

Top 5 Highlights/Accomplishments:

- Fire Friday training has continued for all personnel, which included training on fire equipment and MABAS
- BCC personnel are currently completing shift picks for 2017 and will soon begin vacation picks
- BCC is redefining and developing leadership roles in the center by assessing the needs and goals for 2017
- North Shore has developed a committee to address North Shore response and protocol in the event of a Civil Disturbance

Metrics:

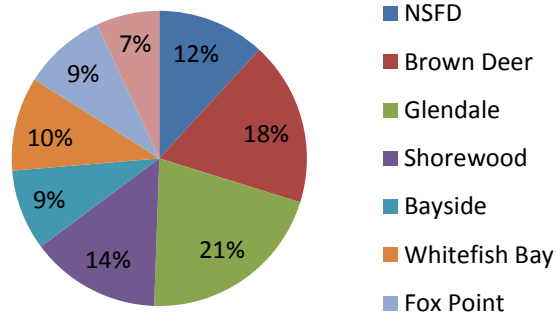
Metric	Measurement	Goal	Reporting Period	Actual
Dispatch Time	Time to Dispatch Vehicle	30 Seconds	Monthly	22 seconds
Dispatch Call Review	Call Reviews	80%	Monthly	In Progress
Department Accreditation	Departments	Yes	Annual	In Progress

Call Type	Month	2016 YTD	2015 YTD	YTD Change
911	2,601	16,795	18,642	-10%
Non-Emergency	6,043	61,411	58,957	+4.2%
Total	10,680	80,807	69,896	

Top 5 Response Types:

1. Vacation/Business Checks
2. Traffic Stops
3. Suspicious activity
4. Fi Stops
5. Animal Complaints

Responses By Agency



Personnel:

- IT staff and BCC Director are setting up meetings with the North Shore Agencies to discuss IT strategies .
- IT Manager Rich Foscatto has been working on diagraming and updating information on the critical components in in the Communications Center, which will assist in developing a strategic plan to address technology needs

Priorities for Next Month:

- Finalize vacation and shift picks for 2018
- Schedule a quarterly fire training with NSFD Asst Chief Harris
- Establish goals and guidelines for APCO training program certification

Picture of the Month

