

ePerformance Measures

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Key Performance Measures: Emergency Medical Services

Performance Measure	Activity	Program
1 EMS Communications Center average call processing time (in seconds)	Emergency Communications	Emergency Communications
2 Medical Priority Dispatch Protocol Compliance	Safety and Performance Management	Safety and Performance Improvement
3 Percent of patients in cardiac arrest from cardiac causes delivered to an appropriate medical facility with a return of circulation	Safety and Performance Management	Safety and Performance Improvement
4 Percent of potentially life-threatening calls (priority one) responded to within 9 minutes and 59 seconds within the City of Austin	Emergency Field Operations	Operations
5 Percent of priority one through five calls responded to on time within the City of Austin	Emergency Field Operations	Operations
6 Percent reduction of EMS transport to hospitals of enrolled CHP Clients	Emergency Field Operations	Operations
7 Percentage of patients who are satisfied or very satisfied with EMS customer service	Departmental Support Services	Support Services

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Key Performance Measures: Fire

Performance Measure	Activity	Program
1 Number of fire technical inspections	Engineering and Inspection Services	Emergency Prevention
2 Number of free smoke alarms installed	Outreach	Emergency Prevention
3 Number of unintentional fire deaths in the past 12 months	Combat Operations	Fire / Emergency Response
4 Percent of arson cases cleared by arrest	Investigations	Emergency Prevention
5 Percent of cardiac arrest due to cardiac cause that arrive at hospital with a pulse	Combat Operations	Fire / Emergency Response
6 Percent of customers satisfied with the quality of AFD services	Combat Operations	Fire / Emergency Response
7 Percent of emergency incidents where the amount of time between call receipt and the arrival of AFD unit is 8 minutes or less	Combat Operations	Fire / Emergency Response
8 Percent of structure fires confined to room of origin	Combat Operations	Fire / Emergency Response

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Key Performance Measures: Police

Performance Measure	Activity	Program
1 Part II crime rate per 1,000 population	Patrol	Neighborhood-Based Policing
2 Percent of Part I crimes cleared	Centralized Investigations	Investigations
3 Percent of residents who are satisfied with the overall quality of police services	Community Partnerships	Neighborhood-Based Policing
4 Property crime rate per 1,000 population	Patrol	Neighborhood-Based Policing
5 Rate of traffic fatalities per 100,000 population	Traffic Enforcement	Neighborhood-Based Policing
6 Total police response time for EMERGENCY and URGENT calls	Communications	Operations Support
7 Violent crime rate per 1,000 population	Patrol	Neighborhood-Based Policing