



Bayside Communications Center

2018

Annual Report

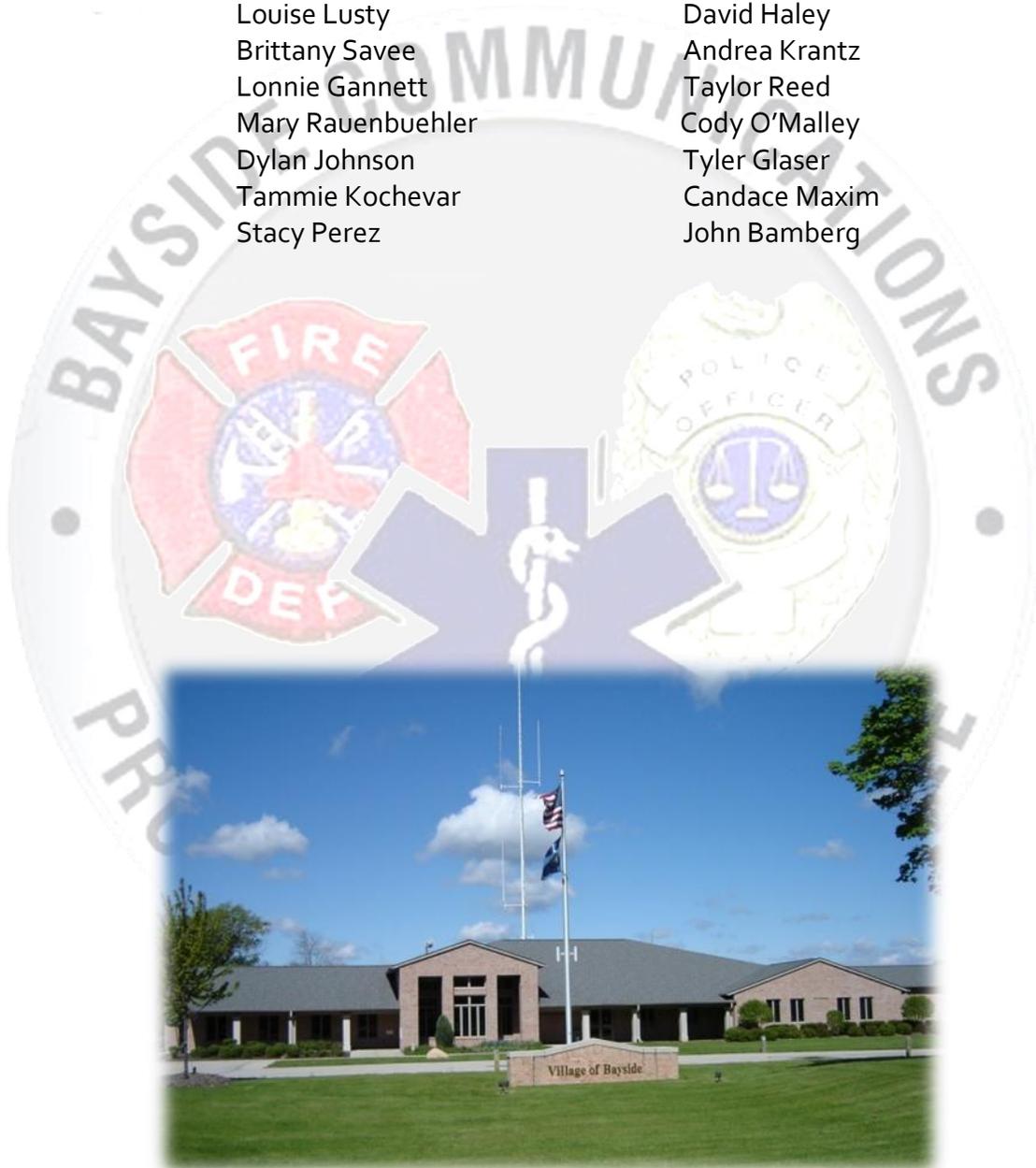


Liane M Scharnott, Director
Rich Foscatto, IT Manager
Louise Lusty, CAD Administrator
David Haley, Enterprise Manager
Andrea Krantz, Training Coordinator
Lonnie Gannett, Supervisor
Taylor Reed, Supervisor
Brian McDonough, Supervisor

Current Communications Staff

Liane Scharnott
Rich Foscatto
Louise Lusty
Brittany Savee
Lonnie Gannett
Mary Rauenbuehler
Dylan Johnson
Tammie Kochevar
Stacy Perez

Troy Kasten
Cody O'Malley
David Haley
Andrea Krantz
Taylor Reed
Cody O'Malley
Tyler Glaser
Candace Maxim
John Bamberg



Executive Summary

Bayside Communications Center is a Public Safety Answering Point (PSAP), responsible for answering 911 and non-emergency calls in the North Shore communities. The center is staffed 24/7, serving the communities of Bayside, Brown Deer, Fox Point, River Hills, Shorewood, Glendale, and Whitefish Bay.

Processing emergency/non-emergency calls can be inherently taxing, as callers are often dealing with traumatic events. Telecommunicators are trained to ask key questions, pertinent to each unique scenario, and obtain the nature and extent of the incident. Once this is ascertained they need to determine what resources are needed to respond and dispatch the appropriate units.

Here are some statistics from 2018:

- 108,213 phone calls processed (incoming/outgoing)
 - 25,334 calls
 - Average of 12.4 calls per hour
 - Dispatch processing time is 25 seconds
- 77,748 calls for service were dispatched in 2017
 - Average of 8.9 calls dispatched per hour
 - Glendale, Brown Deer, and Shorewood make up 54% of the calls for service

Due to the demands of this job and the need to get the right resources to the correct location, there is a thorough training program as well as continued training requirements for all personnel in the center. Training includes weekly and monthly required trainings in police/fire related topics, as well as online training and in person seminars and scenario training. In 2018 BCC telecommunicators completed 1,596 hours of training.

In public service, the emphasis is on providing a service to the citizens and communities we serve and safety for our first responders. To aid in this, the North Shore communities implemented a joint Computer Aided Dispatch and Records Management Software program in February 2014. This has greatly enhanced the agencies' ability to share data and has provided many enhancements for the dispatch center.

Innovations and improvements such as this, along with an extensive training program and dedicated staff have allowed the Bayside Communications Center to be at the forefront in its industry. I am proud of the accomplishments we have made and the goals we have set as we look toward 2019 in the North Shore.

2018 Highlights

Bayside Communications Center recognizes training of staff as a key component to our success, knowledge and dedication. Serving seven (7) communities can bring its challenges as there may be seven (7) ways to do things. In an effort to keep staff current, and drive continued training in the center, we shifted focus in 2017 to align the Training Coordinator position to the availability of key personnel in the agencies we serve. This encouraged interaction with agencies to institute a more formalized training and call review process. As we transition into 2019, we are focusing on expanding training opportunities to include more scenario-based training that incorporate the use of incident command. The success we experienced in 2018 was largely associated with this and other initiatives in the center, here are some highlights:

- **Commendations/Awards**-Instituted a RAVE board (Recognize, Appreciate, Value, Exault) to recognize dispatchers that go above in their job duties.
 - Director Scharnott received Director of the year award in 2018
 - Director Scharnott/BCC awarded the Patriot Award
- **Dispatch Sit-Along program**- Instituted the Sit-Along program in 2014 and has continued to expand on this by branching out to North Shore agencies and businesses. This program assigns personnel to shadow a dispatcher and has been highly effective by providing a better understanding of dispatcher's job duties and encouraging cooperation and teamwork throughout the North Shore.
- **Public Safety Communications Agreement**-All (7) North Shore communities agreed to a new dispatch services agreement, which condensed and updated several dated agreements.
- **Police Legal Science Training**- Instituted a new online training platform that provided training on call taking techniques and feedback on effective communication methods when dealing with complicated callers and scenarios.
- **Fire Reviews** - Dispatch supervisor Taylor Reed has taken over the fire review process in coordination with NSFD. Reviews such as these identify weakness and highlight strengths in dispatch, which allows us to implement training on fire topics based on the needs.
- **Police Training**- Training in 2018 continued to focus on Active Shooter, incident command and critical incident training, pursuits, excited delirium protocol, and procedures for restricting radio channels for large scale incidents.
- **Communications Training Officer (CTO)/Lead Dispatcher**-This is a relatively new position which is held by Rebecca Anderson. In addition to serving as a trainer for the

center, the CTO/Lead is responsible for training recommendations, scheduling of new hires and recommendations and implementation of strategies and training aimed to improve dispatch protocol for new and existing staff in the center.

- **Community Outreach-** BCC Supervisor McDonough will begin to focus has been working with area businesses to establish rapport and familiarize dispatch staff with key locations by providing tours. Brian is new to this role and is excited about the opportunities this provides the center.

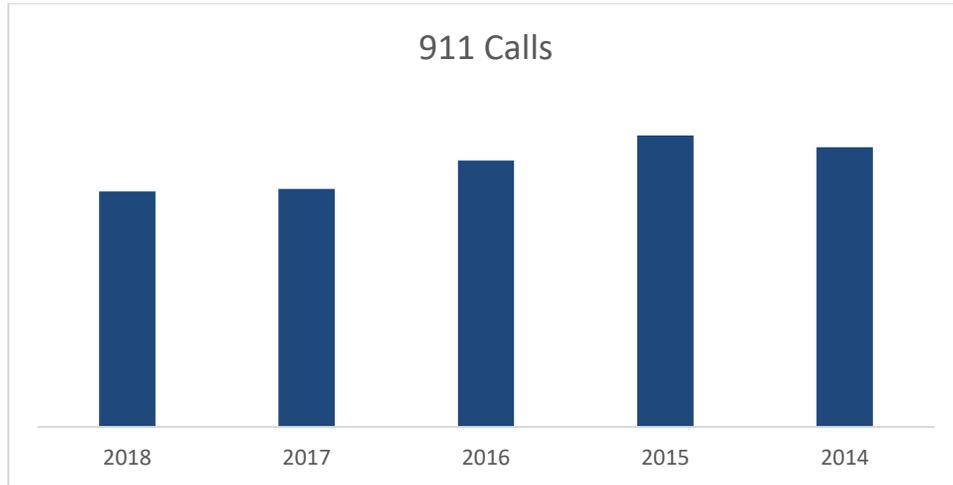
Information Technology:

Bayside Communications Center welcomed new IT Director Rich Foscatto to the team in 2016. His insight and expertise have aided the center as they transitioned out aging hardware and worked to simplify and standardize technology resources. In 2018, the IT staff welcomed David Haley, Enterprise Manager to the team. David's role will include managing and maintaining the current infrastructure as well as making recommendations for to streamline operations. Some key implementations in 2018 included:

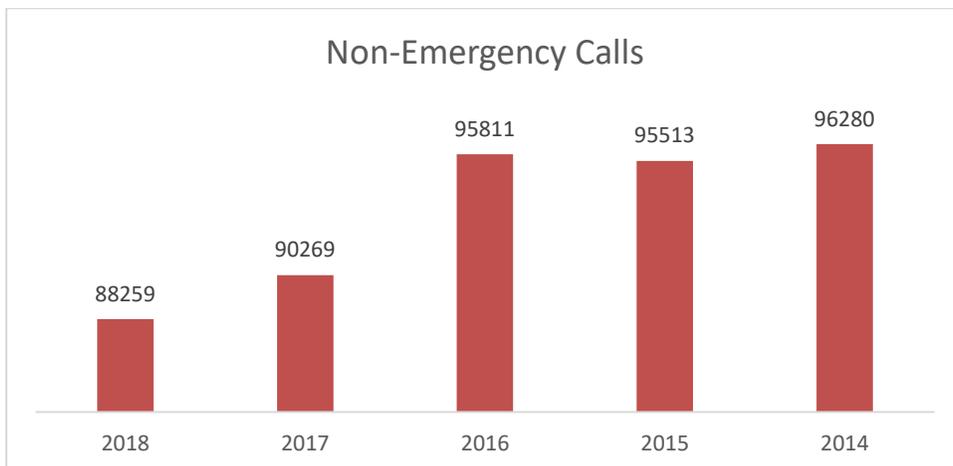
- Recommended and deployed KnowBe4 services to all Bayside staff to increase security awareness and provide valuable user training.
- Transitioned to a new location within Bayside which allowed all IT staff to interact on projects more efficiently.
- Implemented and deployed Juniper devices to replace existing end-of-life Cisco Components, improving security and reducing operational costs.
- Migrated all ProPhoenix assets to a new virtual host environment with new hardware to maintain performance and stability.
- Deployed three fail-over digital consolettes for primary dispatch channels in preparation for the Digital radio migration and to provide emergency backup radio services.
- Established IT Consortium and aligned staff and resources to serve Glendale, NSFD, and Bayside.
- Rebuilt the virtual server platform for Mitel Phone system PBX in BCC
- Developed and deployed a Global Netmotion Rule set that is in place for all mobile users who access Pro Phoenix
- Deployed the Aruba WIFI solution for NSFD, and Bayside

Processing Phone Calls:

Bayside Communications Center is a PSAP (Public Safety Answering Point) that is responsible for answering calls to an emergency number for police, fire, and EMS. Below is a comparison over a four-year period.

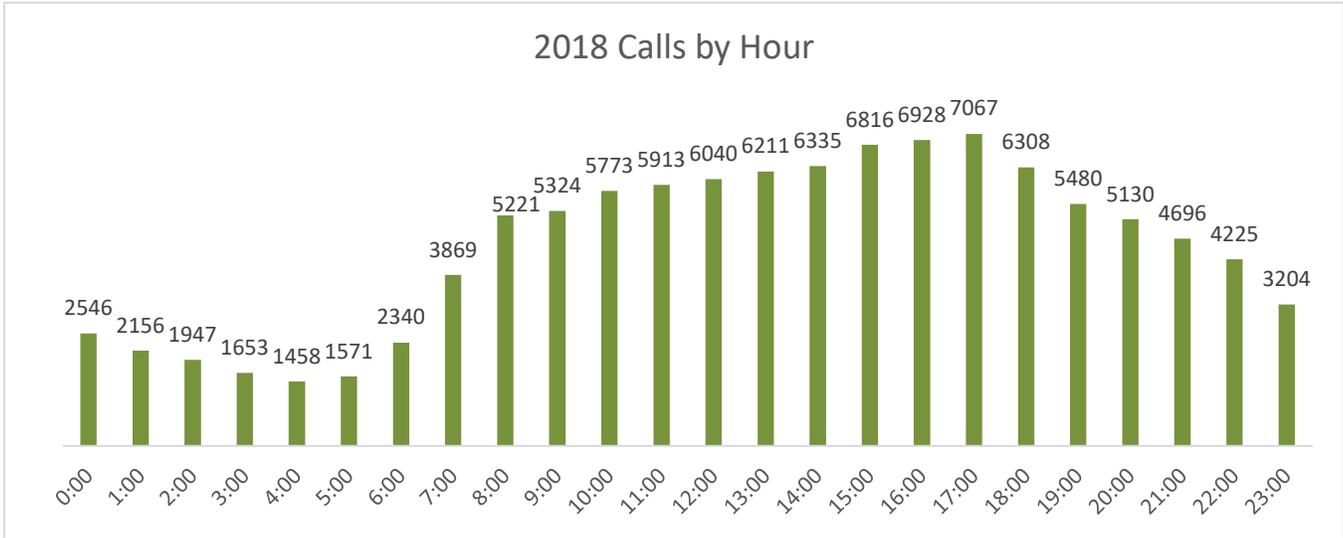


In 2018, the Center received 25,334 emergency 911 calls, which is a decrease of 1.8% from the previous year. As enhancements are made to technology, PSAP's are able to work with cell providers on triangulation, to ensure that they are getting the 911 calls for their respective communities. Over time, this has reduced the number of calls transferred out, reducing our overall 911 call volume.

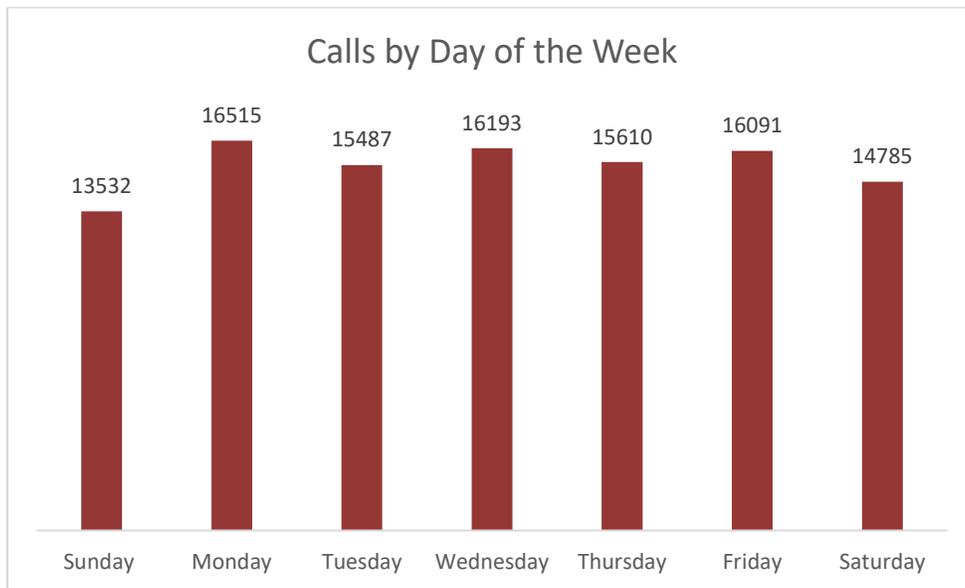


Non-emergency call volume has dropped to 88,259 non-emergency calls processed in 2018. This is an average of 10.1 non-emergency calls per hour. Many of the North Shore agencies are staffed with clerks during the day and non-emergency calls, depending on the time of day, may initiate at individual agencies, which could contribute to the fluctuation in call volume.

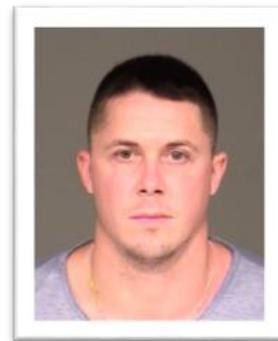
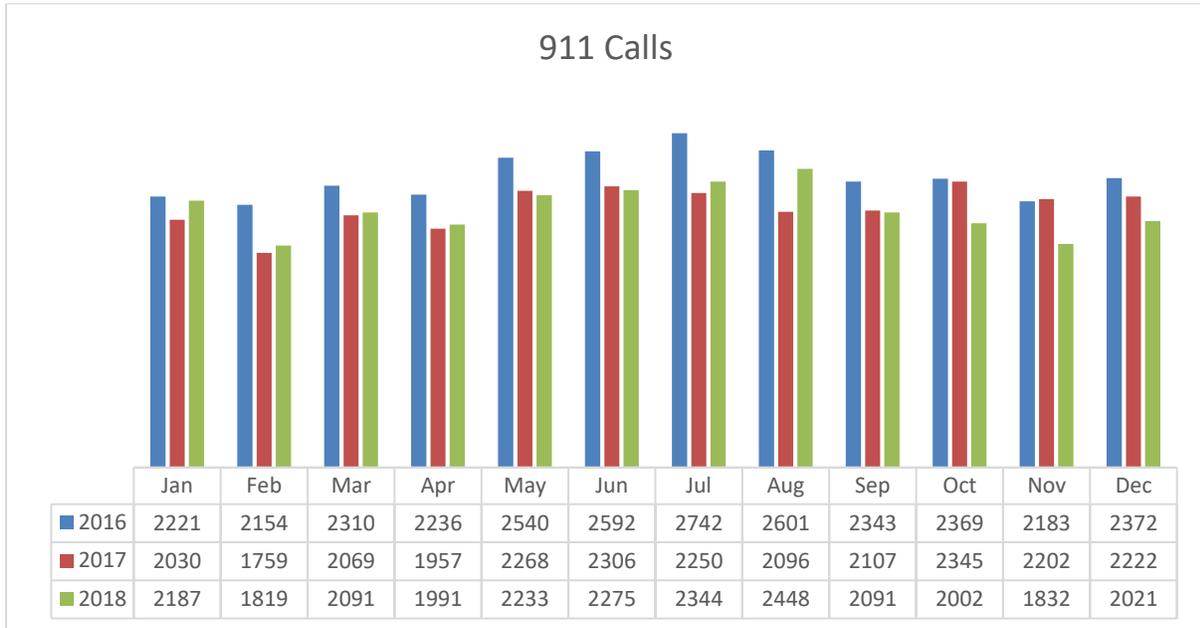
While there is no exact science utilized to predict emergencies, the charts referenced clearly illustrate the increase and decrease in volume of 911 calls. The center proactively uses tools such as call volume, crime trends, weather and other pertinent factors to dictate staffing levels to ensure that the center is staffed to handle any emergency 24/7.



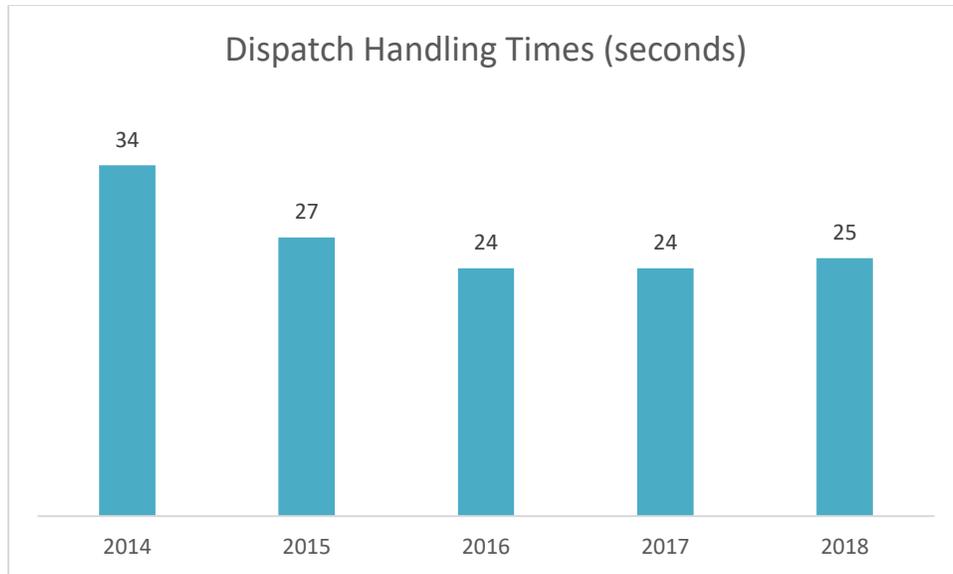
As shown in these charts, call volume fluctuates, with the busiest period of the day from 1pm - 7pm, and the busiest day of the week is Monday. As such, the center is staffed during the busiest periods with one additional dispatcher.



In 2018, the Center processed a total of 108,213 phone calls, both emergency and non-emergency in nature. This was a decrease of 3.4% when compared to 2017. Due to the large number of calls that the center receives, telecommunicators are trained to ask several follow up questions to quickly determine the nature of the call as well as which resources are needed.



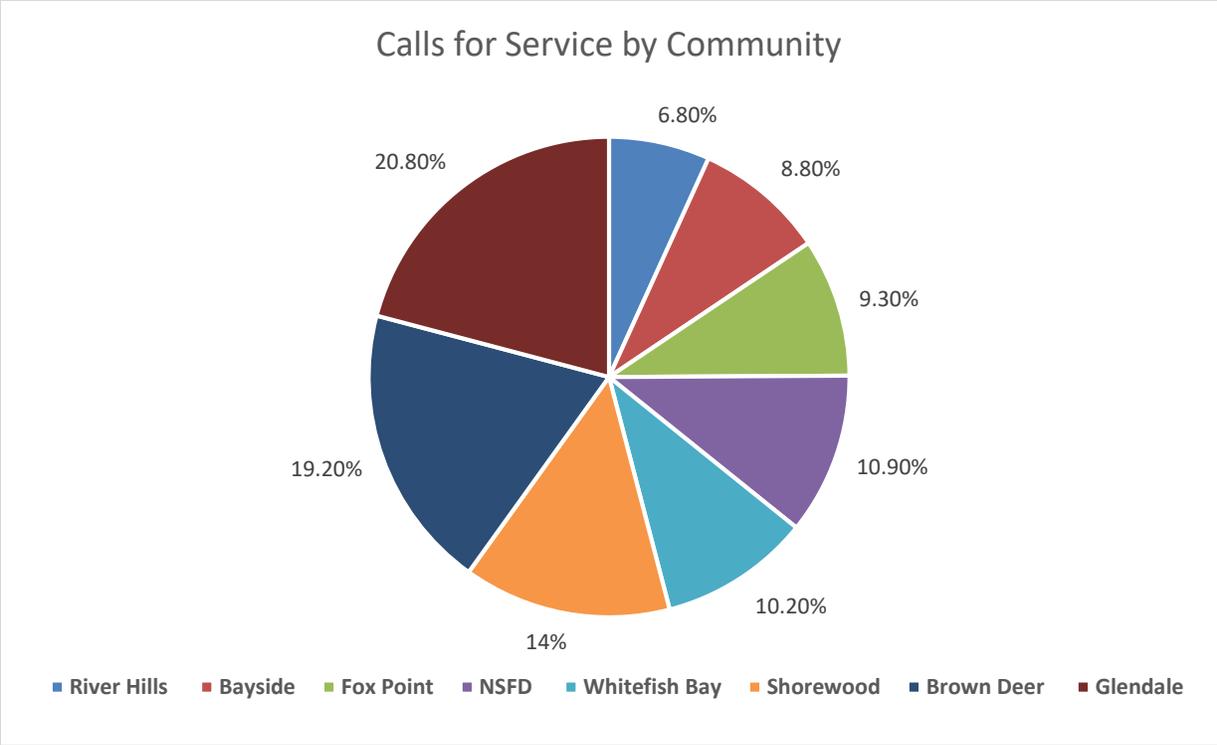
New Hires Stacy Perez and Cameron Heilman



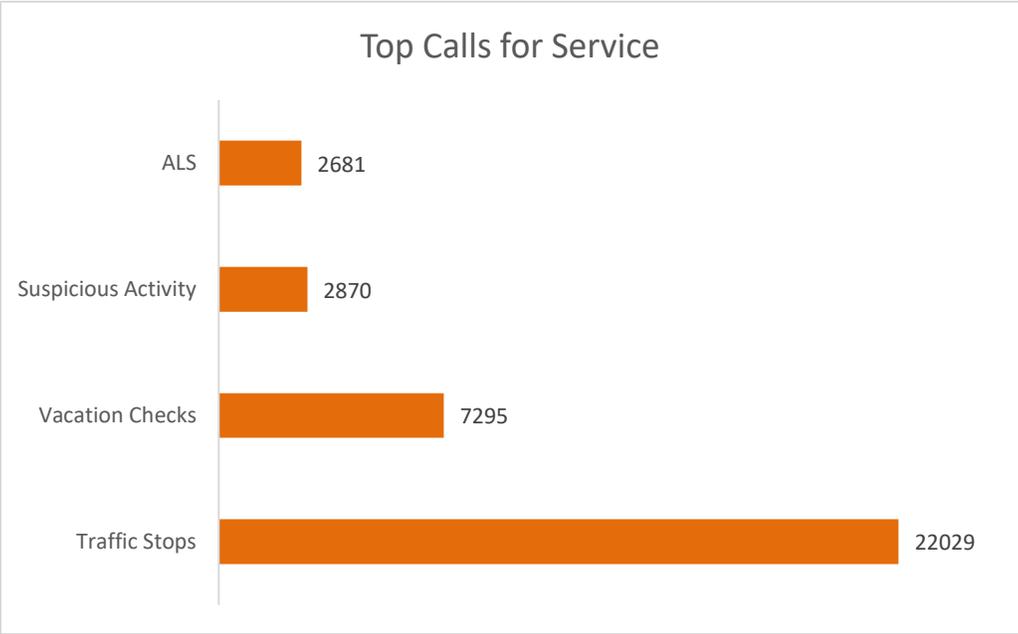
Glendale K9-Boomer with TC Rauenbuehler

Calls for Service:

Bayside Communications Center is a consolidated center that dispatches for 7 police departments and 1 consolidated fire department. Dispatchers are trained to determine the jurisdiction, based on the CAD program and dispatch the closest, most appropriate unit based on the nature of the incident and the circumstances involved. The center is responsible for gathering information and utilizing the radio to dispatch police, fire, or EMS units. Below are the 2018 calls for service, broken down by agency, that were dispatched by the Center.



Each of the communities we serve have unique similarities and differences when it comes to type calls for serve, as well as response protocol and needs. The chart below shows the top (4) police calls for service in the North Shore.

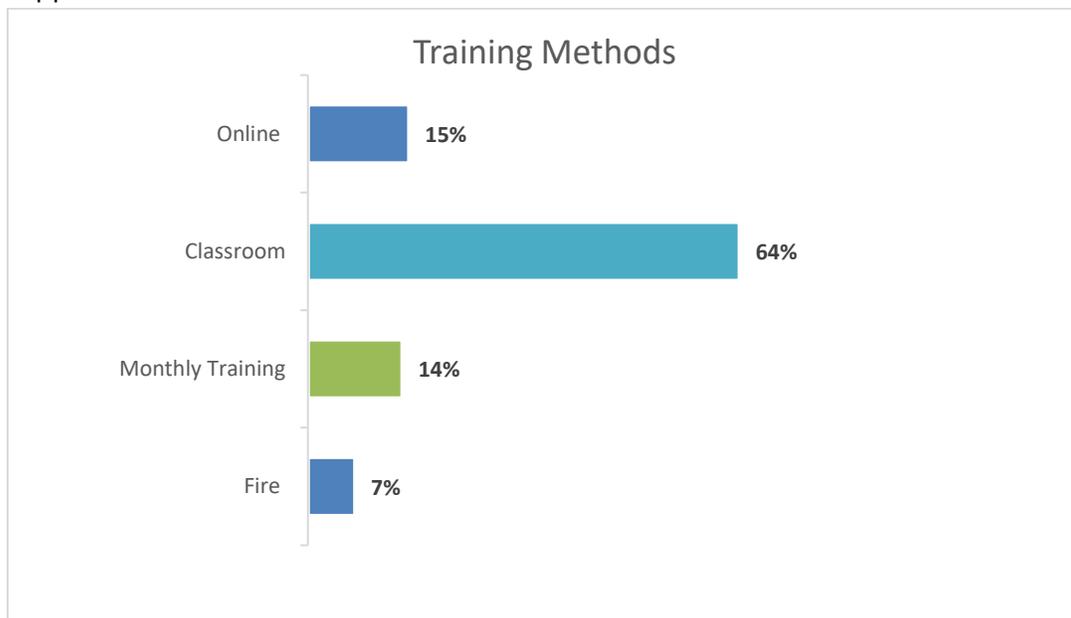


Training

In 2018, the Center shifted its focus to an emphasis on training. The Center completed 1596 hours of training throughout the year which included classroom, online, conferences, as well as local and out of state seminars. The Center maintains minimum training requirements for all telecommunicators of 24 hours per year and increased minimums for supervisory staff, Training Coordinators, a Certified Training Officer (CTO)/lead and Certified Training Officer (CTO). I am pleased to report that since the implementation we have had 100% success in meeting these targets, which has had a significant impact on the center's performance. The chart below is a breakdown of how these training hours were attained by staff in 2018.

Areas of specialized Training

- Director Scharnott was awarded a scholarship through APCO to attend a command and leadership class in 2020.
- Training Coordinator Andrea Krantz attended Active Shooter Incident Management Training at New Berlin PD.
- Training Coordinator Krantz and Director Scharnott attended SharePoint training, and implemented shared sites in the center to house BCC staff resources as well as Supervisory documents.
- BCC staff completed NOAA weather training/severe weather alerting in addition to bomb threat and security awareness training.
- Personnel trained on incident response for personnel responding on I-43, incident management and safety for on scene personnel, as well as mutual aid training for fire apparatus.



Communications Center Goals-2019

- Complete necessary policies and proofs and submit for WILEAG dispatch accreditation as "test" agency piloting dispatch center accreditation.
- Realign Training Coordinator and CTO Lead position to include various training opportunities ranging from classroom/online to active scenarios.
- Complete APCO Accreditation Manager training and APCO Training Program Certification.
- Explore funding opportunities and develop plan for implementation of Next Generation 911.
- Expand the Dispatch Sit-Along program to all the North Shore agencies to enhance teamwork, cooperation and a better understanding of functionalities and capabilities of BCC.
- Develop North Shore Mutual Aid policy for BCC and implement training in coordination with North Shore Police and Fire departments.
- Develop a community liaison program for dispatch that develops by building relationships with North Shore schools and businesses and expands on 911 education initiatives in the communities.
- Implemented changes in the formalized dispatch/call review process to align with standardized dispatch protocol necessary for accreditation.
- Development and refinement of the call taking, and dispatch protocol measures utilized to shape efficiency in the center through random evaluations, feedback and continued training.