

**Broward County Regional Consolidated Dispatch System
Monthly Indicator Scorecard - March 1, 2015 – March 31, 2015**

	Call Volume (911 Calls for Service Only)							Time to Answer Emergency (911) Lines Standard (P1)			Alarms Received on Alarm Lines Standard (P1)		First Call Process Time Standard (P2/P3) Fire Rescue ONLY								Emergency Medical Dispatch Standard			NOTES			
	FR/EMS Calls for Service (processed for P2/P3)	FR/EMS Calls for Service (processed for P2/P3)	Total 911 Calls Handled	Total Incoming Non-911 Calls	Total Outgoing Non-911 Calls	Total Incoming Alarm Calls	Total Outgoing Alarm Calls	90/10 P1 (busiest hour of the day)	Days Achieving Standard	Days in Month	95/20 (ALL CALLS) P1	95/15 P1	99/40 P1	90/90 (P2/P3) 6 MAIN CALL TYPES	Number of Calls Meeting 90/90	99/120 (P2/P3) 6 MAIN CALL TYPES	Number of Calls Meeting 99/120	% of CFS 6 MAIN CALL TYPES	80/60 (P2/P3) FIRE CALLS	Number of Calls Meeting 80/60	95/106 (P2/P3) FIRE CALLS	Number of Calls Meeting 95/106	% of CFS FIRE CALLS		95% case entry compliance	90% total compliance	1% quality assurance case review
Consolidated Dispatch System	142,625	15,284	125,336	96,097	34,487	15,218	0				96.36%	99.99%	100.00%	86.06%	12,486	93.24%	13,527	94.92%	42.65%	331	81.31%	631	5.08%	95.33%	96.24%	2.66%	1

Consolidated Dispatch Center North PSAP (BSO-OPERATED) - Monthly Indicator Scorecard

Consolidated Dispatch Center North								54.84%	17	31	95.46%	100.00%	100.00%													
	23,457	3,250	23,457	21,903	7,529	3,397	0							89.72%	2,776	95.70%	2,961	95.20%	50.00%	78	84.62%	132	4.80%			

Consolidated Dispatch Center Central PSAP (BSO-OPERATED) - Monthly Indicator Scorecard

Consolidated Dispatch Center Central								64.52%	20	31	96.93%	100.00%	100.00%													
	71,101	7,246	71,101	45,471	16,823	6,881	0							84.79%	5,840	92.35%	6,361	95.06%	39.11%	140	79.89%	286	4.94%			

Consolidated Dispatch Center South PSAP (BSO-OPERATED) - Monthly Indicator Scorecard

Consolidated Dispatch Center South								48.39%	15	31	95.76%	100.00%	100.00%													
	48,067	4,788	30,778	28,723	10,135	4,940	0							85.51%	3,870	92.91%	4,205	94.53%	43.13%	113	81.30%	213	5.47%			

NOTES:
1. In order to determine the proper data sets for the 6 Main Call Type P2/P3 indicator and Fire Call P2/P3 indicator the following signal codes were moved to the Fire Call data set: S25BF, S25CF, S25EH, S25OT, S25RS, S25SI, S25VF, S49F
2. 1 CFS removed from North P2/P3 data set and 10 CFS removed from Central data set as they may have experienced an incorrect ANI/ALI time stamp (ticket 296654).

**March 2015
NORTH Daily Busy Hour**

DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	YES/NO
03/01/2015	1:00 PM	61	69	NO	03/17/2015	5:00 PM	57	61	YES
03/02/2015	8:00 AM	43	65	NO	03/18/2015	3:00 PM	58	65	NO
03/03/2015	2:00 PM	48	59	NO	03/19/2015	11:00 AM	53	60	NO
03/04/2015	7:00 PM	54	57	YES	03/20/2015	1:00 PM	66	68	YES
03/05/2015	5:00 PM	56	67	NO	03/21/2015	12:00 PM	45	50	YES
03/06/2015	2:00 PM	54	59	YES	03/22/2015	6:00 PM	52	53	YES
03/07/2015	7:00 PM	60	62	YES	03/23/2015	6:00 PM	69	76	YES
03/08/2015	4:00 PM	47	47	YES	03/24/2015	2:00 PM	54	63	NO
03/09/2015	5:00 PM	60	66	YES	03/25/2015	11:00 AM	39	58	NO
03/10/2015	7:00 PM	52	65	NO	03/26/2015	6:00 PM	45	46	YES
03/11/2015	4:00 PM	58	64	YES	03/27/2015	5:00 PM	48	107	NO
03/12/2015	2:00 PM	72	78	YES	03/28/2015	3:00 PM	46	46	YES
03/13/2015	3:00 PM	58	65	NO	03/29/2015	5:00 PM	47	47	YES
03/14/2015	2:00 PM	50	56	NO	03/30/2015	2:00 PM	45	66	NO
03/15/2015	2:00 PM	58	62	YES	03/31/2015	2:00 PM	57	60	YES
03/16/2015	5:00 PM	58	69	NO	54.84%				
PERCENTAGE OF DAYS PASSING									

**March 2015
CENTRAL Daily Busy Hour**

DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	YES/NO
03/01/2015	7:00 PM	165	173	YES	03/17/2015	3:00 PM	178	201	NO
03/02/2015	5:00 PM	110	154	NO	03/18/2015	2:00 PM	139	158	NO
03/03/2015	4:00 PM	147	157	YES	03/19/2015	6:00 PM	138	150	YES
03/04/2015	6:00 PM	153	158	YES	03/20/2015	2:00 PM	128	174	NO
03/05/2015	6:00 PM	144	156	YES	03/21/2015	4:00 PM	153	156	YES
03/06/2015	5:00 PM	154	172	NO	03/22/2015	5:00 PM	147	154	YES
03/07/2015	2:00 PM	155	162	YES	03/23/2015	4:00 PM	133	145	YES
03/08/2015	12:00 PM	128	139	YES	03/24/2015	7:00 PM	114	130	NO
03/09/2015	5:00 PM	163	177	YES	03/25/2015	6:00 PM	139	193	NO
03/10/2015	4:00 PM	148	161	YES	03/27/2015	6:00 PM	122	268	NO
03/11/2015	6:00 PM	177	185	YES	03/26/2015	3:00 PM	148	153	YES
03/12/2015	6:00 PM	153	165	YES	03/28/2015	5:00 PM	127	147	NO
03/13/2015	4:00 PM	182	192	YES	03/29/2015	6:00 PM	140	143	YES
03/14/2015	6:00 PM	159	165	YES	03/30/2015	4:00 PM	122	167	NO
03/15/2015	5:00 PM	173	184	YES	03/31/2015	5:00 PM	151	157	YES
03/16/2015	3:00 PM	161	187	NO	64.52%				
PERCENTAGE OF DAYS PASSING									

**March 2015
SOUTH Daily Busy Hour**

DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	YES/NO
03/01/2015	6:00 PM	67	69	YES	03/17/2015	4:00 PM	86	93	YES
03/02/2015	5:00 PM	82	83	YES	03/18/2015	2:00 PM	66	79	NO
03/03/2015	5:00 PM	75	85	NO	03/19/2015	3:00 PM	80	87	YES
03/04/2015	4:00 PM	78	80	YES	03/20/2015	1:00 PM	57	85	NO
03/05/2015	12:00 PM	66	74	NO	03/21/2015	1:00 PM	50	73	NO
03/06/2015	2:00 PM	65	80	NO	03/22/2015	7:00 PM	60	84	NO
03/07/2015	3:00 PM	56	75	NO	03/23/2015	3:00 PM	86	89	YES
03/08/2015	4:00 PM	67	70	YES	03/24/2015	1:00 PM	58	73	NO
03/09/2015	4:00 PM	77	82	YES	03/25/2015	4:00 PM	88	97	YES
03/10/2015	4:00 PM	65	77	NO	03/26/2015	7:00 PM	59	66	NO
03/11/2015	5:00 PM	69	84	NO	03/27/2015	6:00 PM	67	108	NO
03/12/2015	5:00 PM	75	85	NO	03/28/2015	12:00 PM	56	62	YES
03/13/2015	4:00 PM	81	87	YES	03/29/2015	4:00 PM	66	69	YES
03/14/2015	2:00 PM	71	78	YES	03/30/2015	6:00 PM	69	78	NO
03/15/2015	3:00 PM	66	68	YES	03/31/2015	12:00 PM	55	70	NO
03/16/2015	3:00 PM	72	75	YES	48.39%				
PERCENTAGE OF DAYS PASSING									