professionals, clergy, or anyone with an interest in helping their community.

If you, or someone you know, is interested in the MRC please contact Sandy Vittitow at 502-572-3466 or e-mail her at Sandra.vittitow@louisvilleky.gov. There will be several orientation meetings and exercises for preparedness.

