



Bayside Communications Center May 2021

Highlights / Accomplishments

- BCC received a grant to train all telecommunicators in providing CPR instructions to callers based on criteria and circumstances in the call.
- BCC met with NSFD and will be holding on-site monthly training for all BCC personnel on pertinent fire topics based on call reviews and call trends in the North Shore.
- BCC supervisor Reed will be serving on the active threat committee in the North Shore, to assist in training of personnel and protocol for the Communications Center.
- BCC Staff met with North Shore agencies and a decision was made to streamline processes in dispatch and eliminate the COVID-19 prescreening protocol for all callers.

PHONE CALLS



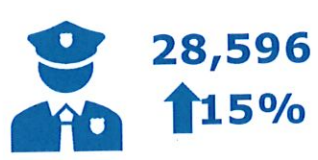
911 CALLS



CALL REVIEWS



POLICE CALLS



FIRE CALLS



ALS CALLS



REQUEST FOR POLICE



TRAFFIC STOPS



911 HANG UPS



ANSWER TIME



DISPATCH TIME



ACCREDITATION

