PERFORMANCE MEASUREMENTS FOR EMERGENCY CALL PROCESSING
THIRD QUARTER 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). 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
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
TOTAL	133539	18946	4627	1268	28589	80109	108698	23150	3153

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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
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
TOTAL		3687	
3rd QUARTER AVERAGE		409.66	2.76

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 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)
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
3rd QUARTER AVERAGE				97.65

EMERGENCY MEDICAL DISPATCHER (EMD)
DEPARTMENTAL AVERAGE COMPLIANCE RATING

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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
JUL	74.86
AUG	75.99
SEP	81.00
3rd QUARTER AVERAGE	77.28

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
JUL	28.71
AUG	38.33
SEP	37.06
3rd QUARTER AVERAGE	34.70