



Highlights

- Dispatch personnel completed (4) "Fire Friday" trainings during the month of April. This training providing insight on the procedures for sending North Shore units on mutual aid calls as well as change of quarters for units and the use of CAD for recommendations on fire calls.
- BCC completed active shooter training with all personnel in conjunction with NSFD. This training focused on dispatch procedures, North Shore agencies and their response, as well as equipment used and guidelines.
- BCC faces a unique situation with 20% of its staff pregnant. While we are excited for each of them, in order to prevent the remainder of the staff from feeling the full impact of this, special scheduling rules were put into place based on recommendations of the center and its staff.
- Training Coordinator Krantz/Director Scharnott met with Capt Halverson from Brown Deer PD on April 26th to establish benchmarks for large scale police incidents, including mutual aid response, and the establishment of incident command.

Call Volume

Call volume, as it relates to 911 calls, has decreased by 4.8% when compared to the month of March. The number of non-emergency calls this month has also decreased by 9%.

Call Volume	911 Calls Received	Non-Emerg Calls	Total Calls	911 Calls-YTD	Total Calls-YTD
April	2,200	5,203	7,460	8,921	29,949
March	2,310	5,719	8,028	6,685	22,546

During the month of April (635) emergency 911 calls were transferred to Milwaukee County/ Milwaukee Police and Fire, which is approximately 28.9 % of our incoming 911 calls.

Call Transfers to Milwaukee	911 Calls Transferred	Non-Emerg Call Transfers	Total Calls	911 Calls-YTD	Total Calls-YTD
April 2016	635	449	1,084	8,921	29,949

Responses by Agency

The call volume has decreased by approximately 2.4% when compared to previous month. As we slowly ease into warmer weather in Wisconsin and school comes to an end, the call volume will begin to increase in the North Shore communities.

Total Responses	NSFD	Brown Deer	Glendale	Shorewood	Bayside	Whitefish Bay	Fox Point	River Hills
Apr-16	590	1,254	1,171	863	525	589	571	416
Mar-16	679	1,170	1,206	859	582	591	578	464

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 23.2 seconds in the month of April.

North Shore Response Types

In April of 2016 the number of Entry to Vehicle reported decreased by 28.6% when compared to March; while the reports of suspicious activity increased by 174.4%. North Shore agencies continue to utilize social media coupled with community education to encourage the reporting of any suspicious activity as a crime prevention technique.

Response Type	April-16	March-16	Percentage of Decrease/Increase
Entry To Vehicle	25	35	-28.6%
Burglary	10	18	-44.4%
Retail Thefts	85	118	-27.9%
Suspicious Activity	214	78	+174.4%

Upcoming Ventures:

- May 12th- Active Shooter Committee Meeting at Cardinal Stritch
- May 17th- BCC Dispatchers Mary Rauenbuehler and Olga Salerno will be attending "The Bulletproof Mind" training at WCTC, focusing on terrorism in schools
- May 23-27th- North Shore Active Shooter Training.