



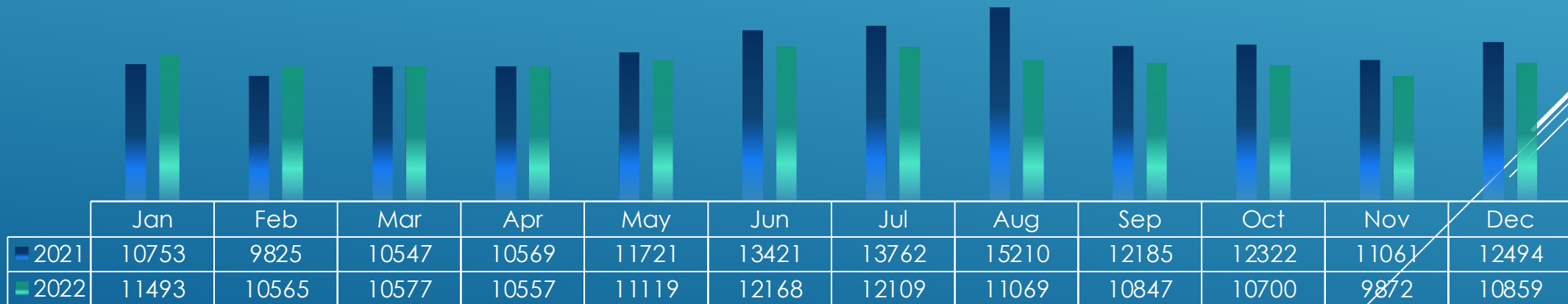
# BAYSIDE COMMUNICATIONS CENTER

# 2022 Stats

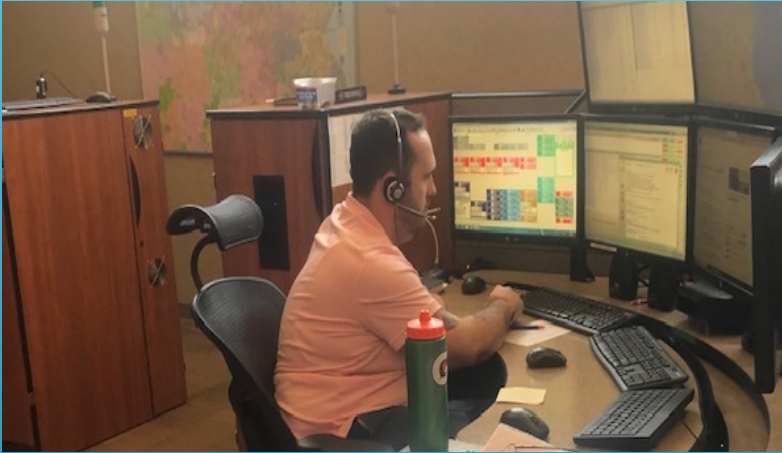
- ▶ Staffed 24/7
- ▶ 19 telecommunicators/3-4 per shift
- ▶ 105,798 Phone calls processed
  - ▶ 26,074 911 calls
- ▶ 68,400 Calls for service dispatched
  - ▶ 7.8 calls dispatched per hour



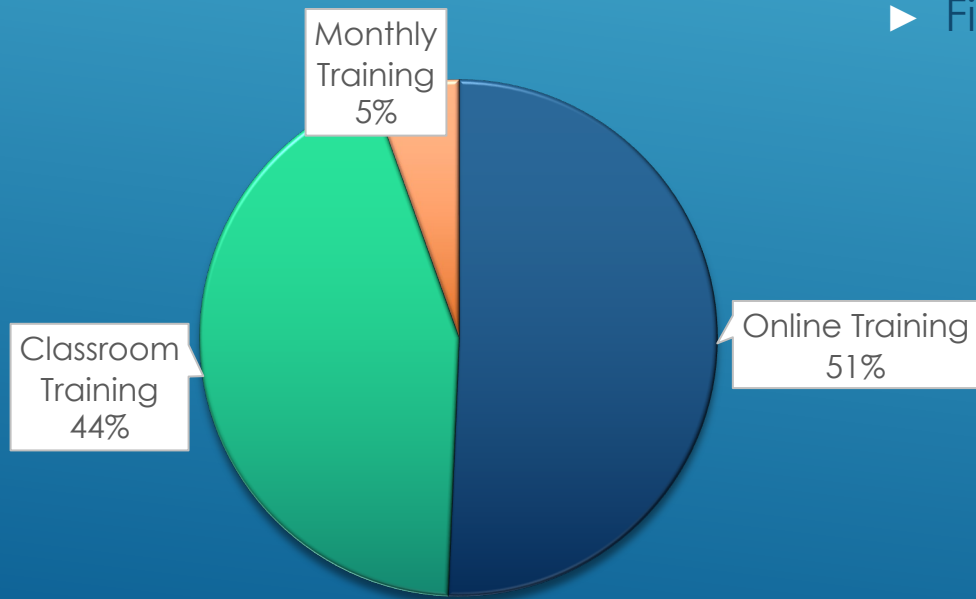
## 911 & NON-EMERGENCY CALLS BY MONTH



■ 2021 ■ 2022



- ▶ Implementation of Emergency Medical Dispatching Protocol (EMD)
- ▶ Expansion of North Shore IT Services (NSFD, Brown Deer, Shorewood, BCC, Glendale)
- ▶ Preliminary site visit and upgrades for NG911
- ▶ BCC completed training in
  - ▶ Active Shooter training
  - ▶ EMD Protocol and Quality Control on EMD Calls
  - ▶ Fire Department Response to large scale incidents



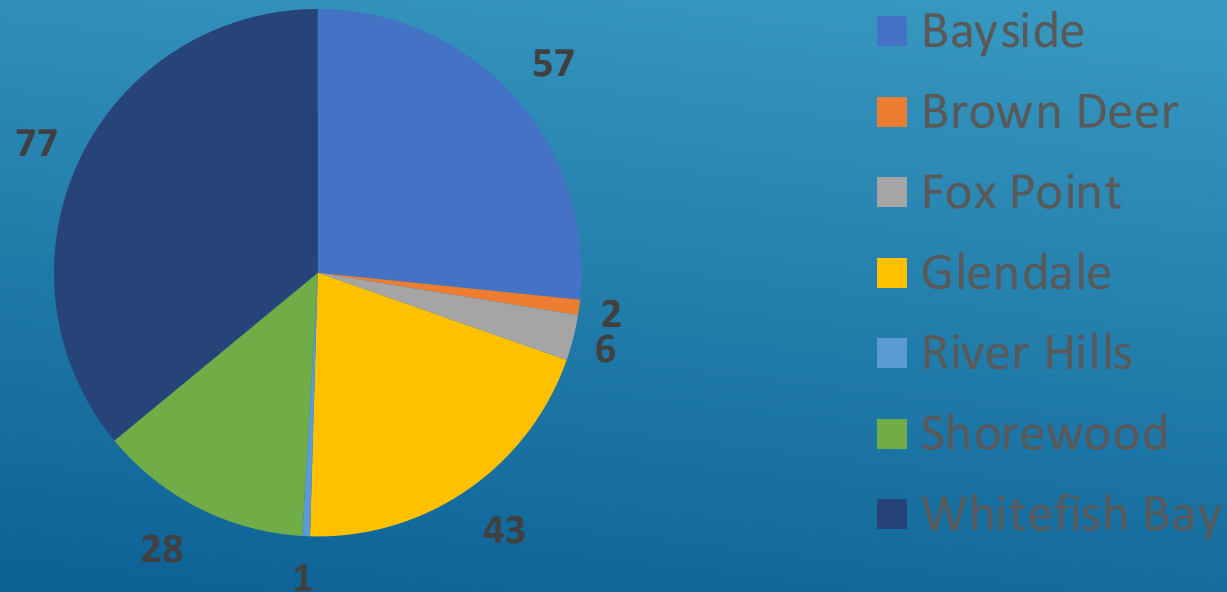
## 2022 HIGHLIGHTS

# CODE RED

CodeRED is an emergency notification system that allows North Shore Public Safety Departments to send emergency notifications to subscribers via email, text and phone calls.

In case of an emergency, individuals within the effected geographic area will be notified via text, phone, or email. There is no need to sign up for life-threatening emergency alerts.

Community Enrollment



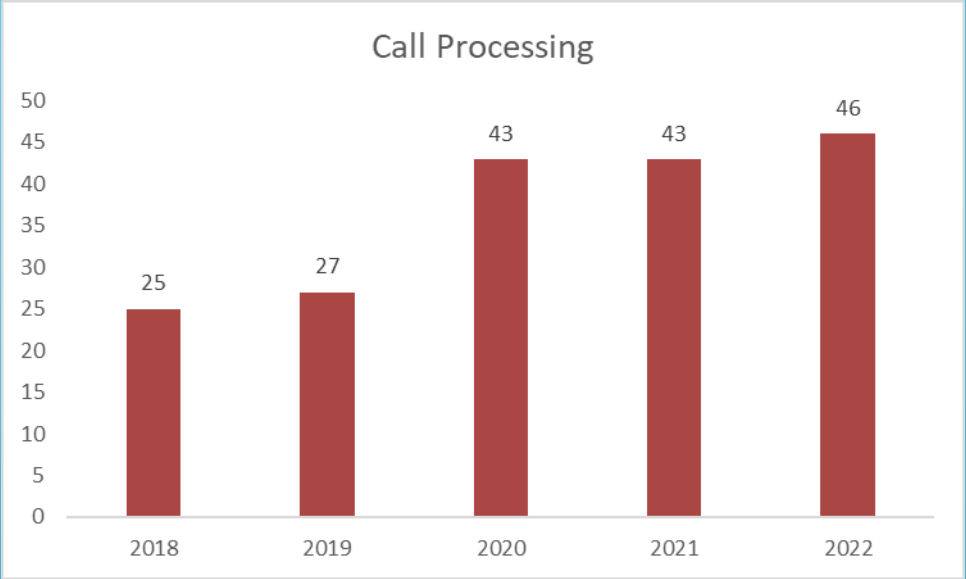
Text 911 if you need **EMERGENCY** police, fire, or medical aid **AND** you are deaf, hard of hearing, or speech disabled **OR** you cannot speak due to a medical emergency **OR** when a voice call might endanger your life or escalate the situation.

**76 Total Sessions in  
2022**

TEXT-TO-911

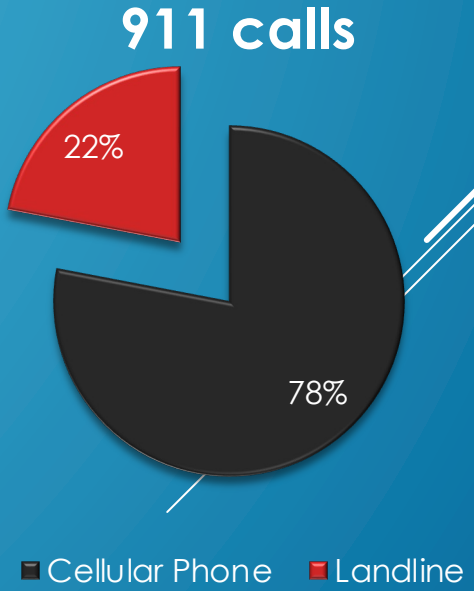
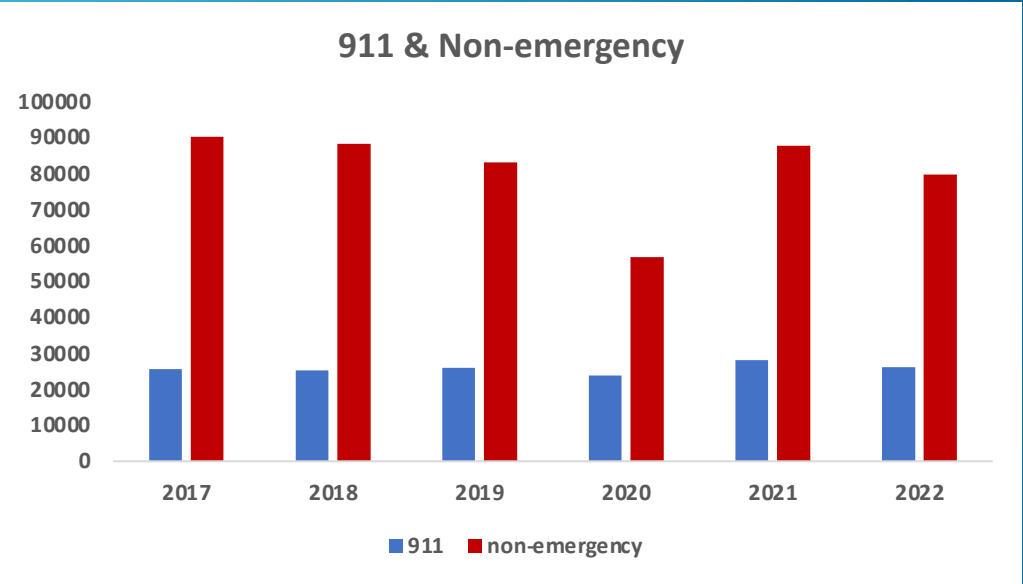






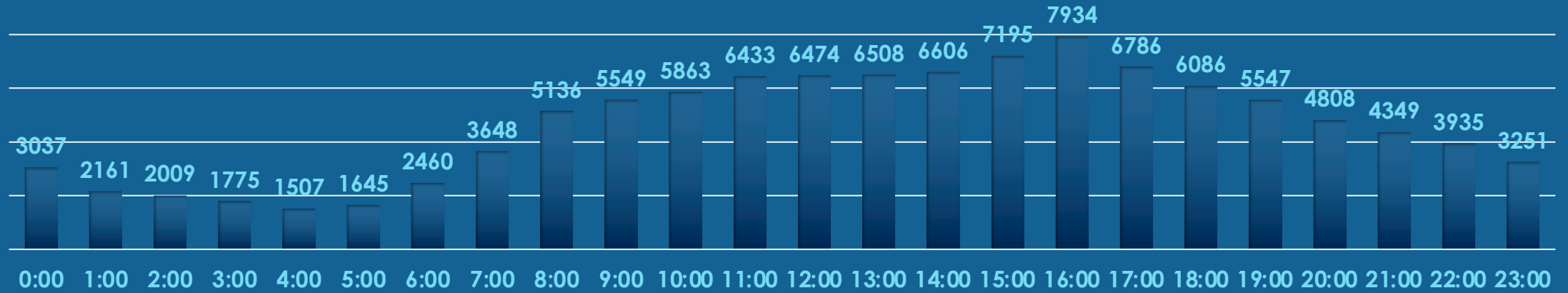
# DISPATCHED CALLS

Bayside communications center is a PSAP (public safety answering point), responsible for answering calls to an emergency number for police, fire, and EMS.

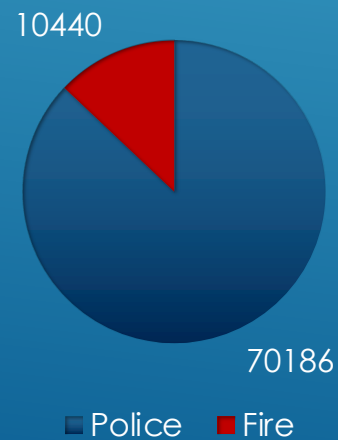


# Dispatch 2022 Statistics

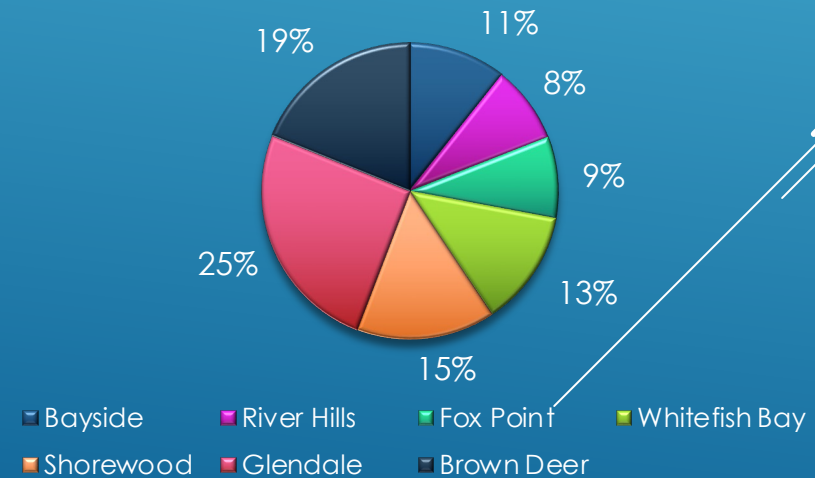
## Calls by hour



## Police & Fire Calls in 2022



## 2022 Calls

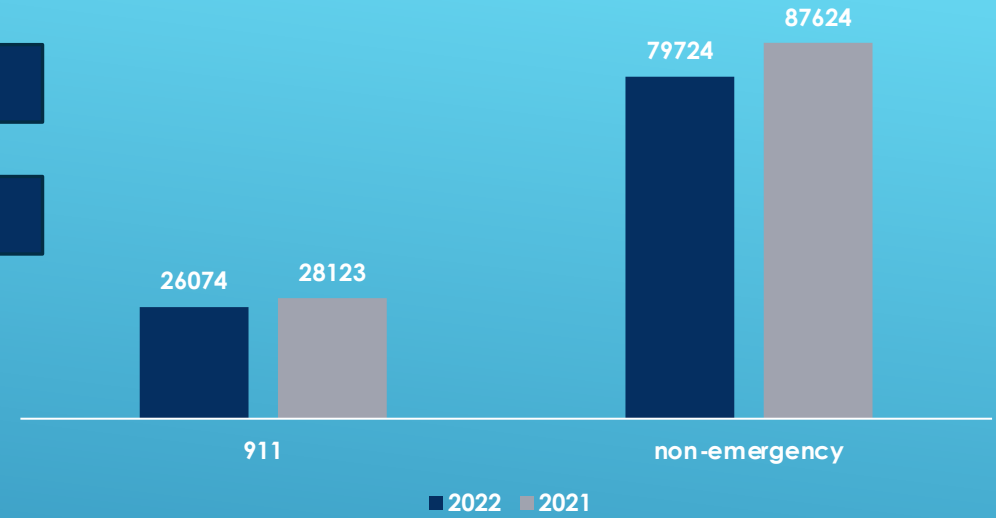




911 Calls ↓ 7%

Non-Emergency Calls ↓ 9%

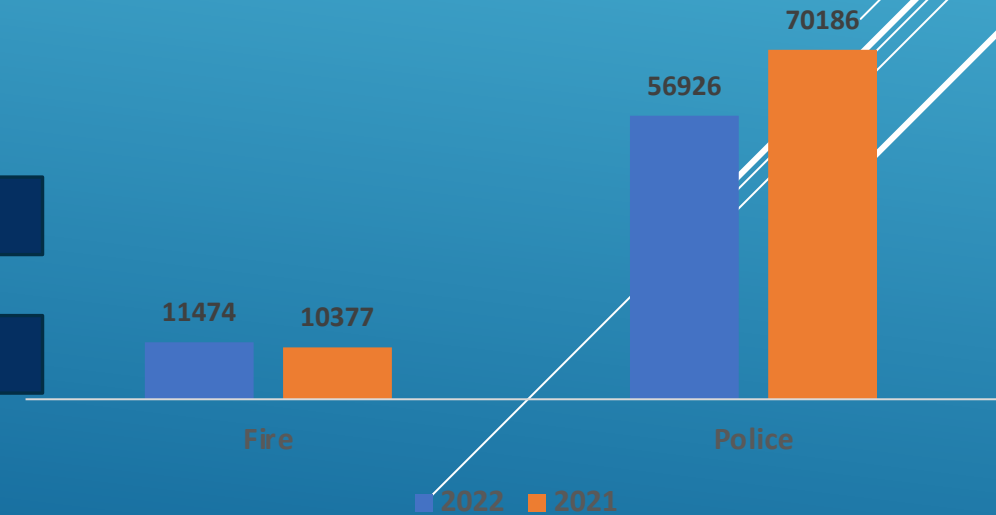
2022 vs. 2021



Police Calls for service ↑ 11%

Fire Calls for service ↓ 18%

2022 vs 2021





- Implement NG911 ESINET/Intrado equipment
- Implement new technological service contracts with the villages of Brown Deer and Shorewood
- Implement information technology security audit recommendations and remediation measures
- Oversee 2023 capital projects for member agencies
- Explore new opportunities for Bayside IT consortium
- Develop and implement culture project and implement, communicate and strengthen employee values
- Identify \$25k in new revenue sources, operational savings, collaboration and/or grants



## 2023 GOALS



## Information technology vision, mission and strategy

Our vision is to enhance sustainability, supportability, simplification and standardization in partnership with stakeholders.

Our mission is to assist in introducing technological change that enhances governmental services and overall business continuity.

Our strategy for the north shore information technology collaboration is to focus the enterprise upon modernizing core technologies and information technology services.

Proudly Serving: Bayside, Brown Deer, Shorewood, Glendale, North Shore Fire & Rescue and the North Shore

## **Bayside Communications Center**

- Text 2 911 integrated with cellular providers
- PRI transfer Fusion to Spectrum for 911 Admin lines
- Netmotion Server Upgrade with new DMZ
- ProPhoenix 2022 feature release
- Mobile CAD laptops purchase, configured and tested

## **Bayside**

- Bayside Board Room A/V deployment
- Upgraded BAPD jail camera storage for certification
- Decommission Village Hall Basement UPS1
- Bayside DPW edge switch replacement through RMA

## **North Shore Fire & Rescue**

- ProQA EMD Deployment
- NSFR Back Up Paging implemented
- Final phases of Tellus/FatPOT integration to CAD/RMS

# ACCOMPLISHMENTS-2022



## Brown Deer

- ▶ Transitioned IT support from Brown Deer from Ontech 3 to ACP and CDWG
- ▶ Created and assigned Adobe Gov Portal licensing for village
- ▶ Renewed Brown Deer TiPPs certificate

## Shorewood

- ▶ Enhanced Shorewood network for new A/V System
- ▶ Migrated SHPD backups to QNAP in Vhall via Veeam
- ▶ Migrated Shorewood Village Hall/PD shared drives off of old Windows 2008 system

## Glendale

- ▶ Glendale DPW mechanic Bay AP Deployment
- ▶ Resolved Glendale roaming profiles
- ▶ Migrated Glendale city hall and PD from Mitel to RingCentral

# ACCOMPLISHMENTS-2022

