



## **PERFORMANCE MEASUREMENTS FOR EMERGENCY CALL PROCESSING SECOND QUARTER 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
* APR	32106	5631	2574	321	18988	4592	23580	4178	1032
MAY	30140	5412	2072	306	19695	2655	22350	4757	1152
JUN	31040	5528	2083	352	20332	2745	23077	5206	1185
<b>TOTAL</b>	<b>90050</b>	<b>16571</b>	<b>5997</b>	<b>1049</b>	<b>59015</b>	<b>7418</b>	<b>66433</b>	<b>14141</b>	<b>3369</b>

\*April includes counts obtained manually from Windstream router data while at the Backup Center, March 29<sup>th</sup> thru April 5<sup>th</sup>.  
1239 Wireless 911, 732 Landline 911, and 70 VoIP 911 calls.



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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
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
<b>TOTAL</b>		<b>3854</b>	
<b>2<sup>nd</sup> QUARTER AVERAGE</b>			<b>4.12</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)
APR	LANDLINE	5	41	
	WIRELESS		77	
	VOIP		73	63.66
MAY	LANDLINE	5	77	
	WIRELESS		82	
	VOIP		81	80.00
JUN	LANDLINE	5	102	
	WIRELESS		83	
	VOIP		78	87.67
<b>2<sup>nd</sup> QUARTER AVERAGE</b>		<b>5</b>		<b>66.85</b>



## **PERFORMANCE MEASUREMENTS FOR EMERGENCY CALL PROCESSING SECOND QUARTER 2010**

### **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>
APR	87.92
MAY	89.57
JUN	89.35
<b>2<sup>nd</sup> QUARTER AVERAGE</b>	<b>88.95</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>
APR	32.68
MAY	25.38
JUN	33.60
<b>2<sup>nd</sup> QUARTER AVERAGE</b>	<b>30.55</b>