

Highlights/Accomplishments:

Communications Center
March, 2017

- Hosted an assessment Center for telecommunicators with final interviews being held the week of April 10th
- Completed implementation of Office 365 in Dispatch in dispatch
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- Completed and After Action Review in coordination with NSFD, regarding recent Fires in the North Shore

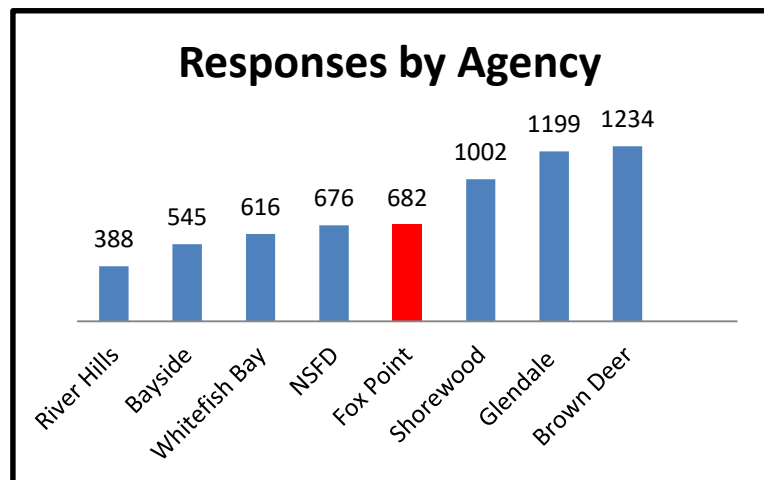
Metrics:

Metric	Measurement	Actual
Dispatch Time	Time to Dispatch Vehicle	19.8 seconds
Dispatch Call Review	Call Reviews	In Progress
Department Accreditation	Departments	In Progress

Call Type	Month	2017 YTD	2016 YTD	YTD Change
911	1,759	3,789	4,375	-13.4%
Non-Emergency	5,937	12,613	13,930	-9.5%
Total	7,696	16,402	18,305	-10.4%

Top 5 Response Types:

1. Advanced Life Support Calls
2. Traffic Stops
3. Vacation/Business Check
4. Suspicious Activity
5. Request for Police



Priorities for Next Month:

- Transition all Communications Center staff to Office 365
- Assist agencies in testing the 2016 Pro Phoenix server environment prior to implementation

Picture of the Month

