

Highlights/Accomplishments:

Communications Center

July 2017

- Training in July/August focuses on Train Derailment response for Police/Fire, in addition to chemical hazards.
- Director Scharnott and Supervisor Haas, assisted in 911 education for a group of children attending the NSFD Summer Safety Camp.
- Pro Phoenix staff were onsite on at a system administrator meeting to troubleshooting any questions or concerns with the agencies/users. In addition, they will be attending the North Shore Chief's Meeting in mid-August.
- New hires Catherine Brauer and Candace Maxim have successfully completed training for their roles as telecommunicators at BCC.
- Tyler Glaser is currently on track to complete his training at the end of the month. He is currently serves in the Army Reserves and balances his duty time with training.

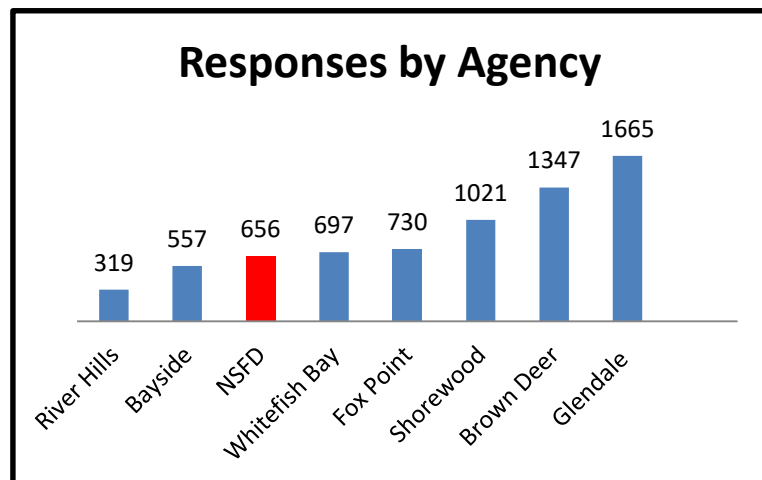
Metrics:

Metric	Measurement	Actual
Dispatch Time	Time to Dispatch Vehicle	28.5 seconds
Dispatch Call Review	Call Reviews	98.25%
Department Accreditation	Departments	In Progress

Call Type	Month	2017 YTD	2016 YTD	YTD Change
911	2,250	14,639	16,795	-12.8%
Non-Emergency	7,899	50,246	53,372	-5.9%
Total	10,149	64,885	70,125	-7.5%

Top 5 Response Types:

1. Traffic Stop
2. Vacation/Business Check
3. Suspicious Activity
4. Advanced Life Support
5. Basic Life Support



Priorities for Next Month:

- Complete the installation of the backup solution for the center, which will replace the aging Barracuda backup solution
- Continuing screening and recruitment of candidates
- Continue transition and training of staff on new Aladtec scheduling software

Picture of the Month

