

April 2020 Monthly Summary Performance Report Broward County Regional Consolidated Dispatch System

Metric	Count	Average Time (seconds)	Target	Target Compliance (seconds)
P1 Call Answer Time - Busy Hour of 1800 hrs. (NENA 56-005)	5,367	9.5	90% within 10 seconds	31.1
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	30	N/A	All days in month	11 days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	91,288	6.9	95% within 20 seconds	36.5
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	91,288	6.9	95% within 15 seconds	36.5
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	91,288	6.9	99% within 40 seconds	74.3
P1 Call Answer Time - All 911 Calls (State of Florida)	91,288	6.9	90% within 10 seconds	21.2
P1 Call Answer Time - Alarm Lines	8,714	1.1	95% within 15 seconds	1.4
P1 Call Answer Time - Alarm Lines	8,714	1.1	99% within 40 seconds	2.3
Transfer to Secondary PSAP (NFPA 1221-2016)	measure analysis is currently under development			
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	9,909	179.4	90% within 90 seconds	268.5
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	9,909	179.4	99% within 120 seconds	444.4
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	1,860	149.6	80% within 60 seconds	186.1
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	1,860	149.6	90% within 64 seconds	229.8
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	1,860	149.6	95% within 106 seconds	271.2
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	2,936	138.9	90% within 70 seconds	205.3
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	2,936	19.1	90% within 20 seconds	29.6
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	2,936	158.0	90% within 90 seconds	227.0
P4 EMS Turnout Time Delta & Echo Calls Only	2,936	75.1	Report 90th% No Specific Target	130.2
P5 EMS & Fire Travel Times Delta & Echo Calls Only	2,936	285.4	Report 90th% No Specific Target	421.2
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	5,021	150.1	Report 90th% No Specific Target	246.7
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	5,021	188.7	Report 90th% No Specific Target	223.0
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	5,021	338.7	Report 90th% No Specific Target	453.9
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	5,021	282.5	Report 90th% No Specific Target	549.6
EMD Standard for ACE Accreditation		Target	BSO Reported ¹	Independent Reported
High Compliance			0%	
Compliant			0%	
Partial Compliance		<= 10%	0%	12%
Low Compliance		<= 10%	0%	5%
Non-Compliant		<= 7%	0%	16%
EMD Standard for ACE Accreditation		Percentage of Deviation Accepted	BSO Reported Percentage of Deviation ¹	Independent Reported Percentage of Deviation
Critical Deviation		<= 3%	0.00%	0.75%
Major Deviation		<= 3%	0.00%	1.75%
Moderate Deviation		<= 3%	0.00%	0.99%
Minor Deviation		<= 3%	0.00%	2.90%

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EFD Standard for ACE Accreditation	Target	BSO Reported ¹	Independent Reported
Partial Compliance	<= 10%		10%
Low Compliance	<= 10%		13%
Non-Compliant	<= 7%		28%

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	BSO Reported Percentage of Deviation ¹	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%		2.53%
Major Deviation	<= 3%		3.48%
Moderate Deviation	<= 3%		4.44%
Minor Deviation	<= 3%		3.95%

EPD Standard for ACE Accreditation	Target	BSO Reported ¹	Independent Reported
Partial Compliance	<= 10%		12%
Low Compliance	<= 10%		7%
Non-Compliant	<= 7%		14%

EPD Standard for ACE Accreditation	Percentage of Deviation Accepted	BSO Reported Percentage of Deviation ¹	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%		0.74%
Major Deviation	<= 3%		1.47%
Moderate Deviation	<= 3%		2.60%
Minor Deviation	<= 3%		2.76%

Notes

¹Due to the unprecedented circumstances surrounding the COVID-19 Pandemic, the IAED Board of Accreditation (BOA) is temporarily changing some of its accreditation requirements and practices: The requirement for ACE monthly reporting is paused until August 31, 2020.