



## **PERFORMANCE MEASUREMENTS FOR EMERGENCY CALL PROCESSING THIRD QUARTER 2009**

The Lincoln Emergency Communications Center is dedicated to providing the best service possible to all customers. The performance measurement program shall provide timely, accurate and useful information regarding the quality and efficiency of service and is a component of outcome based budgeting adopted by the City of Lincoln. Information gathered is evaluated and reviewed in a continuous effort to improve customer service and operations. Performance measurement is also one of over 200 standards required by the Commission on Accreditation for Law Enforcement Agencies (CALEA). The Lincoln Emergency Communications Center has been accredited by CALEA since 2002.

The Lincoln/Lancaster County 9-1-1 Communications Center collects and reports statistics on a monthly, quarterly, and annual basis reflecting the various calls; their incoming source (landline, wireless, or VoIP), and duration (ring time before answer and length of call). PlantCML MagicXL software provides detailed reports on line usage, ring time, call duration, call abandonment and other data related to telephone reporting.

Call receiving performance is measured in three ways. The first is the overall Center EMD average compliance score with a goal of 90% compliance. The second is a monthly average of 40 seconds or less for the "Time Received" to "Time Dispatched" on all ECHO medical responses (the highest level of medical response). The third is call duration. All of these are indicators of the level of service being provided from call handling to dispatch.

All data is reported monthly and quarterly and is a component of our Annual Report. Review of this period's performance measures did not indicate any need for policy revision, training or remedial action.

### TOTAL CALL COUNTS AND SOURCE BY MONTH

MONTH	TOTAL INBOUND	WIRELESS 911	LANDLINE 911	VOIP 911	LANDLINE (6000)	LANDLINE (OTHER)	TOTAL LAND LINES	PRIVATE LINES/ OUTBOUND	ALARM CIRCUITS/ RINGDOWNS
JUL	30464	4815	2046	361	12095	11147	23242	5098	665
AUG	34755	5604	2178	350	21795	4828	26623	5344	1267
SEP	32752	5421	2074	346	20071	4840	24911	5154	1182
<b>TOTAL</b>	<b>97971</b>	<b>15840</b>	<b>6298</b>	<b>1057</b>	<b>53961</b>	<b>20815</b>	<b>74776</b>	<b>15596</b>	<b>311</b>



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### **ABANDONED 911 INCOMING CALLS BY SOURCE**

Monthly average 911 call abandonment rate is gathered utilizing PlantCML MagicXL software and forwarded to the Communications Coordinator on a monthly basis. Call Abandonment is a good indicator of the level of service being provided. An increase in abandoned calls or “hang up” calls can indicate a need for additional staffing during peak calling periods.

MONTH	SOURCE	COUNT	INCOMING CALLS ABANDONMENT PERCENTAGE
JUL	LANDLINE	574	
	WIRELESS	645	
	VOIP	N/A	4.00
AUG	LANDLINE	603	
	WIRELESS	4688	
	VOIP	N/A	3.97
SEP	LANDLINE	528	
	WIRELESS	696	
	VOIP	N/A	3.74
<b>TOTAL</b>		<b>7734</b>	
<b>3<sup>rd</sup> QUARTER AVERAGE</b>			<b>3.90</b>

### **911 RINGTIMES AND CALL DURATION**

Monthly average 911 ring time (with an expectation of 10 seconds or less) and average call duration (with an expectation of 70 seconds or less) on all calls (wireline, wireless and VoIP) is also gathered using PlantCML MagicXL software and forwarded to the Communications Coordinator on a monthly basis. Call Ring Time and Call Duration are indicators of how quickly emergency calls are being answered and how efficiently they are being processed.

MONTH	SOURCE	AVERAGE RING TIME (IN SECONDS)	AVERAGE CALL DURATION (IN SECONDS)	AVERAGE CALL DURATION (IN SECONDS)
JUL	LANDLINE	5	56	
	WIRELESS	5	75	
	VOIP	5	81	71.00
AUG	LANDLINE	5	46	
	WIRELESS	5	81	
	VOIP	5	80	69.00
SEP	LANDLINE	5	73	
	WIRELESS	5	84	
	VOIP	5	82	79.67
<b>3<sup>rd</sup> QUARTER AVERAGE</b>		<b>5</b>	<b>73</b>	<b>73.11</b>



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### **EMERGENCY MEDICAL DISPATCHER (EMD) DEPARTMENTAL AVERAGE COMPLIANCE RATING**

Monthly average EMD Compliance is based upon individual Emergency Medical Dispatch Quality (EMDQ) reviews performed by the Quality Assurance Coordinator. EMD is the process for screening all requests for Emergency Medical Services (EMS) resulting in prioritization of EMS calls resulting in the dispatch of the appropriate resources.

<b>MONTH</b>	<b>COMPLIANCE</b>
JUL	88.89%
AUG	89.24%
SEP	87.57%
<b>3rd QUARTER AVERAGE</b>	<b>88.56</b>

### **AVERAGE ECHO MEDICAL CALL DISPATCHING TIME**

The Center's goal is a 40 second or less Call Received to Call Dispatch time on all Echo Medical responses. All responses not meeting this measurement are forwarded by the Communications Coordinator to the Quality Assurance Coordinator for Dispatch Quality Review, reporting and possible action.

<b>MONTH</b>	<b>DISPATCH TIME IN SECONDS</b>
JUL	20.44
AUG	28.61
SEP	26.35
<b>3rd QUARTER AVERAGE</b>	<b>25.13</b>