



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: May 16, 2025

RE: MPD/MFD Call Wait Times Report, Q1 2025

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 the Department of Emergency Communications (DEC), with analysis by the FPC Research and Policy Analyst.

Call Answer Standard

In conjunction with the implementation of the Solacom 911 system, the Public Safety Enhancement Program (PSEP) Executive Steering Committee established two primary performance metrics that are National Emergency Number Association (NENA) standards:

1. 90% of all 911 calls arriving at the Emergency Communications Center SHALL be answered within (\leq) 15 seconds.
2. 95% of all 911 calls arriving at the Emergency Communications Center SHOULD be answered within (\leq) 20 seconds.

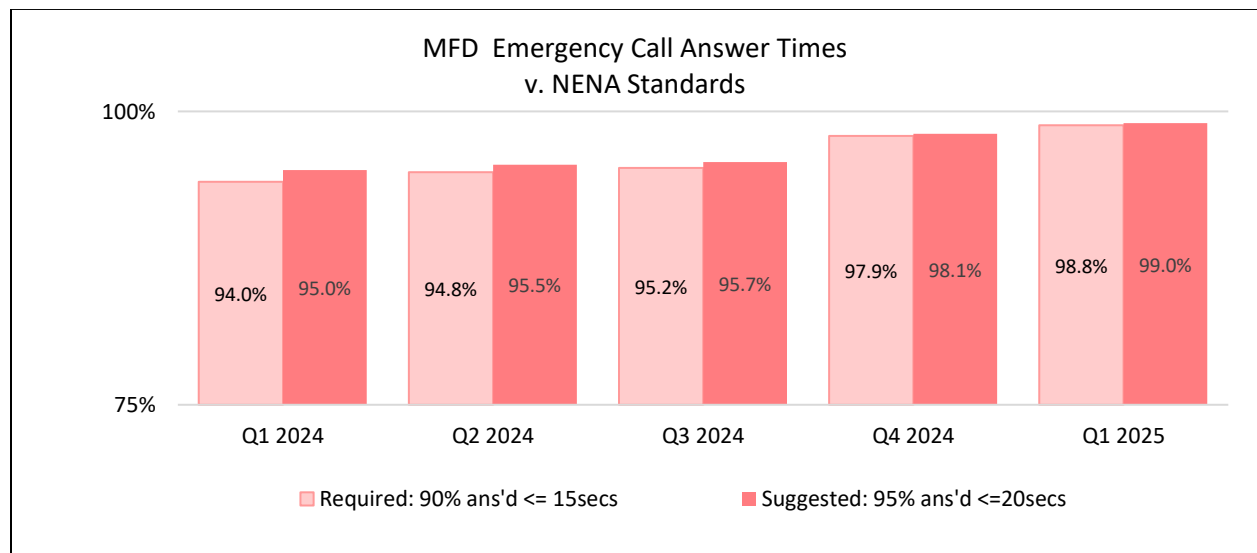
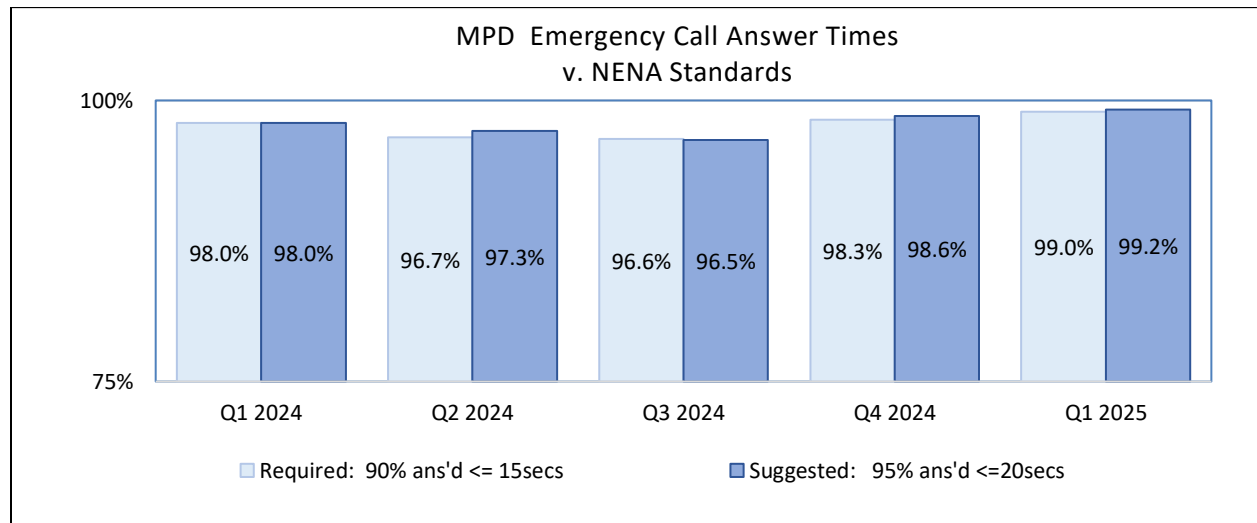
The Solacom 911 system monthly reports use the NENA standard as the foundation and then 15 second increments.

Analysis by FPC Staff

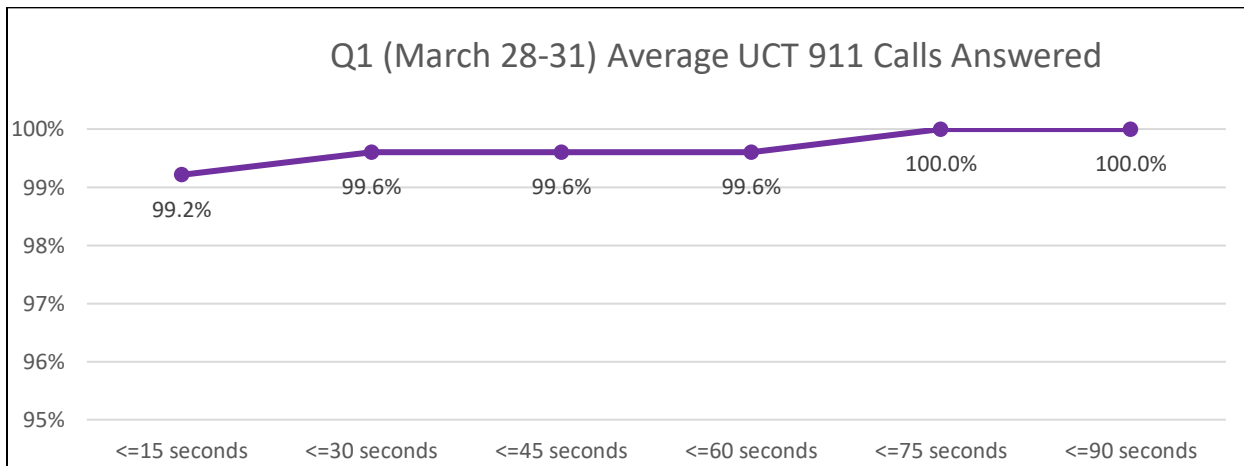
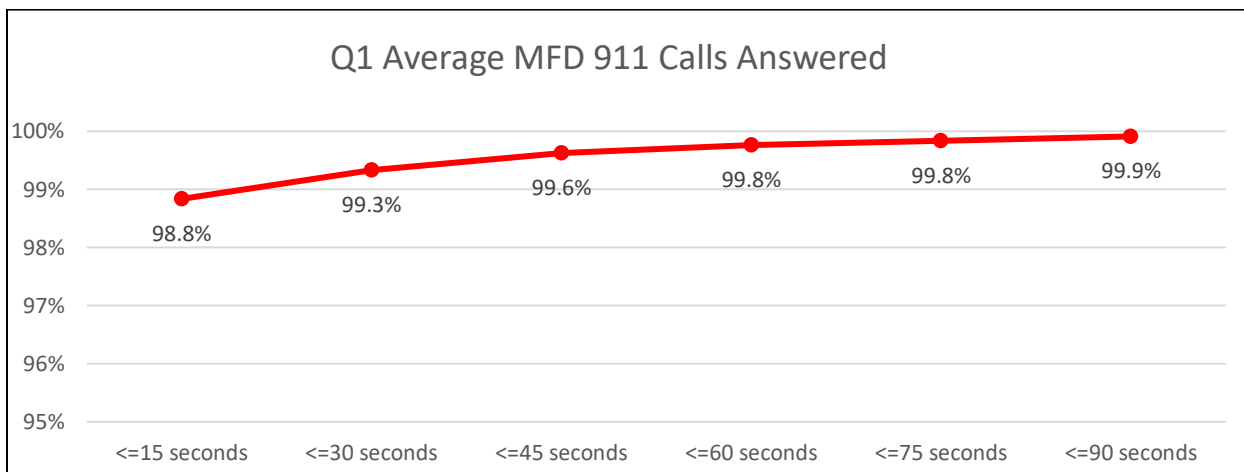
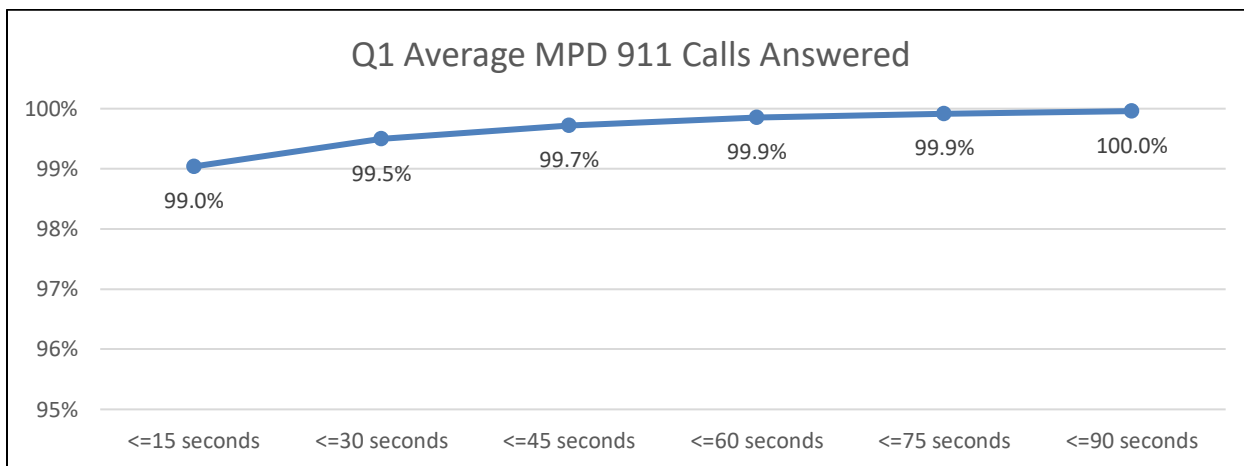
During Q1 2025, both the Milwaukee Police Department (MPD) and the Milwaukee Fire Department (MFD) continued to exceed both NENA standards. MPD exceeded the 15-second

standard by 9.0% and MFD by 8.8%. MPD exceeded the 20-second standard by 4.2% and MFD by 4.0%. This continues to be a significant improvement for both departments over Q3 2022, when percentages of the NENA 15-second standard were 74% and 77%, respectively.

Beginning on March 28, 2025, universal call takers (UCTs) began taking both MFD and MPD calls. Their results are included below for the last three days of March, although there is no prior quarterly data for comparison and the number of calls taken is relatively low. The DEC's goal is to increase the number of trained UCTs until all call takers eventually will provide that service and call answer time data will be shown as the total of all MPD and MFD calls combined. All telecommunicators, dispatchers, and UCTs are now referred to as emergency communications officers (ECOs).



Overall in Q1 2025, on average (mean), 100% of MPD, 99.9% of MFD, and 100% of UCT 9-11 calls were answered within 90 seconds.



The average (mean) of outlier calls per month – those answered in more than 180 seconds (3 minutes) – decreased from Q4 2024 for both MPD and MFD emergency and non-emergency calls. This decrease on the police side was likely due to both a decrease over Q4 in total call volume of nearly 4,000 calls for MPD, as well as an increase in call center staffing.

By comparison, in Q4 2024, 0.02% of MPD 911 emergency calls (6.3/month) were outlier calls, and 0.02% of MFD 911 emergency calls (3/month) were outlier calls. Also in Q4, 2.2% of MPD non-emergency calls (385/month) were outlier calls, and 0.36% of MFD non-emergency calls (6/month) were outlier calls.

	MPD		MFD		UCT (March 28-31)	
	911	Admin	911	Admin	911	Admin
Average calls/mo.	34,618	15,108	16,572	1,664	254	4
Outlier calls/mo.	.67	149	1.7	7	0	0
Outliers as percentage	0.002%	1%	0.01%	0.42%	0%	0%

Performance by Shift

MPD and MFD 911 calls in Q1 exceeded NENA 15-second goals of 90% for every shift:

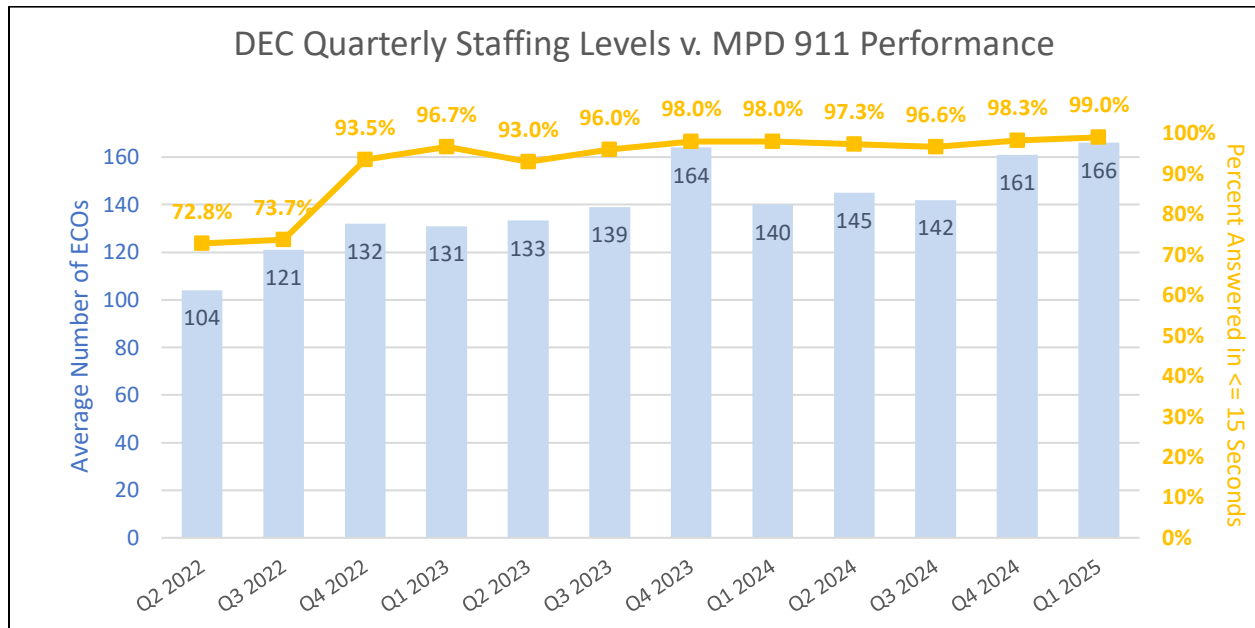
MPD	Day	Early	Night
Q4	98.9%	99.6%	98.0%
MFD	Day	Early	Night
Q4	98.3%	99.0%	99.1%

Increasing Staffing Levels

The effort to increase the number of telecommunicators, dispatchers and UCTs (now known collectively as emergency communications officers, or ECOs) 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 Q1 2025. The number of ECOs averaged 166 in Q1 2025, with a 99.0% rate of answering MPD 911 calls within 15 seconds, the highest quarterly average recorded to date.

In June 2024, the Fire and Police Commission (FPC) commenced a 911 telecommunicator recruitment to fill vacancies. Thirty-eight (38) new telecommunicators from this recruitment were hired on November 11, 2024. On February 21, 2025, the FPC commenced a new 911 telecommunicator recruitment to fill 11 remaining openings. The application period for this recruitment closed on March 21, 2025, and the testing process is currently ongoing.



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, reaching 99% for MPD and 98.9% for MFD in Q1 2025.

Q1 2025 DATA

9-1-1/10-Digit Emergency Calls

MPD Q1 2025

Incoming MPD 9-1-1 Calls	January	February	March
All Received	35,988	31,909	34,131
Answered	35,562	31,704	33,148
Abandoned	426	205	983
Call Backs	366	165	851
MPD Answered 9-1-1 Calls	January	February	March
Average 9-1-1 Call Wait Time	0:00:01	0:00:00	0:00:00
Percent Answered Within 15 sec	98.2%	99.6%	99.3%

MFD Q1 2025

Incoming MFD 9-1-1 Calls	January	February	March
All Received	20,190	18,555	9,180
Answered	20,161	18,491	9,176
Abandoned	37	64	4
Call Backs	2	3	1
MFD Answered 9-1-1 Calls	January	February	March
Average 9-1-1 Call Wait Time	0:00:01	0:00:00	0:00:01
Percent Answered Within 15 sec	98.4%	99.0%	99.1%

UCT March 28-31 2025

Incoming UCT 9-1-1 Calls	March 28-31
All Received	254
Answered	254
Abandoned	0
Call Backs	0
UCT Answered 9-1-1 Calls	March 28-31
Average 9-1-1 Call Wait Time	0:00:00
Percent Answered Within 15 sec	99.2%

9-1-1/10 Digit Call Answer Time

MPD Q1 2025

MPD Emergency	January			February			March		
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	34,937	98.2%	98.2%	31,578	99.6%	99.6%	36,323	99.3%	99.3%
16 - 30 Seconds	248	0.7%	98.9%	71	0.2%	99.8%	162	0.4%	99.7%
31 - 45 Seconds	151	0.4%	99.4%	26	0.1%	99.9%	60	0.2%	99.9%
46 - 60 Seconds	107	0.3%	99.7%	13	0.0%	99.9%	21	0.1%	99.9%
61 - 75 Seconds	56	0.2%	99.8%	4	0.0%	100.0%	13	0.0%	100.0%
76 - 90 Seconds	36	0.1%	99.9%	2	0.0%	100.0%	5	0.0%	100.0%
91 - 105 Seconds	12	0.0%	100.0%	7	0.0%	100.0%	3	0.0%	100.0%
106 - 120 Seconds	5	0.0%	100.0%	1	0.0%	100.0%	0	0.0%	100.0%
121 - 150 Seconds	8	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
151 - 180 Seconds	2	0.0%	100.0%	2	0.0%	100.0%	0	0.0%	100.0%
181 - 210 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
211 - 240 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	1	0.0%	100.0%
241 - 270 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
271 - 300 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	1	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	35,562	100.0%		31,704	100.0%		36,589	100.0%	

MFD Q1 2025

MFD Emergency	January			February			March		
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	19,844	98.4%	98.4%	18,301	99.0%	99.0%	10,965	99.1%	99.1%
16 - 30 Seconds	130	0.6%	99.1%	79	0.4%	99.4%	45	0.4%	99.5%
31 - 45 Seconds	77	0.4%	99.5%	51	0.3%	99.7%	26	0.2%	99.7%
46 - 60 Seconds	45	0.2%	99.7%	24	0.1%	99.8%	7	0.1%	99.8%
61 - 75 Seconds	27	0.1%	99.8%	10	0.1%	99.9%	3	0.0%	99.8%
76 - 90 Seconds	22	0.1%	99.9%	12	0.1%	99.9%	5	0.0%	99.9%
91 - 105 Seconds	5	0.0%	99.9%	5	0.0%	100.0%	2	0.0%	99.9%
106 - 120 Seconds	5	0.0%	100.0%	0	0.0%	100.0%	3	0.0%	99.9%
121 - 150 Seconds	5	0.0%	100.0%	5	0.0%	100.0%	3	0.0%	100.0%
151 - 180 Seconds	1	0.0%	100.0%	2	0.0%	100.0%	1	0.0%	100.0%
181 - 210 Seconds	0	0.0%	100.0%	1	0.0%	100.0%	2	0.0%	100.0%
211 - 240 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
241 - 270 Seconds	0	0.0%	100.0%	0	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%	2	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	20,161	100.0%		18,490	100.0%		11,064	100.0%	

UCT March 28-31 2025

UCT Emergency	March 28-31		
TIME INCREMENT	UCT CALLS ANSWERED	Individual % of Calls	Cumulative % of Calls
0 - 15 Seconds	252	99.2%	99.2%
16 - 30 Seconds	1	0.4%	99.6%
31 - 45 Seconds	0	0.0%	99.6%
46 - 60 Seconds	0	0.0%	99.6%
61 - 75 Seconds	1	0.4%	100.0%
76 - 90 Seconds	0	0.0%	100.0%
91 - 105 Seconds	0	0.0%	100.0%
106 - 120 Seconds	0	0.0%	100.0%
121 - 150 Seconds	0	0.0%	100.0%
151 - 180 Seconds	0	0.0%	100.0%
181 - 210 Seconds	0	0.0%	100.0%
211 - 240 Seconds	0	0.0%	100.0%
241 - 270 Seconds	0	0.0%	100.0%
271 - 300 Seconds	0	0.0%	100.0%
301 - 330 Seconds	0	0.0%	100.0%
331 - 360 Seconds	0	0.0%	100.0%
361 - 390 Seconds	0	0.0%	100.0%
391 - 420 Seconds	0	0.0%	100.0%
421 - 450 Seconds	0	0.0%	100.0%
451 - 480 Seconds	0	0.0%	100.0%
481 - 510 Seconds	0	0.0%	100.0%
511 - 540 Seconds	0	0.0%	100.0%
541 - 570 Seconds	0	0.0%	100.0%
571 - 600 Seconds	0	0.0%	100.0%
601 - 1200 Seconds	0	0.0%	100.0%
1201 - 1800 Seconds	0	0.0%	100.0%
> 1800 Seconds	0	0.0%	100.0%
Total Answered Calls	254	100.0%	

Non-Emergency/Administrative Calls

MPD Q1 2025

Incoming MPD Non-Emergency Calls	January	February	March
Answered	15,404	13,756	15,667
MPD Answered Non-Emergency Calls	January	February	March
Average Non-Emergency Call Wait Time	0:00:14	0:00:04	0:00:09

MFD Q1 2025

Incoming MFD Non-Emergency Calls	January	February	March
Answered	1,750	1,632	1,611
MFD Answered Non-Emergency Calls	January	February	March
Average Non-Emergency Call Wait Time	0:00:04	0:00:04	0:00:05

UCT March 28-31 2025

Incoming UCT Non-Emergency Calls	March 28-31
Answered	4
UCT Answered Non-Emergency Calls	March 28-31
Average Non-Emergency Call Wait Time	0:00:00

Non-Emergency/Administrative Call Answer Time

MPD Q1 2025

MPD Admin	January			February			March		
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	13,555	88.0%	88.0%	13,111	95.3%	95.3%	15,251	94.4%	94.4%
16 - 30 Seconds	280	1.8%	89.8%	135	1.0%	96.3%	178	1.1%	95.5%
31 - 45 Seconds	222	1.4%	91.3%	109	0.8%	97.1%	147	0.9%	96.4%
46 - 60 Seconds	181	1.2%	92.4%	80	0.6%	97.7%	118	0.7%	97.1%
61 - 75 Seconds	174	1.1%	93.6%	73	0.5%	98.2%	101	0.6%	97.7%
76 - 90 Seconds	151	1.0%	94.5%	59	0.4%	98.6%	70	0.4%	98.2%
91 - 105 Seconds	118	0.8%	95.3%	35	0.3%	98.9%	56	0.3%	98.5%
106 - 120 Seconds	114	0.7%	96.0%	26	0.2%	99.1%	52	0.3%	98.8%
121 - 150 Seconds	169	1.1%	97.1%	53	0.4%	99.5%	81	0.5%	99.3%
151 - 180 Seconds	108	0.7%	97.8%	29	0.2%	99.7%	40	0.2%	99.6%
181 - 210 Seconds	90	0.6%	98.4%	17	0.1%	99.8%	28	0.2%	99.7%
211 - 240 Seconds	70	0.5%	98.9%	12	0.1%	99.9%	16	0.1%	99.8%
241 - 270 Seconds	44	0.3%	99.2%	6	0.0%	99.9%	8	0.0%	99.9%
271 - 300 Seconds	28	0.2%	99.4%	2	0.0%	99.9%	8	0.0%	99.9%
301 - 330 Seconds	22	0.1%	99.5%	1	0.0%	99.9%	3	0.0%	100.0%
331 - 360 Seconds	20	0.1%	99.6%	1	0.0%	99.9%	1	0.0%	100.0%
361 - 390 Seconds	13	0.1%	99.7%	3	0.0%	100.0%	2	0.0%	100.0%
391 - 420 Seconds	9	0.1%	99.8%	0	0.0%	100.0%	1	0.0%	100.0%
421 - 450 Seconds	8	0.1%	99.8%	1	0.0%	100.0%	0	0.0%	100.0%
451 - 480 Seconds	2	0.0%	99.8%	0	0.0%	100.0%	0	0.0%	100.0%
481 - 510 Seconds	6	0.0%	99.9%	1	0.0%	100.0%	0	0.0%	100.0%
511 - 540 Seconds	4	0.0%	99.9%	1	0.0%	100.0%	0	0.0%	100.0%
541 - 570 Seconds	3	0.0%	99.9%	0	0.0%	100.0%	0	0.0%	100.0%
571 - 600 Seconds	1	0.0%	99.9%	1	0.0%	100.0%	1	0.0%	100.0%
601 - 1200 Seconds	12	0.1%	100.0%	0	0.0%	100.0%	1	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	15,404	100.0%		13,756	100.0%		16,163	100.0%	

MFD Q1 2025

MFD Admin	January			February			March		
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	1,658	94.7%	94.7%	1,552	95.1%	95.1%	1,545	95.9%	95.9%
16 - 30 Seconds	23	1.3%	96.1%	21	1.3%	96.4%	17	1.1%	97.0%
31 - 45 Seconds	13	0.7%	96.8%	10	0.6%	97.0%	15	0.9%	97.9%
46 - 60 Seconds	13	0.7%	97.5%	9	0.6%	97.5%	9	0.6%	98.4%
61 - 75 Seconds	10	0.6%	98.1%	9	0.6%	98.1%	5	0.3%	98.8%
76 - 90 Seconds	7	0.4%	98.5%	4	0.2%	98.3%	3	0.2%	98.9%
91 - 105 Seconds	5	0.3%	98.8%	3	0.2%	98.5%	3	0.2%	99.1%
106 - 120 Seconds	3	0.2%	99.0%	5	0.3%	98.8%	3	0.2%	99.3%
121 - 150 Seconds	7	0.4%	99.4%	8	0.5%	99.3%	2	0.1%	99.4%
151 - 180 Seconds	5	0.3%	99.7%	4	0.2%	99.6%	1	0.1%	99.5%
181 - 210 Seconds	2	0.1%	99.8%	4	0.2%	99.8%	2	0.1%	99.6%
211 - 240 Seconds	1	0.1%	99.8%	1	0.1%	99.9%	2	0.1%	99.8%
241 - 270 Seconds	1	0.1%	99.9%	1	0.1%	99.9%	2	0.1%	99.9%
271 - 300 Seconds	2	0.1%	100.0%	1	0.1%	100.0%	2	0.1%	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	1,750	100.0%		1,632	100.0%		1,611	100.0%	

UCT March 28-31, 2025

UCT Admin	March		
TIME INCREMENT	UCT CALLS ANSWERED	Individual % of Calls	Cumulative % of Calls
0 - 15 Seconds	4	100.0%	100.0%
16 - 30 Seconds	0	0.0%	100.0%
31 - 45 Seconds	0	0.0%	100.0%
46 - 60 Seconds	0	0.0%	100.0%
61 - 75 Seconds	0	0.0%	100.0%
76 - 90 Seconds	0	0.0%	100.0%
91 - 105 Seconds	0	0.0%	100.0%
106 - 120 Seconds	0	0.0%	100.0%
121 - 150 Seconds	0	0.0%	100.0%
151 - 180 Seconds	0	0.0%	100.0%
181 - 210 Seconds	0	0.0%	100.0%
211 - 240 Seconds	0	0.0%	100.0%
241 - 270 Seconds	0	0.0%	100.0%
271 - 300 Seconds	0	0.0%	100.0%
301 - 330 Seconds	0	0.0%	100.0%
331 - 360 Seconds	0	0.0%	100.0%
361 - 390 Seconds	0	0.0%	100.0%
391 - 420 Seconds	0	0.0%	100.0%
421 - 450 Seconds	0	0.0%	100.0%
451 - 480 Seconds	0	0.0%	100.0%
481 - 510 Seconds	0	0.0%	100.0%
511 - 540 Seconds	0	0.0%	100.0%
541 - 570 Seconds	0	0.0%	100.0%
571 - 600 Seconds	0	0.0%	100.0%
601 - 1200 Seconds	0	0.0%	100.0%
1201 - 1800 Seconds	0	0.0%	100.0%
> 1800 Seconds	0	0.0%	100.0%
Total Answered Calls	4	100.0%	