



Broward County Regional Consolidated Dispatch APRIL 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	30	28	29	28
P1 Call Answer Time - All Calls (911) 95% Within 20 Secs.	95%	99.21%	99.16%	98.99%
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%	86.00%	80.35%	81.96%
P2/P3 Fire Rescue Call For Service Processing Time 99% in 120 Secs.	99%	93.92%	90.40%	91.20%
P2/P3 Fire Rescue Call For Service Processing Time 80% in 60 Secs.	80%	34.02%	29.76%	38.73%
P2/P3 Fire Rescue Call For Service Processing Time 95% in 106 Secs.	95%	78.35%	73.02%	77.94%
Emergency Medical Dispatch 95% Case Entry Compliance Rate ²	95%	96.04%	96.03%	96.20%
Emergency Medical Dispatch 90% Total Compliance Rate ²	90%	97.85%	97.14%	98.27%
Emergency Medical Dispatch 1% Quality Assurance Case Review ²	1%	3.22%	3.80%	2.98%

OTHER PERFORMANCE MEASURE				
	GOAL	NORTH	CENTRAL	SOUTH
P1 Call Answer Time – All 911 Calls 90% Within 10 seconds.	90%	98.60%	98.42%	97.91%

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

APRIL 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
04/01/2016	6:00 PM	75	75	100.00%	YES	04/16/2016	5:00 PM	63	66	95.45%	YES
04/02/2016	11:00 AM	52	53	98.11%	YES	04/17/2016	9:00 PM	53	56	94.64%	YES
04/03/2016	6:00 PM	48	48	100.00%	YES	04/18/2016	4:00 PM	59	59	100.00%	YES
04/04/2016	7:00 PM	55	55	100.00%	YES	04/19/2016	11:00 AM	58	58	100.00%	YES
04/05/2016	8:00 PM	79	88	89.77%	NO	04/20/2016	9:00 AM	61	62	98.39%	YES
04/06/2016	4:00 PM	54	54	100.00%	YES	04/21/2016	5:00 PM	62	63	98.41%	YES
04/07/2016	6:00 PM	61	62	98.39%	YES	04/22/2016	4:00 PM	78	78	100.00%	YES
04/08/2016	5:00 PM	70	74	94.59%	YES	04/23/2016	10:00 PM	69	73	94.52%	YES
04/09/2016	10:00 PM	63	63	100.00%	YES	04/24/2016	7:00 PM	59	59	100.00%	YES
04/10/2016	4:00 PM	56	57	98.25%	YES	04/25/2016	2:00 PM	67	107	62.62%	NO
04/11/2016	4:00 PM	70	70	100.00%	YES	04/26/2016	6:00 PM	63	63	100.00%	YES
04/12/2016	8:00 PM	63	63	100.00%	YES	04/27/2016	4:00 PM	59	63	93.65%	YES
04/13/2016	6:00 PM	67	67	100.00%	YES	04/28/2016	1:00 PM	58	58	100.00%	YES
04/14/2016	7:00 PM	59	62	95.16%	YES	04/29/2016	5:00 PM	62	64	96.88%	YES
04/15/2016	6:00 PM	65	67	97.01%	YES	04/30/2016	3:00 PM	76	76	100.00%	YES

APRIL 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
04/01/2016	6:00 PM	189	197	95.94%	YES	04/16/2016	2:00 PM	134	134	100.00%	YES
04/02/2016	1:00 PM	146	149	97.99%	YES	04/17/2016	6:00 PM	144	144	100.00%	YES
04/03/2016	7:00 PM	130	130	100.00%	YES	04/18/2016	2:00 PM	133	134	99.25%	YES
04/04/2016	7:00 PM	152	157	96.82%	YES	04/19/2016	5:00 PM	158	158	100.00%	YES
04/05/2016	5:00 PM	161	165	97.58%	YES	04/20/2016	5:00 PM	138	139	99.28%	YES
04/06/2016	5:00 PM	139	142	97.89%	YES	04/21/2016	3:00 PM	152	152	100.00%	YES
04/07/2016	5:00 PM	139	145	95.86%	YES	04/22/2016	4:00 PM	130	130	100.00%	YES
04/08/2016	5:00 PM	165	172	95.93%	YES	04/23/2016	6:00 PM	124	126	98.41%	YES
04/09/2016	6:00 PM	146	154	94.81%	YES	04/24/2016	7:00 PM	136	136	100.00%	YES
04/10/2016	6:00 PM	123	123	100.00%	YES	04/25/2016	2:00 PM	125	125	100.00%	YES
04/11/2016	4:00 PM	164	164	100.00%	YES	04/26/2016	6:00 PM	147	147	100.00%	YES
04/12/2016	4:00 PM	135	135	100.00%	YES	04/27/2016	3:00 PM	126	126	100.00%	YES
04/13/2016	6:00 PM	152	152	100.00%	YES	04/28/2016	3:00 PM	135	135	100.00%	YES
04/14/2016	4:00 PM	130	146	89.04%	NO	04/29/2016	3:00 PM	138	139	99.28%	YES
04/15/2016	5:00 PM	134	136	98.53%	YES	04/30/2016	6:00 PM	131	131	100.00%	YES

APRIL 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
04/01/2016	4:00 PM	91	95	95.79%	YES	04/16/2016	2:00 PM	64	66	96.97%	YES
04/02/2016	1:00 PM	70	84	83.33%	NO	04/17/2016	4:00 PM	55	55	100.00%	YES
04/03/2016	5:00 PM	75	75	100.00%	YES	04/18/2016	1:00 PM	83	83	100.00%	YES
04/04/2016	1:00 PM	79	79	100.00%	YES	04/19/2016	4:00 PM	73	73	100.00%	YES
04/05/2016	6:00 PM	63	63	100.00%	YES	04/20/2016	2:00 PM	77	79	97.47%	YES
04/06/2016	8:00 PM	88	88	100.00%	YES	04/21/2016	2:00 PM	80	82	97.56%	YES
04/07/2016	12:00 PM	74	95	77.89%	NO	04/22/2016	4:00 PM	82	82	100.00%	YES
04/08/2016	4:00 PM	74	74	100.00%	YES	04/23/2016	12:00 PM	73	75	97.33%	YES
04/09/2016	6:00 PM	67	73	91.78%	YES	04/24/2016	8:00 PM	77	77	100.00%	YES
04/10/2016	3:00 PM	64	64	100.00%	YES	04/25/2016	5:00 PM	73	73	100.00%	YES
04/11/2016	5:00 PM	74	76	97.37%	YES	04/26/2016	4:00 PM	67	67	100.00%	YES
04/12/2016	4:00 PM	82	84	97.62%	YES	04/27/2016	4:00 PM	81	82	98.78%	YES
04/13/2016	2:00 PM	69	72	95.83%	YES	04/28/2016	4:00 PM	76	77	98.70%	YES
04/14/2016	8:00 PM	61	63	96.83%	YES	04/29/2016	4:00 PM	72	72	100.00%	YES
04/15/2016	4:00 PM	87	89	97.75%	YES	04/30/2016	5:00 PM	67	68	98.53%	YES

WORKLOAD

CALL VOLUME				
	NORTH	CENTRAL	SOUTH	TOTAL
<i>9-1-1 Calls Answered</i>	24,006	58,516	29,220	111,742
<i>Non 9-1-1 Calls Answered</i>	27,805	28,613	25,362	81,780
TOTAL INCOMING CALLS	51,811	87,129	54,582	193,522
<i>Incoming Alarm Calls</i>	3,059	6,825	5,081	14,965
<i>Incoming Non-Emergency Calls</i>	24,746	21,788	20,281	66,815
TOTAL NON-911 CALLS ANSWERED	27,805	28,613	25,362	81,780
TOTAL OUTGOING CALLS	6,152	11,881	7,561	25,594

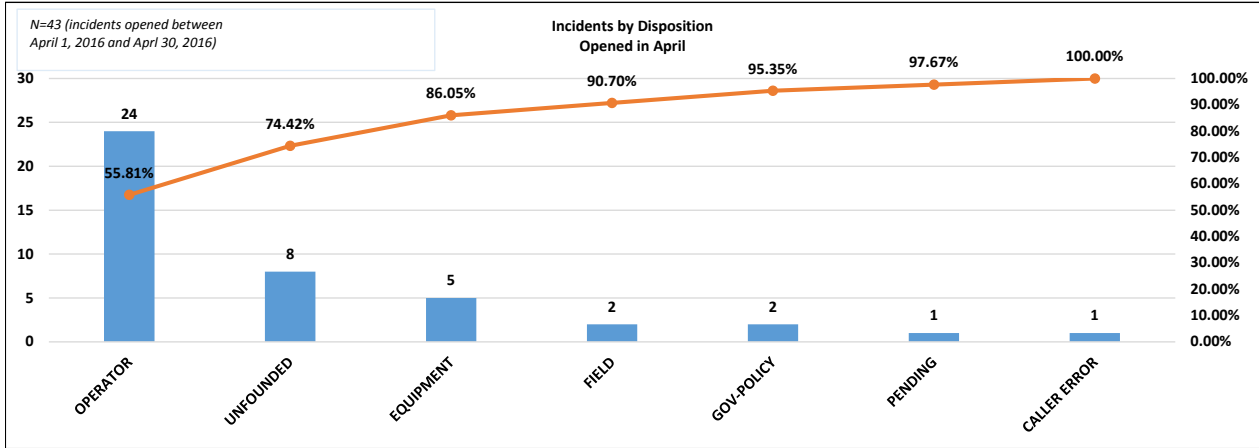
CALLS FOR SERVICE				
	NORTH	CENTRAL	SOUTH	TOTAL
<i>Fire Rescue/EMS (911 Only)</i>	5,229	11,687	7,494	24,410
<i>Law Enforcement (911 Only)</i>	28,413	51,791	44,059	124,263
TOTAL 911 CFS	33,642	63,478	51,553	148,673
<i>Fire Rescue/EMS (911 Only - P2/P3 Applicable)</i>	3,354	7,149	4,899	15,402

CLASS OF SERVICE (911 Calls Only)				
	NORTH	CENTRAL	SOUTH	SYSTEMWIDE
VOIP	942	3,495	1,108	5,545
PBX	500	779	712	1,991
WIRELESS	19,615	49,447	23,830	92,892
WIRELINE	2,949	4,795	3,570	11,314
TOTAL 911 CALLS	24,006	58,516	29,220	111,742

911 Call Transfers: Regional to Non-Regional				
	NORTH	CENTRAL	SOUTH	SYSTEMWIDE
Transferred 911 Calls	212	347	40	599
Percentage of 911 Calls	0.88%	0.59%	0.14%	0.54%

911 Call Transfers: Regional to Non-Regional			
	CORAL SPRINGS	PLANTATION	NON REGIONAL
Transferred 911 Calls	325	738	1,063
Percentage of 911 Calls	6.52%	14.87%	10.69%

QUALITY ASSURANCE / DEFECTS



Dispositions	Total	Cum	Cum %
OPERATOR	24	24	55.81%
UNFOUNDED	8	32	74.42%
EQUIPMENT	5	37	86.05%
FIELD	2	39	90.70%
GOV-POLICY	2	41	95.35%
PENDING	1	42	97.67%
CALLER ERROR	1	43	100.00%