Public Safety Committee Briefing Notes

Milwaukee Police Department
Chief Edward A. Flynn
June 23, 2016

IN SOME JOBS, SUCCESS IS MEASURED BY WHAT DOESN'T HAPPEN.   BE A FORCE

Response Times

Police response an issue in Bay View

6-13-06

9-13-91

Public safety
Police response time may be slowing down

Southsiders Demanding Police Services

Aldermen Terry Witkowski and Joe Dudzik Want Chief Nannette Hegerty to Answer Complaints from their Constituents

Common Council Press Release 8-2-05

Police slower to respond to serious calls

11-20-02

TCD Workload in Context

	2015
Administrative Calls	275,237
Emergency Calls	758,708
TOTAL	1,033,945
Self-Initiated Activity	313,439

Source: Aurora & Avaya CMS

TCD Workload in Context

	2016 Jan 1 to May 31
Administrative Calls	100,175
Emergency Calls	303,317
TOTAL	403,492

Self-Initiated Activity	151,210

MPD Median Response Times

Priority	YTD 2015	YTD 2016
Priority 1	0:07:29	0:07:13
Priority 2	0:15:10	0:15:05
Priority 3	0:27:45	0:27:36

Data was obtained from the Computer Aided Dispatch (CAD) system and counts distinct dispatched calls for service for the time period of January 1 – May 31, 2015-2016. Excludes proactive activity and cancelled calls. Median response times reflect the Entered Time to the OnScene Time.

Call Priorities

P1   Life-threatening emergency or serious crimes in-progress/just occurred; suspect on-scene; serious injury or death

P2   Crimes just occurred/in-progress; major property damage, suspect not on scene; serious crime not involving life-threatening conditions

P3   Crimes that do not require immediate response to prevent injury/property loss; crime scene/preservation of evidence not an issue

P4 & P5 are calls that do not require a squad response or minor incidents, such as noise nuisances. Also includes requests for other non-emergency police services.

Dispatched Calls & DPR   Source: CAD

| Priority	2011	2012	2013	2014	2015
Emergency	53	65	68	70	75
1	57,761	60,382	58,020	61,908	65,613
2	82,289	89,155	87,463	95,179	101,945
3	80,249	84,151	80,356	83,203	83,603
4	13,646	12,735	11,244	10,157	9,624
5	39,816	36,800	24,237*	554*	1,459*
Totals	273,994	283,288	261,388	251,071	262,319

* Non-emergency data affected by policy changes and administrative reporting differences.

MPD Dispatched & DPR Calls

Priority	2015 Calls Yearly	2015 Jan 1 – May 31	2016 Jan 1 – May 31	Percentage Change
Priority E	77	26	35	35%
Priority 1	68,945	25767	27135	5%
Priority 2	102,389	39002	40089	3%
Priority 3	83,820	32315	34501	7%
Priority 4	9,638	3459	3459	0
Priority 5	1454	215	365	70%
TOTAL	266,323	100,784	105,584	5%

Source: SSRS Daily Crime and Service

Call Volume
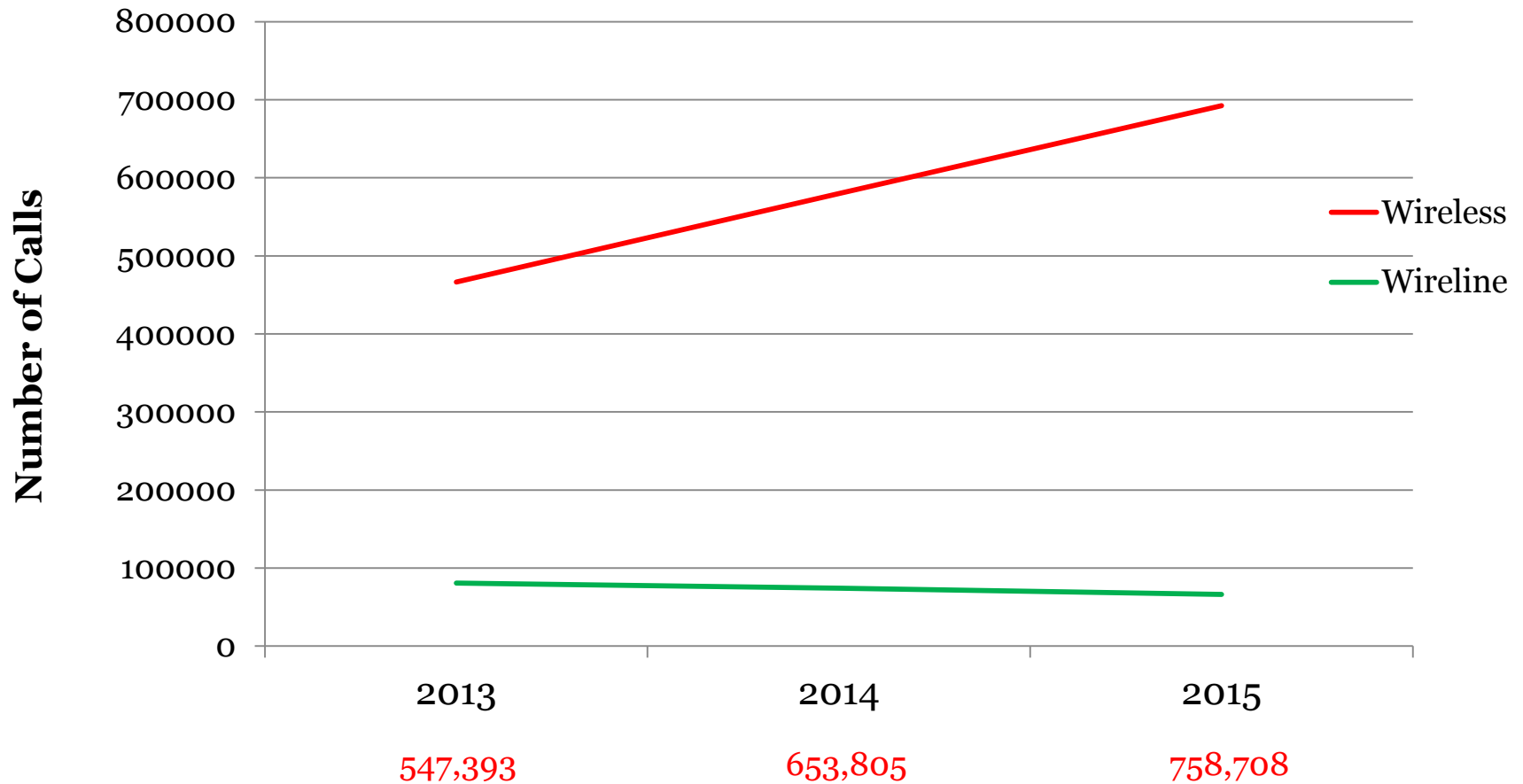

Call Volumes

Source: Aurora & Avaya CMS
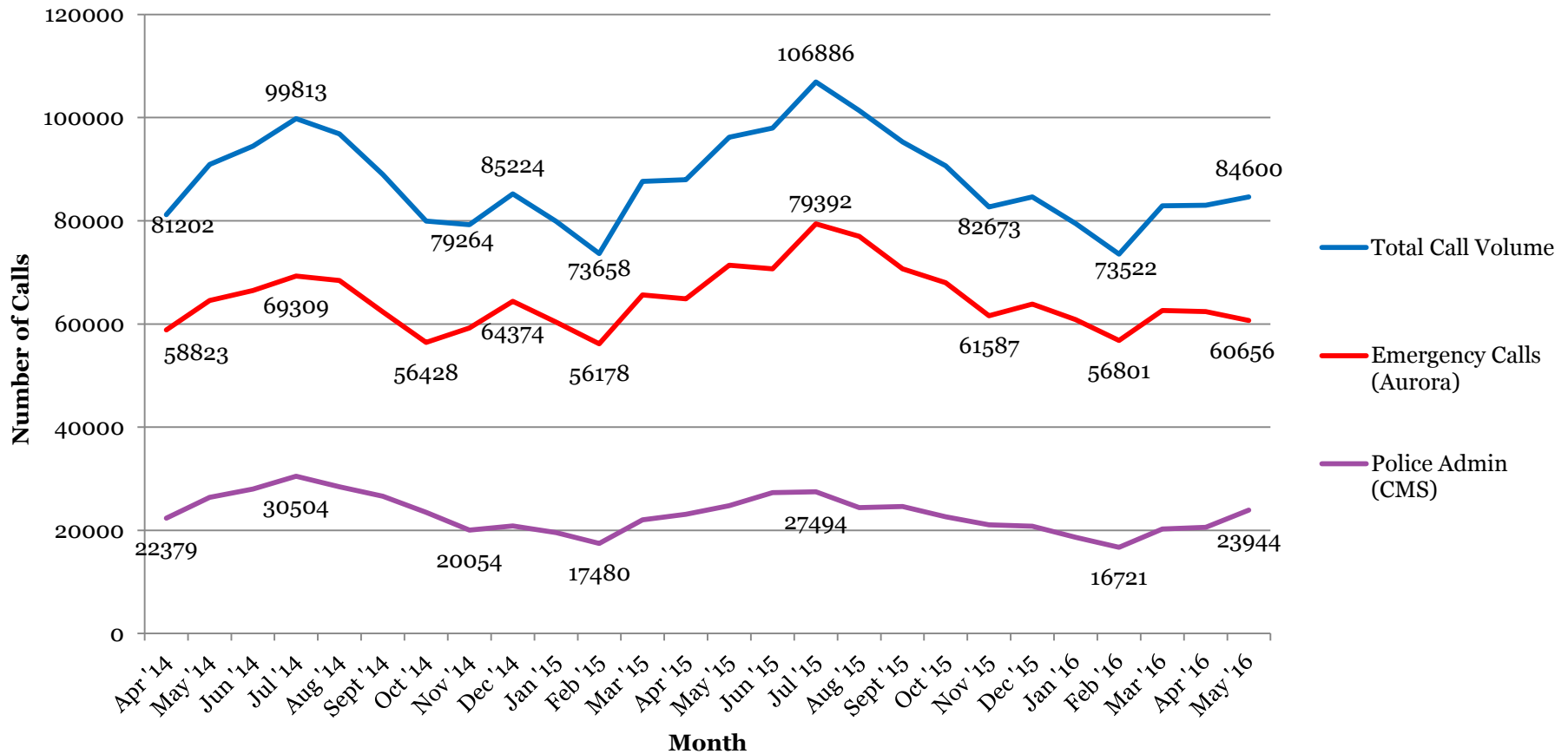
Call Volume

Emergency Call Volume

Source: Aurora

Emergency Communications Staffing

- Looking to fill 31 Emergency Communications Operator positions
- Non-exempt/civil service—significantly affects ability to fill positions quickly
- Continuously working with FPC and DER on alternatives
  - Position reclassifications done
  - Pay range increases to increase retention & assist in recruiting
  - Non-traditional recruiting: part-time, temp services