



## **PERFORMANCE MEASUREMENTS FOR EMERGENCY CALL PROCESSING ANNUAL REPORT FOR 2016**

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 DS Communications VESTA 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**

<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 NON 911 LAND LINES</b>	<b>PRIVATE LINES/ OUTBOUND</b>	<b>RINGDOWNS</b>
JAN	38647	5761	1234	402	8362	22888	31250	7143	677
FEB	35188	5431	1250	434	7528	20545	28073	6721	800
MAR	42166	6667	1299	452	8368	25330	33698	7527	798
APR	43754	6546	1347	482	8882	26497	35379	6420	730
MAY	46756	7164	1368	448	8978	28798	37776	6881	400
JUN	47244	7859	1394	505	8973	28513	37486	9863	949
JUL	49060	8356	1281	476	9170	29777	38947	9176	898
AUG	44353	7282	1403	486	9292	25890	35182	8794	865
SEP	45017	7288	1311	452	9022	26944	35966	8154	852
OCT	43788	7028	1349	450	8683	27627	36310	7999	790
NOV	39298	6304	1240	450	8123	24421	32544	6946	657
DEC	39047	6166	1380	466	8042	24373	32415	7814	808
<b>TOTAL</b>	<b>514318</b>	<b>81852</b>	<b>15856</b>	<b>5037</b>	<b>103423</b>	<b>311603</b>	<b>415026</b>	<b>93438</b>	<b>9224</b>



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### **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	377	
	WIRELESS	774	
	VOIP	57	3.13
FEB	LANDLINE	304	
	WIRELESS	667	
	VOIP	57	2.92
MAR	LANDLINE	386	
	WIRELESS	844	
	VOIP	80	3.11
<b>1ST QUARTER</b>		<b>2951</b>	<b>2.56</b>
APR	LANDLINE	428	
	WIRELESS	625	
	VoIP	59	3.51
MAY	LANDLINE	408	
	WIRELESS	650	
	VOIP	65	2.46
JUN	LANDLINE	400	
	WIRELESS	672	
	VoIP	56	2.58
<b>2ND QUARTER</b>		<b>3363</b>	<b>2.85</b>
JUL	LANDLINE	351	
	WIRELESS	1150	
	VOIP	73	3.21
AUG	LANDLINE	426	
	WIRELESS	924	
	VoIP	80	3.22
SEP	LANDLINE	420	
	WIRELESS	950	
	VoIP	84	3.23
<b>3rd QUARTER</b>		<b>4458</b>	<b>3.22</b>
OCT	LANDLINE	401	
	WIRELESS	923	
	VOIP	78	3.20
NOV	LANDLINE	355	
	WIRELESS	889	
	VoIP	50	3.29
DEC	LANDLINE	365	
	WIRELESS	819	
	VoIP	51	3.16
<b>4TH QUARTER</b>			<b>3.22</b>
<b>2010 AVERAGE</b>			<b>2.96</b>



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### 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 Airbus DS Communications VESTA 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		89.6	
	WIRELESS		71.6	
	VOIP		75.5	78.9
FEB		5		
	LANDLINE		90.6	
	WIRELESS		128	
	VOIP		63	93.87
MAR		5		
	LANDLINE		81.8	
	WIRELESS		95.57	
	VOIP		108.5	95.29
1ST QUARTER				89.35
APR		5		
	LANDLINE		79	
	WIRELESS		125	
	VOIP		105.5	103.17
MAY		5		
	LANDLINE		85.6	
	WIRELESS		66.4	
	VOIP		92.5	81.50
JUN		5		
	LANDLINE		94.4	
	WIRELESS		112.14	
	VOIP		106.5	213.01
2ND QUARTER				132.56
JUL		5		
	LANDLINE		91.8	
	WIRELESS		64.5	
	VOIP		73.65	76.65
AUG		5		
	LANDLINE		97.2	
	WIRELESS		46	
	VOIP		84.5	75.90
SEP		5		
	LANDLINE		77	
	WIRELESS		63.8	
	VOIP		51	63.93
3RD QUARTER				72.16
OCT		5		
	LANDLINE		86.4	
	WIRELESS		79.7	
	VOIP		69.5	61.87
NOV		5		
	LANDLINE		87.4	
	WIRELESS		72.6	
	VOIP		61.5	73.83
DEC		5		
	LANDLINE		91.4	
	WIRELESS		75.4	
	VOIP		60.5	75.77
4TH QUARTER				70.49
2010 TOTAL		5		91.14



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### **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	QUARTERLY AVERAGE
JAN	84.10	
FEB	83.53	
MAR	78.86	82.16
APR	80.16	
MAY	82.54	
JUN	82.25	81.65
JUL	85.59	
AUG		
SEP		
OCT		
NOV		
DEC		
<b>ANNUAL AVERAGE</b>		

First and second quarter data unavailable.  
New system was under review

### **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	27.95	
FEB	29.69	
MAR	28.00	28.54
APR	35.89	
MAY	26.59	
JUN	25.76	29.41
JUL	26.00	
AUG	31.36	
SEP	26.32	27.89
OCT	23.69	
NOV	36.33	
DEC	40.60	33.54
<b>ANNUAL AVERAGE</b>		<b>29.85</b>