

## August 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)	6,175	1.3	90% within 10 seconds	1.5
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	31	N/A	All days in month	31 Days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	101,527	3.5	95% within 20 seconds	8.9
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	101,527	3.5	95% within 15 seconds	8.9
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	101,527	3.5	99% within 40 seconds	40.1
P1 Call Answer Time - All 911 Calls (State of Florida)	101,527	3.5	90% within 10 seconds	1.7
P1 Call Answer Time - Alarm Lines	15,237	1.0	95% within 15 seconds	1.1
P1 Call Answer Time - Alarm Lines	15,237	1.0	99% within 40 seconds	1.2
<b>Transfer to Secondary PSAP (NFPA 1221-2016)</b>	<b>measure analysis is currently under development</b>			
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,990	81.2	90% within 90 seconds	138.9
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,990	81.2	99% within 120 seconds	314.9
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	520	97.8	80% within 60 seconds	125.9
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	520	97.8	90% within 64 seconds	162.0
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	520	97.8	95% within 106 seconds	187.7
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	2,822	54.7	90% within 70 seconds	94.5
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	2,822	14.8	90% within 20 seconds	23.4
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	2,822	69.5	90% within 90 seconds	113.5
P4 EMS Turnout Time Delta & Echo Calls Only	2,822	69.8	Report 90th% No Specific Target	118.8
P5 EMS & Fire Travel Times Delta & Echo Calls Only	2,822	294.8	Report 90th% No Specific Target	439.9
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,421	120.3	Report 90th% No Specific Target	210.8
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,421	224.1	Report 90th% No Specific Target	368.2
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	4,421	344.4	Report 90th% No Specific Target	569.2
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,421	309.8	Report 90th% No Specific Target	605.5

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### DATA SELF REPORTED BY BROWARD SHERIFF'S OFFICE

EMD Standard for ACE Accreditation	Target	TARGET COMPLIANCE
High Compliance		57%
Compliant		25%
Partial Compliance	10%	10%
Low Compliance	10%	1%
Non-Compliant	7%	7%

EMD Standard for Accreditation	Percentage of Deviation Accepted	Percentage of Deviation
Critical Deviation	3%	0.48%
Major Deviation	3%	0.85%
Moderate Deviation	3%	1.48%
Minor Deviation	3%	0.52%

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

#### Notes

<sup>1</sup> The 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.