

**Broward County Regional Consolidated Dispatch System
Monthly Indicator Scorecard - April 1, 2015 – April 30, 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	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	24,734	14,861	120,392	83,647	32,406	13,537	0				96.93%	100.00%	100.00%	84.78%	11,967	92.57%	13,067	94.99%	38.93%	290	78.39%	584	5.01%				1

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

Consolidated Dispatch Center North								43.33%	13	30	95.71%	100.00%	100.00%	87.89%	2,606	94.17%	2,792	95.03%	45.81%	71	81.29%	126	4.97%				2
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Consolidated Dispatch Center Central PSAP (BSO-OPERATED) - Monthly Indicator Scorecard

Consolidated Dispatch Center Central								43.33%	13	30	97.81%	100.00%	100.00%	83.06%	5,468	91.72%	6,038	94.90%	35.59%	126	75.14%	266	5.10%				
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Consolidated Dispatch Center South PSAP (BSO-OPERATED) - Monthly Indicator Scorecard

Consolidated Dispatch Center South								56.67%	17	30	95.83%	100.00%	100.00%	85.22%	3,893	92.75%	4,237	95.11%	39.57%	93	81.70%	192	4.89%				2
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1. In order to determine the proper data sets for the 6 Main Call Type P2/P3 indicator and Fire Call P2/P2 indicator the following signal codes were moved to the Fire Call data set: S25BF, S25CF, S25EH, S25OT, S25RS, S25SI, S25VF, S49F

NOTES:
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).

**April 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
04/01/2015	4:00 PM	117	174	NO	04/16/2015	3:00 PM	125	152	NO
04/02/2015	2:00 PM	106	155	NO	04/17/2015	7:00 PM	162	168	YES
04/03/2015	2:00 PM	96	177	NO	04/18/2015	9:00 PM	130	148	NO
04/04/2015	3:00 PM	130	133	YES	04/19/2015	7:00 PM	154	162	YES
04/05/2015	9:00 PM	106	181	NO	04/20/2015	5:00 PM	139	167	NO
04/06/2015	5:00 PM	132	166	NO	04/21/2015	4:00 PM	140	152	YES
04/07/2015	6:00 PM	132	156	NO	04/22/2015	3:00 PM	140	141	YES
04/08/2015	5:00 PM	109	162	NO	04/23/2015	5:00 PM	154	174	NO
04/09/2015	5:00 PM	152	161	YES	04/24/2015	7:00 PM	119	187	NO
04/10/2015	3:00 PM	133	156	NO	04/25/2015	2:00 PM	134	139	YES
04/11/2015	6:00 PM	168	171	YES	04/26/2015	6:00 PM	124	155	NO
04/12/2015	7:00 PM	128	149	NO	04/27/2015	6:00 PM	168	173	YES
04/13/2015	4:00 PM	140	158	NO	04/28/2015	3:00 PM	172	175	YES
04/14/2015	4:00 PM	135	153	NO	04/29/2015	5:00 PM	138	149	YES
04/15/2015	9:00 PM	158	169	YES	04/30/2015	4:00 PM	163	169	YES
PERCENTAGE OF DAYS PASSING					43.33%				

**April 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
04/01/2015	6:00 PM	66	77	NO	04/16/2015	6:00 PM	45	69	NO
04/02/2015	4:00 PM	41	63	NO	04/17/2015	3:00 PM	66	69	YES
04/03/2015	8:00 PM	56	67	NO	04/18/2015	9:00 PM	45	48	YES
04/04/2015	6:00 PM	54	60	YES	04/19/2015	6:00 PM	66	66	YES
04/05/2015	8:00 PM	54	64	NO	04/20/2015	1:00 PM	48	75	NO
04/06/2015	7:00 PM	54	61	NO	04/21/2015	6:00 PM	51	57	NO
04/07/2015	6:00 PM	49	54	YES	04/22/2015	7:00 PM	56	57	YES
04/08/2015	7:00 PM	52	54	YES	04/23/2015	2:00 PM	56	66	NO
04/09/2015	6:00 PM	42	61	NO	04/24/2015	4:00 PM	60	79	NO
04/10/2015	8:00 PM	59	67	NO	04/25/2015	9:00 PM	65	80	NO
04/11/2015	4:00 PM	56	59	YES	04/26/2015	4:00 PM	51	68	NO
04/12/2015	7:00 PM	64	68	YES	04/27/2015	6:00 PM	58	60	YES
04/13/2015	5:00 PM	58	66	NO	04/28/2015	4:00 PM	67	67	YES
04/14/2015	5:00 PM	52	59	NO	04/29/2015	1:00 PM	51	55	YES
04/15/2015	6:00 PM	48	54	NO	04/30/2015	5:00 PM	56	56	YES
PERCENTAGE OF DAYS PASSING					43.33%				

April 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
04/01/2015	2:00 PM	69	77	NO	04/16/2015	3:00 PM	80	86	YES
04/02/2015	6:00 PM	92	95	YES	04/17/2015	4:00 PM	99	107	YES
04/03/2015	2:00 PM	73	87	NO	04/18/2015	12:00 PM	44	93	NO
04/04/2015	2:00 PM	82	95	NO	04/19/2015	1:00 PM	69	75	YES
04/05/2015	7:00 PM	56	67	NO	04/20/2015	5:00 PM	69	69	YES
04/06/2015	11:00 AM	60	69	NO	04/21/2015	5:00 PM	72	72	YES
04/07/2015	4:00 PM	75	77	YES	04/22/2015	7:00 PM	68	72	YES
04/08/2015	4:00 PM	92	92	YES	04/23/2015	2:00 PM	60	71	NO
04/09/2015	1:00 PM	77	80	YES	04/24/2015	5:00 PM	62	64	YES
04/10/2015	3:00 PM	76	84	YES	04/25/2015	1:00 PM	58	88	NO
04/11/2015	12:00 PM	65	67	YES	04/26/2015	2:00 PM	71	91	NO
04/12/2015	6:00 PM	76	77	YES	04/27/2015	6:00 PM	79	106	NO
04/13/2015	6:00 PM	70	78	NO	04/28/2015	3:00 PM	65	80	NO
04/14/2015	3:00 PM	72	73	YES	04/29/2015	3:00 PM	69	70	YES
04/15/2015	4:00 PM	74	78	YES	04/30/2015	12:00 PM	42	62	NO
PERCENTAGE OF DAYS PASSING					56.67%				