GRADE OF SERVICE

Desired Outcome	Answer 911 calls within 10 seconds of first ring
Standard	≤ 10 seconds 90% of the time per industry standard per month.
Acceptable Quality Level	Reliability may not fall below standard for more than two consecutive months or any three months in a year.
Monitoring Method	Run Chart updated by 10th business day each month

MEASURE DESCRIPTION

Indicator Description	This indicator measures the compliance of how quickly EMS answers the 911-phone call.
Question Indicator Answers	How quickly does EMS answer the 911 phone call?
Patient / Customer Need	When customers call 911, they expect to have their phone call answered quickly and have their emergency addressed as soon as possible.
Type of Measure	Intermediate Outcome
Objective	Answer 911 calls within 10 seconds of first ring.
Data Provided By	Business Analysis and Research personnel, working with Communications Division.
Reporting Values	Percent of phone calls picked up in 10 seconds or less. Values are reported as a percentage.
Limitations	The data for this report is generated by the ECaTS reporting service [tx.ecats911.com]. ECaTS creates reports using data extracted from 911 equipment provided by CAPCOG. The accuracy of data reported for this measure is limited by the accuracy of the data and reporting tools provided by CAPCOG; ATCEMS has very limited ability to manage these data.
Notes	ECaTS reporting provides calculated percentages.

Measure Calculation

Formula Description   Compliance is calculated by dividing the count of calls meeting standard by the total number of calls for the time period in question.

Indicator Formula

$$Compliance = \frac{count(calls\ meeting\ standard)}{count\ (all\ calls)}$$

Data Filters   None

Interval Calculation   [Time - Phone Pick-up] – [Time - Call Arrival in EMS queue]

Numerator   *Population*   All calls picked up by an ATCEMS operator in 10 seconds or less.

Inclusion
- Includes all calls processed through 911 call equipment.
- Includes all calls less than or equal to time standard.

Exclusion   None

Data Source   ECaTS report: "Last 12 Months Answer Time"

Denominator   *Population*   All calls processed through 911 call equipment

Inclusion
- Includes all calls processed through 911 call equipment

Exclusion   None

Data Source   ECaTS report: "Last 12 Months Answer Time"

Aggregation   Aggregation provided by ECaTS report.

Stratification   None

Minimum Sample Size   None

Data Lineage   Data comes from ECaTS warehouse reports. ECaTS derives data from Solacom system hosted by CAPCOG Emergency Communications District.

Reporting

Travis County ILA Reporting	**Medium**: Web site chart **Orientation:** External **Format**: Run chart containing monthly data values for most recent 13 month period. **Update Frequency**: Monthly **Data Source**: ECaTS warehouse report, manually entered into Excel workbook.

Metadata

Pillar / Strategic Objective Links	S2. To have a service delivery model that best serves the needs of our community. F2. To be an organization that provides value to the community. F3. To provide quality cost efficient service to the community.
Development Status	Actively reporting.
References	*Interlocal Agreement Between the City of Austin and Travis County for Emergency Medical Services (Fiscal Year 2014)* Clawson A, et al, "Public Expectations of Receiving Telephone Pre-Arrival Instructions from Emergency Medical Dispatchers at 3 Decades Post Origination at First Scripted Site." *The Journal,* May/June 2011, p. 34-39. Available at *http://www.emergencydispatch.org/articles/JournalMayJuneResearch.pdf* Clawson JJ, et al, "Effect of a Comprehensive Quality Management Process on Compliance With Protocol in an Emergency Medical Dispatch Center.*" Annals of Emergency Medicine,* November 1998; vol. 32, pp. 578-584. Available at *http://www.emergencydispatch.org/articles/effects1.htm* Clawson JJ, "Quality Assurance: A Priority For Medical Dispatch." *Emergency Medical Services,* August 1989; vol. 18, no. 7, pp 53-61. Available at *http://www.emergencydispatch.org/articles/qualityassurance1.htm*

Best Practices	None referenced
Definition Version Info	Version C; 2014-03-03