



# Bayside Communications Center March 2021

## Highlights / Accomplishments

- BCC received a SMART Board through a grant submission and had IT complete set up of it. We will be working on uploading maps and files for use with the SMART board and utilize for training in the center.
- I am pleased to announce that BCC has hired a Deputy Director, Brittany Jelenc. Brittany has a background in dispatch and most recently served as an Air Traffic Controller, where she was a Training Supervisor. Brittany will make a great addition to the team.
- Staff are completing training on Weapon Complaints/Shots fired calls as well as call types and required personnel that should be sent.
- Supervisors met on Friday, March 26 to discuss Certified Training Officers in the Center, supervisor assignments for the remainder of 2021, as well as cross training of the new Deputy Director.

### 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

