

January 2019 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)	6,590	1.5	90% within 10 seconds	1.5
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	31	N/A	All days in month	31 Days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	101,226	2.3	95% within 20 seconds	8.5
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	101,226	2.3	95% within 15 seconds	8.5
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	101,226	2.3	99% within 40 seconds	26.7
P1 Call Answer Time - All 911 Calls (State of Florida)	101,226	2.3	90% within 10 seconds	2.4
P1 Call Answer Time - Alarm Lines	12,696	1.2	95% within 15 seconds	2.1
P1 Call Answer Time - Alarm Lines	12,696	1.2	99% within 40 seconds	2.8
Transfer to Secondary PSAP (NFPA 1221-2016)	measure analysis is currently under development			
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,357	162.9	90% within 90 seconds	240.3
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,357	162.9	99% within 120 seconds	417.6
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	1,384	175.1	80% within 60 seconds	200.6
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	1,384	175.1	90% within 64 seconds	251.0
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	1,384	175.1	95% within 106 seconds	315.5
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,193	129.5	90% within 70 seconds	196.3
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,190	16.6	90% within 20 seconds	25.3
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,193	146.1	90% within 90 seconds	217.7
P4 EMS Turnout Time Delta & Echo Calls Only	3,190	68.4	Report 90th% No Specific Target	114.2
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,190	285.3	Report 90th% No Specific Target	420.4
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,948	137.9	Report 90th% No Specific Target	234.8
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,937	195.7	Report 90th% No Specific Target	282.8
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	4,948	333.2	Report 90th% No Specific Target	495.3
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,937	317.6	Report 90th% No Specific Target	629.5

**January 2019 Monthly Summary Performance Report
Broward County Regional Consolidated Dispatch System**

DATA SELF REPORTED BY BROWARD SHERIFF'S OFFICE

EMD Standard for ACE Accreditation	Target	TARGET COMPLIANCE
High Compliance		58%
Compliant		22%
Partial Compliance	10%	9%
Low Compliance	10%	3%
Non-Compliant	7%	7%

EMD Standard for Accreditation	Percentage of Deviation Accepted	Percentage of Deviation
Critical Deviation	3%	0.30%
Major Deviation	3%	0.58%
Moderate Deviation	3%	1.14%
Minor Deviation	3%	0.69%

Notes

February 2019 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)	6,132	1.9	90% within 10 seconds	1.5
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	26	N/A	All days in month	28 Days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	97,541	5.0	95% within 20 seconds	25.2
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	97,541	5.0	95% within 15 seconds	25.2
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	97,541	5.0	99% within 40 seconds	53.3
P1 Call Answer Time - All 911 Calls (State of Florida)	97,541	5.0	90% within 10 seconds	12.5
P1 Call Answer Time - Alarm Lines	11,544	1.2	95% within 15 seconds	1.9
P1 Call Answer Time - Alarm Lines	11,544	1.2	99% within 40 seconds	2.5
Transfer to Secondary PSAP (NFPA 1221-2016)	measure analysis is currently under development			
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,823	162.9	90% within 90 seconds	236.6
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,823	162.9	99% within 120 seconds	419.5
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	1,156	154.9	80% within 60 seconds	195.3
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	1,156	154.9	90% within 64 seconds	238.5
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	1,156	154.9	95% within 106 seconds	298.8
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,125	130.7	90% within 70 seconds	196.8
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,120	17.0	90% within 20 seconds	27.1
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,125	147.6	90% within 90 seconds	213.8
P4 EMS Turnout Time Delta & Echo Calls Only	3,120	67.4	Report 90th% No Specific Target	110.7
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,120	280.4	Report 90th% No Specific Target	425.7
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,666	141.0	Report 90th% No Specific Target	239.1
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,662	220.8	Report 90th% No Specific Target	308.6
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	4,666	361.8	Report 90th% No Specific Target	540.3
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,662	317.2	Report 90th% No Specific Target	632.9

**February 2019 Monthly Summary Performance Report
Broward County Regional Consolidated Dispatch System**

DATA SELF REPORTED BY BROWARD SHERIFF'S OFFICE

EMD Standard for ACE Accreditation	Target	TARGET COMPLIANCE
High Compliance		56%
Compliant		26%
Partial Compliance	10%	8%
Low Compliance	10%	3%
Non-Compliant	7%	7%

EMD Standard for Accreditation	Percentage of Deviation Accepted	Percentage of Deviation
Critical Deviation	3%	0.38%
Major Deviation	3%	0.71%
Moderate Deviation	3%	1.08%
Minor Deviation	3%	1.00%

Notes

March 2019 Monthly Summary Performance Report

Broward County Regional Consolidated Dispatch System ¹

Metric	Count	Average Time (seconds)	Target	Target Compliance (seconds)
P1 Call Answer Time - Busy Hour of 1800 hrs. (NENA 56-005)	6,468	2.2	90% within 10 seconds	1.8
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	30	N/A	All days in month	31 Days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	108,445	4.4	95% within 20 seconds	22.3
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	108,445	4.4	95% within 15 seconds	22.3
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	108,445	4.4	99% within 40 seconds	46.1
P1 Call Answer Time - All 911 Calls (State of Florida)	108,445	4.4	90% within 10 seconds	12.3
P1 Call Answer Time - Alarm Lines	12,900	1.3	95% within 15 seconds	1.9
P1 Call Answer Time - Alarm Lines	12,900	1.3	99% within 40 seconds	2.5
Transfer to Secondary PSAP (NFPA 1221-2016)	measure analysis is currently under development			
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,892	165.1	90% within 90 seconds	241.8
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,892	165.1	99% within 120 seconds	416.2
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	1,447	175.8	80% within 60 seconds	210.4
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	1,447	175.8	90% within 64 seconds	259.3
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	1,447	175.8	95% within 106 seconds	317.9
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,391	133.1	90% within 70 seconds	202.1
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,387	17.5	90% within 20 seconds	27.0
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,391	150.6	90% within 90 seconds	221.6
P4 EMS Turnout Time Delta & Echo Calls Only	3,387	66.8	Report 90th% No Specific Target	114.6
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,387	282.1	Report 90th% No Specific Target	423.4
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	5,125	147.6	Report 90th% No Specific Target	243.8
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	5,117	245.9	Report 90th% No Specific Target	348.0
P2/P3 Law Enforcement Call for Service Processing Priority 1 & 2 Calls Only	5,125	393.3	Report 90th% No Specific Target	575.0
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	5,117	323.8	Report 90th% No Specific Target	618.1

March 2019 Monthly Summary Performance Report Broward County Regional Consolidated Dispatch System ¹

DATA SELF REPORTED BY BROWARD SHERIFF'S OFFICE

EMD Standard for ACE Accreditation	Target	TARGET COMPLIANCE
High Compliance		44%
Compliant		36%
Partial Compliance	10%	8%
Low Compliance	10%	5%
Non-Compliant	7%	7%

EMD Standard for Accreditation	Percentage of Deviation Accepted	Percentage of Deviation
Critical Deviation	3%	0.34%
Major Deviation	3%	0.60%
Moderate Deviation	3%	1.22%
Minor Deviation	3%	1.98%

Notes

¹ As a result of CAD outages the following time frames have been mitigated from the data set and not used for the noted performance indicators:

- March 2, 2019: 1100-1200
- March 29, 2019: 0000 - 0300
- March 30, 2019: 0000 - 0200

April 2019 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)	6,471	2.9	90% within 10 seconds	4.2
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	24	N/A	All days in month	30 Days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	104,512	5.2	95% within 20 seconds	26.6
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	104,512	5.2	95% within 15 seconds	26.6
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	104,512	5.2	99% within 40 seconds	49.3
P1 Call Answer Time - All 911 Calls (State of Florida)	104,512	5.2	90% within 10 seconds	15.6
P1 Call Answer Time - Alarm Lines	12,133	1.3	95% within 15 seconds	1.9
P1 Call Answer Time - Alarm Lines	12,133	1.3	99% within 40 seconds	2.6
Transfer to Secondary PSAP (NFPA 1221-2016)	measure analysis is currently under development			
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,134	168.2	90% within 90 seconds	249.2
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,134	168.2	99% within 120 seconds	431.2
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	1,353	161.3	80% within 60 seconds	206.0
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	1,353	161.3	90% within 64 seconds	251.4
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	1,353	161.3	95% within 106 seconds	302.2
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,311	133.4	90% within 70 seconds	200.6
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,309	17.4	90% within 20 seconds	27.4
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,311	150.8	90% within 90 seconds	220.4
P4 EMS Turnout Time Delta & Echo Calls Only	3,309	66.3	Report 90th% No Specific Target	112.8
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,309	279.3	Report 90th% No Specific Target	426.2
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	5,967	165.1	Report 90th% No Specific Target	261.6
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	5,961	249.2	Report 90th% No Specific Target	359.6
P2/P3 Law Enforcement Call for Service Processing Priority 1 & 2 Calls Only	5,967	414.1	Report 90th% No Specific Target	598.2
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	5,961	326.7	Report 90th% No Specific Target	659.7

**April 2019 Monthly Summary Performance Report
Broward County Regional Consolidated Dispatch System**

DATA SELF REPORTED BY BROWARD SHERIFF'S OFFICE

EMD Standard for ACE Accreditation	Target	TARGET COMPLIANCE
High Compliance		39%
Compliant		40%
Partial Compliance	10%	10%
Low Compliance	10%	4%
Non-Compliant	7%	7%

EMD Standard for Accreditation	Percentage of Deviation Accepted	Percentage of Deviation
Critical Deviation	3%	0.30%
Major Deviation	3%	0.56%
Moderate Deviation	3%	1.58%
Minor Deviation	3%	2.35%

Notes

May 2019 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)	6,806	2.2	90% within 10 seconds	1.7
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	29	N/A	All days in month	31 Days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	109,853	3.8	95% within 20 seconds	18.3
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	109,853	3.8	95% within 15 seconds	18.3
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	109,853	3.8	99% within 40 seconds	41.8
P1 Call Answer Time - All 911 Calls (State of Florida)	109,853	3.8	90% within 10 seconds	8.5
P1 Call Answer Time - Alarm Lines	13,459	1.2	95% within 15 seconds	2.0
P1 Call Answer Time - Alarm Lines	13,459	1.2	99% within 40 seconds	2.7
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)	12,143	169.0	90% within 90 seconds	246.4
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,143	169.0	99% within 120 seconds	423.7
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	1,760	159.2	80% within 60 seconds	200.8
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	1,760	159.2	90% within 64 seconds	245.6
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	1,760	159.2	95% within 106 seconds	302.7
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,367	134.8	90% within 70 seconds	203.7
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,363	17.3	90% within 20 seconds	26.8
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,367	152.1	90% within 90 seconds	223.8
P4 EMS Turnout Time Delta & Echo Calls Only	3,363	68.6	Report 90th% No Specific Target	117.9
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,363	273.4	Report 90th% No Specific Target	412.6
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	6,073	161.4	Report 90th% No Specific Target	257.7
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	6,060	288.4	Report 90th% No Specific Target	492.2
P2/P3 Law Enforcement Call for Service Processing Priority 1 & 2 Calls Only	6,073	449.4	Report 90th% No Specific Target	689.3
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	6,060	340.7	Report 90th% No Specific Target	675.3

**May 2019 Monthly Summary Performance Report
Broward County Regional Consolidated Dispatch System**

DATA SELF REPORTED BY BROWARD SHERIFF'S OFFICE

EMD Standard for ACE Accreditation	Target	TARGET COMPLIANCE
High Compliance		40%
Compliant		36%
Partial Compliance	10%	10%
Low Compliance	10%	6%
Non-Compliant	7%	7%

EMD Standard for Accreditation	Percentage of Deviation Accepted	Percentage of Deviation
Critical Deviation	3%	0.23%
Major Deviation	3%	0.95%
Moderate Deviation	3%	1.41%
Minor Deviation	3%	2.26%

Notes

June 2019 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)	6,113	1.6	90% within 10 seconds	1.4
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	30	N/A	All days in month	29 Days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	101,995	3.0	95% within 20 seconds	11.4
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	101,995	3.0	95% within 15 seconds	11.4
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	101,995	3.0	99% within 40 seconds	31.7
P1 Call Answer Time - All 911 Calls (State of Florida)	101,995	3.0	90% within 10 seconds	3.2
P1 Call Answer Time - Alarm Lines	13,957	1.2	95% within 15 seconds	2.0
P1 Call Answer Time - Alarm Lines	13,957	1.2	99% within 40 seconds	2.6
Transfer to Secondary PSAP (NFPA 1221-2016)	measure analysis is currently under development			
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,407	168.9	90% within 90 seconds	248.7
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,407	168.9	99% within 120 seconds	416.7
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	1,823	160.8	80% within 60 seconds	193.4
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	1,823	160.8	90% within 64 seconds	241.5
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	1,823	160.8	95% within 106 seconds	298.0
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,161	133.2	90% within 70 seconds	200.8
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,155	18.0	90% within 20 seconds	27.9
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,161	151.2	90% within 90 seconds	221.7
P4 EMS Turnout Time Delta & Echo Calls Only	3,155	70.2	Report 90th% No Specific Target	119.0
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,155	291.0	Report 90th% No Specific Target	418.3
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	5,561	160.8	Report 90th% No Specific Target	257.9
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	5,554	243.7	Report 90th% No Specific Target	385.3
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	5,561	404.3	Report 90th% No Specific Target	599.2
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	5,554	323.0	Report 90th% No Specific Target	637.4

**June 2019 Monthly Summary Performance Report
Broward County Regional Consolidated Dispatch System**

DATA SELF REPORTED BY BROWARD SHERIFF'S OFFICE

EMD Standard for ACE Accreditation	Target	TARGET COMPLIANCE
High Compliance		52%
Compliant		26%
Partial Compliance	10%	10%
Low Compliance	10%	4%
Non-Compliant	7%	7%

EMD Standard for Accreditation	Percentage of Deviation Accepted	Percentage of Deviation
Critical Deviation	3%	0.23%
Major Deviation	3%	0.91%
Moderate Deviation	3%	1.13%
Minor Deviation	3%	1.42%

Notes

July 2019 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)	6,364	1.4	90% within 10 seconds	1.4
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	31	N/A	All days in month	31 Days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	105,489	2.1	95% within 20 seconds	6.3
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	105,489	2.1	95% within 15 seconds	6.3
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	105,489	2.1	99% within 40 seconds	25.4
P1 Call Answer Time - All 911 Calls (State of Florida)	105,489	2.1	90% within 10 seconds	1.9
P1 Call Answer Time - Alarm Lines	14,338	1.2	95% within 15 seconds	1.8
P1 Call Answer Time - Alarm Lines	14,338	1.2	99% within 40 seconds	2.6
Transfer to Secondary PSAP (NFPA 1221-2016)	measure analysis is currently under development			
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,473	167.4	90% within 90 seconds	246.7
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,473	167.4	99% within 120 seconds	406.1
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	2,110	148.8	80% within 60 seconds	189.9
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	2,110	148.8	90% within 64 seconds	229.5
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	2,110	148.8	95% within 106 seconds	278.7
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,140	131.8	90% within 70 seconds	200.5
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,140	17.8	90% within 20 seconds	26.9
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,140	149.5	90% within 90 seconds	220.1
P4 EMS Turnout Time Delta & Echo Calls Only	3,140	70.1	Report 90th% No Specific Target	120.7
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,140	276.4	Report 90th% No Specific Target	426.7
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	5,566	161.4	Report 90th% No Specific Target	258.2
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	5,566	274.4	Report 90th% No Specific Target	405.0
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	5,566	435.8	Report 90th% No Specific Target	639.0
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	5,566	319.9	Report 90th% No Specific Target	640.6

**July 2019 Monthly Summary Performance Report
Broward County Regional Consolidated Dispatch System**

DATA SELF REPORTED BY BROWARD SHERIFF'S OFFICE

EMD Standard for ACE Accreditation	Target	TARGET COMPLIANCE
High Compliance		48%
Compliant		31%
Partial Compliance	10%	9%
Low Compliance	10%	5%
Non-Compliant	7%	7%

EMD Standard for Accreditation	Percentage of Deviation Accepted	Percentage of Deviation
Critical Deviation	3%	0.26%
Major Deviation	3%	0.84%
Moderate Deviation	3%	1.27%
Minor Deviation	3%	1.42%

Notes

August 2019 Monthly Summary Performance Report

Broward County Regional Consolidated Dispatch System ¹

Metric	Count	Average Time (seconds)	Target	Target Compliance (seconds)
P1 Call Answer Time - Busy Hour of 1800 hrs. (NENA 56-005)	6,127	1.5	90% within 10 seconds	1.4
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	30	N/A	All days in month	30 Days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	107,874	2.8	95% within 20 seconds	13.5
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	107,874	2.8	95% within 15 seconds	13.5
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	107,874	2.8	99% within 40 seconds	36.5
P1 Call Answer Time - All 911 Calls (State of Florida)	107,874	2.8	90% within 10 seconds	4.0
P1 Call Answer Time - Alarm Lines	14,150	1.1	95% within 15 seconds	1.3
P1 Call Answer Time - Alarm Lines	14,150	1.1	99% within 40 seconds	2.3
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)	11,653	167.5	90% within 90 seconds	242.7
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,653	167.5	99% within 120 seconds	412.4
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	2,131	151.1	80% within 60 seconds	194.7
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	2,131	151.1	90% within 64 seconds	243.6
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	2,131	151.1	95% within 106 seconds	292.3
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,216	130.9	90% within 70 seconds	194.9
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,216	18.1	90% within 20 seconds	28.0
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,216	149.0	90% within 90 seconds	215.3
P4 EMS Turnout Time Delta & Echo Calls Only	3,216	68.2	Report 90th% No Specific Target	119.3
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,216	273.5	Report 90th% No Specific Target	423.0
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	5,512	160.8	Report 90th% No Specific Target	257.5
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	5,512	238.2	Report 90th% No Specific Target	394.6
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	5,512	399.0	Report 90th% No Specific Target	615.4
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	5,512	338.4	Report 90th% No Specific Target	652.2

EMD Standard for ACE Accreditation	Target	BSO Reported	Independent Reported
High Compliance		54%	
Compliant		24%	
Partial Compliance	<= 10%	10%	8%
Low Compliance	<= 10%	5%	7%
Non-Compliant	<= 7%	7%	18%

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	BSO Reported Percentage of Deviation	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.29%	1.08%
Major Deviation	<= 3%	0.84%	1.35%
Moderate Deviation	<= 3%	1.27%	1.95%
Minor Deviation	<= 3%	1.60%	3.62%

August 2019 Monthly Summary Performance Report Broward County Regional Consolidated Dispatch System ¹

EFD Standard for ACE Accreditation	Target	BSO Reported	Independent Reported
High Compliance		50%	
Compliant		25%	
Partial Compliance	<= 10%	8%	11%
Low Compliance	<= 10%	10%	17%
Non-Compliant	<= 7%	7%	14%

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	BSO Reported Percentage of Deviation	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.38%	0.79%
Major Deviation	<= 3%	1.11%	2.36%
Moderate Deviation	<= 3%	2.49%	3.97%
Minor Deviation	<= 3%	2.78%	5.62%

EPD Standard for ACE Accreditation	Target	BSO Reported	Independent Reported
High Compliance		46%	
Compliant		32%	
Partial Compliance	<= 10%	10%	12%
Low Compliance	<= 10%	5%	7%
Non-Compliant	<= 7%	7%	13%

EPD Standard for ACE Accreditation	Percentage of Deviation Accepted	BSO Reported Percentage of Deviation	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.28%	0.65%
Major Deviation	<= 3%	0.87%	1.52%
Moderate Deviation	<= 3%	1.85%	2.31%
Minor Deviation	<= 3%	2.25%	1.86%

Notes

¹ On August 13, 2019 at 1759 hours four application servers went into recovery mode at the same time, causing a disruption to CAD system access by end users. As a result the time period for August 13, 1700 through August 13, 2019 1859) are being mitigated for all measures.

September 2019 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)	6,088	1.5	90% within 10 seconds	1.3
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	30	N/A	All days in month	30 days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	100,360	2.6	95% within 20 seconds	11.7
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	100,360	2.6	95% within 15 seconds	11.7
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	100,360	2.6	99% within 40 seconds	32.3
P1 Call Answer Time - All 911 Calls (State of Florida)	100,360	2.6	90% within 10 seconds	2.8
P1 Call Answer Time - Alarm Lines	12,693	1.1	95% within 15 seconds	1.3
P1 Call Answer Time - Alarm Lines	12,693	1.1	99% within 40 seconds	2.2
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)	11,379	167.0	90% within 90 seconds	244.7
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,379	167.0	99% within 120 seconds	411.8
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	1,986	149.7	80% within 60 seconds	188.2
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	1,986	149.7	90% within 64 seconds	237.5
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	1,986	149.7	95% within 106 seconds	281.4
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,069	129.6	90% within 70 seconds	197.3
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,069	18.1	90% within 20 seconds	27.8
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,069	147.6	90% within 90 seconds	217.5
P4 EMS Turnout Time Delta & Echo Calls Only	3,069	71.0	Report 90th% No Specific Target	120.7
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,069	271.3	Report 90th% No Specific Target	411.6
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	5,520	161.6	Report 90th% No Specific Target	259.2
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	5,520	247.1	Report 90th% No Specific Target	379.3
P2/P3 Law Enforcement Call for Service Processing Priority 1 & 2 Calls Only	5,520	408.6	Report 90th% No Specific Target	621.8
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	5,520	329.8	Report 90th% No Specific Target	652.0
EMD Standard for ACE Accreditation		Target	BSO Reported	Independent Reported
High Compliance			55%	
Compliant			27%	
Partial Compliance		<= 10%	7%	7%
Low Compliance		<= 10%	4%	6%
Non-Compliant		<= 7%	7%	20%
EMD Standard for ACE Accreditation		Percentage of Deviation Accepted	BSO Reported Percentage of Deviation	Independent Reported Percentage of Deviation
Critical Deviation		<= 3%	0.20%	1.21%
Major Deviation		<= 3%	0.88%	1.16%
Moderate Deviation		<= 3%	1.00%	2.01%
Minor Deviation		<= 3%	1.83%	4.21%

September 2019 Monthly Summary Performance Report Broward County Regional Consolidated Dispatch System

EFD Standard for ACE Accreditation	Target	BSO Reported	Independent Reported
High Compliance		49%	
Compliant		24%	
Partial Compliance	<= 10%	10%	13%
Low Compliance	<= 10%	10%	21%
Non-Compliant	<= 7%	7%	19%

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	BSO Reported Percentage of Deviation	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.30%	1.55%
Major Deviation	<= 3%	1.42%	2.55%
Moderate Deviation	<= 3%	2.05%	4.70%
Minor Deviation	<= 3%	2.13%	4.85%

EPD Standard for ACE Accreditation	Target	BSO Reported	Independent Reported
High Compliance		46%	
Compliant		32%	
Partial Compliance	<= 10%	9%	12%
Low Compliance	<= 10%	6%	7%
Non-Compliant	<= 7%	7%	16%

EPD Standard for ACE Accreditation	Percentage of Deviation Accepted	BSO Reported Percentage of Deviation	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.28%	0.74%
Major Deviation	<= 3%	0.74%	1.76%
Moderate Deviation	<= 3%	2.17%	2.66%
Minor Deviation	<= 3%	2.53%	2.24%

Notes

October 2019 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)	6,564	2.8	90% within 10 seconds	3.5
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	30	N/A	All days in month	30 days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	108,204	3.7	95% within 20 seconds	19.7
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	108,204	3.7	95% within 15 seconds	19.7
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	108,204	3.7	99% within 40 seconds	43.9
P1 Call Answer Time - All 911 Calls (State of Florida)	108,204	3.7	90% within 10 seconds	9.4
P1 Call Answer Time - Alarm Lines	12,829	1.1	95% within 15 seconds	1.3
P1 Call Answer Time - Alarm Lines	12,829	1.1	99% within 40 seconds	1.4
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)	11,503	166.8	90% within 90 seconds	243.8
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,503	166.8	99% within 120 seconds	404.8
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	2,198	154.0	80% within 60 seconds	193.4
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	2,198	154.0	90% within 64 seconds	237.5
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	2,198	154.0	95% within 106 seconds	288.5
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,149	130.0	90% within 70 seconds	194.7
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,149	18.2	90% within 20 seconds	28.4
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,149	148.2	90% within 90 seconds	216.2
P4 EMS Turnout Time Delta & Echo Calls Only	3,149	70.9	Report 90th% No Specific Target	124.2
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,149	282.7	Report 90th% No Specific Target	440.1
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	5,608	160.2	Report 90th% No Specific Target	256.6
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	5,608	261.5	Report 90th% No Specific Target	427.2
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	5,608	421.7	Report 90th% No Specific Target	635.9
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	5,608	339.9	Report 90th% No Specific Target	679.7
EMD Standard for ACE Accreditation		Target	BSO Reported	Independent Reported
High Compliance			54%	
Compliant			27%	
Partial Compliance		<= 10%	9%	11%
Low Compliance		<= 10%	4%	4%
Non-Compliant		<= 7%	7%	19%
EMD Standard for ACE Accreditation		Percentage of Deviation Accepted	BSO Reported Percentage of Deviation	Independent Reported Percentage of Deviation
Critical Deviation		<= 3%	0.33%	1.14%
Major Deviation		<= 3%	0.67%	1.37%
Moderate Deviation		<= 3%	0.92%	1.56%
Minor Deviation		<= 3%	1.60%	2.52%

October 2019 Monthly Summary Performance Report Broward County Regional Consolidated Dispatch System

EFD Standard for ACE Accreditation	Target	BSO Reported	Independent Reported
High Compliance		51%	
Compliant		29%	
Partial Compliance	<= 10%	9%	8%
Low Compliance	<= 10%	4%	8%
Non-Compliant	<= 7%	7%	26%

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	BSO Reported Percentage of Deviation	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.24%	1.32%
Major Deviation	<= 3%	0.85%	1.77%
Moderate Deviation	<= 3%	2.31%	3.84%
Minor Deviation	<= 3%	2.17%	4.00%

EPD Standard for ACE Accreditation	Target	BSO Reported	Independent Reported
High Compliance		47%	
Compliant		31%	
Partial Compliance	<= 10%	10%	11%
Low Compliance	<= 10%	5%	9%
Non-Compliant	<= 7%	7%	13%

EPD Standard for ACE Accreditation	Percentage of Deviation Accepted	BSO Reported Percentage of Deviation	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.24%	0.68%
Major Deviation	<= 3%	0.78%	1.66%
Moderate Deviation	<= 3%	1.96%	2.31%
Minor Deviation	<= 3%	2.42%	2.15%

Notes

November 2019 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)	7,120	3.2	90% within 10 seconds	4.9
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	25	N/A	All days in month	30 days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	106,264	3.9	95% within 20 seconds	20.7
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	106,264	3.9	95% within 15 seconds	20.7
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	106,264	3.9	99% within 40 seconds	47.4
P1 Call Answer Time - All 911 Calls (State of Florida)	106,264	3.9	90% within 10 seconds	9.4
P1 Call Answer Time - Alarm Lines	12,248	1.1	95% within 15 seconds	1.3
P1 Call Answer Time - Alarm Lines	12,248	1.1	99% within 40 seconds	1.4
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)	11,296	166.8	90% within 90 seconds	242.3
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,296	166.8	99% within 120 seconds	401.0
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	2,324	154.9	80% within 60 seconds	193.1
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	2,324	154.9	90% within 64 seconds	238.6
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	2,324	154.9	95% within 106 seconds	287.8
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,063	129.6	90% within 70 seconds	195.0
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,063	19.2	90% within 20 seconds	29.6
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,063	148.8	90% within 90 seconds	217.5
P4 EMS Turnout Time Delta & Echo Calls Only	3,063	71.7	Report 90th% No Specific Target	122.4
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,063	279.7	Report 90th% No Specific Target	428.6
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	5,543	156.2	Report 90th% No Specific Target	251.0
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	5,543	254.8	Report 90th% No Specific Target	401.1
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	5,543	411.0	Report 90th% No Specific Target	596.1
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	5,543	337.4	Report 90th% No Specific Target	670.2
EMD Standard for ACE Accreditation		Target	BSO Reported	Independent Reported
High Compliance			52%	
Compliant			27%	
Partial Compliance		<= 10%	9%	8%
Low Compliance		<= 10%	6%	6%
Non-Compliant		<= 7%	7%	14%
EMD Standard for ACE Accreditation		Percentage of Deviation Accepted	BSO Reported Percentage of Deviation	Independent Reported Percentage of Deviation
Critical Deviation		<= 3%	0.32%	0.85%
Major Deviation		<= 3%	0.64%	1.07%
Moderate Deviation		<= 3%	1.10%	1.14%
Minor Deviation		<= 3%	2.00%	1.93%

November 2019 Monthly Summary Performance Report Broward County Regional Consolidated Dispatch System

EFD Standard for ACE Accreditation	Target	BSO Reported	Independent Reported
High Compliance		52%	
Compliant		26%	
Partial Compliance	<= 10%	8%	10%
Low Compliance	<= 10%	6%	13%
Non-Compliant	<= 7%	7%	22%

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	BSO Reported Percentage of Deviation	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.34%	1.32%
Major Deviation	<= 3%	0.96%	2.30%
Moderate Deviation	<= 3%	1.96%	3.95%
Minor Deviation	<= 3%	2.95%	4.89%

EPD Standard for ACE Accreditation	Target	BSO Reported	Independent Reported
High Compliance		51%	
Compliant		29%	
Partial Compliance	<= 10%	8%	11%
Low Compliance	<= 10%	5%	6%
Non-Compliant	<= 7%	7%	12%

EPD Standard for ACE Accreditation	Percentage of Deviation Accepted	BSO Reported Percentage of Deviation	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	33.00%	0.61%
Major Deviation	<= 3%	59.00%	1.51%
Moderate Deviation	<= 3%	1.84%	2.07%
Minor Deviation	<= 3%	2.24%	2.05%

Notes

Decemember 2019 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)	6,986	2.5	90% within 10 seconds	1.5
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance		N/A	All days in month	30 days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	111,290	4.1	95% within 20 seconds	21.5
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	111,290	4.1	95% within 15 seconds	21.5
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	111,290	4.1	99% within 40 seconds	47.5
P1 Call Answer Time - All 911 Calls (State of Florida)	111,290	4.1	90% within 10 seconds	10.8
P1 Call Answer Time - Alarm Lines	13,087	1.1	95% within 15 seconds	1.3
P1 Call Answer Time - Alarm Lines	13,087	1.1	99% within 40 seconds	1.9
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)	11,918	164.7	90% within 90 seconds	242.7
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,918	164.7	99% within 120 seconds	408.5
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	2,590	152.3	80% within 60 seconds	184.7
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	2,590	152.3	90% within 64 seconds	229.6
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	2,590	152.3	95% within 106 seconds	281.2
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,324	126.9	90% within 70 seconds	190.1
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,324	18.4	90% within 20 seconds	28.6
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,324	145.4	90% within 90 seconds	211.5
P4 EMS Turnout Time Delta & Echo Calls Only	3,324	69.8	Report 90th% No Specific Target	122.4
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,324	278.7	Report 90th% No Specific Target	425.7
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	6,101	155.8	Report 90th% No Specific Target	251.5
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	6,101	275.9	Report 90th% No Specific Target	455.1
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	6,101	431.8	Report 90th% No Specific Target	662.9
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	6,101	324.7	Report 90th% No Specific Target	655.8
EMD Standard for ACE Accreditation		Target	BSO Reported	Independent Reported
Partial Compliance		<= 10%	8%	8%
Low Compliance		<= 10%	3%	6%
Non-Compliant		<= 7%	7%	16%
EMD Standard for ACE Accreditation		Percentage of Deviation Accepted	BSO Reported Percentage of Deviation	Independent Reported Percentage of Deviation
Critical Deviation		<= 3%	0.29%	0.90%
Major Deviation		<= 3%	0.70%	1.21%
Moderate Deviation		<= 3%	1.07%	4.45%
Minor Deviation		<= 3%	1.34%	2.04%

Decemember 2019 Monthly Summary Performance Report Broward County Regional Consolidated Dispatch System

EFD Standard for ACE Accreditation	Target	BSO Reported	Independent Reported
Partial Compliance	<= 10%	15%	12%
Low Compliance	<= 10%	12%	11%
Non-Compliant	<= 7%	14%	13%

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	BSO Reported Percentage of Deviation	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.41%	1.05%
Major Deviation	<= 3%	0.83%	1.98%
Moderate Deviation	<= 3%	1.75%	2.71%
Minor Deviation	<= 3%	2.11%	4.22%

EPD Standard for ACE Accreditation	Target	BSO Reported	Independent Reported
Partial Compliance	<= 10%	8%	10%
Low Compliance	<= 10%	2%	7%
Non-Compliant	<= 7%	7%	12%

EPD Standard for ACE Accreditation	Percentage of Deviation Accepted	BSO Reported Percentage of Deviation	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.28%	0.60%
Major Deviation	<= 3%	0.58%	1.44%
Moderate Deviation	<= 3%	1.59%	2.18%
Minor Deviation	<= 3%	1.85%	2.27%

Notes

January 2020 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)	6,732	2.0	90% within 10 seconds	1.4
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)	109,008	2.7	95% within 20 seconds	12.0
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	109,008	2.7	95% within 15 seconds	12.0
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	109,008	2.7	99% within 40 seconds	36.7
P1 Call Answer Time - All 911 Calls (State of Florida)	109,008	2.7	90% within 10 seconds	2.9
P1 Call Answer Time - Alarm Lines	12,911	1.1	95% within 15 seconds	1.3
P1 Call Answer Time - Alarm Lines	12,911	1.1	99% within 40 seconds	2.3
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)	12,541	163.8	90% within 90 seconds	238.5
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	12,541	163.8	99% within 120 seconds	393.1
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	2,777	155.8	80% within 60 seconds	185.2
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	2,777	155.8	90% within 64 seconds	235.5
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	2,777	155.8	95% within 106 seconds	282.7
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,467	127.5	90% within 70 seconds	192.9
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,467	18.2	90% within 20 seconds	27.9
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,467	145.7	90% within 90 seconds	213.2
P4 EMS Turnout Time Delta & Echo Calls Only	3,467	70.3	Report 90th% No Specific Target	120.2
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,467	279.4	Report 90th% No Specific Target	426.8
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	6,016	155.7	Report 90th% No Specific Target	252.8
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	6,016	263.3	Report 90th% No Specific Target	443.8
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	6,016	419.0	Report 90th% No Specific Target	679.9
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	6,016	324.7	Report 90th% No Specific Target	656.2
EMD Standard for ACE Accreditation		Target	BSO Reported	Independent Reported
Partial Compliance		<= 10%	8%	8%
Low Compliance		<= 10%	5%	4%
Non-Compliant		<= 7%	7%	14%
EMD Standard for ACE Accreditation		Percentage of Deviation Accepted	BSO Reported Percentage of Deviation	Independent Reported Percentage of Deviation
Critical Deviation		<= 3%	0.24%	0.77%
Major Deviation		<= 3%	0.81%	0.90%
Moderate Deviation		<= 3%	1.08%	1.25%
Minor Deviation		<= 3%	1.73%	2.21%

January 2020 Monthly Summary Performance Report Broward County Regional Consolidated Dispatch System

EFD Standard for ACE Accreditation	Target	BSO Reported	Independent Reported
Partial Compliance	<= 10%	3%	8%
Low Compliance	<= 10%	5%	10%
Non-Compliant	<= 7%	7%	20%

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	BSO Reported Percentage of Deviation	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.33%	1.40%
Major Deviation	<= 3%	0.74%	2.15%
Moderate Deviation	<= 3%	1.92%	3.38%
Minor Deviation	<= 3%	1.76%	3.34%

EPD Standard for ACE Accreditation	Target	BSO Reported	Independent Reported
Partial Compliance	<= 10%	8%	10%
Low Compliance	<= 10%	3%	7%
Non-Compliant	<= 7%	7%	17%

EPD Standard for ACE Accreditation	Percentage of Deviation Accepted	BSO Reported Percentage of Deviation	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.28%	0.60%
Major Deviation	<= 3%	0.48%	1.46%
Moderate Deviation	<= 3%	1.86%	2.55%
Minor Deviation	<= 3%	2.48%	2.12%

Notes

February 2020 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)	6,304	2.1	90% within 10 seconds	1.4
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	29	N/A	All days in month	15 days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	103,883	3.8	95% within 20 seconds	20.5
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	103,883	3.8	95% within 15 seconds	20.5
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	103,883	3.8	99% within 40 seconds	46.4
P1 Call Answer Time - All 911 Calls (State of Florida)	103,883	3.8	90% within 10 seconds	9.1
P1 Call Answer Time - Alarm Lines	11,538	1.1	95% within 15 seconds	1.4
P1 Call Answer Time - Alarm Lines	11,538	1.1	99% within 40 seconds	2.4
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)	10,040	164.4	90% within 90 seconds	240.1
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	10,040	164.4	99% within 120 seconds	404.7
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	2,194	148.7	80% within 60 seconds	181.1
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	2,194	148.7	90% within 64 seconds	220.0
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	2,194	148.7	95% within 106 seconds	268.8
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	2,773	127.5	90% within 70 seconds	190.6
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	2,773	19.2	90% within 20 seconds	29.8
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	2,773	146.7	90% within 90 seconds	213.7
P4 EMS Turnout Time Delta & Echo Calls Only	2,773	70.3	Report 90th% No Specific Target	122.8
P5 EMS & Fire Travel Times Delta & Echo Calls Only	2,773	277.3	Report 90th% No Specific Target	425.3
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,857	153.8	Report 90th% No Specific Target	250.4
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	4,857	296.5	Report 90th% No Specific Target	507.2
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	4,857	450.4	Report 90th% No Specific Target	693.0
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	4,857	322.7	Report 90th% No Specific Target	625.2
EMD Standard for ACE Accreditation		Target	BSO Reported	Independent Reported
Partial Compliance		<= 10%	7%	9%
Low Compliance		<= 10%	4%	3%
Non-Compliant		<= 7%	7%	13%
EMD Standard for ACE Accreditation		Percentage of Deviation Accepted	BSO Reported Percentage of Deviation	Independent Reported Percentage of Deviation
Critical Deviation		<= 3%	0.40%	0.79%
Major Deviation		<= 3%	0.62%	0.94%
Moderate Deviation		<= 3%	0.96%	1.20%
Minor Deviation		<= 3%	1.61%	2.08%

February 2020 Monthly Summary Performance Report Broward County Regional Consolidated Dispatch System

EFD Standard for ACE Accreditation	Target	BSO Reported	Independent Reported
Partial Compliance	<= 10%	5%	8%
Low Compliance	<= 10%	5%	14%
Non-Compliant	<= 7%	7%	17%

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	BSO Reported Percentage of Deviation	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.35%	1.34%
Major Deviation	<= 3%	0.69%	1.84%
Moderate Deviation	<= 3%	1.86%	4.36%
Minor Deviation	<= 3%	2.40%	5.03%

EPD Standard for ACE Accreditation	Target	BSO Reported	Independent Reported
Partial Compliance	<= 10%	7%	10%
Low Compliance	<= 10%	5%	8%
Non-Compliant	<= 7%	7%	17%

EPD Standard for ACE Accreditation	Percentage of Deviation Accepted	BSO Reported Percentage of Deviation	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.21%	0.76%
Major Deviation	<= 3%	0.85%	1.78%
Moderate Deviation	<= 3%	1.80%	2.87%
Minor Deviation	<= 3%	2.21%	2.25%

Notes

March 2020 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)	6,872	3.1	90% within 10 seconds	4.0
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)	111,542	3.7	95% within 20 seconds	17.7
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	111,542	3.7	95% within 15 seconds	17.7
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	111,542	3.7	99% within 40 seconds	43.1
P1 Call Answer Time - All 911 Calls (State of Florida)	111,542	3.7	90% within 10 seconds	7.0
P1 Call Answer Time - Alarm Lines	11,319	1.1	95% within 15 seconds	1.4
P1 Call Answer Time - Alarm Lines	11,319	1.1	99% within 40 seconds	2.3
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)	11,953	177.3	90% within 90 seconds	267.7
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	11,953	177.3	99% within 120 seconds	431.3
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	2,429	154.4	80% within 60 seconds	191.1
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	2,429	154.4	90% within 64 seconds	235.9
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	2,429	154.4	95% within 106 seconds	287.0
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	3,341	138.6	90% within 70 seconds	211.7
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,341	20.5	90% within 20 seconds	30.3
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	3,341	159.1	90% within 90 seconds	231.3
P4 EMS Turnout Time Delta & Echo Calls Only	3,341	73.8	Report 90th% No Specific Target	127.5
P5 EMS & Fire Travel Times Delta & Echo Calls Only	3,341	282.5	Report 90th% No Specific Target	427.5
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	5,913	153.4	Report 90th% No Specific Target	246.8
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	5,913	250.6	Report 90th% No Specific Target	428.3
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	5,913	404.0	Report 90th% No Specific Target	630.0
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	5,913	320.0	Report 90th% No Specific Target	640.3
EMD Standard for ACE Accreditation		Target	BSO Reported ¹	Independent Reported
Partial Compliance		<= 10%		11%
Low Compliance		<= 10%		4%
Non-Compliant		<= 7%		13%
EMD Standard for ACE Accreditation		Percentage of Deviation Accepted	BSO Reported Percentage of Deviation ¹	Independent Reported Percentage of Deviation
Critical Deviation		<= 3%		0.62%
Major Deviation		<= 3%		1.25%
Moderate Deviation		<= 3%		1.26%
Minor Deviation		<= 3%		2.39%

March 2020 Monthly Summary Performance Report Broward County Regional Consolidated Dispatch System

EFD Standard for ACE Accreditation	Target	BSO Reported ¹	Independent Reported
Partial Compliance	<= 10%		4%
Low Compliance	<= 10%		21%
Non-Compliant	<= 7%		18%

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	BSO Reported Percentage of Deviation ¹	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%		1.21%
Major Deviation	<= 3%		2.39%
Moderate Deviation	<= 3%		3.34%
Minor Deviation	<= 3%		3.60%

EPD Standard for ACE Accreditation	Target	BSO Reported ¹	Independent Reported
Partial Compliance	<= 10%		11%
Low Compliance	<= 10%		7%
Non-Compliant	<= 7%		14%

EPD Standard for ACE Accreditation	Percentage of Deviation Accepted	BSO Reported Percentage of Deviation ¹	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%		0.69%
Major Deviation	<= 3%		1.42%
Moderate Deviation	<= 3%		2.37%
Minor Deviation	<= 3%		2.27%

Notes

¹ Due to the unprecedented circumstances surrounding the COVID-19 Pandemic, the IAED Board of Accreditation (BOA) is temporarily changing some of its accreditation requirements and practices: The requirement for ACE monthly reporting is paused until August 31, 2020.

April 2020 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)	5,367	9.5	90% within 10 seconds	31.1
P1 Call Answer Time - Number of Days Meeting Busy Hour Performance	30	N/A	All days in month	11 days
P1 Call Answering Time - All 911 Calls (NENA 56-005)	91,288	6.9	95% within 20 seconds	36.5
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	91,288	6.9	95% within 15 seconds	36.5
P1 Call Answering Time - All 911 Calls (NFPA 1221-2016)	91,288	6.9	99% within 40 seconds	74.3
P1 Call Answer Time - All 911 Calls (State of Florida)	91,288	6.9	90% within 10 seconds	21.2
P1 Call Answer Time - Alarm Lines	8,714	1.1	95% within 15 seconds	1.4
P1 Call Answer Time - Alarm Lines	8,714	1.1	99% within 40 seconds	2.3
Transfer to Secondary PSAP (NFPA 1221-2016)	measure analysis is currently under development			
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	9,909	179.4	90% within 90 seconds	268.5
P2/P3 EMS / Specialized Call for Service Processing Time (NFPA 1221-2016)	9,909	179.4	99% within 120 seconds	444.4
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2013)	1,860	149.6	80% within 60 seconds	186.1
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	1,860	149.6	90% within 64 seconds	229.8
P2/P3 Fire Call for Service Processing Time (NFPA 1221-2016)	1,860	149.6	95% within 106 seconds	271.2
P2 EMS Call for Service Processing Time - Delta & Echo Calls Only	2,936	138.9	90% within 70 seconds	205.3
P3 EMS Call for Service Processing Time Delta & Echo Calls Only	2,936	19.1	90% within 20 seconds	29.6
P2/P3 EMS Call for Service Processing Time Delta & Echo Calls Only	2,936	158.0	90% within 90 seconds	227.0
P4 EMS Turnout Time Delta & Echo Calls Only	2,936	75.1	Report 90th% No Specific Target	130.2
P5 EMS & Fire Travel Times Delta & Echo Calls Only	2,936	285.4	Report 90th% No Specific Target	421.2
P2 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	5,021	150.1	Report 90th% No Specific Target	246.7
P3 Law Enforcement Calls for Service Processing Priority 1 & 2 Calls Only	5,021	188.7	Report 90th% No Specific Target	223.0
P2/P3 Law Enforcement Call for Service Processing Time Priority 1 & 2 Calls Only	5,021	338.7	Report 90th% No Specific Target	453.9
P5 Law Enforcement Travel Times Priority 1 & 2 Calls Only	5,021	282.5	Report 90th% No Specific Target	549.6

EMD Standard for ACE Accreditation	Target	BSO Reported ¹	Independent Reported
High Compliance		0%	
Compliant		0%	
Partial Compliance	<= 10%	0%	12%
Low Compliance	<= 10%	0%	5%
Non-Compliant	<= 7%	0%	16%

EMD Standard for ACE Accreditation	Percentage of Deviation Accepted	BSO Reported Percentage of Deviation ¹	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%	0.00%	0.75%
Major Deviation	<= 3%	0.00%	1.75%
Moderate Deviation	<= 3%	0.00%	0.99%
Minor Deviation	<= 3%	0.00%	2.90%

April 2020 Monthly Summary Performance Report Broward County Regional Consolidated Dispatch System

EFD Standard for ACE Accreditation	Target	BSO Reported ¹	Independent Reported
Partial Compliance	<= 10%		10%
Low Compliance	<= 10%		13%
Non-Compliant	<= 7%		28%

EFD Standard for ACE Accreditation	Percentage of Deviation Accepted	BSO Reported Percentage of Deviation ¹	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%		2.53%
Major Deviation	<= 3%		3.48%
Moderate Deviation	<= 3%		4.44%
Minor Deviation	<= 3%		3.95%

EPD Standard for ACE Accreditation	Target	BSO Reported ¹	Independent Reported
Partial Compliance	<= 10%		12%
Low Compliance	<= 10%		7%
Non-Compliant	<= 7%		14%

EPD Standard for ACE Accreditation	Percentage of Deviation Accepted	BSO Reported Percentage of Deviation ¹	Independent Reported Percentage of Deviation
Critical Deviation	<= 3%		0.74%
Major Deviation	<= 3%		1.47%
Moderate Deviation	<= 3%		2.60%
Minor Deviation	<= 3%		2.76%

Notes

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