

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

	Total
911 calls into the EMS Communications Center	27,693

Total Incidents (Priority 1 - 5)	25,294
Cancellations	381
Requests from Other Agencies and Walk-Ups	4,208
Remaining Incidents	20,705

Responses	29,751
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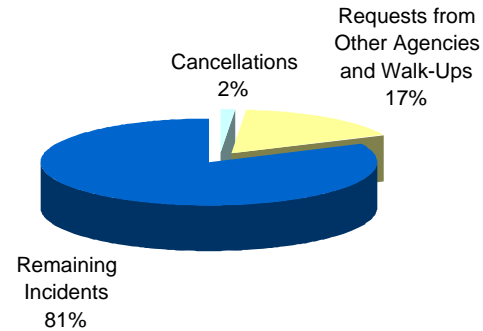
Patient Transports	17,653
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MPD Breakdown of Incidents

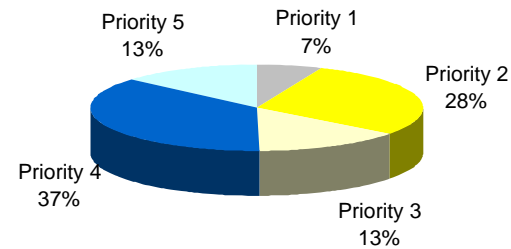
Total Remaining Incidents (Base for Response Time)	20,705
Priority 1 (Patients in need of time critical interventions - CPR, defibrillation, airway management)	1,450
Priority 2 (Patients with conditions that could require time critical interventions)	6,552
Priority 3 (Patients with conditions that are emergent but do not require time critical interventions)	3,306
Priority 4	6,311
Priority 5	3,086

Total Incidents	25,294
Priority 1 (Patients in need of time critical interventions - CPR, defibrillation, airway management)	1,646
Priority 2 (Patients with conditions that could require time critical interventions)	7,254
Priority 3 (Patients with conditions that are emergent but do not require time critical interventions)	3,666
Priority 4	9,318
Priority 5	3,410

Total Incident Breakdown



Total Incident MPD Breakdown

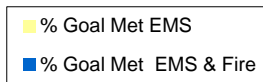
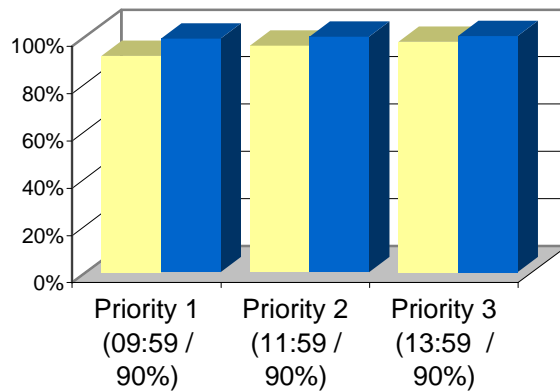


Prepared by Austin-Travis County EMS Business Analysis & Research

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

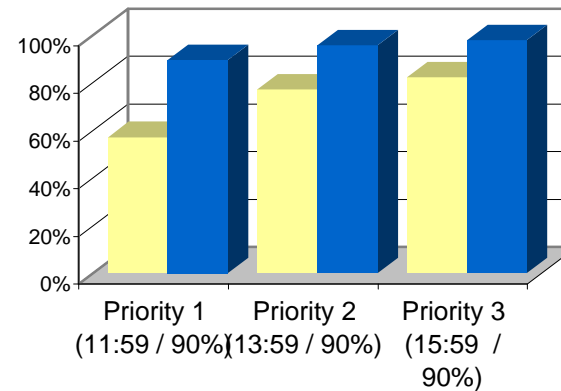
	% Goal Met EMS	% Goal Met EMS & Fire
Urban Incidents		
Priority 1 (09:59 / 90%)	92%	99%
Priority 2 (11:59 / 90%)	96%	99%
Priority 3 (13:59 / 90%)	97%	100%
Suburban Incidents		
Priority 1 (11:59 / 90%)	57%	90%
Priority 2 (13:59 / 90%)	77%	96%
Priority 3 (15:59 / 90%)	82%	98%

Urban Incidents



92% 96% 97%

Suburban Incidents



57% 77% 82%

Prepared by Austin-Travis County EMS Business
 Analysis & Research

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

Billing and Revenue Collection Performance

	Austin	Travis County	Austin & Travis County
Ground Transports	15,073	2,580	17,653
Billed Gross Revenue Per Transport	\$952.23	\$1,093.00	\$972.80
12-Month Billing Collection Percentage*	35.28%	43.99%	36.08%

*12-month collection rates reported for revenue collected from services provided in **January - March 2011**

Unit Hour Utilization

Average Daily Ambulance Unit Hours Produced	811
Average Daily Ambulance Unit Hour Utilization (Responses)	0.41
Average Daily Ambulance Unit Hour Utilization (Transports)	0.24


Personnel Data

Employee Lost Time Injuries	11
Employee Lost Time Hours	848
Employee Lost Time Injury Rate	8.76
Employee Turnover Rate	1.12%

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

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

		90th Percentile** Response Time and Incident Count by ESD - mm:ss / count										
		A/TCEMS			ESD/AFD			DIFFERENTIAL				
ESD	TERRITORY	P1	P2	P1&P2		P1	P2	P1&P2		P1	P2	P1&P2
1	NORTH LAKE TRAVIS	19:25 10	17:20 74	18:26 84		00:10:29 10	00:12:50 76	00:12:49 86		08:56 0	04:30 2	05:37 2
2	PFLUGERVILLE	12:19 104	13:06 330	12:48 434		00:08:48 103	00:09:12 324	00:09:04 427		03:31 -1	03:54 -6	03:44 -7
3	OAK HILL	13:39 9	16:51 65	16:29 74		00:09:05 10	00:11:19 69	00:10:57 79		04:34 1	05:32 4	05:32 5
4	TRAVIS CO. FIRE CONTROL	12:58 7	15:16 54	15:00 61		00:09:55 6	00:11:17 58	00:11:18 64		03:03 -1	03:59 4	03:42 3
5	MANCHACA	14:42 5	14:23 33	14:43 38		00:11:31 5	00:10:25 34	00:10:52 39		03:11 0	03:58 1	03:51 1
6	LAKE TRAVIS	20:32 18	16:30 156	17:09 174		00:11:31 18	00:09:37 162	00:09:50 180		09:01 0	06:53 6	07:19 6
8	PERDENALES	18:34 3	17:50 21	18:01 24		00:18:31 2	00:12:33 22	00:15:30 24		00:03 -1	05:17 1	02:31 0
9	WESTLAKE	16:33 9	14:19 36	14:35 45		00:07:46 8	00:08:28 39	00:08:28 47		08:47 -1	05:51 3	06:07 2
10	CE-BAR	16:49 6	16:29 11	16:49 17		00:08:20 6	00:07:20 11	00:07:48 17		08:29 0	09:09 0	09:01 0
11	TRAVIS CO. FIRE RESCUE	18:31 20	15:19 76	15:32 96		00:09:58 19	00:12:16 81	00:12:12 100		08:33 -1	03:03 5	03:20 4
12	MANOR	17:06 28	15:48 99	15:58 127		00:10:44 26	00:13:09 97	00:13:00 123		06:22 -2	02:39 -2	02:58 -4
13	ELGIN	12:41 2	15:54 5	15:53 7		00:00 0	00:16:42 2	00:16:42 2		12:41 -2	00:48 -3	00:49 -5
14	VOLENTE	00:00 0	15:58 4	15:58 4		00:00 0	00:06:50 4	00:06:50 4		00:00 0	09:08 0	09:08 0
	TRAVIS CO. (non COA)	16:17 221	15:29 964	15:33 1185		00:10:00 213	00:11:08 979	00:10:56 1,192		06:17 -8	04:21 15	04:37 7
	CITY OF AUSTIN	09:35 1,229	10:12 5,588	10:05 6,817		00:08:13 1,222	00:08:45 5,415	00:08:38 6,637		01:22 -7	01:27 -173	01:27 -180
	TC-COA DIFFERENTIAL	06:42	05:17	05:28		01:47	02:23	02:18		04:55	02:54	03:10
	Austin-Travis County	10:45 1,450	11:16 6,552	11:10 8,002		00:08:31 1,435	00:09:07 6,394	00:09:01 7,829		02:14 -15	02:09 -158	02:09 -173

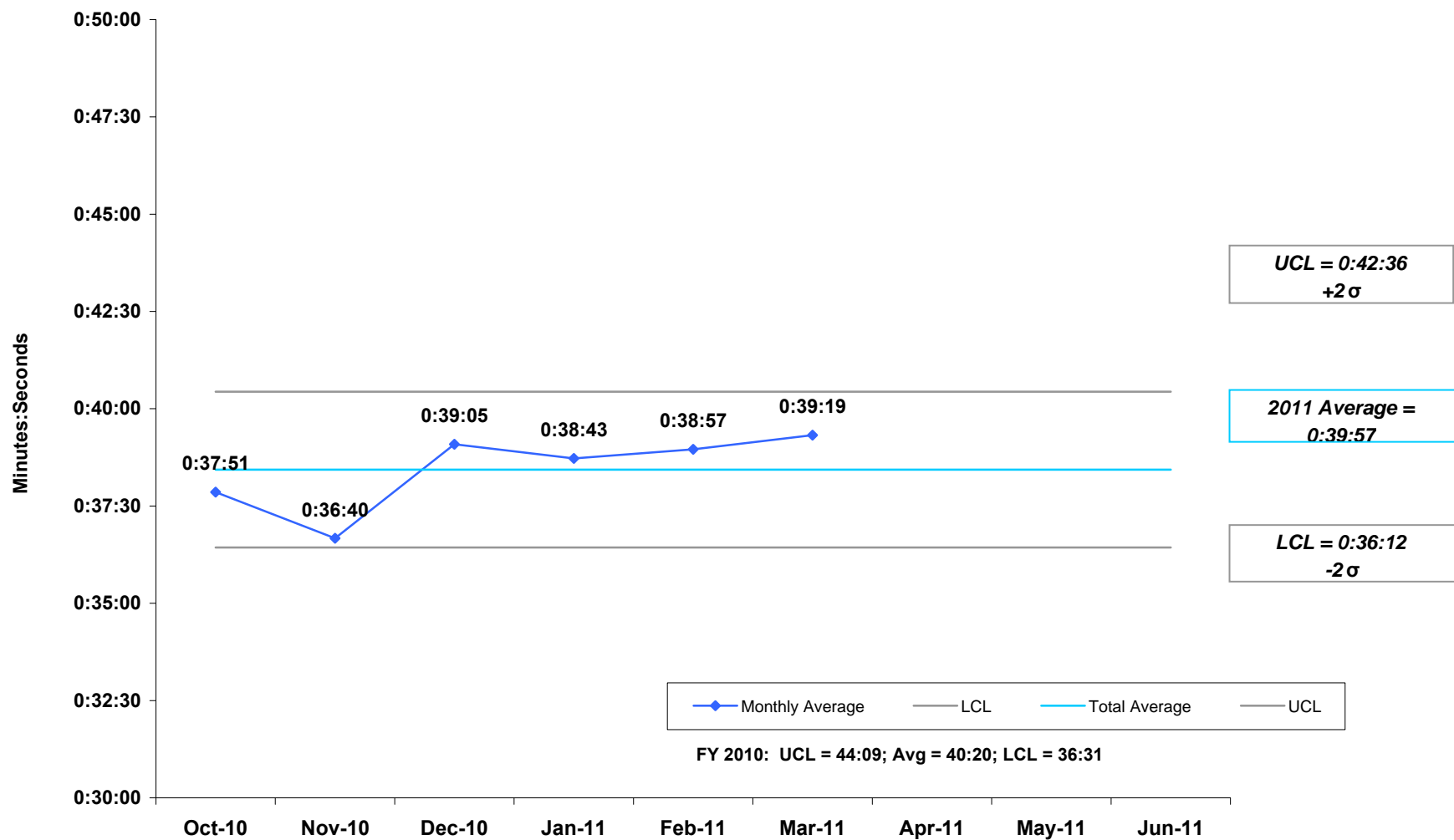
 Response time differential greater than 4 minutes

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

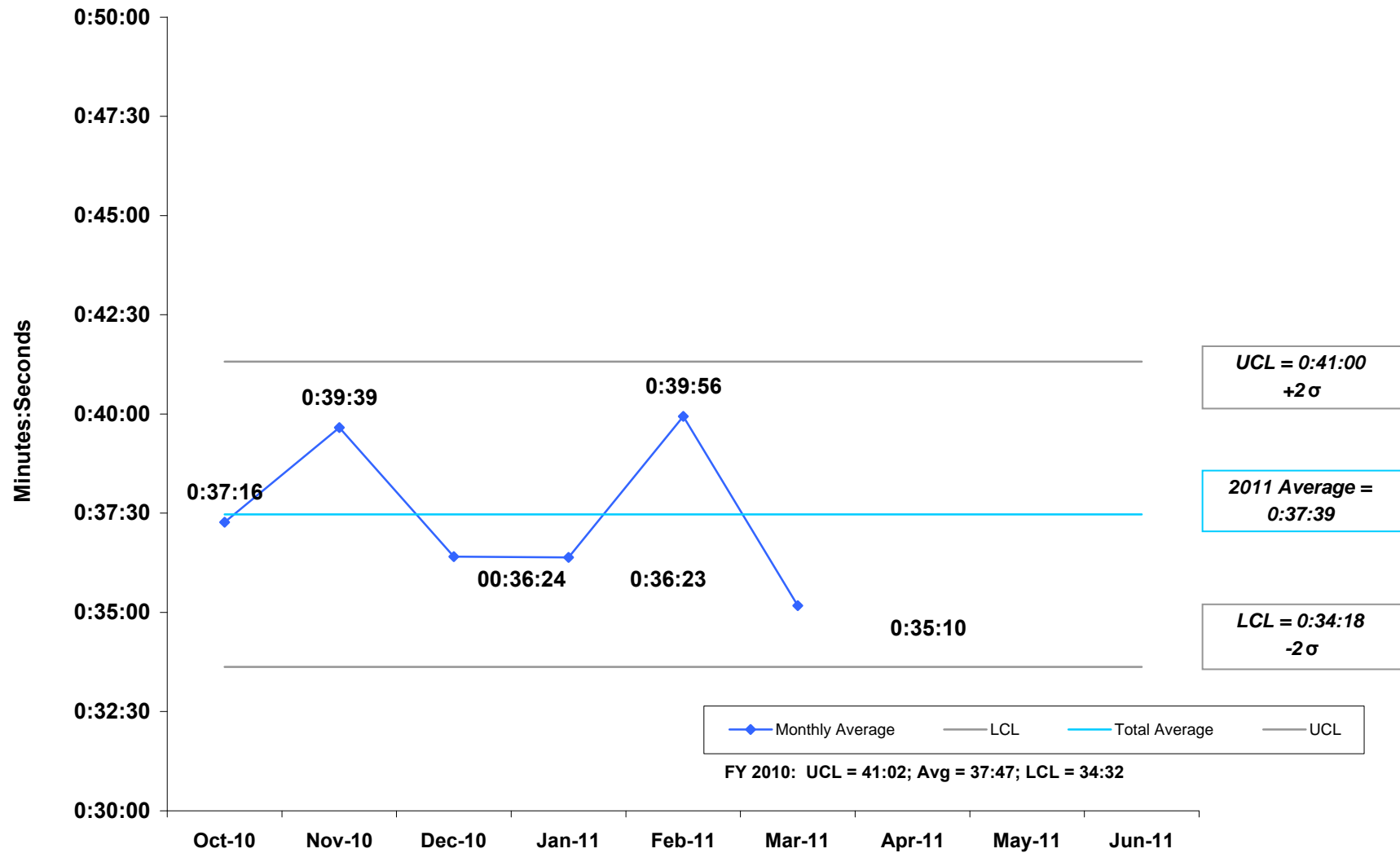
** 90% of the incidents have a response time equal to or less than the time shown

Data Source: A/TCEMS and AFD Business Analysis; screened CAD data
 Prepared by Austin-Travis County EMS and Austin Fire Department

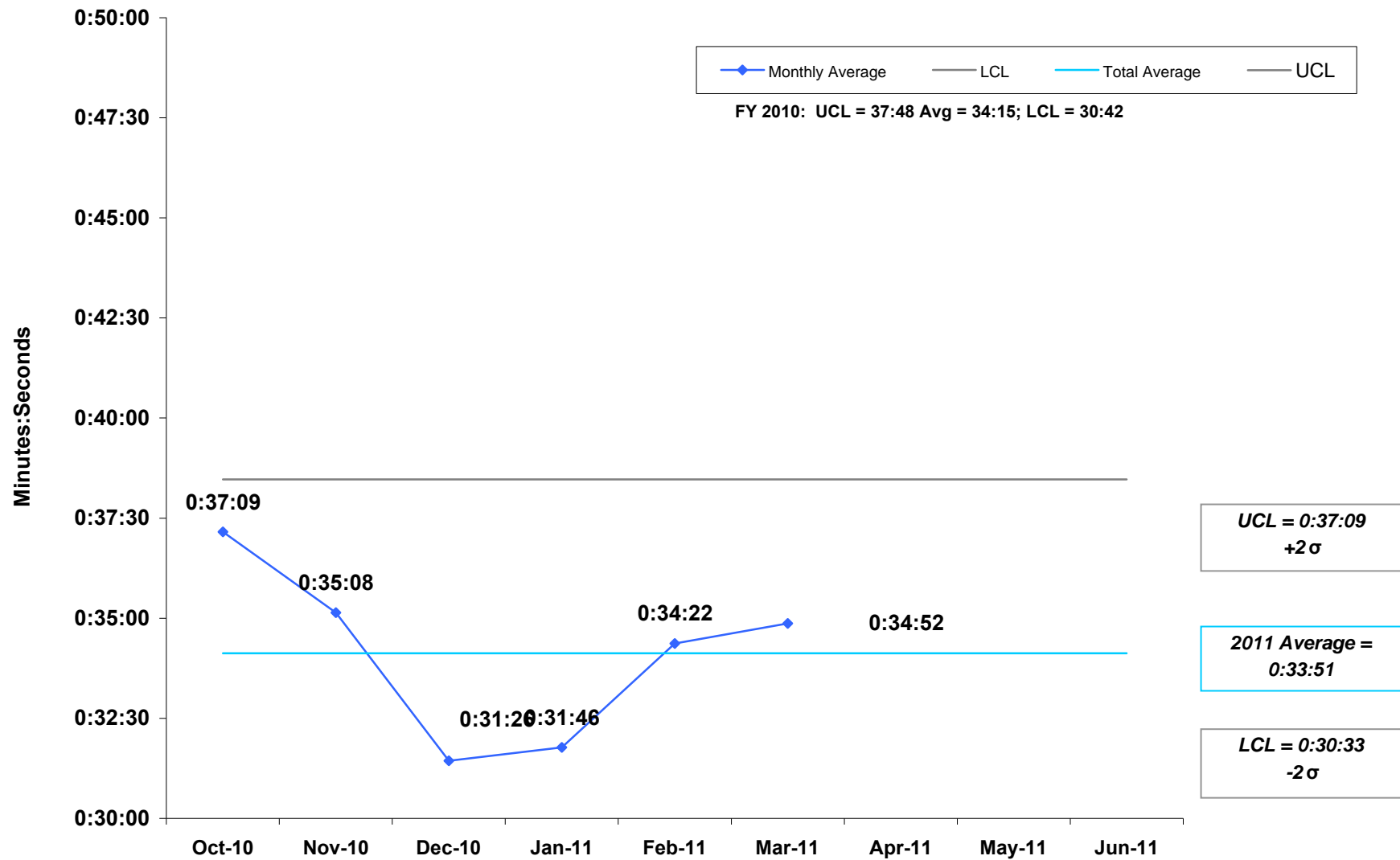
Austin-Travis County EMS
STEMI Alert - Average Ground Response Time from Receipt of Call to ER by Month
Fiscal Year 2011- Second Quarter



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



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



Stemi Report

Time

Month	Monthly Average	LCL	Total Average: UCL			2X STDEV	Average STDEV 2X STDEV
Oct-10	0:37:51		00:36:26	0:38:26	00:40:26	00:02:00	
Nov-10	0:36:40		00:36:26	0:38:26	00:40:26	00:02:00	
Dec-10	0:39:05		00:36:26	0:38:26	00:40:26	00:02:00	
Jan-11	0:38:43		00:36:26	0:38:26	00:40:26	00:02:00	
Feb-11	0:38:57		00:36:26	0:38:26	00:40:26	00:02:00	
Mar-11	0:39:19		00:36:26	0:38:26	00:40:26	00:02:00	
Apr-11			00:36:26	0:38:26	00:40:26	00:02:00	
May-11			00:36:26	0:38:26	00:40:26	00:02:00	
Jun-11			00:36:26	0:38:26	00:40:26	00:02:00	
Jul-11			00:36:26	0:38:26	00:40:26	00:02:00	
Aug-11			00:36:26	0:38:26	00:40:26	00:02:00	
Sep-11			00:36:26	0:38:26	00:40:26	00:02:00	

Stroke Report

Time

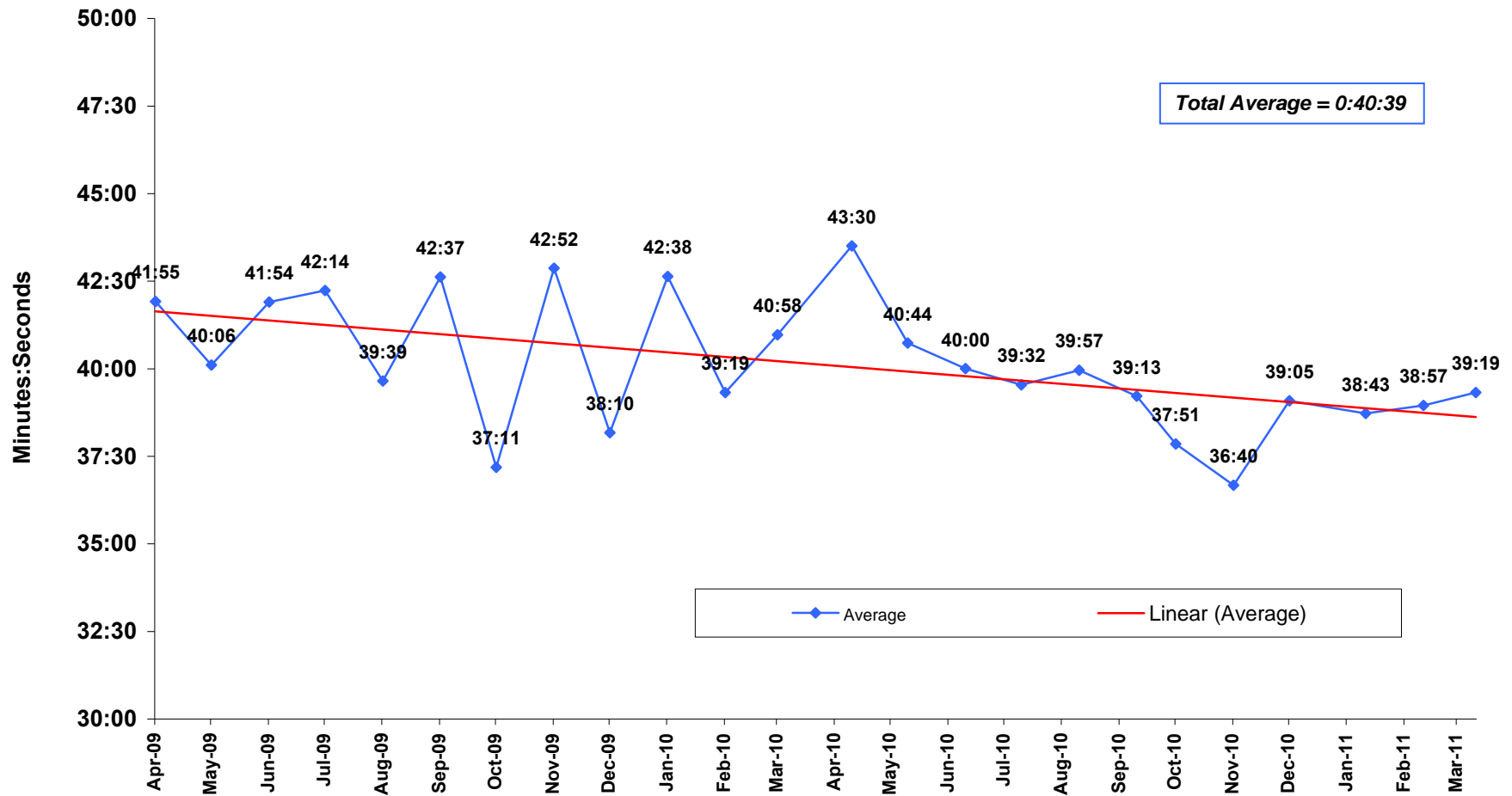
Month	Monthly Average	LCL	Total Average: UCL			2X STDEV	Average STDEV 2X STDEV
Oct-10	0:37:16		0:33:37	0:37:28	0:41:19	00:03:51	
Nov-10	0:39:39		0:33:37	0:37:28	0:41:19	00:03:51	
Dec-10	00:36:24		0:33:37	0:37:28	0:41:19	00:03:51	
Jan-11	0:36:23		0:33:37	0:37:28	0:41:19	00:03:51	
Feb-11	0:39:56		0:33:37	0:37:28	0:41:19	00:03:51	
Mar-11	0:35:10		0:33:37	0:37:28	0:41:19	00:03:51	
Apr-11			0:33:37	0:37:28	0:41:19	00:03:51	
May-11			0:33:37	0:37:28	0:41:19	00:03:51	
Jun-11			0:33:37	0:37:28	0:41:19	00:03:51	
Jul-11			0:33:37	0:37:28	0:41:19	00:03:51	
Aug-11			0:33:37	0:37:28	0:41:19	00:03:51	
Sep-11			0:33:37	0:37:28	0:41:19	00:03:51	

Trauma Report

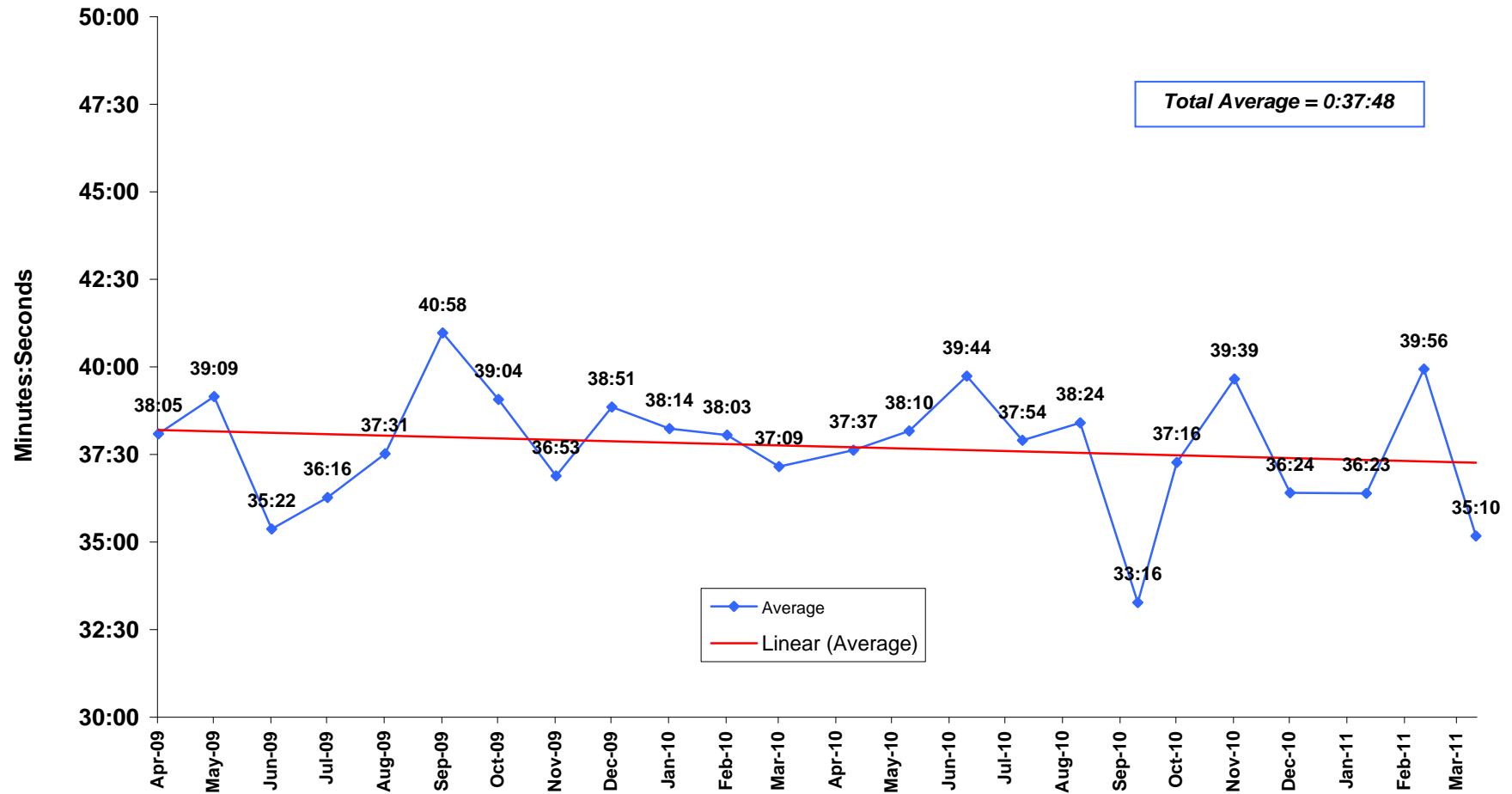
Time

Month	Monthly Average	LCL	Total Average: UCL			2X STDEV	Average STDEV 2X STDEV
Oct-10	0:37:09		0:29:47	0:34:07	0:38:28	00:04:21	
Nov-10	0:35:08		0:29:47	0:34:07	0:38:28	00:04:21	
Dec-10	0:31:26		0:29:47	0:34:07	0:38:28	00:04:21	
Jan-11	0:31:46		0:29:47	0:34:07	0:38:28	00:04:21	
Feb-11	0:34:22		0:29:47	0:34:07	0:38:28	00:04:21	
Mar-11	0:34:52		0:29:47	0:34:07	0:38:28	00:04:21	
Apr-11			0:29:47	0:34:07	0:38:28	00:04:21	
May-11			0:29:47	0:34:07	0:38:28	00:04:21	
Jun-11			0:29:47	0:34:07	0:38:28	00:04:21	
Jul-11			0:29:47	0:34:07	0:38:28	00:04:21	
Aug-11			0:29:47	0:34:07	0:38:28	00:04:21	
Sep-11			0:29:47	0:34:07	0:38:28	00:04:21	

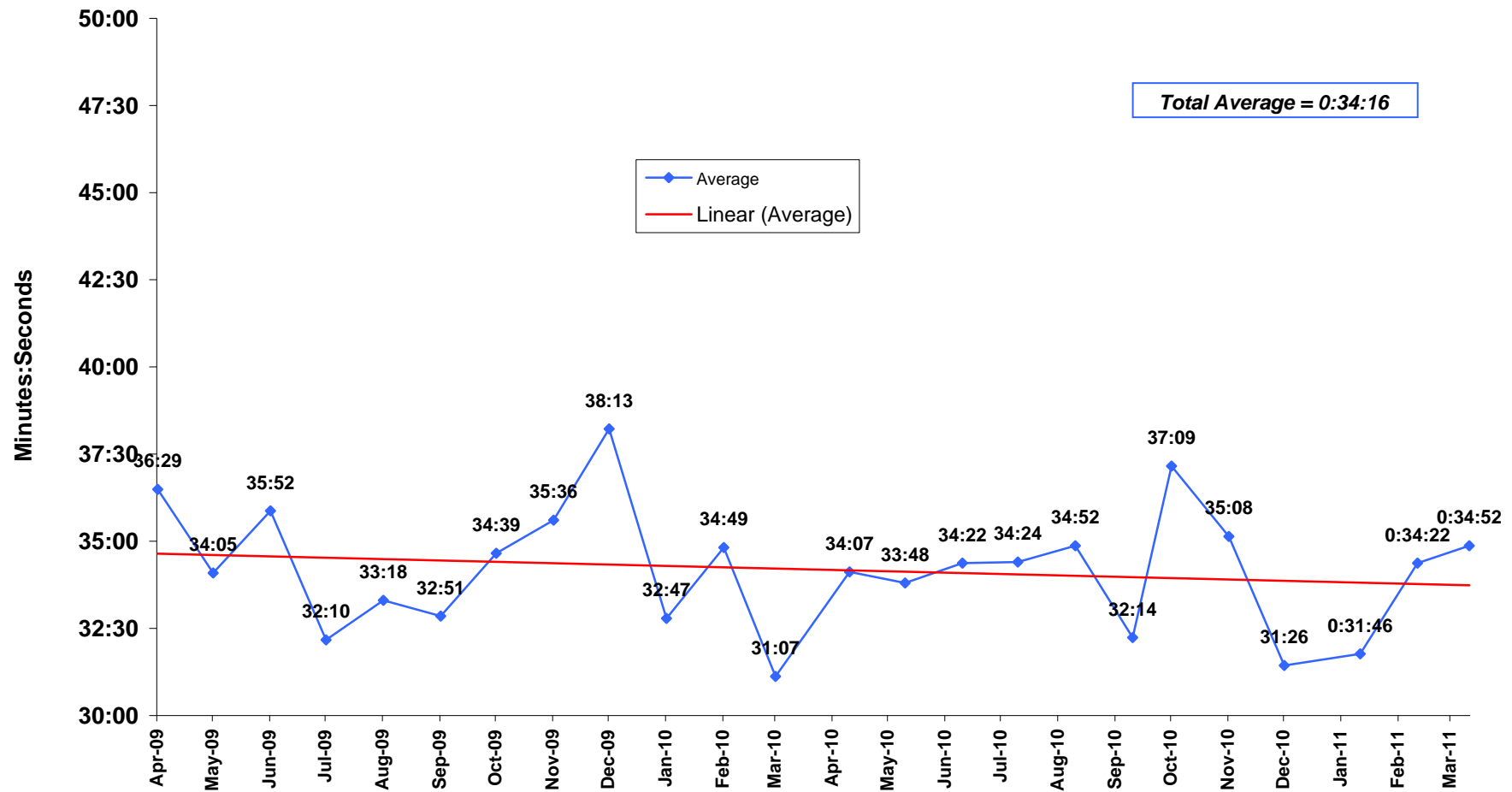
Austin-Travis County EMS
STEMI Alert - Linear Trend in Average Ground Response Time from Receipt of Call to ER by Month
January 2009 - March 2011



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



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



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
Apr-09	41:55	18	38:05	41	36:29	41
May-09	40:06	13	39:09	60	34:05	51
Jun-09	41:54	11	35:22	48	35:52	41
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	0:31:46	36
Feb-11	38:57	19	39:56	41	0:34:22	24
Mar-11	39:19	16	35:10	36	0:34:52	21
Total Average	40:08	23	37:44	54	34:11	42

Prepared by Austin-Travis County EMS Business Analysis & Research



Cardiac Arrest Survival Data

May 2011 Update to the EMS
Advisory Board





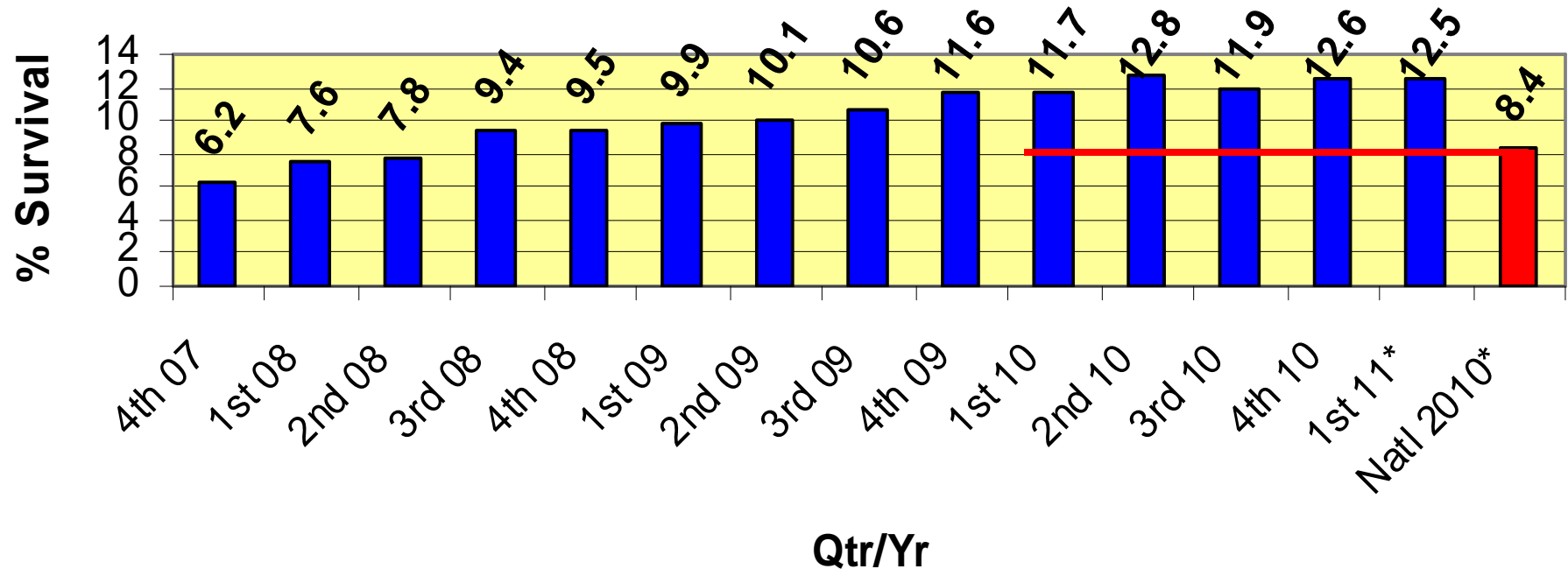
Current CARES Sites

- 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

As of December 2010. Others are proposed for 2011



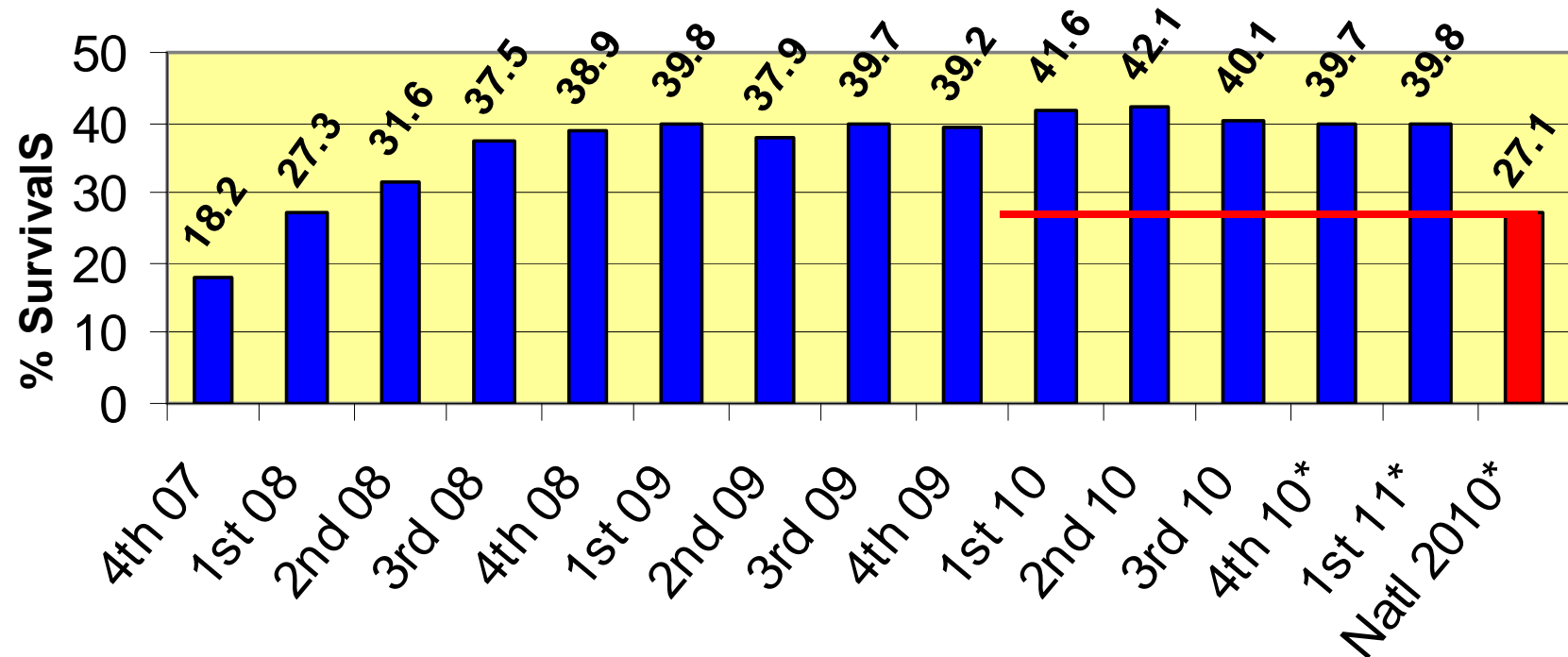
ATCEMS System Cardiac Arrest Overall Survival (CARES data)



Aggregate data through the noted quarter/year
National 2010 data is incomplete
*ATCEMS Q1 2011 is incomplete
ATCEMS Overall Survival 2010 only = 14.4%



ATCEMS System Cardiac Arrest Utstein Survival (CARES data)



Cumulative Data thru Qtr/Yr

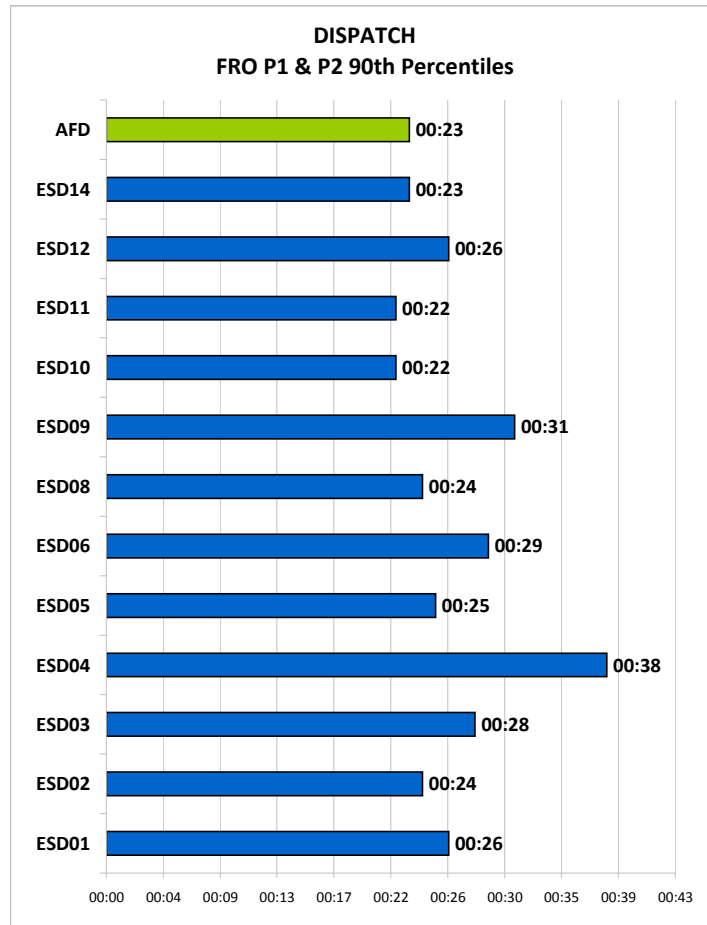
Aggregate data through the noted quarter/year
National 2010 data is incomplete
*ATCEMS Q1 2011 is incomplete
ATCEMS Overall Survival 2010 only = 39.7%

FY11 Q2 First Responder (FR) Statistics, Travis County

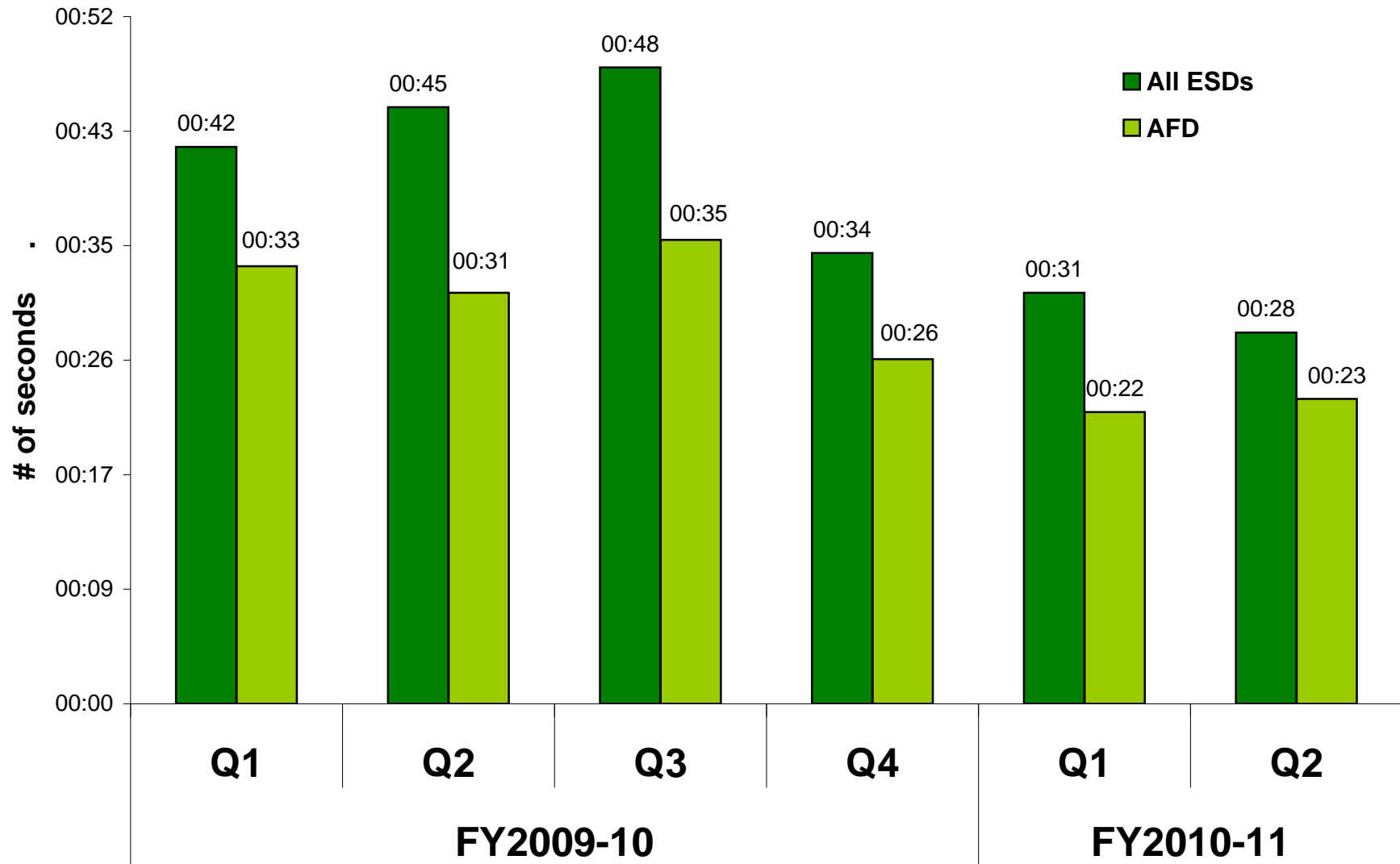
Dispatch: Call entered AFD dispatch queue to 1st FR unit assigned

NOTE: Statistics are based on calls within each jurisdiction, regardless of which agency responded.

Location	90th percentile			Raw averages			5% trimmed average *			# valid cases			# missing time data		
	P1	P2	P1&2	P1	P2	P1&2	P1	P2	P1&2	P1	P2	P1&2	P1	P2	P1&2
ESD01	00:19	00:26	00:26	00:17	00:18	00:18	00:15	00:16	00:16	10	79	89	0	0	0
ESD02	00:29	00:23	00:24	00:18	00:16	00:17	00:15	00:14	00:14	105	343	448	0	0	0
ESD03	00:21	00:29	00:28	00:15	00:18	00:17	00:14	00:16	00:16	10	69	79	0	0	0
ESD04	01:13*	00:33	00:38	00:28	00:23	00:24	00:26	00:20	00:20	8	58	66	0	0	0
ESD05	00:21	00:25	00:25	00:16	00:19	00:18	00:16	00:17	00:17	5	35	40	0	0	0
ESD06	00:21	00:29	00:29	00:16	00:17	00:17	00:15	00:16	00:16	18	167	185	0	0	0
ESD08	04:56*	00:22	00:24	02:28	00:15	00:31	.	00:15	00:15	3	22	25	0	0	0
ESD09	00:26	00:34	00:31	00:18	00:19	00:19	00:18	00:17	00:17	10	41	51	0	0	0
ESD10	00:22	00:17	00:22	00:17	00:15	00:16	00:17	00:14	00:15	6	11	17	0	0	0
ESD11	00:18	00:23	00:22	00:15	00:18	00:17	00:14	00:15	00:15	20	83	103	0	0	0
ESD12	00:26	00:25	00:26	00:15	00:18	00:17	00:15	00:15	00:15	29	101	130	0	0	0
ESD14		00:23	00:23		00:17	00:17		00:17	00:17	0	4	4	0	0	0
County - City comparison * ESD08 skewed by one outlier of 6:57 min, ESD04 had two P1 cases > 1 minute.															
All ESDs	00:26	00:28	00:28	00:19	00:17	00:18	00:15	00:15	00:15	224	1,013	1,237	0	0	0
AFD	00:21	00:23	00:23	00:14	00:15	00:15	00:13	00:13	00:13	1,297	5,842	7,139	0	0	0
County-wide	00:22	00:24	00:23	00:15	00:15	00:15	00:13	00:13	00:13	1,521	6,855	8,376	0	0	0
Travis County ESDs By Region															
East	00:28	00:27	00:28	00:18	00:17	00:18	00:15	00:15	00:15	142	496	638	0	0	0
South	00:20	00:24	00:23	00:15	00:18	00:17	00:14	00:16	00:15	25	118	143	0	0	0
West	00:26	00:29	00:29	00:25	00:17	00:18	00:16	00:16	00:16	47	316	363	0	0	0
Northwest	00:19	00:26	00:26	00:17	00:18	00:18	00:15	00:16	00:16	10	83	93	0	0	0
EXCLUSIONS: <ul style="list-style-type: none"> - Incidents where calltaking was performed by agency other than EMS - Incidents where EMS was already onscene before First responder assigned to call - Test and duplicate calls, per EMS cancel reason - Incidents with null value for time first unit assigned 															
* A 5% trimmed average is based on the middle 90% of response times, it excludes the 5% fastest and 5% slowest times from calculation. All other statistics are based on all the available data.															
NOTES: Locations are based on EMS jurisdiction codes. Unit stage time was substituted for arrival time if the first-in unit was staged prior to arrival. Percentiles use a calculation method that is more accurate for small case bases than the standard method.															



Dispatch 90th Percentiles for Priority 1 & 2 Medical Incidents (Enter Queue to 1st Unit Assigned)



STAR Flight Quarterly Report: FY2011 Q2

Dispatches	362
Flight Hrs	179.4
TC Transports	33
OOO Transports	102
Total Transports	135

Aborts	In County	Out of County
Cancelled	22	20
Mechanical	1	0
Weather	14	47
Total	37	67

Response Type	Dispatches	Aborts	Missions	% - Missions to Dispatch	Flight Hrs	% of Total Flight Hours
Travis County Responses						
EMS	66	39	27	40.9%	22.8	12.7%
Rescue	10	3	7	70.0%	3.8	2.1%
Law Enfor.	4	0	4	100.0%	2.9	1.6%
Fire	5	1	4	80.0%	2.8	0.0
Sub -Total	85	43	42	49.4%	32.3	18.0%
Out of County Responses						
EMS	170	66	104	61.2%	102.4	57.1%
Rescue	2	0	2	100.0%	2.1	1.2%
Law Enfor.	1	1	0	0.0%	0	0.0%
Fire	2	2	0	0.0%	0.4	0.0
Sub -Total	175	69	106	60.6%	104.9	58.5%
All Responses						
EMS	236	105	131	55.5%	125.2	69.8%
Rescue	12	3	9	75.0%	5.9	3.3%
Law Enfor.	5	1	4	80.0%	2.9	1.6%
Fire	7	3	4	57.1%	3.2	0.0
Total	260	112	148	56.9%	137.2	76.5%
Other Missions						
Operations	49	0	49	100%	8.7	4.8%
Reposition	2	0	2	100%	0.7	0.4%
Maintenance	16	0	16	100%	5.1	2.8%
Public Relations	5	0	5	100%	2.0	1.1%
Training	30	0	30	100%	25.7	14.3%
Sub -Total	102	0	102	100%	42.2	23.5%
TOTAL MISSIONS	362				179.4	100%

Auto Launches	MPD P1	MPD P2	MPD P3	MPD P4	MPD P5	Transports	% of Total
21	5	12	1	2	1	3	14%

PCRs	CC Reviews	% CC Reviews	MD Reviews	% MD Reviews	Exceptions*	Investigations**
135	135	100%	3	2%	1	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