

Austin-Travis County Emergency Medical Services



Introductions

Ernesto Rodriguez, Chief

James Shamard, Chief of Staff

Austin Travis County EMS

City of Austin General Fund Department

**Home Rule City - by ordinance ATCEMS is the only
911 EMS provider in the City**

**The City awards franchise agreements to provide
non-emergency transfer service**

**Interlocal Agreement of Governments with Travis
County to provide EMS Service**

1,100 sq. Miles of Service Area

EMS History

- 1975 – City of Austin EMS Created
- 1977 – City of Austin EMS begins providing service to all of Travis County
- 1984 – Recognized as National Association of EMTs “EMS System of the Year”
- 1985 – STAR *Flight* Program Created
- 1989 - Recognized as Texas Association of EMTs “EMS System of the Year”
- 1998 – Communications Recognized by APCO for “Dispatcher of the Year”
- 1999 – City of Austin EMS is renamed Austin – Travis County EMS (ATCEMS)
- 2000 – Communications Accredited as National Academies of Emergency Dispatch “Center of Excellence”

EMS History

- 2005 - Recognized with AHA Leadership Award for Emergency Cardiovascular Care
- 2006 – Recognized by AHA as “Best Practice Program”
- 2006 – Recognized by Institute of Medicine as “Model System”
- 2008 – Featured in Series of Discovery Channel “Call 9-1-1” Shows
- 2010 – Director named National Executive of the Year by the National EMS Management Association
- 2013 – Ambulance Accreditation by Commission on Accreditation of Ambulance Services (CAAS)
- 2014 – Higgins and Langley Swiftwater Rescue Incident Award
- 2014 – Silver Level of American Heart Association Mission Lifeline
- 2015 – Gold Level of American Heart Association Mission Lifeline

EMS Services

- **9-1-1 Communications**

- Call Taking
- Pre-Arrival Instructions
- Dispatch
- Aero-Medical Dispatch
- Scheduling

- **Employee Development & Wellness**

- Academy
- Continuing Education
- Regional CPR Training Center
- Office of Professional Conduct
- Wellness

- **Finance**

- Billing
- Financial Management
- Medical Record Management
- Supply
- Human Resources & Recruiting
- Compliance Officer

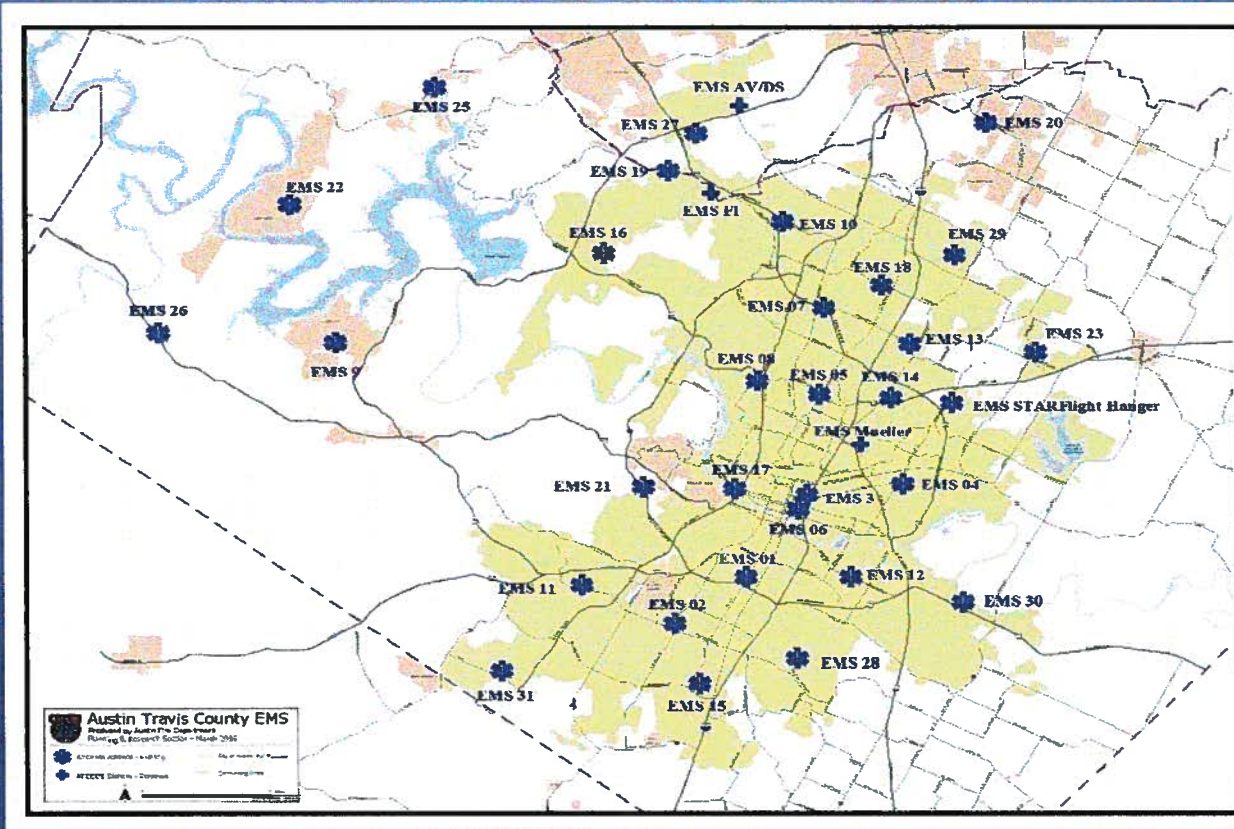
- **Operations**

- Field Operations
- Special Events
- Emergency Management
- Fleet & Facility Maintenance
- Community Health

- **Office of the Chief**

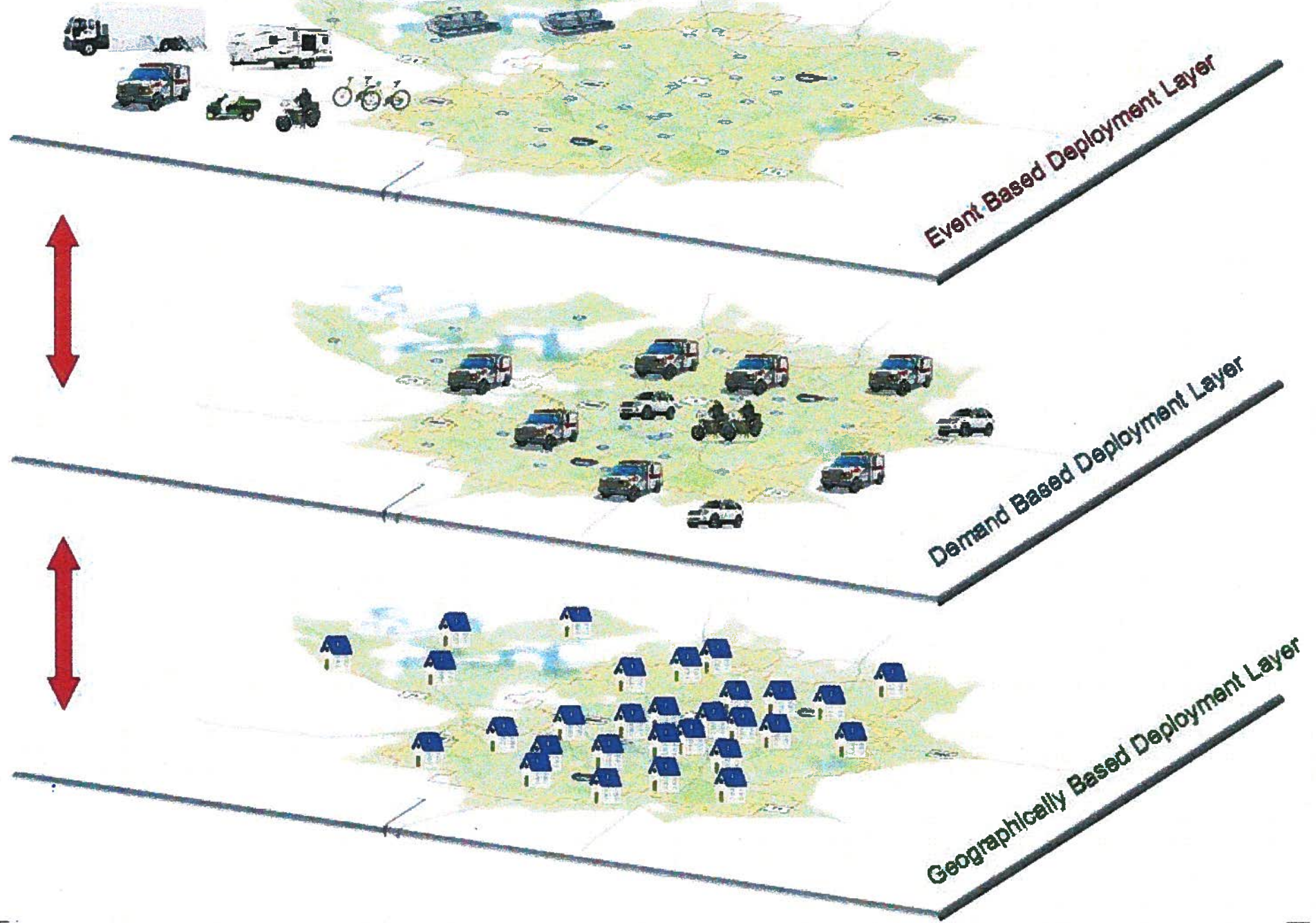
- Quality & Innovation
- Chief of Staff
 - Knowledge Management
 - Safety
 - Public Information
 - Community Relations & Injury Prevention
 - Clinical Quality Improvement

Deployment



- 1,100 sq. Mile Service Area
- Deployment Locations are Based on Geospatial Analysis
- Deployment Time is Based on Temporal Demand Analysis
- 37 Ambulances - 24-7
- 4 Demand Ambulances - 12-7
- 13 Ambulances Event-Based
- 5 Commanders – 24-7
- 1 Commander – 12-7

Deployment

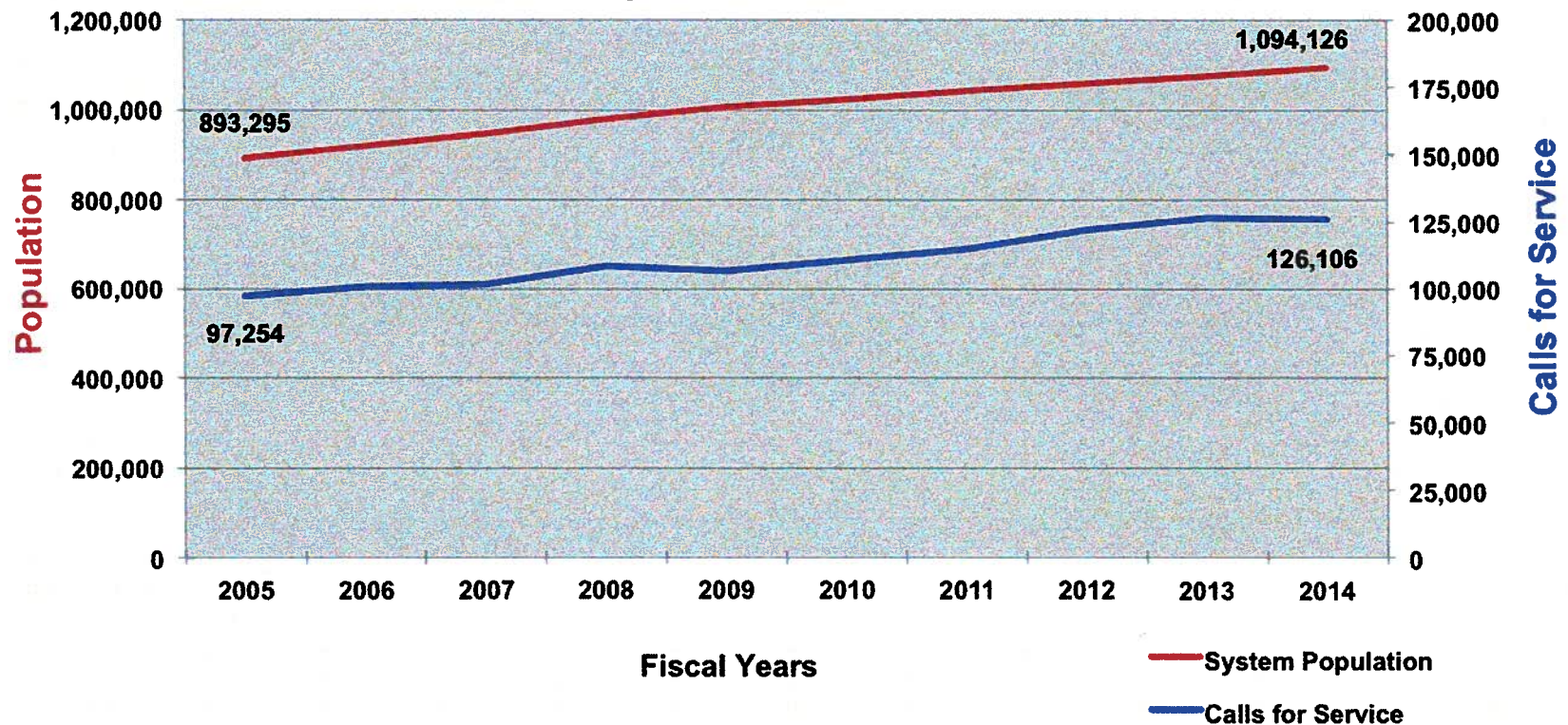


Population & Calls for Service Comparison

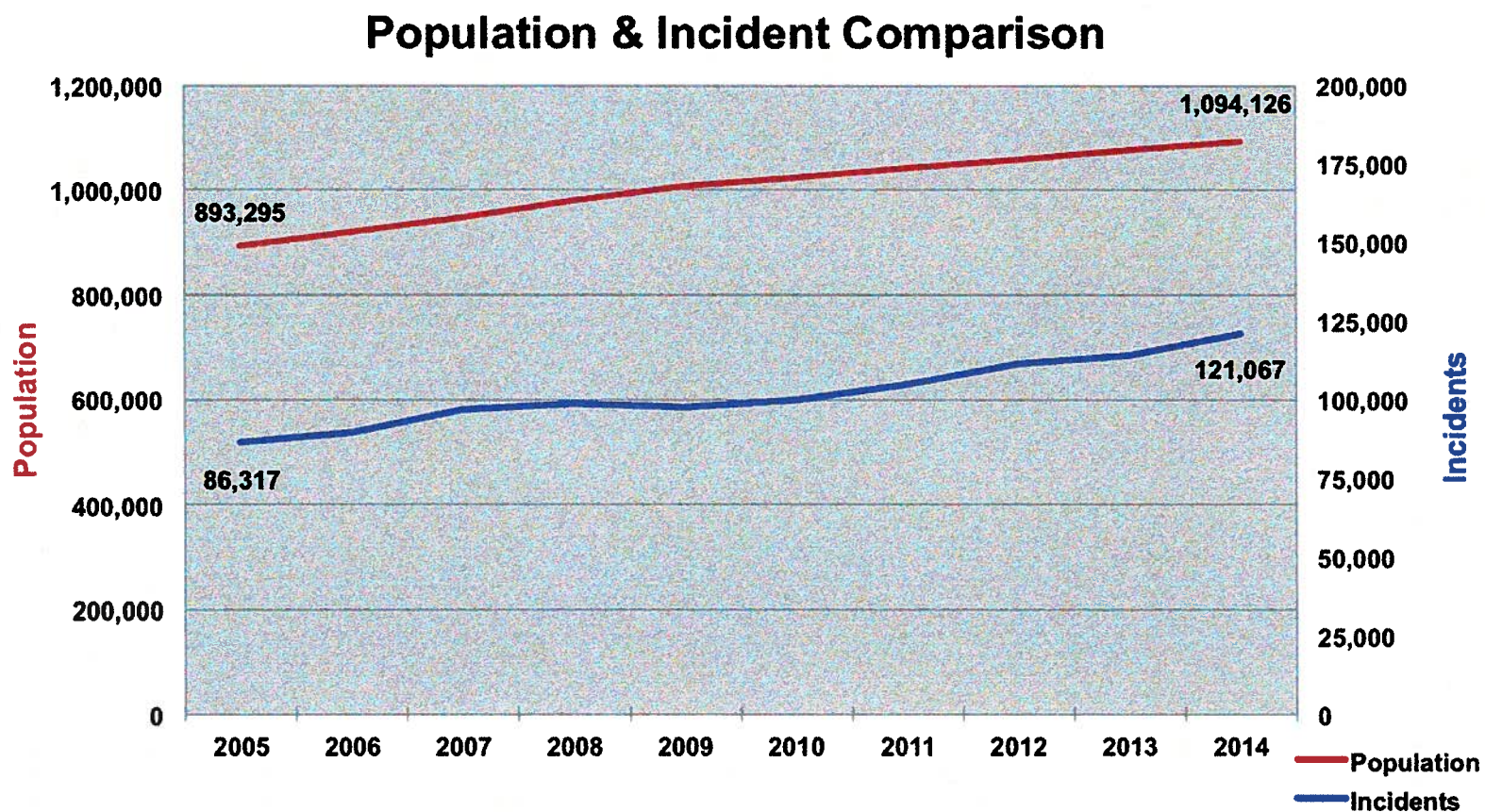
↑ 22%

↑ 30%

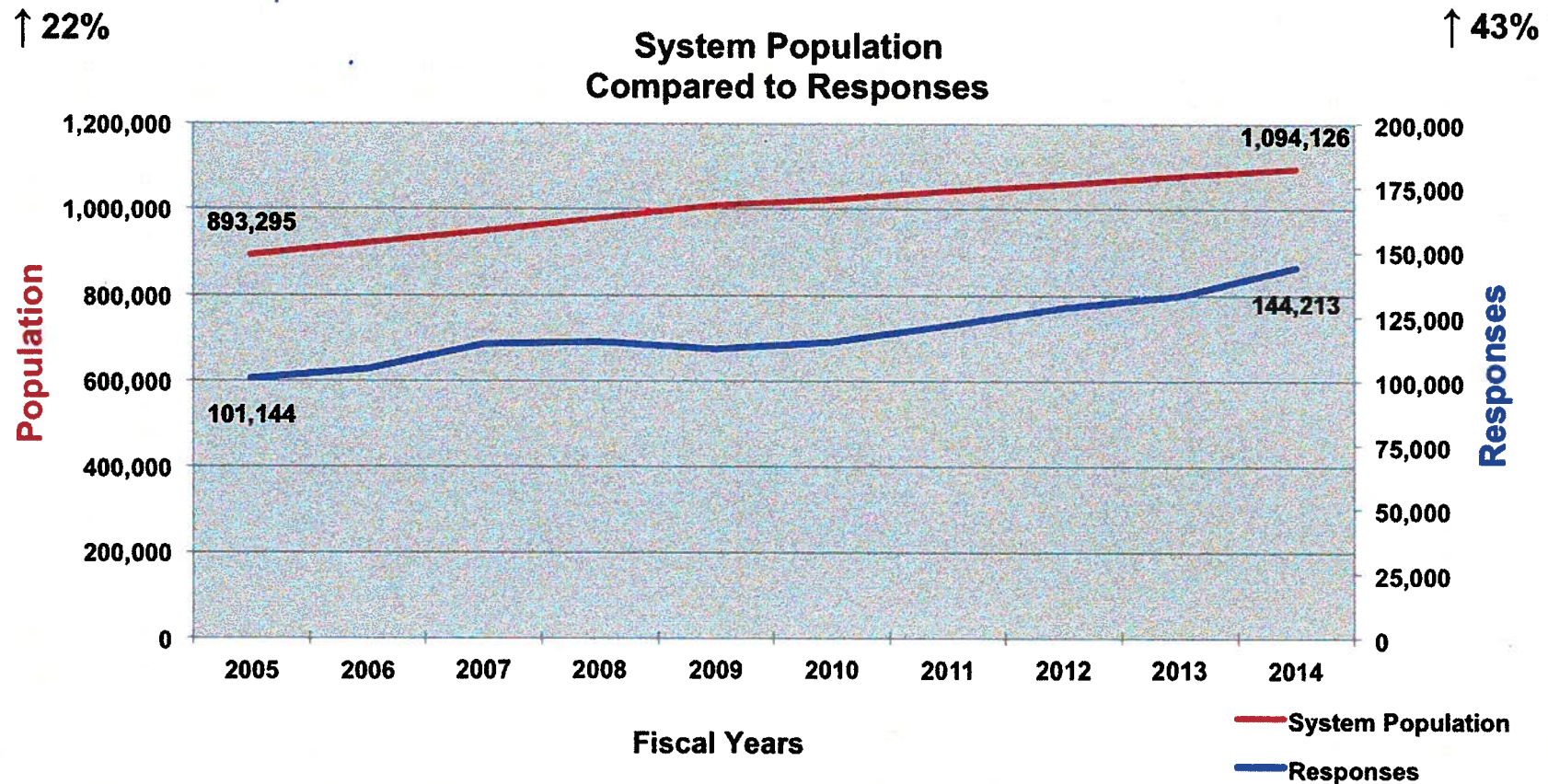
Population
Compared to Calls for Service



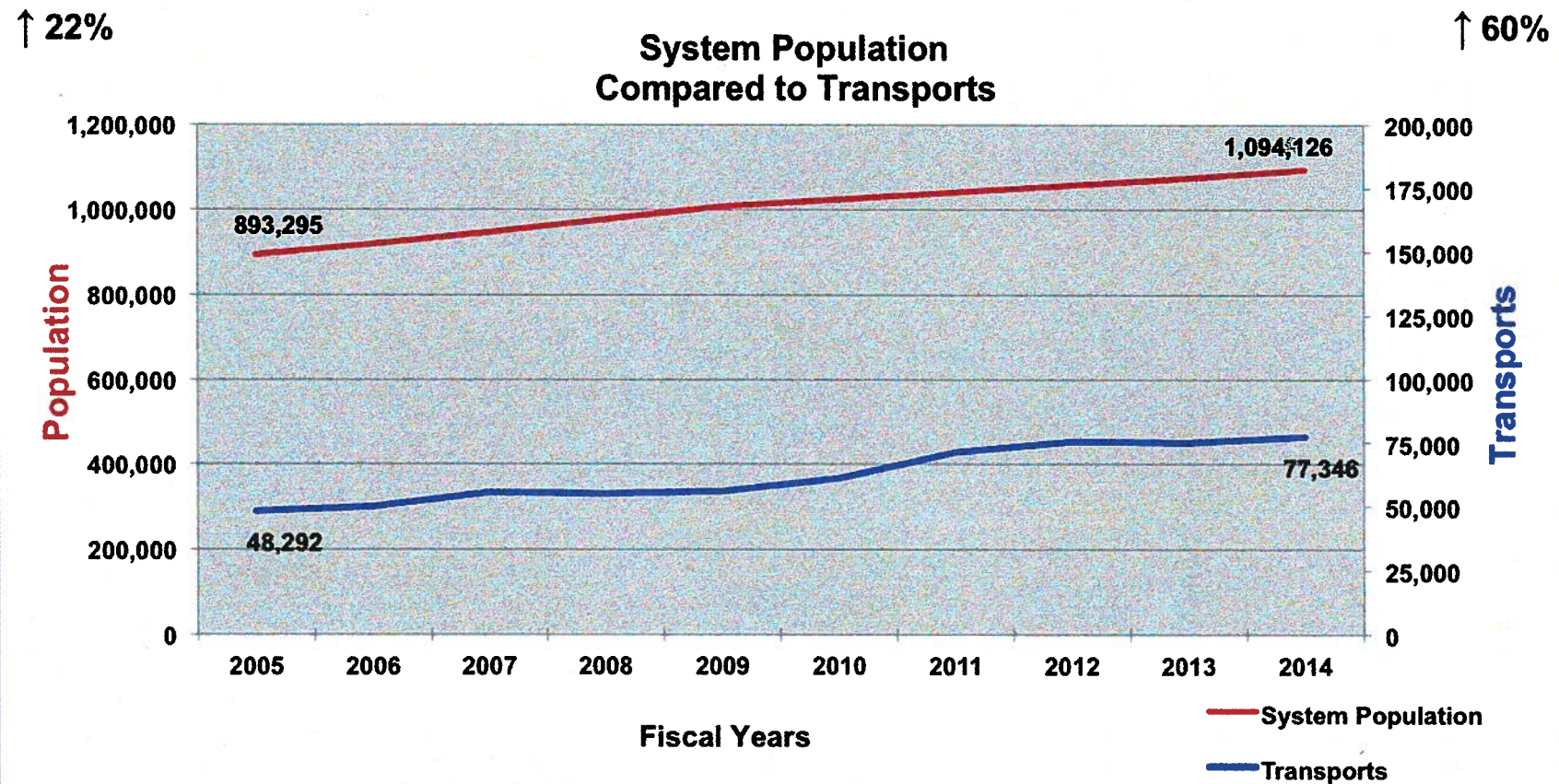
Population & Incident Comparison



Population & Response Comparison



Population & Transport Comparison

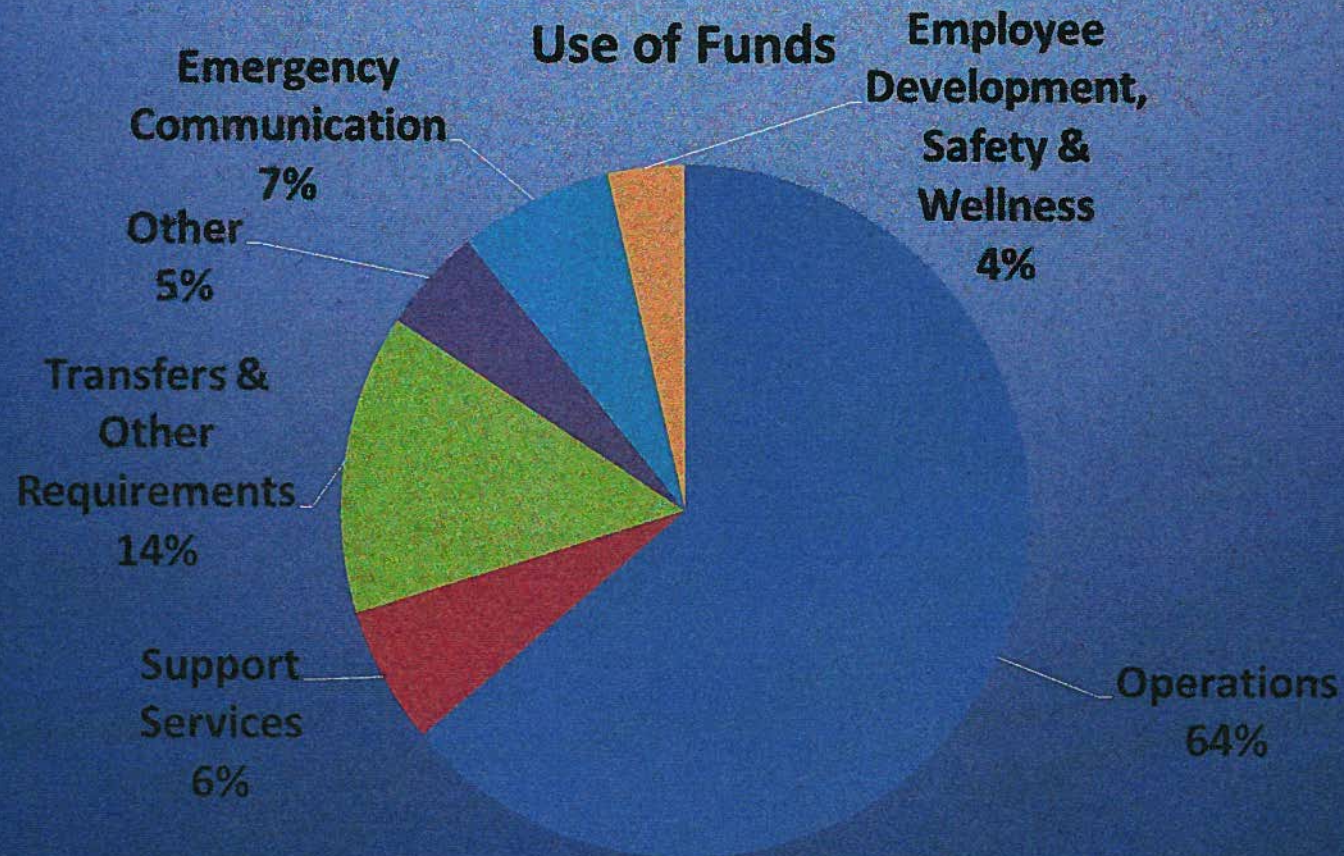


Finance

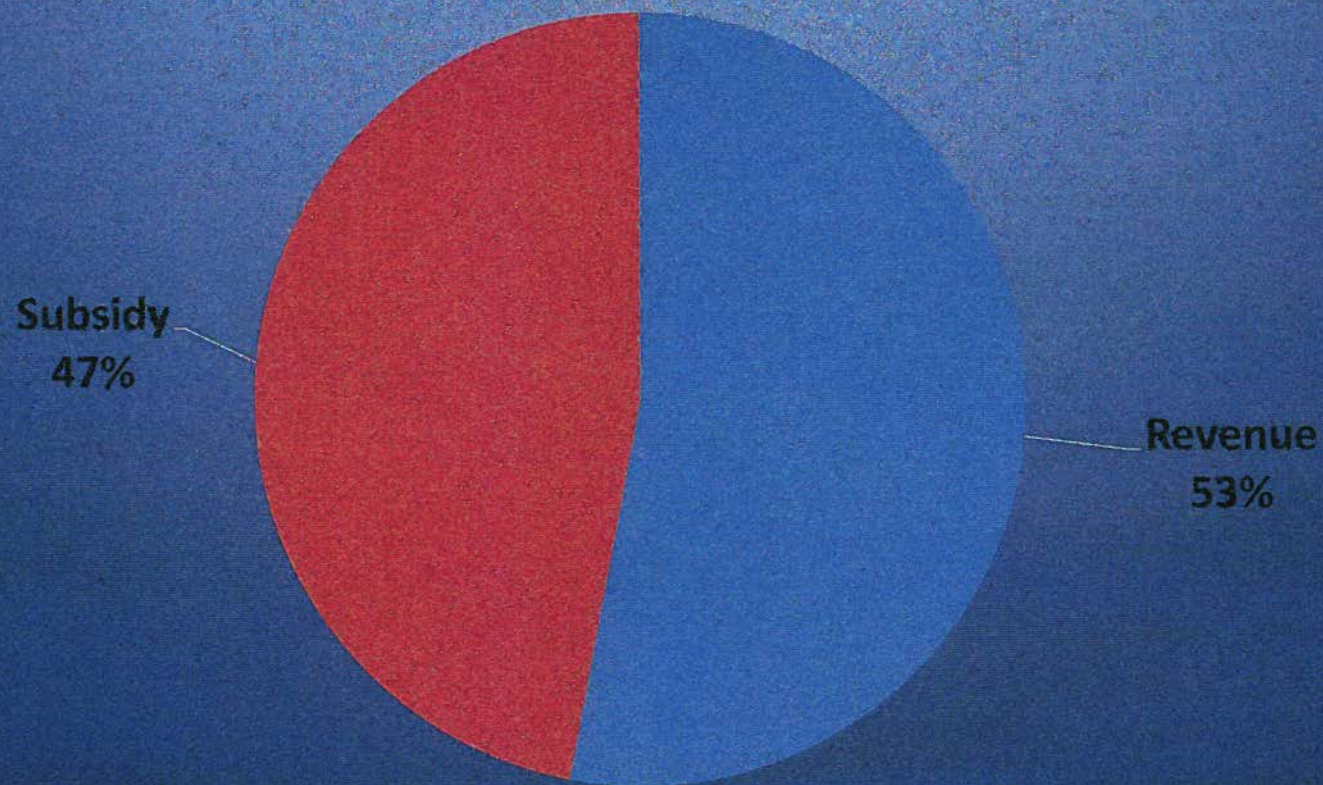
The FY 2015 Budget totals \$73,607,148

- Travis County Interlocal Costs \$15,467,885
- City of Austin Costs \$58,139,263

Budget Breakdown



FY 2015 Budget Breakdown



Revenue

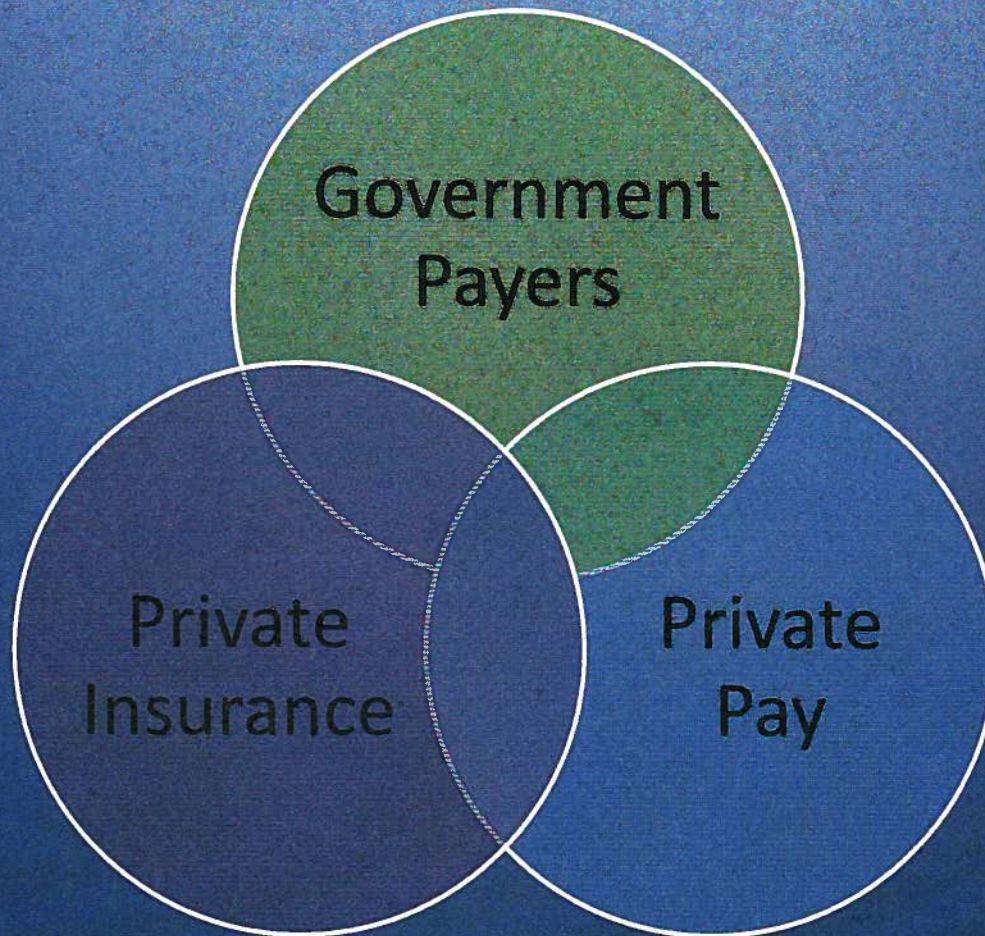
Travis County Revenue Projection (FY 15)

- 4.2M

City of Austin Revenue Projection (FY 15)

- 42.2M

The Basic Payer Groups



City of Austin Fees FY 2015

Service	Rate
Advanced Life Support 1 (ALS1)	\$901.00 (55.15%)
Advanced Life Support 2 (ALS2)	\$966.00 (0.75%)
Basic Life Support (BLS)	\$831.00 (44.10%)
Mileage	\$13.50/Mile
Critical Care Ground Transport	\$715.00

YOU CAN'T MANAGE WHAT YOU DON'T MEASURE

The screenshot displays the Austin-Travis County EMS website. At the top, the header includes the ATCEMS logo and a navigation menu with links for Home, About, Performance, Careers, Booking, and Contact. Below the header is a large banner image of an EMS truck on a road, with the tagline "Changing the lives of the people we serve".

The main content area is divided into several sections:

- Safety Tips**: A section with a yellow background and a warning icon.
- Our Performance**: A section with a yellow background and a line graph icon.
- Injury Prevention & Outreach**: A section with a yellow background and a person icon.
- Media**: A section with a yellow background and a camera icon.

Below these sections are three columns of content:

- Tweets**: A list of tweets from ATCEMS, including updates on patient care and community events.
- Welcome to Austin-Travis County EMS**: A section with a yellow background and a text icon, providing a brief overview of the service.
- Upcoming Events**: A section with a yellow background and a calendar icon, listing events such as the Infant Safety Education Class and Child Passenger Safety Car Seat Check Event.

At the bottom of the page, there is a **Contact Info** section with a phone number (512-972-7200) and social media links for Facebook, Twitter, and YouTube. Below this is a **Training** section with a plus icon, and a **Register your AED** section with a lightning bolt icon.

On the left side of the page, there is a **Donate** button with a heart icon and a **Support EMS** link.

ATCEMS PERFORMANCE LINK:

[HTTPS://WWW.AUSTINTEXAS.GOV/DEPARTMENT/PERFORMANCE-METRICS](https://www.austintexas.gov/department/performance-metrics)

Questions?