

CAPT Shayna Goldfine, CEM

Emergency Operations & NOHSEP LNO, NOEMS

Speaker Bio:

Capt. Shayna Goldfine, MPH, CEM, NRP has experience in Emergency management, EMS, international health education/hazards planning, and disaster research. She currently works full-time for New Orleans EMS as a liaison to the New Orleans Office of Homeland Security & Emergency Preparedness. She is also working towards a PhD in Public Health, Disaster Management at Tulane University. She is the Lead Region One EMS DRC, responding to various emergencies where EMS is needed/requested by local/state authorities.

Presentation:

Regional EMS Collaboration Leading up to What Turned out to be a Crazy Start to 2025 in New Orleans

When a vehicle attack shattered New Year's calm, regional EMS preparedness was thrust into the crucible of real-world emergency response. The Metro Ambulance Council (MAC), representing a four-parish region with 11 public and private ambulance agencies, demonstrates how strategic interagency collaboration transforms potential vulnerability into operational resilience. One might think collaboration would be difficult, however, here EMS agencies work extremely well together. The MAC's quarterly meetings foster a comprehensive approach to emergency preparedness for day-to-day operations and complex events. Two exercises were conducted: a full-scale which tested multi-agency communication and command, followed by a tabletop including EMS, hospital, and state partners, that allowed nuanced scenario analysis and protocol refinement. The January 1st vehicle attack provided an unexpected, high-stakes validation of these preparedness efforts, offering critical insights into the effectiveness of MAC's integrated response framework, leading up to Superbowl/Mardi Gras. By prioritizing communication, joint training, and flexible response strategies, the MAC transformed potential fragmentation into a cohesive, responsive emergency management system capable of handling diverse and unpredictable challenges. In

this presentation we will dive into the pre-event collaboration and preparation for the Superbowl/Mardi Gras that paid off during the Bourbon Street attack.