

New Orleans EMS Response to the 2025 New Years Day Terror Attack

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Former Director and Medical Director*

No Conflicts of Interest



In memory of all lives lost and those recovering



REGGIE HUNTER



NIKYRA DEDEAUX



NICOLE PEREZ



TIGER BECH



MATTHEW TENEDORIO



ELLIOT WILKINSON



EDWARD PETTIFER



HUBERT GAUTHREAUX



KAREEM BADAWI



DREW DAUPHIN



BILLY DIMAJO



TERRENCE KENNEDY



LATASHA POLK



BRANDON TAYLOR



Department Snapshot

- Municipal third service EMS department
- 150 employees
- Average Annual Call Volume: 70k
- Average Minimum of Daily Units: 21
- Utilize both BLS & ALS units
- Serves 350,000 citizens and 19 million visitors each year

Our Core Services

- **Only 911 emergency medical services** for the City of New Orleans.
- **Onsite EMS for Special Events.**
- **Rescue Services** that include vehicle extrication, tactical medicine, and other specialty rescue capabilities.
- **Community Outreach & Training**-CPR/AED, stop the bleed training, and other health & safety programs.



New Years Eve and Sugar Bowl

- New Orleans EMS has multiple resources in the hospitality zone for NYE festivities with the annual Sugar Bowl college football bowl game in the Superdome the next day.
- Several hundred officers from New Orleans Police and other support agencies were providing security throughout the city.





The French Quarter

- The French Quarter is the oldest neighborhood in the city and the central area of entertainment with mixed residential, hotels and businesses.
- Bourbon Street is the central street of the French Quarter and most popular.
- The enhanced security zone was active for New Years Eve with bollards, wedges, and vehicle blocks.

Patient Relay Race

Bike teams pass patients to ambulance carts which extract them to ambulances just outside the French Quarter.



Bourbon
Street on
New
Years Eve
at
Midnight





Bourbon
Street
New Years
Day at
3 am

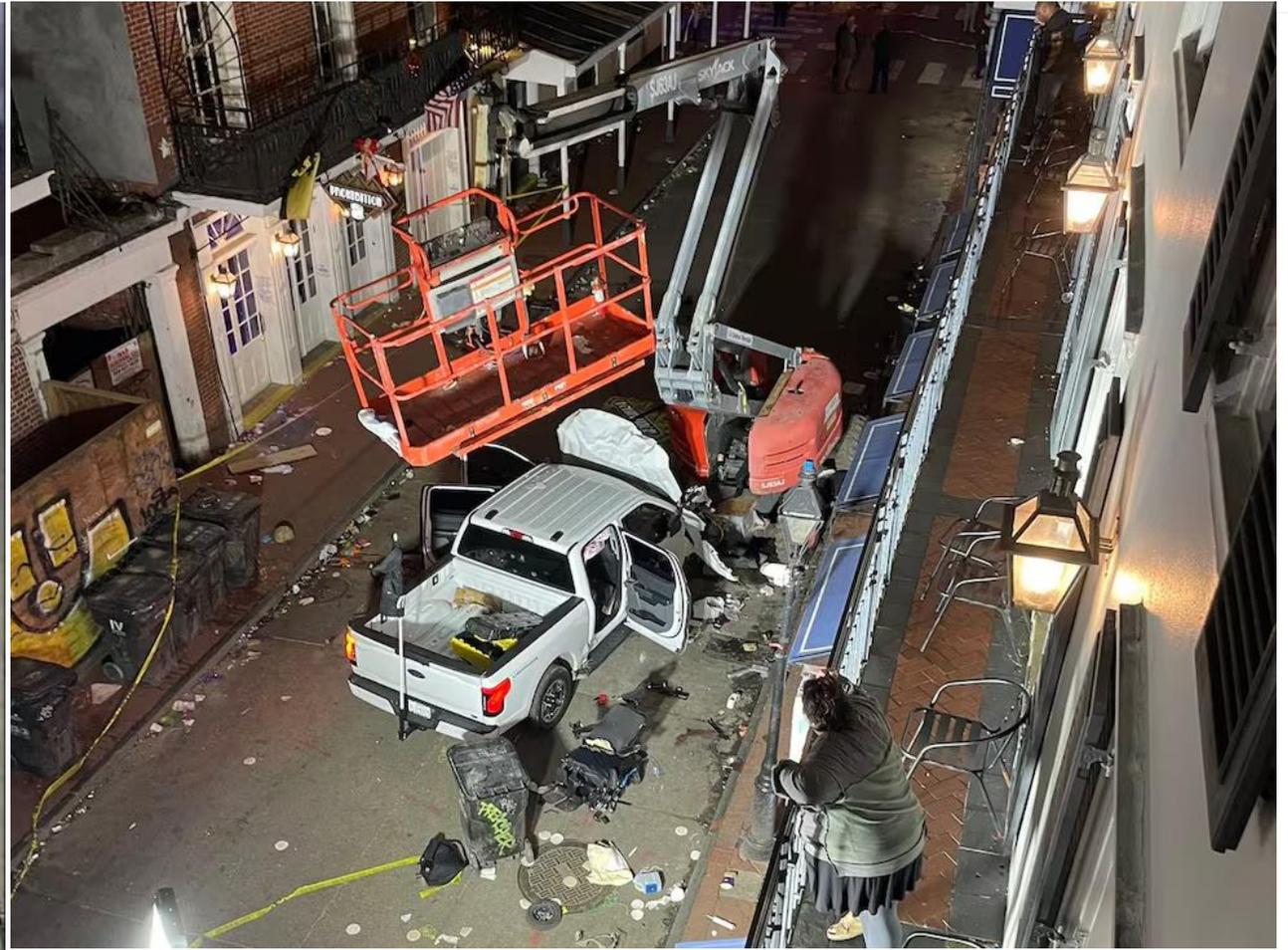
Incident



Turns onto Bourbon



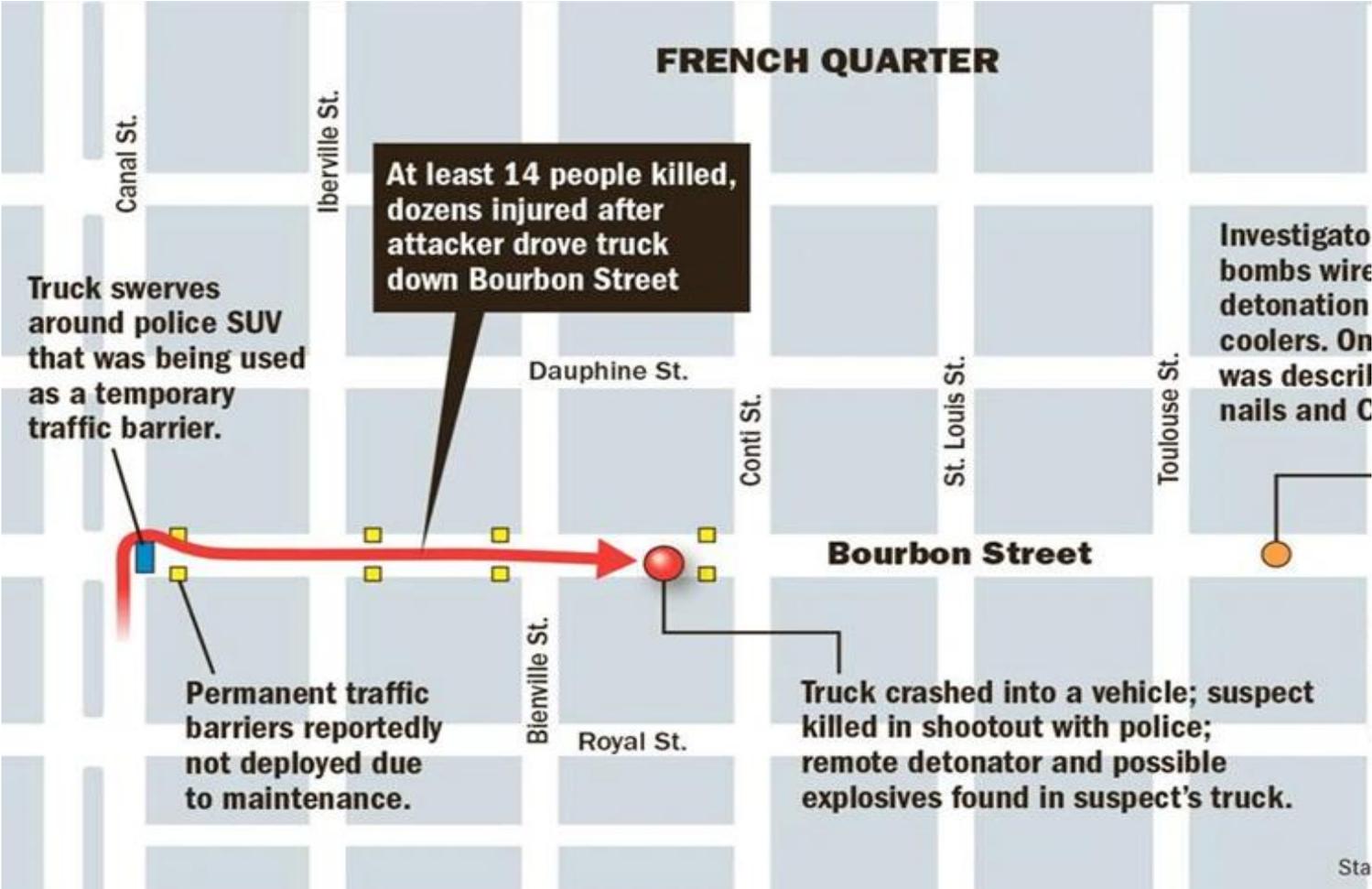
High Speeds Down Bourbon



Body Worn Camera of Shootout

Officer Involved Shooting
NOPD item A-00205-25
Wednesday, January 1st, 2025

The Scene



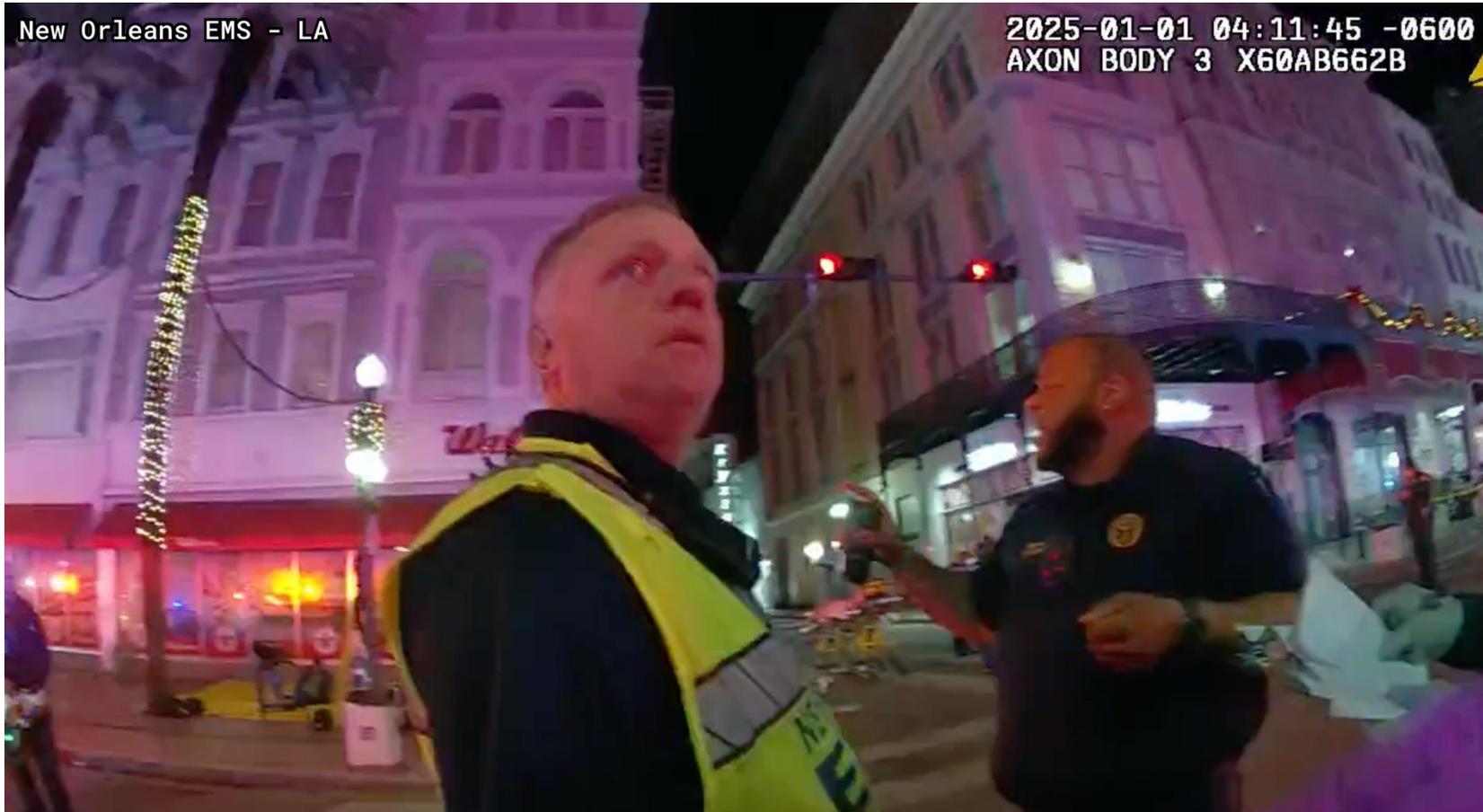


Initial Response

- NOEMS units on Canal & Bourbon witnessed the event and began triaging patients- one became incident command
- NOPD and other law enforcement agencies begin treating patients.
- EMS Command was established with unit staging on Canal & Bourbon.
- The first Casualty Collection Point (CCP) was established 2 blocks into Bourbon to start triage, treatment, and coordinate transports.
- An additional Casualty Collection Point (CCP) was established on Canal and Bourbon to accommodate stable green and yellow patients.
- The transport officer worked with both CCP's to send transport units for patients.



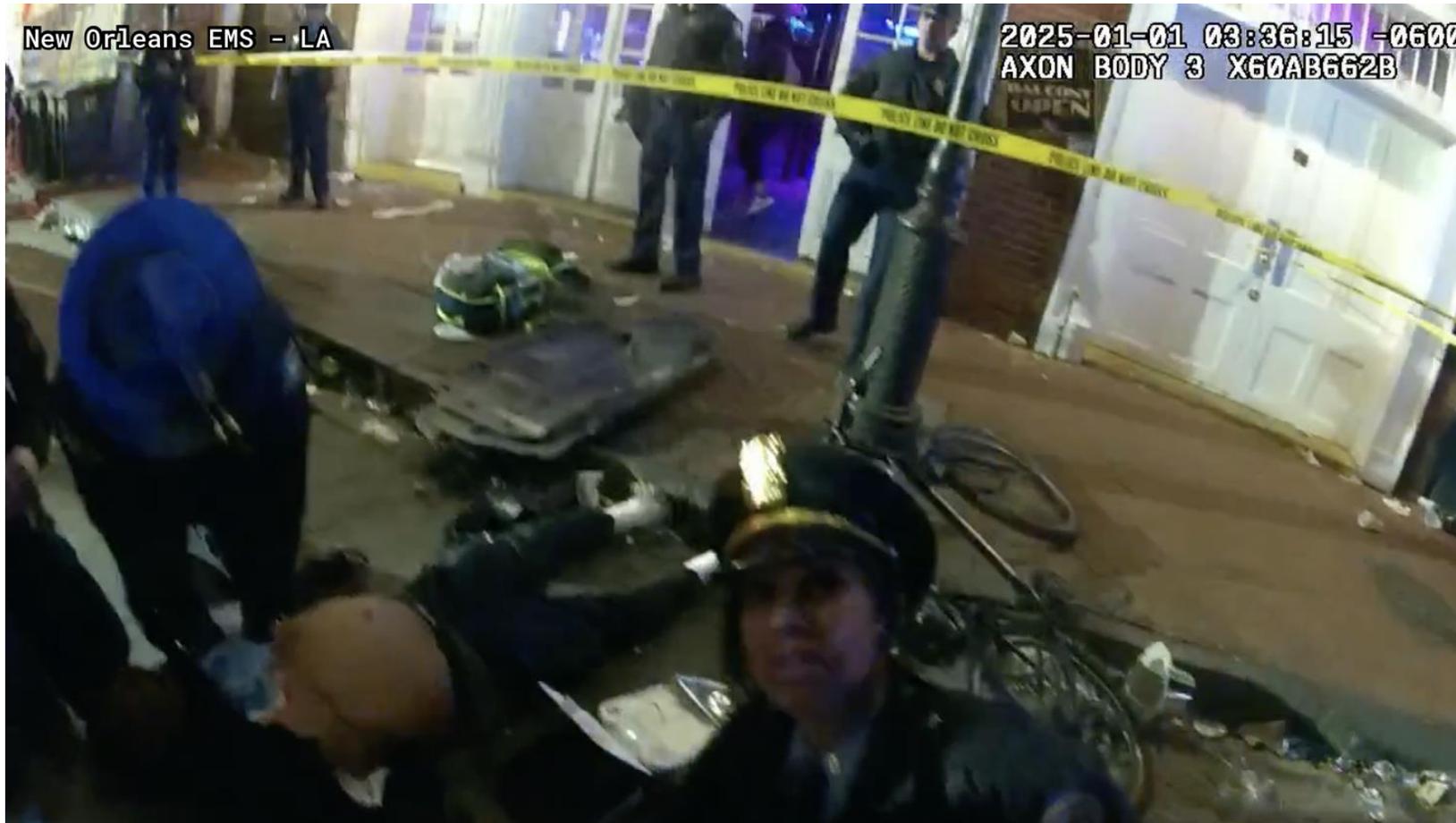
Command



Triage



CPR vs. Crisis Standards of Care



FRONT

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M Mettag Survivors **X**
ET-TAG
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BACK

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Dangers

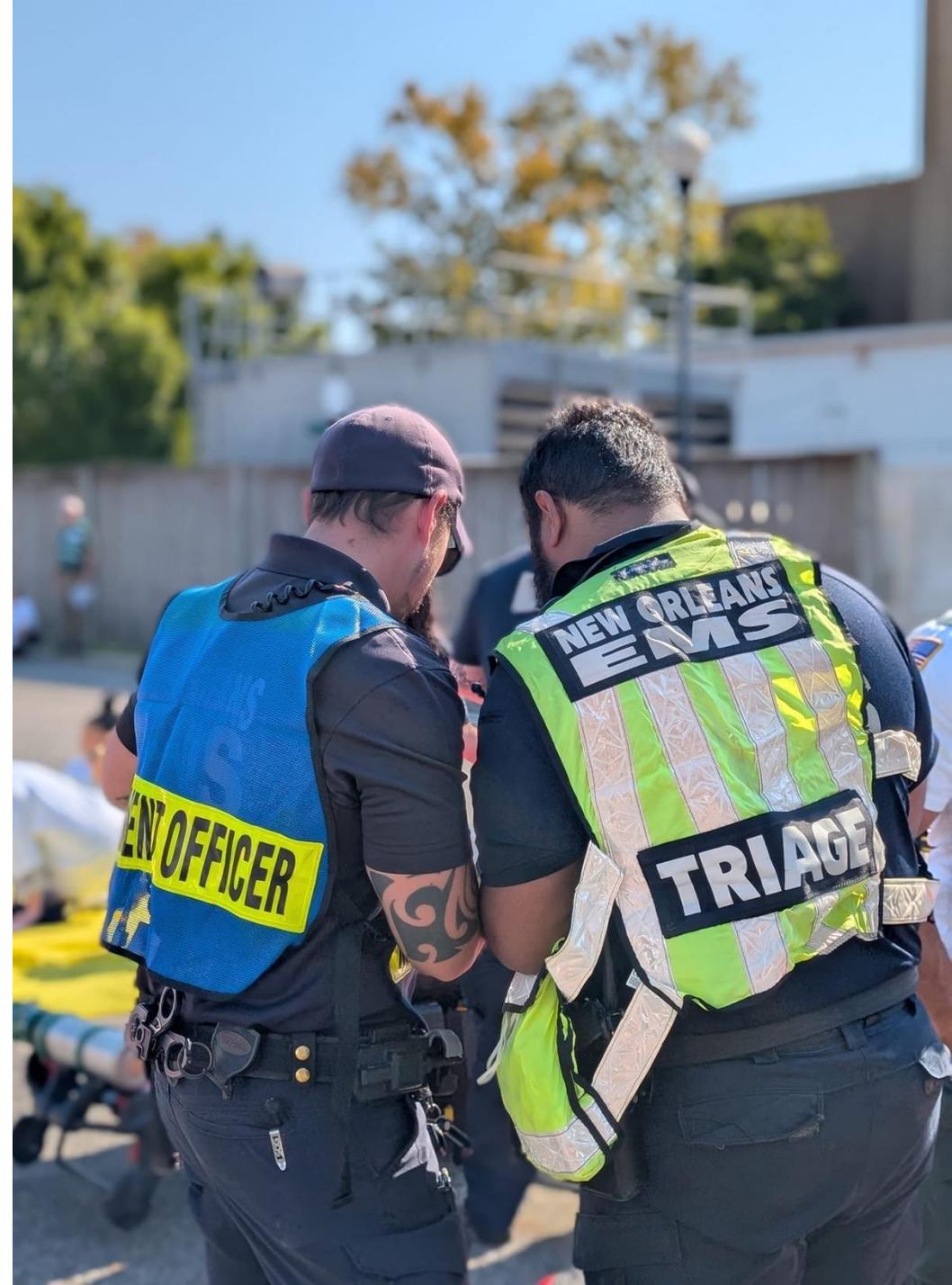


Casualty Collection Points



By the Numbers: 71 Patients

- On Scene Triage:
 - 12 dead patients found on scene.
 - 12 red tags/immediate
 - 9 yellow/delayed
 - 8 green/minor
- EMS transported 29 patients to 5 hospitals in 95 minutes
- In the end, 14 deaths and 57 injuries were related to the incident.



1/1/25 7 am Press Conference



BOURBON STREET ATTACK TIMELINE



October 30
Jabbar was in New Orleans.

December 31
At approximately 2:30 p.m., Jabbar entered Louisiana.

December 31
At approximately 9 p.m., Jabbar's rented F-150 is seen in Gonzales, LA.



January 1
At approximately 1:53 a.m., Jabbar places first IED at Bourbon St. and Peter St. Several people move the cooler a block to Orleans St.

January 1
At approximately 3:15 a.m., Jabbar uses the pickup truck as a lethal weapon before crashing into the construction equipment.

January 1
At approximately 5 a.m., a fire is reported at the rental home on Mandeville St.



November 10
Jabbar was in New Orleans.

October 31
Jabbar recorded himself riding a bike through the French Quarter.

December 31
At approximately 10 p.m., Jabbar unloads the truck outside the rental home on Mandeville St.

January 1
At approximately 12:41 a.m., Jabbar parks the truck and walks to Royal St. and Governor Nichols St. in New Orleans.

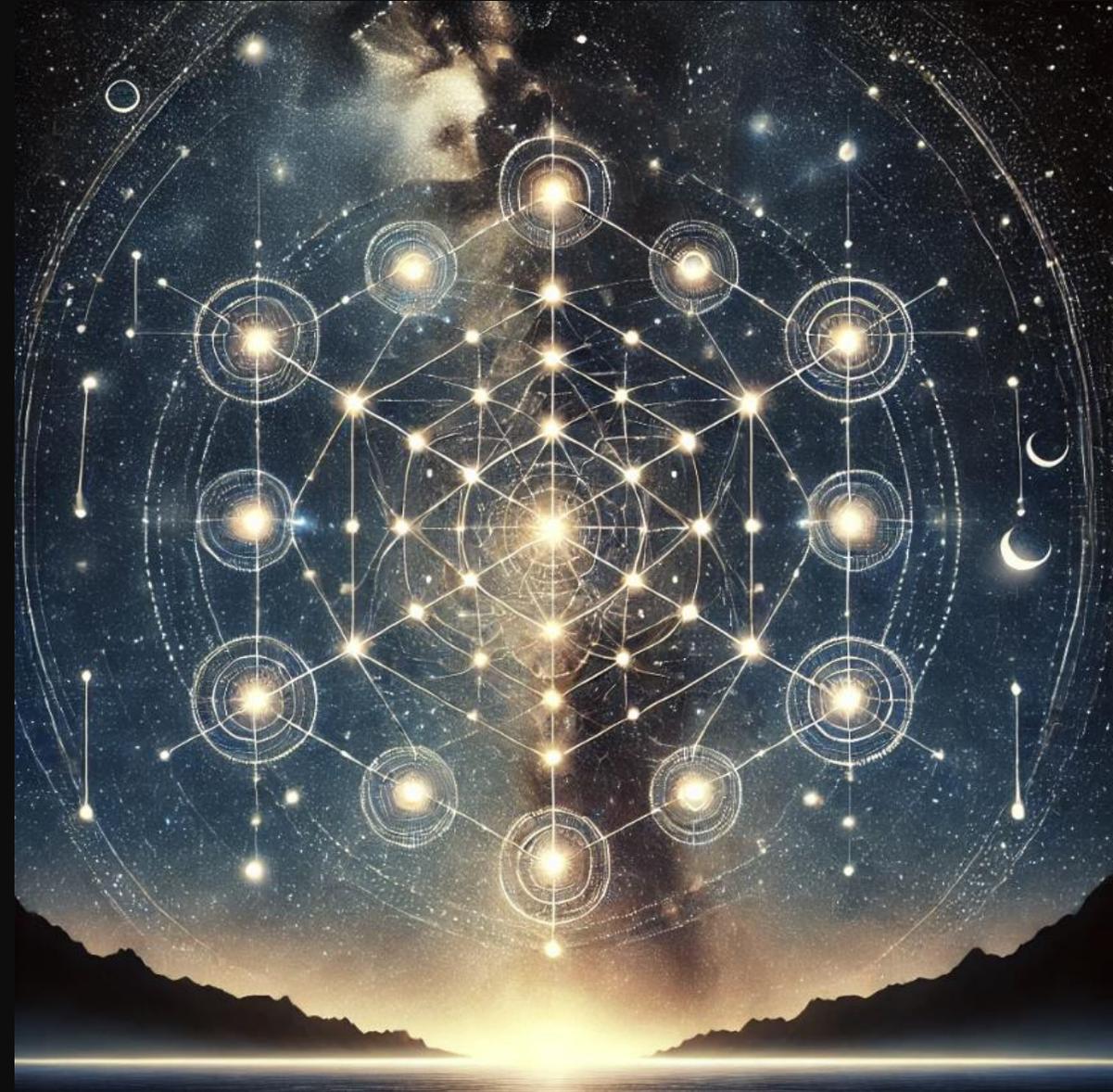


January 1
At approximately 2:20 a.m., Jabbar places the second IED at Bourbon St. and Toulouse St.



The Stars Aligned

- Timing: 3am vs Midnight
 - Resources: Fully staffed EMS teams, one located at the site of the attack
 - The perpetrator was stopped after 3 blocks
 - Explosive devices were not detonated
 - We were prepared- Full scale MCI drills just 6 weeks prior
 - We had just trained police to be Emergency Medical Responders (EMR)
-



Post Incident Priorities

Taking Care of the Team:

- The focus turned to our team.
- Conducted an immediate “check in” on all involved staff and allowed some time off.
- Our on staff mental health coordinator started to work with those who needed help and line up longer-term resources.
- We conducted organized staff debriefings in the immediate days following the incident.
- Utilize the city employee assistance plan resources.
- Continued check-ins.

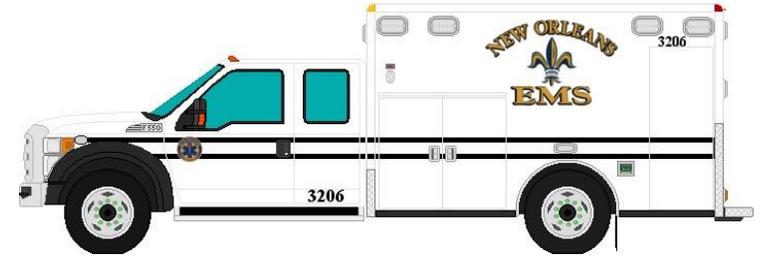


Post Incident Priorities

- **Assess and adjust our plan for ongoing threats and upcoming events.**
 - Many were stressed and scared not knowing if there was to be more attacks or hazards as we continued to respond to normal calls for service.
 - We focused on regular staff updates with grounded information and safety messaging.
 - We re-iterated that if something doesn't feel or look right, then speak up and retreat.



Lessons Learned

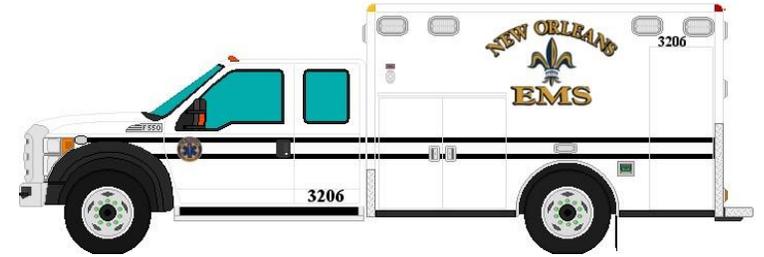


Know your partners (not just healthcare).

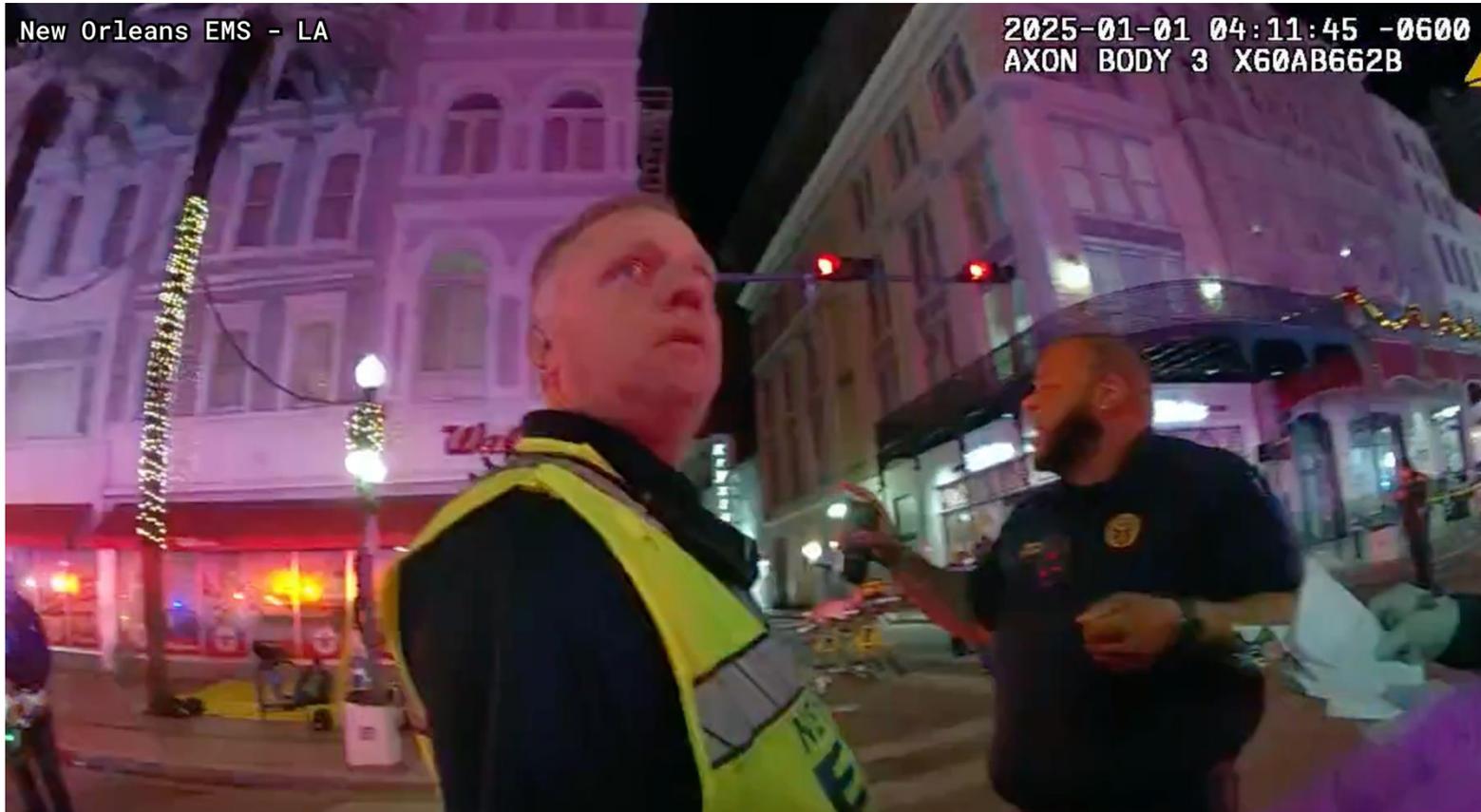
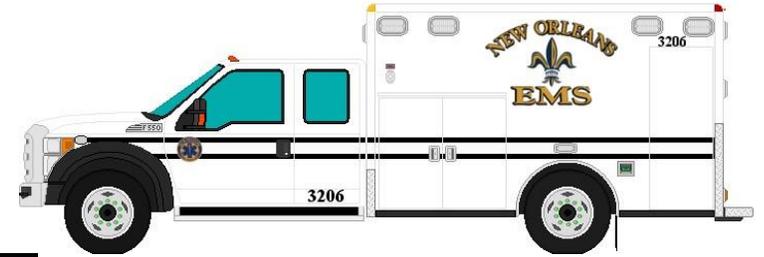


Lessons Learned

Drills and exercises are important.



Lessons Learned



Practice “first on scene command”. No matter what rank or level arrives first, everyone should be trained and empowered to control the scene until relieved. Many times, department leadership is best to deal with “bigger picture” stuff if possible.

Lessons Learned

Re-Think Scene Safety:

- We did not immediately know about the shootout or possible IED's/explosives in the truck and assumed the scene is safe because police were present but were in fact in danger the entire time.



Lessons Learned

- Consider more than one Casualty Collection Point (CCP) if your scene is large.



Lessons Learned

Centralize and Communicate Resource Requests:

- Declare the MCI
- Receive and stop resources when you have enough
- Balance the need to simultaneously respond to your normal call volume
- Multiple points of resource requests can be a problem.



Lessons Learned

Anticipate that not all injured patients will go by ambulance and may fill up hospitals



Lessons Learned

- Misinformation was rampant
- Make sure that your information is accurate
- Wait to talk to the media
- Know what information is relevant and appropriate for public release during a criminal investigation.



Lessons Learned

- Know your employee assistance plan and be ready to utilize it
- Consider a full time licensed mental health provider
- Remember there is a lack of “first responder” competent providers in the community
- Joint debriefings with EMS, public safety, and healthcare facilities are beneficial



Lessons Learned

- Educate others on how EMS operations may look different in an MCI.
- We would normally attempt to resuscitate patients with traumatic injuries in smaller incidents but not in a larger MCI and need to shift to prioritize care to those patients with a higher chance of survival.



Remember the Lives Lost Wish Healing for the Injured Recognize Those That Serve

- Embrace and participate in the community grieving process and memorials. Following the incident, we did an EMS wreath and flower laying ceremony.
- Responders can hold onto guilt and trauma associated with incidents like this, especially when they need to ration care and can't save everyone. Participation in these community events can help provide comfort and closure.
- Be sure to recognize and appreciate responders that answered the call. We hosted a recognition ceremony for all EMS, police, and fire responders that provided on scene care that day.



The New Reality

- More and harder road closures to navigate.
- More “pedestrian only zones” and limited vehicle access times.
- Tighter security restrictions for those visiting the area (i.e.. No bags, backpacks, coolers)
- Use of national guard troops and other state/federal support for patrol and checkpoints.



FRENCH QUARTER SAFETY RESTRICTIONS

ICE CHESTS AND BACKPACK COOLERS ARE PROHIBITED WITHIN THE FRENCH QUARTER ENHANCED SECURITY ZONE. CONTAINERS LARGER THAN 4.5X6.5 ARE SUBJECT TO SEARCH ANY BAGS OR CONTAINERS LEFT UNATTENDED WITHIN THE ENHANCED SECURITY ZONE MAY BE SUBJECT TO SEARCH/SEIZURE BY LAW ENFORCEMENT

PROHIBITED ITEMS

DISCOURAGED ITEMS

GOHSEP
GOVERNOR'S OFFICE OF Homeland Security & EMERGENCY PREPAREDNESS

ANYONE REFUSING SEARCH WILL BE DENIED ENTRY PAST THIS POINT.

And We Keep Moving

- The Sugar Bowl Football Game postponed one day and was played without incident on January 2nd.
- Historic snowstorm with 8 inches 2 weeks later.
- Successfully hosted Superbowl LIX, attended by the President.
- Mardi Gras 2025 that brought an additional 1 million visitors to the city.
- And...several other large events and disasters are expected this year.



ALL THANKS TO OUR AMAZING STAFF!!

**N ♥ LA
STRONG**

Thank You to our
Partners in
Healthcare





Thank You