

## Top 4 Highlights/Accomplishments:

Communications Center

December, 2016

- BCC utilizes Certified Training Officers (CTO's) to train new and existing employees on changes or updates for the center. Supervisor John Haas and Lonnie Gannett have applied to be part of this training team and are currently enrolled in the certification program required to complete this.
- BCC continues to work with NSFD on the implementation and training for the new Mutual Aid Box Alarm System Cards as well as the changes to CAD calls for service and recommendations. Training will consist of scenarios, an overview of the changes and mini training sessions.
- Bayside Supervisory team hosted a second onsite assessment center to screen potential telecommunicator candidates.
- BCC IT Manager has been working with a local vender to implement a new phone system, to replace the existing system shared by Brown Deer, NSFD, and Bayside.

## Metrics:

Metric	Measurement	Goal	Reporting Period	Actual
Dispatch Time	Time to Dispatch Vehicle	30 Seconds	Monthly	22 seconds
Dispatch Call Review	Call Reviews	87.7%	Monthly	92%
Department Accreditation	Departments	Yes	Annual	In Progress

Call Type	Month	2016 YTD	2015 YTD	YTD Change
911	2,372	28,663	31,359	-8.6%
Non-Emergency	5,403	91,480	88,675	+3.2%
Total	9,858	120,105	120,035	+0.1%

## Top 5 Response Types:

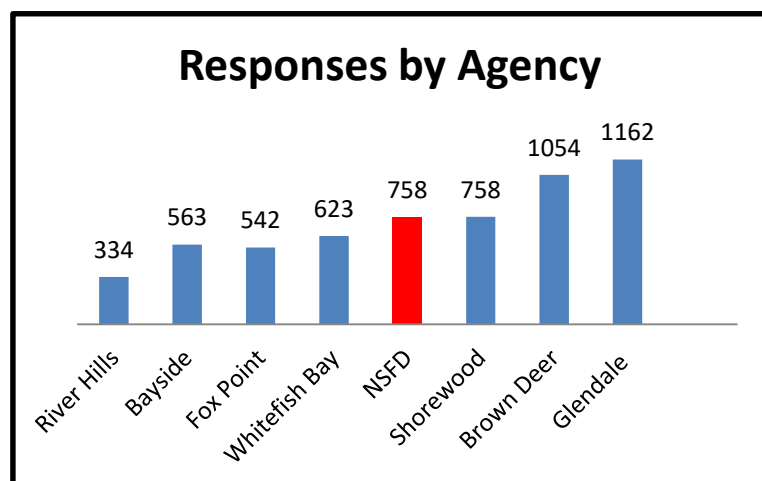
1. Advanced Life Support Calls
2. 911 Hang up/error
3. Traffic Stops
4. Suspicious Activity
5. Disabled Vehicle

## Personnel:

- BCC is currently interviewing to fill a telecommunicator vacancy, with an anticipated start date of February 13, 2017.
- Louise Lusty, RMS Administrator continues work on the eReferral interface which allows officers to send cases directly to the Milwaukee County DA's Office.

## Priorities for Next Month:

- Loading 2016 version of Pro Phoenix on new server environment
- Completion of training and implementation of NSFD call type enhancements



## Picture of the Month

