



## **PERFORMANCE MEASUREMENTS FOR EMERGENCY CALL PROCESSING ANNUAL REPORT FOR 2018**

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). VESTA/Motorola 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 NON 911 LAND LINES</b>	<b>PRIVATE LINES/ OUTBOUND</b>	<b>RINGDOWNS</b>
JAN	36,238	6,219	1,110	452	19,041	9,416	28,457	5,135	1,534
FEB	34,087	5,811	953	406	18,135	8,781	26,916	4,782	1,483
MAR	37,904	5,925	1,015	443	20,708	9,813	30,521	5,352	1,501
APR	38,942	6,505	949	437	21,116	9,935	31,051	5,156	1,531
MAY	42,677	7,118	1,043	530	22,829	11,151	33,980	6,154	1,686
JUN	43,371	7,770	1,010	509	22,642	11,436	34,078	6,723	1,621
JUL	43,247	7,367	931	519	23,609	10,820	34,429	6,300	1,630
AUG	42,779	7,263	1,002	464	23,254	10,824	34,078	6,186	1,617
SEP	41,062	7,081	1,076	432	22,192	10,268	32,460	5,959	1,695
OCT	42,408	7,075	1,136	477	22,694	11,007	33,701	6,192	1,769
NOV	36,743	6,273	937	386	19,403	9,734	29,137	5,432	1,637
DEC	35,538	6,251	965	416	18,509	9,387	27,896	5,015	1,598
<b>TOTAL</b>	<b>474,996</b>	<b>80,658</b>	<b>12,127</b>	<b>5,471</b>	<b>254,132</b>	<b>122,572</b>	<b>376,704</b>	<b>68,386</b>	<b>19,302</b>



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### **ABANDONED 911 INCOMING CALLS BY SOURCE**

Monthly average call abandonment rate is gathered utilizing VESTA/Motorola 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	141	
	WIRELESS	545	
	VOIP	34	1.99%
FEB	LANDLINE	160	
	WIRELESS	527	
	VOIP	31	2.11%
MAR	LANDLINE	157	
	WIRELESS	576	
	VOIP	37	1.98%
<b>1ST QUARTER</b>			<b>2.02%</b>
APR	LANDLINE	157	
	WIRELESS	579	
	VoIP	37	1.98%
MAY	LANDLINE	158	
	WIRELESS	658	
	VOIP	60	2.05%
JUN	LANDLINE	165	
	WIRELESS	674	
	VoIP	43	2.02%
<b>2ND QUARTER</b>			<b>2.02%</b>
JUL	LANDLINE	128	
	WIRELESS	646	
	VOIP	57	1.92%
AUG	LANDLINE	143	
	WIRELESS	630	
	VoIP	41	1.90%
SEP	LANDLINE	151	
	WIRELESS	671	
	VoIP	36	2.09%
<b>3rd QUARTER</b>			<b>1.97%</b>
OCT	LANDLINE	164	
	WIRELESS	602	
	VOIP	37	1.89%
NOV	LANDLINE	140	
	WIRELESS	517	
	VoIP	32	1.88%
DEC	LANDLINE	140	
	WIRELESS	521	
	VoIP	36	1.96%
<b>4TH QUARTER</b>			<b>1.91%</b>
<b>2018 AVERAGE</b>			<b>1.98%</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 VESTA/Motorola 7software 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		7		
	LANDLINE		112	
	WIRELESS		110	
	VOIP		147	123
FEB		7		
	LANDLINE		104	
	WIRELESS		120	
	VOIP		140	121.33
MAR		7		
	LANDLINE		98	
	WIRELESS		116	
	VOIP		135	116.33
1ST QUARTER				120.22
APR		8		
	LANDLINE		101	
	WIRELESS		125	
	VOIP		152	126
MAY		8		
	LANDLINE		104	
	WIRELESS		122	
	VOIP		144	123
JUN		8		
	LANDLINE		95	
	WIRELESS		111	
	VOIP		146	117
2ND QUARTER				122
JUL		8		
	LANDLINE		100	
	WIRELESS		119	
	VOIP		129	116
AUG		8		
	LANDLINE		98	
	WIRELESS		117	
	VOIP		138	118
SEP		8		
	LANDLINE		98	
	WIRELESS		121	
	VOIP		138	119
3RD QUARTER				117.66
OCT		7		
	LANDLINE		115	
	WIRELESS		121	
	VOIP		119	118.33
NOV		7		
	LANDLINE		117	
	WIRELESS		130	
	VOIP		148	131.66
DEC		6		
	LANDLINE		112	
	WIRELESS		127	
	VOIP		138	125.66
4TH QUARTER				125.22
2018 TOTAL				121.28