

## Top 3 Highlights/Accomplishments:

Communications Center  
October, 2016

- BCC is working with NSFD on the implementation and training for the new Mutual Aid Box Alarm System Cards that will be implemented in December.
- We currently are interviewing for a vacant telecommunicator position. With over 100 applicants this process is broken up into several interview dates and onsite assessment center testing.
- Training Coordinator Andrea Krantz is working on streamlining the call review/ dispatch component of quality assurance as it pertains to telecommunicators.

## 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	87%
Department Accreditation	Departments	Yes	Annual	In Progress

Call Type	Month	2016 YTD	2015 YTD	YTD Change
911	2,369	24,108	26,798	-10%
Non-Emergency	5,364	77,724	76,595	+1.5%
Total	10,313	101,037	101,098	-0.6%

## Top 5 Response Types:

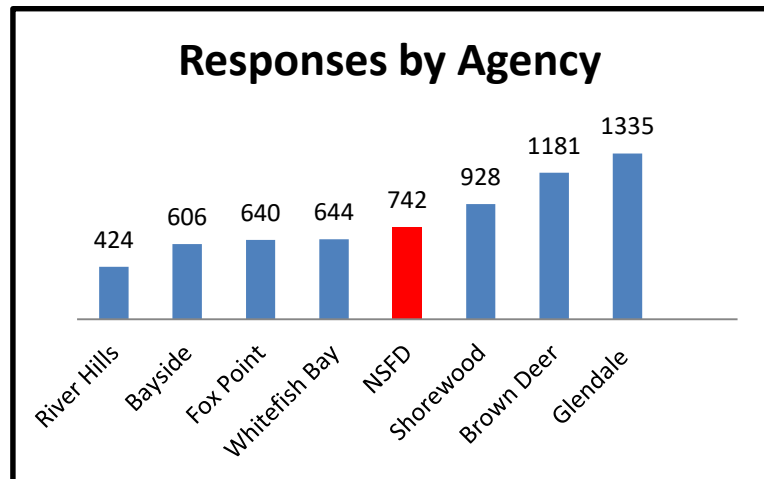
1. Advanced Life Support Calls
2. 911 Hang up/error
3. Traffic Stops
4. Request for Police
5. Burglar Alarm

## Personnel:

- IT staff and BCC Director continue to meet with the North Shore Agencies to discuss IT strategies for 2017.
- BCC Supervisor Jakubiak continues to work on the scheduling software implementation and simplifying payroll processes for 2017.

## Priorities for Next Month:

- Quarterly NSFD fire training for all shifts
- Continued interviewing with the goal of hiring to fill the vacancy prior to 2017



## Picture of the Month

