Regional Consolidated Dispatch March 2016 Report

Office of Regional Communications and Technology

Executive Summary

This report provides an overview of the performance of Broward County's Regional Consolidated E-911 System for the month of March 2016. Operational Review Team meetings with Fire Rescue and Law Enforcement, and Quality Improvement Meetings continue at regular intervals. These meetings provide forums to review, discuss and evaluate current operating procedures and protocols, and to make recommendations for changes toward improvement of the Regional Consolidated Dispatch System.

There are eight major goals of the Consolidated Regional Communications System:

1. Improve service
2. Employ the best technology available to expedite emergency response
3. Establish consistent performance metrics
4. Delay (Eliminate) in transfer of emergency calls
5. Faster emergency response times
6. Enhance interoperability and coordination amongst responding agencies
7. Fewer errors due to standardized call handling and dispatch protocols
8. Save significant amount of taxpayers' dollars

Call Volume and Calls for Service

In March 2016, there were a total of 207,879 incoming calls for the Regional System, consisting of 118,828 emergency 911 calls; 73,208 non-emergency calls; and 15,843 alarm calls. There were 26,742 outgoing calls. Outgoing calls are randomly reviewed to ensure calls are of a work relevant nature, as part of the quality check process conducted by BSO.

The PSAPs dispatched a total of 153,355 calls to Law Enforcement and Fire Rescue disciplines combined. Of this amount, 25,743 were Fire Rescue calls. The Operator Agreement defines specific performance requirements for the time to dispatch, referred to as P2/P3 performance. The time to dispatch is the amount of time from when a call is answered at the PSAP until a unit is dispatched. This performance measurement is calculated for every incident for which both the call answer time and the call dispatch time are known. This approach follows NFPA standards.

Of the 25,743 Fire Rescue dispatched calls, both of these data points are known for 16,221 calls. These 16,221 calls are the basis for the P2/P3 performance measurement. Various factors contribute to the unavailability of the call answer time data point for the remaining Fire Rescue dispatched calls. ORCAT has identified the following contributing factors for this issue:

- Calls on non-emergency/admin lines (10-digit numbers)
- Duplicated screens used by Operator
- Cloned calls by Operator
- Field initiated requests

Testing was conducted by ORCAT on February 9, 2016 to assess the effect of configuration changes directed toward populating the call answer time data point in the reporting database, for callers that dial a ten digit number (admin lines) to contact the PSAP. If successful, this will enable P2/P3 reporting on this subset of the population of calls for service, addressing the first contributing factor reference above [Calls on non-emergency/admin lines (10-digit numbers)]. The tests were inconclusive. Subsequent proof of concept testing is being developed.

A subcommittee of the Broward County Consolidated Communications Committee (4C) has been established to delve further into these issues. Sunshine meetings were held on January 28, 2016 and February 16, 2016, and an additional Sunshine Meeting has been scheduled for April 4, 2016 with the intent to clarify and put forth final recommendations.

Call Transfers

For the month of March 2016, call transfers represent .55% of the total E-911 calls into the regional centers. As stated in previous reports, 911 call transfers into the regional centers primarily come from the Coral Springs (324) and Plantation (802) Public Safety Answering Points (PSAPS). These totals represent 5.9% and 15.08% of Coral Springs and Plantation PSAPs total E-911 calls, respectively.

The Cities of Coral Springs and Plantation participated in planning meetings for the implementation and development of the County's new Computer Aided Dispatch (CAD) system, and are aware progress of the project. If both cities decided to utilize the County's CAD, call transfers will be eliminated.

Quality Improvement Team Update

The Quality Improvement Team (QIT)—which includes members from the County, Operator (BSO) and the Federation of Public Employees (FOPE) —continues to capture and analyze data.

P1 Performance

There continues to be significant improvement in the achievement of the P1 performance standard for the regional system. The standard for the system is a higher standard that was adopted by participants in the regional system.

ORCAT met with the Operator to review performance metrics and compare PSAP countermeasures. Forms were provided to the Operator to analyze the days missing the busy hour daily standard by reviewing staffing levels, forecasted vs actual call volumes and list actionable countermeasures to address items within the Operator's control.

For the month of March, the following data indicates the number of days the 90/10 busy hour daily standard was achieved:

- North: 28 days (no change compared to February 2016.)
- Central: 28 days (increase of (1) one day from February 2016.)
- South: 28 days (decrease of (1) one day from February 2016.)

Contract Performance Measures (Operator's Agreement, Exhibit "D") [1]

	GOAL	NORTH	CENTRAL	SOUTH
P1 Call Answer Time - Busiest Hour of the Day (911) 90% Within 10 Secs. [2] - (Daily Standard) Note: The numbers in the table represents the number of days achieving the daily standard.	31	28	28	28
P1 Call Answer Time - All Calls (911) 95% Within 20 Secs.	95%	99.10%	98.72%	98.87%
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.	90%	85.52%	77.71%	81.63%
P2/P3 Fire Rescue Call For Service Processing Time 99% in 120 Secs.	99%	93.25%	89.29%	91.32%
P2/P3 Fire Rescue Call For Service Processing Time 80% in 60 Secs.	80%	31.55%	26.09%	32.42%
P2/P3 Fire Rescue Call For Service Processing Time 95% in 106 Secs.	95%	80.95%	72.89%	78.13%
Emergency Medical Dispatch 95% Case Entry Compliance Rate[4]	95%	95.67%	96.10%	95.63%
Emergency Medical Dispatch 90% Total Compliance Rate[4]	90%	97.86%	97.73%	97.33%
Emergency Medical Dispatch 1% Quality Assurance Case Review[4]	1%	3.32%	3.64%	3.04%

[1]*There are two standards not reported, as follows: P2/P3 Law Call for Service Indicator, which is driven by PD Agency having Jurisdiction; and Cost per Call which is an annual, not monthly, measurement. All other standards, unless otherwise noted, are performance standards that are included in the Operator and Participating Municipalities agreements.*

[2]*This represents the performance of the busiest hour of the day, which is a performance standard for the regional system. See pages 16-20 for the busiest hour of each day. It is agreed by all interested parties that the P1 standard is a daily standard, and each day is either a "pass" or "fail." Numbers in the table represents the number of days achieving the daily standard.*

[3]*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.

[4]*Information was provided by the Broward Sheriff's Office. Information has not been validated by County staff.*

Other Non-Contract Performance Measures[5]

	GOAL	NORTH	CENTRAL	SOUTH
P1 Call Answer Time – All 911 Calls 90% Within 10 seconds.	90%	98.54%	97.66%	97.84%

[5]   *This performance standard is not included in the agreement for the regional system. See page 32-34 for all calls.*

Incident Management Tracking System

The incident management tracking system continues to be the primary method for users of the regional system to provide input regarding service delivery concerns or the identification of improvement opportunities. For the month of March, there were 61 new PSAP-related incidents placed in the tracking system. This is an increase of 3 compared to February 2016. In March 2016, the Regional System handled 207,879 incoming calls.

The Operational Review Team, consisting of representatives from the County, the Operator and Participating Municipalities – Law and Fire personnel, continue to meet on a regular basis to review the incidents, their disposition and mitigation strategies. As part of the incident management tracking system process, user agencies address priority 1 incidents (determined by the user agency to be life/safety issues) directly with the Operator, and any protocol changes are directly approved by the Fire and Police Chiefs' associations.

Incident tracking information reflected on page 34 illustrates the disposition of tickets opened during the month of March 2016.

Financial Management

Financial data provided by the Operator shows their personnel expenditures are in excess of the budget; as of the end of the pay period ending April 1, 2016 there is an overspend of $608,298, or 3.11%, of the allocated budget of $19,529,471. As of the March 2016 report, BSO has indicated that they currently anticipate expenditures to be greater than the approved budget. County staff will continue to track expenses against the approved budget, and report on BSO's efforts to manage within the approved budget.

Staffing Level

Data provided by the Operator shows that during the month of March there was a low of 429 and a high of 432 employees on the payroll. The number of employees budgeted during this time period was 447. At the end of March 2016, there was 18 vacancies. This is a vacancy rate of

approximately 4.03 percent. The majority of the vacancies are Communication Operator positions.

BSO Self-Reported Information

BSO has submitted information regarding their Quality Assurance initiative and EMD standards (page 39 - 43).

Conclusion

Broward County's Regional Communications System operates in an open and transparent environment. Prior to consolidation, there was no overall performance data countywide that could be used to evaluate operations. In addition, information in most Public Safety Answering Points was not openly shared for comparison purposes and as transparent as it is today.

The County, Operator and Participating Municipalities remain focused on efforts to continue updating the standard operating practices to ensure they align with the goals of regionalization and with those of best practices.

Additional information on Broward County's Regional Communications System can be found online at the following website: www.broward.org/communicationstechnology.

APPENDIX

Call Volume, by Hour of Day

North Regional Consolidated PSAP
Hourly Call Volume
MARCH 2016

Legend:
- AVERAGE HOURLY 911
- AVERAGE HOURLY NON-EMERGENCY
- AVERAGE HOURLY
- TOTAL REQUIRED 911 STAFF

Central Regional Consolidated PSAP
Hourly Call Volume
MARCH 2016

Legend:
- AVERAGE HOURLY 911
- AVERAGE HOURLY NON-EMERGENCY
- AVERAGE HOURLY
- TOTAL REQUIRED 911 STAFF

South Regional Consolidated PSAP
Hourly Call Volume
MARCH 2016

Legend:
- AVERAGE HOURLY 911
- AVERAGE HOURLY NON-EMERGENCY
- AVERAGE HOURLY
- TOTAL REQUIRED 911 STAFF

Monthly Call/Call for Service Volume

The tables and pie charts below illustrate the number of calls handled by the Regional Consolidated System for the month of March 2016.

CALL VOLUME				
	NORTH	CENTRAL	SOUTH	TOTAL
9-1-1 Calls Answered	*22,153*	*68,023*	*28,652*	*118,828*
Non 9-1-1 Calls Answered	*29,886*	*31,941*	*27,224*	*89,051*
TOTAL INCOMING CALLS	**52,039**	**99,964**	**55,876**	**207,879**
Incoming Alarm Calls	*3,038*	*7,226*	*5,579*	*15,843*
Incoming Non-Emergency Calls	*26,848*	*24,715*	*21,645*	*73,208*
TOTAL NON-911 CALLS ANSWERED	**29,886**	**31,941**	**27,224**	**89,051**
TOTAL OUTGOING CALLS	**7,031**	**13,236**	**6,475**	**26,742**
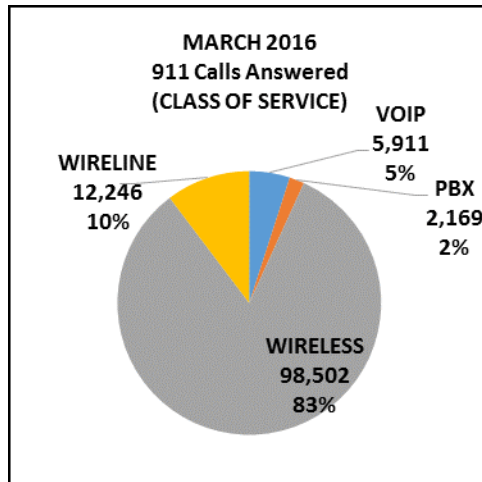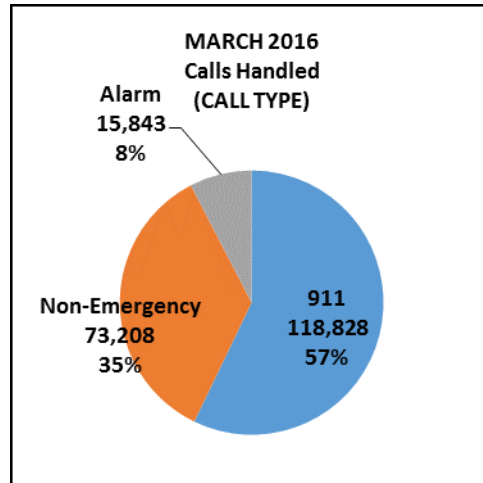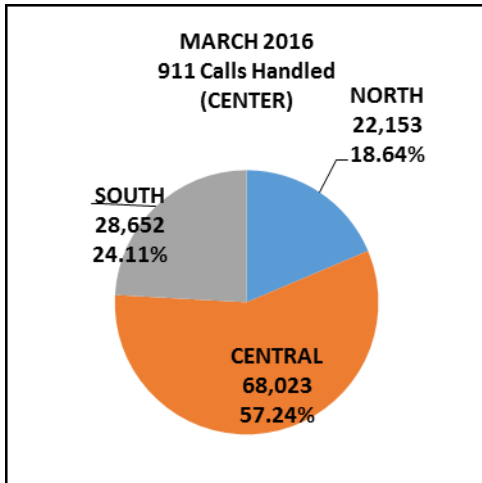
CALLS FOR SERVICE				
	NORTH	**CENTRAL**	**SOUTH**	**TOTAL**
Fire Rescue/EMS	*5,497*	*12,581*	*7,665*	*25,743*
Law Enforcement	*24,548*	*59,834*	*43,230*	*127,612*
TOTAL 911 CFS	**30,045**	**72,415**	**50,895**	**153,355**
Fire Rescue/EMS (911 Only - P2/P3 Applicable)*	*3,560*	*7,599*	*5,062*	*16,221*

*Calls for Service based upon E-911; only these calls are included in the P2/P3 indicator. These calls are a subset of the total Fire Rescue calls for service and do not represent the total calls received or the total calls for service.

Call Transfers

911 Call Transfers: Regional to Non-Regional				
	NORTH	CENTRAL	SOUTH	TOTAL
Transferred 911 Calls	203	402	47	652
Percentage of 911 Calls	0.92%	0.59%	0.16%	0.55%

Regional Consolidated Dispatch System
911 Call Transfers to Non-Regional PSAPs from Regional PSAPs
MARCH 2016
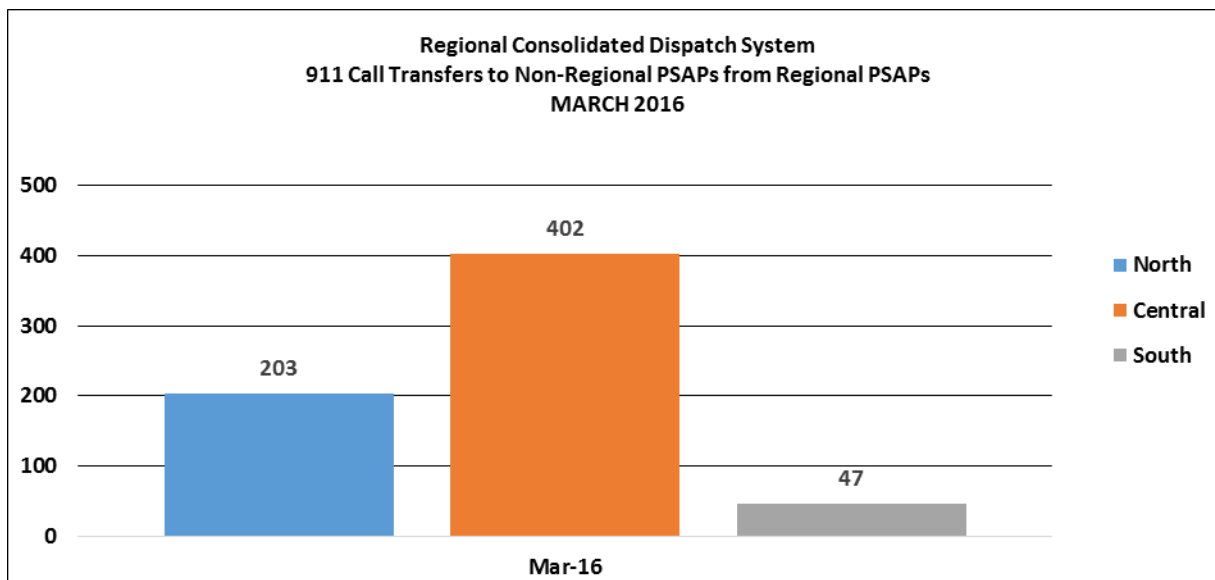
911 Call Transfers: Regional to Non-Regional			
	CORAL SPRINGS	PLANTATION	NON REGIONAL
Transferred 911 Calls	324	802	1,126
Percentage of 911 Calls	5.90%	15.08%	10.42%

911 Calls Transferred to Regional PSAPs from Non Regional PSAPs
MARCH 2016
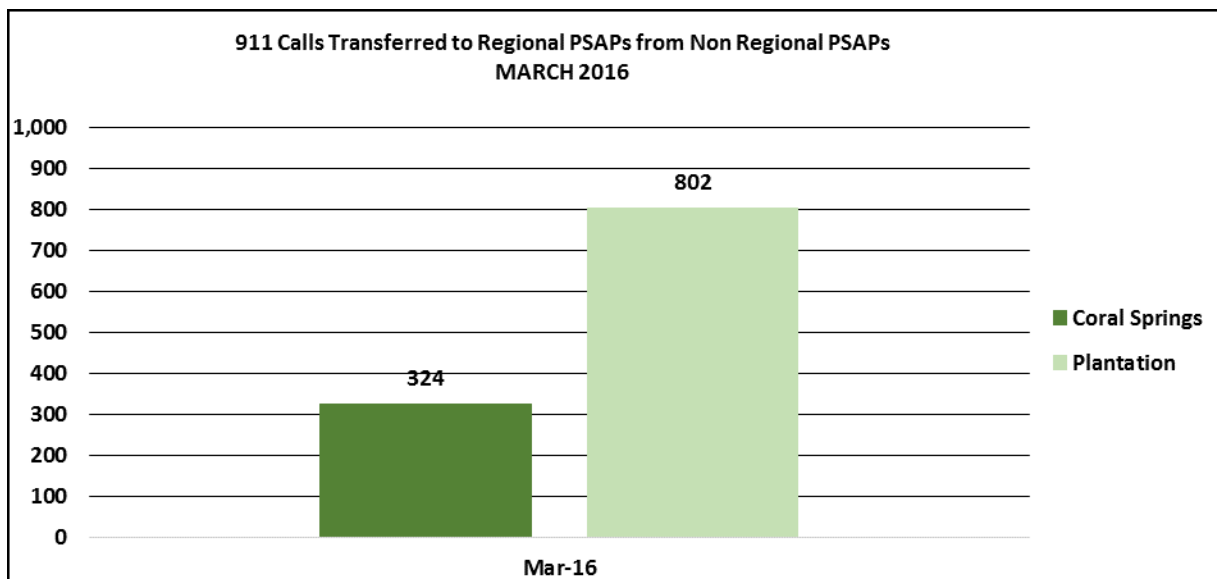
CONTRACT PERFORMANCE MEASURES

P1 Daily Busy Hour

P1 measures the time it takes a Call Taker to answer an incoming E911 call. It is agreed by all interested parties that the P1 standard is a daily standard, and each day is either a "pass" or "fail." The charts below represent the Operator's attainment of the busy hour for each day (daily standard) and provides a summary by each center. As part of the review of the performance standard, call volume, call-taker performance, staffing scheduling and other factors are evaluated. The QI Team will continue to review factors that impact performance standards.

DAILY BUSY HOUR				
MONTH	**GOAL**	**NORTH**	**CENTRAL**	**SOUTH**
October 2015	**31**	**30**	**30**	**21**
November 2015	**30**	**29**	**25**	**27**
December 2015	**31**	**30**	**26**	**30**
January 2016	**31**	**29**	**28**	**30**
February 2016	**29**	**28**	**27**	**29**
March 2016	**31**	**28**	**28**	**28**

In previous reports, the standard for the cities of Plantation and Coral Springs statistics were included as a part of the regional report. County staff will be discussing with the standards used by these cities as it is believed that both utilize the State minimum standard for P1, which is 90/10 on all calls. This standard is different than the standard adopted by the participants of the Consolidated Regional System.

DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO
						MARCH 2016 NORTH Daily Busy Hour					
03/01/2016	12:00 PM	47	47	100.00%	YES	03/17/2016	6:00 PM	51	52	98.08%	YES
03/02/2016	6:00 PM	75	75	100.00%	YES	03/18/2016	5:00 PM	56	58	96.55%	YES
03/03/2016	6:00 PM	54	54	100.00%	YES	03/19/2016	2:00 PM	52	52	100.00%	YES
03/04/2016	6:00 PM	80	82	97.56%	YES	03/20/2016	4:00 PM	46	47	97.87%	YES
03/05/2016	12:00 PM	40	45	88.89%	NO	03/21/2016	3:00 PM	56	56	100.00%	YES
03/06/2016	2:00 PM	90	90	100.00%	YES	03/22/2016	2:00 PM	41	58	70.69%	NO
03/07/2016	4:00 PM	56	56	100.00%	YES	03/23/2016	12:00 PM	43	45	95.56%	YES
03/08/2016	7:00 PM	62	63	98.41%	YES	03/24/2016	7:00 PM	57	58	98.28%	YES
03/09/2016	6:00 PM	56	57	98.25%	YES	03/25/2016	6:00 PM	66	66	100.00%	YES
03/10/2016	12:00 AM	60	60	100.00%	YES	03/26/2016	6:00 PM	75	75	100.00%	YES
03/11/2016	6:00 PM	49	50	98.00%	YES	03/27/2016	6:00 PM	48	48	100.00%	YES
03/12/2016	5:00 PM	57	57	100.00%	YES	03/28/2016	5:00 PM	75	75	100.00%	YES
03/13/2016	7:00 PM	52	53	98.11%	YES	03/29/2016	3:00 PM	85	85	100.00%	YES
03/14/2016	2:00 PM	56	56	100.00%	YES	03/30/2016	7:00 PM	60	60	100.00%	YES
03/15/2016	5:00 PM	60	61	98.36%	YES	03/31/2016	6:00 PM	66	67	98.51%	YES
03/16/2016	12:00 PM	59	66	89.39%	NO						

N = 31 Days

MARCH 2016
NORTH Daily Busy Hour Distribution

MARCH 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
03/01/2016	5:00 PM	154	154	100.00%	YES	03/17/2016	4:00 PM	186	190	97.89%	YES
03/02/2016	6:00 PM	191	191	100.00%	YES	03/18/2016	7:00 PM	154	172	89.53%	NO
03/03/2016	6:00 PM	148	164	90.24%	YES	03/19/2016	12:00 PM	182	185	98.38%	YES
03/04/2016	5:00 PM	186	188	98.94%	YES	03/20/2016	5:00 PM	138	138	100.00%	YES
03/05/2016	1:00 PM	159	161	98.76%	YES	03/21/2016	6:00 PM	151	151	100.00%	YES
03/06/2016	7:00 PM	141	141	100.00%	YES	03/22/2016	3:00 PM	151	152	99.34%	YES
03/07/2016	11:00 AM	141	143	98.60%	YES	03/23/2016	6:00 PM	153	154	99.35%	YES
03/08/2016	5:00 PM	154	154	100.00%	YES	03/24/2016	2:00 PM	121	136	88.97%	NO
03/09/2016	2:00 PM	189	197	95.94%	YES	03/25/2016	1:00 PM	167	180	92.78%	YES
03/10/2016	5:00 PM	168	178	94.38%	YES	03/26/2016	4:00 PM	153	159	96.23%	YES
03/11/2016	6:00 PM	167	169	98.82%	YES	03/27/2016	9:00 PM	153	178	85.96%	NO
03/12/2016	7:00 PM	167	167	100.00%	YES	03/28/2016	7:00 PM	178	178	100.00%	YES
03/13/2016	9:00 PM	141	141	100.00%	YES	03/29/2016	5:00 PM	164	165	99.39%	YES
03/14/2016	3:00 PM	153	153	100.00%	YES	03/30/2016	6:00 PM	147	147	100.00%	YES
03/15/2016	5:00 PM	176	179	98.32%	YES	03/31/2016	2:00 PM	145	152	95.39%	YES
03/16/2016	5:00 PM	163	163	100.00%	YES						

N = 31 Days

MARCH 2016
CENTRAL Daily Busy Hour Distribution

MARCH 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
03/01/2016	5:00 PM	78	78	100.00%	YES	03/17/2016	4:00 PM	82	89	92.13%	YES
03/02/2016	12:00 PM	67	67	100.00%	YES	03/18/2016	6:00 PM	72	75	96.00%	YES
03/03/2016	1:00 PM	91	91	100.00%	YES	03/19/2016	12:00 PM	71	78	91.03%	YES
03/04/2016	7:00 PM	66	73	90.41%	YES	03/20/2016	2:00 PM	68	73	93.15%	YES
03/05/2016	11:00 AM	57	61	93.44%	YES	03/21/2016	10:00 AM	53	59	89.83%	NO
03/06/2016	4:00 PM	63	63	100.00%	YES	03/22/2016	7:00 PM	55	57	96.49%	YES
03/07/2016	2:00 PM	68	68	100.00%	YES	03/23/2016	1:00 PM	65	68	95.59%	YES
03/08/2016	3:00 PM	67	68	98.53%	YES	03/24/2016	6:00 PM	73	78	93.59%	YES
03/09/2016	3:00 PM	66	67	98.51%	YES	03/25/2016	3:00 PM	98	98	100.00%	YES
03/10/2016	3:00 PM	70	71	98.59%	YES	03/26/2016	1:00 PM	82	86	95.35%	YES
03/11/2016	2:00 PM	63	67	94.03%	YES	03/27/2016	10:00 AM	70	78	89.74%	NO
03/12/2016	2:00 PM	64	67	95.52%	YES	03/28/2016	3:00 PM	65	66	98.48%	YES
03/13/2016	2:00 PM	57	59	96.61%	YES	03/29/2016	4:00 PM	74	79	93.67%	YES
03/14/2016	10:00 AM	51	65	78.46%	NO	03/30/2016	3:00 PM	67	67	100.00%	YES
03/15/2016	5:00 PM	70	73	95.89%	YES	03/31/2016	7:00 PM	92	93	98.92%	YES
03/16/2016	12:00 PM	73	74	98.65%	YES						

N = 31 Days

MARCH 2016
SOUTH Daily Busy Hour Distribution

Regional Consolidated Dispatch System
P1 Call Answer Time BUSIEST HOUR OF THE DAY - 90/10
NORTH
12 Month Trend

Regional Consolidated Dispatch System
P1 Call Answer Time BUSIEST HOUR OF THE DAY - 90/10
CENTRAL
12 Month Trend

Regional Consolidated Dispatch System
P1 Call Answer Time BUSIEST HOUR OF THE DAY - 90/10
SOUTH
12 Month Trend

P1 Call Answer Time - All Calls (911) 95% within 20 Secs.

Regional Consolidated Dispatch System
P1 Call Answer Time ALL CALLS - 95/20
NORTH
12 Month Trend

Data points: Mar-15 95.46%, Apr-15 95.71%, May-15 96.95%, Jun-15 96.99%, Jul-15 97.82%, Aug-15 98.10%, Sep-15 98.78%, Oct-15 99.14%, Nov-15 99.24%, Dec-15 99.02%, Jan-16 99.10%, Feb-16 99.36%, Mar-16 99.10%

GOAL 95%

Legend: GOAL — NORTH — MIDPOINT

Regional Consolidated Dispatch System
P1 Call Answer Time ALL CALLS - 95/20
CENTRAL
12 Month Trend

Data points: Mar-15 96.93%, Apr-15 97.81%, May-15 97.32%, Jun-15 98.09%, Jul-15 97.65%, Aug-15 96.79%, Sep-15 98.13%, Oct-15 99.37%, Nov-15 98.05%, Dec-15 98.27%, Jan-16 98.97%, Feb-16 98.87%, Mar-16 98.72%

GOAL 95%

Legend: GOAL — CENTRAL — MIDPOINT

Regional Consolidated Dispatch System
P1 Call Answer Time ALL CALLS - 95/20
SOUTH
12 Month Trend

Data points: Mar-15 95.76%, Apr-15 95.83%, May-15 96.14%, Jun-15 95.91%, Jul-15 96.69%, Aug-15 96.02%, Sep-15 98.01%, Oct-15 98.41%, Nov-15 97.99%, Dec-15 98.44%, Jan-16 99.13%, Feb-16 99.46%, Mar-16 98.87%

GOAL 95%

Legend: GOAL — SOUTH — MIDPOINT

P1 Alarm Call Specific

Calls received from Alarm Monitoring Companies.

Regional Consolidated Dispatch System
P1 Call Answer Time ALARM CALLS - 95/15
NORTH
12 Month Trend

100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00%

GOAL 95%

GOAL — NORTH — MIDPOINT

Regional Consolidated Dispatch System
P1 Call Answer Time ALARM CALLS - 95/15
CENTRAL
12 Month Trend

100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00%

GOAL 95%

GOAL — CENTRAL — MIDPOINT

Regional Consolidated Dispatch System
P1 Call Answer Time ALARM CALLS - 95/15
SOUTH
12 Month Trend

100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00%

GOAL 95%

GOAL — SOUTH — MIDPOINT

**Regional Consolidated Dispatch System
P1 Call Answer Time ALARM CALLS - 99/40
MARCH 2016**

GOAL – 99%

GOOD

NORTH
CENTRAL
SOUTH

March-16

Regional Consolidated Dispatch System
P1 Call Answer Time ALARM CALLS - 99/40
NORTH
12 Month Trend

100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00%

| | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 | Aug-15 | Sep-15 | Oct-15 | Nov-15 | Dec-15 | Jan-16 | Feb-16 | Mar-16 |

GOAL 99%

— GOAL —◆— NORTH - - - MIDPOINT

Regional Consolidated Dispatch System
P1 Call Answer Time ALARM CALLS - 99/40
CENTRAL
12 Month Trend

100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00%

| | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 | Aug-15 | Sep-15 | Oct-15 | Nov-15 | Dec-15 | Jan-16 | Feb-16 | Mar-16 |

GOAL 99%

— GOAL —◆— CENTRAL - - - MIDPOINT

Regional Consolidated Dispatch System
P1 Call Answer Time ALARM CALLS - 99/40
SOUTH
12 Month Trend

100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00%

| | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 | Aug-15 | Sep-15 | Oct-15 | Nov-15 | Dec-15 | Jan-16 | Feb-16 | Mar-16 |

GOAL 99%

— GOAL —◆— SOUTH - - - MIDPOINT

P2/P3 Fire Rescue CFS Processing Time - Calls received on E-911 lines only

Regional Consolidated Dispatch System
P2/P3 Call Answer Time EMS CALLS - 90/90
MARCH 2016

GOOD

- NORTH
- CENTRAL
- SOUTH

85.52% 77.71% 81.63%

GOAL – 90%

March-16

Regional Consolidated Dispatch System
P2/P3 Call Processing Time EMS CALLS - 90/90
NORTH
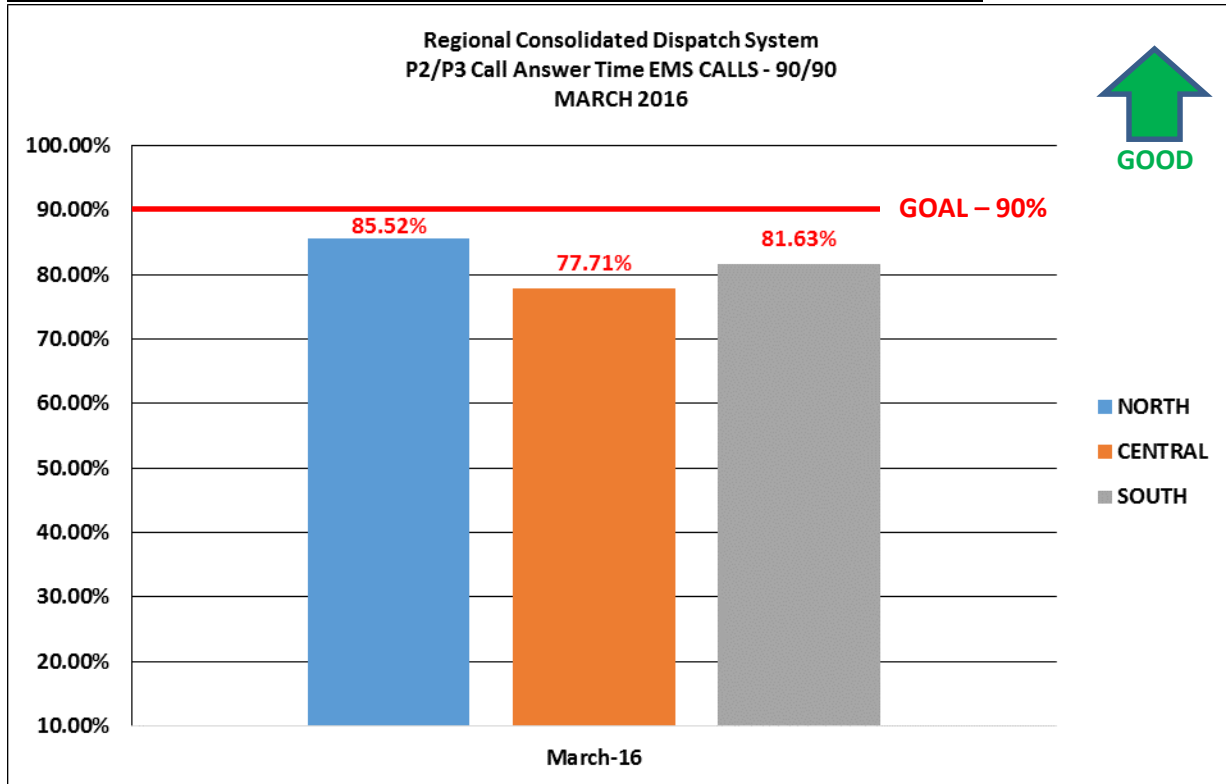**12 Month Trend**

GOAL 90%

	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16
	89.72%	87.89%	86.97%	87.13%	87.52%	87.43%	88.18%	88.41%	87.56%	86.55%	87.13%	86.29%	85.52%

— GOAL —◆— NORTH - - - MIDPOINT

Regional Consolidated Dispatch System
P2/P3 Call Processing Time EMS CALLS - 90/90
CENTRAL
12 Month Trend

GOAL 90%

	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16
	84.79%	83.09%	83.37%	82.63%	82.13%	81.58%	81.51%	79.74%	82.36%	80.24%	81.31%	80.59%	77.71%

— GOAL —◆— CENTRAL - - - MIDPOINT

Regional Consolidated Dispatch System
P2/P3 Call Processing Time EMS CALLS - 90/90
SOUTH
12 Month Trend

GOAL 90%

	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16
	85.51%	85.28%	85.64%	83.32%	82.94%	83.11%	84.47%	83.39%	84.06%	82.88%	82.69%	83.16%	81.63%

— GOAL —◆— SOUTH - - - MIDPOINT

Regional Consolidated Dispatch System
P2/P3 Call Answer Time EMS CALLS - 99/120
MACRH 2016

GOOD

GOAL – 99%

93.25% 89.29% 91.32%

- NORTH
- CENTRAL
- SOUTH

March-16

Regional Consolidated Dispatch System
P2/P3 Call Processing TIme EMS CALLS - 99/120
NORTH
12 Month Trend

GOAL 99%

95.00%

95.70% 94.17% 93.53% 93.62% 94.08% 93.92% 94.13% 94.55% 94.69% 93.26% 93.63% 93.55% 93.25%

85.00%

75.00%

Mar-15 Apr-15 May-15 Jun-15 Jul-15 Aug-15 Sep-15 Oct-15 Nov-15 Dec-15 Jan-16 Feb-16 Mar-16

━━ GOAL   ◆━ NORTH   ---- MIDPOINT

Regional Consolidated Dispatch System
P2/P3 Call Processing Time EMS CALLS - 99/120
CENTRAL
12 Month Trend

GOAL 99%

95.00%

92.35% 91.73% 91.52% 91.37% 91.12% 91.07% 90.38% 89.90% 91.19% 90.41% 90.64% 90.30% 89.29%

85.00%

75.00%

Mar-15 Apr-15 May-15 Jun-15 Jul-15 Aug-15 Sep-15 Oct-15 Nov-15 Dec-15 Jan-16 Feb-16 Mar-16

━━ GOAL   ◆━ CENTRAL   ---- MIDPOINT

Regional Consolidated Dispatch System
P2/P3 Call Processing Time EMS CALLS - 99/120
SOUTH
12 Month Trend

GOAL 99%

95.00%

92.91% 92.81% 92.67% 91.01% 91.44% 91.91% 92.66% 92.31% 92.14% 91.85% 91.78% 92.11% 91.32%

85.00%

75.00%

Mar-15 Apr-15 May-15 Jun-15 Jul-15 Aug-15 Sep-15 Oct-15 Nov-15 Dec-15 Jan-16 Feb-16 Mar-16

━━ GOAL   ◆━ SOUTH   ---- MIDPOINT

Regional Consolidated Dispatch System
P2/P3 Call Answer Time FR CALLS - 80/60
MARCH 2016

GOOD

GOAL – 80%

- NORTH
- CENTRAL
- SOUTH

31.55%

26.09%

32.42%

March-16

Regional Consolidated Dispatch System
P2/P3 Call Processing Time FR CALLS - 80/60
NORTH
12 Month Trend

GOAL 80%

85.00%	
65.00%	
45.00%	
25.00%	

50.00% 45.81% 46.71% 43.48% 43.87% 48.81% 52.94% 43.51% 44.09% 43.20% 47.75% 40.62% 31.55%

Mar-15 Apr-15 May-15 Jun-15 Jul-15 Aug-15 Sep-15 Oct-15 Nov-15 Dec-15 Jan-16 Feb-16 Mar-16

GOAL —— NORTH —— MIDPOINT - - - -

Regional Consolidated Dispatch System
P2/P3 Call Processing Time FR CALLS - 80/60
CENTRAL
12 Month Trend

GOAL 80%

85.00%	
65.00%	
45.00%	
25.00%	

39.11% 35.69% 32.68% 33.04% 43.87% 29.41% 32.01% 30.22% 36.76% 32.19% 32.71% 29.75% 26.09%

Mar-15 Apr-15 May-15 Jun-15 Jul-15 Aug-15 Sep-15 Oct-15 Nov-15 Dec-15 Jan-16 Feb-16 Mar-16

GOAL —— CENTRAL —— MIDPOINT - - - -

Regional Consolidated Dispatch System
P2/P3 Call Processing Time FR CALLS - 80/60
SOUTH
12 Month Trend

GOAL 80%

85.00%	
65.00%	
45.00%	
25.00%	

43.13% 39.57% 37.23% 39.38% 34.80% 34.60% 35.14% 39.00% 33.33% 38.64% 35.83% 29.51% 29.20%

Mar-15 Apr-15 May-15 Jun-15 Jul-15 Aug-15 Sep-15 Oct-15 Nov-15 Dec-15 Jan-16 Feb-16 Mar-16
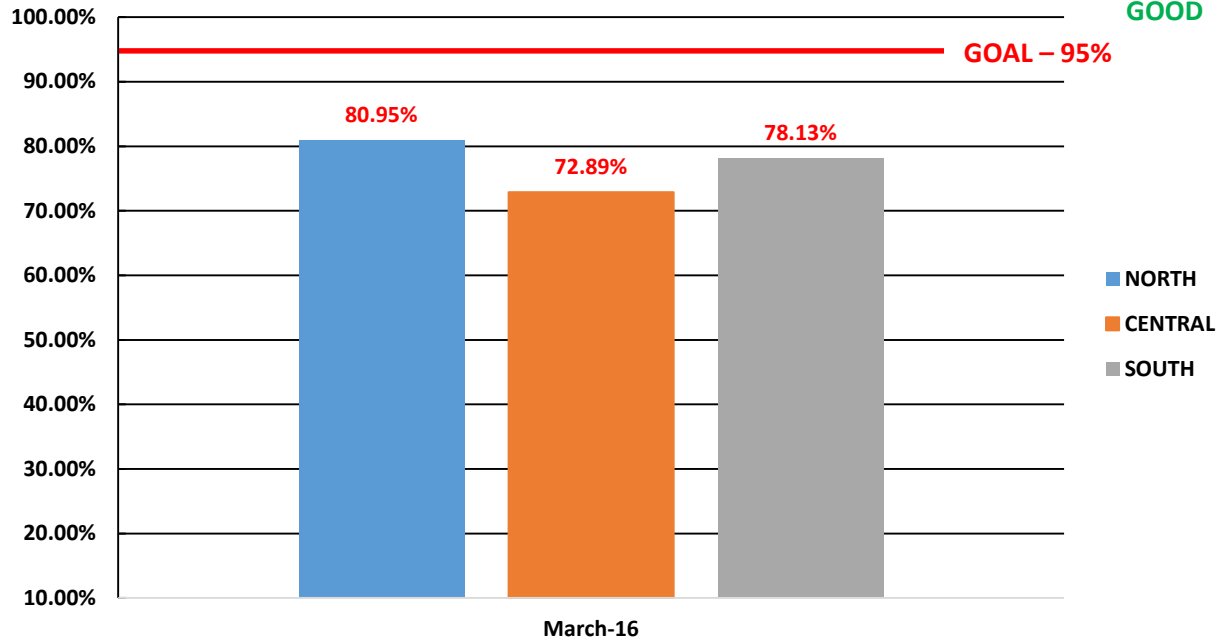
GOAL —— SOUTH —— MIDPOINT - - - -

Regional Consolidated Dispatch System
P2/P3 Call Answer Time FR CALLS - 95/106
MARCH 2016

GOOD

GOAL – 95%

80.95%
72.89%
78.13%

NORTH
CENTRAL
SOUTH

March-16

Regional Consolidated Dispatch System
P2/P3 Call Processing Time FR CALLS - 95/106
NORTH
12 Month Trend

GOAL 95%

| | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 | Aug-15 | Sep-15 | Oct-15 | Nov-15 | Dec-15 | Jan-16 | Feb-16 | Mar-16 |
| NORTH | 84.62% | 81.29% | 82.89% | 81.88% | 80.00% | 88.10% | 85.62% | 82.47% | 86.61% | 82.25% | 81.09% | 76.62% | 80.95% |

GOAL — NORTH — — — MIDPOINT

Regional Consolidated Dispatch System
P2/P3 Call Processing Time FR CALLS - 95/106
CENTRAL
12 Month Trend

GOAL 95%

| | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 | Aug-15 | Sep-15 | Oct-15 | Nov-15 | Dec-15 | Jan-16 | Feb-16 | Mar-16 |
| CENTRAL | 79.89% | 75.35% | 77.12% | 71.88% | 72.06% | 72.55% | 77.67% | 69.42% | 79.75% | 68.87% | 73.13% | 72.45% | 72.89% |

GOAL — CENTRAL — — — MIDPOINT

Regional Consolidated Dispatch System
P2/P3 Call Processing Time FR CALLS - 95/106
SOUTH
12 Month Trend

GOAL 95%

| | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 | Aug-15 | Sep-15 | Oct-15 | Nov-15 | Dec-15 | Jan-16 | Feb-16 | Mar-16 |
| SOUTH | 81.30% | 81.70% | 78.79% | 80.53% | 78.04% | 74.14% | 79.54% | 75.00% | 80.51% | 75.52% | 79.13% | 66.89% | 78.13% |

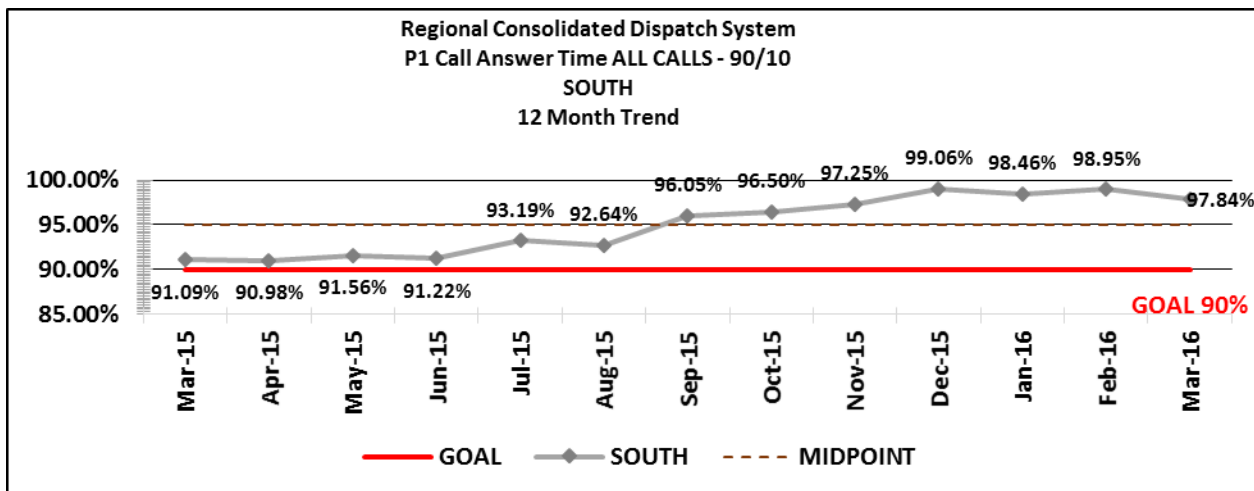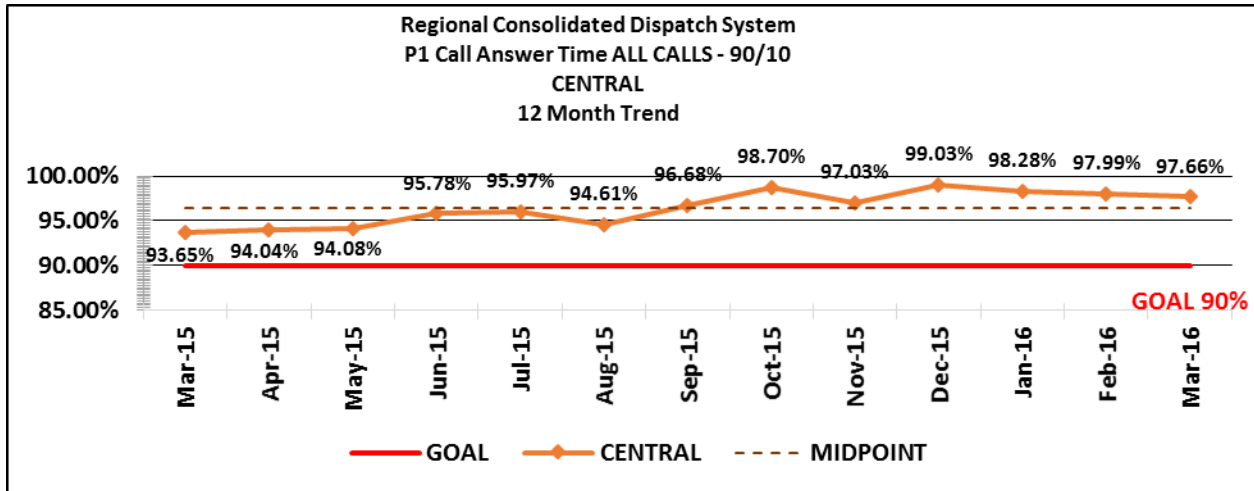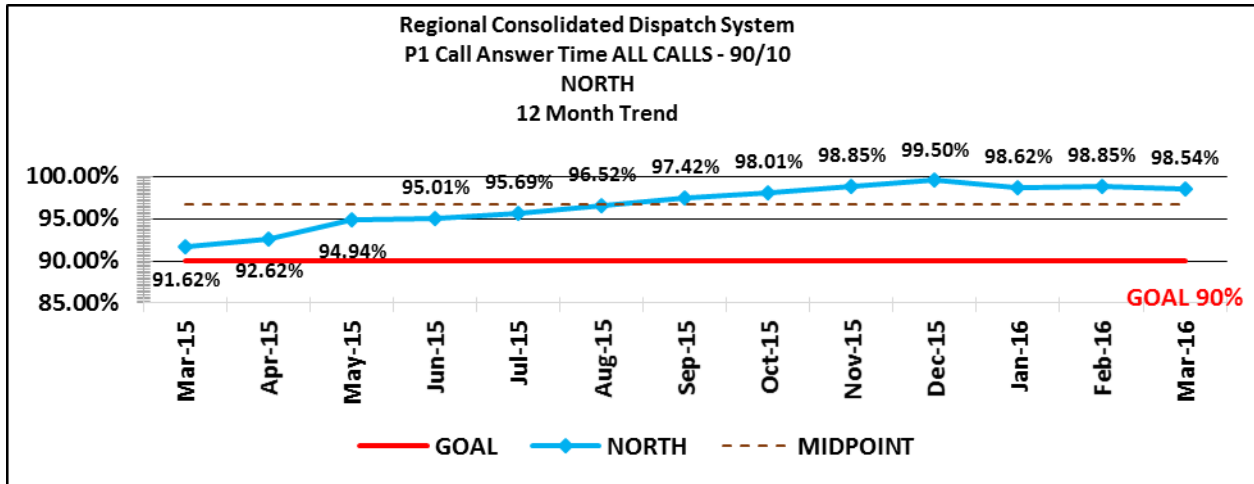GOAL — SOUTH — — — MIDPOINT

NON-CONTRACT PERFORMANCE MEASURES

P1 Call Answer Time for all 911 Calls

This measure is a snapshot of the call answer time for all 911 calls. This standard is not part of the regional system agreements.

Regional Consolidated Dispatch System
P1 Call Answer Time ALL CALLS - 90/10
NORTH
12 Month Trend

Data points: 91.62% (Mar-15), 92.62% (Apr-15), 94.94% (May-15), 95.01% (Jun-15), 95.69% (Jul-15), 96.52% (Aug-15), 97.42% (Sep-15), 98.01% (Oct-15), 98.85% (Nov-15), 99.50% (Dec-15), 98.62% (Jan-16), 98.85% (Feb-16), 98.54% (Mar-16)

GOAL 90%

Legend: GOAL — NORTH — MIDPOINT

Regional Consolidated Dispatch System
P1 Call Answer Time ALL CALLS - 90/10
CENTRAL
12 Month Trend

Data points: 93.65% (Mar-15), 94.04% (Apr-15), 94.08% (May-15), 95.78% (Jun-15), 95.97% (Jul-15), 94.61% (Aug-15), 96.68% (Sep-15), 98.70% (Oct-15), 97.03% (Nov-15), 99.03% (Dec-15), 98.28% (Jan-16), 97.99% (Feb-16), 97.66% (Mar-16)

GOAL 90%

Legend: GOAL — CENTRAL — MIDPOINT

Regional Consolidated Dispatch System
P1 Call Answer Time ALL CALLS - 90/10
SOUTH
12 Month Trend

Data points: 91.09% (Mar-15), 90.98% (Apr-15), 91.56% (May-15), 91.22% (Jun-15), 93.19% (Jul-15), 92.64% (Aug-15), 96.05% (Sep-15), 96.50% (Oct-15), 97.25% (Nov-15), 99.06% (Dec-15), 98.46% (Jan-16), 98.95% (Feb-16), 97.84% (Mar-16)

GOAL 90%

Legend: GOAL — SOUTH — MIDPOINT

OPERATOR REVIEWS/PROCESS IMPROVEMENTS/OPPORTUNITIES

The following Pareto Chart illustrates the number of tickets opened and assigned a disposition in the tracking system. During the month of March 2016, 207,879 incoming calls were answered by Broward County's Regional Communications System. The Quality Improvement Team will be reviewing each outstanding issue to determine the root cause and develop necessary solutions to resolve the incident.
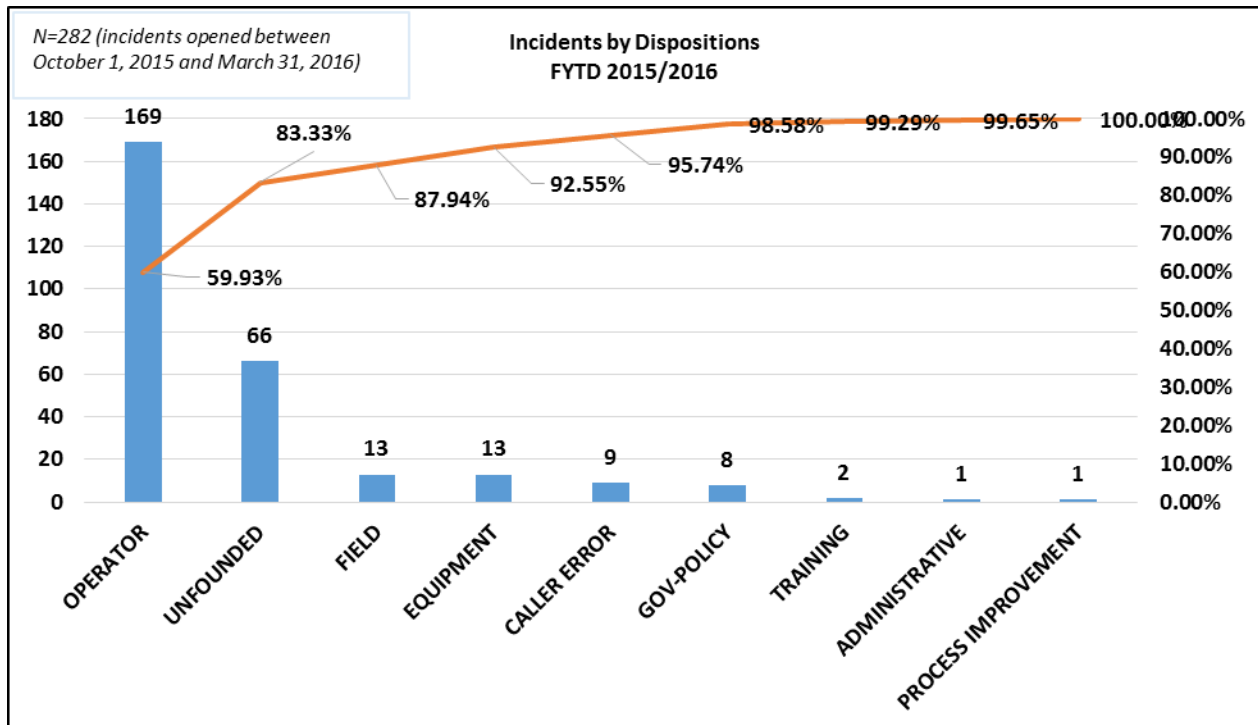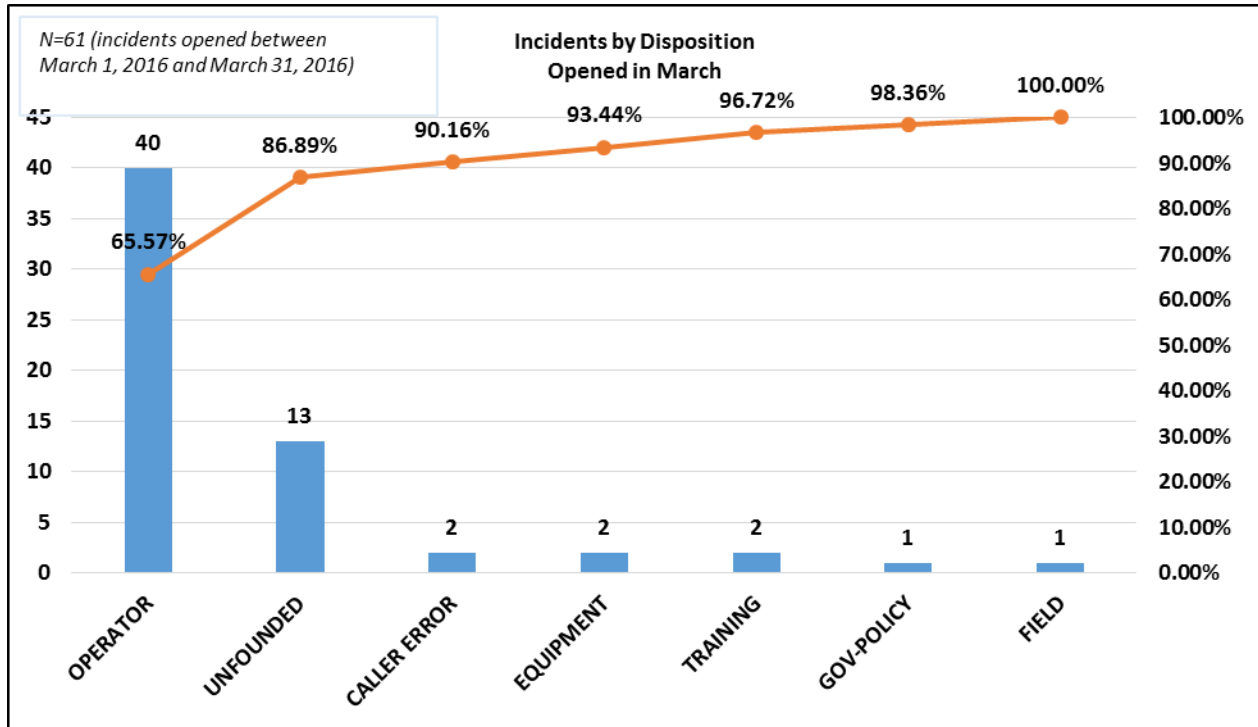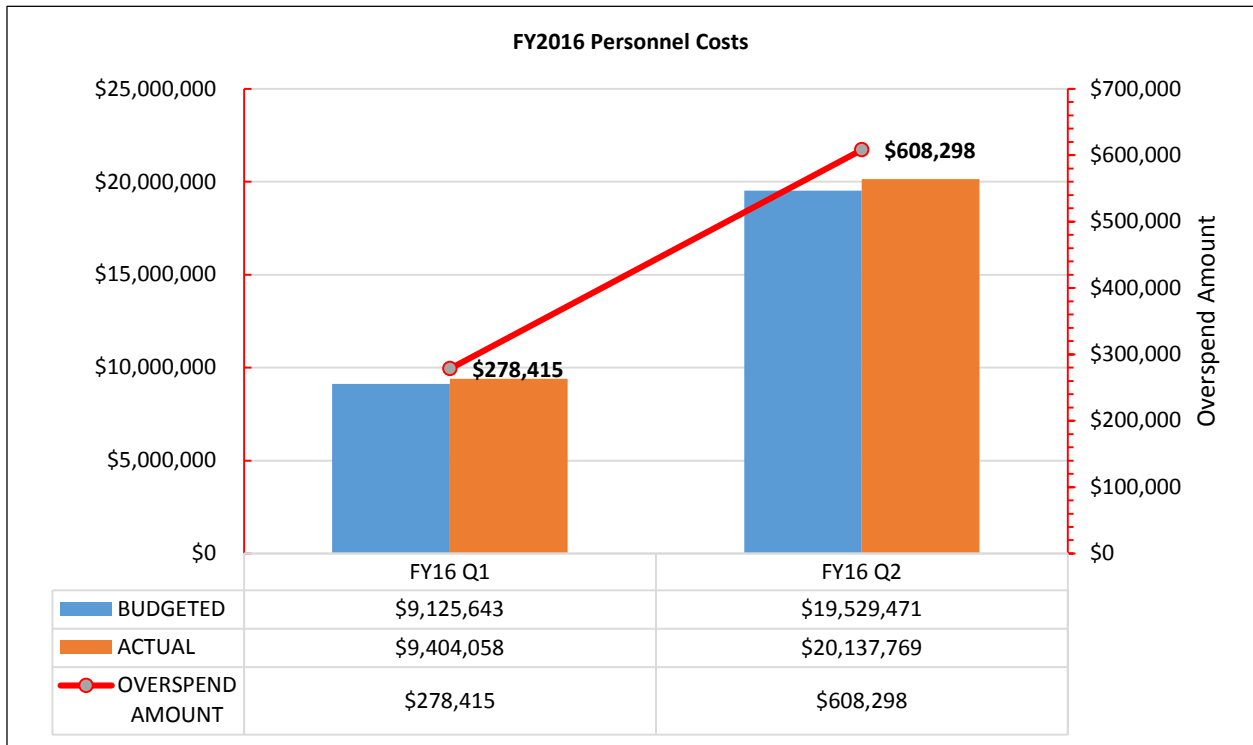
Dispositions:

- Process Improvement – identified by ORCAT, BSO and submitting agency as an opportunity to refine and improve operating processes

- Operator - identified by ORCAT, BSO and submitting agency as an error made by a call taker/dispatcher

- Unfounded - identified by ORCAT, BSO and submitting agency as an unfounded concern

- Training - identified by ORCAT, BSO and submitting agency as a training opportunity for all call takers and/or dispatchers

- Equipment - identified by ORCAT, BSO and the submitting agency as a technical issue

- Duplicate Entry - incident submitted more than once

- Governance/Policy - issues raised by submitting agency that results in a potential change in governance and/or policies/procedures of the Regional Consolidated Communications System.

- Field - identified by ORCAT, BSO and the submitting agency as an error made by personnel in the field

- Caller Error: identified by ORCAT, BSO and the submitting agency as an error made by the individual calling the dispatch center

FINANCIAL

The following chart represents the payroll activity for the month of March 2016. In October 2015, a one-time payment of $206,688 for Workers Compensation occurred. As of the March 2016 report, BSO has indicated that they currently anticipate expenditures to be greater than the approved budget. County staff will continue to track expenses against the approved budget, and report on BSO's efforts to manage within the approved budget.

FY2016 Personnel Costs

	FY16 Q1	FY16 Q2
BUDGETED	$9,125,643	$19,529,471
ACTUAL	$9,404,058	$20,137,769
OVERSPEND AMOUNT	$278,415	$608,298

PERSONNEL COUNTS

The following chart represents a comparison of the number of budgeted positions to the number of actual positions on payroll.

FY16 Employee Counts (Plan to Actual)

Legend: PCN PLANNED, PCN ACTUAL
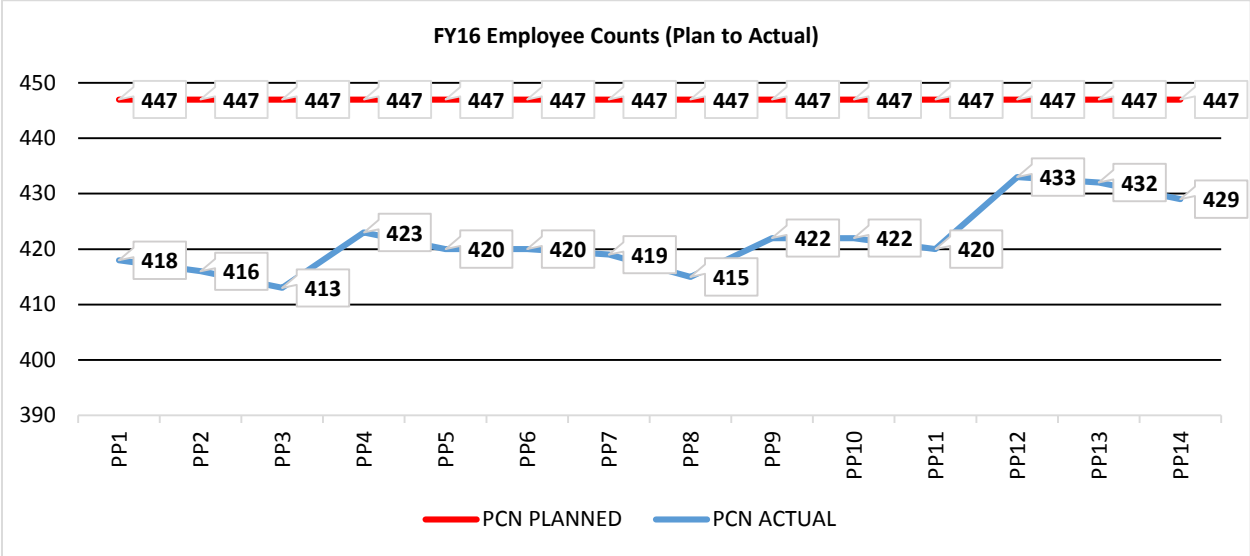
Training Division

In the month of March 2016, the Regional Communications Training Division accomplished the following:

- March 1 thru 31, 2016 successfully completed weeks 6 thru10 of the Regional Communications Academy #21.
    - Completion of Academy Test 2
    - EMD Training/Certification
    - CPR Training
    - Completion of ICS NIMS Courses IS-100, IS-200, IS-700 & IS-800
    - Completion of APCO PST Course
- March 1 thru 31, 2016 completed weeks 2 thru 6 of the Regional Communications Academy #22.
    - Completion of Ethics Training
    - Completion of SPM Class
    - Customer Service Class
    - Completion of CIT Course
    - Completion of Academy Test #1
    - Completion of APCO Fire Service Communications
    - Began APCO Police Telecommunicator 1 Course
- Completed 226 hours of remedial training
- Completed 418.25 hours of upgrade training
- Completed 5,887 hours of probationary training
- Issued roll call training in the following area
    - Emergency Activation Knockdown Procedure
- 1 Dispatcher upgraded to Comm II status
- 2 Dispatchers completed additional upgrade radio training

EMD Q UNIT

The Broward Sheriff's Office Regional Communications Division is an Accredited Center of Excellence (ACE) with the National Academy of Emergency Medical Dispatch (NAEMD). In order to maintain our accredited status a strong quality assurance process must be in place. The Emergency Medical Dispatch Quality Improvement Unit (EMD Q Unit) is responsible for conducting random reviews on every operator. Each operator is met with one-on-one to go over their monthly review. There are 8 EMD Q's that conducted two reviews on each employee or about 4.37% of the total call volume. During the month of March 2016, the Broward Sheriff's Office received 13,345 medical calls for service. The EMD Q Unit reviewed 583 of these calls for a total of 294 operators. 96 operators were in 100% compliance of their calls. 17 operators have 3 months of 100% compliance and received a silver lapel pin as recognition. No operators have 6 months of 100% compliance and received a gold lapel pin as recognition. No operators have 9 months of

100% compliance and received a gold lapel pin as recognition. 31 operators were non-compliant on their calls. 5 operators received 1 hour of remedial training in areas specific to them being non-compliant. 1 operator received 4 hours of remedial training. Some of the trending issues for March were Chief Complaint, PAI instructions and following the correct DLS link. A DLS training initiative was created for each employee and began in March 2016, in which each employee will receive one-on-one education on PAI Instructions and DLS links. Since the training began we have seen an improvement in the areas of PAIs and DLS link. Trending patterns are also addressed in the "EMD Exchange" a monthly newsletter distributed to each operator.

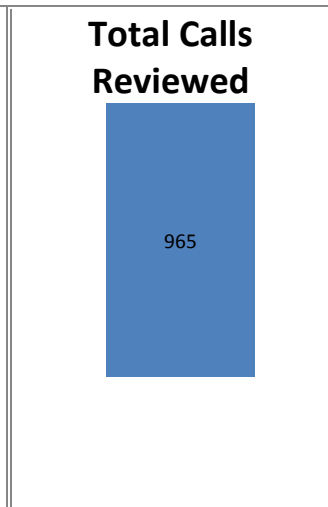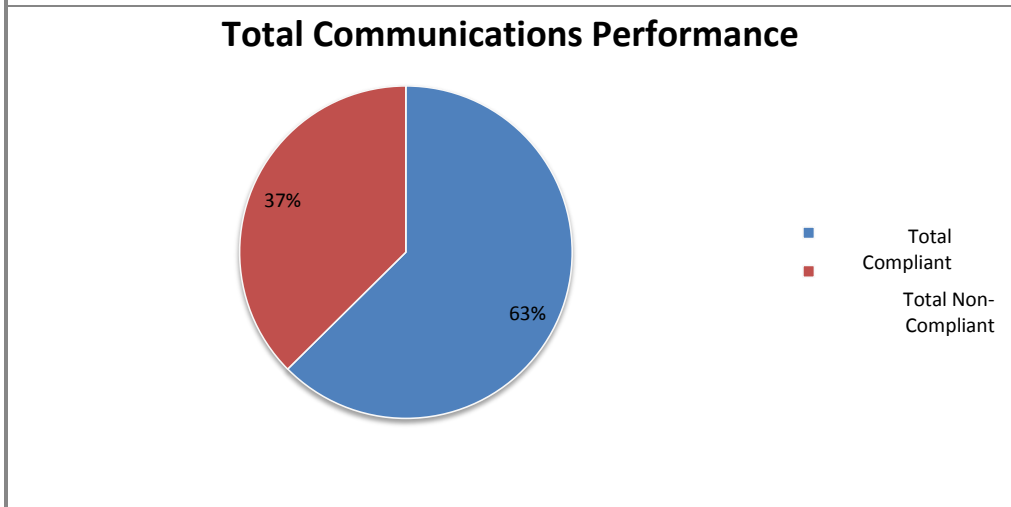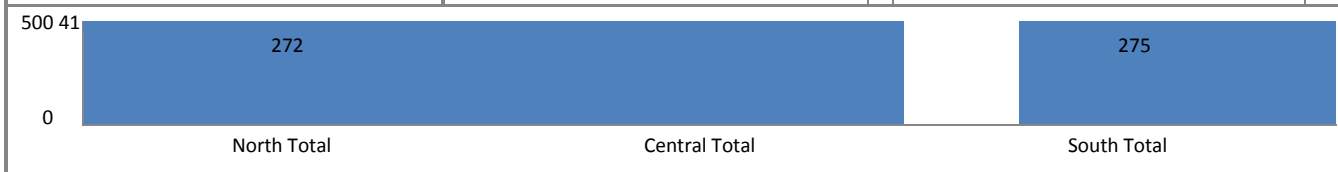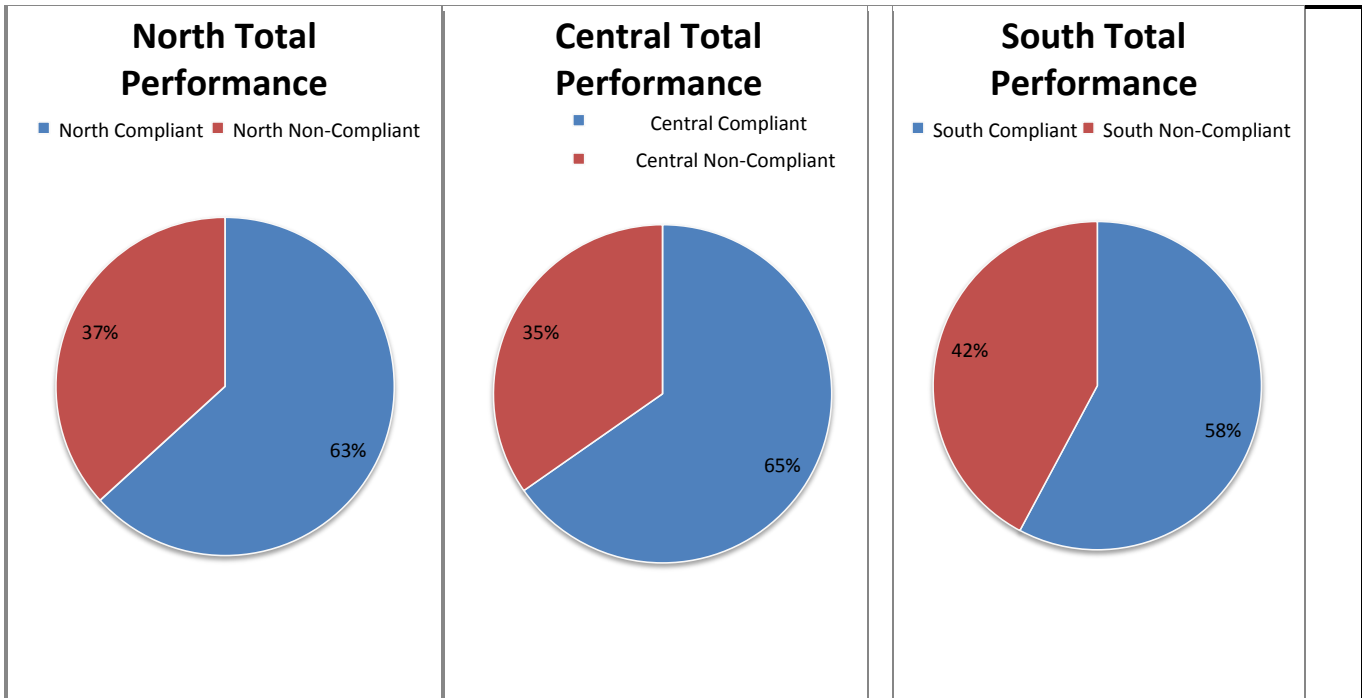|	GOAL	NORTH	CENTRAL	SOUTH	TOTAL
Emergency Medical Dispatch 95% Case Entry Compliance Rate	95%	95.67%	96.10%	95.63%	95.82%
Emergency Medical Dispatch 90% Total Compliance Rate	90%	97.86%	97.73%	97.33%	97.65%
Emergency Medical Dispatch 1% Quality Assurance Rate	1%	3.32%	3.64%	3.04%	4.37%

QUALITY ASSURANCE UNIT

The direction of the Quality Assurance Unit for the month of March was to ensure compliance with the recent training initiatives focused on addressing. Our goal was to review 3 incidents per operator to verify that they were utilizing the resources available to them: ATM mapping, common place programming, partial addressing, by-pass function, internet, etc. The most concerning violation discovered during this training, was failure to follow **SOP 1.3 Address Verification Procedures**. Written documentation was provided to all employees reviewed outlining their performance. In the month of March and continuing into April, the QA Team will continue to provide one-on-one training to all staff members who demonstrated a failure or violation during the addressing initiative.

In the month of March, the QA unit produced over 900 reviews.

	Regional Communications Quality Assurance Unit's Monthly Report - March 2016					
Totals		The total amount of Quality Assurance Reviews completed. The method in how they were received as well as outcome of investigations.				
Totals QAas and Total for Each Source						
Total QAs Completed	965	Via Random	920	Via Internal Review	13	
		Via Ticket System	28	Via Misc/Other Requests	4	
Total Reviews Completed for Each Discipline						

Call Taking Reviews	925	PD Dispatch Reviews	25	Fire Dispatch Reviews	14	
Teletype Reviews	0					
Compliant vs. Non-Compliant for Each Source						
Compliant Random QAs	601	Non-Compliant Random QAs	319	Compliant Rating	65%	
Compliant Internal Reviews	3	Non-Compliant Internal Reviews	10	Compliant Rating	23%	
Compliant Ticket Reviews	0	Non-Compliant Ticket Reviews	28	Compliant Rating	0%	
Compliant Misc Reviews	0	Non-Compliant Misc Reviews	4	Compliant Rating	0%	
Total Compliancy for this Month						
Total Compliant (from all sources)	604	Total Non-Compliant	361	Compliant Rating	63%	
Random, Internal Review, Ticket, & Misc/Other Totals						
Random QA Compliant	598	Random QA NonCompliant	319	Random Counseling	0	
Random Internal Affairs	0	Random Commendable	3	*A Review can have two outcomes. For example: Compliant and Commendable*		
Internal Review QA - Compliant	3	Internal Review QA - Non-Compl	9	Internal Review Counseling	1	
Internal Review Internal Affairs	0	Internal Review Commendation	1			
Ticket QA Compliant	0	Ticket QA NonCompliant	17	Ticket Counseling	10	
Ticket Internal Affairs	1	Ticket Commendation	0			
Misc QA Compliant	0	Misc QA NonCompliant	4	Misc Counseling	0	
Misc Internal Affairs	0	Misc Commendation	0	*Misc/Other are QAs that don't meet one of the other 3 criteria, which is rare*		
Total of Extraordinary Reviews						
Commendation Letters	4	Counseling Reports	11	Internal Affairs Case Requested	1	
Remedial Recommended	2	Remedial is almost never a standalone outcome. Its usually in conjunction with another outcome. That is why it only appears here in this secton.				

North Total Performance

■ North Compliant ■ North Non-Compliant

37%

63%

Central Total Performance

■ Central Compliant
■ Central Non-Compliant

35%

65%

South Total Performance

■ South Compliant ■ South Non-Compliant

42%

58%

500 41	272	275
0		
North Total	Central Total	South Total

Total Communications Performance

37%

63%

■ Total Compliant

■ Total Non-Compliant

Total Calls Reviewed

965

Total Call Volume for Month: 217,781	Percentage of the Total Calls Reviewed for Month: 0.004%
Calls Reviewed Compliant Percentage: 63%	Call Reviewed Non-Compliant Percentage: 37%

March's QA focus was Address Verification and use of proper procedures and resources. SOP 1.3 Address Verification was highest recorded violation for this month with: 323. This was a combination of regular (random) reviews, ticket reviews, Internal Reviews, and Duty Officer Reviews.

4C MEMBERSHIP

The 4C is comprised of members representing the following organizations:

- Broward County Board of County Commissioners

- Broward League of Cities

- Broward County City Managers Association

- Broward County Chiefs of Police Association

- Fire Chiefs' Association of Broward County

- Broward Sheriff's Office

- Broward County Trauma Management

- Broward County EMS Council

- Broward County Business Community (Greater Fort Lauderdale Alliance)

- Broward County Administration

GLOSSARY

Alarm call:	call received from alarm monitoring company
Busy Hour:	busy hour for each day with the greatest call volume
Call for Service (CFS):	when fire rescue/law enforcement personnel are dispatched as the result of a call into the dispatch center.
Busy Hour of the Month:	the busy hour that corresponds with the busiest hour in the month
Emergency Call:	call received on 911 trunk
Non-emergency call:	call received on County-wide non-emergency number 954-764-HELP (may result in a call for service request)
Public Safety Answering Point:	A facility in which 911 calls are received
VOIP call:	call received from an internet telephone provider such as Vonage
Wireless call:	call received from a cellular telephone
Wireline call:	call received from a landline telephone