

EXHIBIT D-3

FY 2011-2012 Performance Measures and Reports

"ESD" means the geographic area served by a Travis County Emergency Services District
 "County Quadrant" means one of four county quadrants (outside the City) designated by A/TCEMS for reporting purposes
Quarterly Performance Reports to be provided by the last business day of January, April, July, and October, the month following the end of the quarters.
Annual Performance and Financial Reports to be provided on a fiscal year basis by December 1 of each year, except for the annual inventory of County-owned assets in use by City, which shall be submitted by May 1 of each year

FY 2010 Measure Name	Frequency of City/County Combined Data	Frequency of Travis County vs. City of Austin Data	Frequency of Data by ESD and County Quadrant
Number of 911 calls received by A/TCEMS	Quarterly and Annually	N/A	N/A
Austin -Travis County EMS Grade of Service (Percent of calls answered by A/TCEMS Communications staff within 10 seconds of first ring)	Quarterly and Annually	N/A	N/A
Average ATCEMS Communications Call Processing Time (from receipt of call until ambulance dispatch)	Quarterly and Annually	Quarterly and Annually	N/A
Total ATCEMS Responses	Quarterly and Annually	Quarterly and Annually	Annually
Percentage of total A/TCEMS ground responses made into Suburban County (all ATCEMS ground units)	Quarterly and Annually	Quarterly and Annually	Annually
Percentage of Total Ground Responses by County Ground Units (% of total responses performed by County Ground Units)	Annually	Annually	Annually
Percentage of Total Ground Responses made by County Ground Units into the City of Austin	N/A	Annually	N/A
Percentage of Total Ground Responses made by City Ground Units into Suburban County	N/A	Annually	N/A
90th Percentile AffCEMS Response Time (from time call received by EMS Communications until arrival at scene)	Quarterly and Annually	Quarterly and Annually	Annually
90th Percentile A/TCEMS Suburban Response Time (from time call received by EMS Communications until arrival at scene)	Quarterly and Annually	Quarterly and Annually	N/A
90th Percentile A/TCEMS Urban Response Time (from time call received by EMS Communications until arrival at scene)	Quarterly and Annually	Quarterly and Annually	N/A
Average A/TCEMS Response Time by Ground Units (from receipt of call by ATCEMS to arrival at medical facility) for Non-Entrapped Trauma Alert Patients (life threatening)	Annually	/A	Annually
Percentage of A/TCEMS cardiac arrest patients (non-trauma) delivered to a facility with a pulse	Quarterly and Annually	Quarterly and Annually	Annually
Percentage of A/TCEMS cardiac arrest patients (non-trauma) discharged from the hospital alive	Quarterly and Annually	Quarterly and Annually	Annually
Customer Service Satisfaction from surveys conducted by EMS Department	Annually	Annually	N/A

EXHIBITD-D3 **FY 2011-2012 Performance Measures and Reports**

FY 2012 Financial Reports	Report Description	Report Frequency
Collection and Assessments Report with Payor Type (GASB Report)	Billing Collection and Assessments Reports with Payor Type for patients treated in Travis County (outside COA) and for all STAR Flight patients. This report is also known as the GASB Report. This report includes charges and credits but it does not include detail by patient ID#. Detail by patient TD# is available from City upon request. Separate reports will be issued for ground patient revenue versus STAR Flight patient revenue.	Monthly (by the last business day for prior month)
Monthly Payments Received Report	Detail by patient ID #of monthly revenue received for ground EMS patients treated in Travis County (outside COA) and for all STAR Flight patients. This report is provided as backup to the monthly patient revenue that is transmitted by the City to the County. Separate reports will be issued for ground patient revenue versus STAR Flight patient revenue.	Monthly (by 4th business day for prior month)