

ON-TIME MAINTENANCE PERFORMED

Desired Outcome	Vehicles receive required maintenance on time.
Standard	≥ 95% of the time, vehicles receive required maintenance on or before the date on which they are scheduled
Acceptable Quality Level	Reliability may not fall more than 3% 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 tracks the preventative maintenance being performed from an external department within the City of Austin on the EMS fleet of vehicles.
Question Indicator Answers	Is maintenance being performed on the EMS fleet of vehicles in a timely manner?
Patient / Customer Need	Citizens, Customers, and Patients rely on the fleet of vehicles used by the EMS department to ensure that a vehicle resource can get to an emergency as designed. By tracking the preventative maintenance performed on the EMS fleet, the department will be able to analyze breakdowns, repairs, and failures.
Type of Measure	Process
Objective	Vehicles receive required preventive maintenance on time.
Data Provided By	Fleet Services
Reporting Values	Percent of vehicles receiving scheduled maintenance on or before the date/mileage on which maintenance is due.
Limitations	The accuracy of data reported for this measure is limited by the accuracy of the data provided by Fleet Services; ATCEMS has very limited ability to manage these data.
Notes	None

Measure Calculation

Formula Description	<p>The count of vehicles due for service in a given month is divided into the count of vehicles receiving service on or before the point that they are due for service.</p> <p>The value is expressed as a percentage.</p>
Indicator Formula	$\text{Percentage} = \frac{\text{count}([\text{vehicles receiving service by due point}])}{\text{count}([\text{vehicles due for service}])}$
Data Filters	<p>The report is limited to ambulances, supervisor vehicles, and command vehicles.</p> <p>Trailers, motorcycles, boats, and specialty vehicles are excluded.</p>
Interval Calculation	Not applicable.
Numerator	<p><i>Population</i> Vehicles receiving service when they are due.</p> <p><i>Inclusion</i> Vehicle types that include ambulances, supervisor vehicles, and command vehicles.</p> <p><i>Exclusion</i> Trailers, motorcycles, boats, and specialty vehicles are excluded.</p> <p><i>Data Source</i> Fleet services report.</p>
Denominator	<p><i>Population</i> Vehicles due for service.</p> <p><i>Inclusion</i> Vehicle types that include ambulances, supervisor vehicles, and command vehicles.</p> <p><i>Exclusion</i> Trailers, motorcycles, boats, and specialty vehicles are excluded.</p> <p><i>Data Source</i> Fleet services report.</p>
Aggregation	Aggregate based on month vehicles are due for service.
Stratification	None
Minimum Sample Size	None

Data Lineage

Fleet services tracks vehicle mileage and fuel consumption, and bases service intervals on that information. It tracks when vehicles are due for service, and when service is completed. Fleet services reports counts of vehicles due and serviced every month to ATCEMS, aggregated by vehicle class.

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

S2. To have a service delivery model that best serves the needs of our community.

F2: To be an organization that provides value to the community.

F3: To provide quality cost efficient service to the community.

Development Status

New indicator

References

Interlocal Agreement Between the City of Austin and Travis County for Emergency Medical Services (Fiscal Year 2014)

Fitch JJ, "Improving Vehicle Maintenance Programs." *Ambulance Service Journal*, Fall 2003, pp. 4-5,10. Available on-line at

http://www.the-aaa.org/members_only/publications/ASJ/ASJ_fall03.pdf

Fitch Jr., Jay, *Prehospital Care Administration* (2nd edition). Encinitas: JEMS Publishing, 2004.

Best Practices

None referenced

Definition Version Info

Version C; 2014-03-09