



PERFORMANCE MEASUREMENTS FOR EMERGENCY CALL PROCESSING

FOURTH QUARTER 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 Vesta Analytics 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
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
TOTAL	116761	18818	3165	1315	64161	30302	934661	15954	4374



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ABANDONED 911 INCOMING CALLS BY SOURCE

Monthly average 911 call abandonment rate is gathered utilizing Airbus Vesta Analytics 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
OCT	LANDLINE	208	2.13
	WIRELESS	640	
	VOIP	53	
NOV	LANDLINE	180	2.10
	WIRELESS	567	
	VOIP	48	
DEC	LANDLINE	154	2.12
	WIRELESS	587	
	VOIP	40	
TOTAL		2477	
1ST QUARTER AVERAGE			2.11

911 RINGTIMES AND CALL DURATION

Monthly average 911 ring time (with an expectation of 10 seconds or less) and average call duration (with an expectation of 70 seconds or less) on all calls (wireline, wireless and VoIP) is also gathered using Airbus Vesta Analytics 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)
OCT	LANDLINE	8	135	139
	WIRELESS		132	
	VOIP		150	
NOV	LANDLINE	7	129	143.33
	WIRELESS		139	
	VOIP		162	
DEC	LANDLINE	7	125	135
	WIRELESS		129	
	VOIP		151	
1ST QUARTER AVERAGE				139.11



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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
OCT	91.54
NOV	91.78
DEC	90.39
1ST QUARTER AVERAGE	91.24

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
OCT	6.4
NOV	000
DEC	000
1ST QUARTER AVERAGE	000