2015 Standard of Coverage

PERCENTAGE OF RESPONSES IN 8 MINUTES OR LESS FOR FIRST-IN UNIT
(Includes AFD, Auto Aid, and Mutual Aid unit responses)

- From Call Receipt by AFD/EMS to Arrival Onscene
- Case Base equals VALID Response Times Only

90% and up	0 to 20 Calls
89% - 80%	Insufficient Data
79% - 70%	AFD BUILT
69% - 50%	ESD - Auto Aid
Less than 50%	ESD - Mutual Aid

Text in Firebox

- 95% Percentage of responses within 8 mins
- 00-1802 Fire Box number
- 0:09:18 Response Time at 90%

Proposed Fire Stations

- In Progress
- 2014-2019
- 2020-2029

Produced by Austin Fire Dept's Research & Planning - February 2016

Historical Notes:

- Locution implemented March 2005
- Initial call-type for all Fire-related calls initially dispatched at Light Box (12/1/2009)
- E35 to Sta 22: 10/01/08 (E35 renamed E66 12/03/09)
- Station 45 opened & Engine 45 dispatched from Station 45 - 12/6/2010
- CAD Call Processing improvement implemented Q4 FY12
- Performance measure increased to 90% for FY15.
- Priority 3 Medical incidents response plan changed May 6, 2015 (does not dispatch a fire unit if a medic unit is within 5 mins of EMS)

PURPOSE:

The Austin Fire Department's Standard of Coverage (SOC) is "90% within 8 mins". In other words, our goal is to reach 90% of our emergency incidents within 8 mins from call-receipt to on-scene.
*increased to 90% Nov 2013