September 2026 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)	5,030	4,939	90% within 10 seconds	98.2%
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)	85,195	84,736	95% within 20 seconds	99.5%
P1 Call Answer Time - Alarm Lines	4,893	4,856	95% within 15 seconds	99.2%
P1 Call Answer Time - Alarm Lines	4,893	4,890	99% within 40 seconds	99.9%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,516	7,158	90% within 90 seconds	62.2%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,516	9,479	99% within 120 seconds	82.3%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,836	516	80% within 60 seconds	13.5%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,836	659	90% within 64 seconds	17.2%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,836	2,317	95% within 106 seconds	60.4%

NFPA 2019 Analysis

P2/P3 EMD Echo	160	50	90% within 60 seconds	31.3%
P2/P3 EFD Echo	64	13	90% within 60 seconds	20.3%
P2/P3 EMD Delta	2,742	736	90% within 60 seconds	26.8%
P2/P3 EFD Delta	115	17	90% within 60 seconds	14.8%
P2/P3 EMD Delta & Echo	2,902	786	90% within 60 seconds	27.1%
P2/P3 EFD Delta & Echo	177	30	90% within 60 seconds	16.9%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	85,195	84,523	90% within 15 seconds	99.2%

September 2026 Monthly Contracted Performance Scorecard
Broward County Regional Consolidated Dispatch System

EMD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	14%	9%
Low Compliance	<= 10%	8%	4%
Non-Compliant	<= 7%	7%	7%

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.31%	0.41%
Major Deviation	<= 3%	1.08%	0.60%
Moderate Deviation	<= 3%	1.50%	1.03%
Minor Deviation	<= 3%	3.09%	1.81%

EFD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	16%	7%
Low Compliance	<= 10%	8%	10%
Non-Compliant	<= 7%	22%	6%

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	1.13%	0.37%
Major Deviation	<= 3%	1.58%	1.19%
Moderate Deviation	<= 3%	4.10%	1.86%
Minor Deviation	<= 3%	3.84%	2.89%

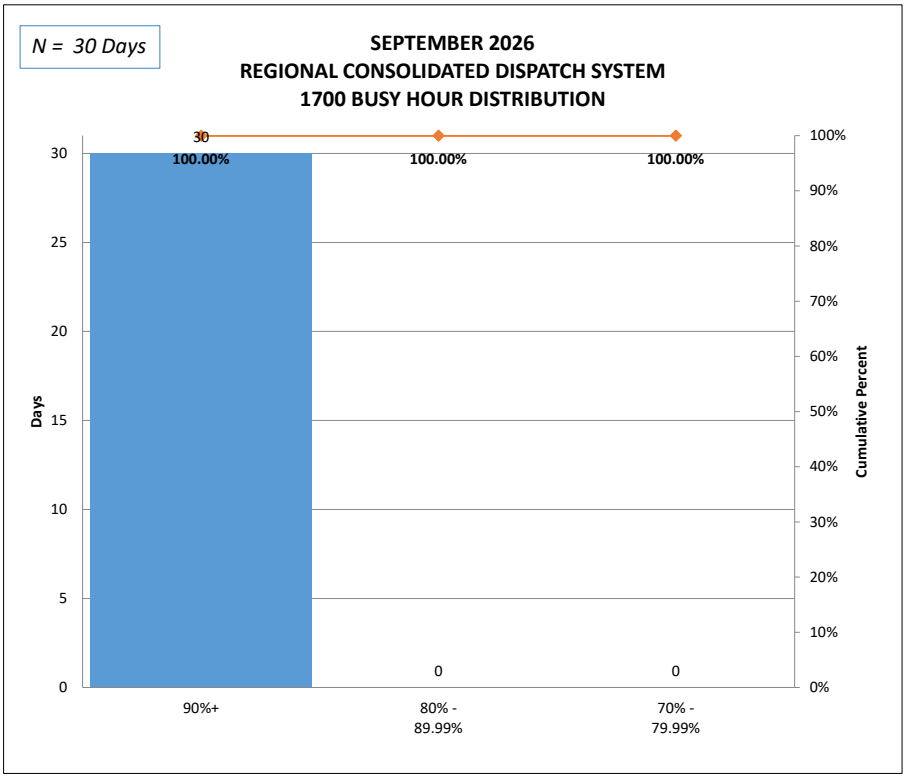
EPD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%		
Low Compliance	<= 10%		
Non-Compliant	<= 7%		

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] A total of 363 phantom call records, originating from (111) 111-1111 and (000) 000-0000, were excluded from call answer time metrics.

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
09/01/2026	5:00 PM	179	193	93%	YES	09/16/2026	5:00 PM	159	176	90.34%	YES
09/02/2026	5:00 PM	143	146	98%	YES	09/17/2026	5:00 PM	159	159	100.00%	YES
09/03/2026	5:00 PM	182	190	96%	YES	09/18/2026	5:00 PM	209	211	99.05%	YES
09/04/2026	5:00 PM	169	171	99%	YES	09/19/2026	5:00 PM	142	142	100.00%	YES
09/05/2026	5:00 PM	166	172	97%	YES	09/20/2026	5:00 PM	159	159	100.00%	YES
09/06/2026	5:00 PM	143	143	100%	YES	09/21/2026	5:00 PM	186	193	96.37%	YES
09/07/2026	5:00 PM	172	172	100%	YES	09/22/2026	5:00 PM	187	189	98.94%	YES
09/08/2026	5:00 PM	150	153	98%	YES	09/23/2026	5:00 PM	157	162	96.91%	YES
09/09/2026	5:00 PM	166	176	94%	YES	09/24/2026	5:00 PM	186	186	100.00%	YES
09/10/2026	5:00 PM	165	168	98%	YES	09/25/2026	5:00 PM	173	174	99.43%	YES
09/11/2026	5:00 PM	158	162	98%	YES	09/26/2026	5:00 PM	159	159	100.00%	YES
09/12/2026	5:00 PM	120	120	100%	YES	09/27/2026	5:00 PM	138	138	100.00%	YES
09/13/2026	5:00 PM	126	126	100%	YES	09/28/2026	5:00 PM	157	159	98.74%	YES
09/14/2026	5:00 PM	145	145	100%	YES	09/29/2026	5:00 PM	159	159	100.00%	YES
09/15/2026	5:00 PM	185	187	99%	YES	09/30/2026	5:00 PM	149	149	100.00%	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	85,569
Alarm Calls Answered	4,895
Non-Emergency Calls Answered	61,814
Non 9-1-1 Calls Answered	66,709
TOTAL INCOMING	152,278
TOTAL OUTGOING	31,196
Non 9-1-1 Calls Handled	97,905
Abandoned Calls	3,412
Language Line Calls	2,673

CLASS OF SERVICE (9-1-1 CALLS ONLY)	
Wireless	75,127
Wireline	2,921
VOIP	7,495
PBX	26
9-1-1 Calls Presented	85,569

CALLS FOR SERVICE	
Fire Rescue/EMS	25,471
Law Enforcement	146,751
TOTAL CFS	172,222

September 2026 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)	5,030	1.3	90% within 10 seconds	1.0
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)	85,195	1.1	95% within 20 seconds	1.1
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	85,195	1.1	95% within 15 seconds	1.1
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	85,195	1.1	99% within 40 seconds	11.9
P1 Call Answer Time - All 911 Calls (State of Florida)	85,195	1.1	90% within 10 seconds	0.9
P1 Call Answer Time - Alarm Lines	4,893	0.5	95% within 15 seconds	0.4
P1 Call Answer Time - Alarm Lines	4,893	0.5	99% within 40 seconds	8.7
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)	11,516	91.9	90% within 90 seconds	145.2
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,516	91.9	99% within 120 seconds	274.8
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,836	112.8	80% within 60 seconds	137.7
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,836	112.8	90% within 64 seconds	172.1
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,836	112.8	95% within 106 seconds	216.3
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,089	66.4	90% within 70 seconds	105.0
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,089	16.8	90% within 20 seconds	24.9
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,089	83.2	90% within 90 seconds	123.3
P4 EMS Turnout Time Delta & Echo Calls Only	3,089	65.6	Report 90th% No Specific Target	110.3
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,089	302.4	Report 90th% No Specific Target	441.0
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,102	116.3	Report 90th% No Specific Target	210.6
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,102	253.5	Report 90th% No Specific Target	312.4
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	4,102	369.8	Report 90th% No Specific Target	517.9
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,102	357.3	Report 90th% No Specific Target	678.2

NFPA 2019 Analysis

P2/P3 EMD Echo	160	79.1	90% within 60 seconds	115.7
P2/P3 EFD Echo	64	81.2	90% within 60 seconds	111.0
P2/P3 EMD Delta	2,742	82.5	90% within 60 seconds	122.5
P2/P3 EFD Delta	115	90.7	90% within 60 seconds	132.7
P2/P3 EMD Delta & Echo	2,902	82.3	90% within 60 seconds	122.2
P2/P3 EFD Delta & Echo	177	87.3	90% within 60 seconds	125.8

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	85,195	1.1	90% within 15 seconds	0.9

August 2026 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)	5,143	5,002	90% within 10 seconds	97.3%
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)	86,424	85,808	95% within 20 seconds	99.3%
P1 Call Answer Time - Alarm Lines	4,972	4,920	95% within 15 seconds	99.0%
P1 Call Answer Time - Alarm Lines	4,972	4,961	99% within 40 seconds	99.8%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,329	6,577	90% within 90 seconds	58.1%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,329	9,078	99% within 120 seconds	80.1%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,563	392	80% within 60 seconds	11.0%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,563	493	90% within 64 seconds	13.8%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,563	2,026	95% within 106 seconds	56.9%

NFPA 2019 Analysis

P2/P3 EMD Echo	126	40	90% within 60 seconds	31.7%
P2/P3 EFD Echo	61	15	90% within 60 seconds	24.6%
P2/P3 EMD Delta	2,681	661	90% within 60 seconds	24.7%
P2/P3 EFD Delta	85	14	90% within 60 seconds	16.5%
P2/P3 EMD Delta & Echo	2,807	701	90% within 60 seconds	25.0%
P2/P3 EFD Delta & Echo	145	29	90% within 60 seconds	20.0%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	86,424	85,497	90% within 15 seconds	98.9%

August 2026 Monthly Contracted Performance Scorecard
Broward County Regional Consolidated Dispatch System

EMD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	7%	9%
Low Compliance	<= 10%	5%	5%
Non-Compliant	<= 7%	13%	6%

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.68%	0.34%
Major Deviation	<= 3%	0.89%	0.62%
Moderate Deviation	<= 3%	1.13%	1.08%
Minor Deviation	<= 3%	2.99%	1.72%

EFD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	8%	8%
Low Compliance	<= 10%	4%	13%
Non-Compliant	<= 7%	28%	6%

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	1.60%	0.37%
Major Deviation	<= 3%	1.25%	1.16%
Moderate Deviation	<= 3%	3.99%	3.11%
Minor Deviation	<= 3%	3.72%	2.96%

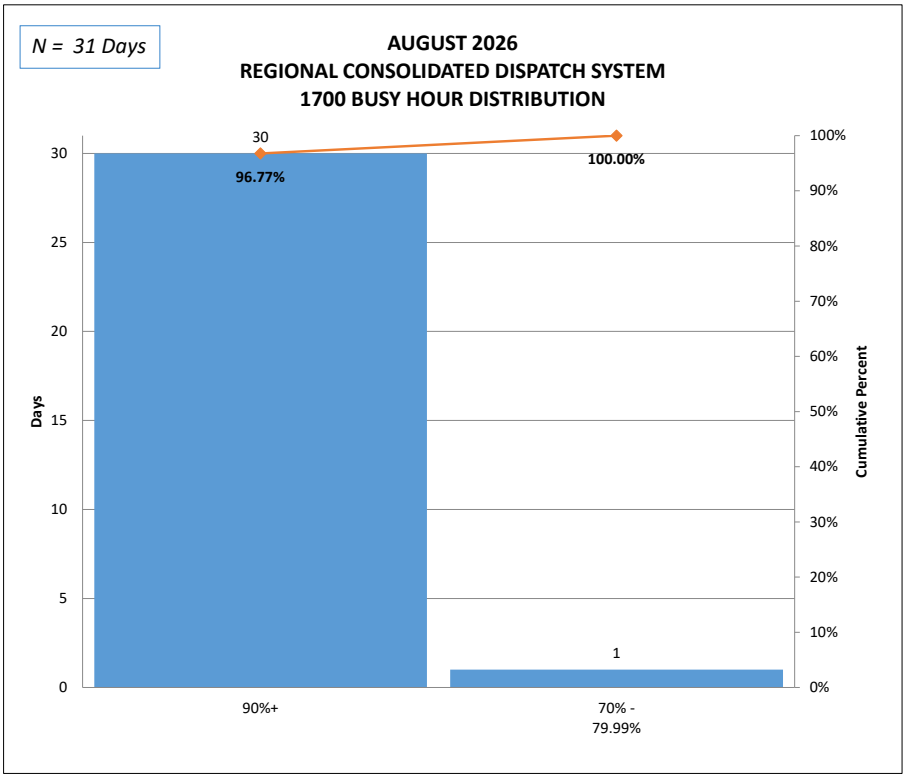
EPD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%		
Low Compliance	<= 10%		
Non-Compliant	<= 7%		

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
08/01/2026	5:00 PM	161	161	100.00%	YES
08/02/2026	5:00 PM	106	106	100.00%	YES
08/03/2026	5:00 PM	132	137	96.35%	YES
08/04/2026	5:00 PM	165	167	98.80%	YES
08/05/2026	5:00 PM	187	187	100.00%	YES
08/06/2026	5:00 PM	164	164	100.00%	YES
08/07/2026	5:00 PM	158	158	100.00%	YES
08/08/2026	5:00 PM	162	162	100.00%	YES
08/09/2026	5:00 PM	154	157	98.09%	YES
08/10/2026	5:00 PM	183	186	98.39%	YES
08/11/2026	5:00 PM	193	202	95.54%	YES
08/12/2026	5:00 PM	166	174	95.40%	YES
08/13/2026	5:00 PM	183	187	97.86%	YES
08/14/2026	5:00 PM	164	167	98.20%	YES
08/15/2026	5:00 PM	157	161	97.52%	YES
08/16/2026	5:00 PM	160	160	100.00%	YES
08/17/2026	5:00 PM	53	56	94.64%	YES
08/18/2026	5:00 PM	190	247	76.92%	NO
08/19/2026	5:00 PM	159	160	99.38%	YES
08/20/2026	5:00 PM	144	150	96.00%	YES
08/21/2026	5:00 PM	184	194	94.85%	YES
08/22/2026	5:00 PM	122	122	100.00%	YES
08/23/2026	5:00 PM	156	156	100.00%	YES
08/24/2026	5:00 PM	181	181	100.00%	YES
08/25/2026	5:00 PM	184	188	97.87%	YES
08/26/2026	5:00 PM	176	178	98.88%	YES
08/27/2026	5:00 PM	160	162	98.77%	YES
08/28/2026	5:00 PM	190	191	99.48%	YES
08/29/2026	5:00 PM	143	143	100.00%	YES
08/30/2026	5:00 PM	181	186	97.31%	YES
08/31/2026	5:00 PM	184	193	95.34%	YES



Achieved	30	
Days	31	
Percent	96.77%	
90%+	30	96.77%
80% - 89.99%	0	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	86,439
Alarm Calls Answered	4,972
Non-Emergency Calls Answered	64,033
Non 9-1-1 Calls Answered	69,005
TOTAL INCOMING	155,444
TOTAL OUTGOING	33,304
Non 9-1-1 Calls Handled	102,309
Abandoned Calls	2,704
Language Line Calls	2,623

CLASS OF SERVICE (9-1-1 CALLS ONLY)	
Wireless	75,798
Wireline	2,064
VOIP	8,545
PBX	32
9-1-1 Calls Presented	86,439

CALLS FOR SERVICE	
Fire Rescue/EMS	25,173
Law Enforcement	152,188
TOTAL CFS	177,361

August 2026 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)	5,143	1.4	90% within 10 seconds	0.9
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)	86,424	1.2	95% within 20 seconds	1.1
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	86,424	1.2	95% within 15 seconds	1.1
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	86,424	1.2	99% within 40 seconds	16.1
P1 Call Answer Time - All 911 Calls (State of Florida)	86,424	1.2	90% within 10 seconds	0.9
P1 Call Answer Time - Alarm Lines	4,972	0.7	95% within 15 seconds	0.5
P1 Call Answer Time - Alarm Lines	4,972	0.7	99% within 40 seconds	16.5
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)	11,329	96.5	90% within 90 seconds	152.4
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,329	96.5	99% within 120 seconds	311.6
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,563	113.9	80% within 60 seconds	143.5
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,563	113.9	90% within 64 seconds	179.0
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,563	113.9	95% within 106 seconds	217.5
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	2,992	68.1	90% within 70 seconds	110.1
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	2,992	17.5	90% within 20 seconds	26.3
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	2,992	85.6	90% within 90 seconds	130.1
P4 EMS Turnout Time Delta & Echo Calls Only	2,992	66.4	Report 90th% No Specific Target	109.5
P5 EMS & Fire Travel Times Delta & Echo Calls Only	2,992	300.5	Report 90th% No Specific Target	445.4
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,109	119.1	Report 90th% No Specific Target	214.2
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,109	219.4	Report 90th% No Specific Target	260.5
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	4,109	338.5	Report 90th% No Specific Target	477.3
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,109	331.5	Report 90th% No Specific Target	655.0

NFPA 2019 Analysis

P2/P3 EMD Echo	126	82.3	90% within 60 seconds	128.9
P2/P3 EFD Echo	61	87.0	90% within 60 seconds	127.5
P2/P3 EMD Delta	2,681	84.4	90% within 60 seconds	128.4
P2/P3 EFD Delta	85	93.9	90% within 60 seconds	149.0
P2/P3 EMD Delta & Echo	2,807	84.3	90% within 60 seconds	128.5
P2/P3 EFD Delta & Echo	145	91.2	90% within 60 seconds	148.2

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	86,424	1.2	90% within 15 seconds	0.9

July 2026 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)	5,432	5,343	90% within 10 seconds	98.4%
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)	90,470	89,749	95% within 20 seconds	99.2%
P1 Call Answer Time - Alarm Lines	5,116	5,065	95% within 15 seconds	99.0%
P1 Call Answer Time - Alarm Lines	5,116	5,104	99% within 40 seconds	99.8%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,906	6,892	90% within 90 seconds	57.9%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,906	9,540	99% within 120 seconds	80.1%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,917	461	80% within 60 seconds	11.8%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,917	589	90% within 64 seconds	15.0%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,917	2,229	95% within 106 seconds	56.9%

NFPA 2019 Analysis

P2/P3 EMD Echo	129	43	90% within 60 seconds	33.3%
P2/P3 EFD Echo	75	21	90% within 60 seconds	28.0%
P2/P3 EMD Delta	2,843	718	90% within 60 seconds	25.3%
P2/P3 EFD Delta	86	14	90% within 60 seconds	16.3%
P2/P3 EMD Delta & Echo	2,972	761	90% within 60 seconds	25.6%
P2/P3 EFD Delta & Echo	159	35	90% within 60 seconds	22.0%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	90,470	89,423	90% within 15 seconds	98.8%

July 2026 Monthly Contracted Performance Scorecard
Broward County Regional Consolidated Dispatch System

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

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.38%	0.12%
Major Deviation	<= 3%	0.61%	0.79%
Moderate Deviation	<= 3%	1.58%	1.00%
Minor Deviation	<= 3%	2.97%	1.71%

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

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.99%	0.34%
Major Deviation	<= 3%	1.45%	1.02%
Moderate Deviation	<= 3%	3.43%	2.55%
Minor Deviation	<= 3%	4.32%	2.08%

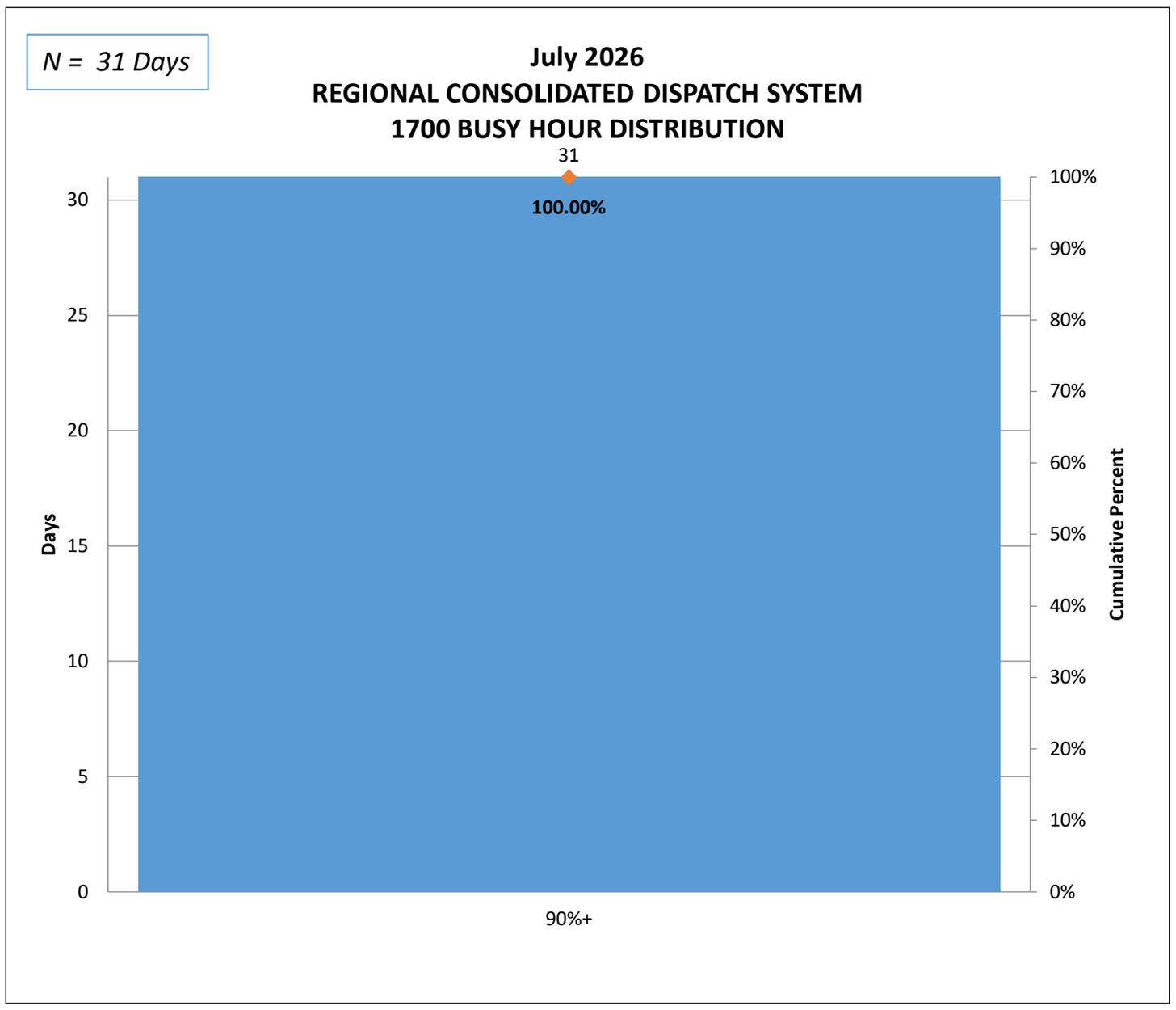
EPD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%		
Low Compliance	<= 10%		
Non-Compliant	<= 7%		

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
07/01/2026	5:00 PM	182	184	99%	YES	07/16/2026	5:00 PM	157	167	94%	YES
07/02/2026	5:00 PM	177	177	100%	YES	07/17/2026	5:00 PM	171	171	100%	YES
07/03/2026	5:00 PM	166	166	100%	YES	07/18/2026	5:00 PM	137	137	100%	YES
07/04/2026	5:00 PM	188	188	100%	YES	07/19/2026	5:00 PM	131	131	100%	YES
07/05/2026	5:00 PM	165	165	100%	YES	07/20/2026	5:00 PM	176	176	100%	YES
07/06/2026	5:00 PM	170	172	99%	YES	07/21/2026	5:00 PM	186	187	99%	YES
07/07/2026	5:00 PM	173	176	98%	YES	07/22/2026	5:00 PM	134	142	94%	YES
07/08/2026	5:00 PM	176	178	99%	YES	07/23/2026	5:00 PM	222	226	98%	YES
07/09/2026	5:00 PM	185	191	97%	YES	07/24/2026	5:00 PM	189	195	97%	YES
07/10/2026	5:00 PM	146	146	100%	YES	07/25/2026	5:00 PM	166	172	97%	YES
07/11/2026	5:00 PM	134	134	100%	YES	07/26/2026	5:00 PM	153	153	100%	YES
07/12/2026	5:00 PM	164	164	100%	YES	07/27/2026	5:00 PM	260	268	97%	YES
07/13/2026	5:00 PM	203	203	100%	YES	07/28/2026	5:00 PM	160	160	100%	YES
07/14/2026	5:00 PM	170	182	93%	YES	07/29/2026	5:00 PM	134	134	100%	YES
07/15/2026	5:00 PM	175	175	100%	YES	07/30/2026	5:00 PM	236	255	93%	YES
						07/31/2026	5:00 PM	157	157	100%	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	90,478
Alarm Calls Answered	5,060
Non-Emergency Calls Answered	64,671
Non 9-1-1 Calls Answered	69,731
TOTAL INCOMING	160,209
TOTAL OUTGOING	34,847
Non 9-1-1 Calls Handled	104,578
Abandoned Calls	3,212
Language Line Calls	2,940

CLASS OF SERVICE (9-1-1 CALLS ONLY)	
Wireless	79,785
Wireline	1,992
VOIP	8,681
PBX	20
9-1-1 Calls Presented	90,478

CALLS FOR SERVICE	
Fire Rescue/EMS	25,399
Law Enforcement	148,964
TOTAL CFS	174,363

July 2026 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)	5,432	1.2	90% within 10 seconds	0.9
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)	90,470	1.4	95% within 20 seconds	1.0
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	90,470	1.4	95% within 15 seconds	1.0
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	90,470	1.4	99% within 40 seconds	16.9
P1 Call Answer Time - All 911 Calls (State of Florida)	90,470	1.4	90% within 10 seconds	0.9
P1 Call Answer Time - Alarm Lines	5,116	0.7	95% within 15 seconds	0.4
P1 Call Answer Time - Alarm Lines	5,116	0.7	99% within 40 seconds	15.0
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)	11,906	95.9	90% within 90 seconds	151.3
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,906	95.9	99% within 120 seconds	298.2
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,917	112.1	80% within 60 seconds	140.1
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,917	112.1	90% within 64 seconds	178.9
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,917	112.1	95% within 106 seconds	220.6
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,216	68.3	90% within 70 seconds	111.0
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,216	17.5	90% within 20 seconds	26.4
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,216	85.8	90% within 90 seconds	132.7
P4 EMS Turnout Time Delta & Echo Calls Only	3,216	66.0	Report 90th% No Specific Target	108.0
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,216	299.8	Report 90th% No Specific Target	446.2
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,358	121.2	Report 90th% No Specific Target	222.3
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,358	236.2	Report 90th% No Specific Target	330.4
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	4,358	357.5	Report 90th% No Specific Target	539.7
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,358	339.2	Report 90th% No Specific Target	669.9

NFPA 2019 Analysis

P2/P3 EMD Echo	129	76.2	90% within 60 seconds	118.9
P2/P3 EFD Echo	75	86.6	90% within 60 seconds	117.0
P2/P3 EMD Delta	2,843	85.2	90% within 60 seconds	131.4
P2/P3 EFD Delta	86	94.9	90% within 60 seconds	142.8
P2/P3 EMD Delta & Echo	2,972	84.8	90% within 60 seconds	130.9
P2/P3 EFD Delta & Echo	159	91.3	90% within 60 seconds	128.1

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	90,470	1.4	90% within 15 seconds	0.9

June 2026 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)	5,374	5,337	90% within 10 seconds	99.3%
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)	88,211	87,967	95% within 20 seconds	99.7%
P1 Call Answer Time - Alarm Lines	3,981	3,965	95% within 15 seconds	99.6%
P1 Call Answer Time - Alarm Lines	3,981	3,979	99% within 40 seconds	99.9%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,529	6,693	90% within 90 seconds	58.1%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,529	9,201	99% within 120 seconds	79.8%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,554	392	80% within 60 seconds	11.0%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,554	509	90% within 64 seconds	14.3%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,554	1,988	95% within 106 seconds	55.9%

NFPA 2019 Analysis

P2/P3 EMD Echo	106	40	90% within 60 seconds	37.7%
P2/P3 EFD Echo	53	16	90% within 60 seconds	30.2%
P2/P3 EMD Delta	2,730	659	90% within 60 seconds	24.1%
P2/P3 EFD Delta	96	17	90% within 60 seconds	17.7%
P2/P3 EMD Delta & Echo	2,835	699	90% within 60 seconds	24.7%
P2/P3 EFD Delta & Echo	148	32	90% within 60 seconds	21.6%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	88,211	87,839	90% within 15 seconds	99.6%

June 2026 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%	8%	4%
Non-Compliant	<= 7%	7%	5%

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.37%	0.25%
Major Deviation	<= 3%	0.73%	0.59%
Moderate Deviation	<= 3%	1.52%	0.99%
Minor Deviation	<= 3%	2.89%	1.30%

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

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.67%	0.39%
Major Deviation	<= 3%	1.65%	0.92%
Moderate Deviation	<= 3%	4.15%	2.12%
Minor Deviation	<= 3%	3.52%	3.02%

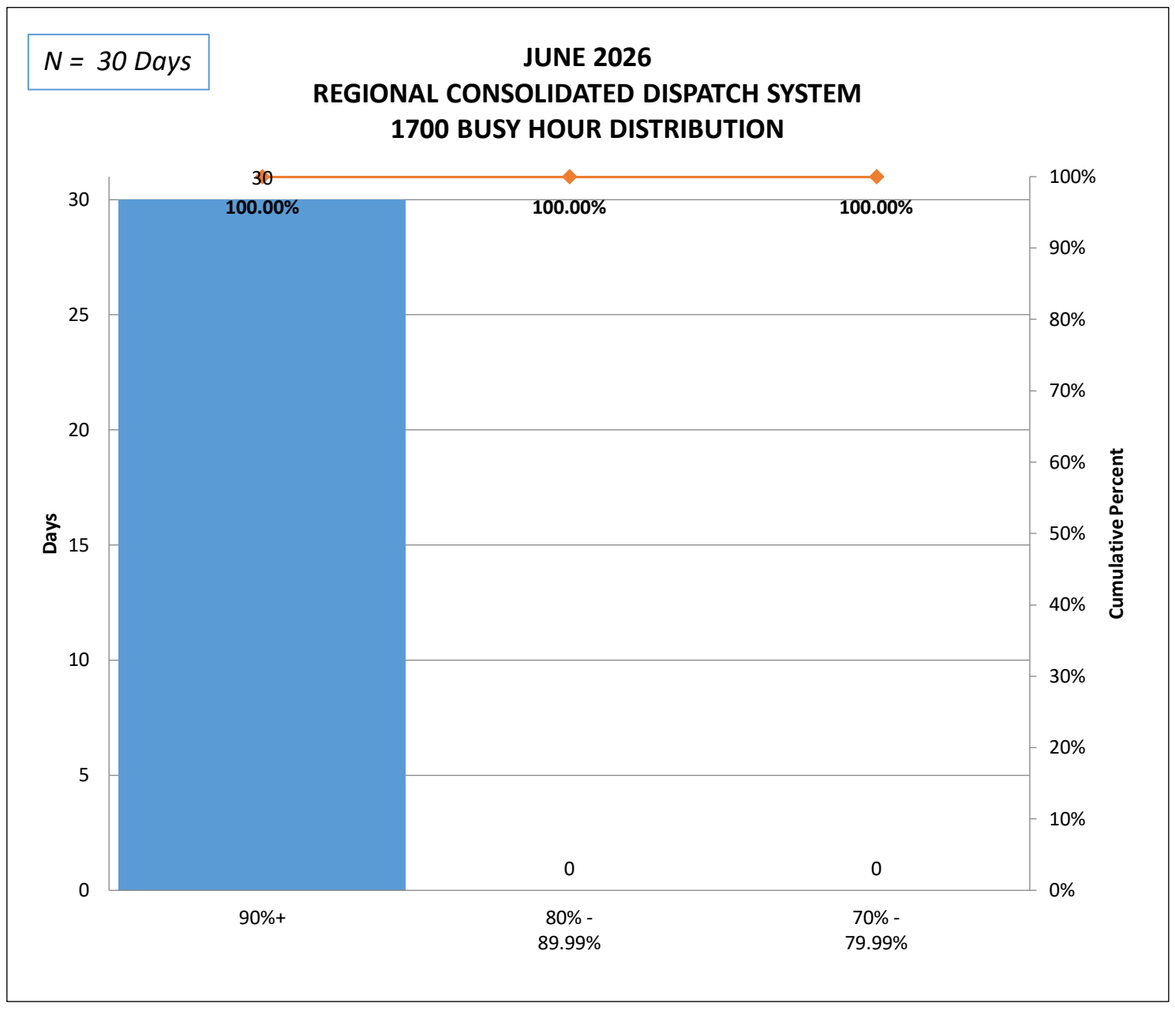
EPD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%		
Low Compliance	<= 10%		
Non-Compliant	<= 7%		

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
06/01/2026	5:00 PM	204	221	92.31%	YES	06/16/2026	5:00 PM	167	167	100%	YES
06/02/2026	5:00 PM	200	203	98.52%	YES	06/17/2026	5:00 PM	183	183	100%	YES
06/03/2026	5:00 PM	181	181	100.00%	YES	06/18/2026	5:00 PM	169	169	100%	YES
06/04/2026	5:00 PM	160	160	100.00%	YES	06/19/2026	5:00 PM	185	185	100%	YES
06/05/2026	5:00 PM	204	204	100.00%	YES	06/20/2026	5:00 PM	145	145	100%	YES
06/06/2026	5:00 PM	189	190	99.47%	YES	06/21/2026	5:00 PM	158	158	100%	YES
06/07/2026	5:00 PM	167	167	100.00%	YES	06/22/2026	5:00 PM	203	203	100%	YES
06/08/2026	5:00 PM	182	190	95.79%	YES	06/23/2026	5:00 PM	154	154	100%	YES
06/09/2026	5:00 PM	177	177	100.00%	YES	06/24/2026	5:00 PM	190	192	99%	YES
06/10/2026	5:00 PM	153	153	100.00%	YES	06/25/2026	5:00 PM	157	157	100%	YES
06/11/2026	5:00 PM	182	182	100.00%	YES	06/26/2026	5:00 PM	178	178	100%	YES
06/12/2026	5:00 PM	229	229	100.00%	YES	06/27/2026	5:00 PM	186	186	100%	YES
06/13/2026	5:00 PM	137	137	100.00%	YES	06/28/2026	5:00 PM	153	153	100%	YES
06/14/2026	5:00 PM	169	169	100.00%	YES	06/29/2026	5:00 PM	169	169	100%	YES
06/15/2026	5:00 PM	197	197	100.00%	YES	06/30/2026	5:00 PM	209	215	97%	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	88,214
Alarm Calls Answered	3,990
Non-Emergency Calls Answered	63,404
Non 9-1-1 Calls Answered	67,394
TOTAL INCOMING	155,608
TOTAL OUTGOING	33,275
Non 9-1-1 Calls Handled	100,669
Abandoned Calls	2,542
Language Line Calls	3,048

CLASS OF SERVICE (9-1-1 CALLS ONLY)	
Wireless	78,200
Wireline	1,954
VOIP	8,044
PBX	16
9-1-1 Calls Presented	88,214

CALLS FOR SERVICE	
Fire Rescue/EMS	24,316
Law Enforcement	145,507
TOTAL CFS	169,823

June 2026 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)	5,374	1.0	90% within 10 seconds	0.9
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)	88,211	1.2	95% within 20 seconds	0.9
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	88,211	1.2	95% within 15 seconds	0.9
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	88,211	1.2	99% within 40 seconds	3.5
P1 Call Answer Time - All 911 Calls (State of Florida)	88,211	1.2	90% within 10 seconds	0.9
P1 Call Answer Time - Alarm Lines	3,981	0.4	95% within 15 seconds	0.3
P1 Call Answer Time - Alarm Lines	3,981	0.4	99% within 40 seconds	0.9
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)	11,529	96.2	90% within 90 seconds	152.6
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,529	96.2	99% within 120 seconds	297.1
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,554	113.1	80% within 60 seconds	141.7
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,554	113.1	90% within 64 seconds	175.5
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,554	113.1	95% within 106 seconds	221.8
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,057	69.4	90% within 70 seconds	113.6
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,057	17.5	90% within 20 seconds	26.0
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,057	86.9	90% within 90 seconds	133.8
P4 EMS Turnout Time Delta & Echo Calls Only	3,057	64.9	Report 90th% No Specific Target	108.6
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,057	294.4	Report 90th% No Specific Target	433.0
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,417	121.2	Report 90th% No Specific Target	221.4
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,417	249.9	Report 90th% No Specific Target	280.4
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	4,417	371.1	Report 90th% No Specific Target	530.7
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,417	337.0	Report 90th% No Specific Target	660.4

NFPA 2019 Analysis

P2/P3 EMD Echo	106	76.7	90% within 60 seconds	110.8
P2/P3 EFD Echo	53	78.3	90% within 60 seconds	114.7
P2/P3 EMD Delta	2,730	85.7	90% within 60 seconds	131.4
P2/P3 EFD Delta	96	106.2	90% within 60 seconds	152.6
P2/P3 EMD Delta & Echo	2,835	85.3	90% within 60 seconds	130.7
P2/P3 EFD Delta & Echo	148	96.6	90% within 60 seconds	139.5

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	88,211	1.2	90% within 15 seconds	0.9

May 2026 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)	5,888	5,660	90% within 10 seconds	96.1%
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)	94,452	93,836	95% within 20 seconds	99.3%
P1 Call Answer Time - Alarm Lines	4,685	4,632	95% within 15 seconds	98.9%
P1 Call Answer Time - Alarm Lines	4,685	4,678	99% within 40 seconds	99.9%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,056	7,013	90% within 90 seconds	58.2%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,056	9,661	99% within 120 seconds	80.1%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,871	464	80% within 60 seconds	12.0%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,871	595	90% within 64 seconds	15.4%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,871	2,227	95% within 106 seconds	57.5%

NFPA 2019 Analysis

P2/P3 EMD Echo	99	31	90% within 60 seconds	31.3%
P2/P3 EFD Echo	65	15	90% within 60 seconds	23.1%
P2/P3 EMD Delta	2,912	697	90% within 60 seconds	23.9%
P2/P3 EFD Delta	111	22	90% within 60 seconds	19.8%
P2/P3 EMD Delta & Echo	3,011	728	90% within 60 seconds	24.2%
P2/P3 EFD Delta & Echo	175	36	90% within 60 seconds	20.6%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	94,452	93,506	90% within 15 seconds	99.0%

May 2026 Monthly Contracted Performance Scorecard
Broward County Regional Consolidated Dispatch System

EMD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	8%	8%
Low Compliance	<= 10%	4%	3%
Non-Compliant	<= 7%	19%	4%

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.10%	0.30%
Major Deviation	<= 3%	0.67%	0.59%
Moderate Deviation	<= 3%	1.98%	0.90%
Minor Deviation	<= 3%	2.91%	1.96%

EFD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	11%	9%
Low Compliance	<= 10%	11%	2%
Non-Compliant	<= 7%	11%	6%

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.75%	0.51%
Major Deviation	<= 3%	1.31%	0.40%
Moderate Deviation	<= 3%	4.99%	2.32%
Minor Deviation	<= 3%	3.28%	3.05%

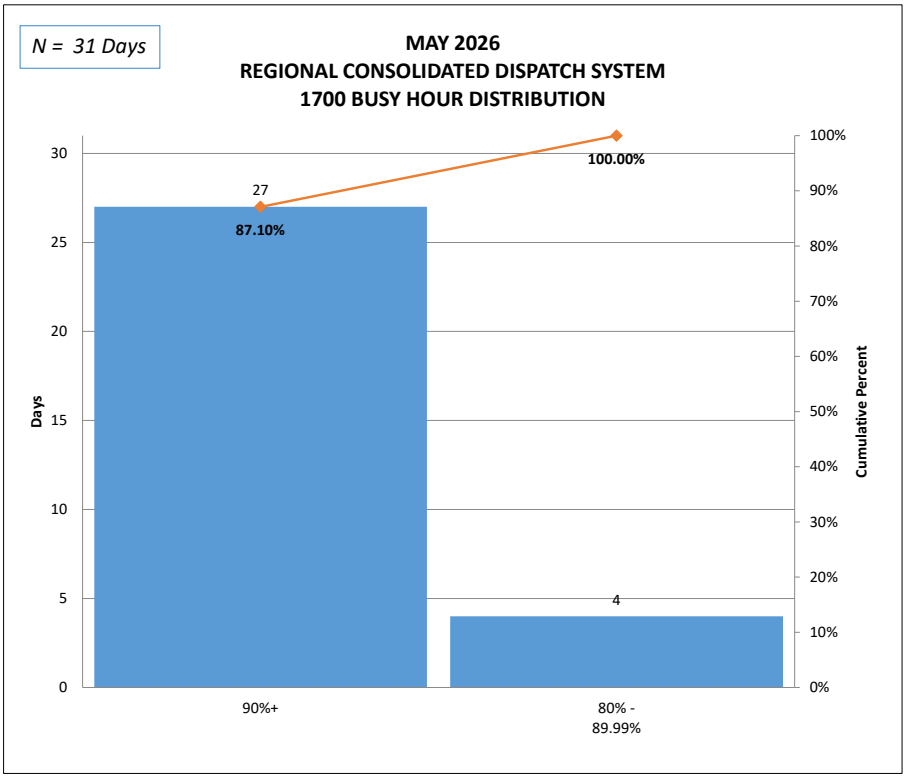
EPD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%		
Low Compliance	<= 10%		
Non-Compliant	<= 7%		

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
05/01/2026	5:00 PM	187	224	83.48%	NO
05/02/2026	5:00 PM	199	199	100.00%	YES
05/03/2026	5:00 PM	176	176	100.00%	YES
05/04/2026	5:00 PM	177	179	98.88%	YES
05/05/2026	5:00 PM	241	261	92.34%	YES
05/06/2026	5:00 PM	152	178	85.39%	NO
05/07/2026	5:00 PM	162	176	92.05%	YES
05/08/2026	5:00 PM	226	250	90.40%	YES
05/09/2026	5:00 PM	215	216	99.54%	YES
05/10/2026	5:00 PM	173	173	100.00%	YES
05/11/2026	5:00 PM	194	233	83.26%	NO
05/12/2026	5:00 PM	175	180	97.22%	YES
05/13/2026	5:00 PM	177	182	97.25%	YES
05/14/2026	5:00 PM	190	190	100.00%	YES
05/15/2026	5:00 PM	202	202	100.00%	YES
05/16/2026	5:00 PM	161	161	100.00%	YES
05/17/2026	5:00 PM	167	167	100.00%	YES
05/18/2026	5:00 PM	197	197	100.00%	YES
05/19/2026	5:00 PM	164	164	100.00%	YES
05/20/2026	5:00 PM	160	160	100.00%	YES
05/21/2026	5:00 PM	184	187	98.40%	YES
05/22/2026	5:00 PM	190	190	100.00%	YES
05/23/2026	5:00 PM	160	160	100.00%	YES
05/24/2026	5:00 PM	147	147	100.00%	YES
05/25/2026	5:00 PM	169	169	100.00%	YES
05/26/2026	5:00 PM	190	236	80.51%	NO
05/27/2026	5:00 PM	194	197	98.48%	YES
05/28/2026	5:00 PM	154	155	99.35%	YES
05/29/2026	5:00 PM	198	198	100.00%	YES
05/30/2026	5:00 PM	179	179	100.00%	YES
05/31/2026	5:00 PM	201	203	99.01%	YES



Achieved	27	
Days	31	
Percent	87.10%	
90%+	27	87.10%
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	31	100.00%

Call Volume and Call For Service Data

CALL VOLUME	
9-1-1 Calls Answered	94,458
Alarm Calls Answered	4,685
Non-Emergency Calls Answered	66,502
Non 9-1-1 Calls Answered	71,187
TOTAL INCOMING	165,645
TOTAL OUTGOING	35,394
Non 9-1-1 Calls Handled	106,581
Abandoned Calls	5,549
Language Line Calls	3,346

CLASS OF SERVICE (9-1-1 CALLS ONLY)	
Wireless	83,606
Wireline	2,336
VOIP	8,505
PBX	11
9-1-1 Calls Presented	94,458

CALLS FOR SERVICE	
Fire Rescue/EMS	26,028
Law Enforcement	152,921
TOTAL CFS	178,949

May 2026 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)	5,888	1.7	90% within 10 seconds	1.0
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)	94,452	1.4	95% within 20 seconds	1.0
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	94,452	1.4	95% within 15 seconds	1.0
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	94,452	1.4	99% within 40 seconds	15.1
P1 Call Answer Time - All 911 Calls (State of Florida)	94,452	1.4	90% within 10 seconds	0.9
P1 Call Answer Time - Alarm Lines	4,685	0.7	95% within 15 seconds	0.4
P1 Call Answer Time - Alarm Lines	4,685	0.7	99% within 40 seconds	17.3
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)	12,056	95.9	90% within 90 seconds	152.5
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,056	95.9	99% within 120 seconds	291.6
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,871	115.3	80% within 60 seconds	141.3
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,871	115.3	90% within 64 seconds	178.4
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,871	115.3	95% within 106 seconds	223.4
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,244	69.5	90% within 70 seconds	109.8
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,244	18.1	90% within 20 seconds	28.1
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,244	87.6	90% within 90 seconds	133.2
P4 EMS Turnout Time Delta & Echo Calls Only	3,244	66.4	Report 90th% No Specific Target	109.9
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,244	299.0	Report 90th% No Specific Target	438.1
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,822	118.9	Report 90th% No Specific Target	216.1
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,822	288.2	Report 90th% No Specific Target	385.3
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	4,822	407.0	Report 90th% No Specific Target	580.9
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,822	346.8	Report 90th% No Specific Target	666.7

NFPA 2019 Analysis

P2/P3 EMD Echo	99	82.9	90% within 60 seconds	137.8
P2/P3 EFD Echo	65	86.1	90% within 60 seconds	140.8
P2/P3 EMD Delta	2,912	86.5	90% within 60 seconds	130.3
P2/P3 EFD Delta	111	96.7	90% within 60 seconds	153.4
P2/P3 EMD Delta & Echo	3,011	86.3	90% within 60 seconds	130.4
P2/P3 EFD Delta & Echo	175	93.1	90% within 60 seconds	144.2

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	94,452	1.4	90% within 15 seconds	0.9

April 2026 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)	5,184	5,024	90% within 10 seconds	96.9%
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	30	29	100% of days in the month	96.7%
P1 Call Answering Time - All 911 Calls (NENA 56-005)	88,045	87,456	95% within 20 seconds	99.3%
P1 Call Answer Time - Alarm Lines	4,527	4,478	95% within 15 seconds	98.9%
P1 Call Answer Time - Alarm Lines	4,527	4,516	99% within 40 seconds	99.8%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,093	6,284	90% within 90 seconds	56.6%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,093	8,743	99% within 120 seconds	78.8%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,626	406	80% within 60 seconds	11.2%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,626	518	90% within 64 seconds	14.3%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,626	2,021	95% within 106 seconds	55.7%

NFPA 2019 Analysis

P2/P3 EMD Echo	126	40	90% within 60 seconds	31.7%
P2/P3 EFD Echo	40	9	90% within 60 seconds	22.5%
P2/P3 EMD Delta	2,624	608	90% within 60 seconds	23.2%
P2/P3 EFD Delta	89	13	90% within 60 seconds	14.6%
P2/P3 EMD Delta & Echo	2,749	647	90% within 60 seconds	23.5%
P2/P3 EFD Delta & Echo	129	22	90% within 60 seconds	17.1%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	88,045	87,143	90% within 15 seconds	99.0%

April 2026 Monthly Contracted Performance Scorecard
Broward County Regional Consolidated Dispatch System

EMD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	12%	9%
Low Compliance	<= 10%	8%	4%
Non-Compliant	<= 7%	19%	7%

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	1.17%	0.38%
Major Deviation	<= 3%	1.47%	0.64%
Moderate Deviation	<= 3%	1.77%	1.20%
Minor Deviation	<= 3%	3.03%	1.46%

EFD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	9%	5%
Low Compliance	<= 10%	0%	7%
Non-Compliant	<= 7%	7%	10%

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.36%	0.63%
Major Deviation	<= 3%	0.38%	0.37%
Moderate Deviation	<= 3%	1.87%	2.63%
Minor Deviation	<= 3%	3.55%	3.06%

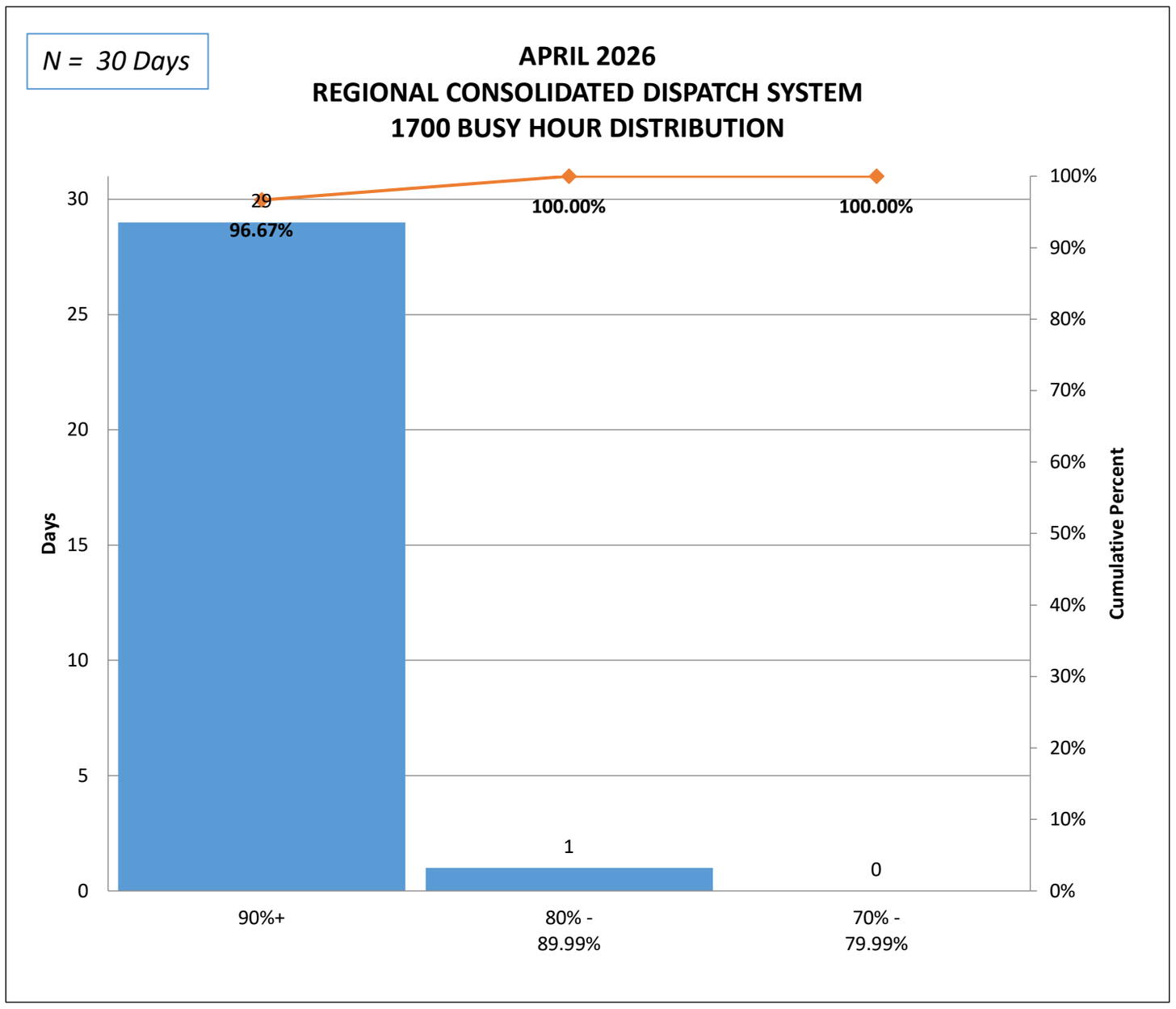
EPD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%		
Low Compliance	<= 10%		
Non-Compliant	<= 7%		

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
04/01/2026	5:00 PM	44	44	100.00%	YES
04/02/2026	5:00 PM	169	178	94.94%	YES
04/03/2026	5:00 PM	175	175	100.00%	YES
04/04/2026	5:00 PM	164	167	98.20%	YES
04/05/2026	5:00 PM	167	167	100.00%	YES
04/06/2026	5:00 PM	180	182	98.90%	YES
04/07/2026	5:00 PM	211	212	99.53%	YES
04/08/2026	5:00 PM	160	160	100.00%	YES
04/09/2026	5:00 PM	136	137	99.27%	YES
04/10/2026	5:00 PM	180	183	98.36%	YES
04/11/2026	5:00 PM	166	167	99.40%	YES
04/12/2026	5:00 PM	140	140	100.00%	YES
04/13/2026	5:00 PM	158	168	94.05%	YES
04/14/2026	5:00 PM	177	177	100.00%	YES
04/15/2026	5:00 PM	177	182	97.25%	YES
04/16/2026	5:00 PM	176	190	92.63%	YES
04/17/2026	5:00 PM	164	178	92.13%	YES
04/18/2026	5:00 PM	175	175	100.00%	YES
04/19/2026	5:00 PM	171	171	100.00%	YES
04/20/2026	5:00 PM	181	195	92.82%	YES
04/21/2026	5:00 PM	159	170	93.53%	YES
04/22/2026	5:00 PM	186	195	95.38%	YES
04/23/2026	5:00 PM	175	181	96.69%	YES
04/24/2026	5:00 PM	187	203	92.12%	YES
04/25/2026	5:00 PM	162	162	100.00%	YES
04/26/2026	5:00 PM	210	211	99.53%	YES
04/27/2026	5:00 PM	150	168	89.29%	NO
04/28/2026	5:00 PM	156	169	92.31%	YES
04/29/2026	5:00 PM	161	167	96.41%	YES
04/30/2026	5:00 PM	208	211	98.58%	YES



Achieved	29	
Days	30	
Percent	96.67%	
90%+	29	96.67%
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	30	100.00%

Call Volume and Call For Service Data

CALL VOLUME	
9-1-1 Calls Answered	88,065
Alarm Calls Answered	4,527
Non-Emergency Calls Answered	66,261
Non 9-1-1 Calls Answered	70,788
TOTAL INCOMING	158,853
TOTAL OUTGOING	31,159
Non 9-1-1 Calls Handled	101,947
Abandoned Calls	3,088
Language Line Calls	3,051

CLASS OF SERVICE (9-1-1 CALLS ONLY)	
Wireless	77,528
Wireline	2,257
VOIP	8,262
PBX	18
9-1-1 Calls Presented	88,065

CALLS FOR SERVICE	
Fire Rescue/EMS	24,896
Law Enforcement	148,802
TOTAL CFS	173,698

April 2026 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)	5,184	1.7	90% within 10 seconds	1.1
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	30	N/A	All days in month	29 days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	88,045	1.3	95% within 20 seconds	1.1
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	88,045	1.3	95% within 15 seconds	1.1
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	88,045	1.3	99% within 40 seconds	15.3
P1 Call Answer Time - All 911 Calls (State of Florida)	88,045	1.3	90% within 10 seconds	1.0
P1 Call Answer Time - Alarm Lines	4,527	0.7	95% within 15 seconds	0.5
P1 Call Answer Time - Alarm Lines	4,527	0.7	99% within 40 seconds	17.0
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)	11,093	97.5	90% within 90 seconds	155.8
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,093	97.5	99% within 120 seconds	312.7
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,626	114.0	80% within 60 seconds	145.7
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,626	114.0	90% within 64 seconds	177.2
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,626	114.0	95% within 106 seconds	216.8
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	2,969	68.8	90% within 70 seconds	110.2
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	2,969	17.7	90% within 20 seconds	26.5
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	2,969	86.5	90% within 90 seconds	130.7
P4 EMS Turnout Time Delta & Echo Calls Only	2,969	65.9	Report 90th% No Specific Target	111.2
P5 EMS & Fire Travel Times Delta & Echo Calls Only	2,969	292.9	Report 90th% No Specific Target	427.8
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,565	125.1	Report 90th% No Specific Target	230.9
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,565	253.8	Report 90th% No Specific Target	375.4
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	4,565	378.9	Report 90th% No Specific Target	582.4
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,565	353.1	Report 90th% No Specific Target	686.3

NFPA 2019 Analysis

P2/P3 EMD Echo	126	78.7	90% within 60 seconds	120.3
P2/P3 EFD Echo	40	87.2	90% within 60 seconds	125.2
P2/P3 EMD Delta	2,624	85.7	90% within 60 seconds	128.7
P2/P3 EFD Delta	89	101.3	90% within 60 seconds	177.0
P2/P3 EMD Delta & Echo	2,749	85.4	90% within 60 seconds	128.4
P2/P3 EFD Delta & Echo	129	97.0	90% within 60 seconds	161.2

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	88,045	1.3	90% within 15 seconds	1.0

March 2026 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)	5,695	5,508	90% within 10 seconds	96.7%
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)	94,852	94,087	95% within 20 seconds	99.2%
P1 Call Answer Time - Alarm Lines	4,563	4,504	95% within 15 seconds	98.7%
P1 Call Answer Time - Alarm Lines	4,563	4,553	99% within 40 seconds	99.8%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,297	6,943	90% within 90 seconds	56.5%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,297	9,725	99% within 120 seconds	79.1%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,791	426	80% within 60 seconds	11.2%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,791	557	90% within 64 seconds	14.7%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,791	2,103	95% within 106 seconds	55.5%

NFPA 2019 Analysis

P2/P3 EMD Echo	132	40	90% within 60 seconds	30.3%
P2/P3 EFD Echo	59	13	90% within 60 seconds	22.0%
P2/P3 EMD Delta	3,041	692	90% within 60 seconds	22.8%
P2/P3 EFD Delta	111	26	90% within 60 seconds	23.4%
P2/P3 EMD Delta & Echo	3,173	732	90% within 60 seconds	23.1%
P2/P3 EFD Delta & Echo	170	39	90% within 60 seconds	22.9%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	94,852	93,679	90% within 15 seconds	98.8%

March 2026 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%	9%	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%	1.06%	0.48%
Major Deviation	<= 3%	1.01%	0.51%
Moderate Deviation	<= 3%	1.58%	1.00%
Minor Deviation	<= 3%	2.76%	1.80%

EFD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	14%	4%
Low Compliance	<= 10%	5%	3%
Non-Compliant	<= 7%	16%	5%

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	1.01%	0.46%
Major Deviation	<= 3%	1.16%	0.66%
Moderate Deviation	<= 3%	3.28%	2.10%
Minor Deviation	<= 3%	4.28%	2.77%

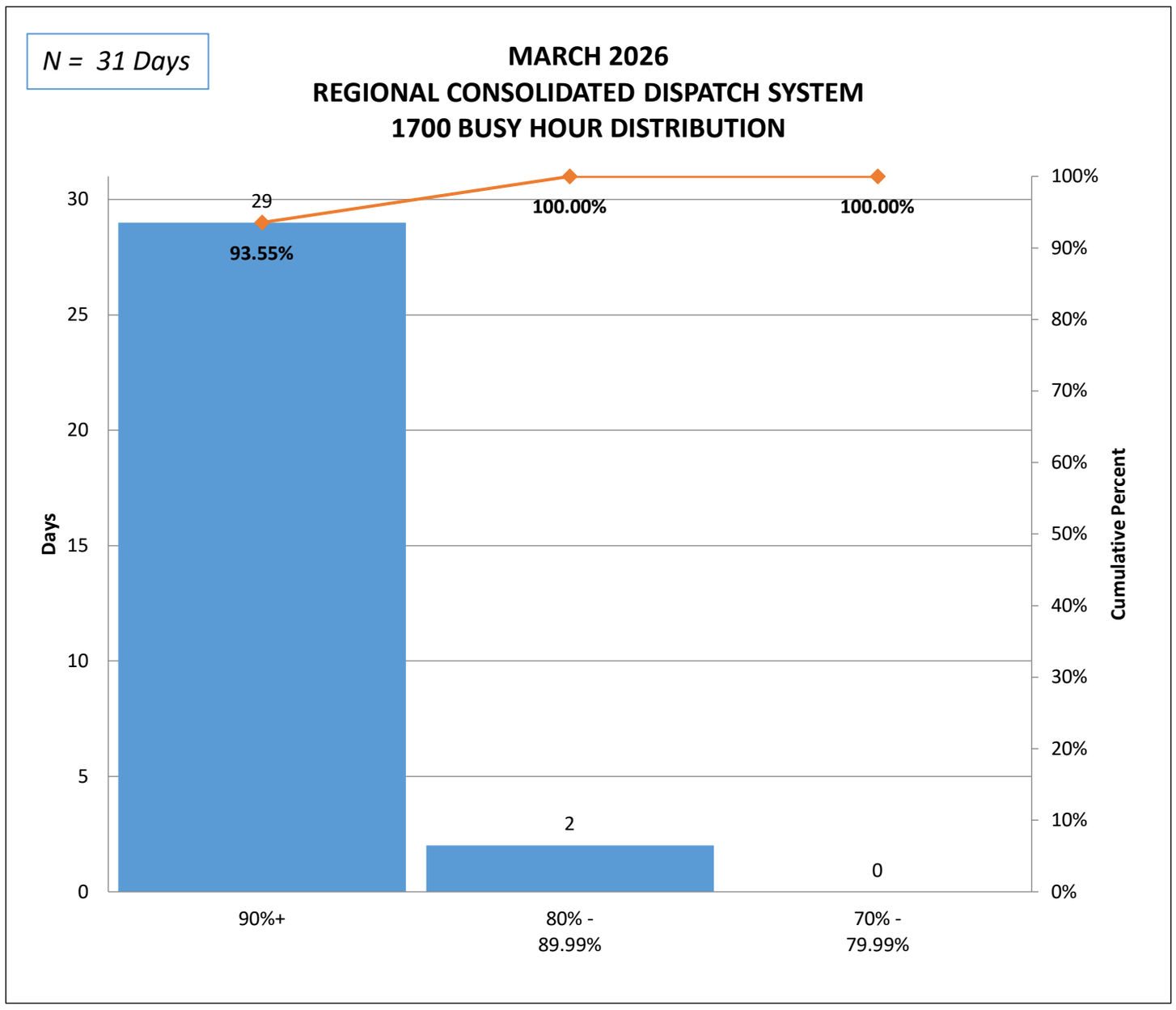
EPD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%		
Low Compliance	<= 10%		
Non-Compliant	<= 7%		

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
03/01/2026	5:00 PM	154	154	100.00%	YES
03/02/2026	5:00 PM	174	201	86.57%	NO
03/03/2026	5:00 PM	162	176	92.05%	YES
03/04/2026	5:00 PM	192	207	92.75%	YES
03/05/2026	5:00 PM	159	160	99.38%	YES
03/06/2026	5:00 PM	178	178	100.00%	YES
03/07/2026	5:00 PM	180	182	98.90%	YES
03/08/2026	5:00 PM	197	198	99.49%	YES
03/09/2026	5:00 PM	178	194	91.75%	YES
03/10/2026	5:00 PM	175	192	91.15%	YES
03/11/2026	5:00 PM	175	209	83.73%	NO
03/12/2026	5:00 PM	201	201	100.00%	YES
03/13/2026	5:00 PM	186	187	99.47%	YES
03/14/2026	5:00 PM	159	170	93.53%	YES
03/15/2026	5:00 PM	154	154	100.00%	YES
03/16/2026	5:00 PM	215	225	95.56%	YES
03/17/2026	5:00 PM	191	192	99.48%	YES
03/18/2026	5:00 PM	165	168	98.21%	YES
03/19/2026	5:00 PM	171	173	98.84%	YES
03/20/2026	5:00 PM	170	172	98.84%	YES
03/21/2026	5:00 PM	181	181	100.00%	YES
03/22/2026	5:00 PM	161	161	100.00%	YES
03/23/2026	5:00 PM	181	181	100.00%	YES
03/24/2026	5:00 PM	155	172	90.12%	YES
03/25/2026	5:00 PM	184	190	96.84%	YES
03/26/2026	5:00 PM	191	191	100.00%	YES
03/27/2026	5:00 PM	183	184	99.46%	YES
03/28/2026	5:00 PM	214	214	100.00%	YES
03/29/2026	5:00 PM	168	171	98.25%	YES
03/30/2026	5:00 PM	194	197	98.48%	YES
03/31/2026	5:00 PM	160	160	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	94,861
Alarm Calls Answered	4,563
Non-Emergency Calls Answered	59,183
Non 9-1-1 Calls Answered	63,746
TOTAL INCOMING	158,607
TOTAL OUTGOING	33,634
Non 9-1-1 Calls Handled	97,380
Abandoned Calls	4,203
Language Line Calls	3,504

CLASS OF SERVICE (9-1-1 CALLS ONLY)	
Wireless	82,852
Wireline	3,474
VOIP	8,514
PBX	21
9-1-1 Calls Presented	94,861

CALLS FOR SERVICE	
Fire Rescue/EMS	26,691
Law Enforcement	157,822
TOTAL CFS	184,513

March 2026 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)	5,695	1.7	90% within 10 seconds	1.0
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)	94,852	1.9	95% within 20 seconds	1.2
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	94,852	1.9	95% within 15 seconds	1.2
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	94,852	1.9	99% within 40 seconds	17.7
P1 Call Answer Time - All 911 Calls (State of Florida)	94,852	1.9	90% within 10 seconds	1.0
P1 Call Answer Time - Alarm Lines	4,563	0.8	95% within 15 seconds	0.5
P1 Call Answer Time - Alarm Lines	4,563	0.8	99% within 40 seconds	19.6
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)	12,297	97.5	90% within 90 seconds	153.8
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,297	97.5	99% within 120 seconds	304.9
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,791	117.0	80% within 60 seconds	147.6
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,791	117.0	90% within 64 seconds	178.6
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,791	117.0	95% within 106 seconds	223.8
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,434	70.9	90% within 70 seconds	115.3
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,434	18.0	90% within 20 seconds	27.4
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,434	88.9	90% within 90 seconds	136.1
P4 EMS Turnout Time Delta & Echo Calls Only	3,434	65.9	Report 90th% No Specific Target	109.5
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,434	296.7	Report 90th% No Specific Target	438.4
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,522	124.7	Report 90th% No Specific Target	227.5
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,522	240.5	Report 90th% No Specific Target	326.8
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	4,522	365.2	Report 90th% No Specific Target	548.3
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,522	356.2	Report 90th% No Specific Target	693.1

NFPA 2019 Analysis

P2/P3 EMD Echo	132	80.8	90% within 60 seconds	125.7
P2/P3 EFD Echo	59	90.4	90% within 60 seconds	134.6
P2/P3 EMD Delta	3,041	88.2	90% within 60 seconds	135.0
P2/P3 EFD Delta	111	97.9	90% within 60 seconds	159.8
P2/P3 EMD Delta & Echo	3,173	87.9	90% within 60 seconds	134.5
P2/P3 EFD Delta & Echo	170	95.3	90% within 60 seconds	155.3

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	94,852	1.9	90% within 15 seconds	1.0

February 2026 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)	5,029	4,948	90% within 10 seconds	98.4%
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	28	28	100% of days in the month	100.0%
P1 Call Answering Time - All 911 Calls (NENA 56-005)	79,479	79,082	95% within 20 seconds	99.5%
P1 Call Answer Time - Alarm Lines	4,562	4,535	95% within 15 seconds	99.4%
P1 Call Answer Time - Alarm Lines	4,562	4,553	99% within 40 seconds	99.8%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,100	6,310	90% within 90 seconds	56.8%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,100	8,797	99% within 120 seconds	79.3%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,639	377	80% within 60 seconds	10.4%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,639	482	90% within 64 seconds	13.2%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,639	1,963	95% within 106 seconds	53.9%

NFPA 2019 Analysis

P2/P3 EMD Echo	127	39	90% within 60 seconds	30.7%
P2/P3 EFD Echo	78	15	90% within 60 seconds	19.2%
P2/P3 EMD Delta	2,698	595	90% within 60 seconds	22.1%
P2/P3 EFD Delta	133	13	90% within 60 seconds	9.8%
P2/P3 EMD Delta & Echo	2,825	634	90% within 60 seconds	22.4%
P2/P3 EFD Delta & Echo	211	28	90% within 60 seconds	13.3%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	79,479	78,831	90% within 15 seconds	99.2%

February 2026 Monthly Contracted Performance Scorecard
Broward County Regional Consolidated Dispatch System

EMD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	12%	15%
Low Compliance	<= 10%	4%	4%
Non-Compliant	<= 7%	5%	18%

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.28%	1.06%
Major Deviation	<= 3%	0.91%	1.18%
Moderate Deviation	<= 3%	1.07%	1.57%
Minor Deviation	<= 3%	1.74%	2.74%

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

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.72%	0.35%
Major Deviation	<= 3%	0.91%	1.03%
Moderate Deviation	<= 3%	2.61%	3.10%
Minor Deviation	<= 3%	1.76%	2.83%

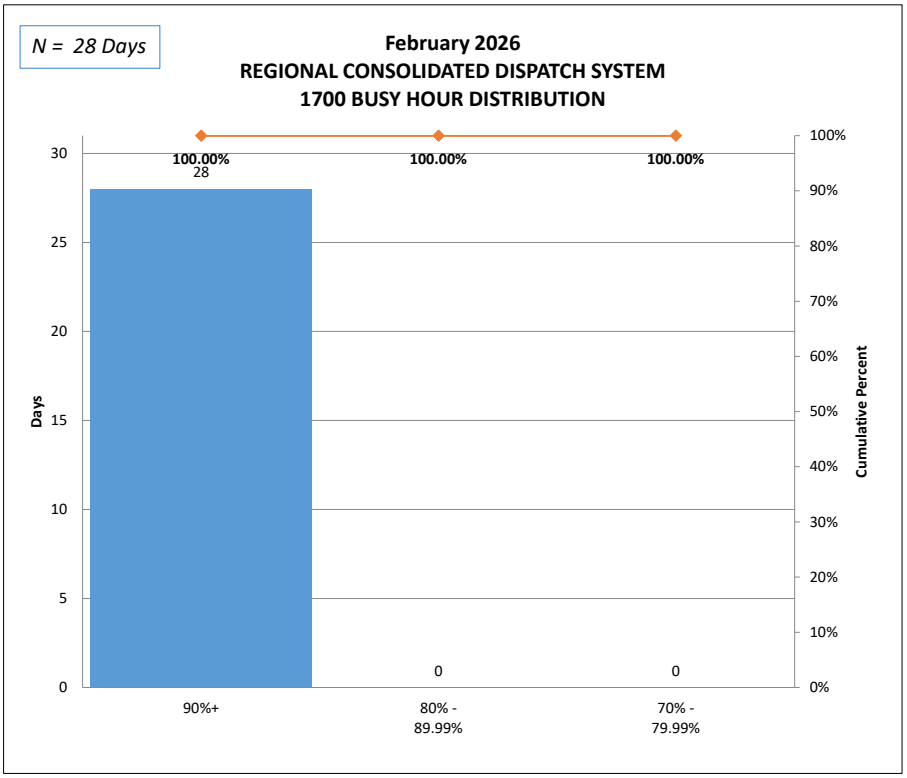
EPD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%		
Low Compliance	<= 10%		
Non-Compliant	<= 7%		

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
02/01/2026	5:00 PM	164	164	100%	YES	02/16/2026	5:00 PM	167	167	100%	YES
02/02/2026	5:00 PM	155	158	98%	YES	02/17/2026	5:00 PM	190	196	97%	YES
02/03/2026	5:00 PM	172	179	96%	YES	02/18/2026	5:00 PM	165	172	96%	YES
02/04/2026	5:00 PM	186	187	99%	YES	02/19/2026	5:00 PM	175	176	99%	YES
02/05/2026	5:00 PM	169	169	100%	YES	02/20/2026	5:00 PM	193	194	99%	YES
02/06/2026	5:00 PM	166	166	100%	YES	02/21/2026	5:00 PM	144	147	98%	YES
02/07/2026	5:00 PM	171	171	100%	YES	02/22/2026	5:00 PM	173	173	100%	YES
02/08/2026	5:00 PM	165	165	100%	YES	02/23/2026	5:00 PM	192	192	100%	YES
02/09/2026	5:00 PM	173	176	98%	YES	02/24/2026	5:00 PM	207	216	96%	YES
02/10/2026	5:00 PM	209	209	100%	YES	02/25/2026	5:00 PM	175	175	100%	YES
02/11/2026	5:00 PM	202	210	96%	YES	02/26/2026	5:00 PM	199	201	99%	YES
02/12/2026	5:00 PM	183	191	96%	YES	02/27/2026	5:00 PM	173	174	99%	YES
02/13/2026	5:00 PM	204	217	94%	YES	02/28/2026	5:00 PM	146	146	100%	YES
02/14/2026	5:00 PM	187	195	96%	YES						
02/15/2026	5:00 PM	143	143	100%	YES						



Achieved	28	
Days	28	
Percent	100.00%	
90%+	28	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	28	100.00%

Call Volume and Call For Service Data

CALL VOLUME	
9-1-1 Calls Answered	79,493
Alarm Calls Answered	4,564
Non-Emergency Calls Answered	45,371
Non 9-1-1 Calls Answered	49,935
TOTAL INCOMING	129,428
TOTAL OUTGOING	27,675
Non 9-1-1 Calls Handled	77,610
Abandoned Calls	2,421
Language Line Calls	3,056

CLASS OF SERVICE (9-1-1 CALLS ONLY)	
Wireless	69,960
Wireline	2,232
VOIP	7,286
PBX	15
9-1-1 Calls Presented	79,493

CALLS FOR SERVICE	
Fire Rescue/EMS	24,697
Law Enforcement	138,230
TOTAL CFS	162,927

February 2026 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)	5,029	1.3	90% within 10 seconds	1.0
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	28	N/A	All days in month	28 days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	79,479	1.6	95% within 20 seconds	1.1
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	79,479	1.6	95% within 15 seconds	1.1
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	79,479	1.6	99% within 40 seconds	12.6
P1 Call Answer Time - All 911 Calls (State of Florida)	79,479	1.6	90% within 10 seconds	1.0
P1 Call Answer Time - Alarm Lines	4,562	0.5	95% within 15 seconds	0.4
P1 Call Answer Time - Alarm Lines	4,562	0.5	99% within 40 seconds	9.0
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)	11,100	96.9	90% within 90 seconds	152.3
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,100	96.9	99% within 120 seconds	297.6
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,639	116.4	80% within 60 seconds	146.1
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,639	116.4	90% within 64 seconds	178.0
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,639	116.4	95% within 106 seconds	217.1
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,074	69.1	90% within 70 seconds	112.2
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,074	17.6	90% within 20 seconds	27.6
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,074	86.8	90% within 90 seconds	131.8
P4 EMS Turnout Time Delta & Echo Calls Only	3,074	65.2	Report 90th% No Specific Target	109.6
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,074	300.9	Report 90th% No Specific Target	448.5
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	3,998	126.1	Report 90th% No Specific Target	226.7
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	3,998	235.7	Report 90th% No Specific Target	310.8
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	3,998	361.9	Report 90th% No Specific Target	533.2
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	3,998	349.4	Report 90th% No Specific Target	685.9

NFPA 2019 Analysis

P2/P3 EMD Echo	127	83.7	90% within 60 seconds	127.8
P2/P3 EFD Echo	78	92.0	90% within 60 seconds	145.3
P2/P3 EMD Delta	2,698	85.1	90% within 60 seconds	129.3
P2/P3 EFD Delta	133	103.4	90% within 60 seconds	159.9
P2/P3 EMD Delta & Echo	2,825	85.1	90% within 60 seconds	128.9
P2/P3 EFD Delta & Echo	211	99.2	90% within 60 seconds	157.0

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	79,479	1.6	90% within 15 seconds	1.0

January 2026 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)	5,422	5,305	90% within 10 seconds	97.8%
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)	86,675	86,055	95% within 20 seconds	99.3%
P1 Call Answer Time - Alarm Lines	4,499	4,451	95% within 15 seconds	98.9%
P1 Call Answer Time - Alarm Lines	4,499	4,491	99% within 40 seconds	99.8%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,235	7,126	90% within 90 seconds	58.2%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,235	9,759	99% within 120 seconds	79.8%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,845	467	80% within 60 seconds	12.1%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,845	595	90% within 64 seconds	15.5%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,845	2,144	95% within 106 seconds	55.8%

NFPA 2019 Analysis

P2/P3 EMD Echo	102	41	90% within 60 seconds	40.2%
P2/P3 EFD Echo	59	12	90% within 60 seconds	20.3%
P2/P3 EMD Delta	2,962	714	90% within 60 seconds	24.1%
P2/P3 EFD Delta	118	24	90% within 60 seconds	20.3%
P2/P3 EMD Delta & Echo	3,064	755	90% within 60 seconds	24.6%
P2/P3 EFD Delta & Echo	177	36	90% within 60 seconds	20.3%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	86,675	85,753	90% within 15 seconds	98.9%

January 2026 Monthly Contracted Performance Scorecard
Broward County Regional Consolidated Dispatch System

EMD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	12%	10%
Low Compliance	<= 10%	5%	4%
Non-Compliant	<= 7%	17%	9%

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.95%	0.52%
Major Deviation	<= 3%	1.13%	0.74%
Moderate Deviation	<= 3%	1.76%	1.04%
Minor Deviation	<= 3%	2.82%	1.71%

EFD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	4%	5%
Low Compliance	<= 10%	4%	8%
Non-Compliant	<= 7%	16%	8%

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	1.08%	0.51%
Major Deviation	<= 3%	0.67%	0.81%
Moderate Deviation	<= 3%	2.46%	2.47%
Minor Deviation	<= 3%	3.34%	3.05%

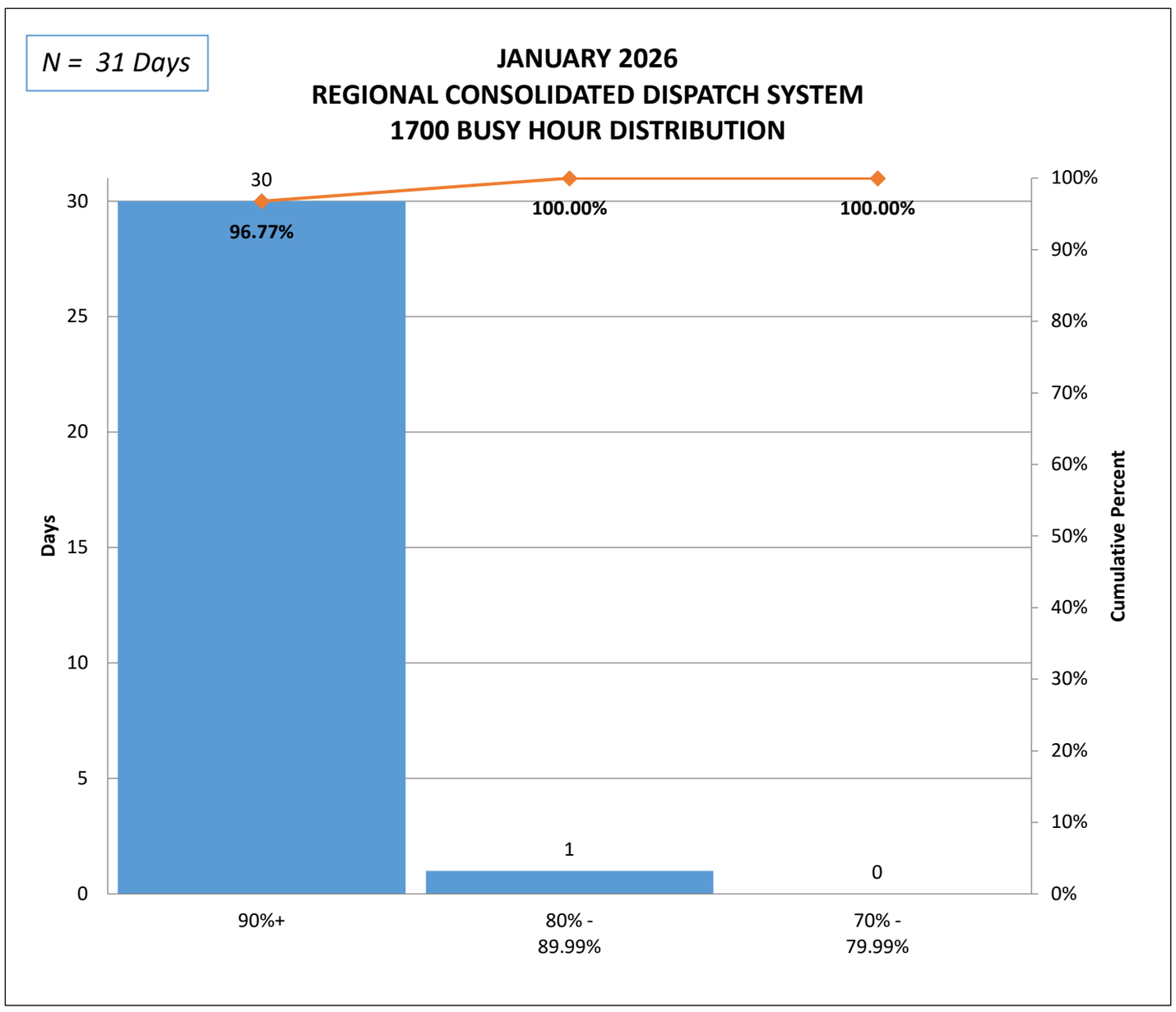
EPD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%		
Low Compliance	<= 10%		
Non-Compliant	<= 7%		

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
01/01/2026	5:00 PM	155	155	100.00%	YES	01/16/2026	5:00 PM	198	200	99.00%	YES
01/02/2026	5:00 PM	181	196	92.35%	YES	01/17/2026	5:00 PM	182	184	98.91%	YES
01/03/2026	5:00 PM	182	183	99.45%	YES	01/18/2026	5:00 PM	167	167	100.00%	YES
01/04/2026	5:00 PM	173	173	100.00%	YES	01/19/2026	5:00 PM	155	156	99.36%	YES
01/05/2026	5:00 PM	166	172	96.51%	YES	01/20/2026	5:00 PM	197	205	96.10%	YES
01/06/2026	5:00 PM	181	193	93.78%	YES	01/21/2026	5:00 PM	159	161	98.76%	YES
01/07/2026	5:00 PM	170	187	90.91%	YES	01/22/2026	5:00 PM	182	183	99.45%	YES
01/08/2026	5:00 PM	204	213	95.77%	YES	01/23/2026	5:00 PM	193	194	99.48%	YES
01/09/2026	5:00 PM	150	158	94.94%	YES	01/24/2026	5:00 PM	137	137	100.00%	YES
01/10/2026	5:00 PM	143	143	100.00%	YES	01/25/2026	5:00 PM	155	155	100.00%	YES
01/11/2026	5:00 PM	147	147	100.00%	YES	01/26/2026	5:00 PM	182	182	100.00%	YES
01/12/2026	5:00 PM	187	188	99.47%	YES	01/27/2026	5:00 PM	196	197	99.49%	YES
01/13/2026	5:00 PM	151	171	88.30%	NO	01/28/2026	5:00 PM	151	156	96.79%	YES
01/14/2026	5:00 PM	186	188	98.94%	YES	01/29/2026	5:00 PM	160	161	99.38%	YES
01/15/2026	5:00 PM	161	161	100.00%	YES	01/30/2026	5:00 PM	174	176	98.86%	YES
						01/31/2026	5:00 PM	180	180	100.00%	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	86,684
Alarm Calls Answered	4,858
Non-Emergency Calls Answered	48,374
Non 9-1-1 Calls Answered	53,232
TOTAL INCOMING	139,916
TOTAL OUTGOING	30,348
Non 9-1-1 Calls Handled	83,580
Abandoned Calls	3,397
Language Line Calls	3,200

CLASS OF SERVICE (9-1-1 CALLS ONLY)	
Wireless	75,554
Wireline	2,882
VOIP	8,228
PBX	20
9-1-1 Calls Presented	86,684

CALLS FOR SERVICE	
Fire Rescue/EMS	26,239
Law Enforcement	145,255
TOTAL CFS	171,494

January 2026 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)	5,422	1.4	90% within 10 seconds	1.0
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)	86,675	1.3	95% within 20 seconds	1.2
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	86,675	1.3	95% within 15 seconds	1.2
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	86,675	1.3	99% within 40 seconds	15.8
P1 Call Answer Time - All 911 Calls (State of Florida)	86,675	1.3	90% within 10 seconds	1.0
P1 Call Answer Time - Alarm Lines	4,499	0.7	95% within 15 seconds	0.5
P1 Call Answer Time - Alarm Lines	4,499	0.7	99% within 40 seconds	17.7
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)	12,235	95.5	90% within 90 seconds	153.0
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,235	95.5	99% within 120 seconds	283.8
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,845	116.5	80% within 60 seconds	143.6
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,845	116.5	90% within 64 seconds	179.6
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,845	116.5	95% within 106 seconds	215.7
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,301	67.8	90% within 70 seconds	108.9
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,301	17.2	90% within 20 seconds	26.3
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,301	85.0	90% within 90 seconds	129.3
P4 EMS Turnout Time Delta & Echo Calls Only	3,301	66.0	Report 90th% No Specific Target	109.6
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,301	297.9	Report 90th% No Specific Target	441.8
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,457	121.3	Report 90th% No Specific Target	220.1
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,457	251.8	Report 90th% No Specific Target	334.3
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	4,457	373.0	Report 90th% No Specific Target	548.7
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,457	345.7	Report 90th% No Specific Target	673.8

NFPA 2019 Analysis

P2/P3 EMD Echo	102	77.5	90% within 60 seconds	108.9
P2/P3 EFD Echo	59	82.4	90% within 60 seconds	119.5
P2/P3 EMD Delta	2,962	84.4	90% within 60 seconds	128.5
P2/P3 EFD Delta	118	99.6	90% within 60 seconds	160.1
P2/P3 EMD Delta & Echo	3,064	84.2	90% within 60 seconds	128.5
P2/P3 EFD Delta & Echo	177	93.9	90% within 60 seconds	153.5

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	86,675	1.3	90% within 15 seconds	1.0