

March 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)	4,273	3.2	90% within 10 seconds	2.6
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	20	N/A	All days in month	17 Days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	69,108	3.8	95% within 20 seconds	17.6
P1 Call Answering Time - All 911 Calls (NFPA1221-2016)	69,108	3.8	95% within 15 seconds	17.6
P1 Call Answering Time - All 911 Calls (NFPA1221-2016)	69,108	3.8	99% within 40 seconds	48.5
P1 Call Answer Time - All 911 Calls (State of Florida)	69,108	3.8	90% within 10 seconds	5.3
P1 Call Answer Time - Alarm Lines	9,916	1.3	95% within 15 seconds	1.6
P1 Call Answer Time - Alarm Lines	9,916	1.3	99% within 40 seconds	2.7
Transfer to Secondary PSAP (NFPA 1221-2016)	measure analysis is currently under development			
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	1,918	48.7	90% within 70 seconds	80.0
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	1,519	79.4	Report 90th% No Specific Target	138.0
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	1,918	12.4	90% within 20 seconds	19.0
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	1,519	183.3	Report 90th% No Specific Target	301.0
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	7,741	67.6	90% within 90 seconds	111.0
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	7,741	67.6	99% within 120 seconds	248.2
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	392	87.6	80% within 60 Seconds	115.4
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	392	87.6	90% within 64 seconds	149.0
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	392	87.6	95% within 106 seconds	171.3
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only (NFPA 1710-2016)	1,918	61.2	90% within 90 seconds	97.0
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only (NFPA 1221-2016)	1,519	61.8	Report 90th% No Specific Target	143.0
P4 (newly defined) EMS Turnout Time Delta & Echo Calls Only (NFPA 1710-2016)	1,918	75.3	Report 90th% No Specific Target	125.1
P5 (newly defined) Law Enforcement Travel Times Priority 1 & 2 Calls Only	1,519	261.9	Report 90th% No Specific Target	576.0
P5 (newly defined) EMS & Fire Travel Times Delta & Echo Calls Only (NFPA 1710-2016)	1,918	280.0	Report 90th% No Specific Target	424.0

**March 2017 Monthly Performance Report
Broward County Regional Consolidated Dispatch System**

DATA SELF REPORTED BY BROWARD SHERIFF'S OFFICE

EMD Standard for ACE Accreditation	Target	TARGET COMPLIANCE
High Compliance		60%
Compliant		22%
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%	0.61%
Major Deviation	3%	0.89%
Moderate Deviation	3%	1.15%
Minor Deviation	3%	0.60%
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 time period from March 21, 2017 at 15:00 through the end of the month has been preemptively mitigated due to the evacuation of the South Regional Consolidated PSAP and subsequent operation of the Regional Consolidated Dispatch Center in flee to mode. Operator staff returned to their assigned workplaces after the cutover to Premier One CAD was completed.