



Regional Consolidated Dispatch September 2015 Report

Office of Regional Communications and Technology

Executive Summary

September 2015 represents the twelfth 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 September 2015, there were a total of 195,630 incoming calls for the Regional System consisting of 117,588 emergency 911 calls; 65,236 non-emergency calls; and 12,806 alarm calls.

The Centers dispatched a total of 143,088 calls to Law Enforcement and Fire Rescue. Of this amount, 24,415 were Fire Rescue calls, which were received on either the E911 lines or non-emergency number. It is important to note of the 24,415 Fire Rescue dispatched calls, only 14,632 are included in the P2/P3 performance calculation. This is due to the lack of 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 September, there were 31,318 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 September 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 (319) and Plantation (644) Public Safety Answering Points (PSAPs). These totals represent 5.52% and 11.20% 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

ORCAT met with the Operator in bi-weekly meetings to review performance metrics and compare Call Center countermeasures. Forms were provided to the Operator to analyze the days missing the busy hour daily standard by reviewing staffing levels, forecasted vs actual call volumes and list actionable countermeasures to address items within the Operator's control.

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

- North: 29 days (increase of 2 days compared to August 2015)
- Central: 24 days (increase of 7 days compared to August 2015)
- South: 24 days (increase of 5 days compared to August 2015)

In comparison, the independent PSAPs in the Cities of Coral Springs and Plantation achieved the daily standard 24 and 14 days, respectively.

2. Incident Management Analysis Driven Initiatives

Municipality generated incidents in September reflected the number one issue continues to be addressing. Event interrogation and verbalizing event details were other frequently occurring issues. ORCAT had discussions with the Operator to determine a better format for highway and intersection entry with the intent of reducing addressing and jurisdictional errors.

3. ORT Meeting High Impact Initiatives

In order to facilitate change in the Open Water Rescue procedures ORCAT worked with and collected requirements from all marine incident stakeholders.

Interposition communications between Fire / Law Dispatchers and Call Takers to Dispatchers continues to be an ongoing concern. ORCAT continues to work with the Operator to determine all the methods of communication being used and the associated policies and guidelines. BSO sent out multiple bulletins outlining expectations for Radio to Radio communication between DLE and FR dispatch.

Contract Performance Measures¹

	GOAL	NORTH	CENTRAL	SOUTH
P1 Call Answer Time - Busiest Hour of the Day (911) 90% Within 10 Secs. ² - (Daily Standard)	30	29	24	24
P1 Call Answer Time - All Calls (911) 95% Within 20 Secs.	95%	98.78%	98.13%	98.01%
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%	88.18%	81.51%	84.47%
P2/P3 Fire Rescue Call For Service Processing Time 99% in 120 Secs.	99%	94.13%	90.38%	92.66%
P2/P3 Fire Rescue Call For Service Processing Time 80% in 60 Secs.	80%	52.94%	32.01%	35.14%
P2/P3 Fire Rescue Call For Service Processing Time 95% in 106 Secs.	95%	85.62%	77.67%	79.54%

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 13-16 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%	97.42%	96.68%	96.05%

³ This performance standard is not included in the agreement for the regional system. See page 21 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 September, there were 44 new call center-related incidents placed in the tracking system. This is a decrease of 6 compared to August 2015. In September 2015, the Regional System handled 195,630 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 that they ended the fiscal year with a budget surplus of \$311,832 from personal services.

BSO Self-Reported Information

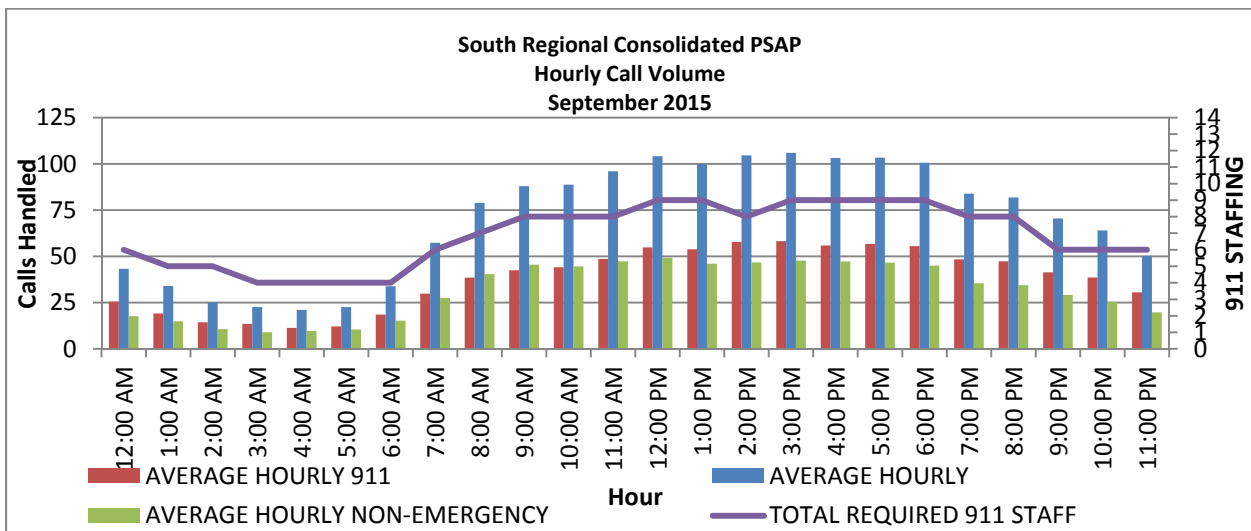
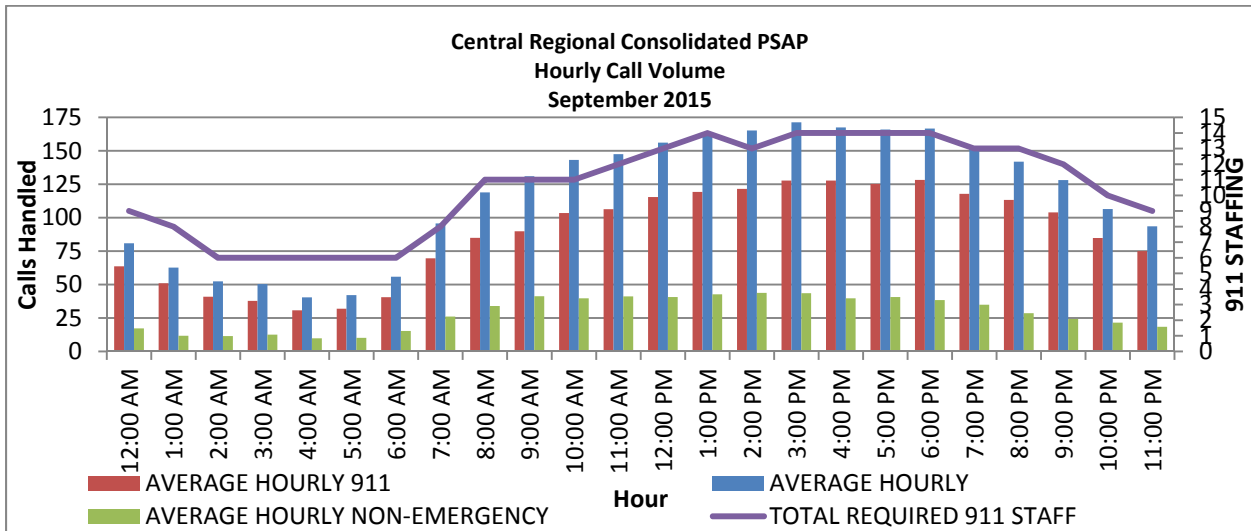
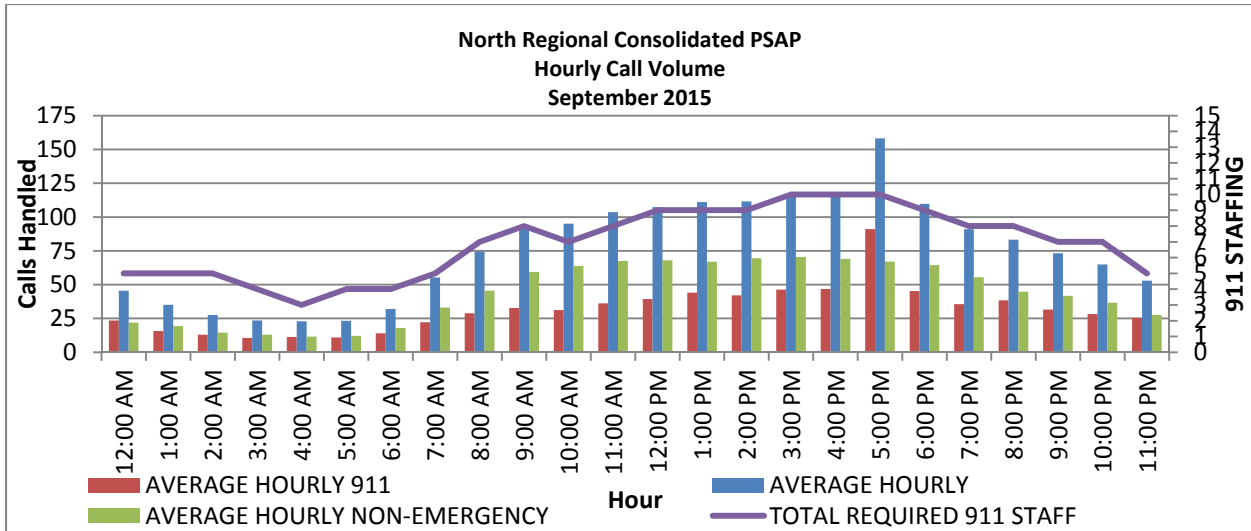
BSO has submitted information on their Quality Assurance initiative and EMD standards (page 37). This information has not been reviewed or validated by County staff.

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

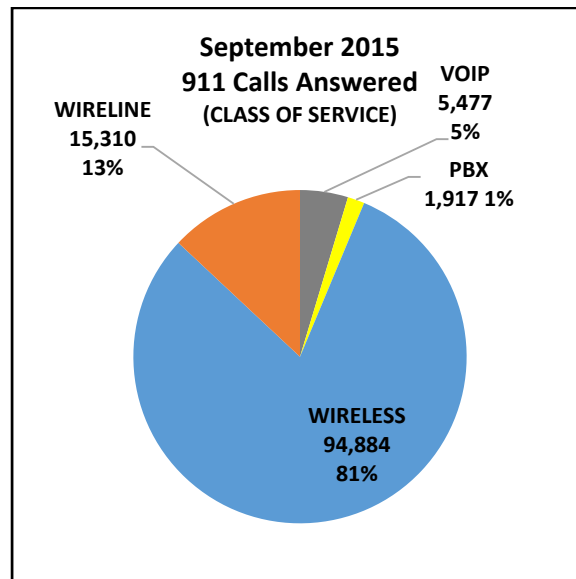
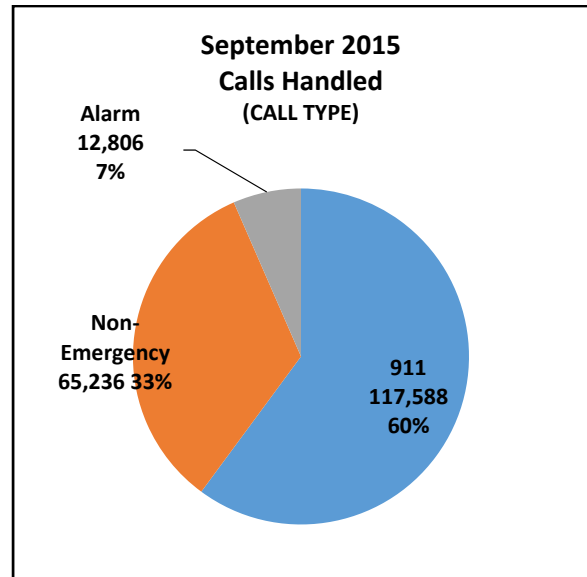
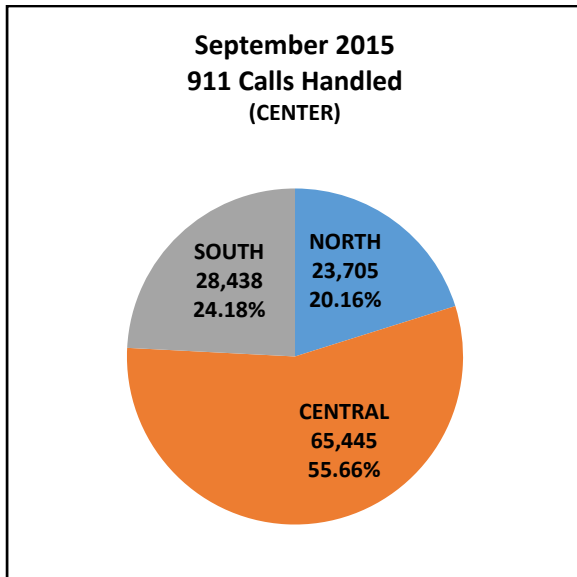


Monthly Call Volume

Class, Type and Regional Center

During the month of September the Regional Consolidated System handled 195,630 incoming calls:

- 911 Calls – 117,588
- Alarm Calls – 12,806
- Non-Emergency Calls – 65,236



The Regional Consolidated System processed 143,088 calls for service in September. The call quantity by discipline is outlined below.

Law Enforcement Calls = 118,873

North = 22,450

Central = 57,801

South = 38,622

Fire Rescue Calls = 24,215

North = 6,252

Central = 11,788

South = 6,175

911 Calls For Service Processed for Fire Rescue* - 14,632

North = 3,149

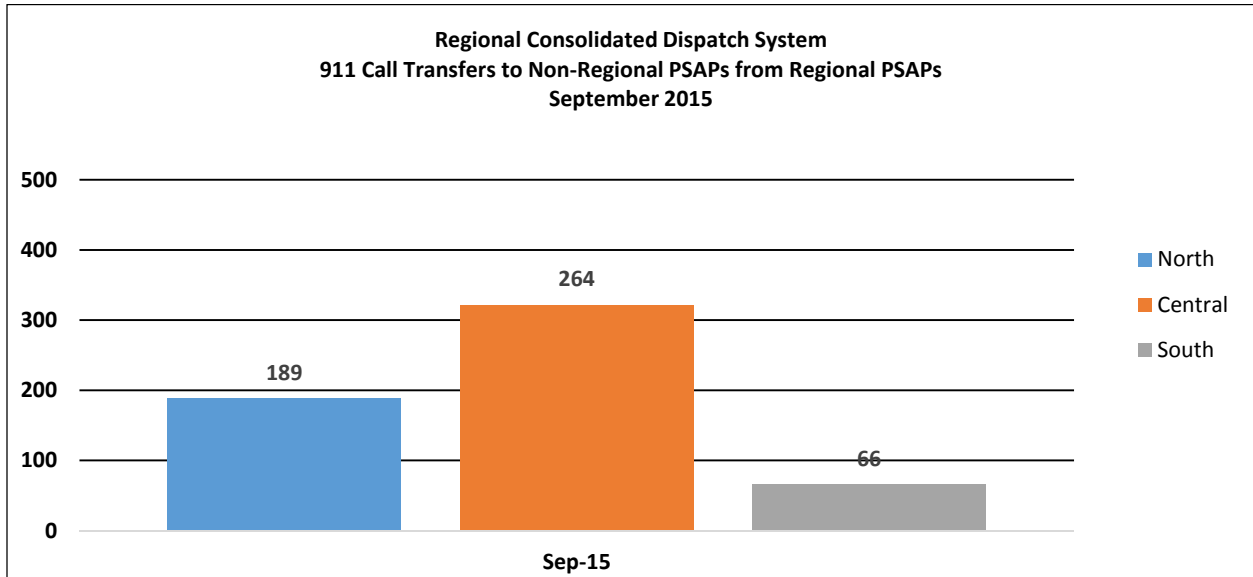
Central = 6,986

South = 4,497

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

A total of 577 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:

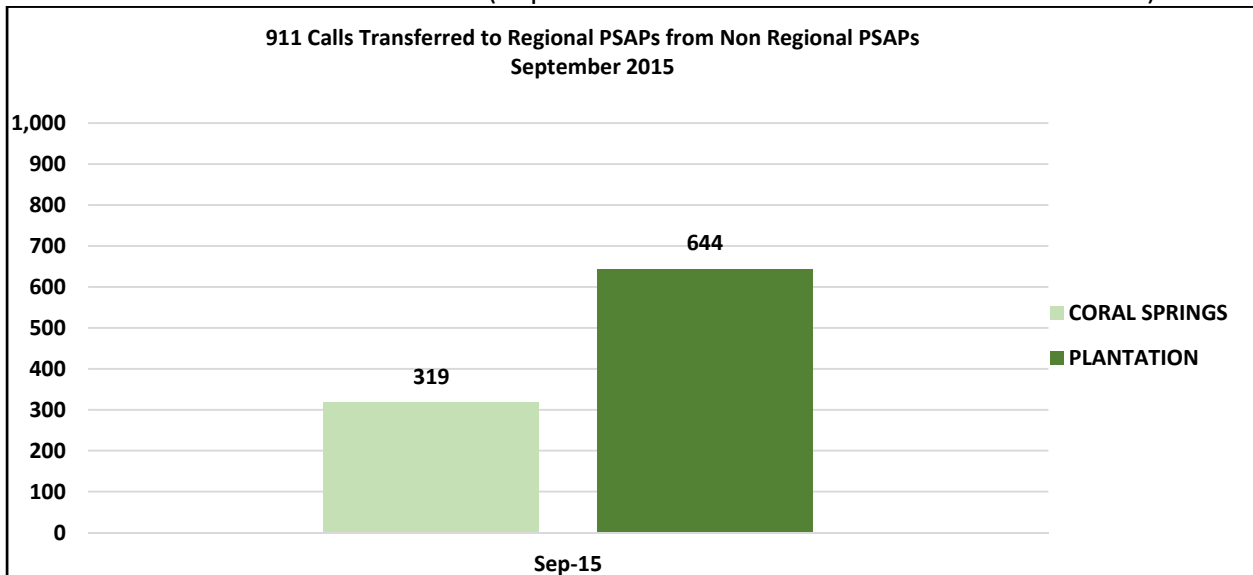
- North Dispatch Center = 189 (Represents 0.80% of Center’s E911 call volume)
- Central Dispatch Center = 322 (Represents 0.47% of Center’s E911 call volume)
- South Dispatch Center = 66 (Represents 0.17% of Center’s E911 call volume)



Call Transfers (To Regional Centers from Non Regional PSAPs)

The breakdown of E911 calls (963 transferred from Coral Springs and Planation) is as follows:

- Coral Springs = 319 (Represents 5.52% of Coral Springs E911 call volume)
- Plantation = 644 (Represents 11.20% of Plantation E911 call volume)



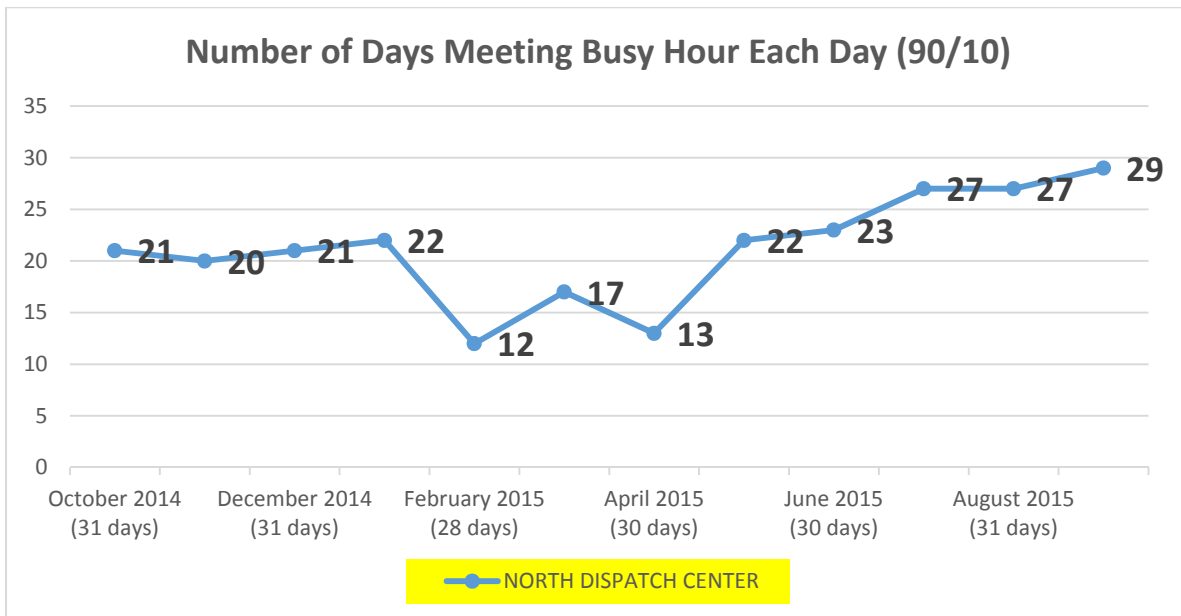
CONTRACT PERFORMANCE MEASURES

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 twelve 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.

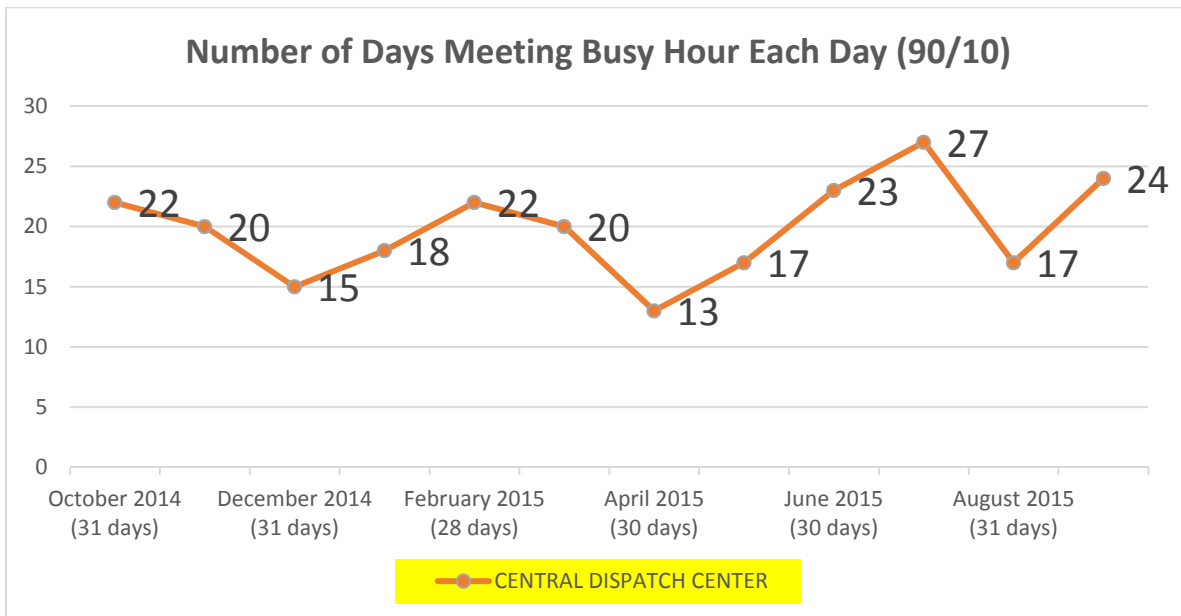
DAILY BUSY HOUR						
MONTH	GOAL	NORTH	CENTRAL	SOUTH	CORAL SPRINGS	PLANTATION
October 2014	31	21	22	19	18	14
November 2014	30	20	20	11	21	11
December 2014	31	21	15	22	19	7
January 2015	31	22	18	19	24	19
February 2015	28	12	22	11	13	14
March 2015	31	17	20	15	17	15
April 2015	30	13	13	17	20	13
May 2015	31	22	17	18	18	10
June 2015	30	23	23	19	19	15
July 2015	31	27	27	21	21	13
August 2015	31	27	17	19	20	11
September 2015	30	29	24	24	24	14

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

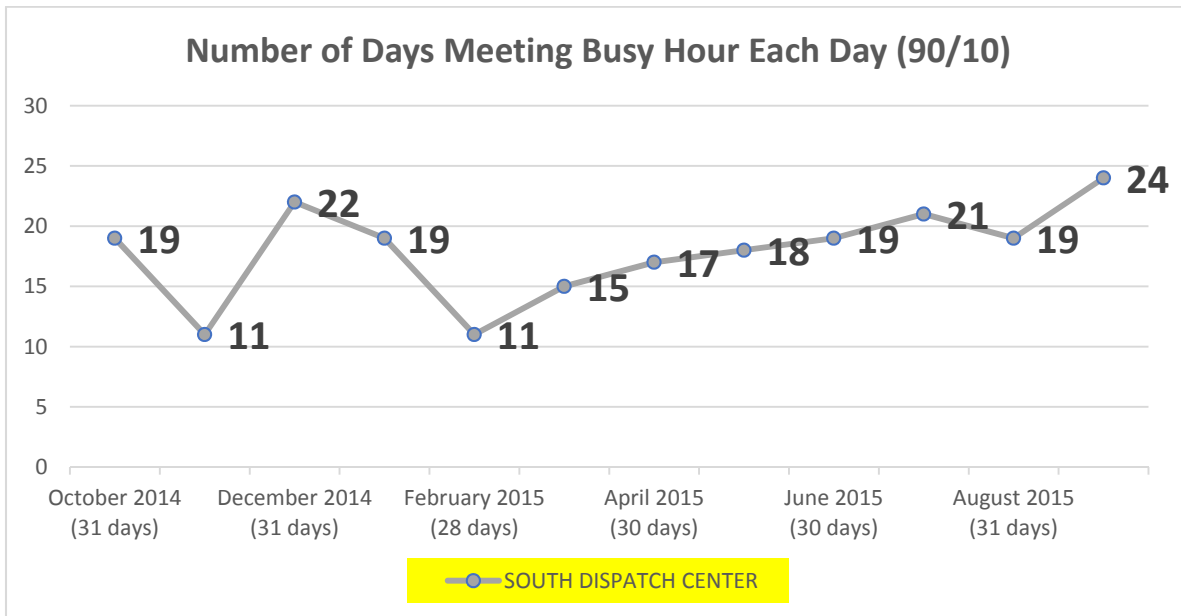


NORTH DAILY BUSY HOUR LINE GRAPH

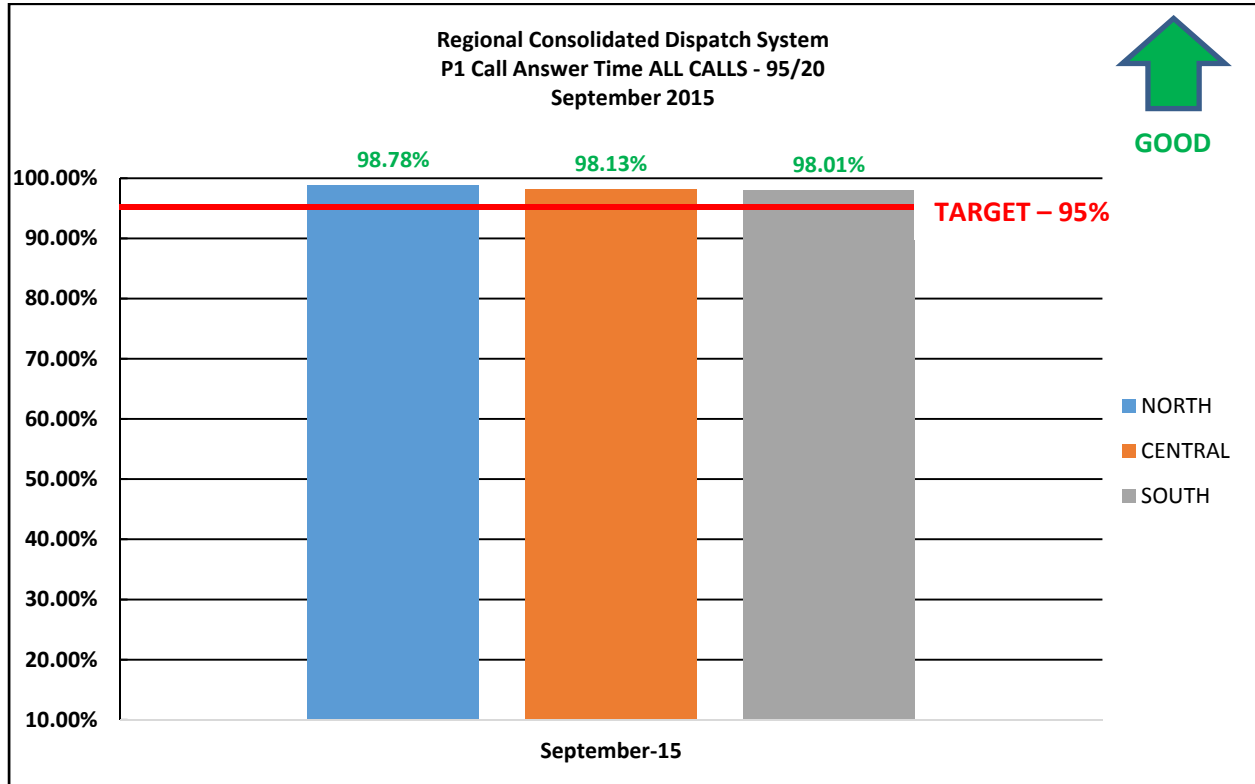
SEPTEMBER 2015											
CENTRAL Daily Busy Hour											
DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO
09/01/2015	2:00 PM	150	150	100.00%	YES	09/16/2015	6:00 PM	146	147	99.32%	YES
09/02/2015	3:00 PM	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

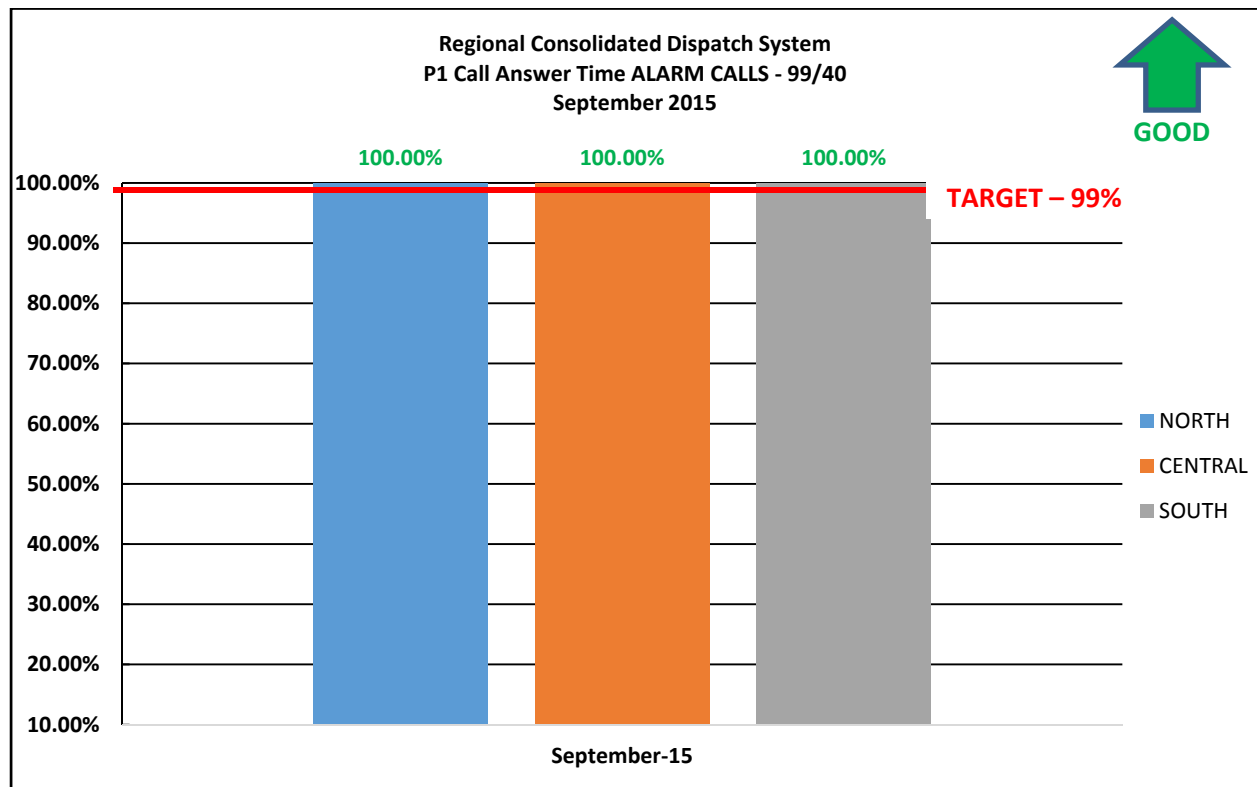
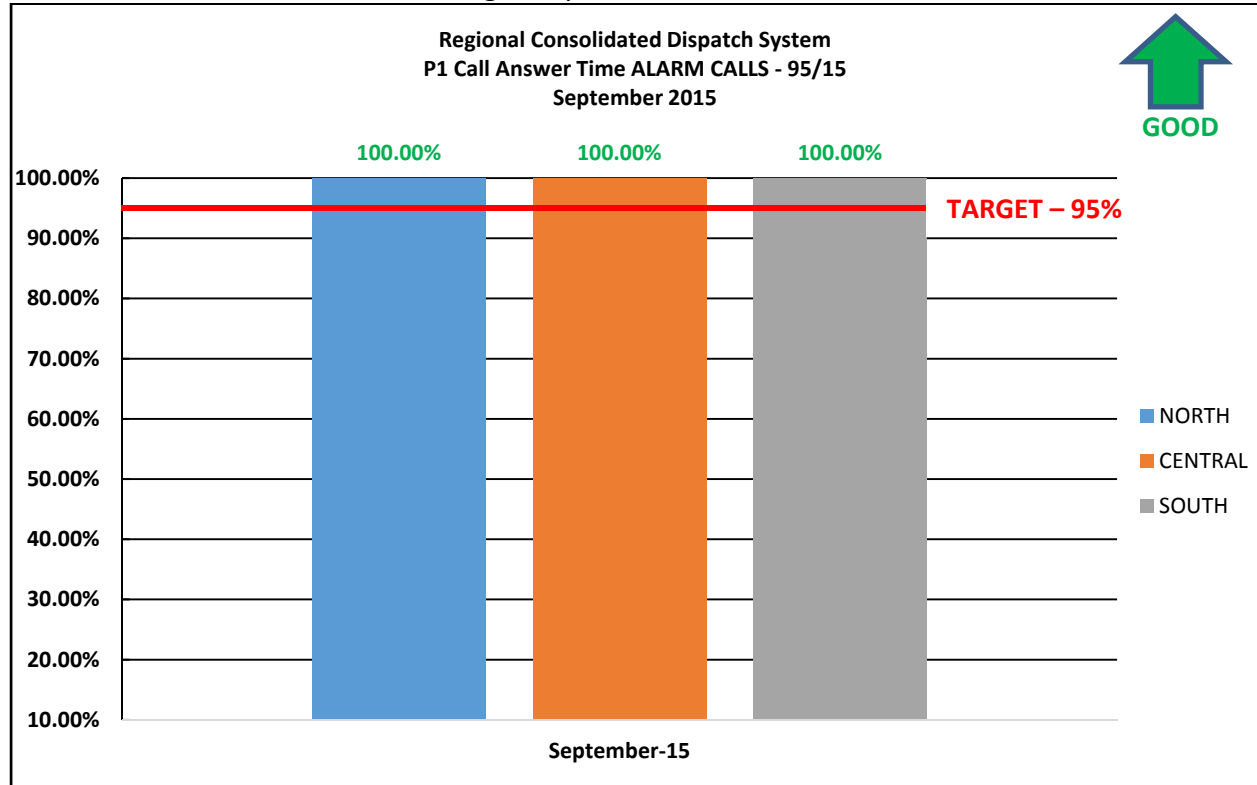


P1 Call Answer Time - All Calls (911) 95% Within 20 Secs.

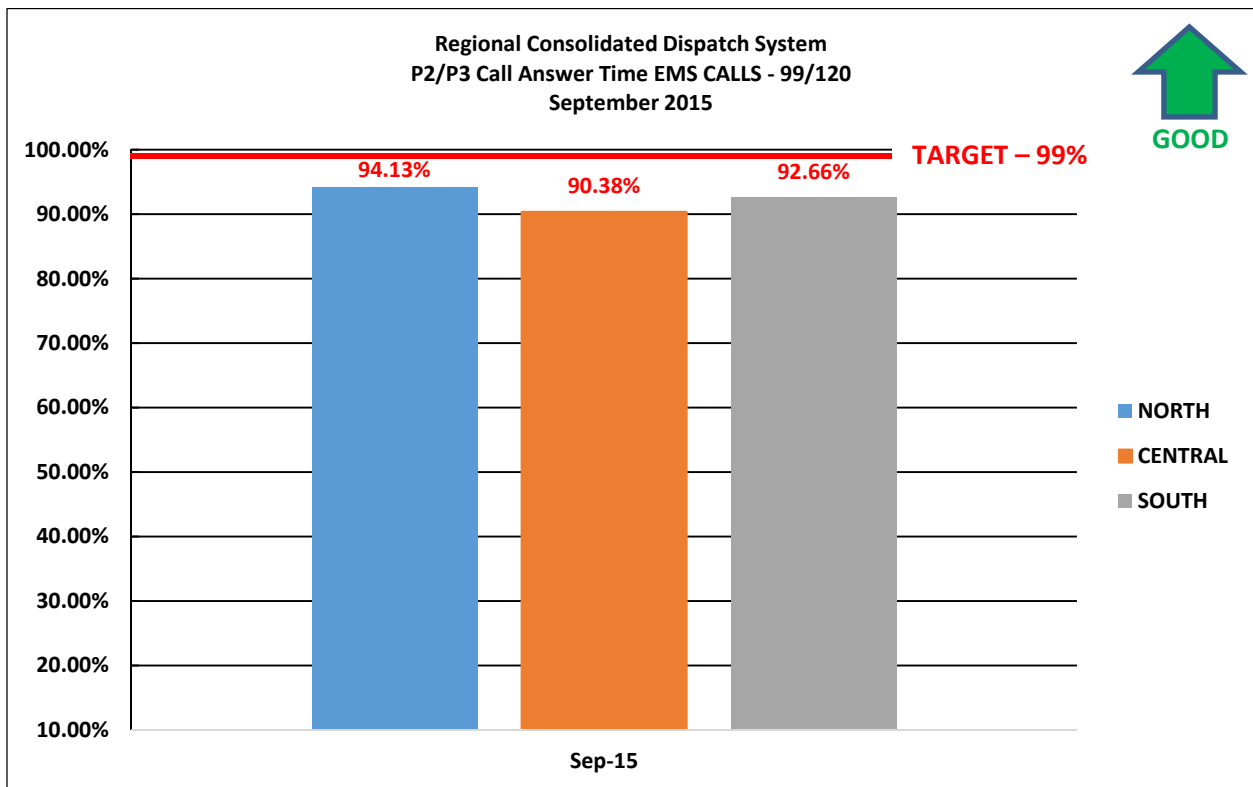
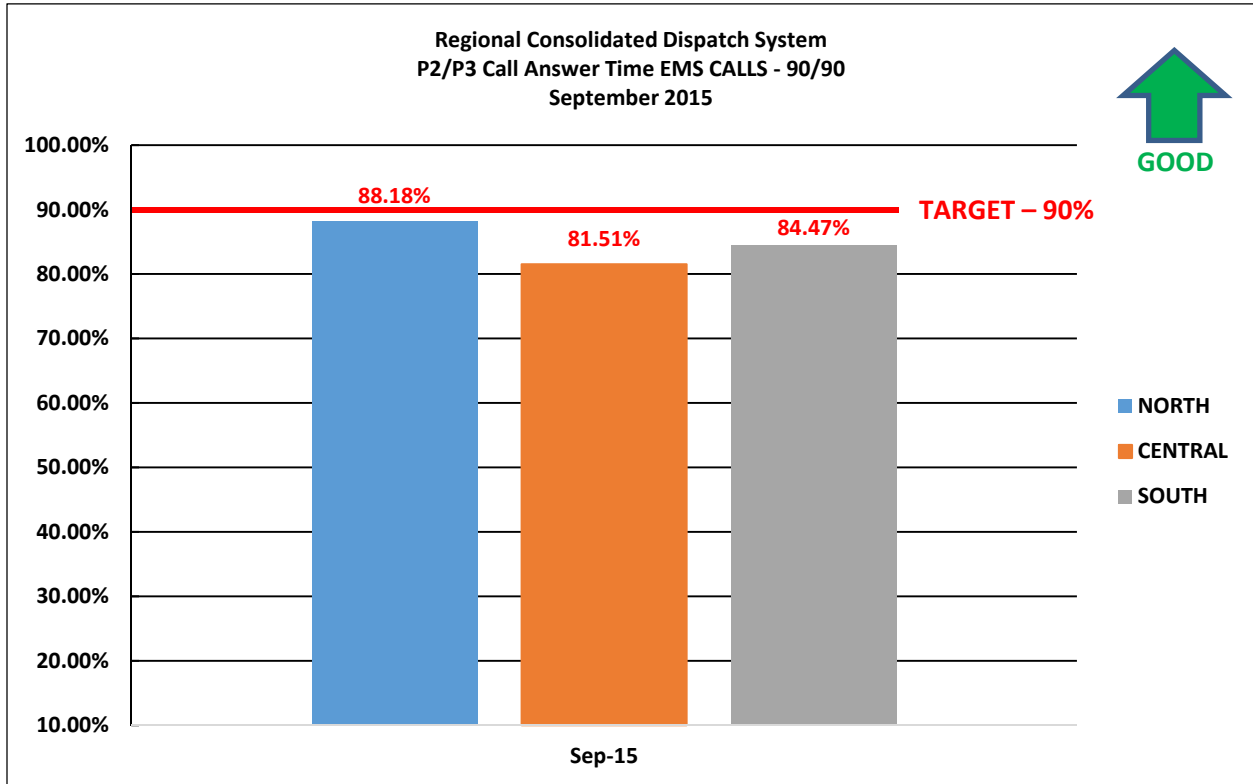


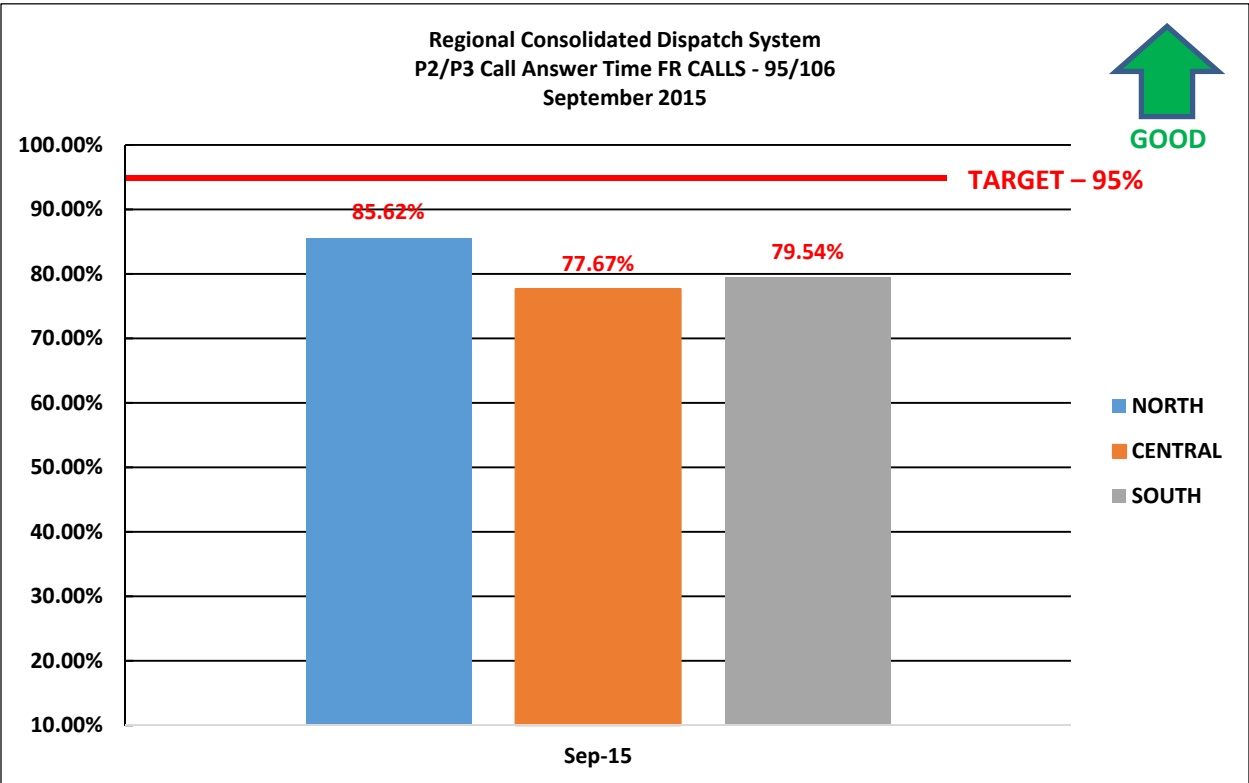
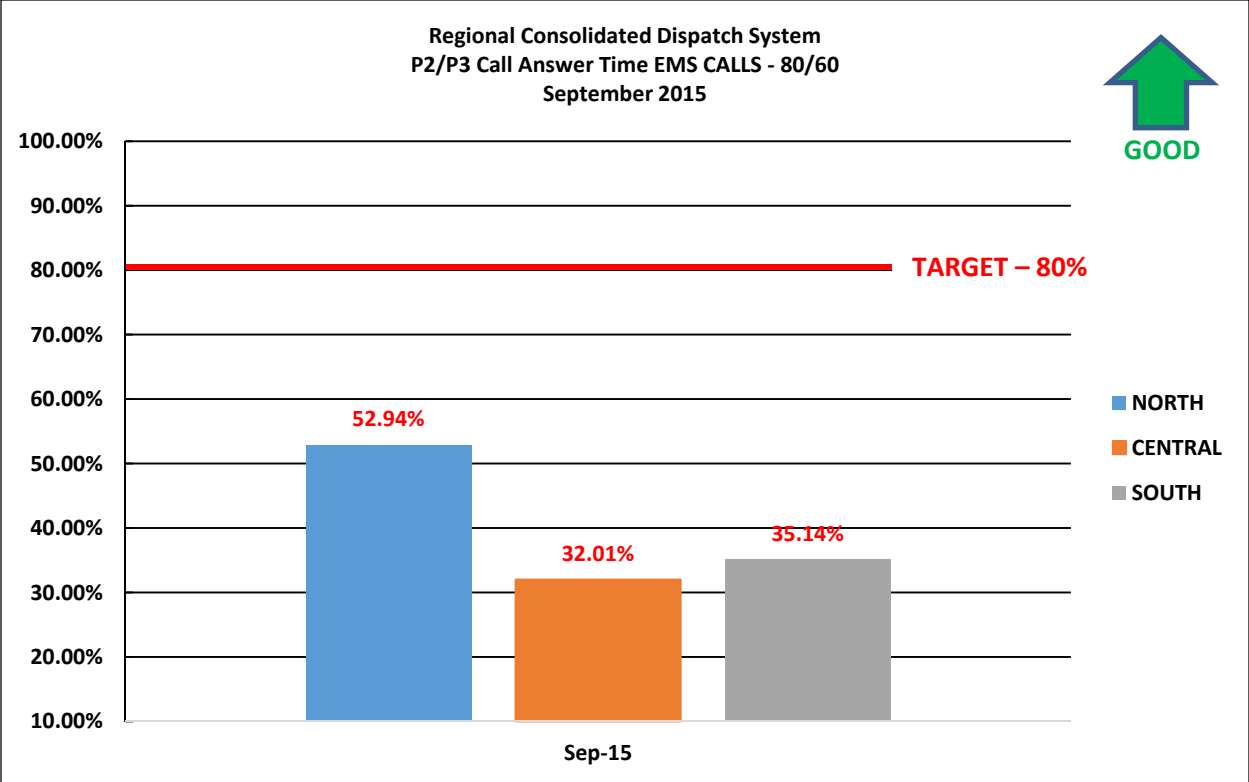
P1 Alarm Call Specific

Calls received from Alarm Monitoring Companies.



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

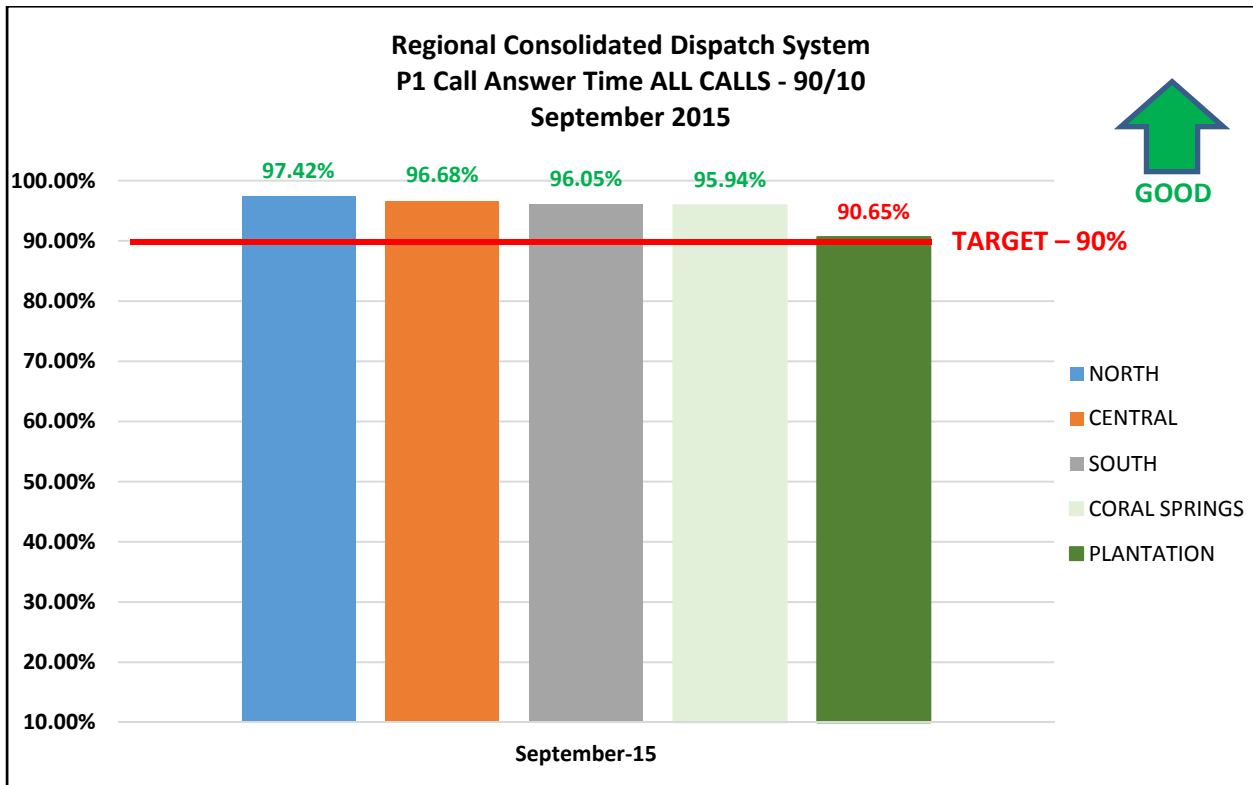




OTHER PERFORMANCE MEASURES

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	3/15
NORTH	42,455	40,738	40,540	43,192	43,128	45,360
<i>% Change</i>	N/A	-4.04%	-0.49%	6.54%	-0.15%	5.18%
CENTRAL	106,594	97,814	107,223	83,889	97,614	116,572
<i>% Change</i>	N/A	-8.24%	9.62%	-21.76%	16.36%	19.42%
SOUTH	58,940	58,354	58,913	56,201	51,247	59,501
<i>% Change</i>	N/A	-0.99%	0.96%	-4.60%	-8.81%	16.11%
TOTAL	207,989	196,906	206,676	183,282	191,989	221,433
<i>% Change</i>	N/A	-5.33%	4.96%	-11.32%	4.75%	15.34%

	4/15	5/15	6/15	7/15	8/15	9/15
NORTH	40,546	43,922	48,633	59,790	57,945	56,609
<i>% Change</i>	-10.61%	8.33%	10.73%	22.94%	-3.09%	-2.31%
CENTRAL	106,724	114,077	101,372	95,663	93,385	86,834
<i>% Change</i>	-8.45%	6.89%	-11.14%	-5.63%	-2.38%	-7.02%
SOUTH	56,769	58,630	55,314	57,400	55,765	52,187
<i>% Change</i>	-4.59%	3.28%	-5.66%	3.77%	-2.85%	-6.42%
TOTAL	204,039	216,629	205,319	212,853	207,095	195,630
<i>% Change</i>	-7.86%	6.17%	-5.22%	3.67%	-2.71%	-5.54%

911 Calls

	10/14	11/14	12/14	1/15	2/15	3/15
NORTH	22,266	22,030	24,346	24,144	23,915	23,457
<i>% Change</i>	N/A	-1.06%	10.51%	-0.83%	-0.95%	-1.92%
CENTRAL	67,383	63,411	69,340	65,251	61,369	71,101
<i>% Change</i>	N/A	-5.89%	9.35%	-5.90%	-5.95%	15.86%
SOUTH	31,238	28,803	31,053	30,129	26,967	30,778
<i>% Change</i>	N/A	-7.79%	7.81%	-2.98%	-10.49%	14.13%
TOTAL	120,887	114,244	124,739	119,524	112,251	125,336
<i>% Change</i>	N/A	-5.50%	9.19%	-4.18%	-6.08%	11.66%

	4/15	5/15	6/15	7/15	8/15	9/15
NORTH	22,407	24,431	22,936	23,413	23,320	23,705
<i>% Change</i>	-4.48%	9.03%	-6.12%	2.08%	-0.40%	1.65%
CENTRAL	68,014	71,824	70,529	71,865	70,755	65,445
<i>% Change</i>	-4.34%	5.60%	-1.80%	1.89%	-1.54%	-7.50%
SOUTH	29,971	30,560	27,657	30,034	31,548	28,438
<i>% Change</i>	-2.62%	1.97%	-9.50%	8.59%	5.04%	-9.86%
TOTAL	120,392	126,815	121,122	125,312	125,623	117,588
<i>% Change</i>	-3.94%	5.34%	-4.49%	3.46%	0.25%	-6.40%

Non 911 Calls

	10/14	11/14	12/14	1/15	2/15	3/15
NORTH	20,189	18,708	18,510	19,048	19,213	21,903
<i>% Change</i>	N/A	-7.34%	-1.06%	2.91%	0.87%	14.00%
CENTRAL	39,211	34,403	37,883	37,012	36,245	45,471
<i>% Change</i>	N/A	-12.26%	10.12%	-2.30%	-2.07%	25.45%
SOUTH	27,702	29,551	27,860	26,072	24,280	28,723
<i>% Change</i>	N/A	6.67%	-5.72%	-6.42%	-6.87%	18.30%
TOTAL	87,102	82,662	84,253	82,132	79,738	96,097
<i>% Change</i>	N/A	-5.10%	1.92%	-2.52%	-2.91%	20.52%

	4/15	5/15	6/15	7/15	8/15	9/15
NORTH	18,139	19,491	25,697	36,377	34,625	32,904
<i>% Change</i>	-17.18%	7.45%	31.84%	41.56%	-4.82%	-4.97%
CENTRAL	38,710	42,253	30,843	23,798	22,630	21,389
<i>% Change</i>	-14.87%	9.15%	-27.00%	-22.84%	-4.91%	-5.48%
SOUTH	26,798	28,070	27,657	27,366	24,217	23,749
<i>% Change</i>	-6.70%	4.75%	-1.47%	-1.05%	-11.51%	-1.93%
TOTAL	83,647	89,814	84,197	87,541	81,472	78,042
<i>% Change</i>	-12.96%	7.37%	-6.25%	3.97%	-6.93%	-4.21%

YTD DATA - TRANSFERS

911 Call Transfers to Non-Regional PSAPs from Regional System

	10/14	11/14	12/14	1/15	2/15	3/15
NORTH	170	166	213	194	179	160
% Change	N/A	-2.35%	28.31%	-8.92%	-7.73%	-10.61%
CENTRAL	264	288	291	310	321	337
% Change	N/A	9.09%	1.04%	6.53%	3.55%	4.98%
SOUTH	59	67	76	65	52	66
% Change	N/A	13.56%	13.43%	-14.47%	-20.00%	26.92%
TOTAL	493	521	580	569	552	563
% Change	N/A	5.68%	11.32%	-1.90%	-2.99%	1.99%

	4/15	5/15	6/15	7/15	8/15	9/15
NORTH	156	158	140	145	140	189
% Change	-2.50%	1.28%	-11.39%	3.57%	-3.45%	35.00%
CENTRAL	334	380	313	325	331	332
% Change	-0.89%	13.77%	-17.63%	3.83%	1.85%	0.30%
SOUTH	46	83	70	71	54	66
% Change	-30.30%	80.43%	-15.66%	1.43%	-23.94%	22.22%
TOTAL	536	621	523	541	525	587
% Change	-4.80%	15.86%	-15.78%	3.44%	-2.96%	11.81%

911 Call Transfers to Regional PSAPs from Non Regional PSAPs

	10/14	11/14	12/14	1/15	2/15	3/15
CORAL SPRINGS	346	295	352	337	333	329
% Change	N/A	-14.74%	19.32%	-4.26%	-1.19%	-1.20%
PLANTATION	718	731	782	760	730	789
% Change	N/A	1.81%	6.98%	-2.81%	-3.95%	8.08%
TOTAL	1,064	1,026	1,134	1,097	1,063	1,118
% Change	N/A	-3.57%	10.53%	-3.26%	-3.10%	5.17%

	4/15	5/15	6/15	7/15	8/15	9/15
CORAL SPRINGS	299	317	312	314	328	319
% Change	-9.12%	6.02%	-1.58%	0.64%	4.46%	-2.74%
PLANTATION	803	839	797	811	590	644
% Change	1.77%	4.48%	-5.01%	1.76%	-27.25%	9.15%
TOTAL	1,102	1,156	1,109	1,125	918	963
% Change	-1.43%	4.90%	-4.07%	1.44%	-18.40%	4.90%

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	3/15
GOAL	95%	95%	95%	95%	95%	95%
NORTH	97.59%	96.85%	97.38%	96.79%	96.17%	95.46%
<i>% Change</i>	N/A	-0.76%	0.55%	-0.61%	-0.64%	-0.74%
CENTRAL	98.77%	98.01%	97.25%	96.73%	97.54%	96.93%
<i>% Change</i>	N/A	-0.77%	-0.78%	-0.53%	0.84%	-0.63%
SOUTH	96.33%	95.40%	97.51%	96.53%	96.77%	95.76%
<i>% Change</i>	N/A	-0.97%	2.21%	-1.01%	0.25%	-1.04%

	4/15	5/15	6/15	7/15	8/15	9/15
GOAL	95%	95%	95%	95%	95%	95%
NORTH	95.71%	96.95%	96.99%	97.82%	98.10%	98.78%
<i>% Change</i>	0.26%	1.30%	0.04%	0.86%	0.29%	0.69%
CENTRAL	97.81%	97.32%	98.09%	97.65%	96.79%	98.13%
<i>% Change</i>	0.91%	-0.50%	0.79%	-0.45%	-0.88%	1.38%
SOUTH	95.83%	96.14%	95.91%	96.69%	96.02%	98.01%
<i>% Change</i>	0.07%	0.32%	-0.24%	0.81%	-0.69%	2.07%

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>	<u>3/15</u>
GOAL	95%	95%	95%	95%	95%	95%
NORTH	97.32%	100.00%	100.00%	100.00%	100.00%	100.00%
% Change	N/A	2.75%	0.00%	0.00%	0.00%	0.00%
CENTRAL	99.42%	100.00%	100.00%	100.00%	100.00%	100.00%
% Change	N/A	0.58%	0.00%	0.00%	0.00%	0.00%
SOUTH	96.91%	100.00%	100.00%	100.00%	99.98%	100.00%
% Change	N/A	3.19%	0.00%	0.00%	-0.02%	0.02%

	<u>4/15</u>	<u>5/15</u>	<u>6/15</u>	<u>7/15</u>	<u>8/15</u>	<u>9/15</u>
GOAL	95%	95%	95%	95%	95%	95%
NORTH	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
% Change	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
CENTRAL	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
% Change	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
SOUTH	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
% Change	0.00%	0.00%	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>	<u>3/15</u>
GOAL	99%	99%	99%	99%	99%	99%
NORTH	99.49%	100.00%	100.00%	100.00%	100.00%	100.00%
% Change	N/A	0.51%	0.00%	0.00%	0.00%	0.00%
CENTRAL	99.42%	100.00%	100.00%	100.00%	100.00%	100.00%
% Change	N/A	0.58%	0.00%	0.00%	0.00%	0.00%
SOUTH	99.45%	100.00%	100.00%	100.00%	100.00%	100.00%
% Change	N/A	0.55%	0.00%	0.00%	0.00%	0.00%

	<u>4/15</u>	<u>5/15</u>	<u>6/15</u>	<u>7/15</u>	<u>8/15</u>	<u>9/15</u>
GOAL	99%	99%	99%	99%	99%	99%
NORTH	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
% Change	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
CENTRAL	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
% Change	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
SOUTH	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
% Change	0.00%	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	3/15
GOAL	90%	90%	90%	90%	90%	90%
NORTH	88.02%	90.24%	89.87%	89.19%	89.62%	89.72%
<i>% Change</i>	N/A	2.52%	-0.41%	-0.76%	0.48%	0.11%
CENTRAL	82.76%	83.81%	85.08%	85.72%	85.01%	84.79%
<i>% Change</i>	N/A	1.27%	1.52%	0.75%	-0.83%	-0.26%
SOUTH	86.22%	88.23%	88.44%	88.60%	86.79%	85.51%
<i>% Change</i>	N/A	2.33%	0.24%	0.18%	-2.04%	-1.47%

	4/15	5/15	6/15	7/15	8/15	9/15
GOAL	90%	90%	90%	90%	90%	90%
NORTH	87.89%	86.97%	87.13%	87.52%	87.43%	88.18%
<i>% Change</i>	-2.04%	-1.05%	0.18%	0.45%	-0.10%	0.86%
CENTRAL	83.09%	83.37%	82.63%	82.13%	81.58%	81.51%
<i>% Change</i>	-2.00%	0.34%	-0.89%	-0.61%	-0.67%	-0.09%
SOUTH	85.28%	85.64%	83.32%	82.94%	83.11%	84.47%
<i>% Change</i>	-0.27%	0.42%	-2.71%	-0.46%	0.20%	1.64%

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	3/15
GOAL	99%	99%	99%	99%	99%	99%
NORTH	93.59%	94.51%	94.82%	95.17%	95.13%	95.70%
<i>% Change</i>	N/A	0.98%	0.33%	0.37%	-0.04%	0.60%
CENTRAL	91.15%	91.85%	92.16%	92.96%	92.33%	92.35%
<i>% Change</i>	N/A	0.77%	0.34%	0.87%	-0.68%	0.02%
SOUTH	92.56%	94.09%	93.97%	94.24%	93.25%	92.91%
<i>% Change</i>	N/A	1.65%	-0.13%	0.29%	-1.05%	-0.36%

	4/15	5/15	6/15	7/15	8/15	9/15
GOAL	99%	99%	99%	99%	99%	99%
NORTH	94.17%	93.53%	93.62%	94.08%	93.92%	94.13%
<i>% Change</i>	-1.60%	-0.68%	0.10%	0.49%	-0.17%	0.22%
CENTRAL	91.73%	91.52%	91.37%	91.12%	81.58%	90.38%
<i>% Change</i>	-0.67%	-0.23%	-0.16%	-0.27%	-10.47%	10.79%
SOUTH	92.81%	92.67%	91.01%	91.44%	91.91%	92.66%
<i>% Change</i>	-0.11%	-0.15%	-1.79%	0.47%	0.51%	0.82%

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	3/15
GOAL	80%	80%	80%	80%	80%	80%
NORTH	42.74%	68.00%	71.67%	53.15%	51.97%	50.00%
<i>% Change</i>	N/A	59.10%	5.40%	-25.84%	-2.22%	-3.79%
CENTRAL	32.67%	61.56%	63.64%	39.45%	43.50%	39.11%
<i>% Change</i>	N/A	88.43%	3.38%	-38.01%	10.27%	-10.09%
SOUTH	44.67%	68.38%	75.55%	41.76%	46.97%	43.13%
<i>% Change</i>	N/A	53.08%	10.49%	-44.73%	12.48%	-8.18%

	4/15	5/15	6/15	7/15	8/15	9/15
GOAL	80%	80%	80%	80%	80%	80%
NORTH	45.81%	46.71%	43.48%	43.87%	48.81%	52.94%
<i>% Change</i>	-8.38%	1.96%	-6.92%	0.90%	11.26%	8.46%
CENTRAL	35.69%	32.68%	33.04%	43.87%	29.41%	32.01%
<i>% Change</i>	-8.74%	-8.43%	1.10%	32.78%	-32.96%	8.84%
SOUTH	39.57%	37.23%	39.38%	34.80%	34.60%	35.14%
<i>% Change</i>	-8.25%	-5.91%	5.77%	-11.63%	-0.57%	1.56%

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	3/15
GOAL	95%	95%	95%	95%	95%	99%
NORTH	73.50%	84.00%	86.67%	83.22%	92.13%	84.62%
<i>% Change</i>	N/A	14.29%	3.18%	-3.98%	10.71%	-8.15%
CENTRAL	70.96%	78.55%	80.35%	77.37%	78.85%	79.89%
<i>% Change</i>	N/A	10.70%	2.29%	-3.71%	1.91%	1.32%
SOUTH	84.77%	81.62%	85.59%	78.16%	84.34%	81.30%
<i>Change</i>	N/A	-3.72%	4.86%	-8.68%	7.91%	-3.60%

	4/15	5/15	6/15	7/15	8/15	9/15
GOAL	99%	95%	95%	95%	95%	95%
NORTH	81.29%	82.89%	81.88%	80.00%	88.10%	85.62%
<i>% Change</i>	-3.94%	1.97%	-1.22%	-2.30%	10.13%	-2.81%
CENTRAL	75.35%	77.12%	71.88%	72.06%	72.55%	77.67%
<i>% Change</i>	-5.68%	2.35%	-6.79%	0.25%	0.68%	7.06%
SOUTH	81.70%	78.79%	80.53%	78.04%	74.14%	79.54%
<i>% Change</i>	0.49%	-3.56%	2.21%	-3.09%	-5.00%	7.28%

OTHER PERFORMANCE MEASURES

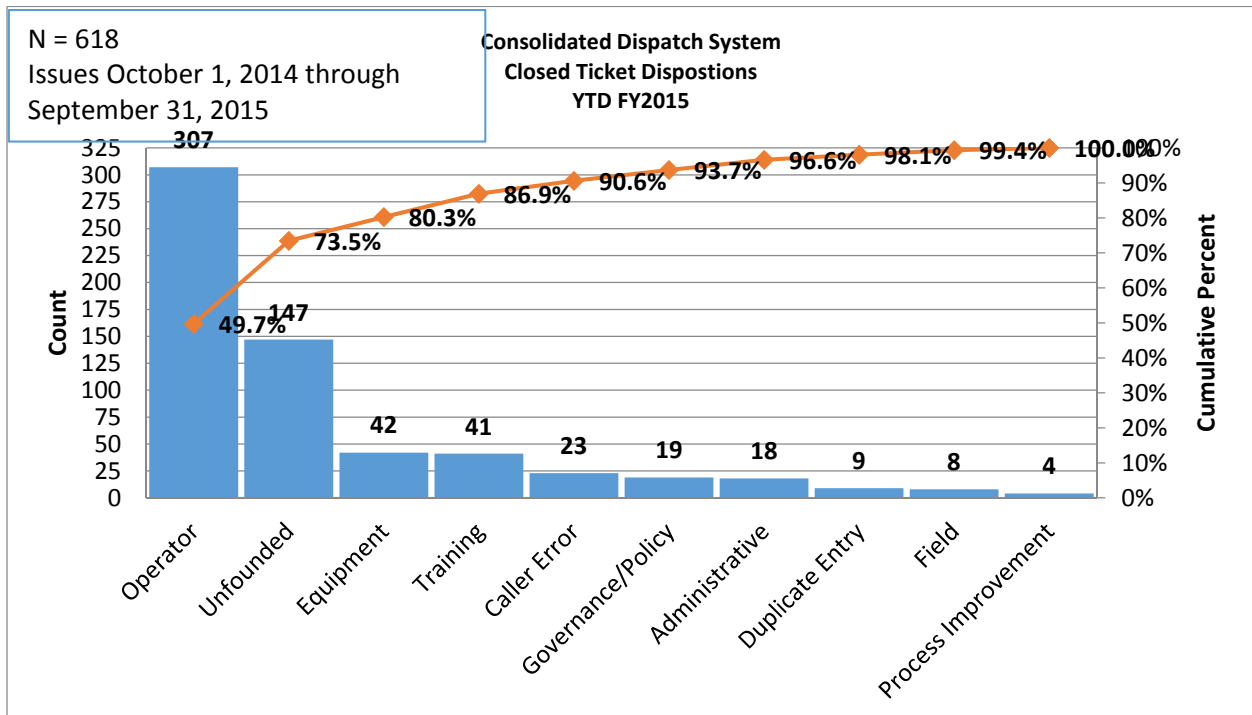
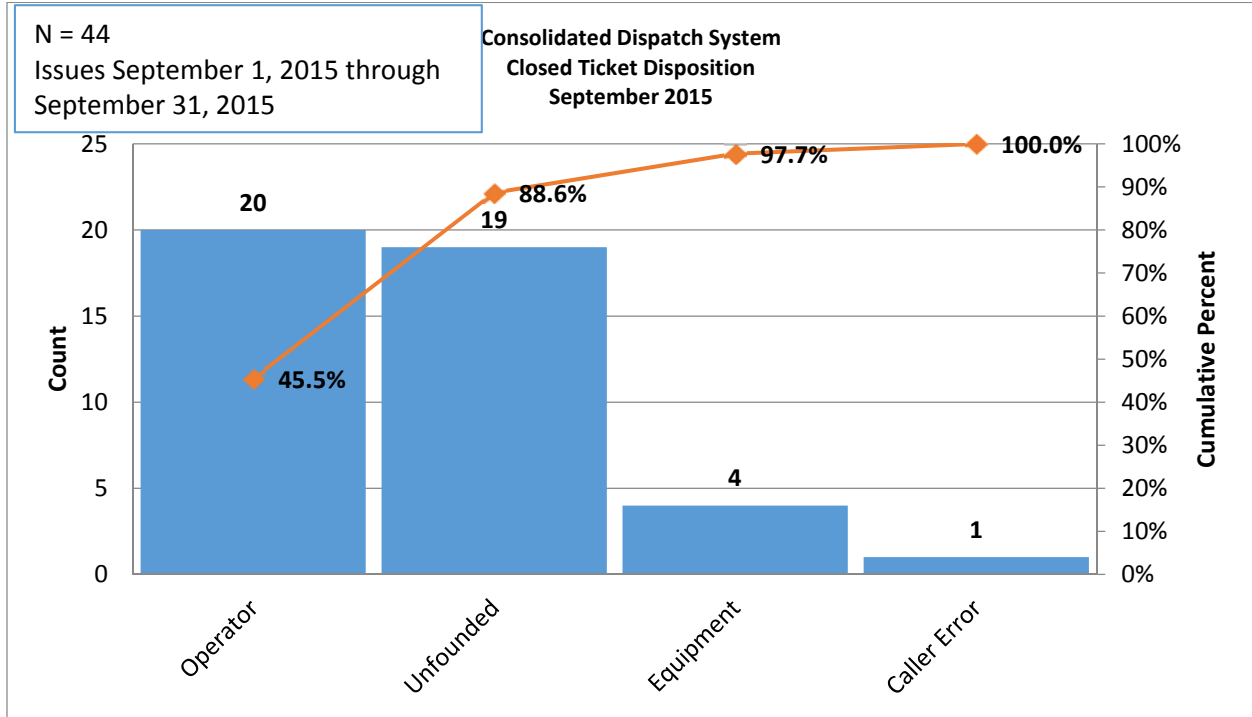
P1 Call Answer Time (All Calls) – 90% of calls answered within 10 seconds

	10/14	11/14	12/14	1/15	2/15	3/15
GOAL	90%	90%	90%	90%	90%	90%
NORTH	94.90%	94.91%	95.74%	94.64%	92.62%	91.62%
% Change	N/A	0.01%	0.87%	-1.15%	-2.13%	-1.08%
CENTRAL	95.96%	95.51%	93.05%	92.34%	94.01%	93.65%
% Change	N/A	-0.47%	-2.58%	-0.76%	1.81%	-0.38%
SOUTH	91.35%	90.77%	94.39%	92.55%	92.72%	91.09%
% Change	N/A	-0.63%	3.99%	-1.95%	0.18%	-1.76%

	4/15	5/15	6/15	7/15	8/15	9/15
GOAL	90%	90%	90%	90%	90%	90%
NORTH	92.62%	94.94%	95.01%	95.69%	96.52%	97.42%
% Change	1.09%	2.50%	0.07%	0.72%	0.87%	0.93%
CENTRAL	94.04%	94.08%	95.78%	95.97%	94.61%	96.68%
% Change	0.42%	0.04%	1.81%	0.20%	-1.42%	2.19%
SOUTH	90.98%	91.56%	91.22%	93.19%	92.64%	96.05%
% Change	-0.12%	0.64%	-0.37%	2.16%	-0.59%	3.68%

OPERATOR REVIEWS/PROCESS IMPROVEMENTS/OPPORTUNITIES

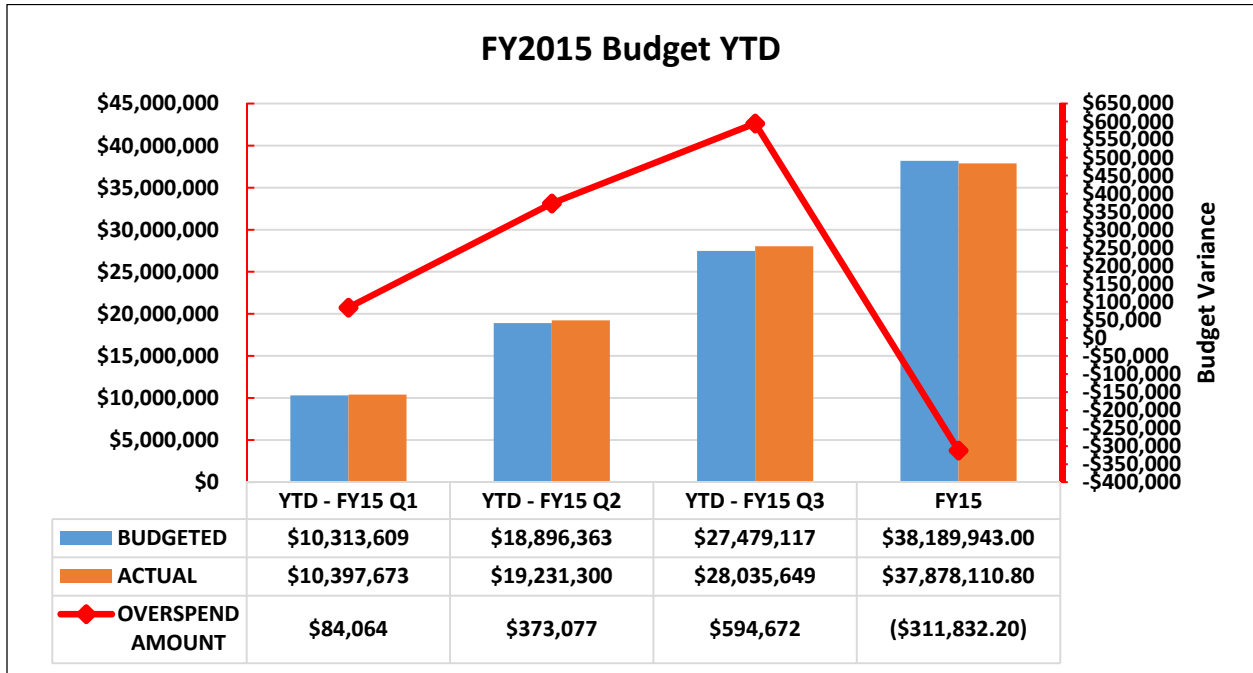
The following Pareto Charts illustrate the number of closed issues in the tracking system. Through the month of September 2015, 2,449,840 incoming calls have been handled by County's Regional Communications System. The Quality Improvement Team will be reviewing each outstanding issue to determine the 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



This data includes all funds received from the Broward County Board of County Commissioners and spent on Personal Services.

BSO SELF-REPORTED INFORMATION

SEPTEMBER 2015

Quality Assurance Unit – September

In the month of September members from the Q & A Unit were reassigned to call taking and dispatch duties in the PSAP locations resulting in a reduced number of QA reviews for the month.

Total call volume:	195,850
Total QA's processed	77
Non-Compliant Reviews	62
Compliant Reviews	15
Counseling Reports	8
Internal Affairs Cases	1
Commendable	0
Remedial	1

North

Calls Reviewed	15
Compliant	47%
Non- Compliant	53%

Central

Calls Reviewed	39
Compliant	18%
Non-Compliant	82%

South

Calls Reviewed	23
Compliant	4%
Non-Compliant	96%

Trending SOP Violations:

SOP 1.4.2	Caller Interrogation
SOP 1.3	Address Verification

NAEMD Scores (National Academy of Emergency Medical Dispatch)

Total Calls Processed	10,926
Total Calls Evaluated	603
Percentage of calls Evaluated	5.52%
Total # of Operators Reviewed	306
Total # of Operators 100% Compliant	93
Total # of Operators Non-Compliant	40

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