

FY 2023-2024 BUDGET QUESTION
Response to Request for Information

DEPARTMENT(S): Emergency Medical Services

CBQ NO.: 154

REQUESTED BY: Pool

DATE REQUESTED: 07/27/2023

DATE POSTED: 08/04/2023

REQUEST: How does the Domain, or North Burnet Gateway area rank in terms of Austin-Travis County EMS response? Are calls for service increasing in that area, and how are the needs of this area balanced against the needs of the surrounding areas that EMS covers?

RESPONSE:

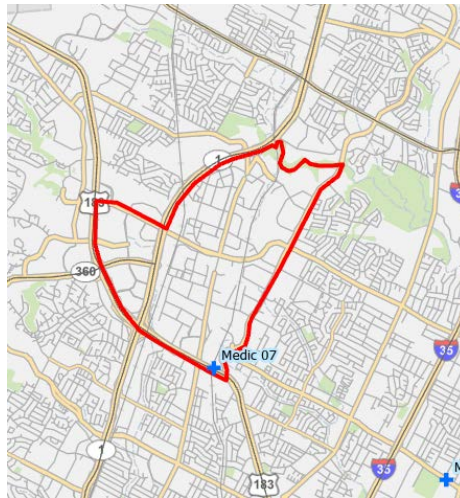
According to the City of Austin Planning Department, this area is called the “North Burnet / Gateway neighborhood”. This polygon contains The Domain, Q2 Stadium, and the JJ Pickle site.

Austin-Travis County EMS (ATCEMS) has seen evidence that this area is growing significantly in population, traffic volume and 911 call incidents.

THE LONG TERM TREND

- Unit hour utilization is increasing above 50% for Medic 07 which is the closest ambulance to the area of interest. Surrounding area ambulances are also increasing in utilization. Most are higher than 40%.
- The mean average response time within the North Burnet / Gateway Neighborhood has increased by 1:41, from 8:10 in fiscal year 2019 to 9:50 in the previous fiscal year (2022).
- Incident volume in this area of interest is increasing. In fiscal year 2019 there were 1,643 incidents. This increased by 468 incidents to 2,111 in fiscal year 2022.
- In fiscal year 2022 the rate of compliance dropped below 90% for this area of interest.

Figure 1: North Burnet / Gateway Neighborhood



Unit Hour Utilization is increasing.

- Medic 07 is the closest ambulance to this area. It has a unit hour utilization (UHU) of 55.0% which means that out of a 24-hour schedule this ambulance is running calls for more than twelve hours per day on average. This implies that Medic 07 is not available for half the day because of high call volume. In order to serve this increased call volume, ambulances need to come in from surrounding areas. Surrounding units' unit hour utilization are noted below:
- Medic 05, driving lights and sirens would need 7:05 to reach this area of interest. Medic 05's UHU is 46.46%.
- Medic 10, driving lights and sirens would need 7:06 to reach this area of interest. Medic 10 has a utilization of 41.1%
- Medic 08, driving lights and sirens would need 7:11 to reach this area of interest This ambulance has a utilization of 35.52%
- Medic 13, driving lights and sirens would need 8:40 to reach this area of interest. This ambulance has a UHU of 48.42%
- Medic 29, driving lights and sirens would need 9:21 to reach this area of interest. This ambulance runs at 43.45%.

AVERAGE RESPONSE TIME IS INCREASING

The mean average response time for incidents within the North Burnet / Gateway Neighborhood was 8:10 in fiscal year 2019. For the last fiscal year that average increased by more than a minute to 9:51.

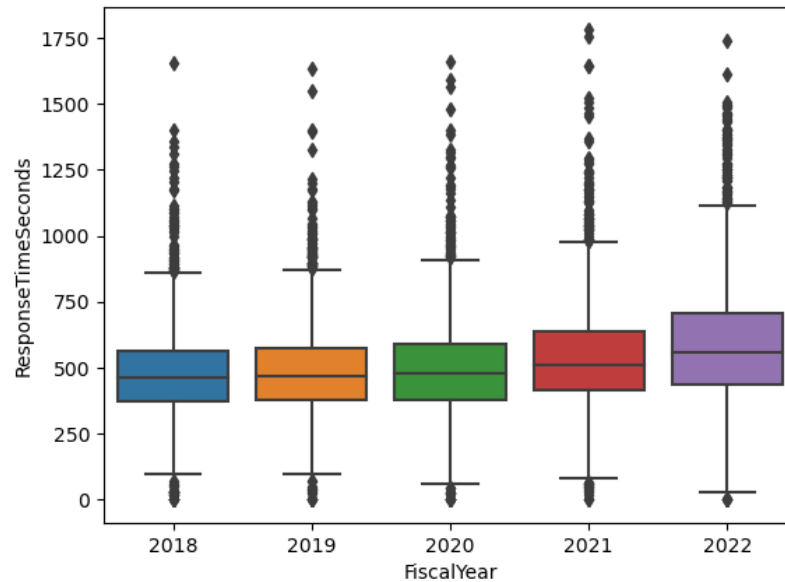
TABLE 1: MEAN AVERAGE RESPONSE TIME BY FISCAL YEAR

| Fiscal Year | Average Response Time within North Burnet / Gateway Area of interest | Year Over Year Change Area of Interest | Average Response Time for the City of Austin | Year Over Year Change City of Austin |
|-------------|--|--|--|--------------------------------------|
| 2019 | 08:10 | | 8:16 | |
| 2020 | 08:18 | 0:08 | 8:17 | 0:01 |

| | | | | |
|------|-------|------|------|------|
| 2021 | 09:00 | 0:42 | 8:34 | 0:17 |
| 2022 | 09:51 | 0:51 | 9:10 | 0:36 |

Figure 2 shows that mean average response times are increasing each fiscal year. Additionally, the outliers are on the high end of the plot. In other words, response time outliers are getting longer.

FIGURE 2: MEAN AVERAGE RESPONSE TIMES BY FISCAL YEAR



CALL VOLUME IS INCREASING

In Fiscal Year 2018-19, the number of incidents ATCEMS ran in the North Burnet Gateway Neighborhood was 1,643. This has increased each subsequent year. During the previous Fiscal Year 2021-22 the incident count was 2,111, which is 468 incidents more than Fiscal Year 2018-19. In just this area of interest there has been an increase of more than one call per day.

TABLE 2: INCIDENT COUNT BY FISCAL YEAR

| Fiscal Year | Incident Count Area of Interest | Year Over Year % Change Area of Interest | Incident Count City of Austin | Year Over Year % Change City of Austin |
|-------------|---------------------------------|--|-------------------------------|--|
| 2019 | 1,643 | | 102,624 | |
| 2020 | 1,715 | 4.2% | 99,126 | -3.5% |
| 2021 | 1,953 | 12.2% | 106,149 | 6.6% |
| 2022 | 2,111 | 7.5% | 102,223 | -3.8% |

COMPLIANCE RATE IS DROPPING

During fiscal year 2019 the rate of compliance was an excellent 95.9%. In fiscal 2020 this compliance rate decreased to 94.8%. This is still significantly above the goal of 90%. However, in fiscal 2021 the compliance rate dropped again to 92.6%, then decreased further in fiscal 2022. It is now below the 90% benchmark. In the North Burnet / Gateway Neighborhood incident volume is increasing, average response times are increasing, and response time compliance is dropping.

TABLE 3: RATE OF RESPONSE TIME COMPLIANCE BY FISCAL YEAR

| Fiscal Year | Rate of Compliance Area of Interest | Rate of Compliance City of Austin |
|-------------|--|--------------------------------------|
| 2019 | 95.9% | 94.6% |
| 2020 | 94.8% | 94.9% |
| 2021 | 92.6% | 93.4% |
| 2022 | 87.7% | 90.9% |