



Bayside Communications Center May 2020

Highlights / Accomplishments

- Director Scharnott completed coursework throughout the past year with the assistance of a grant she was awarded from the Association of Public Safety Communication Officials and has completed her certification as a Registered Public Safety Leader (RPL).
- BCC worked in cooperation with NSFD and North Shore agencies to determine appropriate resources needed for COVID 19 calls and to provide updated training to all staff as responses changed.
- Bayside Communications Center is working with Intrado to get a revised quote for NextGen911 implementation in the center, which will take place in 2020 through the NG911 grant the center has received.
- New hire Chanel Sneide will be starting with the communications center in June. As part of her onboarding process the Village is utilizing an updated hiring portal to assist with onboarding information.
- Covid-19 call protocol dictated policies changes which drove up dispatch handling time from 28 second in April to 75 seconds in May.

PHONE CALLS



8945

911 CALLS



2091

ANSWER TIME



**4
SEC**

POLICE CALLS



4531

FIRE CALLS



692

ALS



187

REQUEST FOR POLICE



293

TRAFFIC STOPS



973

SAFE AT HOME



48

CALL REVIEWS



94%

DISPATCH TIME



**75
SEC**

ACCREDITATION



100%