



Regional Consolidated Dispatch July 2015 Report

Office of Regional Communications and Technology

Executive Summary

July 2015 represents the tenth month of full consolidation during the transition period for the Regional System. The Regional System, the Operator and users continue to work together to ensure the meets or exceeds expectations. Operational Review Team meetings with Fire Rescue and Law Enforcement continue at regular intervals. These meetings provide the forum to review, discuss and evaluate current operating procedures and protocols and make recommendations for changes based upon group consensus.

Call Volume and Calls for Service

In July 2015, there were a total of 212,853 incoming calls for the Regional System consisting of 125,312 emergency 911 calls; 72,029 non-emergency calls; and 15,512 alarm calls.

The Centers dispatched a total of 150,433 calls to Law Enforcement and Fire Rescue. Of this amount, 24,979 were Fire Rescue calls, which were received on either the E911 lines or non-emergency number. It is important to note of the 24,979 Fire Rescue dispatched calls, only 14,885 are included in the P2/P3 performance calculation. This is due to the lack of the Automatic Number Identification/Automatic Location Information (ANI/ALI) time stamp data, which is necessary to create the record in CAD with a time stamp. ORCAT has identified potential items which may attribute to the lack of a starting time stamp in CAD. A final analysis of the cause(s) and mitigation strategy is expected to be complete in September 2015.

In July, there were 34,833 outgoing calls experienced in the dispatch centers. BSO has indicated that outgoing calls are randomly reviewed as part of the quality check process to ensure calls are a business related activity.

Call Transfers

For the month of July 2015, call transfers continue to represent less than .5% 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 (314) and Plantation (811) Public Safety Answering Points (PSAPs). These totals represent 5.62% and 14.47% of Coral Springs and Plantation PSAPs total E-911 calls, respectively.

Until such time both Cities decide to join the Consolidated Regional System or adopt the County's Computer Aided Dispatch (CAD) system, call transfers will continue to take place.

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. The following is an update on the activities:

1. P1 Performance

The Operator began communicating the need for status codes to be properly logging status codes with the Call Takers. The use of proper status codes allows management insight into resource allocation and provides the ability to shift available resources to the peak call volume times.

Testing of dedicated 911-only Call Takers to ensure resources availability to answer emergency calls was initiated.

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

- North: 27 days (increase of 3 days compared to June 2015)
- Central: 27 days (increase of 4 days compared to June 2015)
- South: 18 days (increase of 2 days compared to June 2015)

In comparison, the independent PSAPs in the Cities of Coral Springs and Plantation achieved the daily standard 21 and 13 days, respectively.

2. Incident Management Analysis Driven Initiatives

Municipality-generated incidents from the month of July reflected the number one issue continues to be addressing. Unit assignment, radio management and pending event management were also the top concerns.

The addressing video containing information to assist Call Takers in locating callers was completed on July 15, 2015. All Call Takers are expected to have completed the training by August 17, 2015.

3. ORT Meeting High Impact Initiatives

A timer was implemented to assist the Dispatcher with ensuring Fire Rescue Units do not remain staging at an event longer than necessary.

Policies to improve interagency communications for Agencies with multiple main talk groups were discussed and developed.

Ocean Rescue procedures was discussed at the monthly ORT meeting as a continued concern. It was requested to have an improved policy developed to address the critical nature of the calls. ORCAT has coordinated the collection of requirements from all marine incident stakeholders.

Contract Performance Measures¹

	GOAL	NORTH	CENTRAL	SOUTH
P1 Call Answer Time - Busiest Hour of the Day (911) 90% Within 10 Secs. ² - (Daily Standard)	31	27	27	18
P1 Call Answer Time - All Calls (911) 95% Within 20 Secs.	95%	97.65%	96.69%	97.45%
P1 Call Answer Time - Alarm Calls (911) 95% in 15 Secs.	95%	100%	100%	100%
P1 Call Answer Time - Alarm Calls (911) 99% in 40 Secs.	99%	100%	100%	100%
P2/P3 Fire Rescue Call For Service Processing Time 90% in 90 Secs.	90%	87.13%	82.63%	83.32%
P2/P3 Fire Rescue Call For Service Processing Time 99% in 120 Secs.	99%	93.62%	91.37%	92.67%
P2/P3 Fire Rescue Call For Service Processing Time 80% in 60 Secs.	80%	43.48%	33.04%	39.38%
P2/P3 Fire Rescue Call For Service Processing Time 95% in 106 Secs.	95%	81.88%	71.88%	80.53%

¹ There are two standards not reported as follows: P2/P3 Law Call for Service Indicator, driven by PD Agency having Jurisdiction; and Financial Reports Cost/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 agreement.

² This represents the performance of the busiest hour of the day, which is a performance standard for the regional system. See pages 12-14 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.

Other Performance Measures³

	GOAL	NORTH	CENTRAL	SOUTH
P1 Call Answer Time – All 911 Calls 90% Within 10 seconds.	90%	95.69%	95.97%	93.19%

³ This performance standard is not included in the agreement for the regional system. See page 19 for all calls.

Incident Tracking

The incident tracking system continues to be the primary method for users of the regional system to provide input regarding unintended consequences or the identification of improvement opportunities. For the month of June, there were 44 new call center-related incidents placed in the tracking system. This is an increase of 3 compared to May 2015. In June 2015, the Regional System handled 205,319 incoming calls. The Operational Review Team, consisting of representatives from the County, the Operator and Participating Municipalities, continue to meet on a regular basis to review the incidents, their disposition and mitigation strategies, if applicable. Incident tracking information is reflected on page 31 illustrates the closed disposition tickets. The issues reported by the Operator's personnel are not reflected in the numbers above. The incident tracking Pareto graph on page 31 also reflects past incidents from employees under the "Administrative" category. County staff is performing further evaluation and stratification of incidents by employees to better reflect the information that is being reported.

To increase the efficiency and consistency of the Operators response to incidents ORCAT has developed standard Regional 911 Incident Response Forms. These new forms were formally introduced to the Participating Agencies in March 2015 and have been implemented in the operation of the regional centers.

Financial Management

Financial data provided by the Operator shows their expenditures continue to remain in excess of the budget; after completing the first ten months of consolidation there is a projected overage of \$708,462. This is a \$152,130 or 27% increase over the estimate included in last month's report. The Operator has assured the County that the budget will be brought back in-line by the end of the fiscal year.

As indicated previously, the Operator will continue to implement strategies to address budget overages. To date, the financial action plan implemented by the Operator has not had a material effect in reducing the budget gap to date. The County continues to meet with the Operator to discuss and develop additional steps to bring costs into compliance.

These initiatives play a role in the success of the regional system and frequent updates will provide an understanding of the progress addressing each item.

BSO Self-Reported Information

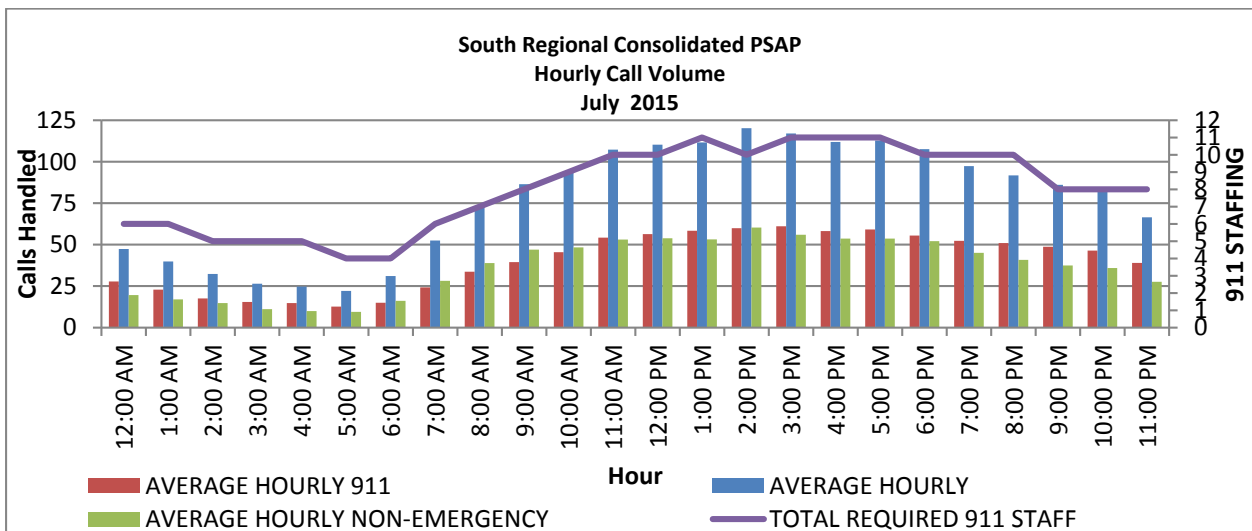
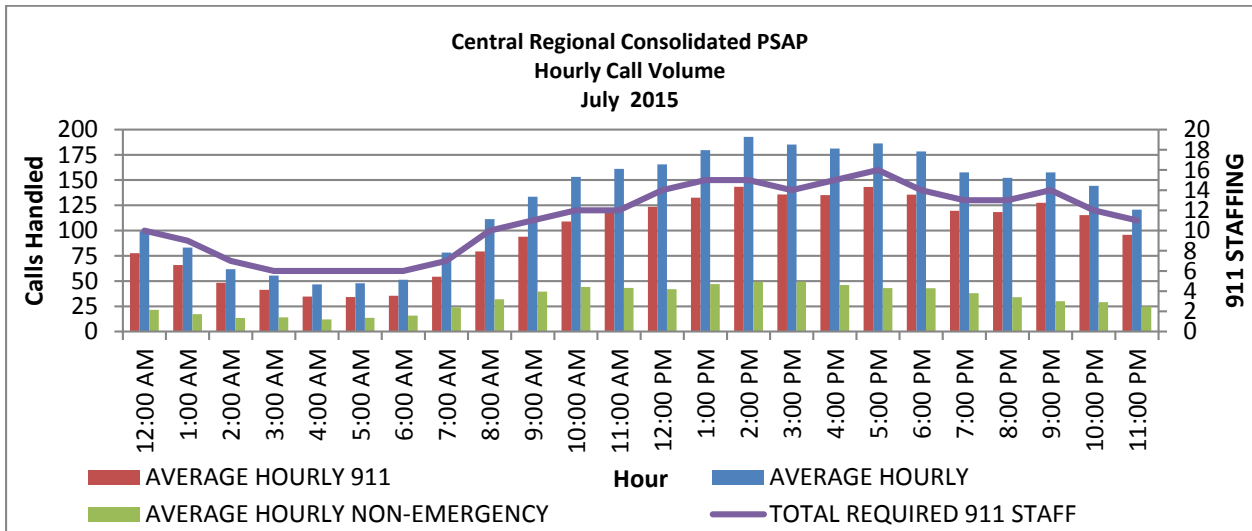
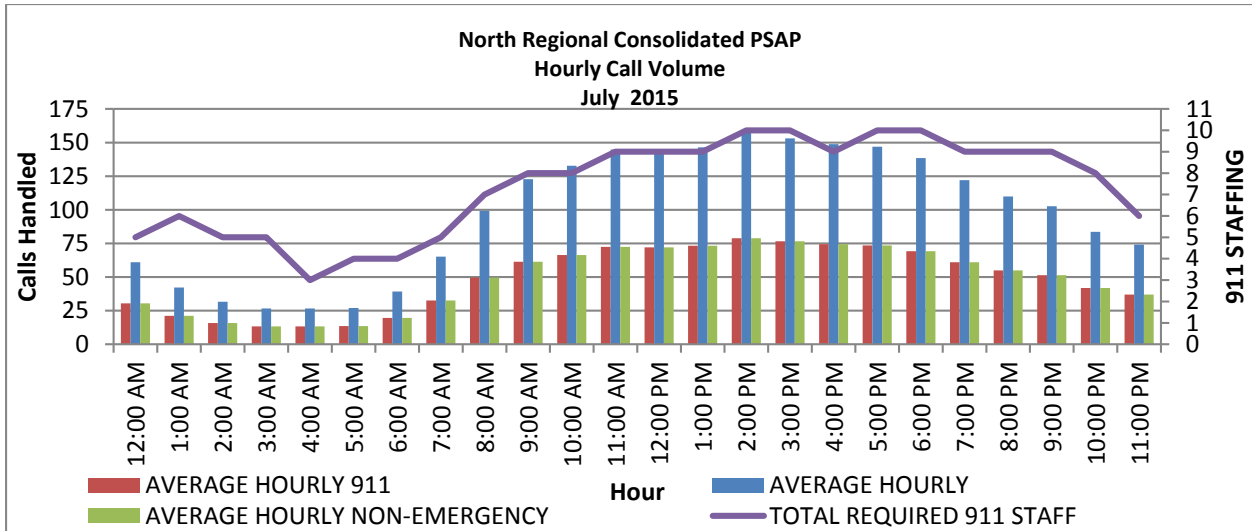
BSO has submitted information on their Quality Assurance initiative and EMD standards (page 34). This information has not been reviewed or validated by County staff.

Conclusion

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 the adoption of best practices across the County.

APPENDIX

Call Volume, by Hour of Day

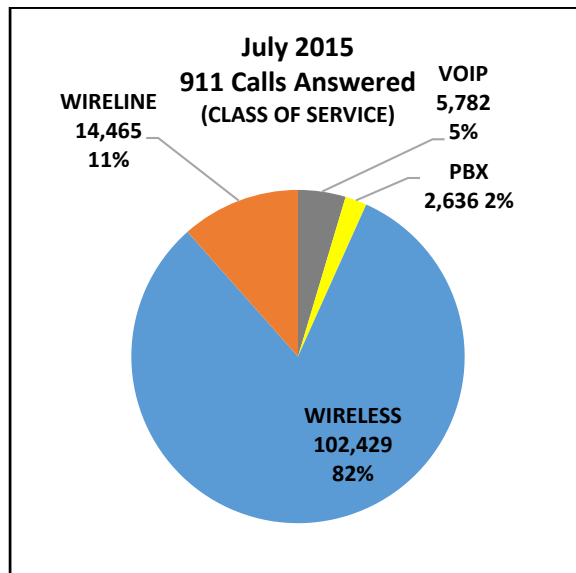
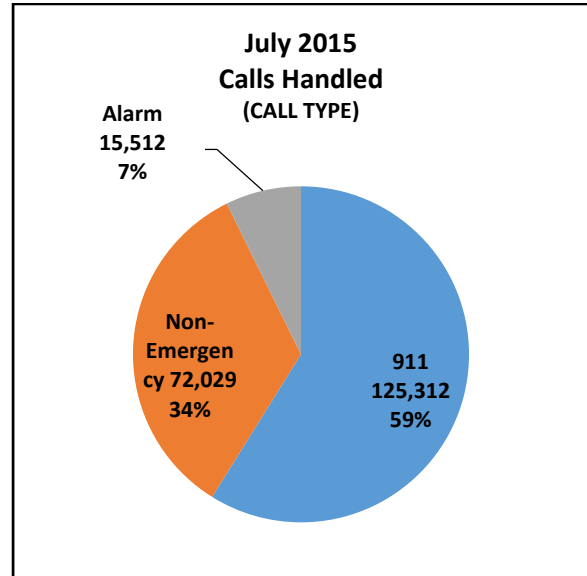
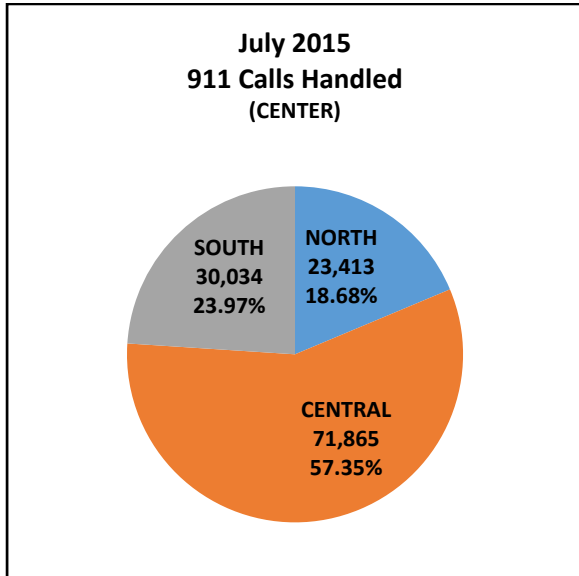


Monthly Call Volume

Class, Type and Regional Center

During the month of July the Regional Consolidated System handled 212,853 incoming calls:

- 911 Calls - 125,312
- Alarm Calls - 15,512
- Non-Emergency Calls - 72,029



Calls For Service (CFS)

The Regional Consolidated System processed 150,433 calls for service in July. The call quantity by discipline is outlined below.

Law Enforcement Calls = 125,454

North = 23,360

Central = 62,003

South = 40,091

Fire Rescue Calls = 24,979

North = 5,396

Central = 12,249

South = 7,334

911 Calls For Service Processed for Fire Rescue* - 14,885

North = 3,112

Central = 7,039

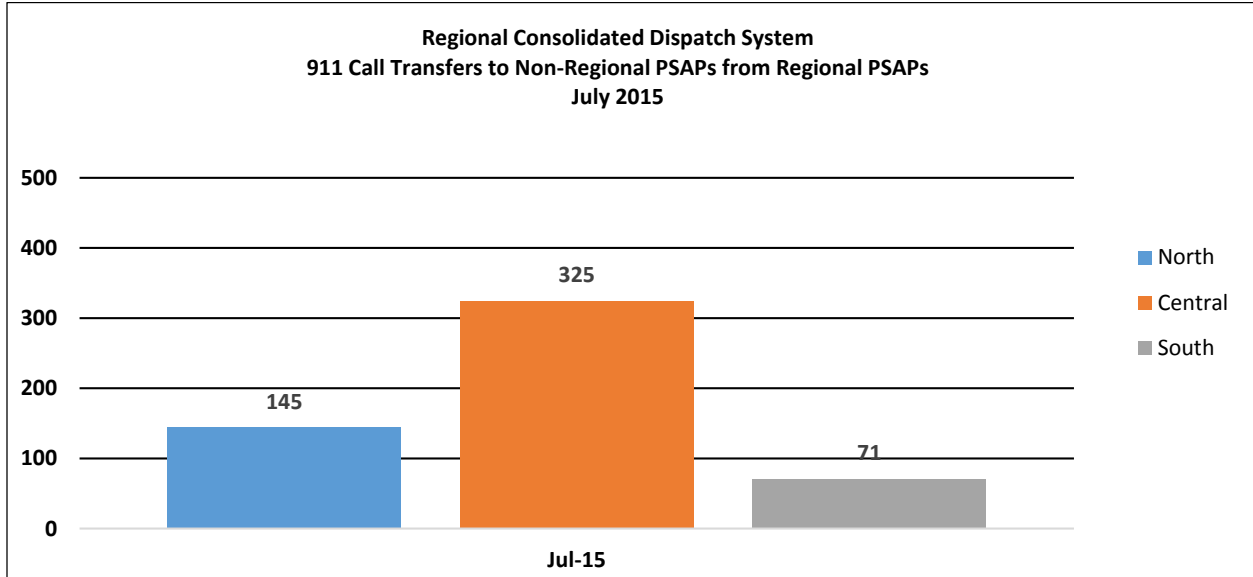
South = 4,734

**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 due to activity on the non-emergency lines*

Call Transfers (To Non-Regional Centers from Regional PSAPs)

A total of 541 E911 calls were transferred from the Regional Dispatch Centers to Coral Springs and Plantation’s non-regional PSAPs. The breakdown by each Center is represented below:

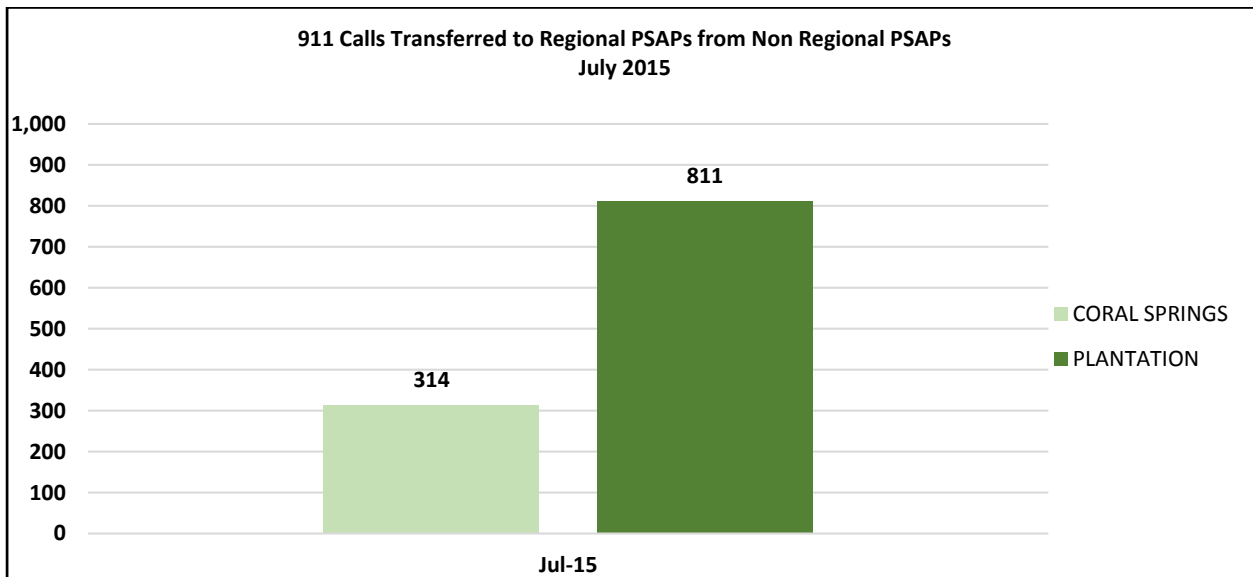
- North Dispatch Center = 145 (Represents 0.62% of Center’s E911 call volume)
- Central Dispatch Center = 325 (Represents 0.45% of Center’s E911 call volume)
- South Dispatch Center = 71 (Represents 0.24% of Center’s E911 call volume)



Call Transfers (To Regional Centers from Non Regional PSAPs)

The breakdown of E911 calls (1,125 transferred from Coral Springs and Planation) is as follows:

- Coral Springs = 314 (Represents 5.62% of Coral Springs E911 call volume)
- Plantation = 811 (Represents 14.47% of Plantation E911 call volume)



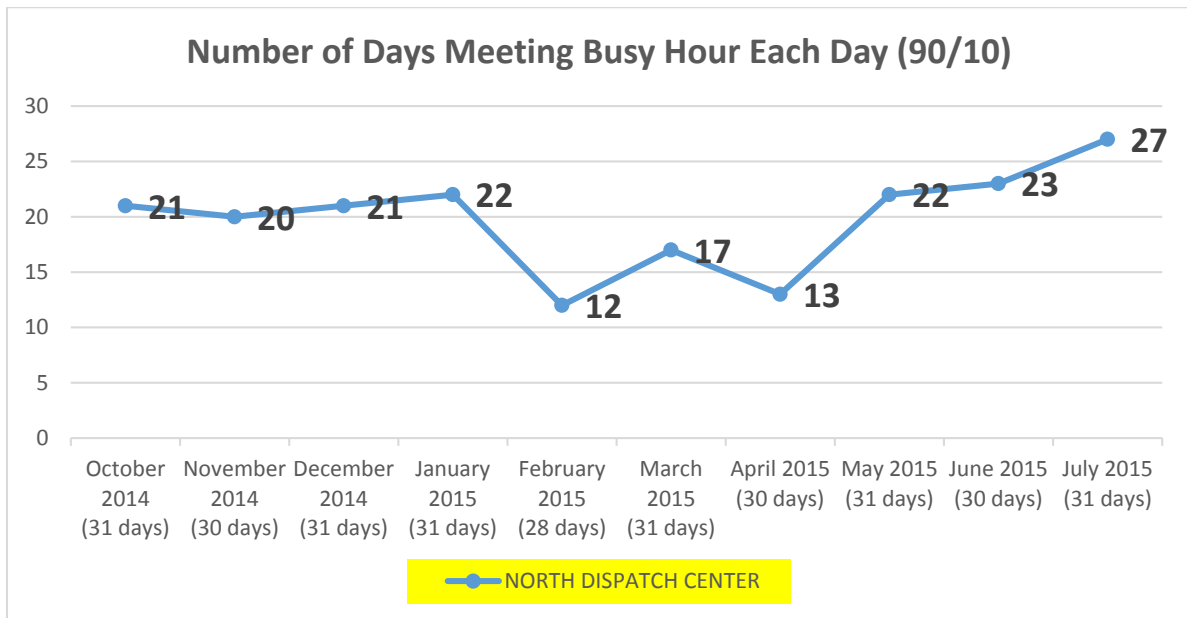
CONTRACT PERFORMANCE MEASURES

P1 Daily Busy Hour

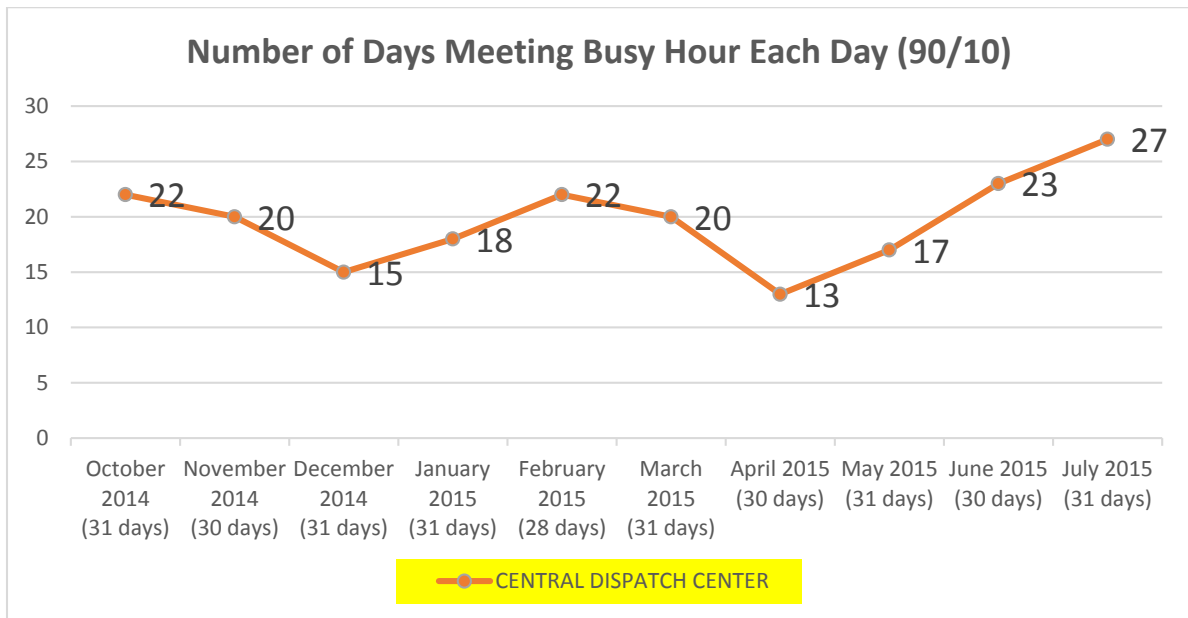
P1 measures the time it takes a Call Taker to answer an incoming E911 call. It is agreed by all interested parties that the P1 standard is a daily standard, and each day is either a “pass” or “fail.” The chart below represents the Operator’s attainment of the busy hour for each day (daily standard) and provides a summary by each center over the last ten months. In addition, information from non-regional PSAPs in Coral Springs and Plantation have been included for comparison purposes. As reflective in the graphs below, there has been some increase in performance in the centers related to the P1 daily standard. 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	CORAL SPRINGS	PLANTATION
October 2014	31	21	22	19	18	14
November 2014	30	20	20	11	21	11
December 2014	31	21	15	22	19	7
January 2015	31	22	18	19	24	19
February 2015	28	12	22	11	13	14
March 2015	31	17	20	15	17	15
April 2015	30	13	13	17	20	13
May 2015	31	22	17	18	18	10
June 2015	30	23	23	19	19	15
July 2015	31	27	27	21	21	13

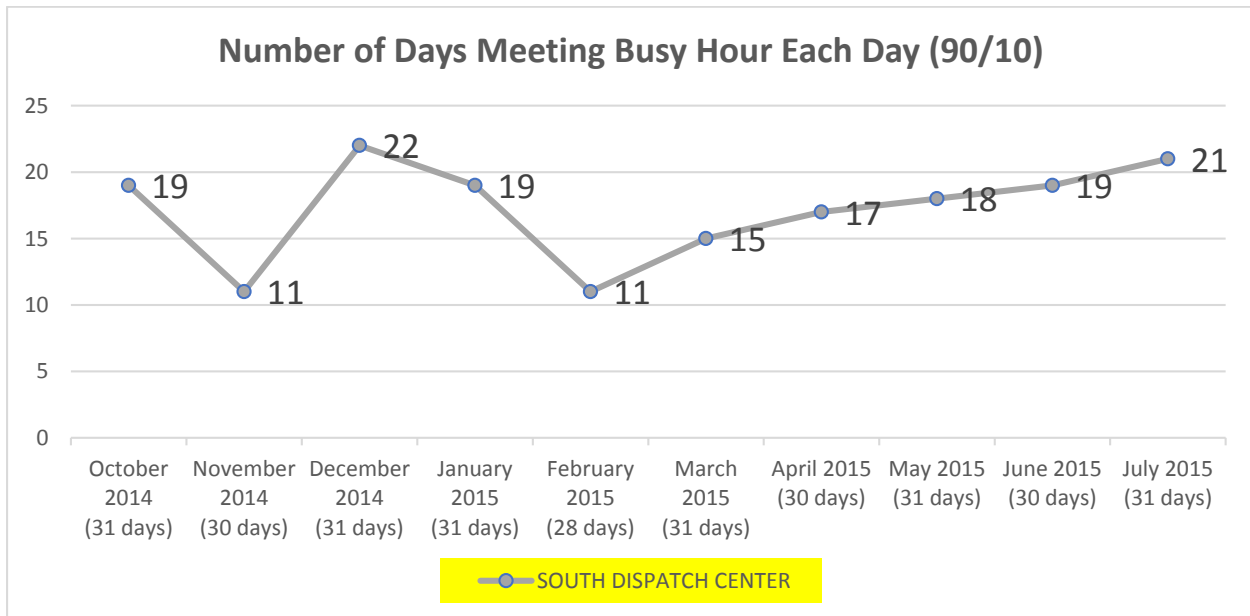
July 2015 NORTH Daily Busy Hour											
DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO
07/01/2015	9:00 PM	52	56	92.86%	YES	07/17/2015	6:00 PM	47	48	97.92%	YES
07/02/2015	6:00 PM	52	52	100.00%	YES	07/18/2015	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						



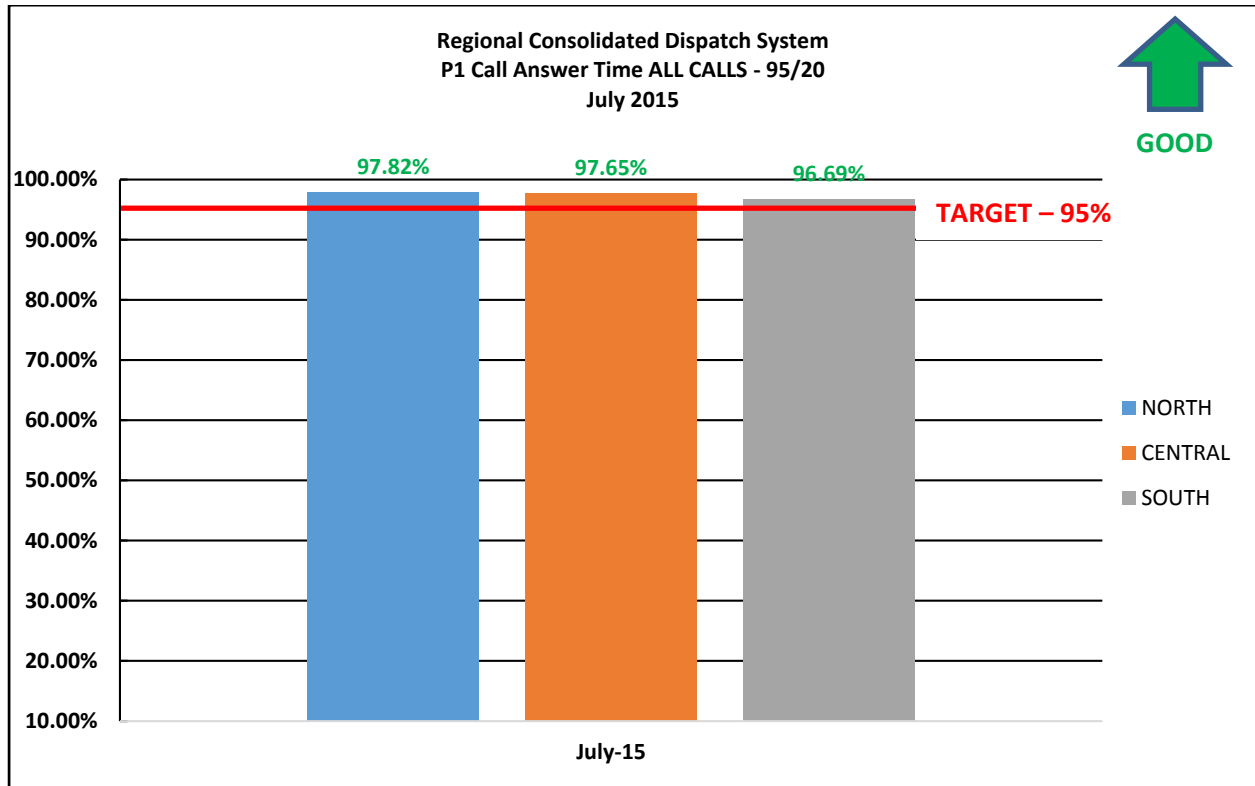
July 2015 CENTRAL Daily Busy Hour											
DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO
07/01/2015	3:00 PM	168	170	98.82%	YES	07/17/2015	2:00 PM	165	172	95.93%	YES
07/02/2015	5:00 PM	162	174	93.10%	YES	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						



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						

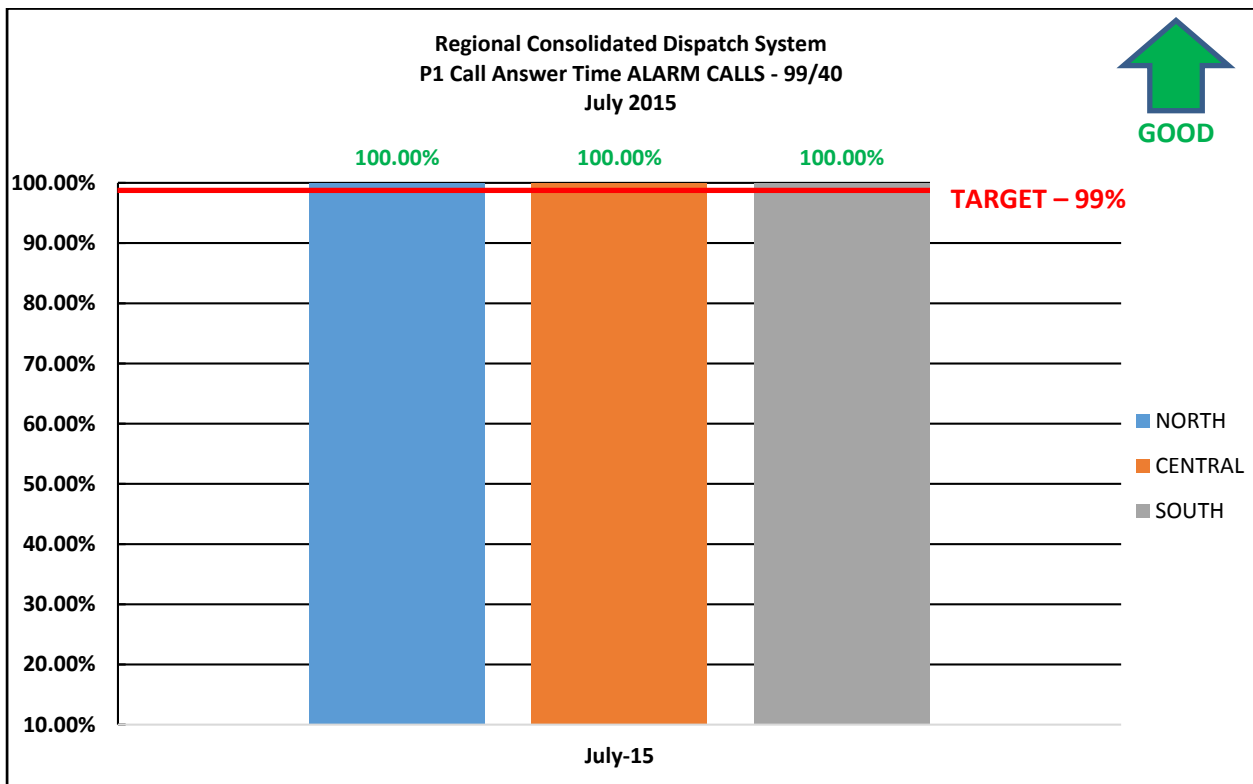
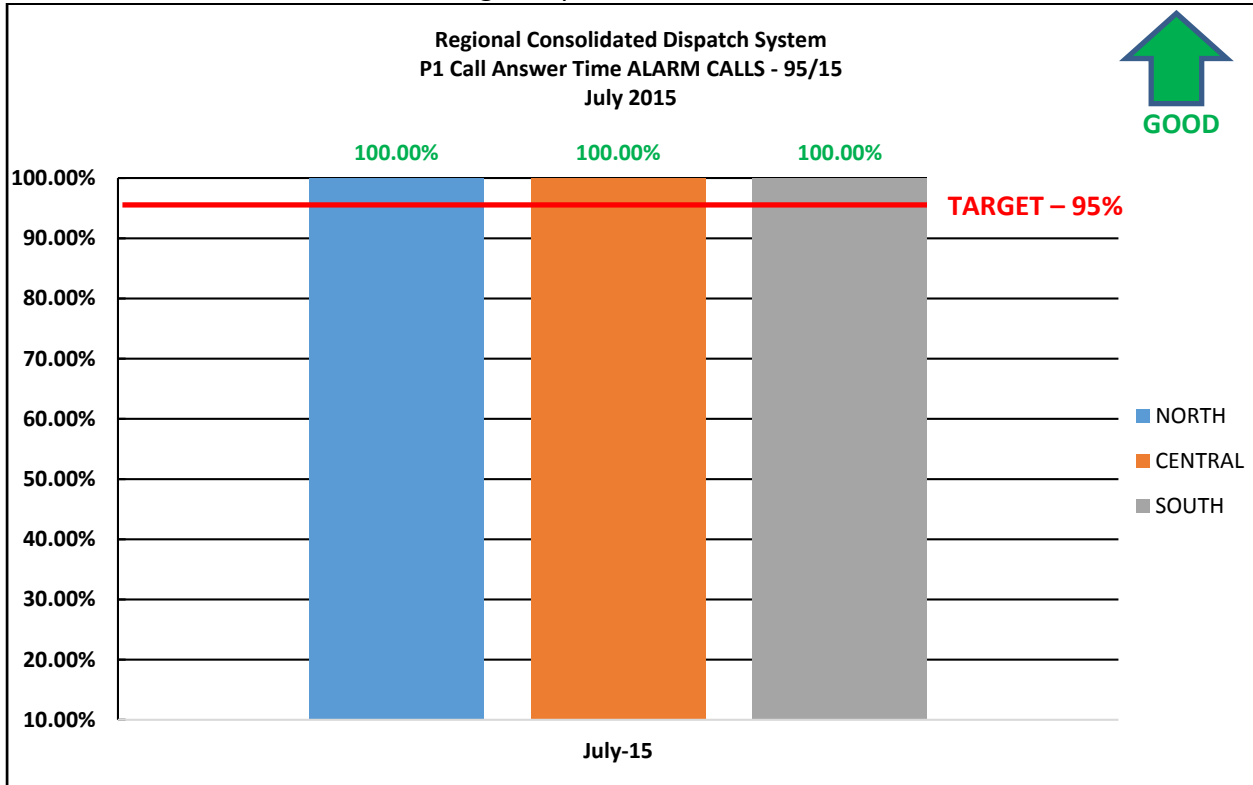


P1 Call Answer Time - All Calls (911) 95% Within 20 Secs.

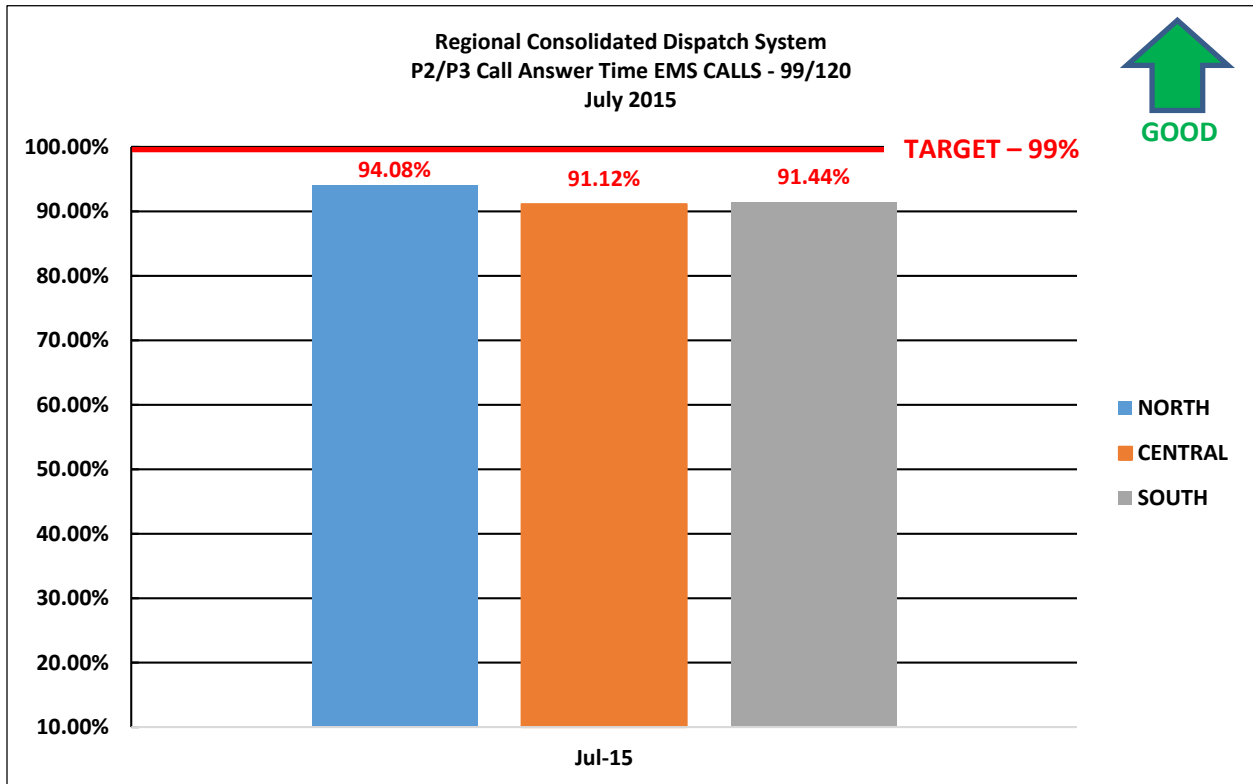
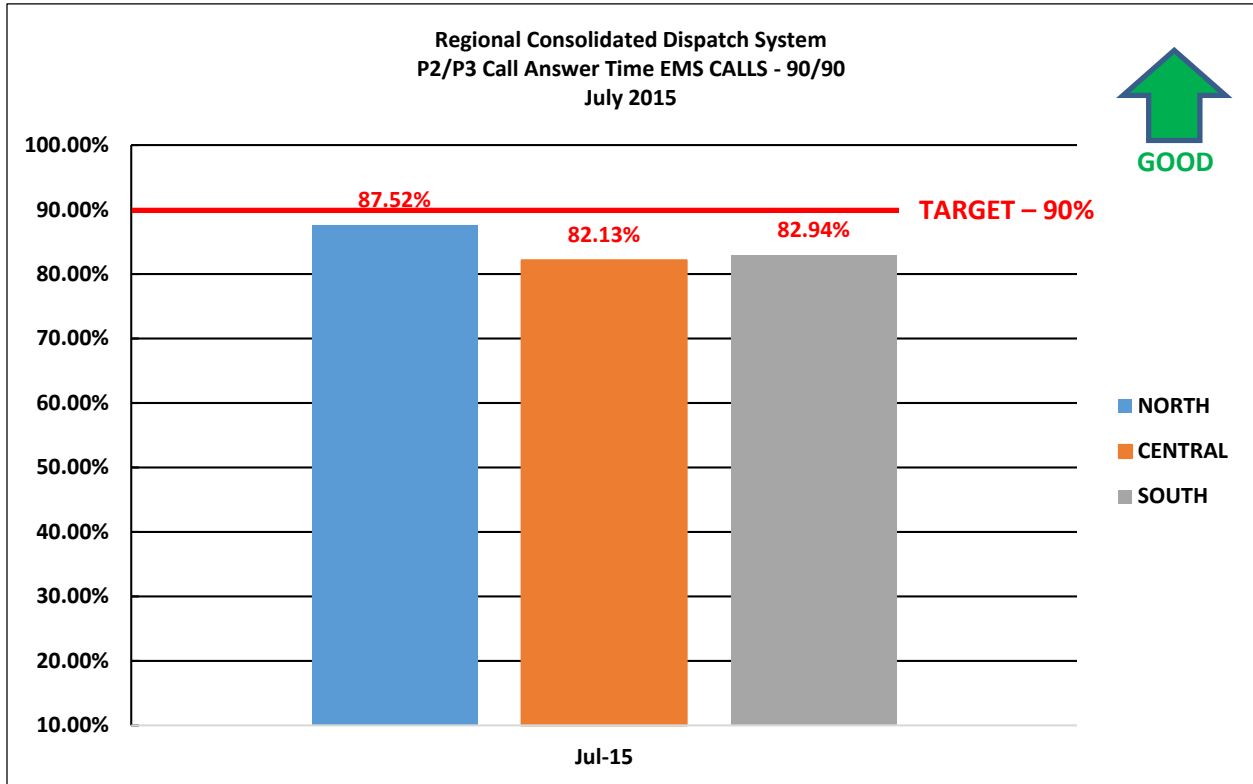


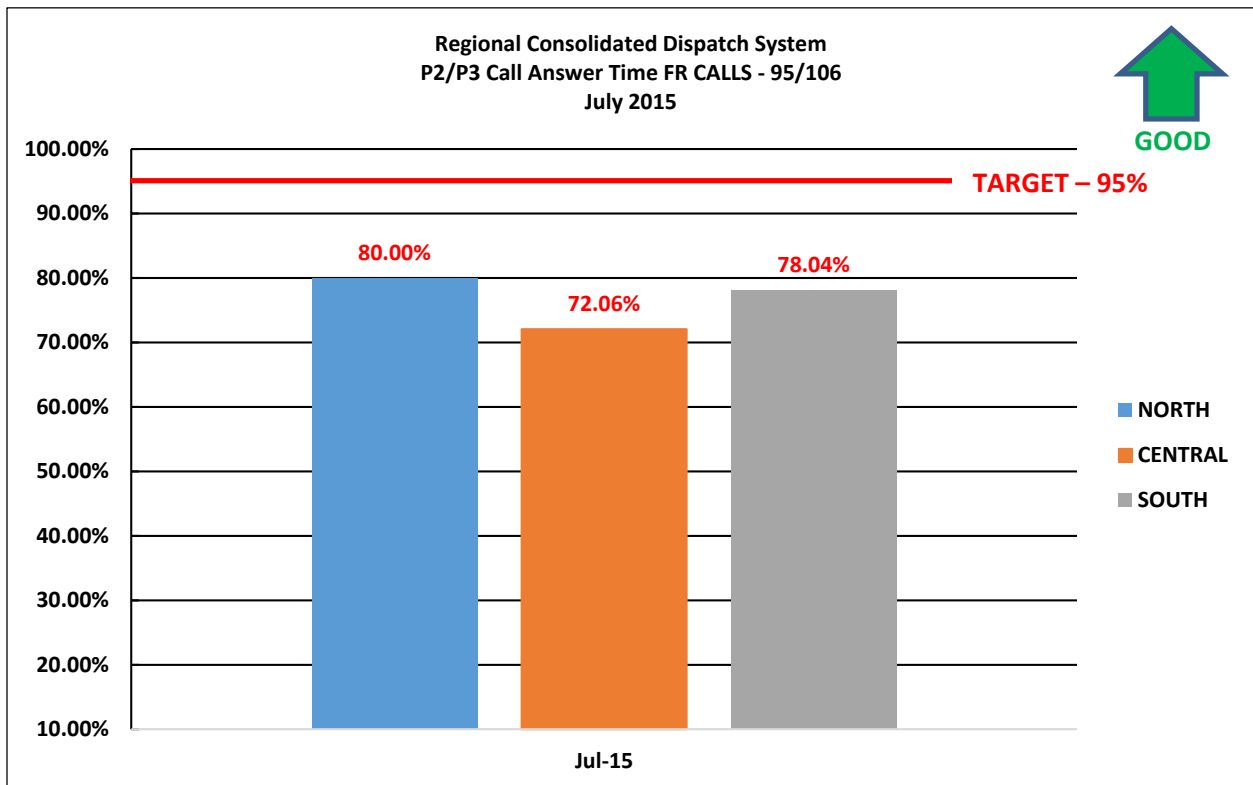
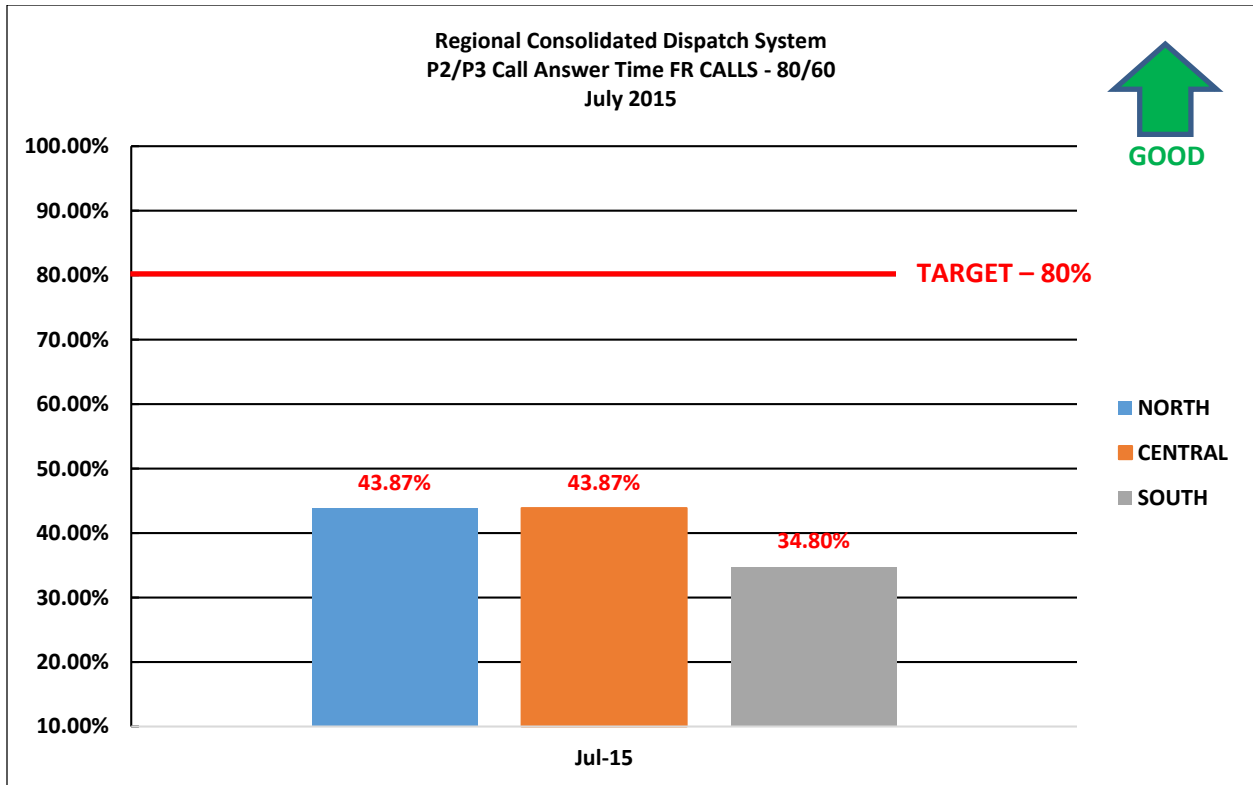
P1 Alarm Call Specific

Calls received from Alarm Monitoring Companies.



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

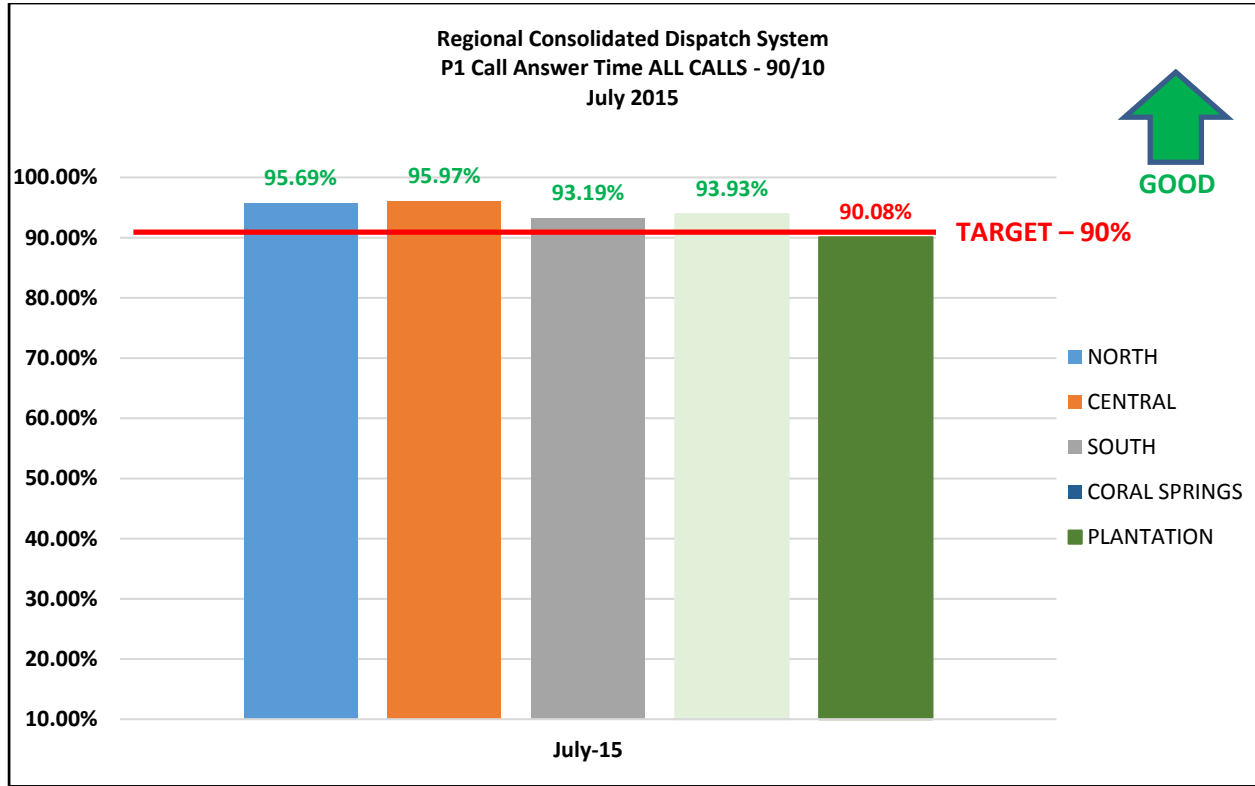




OTHER PERFORMANCE MEASURES

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. In addition, information from Coral Springs and Plantation non-regional PSAPs has been included for comparison purposes.



YTD DATA – CALL VOLUME

This data will be evaluated to determine trend patterns or seasonal influences on staffing ratios and which centers appear to be most impacted.

Total Incoming Calls

	10/14	11/14	12/14	1/15	2/15
NORTH	42,455	40,738	40,540	43,192	43,128
<i>% Change</i>	N/A	-4.04%	-0.49%	6.54%	-0.15%
CENTRAL	106,594	97,814	107,223	83,889	97,614
<i>% Change</i>	N/A	-8.24%	9.62%	-21.76%	16.36%
SOUTH	58,940	58,354	58,913	56,201	51,247
<i>% Change</i>	N/A	-0.99%	0.96%	-4.60%	-8.81%
TOTAL	207,989	196,906	206,676	183,282	191,989
<i>% Change</i>	N/A	-5.33%	4.96%	-11.32%	4.75%

	3/15	4/15	5/15	6/15	7/15
NORTH	45,360	40,546	43,922	48,633	59,790
<i>% Change</i>	5.18%	-10.61%	8.33%	10.73%	22.94%
CENTRAL	116,572	106,724	114,077	101,372	95,663
<i>% Change</i>	19.42%	-8.45%	6.89%	-11.14%	-5.63%
SOUTH	59,501	56,769	58,630	55,314	57,400
<i>% Change</i>	16.11%	-4.59%	3.28%	-5.66%	3.77%
TOTAL	221,433	204,039	216,629	205,319	212,853
<i>% Change</i>	15.34%	-7.86%	6.17%	-5.22%	3.67%

911 Calls

	10/14	11/14	12/14	1/15	2/15
NORTH	22,266	22,030	24,346	24,144	23,915
<i>% Change</i>	N/A	-1.06%	10.51%	-0.83%	-0.95%
CENTRAL	67,383	63,411	69,340	65,251	61,369
<i>% Change</i>	N/A	-5.89%	9.35%	-5.90%	-5.95%
SOUTH	31,238	28,803	31,053	30,129	26,967
<i>% Change</i>	N/A	-7.79%	7.81%	-2.98%	-10.49%
TOTAL	120,887	114,244	124,739	119,524	112,251
<i>% Change</i>	N/A	-5.50%	9.19%	-4.18%	-6.08%

	3/15	4/15	5/15	6/15	7/15
NORTH	23,457	22,407	24,431	22,936	23,413
<i>% Change</i>	-1.92%	-4.48%	9.03%	-6.12%	2.08%
CENTRAL	71,101	68,014	71,824	70,529	71,865
<i>% Change</i>	15.86%	-4.34%	5.60%	-1.80%	1.89%
SOUTH	30,778	29,971	30,560	27,657	30,034
<i>% Change</i>	14.13%	-2.62%	1.97%	-9.50%	8.59%
TOTAL	125,336	120,392	126,815	121,122	125,312
<i>% Change</i>	11.66%	-3.94%	5.34%	-4.49%	3.46%

Non 911 Calls

	10/14	11/14	12/14	1/15	2/15
NORTH	20,189	18,708	18,510	19,048	19,213
<i>% Change</i>	N/A	-7.34%	-1.06%	2.91%	0.87%
CENTRAL	39,211	34,403	37,883	37,012	36,245
<i>% Change</i>	N/A	-12.26%	10.12%	-2.30%	-2.07%
SOUTH	27,702	29,551	27,860	26,072	24,280
<i>% Change</i>	N/A	6.67%	-5.72%	-6.42%	-6.87%
TOTAL	87,102	82,662	84,253	82,132	79,738
<i>% Change</i>	N/A	-5.10%	1.92%	-2.52%	-2.91%

	3/15	4/15	5/15	6/15	7/15
NORTH	21,903	18,139	19,491	25,697	36,377
<i>% Change</i>	14.00%	-17.18%	7.45%	31.84%	41.56%
CENTRAL	45,471	38,710	42,253	30,843	23,798
<i>% Change</i>	25.45%	-14.87%	9.15%	-27.00%	-22.84%
SOUTH	28,723	26,798	28,070	27,657	27,366
<i>% Change</i>	18.30%	-6.70%	4.75%	-1.47%	-1.05%
TOTAL	96,097	83,647	89,814	84,197	87,541
<i>% Change</i>	20.52%	-12.96%	7.37%	-6.25%	3.97%

YTD DATA - TRANSFERS

911 Call Transfers to Non-Regional PSAPs from Regional System

	10/14	11/14	12/14	1/15	2/15
NORTH	170	166	213	194	179
% Change	N/A	-2.35%	28.31%	-8.92%	-7.73%
CENTRAL	264	288	291	310	321
% Change	N/A	9.09%	1.04%	6.53%	3.55%
SOUTH	59	67	76	65	52
% Change	N/A	13.56%	13.43%	-14.47%	-20.00%
TOTAL	493	521	580	569	552
% Change	N/A	5.68%	11.32%	-1.90%	-2.99%

	3/15	4/15	5/15	6/15	7/15
NORTH	160	156	158	140	145
% Change	-10.61%	-2.50%	1.28%	-11.39%	3.57%
CENTRAL	337	334	380	313	325
% Change	4.98%	-0.89%	13.77%	-17.63%	3.83%
SOUTH	66	46	83	70	71
% Change	26.92%	-30.30%	80.43%	-15.66%	1.43%
TOTAL	563	536	621	523	541
% Change	1.99%	-4.80%	15.86%	-15.78%	3.44%

911 Call Transfers to Regional PSAPs from Non Regional PSAPs

	10/14	11/14	12/14	1/15	2/15
CORAL SPRINGS	346	295	352	337	333
% Change	N/A	-14.74%	19.32%	-4.26%	-1.19%
PLANTATION	718	731	782	760	730
% Change	N/A	1.81%	6.98%	-2.81%	-3.95%
TOTAL	1,064	1,026	1,134	1,097	1,063
% Change	N/A	-3.57%	10.53%	-3.26%	-3.10%

	3/15	4/15	5/15	6/15	7/15
CORAL SPRINGS	329	299	317	312	314
% Change	-1.20%	-9.12%	6.02%	-1.58%	0.64%
PLANTATION	789	803	839	797	811
% Change	8.08%	1.77%	4.48%	-5.01%	1.76%
TOTAL	1,118	1,102	1,156	1,109	1,125
% Change	5.17%	-1.43%	4.90%	-4.07%	1.44%

CONTRACT PERFORMANCE MEASURES

YTD Data – P1

P1 Call Answer Time (All Calls) – 95% of calls answered within 20 seconds

	10/14	11/14	12/14	1/15	2/15
GOAL	95%	95%	95%	95%	95%
NORTH	97.59%	96.85%	97.38%	96.79%	96.17%
<i>% Change</i>	N/A	-0.76%	0.55%	-0.61%	-0.64%
CENTRAL	98.77%	98.01%	97.25%	96.73%	97.54%
<i>% Change</i>	N/A	-0.77%	-0.78%	-0.53%	0.84%
SOUTH	96.33%	95.40%	97.51%	96.53%	96.77%
<i>% Change</i>	N/A	-0.97%	2.21%	-1.01%	0.25%

	3/15	4/15	5/15	6/15	7/15
GOAL	95%	95%	95%	95%	95%
NORTH	95.46%	95.71%	96.95%	96.99%	97.82%
<i>% Change</i>	-0.74%	0.26%	1.30%	0.04%	0.86%
CENTRAL	96.93%	97.81%	97.32%	98.09%	97.65%
<i>% Change</i>	-0.63%	0.91%	-0.50%	0.79%	-0.45%
SOUTH	95.76%	95.83%	96.14%	95.91%	96.69%
<i>% Change</i>	-1.04%	0.07%	0.32%	-0.24%	0.81%

P1 Call Answer Time (Alarm Calls) – 95% of calls answered within 15 seconds

	<u>10/14</u>	<u>11/14</u>	<u>12/14</u>	<u>1/15</u>	<u>2/15</u>
GOAL	95%	95%	95%	95%	95%
NORTH	97.32%	100.00%	100.00%	100.00%	100.00%
% Change	N/A	2.75%	0.00%	0.00%	0.00%
CENTRAL	99.42%	100.00%	100.00%	100.00%	100.00%
% Change	N/A	0.58%	0.00%	0.00%	0.00%
SOUTH	96.91%	100.00%	100.00%	100.00%	99.98%
% Change	N/A	3.19%	0.00%	0.00%	-0.02%

	<u>3/15</u>	<u>4/15</u>	<u>5/15</u>	<u>6/15</u>	<u>7/15</u>
GOAL	95%	95%	95%	95%	95%
NORTH	100.00%	100.00%	100.00%	100.00%	100.00%
% Change	0.00%	0.00%	0.00%	0.00%	0.00%
CENTRAL	100.00%	100.00%	100.00%	100.00%	100.00%
% Change	0.00%	0.00%	0.00%	0.00%	0.00%
SOUTH	100.00%	100.00%	100.00%	100.00%	100.00%
% Change	0.02%	0.00%	0.00%	0.00%	0.00%

P1 Call Answer Time (Alarm Calls) – 99% of calls answered within 40 seconds

	<u>10/14</u>	<u>11/14</u>	<u>12/14</u>	<u>1/15</u>	<u>2/15</u>
GOAL	99%	99%	99%	99%	99%
NORTH	99.49%	100.00%	100.00%	100.00%	100.00%
% Change	N/A	0.51%	0.00%	0.00%	0.00%
CENTRAL	99.42%	100.00%	100.00%	100.00%	100.00%
% Change	N/A	0.58%	0.00%	0.00%	0.00%
SOUTH	99.45%	100.00%	100.00%	100.00%	100.00%
% Change	N/A	0.55%	0.00%	0.00%	0.00%

	<u>3/15</u>	<u>4/15</u>	<u>5/15</u>	<u>6/15</u>	<u>7/15</u>
GOAL	99%	99%	99%	99%	95%
NORTH	100.00%	100.00%	100.00%	100.00%	100.00%
% Change	0.00%	0.00%	0.00%	0.00%	0.00%
CENTRAL	100.00%	100.00%	100.00%	100.00%	100.00%
% Change	0.00%	0.00%	0.00%	0.00%	0.00%
SOUTH	100.00%	100.00%	100.00%	100.00%	100.00%
% Change	0.00%	0.00%	0.00%	0.00%	0.00%

YTD DATA – P2/P3

P2/P3 CFS Call Processing Time (EMS Calls) – 90% of EMS calls dispatched within 90 seconds

	10/14	11/14	12/14	1/15	2/15
GOAL	90%	90%	90%	90%	90%
NORTH	88.02%	90.24%	89.87%	89.19%	89.62%
<i>% Change</i>	N/A	2.52%	-0.41%	-0.76%	0.48%
CENTRAL	82.76%	83.81%	85.08%	85.72%	85.01%
<i>% Change</i>	N/A	1.27%	1.52%	0.75%	-0.83%
SOUTH	86.22%	88.23%	88.44%	88.60%	86.79%
<i>% Change</i>	N/A	2.33%	0.24%	0.18%	-2.04%

	3/15	4/15	5/15	6/15	7/15
GOAL	90%	90%	90%	90%	90%
NORTH	89.72%	87.89%	86.97%	87.13%	87.52%
<i>% Change</i>	0.11%	-2.04%	-1.05%	0.18%	0.45%
CENTRAL	84.79%	83.09%	83.37%	82.63%	82.13%
<i>% Change</i>	-0.26%	-2.00%	0.34%	-0.89%	-0.61%
SOUTH	85.51%	85.28%	85.64%	83.32%	82.94%
<i>% Change</i>	-1.47%	-0.27%	0.42%	-2.71%	-0.46%

P2/P3 CFS Call Processing Time (EMS Calls) – 99% of EMS calls dispatched within 120 seconds

	10/14	11/14	12/14	1/15	2/15
GOAL	99%	99%	99%	99%	99%
NORTH	93.59%	94.51%	94.82%	95.17%	95.13%
<i>% Change</i>	N/A	0.98%	0.33%	0.37%	-0.04%
CENTRAL	91.15%	91.85%	92.16%	92.96%	92.33%
<i>% Change</i>	N/A	0.77%	0.34%	0.87%	-0.68%
SOUTH	92.56%	94.09%	93.97%	94.24%	93.25%
<i>% Change</i>	N/A	1.65%	-0.13%	0.29%	-1.05%

	3/15	4/15	5/15	6/15	7/15
GOAL	99%	99%	99%	99%	99%
NORTH	95.70%	94.17%	93.53%	93.62%	94.08%
<i>% Change</i>	0.60%	-1.60%	-0.68%	0.10%	0.49%
CENTRAL	92.35%	91.73%	91.52%	91.37%	91.12%
<i>% Change</i>	0.02%	-0.67%	-0.23%	-0.16%	-0.27%
SOUTH	92.91%	92.81%	92.67%	91.01%	91.44%
<i>% Change</i>	-0.36%	-0.11%	-0.15%	-1.79%	0.47%

P2/P3 CFS Call Processing Time (Fire Calls) – 80% of Fire-specific calls dispatched within 60 seconds

	10/14	11/14	12/14	1/15	2/15
GOAL	80%	80%	80%	80%	80%
NORTH	42.74%	68.00%	71.67%	53.15%	51.97%
<i>% Change</i>	N/A	59.10%	5.40%	-25.84%	-2.22%
CENTRAL	32.67%	61.56%	63.64%	39.45%	43.50%
<i>% Change</i>	N/A	88.43%	3.38%	-38.01%	10.27%
SOUTH	44.67%	68.38%	75.55%	41.76%	46.97%
<i>% Change</i>	N/A	53.08%	10.49%	-44.73%	12.48%

	3/15	4/15	5/15	6/15	7/15
GOAL	80%	80%	80%	80%	80%
NORTH	50.00%	45.81%	46.71%	43.48%	43.87%
<i>% Change</i>	-3.79%	-8.38%	1.96%	-6.92%	0.90%
CENTRAL	39.11%	35.69%	32.68%	33.04%	43.87%
<i>% Change</i>	-10.09%	-8.74%	-8.43%	1.10%	32.78%
SOUTH	43.13%	39.57%	37.23%	39.38%	34.80%
<i>% Change</i>	-8.18%	-8.25%	-5.91%	5.77%	-11.63%

P2/P3 CFS Call Processing Time (Fire Calls) – 95% of Fire-specific calls dispatched within 106 seconds

	10/14	11/14	12/14	1/15	2/15
GOAL	95%	95%	95%	95%	95%
NORTH	73.50%	84.00%	86.67%	83.22%	92.13%
<i>% Change</i>	N/A	14.29%	3.18%	-3.98%	10.71%
CENTRAL	70.96%	78.55%	80.35%	77.37%	78.85%
<i>% Change</i>	N/A	10.70%	2.29%	-3.71%	1.91%
SOUTH	84.77%	81.62%	85.59%	78.16%	84.34%
<i>% Change</i>	N/A	-3.72%	4.86%	-8.68%	7.91%

	3/15	4/15	5/15	6/15	7/15
GOAL	99%	99%	95%	95%	95%
NORTH	84.62%	81.29%	82.89%	81.88%	80.00%
<i>% Change</i>	-8.15%	-3.94%	1.97%	-1.22%	-2.30%
CENTRAL	79.89%	75.35%	77.12%	71.88%	72.06%
<i>% Change</i>	1.32%	-5.68%	2.35%	-6.79%	0.25%
SOUTH	81.30%	81.70%	78.79%	80.53%	78.04%
<i>% Change</i>	-3.60%	0.49%	-3.56%	2.21%	-3.09%

OTHER PERFORMANCE MEASURES

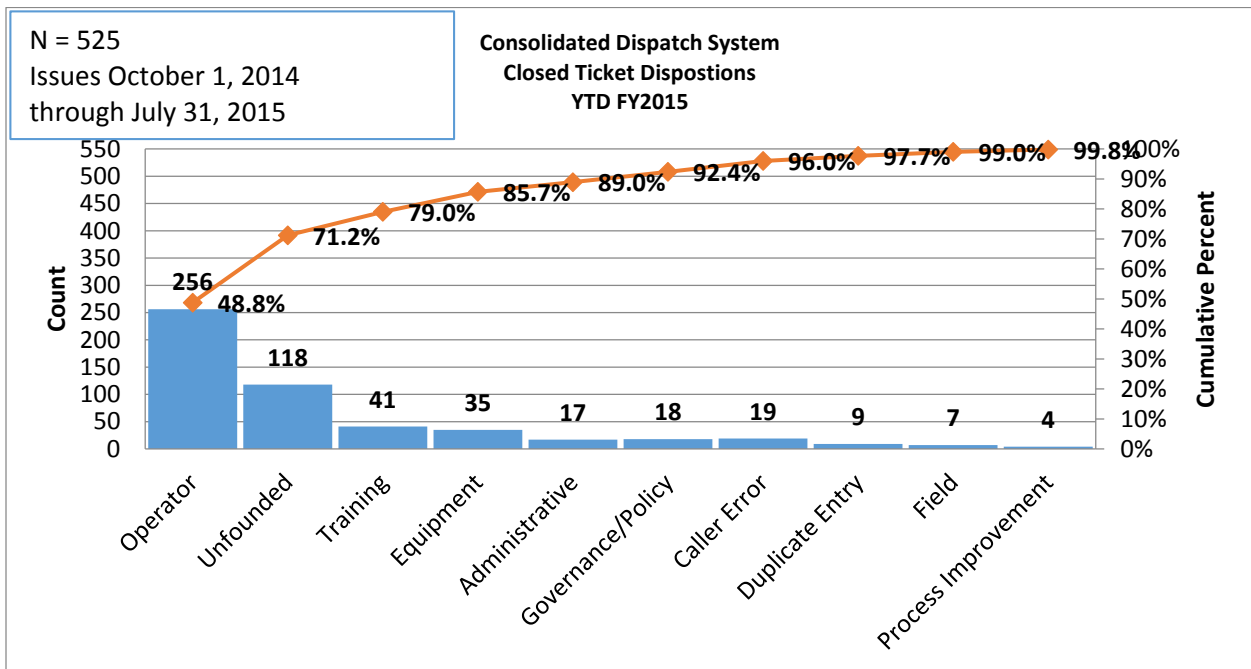
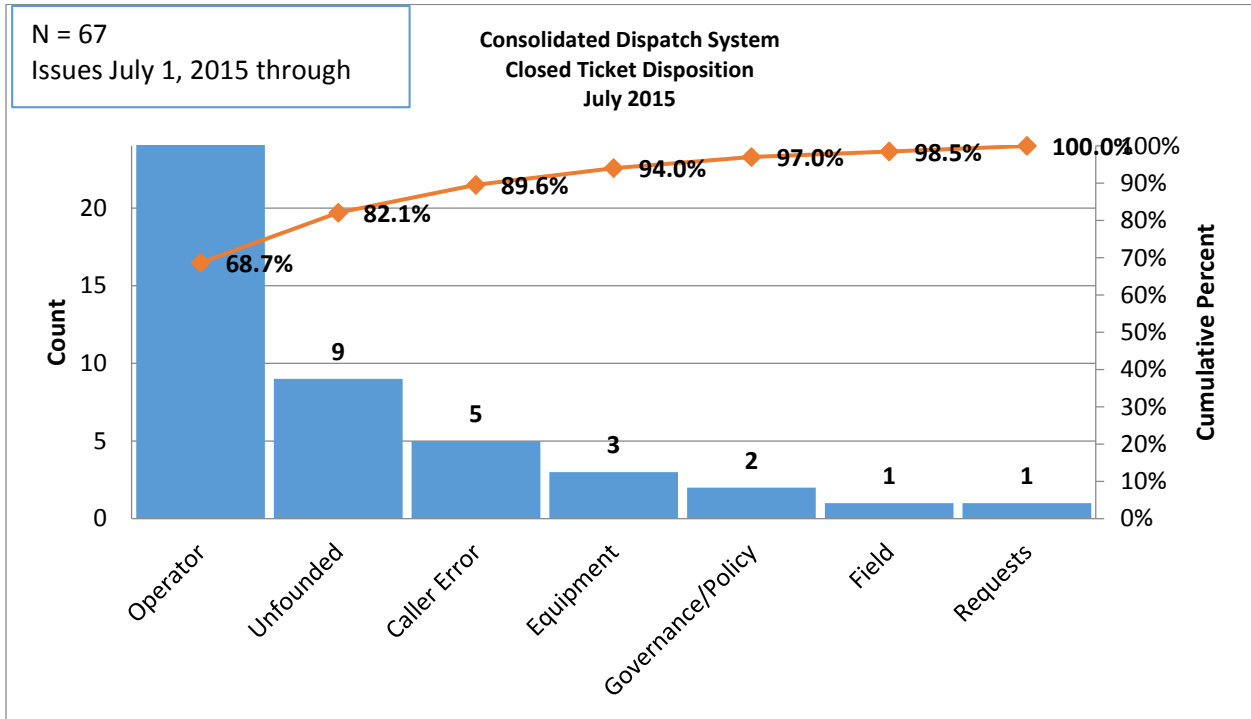
P1 Call Answer Time (All Calls) – 90% of calls answered within 10 seconds

	10/14	11/14	12/14	1/15	2/15
GOAL	90%	90%	90%	90%	90%
NORTH	94.90%	94.91%	95.74%	94.64%	92.62%
<i>% Change</i>	N/A	0.01%	0.87%	-1.15%	-2.13%
CENTRAL	95.96%	95.51%	93.05%	92.34%	94.01%
<i>% Change</i>	N/A	-0.47%	-2.58%	-0.76%	1.81%
SOUTH	91.35%	90.77%	94.39%	92.55%	92.72%
<i>% Change</i>	N/A	-0.63%	3.99%	-1.95%	0.18%

	3/15	4/15	5/15	6/15	7/15
GOAL	90%	90%	90%	90%	90%
NORTH	91.62%	92.62%	94.94%	95.01%	95.69%
<i>% Change</i>	-1.08%	1.09%	2.50%	0.07%	0.72%
CENTRAL	93.65%	94.04%	94.08%	95.78%	95.97%
<i>% Change</i>	-0.38%	0.42%	0.04%	1.81%	0.20%
SOUTH	91.09%	90.98%	91.56%	91.22%	93.19%
<i>% Change</i>	-1.76%	-0.12%	0.64%	-0.37%	2.16%

OPERATOR REVIEWS/PROCESS IMPROVEMENTS/OPPORTUNITIES

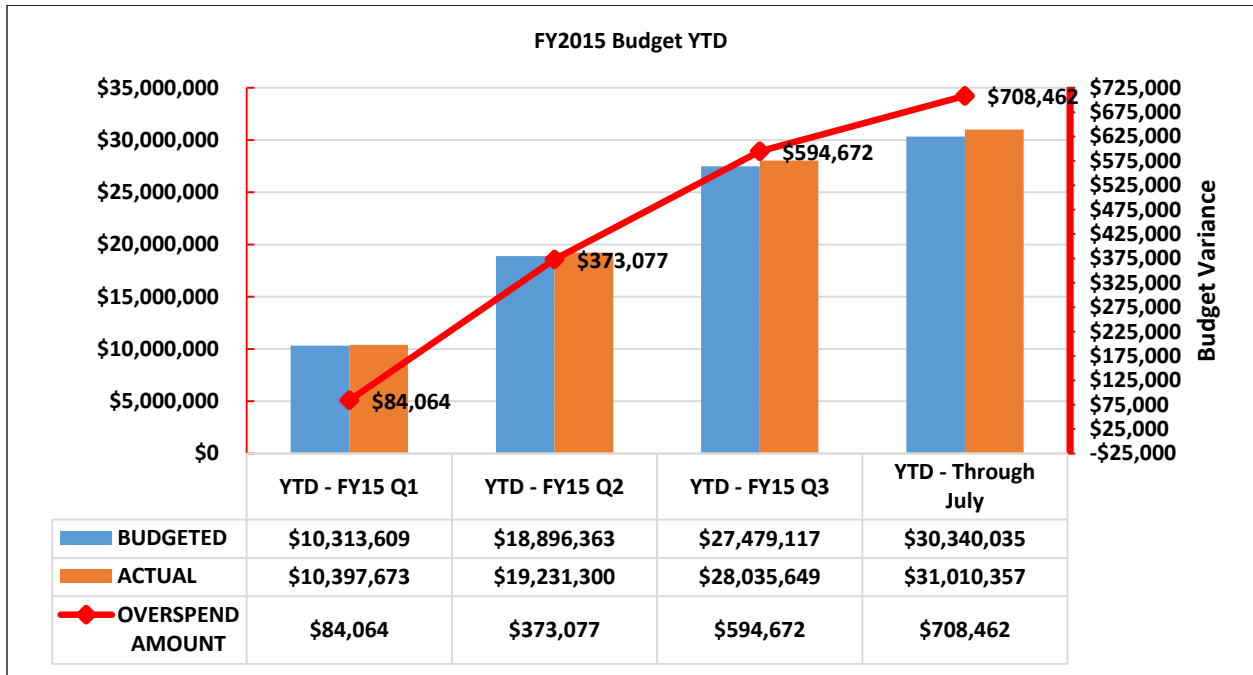
The following Pareto Charts illustrate the number of closed issues in the tracking system. Through the month of July 2015, 2,047,115 incoming calls have been handled by County’s Regional Communications System. The Quality Improvement Team will be reviewing each outstanding issue to determine the root 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
- Administrative - non-operational issue raised by BSO Regional Communications and FOPE members such as broken chairs, arm rests etc.
- 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 Operator has confirmed that expenditures associated the City of Fort Lauderdale for performing a teletype service are not included in the data provided. The County and City of Fort Lauderdale entered into an agreement for the regional system to temporarily provide teletype service until the City was ready to operate teletype through the end of December 2014. The City requested another month of service to adequately transition the teletype service. The cost of providing the service was provided by the Operator. The regional system no longer provides this service for the City since January 31, 2015.

BSO SELF-REPORTED INFORMATION

JULY 2015

Quality Assurance Unit – July

Total Call Volume: 212,852
Total QA's processed 247

Non-Compliant Reviews 132
Compliant Reviews 115

Counseling Reports 11
Internal Affairs Cases 1
Commendable 3
Remedial 0

North

Calls Reviewed 59
Compliant 63%
Non- Compliant 37%

Central

Calls Reviewed 114
Compliant 52%
Non-Compliant 48%

South

Calls Reviewed 74
Compliant 49%
Non-Compliant 51%

Trending SOP Violations:

SOP 1.3 Address Verification
SOP 1.4.2 Call Interrogation
SOP 2.2 Dispatching Procedures

NAEMD Scores (National Academy of Emergency Medical Dispatch)

Total Calls Processed 14,657
Total Calls Evaluated 368
Percentage of calls Evaluated 2.51%
Total # of Operators Reviewed 307
Total # of Operators 100% Compliant 161
Total # of Operators Non-Compliant 32

Trending Concerns: Case Entry and PAI Instructions

Areas of Improvement: Chief Complaint

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