



Bayside Communications Center

2016

Annual Report



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Rich Foscatto, IT Manager
Louise Lusty, CAD Administrator
Jessica Jakubiak, Supervisor
Andrea Krantz, Training Coordinator
John Haas, Supervisor

Communications Staff

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Brittany Savee
Melissa Fassbender
Mary Rauenbuehler
Danelle Jankowski
Gabriel Herrera
Lonnie Gannett
Ashley Parks
Hannah Miller
Ashley Wilson

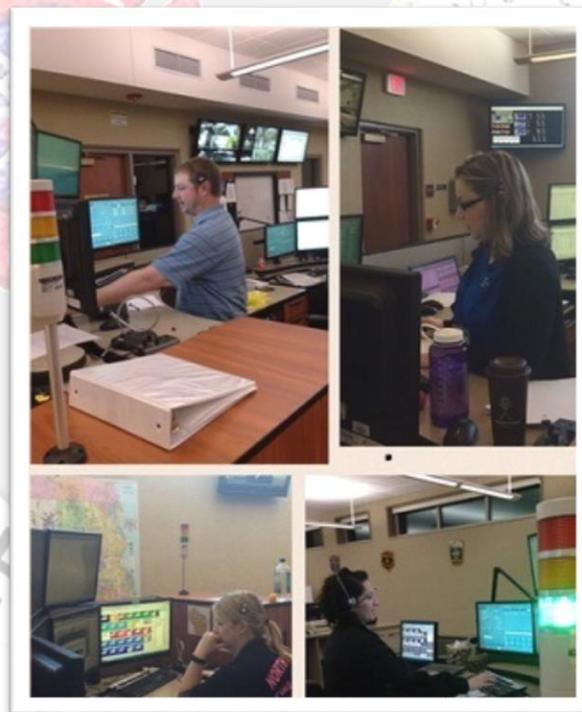


2016 Highlights

Bayside Communications Center shifted focus in 2016 to realign supervisors, formalize a dedicated training position and institute training enhancements for the center. This will pave our way into 2017/2018 as we move toward certifying the training program and accreditation. The success we experienced in 2016 was largely associated with this and other initiatives in the center, here are some highlights:

- **Commendations/Awards**-Telecommunicator Hannah Miller was recognized for her quick actions and decision making during a medical incident, which aided NSFD in locating and assisting the subject, and ultimately saved his life.
- **Dispatch Sit-Along program**- Instituted the Sit-Along program in 2014, and has continued to expand on this by branching out to North Shore agencies and businesses. This program assigns personnel to shadow a dispatcher and has been highly effective by providing a better understanding of dispatcher's job duties and encouraging cooperation and teamwork throughout the North Shore.
- **Supervisor Training**- Director Scharnott attended a course sponsored by NENA that provided a certification in Dispatch Center Management and operations. Supervisor Jakubiak attended a class focused on creating a Peer Support Group and Employee Assistance Program development.
- **Fire Fridays**- Training Coordinator work with NSFD to establish quarterly fire training for all dispatch personnel through the use of training scenarios.
- **Police Training**- Training in 2016 focused on Geo in the North Shore, Active Shooter response, bomb threats, pursuits, Suburban Mutual Assistance Response Team training, Civil Disturbance incidents, Child Sex Trafficking, dispatcher stress, Incident command, and many other aspects and functions of dispatching.
- **Active Shooter Training**-The North Shore agencies focused on preparation, training and response in the event of an Active Shooter in one of the communities. This culminated in a large scale training scenario at Cardinal Stritch simulating an Active Shooter.
- **Community Outreach**- BCC Supervisor Haas has been working with area businesses to establish rapport and familiarize dispatch staff with key locations by providing tours. This occurred at University School, Cardinal Stritch, and Walmart.

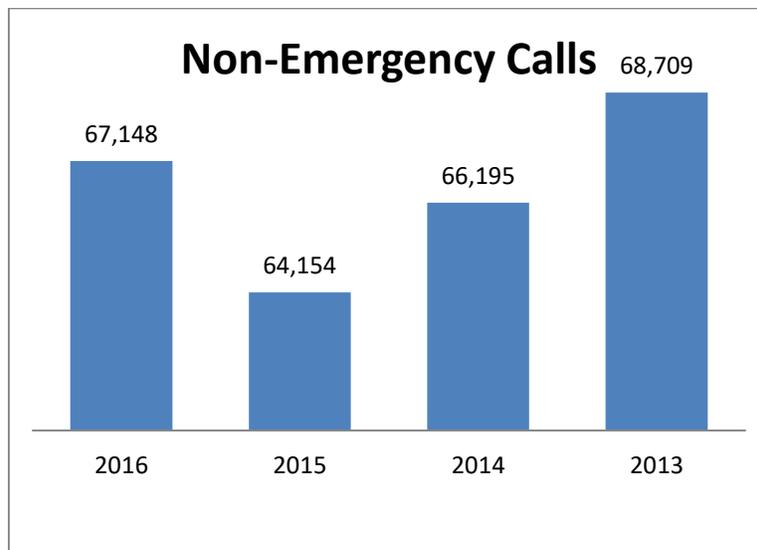
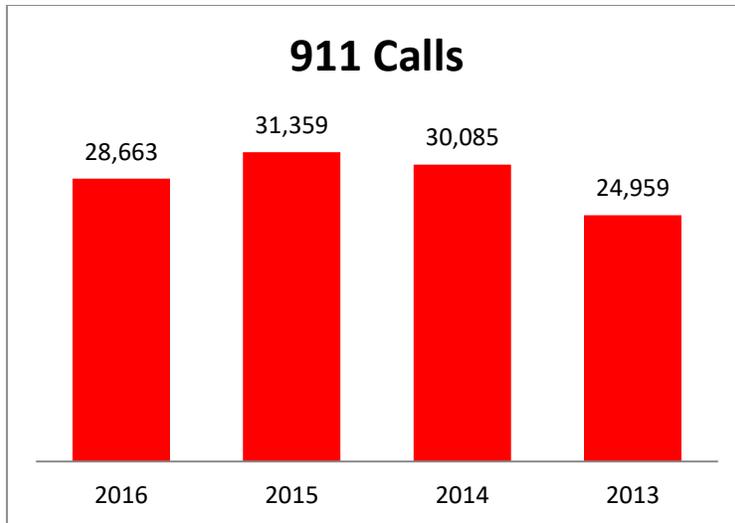
- **Dispatcher Assisted CPR-** This initiative kicked off in June 2015, in cooperation with NSFD/Milwaukee County EMS. BCC received an award in May 2016 for their efforts in providing lifesaving CPR instructions for the North Shore.
- **Information Technology:**
 - In 2016, Bayside Communications welcomed Rich Foscatto to the team as the new IT Manager. His insight and active approach to simplify some of the processes are leading the way into 2017.
 - Bayside Communications Center purchased a Storage Area Network (SAN) in 2016, which will be utilized to enhance the speed and access to critical CAD/RMS components for all North Shore Agencies, and provide storage for the anticipated growth of the RMS records the communications center manages for all 8 agencies in the North Shore.



911 Calls

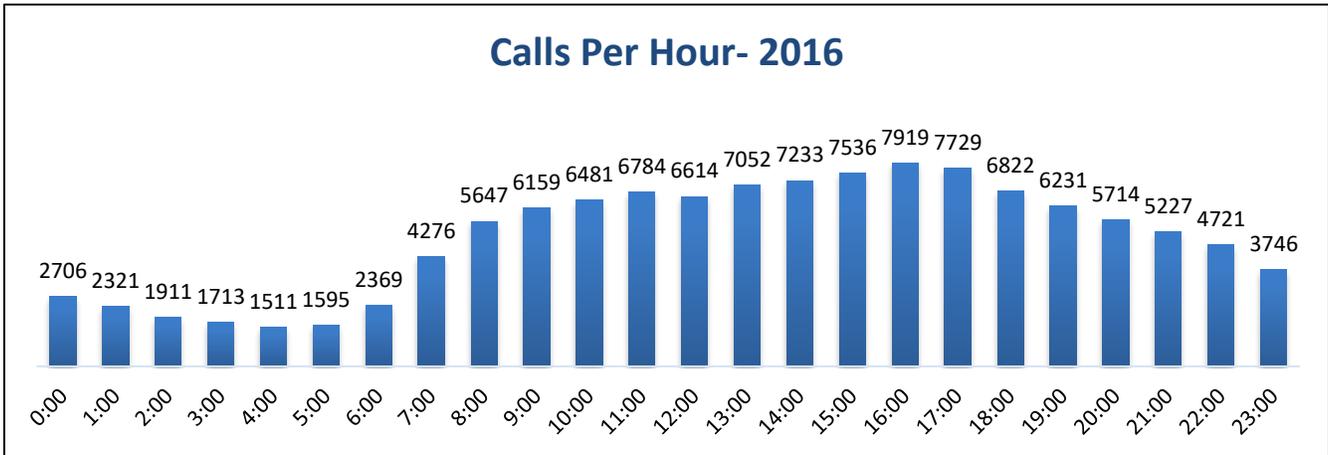
Bayside Communications Center is a PSAP (Public Safety Answering Point) that is responsible for answering calls to an emergency number for police, fire, and EMS.

In 2016, the Center received 28,663 emergency 911 calls, which is a decrease of 8.6% from the previous year. Below is a comparison over a four-year period.



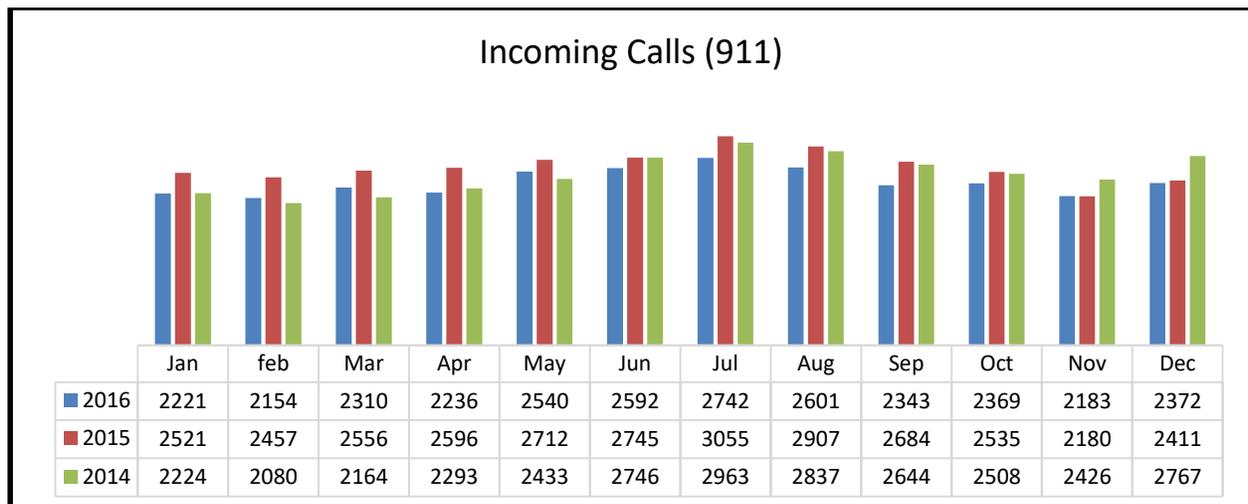
While there is no exact science utilized to predict emergencies, the charts referenced clearly illustrate the increase and decrease in volume of 911 calls. The center proactively uses tools such as call volume, crime trends, weather and other pertinent factors to dictate staffing levels to ensure that the center is staffed to handle any emergency 24/7.

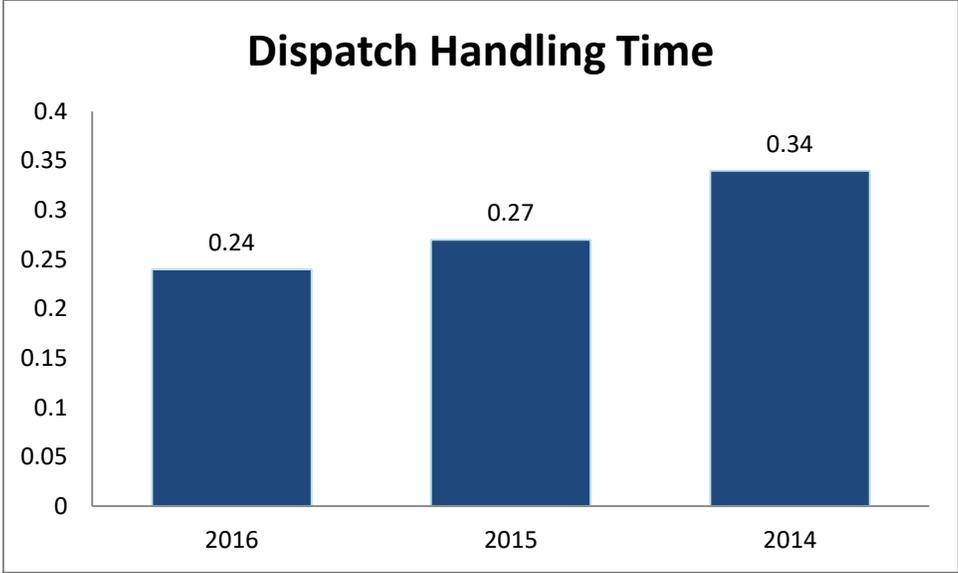
Calls Per Hour- 2016



In 2016 the Center received a total of 95,811 phone calls, both emergency and non-emergency in nature. This was an increase of .3% when compared to 2015. Due to the large number of calls that the center receives, telecommunicators are trained to ask several follow up questions to quickly determine the nature of the call as well as which resources are needed.

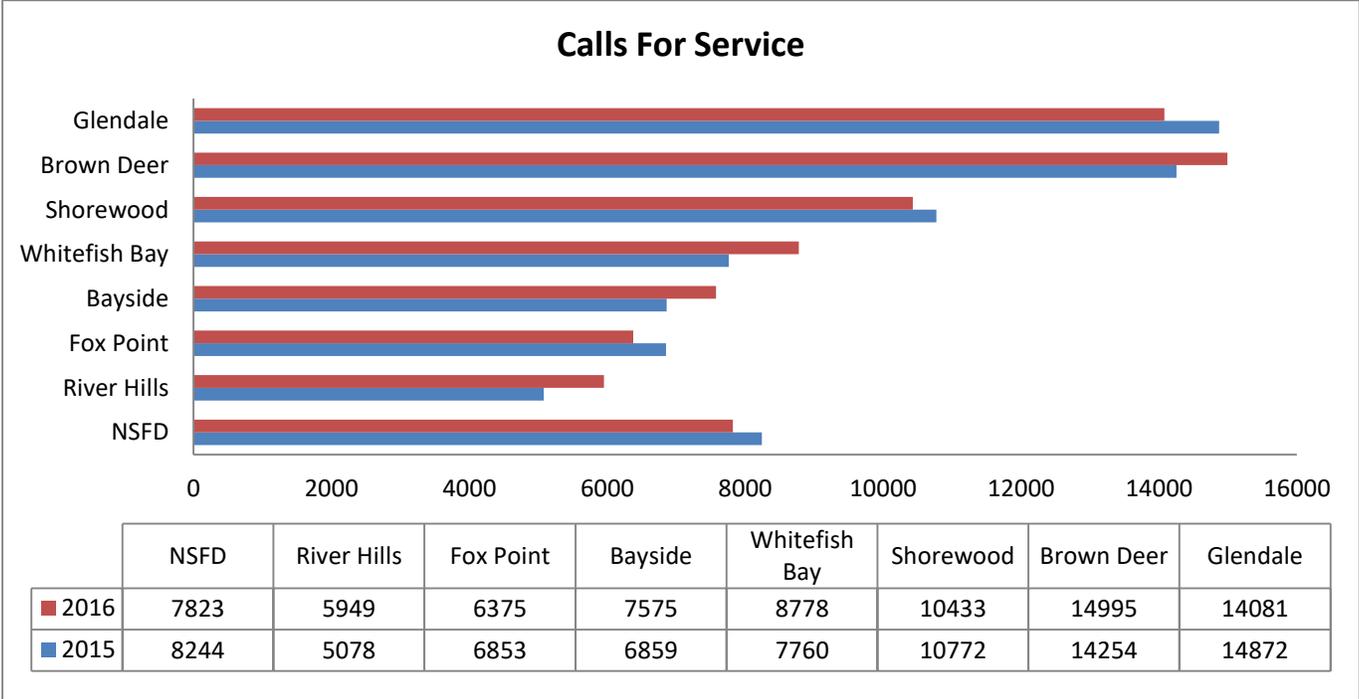
Incoming Calls (911)





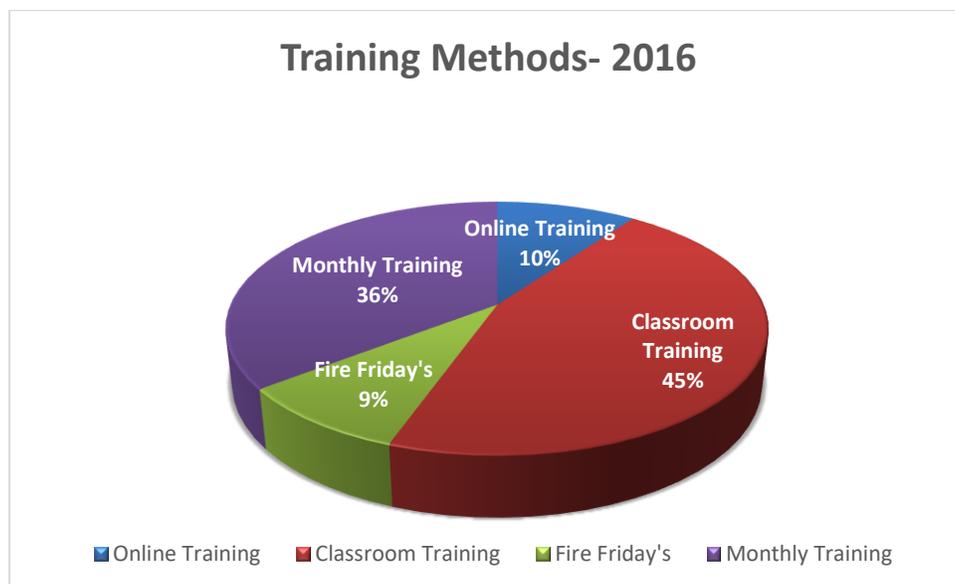
Calls for Service

Bayside Communications Center is a consolidated center that dispatches for 7 police departments and 1 consolidated fire department. Dispatchers are trained to determine the jurisdiction, based on the CAD program and dispatch the closest, most appropriate unit based on the nature of the incident and the circumstances involved. The center is responsible for gathering information and utilizing the radio to dispatch police, fire, or EMS units. Below are the 2016 calls for service, broken down by agency, that were dispatched by the Center.



Training

In 2016 the Center shifted its focus to an emphasis on training. The Center completed 1106.06 hours of training throughout the year which included classroom, online, conferences, as well as local and out of state seminars. The Center maintains minimum training requirements for all telecommunicators of 24 hours per year and increased minimums for supervisory staff, Training Coordinators and CTO's. I am pleased to report that since the implementation we have had 100% success in meeting these targets, which has had a significant impact on the centers performance. The chart below is a breakdown of how these training hours were attained by staff in 2016.



Areas of specialized Training

- Director Scharnott was selected to attend a Center Manager Certification Program, sponsored by NENA (National Emergency Number Association)
- Dispatch supervisors Jakubiak and Director Scharnott attended training with a Chaplain who works with the FBI, focusing on stress management in the dispatch center and critical incident debriefing.
- Training Coordinator Krantz, Supervisor Jakubiak and Director Scharnott attended FBI-LEEDA training for Supervisors.
- Bayside Communications Center expanded on the Certified Training Officer Program, by adding an additional CTO, Lonnie Gannett, who will assist in training telecommunicators.

Communications Center Goals-2017

- Realign supervisory positions to provide coverage on each shift, while allowing the Training Coordinator to work a set schedule conducive with organizing and instructing personnel and interacting with agencies.
- Complete necessary requirements for APCO Training Program Certification. This would involve a detailed examination of the CTO program that the Center implemented for the training of new hires.
- Expand the Dispatch Sit-Along program to all the North Shore agencies to enhance teamwork, cooperation and a better understanding of functionalities and capabilities of BCC.
- Develop North Shore Civil Disturbance policy and implement training in coordination with North Shore Police and Fire departments.
- Continue to enhance training efforts for telecommunicators within the center through scenario based simulations and building relationships with businesses in the communities we serve.
- Development and enhancement of a formalized dispatch/call review process.
- Development and refinement of the call taking and dispatch protocol measures utilized to shape efficiency in the center through random evaluations, feedback and continued training.
- Continue to expand on building relationships within the communities through education and training with staff, as well as site tours to familiarize BCC staff with North Shore landmarks.
- Continue training with North Shore departments on pertinent topics that are critical to this environment, such as in progress call taking, pursuits, and specific call processing procedures based on the nature of the incident.