



PERFORMANCE MEASUREMENTS FOR EMERGENCY CALL PROCESSING THIRD 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 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

MONTH	TOTAL INBOUND	WIRELESS 911	LANDLINE 911	VOIP 911	LANDLINE (6000)	LANDLINE (OTHER)	TOTAL NON 911 LAND LINES	PRIVATE LINES/ OUTBOUND	RINGDOWNS
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
TOTAL	127,088	21,711	3,009	1,415	69,055	31,912	100,967	18,448	4,942



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ABANDONED 911 INCOMING CALLS BY SOURCE

Monthly average 911 call abandonment rate is gathered utilizing VESTA Analytics software and forwarding it 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
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%
TOTAL		2,503	
3rd QUARTER AVERAGE			1.97%

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)
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 AVERAGE				117.66

EMERGENCY MEDICAL DISPATCHER (EMD) DEPARTMENTAL AVERAGE COMPLIANCE RATING