



Broward County Regional Consolidated Dispatch February 2016 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	29	28	27	29
P1 Call Answer Time - All Calls (911) 95% Within 20 Secs.	95%	99.36%	98.87%	99.46%
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%	86.29%	80.59%	83.16%
P2/P3 Fire Rescue Call For Service Processing Time 99% in 120 Secs.	99%	93.55%	90.30%	92.11%
P2/P3 Fire Rescue Call For Service Processing Time 80% in 60 Secs.	80%	40.26%	29.75%	25.26%
P2/P3 Fire Rescue Call For Service Processing Time 95% in 106 Secs.	95%	76.62%	72.45%	66.89%
Emergency Medical Dispatch 95% Case Entry Compliance Rate ²	95%	95.44%	94.48%	96.12%
Emergency Medical Dispatch 90% Total Compliance Rate ²	90%	97.56%	97.18%	97.86%
Emergency Medical Dispatch 1% Quality Assurance Case Review ²	1%	3.37%	3.73%	2.89%

OTHER PERFORMANCE MEASURE				
	GOAL	NORTH	CENTRAL	SOUTH
P1 Call Answer Time – All 911 Calls 90% Within 10 seconds.	90%	98.85%	97.99%	98.95%

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.

DAILY BUSY HOUR

FEBRUARY 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
02/01/2016	3:00 PM	47	49	95.92%	YES	02/16/2016	6:00 PM	65	70	92.86%	YES
02/02/2016	6:00 PM	106	107	99.07%	YES	02/17/2016	7:00 PM	54	54	100.00%	YES
02/03/2016	4:00 PM	51	51	100.00%	YES	02/18/2016	6:00 PM	59	60	98.33%	YES
02/04/2016	7:00 PM	47	47	100.00%	YES	02/19/2016	11:00 AM	53	53	100.00%	YES
02/05/2016	4:00 PM	53	53	100.00%	YES	02/20/2016	11:00 AM	58	59	98.31%	YES
02/06/2016	4:00 PM	67	67	100.00%	YES	02/21/2016	7:00 PM	55	57	96.49%	YES
02/07/2016	3:00 PM	45	45	100.00%	YES	02/22/2016	3:00 PM	46	47	97.87%	YES
02/08/2016	4:00 PM	50	50	100.00%	YES	02/23/2016	5:00 PM	62	62	100.00%	YES
02/09/2016	12:00 PM	48	48	100.00%	YES	02/24/2016	4:00 PM	53	53	100.00%	YES
02/10/2016	6:00 PM	58	59	98.31%	YES	02/25/2016	1:00 PM	37	44	84.09%	NO
02/11/2016	7:00 PM	47	49	95.92%	YES	02/26/2016	6:00 PM	59	60	98.33%	YES
02/12/2016	9:00 PM	61	62	98.39%	YES	02/27/2016	12:00 PM	49	49	100.00%	YES
02/13/2016	4:00 PM	56	57	98.25%	YES	02/28/2016	6:00 PM	46	46	100.00%	YES
02/14/2016	4:00 PM	46	48	95.83%	YES	02/29/2016	2:00 PM	59	59	100.00%	YES
02/15/2016	3:00 PM	44	45	97.78%	YES						

FEBRUARY 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
02/01/2016	8:00 AM	173	173	100.00%	YES	02/16/2016	8:00 AM	119	159	74.84%	NO
02/02/2016	2:00 PM	153	159	96.23%	YES	02/17/2016	6:00 PM	147	151	97.35%	YES
02/03/2016	3:00 PM	170	170	100.00%	YES	02/18/2016	5:00 PM	152	155	98.06%	YES
02/04/2016	4:00 PM	152	152	100.00%	YES	02/19/2016	4:00 PM	145	146	99.32%	YES
02/05/2016	6:00 PM	156	156	100.00%	YES	02/20/2016	6:00 PM	163	172	94.77%	YES
02/06/2016	12:00 PM	144	144	100.00%	YES	02/21/2016	1:00 PM	159	169	94.08%	YES
02/07/2016	6:00 PM	130	130	100.00%	YES	02/22/2016	3:00 PM	176	176	100.00%	YES
02/08/2016	5:00 PM	151	153	98.69%	YES	02/23/2016	4:00 PM	158	158	100.00%	YES
02/09/2016	6:00 PM	126	128	98.44%	YES	02/24/2016	5:00 PM	156	156	100.00%	YES
02/10/2016	5:00 PM	147	147	100.00%	YES	02/25/2016	6:00 PM	161	161	100.00%	YES
02/11/2016	6:00 PM	156	159	98.11%	YES	02/26/2016	2:00 PM	121	148	81.76%	NO
02/12/2016	5:00 PM	183	183	100.00%	YES	02/27/2016	4:00 PM	158	159	99.37%	YES
02/13/2016	6:00 PM	143	143	100.00%	YES	02/28/2016	5:00 PM	137	137	100.00%	YES
02/14/2016	7:00 PM	131	131	100.00%	YES	02/29/2016	3:00 PM	159	159	100.00%	YES
02/15/2016	3:00 PM	140	140	100.00%	YES						

FEBRUARY 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
02/01/2016	3:00 PM	82	87	94.25%	YES	02/16/2016	8:00 AM	134	134	100.00%	YES
02/02/2016	12:00 PM	72	72	100.00%	YES	02/17/2016	2:00 PM	54	54	100.00%	YES
02/03/2016	5:00 PM	65	66	98.48%	YES	02/18/2016	3:00 PM	81	87	93.10%	YES
02/04/2016	4:00 PM	91	92	98.91%	YES	02/19/2016	4:00 PM	71	71	100.00%	YES
02/05/2016	5:00 PM	68	68	100.00%	YES	02/20/2016	3:00 PM	63	63	100.00%	YES
02/06/2016	5:00 PM	68	68	100.00%	YES	02/21/2016	4:00 PM	59	59	100.00%	YES
02/07/2016	4:00 PM	68	68	100.00%	YES	02/22/2016	2:00 PM	93	95	97.89%	YES
02/08/2016	6:00 PM	62	62	100.00%	YES	02/23/2016	4:00 PM	69	69	100.00%	YES
02/09/2016	6:00 PM	78	78	100.00%	YES	02/24/2016	6:00 PM	58	58	100.00%	YES
02/10/2016	5:00 PM	73	73	100.00%	YES	02/25/2016	4:00 PM	61	61	100.00%	YES
02/11/2016	5:00 PM	70	70	100.00%	YES	02/26/2016	4:00 PM	86	86	100.00%	YES
02/12/2016	3:00 PM	68	68	100.00%	YES	02/27/2016	3:00 PM	79	79	100.00%	YES
02/13/2016	2:00 PM	79	79	100.00%	YES	02/28/2016	5:00 PM	68	68	100.00%	YES
02/14/2016	11:00 AM	58	58	100.00%	YES	02/29/2016	4:00 PM	69	69	100.00%	YES
02/15/2016	1:00 PM	72	72	100.00%	YES						

WORKLOAD

CALL VOLUME				
	NORTH	CENTRAL	SOUTH	TOTAL
9-1-1 Calls Answered	18,968	60,406	25,601	104,975
Non 9-1-1 Calls Answered	27,176	24,433	22,562	74,171
TOTAL INCOMING CALLS	46,144	84,839	48,163	179,146
Incoming Alarm Calls	2,887	7,037	5,338	15,262
Incoming Non-Emergency Calls	24,289	17,396	17,224	58,909
TOTAL NON-911 CALLS ANSWERED	27,176	24,433	22,562	74,171
TOTAL OUTGOING CALLS	5,928	12,829	6,747	25,504

CALLS FOR SERVICE				
	NORTH	CENTRAL	SOUTH	TOTAL
Fire Rescue/EMS (911 Only)	5,271	11,732	7,347	24,350
Law Enforcement (911 Only)	22,152	56,870	41,688	120,710
TOTAL 911 CFS	27,423	68,602	49,035	145,060
Fire Rescue/EMS (911 Only - P2/P3 Applicable)	3,349	7,128	4,830	15,307

CLASS OF SERVICE (911 Calls Only)				
	NORTH	CENTRAL	SOUTH	SYSTEMWIDE
VOIP	954	3,617	1,024	5,595
PBX	372	887	669	1,928
WIRELESS	15,579	50,979	20,649	87,207
WIRELINE	2,063	4,923	3,259	10,245
TOTAL 911 CALLS	18,968	60,406	25,601	104,975

911 Call Transfers: Regional to Non-Regional				
	NORTH	CENTRAL	SOUTH	SYSTEMWIDE
Transferred 911 Calls	165	333	39	537
Percentage of 911 Calls	0.87%	0.55%	0.15%	0.51%

911 Call Transfers: Regional to Non-Regional			
	CORAL SPRINGS	PLANTATION	NON REGIONAL
Transferred 911 Calls	386	727	1,113
Percentage of 911 Calls	7.70%	15.09%	14.49%