



## **PERFORMANCE MEASUREMENTS FOR EMERGENCY CALL PROCESSING ANNUAL REPORT FOR 2014**

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). Airbus DS Communications VESTA 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
JAN	36192	4948	1443	430	8451	20920	29371	6836	1015
FEB	36059	4444	1268	385	8247	21715	29962	6394	929
MAR	42795	5518	1536	454	9280	26007	35287	7665	983
APR	31648	5633	1537	403	9575	14500	24075	7421	1096
MAY	45560	6191	1523	446	9768	27632	37400	8321	1191
JUN	43774	5993	1506	404	9578	26293	35871	7446	901
JUL	44025	6410	1466	441	9632	26076	35708	7492	869
AUG	45093	6377	1504	445	9569	27198	36767	7842	1181
SEP	44421	6159	1657	382	9388	26835	36223	7816	1103
OCT	43505	6206	1412	448	9440	25999	35439	7332	1091
NOV	37964	5634	1225	414	8553	22138	30691	6606	963
DEC	37517	5882	1309	454	8208	21664	29872	6752	653
<b>TOTAL</b>	<b>488553</b>	<b>69395</b>	<b>17386</b>	<b>5106</b>	<b>109689</b>	<b>286977</b>	<b>396666</b>	<b>87923</b>	<b>11975</b>



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### ABANDONED 911 INCOMING CALLS BY SOURCE

Monthly average call abandonment rate is gathered utilizing Airbus DS Communications VESTA 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	342	
	WIRELESS	516	
	VOIP	43	2.49
FEB	LANDLINE	331	
	WIRELESS	561	
	VOIP	47	2.61
MAR	LANDLINE	403	
	WIRELESS	656	
	VOIP	51	2.59
<b>1ST QUARTER</b>		<b>2951</b>	<b>2.56</b>
APR	LANDLINE	428	
	WIRELESS	625	
	VoIP	59	3.51
MAY	LANDLINE	408	
	WIRELESS	650	
	VOIP	65	2.46
JUN	LANDLINE	400	
	WIRELESS	672	
	VoIP	56	2.58
<b>2ND QUARTER</b>		<b>3363</b>	<b>2.85</b>
JUL	LANDLINE	414	
	WIRELESS	840	
	VOIP	61	2.99
AUG	LANDLINE	391	
	WIRELESS	722	
	VoIP	57	2.59
SEP	LANDLINE	404	
	WIRELESS	743	
	VoIP	55	2.70
<b>3rd QUARTER</b>		<b>3687</b>	<b>2.76</b>
OCT	LANDLINE	380	
	WIRELESS	740	
	VOIP	52	2.69
NOV	LANDLINE	314	
	WIRELESS	685	
	VoIP	50	2.76
DEC	LANDLINE	320	
	WIRELESS	825	
	VoIP	63	3.22
<b>4TH QUARTER</b>			<b>2.89</b>
<b>2010 AVERAGE</b>			<b>2.77</b>



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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 a goal of 70 seconds or less) on all calls (wireline, wireless and VoIP) is also gathered using Airbus DS Communications VESTA 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		96	
	WIRELESS		121	
	VOIP		128	114.69
FEB		5		
	LANDLINE		88	
	WIRELESS		112	
	VOIP		85	94.87
MAR		5		
	LANDLINE		93	
	WIRELESS		120	
	VOIP		121	111.08
<b>1ST QUARTER</b>				<b>106.88</b>
APR		5		
	LANDLINE		81	
	WIRELESS		62	
	VOIP		30	57.39
MAY		5		
	LANDLINE		89	
	WIRELESS		42	
	VOIP		32	54.50
JUN		5		
	LANDLINE		91	
	WIRELESS		64	
	VOIP		65	73.03
<b>2ND QUARTER</b>				<b>61.64</b>
JUL		5		
	LANDLINE		93	
	WIRELESS		112	
	VOIP		115	106.5
AUG		5		
	LANDLINE		75	
	WIRELESS		71	
	VOIP		71	72.24
SEP		5		
	LANDLINE		96	
	WIRELESS		116	
	VOIP		130	114.21
<b>3RD QUARTER</b>				<b>97.65</b>
OCT		5		
	LANDLINE		86	
	WIRELESS		125	
	VOIP		71	93.97
NOV		5		
	LANDLINE		94	
	WIRELESS		62	
	VOIP		93	83.18
DEC		5		
	LANDLINE		90	
	WIRELESS		43	
	VOIP		40	57.43
<b>4TH QUARTER</b>				<b>78.19</b>
<b>2010 TOTAL</b>		5		<b>86.09</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.

MONTH	COMPLIANCE	QUARTERLY AVERAGE
JAN		
FEB		
MAR		
APR		
MAY		
JUN		
JUL	75.25%	
AUG	75.99%	
SEP	80.51%	76.25%
OCT	79.78%	
NOV	81.24%	
DEC	82.99%	81.00%
<b>ANNUAL AVERAGE</b>		

First and second quarter data unavailable.  
New system was under review

**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	27.95	
FEB	29.69	
MAR	28.00	28.54
APR	39.07	
MAY	32.46	
JUN	30.00	33.84
JUL	28.71	
AUG	38.33	
SEP	37.06	34.70
OCT	23.69	
NOV	36.33	
DEC	40.60	33.54
<b>ANNUAL AVERAGE</b>		<b>32.66</b>