

Communications Center August 2018 Report

Highlights/Accomplishments:

- BCC Training Coordinator Andrea Krantz, is working with Nicolet School Resource officer on a program called “Stopit”, which is an anonymous reporting system to inform dispatch and school personnel of bullying or safety issues in schools.
- BCC updated DPW call out and notification procedures for the center.
- Director Liane Scharnott was selected to serve as chair of the Milwaukee county 911 committee.
- Call of the month was a 911 hang up call in Brown Deer. On call back a female subject answered the phone and sounded short of breath, but she stated that everything was find. Officers responded to verify, resulting in the arrest of the female subject’s brother who was on scene and had started a verbal argument over frozen pizza and ice cream.

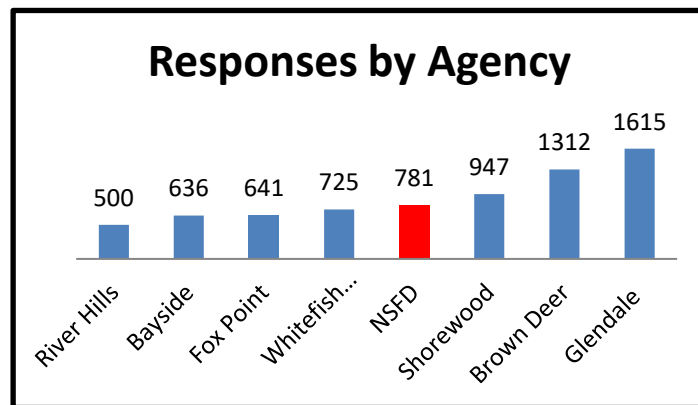
Metrics:

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	2,448	17,388	16,735	+3.9%
Non-Emergency	7,533	56,005	57,857	-3.2%
Total	9,981	73,393	74,592	-1.6%

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:

T.C. John Bamberg in training

- Meet with all CTO’s to review training materials and requirements
- Implementation of shift duties for center to include resource binder updates
- Completion of shift meetings for all staff

