



## **PERFORMANCE MEASUREMENTS FOR EMERGENCY CALL PROCESSING SECOND 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 NON 911 LAND LINES	PRIVATE LINES/ OUTBOUND	RINGDOWNS
**APR	29018	5538	1815	408	17704	3553	21257	3461	837
**MAY	32416	5959	2172	87	23495	3551	27046	6439	733
JUN	34006	5513	1740	145	26412	196	26608	5602	744
<b>TOTAL</b>	<b>95440</b>	<b>17010</b>	<b>5727</b>	<b>640</b>	<b>67611</b>	<b>7300</b>	<b>74911</b>	<b>15502</b>	<b>2314</b>

\*\* Includes calls while at the backup site from Apr 23rd until May 7<sup>th</sup> and May 21 thru May 23:  
 Landline APR 572 May 497 TOTAL 1069  
 VoIP APR 134 May 103 TOTAL 237  
 Wireless APR 1488 May 1255 TOTAL 2743

### ABANDONED 911 INCOMING CALLS BY SOURCE



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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.

<b>MONTH</b>	<b>SOURCE</b>	<b>COUNT</b>	<b>INCOMING CALLS ABANDONMENT PERCENTAGE</b>
APR	LANDLINE	280	
	WIRELESS	429	
	VoIP	28	<b>2.54</b>
MAY	LANDLINE	141	
	WIRELESS	425	
	VoIP	10	<b>2.39</b>
JUN	LANDLINE	98	
	WIRELESS	232	
	VoIP	16	<b>1.02</b>
<b>TOTAL</b>		<b>1659</b>	
<b>2<sup>nd</sup> QUARTER AVERAGE</b>			<b>1.98</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.

<b>MONTH</b>	<b>SOURCE</b>	<b>AVERAGE RING TIME (IN SECONDS)</b>	<b>AVERAGE CALL DURATION (IN SECONDS)</b>	<b>AVERAGE CALL DURATION (IN SECONDS)</b>
APR	LANDLINE	5	70	
	WIRELESS		100	
	VOIP		121	<b>97.00</b>
MAY	LANDLINE	5	77	
	WIRELESS		112	
	VOIP		85	<b>91.33</b>
JUN	LANDLINE	5	98	
	WIRELESS		63	
	VOIP		36	<b>65.80</b>
<b>2<sup>nd</sup> QUARTER AVERAGE</b>				<b>84.71</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.

<b>MONTH</b>	<b>COMPLIANCE</b>
APR	91.43%
MAY	90.50%
JUN	92.10%
<b>2ND QUARTER AVERAGE</b>	<b>91.34%</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	34.26
MAY	30.55
JUN	29.37
<b>2nd QUARTER AVERAGE</b>	<b>31.39</b>