



## Broward County Regional Consolidated Dispatch November 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)<br>90% Within 10 Secs. <sup>1</sup> | <b>30</b>   | <b>29</b>      | <b>25</b>      | <b>27<sup>3</sup></b> |
| P1 Call Answer Time - All Calls (911)<br>95% Within 20 Secs.                            | <b>95%</b>  | <b>99.24%</b>  | <b>98.05%</b>  | <b>97.99%</b>         |
| P1 Call Answer Time - Alarm Calls (911)<br>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)<br>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<br>90% in 90 Secs.                   | <b>90%</b>  | <b>87.56%</b>  | <b>82.36%</b>  | <b>84.06%</b>         |
| P2/P3 Fire Rescue Call For Service Processing Time<br>99% in 120 Secs.                  | <b>99%</b>  | <b>94.69%</b>  | <b>91.19%</b>  | <b>92.14%</b>         |
| P2/P3 Fire Rescue Call For Service Processing Time<br>80% in 60 Secs.                   | <b>80%</b>  | <b>44.09%</b>  | <b>36.76%</b>  | <b>33.33%</b>         |
| P2/P3 Fire Rescue Call For Service Processing Time<br>95% in 106 Secs.                  | <b>95%</b>  | <b>86.61%</b>  | <b>79.75%</b>  | <b>78.08%</b>         |
| Emergency Medical Dispatch<br>95% Case Entry Compliance Rate <sup>2</sup>               | <b>95%</b>  | <b>95.63%</b>  | <b>94.69%</b>  | <b>94.74%</b>         |
| Emergency Medical Dispatch<br>90% Total Compliance Rate <sup>2</sup>                    | <b>90%</b>  | <b>97.67%</b>  | <b>96.93%</b>  | <b>97.61%</b>         |
| Emergency Medical Dispatch<br>1% Quality Assurance Case Review <sup>2</sup>             | <b>1%</b>   | <b>3.22%</b>   | <b>3.74%</b>   | <b>3.04%</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>98.85%</b> | <b>97.03%</b>  | <b>97.25%</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 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<br>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<br>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<br>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         |
| <b>TOTAL INCOMING CALLS</b>         | <b>48,573</b> | <b>84,781</b> | <b>52,908</b> | <b>186,262</b> |
| <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         |
| <b>TOTAL NON-911 CALLS ANSWERED</b> | <b>27,067</b> | <b>24,153</b> | <b>25,688</b> | <b>76,908</b>  |
| <b>TOTAL OUTGOING CALLS</b>         | <b>6,459</b>  | <b>13,519</b> | <b>8,674</b>  | <b>28,652</b>  |

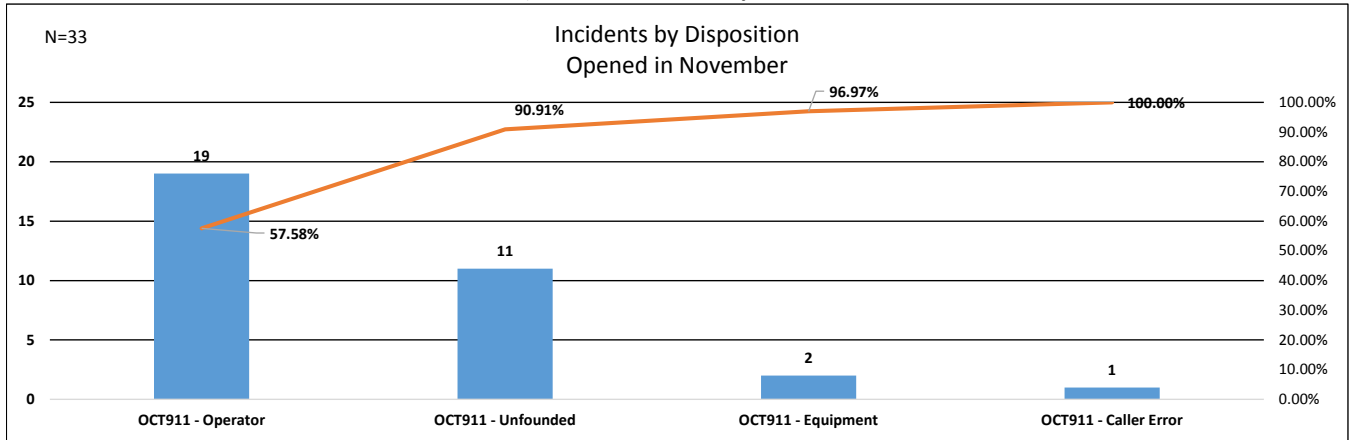
| CALLS FOR SERVICE                                    |               |               |               |                |
|--|---------------|---------------|---------------|----------------|
|  | NORTH         | CENTRAL       | SOUTH         | TOTAL          |
| <i>Fire Rescue/EMS (911 Only)</i>                    | 5,165         | 11,396        | 6,961         | 23,522         |
| <i>Law Enforcement (911 Only)</i>                    | 22,019        | 56,362        | 39,839        | 118,220        |
| <b>TOTAL 911 CFS</b>                                 | <b>29,633</b> | <b>72,670</b> | <b>50,110</b> | <b>141,742</b> |
| <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         |
| <b>TOTAL 911 CALLS</b>            | <b>21,509</b> | <b>60,628</b> | <b>27,220</b> | <b>109,357</b> |

| 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     |            |            |