



## MEMORANDUM

**TO:** Public Safety Commission

**FROM:** Jasper Brown, Chief of Staff  
Austin – Travis County Emergency Medical Services

**DATE:** March 3, 2018

**SUBJECT:** Austin – Travis County EMS Customer Service

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The customer satisfaction score is obtained through a survey conducted to measure the quality of customer service provided to each patient with a medical emergency transported by ambulance to the hospital.

Austin-Travis County EMS (ATCEMS) conducts customer call back surveys on a regular basis, reaching out to those patients who were transported via ambulance to the hospital. The survey focuses on a customer satisfaction rating of 1 to 5, with 5 being the highest level of satisfaction possible. A random sample of customers who were transported are called within 72 hours after transport and given the opportunity to let us know how satisfied they are with the care they received during transport.

The patient is asked to rate the level of customer service provided to them by our medics on a scale from 1 to 5, with 5 being very satisfied and 1 being very unsatisfied. At the end of the calendar month, the number of selections for each option is divided by the total number of responses to determine the percentage rating for each of the 5 levels of satisfaction.

The ability to learn more about the patient's experience with ATCEMS is invaluable in our quality journey. All responses are valuable to ATCEMS as they help us identify our strengths and opportunities to improve. The ATCEMS goal is to reinforce the service that the patient received in person. In addition to enhancing patient satisfaction, the department will have the opportunity to learn best practices in customer service and provide feedback to staff centered on customer satisfaction. Gathering a patient's feedback will allow ATCEMS to recognize individual staff members for outstanding service and also identify areas where we could improve our service.

The monthly and annual performance is posted on the performance website on <http://austintexas.gov/departments/performance-metrics>.



ATCEMS also utilizes the City's annual community survey to gain insight into customer satisfaction. The survey is managed by City Hall's Office of Performance Measures. ATCEMS reviews the responses and incorporates the feedback knowing that the survey comes from citizens who may or may not have used EMS services.

The two questions on the survey are:

1. Medical assistance provided by EMS (Overall quality of ambulance service)
  - 2017 – 83%
  - 2016 – 81%
2. Timeliness of EMS response to emergency location.
  - 2017 – 82%
  - 2016 – 81%

Although “Timeliness of EMS response to emergency location” is higher than the previous year and exceeds the national average, the trend for ATCEMS response times is slightly declining. The City of Austin continues to grow and with that additional resources will be needed to meet the increasing demand. This includes the EMS/FIRE stations that are planned in the future and Demand resources (12 hour units) that match the call volume.

Identified EMS/Fire stations

1. Travis Country
2. Del Valle / Moore’s Crossing
3. Davenport / Loop 360
4. Goodnight Ranch
5. Canyon Creek

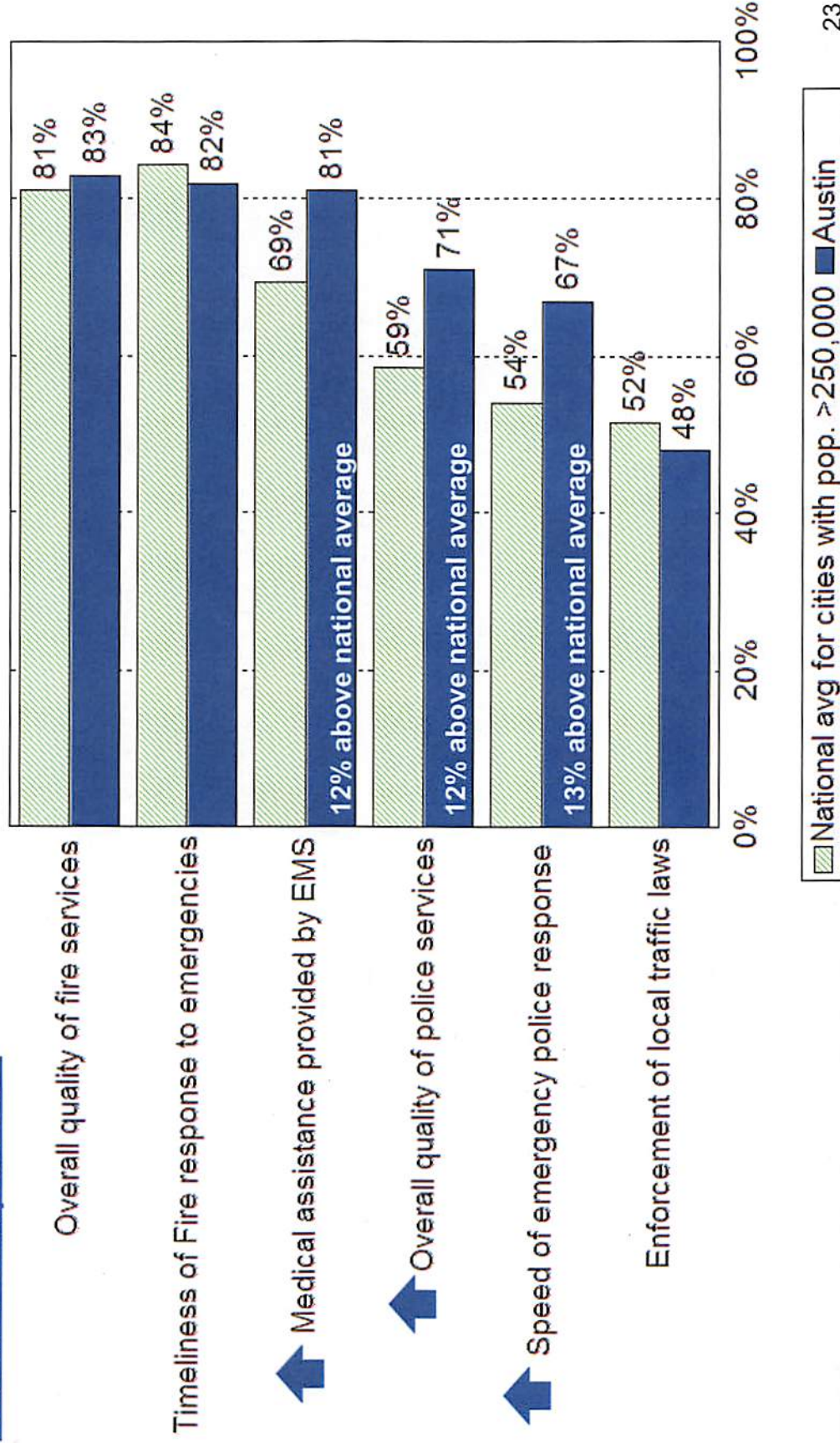


# Satisfaction with Public Safety Services

## Austin vs. Large U.S. Cities

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied"

### National Comparisons



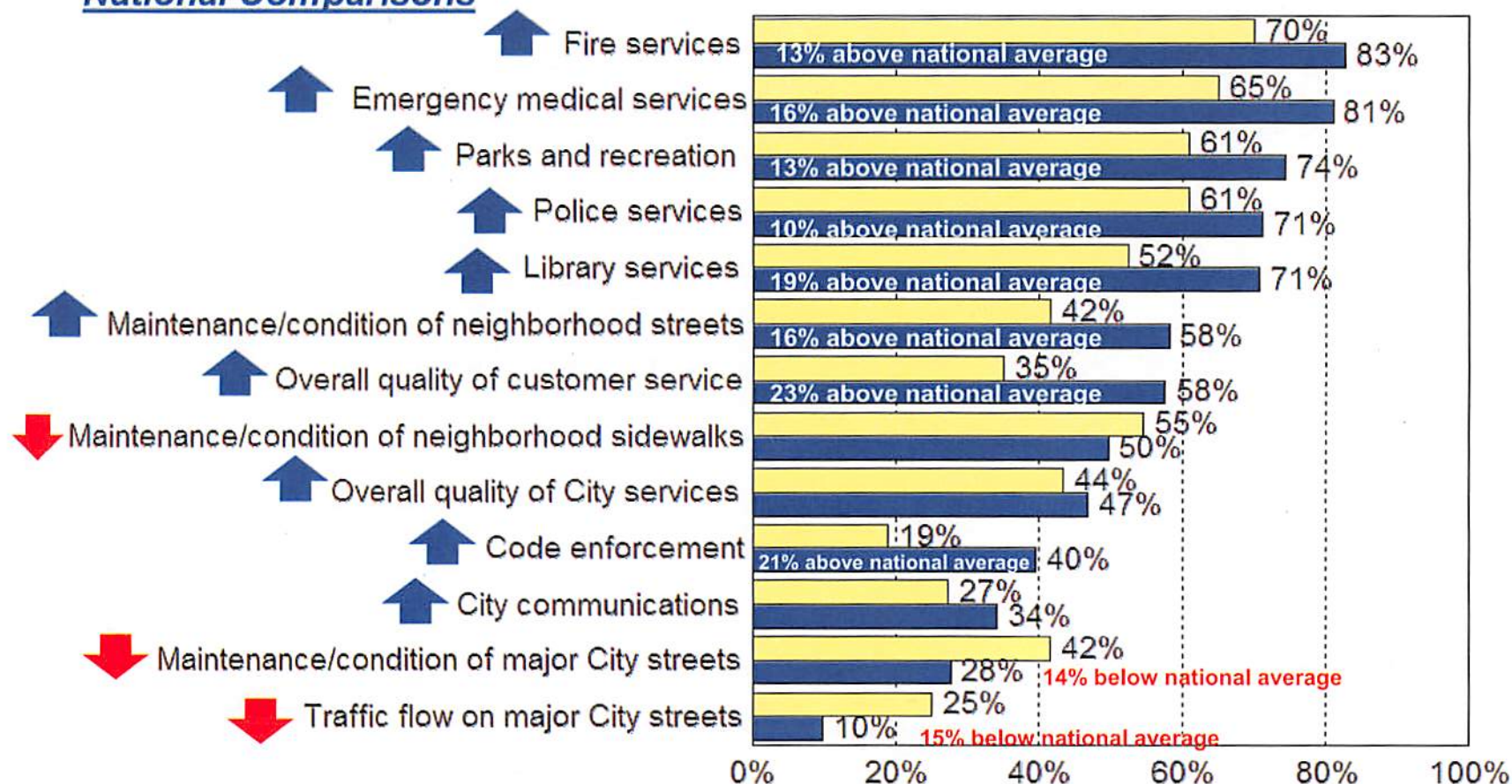


# Satisfaction with City Services

Austin vs. Large U.S. Cities With Populations of 500,000+

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 4 was "satisfied"

## National Comparisons



Yellow bar: National avg for cities with pop. >500,000 Blue bar: Austin

Significantly Higher: ↑

Significantly Lower: ↓