

JANUARY 2023 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)	6,547	5,688	90% within 10 seconds	86.9%
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	31	19	100% of days in the month	61.3%
P1 Call Answering Time - All 911 Calls (NENA 56-005)	109,976	102,301	95% within 20 seconds	93.0%
P1 Call Answer Time - Alarm Lines	9,885	9,019	95% within 15 seconds	91.2%
P1 Call Answer Time - Alarm Lines	9,885	9,440	99% within 40 seconds	95.5%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,310	1,135	90% within 90 seconds	9.2%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,310	3,044	99% within 120 seconds	24.7%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,678	82	80% within 60 seconds	2.2%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,678	109	90% within 64 seconds	3.0%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,678	981	95% within 106 seconds	26.7%

NFPA 2019 Analysis

P2/P3 EMD Echo	241	15	90% within 60 seconds	6.2%
P2/P3 EFD Echo	24	2	90% within 60 seconds	8.3%
P2/P3 EMD Delta	3,114	81	90% within 60 seconds	2.6%
P2/P3 EFD Delta	239	12	90% within 60 seconds	5.0%
P2/P3 EMD Delta & Echo	3,354	96	90% within 60 seconds	2.9%
P2/P3 EFD Delta & Echo	261	14	90% within 60 seconds	5.4%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	109,976	99,965	90% within 15 seconds	90.9%
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JANUARY 2023 Monthly Contracted Performance Scorecard

Broward County Regional Consolidated Dispatch System

EMD Standard for ACE Accreditation	Target	Independent Reported
Partial Compliance	<= 10%	9%
Low Compliance	<= 10%	5%
Non-Compliant	<= 7%	18%

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	1.10%
Major Deviation	<= 3%	1.40%
Moderate Deviation	<= 3%	1.62%
Minor Deviation	<= 3%	2.61%

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

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.67%
Major Deviation	<= 3%	1.04%
Moderate Deviation	<= 3%	2.21%
Minor Deviation	<= 3%	3.23%

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

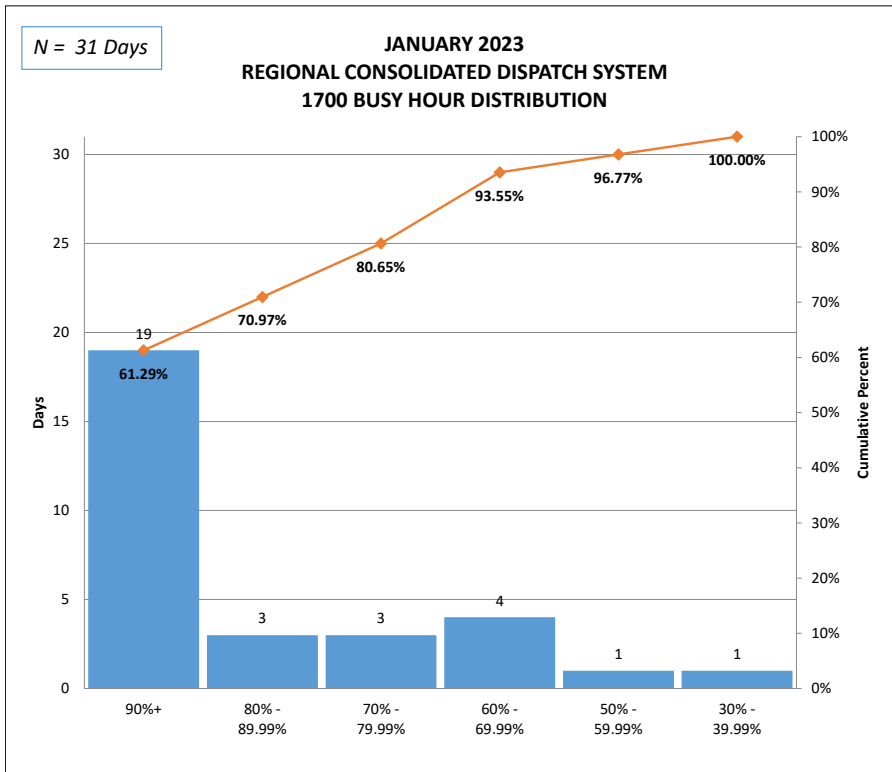
EPD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	
Major Deviation	<= 3%	
Moderate Deviation	<= 3%	
Minor Deviation	<= 3%	

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
01/01/2023	5:00 PM	186	189	98.41%	YES	01/16/2023	5:00 PM	155	160	96.88%	YES
01/02/2023	5:00 PM	202	209	96.65%	YES	01/17/2023	5:00 PM	181	185	97.84%	YES
01/03/2023	5:00 PM	186	212	87.74%	NO	01/18/2023	5:00 PM	211	211	100.00%	YES
01/04/2023	5:00 PM	207	207	100.00%	YES	01/19/2023	5:00 PM	192	192	100.00%	YES
01/05/2023	5:00 PM	219	225	97.33%	YES	01/20/2023	5:00 PM	239	272	87.87%	NO
01/06/2023	5:00 PM	130	200	65.00%	NO	01/21/2023	5:00 PM	149	225	66.22%	NO
01/07/2023	5:00 PM	180	236	76.27%	NO	01/22/2023	5:00 PM	144	228	63.16%	NO
01/08/2023	5:00 PM	174	220	79.09%	NO	01/23/2023	5:00 PM	208	223	93.27%	YES
01/09/2023	5:00 PM	219	222	98.65%	YES	01/24/2023	5:00 PM	207	215	96.28%	YES
01/10/2023	5:00 PM	202	222	90.99%	YES	01/25/2023	5:00 PM	236	238	99.16%	YES
01/11/2023	5:00 PM	188	188	100.00%	YES	01/26/2023	5:00 PM	208	222	93.69%	YES
01/12/2023	5:00 PM	190	191	99.48%	YES	01/27/2023	5:00 PM	90	226	39.82%	NO
01/13/2023	5:00 PM	200	200	100.00%	YES	01/28/2023	5:00 PM	144	190	75.79%	NO
01/14/2023	5:00 PM	164	164	100.00%	YES	01/29/2023	5:00 PM	136	228	59.65%	NO
01/15/2023	5:00 PM	116	187	62.03%	NO	01/30/2023	5:00 PM	195	223	87.44%	NO
						01/31/2023	5:00 PM	230	237	97.05%	YES



Achieved	19	
Days	31	
Percent	61.29%	
90%+	19	61.29%
80% - 89.99%	3	70.97%
70% - 79.99%	3	80.65%
60% - 69.99%	4	93.55%
50% - 59.99%	1	96.77%
40% - 49.99%	0	96.77%
30% - 39.99%	1	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	110,338
Alarm Calls Answered	9,886
Non-Emergency Calls Answered	50,862
Non 9-1-1 Calls Answered	60,748
TOTAL INCOMING	171,086
TOTAL OUTGOING	47,748
Non 9-1-1 Calls Handled	108,496
Abandoned Calls	11,216
Language Line Calls	3,315

CLASS OF SERVICE (9-1-1 CALLS ONLY)	
Wireless	97,011
Wireline	4,675
VOIP	7,721
PBX	931
9-1-1 Calls Presented	110,338

CALLS FOR SERVICE	
Fire Rescue/EMS	27,031
Law Enforcement	143,246
TOTAL CFS	170,277

JANUARY 2023 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)	6,547	4.6	90% within 10 seconds	15.0
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	31	N/A	All days in month	19 days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	109,976	4.5	95% within 20 seconds	26.4
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	109,976	4.5	95% within 15 seconds	26.4
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	109,976	4.5	99% within 40 seconds	54.2
P1 Call Answer Time - All 911 Calls (State of Florida)	109,976	4.5	90% within 10 seconds	13.3
P1 Call Answer Time - Alarm Lines	9,885	6.7	95% within 15 seconds	36.1
P1 Call Answer Time - Alarm Lines	9,885	6.7	99% within 40 seconds	133.8
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)	12,310	164.8	90% within 90 seconds	246.9
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,310	164.8	99% within 120 seconds	399.2
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,678	156.5	80% within 60 seconds	187.8
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,678	156.5	90% within 64 seconds	232.0
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,678	156.5	95% within 106 seconds	282.0
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,850	125.3	90% within 70 seconds	192.9
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,850	21.1	90% within 20 seconds	31.8
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,850	146.4	90% within 90 seconds	215.8
P4 EMS Turnout Time Delta & Echo Calls Only	3,850	66.0	Report 90th% No Specific Target	114.7
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,850	290.8	Report 90th% No Specific Target	433.7
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	5,071	146.8	Report 90th% No Specific Target	256.2
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	5,071	291.9	Report 90th% No Specific Target	558.2
P2/P3 Law Enforcement Call for Service Processing Priority 1 & 2 Calls Only	5,071	438.6	Report 90th% No Specific Target	727.6
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	5,071	362.5	Report 90th% No Specific Target	714.2
NFPA 2019 Analysis				
P2/P3 EMD Echo	241	115.0	90% within 60 seconds	170.0
P2/P3 EFD Echo	24	112.9	90% within 60 seconds	156.7
P2/P3 EMD Delta	3,114	147.0	90% within 60 seconds	215.9
P2/P3 EFD Delta	239	151.1	90% within 60 seconds	247.5
P2/P3 EMD Delta & Echo	3,354	144.7	90% within 60 seconds	213.6
P2/P3 EFD Delta & Echo	261	147.7	90% within 60 seconds	229.9
2020 NENA Standard				
P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	109,976	4.5	90% within 15 seconds	13.3

February 2023 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)	6,803	5,296	90% within 10 seconds	77.8%
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	28	15	100% of days in the month	53.6%
P1 Call Answering Time - All 911 Calls (NENA 56-005)	109,789	99,981	95% within 20 seconds	91.1%
P1 Call Answer Time - Alarm Lines	8,729	7,886	95% within 15 seconds	90.3%
P1 Call Answer Time - Alarm Lines	8,729	8,373	99% within 40 seconds	95.9%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	10,630	1,187	90% within 90 seconds	11.2%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	10,630	2,954	99% within 120 seconds	27.8%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,334	68	80% within 60 seconds	2.0%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,334	96	90% within 64 seconds	2.9%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,334	859	95% within 106 seconds	25.8%

NFPA 2019 Analysis

P2/P3 EMD Echo	199	23	90% within 60 seconds	11.6%
P2/P3 EFD Echo	29	5	90% within 60 seconds	17.2%
P2/P3 EMD Delta	2,619	66	90% within 60 seconds	2.5%
P2/P3 EFD Delta	233	19	90% within 60 seconds	8.2%
P2/P3 EMD Delta & Echo	2,812	88	90% within 60 seconds	3.1%
P2/P3 EFD Delta & Echo	261	24	90% within 60 seconds	9.2%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	109,789	97,526	90% within 15 seconds	88.8%
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February 2023 Monthly Contracted Performance Scorecard Broward County Regional Consolidated Dispatch System

EMD Standard for ACE Accreditation	Target	Independent Reported
Partial Compliance	<= 10%	11%
Low Compliance	<= 10%	5%
Non-Compliant	<= 7%	13%

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.69%
Major Deviation	<= 3%	1.03%
Moderate Deviation	<= 3%	1.75%
Minor Deviation	<= 3%	2.12%

EFD Standard for ACE Accreditation	Target	Independent Reported
Partial Compliance	<= 10%	9%
Low Compliance	<= 10%	6%
Non-Compliant	<= 7%	8%

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.61%
Major Deviation	<= 3%	0.74%
Moderate Deviation	<= 3%	2.26%
Minor Deviation	<= 3%	3.11%

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

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

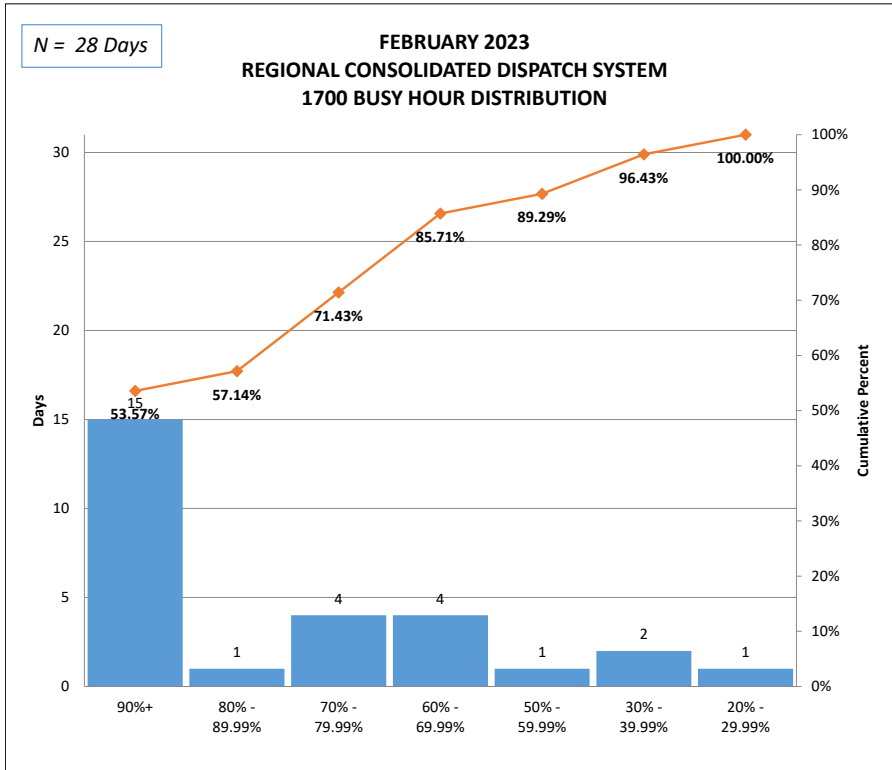
Notes

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
02/01/2023	5:00 PM	197	199	98.99%	YES	02/16/2023	5:00 PM	248	249	99.60%	YES
02/02/2023	5:00 PM	179	191	93.72%	YES	02/17/2023	5:00 PM	232	255	90.98%	YES
02/03/2023	5:00 PM	200	254	78.74%	NO	02/18/2023	5:00 PM	191	200	95.50%	YES
02/04/2023	5:00 PM	139	182	76.37%	NO	02/19/2023	5:00 PM	205	271	75.65%	NO
02/05/2023	5:00 PM	102	272	37.50%	NO	02/20/2023	5:00 PM	239	245	97.55%	YES
02/06/2023	5:00 PM	165	228	72.37%	NO	02/21/2023	5:00 PM	262	282	92.91%	YES
02/07/2023	5:00 PM	181	201	90.05%	YES	02/22/2023	5:00 PM	244	261	93.49%	YES
02/08/2023	5:00 PM	212	212	100.00%	YES	02/23/2023	5:00 PM	242	242	100.00%	YES
02/09/2023	5:00 PM	194	206	94.17%	YES	02/24/2023	5:00 PM	148	296	50.00%	NO
02/10/2023	5:00 PM	219	261	83.91%	NO	02/25/2023	5:00 PM	171	260	65.77%	NO
02/11/2023	5:00 PM	81	306	26.47%	NO	02/26/2023	5:00 PM	164	250	65.60%	NO
02/12/2023	5:00 PM	207	216	95.83%	YES	02/27/2023	5:00 PM	160	251	63.75%	NO
02/13/2023	5:00 PM	90	286	31.47%	NO	02/28/2023	5:00 PM	241	244	98.77%	YES
02/14/2023	5:00 PM	162	243	66.67%	NO						
02/15/2023	5:00 PM	221	240	92.08%	YES						

Achieved	15	
Days	28	
Percent	53.57%	
90%+	15	53.57%
80% - 89.99%	1	57.14%
70% - 79.99%	4	71.43%
60% - 69.99%	4	85.71%
50% - 59.99%	1	89.29%
40% - 49.99%	0	89.29%
30% - 39.99%	2	96.43%
20% - 29.99%	1	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	110,191
Alarm Calls Answered	8,729
Non-Emergency Calls Answered	47,716
Non 9-1-1 Calls Answered	56,445
TOTAL INCOMING	166,636
TOTAL OUTGOING	53,742
Non 9-1-1 Calls Handled	110,187
Abandoned Calls	13,049
Language Line Calls	3,008

CLASS OF SERVICE (9-1-1 CALLS ONLY)	
Wireless	97,688
Wireline	4,137
VOIP	7,238
PBX	1,128
9-1-1 Calls Presented	110,191

CALLS FOR SERVICE	
Fire Rescue/EMS	24,253
Law Enforcement	137,018
TOTAL CFS	161,271

FEBRUARY 2023 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)	6,803	8.4	90% within 10 seconds	27.3
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	28	N/A	All days in month	15 days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	109,789	5.8	95% within 20 seconds	33.0
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	109,789	5.8	95% within 15 seconds	33.0
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	109,789	5.8	99% within 40 seconds	69.7
P1 Call Answer Time - All 911 Calls (State of Florida)	109,789	5.8	90% within 10 seconds	17.4
P1 Call Answer Time - Alarm Lines	8,729	6.1	95% within 15 seconds	33.5
P1 Call Answer Time - Alarm Lines	8,729	6.1	99% within 40 seconds	99.1
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)	10,630	161.5	90% within 90 seconds	242.2
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	10,630	161.5	99% within 120 seconds	385.7
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,334	150.3	80% within 60 seconds	186.3
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,334	150.3	90% within 64 seconds	228.6
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,334	150.3	95% within 106 seconds	273.8
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,208	121.2	90% within 70 seconds	190.0
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,208	21.7	90% within 20 seconds	33.6
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,208	142.9	90% within 90 seconds	215.2
P4 EMS Turnout Time Delta & Echo Calls Only	3,208	67.8	Report 90th% No Specific Target	115.7
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,208	290.8	Report 90th% No Specific Target	439.8
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,618	146.9	Report 90th% No Specific Target	247.3
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,618	294.0	Report 90th% No Specific Target	568.6
P2/P3 Law Enforcement Call for Service Processing Priority 1 & 2 Calls Only	4,618	441.0	Report 90th% No Specific Target	738.8
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,618	379.9	Report 90th% No Specific Target	735.0
NFPA 2019 Analysis				
P2/P3 EMD Echo	199	108.4	90% within 60 seconds	159.3
P2/P3 EFD Echo	29	111.2	90% within 60 seconds	181.1
P2/P3 EMD Delta	2,619	143.8	90% within 60 seconds	214.5
P2/P3 EFD Delta	233	132.5	90% within 60 seconds	220.2
P2/P3 EMD Delta & Echo	2,812	141.4	90% within 60 seconds	211.7
P2/P3 EFD Delta & Echo	261	130.1	90% within 60 seconds	211.1
2020 NENA Standard				
P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	109,789	5.8	90% within 15 seconds	17.4

MARCH 2023 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)	7,501	6,507	90% within 10 seconds	86.7%
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	31	18	100% of days in the month	58.1%
P1 Call Answering Time - All 911 Calls (NENA 56-005)	126,861	117,017	95% within 20 seconds	92.2%
P1 Call Answer Time - Alarm Lines	9,823	9,099	95% within 15 seconds	92.6%
P1 Call Answer Time - Alarm Lines	9,823	9,554	99% within 40 seconds	97.3%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,652	1,532	90% within 90 seconds	13.1%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,652	3,551	99% within 120 seconds	30.5%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,624	70	80% within 60 seconds	1.9%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,624	107	90% within 64 seconds	3.0%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,624	977	95% within 106 seconds	27.0%

NFPA 2019 Analysis

P2/P3 EMD Echo	223	16	90% within 60 seconds	7.2%
P2/P3 EFD Echo	24	2	90% within 60 seconds	8.3%
P2/P3 EMD Delta	2,859	115	90% within 60 seconds	4.0%
P2/P3 EFD Delta	147	11	90% within 60 seconds	7.5%
P2/P3 EMD Delta & Echo	3,079	130	90% within 60 seconds	4.2%
P2/P3 EFD Delta & Echo	171	13	90% within 60 seconds	7.6%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	126,861	114,484	90% within 15 seconds	90.2%
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MARCH 2023 Monthly Contracted Performance Scorecard Broward County Regional Consolidated Dispatch System

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

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.77%
Major Deviation	<= 3%	1.11%
Moderate Deviation	<= 3%	1.55%
Minor Deviation	<= 3%	2.22%

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

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.35%
Major Deviation	<= 3%	0.93%
Moderate Deviation	<= 3%	1.42%
Minor Deviation	<= 3%	2.68%

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

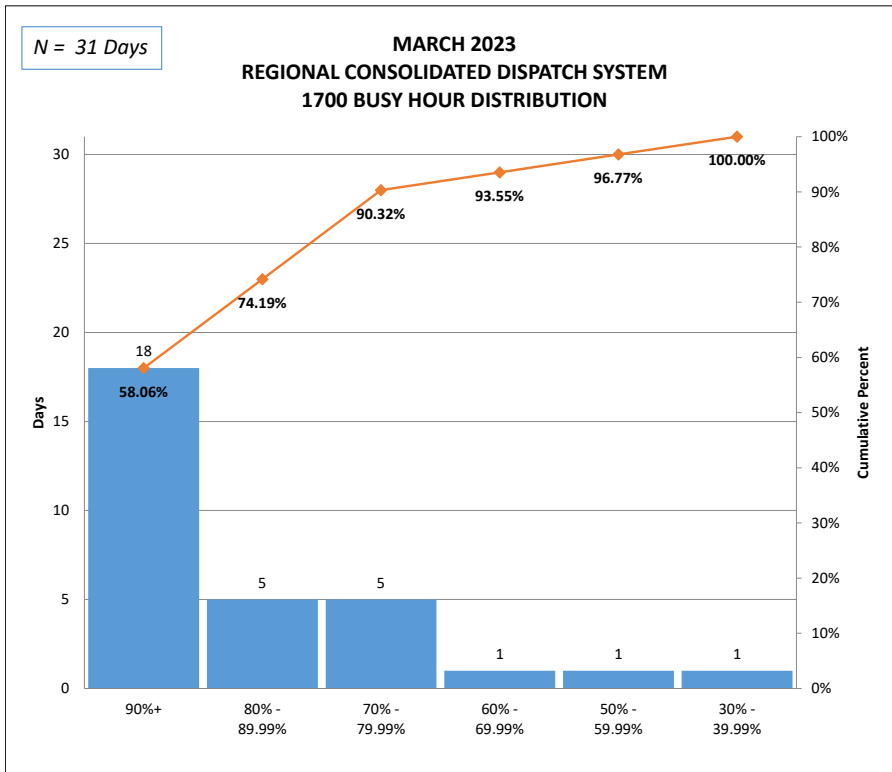
EPD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	
Major Deviation	<= 3%	
Moderate Deviation	<= 3%	
Minor Deviation	<= 3%	

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
03/01/2023	5:00 PM	219	224	97.77%	YES	03/16/2023	5:00 PM	177	230	76.96%	NO
03/02/2023	5:00 PM	268	269	99.63%	YES	03/17/2023	5:00 PM	195	262	74.43%	NO
03/03/2023	5:00 PM	222	222	100.00%	YES	03/18/2023	5:00 PM	131	223	58.74%	NO
03/04/2023	5:00 PM	174	214	81.31%	NO	03/19/2023	5:00 PM	148	191	77.49%	NO
03/05/2023	5:00 PM	210	231	90.91%	YES	03/20/2023	5:00 PM	224	249	89.96%	NO
03/06/2023	5:00 PM	207	230	90.00%	YES	03/21/2023	5:00 PM	156	256	60.94%	NO
03/07/2023	5:00 PM	222	259	85.71%	NO	03/22/2023	5:00 PM	236	255	92.55%	YES
03/08/2023	5:00 PM	226	226	100.00%	YES	03/23/2023	5:00 PM	222	222	100.00%	YES
03/09/2023	5:00 PM	221	232	95.26%	YES	03/24/2023	5:00 PM	202	257	78.60%	NO
03/10/2023	5:00 PM	182	238	76.47%	NO	03/25/2023	5:00 PM	206	237	86.92%	NO
03/11/2023	5:00 PM	204	219	93.15%	YES	03/26/2023	5:00 PM	218	225	96.89%	YES
03/12/2023	5:00 PM	221	233	94.85%	YES	03/27/2023	5:00 PM	246	248	99.19%	YES
03/13/2023	5:00 PM	110	309	35.60%	NO	03/28/2023	5:00 PM	405	405	100.00%	YES
03/14/2023	5:00 PM	222	237	93.67%	YES	03/29/2023	5:00 PM	192	202	95.05%	YES
03/15/2023	5:00 PM	198	221	89.59%	NO	03/30/2023	5:00 PM	201	207	97.10%	YES
						03/31/2023	5:00 PM	242	268	90.30%	YES



Achieved	18	
Days	31	
Percent	58.06%	
90%+	18	58.06%
80% - 89.99%	5	74.19%
70% - 79.99%	5	90.32%
60% - 69.99%	1	93.55%
50% - 59.99%	1	96.77%
40% - 49.99%	0	96.77%
30% - 39.99%	1	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	127,809
Alarm Calls Answered	9,823
Non-Emergency Calls Answered	54,261
Non 9-1-1 Calls Answered	64,084
TOTAL INCOMING	191,893
TOTAL OUTGOING	64,075
Non 9-1-1 Calls Handled	128,159
Abandoned Calls	15,212
Language Line Calls	3,609

CLASS OF SERVICE (9-1-1 CALLS ONLY)	
Wireless	112,062
Wireline	6,189
VOIP	8,298
PBX	1,260
9-1-1 Calls Presented	127,809

CALLS FOR SERVICE	
Fire Rescue/EMS	26,475
Law Enforcement	156,264
TOTAL CFS	182,739

MARCH 2023 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)	7,501	5.2	90% within 10 seconds	16.2
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	31	N/A	All days in month	18 days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	126,861	5.3	95% within 20 seconds	29.4
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	126,861	5.3	95% within 15 seconds	29.4
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	126,861	5.3	99% within 40 seconds	68.2
P1 Call Answer Time - All 911 Calls (State of Florida)	126,861	5.3	90% within 10 seconds	14.5
P1 Call Answer Time - Alarm Lines	9,823	4.5	95% within 15 seconds	24.2
P1 Call Answer Time - Alarm Lines	9,823	4.5	99% within 40 seconds	71.7
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)	11,652	158.9	90% within 90 seconds	241.6
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,652	158.9	99% within 120 seconds	396.7
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,624	154.3	80% within 60 seconds	191.6
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,624	154.3	90% within 64 seconds	231.4
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,624	154.3	95% within 106 seconds	280.7
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,506	118.0	90% within 70 seconds	190.8
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,506	20.9	90% within 20 seconds	34.1
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,506	139.0	90% within 90 seconds	214.0
P4 EMS Turnout Time Delta & Echo Calls Only	3,506	66.6	Report 90th% No Specific Target	113.9
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,506	287.6	Report 90th% No Specific Target	427.8
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	5,237	150.7	Report 90th% No Specific Target	254.3
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	5,237	350.5	Report 90th% No Specific Target	755.1
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	5,237	501.2	Report 90th% No Specific Target	962.8
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	5,237	389.4	Report 90th% No Specific Target	758.3
NFPA 2019 Analysis				
P2/P3 EMD Echo	223	113.7	90% within 60 seconds	177.8
P2/P3 EFD Echo	24	100.8	90% within 60 seconds	153.6
P2/P3 EMD Delta	2,859	139.0	90% within 60 seconds	212.2
P2/P3 EFD Delta	147	142.0	90% within 60 seconds	220.1
P2/P3 EMD Delta & Echo	3,079	137.2	90% within 60 seconds	209.7
P2/P3 EFD Delta & Echo	171	136.2	90% within 60 seconds	213.1
2020 NENA Standard				
P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	126,861	5.3	90% within 15 seconds	14.5

APRIL 2023 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)	6,527	5,735	90% within 10 seconds	87.9%
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	26	15	100% of days in the month	57.7%
P1 Call Answering Time - All 911 Calls (NENA 56-005)	105,474	97,940	95% within 20 seconds	92.9%
P1 Call Answer Time - Alarm Lines	8,354	7,703	95% within 15 seconds	92.2%
P1 Call Answer Time - Alarm Lines	8,354	8,031	99% within 40 seconds	96.1%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	9,793	1,797	90% within 90 seconds	18.3%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	9,793	3,847	99% within 120 seconds	39.3%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	2,922	70	80% within 60 seconds	2.4%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	2,922	91	90% within 64 seconds	3.1%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	2,922	799	95% within 106 seconds	27.3%

NFPA 2019 Analysis

P2/P3 EMD Echo	178	17	90% within 60 seconds	9.6%
P2/P3 EFD Echo	28	2	90% within 60 seconds	7.1%
P2/P3 EMD Delta	2,443	104	90% within 60 seconds	4.3%
P2/P3 EFD Delta	114	8	90% within 60 seconds	7.0%
P2/P3 EMD Delta & Echo	2,620	121	90% within 60 seconds	4.6%
P2/P3 EFD Delta & Echo	142	10	90% within 60 seconds	7.0%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	105,474	95,989	90% within 15 seconds	91.0%
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APRIL 2023 Monthly Contracted Performance Scorecard Broward County Regional Consolidated Dispatch System

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

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.49%
Major Deviation	<= 3%	0.73%
Moderate Deviation	<= 3%	1.14%
Minor Deviation	<= 3%	1.67%

EFD Standard for ACE Accreditation	Target	Independent Reported
Partial Compliance	<= 10%	4%
Low Compliance	<= 10%	3%
Non-Compliant	<= 7%	6%

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.37%
Major Deviation	<= 3%	0.65%
Moderate Deviation	<= 3%	1.50%
Minor Deviation	<= 3%	2.25%

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

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

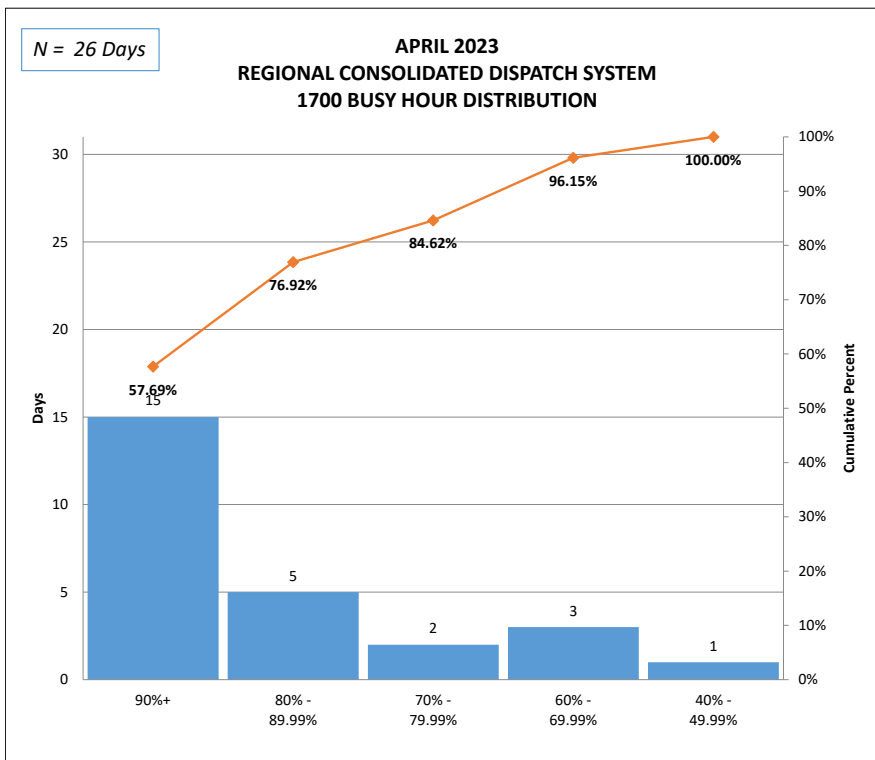
Notes

¹ As a result of the historic rainfall event in Broward County, the time period beginning April 12, 2023 at 12:00 AM through April 15, 2023 at 11:59 PM was mitigated from the data set and not used for any of the performance indicators.

² 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
04/01/2023	5:00 PM	127	281	45%	NO	04/16/2023	5:00 PM	233	252	92%	YES
04/02/2023	5:00 PM	234	235	100%	YES	04/17/2023	5:00 PM	177	270	66%	NO
04/03/2023	5:00 PM	188	272	69%	NO	04/18/2023	5:00 PM	232	232	100%	YES
04/04/2023	5:00 PM	230	230	100%	YES	04/19/2023	5:00 PM	240	245	98%	YES
04/05/2023	5:00 PM	270	285	95%	YES	04/20/2023	5:00 PM	250	253	99%	YES
04/06/2023	5:00 PM	223	224	100%	YES	04/21/2023	5:00 PM	168	241	70%	NO
04/07/2023	5:00 PM	253	253	100%	YES	04/22/2023	5:00 PM	261	291	90%	NO
04/08/2023	5:00 PM	221	248	89%	NO	04/23/2023	5:00 PM	214	247	87%	NO
04/09/2023	5:00 PM	194	194	100%	YES	04/24/2023	5:00 PM	167	235	71%	NO
04/10/2023	5:00 PM	205	231	89%	NO	04/25/2023	5:00 PM	203	270	75%	NO
04/11/2023	5:00 PM	229	248	92%	YES	04/26/2023	5:00 PM	209	209	100%	YES
04/12/2023	5:00 PM	130	579	22%	N/A	04/27/2023	5:00 PM	263	272	97%	YES
04/13/2023	5:00 PM	201	292	69%	N/A	04/28/2023	5:00 PM	262	283	93%	YES
04/14/2023	5:00 PM	132	314	42%	N/A	04/29/2023	5:00 PM	264	304	87%	NO
04/15/2023	5:00 PM	78	342	23%	N/A	04/30/2023	5:00 PM	218	222	98%	YES



Achieved	15	
Days	26	
Percent	57.69%	
90%+	15	57.69%
80% - 89.99%	5	76.92%
70% - 79.99%	2	84.62%
60% - 69.99%	3	96.15%
50% - 59.99%	0	96.15%
40% - 49.99%	1	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	26	100.00%

Notes

¹ As a result of the historic rainfall event in Broward County, the time period beginning April 12, 2023 at 12:00 AM through April 15, 2023 at 11:59 PM was mitigated from the data set and not used for any of the performance indicators.

Call Volume and Call For Service Data

CALL VOLUME	
9-1-1 Calls Answered	130,692
Alarm Calls Answered	10,390
Non-Emergency Calls Answered	51,608
Non 9-1-1 Calls Answered	61,998
TOTAL INCOMING	192,690
TOTAL OUTGOING	69,158
Non 9-1-1 Calls Handled	131,156
Abandoned Calls	17,537
Language Line Calls	3,662

CLASS OF SERVICE (9-1-1 CALLS ONLY)	
Wireless	116,901
Wireline	4,453
VOIP	7,980
PBX	1,358
9-1-1 Calls Presented	130,692

CALLS FOR SERVICE	
Fire Rescue/EMS	27,383
Law Enforcement	149,847
TOTAL CFS	177,230

APRIL 2023 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)	6,527	4.8	90% within 10 seconds	13.3
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	26	N/A	All days in month	15 days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	105,474	5.0	95% within 20 seconds	27.2
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	105,474	5.0	95% within 15 seconds	27.2
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	105,474	5.0	99% within 40 seconds	65.3
P1 Call Answer Time - All 911 Calls (State of Florida)	105,474	5.0	90% within 10 seconds	12.9
P1 Call Answer Time - Alarm Lines	8,354	5.8	95% within 15 seconds	30.7
P1 Call Answer Time - Alarm Lines	8,354	5.8	99% within 40 seconds	103.3
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)	9,793	148.1	90% within 90 seconds	231.5
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	9,793	148.1	99% within 120 seconds	392.0
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	2,922	148.5	80% within 60 seconds	187.2
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	2,922	148.5	90% within 64 seconds	233.6
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	2,922	148.5	95% within 106 seconds	276.5
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,007	109.8	90% within 70 seconds	178.9
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,007	21.1	90% within 20 seconds	32.7
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,007	130.9	90% within 90 seconds	203.7
P4 EMS Turnout Time Delta & Echo Calls Only	3,007	66.7	Report 90th% No Specific Target	111.2
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,007	292.8	Report 90th% No Specific Target	437.4
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,219	148.7	Report 90th% No Specific Target	264.2
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,219	344.9	Report 90th% No Specific Target	719.5
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	4,219	493.6	Report 90th% No Specific Target	912.9
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,219	512.7	Report 90th% No Specific Target	735.6
NFPA 2019 Analysis				
P2/P3 EMD Echo	178	110.7	90% within 60 seconds	179.2
P2/P3 EFD Echo	28	117.6	90% within 60 seconds	191.2
P2/P3 EMD Delta	2,443	131.5	90% within 60 seconds	205.4
P2/P3 EFD Delta	114	137.3	90% within 60 seconds	215.1
P2/P3 EMD Delta & Echo	2,620	130.1	90% within 60 seconds	203.1
P2/P3 EFD Delta & Echo	142	133.4	90% within 60 seconds	207.8
2020 NENA Standard				
P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	105,474	5.0	90% within 15 seconds	12.9

May 2023 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)	7,695	7,198	90% within 10 seconds	93.5%
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)	124,504	119,991	95% within 20 seconds	96.4%
P1 Call Answer Time - Alarm Lines	10,249	9,692	95% within 15 seconds	94.6%
P1 Call Answer Time - Alarm Lines	10,249	9,972	99% within 40 seconds	97.3%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,835	3,447	90% within 90 seconds	29.1%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,835	6,637	99% within 120 seconds	56.1%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,494	127	80% within 60 seconds	3.6%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,494	163	90% within 64 seconds	4.7%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,494	1,102	95% within 106 seconds	31.5%

NFPA 2019 Analysis

P2/P3 EMD Echo	200	28	90% within 60 seconds	14.0%
P2/P3 EFD Echo	41	2	90% within 60 seconds	4.9%
P2/P3 EMD Delta	2,827	195	90% within 60 seconds	6.9%
P2/P3 EFD Delta	133	8	90% within 60 seconds	6.0%
P2/P3 EMD Delta & Echo	3,026	223	90% within 60 seconds	7.4%
P2/P3 EFD Delta & Echo	173	10	90% within 60 seconds	5.8%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	124,504	118,594	90% within 15 seconds	95.3%
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May 2023 Monthly Contracted Performance Scorecard Broward County Regional Consolidated Dispatch System

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

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.46%
Major Deviation	<= 3%	0.56%
Moderate Deviation	<= 3%	0.84%
Minor Deviation	<= 3%	1.80%

EFD Standard for ACE Accreditation	Target	Independent Reported
Partial Compliance	<= 10%	5%
Low Compliance	<= 10%	3%
Non-Compliant	<= 7%	6%

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.43%
Major Deviation	<= 3%	0.61%
Moderate Deviation	<= 3%	1.18%
Minor Deviation	<= 3%	2.29%

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

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

Notes

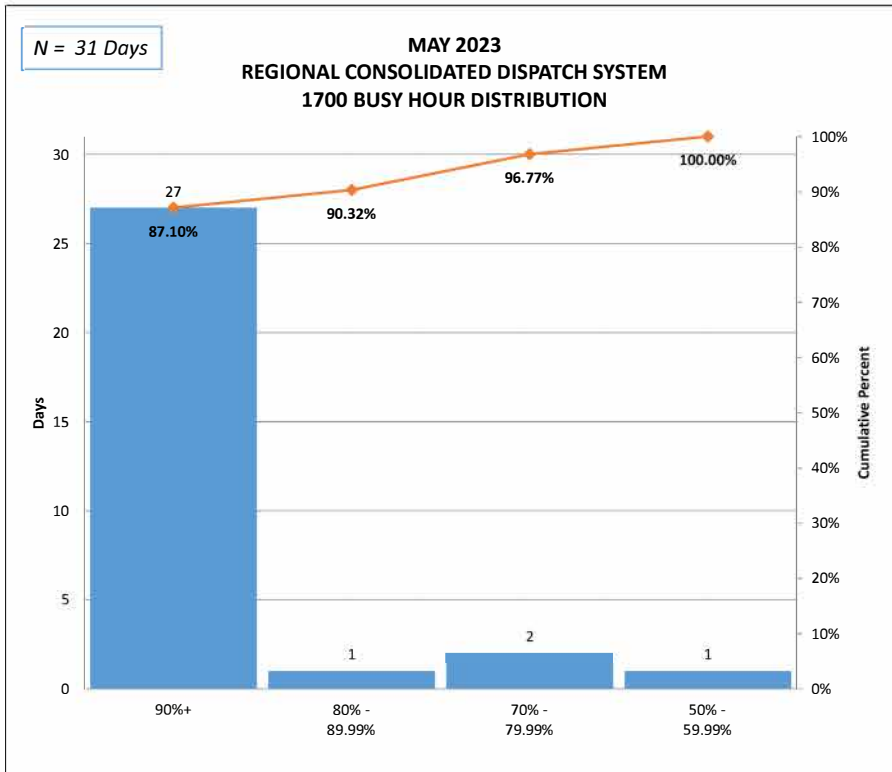
BSO does not expect to reinstate EPD until further notice. As such, EPD metrics will not be available.

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
05/01/2023	5:00 PM	224	225	99.56%	YES	05/17/2023	5:00 PM	267	267	100.00%	YES
05/02/2023	5:00 PM	246	246	100.00%	YES	05/18/2023	5:00 PM	236	236	100.00%	YES
05/03/2023	5:00 PM	264	266	99.25%	YES	05/19/2023	5:00 PM	261	275	94.91%	YES
05/04/2023	5:00 PM	236	240	98.33%	YES	05/20/2023	5:00 PM	228	317	71.92%	NO
05/05/2023	5:00 PM	219	238	92.02%	YES	05/21/2023	5:00 PM	198	204	97.06%	YES
05/06/2023	5:00 PM	188	204	92.16%	YES	05/22/2023	5:00 PM	196	196	100.00%	YES
05/07/2023	5:00 PM	225	225	100.00%	YES	05/23/2023	5:00 PM	241	241	100.00%	YES
05/08/2023	5:00 PM	235	256	91.80%	YES	05/24/2023	5:00 PM	255	259	98.46%	YES
05/09/2023	5:00 PM	253	253	100.00%	YES	05/25/2023	5:00 PM	199	200	99.50%	YES
05/10/2023	5:00 PM	259	350	74.00%	NO	05/26/2023	5:00 PM	174	190	91.58%	YES
05/11/2023	5:00 PM	271	271	100.00%	YES	05/27/2023	5:00 PM	213	220	96.82%	YES
05/12/2023	5:00 PM	235	269	87.36%	NO	05/28/2023	5:00 PM	233	233	100.00%	YES
05/13/2023	5:00 PM	167	312	53.53%	NO	05/29/2023	5:00 PM	254	254	100.00%	YES
05/14/2023	5:00 PM	237	251	94.42%	YES	05/30/2023	5:00 PM	225	233	96.57%	YES
05/15/2023	5:00 PM	245	245	100.00%	YES	05/31/2023	5:00 PM	245	247	99.19%	YES
05/16/2023	6:00 PM	267	267	100.00%	YES						

Achieved	27
Days	31
Percent	87.10%

90%+	27	87.10%
80% - 89.99%	1	90.32%
70% - 79.99%	2	96.77%
60% - 69.99%	0	96.77%
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	31	100.00%



Call Volume and Call For Service Data

CALL VOLUME		CLASS OF SERVICE (9-1-1 CALLS ONLY)		CALLS FOR SERVICE	
9-1-1 Calls Answered	124,949	Wireless	111,785	Fire Rescue/EMS	25,786
		Wireline	4,313	Law Enforcement	153,847
Alarm Calls Answered	10,249	VOIP	7,493	TOTAL CFS	179,633
Non-Emergency Calls Answered	54,033	PBX	1,358		
Non 9-1-1 Calls Answered	64,282	9-1-1 Calls Presented	124,949		
TOTAL INCOMING	189,231				
TOTAL OUTGOING	67,831				
Non 9-1-1 Calls Handled	132,113				
Abandoned Calls	9,691				
Language Line Calls	3,569				

May 2023 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)	7,695	3.0	90% within 10 seconds	4.1
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)	124,504	3.0	95% within 20 seconds	14.1
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	124,504	3.0	95% within 15 seconds	14.1
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	124,504	3.0	99% within 40 seconds	43.6
P1 Call Answer Time - All 911 Calls (State of Florida)	124,504	3.0	90% within 10 seconds	3.4
P1 Call Answer Time - Alarm Lines	10,249	4.5	95% within 15 seconds	17.6
P1 Call Answer Time - Alarm Lines	10,249	4.5	99% within 40 seconds	93.9
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)	11,835	127.6	90% within 90 seconds	202.5
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,835	127.6	99% within 120 seconds	355.1
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,494	146.7	80% within 60 seconds	182.3
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,494	146.7	90% within 64 seconds	222.9
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,494	146.7	95% within 106 seconds	266.2
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,427	94.5	90% within 70 seconds	155.6
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,427	20.3	90% within 20 seconds	33.0
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,427	114.8	90% within 90 seconds	178.7
P4 EMS Turnout Time Delta & Echo Calls Only	3,427	68.4	Report 90th%	119.0
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,427	294.3	No Specific Target	448.2
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	5,405	142.6	Report 90th%	251.6
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	5,405	347.7	No Specific Target	659.1
P2/P3 Law Enforcement Call for Service Processing Priority 1 & 2 Calls Only	5,405	490.3	Report 90th%	869.1
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	5,405	378.4	No Specific Target	755.9

NFPA 2019 Analysis

P2/P3 EMD Echo	200	100.5	90% within 60 seconds	155.7
P2/P3 EFD Echo	41	121.1	90% within 60 seconds	181.9
P2/P3 EMD Delta	2,827	113.5	90% within 60 seconds	176.0
P2/P3 EFD Delta	133	128.8	90% within 60 seconds	220.5
P2/P3 EMD Delta & Echo	3,026	112.7	90% within 60 seconds	175.1
P2/P3 EFD Delta & Echo	173	127.4	90% within 60 seconds	217.8

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	124,504	3.0	90% within 15 seconds	3.4
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JUNE 2023 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)	7,287	7,104	90% within 10 seconds	97.5%
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)	126,764	122,906	95% within 20 seconds	97.0%
P1 Call Answer Time - Alarm Lines	10,676	10,109	95% within 15 seconds	94.7%
P1 Call Answer Time - Alarm Lines	10,676	10,397	99% within 40 seconds	97.4%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,641	3,483	90% within 90 seconds	29.9%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,641	6,700	99% within 120 seconds	57.6%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,509	93	80% within 60 seconds	2.7%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,509	123	90% within 64 seconds	3.5%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,509	1,023	95% within 106 seconds	29.2%

NFPA 2019 Analysis

P2/P3 EMD Echo	192	30	90% within 60 seconds	15.6%
P2/P3 EFD Echo	31	3	90% within 60 seconds	9.7%
P2/P3 EMD Delta	2,752	185	90% within 60 seconds	6.7%
P2/P3 EFD Delta	127	9	90% within 60 seconds	7.1%
P2/P3 EMD Delta & Echo	2,944	215	90% within 60 seconds	7.3%
P2/P3 EFD Delta & Echo	158	12	90% within 60 seconds	7.6%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	126,764	121,530	90% within 15 seconds	95.9%
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JUNE 2023 Monthly Contracted Performance Scorecard Broward County Regional Consolidated Dispatch System

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

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.25%
Major Deviation	<= 3%	0.72%
Moderate Deviation	<= 3%	0.98%
Minor Deviation	<= 3%	1.94%

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

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.43%
Major Deviation	<= 3%	0.61%
Moderate Deviation	<= 3%	1.18%
Minor Deviation	<= 3%	2.29%

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

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

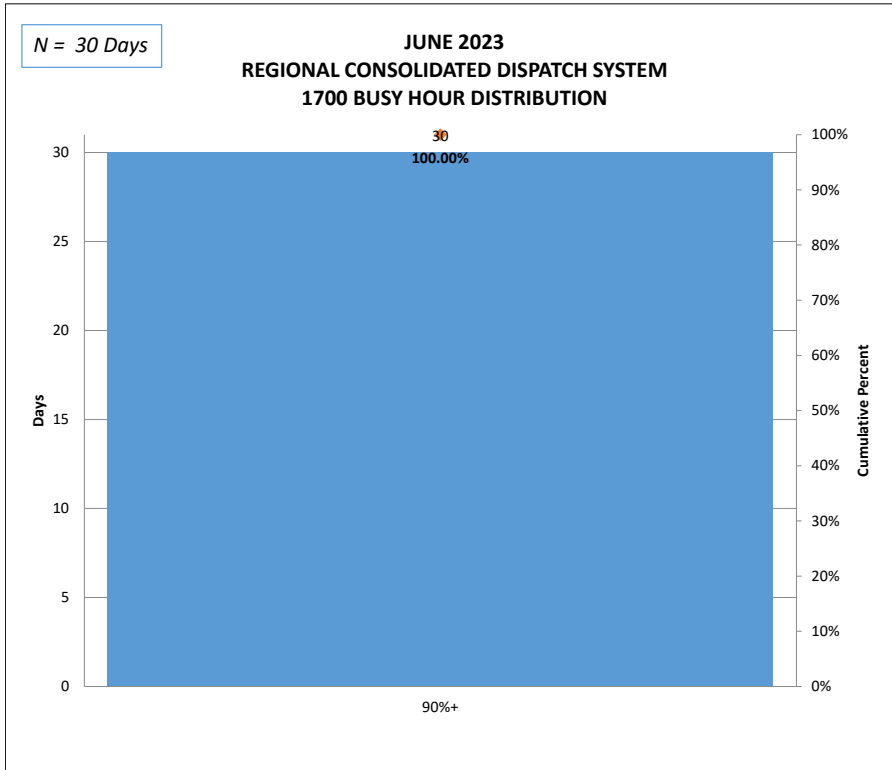
Notes

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
06/01/2023	5:00 PM	232	234	99.15%	YES	06/16/2023	5:00 PM	295	297	99.33%	YES
06/02/2023	5:00 PM	255	268	95.15%	YES	06/17/2023	5:00 PM	242	255	94.90%	YES
06/03/2023	5:00 PM	221	242	91.32%	YES	06/18/2023	5:00 PM	217	218	99.54%	YES
06/04/2023	5:00 PM	243	251	96.81%	YES	06/19/2023	5:00 PM	233	233	100.00%	YES
06/05/2023	5:00 PM	249	262	95.04%	YES	06/20/2023	5:00 PM	254	255	99.61%	YES
06/06/2023	5:00 PM	225	225	100.00%	YES	06/21/2023	5:00 PM	214	219	97.72%	YES
06/07/2023	5:00 PM	259	262	98.85%	YES	06/22/2023	5:00 PM	206	206	100.00%	YES
06/08/2023	5:00 PM	249	258	96.51%	YES	06/23/2023	5:00 PM	241	265	90.94%	YES
06/09/2023	5:00 PM	308	308	100.00%	YES	06/24/2023	5:00 PM	204	209	97.61%	YES
06/10/2023	5:00 PM	253	269	94.05%	YES	06/25/2023	5:00 PM	160	160	100.00%	YES
06/11/2023	5:00 PM	209	209	100.00%	YES	06/26/2023	5:00 PM	222	222	100.00%	YES
06/12/2023	5:00 PM	228	243	93.83%	YES	06/27/2023	5:00 PM	262	262	100.00%	YES
06/13/2023	5:00 PM	242	243	99.59%	YES	06/28/2023	5:00 PM	237	237	100.00%	YES
06/14/2023	5:00 PM	252	256	98.44%	YES	06/29/2023	5:00 PM	209	209	100.00%	YES
06/15/2023	5:00 PM	243	268	90.67%	YES	06/30/2023	5:00 PM	240	242	99.17%	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	127,824
Alarm Calls Answered	10,545
Non-Emergency Calls Answered	51,032
Non 9-1-1 Calls Answered	61,577
TOTAL INCOMING	189,401
TOTAL OUTGOING	70,916
Non 9-1-1 Calls Handled	132,493
Abandoned Calls	12,494
Language Line Calls	3,462

CLASS OF SERVICE (9-1-1 CALLS ONLY)	
Wireless	112,053
Wireline	7,174
VOIP	7,283
PBX	1,314
9-1-1 Calls Presented	127,824

CALLS FOR SERVICE	
Fire Rescue/EMS	25,414
Law Enforcement	148,891
TOTAL CFS	174,305

June 2023 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)	7,287	1.6	90% within 10 seconds	1.2
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)	126,764	2.7	95% within 20 seconds	12.0
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	126,764	2.7	95% within 15 seconds	12.0
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	126,764	2.7	99% within 40 seconds	38.5
P1 Call Answer Time - All 911 Calls (State of Florida)	126,764	2.7	90% within 10 seconds	2.6
P1 Call Answer Time - Alarm Lines	10,676	4.5	95% within 15 seconds	17.2
P1 Call Answer Time - Alarm Lines	10,676	4.5	99% within 40 seconds	90.1
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)	11,641	125.9	90% within 90 seconds	197.9
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,641	125.9	99% within 120 seconds	355.0
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,509	149.7	80% within 60 seconds	185.8
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,509	149.7	90% within 64 seconds	232.1
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,509	149.7	95% within 106 seconds	276.1
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,406	92.6	90% within 70 seconds	151.4
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,406	20.8	90% within 20 seconds	31.8
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,406	113.4	90% within 90 seconds	175.2
P4 EMS Turnout Time Delta & Echo Calls Only	3,406	66.1	Report 90th% No Specific Target	109.7
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,406	290.9	Report 90th% No Specific Target	433.9
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,861	146.7	Report 90th% No Specific Target	260.9
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,861	314.7	Report 90th% No Specific Target	525.9
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	4,861	461.4	Report 90th% No Specific Target	717.6
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,861	373.4	Report 90th% No Specific Target	722.2
NFPA 2019 Analysis				
P2/P3 EMD Echo	192	94.4	90% within 60 seconds	142.6
P2/P3 EFD Echo	31	103.1	90% within 60 seconds	147.9
P2/P3 EMD Delta	2,752	112.4	90% within 60 seconds	174.2
P2/P3 EFD Delta	127	125.7	90% within 60 seconds	204.1
P2/P3 EMD Delta & Echo	2,944	111.2	90% within 60 seconds	172.6
P2/P3 EFD Delta & Echo	158	121.3	90% within 60 seconds	194.5
2020 NENA Standard				
P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	126,764	2.7	90% within 15 seconds	2.6

July 2023 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)	6,536	6,401	90% within 10 seconds	97.9%
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)	114,478	112,050	95% within 20 seconds	97.9%
P1 Call Answer Time - Alarm Lines	11,206	10,824	95% within 15 seconds	96.6%
P1 Call Answer Time - Alarm Lines	11,206	11,022	99% within 40 seconds	98.4%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,485	3,764	90% within 90 seconds	30.1%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,485	7,369	99% within 120 seconds	59.0%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,720	124	80% within 60 seconds	3.3%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,720	159	90% within 64 seconds	4.3%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,720	1,128	95% within 106 seconds	30.3%

NFPA 2019 Analysis

P2/P3 EMD Echo	202	25	90% within 60 seconds	12.4%
P2/P3 EFD Echo	43	7	90% within 60 seconds	16.3%
P2/P3 EMD Delta	3,011	169	90% within 60 seconds	5.6%
P2/P3 EFD Delta	138	6	90% within 60 seconds	4.3%
P2/P3 EMD Delta & Echo	3,211	194	90% within 60 seconds	6.0%
P2/P3 EFD Delta & Echo	181	13	90% within 60 seconds	7.2%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	114,478	111,195	90% within 15 seconds	97.1%
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July 2023 Monthly Contracted Performance Scorecard Broward County Regional Consolidated Dispatch System

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

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.35%
Major Deviation	<= 3%	0.88%
Moderate Deviation	<= 3%	1.21%
Minor Deviation	<= 3%	1.88%

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

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.51%
Major Deviation	<= 3%	0.75%
Moderate Deviation	<= 3%	1.60%
Minor Deviation	<= 3%	2.17%

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

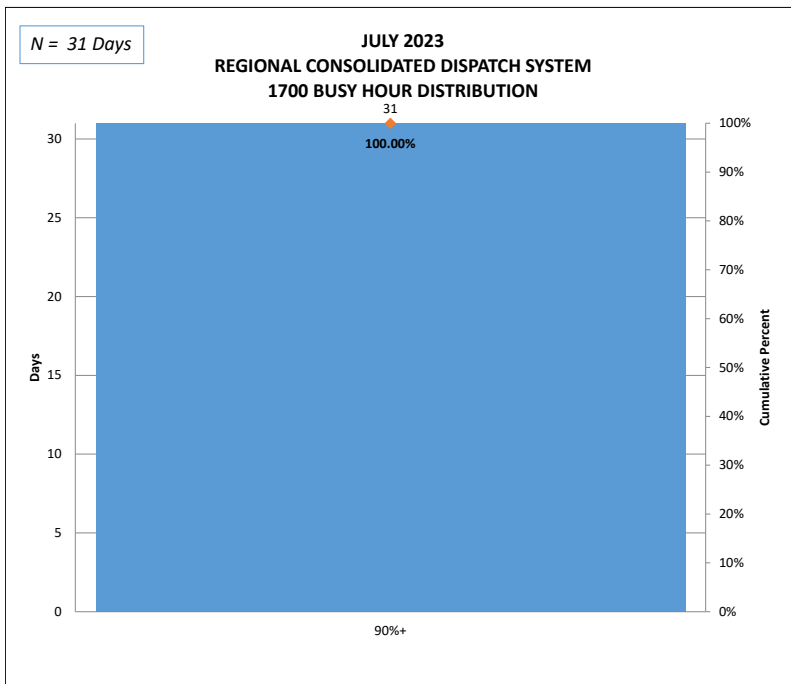
EPD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	
Major Deviation	<= 3%	
Moderate Deviation	<= 3%	
Minor Deviation	<= 3%	

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
07/01/2023	5:00 PM	233	233	100.00%	YES	07/16/2023	5:00 PM	199	199	100.00%	YES
07/02/2023	5:00 PM	203	203	100.00%	YES	07/17/2023	5:00 PM	204	204	100.00%	YES
07/03/2023	5:00 PM	242	243	99.59%	YES	07/18/2023	5:00 PM	222	225	98.67%	YES
07/04/2023	5:00 PM	229	233	98.28%	YES	07/19/2023	5:00 PM	191	212	90.09%	YES
07/05/2023	5:00 PM	256	257	99.61%	YES	07/20/2023	5:00 PM	190	190	100.00%	YES
07/06/2023	5:00 PM	243	243	100.00%	YES	07/21/2023	5:00 PM	211	220	95.91%	YES
07/07/2023	5:00 PM	231	240	96.25%	YES	07/22/2023	5:00 PM	172	177	97.18%	YES
07/08/2023	5:00 PM	238	242	98.35%	YES	07/23/2023	5:00 PM	163	165	98.79%	YES
07/09/2023	5:00 PM	199	199	100.00%	YES	07/24/2023	5:00 PM	218	218	100.00%	YES
07/10/2023	5:00 PM	235	258	91.09%	YES	07/25/2023	5:00 PM	184	186	98.92%	YES
07/11/2023	5:00 PM	232	235	98.72%	YES	07/26/2023	5:00 PM	178	187	95.19%	YES
07/12/2023	5:00 PM	199	201	99.00%	YES	07/27/2023	5:00 PM	191	191	100.00%	YES
07/13/2023	5:00 PM	218	218	100.00%	YES	07/28/2023	5:00 PM	168	170	98.82%	YES
07/14/2023	5:00 PM	254	260	97.69%	YES	07/29/2023	5:00 PM	184	184	100.00%	YES
07/15/2023	5:00 PM	178	197	90.36%	YES	07/30/2023	5:00 PM	161	161	100.00%	YES
						07/31/2023	5:00 PM	175	185	94.59%	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	114,850
Alarm Calls Answered	11,206
Non-Emergency Calls Answered	51,370
Non 9-1-1 Calls Answered	62,576
TOTAL INCOMING	177,426
TOTAL OUTGOING	57,630
Non 9-1-1 Calls Handled	120,206
Abandoned Calls	7,504
Language Line Calls	3,499

CLASS OF SERVICE (9-1-1 CALLS ONLY)	
Wireless	102,141
Wireline	3,955
VOIP	7,481
PBX	1,273
9-1-1 Calls Presented	114,850

CALLS FOR SERVICE	
Fire Rescue/EMS	26,523
Law Enforcement	148,108
TOTAL CFS	174,631

July 2023 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)	6,536	1.5	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)	114,478	2.1	95% within 20 seconds	6.6
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	114,478	2.1	95% within 15 seconds	6.6
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	114,478	2.1	99% within 40 seconds	32.0
P1 Call Answer Time - All 911 Calls (State of Florida)	114,478	2.1	90% within 10 seconds	1.2
P1 Call Answer Time - Alarm Lines	11,206	2.9	95% within 15 seconds	5.2
P1 Call Answer Time - Alarm Lines	11,206	2.9	99% within 40 seconds	59.4
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)	12,485	125.2	90% within 90 seconds	195.4
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,485	125.2	99% within 120 seconds	369.4
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,720	145.9	80% within 60 seconds	181.9
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,720	145.9	90% within 64 seconds	221.6
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,720	145.9	95% within 106 seconds	263.2
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,687	94.4	90% within 70 seconds	151.7
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,687	19.9	90% within 20 seconds	30.8
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,687	114.3	90% within 90 seconds	173.0
P4 EMS Turnout Time Delta & Echo Calls Only	3,687	67.3	Report 90th% No Specific Target	115.7
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,687	290.6	Report 90th% No Specific Target	430.2
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	5,075	144.6	Report 90th% No Specific Target	251.7
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	5,075	332.3	Report 90th% No Specific Target	607.7
P2/P3 Law Enforcement Call for Service Processing Priority 1 & 2 Calls Only	5,075	476.9	Report 90th% No Specific Target	808.0
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	5,075	372.5	Report 90th% No Specific Target	719.7
NFPA 2019 Analysis				
P2/P3 EMD Echo	202	101.0	90% within 60 seconds	155.1
P2/P3 EFD Echo	43	94.9	90% within 60 seconds	146.1
P2/P3 EMD Delta	3,011	111.9	90% within 60 seconds	170.5
P2/P3 EFD Delta	138	126.9	90% within 60 seconds	200.5
P2/P3 EMD Delta & Echo	3,211	111.3	90% within 60 seconds	169.1
P2/P3 EFD Delta & Echo	181	119.3	90% within 60 seconds	188.7
2020 NENA Standard				
P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	114,478	2.1	90% within 15 seconds	1.2

August 2023 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)	6,199	6,017	90% within 10 seconds	97.1%
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)	102,294	100,935	95% within 20 seconds	98.7%
P1 Call Answer Time - Alarm Lines	10,551	10,320	95% within 15 seconds	97.8%
P1 Call Answer Time - Alarm Lines	10,551	10,461	99% within 40 seconds	99.1%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,363	3,793	90% within 90 seconds	30.7%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,363	7,369	99% within 120 seconds	59.6%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,682	73	80% within 60 seconds	2.0%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,682	117	90% within 64 seconds	3.2%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,682	1,060	95% within 106 seconds	28.8%

NFPA 2019 Analysis

P2/P3 EMD Echo	259	44	90% within 60 seconds	17.0%
P2/P3 EFD Echo	50	4	90% within 60 seconds	8.0%
P2/P3 EMD Delta	2,842	192	90% within 60 seconds	6.8%
P2/P3 EFD Delta	103	4	90% within 60 seconds	3.9%
P2/P3 EMD Delta & Echo	3,099	235	90% within 60 seconds	7.6%
P2/P3 EFD Delta & Echo	151	8	90% within 60 seconds	5.3%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	102,294	100,347	90% within 15 seconds	98.1%
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August 2023 Monthly Contracted Performance Scorecard Broward County Regional Consolidated Dispatch System

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

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	N/A ²
Major Deviation	<= 3%	N/A ²
Moderate Deviation	<= 3%	N/A ²
Minor Deviation	<= 3%	N/A ²

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

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	N/A ²
Major Deviation	<= 3%	N/A ²
Moderate Deviation	<= 3%	N/A ²
Minor Deviation	<= 3%	N/A ²

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

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

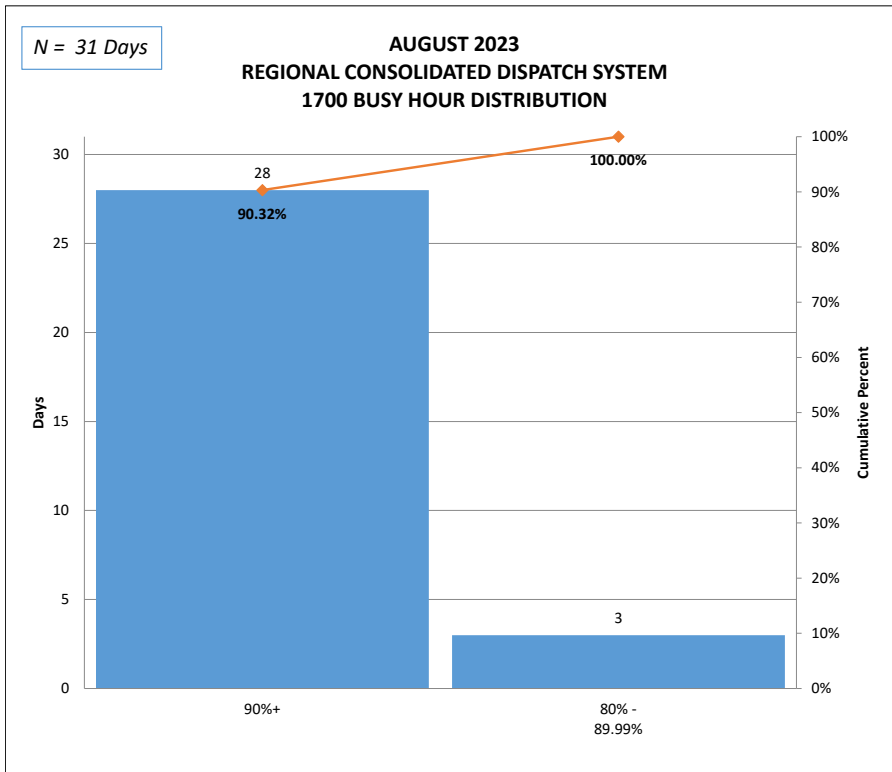
Notes

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

² Due to system changes, EMD & EFD percentage of deviations were unable to be calculated this month.

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
08/01/2023	5:00 PM	219	222	98.65%	YES	08/16/2023	5:00 PM	179	186	96.24%	YES
08/02/2023	5:00 PM	199	217	91.71%	YES	08/17/2023	5:00 PM	215	215	100.00%	YES
08/03/2023	5:00 PM	203	203	100.00%	YES	08/18/2023	5:00 PM	198	201	98.51%	YES
08/04/2023	5:00 PM	218	219	99.54%	YES	08/19/2023	5:00 PM	200	200	100.00%	YES
08/05/2023	5:00 PM	174	174	100.00%	YES	08/20/2023	5:00 PM	155	166	93.37%	YES
08/06/2023	5:00 PM	163	163	100.00%	YES	08/21/2023	5:00 PM	186	207	89.86%	NO
08/07/2023	5:00 PM	188	200	94.00%	YES	08/22/2023	5:00 PM	208	210	99.05%	YES
08/08/2023	5:00 PM	181	181	100.00%	YES	08/23/2023	5:00 PM	208	216	96.30%	YES
08/09/2023	5:00 PM	227	227	100.00%	YES	08/24/2023	5:00 PM	209	209	100.00%	YES
08/10/2023	5:00 PM	190	193	98.45%	YES	08/25/2023	5:00 PM	182	182	100.00%	YES
08/11/2023	5:00 PM	198	216	91.67%	YES	08/26/2023	5:00 PM	199	203	98.03%	YES
08/12/2023	5:00 PM	182	189	96.30%	YES	08/27/2023	5:00 PM	191	201	95.02%	YES
08/13/2023	5:00 PM	154	157	98.09%	YES	08/28/2023	5:00 PM	181	207	87.44%	NO
08/14/2023	5:00 PM	237	237	100.00%	YES	08/29/2023	5:00 PM	198	200	99.00%	YES
08/15/2023	5:00 PM	168	168	100.00%	YES	08/30/2023	5:00 PM	196	219	89.50%	NO
						08/31/2023	5:00 PM	211	211	100.00%	YES



Achieved	28	
Days	31	
Percent	90.32%	
90%+	28	90.32%
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	31	100.00%

Call Volume and Call For Service Data

CALL VOLUME	
9-1-1 Calls Answered	102,883
Alarm Calls Answered	10,551
Non-Emergency Calls Answered	51,847
Non 9-1-1 Calls Answered	62,398
TOTAL INCOMING	165,281
TOTAL OUTGOING	45,100
Non 9-1-1 Calls Handled	107,498
Abandoned Calls	6,060
Language Line Calls	3,437

CLASS OF SERVICE (9-1-1 CALLS ONLY)	
Wireless	89,403
Wireline	3,917
VOIP	8,122
PBX	1,441
9-1-1 Calls Presented	102,883

CALLS FOR SERVICE	
Fire Rescue/EMS	26,489
Law Enforcement	145,313
TOTAL CFS	171,802

August 2023 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)	6,199	1.7	90% within 10 seconds	1.2
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)	102,294	1.8	95% within 20 seconds	2.2
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	102,294	1.8	95% within 15 seconds	2.2
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	102,294	1.8	99% within 40 seconds	24.3
P1 Call Answer Time - All 911 Calls (State of Florida)	102,294	1.8	90% within 10 seconds	1.2
P1 Call Answer Time - Alarm Lines	10,551	2.1	95% within 15 seconds	1.2
P1 Call Answer Time - Alarm Lines	10,551	2.1	99% within 40 seconds	32.6
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)	12,363	124.8	90% within 90 seconds	195.8
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,363	124.8	99% within 120 seconds	386.5
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,682	151.4	80% within 60 seconds	188.5
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,682	151.4	90% within 64 seconds	234.9
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,682	151.4	95% within 106 seconds	286.2
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,535	91.5	90% within 70 seconds	145.1
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,535	19.9	90% within 20 seconds	32.1
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,535	111.4	90% within 90 seconds	169.8
P4 EMS Turnout Time Delta & Echo Calls Only	3,535	67.5	Report 90th% No Specific Target	115.5
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,535	292.7	Report 90th% No Specific Target	439.6
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,867	150.2	Report 90th% No Specific Target	269.9
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,867	315.4	Report 90th% No Specific Target	624.1
P2/P3 Law Enforcement Call for Service Processing Priority 1 & 2 Calls Only	4,867	465.7	Report 90th% No Specific Target	834.0
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,867	376.1	Report 90th% No Specific Target	728.4
NFPA 2019 Analysis				
P2/P3 EMD Echo	259	98.2	90% within 60 seconds	153.5
P2/P3 EFD Echo	50	100.7	90% within 60 seconds	160.1
P2/P3 EMD Delta	2,842	110.2	90% within 60 seconds	167.3
P2/P3 EFD Delta	103	130.4	90% within 60 seconds	204.0
P2/P3 EMD Delta & Echo	3,099	109.2	90% within 60 seconds	166.7
P2/P3 EFD Delta & Echo	151	120.3	90% within 60 seconds	193.3
2020 NENA Standard				
P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	102,294	1.8	90% within 15 seconds	1.2

September 2023 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)	5,904	5,762	90% within 10 seconds	97.6%
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	30	28	100% of days in the month	93.3%
P1 Call Answering Time - All 911 Calls (NENA 56-005)	95,915	95,009	95% within 20 seconds	99.1%
P1 Call Answer Time - Alarm Lines	10,018	9,819	95% within 15 seconds	98.0%
P1 Call Answer Time - Alarm Lines	10,018	9,929	99% within 40 seconds	99.1%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,771	3,869	90% within 90 seconds	32.9%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,771	7,272	99% within 120 seconds	61.8%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,417	99	80% within 60 seconds	2.9%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,417	149	90% within 64 seconds	4.4%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,417	1,057	95% within 106 seconds	30.9%

NFPA 2019 Analysis

P2/P3 EMD Echo	232	29	90% within 60 seconds	12.5%
P2/P3 EFD Echo	49	4	90% within 60 seconds	8.2%
P2/P3 EMD Delta	2,771	202	90% within 60 seconds	7.3%
P2/P3 EFD Delta	124	12	90% within 60 seconds	9.7%
P2/P3 EMD Delta & Echo	3,000	231	90% within 60 seconds	7.7%
P2/P3 EFD Delta & Echo	173	16	90% within 60 seconds	9.2%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	95,915	94,604	90% within 15 seconds	98.6%
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September 2023 Monthly Contracted Performance Scorecard Broward County Regional Consolidated Dispatch System

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

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.43%
Major Deviation	<= 3%	0.68%
Moderate Deviation	<= 3%	1.27%
Minor Deviation	<= 3%	2.13%

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

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.43%
Major Deviation	<= 3%	0.81%
Moderate Deviation	<= 3%	1.79%
Minor Deviation	<= 3%	2.49%

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

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

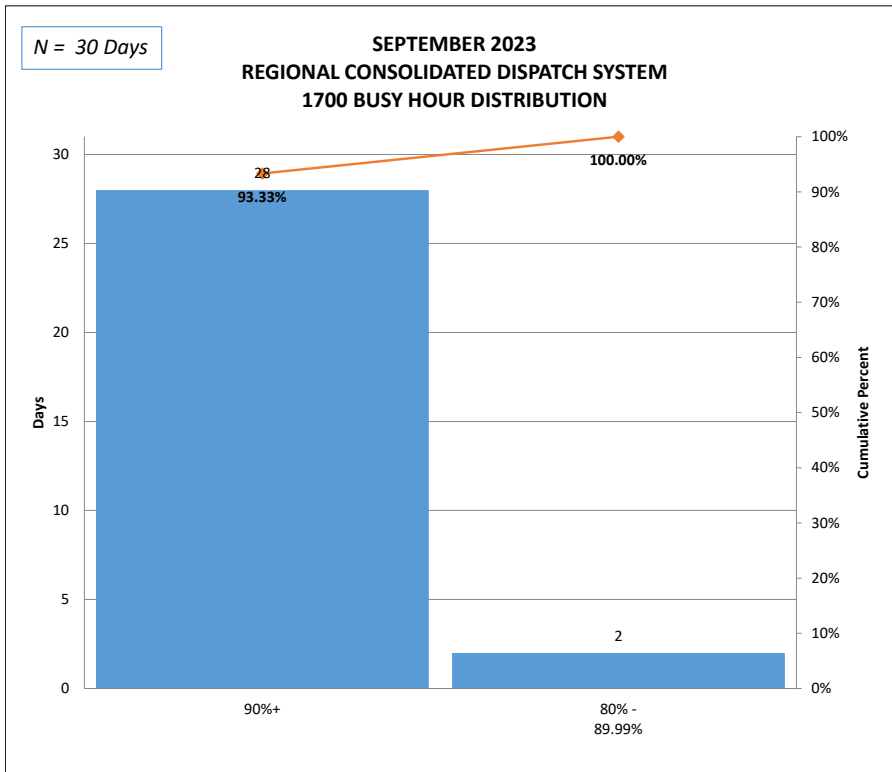
Notes

BSO does not expect to reintate 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
09/01/2023	5:00 PM	220	229	96.07%	YES	09/16/2023	5:00 PM	174	174	100.00%	YES
09/02/2023	5:00 PM	182	182	100.00%	YES	09/17/2023	5:00 PM	149	149	100.00%	YES
09/03/2023	5:00 PM	171	171	100.00%	YES	09/18/2023	5:00 PM	176	214	82.24%	NO
09/04/2023	5:00 PM	149	163	91.41%	YES	09/19/2023	5:00 PM	165	166	99.40%	YES
09/05/2023	5:00 PM	222	222	100.00%	YES	09/20/2023	5:00 PM	179	211	84.83%	NO
09/06/2023	5:00 PM	174	175	99.43%	YES	09/21/2023	5:00 PM	152	152	100.00%	YES
09/07/2023	5:00 PM	232	233	99.57%	YES	09/22/2023	5:00 PM	208	208	100.00%	YES
09/08/2023	5:00 PM	187	187	100.00%	YES	09/23/2023	5:00 PM	172	174	98.85%	YES
09/09/2023	5:00 PM	209	209	100.00%	YES	09/24/2023	5:00 PM	207	213	97.18%	YES
09/10/2023	5:00 PM	175	176	99.43%	YES	09/25/2023	5:00 PM	189	192	98.44%	YES
09/11/2023	5:00 PM	215	219	98.17%	YES	09/26/2023	5:00 PM	198	198	100.00%	YES
09/12/2023	5:00 PM	208	216	96.30%	YES	09/27/2023	5:00 PM	221	229	96.51%	YES
09/13/2023	5:00 PM	209	223	93.72%	YES	09/28/2023	5:00 PM	183	183	100.00%	YES
09/14/2023	5:00 PM	190	190	100.00%	YES	09/29/2023	5:00 PM	182	182	100.00%	YES
09/15/2023	5:00 PM	170	170	100.00%	YES	09/30/2023	5:00 PM	294	294	100.00%	YES

Achieved	28	
Days	30	
Percent	93.33%	
90%+	28	93.33%
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	30	100.00%



Call Volume and Call For Service Data

CALL VOLUME	
9-1-1 Calls Answered	96,107
Alarm Calls Answered	10,018
Non-Emergency Calls Answered	49,178
Non 9-1-1 Calls Answered	59,196
TOTAL INCOMING	155,303
TOTAL OUTGOING	41,248
Non 9-1-1 Calls Handled	100,444
Abandoned Calls	5,163
Language Line Calls	3,619

CLASS OF SERVICE (9-1-1 CALLS ONLY)	
Wireless	84,021
Wireline	3,375
VOIP	7,318
PBX	1,393
9-1-1 Calls Presented	96,107

CALLS FOR SERVICE	
Fire Rescue/EMS	24,962
Law Enforcement	135,804
TOTAL CFS	160,766

September 2023 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)	5,904	1.6	90% within 10 seconds	1.2
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	30	N/A	All days in month	28 days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	95,915	1.5	95% within 20 seconds	1.3
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	95,915	1.5	95% within 15 seconds	1.3
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	95,915	1.5	99% within 40 seconds	19.1
P1 Call Answer Time - All 911 Calls (State of Florida)	95,915	1.5	90% within 10 seconds	1.2
P1 Call Answer Time - Alarm Lines	10,018	2.0	95% within 15 seconds	1.1
P1 Call Answer Time - Alarm Lines	10,018	2.0	99% within 40 seconds	34.9
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)	11,771	122.7	90% within 90 seconds	194.0
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,771	122.7	99% within 120 seconds	367.1
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,417	148.2	80% within 60 seconds	181.9
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,417	148.2	90% within 64 seconds	221.9
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,417	148.2	95% within 106 seconds	271.1
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,437	88.6	90% within 70 seconds	138.8
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,437	20.0	90% within 20 seconds	31.1
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,437	108.6	90% within 90 seconds	162.4
P4 EMS Turnout Time Delta & Echo Calls Only	3,437	67.0	Report 90th% No Specific Target	114.7
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,437	290.7	Report 90th% No Specific Target	438.2
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,968	147.3	Report 90th% No Specific Target	262.2
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,968	335.8	Report 90th% No Specific Target	517.9
P2/P3 Law Enforcement Call for Service Processing Priority 1 & 2 Calls Only	4,968	483.1	Report 90th% No Specific Target	746.2
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,968	379.7	Report 90th% No Specific Target	726.9
NFPA 2019 Analysis				
P2/P3 EMD Echo	232	97.9	90% within 60 seconds	139.0
P2/P3 EFD Echo	49	113.9	90% within 60 seconds	199.9
P2/P3 EMD Delta	2,771	107.0	90% within 60 seconds	158.1
P2/P3 EFD Delta	124	117.4	90% within 60 seconds	197.3
P2/P3 EMD Delta & Echo	3,000	106.3	90% within 60 seconds	156.7
P2/P3 EFD Delta & Echo	173	116.4	90% within 60 seconds	197.3
2020 NENA Standard				
P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	95,915	1.5	90% within 15 seconds	1.2

October 2023 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)	5,871	5,445	90% within 10 seconds	92.7%
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	31	23	100% of days in the month	74.2%
P1 Call Answering Time - All 911 Calls (NENA 56-005)	99,761	97,488	95% within 20 seconds	97.7%
P1 Call Answer Time - Alarm Lines	9,703	9,307	95% within 15 seconds	95.9%
P1 Call Answer Time - Alarm Lines	9,703	9,552	99% within 40 seconds	98.4%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,955	4,151	90% within 90 seconds	34.7%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,955	7,662	99% within 120 seconds	64.1%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,379	67	80% within 60 seconds	2.0%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,379	98	90% within 64 seconds	2.9%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,379	1,035	95% within 106 seconds	30.6%

NFPA 2019 Analysis

P2/P3 EMD Echo	221	39	90% within 60 seconds	17.6%
P2/P3 EFD Echo	45	6	90% within 60 seconds	13.3%
P2/P3 EMD Delta	2,739	196	90% within 60 seconds	7.2%
P2/P3 EFD Delta	107	8	90% within 60 seconds	7.5%
P2/P3 EMD Delta & Echo	2,959	235	90% within 60 seconds	7.9%
P2/P3 EFD Delta & Echo	151	14	90% within 60 seconds	9.3%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	99,761	96,528	90% within 15 seconds	96.8%
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October 2023 Monthly Contracted Performance Scorecard Broward County Regional Consolidated Dispatch System

EMD Standard for ACE Accreditation	Target	Independent Reported
Partial Compliance	<= 10%	7%
Low Compliance	<= 10%	2%
Non-Compliant	<= 7%	10%

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.54%
Major Deviation	<= 3%	0.54%
Moderate Deviation	<= 3%	1.20%
Minor Deviation	<= 3%	2.35%

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

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.31%
Major Deviation	<= 3%	0.84%
Moderate Deviation	<= 3%	1.72%
Minor Deviation	<= 3%	2.55%

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

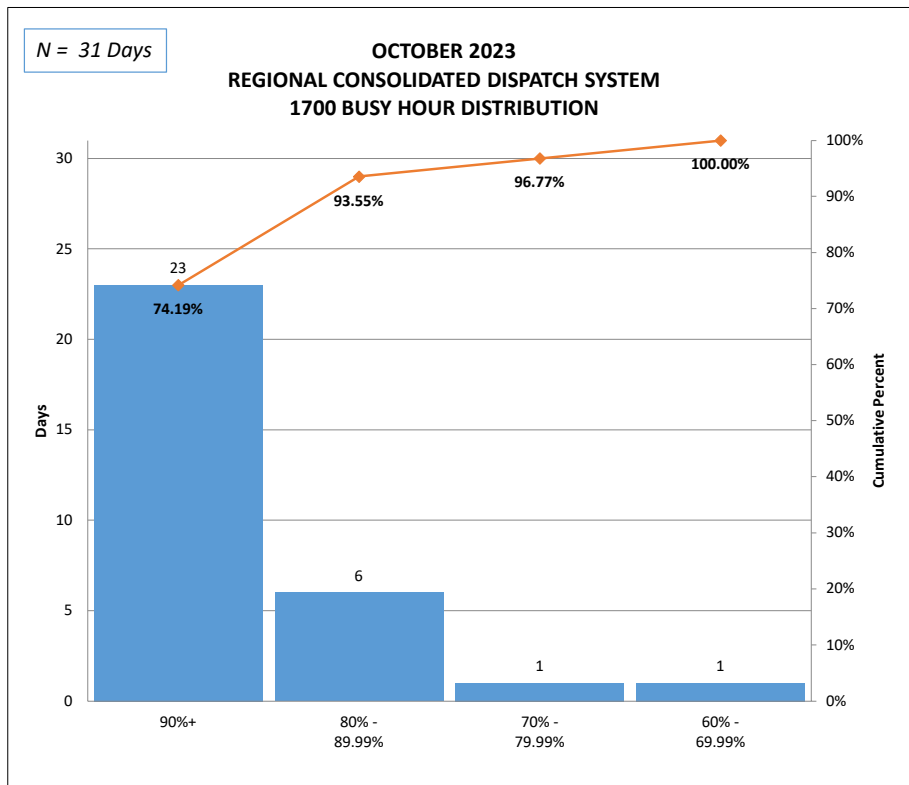
EPD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	
Major Deviation	<= 3%	
Moderate Deviation	<= 3%	
Minor Deviation	<= 3%	

Notes

BSO does not expect to reintate 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
10/01/2023	5:00 PM	155	183	84.70%	NO	10/16/2023	5:00 PM	142	145	97.93%	YES
10/02/2023	5:00 PM	188	200	94.00%	YES	10/17/2023	5:00 PM	155	155	100.00%	YES
10/03/2023	5:00 PM	174	207	84.06%	NO	10/18/2023	5:00 PM	166	224	74.11%	NO
10/04/2023	5:00 PM	138	203	67.98%	NO	10/19/2023	5:00 PM	196	199	98.49%	YES
10/05/2023	5:00 PM	211	225	93.78%	YES	10/20/2023	5:00 PM	209	209	100.00%	YES
10/06/2023	5:00 PM	185	203	91.13%	YES	10/21/2023	5:00 PM	177	181	97.79%	YES
10/07/2023	5:00 PM	169	169	100.00%	YES	10/22/2023	5:00 PM	165	167	98.80%	YES
10/08/2023	5:00 PM	149	160	93.13%	YES	10/23/2023	5:00 PM	177	187	94.65%	YES
10/09/2023	5:00 PM	177	201	88.06%	NO	10/24/2023	5:00 PM	204	204	100.00%	YES
10/10/2023	5:00 PM	196	197	99.49%	YES	10/25/2023	5:00 PM	177	196	90.31%	YES
10/11/2023	5:00 PM	125	150	83.33%	NO	10/26/2023	5:00 PM	183	187	97.86%	YES
10/12/2023	5:00 PM	185	206	89.81%	NO	10/27/2023	5:00 PM	167	168	99.40%	YES
10/13/2023	5:00 PM	179	193	92.75%	YES	10/28/2023	5:00 PM	178	178	100.00%	YES
10/14/2023	5:00 PM	181	185	97.84%	YES	10/29/2023	5:00 PM	168	168	100.00%	YES
10/15/2023	5:00 PM	191	192	99.48%	YES	10/30/2023	5:00 PM	183	221	82.81%	NO
						10/31/2023	5:00 PM	195	208	93.75%	YES



Achieved	23	
Days	31	
Percent	74.19%	
90%+	23	74.19%
80% - 89.99%	6	93.55%
70% - 79.99%	1	96.77%
60% - 69.99%	1	100.00%
50% - 49.99%	0	100.00%
40% - 39.99%	0	100.00%
30% - 29.99%	0	100.00%
20% - 19.99%	0	100.00%
10% - 9.99%	0	100.00%
0% - 0.00%	0	100.00%
TOTAL	31	100.00%

Call Volume and Call For Service Data

CALL VOLUME	
9-1-1 Calls Answered	99,972
Alarm Calls Answered	9,703
Non-Emergency Calls Answered	104,943
Non 9-1-1 Calls Answered	114,646
TOTAL INCOMING	214,618
TOTAL OUTGOING	43,111
Non 9-1-1 Calls Handled	157,757
Abandoned Calls	6,440
Language Line Calls	3,747

CLASS OF SERVICE (9 1 1 CALLS ONLY)	
Wireless	87,363
Wireline	3,643
VOIP	7,412
PBX	1,554
9-1-1 Calls Presented	99,972

CALLS FOR SERVICE	
Fire Rescue/EMS	25,270
Law Enforcement	143,102
TOTAL CFS	168,372

October 2023 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)	5,871	2.9	90% within 10 seconds	5.4
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	31	N/A	All days in month	23 days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	99,761	2.2	95% within 20 seconds	8.7
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	99,761	2.2	95% within 15 seconds	8.7
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	99,761	2.2	99% within 40 seconds	30.3
P1 Call Answer Time - All 911 Calls (State of Florida)	99,761	2.2	90% within 10 seconds	1.3
P1 Call Answer Time - Alarm Lines	9,703	2.9	95% within 15 seconds	10.2
P1 Call Answer Time - Alarm Lines	9,703	2.9	99% within 40 seconds	57.0
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)	11,955	119.7	90% within 90 seconds	185.2
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,955	119.7	99% within 120 seconds	365.1
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,379	148.9	80% within 60 seconds	182.3
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,379	148.9	90% within 64 seconds	227.1
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,379	148.9	95% within 106 seconds	277.5
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,421	88.5	90% within 70 seconds	138.3
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,421	19.5	90% within 20 seconds	30.2
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,421	108.1	90% within 90 seconds	161.3
P4 EMS Turnout Time Delta & Echo Calls Only	3,421	65.6	Report 90th% No Specific Target	111.6
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,421	293.2	Report 90th% No Specific Target	445.3
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	5,195	151.3	Report 90th% No Specific Target	267.6
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	5,195	349.9	Report 90th% No Specific Target	638.7
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	5,195	501.2	Report 90th% No Specific Target	829.4
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	5,195	386.2	Report 90th% No Specific Target	739.1

NFPA 2019 Analysis

P2/P3 EMD Echo	221	95.8	90% within 60 seconds	143.2
P2/P3 EFD Echo	45	104.2	90% within 60 seconds	152.5
P2/P3 EMD Delta	2,739	107.5	90% within 60 seconds	157.7
P2/P3 EFD Delta	107	116.6	90% within 60 seconds	187.6
P2/P3 EMD Delta & Echo	2,959	106.6	90% within 60 seconds	157.0
P2/P3 EFD Delta & Echo	151	112.9	90% within 60 seconds	176.2

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	99,761	2.2	90% within 15 seconds	1.3
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November 2023 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)	5,829	5,416	90% within 10 seconds	92.9%
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	30	24	100% of days in the month	80.0%
P1 Call Answering Time - All 911 Calls (NENA 56-005)	96,416	94,384	95% within 20 seconds	97.9%
P1 Call Answer Time - Alarm Lines	10,135	9,776	95% within 15 seconds	96.5%
P1 Call Answer Time - Alarm Lines	10,135	9,992	99% within 40 seconds	98.6%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,018	4,176	90% within 90 seconds	34.7%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,018	7,582	99% within 120 seconds	63.1%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,613	109	80% within 60 seconds	3.0%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,613	150	90% within 64 seconds	4.2%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,613	1,122	95% within 106 seconds	31.1%

NFPA 2019 Analysis

P2/P3 EMD Echo	181	24	90% within 60 seconds	13.3%
P2/P3 EFD Echo	59	7	90% within 60 seconds	11.9%
P2/P3 EMD Delta	2,772	213	90% within 60 seconds	7.7%
P2/P3 EFD Delta	124	7	90% within 60 seconds	5.6%
P2/P3 EMD Delta & Echo	2,953	237	90% within 60 seconds	8.0%
P2/P3 EFD Delta & Echo	183	14	90% within 60 seconds	7.7%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	96,416	93,522	90% within 15 seconds	97.0%
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November 2023 Monthly Contracted Performance Scorecard Broward County Regional Consolidated Dispatch System

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

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.46%
Major Deviation	<= 3%	0.62%
Moderate Deviation	<= 3%	1.28%
Minor Deviation	<= 3%	1.51%

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

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.34%
Major Deviation	<= 3%	0.83%
Moderate Deviation	<= 3%	1.96%
Minor Deviation	<= 3%	2.13%

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

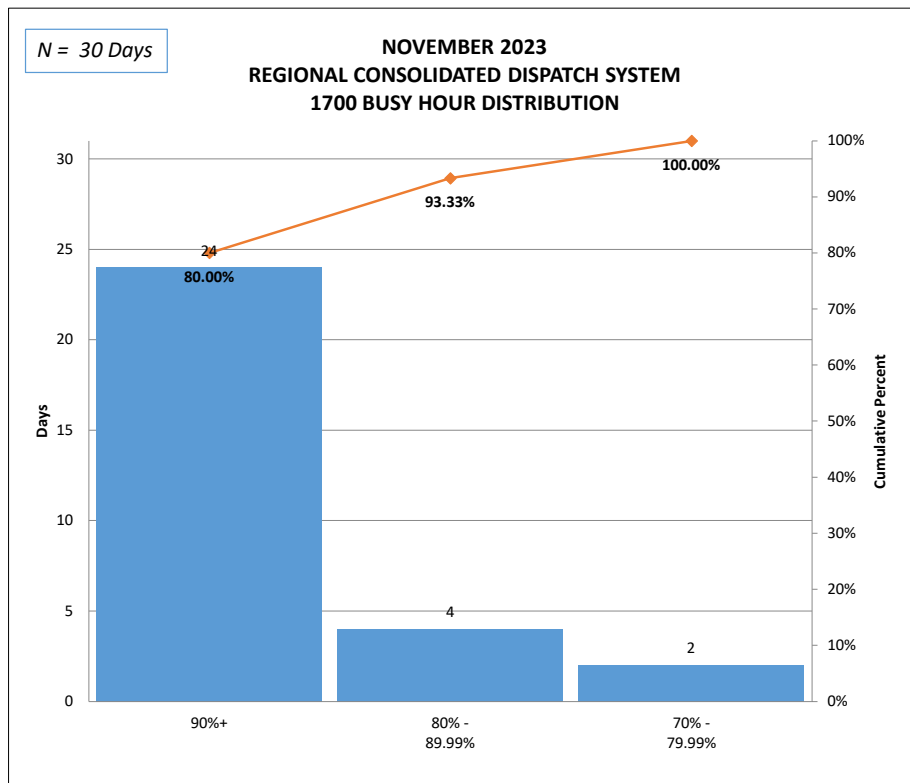
EPD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	
Major Deviation	<= 3%	
Moderate Deviation	<= 3%	
Minor Deviation	<= 3%	

Notes

BSO does not expect to reintate 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
11/01/2023	5:00 PM	204	243	83.95%	NO	11/16/2023	5:00 PM	199	211	94.31%	YES
11/02/2023	5:00 PM	185	186	99.46%	YES	11/17/2023	5:00 PM	198	244	81.15%	NO
11/03/2023	5:00 PM	184	184	100.00%	YES	11/18/2023	5:00 PM	163	163	100.00%	YES
11/04/2023	5:00 PM	156	169	92.31%	YES	11/19/2023	5:00 PM	175	183	95.63%	YES
11/05/2023	5:00 PM	176	178	98.88%	YES	11/20/2023	5:00 PM	219	228	96.05%	YES
11/06/2023	5:00 PM	172	180	95.56%	YES	11/21/2023	5:00 PM	198	203	97.54%	YES
11/07/2023	5:00 PM	210	215	97.67%	YES	11/22/2023	5:00 PM	158	165	95.76%	YES
11/08/2023	5:00 PM	187	209	89.47%	NO	11/23/2023	5:00 PM	153	153	100.00%	YES
11/09/2023	5:00 PM	167	169	98.82%	YES	11/24/2023	5:00 PM	167	167	100.00%	YES
11/10/2023	5:00 PM	182	213	85.45%	NO	11/25/2023	5:00 PM	130	133	97.74%	YES
11/11/2023	5:00 PM	181	187	96.79%	YES	11/26/2023	5:00 PM	159	159	100.00%	YES
11/12/2023	5:00 PM	158	173	91.33%	YES	11/27/2023	5:00 PM	180	200	90.00%	YES
11/13/2023	5:00 PM	164	213	77.00%	NO	11/28/2023	5:00 PM	170	184	92.39%	YES
11/14/2023	5:00 PM	215	280	76.79%	NO	11/29/2023	5:00 PM	186	191	97.38%	YES
11/15/2023	5:00 PM	249	270	92.22%	YES	11/30/2023	5:00 PM	172	176	97.73%	YES



Achieved	24	
Days	30	
Percent	80.00%	
90%+	24	80.00%
80% - 89.99%	4	93.33%
70% - 79.99%	2	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	96,682
Alarm Calls Answered	10,135
Non-Emergency Calls Answered	99,116
Non 9-1-1 Calls Answered	109,251
TOTAL INCOMING	205,933
TOTAL OUTGOING	39,515
Non 9-1-1 Calls Handled	148,766
Abandoned Calls	6,225
Language Line Calls	3,557

CLASS OF SERVICE (9 1 1 CALLS ONLY)	
Wireless	84,181
Wireline	3,542
VOIP	7,523
PBX	1,436
9-1-1 Calls Presented	96,682

CALLS FOR SERVICE	
Fire Rescue/EMS	25,685
Law Enforcement	133,823
TOTAL CFS	159,508

November 2023 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)	5,829	2.9	90% within 10 seconds	5.2
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	30	N/A	All days in month	24 days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	96,416	2.1	95% within 20 seconds	8.0
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	96,416	2.1	95% within 15 seconds	8.0
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	96,416	2.1	99% within 40 seconds	28.9
P1 Call Answer Time - All 911 Calls (State of Florida)	96,416	2.1	90% within 10 seconds	1.3
P1 Call Answer Time - Alarm Lines	10,135	2.5	95% within 15 seconds	7.3
P1 Call Answer Time - Alarm Lines	10,135	2.5	99% within 40 seconds	49.7
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)	12,018	121.0	90% within 90 seconds	189.0
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,018	121.0	99% within 120 seconds	378.6
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,613	151.4	80% within 60 seconds	176.0
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,613	151.4	90% within 64 seconds	218.4
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,613	151.4	95% within 106 seconds	274.9
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,351	88.6	90% within 70 seconds	140.4
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,351	19.9	90% within 20 seconds	30.4
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,351	108.5	90% within 90 seconds	163.0
P4 EMS Turnout Time Delta & Echo Calls Only	3,351	66.2	Report 90th% No Specific Target	112.9
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,351	292.6	Report 90th% No Specific Target	442.4
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,945	145.3	Report 90th% No Specific Target	255.9
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,945	310.3	Report 90th% No Specific Target	596.8
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	4,945	455.6	Report 90th% No Specific Target	780.5
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,945	389.2	Report 90th% No Specific Target	759.6
NFPA 2019 Analysis				
P2/P3 EMD Echo	181	97.6	90% within 60 seconds	143.7
P2/P3 EFD Echo	59	106.9	90% within 60 seconds	163.7
P2/P3 EMD Delta	2,772	107.3	90% within 60 seconds	161.0
P2/P3 EFD Delta	124	125.5	90% within 60 seconds	189.9
P2/P3 EMD Delta & Echo	2,953	106.7	90% within 60 seconds	160.0
P2/P3 EFD Delta & Echo	183	119.5	90% within 60 seconds	174.5
2020 NENA Standard				
P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	96,416	2.1	90% within 15 seconds	1.3

December 2023 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)	6,000	5,477	90% within 10 seconds	91.3%
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	31	21	100% of days in the month	67.7%
P1 Call Answering Time - All 911 Calls (NENA 56-005)	100,526	97,112	95% within 20 seconds	96.6%
P1 Call Answer Time - Alarm Lines	10,689	10,111	95% within 15 seconds	94.6%
P1 Call Answer Time - Alarm Lines	10,689	10,443	99% within 40 seconds	97.7%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,644	4,456	90% within 90 seconds	35.2%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,644	8,272	99% within 120 seconds	65.4%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,692	104	80% within 60 seconds	2.8%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,692	147	90% within 64 seconds	4.0%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,692	1,174	95% within 106 seconds	31.8%

NFPA 2019 Analysis

P2/P3 EMD Echo	203	26	90% within 60 seconds	12.8%
P2/P3 EFD Echo	44	2	90% within 60 seconds	4.5%
P2/P3 EMD Delta	2,954	252	90% within 60 seconds	8.5%
P2/P3 EFD Delta	127	8	90% within 60 seconds	6.3%
P2/P3 EMD Delta & Echo	3,155	277	90% within 60 seconds	8.8%
P2/P3 EFD Delta & Echo	171	10	90% within 60 seconds	5.8%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	100,526	95,749	90% within 15 seconds	95.2%
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December 2023 Monthly Contracted Performance Scorecard Broward County Regional Consolidated Dispatch System

EMD Standard for ACE Accreditation	Target	Independent Reported
Partial Compliance	<= 10%	7%
Low Compliance	<= 10%	3%
Non-Compliant	<= 7%	11%

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.59%
Major Deviation	<= 3%	0.87%
Moderate Deviation	<= 3%	1.21%
Minor Deviation	<= 3%	1.56%

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

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.40%
Major Deviation	<= 3%	0.73%
Moderate Deviation	<= 3%	1.41%
Minor Deviation	<= 3%	1.93%

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

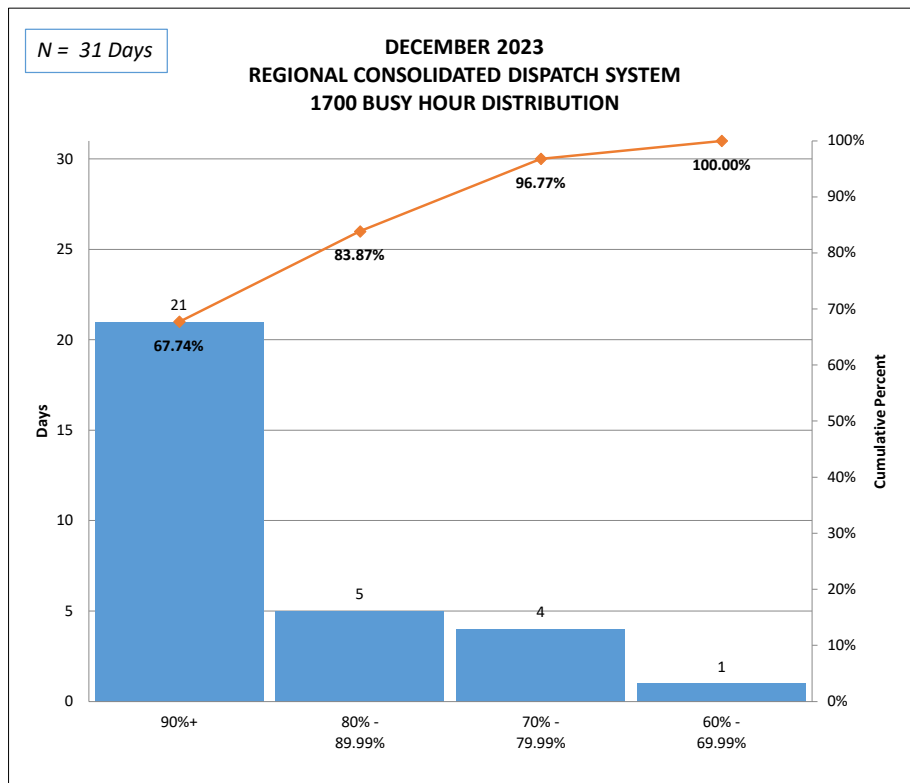
EPD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	
Major Deviation	<= 3%	
Moderate Deviation	<= 3%	
Minor Deviation	<= 3%	

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
12/01/2023	5:00 PM	219	237	92.41%	YES	12/16/2023	5:00 PM	144	198	72.73%	NO
12/02/2023	5:00 PM	162	166	97.59%	YES	12/17/2023	5:00 PM	151	161	93.79%	YES
12/03/2023	5:00 PM	153	153	100.00%	YES	12/18/2023	5:00 PM	176	198	88.89%	NO
12/04/2023	5:00 PM	163	214	76.17%	NO	12/19/2023	5:00 PM	174	180	96.67%	YES
12/05/2023	5:00 PM	189	198	95.45%	YES	12/20/2023	5:00 PM	145	205	70.73%	NO
12/06/2023	5:00 PM	132	132	100.00%	YES	12/21/2023	5:00 PM	180	180	100.00%	YES
12/07/2023	5:00 PM	250	252	99.21%	YES	12/22/2023	5:00 PM	166	197	84.26%	NO
12/08/2023	5:00 PM	218	224	97.32%	YES	12/23/2023	5:00 PM	184	184	100.00%	YES
12/09/2023	5:00 PM	209	218	95.87%	YES	12/24/2023	5:00 PM	156	156	100.00%	YES
12/10/2023	5:00 PM	140	140	100.00%	YES	12/25/2023	5:00 PM	140	142	98.59%	YES
12/11/2023	5:00 PM	172	198	86.87%	NO	12/26/2023	5:00 PM	176	238	73.95%	NO
12/12/2023	5:00 PM	158	226	69.91%	NO	12/27/2023	5:00 PM	197	201	98.01%	YES
12/13/2023	5:00 PM	173	199	86.93%	NO	12/28/2023	5:00 PM	193	197	97.97%	YES
12/14/2023	5:00 PM	167	201	83.08%	NO	12/29/2023	5:00 PM	190	191	99.48%	YES
12/15/2023	5:00 PM	245	246	99.59%	YES	12/30/2023	5:00 PM	204	216	94.44%	YES
						12/31/2023	5:00 PM	151	152	99.34%	YES



Achieved	21	
Days	31	
Percent	67.74%	
90%+	21	67.74%
80% - 89.99%	5	83.87%
70% - 79.99%	4	96.77%
60% - 69.99%	1	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	100,801
Alarm Calls Answered	10,689
Non-Emergency Calls Answered	51,515
Non 9-1-1 Calls Answered	62,204
TOTAL INCOMING	163,005
TOTAL OUTGOING	40,743
Non 9-1-1 Calls Handled	102,947
Abandoned Calls	6,868
Language Line Calls	3,907

CLASS OF SERVICE (9 1 1 CALLS ONLY)	
Wireless	88,200
Wireline	3,371
VOIP	7,673
PBX	1,557
9-1-1 Calls Presented	100,801

CALLS FOR SERVICE	
Fire Rescue/EMS	26,822
Law Enforcement	138,511
TOTAL CFS	165,333

December 2023 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)	6,000	3.3	90% within 10 seconds	8.1
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	31	N/A	All days in month	21 days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	100,526	2.8	95% within 20 seconds	14.1
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	100,526	2.8	95% within 15 seconds	14.1
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	100,526	2.8	99% within 40 seconds	38.0
P1 Call Answer Time - All 911 Calls (State of Florida)	100,526	2.8	90% within 10 seconds	3.6
P1 Call Answer Time - Alarm Lines	10,689	3.9	95% within 15 seconds	17.2
P1 Call Answer Time - Alarm Lines	10,689	3.9	99% within 40 seconds	78.5
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)	12,644	118.0	90% within 90 seconds	183.5
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,644	118.0	99% within 120 seconds	350.2
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,692	147.2	80% within 60 seconds	177.9
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,692	147.2	90% within 64 seconds	222.1
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,692	147.2	95% within 106 seconds	270.9
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,640	87.0	90% within 70 seconds	136.5
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,640	19.4	90% within 20 seconds	30.3
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,640	106.4	90% within 90 seconds	160.8
P4 EMS Turnout Time Delta & Echo Calls Only	3,640	67.2	Report 90th% No Specific Target	117.7
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,640	298.0	Report 90th% No Specific Target	447.8
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	5,078	145.9	Report 90th% No Specific Target	251.3
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	5,078	321.3	Report 90th% No Specific Target	592.5
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	5,078	467.2	Report 90th% No Specific Target	801.6
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	5,078	379.2	Report 90th% No Specific Target	744.3
NFPA 2019 Analysis				
P2/P3 EMD Echo	203	99.7	90% within 60 seconds	150.0
P2/P3 EFD Echo	44	111.0	90% within 60 seconds	160.7
P2/P3 EMD Delta	2,954	104.8	90% within 60 seconds	157.2
P2/P3 EFD Delta	127	125.1	90% within 60 seconds	182.4
P2/P3 EMD Delta & Echo	3,155	104.4	90% within 60 seconds	157.0
P2/P3 EFD Delta & Echo	171	121.5	90% within 60 seconds	172.4
2020 NENA Standard				
P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	100,526	2.8	90% within 15 seconds	3.6