

Bayside Communications Center

2015

Annual Report



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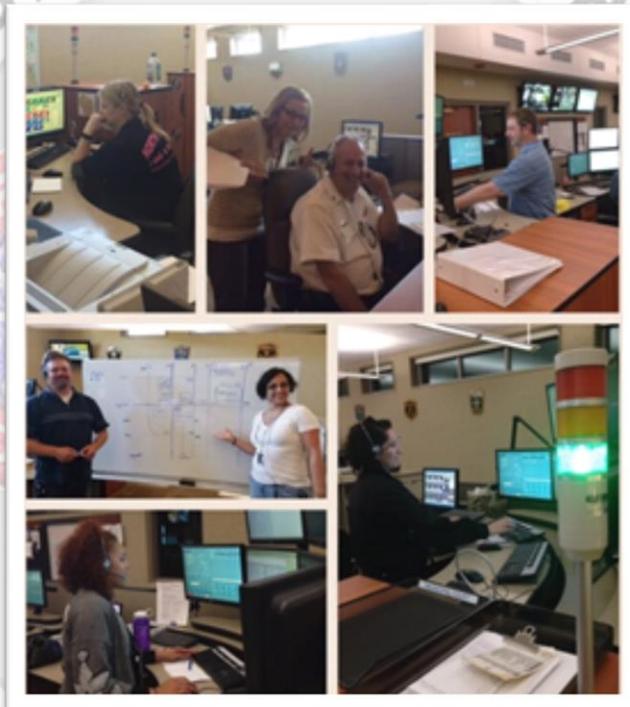
2015 Highlights

Bayside Communications Center placed significant emphasis in 2015 on training, policy development, and refining standards for the Center, including the introduction of a formal call review process. This will pave our way into 2016/2017 when we seek formal accreditation. The success we experienced in 2015 was largely associated with this and other initiatives in the center, here are some highlights:

- **Commendations/Awards**-Received an award from the National Center for Missing and Exploited Children in recognition of their dedication, training and policies in preparation for any calls of missing/exploited children.
- **Dispatch Sit-Along program**-Instituted the Sit-Along program, and has continued to expand on this by branching out to North Shore agencies and businesses. 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.
- **Supervisor Training**- Director Scharnott attended Incident Command/IED detection class sponsored through the Department of Homeland Security (DHS) in Alabama. Training Coordinator Andrea Krantz attended an Instructor Training Certification program through DHS, at Fort McClellan in Alabama.
- **Fire Fridays**- Implemented "Fire Friday" training each week. This program has been highly effective at providing dispatchers with scenario based training as well as training specific to fire protocol.
- **Police Training**- Training in 2015 focused on bomb threats, pursuits, Suburban Mutual Assistance Response Team training, missing & exploited children, dispatcher stress, Incident command, and many other aspects and functions of dispatching.
- **Active Shooter/Lockdown Drill**-BCC staff participated in a lock down drill at University School in River Hills, in coordination with River Hills PD and area North Shore departments.
- **Community Outreach**- Working with numerous facilities and infrastructure in the North Shore to set up site tours to familiarize dispatch personnel with both sites, which is crucial to dispatching.
- **Dispatcher Assisted CPR**- This initiative kicked off in June, in cooperation with NSFD/Milwaukee County EMS. The initiative is aimed at improving cardiac arrest survivability in the county, by providing CPR instructions to those on scene.

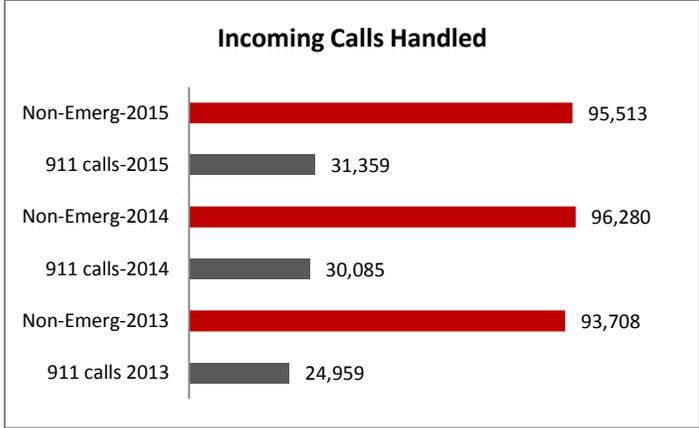
- **Information Technology:**

- Upgraded the connectivity between the seven North Shore communities, Milwaukee and Waukesha counties. This project utilized primarily fiber optic connections which provided increased bandwidth, speed and reliability. In addition to these improvements, significant cost savings were realized.
- Enhanced uniformity among the agencies by converting all supported agencies to Netmotion Mobility, which serves as a joint mobile virtual private network solution enhancing CAD/RMS connectivity to the mobile computers used in police vehicles and fire apparatus.

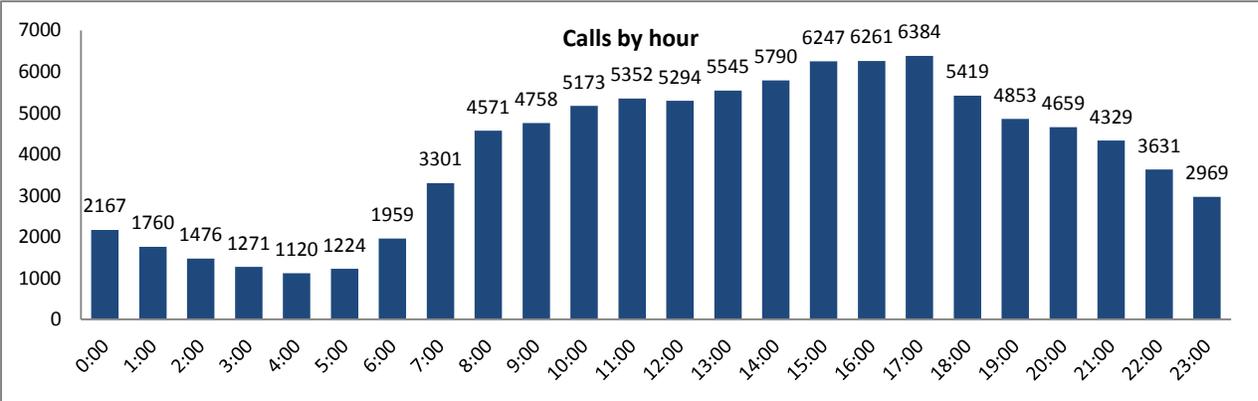


911 Calls

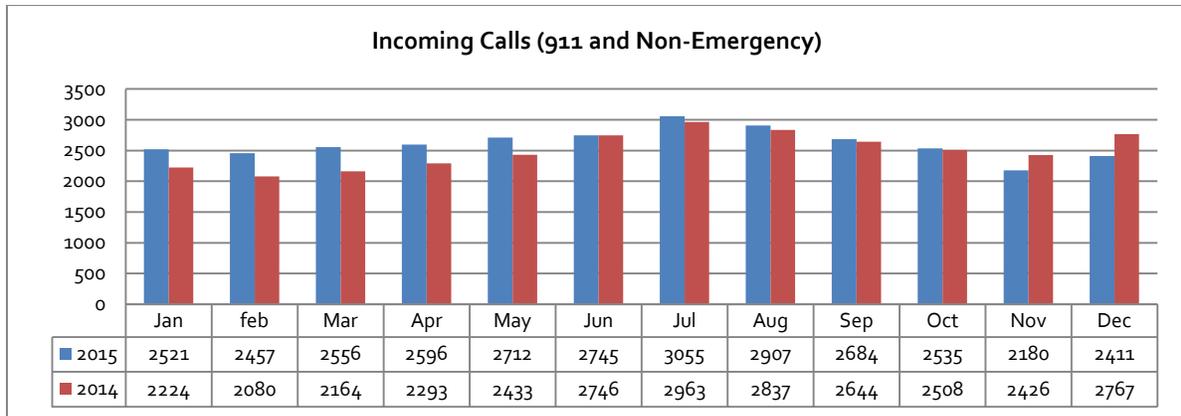
In 2015, the Center received 31,359 emergency 911 calls, which is an increase of 4.2% from the previous year. Below is a comparison over a three year period.



While there is no exact science utilized to predict emergencies, the chart below clearly illustrates the fluctuation 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.

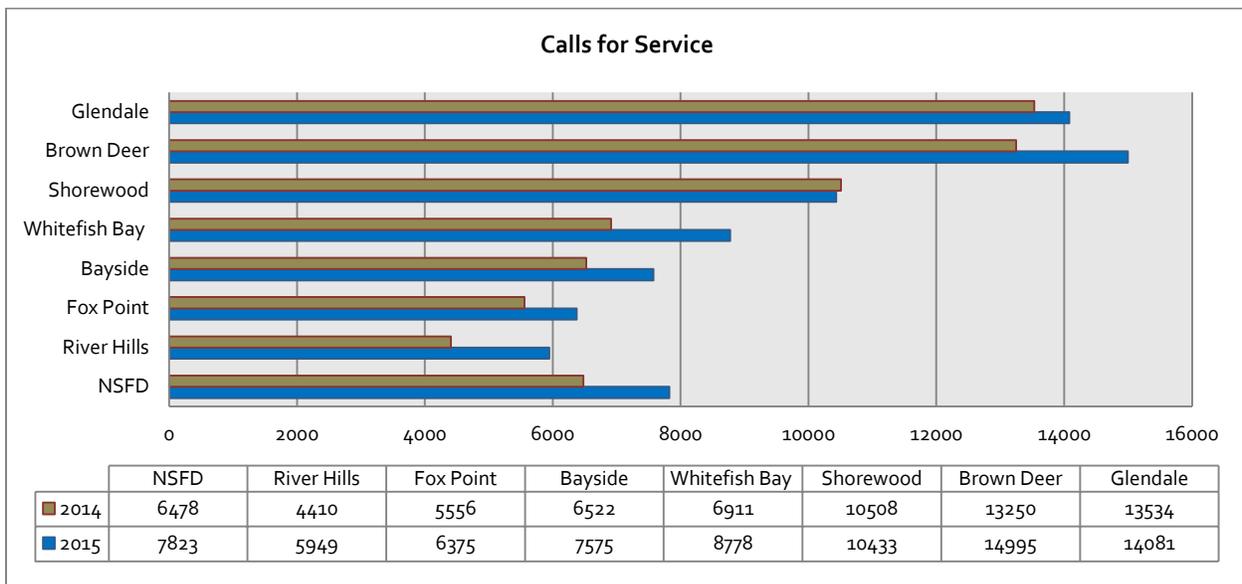


In 2015, the Center received a total of 95,513 phone calls, both emergency and non-emergency in nature. This was an increase of .39% when compared to 2014. Due to the large number of calls that the center receives, telecommunicators are trained to ask several follow up questions to quickly determine the nature of the call as well as which resources are needed.



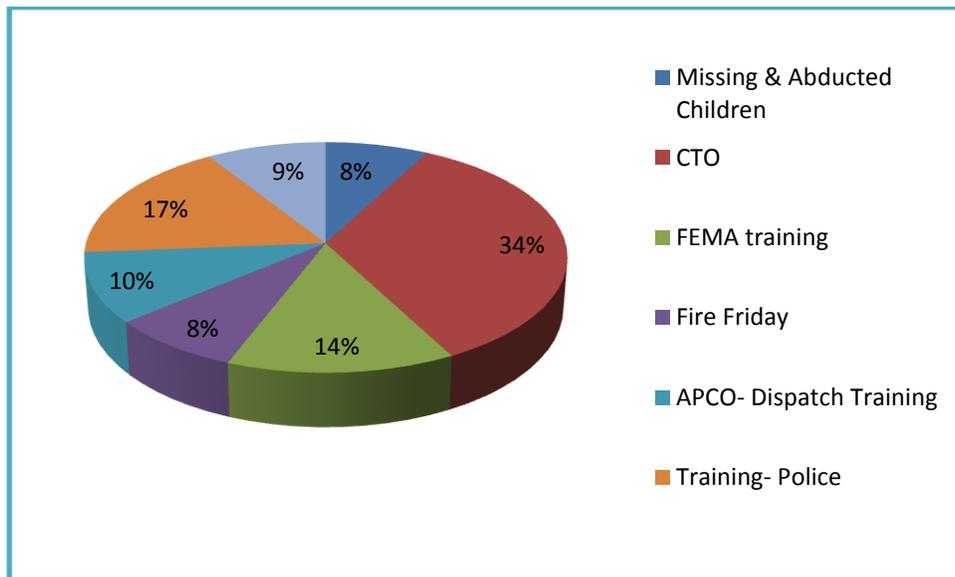
Calls for Service

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 2015 calls for service, broken down by agency, that were dispatched by the Center.



Training

In 2015, the Center shifted its focus to an emphasis on training. The Center completed 1219.4 hours of training throughout the year which included classroom, online, conferences, as well as local and out of state seminars. The Center maintains minimum training requirements for all telecommunicators of 24 hours and increased minimums for supervisory staff. We have had 100% success in meeting these targets, which has had a significant positive impact on the center. The chart below is a breakdown of how these training hours were attained by staff in 2015.



Areas of specialized Training

- Director Scharnott was selected to attend Incident Command/IED detection training through the Center for Domestic Preparedness (CDP), at Fort McClellan in Alabama.
- Dispatch supervisors attended FEMA Incident Command training at Oak Creek Fire Department
- Training Coordinator Andrea Krantz was selected to attend Instructor Training Certification, through CDP, at Fort McClellan in Anniston, Alabama.
- 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-2016

- Complete necessary requirements for APCO Training Program Certification. This would involve a detailed examination of the CTO program that the Bayside Communications Center implemented for the training of new hires.
- 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.
- Development of an Employee Assistance Program that will provide valuable resources for dispatchers due to the stressful nature of the job.
- Development and refinement of the call taking and dispatch protocol measures utilized 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, as well as site tours to familiarize BCC staff with North Shore landmarks.
- 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.