

April 2017 Monthly Summary Performance Report Broward County Regional Consolidated Dispatch System

Metric	Count	Average Time (seconds)	Target	Target Compliance (seconds)
P1 Call Answer Time - Busy Hour of 1800 hrs. (NENA 56-005)	6,565	2.0	90% within 10 seconds	1.6
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	30	N/A	All days in month	28 days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	108,282	4.6	95% within 20 seconds	14.9
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	108,282	4.6	95% within 15 seconds	14.9
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	108,282	4.6	99% within 40 seconds	62.7
P1 Call Answer Time - All 911 Calls (State of Florida)	108,282	4.6	90% within 10 seconds	2.1
P1 Call Answer Time - Alarm Lines	14,045	1.0	95% within 15 seconds	1.3
P1 Call Answer Time - Alarm Lines	14,045	1.0	99% within 40 seconds	1.6
Transfer to Secondary PSAP (NFPA 1221-2016)	measure analysis is currently under development			
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	10,194	86.1	90% within 90 seconds	148.2
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	10,194	86.1	99% within 120 seconds	321.1
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	424	116.2	80% within 60 seconds	150.3
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	424	116.2	90% within 64 seconds	191.0
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	424	116.2	95% within 106 seconds	238.8
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	2,453	57.3	90% within 70 seconds	98.1
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	2,453	17.9	90% within 20 seconds	28.2
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	2,453	75.2	90% within 90 seconds	123.1
P4 EMS Turnout Time Delta & Echo Calls Only	2,453	71.4	Report 90th% No Specific Target	120.5
P5 EMS & Fire Travel Times Delta & Echo Calls Only	2,453	297.1	Report 90th% No Specific Target	446.2
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	3,833	123.7	Report 90th% No Specific Target	219.9
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	3,833	303.2	Report 90th% No Specific Target	505.4
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	3,833	427.0	Report 90th% No Specific Target	702.9
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	3,833	314.8	Report 90th% No Specific Target	640.8

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DATA SELF REPORTED BY BROWARD SHERIFF'S OFFICE

EMD Standard for ACE Accreditation	Target	TARGET COMPLIANCE
High Compliance		60%
Compliant		23%
Partial Compliance	10%	8%
Low Compliance	10%	1%
Non-Compliant	7%	7%

EMD Standard for Accreditation	Percentage of Deviation Accepted	Percentage of Deviation
Critical Deviation	3%	0.44%
Major Deviation	3%	0.79%
Moderate Deviation	3%	1.62%
Minor Deviation	3%	0.43%

EMD Standard for ACE Accreditation	Target	TARGET COMPLIANCE
EMD Case Entry Compliance	95%	NOT AVAILABLE ¹
EMD Total Compliance Rate	90%	NOT AVAILABLE ¹
EMD Quality Assurance - Cases Reviewed	1%	NOT AVAILABLE ¹

Notes

¹The Operator's self-reported data used to determine the level of attainment of the Emergency Medical Dispatch performance measures contained in the Operator's Agreement is no longer applicable according to the International Academy of Emergency Medical Dispatch, due to the fact that they have established new compliance guidelines.