



Bayside Communications Center June 2020

Highlights / Accomplishments

- Supervisor Reed is working on fire call reviews to determine if additional training areas are needed for staff and to recognize center performance.
- Bayside Communications Center is working with Intrado on the timeline for the upgrade to the phone system, this will provide text to 911 and enhanced features.
- Staff will be training in July on suicidal callers, resources available, risk factors and techniques for handling these types of calls.
- Covid-19 call protocol dictated policy changes which drove up dispatch handling time from 28 second in April to 56 seconds in June.

PHONE CALLS



9821
↑ **10%**

911 CALLS



2298
↑ **10%**

CALL REVIEWS



97%
↑ **3%**

POLICE CALLS



5358
↑ **18%**

FIRE CALLS



694
↑ **.3%**

ALS CALLS



212
↑ **13%**

REQUEST FOR POLICE



195
↓ **33%**

TRAFFIC STOPS



1121
↑ **15%**

SAFE AT HOME



0
↓ **100%**

ANSWER TIME



3 Sec
↓ **25%**

DISPATCH TIME



56 Sec
↓ **25%**

ACCREDITATION

