PERFORMANCE MEASUREMENTS FOR EMERGENCY CALL PROCESSING
FOURTH 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 LAND LINES	PRIVATE LINES/ OUTBOUND	RINGDOWNS
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
TOTAL	114,689	19,599	3,038	1,279	60,606	30,128	90,734	16,639	5,004

*

PERFORMANCE MEASUREMENTS FOR EMERGENCY CALL PROCESSING FOURTH 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
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%
TOTAL			
4th QUARTER AVERAGE		2,189	1.91%

6

911 RING TIMES 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)
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 AVERAGE				125.22