

**Broward County Regional Consolidated Dispatch System
Monthly Indicator Scorecard - July 1, 2015 – July 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 <i>(busiest hour of the day)</i>	Days Achieving Standard	Days in Month	95/20 <i>(ALL CALLS)</i> P1	95/15 P1	99/40 P1	90/90 <i>(P2/P3)</i> 6 MAIN CALL TYPES	Number of Calls Meeting 90/90	99/120 <i>(P2/P3)</i> 6 MAIN CALL TYPES	Number of Calls Meeting 99/120	% of CFS 6 MAIN CALL TYPES	80/60 <i>(P2/P3)</i> FIRE CALLS	Number of Calls Meeting 80/60	95/106 <i>(P2/P3)</i> FIRE CALLS		Number of Calls Meeting 95/106
Consolidated Dispatch System	23,488	14,889	125,312	87,541	34,833	15,512	0			97.82%	100.00%	100.00%	83.52%	11,680	91.84%	12,843	93.92%	34.03%	308	75.36%	682	6.08%	1

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

Consolidated Dispatch Center North								87.10%	27	31	97.65%	100.00%	100.00%									
	5,103	3,112	23,413	36,377	7,192	3,622	0						87.52%	2,588	94.08%	2,782	95.02%	43.87%	68	80.00%	124	4.98%

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

Consolidated Dispatch Center Central								87.10%	27	31	96.69%	100.00%	100.00%									
	11,555	7,039	71,865	23,798	18,528	7,450	0						82.13%	5,411	91.12%	6,003	93.59%	30.38%	137	72.06%	325	6.41%

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

Consolidated Dispatch Center South								58.06%	18	31	97.45%	100.00%	100.00%									
	6,830	4,734	30,034	27,366	9,113	4,440	0						82.94%	3,681	91.44%	4,058	93.75%	34.80%	103	78.04%	231	6.25%

- 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
 - 1 CFS removed from North P2/P3 data set, 10 CFS removed from Central P2/P3 data set and 3 CFS removed from South P2/P3 data set as they may have experienced an incorrect ANI/ALI time stamp (ticket 296654).

**July 2015
NORTH 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
07/01/2015	9:00 PM	52	56	92.86%	YES	07/17/2015	6:00 PM	47	48	97.92%	YES
07/02/2015	6:00 PM	52	52	100.00%	YES	07/18/2015	10:00 PM	58	58	100.00%	YES
07/03/2015	6:00 PM	54	59	91.53%	YES	07/19/2015	6:00 PM	68	68	100.00%	YES
07/04/2015	9:00 PM	54	70	77.14%	NO	07/20/2015	2:00 PM	50	58	86.21%	NO
07/05/2015	12:00 AM	33	53	62.26%	NO	07/21/2015	5:00 PM	53	55	96.36%	YES
07/06/2015	8:00 PM	52	56	92.86%	YES	07/22/2015	3:00 PM	54	57	94.74%	YES
07/07/2015	6:00 PM	50	50	100.00%	YES	07/23/2015	4:00 PM	56	57	98.25%	YES
07/08/2015	6:00 PM	55	58	94.83%	YES	07/24/2015	3:00 PM	57	61	93.44%	YES
07/09/2015	4:00 PM	56	56	100.00%	YES	07/25/2015	7:00 PM	54	66	81.82%	NO
07/10/2015	8:00 PM	71	77	92.21%	YES	07/26/2015	9:00 PM	66	66	100.00%	YES
07/11/2015	5:00 PM	41	41	100.00%	YES	07/27/2015	12:00 PM	61	62	98.39%	YES
07/12/2015	3:00 PM	60	62	96.77%	YES	07/28/2015	9:00 AM	49	54	90.74%	YES
07/13/2015	11:00 AM	71	73	97.26%	YES	07/29/2015	5:00 PM	53	53	100.00%	YES
07/14/2015	5:00 PM	83	89	93.26%	YES	07/30/2015	2:00 PM	49	49	100.00%	YES
07/15/2015	11:00 PM	119	126	94.44%	YES	07/31/2015	3:00 PM	62	63	98.41%	YES
07/16/2015	12:00 AM	74	74	100.00%	YES	87.10%					
PERCENTAGE OF DAYS PASSING											

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
07/01/2015	3:00 PM	168	170	98.82%	YES	07/17/2015	2:00 PM	165	172	95.93%	YES
07/02/2015	5:00 PM	162	174	93.10%	YES	07/18/2015	9:00 PM	145	147	98.64%	YES
07/03/2015	11:00 AM	142	157	90.45%	YES	07/19/2015	12:00 AM	108	142	76.06%	NO
07/04/2015	10:00 PM	167	313	53.35%	NO	07/20/2015	2:00 PM	151	151	100.00%	YES
07/05/2015	9:00 PM	146	160	91.25%	YES	07/21/2015	3:00 PM	156	169	92.31%	YES
07/06/2015	6:00 PM	159	164	96.95%	YES	07/22/2015	4:00 PM	156	162	96.30%	YES
07/07/2015	6:00 PM	134	134	100.00%	YES	07/23/2015	6:00 PM	155	162	95.68%	YES
07/08/2015	5:00 PM	157	165	95.15%	YES	07/24/2015	5:00 PM	143	172	83.14%	NO
07/09/2015	6:00 PM	146	146	100.00%	YES	07/25/2015	4:00 PM	164	174	94.25%	YES
07/10/2015	7:00 PM	180	180	100.00%	YES	07/26/2015	1:00 PM	126	127	99.21%	YES
07/11/2015	2:00 PM	138	160	86.25%	NO	07/27/2015	5:00 PM	140	143	97.90%	YES
07/12/2015	7:00 PM	139	139	100.00%	YES	07/28/2015	4:00 PM	184	188	97.87%	YES
07/13/2015	2:00 PM	141	145	97.24%	YES	07/29/2015	6:00 PM	141	142	99.30%	YES
07/14/2015	1:00 PM	271	272	99.63%	YES	07/30/2015	2:00 PM	170	177	96.05%	YES
07/15/2015	5:00 PM	166	166	100.00%	YES	07/31/2015	3:00 PM	160	172	93.02%	YES
07/16/2015	12:00 PM	141	141	100.00%	YES	87.10%					
PERCENTAGE OF DAYS PASSING											

July 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
07/01/2015	3:00 PM	69	73	94.52%	YES	07/17/2015	3:00 PM	66	92	71.74%	NO
07/02/2015	4:00 PM	91	111	81.98%	NO	07/18/2015	1:00 PM	94	94	100.00%	YES
07/03/2015	1:00 PM	51	73	69.86%	NO	07/19/2015	4:00 PM	62	62	100.00%	YES
07/04/2015	10:00 PM	89	124	71.77%	NO	07/20/2015	5:00 PM	67	69	97.10%	YES
07/05/2015	3:00 PM	69	72	95.83%	YES	07/21/2015	2:00 PM	59	62	95.16%	YES
07/06/2015	11:00 AM	69	71	97.18%	YES	07/22/2015	2:00 PM	69	76	90.79%	YES
07/07/2015	6:00 PM	65	71	91.55%	YES	07/23/2015	3:00 PM	64	68	94.12%	YES
07/08/2015	6:00 PM	68	73	93.15%	YES	07/24/2015	3:00 PM	71	81	87.65%	NO
07/09/2015	5:00 PM	103	130	79.23%	NO	07/25/2015	7:00 PM	69	72	95.83%	YES
07/10/2015	3:00 PM	58	70	82.86%	NO	07/26/2015	1:00 PM	79	85	92.94%	YES
07/11/2015	6:00 PM	60	62	96.77%	YES	07/27/2015	5:00 PM	79	82	96.34%	YES
07/12/2015	4:00 PM	59	66	89.39%	NO	07/28/2015	12:00 PM	67	90	74.44%	NO
07/13/2015	5:00 PM	62	62	100.00%	YES	07/29/2015	12:00 PM	65	68	95.59%	YES
07/14/2015	2:00 PM	61	80	76.25%	NO	07/30/2015	1:00 PM	77	81	95.06%	YES
07/15/2015	2:00 PM	66	76	86.84%	NO	07/31/2015	12:00 AM	67	88	76.14%	NO
07/16/2015	11:00 AM	55	71	77.46%	NO	58.06%					
PERCENTAGE OF DAYS PASSING											