

## September 2017 Monthly Summary Performance Report Broward County Regional Consolidated Dispatch System<sup>1</sup>

| Metric   | Count  | Average Time (seconds) | Target                             | Target Compliance (seconds) |
|--|--|------------------------|------------------------------------|-----------------------------|
| P1 Call Answer Time - Busy Hour of 1800 hrs. (NENA 56-005)                       | 5,218  | 1.8                    | 90% within 10 seconds              | 1.4                         |
| P1 Call Answer Time - Number of Days Meeting Busy Hour Performance               | 24   | N/A                    | All days in month                  | 24 Days                     |
| P1 Call Answering Time - All 911 Calls (NENA 56-005)                             | 86,400   | 4.6                    | 95% within 20 seconds              | 24.7                        |
| P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)                          | 86,400   | 4.6                    | 95% within 15 seconds              | 24.7                        |
| P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)                          | 86,400   | 4.6                    | 99% within 40 seconds              | 58.8                        |
| P1 Call Answer Time - All 911 Calls (State of Florida)                           | 86,400   | 4.6                    | 90% within 10 seconds              | 11.8                        |
| P1 Call Answer Time - Alarm Lines  | 13,373   | 1.0                    | 95% within 15 seconds              | 1.1                         |
| P1 Call Answer Time - Alarm Lines  | 13,373   | 1.0                    | 99% within 40 seconds              | 1.2                         |
| <b>Transfer to Secondary PSAP (NFPA 1221-2016)</b>                               | <b>measure analysis is currently under development</b> |                        |                                    |                             |
| P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)        | 9,547  | 82.0                   | 90% within 90 seconds              | 140.9                       |
| P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)        | 9,547  | 82.0                   | 99% within 120 seconds             | 325.1                       |
| P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)                     | 719  | 104.4                  | 80% within 60 seconds              | 135.0                       |
| P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)                     | 719  | 104.4                  | 90% within 64 seconds              | 175.8                       |
| P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)                     | 719  | 104.4                  | 95% within 106 seconds             | 223.4                       |
| P2 EMS Call for Service Processing Time - Delta & Echo Calls Only                | 2,317  | 54.9                   | 90% within 70 seconds              | 94.4                        |
| P3 EMS Call for Service Processing Time Delta & Echo Calls Only                  | 2,317  | 16.1                   | 90% within 20 seconds              | 25.2                        |
| P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only               | 2,317  | 71.0                   | 90% within 90 seconds              | 114.4                       |
| P4 EMS Turnout Time Delta & Echo Calls Only                                      | 2,317  | 70.0                   | Report 90th%<br>No Specific Target | 116.3                       |
| P5 EMS & Fire Travel Times Delta & Echo Calls Only                               | 2,317  | 299.4                  | Report 90th%<br>No Specific Target | 437.0                       |
| P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only        | 3,432  | 113.3                  | Report 90th%<br>No Specific Target | 202.7                       |
| P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only        | 3,432  | 242.3                  | Report 90th%<br>No Specific Target | 400.4                       |
| P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only | 3,432  | 355.6                  | Report 90th%<br>No Specific Target | 554.8                       |
| P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only                        | 3,432  | 311.1                  | Report 90th%<br>No Specific Target | 614.3                       |

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## DATA SELF REPORTED BY BROWARD SHERIFF'S OFFICE

| EMD Standard for ACE Accreditation | Target | TARGET COMPLIANCE |
|------------------------------------|--------|-------------------|
| High Compliance                    |        | 63%               |
| Compliant                          |        | 23%               |
| Partial Compliance                 | 10%    | 6%                |
| Low Compliance                     | 10%    | 1%                |
| Non-Compliant                      | 7%     | 7%                |

| EMD Standard for Accreditation | Percentage of Deviation Accepted | Percentage of Deviation |
|--------------------------------|----------------------------------|-------------------------|
| Critical Deviation             | 3%                               | 0.65%                   |
| Major Deviation                | 3%                               | 0.52%                   |
| Moderate Deviation             | 3%                               | 1.14%                   |
| Minor Deviation                | 3%                               | 0.52%                   |

| EMD Standard for ACE Accreditation     | Target | TARGET COMPLIANCE                 |
|--|--------|-----------------------------------|
| EMD Case Entry Compliance              | 95%    | <b>NOT AVAILABLE <sup>2</sup></b> |
| EMD Total Compliance Rate              | 90%    | <b>NOT AVAILABLE <sup>2</sup></b> |
| EMD Quality Assurance - Cases Reviewed | 1%     | <b>NOT AVAILABLE <sup>2</sup></b> |

### Notes

<sup>1</sup> From September 10, 2017 to September 15, 2017 the Broward County Regional Consolidated Dispatch System operated in emergency activation mode due to Hurricane Irma. As a result all performance measures have been preemptively mitigated. All data generated during that time frame has been removed from the analysis.

<sup>2</sup> The Operator's self-reported data used to determine the level of attainment of the Emergency Medical Dispatch performance measures contained in the Operator's Agreement is no longer applicable according to the International Academy of Emergency Medical Dispatch, due to the fact that they have established new compliance guidelines.