



Fire and Police Commission

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Memorandum

To: Honorable Members of the Milwaukee Common Council

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

Date: November 26, 2024

RE: MPD/MFD Call Wait Times Report, Q3 2024

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 the Public Safety Enhancement Program PSEP), with analysis by the FPC Research and Policy Analyst.

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:

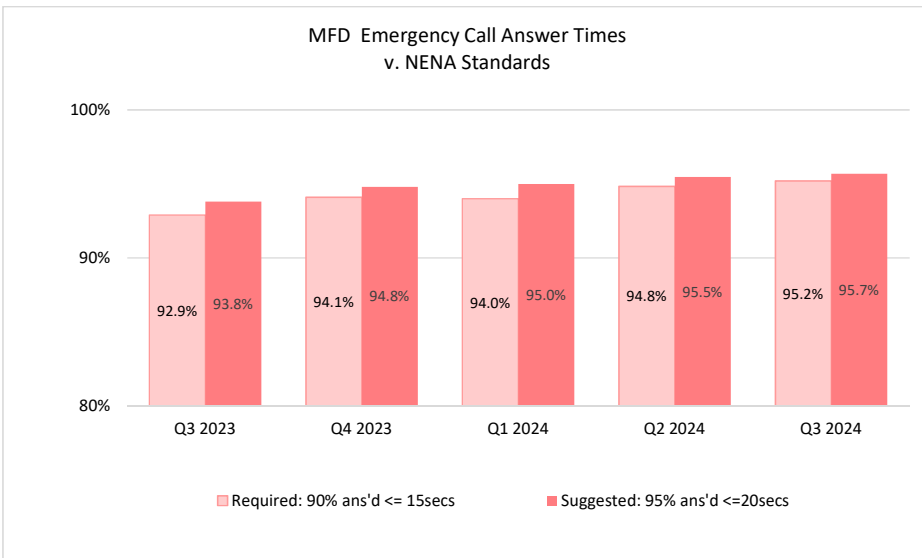
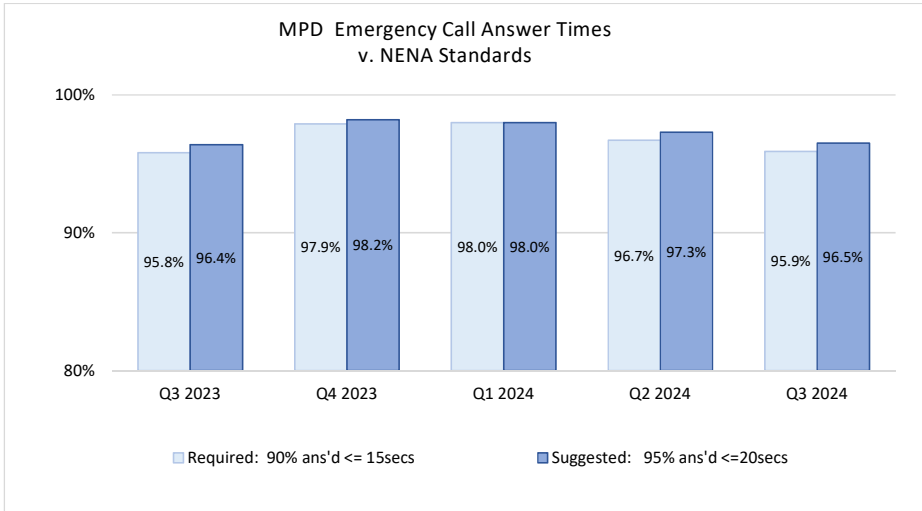
1. 90% of all 9-1-1 calls arriving at the Emergency Communications Center SHALL be answered within (\leq) 15 seconds.
2. 95% of all 9-1-1 calls arriving at the Emergency Communications Center SHOULD be answered within (\leq) 20 seconds.

The Solacom 9-1-1 system monthly reports use the NENA standard as the foundation and then 15 second increments.

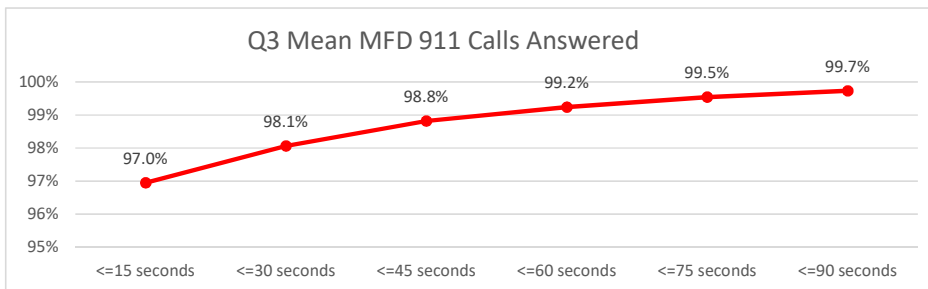
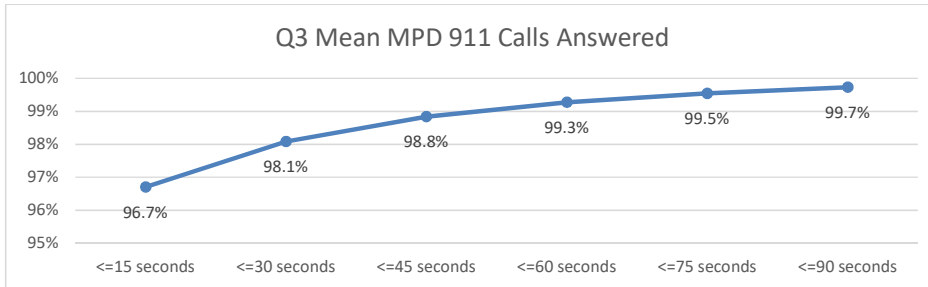
Analysis by FPC Staff

During Q3 2024, both the Milwaukee Police Department (MPD) and the Milwaukee Fire Department (MFD) continued to exceed both NENA standards. MPD exceeded the 15-second

standard by 5.9% and MFD by 5.2%. MPD exceeded the 20-second standard by 1.5% and MFD by 0.7%. This continues to be a striking improvement for both departments over Q3 2022, when percentages of the NENA 15-second standard were 74% and 77%, respectively.



Overall in Q3 2024, 99.7% of both MPD and MFD 911 calls were answered within 90 seconds.



The number of outlier calls – those answered in more than 180 seconds (3 minutes) –increased for both MPD emergency and non-emergency calls, while the number of MFD outlier calls were approximately equal to Q2. This uptick on the police side was likely due to an increase over Q2 in total call volume of 3,000+ calls for MPD and 2,000+ for MFD. In Q2 2024, only 0.01% of MPD 911 emergency calls (6/month) were outlier calls, and only 0.04% of MFD 911 emergency calls (5/month) were outlier calls. Regarding non-emergency calls in Q2 2024, 2.6% of MPD non-emergency calls (507/month) were outlier calls, and 0.33% of MFD non-emergency calls (6/month) were outlier calls.

	MPD		MFD	
	911	Admin	911	Admin
Total calls/mo.	46,187	19,244	18,668	1,831
Outlier calls/mo.	16.3	880.7	7.0	7.7
Outliers as percentage	0.04%	4.6%	0.04%	0.42%

Performance by Shift

MPD and MFD 911 calls in Q3 exceeded NENA 15-second goals for every shift:

MPD	Day	Early	Night
Q3	97.7%	97.5%	93.4%
MFD	Day	Early	Night
Q3	97.4%	97.5%	95.4%

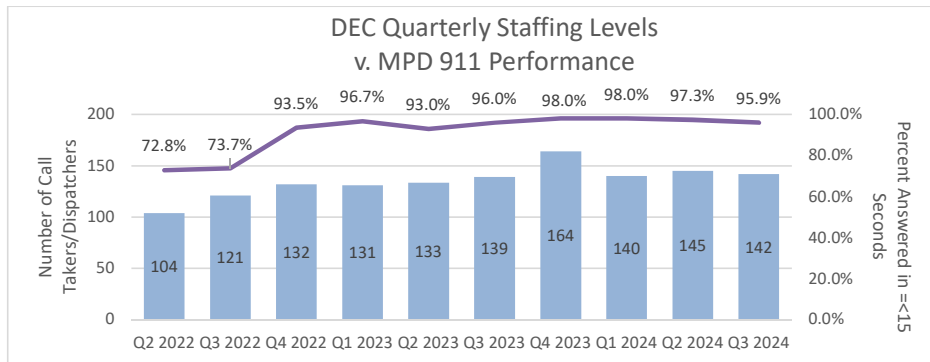
Commented [TL1]: Is this just the 15-second standard? I would just clarify this.

Increasing Staffing Levels

The effort to increase the number of telecommunicators for both MPD and MFD has resulted in much improved 911 call answer times, as can be seen in the chart below. That effort included the implementation of an expedited hiring process, as well as a pay increase for telecommunicators in early 2022. The first telecommunicator recruitment after that was more than twice the size of the last recruitment before the pay increase.

It takes 8 weeks from hire for telecommunicators to be fully trained: 5 weeks in classroom and 3 weeks on-the-job. Therefore, we saw the effects of the pay increase and expedited hiring process on call answer times during Q4 2022, and that level of performance has remained high through Q3 2024. The increase in the number of telecommunicators peaked at 164 in Q4 2023, and so did the rate of 911 calls answered within 15 seconds. In Q3 2024, there were 142 telecommunicators.

In June 2024, the Fire and Police Commission (FPC) commenced a new 911 telecommunicator recruitment to fill vacancies. Thirty-eight (38) new telecommunicators from this recruitment were hired on November 11, 2024, and are currently in training. If all 38 complete their training, that would bring the staffing level to 180 telecommunicators.



Conclusion

Since the end of Q4 2022, the percentage of 911 calls answered in 15 seconds or less has continued to meet or exceed the 90% NENA standard for both MPD and MFD.

Q3 2024 DATA

9-1-1/10-Digit Emergency Calls

MPD Q3 2024

Incoming MPD 9-1-1 Calls	July	August	September
All Received	47,198	45,743	47,857
Answered	47,198	44,592	45,168
Abandoned	919	1,151	2,689
Call Backs	1,321	1,004	2,517
MPD Answered 9-1-1 Calls	July	August	September
Average 9-1-1 Call Wait Time	0:00:03	0:00:02	0:00:02
Percent Answered Within 15 sec	94.9%	96.1%	96.7%

Commented [TL2]: Do we know why the number of abandoned calls spiked in September? The number of calls that month is a little higher than July, but not by much. Also, the performance metrics for August are as good or better than July and August. Please reach out to someone in DEC to get their perspective on this. We don't need this information for the report, but should have it in case any asks about it later. Thanks.

MFD Q3 2024

Incoming MFD 9-1-1 Calls	July	August	September
All Received	20,930	19,983	18,844
Answered	20,856	19,920	18,777
Abandoned	74	63	67
Call Backs	2	2	0
MFD Answered 9-1-1 Calls	July	August	September
Average 9-1-1 Call Wait Time	0:00:04	0:00:02	0:00:02
Percent Answered Within 15 sec	92.1%	96.5%	97.0%

9-1-10 Digit Call Answer Time

MPD Q3 2024

MPD Emergency	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	46,302	94.9%	94.9%	42,833	96.1%	96.1%	43,681	96.7%	96.7%
16 - 30 Seconds	1,001	2.1%	96.9%	726	1.6%	97.7%	622	1.4%	98.1%
31 - 45 Seconds	612	1.3%	98.2%	392	0.9%	98.6%	342	0.8%	98.8%
46 - 60 Seconds	359	0.7%	98.9%	265	0.6%	99.2%	196	0.4%	99.3%
61 - 75 Seconds	231	0.5%	99.4%	153	0.3%	99.5%	121	0.3%	99.5%
76 - 90 Seconds	115	0.2%	99.6%	85	0.2%	99.7%	84	0.2%	99.7%
91 - 105 Seconds	60	0.1%	99.8%	45	0.1%	99.8%	47	0.1%	99.8%
106 - 120 Seconds	38	0.1%	99.8%	27	0.1%	99.9%	27	0.1%	99.9%
121 - 150 Seconds	35	0.1%	99.9%	37	0.1%	99.9%	25	0.1%	99.9%
151 - 180 Seconds	24	0.0%	100.0%	14	0.0%	100.0%	13	0.0%	100.0%
181 - 210 Seconds	10	0.0%	100.0%	5	0.0%	100.0%	8	0.0%	100.0%
211 - 240 Seconds	7	0.0%	100.0%	5	0.0%	100.0%	2	0.0%	100.0%
241 - 270 Seconds	5	0.0%	100.0%	3	0.0%	100.0%	0	0.0%	100.0%
271 - 300 Seconds	2	0.0%	100.0%	1	0.0%	100.0%	0	0.0%	100.0%
301 - 330 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
331 - 360 Seconds	0	0.0%	100.0%	1	0.0%	100.0%	0	0.0%	100.0%
361 - 390 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	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%	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	0	0.0%	100.0%	0	0.0%	100.0%	0	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	48,801	100.0%		44,592	100.0%		45,168	100.0%	

MFD Q3 2024

MFD Emergency	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	15,934	92.1%	92.1%	19,227	96.5%	96.5%	18,205	97.0%	97.0%
16 - 30 Seconds	548	3.2%	95.2%	258	1.3%	97.8%	209	1.1%	98.1%
31 - 45 Seconds	314	1.8%	97.0%	161	0.8%	98.6%	141	0.8%	98.8%
46 - 60 Seconds	197	1.1%	98.2%	94	0.5%	99.1%	79	0.4%	99.2%
61 - 75 Seconds	121	0.7%	98.9%	60	0.3%	99.4%	57	0.3%	99.5%
76 - 90 Seconds	78	0.5%	99.3%	55	0.3%	99.7%	36	0.2%	99.7%
91 - 105 Seconds	40	0.2%	99.6%	18	0.1%	99.8%	19	0.1%	99.8%
106 - 120 Seconds	32	0.2%	99.7%	12	0.1%	99.8%	12	0.1%	99.9%
121 - 150 Seconds	24	0.1%	99.9%	18	0.1%	99.9%	8	0.0%	99.9%
151 - 180 Seconds	13	0.1%	100.0%	6	0.0%	99.9%	7	0.0%	100.0%
181 - 210 Seconds	5	0.0%	100.0%	2	0.0%	100.0%	3	0.0%	100.0%
211 - 240 Seconds	2	0.0%	100.0%	2	0.0%	100.0%	0	0.0%	100.0%
241 - 270 Seconds	0	0.0%	100.0%	4	0.0%	100.0%	0	0.0%	100.0%
271 - 300 Seconds	0	0.0%	100.0%	1	0.0%	100.0%	1	0.0%	100.0%
301 - 330 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
331 - 360 Seconds	0	0.0%	100.0%	2	0.0%	100.0%	0	0.0%	100.0%
361 - 390 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	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%	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	0	0.0%	100.0%	0	0.0%	100.0%	0	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	17,308	100.0%		19,920	100.0%		18,777	100.0%	

Non-Emergency/Administrative Calls

MPD Q3 2024

Incoming MPD Non-Emergency Calls	July	August	September
Answered	21,522	19,623	18,725
MPD Answered Non-Emergency Calls	July	August	September
Average Non-Emergency Call Wait Time	0:00:38	0:00:23	0:00:23

MFD Q3 2024

Incoming MFD Non-Emergency Calls	July	August	September
Answered	1,824	1,864	1,765
MFD Answered Non-Emergency Calls	July	August	September
Average Non-Emergency Call Wait Time	0:00:06	0:00:04	0:00:04

Non-Emergency/Administrative Call Answer Time

MPD Q3 2024

MPD Admin	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	14,192	73.2%	73.2%	15,815	80.6%	80.6%	14,966	79.9%	79.9%
16 - 30 Seconds	653	3.4%	76.6%	555	2.8%	83.4%	524	2.8%	82.7%
31 - 45 Seconds	584	3.0%	79.6%	472	2.4%	85.8%	460	2.5%	85.2%
46 - 60 Seconds	480	2.5%	82.1%	437	2.2%	88.1%	395	2.1%	87.3%
61 - 75 Seconds	432	2.2%	84.3%	357	1.8%	89.9%	330	1.8%	89.1%
76 - 90 Seconds	373	1.9%	86.2%	309	1.6%	91.4%	269	1.4%	90.5%
91 - 105 Seconds	324	1.7%	87.9%	250	1.3%	92.7%	245	1.3%	91.8%
106 - 120 Seconds	253	1.3%	89.2%	205	1.0%	93.8%	231	1.2%	93.0%
121 - 150 Seconds	420	2.2%	91.4%	343	1.7%	95.5%	362	1.9%	95.0%
151 - 180 Seconds	363	1.9%	93.2%	226	1.2%	96.7%	266	1.4%	96.4%
181 - 210 Seconds	281	1.4%	94.7%	168	0.9%	97.5%	177	0.9%	97.3%
211 - 240 Seconds	190	1.0%	95.7%	131	0.7%	98.2%	120	0.6%	98.0%
241 - 270 Seconds	155	0.8%	96.5%	66	0.3%	98.5%	92	0.5%	98.5%
271 - 300 Seconds	106	0.5%	97.0%	64	0.3%	98.9%	71	0.4%	98.8%
301 - 330 Seconds	98	0.5%	97.5%	39	0.2%	99.1%	52	0.3%	99.1%
331 - 360 Seconds	73	0.4%	97.9%	28	0.1%	99.2%	37	0.2%	99.3%
361 - 390 Seconds	71	0.4%	98.3%	31	0.2%	99.4%	32	0.2%	99.5%
391 - 420 Seconds	48	0.2%	98.5%	19	0.1%	99.4%	25	0.1%	99.6%
421 - 450 Seconds	49	0.3%	98.8%	18	0.1%	99.5%	13	0.1%	99.7%
451 - 480 Seconds	35	0.2%	98.9%	21	0.1%	99.6%	18	0.1%	99.8%
481 - 510 Seconds	31	0.2%	99.1%	9	0.0%	99.7%	8	0.0%	99.8%
511 - 540 Seconds	21	0.1%	99.2%	9	0.0%	99.7%	5	0.0%	99.9%
541 - 570 Seconds	20	0.1%	99.3%	12	0.1%	99.8%	8	0.0%	99.9%
571 - 600 Seconds	18	0.1%	99.4%	7	0.0%	99.8%	4	0.0%	99.9%
601 - 1200 Seconds	114	0.6%	100.0%	31	0.2%	100.0%	15	0.1%	100.0%
1201 - 1800 Seconds	1	0.0%	100.0%	1	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	19,385	100.0%		19,623	100.0%		18,725	100.0%	

MFD Q3 2024

MFD Admin	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	1718	92.2%	92.2%	1765	94.7%	94.7%	1675	94.9%	94.9%
16 - 30 Seconds	33	1.8%	94.0%	20	1.1%	95.8%	21	1.2%	96.1%
31 - 45 Seconds	22	1.2%	95.2%	19	1.0%	96.8%	23	1.3%	97.4%
46 - 60 Seconds	28	1.5%	96.7%	7	0.4%	97.2%	6	0.3%	97.7%
61 - 75 Seconds	15	0.8%	97.5%	8	0.4%	97.6%	6	0.3%	98.1%
76 - 90 Seconds	9	0.5%	98.0%	11	0.6%	98.2%	6	0.3%	98.4%
91 - 105 Seconds	4	0.2%	98.2%	12	0.6%	98.8%	6	0.3%	98.8%
106 - 120 Seconds	3	0.2%	98.3%	3	0.2%	99.0%	2	0.1%	98.9%
121 - 150 Seconds	13	0.7%	99.0%	9	0.5%	99.5%	5	0.3%	99.2%
151 - 180 Seconds	8	0.4%	99.5%	6	0.3%	99.8%	6	0.3%	99.5%
181 - 210 Seconds	4	0.2%	99.7%	1	0.1%	99.8%	3	0.2%	99.7%
211 - 240 Seconds	3	0.2%	99.8%	2	0.1%	99.9%	2	0.1%	99.8%
241 - 270 Seconds	1	0.1%	99.9%	0	0.0%	99.9%	1	0.1%	99.8%
271 - 300 Seconds	0	0.0%	99.9%	1	0.1%	100.0%	1	0.1%	99.9%
301 - 330 Seconds	1	0.1%	99.9%	0	0.0%	100.0%	0	0.0%	99.9%
331 - 360 Seconds	0	0.0%	99.9%	0	0.0%	100.0%	1	0.1%	99.9%
361 - 390 Seconds	1	0.1%	100.0%	0	0.0%	100.0%	0	0.0%	99.9%
391 - 420 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	99.9%
421 - 450 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	99.9%
451 - 480 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	99.9%
481 - 510 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	99.9%
511 - 540 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	99.9%
541 - 570 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	99.9%
571 - 600 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	99.9%
601 - 1200 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	1	0.1%	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	1,863	100.0%		1,864	100.0%		1,765	100.0%	