



## **PERFORMANCE MEASUREMENTS FOR EMERGENCY CALL PROCESSING SECOND 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**

<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>
APR	38,942	6,505	949	437	21,116	9,935	31,051	5,156	1,531
MAY	42,667	7,118	1,043	530	22,770	11,151	33,921	6,154	1,686
JUN	43,371	7,770	1,010	509	22,642	11,436	34,078	6,723	1,621
<b>TOTAL</b>	<b>124,980</b>	<b>21,393</b>	<b>3,002</b>	<b>1,476</b>	<b>46,028</b>	<b>35,522</b>	<b>99,050</b>	<b>18,033</b>	<b>4,838</b>



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### **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
APR	LANDLINE	157	
	WIRELESS	576	
	VoIP	37	
			1.98%
MAY	LANDLINE	158	
	WIRELESS	658	
	VoIP	60	
			2.05%
JUN	LANDLINE	165	
	WIRELESS	674	
	VoIP	43	2.02%
<b>TOTAL</b>		<b>2,526</b>	
<b>2<sup>nd</sup> QUARTER AVERAGE</b>			<b>2.02%</b>

### **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)
APR	LANDLINE	8	101	
	WIRELESS		125	
	VOIP		152	126
MAY	LANDLINE	8	104	
	WIRELESS		122	
	VOIP		144	123
JUN	LANDLINE	8	95	
	WIRELESS		111	
	VOIP		146	117
<b>2<sup>nd</sup> QUARTER AVERAGE</b>				<b>122</b>