



Broward County Regional Consolidated E-911 System Performance Overview

Goals

- Improve service
- Employ the best technology available to expedite emergency response
- Establish consistent performance metrics
- Reduce delay (eliminate) in transfer of emergency calls
- Faster emergency response times
- Enhance interoperability and coordination amongst responding agencies
- Fewer errors due to standardized call handling and dispatch protocols
- Save significant amount of taxpayers' dollars

By the Numbers

\$113 million invested

Including BSO dispatching services contract and equipment replacement

82% improvement

answering calls during the busiest hour of each day compared to the number of days missed in FY 2015

Exceeding

performance standards for 95% of calls answered in 20 seconds, 95% of alarm calls answered in 15 seconds, and 99% of alarm calls answered in 40 seconds

90%

of all calls answered in 10 seconds – consistently exceeding state minimum standard and outperforming independent dispatch centers

95% reduction

in call transfers compared to pre-consolidation numbers

Maintained 85%

performance processing calls within 90 seconds

17% reduction

in total number of incoming calls FY2013 compared to FY2015 (removed municipal related calls from the system)

Higher Standards

Then: No Countywide Dispatch Call Processing performance standard

State minimum call answering standard

Then: No Countywide reporting of quantitative performance

No Countywide reporting of qualitative performance and tracking of reported incidents

Reports kept internal by dispatch centers

Now: Implemented stakeholder approved highest and best standards for call answering and processing

Now: Open and transparent Countywide performance reporting

Open and transparent Systemwide Incident Management Tracking System and Quality Improvement Program in place