



# Bayside Communications Center September 2021

## Highlights / Accomplishments

- BCC Trainers will be working on completing a master training binder for use with new hires, which will include flash cards, laminated police and fire apparatus, and any additional training resources they find beneficial to the team
- Supervisor Gannett has completed 2022 shift picks and completed the staffing calendar for 2022. In addition, we will be completing vacation picks for the year.
- Director Scharnott and Director Foscatto met with Priority Dispatch and NSFD to discuss implementation of EMD dispatch in the communications center.
- Director Scharnott completed some preliminary training on the set up and use of mass notification software purchased for the North Shore and is working to set up training for North Shore personnel on operation and use.

### • PHONE CALLS



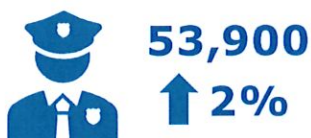
### 911 CALLS



### CALL REVIEWS



### • POLICE CALLS



### • FIRE CALLS



### • ALS CALLS



### • REQUEST FOR POLICE



### TRAFFIC STOPS



### • 911 HANG UPS



### • ANSWER TIME



### DISPATCH TIME



### ACCREDITATION

