INCIDENTS IN CITY AND COUNTY

Desired Outcome	Not applicable
Standard	Not applicable
Acceptable Quality Level	Not applicable
Monitoring Method	Run Chart updated by 10th business day each month

MEASURE DESCRIPTION

Indicator Description	Count of incidents that occur in the City and County combined
Question Indicator Answers	What is the demand for service that ATCEMS must meet?
Patient / Customer Need	Not applicable
Type of Measure	Output
Objective	Not applicable
Data Provided By	Business Analysis and Research Team
Reporting Values	Overall system incident volume per month.
Limitations	This measure is limited to incidents received through the 911 system. It does not include special events or other prescheduled standbys. It also excludes mutual aid incidents that occur outside the primary ATCEMS service area.
Notes	None

Measure Calculation

Formula Description	Count of 911 incidents to which ATCEMS responded in the City and County service areas. The resulting measure is expressed as an integer.
Indicator Formula	$count([incidents\ in\ City\ service\ area]) + count([incidents\ in\ County\ service\ area])$

Data Filters		Include incident response priorities 1-5.
		Exclude test, duplicate, StarFlight, and Special Event problem types.
Interval Calculation		Not applicable
Numerator	*Population*	Incidents meeting inclusion criteria.
	Inclusion	Include all incidents occurring in the City of Austin or Travis County
	Exclusion	• Incidents occurring outside the City of Austin and Travis County. • Special events and prescheduled standby events are also excluded. • Incidents with response priority of 0, 6, 7 or 8.
	Data Source	ATCEMS CAD data warehouse via Cognos **Data Source Table:** emssqlrpt\emscad01\warehouse_system1\nf.incidents
Denominator	*Population*	Not applicable.
	Inclusion	Not applicable
	Exclusion	Not applicable
	Data Source	Not applicable
Aggregation		Aggregate incidents based on location, and by month based on date/time of phone pickup in Communications.
Stratification		None
Minimum Sample Size		None
Data Lineage		Data for this measure is drawn from the ATCEMS CAD data warehouse. The warehouse is populated from the CTECC CAD reporting warehouse via ATCEMS-developed ETL processes. Incident records are generated in the normal course of business.

Reporting

County ILA Report	**Medium**: Web site chart
	Orientation: External
	Format: Run chart containing monthly data values for most recent 13 month period.
	Update Frequency: Monthly
	Data Source: Cognos Report

Metadata

Pillar / Strategic Objective Links	None
Development Status	Actively reporting.
References	*Interlocal Agreement Between the City of Austin and Travis County for Emergency Medical Services (Fiscal Year 2014)*
Best Practices	None referenced
Definition Version Info	Version C; 2014-03-01