AFD Response to Public Safety Commission
Question 1: What percent of medical responses did both AFD and A/TCEMS arrive?

Austin Travis County Emergency Medical Services and a Fire Unit both arrived onscene		
Quarter 1	Quarter 2	Total
70.2% *(9,045 incidents)*	70.9% *(8,797 incidents)*	70.5% *(17,842 incidents)*

Disclaimer: This information includes all AFD incident types, not just medical calls. A call may come in as a rescue, fire, medical, hazmat, or other call type for AFD, but may be considered a medical call type for A/TCEMS.

This data does not reflect the standards/filters that A/TCEMS uses to define their high priority emergency calls. This information is only a reflection of calls that meet AFD's definition of high priority emergency calls. Due to different service delivery models, different definitions of high priority, emergency calls, and different geographic boundaries, A/TCEMS and AFD may report different numbers.

Note: Incidents included within AFD's case base for high priority emergency calls are:
- *Code 3 response (lights and sirens) or equivalent priority (1, 2, 3, 4M)*
- *Valid time stamps by a frontline unit (Engine, Quint, Ladder, Rescue, Battalion Chief, Brush Truck, Squad)*
- *Calltaker agency AFD or EMS*
- *Call not cancelled before arrival*
- *Response times represent only responses within full-purpose areas (no limited purpose or ETJ)*
- *AFD and ESD units included*

Question 2: Historical Trends – FY 18 Q1 compared to FY 19 Q1

Austin Fire Department
Quaterly data requested by Public Safety Commission

AFD Response time goal: Arrival of a fire unit (call-receipt to first arrival) within 8 mins, 90% of the time for all emergency incidents.

FY18 - Q1			
Council Districts	Request for Service	Emergency Response Time *(90 percentile, emergency incidents)*	Emergency Incidents *(Code 3, First Arriving Frontline Unit)*
District 1	2460	00:09:14	1606
District 2	2146	00:10:09	1342
District 3	2315	00:09:10	1491
District 4	2031	00:09:11	1325
District 5	1953	00:09:50	1211
District 6	1502	00:09:37	873
District 7	2373	00:09:21	1459
District 8	1077	00:10:13	668
District 9	3081	00:07:28	1745
District 10	1401	00:09:27	759

FY19 - Q1			
Council Districts	Request for Service	Emergency Response Time *(90 percentile, emergency incidents)*	Emergency Incidents *(Code 3, First Arriving Frontline Unit)*
District 1	2717	00:09:10	1768
District 2	2281	00:10:27	1396
District 3	2484	00:08:53	1673
District 4	2184	00:09:38	1451
District 5	2049	00:09:52	1332
District 6	1524	00:09:37	876
District 7	2270	00:09:46	1271
District 8	1218	00:10:49	662
District 9	2992	00:07:57	1662
District 10	1468	00:09:13	789

Incidents by Call Type FY18 - Q1			
Call Type	Request For Service		Emergency Incidents
Fire	964		747
Medical	13567		10737
Rescue	135		94
Hazmat	326		259
Other	5347		642

Incidents by Call Type FY19 - Q1			
Call Type	Request For Service		Emergency Incidents
Fire	978		761
Medical	13620		10985
Rescue	117		89
Hazmat	412		334
Other	6060		711

Notes -
1. Incident volume reflects ALL incidents, regardless of cancellation status or response code
2. District response times represents only responses within Full-Purpose areas (no limited purpose or ETJ)
3. Approximately 1-3% of incident are assigned to multiple Districts and excluded in above totals
4. Due to missing data, results should be used for general trends -- not detailed analysis or outcomes
5. Emergency incidents defined as an incident which had a Code 3 response, valid timestamps by a frontline unit
6. Response times include timestamps from all first-arriving frontline fire units, regardless of agency (AFD and ESDs units)

Data Compiled from QV Ops Dispatch (filters: Year, Quarter, Council District) and Ops Standard of Cover (filter: Year, Quarter, Council District)
Incidents - Count of dispatch level, SOC - Emergency Incidents Only

Question 2: Historical Trends – FY 18 Q2 compared to FY 19 Q2 continued…

Austin Fire Department
Quaterly data requested by Public Safety Commission

AFD Response time goal: Arrival of a fire unit (call-receipt to first arrival) within 8 mins, 90% of the time for all emergency incidents.

FY18 - Q2			
Council Districts	Request for Service	Emergency Response Time *(90 percentile, emergency incidents)*	Emergency Incidents *(Code 3, First Arriving Frontline Unit)*
District 1	2554	00:09:51	1597
District 2	2150	00:10:21	1348
District 3	2395	00:08:55	1586
District 4	2081	00:09:17	1326
District 5	1955	00:09:38	1213
District 6	1468	00:09:50	844
District 7	2360	00:09:28	1343
District 8	1182	00:10:41	695
District 9	3011	00:08:00	1639
District 10	1478	00:09:31	832

FY19 - Q2			
Council Districts	Request for Service	Emergency Response Time *(90 percentile, emergency incidents)*	Emergency Incidents *(Code 3, First Arriving Frontline Unit)*
District 1	2528	00:09:22	1637
District 2	2292	00:09:43	1415
District 3	2272	00:08:57	1479
District 4	2251	00:09:25	1410
District 5	1966	00:09:23	1296
District 6	1362	00:10:08	754
District 7	2184	00:09:59	1268
District 8	1209	00:10:26	738
District 9	3005	00:07:59	1573
District 10	1461	00:09:47	816

Incidents by Call Type FY18 - Q2			
Call Type	Request For Service		Emergency Incidents
Fire	1056		798
Medical	13584		10626
Rescue	135		91
Hazmat	323		261
Other	5536		647

Incidents by Call Type FY19 - Q2			
Call Type	Request For Service		Emergency Incidents
Fire	988		735
Medical	13415		10611
Rescue	114		86
Hazmat	398		321
Other	5615		633

Notes -
1. Incident volume reflects ALL incidents, regardless of cancellation status or response code
2. District response times represents only responses within Full-Purpose areas (no limited purpose or ETJ)
3. Approximately 1-3% of incident are assigned to multiple Districts and excluded in above totals
4. Due to missing data, results should be used for general trends -- not detailed analysis or outcomes
5. Emergency incidents defined as an incident which had a Code 3 response, valid timestamps by a frontline unit
6. Response times include timestamps from all first-arriving frontline fire units, regardless of agency (AFD and ESDs units)

Data Compiled from QV Ops Dispatch (filters: Year, Quarter, Council District) and Ops Standard of Cover (filter: Year, Quarter, Council District)
Incidents - Count of dispatch level, SOC - Emergency Incidents Only

What is AFD's response time standard for the City of Austin?
From the time AFD or EMS receives the call, a fire unit (regardless of agency) arrives on-scene within 8 minutes, 90% of the time.

Note: ***The Standard of Coverage is reflective of the response time the resident received.***
The "Fire Arriving Unit Onscene" timestamp is used, regardless of agency. If an ESD unit is the first arriving unit to an incident within COA, then that unit's timestamp is used for the response time.

Why 8 minutes?
In 2001, AFD went through the accreditation process with CFAI. AFD was one of the first fire departments to receive accreditation in the US. During this process, AFD conducted a Risk Assessment and it was determined that "8 minutes 85% of the time" would be the time standard for COA.

Why 90%?
The two leaders in fire response times (CFAI and NFPA) both use the 90 percentile as their benchmark. From 2001-2014, AFD used 85% as the benchmark. It was increased in FY2015 to 90% to better align with the majority of the fire service providers in the US.

National Standards:
   Commission on Fire Accreditation International (CFAI) describes the benchmark for all time components as 90%. (CFAI, 8th Addition Self-Assessment Manual, pg 68)

    National Fire Protection Association (NFPA) describes the standard for fire department response times in the 1710 Standard. It is within this standard that the 90% benchmark is described, but to specific time components. Since all time components should reach the 90% benchmark, it is determined that 90% is NFPA's 2010 benchmark for response.

   4.1.2.4 The fire department shall establish a performance objective of not less than 90% for the achievement of each turnout time and travel time objective specified in 4.1.2.1.

 Is AFD's standard in line with other US Fire Departments?
   Yes. Due to regional differences, staffing, stations, demand, and communication systems, it is difficult to compare standards from one agency to another. Even with these differences, we have determined ***our standard is within range of other departments of relative size***.

   We have found:
   Majority of departments surveyed are using 90% as their percentile gauge.
   The 'start' time differs between agencies - about 55% begin at fire call taking and 45% begin at unit dispatch.
   The response time range for those starting at call-taking is: 7:20 – 10:00 minutes
   The response time range for those starting at dispatch is: 4:00-7:00 minutes