

Highlights/Accomplishments:

Communications Center

June, 2017

- Training for June focused on Fire response for accidents on I-43 as well as response to ALS calls.
- Director Scharnott attended Active Shooter Incident Management Training at the FBI office in Milwaukee and will utilize materials and resources for continued planning and training in the North Shore.
- Pro Phoenix staff will be onsite on July 19th at 8am at Bayside PD. They will be covering “what’s new” in the 2016 R2 version, as well as troubleshooting any questions or concerns with the agencies/users.
- New hires Tyler Glaser and Catherine Brauer continue to train for their role as telecommunicators. Tyler is assigned to late shift and Catherine will be moving to day shift for phase II of training.

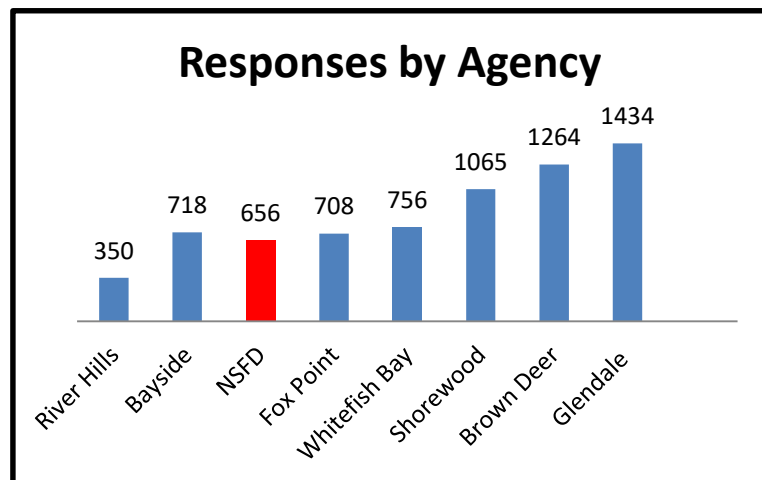
Metrics:

Metric	Measurement	Actual
Dispatch Time	Time to Dispatch Vehicle	23.5 seconds
Dispatch Call Review	Call Reviews	98.84%
Department Accreditation	Departments	In Progress

Call Type	Month	2017 YTD	2016 YTD	YTD Change
911	2,306	12,389	14,053	-11.9%
Non-Emergency	6,203	42,347	47,409	-10.7%
Total	8,604	54,736	59,241	-7.6%

Top 5 Response Types:

1. Traffic Stop
2. Vacation/Business Check
3. 911 hang up
4. Advanced Life Support
5. Basic Life Support



Priorities for Next Month:

- Completing installation of new firewalls
- Begin installation of new Shoretel phone solution
- Modify court payment procedures to be in compliance with village audit and limit dispatch involvement for BAPD
- Continuing screening and recruitment of candidates

Picture of the Month

