

Communications Center June 2019 Report

Highlights/Accomplishments:

- BCC welcomed new hire Jamie Adams to the team. Jamie previously worked as a Correction Officer and has prior experience as a dispatcher for Milwaukee County.
- BCC staff completed Fire Friday training on the protocol for dispatching NSFD to natural gas investigations, as well as how to radio log when the fire departments accesses a knox box at a location.
- Training Coordinator Krantz has completed call reviews for all staff in June, including reviews of all major incidents and requested audio.
- Call of the month was a 911 hang up from Motel 6 in Glendale. Upon arrival officers made contact with a subject in room 306 that became combative and was taken into custody.

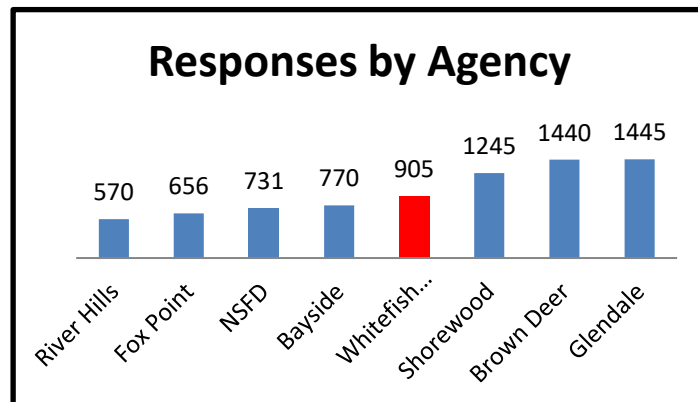
Metrics:

Metric	Measurement	Actual
Dispatch Time	Time to Dispatch Vehicle	24 seconds
Dispatch Call Review	Call Reviews	97.97%
Department Accreditation	Departments	50%

Call Type	Month	2019 YTD	2018 YTD	YTD Change
911	1,957	12,525	12,596	-.57%
Non-Emergency	7,726	27,561	30,753	-10.4%
Outbound	1,947	10,800	9,731	+11%
Total	9,683	52,756	53,080	-.6%

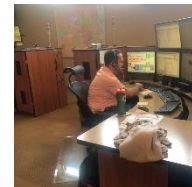
Top 5 Response Types:

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



Priorities for Next Month:

- Supervisor McDonough is working on schedule dispatch ride-alongs for staff.
- BCC staff are working on preparing for the dispatch open house on August 8th.
- Staff will be completing training on stress and resiliency



Dispatcher Bamberg