

Highlights/Accomplishments:

Communications Center

February 2018

- BCC welcomes Connie Medina to the supervisory team. Connie will be completing telecommunicator training and will transition to her role on third shift in mid 2018.
- IT Staff continued working with Baycom and Word systems to complete the conversion of the dispatch consoles to the digital radio system and upgrade the recording equipment.
- BCC has scheduled stress and resiliency training for the center in May 2018. This training will be conducted by FBI Champlain Greg Young.
- Training Coordinator Andrea Krantz completed Active Shooter Incident Management Training at New Berlin PD.

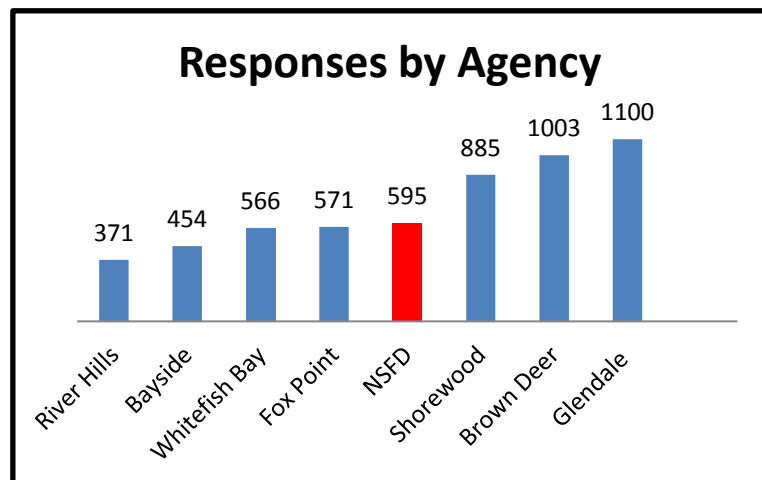
Metrics:

Metric	Measurement	Actual
Dispatch Time	Time to Dispatch Vehicle	27 seconds
Dispatch Call Review	Call Reviews	Pending
Department Accreditation	Departments	In Progress

Call Type	Month	2018 YTD	2017 YTD	YTD Change
911	1,819	4,006	3,789	+5.7%
Non-Emergency	5,769	12,544	12,613	+0.5%
Total	7,588	16,550	16,402	+0.9%

Top 5 Response Types:

1. Traffic Stop
2. Vacation/Business Check
3. Request for police
4. Suspicious activity
5. Advanced Life Support



Priorities for Next Month:

- Shift meetings will be scheduled with each of the shifts to discuss pertinent changes and upcoming training opportunities.
- Supervisors will be meeting to discuss hiring and training components in the center.

Picture of the Month

