



# Bayside Communications Center

## November 2021

### Highlights / Accomplishments

- BCC Trainers met to discuss training protocol for new hires and ways to enhance the training program. CTO's will be working on uniform trainer binders and resources as well as a designated space for trainers to store materials and supplies.
- BCC welcomes new hire Eric Poulsen and Ruben Pieper to the team. Eric has a background as a EMT and EMD certified dispatcher, while Ruben has completed a criminal justice degree and is interested in learning about a career in dispatching. Welcome to the team!
- BCC Supervisor Reed and Deputy Director Majors met with NSFD Assistant Chief Harris and BC Carlson to discuss fire reviews and ways to enhance training for NSFD and BCC staff.
- BCC Staff are currently completing performance reviews and working on SMART goals for 2022.

#### PHONE CALLS



**106,381**  
↑ **13%**

#### 911 CALLS



**2,482**  
↑ **7%**

#### CALL REVIEWS



**98%**  
↑ **0%**

#### POLICE CALLS



**64,982**  
↑ **4%**

#### FIRE CALLS



**9,353**  
↑ **21%**

#### ALS CALLS



**2,665**  
↑ **4%**

#### REQUEST FOR POLICE



**2,664**  
↑ **8%**

#### TRAFFIC STOPS



**17,410**  
↑ **11%**

#### 911 HANG UPS



**3,546**  
↑ **28%**

#### ANSWER TIME



**4 Sec**  
**94.74%**

#### DISPATCH TIME



**42 Sec**  
↑ **0%**

#### ACCREDITATION

