



## Broward County Regional Consolidated Dispatch SEPTEMBER 2016 Performance Scorecard

### Pre Automatic Call Distribution Implementation (9-1-16 - 9-20-16)

<b>CONTRACT-BASED PERFORMANCE MEASURES (Operator's Agreement, Exhibit "D")</b>				
	GOAL	NORTH	CENTRAL	SOUTH
P1 Call Answer Time - Busiest Hour of the Day (911) 90% Within 10 Secs. <sup>1</sup>	20	19	20	19
P1 Call Answer Time - All Calls (911) 95% Within 20 Secs.	95%	99.53%	99.66%	99.33%
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. <sup>2,3</sup>	90%	87.77%	86.13%	85.83%
P2/P3 Fire Rescue Call For Service Processing Time 99% in 120 Secs. <sup>2,3</sup>	99%	93.87%	92.44%	92.98%
P2/P3 Fire Rescue Call For Service Processing Time 80% in 60 Secs. <sup>2,3</sup>	80%	44.35%	39.59%	43.13%
P2/P3 Fire Rescue Call For Service Processing Time 95% in 106 Secs. 2, 3	95%	80.00%	80.71%	81.88%
Emergency Medical Dispatch 95% Case Entry Compliance Rate <sup>4</sup>	95%	SEE NOTE 4		
Emergency Medical Dispatch 90% Total Compliance Rate <sup>4</sup>	90%	SEE NOTE 4		
Emergency Medical Dispatch 1% Quality Assurance Case Review <sup>4</sup>	1%	SEE NOTE 4		

<b>OTHER PERFORMANCE MEASURES</b>				
	GOAL	NORTH	CENTRAL	SOUTH
P1 Call Answer Time – All 911 Calls 90% Within 10 seconds.	90%	98.84%	99.23%	98.74%
P2.x/P3* - Percent of Fire/EMS calls processed within 90 seconds	N/A	90.95%	88.17%	88.77%

<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> As the result of the evacuation of the North Regional Consolidated Dispatch Center from July 5, 2016 through July 7, 2016 these days have been preemptively mitigated during the assessment of the P2/P3 performance measure. For the purpose of determining the attainment level of the performance measure all calls for service from these days have been removed from the data set.

<sup>3</sup> 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 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.

<sup>4</sup> 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 - Pre Automatic Call Distribution Implementation (9-1-16 - 9-20-16)**

SEPTEMBER 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
09/01/2016	6:00 PM	80	80	100.00%	YES	09/16/2016	10:00 AM	90	101	89.11%	NO
09/02/2016	5:00 PM	112	114	98.25%	YES	09/17/2016	9:00 PM	63	76	100.00%	YES
09/03/2016	3:00 PM	72	72	100.00%	YES	09/18/2016	11:00 AM	75	76	98.68%	YES
09/04/2016	4:00 PM	75	75	100.00%	YES	09/19/2016	8:00 AM	85	91	93.41%	YES
09/05/2016	2:00 PM	65	65	100.00%	YES	09/20/2016	8:00 AM	68	68	100.00%	YES
09/06/2016	6:00 PM	67	67	100.00%	YES						
09/07/2016	10:00 AM	66	72	91.67%	YES						
09/08/2016	4:00 PM	72	72	100.00%	YES						
09/09/2016	5:00 PM	99	99	100.00%	YES						
09/10/2016	2:00 PM	86	89	96.63%	YES						
09/11/2016	4:00 PM	76	76	100.00%	YES						
09/12/2016	5:00 PM	91	92	98.91%	YES						
09/13/2016	9:00 AM	81	81	100.00%	YES						
09/14/2016	2:00 PM	74	77	96.10%	YES						
09/15/2016	5:00 PM	96	97	98.97%	YES						

SEPTEMBER 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
09/01/2016	2:00 PM	107	107	100.00%	YES	09/16/2016	12:00 PM	101	104	97.12%	YES
09/02/2016	2:00 PM	101	101	100.00%	YES	09/17/2016	6:00 PM	123	123	100.00%	YES
09/03/2016	12:00 PM	88	92	95.65%	YES	09/18/2016	1:00 PM	113	113	100.00%	YES
09/04/2016	6:00 PM	88	88	100.00%	YES	09/19/2016	4:00 PM	109	116	93.97%	YES
09/05/2016	5:00 PM	106	106	100.00%	YES	09/20/2016	5:00 PM	141	141	100.00%	YES
09/06/2016	3:00 PM	105	105	100.00%	YES						
09/07/2016	4:00 PM	105	106	99.06%	YES						
09/08/2016	8:00 PM	99	99	100.00%	YES						
09/09/2016	3:00 PM	103	106	97.17%	YES						
09/10/2016	2:00 PM	103	104	99.04%	YES						
09/11/2016	8:00 PM	112	112	100.00%	YES						
09/12/2016	6:00 PM	85	85	100.00%	YES						
09/13/2016	3:00 PM	100	100	100.00%	YES						
09/14/2016	5:00 PM	108	115	93.91%	YES						
09/15/2016	5:00 PM	110	110	100.00%	YES						

SEPTEMBER 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
09/01/2016	6:00 PM	74	74	100.00%	YES	09/16/2016	8:00 PM	76	79	96.20%	YES
09/02/2016	5:00 PM	86	87	98.85%	YES	09/17/2016	6:00 PM	79	82	96.34%	YES
09/03/2016	2:00 PM	73	73	100.00%	YES	09/18/2016	8:00 PM	65	65	100.00%	YES
09/04/2016	9:00 PM	63	63	100.00%	YES	09/19/2016	12:00 PM	66	66	100.00%	YES
09/05/2016	5:00 PM	65	65	100.00%	YES	09/20/2016	6:00 PM	77	77	100.00%	YES
09/06/2016	6:00 PM	69	70	98.57%	YES						
09/07/2016	4:00 PM	95	99	95.96%	YES						
09/08/2016	9:00 AM	77	91	84.62%	NO						
09/09/2016	2:00 PM	78	79	98.73%	YES						
09/10/2016	5:00 PM	72	72	100.00%	YES						
09/11/2016	5:00 PM	71	71	100.00%	YES						
09/12/2016	5:00 PM	70	70	100.00%	YES						
09/13/2016	1:00 PM	77	79	97.47%	YES						
09/14/2016	5:00 PM	87	91	95.60%	YES						
09/15/2016	9:00 AM	70	74	94.59%	YES						

### WORKLOAD (9-1-16 - 9-20-16)

CALL VOLUME				
	NORTH	CENTRAL	SOUTH	TOTAL
<i>9-1-1 Calls Answered</i>	21,290	28,198	19,424	68,912
<i>Non 9-1-1 Calls Answered</i>	12,780	19,547	12,828	45,155
<b>TOTAL INCOMING CALLS</b>	<b>34,070</b>	<b>47,745</b>	<b>32,252</b>	<b>114,067</b>
<i>Alarm Calls Answered</i>	2,191	4,863	4,863	11,917
<i>Incoming Non-Emergency Calls</i>	10,589	14,684	7,965	33,238
<b>TOTAL NON-911 CALLS ANSWERED</b>	<b>12,780</b>	<b>19,547</b>	<b>12,828</b>	<b>45,155</b>
<b>TOTAL OUTGOING CALLS</b>	<b>5,827</b>	<b>7,614</b>	<b>5,484</b>	<b>18,925</b>

CALLS FOR SERVICE				
	NORTH	CENTRAL	SOUTH	TOTAL
<i>Fire Rescue/EMS (911 Only)</i>	3,531	7,397	5,024	15,952
<i>Law Enforcement (911 Only)</i>	18,532	31,522	29,170	79,224
<b>TOTAL 911 CFS</b>	<b>22,063</b>	<b>38,919</b>	<b>34,194</b>	<b>95,176</b>
<i>Fire Rescue/EMS CFS (911 calls for which both the call answer time and call dispatch time are known)</i>	2,397	4,825	3,379	10,601
<i>Percentage of Fire Rescue/EMS CFS (911 calls for which both the call answer time and call dispatch time are known)</i>	67.88%	65.23%	67.26%	66.46%

CLASS OF SERVICE (911 Calls Only)				
	NORTH	CENTRAL	SOUTH	SYSTEMWIDE
VOIP	1,408	2,540	1,408	5,356
PBX	493	588	506	1,587
WIRELESS	25,274	37,601	23,614	86,489
WIRELINE	3,275	4,278	3,255	10,808
<b>TOTAL 911 CALLS</b>	<b>30,450</b>	<b>45,007</b>	<b>28,783</b>	<b>104,240</b>

911 Call Transfers: Regional to Non-Regional				
	NORTH	CENTRAL	SOUTH	SYSTEMWIDE
Transferred 911 Calls	251	417	167	835



## Broward County Regional Consolidated Dispatch SEPTEMBER 2016 Performance Scorecard

### Pre Automatic Call Distribution Implementation (9-21-16 - 9-30-16)

<b>CONTRACT-BASED PERFORMANCE MEASURES (Operator's Agreement, Exhibit "D")</b>		
	GOAL	Regional Consolidated Dispatch System
P1 Call Answer Time - Busiest Hour of the Day (911) 90% Within 10 Secs. <sup>1</sup>	10	10
P1 Call Answer Time - All Calls (911) 95% Within 20 Secs.	95%	99.26%
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. <sup>2,3</sup>	90%	87.22%
P2/P3 Fire Rescue Call For Service Processing Time 99% in 120 Secs. <sup>2,3</sup>	99%	93.61%
P2/P3 Fire Rescue Call For Service Processing Time 80% in 60 Secs. <sup>2,3</sup>	80%	47.19%
P2/P3 Fire Rescue Call For Service Processing Time 95% in 106 Secs. <sup>2,3</sup>	95%	82.25%
Emergency Medical Dispatch 95% Case Entry Compliance Rate <sup>4</sup>	95%	SEE NOTE 4
Emergency Medical Dispatch 90% Total Compliance Rate <sup>4</sup>	90%	SEE NOTE 4
Emergency Medical Dispatch 1% Quality Assurance Case Review <sup>4</sup>	1%	SEE NOTE 4

<b>OTHER PERFORMANCE MEASURES</b>		
	GOAL	Regional Consolidated Dispatch System
P1 Call Answer Time – All 911 Calls 90% Within 10 seconds.	90%	98.65%
P2.x/P3* - Percent of Fire/EMS calls processed within 90 seconds	N/A	90.05%

<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 number represent the number of "passes" in the month.

<sup>2</sup> As the result of the evacuation of the North Regional Consolidated Dispatch Center from July 5, 2016 through July 7, 2016 these days have been preemptively mitigated during the assessment of the P2/P3 performance measure. For the purpose of determining the attainment level of the performance measure all calls for service from these days have been removed from the data set.

<sup>3</sup> 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.

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**DAILY BUSY HOUR - Post Automatic Call Distribution Implementation (9-21-16 - 9-30-16)**

SEPTEMBER 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
						9/21/2017	5:00 PM	239	239	100.00%	YES
						9/22/2018	6:00 PM	230	234	98.29%	YES
						9/23/2019	5:00 PM	255	255	100.00%	YES
						9/24/2020	12:00 PM	222	239	92.89%	YES
						9/25/2021	5:00 PM	220	220	100.00%	YES
						9/26/2022	8:00 PM	226	226	100.00%	YES
						9/27/2023	3:00 PM	257	266	96.62%	YES
						9/28/2024	3:00 PM	235	235	100.00%	YES
						9/29/2025	7:00 PM	258	258	100.00%	YES
						9/30/2026	4:00 PM	226	238	94.96%	YES

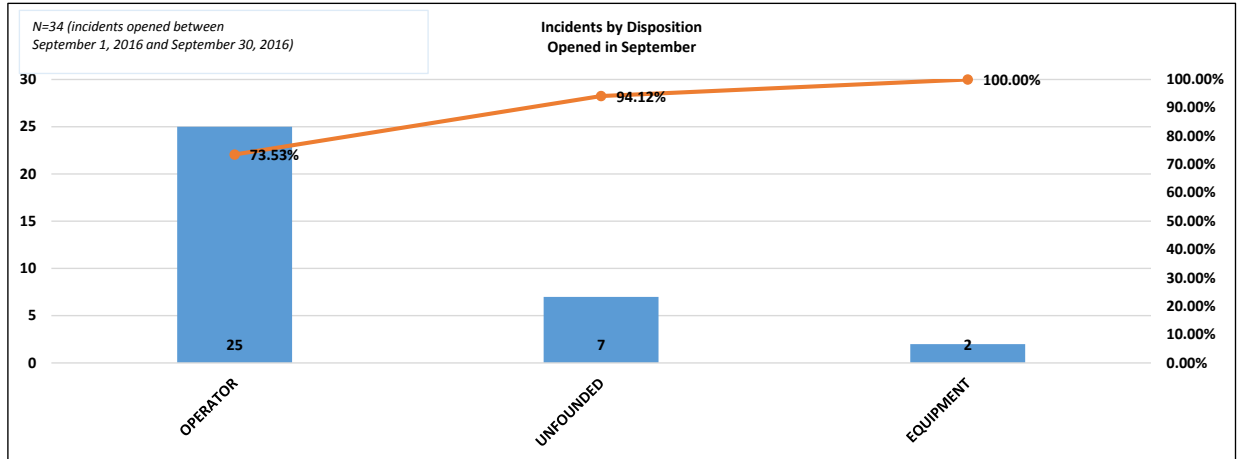
## WORKLOAD (9-21-16 - 9-30-16)

CALL VOLUME	
	Regional Consolidated Dispatch System
<i>9-1-1 Calls Answered</i>	35,208
<i>Non 9-1-1 Calls Answered</i>	28,834
<b>TOTAL INCOMING CALLS</b>	<b>64,042</b>
<i>Alarm Calls Answered</i>	5,461
<i>Incoming Non-Emergency Calls</i>	18,373
<b>TOTAL NON-911 CALLS ANSWERED</b>	<b>23,834</b>
<b>TOTAL OUTGOING CALLS</b>	<b>9,424</b>

CALLS FOR SERVICE	
	Regional Consolidated Dispatch System
<i>Fire Rescue/EMS (911 Only)</i>	7,313
<i>Law Enforcement (911 Only)</i>	41,278
<b>TOTAL 911 CFS</b>	<b>48,591</b>
<i>Fire Rescue/EMS CFS (911 calls for which both the call answer time and call dispatch time are known)</i>	4,728
<i>Percentage of Fire Rescue/EMS CFS (911 calls for which both the call answer time and call dispatch time are known)</i>	64.65%

CLASS OF SERVICE (911 Calls Only)	
	Regional Consolidated Dispatch System
VOIP	1,737
PBX	557
WIRELESS	29,181
WIRELINE	3,733
<b>TOTAL 911 CALLS</b>	<b>35,208</b>

## QUALITY ASSURANCE / DEFECTS



Dispositions	Total	Cum	Cum %
OPERATOR	25	25	73.53%
UNFOUNDED	7	32	94.12%
EQUIPMENT	2	34	100.00%