

Communications Center October 2018 Report

Highlights/Accomplishments:

- RMS Administrator Louise Lusty attended the Pro Phoenix national user group in Florida the last week of October. Louise works with the North Shore agencies to oversee the CAD/RMS functionality, and this conference provides useful insight.
- BCC is currently recruiting to fill supervisor vacancies. Applications will be accepted through November 10th.
- Center staff completed shift picks and are currently working on vacation picks
- BCC welcomed new hire Stacy Perez and Gurpreet Singh to the dispatch center. Gurpreet is currently attending college at UW-Milwaukee and is in the Army National Guard. Stacy has a background in customer service and training in the food and hospitality industry.
- Call of the month came from Glendale Pick N Save, where a caller reported a female subject concealing meat, who left in a vehicle. The vehicle was located and following a short pursuit, the female subject was taken into custody.

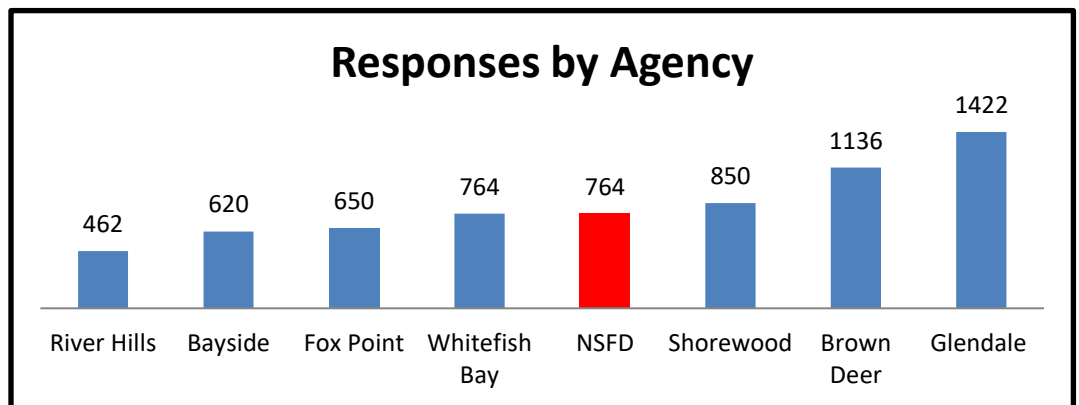
Metrics:

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	2,002	21,481	21,187	+1.39%
Non-Emergency	6,935	70,006	73,020	-4.13%
Total	8,937	91,547	94,207	-2.82%

Top 5 Response Types:

1. Traffic Stop
2. Vacation/Business Check
3. Suspicious Activity
4. 911 hang up
5. Advanced Life Support



Priorities for Next Month:

- Interviews will begin for the supervisor positions in the center
- 3Si GPS tracker training will take place in November. This allows dispatch to use a GPS system to plot money taking in bank robberies on a map and advise officers of the location.
- BCC is continuing to work with Tellus on the Cad2Cad portal which will allow Milwaukee Fire to share status and call information between the two Cad systems.



New Telecommunicator Stacy Perez