



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

### **FIRST QUARTER 2019**

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**

<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 LAND LINES</b>	<b>PRIVATE LINES/ OUTBOUND</b>	<b>RINGDOWNS</b>
JAN	36,685	6,192	890	409	19,197	9,940	29,137	5,343	1,718
FEB	36,121	5,765	815	389	18,630	9,517	28,147	5,019	1,635
MAR	37,822	6,492	878	389	19,836	10,200	30,036	5,532	1,698
<b>TOTAL</b>	<b>110,628</b>	<b>18,449</b>	<b>2,583</b>	<b>1,187</b>	<b>57,663</b>	<b>29,657</b>	<b>87,320</b>	<b>15,894</b>	<b>5,051</b>



## PERFORMANCE MEASUREMENTS FOR EMERGENCY CALL PROCESSING

### FIRST QUARTER 2019

#### 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	106	
	WIRELESS	521	
	VOIP	24	1.77%
FEB	LANDLINE	94	
	WIRELESS	499	
	VOIP	35	1.74%
MAR	LANDLINE	101	
	WIRELESS	627	
	VOIP	27	2.00%
TOTAL		2,034	
1ST QUARTER AVERAGE			1.83%

#### 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		6		
	LANDLINE		114	
	WIRELESS		123	
FEB	VOIP		173	136.67
		6		
	LANDLINE		113	
MAR	WIRELESS		123	
	VOIP		160	132
		6		
	LANDLINE		116	
	WIRELESS		124	
	VOIP		144	128
1ST QUARTER AVERAGE				132.22