



Fire and Police Commission

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Memorandum

To: Honorable Members of the Milwaukee Common Council

From: Leon Todd, Executive Director
Barbara Cooley, Research and Policy Analyst

Date: March 25, 2022

RE: MPD/MFD Call Wait Times Report, Q3 & Q4, 2021

This memo is responsive to Common Council File 190001, Amendment 33, “Insert a footnote directing the Executive Director of the Fire & Police Commission to provide quarterly reports to the Common Council on 9-1-1 call wait times, as well as activities, training, and initiatives to reduce 9-1-1 call wait times.” Information in this memo has been provided by Tom Maureau of Winbourne Consulting, the City’s contractor for developing a PSEP (Public Safety Enhancement Program), with analysis by the FPC Research and Policy Analyst.

PSEP Project Progress

The Public Safety Enhancement Program has numerous projects that are interrelated. Some of the projects are for new systems such as Solacom 9-1-1, Hexagon OnCall CAD/Mobile, new IT infrastructure (e.g., equipment, networks), GIS enhancement, interfaces and new workstations. Other projects are administrative and operational initiatives such as standing up the Department of Emergency Communication (DEC), consolidating MPD and MFD PSAPs (Public Safety Answering Points), enhance PSAP staffing, improving MPD/MFD PSAP operations and Universal Call Taker (UCT).

The linchpin system to consolidating MPD and MFD PSAPs is the OnCall CAD/Mobile system. This is essential because MPD and MFD currently utilize two separate CAD/Mobile systems, workflows and business processes. Once MPD and MFD are on the same CAD/Mobile system, the City will realize numerous operational benefits.

Currently the projected date for the OnCall cutover is Q4 2022. We expect to have a firm committed cutover date shortly.

Note: A cutover date depends on all areas such as IT, GIS, MPD PSAP, MPD Operations, MFD PSAP, MFD Operations, training, project team, etc. having “Go/No Go” criteria. We are developing the mandatory cutover requirements and the dates each requirement will be completed. This will inform us when a committed cutover date can be obtained.

The OnCall CAD/Mobile system will have a positive effect on both call answer times and speed of dispatch:

- Call Answer Times – Currently, MPD and MFD Call Takers/Dispatchers must call each other to provide and ascertain information. The numerous phone calls have a negative effect on Call Answer times by removing the Call Taker from the queue. For example, there are only two MFD Call Takers per shift so quite often an MPD Call Taker can be on hold for a long time. The OnCall CAD system will allow a tremendous amount of information to be shared electronically between MPD and MFD in real-time thereby eliminating the need for some phone calls.
- Universal Call Taker (UCT) – The objective of UCT is to train/certify all Call Takers for Police, Fire and EMS calls. The UCT training program will require MFD personnel to learn Police call taking and MPD personnel to learn Fire/EMS call taking. Once all Call Takers are UCT trained, there will be no need to transfer 9-1-1 callers from MPD to MFD. Getting everyone UCT trained will be a lengthy process that will start in earnest around Q1 2023. Dependencies to start UCT training are the OnCall CAD system and sufficient PSAP staffing.
- The Dispatch times to life critical incidents will improve due to the real-time information exchange and eliminating unnecessary duplication of effort.

Recommendation to Not Compare Post-Solacom 9-1-1 Reports to Previous 9-1-1 Reports

We do not recommend making a direct comparison between FPC 9-1-1 Quarterly Reports that were created prior to March 31, 2021 and the new quarterly reports. There are significant differences between the Solacom 9-1-1 system and the previous 9-1-1 system that have a direct effect on statistical information. 9-1-1 system differences include:

1. Capabilities, functionality and features
2. How the systems were configured and implemented
3. System terminology
4. Statistical report applications

Additionally, previous FPC 9-1-1 Quarterly Reports included different interpretations regarding 9-1-1 data. The data in the new reports has been subjected to a formal validation process by personnel from the Telecom Unit, MPD, MFD and PSEP project team.

NENA Call Answer Standard

In conjunction with the implementation of the Solacom 9-1-1 system, the PSEP Executive Steering Committee established two primary performance metrics that are National Emergency Number Association (NENA) standards:

1. 90% of all 9-1-1 calls arriving at the PSAP SHALL be answered within (\leq) 15 seconds
2. 95% of all 9-1-1 calls arriving at the PSAP SHOULD be answered within (\leq) 20 seconds

The Solacom 9-1-1 system monthly reports use the NENA standard as the foundation and then 15 second increments. The previous FPC 9-1-1 Quarterly Reports used a 10 second interval.

9-1-1 System Data Not Available at This Time

At this time, we are not able to provide some types of information that are in the previous FPC 9-1-1 Quarterly Reports due to system design issues.

MPD/MFD Average 9-1-1 Caller Talk Time and Average 9-1-1 Total Talk Time

Total Talk Time has yet to be formally defined. For example:

1. Only include time that a Call Taker was communicating with a 9-1-1 caller (e.g., exclude call wait, hold and transfer times)
2. Total time a 9-1-1 caller was on the phone from the time the 9-1-1 call was initially answered to the time the 9-1-1 call was concluded
3. Calculate for MPD only, MFD only and/or both MPD and MFD when applicable

The Solacom system includes “hold time” in the Total Talk Time calculation. We are working with Solacom to develop a calculation that does not include “hold time”

MPD/MFD 9-1-1 Abandoned Calls

An abandoned call is defined as 9-1-1 caller disconnecting prior to a Call Taker answering the 9-1-1 call. The Solacom system does not measure when a 9-1-1 caller hangs up. One issue is the Solacom system can identify when a phone number disconnects and then calls back. The system combines the data into one call. The system also uses a different calculation that does not provide an accurate statistic for this metric. We asked Solacom to develop a 9-1-1 abandoned report that meets City requirements but do not have a confirmation of if/when it will be completed.

MPD/MFD Non-Emergency/Administrative Abandoned Calls

The Solacom system does not track received and abandoned/unanswered calls for non-emergency/administrative type calls.

MPD/MFD Non-Emergency/Administrative Total Talk Time

Same reasons for the above 9-1-1 Total Talk Time.

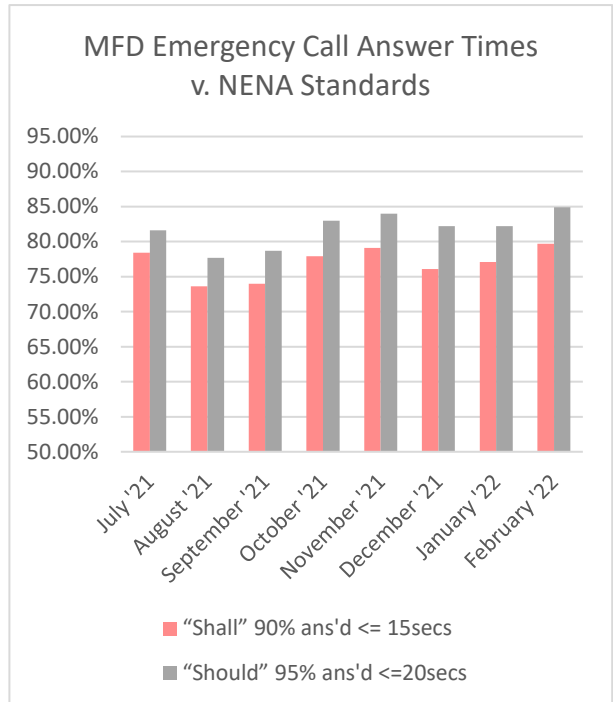
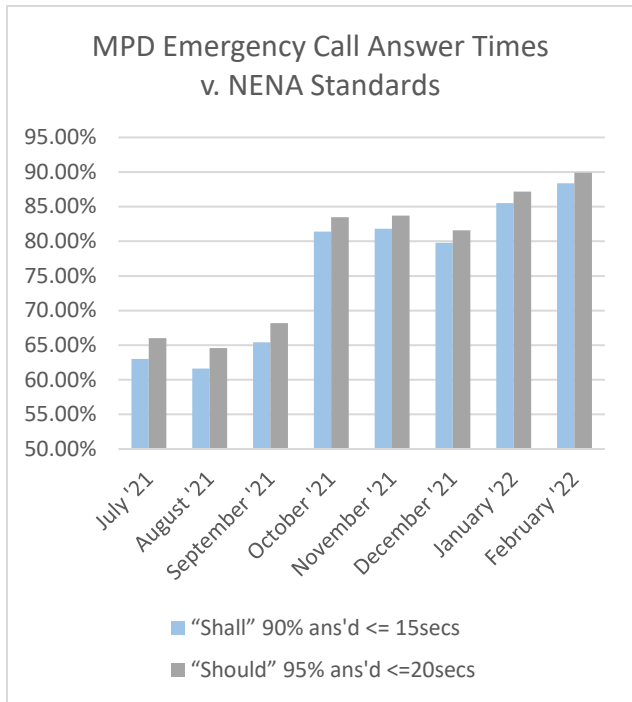
Analysis by FPC

Because of these differences between the Solacom and legacy systems, it would be more meaningful to report results differently going forward. Below is a model suggested by Winbourne to be used in the future (the data includes part of Q1 2022 as well):

MPD	NENA Standards - Emergency/911 Only	
	“Shall”	“Should”
	90% ans'd ≤ 15secs	95% ans'd ≤ 20secs
Q3 2021		
July	63.0%	66.0%
August	61.6%	64.6%
September	65.4%	68.2%
Q4 2021		
October	81.4%	83.5%
November	81.8%	83.7%
December	79.8%	81.6%
Q1 2022		
January	85.5%	87.2%
February	88.4%	89.9%

MFD	NENA Standards - Emergency/911 Only	
	“Shall”	“Should”
	90% ans'd ≤ 15secs	95% ans'd ≤ 20secs
Q3 2021		
July	78.4%	81.6%
August	73.6%	77.7%
September	74.0%	78.7%
Q4 2021		
October	77.9%	83.0%
November	79.1%	84.0%
December	76.1%	82.2%
Q1 2022		
January	77.1%	82.2%
February	79.7%	84.9%





A noticeable improvement can be seen in MPD call answer time between Q3 and Q4 of 2021. On average during Q3, 63.3% of calls were answered in <= 15 seconds and 66.3% were answered in <= 20 seconds. (Note that the y-axes for these graphs begin at 50% rather than zero.)

During Q4, MPD’s average call answer time improved to <= 15 seconds for 81.0 % of calls and <= 20 seconds for 82.9% of calls.

MPD’s call answer time improvement increased further in January and February of 2022, to an average of 87.0% and 88.6%, respectively. February’s rate for 9-1-1 calls answered in <= 15 seconds, 88.4%, approached the NENA standards of 90%.

Fire Department call answer times showed some improvement during this period.

Because the new Solacom system already had been in place since spring of 2021, an increase in staffing levels is another variable we could point to as contributing to the improvement in answer times from Q3 to Q4 2021. Fourteen new telecommunicators did come fully online after training in mid-September 2021.

Other variables which could have improved call wait times included:

1. The PSEP Executive Steering Committee approved the utilization of overtime to ensure MPD had a minimum mandatory number of Call Takers
2. New workflows were implemented to ensure there were dedicated MPD 9-1-1 Call Takers and to increase MPD 9-1-1 Call Taker availability
3. New procedures were implemented that prioritized 9-1-1 calls over non-emergency/admin calls
4. Improved MPD ECC management of call taking operations



5. A new Interactive Voice Response (IVR) message was implemented advising 9-1-1 callers to not hang-up and call back
6. An MFD initiative improved the availability of MFD Call Takers thereby reducing the amount of time MPD Call Takers were on hold waiting for MFD to answer
7. Reduced 9-1-1 call volume – Q4 (Fall) had a lower 9-1-1 call volume than Q3 (Summer)

Q3 AND Q4 2021 DATA PRESENTED IN FORMAT OF EARLIER REPORTS

Tom Maurer of Winbourne presented the full Q3 and Q4 2021 data in the same format as earlier reports, to the extent possible. Those tables are presented below.

9-1-1/10-Digit Emergency Calls

MPD Q3 2021

Incoming MPD 9-1-1 Calls	July	August	September
All Received (Ans + Call Back)	52,950	54,527	45,235
Answered	42,671	43,629	37,809
Abandoned	11,607	12,381	9,040
Call Backs	10,279	10,898	7,426
MPD Answered 9-1-1 Calls	July	August	September
Average 9-1-1 Call Wait Time	0:00:32	0:00:38	0:00:30
Average 9-1-1 Caller Talk Time	n/a	n/a	n/a
Average 9-1-1 Total Call Time	n/a	n/a	n/a
Percent Answered Within 10 sec	n/a	n/a	n/a
Percent Answered Within 15 sec	63.0%	61.6%	65.4%

MPD Q4 2021

Incoming MPD 9-1-1 Calls	October	November	December
All Received (Ans + Call Back)	46,200	41,636	44,034
Answered	41,352	37,115	38,949
Abandoned	5,866	5,518	6,350
Call Backs	4,848	4,521	5,085
MPD Answered 9-1-1 Calls	October	November	December
Average 9-1-1 Call Wait Time	0:00:15	0:00:16	0:00:17
Average 9-1-1 Caller Talk Time	n/a	n/a	n/a
Average 9-1-1 Total Call Time	n/a	n/a	n/a
Percent Answered Within 10 sec	n/a	n/a	n/a
Percent Answered Within 15 sec	81.4%	81.8%	79.8%



MFD Q3 2021

Incoming MFD 9-1-1 Calls	July	August	September
All Received (Ans + Call Back)	14,778	15,127	12,902
Answered	14,770	15,124	12,901
Abandoned	504	491	347
Call Backs	8	3	1
MFD Answered 9-1-1 Calls	July	August	September
Average 9-1-1 Call Wait Time	0:00:16	0:00:25	0:00:16
Average 9-1-1 Caller Talk Time	n/a	n/a	n/a
Average 9-1-1 Total Call Time	n/a	n/a	n/a
Percent Answered Within 10 sec	n/a	n/a	n/a
Percent Answered Within 15 sec	78.4%	73.6%	74.0%

MFD Q4 2021

Incoming MFD 9-1-1 Calls	October	November	December
All Received (Ans + Call Back)	13,858	12,847	15,279
Answered	13,855	12,845	15,272
Abandoned	235	286	307
Call Backs	3	2	7
MFD Answered 9-1-1 Calls	October	November	December
Average 9-1-1 Call Wait Time	0:00:18	0:00:13	0:00:10
Average 9-1-1 Caller Talk Time	n/a	n/a	n/a
Average 9-1-1 Total Call Time	n/a	n/a	n/a
Percent Answered Within 10 sec	n/a	n/a	n/a
Percent Answered Within 15 sec	77.9%	79.1%	76.1%

9-1-1/10 Digit Call Answer Time

MPD Q3 2021

EMERGENCY / 911 TIME INCREMENT	July			August			September		
	MPD CALLS ANSWERED	Individual % of Calls	Cumulative % of Calls	MPD CALLS ANSWERED	Individual % of Calls	Cumulative % of Calls	MPD CALLS ANSWERED	Individual % of Calls	Cumulative % of Calls
0 - 15 Seconds	26,886	63.0%	63.0%	26,862	61.6%	61.6%	24,743	65.4%	65.4%
16 - 30 Seconds	3,336	7.8%	70.8%	3,434	7.9%	69.4%	2,746	7.3%	72.7%
31 - 45 Seconds	2,657	6.2%	77.1%	2,633	6.0%	75.5%	2,212	5.9%	78.6%
46 - 60 Seconds	2,115	5.0%	82.0%	2,142	4.9%	80.4%	1,754	4.6%	83.2%
61 - 75 Seconds	1,648	3.9%	85.9%	1,726	4.0%	84.3%	1,409	3.7%	86.9%
76 - 90 Seconds	1,257	2.9%	88.8%	1,364	3.1%	87.5%	1,081	2.9%	89.8%
91 - 105 Seconds	1,033	2.4%	91.2%	1,150	2.6%	90.1%	844	2.2%	92.0%
106 - 120 Seconds	818	1.9%	93.2%	849	1.9%	92.0%	665	1.8%	93.8%
121 - 150 Seconds	1,128	2.6%	95.8%	1,280	2.9%	95.0%	979	2.6%	96.4%
151 - 180 Seconds	665	1.6%	97.4%	733	1.7%	96.7%	542	1.4%	97.8%
181 - 210 Seconds	419	1.0%	98.3%	466	1.1%	97.7%	338	0.9%	98.7%
211 - 240 Seconds	263	0.6%	99.0%	313	0.7%	98.4%	180	0.5%	99.2%
241 - 270 Seconds	158	0.4%	99.3%	184	0.4%	98.9%	106	0.3%	99.4%
271 - 300 Seconds	96	0.2%	99.6%	132	0.3%	99.2%	61	0.2%	99.6%
301 - 330 Seconds	67	0.2%	99.7%	74	0.2%	99.3%	39	0.1%	99.7%
331 - 360 Seconds	44	0.1%	99.8%	56	0.1%	99.5%	31	0.1%	99.8%
361 - 390 Seconds	31	0.1%	99.9%	40	0.1%	99.6%	34	0.1%	99.9%
391 - 420 Seconds	15	0.0%	99.9%	30	0.1%	99.6%	11	0.0%	99.9%
421 - 450 Seconds	8	0.0%	99.9%	17	0.0%	99.7%	14	0.0%	99.9%
451 - 480 Seconds	10	0.0%	100.0%	16	0.0%	99.7%	4	0.0%	100.0%
481 - 510 Seconds	3	0.0%	100.0%	11	0.0%	99.7%	3	0.0%	100.0%
511 - 540 Seconds	4	0.0%	100.0%	4	0.0%	99.7%	4	0.0%	100.0%
541 - 570 Seconds	0	0.0%	100.0%	8	0.0%	99.8%	2	0.0%	100.0%
571 - 600 Seconds	5	0.0%	100.0%	2	0.0%	99.8%	4	0.0%	100.0%
> 600 Seconds	5	0.0%	100.0%	103	0.2%	100.0%	3	0.0%	100.0%
Total Answered Calls	42,671	100.0%		43,629	100.0%		37,809	100.0%	



MPD Q4 2021

EMERGENCY / 911	October			November			December		
TIME INCREMENT	MPD CALLS ANSWERED	Individual % of Calls	Cumulative % of Calls	MPD CALLS ANSWERED	Individual % of Calls	Cumulative % of Calls	MPD CALLS ANSWERED	Individual % of Calls	Cumulative % of Calls
0 - 15 Seconds	33,642	81.4%	81.4%	30,359	81.8%	81.8%	31,067	79.8%	79.8%
16 - 30 Seconds	2,215	5.4%	86.7%	1,822	4.9%	86.7%	1,973	5.1%	84.8%
31 - 45 Seconds	1,519	3.7%	90.4%	1,253	3.4%	90.1%	1,558	4.0%	88.8%
46 - 60 Seconds	1,138	2.8%	93.1%	947	2.6%	92.6%	1,087	2.8%	91.6%
61 - 75 Seconds	851	2.1%	95.2%	697	1.9%	94.5%	859	2.2%	93.8%
76 - 90 Seconds	563	1.4%	96.6%	498	1.3%	95.9%	583	1.5%	95.3%
91 - 105 Seconds	424	1.0%	97.6%	368	1.0%	96.8%	395	1.0%	96.3%
106 - 120 Seconds	285	0.7%	98.3%	268	0.7%	97.6%	344	0.9%	97.2%
121 - 150 Seconds	365	0.9%	99.2%	375	1.0%	98.6%	455	1.2%	98.4%
151 - 180 Seconds	160	0.4%	99.5%	198	0.5%	99.1%	269	0.7%	99.1%
181 - 210 Seconds	80	0.2%	99.7%	132	0.4%	99.5%	155	0.4%	99.5%
211 - 240 Seconds	43	0.1%	99.8%	79	0.2%	99.7%	80	0.2%	99.7%
241 - 270 Seconds	19	0.0%	99.9%	49	0.1%	99.8%	55	0.1%	99.8%
271 - 300 Seconds	16	0.0%	99.9%	35	0.1%	99.9%	25	0.1%	99.9%
301 - 330 Seconds	11	0.0%	99.9%	20	0.1%	100.0%	11	0.0%	99.9%
331 - 360 Seconds	6	0.0%	100.0%	7	0.0%	100.0%	14	0.0%	100.0%
361 - 390 Seconds	5	0.0%	100.0%	5	0.0%	100.0%	5	0.0%	100.0%
391 - 420 Seconds	3	0.0%	100.0%	2	0.0%	100.0%	7	0.0%	100.0%
421 - 450 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	4	0.0%	100.0%
451 - 480 Seconds	4	0.0%	100.0%	0	0.0%	100.0%	2	0.0%	100.0%
481 - 510 Seconds	3	0.0%	100.0%	0	0.0%	100.0%	1	0.0%	100.0%
511 - 540 Seconds	0	0.0%	100.0%	1	0.0%	100.0%	0	0.0%	100.0%
541 - 570 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
571 - 600 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
> 600 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
Total Answered Calls	41,352	100.0%		37,115	100.0%		38,949	100.0%	



MFD Q3 2021

EMERGENCY / 911 TIME INCREMENT	July			August			September		
	MFD CALLS ANSWERED	Individual % of Calls	Cumulative % of Calls	MFD CALLS ANSWERED	Individual % of Calls	Cumulative % of Calls	MFD CALLS ANSWERED	Individual % of Calls	Cumulative % of Calls
0 - 15 Seconds	11,179	78.4%	78.4%	11,125	73.6%	73.6%	9,541	74.0%	74.0%
16 - 30 Seconds	1,036	7.3%	85.6%	1,334	8.8%	82.4%	1,308	10.1%	84.1%
31 - 45 Seconds	533	3.7%	89.4%	675	4.5%	86.8%	628	4.9%	89.0%
46 - 60 Seconds	365	2.6%	91.9%	496	3.3%	90.1%	368	2.9%	91.8%
61 - 75 Seconds	292	2.0%	94.0%	398	2.6%	92.8%	258	2.0%	93.8%
76 - 90 Seconds	211	1.5%	95.4%	270	1.8%	94.5%	223	1.7%	95.5%
91 - 105 Seconds	159	1.1%	96.6%	190	1.3%	95.8%	160	1.2%	96.8%
106 - 120 Seconds	129	0.9%	97.5%	165	1.1%	96.9%	127	1.0%	97.8%
121 - 150 Seconds	149	1.0%	98.5%	177	1.2%	98.1%	128	1.0%	98.8%
151 - 180 Seconds	90	0.6%	99.1%	131	0.9%	98.9%	58	0.4%	99.2%
181 - 210 Seconds	46	0.3%	99.5%	55	0.4%	99.3%	39	0.3%	99.5%
211 - 240 Seconds	31	0.2%	99.7%	27	0.2%	99.5%	25	0.2%	99.7%
241 - 270 Seconds	17	0.1%	99.8%	15	0.1%	99.6%	11	0.1%	99.8%
271 - 300 Seconds	9	0.1%	99.9%	11	0.1%	99.6%	11	0.1%	99.9%
301 - 330 Seconds	7	0.0%	99.9%	4	0.0%	99.7%	4	0.0%	99.9%
331 - 360 Seconds	2	0.0%	99.9%	3	0.0%	99.7%	8	0.1%	100.0%
361 - 390 Seconds	3	0.0%	99.9%	4	0.0%	99.7%	1	0.0%	100.0%
391 - 420 Seconds	2	0.0%	100.0%	0	0.0%	99.7%	1	0.0%	100.0%
421 - 450 Seconds	0	0.0%	100.0%	2	0.0%	99.7%	0	0.0%	100.0%
451 - 480 Seconds	3	0.0%	100.0%	0	0.0%	99.7%	1	0.0%	100.0%
481 - 510 Seconds	2	0.0%	100.0%	0	0.0%	99.7%	0	0.0%	100.0%
511 - 540 Seconds	0	0.0%	100.0%	0	0.0%	99.7%	0	0.0%	100.0%
541 - 570 Seconds	0	0.0%	100.0%	1	0.0%	99.7%	0	0.0%	100.0%
571 - 600 Seconds	1	0.0%	100.0%	0	0.0%	99.7%	0	0.0%	100.0%
601 - 1200 Seconds	0	0.0%	100.0%	41	0.3%	100.0%	1	0.0%	100.0%
1201 - 1800 Seconds		0.0%	100.0%		0.0%	100.0%		0.0%	100.0%
> 1800 Seconds		0.0%	100.0%		0.0%	100.0%		0.0%	100.0%
Total Answered Calls	14,266	100.0%		15,124	100.0%		12,901	100.0%	



MFD Q4 2021

EMERGENCY / 911 TIME INCREMENT	October			November			December		
	MFD CALLS ANSWERED	Individual % of Calls	Cumulative % of Calls	MFD CALLS ANSWERED	Individual % of Calls	Cumulative % of Calls	MFD CALLS ANSWERED	Individual % of Calls	Cumulative % of Calls
0 - 15 Seconds	10,797	77.9%	77.9%	10,162	79.1%	79.1%	11,618	76.1%	76.1%
16 - 30 Seconds	1,377	9.9%	87.9%	1,169	9.1%	88.2%	1,482	9.7%	85.8%
31 - 45 Seconds	532	3.8%	91.7%	457	3.6%	91.8%	644	4.2%	90.0%
46 - 60 Seconds	346	2.5%	94.2%	309	2.4%	94.2%	429	2.8%	92.8%
61 - 75 Seconds	251	1.8%	96.0%	204	1.6%	95.8%	303	2.0%	94.8%
76 - 90 Seconds	145	1.0%	97.1%	136	1.1%	96.8%	226	1.5%	96.3%
91 - 105 Seconds	126	0.9%	98.0%	114	0.9%	97.7%	156	1.0%	97.3%
106 - 120 Seconds	72	0.5%	98.5%	70	0.5%	98.3%	105	0.7%	98.0%
121 - 150 Seconds	109	0.8%	99.3%	103	0.8%	99.1%	137	0.9%	98.9%
151 - 180 Seconds	44	0.3%	99.6%	47	0.4%	99.4%	77	0.5%	99.4%
181 - 210 Seconds	24	0.2%	99.8%	36	0.3%	99.7%	32	0.2%	99.6%
211 - 240 Seconds	13	0.1%	99.9%	24	0.2%	99.9%	25	0.2%	99.8%
241 - 270 Seconds	9	0.1%	99.9%	9	0.1%	100.0%	17	0.1%	99.9%
271 - 300 Seconds	1	0.0%	99.9%	3	0.0%	100.0%	11	0.1%	99.9%
301 - 330 Seconds	5	0.0%	100.0%	0	0.0%	100.0%	7	0.0%	100.0%
331 - 360 Seconds	3	0.0%	100.0%	2	0.0%	100.0%	1	0.0%	100.0%
361 - 390 Seconds	1	0.0%	100.0%	0	0.0%	100.0%	1	0.0%	100.0%
391 - 420 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
421 - 450 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
451 - 480 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
481 - 510 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
511 - 540 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	1	0.0%	100.0%
541 - 570 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
571 - 600 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
601 - 1200 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
1201 - 1800 Seconds		0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
> 1800 Seconds		0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
Total Answered Calls	13,855	100.0%		12,845	100.0%		15,272	100.0%	



Non-Emergency/Administrative Calls**MPD Q3 2021**

Incoming MPD Non-Emergency Calls	July	August	September
Received*	n/a	n/a	n/a
Answered**	15,120	15,521	13,648
Unanswered*	n/a	n/a	n/a
MPD Answered Non-Emergency Calls	July	August	September
Average Non-Emergency Call Wait Time	0:06:23	0:05:43	0:05:21
Average Non-Emergency Caller Talk Time	n/a	n/a	n/a
Average Non-Emergency Total Call Time***	n/a	n/a	n/a
Percent Answered Within 10 sec	n/a	n/a	n/a
Percent Answered Within 15 sec	24.8%	29.5%	33.8%

MPD Q4 2021

Incoming MPD Non-Emergency Calls	October	November	December
Received*	n/a	n/a	n/a
Answered**	18,273	15,194	15,142
Unanswered*	n/a	n/a	n/a
MPD Answered Non-Emergency Calls	October	November	December
Average Non-Emergency Call Wait Time	0:01:50	0:02:02	0:02:08
Average Non-Emergency Caller Talk Time	n/a	n/a	n/a
Average Non-Emergency Total Call Time***	n/a	n/a	n/a
Percent Answered Within 10 sec	n/a	n/a	n/a
Percent Answered Within 15 sec	54.8%	56.1%	59.2%

MFD Q3 2021

Incoming MFD Non-Emergency Calls	July	August	September
Received*	n/a	n/a	n/a
Answered**	6,278	7,357	7,747
Unanswered*	n/a	n/a	n/a
MFD Answered Non-Emergency Calls	July	August	September
Average Non-Emergency Call Wait Time	0:00:16	0:00:25	0:00:16
Average Non-Emergency Caller Talk Time	n/a	n/a	n/a
Average Non-Emergency Total Call Time***	n/a	n/a	n/a
Percent Answered Within 10 sec	n/a	n/a	n/a
Percent Answered Within 15 sec	82.7%	81.7%	78.1%

MFD Q4 2021

Incoming MFD Non-Emergency Calls	October	November	December
Received*	n/a	n/a	n/a
Answered**	5,400	2,755	3,305
Unanswered*	n/a	n/a	n/a
MFD Answered Non-Emergency Calls	October	November	December
Average Non-Emergency Call Wait Time	0:00:18	0:00:13	0:00:10
Average Non-Emergency Caller Talk Time	n/a	n/a	n/a
Average Non-Emergency Total Call Time***	n/a	n/a	n/a
Percent Answered Within 10 sec	n/a	n/a	n/a
Percent Answered Within 15 sec	79.8%	88.6%	92.3%



MPD Q3 2021

ADMIN TIME INCREMENT	July			August			September		
	MPD CALLS ANSWERED	Individual % of Calls	Cumulative % of Calls	MPD CALLS ANSWERED	Individual % of Calls	Cumulative % of Calls	MPD CALLS ANSWERED	Individual % of Calls	Cumulative % of Calls
0 - 15 Seconds	3,754	24.8%	24.8%	4,581	29.5%	29.5%	4,607	33.8%	33.8%
16 - 30 Seconds	417	2.8%	27.6%	487	3.1%	32.7%	425	3.1%	36.9%
31 - 45 Seconds	352	2.3%	29.9%	397	2.6%	35.2%	374	2.7%	39.6%
46 - 60 Seconds	344	2.3%	32.2%	377	2.4%	37.6%	353	2.6%	42.2%
61 - 75 Seconds	313	2.1%	34.3%	405	2.6%	40.2%	320	2.3%	44.5%
76 - 90 Seconds	303	2.0%	36.3%	357	2.3%	42.5%	283	2.1%	46.6%
91 - 105 Seconds	292	1.9%	38.2%	312	2.0%	44.6%	248	1.8%	48.4%
106 - 120 Seconds	277	1.8%	40.0%	275	1.8%	46.3%	216	1.6%	50.0%
121 - 150 Seconds	591	3.9%	43.9%	525	3.4%	49.7%	482	3.5%	53.5%
151 - 180 Seconds	470	3.1%	47.0%	501	3.2%	52.9%	404	3.0%	56.5%
181 - 210 Seconds	509	3.4%	50.4%	457	2.9%	55.9%	372	2.7%	59.2%
211 - 240 Seconds	412	2.7%	53.1%	422	2.7%	58.6%	357	2.6%	61.8%
241 - 270 Seconds	407	2.7%	55.8%	365	2.4%	61.0%	314	2.3%	64.1%
271 - 300 Seconds	394	2.6%	58.4%	365	2.4%	63.3%	312	2.3%	66.4%
301 - 330 Seconds	335	2.2%	60.6%	333	2.1%	65.5%	277	2.0%	68.5%
331 - 360 Seconds	372	2.5%	63.1%	298	1.9%	67.4%	224	1.6%	70.1%
361 - 390 Seconds	316	2.1%	65.2%	294	1.9%	69.3%	241	1.8%	71.9%
391 - 420 Seconds	302	2.0%	67.2%	297	1.9%	71.2%	222	1.6%	73.5%
421 - 450 Seconds	327	2.2%	69.4%	281	1.8%	73.0%	197	1.4%	74.9%
451 - 480 Seconds	261	1.7%	71.1%	272	1.8%	74.7%	169	1.2%	76.2%
481 - 510 Seconds	227	1.5%	72.6%	195	1.3%	76.0%	191	1.4%	77.6%
511 - 540 Seconds	262	1.7%	74.3%	192	1.2%	77.2%	172	1.3%	78.8%
541 - 570 Seconds	226	1.5%	75.8%	205	1.3%	78.6%	161	1.2%	80.0%
571 - 600 Seconds	191	1.3%	77.1%	193	1.2%	79.8%	159	1.2%	81.2%
601 - 1200 Seconds	2,461	16.3%	93.4%	2,168	14.0%	93.8%	1,746	12.8%	94.0%
1201 - 1800 Seconds	688	4.6%	97.9%	668	4.3%	98.1%	552	4.0%	98.0%
> 1800 Seconds	317	2.1%	100.0%	299	1.9%	100.0%	270	2.0%	100.0%
Total Answered Calls	15,120	100.0%		15,521	100.0%		13,648	100.0%	



MPD Q4 2021

ADMIN TIME INCREMENT	October			November			December		
	MPD CALLS ANSWERED	Individual % of Calls	Cumulative % of Calls	MPD CALLS ANSWERED	Individual % of Calls	Cumulative % of Calls	MPD CALLS ANSWERED	Individual % of Calls	Cumulative % of Calls
0 - 15 Seconds	10,012	54.8%	54.8%	8,522	56.1%	56.1%	8,963	59.2%	59.2%
16 - 30 Seconds	759	4.2%	58.9%	536	3.5%	59.6%	536	3.5%	62.7%
31 - 45 Seconds	583	3.2%	62.1%	436	2.9%	62.5%	393	2.6%	65.3%
46 - 60 Seconds	513	2.8%	64.9%	409	2.7%	65.2%	366	2.4%	67.7%
61 - 75 Seconds	468	2.6%	67.5%	363	2.4%	67.6%	346	2.3%	70.0%
76 - 90 Seconds	439	2.4%	69.9%	285	1.9%	69.4%	301	2.0%	72.0%
91 - 105 Seconds	386	2.1%	72.0%	307	2.0%	71.5%	262	1.7%	73.7%
106 - 120 Seconds	355	1.9%	74.0%	256	1.7%	73.1%	234	1.5%	75.3%
121 - 150 Seconds	603	3.3%	77.3%	470	3.1%	76.2%	430	2.8%	78.1%
151 - 180 Seconds	537	2.9%	80.2%	430	2.8%	79.1%	341	2.3%	80.4%
181 - 210 Seconds	456	2.5%	82.7%	353	2.3%	81.4%	321	2.1%	82.5%
211 - 240 Seconds	364	2.0%	84.7%	284	1.9%	83.3%	241	1.6%	84.1%
241 - 270 Seconds	327	1.8%	86.5%	268	1.8%	85.0%	223	1.5%	85.6%
271 - 300 Seconds	280	1.5%	88.0%	241	1.6%	86.6%	202	1.3%	86.9%
301 - 330 Seconds	251	1.4%	89.4%	201	1.3%	87.9%	155	1.0%	87.9%
331 - 360 Seconds	202	1.1%	90.5%	178	1.2%	89.1%	174	1.1%	89.1%
361 - 390 Seconds	181	1.0%	91.5%	152	1.0%	90.1%	143	0.9%	90.0%
391 - 420 Seconds	149	0.8%	92.3%	128	0.8%	91.0%	123	0.8%	90.8%
421 - 450 Seconds	141	0.8%	93.1%	116	0.8%	91.7%	106	0.7%	91.5%
451 - 480 Seconds	140	0.8%	93.8%	116	0.8%	92.5%	86	0.6%	92.1%
481 - 510 Seconds	132	0.7%	94.6%	108	0.7%	93.2%	91	0.6%	92.7%
511 - 540 Seconds	99	0.5%	95.1%	105	0.7%	93.9%	84	0.6%	93.3%
541 - 570 Seconds	109	0.6%	95.7%	89	0.6%	94.5%	75	0.5%	93.8%
571 - 600 Seconds	80	0.4%	96.1%	76	0.5%	95.0%	65	0.4%	94.2%
601 - 1200 Seconds	641	3.5%	99.6%	650	4.3%	99.2%	646	4.3%	98.4%
1201 - 1800 Seconds	63	0.3%	100.0%	96	0.6%	99.9%	165	1.1%	99.5%
> 1800 Seconds	3	0.0%	100.0%	19	0.1%	100.0%	70	0.5%	100.0%
Total Answered Calls	18,273	100.0%		15,194	100.0%		15,142	100.0%	



MFD Q3 2021

ADMIN TIME INCREMENT	July			August			September		
	MFD CALLS ANSWERED	Individual % of Calls	Cumulativ e % of Calls	MFD CALLS ANSWERED	Individual % of Calls	Cumulativ e % of Calls	MFD CALLS ANSWERED	Individual % of Calls	Cumulativ e % of Calls
0 - 15 Seconds	5,191	82.7%	82.7%	6,008	81.7%	81.7%	6,033	78.1%	78.1%
16 - 30 Seconds	339	5.4%	88.1%	468	6.4%	88.0%	627	8.1%	86.3%
31 - 45 Seconds	156	2.5%	90.6%	211	2.9%	90.9%	241	3.1%	89.4%
46 - 60 Seconds	107	1.7%	92.3%	137	1.9%	92.8%	173	2.2%	91.6%
61 - 75 Seconds	86	1.4%	93.6%	94	1.3%	94.1%	123	1.6%	93.2%
76 - 90 Seconds	54	0.9%	94.5%	68	0.9%	95.0%	91	1.2%	94.4%
91 - 105 Seconds	60	1.0%	95.5%	64	0.9%	95.9%	79	1.0%	95.4%
106 - 120 Seconds	52	0.8%	96.3%	53	0.7%	96.6%	58	0.8%	96.2%
121 - 150 Seconds	56	0.9%	97.2%	89	1.2%	97.8%	97	1.3%	97.4%
151 - 180 Seconds	38	0.6%	97.8%	47	0.6%	98.4%	58	0.8%	98.2%
181 - 210 Seconds	31	0.5%	98.3%	29	0.4%	98.8%	34	0.4%	98.6%
211 - 240 Seconds	18	0.3%	98.6%	24	0.3%	99.1%	28	0.4%	99.0%
241 - 270 Seconds	18	0.3%	98.9%	19	0.3%	99.4%	21	0.3%	99.2%
271 - 300 Seconds	14	0.2%	99.1%	7	0.1%	99.5%	13	0.2%	99.4%
301 - 330 Seconds	8	0.1%	99.2%	7	0.1%	99.6%	8	0.1%	99.5%
331 - 360 Seconds	6	0.1%	99.3%	3	0.0%	99.6%	4	0.1%	99.6%
361 - 390 Seconds	3	0.0%	99.3%	8	0.1%	99.7%	0	0.0%	99.6%
391 - 420 Seconds	5	0.1%	99.4%	2	0.0%	99.8%	9	0.1%	99.7%
421 - 450 Seconds	3	0.0%	99.5%	2	0.0%	99.8%	2	0.0%	99.7%
451 - 480 Seconds	4	0.1%	99.5%	2	0.0%	99.8%	5	0.1%	99.8%
481 - 510 Seconds	2	0.0%	99.6%	4	0.1%	99.9%	3	0.0%	99.8%
511 - 540 Seconds	1	0.0%	99.6%	2	0.0%	99.9%	5	0.1%	99.9%
541 - 570 Seconds	4	0.1%	99.6%	0	0.0%	99.9%	5	0.1%	99.9%
571 - 600 Seconds	1	0.0%	99.7%	0	0.0%	99.9%	4	0.1%	100.0%
601 - 1200 Seconds	21	0.3%	100.0%	7	0.1%	100.0%	0	0.0%	100.0%
1201 - 1800 Seconds		0.0%	100.0%		0.0%	100.0%		0.0%	100.0%
> 1800 Seconds		0.0%	100.0%		0.0%	100.0%		0.0%	100.0%

Total Answered
Calls

6,278	100.0%
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7,355	100.0%
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7,721	100.0%
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MFD Q4 2021

ADMIN TIME INCREMENT	October			November			December		
	MFD CALLS ANSWERED	Individual % of Calls	Cumulativ e % of Calls	MFD CALLS ANSWERED	l % of Calls	Cumulativ e % of Calls	MFD CALLS ANSWERED	l % of Calls	Cumulativ e % of Calls
0 - 15 Seconds	4,307	79.8%	79.8%	2,442	88.6%	88.6%	3,052	92.3%	92.3%
16 - 30 Seconds	437	8.1%	87.9%	118	4.3%	92.9%	93	2.8%	95.2%
31 - 45 Seconds	171	3.2%	91.0%	38	1.4%	94.3%	51	1.5%	96.7%
46 - 60 Seconds	118	2.2%	93.2%	36	1.3%	95.6%	19	0.6%	97.3%
61 - 75 Seconds	79	1.5%	94.7%	20	0.7%	96.3%	13	0.4%	97.7%
76 - 90 Seconds	66	1.2%	95.9%	16	0.6%	96.9%	13	0.4%	98.1%
91 - 105 Seconds	41	0.8%	96.6%	14	0.5%	97.4%	16	0.5%	98.5%
106 - 120 Seconds	38	0.7%	97.4%	13	0.5%	97.9%	3	0.1%	98.6%
121 - 150 Seconds	48	0.9%	98.2%	27	1.0%	98.9%	9	0.3%	98.9%
151 - 180 Seconds	21	0.4%	98.6%	9	0.3%	99.2%	9	0.3%	99.2%
181 - 210 Seconds	30	0.6%	99.2%	5	0.2%	99.4%	6	0.2%	99.4%
211 - 240 Seconds	18	0.3%	99.5%	3	0.1%	99.5%	3	0.1%	99.5%
241 - 270 Seconds	7	0.1%	99.6%	5	0.2%	99.7%	4	0.1%	99.6%
271 - 300 Seconds	5	0.1%	99.7%	2	0.1%	99.7%	2	0.1%	99.6%
301 - 330 Seconds	3	0.1%	99.8%	2	0.1%	99.8%	5	0.2%	99.8%
331 - 360 Seconds	4	0.1%	99.9%	2	0.1%	99.9%	3	0.1%	99.9%
361 - 390 Seconds	2	0.0%	99.9%	0	0.0%	99.9%	0	0.0%	99.9%
391 - 420 Seconds	1	0.0%	99.9%	0	0.0%	99.9%	1	0.0%	99.9%
421 - 450 Seconds	1	0.0%	99.9%	2	0.1%	100.0%	1	0.0%	99.9%
451 - 480 Seconds	0	0.0%	99.9%	0	0.0%	100.0%	1	0.0%	100.0%
481 - 510 Seconds	1	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
511 - 540 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
541 - 570 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
571 - 600 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
601 - 1200 Seconds	2	0.0%	100.0%	1	0.0%	100.0%	1	0.0%	100.0%
1201 - 1800 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
> 1800 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%

Total Answered
Calls

5,400	100.0%
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2,755	100.0%
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3,305	100.0%
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