



Austin Police Department

Public Safety Commission Follow Up from APD, AFD & EMS

April 3, 2023 Regular Meeting

Item 2 – APD Quarterly Report

- Why is APD data reported as raw data instead of the national standard of rates? When can we start seeing data in rates?

The primary data APD reports to the Commission are crime counts from the Chief's monthly report. While the data can be converted to rates compared to population, the population change from month to month is not measured reliably enough for the population to impact the rates.

Outside of the monthly report, Dr. Kringen and commissioners have discussed investigative closure rates at length. The issue is that APD does not have standardized counting rules in place to use as the basis for rates. This is a developmental project for the Department. Dr. Kringen will provide the project timeline as soon as possible.

Item 4 – Traffic Enforcement and Management

- Electric Scooter incident/accident data - How can we get this regularly reported?

This is a new reporting element for EMS. They will provide some very rough, initial data on Monday (6/5) and should be able to include this information with quarterly reports moving forward.

- How much time (APD hours) did the 12,889 traffic stops represent? Similar breakdown to what was done for traffic accidents in presentation.

The APD Research & Planning group will provide a response as soon as possible.

Other

- Response to Resistance data for 2021 and 2022 posting status

Dr. Kringen will provide an update on the posting status as soon as possible.

May 1, 2023 Regular Meeting

Item 2 – AFD Quarterly Report

- AFD Response times from time crews get a tone in the station to arrival on scene. Is this something that is or can be tracked?

Yes, AFD tracks response times – from when the crews get a tone in the station to their arrival on scene. Two time components are involved:

- **Turnout** – Time from when the tone sounds in the station to when the firefighters get in the vehicle and hit “responding.” This includes the time to put on turnout gear, as needed.
- **Travel** – Time from when the firefighters hit “responding” as they start to drive out of the bay to the time that they arrive on-scene. This “on-scene” time occasionally has errors because the vehicles “snap on-scene” when they get within a certain distance of the incident and, occasionally, they may have to park too far away to the incident point for the automated system to register them as truly arriving on-scene. There are mechanisms in place to scrub “bad data” and prevent sway with our reported response times.

AFD has included relevant data as an attachment.

May 15, 2023 Special Called Meeting

Item 4 – 911/311 Call Center

- Looking at the last 12 months of 911 calls for service, what is the split between police, fire, EMS, and mental health? Does the City's data collection document calls that require multiple agency response and what does that look like for the same time period?

The below table reflects 12 months of calls for service by agency, with additional data on incidents (CAD) specific to APD (officer responses and mental health responses).

The City does not track data related to calls that require a multi-agency response.

| 911 Calls and CAD Incidents by Agency - 12 Months | |
|---|--------------------------|
| May 2022-April 2023 | |
| 911 Calls for Service by Agency | |
| Agency | 911 Calls |
| APD | 863,187 |
| AFD | 54,199 |
| EMS | 142,157 |
| Actual Incidents - Police and Mental Health | |
| CAD Type | APD CAD Incidents |
| Total Calls | 30,594 |
| Total Calls Dispatched | 23,403 |
| Total Calls Officer Initiated | 7,191 |
| Total Calls to C3 (Call Center Clinician)- Mental Health | 6,454 |

APD and EMS reviewed the following four bullets. APD responses are listed below each and EMS responses are included as an attachment.

- Please elaborate on APD 911 call taker and dispatcher retention strategies. Please include information on data tracked and how the department measures success.

APD Communications Division managers are currently working with city leaders, executive staff and the APD Human Resources Division to develop a robust retention plan, some activities of which have already been implemented. Ongoing planning will include the incorporation of performance measures that speak to outcomes. APD will provide the Commission with updates as this work moves forward.

- Please describe APD 911 call taker and dispatcher compression issues and how these issues will be resolved.

The APD Communications Division has identified compression issues and is actively working towards a solution in coordination with the Executive Staff and the City's Human Resources Department. APD and Corporate HR will provide the Commission with updates as this work moves forward.

- When APD 911 call takers and dispatchers leave, is there an exit interview or other process to understand their decision and ask questions that may help the City with retention?

Yes, when APD Communications Division personnel leave, they are asked to complete an exit interview and a survey.

- During the application process for APD 911 call taker and dispatch positions, where are applicants dropping off?

APD Communications applicants and candidates drop off at all stages of the hiring process. The most significant issue currently faced is the non-response of applicants. It is a distinct possibility that applicants may be using the online application system for unemployment purposes.

Item 5 – ALPR

What performance measures will be collected for the City Auditor's assessment?

The following data will be collected by APD and provided to the City Auditor's Office upon request:

- The number of license plates scanned.
- The names of the lists against which captured plate data were checked, and the number of confirmed matches and the number of matches that, upon further investigation, did not correlate to an alert.
- The number of matches that resulted in the arrest, prosecution, or location of a missing or endangered person.
- The number of preservation requests received broken down by the number of requests by a governmental entity versus by a defendant.
- The number of data sharing requests received, granted, and denied broken down by agency and offense.
- The number of data sharing requests resulting in arrest, prosecution, or the location of a missing or endangered person.

- The number of manually-entered license plate numbers under Section 1, broken down by reason justifying the entry, and the number of confirmed matches and the number of matches that, upon further investigation, did not correlate to an alert broken down by user access roles.
- Any changes in Austin Police Department policy that affect privacy concerns.
- License plate hits, categorized by zip code and sector, and the type of camera that captured the data.
- Data gathered during a detention that does not result in an investigation, per this order 344.4 (g).
- Information regarding the race and gender of the driver of any vehicle detained as a result of ALPR action.
- Information regarding the race and gender of the victim of the crime reported resulting in the ALPR action.
- Information regarding the offense under investigation regarding any ALPR action taken.

Did the OPO provide comment on the final version of the LPR policy and were all of the OPO recommendations incorporated?

To date, OPO recommendations have focused on policy, operational activities and internal controls. APD incorporated all recommendations into policy that were related to policy. After reviewing the most recent version of the LPR policy, the OPO advised the IACM's office that they have no additional comments.

Are all OPO recommendations included as backup with the 5/18 Council agenda (Item 22)?

The backup for Item 22 of the 5/18 agenda does not yet include the OPO recommendations. APD has asked the IACM's office to request action by OPO.



Historic Response Time Component Data

Request:

How much time elapses between the time that the tone sounds at the station to the time that unit arrives on-scene?

Results:

Total Response Time is measured from the time that the phone is picked up by an AFD or ATCEMS Call Taker at Dispatch to the time that the first frontline unit arrives on-scene.

Total Response Time is broken down into three time segments:

- **Call Processing:** Measured from Phone Pickup by AFD/ATCEMS to Units Assigned.
- **Turnout:** Time for firefighters to get dressed in gear and into the apparatus, measured from the tone sounding at the station to units hit “Responding” in the vehicle.
- **Travel:** Measured from the time the unit hits “Responding” and leave the station to the arrival of first frontline unit (Engine, Ladder, Quint, BC, Brush Truck, Squad) on-scene.

| Calendar Year | Total Response Time 90 th Percentile | Call Processing 90 th Percentile | Turnout Time 90 th Percentile | Travel Time 90 th Percentile |
|---------------|--|--|---|--|
| 2016 | 9:15 | 3:02 | 1:28 | 6:06 |
| 2017 | 9:13 | 2:58 | 1:30 | 5:58 |
| 2018 | 9:23 | 2:56 | 1:30 | 6:12 |
| 2019 | 9:35 | 3:04 | 1:30 | 6:15 |
| 2020 | 10:08 | 3:05 | 1:33 | 6:47 |
| 2021 | 10:16 | 3:07 | 1:36 | 6:56 |
| 2022 | 10:08 | 3:27 | 1:36 | 6:37 |
| 2023* | 10:30 | 3:29 | 1:36 | 6:52 |

*2023 data is year to date, from January 1st to May 2nd, 2023.

Methodology:

This analysis uses AFD incident data from CAD (Computer Aided Dispatch) in QlikSense Business Intelligence. Incident response time data provided reflects emergency incidents that met AFD’s Standard of Coverage criteria.

Response Time Calculation: From incident time phone pick up to first frontline unit arrival
90th percentile response times (*not averages*)

Standard of Coverage (Response Time) Filters:

- Emergency Incidents (Code 3 or equivalent)
- AFD Service Area (City of Austin Full Purpose + Contracts for Service with Shady Hollow MUD, Emergency Service District 4, and Sunset Valley)
- Frontline Unit assigned (Engine, Ladder, Quint, BC, Brush Truck, Squad)
- Exclude invalid timestamps and junk/test calls
- Unit not cancelled before arrival
- Call taker – AFD or ATCEMS

Disclaimer:

This document was created by the Austin Fire Department Research & Data Analytics section. Every effort has been made to ensure accuracy in this product.



Austin – Travis County Emergency Medical Services Department



Emergency Services, Emergency Communications, Community Education, Community Health
Changing the lives of the people we serve

TO: City of Austin Public Safety Commission

FROM: Terésa Gardner, EMS Chief of Staff

DATE: May 31, 2023

SUBJECT: EMS Communication Information

The Public Safety Commission recently asked for additional information related to wage compression, hiring and retention for EMS Communication medics. The EMS Department answers are summarized below.

- 2. Please elaborate on call taker and dispatcher retention strategies. Please include information on data tracked and how the department measures success.***
- 3. Please describe call taker and dispatcher compression issues and how these issues will be resolved.***

EMS is currently in bargaining for a Meet and Confer agreement that will include considerations for hiring, wage compression, and retention for Communication Medics.

- 4. When call takers and dispatchers leave, is there an exit interview or other process to understand their decision and ask questions that may help the City with retention?***

There have been 15 separations since October 2021 in the EMS Communications Division. The reasons cited in exit surveys are as follows:

| Row Labels | Count of Reasons |
|---------------------|------------------|
| AFD | 1 |
| Career Change | 1 |
| Child Care | 1 |
| ESD Fire Department | 1 |
| Family/Personal | 1 |
| Medical | 1 |

| | |
|---------------------------------|-----------|
| Other Job | 1 |
| Retirement | 3 |
| School | 2 |
| Unable to Perform Job Functions | 1 |
| Unknown | 2 |
| Grand Total | 15 |

5. During the application process for call taker and dispatch positions, where are applicants dropping off?

During the application process, there are two entry pathways to the EMS Department via EMS Communications Medic or EMS Field Medic. Both entry-level positions require an EMT certification. We have a low number of individuals who apply for the EMS Communications position. Of those that do apply, the majority are disqualified for not having the required certification, or they apply for both Field and Communications and defer to the Field positions rather than Communications. Both positions have the same starting pay of \$21/hour. Upon graduation of the EMS Academy (approximately 10 weeks), pay increases to \$22/hour.

Additional Information:

The table below indicates our authorized positions at all ranks for EMS Communications and vacancies.

| | Authorized Communications Staffing By Rank | Vacancies |
|---------------------------|---|------------------|
| Commander-Comm | 5 | 0 |
| Captain-Comm | 11 | 0 |
| Clinical Spec-Comm | 29 | 6 |
| Medic-Comm | 14 | 12 |
| | | |
| | 59 | 18 |