



Austin Fire Department

Quarterly 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 <i>(90 percentile, emergency incidents)</i>	Emergency Incidents <i>(Code 3, First Arriving Frontline Unit)</i>
District 1	2,460	00:09:14	1,606
District 2	2,146	00:10:09	1,342
District 3	2,315	00:09:10	1,491
District 4	2,031	00:09:11	1,325
District 5	1,953	00:09:50	1,211
District 6	1,502	00:09:37	873
District 7	2,373	00:09:21	1,459
District 8	1,077	00:10:13	668
District 9	3,081	00:07:28	1,745
District 10	1,401	00:09:27	759

FY19 - Q1			
Council Districts	Request for Service	Emergency Response Time <i>(90 percentile, emergency incidents)</i>	Emergency Incidents <i>(Code 3, First Arriving Frontline Unit)</i>
District 1	2,533	00:09:10	1,768
District 2	2,361	00:10:27	1,396
District 3	2,426	00:08:53	1,673
District 4	2,136	00:09:38	1,451
District 5	1,833	00:09:52	1,332
District 6	1,549	00:09:37	876
District 7	2,229	00:09:46	1,271
District 8	1,085	00:10:49	662
District 9	3,024	00:07:57	1,662
District 10	1,376	00:09:13	789

Incidents by Call Type FY18 - Q1			
Call Type	Request For Service		Emergency Incidents
Fire	964		747
Medical	13,567		10,737
Rescue	135		94
Hazmat	326		259
Other	5,347		642

Incidents by Call Type FY19 - Q1			
Call Type	Request For Service		Emergency Incidents
Fire	1,021		761
Medical	13,563		10,985
Rescue	163		89
Hazmat	407		334
Other	5,398		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



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FY18 - Q2			
Council Districts	Request for Service	Emergency Response Time <i>(90 percentile, emergency incidents)</i>	Emergency Incidents <i>(Code 3, First Arriving Frontline Unit)</i>
District 1	2,554	00:09:51	1,597
District 2	2,150	00:10:21	1,348
District 3	2,395	00:08:55	1,586
District 4	2,081	00:09:17	1,326
District 5	1,955	00:09:38	1,213
District 6	1,468	00:09:50	844
District 7	2,360	00:09:28	1,343
District 8	1,182	00:10:41	695
District 9	3,011	00:08:00	1,639
District 10	1,478	00:09:31	832

FY19 - Q2			
Council Districts	Request for Service	Emergency Response Time <i>(90 percentile, emergency incidents)</i>	Emergency Incidents <i>(Code 3, First Arriving Frontline Unit)</i>
District 1	2,528	00:09:22	1,637
District 2	2,292	00:09:43	1,415
District 3	2,272	00:08:57	1,479
District 4	2,251	00:09:25	1,410
District 5	1,966	00:09:23	1,296
District 6	1,362	00:10:08	754
District 7	2,184	00:09:59	1,268
District 8	1,209	00:10:26	738
District 9	3,005	00:07:59	1,573
District 10	1,461	00:09:47	816

Incidents by Call Type FY18 - Q2			
Call Type	Request For Service		Emergency Incidents
Fire	1,056		798
Medical	13,584		10,626
Rescue	135		91
Hazmat	323		261
Other	5,536		647

Incidents by Call Type FY19 - Q2			
Call Type	Request For Service		Emergency Incidents
Fire	988		735
Medical	13,415		10,611
Rescue	114		86
Hazmat	398		321
Other	5,615		633

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Incidents - Count of dispatch level, SOC - Emergency Incidents Only



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FY18 - Q3			
Council Districts	Request for Service	Emergency Response Time <i>(90 percentile, emergency incidents)</i>	Emergency Incidents <i>(Code 3, First Arriving Frontline Unit)</i>
District 1	2,497	00:09:11	1,571
District 2	2,274	00:09:59	1,362
District 3	2,385	00:08:40	1,598
District 4	2,114	00:08:57	1,391
District 5	2,040	00:09:26	1,294
District 6	1,541	00:09:32	866
District 7	2,317	00:08:57	1,338
District 8	1,155	00:10:54	696
District 9	3,036	00:07:44	1,690
District 10	1,462	00:09:51	780

FY19 - Q3			
Council Districts	Request for Service	Emergency Response Time <i>(90 percentile, emergency incidents)</i>	Emergency Incidents <i>(Code 3, First Arriving Frontline Unit)</i>
District 1	2,713	00:09:56	1,772
District 2	2,582	00:10:03	1,491
District 3	2,667	00:08:55	1,684
District 4	2,348	00:09:28	1,524
District 5	2,105	00:09:30	1,273
District 6	1,531	00:09:52	850
District 7	2,463	00:09:43	1,340
District 8	1,243	00:10:48	699
District 9	3,287	00:08:05	1,771
District 10	1,690	00:09:15	867

Incidents by Call Type FY18 - Q3			
Call Type	Request For Service		Emergency Incidents
Fire	998		765
Medical	13,740		10,765
Rescue	169		110
Hazmat	345		280
Other	5,569		666

Incidents by Call Type FY19 - Q3			
Call Type	Request For Service		Emergency Incidents
Fire	966		703
Medical	14,400		11,231
Rescue	153		104
Hazmat	470		393
Other	6,640		840

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Incidents - Count of dispatch level, SOC - Emergency Incidents Only



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FY18 - Q4			
Council Districts	Request for Service	Emergency Response Time <i>(90 percentile, emergency incidents)</i>	Emergency Incidents <i>(Code 3, First Arriving Frontline Unit)</i>
District 1	2,533	00:09:52	1,631
District 2	2,361	00:10:14	1,426
District 3	2,426	00:08:58	1,650
District 4	2,136	00:09:00	1,406
District 5	1,833	00:09:51	1,197
District 6	1,549	00:10:11	862
District 7	2,229	00:09:30	1,331
District 8	1,085	00:10:52	622
District 9	3,024	00:08:03	1,628
District 10	1,376	00:10:12	723

FY19 - Q4			
Council Districts	Request for Service	Emergency Response Time <i>(90 percentile, emergency incidents)</i>	Emergency Incidents <i>(Code 3, First Arriving Frontline Unit)</i>
District 1	2,710	00:09:44	1,829
District 2	2,551	00:10:18	1,535
District 3	2,797	00:09:08	1,876
District 4	2,449	00:10:11	1,644
District 5	2,075	00:09:14	1,327
District 6	1,572	00:10:18	908
District 7	2,461	00:09:39	1,454
District 8	1,271	00:11:10	815
District 9	3,348	00:08:20	1,934
District 10	1,477	00:10:15	788

Incidents by Call Type FY18 - Q3			
Call Type	Request For Service		Emergency Incidents
Fire	1,021		788
Medical	13,563		10,565
Rescue	163		112
Hazmat	407		330
Other	5,398		681

Incidents by Call Type FY19 - Q4			
Call Type	Request For Service		Emergency Incidents
Fire	1,193		890
Medical	14,912		11,847
Rescue	155		108
Hazmat	529		443
Other	5,922		822

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FY18			
Council Districts	Request for Service	Emergency Response Time <i>(90 percentile, emergency incidents)</i>	Emergency Incidents <i>(Code 3, First Arriving Frontline Unit)</i>
District 1	10,035	00:09:31	6,415
District 2	8,913	00:10:12	5,482
District 3	9,519	00:08:57	6,338
District 4	8,359	00:09:10	5,457
District 5	7,783	00:09:41	4,926
District 6	6,050	00:09:48	3,449
District 7	9,257	00:09:18	5,472
District 8	4,467	00:10:40	2,684
District 9	12,108	00:07:47	6,708
District 10	5,709	00:09:42	3,100

FY19			
Council Districts	Request for Service	Emergency Response Time <i>(90 percentile, emergency incidents)</i>	Emergency Incidents <i>(Code 3, First Arriving Frontline Unit)</i>
District 1	10,631	00:09:33	7,063
District 2	9,644	00:10:08	5,893
District 3	10,174	00:09:00	6,769
District 4	9,193	00:09:40	6,082
District 5	8,177	00:09:32	5,268
District 6	5,952	00:09:58	3,409
District 7	9,330	00:09:50	5,368
District 8	4,898	00:10:51	2,937
District 9	12,555	00:08:08	6,996
District 10	6,054	00:09:39	3,284


Incidents by Call Type FY18			
Call Type	Request For Service		Emergency Incidents
Fire	4,045		3,102
Medical	54,536		42,753
Rescue	602		407
Hazmat	1,404		1,133
Other	21,613		2,636

Incidents by Call Type FY19			
Call Type	Request For Service		Emergency Incidents
Fire	4,125		3,122
Medical	56,370		45,050
Rescue	539		387
Hazmat	1,809		1,491
Other	23,765		3,019

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	FY 2019 Q1 & Q2 Public Safety Commission Stats				FY 2019 Q3 & Q4 Public Safety Commission Stats			
	Vacancies		FY 2019 Authorized Strength		Vacancies		FY 2019 Authorized Strength	
	Q1 Ending Vacancies	95	1198		Q3 Ending Vacancies	44	1198	
Q2 Ending Vacancies	67	Q4 Ending Vacancies			59			
Added Time Hours by Rank		Added Time Hours by Rank		Added Time Hours by Rank		Added Time Hours by Rank		
Q1		Q2		Q3		Q4		
FF	45,779	FF	30,735	FF	32,671	FF	40,377	
SPEC	18,315	SPEC	11,476	SPEC	12,932	SPEC	15,223	
LT	13,267	LT	8,986	LT	9,452	LT	10,097	
CAPT	5,851	CAPT	3,530	CAPT	4,391	CAPT	4,570	
BATT CHIEF	4,558	BATT CHIEF	3,006	BATT CHIEF	3,407	BATT CHIEF	3,588	
DIV CHIEF	535	DIV CHIEF	170	DIV CHIEF	350	DIV CHIEF	374	
Grand Total	88,304	Grand Total	57,902	Grand Total	63,204	Grand Total	74,227	
<i>**Internal note - Authorized strength only changes when there's a council ordinance change. Otherwise it's the same throughout the FY**</i>				<i>**Internal note - Authorized strength only changes when there's a council ordinance change. Otherwise it's the same throughout the FY**</i>				
<i>** Due to sick/vacation being non-productive, not all added time hours are paid at a premium rate**</i>				<i>** Due to sick/vacation being non-productive, not all added time hours are paid at a premium rate**</i>				