

**2017-2018 BUDGET QUESTION**  
***Response to Request for Information***

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**DEPARTMENT:** Austin Fire Department

**REQUEST NO.:** 12

**REQUESTED BY:** Flannigan

**DATE REQUESTED:** 2/17/17

**DATE POSTED:** 3/6/17

**REQUEST:** Concerning slide No. AFD-20 from the Austin Fire Department Review presentation on February 28, “Other Call Types” are 24.1% of all calls received. Please provide a detailed breakdown of the type of these calls by percent and amount.

**RESPONSE:**

The Austin Fire Department groups the dispatch response types into general categories. For example, an “ODOR-Odor Investigation” is classified as “OTHER” along with a “BWP-Broken Water Pipe” to reduce the overall number of call types.

In FY 2016, AFD responded to 19,729 incidents that were aggregated and classified as “OTHER”. Below is a table detailing the response types:

**FY16 Incidents Classified as OTHER**

<b>Dispatch Response Type</b>	<b>Description</b>	<b>Frequency</b>	<b>Percentage</b>
RA ABIA	Request for Assistance - Airport	1	0.01%
RA EMS	Request for Assistance - EMS	538	2.73%
RA LAW	Request for Assistance - Police	156	0.79%
ALARM - Fire Alarm	Fire Alarm activation – general building (bldg.)	8,037	40.74%
ALARMA - Alarm ABIA Terminal	Fire Alarm activation – ABIA Terminal	3	0.02%
ALARMH - Fire Alarm HIRISE	Fire Alarm activation – Hirise bldg (8 floors and above)	1,005	5.09%
ALARMM - Fire Alarm MIDRISE	Fire Alarm activation – Midrise bldg (4 to 7 floors)	86	0.44%
ALERT0 - Aircraft Standby	Airport Fire Unit Use only - Refueling Standby	152	0.77%
ALERT1 - Standby Only	Aircraft minor issue – lower priority - local standby	13	0.07%
ALERT2C - Cargo or Small Plane	Aircraft emergency – cargo or small plane	19	0.10%
ALERT2H - Aircraft Emergency	Commercial aircraft emergency – high priority	13	0.07%
ALERT3 - Aircraft Down	Confirmed aircraft incident – high priority	1	0.01%
BEE - Bee/Swarm Attack	Bee Attack or report of an Active Swarm	20	0.10%
BWP - Broken Water Pipe	Broken Water Pipe	378	1.92%
CO - Carbon Monoxide Alarm	Carbon Monoxide Alarm	377	1.91%
Control Burn-Notification Only	Control Burn in progress	17	0.09%
FIRE - Fire Standby	Fire units watching for rekindle after fire has been extinguished, also used when crews are assigned to standby at special events.	23	0.12%

FLOODA - Flood Assist	Public assistance during flooding event (no rescue involved)	123	0.62%
FLOODB - Flood Barricade	When fire is dispatched to place barricades at low water crossings	22	0.11%
FPS - Fire Prot Sys Impaired	Fire protection system not working - used by Fire Prevention	5	0.03%
HOLD	Prevents Auto Dispatch of a low priority call during high volume periods. Allows manual dispatch of a specific unit OR when call taker is gathering further information to set the call type.	79	0.40%
INFO - Info Only	Call type used to inform dispatchers of area events that might be reported by the public. Alarm testing, smoke testing, etc....	154	0.78%
INV - Investigator Use	Used by AFD Investigations for record keeping.	1	0.01%
IOJ - INV	On the Job injury investigation not associated with an incident.	80	0.41%
LAC1 - Lift Assist Code 1	Assisting EMS with lifting a patient – no known injuries.	2,522	12.78%
LAC3 - Lift Assist Code 3	Assisting EMS with lifting a patient – higher priority.	44	0.22%
ODOR - Odor Investigation	Investigation of an odor to determine if a higher level of response is needed (often natural gas)	1,098	5.57%
PS - Assist Public	Assisting the public - general	1,501	7.61%
PS - Boat/Stranded Boat	Assisting the public – boat issue no emergency	14	0.07%
PS - Elevator/Person Stuck	Assisting the public - elevator	581	2.94%
SMOKE - Smoke Investigation	Investigation of smoke to determine if a higher level of response is needed	724	3.67%
TRANS - Transfer &	Transfer of call	1	0.01%
UNK - Unknown Condition	Generic call type when insufficient information to set call type is unavailable.	292	1.48%
UNLOCK - Vehicle or Building	Unlock of vehicle or building	861	4.36%
WARC - Wires Arcing	Arcing wires – electric issue	470	2.38%
WDOWN - Wires Down	Wires down on ground - possibly energized	318	1.61%
<b>Total</b>		19,729	100%

In the Department Review materials provided on Feb. 8, 2017, AFD reported 19,759 incidents classified as “other”. In reviewing the subcategories of calls for this response, we found 30 calls from two call types had defaulted to the “other” category by mistake. The 30 mis-typed calls belonged in the “Fire” or “Medical” categories.