

Highlights/Accomplishments:

Communications Center

November 2017

- Training in November focused on procedures for handling parking complaints/requests.
- Louise attended the Pro Phoenix Conference in the Wisconsin Dells, to get an update on new releases and updates to the software.
- 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.
- Training in December will focus on the 3SI GPS tracking software used to monitor and track potential robberies in the Milwaukee Area by providing GPS coordinates.

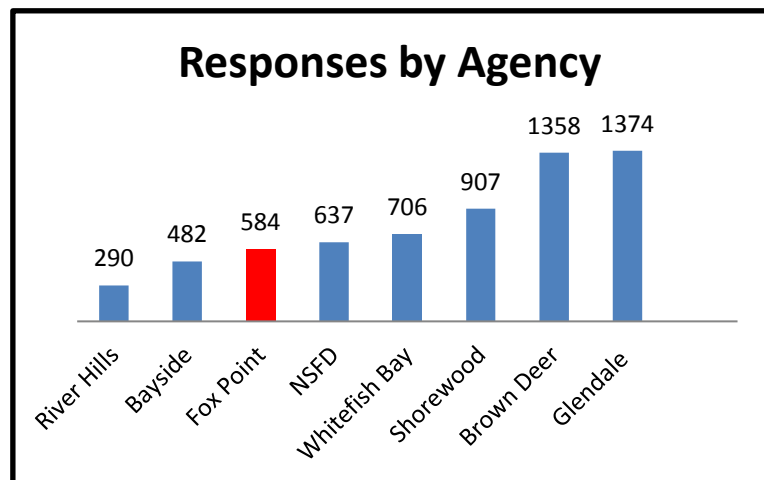
Metrics:

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

Call Type	Month	2017 YTD	2016 YTD	YTD Change
911	2,202	22,779	25,502	-10.7%
Non-Emergency	6,697	80,327	84,745	-5.2%
Total	8,899	103,106	110,247	-6.5%

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:

- Continue screening for the third shift supervisor vacancy.
- Implement new MABAS Cards for NSFD and complete staff training

Picture of the Month

