

Highlights/Accomplishments:

Communications Center

August 2017

- Training in August focused on Train Derailment response for Police/Fire, in addition to chemical hazards.
- Training Coordinator Andrea Krantz attended the quarterly CPR meeting at Milwaukee County EMS.
- Pro Phoenix staff attended the North Shore Chief's meeting to address concerns with the functionality and features of CAD/RMS.
- Supervisor Jessica Jakubiak is working with FBI Chaplain Greg Young to host a class at BCC on resiliency and stress management for telecommunicators.
- Supervisor Lonnie Gannett is preparing the 2018 schedule for the center and will begin shift/vacation picks.

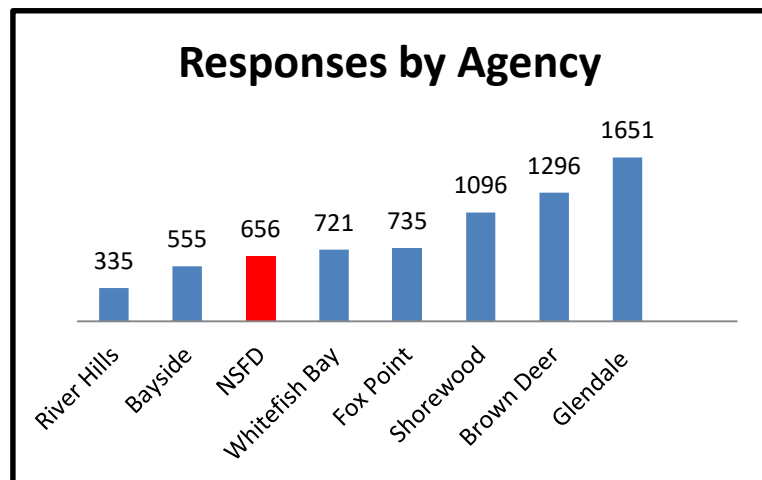
Metrics:

Metric	Measurement	Actual
Dispatch Time	Time to Dispatch Vehicle	27.5 seconds
Dispatch Call Review	Call Reviews	97.5%
Department Accreditation	Departments	In Progress

Call Type	Month	2017 YTD	2016 YTD	YTD Change
911	2,096	16,735	19,396	-13.7%
Non-Emergency	7,579	58,017	62,194	-6.7%
Total	9,707	74,592	80,805	-7.7%

Top 5 Response Types:

1. Traffic Stop
2. Vacation/Business Check
3. Suspicious Activity
4. Advanced Life Support
5. Basic Life Support



Priorities for Next Month:

- Complete the installation of the Shoretel Phone solution for Bayside
- Continuing screening and recruitment of candidates
- Complete shift picks for 2018

Picture of the Month

