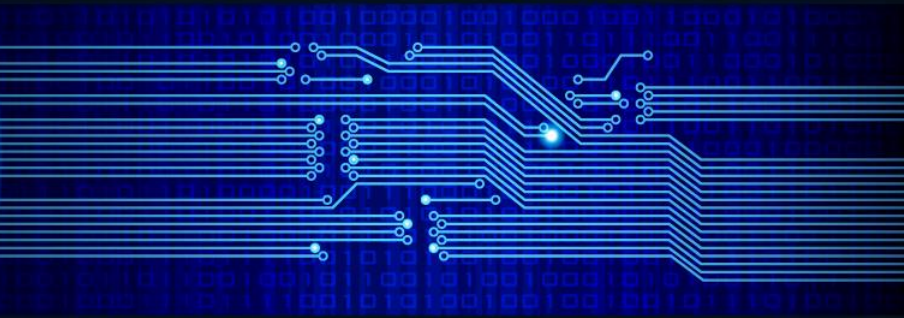
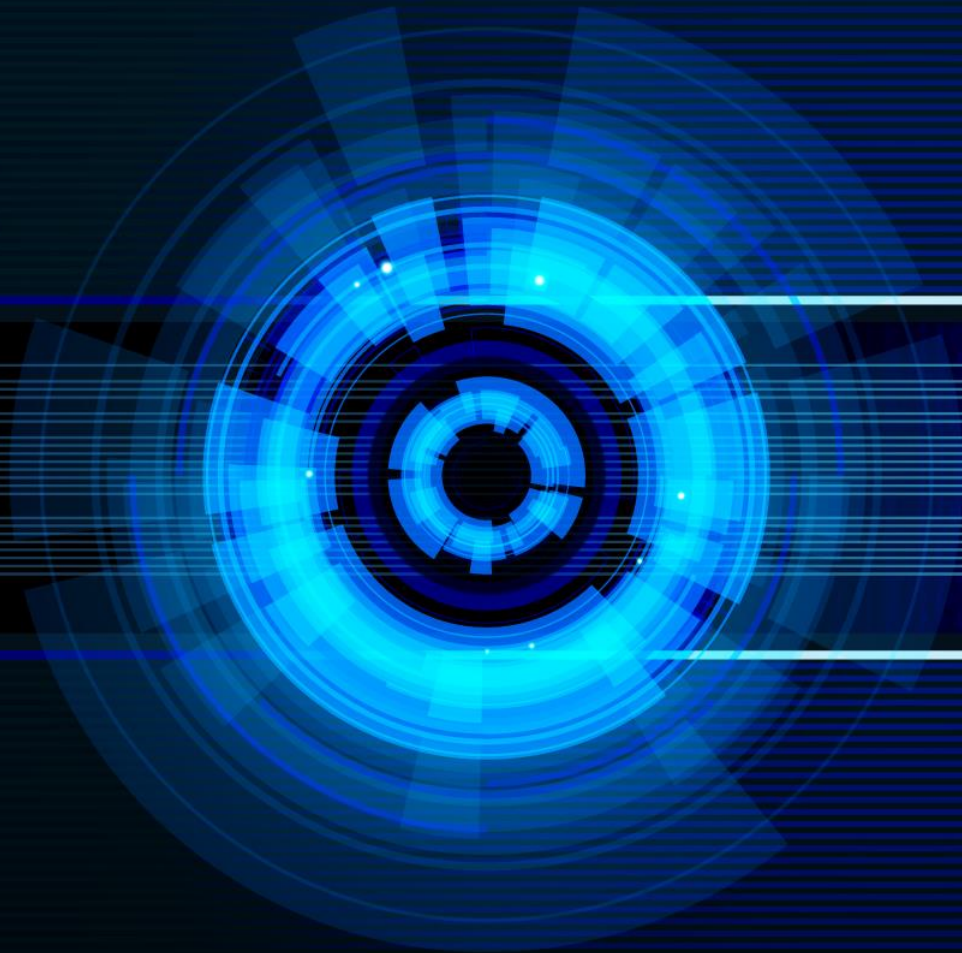


# MILWAUKEE POLICE DEPARTMENT

**911 CALL HANDLING:  
Providing Police Services**



# Definitions

**Call Answering Time:** Length of time before a call is answered by an operator

**Calls for Service:** Any calls which request service (criminal or non-criminal) received through the telephone numbers 911, 414-765-2323, or 933-4444 that require a require police response by the Milwaukee Police Department.

**Differential Police Response (DPR):** Members assigned to provide police services via telephone for incidents not related to schools

**Differential Response Unit (DRU):** Provides citizen call backs on pending calls for service

**Response Time:** The length of time from which a member enters a call for service to a police arrival on scene

**School Desk Officer (SDO):** Members assigned to provide police services via telephone for incidents related to schools

**Telecommunicator:** TCD members receiving the initial calls from the telephone numbers 911, (414) 765-2323, (414) 933-4444

**Telephone Report Unit (TRU):** Provides police reporting services via telephone

# Call Answering Times

Prior to 2014, telecommunicators were assigned to 911 or administrative call answering positions.

In 2014, telecommunicators were assigned to positions which service both 911 and administrative calls.

Call Answering Times (average)

	2012	2013	May 2014
911	:07	:07	:09
Admin	:39	:48	:31

# Prioritizing Calls

7 Priorities:

Priority E – Assist Police Officer

Priority 1 – Shooting, Armed Robbery, Holdup Alarm, Entry in progress, Battery DV (in progress, actor on scene)

Priority 2 – Theft (in progress, actor on scene), Personal Injury Accident

Priority 3 – Trouble with Subject, Trouble with Juvenile, Entry not in progress, Property Damage not in progress

Priority 4 – Loud Music, Noise Nuisance

Priority 5 – Calls serviced by DPR

Priority 6 – 911 Abuse Calls

# Servicing Calls

## Service Options:

Advising/Referring Calls

Telephone Report Unit (TRU)

Differential Police Response (DPR) / School Desk Officer (SDO)

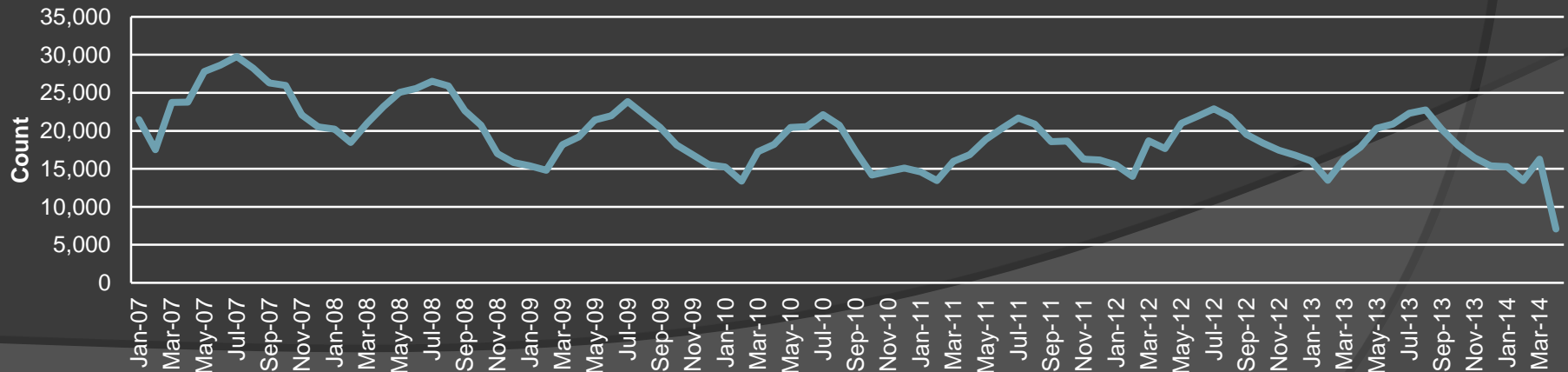
Police Response

# Servicing Calls

		2007	2008	2009	2010	2011	2012	2013
# Telephone Calls received at TCD	911	325,351	322,939	311,726	311,863	399,370	415,425	411,213
	Admin	444,821	419,599	389,704	389,264	355,107	357,645	351,506
	<b>TOTAL</b>	<b>770,172</b>	<b>742,538</b>	<b>701,430</b>	<b>701,127</b>	<b>754,477</b>	<b>773,070</b>	<b>762,719</b>
# of Calls Referred to DPR		N/A	19,867	42,166	44,267	38,255	39,225	30,149
# of Calls Serviced via DPR (%)		N/A	(66.1%)	(68.5%)	(67.5%)	(67.7%)	(*%)	(*%)
# of Calls for Service (Police Response) +		295,782	262,047	227,916	209,176	212,271	225,536	220,009
Approx. # Calls mitigated by operators		474,390	480,491	473,514	491,951	542,206	547,534	542,710

\*Not available +Data obtained solely from TCD Source

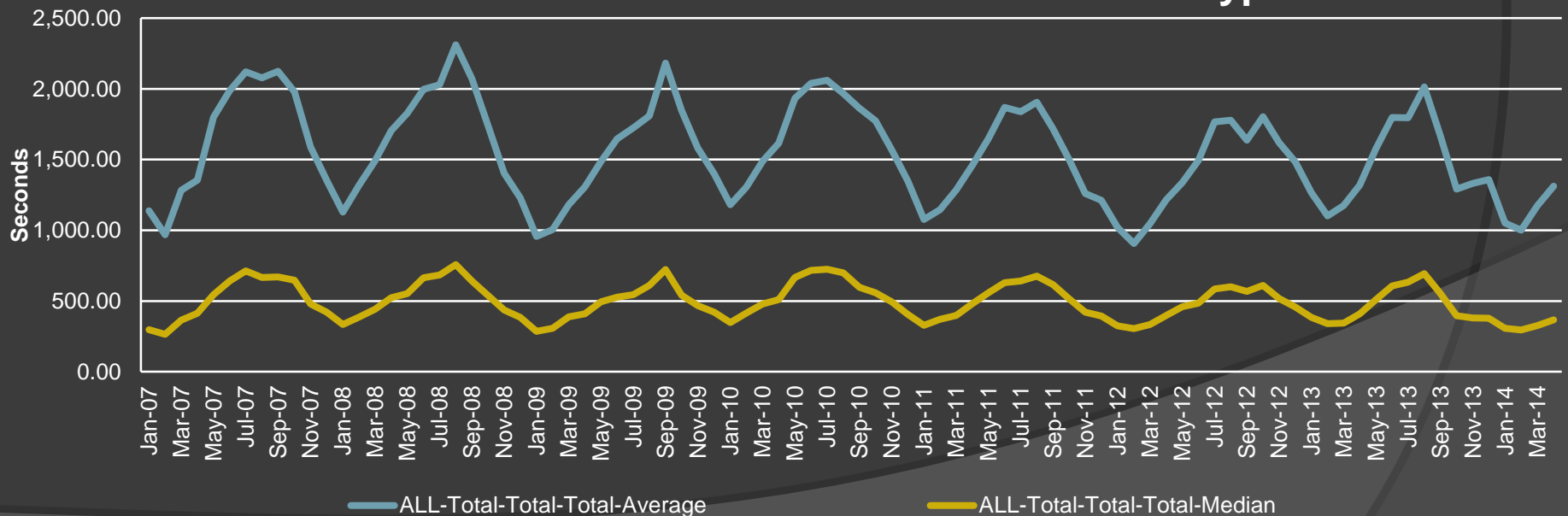
## Calls for Service (Police Response) All Districts - All Shifts - All Priorities - All Call Types



# Response Time

We shall reduce the levels of fear, crime and disorder in the City of Milwaukee. Our measure of success will not be the number of arrests. Our measure of success will not be the number of traffic citations issues. Our measure of success will not be our response time to non-emergency calls. Our measure of success will be the reduction of crime, fear and disorder in Milwaukee. (excerpt from Milwaukee Police Chief Edward A Flynn's Oath of Office Ceremony Remarks – January 7, 2008)

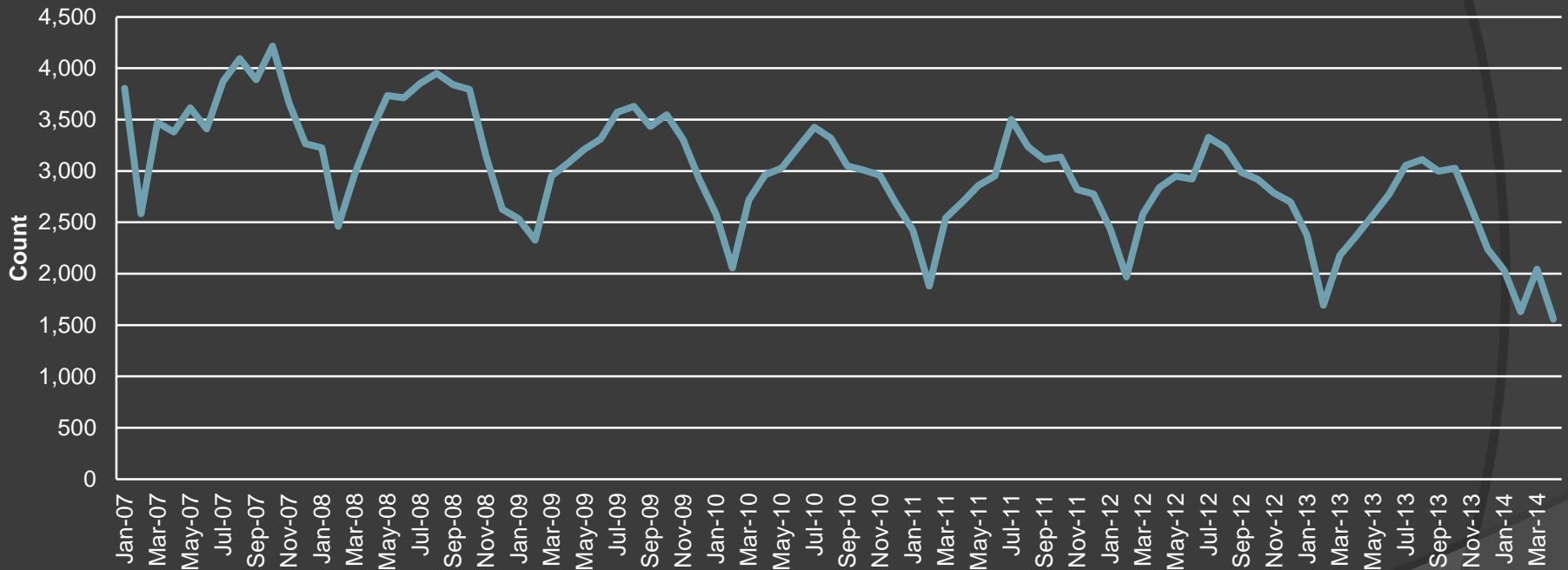
## Calls for Service (Police Response) Entry to Dispatch - Time All Districts - All Shifts - All Priorities - All Call Types



# Crime Data

Only 27.2% of Priority 1 calls actually result in an arrest, report, ED or citation

## IBRS-Total-ALL



\*\*NOTE: Totals in table display a distinct count of any RMS incident filed between Jan 1, 2005 and May 1, 2014 where the offense included an IBRS code of 09A, 11A, 13A, 23A-H, 120, 200, 220, and 240. Tiburon was not live for all districts on the 1<sup>st</sup> of January, 2005, so those numbers are likely low.



# Managing Expectations of Callers

Differential Police Response (DPR)/ School Desk Officers (SDO)

- Servicing calls via telephone

- Minimizes wait time for service

Differential Response Unit (DRU)

- Contacting Callers

Entries

- DRU Call backs

- Contacting district station

Staffing telecommunicators to positions which service both 911 and administrative calls.

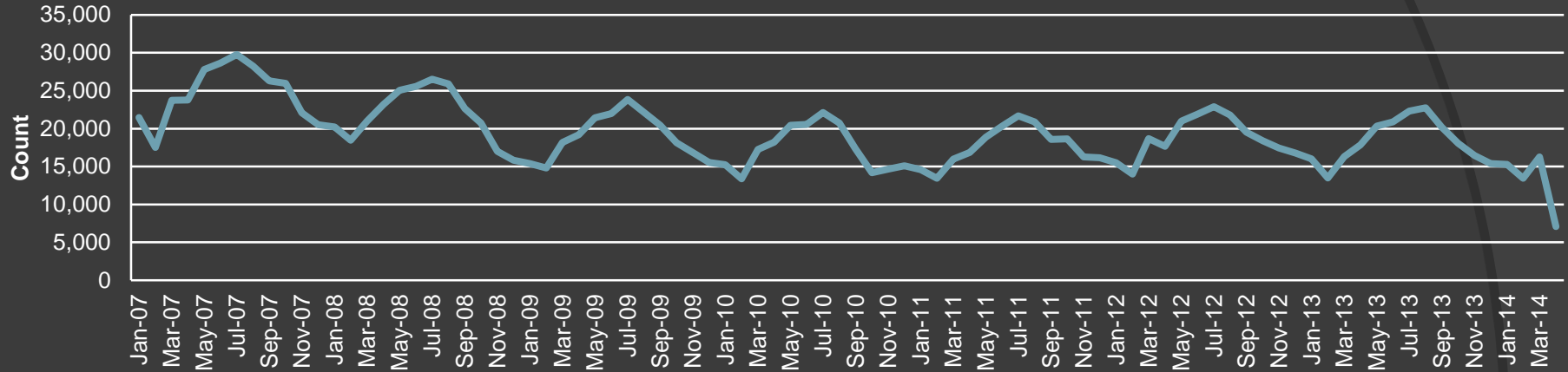
- Reducing down time on phones

# Staffing

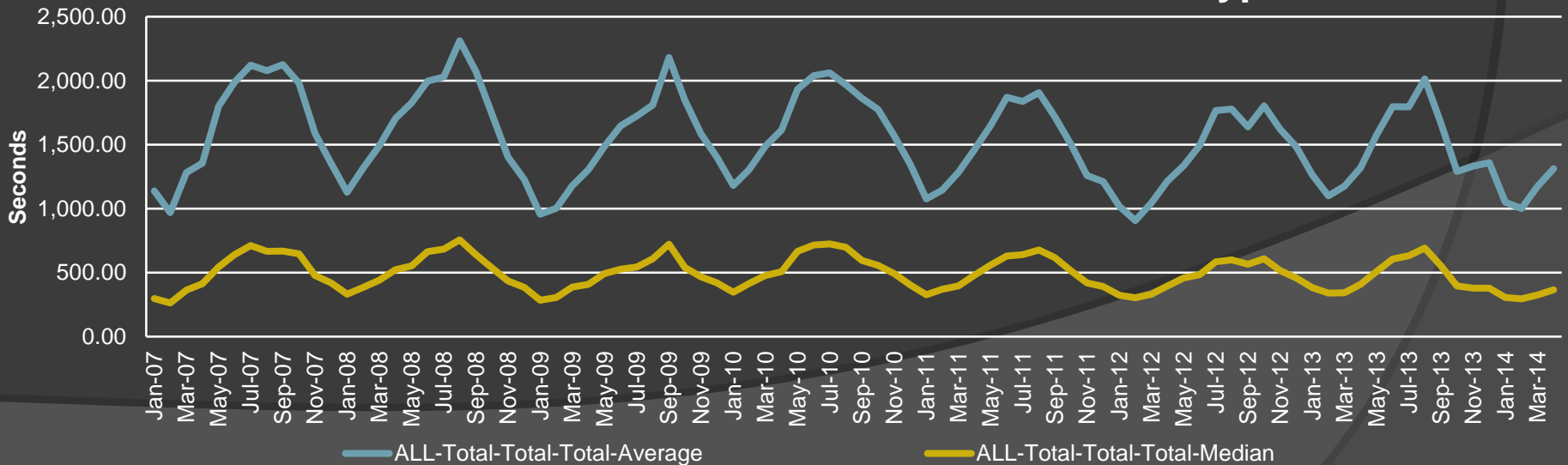
	Authorized	On Leave/Absence	Vacancies	% Staffed
Police Telecommunicators	73 (10 Seasonals)	1	25	68%
Lead Police Telecommunicators	6	0	0	100%
Police Dispatchers / Police Alarm Operators	53	3	10	79%

# Squad Responded Calls and Dispatch Time

**Calls for Service (Police Response)**  
**All Districts - All Shifts - All Priorities - All Call Types**



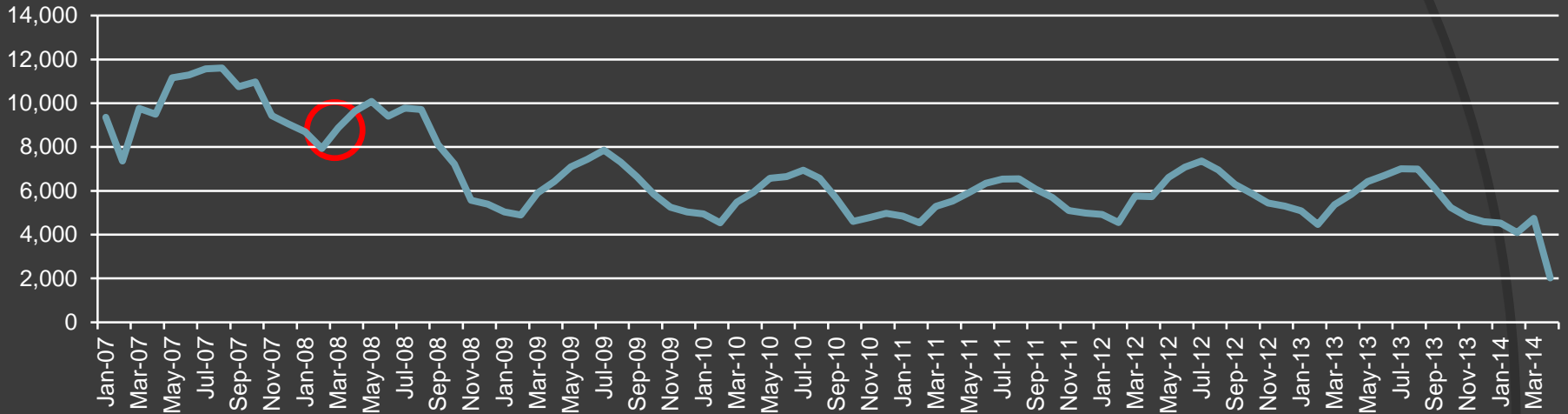
**Calls for Service (Police Response)**  
**Entry to Dispatch - Time**  
**All Districts - All Shifts - All Priorities - All Call Types**



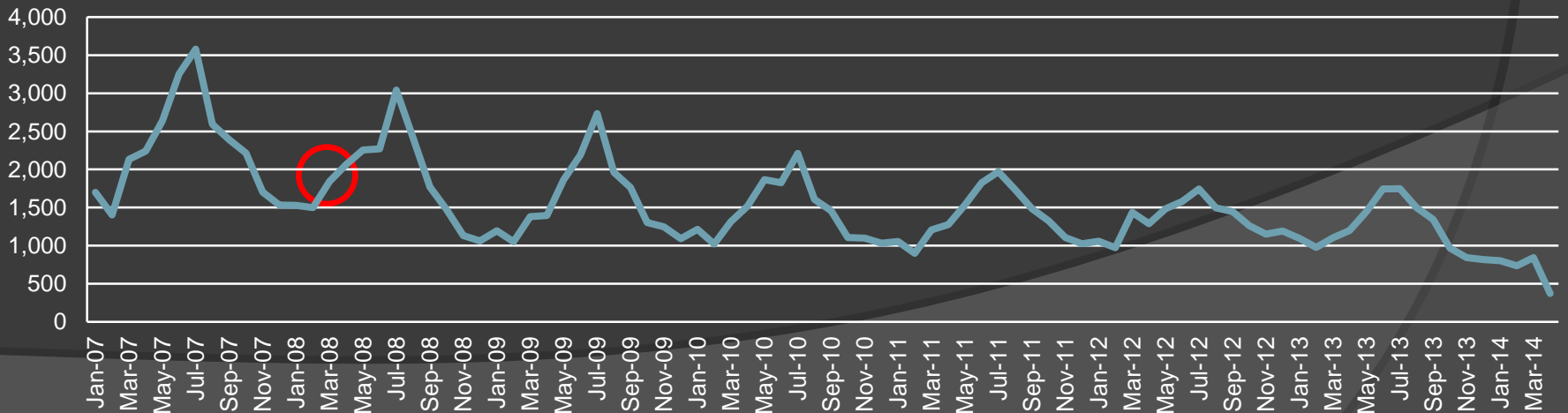
# DPR EFFECT – P3s & P4s

## Calls for Service (Police Response)

### ALL-Total-P3-Total

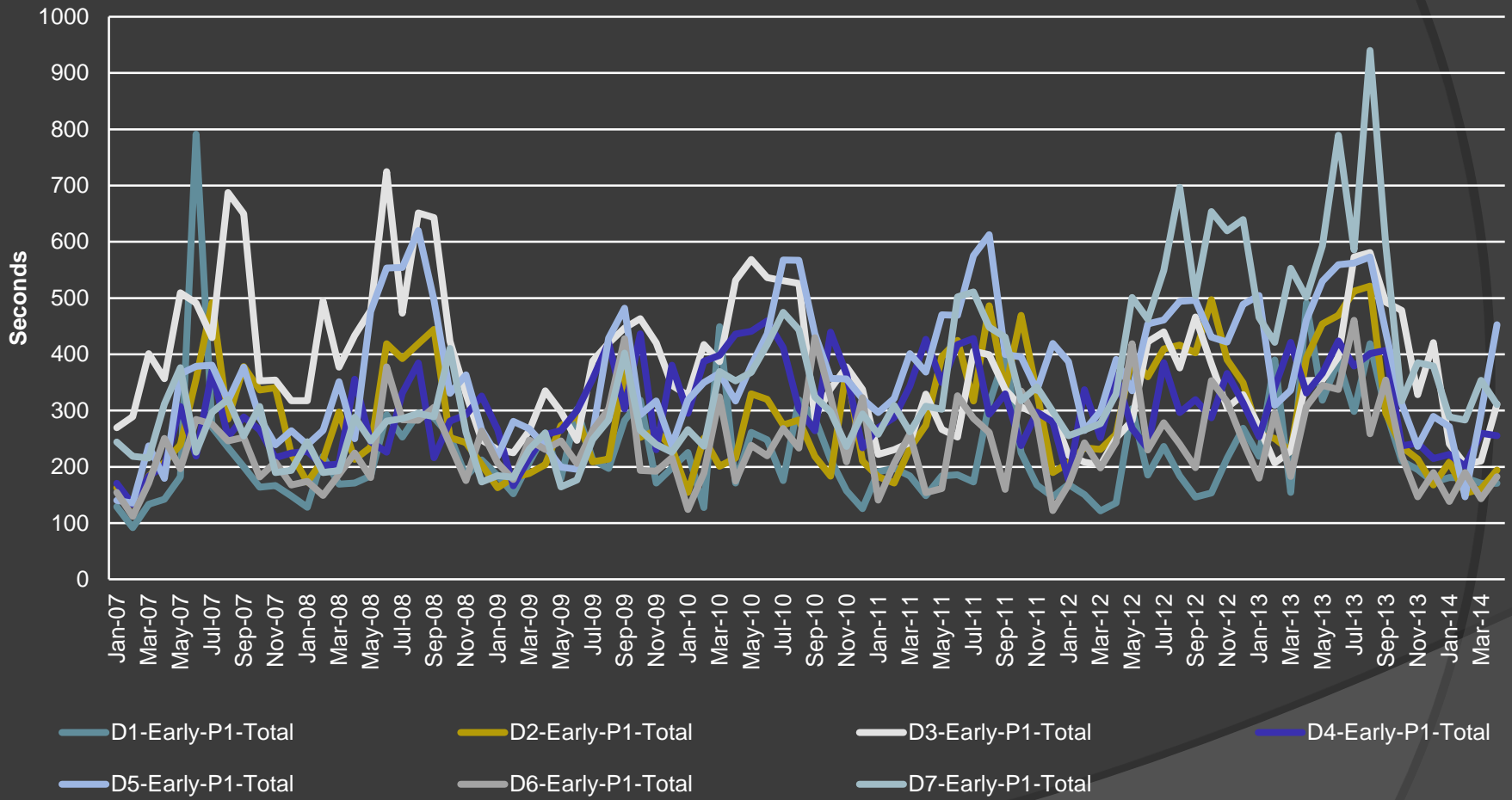


### ALL-Total-P4-Total



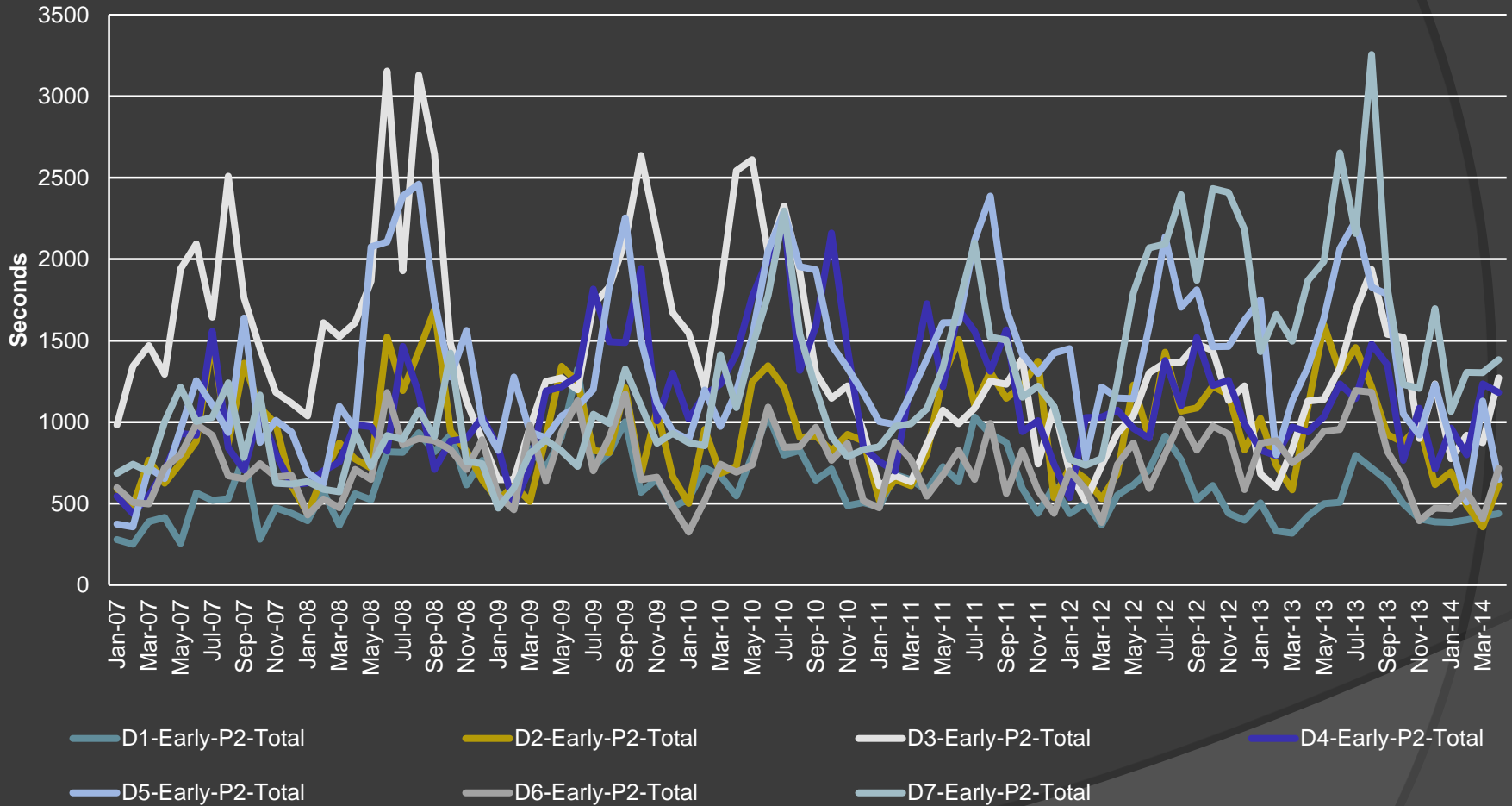
# EARLY SHIFT P1 RESPONSE TIME

Calls for Service (Police Response)  
Early Shift - P1s  
Entry to Dispatch - Time (Average)



# EARLY SHIFT P2 DISPATCH TIME

Calls for Service (Police Response)  
Early Shift - P2s  
Entry to Dispatch - Time (Average)



End Show