Falmouth Communications Center

February 2017 Report

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Summary

This report provides an overview of the performance of the Falmouth Communications Center for the month of February 2017. Operational meetings with Police and Fire continue at regular intervals. These meetings provide forums to review, discuss and evaluate current operating procedures and protocols, and to make recommendations for changes toward improvement of the Center.

Call Volume and Calls for Service

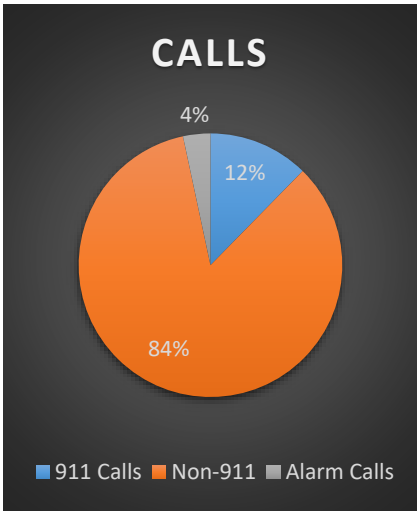
In February 2017, there were a total of 6,378 incoming calls for the Communications Center, consisting of 814 emergency 911 calls (County Transfers); 930 local emergency calls (1212,2323) and 4,634 non-emergency calls. Emergency 911 calls accounted for approximately 15 hours, 9 minutes and 48 seconds. The average time for an emergency 911 call was approximately 58.667 seconds.

The Communications Center logged approximately 2,718 calls into the CAD system for Police, Fire, Rescue, DPW, Animal Control and Marine Services.

Monthly Call / Call for Service Volume

The tables below illustrate the number of calls handled by the Communications Center for the month of February 2017.

Call Volume	Total
911 Calls Answered	814
Non 911 Calls Answered	5,564
Total Incoming Calls	**6,378**
Fire Alarm Calls Answered	41
Burglar Alarm Calls Answered	180
Total Alarm Calls	**221**
Call Averages	
Average phone calls per day	228
Average phone calls per hour	9.5
Calls for Service	
Fire Department	660
Police Department	2058



PERSONNEL COUNTS

Number of Full-Time Employees – 10

Days of Sick Used – 5 days

Days of Vacation Used – 7

Hours of Training – 165.50 (Training includes transition training into the new dispatch center)

Storm Coverage Hours – 24

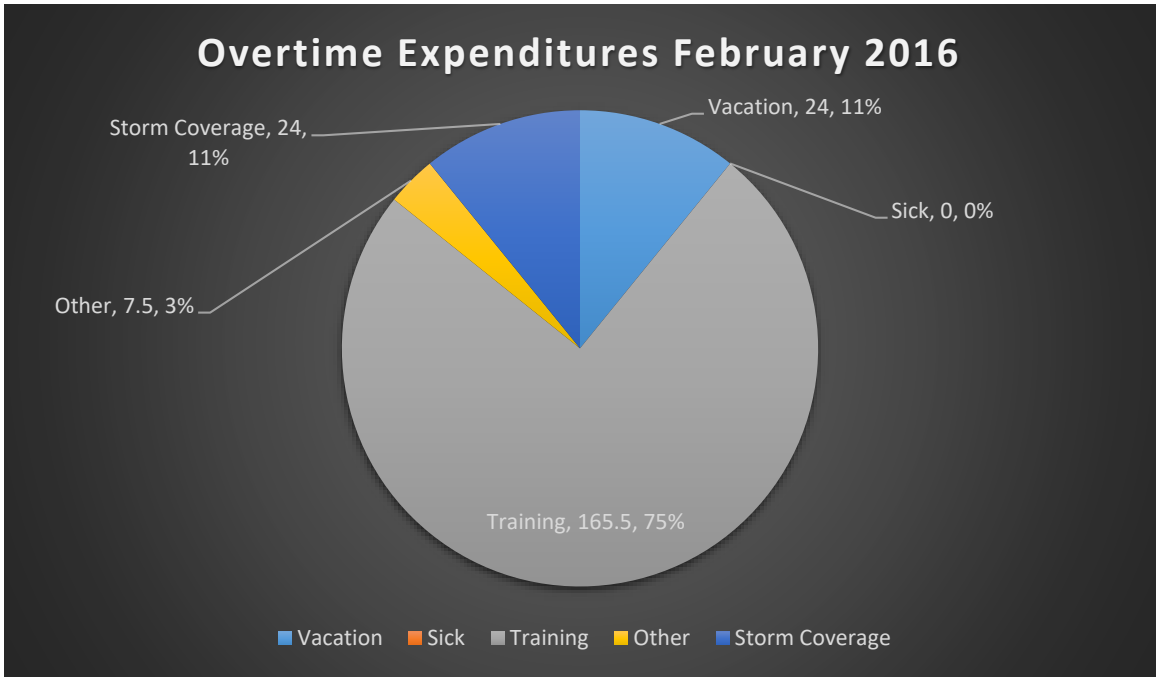
Court – 4

Union Coverage – 2

Hold Overs – 1.5

Vacation Coverage Overtime – 24

Sick Coverage Overtime – 0



Other Progress

The Communications Center is tasked with maintaining all Restraining Orders for the Police Department. Prior to opening the Communications Center all restraining orders were placed in a three ring binder and stored in the Center and queries were performed manually. Restraining Orders have now been entered into the CAD RMS system to ensure up to date live information on all Restraining and Harassment Orders can be accessed. The purpose of this method is to provide field personnel with up to date information on all persons encountered with to ensure unserved orders can be served. In addition, field personnel are able to view all orders in their cruisers live and determine if violations have been committed.

Fire Box Alarms

The Town's Fire Box alarms have been entered into CAD. The purpose of this task is to provide dispatchers with all related site information when a box number is entered into CAD. Currently, box alarms and their locations have been entered. Additional information such as site plans, fire department connections, alarm panels and other relevant information will also be added to provide field personnel with the information needed for their operation. All Fire Box Alarms have GPS Coordinates attached to the site files for easy mapping.

Knox Box

During the month of February, we began to enter all Knox box locations in CAD. This will inform dispatchers that the address fire personnel are responding to is equipped with a Knox box. Providing fire personnel with this information will reduce the potential for property damage when attempting to gain entry into a residence or business.

GPS/GIS

During the month of February, GPS coordinates have been entered in CAD for many sites to include RT. 28. CAD maps have been created to assist dispatchers with quickly assessing areas of an incident to be relayed to responding units. Color coded maps were created and assigned to each of the emergency departments. Color coded maps are used to define district boundaries assigned to police, fire and ems districts. Calls created in CAD will automatically populate the call on the color coded active calls map. In addition, the Bike Trail mile markers and GPS coordinates have been entered into CAD so that locating individuals is done so in a timely manner.