

Highlights/Accomplishments:

Communications Center

April, 2017

- Training Coordinator Krantz met with Waukesha County Communications Center to collaborate on training ideas, staffing models, and best practices in dispatch
- Celebrated National Telecommunications week in dispatch April 9th-15th, by honoring the dedicated team of dispatchers we have who work hard to serve the citizens and keep our first responders safe.
- All North Shore Agencies tested the 2016 Pro Phoenix environment at Bayside PD, prior to the migration in May 2016.
- Completed backgrounds on (2) telecommunicator candidates who accepted job offers with the BCC.

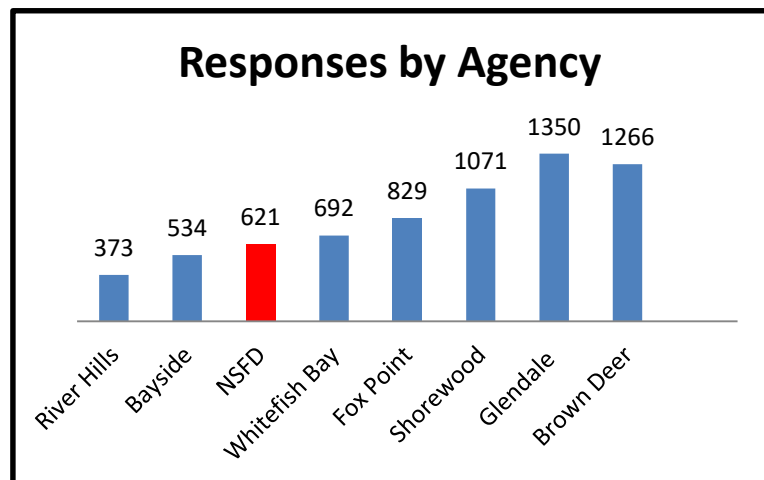
Metrics:

Metric	Measurement	Actual
Dispatch Time	Time to Dispatch Vehicle	23 seconds
Dispatch Call Review	Call Reviews	97.81%
Department Accreditation	Departments	In Progress

Call Type	Month	2017 YTD	2016 YTD	YTD Change
911	1,957	7,815	8,921	-12.4%
Non-Emergency	6,647	26,308	28,650	-8.2%
Total	8,604	34,123	37,571	-9.2%

Top 5 Response Types:

1. Advanced Life Support Calls
2. Traffic Stops
3. Vacation/Business Check
4. Suspicious Activity
5. Request for Police



Priorities for Next Month:

- Complete migration to 2016 version of Pro Phoenix in new server environment.
- Complete assessment center on candidates applying for telecommunicator.

Picture of the Month

