

**Broward County Regional Consolidated Dispatch System
Monthly Indicator Scorecard - August 1, 2015 – August 31, 2015**

	Call Volume (911 Calls for Service Only)							Time to Answer Emergency (911) Lines Standard (P1)				Alarms Received on Alarm Lines Standard (P1)		First Call Process Time Standard (P2/P3) Fire Rescue ONLY								NOTES		
	FR/EMS Calls for Service	FR/EMS Calls for Service (processed for P2/P3)	Total 911 Calls Handled	Total Incoming Non-911 Calls	Total Outgoing Non-911 Calls	Total Incoming Alarm Calls	Total Outgoing Alarm Calls	90/10 P1 (busiest hour of the day) Achieved - Yes/No	Days Achieving Standard	Days in Month	95/20 (ALL CALLS) P1	95/15 P1	99/40 P1	90/90 (P2/P3) 6 MAIN CALL TYPES	Number of Calls Meeting 90/90	99/120 (P2/P3) 6 MAIN CALL TYPES	Number of Calls Meeting 99/120	% of CFS 6 MAIN CALL TYPES	80/60 (P2/P3) FIRE CALLS	Number of Calls Meeting 80/60	95/106 (P2/P3) FIRE CALLS		Number of Calls Meeting 95/106	% of CFS FIRE CALLS
Consolidated Dispatch System	23,488	14,944	125,623	81,472	33,438	15,505	0				98.10%	100.00%	100.00%	83.25%	11,737	91.91%	12,959	94.35%	35.15%	297	76.21%	644	5.65%	1, 3

Consolidated Dispatch Center North PSAP (BSO-OPERATED) - Monthly Indicator Scorecard

Consolidated Dispatch Center North								No	27	31	96.79%	100.00%	100.00%												
	5,103	3,015	23,320	34,625	7,182	3,780	0							87.43%	2,489	93.92%	2,674	94.43%	48.81%	82	88.10%	148	5.57%	2, 3	

Consolidated Dispatch Center Central PSAP (BSO-OPERATED) - Monthly Indicator Scorecard

Consolidated Dispatch Center Central								No	18	31	96.02%	100.00%	100.00%												
	11,555	7,172	70,755	22,630	17,238	7,312	0							81.58%	5,518	91.07%	6,160	94.31%	29.41%	120	72.55%	296	5.69%	2, 3	

Consolidated Dispatch Center South PSAP (BSO-OPERATED) - Monthly Indicator Scorecard

Consolidated Dispatch Center South								No	19	31	96.84%	100.00%	100.00%												
	6,830	4,750	31,548	24,217	9,018	4,413	0							83.11%	3,729	91.91%	4,124	94.46%	34.60%	91	74.14%	195	5.54%	2, 3	

NOTES:

- In order to determine the proper data sets for the 6 Main Call Type P2/P3 indicator and Fire Call P2/P2 indicator the following signal codes were moved to the Fire Call data set: S25BF, S25CF, S25EH, S25OT, S25RS, S25SI, S25VF, S49F
- 3 CFS removed from North P2/P3 data set, 12 CFS removed from Central P2/P3 data set and 5 CFS removed from South P2/P3 data set as they may have experienced an incorrect ANI/ALI time stamp (ticket 296654).
- Due to intermittent CAD connectivity issues during the month of August a decision has been made to not measure the Operator's performance with respect to P2/P3 compliance. The values included here are for consistency purposes only.

July 2015 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
08/01/2015	4:00 PM	130	143	90.91%	YES	08/17/2015	6:00 PM	148	155	95.48%	YES
08/02/2015	7:00 PM	156	160	97.50%	YES	08/18/2015	1:00 PM	145	145	100.00%	YES
08/03/2015	9:00 PM	136	157	86.62%	NO	08/19/2015	5:00 PM	145	156	92.95%	YES
08/04/2015	1:00 PM	172	173	99.42%	YES	08/20/2015	6:00 PM	131	148	88.51%	NO
08/05/2015	6:00 PM	135	175	77.14%	NO	08/21/2015	4:00 PM	175	186	94.09%	YES
08/06/2015	6:00 PM	165	196	84.18%	NO	08/22/2015	12:00 PM	143	157	91.08%	YES
08/07/2015	1:00 PM	140	152	92.11%	YES	08/23/2015	2:00 PM	135	173	78.03%	NO
08/08/2015	2:00 PM	146	160	91.25%	YES	08/24/2015	7:00 PM	124	156	79.49%	NO
08/09/2015	2:00 PM	95	165	57.58%	NO	08/25/2015	4:00 PM	157	157	100.00%	YES
08/10/2015	5:00 PM	166	168	98.81%	YES	08/26/2015	5:00 PM	174	174	100.00%	YES
08/11/2015	5:00 PM	117	154	75.97%	NO	08/27/2015	2:00 PM	153	153	100.00%	YES
08/12/2015	5:00 PM	138	156	88.46%	NO	08/28/2015	5:00 PM	181	185	97.84%	YES
08/13/2015	12:00 PM	147	175	84.00%	NO	08/29/2015	1:00 PM	137	153	89.54%	NO
08/14/2015	6:00 PM	147	167	88.02%	NO	08/30/2015	3:00 PM	146	146	100.00%	YES
8/15/2015	1:00 PM	130	147	88.44%	NO	08/31/2015	3:00 PM	136	146	93.15%	YES
08/16/2015	6:00 PM	130	160	81.25%	NO						

17
31
0.548387097

Date	Hour	Record Count	Hour Count	Answered in 10 sec	Percentage	YES/NO
08/01/2015		16	130	143	90.91%	YES
08/02/2015		19	156	160	97.50%	YES
08/03/2015		21	136	157	86.62%	NO
08/04/2015		13	172	173	99.42%	YES
08/05/2015		18	135	175	77.14%	NO
08/06/2015		18	165	196	84.18%	NO
08/07/2015		13	140	152	92.11%	YES
08/08/2015		14	146	160	91.25%	YES
08/09/2015		14	95	165	57.58%	NO
08/10/2015		17	166	168	98.81%	YES
08/11/2015		17	117	154	75.97%	NO
08/12/2015		17	138	156	88.46%	NO
08/13/2015		12	147	175	84.00%	NO
08/14/2015		18	147	167	88.02%	NO
8/15/2015		13	130	147	88.44%	NO
08/16/2015		18	130	160	81.25%	NO
08/17/2015		18	148	155	95.48%	YES
08/18/2015		13	145	145	100.00%	YES
08/19/2015		17	145	156	92.95%	YES
08/20/2015		18	131	148	88.51%	NO
08/21/2015		16	175	186	94.09%	YES
08/22/2015		12	143	157	91.08%	YES
08/23/2015		14	135	173	78.03%	NO
08/24/2015		19	124	156	79.49%	NO
08/25/2015		16	157	157	100.00%	YES
08/26/2015		17	174	174	100.00%	YES
08/27/2015		14	153	153	100.00%	YES
08/28/2015		17	181	185	97.84%	YES
08/29/2015		13	137	153	89.54%	NO
08/30/2015		15	146	146	100.00%	YES
08/31/2015		15	136	146	93.15%	YES

Number passed 17
Total number 31

August 2015											
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
08/01/2015	4:00 PM	67	76	88.16%	NO	08/17/2015	6:00 PM	77	79	97.47%	YES
08/02/2015	5:00 PM	75	84	89.29%	NO	08/18/2015	10:00 AM	66	70	94.29%	YES
08/03/2015	9:00 PM	61	71	85.92%	NO	08/19/2015	4:00 PM	99	109	90.83%	YES
08/04/2015	12:00 PM	89	89	100.00%	YES	08/20/2015	5:00 PM	74	87	85.06%	NO
08/05/2015	3:00 PM	60	75	80.00%	NO	08/21/2015	3:00 PM	90	102	88.24%	NO
08/06/2015	6:00 PM	72	80	90.00%	YES	08/22/2015	11:00 PM	76	83	91.57%	YES
08/07/2015	6:00 PM	74	88	84.09%	NO	08/23/2015	7:00 PM	75	78	96.15%	YES
08/08/2015	2:00 PM	77	83	92.77%	YES	08/24/2015	1:00 PM	67	93	72.04%	NO
08/09/2015	8:00 PM	62	65	95.38%	YES	08/25/2015	4:00 PM	64	86	74.42%	NO
08/10/2015	8:00 PM	70	82	85.37%	NO	08/26/2015	2:00 PM	65	80	81.25%	NO
08/11/2015	7:00 PM	70	73	95.89%	YES	08/27/2015	2:00 PM	100	130	76.92%	NO
08/12/2015	4:00 PM	79	81	97.53%	YES	08/28/2015	3:00 PM	83	88	94.32%	YES
08/13/2015	2:00 PM	69	75	92.00%	YES	08/29/2015	2:00 PM	77	79	97.47%	YES
08/14/2015	1:00 PM	71	74	95.95%	YES	08/30/2015	2:00 PM	53	58	91.38%	YES
08/15/2015	1:00 PM	70	76	92.11%	YES	08/31/2015	6:00 PM	232	238	97.48%	YES
08/16/2015	3:00 PM	68	72	94.44%	YES						

19 0.612903226
31

Date	Hour	Record Count	Hour Count	Answered in 10 sec	Percentage	YES/NO
08/01/2015	16	67	76	88.16%		NO
08/02/2015	17	75	84	89.29%		NO
08/03/2015	21	61	71	85.92%		NO
08/04/2015	12	89	89	100.00%		YES
08/05/2015	15	60	75	80.00%		NO
08/06/2015	18	72	80	90.00%		YES
08/07/2015	18	74	88	84.09%		NO
08/08/2015	14	77	83	92.77%		YES
08/09/2015	20	62	65	95.38%		YES
08/10/2015	20	70	82	85.37%		NO
08/11/2015	19	70	73	95.89%		YES
08/12/2015	16	79	81	97.53%		YES
08/13/2015	14	69	75	92.00%		YES
08/14/2015	13	71	74	95.95%		YES
08/15/2015	13	70	76	92.11%		YES
08/16/2015	15	68	72	94.44%		YES
08/17/2015	18	77	79	97.47%		YES
08/18/2015	10	66	70	94.29%		YES
08/19/2015	16	99	109	90.83%		YES
08/20/2015	17	74	87	85.06%		NO
08/21/2015	15	90	102	88.24%		NO
08/22/2015	23	76	83	91.57%		YES
08/23/2015	19	75	78	96.15%		YES
08/24/2015	13	67	93	72.04%		NO
08/25/2015	16	64	86	74.42%		NO
08/26/2015	14	65	80	81.25%		NO
08/27/2015	14	100	130	76.92%		NO
08/28/2015	15	83	88	94.32%		YES
08/29/2015	14	77	79	97.47%		YES
08/30/2015	14	53	58	91.38%		YES
08/31/2015	18	232	238	97.48%		YES

Number passed 19
Total number 31