

January 2025 Monthly Contracted Performance Scorecard Broward County Regional Consolidated Dispatch System

Metric	Count	Attained	Target	Attainment Percentage
P1 Call Answer Time - Busy Hour of 1700 hrs. (NENA 56-005)	5,385	5,202	90% within 10 seconds	96.6%
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	31	28	100% of days in the month	90.3%
P1 Call Answering Time - All 911 Calls (NENA 56-005)	89,489	88,190	95% within 20 seconds	98.5%
P1 Call Answer Time - Alarm Lines	5,057	4,956	95% within 15 seconds	98.0%
P1 Call Answer Time - Alarm Lines	5,057	5,015	99% within 40 seconds	99.2%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,477	7,035	90% within 90 seconds	56.4%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,477	9,615	99% within 120 seconds	77.1%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,473	473	80% within 60 seconds	13.6%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,473	584	90% within 64 seconds	16.8%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,473	1,864	95% within 106 seconds	53.7%

NFPA 2019 Analysis

P2/P3 EMD Echo	173	59	90% within 60 seconds	34.1%
P2/P3 EFD Echo	56	20	90% within 60 seconds	35.7%
P2/P3 EMD Delta	2,676	774	90% within 60 seconds	28.9%
P2/P3 EFD Delta	145	40	90% within 60 seconds	27.6%
P2/P3 EMD Delta & Echo	2,849	833	90% within 60 seconds	29.2%
P2/P3 EFD Delta & Echo	201	60	90% within 60 seconds	29.9%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	89,489	87,677	90% within 15 seconds	98.0%
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January 2025 Monthly Contracted Performance Scorecard

Broward County Regional Consolidated Dispatch System

EMD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	7%	10%
Low Compliance	<= 10%	5%	4%
Non-Compliant	<= 7%	12%	10%

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.65%	0.41%
Major Deviation	<= 3%	0.79%	0.90%
Moderate Deviation	<= 3%	1.02%	1.26%
Minor Deviation	<= 3%	1.71%	2.06%

EFD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	5%	8%
Low Compliance	<= 10%	4%	10%
Non-Compliant	<= 7%	8%	12%

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.39%	0.76%
Major Deviation	<= 3%	0.95%	1.76%
Moderate Deviation	<= 3%	1.77%	2.93%
Minor Deviation	<= 3%	2.49%	2.46%

EPD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%		
Low Compliance	<= 10%		
Non-Compliant	<= 7%		

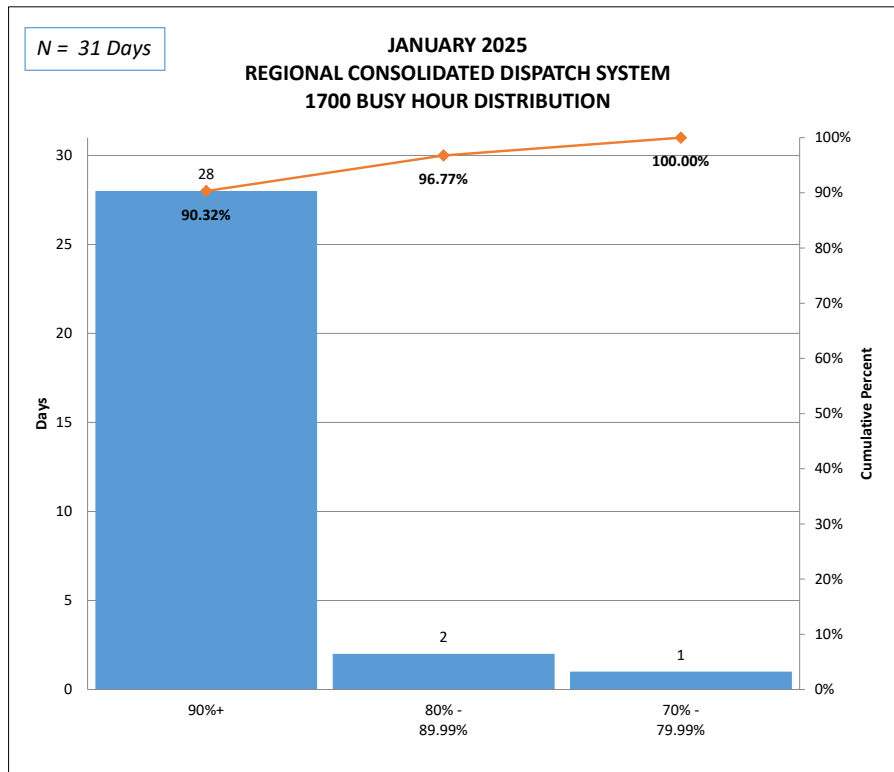
EPD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%		
Major Deviation	<= 3%		
Moderate Deviation	<= 3%		
Minor Deviation	<= 3%		

Notes

BSO does not expect to reinstate EPD until further notice. As such, EPD metrics will not be available.

P1 Call Answer Time - 1700 Busy Hour (NENA 56-005)

DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO
01/01/2025	5:00 PM	159	161	98.76%	YES	01/16/2025	5:00 PM	163	163	100.00%	YES
01/02/2025	5:00 PM	159	159	100.00%	YES	01/17/2025	5:00 PM	190	191	99.48%	YES
01/03/2025	5:00 PM	189	198	95.45%	YES	01/18/2025	5:00 PM	177	177	100.00%	YES
01/04/2025	5:00 PM	191	192	99.48%	YES	01/19/2025	5:00 PM	174	178	97.75%	YES
01/05/2025	5:00 PM	143	143	100.00%	YES	01/20/2025	5:00 PM	177	179	98.88%	YES
01/06/2025	5:00 PM	176	176	100.00%	YES	01/21/2025	5:00 PM	180	187	96.26%	YES
01/07/2025	5:00 PM	157	157	100.00%	YES	01/22/2025	5:00 PM	163	163	100.00%	YES
01/08/2025	5:00 PM	144	182	79.12%	NO	01/23/2025	5:00 PM	141	143	98.60%	YES
01/09/2025	5:00 PM	178	189	94.18%	YES	01/24/2025	5:00 PM	148	166	89.16%	NO
01/10/2025	5:00 PM	146	157	92.99%	YES	01/25/2025	5:00 PM	187	187	100.00%	YES
01/11/2025	5:00 PM	150	150	100.00%	YES	01/26/2025	5:00 PM	157	157	100.00%	YES
01/12/2025	5:00 PM	158	158	100.00%	YES	01/27/2025	5:00 PM	170	180	94.44%	YES
01/13/2025	5:00 PM	175	186	94.09%	YES	01/28/2025	5:00 PM	145	145	100.00%	YES
01/14/2025	5:00 PM	180	190	94.74%	YES	01/29/2025	5:00 PM	194	202	96.04%	YES
01/15/2025	5:00 PM	175	175	100.00%	YES	01/30/2025	5:00 PM	180	203	88.67%	NO
						01/31/2025	5:00 PM	176	191	92.15%	YES



Achieved	28	
Days	31	
Percent	90.32%	
90%+	28	90.32%
80% - 89.99%	2	96.77%
70% - 79.99%	1	100.00%
60% - 69.99%	0	100.00%
50% - 59.99%	0	100.00%
40% - 49.99%	0	100.00%
30% - 39.99%	0	100.00%
20% - 29.99%	0	100.00%
10% - 19.99%	0	100.00%
0% - 9.99%	0	100.00%
TOTAL	31	100.00%

Call Volume and Call For Service Data

CALL VOLUME	
9-1-1 Calls Answered	89,672
Alarm Calls Answered	5,057
Non-Emergency Calls Answered	49,692
Non 9-1-1 Calls Answered	54,749
TOTAL INCOMING	144,421
TOTAL OUTGOING	33,975
Non 9-1-1 Calls Handled	88,724

Abandoned Calls	4,789
Language Line Calls	4,288

CLASS OF SERVICE (9-1-1 CALLS ONLY)	
Wireless	79,057
Wireline	2,941
VOIP	6,919
PBX	755
9-1-1 Calls Presented	89,672

CALLS FOR SERVICE	
Fire Rescue/EMS	26,466
Law Enforcement	138,585
TOTAL CFS	165,051

January 2025 Monthly Summary Performance Report Broward County Regional Consolidated Dispatch System

Metric	Count	Average Time (seconds)	Target	Target Compliance (seconds)
P1 Call Answer Time - Busy Hour of 1700 hrs. (NENA 56-005)	5,385	1.8	90% within 10 seconds	1.1
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	31	N/A	All days in month	28 days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	89,489	1.7	95% within 20 seconds	2.6
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	89,489	1.7	95% within 15 seconds	2.6
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	89,489	1.7	99% within 40 seconds	25.2
P1 Call Answer Time - All 911 Calls (State of Florida)	89,489	1.7	90% within 10 seconds	1.1
P1 Call Answer Time - Alarm Lines	5,057	1.8	95% within 15 seconds	0.9
P1 Call Answer Time - Alarm Lines	5,057	1.8	99% within 40 seconds	32.1
Transfer to Secondary PSAP (NFPA 1221-2016)	measure analysis is currently under development			
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,477	98.5	90% within 90 seconds	163.9
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,477	98.5	99% within 120 seconds	328.2
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,473	119.4	80% within 60 seconds	148.3
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,473	119.4	90% within 64 seconds	180.9
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,473	119.4	95% within 106 seconds	221.2
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,380	67.2	90% within 70 seconds	113.2
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,380	18.3	90% within 20 seconds	27.6
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,380	85.4	90% within 90 seconds	135.3
P4 EMS Turnout Time Delta & Echo Calls Only	3,380	64.8	Report 90th% No Specific Target	110.8
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,380	303.6	Report 90th% No Specific Target	453.4
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,415	121.7	Report 90th% No Specific Target	223.5
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,415	256.5	Report 90th% No Specific Target	317.6
P2/P3 Law Enforcement Call for Service Processing Priority 1 & 2 Calls Only	4,415	378.2	Report 90th% No Specific Target	552.8
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,415	372.8	Report 90th% No Specific Target	712.6
NFPA 2019 Analysis				
P2/P3 EMD Echo	173	79.3	90% within 60 seconds	131.8
P2/P3 EFD Echo	56	78.5	90% within 60 seconds	145.5
P2/P3 EMD Delta	2,676	83.7	90% within 60 seconds	130.8
P2/P3 EFD Delta	145	99.3	90% within 60 seconds	164.1
P2/P3 EMD Delta & Echo	2,849	83.4	90% within 60 seconds	130.8
P2/P3 EFD Delta & Echo	201	93.5	90% within 60 seconds	156.2
2020 NENA Standard				
P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	89,489	1.7	90% within 15 seconds	1.1

February 2025 Monthly Contracted Performance Scorecard Broward County Regional Consolidated Dispatch System

Metric	Count	Attained	Target	Attainment Percentage
P1 Call Answer Time - Busy Hour of 1700 hrs. (NENA 56-005)	5,284	4,965	90% within 10 seconds	94.0%
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	28	20	100% of days in the month	71.4%
P1 Call Answering Time - All 911 Calls (NENA 56-005)	82,987	80,923	95% within 20 seconds	97.5%
P1 Call Answer Time - Alarm Lines	4,271	4,133	95% within 15 seconds	96.8%
P1 Call Answer Time - Alarm Lines	4,271	4,211	99% within 40 seconds	98.6%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,209	6,376	90% within 90 seconds	56.9%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,209	8,633	99% within 120 seconds	77.0%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	2,980	404	80% within 60 seconds	13.6%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	2,980	505	90% within 64 seconds	16.9%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	2,980	1,615	95% within 106 seconds	54.2%

NFPA 2019 Analysis

P2/P3 EMD Echo	140	61	90% within 60 seconds	43.6%
P2/P3 EFD Echo	22	7	90% within 60 seconds	31.8%
P2/P3 EMD Delta	2,500	763	90% within 60 seconds	30.5%
P2/P3 EFD Delta	78	22	90% within 60 seconds	28.2%
P2/P3 EMD Delta & Echo	2,640	824	90% within 60 seconds	31.2%
P2/P3 EFD Delta & Echo	100	29	90% within 60 seconds	29.0%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	82,987	80,257	90% within 15 seconds	96.7%
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EMD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	9%	7%
Low Compliance	<= 10%	3%	5%
Non-Compliant	<= 7%	7%	10%

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.33%	0.58%
Major Deviation	<= 3%	0.66%	0.49%
Moderate Deviation	<= 3%	1.04%	1.30%
Minor Deviation	<= 3%	1.71%	1.90%

EFD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	6%	10%
Low Compliance	<= 10%	5%	7%
Non-Compliant	<= 7%	10%	10%

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.65%	0.54%
Major Deviation	<= 3%	0.82%	1.48%
Moderate Deviation	<= 3%	1.65%	2.80%
Minor Deviation	<= 3%	2.46%	2.36%

EPD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%		
Low Compliance	<= 10%		
Non-Compliant	<= 7%		

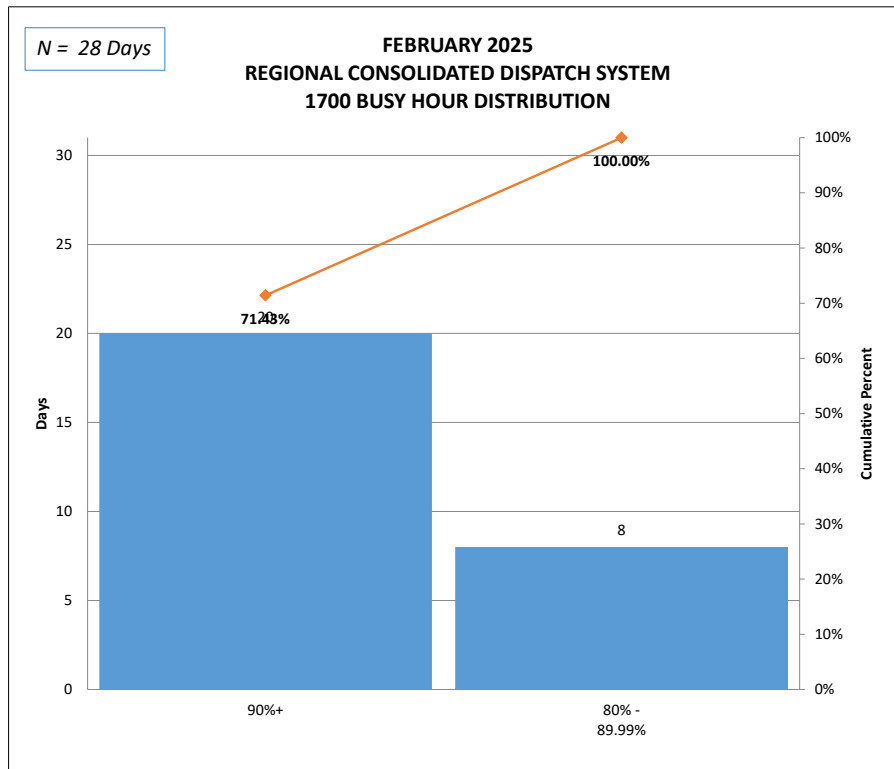
EPD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%		
Major Deviation	<= 3%		
Moderate Deviation	<= 3%		
Minor Deviation	<= 3%		

Notes

BSO does not expect to reinstate EPD until further notice. As such, EPD metrics will not be available.

P1 Call Answer Time - 1700 Busy Hour (NENA 56-005)

DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO
2/1/2025	5:00 PM	206	208	99.04%	YES	2/16/2025	5:00 PM	162	171	94.74%	YES
2/2/2025	5:00 PM	190	190	100.00%	YES	2/17/2025	5:00 PM	284	285	99.65%	YES
2/3/2025	5:00 PM	175	204	85.78%	NO	2/18/2025	5:00 PM	167	173	96.53%	YES
2/4/2025	5:00 PM	161	166	96.99%	YES	2/19/2025	5:00 PM	154	177	87.01%	NO
2/5/2025	5:00 PM	196	204	96.08%	YES	2/20/2025	5:00 PM	164	170	96.47%	YES
2/6/2025	5:00 PM	177	190	93.16%	YES	2/21/2025	5:00 PM	137	165	83.03%	NO
2/7/2025	5:00 PM	203	203	100.00%	YES	2/22/2025	5:00 PM	167	174	95.98%	YES
2/8/2025	5:00 PM	178	178	100.00%	YES	2/23/2025	5:00 PM	138	144	95.83%	YES
2/9/2025	5:00 PM	189	191	98.95%	YES	2/24/2025	5:00 PM	149	154	96.75%	YES
2/10/2025	5:00 PM	176	184	95.65%	YES	2/25/2025	5:00 PM	197	223	88.34%	NO
2/11/2025	5:00 PM	167	174	95.98%	YES	2/26/2025	5:00 PM	204	205	99.51%	YES
2/12/2025	5:00 PM	164	185	88.65%	NO	2/27/2025	5:00 PM	175	176	99.43%	YES
2/13/2025	5:00 PM	207	241	85.89%	NO	2/28/2025	5:00 PM	154	192	80.21%	NO
2/14/2025	5:00 PM	170	183	92.90%	YES						
2/15/2025	5:00 PM	154	174	88.51%	NO						



Achieved	20	
Days	28	
Percent	71.43%	
90%+	20	71.43%
80% - 89.99%	8	100.00%
70% - 79.99%	0	100.00%
60% - 69.99%	0	100.00%
50% - 59.99%	0	100.00%
40% - 49.99%	0	100.00%
30% - 39.99%	0	100.00%
20% - 29.99%	0	100.00%
10% - 19.99%	0	100.00%
0% - 9.99%	0	100.00%
TOTAL	28	100.00%

Call Volume and Call For Service Data

CALL VOLUME	
9-1-1 Calls Answered	84,180
Alarm Calls Answered	4,271
Non-Emergency Calls Answered	45,891
Non 9-1-1 Calls Answered	50,162
TOTAL INCOMING	134,342
TOTAL OUTGOING	34,245
Non 9-1-1 Calls Handled	84,407
Abandoned Calls	5,295
Language Line Calls	3,743

CLASS OF SERVICE (9-1-1 CALLS ONLY)	
Wireless	73,907
Wireline	3,141
VOIP	6,527
PBX	605
9-1-1 Calls Presented	84,180

CALLS FOR SERVICE	
Fire Rescue/EMS	23,773
Law Enforcement	128,521
TOTAL CFS	152,294

February 2025 Monthly Summary Performance Report Broward County Regional Consolidated Dispatch System

Metric	Count	Average Time (seconds)	Target	Target Compliance (seconds)
P1 Call Answer Time - Busy Hour of 1700 hrs. (NENA 56-005)	5,284	2.8	90% within 10 seconds	3.6
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	28	N/A	All days in month	20 days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	82,987	2.5	95% within 20 seconds	8.5
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	82,987	2.5	95% within 15 seconds	8.5
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	82,987	2.5	99% within 40 seconds	34.8
P1 Call Answer Time - All 911 Calls (State of Florida)	82,987	2.5	90% within 10 seconds	3.3
P1 Call Answer Time - Alarm Lines	4,271	2.6	95% within 15 seconds	6.1
P1 Call Answer Time - Alarm Lines	4,271	2.6	99% within 40 seconds	47.7
Transfer to Secondary PSAP (NFPA 1221-2016)	measure analysis is currently under development			
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,208	97.8	90% within 90 seconds	162.7
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,208	97.8	99% within 120 seconds	327.0
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	2,980	120.6	80% within 60 seconds	149.5
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	2,980	120.6	90% within 64 seconds	190.8
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	2,980	120.6	95% within 106 seconds	237.8
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,111	68.5	90% within 70 seconds	119.3
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,111	18.5	90% within 20 seconds	28.4
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,111	87.1	90% within 90 seconds	140.1
P4 EMS Turnout Time Delta & Echo Calls Only	3,111	62.7	Report 90th% No Specific Target	106.0
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,111	302.1	Report 90th% No Specific Target	444.6
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	3,895	121.3	Report 90th% No Specific Target	226.5
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	3,895	252.4	Report 90th% No Specific Target	376.7
P2/P3 Law Enforcement Call for Service Processing Priority 1 & 2 Calls Only	3,895	373.7	Report 90th% No Specific Target	573.8
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	3,895	372.1	Report 90th% No Specific Target	734.6
NFPA 2019 Analysis				
P2/P3 EMD Echo	140	71.2	90% within 60 seconds	121.5
P2/P3 EFD Echo	22	84.0	90% within 60 seconds	150.1
P2/P3 EMD Delta	2,500	85.4	90% within 60 seconds	137.4
P2/P3 EFD Delta	78	89.1	90% within 60 seconds	147.1
P2/P3 EMD Delta & Echo	2,640	84.7	90% within 60 seconds	136.8
P2/P3 EFD Delta & Echo	100	88.0	90% within 60 seconds	147.1
2020 NENA Standard				
P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	82,987	2.5	90% within 15 seconds	3.3

March 2025 Monthly Contracted Performance Scorecard Broward County Regional Consolidated Dispatch System

Metric	Count	Attained	Target	Attainment Percentage
P1 Call Answer Time - Busy Hour of 1700 hrs. (NENA 56-005)	5,670	5,341	90% within 10 seconds	94.2%
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	31	24	100% of days in the month	77.4%
P1 Call Answering Time - All 911 Calls (NENA 56-005)	93,427	91,428	95% within 20 seconds	97.9%
P1 Call Answer Time - Alarm Lines	5,035	4,848	95% within 15 seconds	96.3%
P1 Call Answer Time - Alarm Lines	5,035	4,960	99% within 40 seconds	98.5%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,965	6,117	90% within 90 seconds	51.1%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,965	8,554	99% within 120 seconds	71.5%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,435	413	80% within 60 seconds	12.0%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,435	512	90% within 64 seconds	14.9%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,435	1,745	95% within 106 seconds	50.8%

NFPA 2019 Analysis

P2/P3 EMD Echo	154	56	90% within 60 seconds	36.4%
P2/P3 EFD Echo	26	11	90% within 60 seconds	42.3%
P2/P3 EMD Delta	2,689	703	90% within 60 seconds	26.1%
P2/P3 EFD Delta	120	32	90% within 60 seconds	26.7%
P2/P3 EMD Delta & Echo	2,841	758	90% within 60 seconds	26.7%
P2/P3 EFD Delta & Echo	146	43	90% within 60 seconds	29.5%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	93,427	90,627	90% within 15 seconds	97.0%
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March 2025 Monthly Contracted Performance Scorecard Broward County Regional Consolidated Dispatch System

EMD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	8%	10%
Low Compliance	<= 10%	6%	6%
Non-Compliant	<= 7%	12%	8%

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.47%	0.38%
Major Deviation	<= 3%	1.00%	0.85%
Moderate Deviation	<= 3%	1.23%	1.31%
Minor Deviation	<= 3%	1.86%	1.92%

EFD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	6%	10%
Low Compliance	<= 10%	6%	12%
Non-Compliant	<= 7%	9%	12%

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.75%	0.75%
Major Deviation	<= 3%	1.07%	1.47%
Moderate Deviation	<= 3%	2.31%	3.37%
Minor Deviation	<= 3%	3.09%	2.61%

EPD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%		
Low Compliance	<= 10%		
Non-Compliant	<= 7%		

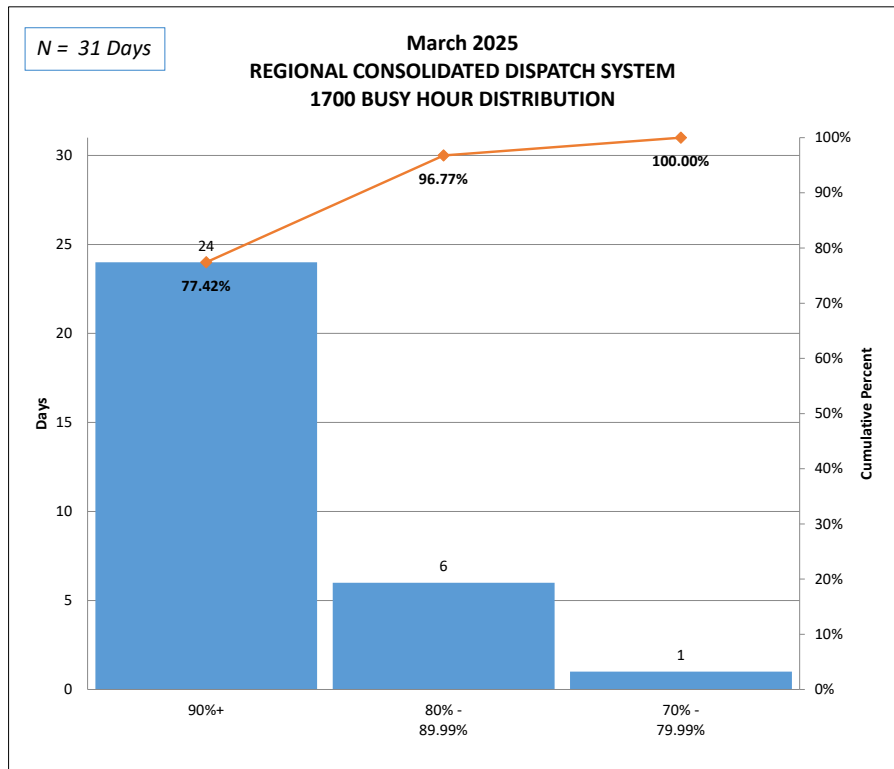
EPD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%		
Major Deviation	<= 3%		
Moderate Deviation	<= 3%		
Minor Deviation	<= 3%		

Notes

BSO does not expect to reinstate EPD until further notice. As such, EPD metrics will not be available.

P1 Call Answer Time - 1700 Busy Hour (NENA 56-005)

DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO
3/1/2025	5:00 PM	186	188	98.94%	YES	3/16/2025	5:00 PM	187	187	100.00%	YES
3/2/2025	5:00 PM	155	163	95.09%	YES	3/17/2025	5:00 PM	163	180	90.56%	YES
3/3/2025	5:00 PM	172	180	95.56%	YES	3/18/2025	5:00 PM	205	207	99.03%	YES
3/4/2025	5:00 PM	139	160	86.88%	NO	3/19/2025	5:00 PM	155	174	89.08%	NO
3/5/2025	5:00 PM	155	217	71.43%	NO	3/20/2025	5:00 PM	194	227	85.46%	NO
3/6/2025	5:00 PM	175	178	98.31%	YES	3/21/2025	5:00 PM	167	173	96.53%	YES
3/7/2025	5:00 PM	192	202	95.05%	YES	3/22/2025	5:00 PM	142	142	100.00%	YES
3/8/2025	5:00 PM	173	173	100.00%	YES	3/23/2025	5:00 PM	165	165	100.00%	YES
3/9/2025	5:00 PM	182	191	95.29%	YES	3/24/2025	5:00 PM	159	170	93.53%	YES
3/10/2025	5:00 PM	187	215	86.98%	NO	3/25/2025	5:00 PM	154	154	100.00%	YES
3/11/2025	5:00 PM	185	198	93.43%	YES	3/26/2025	5:00 PM	168	200	84.00%	NO
3/12/2025	5:00 PM	165	187	88.24%	NO	3/27/2025	5:00 PM	204	219	93.15%	YES
3/13/2025	5:00 PM	208	213	97.65%	YES	3/28/2025	5:00 PM	151	152	99.34%	YES
3/14/2025	5:00 PM	214	215	99.53%	YES	3/29/2025	5:00 PM	129	129	100.00%	YES
3/15/2025	5:00 PM	146	146	100.00%	YES	3/30/2025	5:00 PM	170	170	100.00%	YES
						3/31/2025	5:00 PM	194	195	99.49%	YES



Achieved	24	
Days	31	
Percent	77.42%	
90%+	24	77.42%
80% - 89.99%	6	96.77%
70% - 79.99%	1	100.00%
60% - 69.99%	0	100.00%
50% - 59.99%	0	100.00%
40% - 49.99%	0	100.00%
30% - 39.99%	0	100.00%
20% - 29.99%	0	100.00%
10% - 19.99%	0	100.00%
0% - 9.99%	0	100.00%
TOTAL	31	100.00%

Call Volume and Call For Service Data

CALL VOLUME	
9-1-1 Calls Answered	93,979
Alarm Calls Answered	5,035
Non-Emergency Calls Answered	52,002
Non 9-1-1 Calls Answered	57,037
TOTAL INCOMING	151,016
TOTAL OUTGOING	37,454
Non 9-1-1 Calls Handled	94,491
Abandoned Calls	5,128
Language Line Calls	4,220

CLASS OF SERVICE (9-1-1 CALLS ONLY)	
Wireless	83,013
Wireline	2,994
VOIP	7,161
PBX	811
9-1-1 Calls Presented	93,979

CALLS FOR SERVICE	
Fire Rescue/EMS	26,597
Law Enforcement	145,331
TOTAL CFS	171,928

March 2025 Monthly Summary Performance Report Broward County Regional Consolidated Dispatch System

Metric	Count	Average Time (seconds)	Target	Target Compliance (seconds)
P1 Call Answer Time - Busy Hour of 1700 hrs. (NENA 56-005)	5,670	2.5	90% within 10 seconds	3.6
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	31	N/A	All days in month	24 days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	93,427	2.1	95% within 20 seconds	7.6
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	93,427	2.1	95% within 15 seconds	7.6
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	93,427	2.1	99% within 40 seconds	29.6
P1 Call Answer Time - All 911 Calls (State of Florida)	93,427	2.1	90% within 10 seconds	1.8
P1 Call Answer Time - Alarm Lines	5,035	2.6	95% within 15 seconds	9.1
P1 Call Answer Time - Alarm Lines	5,035	2.6	99% within 40 seconds	51.2
Transfer to Secondary PSAP (NFPA 1221-2016)	measure analysis is currently under development			
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,965	106.5	90% within 90 seconds	185.5
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,965	106.5	99% within 120 seconds	339.9
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,435	122.2	80% within 60 seconds	161.5
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,435	122.2	90% within 64 seconds	204.7
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,435	122.2	95% within 106 seconds	247.0
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,290	74.5	90% within 70 seconds	138.4
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,290	18.5	90% within 20 seconds	28.5
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,290	92.9	90% within 90 seconds	159.3
P4 EMS Turnout Time Delta & Echo Calls Only	3,290	64.2	Report 90th% No Specific Target	109.0
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,290	301.9	Report 90th% No Specific Target	450.0
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,610	129.0	Report 90th% No Specific Target	233.2
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,610	289.8	Report 90th% No Specific Target	401.2
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	4,610	418.8	Report 90th% No Specific Target	628.0
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,610	368.1	Report 90th% No Specific Target	722.0
NFPA 2019 Analysis				
P2/P3 EMD Echo	154	84.8	90% within 60 seconds	148.4
P2/P3 EFD Echo	26	78.4	90% within 60 seconds	134.9
P2/P3 EMD Delta	2,689	91.8	90% within 60 seconds	157.1
P2/P3 EFD Delta	120	102.3	90% within 60 seconds	191.9
P2/P3 EMD Delta & Echo	2,841	91.4	90% within 60 seconds	156.7
P2/P3 EFD Delta & Echo	146	98.1	90% within 60 seconds	189.4
2020 NENA Standard				
P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	93,427	2.1	90% within 15 seconds	1.8

April 2025 Monthly Contracted Performance Scorecard Broward County Regional Consolidated Dispatch System

Metric	Count	Attained	Target	Attainment Percentage
P1 Call Answer Time - Busy Hour of 1700 hrs. (NENA 56-005)	5,317	4,856	90% within 10 seconds	91.3%
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	30	22	100% of days in the month	73.3%
P1 Call Answering Time - All 911 Calls (NENA 56-005)	89,145	86,744	95% within 20 seconds	97.3%
P1 Call Answer Time - Alarm Lines	4,863	4,669	95% within 15 seconds	96.0%
P1 Call Answer Time - Alarm Lines	4,863	4,786	99% within 40 seconds	98.4%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	10,955	6,265	90% within 90 seconds	57.2%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	10,955	8,362	99% within 120 seconds	76.3%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,296	594	80% within 60 seconds	18.0%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,296	689	90% within 64 seconds	20.9%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,296	1,807	95% within 106 seconds	54.8%

NFPA 2019 Analysis

P2/P3 EMD Echo	140	58	90% within 60 seconds	41.4%
P2/P3 EFD Echo	27	9	90% within 60 seconds	33.3%
P2/P3 EMD Delta	2,461	779	90% within 60 seconds	31.7%
P2/P3 EFD Delta	107	36	90% within 60 seconds	33.6%
P2/P3 EMD Delta & Echo	2,599	835	90% within 60 seconds	32.1%
P2/P3 EFD Delta & Echo	133	45	90% within 60 seconds	33.8%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	89,145	85,859	90% within 15 seconds	96.3%
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April 2025 Monthly Contracted Performance Scorecard Broward County Regional Consolidated Dispatch System

EMD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	5%	11%
Low Compliance	<= 10%	6%	5%
Non-Compliant	<= 7%	14%	9%

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.65%	0.38%
Major Deviation	<= 3%	1.08%	0.96%
Moderate Deviation	<= 3%	1.21%	1.68%
Minor Deviation	<= 3%	1.93%	1.94%

EFD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	6%	5%
Low Compliance	<= 10%	4%	11%
Non-Compliant	<= 7%	9%	11%

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.59%	0.57%
Major Deviation	<= 3%	1.15%	1.05%
Moderate Deviation	<= 3%	1.98%	2.61%
Minor Deviation	<= 3%	2.66%	2.63%

EPD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%		
Low Compliance	<= 10%		
Non-Compliant	<= 7%		

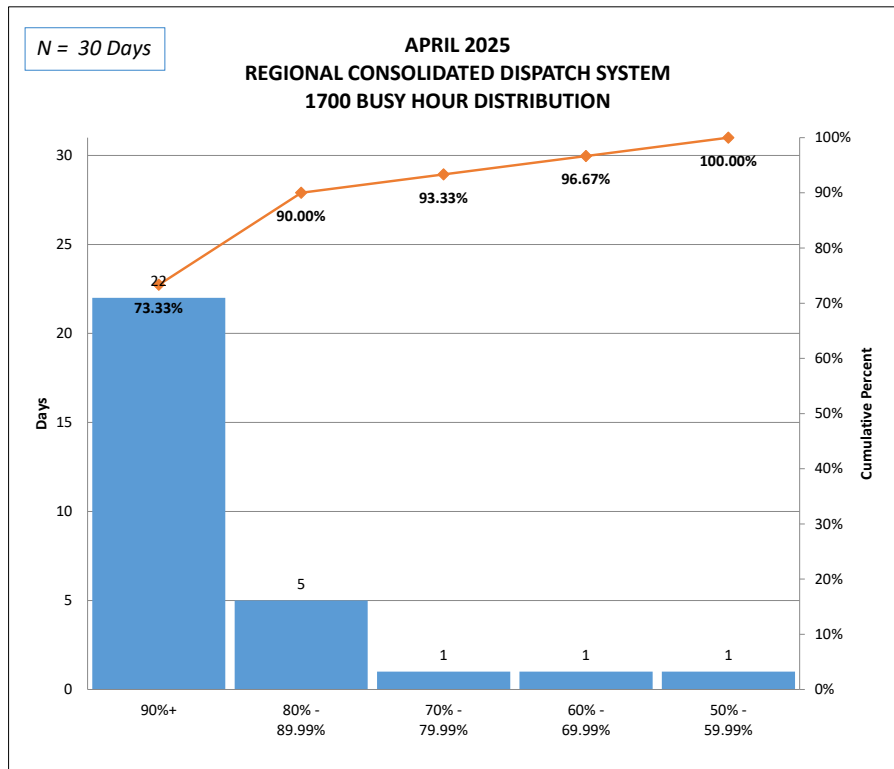
EPD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%		
Major Deviation	<= 3%		
Moderate Deviation	<= 3%		
Minor Deviation	<= 3%		

Notes

BSO does not expect to reinstate EPD until further notice. As such, EPD metrics will not be available.

P1 Call Answer Time - 1700 Busy Hour (NENA 56-005)

DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO
4/1/2025	5:00 PM	164	164	100.00%	YES	4/16/2025	5:00 PM	151	169	89.35%	NO
4/2/2025	5:00 PM	130	196	66.33%	NO	4/17/2025	5:00 PM	151	178	84.83%	NO
4/3/2025	5:00 PM	161	161	100.00%	YES	4/18/2025	5:00 PM	129	146	88.36%	NO
4/4/2025	5:00 PM	183	196	93.37%	YES	4/19/2025	5:00 PM	181	188	96.28%	YES
4/5/2025	5:00 PM	189	205	92.20%	YES	4/20/2025	5:00 PM	129	129	100.00%	YES
4/6/2025	5:00 PM	178	178	100.00%	YES	4/21/2025	5:00 PM	176	183	96.17%	YES
4/7/2025	5:00 PM	153	153	100.00%	YES	4/22/2025	5:00 PM	150	158	94.94%	YES
4/8/2025	5:00 PM	174	188	92.55%	YES	4/23/2025	5:00 PM	101	195	51.79%	NO
4/9/2025	5:00 PM	169	208	81.25%	NO	4/24/2025	5:00 PM	164	164	100.00%	YES
4/10/2025	5:00 PM	189	198	95.45%	YES	4/25/2025	5:00 PM	165	178	92.70%	YES
4/11/2025	5:00 PM	214	255	83.92%	NO	4/26/2025	5:00 PM	168	168	100.00%	YES
4/12/2025	5:00 PM	140	142	98.59%	YES	4/27/2025	5:00 PM	168	168	100.00%	YES
4/13/2025	5:00 PM	147	149	98.66%	YES	4/28/2025	5:00 PM	175	177	98.87%	YES
4/14/2025	5:00 PM	155	214	72.43%	NO	4/29/2025	5:00 PM	183	184	99.46%	YES
4/15/2025	5:00 PM	170	170	100.00%	YES	4/30/2025	5:00 PM	149	155	96.13%	YES



Achieved	22	
Days	30	
Percent	73.33%	
90%+	22	73.33%
80% - 89.99%	5	90.00%
70% - 79.99%	1	93.33%
60% - 69.99%	1	96.67%
50% - 59.99%	1	100.00%
40% - 49.99%	0	100.00%
30% - 39.99%	0	100.00%
20% - 29.99%	0	100.00%
10% - 19.99%	0	100.00%
0% - 9.99%	0	100.00%
TOTAL	30	100.00%

Call Volume and Call For Service Data

CALL VOLUME	
9-1-1 Calls Answered	89,355
Alarm Calls Answered	4,863
Non-Emergency Calls Answered	50,012
Non 9-1-1 Calls Answered	54,875
TOTAL INCOMING	144,230
TOTAL OUTGOING	36,174
Non 9-1-1 Calls Handled	91,049
Abandoned Calls	5,113
Language Line Calls	3,924

CLASS OF SERVICE (9-1-1 CALLS ONLY)	
Wireless	78,333
Wireline	3,385
VOIP	6,750
PBX	887
9-1-1 Calls Presented	89,355

CALLS FOR SERVICE	
Fire Rescue/EMS	24,686
Law Enforcement	140,272
TOTAL CFS	164,958

April 2025 Monthly Summary Performance Report Broward County Regional Consolidated Dispatch System

Metric	Count	Average Time (seconds)	Target	Target Compliance (seconds)
P1 Call Answer Time - Busy Hour of 1700 hrs. (NENA 56-005)	5,317	3.3	90% within 10 seconds	7.5
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	30	N/A	All days in month	22 days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	89,145	2.3	95% within 20 seconds	10.3
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	89,145	2.3	95% within 15 seconds	10.3
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	89,145	2.3	99% within 40 seconds	33.9
P1 Call Answer Time - All 911 Calls (State of Florida)	89,145	2.3	90% within 10 seconds	1.2
P1 Call Answer Time - Alarm Lines	4,863	2.6	95% within 15 seconds	9.7
P1 Call Answer Time - Alarm Lines	4,863	2.6	99% within 40 seconds	51.1
Transfer to Secondary PSAP (NFPA 1221-2016)	measure analysis is currently under development			
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	10,954	98.2	90% within 90 seconds	176.9
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	10,954	98.2	99% within 120 seconds	319.1
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,296	117.6	80% within 60 seconds	150.8
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,296	117.6	90% within 64 seconds	204.5
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,296	117.6	95% within 106 seconds	247.4
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,028	69.7	90% within 70 seconds	127.6
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,028	18.5	90% within 20 seconds	28.8
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,028	88.3	90% within 90 seconds	148.1
P4 EMS Turnout Time Delta & Echo Calls Only	3,028	64.4	Report 90th% No Specific Target	107.9
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,028	302.9	Report 90th% No Specific Target	453.5
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,322	118.4	Report 90th% No Specific Target	227.7
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,322	309.1	Report 90th% No Specific Target	507.8
P2/P3 Law Enforcement Call for Service Processing Priority 1 & 2 Calls Only	4,322	427.5	Report 90th% No Specific Target	680.8
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,322	367.6	Report 90th% No Specific Target	723.2
NFPA 2019 Analysis				
P2/P3 EMD Echo	140	79.9	90% within 60 seconds	141.5
P2/P3 EFD Echo	27	94.6	90% within 60 seconds	173.7
P2/P3 EMD Delta	2,461	86.8	90% within 60 seconds	143.9
P2/P3 EFD Delta	107	90.0	90% within 60 seconds	185.2
P2/P3 EMD Delta & Echo	2,599	86.4	90% within 60 seconds	143.9
P2/P3 EFD Delta & Echo	133	90.3	90% within 60 seconds	180.1
2020 NENA Standard				
P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	89,145	2.3	90% within 15 seconds	1.2

May 2025 Monthly Contracted Performance Scorecard Broward County Regional Consolidated Dispatch System

Metric	Count	Attained	Target	Attainment Percentage
P1 Call Answer Time - Busy Hour of 1700 hrs. (NENA 56-005)	5,849	5,642	90% within 10 seconds	96.5%
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	31	27	100% of days in the month	87.1%
P1 Call Answering Time - All 911 Calls (NENA 56-005)	96,188	94,341	95% within 20 seconds	98.1%
P1 Call Answer Time - Alarm Lines	4,940	4,813	95% within 15 seconds	97.4%
P1 Call Answer Time - Alarm Lines	4,940	4,895	99% within 40 seconds	99.1%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,649	5,899	90% within 90 seconds	50.6%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,649	8,743	99% within 120 seconds	75.1%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,369	291	80% within 60 seconds	8.6%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,369	368	90% within 64 seconds	10.9%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,369	1,666	95% within 106 seconds	49.5%

NFPA 2019 Analysis

P2/P3 EMD Echo	155	45	90% within 60 seconds	29.0%
P2/P3 EFD Echo	39	13	90% within 60 seconds	33.3%
P2/P3 EMD Delta	2,622	497	90% within 60 seconds	19.0%
P2/P3 EFD Delta	91	18	90% within 60 seconds	19.8%
P2/P3 EMD Delta & Echo	2,777	542	90% within 60 seconds	19.5%
P2/P3 EFD Delta & Echo	128	30	90% within 60 seconds	23.4%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	96,188	93,621	90% within 15 seconds	97.3%
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May 2025 Monthly Contracted Performance Scorecard Broward County Regional Consolidated Dispatch System

EMD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	9%	8%
Low Compliance	<= 10%	4%	5%
Non-Compliant	<= 7%	13%	9%

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.71%	0.56%
Major Deviation	<= 3%	0.95%	0.85%
Moderate Deviation	<= 3%	1.16%	1.02%
Minor Deviation	<= 3%	2.07%	1.93%

EFD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	8%	4%
Low Compliance	<= 10%	4%	13%
Non-Compliant	<= 7%	7%	12%

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.43%	0.58%
Major Deviation	<= 3%	0.89%	1.40%
Moderate Deviation	<= 3%	1.79%	2.97%
Minor Deviation	<= 3%	2.56%	2.71%

EPD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%		
Low Compliance	<= 10%		
Non-Compliant	<= 7%		

EPD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%		
Major Deviation	<= 3%		
Moderate Deviation	<= 3%		
Minor Deviation	<= 3%		

Notes

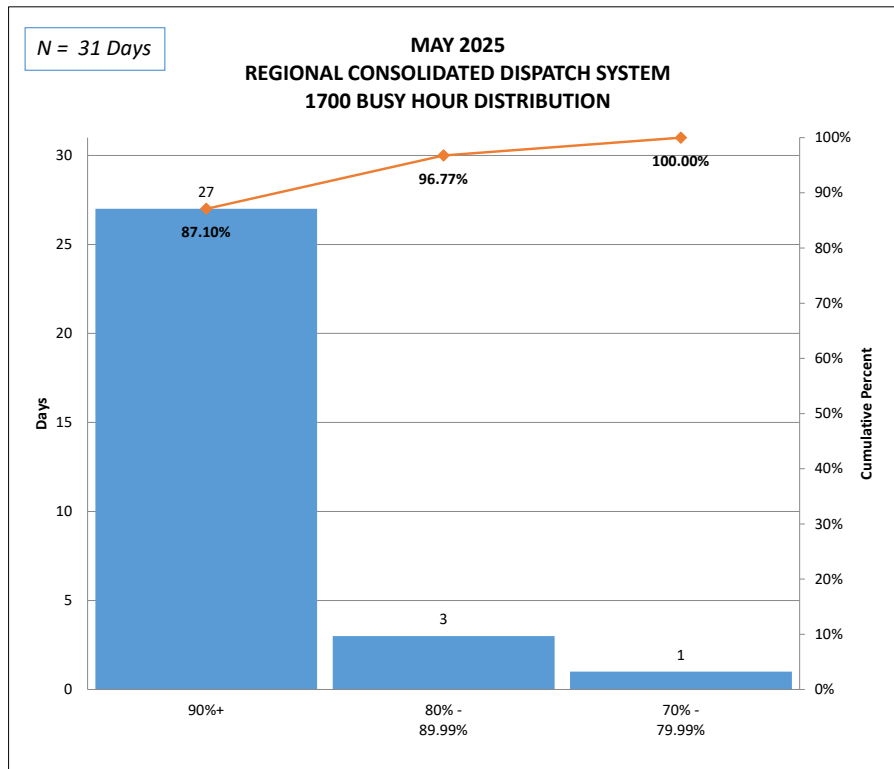
¹ 1,663 calls mitigated from P1 metrics due to AT&T issue (111-111-1111 calls removed)

² 5/12-5/17: Viper 7 upgrade cutover occurred; workforce balanced call handling across both Viper 5 and Viper 7, requiring real-time workload and staffing adjustments that likely impacted metric attainment.

³ BSO does not expect to reinstate EPD until further notice. As such, EPD metrics will not be available.

P1 Call Answer Time - 1700 Busy Hour (NENA 56-005)

DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO
5/1/2025	5:00 PM	183	184	99.46%	YES	5/16/2025	5:00 PM	177	181	97.79%	YES
5/2/2025	5:00 PM	213	222	95.95%	YES	5/17/2025	5:00 PM	170	170	100.00%	YES
5/3/2025	5:00 PM	165	171	96.49%	YES	5/18/2025	5:00 PM	208	214	97.20%	YES
5/4/2025	5:00 PM	145	145	100.00%	YES	5/19/2025	5:00 PM	187	190	98.42%	YES
5/5/2025	5:00 PM	182	184	98.91%	YES	5/20/2025	5:00 PM	180	182	98.90%	YES
5/6/2025	5:00 PM	187	190	98.42%	YES	5/21/2025	5:00 PM	214	219	97.72%	YES
5/7/2025	5:00 PM	203	209	97.13%	YES	5/22/2025	5:00 PM	186	189	98.41%	YES
5/8/2025	5:00 PM	213	213	100.00%	YES	5/23/2025	5:00 PM	188	202	93.07%	YES
5/9/2025	5:00 PM	213	213	100.00%	YES	5/24/2025	5:00 PM	180	180	100.00%	YES
5/10/2025	5:00 PM	172	175	98.29%	YES	5/25/2025	5:00 PM	165	165	100.00%	YES
5/11/2025	5:00 PM	158	182	86.81%	NO	5/26/2025	5:00 PM	191	193	98.96%	YES
5/12/2025	5:00 PM	158	197	80.20%	NO	5/27/2025	5:00 PM	166	189	87.83%	NO
5/13/2025	5:00 PM	164	180	91.11%	YES	5/28/2025	5:00 PM	149	151	98.68%	YES
5/14/2025	5:00 PM	183	202	90.59%	YES	5/29/2025	5:00 PM	175	177	98.87%	YES
5/15/2025	5:00 PM	191	197	96.95%	YES	5/30/2025	5:00 PM	217	223	97.31%	YES
						5/31/2025	5:00 PM	249	324	76.85%	NO



Achieved	27	
Days	31	
Percent	87.10%	
90%+	27	87.10%
80% - 89.99%	3	96.77%
70% - 79.99%	1	100.00%
60% - 69.99%	0	100.00%
50% - 59.99%	0	100.00%
40% - 49.99%	0	100.00%
30% - 39.99%	0	100.00%
20% - 29.99%	0	100.00%
10% - 19.99%	0	100.00%
0% - 9.99%	0	100.00%
TOTAL	31	100.00%

Call Volume and Call For Service Data

CALL VOLUME	
9-1-1 Calls Answered	98,027
Alarm Calls Answered	4,940
Non-Emergency Calls Answered	57,038
Non 9-1-1 Calls Answered	61,978
TOTAL INCOMING	160,005
TOTAL OUTGOING	42,769
Non 9-1-1 Calls Handled	104,747
Abandoned Calls	5,549
Language Line Calls	4,280

CLASS OF SERVICE (9-1-1 CALLS ONLY)	
Wireless	84,258
Wireline	5,743
VOIP	7,113
PBX	913
9-1-1 Calls Presented	98,027

CALLS FOR SERVICE	
Fire Rescue/EMS	25,982
Law Enforcement	147,157
TOTAL CFS	173,139

May 2025 Monthly Summary Performance Report Broward County Regional Consolidated Dispatch System

Metric	Count	Average Time (seconds)	Target	Target Compliance (seconds)
P1 Call Answer Time - Busy Hour of 1700 hrs. (NENA 56-005)	5,849	1.7	90% within 10 seconds	1.1
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	31	N/A	All days in month	27 days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	96,188	1.9	95% within 20 seconds	5.9
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	96,188	1.9	95% within 15 seconds	5.9
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	96,188	1.9	99% within 40 seconds	28.8
P1 Call Answer Time - All 911 Calls (State of Florida)	96,188	1.9	90% within 10 seconds	1.1
P1 Call Answer Time - Alarm Lines	4,940	1.7	95% within 15 seconds	2.2
P1 Call Answer Time - Alarm Lines	4,940	1.7	99% within 40 seconds	39.2
Transfer to Secondary PSAP (NFPA 1221-2016)	measure analysis is currently under development			
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,649	105	90% within 90 seconds	166
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,649	105	99% within 120 seconds	321
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,369	126	80% within 60 seconds	153
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,369	126	90% within 64 seconds	194
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,369	126	95% within 106 seconds	242
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,190	76	90% within 70 seconds	119
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,190	18	90% within 20 seconds	27
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,190	94	90% within 90 seconds	139
P4 EMS Turnout Time Delta & Echo Calls Only	3,190	65	Report 90th% No Specific Target	108
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,190	300	Report 90th% No Specific Target	451
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,613	127	Report 90th% No Specific Target	231
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,613	276	Report 90th% No Specific Target	415
P2/P3 Law Enforcement Call for Service Processing Priority 1 & 2 Calls Only	4,613	404	Report 90th% No Specific Target	622
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,613	359	Report 90th% No Specific Target	701
NFPA 2019 Analysis				
P2/P3 EMD Echo	155	81	90% within 60 seconds	133
P2/P3 EFD Echo	39	79	90% within 60 seconds	123
P2/P3 EMD Delta	2,622	91	90% within 60 seconds	138
P2/P3 EFD Delta	91	96	90% within 60 seconds	145
P2/P3 EMD Delta & Echo	2,777	91	90% within 60 seconds	137
P2/P3 EFD Delta & Echo	128	91	90% within 60 seconds	144
2020 NENA Standard				
P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	96,188	1.9	90% within 15 seconds	1.1

June 2025 Monthly Contracted Performance Scorecard Broward County Regional Consolidated Dispatch System

Metric	Count	Attained	Target	Attainment Percentage
P1 Call Answer Time - Busy Hour of 1700 hrs. (NENA 56-005)	5,167	4,924	90% within 10 seconds	95.3%
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	30	26	100% of days in the month	86.7%
P1 Call Answering Time - All 911 Calls (NENA 56-005)	87,674	86,625	95% within 20 seconds	98.8%
P1 Call Answer Time - Alarm Lines	4,562	4,470	95% within 15 seconds	98.0%
P1 Call Answer Time - Alarm Lines	4,562	4,544	99% within 40 seconds	99.6%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,170	5,728	90% within 90 seconds	51.3%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,170	8,435	99% within 120 seconds	75.5%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,187	286	80% within 60 seconds	9.0%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,187	375	90% within 64 seconds	11.8%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,187	1,662	95% within 106 seconds	52.1%

NFPA 2019 Analysis

P2/P3 EMD Echo	154	38	90% within 60 seconds	24.7%
P2/P3 EFD Echo	30	6	90% within 60 seconds	20.0%
P2/P3 EMD Delta	2,730	547	90% within 60 seconds	20.0%
P2/P3 EFD Delta	108	17	90% within 60 seconds	15.7%
P2/P3 EMD Delta & Echo	2,884	585	90% within 60 seconds	2.0%
P2/P3 EFD Delta & Echo	138	23	90% within 60 seconds	16.7%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	87,674	86,065	90% within 15 seconds	98.2%
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June 2025 Monthly Contracted Performance Scorecard Broward County Regional Consolidated Dispatch System

EMD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	8%	6%
Low Compliance	<= 10%	4%	6%
Non-Compliant	<= 7%	13%	10%

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.63%	0.56%
Major Deviation	<= 3%	0.95%	0.74%
Moderate Deviation	<= 3%	1.06%	1.12%
Minor Deviation	<= 3%	1.52%	1.89%

EFD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	7%	11%
Low Compliance	<= 10%	2%	7%
Non-Compliant	<= 7%	8%	8%

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.50%	0.39%
Major Deviation	<= 3%	0.85%	0.95%
Moderate Deviation	<= 3%	1.41%	3.04%
Minor Deviation	<= 3%	2.60%	2.76%

EPD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%		
Low Compliance	<= 10%		
Non-Compliant	<= 7%		

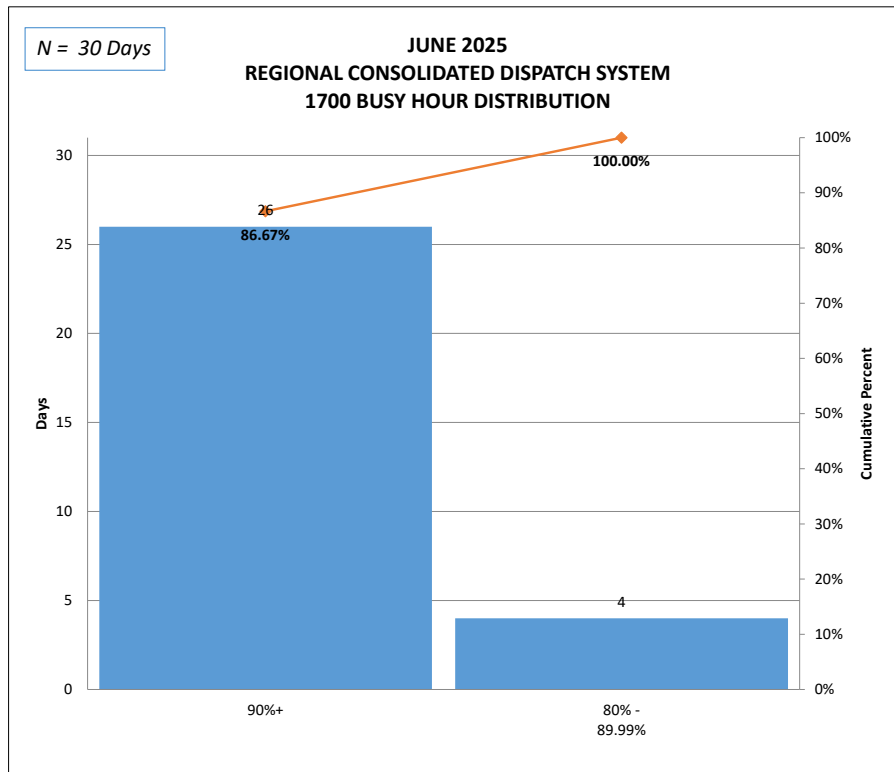
EPD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%		
Major Deviation	<= 3%		
Moderate Deviation	<= 3%		
Minor Deviation	<= 3%		

Notes

BSO does not expect to reinstate EPD until further notice. As such, EPD metrics will not be available.

P1 Call Answer Time - 1700 Busy Hour (NENA 56-005)

DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO
06/01/2025	5:00 PM	135	135	100%	YES	06/16/2025	5:00 PM	177	204	87%	NO
06/02/2025	5:00 PM	166	169	98%	YES	06/17/2025	5:00 PM	164	178	92%	YES
06/03/2025	5:00 PM	148	157	94%	YES	06/18/2025	5:00 PM	132	136	97%	YES
06/04/2025	5:00 PM	170	191	89%	NO	06/19/2025	5:00 PM	153	164	93%	YES
06/05/2025	5:00 PM	167	167	100%	YES	06/20/2025	5:00 PM	185	193	96%	YES
06/06/2025	5:00 PM	181	181	100%	YES	06/21/2025	5:00 PM	136	136	100%	YES
06/07/2025	5:00 PM	197	198	99%	YES	06/22/2025	5:00 PM	155	165	94%	YES
06/08/2025	5:00 PM	177	193	92%	YES	06/23/2025	5:00 PM	175	180	97%	YES
06/09/2025	5:00 PM	173	176	98%	YES	06/24/2025	5:00 PM	156	173	90%	YES
06/10/2025	5:00 PM	175	196	89%	NO	06/25/2025	5:00 PM	153	162	94%	YES
06/11/2025	5:00 PM	163	163	100%	YES	06/26/2025	5:00 PM	152	160	95%	YES
06/12/2025	5:00 PM	178	178	100%	YES	06/27/2025	5:00 PM	151	154	98%	YES
06/13/2025	5:00 PM	178	186	96%	YES	06/28/2025	5:00 PM	135	138	98%	YES
06/14/2025	5:00 PM	167	170	98%	YES	06/29/2025	5:00 PM	165	174	95%	YES
06/15/2025	5:00 PM	151	174	87%	NO	06/30/2025	5:00 PM	209	217	96%	YES



Achieved	26	
Days	30	
Percent	86.67%	
90%+	26	86.67%
80% - 89.99%	4	100.00%
70% - 79.99%	0	100.00%
60% - 69.99%	0	100.00%
50% - 59.99%	0	100.00%
40% - 49.99%	0	100.00%
30% - 39.99%	0	100.00%
20% - 29.99%	0	100.00%
10% - 19.99%	0	100.00%
0% - 9.99%	0	100.00%
TOTAL	30	100.00%

Call Volume and Call For Service Data

CALL VOLUME	
9-1-1 Calls Answered	87,699
Alarm Calls Answered	4,562
Non-Emergency Calls Answered	57,526
Non 9-1-1 Calls Answered	62,088
TOTAL INCOMING	149,787
TOTAL OUTGOING	36,440
Non 9-1-1 Calls Handled	98,528
Abandoned Calls	3,869
Language Line Calls	3,586

CLASS OF SERVICE (9-1-1 CALLS ONLY)	
Wireless	76,441
Wireline	3,812
VOIP	6,505
PBX	941
9-1-1 Calls Presented	87,699

CALLS FOR SERVICE	
Fire Rescue/EMS	24,098
Law Enforcement	137,565
TOTAL CFS	161,663

June 2025 Monthly Summary Performance Report Broward County Regional Consolidated Dispatch System

Metric	Count	Average Time (seconds)	Target	Target Compliance (seconds)
P1 Call Answer Time - Busy Hour of 1700 hrs. (NENA 56-005)	5,167	2.0	90% within 10 seconds	1.4
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	30	N/A	All days in month	26 days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	87,674	1.6	95% within 20 seconds	2.9
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	87,674	1.6	95% within 15 seconds	2.9
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	87,674	1.6	99% within 40 seconds	21.7
P1 Call Answer Time - All 911 Calls (State of Florida)	87,674	1.6	90% within 10 seconds	1.0
P1 Call Answer Time - Alarm Lines	4,562	1.0	95% within 15 seconds	0.5
P1 Call Answer Time - Alarm Lines	4,562	1.0	99% within 40 seconds	27.4
Transfer to Secondary PSAP (NFPA 1221-2016)	measure analysis is currently under development			
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,170	102.0	90% within 90 seconds	162.2
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,170	102.0	99% within 120 seconds	302.3
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,187	119.8	80% within 60 seconds	150.3
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,187	119.8	90% within 64 seconds	182.8
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,187	119.8	95% within 106 seconds	226.6
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,129	72.7	90% within 70 seconds	117.7
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,129	18.1	90% within 20 seconds	27.4
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,129	90.8	90% within 90 seconds	139.3
P4 EMS Turnout Time Delta & Echo Calls Only	3,129	63.9	Report 90th% No Specific Target	106.3
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,129	298.0	Report 90th% No Specific Target	434.7
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,387	124.5	Report 90th% No Specific Target	224.0
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,387	284.6	Report 90th% No Specific Target	466.2
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	4,387	409.1	Report 90th% No Specific Target	669.0
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,387	358.7	Report 90th% No Specific Target	706.9
NFPA 2019 Analysis				
P2/P3 EMD Echo	154	82.4	90% within 60 seconds	118.6
P2/P3 EFD Echo	30	83.9	90% within 60 seconds	106.5
P2/P3 EMD Delta	2,730	90.3	90% within 60 seconds	138.9
P2/P3 EFD Delta	108	110.4	90% within 60 seconds	178.6
P2/P3 EMD Delta & Echo	2,884	89.9	90% within 60 seconds	138.0
P2/P3 EFD Delta & Echo	138	104.6	90% within 60 seconds	166.1
2020 NENA Standard				
P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	87,674	1.6	90% within 15 seconds	1.0

July 2025 Monthly Contracted Performance Scorecard Broward County Regional Consolidated Dispatch System

Metric	Count	Attained	Target	Attainment Percentage
P1 Call Answer Time - Busy Hour of 1700 hrs. (NENA 56-005)	5,201	5,048	90% within 10 seconds	97.1%
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	31	29	100% of days in the month	93.5%
P1 Call Answering Time - All 911 Calls (NENA 56-005)	91,619	90,592	95% within 20 seconds	98.9%
P1 Call Answer Time - Alarm Lines	4,862	4,768	95% within 15 seconds	98.1%
P1 Call Answer Time - Alarm Lines	4,862	4,844	99% within 40 seconds	99.6%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,259	5,904	90% within 90 seconds	52.4%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,259	8,544	99% within 120 seconds	75.9%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,588	327	80% within 60 seconds	9.1%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,588	436	90% within 64 seconds	12.2%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,588	1,836	95% within 106 seconds	51.2%

NFPA 2019 Analysis

P2/P3 EMD Echo	153	42	90% within 60 seconds	27.5%
P2/P3 EFD Echo	29	8	90% within 60 seconds	27.6%
P2/P3 EMD Delta	2,748	561	90% within 60 seconds	20.4%
P2/P3 EFD Delta	130	25	90% within 60 seconds	19.2%
P2/P3 EMD Delta & Echo	2,898	601	90% within 60 seconds	20.7%
P2/P3 EFD Delta & Echo	158	33	90% within 60 seconds	20.9%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	91,619	90,113	90% within 15 seconds	98.4%
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July 2025 Monthly Contracted Performance Scorecard

Broward County Regional Consolidated Dispatch System

EMD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	10%	7%
Low Compliance	<= 10%	6%	5%
Non-Compliant	<= 7%	17%	7%

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.95%	0.35%
Major Deviation	<= 3%	1.14%	0.78%
Moderate Deviation	<= 3%	1.60%	0.92%
Minor Deviation	<= 3%	2.37%	1.90%

EFD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	7%	7%
Low Compliance	<= 10%	7%	8%
Non-Compliant	<= 7%	12%	8%

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.67%	0.69%
Major Deviation	<= 3%	1.33%	1.39%
Moderate Deviation	<= 3%	2.50%	2.06%
Minor Deviation	<= 3%	3.04%	2.94%

EPD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%		
Low Compliance	<= 10%		
Non-Compliant	<= 7%		

EPD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%		
Major Deviation	<= 3%		
Moderate Deviation	<= 3%		
Minor Deviation	<= 3%		

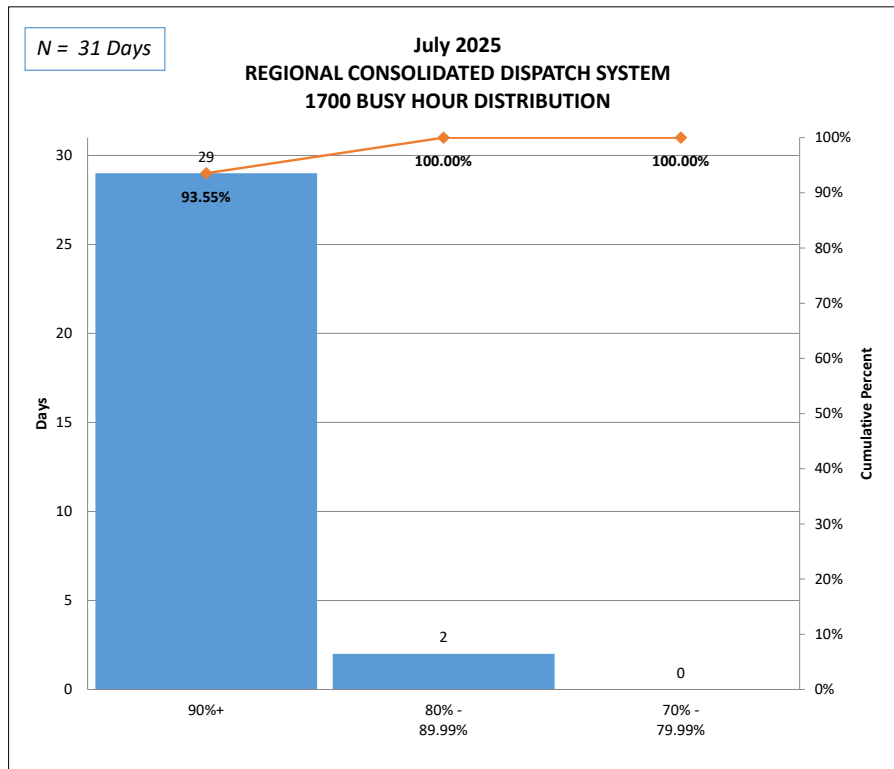
Notes

¹ BSO does not expect to reinstate EPD until further notice. As such, EPD metrics will not be available.

² 6 total calls(3 abandoned, 3 incoming) mitigated from P1 metrics due to system glitch.

P1 Call Answer Time - 1700 Busy Hour (NENA 56-005)

DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO
7/1/2025	5:00 PM	159	159	100.00%	YES	7/16/2025	5:00 PM	163	173	94.22%	YES
7/2/2025	5:00 PM	156	188	82.98%	NO	7/17/2025	5:00 PM	174	174	100.00%	YES
7/3/2025	5:00 PM	190	202	94.06%	YES	7/18/2025	5:00 PM	171	192	89.06%	NO
7/4/2025	5:00 PM	169	171	98.83%	YES	7/19/2025	5:00 PM	192	192	100.00%	YES
7/5/2025	5:00 PM	137	137	100.00%	YES	7/20/2025	5:00 PM	146	148	98.65%	YES
7/6/2025	5:00 PM	146	148	98.65%	YES	7/21/2025	5:00 PM	161	177	90.96%	YES
7/7/2025	5:00 PM	186	191	97.38%	YES	7/22/2025	5:00 PM	192	194	98.97%	YES
7/8/2025	5:00 PM	164	175	93.71%	YES	7/23/2025	5:00 PM	169	171	98.83%	YES
7/9/2025	5:00 PM	150	153	98.04%	YES	7/24/2025	5:00 PM	191	197	96.95%	YES
7/10/2025	5:00 PM	204	214	95.33%	YES	7/25/2025	5:00 PM	174	174	100.00%	YES
7/11/2025	5:00 PM	156	156	100.00%	YES	7/26/2025	5:00 PM	164	165	99.39%	YES
7/12/2025	5:00 PM	172	173	99.42%	YES	7/27/2025	5:00 PM	106	106	100.00%	YES
7/13/2025	5:00 PM	115	115	100.00%	YES	7/28/2025	5:00 PM	158	158	100.00%	YES
7/14/2025	5:00 PM	164	172	95.35%	YES	7/29/2025	5:00 PM	165	170	97.06%	YES
7/15/2025	5:00 PM	151	151	100.00%	YES	7/30/2025	5:00 PM	151	153	98.69%	YES
						7/31/2025	5:00 PM	152	152	100.00%	YES



Achieved	29	
Days	31	
Percent	93.55%	
90%+	29	93.55%
80% - 89.99%	2	100.00%
70% - 79.99%	0	100.00%
60% - 69.99%	0	100.00%
50% - 59.99%	0	100.00%
40% - 49.99%	0	100.00%
30% - 39.99%	0	100.00%
20% - 29.99%	0	100.00%
10% - 19.99%	0	100.00%
0% - 9.99%	0	100.00%
TOTAL	31	100.00%

Call Volume and Call For Service Data

CALL VOLUME	
9-1-1 Calls Answered	91,648
Alarm Calls Answered	4,862
Non-Emergency Calls Answered	59,102
Non 9-1-1 Calls Answered	63,964
TOTAL INCOMING	155,612
TOTAL OUTGOING	37,562
Non 9-1-1 Calls Handled	101,526
Abandoned Calls	4,042
Language Line Calls	3,763

CLASS OF SERVICE (9-1-1 CALLS ONLY)	
Wireless	80,060
Wireline	3,261
VOIP	7,341
PBX	986
9-1-1 Calls Presented	91,648

CALLS FOR SERVICE	
Fire Rescue/EMS	24,716
Law Enforcement	144,355
TOTAL CFS	169,071

July 2025 Monthly Summary Performance Report

Broward County Regional Consolidated Dispatch System

Metric	Count	Average Time (seconds)	Target	Target Compliance (seconds)
P1 Call Answer Time - Busy Hour of 1700 hrs. (NENA 56-005)	5,201	1.6	90% within 10 seconds	1.1
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	31	N/A	All days in month	29 days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	91,619	1.5	95% within 20 seconds	2.0
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	91,619	1.5	95% within 15 seconds	2.0
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	91,619	1.5	99% within 40 seconds	21.4
P1 Call Answer Time - All 911 Calls (State of Florida)	91,619	1.5	90% within 10 seconds	1.0
P1 Call Answer Time - Alarm Lines	4,862	1.0	95% within 15 seconds	0.5
P1 Call Answer Time - Alarm Lines	4,862	1.0	99% within 40 seconds	25.3
Transfer to Secondary PSAP (NFPA 1221-2016)	measure analysis is currently under development			
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,259	101.6	90% within 90 seconds	161.0
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,259	101.6	99% within 120 seconds	306.0
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,588	117.7	80% within 60 seconds	148.6
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,588	117.7	90% within 64 seconds	180.6
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,588	117.7	95% within 106 seconds	218.4
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,165	72.2	90% within 70 seconds	118.2
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,165	17.7	90% within 20 seconds	26.1
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,165	90.0	90% within 90 seconds	139.3
P4 EMS Turnout Time Delta & Echo Calls Only	3,165	65.6	Report 90th% No Specific Target	109.5
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,165	289.6	Report 90th% No Specific Target	423.4
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,332	126.0	Report 90th% No Specific Target	230.3
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,332	228.1	Report 90th% No Specific Target	257.6
P2/P3 Law Enforcement Call for Service Processing Priority 1 & 2 Calls Only	4,332	354.1	Report 90th% No Specific Target	496.5
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,332	343.5	Report 90th% No Specific Target	669.8
NFPA 2019 Analysis				
P2/P3 EMD Echo	153	83.6	90% within 60 seconds	125.6
P2/P3 EFD Echo	29	82.7	90% within 60 seconds	115.4
P2/P3 EMD Delta	2,748	89.0	90% within 60 seconds	137.1
P2/P3 EFD Delta	130	98.2	90% within 60 seconds	144.1
P2/P3 EMD Delta & Echo	2,898	88.7	90% within 60 seconds	136.6
P2/P3 EFD Delta & Echo	158	95.5	90% within 60 seconds	144.1
2020 NENA Standard				
P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	91,619	1.5	90% within 15 seconds	1.0

August 2025 Monthly Contracted Performance Scorecard Broward County Regional Consolidated Dispatch System

Metric	Count	Attained	Target	Attainment Percentage
P1 Call Answer Time - Busy Hour of 1700 hrs. (NENA 56-005)	5,327	5,175	90% within 10 seconds	97.1%
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	31	29	100% of days in the month	93.5%
P1 Call Answering Time - All 911 Calls (NENA 56-005)	89,830	89,035	95% within 20 seconds	99.1%
P1 Call Answer Time - Alarm Lines	4,097	4,044	95% within 15 seconds	98.7%
P1 Call Answer Time - Alarm Lines	4,097	4,089	99% within 40 seconds	99.8%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,601	6,358	90% within 90 seconds	54.8%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,601	8,939	99% within 120 seconds	77.1%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,639	342	80% within 60 seconds	9.4%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,639	452	90% within 64 seconds	12.4%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,639	1,911	95% within 106 seconds	52.5%

NFPA 2019 Analysis

P2/P3 EMD Echo	155	41	90% within 60 seconds	26.5%
P2/P3 EFD Echo	29	8	90% within 60 seconds	27.6%
P2/P3 EMD Delta	2,749	608	90% within 60 seconds	22.1%
P2/P3 EFD Delta	126	21	90% within 60 seconds	16.7%
P2/P3 EMD Delta & Echo	2,902	649	90% within 60 seconds	22.4%
P2/P3 EFD Delta & Echo	155	29	90% within 60 seconds	18.7%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	89,830	88,630	90% within 15 seconds	98.7%
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August 2025 Monthly Contracted Performance Scorecard Broward County Regional Consolidated Dispatch System

EMD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	11%	12%
Low Compliance	<= 10%	6%	5%
Non-Compliant	<= 7%	16%	6%

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.83%	0.30%
Major Deviation	<= 3%	1.24%	0.91%
Moderate Deviation	<= 3%	1.59%	1.12%
Minor Deviation	<= 3%	2.48%	1.59%

EFD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	9%	6%
Low Compliance	<= 10%	7%	10%
Non-Compliant	<= 7%	18%	7%

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	1.35%	0.60%
Major Deviation	<= 3%	1.63%	0.98%
Moderate Deviation	<= 3%	3.11%	2.73%
Minor Deviation	<= 3%	2.91%	2.22%

EPD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%		
Low Compliance	<= 10%		
Non-Compliant	<= 7%		

EPD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%		
Major Deviation	<= 3%		
Moderate Deviation	<= 3%		
Minor Deviation	<= 3%		

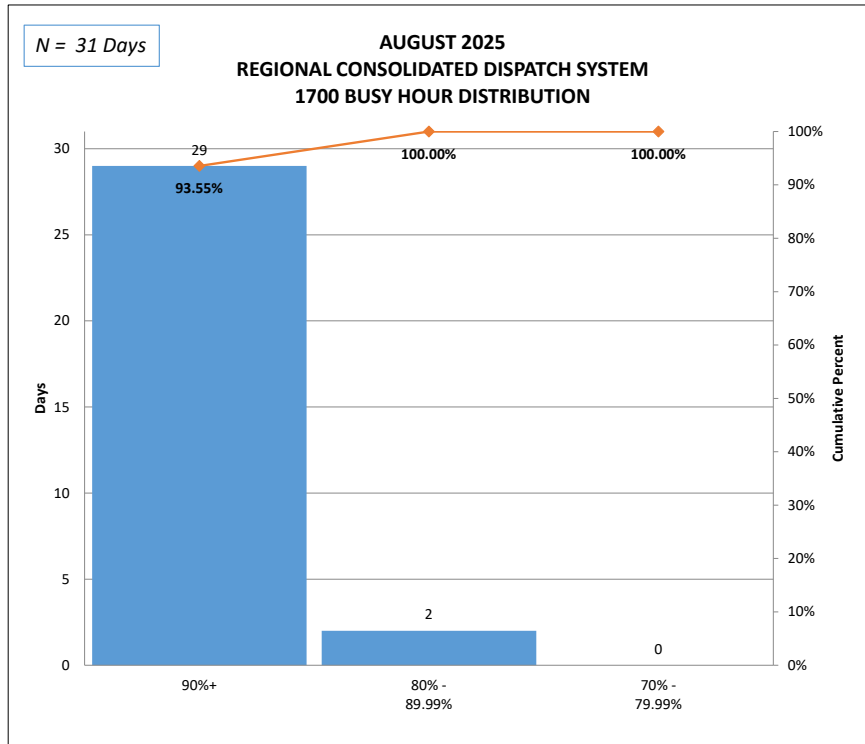
Notes

¹BSO does not expect to reinstate EPD until further notice. As such, EPD metrics will not be available.

² A system issue with S911-TDOS trunk generated 3,963 abandoned calls. These calls have been removed from Call Answer Time dataset.

P1 Call Answer Time - 1700 Busy Hour (NENA 56-005)

DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO
08/01/2025	5:00 PM	202	204	99%	YES	08/16/2025	5:00 PM	180	180	100%	YES
08/02/2025	5:00 PM	141	141	100%	YES	08/17/2025	5:00 PM	153	153	100%	YES
08/03/2025	5:00 PM	164	164	100%	YES	08/18/2025	5:00 PM	152	187	81%	NO
08/04/2025	5:00 PM	171	173	99%	YES	08/19/2025	5:00 PM	163	175	93%	YES
08/05/2025	5:00 PM	196	207	95%	YES	08/20/2025	5:00 PM	145	161	90%	YES
08/06/2025	5:00 PM	158	162	98%	YES	08/21/2025	5:00 PM	153	153	100%	YES
08/07/2025	5:00 PM	167	167	100%	YES	08/22/2025	5:00 PM	173	177	98%	YES
08/08/2025	5:00 PM	161	161	100%	YES	08/23/2025	5:00 PM	146	146	100%	YES
08/09/2025	5:00 PM	152	152	100%	YES	08/24/2025	5:00 PM	148	148	100%	YES
08/10/2025	5:00 PM	130	130	100%	YES	08/25/2025	5:00 PM	172	180	96%	YES
08/11/2025	5:00 PM	217	221	98%	YES	08/26/2025	5:00 PM	200	204	98%	YES
08/12/2025	5:00 PM	169	186	91%	YES	08/27/2025	5:00 PM	183	188	97%	YES
08/13/2025	5:00 PM	173	197	88%	NO	08/28/2025	5:00 PM	139	139	100%	YES
08/14/2025	5:00 PM	186	186	100%	YES	08/29/2025	5:00 PM	181	181	100%	YES
08/15/2025	5:00 PM	161	165	98%	YES	08/30/2025	5:00 PM	184	184	100%	YES
						08/31/2025	5:00 PM	153	153	100%	YES



Achieved	29	
Days	31	
Percent	93.55%	
90%+	29	93.55%
80% - 89.99%	2	100.00%
70% - 79.99%	0	100.00%
60% - 69.99%	0	100.00%
50% - 59.99%	0	100.00%
40% - 49.99%	0	100.00%
30% - 39.99%	0	100.00%
20% - 29.99%	0	100.00%
10% - 19.99%	0	100.00%
0% - 9.99%	0	100.00%
TOTAL	31	100.00%

Call Volume and Call For Service Data

CALL VOLUME	
9-1-1 Calls Answered	93,796
Alarm Calls Answered	4,097
Non-Emergency Calls Answered	58,221
Non 9-1-1 Calls Answered	62,318
TOTAL INCOMING	156,114
TOTAL OUTGOING	36,871
Non 9-1-1 Calls Handled	99,189
Abandoned Calls	7,940
Language Line Calls	3,622

CLASS OF SERVICE (9-1-1 CALLS ONLY)	
Wireless	79,233
Wireline	7,023
VOIP	6,741
PBX	799
9-1-1 Calls Presented	93,796

CALLS FOR SERVICE	
Fire Rescue/EMS	25,381
Law Enforcement	149,810
TOTAL CFS	175,191

August 2025 Monthly Summary Performance Report Broward County Regional Consolidated Dispatch System

Metric	Count	Average Time (seconds)	Target	Target Compliance (seconds)
P1 Call Answer Time - Busy Hour of 1700 hrs. (NENA 56-005)	5,327	1.6	90% within 10 seconds	1.1
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	31	N/A	All days in month	29 days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	89,830	1.5	95% within 20 seconds	1.4
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	89,830	1.5	95% within 15 seconds	1.4
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	89,830	1.5	99% within 40 seconds	18.4
P1 Call Answer Time - All 911 Calls (State of Florida)	89,830	1.5	90% within 10 seconds	1.0
P1 Call Answer Time - Alarm Lines	4,097	0.8	95% within 15 seconds	0.5
P1 Call Answer Time - Alarm Lines	4,097	0.8	99% within 40 seconds	19.1
Transfer to Secondary PSAP (NFPA 1221-2016)	measure analysis is currently under development			
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,602	99.5	90% within 90 seconds	158.1
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,602	99.5	99% within 120 seconds	294.6
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,639	115.9	80% within 60 seconds	146.2
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,639	115.9	90% within 64 seconds	180.9
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,639	115.9	95% within 106 seconds	217.3
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,174	70.2	90% within 70 seconds	113.6
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,174	18.3	90% within 20 seconds	27.5
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,174	88.5	90% within 90 seconds	134.6
P4 EMS Turnout Time Delta & Echo Calls Only	3,174	66.3	Report 90th% No Specific Target	111.3
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,174	293.3	Report 90th% No Specific Target	430.6
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,370	123.9	Report 90th% No Specific Target	220.9
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,370	235.2	Report 90th% No Specific Target	304.4
P2/P3 Law Enforcement Call for Service Processing Priority 1 & 2 Calls Only	4,370	359.1	Report 90th% No Specific Target	519.6
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,370	357.4	Report 90th% No Specific Target	705.5
NFPA 2019 Analysis				
P2/P3 EMD Echo	155	81.9	90% within 60 seconds	128.1
P2/P3 EFD Echo	29	86.2	90% within 60 seconds	137.6
P2/P3 EMD Delta	2,749	87.9	90% within 60 seconds	132.9
P2/P3 EFD Delta	126	97.5	90% within 60 seconds	156.1
P2/P3 EMD Delta & Echo	2,902	87.6	90% within 60 seconds	132.5
P2/P3 EFD Delta & Echo	155	95.4	90% within 60 seconds	154.8
2020 NENA Standard				
P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	89,830	1.5	90% within 15 seconds	1.0

September 2025 Monthly Contracted Performance Scorecard Broward County Regional Consolidated Dispatch System

Metric	Count	Attained	Target	Attainment Percentage
P1 Call Answer Time - Busy Hour of 1700 hrs. (NENA 56-005)	4,863	4,780	90% within 10 seconds	98.3%
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	30	30	100% of days in the month	100.0%
P1 Call Answering Time - All 911 Calls (NENA 56-005)	84,418	83,742	95% within 20 seconds	99.2%
P1 Call Answer Time - Alarm Lines	3,653	3,618	95% within 15 seconds	99.0%
P1 Call Answer Time - Alarm Lines	3,653	3,646	99% within 40 seconds	99.8%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	10,952	6,000	90% within 90 seconds	54.8%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	10,952	8,413	99% within 120 seconds	76.8%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,467	332	80% within 60 seconds	9.6%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,467	425	90% within 64 seconds	12.3%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,467	1,811	95% within 106 seconds	52.2%

NFPA 2019 Analysis

P2/P3 EMD Echo	148	43	90% within 60 seconds	29.1%
P2/P3 EFD Echo	43	9	90% within 60 seconds	20.9%
P2/P3 EMD Delta	2,617	529	90% within 60 seconds	20.2%
P2/P3 EFD Delta	91	14	90% within 60 seconds	15.4%
P2/P3 EMD Delta & Echo	2,765	572	90% within 60 seconds	20.7%
P2/P3 EFD Delta & Echo	134	23	90% within 60 seconds	17.2%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	84,418	83,430	90% within 15 seconds	98.8%
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September 2025 Monthly Contracted Performance Scorecard Broward County Regional Consolidated Dispatch System

EMD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	12%	11%
Low Compliance	<= 10%	6%	4%
Non-Compliant	<= 7%	12%	10%

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.60%	0.59%
Major Deviation	<= 3%	1.03%	0.71%
Moderate Deviation	<= 3%	1.58%	1.37%
Minor Deviation	<= 3%	2.43%	2.13%

EFD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	6%	8%
Low Compliance	<= 10%	5%	12%
Non-Compliant	<= 7%	12%	11%

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.60%	0.58%
Major Deviation	<= 3%	1.32%	1.37%
Moderate Deviation	<= 3%	2.05%	2.90%
Minor Deviation	<= 3%	3.63%	2.74%

EPD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%		
Low Compliance	<= 10%		
Non-Compliant	<= 7%		

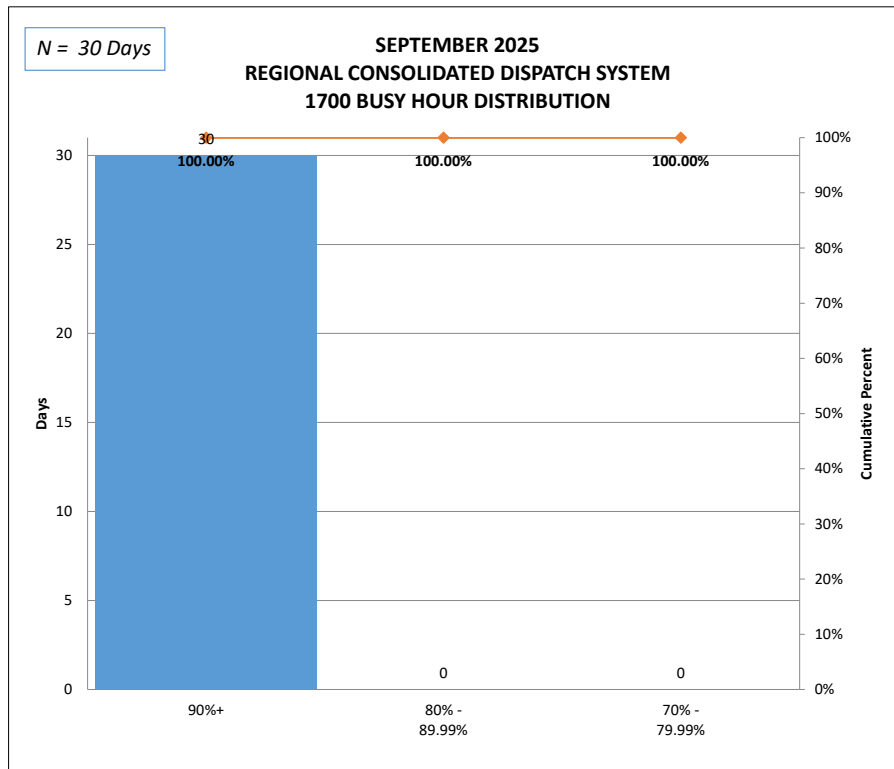
EPD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%		
Major Deviation	<= 3%		
Moderate Deviation	<= 3%		
Minor Deviation	<= 3%		

Notes

BSO does not expect to reinstate EPD until further notice. As such, EPD metrics will not be available.

P1 Call Answer Time - 1700 Busy Hour (NENA 56-005)

DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO
09/01/2025	5:00 PM	162	162	100%	YES	09/16/2025	5:00 PM	147	151	97.35%	YES
09/02/2025	5:00 PM	190	190	100%	YES	09/17/2025	5:00 PM	142	143	99.30%	YES
09/03/2025	5:00 PM	170	172	99%	YES	09/18/2025	5:00 PM	119	119	100.00%	YES
09/04/2025	5:00 PM	163	166	98%	YES	09/19/2025	5:00 PM	171	178	96.07%	YES
09/05/2025	5:00 PM	171	173	99%	YES	09/20/2025	5:00 PM	121	121	100.00%	YES
09/06/2025	5:00 PM	150	156	96%	YES	09/21/2025	5:00 PM	130	130	100.00%	YES
09/07/2025	5:00 PM	139	139	100%	YES	09/22/2025	5:00 PM	170	179	94.97%	YES
09/08/2025	5:00 PM	178	178	100%	YES	09/23/2025	5:00 PM	176	188	93.62%	YES
09/09/2025	5:00 PM	137	140	98%	YES	09/24/2025	5:00 PM	176	184	95.65%	YES
09/10/2025	5:00 PM	143	146	98%	YES	09/25/2025	5:00 PM	137	137	100.00%	YES
09/11/2025	5:00 PM	149	151	99%	YES	09/26/2025	5:00 PM	205	208	98.56%	YES
09/12/2025	5:00 PM	193	203	95%	YES	09/27/2025	5:00 PM	164	164	100.00%	YES
09/13/2025	5:00 PM	149	149	100%	YES	09/28/2025	5:00 PM	138	138	100.00%	YES
09/14/2025	5:00 PM	161	161	100%	YES	09/29/2025	5:00 PM	154	160	96.25%	YES
09/15/2025	5:00 PM	167	168	99%	YES	09/30/2025	5:00 PM	208	209	99.52%	YES



Achieved	30	
Days	30	
Percent	100.00%	
90%+	30	100.00%
80% - 89.99%	0	100.00%
70% - 79.99%	0	100.00%
60% - 69.99%	0	100.00%
50% - 59.99%	0	100.00%
40% - 49.99%	0	100.00%
30% - 39.99%	0	100.00%
20% - 29.99%	0	100.00%
10% - 19.99%	0	100.00%
0% - 9.99%	0	100.00%
TOTAL	30	100.00%

Call Volume and Call For Service Data

CALL VOLUME	
9-1-1 Calls Answered	84,591
Alarm Calls Answered	3,653
Non-Emergency Calls Answered	55,303
Non 9-1-1 Calls Answered	58,956
TOTAL INCOMING	143,547
TOTAL OUTGOING	34,733
Non 9-1-1 Calls Handled	93,689
Abandoned Calls	3,940
Language Line Calls	3,556

CLASS OF SERVICE (9-1-1 CALLS ONLY)	
Wireless	74,369
Wireline	3,036
VOIP	6,392
PBX	794
9-1-1 Calls Presented	84,591

CALLS FOR SERVICE	
Fire Rescue/EMS	24,644
Law Enforcement	147,524
TOTAL CFS	172,168

September 2025 Monthly Summary Performance Report Broward County Regional Consolidated Dispatch System

Metric	Count	Average Time (seconds)	Target	Target Compliance (seconds)
P1 Call Answer Time - Busy Hour of 1700 hrs. (NENA 56-005)	4,863	1.4	90% within 10 seconds	1.1
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	30	N/A	All days in month	30 days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	84,418	1.8	95% within 20 seconds	1.2
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	84,418	1.8	95% within 15 seconds	1.2
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	84,418	1.8	99% within 40 seconds	17.1
P1 Call Answer Time - All 911 Calls (State of Florida)	84,418	1.8	90% within 10 seconds	1.1
P1 Call Answer Time - Alarm Lines	3,653	0.7	95% within 15 seconds	0.5
P1 Call Answer Time - Alarm Lines	3,653	0.7	99% within 40 seconds	14.9
Transfer to Secondary PSAP (NFPA 1221-2016)	measure analysis is currently under development			
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	10,952	99.8	90% within 90 seconds	159.4
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	10,952	99.8	99% within 120 seconds	292.0
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,467	119.0	80% within 60 seconds	145.4
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,467	119.0	90% within 64 seconds	178.8
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,467	119.0	95% within 106 seconds	213.1
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,008	70.5	90% within 70 seconds	113.3
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,008	17.9	90% within 20 seconds	26.6
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,008	88.4	90% within 90 seconds	132.9
P4 EMS Turnout Time Delta & Echo Calls Only	3,008	66.1	Report 90th% No Specific Target	108.5
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,008	296.8	Report 90th% No Specific Target	437.8
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,122	127.8	Report 90th% No Specific Target	231.2
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,122	227.6	Report 90th% No Specific Target	304.2
P2/P3 Law Enforcement Call for Service Processing Priority 1 & 2 Calls Only	4,122	355.4	Report 90th% No Specific Target	513.6
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,122	370.2	Report 90th% No Specific Target	693.8
NFPA 2019 Analysis				
P2/P3 EMD Echo	148	77.7	90% within 60 seconds	115.0
P2/P3 EFD Echo	43	89.6	90% within 60 seconds	151.4
P2/P3 EMD Delta	2,617	88.2	90% within 60 seconds	132.1
P2/P3 EFD Delta	91	100.5	90% within 60 seconds	156.0
P2/P3 EMD Delta & Echo	2,765	87.6	90% within 60 seconds	131.9
P2/P3 EFD Delta & Echo	134	97.0	90% within 60 seconds	153.2
2020 NENA Standard				
P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	84,418	1.8	90% within 15 seconds	1.1

October 2025 Monthly Contracted Performance Scorecard Broward County Regional Consolidated Dispatch System

Metric	Count	Attained	Target	Attainment Percentage
P1 Call Answer Time - Busy Hour of 1700 hrs. (NENA 56-005)	5,089	4,942	90% within 10 seconds	97.1%
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	31	30	100% of days in the month	96.8%
P1 Call Answering Time - All 911 Calls (NENA 56-005)	88,507	87,646	95% within 20 seconds	99.0%
P1 Call Answer Time - Alarm Lines	4,955	4,874	95% within 15 seconds	98.4%
P1 Call Answer Time - Alarm Lines	4,955	4,936	99% within 40 seconds	99.6%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,302	6,231	90% within 90 seconds	55.1%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,302	8,880	99% within 120 seconds	78.6%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,504	323	80% within 60 seconds	9.2%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,504	414	90% within 64 seconds	11.8%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,504	1,840	95% within 106 seconds	52.5%

NFPA 2019 Analysis

P2/P3 EMD Echo	130	35	90% within 60 seconds	26.9%
P2/P3 EFD Echo	48	12	90% within 60 seconds	25.0%
P2/P3 EMD Delta	2,643	547	90% within 60 seconds	20.7%
P2/P3 EFD Delta	107	21	90% within 60 seconds	19.6%
P2/P3 EMD Delta & Echo	2,773	582	90% within 60 seconds	21.0%
P2/P3 EFD Delta & Echo	155	33	90% within 60 seconds	21.3%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	88,507	87,220	90% within 15 seconds	98.5%
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October 2025 Monthly Contracted Performance Scorecard Broward County Regional Consolidated Dispatch System

EMD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	12%	8%
Low Compliance	<= 10%	5%	6%
Non-Compliant	<= 7%	15%	9%

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.71%	0.60%
Major Deviation	<= 3%	1.29%	0.70%
Moderate Deviation	<= 3%	1.63%	1.07%
Minor Deviation	<= 3%	2.33%	1.71%

EFD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	16%	6%
Low Compliance	<= 10%	8%	13%
Non-Compliant	<= 7%	5%	8%

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.35%	0.73%
Major Deviation	<= 3%	1.14%	1.39%
Moderate Deviation	<= 3%	2.75%	2.53%
Minor Deviation	<= 3%	3.43%	2.57%

EPD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%		
Low Compliance	<= 10%		
Non-Compliant	<= 7%		

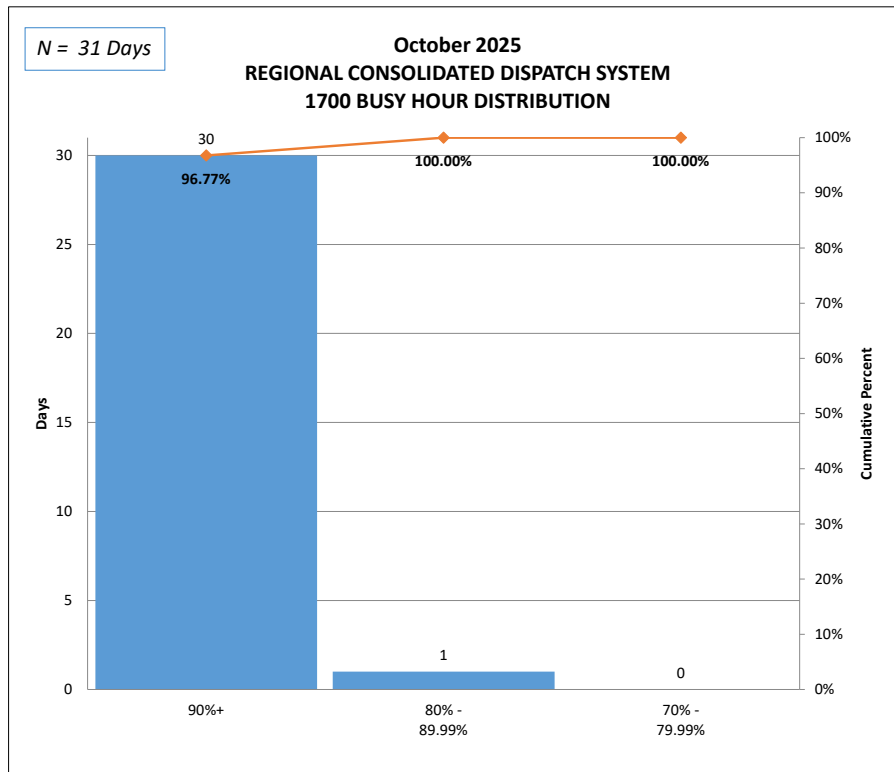
EPD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%		
Major Deviation	<= 3%		
Moderate Deviation	<= 3%		
Minor Deviation	<= 3%		

Notes

BSO does not expect to reinstate EPD until further notice. As such, EPD metrics will not be available.

P1 Call Answer Time - 1700 Busy Hour (NENA 56-005)

DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO
10/01/2024	5:00 PM	192	197	97%	YES	10/16/2024	5:00 PM	181	182	99%	YES
10/02/2024	5:00 PM	183	183	100%	YES	10/17/2024	5:00 PM	158	158	100%	YES
10/03/2024	5:00 PM	164	165	99%	YES	10/18/2024	5:00 PM	129	129	100%	YES
10/04/2024	5:00 PM	144	144	100%	YES	10/19/2024	5:00 PM	131	131	100%	YES
10/05/2024	5:00 PM	155	155	100%	YES	10/20/2024	5:00 PM	162	167	97%	YES
10/06/2024	5:00 PM	182	202	90%	YES	10/21/2024	5:00 PM	10	11	91%	YES
10/07/2024	5:00 PM	166	175	95%	YES	10/22/2024	5:00 PM	191	208	92%	YES
10/08/2024	5:00 PM	159	163	98%	YES	10/23/2024	5:00 PM	185	205	90%	YES
10/09/2024	5:00 PM	165	168	98%	YES	10/24/2024	5:00 PM	187	205	91%	YES
10/10/2024	5:00 PM	154	163	94%	YES	10/25/2024	5:00 PM	159	159	100%	YES
10/11/2024	5:00 PM	182	182	100%	YES	10/26/2024	5:00 PM	151	151	100%	YES
10/12/2024	5:00 PM	146	146	100%	YES	10/27/2024	5:00 PM	156	156	100%	YES
10/13/2024	5:00 PM	189	194	97%	YES	10/28/2024	5:00 PM	142	142	100%	YES
10/14/2024	5:00 PM	134	153	88%	NO	10/29/2024	5:00 PM	169	171	99%	YES
10/15/2024	5:00 PM	155	156	99%	YES	10/30/2024	5:00 PM	185	192	96%	YES
						10/31/2024	5:00 PM	176	176	100%	YES



Achieved	30	
Days	31	
Percent	96.77%	
90%+	30	96.77%
80% - 89.99%	1	100.00%
70% - 79.99%	0	100.00%
60% - 69.99%	0	100.00%
50% - 59.99%	0	100.00%
40% - 49.99%	0	100.00%
30% - 39.99%	0	100.00%
20% - 29.99%	0	100.00%
10% - 19.99%	0	100.00%
0% - 9.99%	0	100.00%
TOTAL	31	100.00%

Call Volume and Call For Service Data

CALL VOLUME	
9-1-1 Calls Answered	89,865
Alarm Calls Answered	4,955
Non-Emergency Calls Answered	57,902
Non 9-1-1 Calls Answered	62,857
TOTAL INCOMING	152,722
TOTAL OUTGOING	36,465
Non 9-1-1 Calls Handled	99,322
Abandoned Calls	3,838
Language Line Calls	3,641

CLASS OF SERVICE (9-1-1 CALLS ONLY)	
Wireless	79,071
Wireline	3,026
VOIP	7,733
PBX	35
9-1-1 Calls Presented	89,865

CALLS FOR SERVICE	
Fire Rescue/EMS	25,343
Law Enforcement	152,086
TOTAL CFS	177,429

October 2025 Monthly Summary Performance Report Broward County Regional Consolidated Dispatch System

Metric	Count	Average Time (seconds)	Target	Target Compliance (seconds)
P1 Call Answer Time - Busy Hour of 1700 hrs. (NENA 56-005)	5,089	1.6	90% within 10 seconds	1.1
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	31	N/A	All days in month	30 days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	88,507	2.1	95% within 20 seconds	1.7
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	88,507	2.1	95% within 15 seconds	1.7
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	88,507	2.1	99% within 40 seconds	19.7
P1 Call Answer Time - All 911 Calls (State of Florida)	88,507	2.1	90% within 10 seconds	1.1
P1 Call Answer Time - Alarm Lines	4,955	0.9	95% within 15 seconds	0.5
P1 Call Answer Time - Alarm Lines	4,955	0.9	99% within 40 seconds	25.9
Transfer to Secondary PSAP (NFPA 1221-2016)	measure analysis is currently under development			
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,302	98.4	90% within 90 seconds	153.6
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,302	98.4	99% within 120 seconds	286.8
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,504	120.4	80% within 60 seconds	147.5
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,504	120.4	90% within 64 seconds	182.5
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,504	120.4	95% within 106 seconds	222.9
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,038	70.4	90% within 70 seconds	113.3
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,038	18.5	90% within 20 seconds	28.0
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,038	88.9	90% within 90 seconds	133.3
P4 EMS Turnout Time Delta & Echo Calls Only	3,038	66.2	Report 90th% No Specific Target	110.0
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,038	297.8	Report 90th% No Specific Target	437.7
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,407	124.8	Report 90th% No Specific Target	219.9
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,407	248.7	Report 90th% No Specific Target	321.4
P2/P3 Law Enforcement Call for Service Processing Priority 1 & 2 Calls Only	4,407	373.5	Report 90th% No Specific Target	535.1
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,407	364.7	Report 90th% No Specific Target	704.6
NFPA 2019 Analysis				
P2/P3 EMD Echo	130	79.0	90% within 60 seconds	116.1
P2/P3 EFD Echo	48	99.6	90% within 60 seconds	187.2
P2/P3 EMD Delta	2,643	88.0	90% within 60 seconds	131.7
P2/P3 EFD Delta	107	102.3	90% within 60 seconds	170.9
P2/P3 EMD Delta & Echo	2,773	87.6	90% within 60 seconds	131.1
P2/P3 EFD Delta & Echo	155	101.5	90% within 60 seconds	172.8
2020 NENA Standard				
P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	88,507	2.1	90% within 15 seconds	1.1

November 2025 Monthly Contracted Performance Scorecard Broward County Regional Consolidated Dispatch System

Metric	Count	Attained	Target	Attainment Percentage
P1 Call Answer Time - Busy Hour of 1700 hrs. (NENA 56-005)	5,122	4,945	90% within 10 seconds	96.5%
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	30	27	100% of days in the month	90.0%
P1 Call Answering Time - All 911 Calls (NENA 56-005)	85,838	84,918	95% within 20 seconds	98.9%
P1 Call Answer Time - Alarm Lines	4,407	4,327	95% within 15 seconds	98.2%
P1 Call Answer Time - Alarm Lines	4,407	4,392	99% within 40 seconds	99.7%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,157	6,224	90% within 90 seconds	55.8%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,157	8,764	99% within 120 seconds	78.6%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,433	407	80% within 60 seconds	11.9%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,433	526	90% within 64 seconds	15.3%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,433	1,880	95% within 106 seconds	54.8%

NFPA 2019 Analysis

P2/P3 EMD Echo	143	40	90% within 60 seconds	28.0%
P2/P3 EFD Echo	75	19	90% within 60 seconds	25.3%
P2/P3 EMD Delta	2,642	575	90% within 60 seconds	21.8%
P2/P3 EFD Delta	97	23	90% within 60 seconds	23.7%
P2/P3 EMD Delta & Echo	2,785	615	90% within 60 seconds	22.1%
P2/P3 EFD Delta & Echo	171	41	90% within 60 seconds	24.0%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	85,838	84,519	90% within 15 seconds	98.5%
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November 2025 Monthly Contracted Performance Scorecard

Broward County Regional Consolidated Dispatch System

EMD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	11%	10%
Low Compliance	<= 10%	6%	5%
Non-Compliant	<= 7%	16%	8%

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.86%	0.44%
Major Deviation	<= 3%	1.19%	0.78%
Moderate Deviation	<= 3%	1.72%	1.22%
Minor Deviation	<= 3%	2.46%	1.52%

EFD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	8%	9%
Low Compliance	<= 10%	3%	11%
Non-Compliant	<= 7%	22%	12%

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	1.35%	0.80%
Major Deviation	<= 3%	1.08%	1.80%
Moderate Deviation	<= 3%	2.41%	3.38%
Minor Deviation	<= 3%	3.38%	2.33%

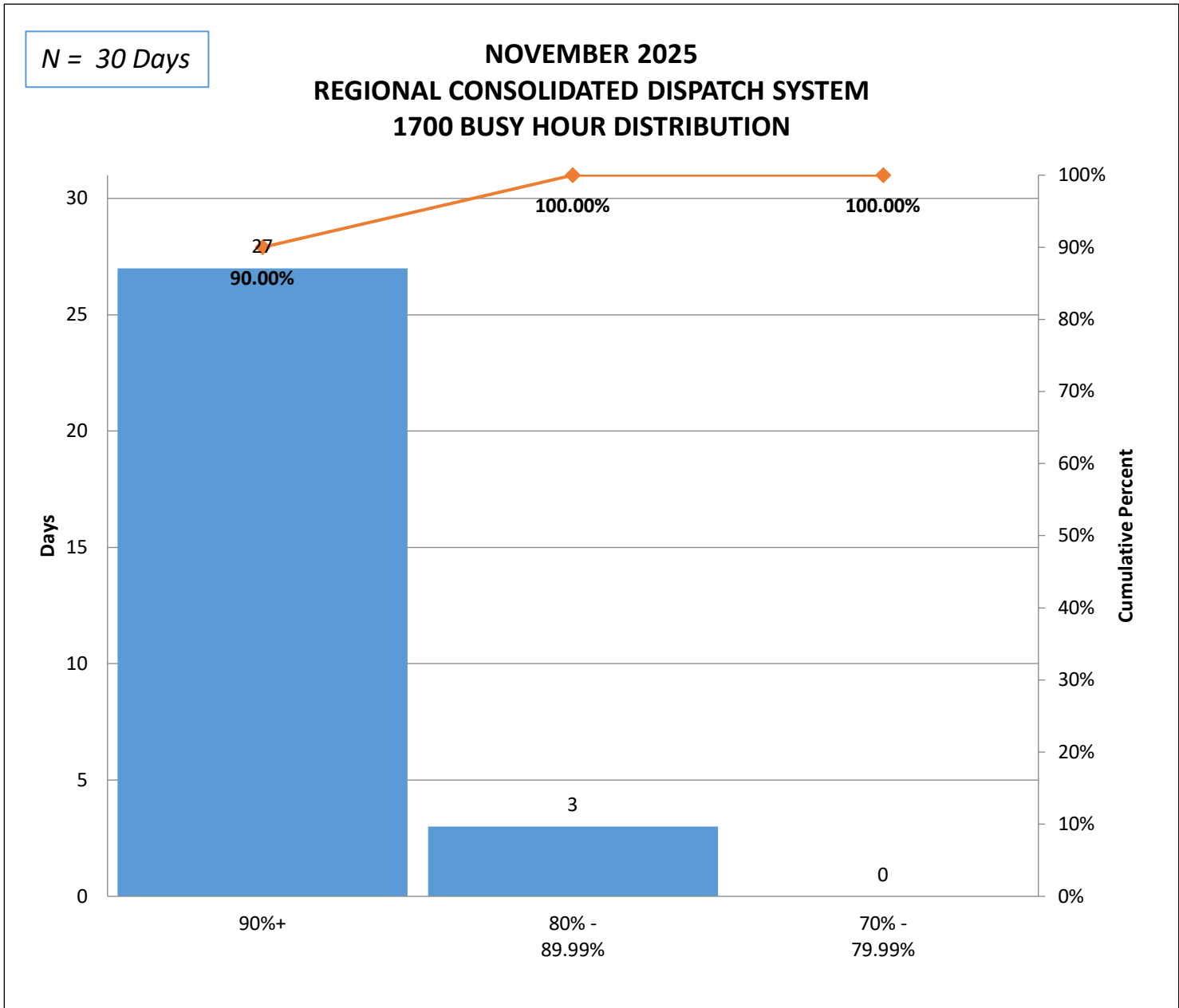
EPD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%		
Low Compliance	<= 10%		
Non-Compliant	<= 7%		

EPD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%		
Major Deviation	<= 3%		
Moderate Deviation	<= 3%		
Minor Deviation	<= 3%		

Notes

BSO does not expect to reinstate EPD until further notice. As such, EPD metrics will not be available.

P1 Call Answer Time - 1700 Busy Hour (NENA 56-005)											
DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO
11/01/2025	5:00 PM	157	158	99.37%	YES	11/16/2025	5:00 PM	144	144	100.00%	YES
11/02/2025	5:00 PM	146	148	98.65%	YES	11/17/2025	5:00 PM	177	177	100.00%	YES
11/03/2025	5:00 PM	175	175	100.00%	YES	11/18/2025	5:00 PM	164	172	95.35%	YES
11/04/2025	5:00 PM	153	153	100.00%	YES	11/19/2025	5:00 PM	196	244	80.33%	NO
11/05/2025	5:00 PM	162	195	83.08%	NO	11/20/2025	5:00 PM	163	163	100.00%	YES
11/06/2025	5:00 PM	166	166	100.00%	YES	11/21/2025	5:00 PM	195	195	100.00%	YES
11/07/2025	5:00 PM	192	197	97.46%	YES	11/22/2025	5:00 PM	73	73	100.00%	YES
11/08/2025	5:00 PM	150	150	100.00%	YES	11/23/2025	5:00 PM	137	137	100.00%	YES
11/09/2025	5:00 PM	169	182	92.86%	YES	11/24/2025	5:00 PM	170	173	98.27%	YES
11/10/2025	5:00 PM	162	165	98.18%	YES	11/25/2025	5:00 PM	230	259	88.80%	NO
11/11/2025	5:00 PM	174	174	100.00%	YES	11/26/2025	5:00 PM	178	182	97.80%	YES
11/12/2025	5:00 PM	162	170	95.29%	YES	11/27/2025	5:00 PM	158	158	100.00%	YES
11/13/2025	5:00 PM	182	185	98.38%	YES	11/28/2025	5:00 PM	157	157	100.00%	YES
11/14/2025	5:00 PM	184	192	95.83%	YES	11/29/2025	5:00 PM	165	166	99.40%	YES
11/15/2025	5:00 PM	162	165	98.18%	YES	11/30/2025	5:00 PM	142	147	96.60%	YES



Achieved	27	
Days	30	
Percent	90.00%	
90%+	27	90.00%
80% - 89.99%	3	100.00%
70% - 79.99%	0	100.00%
60% - 69.99%	0	100.00%
50% - 59.99%	0	100.00%
40% - 49.99%	0	100.00%
30% - 39.99%	0	100.00%
20% - 29.99%	0	100.00%
10% - 19.99%	0	100.00%
0% - 9.99%	0	100.00%
TOTAL	30	100.00%

Call Volume and Call For Service Data

CALL VOLUME	
9-1-1 Calls Answered	85,880
Alarm Calls Answered	4,473
Non-Emergency Calls Answered	53,641
Non 9-1-1 Calls Answered	58,114
TOTAL INCOMING	143,994
TOTAL OUTGOING	33,185
Non 9-1-1 Calls Handled	91,299
Abandoned Calls	4,649
Language Line Calls	3,284

CLASS OF SERVICE (9-1-1 CALLS ONLY)	
Wireless	74,331
Wireline	4,109
VOIP	7,403
PBX	37
9-1-1 Calls Presented	85,880

CALLS FOR SERVICE	
Fire Rescue/EMS	24,472
Law Enforcement	137,928
TOTAL CFS	162,400

November 2025 Monthly Summary Performance Report Broward County Regional Consolidated Dispatch System

Metric	Count	Average Time (seconds)	Target	Target Compliance (seconds)
P1 Call Answer Time - Busy Hour of 1700 hrs. (NENA 56-005)	5,122	1.9	90% within 10 seconds	1.2
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	30	N/A	All days in month	27 days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	85,838	1.7	95% within 20 seconds	1.8
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	85,838	1.7	95% within 15 seconds	1.8
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	85,838	1.7	99% within 40 seconds	20.7
P1 Call Answer Time - All 911 Calls (State of Florida)	85,838	1.7	90% within 10 seconds	1.1
P1 Call Answer Time - Alarm Lines	4,407	1.0	95% within 15 seconds	0.7
P1 Call Answer Time - Alarm Lines	4,407	1.0	99% within 40 seconds	27.7
Transfer to Secondary PSAP (NFPA 1221-2016)	measure analysis is currently under development			
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,157	97.6	90% within 90 seconds	154.0
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,157	97.6	99% within 120 seconds	286.6
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,433	114.6	80% within 60 seconds	142.3
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,433	114.6	90% within 64 seconds	172.7
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,433	114.6	95% within 106 seconds	208.1
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,047	70.0	90% within 70 seconds	114.0
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,047	18.7	90% within 20 seconds	28.0
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,047	88.7	90% within 90 seconds	134.7
P4 EMS Turnout Time Delta & Echo Calls Only	3,047	66.6	Report 90th% No Specific Target	110.0
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,047	297.8	Report 90th% No Specific Target	441.7
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,275	119.0	Report 90th% No Specific Target	214.6
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,275	250.4	Report 90th% No Specific Target	346.3
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	4,275	369.4	Report 90th% No Specific Target	546.9
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,275	353.7	Report 90th% No Specific Target	687.9

NFPA 2019 Analysis

P2/P3 EMD Echo	143	84.0	90% within 60 seconds	132.7
P2/P3 EFD Echo	75	80.6	90% within 60 seconds	118.7
P2/P3 EMD Delta	2,642	87.9	90% within 60 seconds	133.8
P2/P3 EFD Delta	97	89.1	90% within 60 seconds	154.5
P2/P3 EMD Delta & Echo	2,785	87.7	90% within 60 seconds	133.6
P2/P3 EFD Delta & Echo	171	85.6	90% within 60 seconds	137.9

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	85,838	1.7	90% within 15 seconds	1.1
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December 2025 Monthly Contracted Performance Scorecard Broward County Regional Consolidated Dispatch System

Metric	Count	Attained	Target	Attainment Percentage
P1 Call Answer Time - Busy Hour of 1700 hrs. (NENA 56-005)	5,377	5,214	90% within 10 seconds	97.0%
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	31	31	100% of days in the month	100.0%
P1 Call Answering Time - All 911 Calls (NENA 56-005)	90,450	89,270	95% within 20 seconds	98.7%
P1 Call Answer Time - Alarm Lines	9,750	9,554	95% within 15 seconds	98.0%
P1 Call Answer Time - Alarm Lines	9,750	9,704	99% within 40 seconds	99.5%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,057	7,059	90% within 90 seconds	58.5%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,057	9,620	99% within 120 seconds	79.8%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,504	374	80% within 60 seconds	10.7%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,504	492	90% within 64 seconds	14.0%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,504	1,939	95% within 106 seconds	55.3%

NFPA 2019 Analysis

P2/P3 EMD Echo	133	45	90% within 60 seconds	33.8%
P2/P3 EFD Echo	31	10	90% within 60 seconds	32.3%
P2/P3 EMD Delta	2,839	692	90% within 60 seconds	24.4%
P2/P3 EFD Delta	107	21	90% within 60 seconds	19.6%
P2/P3 EMD Delta & Echo	2,970	736	90% within 60 seconds	24.8%
P2/P3 EFD Delta & Echo	138	31	90% within 60 seconds	22.5%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	90,450	88,717	90% within 15 seconds	98.1%
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December 2025 Monthly Contracted Performance Scorecard

Broward County Regional Consolidated Dispatch System

EMD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	14%	10%
Low Compliance	<= 10%	5%	3%
Non-Compliant	<= 7%	17%	7%

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.85%	0.34%
Major Deviation	<= 3%	1.15%	0.75%
Moderate Deviation	<= 3%	1.70%	1.10%
Minor Deviation	<= 3%	3.01%	2.01%

EFD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	5%	7%
Low Compliance	<= 10%	3%	5%
Non-Compliant	<= 7%	19%	5%

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	1.15%	0.35%
Major Deviation	<= 3%	0.94%	0.56%
Moderate Deviation	<= 3%	2.45%	1.88%
Minor Deviation	<= 3%	3.56%	2.32%

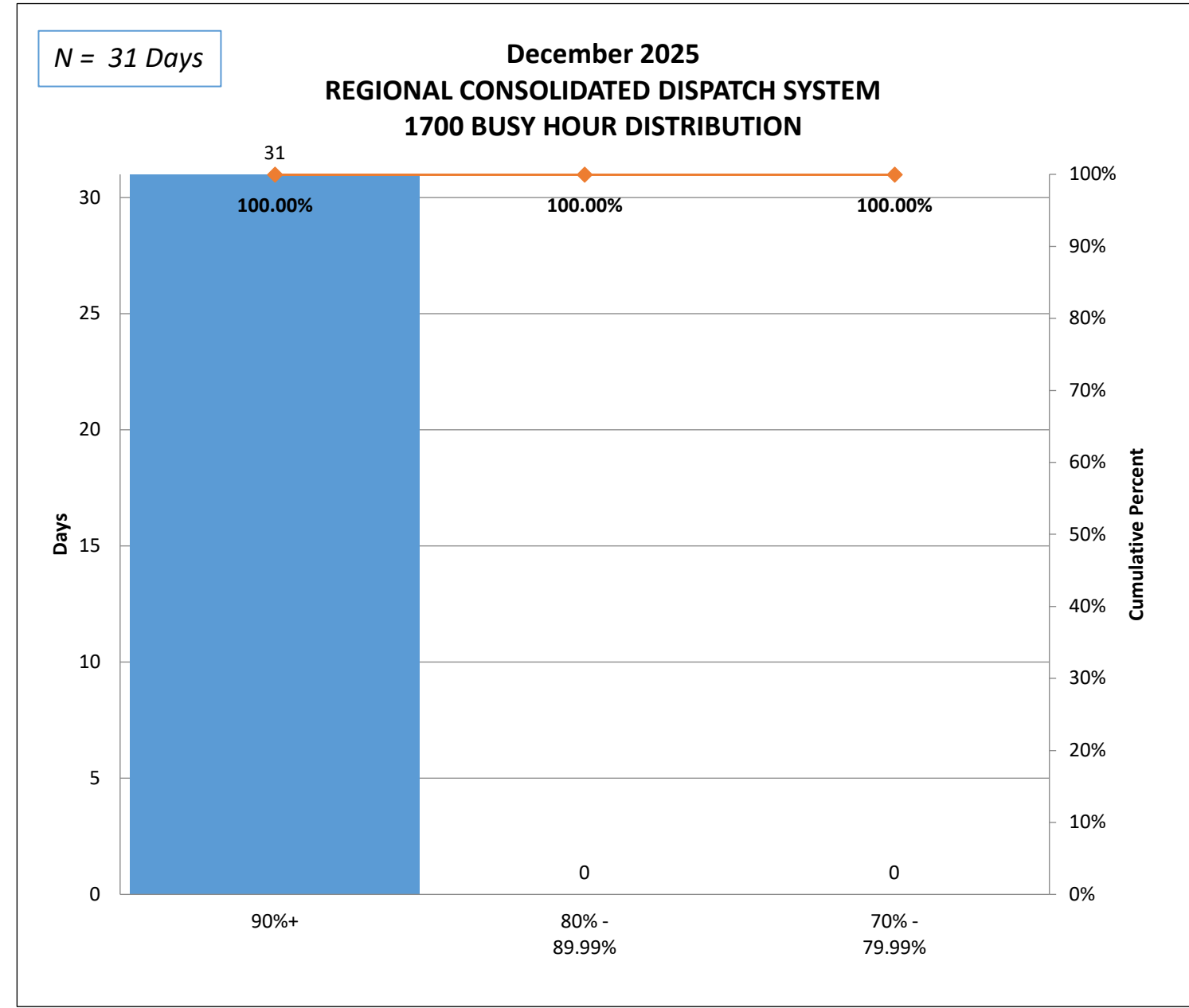
EPD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%		
Low Compliance	<= 10%		
Non-Compliant	<= 7%		

EPD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%		
Major Deviation	<= 3%		
Moderate Deviation	<= 3%		
Minor Deviation	<= 3%		

Notes

BSO does not expect to reinstate EPD until further notice. As such, EPD metrics will not be available.

P1 Call Answer Time - 1700 Busy Hour (NENA 56-005)											
DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO
12/01/2025	5:00 PM	168	168	100.00%	YES	12/16/2025	5:00 PM	162	170	95.29%	YES
12/02/2025	5:00 PM	197	198	99.49%	YES	12/17/2025	5:00 PM	135	140	96.43%	YES
12/03/2025	5:00 PM	153	169	90.53%	YES	12/18/2025	5:00 PM	155	157	98.73%	YES
12/04/2025	5:00 PM	171	179	95.53%	YES	12/19/2025	5:00 PM	175	186	94.09%	YES
12/05/2025	5:00 PM	179	183	97.81%	YES	12/20/2025	5:00 PM	179	179	100.00%	YES
12/06/2025	5:00 PM	173	173	100.00%	YES	12/21/2025	5:00 PM	189	191	98.95%	YES
12/07/2025	5:00 PM	186	186	100.00%	YES	12/22/2025	5:00 PM	169	173	97.69%	YES
12/08/2025	5:00 PM	187	187	100.00%	YES	12/23/2025	5:00 PM	225	250	90.00%	YES
12/09/2025	5:00 PM	150	153	98.04%	YES	12/24/2025	5:00 PM	169	179	94.41%	YES
12/10/2025	5:00 PM	160	167	95.81%	YES	12/25/2025	5:00 PM	139	139	100.00%	YES
12/11/2025	5:00 PM	153	153	100.00%	YES	12/26/2025	5:00 PM	154	156	98.72%	YES
12/12/2025	5:00 PM	160	173	92.49%	YES	12/27/2025	5:00 PM	161	173	93.06%	YES
12/13/2025	5:00 PM	142	149	95.30%	YES	12/28/2025	5:00 PM	155	155	100.00%	YES
12/14/2025	5:00 PM	183	183	100.00%	YES	12/29/2025	5:00 PM	166	175	94.86%	YES
12/15/2025	5:00 PM	173	173	100.00%	YES	12/30/2025	5:00 PM	167	175	95.43%	YES
						12/31/2025	5:00 PM	179	185	96.76%	YES



Achieved	31	
Days	31	
Percent	100.00%	
90%+	31	100.00%
80% - 89.99%	0	100.00%
70% - 79.99%	0	100.00%
60% - 69.99%	0	100.00%
50% - 59.99%	0	100.00%
40% - 49.99%	0	100.00%
30% - 39.99%	0	100.00%
20% - 29.99%	0	100.00%
10% - 19.99%	0	100.00%
0% - 9.99%	0	100.00%
TOTAL	31	100.00%

Call Volume and Call For Service Data

CALL VOLUME	
9-1-1 Calls Answered	90,454
Alarm Calls Answered	4,877
Non-Emergency Calls Answered	40,720
Non 9-1-1 Calls Answered	45,597
TOTAL INCOMING	136,051
TOTAL OUTGOING	32,197
Non 9-1-1 Calls Handled	77,794
Abandoned Calls	3,344
Language Line Calls	3,414

CLASS OF SERVICE (9-1-1 CALLS ONLY)	
Wireless	79,150
Wireline	2,973
VOIP	8,314
PBX	17
9-1-1 Calls Presented	90,454

CALLS FOR SERVICE	
Fire Rescue/EMS	26,101
Law Enforcement	147,141
TOTAL CFS	173,242

December 2025 Monthly Summary Performance Report Broward County Regional Consolidated Dispatch System

Metric	Count	Average Time (seconds)	Target	Target Compliance (seconds)
P1 Call Answer Time - Busy Hour of 1700 hrs. (NENA 56-005)	5,377	1.6	90% within 10 seconds	1.1
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	31	N/A	All days in month	31 days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	90,450	1.6	95% within 20 seconds	2.5
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	90,450	1.6	95% within 15 seconds	2.5
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	90,450	1.6	99% within 40 seconds	22.6
P1 Call Answer Time - All 911 Calls (State of Florida)	90,450	1.6	90% within 10 seconds	1.0
P1 Call Answer Time - Alarm Lines	9,750	1.1	95% within 15 seconds	0.9
P1 Call Answer Time - Alarm Lines	9,750	1.1	99% within 40 seconds	28.3
Transfer to Secondary PSAP (NFPA 1221-2016)	measure analysis is currently under development			
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,057	95.3	90% within 90 seconds	150.0
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,057	95.3	99% within 120 seconds	285.2
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,504	120.0	80% within 60 seconds	145.0
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,504	120.0	90% within 64 seconds	178.8
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,504	120.0	95% within 106 seconds	215.2
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,211	68.0	90% within 70 seconds	110.7
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,211	17.4	90% within 20 seconds	25.9
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,211	85.3	90% within 90 seconds	129.7
P4 EMS Turnout Time Delta & Echo Calls Only	3,211	65.0	Report 90th% No Specific Target	108.2
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,211	296.8	Report 90th% No Specific Target	433.4
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,562	121.9	Report 90th% No Specific Target	218.3
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,562	277.7	Report 90th% No Specific Target	450.3
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	4,562	399.6	Report 90th% No Specific Target	626.1
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,562	363.3	Report 90th% No Specific Target	702.2

NFPA 2019 Analysis

P2/P3 EMD Echo	133	78.0	90% within 60 seconds	120.5
P2/P3 EFD Echo	31	79.3	90% within 60 seconds	111.4
P2/P3 EMD Delta	2,839	84.5	90% within 60 seconds	129.2
P2/P3 EFD Delta	107	93.0	90% within 60 seconds	148.3
P2/P3 EMD Delta & Echo	2,970	84.2	90% within 60 seconds	128.7
P2/P3 EFD Delta & Echo	138	89.9	90% within 60 seconds	146.8

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	90,450	1.6	90% within 15 seconds	1.0
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