November 2017 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 1800 hrs. (NENA 56-005)	6,795	2.0	90% within 10 seconds	1.6
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	29	N/A	All days in month	30 Days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	104,662	3.4	95% within 20 seconds	15.6
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	104,662	3.4	95% within 15 seconds	15.6
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	104,662	3.4	99% within 40 seconds	42.0
P1 Call Answer Time - All 911 Calls (State of Florida)	104,662	3.4	90% within 10 seconds	4.7
P1 Call Answer Time - Alarm Lines	13,992	1.0	95% within 15 seconds	1.2
P1 Call Answer Time - Alarm Lines	13,992	1.0	99% within 40 seconds	1.3
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)	12,442	82.6	90% within 90 seconds	138.2
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,442	82.6	99% within 120 seconds	320.8
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	1,089	105.7	80% within 60 seconds	134.1
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	1,089	105.7	90% within 64 seconds	167.8
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	1,089	105.7	95% within 106 seconds	209.2
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	2,777	53.2	90% within 70 seconds	92.8
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	2,777	14.9	90% within 20 seconds	23.1
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	2,777	68.2	90% within 90 seconds	111.0
P4 EMS Turnout Time Delta & Echo Calls Only	2,777	69.1	Report 90th% No Specific Target	116.3
P5 EMS & Fire Travel Times Delta & Echo Calls Only	2,777	279.4	Report 90th% No Specific Target	427.9
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	5,114	118.9	Report 90th% No Specific Target	213.1
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	5,113	292.1	Report 90th% No Specific Target	586.8
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	5,114	411.1	Report 90th% No Specific Target	751.9
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	5,113	315.6	Report 90th% No Specific Target	648.1

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DATA SELF REPORTED BY BROWARD SHERIFF'S OFFICE

EMD Standard for ACE Accreditation	Target	TARGET COMPLIANCE
High Compliance		56%
Compliant		24%
Partial Compliance	10%	10%
Low Compliance	10%	3%
Non-Compliant	7%	7%

EMD Standard for Accreditation	Percentage of Deviation Accepted	Percentage of Deviation
Critical Deviation	3%	0.46%
Major Deviation	3%	0.91%
Moderate Deviation	3%	1.69%
Minor Deviation	3%	0.64%

EMD Standard for ACE Accreditation	Target	TARGET COMPLIANCE
EMD Case Entry Compliance	95%	**NOT AVAILABLE [1]**
EMD Total Compliance Rate	90%	**NOT AVAILABLE [1]**
EMD Quality Assurance - Cases Reviewed	1%	**NOT AVAILABLE [1]**

Notes

[1] The Operator's self-reported data used to determine the level of attainment of the Emergency Medical Dispatch performance measures contained in the Operator's Agreement is no longer applicable according to the International Academy of Emergency Medical Dispatch, due to the fact that they have established new compliance guidelines.