

Top 5 Highlights/Accomplishments:

- BCC staff toured Waukesha County Communications Center and discussed text to 911 options
- BCC Continues to work with Oak Creek on a connection between the two centers
- Supervisors instructed a class at North Shore Safety Camp on 911 basics to 4th graders
- Workload has been implemented as a scheduling software in dispatch, which includes a time clock
- BCC is working on goals for 2017 which include certifying the training program

Metrics:

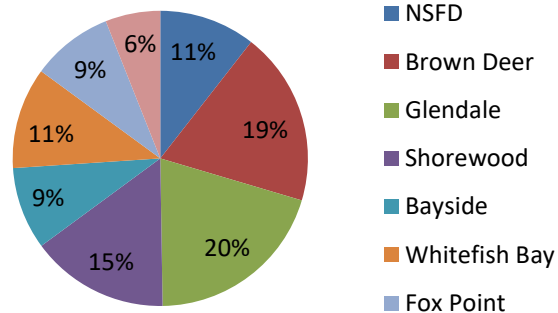
Metric	Measurement	Goal	Reporting Period	Actual
Dispatch Time	Time to Dispatch Vehicle	30 Seconds	Monthly	23
Dispatch Call Review	Call Reviews	80%	Monthly	88%
Department Accreditation	Departments	Yes	Annual	In Progress

Call Type	Month	2016 YTD	2015 YTD	YTD Change
911	2,742	16,795	18,642	-11%
Non-Emergency	8,142	53,330	51,254	+4.1%
Total	10,884	70,125	69,896	

Top 5 Response Types:

1. Suspicious Activity
2. Traffic Stops
3. Accidents
4. Fi Stops
5. Animal Complaints

Responses By Agency



Personnel:

- BCC welcomes Rich Foscatto as the new IT Manager to replace Scott Grahn who is retiring September 15, 2016
- Staff are transitioning to IT ticketing software that will be fully implemented by the end of 2017
- Training Coordinator Krantz returns from Maternity leave in early August

Priorities for Next Month:

- Finalize vacation and shift picks for 2018
- Schedule a quarterly fire training with NSFD Asst Chief Harris
- Establish goals and guidelines for APCO training program certification

Picture of the Month

