

Communications Center April 2020 Report

Highlights/Accomplishments:

- Bayside Communications Center has been awarded a grant for the purchase of Next gen 911 call handling upgrade. The project is in the planning phase, with implementation planned for early 2021.
- Bayside Communications Center has completed training on address verification and tracking fire units in Pro Phoenix.
- BCC Training Coordinator Krantz has completed binders with pertinent information relating to COVID19, which are located at each dispatch position in the center.
- Call of the month was from Bayside where an officer observed a subject walking on the freeway. Officers made contact and escorted the subject safely off the roadway.

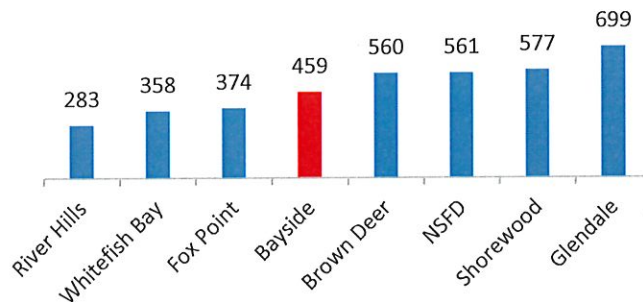
Metric	Measurement	Actual
Dispatch Time	Time to Dispatch Vehicle	28 seconds
Dispatch Call Review	Call Reviews	pending
Department Accreditation	Departments	100%

Call Type	Month	2020 YTD	2019 YTD	YTD Change
911	1,643	5,873	8,128	-27.7%
Non-Emergency	5,484	23,043	25,935	-11.5%
Outbound	1,335	6,252	7,014	-10.9%
Total	7,127	30,559	34,063	-10.3%

Top 5 Response Types:

1. Advanced Life Support
2. Vacation/Business Check
3. Welfare Check
4. 911 hang up
5. Request for Police

Responses by Agency



Priorities for Next Month:

- BCC staff are training in May on terrorism.
- BCC is currently conducting phone and virtual interviews for a telecommunicator vacancy.
- IT Staff worked with Pro Phoenix on the 2020 software migration, and are continuing to work through bugs and open support tickets.



Dispatcher Troy
Kasten