

# Communications Center June 2018 Report

## Highlights/Accomplishments:

- BCC telecommunicator Rebecca Andersen was promoted to CTO/Lead, assigned to third shift.
- BCC telecommunicators Taylor Reed and Tyler Glaser are working on training as CTO's
- BCC is working to film a short recruitment video with the assistance of a PR firm. The video will feature resident telecommunicators as well as North Shore Chiefs.
- Call of the month was a retail theft in Shorewood at Metro Market. Subject concealed alcohol and abruptly put it back when she realized loss prevention were following her. She was stopped by police and subsequently arrested on outstanding warrants.

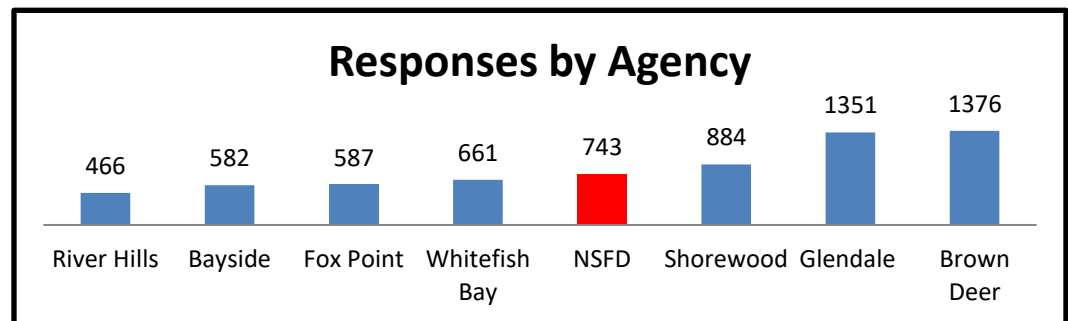
## Metrics:

Metric	Measurement	Actual
Dispatch Time	Time to Dispatch Vehicle	29 seconds
Dispatch Call Review	Call Reviews	Pending
Department Accreditation	Departments	In Progress

Call Type	Month	2018 YTD	2017 YTD	YTD Change
911	2,275	12,596	12,389	+1.7%
Non-Emergency	7,772	40,484	42,347	-4.4%
Total	10,047	53,080	54,736	-3.0%

## Top 5 Response Types:

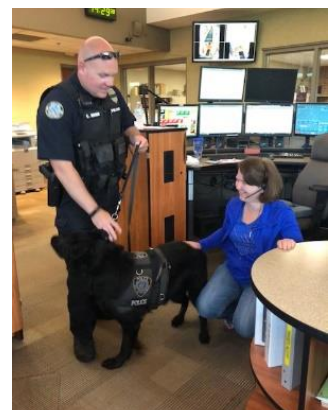
1. Traffic Stop
2. Vacation/Business Check
3. Request for Police
4. Suspicious Activity
5. Advanced Life Support



## Priorities for Next Month:

- June training NOAA weather radios and emergency weather notification.
- BCC staff will be completing SharePoint training
- New hire Brian McDonough will be starting as a telecommunicator with BCC

## Picture of the Month



GLPD K9 Boomer and PO Guse