



# Bayside Communications Center

## October 2020

### Highlights / Accomplishments

- BCC Supervisors met to discuss 2021 training opportunities, Staff are working hard to complete 2020 SMART goals and training requirements in the center.
- BCC staff completed training on contacting the water department during large scale fires and use of address flags.
- Intrado will be onsite in December for training on text to 911 for all staff as well as features and components of the new phone system.
- Training Coordinator Krantz is working with the CTO's to evaluate and align the training phases for new hires, as well as conduct her quarterly training meeting.

#### PHONE CALLS



8815

↓ 15%

#### 911 CALLS



2247

↓ 12%

#### CALL REVIEWS



96%

↓ 11%

#### POLICE CALLS



5797

↓ 19%

#### FIRE CALLS



718

↓ 15%  
%

#### ALS CALLS



231

↓ 31%

#### REQUEST FOR POLICE



218

↓ 10%

#### TRAFFIC STOPS



1381

↓ 39%

#### SAFE AT HOME



0

↑ 0%

#### ANSWER TIME



4 Sec

↑ 11%

#### DISPATCH TIME



55 Sec

↑ 68%

#### ACCREDITATION

