



Highlights

- Dispatchers Rauenbuehler and Salerno attended training on terrorism in schools.
- All North Shore agencies participated in Active Shooter training at Cardinal Stritch the week of May 23rd. This training focused on dispatch procedures, and tactics for responders.

Call Volume

Call volume, as it relates to 911 calls, has increased by 4.8% when compared to the month of May.

Call Volume	911 Calls Received	Non-Emerg Calls	Total Calls	911 Calls-YTD	Total Calls-YTD
May	2,535	5,932	8,467	11,461	38,416
April	2,200	5,203	7,460	8,921	29,949

During the month of May (969) emergency 911 calls were transferred, which is approximately 38.2 % of our incoming 911 calls.

Call Transfers to Milwaukee	911 Calls Transferred	Non-Emerg Call Transfers	Total Calls	911 Calls-YTD	Total Calls-YTD
May 2016	969	522	1,291	8,921	29,949

Responses by Agency

The call volume has increased by approximately 9.5% when compared to previous month. Dispatch handling time for police incidents averaged 24.9 seconds for the month.

Responses	NSFD	Brown Deer	Glendale	Shorewood	Bayside	Whitefish Bay	Fox Point	River Hills
16-May	675	1,407	1,306	955	525	665	572	442
16-Apr	590	1,254	1,171	863	525	589	571	416

North Shore Response Types

Response Type	May-16	April-16	Percentage of Decrease/Increase
Entry To Vehicle	34	25	+36%
Burglary	6	10	-40%
Retail Thefts	105	85	+23.5%
Suspicious Activity	240	214	+12.1%