



Bayside Communications Center December 2021

Highlights / Accomplishments

- BCC staff were trained on the use of 3SI tracking system, which is utilized to alert Dispatch and agencies of a crime. The system utilizes GPS to track and alert staff to the location of stolen property.
- BCC staff completed training on CodeRed notification system. North Shore Chiefs and Village Managers will meet over the next few weeks to finalize the policy.
- BCC Supervisor Reed will be providing an overview of Tellus and its use in dispatching fire units in the North Shore as we prep for the system to go live.
- BCC Staff are currently completing performance reviews and working on SMART goals for 2022.

PHONE CALLS



116,749
↑ 15%

911 CALLS



28,909
↑ 8%

CALL REVIEWS



98%
↑ 0%

POLICE CALLS



70,186
↑ 2%

FIRE CALLS



10,440
↑ 23%

ALS CALLS



2,967
↑ 20%

REQUEST FOR POLICE



2,930
↑ 15%

TRAFFIC STOPS



18,710
↑ 45%

911 HANG UPS



3,762
↑ 25%

ANSWER TIME



4 Sec
94.74%

DISPATCH TIME



42 Sec
↓ 2%

ACCREDITATION

