



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: February 7, 2025

RE: MPD/MFD Call Wait Times Report, Q4 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 the Department of Emergency Communications (DEC), 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:

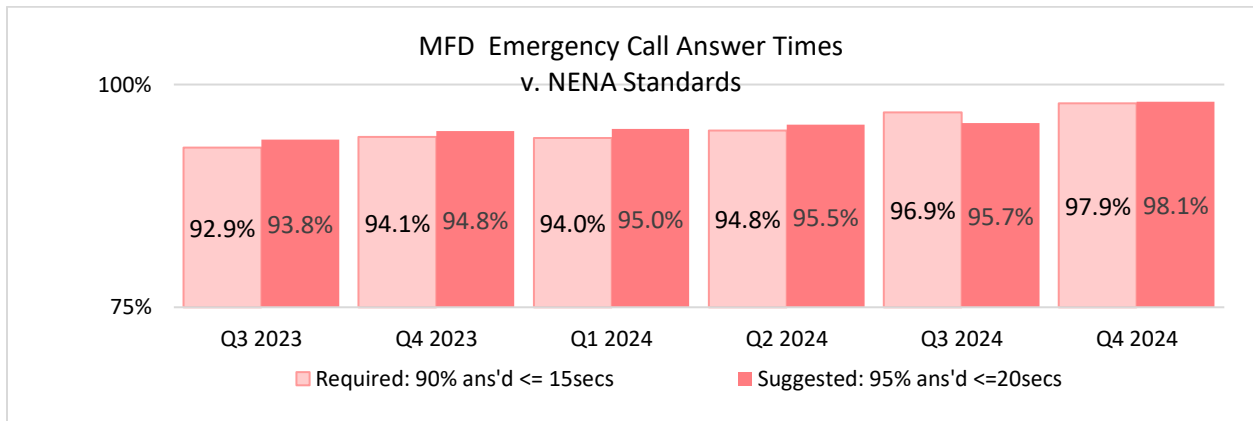
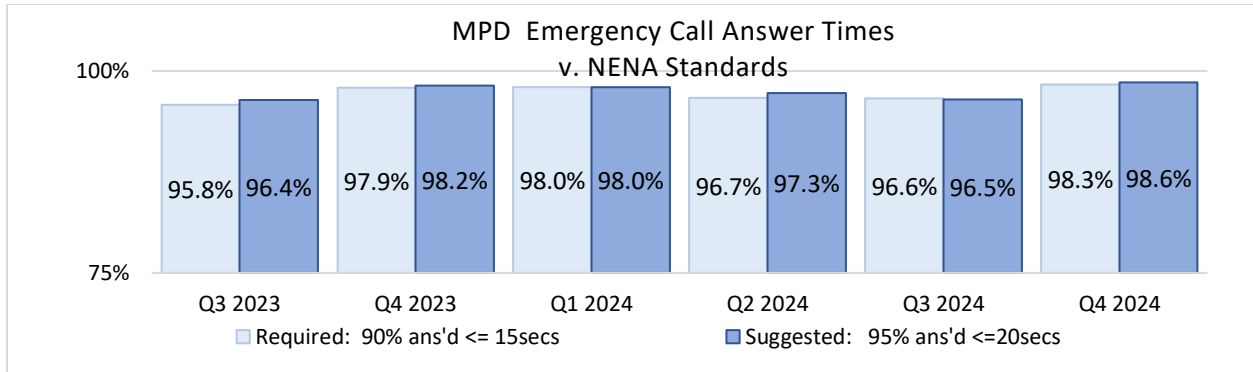
1. 90% of all 9-1-1 calls arriving at the Emergency Communications Center SHALL be answered within (\leq) 15 seconds.
2. 95% of all 9-1-1 calls arriving at the Emergency Communications Center SHOULD be answered within (\leq) 20 seconds.

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

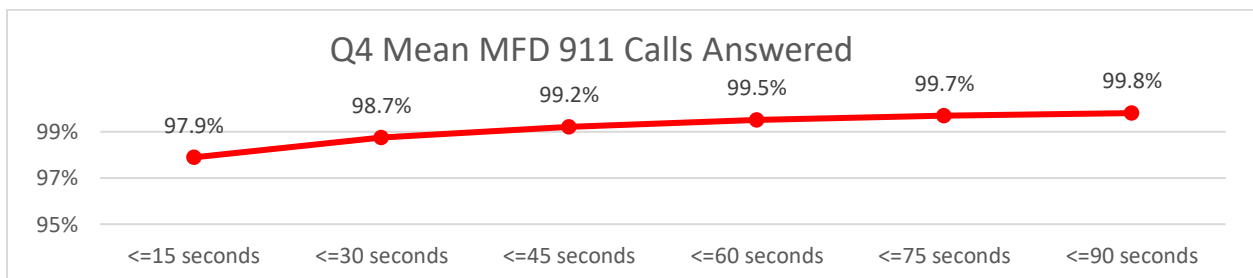
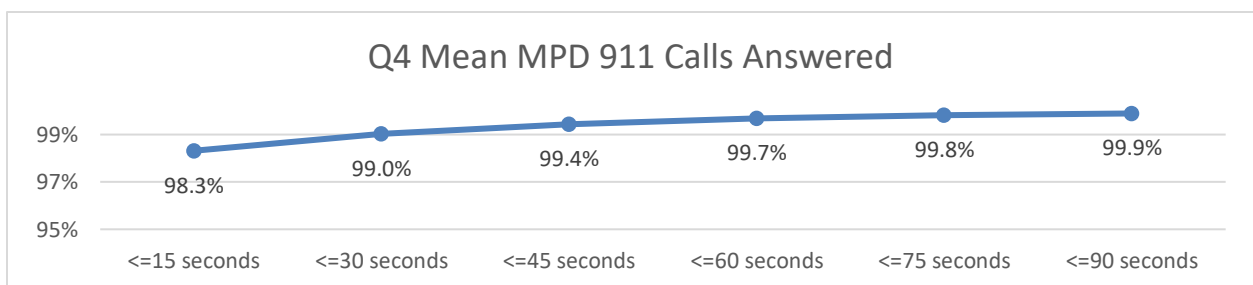
Analysis by FPC Staff

During Q4 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 8.3% and MFD by 7.9%. MPD exceeded the 20-second standard by 3.6% and MFD

by 3.1%. 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 Q4 2024, 99.9% of MPD and 99.8% of MFD 911 calls were within 90 seconds.



The average of outlier calls per month – those answered in more than 180 seconds (3 minutes) – decreased from Q3 for both MPD and MFD emergency and non-emergency calls. This decrease on the police side was likely due to both a decrease over Q3 in total call volume of over 9,000 calls for MPD as well as an increase in call center staffing.

In Q3 2024, 0.02% of MPD 911 emergency calls (8/month) were outlier calls, and 0.03% of MFD 911 emergency calls (6/month) were outlier calls. Also in Q3, 3.3% of MPD non-emergency calls (651/month) were outlier calls, and 0.48% of MFD non-emergency calls (9/month) were outlier calls.

	MPD		MFD	
	911	Admin	911	Admin
Total calls/mo.	38,664	17,618	18,600	1,761
Outlier calls/mo.	6.3	384.7	3.0	6.3
Outliers as percentage	0.02%	2.18%	0.02%	0.36%

Performance by Shift

MPD and MFD 911 calls in Q4 exceeded NENA required 15-second goals of 90% for every shift:

MPD	Day	Early	Night
Q4	98.9%	98.6%	96.7%
MFD	Day	Early	Night
Q4	98.4%	97.8%	97.3%

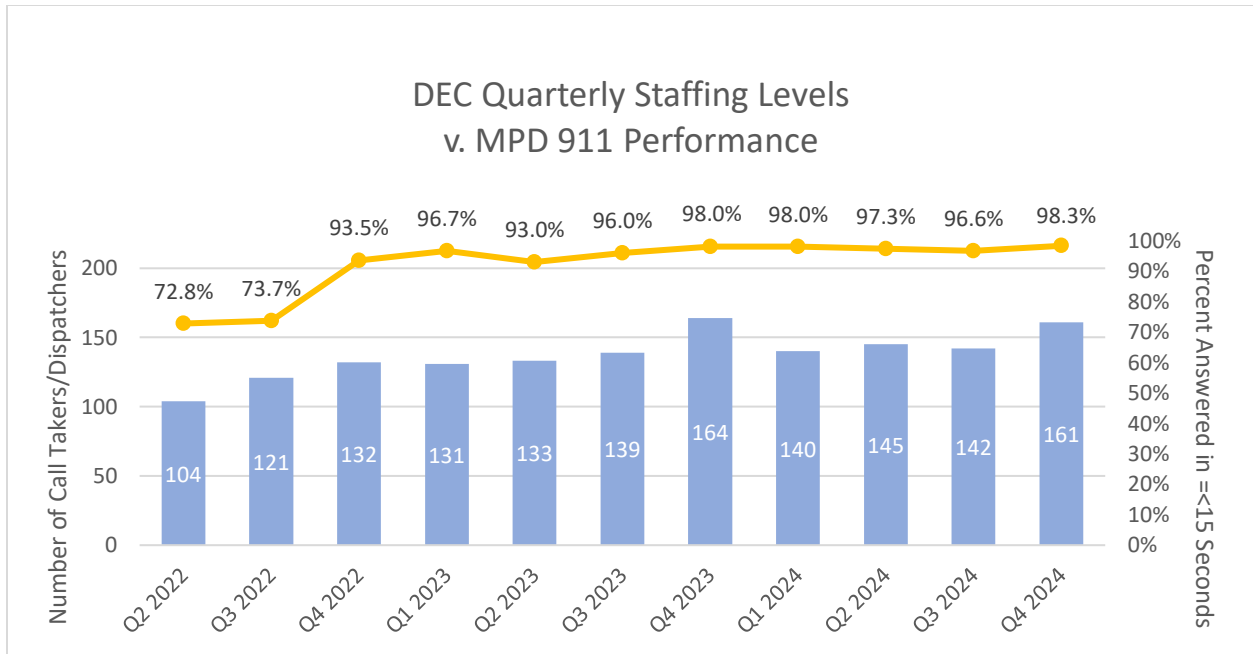
Increasing Staffing Levels

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 Q4 2024. The number of telecommunicators averaged 161 telecommunicators in Q4 2024 and a 98.3% rate of answering MPD 911 calls within 15 seconds, the highest quarterly average recorded to date.

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.

Q4 2024 DATA

9-1-1/10-Digit Emergency Calls

MPD Q4 2024

Incoming MPD 9-1-1 Calls	October	November	December
All Received	42,353	37,286	37,677
Answered	41,710	36,913	37,368
Abandoned	643	373	309
Call Backs	567	323	248
MPD Answered 9-1-1 Calls	October	November	December
Average 9-1-1 Call Wait Time	0:00:01	0:00:01	0:00:01
Percent Answered Within 15 sec	97.4%	98.7%	98.9%

MFD Q4 2024

Incoming MFD 9-1-1 Calls	October	November	December
All Received	18,909	17,349	19,661
Answered	18,864	17,321	19,615
Abandoned	45	28	46
Call Backs	2	3	3
MFD Answered 9-1-1 Calls	October	November	December
Average 9-1-1 Call Wait Time	0:00:01	0:00:01	0:00:01
Percent Answered Within 15 sec	97.4%	98.1%	98.2%

9-1-1/10 Digit Call Answer Time

MPD Q4 2024

MPD Emergency	October			November			December		
	MPD CALLS	Individual % of	Cumulative %	MPD CALLS	Individual % of	Cumulative % of Calls	MPD CALLS	Individual % of	Cumulative %
TIME INCREMENT	ANSWERED	Calls	of Calls	ANSWERED	Calls		ANSWERED	Calls	of Calls
0 - 15 Seconds	40,614	97.4%	97.4%	36,422	98.7%	98.7%	36,960	98.9%	98.9%
16 - 30 Seconds	447	1.1%	98.4%	221	0.6%	99.3%	176	0.5%	99.4%
31 - 45 Seconds	262	0.6%	99.1%	118	0.3%	99.6%	108	0.3%	99.7%
46 - 60 Seconds	156	0.4%	99.4%	77	0.2%	99.8%	53	0.1%	99.8%
61 - 75 Seconds	93	0.2%	99.7%	29	0.1%	99.9%	30	0.1%	99.9%
76 - 90 Seconds	50	0.1%	99.8%	23	0.1%	99.9%	20	0.1%	99.9%
91 - 105 Seconds	30	0.1%	99.9%	13	0.0%	100.0%	7	0.0%	100.0%
106 - 120 Seconds	19	0.0%	99.9%	4	0.0%	100.0%	7	0.0%	100.0%
121 - 150 Seconds	19	0.0%	100.0%	5	0.0%	100.0%	4	0.0%	100.0%
151 - 180 Seconds	4	0.0%	100.0%	0	0.0%	100.0%	1	0.0%	100.0%
181 - 210 Seconds	8	0.0%	100.0%	1	0.0%	100.0%	2	0.0%	100.0%
211 - 240 Seconds	3	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
241 - 270 Seconds	4	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
271 - 300 Seconds	1	0.0%	100.0%	0	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%	0	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	41,710	100.0%		36,913	100.0%		37,368	100.0%	

MFD Q4 2024

MFD Emergency	October			November			December		
	MFD CALLS	Individual % of	Cumulative %	MFD CALLS	Individual % of	Cumulative % of Calls	MFD CALLS	Individual % of	Cumulative %
TIME INCREMENT	ANSWERED	Calls	of Calls	ANSWERED	Calls		ANSWERED	Calls	of Calls
0 - 15 Seconds	18,370	97.4%	97.4%	16,998	98.1%	98.1%	19,254	98.2%	98.2%
16 - 30 Seconds	202	1.1%	98.5%	120	0.7%	98.8%	154	0.8%	98.9%
31 - 45 Seconds	96	0.5%	99.0%	90	0.5%	99.3%	78	0.4%	99.3%
46 - 60 Seconds	61	0.3%	99.3%	48	0.3%	99.6%	55	0.3%	99.6%
61 - 75 Seconds	50	0.3%	99.5%	21	0.1%	99.7%	30	0.2%	99.8%
76 - 90 Seconds	33	0.2%	99.7%	17	0.1%	99.8%	16	0.1%	99.9%
91 - 105 Seconds	26	0.1%	99.9%	7	0.0%	99.9%	11	0.1%	99.9%
106 - 120 Seconds	10	0.1%	99.9%	9	0.1%	99.9%	7	0.0%	99.9%
121 - 150 Seconds	9	0.0%	100.0%	6	0.0%	100.0%	6	0.0%	100.0%
151 - 180 Seconds	4	0.0%	100.0%	1	0.0%	100.0%	2	0.0%	100.0%
181 - 210 Seconds	2	0.0%	100.0%	4	0.0%	100.0%	2	0.0%	100.0%
211 - 240 Seconds	1	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
241 - 270 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
271 - 300 Seconds	0	0.0%	100.0%	0	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%	0	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	18,864	100.0%		17,321	100.0%		19,615	100.0%	

Non-Emergency/Administrative Calls

MPD Q4 2024

Incoming MPD Non-Emergency Calls	October	November	December
Answered**	19,286	16,703	19,615
MPD Answered Non-Emergency Calls	October	November	December
Average Non-Emergency Call Wait Time	0:00:22	0:00:12	0:00:08

MFD Q4 2024

Incoming MFD Non-Emergency Calls	October	November	December
Answered**	1,769	1,742	1,771
MFD Answered Non-Emergency Calls	October	November	December
Average Non-Emergency Call Wait Time	0:00:04	0:00:03	0:00:04

Non-Emergency/Administrative Call Answer Time

MPD Q4 2024

MPD Admin	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	15,604	80.9%	80.9%	14,716	1	88.1%	15,506	91.9%	91.9%
16 - 30 Seconds	509	2.6%	83.5%	302	0	1.8%	224	1.3%	93.3%
31 - 45 Seconds	437	2.3%	85.8%	263	0	1.6%	192	1.1%	94.4%
46 - 60 Seconds	377	2.0%	87.8%	232	0	1.4%	165	1.0%	95.4%
61 - 75 Seconds	329	1.7%	89.5%	178	0	1.1%	138	0.8%	96.2%
76 - 90 Seconds	286	1.5%	91.0%	183	0	1.1%	122	0.7%	96.9%
91 - 105 Seconds	258	1.3%	92.3%	111	0	0.7%	84	0.5%	97.4%
106 - 120 Seconds	193	1.0%	93.3%	122	0	0.7%	56	0.3%	97.8%
121 - 150 Seconds	346	1.8%	95.1%	186	0	1.1%	117	0.7%	98.5%
151 - 180 Seconds	263	1.4%	96.5%	124	0	0.7%	76	0.5%	98.9%
181 - 210 Seconds	193	1.0%	97.5%	87	0	0.5%	58	0.3%	99.3%
211 - 240 Seconds	142	0.7%	98.2%	52	0	0.3%	27	0.2%	99.4%
241 - 270 Seconds	91	0.5%	98.7%	36	0	0.2%	28	0.2%	99.6%
271 - 300 Seconds	70	0.4%	99.0%	29	0	0.2%	25	0.1%	99.7%
301 - 330 Seconds	65	0.3%	99.4%	32	0	0.2%	16	0.1%	99.8%
331 - 360 Seconds	36	0.2%	99.5%	13	0	0.1%	9	0.1%	99.9%
361 - 390 Seconds	26	0.1%	99.7%	11	0	0.1%	7	0.0%	99.9%
391 - 420 Seconds	16	0.1%	99.8%	4	0	0.0%	4	0.0%	99.9%
421 - 450 Seconds	18	0.1%	99.9%	6	0	0.0%	3	0.0%	100.0%
451 - 480 Seconds	8	0.0%	99.9%	4	0	0.0%	1	0.0%	100.0%
481 - 510 Seconds	2	0.0%	99.9%	4	0	0.0%	3	0.0%	100.0%
511 - 540 Seconds	5	0.0%	99.9%	5	0	0.0%	1	0.0%	100.0%
541 - 570 Seconds	3	0.0%	100.0%	0	0	0.0%	1	0.0%	100.0%
571 - 600 Seconds	1	0.0%	100.0%	3	0	0.0%	0	0.0%	100.0%
601 - 1200 Seconds	8	0.0%	100.0%	0	0	0.0%	1	0.0%	100.0%
1201 - 1800 Seconds	0	0.0%	100.0%	0	0	0.0%	0	0.0%	100.0%
> 1800 Seconds	0	0.0%	100.0%	0	0	0.0%	0	0.0%	100.0%
Total Answered Calls	19,286	100.0%		16,703	100.0%		16,864	100.0%	

MFD Q4 2024

MFD Admin	October			November			December		
TIME INCREMENT	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	1,686	95.3%	95.3%	1,670	95.9%	95.9%	1,678	94.7%	94.7%
16 - 30 Seconds	18	1.0%	96.3%	20	1.1%	97.0%	25	1.4%	96.2%
31 - 45 Seconds	21	1.2%	97.5%	12	0.7%	97.7%	17	1.0%	97.1%
46 - 60 Seconds	12	0.7%	98.2%	10	0.6%	98.3%	13	0.7%	97.9%
61 - 75 Seconds	6	0.3%	98.5%	5	0.3%	98.6%	7	0.4%	98.2%
76 - 90 Seconds	5	0.3%	98.8%	3	0.2%	98.7%	5	0.3%	98.5%
91 - 105 Seconds	6	0.3%	99.2%	3	0.2%	98.9%	5	0.3%	98.8%
106 - 120 Seconds	3	0.2%	99.3%	2	0.1%	99.0%	6	0.3%	99.2%
121 - 150 Seconds	5	0.3%	99.6%	8	0.5%	99.5%	6	0.3%	99.5%
151 - 180 Seconds	3	0.2%	99.8%	0	0.0%	99.5%	3	0.2%	99.7%
181 - 210 Seconds	1	0.1%	99.8%	1	0.1%	99.5%	3	0.2%	99.8%
211 - 240 Seconds	0	0.0%	99.8%	4	0.2%	99.8%	2	0.1%	99.9%
241 - 270 Seconds	0	0.0%	99.8%	2	0.1%	99.9%	0	0.0%	99.9%
271 - 300 Seconds	0	0.0%	99.8%	0	0.0%	99.9%	0	0.0%	99.9%
301 - 330 Seconds	0	0.0%	99.8%	2	0.1%	100.0%	0	0.0%	99.9%
331 - 360 Seconds	2	0.1%	99.9%	0	0.0%	100.0%	0	0.0%	99.9%
361 - 390 Seconds	0	0.0%	99.9%	0	0.0%	100.0%	0	0.0%	99.9%
391 - 420 Seconds	0	0.0%	99.9%	0	0.0%	100.0%	0	0.0%	99.9%
421 - 450 Seconds	0	0.0%	99.9%	0	0.0%	100.0%	0	0.0%	99.9%
451 - 480 Seconds	0	0.0%	99.9%	0	0.0%	100.0%	0	0.0%	99.9%
481 - 510 Seconds	0	0.0%	99.9%	0	0.0%	100.0%	0	0.0%	99.9%
511 - 540 Seconds	0	0.0%	99.9%	0	0.0%	100.0%	0	0.0%	99.9%
541 - 570 Seconds	1	0.1%	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%	0	0.0%	99.9%
1201 - 1800 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	1	0.1%	100.0%
> 1800 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
Total Answered Calls	1,769	100.0%		1,742	100.0%		1,771	100.0%	