

Communications Center January 2019 Report

Highlights/Accomplishments:

- Supervisor Reed met with NSFD Asst Chief Harris to formalize the fire review process for BCC. Reed will be responsible for all fire reviews and recommendations for fire training protocol/training in the center.
- BCC staff completed training on Flight for Life response and are beginning to prepare for fire scenario training in February.
- 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 loss prevention called to report a subject concealing towels and socks. Officers made contact with the subject, who was arrested for outstanding warrants and transported to CJF.

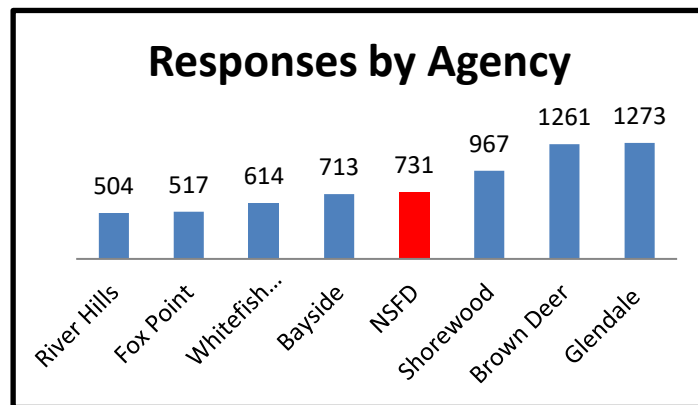
Metrics:

Metric	Measurement	Actual
Dispatch Time	Time to Dispatch Vehicle	27 seconds
Dispatch Call Review	Call Reviews	Pending
Department Accreditation	Departments	In Progress

Call Type	Month	2019 YTD	2018 YTD	YTD Change
911	1,947	1,947	2,187	-10.8%
Non-Emergency	6,539	6,539	6,775	-3.5%
Total	8,486	8,486	8,962	-5.3%

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 have reviewed staff SMART goals and will be meeting with employees
- BCC supervisors will be attending training on Smart goals, employee motivation and management techniques
- North Shore Emergency managers will be meeting to discuss adopting a joint emergency management policy



Dispatcher Vanessa Olson