

CALL PROCESSING TIME

Desired Outcome	Gather necessary information and dispatch ambulances quickly
Standard	≤ Average of 75 Seconds each month
Acceptable Quality Level	Average Call Processing Time 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 amount of time it takes to process a 911 call for emergency service.
Question Indicator Answers	How much time is spent processing a 911 call for service?
Patient / Customer Need	When customers call 911, they expect to have their phone call answered quickly and have their call processed as efficiently as possible.
Type of Measure	Intermediate Outcome
Objective	Gather necessary information and dispatch ambulances quickly.
Data Provided By	Communications
Reporting Values	Percent of incidents meeting standard. Value presented as percentage.
Limitations	None
Notes	This indicator is reported at incident level. The first instance of [Time – Phone Pickup] is used for calculating the interval.

Measure Calculation

Formula Descriptions	Average call processing time is calculated by adding call processing intervals for all qualifying incidents, then dividing the sum by the count of qualifying incidents.
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Indicator Formula
$$[\textit{Average Call Processing Time}] = \frac{\textit{sum}([\textit{call processing intervals}])}{\textit{count}([\textit{incidents}])}$$

Data Filters

- Include incident response priority = 1 through 5.
- Include incidents with ATCEMS call taker.
- Exclude test, duplicate, and STARflight incident types.
- Exclude alarm activations, attended patients, emergency transfers, requests for assistance from other public safety agencies, rescues, and tactical incidents.
- Exclude incidents that do not have valid [Time – Phone Pickup] and [Time – Unit Dispatched] time stamps.
- Exclude call priority = 0
- Exclude call taker = “None”

Interval Calculation Minimum([Time - First Unit Dispatched]) –minimum([Time - Phone Pickup])

Numerator *Population* Incidents received through 911 system

Inclusion See data filters

Exclusion See data filters

Data Source ATCEMS CAD data warehouse via Cognos

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

Denominator *Population* Incidents received through 911 system

Inclusion See data filters

Exclusion See data filters

Data Source ATCEMS CAD data warehouse via Cognos

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

Aggregation Aggregate on [Time – Phone Pickup]

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

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

Pillar / Strategic Objective Links	<p>S2. To have a service delivery model that best serves the needs of our community.</p> <p>F2. To be an organization that provides value to the community.</p> <p>F3. To provide quality cost efficient service to the community.</p>
Development Status	Actively Reporting
References	<p><i>Interlocal Agreement Between the City of Austin and Travis County for Emergency Medical Services (Fiscal Year 2014)</i></p> <p>National Fire Protection Agency Standard 1221: <i>Standard for the Installation, Maintenance, and Use of Emergency Service Communications Systems.</i></p>
Best Practices	None referenced
Definition Version Info	Version C; 2014-03-02