RESPONSES BY CITY UNITS INTO 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	The percentage of responses into the County service area made by ambulances assigned to City EMS stations.
Question Indicator Answers	How much do City units support County responses?
Patient / Customer Need	Not applicable
Type of Measure	Process
Objective	Not applicable
Data Provided By	Business Analysis and Research Team
Reporting Values	Percent of ATCEMS ambulance responses into the County service area performed by ambulances that are stationed within the City of Austin.
Limitations	This measure is limited to incidents received through the 911 system, occurring within the ATCEMS service area. Mutual aid responses to incidents occurring outside the service area are excluded, as are responses to special events or other prescheduled standbys.
	Responses by ambulances that are not part of the ATCEMS regularly scheduled system coverage are excluded from the measure, as are responses by commanders, support staff, and other vehicles.
Notes	None

Measure Calculation

Formula Description	Count of responses by regularly scheduled City ambulances into the County service area, divided by the count of all ambulance responses in the County service area.
	The resulting measure is expressed as a percentage.

Indicator Formula

$$Value \ = \ \frac{[count \ of \ City \ ambulance \ responses \ into \ County]}{[count \ of \ all \ responses \ into \ County]}$$

Data Filters

Include incident response priorities 1-5

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

Exclude incidents that fall outside of City of Austin and Travis County.

Include only responses by regularly scheduled ambulances.

Interval Calculation

Not applicable

Numerator   *Population*   Responses by regularly scheduled City ambulances to incidents received via the 911 system in the County service area, outside the full purpose jurisdiction of the City of Austin.

Inclusion   Includes responses terminated prior to arrival of the unit at the scene, including but not limited to those with disposition of "Cancelled" or "Reconfigured."

Exclusion   All responses by regularly scheduled County ambulances.

Responses by any ambulance to Special Events or other prescheduled standbys.

Responses by City ambulances to incidents occurring in the full purpose jurisdictions of the Cities of Austin, Cedar Park, Elgin, Leander, or Round Rock.

All responses by ambulances that are not regularly scheduled for ATCEMS system coverage.

Data Source   ATCEMS CAD data warehouse via Cognos

Data Source Table: emssqlrpt\emscad01\warehouse_system1\ nf.responses

Denominator   *Population*   All responses by regularly scheduled ambulances to incidents received via 911 that occur within the ATCEMS service area in Travis County, but outside the full purpose jurisdiction of the City of Austin.

Inclusion	Includes responses terminated prior to arrival of the unit at the scene, including but not limited to those with disposition of "Cancelled" or "Reconfigured."
Exclusion	Responses by any ambulance to Special Events or other prescheduled standbys.
	Responses by ambulances to incidents occurring in the full purpose jurisdiction of the Cities of Austin, Cedar Park, Elgin, Leander, or Round Rock.
	Ambulance responses to incidents occurring outside the borders of Travis County.
	All responses by ambulances that are not regularly scheduled for ATCEMS system coverage.
Data Source	ATCEMS CAD data warehouse via Cognos
	Data Source Table: emssqlrpt\emscad01\warehouse_system1\ nf.responses
Aggregation	Aggregate by month based on the incident's 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.
	Response records are generated in the normal course of business.

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**: 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