

## Highlights/Accomplishments:

Communications Center

March 2018

- BCC staff attended the UWM Criminal Justice Job fair, to promote 911 dispatching in the North Shore.
- 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.
- Netmotion changes are being implemented by IT Manager Rich Foscatto, to allow for seamless squad connectivity to mobile computers that utilize CAD/RMS.
- BCC Staff trained on procedures for testing location for fire department paging, as well as response protocol for Battalion Chiefs.

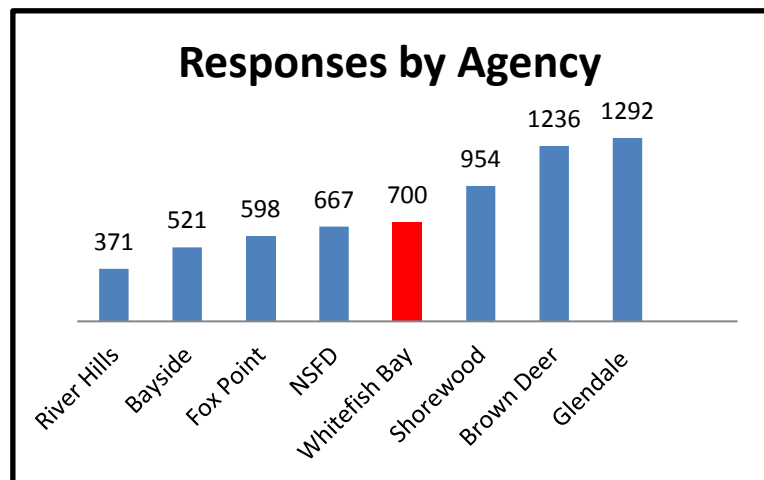
## Metrics:

Metric	Measurement	Actual
Dispatch Time	Time to Dispatch Vehicle	28 seconds
Dispatch Call Review	Call Reviews	Pending
Department Accreditation	Departments	In Progress

Call Type	Month	2018 YTD	2017 YTD	YTD Change
911	2,091	6,097	5,858	+4.08%
Non-Emergency	6,267	18,811	19,661	-4.3%
Total	8,358	24,908	25,519	-2.4%

## Top 5 Response Types:

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



## Priorities for Next Month:

- BCC Staff will be celebrating National Telecommunicators Week April 8<sup>th</sup>-14<sup>th</sup>. This day is set aside to honor and appreciate those that work as 911 dispatchers.
- Supervisors will be meeting to discuss hiring and training components in the center.

## Picture of the Month

