



Bayside Communications Center July 2020

Highlights / Accomplishments

- BCC has developed a timeline for implementation of Next Gen 911 and phone system upgrade, which will be completed by June 2021, in line with grant requirements.
- Staff are completing policy reviews as part of the annual review process.
- Supervisors conducted shift meetings to discuss training, staffing and operational changes in place due to COVID-19.
- Telecommunicators, Jenna Kunath and Kayla Brewer, have both expressed interest in becoming trainers for BCC. They will begin classes to become certified in Fall 2020.

PHONE CALLS



9464
↑ **8%**

911 CALLS



2437
↑ **17%**

CALL REVIEWS



95%
↑ **1%**

POLICE CALLS



6178
↑ **37%**

FIRE CALLS



692
↑ **15%**

ALS CALLS



209
↑ **12%**

REQUEST FOR POLICE



242
↓ **17%**

TRAFFIC STOPS



1856
↑ **69%**

SAFE AT HOME



0
↑ **0%**

ANSWER TIME



4 Sec
↑ **0%**

DISPATCH TIME



64 Sec
↓ **14%**

ACCREDITATION

