

May 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)	6,691	1.4	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)	110,002	2.9	95% within 20 seconds	12.6
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	110,002	2.9	95% within 15 seconds	12.6
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	110,002	2.9	99% within 40 seconds	40.7
P1 Call Answer Time - All 911 Calls (State of Florida)	110,002	2.9	90% within 10 seconds	1.8
P1 Call Answer Time - Alarm Lines	15,544	1.0	95% within 15 seconds	1.1
P1 Call Answer Time - Alarm Lines	15,544	1.0	99% within 40 seconds	1.2
Transfer to Secondary PSAP (NFPA 1221-2016)	measure analysis is currently under development			
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,011	83.4	90% within 90 seconds	142.9
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,011	83.4	99% within 120 seconds	321.9
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	467	105.7	80% within 60 seconds	139.3
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	467	105.7	90% within 64 seconds	180.0
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	467	105.7	95% within 106 seconds	227.9
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	2,576	54.7	90% within 70 seconds	93.6
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	2,576	16.9	90% within 20 seconds	25.8
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	2,576	71.6	90% within 90 seconds	115.1
P4 EMS Turnout Time Delta & Echo Calls Only	2,576	68.7	Report 90th% No Specific Target	114.9
P5 EMS & Fire Travel Times Delta & Echo Calls Only	2,576	297.2	Report 90th% No Specific Target	439.4
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,282	120.0	Report 90th% No Specific Target	217.0
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,282	281.6	Report 90th% No Specific Target	492.5
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	4,282	401.5	Report 90th% No Specific Target	668.3
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,282	303.6	Report 90th% No Specific Target	613.9

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DATA SELF REPORTED BY BROWARD SHERIFF'S OFFICE

EMD Standard for ACE Accreditation	Target	TARGET COMPLIANCE
High Compliance		55%
Compliant		28%
Partial Compliance	10%	8%
Low Compliance	10%	2%
Non-Compliant	7%	7%

EMD Standard for Accreditation	Percentage of Deviation Accepted	Percentage of Deviation
Critical Deviation	3%	0.45%
Major Deviation	3%	0.82%
Moderate Deviation	3%	1.80%
Minor Deviation	3%	0.54%

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.