



Highlights

- Dispatch personnel completed (4) "Fire Friday" trainings during the month of March. This training providing insight on the Limited Investigative response, techniques fire fighters utilize on scene and when to advise callers to "shut the door" as well as the PI Extrication response and the function of additional engines and units on scene.
- 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.
- Director Scharnott completed Center Manager Certification training through NENA, in March and is working on a timeline for accreditation of the center and it's training program.
- BCC new hire Ashley Wilson has successfully completed all four phases of the training program and is assigned to early shift in the Communications Center.

Call Volume

Call volume, as it relates to 911 calls, has increased by 7.2% when compared to the month of February. The number of non-emergency calls this month has also increased by 15%.

Call Volume	911 Calls Received	Non-Emerg Calls	Total Calls	911 Calls-YTD	Total Calls-YTD
March	2,310	5,719	8,028	6,685	22,546
February	2,154	4,973	7,127	4,375	14,518

During the month of March (682) emergency 911 calls were transferred to Milwaukee County/ Milwaukee Police and Fire, which is approximately 29.5 % of our incoming 911 calls.

Call Transfers to Milwaukee	911 Calls Transferred	Non-Emerg Call Transfers	Total Calls	911 Calls-YTD	Total Calls-YTD
March 2016	682	441	1,123	6,685	22,546

Responses by Agency

The call volume has increased by approximately 13% 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
Mar-16	679	1,170	1,206	859	582	591	578	464
Feb-16	685	864	1,126	810	532	524	453	429

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 21.4 seconds in the month of March.

North Shore Response Types

In March of 2016 the number of Entry to Vehicle reported decreased by 27.1% when compared to February; however the number of reported burglaries increased by 125%. North Shore agencies continue to utilize social media and education to work with the community and encourage the reporting of any suspicious activity as a crime prevention technique.

Response Type	March-16	February-16	Percentage of Decrease/Increase
Entry To Vehicle	35	48	-27.1%
Burglary	18	8	+125%
Retail Thefts	118	101	+16.8%
Suspicious Activity	78	170	-54.1%

Upcoming Ventures:

- April 4th-8th-Supervisors attend FBI Supervisor training course hosted by Brown Deer PD.
- April 10th-16th- Telecommunicators week, a great time to show appreciation for the BCC and their team of dedicated telecommunicators