



PERFORMANCE MEASUREMENTS FOR EMERGENCY CALL PROCESSING SECOND QUARTER 2011

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	RINGDOWNS
APR	30068	5310	1745	285	18134	4594	22728	4502	1080
*MAY	20633	3840	1307	239	12532	2715	15247	3656	789
**JUN	32074	5674	1965	393	19706	4336	24042	4663	1283
TOTAL	82775	14824	5017	917	20758	50372	11645	62017	12821

* Low counts are indicative of VESTA count problems from May 12th to May 24th

** Includes call counts from Backup Center June 2nd and 3rd. Wireless 263, Landline 112, VoIP 23. Also indicative of count lost June 9th due to VESTA count problem.



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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	491	
	WIRELESS	632	
	VoIP	35	3.85
MAY	LANDLINE	506	
	WIRELESS	652	
	VoIP	44	5.61
JUN	LANDLINE	489	
	WIRELESS	762	
	VoIP	44	4.04
TOTAL		2316	
2nd QUARTER AVERAGE			4.50

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	6	43	
	WIRELESS		91	
	VOIP		64	65.83
MAY	LANDLINE	6	77	
	WIRELESS		80	
	VOIP		44	67.00
JUN	LANDLINE	6	36	
	WIRELESS		94	
	VOIP		110	80.00
2nd QUARTER AVERAGE		6		70.94



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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
APR	84.93%
MAY	87.18%
JUN	88.58%
2ND QUARTER AVERAGE	86.90%

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
APR	26.48
MAY	30.35
JUN	25.22
2nd QUARTER AVERAGE	27.35