

Communications Center March 2020 Report

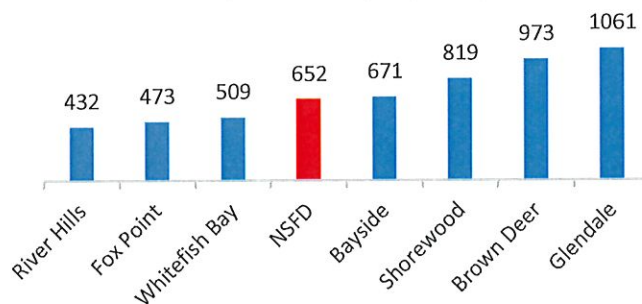
Highlights/Accomplishments:

- Bayside Communications Center has been awarded a grant for the purchase of Next gen 911 call handling upgrade. This upgrade will provide enhanced capabilities for the center in 2020.
- Bayside Communications Center has completed all requirements for certification of the training program and received notification that this has been awarded to the center.
- Staff outside training has been placed on hold due to COVID. Staff are completing training through alternate avenues, including online and virtual classrooms.
- Call of the month was a officer initiated call at Motel 6. A subject was observed trying to climb out a second-floor window and was ultimately arrested for an outstanding warrant.

Metric	Measurement	Actual
Dispatch Time	Time to Dispatch Vehicle	27 seconds
Dispatch Call Review	Call Reviews	92
Department Accreditation	Departments	100%

Call Type	Month	2020 YTD	2018 YTD	YTD Change
911	1,978	5,873	6,106	-3.8%
Non-Emergency	6,168	12,642	14,270	-11.4%
Outbound	1,551	4,917	5,324	-7.6%
Total	7,719	23,432	25,700	-8.8%

Responses by Agency

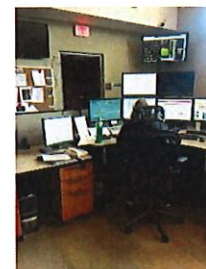


Top 5 Response Types:

1. Traffic Stop
2. Request for Police
3. 911 hang up
4. Suspicious Activity
5. Advanced Life Support

Priorities for Next Month:

- BCC is continuing to train staff as updates come in on COVID responses, to keep responders/citizens safe.
- BCC is recruiting for telecommunicator positions in the center.
- IT Staff are working toward the 2020 Pro Phoenix software migration which will take place on Monday, April 13th.



Dispatcher
Brittany Savee