

Highlights/Accomplishments:

Communications Center
March, 2017

- Reviewed new options for a scheduling program to be utilized in dispatch, to replace the existing program.
- Welcomed CTO/Lead Dispatcher Danielle Goodwin to the team. Upon completing training, Danielle will be assigned on early shift working 3pm-11pm
- Started the transition to the Oasis radio system, by configuring (2) positions in the center to align to the project.
- Completed March training in the center which was focused on Domestic violence, call management and officer safety
- Hosted an onsite assessment center for a telecommunicator position which will be created by an upcoming retirement in May.

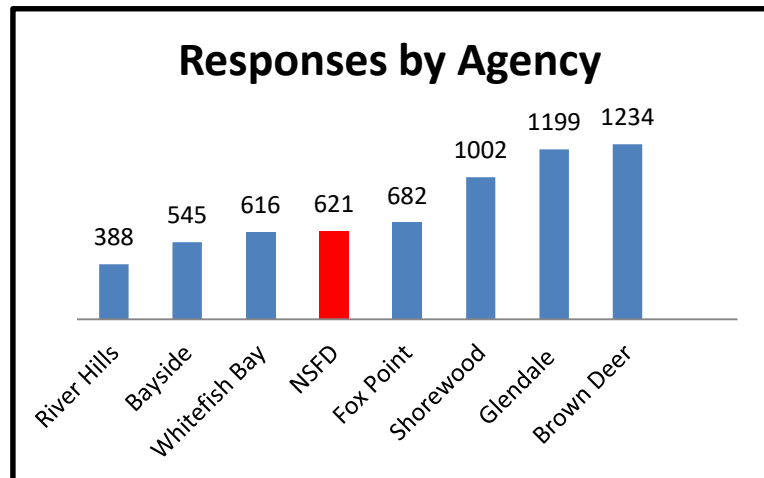
Metrics:

Metric	Measurement	Actual
Dispatch Time	Time to Dispatch Vehicle	20 seconds
Dispatch Call Review	Call Reviews	98.76%
Department Accreditation	Departments	In Progress

Call Type	Month	2017 YTD	2016 YTD	YTD Change
911	1,957	5,858	6,685	-12.4%
Non-Emergency	7,048	19,661	21,623	-9.1%
Total	9,117	25,519	28,308	-9.9%

Top 5 Response Types:

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



Priorities for Next Month:

- Complete training on 2016 CAD/RMS changes
- Continue hiring process for telecommunicators
- Establish training environment on new server for agencies in North Shore to test the new 2016 Version of Pro Phoenix

Picture of the Month

