



PERFORMANCE SCORECARD DEFINITIONS & SPECIFICATIONS

BROWARD COUNTY REGIONAL
CONSOLIDATED DISPATCH SYSTEM

MAY 2025

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Call For Service (CFS) Lifecycle Diagram

Figure 1: CFS Lifecycle and Measurement Start/ Stop Points

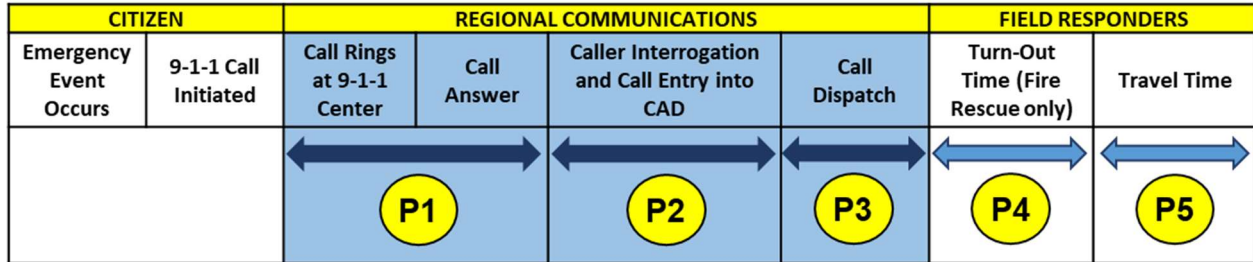
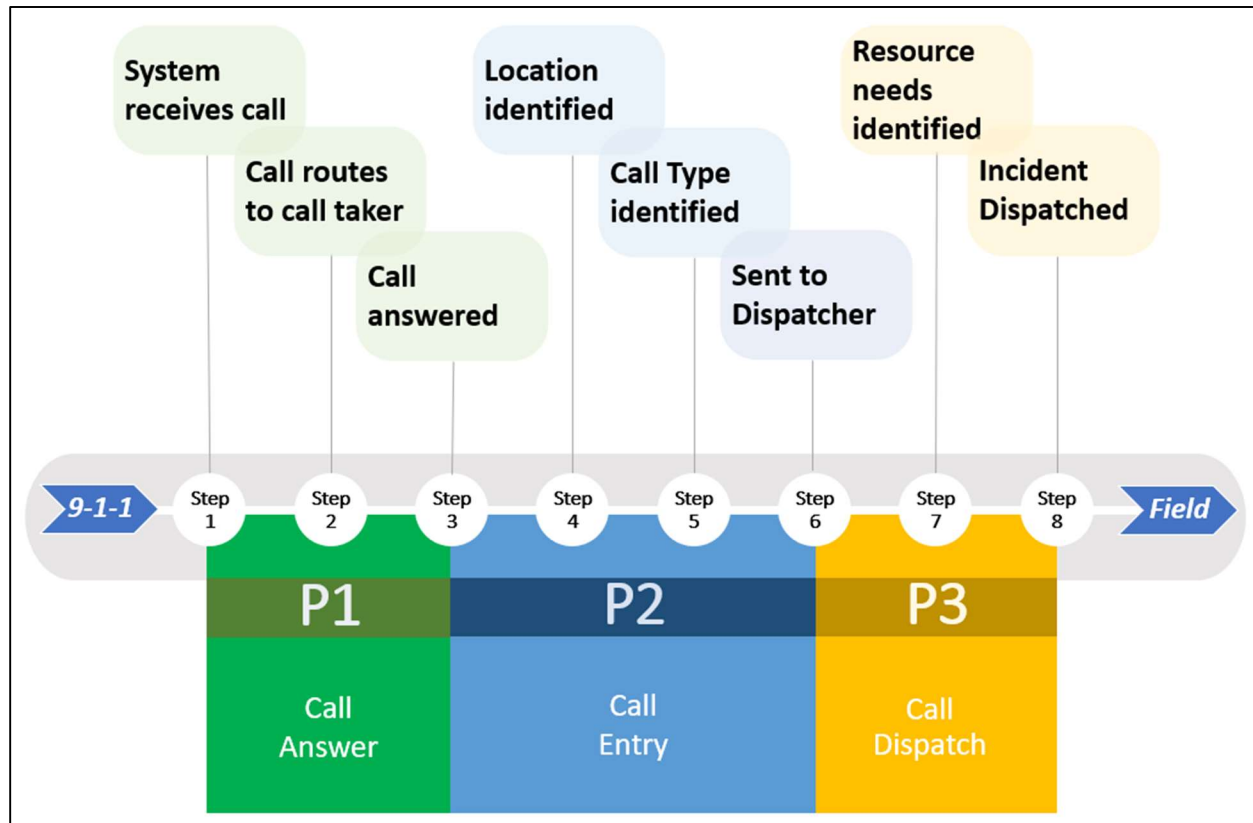


Figure 2: CFS Processing- Detailed Regional Communications Activities



CFS Lifecycle Definitions

P1: Call Answer

911 Calls

Time Range of Metric: Call Presented to Call Answer

Operational Definition: The time a caller waited before being connected to a Call Taker.

Technical Definition: The time elapsed between when the phone call was presented for queuing and when the Call Taker answered, excluding system decoding time. If the 911 call was abandoned, the duration ends when the system detects the caller disconnected.

Data Field: TotalRingTime_fmt

Data Source: Power MIS/ Call Summary

Alarm Calls

Time Range of Metric: Call Queued to Call Answer

Operational Definition: The time a caller waited before being connected to a Call Taker.

Technical Definition: The time elapsed between the phone call entering the waiting queue and the Call Taker answering the call.

Data Fields: ACDQueueWaitingDuration_fmt + ACDAgentRingDuration_fmt

Data Source: Power MIS/ Answer Time Call Summary

P2: Call Entry

Time Range of Metric: Call Answer to Call Entry

Operational Definition: The time it took for the Call Taker to submit the Incident to the Dispatcher after answering the call.

Technical Definition: The time elapsed between the Call Taker answering the phone call and submitting the Incident in the CAD System to the Dispatcher.

Start Timestamp: Inc_Connect_Or_Aban_Disconnect_Dt

Data Source: 911 Replicated Database

Stop Timestamp: IncidentDate

Data Source: CAD Reporting Data Warehouse

P3: Call Dispatch

Time Range of Metric: Call Entry to Call Dispatch

Operational Definition: The time it took for the Dispatcher to assign a unit after receiving the Incident.

Technical Definition: The time elapsed between the Dispatcher receiving the CAD Incident and assigning a unit to it.

Start Timestamp: IncidentDate

Data Source: CAD Reporting Data Warehouse

Stop Timestamp: FirstUnitDispatchedTime

Data Source: CAD Reporting Data Warehouse

P2/ P3: Call Processing

Time Range of Metric: Call Answer to Call Dispatch

Operational Definition: The time it took to assign a unit after the phone call was answered.

Technical Definition: The time elapsed between the Call Taker answering the phone call and the Dispatcher assigning the first unit to the CAD Incident.

Start Timestamp: Inc_Connect_Or_Aban_Disconnect_Dt

Data Source: 911 Replicated Database

Stop Timestamp: FirstUnitDispatchedTime

Data Source: CAD Reporting Data Warehouse

P4: Turnout Time

Time Range of Metric: Call Dispatch to Unit Enroute

Operational Definition: The time it took for the first unit to go enroute after the Incident was dispatched.

Technical Definition: The time elapsed between the Dispatcher assigning the first unit to the CAD Incident and the first unit being placed into an enroute status. Note: Turnout Time applies only to Fire Rescue agencies.

Start Timestamp: FirstUnitDispatchedTime

Data Source: CAD Reporting Data Warehouse

Stop Timestamp: FirstUnitEnrouteTime

Data Source: CAD Reporting Data Warehouse

P5: Travel Time

Time Range of Metric: Unit Enroute to Unit Arrived

Operational Definition: The time it took for the first unit to arrive on scene after going enroute to the Incident.

Technical Definition: The time elapsed between the first unit being placed in an enroute status and the first unit being placed in an arrival status.

Start Timestamp: FirstUnitEnrouteTime

Data Source: CAD Reporting Data Warehouse

Stop Timestamp: FirstUnitArrivedTime

Data Source: CAD Reporting Data Warehouse

Key Performance Indicators (KPIs)

Contracted PSAP KPIs

P1: Call Answer

90% of all 911 calls within 10 seconds during the Busy Hour (NENA 56-005.1, 3.1; 2017)
100% of all days in the month met the Busy Hour KPI
95% of all 911 calls within 20 seconds (NENA 56-005.1, 3.1; 2017 & NENA 020.1-2020, 2.2.1; 2020)
95% of all Alarm Line calls within 15 seconds
99% of all Alarm Line calls within 40 seconds

P2/P3: Call Processing

90% of EMS/ Specialized incidents within 90 seconds (NFPA 1221- 7.4.2.2; 2016)
99% of EMS/ Specialized incidents within 120 seconds (NFPA 1221- 7.4.2.2; 2016)
80% of Fire incidents within 60 seconds (NFPA 1221- 7.4.2; 2013)
90% of Fire incidents within 64 seconds (NFPA 1221- 7.4.2; 2016)
95% of Fire incidents within 106 seconds (NFPA 1221- 7.4.2; 2016)

Protocol Standards

10% or less of EMD protocol cases evaluated were scored as Partial Compliance (IAED 02-01; 2017)
10% or less of EMD protocol cases evaluated were scored as Low Compliance (IAED 02-01; 2017)
7% or less of EMD protocol cases evaluated were scored as Non-Compliant (IAED 02-01; 2017)
3% or less of EMD protocol case deviations identified were Critical (IAED 02-01; 2017)
3% or less of EMD protocol case deviations identified were Major (IAED 02-01; 2017)
3% or less of EMD protocol case deviations identified were Moderate (IAED 02-01; 2017)
3% or less of EMD protocol case deviations identified were Minor (IAED 02-01; 2017)
10% or less of EFD protocol cases evaluated were scored as Partial Compliance (IAED 02-01; 2017)
10% or less of EFD protocol cases evaluated were scored as Low Compliance (IAED 02-01; 2017)
7% or less of EFD protocol cases evaluated were scored as Non-Compliant (IAED 02-01; 2017)
3% or less of EFD protocol case deviations identified were Critical (IAED 02-01; 2017)
3% or less of EFD protocol case deviations identified were Major (IAED 02-01; 2017)
3% or less of EFD protocol case deviations identified were Moderate (IAED 02-01; 2017)
3% or less of EFD protocol case deviations identified were Minor (IAED 02-01; 2017)

Non-Contracted PSAP KPIs

P1: Call Answer

95% of all 911 calls within 15 seconds (NFPA 1221- 7.4.1; 2016)
99% of all 911 calls within 40 seconds (NFPA 1221- 7.4.1; 2016)
90% of all 911 calls within 10 seconds (State of Florida)
90% of all 911 calls within 15 seconds (NENA 020.1-2020, 2.2.1; 2020)

P2: Call Entry

90% of EMS Delta & Echo incidents within 70 seconds

90% of Law Enforcement Priority 1 & 2 incidents within x seconds (No KPI target for seconds)

P3: Call Dispatch

90% of EMS Delta & Echo incidents within 20 seconds

90% of Law Enforcement Priority 1 & 2 incidents within x seconds (No KPI target for seconds)

P2/P3: Call Processing

90% of EMS Delta & Echo incidents within 90 seconds

90% of Law Enforcement Priority 1 & 2 incidents within x seconds (No KPI target for seconds)

90% of EMD Echo incidents within 60 seconds (NFPA 1221- 7.4.3; 2019)

90% of EFD Echo incidents within 60 seconds (NFPA 1221- 7.4.3; 2019)

90% of EMD Delta incidents within 60 seconds (NFPA 1221- 7.4.3; 2019)

90% of EFD Delta incidents within 60 seconds (NFPA 1221- 7.4.3; 2019)

90% of EMD Delta & Echo incidents within 60 seconds (NFPA 1221- 7.4.3; 2019)

90% of EFD Delta & Echo incidents within 60 seconds (NFPA 1221- 7.4.3; 2019)

Non-Contracted Responder KPIs

P4: Turnout Time

90% of EMS Delta & Echo incidents within x seconds (No KPI target for seconds)

P5: Travel Time

90% of EMS & Fire Delta & Echo incidents within x seconds (No KPI target for seconds)

90% of Law Enforcement Priority 1 & 2 incidents within x seconds (No KPI target for seconds)

Standard Definitions

National Emergency Number Association (NENA)

NENA 56-005.1 (3.1) 2017

Ninety percent (90%) of all 9-1-1 calls arriving at the Public Safety Answering Point (PSAP) shall be answered within ten (10) seconds during the busy hour (the hour each day with the greatest call volume, as defined in the NENA Master Glossary). Ninety-five (95%) of all 9-1-1 calls should be answered within twenty (20) seconds.

NENA 020.1-2020 (2.2.1) 2020

Ninety percent (90%) of all 9-1-1 calls arriving at the Public Safety Answering Point (PSAP) SHALL be answered within (\leq) fifteen (15) seconds. Ninety-five (95%) of all 9-1-1 calls SHOULD be answered within (\leq) twenty (20) seconds.

National Fire Protection Association (NFPA)

NFPA 1221 (7.4.1) 2016

Ninety-five percent of alarms received on emergency lines shall be answered within 15 seconds, and 99 percent of alarms shall be answered within 40 seconds.

NFPA 1221 (7.4.2) 2013

7.4.2 With the exception of the call types identified in 7.4.2.2, 80 percent of emergency alarm processing shall be completed within 60 seconds, and 95 percent of alarm processing shall be completed within 106 seconds.

7.4.2.2 Emergency alarm processing for the following call types shall be completed within 90 seconds 90 percent of the time and within 120 seconds 99 percent of the time:

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 material incidents
6. Technical rescue

NFPA 1221 (7.4.2) 2016

7.4.2 With the exception of the call types identified in 7.4.2.2, 90 percent of emergency alarm processing shall be completed within 64 seconds, and 95 percent of alarm processing shall be completed within 106 seconds.

7.4.2.2 Emergency alarm processing for the following call types shall be completed within 90 seconds 90 percent of the time and within 120 seconds 99 percent of the time:

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 material incidents
6. Technical rescue
7. Calls that require determining the location of the alarm due to insufficient information
8. Calls received by text message

NFPA 1221 (7.4.3) 2019

7.4.3 Emergency alarm processing for the highest prioritization level emergency events listed in 7.4.3.1 through 7.4.3.2 shall be completed within 60 seconds, 90 percent of the time.

7.4.3.1 the following types of calls where there is an imminent threat to life shall be included in the highest prioritization level:

1. Trauma (penetrating chest injury, GSW, etc.)
2. Neurologic emergency (stroke, seizure)
3. Cardiac-related events
4. Unconscious/ unresponsive patients
5. Allergic reactions
6. Patient not breathing
7. Choking
8. Other calls as determined by AHJ

7.4.3.2 the following types of calls where significant property loss/ damage is likely or actively occurring shall be included in the highest prioritization level:

1. Fire involving or potentially extending to a structure
2. Explosion
3. Other calls as determined by AHJ

7.4.3.3 The following types of calls shall be exempted from the requirements of 7.4.3:

1. Joint responses with law enforcement (involving weapons)
2. Hazardous materials incidents
3. Technical rescue

7.4.3.4 The following types of mitigating circumstances shall be exempted from the requirements of 7.4.3:

1. Language translation
2. TTY/ TDD
3. Incomplete location
4. SMS message to 911
5. Calls received from outside the normal area of responsibility and/ or service area
6. Calls requiring use of PSAP registry or similar tool to determine appropriate PSAP and/ or transfer location
7. Calls received during a significant disaster that severely and significantly depletes available resources, impacts to local infrastructure, and could result in changes to normal disaster procedures (disaster mode)

Performance Scorecard Format & Specifications

Monthly Contracted Performance Section

Call and Incident Performance

Metric	Count	Attained	Target	Attainment Percentage
P1 Call Answer Time - Busy Hour of HHMM hrs. (NENA 56-005)			90% within 10 seconds	
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance			100% of days in the month	
P1 Call Answering Time - All 911 Calls (NENA 56-005)			95% within 20 seconds	
P1 Call Answer Time - Alarm Lines			95% within 15 seconds	
P1 Call Answer Time - Alarm Lines			99% within 40 seconds	
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)			90% within 90 seconds	
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)			99% within 120 seconds	
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)			80% within 60 Seconds	
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)			90% within 64 seconds	
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)			95% within 106 seconds	
NFPA 2019 Analysis				
P2/P3 EMD Echo			90% within 60 seconds	
P2/P3 EFD Echo			90% within 60 seconds	
P2/P3 EMD Delta			90% within 60 seconds	
P2/P3 EFD Delta			90% within 60 seconds	
P2/P3 EMD Delta & Echo			90% within 60 seconds	
P2/P3 EFD Delta & Echo			90% within 60 seconds	
2020 NENA Standard				
P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)			90% within 15 seconds	

Column Definitions

Metric: The name of the KPI being measured, along with its associated industry standard, if applicable.

Count: The total number of records that met the dataset requirements and are included in the KPI measurement.

Attained: The number of records within the dataset that successfully met the KPI Target.

Target: The specific quantifiable KPI used to assess performance for the metric.

Attainment Percentage: The proportion of records that met the Target, expressed as a percentage. For example, if the KPI Target is “90% within 10 seconds” and the Attainment Percentage is 95%, it indicates that 95% of records met the 10-second threshold.

Protocol Performance

EMD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%		
Low Compliance	<= 10%		
Non-Compliant	<= 7%		

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%		
Major Deviation	<= 3%		
Moderate Deviation	<= 3%		
Minor Deviation	<= 3%		

EFD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%		
Low Compliance	<= 10%		
Non-Compliant	<= 7%		

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%		
Major Deviation	<= 3%		
Moderate Deviation	<= 3%		
Minor Deviation	<= 3%		

EPD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%		
Low Compliance	<= 10%		
Non-Compliant	<= 7%		

EPD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%		
Major Deviation	<= 3%		
Moderate Deviation	<= 3%		
Minor Deviation	<= 3%		

Column Definitions

Standard for ACE Accreditation: The specific case scoring level or deviation type being measured for accreditation purposes.

Target: The quantifiable KPI used to assess performance in achieving case scoring levels.

Column Definitions

Hour: The designated Busy Hour.

Calls Answered Within 10 Secs: The number of calls in the dataset that met the KPI Target of being answered in 10 seconds or less.

Calls Handled: The total number of calls that met the data requirements and are included in the KPI measurement.

Percentage: The proportion of records that met the Target, expressed as a percentage. For example, if the KPI Target is “90% within 10 seconds” and the Attainment Percentage is 95%, it indicates that 95% of records met the 10-second threshold.

Yes/No: Indicates whether the KPI Target was met (Yes) or not met (No) for the specified day and hour.

Graph and Table: The graph visually represents the data from the table. The first column of the table groups daily Percentage data into range buckets. The second column displays the number of days that achieved a Percentage within each range. The third column represents the cumulative percentage of days for each range.

Mitigations

Certain portions of data may be excluded from monthly reporting due to specific circumstances that disrupt normal operations. These include, but are not limited to, natural disasters, system failures, and significant events. The purpose of mitigation is to maintain data accuracy by removing periods that could distort performance metrics. Any excluded dates and times will be documented in the Notes section.

Monthly Summary Section

Call and Incident Performance

Metric	Count	Average Time (seconds)	Target	Target Compliance (seconds)
P1 Call Answer Time - Busy Hour of HHMM hrs. (NENA 56-005)			90% within 10 seconds	
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance			All days in month	
P1 Call Answering Time - All 911 Calls (NENA 56-005)			95% within 20 seconds	
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)			95% within 15 seconds	
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)			99% within 40 seconds	
P1 Call Answer Time - All 911 Calls (State of Florida)			90% within 10 seconds	
P1 Call Answer Time - Alarm Lines			95% within 15 seconds	
P1 Call Answer Time - Alarm Lines			99% within 40 seconds	
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)			90% within 90 seconds	
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)			99% within 120 seconds	

P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)			80% within 60 seconds	
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)			90% within 64 seconds	
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)			95% within 106 seconds	
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only			90% within 70 seconds	
P3 EMS Call for Service Processing Time Delta & Echo Calls Only			90% within 20 seconds	
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only			90% within 90 seconds	
P4 EMS Turnout Time Delta & Echo Calls Only			Report 90th% No Specific Target	
P5 EMS & Fire Travel Times Delta & Echo Calls Only			Report 90th% No Specific Target	
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only			Report 90th% No Specific Target	
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only			Report 90th% No Specific Target	
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only			Report 90th% No Specific Target	
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only			Report 90th% No Specific Target	
NFPA 2019 Analysis				
P2/P3 EMD Echo			90% within 60 seconds	
P2/P3 EFD Echo			90% within 60 seconds	
P2/P3 EMD Delta			90% within 60 seconds	
P2/P3 EFD Delta			90% within 60 seconds	
P2/P3 EMD Delta & Echo			90% within 60 seconds	
P2/P3 EFD Delta & Echo			90% within 60 seconds	
2020 NENA Standard				
P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)			90% within 15 seconds	

Column Definitions

Count: The total number of records that met the dataset requirements and are included in the KPI measurement.

Average Time: The average time (in seconds) taken to complete the metric.

Target: The specific quantifiable KPI used to assess performance for the metric.

Target Compliance: The time (in seconds) at the specified percentile within the dataset. For example, if the KPI Target is “90% within 10 seconds” and the Target Compliance reflects 2.6 seconds, it means that the record at the 90th percentile rank had a time of 2.6 seconds or less, falling within the 10-second threshold.

Mitigations

Certain portions of data may be excluded from monthly reporting due to specific circumstances that disrupt normal operations. These include, but are not limited to, natural disasters, system failures, and significant events. The purpose of mitigation is to maintain data accuracy by removing periods that could distort performance metrics. Any excluded dates and times will be documented in the Notes section.

Dataset Specifications

Metric	Specifications	
	Data Requirements	Cleaned Data
P1 Call Answer Time - Busy Hour of HHMM hrs (NENA 56-005)	<ul style="list-style-type: none"> Incoming 911 Line (voice call) Answer Time > 0 seconds Creation Time occurred during the Busy Hour 	
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance		
P1 Call Answer Time - All 911 Calls (NENA 56-005)	<ul style="list-style-type: none"> Incoming 911 Line (voice call) Answer Time > 0 seconds 	
P1 Call Answer Time - All 911 Calls (NFPA 1221-2016)		
P1 Call Answer Time - All 911 Calls (State of Florida)		
P1 Call Answer Time - All 911 Calls (NENA 020.1-2020)		
P1 Call Answer Time - Alarm Lines	<ul style="list-style-type: none"> Incoming Alarm Line (voice call) 	<ul style="list-style-type: none"> Calls with a blank value in Queue Wait Time and/or Agent Ring Time
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	<ul style="list-style-type: none"> Fire Rescue Event Number P2, P3, P4 and P5 timestamps UCID & Position match Incoming 911 Line (voice call) At least 1 of the conditions below is present: <ul style="list-style-type: none"> -ProQA case type of medical -HM or TRT unit dispatched -An associated Law event was created first (during initial entry) -Call was answered with a WRLS class of service -LANG or #LL in comments 	<ul style="list-style-type: none"> Abandoned 911 call incidents DUP dispositioned incidents Cloned incidents Associated Incident after initial call entry Scheduled incidents Incidents with specific hashtags in comments
P2/P3 Fire Call for Service Processing Time (NFPA 1221- 2013)	<ul style="list-style-type: none"> Fire Rescue Event Number P2, P3, P4 and P5 timestamps UCID & Position match Incoming 911 Line (voice call) 	<ul style="list-style-type: none"> Abandoned 911 call incidents DUP dispositioned incidents Cloned incidents Associated Incident after initial call entry Scheduled incidents Incidents with specific hashtags in comments ProQA case type of medical Incidents with a HM or TRT unit dispatched An associated Law event was created first (during initial entry) Incidents answered with WRLS class of service LANG or #LL in comments
P2/P3 Fire Call for Service Processing Time (NFPA 1221- 2016)		

P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	<ul style="list-style-type: none"> • Fire Rescue Event Number • P2, P3, P4 and P5 timestamps • UCID & Position match • Incoming 911 Line (voice call) • ProQA case type of medical • Dispatch level of D or E in comments 	<ul style="list-style-type: none"> • Abandoned 911 call incidents • DUP dispositioned incidents • Cloned incidents • Associated Incident after initial call entry • Scheduled incidents • Incidents with specific hashtags in comments
P3 EMS Call for Service Processing Time - Delta & Echo Calls Only		
P2/P3 EMS Call for Service Processing Time - Delta & Echo Calls Only		
P4 EMS Turnout Time - Delta & Echo Calls Only		
P5 EMS & Fire Travel Times - Delta & Echo Calls Only	<ul style="list-style-type: none"> • Law Event Number • P2, P3, P4 and P5 timestamps • UCID & Position match • Incoming 911 Line (voice call) • Initial Incident Priority of 1 or 2 	<ul style="list-style-type: none"> • Abandoned 911 call incidents • DUP dispositioned incidents • Cloned incidents • Associated Incident after initial call entry • Scheduled incidents • Incidents with specific hashtags in comments
P2 Law Enforcement Calls for Service Processing - Priority 1 & 2 Calls Only		
P3 Law Enforcement Calls for Service Processing - Priority 1 & 2 Calls Only		
P2/P3 Law Enforcement Call for Service Processing Time - Priority 1 & 2 Calls Only		
P5 Law Enforcement Travel Times - Priority 1 & 2 Calls Only	<ul style="list-style-type: none"> • Fire Rescue Event Number • P2, P3, P4 and P5 timestamps • UCID & Position match • Incoming 911 Line (voice call) • ProQA case type of medical • Dispatch level of E in comments 	<ul style="list-style-type: none"> • Abandoned 911 call incidents • DUP dispositioned incidents • Cloned incidents • Associated Incident after initial call entry • Scheduled incidents • Incidents with specific hashtags in comments • Incidents with specific hashtags in comments • Incidents with a HM or TRT unit dispatched • Incidents answered with WRLS class of service
P2/P3 EMD Echo (NFPA 1221- 2019)		
P2/P3 EFD Echo (NFPA 1221- 2019)		
P2/P3 EMD Delta (NFPA 1221- 2019)		
P2/P3 EFD Delta (NFPA 1221- 2019)		
P2/P3 EMD Delta & Echo (NFPA 1221- 2019)		
P2/P3 EFD Delta & Echo (NFPA 1221- 2019)		

Appendix A: Acronyms & Key Terms

Busy Hour	Refers to the hour of the day with the highest call volume. It is determined annually based on the previous year's busiest hour—the one with the most calls recorded on the greatest number of days. Since call patterns fluctuate, the Busy Hour may change from year to year.
Call for Service (CFS)	A request for police, fire, or rescue response that leads to the creation of an Incident in the CAD system.
Call Taker	The staff responsible for answering emergency calls, gathering essential information, and creating Calls for Service (CFS) to document reported events. They serve as the first point of contact in the emergency response process, ensuring accurate data entry and initiating timely dispatch coordination to facilitate critical assistance.
Cleaned Data	Refers to a dataset that has undergone a process of removing incorrect, incomplete, improperly formatted, or duplicated entries. This ensures accuracy, consistency, and reliability for analysis and decision-making.
Computer-Aided Dispatch (CAD) System	A digital system used by emergency dispatchers to create Incidents, track responses, and document all related activities in real time. It facilitates efficient communication between call takers, dispatchers, and field responders to ensure coordinated emergency response.
Data Requirement	Refers to the specific data or criteria necessary for a record to be included in a metric's dataset. These requirements ensure consistency, accuracy, and relevance in data analysis and reporting.
Dispatcher	The staff responsible for assigning emergency resources to police, fire, and rescue Incidents while tracking and documenting unit statuses and activities. They play a crucial role in coordinating efficient emergency response.
Emergency Fire Dispatch (EFD)	Standardized procedures used by dispatchers to assess fire-related emergencies, provide critical instructions, and coordinate an effective response.
Emergency Medical Dispatch (EMD)	Standardized procedures used by dispatchers to evaluate medical emergencies, deliver life-saving guidance, and prioritize appropriate medical assistance.
Emergency Police Dispatch (EPD)	Standardized procedures used by dispatchers to handle law enforcement emergencies, ensure accurate information gathering, and direct officers efficiently.
Incident	A documented event in the CAD system, either originating from a Call for Service or other source, that records details and activities. Each Incident is assigned a unique Event Number.
International Academy of Emergency Dispatch (IAED)	A professional organization dedicated to advancing emergency dispatch standards worldwide. IAED develops protocols, provides certification and training for dispatch professionals, and supports research to improve emergency communication systems.
Key Performance Indicator (KPI)	A measurable metric used to assess the success of an organization, employee, or other entity in achieving performance objectives
National Emergency Number Association (NENA)	A professional organization that works to improve emergency communications and 9-1-1 services across the United States. NENA develops standards, provides training, and advocates for policies that enhance the effectiveness and reliability of emergency response systems.
National Fire Protection Association (NFPA)	A global nonprofit organization dedicated to reducing fire hazards and improving safety standards. NFPA develops fire prevention codes, provides training, and advocates for policies that enhance fire protection and emergency response.

Public Safety Answering Point (PSAP)	A facility responsible for receiving emergency calls and dispatching appropriate responders, such as police, fire, or medical personnel. It serves as the first point of contact for individuals seeking emergency assistance and ensures timely coordination of resources.
Unique Call Identifier (UCID)	A unique identifier assigned to each phone call, used to distinguish individual calls for record-keeping, troubleshooting, and analysis by referencing specific interactions
Unit	Personnel, vehicles, and/ or other apparatuses assigned identifiers within the CAD system.

Appendix B: Dataset Specification Definitions

Abandoned 911 call incidents	The normal delays associated with recontacting abandoned callers and determining whether an incident response is needed exempt these incidents from KPI measurement.
An associated Law event was created first (during initial entry)	Calls requiring both police and fire/rescue incident response may be interrogated first with law enforcement criteria due to safety and/or criminal activity. Industry standards may specify whether to include or exclude these Incidents from KPI measurement. Refer to <i>Standard Definitions</i> .
Answer Time > 0 seconds	911 Calls with a 0 second answer time were immediately abandoned and did not complete the system process of being decoded and presented for queuing. Because they lack an Answer Time, these calls are excluded from measurement.
Associated Incident after initial call entry	Updates to an incident may result in a new incident being created with the original incident's Answer Time. These newly created incidents are removed from the dataset. An example of this situation would be an Accident with no injuries, which is only dispatched to law enforcement, and the caller calls back 5 minutes later to report an injury. Updating the initial incident to an Accident with Injuries and associating a new Rescue call will result in the Police incident's Connect Time being copied to the new Rescue incident.
Calls with a blank value in Queue Wait Time and/or Agent Ring Time	Alarm calls without data in either of these fields cannot be evaluated for Call Answer Time due to incomplete data.
Cloned incidents	Also referred to as "child incidents," these are removed from the dataset because the Connect Time is copied from the parent (original) incident and does not represent the call answer time of the child incident.
Creation Time occurred during the Busy Hour	Call Creation Time represents the call record's official system start time, and this time must occur within the Busy Hour in order to be measured.
Dispatch level of D in comments	The Dispatch level of D (Delta) is the second most critical IAED protocol prioritization level.
Dispatch level of D or E in comments	The Dispatch levels of D (Delta) and E (Echo) are the two most critical IAED protocol prioritization levels.
Dispatch level of E in comments	The Dispatch level of E (Echo) is the most critical IAED protocol prioritization level.
DUP dispositioned incidents	Incidents closed out as duplicates (DUP) are removed from the dataset because all event activities and timestamps were handled under another related incident instead.
Fire Rescue Event Number	Events must have been successfully entered into the CAD system to create an Incident (CFS). When an incident is successfully created in CAD, it receives an Event Number. Events that do not result in the creation of an Incident (CFS) in CAD do not receive an event number and are not included in the data.
HM or TRT unit dispatched	Hazmat (HM) units respond to Hazardous Materials incidents, and Technical Rescue Teams (TRT) respond to Technical Rescue incidents. Industry standards may specify whether to include or exclude these Incidents from KPI measurement. Refer to <i>Standard Definitions</i> .
Incidents answered with WRLS class of service	Cell phone calls received with a WRLS class of service do not have dispatchable coordinates to send responders at the time the call is answered, requiring more lengthy location interrogation. Industry standards may specify whether to include or exclude these Incidents from KPI measurement. Refer to <i>Standard Definitions</i> .
Incidents with specific hashtags in comments	Operators may use various hashtags (#) to document a specific activity or condition exists on an incident. Some of these hashtags indicate a circumstance outside of their control that may have required more time to enter and/or dispatch the incident. Incidents containing any of the following hashtags are excluded from measurement:

	Hashtag	Description
	#911CB	The call was abandoned, or the caller disconnected prior to any information being obtained.
	#ADDRESS	The address or common place name entered by the Call Taker was not accepted in CAD.
	#ANI/ALI	The caller was not on scene or there was an ANI/ALI discrepancy that required verification.
	#CRITICALFLAG	The Dispatcher and Call Taker were required to read a critical safety hazard prior to entering and dispatching the call.
	#DUP	The incident was a duplicate.
	#LL	The call was transferred to language line for translation.
	#NOALI	There was no location information received on the screen.
	#NOT911	The call did not come in on 911.
	#OLDRECORD	The Call Taker incorrectly used an old form to enter a new call, resulting in incorrect time data being used for the record.
	#RADIO	The Dispatcher could not immediately dispatch the call due to units transmitting on the radio.
	#REO/RED	The incident was closed, then reopened and dispatched.
	#TRAINING	The Call Taker is in training.
	#WRLS	The call came in from a phase 1 cell phone.
Incoming 911 Line voice call	Incidents are only measured if the source phone call was received on a designated Emergency (911) line. Only incoming voice calls are measured.	
Incoming Alarm Line voice call	Incidents are only measured if the source phone call was received on a designated Alarm line meant for alarm companies. Only incoming voice calls are measured.	
Initial Incident Priority of 1 or 2	Law Enforcement incidents with a Priority level of 1 or 2 are considered the most critical.	
LANG or #LL in comments	The caller had a language barrier and was transferred to a language translation services provider. Industry standards may specify whether to include or exclude these Incidents from KPI measurement. Refer to <i>Standard Definitions</i> .	
Law Event Number	Events must have been successfully entered into the CAD system to create an Incident (CFS). When an incident is successfully created in CAD, it receives an Event Number. Events that do not result in the creation of an Incident (CFS) in CAD do not receive an event number and are not included in the data.	
P2, P3, P4 and P5 timestamps	Incidents are only measured if they have completed the entire call lifecycle from start to finish. This lifecycle begins at the starting point of P2 and stops at the endpoint of P5. Incidents only completing part of the process are not measured. Refer to <i>CFS Lifecycle Definitions</i> .	
ProQA case type of fire	Incidents with a ProQA case type of fire received IAED fire protocol questioning and/or pre-arrival instructions. Industry standards may specify whether to include or exclude these Incidents from KPI measurement. Refer to <i>Standard Definitions</i> .	
ProQA case type of medical	Incidents with a ProQA case type of medical received IAED medical protocol questioning and/or pre-arrival instructions. Industry standards may specify whether to include or exclude these Incidents from KPI measurement. Refer to <i>Standard Definitions</i> .	
Scheduled incidents	Scheduled Incidents are removed from the data due to the P2 time reflecting the length of time between call answer and the scheduled entry time. A common example includes medical calls for passengers on airplanes that have not yet landed. Reporting such delays would inaccurately represent response times.	
UCID & Position match	Incidents are only measured if the 911 system Unique Call Identification (UCID) record matches the UCID record documented in the CAD system. In addition, the call taker workstation assigned to the UCID must match in both systems.	