

## Highlights/Accomplishments:

Communications Center

January 2018

- BCC Staff have completed training on I-43 response and mutual aid in the North Shore.
- Panel interviews have been completed for the supervisory vacancy, and a selection has been made.
- IT Staff continued 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 February will focus on NSFD call types and dispatch radio etiquette

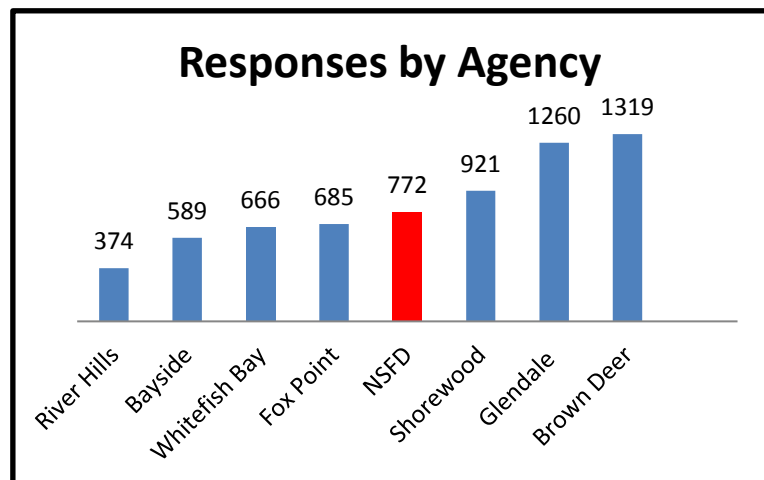
## Metrics:

Metric	Measurement	Actual
Dispatch Time	Time to Dispatch Vehicle	26 seconds
Dispatch Call Review	Call Reviews	Pending
Department Accreditation	Departments	In Progress

Call Type	Month	2018 YTD	2017 YTD	YTD Change
911	2,187	2,187	2,030	+7.7%
Non-Emergency	6,775	6,775	6,676	+1.5%
Total	8,962	8,962	8,706	+2.9%

## Top 5 Response Types:

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



## Priorities for Next Month:

- Shift meetings will be scheduled with each of the shifts to discuss pertinent changes and upcoming training opportunities.
- Scenario training on NSFD protocol will take place in April

## Picture of the Month

