

Top 5 Highlights/Accomplishments:

**Communications Center
September, 2016**

- Fire Friday training has continued for all personnel, which included training on MABAS Box cards and use of outside mutual aid resources.
- BCC staff have completed shift picks and will begin vacation picks for 2017
- BCC is redefining and developing leadership roles in the center by adjusting Training Coordinator Krantz to a fixed rotation in 2017 and aligning two supervisors on their respective shift rotations.
- North Shore Civil Disturbance Committee is working with the Fusion Center to host Homeland Security Information Network (HSIN) training, which will provide a resource for sharing Intel in the event of a major

Metrics:

Metric	Measurement	Goal	Reporting Period	Actual
Dispatch Time	Time to Dispatch Vehicle	30 Seconds	Monthly	21 seconds
Dispatch Call Review	Call Reviews	80%	Monthly	85%
Department Accreditation	Departments	Yes	Annual	In Progress

Call Type	Month	2016 YTD	2015 YTD	YTD Change
911	2,343	19,138	18,642	+2.6%
Non-Emergency	5,607	69,858	61,641	+13.3%
Total	10,680	90,724	90,924	-0.2%

Top 5 Response Types:

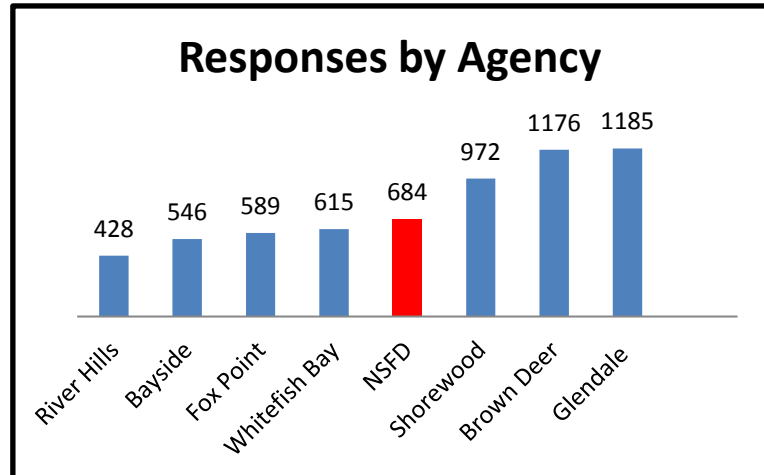
1. Basic Life Support Calls
2. Vacation/Business Checks
3. Traffic Stops
4. Suspicious activity
5. Field Interview

Personnel:

- IT staff and BCC Director continue to meet with the North Shore Agencies to discuss IT strategies for 2017.
- IT Manager Rich Foscatto has been working on developing a strategic plan for implementing upgrades and changes in technology that will simplify processes in BCC.

Priorities for Next Month:

- Begin utilizing Workload time & attendance components
- Schedule a quarterly fire training with NSFD Asst Chief Harris
- Establish goals and guidelines for APCO training program certification



Picture of the Month

