

Communications Center July 2018 Report

Highlights/Accomplishments:

- BCC welcomes telecommunicator Brian McDonough to the team. Brian has several years of experience working as a trainer/telecommunicator in a high-volume PSAP.
- Taylor Reed and Tyler Glasser were recently promoted to CTO's (Certified Training Officers). They will begin taking their certification classes, and have already begun working with supervisors to mentor new hires.
- Director Liane Scharnott was selected to be PSAP director of the year and has also been selected to serve as vice-chair on the Milwaukee county 911 committee.
- Call of the month was a welfare check at 9200 N Green Bay Rd, Pick-n- Save. Caller reported a car parked in a handicap spot, male driver drinking out of a liquor bottle, and the female passenger having to help him. The subject was taken to the hospital to be medically cleared and was subsequently arrested on outstanding warrants.

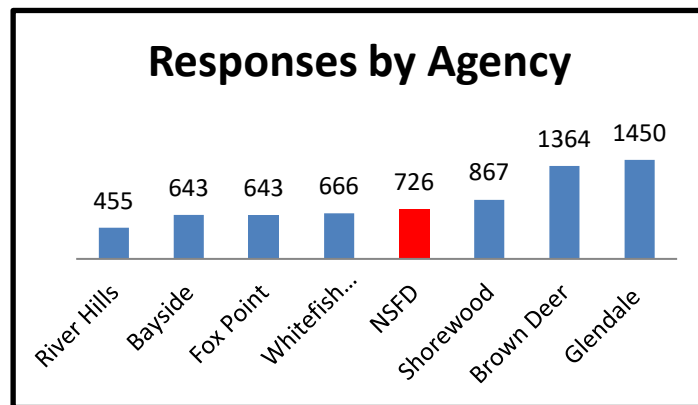
Metrics:

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	2,250	14,940	14,639	+2.0%
Non-Emergency	7,899	48,472	50,246	-3.5%
Total	10,149	63,412	64,885	-2.3%

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:

Telecommunicator Brian McDonough

- Training with our back-up center
- Completion of PBX upgrade in dispatch
- Begin development of leadership program for staff

