



Broward County Regional Consolidated Dispatch DECEMBER 2016 Performance Scorecard

CONTRACT-BASED PERFORMANCE MEASURES (Operator's Agreement, Exhibit "D")		
	GOAL	Regional Consolidated Dispatch System
P1 Call Answer Time - Busiest Hour of the Day (911) 90% Within 10 Secs. ¹	31	18
P1 Call Answer Time - All Calls (911) 95% Within 20 Secs.	95%	96.27%
P1 Call Answer Time - Alarm Calls (911) 95% in 15 Secs.	95%	100.00%
P1 Call Answer Time - Alarm Calls (911) 99% in 40 Secs.	99%	100.00%
P2/P3 Fire Rescue Call For Service Processing Time 90% in 90 Secs. ²	90%	84.11%
P2/P3 Fire Rescue Call For Service Processing Time 99% in 120 Secs. ²	99%	91.80%
P2/P3 Fire Rescue Call For Service Processing Time 80% in 60 Secs. ²	80%	36.19%
P2/P3 Fire Rescue Call For Service Processing Time 95% in 106 Secs. ²	95%	77.02%
Emergency Medical Dispatch 95% Case Entry Compliance Rate ³	95%	SEE NOTE 3
Emergency Medical Dispatch 90% Total Compliance Rate ³	90%	SEE NOTE 3
Emergency Medical Dispatch 1% Quality Assurance Case Review ³	1%	SEE NOTE 3

OTHER PERFORMANCE MEASURES		
	GOAL	Regional Consolidated Dispatch System
P1 Call Answer Time – All 911 Calls 90% Within 10 seconds.	90%	93.19%
P2.x/P3* - Percent of Fire/EMS calls processed within 90 seconds	N/A	88.04%

¹ This represents the performance of the busiest hour of the day, which is a performance standard for the regional system. It is agreed by all interested parties that the P1 standard is a daily standard, and each day is either a "pass" or "fail". These numbers represent the number of "passes" in the month.

² NFPA defines specific call types that are measured against a standard that allows for additional time to dispatch an emergency call, the 90/90 and 99/120 P2/P3 Standards. The call types measured against the 90/90 and 99/120 standards are: 1) Calls requiring emergency medical dispatch questioning and pre-arrival medical instructions; 2) Calls requiring language translation; 3) Calls requiring the use of a TTY/TDD device or audio/video relay services; 4) Calls of criminal activity that require information vital to emergency responder safety prior to dispatching units; 5) Hazardous materials incidents; and 6) Technical rescue. For the current month the Office of Regional Communications Technology and the Operator utilized new processes in order to better categorize calls into the appropriate data sets. Each of these six call types are being measured against the 90/90 and 99/120 standards.

The National Fire Protection Association (NFPA) has released new P2/P3 standards that are included in the 2016 version of NFPA standard 1221: Standard for the Installation, Maintenance, and Use of Use of Emergency Services Communications Systems. The modification changes the standard of processing call answer time for emergency alarm calls from 80% of the time in 60 seconds to 90% in 64 seconds. The starting point on measuring this standard begins once the call is answered as indicated in NFPA standards. In accordance with the Consolidated Regional E-911 Communications System participation agreement, County staff will be discussing this change with the operational committees and Operator (BSO) to provide a recommendation to the County to make this change.

³ The International Academies of Emergency Medical Dispatch (standard creating organization for these measures) has released new Standards of Accreditation that change the way that these measures are reported for the purpose of accreditation. In accordance with the Consolidated Regional E-911 Communications System participation agreement, County staff will be discussing this change with the operational committees and Operator to provide a recommendation to the County to make this change.

DAILY BUSY HOUR

DECEMBER 2016 REGIONAL CONSOLIDATED DISPATCH SYSTEM 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
12/01/2016	3:00 PM	253	259	97.68%	YES	12/17/2016	2:00 PM	179	270	66.30%	NO
12/02/2016	5:00 PM	232	251	92.43%	YES	12/18/2016	7:00 PM	205	226	90.71%	YES
12/03/2016	3:00 PM	232	251	92.43%	YES	12/19/2016	3:00 PM	228	299	76.25%	NO
12/04/2016	12:00 PM	169	193	87.56%	NO	12/20/2016	3:00 PM	262	270	97.04%	YES
12/05/2016	6:00 PM	156	293	53.24%	NO	12/21/2016	7:00 PM	199	250	79.60%	NO
12/06/2016	4:00 PM	249	253	98.42%	YES	12/22/2016	5:00 PM	255	263	96.96%	YES
12/07/2016	5:00 PM	248	250	99.20%	YES	12/23/2016	3:00 PM	236	272	86.76%	NO
12/08/2016	6:00 PM	202	254	79.53%	NO	12/24/2016	1:00 PM	218	265	82.26%	NO
12/09/2016	6:00 PM	216	237	91.14%	YES	12/25/2016	2:00 PM	249	266	93.61%	YES
12/10/2016	6:00 PM	208	217	95.85%	YES	12/26/2016	6:00 PM	227	228	99.56%	YES
12/11/2016	5:00 PM	220	221	99.55%	YES	12/27/2016	6:00 PM	251	260	96.54%	YES
12/12/2016	3:00 PM	210	243	86.42%	NO	12/28/2016	5:00 PM	229	234	97.86%	YES
12/13/2016	6:00 PM	109	283	38.52%	NO	12/29/2016	3:00 PM	252	253	99.60%	YES
12/14/2016	4:00 PM	262	265	98.87%	YES	12/30/2016	2:00 PM	211	277	76.17%	NO
12/15/2016	3:00 PM	244	274	89.05%	NO	12/31/2016	1:00 PM	217	219	99.09%	YES
12/16/2016	6:00 PM	220	264	83.33%	NO						

DECEMBER 2016 REGIONAL CONSOLIDATED DISPATCH SYSTEM 1800 Daily											
DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO
12/01/2016	6:00 PM	226	231	97.84%	YES	12/17/2016	6:00 PM	247	264	93.56%	YES
12/02/2016	6:00 PM	179	220	81.36%	NO	12/18/2016	6:00 PM	203	205	99.02%	YES
12/03/2016	6:00 PM	227	248	91.53%	YES	12/19/2016	6:00 PM	244	252	96.83%	YES
12/04/2016	6:00 PM	192	192	100.00%	YES	12/20/2016	6:00 PM	242	249	97.19%	YES
12/05/2016	6:00 PM	156	293	53.24%	NO	12/21/2016	6:00 PM	211	239	88.28%	NO
12/06/2016	6:00 PM	192	197	97.46%	YES	12/22/2016	6:00 PM	224	235	95.32%	YES
12/07/2016	6:00 PM	189	199	94.97%	YES	12/23/2016	6:00 PM	222	253	87.75%	NO
12/08/2016	6:00 PM	202	254	79.53%	NO	12/24/2016	6:00 PM	218	223	97.76%	YES
12/09/2016	6:00 PM	216	237	91.14%	YES	12/25/2016	6:00 PM	160	175	91.43%	YES
12/10/2016	6:00 PM	208	217	95.85%	YES	12/26/2016	6:00 PM	227	228	99.56%	YES
12/11/2016	6:00 PM	200	216	92.59%	YES	12/27/2016	6:00 PM	251	260	96.54%	YES
12/12/2016	6:00 PM	217	217	100.00%	YES	12/28/2016	6:00 PM	224	227	98.68%	YES
12/13/2016	6:00 PM	109	283	38.52%	NO	12/29/2016	6:00 PM	207	207	100.00%	YES
12/14/2016	6:00 PM	225	237	94.94%	YES	12/30/2016	6:00 PM	234	240	97.50%	YES
12/15/2016	6:00 PM	213	260	81.92%	NO	12/31/2016	6:00 PM	198	206	96.12%	YES
12/16/2016	6:00 PM	220	264	83.33%	NO						

WORKLOAD

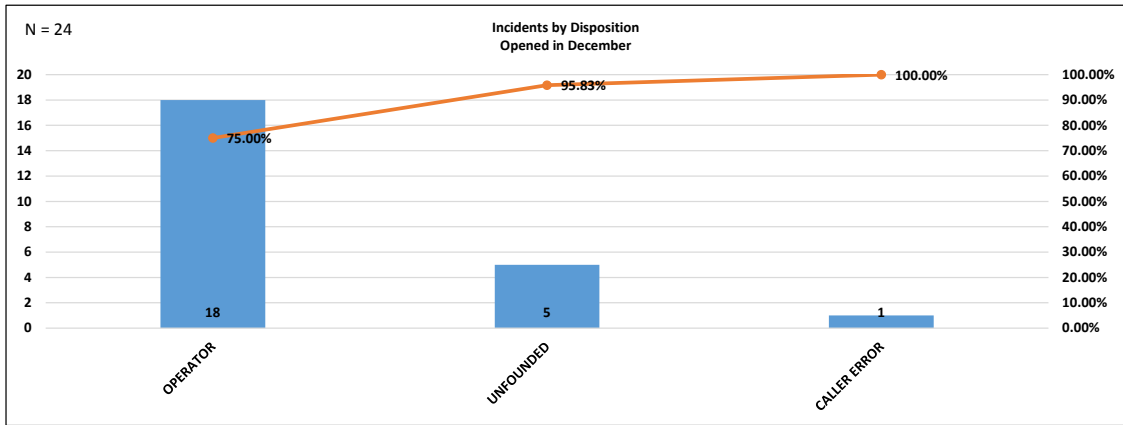
CALL VOLUME	
	Regional Consolidated Dispatch System
<i>9-1-1 Calls Answered</i>	112,945
<i>Non 9-1-1 Calls Answered</i>	72,108
TOTAL INCOMING CALLS	185,053
<i>Alarm Calls Answered</i>	15,497
<i>Non-Emergency Calls Answered</i>	56,611
TOTAL OUTGOING CALLS	28,570
TOTAL NON-911 CALLS HANDLED	100,678
<i>Abandoned Calls</i>	11,374
<i>Language Line Calls</i>	1,846

CALLS FOR SERVICE	
	Regional Consolidated Dispatch System
<i>Fire Rescue/EMS (911 Only)</i>	25,588
<i>Law Enforcement (911 Only)</i>	128,724
TOTAL 911 CFS	154,312
<i>Fire Rescue/EMS CFS (911 calls for which both the call answer time and call dispatch time are known)</i>	16,178
<i>Percentage of Fire Rescue/EMS CFS (911 calls for which both the call answer time and call dispatch time are known)</i>	63.22%

CLASS OF SERVICE (911 Calls Only)	
	Regional Consolidated Dispatch System
<i>VOIP</i>	5,910
<i>PBX</i>	2,054
<i>Wireless</i>	93,007
<i>Wireline</i>	11,974
TOTAL 911 CALLS	112,945

911 CALL TRANSFERS				
	REGIONAL TO NON REGIONAL	PLANTATION TO REGIONAL	CORAL SPRINGS TO REGIONAL	FROM NON REGIONAL TO REGIONAL
<i>Transferred 911 Calls</i>	997	852	377	1,229
<i>Percentage of Transferred 911 Calls</i>	0.88%	14.97%	6.54%	10.73%

QUALITY ASSURANCE / DEFECTS



Dispositions	Total	Cum	Cum %
OPERATOR	18	18	75.00%
UNFOUNDED	5	23	95.83%
CALLER ERROR	1	24	100.00%