

## OVERALL ON-TIME RATE – TRAVIS COUNTY ONLY

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<b>Desired Outcome</b>	Arrive quickly to EMS calls with ambulances, supervisors, or other ATCEMS resources.
<b>Standard</b>	≥ 90% to all priorities of EMS calls combined using the Travis County response time goals.
<b>Acceptable Quality Level</b>	Reliability may not fall below 87% for more than two consecutive months or any three months in a year.
<b>Monitoring Method</b>	Run Chart updated by 10th business day each month.

### MEASURE DESCRIPTION

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<b>Indicator Description</b>	This indicator measures percentage of incidents for which ATCEMS meets its response time goals.
<b>Question Indicator Answers</b>	How often does ATCEMS meet its overall response time targets based upon the defined response times in Travis County?
<b>Patient / Customer Need</b>	<p>This indicator is a component of the overall patient experience and relates to the Institute of Medicine’s (IOM) six aims for improvement by providing timely, patient centered and efficient care.</p> <p>Our customers expect a rapid response to their emergency. EMS measures the overall percentage of calls to which we arrive on time.</p>
<b>Type of Measure</b>	Process
<b>Objective</b>	Meet response time targets for 90 percent of all incidents. Targets vary based in incident priority and location.
<b>Data Provided By</b>	Business Analysis and Research Team
<b>Reporting Values</b>	Overall ATCEMS compliance with response time goals for each month.
<b>Limitations</b>	<p>This measure is limited to incidents received through the 911 system, where ATCEMS communicated with the primary reporting party for purposes of incident triage and provision of pre-arrival instructions, when appropriate.</p> <p>Incidents reported by other public safety agencies (including requests for assistance) are excluded from this measure.</p>

## Notes

This measure focuses on incidents occurring within Travis County borders, but outside the full purpose jurisdictions of the cities of Austin, Cedar Park, Elgin, Leander, and Round Rock.

The cities of Cedar Park, Elgin, Leander, and Round Rock are served by other entities.

### Response Time Goals for Travis County:

- Priority 1 – 11:59
- Priority 2 – 13:59
- Priority 3 – 15:59
- Priority 4 – 17:59
- Priority 5 – 19:59

## Measure Calculation

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### Formula Description

Count of incidents where ATCEMS met or exceeded response time goals, divided by the count of all qualifying incidents.

The resulting measure is expressed as a percentage.

### Indicator Formula

$$\text{On Time Rate} = \frac{[\text{Count of Incidents Meeting Response Time Targets}]}{[\text{Count of Incidents}]}$$

### Data Filters

Include incident response priorities 1-5

Exclude test, duplicate, StarFlight, and Special Event problem types.

Exclude incidents that do not have an ATCEMS call taker

Exclude incidents that fall within the full purpose jurisdiction of the City of Austin.

Exclude incidents that fall within the full purpose jurisdictions of the cities of Cedar Park, Elgin, Leander, and Round Rock.

Exclude incidents that do not have valid [Time – Phone Pickup] and [Time – First Unit Staged or Arrived] time stamps

### Interval Calculation

[Time – First Unit Staged or Arrived] – [Time – Phone Pickup]

### Numerator

#### Population

Incidents where the response time is equal to or less than the time goal based on geography and priority that occur in the Travis County service area.

#### Inclusion

Include all incidents occurring in Travis County.

#### Exclusion

Incidents occurring outside Travis County.

Incidents occurring within the full purpose jurisdictions of the cities of Austin, Cedar Park, Elgin, Leander, and Round Rock.

*Data Source* ATCEMS CAD data warehouse via Cognos

**Data Source Table:** emssqlreports\Warehouse\_System1\  
Response\_Vehicles\_Assigned

**Denominator** *Population* All incidents meeting selection criteria within the Travis County service area.

*Inclusion* Include all incidents occurring in Travis County.

*Exclusion* Incidents occurring outside Travis County.

Incidents occurring within the full purpose jurisdictions of the cities of Austin, Cedar Park, Elgin, Leander, and Round Rock.

*Data Source* ATCEMS CAD data warehouse via Cognos

**Data Source Table:** emssqlrpt\emscad01\warehouse\_system1\  
nf.incidents

**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 and response records are generated in the normal course of business.

## *Reporting*

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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:** Cognos Report

## *Metadata*

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**Pillar / Strategic Objective Links** S2: To have a service delivery model that best serves the needs of our

community.

S3: To be an organization that puts service before self.

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)*

National Highway Traffic Safety Administration, *Emergency Medical Services Performance Measures: Recommended Attributes and Indicators for System and Service Performance*. December 2009: U.S. Department of Transportation. Available on-line at <http://www.ems.gov/pdf/811211.pdf>.

National Research Council. *Crossing the Quality Chasm: A New Health System for the 21st Century*. Washington, DC: The National Academies Press, 2001. The full text of this report is available at <http://www.nap.edu/books/0309072808/html/>

Bisognano M, Kenney C. *Pursuing the Triple Aim: Seven Innovators Show the Way to Better Care, Better Health, and Lower Costs*. San Francisco: Jossey-Bass Publishers; 2012.

#### Best Practices

None referenced

#### Definition Version Info

Version C; 2014-03-04