



# Austin Police Department State of Public Safety

Lisa Davis | Chief of Police | March 31, 2025



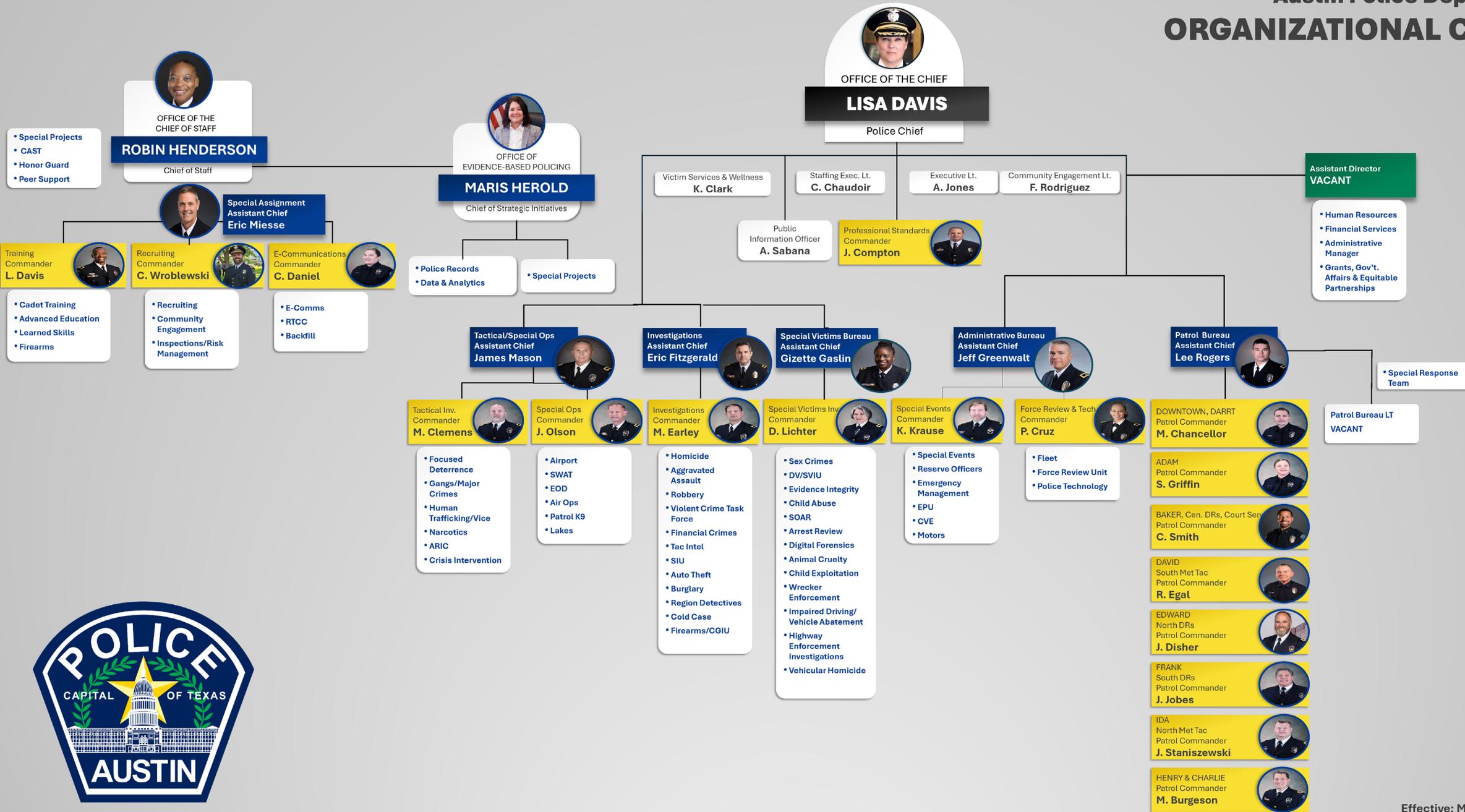
# Department Structure

SWORN PERSONNEL	PROFESSIONAL STAFF
1,816 Authorized	653 Authorized*
1,500 Sworn FTE's	572 FTE's*
316 Vacancies	81 Vacancies*
	129 Temporary Employees

\*Includes Police Cadet positions

- 4 Police Stations
- Other Facilities:
  - Airport
  - Public Safety Training Center\*
  - Emergency Communications at CTECC\*
  - Rutherford Lane Campus\*
  - Public Safety Wellness Center\*
  - Mounted Patrol Facility
  - Ed Bluestein\*
  - Additional satellite offices throughout the community\*

# Austin Police Department ORGANIZATIONAL CHART





# Service Area

## COVERAGE

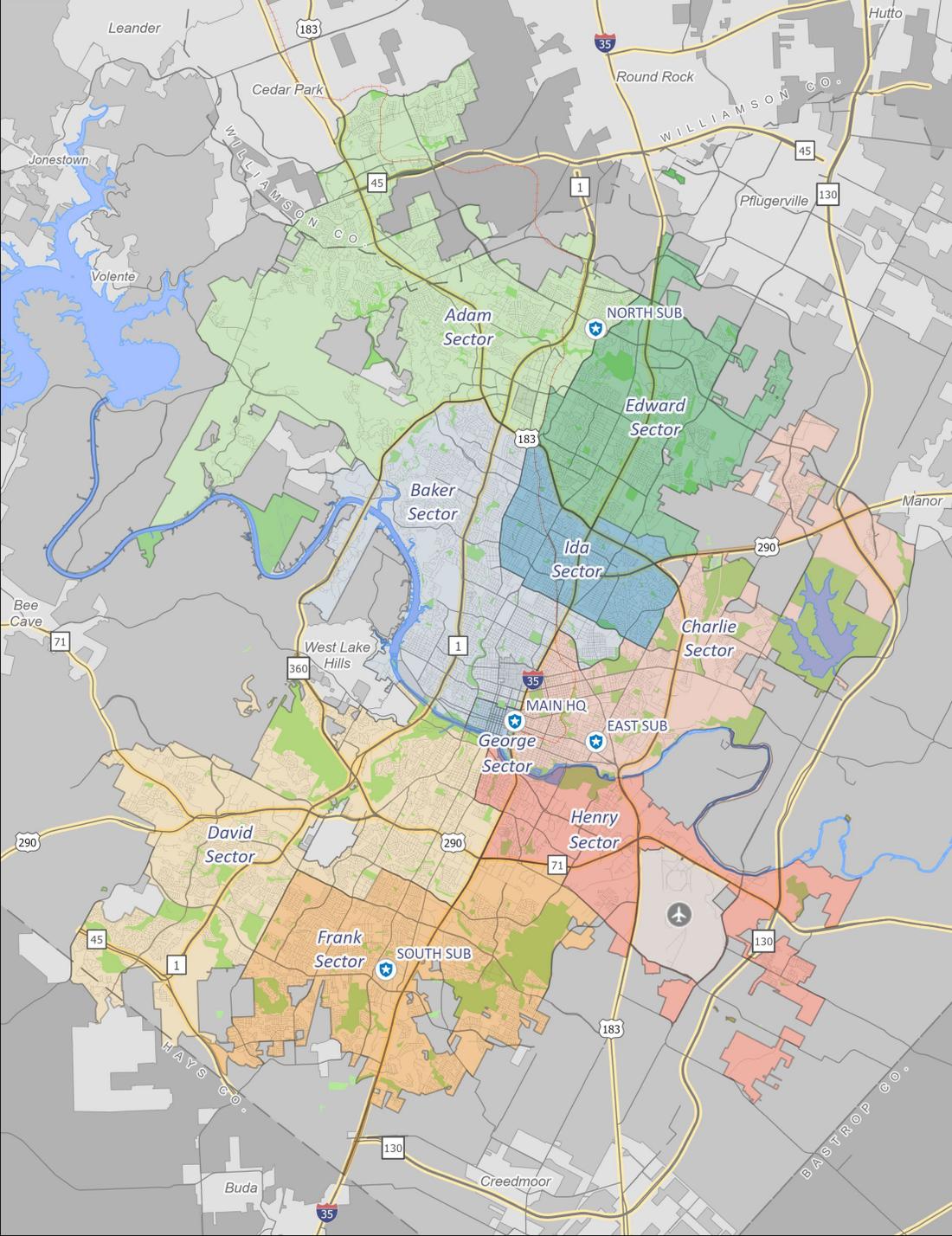
The service area covers approximately 326 square miles within Travis, Williamson and Hays counties.

## SECTORS

The service area is divided into nine patrol sectors designated by radio phonetic names.

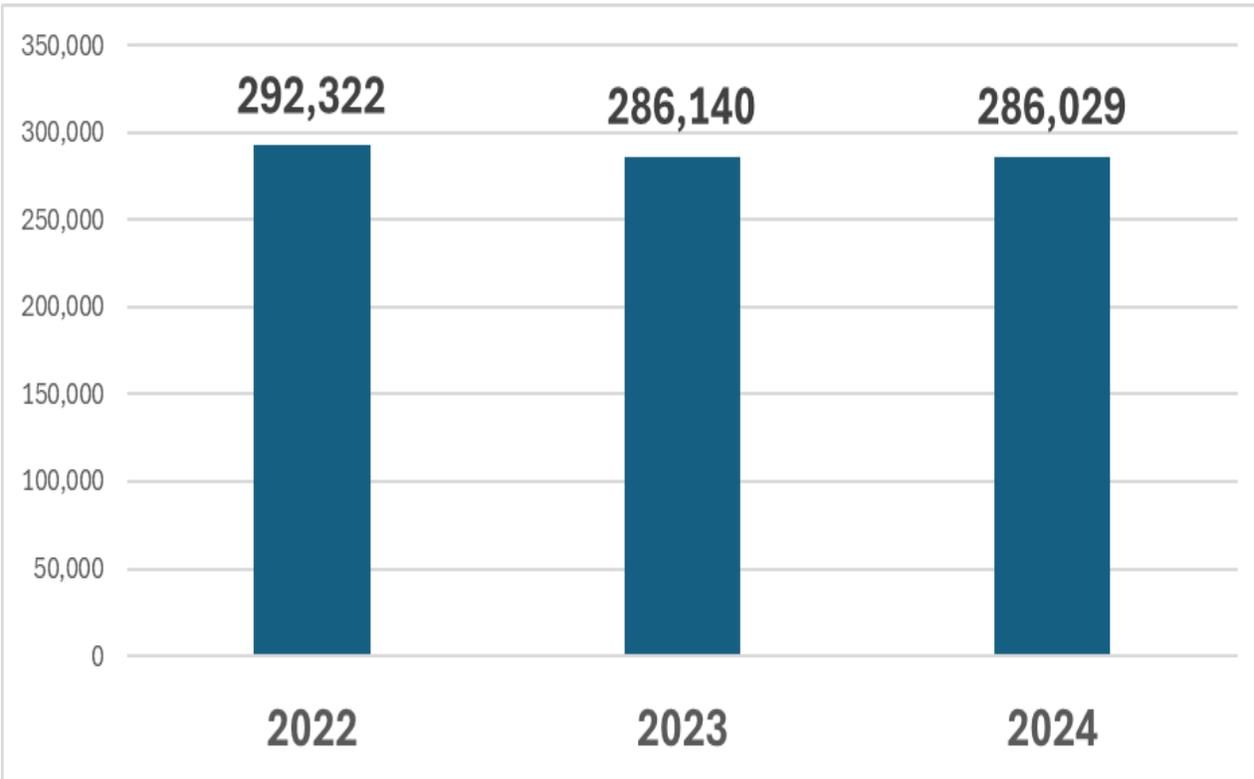
## SERVICE

APD District Representatives have teams in North, Central and South Austin but serve all communities in our jurisdiction.



# Call Volume and Patrol Staffing

APD Calls for Service by Year



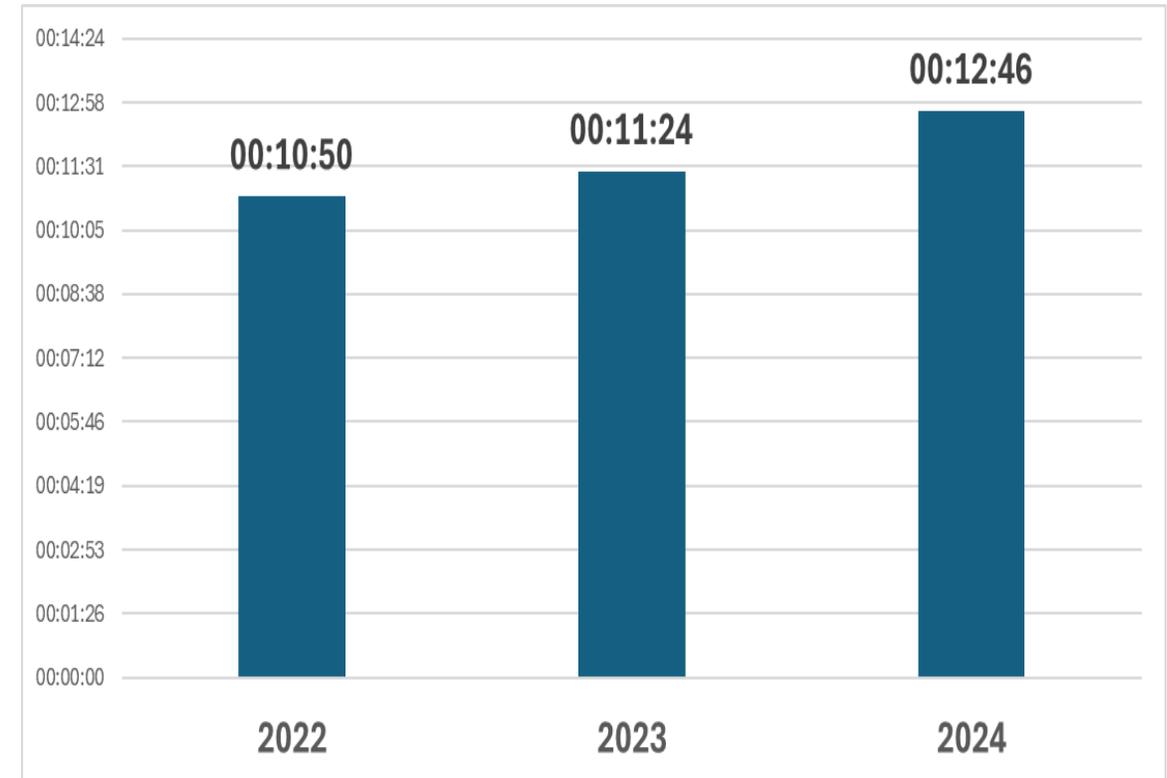
- APD averaged over 23,800 calls for service per month in 2024.
- 469 Officers are currently assigned to Patrol (authorized strength is 769).
- Newly graduated cadets are assigned to Patrol after completing required Field Training.

# Patrol Response

Average APD Response Time for  
EMERGENCY (P-0) and URGENT (P-1) calls

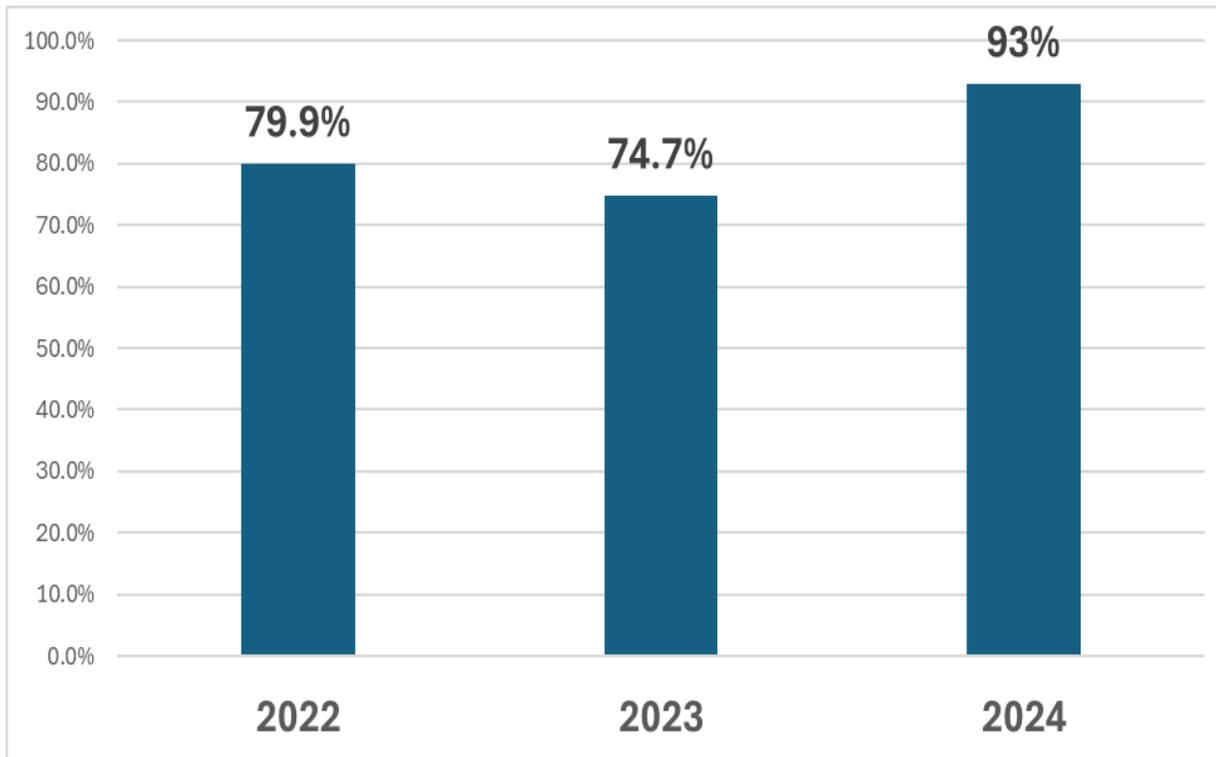
## Factors contributing to increased response time:

- Productivity
  - More time is spent on individual calls when arrests are made.
- Staffing
  - High number of sworn vacancies department-wide including Patrol.
  - The Department continues to backfill patrol shifts to maximize coverage.
- Population Growth
  - Infrastructure changes (construction, road closures) contribute to added congestion on roadways.



# Emergency Communications Response

Percent of 9-1-1 Calls Answered within 15 Seconds



- **Employee recruiting and retention:** APD developed and implemented a career progression plan that encourages professional growth opportunities for Call-Takers and Dispatchers.
- **Staffing:**
  - Authorized Strength: 223
  - Current FTE's: 205
  - Vacancy History:
    - March 2023: 60+ vacancies
    - March 2024: 38+ vacancies
    - March 2025: 18 vacancies
- **Training:** Over 23,000 hours of classroom and on-the-job training completed in 2023.



# CITY CRIME SNAPSHOT

## CRIME REDUCTION INITIATIVES



## 2023 to 2024 Trend

-8.33%

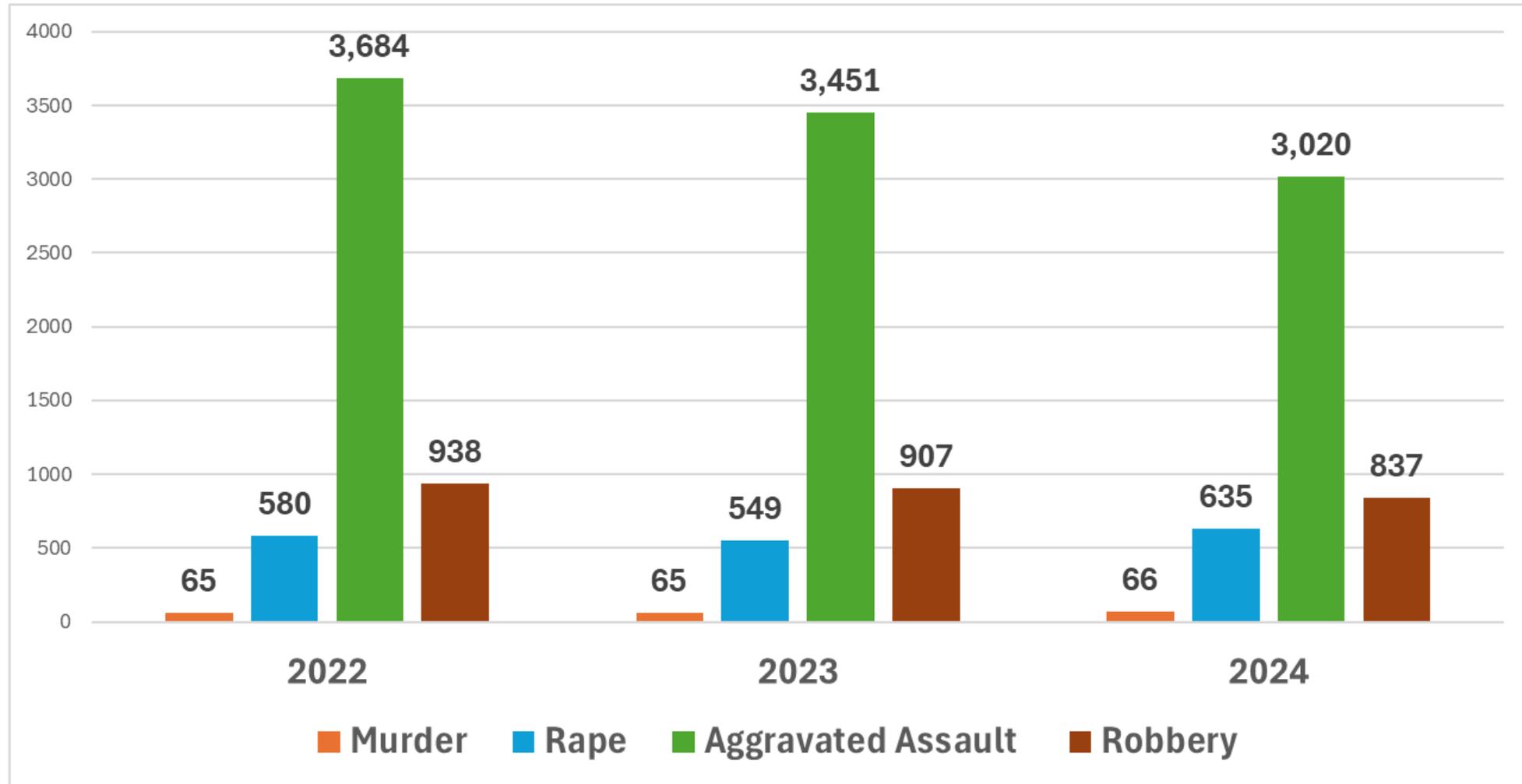
Violent  
Crime  
Victims

2023 = 4,972

2024 = 4,558

Murder, Rape, Aggravated Assault, Robbery

# Number of Violent Crime Victims by Year





# APD Homicide Solvency

Nationwide, police cleared **52.3%** of reported murders and nonnegligent homicides in 2022. (Source: Pew Research Center)

94%

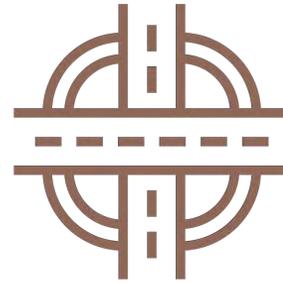
2024  
Solvency  
Rate

2023 = 99%

2022 = 96%



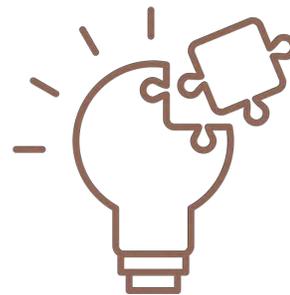
## Downtown (George) Sector Initiatives



Traffic Plan to Open 6th Street



Enhanced Service and Visibility



6th Street Problem-Solving Risk Factors



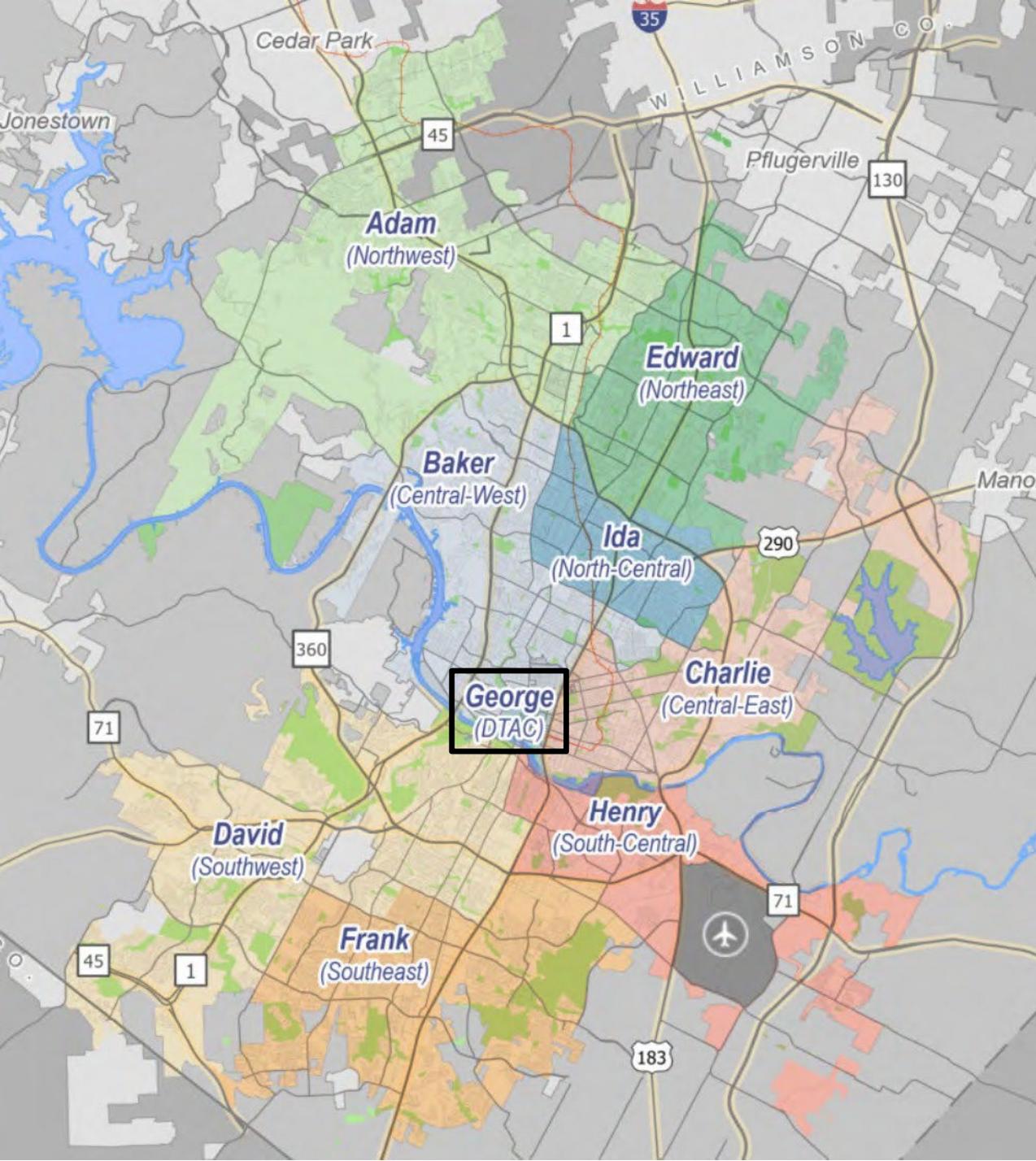
# Preliminary Results

Following implementation of the 6th Street Safety Plan, APD has seen reductions in:

OFFICER  
INJURIES

USE OF FORCE

NUMBER OF  
ARRESTS





# Preliminary 6th Street Data

## ARRESTS (All day/time)

-19.34%

ARRESTS  
(DTAC)

2024 = 305  
2025 = 246

through January 1 -  
February 11

-33.92%

ARRESTS (6th Street)

2024 = 171  
2025 = 113

through January 1 -  
February 11



# Preliminary 6th Street Data

## ARRESTS

(Friday & Saturday Night 10p-6a)

**-5.26%**

ARRESTS  
(DTAC)

2024 = 76  
2025 = 72

through January 1 -  
February 11

**-11.11%**

ARRESTS  
(6th Street)

2024 = 54  
2025 = 48

through January 1 -  
February 11

# Top 3 Austin Police Department Challenges

## TECHNOLOGY



- Many technology systems utilized by the Department are outdated or require additional investments to maintain performance.
- The City must continue to invest in technology solutions that will improve police services through enhanced data collection and evidence-based strategies.

## RECRUITING



- Recruiting continues to be a challenge for law enforcement agencies nationwide.
- Recruiting and hiring slowed while APD was out of contract due to Civil Service hiring process requirements.

## STAFFING



- The Department currently has 340 sworn vacancies.
- Space constraints restrict cadet academy class size.
- APD will hold at least 3 cadet academy classes this year.

# Current Projects & Continuous Improvement

## Opening 6th Street to Vehicular Traffic



APD has seen preliminary decreases to officer injuries, use of force incidents, and arrests in the 6<sup>th</sup> Street entertainment district.

## Recruiting & Retention



APD continues to see an increase in applications for police cadet positions. Retirements and resignations were reduced by half in 2024 as compared to 2023.

## Violent Crime Reduction



Newly created units (Vice, Focused Deterrence and Crime Gun Intelligence) will aid in the prevention and solving of violent crime.

## Enhancements to Open Data Release Dashboards



The newly created Office of Evidence-Based Policing will oversee the expansion, quality control, and publication of data for our community.

# Current Projects & Continuous Improvement

## Employee Wellness



The Department is committed to improving employee wellness through the expansion of high-quality services and programs and focused outreach at all levels of the organization.

## Training



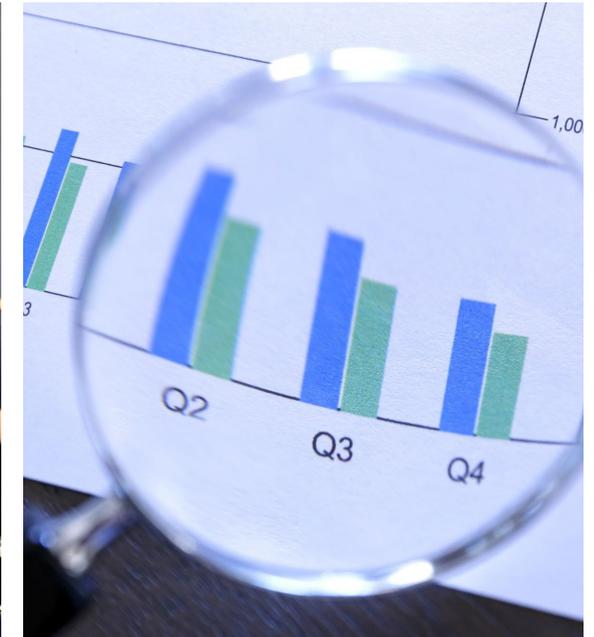
APD continues to invest in the development of coursework for sworn and professional staff that is trauma-informed, community-focused, and incorporates national best practices.

## Relationship Building



The Department has revamped multiple community outreach and education programs including sector Community Connect forums and the Community Police Academy.

## BerryDunn Report



The City contracted with Berry, Dunn, McNeil & Parker, LLC to conduct an assessment of functions and work analysis of the APD. This work is ongoing.



# Community Engagement

## COMMUNITY CONNECT PORTAL

Centralized hub providing data on policing activities by APD sector.

## YOUTH & SCHOOLS

Sworn and professional staff regularly engage with youth through school interactions, education, targeted events and grant programming.

## COMMUNITY EVENTS

APD participates in community events all year long and provides quarterly updates on activities to the Public Safety Commission.



## Ride with an Officer

Austin community members are invited to learn more about the Austin Police Department and how our officers serve our community by participating in a patrol ride-along.

To apply to ride along, visit our website: [Apply to the APD Ride Along Program | AustinTexas.gov](https://www.austintexas.gov/apply-to-ride-along)

Or scan the QR code!

If you have questions, email  
[APDRideAlong@austintexas.gov](mailto:APDRideAlong@austintexas.gov)



# APD Social Media



APD Facebook  
English



APD Facebook  
Español



APD X



APD Instagram





# Forensic Science Department



## FORENSIC SCIENCE DEPARTMENT

*Truth Through Science*

### CORE VALUES

- Technical & Scientific Excellence
- Reliable
- Objective
- Transparent
- Honest
- Accountable



### Forensic Laboratory, 812 Springdale

Our mission is to provide accurate and impartial scientific analysis and support services to the criminal justice system while maintaining the highest level of quality and professionalism.

# Forensic Science Department Current State

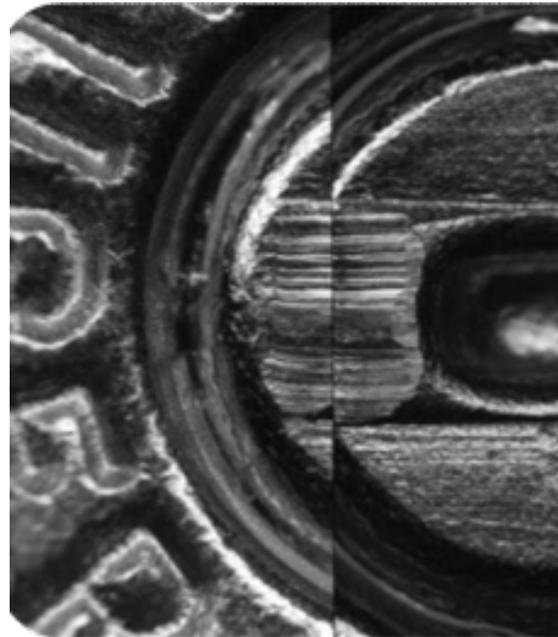
89 FTEs | 54 Certified & Licensed Experts

## Crime Scene



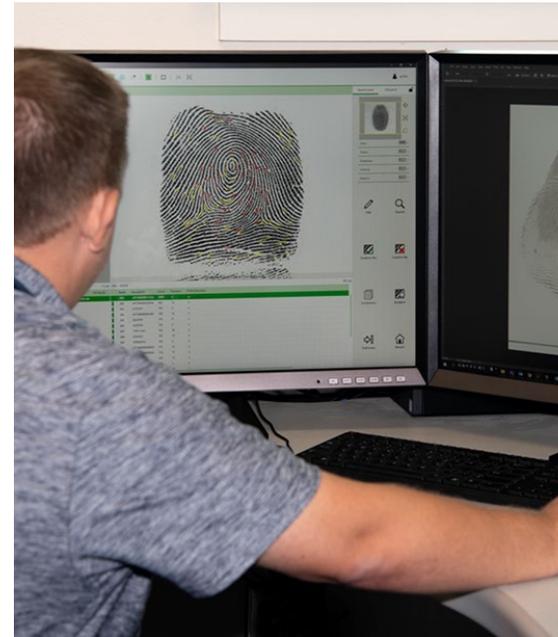
24/7 Field Response  
Evidence Sampling  
Latent Print Processing

## Firearms & Toolmarks



Function Evaluation  
Physical Comparison  
Serial Number Restoration

## Latent Prints



Physical Print Comparison  
Individual characteristic  
database

## Seized Drugs



Identification and confirmation  
of controlled substances  
Weight measurement

# Forensic Science Department Current State

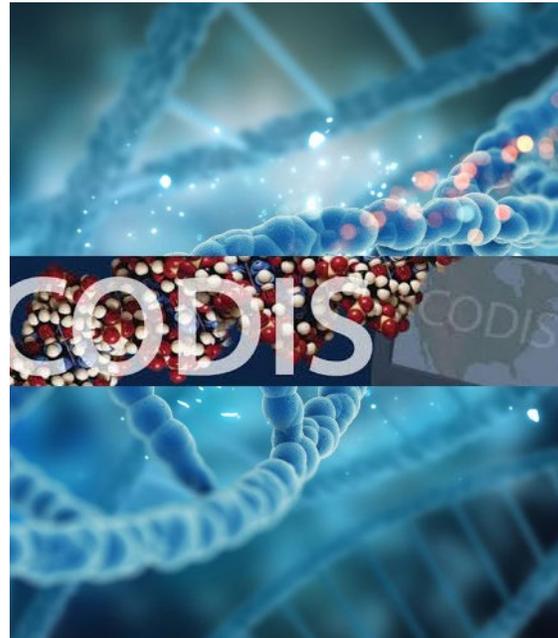
89 FTEs | 54 Certified & Licensed Experts

## Toxicology



Blood Alcohol Concentration (BAC)  
Drug screening & confirmation - in development

## DNA & Case Management



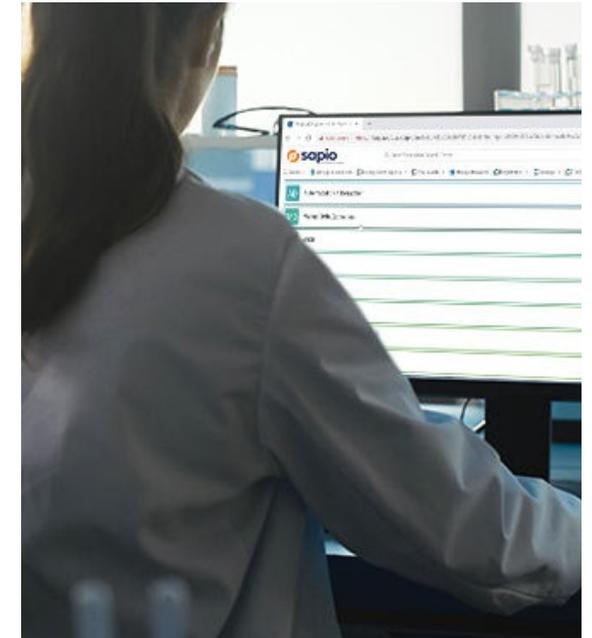
DNA Analysis  
DNA Outsourcing  
Customer Liaison  
Lifecycle Case Management

## Evidence Control



Storage & maintenance  
Chain of custody  
Transport  
Disposal

## Quality Assurance



Accreditation & Licensing  
Competency & Proficiency  
Equipment/Method Validation  
Corrective/Preventive Actions

# Forensic Science Department Opportunities

## Forensic Workforce



- Forensic workforce is limited; job candidates lack prior training and casework experience
- Forensic training periods are 1-3 years prior to authorization for casework - TFSC license required
- Insufficient depth at the bench to meet demand and recover from turnover

## Administrative Support



- Dedicated HR, finance, records, purchasing, IT, PIO, PIR and contracts support services not included with creation of the new Department
- Discovery requests are particularly complex and demanding
- Forensic experts focused on casework increase productivity & improve quality

## Dynamic Requirements



- Regulatory Compliance
  - OSAC has 152 published and 73 proposed Registry standards
  - Local, state, and federal law
- Customer Needs
  - Crime rate, LE staffing, case complexity
  - Court schedule

# Forensic Science Department Highlights

89 FTEs | 54 Certified & Licensed Experts

## Quality & Expertise



- ANSI National Accreditation Board (ANAB) to ISO 17025:2017 and Accreditation Requirements 3125
- Texas Forensic Science Commission Accreditation; Title 37, Texas Admin. Code, Chapter 651
- Organization of Scientific Area Committees for Forensic Science (OSAC) Early Implementer of OSAC Registry Standards
- Ideagen™ Quality Management System

## Technology & Automation



- 3D Virtual Microscopy – Enhanced differentiation between similar firearms
  - Increased Accuracy, Detail, Integrity
- Latent Case Management System & Integrated Training
  - Mideo Latent Works
- Automated Property Disposal within existing Record Management System

## Customer Service



- Processed all sexual assault kits (SAKs) received in 2024 with average turn-around-time of 51 days, preventing a SAK backlog for the 6th consecutive year
- Responded to 2.2K Major Crime Calls
- Produced 7.5K forensic reports and processed 25K evidentiary items
- Disposed of 140K eligible items, including 9.2K seized drugs and 1.3K firearms



# Austin Fire Department State of Public Safety

Joel G. Baker | Fire Chief | March 31, 2025

# Austin Fire Department Overview

## Mission:

The Austin Fire Department is committed to creating safe and resilient communities through prevention, preparedness, and effective emergency response.

## Vision:

The Austin Fire Department sets the standard among public safety agencies, serving the community through innovation and collaboration, while honoring tradition and embracing inclusion, equity and diversity for all.





# Department Size

- 1,303 Sworn Personnel
- 148 Civilian Personnel
- 54 Fire Stations
- Other Facilities
  - Airport
  - Public Safety Training Center
  - Arson on Guadalupe
  - Fire Marshal's Office at Planning & Development Center
  - 51<sup>st</sup> Street Maintenance Shop
  - Public Safety Wellness Center
  - Communications at CTECC
- Apparatus
  - 50 Engines
  - 13 Aerials (Quints & Ladders)
  - 15 Brush Trucks
  - 4 Rescue Units
  - 9 Airport Units

# Service Area

The Austin Fire Department's Service Area includes the City of Austin Full Purpose +

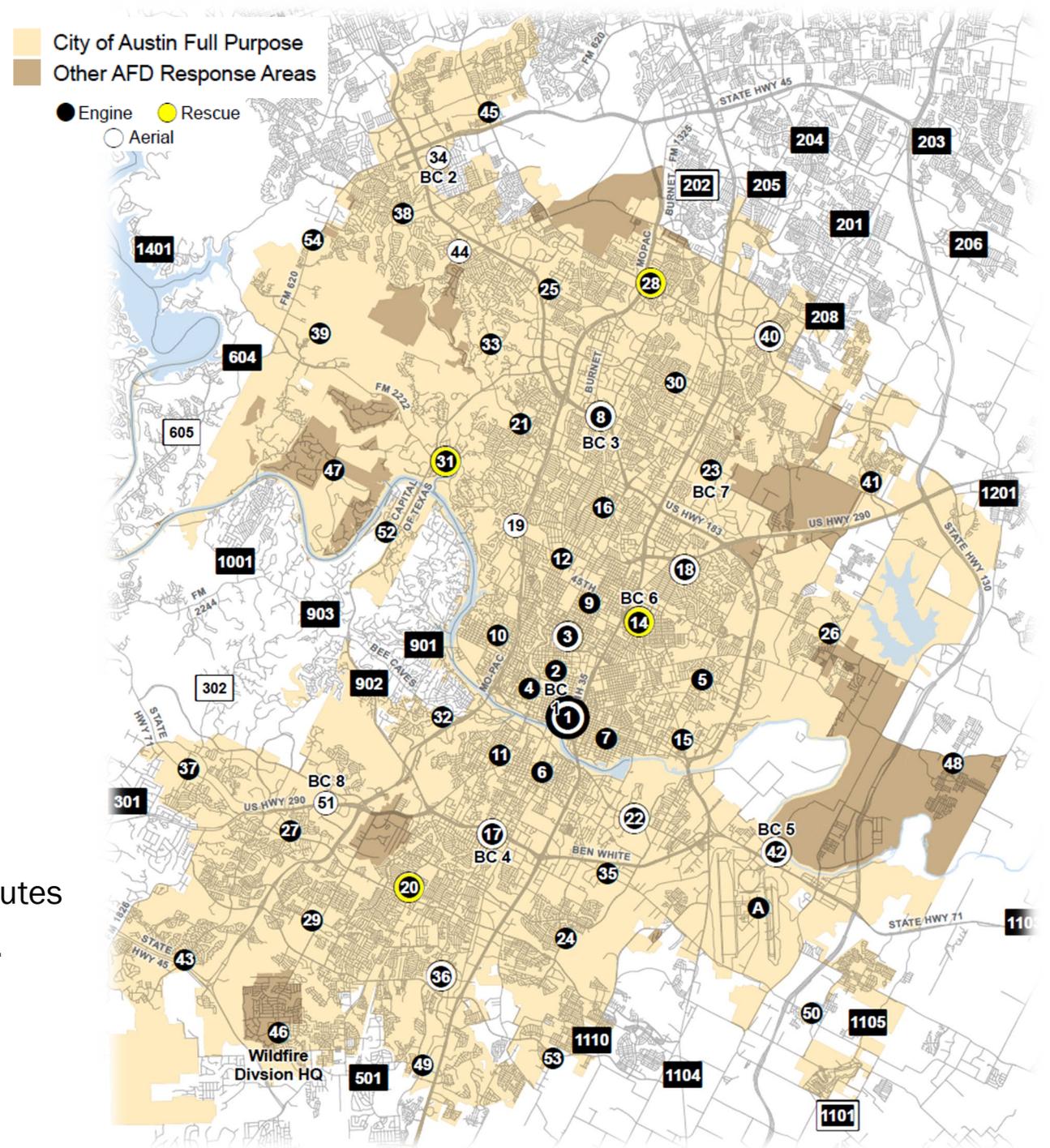
## Contracts for Service:

- Sunset Valley
- Emergency Service District 4
- Shady Hollow MUD

# Automatic Aid

Interlocal Agreement to dispatch the closest unit to a 911 call, regardless of department or jurisdiction.

Auto Aid occurs multiple times per day and greatly contributes to decreased response times for Austin and Travis County.



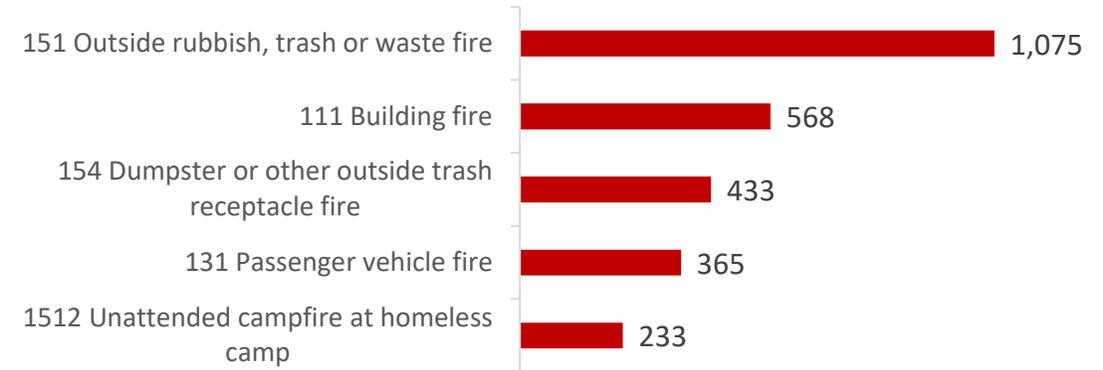
# Key Performance Indicator

Percent of emergency incidents where the amount of time between call receipt and the arrival of AFD unit is 8 minutes or less. (KPI)

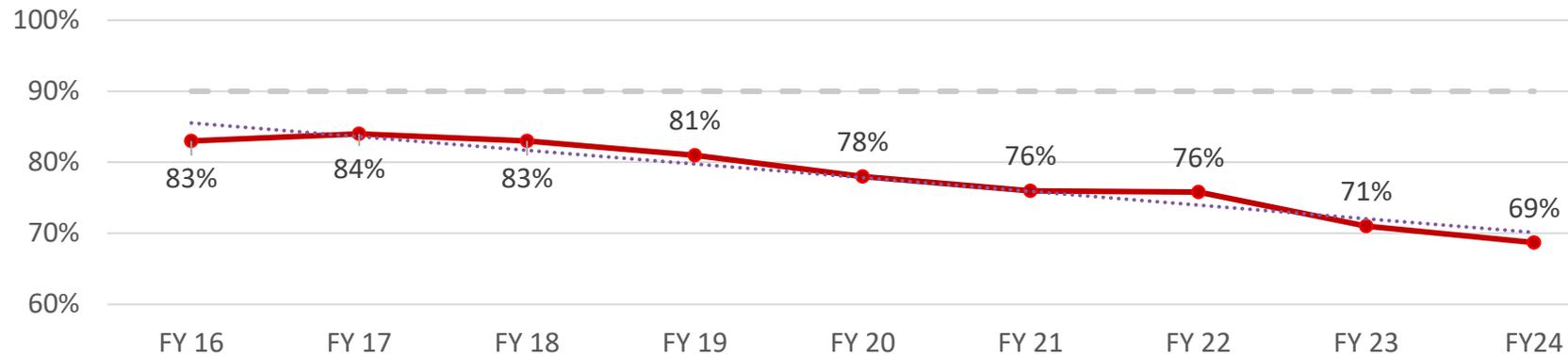
**Goal: 90%**

\*National standard based on National Fire Protection Agency (NFPA) 1710

## FY24 – Top 5 Fire Incident Type Codes



## Percent of Emergency Incidents within 8 Minutes



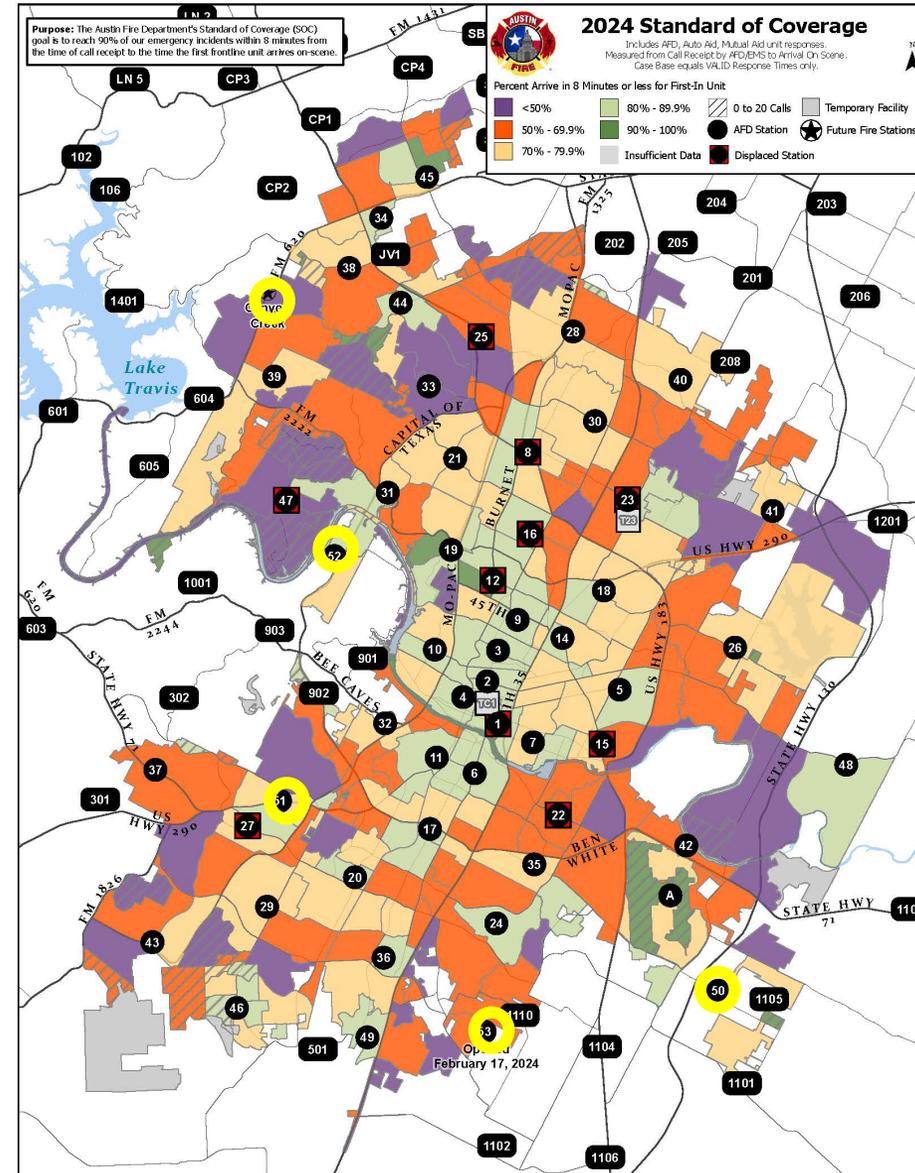
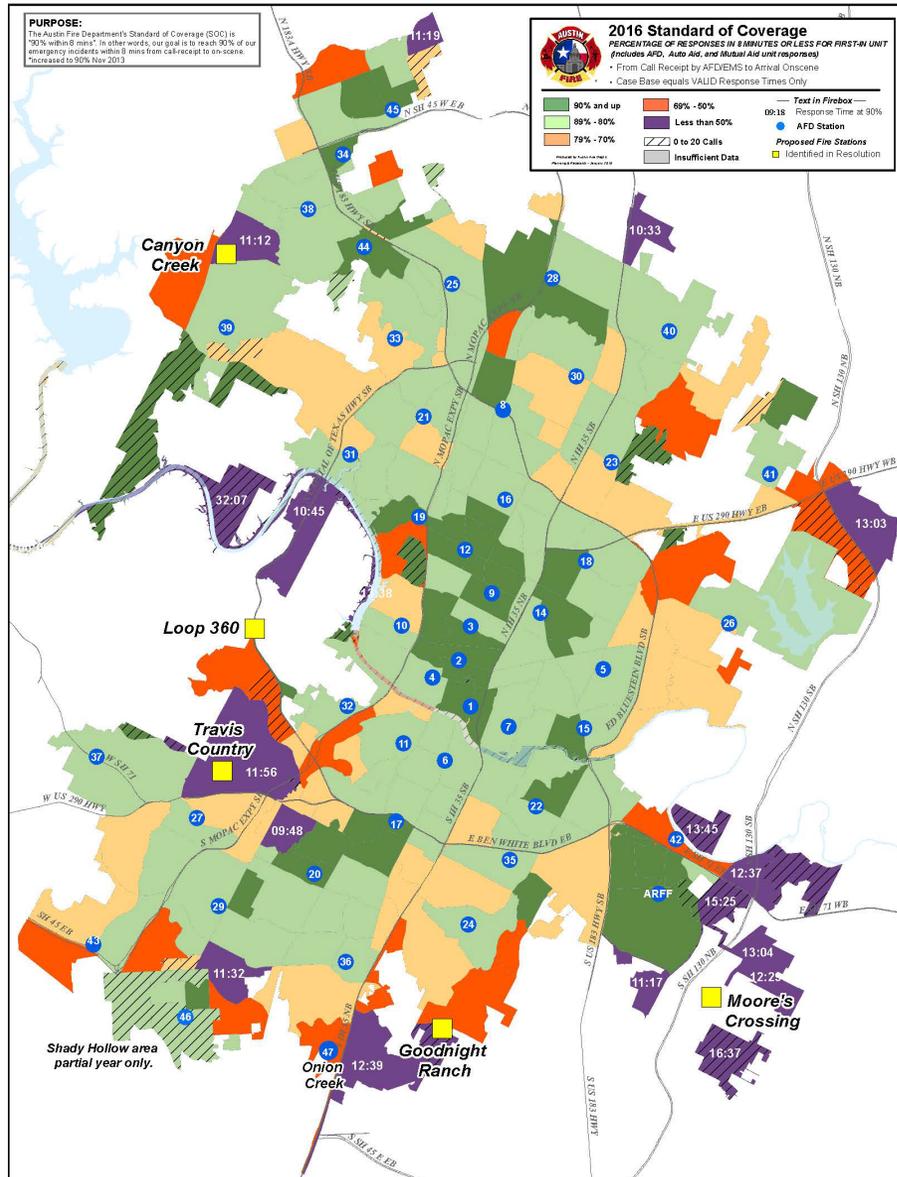
## FY24 Response Performance Breakdown

Call Type	Emergency Incidents	90th Percentile
Fire	5,639	09:03
Medical	57,483	10:39
HazMat	570	09:39
Rescue	428	11:16
Other	1,258	10:56
<b>Total</b>	<b>65,378</b>	<b>10:32</b>

# Standard of Coverage

2016

2024



Created by Austin Fire Department Research & Data Analytics. Every effort has been made to ensure accuracy in this product. However, AFD does not assume liability for any errors or omissions in the data. This map is for general geographic reference only. Future Fire Stations subject to change. February 2024.

# Austin Fire Department

2024 At A Glance



# Austin Fire Department

2024 At A Glance



**828 Free Smoke Alarms**



**31,024 Total Inspections Performed**



**7,492 Fitness Interventions**



**5,509 Buildings with Reduced Wildfire Risk**



**28,246 Hydrants Inspected**



**693 On-the-Job Injuries**

# Organizational Priorities

1. Human Resources – Our People
2. Emergency Response Readiness
3. Professional Development
4. Facilities, Equipment, Supplies, and Technology
5. Customer Service
6. Public Information, Education, and Relations Programs



# Austin Fire Department Challenges

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## Priority 1: Firefighter health and wellness

- Prevalence of cancer – reducing exposure to Per- and Polyflouroalkyl (PFAS)
- Behavioral health – Post-traumatic stress, suicide and alcohol addiction
- Physical injuries – Workers' Compensation process improvement
- Access to healthcare experts who know public safety issues – resources for the *Public Safety Wellness Center*

## Priority 2: Emergency response readiness

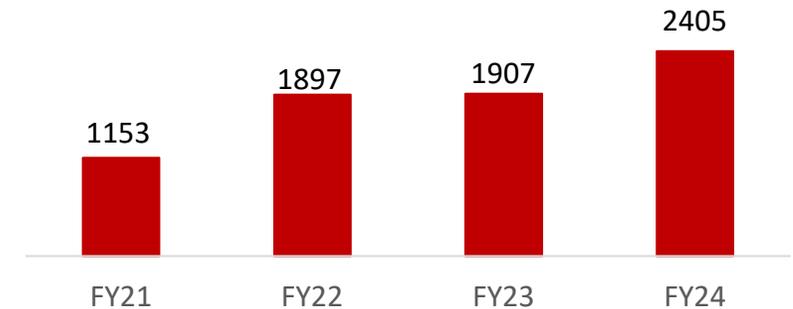
- City growing up with dense infill downtown
- Midrise apartments part of the housing solution
- AFD has not *staffed an additional aerial* in 30 years



# Public Safety Wellness Center

- Austin is one of the few Cities in the country with a dedicated Public Safety Wellness Center
- 17 FTEs funded by Fire, EMS and Police
- Funding additional resources is a challenge
- Small team visiting Dallas, San Diego, and Louisville KY to gather best practices

Fire Medical Exams Performed



- FY24 - 528 hiring exams completed (all depts), 158% increase from FY23
- CY24 - 99% of Firefighters received annual exams
- FY24 - 312 unique behavioral health clients received counseling services
- Behavioral health check-ins - 16% of Firefighters reported symptoms of depression; 10% reported anxiety; 9.5% at medium to high risk of alcohol use disorders; 14% at threshold or positive for PTSD



## Aerial Units

- Aerials provide unique, essential functions:
  - Aerial fire attack with big ladders
  - Roof access beyond what ground ladders can reach
  - Horizontal reach to inaccessible areas due to terrain
- Aerial crews are generally staffed by our most senior members, across all ranks, who have the extensive knowledge, skills, and experience to rescue lost, trapped, and those suffering serious medical emergencies.
- AFD assigns 2 aerials to structure fire incidents and 3 to every mid-rise or high-rise structure fire incident.

# Austin Fire Department: Leaders in Fire Service

## Priority 3: Professional Development

- National Fire Academy
- Texas A&M Engineering Extension Service (TEEX) Fire Training

## Priority 4: Facilities

- 5 Stations over the last 7 years
- Station renovations

## Priority 5: Customer Service (internal and external)

## Priority 6: Public Information, Education, and Relations

- Accreditation
- Wildfire message is strong



# New Fire Stations

- Successfully opened 5 new Fire-EMS stations, per 2018 Resolution
- Each station has a new engine company, providing improved emergency incident response times to previously under-served neighborhoods in Austin's periphery
- Fire Station 54
  - Operating as of January 12, 2025
  - Grand Opening on March 8, 2025
- Fire Station 53 - February 16, 2024
- Fire Station 52 - March 26, 2023
- Fire Station 51 - October 1, 2021
- Fire Station 50 - July 14, 2020
- Renovations of numerous Fire Stations
- Future Public Safety Headquarters



# Center for Public Safety Excellence Accreditation

Community-Oriented, Data-Driven, and Outcome-Focused



Commission on Fire Accreditation International is a process of agency self-assessment with peer review and is an international recognition of achievement

Working towards, achieving, and maintaining accreditation:

- Provides greater community alignment
- Identifies areas of strengths and weaknesses
- Establishes a plan for improvement
- Provides data-supported decision-making

Accreditation process typically takes 2-3+ years

AFD was last accredited in 2001

# Public Information: Wildfire Outreach

## PIO Office



- One firefighter on each shift to provide content for social media
- Tara Long and Jonathan Uhl new to department PIO
- Assigned a Fire Specialist Anguiano to 40-hr schedule to coordinate coverage

## Prepare for Wildfire



- Prevention materials like Ready, Set, Go!
- Media attention for events
  - Wildfire Symposium
  - No Ember November

## Firewise Communities



- Celebrate community involvement in wildfire prevention efforts
  - 21 Firewise Communities in Austin
  - 20% of all Firewise Communities in Texas
- AFD Staff and Firewise Volunteers conduct Structure Ignition Zone Evaluations (SIZE) to assess wildfire risks
- Austin was the first large city to adopt Wildland Urban Interface Code



AFD website



AFD on X  
(Twitter)



Wildfire Hub



AFD  
Recruiting



AFD on X fire  
incidents



AFD on  
Instagram



Thank You





# Austin-Travis County EMS

Robert Luckritz | Chief | March 31, 2025

# Department Structure

- Founded in 1976 as Austin EMS
- Serving City of Austin and Travis County through an interlocal agreement
- Solely Focused on Emergency Medical Services and Resident Wellbeing
- Dual Accredited
  - Commission on Accreditation of Ambulance Services
  - International Academy of Emergency Dispatch Accredited Center of Excellence
- Authorized Strength: 714 Sworn
- 48 Strategically Place 24 Hour Ambulances
- 7 District Commanders
- Numerous Specialty Resources
  - Community Health Paramedics
  - Mental Health Paramedics
  - Paramedic Practitioners
  - TeleHealth Resources
  - Collaborative Care Paramedics



# EMS Sworn Functional Areas

Addressing an Expanded Role

## Operations



- Largest area of the Department
- Oversees Daily Operations
- Also includes Special Operations Division
  - Special Events
  - Emergency Preparedness
  - Specialized Teams

## Integrated Services



- Emergency Communications (Dispatch)
- Clinical Navigation
  - Airport Medics (AUSMED)
  - Collaborative Care Triage Line
  - Community Health Paramedics
  - Mental Health Responders
- Operations Support (Fleet & Facilities)

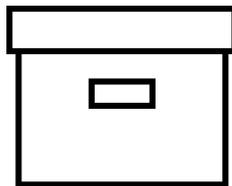
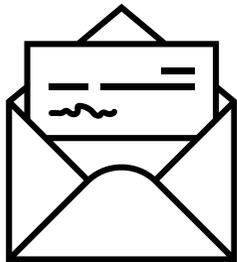
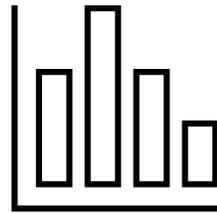
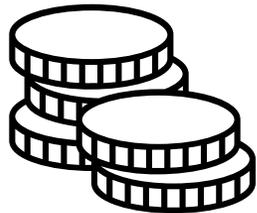
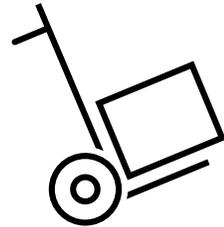
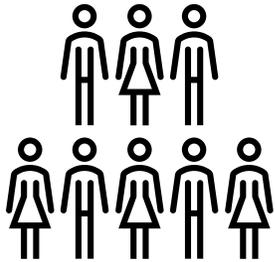
## Employee Development, Wellness, and Clinical Services



- Oversees Employee Development including
  - Initial EMS Academy
  - Paramedic Training Program and Pre and Post-Promotional Education
  - Annual Continuing Education Program
- Coordinates with Public Safety Peers to administer Public Safety Wellness Center
  - Medical Screening
  - Mental Health Care for Providers
  - Peer Support
- Coordinates with Medical Director to support
  - Performance Improvement
  - Provider Credentialing
  - Clinical Supervision

# EMS Administration & Civilian Workforce

## Unique Complexities and Skill Sets

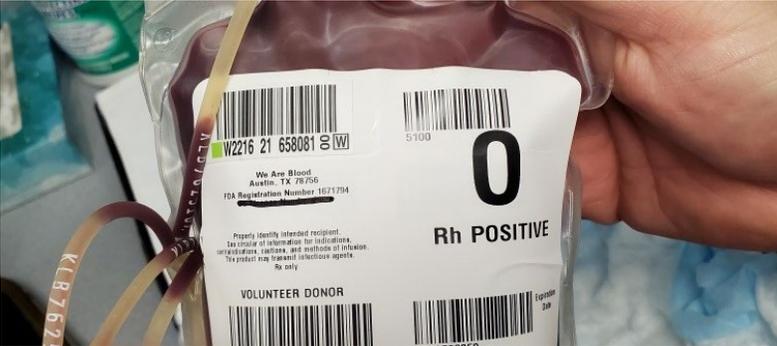


- Includes nearly all 99 civilian employees
- Revenue Cycle Department contributes more than \$50M to General Fund annually
  - Revenue Cycle improvements since 2022 have led to a 36% increase in Revenue.
- Revenue primarily comes from:
  - Billing for Transport
  - Charity Care Funding
  - Travis County Interlocal Agreement
  - Central Health Interlocal Agreement
- Compliance Officer ensures compliance with Medicare/Medicaid
- Oversees management of Private Ambulance Franchises
  - Franchises provide non-emergency medical transportation services within the City of Austin
  - Franchises must meet city of Austin standards for operations, performance, and billing
- Human Resources Oversight including Section 143 Sworn Staff
  - Only EMS Department in Texas with Section 143 Sworn Staff

# Strategic Goals

*Mission: To Foster our Community's Health and Safety Through Inspired Solutions*

**Leverage resources to be an adaptive, innovative, and solution-oriented public safety department**



**Provide collaborative, service-oriented, and comprehensive care to the community**



**Attract, develop, and retain a thriving, empowered, and resilient workforce**



- Pursue new procedures, innovative technology, and other system-wide improvements to advance patient care solutions and improve service outcomes
- Develop comprehensive financial strategies to maintain the necessary resources to operate a reliable and trustworthy emergency medical service

- Provide increasingly effective and comprehensive prevention and care in our communities through public outreach and education programs
- Improve patient outcomes by providing the right resource to the right patient at the right time focusing on equity

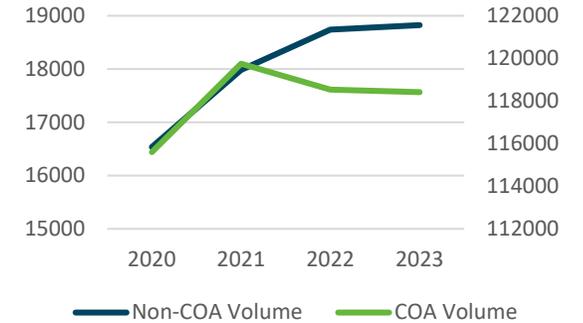
- Become the employer of choice by developing innovative recruiting and retention strategies and training initiatives
- Optimize the quality of life for our workforce by empowering them with effective tools, programs, and opportunities to increase resilience at home and at work

# 2024 Select Operational Statistics

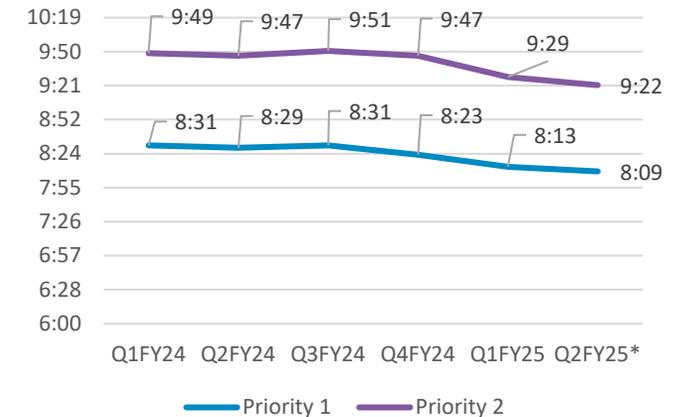
## A Growing Agency

- Call Volume:
  - 137,242 Incidents
    - 118,418 in CoA
    - 18,824 outside of CoA
  - 73,521 Transports
- Average Response Time in CoA:
  - 8:29 Priority 1
  - 9:48 Priority 2
- Incidents with a Transport:
  - 51.8%
- Patients Transported  
Lights and Sirens
  - 2%

Call Volume Trends



City Wide Average Response Times



# Current Challenges

## Responsible Growth and Transition

### City and County Growth



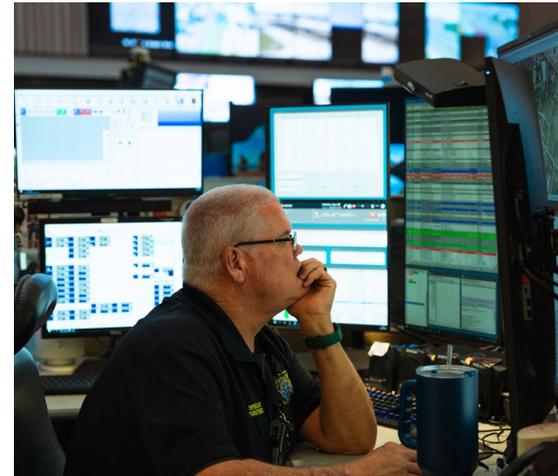
A growing community means adequate and appropriate resources strategically located to minimize response times to life threatening emergencies while providing appropriate alternatives for non-emergencies.

### Department Growth



A rapidly growing department must ensure adequate training, quality, and culture to ensure residents and visitors get the care they expect, while being fiscally responsible and ensuring department growth keeps pace with community needs.

### Changing Mission Profile



With increasing reliance on 911 and EMS to provide services for non-life-threatening emergencies, EMS must build out its capabilities to responsibly balance adequate resources for life-threatening emergencies while providing fiscally responsible alternatives for calls not requiring emergent ambulance response.

### Staffing



Smart Growth means balancing the needs to ensure a staffing plan that balances and bridges the transition period to ensure adequate ambulance coverage while responsibly implementing programs to reduce ambulance utilization and provide alternative resources

# Why ATCEMS is Recognized Internationally

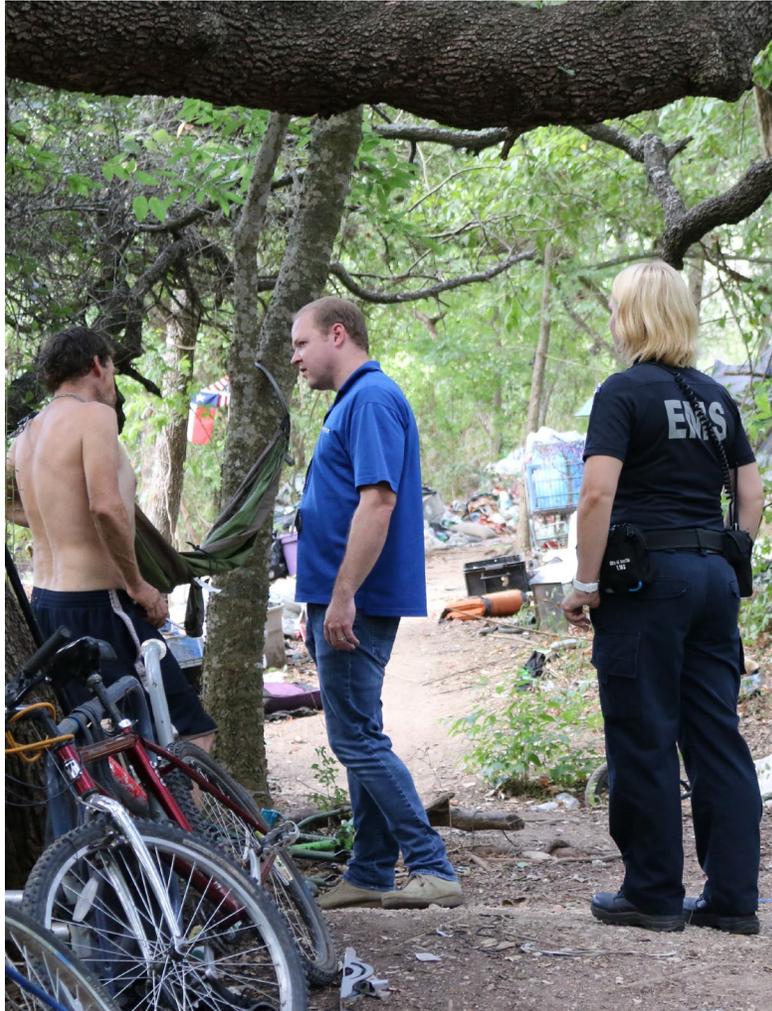
“The Jewel in the Crown of EMS in the United States”

- The sole mission profile of Austin Travis County EMS is to provide emergency medical care to the City of Austin and Travis County
  - 50%+ New Cadets come from Out of State
- Truly at the Center of the EMS Triangle
  - Public Safety
  - Healthcare
  - Public Health
- Continued Community Investment and Support
- Expansive clinical and operational education and training including Immersion training for EMTs & Paramedics to ensure the highest quality EMTs and Paramedics
- Innovative Programs including nationally recognized Whole Blood Program to include regional mass casualty deployment
- Predictive Modeling for system deployment accounting for EMS-specific response dynamics
- Fully Integrated Special Operations Paramedics – Bringing Advanced Paramedic Care to Austere Environments
- Dedicated Comprehensive Medical Direction
- Expanded-Scope Paramedics and Paramedic Practitioners bringing unprecedented pre-hospital medical care to patients outside of the hospital reducing need for ambulance transport
- Comprehensive Community Health Program addressing Social Determinates of Health



# Nationally Recognized Community Health Program

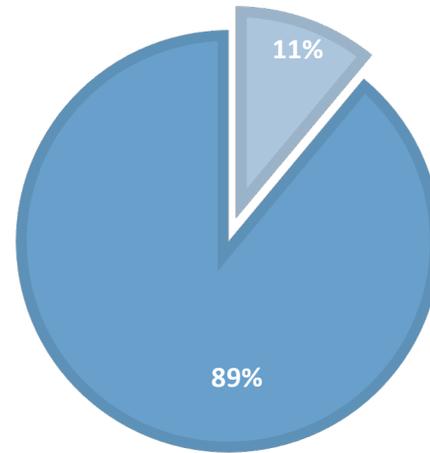
Focusing on Social Determinates of Health



- 24x7 Specialized Mental Health Response
  - Increased Mental Health Paramedic Program to 4 units 24x7, with more in development
- Full Integration with Substance Abuse Treatments
  - Direct admission to and contract oversight of the Austin-Travis County Sobering Center
  - Narcan Outreach Program
  - Buprenorphine Bridge Program
- Pro-Active outreach to vulnerable populations
  - Homeless Outreach Program
  - Predictive Outreach to prevent over-utilization of EMS system

# Cutting Edge Mental Health Response

- Specialty trained Paramedics with emphasis on mental health crisis care
- Carry specialized psychiatric medications to treat mental health patients in place and assist with placement
- 89% of Mental Health Paramedic responses do not require Ambulance transport



■ Ambulance Needed ■ Ambulance Not Needed



# Outreach to and Prevention for the Most Vulnerable

Efforts in EMS Prevention in 2024



## Substance Abuse Outreach and Bridge Program

- 1400+ Narcan Kits Distributed
- 29 Breathe Now Classes Held
- 1,537 Overdose Alerts identified in Travis County
- 227 patients in the Opioid Bridge Program
- 768 Buprenorphine doses were administered
- 150 patients were successfully connected to long term (MAT) Care



## Outreach to Vulnerable Populations

18 Resource Clinics held across Travis County  
828 Clients Served  
3,252 Interventions Completed



# Pioneering Clinical Navigation Program

Collaborative Care Communication Center (C4)

16.81% of Incidents  
Handled by  
Navigation

43.5% resolved  
without  
Ambulance  
Dispatch

63.2% resolved  
without  
Ambulance  
Transport

0.52% ultimately  
required  
emergency  
transport

\* Data from February, 2025

- Transitioned to 24x7 Operation in early 2025
  - After Multi-Year review, now transitioning all Priority 5 Calls to Navigation
  - More than 20,000 calls annually
  - **Increases Ambulance Availability for Emergent Calls**

- Types of Alternative Responses through Navigation
  - Mental Health Paramedic
  - Paramedic Practitioner/ Physician Assistant
  - Physician
  - Tele-Health
  - Licensed Professional Counselor (LPC) via Mobile Crisis Outreach Team
  - Paramedic Case Manager
  - Referral to Long-term care, Durable medical equipment, Pharmacy Refills, etc

# Conclusion

## The Future of ATCEMS



- “Where Austin is today is where the industry will be in five years”
- Austin-Travis County EMS continues to be on the forefront of EMS in the United States and Across the Globe
- To be successful, ATCEMS must continue to expand its suite of programs and tools to better respond to the changing needs of the community
- As the community has come to expect, Austin-Travis County EMS will continue to provide the highest quality care and services to the community of Austin and Travis County through innovation and smart, responsible growth



# Office of the Chief Medical Officer

Mark E. Escott, MD MPH FACEP FAEMS | Chief Medical Officer | March 31, 2025

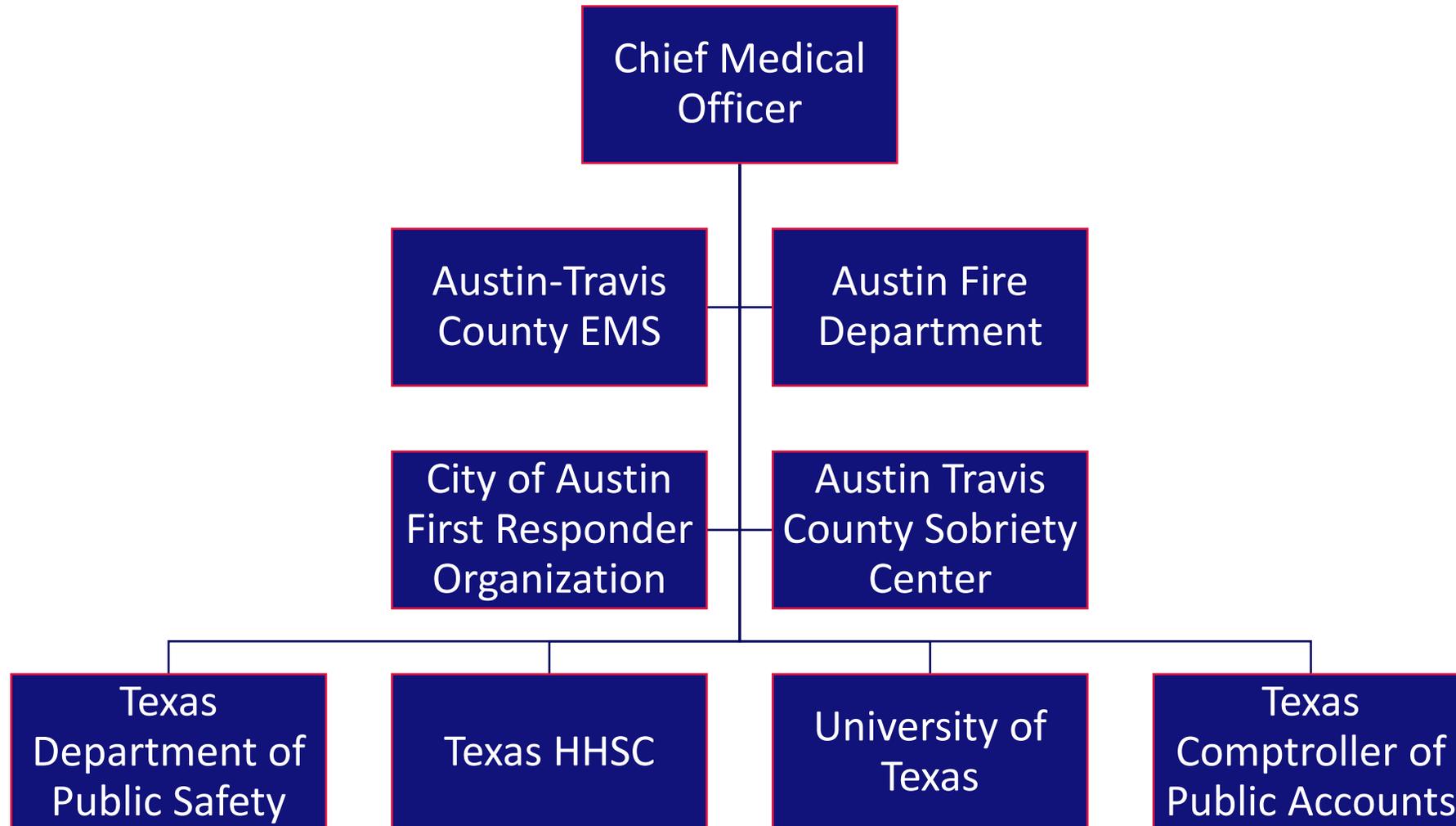
# Roles and Responsibilities

- Delegation of Medical Practice
- Medically-related operations of the EMS System
- Establishing and monitoring performance standards
- Establishing and monitoring clinical education standards
- Development of clinical guidelines governing prehospital care and medical aspects of patient triage, transport, transfer, dispatch, extrication, rescue, and radio-telephone-telemetry communication by the EMS
- Serve as the primary liaison between the EMS System administration and the area medical community
- Emergency field response and on-line medical control



# The EMS System Medical Practice

## Delegation of Practice



# The EMS System Medical Practice

## Delegation of Practice



- Over 2,000 EMS certified providers are credentialed within the EMS System and delegated by the Chief Medical Officer to provide medical care
- Over 100,000 patient encounters each year
- Four full-time and two part-time EMS Physicians
- EMS Fellowship in partnership with UT-Austin Dell Medical School, USACS, and Ascension
- Five full-time Paramedic Practitioners



# Challenge: Outcome-based Equity

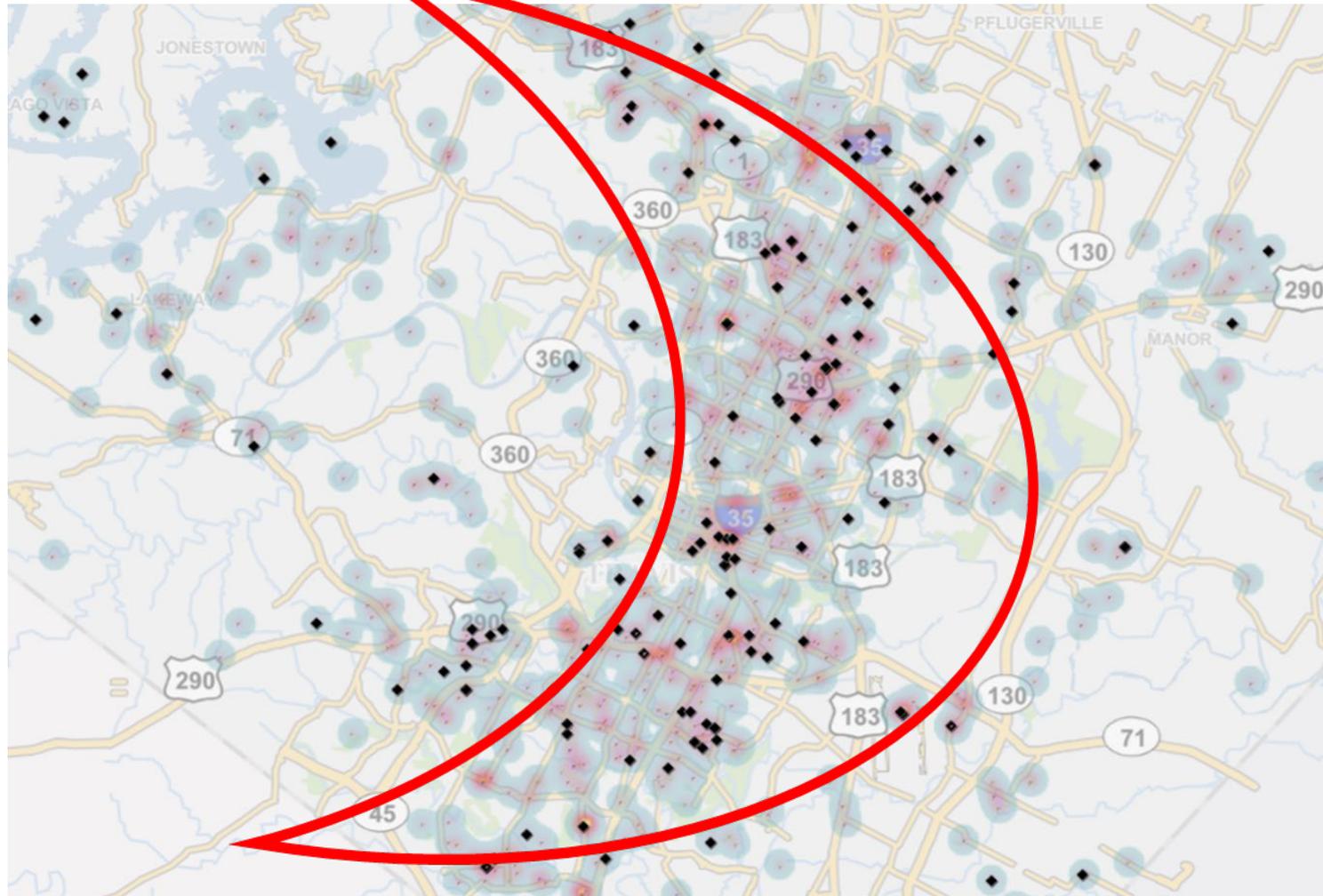
## Cardiac Arrest

Race/Ethnicity	# of patients	% of CA	% of pop.
White (Non-Hispanic)	488	56%	48.4%
Hispanic/Latino	194	22%	33.4%
Black/African-American	149	17%	9.1%
Asian	34	4%	7.9%
American Indian/Alaska Native	3	0.34%	1.2%
Native Hawaiian/Pacific Islander	2	0.2%	0.1%
Total	870		

## CARDIAC ARREST INCIDENCE BY RACE/ETHNICITY

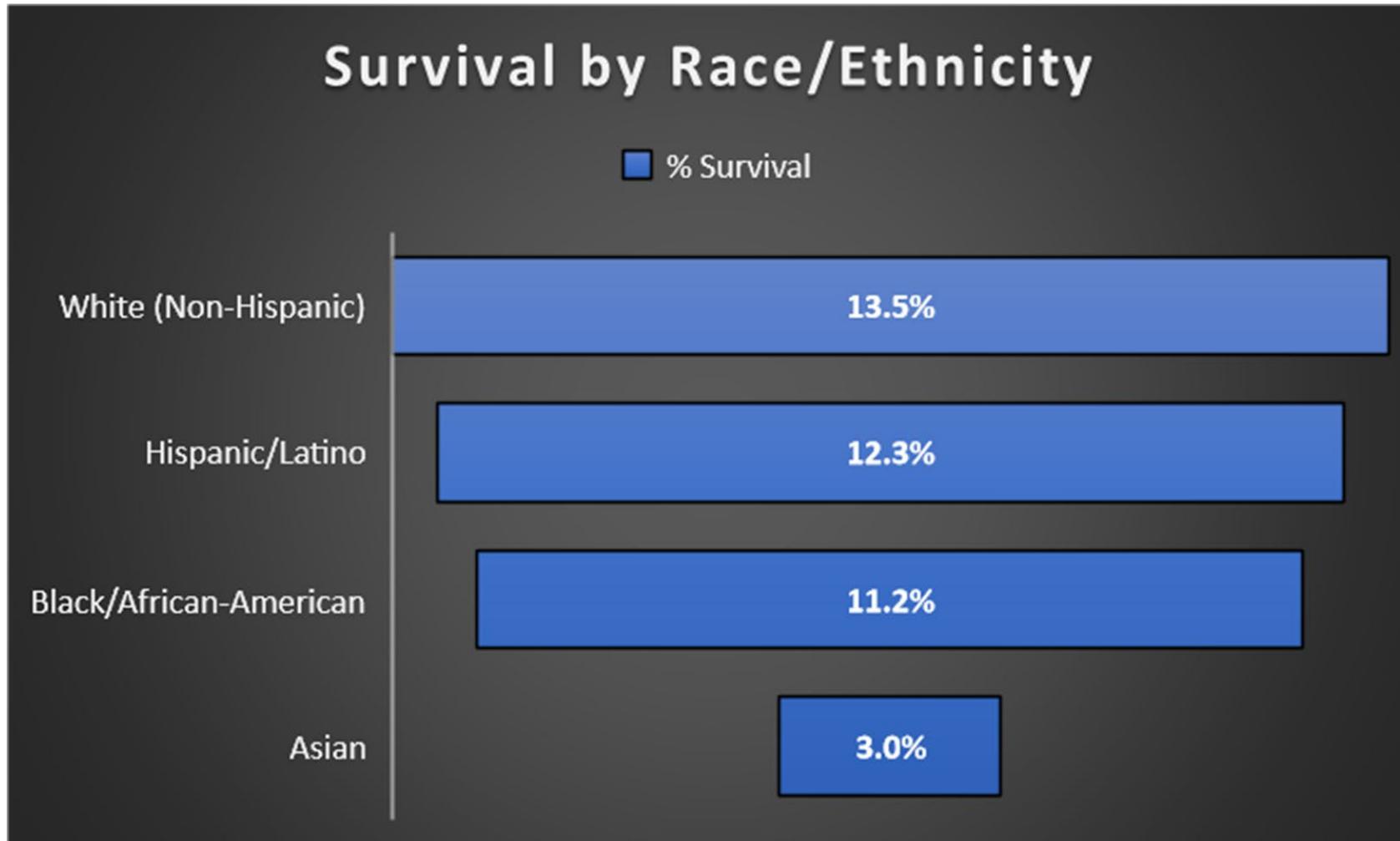
# Challenge: Outcome-based Equity

Lack of Bystander CPR



# Challenge: Outcome-based Equity

Cardiac Arrest





# Challenge: Outcome-based Equity

Cardiac Arrest

➤ [Resuscitation](#). 2021 Mar 30;163:101-107. doi: 10.1016/j.resuscitation.2021.03.021.

Online ahead of print.

## Community disparities in out of hospital cardiac arrest care and outcomes in Texas

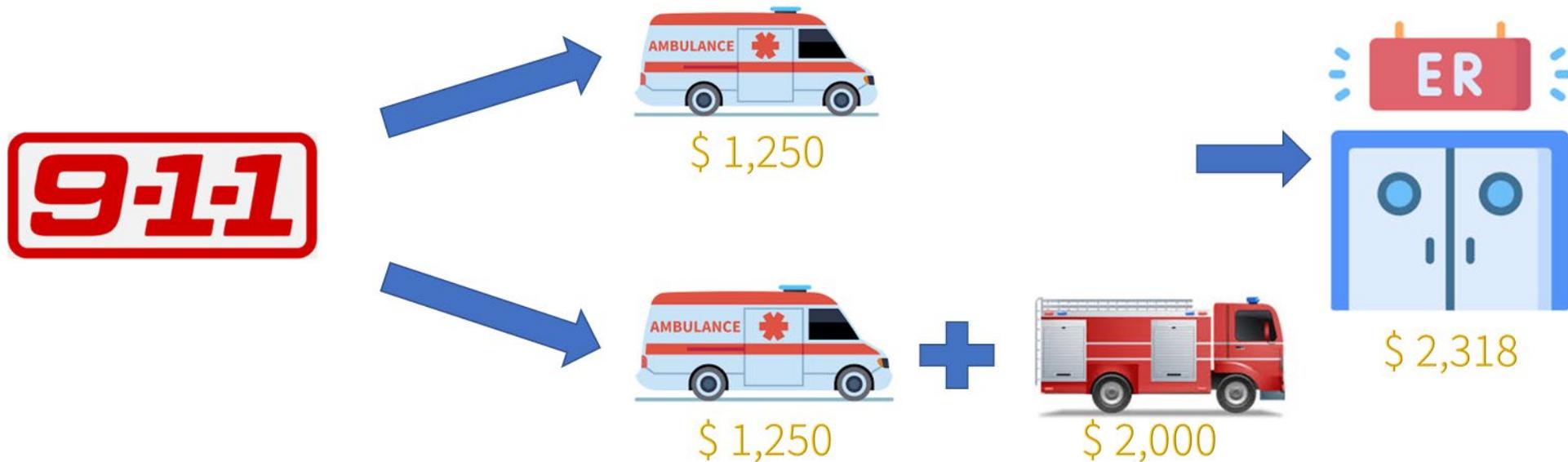
Ryan Huebinger<sup>1</sup>, Veer Vithalani<sup>2</sup>, Lesley Osborn<sup>3</sup>, Cameron Decker<sup>4</sup>, Jeff Jarvis<sup>5</sup>,  
Robert Dickson<sup>6</sup>, Mark Escott<sup>7</sup>, Lynn White<sup>8</sup>, Rabab Al-Araji<sup>9</sup>, Peter Nikonowicz<sup>10</sup>,  
Normandy Villa<sup>3</sup>, Micah Panczyk<sup>3</sup>, Henry Wang<sup>3</sup>, Bentley Bobrow<sup>3</sup>

Affiliations + expand

PMID: 33798624 DOI: 10.1016/j.resuscitation.2021.03.021

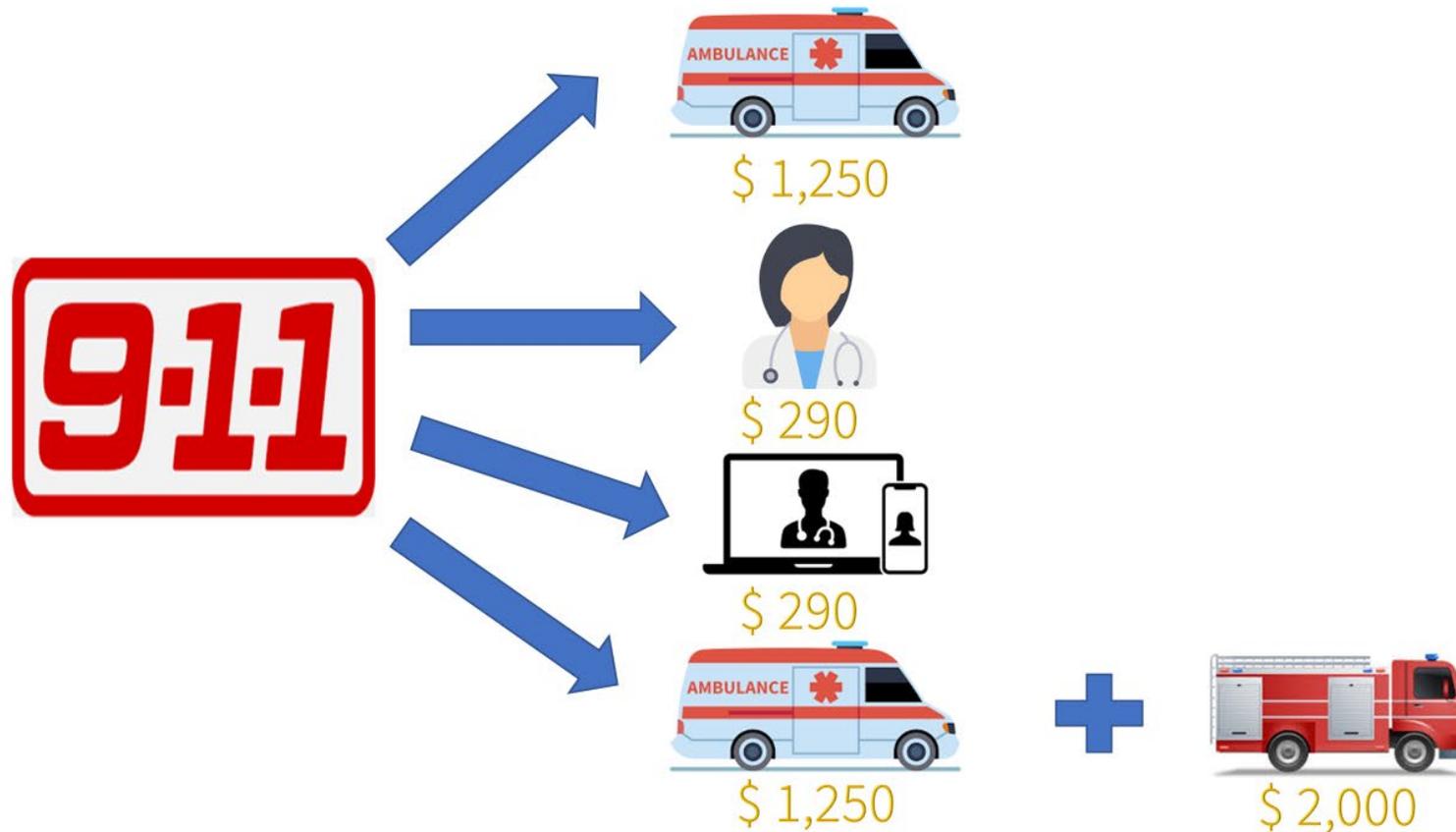
# Redefining EMS: The EMS Medical Practice Model

## EMS System General Design



# Redefining EMS: The EMS Medical Practice Model

## Austin/Travis County EMS System Design





# 2025 Labor Relations Office

Roxana Stevens | Deputy Labor Relations Officer | March 31, 2025



# LABOR RELATIONS OFFICE

Created in 2009

## Mission

To successfully negotiate and administer public safety labor contracts for the City with its various public safety employee unions in a fiscally responsible manner at the direction of the City Manager. The Labor Relations Office also provides Municipal Civil Service Alternative Dispute Resolution services and serves as a resource to assist other City Departments with special projects such as Investigations and Mediations.



# PUBLIC SAFETY LABOR AGREEMENTS

- Serve as the Lead Negotiator for the City in bargaining of Public Safety contracts
- Bring proposed Public Safety contracts to City Council for consideration and approval
- Assist Fire, Police, and EMS Departments and the public safety unions administer the Public Safety contracts and maintain contract compliance
- Work to resolve Public Safety contract disputes at an early stage
- Build and foster relationships with the Unions



# CURRENT PUBLIC SAFETY LABOR AGREEMENTS

- Agreement between the City of Austin and the Austin EMS Association
  - Effective October 1, 2023 through September 30, 2027, as amended July 18, 2024
- Agreement between the City of Austin and the Austin Police Association
  - Effective October 29, 2024 through September 30, 2029
- Collective Bargaining Agreement between the City of Austin and Austin Firefighters Association Local 975
  - September 8, 2023 Arbitration Award effective through September 30, 2025



# ALTERNATIVE DISPUTE RESOLUTION PROCESS

- Administers a voluntary and informal Alternative Dispute Resolution Process (ADR) to assist in the resolution of the following personnel actions:
  - Disciplinary Probations
  - Disciplinary Suspensions
  - Demotions
  - Discharges
  - Denials of Promotion
- Ombudsman is responsible for coordination of the ADR Process
- The ADR Process includes Mediation, Mediated Communication, Facilitation and Information Sharing



# Homeland Security and Emergency Management

Jim Redick | Director | March 31, 2025



# Introduction

## Background

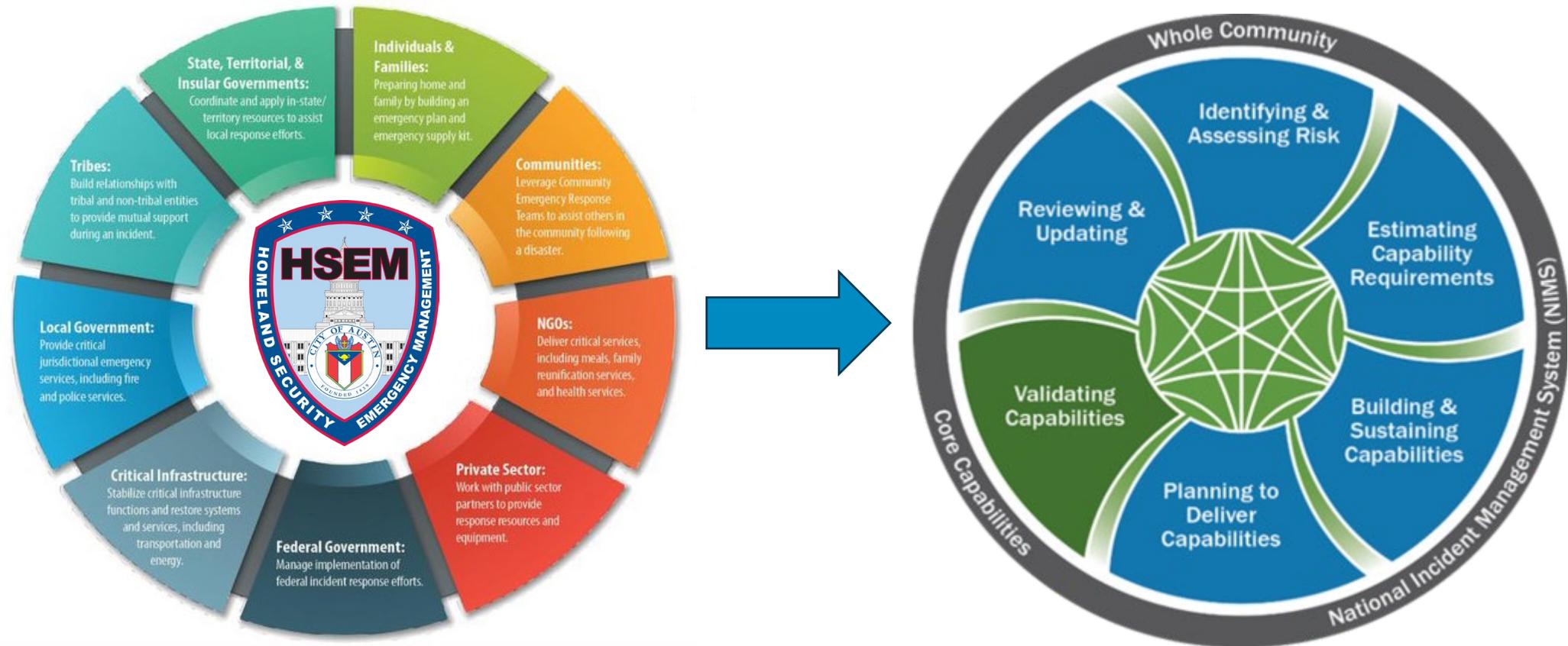
- Over 20 Years Local Government Homeland Security and Emergency Management Experience
- Administrator Appointment to FEMA's National Advisory Council
- Three Terms on the Virginia Governor's Secure and Resilient Commonwealth Panel
- Member of the Virginia General Assembly's Commission to Investigate the Virginia Beach May 31, 2019 Mass Shooting.
- Recipient of IAEM's 2016 Clayton R. Christopher Memorial Award and Virginia Emergency Management Association's Stanley Everette Crigger Humanitarian Achievement Award.
- Adjunct Instructure for Old Dominion University; Faculty for FEMA's Executive Academy
- Undergraduate Degree in Organizational Leadership and Management from Regent University
- Master's Degree in Public Administration from Old Dominion University

## Vision

A disaster-prepared and resilient community

## Mission

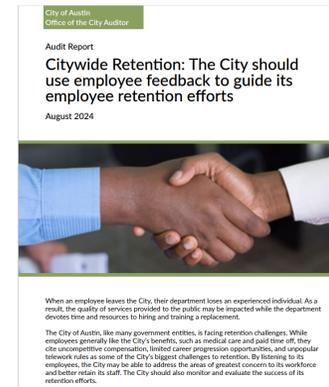
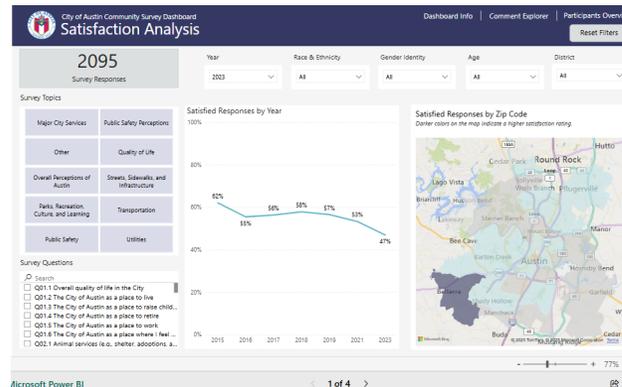
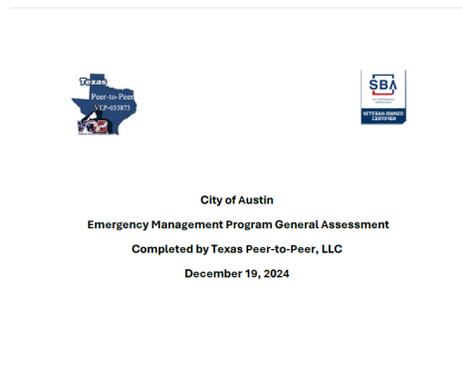
To serve as the coordinating focal point for preparedness, response, recovery, and education in any emergency or disaster that disrupts the community.



# Challenges

## Turning Challenges into Opportunities

- Organizational Structure and Processes
- No Clearly Defined Roles / Responsibilities
- Need for Leadership and Management Training
- Misunderstandings / Unrealistic Expectations of HSEM
- Budget
- Burn Out (Frequent EOC Activations)
- Low Morale



## Moving Forward

- Great Staff
- Great Partners
- Executive-Level Support
- Well Resourced
- Life Cycle Workshop
- Individual / Organizational Training
- Performance Measures and Evaluations
- Technology / Shared Situational Awareness
- Data to Inform Planning / Outreach Decisions
- Community Engagement (“Market the Storm”)
- ONE TEAM, Whole of Community Approach



**Primus inter pares**  
*“First Among Equals”*