

# Communications Center May 2019 Report

## Highlights/Accomplishments:

- BCC welcomed new hire Jenna Kunath to the team. Jenna previously worked as a Community Service Officer in Whitefish Bay and is looking forward to a career in dispatch.
- BCC staff completed training on Active Shooter response and call types as well as call taking protocol.
- Training Coordinator Krantz/Director Scharnott attended the Active Shooter Training and are preparing the script for telecommunicators to be used during the tabletop training scenario.
- Call of the month came from Glendale and involved a female subject at Magic Nails, who caused a disturbance when she refused to pay for her manicure. Subject was arrested for disorderly conduct.

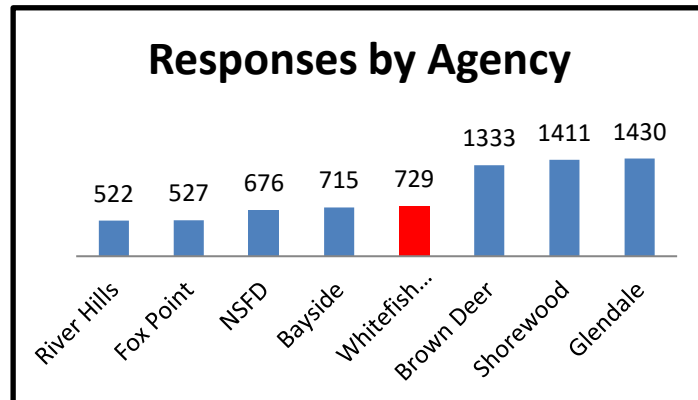
## Metrics:

Metric	Measurement	Actual
Dispatch Time	Time to Dispatch Vehicle	24 seconds
Dispatch Call Review	Call Reviews	98.14%
Department Accreditation	Departments	30%

Call Type	Month	2019 YTD	2018 YTD	YTD Change
911	2,096	10,224	10,321	-.94%
Non-Emergency	5,146	24,357	25,221	-3.4%
Outbound	1,768	8,492	7,491	+13.4%
Total	9,010	43,073	43,033	+.1%

## 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:

- Supervisors are planning for MyBlue Night out/Dispatch Open house
- BCC staff will continue working on updating their SMART goals with their supervisors .
- Staff will be completing training on Fire Calls for service and unit recommendations for NSFD.



Dispatcher Kasten