

Highlights/Accomplishments:

Communications Center

April 2018

- BCC welcomed new hire Alenia Swayzer to the team. Alenia is currently completing phase I of training on with Supervisor Haas on shift.
- IT Staff are working on installation of a GPS clock in the data center. This clock will synchronize servers and audio recordings for the center.
- Director Scharnott has received a scholarship to attend Certified Public-Safety Executive Program through APCO.
- Staff completed training on severe weather procedures for dispatch.

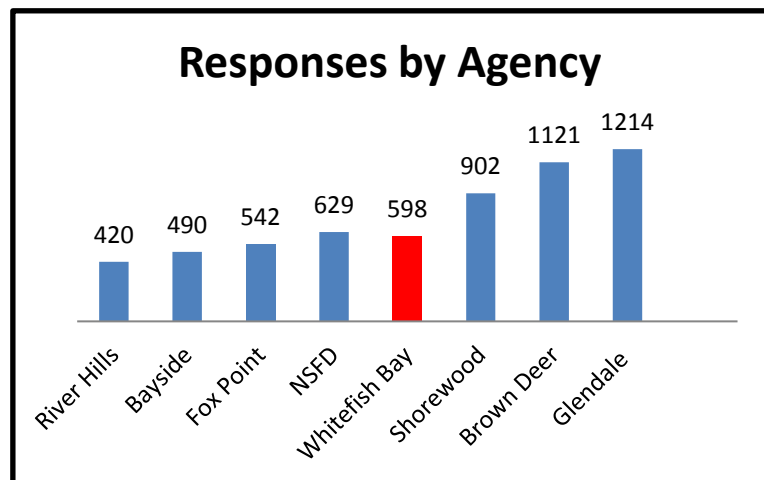
Metrics:

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	1,991	8,088	7,815	+3.5%
Non-Emergency	6,625	25,436	26,308	-3.3%
Total	8,616	33,524	34,123	-1.8%

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:

New hire Alenia Swayzer

- BCC staff will be working with Brown Deer Police, as they go through accreditation and onsite reviews mid-May.
- BCC will be assisting in 911 education at Stormonth School during safety week.

