



PERFORMANCE MEASUREMENTS FOR EMERGENCY CALL PROCESSING THIRD QUARTER 2012

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	RINGDOWNS
JUL	36869	6065	1753	390	28661	0	28661	6126	712
AUG	40860	5970	1681	378	31170	1661	32831	1915	397
*** SEP	33332	6071	1745	368	23789	1359	25148	4903	1001
TOTAL	111061	18106	5179	1136	83620	3020	86640	12944	2110

*** Includes count from Backup Center Sep 24th thru the 29th

Landline 411

VoIP 78

Wireless 1049



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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	134	
	WIRELESS	190	
	VoIP	15	0.92
AUG	LANDLINE	452	
	WIRELESS	663	
	VoIP	56	2.87
SEP	LANDLINE	171	
	WIRELESS	694	
	VoIP	14	2.64
TOTAL		2389	
3rd QUARTER AVERAGE			2.14

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	94	
	WIRELESS		182	
	VoIP		22	99.33
AUG	LANDLINE	5	50	
	WIRELESS		110	
	VoIP		130	96.67
SEP	LANDLINE	5	82	
	WIRELESS		114	
	VoIP		132	109.33
3rd QUARTER AVERAGE				101.78



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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
JUL	91.60%
AUG	93.01%
SEP	90.05%
3rd QUARTER AVERAGE	91.55%

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
JUL	37.13
AUG	32.85
SEP	32.39
3rd QUARTER AVERAGE	34.12