



Regional Consolidated Dispatch May 2015 Report

Office of Regional Communications and Technology

Executive Summary

May 2015 represents the eighth month of full consolidation during the transition period for the Regional System. The Regional System, the Operator and users continue to work together to ensure the system meets or exceeds expectations. Operational Review Team meetings with Fire Rescue and Law Enforcement continue at regular intervals. These meetings provide the forum to review, discuss and evaluate current operating procedures and protocols and make recommendations for changes based upon group consensus.

Broward County Consolidated Communications Committee (4C)

The 4C decided not to meet during May; the next scheduled meeting of the 4C is Thursday, June 24, 2015.

Call Volume and Calls for Service

In May 2015, there were a total of 216,629 incoming calls for the Regional System consisting of 126,815 emergency 911 calls; 74,306 non-emergency calls; and 15,508 alarm calls.

The Centers dispatched a total of 149,155 calls to Law Enforcement and Fire Rescue. Of this amount, 25,020 were Fire Rescue calls, which were received on either the E911 lines or non-emergency number. It is important to note of the 25,020 Fire Rescue dispatched calls, only 14,537 are included in the P2/P3 performance calculation. This is due to the lack of Automatic Number Identification/Automatic Location Information (ANI/ALI), which is necessary to create the record in CAD with a time stamp. ORCAT has identified potential items which may attribute to the lack of a starting time stamp in CAD. A final analysis of the cause(s) and mitigation strategy is expected to be complete in August 2015.

In May, there were 35,537 outgoing calls experienced in the dispatch centers. ORCAT has requested our Operator to evaluate the outbound calls to determine type and need. No evaluation has been provided to County staff as of the printing of this report.

Call Transfers

For the month of May 2015, call transfers continue to represent less than 1% of the total E-911 calls into the regional centers. As stated in previous reports, 911 call transfers into the regional centers primarily come from the Coral Springs (317) and Plantation (839) Public Safety Answering Points (PSAPs). These totals represent 5.53% and 14.84% of Coral Springs and Plantation PSAPs total E-911 calls, respectively.

Until such time both Cities decide to join the Consolidated Regional System or adopt the County's Computer Aided Dispatch (CAD) system, call transfers will continue to take place.

Quality Improvement Team Update

The Quality Improvement Team (QIT), which includes members from the County, Operator (BSO) and union, continues to capture and analyze data. The following is an update on the activities:

1. The QIT has completed their root cause analysis on incidents through February. There was a significant shift to focus on the Dispatcher position. In January, Call Taker incidents comprised 70% of the incidents classified as Operator Error, with the focus being on addresses. However, in February, 68% of the incidents receiving this classification were the result of Dispatcher error, with the focus being on incoming incident management.
2. The QIT decided on a countermeasure designed to ensure that employees were being given proper remedial direction when it was identified that they didn't follow proper policy and procedure, or given counseling when the issues repeated. In late March, it was determined there was no tracking mechanisms to provide documentation so the incident response form was created to track employees associated to incidents and the policy verbiage.
3. BSO continues to work on the Advanced Tactical Mapping (ATM) program; this is scheduled to be delivered by June 15, and is an ongoing process.
4. BSO continues to build a reference guide and quiz to address the Call Takers' knowledge of problematic regional addresses/intersections and geography.
5. The QIT implemented a countermeasure for ensuring employees trained in new skill sets are actively monitored for the same performance expectations, and that the content covers areas exposed by the Incident Management System and the Quality Improvement process. It was initially determined that the BSO software tool Adore was being utilized for this purpose; however, upon review of several areas it was determined not to contain the level of detail needed for Position and Proficiency Checklists. BSO was provided sample checklists for customization.
6. ORCAT has identified a disparity in the understanding of systems and policies by BSO staff, so the QIT is focusing on getting all of the Operator's personnel—from Site Managers to Call Takers—on the same level. The training and monitoring programs being developed will ensure a unified, top-down message that will bring all staff up to the same level.

Contract Performance Measures¹

	GOAL	NORTH	CENTRAL	SOUTH
P1 Call Answer Time - Busiest Hour of the Day (911) 90% Within 10 Secs. ²	90%	70.97%	54.84%	58.06%
P1 Call Answer Time - All Calls (911) 95% Within 20 Secs.	95%	96.97%	96.95%	97.32%
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%	86.97%	83.37%	85.64%
P2/P3 Fire Rescue Call For Service Processing Time 99% in 120 Secs.	99%	93.53%	91.52%	92.67%
P2/P3 Fire Rescue Call For Service Processing Time 80% in 60 Secs.	80%	46.71%	32.68%	37.23%
P2/P3 Fire Rescue Call For Service Processing Time 95% in 106 Secs.	95%	82.89%	77.12%	78.79%

¹ There are two standards not reported as follows: P2/P3 Law Call for Service Indicator, driven by PD Agency having Jurisdiction; and Financial Reports Cost/Call which is an annual, not monthly, measurement. All other standards, unless otherwise noted, are performance standards that are included in the Operator and Participating Municipalities agreement.

² This represents the performance of the busiest hour of the day, which is a performance standard for the regional system. See pages 13-15 for the busiest hour of each day.

Other Performance Measures³

	GOAL	NORTH	CENTRAL	SOUTH
P1 Call Answer Time – All 911 Calls 90% Within 10 seconds.	90%	94.94%	94.08%	91.56%

³ This performance standard is not included in the agreement for the regional system. See page 20 for all calls.

Although not included as a contractual performance metric, all three centers answered all 911 calls within 10 seconds more than 90% of the time.

On July 2, 2015, the Operator submitted a response to the June 30, 2015 notice related to the measures not in compliance. Additional information was requested in a July 13, 2015 correspondence to the Operator and received on August 11, 2015. No response has been received as of the printing of this report. County staff meets with the Operator to review response and determine appropriate steps to be undertaken, if necessary, to bring performance into compliance. Any extenuating circumstance that affected the achievement of performance standards by the Operator will be evaluated and validated, with appropriate modifications to the measures when warranted.

Call Taker Performance

Revised ACD status codes were implemented the week of March 30th. In April, the Operator began to provide Call Takers with training on the new ACD status codes; this training was completed for all Call Takers in May 2015. To ensure Call Taker performance is universally measured and understood ORCAT provided the Operator with training and specific calculations to measure Call Taker Productivity and Compliance to Schedule. These measures will provide ORCAT and the Operator with data to determine schedule and shift efficiencies and allow the Operator to adjust as necessary to optimize their workforce.

Incident Tracking

The incident tracking system continues to be the primary method for users of the regional system to provide input regarding unintended consequences or the identification of improvement opportunities. For the month of May, there were 41 new call center-related incidents placed in the tracking system. This is an increase of 9 compared to April 2015. As reflected on page 10, there were 216,629 incoming calls for this month. The Operational Review Team, consisting of representatives from the County, the Operator and Participating Municipalities, continue to meet on a regular basis to review the incidents, their disposition and mitigation strategies, if applicable. Incident tracking information is reflected on page 27 illustrates the closed disposition tickets. The issues reported by the Operator's personnel are not reflected in the numbers above. The incident tracking Pareto graph on page 27 reflects past incidents from employees under the "Administrative" category. County staff is performing further evaluation and stratification of incidents by employees to better reflect the information that is being reported.

To increase the efficiency and consistency of the Operators response to incidents ORCAT has developed standard Regional 911 Incident Response Forms. These new forms were formally introduced to the Participating Agencies in March 2015 and have been implemented in the operation of the regional centers.

Financial Management

Financial data provided by the Operator shows their expenditures continue to remain in excess of the budget; after completing the first eight months of consolidation there is a projected overage of \$469,825. This is a \$71,442 or 18% increase over the estimate included in last month's report.

As indicated in the April 2015 report, the Operator will continue to implement strategies to address budget overages. To date, the financial action plan implemented by the Operator has not had a material effect in reducing the budget gap to date. The County continues to meet with the Operator to discuss and develop additional steps to bring costs into compliance.

Future Report Outs

As part of the monthly report, the following updates are being provided. These are major initiatives that are underway that have been discussed at the 4C meetings. As additional information becomes available, regular updates will be provided.

- 1) **Proposed NFPA standards** –To date, NFPA standard revisions have not been formally approved by the Standards Council. Therefore, no change to any NFPA standard during the 2015 revision cycle has been implemented.
- 2) **Ability to time stamp non-emergency calls** - The ORCAT Team is exploring options to collect the time stamp data for calls received on the non-emergency line. If a solution is found, all calls for service will be included in the call for service performance measures, as opposed to only 911 calls. In addition, an initial review has indicated that there is an ability for call takers to send a 911 call to the non-emergency line thus impacting the ability for the call to be tracked as a 911 incident. There may be a need operational to have this ability; however, necessary protocols must be established and adhere to ensuring legitimate 911 calls are processed appropriately. County staff is currently reviewing this item to ensure appropriate protocols are in place; a meeting with the Broward Fire Chiefs Association is scheduled for June and the analysis is expected to be complete in August.
- 3) **Automatic call distribution** – Currently, the system was designed with the appropriate number of personnel at each site to handle the call volume for each center location. Automatic call distribution or ACD will allow incoming calls to be dispersed to an available call taker regardless of their location and dispatched. ACD is scheduled for implementation during September 2015. All three dispatch centers have a commitment date for resources and completion.
- 4) **New CAD implementation** – The Next Generation CAD Core Team continues to make steady progress. The Core Team continues to vet and make decisions surrounding Provisioning Topics and Interfaces. The next set of provisioning topics will be distributed in early May are Premise Entries (Officer Safety Flags), Street Aliases, and GIS Common Places. The team is also evaluating opportunities to improve interfaces into the Regional Records Management Systems (FireRMS and LawRMS) and changes are expected. The project schedule has been shared with the Core Team and other stakeholders.
- 5) **Radio interference issues** – County Staff is working with Broward County Rules and Appeals Board to implement a process which will provide ORCAT’s Radio Group the ability to validate the operation of bi-directional amplifier (BDA) devices to ensure operation does not adversely affect the public safety radio system. Ongoing meetings have been held, and the next meeting is scheduled for August 17, 2015.

In addition, radios improperly using the system, accessing it excessively, or operating without proper electronic ID’s have been removed from the system, or users have been

advised on their proper use with the system. Several of the communication issues are directly related to the subscriber radios (equipment and/or id related). ORCAT will continue to monitor the system performance, mitigate any infrastructure-related impacts and has requested the cooperation of each agency to review and confirm their radio inventory.

On May 12, 2015, the Board of County Commissioners approved a deliberately phased agreement with Mission Critical Partners (MCP) for technical consultant services to replace the County's Public Safety Radio Communications Network. ORCAT and MCP have scheduled a meeting for July 15, 2015 with the public safety user agencies (Police Chiefs and Fire Chiefs) to discuss project goals and gather user feedback regarding system coverage, capacity, interoperability and operations. Additional meetings will be scheduled with the public safety user agencies.

These initiatives play a role in the success of the regional system and frequent updates will provide an understanding of the progress addressing each item.

BSO Self-Reported Information

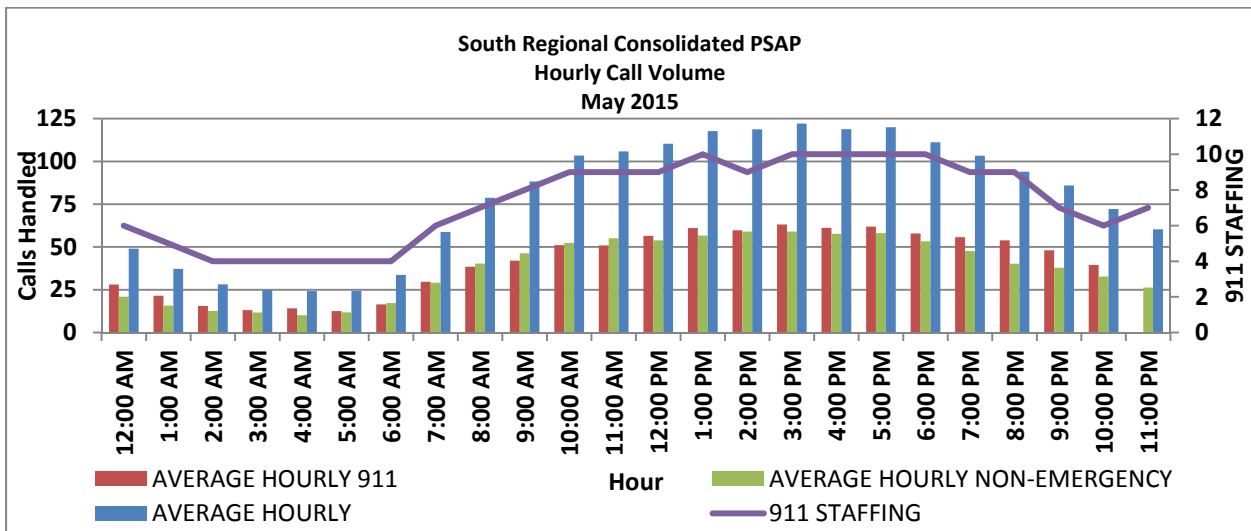
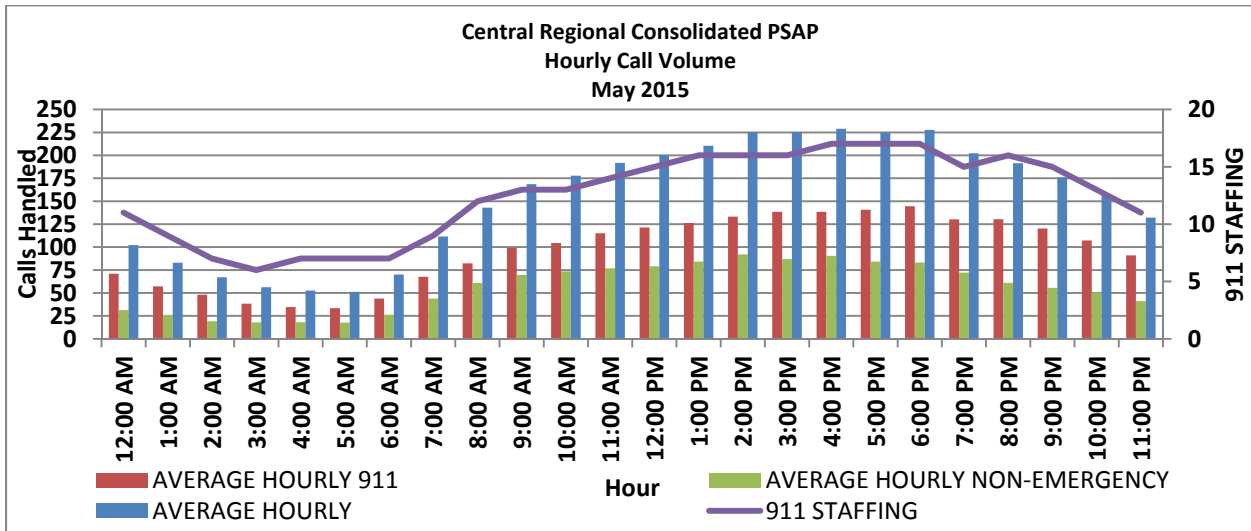
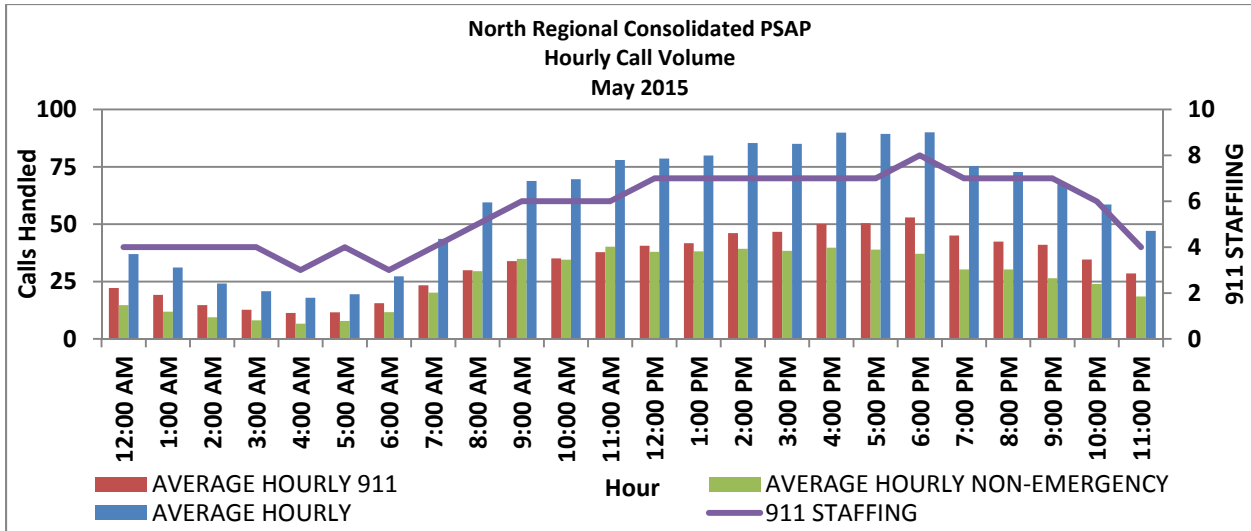
As discussed with County staff and approved by the 4C, BSO has submitted information on their Quality Assurance initiative and EMD standards (page 30). This information has not been reviewed or validated by County staff.

Conclusion

The County, Operator and Participating Municipalities remain focused on efforts to continue updating the Standard Operating Practices to ensure they align with the goals of regionalization and the adoption of best practices across the County.

APPENDIX

Call Volume, by Hour of Day (with Total Staffing)

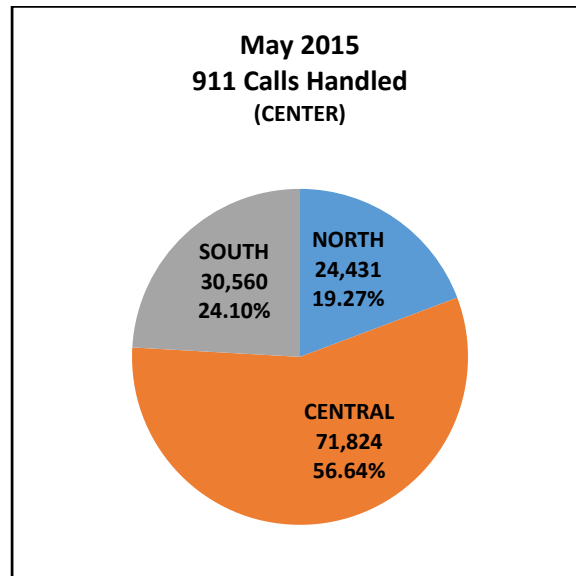
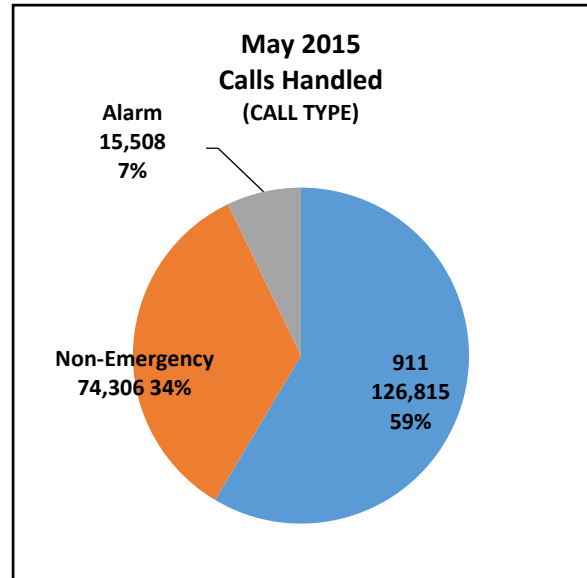
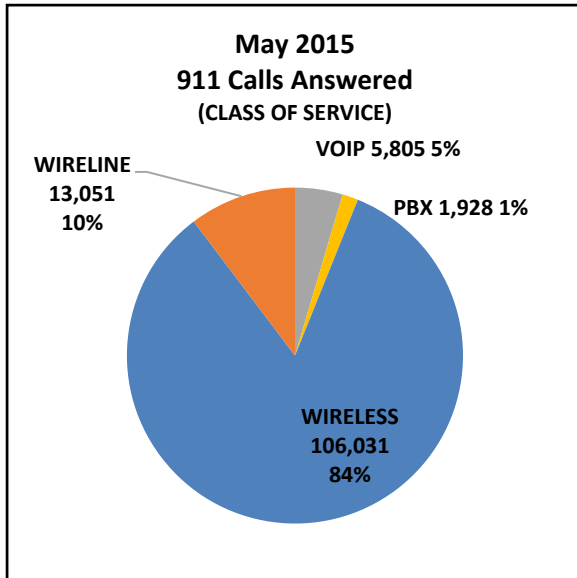


Monthly Call Volume

Class, Type and Regional Center

During the month of May the Regional Consolidated System handled 216,629 incoming calls:

- 911 Calls - 126,815
- Alarm Calls - 15,508
- Non-Emergency Calls - 74,306



Calls For Service (CFS)

The Regional Consolidated System processed 149,155 calls for service in May. The call quantity by discipline is outlined below.

Law Enforcement Calls = 124,135	Fire Rescue Calls = 25,020
North = 24,224	North = 5,592
Central = 62,022	Central = 12,101
South = 37,889	South = 7,327

911 Calls For Service Processed for Fire Rescue* - 14,537

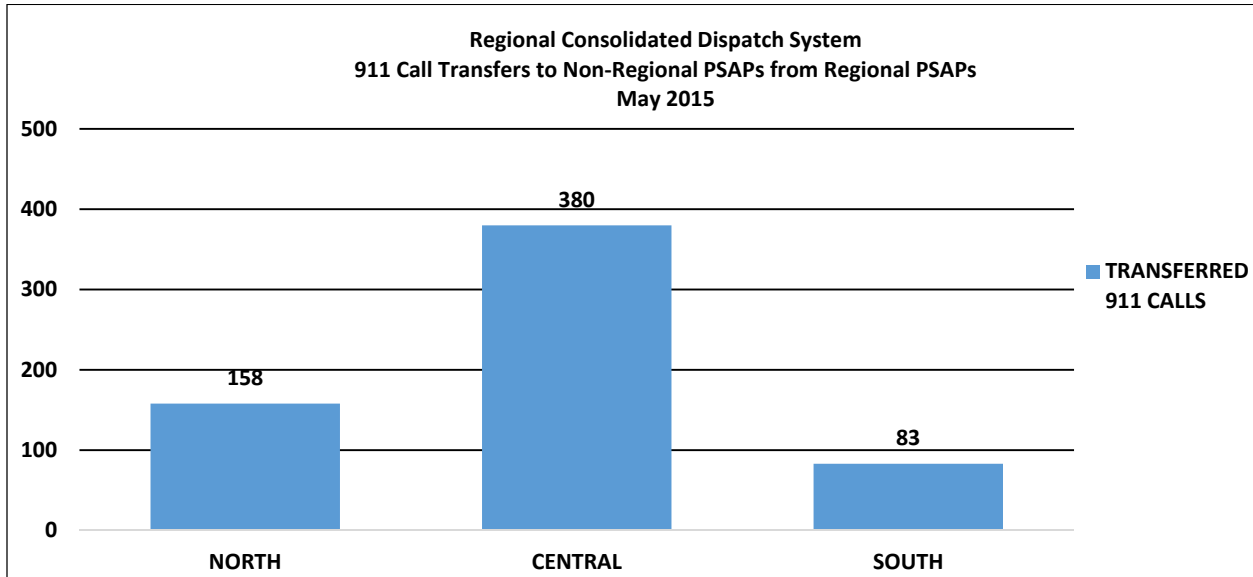
North = 3,245
Central = 6,638
South = 4,654

**Calls for Service based upon E-911; only these calls are included in the P2/P3 indicator. These calls are a subset of the total Fire Rescue Calls For Service and do not represent the total calls received or the total calls for service due to activity on the non-emergency lines.*

Call Transfers (To Non-Regional Centers from Regional PSAPs)

A total of 536 E911 calls were transferred from the Regional Dispatch Centers to Coral Springs and Plantation’s non-regional PSAPs. The breakdown by each Center is represented below:

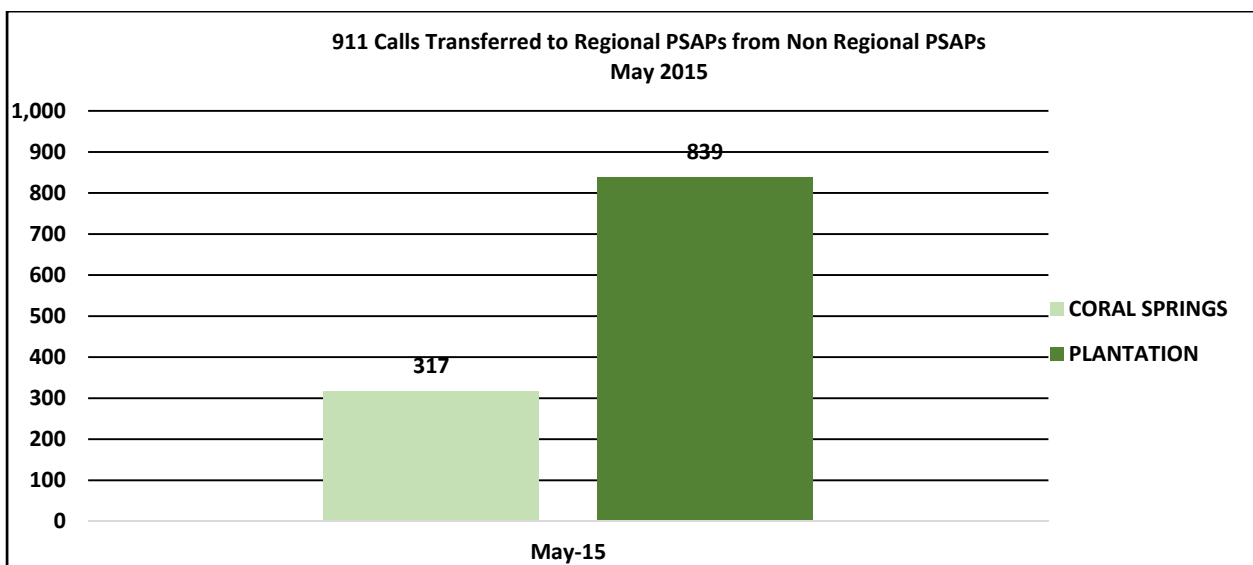
- North Dispatch Center = 158 (Represents 0.65% of Center’s E911 call volume)
- Central Dispatch Center = 380 (Represents 0.53% of Center’s E911 call volume)
- South Dispatch Center = 83 (Represents 0.27% of Center’s E911 call volume)



Call Transfers (To Regional Centers from Non Regional PSAPs)

The breakdown of E911 calls (1,115 transferred from Coral Springs and Plantation) is as follows:

- Coral Springs = 317 (Represents 5.33% of Coral Springs E911 call volume)
- Plantation = 839 (Represents 14.84% of Plantation E911 call volume)



CONTRACT PERFORMANCE MEASURES

P1 Daily Busy Hour (percentage of days during the month the Operator achieved answering 90% of calls within 10 seconds during the busy hour)

P1 measures the time it takes a Call Taker to answer an incoming E911 call. The chart below represents the Operator's monthly percentage of attainment of the busy hour for each day and provides a summary by each center over the last seven months. In addition, information from non-regional PSAPs in Coral Springs and Plantation have been included for comparison purposes. As part of the review of the performance standard, call volume, call-taker performance, staffing scheduling and other factors are evaluated. The QI Team will continue to review factors that impact performance standards.

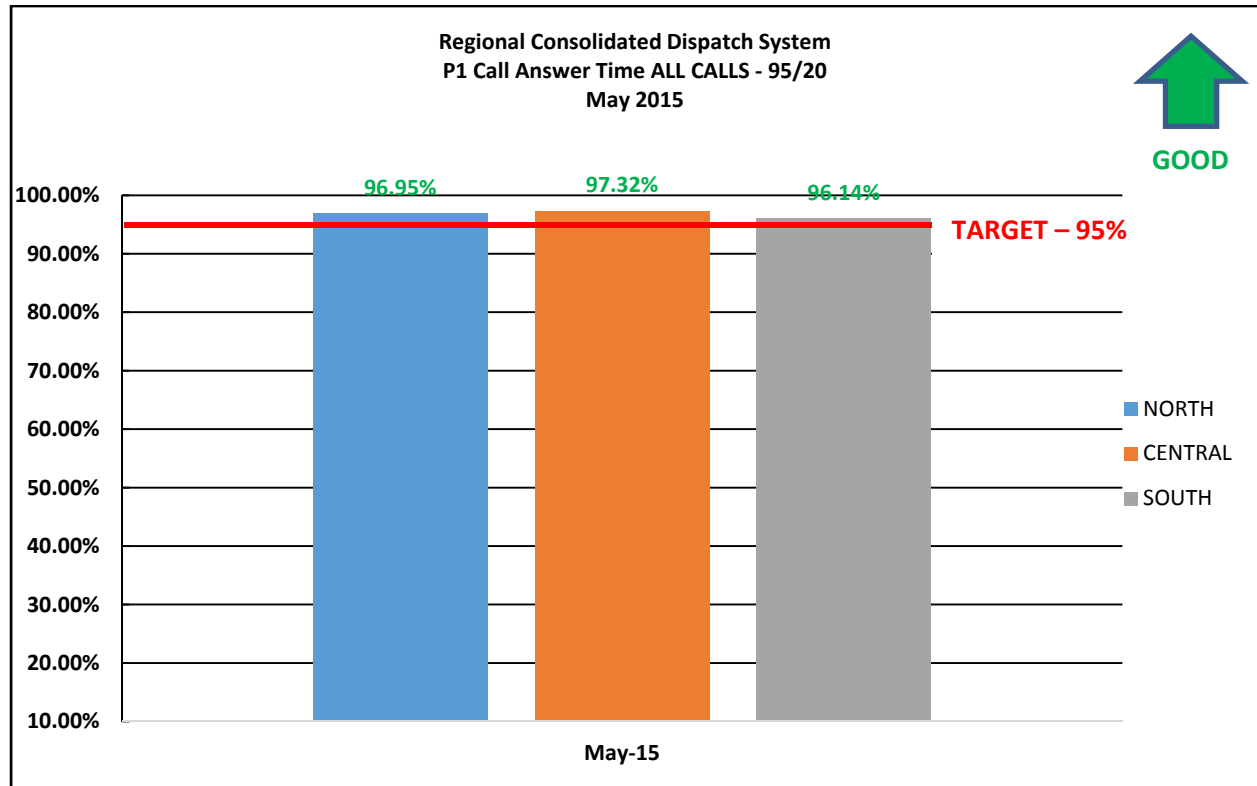
DAILY BUSY HOUR						
MONTH	GOAL	NORTH	CENTRAL	SOUTH	CORAL SPRINGS	PLANTATION
October 2014	90%	67.74%	70.97%	61.29%	58.06%	45.16%
November 2014	90%	66.67%	66.67%	36.67%	70.00%	36.67%
December 2014	90%	67.74%	48.39%	70.97%	61.29%	22.58%
January 2015	90%	70.97%	58.06%	61.29%	77.42%	61.29%
February 2015	90%	42.86%	78.57%	39.29%	46.43%	50.00%
March 2015	90%	54.84%	64.52%	48.39%	54.84%	48.39%
April 2015	90%	43.33%	43.33%	56.67%	66.67%	43.33%
May 2015	90%	70.97%	54.84%	58.06%	63.33%	50.00%

May 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	
05/01/2015	6:00 PM	54	62	87.10%	NO	05/17/2015	6:00 PM	64	72	88.89%	NO	
05/02/2015	5:00 PM	49	49	100.00%	YES	05/18/2015	6:00 PM	105	109	96.33%	YES	
05/03/2015	4:00 PM	56	56	100.00%	YES	05/19/2015	4:00 PM	63	66	95.45%	YES	
05/04/2015	6:00 PM	55	59	93.22%	YES	05/20/2015	4:00 PM	61	67	91.04%	YES	
05/05/2015	8:00 PM	52	52	100.00%	YES	05/21/2015	5:00 PM	65	67	97.01%	YES	
05/06/2015	5:00 PM	59	61	96.72%	YES	05/22/2015	7:00 PM	57	57	100.00%	YES	
05/07/2015	4:00 PM	56	65	86.15%	NO	05/23/2015	3:00 PM	61	67	91.04%	YES	
05/08/2015	2:00 PM	60	67	89.55%	NO	05/24/2015	7:00 PM	56	71	78.87%	NO	
05/09/2015	7:00 PM	68	73	93.15%	YES	05/25/2015	5:00 PM	53	56	94.64%	YES	
05/10/2015	4:00 PM	73	84	86.90%	NO	05/26/2015	2:00 PM	64	69	92.75%	YES	
05/11/2015	4:00 PM	62	63	98.41%	YES	05/27/2015	12:00 PM	51	55	92.73%	YES	
05/12/2015	2:00 PM	58	64	90.63%	YES	05/28/2015	8:00 PM	65	66	98.48%	YES	
05/13/2015	4:00 PM	56	70	80.00%	NO	05/29/2015	2:00 PM	42	59	71.19%	NO	
05/14/2015	4:00 PM	89	89	100.00%	YES	05/30/2015	6:00 PM	70	70	100.00%	YES	
05/15/2015	5:00 PM	73	85	85.88%	NO	05/31/2015	9:00 PM	48	52	92.31%	YES	
05/16/2015	6:00 PM	65	65	100.00%	YES						70.97%	
PERCENTAGE OF DAYS PASSING												

May 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	
05/01/2015	5:00 PM	132	151	87.42%	NO	05/17/2015	9:00 PM	134	135	99.26%	YES	
05/02/2015	1:00 PM	148	178	83.15%	NO	05/18/2015	6:00 PM	168	176	95.45%	YES	
05/03/2015	2:00 PM	129	147	87.76%	NO	05/19/2015	6:00 PM	159	162	98.15%	YES	
05/04/2015	5:00 PM	152	153	99.35%	YES	05/20/2015	5:00 PM	171	181	94.48%	YES	
05/05/2015	3:00 PM	145	152	95.39%	YES	05/21/2015	5:00 PM	152	169	89.94%	NO	
05/06/2015	6:00 PM	144	165	87.27%	NO	05/22/2015	7:00 PM	159	175	90.86%	YES	
05/07/2015	4:00 PM	146	148	98.65%	YES	05/23/2015	2:00 PM	114	150	76.00%	NO	
05/08/2015	6:00 PM	141	184	76.63%	NO	05/24/2015	8:00 PM	157	161	97.52%	YES	
05/09/2015	12:00 PM	129	179	72.07%	NO	05/25/2015	8:00 PM	144	159	90.57%	YES	
05/10/2015	7:00 PM	144	145	99.31%	YES	05/26/2015	6:00 PM	164	176	93.18%	YES	
05/11/2015	3:00 PM	152	163	93.25%	YES	05/27/2015	4:00 PM	126	163	77.30%	NO	
05/12/2015	2:00 PM	143	147	97.28%	YES	05/28/2015	3:00 PM	166	177	93.79%	YES	
05/13/2015	4:00 PM	146	180	81.11%	NO	05/29/2015	2:00 PM	151	167	90.42%	YES	
05/14/2015	3:00 PM	143	165	86.67%	NO	05/30/2015	9:00 PM	167	171	97.66%	YES	
05/15/2015	6:00 PM	167	189	88.36%	NO	05/31/2015	3:00 PM	172	202	85.15%	NO	
05/16/2015	2:00 PM	135	158	85.44%	NO						54.84%	
PERCENTAGE OF DAYS PASSING												

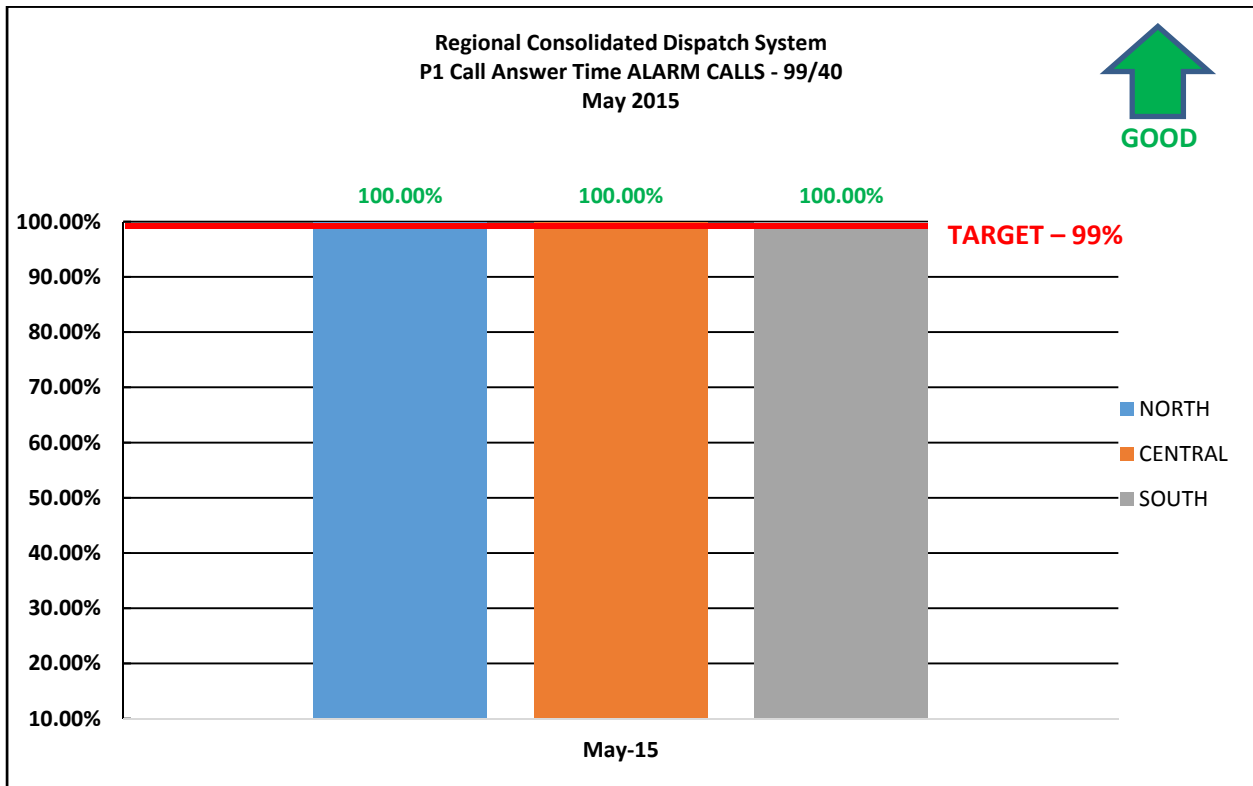
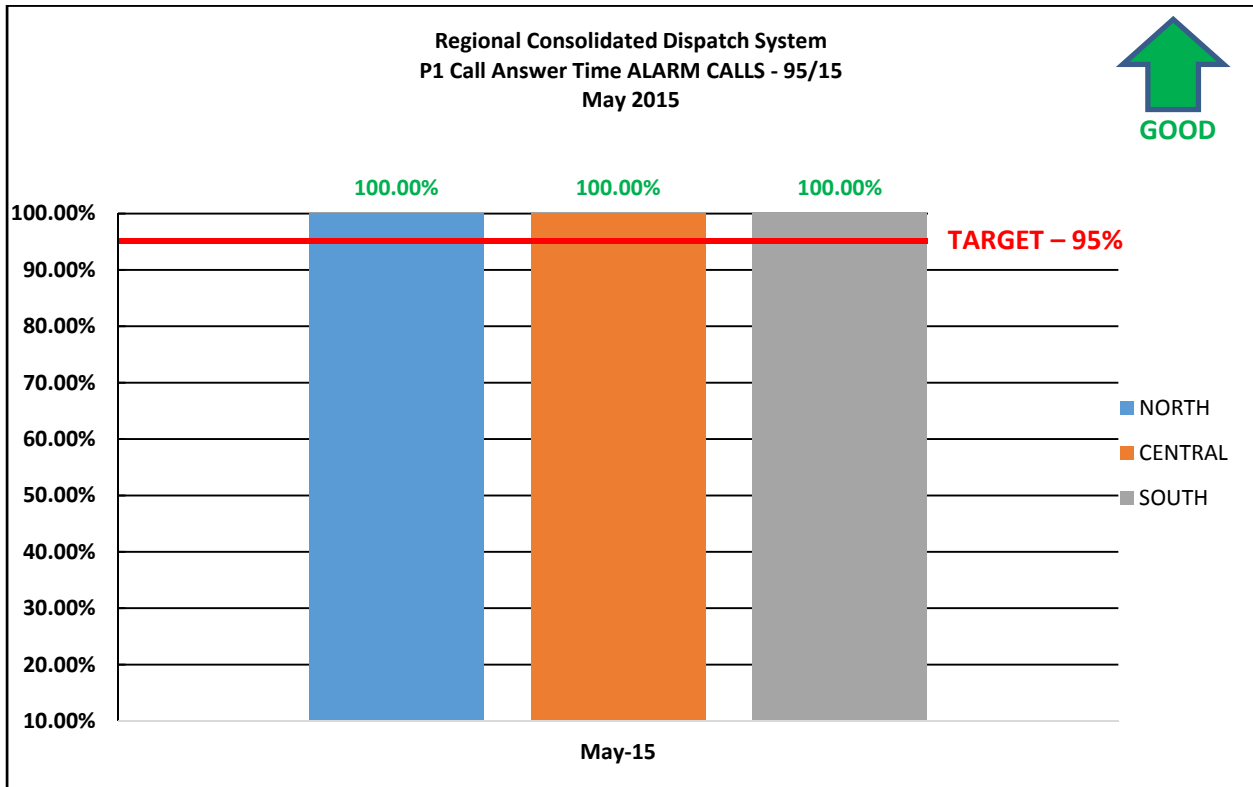
May 2015											
SOUTH Daily Busy Hour											
DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO
05/01/2015	7:00 PM	74	78	94.87%	YES	05/17/2015	6:00 PM	57	57	100.00%	YES
05/02/2015	12:00 PM	55	72	76.39%	NO	05/18/2015	6:00 PM	65	71	91.55%	YES
05/03/2015	8:00 PM	55	59	93.22%	YES	05/19/2015	2:00 PM	46	76	60.53%	NO
05/04/2015	1:00 PM	68	84	80.95%	NO	05/20/2015	3:00 PM	89	93	95.70%	YES
05/05/2015	11:00 AM	70	70	100.00%	YES	05/21/2015	6:00 PM	69	77	89.61%	NO
05/06/2015	2:00 PM	69	72	95.83%	YES	05/22/2015	4:00 PM	91	95	95.79%	YES
05/07/2015	4:00 PM	71	78	91.03%	YES	05/23/2015	10:00 AM	67	95	70.53%	NO
05/08/2015	4:00 PM	71	90	78.89%	NO	05/24/2015	9:00 PM	50	68	73.53%	NO
05/09/2015	1:00 PM	104	115	90.43%	YES	05/25/2015	1:00 PM	48	62	77.42%	NO
05/10/2015	3:00 PM	69	70	98.57%	YES	05/26/2015	2:00 PM	69	71	97.18%	YES
05/11/2015	4:00 PM	80	82	97.56%	YES	05/27/2015	4:00 PM	51	79	64.56%	NO
05/12/2015	5:00 PM	76	76	100.00%	YES	05/28/2015	3:00 PM	67	83	80.72%	NO
05/13/2015	3:00 PM	76	83	91.57%	YES	05/29/2015	2:00 PM	54	67	80.60%	NO
05/14/2015	3:00 PM	83	91	91.21%	YES	05/30/2015	3:00 PM	65	74	87.84%	NO
05/15/2015	5:00 PM	91	97	93.81%	YES	05/31/2015	12:00 AM	40	65	61.54%	NO
05/16/2015	6:00 PM	57	57	100.00%	YES	58.06%					
PERCENTAGE OF DAYS PASSING											

P1 Call Answer Time - All Calls (911) 95% Within 20 Secs.

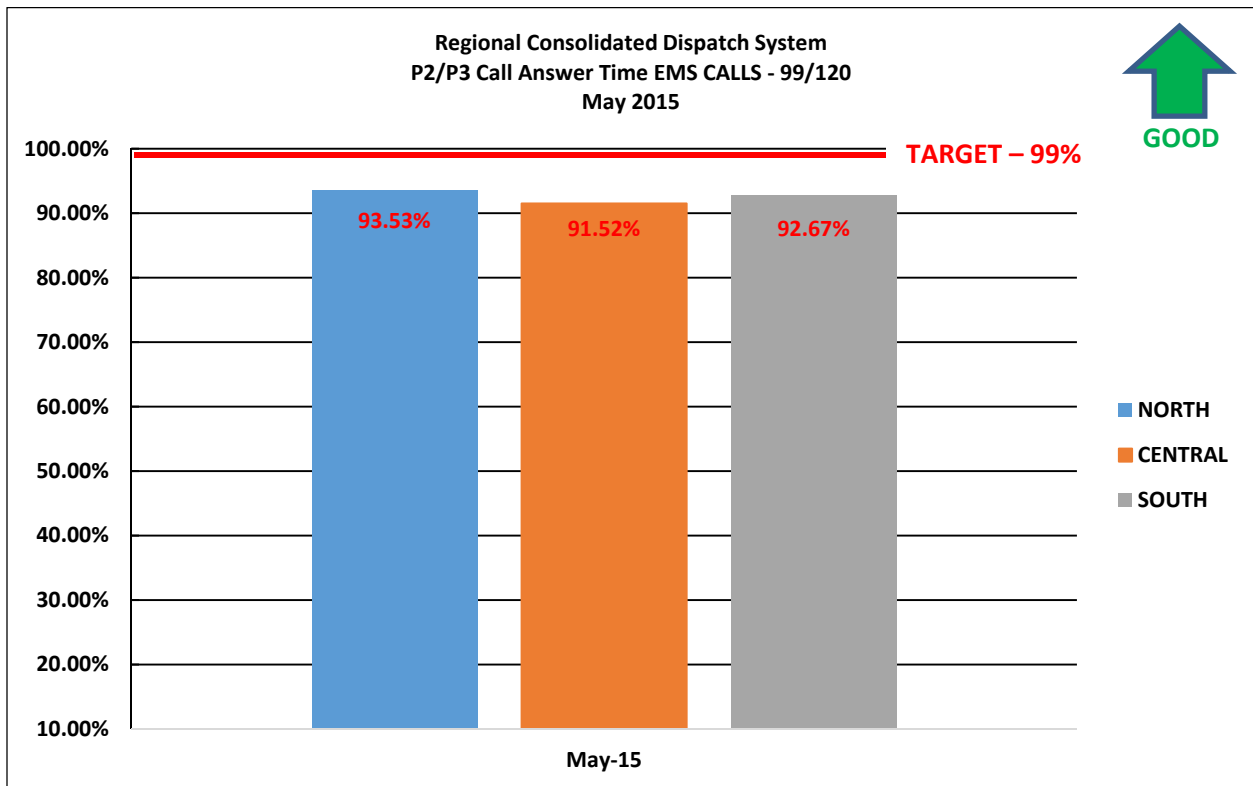
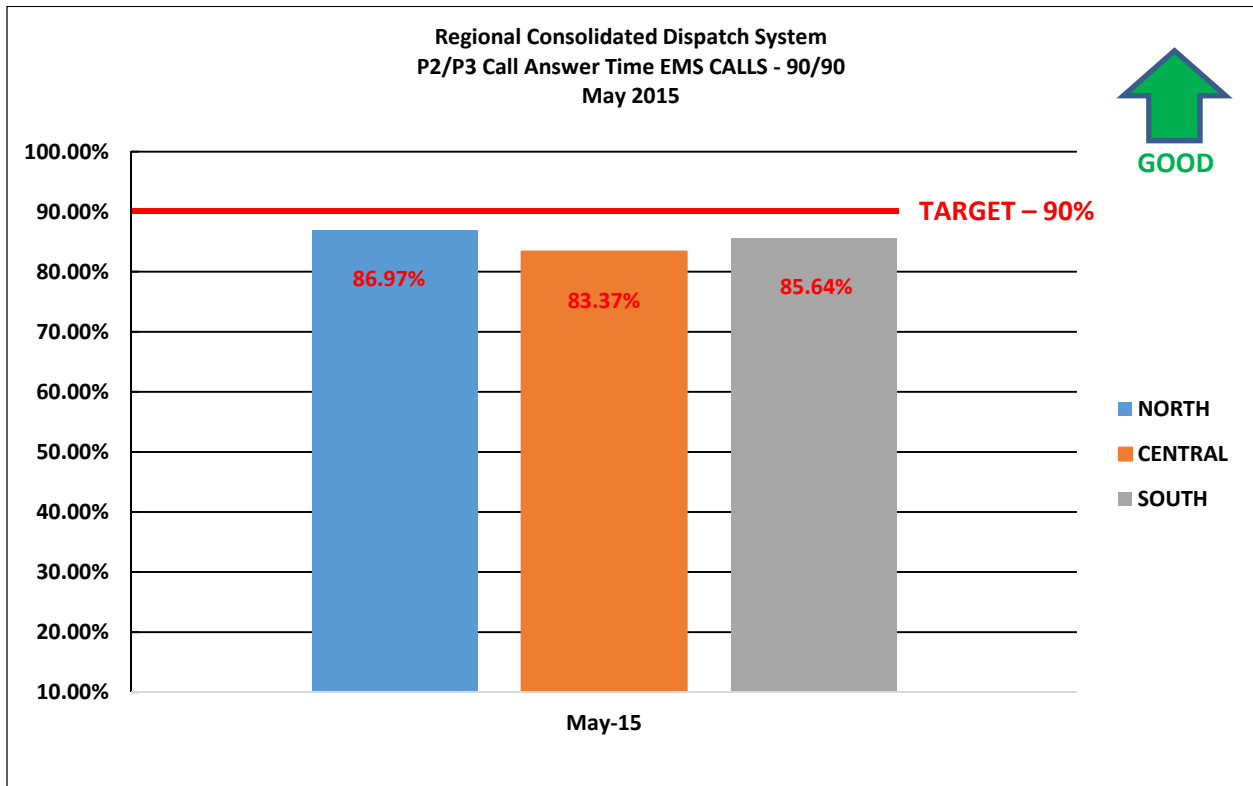


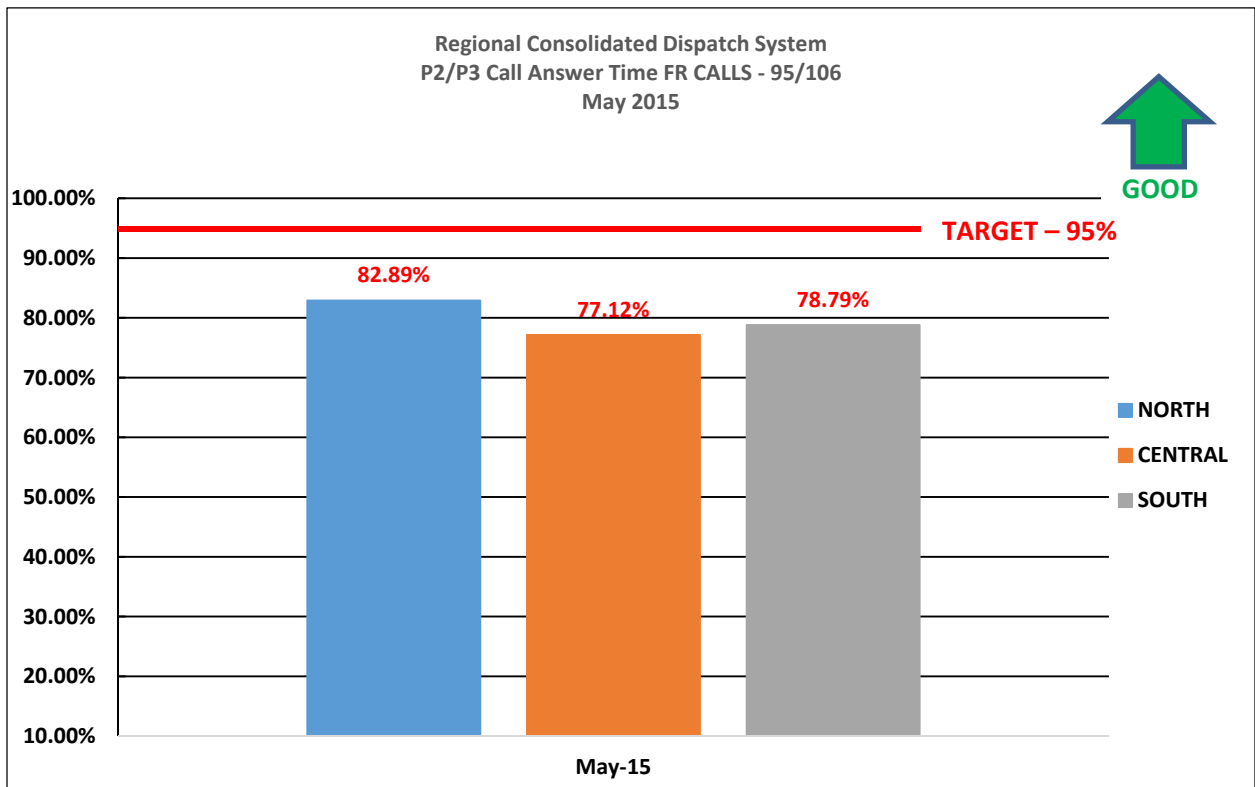
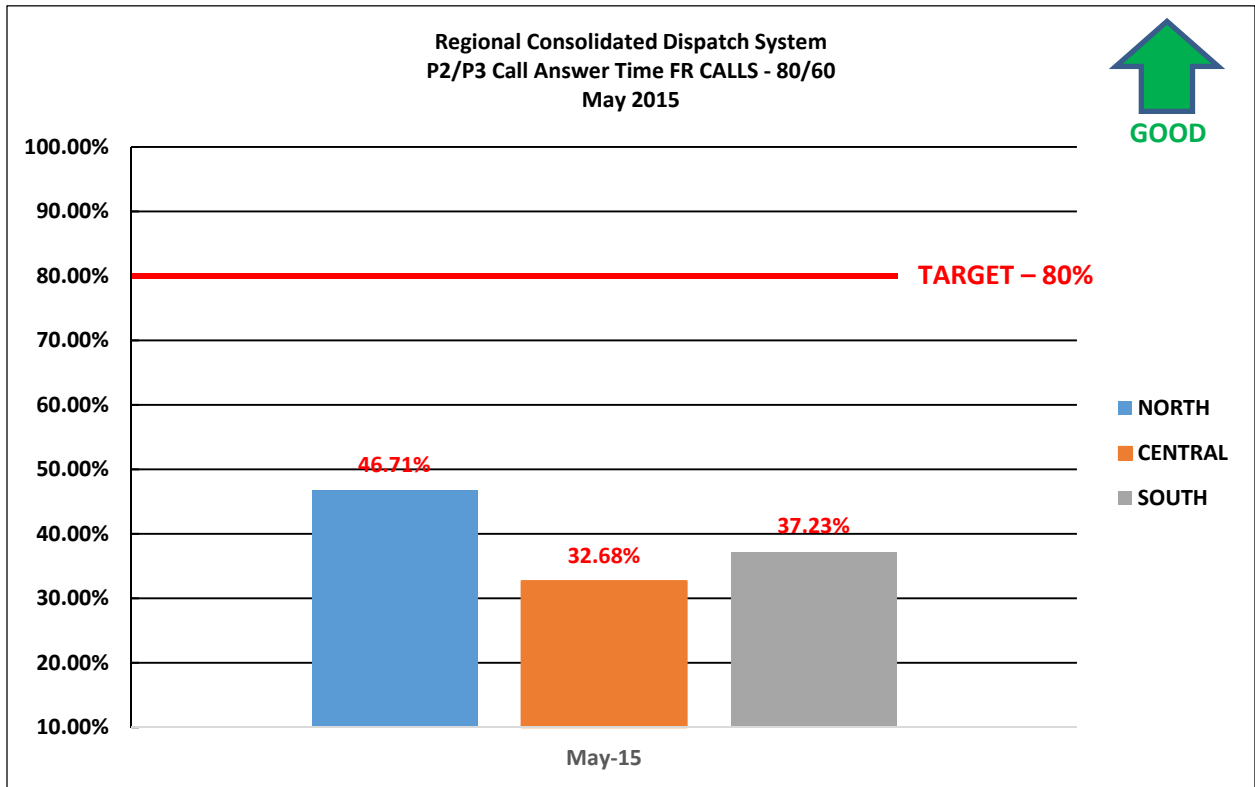
P1 Alarm Call Specific

Calls received from Alarm Monitoring Companies.



P2/P3 Fire Rescue CFS Processing Time - Calls received on E-911 lines only

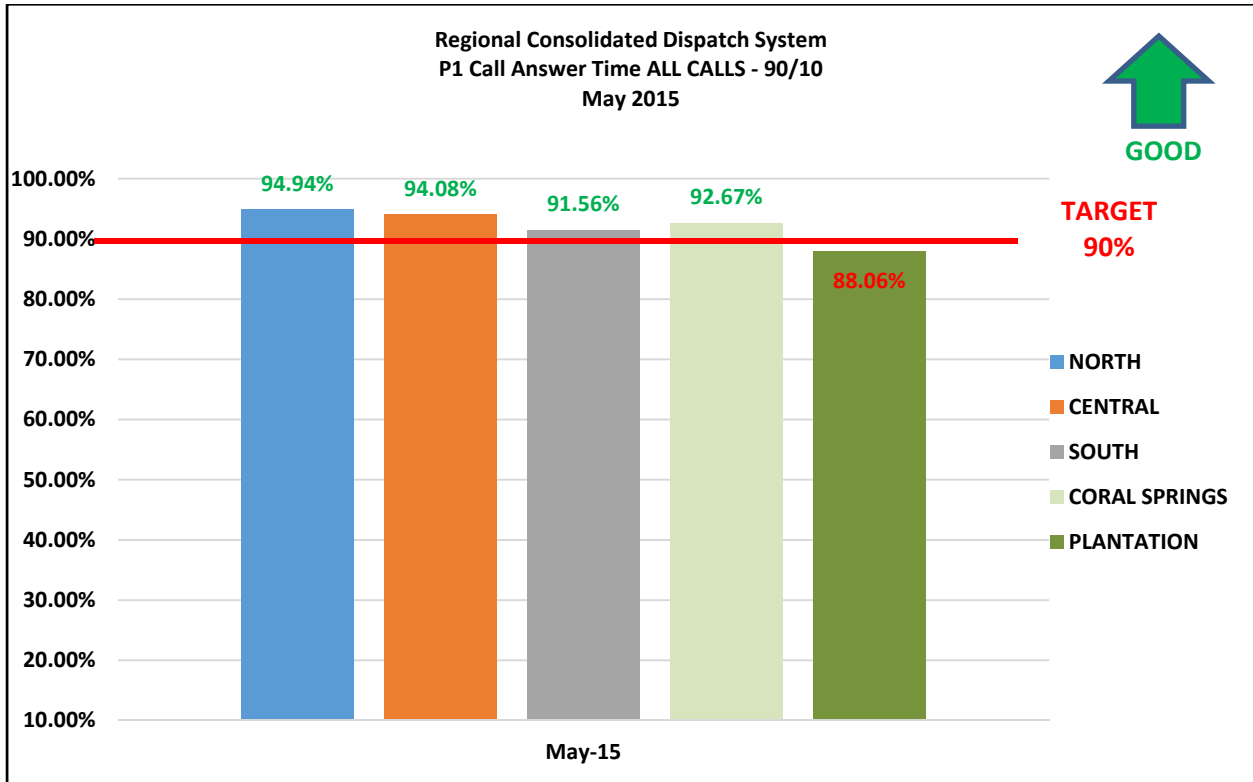




OTHER PERFORMANCE MEASURES

P1 Call Answer Time for all 911 Calls

This measure is a snapshot of the call answer time for all 911 calls. This standard is not part of the regional system agreements. In addition, information from Coral Springs and Plantation non-regional PSAPs has been included for comparison purposes.



YTD DATA – CALL VOLUME

This data will be evaluated to determine trend patterns or seasonal influences on staffing ratios and which centers appear to be most impacted.

Total Incoming Calls

	10/14	11/14	12/14	1/15	2/15	3/15	4/15	5/15
NORTH	42,455	40,738	40,540	43,192	43,128	45,360	40,546	43,922
% Change	N/A	-4.04%	-0.49%	6.54%	-0.15%	5.18%	-10.61%	8.33%
CENTRAL	106,594	97,814	107,223	83,889	97,614	116,572	106,724	114,077
% Change	N/A	-8.24%	9.62%	-21.76%	16.36%	19.42%	-8.45%	6.89%
SOUTH	58,940	58,354	58,913	56,201	51,247	59,501	56,769	58,630
% Change	N/A	-0.99%	0.96%	-4.60%	-8.81%	16.11%	-4.59%	3.28%
TOTAL	207,989	196,906	206,676	183,282	191,989	221,433	204,039	216,629
% Change	N/A	-5.33%	4.96%	-11.32%	4.75%	15.34%	-7.86%	6.17%

911 Calls

	10/14	11/14	12/14	1/15	2/15	3/15	4/15	5/15
NORTH	22,266	22,030	24,346	24,144	23,915	23,457	22,407	24,431
% Change	N/A	-1.06%	10.51%	-0.83%	-0.95%	-1.92%	-4.48%	9.03%
CENTRAL	67,383	63,411	69,340	65,251	61,369	71,101	68,014	71,824
% Change	N/A	-5.89%	9.35%	-5.90%	-5.95%	15.86%	-4.34%	5.60%
SOUTH	31,238	28,803	31,053	30,129	26,967	30,778	29,971	30,560
% Change	N/A	-7.79%	7.81%	-2.98%	-10.49%	14.13%	-2.62%	1.97%
TOTAL	120,887	114,244	124,739	119,524	112,251	125,336	120,392	126,815
% Change	N/A	-5.50%	9.19%	-4.18%	-6.08%	11.66%	-3.94%	5.34%

Non 911 Calls

	10/14	11/14	12/14	1/15	2/15	3/15	4/15	5/15
NORTH	20,189	18,708	18,510	19,048	19,213	21,903	18,139	19,491
% Change	N/A	-7.34%	-1.06%	2.91%	0.87%	14.00%	-17.18%	7.45%
CENTRAL	39,211	34,403	37,883	37,012	36,245	45,471	38,710	42,253
% Change	N/A	-12.26%	10.12%	-2.30%	-2.07%	25.45%	-14.87%	9.15%
SOUTH	27,702	29,551	27,860	26,072	24,280	28,723	26,798	28,070
% Change	N/A	6.67%	-5.72%	-6.42%	-6.87%	18.30%	-6.70%	4.75%
TOTAL	87,102	82,662	84,253	82,132	79,738	96,097	83,647	89,814
% Change	N/A	-5.10%	1.92%	-2.52%	-2.91%	20.52%	-12.96%	7.37%

YTD DATA - TRANSFERS

911 Call Transfers to Non-Regional PSAPs from Regional System

	10/14	11/14	12/14	1/15	2/15	3/15	4/15	5/15
NORTH	170	166	213	194	179	160	156	158
% Change	N/A	-2.35%	28.31%	-8.92%	-7.73%	-10.61%	-2.50%	1.28%
CENTRAL	264	288	291	310	321	337	334	380
% Change	N/A	9.09%	1.04%	6.53%	3.55%	4.98%	-0.89%	13.77%
SOUTH	59	67	76	65	52	66	46	83
% Change	N/A	13.56%	13.43%	-14.47%	-20.00%	26.92%	-30.30%	80.43%
TOTAL	493	521	580	569	552	563	536	621
% Change	N/A	5.68%	11.32%	-1.90%	-2.99%	1.99%	-4.80%	15.86%

911 Call Transfers to Regional PSAPs from Non Regional PSAPs

	10/14	11/14	12/14	1/15	2/15	3/15	4/15	5/15
CORAL SPRINGS	346	295	352	337	333	329	299	317
% Change	N/A	-14.74%	19.32%	-4.26%	-1.19%	-1.20%	-9.12%	6.02%
PLANTATION	718	731	782	760	730	789	816	839
% Change	N/A	1.81%	6.98%	-2.81%	-3.95%	8.08%	3.42%	2.82%
TOTAL	1,060	1,026	1,134	1,097	1,063	1,118	1,115	1,156
% Change	N/A	-3.21%	10.53%	-3.26%	-3.10%	5.17%	-0.27%	3.68%

CONTRACT PERFORMANCE MEASURES

YTD Data – P1

P1 Call Answer Time (Busiest Hour of the Day) – percentage of days answering 90% of calls within 10 seconds during busiest hour of the day

	<u>10/14</u>	<u>11/14</u>	<u>12/14</u>	<u>1/15</u>	<u>2/15</u>	<u>3/15</u>	<u>4/15</u>	<u>5/15</u>
GOAL	90%	90%	90%	90%	90%	90%	90%	90%
NORTH	67.74%	66.67%	67.74%	70.97%	42.86%	54.84%	43.33%	70.97%
% Change	N/A	-1.59%	1.60%	4.77%	-39.61%	27.95%	-20.99%	63.79%
CENTRAL	70.97%	66.67%	48.39%	58.06%	78.57%	64.52%	43.33%	54.84%
% Change	N/A	-6.06%	-27.42%	19.98%	35.33%	-17.88%	-32.84%	26.56%
SOUTH	61.29%	36.67%	70.97%	61.29%	39.29%	48.39%	56.67%	58.06%
% Change	N/A	-40.17%	93.54%	-13.64%	-35.89%	23.16%	17.11%	2.45%

P1 Call Answer Time (All Calls) – 95% of calls answered within 20 seconds

	<u>10/14</u>	<u>11/14</u>	<u>12/14</u>	<u>1/15</u>	<u>2/15</u>	<u>3/15</u>	<u>4/15</u>	<u>5/15</u>
GOAL	95%	95%	95%	95%	95%	95%	95%	95%
NORTH	97.59%	96.85%	97.38%	96.79%	96.17%	95.46%	95.71%	96.95%
% Change	N/A	-0.76%	0.55%	-0.61%	-0.64%	-0.74%	0.26%	1.30%
CENTRAL	98.77%	98.01%	97.25%	96.73%	97.54%	96.93%	97.81%	97.32%
% Change	N/A	-0.77%	-0.78%	-0.53%	0.84%	-0.63%	0.91%	-0.50%
SOUTH	96.33%	95.40%	97.51%	96.53%	96.77%	95.76%	95.83%	96.14%
% Change	N/A	-0.97%	2.21%	-1.01%	0.25%	-1.04%	0.07%	0.32%

P1 Call Answer Time (Alarm Calls) – 95% of calls answered within 15 seconds

	<u>10/14</u>	<u>11/14</u>	<u>12/14</u>	<u>1/15</u>	<u>2/15</u>	<u>3/15</u>	<u>4/15</u>	<u>5/15</u>
GOAL	95%	95%	95%	95%	95%	95%	95%	95%
NORTH	97.32%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
% Change	N/A	2.75%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
CENTRAL	99.42%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
% Change	N/A	0.58%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
SOUTH	96.91%	100.00%	100.00%	100.00%	99.98%	100.00%	100.00%	100.00%
% Change	N/A	3.19%	0.00%	0.00%	-0.02%	0.02%	0.00%	0.00%

P1 Call Answer Time (Alarm Calls) – 99% of calls answered within 40 seconds

	<u>10/14</u>	<u>11/14</u>	<u>12/14</u>	<u>1/15</u>	<u>2/15</u>	<u>3/15</u>	<u>4/15</u>	<u>5/15</u>
GOAL	99%	99%	99%	99%	99%	99%	99%	99%
NORTH	99.49%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<i>% Change</i>	N/A	0.51%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
CENTRAL	99.42%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<i>% Change</i>	N/A	0.58%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
SOUTH	99.45%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<i>% Change</i>	N/A	0.55%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

YTD DATA – P2/P3

P2/P3 CFS Call Processing Time (EMS Calls) – 90% of EMS calls dispatched within 90 seconds

	10/14	11/14	12/14	1/15	2/15	3/15	4/15	5/15
GOAL	90%	90%	90%	90%	90%	90%	90%	90%
NORTH	88.02%	90.24%	89.87%	89.19%	89.62%	89.72%	87.89%	86.97%
% Change	N/A	2.52%	-0.41%	-0.76%	0.48%	0.11%	-2.04%	-1.05%
CENTRAL	82.76%	83.81%	85.08%	85.72%	85.01%	84.79%	83.09%	83.37%
% Change	N/A	1.27%	1.52%	0.75%	-0.83%	-0.26%	-2.00%	0.34%
SOUTH	86.22%	88.23%	88.44%	88.60%	86.79%	85.51%	85.28%	85.64%
% Change	N/A	2.33%	0.24%	0.18%	-2.04%	-1.47%	-0.27%	0.42%

P2/P3 CFS Call Processing Time (EMS Calls) – 99% of EMS calls dispatched within 120 seconds

	10/14	11/14	12/14	1/15	2/15	3/15	4/15	5/15
GOAL	99%	99%	99%	99%	99%	99%	99%	99%
NORTH	93.59%	94.51%	94.82%	95.17%	95.13%	95.70%	94.17%	93.53%
% Change	N/A	0.98%	0.33%	0.37%	-0.04%	0.60%	-1.60%	-0.68%
CENTRAL	91.15%	91.85%	92.16%	92.96%	92.33%	92.35%	91.73%	91.52%
% Change	N/A	0.77%	0.34%	0.87%	-0.68%	0.02%	-0.67%	-0.23%
SOUTH	92.56%	94.09%	93.97%	94.24%	93.25%	92.91%	92.81%	92.67%
% Change	N/A	1.65%	-0.13%	0.29%	-1.05%	-0.36%	-0.11%	-0.15%

NOP2/P3 CFS Call Processing Time (Fire Calls) – 80% of Fire-specific calls dispatched within 60 seconds

	10/14	11/14	12/14	1/15	2/15	3/15	4/15	5/15
GOAL	80%	80%	80%	80%	80%	80%	80%	80%
NORTH	42.74%	68.00%	71.67%	53.15%	51.97%	50.00%	45.81%	46.71%
% Change	N/A	59.10%	5.40%	-25.84%	-2.22%	-3.79%	-8.39%	1.96%
CENTRAL	32.67%	61.56%	63.64%	39.45%	43.50%	39.11%	35.69%	32.68%
% Change	N/A	88.43%	3.38%	-38.01%	10.27%	-10.09%	-8.74%	-8.43%
SOUTH	44.67%	68.38%	75.55%	41.76%	46.97%	43.13%	39.57%	37.23%
% Change	N/A	53.08%	10.49%	-44.73%	12.48%	-8.18%	-8.25%	-5.91%

P2/P3 CFS Call Processing Time (Fire Calls) – 95% of Fire-specific calls dispatched within 106 seconds

	10/14	11/14	12/14	1/15	2/15	3/15	4/15	5/15
GOAL	95%	95%	95%	95%	95%	99%	99%	95%
NORTH	73.50%	84.00%	86.67%	83.22%	92.13%	84.62%	81.29%	82.89%
% Change	N/A	14.29%	3.18%	-3.98%	10.71%	-8.15%	-3.94%	1.97%
CENTRAL	70.96%	78.55%	80.35%	77.37%	78.85%	79.89%	75.35%	77.12%
% Change	N/A	10.70%	2.29%	-3.71%	1.91%	1.32%	-5.68%	2.35%
SOUTH	84.77%	81.62%	85.59%	78.16%	84.34%	81.30%	81.70%	78.79%
% Change	N/A	-3.71%	4.86%	-8.68%	7.91%	-3.60%	0.49%	-3.56%

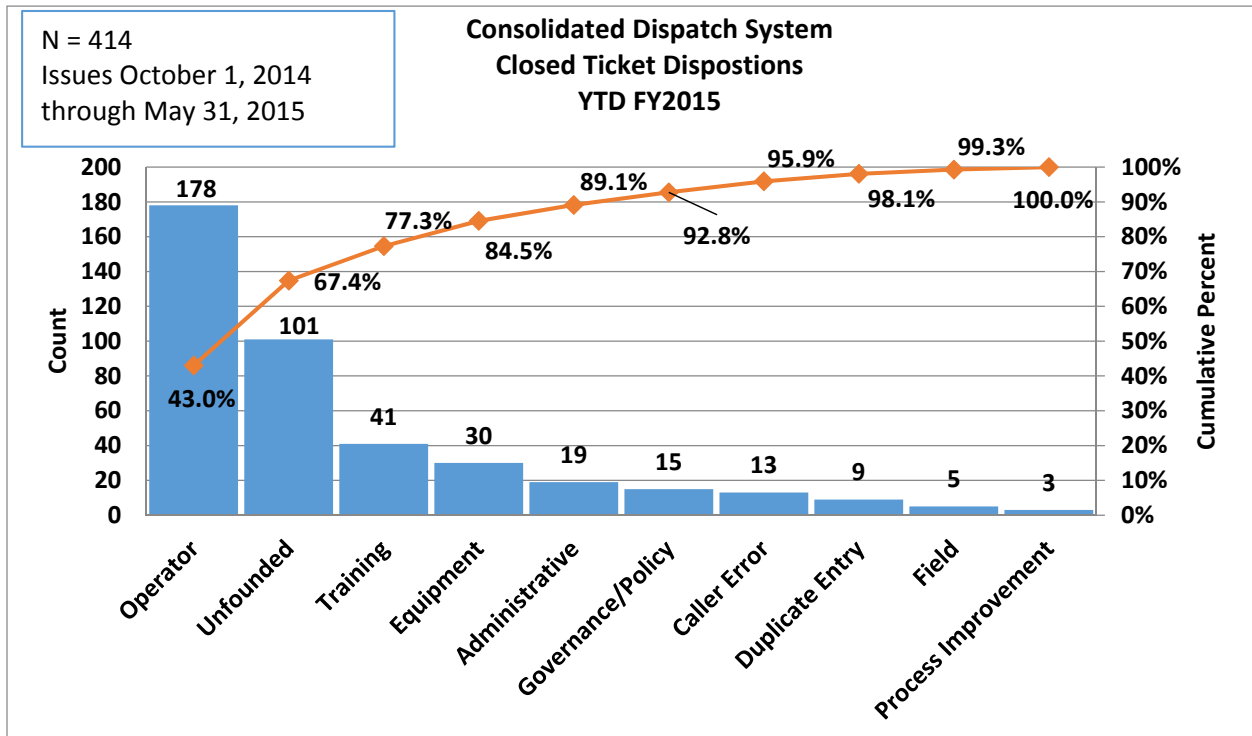
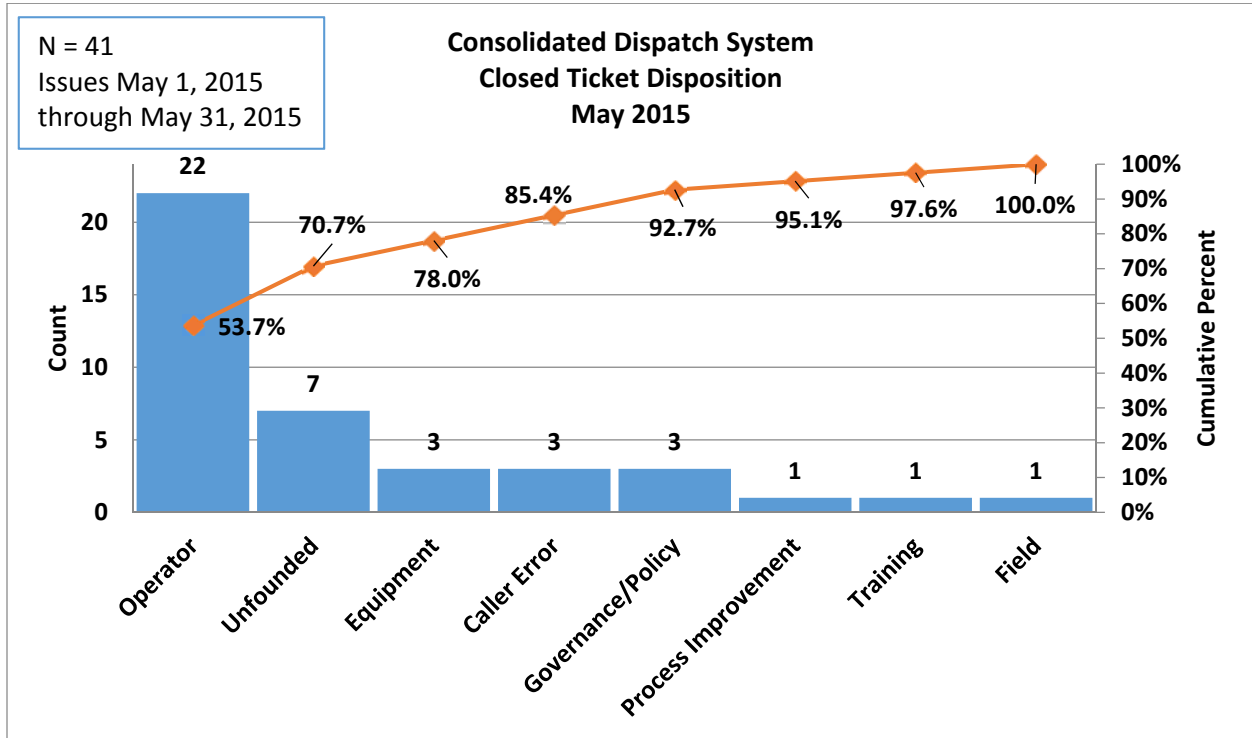
OTHER PERFORMANCE MEASURES

P1 Call Answer Time (All Calls) – 90% of calls answered within 10 seconds

	10/14	11/14	12/14	1/15	2/15	3/15	4/15	5/15
GOAL	90%	90%	90%	90%	90%	90%	90%	90%
NORTH	94.90%	94.91%	95.74%	94.64%	92.62%	91.62%	92.62%	94.94%
% Change	N/A	0.01%	0.87%	-1.15%	-2.13%	-1.08%	1.09%	2.50%
CENTRAL	95.96%	95.51%	93.05%	92.34%	94.01%	93.65%	94.04%	94.08%
% Change	N/A	-0.47%	-2.58%	-0.76%	1.81%	-0.38%	0.42%	0.04%
SOUTH	91.35%	90.77%	94.39%	92.55%	92.72%	91.09%	90.98%	91.56%
% Change	N/A	-0.63%	3.99%	-1.95%	0.18%	-1.76%	-0.12%	0.64%

OPERATOR REVIEWS/PROCESS IMPROVEMENTS/OPPORTUNITIES

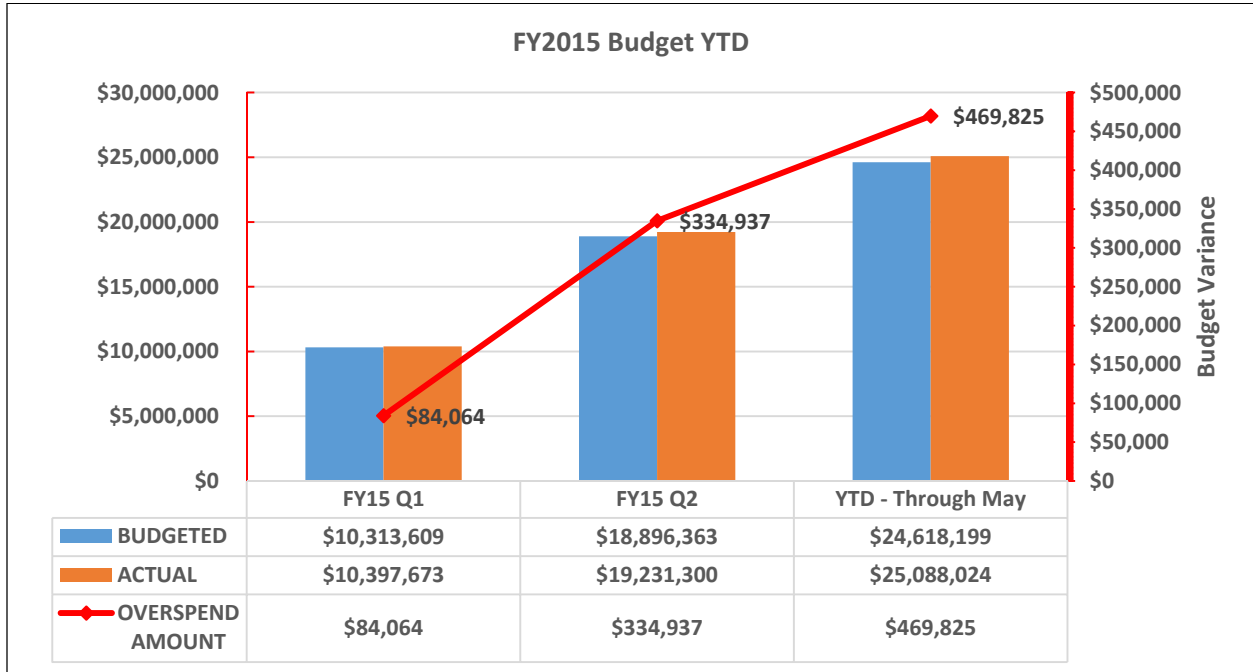
The following Pareto Charts illustrate the number of closed issues in the tracking system. The Quality Improvement Team will be reviewing each outstanding issue to determine the root cause and develop necessary solutions to resolve the incident.



Dispositions:

- Process Improvement – identified by ORCAT, BSO and submitting agency as an opportunity to refine and improve operating processes
- Operator - identified by ORCAT, BSO and submitting agency as an error made by a call taker/dispatcher
- Unfounded - identified by ORCAT, BSO and submitting agency as an unfounded concern
- Administrative - non-operational issue raised by BSO Regional Communications and FOPE members such as broken chairs, arm rests etc.
- Training - identified by ORCAT, BSO and submitting agency as a training opportunity for all call takers and/or dispatchers
- Equipment - identified by ORCAT, BSO and the submitting agency as a technical issue
- Duplicate Entry - incident submitted more than once
- Governance/Policy - issues raised by submitting agency that results in a potential change in governance and/or policies/procedures of the Regional Consolidated Communications System.
- Field - identified by ORCAT, BSO and the submitting agency as an error made by personnel in the field
- Caller Error: identified by ORCAT, BSO and the submitting agency as an error made by the individual calling the dispatch center

FINANCIAL



The Operator has confirmed that expenditures associated the City of Fort Lauderdale for performing a teletype service are not included in the data provided. The County and City of Fort Lauderdale entered into an agreement for the regional system to temporarily provide teletype service until the City was ready to operate teletype through the end of December 2014. The City requested another month of service to adequately transition the teletype service. The cost of providing the service was provided by the Operator. The regional system no longer provides this service for the City since January 31, 2015. The County is responsible for this cost for providing the service, and initial funds of approximately \$335,000 has been appropriated to the Operator. As part of the agreement there is a reconciliation process to address actual costs incurred. The County has been working with the Operator since the end of December 2014 on the submission of proper financial numbers to submit invoices to the City. Initial invoices submitted to the City had to be revised based on corrected information submitted by Operator.

BSO SELF-REPORTED INFORMATION - MAY 2015

Quality Assurance Unit

Total QA's processed 391 (Call taking 203, DLE Dispatch 104, FR Dispatch 74, Teletype 10)

Results of QA's for the Month

Compliant Reviews	234
Non-Compliant Reviews	157
Counseling Reports	3
Internal Affairs Cases	0
Commendable	1
Remedial	1

North

Calls Reviewed	116
Compliant	67%
Non- Compliant	33%

Central

Calls Reviewed	183
Compliant	59%
Non-Compliant	41%

South

Calls Reviewed	92
Compliant	52%
Non-Compliant	48%

Trending SOP Violations:

Caller Interrogation Process – 54 violations
Address Verification Process – 37 violations
General Dispatch Procedures – 21 violations

NAEMD Scores (National Academy of Emergency Medical Dispatch)

Total Calls Processed	15,289
Total Calls Evaluated	400
Percentage of calls Evaluated	2.62%
Total # of Operators Reviewed	314
Total # of Operators 100% Compliant	151
Total # of Operators Non-Compliant	37

Trending Concerns:

Case Entry / DLS Links

Areas of Improvement:

Chief Complaint

4C MEMBERSHIP

The 4C is comprised of members representing the following organizations:

- Broward County Board of County Commissioners
- Broward League of Cities
- Broward County City Managers Association
- Broward County Chiefs of Police Association
- Fire Chiefs' Association of Broward County
- Broward Sheriff's Office
- Broward County Trauma Management
- Broward County EMS Council
- Broward County Business Community (Greater Fort Lauderdale Alliance)
- Broward County Administration

GLOSSARY

Alarm call:	call received from alarm monitoring company
Busy Hour:	busy hour for each day with the greatest call volume
Call for Service (CFS):	when fire rescue/law enforcement personnel are dispatched as the result of a call into the dispatch center.
Busy Hour of the Month:	the busy hour that corresponds with the busiest hour in the month
Emergency Call:	call received on 911 trunk
Non-emergency call:	call received on County-wide non-emergency number 954-764-HELP (may result in a call for service request)
Public Safety Answering Point:	A facility in which 911 calls are received
VOIP call:	call received from an internet telephone provider such as Vonage
Wireless call:	call received from a cellular telephone
Wireline call:	call received from a landline telephone