

January 2017 Monthly Performance Report Broward County Regional Consolidated Dispatch System

Metric	Count ¹	Average Time (seconds)	Target	Target Compliance (seconds)
P1 Call Answer Time - Busy Hour of 1800 hrs. (NENA 56-005)	6,786	2.7	90% within 10 seconds	2.0
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	31	N/A	All days in month	26 days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	104,443	2.8	95% within 20 seconds	6.9
P1 Call Answering Time - All 911 Calls (NFPA1221-2016)	104,443	2.8	95% within 15 seconds	6.9
P1 Call Answering Time - All 911 Calls (NFPA1221-2016)	104,443	2.8	99% within 40 seconds	38.1
P1 Call Answer Time - All 911 Calls (State of Florida)	104,443	2.8	90% within 10 seconds	1.9
P1 Call Answer Time - Alarm Lines	14,463	1.2	95% within 15 seconds	1.4
P1 Call Answer Time - Alarm Lines	14,463	1.2	99% within 40 seconds	1.6
Transfer to Secondary PSAP (NFPA 1221-2016)	measure analysis is currently under development			
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,562	48.5	90% within 70 seconds	79.0
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	3,094	97.0	Report 90th% No Specific Target	178.5
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,562	12.0	90% within 20 seconds	19.0
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	3,094	64.6	Report 90th% No Specific Target	130.0
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	15,588	67.8	90% within 90 seconds	111.0
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	15,588	67.8	99% within 120 seconds	267.1
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	763	87.9	80% within 60 Seconds	110.2
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	763	87.9	90% within 64 seconds	141.2
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	763	87.9	95% within 106 seconds	196.0
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only (NFPA 1710-2016)	3,562	60.5	90% within 90 seconds	94.0
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only (NFPA 1221-2016)	3,094	161.6	Report 90th% No Specific Target	282.0
P4 (newly defined) EMS Turnout Time Delta & Echo Calls Only (NFPA 1710-2016)	3,562	74	Report 90th% No Specific Target	129.0
P5 (newly defined) Law Enforcement Travel Times Priority 1 & 2 Calls Only	3,094	263.3	Report 90th% No Specific Target	546.0
P5 (newly defined) EMS & Fire Travel Times Delta & Echo Calls Only (NFPA 1710-2016)	3,564	289.6	Report 90th% No Specific Target	430.5

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DATA SELF REPORTED BY BROWARD SHERIFF'S OFFICE

EMD Standard for ACE Accreditation	Target	TARGET COMPLIANCE
High Compliance		62%
Compliant		19%
Partial Compliance	10%	10%
Low Compliance	10%	2%
Non-Compliant	7%	7%
EMD Standard for Accreditation	Percentage of Deviation Accepted	Percentage of Deviation
Critical Deviation	3%	0.62%
Major Deviation	3%	0.88%
Moderate Deviation	3%	1.23%
Minor Deviation	3%	0.52%
EMD Standard for ACE Accreditation	Target	TARGET COMPLIANCE
EMD Case Entry Compliance	95%	NOT AVAILABLE ²
EMD Total Compliance Rate	90%	NOT AVAILABLE ²
EMD Quality Assurance - Cases Reviewed	1%	NOT AVAILABLE ²

Notes

¹ This scorecard mitigates the time period from 12:30 pm through 5:00 pm on January 6, 2017. Any calls or CAD records from that time frame have been removed from the datasets used to analyze the performance measures.

² 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.