

Highlights/Accomplishments:

Communications Center

May 2018

- BCC welcomes two new hires, John Bamberg and Cody O'Malley to the center to train as telecommunicators.
- IT Staff are working on updating servers in the Communications Center and implementing strategic disaster recovery plans.
- Training Coordinator Krantz instructed a 911 informational class at Stormonth Elementary School.
- BCC is coordinating with NSFD and the Department of Aging to demonstrate the significant role dispatchers play in gathering information and advising responding units of situations involving dementia patients.
- Call of the month was a Whitefish Bay animal complaint involving ducks that fell down the drain. Whitefish Bay police was able to gain access to them through the sewer and save the day. Proof that anything can happen in dispatch.

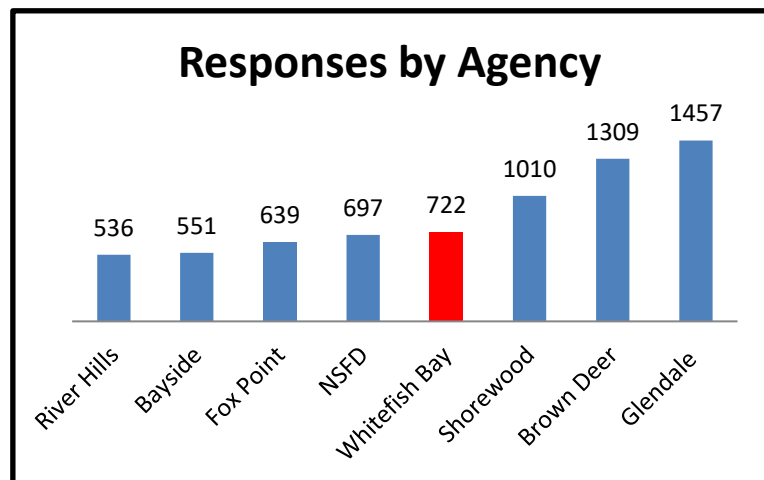
Metrics:

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	2,233	10,321	10,083	+2.4%
Non-Emergency	7,631	32,712	34,058	-4.0%
Total	9,509	43,033	44,141	-2.5%

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:

IT Staff, Francis Bleecker

- June training will focus on Crisis intervention for staff
- CTO/Lead Positions as well as CTO's will be announced early June
- Cad outage on June 10th to update and patch servers
- IT staff working with Baycom/Motorola on consolette and VPM upgrades in June to align to the digital radio upgrade.

