

Communications Center March 2019 Report

Highlights/Accomplishments:

- Supervisors attended SMART goal/performance appraisal technique training hosted by Dr. Lewis Bender along with BAPD command staff and VH Personnel.
- BCC staff will be completing CPR/AED Training the first week in April, led by NSFD Captain Dan Tyk.
- Supervisor Reed attended the UWM job fair and will be organizing an open house to recruit potential candidates.
- Call of the month came from Bayside when a Bayside DPW worker called 911 and advised of an employee in Bayside DPW that had fallen and was bleeding from the nose. Call was upgraded as employee stopped breathing and staff and PD on scene used an AED to shock the DPW employee's heart back into a normal rhythm, saving his life.

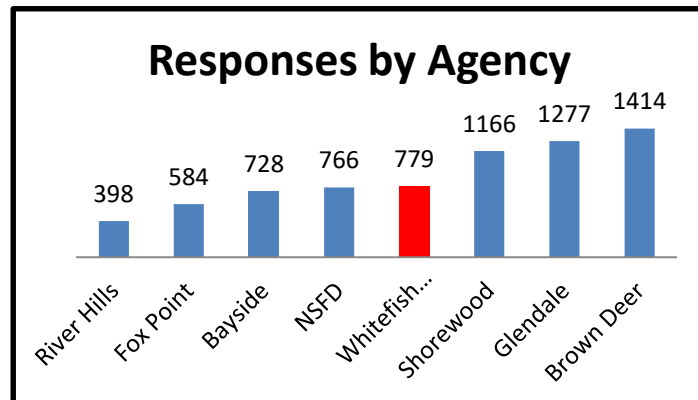
Metrics:

Metric	Measurement	Actual
Dispatch Time	Time to Dispatch Vehicle	26 seconds
Dispatch Call Review	Call Reviews	Pending
Department Accreditation	Departments	In Progress

Call Type	Month	2019 YTD	2018 YTD	YTD Change
911	2,152	6,106	6,097	+0.1%
Non-Emergency	4,990	14,270	14,090	+1.3%
Outbound	1,808	5,324	4,721	+12.7%
Total	8,950	25,700	24,908	+3.2%

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 will be scheduling shift meetings with their respective personnel.
- BCC staff are completing SMART goals and meeting with supervisors regarding the performance appraisal process.
- National Public Safety Telecommunicators Week will be celebrated the week of April 14th-20th.

