

## Top 4 Highlights/Accomplishments:

Communications Center  
November, 2016

- BCC is working with NSFD on the implementation and training for the new Mutual Aid Box Alarm System Cards as well as the changes to CAD calls for service and recommendations.
- Bayside Supervisory team hosted an onsite assessment center for the top telecommunicator candidates. One candidate was offered a position, pending the background investigation, which is currently being conducted by Office Piccolo, BAPD.
- Training Coordinator Andrea Krantz completed the changes to the Performance measure/Call Review process. December training in Dispatch will provide an overview of this procedure.
- IT Manager Rich Foscatto continues to work on the new server environment for Pro Phoenix, as well as simplifying the shared phone system utilized by Brown Deer, NSFD, and Bayside.

## 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	2,183	26,718	28,948	-7.7%
Non-Emergency	5,125	85,994	83,589	+2.9%
Total	9,210	111,918	101,098	+10.7%

## Top 5 Response Types:

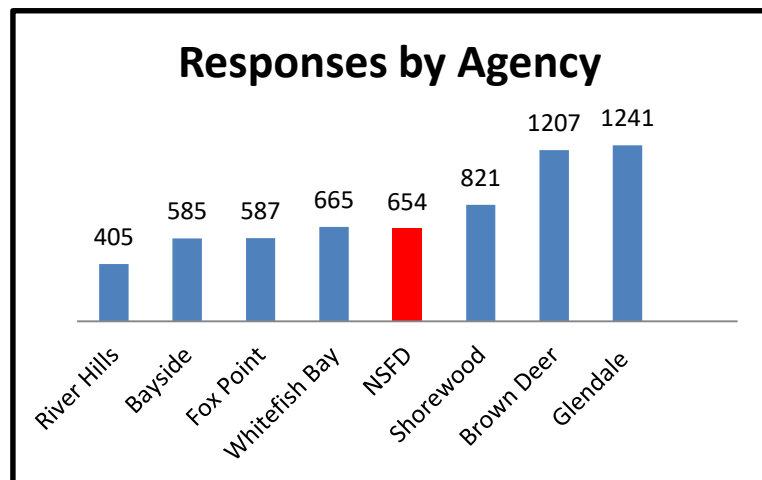
1. Advanced Life Support Calls
2. 911 Hang up/error
3. Traffic Stops
4. Suspicious Activity
5. Disabled Vehicle

## Personnel:

- IT staff and BCC Director continue to meet with the North Shore Agencies to discuss IT strategies for 2017.
- We are excited to have Ashley Wilson return to work in December after the birth of her son, Maddox.

## Priorities for Next Month:

- Training and implementation of NSFD changes.
- Enhancing the training program by sending additional personnel through the Certified Training Officer program.



## Picture of the Month

