

## July 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)	6,019	1.8	90% within 10 seconds	1.8
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	31	N/A	All days in month	30 Days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	104,085	2.6	95% within 20 seconds	6.3
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	104,085	2.6	95% within 15 seconds	6.3
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	104,085	2.6	99% within 40 seconds	35.5
P1 Call Answer Time - All 911 Calls (State of Florida)	104,085	2.6	90% within 10 seconds	1.9
P1 Call Answer Time - Alarm Lines	15,833	1.0	95% within 15 seconds	1.2
P1 Call Answer Time - Alarm Lines	15,833	1.0	99% within 40 seconds	1.3
<b>Transfer to Secondary PSAP (NFPA 1221-2016)</b>	<b>measure analysis is currently under development</b>			
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,143	81.8	90% within 90 seconds	138.6
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,143	81.8	99% within 120 seconds	322.8
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	533	104.9	80% within 60 seconds	132.2
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	533	104.9	90% within 64 seconds	173.6
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	533	104.9	95% within 106 seconds	220.6
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	2,636	53.6	90% within 70 seconds	90.9
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	2,636	15.8	90% within 20 seconds	24.7
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	2,636	69.4	90% within 90 seconds	110.1
P4 EMS Turnout Time Delta & Echo Calls Only	2,636	68.8	Report 90th% No Specific Target	117.5
P5 EMS & Fire Travel Times Delta & Echo Calls Only	2,636	287.6	Report 90th% No Specific Target	419.7
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,462	117.4	Report 90th% No Specific Target	210.4
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,462	235.5	Report 90th% No Specific Target	382.6
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	4,462	352.9	Report 90th% No Specific Target	553.8
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,462	311.0	Report 90th% No Specific Target	631.4

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### DATA SELF REPORTED BY BROWARD SHERIFF'S OFFICE

EMD Standard for ACE Accreditation	Target	TARGET COMPLIANCE
High Compliance		61%
Compliant		24%
Partial Compliance	10%	5%
Low Compliance	10%	3%
Non-Compliant	7%	7%

EMD Standard for Accreditation	Percentage of Deviation Accepted	Percentage of Deviation
Critical Deviation	3%	0.62%
Major Deviation	3%	0.51%
Moderate Deviation	3%	1.51%
Minor Deviation	3%	0.59%

EMD Standard for ACE Accreditation	Target	TARGET COMPLIANCE
EMD Case Entry Compliance	95%	<b>NOT AVAILABLE</b> <sup>1</sup>
EMD Total Compliance Rate	90%	<b>NOT AVAILABLE</b> <sup>1</sup>
EMD Quality Assurance - Cases Reviewed	1%	<b>NOT AVAILABLE</b> <sup>1</sup>

#### Notes

<sup>1</sup> 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.