



## Broward County Regional Consolidated Dispatch January 2015 Performance Scorecard

<b>CONTRACT-BASED PERFORMANCE MEASURES (Operator's Agreement, Exhibit "D")</b>				
	<b>GOAL</b>	<b>NORTH</b>	<b>CENTRAL</b>	<b>SOUTH</b>
P1 Call Answer Time - Busiest Hour of the Day (911) 90% Within 10 Secs. <sup>1</sup>	<b>31</b>	<b>29<sup>3</sup></b>	<b>28</b>	<b>30</b>
P1 Call Answer Time - All Calls (911) 95% Within 20 Secs.	<b>95%</b>	<b>99.10%</b>	<b>98.97%</b>	<b>99.13%</b>
P1 Call Answer Time - Alarm Calls (911) 95% in 15 Secs.	<b>95%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>
P1 Call Answer Time - Alarm Calls (911) 99% in 40 Secs.	<b>99%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>
P2/P3 Fire Rescue Call For Service Processing Time 90% in 90 Secs.	<b>90%</b>	<b>87.13%</b>	<b>81.31%</b>	<b>82.69%</b>
P2/P3 Fire Rescue Call For Service Processing Time 99% in 120 Secs.	<b>99%</b>	<b>93.63%</b>	<b>90.64%</b>	<b>91.78%</b>
P2/P3 Fire Rescue Call For Service Processing Time 80% in 60 Secs.	<b>80%</b>	<b>49.75%</b>	<b>32.71%</b>	<b>35.83%</b>
P2/P3 Fire Rescue Call For Service Processing Time 95% in 106 Secs.	<b>95%</b>	<b>81.09%</b>	<b>73.13%</b>	<b>79.13%</b>
Emergency Medical Dispatch 95% Case Entry Compliance Rate <sup>2</sup>	<b>95%</b>	<b>96.18%</b>	<b>95.12%</b>	<b>95.39%</b>
Emergency Medical Dispatch 90% Total Compliance Rate <sup>2</sup>	<b>90%</b>	<b>98.20%</b>	<b>97.72%</b>	<b>97.92%</b>
Emergency Medical Dispatch 1% Quality Assurance Case Review <sup>2</sup>	<b>1%</b>	<b>3.24%</b>	<b>3.92%</b>	<b>2.84%</b>

<b>OTHER PERFORMANCE MEASURE</b>				
	<b>GOAL</b>	<b>NORTH</b>	<b>CENTRAL</b>	<b>SOUTH</b>
P1 Call Answer Time – All 911 Calls 90% Within 10 seconds.	<b>90%</b>	<b>98.62%</b>	<b>98.28%</b>	<b>98.46%</b>

<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 numbers represent the number of "passes" in the month.

<sup>2</sup> The information for these measures is provided by the Operator. If blank the information has not been provided.

<sup>3</sup> Performance on January 27, 2016 has been mitigated as a result of the Center being impacted by an unforeseen increase in calls resulting from a confirmed tornado touchdown in Coconut Creek. Performance for the North Dispatch Center is only reviewed for 30 days rather than 31.

**DAILY BUSY HOUR**

JANUARY 2015 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
01/01/2016	12:00 AM	43	84	51.19%	NO	01/17/2016	3:00 PM	53	53	100.00%	YES
01/02/2016	1:00 PM	45	45	100.00%	YES	01/18/2016	1:00 PM	61	67	91.04%	YES
01/03/2016	2:00 PM	47	47	100.00%	YES	01/19/2016	6:00 PM	75	75	100.00%	YES
01/04/2016	6:00 PM	47	47	100.00%	YES	01/20/2016	7:00 PM	65	65	100.00%	YES
01/05/2016	5:00 PM	49	49	100.00%	YES	01/21/2016	3:00 PM	42	43	97.67%	YES
01/06/2016	1:00 PM	45	47	95.74%	YES	01/22/2016	3:00 PM	71	71	100.00%	YES
01/07/2016	2:00 PM	54	56	96.43%	YES	01/23/2016	11:00 AM	64	64	100.00%	YES
01/08/2016	1:00 PM	60	61	98.36%	YES	01/24/2016	2:00 PM	49	50	98.00%	YES
01/09/2016	3:00 PM	60	60	100.00%	YES	01/25/2016	11:00 AM	44	44	100.00%	YES
01/10/2016	11:00 AM	51	52	98.08%	YES	01/26/2016	7:00 PM	49	50	98.00%	YES
01/11/2016	6:00 PM	58	59	98.31%	YES	01/27/2016	9:00 AM	65	84	77.38%	M
01/12/2016	2:00 PM	92	92	100.00%	YES	01/28/2016	6:00 PM	54	54	100.00%	YES
01/13/2016	6:00 PM	49	49	100.00%	YES	01/29/2016	6:00 PM	60	60	100.00%	YES
01/14/2016	12:00 PM	71	71	100.00%	YES	01/30/2016	8:00 PM	64	66	96.97%	YES
01/15/2016	5:00 PM	75	75	100.00%	YES	01/31/2016	6:00 PM	48	48	100.00%	YES
01/16/2016	7:00 PM	57	57	100.00%	YES						

JANUARY 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
01/01/2016	12:00 AM	170	234	72.65%	NO	01/17/2016	5:00 PM	142	144	98.61%	YES
01/02/2016	6:00 PM	181	181	100.00%	YES	01/18/2016	5:00 PM	161	161	100.00%	YES
01/03/2016	6:00 PM	124	124	100.00%	YES	01/19/2016	5:00 PM	145	145	100.00%	YES
01/04/2016	1:00 PM	151	151	100.00%	YES	01/20/2016	6:00 PM	145	148	97.97%	YES
01/05/2016	7:00 PM	145	145	100.00%	YES	01/21/2016	7:00 PM	133	139	95.68%	YES
01/06/2016	4:00 PM	153	153	100.00%	YES	01/22/2016	3:00 PM	140	140	100.00%	YES
01/07/2016	6:00 PM	175	175	100.00%	YES	01/23/2016	1:00 PM	163	175	93.14%	YES
01/08/2016	6:00 PM	147	148	99.32%	YES	01/24/2016	1:00 PM	125	125	100.00%	YES
01/09/2016	2:00 PM	137	139	98.56%	YES	01/25/2016	5:00 PM	152	157	96.82%	YES
01/10/2016	2:00 PM	141	141	100.00%	YES	01/26/2016	6:00 PM	145	146	99.32%	YES
01/11/2016	6:00 PM	152	153	99.35%	YES	01/27/2016	6:00 PM	163	163	100.00%	YES
01/12/2016	3:00 PM	128	130	98.46%	YES	01/28/2016	6:00 PM	146	154	94.81%	YES
01/13/2016	3:00 PM	156	156	100.00%	YES	01/29/2016	6:00 PM	148	151	98.01%	YES
01/14/2016	6:00 PM	139	142	97.89%	YES	01/30/2016	8:00 PM	126	145	86.90%	NO
01/15/2016	2:00 PM	129	152	84.87%	NO	01/31/2016	6:00 PM	152	152	100.00%	YES
01/16/2016	7:00 PM	162	167	97.01%	YES						

JANUARY 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
01/01/2016	12:00 AM	84	86	97.67%	YES	01/17/2016	2:00 PM	68	69	98.55%	YES
01/02/2016	6:00 PM	74	77	96.10%	YES	01/18/2016	4:00 PM	90	90	100.00%	YES
01/03/2016	5:00 PM	71	73	97.26%	YES	01/19/2016	2:00 PM	66	66	100.00%	YES
01/04/2016	4:00 PM	66	66	100.00%	YES	01/20/2016	3:00 PM	62	62	100.00%	YES
01/05/2016	3:00 PM	83	83	100.00%	YES	01/21/2016	6:00 PM	68	69	98.55%	YES
01/06/2016	5:00 PM	64	66	96.97%	YES	01/22/2016	4:00 PM	67	67	100.00%	YES
01/07/2016	4:00 PM	77	77	100.00%	YES	01/23/2016	12:00 PM	74	74	100.00%	YES
01/08/2016	12:00 PM	61	62	98.39%	YES	01/24/2016	5:00 PM	62	62	100.00%	YES
01/09/2016	2:00 PM	59	64	92.19%	YES	01/25/2016	6:00 PM	58	61	95.08%	YES
01/10/2016	6:00 PM	63	63	100.00%	YES	01/26/2016	3:00 PM	70	77	90.91%	YES
01/11/2016	4:00 PM	63	66	95.45%	YES	01/27/2016	7:00 PM	63	65	96.92%	YES
01/12/2016	6:00 PM	71	73	97.26%	YES	01/28/2016	4:00 PM	56	56	100.00%	YES
01/13/2016	6:00 PM	65	66	98.48%	YES	01/29/2016	4:00 PM	69	69	100.00%	YES
01/14/2016	6:00 PM	73	74	98.65%	YES	01/30/2016	12:00 PM	76	77	98.70%	YES
01/15/2016	8:00 PM	60	69	86.96%	NO	01/31/2016	7:00 PM	64	65	98.46%	YES
01/16/2016	6:00 PM	62	65	95.38%	YES						

## WORKLOAD

CALL VOLUME				
	NORTH	CENTRAL	SOUTH	TOTAL
<i>9-1-1 Calls Answered</i>	21,408	63,551	27,051	112,010
<i>Non 9-1-1 Calls Answered</i>	27,948	25,466	25,754	79,168
<b>TOTAL INCOMING CALLS</b>	<b>49,356</b>	<b>89,017</b>	<b>52,805</b>	<b>191,178</b>
<i>Incoming Alarm Calls</i>	3,187	7,733	5,634	16,554
<i>Incoming Non-Emergency Calls</i>	24,761	17,733	20,120	62,614
<b>TOTAL NON-911 CALLS ANSWERED</b>	<b>27,948</b>	<b>25,466</b>	<b>25,754</b>	<b>79,168</b>
<b>TOTAL OUTGOING CALLS</b>	<b>6,033</b>	<b>13,177</b>	<b>8,134</b>	<b>27,344</b>

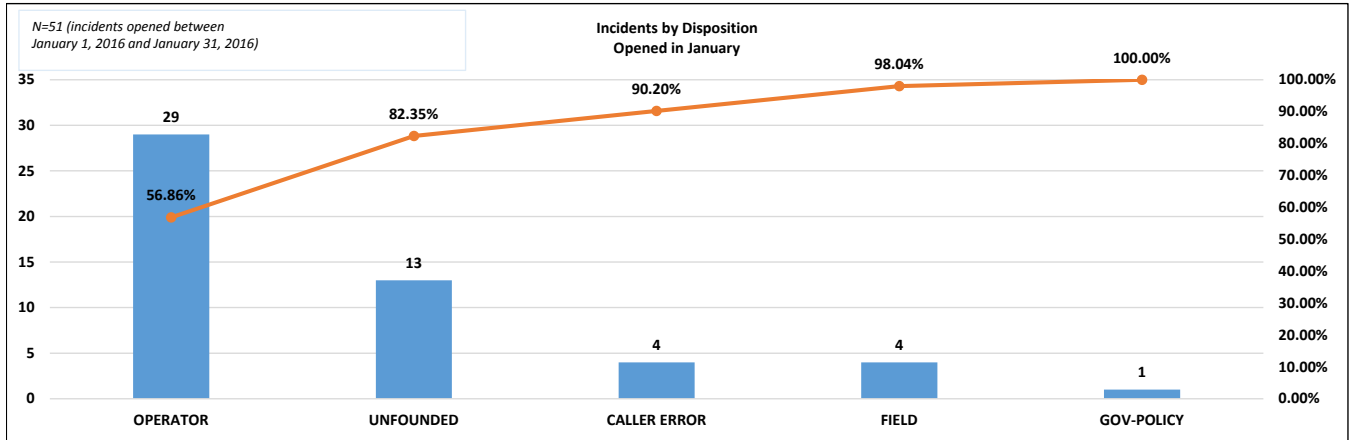
CALLS FOR SERVICE				
	NORTH	CENTRAL	SOUTH	TOTAL
<i>Fire Rescue/EMS (911 Only)</i>	5,673	12,442	7,785	25,900
<i>Law Enforcement (911 Only)</i>	27,605	53,549	43,367	124,521
<b>TOTAL 911 CFS</b>	<b>33,278</b>	<b>65,991</b>	<b>51,152</b>	<b>150,421</b>
<i>Fire Rescue/EMS (911 Only - P2/P3 Applicable)</i>	3,558	7,593	5,119	16,270

CLASS OF SERVICE (911 Calls Only)				
	NORTH	CENTRAL	SOUTH	SYSTEMWIDE
VOIP	1,000	3,824	1,038	5,862
PBX	369	920	700	1,989
WIRELESS	17,771	53,731	21,845	93,347
WIRELINE	2,268	5,076	3,468	10,812
<b>TOTAL 911 CALLS</b>	<b>21,408</b>	<b>63,551</b>	<b>27,051</b>	<b>112,010</b>

911 Call Transfers: Regional to Non-Regional				
	NORTH	CENTRAL	SOUTH	SYSTEMWIDE
Transferred 911 Calls	189	357	41	587
Percentage of 911 Calls	0.88%	0.56%	0.15%	0.52%

911 Call Transfers: Regional to Non-Regional			
	CORAL SPRINGS	PLANTATION	NON REGIONAL
Transferred 911 Calls	361	742	1,103
Percentage of 911 Calls	6.63%	15.26%	10.70%

### QUALITY ASSURANCE / DEFECTS



Dispositions	Total	Cum	Cum %
OPERATOR	29	29	56.86%
UNFOUNDED	13	42	82.35%
CALLER ERROR	4	46	90.20%
FIELD	4	50	98.04%
GOV-POLICY	1	51	100.00%