

Communications Center February 2020 Report

Highlights/Accomplishments:

- Bayside Communications Center is going through a promotional process for a CTO/Lead dispatcher, who would be assigned to train and mentor staff on third shift.
- Bayside Communications Center submitted a grant for NextGen 911 equipment, which would allow the center to upgrade and enhance 911 operations
- Supervisor Reed will be attending UW-Milwaukee Criminal Justice Job Fair in May 2020 to promote telecommunicator opportunities in the center.
- Call of the month was a motor vehicle theft at David Hobbs Honda in Glendale. Officers arrived on scene and spoke to the caller who reported a 2018 Honda CRV as stolen between the hours of 8:30am and 1pm on the date of the report.

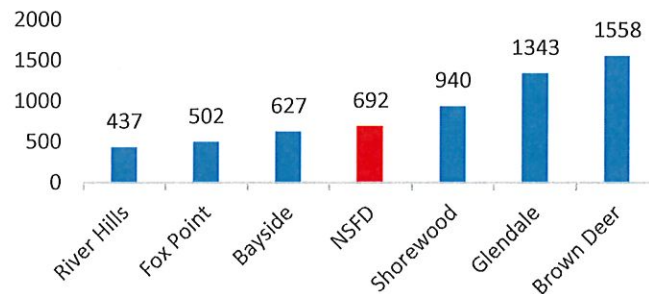
Metric	Measurement	Actual
Dispatch Time	Time to Dispatch Vehicle	27 seconds
Dispatch Call Review	Call Reviews	91%
Department Accreditation	Departments	100%

Call Type	Month	2019 YTD	2018 YTD	YTD Change
911	1,984	1,984	1,947	+1.9%
Non-Emergency	6,209	6,209	6,539	-5.0%
Outbound	1,792	1,792	1,769	+1.3%
Total	8,193	8,193	8,486	+3.5%

Top 5 Response Types:

1. Traffic Stop
2. Vacation/Business Check
3. 911 hang up
4. Suspicious Activity
5. Advanced Life Support

Responses by Agency



Priorities for Next Month:

- BCC submitted all required documentation for the training program certification.
- 911 Special Committee will be meeting at West Allis on March 17th to review RAPIDSOS.
- IT Staff are working toward the 2020 Pro Phoenix software migration.



Training
Coordinator
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