



PERFORMANCE MEASUREMENTS FOR EMERGENCY CALL PROCESSING FOURTH 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
*OCT	35683	5498	1804	406	26434	1541	27975	5910	470
NOV	19796	5310	1857	311	2950	9368	12318	6183	304
DEC	34764	5020	1391	328	26650	1375	28025	5979	292
TOTAL	90243	15828	5052	1045	56034	12284	68318	18072	1066

* Oct 22 thru Oct 24 Backup Center Counts: Landline 527, Wireless 233, Landline 49 VoIP



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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
OCT	LANDLINE	185	
	WIRELESS	723	
	VoIP	18	2.60
NOV	LANDLINE	381	
	WIRELESS	562	
	VoIP	41	4.97
DEC	LANDLINE	128	
	WIRELESS	158	
	VoIP	13	.086
TOTAL		2196	
4th QUARTER AVERAGE		244	2.55

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)
OCT	LANDLINE	5	97	
	WIRELESS		112	
	VOIP		53	87.33
NOV	LANDLINE	5	102	
	WIRELESS		113	
	VOIP		127	114.00
DEC	LANDLINE	5	111	
	WIRELESS		93	
	VOIP		55	86.33
4th QUARTER AVERAGE		5		95.89



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NOT ALL MEDICAL DATA IS AVAILABLE AT THIS TIME.

CHARTS WILL BE UPDATED WHEN DATA BECOMES AVAILABLE.

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
OCT	91.66
NOV	91.61
DEC	92.14
4th QUARTER AVERAGE	91.80

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
OCT	29.69
NOV	36.55
DEC	29.21
4th QUARTER AVERAGE	31.82