

INCIDENTS STRATIFIED BY CITY AND COUNTY

Desired Outcome	Not applicable
Standard	Not applicable
Acceptable Quality Level	Not applicable
Monitoring Method	Run Chart updated by 10th business day each month

MEASURE DESCRIPTION

Indicator Description	Count of incidents that occur in City and the County shown separately
Question Indicator Answers	What is the demand for service that ATCEMS must meet?
Patient / Customer Need	Not applicable
Type of Measure	Output
Objective	Not applicable
Data Provided By	Business Analysis and Research Team
Reporting Values	System incident volume per month, split out by City and County reporting areas.
Limitations	This measure is limited to incidents received through the 911 system. It does not include special events or other prescheduled standbys. It also excludes mutual aid incidents that occur outside the primary ATCEMS service area.
Notes	None

Measure Calculation

Formula Description	Count of 911 incidents to which ATCEMS responded in the City or County service areas. The resulting measure is expressed as an integer.
Indicator Formula	$count([incidents\ in\ City\ service\ area])$ or $count([incidents\ in\ County\ service\ area])$

Data Filters		<p>Include incident response priorities 1-5</p> <p>Exclude test, duplicate, StarFlight, and Special Event problem types.</p> <p>Exclude incidents that fall outside of City of Austin and Travis County.</p>
Interval Calculation		Not applicable
Numerator	<i>Population</i>	Incidents meeting inclusion criteria.
	<i>Inclusion</i>	Include all incidents occurring in the City of Austin or Travis County
	<i>Exclusion</i>	<ul style="list-style-type: none"> • Incidents occurring outside the City of Austin and Travis County. • Special events and prescheduled standby events are also excluded. • Incidents with response priority of 0, 6, 7 or 8.
	<i>Data Source</i>	ATCEMS CAD data warehouse via Cognos
		Data Source Table: emssqlrpt\emscad01\warehouse_system1\nf.incidents
Denominator	<i>Population</i>	Not applicable.
	<i>Inclusion</i>	Not applicable
	<i>Exclusion</i>	Not applicable
	<i>Data Source</i>	Not applicable
Aggregation		Aggregate incidents based on location, and by month based on date/time of phone pickup in Communications.
Stratification		<ul style="list-style-type: none"> • Incident location (service area)
Minimum Sample Size		None
Data Lineage		<p>Data for this measure is drawn from the ATCEMS CAD data warehouse. The warehouse is populated from the CTECC CAD reporting warehouse via ATCEMS-developed ETL processes.</p> <p>Incident records are generated in the normal course of business.</p>

Reporting

Travis County ILA Reporting	Medium: Web site chart Orientation: External Format: Single graph with run chart values for the most recent 13 month period for City of Austin and Travis County service areas. Update Frequency: Monthly Data Source: Cognos Report
-----------------------------	---

Metadata

Pillar / Strategic Objective Links	None
Development Status	Actively reporting
References	<i>Interlocal Agreement Between the City of Austin and Travis County for Emergency Medical Services (Fiscal Year 2014)</i>
Best Practices	None referenced
Definition Version Info	Version C; 2014-03-01