

Communications Center December 2018 Report

Highlights/Accomplishments:

- Training Coordinator Krantz will be working with CTO/Lead Anderson to revise and refresh the training program for the center, in addition Becca will be assisting and implementing monthly staff training. January training will focus on Flight for Life response.
- Taylor Reed and Brian McDonough were promoted to the position of supervisor in BCC. Supervisors will be meeting Jan 9th to discuss duties/responsibilities and staff assignments for 2019.
- Director Scharnott will be attending the Wisconsin Active Threat Conference on Feb 20th & 21st in Oshkosh, WI, in preparation for the North Shore tabletop drill
- Call of the month came from Brown Deer, where an anonymous caller reported arguing in the adjacent apartment. Contact was made with a mother and daughter who were arguing over cell phone privileges. Both subjects were counseled and advised to stop arguing.

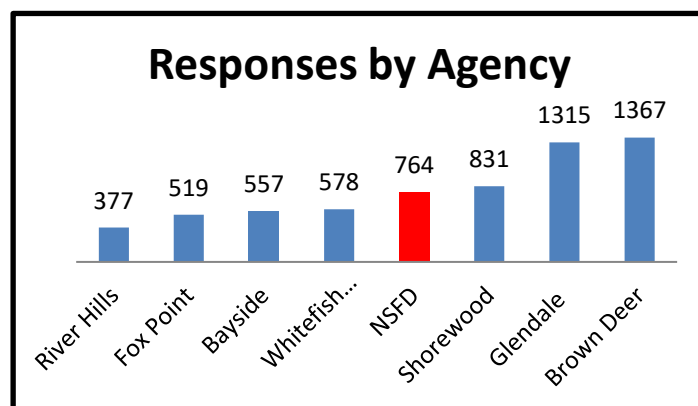
Metrics:

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	2,021	25,334	25,611	-1.08%
Non-Emergency	6,430	84,891	87,235	-2.69%
Total	8,476	108,213	112,004	-3.38%

Top 5 Response Types:

1. Traffic Stop
2. Vacation/Business Check
3. Request for Police
4. 911 hang up
5. Advanced Life Support



Priorities for Next Month:

- Supervisors will be meeting with employees to set SMART goals for 2019
- BCC is working with NSFD on scenario training in early 2019
- Training Coordinator Krantz and RMS Administrator Lusty will be attending the Pro Phoenix meeting to review 2018 R2 updates.



Dispatch Patriot Award