

Communications Center January 2020 Report

Highlights/Accomplishments:

- BCC will participate in a joint North Shore Active Shooter training in March 2020.
- Bayside Communications Center is honored to be nominated for the CIVMIC Gold Standard Award. Director Scharnott will be receiving the award at the Chiefs' Conference on Feb 11, 2020.
- Supervisor Reed is working on a 911 education program curriculum to be used at Stormonth School in May for Safety Week. The program will review the basics of 911.
- Call of the month was a welfare check at Pick N Save in Brown Deer- Caller reported a possibly intoxicated subject came into Pick N Save with her two children, purchased alcohol and was stumbling back to her vehicle. Contact was made with the female subject who was taken into custody.

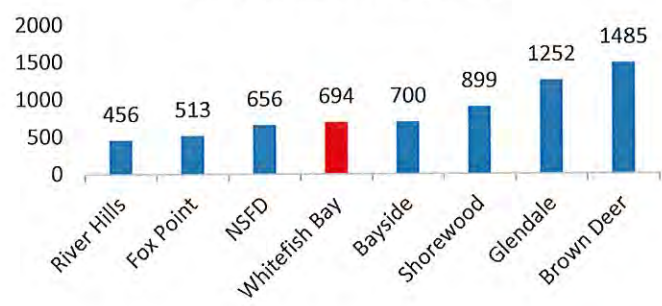
Metric	Measurement	Actual
Dispatch Time	Time to Dispatch Vehicle	27 seconds
Dispatch Call Review	Call Reviews	89%
Department Accreditation	Departments	100%

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 a NG911 grant and are eagerly awaiting the announcement of funding in Milwaukee County.
- 911 Special Committee will be meeting at Oak Creek on February 18, to review Rapid SOS for dispatch call processing.
- IT Staff are working toward the 2020 Pro Phoenix software migration.



Dispatcher
Tyler Glaser