



Office of Regional Communications & Technology Contracted Performance Measures Dashboard

Our Mission

At the heart of the Office of Regional Communications and Technology (ORCAT), lies a profound commitment to serving our community by connecting people in their times of greatest need. ORCAT leverages cutting-edge technology to provide a digital safety net, linking individuals in crisis with skilled first responders. With a dedicated team of over 60 professionals, ORCAT works tirelessly to ensure the Regional Public Safety Network operates seamlessly 24/7. ORCAT’s mission transcends mere functionality-it’s about connecting people in their times of greatest need.

Through our unwavering commitment to innovation and service, we endeavor to create a safer, more connected Broward County for all.

The Regional Consolidated 911 system, is funded and maintained by Broward County, which contracts with the Broward Sheriff’s Office to operate the system under performance expectations that meet or exceed national standards. While 28 of Broward’s 31 municipalities participate, Coconut Creek, Coral Springs, and Plantation do not. This performance measures dashboard illustrates specific contracted call answering and dispatch performance benchmarks that the Operator (BSO) must meet, ensuring a consistent and efficient level of service.

If you would like to view the Monthly Performance Scorecard, please find it [here](#).

To explore and gain a better understanding of the below contracted performance measures, please click here for [PSAP KPI Reporting Specifications](#)

Call Volume & Calls For Service

Monthly Call Volume

Metric (Jul 2026)	Count
9-1-1 Calls Answered	90,478
Non 9-1-1 Calls Answered	69,731
Alarm Calls Answered	5,060
Non-Emergency Calls Answered	64,671
Non 9-1-1 Calls Handled	104,578
Total Outgoing	34,847
Total Incoming	160,209

View [Historical Call Volume Metrics](#)

Call Volume Overview

Metric	YTD 2025	YTD 2026	% Change
9-1-1 Calls Answered	542,912	531,775	-2.05%
Non 9-1-1 Calls Answered	340,889	376,282	10.38%
Alarm Calls Answered	28,728	27,187	-5.36%
Non-Emergency Calls Answered	312,161	349,095	11.83%
Non 9-1-1 Calls Handled	561,946	567,767	1.04%
Total Outgoing	221,057	191,485	-13.38%
Total Incoming	883,801	908,057	2.74%

Calls for Service by Discipline

Law Enforcement - 148,964

Fire Rescue/EMS - 25,399

Jul 2026

View [Historical Calls for Service](#)

Calls for Service by Discipline Overview

Year to Date Monthly Law Enforcement Calls for Service:

	YTD 2025	YTD 2026	% Change
Law Enforcement	982,786	1,037,501	5.57%

Year to Date Monthly Fire/EMS Calls for Service:

	YTD 2025	YTD 2026	% Change
Fire/EMS	176,318	178,266	1.10%

Contracted Performance - Call Answer Time (P1) Metrics

Monthly Contracted Call Answer Time Metrics Overview

Metric	Target	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26
P1 Call Answer Time - Busy Hour of 1700 hrs. (NENA 56-005)	90% within 10 seconds	97.06%	97.15%	98.29%	97.11%	96.54%	96.97%	97.84%	98.39%	96.72%	96.91%	96.1%	99.3%	98.4%
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	100% days in month	93.55%	93.55%	100%	96.77%	90%	100%	96.77%	100%	93.55%	96.67%	87.1%	100%	100%
P1 Call Answering Time - All 911 Calls (NENA 56-005)	95% within 20 seconds	98.88%	99.11%	99.2%	99.03%	98.93%	98.7%	99.28%	99.5%	99.19%	99.33%	99.3%	99.7%	99.2%
P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	90% within 15 seconds	98.35%	98.66%	98.8%	98.5%	98.5%	98.1%	98.9%	99.2%	98.8%	98.98%	98.98%	99.6%	98.8%
P1 Call Answer Time - Alarm Lines	95% within 15 seconds	98.07%	98.71%	99.04%	98.37%	98.18%	97.99%	98.93%	99.41%	98.71%	98.92%	98.9%	99.6%	99%
P1 Call Answer Time - Alarm Lines	99% within 40 seconds	99.63%	99.8%	99.81%	99.62%	99.66%	99.53%	99.82%	99.8%	99.78%	99.76%	99.9%	99.9%	99.8%

View [Historical Contracted Performance Metrics](#)

Call Answer Time- Busy Hour (1700 hrs) Average

1.2 Seconds

0.20 secs increase from Jun 2026

Jul 2026

P1 Call Answer Time # of Days Meeting Busy Hour Performance

100%

vs 100% Target

No change from Jun 2026

Jul 2026

Call Answer Time - All 9-1-1 Calls Average

1.4 Seconds

0.20 secs increase from Jun 2026

Jul 2026

Metric	Target	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	90% within 90 seconds	52.44%	54.81%	54.78%	55.13%	55.8%	58.55%	58.24%	56.85%	56.46%	56.65%	58.2%	58.1%	57.9%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	90% within 120 seconds	75.89%	77.05%	76.82%	78.57%	78.6%	79.79%	79.76%	79.25%	79.08%	78.82%	80.1%	79.8%	80.1%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	80% within 60 seconds	9.11%	9.4%	9.58%	9.22%	11.9%	10.67%	12.15%	10.36%	11.24%	11.2%	12%	11%	11.8%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	90% within 64 seconds	12.15%	12.42%	12.26%	11.82%	15.3%	14.04%	15.47%	13.25%	14.69%	14.29%	15.4%	14.3%	15%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	95% within 106 seconds	51.17%	52.51%	52.24%	52.51%	54.8%	55.34%	55.76%	53.94%	55.47%	55.74%	57.5%	55.9%	59.9%

Average Response Times

P1: Call Answer Time Busy Hour

1.2 Seconds

0.2 secs increase from Jun 2026

Jul 2026

P2/P3: Call Processing EMS Delta/Echo Calls for Service Only

00:01:25 Minutes

-1.1 secs decrease from Jun 2026

Jul 2026

Total Response Time EMS Delta/Echo Calls for Service Only

00:07:33 Minutes

6 secs increase from Jun 2026

Jul 2026

Call for Service Processing Lifecycle

Jul 2026 911 Call Answer Times and EMS Delta/Echo Calls for Service Dispatch Times								
Citizen		Regional Communications				Field Responders		
Emergency Event	9-1-1 Call Initiated	Call Rings at Dispatch Center	Call Answer	Caller Interrogation and Call Entry into CAD	Call Dispatch	Turn-Out Time	Travel Time	
Average Response Times		P1		P2	P3	P4	P5	
		1.4 seconds (average)		00:01:25 minutes				
		68.3 seconds (average)		17.5 seconds (average)	66 seconds (average)	00:04:59 minutes (average)		
Total Response Time (on average)	00:07:33 minutes							
Data Source: Monthly Scorecard Report								
*1 P1 represented above are P1 Call Answering Time-All 911 Calls								
*2 P2, P3, P4 and P5 represented above are for EMS Delta and Echo Calls for Service only								
*3 Turn-Out (P4) and Travel (P5) Times are outside the scope of the Regional E911 Dispatch Operations. Target Times for these are not addressed in the Operator Agreement and are agency dependent								

- Definitions**
- P1: Call Answer**
The time a caller waited before being connected to a Call Taker
- P2: Call Entry**
The time it took for the Call Taker to submit the Incident to the Dispatcher after answering the call
- P3: Call Dispatch**
The time it took for the Dispatcher to assign a unit after receiving the Incident
- P2/P3: Call Processing**
The time it took to assign a unit after the phone call was answered
- P4: Turn Out Time**
The time it took for the first unit to go enroute after the Incident was dispatched
- P5: Travel Time**
The time it took for the first unit to arrive on scene after going enroute to the Incident