



Broward County Regional Consolidated Dispatch October 2015 Performance Scorecard

CONTRACT PERFORMANCE MEASURE					
	GOAL	NORTH	CENTRAL	SOUTH	SYSTEMWIDE
P1 Call Answer Time - Busiest Hour of the Day (911) 90% Within 10 Secs. ²	31	30	30	21	N/A
P1 Call Answer Time - All Calls (911) 95% Within 20 Secs.	95%	99.14%	99.37%	98.41%	98.04%
P1 Call Answer Time - Alarm Calls (911) 95% in 15 Secs.	95%	100.00%	100.00%	100.00%	100.00%
P1 Call Answer Time - Alarm Calls (911) 99% in 40 Secs.	99%	100.00%	100.00%	100.00%	100.00%
P2/P3 Fire Rescue Call For Service Processing Time 90% in 90 Secs.	90%	88.41%	79.74%	83.39%	83.12%
P2/P3 Fire Rescue Call For Service Processing Time 99% in 120 Secs.	99%	94.55%	89.90%	92.31%	91.87%
P2/P3 Fire Rescue Call For Service Processing Time 80% in 60 Secs.	80%	43.51%	30.22%	39.00%	36.23%
P2/P3 Fire Rescue Call For Service Processing Time 90% in 64 Secs.	90%	47.40%	37.77%	42.50%	41.61%
P2/P3 Fire Rescue Call For Service Processing Time 95% in 106 Secs.	95%	82.47%	69.42%	75.00%	74.37%

OTHER PERFORMANCE MEASURE					
	GOAL	NORTH	CENTRAL	SOUTH	SYSTEMWIDE
P1 Call Answer Time – All 911 Calls 90% Within 10 seconds.	90%	98.01%	98.70%	96.50%	98.04%

October 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
10/01/2015	6:00 PM	63	64	98.44%	YES	10/17/2015	3:00 PM	54	54	100.00%	YES
10/02/2015	9:00 PM	53	65	81.54%	NO	10/18/2015	6:00 PM	49	49	100.00%	YES
10/03/2015	6:00 PM	59	59	100.00%	YES	10/19/2015	5:00 PM	60	60	100.00%	YES
10/04/2015	2:00 PM	65	65	100.00%	YES	10/20/2015	5:00 PM	47	48	97.92%	YES
10/05/2015	11:00 AM	63	63	100.00%	YES	10/21/2015	5:00 PM	68	69	98.55%	YES
10/06/2015	5:00 PM	53	55	96.36%	YES	10/22/2015	3:00 PM	58	59	98.31%	YES
10/07/2015	7:00 PM	57	57	100.00%	YES	10/23/2015	9:00 AM	54	54	100.00%	YES
10/08/2015	5:00 PM	65	65	100.00%	YES	10/24/2015	9:00 PM	62	62	100.00%	YES
10/09/2015	7:00 PM	59	61	96.72%	YES	10/25/2015	5:00 PM	47	47	100.00%	YES
10/10/2015	1:00 PM	51	51	100.00%	YES	10/26/2015	4:00 PM	73	73	100.00%	YES
10/11/2015	9:00 PM	48	48	100.00%	YES	10/27/2015	10:00 AM	63	63	100.00%	YES
10/12/2015	4:00 PM	53	53	100.00%	YES	10/28/2015	6:00 PM	59	59	100.00%	YES
10/13/2015	6:00 PM	49	51	96.08%	YES	10/29/2015	12:00 PM	56	60	93.33%	YES
10/14/2015	10:00 AM	55	59	93.22%	YES	10/30/2015	5:00 PM	54	60	90.00%	YES
10/15/2015	2:00 PM	58	58	100.00%	YES	10/31/2015	7:00 PM	64	64	100.00%	YES
10/16/2015	7:00 PM	69	73	94.52%	YES						

Achieved	30
Days	31
Percentage	96.77%
90+	31
80 - 89.99	0
70 - 79.99	0
60 - 69.99	0
50 - 59.99	0
40 - 49.99	0
TOTAL	31

October 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
10/01/2015	4:00 PM	139	139	100.00%	YES	10/17/2015	12:00 PM	134	142	94.37%	YES
10/02/2015	3:00 PM	131	145	90.34%	YES	10/18/2015	6:00 PM	132	132	100.00%	YES
10/03/2015	6:00 PM	171	175	97.71%	YES	10/19/2015	3:00 PM	153	153	100.00%	YES
10/04/2015	3:00 PM	163	164	99.39%	YES	10/20/2015	2:00 PM	145	147	98.64%	YES
10/05/2015	7:00 PM	143	143	100.00%	YES	10/21/2015	7:00 PM	155	155	100.00%	YES
10/06/2015	3:00 PM	129	129	100.00%	YES	10/22/2015	9:00 PM	137	138	99.28%	YES
10/07/2015	2:00 PM	165	166	99.40%	YES	10/23/2015	4:00 PM	181	183	98.91%	YES
10/08/2015	6:00 PM	145	151	96.03%	YES	10/24/2015	2:00 PM	146	150	97.33%	YES
10/09/2015	3:00 PM	183	183	100.00%	YES	10/25/2015	8:00 PM	140	141	99.29%	YES
10/10/2015	1:00 PM	191	206	92.72%	YES	10/26/2015	2:00 PM	161	161	100.00%	YES
10/11/2015	7:00 PM	151	151	100.00%	YES	10/27/2015	3:00 PM	155	155	100.00%	YES
10/12/2015	3:00 PM	141	141	100.00%	YES	10/28/2015	6:00 PM	169	169	100.00%	YES
10/13/2015	6:00 PM	155	155	100.00%	YES	10/29/2015	4:00 PM	141	162	87.04%	NO
10/14/2015	12:00 PM	154	156	98.72%	YES	10/30/2015	5:00 PM	186	188	98.94%	YES
10/15/2015	4:00 PM	159	166	95.78%	YES	10/31/2015	1:00 PM	145	151	96.03%	YES
10/16/2015	1:00 PM	150	150	100.00%	YES						

Achieved	30
Days	31
Percentage	96.77%
90+	30
80 - 89.99	1
70 - 79.99	0
60 - 69.99	0
50 - 59.99	0
40 - 49.99	0
TOTAL	31

October 2015											
DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO
10/01/2015	1:00 PM	69	70	98.57%	YES	10/17/2015	12:00 PM	57	66	86.36%	NO
10/02/2015	2:00 PM	80	80	100.00%	YES	10/18/2015	8:00 PM	64	65	98.46%	YES
10/03/2015	1:00 PM	74	77	96.10%	YES	10/19/2015	6:00 PM	69	69	100.00%	YES
10/04/2015	5:00 PM	63	65	96.92%	YES	10/20/2015	3:00 PM	72	78	92.31%	YES
10/05/2015	2:00 PM	72	76	94.74%	YES	10/21/2015	3:00 PM	61	61	100.00%	YES
10/06/2015	6:00 PM	66	66	100.00%	YES	10/22/2015	12:00 PM	48	71	67.61%	NO
10/07/2015	7:00 PM	61	67	91.04%	YES	10/23/2015	11:00 AM	73	91	80.22%	NO
10/08/2015	7:00 PM	75	78	96.15%	YES	10/24/2015	5:00 PM	63	63	100.00%	YES
10/09/2015	7:00 PM	63	86	73.26%	NO	10/25/2015	5:00 PM	76	76	100.00%	YES
10/10/2015	6:00 PM	77	77	100.00%	YES	10/26/2015	2:00 PM	69	78	88.46%	NO
10/11/2015	2:00 PM	55	60	91.67%	YES	10/27/2015	5:00 PM	77	77	100.00%	YES
10/12/2015	4:00 PM	86	89	96.63%	YES	10/28/2015	6:00 PM	56	65	86.15%	NO
10/13/2015	6:00 PM	63	65	96.92%	YES	10/29/2015	5:00 PM	67	77	87.01%	NO
10/14/2015	4:00 PM	75	77	97.40%	YES	10/30/2015	4:00 PM	85	87	97.70%	YES
10/15/2015	6:00 PM	66	80	82.50%	NO	10/31/2015	9:00 PM	75	86	87.21%	NO
10/16/2015	8:00 PM	76	87	87.36%	NO						

Achieved	21
Days	31
Percentage	67.74%
90+	21
80 - 89.99	8
70 - 79.99	1
60 - 69.99	1
50 - 59.99	0
40 - 49.99	0
TOTAL	31

CALL VOLUME				
	NORTH	CENTRAL	SOUTH	SYSTEMWIDE
Total 9-1-1 Calls Handled	23,069	67,540	28,815	119,424
Total Incoming Non 9-1-1 Calls	32,171	22,402	26,342	80,915
Total Outgoing Non 9-1-1 Calls	6,736	17,170	8,500	32,406
Total Incoming Alarm Calls	2,017	6,272	2,312	10,601
Total Outgoing Alarm Calls	0	1	0	1
Incoming Calls	55,240	89,942	55,157	200,339

CALLS FOR SERVICE				
	NORTH	CENTRAL	SOUTH	SYSTEMWIDE
Fire Rescue/EMS (911 Only)	5,411	12,226	7,350	24,987
Fire Rescue/EMS (911 Only - P2/P3 Applicable)	3,088	5,188	4,361	12,637
Law Enforcement (911 Only)	24,222	60,444	42,760	127,426
TOTAL 911 CFS	29,633	72,670	50,110	152,413

911 Call Transfers: Regional to Non-Regional				
	NORTH	CENTRAL	SOUTH	SYSTEMWIDE
Transferred 911 Calls	154	362	61	577
Percentage of 911 Calls	0.67%	0.54%	0.21%	0.48%

911 Call Transfers: Regional to Non-Regional			
	CORAL SPRINGS	PLANTATION	NON REGIONAL
Transferred 911 Calls	750	326	1,076
Percentage of 911 Calls	14.01%	5.74%	9.76%

DISPOSITION	NUMBER	CUMULATIVE	PERCENTAGE
OCT911 - OPERATOR	31	31	72.09%
OCT911 - UNFOUNDED	5	36	83.72%
OCT911 - FIELD	4	40	93.02%
OCT911 - ADMINISTRATIVE	1	41	95.35%
OCT911 - EQUIPMENT	1	42	97.67%
OCT911 - CALLER ERROR	1	43	100.00%
N =	43		

