

Highlights/Accomplishments:

Communications Center September 2017

- Training in September focused on sexual harassment and domestic violence protocol and response.
- Pro Phoenix staff has arranged to provide training for North Shore agencies on key features and updates in CAD/RMS.
- Supervisors will be rotating to new shifts and responsibilities in 2018, as the center looks to fill a third shift supervisor position.
- A new Shoretel phone solution was implemented in the Village of Bayside. This does not include phone replacement in the Bayside Communications Center, which is scheduled to occur in 2018.
- NSFD has converted all mobile and portables to the new digital radio system. North Shore Police will be brought on separately.

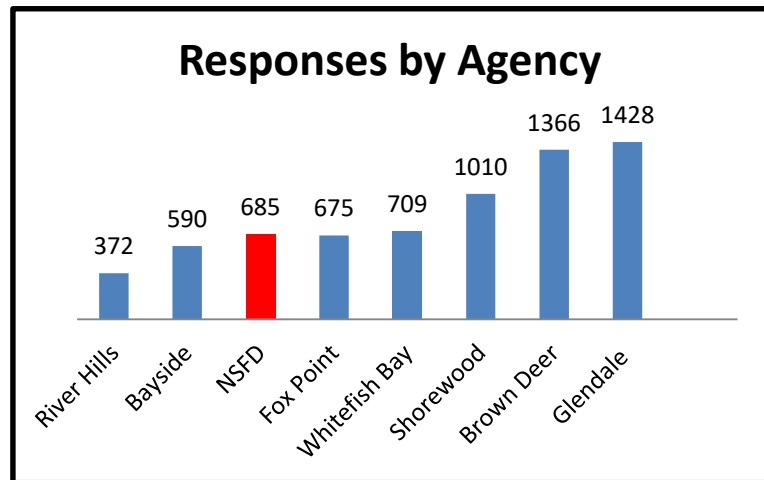
Metrics:

Metric	Measurement	Actual
Dispatch Time	Time to Dispatch Vehicle	25 seconds
Dispatch Call Review	Call Reviews	98.7%
Department Accreditation	Departments	In Progress

Call Type	Month	2017 YTD	2016 YTD	YTD Change
911	2,107	18,842	21,739	-13.3%
Non-Emergency	7,680	65,697	69,858	-6.3%
Total	9,652	84,244	90,724	-7.1%

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 Pro Phoenix user training for North Shore agencies
- Continuing screening and recruitment of candidates
- Complete vacation picks for the 2018 calendar year

Picture of the Month

