



Broward County Regional Consolidated Dispatch November 2015 Performance Scorecard

CONTRACT-BASED PERFORMANCE MEASURES (Operator's Agreement, Exhibit "D")				
	GOAL	NORTH	CENTRAL	SOUTH
P1 Call Answer Time - Busiest Hour of the Day (911) 90% Within 10 Secs. ¹	30	29	25	27³
P1 Call Answer Time - All Calls (911) 95% Within 20 Secs.	95%	99.24%	98.05%	97.99%
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.	90%	87.56%	82.36%	84.06%
P2/P3 Fire Rescue Call For Service Processing Time 99% in 120 Secs.	99%	94.69%	91.19%	92.14%
P2/P3 Fire Rescue Call For Service Processing Time 80% in 60 Secs.	80%	44.09%	36.76%	33.33%
P2/P3 Fire Rescue Call For Service Processing Time 95% in 106 Secs.	95%	86.61%	79.75%	78.08%
Emergency Medical Dispatch 95% Case Entry Compliance Rate ²	95%	95.63%	94.69%	94.74%
Emergency Medical Dispatch 90% Total Compliance Rate ²	90%	97.67%	96.93%	97.61%
Emergency Medical Dispatch 1% Quality Assurance Case Review ²	1%	3.22%	3.74%	3.04%

OTHER PERFORMANCE MEASURE				
	GOAL	NORTH	CENTRAL	SOUTH
P1 Call Answer Time – All 911 Calls 90% Within 10 seconds.	90%	98.85%	97.03%	97.25%

¹ 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.

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

³ Performance on November 15, 2015 has been mitigated as a result of the Center being impacted by the need for Central personnel to "flee to" the South Dispatch. Performance for the South Dispatch Center is only reviewed for 29 days rather than 30.

DAILY BUSY HOUR

November 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
11/1/2015	12:00 PM	66	69	95.65%	YES	11/16/2015	3:00 PM	57	57	100.00%	YES
11/2/2015	7:00 PM	65	69	94.20%	YES	11/17/2015	5:00 PM	59	63	93.65%	YES
11/3/2015	7:00 PM	66	66	100.00%	YES	11/18/2015	7:00 PM	63	63	100.00%	YES
11/4/2015	3:00 AM	97	97	100.00%	YES	11/19/2015	7:00 PM	55	55	100.00%	YES
11/5/2015	9:00 AM	45	50	90.00%	YES	11/20/2015	6:00 PM	78	78	100.00%	YES
11/6/2015	6:00 PM	71	71	100.00%	YES	11/21/2015	6:00 PM	59	59	100.00%	YES
11/7/2015	6:00 PM	54	54	100.00%	YES	11/22/2015	10:00 AM	48	48	100.00%	YES
11/8/2015	6:00 PM	54	54	100.00%	YES	11/23/2015	6:00 PM	68	68	100.00%	YES
11/9/2015	6:00 PM	61	61	100.00%	YES	11/24/2015	3:00 PM	57	57	100.00%	YES
11/10/2015	5:00 PM	83	84	98.81%	YES	11/25/2015	4:00 PM	52	52	100.00%	YES
11/11/2015	6:00 PM	53	53	100.00%	YES	11/26/2015	5:00 PM	56	77	72.73%	NO
11/12/2015	2:00 PM	64	64	100.00%	YES	11/27/2015	11:00 AM	42	43	97.67%	YES
11/13/2015	6:00 PM	51	54	94.44%	YES	11/28/2015	1:00 PM	53	54	98.15%	YES
11/14/2015	4:00 PM	43	43	100.00%	YES	11/29/2015	1:00 PM	71	74	95.95%	YES
11/15/2015	7:00 PM	62	62	100.00%	YES	11/30/2015	12:00 PM	52	52	100.00%	YES

November 2015 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
11/1/2015	1:00 AM	217	229	94.76%	YES	11/16/2015	6:00 PM	154	156	98.72%	YES
11/2/2015	3:00 PM	155	155	100.00%	YES	11/17/2015	5:00 PM	173	173	100.00%	YES
11/3/2015	5:00 PM	160	165	96.97%	YES	11/18/2015	5:00 PM	145	145	100.00%	YES
11/4/2015	5:00 PM	132	153	86.27%	NO	11/19/2015	2:00 PM	142	145	97.93%	YES
11/5/2015	4:00 PM	127	153	83.01%	NO	11/20/2015	6:00 PM	166	166	100.00%	YES
11/6/2015	6:00 PM	160	183	87.43%	NO	11/21/2015	6:00 PM	141	141	100.00%	YES
11/7/2015	4:00 PM	120	134	89.55%	NO	11/22/2015	1:00 PM	127	127	100.00%	YES
11/8/2015	5:00 PM	133	149	89.26%	NO	11/23/2015	6:00 PM	135	135	100.00%	YES
11/9/2015	6:00 PM	158	165	95.76%	YES	11/24/2015	6:00 PM	142	150	94.67%	YES
11/10/2015	5:00 PM	167	178	93.82%	YES	11/25/2015	6:00 PM	159	159	100.00%	YES
11/11/2015	2:00 PM	137	137	100.00%	YES	11/26/2015	12:00 PM	114	114	100.00%	YES
11/12/2015	5:00 PM	165	168	98.21%	YES	11/27/2015	5:00 PM	131	131	100.00%	YES
11/13/2015	2:00 PM	148	151	98.01%	YES	11/28/2015	7:00 PM	126	126	100.00%	YES
11/14/2015	11:00 AM	119	129	92.25%	YES	11/29/2015	8:00 PM	118	119	99.16%	YES
11/15/2015	4:00 PM	116	117	99.15%	YES	11/30/2015	3:00 PM	161	162	99.38%	YES

November 2015 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
11/1/2015	1:00 AM	86	90	95.56%	YES	11/16/2015	3:00 PM	71	80	88.75%	NO
11/2/2015	5:00 PM	73	73	100.00%	YES	11/17/2015	8:00 AM	59	63	93.65%	YES
11/3/2015	4:00 PM	73	74	98.65%	YES	11/18/2015	5:00 PM	66	66	100.00%	YES
11/4/2015	2:00 PM	75	75	100.00%	YES	11/19/2015	6:00 PM	62	68	91.18%	YES
11/5/2015	12:00 PM	71	72	98.61%	YES	11/20/2015	3:00 PM	64	64	100.00%	YES
11/6/2015	2:00 PM	68	71	95.77%	YES	11/21/2015	5:00 PM	74	74	100.00%	YES
11/7/2015	11:00 AM	70	72	97.22%	YES	11/22/2015	12:00 PM	68	68	100.00%	YES
11/8/2015	5:00 PM	59	59	100.00%	YES	11/23/2015	11:00 AM	67	69	97.10%	YES
11/9/2015	5:00 PM	66	67	98.51%	YES	11/24/2015	4:00 PM	72	72	100.00%	YES
11/10/2015	6:00 PM	75	75	100.00%	YES	11/25/2015	3:00 PM	87	88	98.86%	YES
11/11/2015	3:00 PM	82	82	100.00%	YES	11/26/2015	1:00 PM	48	48	100.00%	YES
11/12/2015	5:00 PM	72	72	100.00%	YES	11/27/2015	5:00 PM	48	57	84.21%	NO
11/13/2015	3:00 PM	75	78	96.15%	YES	11/28/2015	3:00 PM	55	55	100.00%	YES
11/14/2015	12:00 PM	60	61	98.36%	YES	11/29/2015	4:00 PM	56	56	100.00%	YES
11/15/2015	1:00 PM	16	61	26.23%	M	11/30/2015	12:00 PM	71	71	100.00%	YES

WORKLOAD

CALL VOLUME				
	NORTH	CENTRAL	SOUTH	TOTAL
<i>9-1-1 Calls Answered</i>	21,506	60,628	27,220	109,354
<i>Non 9-1-1 Calls Answered</i>	27,067	24,153	25,688	76,908
TOTAL INCOMING CALLS	48,573	84,781	52,908	186,262
<i>Incoming Alarm Calls</i>	2,837	6,646	5,382	14,865
<i>Incoming Non-Emergency Calls</i>	24,230	17,507	20,306	62,043
TOTAL NON-911 CALLS ANSWERED	27,067	24,153	25,688	76,908
TOTAL OUTGOING CALLS	6,459	13,519	8,674	28,652

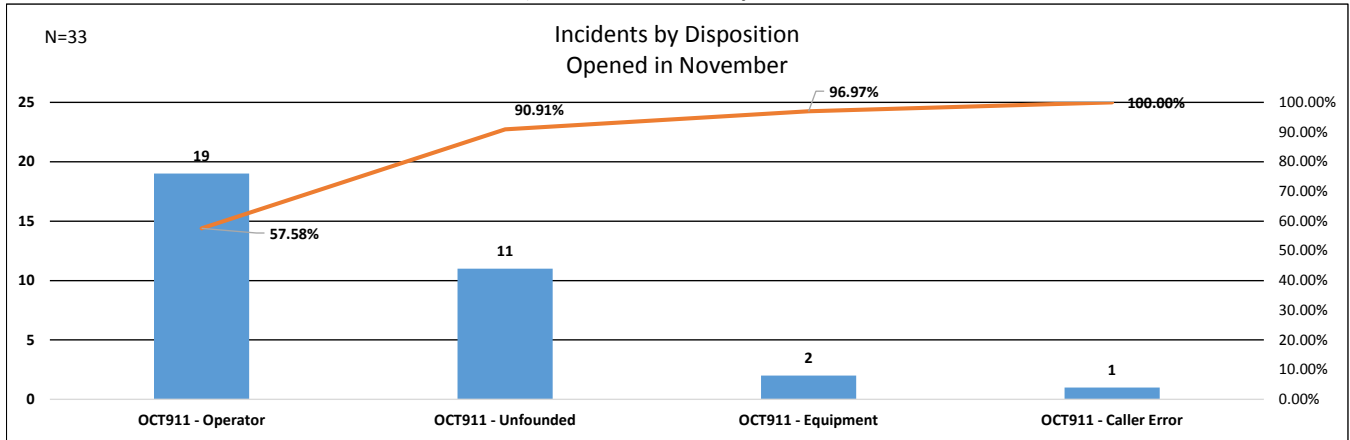
CALLS FOR SERVICE				
	NORTH	CENTRAL	SOUTH	TOTAL
<i>Fire Rescue/EMS (911 Only)</i>	5,165	11,396	6,961	23,522
<i>Law Enforcement (911 Only)</i>	22,019	56,362	39,839	118,220
TOTAL 911 CFS	29,633	72,670	50,110	141,742
<i>Fire Rescue/EMS (911 Only - P2/P3 Applicable)</i>	2,989	6,721	4,315	14,025

CLASS OF SERVICE (911 Calls Only)				
	NORTH	CENTRAL	SOUTH	SYSTEMWIDE
VOIP	909	3,411	1,096	5,416
PBX	447	901	410	1,758
WIRELESS	17,751	51,317	21,824	90,892
WIRELINE	2,402	4,999	3,890	11,291
TOTAL 911 CALLS	21,509	60,628	27,220	109,357

911 Call Transfers: Regional to Non-Regional				
	NORTH	CENTRAL	SOUTH	SYSTEMWIDE
Transferred 911 Calls	165	361	61	587
Percentage of 911 Calls	0.77%	0.60%	0.22%	0.54%

911 Call Transfers: Regional to Non-Regional			
	CORAL SPRINGS	PLANTATION	NON REGIONAL
Transferred 911 Calls	372	692	1,064
Percentage of 911 Calls	6.62%	13.44%	9.88%

QUALITY ASSURANCE / DEFECTS



DISPOSITION	NUMBER	CUMULATIVE	PERCENTAGE
OCT911 - Operator	19	19	57.58%
OCT911 - UNFOUNDED	11	30	90.91%
OCT911 - EQUIPMENT	2	32	96.97%
OCT911 - Caller Error	1	33	100.00%
N =	33		