



### Highlights

- Dispatch personnel completed (4) "Fire Friday" trainings during the month of February. This training providing insight on the response for PIALS vs PIBLS, CAD unit status changes, the use of Alertify to send text notifications, and mutual aid responses into Milwaukee.
- February police training focused on geography in the North Shore, focusing on location of common places, intersections and hundred blocks.
- BCC continues to work with NSFD Asst Chief Harris to schedule and train dispatch personnel on fire based scenarios. This active training scenario provides an overview of fire-related concerns responding personnel face and expands on communications centers responsibilities in relation to active fire incidents.
- BCC new hires Angela Sayeg and Timothy Lemke have both successfully completed all four phases of the training program and are assigned to shifts in the Communications Center.

### Call Volume

Call volume, as it relates to 911 calls, has decreased by 3 % when compared to the month of January. The number of non-emergency calls this month has also decreased by 3.8%.

Call Volume	911 Calls Received	Non-Emerg Calls	Total Calls	911 Calls-YTD	Total Calls-YTD
February	2,154	4,973	7,127	4,375	14,518
January	2,221	5,170	7,391	2,221	5,170

During the month of February (572) emergency 911 calls were transferred to Milwaukee County/ Milwaukee Police and Fire, which is approximately 26.6 % of our incoming 911 calls.

Call Transfers to Milwaukee	911 Calls Transferred	Non-Emerg Call Transfers	Total Calls	911 Calls-YTD	Total Calls-YTD
February 2016	572	462	1,034	4,375	14,518

### Responses by Agency

The call volume has decreased by approximately 8.8% when compared to previous month. As we look ahead to the next few months, it is anticipated that the call volume will slowly increase in response to warmer weather which generally leads to more activity in the communities.

Total Responses	NSFD	Brown Deer	Glendale	Shorewood	Bayside	Whitefish Bay	Fox Point	River Hills
Feb-16	685	864	1,126	810	532	524	453	429
Jan-16	630	1,142	1,142	776	611	634	534	475

### 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 increased slightly to an average of 23.8 seconds in the month of February.

### North Shore Response Types

In February of 2016 the number of Entry to Vehicle reported increased by 65.5% when compared to January; however the number of reported retail thefts decreased by 2.9%. North Shore agencies continue to work with the community and encourage the reporting of any suspicious activity as a crime prevention technique.

Response Type	February-16	January-16	Percentage of Decrease/Increase
Entry To Vehicle	48	29	+65.5%
Burglary	8	5	+60%
Retail Thefts	101	104	-2.9%
Suspicious Activity	170	193	-11.9%

### Upcoming Ventures

- March 8<sup>th</sup>-9<sup>th</sup>- 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 4<sup>th</sup>-8<sup>th</sup>-Supervisors attend FBI Supervisor training course hosted by Brown Deer PD.