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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: October 16, 2025

RE: MPD and MFD Response Times

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 January through June 2025 (Q1&2 2025) with July through December 2024 (Q3&4 2024).

MPD RESPONSE TIMES

MPD Priority Categories

This report focuses on Priority 1 and 2 call data from the Hexagon I/CAD system. See Appendix A for definitions of the priority levels.

OMAP issues quarterly reports of response times from call received to presence on scene for all priority levels. OMAP's results for Q3&4 2024 and Q1&2 2025 are as follows:¹

¹ Dispatched Calls for Service reflect distinct dispatched calls for the time period above. Excludes canceled calls, proactive activity, Priority 9 calls, 911 Abuse calls with no police response, and calls that do not contain a first unit arrival time. Police District is based upon Police Reporting Districts. Data is stored in an extract that is refreshed every Sunday at 10:00 AM.

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 DEC (Department of Emergency Communications).

Dispatched Calls for Service	July-Sept 2024		Oct-Dec 2024		January-March 2025		April - June 2025	
	Priority	Total	Median (mins:secs)	Total	Median (mins:secs)	Total	Median (mins:secs)	Total
0	16	5:21	6	4:17	10	6:58	35	8:17
1	10,318	9:31	8,427	8:47	6,704	8:37	9,162	8:49
2	8,554	13:04	7,415	12:18	6,364	11:42	8,023	12:43
3	15,878	21:20	14,206	20:08	13,348	17:58	15,656	21:07
4	6,195	23:45	5,708	19:42	5,096	17:22	5,855	20:50
5	2,512	41:22	2,207	39:51	1,893	34:26	2,268	39:06
6	19,187	37:22	18,153	30:58	16,227	23:49	19,387	31:36
7	5,556	28:25	4,500	24:39	3,966	19:52	4,924	26:37
Total/Overall	68,216	18:43	60,622	17:25	53,608	15:49	65,310	17:52

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

The data analyzed was taken from the Hexagon CAD system and consists of 30,253 Priority One and Two calls made during Q1&2, from January through June 2025.

Of those 30,253 calls, 666 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 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).”

NOTE: According to OMAP, outlier excessive response times are likely the result of such occurrences as the responding officers forgetting to notify their MDC (Mobile Digital Computer) or the dispatcher when they arrive on scene depending on the circumstances they find, dispatcher error in not logging the officers on scene, or a result of inter-district dispatching as officers could be coming from a greater distance and traffic could be difficult.

Call times for Q1&2 2025 are compared to Q3&4 2024 as follows. As can be seen in the table, the variation between Q1&2 2025 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)

	July-December 2024		January-June 2025	
	Mean	Median	Mean	Median
Call to Dispatch	7	2	6.5	2
Dispatch to On Scene	9	7	9	7
Call to On Scene	16	11	15	10

Note that the Q1&2 2025 total results by district below total less than the 30,253 total calls taken. This is because 51 calls were not attributed to a district.

Call to Dispatch Response Times (minutes)

District	July - December 2024			January-June 2025		
	Total Calls	Mean	Median	Total Calls	Mean	Median
1	1,551	5	2	1,337	6	1.5
2	4,440	6	2	3,579	5.5	1.5
3	7,016	6	2	6,112	6	2
4	5,155	8	3	4,849	8	2.5
5	7,379	6	2	6,357	6	2
6	1,843	6	2	1,688	5	1.5
7	6,873	7	2	6,280	7	2
Overall	34,257	6	2	30,202	6.5	2

Dispatch to On Scene Response Times (minutes)

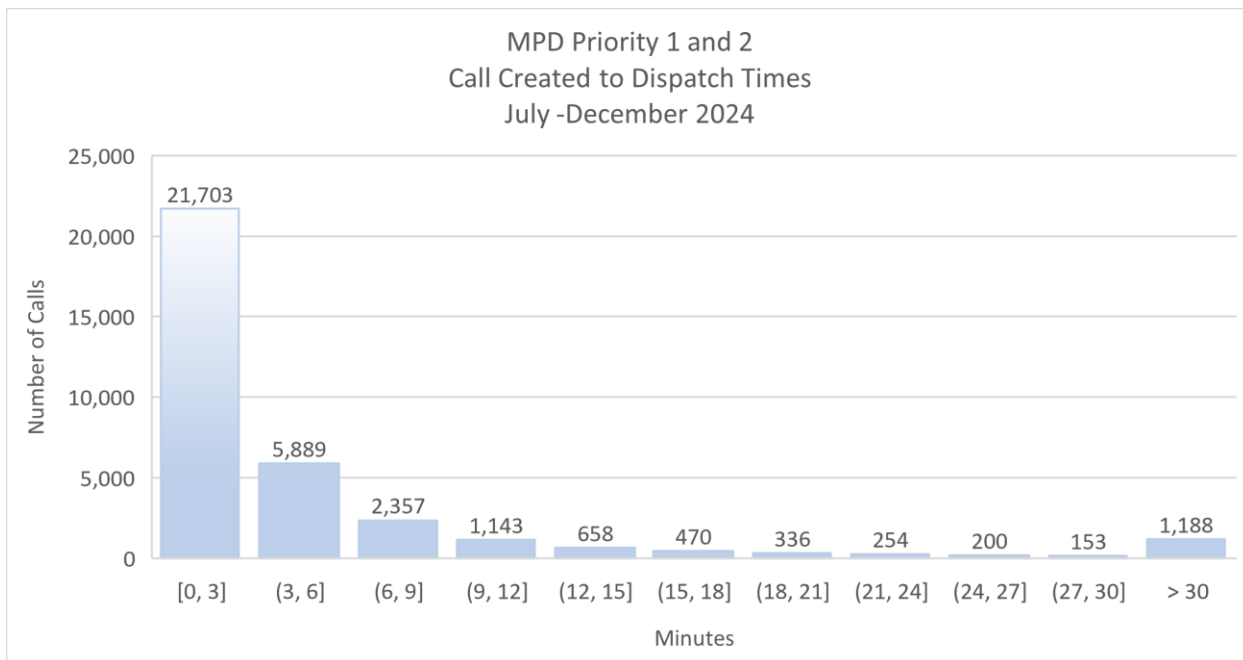
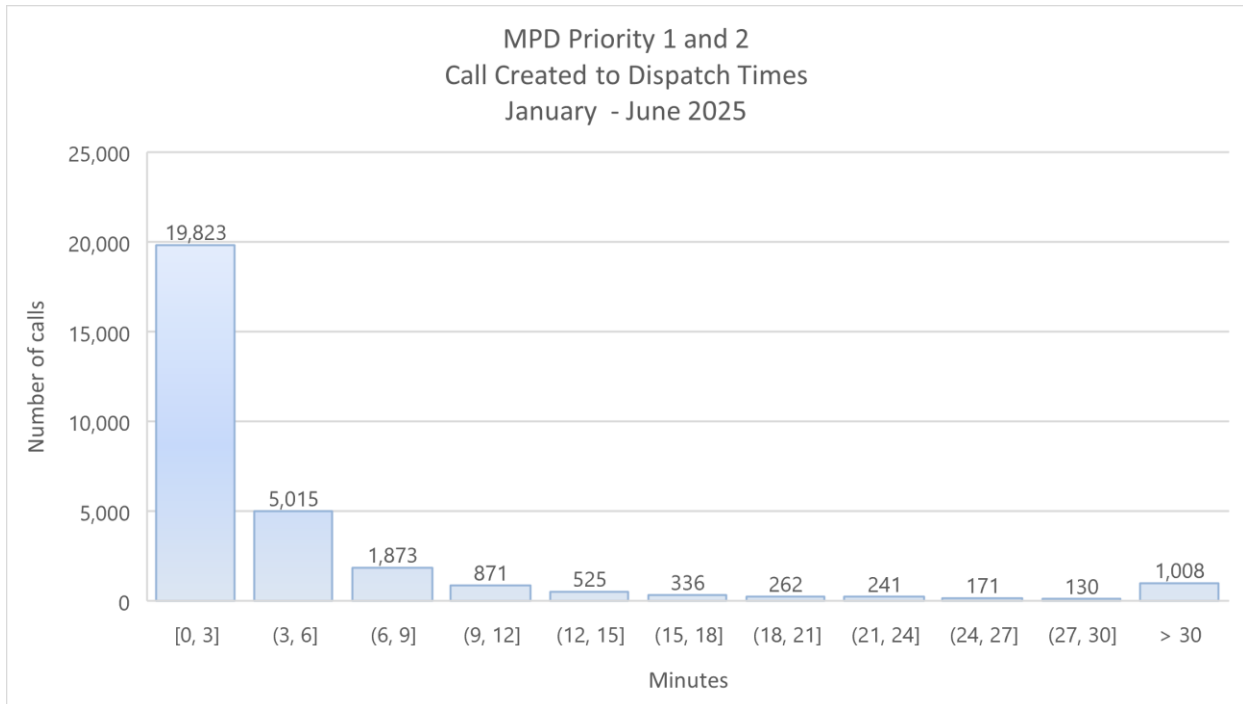
District	July - December 2024			January-June 2025		
	Total Calls	Mean	Median	Total Calls	Mean	Median
1	1,551	7	5	1,337	6.5	5
2	4,440	7	5	3,579	8	6.5
3	7,016	9	8	6,112	8	7
4	5,155	11	10	4,849	11	10
5	7,379	9	7	6,357	8	6.5
6	1,843	9	7	1,688	9	7.5
7	6,873	9	8	6,280	9	7
Overall	34,257	9	7	30,202	9	7

Call to On Scene Response Times (minutes)

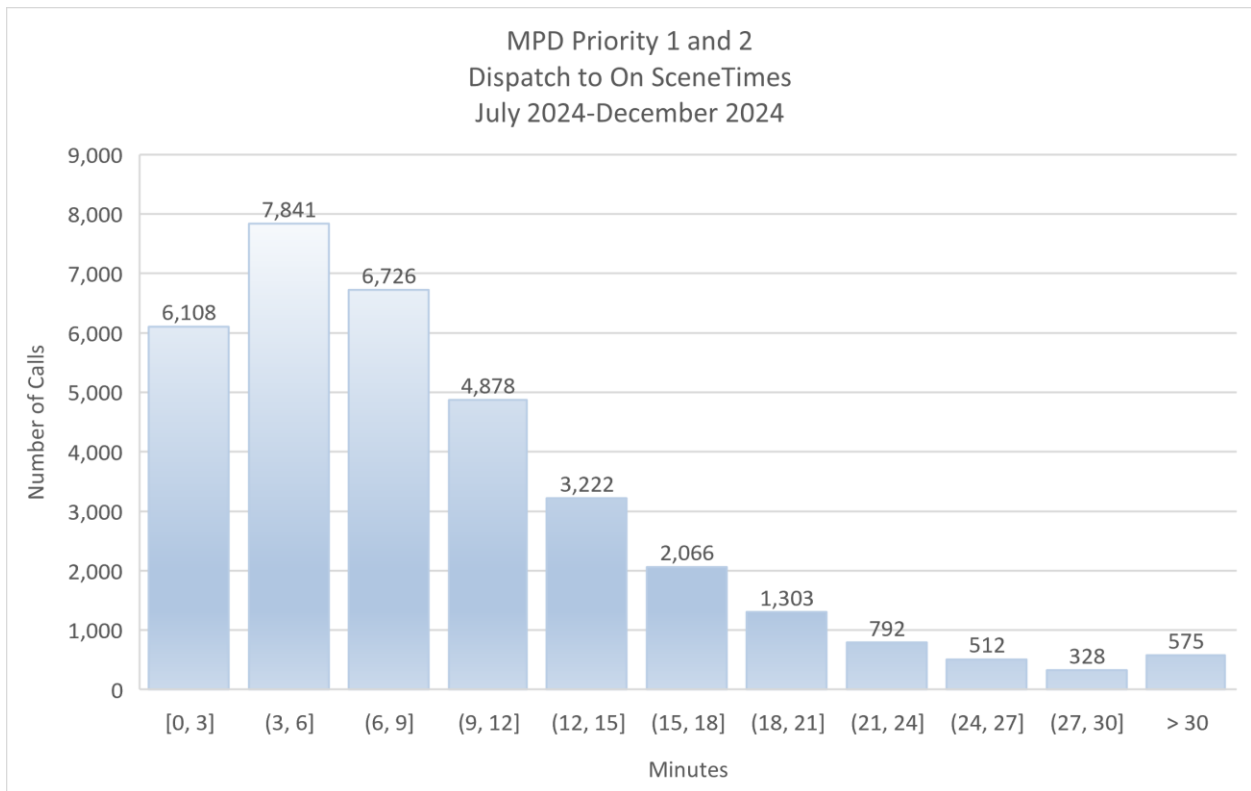
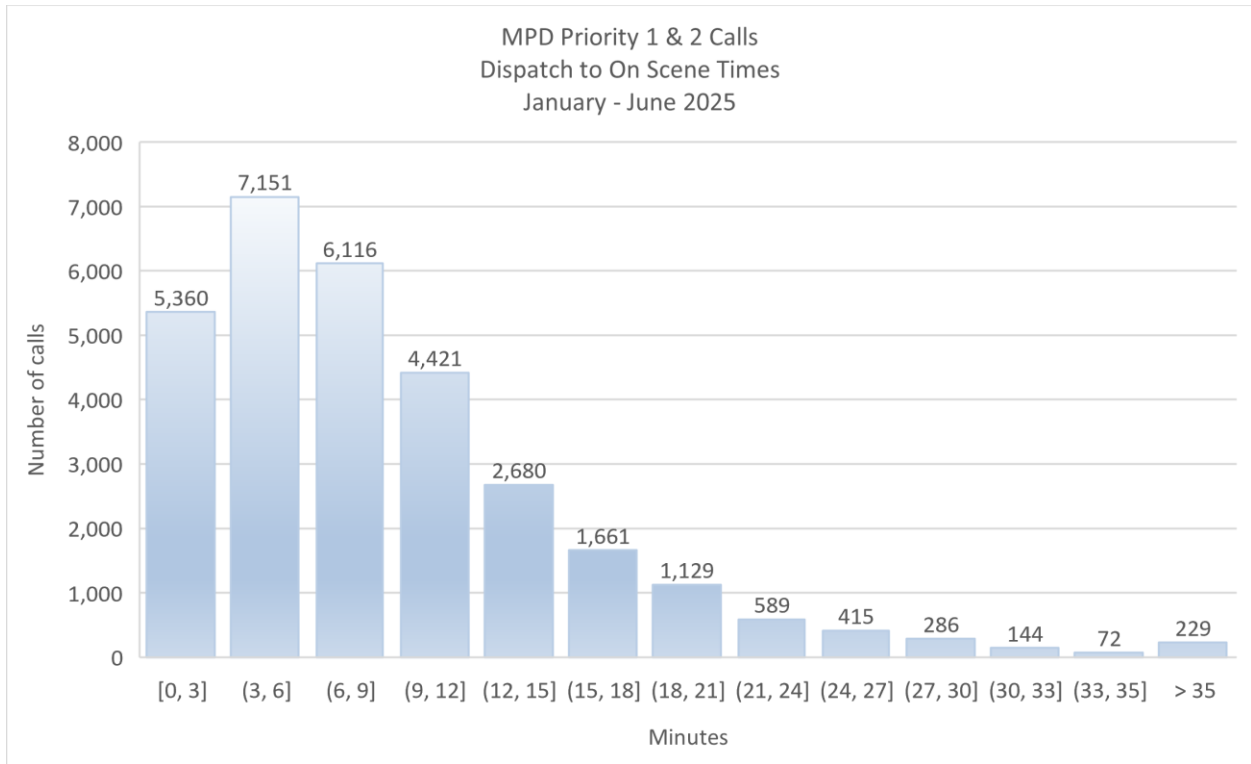
District	July 2024 - December 2024			January-June 2025		
	Total Calls	Mean	Median	Total Calls	Mean	Median
1	1,551	11	8	1,337	12	7.5
2	4,440	11	8	3,579	13.5	9
3	7,016	13	10	6,112	14.5	10
4	5,155	17	14	4,849	19.5	14
5	7,379	13	10	6,357	14	9
6	1,843	13	10	1,688	14	10
7	6,873	14	11	6,280	16	11
Overall	34,257	13	11	30,202	15	10

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 2025 are shown for comparison. As can be seen, the distribution of response times changed very little between the two periods of time studied.

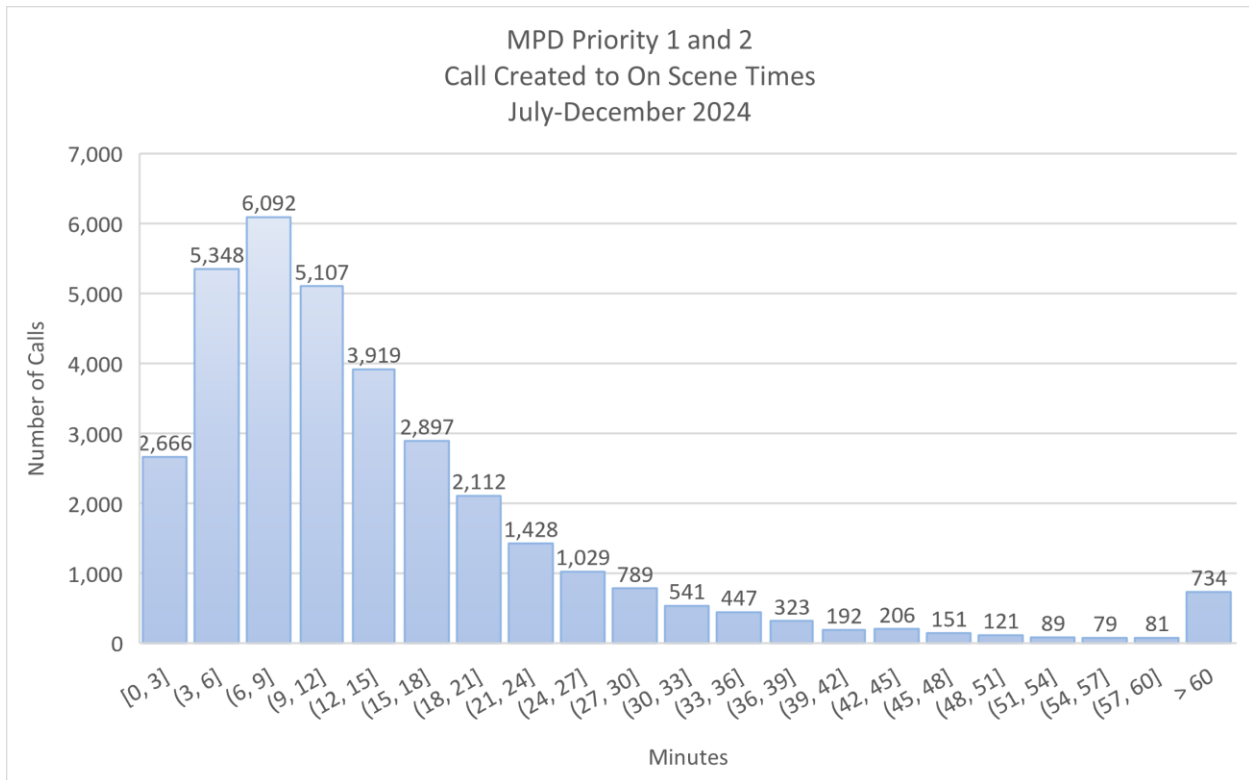
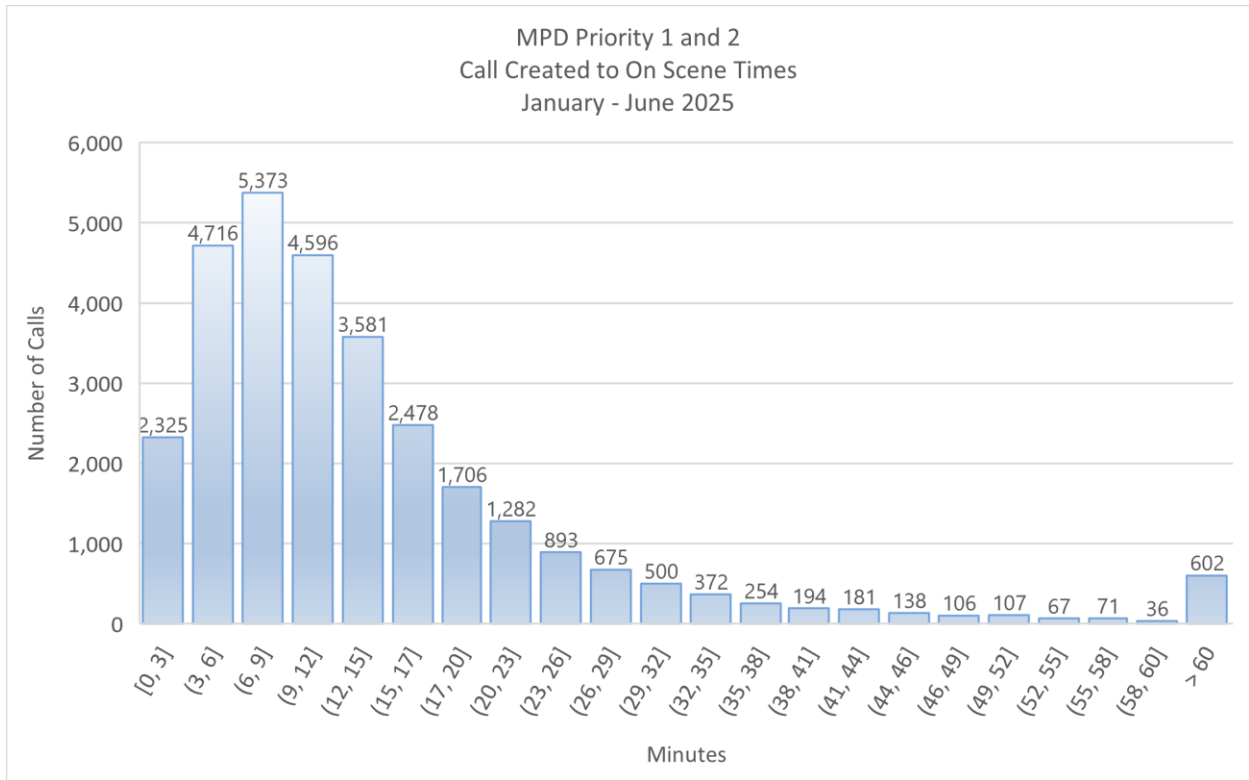
Call Created to Dispatch Times



Dispatch to On-scene Times



Call Created to On-Scene Times



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). Negative values have been removed (data entry errors or still alarms) as well as 0 values (e.g., someone comes into a station with a medical complaint) and calls totaling more than 24 hours.

Total calls for service for the two periods studied are:

	July - December 2024	January – June 2025
EMS	49,496	48,622
Building Fires	829	269
All Fires	1,961	1,371

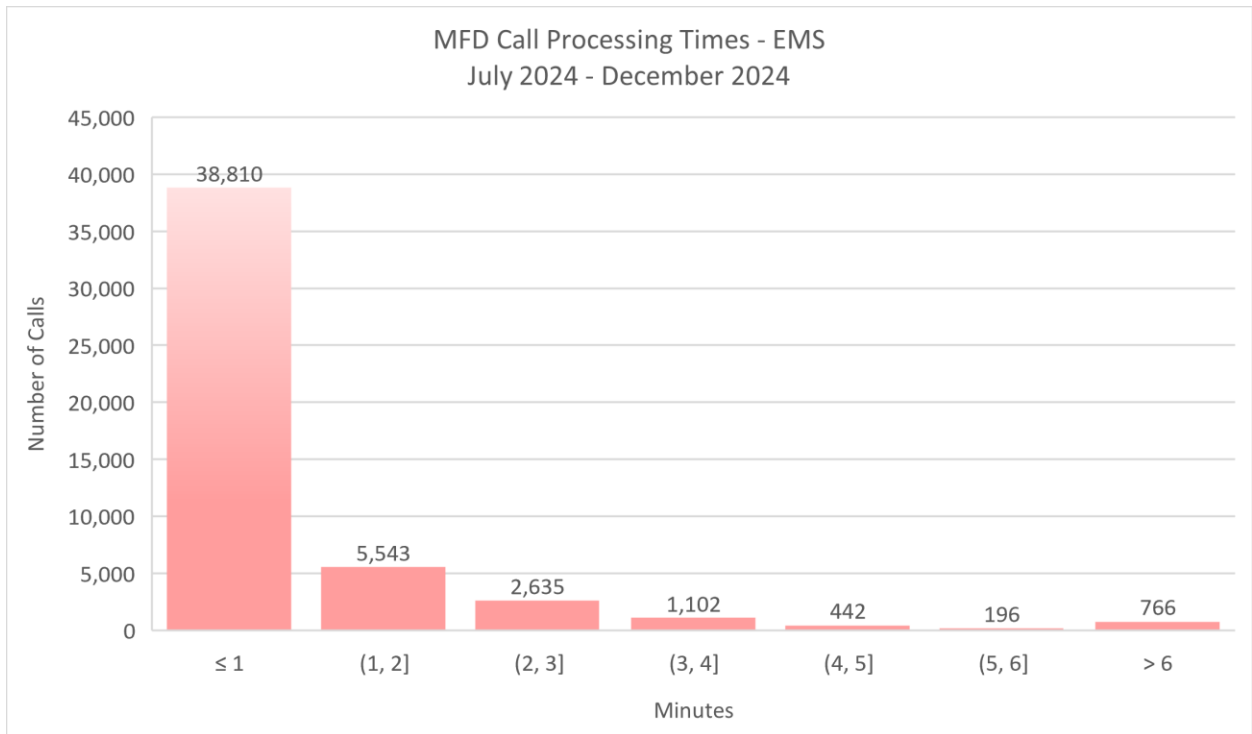
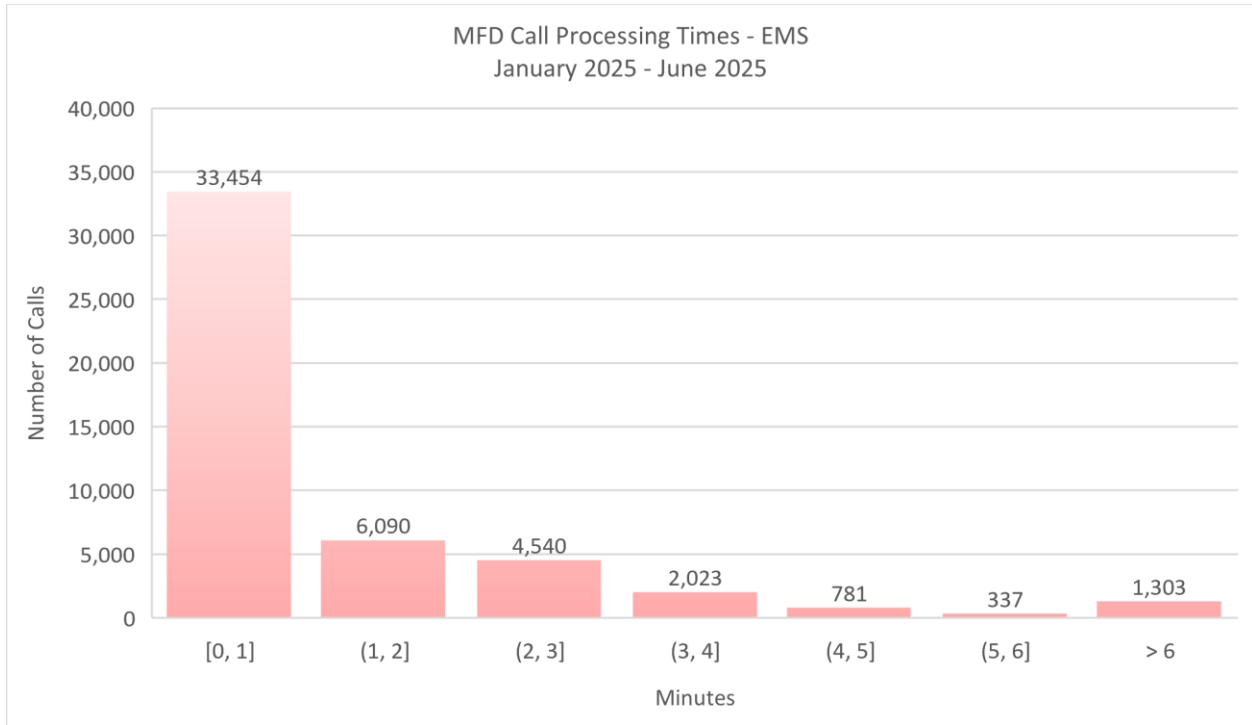
MFD EMS CALL PROCESSING AND TRAVEL TO ON SCENE TIMES

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 median times for both call processing and travel time increased by 0.1 minute (6 seconds) from Q3&4 2024 to Q1&2 2025.

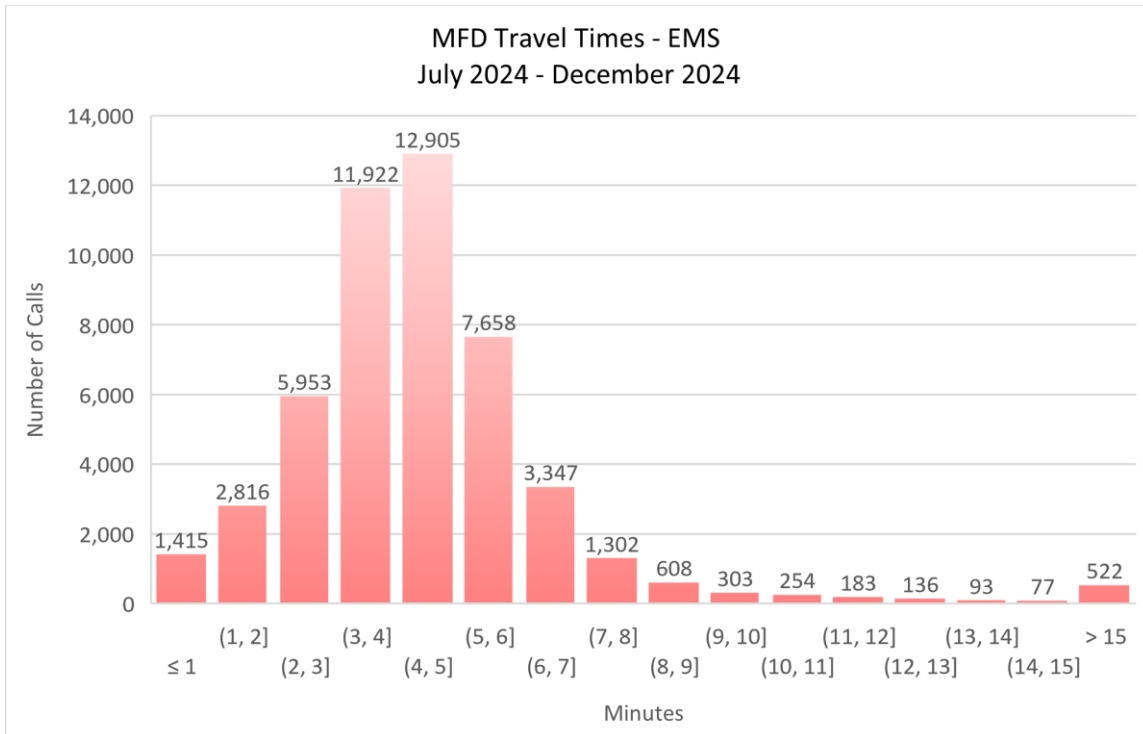
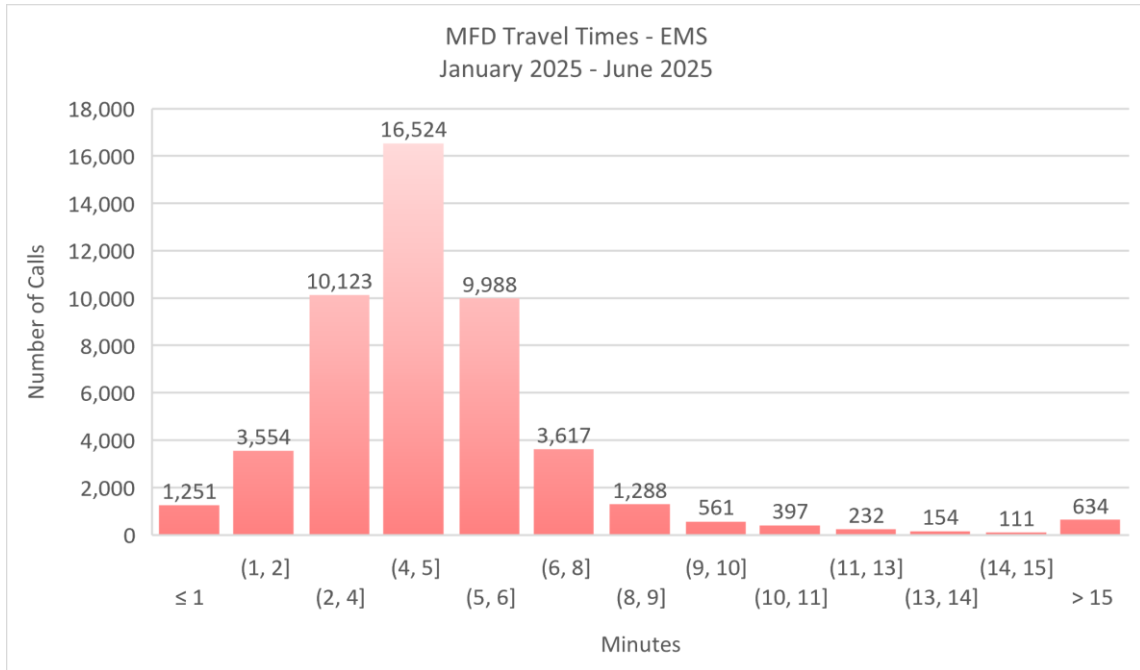
EMS Response Times (Minutes)				
	July - December 2024		January - June 2025	
	Mean	Median	Mean	Median
Call Processing	1.1	0.4	1.6	0.5
Travel Time	4.5	4.2	4.9	4.3

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

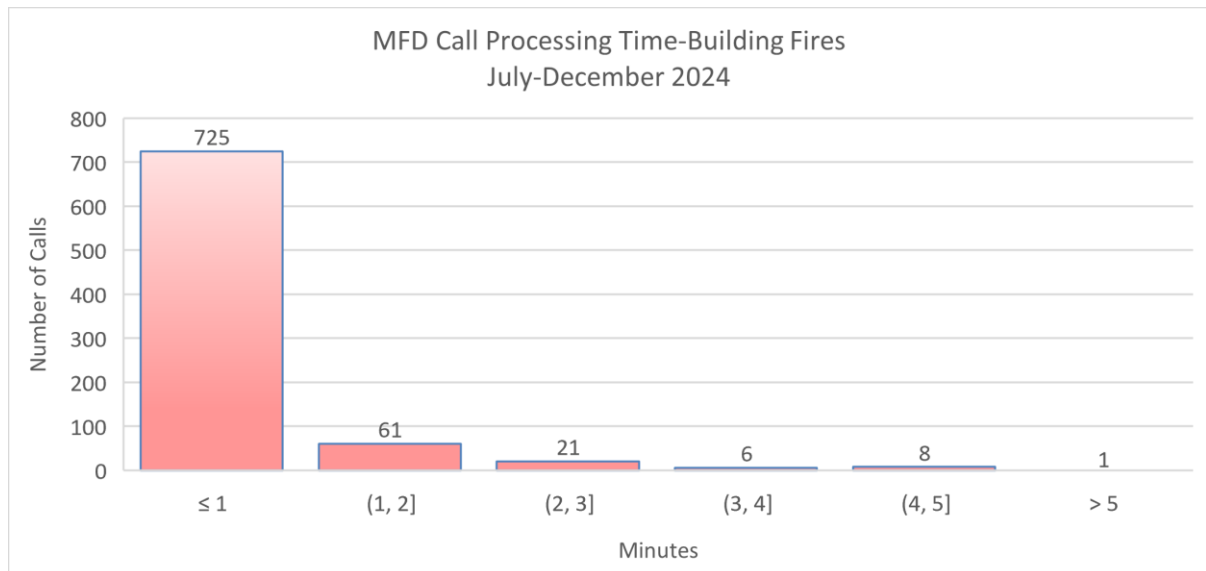
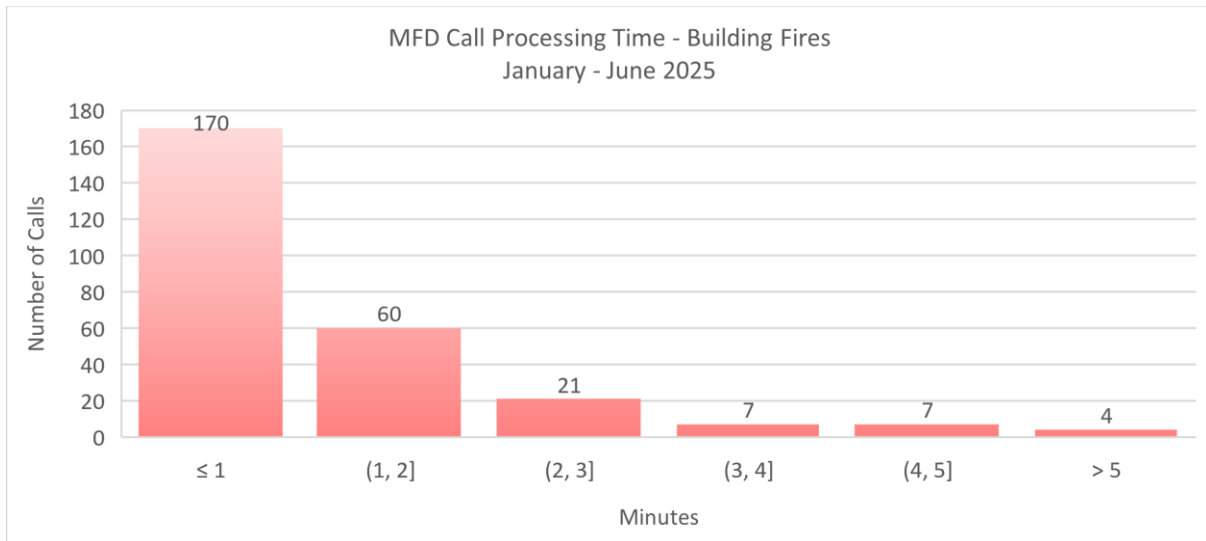


MFD BUILDING FIRES RESPONSE TIMES (1ST Vehicle on Scene)

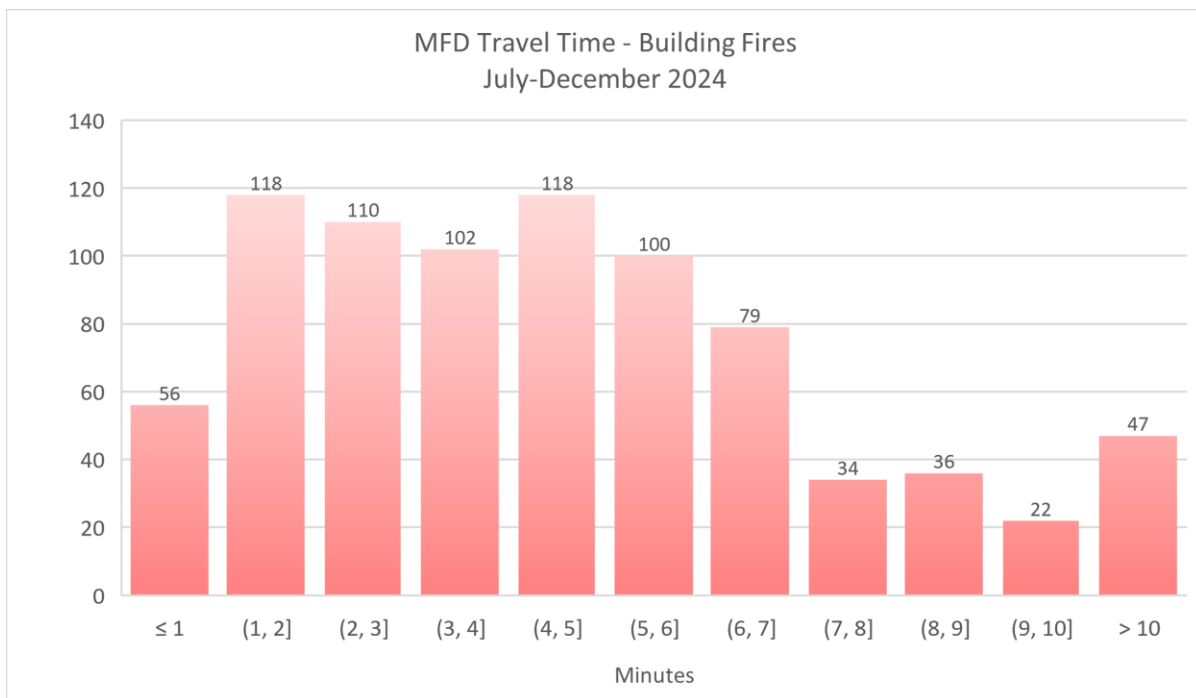
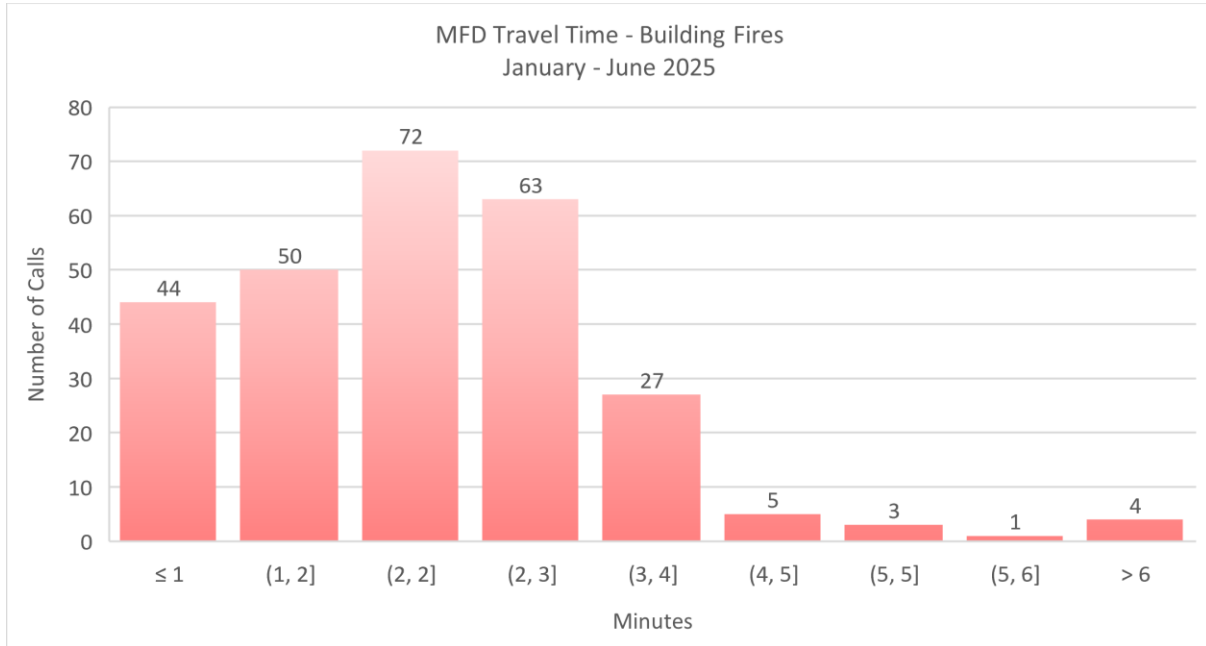
	Building Fires Response Times (Minutes)			
	July-December 2024		January – June 2025	
	Mean	Median	Mean	Median
Call Processing	0.7	0.4	1.0	0.6
Travel Time	2.1	2.0	2.2	2.3

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

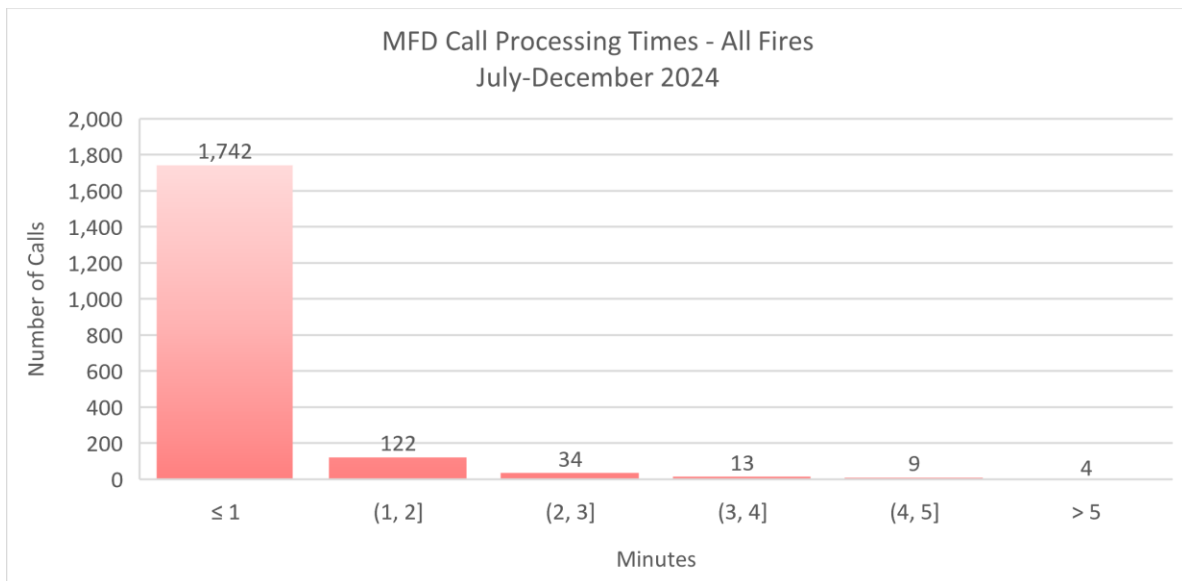
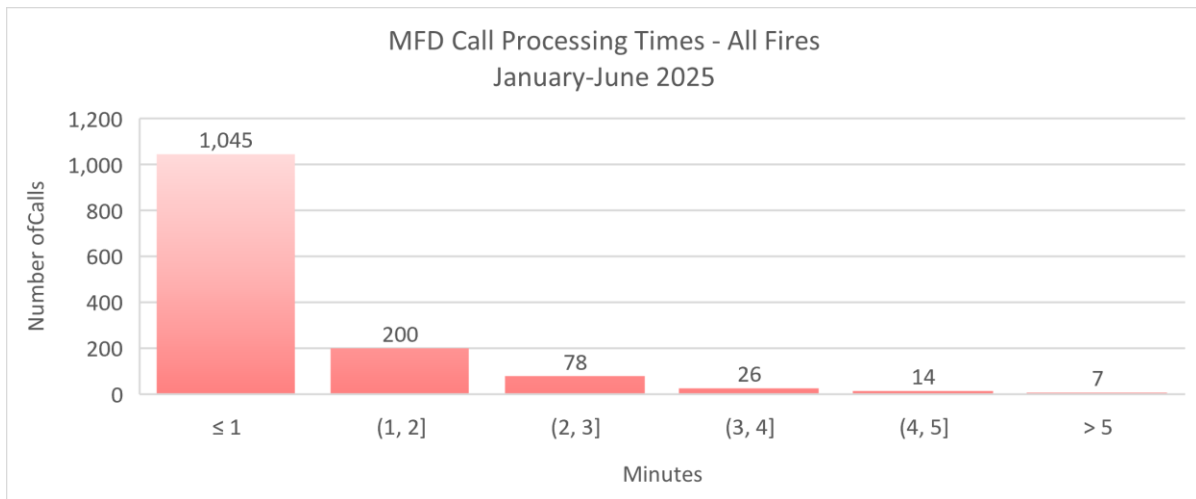


RESPONSE TIMES ALL MFD FIRES (1st Vehicle on Scene)

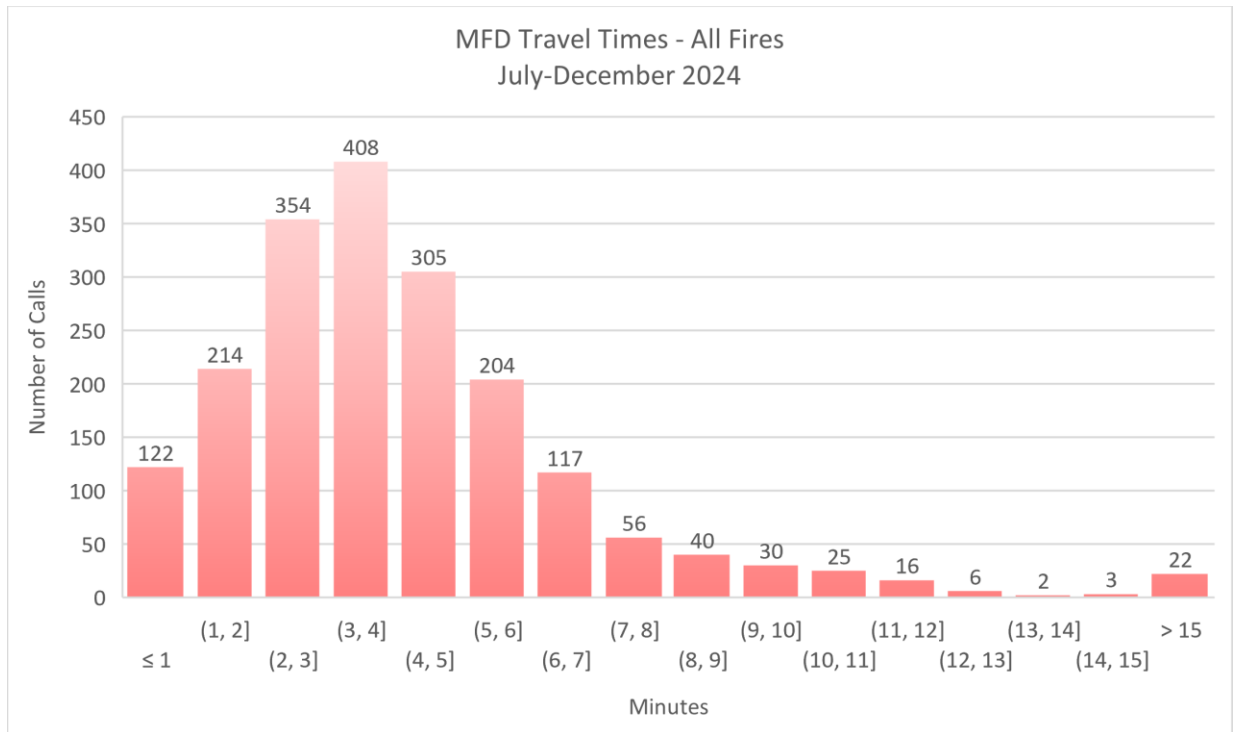
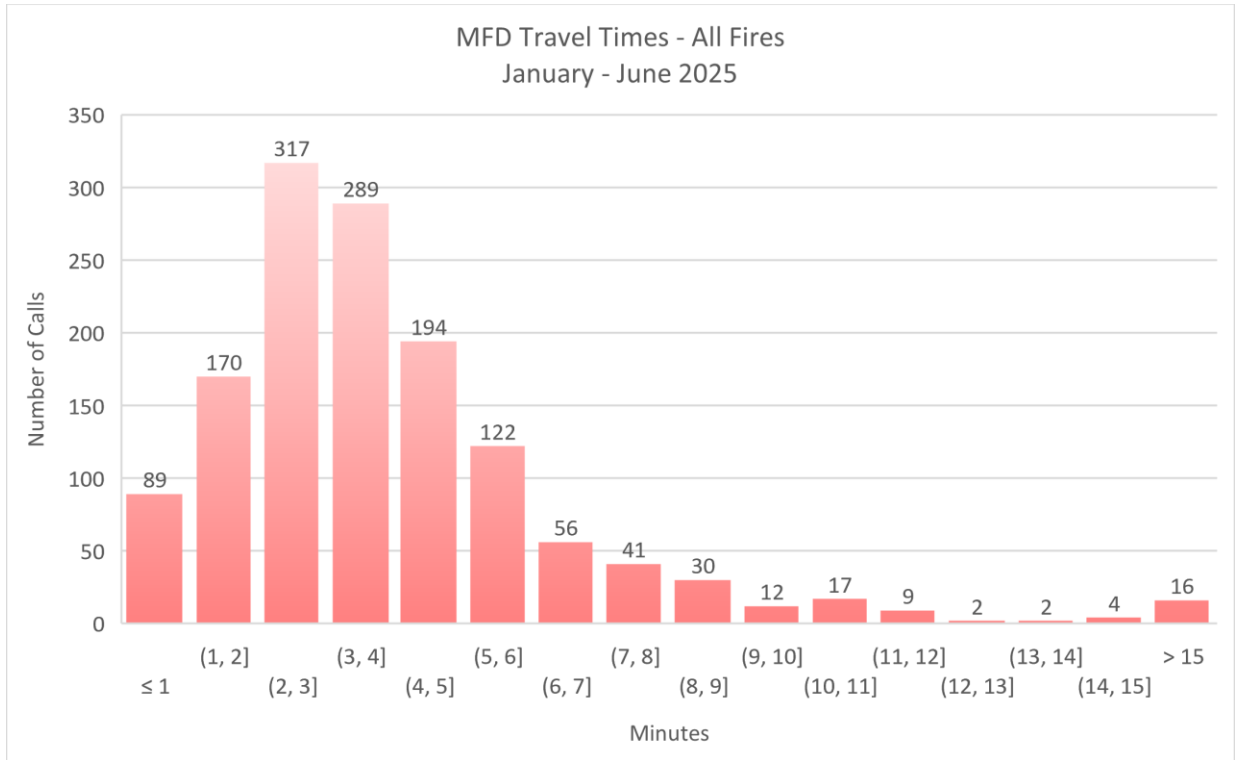
	Response Times - All Fires (Minutes)			
	July-December 2024		January – February 2025	
	Mean	Median	Mean	Median
Call Processing	0.4	0.2	.7	0.3
Travel Time	5.2	3.7	7.3	3.4

The distribution of response times for all fire calls, including 2nd and 3rd 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 – 1st Vehicle on Scene



APPENDIX A
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.