



PERFORMANCE MEASUREMENTS FOR EMERGENCY CALL PROCESSING

FIRST QUARTER 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 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

MONT H	TOTAL INBOUND	WIRELESS 911	LANDLIN E 911	VOIP 911	LANDLINE (6000)	LANDLINE (OTHER)	TOTAL LAND LINES	PRIVATE LINES/ OUTBOUND	RINGDOWNS
JAN	36238	6219	1110	452	19041	9416	28457	5135	1534
FEB	34087	5811	953	406	18135	8781	26916	4782	1483
MAR	37904	5925	1015	443	20708	9813	30521	5352	1501
TOTAL	108,229	17,955	3,078	1,301	57,884	28,010	85,894	15,269	4,518



PERFORMANCE MEASUREMENTS FOR EMERGENCY CALL PROCESSING

FIRST QUARTER 2018

ABANDONED 911 INCOMING CALLS BY SOURCE

Monthly average 911 call abandonment rate is gathered utilizing 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
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%
TOTAL		2178	
1ST QUARTER AVERAGE			2.02%

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 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)
JAN		7		
	LANDLINE		112	
	WIRELESS		110	
FEB	VOIP		147	123
	LANDLINE	7	104	
	WIRELESS		120	
MAR	VOIP		140	121.33
	LANDLINE	7	98	
	WIRELESS		116	
	VOIP		135	116.33
1ST QUARTER AVERAGE				120.22