



## Broward County Regional Consolidated Dispatch AUGUST 2016 Performance Scorecard

<b>CONTRACT-BASED PERFORMANCE MEASURES (Operator's Agreement, Exhibit "D")</b>				
	GOAL	NORTH	CENTRAL	SOUTH
P1 Call Answer Time - Busiest Hour of the Day (911) 90% Within 10 Secs. <sup>1</sup>	31	31	31	31
P1 Call Answer Time - All Calls (911) 95% Within 20 Secs.	95%	99.72%	99.66%	99.53%
P1 Call Answer Time - Alarm Calls (911) 95% in 15 Secs.	95%	100.00%	100.00%	100.00%
P1 Call Answer Time - Alarm Calls (911) 99% in 40 Secs.	99%	100.00%	100.00%	100.00%
P2/P3 Fire Rescue Call For Service Processing Time 90% in 90 Secs. <sup>2</sup>	90%	86.58%	85.09%	85.71%
P2/P3 Fire Rescue Call For Service Processing Time 99% in 120 Secs. <sup>2</sup>	99%	93.17%	92.67%	92.36%
P2/P3 Fire Rescue Call For Service Processing Time 80% in 60 Secs. <sup>2</sup>	80%	44.32%	38.50%	40.96%
P2/P3 Fire Rescue Call For Service Processing Time 95% in 106 Secs. <sup>2</sup>	95%	77.84%	80.89%	79.70%
Emergency Medical Dispatch 95% Case Entry Compliance Rate <sup>3</sup>	95%	SEE NOTE 3		
Emergency Medical Dispatch 90% Total Compliance Rate <sup>3</sup>	90%	SEE NOTE 3		
Emergency Medical Dispatch 1% Quality Assurance Case Review <sup>3</sup>	1%	SEE NOTE 3		

<b>OTHER PERFORMANCE MEASURES</b>				
	GOAL	NORTH	CENTRAL	SOUTH
P1 Call Answer Time – All 911 Calls 90% Within 10 seconds.	90%	99.38%	99.14%	99.26%
P2.x/P3* - Percent of Fire/EMS calls processed within 90 seconds	90%	93.60%	93.27%	92.93%

<sup>1</sup> 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 number represent the number of "passes" in the month.

<sup>2</sup> 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.

<sup>3</sup> 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. For more information on the new standards please see [http://www.emergencydispatch.org/standards\\_for\\_accreditation](http://www.emergencydispatch.org/standards_for_accreditation).

**DAILY BUSY HOUR**

AUGUST 2016 NORTH 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
08/01/2016	10:00 AM	77	84	91.67%	YES	08/17/2016	4:00 PM	65	65	100.00%	YES
08/02/2016	6:00 PM	68	68	100.00%	YES	08/18/2016	7:00 PM	77	77	100.00%	YES
08/03/2016	5:00 PM	78	78	100.00%	YES	08/19/2016	5:00 PM	82	82	100.00%	YES
08/04/2016	6:00 PM	79	79	100.00%	YES	08/20/2016	4:00 PM	87	87	100.00%	YES
08/05/2016	7:00 PM	92	92	100.00%	YES	08/21/2016	12:00 PM	78	78	100.00%	YES
08/06/2016	9:00 AM	74	74	100.00%	YES	08/22/2016	4:00 PM	85	88	96.59%	YES
08/07/2016	4:00 PM	91	93	97.85%	YES	08/23/2016	7:00 PM	87	87	100.00%	YES
08/08/2016	12:00 AM	76	76	100.00%	YES	08/24/2016	6:00 PM	66	66	100.00%	YES
08/09/2016	2:00 PM	90	90	100.00%	YES	08/25/2016	6:00 PM	81	81	100.00%	YES
08/10/2016	3:00 PM	85	87	97.70%	YES	08/26/2016	5:00 PM	93	99	93.94%	YES
08/11/2016	4:00 PM	77	77	100.00%	YES	08/27/2016	2:00 PM	76	76	100.00%	YES
08/12/2016	8:00 PM	83	83	100.00%	YES	08/28/2016	4:00 PM	69	69	100.00%	YES
08/13/2016	3:00 PM	89	89	100.00%	YES	08/29/2016	4:00 PM	74	74	100.00%	YES
08/14/2016	11:00 AM	67	67	100.00%	YES	08/30/2016	3:00 PM	72	72	100.00%	YES
08/15/2016	5:00 PM	85	85	100.00%	YES	08/31/2016	5:00 PM	72	72	100.00%	YES
08/16/2016	2:00 PM	76	76	100.00%	YES						

AUGUST 2016 CENTRAL 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
08/01/2016	3:00 PM	106	107	99.07%	YES	08/17/2016	5:00 PM	117	117	100.00%	YES
08/02/2016	6:00 PM	123	123	100.00%	YES	08/18/2016	3:00 PM	124	124	100.00%	YES
08/03/2016	5:00 PM	128	129	99.22%	YES	08/19/2016	3:00 PM	124	124	100.00%	YES
08/04/2016	2:00 PM	111	113	98.23%	YES	08/20/2016	3:00 PM	86	87	98.85%	YES
08/05/2016	11:00 AM	112	115	97.39%	YES	08/21/2016	4:00 PM	127	127	100.00%	YES
08/06/2016	12:00 PM	110	111	99.10%	YES	08/22/2016	3:00 PM	150	151	99.34%	YES
08/07/2016	2:00 PM	112	112	100.00%	YES	08/23/2016	3:00 PM	103	103	100.00%	YES
08/08/2016	5:00 PM	131	131	100.00%	YES	08/24/2016	2:00 PM	124	125	99.20%	YES
08/09/2016	5:00 PM	118	118	100.00%	YES	08/25/2016	2:00 PM	99	102	97.06%	YES
08/10/2016	11:00 AM	96	96	100.00%	YES	08/26/2016	3:00 PM	110	111	99.10%	YES
08/11/2016	4:00 PM	110	110	100.00%	YES	08/27/2016	4:00 PM	115	115	100.00%	YES
08/12/2016	1:00 AM	96	96	100.00%	YES	08/28/2016	2:00 PM	102	103	99.03%	YES
08/13/2016	4:00 PM	124	124	100.00%	YES	08/29/2016	11:00 AM	100	102	98.04%	YES
08/14/2016	2:00 PM	107	107	100.00%	YES	08/30/2016	3:00 PM	104	105	99.05%	YES
08/15/2016	3:00 PM	107	107	100.00%	YES	08/31/2016	3:00 PM	98	98	100.00%	YES
08/16/2016	3:00 PM	112	112	100.00%	YES						

AUGUST 2016 CENTRAL 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
08/01/2016	1:00 PM	78	82	95.12%	YES	08/17/2016	12:00 PM	77	79	97.47%	YES
08/02/2016	1:00 PM	90	92	97.83%	YES	08/18/2016	5:00 PM	74	74	100.00%	YES
08/03/2016	5:00 PM	82	82	100.00%	YES	08/19/2016	1:00 PM	69	69	100.00%	YES
08/04/2016	2:00 PM	74	76	97.37%	YES	08/20/2016	12:00 PM	60	60	100.00%	YES
08/05/2016	6:00 PM	89	89	100.00%	YES	08/21/2016	1:00 PM	60	60	100.00%	YES
08/06/2016	8:00 PM	76	76	100.00%	YES	08/22/2016	5:00 PM	73	73	100.00%	YES
08/07/2016	8:00 PM	56	56	100.00%	YES	08/23/2016	5:00 PM	76	77	98.70%	YES
08/08/2016	6:00 PM	81	81	100.00%	YES	08/24/2016	5:00 PM	66	66	100.00%	YES
08/09/2016	5:00 PM	85	85	100.00%	YES	08/25/2016	2:00 PM	82	85	96.47%	YES
08/10/2016	1:00 PM	82	82	100.00%	YES	08/26/2016	7:00 PM	79	79	100.00%	YES
08/11/2016	2:00 PM	78	78	100.00%	YES	08/27/2016	2:00 PM	80	80	100.00%	YES
08/12/2016	1:00 PM	91	92	98.91%	YES	08/28/2016	11:00 PM	63	63	100.00%	YES
08/13/2016	8:00 PM	81	83	97.59%	YES	08/29/2016	11:00 PM	89	89	100.00%	YES
08/14/2016	2:00 AM	59	59	100.00%	YES	08/30/2016	1:00 PM	150	151	99.34%	YES
08/15/2016	4:00 PM	79	79	100.00%	YES	08/31/2016	5:00 PM	67	67	100.00%	YES

## WORKLOAD

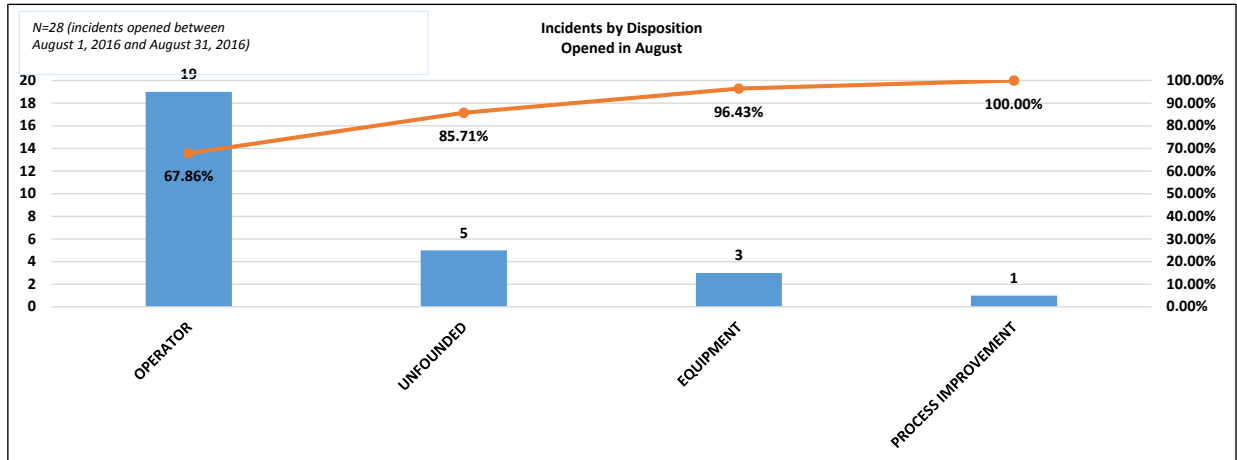
CALL VOLUME				
	NORTH	CENTRAL	SOUTH	TOTAL
<i>9-1-1 Calls Answered</i>	33,171	46,038	32,277	111,486
<i>Non 9-1-1 Calls Answered</i>	19,862	30,679	20,932	71,473
<i>Alarm Calls Answered</i>	3,297	7,831	5,606	16,734
<b>TOTAL INCOMING CALLS</b>	<b>56,330</b>	<b>84,548</b>	<b>58,815</b>	<b>199,693</b>
<i>Incoming Non-Emergency Calls</i>	16,565	22,848	15,326	54,739
<b>TOTAL NON-911 CALLS ANSWERED</b>	<b>19,862</b>	<b>30,679</b>	<b>20,932</b>	<b>71,473</b>
<b>TOTAL OUTGOING CALLS</b>	<b>8,470</b>	<b>11,391</b>	<b>8,202</b>	<b>28,063</b>

CALLS FOR SERVICE - ALL DAYS IN MONTH				
	NORTH	CENTRAL	SOUTH	TOTAL
<i>Fire Rescue/EMS (911 Only)</i>	5,368	11,973	7,564	24,905
<i>Law Enforcement (911 Only)</i>	28,547	53,603	44,353	126,503
<b>TOTAL 911 CFS</b>	<b>33,915</b>	<b>65,576</b>	<b>51,917</b>	<b>151,408</b>
<i>Fire Rescue/EMS CFS (measured against 90/90 and 99/120 standards)</i>	3,305	7,234	4,725	15,264
<i>Fire Rescue/EMS CFS (measured against 80/60 and 95/106 standards)</i>	176	361	271	808
<i>Fire Rescue/EMS CFS (911 calls for which both the call answer time and call dispatch time are known)</i>	3,484	7,592	4,996	16,072
<i>Percentage of Fire Rescue/EMS CFS (911 calls for which both the call answer time and call dispatch time are known)</i>	64.90%	63.41%	66.05%	64.53%

CLASS OF SERVICE (911 Calls Only)				
	NORTH	CENTRAL	SOUTH	SYSTEMWIDE
VOIP	1,634	2,405	1,634	5,673
PBX	562	797	591	1,950
WIRELESS	27,520	38,083	26,141	91,744
WIRELINE	3,455	4,753	4,082	12,290
<b>TOTAL 911 CALLS</b>	<b>33,171</b>	<b>46,038</b>	<b>32,448</b>	<b>111,657</b>

911 Call Transfers: Regional to Non-Regional				
	NORTH	CENTRAL	SOUTH	SYSTEMWIDE
Transferred 911 Calls	245	369	212	826

## QUALITY ASSURANCE / DEFECTS



Dispositions	Total	Cum	Cum %
OPERATOR	19	19	67.86%
UNFOUNDED	5	24	85.71%
EQUIPMENT	3	27	96.43%
PROCESS IMPROVEMENT	1	28	100.00%
CALLER ERROR	0	28	100.00%