



PERFORMANCE MEASUREMENTS FOR EMERGENCY CALL PROCESSING ANNUAL REPORT FOR 2010

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 NON 911 LAND LINES	PRIVATE LINES/ OUTBOUND	ALARM CIRCUITS/ RINGDOWNS
JAN	27898	4984	1911	359	18301	2343	20644	4233	604
FEB	23049	4294	1715	254	14930	1856	16786	3382	863
MAR	25626	4324	1835	302	16895	2270	19165	4293	964
* APR	28870	5631	1842	391	18988	2018	21006	4178	1032
MAY	30140	5412	2072	306	19695	2655	22350	4757	1152
JUN	31040	5528	2083	352	20332	2745	23077	5206	1185
JUL	32077	5405	2100	354	21585	2633	24218	5083	1180
AUG	31462	5622	2142	358	20825	2515	23340	5008	1161
** SEP	31788	5737	2209	358	20649	2835	23484	4685	1067
OCT	32142	5965	2192	397	20999	2589	23588	5086	1112
NOV	25251	3411	1296	209	17083	3252	20335	3687	770
*** DEC	21124	3729	1473	242	12723	2957	15680	3110	705
TOTAL	340467	60042	22870	3882	223005	30668	253673	52708	11795

* Includes counts obtained manually from Windstream router data while at the Backup Center, March 29th thru April 5th: 1239 Wireless, 732 Landline, 70 VoIP
 ** Includes counts obtained manually from Windstream router data while at the Backup Center Sept 27th thru Sept 29th: 318 Wireless, 160 Wire line, 32 VoIP
 *** Includes counts obtained manually from Windstream router data while at the Backup Center Sept 27th thru Sept 29th: 248 Wireless, 198 Wire line, 29 VoIP



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ABANDONED 911 INCOMING CALLS BY SOURCE

Monthly average 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
JAN	LANDLINE	556	
	WIRELESS	678	
	VOIP	46	4.90
FEB	LANDLINE	547	
	WIRELESS	618	
	VOIP	43	4.60
MAR	LANDLINE	543	
1ST QUARTER		3723	4.62
APR	LANDLINE	534	
	WIRELESS	586	
	VOIP	38	3.88
MAY	LANDLINE	564	
	WIRELESS	689	
	VOIP	47	4.16
JUN	LANDLINE	625	
	WIRELESS	716	
	VOIP	55	4.32
2ND QUARTER		3854	4.12
JUL	LANDLINE	574	
	WIRELESS	665	
	VOIP	45	3.86
AUG	LANDLINE	594	
	WIRELESS	730	
		41	4.21
SEP	LANDLINE		
	WIRELESS	570	
	VOIP	625	
		55	3.76
3RD QUARTER		3899	3.94
OCT	LANDLINE	574	
	WIRELESS	714	
	VOIP	42	4.14
NOV	LANDLINE	496	
	WIRELESS	614	
	VoIP	41	4.56
DEC	LANDLINE	415	
	WIRELESS	581	
	VOIP	34	4.72
4TH QUARTER		3511	4.47
2010 AVERAGE			4.29



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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)
JAN		5		
	LANDLINE		37	
	WIRELESS		85	
FEB	VOIP	5	79	67.00
	LANDLINE		40	
	WIRELESS		82	
MAR	VOIP	5	85	69.00
	LANDLINE		51	
	WIRELESS		81	
1ST QUARTER				70.33
				68.78
APR		5		
	LANDLINE		41	
	WIRELESS		77	
MAY	VOIP	5	73	63.66
	LANDLINE		77	
	WIRELESS		82	
JUN	VOIP	5	81	80.00
	LANDLINE		102	
	WIRELESS		83	
2ND QUARTER				87.67
				66.85
JUL		6		
	LANDLINE		102	
	WIRELESS		85	
AUG	VOIP	5	77	88.00
	LANDLINE		77	
	WIRELESS		85	
SEP	VOIP	5	86	82.67
	LANDLINE		66	
	WIRELESS		84	
3RD QUARTER				83
				82.78
OCT		6		
	LANDLINE		59	
	WIRELESS		85	
NOV	VOIP	5	81	75
	LANDLINE		72	
	WIRELESS		83	
DEC	VOIP	5	82	79
	LANDLINE		76	
	WIRELESS		87	
4TH QUARTER				85
2010 TOTAL				79.66
				74.51



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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.

MONTH	COMPLIANCE	QUARTERLY AVERAGE
JAN	89.51	
FEB	89.91	
MAR	88.65	89.36
APR	87.92	
MAY	89.57	
JUN	89.35	88.95
JUL	87.28	
AUG	90.26	
SEP	88.17	88.57
OCT	90.60	
NOV	88.76	
DEC	87.24	88.87
ANNUAL AVERAGE		88.94

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.

MONTH	DISPATCH TIME IN SECONDS	QUARTERLY AVERAGE
JAN	21.09	
FEB	24.89	
MAR	13.00	19.66
APR	32.68	
MAY	25.38	
JUN	33.60	30.55
JUL	20.90	
AUG	24.54	
SEP	28.19	24.54
OCT	23.65	
NOV	35.58	
DEC	23.60	27.61
ANNUAL AVERAGE		25.59