



Broward County Regional Consolidated Dispatch OCTOBER 2016 Performance Scorecard

| CONTRACT-BASED PERFORMANCE MEASURES (Operator's Agreement, Exhibit "D") | | |
|---|------|---------------------------------------|
| | GOAL | Regional Consolidated Dispatch System |
| P1 Call Answer Time - Busiest Hour of the Day (911) 90% Within 10 Secs. ¹ | 29 | 23 |
| P1 Call Answer Time - All Calls (911) 95% Within 20 Secs. | 95% | 98.22% |
| P1 Call Answer Time - Alarm Calls (911) 95% in 15 Secs. | 95% | 100.00% |
| P1 Call Answer Time - Alarm Calls (911) 99% in 40 Secs. | 99% | 100.00% |
| P2/P3 Fire Rescue Call For Service Processing Time 90% in 90 Secs. ² | 90% | 81.19% |
| P2/P3 Fire Rescue Call For Service Processing Time 99% in 120 Secs. ² | 99% | 88.46% |
| P2/P3 Fire Rescue Call For Service Processing Time 80% in 60 Secs. ² | 80% | 41.40% |
| P2/P3 Fire Rescue Call For Service Processing Time 95% in 106 Secs. ² | 95% | 78.48% |
| Emergency Medical Dispatch 95% Case Entry Compliance Rate ³ | 95% | SEE NOTE 3 |
| Emergency Medical Dispatch 90% Total Compliance Rate ³ | 90% | SEE NOTE 3 |
| Emergency Medical Dispatch 1% Quality Assurance Case Review ³ | 1% | SEE NOTE 3 |

| OTHER PERFORMANCE MEASURES | | |
|--|------|---------------------------------------|
| | GOAL | Regional Consolidated Dispatch System |
| P1 Call Answer Time – All 911 Calls 90% Within 10 seconds. | 90% | 96.41% |
| P2.x/P3* - Percent of Fire/EMS calls processed within 90 seconds | N/A | 89.18% |

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 NFPA defines specific call types that are measured against a standard that allows for additional time to dispatch an emergency call, the 90/90 and 99/120 P2/P3 Standards. The call types measured against the 90/90 and 99/120 standards are: 1) Calls requiring emergency medical dispatch questioning and pre-arrival medical instructions; 2) Calls requiring language translation; 3) Calls requiring the use of a TTY/TDD device or audio/video relay services; 4) Calls of criminal activity that require information vital to emergency responder safety prior to dispatching units; 5) Hazardous materials incidents; and 6) Technical rescue. For the current month the Office of Regional Communications Technology and the Operator utilized new processes in order to better categorize calls into the appropriate data sets. Each of these six call types are being measured against the 90/90 and 99/120 standards.

The National Fire Protection Association (NFPA) has released new P2/P3 standards that are included in the 2016 version of NFPA standard 1221: Standard for the Installation, Maintenance, and Use of Use of Emergency Services Communications Systems. The modification changes the standard of processing call answer time for emergency alarm calls from 80% of the time in 60 seconds to 90% in 64 seconds. The starting point on measuring this standard begins once the call is answered as indicated in NFPA standards. In accordance with the Consolidated Regional E-911 Communications System participation agreement, County staff will be discussing this change with the operational committees and Operator (BSO) to provide a recommendation to the County to make this change.

³ The International Academies of Emergency Medical Dispatch (standard creating organization for these measures) has released new Standards of Accreditation that change the way that these measures are reported for the purpose of accreditation. In accordance with the Consolidated Regional E-911 Communications System participation agreement, County staff will be discussing this change with the operational committees and Operator to provide a recommendation to the County to make this change.

DAILY BUSY HOUR

| OCTOBER 2016 REGIONAL CONSOLIDATED DISPATCH SYSTEM 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 |
| 10/01/2016 | 4:00 PM | 249 | 249 | 100.00% | YES | 10/17/2016 | 3:00 PM | 255 | 267 | 95.51% | YES |
| 10/02/2016 | 12:00 PM | 227 | 236 | 96.19% | YES | 10/18/2016 | 6:00 PM | 296 | 299 | 99.00% | YES |
| 10/03/2016 | 5:00 PM | 252 | 256 | 98.44% | YES | 10/19/2016 | 7:00 PM | 250 | 270 | 92.59% | YES |
| 10/04/2016 | 6:00 PM | 310 | 323 | 95.98% | YES | 10/20/2016 | 4:00 PM | 232 | 232 | 100.00% | YES |
| 10/05/2016 | 3:00 PM | 265 | 348 | 76.15% | NO | 10/21/2016 | 2:00 PM | 255 | 256 | 99.61% | YES |
| 10/06/2016 | 11:00 AM | 248 | 248 | 100.00% | YES | 10/22/2016 | 12:00 PM | 213 | 242 | 88.02% | NO |
| 10/07/2016 | 8:00 PM | 240 | 242 | 99.17% | YES | 10/23/2016 | 7:00 PM | 206 | 213 | 96.71% | YES |
| 10/08/2016 | 1:00 PM | 245 | 248 | 98.79% | YES | 10/24/2016 | 6:00 PM | 249 | 252 | 98.81% | YES |
| 10/09/2016 | 6:00 PM | 202 | 202 | 100.00% | YES | 10/25/2016 | 3:00 PM | 230 | 233 | 98.71% | YES |
| 10/10/2016 | 6:00 PM | 222 | 223 | 99.55% | YES | 10/26/2016 | 7:00 PM | 234 | 235 | 99.57% | YES |
| 10/11/2016 | 5:00 PM | 228 | 245 | 93.06% | YES | 10/27/2016 | 1:00 PM | 217 | 242 | 89.67% | NO |
| 10/12/2016 | 6:00 PM | 246 | 246 | 100.00% | YES | 10/28/2016 | 6:00 PM | 227 | 295 | 76.95% | NO |
| 10/13/2016 | 2:00 PM | 244 | 287 | 85.02% | M | 10/29/2016 | 2:00 PM | 132 | 247 | 53.44% | NO |
| 10/14/2016 | 5:00 PM | 259 | 277 | 93.50% | YES | 10/30/2016 | 2:00 PM | 194 | 204 | 95.10% | YES |
| 10/15/2016 | 1:00 PM | 186 | 242 | 76.86% | NO | 10/31/2016 | 5:00 PM | 243 | 249 | 97.59% | YES |
| 10/16/2016 | 2:00 PM | 197 | 401 | 49.13% | M | | | | | | |

| OCTOBER 2016 REGIONAL CONSOLIDATED DISPATCH SYSTEM 1800 Daily | | | | | | | | | | | |
|---|---------|-------------------------------|---------------|------------|--------|------------|---------|-------------------------------|---------------|------------|--------|
| DATE | HOUR | Calls Answered within 10 Secs | Calls Handled | Percentage | YES/NO | DATE | HOUR | Calls Answered within 10 Secs | Calls Handled | Percentage | YES/NO |
| 10/01/2016 | 6:00 PM | 188 | 188 | 100.00% | YES | 10/17/2016 | 6:00 PM | 226 | 236 | 95.76% | YES |
| 10/02/2016 | 6:00 PM | 156 | 159 | 98.11% | YES | 10/18/2016 | 6:00 PM | 296 | 299 | 99.00% | YES |
| 10/03/2016 | 6:00 PM | 234 | 240 | 97.50% | YES | 10/19/2016 | 6:00 PM | 217 | 217 | 100.00% | YES |
| 10/04/2016 | 6:00 PM | 310 | 323 | 95.98% | YES | 10/20/2016 | 6:00 PM | 213 | 215 | 99.07% | YES |
| 10/05/2016 | 6:00 PM | 239 | 240 | 99.58% | YES | 10/21/2016 | 6:00 PM | 209 | 230 | 90.87% | YES |
| 10/06/2016 | 6:00 PM | 128 | 128 | 100.00% | YES | 10/22/2016 | 6:00 PM | 177 | 189 | 93.65% | YES |
| 10/07/2016 | 6:00 PM | 237 | 237 | 100.00% | YES | 10/23/2016 | 6:00 PM | 153 | 157 | 97.45% | YES |
| 10/08/2016 | 6:00 PM | 210 | 213 | 98.59% | YES | 10/24/2016 | 6:00 PM | 249 | 252 | 98.81% | YES |
| 10/09/2016 | 6:00 PM | 202 | 202 | 100.00% | YES | 10/25/2016 | 6:00 PM | 195 | 195 | 100.00% | YES |
| 10/10/2016 | 6:00 PM | 222 | 223 | 99.55% | YES | 10/26/2016 | 6:00 PM | 193 | 193 | 100.00% | YES |
| 10/11/2016 | 6:00 PM | 190 | 190 | 100.00% | YES | 10/27/2016 | 6:00 PM | 198 | 198 | 100.00% | YES |
| 10/12/2016 | 6:00 PM | 246 | 246 | 100.00% | YES | 10/28/2016 | 6:00 PM | 227 | 295 | 76.95% | NO |
| 10/13/2016 | 6:00 PM | 207 | 211 | 98.10% | YES | 10/29/2016 | 6:00 PM | 205 | 218 | 94.04% | YES |
| 10/14/2016 | 6:00 PM | 231 | 259 | 89.19% | NO | 10/30/2016 | 6:00 PM | 167 | 174 | 95.98% | YES |
| 10/15/2016 | 6:00 PM | 225 | 226 | 99.56% | YES | 10/31/2016 | 6:00 PM | 204 | 212 | 96.23% | YES |
| 10/16/2016 | 6:00 PM | 201 | 203 | 99.01% | YES | | | | | | |

WORKLOAD

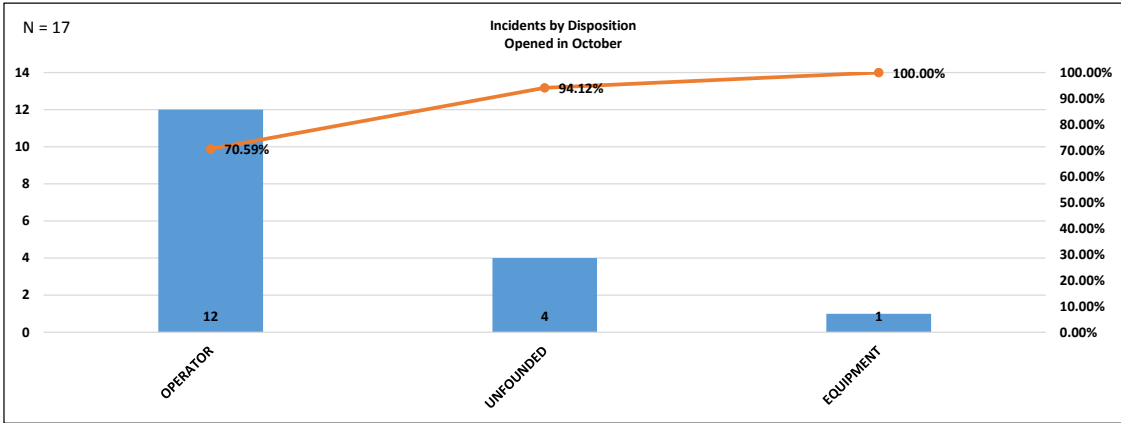
| CALL VOLUME | |
|-------------------------------------|---------------------------------------|
| | Regional Consolidated Dispatch System |
| <i>9-1-1 Calls Answered</i> | 108,096 |
| <i>Non 9-1-1 Calls Answered</i> | 70,031 |
| TOTAL INCOMING CALLS | 178,127 |
| <i>Alarm Calls Answered</i> | 16,128 |
| <i>Non-Emergency Calls Answered</i> | 53,903 |
| TOTAL OUTGOING CALLS | 27,615 |
| TOTAL NON-911 CALLS HANDLED | 97,646 |
| <i>Abandoned Calls</i> | 10,183 |
| <i>Language Line Calls</i> | 1,749 |

| CALLS FOR SERVICE | |
|---|---------------------------------------|
| | Regional Consolidated Dispatch System |
| <i>Fire Rescue/EMS (911 Only)</i> | 24,685 |
| <i>Law Enforcement (911 Only)</i> | 122,542 |
| TOTAL 911 CFS | 147,227 |
| <i>Fire Rescue/EMS CFS (911 calls for which both the call answer time and call dispatch time are known)</i> | 15,556 |
| <i>Percentage of Fire Rescue/EMS CFS (911 calls for which both the call answer time and call dispatch time are known)</i> | 63.02% |

| CLASS OF SERVICE (911 Calls Only) | |
|-----------------------------------|---------------------------------------|
| | Regional Consolidated Dispatch System |
| <i>VOIP</i> | 5,401 |
| <i>PBX</i> | 1,816 |
| <i>Wireless</i> | 88,978 |
| <i>Wireline</i> | 18,673 |
| TOTAL 911 CALLS | 114,868 |

| 911 CALL TRANSFERS | | | | |
|--|--------------------------|------------------------|---------------------------|-------------------------------|
| | REGIONAL TO NON REGIONAL | PLANTATION TO REGIONAL | CORAL SPRINGS TO REGIONAL | FROM NON REGIONAL TO REGIONAL |
| <i>Transferred 911 Calls</i> | 808 | 770 | 293 | 1,063 |
| <i>Percentage of Transferred 911 Calls</i> | 0.75% | 14.73% | 5.96% | 10.75% |

QUALITY ASSURANCE / DEFECTS



| Dispositions | Total | Cum | Cum % |
|--------------|-------|-----|---------|
| OPERATOR | 12 | 12 | 70.59% |
| UNFOUNDED | 4 | 16 | 94.12% |
| FIELD | 1 | 17 | 100.00% |