

Highlights/Accomplishments:

Communications Center

December 2017

- Interviews were conducted for the third shift supervisor vacancy. The (2) finalists have been selected and will move on to a final interview conducted by a panel of North Shore Chiefs/command staff.
- IT Staff are working with Baycom and Word systems to complete the conversion of the dispatch consoles to the digital radio system and upgrade the recording equipment.
- Training in January will focus on the use of Alertify to send text message alerts to key personnel regarding critical incidents and alert personnel of fire & police responses in the North Shore.
- BCC staff have completed training on MABAS cards and response criteria for NSFD resources.

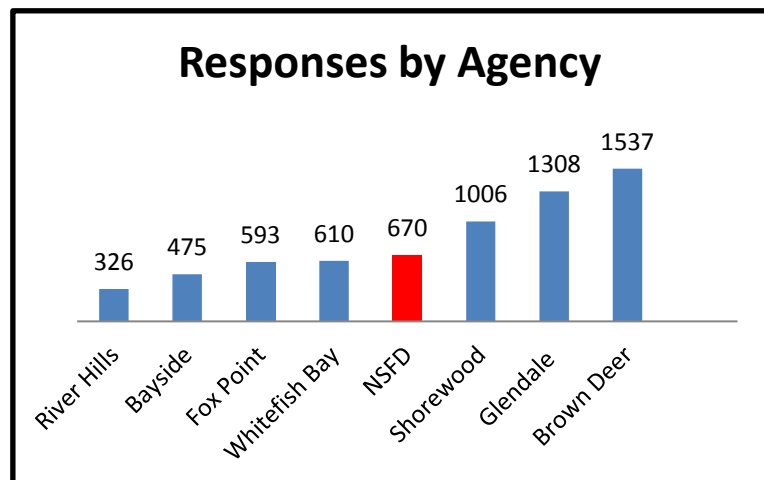
Metrics:

Metric	Measurement	Actual
Dispatch Time	Time to Dispatch Vehicle	28 seconds
Dispatch Call Review	Call Reviews	Pending
Department Accreditation	Departments	In Progress

Call Type	Month	2017 YTD	2016 YTD	YTD Change
911	2,222	25,611	28,663	-10.6%
Non-Emergency	6,676	86,393	91,442	-5.5%
Total	8,898	112,004	120,105	-0.1%

Top 5 Response Types:

1. Traffic Stop
2. Vacation/Business Check
3. Request for police
4. Request for Police
5. Advanced Life Support



Priorities for Next Month:

- Begin meeting with staff to review 2017 performance and set goals for 2018.
- Restructure training in spring to include additional off the floor training opportunities that include scenarios

Picture of the Month

