



PERFORMANCE MEASUREMENTS FOR EMERGENCY CALL PROCESSING ANNUAL REPORT FOR 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
JAN	19274	3533	1271	248	9309	4913	14222	2414	496
*FEB	26552	4522	1735	338	15601	4356	19957	3862	941
MAR	28536	4618	1777	334	17171	4636	21807	4652	1141
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
JUL	31459	5358	1778	395	19834	4094	23928	4779	1232
AUG	34669	6415	1963	378	21339	4574	25913	5322	1638
SEP	30231	5532	1671	324	18996	3708	22704	4026	1084
OCT	29941	5118	1814	309	18672	4028	22700	4626	1187
NOV	27575	5020	1702	278	16537	4038	20575	4325	1045
**** DEC	24331	5348	1763	337	13598	3285	16883	3635	955
TOTAL	81847	15486	5279	924	48807	11351	60158	12586	3187

* Includes counts obtained manually from Windstream router data while at the Backup Center, Feb 9th thru Feb 11th: 281 Wireless, 201 Landline, 59 VoIP

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

*** Includes counts obtained manually from Windstream router data while at the Backup Center, June 2nd and 3rd. Wireless 263, Landline 112, VoIP 23.

Also indicative of count lost June 9th due to VESTA count problem.

**** Includes counts obtained manually from Windstream router data while at the Backup Center Dec 13th thru Dec 20th: 1196 Wireless, 475 Wire line, 99 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	492	
	WIRELESS	685	
	VOIP	46	6.11
FEB	LANDLINE	461	
	WIRELESS	508	
	VOIP	33	3.77
MAR	LANDLINE	481	
	WIRELESS	573	
	VOIP	43	3.69
1ST QUARTER			4.52
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
2ND QUARTER			4.50
JUL	LANDLINE	445	
	WIRELESS	802	
	VOIP	51	4.13
AUG	LANDLINE	495	
	WIRELESS	797	
	VoIP	51	3.87
SEP	LANDLINE	369	
	WIRELESS	620	
	VoIP	38	3.40
3rd QUARTER			3.80
OCT	LANDLINE	436	
	WIRELESS	650	
	VOIP	32	3.73
NOV	LANDLINE	412	
	WIRELESS	594	
	VoIP	23	3.73
DEC	LANDLINE	307	
	WIRELESS	508	
	VoIP	32	3.48
4TH QUARTER			3.98
2010 AVERAGE			4.20



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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		41	
	WIRELESS		88	
	VOIP		85	71.33
FEB		5		
	LANDLINE		77	
	WIRELESS		76	
	VOIP		86	79.67
MAR		5		
	LANDLINE		64	
	WIRELESS		63	
	VOIP		88	71.66
1ST QUARTER		5		74.22
APR		6		
	LANDLINE		43	
	WIRELESS		91	
	VOIP		64	65.83
MAY		6		
	LANDLINE		77	
	WIRELESS		80	
	VOIP		44	67.00
JUN		6		
	LANDLINE		36	
	WIRELESS		94	
	VOIP		110	80.00
2ND QUARTER		6		70.94
JUL		6		
	LANDLINE		45	
	WIRELESS		101	
	VoIP		112	86.00
AUG		7		
	LANDLINE		64	
	WIRELESS		85	
	VOIP		108	85.67
SEP		5		
	LANDLINE		52	
	WIRELESS		86	
	VOIP		113	83.66
3RD QUARTER		6		85.11
OCT		6		
	LANDLINE		45	
	WIRELESS		89	
	VOIP		126	86.68
NOV		5		
	LANDLINE		72	
	WIRELESS		91	
	VOIP		130	97.67
DEC		5		
	LANDLINE		71	
	WIRELESS		96	
	VOIP		110	92.33
4TH QUARTER		5.3		92.22
2010 TOTAL		5.58		80.62



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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	88.19%	
FEB	89.45%	
MAR	88.01%	88.55%
APR	84.93%	
MAY	84.93%	
JUN	87.18%	86.90%
JUL	88.58%	
AUG	88.82%	
SEP	89.89%	88.93%
OCT	90.67%	
NOV	92.02%	
DEC	92.14%	92.22%
ANNUAL AVERAGE		89.15%

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	21.05	
FEB	31.42	
MAR	26.00	25.16
APR	26.48	
MAY	30.35	
JUN	25.22	27.35
JUL	30.45	
AUG	30.82	
SEP	25.96	29.08
OCT	24.39	
NOV	30.32	
DEC	34.92	29.87
ANNUAL AVERAGE		27.86