

Highlights/Accomplishments:

Communications Center
January, 2017

- Supervisor Haas and Dispatcher Gannett are completing their final week of Certified Training Officer training. They will be utilized to train new hires and be part of this training team for the Center.
- Completed training on Fire Calls for Service and the changes to fire responses that were implemented.
- Dispatch personnel received in-person training on scenarios, training with NSFD, and an online module explaining the implementation of these changes.
- Training Coordinator Krantz has integrated a new tool into the training program that provides training on call taking techniques and is utilized by all staff to enhance these skills.
- Completing upgrade to Office 365.
- Telecommunicator Interviews were conducted in January to fill (2) vacancies.

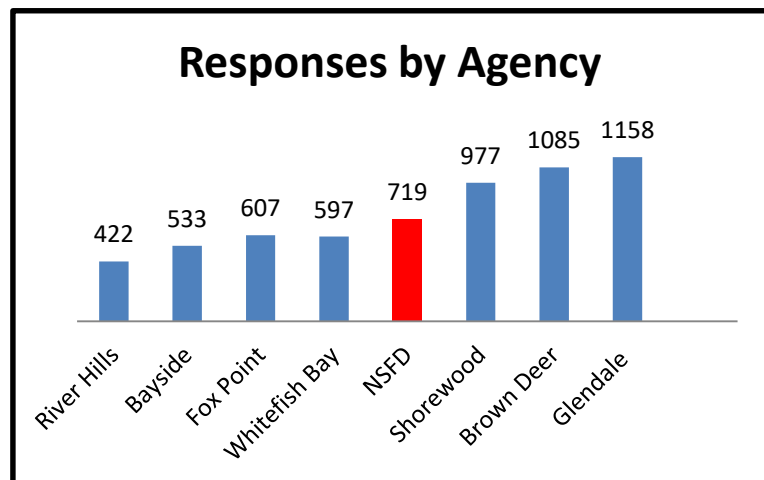
Metrics:

Metric	Measurement	Actual
Dispatch Time	Time to Dispatch Vehicle	19 seconds
Dispatch Call Review	Call Reviews	97%
Department Accreditation	Departments	In Progress

Call Type	Month	2017 YTD	2016 YTD	YTD Change
911	2,030	2,030	2,221	-8.6%
Non-Emergency	6,676	6,676	7,068	-5.5%
Total	8,706	8,706	9,289	-6.3%

Top 5 Response Types:

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



Priorities for Next Month:

- Test the 2016 Version of Pro Phoenix in training CAD, prior to implementation
- Hiring additional Supervisor and Telecommunicators to fill vacancies

Picture of the Month

