

January 2024 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)	5,935	5,602	90% within 10 seconds	94.4%
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	31	27	100% of days in the month	87.1%
P1 Call Answering Time - All 911 Calls (NENA 56-005)	96,969	94,507	95% within 20 seconds	97.5%
P1 Call Answer Time - Alarm Lines	9,586	9,179	95% within 15 seconds	95.8%
P1 Call Answer Time - Alarm Lines	9,586	9,432	99% within 40 seconds	98.4%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,897	4,634	90% within 90 seconds	35.9%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,897	8,325	99% within 120 seconds	64.5%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,755	131	80% within 60 seconds	3.5%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,755	174	90% within 64 seconds	4.6%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,755	1,267	95% within 106 seconds	33.7%

NFPA 2019 Analysis

P2/P3 EMD Echo	215	30	90% within 60 seconds	14.0%
P2/P3 EFD Echo	29	9	90% within 60 seconds	31.0%
P2/P3 EMD Delta	3,087	251	90% within 60 seconds	8.1%
P2/P3 EFD Delta	141	12	90% within 60 seconds	8.5%
P2/P3 EMD Delta & Echo	3,299	281	90% within 60 seconds	8.5%
P2/P3 EFD Delta & Echo	170	21	90% within 60 seconds	12.4%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	96,969	93,560	90% within 15 seconds	96.5%
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January 2024 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%	9%

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.42%
Major Deviation	<= 3%	0.79%
Moderate Deviation	<= 3%	1.24%
Minor Deviation	<= 3%	1.89%

EFD Standard for ACE Accreditation	Target	Independent Reported
Partial Compliance	<= 10%	6%
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%	0.62%
Major Deviation	<= 3%	0.97%
Moderate Deviation	<= 3%	1.51%
Minor Deviation	<= 3%	1.64%

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

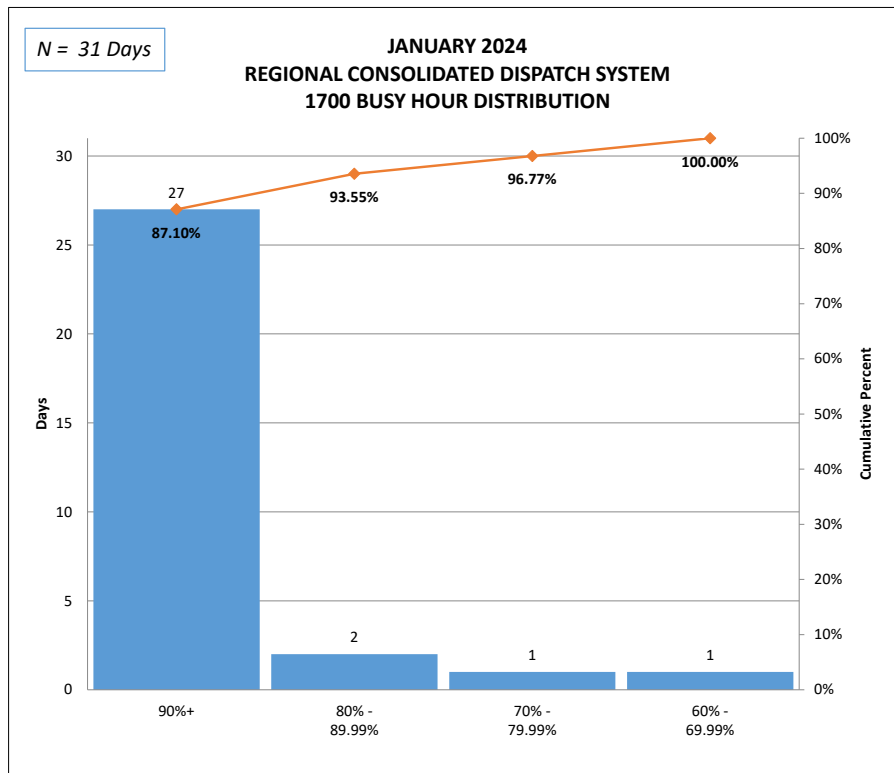
EPD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	
Major Deviation	<= 3%	
Moderate Deviation	<= 3%	
Minor Deviation	<= 3%	

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
01/01/2024	5:00 PM	170	172	98.84%	YES	01/16/2024	5:00 PM	209	225	92.89%	YES
01/02/2024	5:00 PM	187	214	87.38%	NO	01/17/2024	5:00 PM	156	203	76.85%	NO
01/03/2024	5:00 PM	192	201	95.52%	YES	01/18/2024	5:00 PM	174	174	100.00%	YES
01/04/2024	5:00 PM	186	187	99.47%	YES	01/19/2024	5:00 PM	211	215	98.14%	YES
01/05/2024	5:00 PM	186	192	96.88%	YES	01/20/2024	5:00 PM	181	194	93.30%	YES
01/06/2024	5:00 PM	195	218	89.45%	NO	01/21/2024	5:00 PM	136	136	100.00%	YES
01/07/2024	5:00 PM	180	180	100.00%	YES	01/22/2024	5:00 PM	163	166	98.19%	YES
01/08/2024	5:00 PM	191	192	99.48%	YES	01/23/2024	5:00 PM	181	196	92.35%	YES
01/09/2024	5:00 PM	152	230	66.09%	NO	01/24/2024	5:00 PM	178	180	98.89%	YES
01/10/2024	5:00 PM	194	200	97.00%	YES	01/25/2024	5:00 PM	177	177	100.00%	YES
01/11/2024	5:00 PM	181	185	97.84%	YES	01/26/2024	5:00 PM	220	234	94.02%	YES
01/12/2024	5:00 PM	200	200	100.00%	YES	01/27/2024	5:00 PM	176	176	100.00%	YES
01/13/2024	5:00 PM	161	165	97.58%	YES	01/28/2024	5:00 PM	155	164	94.51%	YES
01/14/2024	5:00 PM	158	158	100.00%	YES	01/29/2024	5:00 PM	174	192	90.63%	YES
01/15/2024	0.7083333	199	210	94.76%	YES	01/30/2024	5:00 PM	194	201	96.52%	YES
						01/31/2024	5:00 PM	185	198	93.43%	YES



Achieved	27	
Days	31	
Percent	87.10%	
90%+	27	87.10%
80% - 89.99%	2	93.55%
70% - 79.99%	1	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	97,140
Alarm Calls Answered	9,586
Non-Emergency Calls Answered	51,243
Non 9-1-1 Calls Answered	60,829
TOTAL INCOMING	157,969
TOTAL OUTGOING	38,182
Non 9-1-1 Calls Handled	99,011

Abandoned Calls	6,199
Language Line Calls	4,067

CLASS OF SERVICE (9-1-1 CALLS ONLY)	
Wireless	84,637
Wireline	3,384
VOIP	7,843
PBX	1,276
9-1-1 Calls Presented	97,140

CALLS FOR SERVICE	
Fire Rescue/EMS	26,984
Law Enforcement	139,600
TOTAL CFS	166,584

January 2024 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)	5,935	2.6	90% within 10 seconds	2.4
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	31	N/A	All days in month	27 days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	96,969	2.3	95% within 20 seconds	9.6
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	96,969	2.3	95% within 15 seconds	9.6
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	96,969	2.3	99% within 40 seconds	33.0
P1 Call Answer Time - All 911 Calls (State of Florida)	96,969	2.3	90% within 10 seconds	1.3
P1 Call Answer Time - Alarm Lines	9,586	2.9	95% within 15 seconds	11.4
P1 Call Answer Time - Alarm Lines	9,586	2.9	99% within 40 seconds	57.2
Transfer to Secondary PSAP (NFPA 1221-2016)	measure analysis is currently under development			
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,897	118.5	90% within 90 seconds	185.2
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,897	118.5	99% within 120 seconds	355.7
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,755	142.4	80% within 60 seconds	174.3
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,755	142.4	90% within 64 seconds	214.1
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,755	142.4	95% within 106 seconds	260.6
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,817	85.8	90% within 70 seconds	136.3
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,817	19.4	90% within 20 seconds	29.5
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,817	105.2	90% within 90 seconds	158.4
P4 EMS Turnout Time Delta & Echo Calls Only	3,817	65.7	Report 90th% No Specific Target	112.5
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,817	294.7	Report 90th% No Specific Target	442.5
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,858	145.6	Report 90th% No Specific Target	256.8
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,858	302.2	Report 90th% No Specific Target	571.7
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	4,858	447.9	Report 90th% No Specific Target	762.4
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,858	374.1	Report 90th% No Specific Target	716.2
NFPA 2019 Analysis				
P2/P3 EMD Echo	215	94.8	90% within 60 seconds	140.0
P2/P3 EFD Echo	29	94.7	90% within 60 seconds	147.2
P2/P3 EMD Delta	3,087	104.2	90% within 60 seconds	156.1
P2/P3 EFD Delta	141	126.1	90% within 60 seconds	199.1
P2/P3 EMD Delta & Echo	3,299	103.6	90% within 60 seconds	155.3
P2/P3 EFD Delta & Echo	170	120.7	90% within 60 seconds	194.6
2020 NENA Standard				
P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	96,969	2.3	90% within 15 seconds	1.3

February 2024 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)	5,626	5,151	90% within 10 seconds	91.6%
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	29	19	100% of days in the month	65.5%
P1 Call Answering Time - All 911 Calls (NENA 56-005)	92,891	89,772	95% within 20 seconds	96.6%
P1 Call Answer Time - Alarm Lines	8,991	8,421	95% within 15 seconds	93.7%
P1 Call Answer Time - Alarm Lines	8,991	8,742	99% within 40 seconds	97.2%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,609	4,117	90% within 90 seconds	35.5%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,609	7,486	99% within 120 seconds	64.5%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,164	102	80% within 60 seconds	3.2%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,164	159	90% within 64 seconds	5.0%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,164	1,094	95% within 106 seconds	34.6%

NFPA 2019 Analysis

P2/P3 EMD Echo	174	28	90% within 60 seconds	16.1%
P2/P3 EFD Echo	28	4	90% within 60 seconds	14.3%
P2/P3 EMD Delta	2,750	223	90% within 60 seconds	8.1%
P2/P3 EFD Delta	109	5	90% within 60 seconds	4.6%
P2/P3 EMD Delta & Echo	294	251	90% within 60 seconds	85.4%
P2/P3 EFD Delta & Echo	136	9	90% within 60 seconds	6.6%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	92,891	88,529	90% within 15 seconds	95.3%
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February 2024 Monthly Contracted Performance Scorecard Broward County Regional Consolidated Dispatch System

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

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

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

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

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%	

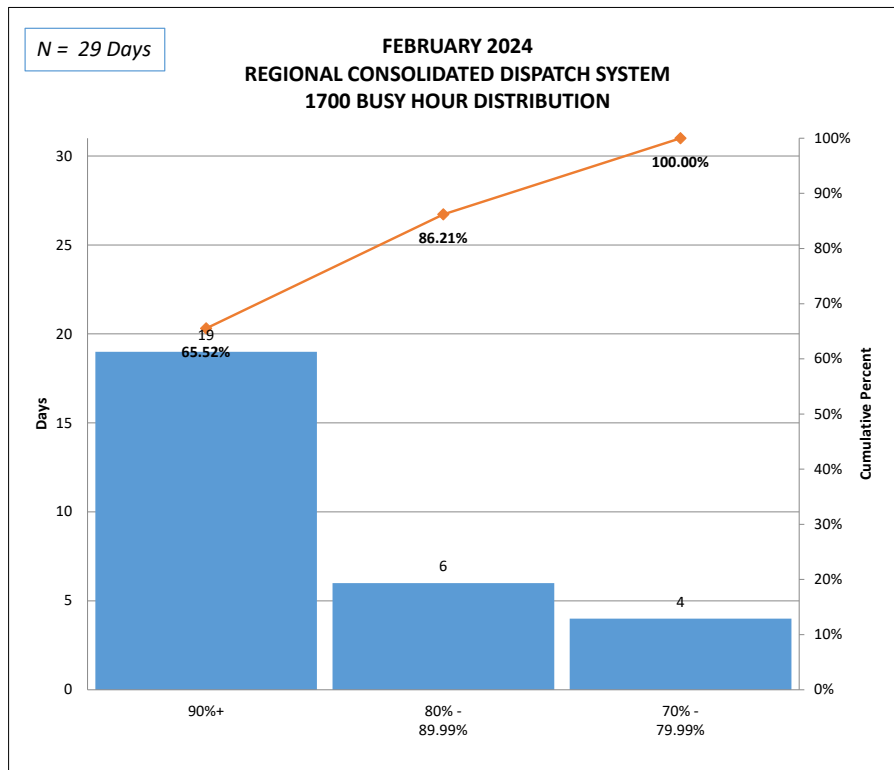
Notes

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

² Due to a recording system issue, EMD & EFD metrics are not available for February 2024.

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
02/01/2024	5:00 PM	198	201	98.51%	YES	02/16/2024	5:00 PM	187	200	93.50%	YES
02/02/2024	5:00 PM	213	213	100.00%	YES	02/17/2024	5:00 PM	172	172	100.00%	YES
02/03/2024	5:00 PM	204	229	89.08%	NO	02/18/2024	5:00 PM	149	149	100.00%	YES
02/04/2024	5:00 PM	185	188	98.40%	YES	02/19/2024	5:00 PM	150	173	86.71%	NO
02/05/2024	5:00 PM	137	194	70.62%	NO	02/20/2024	5:00 PM	167	187	89.30%	NO
02/06/2024	5:00 PM	160	180	88.89%	NO	02/21/2024	5:00 PM	194	218	88.99%	NO
02/07/2024	5:00 PM	155	161	96.27%	YES	02/22/2024	5:00 PM	197	199	98.99%	YES
02/08/2024	5:00 PM	179	179	100.00%	YES	02/23/2024	5:00 PM	194	205	94.63%	YES
02/09/2024	5:00 PM	198	206	96.12%	YES	02/24/2024	5:00 PM	156	157	99.36%	YES
02/10/2024	5:00 PM	169	169	100.00%	YES	02/25/2024	5:00 PM	154	170	90.59%	YES
02/11/2024	5:00 PM	199	208	95.67%	YES	02/26/2024	5:00 PM	163	210	77.62%	NO
02/12/2024	5:00 PM	173	190	91.05%	YES	02/27/2024	5:00 PM	175	220	79.55%	NO
02/13/2024	5:00 PM	192	246	78.05%	NO	02/28/2024	5:00 PM	202	217	93.09%	YES
02/14/2024	5:00 PM	183	220	83.18%	NO	02/29/2024	5:00 PM	164	176	93.18%	YES
02/15/2024	5:00 PM	182	189	96.30%	YES						



Achieved	19	
Days	29	
Percent	65.52%	
90%+	19	65.52%
80% - 89.99%	6	86.21%
70% - 79.99%	4	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	29	100.00%

Call Volume and Call For Service Data

CALL VOLUME	
9-1-1 Calls Answered	93,104
Alarm Calls Answered	8,991
Non-Emergency Calls Answered	49,283
Non 9-1-1 Calls Answered	58,274
TOTAL INCOMING	151,378
TOTAL OUTGOING	39,445
Non 9-1-1 Calls Handled	97,719

Abandoned Calls	6,450
Language Line Calls	3,830

CLASS OF SERVICE (9-1-1 CALLS ONLY)	
Wireless	81,459
Wireline	3,072
VOIP	7,121
PBX	1,452
9-1-1 Calls Presented	93,104

CALLS FOR SERVICE	
Fire Rescue/EMS	24,683
Law Enforcement	135,252
TOTAL CFS	159,935

February 2024 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)	5,626	3.1	90% within 10 seconds	7.5
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	29	N/A	All days in month	19 days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	92,891	2.8	95% within 20 seconds	14.1
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	92,891	2.8	95% within 15 seconds	14.1
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	92,891	2.8	99% within 40 seconds	36.3
P1 Call Answer Time - All 911 Calls (State of Florida)	92,891	2.8	90% within 10 seconds	4.0
P1 Call Answer Time - Alarm Lines	8,991	4.1	95% within 15 seconds	21.4
P1 Call Answer Time - Alarm Lines	8,991	4.1	99% within 40 seconds	72.9
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)	11,609	118.9	90% within 90 seconds	187.7
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,609	118.9	99% within 120 seconds	345.4
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,164	139.7	80% within 60 seconds	171.3
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,164	139.7	90% within 64 seconds	208.9
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,164	139.7	95% within 106 seconds	259.4
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,375	87.4	90% within 70 seconds	139.5
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,375	19.2	90% within 20 seconds	29.4
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,375	106.7	90% within 90 seconds	162.5
P4 EMS Turnout Time Delta & Echo Calls Only	3,375	65.7	Report 90th% No Specific Target	112.4
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,375	293.7	Report 90th% No Specific Target	447.2
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,478	144.0	Report 90th% No Specific Target	252.7
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,478	341.8	Report 90th% No Specific Target	761.9
P2/P3 Law Enforcement Call for Service Processing Priority 1 & 2 Calls Only	4,478	485.8	Report 90th% No Specific Target	959.3
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,478	374.2	Report 90th% No Specific Target	742.5
NFPA 2019 Analysis				
P2/P3 EMD Echo	174	98.5	90% within 60 seconds	150.9
P2/P3 EFD Echo	28	91.9	90% within 60 seconds	140.1
P2/P3 EMD Delta	2,750	105.4	90% within 60 seconds	160.1
P2/P3 EFD Delta	109	125.1	90% within 60 seconds	195.2
P2/P3 EMD Delta & Echo	2,924	105.0	90% within 60 seconds	159.7
P2/P3 EFD Delta & Echo	136	118.3	90% within 60 seconds	184.7
2020 NENA Standard				
P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	92,891	2.8	90% within 15 seconds	4.0

March 2024 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)	6,167	5,843	90% within 10 seconds	94.7%
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	31	26	100% of days in the month	83.9%
P1 Call Answering Time - All 911 Calls (NENA 56-005)	104,169	101,357	95% within 20 seconds	97.3%
P1 Call Answer Time - Alarm Lines	9,332	8,923	95% within 15 seconds	95.6%
P1 Call Answer Time - Alarm Lines	9,332	9,160	99% within 40 seconds	98.2%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,505	4,626	90% within 90 seconds	37.0%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,505	8,206	99% within 120 seconds	65.6%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,551	144	80% within 60 seconds	4.1%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,551	183	90% within 64 seconds	5.2%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,551	1,257	95% within 106 seconds	35.4%

NFPA 2019 Analysis

P2/P3 EMD Echo	170	32	90% within 60 seconds	18.8%
P2/P3 EFD Echo	36	5	90% within 60 seconds	13.9%
P2/P3 EMD Delta	2,990	252	90% within 60 seconds	8.4%
P2/P3 EFD Delta	121	14	90% within 60 seconds	11.6%
P2/P3 EMD Delta & Echo	3,159	284	90% within 60 seconds	9.0%
P2/P3 EFD Delta & Echo	157	19	90% within 60 seconds	12.1%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	104,169	100,195	90% within 15 seconds	96.2%
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March 2024 Monthly Contracted Performance Scorecard Broward County Regional Consolidated Dispatch System

EMD Standard for ACE Accreditation	Target	Independent Reported
Partial Compliance	<= 10%	4%
Low Compliance	<= 10%	2%
Non-Compliant	<= 7%	5%

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.32%
Major Deviation	<= 3%	0.29%
Moderate Deviation	<= 3%	0.75%
Minor Deviation	<= 3%	1.46%

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

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.46%
Major Deviation	<= 3%	0.70%
Moderate Deviation	<= 3%	1.36%
Minor Deviation	<= 3%	1.65%

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

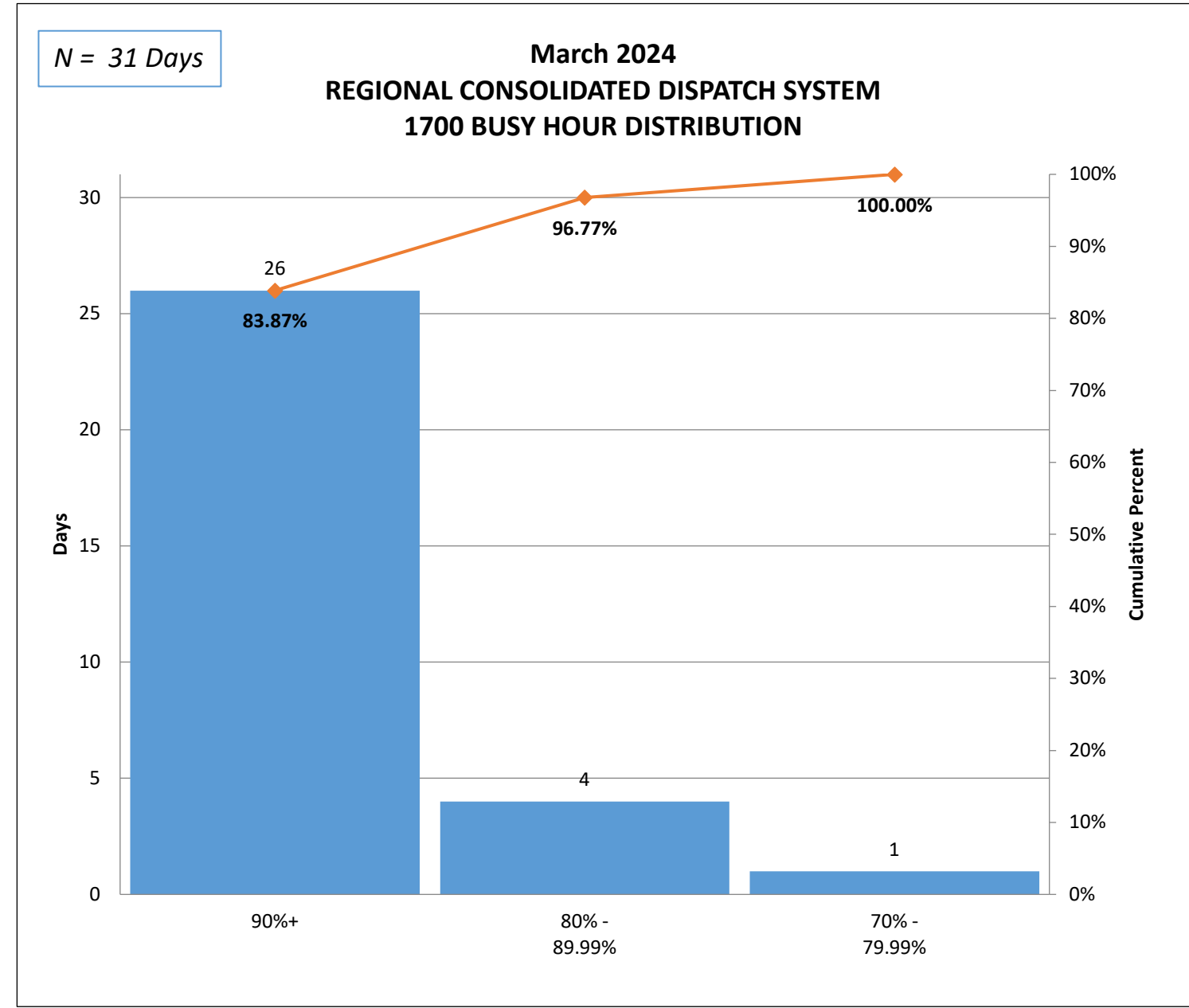
EPD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	
Major Deviation	<= 3%	
Moderate Deviation	<= 3%	
Minor Deviation	<= 3%	

Notes

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

² EMD & EFD metrics reported are for March Week C & Week D only due to a system recording issue that was rectified later in the 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
03/01/2024	5:00 PM	211	211	100.00%	YES	03/16/2024	5:00 PM	171	195	87.69%	NO
03/02/2024	5:00 PM	212	212	100.00%	YES	03/17/2024	5:00 PM	207	226	91.59%	YES
03/03/2024	5:00 PM	197	197	100.00%	YES	03/18/2024	5:00 PM	192	228	84.21%	NO
03/04/2024	5:00 PM	196	207	94.69%	YES	03/19/2024	5:00 PM	188	192	97.92%	YES
03/05/2024	5:00 PM	181	181	100.00%	YES	03/20/2024	5:00 PM	173	174	99.43%	YES
03/06/2024	5:00 PM	184	189	97.35%	YES	03/21/2024	5:00 PM	158	169	93.49%	YES
03/07/2024	5:00 PM	214	224	95.54%	YES	03/22/2024	5:00 PM	193	193	100.00%	YES
03/08/2024	5:00 PM	175	179	97.77%	YES	03/23/2024	5:00 PM	197	206	95.63%	YES
03/09/2024	5:00 PM	213	213	100.00%	YES	03/24/2024	5:00 PM	163	164	99.39%	YES
03/10/2024	5:00 PM	182	183	99.45%	YES	03/25/2024	5:00 PM	204	212	96.23%	YES
03/11/2024	5:00 PM	214	237	90.30%	YES	03/26/2024	5:00 PM	180	205	87.80%	NO
03/12/2024	5:00 PM	169	183	92.35%	YES	03/27/2024	5:00 PM	137	160	85.63%	NO
03/13/2024	5:00 PM	191	246	77.64%	NO	03/28/2024	5:00 PM	180	187	96.26%	YES
03/14/2024	5:00 PM	223	226	98.67%	YES	03/29/2024	5:00 PM	190	203	93.60%	YES
03/15/2024	5:00 PM	207	220	94.09%	YES	03/30/2024	5:00 PM	184	188	97.87%	YES
						03/31/2024	5:00 PM	157	157	100.00%	YES



Achieved	26	
Days	31	
Percent	83.87%	
90%+	26	83.87%
80% - 89.99%	4	96.77%
70% - 79.99%	1	100.00%
60% - 69.99%	0	100.00%
50% - 59.99%	0	100.00%
40% - 49.99%	0	100.00%
30% - 39.99%	0	100.00%
20% - 29.99%	0	100.00%
10% - 19.99%	0	100.00%
0% - 9.99%	0	100.00%
TOTAL	31	100.00%

Call Volume and Call For Service Data

CALL VOLUME	
9-1-1 Calls Answered	104,314
Alarm Calls Answered	9,332
Non-Emergency Calls Answered	52,741
Non 9-1-1 Calls Answered	62,073
TOTAL INCOMING	166,387
TOTAL OUTGOING	45,047
Non 9-1-1 Calls Handled	107,120
Abandoned Calls	6,761
Language Line Calls	4,795

CLASS OF SERVICE (9-1-1 CALLS ONLY)	
Wireless	90,759
Wireline	3,215
VOIP	7,919
PBX	2,421
9-1-1 Calls Presented	104,314

CALLS FOR SERVICE	
Fire Rescue/EMS	26,323
Law Enforcement	143,489
TOTAL CFS	169,812

March 2024 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)	6,167	2.4	90% within 10 seconds	3.0
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	31	N/A	All days in month	26 days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	104,169	2.5	95% within 20 seconds	11.0
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	104,169	2.5	95% within 15 seconds	11.0
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	104,169	2.5	99% within 40 seconds	33.1
P1 Call Answer Time - All 911 Calls (State of Florida)	104,169	2.5	90% within 10 seconds	2.1
P1 Call Answer Time - Alarm Lines	9,332	3.0	95% within 15 seconds	12.0
P1 Call Answer Time - Alarm Lines	9,332	3.0	99% within 40 seconds	55.3
Transfer to Secondary PSAP (NFPA 1221-2016)	measure analysis is currently under development			
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,505	117.9	90% within 90 seconds	186.0
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,505	117.9	99% within 120 seconds	350.5
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,551	141.1	80% within 60 seconds	173.5
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,551	141.1	90% within 64 seconds	216.6
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,551	141.1	95% within 106 seconds	259.3
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,649	86.9	90% within 70 seconds	141.6
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,649	19.4	90% within 20 seconds	29.6
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,649	106.3	90% within 90 seconds	163.1
P4 EMS Turnout Time Delta & Echo Calls Only	3,649	66.4	Report 90th% No Specific Target	113.4
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,649	295.8	Report 90th% No Specific Target	447.9
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	5,093	142.6	Report 90th% No Specific Target	247.1
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	5,093	284.9	Report 90th% No Specific Target	472.8
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	5,093	427.5	Report 90th% No Specific Target	678.4
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	5,093	382.6	Report 90th% No Specific Target	729.4

NFPA 2019 Analysis

P2/P3 EMD Echo	170	91.7	90% within 60 seconds	149.4
P2/P3 EFD Echo	36	101.3	90% within 60 seconds	161.5
P2/P3 EMD Delta	2,990	104.9	90% within 60 seconds	159.7
P2/P3 EFD Delta	121	123.2	90% within 60 seconds	197.0
P2/P3 EMD Delta & Echo	3,159	104.2	90% within 60 seconds	159.6
P2/P3 EFD Delta & Echo	157	118.1	90% within 60 seconds	194.5

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	104,169	2.5	90% within 15 seconds	2.1
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April 2024 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)	5,832	5,436	90% within 10 seconds	93.2%
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	30	21	100% of days in the month	70.0%
P1 Call Answering Time - All 911 Calls (NENA 56-005)	95,906	93,596	95% within 20 seconds	97.6%
P1 Call Answer Time - Alarm Lines	8,770	8,408	95% within 15 seconds	95.9%
P1 Call Answer Time - Alarm Lines	8,770	8,625	99% within 40 seconds	98.3%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,682	4,208	90% within 90 seconds	36.0%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,682	7,467	99% within 120 seconds	63.9%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,304	125	80% within 60 seconds	3.8%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,304	163	90% within 64 seconds	4.9%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,304	1,141	95% within 106 seconds	34.5%

NFPA 2019 Analysis

P2/P3 EMD Echo	142	23	90% within 60 seconds	16.2%
P2/P3 EFD Echo	42	7	90% within 60 seconds	16.7%
P2/P3 EMD Delta	2,734	225	90% within 60 seconds	8.2%
P2/P3 EFD Delta	117	9	90% within 60 seconds	7.7%
P2/P3 EMD Delta & Echo	2,874	248	90% within 60 seconds	8.6%
P2/P3 EFD Delta & Echo	159	16	90% within 60 seconds	10.1%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	95,906	92,637	90% within 15 seconds	96.6%
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April 2024 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%	7%

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.39%
Major Deviation	<= 3%	0.59%
Moderate Deviation	<= 3%	0.94%
Minor Deviation	<= 3%	1.65%

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

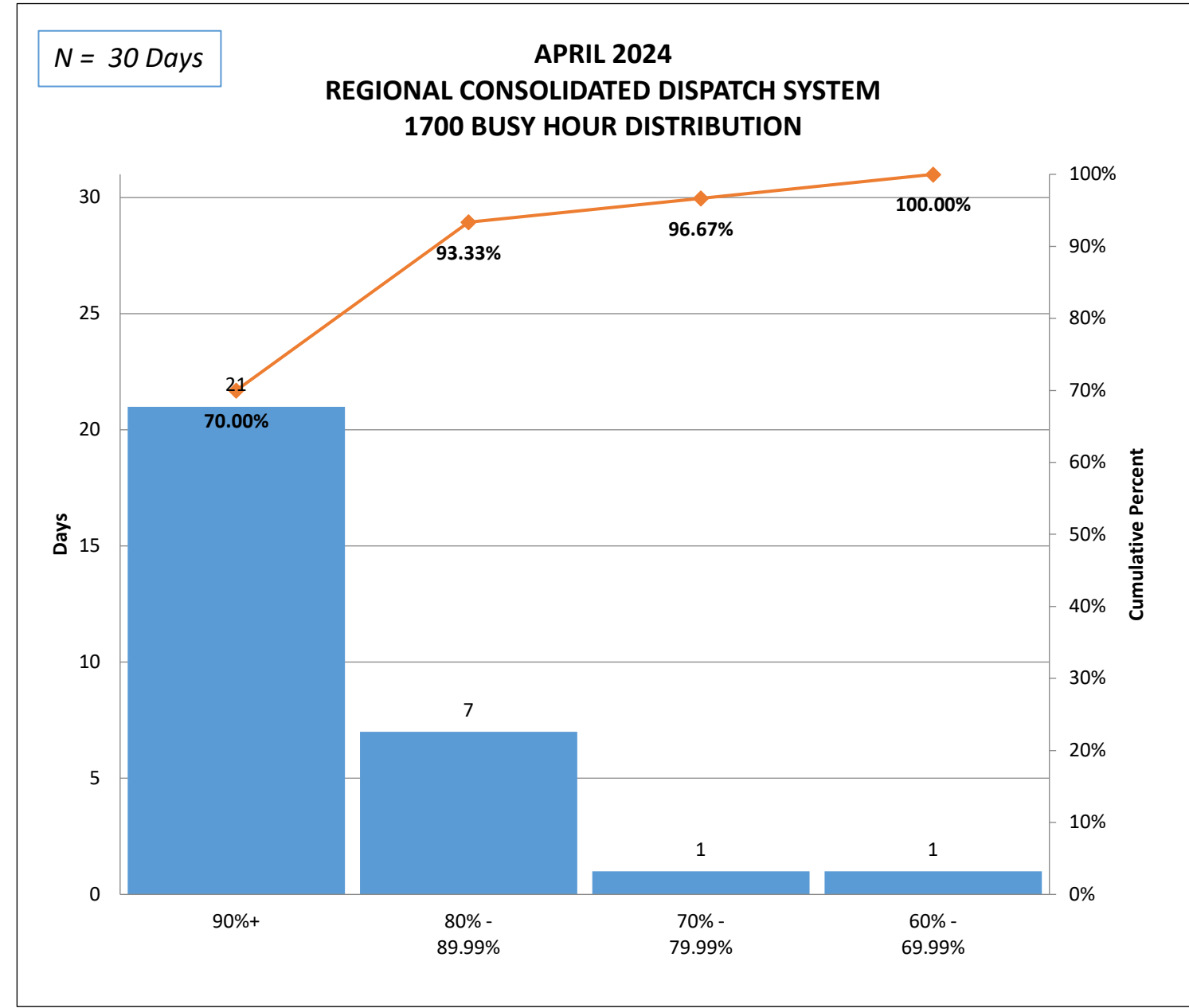
EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.28%
Major Deviation	<= 3%	0.64%
Moderate Deviation	<= 3%	1.21%
Minor Deviation	<= 3%	1.93%

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 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
04/01/2024	5:00 PM	191	235	81.28%	NO	04/16/2024	5:00 PM	191	195	97.95%	YES
04/02/2024	5:00 PM	198	221	89.59%	NO	04/17/2024	5:00 PM	154	177	87.01%	NO
04/03/2024	5:00 PM	175	228	76.75%	NO	04/18/2024	5:00 PM	158	186	84.95%	NO
04/04/2024	5:00 PM	205	213	96.24%	YES	04/19/2024	5:00 PM	189	215	87.91%	NO
04/05/2024	5:00 PM	205	232	88.36%	NO	04/20/2024	5:00 PM	165	167	98.80%	YES
04/06/2024	5:00 PM	169	170	99.41%	YES	04/21/2024	5:00 PM	178	178	100.00%	YES
04/07/2024	5:00 PM	167	169	98.82%	YES	04/22/2024	5:00 PM	201	202	99.50%	YES
04/08/2024	5:00 PM	157	159	98.74%	YES	04/23/2024	5:00 PM	202	202	100.00%	YES
04/09/2024	5:00 PM	146	215	67.91%	NO	04/24/2024	5:00 PM	151	163	92.64%	YES
04/10/2024	5:00 PM	189	191	98.95%	YES	04/25/2024	5:00 PM	203	203	100.00%	YES
04/11/2024	5:00 PM	186	186	100.00%	YES	04/26/2024	5:00 PM	182	190	95.79%	YES
04/12/2024	5:00 PM	211	229	92.14%	YES	04/27/2024	5:00 PM	197	197	100.00%	YES
04/13/2024	5:00 PM	175	176	99.43%	YES	04/28/2024	5:00 PM	171	173	98.84%	YES
04/14/2024	5:00 PM	179	195	91.79%	YES	04/29/2024	5:00 PM	176	198	88.89%	NO
04/15/2024	5:00 PM	199	199	100.00%	YES	04/30/2024	5:00 PM	166	168	98.81%	YES



Achieved	21	
Days	30	
Percent	70.00%	
90%+	21	70.00%
80% - 89.99%	7	93.33%
70% - 79.99%	1	96.67%
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	30	100.00%

Call Volume and Call For Service Data

CALL VOLUME	
9-1-1 Calls Answered	96,087
Alarm Calls Answered	8,770
Non-Emergency Calls Answered	49,730
Non 9-1-1 Calls Answered	58,500
TOTAL INCOMING	154,587
TOTAL OUTGOING	40,221
Non 9-1-1 Calls Handled	98,721
Abandoned Calls	6,117
Language Line Calls	4,545

CLASS OF SERVICE (9-1-1 CALLS ONLY)	
Wireless	83,612
Wireline	3,231
VOIP	7,350
PBX	1,894
9-1-1 Calls Presented	96,087

CALLS FOR SERVICE	
Fire Rescue/EMS	24,950
Law Enforcement	137,967
TOTAL CFS	162,917

April 2024 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)	5,832	2.7	90% within 10 seconds	4.3
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	30	N/A	All days in month	21 days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	95,906	2.3	95% within 20 seconds	9.5
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	95,906	2.3	95% within 15 seconds	9.5
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	95,906	2.3	99% within 40 seconds	31.5
P1 Call Answer Time - All 911 Calls (State of Florida)	95,906	2.3	90% within 10 seconds	1.4
P1 Call Answer Time - Alarm Lines	8,770	2.9	95% within 15 seconds	10.5
P1 Call Answer Time - Alarm Lines	8,770	2.9	99% within 40 seconds	54.9
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)	11,682	119.7	90% within 90 seconds	190.4
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,682	119.7	99% within 120 seconds	354.7
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,304	142.0	80% within 60 seconds	172.5
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,304	142.0	90% within 64 seconds	208.2
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,304	142.0	95% within 106 seconds	251.6
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,276	86.9	90% within 70 seconds	139.4
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,276	19.6	90% within 20 seconds	29.1
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,276	106.5	90% within 90 seconds	161.8
P4 EMS Turnout Time Delta & Echo Calls Only	3,276	66.0	Report 90th% No Specific Target	112.2
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,276	295.6	Report 90th% No Specific Target	444.4
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,765	139.4	Report 90th% No Specific Target	243.4
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,765	312.9	Report 90th% No Specific Target	569.7
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	4,765	452.4	Report 90th% No Specific Target	754.3
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,765	382.7	Report 90th% No Specific Target	728.7

NFPA 2019 Analysis

P2/P3 EMD Echo	142	97.3	90% within 60 seconds	149.5
P2/P3 EFD Echo	42	88.7	90% within 60 seconds	140.3
P2/P3 EMD Delta	2,734	105.0	90% within 60 seconds	158.9
P2/P3 EFD Delta	117	122.5	90% within 60 seconds	187.0
P2/P3 EMD Delta & Echo	2,874	104.6	90% within 60 seconds	158.5
P2/P3 EFD Delta & Echo	159	113.6	90% within 60 seconds	173.1

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	95,906	2.3	90% within 15 seconds	1.4
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May 2024 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)	6,474	6,058	90% within 10 seconds	93.6%
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	31	24	100% of days in the month	77.4%
P1 Call Answering Time - All 911 Calls (NENA 56-005)	104,762	101,935	95% within 20 seconds	97.3%
P1 Call Answer Time - Alarm Lines	9,661	9,206	95% within 15 seconds	95.3%
P1 Call Answer Time - Alarm Lines	9,661	9,476	99% within 40 seconds	98.1%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,438	4,348	90% within 90 seconds	35.0%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,438	7,925	99% within 120 seconds	63.7%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,556	144	80% within 60 seconds	4.0%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,556	190	90% within 64 seconds	5.3%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,556	1,307	95% within 106 seconds	36.8%

NFPA 2019 Analysis

P2/P3 EMD Echo	141	20	90% within 60 seconds	14.2%
P2/P3 EFD Echo	37	6	90% within 60 seconds	16.2%
P2/P3 EMD Delta	2,907	234	90% within 60 seconds	8.0%
P2/P3 EFD Delta	144	13	90% within 60 seconds	9.0%
P2/P3 EMD Delta & Echo	3,046	254	90% within 60 seconds	8.3%
P2/P3 EFD Delta & Echo	180	19	90% within 60 seconds	10.6%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	104,762	100,833	90% within 15 seconds	96.2%
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May 2024 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%	4%
Non-Compliant	<= 7%	7%

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.42%
Major Deviation	<= 3%	0.63%
Moderate Deviation	<= 3%	0.97%
Minor Deviation	<= 3%	1.82%

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

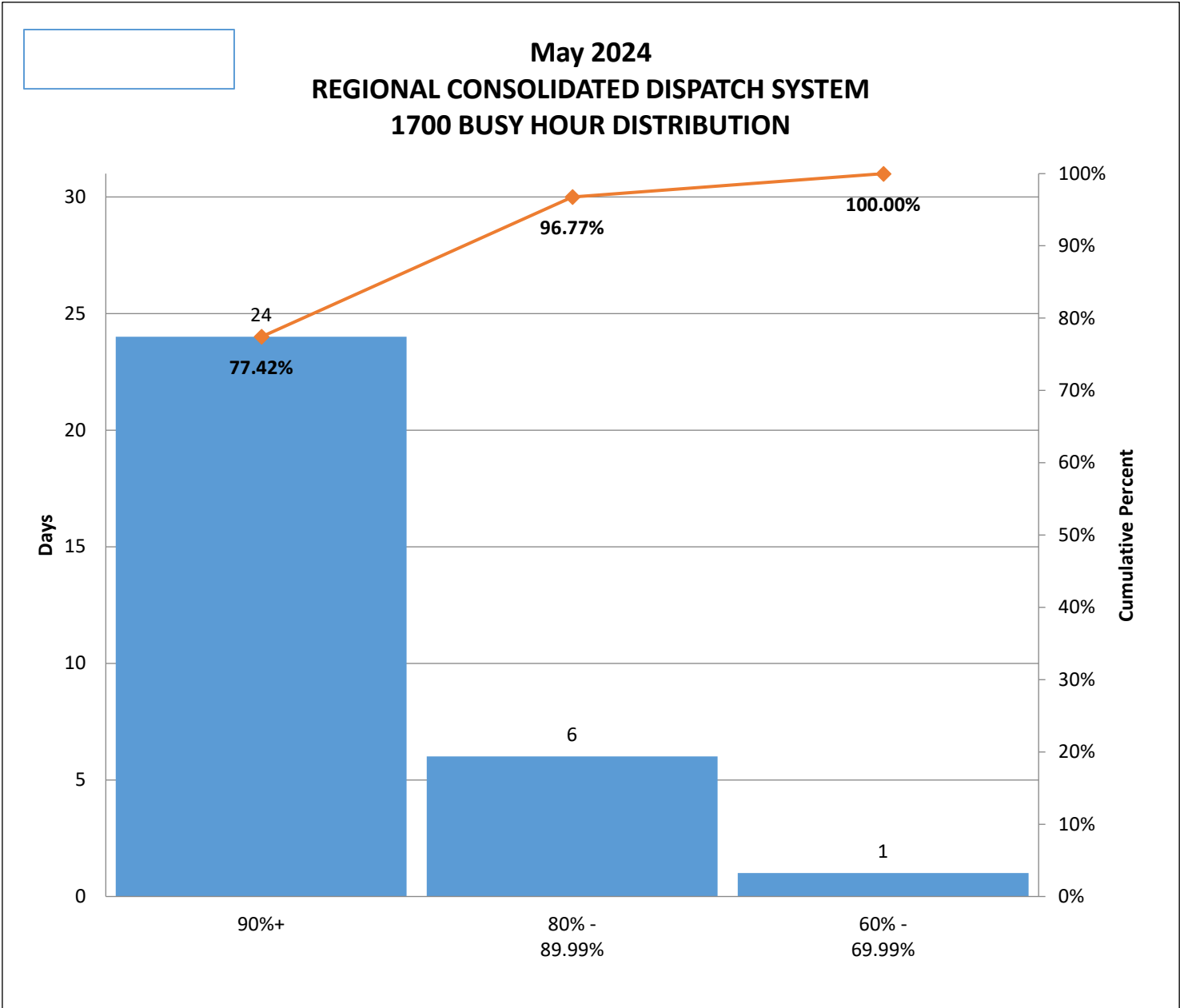
EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.52%
Major Deviation	<= 3%	0.64%
Moderate Deviation	<= 3%	1.84%
Minor Deviation	<= 3%	1.85%

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
05/01/2024	5:00 PM	225	225	100.00%	YES	05/16/2024	5:00 PM	197	213	92.49%	YES
05/02/2024	5:00 PM	230	230	100.00%	YES	05/17/2024	5:00 PM	197	208	94.71%	YES
05/03/2024	5:00 PM	196	201	97.51%	YES	05/18/2024	5:00 PM	210	228	92.11%	YES
05/04/2024	5:00 PM	201	204	98.53%	YES	05/19/2024	5:00 PM	218	218	100.00%	YES
05/05/2024	5:00 PM	183	184	99.46%	YES	05/20/2024	5:00 PM	198	204	97.06%	YES
05/06/2024	5:00 PM	204	250	81.60%	NO	05/21/2024	5:00 PM	205	206	99.51%	YES
05/07/2024	5:00 PM	190	190	100.00%	YES	05/22/2024	5:00 PM	177	259	68.34%	NO
05/08/2024	5:00 PM	190	225	84.44%	NO	05/23/2024	5:00 PM	171	212	80.66%	NO
05/09/2024	5:00 PM	200	200	100.00%	YES	05/24/2024	5:00 PM	156	156	100.00%	YES
05/10/2024	5:00 PM	200	215	93.02%	YES	05/25/2024	5:00 PM	172	183	93.99%	YES
05/11/2024	5:00 PM	204	216	94.44%	YES	05/26/2024	5:00 PM	201	201	100.00%	YES
05/12/2024	5:00 PM	177	177	100.00%	YES	05/27/2024	5:00 PM	199	199	100.00%	YES
05/13/2024	5:00 PM	177	207	85.51%	NO	05/28/2024	5:00 PM	230	250	92.00%	YES
05/14/2024	5:00 PM	206	208	99.04%	YES	05/29/2024	5:00 PM	173	193	89.64%	NO
05/15/2024	5:00 PM	201	231	87.01%	NO	05/30/2024	5:00 PM	194	197	98.48%	YES
						05/31/2024	5:00 PM	177	185	95.68%	YES



Achieved	24	
Days	31	
Percent	77.42%	
90%+	24	77.42%
80% - 89.99%	6	96.77%
70% - 79.99%	0	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		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	105,010	Wireless	91,379	Fire Rescue/EMS	26,885
		Wireline	4,588	Law Enforcement	148,192
Alarm Calls Answered	9,661	VOIP	7,450	TOTAL CFS	175,077
Non-Emergency Calls Answered	52,211	PBX	1,593		
Non 9-1-1 Calls Answered	61,872	9-1-1 Calls Presented	105,010		
TOTAL INCOMING	166,882				
TOTAL OUTGOING	45,709				
Non 9-1-1 Calls Handled	107,581				
Abandoned Calls	6,834				
Language Line Calls	5,087				

May 2024 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)	6,474	2.7	90% within 10 seconds	4.5
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	31	N/A	All days in month	24 days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	104,762	2.5	95% within 20 seconds	10.8
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	104,762	2.5	95% within 15 seconds	10.8
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	104,762	2.5	99% within 40 seconds	34.0
P1 Call Answer Time - All 911 Calls (State of Florida)	104,762	2.5	90% within 10 seconds	1.9
P1 Call Answer Time - Alarm Lines	9,661	3.2	95% within 15 seconds	13.9
P1 Call Answer Time - Alarm Lines	9,661	3.2	99% within 40 seconds	60.7
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)	12,438	119.5	90% within 90 seconds	187.9
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,438	119.5	99% within 120 seconds	368.3
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,556	138.5	80% within 60 seconds	172.3
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,556	138.5	90% within 64 seconds	209.7
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,556	138.5	95% within 106 seconds	259.0
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,482	87.9	90% within 70 seconds	140.4
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,482	19.4	90% within 20 seconds	29.6
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,482	107.3	90% within 90 seconds	162.5
P4 EMS Turnout Time Delta & Echo Calls Only	3,482	65.9	Report 90th% No Specific Target	111.0
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,482	296.5	Report 90th% No Specific Target	446.9
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	5,004	140.1	Report 90th% No Specific Target	249.0
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	5,004	302.2	Report 90th% No Specific Target	500.1
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	5,004	442.3	Report 90th% No Specific Target	701.0
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	5,004	378.4	Report 90th% No Specific Target	741.2

NFPA 2019 Analysis

P2/P3 EMD Echo	141	98.2	90% within 60 seconds	157.9
P2/P3 EFD Echo	37	92.6	90% within 60 seconds	152.5
P2/P3 EMD Delta	2,907	106.1	90% within 60 seconds	159.6
P2/P3 EFD Delta	144	117.8	90% within 60 seconds	191.8
P2/P3 EMD Delta & Echo	3,046	105.7	90% within 60 seconds	159.5
P2/P3 EFD Delta & Echo	180	113.0	90% within 60 seconds	182.9

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	104,762	2.5	90% within 15 seconds	1.9
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June 2024 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)	5,831	5,445	90% within 10 seconds	93.4%
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)	97,029	94,605	95% within 20 seconds	97.5%
P1 Call Answer Time - Alarm Lines	10,367	9,986	95% within 15 seconds	96.3%
P1 Call Answer Time - Alarm Lines	10,367	10,181	99% within 40 seconds	98.2%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,076	4,471	90% within 90 seconds	37.0%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,076	8,011	99% within 120 seconds	66.3%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,438	104	80% within 60 seconds	3.0%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,438	151	90% within 64 seconds	4.4%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,438	1,232	95% within 106 seconds	35.8%

NFPA 2019 Analysis

P2/P3 EMD Echo	146	19	90% within 60 seconds	13.0%
P2/P3 EFD Echo	45	4	90% within 60 seconds	8.9%
P2/P3 EMD Delta	2,785	220	90% within 60 seconds	7.9%
P2/P3 EFD Delta	112	8	90% within 60 seconds	7.1%
P2/P3 EMD Delta & Echo	2,930	239	90% within 60 seconds	8.2%
P2/P3 EFD Delta & Echo	157	12	90% within 60 seconds	7.6%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	97,029	93,801	90% within 15 seconds	96.7%
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June 2024 Monthly Contracted Performance Scorecard

Broward County Regional Consolidated Dispatch System

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

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.50%	0.42%
Major Deviation	<= 3%	0.79%	0.97%
Moderate Deviation	<= 3%	0.82%	1.60%
Minor Deviation	<= 3%	1.89%	1.81%

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

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.44%	0.72%
Major Deviation	<= 3%	0.63%	1.64%
Moderate Deviation	<= 3%	1.50%	2.75%
Minor Deviation	<= 3%	2.03%	2.67%

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

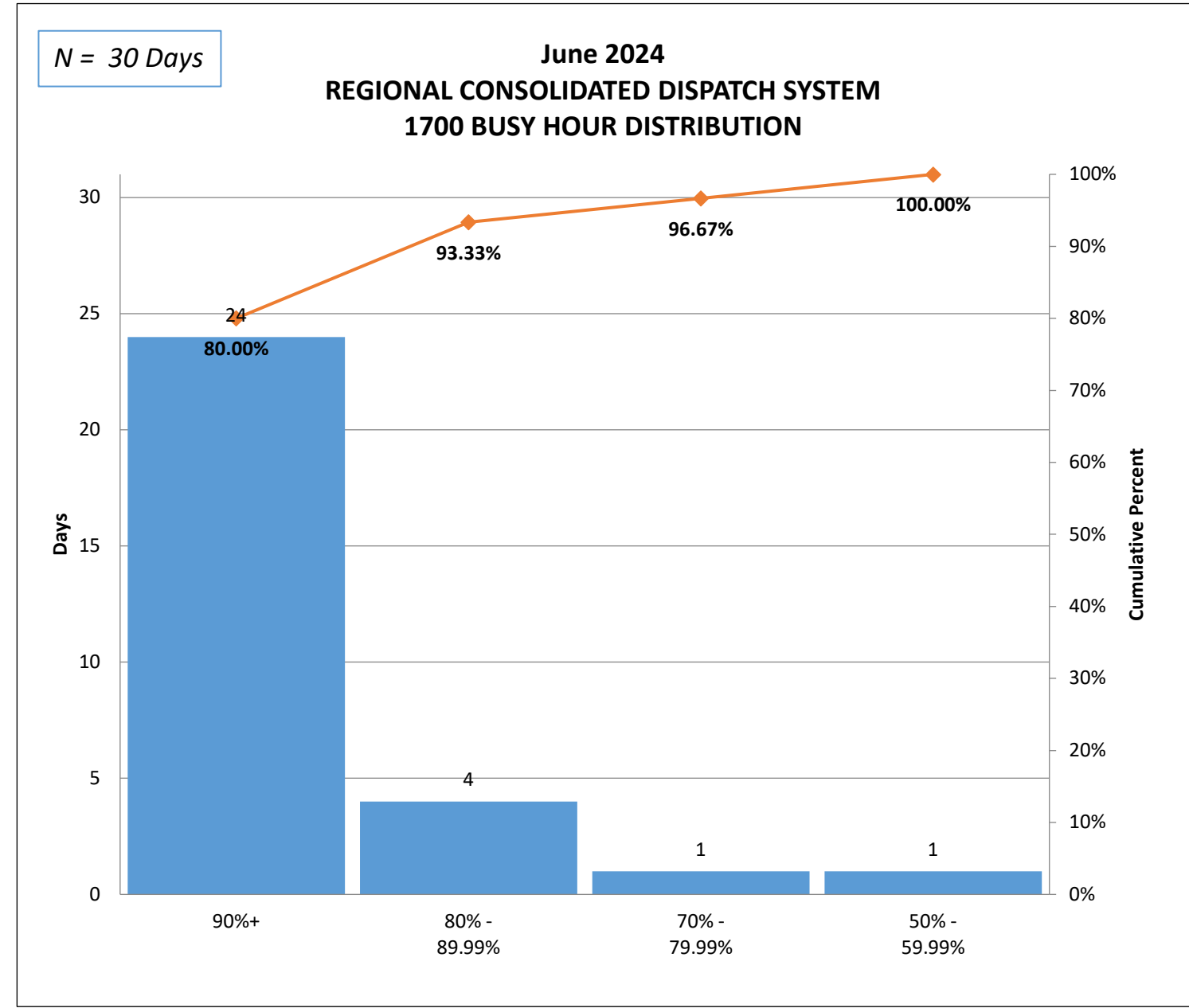
EPD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%		
Major Deviation	<= 3%		
Moderate Deviation	<= 3%		
Minor Deviation	<= 3%		

Notes

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

² AT&T hardware issues (June 1-8, 2024) caused a surge in system-generated abandoned calls (723 excluded). There was no disruption or impact to call intake workflow as the system-generated calls were not delivered to the inbound queue.

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
06/01/2024	5:00 PM	152	161	94.41%	YES	06/16/2024	5:00 PM	144	144	100.00%	YES
06/02/2024	5:00 PM	185	187	98.93%	YES	06/17/2024	5:00 PM	189	197	95.94%	YES
06/03/2024	5:00 PM	150	153	98.04%	YES	06/18/2024	5:00 PM	193	226	85.40%	NO
06/04/2024	5:00 PM	191	215	88.84%	NO	06/19/2024	5:00 PM	176	177	99.44%	YES
06/05/2024	5:00 PM	178	201	88.56%	NO	06/20/2024	5:00 PM	183	185	98.92%	YES
06/06/2024	5:00 PM	188	188	100.00%	YES	06/21/2024	5:00 PM	201	220	91.36%	YES
06/07/2024	5:00 PM	226	226	100.00%	YES	06/22/2024	5:00 PM	188	188	100.00%	YES
06/08/2024	5:00 PM	178	178	100.00%	YES	06/23/2024	5:00 PM	175	175	100.00%	YES
06/09/2024	5:00 PM	166	166	100.00%	YES	06/24/2024	5:00 PM	148	187	79.14%	NO
06/10/2024	5:00 PM	208	213	97.65%	YES	06/25/2024	5:00 PM	212	215	98.60%	YES
06/11/2024	5:00 PM	188	188	100.00%	YES	06/26/2024	5:00 PM	162	165	98.18%	YES
06/12/2024	5:00 PM	194	378	51.32%	NO	06/27/2024	5:00 PM	183	183	100.00%	YES
06/13/2024	5:00 PM	203	203	100.00%	YES	06/28/2024	5:00 PM	198	198	100.00%	YES
06/14/2024	5:00 PM	191	191	100.00%	YES	06/29/2024	5:00 PM	178	178	100.00%	YES
06/15/2024	5:00 PM	170	198	85.86%	NO	06/30/2024	5:00 PM	157	157	100.00%	YES



Achieved	24	
Days	30	
Percent	80.00%	
90%+	24	80.00%
80% - 89.99%	4	93.33%
70% - 79.99%	1	96.67%
60% - 69.99%	0	96.67%
50% - 59.99%	1	100.00%
40% - 49.99%	0	100.00%
30% - 39.99%	0	100.00%
20% - 29.99%	0	100.00%
10% - 19.99%	0	100.00%
0% - 9.99%	0	100.00%
TOTAL	30	100.00%

Call Volume and Call For Service Data

CALL VOLUME		CLASS OF SERVICE (9-1-1 CALLS ONLY)		CALLS FOR SERVICE	
9-1-1 Calls Answered	97,468	Wireless	84,768	Fire Rescue/EMS	25,982
		Wireline	3,778	Law Enforcement	134,640
Alarm Calls Answered	10,367	VOIP	6,971	TOTAL CFS	160,622
Non-Emergency Calls Answered	48,575	PBX	1,951		
Non 9-1-1 Calls Answered	58,942	9-1-1 Calls Presented	97,468		
TOTAL INCOMING	156,410				
TOTAL OUTGOING	40,604				
Non 9-1-1 Calls Handled	99,546				
Abandoned Calls	6,618				
Language Line Calls	4,518				

June 2024 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)	5,831	3.0	90% within 10 seconds	4.4
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)	97,029	2.3	95% within 20 seconds	8.6
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	97,029	2.3	95% within 15 seconds	8.6
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	97,029	2.3	99% within 40 seconds	34.6
P1 Call Answer Time - All 911 Calls (State of Florida)	97,029	2.3	90% within 10 seconds	1.3
P1 Call Answer Time - Alarm Lines	10,367	3.2	95% within 15 seconds	7.4
P1 Call Answer Time - Alarm Lines	10,367	3.2	99% within 40 seconds	63.2
Transfer to Secondary PSAP (NFPA 1221-2016)	measure analysis is currently under development			
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,076	118.0	90% within 90 seconds	182.8
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,076	118.0	99% within 120 seconds	363.7
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,438	139.2	80% within 60 seconds	174.2
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,438	139.2	90% within 64 seconds	212.6
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,438	139.2	95% within 106 seconds	257.6
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,340	85.9	90% within 70 seconds	137.0
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,340	19.6	90% within 20 seconds	30.0
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,340	105.5	90% within 90 seconds	158.9
P4 EMS Turnout Time Delta & Echo Calls Only	3,340	65.3	Report 90th% No Specific Target	110.3
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,340	295.6	Report 90th% No Specific Target	442.1
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,563	141.7	Report 90th% No Specific Target	244.3
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,563	294.7	Report 90th% No Specific Target	543.4
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	4,563	436.4	Report 90th% No Specific Target	730.1
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,563	383.1	Report 90th% No Specific Target	729.5

NFPA 2019 Analysis

P2/P3 EMD Echo	146	96.9	90% within 60 seconds	152.8
P2/P3 EFD Echo	45	118.0	90% within 60 seconds	190.7
P2/P3 EMD Delta	2,785	104.9	90% within 60 seconds	158.1
P2/P3 EFD Delta	112	129.0	90% within 60 seconds	197.7
P2/P3 EMD Delta & Echo	2,930	104.5	90% within 60 seconds	157.7
P2/P3 EFD Delta & Echo	157	125.9	90% within 60 seconds	197.6

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	97,029	2.3	90% within 15 seconds	1.3
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July 2024 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)	5,826	5,580	90% within 10 seconds	95.8%
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)	98,666	96,728	95% within 20 seconds	98.0%
P1 Call Answer Time - Alarm Lines	10,422	10,043	95% within 15 seconds	96.4%
P1 Call Answer Time - Alarm Lines	10,422	10,251	99% within 40 seconds	98.4%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,152	4,610	90% within 90 seconds	37.9%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,152	8,161	99% within 120 seconds	67.2%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,458	133	80% within 60 seconds	3.8%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,458	189	90% within 64 seconds	5.5%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,458	1,336	95% within 106 seconds	38.6%

NFPA 2019 Analysis

P2/P3 EMD Echo	156	27	90% within 60 seconds	17.3%
P2/P3 EFD Echo	43	9	90% within 60 seconds	20.9%
P2/P3 EMD Delta	2,887	274	90% within 60 seconds	9.5%
P2/P3 EFD Delta	119	9	90% within 60 seconds	7.6%
P2/P3 EMD Delta & Echo	3,043	301	90% within 60 seconds	9.9%
P2/P3 EFD Delta & Echo	162	18	90% within 60 seconds	11.1%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	98,666	95,957	90% within 15 seconds	97.3%
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July 2024 Monthly Contracted Performance Scorecard

Broward County Regional Consolidated Dispatch System

EMD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	6%	12%
Low Compliance	<= 10%	2%	6%
Non-Compliant	<= 7%	9%	9%

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.52%	0.44%
Major Deviation	<= 3%	0.52%	0.95%
Moderate Deviation	<= 3%	0.90%	1.62%
Minor Deviation	<= 3%	1.71%	1.92%

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

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.48%	0.53%
Major Deviation	<= 3%	0.90%	1.54%
Moderate Deviation	<= 3%	1.68%	2.84%
Minor Deviation	<= 3%	2.27%	2.54%

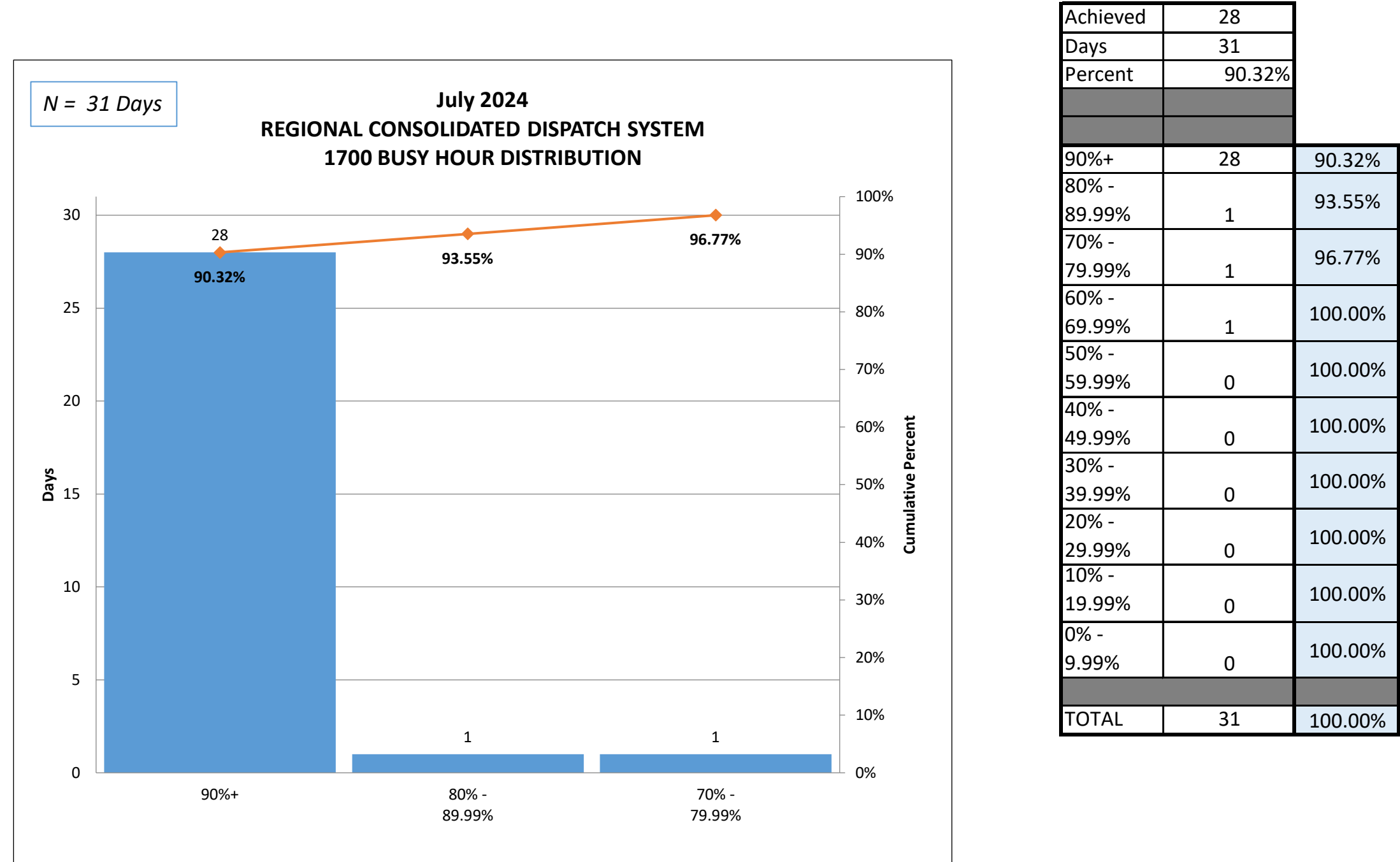
EPD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%		
Low Compliance	<= 10%		
Non-Compliant	<= 7%		

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

Notes

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

P1 Call Answer Time - 1700 Busy Hour (NENA 56-005)											
DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO
07/01/2024	5:00 PM	186	186	100.00%	YES	07/16/2024	5:00 PM	206	206	100.00%	YES
07/02/2024	5:00 PM	213	214	99.53%	YES	07/17/2024	5:00 PM	193	221	87.33%	NO
07/03/2024	5:00 PM	180	233	77.25%	NO	07/18/2024	5:00 PM	190	190	100.00%	YES
07/04/2024	5:00 PM	223	223	100.00%	YES	07/19/2024	5:00 PM	191	194	98.45%	YES
07/05/2024	5:00 PM	176	176	100.00%	YES	07/20/2024	5:00 PM	168	168	100.00%	YES
07/06/2024	5:00 PM	175	177	98.87%	YES	07/21/2024	5:00 PM	142	146	97.26%	YES
07/07/2024	5:00 PM	156	156	100.00%	YES	07/22/2024	5:00 PM	221	225	98.22%	YES
07/08/2024	5:00 PM	157	157	100.00%	YES	07/23/2024	5:00 PM	168	175	96.00%	YES
07/09/2024	5:00 PM	196	214	91.59%	YES	07/24/2024	5:00 PM	164	168	97.62%	YES
07/10/2024	5:00 PM	187	269	69.52%	NO	07/25/2024	5:00 PM	186	189	98.41%	YES
07/11/2024	5:00 PM	180	180	100.00%	YES	07/26/2024	5:00 PM	174	174	100.00%	YES
07/12/2024	5:00 PM	186	186	100.00%	YES	07/27/2024	5:00 PM	164	164	100.00%	YES
07/13/2024	5:00 PM	186	186	100.00%	YES	07/28/2024	5:00 PM	158	158	100.00%	YES
07/14/2024	5:00 PM	164	164	100.00%	YES	07/29/2024	5:00 PM	165	173	95.38%	YES
07/15/2024	5:00 PM	191	206	92.72%	YES	07/30/2024	5:00 PM	161	164	98.17%	YES
						07/31/2024	5:00 PM	173	184	94.02%	YES



Call Volume and Call For Service Data

CALL VOLUME	
9-1-1 Calls Answered	99,294
Alarm Calls Answered	10,422
Non-Emergency Calls Answered	51,601
Non 9-1-1 Calls Answered	62,023
TOTAL INCOMING	161,317
TOTAL OUTGOING	43,477
Non 9-1-1 Calls Handled	105,500
Abandoned Calls	5,679
Language Line Calls	4,939

CLASS OF SERVICE (9-1-1 CALLS ONLY)	
Wireless	86,828
Wireline	3,229
VOIP	7,481
PBX	1,756
9-1-1 Calls Presented	99,294

CALLS FOR SERVICE	
Fire Rescue/EMS	25,800
Law Enforcement	142,197
TOTAL CFS	167,997

July 2024 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)	5,826	2.1	90% within 10 seconds	1.6
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)	98,666	2.1	95% within 20 seconds	6.2
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	98,666	2.1	95% within 15 seconds	6.2
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	98,666	2.1	99% within 40 seconds	29.1
P1 Call Answer Time - All 911 Calls (State of Florida)	98,666	2.1	90% within 10 seconds	1.5
P1 Call Answer Time - Alarm Lines	10,422	2.8	95% within 15 seconds	6.4
P1 Call Answer Time - Alarm Lines	10,422	2.8	99% within 40 seconds	56.4
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)	12,152	116.0	90% within 90 seconds	182.9
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,152	116.0	99% within 120 seconds	349.7
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,458	135.6	80% within 60 seconds	168.6
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,458	135.6	90% within 64 seconds	204.0
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,458	135.6	95% within 106 seconds	244.0
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,459	85.0	90% within 70 seconds	132.2
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,459	18.5	90% within 20 seconds	28.9
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,459	103.5	90% within 90 seconds	152.1
P4 EMS Turnout Time Delta & Echo Calls Only	3,459	64.2	Report 90th% No Specific Target	108.8
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,459	295.4	Report 90th% No Specific Target	442.1
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,621	139.4	Report 90th% No Specific Target	243.6
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,621	281.2	Report 90th% No Specific Target	479.5
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	4,621	420.6	Report 90th% No Specific Target	675.0
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,621	351.3	Report 90th% No Specific Target	698.5

NFPA 2019 Analysis

P2/P3 EMD Echo	156	90.5	90% within 60 seconds	136.4
P2/P3 EFD Echo	43	98.8	90% within 60 seconds	134.6
P2/P3 EMD Delta	2,887	102.9	90% within 60 seconds	150.1
P2/P3 EFD Delta	119	109.3	90% within 60 seconds	171.9
P2/P3 EMD Delta & Echo	3,043	102.2	90% within 60 seconds	149.6
P2/P3 EFD Delta & Echo	162	106.5	90% within 60 seconds	163.9

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	98,666	2.1	90% within 15 seconds	1.5
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August 2024 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)	5,791	5,582	90% within 10 seconds	96.4%
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	31	29	100% of days in the month	93.5%
P1 Call Answering Time - All 911 Calls (NENA 56-005)	94,969	93,946	95% within 20 seconds	98.9%
P1 Call Answer Time - Alarm Lines	8,634	8,453	95% within 15 seconds	97.9%
P1 Call Answer Time - Alarm Lines	8,634	8,562	99% within 40 seconds	99.2%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,550	3,844	90% within 90 seconds	33.3%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,550	7,302	99% within 120 seconds	63.2%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,316	87	80% within 60 seconds	2.6%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,316	125	90% within 64 seconds	3.8%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,316	1,076	95% within 106 seconds	32.4%

NFPA 2019 Analysis

P2/P3 EMD Echo	137	17	90% within 60 seconds	12.4%
P2/P3 EFD Echo	40	4	90% within 60 seconds	10.0%
P2/P3 EMD Delta	2,705	180	90% within 60 seconds	6.7%
P2/P3 EFD Delta	105	10	90% within 60 seconds	9.5%
P2/P3 EMD Delta & Echo	2,842	197	90% within 60 seconds	6.9%
P2/P3 EFD Delta & Echo	145	14	90% within 60 seconds	9.7%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	94,969	93,471	90% within 15 seconds	98.4%
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August 2024 Monthly Contracted Performance Scorecard

Broward County Regional Consolidated Dispatch System

EMD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	9%	13%
Low Compliance	<= 10%	4%	3%
Non-Compliant	<= 7%	11%	8%

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.57%	0.36%
Major Deviation	<= 3%	0.82%	0.74%
Moderate Deviation	<= 3%	1.14%	1.46%
Minor Deviation	<= 3%	1.68%	1.94%

EFD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	3%	9%
Low Compliance	<= 10%	4%	9%
Non-Compliant	<= 7%	10%	5%

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.63%	0.18%
Major Deviation	<= 3%	0.82%	1.23%
Moderate Deviation	<= 3%	1.60%	2.29%
Minor Deviation	<= 3%	1.88%	2.52%

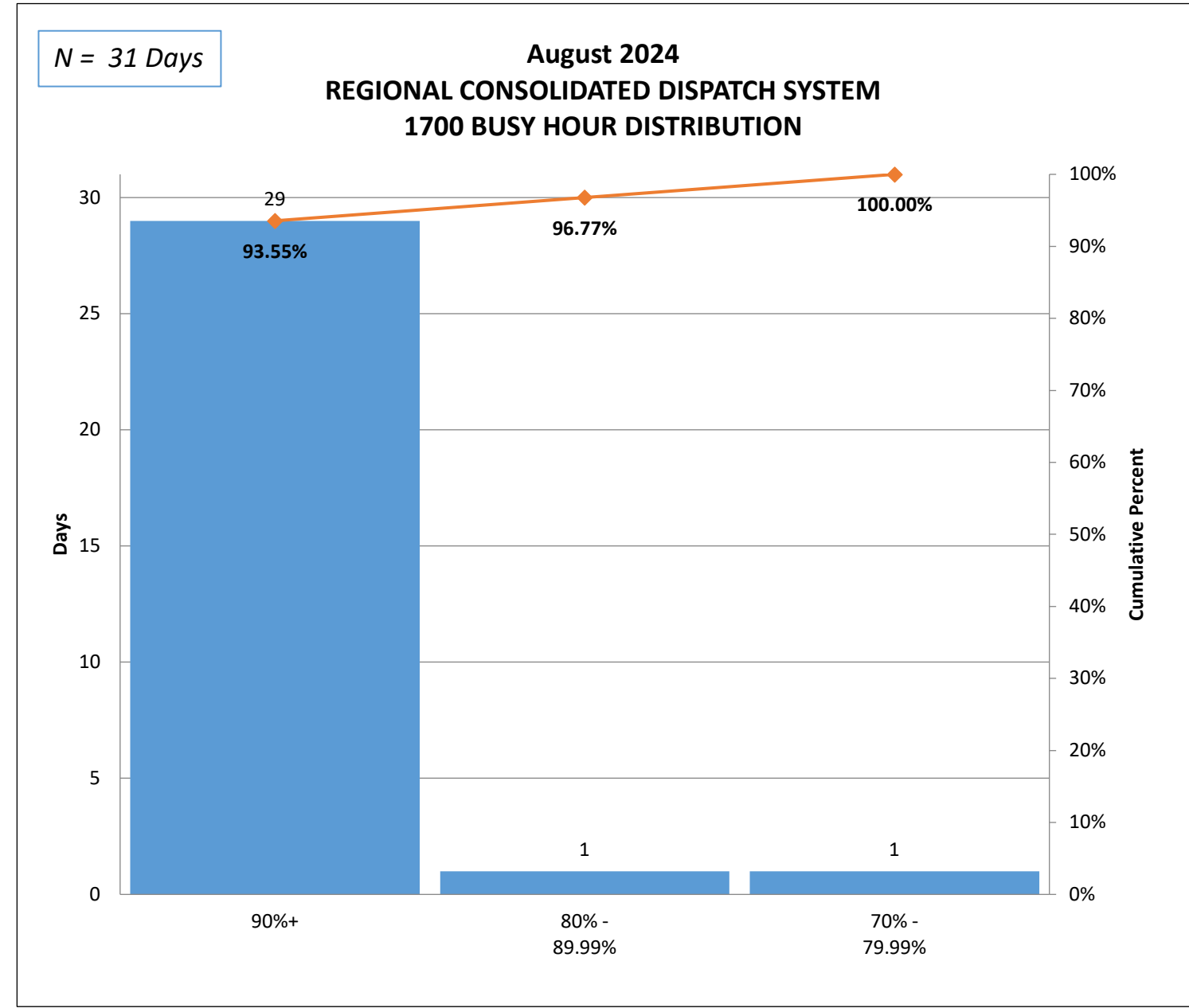
EPD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%		
Low Compliance	<= 10%		
Non-Compliant	<= 7%		

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

Notes

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

P1 Call Answer Time - 1700 Busy Hour (NENA 56-005)											
DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO
08/01/2024	5:00 PM	210	218	96.33%	YES	08/16/2024	5:00 PM	179	179	100.00%	YES
08/02/2024	5:00 PM	194	214	90.65%	YES	08/17/2024	5:00 PM	211	219	96.35%	YES
08/03/2024	5:00 PM	154	154	100.00%	YES	08/18/2024	5:00 PM	149	149	100.00%	YES
08/04/2024	5:00 PM	163	163	100.00%	YES	08/19/2024	5:00 PM	180	190	94.74%	YES
08/05/2024	5:00 PM	172	187	91.98%	YES	08/20/2024	5:00 PM	198	198	100.00%	YES
08/06/2024	5:00 PM	147	152	96.71%	YES	08/21/2024	5:00 PM	191	191	100.00%	YES
08/07/2024	5:00 PM	180	180	100.00%	YES	08/22/2024	5:00 PM	199	204	97.55%	YES
08/08/2024	5:00 PM	165	165	100.00%	YES	08/23/2024	5:00 PM	161	162	99.38%	YES
08/09/2024	5:00 PM	176	180	97.78%	YES	08/24/2024	5:00 PM	165	165	100.00%	YES
08/10/2024	5:00 PM	215	221	97.29%	YES	08/25/2024	5:00 PM	147	147	100.00%	YES
08/11/2024	5:00 PM	167	195	85.64%	NO	08/26/2024	5:00 PM	189	189	100.00%	YES
08/12/2024	5:00 PM	160	173	92.49%	YES	08/27/2024	5:00 PM	200	202	99.01%	YES
08/13/2024	5:00 PM	189	250	75.60%	NO	08/28/2024	5:00 PM	185	195	94.87%	YES
08/14/2024	5:00 PM	195	205	95.12%	YES	08/29/2024	5:00 PM	157	157	100.00%	YES
08/15/2024	5:00 PM	223	224	99.55%	YES	08/30/2024	5:00 PM	181	181	100.00%	YES
						08/31/2024	5:00 PM	180	182	98.90%	YES



Achieved	29	
Days	31	
Percent	93.55%	
90%+	29	93.55%
80% - 89.99%	1	96.77%
70% - 79.99%	1	100.00%
60% - 69.99%	0	100.00%
50% - 59.99%	0	100.00%
40% - 49.99%	0	100.00%
30% - 39.99%	0	100.00%
20% - 29.99%	0	100.00%
10% - 19.99%	0	100.00%
0% - 9.99%	0	100.00%
TOTAL	31	100.00%

Call Volume and Call For Service Data

CALL VOLUME	
9-1-1 Calls Answered	95,159
Alarm Calls Answered	8,634
Non-Emergency Calls Answered	48,884
Non 9-1-1 Calls Answered	57,518
TOTAL INCOMING	152,677
TOTAL OUTGOING	40,757
Non 9-1-1 Calls Handled	98,275
Abandoned Calls	5,092
Language Line Calls	4,875

CLASS OF SERVICE (9-1-1 CALLS ONLY)	
Wireless	83,235
Wireline	3,391
VOIP	7,032
PBX	1,501
9-1-1 Calls Presented	95,159

CALLS FOR SERVICE	
Fire Rescue/EMS	25,123
Law Enforcement	142,260
TOTAL CFS	167,383

August 2024 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)	5,791	1.9	90% within 10 seconds	1.1
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	31	N/A	All days in month	29 days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	94,969	1.6	95% within 20 seconds	1.2
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	94,969	1.6	95% within 15 seconds	1.2
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	94,969	1.6	99% within 40 seconds	21.1
P1 Call Answer Time - All 911 Calls (State of Florida)	94,969	1.6	90% within 10 seconds	1.1
P1 Call Answer Time - Alarm Lines	8,634	1.9	95% within 15 seconds	1.0
P1 Call Answer Time - Alarm Lines	8,634	1.9	99% within 40 seconds	36.3
Transfer to Secondary PSAP (NFPA 1221-2016)	measure analysis is currently under development			
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,550	120.9	90% within 90 seconds	189.7
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,550	120.9	99% within 120 seconds	355.0
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,316	141.7	80% within 60 seconds	173.6
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,316	141.7	90% within 64 seconds	214.0
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,316	141.7	95% within 106 seconds	261.8
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,198	89.4	90% within 70 seconds	142.0
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,198	18.8	90% within 20 seconds	27.9
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,198	108.2	90% within 90 seconds	164.2
P4 EMS Turnout Time Delta & Echo Calls Only	3,198	65.1	Report 90th% No Specific Target	112.9
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,198	294.5	Report 90th% No Specific Target	441.0
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,515	148.7	Report 90th% No Specific Target	259.4
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,515	270.0	Report 90th% No Specific Target	456.7
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	4,515	418.7	Report 90th% No Specific Target	680.2
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,515	369.2	Report 90th% No Specific Target	735.3
NFPA 2019 Analysis				
P2/P3 EMD Echo	137	92.0	90% within 60 seconds	130.3
P2/P3 EFD Echo	40	102.4	90% within 60 seconds	141.7
P2/P3 EMD Delta	2,705	107.0	90% within 60 seconds	161.8
P2/P3 EFD Delta	105	119.5	90% within 60 seconds	184.7
P2/P3 EMD Delta & Echo	2,842	106.3	90% within 60 seconds	160.8
P2/P3 EFD Delta & Echo	145	114.8	90% within 60 seconds	184.4
2020 NENA Standard				
P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	94,969	1.6	90% within 15 seconds	1.1

September 2024 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)	5,478	5,066	90% within 10 seconds	92.5%
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	30	23	100% of days in the month	76.7%
P1 Call Answering Time - All 911 Calls (NENA 56-005)	92,076	90,347	95% within 20 seconds	98.1%
P1 Call Answer Time - Alarm Lines	6,204	6,013	95% within 15 seconds	96.9%
P1 Call Answer Time - Alarm Lines	6,204	6,120	99% within 40 seconds	98.6%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,522	771	90% within 90 seconds	6.7%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,522	3,939	99% within 120 seconds	34.2%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,476	0	80% within 60 seconds	0.0%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,476	4	90% within 64 seconds	0.1%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,476	347	95% within 106 seconds	10.0%

NFPA 2019 Analysis

P2/P3 EMD Echo	147	0	90% within 60 seconds	0.0%
P2/P3 EFD Echo	30	0	90% within 60 seconds	0.0%
P2/P3 EMD Delta	2,711	2	90% within 60 seconds	0.1%
P2/P3 EFD Delta	134	0	90% within 60 seconds	0.0%
P2/P3 EMD Delta & Echo	2,857	2	90% within 60 seconds	0.1%
P2/P3 EFD Delta & Echo	164	0	90% within 60 seconds	0.0%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	92,076	89,627	90% within 15 seconds	97.3%
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September 2024 Monthly Contracted Performance Scorecard

Broward County Regional Consolidated Dispatch System

EMD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	8%	7%
Low Compliance	<= 10%	3%	5%
Non-Compliant	<= 7%	9%	10%

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.46%	0.57%
Major Deviation	<= 3%	0.69%	0.86%
Moderate Deviation	<= 3%	0.93%	1.31%
Minor Deviation	<= 3%	1.71%	1.72%

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

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.52%	0.78%
Major Deviation	<= 3%	0.66%	1.01%
Moderate Deviation	<= 3%	1.22%	2.23%
Minor Deviation	<= 3%	2.21%	3.32%

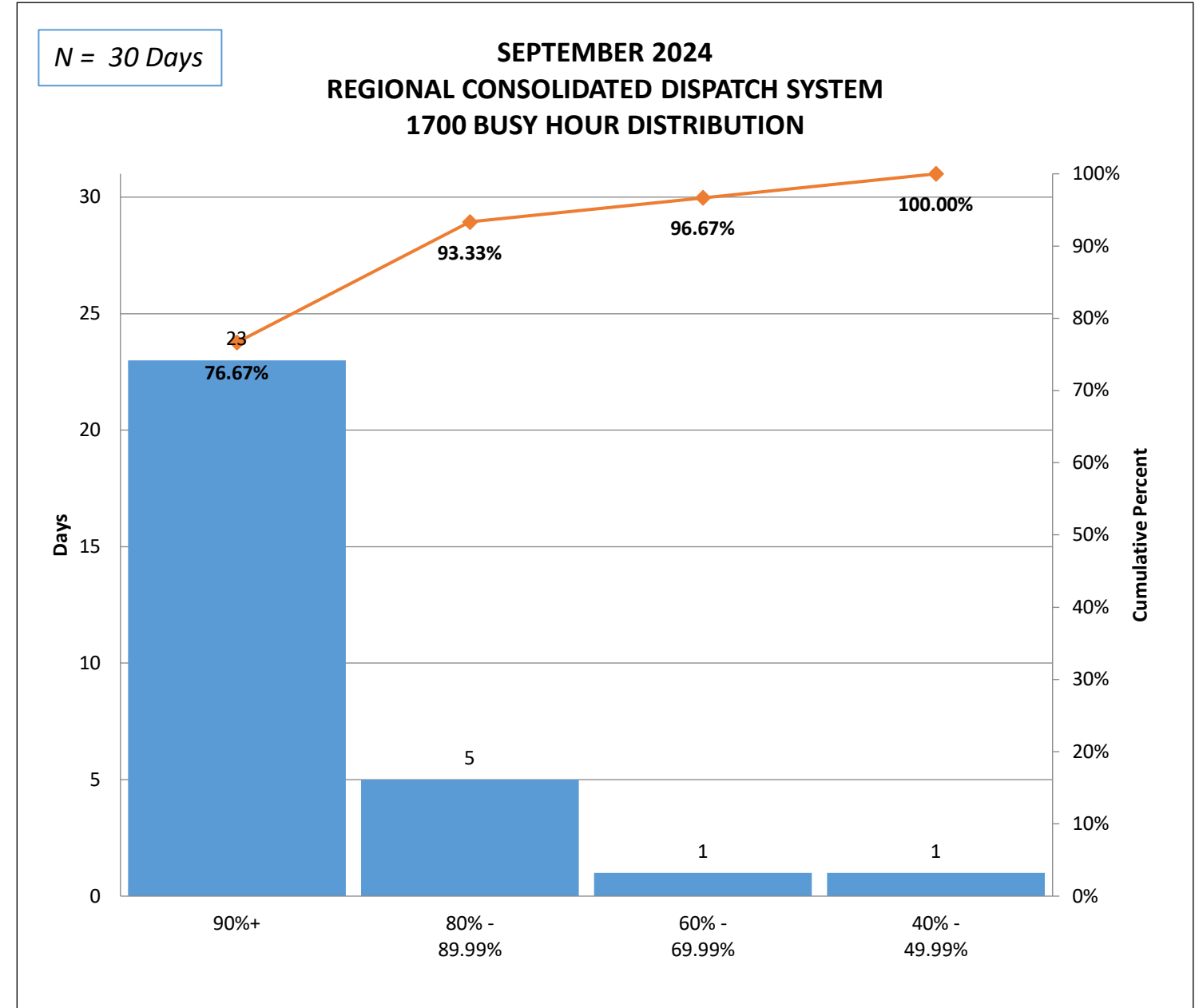
EPD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%		
Low Compliance	<= 10%		
Non-Compliant	<= 7%		

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

Notes

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

P1 Call Answer Time - 1700 Busy Hour (NENA 56-005)											
DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO
09/01/2024	5:00 PM	155	155	100.00%	YES	09/16/2024	5:00 PM	156	165	94.55%	YES
09/02/2024	5:00 PM	166	166	100.00%	YES	09/17/2024	5:00 PM	186	191	97.38%	YES
09/03/2024	5:00 PM	171	178	96.07%	YES	09/18/2024	5:00 PM	195	212	91.98%	YES
09/04/2024	5:00 PM	175	179	97.77%	YES	09/19/2024	5:00 PM	243	278	87.41%	NO
09/05/2024	5:00 PM	178	178	100.00%	YES	09/20/2024	5:00 PM	178	180	98.89%	YES
09/06/2024	5:00 PM	204	204	100.00%	YES	09/21/2024	5:00 PM	181	181	100.00%	YES
09/07/2024	5:00 PM	167	167	100.00%	YES	09/22/2024	5:00 PM	172	178	96.63%	YES
09/08/2024	5:00 PM	163	163	100.00%	YES	09/23/2024	5:00 PM	90	211	42.65%	NO
09/09/2024	5:00 PM	137	210	65.24%	NO	09/24/2024	5:00 PM	153	171	89.47%	NO
09/10/2024	5:00 PM	172	213	80.75%	NO	09/25/2024	5:00 PM	152	165	92.12%	YES
09/11/2024	5:00 PM	138	157	87.90%	NO	09/26/2024	5:00 PM	167	167	100.00%	YES
09/12/2024	5:00 PM	202	203	99.51%	YES	09/27/2024	5:00 PM	195	197	98.98%	YES
09/13/2024	5:00 PM	194	198	97.98%	YES	09/28/2024	5:00 PM	158	158	100.00%	YES
09/14/2024	5:00 PM	165	166	99.40%	YES	09/29/2024	5:00 PM	177	177	100.00%	YES
09/15/2024	5:00 PM	134	137	97.81%	YES	09/30/2024	5:00 PM	143	173	82.66%	NO



Achieved	23	
Days	30	
Percent	76.67%	
90%+	23	76.67%
80% - 89.99%	5	93.33%
70% - 79.99%	0	93.33%
60% - 69.99%	1	96.67%
50% - 59.99%	0	96.67%
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	30	100.00%

Call Volume and Call For Service Data

CALL VOLUME	
9-1-1 Calls Answered	92,305
Alarm Calls Answered	6,204
Non-Emergency Calls Answered	47,863
Non 9-1-1 Calls Answered	54,067
TOTAL INCOMING	146,372
TOTAL OUTGOING	39,950
Non 9-1-1 Calls Handled	94,017
Abandoned Calls	5,437
Language Line Calls	4,577

CLASS OF SERVICE (9-1-1 CALLS ONLY)	
Wireless	81,582
Wireline	3,041
VOIP	6,555
PBX	1,127
9-1-1 Calls Presented	92,305

CALLS FOR SERVICE	
Fire Rescue/EMS	25,270
Law Enforcement	135,373
TOTAL CFS	160,643

September 2024 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)	5,478	3.5	90% within 10 seconds	5.3
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	30	N/A	All days in month	23 days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	92,076	2.0	95% within 20 seconds	6.1
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	92,076	2.0	95% within 15 seconds	6.1
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	92,076	2.0	99% within 40 seconds	28.7
P1 Call Answer Time - All 911 Calls (State of Florida)	92,076	2.0	90% within 10 seconds	1.2
P1 Call Answer Time - Alarm Lines	6,204	2.6	95% within 15 seconds	4.5
P1 Call Answer Time - Alarm Lines	6,204	2.6	99% within 40 seconds	50.1
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)	11,522	149.6	90% within 90 seconds	216.7
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,522	149.6	99% within 120 seconds	397.5
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,476	173.3	80% within 60 seconds	205.1
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,476	173.3	90% within 64 seconds	246.3
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,476	173.3	95% within 106 seconds	293.8
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,229	118.3	90% within 70 seconds	169.9
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,229	18.8	90% within 20 seconds	28.2
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,229	137.1	90% within 90 seconds	192.0
P4 EMS Turnout Time Delta & Echo Calls Only	3,229	66.4	Report 90th% No Specific Target	110.9
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,229	295.9	Report 90th% No Specific Target	436.7
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,526	176.0	Report 90th% No Specific Target	280.9
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,526	256.8	Report 90th% No Specific Target	335.3
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	4,526	432.8	Report 90th% No Specific Target	615.7
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,526	361.6	Report 90th% No Specific Target	709.3
NFPA 2019 Analysis				
P2/P3 EMD Echo	147	125.5	90% within 60 seconds	175.8
P2/P3 EFD Echo	30	128.8	90% within 60 seconds	167.0
P2/P3 EMD Delta	2,711	135.8	90% within 60 seconds	190.4
P2/P3 EFD Delta	134	152.8	90% within 60 seconds	221.4
P2/P3 EMD Delta & Echo	2,857	135.3	90% within 60 seconds	189.7
P2/P3 EFD Delta & Echo	164	148.4	90% within 60 seconds	212.1
2020 NENA Standard				
P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	92,076	2.0	90% within 15 seconds	1.2

October 2024 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)	5,355	5,225	90% within 10 seconds	97.6%
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	31	29	100% of days in the month	93.5%
P1 Call Answering Time - All 911 Calls (NENA 56-005)	91,351	90,325	95% within 20 seconds	98.9%
P1 Call Answer Time - Alarm Lines	6,647	6,504	95% within 15 seconds	97.8%
P1 Call Answer Time - Alarm Lines	6,647	6,587	99% within 40 seconds	99.1%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,416	3,473	90% within 90 seconds	30.4%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,416	5,812	99% within 120 seconds	50.9%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,389	209	80% within 60 seconds	6.2%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,389	255	90% within 64 seconds	7.5%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,389	1,065	95% within 106 seconds	31.4%

NFPA 2019 Analysis

P2/P3 EMD Echo	128	20	90% within 60 seconds	15.6%
P2/P3 EFD Echo	26	5	90% within 60 seconds	19.2%
P2/P3 EMD Delta	2,678	297	90% within 60 seconds	11.1%
P2/P3 EFD Delta	100	12	90% within 60 seconds	12.0%
P2/P3 EMD Delta & Echo	2,805	317	90% within 60 seconds	11.3%
P2/P3 EFD Delta & Echo	125	17	90% within 60 seconds	13.6%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	91,351	89,855	90% within 15 seconds	98.4%
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October 2024 Monthly Contracted Performance Scorecard

Broward County Regional Consolidated Dispatch System

EMD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	7%	11%
Low Compliance	<= 10%	3%	5%
Non-Compliant	<= 7%	12%	9%

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.64%	0.48%
Major Deviation	<= 3%	0.76%	0.80%
Moderate Deviation	<= 3%	1.00%	1.46%
Minor Deviation	<= 3%	1.78%	1.71%

EFD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	1%	7%
Low Compliance	<= 10%	2%	13%
Non-Compliant	<= 7%	5%	9%

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.32%	0.49%
Major Deviation	<= 3%	0.46%	1.52%
Moderate Deviation	<= 3%	1.31%	2.80%
Minor Deviation	<= 3%	1.71%	2.93%

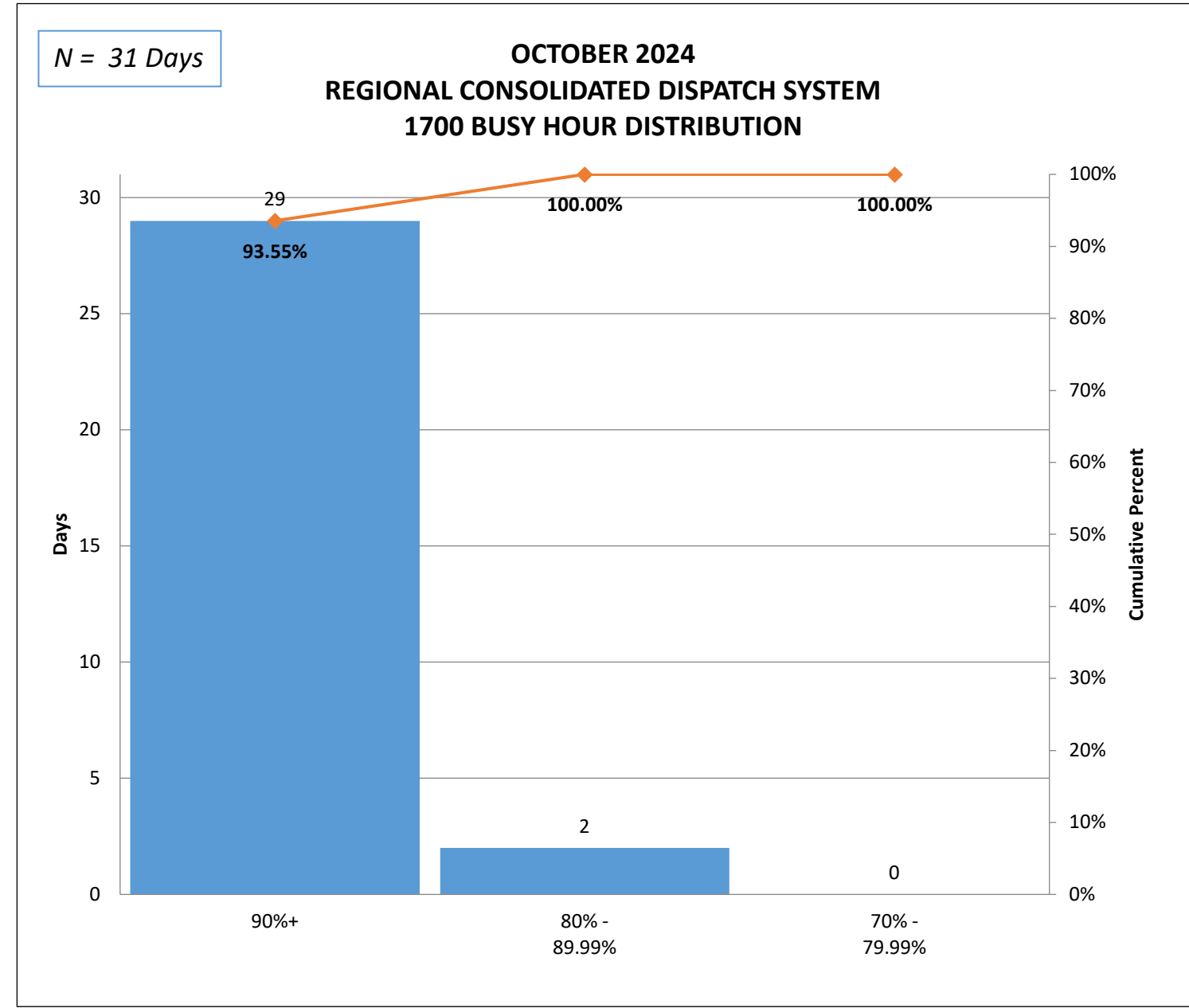
EPD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%		
Low Compliance	<= 10%		
Non-Compliant	<= 7%		

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

Notes

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

P1 Call Answer Time - 1700 Busy Hour (NENA 56-005)											
DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO
10/01/2024	5:00 PM	195	213	91.55%	YES	10/16/2024	5:00 PM	143	166	86.14%	NO
10/02/2024	5:00 PM	177	197	89.85%	NO	10/17/2024	5:00 PM	164	165	99.39%	YES
10/03/2024	5:00 PM	189	196	96.43%	YES	10/18/2024	5:00 PM	145	145	100.00%	YES
10/04/2024	5:00 PM	188	194	96.91%	YES	10/19/2024	5:00 PM	179	179	100.00%	YES
10/05/2024	5:00 PM	175	175	100.00%	YES	10/20/2024	5:00 PM	157	159	98.74%	YES
10/06/2024	5:00 PM	145	145	100.00%	YES	10/21/2024	5:00 PM	172	172	100.00%	YES
10/07/2024	5:00 PM	177	177	100.00%	YES	10/22/2024	5:00 PM	184	184	100.00%	YES
10/08/2024	5:00 PM	165	180	91.67%	YES	10/23/2024	5:00 PM	174	174	100.00%	YES
10/09/2024	5:00 PM	166	166	100.00%	YES	10/24/2024	5:00 PM	184	195	94.36%	YES
10/10/2024	5:00 PM	176	176	100.00%	YES	10/25/2024	5:00 PM	202	210	96.19%	YES
10/11/2024	5:00 PM	141	141	100.00%	YES	10/26/2024	5:00 PM	158	158	100.00%	YES
10/12/2024	5:00 PM	161	161	100.00%	YES	10/27/2024	5:00 PM	143	143	100.00%	YES
10/13/2024	5:00 PM	159	160	99.38%	YES	10/28/2024	5:00 PM	151	151	100.00%	YES
10/14/2024	5:00 PM	163	172	94.77%	YES	10/29/2024	5:00 PM	195	201	97.01%	YES
10/15/2024	5:00 PM	168	168	100.00%	YES	10/30/2024	5:00 PM	182	185	98.38%	YES
						10/31/2024	5:00 PM	147	147	100.00%	YES



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

Call Volume and Call For Service Data

CALL VOLUME		CLASS OF SERVICE (9-1-1 CALLS ONLY)		CALLS FOR SERVICE	
9-1-1 Calls Answered	91,626	Wireless	80,677	Fire Rescue/EMS	25,057
		Wireline	3,203	Law Enforcement	138,397
Alarm Calls Answered	6,647	VOIP	6,744	TOTAL CFS	163,454
Non-Emergency Calls Answered	49,264	PBX	1,002		
Non 9-1-1 Calls Answered	55,911	9-1-1 Calls Presented	91,626		
TOTAL INCOMING	147,537				
TOTAL OUTGOING	38,552				
Non 9-1-1 Calls Handled	94,463				
Abandoned Calls	5,331				
Language Line Calls	4,528				

October 2024 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)	5,355	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	29 days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	91,351	1.6	95% within 20 seconds	1.9
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	91,351	1.6	95% within 15 seconds	1.9
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	91,351	1.6	99% within 40 seconds	21.7
P1 Call Answer Time - All 911 Calls (State of Florida)	91,351	1.6	90% within 10 seconds	1.1
P1 Call Answer Time - Alarm Lines	6,647	1.8	95% within 15 seconds	1.0
P1 Call Answer Time - Alarm Lines	6,647	1.8	99% within 40 seconds	37.9
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)	11,416	129.9	90% within 90 seconds	206.9
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,416	129.9	99% within 120 seconds	378.3
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,389	148.0	80% within 60 seconds	191.3
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,389	148.0	90% within 64 seconds	228.5
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,389	148.0	95% within 106 seconds	271.3
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,180	99.9	90% within 70 seconds	164.5
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,180	19.6	90% within 20 seconds	29.3
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,180	119.5	90% within 90 seconds	186.7
P4 EMS Turnout Time Delta & Echo Calls Only	3,180	65.7	Report 90th% No Specific Target	110.7
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,180	302.8	Report 90th% No Specific Target	455.0
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,687	154.1	Report 90th% No Specific Target	268.2
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,687	261.3	Report 90th% No Specific Target	411.9
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	4,687	415.4	Report 90th% No Specific Target	651.5
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,687	371.1	Report 90th% No Specific Target	724.3

NFPA 2019 Analysis

P2/P3 EMD Echo	128	112.0	90% within 60 seconds	175.7
P2/P3 EFD Echo	26	111.6	90% within 60 seconds	197.0
P2/P3 EMD Delta	2,678	118.1	90% within 60 seconds	185.7
P2/P3 EFD Delta	100	130.3	90% within 60 seconds	193.4
P2/P3 EMD Delta & Echo	2,805	117.8	90% within 60 seconds	184.3
P2/P3 EFD Delta & Echo	125	126.8	90% within 60 seconds	197.0

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	91,351	1.6	90% within 15 seconds	1.1
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November 2024 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)	5,332	5,148	90% within 10 seconds	96.5%
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)	89,055	88,030	95% within 20 seconds	98.8%
P1 Call Answer Time - Alarm Lines	4,917	4,831	95% within 15 seconds	98.3%
P1 Call Answer Time - Alarm Lines	4,917	4,889	99% within 40 seconds	99.4%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,175	3,160	90% within 90 seconds	28.3%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,175	6,691	99% within 120 seconds	59.9%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,232	99	80% within 60 seconds	3.1%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,232	127	90% within 64 seconds	3.9%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,232	986	95% within 106 seconds	30.5%

NFPA 2019 Analysis

P2/P3 EMD Echo	137	13	90% within 60 seconds	9.5%
P2/P3 EFD Echo	43	4	90% within 60 seconds	9.3%
P2/P3 EMD Delta	2,498	118	90% within 60 seconds	4.7%
P2/P3 EFD Delta	103	7	90% within 60 seconds	6.8%
P2/P3 EMD Delta & Echo	2,634	131	90% within 60 seconds	5.0%
P2/P3 EFD Delta & Echo	146	11	90% within 60 seconds	7.5%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	89,055	87,585	90% within 15 seconds	98.3%
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November 2024 Monthly Contracted Performance Scorecard Broward County Regional Consolidated Dispatch System

EMD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	5%	6%
Low Compliance	<= 10%	5%	4%
Non-Compliant	<= 7%	12%	5%

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.68%	0.22%
Major Deviation	<= 3%	0.56%	0.06%
Moderate Deviation	<= 3%	1.03%	0.97%
Minor Deviation	<= 3%	1.82%	1.64%

EFD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	7%	9%
Low Compliance	<= 10%	3%	6%
Non-Compliant	<= 7%	6%	8%

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.37%	0.57%
Major Deviation	<= 3%	0.53%	0.72%
Moderate Deviation	<= 3%	1.52%	1.97%
Minor Deviation	<= 3%	2.47%	2.21%

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

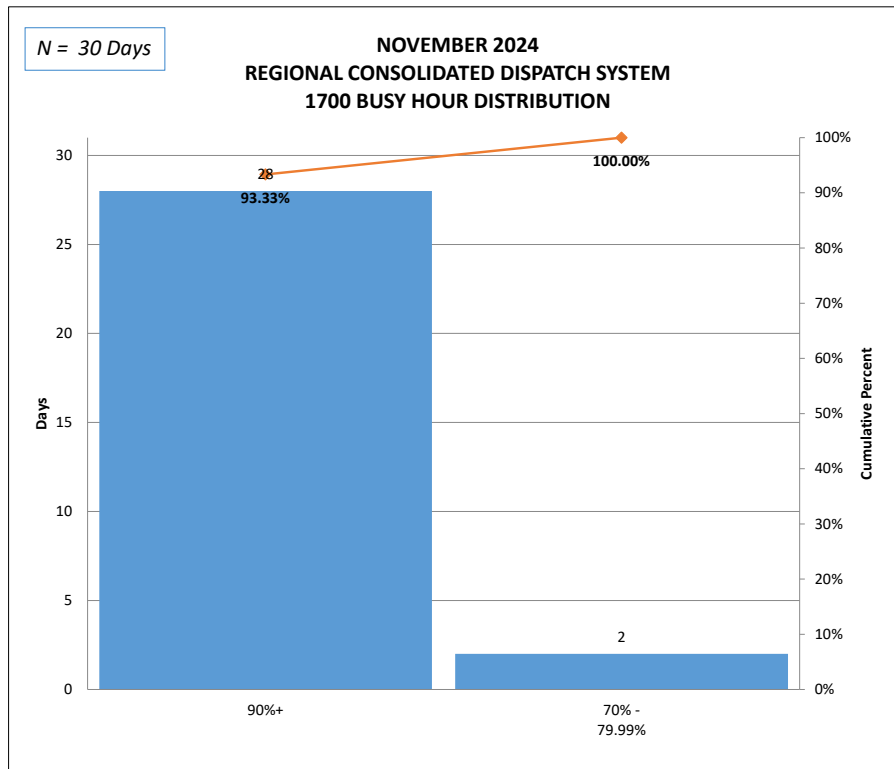
EPD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%		
Major Deviation	<= 3%		
Moderate Deviation	<= 3%		
Minor Deviation	<= 3%		

Notes

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

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

DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO
11/1/2024	5:00 PM	216	230	93.91%	YES	11/16/2024	5:00 PM	148	148	100.00%	YES
11/2/2024	5:00 PM	156	156	100.00%	YES	11/17/2024	5:00 PM	129	129	100.00%	YES
11/3/2024	5:00 PM	193	193	100.00%	YES	11/18/2024	5:00 PM	174	188	92.55%	YES
11/4/2024	5:00 PM	184	184	100.00%	YES	11/19/2024	5:00 PM	168	169	99.41%	YES
11/5/2024	5:00 PM	176	176	100.00%	YES	11/20/2024	5:00 PM	179	226	79.20%	NO
11/6/2024	5:00 PM	180	180	100.00%	YES	11/21/2024	5:00 PM	193	201	96.02%	YES
11/7/2024	5:00 PM	190	191	99.48%	YES	11/22/2024	5:00 PM	164	170	96.47%	YES
11/8/2024	5:00 PM	199	214	92.99%	YES	11/23/2024	5:00 PM	151	151	100.00%	YES
11/9/2024	5:00 PM	183	183	100.00%	YES	11/24/2024	5:00 PM	164	164	100.00%	YES
11/10/2024	5:00 PM	171	171	100.00%	YES	11/25/2024	5:00 PM	176	181	97.24%	YES
11/11/2024	5:00 PM	173	173	100.00%	YES	11/26/2024	5:00 PM	164	164	100.00%	YES
11/12/2024	5:00 PM	187	197	94.92%	YES	11/27/2024	5:00 PM	151	158	95.57%	YES
11/13/2024	5:00 PM	163	163	100.00%	YES	11/28/2024	5:00 PM	144	144	100.00%	YES
11/14/2024	5:00 PM	159	204	77.94%	NO	11/29/2024	5:00 PM	195	196	99.49%	YES
11/15/2024	5:00 PM	170	180	94.44%	YES	11/30/2024	5:00 PM	148	148	100.00%	YES



Achieved	28	
Days	30	
Percent	93.33%	
90%+	28	93.33%
80% - 89.99%	0	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	89,213
Alarm Calls Answered	4,917
Non-Emergency Calls Answered	50,401
Non 9-1-1 Calls Answered	55,318
TOTAL INCOMING	144,531
TOTAL OUTGOING	36,539
Non 9-1-1 Calls Handled	91,857
Abandoned Calls	4,948
Language Line Calls	4,503

CLASS OF SERVICE (9-1-1 CALLS ONLY)	
Wireless	78,755
Wireline	2,850
VOIP	6,609
PBX	999
9-1-1 Calls Presented	89,213

CALLS FOR SERVICE	
Fire Rescue/EMS	24,092
Law Enforcement	132,753
TOTAL CFS	156,845

November 2024 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)	5,332	1.8	90% within 10 seconds	1.1
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)	89,055	1.6	95% within 20 seconds	1.4
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	89,055	1.6	95% within 15 seconds	1.4
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	89,055	1.6	99% within 40 seconds	21.7
P1 Call Answer Time - All 911 Calls (State of Florida)	89,055	1.6	90% within 10 seconds	1.1
P1 Call Answer Time - Alarm Lines	4,917	1.6	95% within 15 seconds	0.9
P1 Call Answer Time - Alarm Lines	4,917	1.6	99% within 40 seconds	27.2
Transfer to Secondary PSAP (NFPA 1221-2016)	measure analysis is currently under development			
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,175	123.9	90% within 90 seconds	191.9
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,175	123.9	99% within 120 seconds	355.3
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,232	146.0	80% within 60 seconds	176.8
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,232	146.0	90% within 64 seconds	214.9
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,232	146.0	95% within 106 seconds	257.6
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,031	95.0	90% within 70 seconds	148.0
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,031	19.2	90% within 20 seconds	29.0
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,031	114.2	90% within 90 seconds	171.0
P4 EMS Turnout Time Delta & Echo Calls Only	3,031	64.3	Report 90th% No Specific Target	109.1
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,031	300.2	Report 90th% No Specific Target	449.1
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,441	148.4	Report 90th% No Specific Target	257.4
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,441	287.0	Report 90th% No Specific Target	449.0
P2/P3 Law Enforcement Call for Service Processing Priority 1 & 2 Calls Only	4,441	435.4	Report 90th% No Specific Target	705.9
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,441	361.6	Report 90th% No Specific Target	713.7
NFPA 2019 Analysis				
P2/P3 EMD Echo	137	102.0	90% within 60 seconds	149.5
P2/P3 EFD Echo	43	108.4	90% within 60 seconds	173.0
P2/P3 EMD Delta	2,498	113.1	90% within 60 seconds	167.8
P2/P3 EFD Delta	103	117.8	90% within 60 seconds	177.4
P2/P3 EMD Delta & Echo	2,634	112.5	90% within 60 seconds	167.6
P2/P3 EFD Delta & Echo	146	115.0	90% within 60 seconds	177.4
2020 NENA Standard				
P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	89,055	1.6	90% within 15 seconds	1.1

December 2024 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)	5,748	5,436	90% within 10 seconds	94.6%
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)	95,774	93,704	95% within 20 seconds	97.8%
P1 Call Answer Time - Alarm Lines	4,884	4,736	95% within 15 seconds	97.0%
P1 Call Answer Time - Alarm Lines	4,884	4,827	99% within 40 seconds	98.8%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,930	3,791	90% within 90 seconds	31.8%
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,930	7,292	99% within 120 seconds	61.1%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,499	151	80% within 60 seconds	4.3%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,499	202	90% within 64 seconds	5.8%
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,499	1,235	95% within 106 seconds	35.3%

NFPA 2019 Analysis

P2/P3 EMD Echo	164	27	90% within 60 seconds	16.5%
P2/P3 EFD Echo	35	5	90% within 60 seconds	14.3%
P2/P3 EMD Delta	2,578	249	90% within 60 seconds	9.7%
P2/P3 EFD Delta	105	16	90% within 60 seconds	15.2%
P2/P3 EMD Delta & Echo	2,741	276	90% within 60 seconds	10.1%
P2/P3 EFD Delta & Echo	140	21	90% within 60 seconds	15.0%

2020 NENA Standard

P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	95,774	92,924	90% within 15 seconds	97.0%
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December 2024 Monthly Contracted Performance Scorecard Broward County Regional Consolidated Dispatch System

EMD Standard for ACE Accreditation	Target	Independent Reported	BSO Reported
Partial Compliance	<= 10%	9%	14%
Low Compliance	<= 10%	4%	4%
Non-Compliant	<= 7%	9%	11%

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.47%	0.58%
Major Deviation	<= 3%	0.77%	0.94%
Moderate Deviation	<= 3%	1.02%	1.44%
Minor Deviation	<= 3%	1.79%	1.94%

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

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%	0.58%	0.40%
Major Deviation	<= 3%	1.00%	1.40%
Moderate Deviation	<= 3%	1.96%	2.42%
Minor Deviation	<= 3%	2.59%	2.18%

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

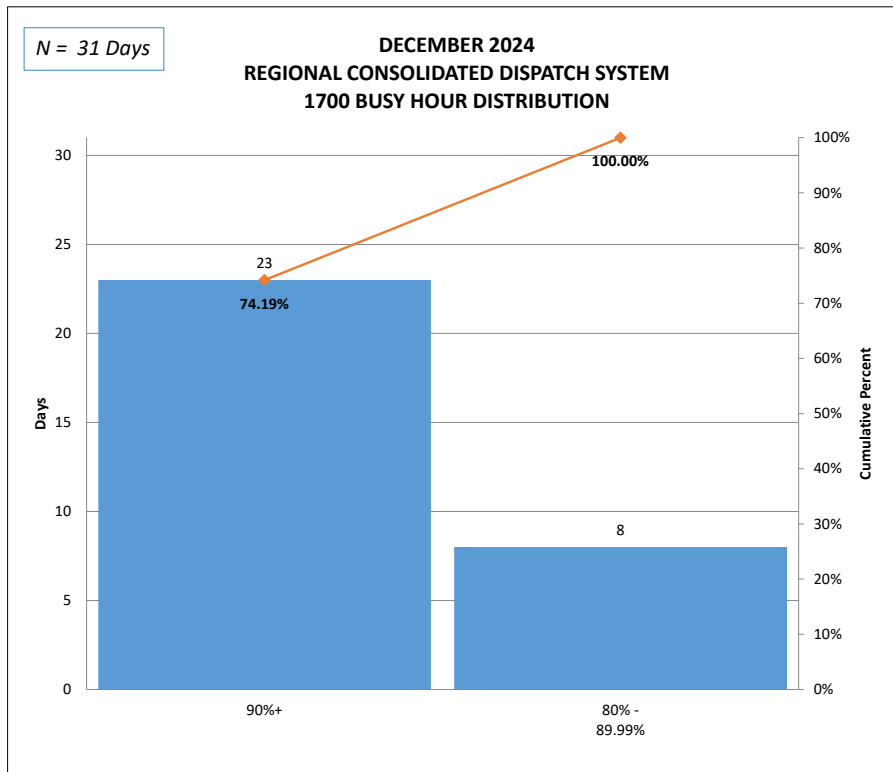
EPD Standard for ACE Accreditation	Percentage of Deviation Accepted	Independent Reported Percentage of Deviation	BSO Reported Percentage of Deviation
Critical Deviation	<= 3%		
Major Deviation	<= 3%		
Moderate Deviation	<= 3%		
Minor Deviation	<= 3%		

Notes

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

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

DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	Percentage	YES/NO
12/01/2024	5:00 PM	165	171	96.49%	YES	12/16/2024	5:00 PM	194	219	88.58%	NO
12/02/2024	5:00 PM	183	187	97.86%	YES	12/17/2024	5:00 PM	151	154	98.05%	YES
12/03/2024	5:00 PM	178	178	100.00%	YES	12/18/2024	5:00 PM	169	171	98.83%	YES
12/04/2024	5:00 PM	186	187	99.47%	YES	12/19/2024	5:00 PM	207	231	89.61%	NO
12/05/2024	5:00 PM	184	184	100.00%	YES	12/20/2024	5:00 PM	172	192	89.58%	NO
12/06/2024	5:00 PM	196	197	99.49%	YES	12/21/2024	5:00 PM	183	183	100.00%	YES
12/07/2024	5:00 PM	162	165	98.18%	YES	12/22/2024	5:00 PM	163	171	95.32%	YES
12/08/2024	5:00 PM	151	151	100.00%	YES	12/23/2024	5:00 PM	204	244	83.61%	NO
12/09/2024	5:00 PM	176	208	84.62%	NO	12/24/2024	5:00 PM	140	140	100.00%	YES
12/10/2024	5:00 PM	179	217	82.49%	NO	12/25/2024	5:00 PM	257	272	94.49%	YES
12/11/2024	5:00 PM	180	189	95.24%	YES	12/26/2024	5:00 PM	161	164	98.17%	YES
12/12/2024	5:00 PM	184	193	95.34%	YES	12/27/2024	5:00 PM	168	168	100.00%	YES
12/13/2024	5:00 PM	198	199	99.50%	YES	12/28/2024	5:00 PM	138	171	80.70%	NO
12/14/2024	5:00 PM	169	189	89.42%	NO	12/29/2024	5:00 PM	144	148	97.30%	YES
12/15/2024	5:00 PM	161	161	100.00%	YES	12/30/2024	5:00 PM	175	186	94.09%	YES
						12/31/2024	5:00 PM	158	158	100.00%	YES



Achieved	23	
Days	31	
Percent	74.19%	
90%+	23	74.19%
80% - 89.99%	8	100.00%
70% - 79.99%	0	100.00%
60% - 69.99%	0	100.00%
50% - 59.99%	0	100.00%
40% - 49.99%	0	100.00%
30% - 39.99%	0	100.00%
20% - 29.99%	0	100.00%
10% - 19.99%	0	100.00%
0% - 9.99%	0	100.00%
TOTAL	31	100.00%

Call Volume and Call For Service Data

CALL VOLUME	
9-1-1 Calls Answered	95,964
Alarm Calls Answered	4,884
Non-Emergency Calls Answered	49,290
Non 9-1-1 Calls Answered	54,174
TOTAL INCOMING	150,138
TOTAL OUTGOING	37,692
Non 9-1-1 Calls Handled	91,866
Abandoned Calls	5,266
Language Line Calls	4,805

CLASS OF SERVICE (9-1-1 CALLS ONLY)	
Wireless	84,463
Wireline	2,998
VOIP	7,383
PBX	1,120
9-1-1 Calls Presented	95,964

CALLS FOR SERVICE	
Fire Rescue/EMS	26,107
Law Enforcement	135,018
TOTAL CFS	161,125

December 2024 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)	5,748	2.5	90% within 10 seconds	1.5
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)	95,774	2.1	95% within 20 seconds	7.4
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	95,774	2.1	95% within 15 seconds	7.4
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	95,774	2.1	99% within 40 seconds	30.4
P1 Call Answer Time - All 911 Calls (State of Florida)	95,774	2.1	90% within 10 seconds	1.1
P1 Call Answer Time - Alarm Lines	4,884	2.2	95% within 15 seconds	5.6
P1 Call Answer Time - Alarm Lines	4,884	2.2	99% within 40 seconds	45.4
Transfer to Secondary PSAP (NFPA 1221-2016)	measure analysis is currently under development			
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,930	121.1	90% within 90 seconds	189.9
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,930	121.1	99% within 120 seconds	374.5
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	3,499	140.0	80% within 60 seconds	174.2
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,499	140.0	90% within 64 seconds	211.0
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	3,499	140.0	95% within 106 seconds	255.6
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,167	88.4	90% within 70 seconds	138.6
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,167	18.7	90% within 20 seconds	27.9
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,167	107.1	90% within 90 seconds	160.0
P4 EMS Turnout Time Delta & Echo Calls Only	3,167	65.3	Report 90th% No Specific Target	111.3
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,167	300.5	Report 90th% No Specific Target	450.8
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,572	144.6	Report 90th% No Specific Target	249.7
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,572	277.9	Report 90th% No Specific Target	397.2
P2/P3 Law Enforcement Call for Service Processing Priority 1 & 2 Calls Only	4,572	422.5	Report 90th% No Specific Target	632.5
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,572	368.7	Report 90th% No Specific Target	725.4
NFPA 2019 Analysis				
P2/P3 EMD Echo	164	98.0	90% within 60 seconds	140.9
P2/P3 EFD Echo	35	122.9	90% within 60 seconds	205.5
P2/P3 EMD Delta	2,578	105.9	90% within 60 seconds	158.1
P2/P3 EFD Delta	105	108.5	90% within 60 seconds	185.2
P2/P3 EMD Delta & Echo	2,741	105.4	90% within 60 seconds	156.9
P2/P3 EFD Delta & Echo	140	112.1	90% within 60 seconds	192.3
2020 NENA Standard				
P1 Call Answering Time - All 911 Calls (NENA 020.1-2020)	95,774	2.1	90% within 15 seconds	1.1