

**Broward County Regional Consolidated Dispatch System
Monthly Indicator Scorecard - September 1, 2015 – September 30, 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> Achieved - Yes/No	Days Achieving Standard	Days in Month	95/20 <i>(ALL CALLS)</i> 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	24,215	14,633	117,588	78,042	31,318	12,806	0				98.23%	100.00%	100.00%	83.86%	11,588	91.89%	12,697	94.43%	36.93%	301	79.75%	650	5.57%	1

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

Consolidated Dispatch Center North	6,252	3,149	23,705	32,904	7,128	3,557	0	No	29	30	98.78%	100.00%	100.00%	88.18%	2,642	94.13%	2,820	95.14%	52.94%	81	85.62%	131	4.86%	1, 2
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Consolidated Dispatch Center Central PSAP (BSO-OPERATED) - Monthly Indicator Scorecard

Consolidated Dispatch Center Central	11,788	6,986	65,445	21,389	15,373	5,011	0	No	24	30	98.13%	100.00%	100.00%	81.51%	5,366	90.38%	5,950	94.23%	32.01%	129	77.67%	313	5.77%	1, 2
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Consolidated Dispatch Center South PSAP (BSO-OPERATED) - Monthly Indicator Scorecard

Consolidated Dispatch Center South	6,175	4,497	28,438	23,749	8,817	4,238	0	No	24	30	98.01%	100.00%	100.00%	84.47%	3,580	92.66%	3,927	94.24%	35.14%	91	79.54%	206	5.76%	1, 2
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NOTES:

1. 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
2. 2 CFS removed from North P2/P3 data set, 11 CFS removed from Central P2/P3 data set and 10 CFS removed from South P2/P3 data set as they may have experienced an incorrect ANI/ALI time stamp (ticket 296654).

**SEPTEMBER 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
09/01/2015	4:00 PM	64	64	100.00%	YES	09/16/2015	4:00 PM	53	55	96.36%	YES
09/02/2015	5:00 PM	79	80	98.75%	YES	09/17/2015	6:00 PM	44	44	100.00%	YES
09/03/2015	5:00 PM	51	51	100.00%	YES	09/18/2015	4:00 PM	63	68	92.65%	YES
09/04/2015	5:00 PM	71	78	91.03%	YES	09/19/2015	6:00 PM	54	55	98.18%	YES
09/05/2015	4:00 PM	56	56	100.00%	YES	09/20/2015	12:00 AM	65	67	97.01%	YES
09/06/2015	6:00 PM	55	55	100.00%	YES	09/21/2015	6:00 PM	47	52	90.38%	YES
09/07/2015	1:00 PM	72	78	92.31%	YES	09/22/2015	5:00 PM	49	55	89.09%	NO
09/08/2015	12:00 PM	75	75	100.00%	YES	09/23/2015	5:00 PM	64	66	96.97%	YES
09/09/2015	3:00 PM	58	58	100.00%	YES	09/24/2015	6:00 PM	49	50	98.00%	YES
09/10/2015	4:00 PM	65	65	100.00%	YES	09/25/2015	9:00 AM	71	71	100.00%	YES
09/11/2015	3:00 PM	64	65	98.46%	YES	09/26/2015	8:00 PM	66	66	100.00%	YES
09/12/2015	9:00 PM	46	46	100.00%	YES	09/27/2015	2:00 PM	61	62	98.39%	YES
09/13/2015	1:00 PM	63	63	100.00%	YES	09/28/2015	8:00 PM	62	62	100.00%	YES
09/14/2015	1:00 PM	66	66	100.00%	YES	09/29/2015	3:00 PM	81	82	98.78%	YES
09/15/2015	6:00 PM	66	71	92.96%	YES	09/30/2015	1:00 PM	89	93	95.70%	YES

**SEPTEMBER 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
09/01/2015	2:00 PM	150	150	100.00%	YES	09/16/2015	6:00 PM	146	147	99.32%	YES
09/02/2015	3:00 PM	152	157	96.82%	YES	09/17/2015	1:00 PM	153	156	98.08%	YES
09/03/2015	6:00 PM	147	164	89.63%	NO	09/18/2015	3:00 PM	167	167	100.00%	YES
09/04/2015	5:00 PM	207	242	85.54%	NO	09/19/2015	3:00 PM	153	153	100.00%	YES
09/05/2015	2:00 PM	175	217	80.65%	NO	09/20/2015	1:00 PM	144	144	100.00%	YES
09/06/2015	3:00 PM	110	121	90.91%	YES	09/21/2015	1:00 PM	140	154	90.91%	YES
09/07/2015	10:00 AM	126	129	97.67%	YES	09/22/2015	5:00 PM	145	172	84.30%	NO
09/08/2015	6:00 PM	137	151	90.73%	YES	09/23/2015	4:00 PM	142	142	100.00%	YES
09/09/2015	5:00 PM	137	137	100.00%	YES	09/24/2015	3:00 PM	148	148	100.00%	YES
09/10/2015	4:00 PM	133	140	95.00%	YES	09/25/2015	4:00 PM	169	169	100.00%	YES
09/11/2015	4:00 PM	172	178	96.63%	YES	09/26/2015	1:00 PM	134	144	93.06%	YES
09/12/2015	6:00 PM	134	147	91.16%	YES	09/27/2015	4:00 PM	135	144	93.75%	YES
09/13/2015	7:00 PM	140	143	97.90%	YES	09/28/2015	6:00 PM	158	159	99.37%	YES
09/14/2015	8:00 PM	136	137	99.27%	YES	09/29/2015	5:00 PM	127	144	88.19%	NO
09/15/2015	5:00 PM	128	147	87.07%	NO	09/30/2015	2:00 PM	146	146	100.00%	YES

SEPTEMBER 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
09/01/2015	4:00 PM	72	85	84.71%	NO	09/16/2015	6:00 PM	75	84	89.29%	NO
09/02/2015	3:00 PM	89	92	96.74%	YES	09/17/2015	12:00 PM	57	66	86.36%	NO
09/03/2015	2:00 PM	81	83	97.59%	YES	09/18/2015	6:00 PM	61	74	82.43%	NO
09/04/2015	3:00 PM	85	89	95.51%	YES	09/19/2015	3:00 PM	64	65	98.46%	YES
09/05/2015	1:00 PM	82	88	93.18%	YES	09/20/2015	6:00 PM	59	61	96.72%	YES
09/06/2015	3:00 PM	84	93	90.32%	YES	09/21/2015	6:00 PM	64	70	91.43%	YES
09/07/2015	10:00 PM	40	60	66.67%	NO	09/22/2015	3:00 PM	71	73	97.26%	YES
09/08/2015	4:00 PM	71	74	95.95%	YES	09/23/2015	8:00 AM	56	57	98.25%	YES
09/09/2015	2:00 PM	68	72	94.44%	YES	09/24/2015	4:00 PM	82	83	98.80%	YES
09/10/2015	3:00 PM	67	72	93.06%	YES	09/25/2015	8:00 PM	76	77	98.70%	YES
09/11/2015	2:00 PM	67	70	95.71%	YES	09/26/2015	11:00 AM	81	83	97.59%	YES
09/12/2015	12:00 PM	96	141	68.09%	NO	09/27/2015	5:00 PM	56	56	100.00%	YES
09/13/2015	6:00 PM	66	71	92.96%	YES	09/28/2015	4:00 PM	70	71	98.59%	YES
09/14/2015	6:00 PM	73	73	100.00%	YES	09/29/2015	6:00 PM	62	62	100.00%	YES
09/15/2015	5:00 PM	66	67	98.51%	YES	09/30/2015	8:00 PM	68	68	100.00%	YES