

Communications Center November 2018 Report

Highlights/Accomplishments:

- BCC staff are developing a RAVE (Recognize, Appreciate, Value, and Exalt) board to highlight the excellence and teamwork that occurs in dispatch daily. This will be used as we work to develop the dispatcher of the month/year program in 2019.
- Supervisors are working to realign job duties as we transition in (2) more supervisors at the end of December.
- North Shore agencies are planning and active threat tabletop involving all North Shore agencies. Members of the agencies are coordinating the event, to take place in 2019.
- Call of the month came from Shorewood, where a resident reported that a garbage truck backed into his house, causing significant damage. Officers responded and were attempting to check the area to locate the striking vehicle.

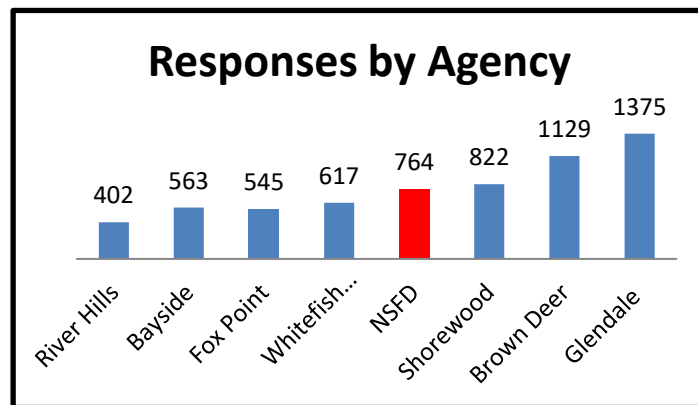
Metrics:

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	1,832	23,313	23,389	-0.3%
Non-Emergency	6,358	76,424	79,717	-4.1%
Total	8,190	99,737	103,106	+3.4%

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:

- Supervisor interviews will take place Dec 7th for two vacant positions.
- BCC is preparing for the annual change in the NSFD Mutual Aid Box Alarm System.
- 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.



Dispatch visitor-Patch