



Fire and Police Commission

Leon W. Todd
Executive Director

Nicole M. Fleck
Deputy Director

Miriam Horwitz
Chair

Bree Spencer
Vice-Chair

LaNelle Ramey
Dana World-Patterson
Ruben Burgos
Ramon Evans
Jeff Spence
Christopher Snyder
Commissioners

Memorandum

To: Honorable Members of the Milwaukee Common Council

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

Date: August 13, 2024

RE: MPD/MFD Call Wait Times Report, Q2 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:

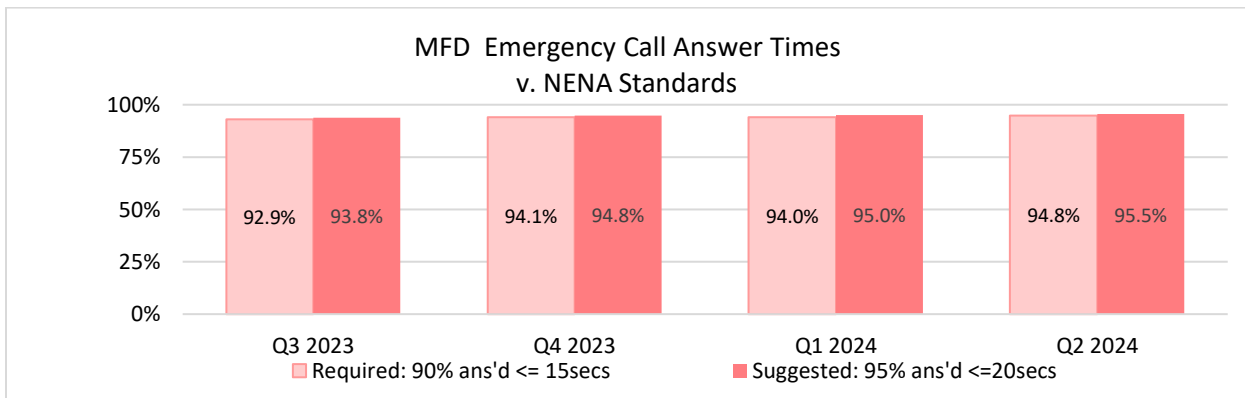
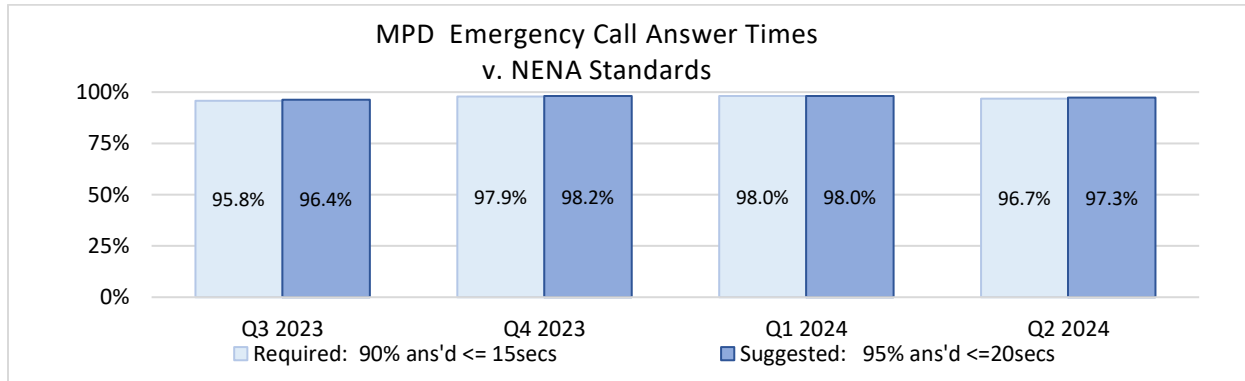
1. 90% of all 9-1-1 calls arriving at the Emergency Communications Center SHALL be answered within (\leq) 15 seconds.
2. 95% of all 9-1-1 calls arriving at the Emergency Communications Center SHOULD be answered within (\leq) 20 seconds.

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

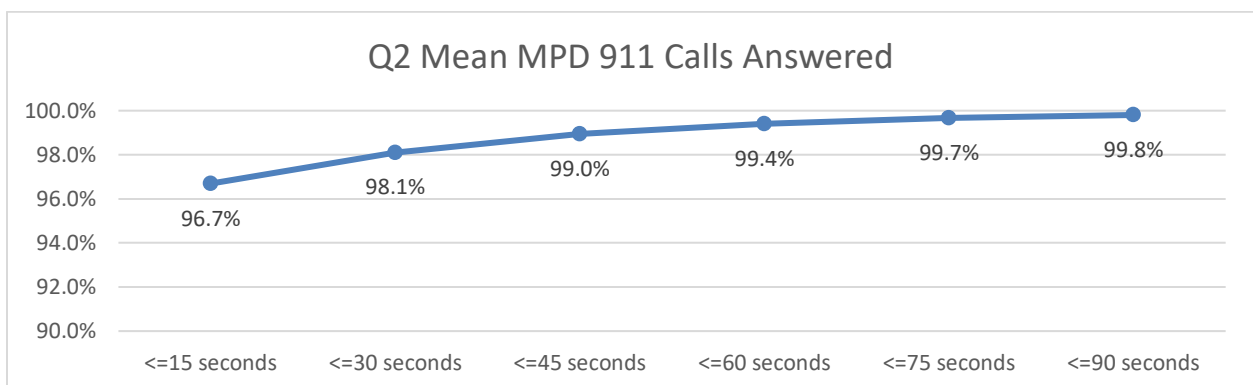
Analysis by FPC Staff

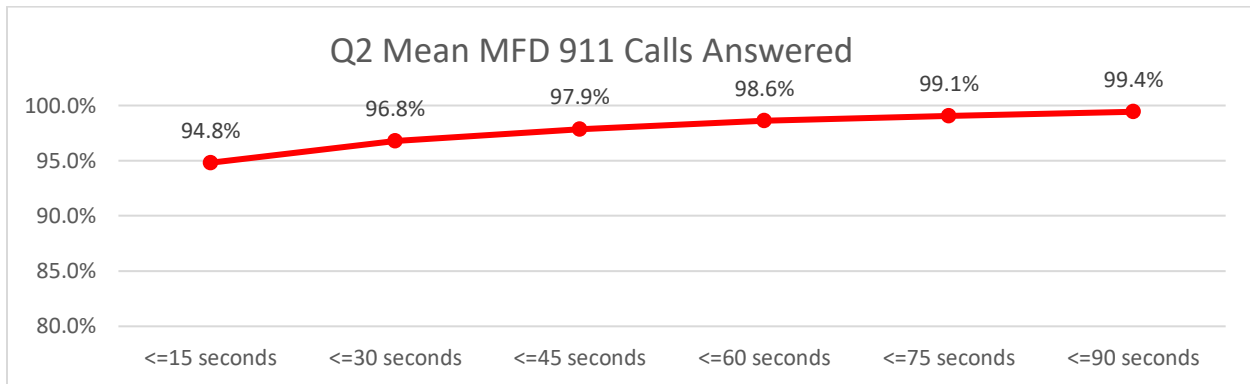
During Q2 2024, both MPD and MFD continued to exceed both NENA standards. MPD exceeded the 15-second standard by 6.7% and MFD by 4.8%. MPD exceeded the 20-second

standard by 2.3% and MFD by 0.5%. 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 Q2 2024, 99.8% and 99.4% of MPD and MFD 911 calls, respectively, were answered within 90 seconds.





The number of outlier calls – those answered in more than 180 seconds (3 minutes) – also continue to decline in most areas, with the exception of police non-emergency calls, which saw a slight uptick. This uptick was likely due to an increase in total non-emergency call volume. 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, 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.

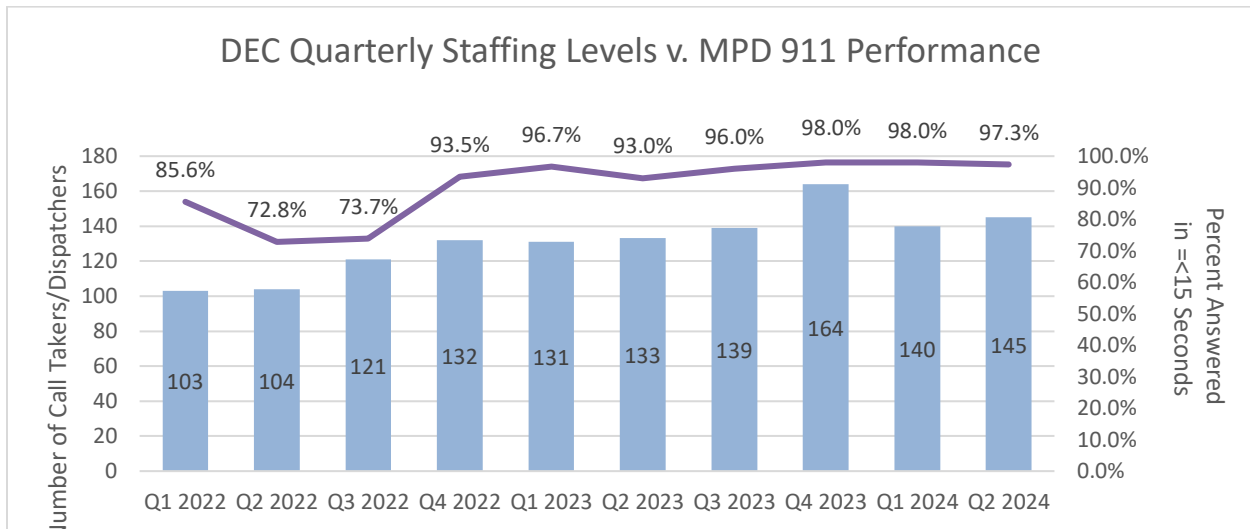
	MPD		MFD	
	911	Admin	911	Admin
Total calls/mo.	43,106	19,086	14,046	2,248
Outlier calls/mo.	6	507	5	6
Outliers as percentage	0.01%	2.6%	0.04%	0.33%

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 Q2 2024. The increase in the number of telecommunicators peaked at 164 in Q4 2023. In Q2 2024, there were 145 telecommunicators.

Currently, there are 40 call-taker/dispatcher vacancies within the DEC, which is largely attributable to new positions added in the DEC. In June 2024, the FPC commenced a new 911 telecommunicator recruitment to fill these vacancies. The new call-takers from this recruitment are expected to start with the DEC in November 2024.



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.

Q2 2024 DATA

9-1-1/10-Digit Emergency Calls

MPD Q2 2024

Incoming MPD 9-1-1 Calls	April	May	June
All Received	40,308	45,433	46,367
Answered	39,744	44,556	45,014
Abandoned	564	877	1,353
Call Backs	470	714	1,145
MPD Answered 9-1-1 Calls	April	May	June
Average 9-1-1 Call Wait Time	0:00:01	0:00:01	0:00:02
Percent Answered Within 15 sec	98.1%	96.8%	95.2%

MFD Q2 2024

Incoming MFD 9-1-1 Calls	April	May	June
All Received	13,010	13,774	15,538
Answered	12,962	13,713	15,461
Abandoned	48	61	77
Call Backs	1	2	1
MFD Answered 9-1-1 Calls	April	May	June
Average 9-1-1 Call Wait Time	0:00:02	0:00:03	0:00:03
Percent Answered Within 15 sec	96.0%	94.3%	94.2%

9-1-1/10 Digit Call Answer Time

MPD Q2 2024

MPD Emergency	April			May			June		
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	39,005	98.1%	98.1%	43,123	96.8%	96.8%	42,832	95.2%	95.2%
16 - 30 Seconds	316	0.8%	98.9%	651	1.5%	98.2%	898	2.0%	97.1%
31 - 45 Seconds	172	0.4%	99.4%	354	0.8%	99.0%	583	1.3%	98.4%
46 - 60 Seconds	87	0.2%	99.6%	200	0.4%	99.5%	304	0.7%	99.1%
61 - 75 Seconds	59	0.1%	99.7%	104	0.2%	99.7%	187	0.4%	99.5%
76 - 90 Seconds	37	0.1%	99.8%	48	0.1%	99.8%	99	0.2%	99.8%
91 - 105 Seconds	24	0.1%	99.9%	31	0.1%	99.9%	58	0.1%	99.9%
106 - 120 Seconds	13	0.0%	99.9%	23	0.1%	100.0%	25	0.1%	99.9%
121 - 150 Seconds	17	0.0%	100.0%	12	0.0%	100.0%	19	0.0%	100.0%
151 - 180 Seconds	5	0.0%	100.0%	2	0.0%	100.0%	8	0.0%	100.0%
181 - 210 Seconds	4	0.0%	100.0%	2	0.0%	100.0%	1	0.0%	100.0%
211 - 240 Seconds	3	0.0%	100.0%	3	0.0%	100.0%	0	0.0%	100.0%
241 - 270 Seconds	2	0.0%	100.0%	3	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	39,744	100.0%		44,556	100.0%		45,014	100.0%	

MFD Q2 2024

MFD Emergency	April			May			June		
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	12,438	96.0%	96.0%	12,937	94.3%	94.3%	14,557	94.2%	94.2%
16 - 30 Seconds	197	1.5%	97.5%	312	2.3%	96.6%	329	2.1%	96.3%
31 - 45 Seconds	109	0.8%	98.3%	157	1.1%	97.8%	192	1.2%	97.5%
46 - 60 Seconds	84	0.6%	99.0%	98	0.7%	98.5%	131	0.8%	98.4%
61 - 75 Seconds	39	0.3%	99.3%	74	0.5%	99.0%	82	0.5%	98.9%
76 - 90 Seconds	46	0.4%	99.6%	47	0.3%	99.4%	64	0.4%	99.3%
91 - 105 Seconds	17	0.1%	99.8%	28	0.2%	99.6%	38	0.2%	99.6%
106 - 120 Seconds	14	0.1%	99.9%	22	0.2%	99.7%	19	0.1%	99.7%
121 - 150 Seconds	12	0.1%	100.0%	24	0.2%	99.9%	27	0.2%	99.9%
151 - 180 Seconds	4	0.0%	100.0%	9	0.1%	100.0%	14	0.1%	99.9%
181 - 210 Seconds	1	0.0%	100.0%	2	0.0%	100.0%	4	0.0%	100.0%
211 - 240 Seconds	0	0.0%	100.0%	1	0.0%	100.0%	1	0.0%	100.0%
241 - 270 Seconds	1	0.0%	100.0%	1	0.0%	100.0%	3	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%	1	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	12,962	100.0%		13,713	100.0%		15,461	100.0%	

Non-Emergency/Administrative Calls

MPD Q2 2024

Incoming MPD Non-Emergency Calls	April	May	June
Answered	17,566	19,723	19,967
MPD Answered Non-Emergency Calls	April	May	June
Average Non-Emergency Call Wait Time	0:00:11	0:00:19	0:00:23

MFD Q2 2024

Incoming MFD Non-Emergency Calls	April	May	June
Answered	1,672	3,187	1,882
MFD Answered Non-Emergency Calls	April	May	June
Average Non-Emergency Call Wait Time	0:00:03	0:00:03	0:00:05

Non-Emergency/Administrative Call Answer Time

MPD Q2 2024

MPD Admin	April			May			June		
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	15,564	88.6%	88.6%	16,302	82.7%	82.7%	15,726	78.8%	78.8%
16 - 30 Seconds	334	1.9%	90.5%	503	2.6%	85.2%	626	3.1%	81.9%
31 - 45 Seconds	280	1.6%	92.1%	447	2.3%	87.5%	520	2.6%	84.5%
46 - 60 Seconds	234	1.3%	93.4%	385	2.0%	89.4%	476	2.4%	86.9%
61 - 75 Seconds	164	0.9%	94.4%	315	1.6%	91.0%	408	2.0%	88.9%
76 - 90 Seconds	159	0.9%	95.3%	245	1.2%	92.3%	333	1.7%	90.6%
91 - 105 Seconds	144	0.8%	96.1%	219	1.1%	93.4%	288	1.4%	92.0%
106 - 120 Seconds	105	0.6%	96.7%	199	1.0%	94.4%	230	1.2%	93.2%
121 - 150 Seconds	188	1.1%	97.8%	321	1.6%	96.0%	397	2.0%	95.2%
151 - 180 Seconds	125	0.7%	98.5%	225	1.1%	97.2%	272	1.4%	96.5%
181 - 210 Seconds	91	0.5%	99.0%	154	0.8%	97.9%	191	1.0%	97.5%
211 - 240 Seconds	51	0.3%	99.3%	99	0.5%	98.4%	141	0.7%	98.2%
241 - 270 Seconds	37	0.2%	99.5%	77	0.4%	98.8%	104	0.5%	98.7%
271 - 300 Seconds	27	0.2%	99.6%	59	0.3%	99.1%	68	0.3%	99.1%
301 - 330 Seconds	19	0.1%	99.7%	39	0.2%	99.3%	53	0.3%	99.3%
331 - 360 Seconds	11	0.1%	99.8%	28	0.1%	99.5%	34	0.2%	99.5%
361 - 390 Seconds	12	0.1%	99.9%	26	0.1%	99.6%	32	0.2%	99.7%
391 - 420 Seconds	7	0.0%	99.9%	16	0.1%	99.7%	19	0.1%	99.8%
421 - 450 Seconds	3	0.0%	99.9%	11	0.1%	99.7%	8	0.0%	99.8%
451 - 480 Seconds	3	0.0%	100.0%	13	0.1%	99.8%	12	0.1%	99.9%
481 - 510 Seconds	3	0.0%	100.0%	11	0.1%	99.9%	3	0.0%	99.9%
511 - 540 Seconds	2	0.0%	100.0%	5	0.0%	99.9%	6	0.0%	99.9%
541 - 570 Seconds	0	0.0%	100.0%	8	0.0%	99.9%	4	0.0%	99.9%
571 - 600 Seconds	1	0.0%	100.0%	6	0.0%	99.9%	4	0.0%	99.9%
601 - 1200 Seconds	2	0.0%	100.0%	10	0.1%	100.0%	12	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	17,566	100.0%		19,723	100.0%		19,967	100.0%	

MFD Q2 2024

MFD Admin	April			May			June		
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	1,617	96.7%	96.7%	3,065	96.2%	96.2%	1,769	94.0%	94.0%
16 - 30 Seconds	12	0.7%	97.4%	36	1.1%	97.3%	22	1.2%	95.2%
31 - 45 Seconds	11	0.7%	98.1%	25	0.8%	98.1%	16	0.9%	96.0%
46 - 60 Seconds	7	0.4%	98.5%	11	0.3%	98.4%	12	0.6%	96.7%
61 - 75 Seconds	8	0.5%	99.0%	7	0.2%	98.7%	14	0.7%	97.4%
76 - 90 Seconds	4	0.2%	99.2%	13	0.4%	99.1%	17	0.9%	98.3%
91 - 105 Seconds	1	0.1%	99.3%	6	0.2%	99.2%	8	0.4%	98.7%
106 - 120 Seconds	1	0.1%	99.3%	4	0.1%	99.4%	6	0.3%	99.0%
121 - 150 Seconds	3	0.2%	99.5%	4	0.1%	99.5%	7	0.4%	99.4%
151 - 180 Seconds	4	0.2%	99.8%	5	0.2%	99.7%	3	0.2%	99.6%
181 - 210 Seconds	1	0.1%	99.8%	5	0.2%	99.8%	4	0.2%	99.8%
211 - 240 Seconds	1	0.1%	99.9%	2	0.1%	99.9%	0	0.0%	99.8%
241 - 270 Seconds	0	0.0%	99.9%	2	0.1%	99.9%	0	0.0%	99.8%
271 - 300 Seconds	0	0.0%	99.9%	1	0.0%	100.0%	0	0.0%	99.8%
301 - 330 Seconds	0	0.0%	99.9%	1	0.0%	100.0%	1	0.1%	99.8%
331 - 360 Seconds	0	0.0%	99.9%	0	0.0%	100.0%	0	0.0%	99.8%
361 - 390 Seconds	0	0.0%	99.9%	0	0.0%	100.0%	0	0.0%	99.8%
391 - 420 Seconds	2	0.1%	100.0%	0	0.0%	100.0%	0	0.0%	99.8%
421 - 450 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	99.8%
451 - 480 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	2	0.1%	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%	1	0.1%	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	1,672	100.0%		3,187	100.0%		1,882	100.0%	