

# Communications Center February 2019 Report

## Highlights/Accomplishments:

- Supervisors have completed Smart goals and will be training on employee performance monitoring and goal tracking in late March.
- BCC staff will be completing critical incident training in March, which will provide an overview of procedures for restricting radio channel, naming command at an incident, and use of outside resources at a scene.
- Director Scharnott attended the Wisconsin Active Threat Conference on Feb 20<sup>th</sup> & 21<sup>st</sup> in Oshkosh, WI, in preparation for the North Shore tabletop drill.
- Call of the month came from Fox Point. A retail theft was reported at Best Buy, 8755 N Port Washington Rd. A subject took some headphones and attempted to leave the store. Fox Point and Bayside squads responded and arrested the offender.

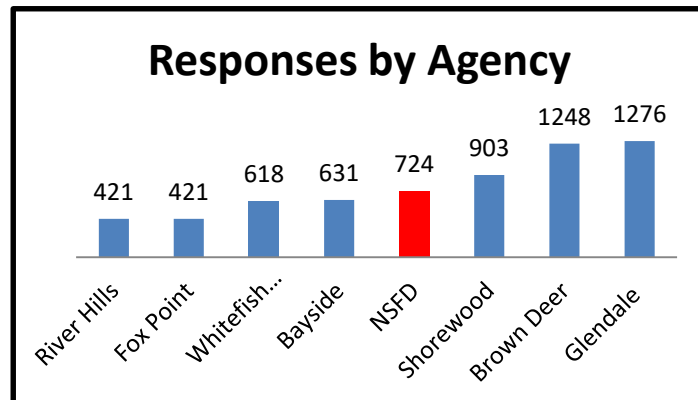
## Metrics:

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	2,007	3,894	4,006	-2.8%
Non-Emergency	4,510	9,340	9,385	-0.5%
Outbound	1,747	3,516	3,159	+11.3%
Total	8,264	16,750	16,550	+1.2%

## Top 5 Response Types:

1. Traffic Stop
2. Vacation/Business Check
3. 911 hang up
4. Parking Complaint
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 agencies will be meeting to discuss adopting a joint emergency management policy



Training Coordinator Krantz