

Highlights/Accomplishments:

Communications Center
May, 2017

- Training for May focused on training requirements for dispatch centers as compared to BCC, as well as APCO guidelines and nationwide requirements.
- Director Scharnott will be attending the Active Shooter Incident Management Training, June 20-22nd.
- Completed migration to new server environment for shared access to 2016 Pro Phoenix, RMS/CAD for all North Shore agencies.
- BCC welcomed (2) new telecommunicators to the center, Tyler Glaser and Candace Maxim. Tyler has a background in the military and is currently enrolled in the criminal justice program at UWM, and Candace has 11 years of dispatch experience.

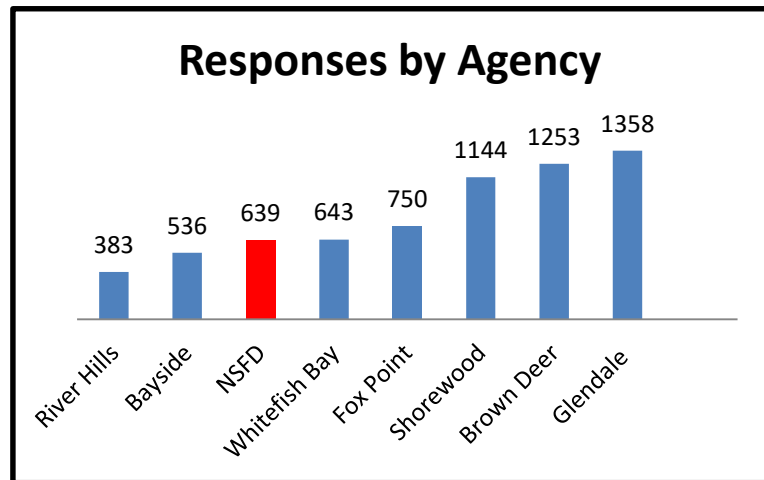
Metrics:

Metric	Measurement	Actual
Dispatch Time	Time to Dispatch Vehicle	26 seconds
Dispatch Call Review	Call Reviews	99.79%
Department Accreditation	Departments	In Progress

Call Type	Month	2017 YTD	2016 YTD	YTD Change
911	2,268	10,083	11,461	-12.0%
Non-Emergency	5,791	34,058	36,684	-7.2%
Total	8,604	44,141	48,145	-8.3%

Top 5 Response Types:

1. Traffic Stop
2. Vacation/Business Check
3. Request for Police
4. Advanced Life Support
5. Basic Life Support



Priorities for Next Month:

- Begin initial assessment and timeline of OASIS Radio Transition
- Continuing screening and recruitment of candidates

Picture of the Month

