



## **PERFORMANCE MEASUREMENTS FOR EMERGENCY CALL PROCESSING ANNUAL REPORT FOR 2017**

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	38205	5599	1382	490	8099	16700	24799	7453	414
FEB	34490	5099	870	536	18881	9104	27985	4756	1112
MAR	38410	6029	1105	440	20842	9994	30836	5473	1284
APR	40674	7227	1135	429	21483	10400	31883	5624	1370
MAY	42864	6969	1143	499	23378	10875	34253	6001	1447
JUN	42994	7429	1042	443	22907	11173	34080	6242	1526
JUL	42998	7184	926	494	23713	10681	34394	6018	1523
AUG	45982	7490	1101	499	25265	11627	36892	6532	1549
SEP	43175	7144	1164	430	23654	10782	34436	6144	1590
OCT	42217	6738	1123	440	23384	11532	33916	5861	1538
NOV	37848	6061	1032	457	20857	9441	30298	5156	1361
DEC	36696	6019	1010	418	19920	9329	29247	4937	1475
<b>TOTAL</b>	<b>486553</b>	<b>78988</b>	<b>13033</b>	<b>5575</b>	<b>252383</b>	<b>131638</b>	<b>383019</b>	<b>70197</b>	<b>16189</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.

<b>MONTH</b>	<b>SOURCE</b>	<b>COUNT</b>	<b>INCOMING CALLS ABANDONMENT PERCENTAGE</b>
JAN	LANDLINE	392	
	WIRELESS	704	
	VOIP	70	3.05
FEB	LANDLINE	141	
	WIRELESS	452	
	VOIP	57	1.88
MAR	LANDLINE	186	
	WIRELESS	549	
	VOIP	56	2.06
<b>1ST QUARTER</b>		<b>2607</b>	<b>2.33</b>
APR	LANDLINE	213	
	WIRELESS	634	
	VoIP	44	2.20
MAY	LANDLINE	212	
	WIRELESS	687	
	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	171	
	WIRELESS	661	
	VOIP	56	2.07
AUG	LANDLINE	226	
	WIRELESS	618	
	VoIP	42	1.93
SEP	LANDLINE	170	
	WIRELESS	602	
	VoIP	42	1.89
<b>3rd QUARTER</b>		<b>2588</b>	<b>1.96</b>
OCT	LANDLINE	208	
	WIRELESS	640	
	VOIP	53	2.13
NOV	LANDLINE	180	
	WIRELESS	567	
	VoIP	48	2.10
DEC	LANDLINE	154	
	WIRELESS	587	
	VoIP	40	2.12
<b>4TH QUARTER</b>		<b>2477</b>	<b>2.11</b>
<b>2017 AVERAGE</b>			<b>2.31</b>



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### **911 CALL DURATION**

Monthly average call duration on all calls (wireline, wireless and VoIP) are gathered using Airbus DS Communications VESTA software and forwarded to the Communications Coordinator on a monthly basis. Call Duration indicator of how efficiently the calls are being processed.

MONTH	SOURCE	AVERAGE CALL DURATION (IN SECONDS)	AVERAGE CALL DURATION (IN SECONDS)
JAN			
	LANDLINE	100	
	WIRELESS	103	
	VOIP	94	99
FEB			
	LANDLINE	105	
	WIRELESS	102	
	VOIP	121	109.33
MAR			
	LANDLINE	117	
	WIRELESS	113	
	VOIP	126	118.08
<b>1ST QUARTER</b>			<b>106.88</b>
APR			
	LANDLINE	140	
	WIRELESS	126	
	VOIP	162	142.66
MAY			
	LANDLINE	141	
	WIRELESS	141	
	VOIP	151	144.33
JUN			
	LANDLINE	137	
	WIRELESS	132	
	VOIP	132	133.66
<b>2ND QUARTER</b>			<b>140.22</b>
JUL			
	LANDLINE	134	
	WIRELESS	134	
	VOIP	145	138.33
AUG			
	LANDLINE	134	
	WIRELESS	135	
	VOIP	149	139.33
SEP			
	LANDLINE	133	
	WIRELESS	140	
	VOIP	156	143
<b>3RD QUARTER</b>			<b>140.22</b>
OCT			
	LANDLINE	135	
	WIRELESS	132	
	VOIP	150	139
NOV			
	LANDLINE	129	
	WIRELESS	139	
	VOIP	162	139.11
DEC			
	LANDLINE	125	
	WIRELESS	129	
	VOIP	151	135
<b>4TH QUARTER</b>			<b>139.11</b>
<b>2017 TOTAL</b>			<b>131.61</b>