# RESPONSES IN CITY AND COUNTY

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| 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

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| Indicator Description | Count of responses 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 | Count of responses by regularly scheduled ambulances to incidents received through the 911 system that occur within the ATCEMS service area. |
| 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*

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| **Formula Description** | | Count of responses by regularly scheduled ATCEMS ambulances to incidents received through the 911 system. |
| | | The resulting measure is expressed as an integer. |

**Indicator Formula**

$$count([responses\ into\ City\ service\ area]) \\ + count([responses\ into\ County\ service\ area])$$

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| **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 ambulances that are part of regularly scheduled ATCEMS system coverage to incidents received through the 911 system. |
| | *Inclusion* | Responses to all incidents occurring in the City of Austin or Travis County |
| | *Exclusion* | Responses to incidents occurring outside the City of Austin and Travis County. |
| | | Responses by ambulances that are not part of regularly scheduled ATCEMS system coverage. |
| | | Responses by regularly scheduled ambulances to special events and other prescheduled standbys. |
| | *Data Source* | ATCEMS CAD data warehouse via Cognos |
| | | **Data Source Table:** emssqlrpt\emscad01\warehouse_system1\ nf.responses |
| **Denominator** | *Population* | Not applicable |
| | *Inclusion* | Not applicable |
| | *Exclusion* | Not applicable |
| | *Data Source* | Not applicable |

| Aggregation | Aggregate responses based on location, and by month based on date/time of phone pickup in Communications. |
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| 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.<br><br> Response records are generated in the normal course of business. |

## *Reporting*

| Travis County ILA Reporting | **Medium**: Web site chart<br>**Orientation:**  External<br>**Format**: Run chart containing monthly data values for most recent 13 month period.<br>**Update Frequency**: Monthly<br>**Data Source**:  Cognos Report |
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## *Metadata*

| Pillar / Strategic Objective Links | None |
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| 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 |