

February 2017 Monthly 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)	5,856	5.9	90% within 10 seconds	2.7
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	28	N/A	All days in month	21 Days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	90,734	3.0	95% within 20 seconds	9.1
P1 Call Answering Time - All 911 Calls (NFPA1221-2016)	90,734	3.0	95% within 15 seconds	9.1
P1 Call Answering Time - All 911 Calls (NFPA1221-2016)	90,734	3.0	99% within 40 seconds	36.4
P1 Call Answer Time - All 911 Calls (State of Florida)	90,734	3.0	90% within 10 seconds	2.0
P1 Call Answer Time - Alarm Lines	13,439	1.3	95% within 15 seconds	1.5
P1 Call Answer Time - Alarm Lines	13,439	1.3	99% within 40 seconds	1.7
Transfer to Secondary PSAP (NFPA 1221-2016)	measure analysis is currently under development			
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,256	47.5	90% within 70 seconds	81.0
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	2,941	99.2	Report 90th% No Specific Target	178.0
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,256	11.7	90% within 20 seconds	18.0
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	2,941	63.9	Report 90th% No Specific Target	129.0
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	14,238	69.4	90% within 90 seconds	114.0
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	14,238	69.4	99% within 120 seconds	259.0
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	625	88.7	80% within 60 Seconds	114.0
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	625	88.7	90% within 64 seconds	156.0
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	625	88.7	95% within 106 seconds	202.4
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only (NFPA 1710-2016)	3,256	59.2	90% within 90 seconds	96.3
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only (NFPA 1221-2016)	2,941	163.1	Report 90th% No Specific Target	279.0
P4 (newly defined) EMS Turnout Time Delta & Echo Calls Only (NFPA 1710-2016)	3,256	73.1	Report 90th% No Specific Target	122.3
P5 (newly defined) Law Enforcement Travel Times Priority 1 & 2 Calls Only	2,868	312.1	Report 90th% No Specific Target	608.0
P5 (newly defined) EMS & Fire Travel Times Delta & Echo Calls Only (NFPA 1710-2016)	3,256	281.9	Report 90th% No Specific Target	422.0

DATA SELF REPORTED BY BROWARD SHERIFF'S OFFICE

EMD Standard for ACE Accreditation	Target	TARGET COMPLIANCE
High Compliance		58%
Compliant		24%
Partial Compliance	10%	9%
Low Compliance	10%	2%
Non-Compliant	7%	7%
EMD Standard for Accreditation	Percentage of Deviation Accepted	Percentage of Deviation
Critical Deviation	3%	0.44%
Major Deviation	3%	0.94%
Moderate Deviation	3%	1.33%
Minor Deviation	3%	0.58%
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

¹ 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.