

## Broward County Regional Consolidated Dispatch JUNE 2016 Performance Scorecard

<b>CONTRACT-BASED PERFORMANCE MEASURES (Operator's Agreement, Exhibit "D")<sup>1</sup></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>2</sup>	29 <sup>3</sup>	29	28	28
P1 Call Answer Time - All Calls (911) 95% Within 20 Secs.	95%	99.82%	99.29%	99.45%
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>4,5</sup>	90%	84.79%	80.08%	83.02%
P2/P3 Fire Rescue Call For Service Processing Time 99% in 120 Secs. <sup>4,5</sup>	99%	93.06%	89.51%	91.44%
P2/P3 Fire Rescue Call For Service Processing Time 80% in 60 Secs. <sup>4,5</sup>	80%	37.16%	30.65%	45.71%
P2/P3 Fire Rescue Call For Service Processing Time 95% in 106 Secs. <sup>4,5</sup>	95%	75.00%	72.90%	71.43%
Emergency Medical Dispatch 95% Case Entry Compliance Rate <sup>6</sup>	95%	97.59%	95.87%	94.72%
Emergency Medical Dispatch 90% Total Compliance Rate <sup>6</sup>	90%	98.93%	98.20%	97.45%
Emergency Medical Dispatch 1% Quality Assurance Case Review <sup>6</sup>	1%	3.14%	3.72%	3.12%

<b>OTHER PERFORMANCE MEASURES</b>				
	<b>GOAL</b>	<b>NORTH</b>	<b>CENTRAL</b>	<b>SOUTH</b>
P1 Call Answer Time – All 911 Calls 90% Within 10 seconds.	90%	99.56%	98.79%	98.98%
P2a/P3 <sup>7</sup> - Percent of Fire/EMS calls processed within 90 seconds	90%	88.47%	85.55%	88.34%

<sup>1</sup> There are two standards not reported, as follows: P2/P3 Law Call for Service Indicator, which is driven by PD Agency having Jurisdiction; and Cost per Call which is an annual, not monthly, measurement. All other standards, unless otherwise noted, are performance standards that are included in the Operator and Participating Municipalities agreements.

<sup>2</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>3</sup> As the result of the evacuation of the North Regional Consolidated Dispatch Center from June 11, 2016 through June 16, 2016 any days where the Operator failed to attain the performance measure have been mitigated. In addition, the busy hour for June 17, 2016 at the Central Regional Consolidated Dispatch Center has been mitigated due to the fact that the while the Operator had an accurate staffing level and appropriate call handling time incoming call volume was significantly higher than expected, and subsequently outside of the Operator's control. As a result only 29 days were reviewed for that location.

<sup>4</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. Four of these six call types are being measured against the 90/90 and 99/120 standards. Currently techniques for determining the calls associated with call types 3 and 4 listed above are being explored. 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. Discussions regarding the adoption of the most recent version of the standards will take place after reviewing the best practices recommended by Fitch and Associates in their Assessment of the Regional Consolidated Dispatch System.

<sup>5</sup> As the result of the evacuation of the North Regional Consolidated Dispatch Center from June 11, 2016 through June 16, 2016 these days have been preemptively mitigated during the assessment of the P2/P3 performance measure. For the purpose of determining the attainment level of the performance measure all calls for service from these days have been removed from the data set.

<sup>6</sup> The information for these measures is provided by the Operator. If blank the information has not been provided.

<sup>7</sup> P2a/P3 process time is the amount of time from the point in call processing when the address verification is performed, until the call is dispatched. This measurement is not the same as the dispatch processing time that's defined in the NFPA Standard (or the Operator Agreement), which begins at the point in time when the call is answered.

**DAILY BUSY HOUR**

JUNE 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
06/01/2016	4:00 PM	61	64	95.31%	YES	06/16/2016	12:00 AM	66	66	100.00%	YES
06/02/2016	5:00 PM	58	58	100.00%	YES	06/17/2016	2:00 PM	70	70	100.00%	YES
06/03/2016	6:00 PM	102	102	100.00%	YES	06/18/2016	2:00 PM	72	72	100.00%	YES
06/04/2016	8:00 PM	86	86	100.00%	YES	06/19/2016	7:00 PM	72	72	100.00%	YES
06/05/2016	12:00 PM	77	77	100.00%	YES	06/20/2016	1:00 PM	57	58	98.28%	YES
06/06/2016	12:00 PM	72	72	100.00%	YES	06/21/2016	5:00 PM	66	66	100.00%	YES
06/07/2016	5:00 PM	61	61	100.00%	YES	06/22/2016	6:00 PM	83	83	100.00%	YES
06/08/2016	4:00 PM	64	66	96.97%	YES	06/23/2016	5:00 PM	59	61	96.72%	YES
06/09/2016	4:00 PM	54	54	100.00%	YES	06/24/2016	10:00 PM	54	54	100.00%	YES
06/10/2016	5:00 PM	72	72	100.00%	YES	06/25/2016	11:00 AM	78	78	100.00%	YES
06/11/2016	12:00 PM	82	82	100.00%	YES	06/26/2016	7:00 PM	76	76	100.00%	YES
06/12/2016	10:00 PM	12	12	100.00%	YES	06/27/2016	6:00 PM	52	52	100.00%	YES
06/13/2016	10:00 AM	10	10	100.00%	YES	06/28/2016	4:00 PM	73	73	100.00%	YES
06/14/2016	6:00 PM	12	12	100.00%	YES	06/29/2016	6:00 PM	65	65	100.00%	YES
06/15/2016	3:00 PM	4	6	66.67%	M	06/30/2016	1:00 PM	56	56	100.00%	YES

JUNE 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
06/01/2016	2:00 PM	119	120	99.17%	YES	06/16/2016	5:00 PM	129	129	100.00%	YES
06/02/2016	3:00 PM	125	125	100.00%	YES	06/17/2016	12:00 PM	124	150	82.67%	M
06/03/2016	6:00 PM	147	147	100.00%	YES	06/18/2016	3:00 PM	122	122	100.00%	YES
06/04/2016	1:00 PM	116	116	100.00%	YES	06/19/2016	1:00 PM	89	89	100.00%	YES
06/05/2016	6:00 PM	103	103	100.00%	YES	06/20/2016	3:00 PM	127	127	100.00%	YES
06/06/2016	5:00 PM	137	138	99.28%	YES	06/21/2016	6:00 PM	132	136	97.06%	YES
06/07/2016	2:00 PM	140	140	100.00%	YES	06/22/2016	11:00 AM	134	134	100.00%	YES
06/08/2016	4:00 PM	146	149	97.99%	YES	06/23/2016	12:00 PM	109	123	88.62%	NO
06/09/2016	1:00 PM	145	151	96.03%	YES	06/24/2016	5:00 PM	142	152	93.42%	YES
06/10/2016	2:00 PM	144	155	92.90%	YES	06/25/2016	5:00 PM	118	118	100.00%	YES
06/11/2016	6:00 PM	149	151	98.68%	YES	06/26/2016	3:00 PM	96	96	100.00%	YES
06/12/2016	6:00 PM	129	129	100.00%	YES	06/27/2016	6:00 PM	139	139	100.00%	YES
06/13/2016	3:00 PM	123	123	100.00%	YES	06/28/2016	2:00 PM	153	158	96.84%	YES
06/14/2016	6:00 PM	131	132	99.24%	YES	06/29/2016	12:00 PM	145	145	100.00%	YES
06/15/2016	5:00 PM	134	134	100.00%	YES	06/30/2016	2:00 PM	120	123	97.56%	YES

JUNE 2016 SOUTH 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
06/01/2016	5:00 PM	90	91	98.90%	YES	06/16/2016	5:00 PM	76	76	100.00%	YES
06/02/2016	12:00 PM	67	67	100.00%	YES	06/17/2016	12:00 PM	70	85	82.35%	M
06/03/2016	6:00 PM	97	97	100.00%	YES	06/18/2016	5:00 PM	71	71	100.00%	YES
06/04/2016	9:00 PM	71	71	100.00%	YES	06/19/2016	8:00 PM	56	56	100.00%	YES
06/05/2016	7:00 PM	79	79	100.00%	YES	06/20/2016	8:00 PM	77	77	100.00%	YES
06/06/2016	6:00 PM	76	76	100.00%	YES	06/21/2016	6:00 PM	73	77	94.81%	YES
06/07/2016	4:00 PM	83	85	97.65%	YES	06/22/2016	6:00 PM	70	71	98.59%	YES
06/08/2016	11:00 AM	65	68	95.59%	YES	06/23/2016	6:00 PM	73	77	94.81%	YES
06/09/2016	6:00 PM	115	115	100.00%	YES	06/24/2016	5:00 PM	76	80	95.00%	YES
06/10/2016	1:00 PM	73	74	98.65%	YES	06/25/2016	1:00 PM	72	72	100.00%	YES
06/11/2016	12:00 PM	85	85	100.00%	YES	06/26/2016	9:00 PM	74	74	100.00%	YES
06/12/2016	7:00 PM	102	102	100.00%	YES	06/27/2016	5:00 PM	76	76	100.00%	YES
06/13/2016	1:00 PM	131	131	100.00%	YES	06/28/2016	2:00 PM	49	67	73.13%	NO
06/14/2016	6:00 PM	125	126	99.21%	YES	06/29/2016	4:00 PM	71	72	98.61%	YES
06/15/2016	11:00 AM	117	119	98.32%	YES	06/30/2016	10:00 AM	72	72	100.00%	YES

## WORKLOAD

CALL VOLUME				
	NORTH	CENTRAL	SOUTH	TOTAL
9-1-1 Calls Answered	23,135	53,897	31,466	108,498
Non 9-1-1 Calls Answered	21,256	29,972	24,184	75,412
Alarm Calls Answered	2,789	7,931	5,662	16,382
<b>TOTAL INCOMING CALLS</b>	<b>47,180</b>	<b>91,800</b>	<b>61,312</b>	<b>200,292</b>
Incoming Alarm Calls	2,789	7,931	5,662	16,382
Incoming Non-Emergency Calls	18,467	22,041	18,522	59,030
<b>TOTAL NON-911 CALLS ANSWERED</b>	<b>21,256</b>	<b>29,972</b>	<b>24,184</b>	<b>75,412</b>
<b>TOTAL OUTGOING CALLS</b>	<b>6,345</b>	<b>13,396</b>	<b>9,270</b>	<b>29,011</b>

CALLS FOR SERVICE - USED FOR PERFORMANCE REPORTING				
	NORTH	CENTRAL	SOUTH	TOTAL
Fire Rescue/EMS (911 Only)	4,147	8,903	5,692	18,742
Law Enforcement (911 Only)	28,772	51,962	42,880	123,614
<b>TOTAL 911 CFS</b>	<b>32,919</b>	<b>60,865</b>	<b>48,572</b>	<b>142,356</b>
Fire Rescue/EMS CFS (911 calls for which both the call answer time and call dispatch time are known)	2,743	5,902	3,913	12,555
Percentage of Fire Rescue/EMS CFS (911 calls for which both the call answer time and call dispatch time are known)	66.14%	66.29%	68.75%	66.99%

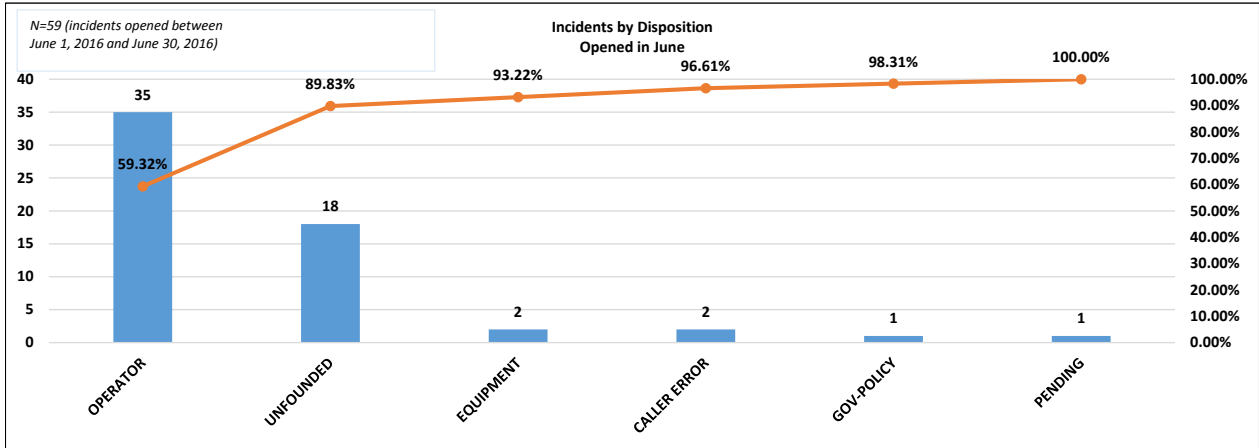
CALLS FOR SERVICE - ALL DAYS IN MONTH				
	NORTH	CENTRAL	SOUTH	TOTAL
Fire Rescue/EMS (911 Only)	5,220	11,126	7,028	23,374
Law Enforcement (911 Only)	28,772	51,962	42,880	123,614
<b>TOTAL 911 CFS</b>	<b>33,992</b>	<b>63,088</b>	<b>49,908</b>	<b>146,988</b>
Fire Rescue/EMS CFS (911 calls for which both the call answer time and call dispatch time are known)	3,293	6,819	4,607	14,719
Percentage of Fire Rescue/EMS CFS (911 calls for which both the call answer time and call dispatch time are known)	63.08%	61.29%	65.55%	62.97%

CLASS OF SERVICE (911 Calls Only)				
	NORTH	CENTRAL	SOUTH	SYSTEMWIDE
VOIP	1,048	2,975	1,310	5,333
PBX	421	780	613	1,814
WIRELESS	19,097	45,171	25,717	89,985
WIRELINE	2,569	4,971	3,826	11,366
<b>TOTAL 911 CALLS</b>	<b>23,135</b>	<b>53,897</b>	<b>31,466</b>	<b>108,498</b>

911 Call Transfers: Regional to Non-Regional				
	NORTH	CENTRAL	SOUTH	SYSTEMWIDE
Transferred 911 Calls	187	422	152	761
Percentage of 911 Calls	0.81%	0.78%	0.48%	0.70%

911 Call Transfers: Regional to Non-Regional			
	CORAL SPRINGS	PLANTATION	NON REGIONAL
Transferred 911 Calls	270	653	923
Percentage of 911 Calls	5.18%	12.71%	8.92%

### QUALITY ASSURANCE / DEFECTS



Dispositions	Total	Cum	Cum %
OPERATOR	35	35	59.32%
UNFOUNDED	18	53	89.83%
EQUIPMENT	2	55	93.22%
CALLER ERROR	2	57	96.61%
GOV-POLICY	1	58	98.31%
PENDING	1	59	100.00%