



Broward County Regional Consolidated Dispatch December 2015 Performance Scorecard

CONTRACT-BASED PERFORMANCE MEASURES (Operator's Agreement, Exhibit "D")				
	GOAL	NORTH	CENTRAL	SOUTH
P1 Call Answer Time - Busiest Hour of the Day (911) 90% Within 10 Secs. ¹	31	30	26	30
P1 Call Answer Time - All Calls (911) 95% Within 20 Secs.	95%	99.02%	98.27%	98.44%
P1 Call Answer Time - Alarm Calls (911) 95% in 15 Secs.	95%	100.00%	100.00%	100.00%
P1 Call Answer Time - Alarm Calls (911) 99% in 40 Secs.	99%	100.00%	100.00%	100.00%
P2/P3 Fire Rescue Call For Service Processing Time 90% in 90 Secs.	90%	86.55%	80.24%	82.88%
P2/P3 Fire Rescue Call For Service Processing Time 99% in 120 Secs.	99%	93.26%	90.41%	91.85%
P2/P3 Fire Rescue Call For Service Processing Time 80% in 60 Secs.	80%	43.20%	32.19%	38.64%
P2/P3 Fire Rescue Call For Service Processing Time 95% in 106 Secs.	95%	82.25%	68.87%	81.82%
Emergency Medical Dispatch 95% Case Entry Compliance Rate ²	95%	96.93%	92.64%	96.49%
Emergency Medical Dispatch 90% Total Compliance Rate ²	90%	98.34%	94.74%	98.10%
Emergency Medical Dispatch 1% Quality Assurance Case Review ²	1%	3.14%	3.83%	3.03%

OTHER PERFORMANCE MEASURE				
	GOAL	NORTH	CENTRAL	SOUTH
P1 Call Answer Time – All 911 Calls 90% Within 10 seconds.	90%	99.50%	99.03%	99.06%

¹ This represents the performance of the busiest hour of the day, which is a performance standard for the regional system. It is agreed by all interested parties that the P1 standard is a daily standard, and each day is either a "pass" or "fail". These numbers represent the number of "passes" in the month.

² The information for these measures is provided by the Operator. If blank the information has not been provided.

DAILY BUSY HOUR

DECEMBER 2015 NORTH Daily Busy Hour											
DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO
12/01/2015	6:00 PM	61	61	100.00%	YES	12/17/2015	7:00 PM	47	50	94.00%	YES
12/02/2015	3:00 PM	49	49	100.00%	YES	12/18/2015	5:00 PM	60	60	100.00%	YES
12/03/2015	5:00 PM	56	56	100.00%	YES	12/19/2015	11:00 PM	44	46	95.65%	YES
12/04/2015	6:00 PM	55	55	100.00%	YES	12/20/2015	2:00 PM	42	42	100.00%	YES
12/05/2015	10:00 AM	49	53	92.45%	YES	12/21/2015	12:00 PM	185	185	100.00%	YES
12/06/2015	4:00 PM	51	51	100.00%	YES	12/22/2015	1:00 PM	48	50	96.00%	YES
12/07/2015	12:00 PM	45	46	97.83%	YES	12/23/2015	7:00 PM	62	62	100.00%	YES
12/08/2015	3:00 PM	52	53	98.11%	YES	12/24/2015	6:00 PM	78	80	97.50%	YES
12/09/2015	9:00 PM	54	57	94.74%	YES	12/25/2015	6:00 PM	50	53	94.34%	YES
12/10/2015	4:00 PM	71	71	100.00%	YES	12/26/2015	11:00 AM	47	47	100.00%	YES
12/11/2015	2:00 PM	54	55	98.18%	YES	12/27/2015	3:00 PM	48	48	100.00%	YES
12/12/2015	3:00 PM	60	60	100.00%	YES	12/28/2015	6:00 PM	48	48	100.00%	YES
12/13/2015	1:00 PM	54	54	100.00%	YES	12/29/2015	12:00 PM	54	54	100.00%	YES
12/14/2015	3:00 PM	79	79	100.00%	YES	12/30/2015	4:00 PM	53	53	100.00%	YES
12/15/2015	3:00 PM	47	48	97.92%	YES	12/31/2015	10:00 PM	66	66	100.00%	YES
12/16/2015	1:00 PM	53	65	81.54%	NO						

DECEMBER 2015 CENTRAL Daily Busy Hour											
DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO
12/01/2015	5:00 PM	169	169	100.00%	YES	12/17/2015	5:00 PM	162	162	100.00%	YES
12/02/2015	6:00 PM	154	155	99.35%	YES	12/18/2015	6:00 PM	158	158	100.00%	YES
12/03/2015	6:00 PM	172	180	95.56%	YES	12/19/2015	2:00 PM	145	152	95.39%	YES
12/04/2015	6:00 PM	184	184	100.00%	YES	12/20/2015	12:00 PM	113	129	87.60%	NO
12/05/2015	6:00 PM	152	152	100.00%	YES	12/21/2015	4:00 PM	146	146	100.00%	YES
12/06/2015	2:00 PM	134	134	100.00%	YES	12/22/2015	1:00 PM	142	167	85.03%	NO
12/07/2015	5:00 PM	157	157	100.00%	YES	12/23/2015	1:00 PM	151	159	94.97%	YES
12/08/2015	6:00 PM	130	130	100.00%	YES	12/24/2015	6:00 PM	142	143	99.30%	YES
12/09/2015	6:00 PM	152	153	99.35%	YES	12/25/2015	8:00 PM	128	131	97.71%	YES
12/10/2015	5:00 PM	150	150	100.00%	YES	12/26/2015	2:00 PM	132	159	83.02%	NO
12/11/2015	3:00 PM	163	163	100.00%	YES	12/27/2015	1:00 PM	103	137	75.18%	NO
12/12/2015	9:00 PM	130	145	89.66%	NO	12/28/2015	4:00 PM	155	155	100.00%	YES
12/13/2015	5:00 PM	138	138	100.00%	YES	12/29/2015	3:00 PM	145	145	100.00%	YES
12/14/2015	5:00 PM	162	163	99.39%	YES	12/30/2015	5:00 PM	152	155	98.06%	YES
12/15/2015	2:00 PM	189	191	98.95%	YES	12/31/2015	9:00 PM	153	155	98.71%	YES
12/16/2015	5:00 PM	167	167	100.00%	YES						

DECEMBER 2015 SOUTH Daily Busy Hour											
DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO
12/01/2015	3:00 PM	74	75	98.67%	YES	12/17/2015	4:00 PM	74	85	87.06%	NO
12/02/2015	5:00 PM	83	83	100.00%	YES	12/18/2015	6:00 PM	72	77	93.51%	YES
12/03/2015	6:00 PM	84	88	95.45%	YES	12/19/2015	2:00 PM	66	71	92.96%	YES
12/04/2015	6:00 PM	70	74	94.59%	YES	12/20/2015	7:00 PM	62	62	100.00%	YES
12/05/2015	2:00 PM	80	86	93.02%	YES	12/21/2015	12:00 PM	69	69	100.00%	YES
12/06/2015	6:00 PM	55	60	91.67%	YES	12/22/2015	11:00 AM	68	69	98.55%	YES
12/07/2015	4:00 PM	61	61	100.00%	YES	12/23/2015	2:00 PM	80	80	100.00%	YES
12/08/2015	3:00 PM	67	67	100.00%	YES	12/24/2015	1:00 PM	84	88	95.45%	YES
12/09/2015	6:00 PM	87	89	97.75%	YES	12/25/2015	5:00 PM	51	55	92.73%	YES
12/10/2015	5:00 PM	56	56	100.00%	YES	12/26/2015	5:00 PM	60	61	98.36%	YES
12/11/2015	4:00 PM	71	72	98.61%	YES	12/27/2015	7:00 PM	70	70	100.00%	YES
12/12/2015	2:00 PM	79	81	97.53%	YES	12/28/2015	6:00 PM	62	62	100.00%	YES
12/13/2015	6:00 PM	58	58	100.00%	YES	12/29/2015	7:00 PM	69	72	95.83%	YES
12/14/2015	6:00 PM	83	83	100.00%	YES	12/30/2015	5:00 PM	66	66	100.00%	YES
12/15/2015	12:00 PM	95	95	100.00%	YES	12/31/2015	4:00 PM	66	68	97.06%	YES
12/16/2015	5:00 PM	72	72	100.00%	YES						

WORKLOAD

CALL VOLUME				
	NORTH	CENTRAL	SOUTH	TOTAL
<i>9-1-1 Calls Answered</i>	21,996	66,134	27,379	115,509
<i>Non 9-1-1 Calls Answered</i>	28,556	27,496	27,564	83,616
TOTAL INCOMING CALLS	50,552	93,630	54,943	199,125
<i>Incoming Alarm Calls</i>	2,888	7,445	5,355	15,688
<i>Incoming Non-Emergency Calls</i>	25,668	20,051	22,209	67,928
TOTAL NON-911 CALLS ANSWERED	28,556	27,496	27,564	83,616
TOTAL OUTGOING CALLS	5,972	13,519	8,674	28,165

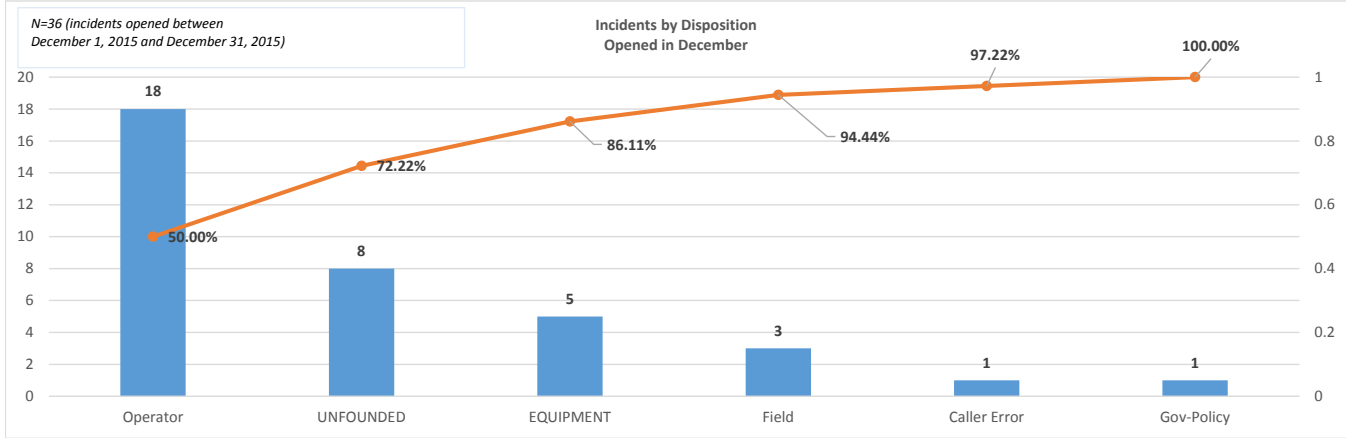
CALLS FOR SERVICE				
	NORTH	CENTRAL	SOUTH	TOTAL
<i>Fire Rescue/EMS (911 Only)</i>	5,453	12,153	7,467	25,073
<i>Law Enforcement (911 Only)</i>	23,205	58,683	39,511	121,399
TOTAL 911 CFS	28,658	70,836	46,978	146,472
<i>Fire Rescue/EMS (911 Only - P2/P3 Applicable)</i>	3,299	7,480	4,734	15,513

CLASS OF SERVICE (911 Calls Only)				
	NORTH	CENTRAL	SOUTH	SYSTEMWIDE
VOIP	979	3,818	1,110	5,907
PBX	342	879	577	1,798
WIRELESS	18,443	56,256	22,553	97,252
WIRELINE	2,232	5,181	3,139	10,552
TOTAL 911 CALLS	21,996	66,134	27,379	115,509

911 Call Transfers: Regional to Non-Regional				
	NORTH	CENTRAL	SOUTH	SYSTEMWIDE
Transferred 911 Calls	186	363	66	615
Percentage of 911 Calls	0.85%	0.55%	0.24%	0.53%

911 Call Transfers: Regional to Non-Regional			
	CORAL SPRINGS	PLANTATION	NON REGIONAL
Transferred 911 Calls	333	845	1,178
Percentage of 911 Calls	5.78%	15.92%	10.64%

QUALITY ASSURANCE / DEFECTS



Dispositions	Total	Cum	Cum %
Operator	18	18	50.00%
UNFOUNDED	8	26	72.22%
EQUIPMENT	5	31	86.11%
Field	3	34	94.44%
Caller Error	1	35	97.22%
Gov-Policy	1	36	100.00%