PERFORMANCE MEASUREMENTS FOR EMERGENCY CALL PROCESSING
ANNUAL REPORT FOR 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
JAN	40838	5812	1348	408	8756	24514	33270	7326	843
FEB	39005	5581	1305	403	8108	23608	31716	7443	709
MAR	42278	6621	1490	436	9041	24690	33731	7877	833
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
JUL	47992	7549	1464	468	9909	28602	38511	8935	881
AUG	47284	7476	1346	452	9764	28246	38010	8846	840
SEP	47100	7155	1347	459	9696	28443	38139	8741	831
OCT	45429	6871	1399	501	9372	27286	36658	8117	754
NOV	40500	5971	1225	426	7622	8554	24324	32878	7592
DEC	43800	5713	1544	429	7723	28391	36114	6775	657
TOTAL	528499	79887	16515	5351	107974	318772	426746	96799	9714

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ANNUAL REPORT FOR 2015

ABANDONED 911 INCOMING CALLS BY SOURCE

Monthly average call abandonment rate is gathered utilizing Airbus DS Communications VESTA 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	401	
	WIRELESS	759	
	VOIP	56	2.98
FEB	LANDLINE	369	
	WIRELESS	747	
	VOIP	57	3.01
MAR	LANDLINE	407	
	WIRELESS	860	
	VOIP	72	3.17
1ST QUARTER		3728	3.05
APR	LANDLINE	387	
	WIRELESS	918	
	VoIP	65	3.05
MAY	LANDLINE	391	
	WIRELESS	840	
	VOIP	54	2.89
JUN	LANDLINE	439	
	WIRELESS	970	
	VoIP	81	3.25
2ND QUARTER		4148	3.06
JUL	LANDLINE	433	
	WIRELESS	952	
	VOIP	77	3.05
AUG	LANDLINE	382	
	WIRELESS	942	
	VoIP	58	2.92
SEP	LANDLINE	408	
	WIRELESS	877	
	VoIP	81	2.90
3rd QUARTER		4210	2.96
OCT	LANDLINE	416	
	WIRELESS	896	
	VOIP	78	3.06
NOV	LANDLINE	358	
	WIRELESS	794	
	VoIP	71	3.02
DEC	LANDLINE	312	
	WIRELESS	743	
	VoIP	68	
4TH QUARTER		3736	2.56
2015 AVERAGE			2.99

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ANNUAL REPORT FOR 2015
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)
JAN		5		
	LANDLINE		82	
	WIRELESS		116	
	VOIP		61	**86.57**
FEB		5		
	LANDLINE		88.60	
	WIRELESS		46.40	
	VOIP		41.00	**58.67**
MAR		5		
	LANDLINE		85.40	
	WIRELESS		34.57	
	VOIP		62.50	**60.89**
1ST QUARTER		**5**		**68.71**
APR		5		
	LANDLINE		85.40	
	WIRELESS		104.14	
	VOIP		109.00	**99.51**
MAY		5		
	LANDLINE		82.20	
	WIRELESS		77.71	
	VOIP		83.00	**80.97**
JUN		5		
	LANDLINE		81.20	
	WIRELESS		53.80	
	VOIP		48.50	**61.17**
2ND QUARTER				
JUL		5		
	LANDLINE		83.2	
	WIRELESS		80.25	
	VOIP		29.50	64.32
AUG		5		
	LANDLINE		86.6	
	WIRELESS		77.2	
	VOIP		102.5	88.77
SEP		5		
	LANDLINE		84.8	
	WIRELESS		50.4	
	VOIP		82.0	72.40
3RD QUARTER				**75.16**
OCT		5		
	LANDLINE		84.6	
	WIRELESS		108.71	
	VOIP		111	101.44
NOV		5		
	LANDLINE		91	
	WIRELESS		119.43	
	VOIP		36	82.14
DEC		5		
	LANDLINE		95.6	
	WIRELESS		114.15	
	VOIP		92.5	
				100.75
4TH QUARTER				**94.78**
2015 TOTAL				**79.79**

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ANNUAL REPORT FOR 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	QUARTERLY AVERAGE
JAN	27.06	
FEB	26.06	
MAR	33.71	28.94
APR	34.82	
MAY	35.04	
JUN	31.00	33.62
JUL	30.87	
AUG	33.52	
SEP	31.09	31.83
OCT	35.19	
NOV	24.56	
DEC	31.78	30.51
ANNUAL AVERAGE		31.22