



Highlights

- BCC supervisors taught a 911 education class to 4th graders at the North Shore Safety camp.
- A time clock has been implemented in BCC, as part of the transition to Worklout scheduling software. This will eliminate a step in payroll processing for the employees.

Call Volume

Call volume, as it relates to 911 calls, has increased by 2.2% when compared to the month of May.

Call Volume	911 Calls Received	Non-Emerg Calls	Total Calls	911 Calls-YTD	Total Calls-YTD
June 2016	2,592	6,211	8,803	14,053	47,219
May 2016	2,535	5,932	8,469	11,461	38,416

During the month of June (750) emergency 911 calls were transferred, 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
June 2016	750	611	1,361	14,053	47,219

Responses by Agency

The call volume has increased by approximately 4.8% when compared to previous month. Dispatch handling time for police incidents averaged 21 seconds for the month.

Responses	NSFD	Brown Deer	Glendale	Shorewood	Bayside	Whitefish Bay	Fox Point	River Hills
16-June	667	1,349	1,372	1,083	599	791	595	405
16-May	675	1,407	1,306	955	525	665	572	442

North Shore Response Types

Response Type	June-16	May-16	Percentage of Decrease/Increase
Entry To Vehicle	49	34	+44%
Burglary	2	6	-67%
Retail Thefts	103	105	-2%
Suspicious Activity	233	240	-3%