



## Bayside Communications Center

2014

### Annual Report



Liane Scharnott, Director  
Scott Grahn, Technology Manager  
Louise Lusty, RMS Administrator  
Andrea Krantz, Training Coordinator  
Jessica Jakubiak, Supervisor  
John Haas, Supervisor

#### Telecommunicators

Rebecca Andersen  
Todd Bolton  
Georgette Booker  
Melissa Fassbender  
Lonnie Gannett  
Danelle Jankowski  
Kathy Kasten  
Troy Kasten  
Tammie Kochevar

Kellie Minikel  
Bridget Miscichoski  
Ashley Parks  
Gabriel Ramirez  
Mary Rauenbuehler  
Olga Salerno  
Brittany Savee  
Joseph Walton



## 2014 Highlights

Bayside Communications Center shifted focus in 2014 with the implementation of an innovative training program. The success we experienced in 2014 was largely associated to this and other initiatives in the center, here are some highlights:

- **Commendations/Awards**-BCC Dispatchers Olga Salerno and Dani Jankowski were awarded a commendation by Glendale PD for their part in the shooting incident in Glendale on June 26<sup>th</sup>, 2014. Their professional and detailed management of a very troubling situation led to that apprehension of a shooting suspect. This is quite an honor for the center and all of the dedicated personnel who strive for excellence.
- **Dispatch Sit-Along program**-Bayside Communications Center instituted the Sit-Along program in coordination with NSFD and BRPD. This program assigns personnel to shadow a dispatcher and has been highly effective by providing a better understanding of dispatcher's job duties and encouraging cooperation and teamwork throughout the North Shore.
- **CAD/RMS**-In February 2014 North Shore Departments migrated to Pro Phoenix CAD and records management system. This software allows agencies to share data with internal and external departments and utilize a shared computer aided dispatch program designed for efficiency.

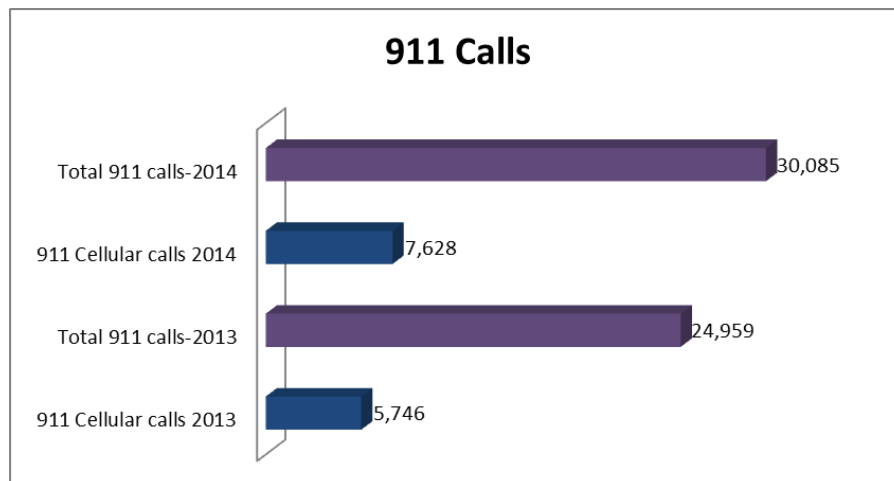
- **Supervisor Training-** Director Scharnott, Supervisor Haas, and Training Coordinator Krantz attended a Leadership Course at the Dodge County Sheriff's Department.
- **Policy/Protocol Committee-**BCC effectively established a policy/protocol committee with the intent of reviewing policies and establishing uniformity throughout the North Shore.
- **Fire Fridays-** BCC instituted a "Fire Friday" in June 2014, which has been highly successful by providing dispatchers with scenario based training as well as training specific to fire protocol.
- **Police Training-**Dispatch monthly police training has included kg demo from GLPD (PO Guse & Kg Boomer), Pursuit Training (Sgt Slamann), Active Shooter, 911 call processing liability, and in progress call taking.
- **Active Shooter/Lockdown Drill-**BCC in coordination with Fox Point PD and area North Shore departments conducted a lock down drill at Stormonth School. The drill was designed to focus on polices in place for active shooter incidents at schools, as well as the evacuation and reunification procedures.
- **Community Outreach-**
  - BCC Training Coordinator Andrea Krantz, Director Scharnott, and Lt Haffner (GLPD) met with Bayshore Security to share and review policies relating to sharing information for crimes in progress at the mall.
  - IT Manager Scott Grahn and Director Scharnott toured Milwaukee Police Communications Center to discuss joint training efforts designed on expanding call taking/dispatch skills.
- **Information Technology:**
  - In 2014 Bayside added an internal email server set up on the latest generation of the Microsoft Exchange platform. To further enhance the project, also included were offsite hosted email security and local message archiving software.
  - BCC improved resiliency of data backup and disaster recovery by converting current systems to an online backup system that stores data both locally and also duplicates the data to multiple locations.
  - BCC substantially reduced the number of physical files by beginning to utilize software by VMWare to host multiple virtual systems in an environment that provides both redundancy and higher efficiency.



## 911 Calls

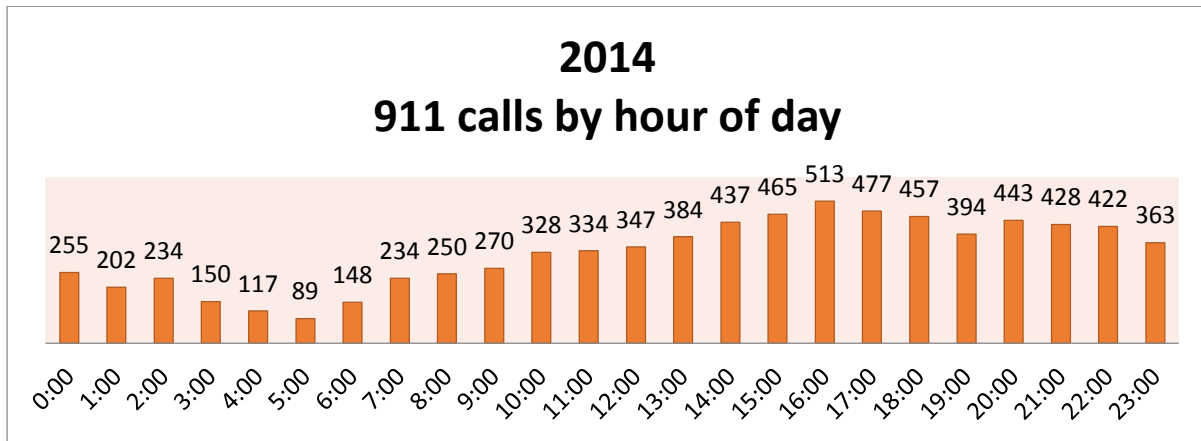
Bayside Communications Center is a PSAP (Public Safety Answering Point) that is responsible for answering calls to an emergency number for police, fire, and EMS.

In 2014, the Bayside Communications Center received over 30,000 emergency 911 calls, which is an increase of 20.5% from last year. In addition 7,628 calls came from a cellular phone.

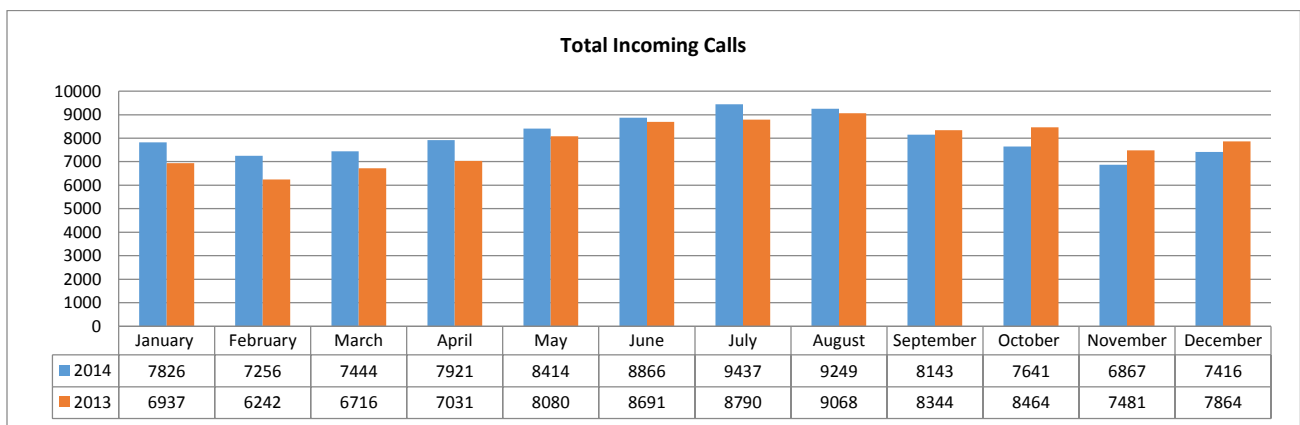


While there is no exact science utilized to predict emergencies, the chart below clearly illustrates the increase and decrease in volume of 911 calls throughout the course of a year.

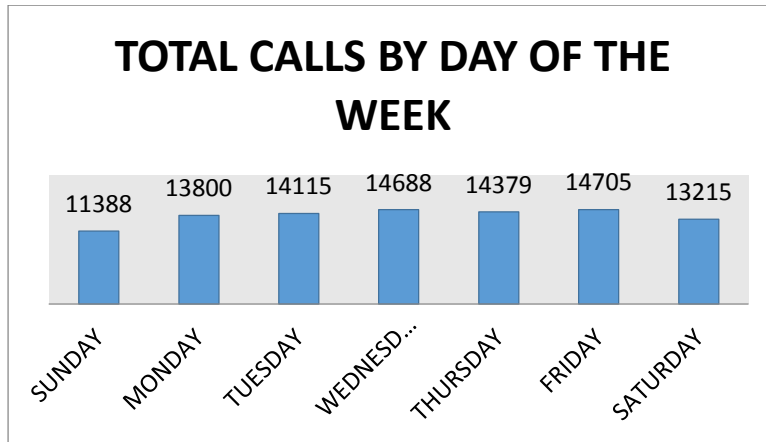
The center proactively uses tools such as call volume, crime trends, weather and other pertinent factors to dictate staffing levels to ensure that the center is staffed to handle any emergency 24/7.



In 2014 the Bayside Communications Center received a total of 96,208 phone calls, both emergency and non-emergency in nature. This was an increase of 2.7% when compared to 2013. Due to the large number of calls that the center receives, telecommunicators are trained to ask several follow up questions to quickly determine the nature of the call as well as which resources are needed. Below is a comparison of calls by year.

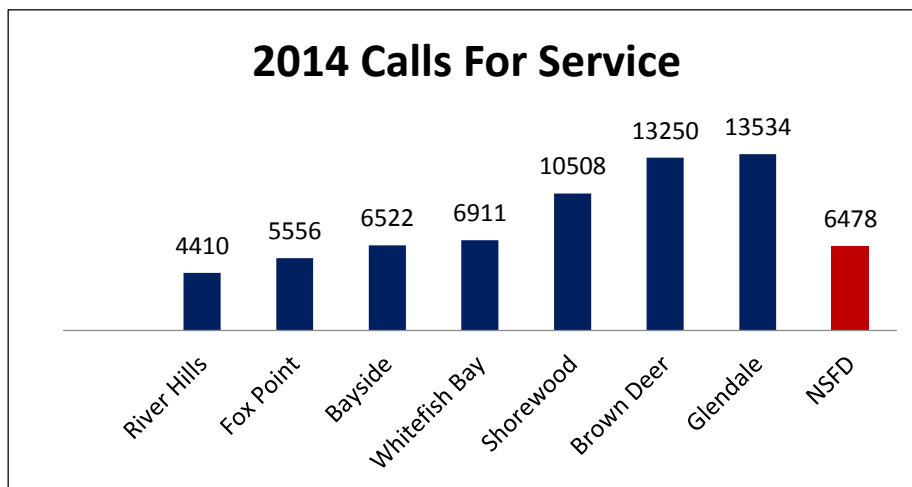


As you can see from the chart, the day of the week does not always dictate how busy the Communications Center is in terms of call volume.



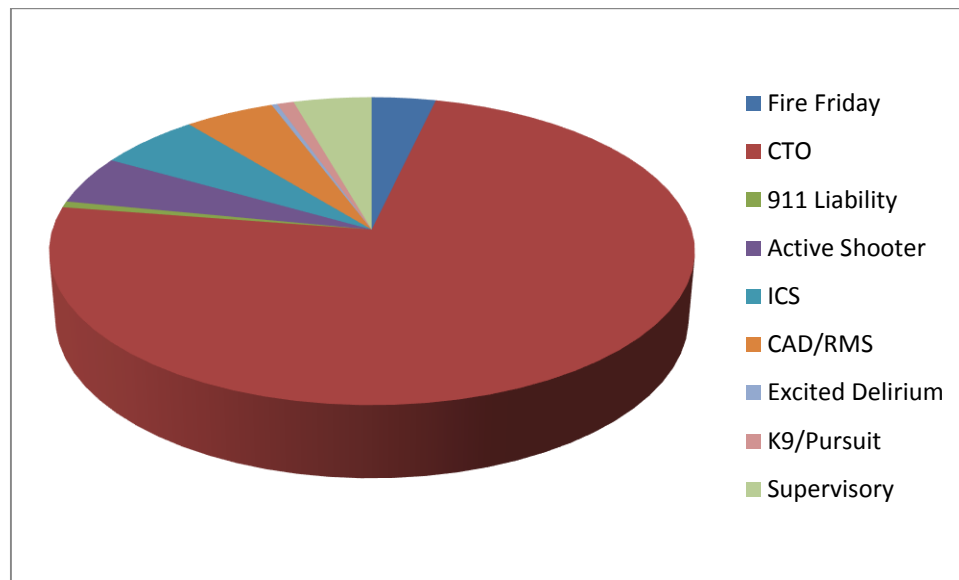
## Calls for Service

Bayside Communications Center is a consolidated center that dispatches for 7 police departments and 1 consolidated fire department. Dispatchers are trained to determine the jurisdiction, based on the CAD program and dispatch the closest most appropriate unit based on the nature of the incident and the circumstances involved. The center is responsible for gathering information and utilizing the radio to dispatch police, fire, or EMS units. Below are the 2014 calls for service, broken down by agency, that were dispatched by the Bayside Communications Center.



## Training

In 2014 Bayside Communications Center shifted its focus to an emphasis on training. The Center completed 1759.50 hours of training throughout the year which included classroom, online, conferences, and local and out of state seminars. In addition the Bayside Communications Center implemented a Certified Training Officer Program, designed to train new hires.



## Areas of specialized Training

- Director Scharnott was selected to attend the Chief Executive Officer Conference in Virginia, sponsored by the National Center for Missing and Exploited Children (NCMEC).
- In June 2014, Bayside Communications Center implemented a "Fire Fridays" program designed to focus weekly training on a topic related to fire dispatching.
- In September 2014, BCC hosted a joint training in conjunction with North Shore Departments and Oak Creek PD that focused on Active Shooter and lessons learned at the Sikh Temple incident.
- Bayside Communications Center implemented a Certified Training Officer Program, designed to set minimum training standards for new hires. In addition, (2) telecommunicators completed training to become CTO trainers to assist with this program development.



## Communications Center Goals-2015

- Complete necessary training and policy development to become one of the select communications centers to be certified by National Center for Missing and Exploited Children through their Readiness Project. This program recognizes Communications Center that are trained and prepared for any report of a missing/endangered child.
- Expand the Dispatch Sit-Along program to all the North Shore agencies to enhance teamwork, cooperation and a better understanding of functionalities and capabilities of BCC.
- Develop North Shore Active Shooter policy and implement training in coordination with North Shore Police and Fire departments.
- Continue to enhance training efforts for telecommunicators within the center through scenario based simulations and building relationships with businesses in the communities we serve.
- Utilize call taking and dispatch protocol to shape efficiency in the center through random evaluations, feedback and continued training.
- Continue to expand on building relationships within the communities through education and training with staff.
- Developing and encouraging personal growth for new supervisory staff through defined job responsibilities and training opportunities that will expand on their supervisory skills.
- Continue training with North Shore departments on pertinent topics that are critical to this environment, such as in progress call taking, pursuits, and specific call processing procedures based on the nature of the incident.

