



## 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: July 24, 2025

RE: MPD and MFD Response Times

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This memorandum is an updated response to a Public Safety and Health Committee request for information regarding response times from emergency 911 call to dispatch and from dispatch to appearance on scene. Data was provided by MPD's Office of Management, Analysis and Planning (OMAP) and by MFD's Support Bureau. This update compares July through December 2024 (Q3&4 2024) with January through June 2024 (Q1&2 2024).

### MPD RESPONSE TIMES

#### MPD Priority Categories

Until February 20, 2024, MPD categorized calls using the Tiburon CAD system, generating a squad response as Priority E through 4. Since that date, the CAD system has been updated to the Hexagon I/CAD system, which uses priority levels 0 through 7. This report focuses on Priority 1 calls until February 20, 2024 and Priority 1 and 2 calls since that date, as those levels most closely match. See Appendices 1 and 2 for definitions of the priority levels. Priority 0 since February 20, 2024 is comparable to Priority E from before February 20, 2024.

OMAP issues quarterly reports of response times from call received to presence on scene for all priority levels. OMAP's results for Q1&2 2024 and Q3&4 2024 are as follows: <sup>1</sup>

<b>Dispatched Calls for Service</b>	<b>Jan-Feb 20, 2024</b>	
Priority	Total	Median (mins:secs)
1	8,665	11:30
2	12,807	18:50
3	8,767	37:03
4	2,070	25:02
E	10	10:55
<b>Total/Overall</b>	<b>32,319</b>	<b>18:32</b>

<b>Dispatched Calls for Service</b>	<b>Feb 20-March 2024</b>		<b>April-June 2024</b>		<b>July-Sept 2024</b>		<b>Oct-Dec 2024</b>	
Priority	Total	Median (mins:secs)	Total	Median (mins:secs)	Total	Median (mins:secs)	Total	Median (mins:secs)
0	2	05:33	27	5:36	16	5:21	6	4:17
1	3,295	08:26	9,592	8:57	10,318	9:31	8,427	8:47
2	3,218	11:00	8,290	12:19	8,554	13:04	7,415	12:18
3	5,746	18:33	15,536	20:06	15,878	21:20	14,206	20:08
4	2,333	17:51	5,632	21:22	6,195	23:45	5,708	19:42
5	951	32:27	2,409	38:38	2,512	41:22	2,207	39:51
6	7,632	25:04	18,197	32:20	19,187	37:22	18,153	30:58
7	1,987	20:21	5,365	27:48	5,556	28:25	4,500	24:39
<b>Total/Overall</b>	<b>25,164</b>	<b>15:35</b>	<b>65,048</b>	<b>17:31</b>	<b>68,216</b>	<b>18:43</b>	<b>60,622</b>	<b>17:25</b>

## MPD PRIORITY ONE AND TWO CALL-TO-DISPATCH AND DISPATCH-TO-ON SCENE RESULTS

The data analyzed was taken from the new Hexagon CAD system and consists of 34,351 Priority One and Two calls made during Q3&4, from July through December 2024.

Of those 34,351 calls, 727 are recorded as taking less than 30 seconds from call created to on scene. According to OMAP, "This may be due to the fact the squad went out with the call for

<sup>1</sup> Dispatched calls for service exclude: calls which do not result in a squad response, misdials, training units and training calls, calls that have no primary unit assigned, and calls with a disposition of: Cancelled, Differential Response Unit (DRU), License Investigation Unit (LIU), Milwaukee County Sheriff's Office (MCSO), or Milwaukee Fire Department (MFD). Additional exclusions are made to calculate response times, which results in fewer dispatched calls for service. Response times exclude any dispatched calls for service with a negative response time (due to daylight savings), calls with a response time greater than 24 hours, and calls that do not contain an on-scene time. Created Date/Time represents the moment a 911 call is made to and received by the Department of Emergency Communications (DEC), formerly the Technical Communications Division (TCD).

service and were then immediately dispatched (e.g., they may have been flagged down by the caller, they were on scene immediately, they observed the crime in progress, or they saw the call for service pending and went out with it right away before being dispatched).”

Call times for Q3&4 2024 are compared to Q1&2 2024 as follows. As can be seen in the table, the variation between Q1&2 2024 and Q3&4 2024 is minimal. The median (at which the number of smaller and larger results is equal) is lower than the mean (average) and is a more meaningful measure of response times generally because the few extremely high results skew the mean upward. The Call to Dispatch and Dispatch to On Scene medians and means do not necessarily total those of Call to On Scene. This is largely due to rounding.

High Priority Response Times (Minutes)

	January-June 2024		July-December 2024	
	Mean	Median	Mean	Median
Call to Dispatch	5	2	7	2
Dispatch to On Scene	9	7	9	7
Call to On Scene	13	10	16	11

Note that the Q3&4 total results by district below total less than the 34,351 total calls taken. This is because 94 calls were not attributed to a district.

Call to Dispatch Response Times (minutes)

District	January - June 2024			July - December 2024		
	Total Calls	Mean	Median	Total Calls	Mean	Median
1	1,356	4	2	1,551	5	2
2	4,158	4	2	4,440	6	2
3	6,391	5	2	7,016	6	2
4	5,207	7	3	5,155	8	3
5	6,763	5	2	7,379	6	2
6	1,741	5	2	1,843	6	2
7	7,265	5	2	6,873	7	2
Overall	32,881	5	2	34,257	6	2

Dispatch to On Scene Response Times (minutes)

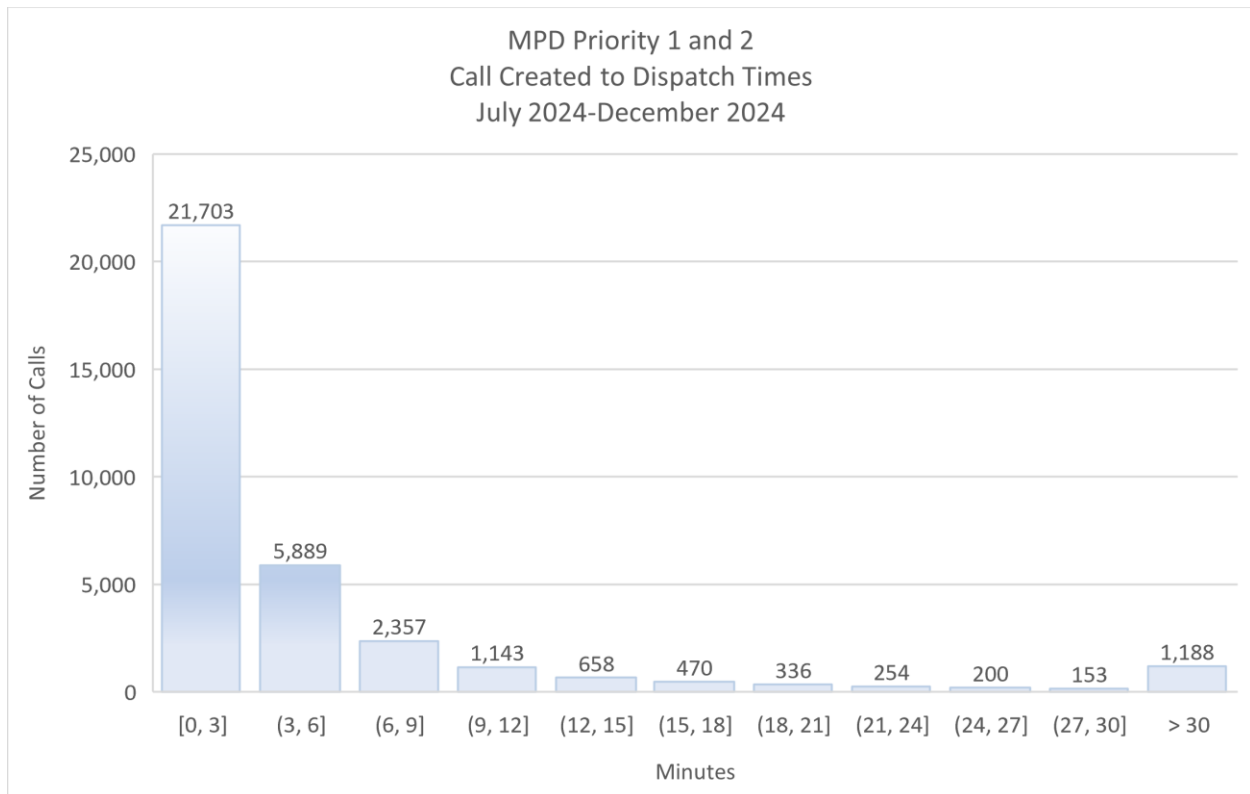
District	January - June 2024			July - December 2024		
	Total Calls	Mean	Median	Total Calls	Mean	Median
1	1,356	7	5	1,551	7	5
2	4,158	7	6	4,440	7	5
3	6,391	9	7	7,016	9	8
4	5,207	11	9	5,155	11	10
5	6,763	8	6	7,379	9	7
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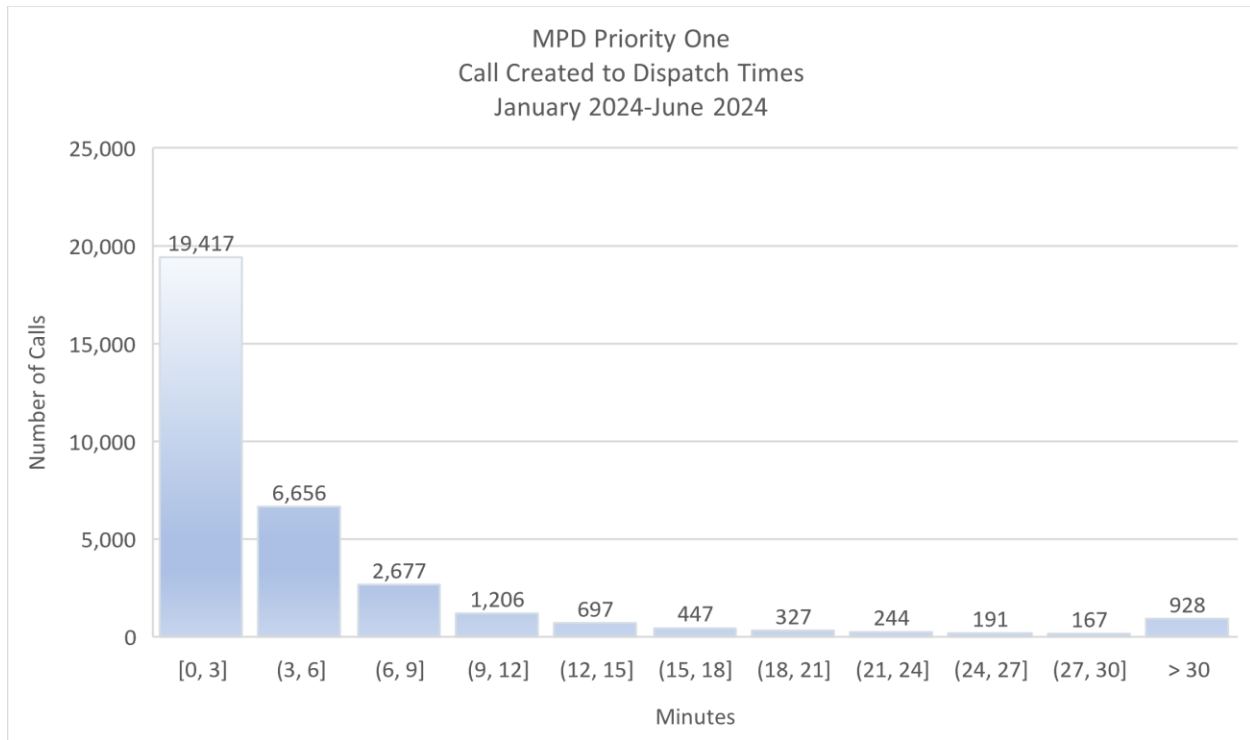
### Call to On Scene Response Times (minutes)

District	January 2024 - June 2024			July 2024 – December 2024		
	Total Calls	Mean	Median	Total Calls	Mean	Median
1	1,356	11	8	1,551	11	8
2	4,158	11	8	4,440	13	8
3	6,391	13	10	7,016	15	11
4	5,207	17	14	5,155	20	14
5	6,763	13	10	7,379	15	10
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Overall	32,881	13	11	34,257	15	11

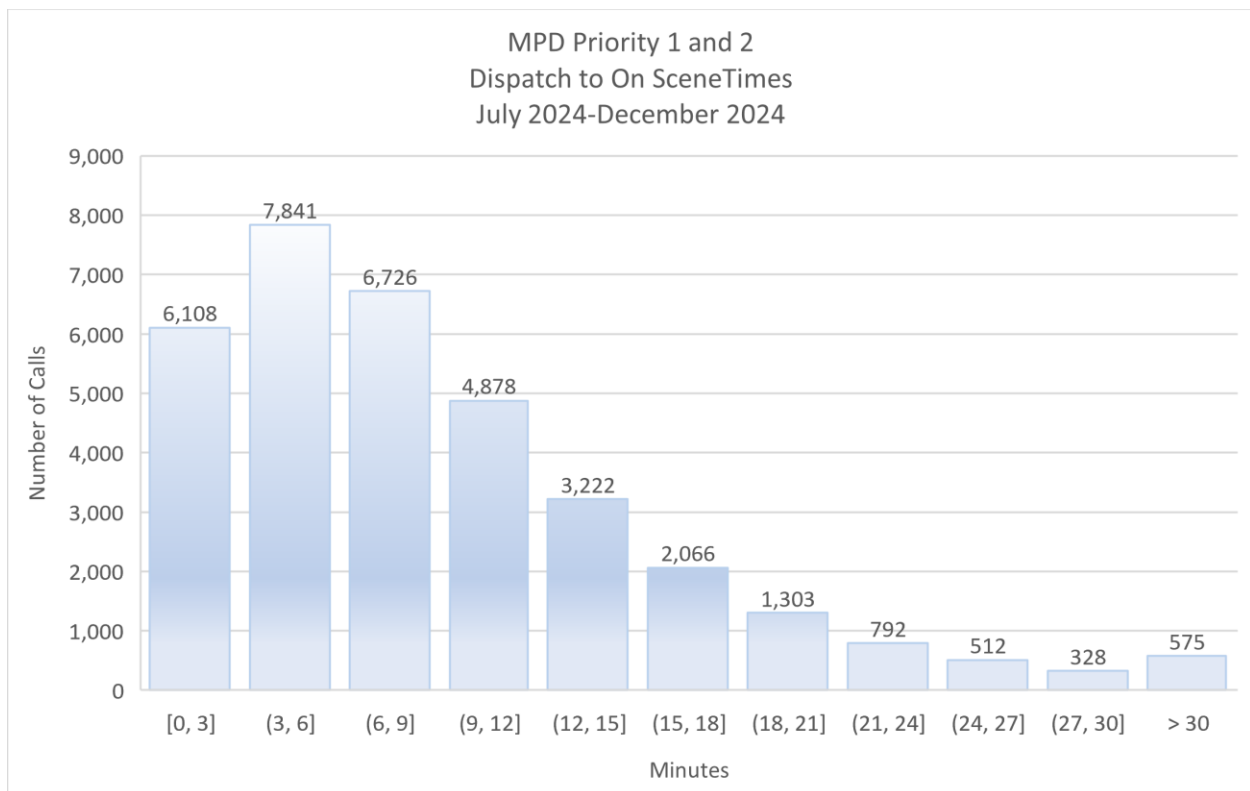
The distribution of response times is as shown in the histograms below. The notation (a,b] on the intervals can be read “from a to b.” In each category (Call Created to Dispatch, etc.), the results from Q3&4 2024 are shown first, and then the results from Q1&2 2024 are shown for comparison. As can be seen, the distribution of response times changed very little between the two periods of time studied.

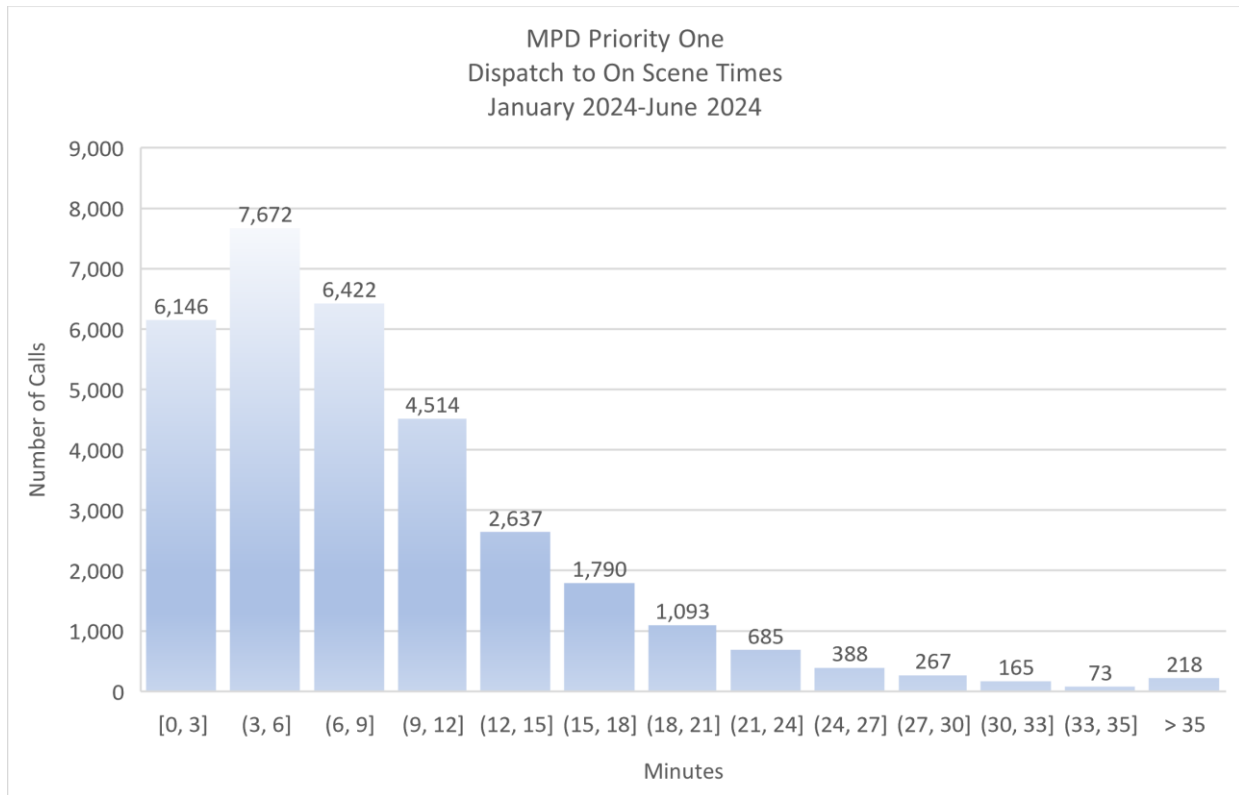
### Call Created to Dispatch Times



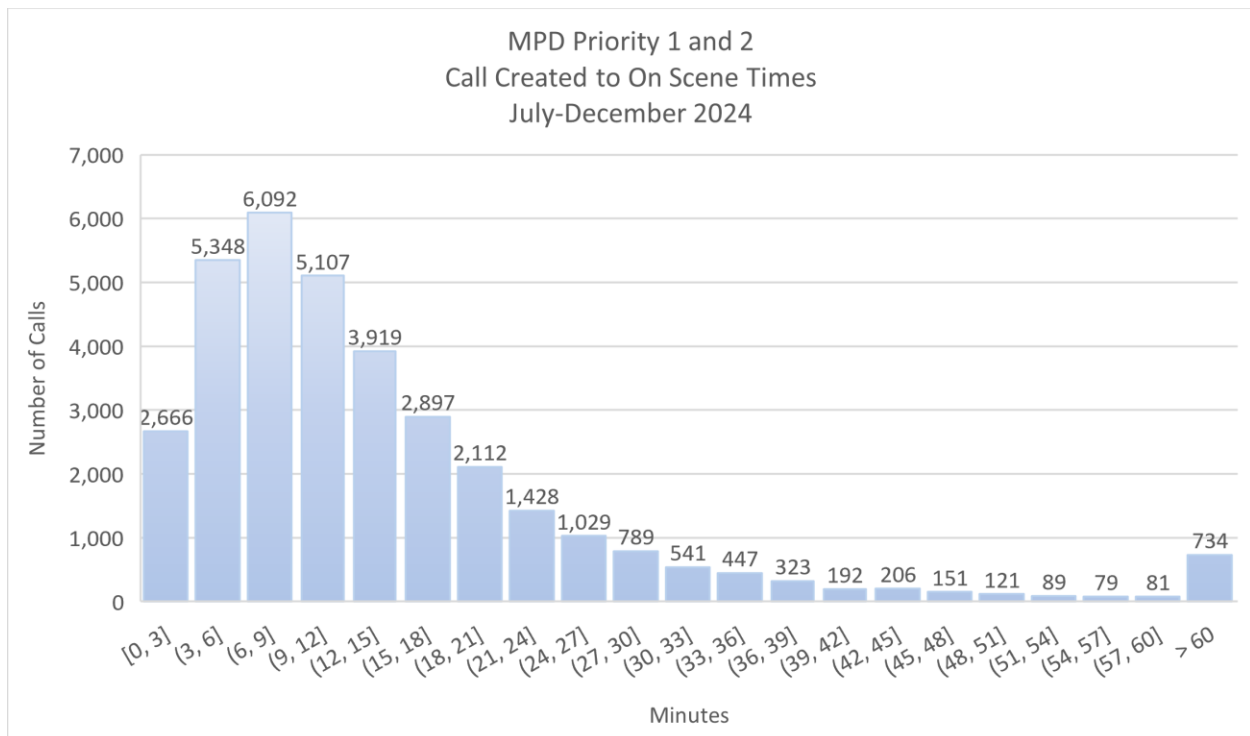


### Dispatch to On-scene Times

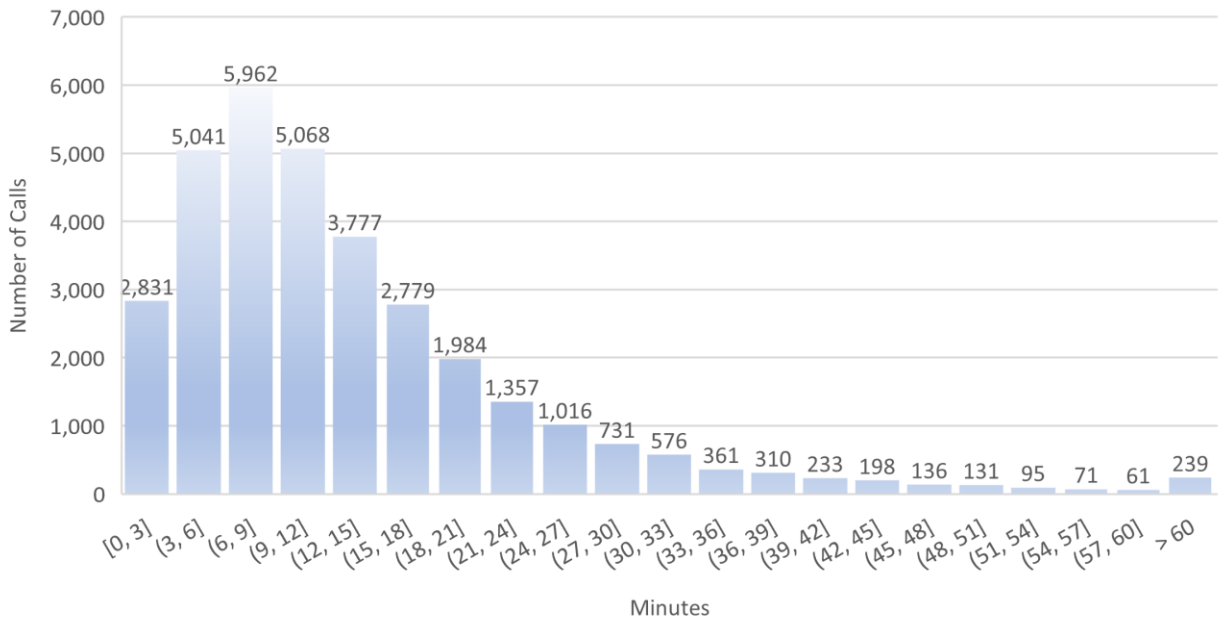




### Call Created to On-Scene Times



MPD Priority One  
Call Created to On Scene Times  
January 2024-June 2024



## MFD RESPONSE TIMES

MFD categorizes its calls for service by type of call rather than by priority. Calls analyzed here are grouped as All Emergency Medical Services (EMS), Building Fires (first vehicle on scene), and All Fires (first vehicle on scene).

Q1 of 2024 is not included in this analysis at the request of MFD due to the standing up of the new Hexagon system during February and the transfer's inherent inconsistencies.

Total calls for service for the two periods studied are:

	April - June 2024	July - December 2024
EMS	25,171	49,496
Building Fires	428	829
All Fires	734	1,961

## MFD EMS CALL PROCESSING AND TRAVEL TO ON SCENE TIMES

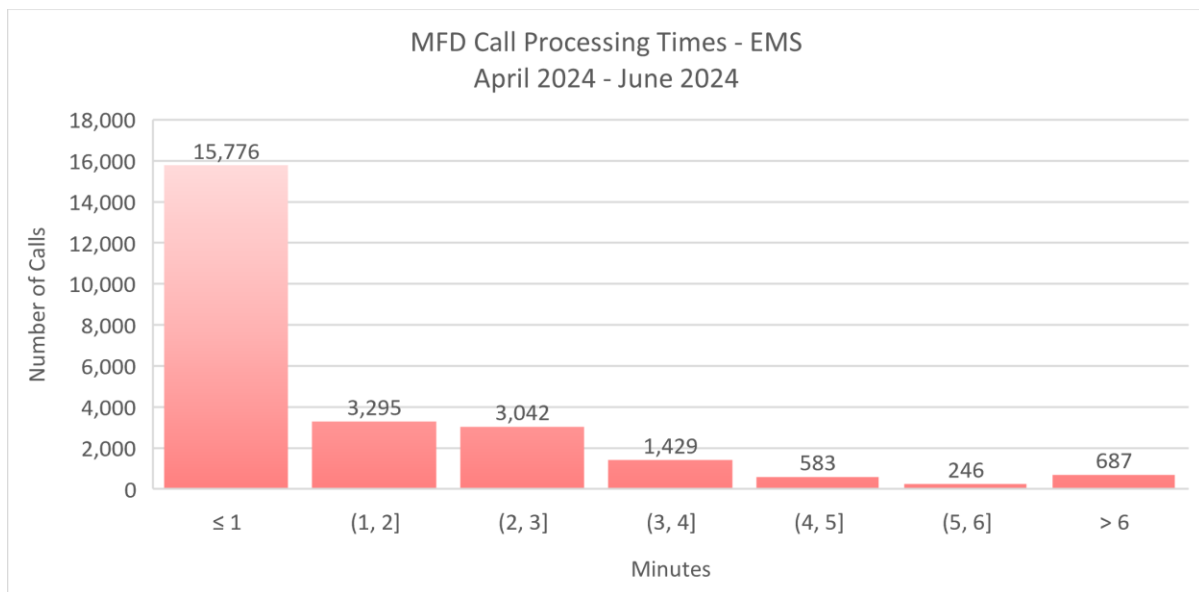
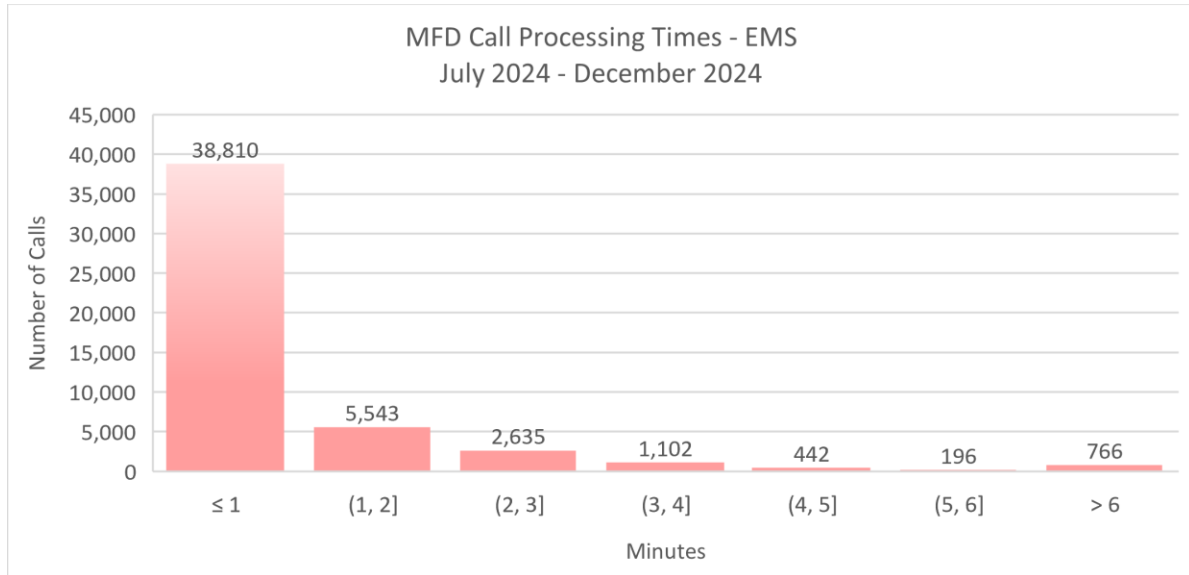
In these results, the medians are more meaningful than the means because the means are skewed by relatively few extreme examples. As can be seen in the following response times tables for each category, the greatest difference between Q2 2024 and Q3&4 2024 is a 1-minute reduction in the mean call-to-dispatch time. This may be attributable at least in part to the new Hexagon CAD system.

EMS Response Times (Minutes)				
	April - June 2024		July-December 2024	
	Mean	Median	Mean	Median
Call Processing	2.1	0.5	1.1	0.4
Travel Time	5.3	4.3	4.5	4.2

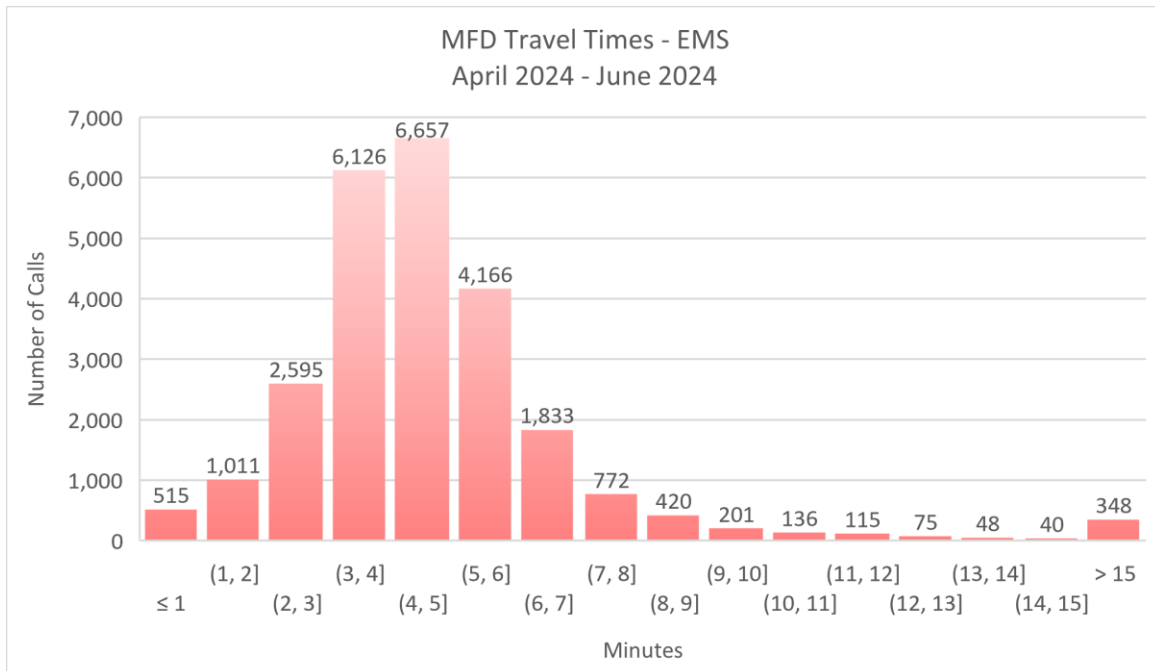
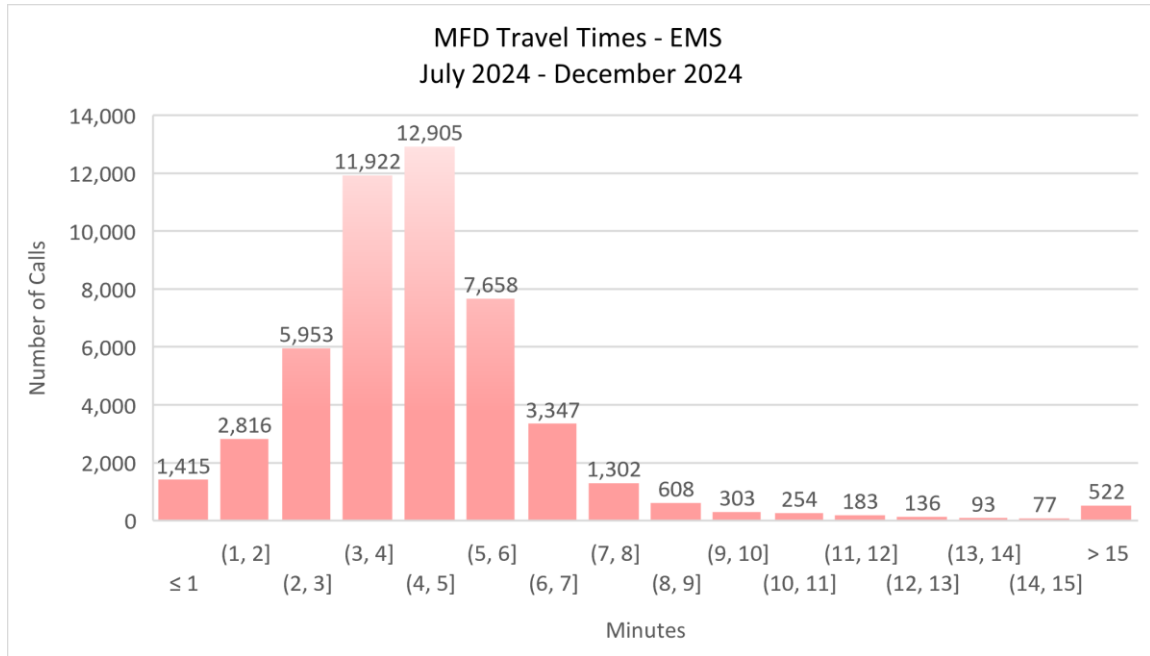
The distribution of EMS call processing and travel times for the entire 12-month period analyzed is as shown in the histograms below. The notation (a,b] on the intervals is to be read “from a to b.”



## EMS Call Processing Times



## EMS Travel Times

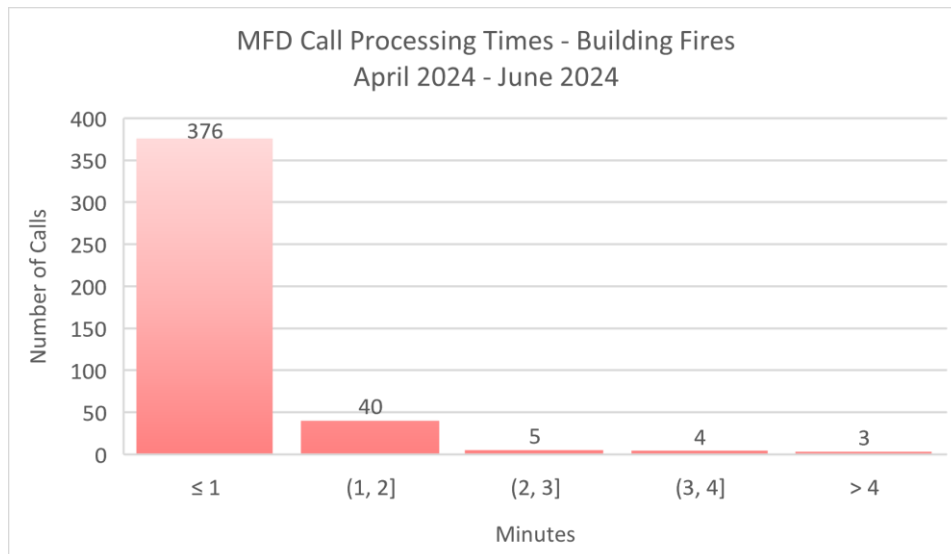
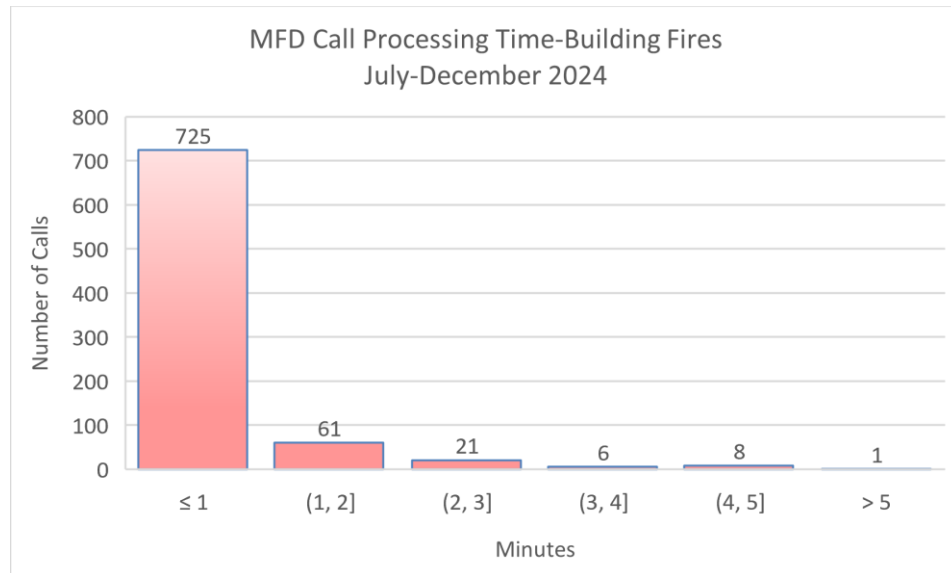


## MFD BUILDING FIRES RESPONSE TIMES (1<sup>ST</sup> Vehicle on Scene)

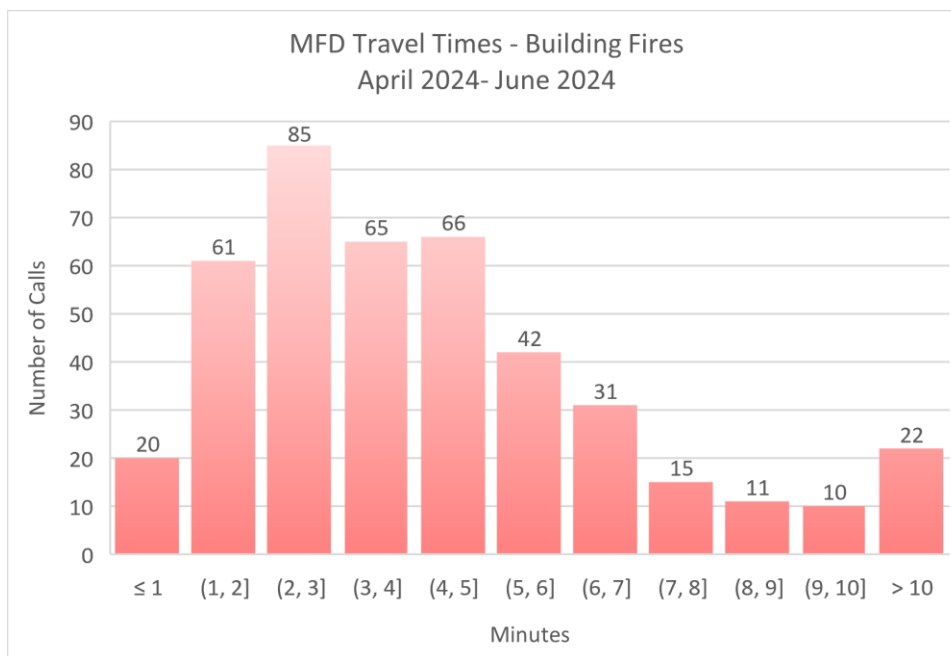
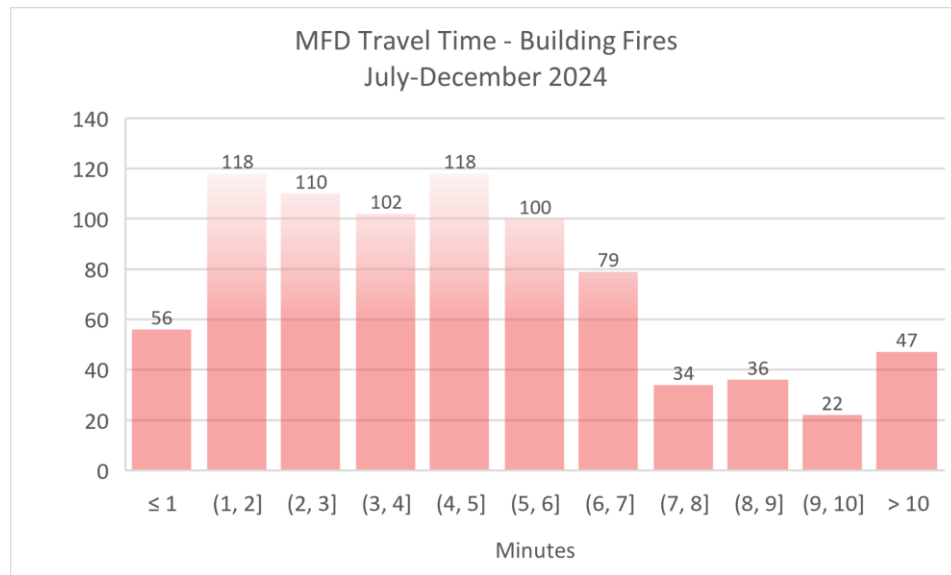
	Building Fires Response Times (Minutes)			
	April-June 2024		July-December 2024	
	Mean	Median	Mean	Median
Call Processing	0.5	0.3	0.7	0.4
Travel Time	6.5	4.3	2.1	2.0

The distribution of building fire call processing and travel times for the period analyzed is as shown in the histograms below. The notation (a,b] on the intervals is to be read “from a to b”.

### Building Fires Call Processing Times



## Building Fires Travel Times

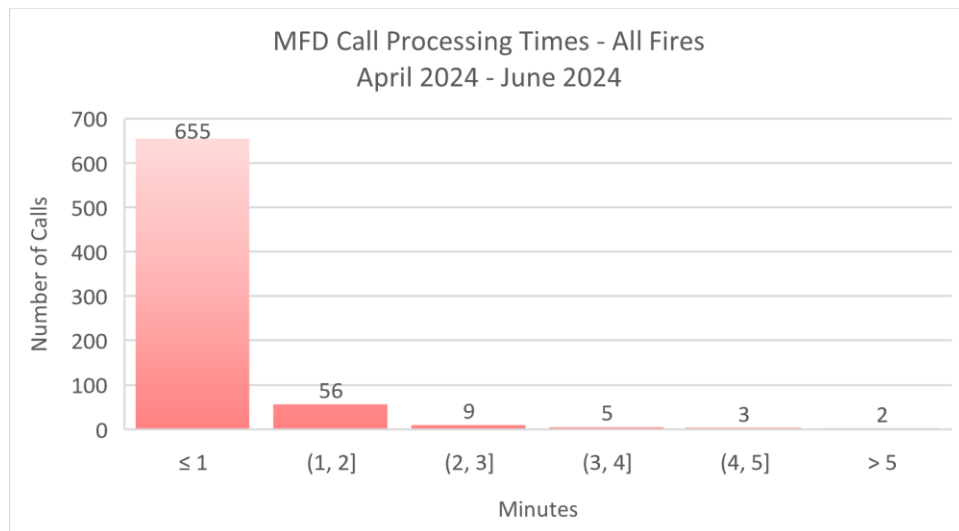
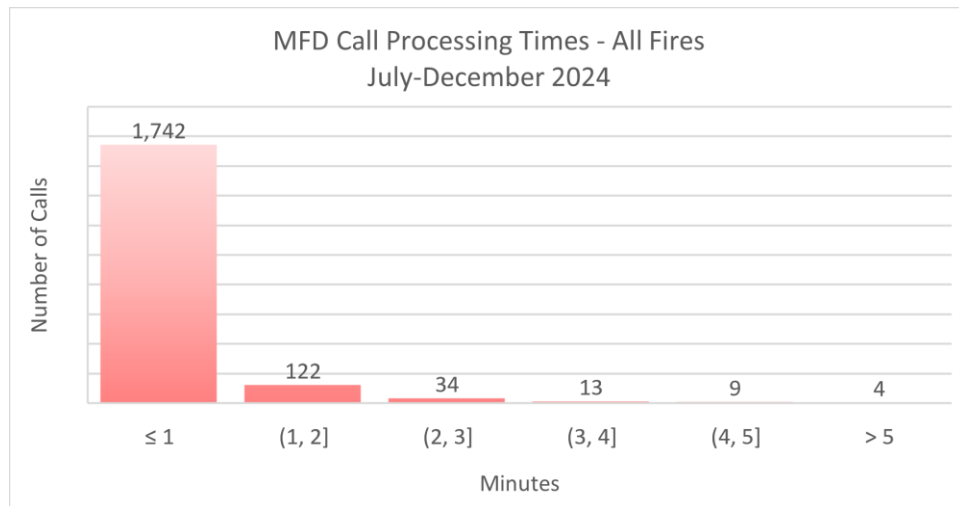


## RESPONSE TIMES ALL MFD FIRES (1<sup>st</sup> Vehicle on Scene)

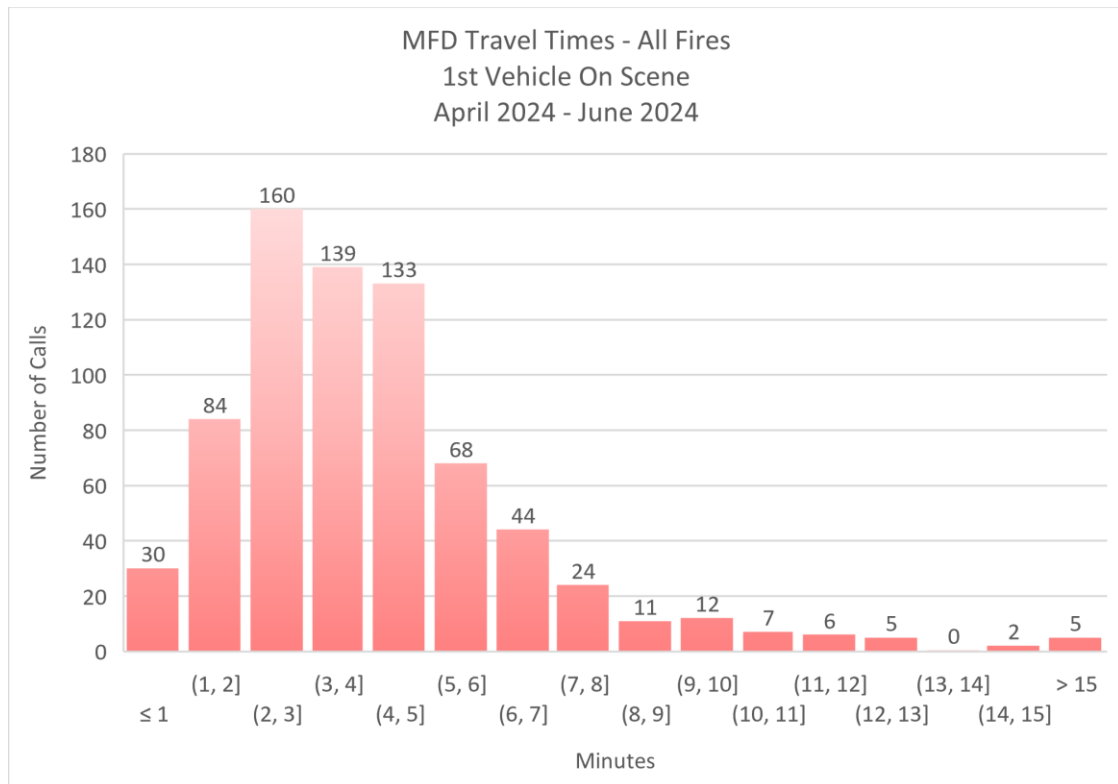
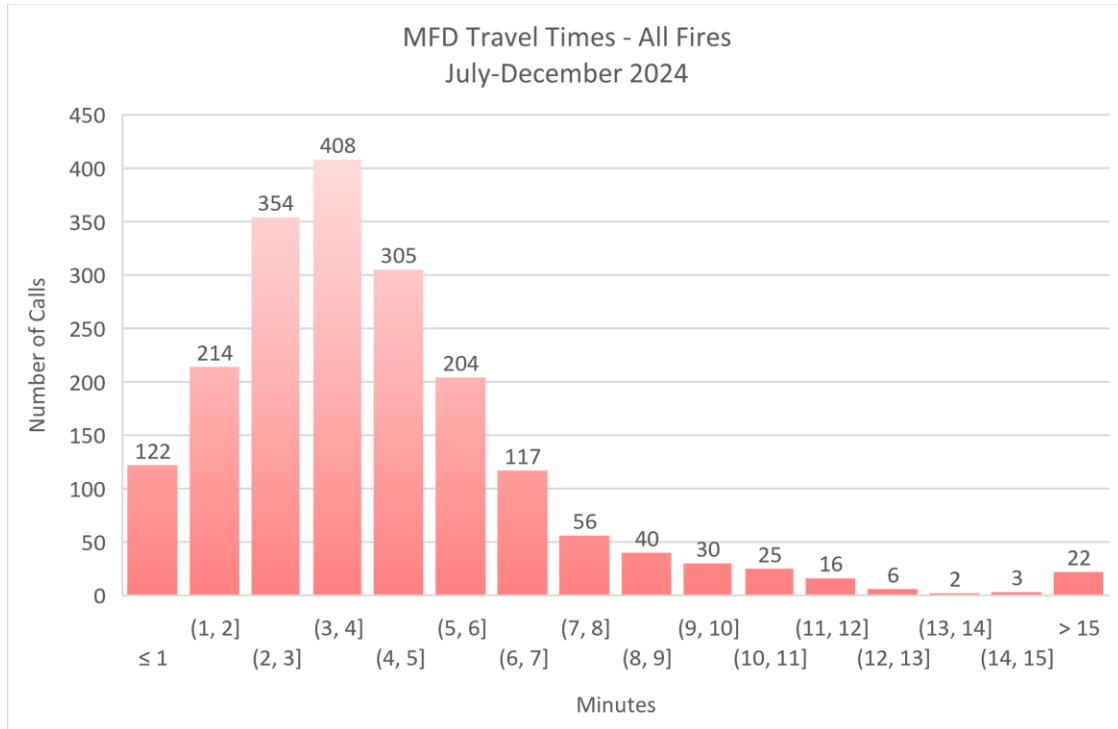
Response Times - All Fires (Minutes)				
	April-June 2024		July-December 2024	
	Mean	Median	Mean	Median
Call Processing	0.4	0.2	0.4	0.2
Travel Time	4.1	3.6	5.2	3.7

The distribution of response times for all fire calls, including 2<sup>nd</sup> and 3<sup>rd</sup> alarm building fires, for the period analyzed is as shown in the histograms below. The notation (a,b] on the intervals is to be read “from a to b”.

### Call Processing All Fires



## Travel Times All Fires – 1<sup>st</sup> Vehicle on Scene



APPENDIX A  
MPD Priority Levels until February 20, 2024

Priority E (Emergency) is for emergency situations and non-pre-emptable assignments (e.g., assists, officer down, park and walks). [A Park and Walk is when the officer notifies dispatch they are on foot patrol outside of their squad and are walking in a specific area.]

Priority One calls are for situations involving life-threatening conditions:

1. All calls for service regarding life threatening incidents that:
  - a. Are in progress;
  - b. Are not in progress, but the suspect is on the scene;
  - c. Just occurred (5 minutes or less) and it is reasonable to assume that the suspect may still be in the area (e.g., armed robbery just occurred, burglary - unknown if suspect(s) are still on the scene).
2. Any incident of an emergency nature that threatens human life or great bodily harm (e.g., gas leak, explosive device, sniper).
3. Any criminal incident to which an ambulance is sent (e.g., battery, sexual assault).
4. All gunshot detections via ShotSpotter (verified detections will be immediately broadcast upon receipt by dispatchers on the radio talk group of the district involved).

Priority Two calls are for situations involving major property threatening conditions, accidents involving injury, or incidents reporting a non-specific complaint of injury or illness not as a result of criminal actions:

1. All calls for service regarding major property threatening incidents that:
  - a. Are in progress (e.g., entry to autos in progress);
  - b. Are not in progress, but the suspect is on the scene;
  - c. Just occurred (5 minutes or less) and it is reasonable to assume that the suspect may still be in the area (e.g., theft that just occurred).
2. Any felony or misdemeanor which did not involve life threatening conditions, that recently occurred and the logical probability exists that the suspect is near the scene, in the area, or a high probability of apprehension exists (e.g., burglar alarm, drug dealing, entry to auto).
  - a. Accidents involving injury (e.g., personal injury traffic accidents, industrial accidents)
  - b. Any non-specific complaint of personal injury or illness not as a result of criminal actions (e.g., injured/sick person, check the welfare).

Priority Three calls are for situations not requiring an immediate response to prevent personal injury or property loss/damage and situations indicating criminal activity for report purposes only:

1. Any incident that does not require immediate police response to prevent personal injury or property loss/damage (e.g., crash – property damage only, trouble with subject, shoplifter).
2. Any recent incident wherein the preservation of evidence or protection of the crime scene is not of an urgent nature (e.g., property damage, entry, battery).
3. Any felony or misdemeanor not in progress that does not require immediate investigation (e.g., theft, violation of restraining order).

Priority Four calls are for situations of a minor nature that do not fall within the above priority categories.

1. Any incident that involves an apparent minor violation or offense (e.g., noise nuisance).
2. Any incident that involves non-criminal police services (e.g., escort, notifications).
3. Any incident of a minor nature, not in progress, that requires follow-up investigation (e.g., recovered property, 911 abuse).



APPENDIX B  
MPD Priority Levels since February 20, 2024

Priority Zero calls are for incidents that are in-progress, just occurred, or recent in time that involve life threatening situations and substantial / aggravated harm to a person or persons, and mass casualty events (immediate dispatch).

- a. Active Attack
- b. Demonstration (aggressive)
- c. Explosion

Priority One calls are for incidents that are in-progress or just occurred that have the high probability to involve harm, substantial / aggravated harm, or active threat to life of a person or persons with the use of some type of weapon or instrument (immediate dispatch).

- a. Robbery (in-progress or just occurred)
- b. Shooting
- c. Stabbing / Cutting (in-progress or just occurred)

Priority Two calls are for incidents that are in-progress or just occurred that have the high probability to involve harm, substantial / aggravated harm, or active threat to life of a person or persons. The use of a weapon or instrument is either not known or there is no weapon present (immediate dispatch).

- a. Battery/Fight/Assault (in-progress)
- b. Entry-Building or Structure (in-progress)

Priority Three calls are for incidents that are in-progress or just occurred where the level of potential harm to a person or person is unknown, as well as critically missing persons, or a person who presents a danger to themselves or others due to an emotional disturbance (dispatch within 15 minutes).

- a. Emotionally Disturbed Person (EDP) (non-violent)
- b. Missing Report (critical)

Priority 4 calls are for incidents that are in-progress or just occurred that threatens the loss or damage of property of any value; but presents no significant threat of harm, substantial / aggravated harm, or active threat of life to a person or persons (dispatch within 15 minutes).

- a. Property Damage (in-progress)

- b. Theft (in-progress)

Priority 5 calls are for incidents that may or may not be in-progress but have no immediate threat of harm, substantial / aggravated harm, or active threat of life to a person or persons, or loss/damage of property; however, the incident involves a person or persons in need of assistance and a response (dispatch within 45 minutes).

- a. Battery / Fight / Assault (report)
- b. Suicide Attempt (at hospital)

Priority 6 calls are for incidents that may or not be in-progress, have no immediate threat of harm, substantial / aggravated harm, or active threat of life to a person or persons, or loss/damage of property; however, the incident involves a person or persons causing a disturbance, nuisance violations, apparent minor violations/offenses, or non-criminal police services (dispatch within 45 minutes).

- a. Trouble (Subject / Juvenile / Family)
- b. Animal Loose (non-vicious)

Priority 7 calls are for incidents that are not in-progress and have no immediate threat of harm, substantial / aggravated harm, or active threat of life to a person or persons, or loss/damage of property and do not require immediate police response. Incidents include the need for police to investigate and report or provide some type of police service (dispatch within 60 minutes).

- a. Found Property / Recovered (no weapon involved)
- b. Noise

Priority 8 calls are for officer self-initiated activity that does not require immediate emergency assistance.

- a. Traffic Stop
- b. Subject Stop

Priority 9 calls are for documented 911 calls and fire transfer calls which do not require police response.