



PERFORMANCE MEASUREMENTS FOR EMERGENCY CALL PROCESSING SECOND QUARTER 2015

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 / Cassidian 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 80% compliance during probation and 90% thereafter. 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	43896	6954	1295	457	8711	26479	35190	8077	822
MAY	44511	6883	1296	438	8942	26952	35894	8507	987
JUN	45866	7301	1456	474	9398	27237	36635	8563	862
TOTAL	134273	21138	4047	1369	27051	80668	107719	25147	2671



PERFORMANCE MEASUREMENTS FOR EMERGENCY CALL PROCESSING SECOND QUARTER 2015

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
APR	LANDLINE	387	3.05
	WIRELESS	918	
	VoIP	65	
MAY	LANDLINE	391	2.89
	WIRELESS	840	
	VoIP	54	
JUN	LANDLINE	439	3.25
	WIRELESS	970	
	VoIP	81	
TOTAL		4148	
2nd QUARTER AVERAGE			3.06

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 Cassidian/Airbus 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)
APR	LANDLINE	5	85.40	99.51
	WIRELESS		104.14	
	VOIP		109.00	
MAY	LANDLINE	5	82.20	80.97
	WIRELESS		77.71	
	VOIP		83.00	
JUN	LANDLINE	5	81.20	61.17
	WIRELESS		53.80	
	VOIP		48.50	
2nd QUARTER AVERAGE			80.55	



PERFORMANCE MEASUREMENTS FOR EMERGENCY CALL PROCESSING SECOND QUARTER 2015

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
APR	34.82
MAY	35.04
JUN	31.00
2nd QUARTER AVERAGE	33.62