



Bayside Communications Center January 2021

Highlights / Accomplishments

- Supervisor Gannett will be developing a program to work with area businesses to educate and provide resources for employees to aid in calling BCC for emergency situations.
- Staff will be trained on I-43 response in spring, 2021 specifically as it pertains to NSFD response zones and units sent depending on location of the incident.
- BCC Staff completed their DISC assessments and will be having informational sessions to discuss the composition of the staff, and how to work together more efficiently based on the identified characteristics and traits.
- BCC welcomed Jessica Borland to the team. Jessica has a degree in criminal justice and is looking forward to a career in dispatch.
- Supervisors will be attending an active threat virtual meeting as part of the North Shore Active Threat committee.

PHONE CALLS



8,624
↑ 5%

911 CALLS



2,129
↑ 7%

CALL REVIEWS



96%
↑ 1%

POLICE CALLS



6,346
↑ 6%

FIRE CALLS



719
↑ 10%

ALS CALLS



228
↑ 10%

REQUEST FOR POLICE



234
↑ 33%

TRAFFIC STOPS



1,774
↓ 43%

SAFE AT HOME



0
↑ 0%

ANSWER TIME



3 Sec
↑ 0%

DISPATCH TIME



45 Sec
↑ 80%

ACCREDITATION



*Metrics compared to 2020 YTD