

Communications Center April 2019 Report

Highlights/Accomplishments:

- Staff focused on Stress training for National Stress Awareness Month in April. While stress impacts everyone, awareness and coping methods will be discussed in this training.
- BCC staff completed a review of the most recent fire in Bayside, staff did a great job. Supervisor Reed will be meeting with those that worked the incident to review.
- CTO/Lead Andersen attended a Railroad Safety Seminar and will be working with Training Coordinator Krantz, and NSFD to develop training materials regarding railway incidents for the dispatch center.
- Call of the month came from Brown Deer and involved a male and female subject were physically fighting in the Walgreen's parking lot. Officers made contact with the subjects and both were issued a citation.

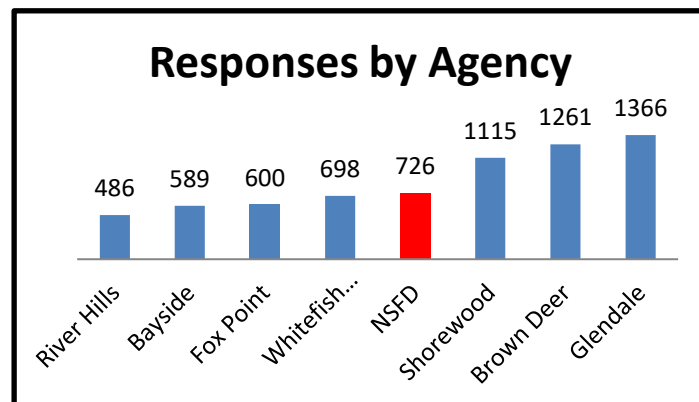
Metrics:

Metric	Measurement	Actual
Dispatch Time	Time to Dispatch Vehicle	28 seconds
Dispatch Call Review	Call Reviews	97.26%
Department Accreditation	Departments	In Progress

Call Type	Month	2019 YTD	2018 YTD	YTD Change
911	2,022	8,128	8,088	+0.5%
Non-Emergency	4,651	18,921	19,122	-1.1%
Outbound	1,690	7,014	6,314	+11.1%
Total	8,363	34,063	33,524	+1.6%

Top 5 Response Types:

1. Traffic Stop
2. Vacation/Business Check
3. 911 hang up
4. Suspicious Activity
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.
- Staff will be continuing Active Shooter training modules in preparation for the tabletop in August 2019.



AED Training