

Communications Center September 2018 Report

Highlights/Accomplishments:

- Initial work is being completed on the CAD to CAD integration between fire resources in Milwaukee County.
- CTO/Lead Dispatcher Rebecca Andersen worked to seek volunteers to coordinate updates of the informational resources binders on the dispatch floor.
- BCC Supervisor Gannett is currently working on scheduling and shift picks for 2019.
- BCC welcomed new hire Brenda Meneese to the Center. Brenda has a background in HR, and previously worked as a dispatcher in Milwaukee for several years.
- Call of the month: Reported disorderly conduct at Metro Market. Employee stated that there were subjects who he wouldn't let use coupons and then they proceeded to follow him in a vehicle around Shorewood. The second half of this call ended up going into the station to report that she was kicked out of metro market for trying to use coupons.

Metrics:

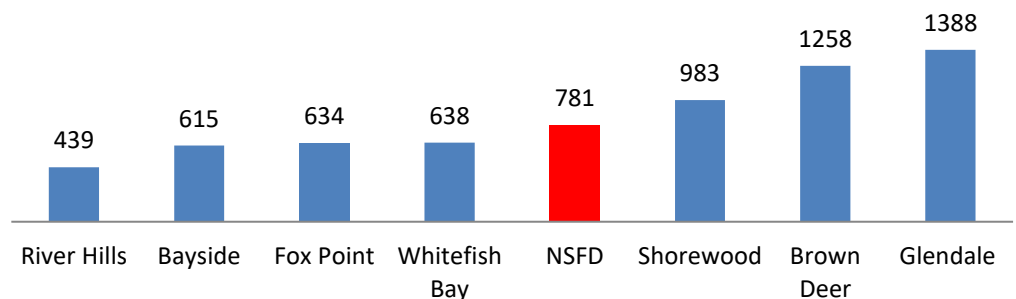
Metric	Measurement	Actual
Dispatch Time	Time to Dispatch Vehicle	31 seconds
Dispatch Call Review	Call Reviews	Pending
Department Accreditation	Departments	In Progress

Call Type	Month	2018 YTD	2017 YTD	YTD Change
911	2,091	19,479	18,842	+3.4%
Non-Emergency	7,126	63,131	65,402	-3.5%
Total	9,217	82,610	84,244	-1.9%

Top 5 Response Types:

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

Responses by Agency



Priorities for Next Month:

- Congrats to Taylor Reed on becoming a certified training officer for the dispatch center.
- Shift meetings are going to occur Oct 15th – 31st
- BCC is working with NSFD on implementing training on utilization of shared services maps for recommendations



Training Coordinator Andrea Krantz