



Highlights

- Dispatch personnel completed (4) "Fire Friday" trainings during the month of January. This training providing insight on the response for Full Still vs Still, CAD unit designation changes, updating responding units, and Shared Services responses into Milwaukee.
- January police training focused on felony or high risk traffic stops, focusing on the officers' tactics and concerns, as well as the dispatchers.
- Bayside Training Coordinator Andrea Krantz & Director Scharnott met with North Shore Health Department to discuss criteria for after hour calls to the health department in the event of a public emergency/health crisis.
- BCC welcomed new hire Ashley Wilson, who comes to the center with a background in Law Enforcement and loss prevention. After completing the orientation and ride-alongs, Ashley was introduced to phase 1 of the training program and assigned a CTO. (Certified Training Officer).

Call Volume

Call volume, as it relates to 911 calls, has decreased by 7.9% when compared to the month of December. The number of non-emergency calls this month has also decreased by 5.8%.

Call Volume	911 Calls Received	Non-Emerg Calls	Total Calls	911 Calls-YTD	Total Calls-YTD
January	2,221	5,170	7,391	2,221	5,170
December	2,411	5,491	7,902	31,359	95,513

During the month of January (546) emergency 911 calls were transferred to Milwaukee County/ Milwaukee Police and Fire, which is approximately 24.6 % of our incoming 911 calls.

Call Transfers to Milwaukee	911 Calls Transferred	Non-Emerg Call Transfers	Total Calls	911 Calls-YTD	Total Calls-YTD
January 2016	546	464	1,017	2,221	5,170

Responses by Agency

The call volume has decreased by approximately 2.1% when compared to previous month. As we look ahead to the next few months, it is anticipated that the call volume will slowly decrease in response to the weather as well as the increased police presence in the communities.

Total Responses	NSFD	Brown Deer	Glendale	Shorewood	Bayside	Whitefish Bay	Fox Point	River Hills
Jan-16	630	1,142	1,126	766	605	613	526	463
Dec-15	674	987	1,135	926	588	689	525	472

Dispatch Handling Time

Dispatching is a fast paced environment where no two situations are ever the same. Because we deal with a variety of situations we are constantly training and measuring our abilities as a center. One such measure we utilize is the time it takes a dispatcher to gather pertinent details from the caller and create a call for service in CAD. Our expectation is less than one minute, however this is dependent on the caller's cooperation and the details they provide. Our average handling time for police related calls for service this month has decreased slightly to an average of 22 seconds in the month of January.

North Shore Response Types

In January of 2016 the number of Entry to Vehicle reported increased by 31.8% when compared to December; however the number of reported retail thefts decreased by 13.3%. North Shore agencies continue to work with the community and encourage the reporting of any suspicious activity as a crime prevention technique. During the past month, citizen reporting of suspicious persons/activities has increased by 24.5%.

Response Type	January-16	December-15	Percentage of Decrease/Increase
Entry To Vehicle	29	22	+31.8%
Burglary	5	17	-70.5%
Retail Thefts	104	120	-13.3%
Suspicious Activity	193	155	+24.5%

Upcoming Ventures

- March 8th-9th- Telecommunicator Fassbender will be attending Verbal Judo at West Bend PD
- March 2016- Director Scharnott attends Communications Center Manager Certification Program- Waukesha County Communications Center
- April 4th-8th-Supervisors attend FBI Supervisor training course hosted by Brown Deer PD.