



## **PERFORMANCE MEASUREMENTS FOR EMERGENCY CALL PROCESSING THIRD 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**

<b>MONTH</b>	<b>TOTAL INBOUND</b>	<b>WIRELESS 911</b>	<b>LANDLINE 911</b>	<b>VOIP 911</b>	<b>LANDLINE (6000)</b>	<b>LANDLINE (OTHER)</b>	<b>TOTAL LAND LINES</b>	<b>PRIVATE LINES/ OUTBOUND</b>	<b>RINGDOWNS</b>
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
<b>TOTAL</b>	<b>142376</b>	<b>22180</b>	<b>4157</b>	<b>1379</b>	<b>29369</b>	<b>85291</b>	<b>114660</b>	<b>26522</b>	<b>2552</b>



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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.

			INCOMING CALLS ABANDONMENT PERCENTAGE
MONTH	SOURCE	COUNT	
JUL	LANDLINE	433	3.05
	WIRELESS	952	
	VoIP	77	
AUG	LANDLINE	382	2.92
	WIRELESS	942	
	VoIP	58	
SEP	LANDLINE	408	2.90
	WIRELESS	877	
	VoIP	81	
TOTAL			
3rd QUARTER AVERAGE		4210	2.96

### **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)
JUL	LANDLINE	5	83.20	64.32
	WIRELESS		80.25	
	VoIP		29.5	
AUG	LANDLINE	5	86.6	88.77
	WIRELESS		77.2	
	VoIP		102.5	
SEP	LANDLINE	5	84.8	72.40
	WIRELESS		50.4	
	VoIP		82.0	
3rd QUARTER AVERAGE				75.16



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### **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>
JUL	30.87
AUG	33.52
SEP	31.09
<b>3rd QUARTER AVERAGE</b>	<b>31.83</b>