

**ATCEMS**  
**Advisory Board Packet**

**November 2, 2011**

# Agenda



**AUSTIN-TRAVIS COUNTY  
EMERGENCY MEDICAL SERVICES  
ADVISORY BOARD MEETING**



**RBJ HEALTH CENTER, 2<sup>ND</sup> FLOOR  
ATCEMS, SITUATION ROOM  
15 WALLER STREET, AUSTIN, TEXAS**

**November 2, 2011  
9:30 a.m. - 11:30 a.m.**

**AGENDA**

**ITEM**

- |   |                               |
|---|-------------------------------|
| 1) Call to order and quorum determination             |                               |
| 2) Review and approval of May 4, 2011 meeting minutes | Board Members                 |
| 3) Create Workgroup to review Staffing Configuration  | Board Members                 |
| 4) Update on the Travis Co. Pre-hospital Care Study   | Danny Hobby                   |
| 5) Elect Officers for FY 2011-2012                    | Board Members                 |
| 6) Citizen Communications                             | Citizens                      |
| 7) Review of Report for FY11 Q3, Q4 and EOY           | ATCEMS, OMD, AFD, STAR Flight |
| 8) Adjourn  |                               |

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# Minutes



Draft

**The Austin – Travis County EMS Advisory Board convened on May 4, 2011, 15 Waller Street, in Austin, Texas at 9:30 a.m.**

**Board Members in Attendance: Susan Pascoe, Bob Taylor, Donald Patrick, Paula Barr, Hector Gonzales, Mark Clayton**

**Board Members Absent: Paul Carrozza, Carlos Brown**

**Other Attendees: Ernesto Rodriguez, Vivian Holmes, John Ralston, Teresa Gardner, James Shamard, Keith Simpson, Jeff Hayes, Chris Jistel, Pamela Wood, Patrick Murphy, Toby Fariss, Karyl Kinsey, Gary Warren, Danny Hobby, Terry Browder, Loretta Farb**

**1. CALL TO ORDER –May 4, 2011**

Chair Taylor called the meeting to order at 9:35 a.m.

**2. APPROVAL OF MINUTES**

The minutes for the regular meeting of November 3, 2010 were approved on Board Member Barr's motion, Vice Chair Pascoe's second on a 6-0 vote.

**3. RECEIVE PRESENTATION; DISCUSSION OF PROPOSED FY12 ATCEMS BUDGET AND CIP**

John Ralston and Chris Jistel gave the budget and CIP presentation (attached) and directed board members and attendees to view the full presentation on the City of Austin website.

**4. CITIZEN COMMUNICATION: GENERAL - None**

**5. REVIEW OF REPORTS FOR FY11 Q1 AND Q2**

James Shamard provided an overview of the reports.

**6. RECEIVE AND DISCUSS STAFF RECOMMENDATIONS FOR UPDATED MONITORING/MEASUREMENTS FOR TRANSPORT FRANCHISES**

- Keith Simpson is point of contact with ATCEMS and will be providing an annual report to board members about the franchise holders.
- EMS will begin audits in July of current franchises.
  - To review 500 calls including all records, personnel records, insurance, performance bond, annual CPA audit.

- To review their performance of patient satisfaction by talking to their customers.
- To establish performance improvements for franchises.
- Board Member Clayton recommended a group meeting to review the franchise audit process and board members agreed for Board Member Clayton to meet one-on-one with Mr. Simpson. They will put measures in place, Mr. Simpson will perform the audit, and he will report the results to the Board.

**13. OTHER BUSINESS**

None

**14. NEXT MEETING:** August 4, 2011.

**15. FUTURE AGENDA ITEMS:** Update from Andy Hofmeister on the Community Health Paramedic Program.

**14. ADJOURN**

Chair Taylor adjourned the meeting at 11:30 a.m., without objection.

**3<sup>rd</sup> Quarter**

**Austin-Travis County EMS Balance Sheet  
Fiscal Year 2011 - Third Quarter**

	<b>Total</b>
911 calls into the EMS Communications Center	<b>29,557</b>

Total Incidents (Priority 1 - 5)	<b>27,042</b>
Cancellations	472
Requests from Other Agencies and Walk-Ups	4,854
Remaining Incidents	<b>21,716</b>

Responses	<b>31,330</b>
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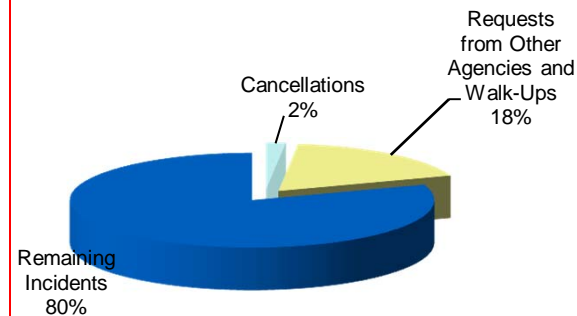
Patient Transports	<b>18,735</b>
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**MPD Breakdown of Incidents**

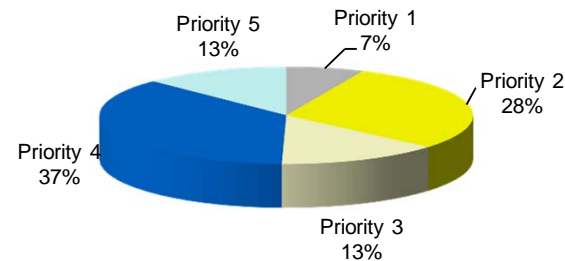
Total Remaining Incidents (Base for Response Time)	<b>21,716</b>
<b>Priority 1</b> (Patients in need of time critical interventions - CPR, defibrillation, airway management)	1,527
<b>Priority 2</b> (Patients with conditions that could require time critical interventions)	7,077
<b>Priority 3</b> (Patients with conditions that are emergent but do not require time critical interventions)	3,396
<b>Priority 4</b>	6,609
<b>Priority 5</b>	3,107

Total Incidents	<b>27,042</b>
<b>Priority 1</b> (Patients in need of time critical interventions - CPR, defibrillation, airway management)	1,823
<b>Priority 2</b> (Patients with conditions that could require time critical interventions)	7,987
<b>Priority 3</b> (Patients with conditions that are emergent but do not require time critical interventions)	3,815
<b>Priority 4</b>	9,991
<b>Priority 5</b>	3,426

**Total Incident Breakdown**



**Total Incident MPD Breakdown**

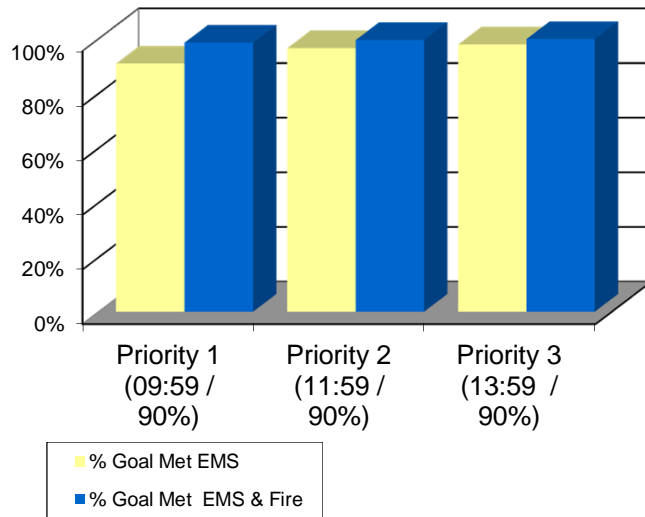




**Austin-Travis County EMS Response Time Percent Compliance Summary  
Fiscal Year 2011 - Third Quarter**

	<b>% Goal Met EMS</b>	<b>% Goal Met EMS &amp; Fire</b>
<b>Urban Incidents</b>		
Priority 1 (09:59 / 90%)	91%	99%
Priority 2 (11:59 / 90%)	97%	100%
Priority 3 (13:59 / 90%)	98%	100%
<b>Suburban Incidents</b>		
Priority 1 (11:59 / 90%)	55%	88%
Priority 2 (13:59 / 90%)	71%	94%
Priority 3 (15:59 / 90%)	84%	96%

**Urban Incidents**



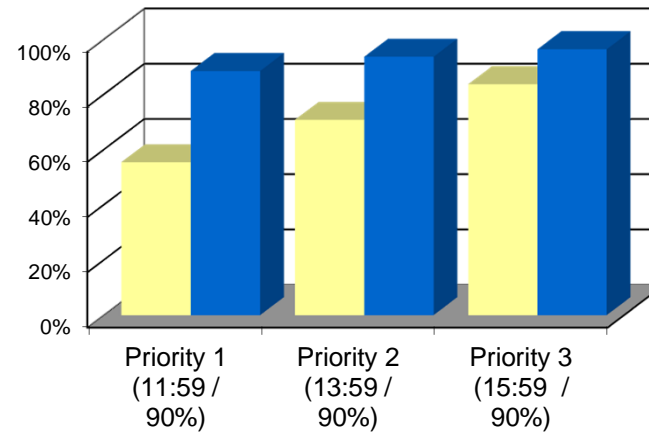
91%

97%

98%

99%

**Suburban Incidents**



**Austin-Travis County EMS  
Economic Efficiency Measures  
Fiscal Year 2011 - Third Quarter**

**Billing and Revenue Collection Performance**

	<b>Austin</b>	<b>Travis County</b>	<b>Austin &amp; Travis County</b>
Ground Transports	16,090	2,645	18,735
Billed Gross Revenue Per Transport	\$917.88	\$1,082.32	\$941.09
12-Month Billing Collection Percentage*	35.12%	46.72%	36.96%

\*12-month collection rates reported for revenue collected from services provided in April - June, 2011

**Unit Hour Utilization**

Average Daily Ambulance Unit Hours Produced	811.3
Average Daily Ambulance Unit Hour Utilization (Responses)	0.42
Average Daily Ambulance Unit Hour Utilization (Transports)	0.25

**Personnel Data**

Employee Lost Time Injuries	6
Employee Lost Time Hours	888
Employee Lost Time Injury Rate	4.8
Employee Turnover Rate	0.43%

**Austin-Travis County EMS and First Responder Priority 1 and 2 Response Time\***  
**Fiscal Year 2011 - Third Quarter**

*All A/TCEMS Data is for first arriving ground transport units only*

		<b>90th Percentile** Response Time and Incident Count by ESD - mm:ss / count</b>								
		<b>A/TCEMS</b>			<b>ESD/AFD</b>			<b>DIFFERENTIAL</b>		
<b>ESD</b>	<b>TERRITORY</b>	<b>P1</b>	<b>P2</b>	<b>P1&amp;P2</b>	<b>P1</b>	<b>P2</b>	<b>P1&amp;P2</b>	<b>P1</b>	<b>P2</b>	<b>P1&amp;P2</b>
1	NORTH LAKE TRAVIS	16:04 25	15:40 92	15:57 117	00:11:56 26	00:15:28 99	00:15:24 125	04:08 -1	00:12 -7	00:33 -8
2	PFLUGERVILLE	10:39 84	11:39 359	11:33 443	00:08:23 88	00:09:08 356	00:09:01 444	02:16 -4	02:31 3	02:32 -1
3	OAK HILL	15:37 5	15:30 62	15:35 67	00:09:47 5	00:10:03 64	00:10:37 69	05:50 0	05:27 -2	04:58 -2
4	TRAVIS CO. FIRE CONTROL	14:08 13	15:43 54	15:24 67	00:17:58 12	00:12:00 50	00:12:53 62	---	03:43 4	02:31 5
5	MANCHACA	12:04 8	15:17 30	15:13 38	00:10:39 8	00:09:58 29	00:10:03 37	01:25 0	05:19 1	05:10 1
6	LAKE TRAVIS	16:35 31	18:46 163	18:13 194	00:10:04 32	00:12:26 168	00:11:28 200	06:31 -1	06:20 -5	06:45 -6
8	PERDENALES	23:04 6	17:55 27	18:01 33	00:15:53 6	00:11:15 27	00:12:10 33	07:11 0	06:40 0	05:51 0
9	WESTLAKE	11:01 7	11:10 46	11:29 53	00:10:44 8	00:08:14 47	00:08:43 55	00:17 -1	02:56 -1	02:46 -2
10	CE-BAR	---	18:42 11	18:27 12	---	00:06:46 11	00:06:44 12	---	11:56 0	11:43 0
11	TRAVIS CO. FIRE RESCUE	17:37 28	17:37 98	17:38 126	00:12:04 28	00:11:55 95	00:12:04 123	05:33 0	05:42 3	05:34 3
12	MANOR	17:06 24	17:08 98	17:25 122	00:15:19 19	00:14:55 90	00:15:19 109	01:47 5	02:13 8	02:06 13
13	ELGIN	12:20 2	17:33 11	17:00 13	---	---	---	---	---	---
14	VOLENTE	16:38 3	25:45 9	24:18 12	00:06:59 3	00:18:32 6	00:15:28 9	09:39 0	07:13 3	08:50 3
	TRAVIS CO. (non COA)	15:55 237	16:22 1060	16:18 1297	00:11:53 236	00:11:13 1,043	00:11:20 1,279	04:02 1	05:09 17	04:58 18
	CITY OF AUSTIN	09:41 1,290	10:04 6,017	10:00 7,307	00:08:11 1,249	00:08:37 5,788	00:08:33 7,037	01:30 41	01:27 229	01:27 270
	<b>TC-COA DIFFERENTIAL</b>	<b>06:14</b>	<b>06:18</b>	<b>06:18</b>	<b>00:03:42</b>	<b>00:02:36</b>	<b>00:02:47</b>	<b>02:32</b>	<b>03:42</b>	<b>03:31</b>
	Austin-Travis County	10:42 1,527	11:01 7,077	10:58 8,604	00:08:47 1,485	00:09:00 6,831	00:08:59 8,316	01:55 42	02:01 246	01:59 288

    Response time differential greater than 4 minutes

\* Call pick-up by EMS Dispatch until responding unit on scene

\*\* 90% of the incidents have a response time equal to or less than the time shown

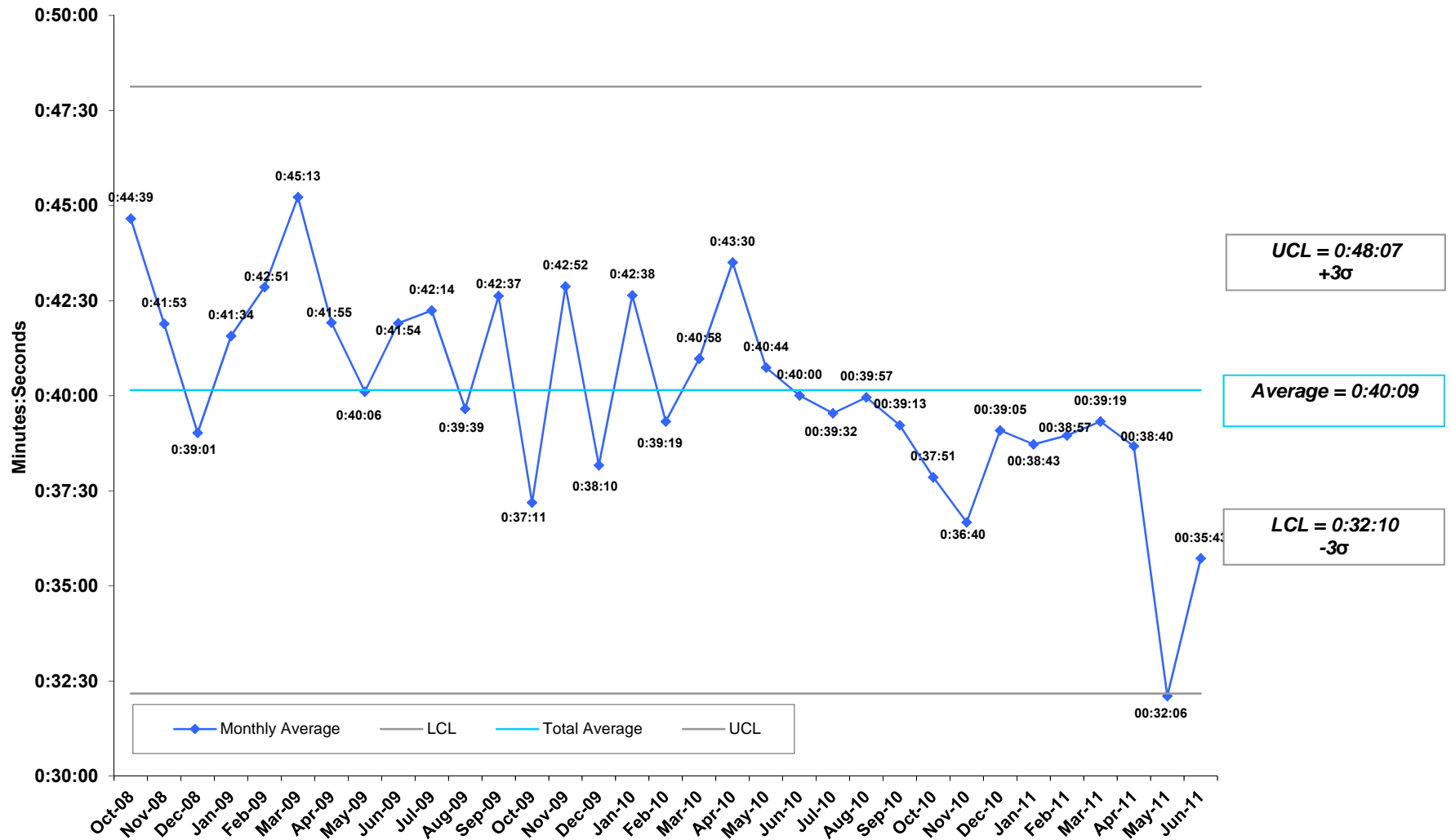
Data Source: A/TCEMS and AFD Business Analysis; screened CAD data

Prepared by Austin-Travis County EMS and Austin Fire Department

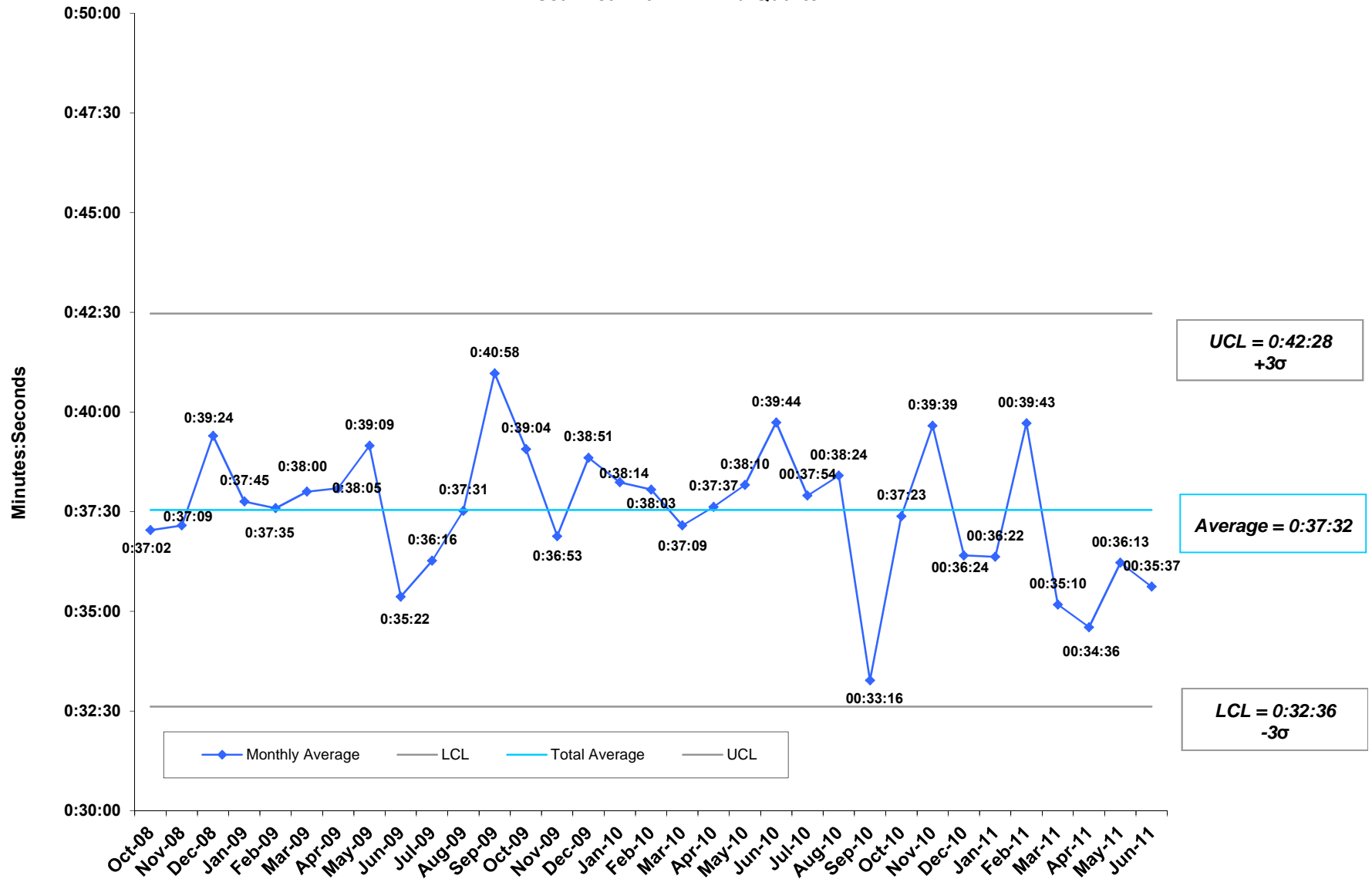
**Austin-Travis County EMS**  
**STEMI, Stroke and Trauma Alert Count and Average Ground Response Time from Receipt of Call to ER by Month**  
**2009 - 2011**

	Stemi		Stroke		Trauma	
	Average	Count	Average	Count	Average	Count
Jul-09	42:14	15	36:16	56	32:10	39
Aug-09	39:39	17	37:31	58	33:18	52
Sep-09	42:37	13	40:58	54	32:51	45
Oct-09	37:11	17	39:04	70	34:39	62
Nov-09	42:52	36	36:53	53	35:36	49
Dec-09	38:10	28	38:51	60	38:13	40
Jan-10	42:38	29	38:14	72	32:47	46
Feb-10	39:19	19	38:03	52	34:49	32
Mar-10	40:58	22	37:09	44	31:07	53
Apr-10	43:30	28	37:37	51	34:07	39
May-10	40:44	19	38:10	53	33:48	35
Jun-10	40:00	33	39:44	45	34:22	48
Jul-10	39:32	27	37:54	61	34:24	53
Aug-10	39:57	25	38:24	39	34:52	33
Sep-10	39:13	20	33:16	55	32:14	45
Oct-10	37:51	33	37:16	74	37:09	50
Nov-10	36:40	22	39:39	64	35:08	43
Dec-10	39:05	30	36:24	52	31:26	33
Jan-11	38:43	32	36:23	68	31:46	36
Feb-11	38:57	19	39:56	41	34:22	24
Mar-11	39:19	16	35:10	36	34:52	21
Apr-11	38:40	24	34:36	51	31:17	61
May-11	32:06	27	36:13	77	33:33	64
Jun-11	35:43	17	35:37	63	30:23	57
<b>Total Average</b>	<b>39:24</b>	<b>24</b>	<b>37:28</b>	<b>56</b>	<b>33:43</b>	<b>44</b>

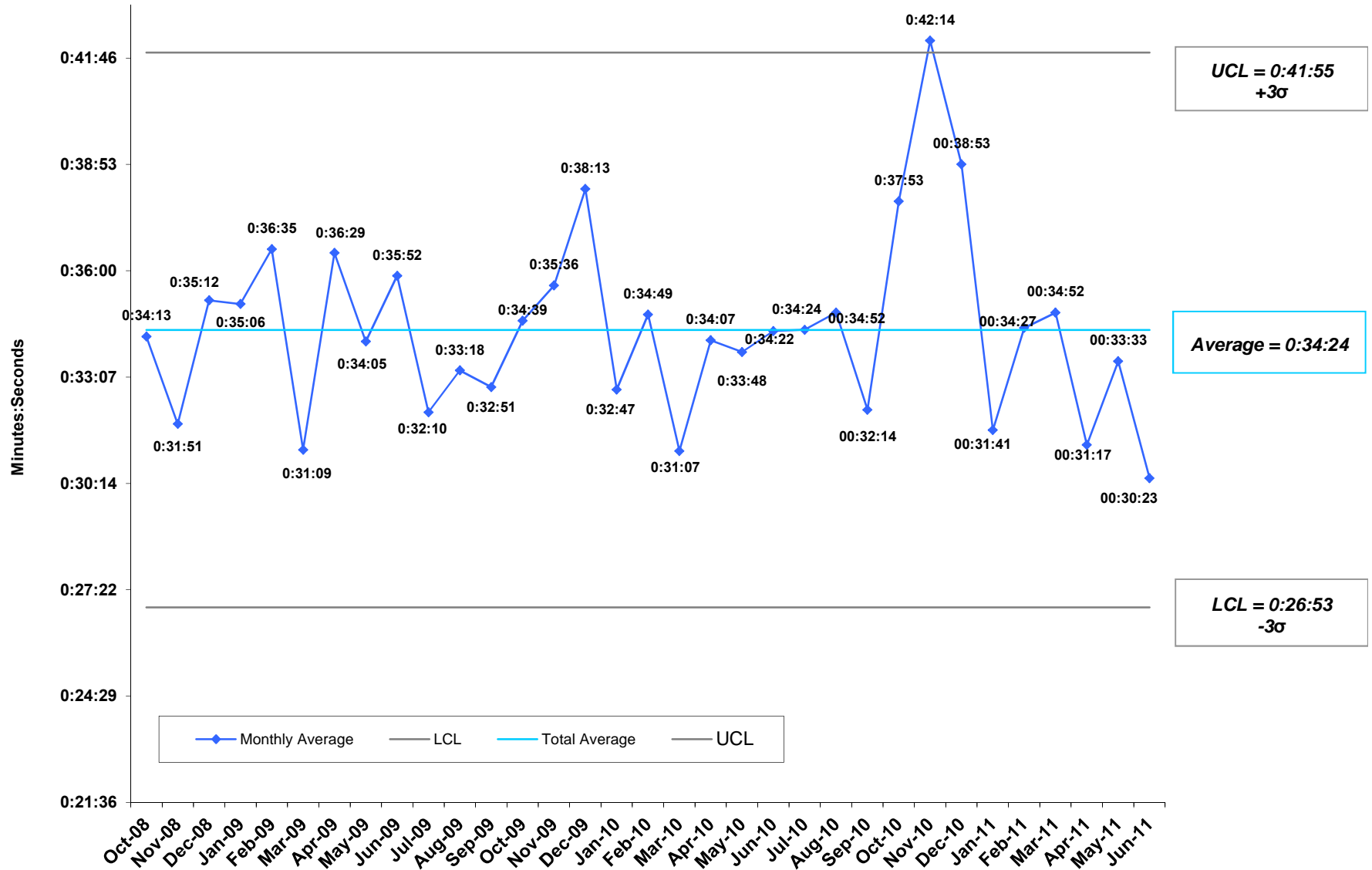
# Austin-Travis County EMS STEMI Alert - Average Ground Response Time from Receipt of Call to ER by Month Fiscal Year 2011- Third Quarter



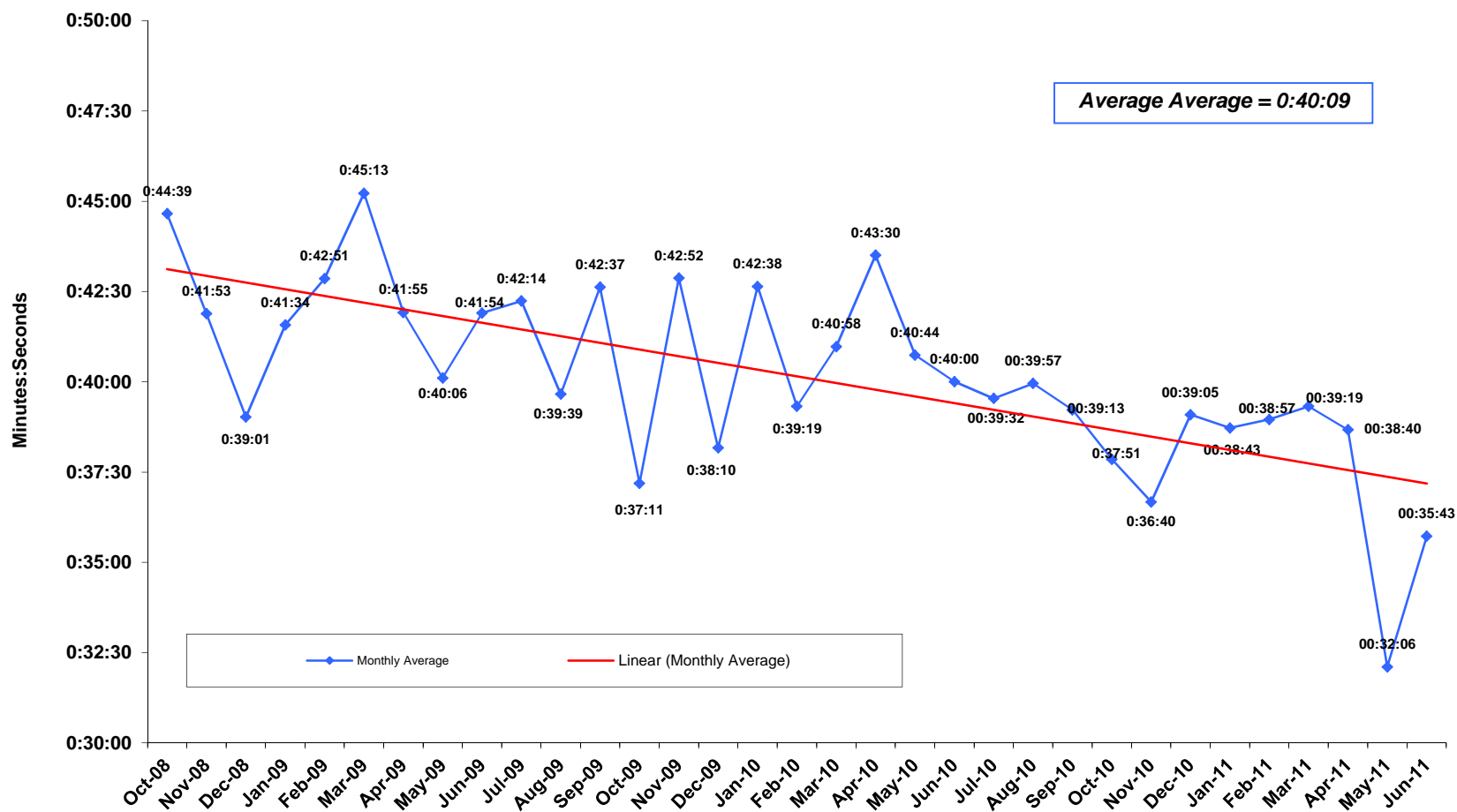
**Austin-Travis County EMS**  
**Stroke Alert - Average Ground Response Time from Receipt of Call to ER by Month**  
**Fiscal Year 2011 - Third Quarter**



**Austin-Travis County EMS**  
**Trauma Alert - Average Ground Response Time from Receipt of Call to ER by Month**  
**Fiscal Year 2011 - Third Quarter**

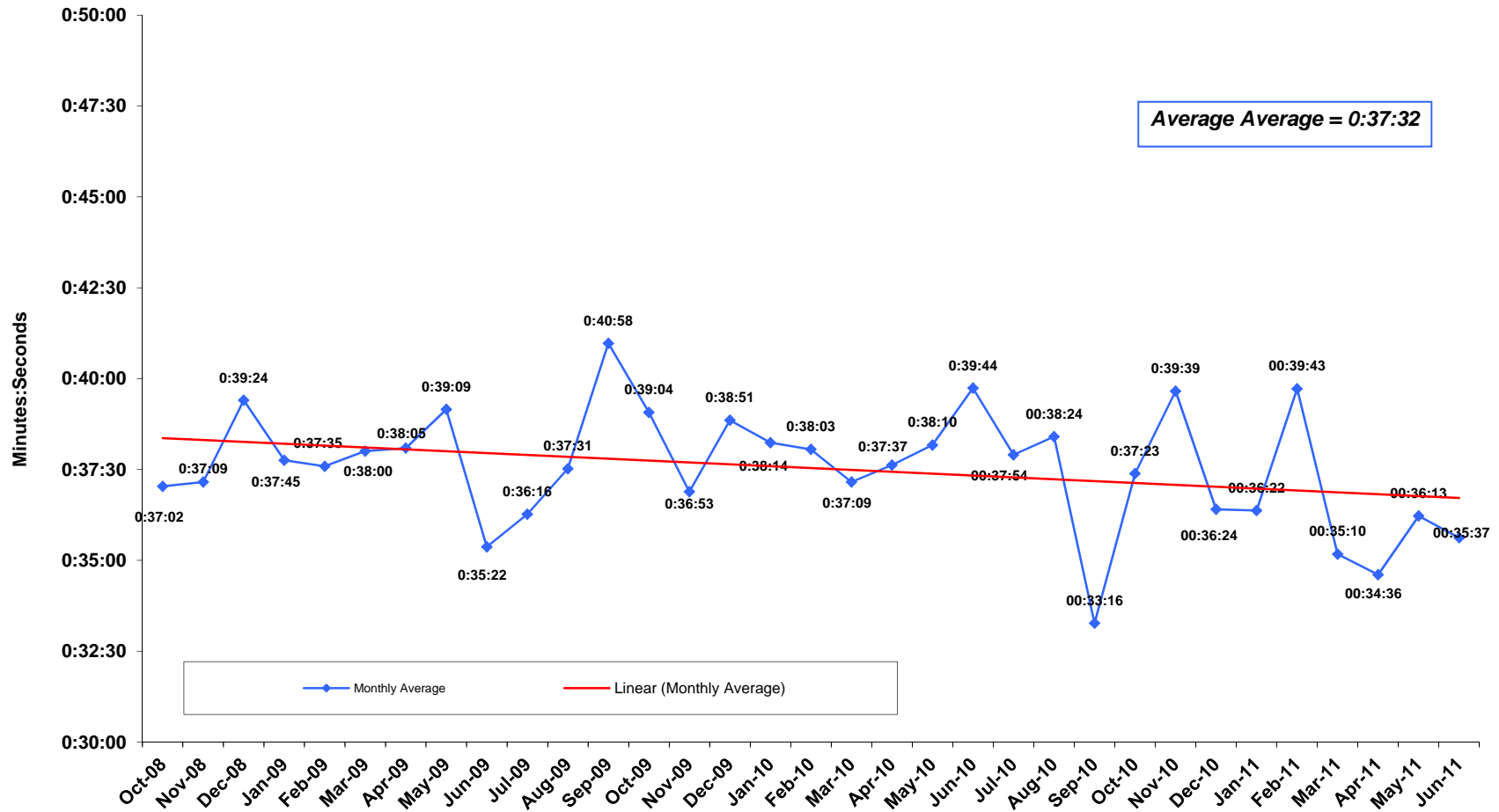


**Austin-Travis County EMS**  
**STEMI Alert - Linear Trend in Average Ground Response Time from Receipt of Call to ER by Month**  
**Fiscal Year 2009 - Fiscal Year 2011**

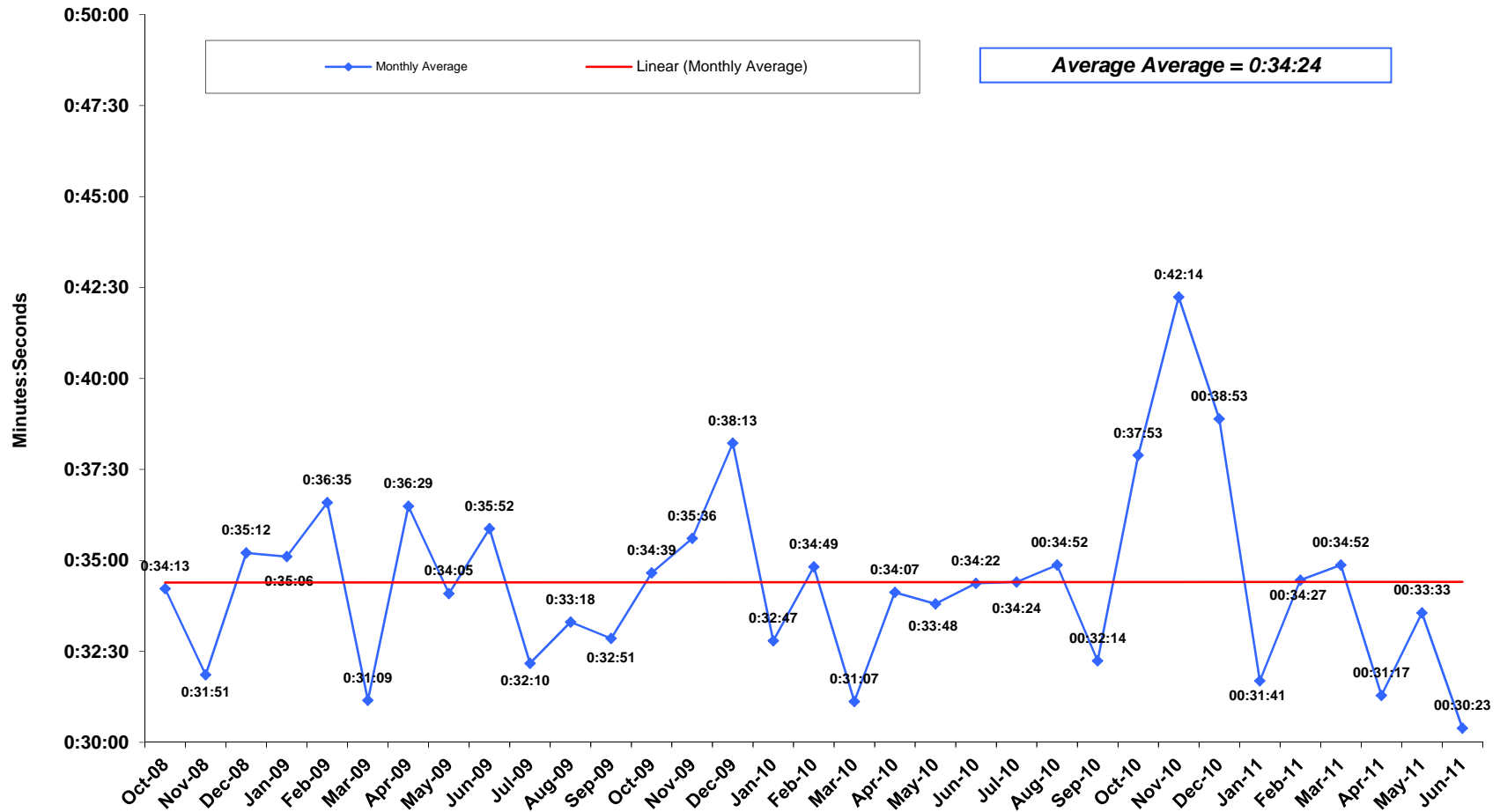




**Austin-Travis County EMS**  
**Stroke Alert - Linear Trend in Average Ground Response Time from Receipt of Call to ER by Month**  
**Fiscal Year 2009 - Fiscal Year 2011**



**Austin-Travis County EMS**  
**Trauma Alert - Linear Trend in Average Ground Response Time from Receipt of Call to ER by Month**  
**Fiscal Year 2009 - Fiscal Year 2011**



**4th Quarter**

# Performance Report

Period: FY2011 Q4

## Quarter Summary






911 Calls Received: 29,718

Incidents: 27,324

Responses: 31,716

Patient Contacts: 20,601

Patient Transports: 18,419

Priority 1		Priority 2		Priority 3		Priority 4		Priority 5	
Patients in need of time critical interventions		Patients with conditions that could require time critical interventions		Patients with conditions that are emergent but do not require time critical interventions.		Patients with conditions that are urgent but do not require time critical interventions.		Patients with conditions that are not time sensitive.	
Incidents	1,920	Incidents	8,005	Incidents	3,877	Incidents	9,904	Incidents	3,618
Responses	2,632	Responses	9,269	Responses	4,373	Responses	11,266	Responses	4,176
Patient Contacts	1,717	Patient Contacts	6,807	Patient Contacts	1,640	Patient Contacts	7,232	Patient Contacts	3,205
Patient Transports	1,323	Patient Transports	5,788	Patient Transports	3,147	Patient Transports	5,519	Patient Transports	2,642
Patient Transport Rate	84.21%	Patient Transport Rate	85.32%	Patient Transport Rate	85.26%	Patient Transport Rate	76.45%	Patient Transport Rate	83.95%
									
Response Time Performance									
Urban	(09:59)	Urban	(11:59)	Urban	(13:59)	Urban	(15:59)	Urban	(17:59)
All Responders	98.46%	All Responders	98.92%	All Responders	99.62%	All Responders	98.73%	All Responders	96.26%
ATCEMS	92.71%	ATCEMS	95.70%	ATCEMS	97.95%	ATCEMS	98.48%	ATCEMS	95.41%
Suburban	(11:59)	Suburban	(13:59)	Suburban	(15:59)	Suburban	(17:59)	Suburban	(19:59)
All Responders	83.45%	All Responders	91.93%	All Responders	93.00%	All Responders	97.33%	All Responders	95.64%
ATCEMS	62.07%	ATCEMS	75.30%	ATCEMS	81.25%	ATCEMS	91.65%	ATCEMS	87.25%
System Response Time Indicator = $\left( \frac{\text{Total On-Time Count}}{\text{Total Incidents}} \right) = 98.10\%$									
Overall Patient Transport Rate								82.18%	

Notes: 1) Analysis limited to Priority 1-5 incidents that take place within the City of Austin or Travis County.

2) Incidents that occur outside the county (i.e. mutual aid incidents) are excluded.

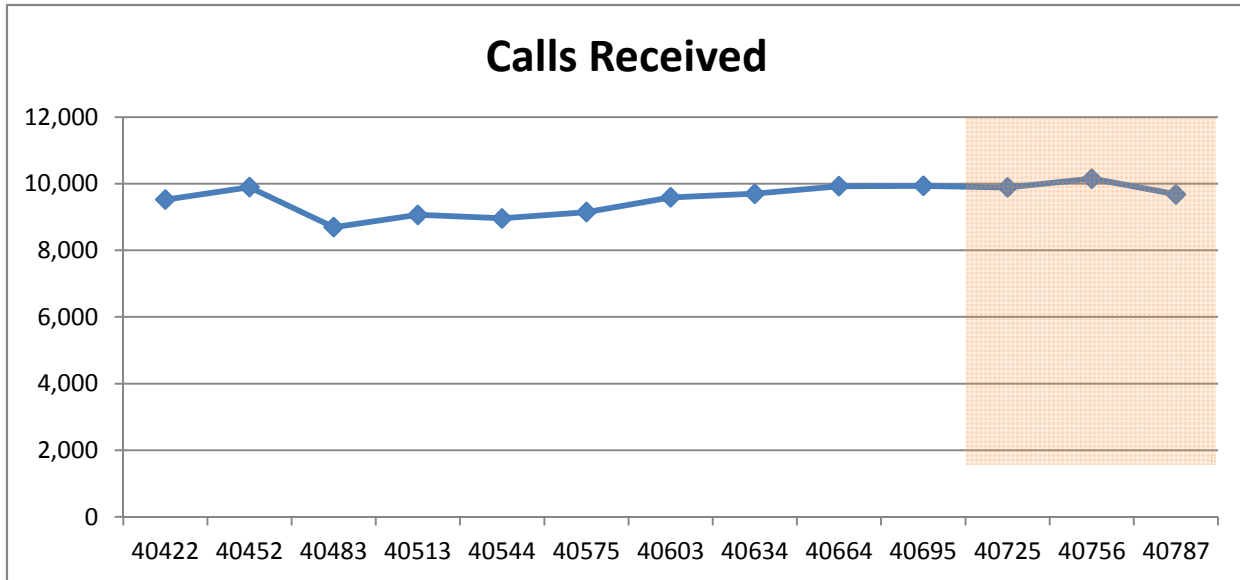
3) Stand-bys (Priority 6) and other priority levels are excluded.

This report contains working data for internal use only. No warranty is made by A/TCEMS regarding accuracy. For official reports please contact the A/TCEMS Business Analysis and Research Team at [EMSDataAnalysis@austintexas.gov](mailto:EMSDataAnalysis@austintexas.gov).

# Communications Report

## FY2011 Q4

	Jul-11	Aug-11	Sep-11
911 Calls Received	9,885	10,151	9,682



### Overall Compliance with Medical Priority Dispatch Evaluation Criteria

Jul-11	Aug-11	Sep-11
98.35%	98.28%	98.57%

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For official reports please contact the A/TCEMS Business Analysis and Research Team at  
EMSDDataAnalysis@austintexas.gov.*



## Performance Measure Summary

### STEMI

ST Segment Myocardial Infarction (STEMI) is myocardial Infarction (MI) with an electrocardiographic finding of ST segment elevation. MI is caused by an interruption of blood flow to one or more areas of the heart. The most common cause is a rupture of an atherosclerotic plaque which causes obstruction of coronary vessels. Each year, about 1.5 million people suffer a myocardial infarction. It is the leading causes of death in the United States and kills approximately 500,000 people. In 2010, the CDC estimates that heart disease will cost the United States \$316 billion dollars.

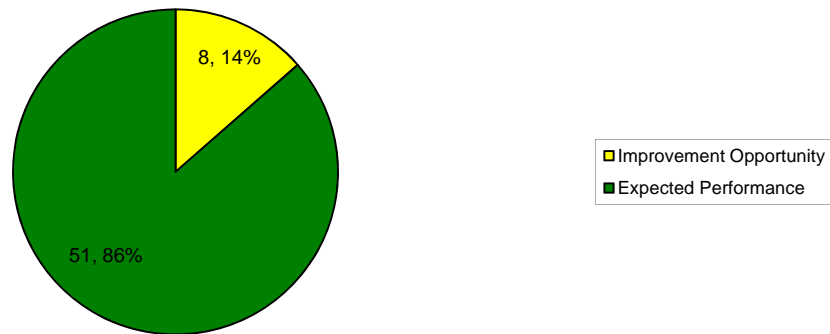
### ATCEMS Performance Measures

- Scene Time Compliance
- Aspirin administration
- Call to door time

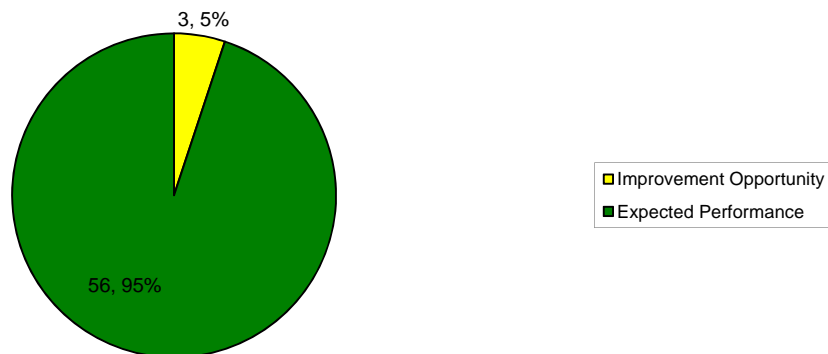
# STEMI Report FY2011 Q4

	Jul-11	Aug-11	Sep-11
Patient Contacts	25	20	14
Scene Time Compliance	76.00%	95.00%	93.00%
Avg Call to Door Interval	0:36:37	0:35:15	0:38:29
ASA Administration	96.00%	95.00%	93.00%

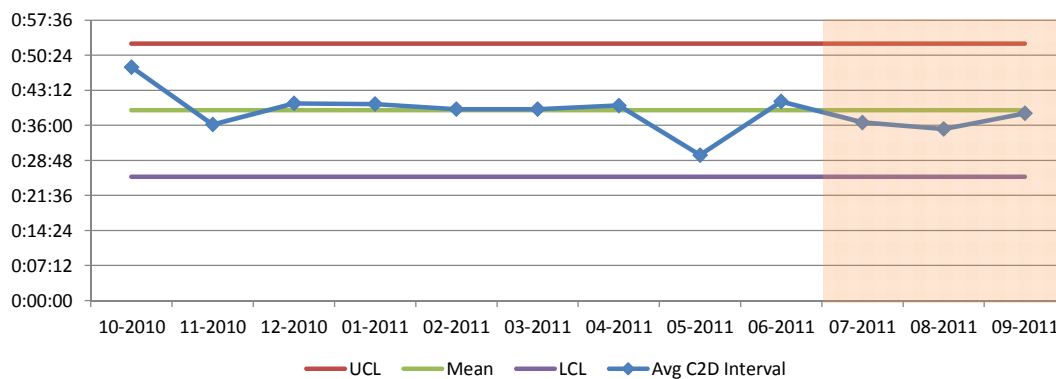
Improvement Opportunities for Onscene Delays in STEMI Alerts (FY 2011 Q4)



Improvement Opportunities for No Use of ASA in STEMI Alerts(FY 2011 Q4)



Average Call-to-Door Interval



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## Performance Measure Summary

### Stroke

A stroke is the loss of neurologic function due to alterations or disturbances in the blood supply to the brain. When blood flow is stopped for more than a few seconds, brain cells begin to die, causing permanent damage. Each year, about 795,000 people suffer a stroke. It is the third leading cause of death in the United States and kills 143,579 people each year and is the leading cause of serious, long-term disability. The total cost of stroke to the United States is estimated at \$43 billion dollars.

There are two types of stroke:

- Ischemic – Ischemic stroke occurs when a blood vessel becomes obstructed and interrupts blood supply. 87% of strokes are classified as ischemic.
- Hemorrhagic – Hemorrhagic strokes are caused by a ruptured blood vessel or abnormal vasculature. This type of stroke accounts for nearly 30% of all stroke deaths.

### ATCEMS Performance Measures

- Scene time compliance
- Blood glucose assessment
- Call to door interval

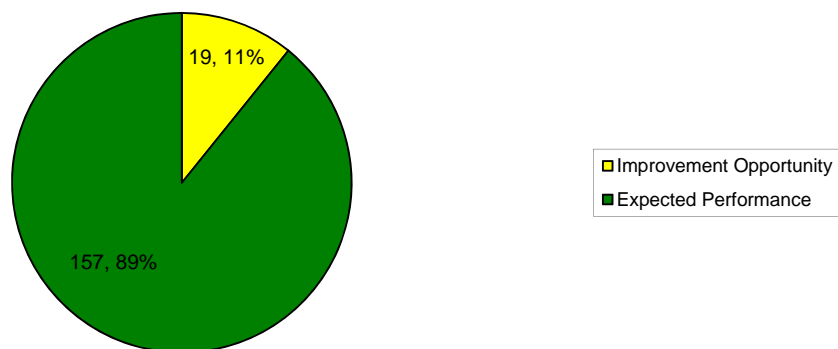


# Stroke Report

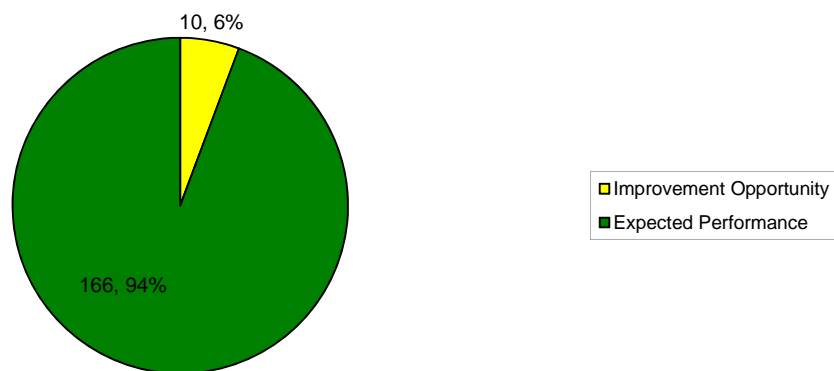
## FY2011 Q4

	Jul-11	Aug-11	Sep-11
Patient Contacts	71	61	44
Scene Time Compliance	83.00%	93.00%	93.00%
Avg Call to Door Interval	0:34:35	0:34:22	0:37:02
BG Determination	94.00%	95.00%	93.00%

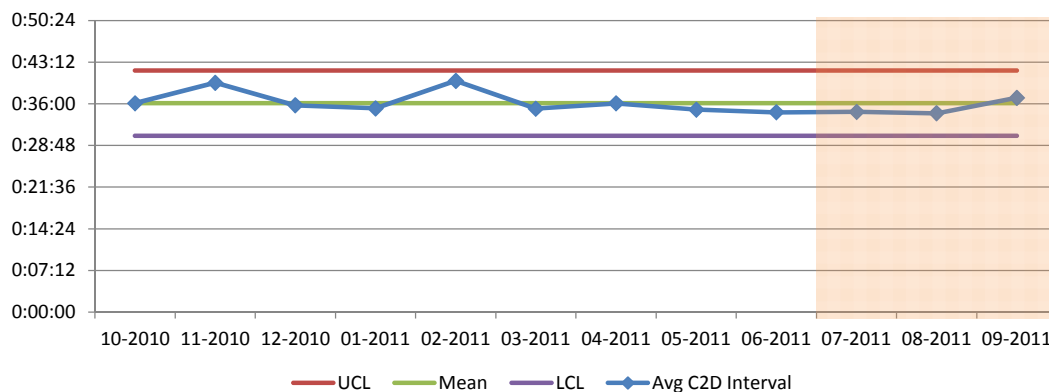
Improvement Opportunities for Onscene Delays in Stroke Alerts (FY 2011 Q4)



Improvement Opportunities for No BGL Assessment in Stroke Alerts (FY 2011 Q4)



### Average Call-to-Door Interval





## Performance Measure Summary

### Trauma

Trauma is generally defined as physical insult or injury to the body. Trauma is the leading cause of death for the age group 1-44 and is the fifth leading cause of death overall. In 2009, trauma accounted for 37 million emergency department visits and 2.6 million hospital visits. In 2006, there were 179,000 deaths attributed to injury. The total cost of trauma to the United States is 406 billion dollars.

### ATCEMS Performance Measures

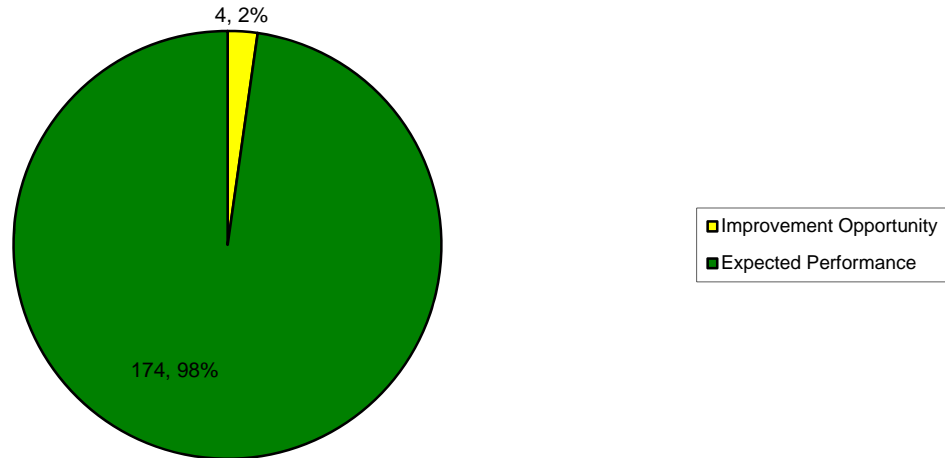
- Scene time compliance
- Call to door interval

# Trauma Report

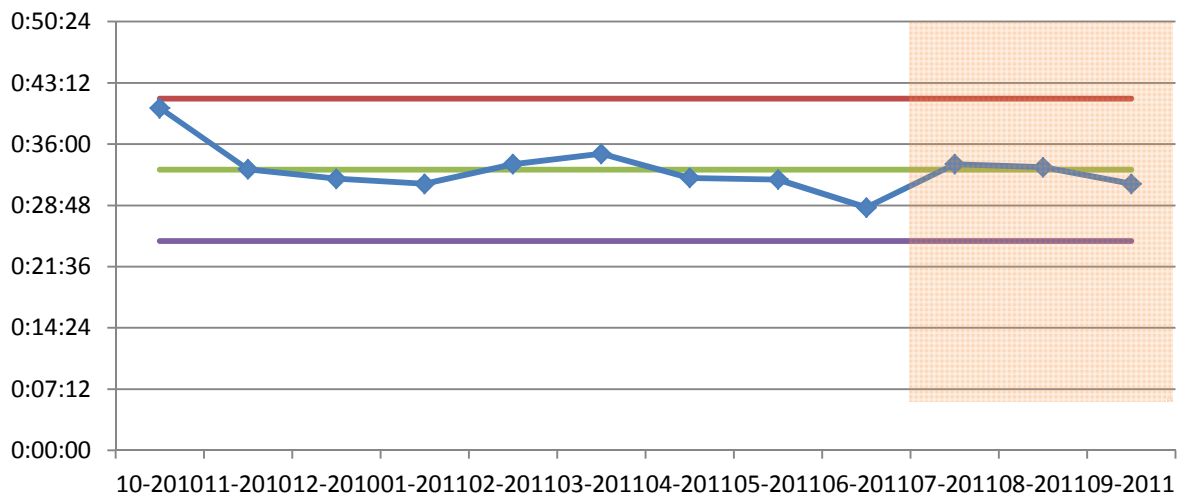
## FY2011 Q4

	Jul-11	Aug-11	Sep-11
<b>Patient Contacts</b>	79	41	58
<b>Scene Time Compliance</b>	96.00%	97.00%	100.00%
<b>Avg Call to Door Interval</b>	0:33:39	0:33:17	0:31:20

Improvement Opportunities for Onscene Delays in Trauma Alerts (FY 2011 Q4)



### Average Call-to-Door Interval



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**End of Year**

**Austin-Travis County EMS Balance Sheet  
Fiscal Year 2011**

	<b>Total</b>
911 calls into the EMS Communications Center	<b>114,625</b>

Total Incidents	<b>104,569</b>
Cancellations	1,875
Requests from Other Agencies and Walk-Ups	18,205
Remaining Incidents	<b>84,489</b>

Responses	<b>122,071</b>
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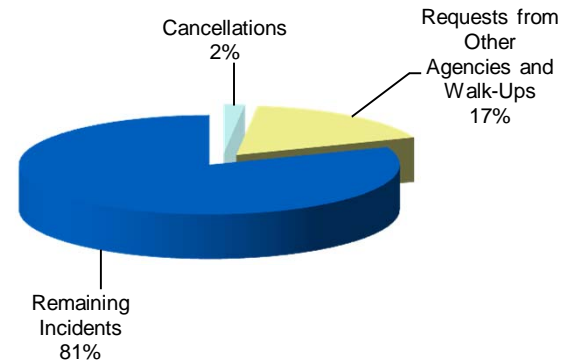
Patient Transports	<b>71,577</b>
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**MPD Breakdown of Incidents**

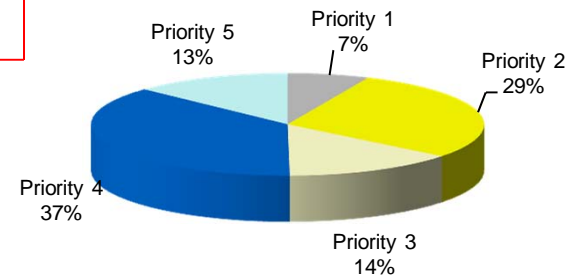
Total Remaining Incidents (Base for Response Time)	<b>84,489</b>
Priority 1	6,031
Priority 2	27,014
Priority 3	13,227
Priority 4	25,926
Priority 5	12,291

Total Incidents	<b>104,569</b>
Priority 1	7,052
Priority 2	30,259
Priority 3	14,793
Priority 4	38,841
Priority 5	13,624

**Total Incident Breakdown**



**Total Incident MPD Breakdown**



**Austin-Travis County EMS  
Economic Efficiency Measures  
Fiscal Year 2011**

**Billing and Revenue Collection Performance**

	<b>Austin</b>	<b>Travis County</b>	<b>Austin &amp; Travis County</b>
Ground Transports	61,246	10,331	71,577
Billed Gross Revenue Per Transport**	\$945.73	\$1,086.68	\$966.07
12- Month Billing Collection Percentage*	33.43%	44.76%	35.20%

\*12-month collection rates reported for revenue collected from services provided in October 2008 - September 2009. Quarterly figures for 12-Month Net Billing Collection Rate are calculated using the quarterly amounts billed and received. Because these amounts vary by quarter, the year-to-date figure is calculated based on cumulative year-to-date billing and receipt data, not as an average of the quarterly 12-month Billing Collection rates.

\*\* Quarterly figures for Billed Gross Revenue per Transport are calculated using the quarterly transport count. Because this count varies over time, the year-to-date figure is calculated based on cumulative year-to-date transports, not as an average of the quarterly Gross Revenue per Transport data.

**Unit Hour Utilization**

Average Daily Ambulance Unit Hours Produced	814.5
Average Daily Ambulance Unit Hour Utilization (Responses)	0.3849
Average Daily Ambulance Unit Hour Utilization (Transports)	0.2403

**Personnel Data**

	<b>Austin &amp; Travis County</b>
Employee Lost Time Injuries	35
Employee Lost Time Hours	10,760
Employee Lost Time Injury Rate	7
Employee Turnover Rate	2.14%

**Austin-Travis County EMS and First Responder Priority 1 and 2 Response Time\***  
**Fiscal Year 2011**

*All A/TCEMS Data is for first arriving ground transport units only*

		<b>90th Percentile** Response Time and Incident Count by ESD - mm:ss / count</b>								
		<b>A/TCEMS</b>			<b>ESD/AFD</b>			<b>DIFFERENTIAL</b>		
<b>ESD</b>	<b>TERRITORY</b>	<b>P1</b>	<b>P2</b>	<b>P1&amp;P2</b>	<b>P1</b>	<b>P2</b>	<b>P1&amp;P2</b>	<b>P1</b>	<b>P2</b>	<b>P1&amp;P2</b>
1	NORTH LAKE TRAVIS	18:09 75	17:21 339	17:31 414	00:16:26 77	00:14:24 338	00:14:47 415	01:43 -2	02:57 1	02:44 -1
2	PFLUGERVILLE	12:04 372	12:39 1325	12:33 1697	00:08:54 376	00:09:18 1,320	00:09:15 1,696	03:10 -4	03:21 5	03:18 1
3	OAK HILL	14:11 44	15:43 239	15:39 283	00:07:54 45	00:09:42 248	00:09:15 293	06:17 -1	06:01 -9	06:24 -10
4	TRAVIS CO. FIRE CONTROL	14:26 40	15:31 203	15:21 243	00:12:36 36	00:12:07 194	00:12:14 230	01:50 4	03:24 9	03:07 13
5	MANCHACA	14:34 28	15:11 143	14:58 171	00:11:07 28	00:11:04 141	00:11:05 169	03:27 0	04:07 2	03:53 2
6	LAKE TRAVIS	18:41 100	18:16 652	18:12 752	00:11:07 109	00:10:20 665	00:10:24 774	07:34 -9	07:56 -13	07:48 -22
8	PERDENALES	22:36 17	17:51 95	18:01 112	00:18:04 15	00:13:33 96	00:13:59 111	04:32 2	04:18 -1	04:02 1
9	WESTLAKE	14:03 25	12:40 169	13:13 194	00:09:47 26	00:08:19 180	00:08:25 206	04:16 -1	04:21 -11	04:48 -12
10	CE-BAR	15:44 11	16:33 54	16:32 65	00:08:54 12	00:08:29 56	00:08:29 68	06:50 -1	08:04 -2	08:03 -3
11	TRAVIS CO. FIRE RESCUE	17:14 97	17:19 383	17:20 480	00:11:24 96	00:12:10 387	00:12:03 483	05:50 1	05:09 -4	05:17 -3
12	MANOR	16:10 104	16:52 367	16:40 471	00:12:21 97	00:13:52 353	00:13:33 450	03:49 7	03:00 14	03:07 21
13	ELGIN	12:43 4	15:52 38	15:51 42	00:00:00 0	00:19:50 8	00:19:50 8	12:43 4	03:58 30	03:59 34
14	VOLENTE	15:57 5	20:38 32	19:50 37	00:06:44 5	00:14:15 29	00:13:58 34	09:13 0	06:23 3	05:52 3
	TRAVIS CO. (non COA)	14:57 922	15:56 4,039	15:50 4,961	00:10:50 922	00:11:14 4,015	00:11:09 4,937	04:07 0	04:42 24	04:41 24
	CITY OF AUSTIN	09:36 5,109	10:11 22,975	10:04 28,084	00:08:09 5,052	00:08:38 22,245	00:08:33 27,297	01:27 57	01:33 730	01:31 787
	<b>TC-COA DIFFERENTIAL</b>	<b>05:21</b>	<b>05:45</b>	<b>05:46</b>	<b>00:02:41</b>	<b>00:02:36</b>	<b>00:02:36</b>	<b>02:40</b>	<b>03:09</b>	<b>03:10</b>
	Austin-Travis County	10:32 6,031	11:11 27,014	11:05 33,045	00:08:34 5,974	00:09:03 26,260	00:08:59 32,234	01:58 57	02:08 754	02:06 811

    Response time differential greater than 4 minutes

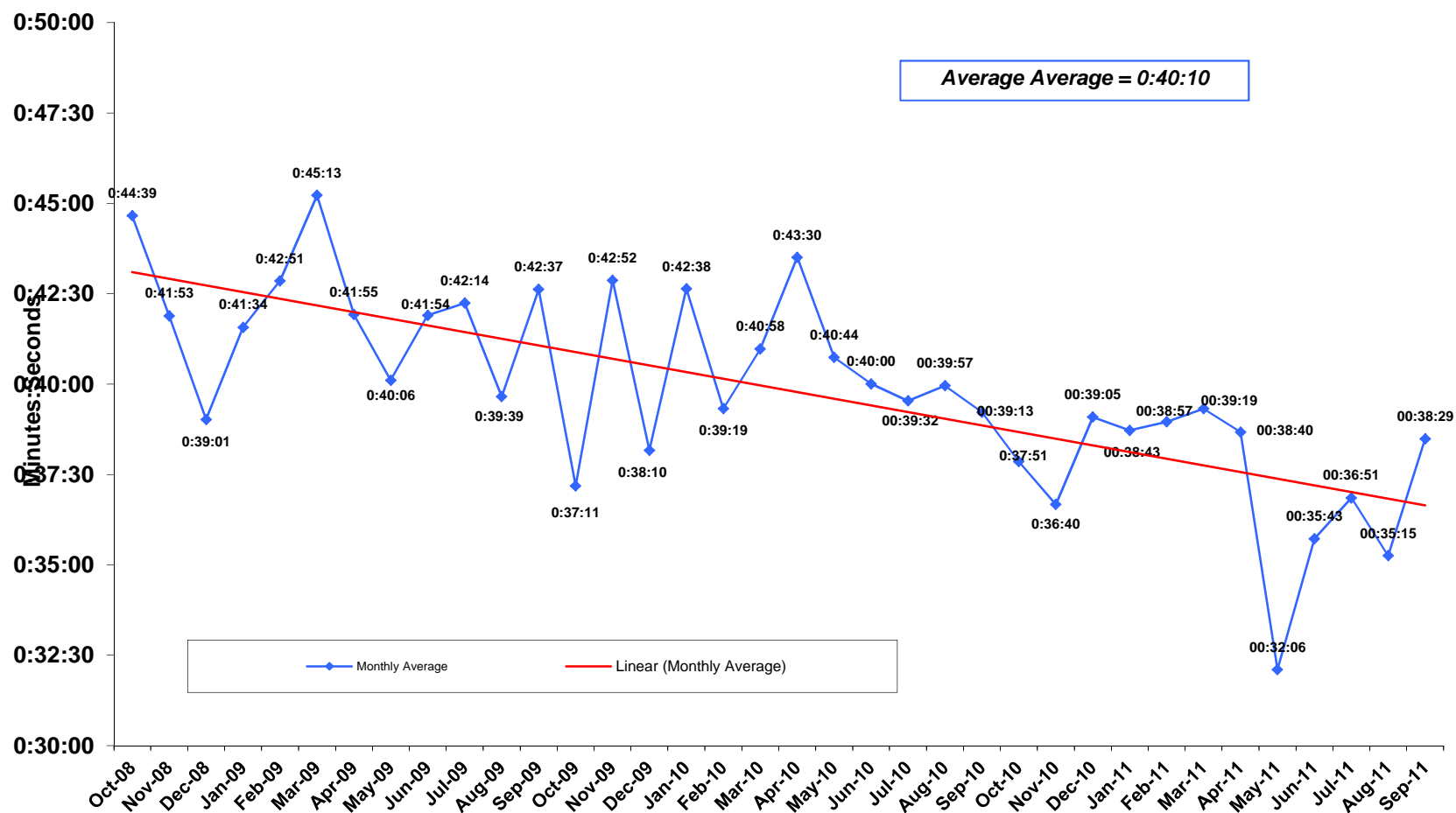
\* Call pick-up by EMS Dispatch until responding unit on scene

\*\* 90% of the incidents have a response time equal to or less than the time shown

Data Source: A/TCEMS and AFD Business Analysis; screened CAD data

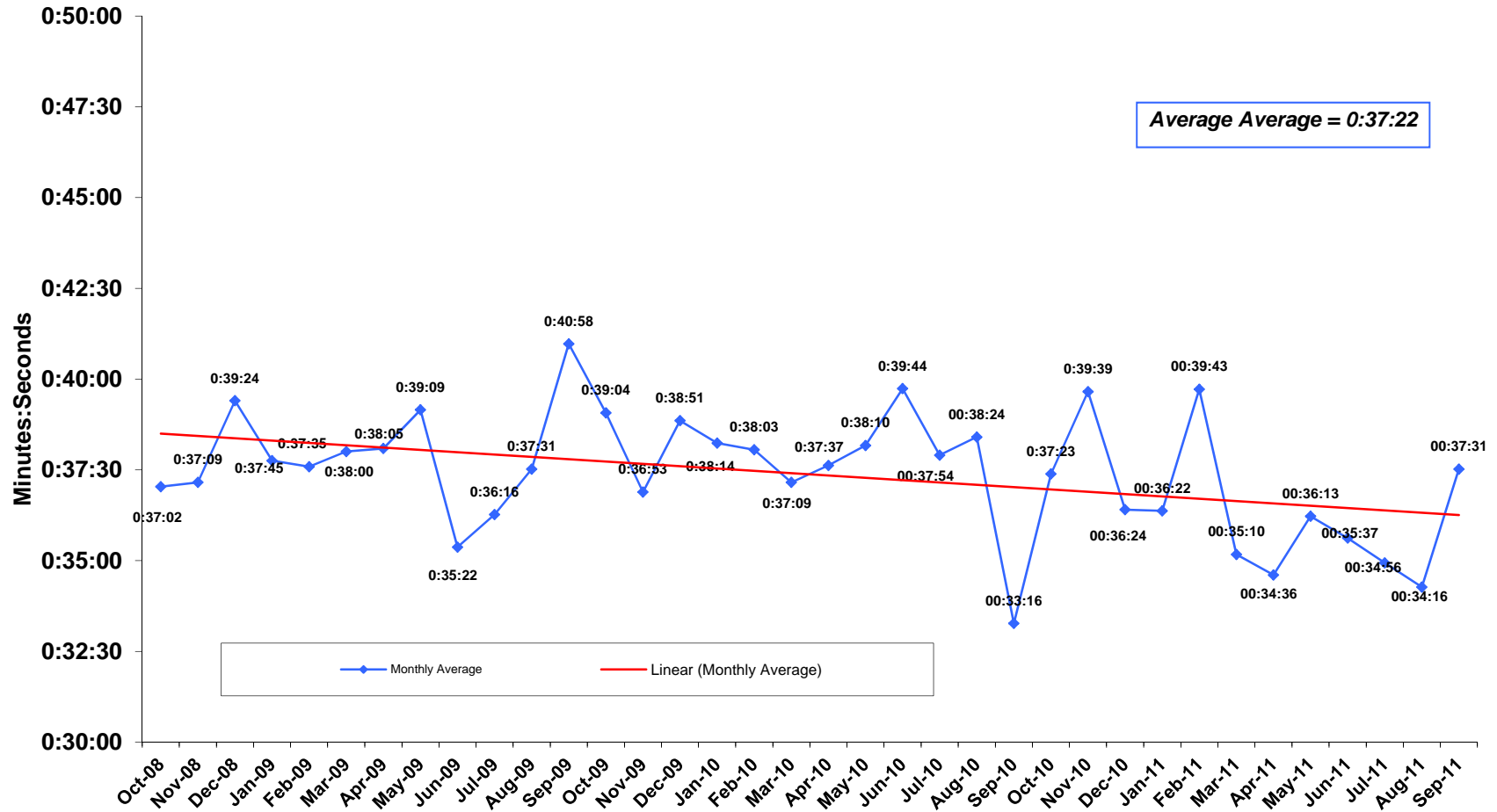
Prepared by Austin-Travis County EMS and Austin Fire Department

**Austin-Travis County EMS**  
**STEMI Alert - Linear Trend in Average Ground Response Time from Receipt of Call to ER by Month**  
**Fiscal Year 2010 - Fiscal Year 2011**

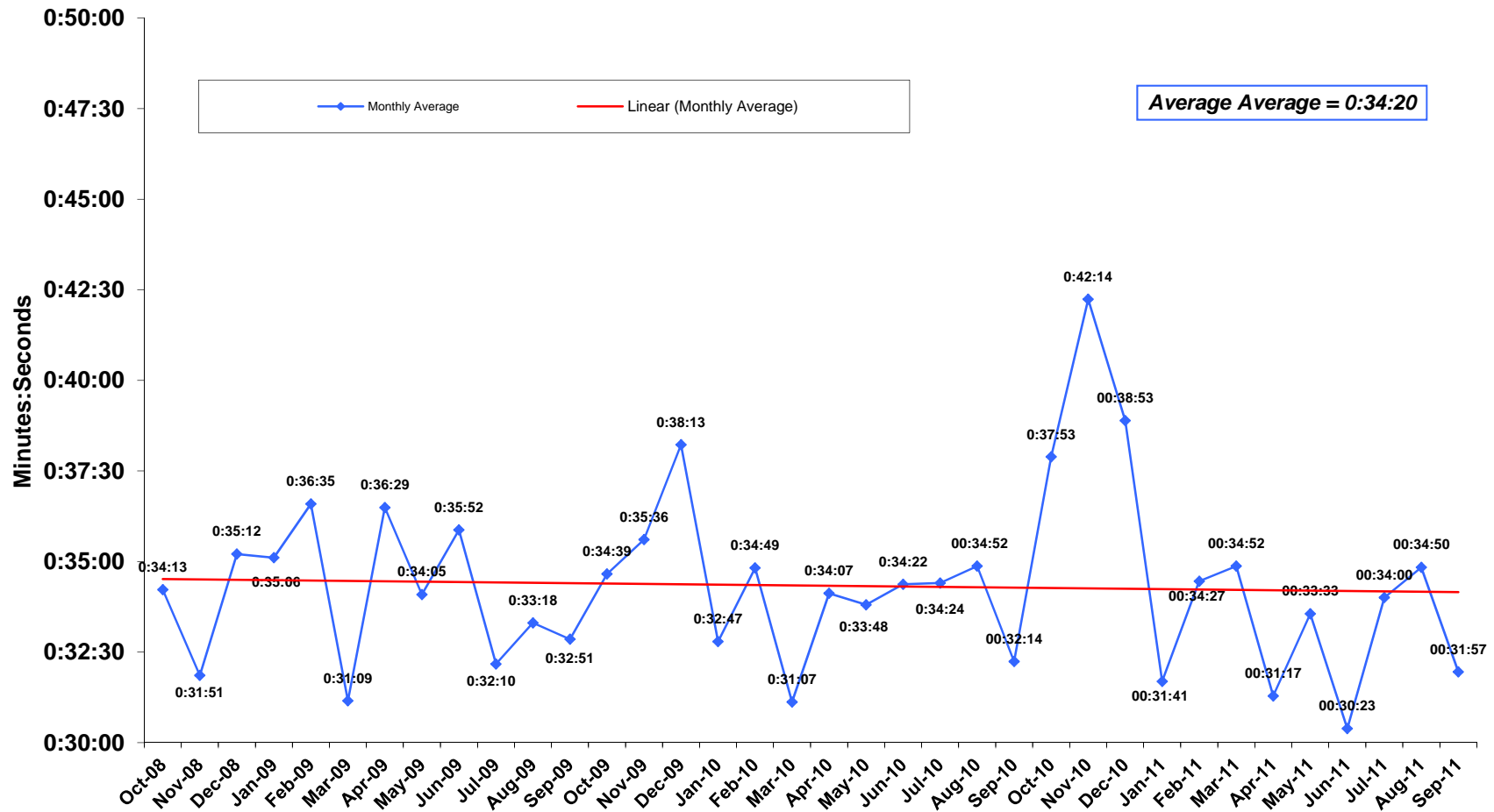




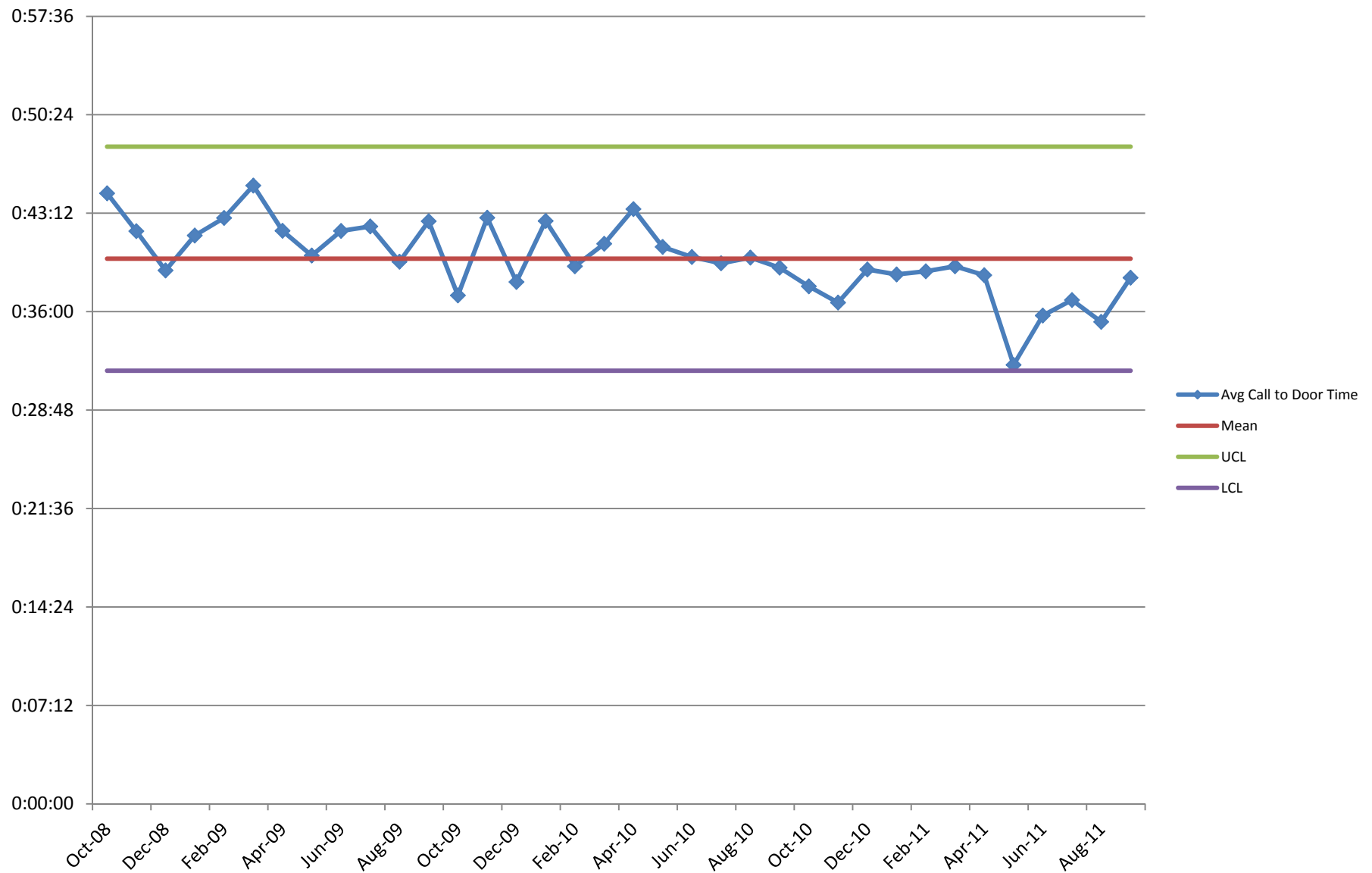
**Austin-Travis County EMS**  
**Stroke Alert - Linear Trend in Average Ground Response Time from Receipt of Call to ER by Month**  
**Fiscal Year 2010 - Fiscal Year 2011**



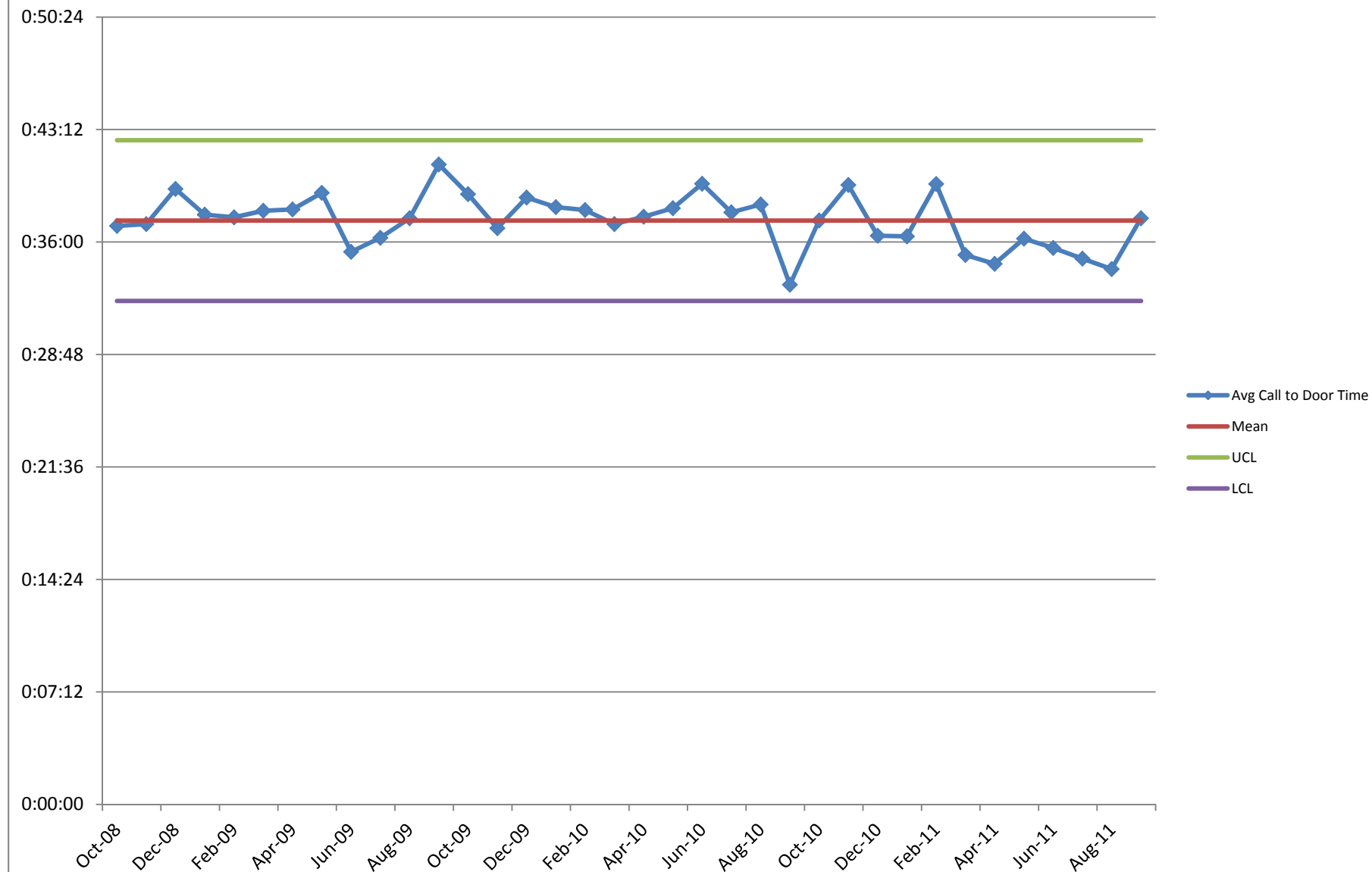
**Austin-Travis County EMS**  
**Trauma Alert - Linear Trend in Average Ground Response Time from Receipt of Call to ER by Month**  
**Fiscal Year 2010 - Fiscal Year 2011**



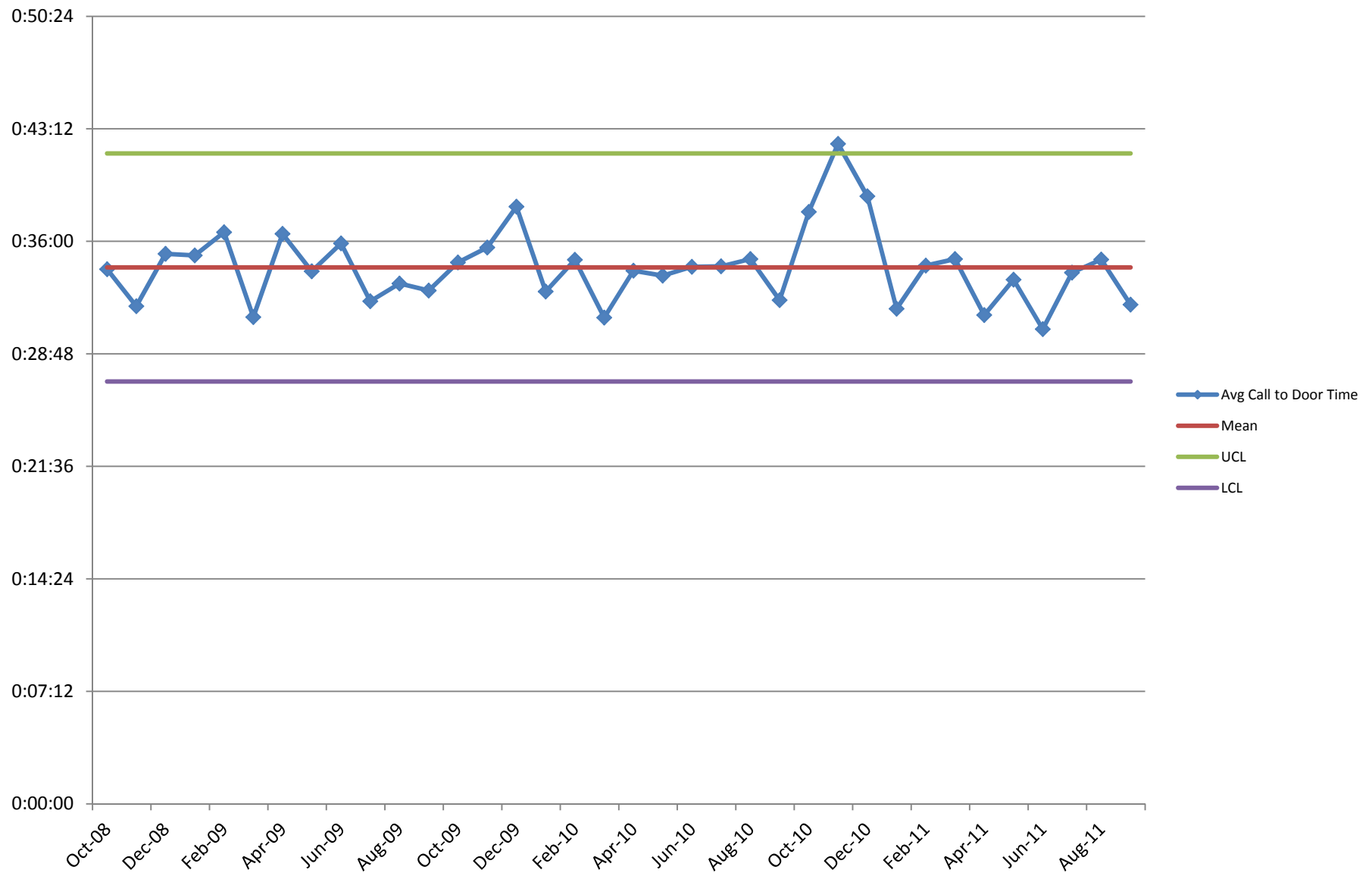
## Average Call-to-Door Time by Month: STEMI Alerts



## Average Call-to-Door Time by Month: Stroke Alerts



## Average Call-to-Door Time by Month: Trauma Alerts



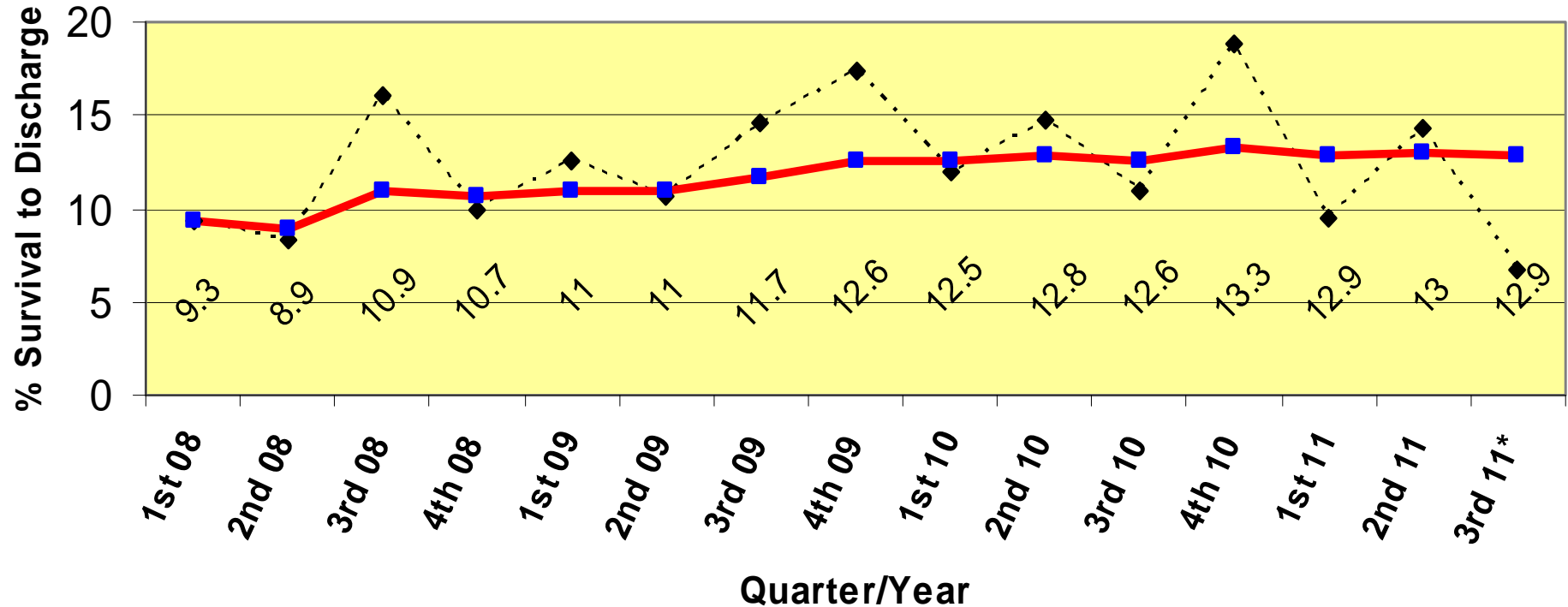
# EMS Advisory Board

Cardiac Arrest Survival Rates  
(thru July 2011)

# Current CARES Sites

- Anchorage, AK
- Contra Costa, CA
- San Francisco, CA
- Santa Barbara, CA
- San Diego, CA
- Ventura County, CA
- Colorado Springs, CO
- Denver, CO
- El Paso County, CO
- Stamford, CT
- New Castle Co., DE
- Miami, FL
- Atlanta, GA
- Kansas City, KS
- Sedgwick Co, KS
- Boston, MA
- Cambridge, MA
- Springfield, MA
- Oakland County, MI
- Kent County, MI
- Minneapolis, MN
- Charlotte, NC
- Durham, NC
- Raleigh, NC
- Wake Co., NC
- Las Vegas, NV
- Reno, NV
- MONOC, NJ
- Cincinnati, OH
- Columbus, OH
- Hershey, PA
- Hilton Head, SC
- Sioux Falls, SD
- Nashville, TN
- Austin, TX
- Baytown, TX
- Fort Worth, TX
- Houston, TX
- Plano, TX
- Richmond, VA

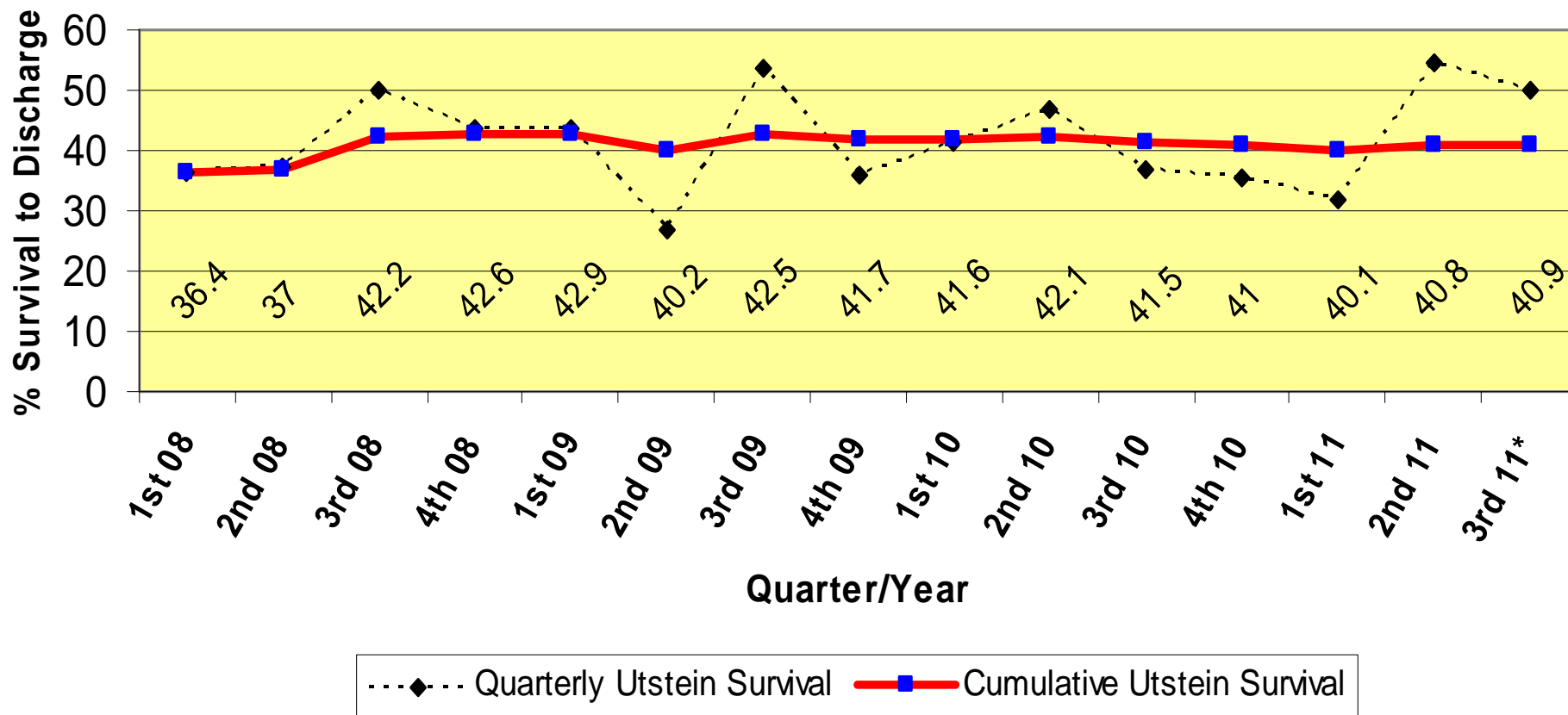
# CARES Overall Survival



---◆--- Quarterly Overall Survival    —■— Cumulative Overall Survival



# CARES Utstein Survival



## STAR Flight Quarterly Report: FY2011 Q4

Dispatches	451		<b>Aborts</b>	<b>In County</b>	<b>Out of County</b>
Flight Hrs	305.6		Cancelled	48	16
TC Transports	47		Mechanical	0	0
OOO Transports	82	Missed Busy	Weather	0	4
Total Transports	129	5	Total	48	20

Response Type	Dispatches	Aborts	Missions	% - Missions to Dispatch	Flight Hrs	% of Total Flight Hours
<b>Travis County Responses</b>						
EMS	77	33	44	57.1%	21.4	7.0%
Rescue	25	16	9	36.0%	7.9	2.6%
Law Enfor.	5	2	3	60.0%	1.4	0.5%
Fire	50	2	52	0.0%	91.5	0.3
<b>Sub -Total</b>	<b>157</b>	<b>53</b>	<b>108</b>	<b>68.8%</b>	<b>122.2</b>	<b>40.0%</b>

<b>Out of County Responses</b>						
EMS	100	14	86	86.0%	77.8	25.5%
Rescue	6	4	2	33.3%	3.6	1.2%
Law Enfor.	2	1	1	0.0%	0.9	0.3%
Fire	17	2	15	0.0%	22.0	0.1
<b>Sub -Total</b>	<b>125</b>	<b>21</b>	<b>104</b>	<b>83.2%</b>	<b>104.3</b>	<b>34.1%</b>

<b>All Responses</b>						
EMS	177	47	130	73.4%	99.2	32.5%
Rescue	31	20	11	35.5%	11.5	3.8%
Law Enfor.	7	3	4	57.1%	2.3	0.8%
Fire	67	4	67	0.0%	113.5	0.4
<b>Total</b>	<b>282</b>	<b>74</b>	<b>212</b>	<b>75.2%</b>	<b>226.5</b>	<b>74.1%</b>

<b>Other Missions</b>						
Operations	79	0	79	100%	16.8	5.5%
Reposition	1	0	1	100%	0.2	0.1%
Maintenance	15	0	15	100%	3.2	1.0%
Public Relations	13	0	13	100%	4.8	1.6%
Training	61	0	61	100%	54.1	17.7%
<b>Sub -Total</b>	<b>169</b>	<b>0</b>	<b>169</b>	<b>100%</b>	<b>79.1</b>	<b>25.9%</b>

<b>TOTAL MISSIONS</b>	<b>451</b>				<b>305.6</b>	<b>100%</b>
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Auto Launches	Transports	MPD P1	MPD P2	% of Total
Pending	Pending	Pending	Pending	#VALUE!

PCRs	CC Reviews	% CC Reviews	MD Reviews	% MD Reviews	Exceptions*	Investigations**
147	147	100%	2	1%	0	0

\*Exceptions = Unique/seldom occurring circumstances requiring a more indepth review, including crew interviews, to determine if appropriate actions were taken

\*\*Investigations = COG/protocol compliance were not adhered requiring a more indepth review, including crew interviews, to determine reason

## STAR Flight Quarterly Report: FY2011

Dispatches	1566		Aborts	In County	Out of County
Flight Hrs	900.6		Cancelled	154	78
TC Transports	167		Mechanical	1	1
OOO Transports	399	Missed Busy	Weather	17	91
Total Transports	566	15	Total	172	170

Response Type	Dispatches	Aborts	Missions	% - Missions to	Flight Hrs	% of Total Flight
<b>Travis County Responses</b>						
EMS	315	158	157	49.8%	105.9	11.8%
Rescue	69	36	33	47.8%	25.4	2.8%
Law Enfor.	27	4	23	85.2%	14.6	1.6%
Fire	68	3	65	0.0%	117.7	0.1
Sub-Total	479	201	278	58.0%	263.6	29.3%

<b>Out of County Responses</b>						
EMS	563	160	403	71.6%	387.4	43.0%
Rescue	19	10	9	47.4%	11.6	1.3%
Law Enfor.	4	3	1	0.0%	1.5	0.2%
Fire	27	4	23	0.0%	36.5	0.0
Sub-Total	613	177	436	71.1%	437	48.5%

<b>All Responses</b>						
EMS	878	318	560	63.8%	493.3	54.8%
Rescue	88	46	42	47.7%	37.0	4.1%
Law Enfor.	31	7	24	77.4%	16.1	1.8%
Fire	95	7	88	0.0%	154.2	0.2
Total	1092	378	714	65.4%	700.6	77.8%

<b>Other Missions</b>						
Operations	223	0	223	100%	44.6	5.0%
Reposition	3	0	3	100%	0.9	0.1%
Maintenance	67	0	67	100%	19.8	2.2%
Public Relations	46	0	46	100%	17.5	1.9%
Training	135	0	135	100%	117.2	13.0%
Sub-Total	474	0	474	100%	200	22.2%

<b>TOTAL MISSIONS</b>	<b>1566</b>				<b>900.6</b>	<b>100%</b>
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Auto Launches	Transports	MPD P1	MPD P2	MPD P4	% of Total
Pending	Pending	Pending	Pending	Pending	#VALUE!

PCRs	CC Reviews	% CC Reviews	MD Reviews	% MD Reviews	Exceptions*	Investigations**
588	588	100%	9	2%	2	0

\*Exceptions = Unique/seldom occurring circumstances requiring a more indepth review, including crew interviews, to determine if appropriate actions were taken

\*\*Investigations = COG/protocol compliance were not adhered requiring a more indepth review, including crew interviews, to determine reason