

Highlights/Accomplishments:

Communications Center

October 2017

- Training in October focused on sexual harassment awareness in the workplace.
- Louise has been working with Fox Point PD on a solution to log parking permission in Pro Phoenix.
- BCC Staff are currently completing vacation picks for the 2018 calendar year.
- IT Staff are working with Baycom and Word systems to complete the conversion of the dispatch consoles to the digital radio system and upgrade the recording equipment.
- New hire Taylor Reed will begin on November 27th. Taylor will be graduating from UWM in December with a degree in Criminal Justice, and has interned at HIDTA as an analyst.

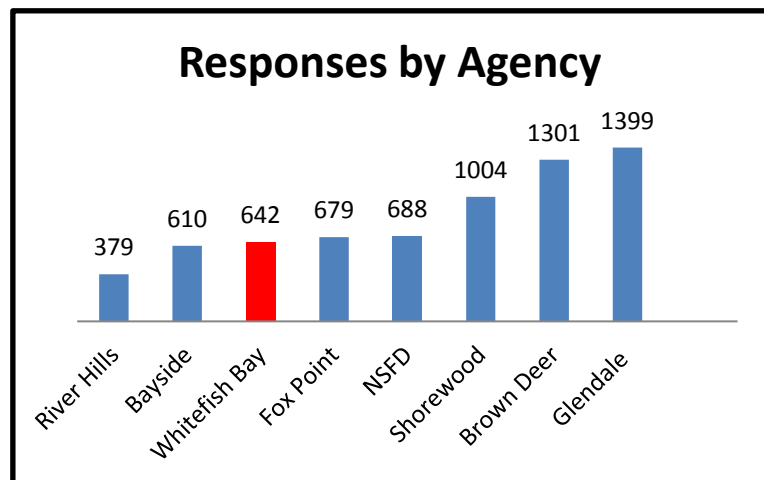
Metrics:

| Metric | Measurement | Actual |
|--------------------------|--------------------------|-------------|
| Dispatch Time | Time to Dispatch Vehicle | 24 seconds |
| Dispatch Call Review | Call Reviews | 99.4% |
| Department Accreditation | Departments | In Progress |

| Call Type | Month | 2017 YTD | 2016 YTD | YTD Change |
|---------------|-------|----------|----------|------------|
| 911 | 2,345 | 21,187 | 24,108 | -12.1% |
| Non-Emergency | 7,348 | 73,020 | 76,929 | -5.1% |
| Total | 9,963 | 94,207 | 101,037 | -6.8% |

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:

- Continue screening for the third shift supervisor vacancy.
- Complete TIME System Audit.

Picture of the Month

