



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: October 17, 2025

RE: DEC Call Wait Times Report, Q3 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:

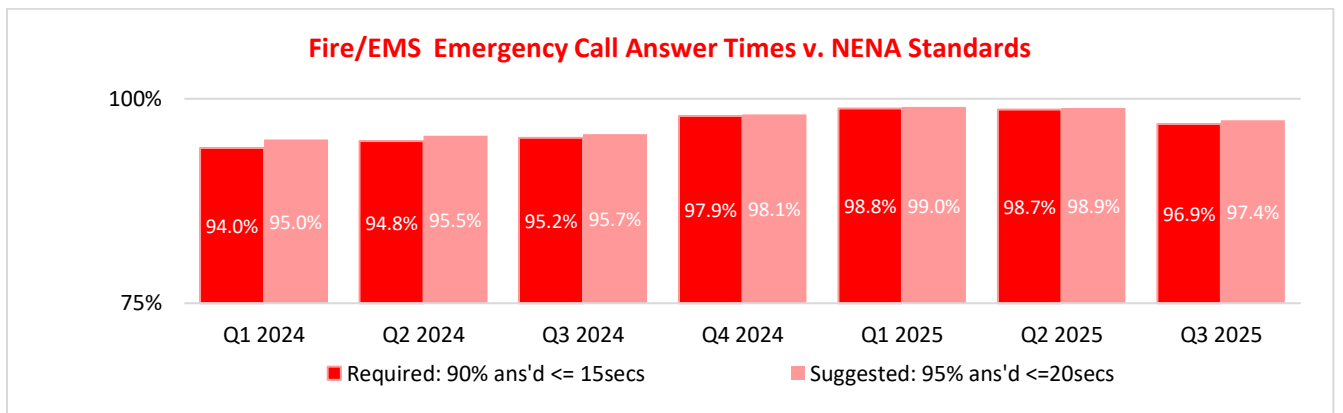
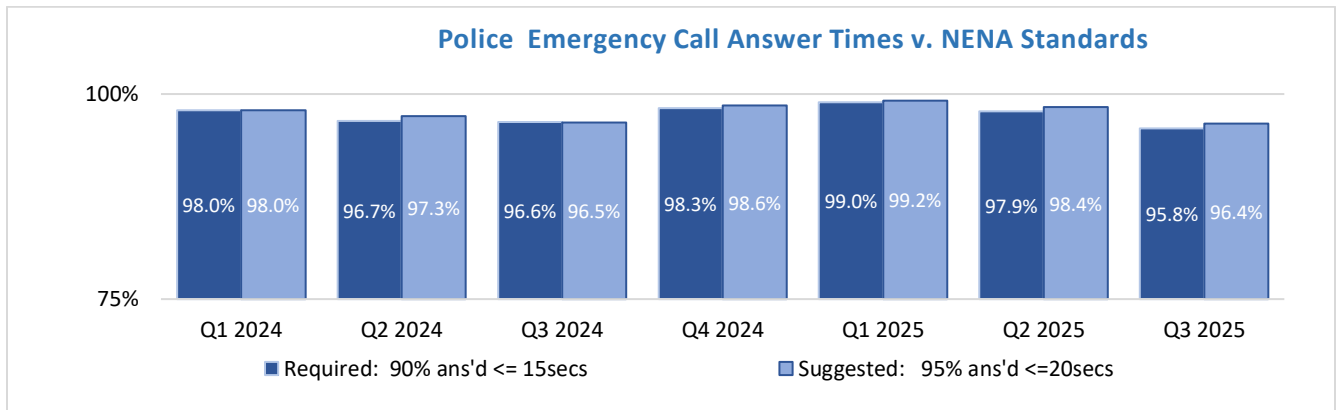
1. 90% of all 911 calls arriving at the Emergency Communications Center SHALL be answered within (\leq) 15 seconds.
2. 95% of all 911 calls arriving at the Emergency Communications Center SHOULD be answered within (\leq) 20 seconds.

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

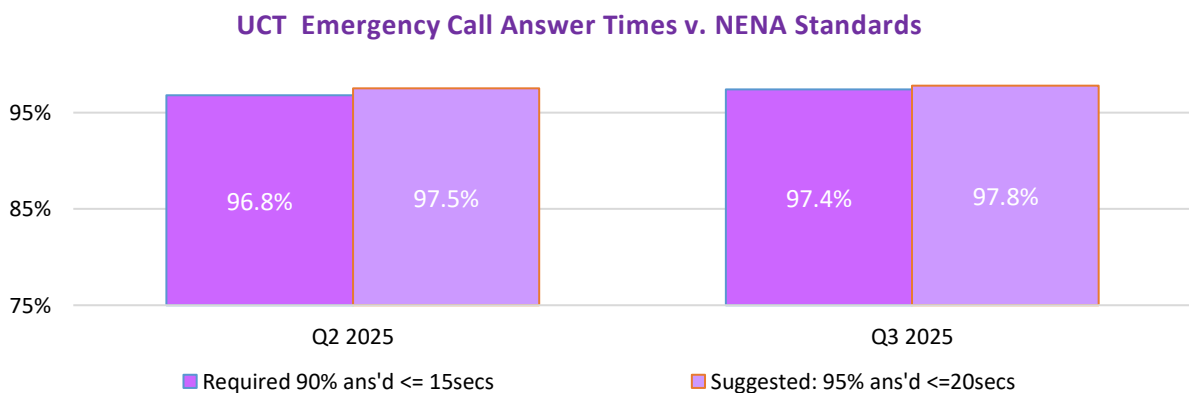
Analysis by FPC Staff

During Q3 2025, the DEC continued to exceed both NENA standards for both police-related and fire/emergency medical service (EMS)-related emergency calls. For police-related calls, DEC

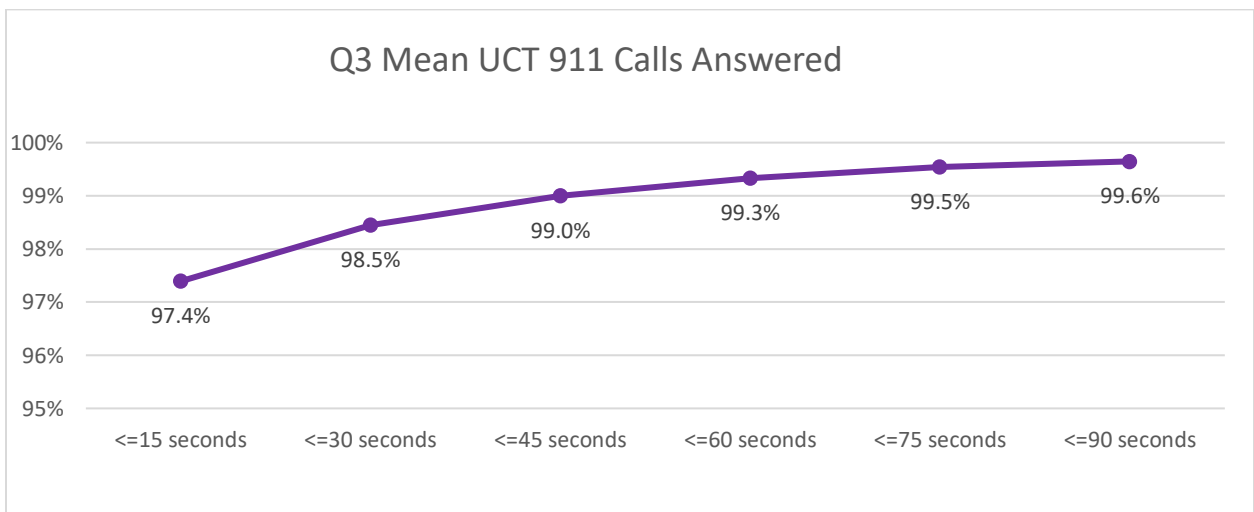
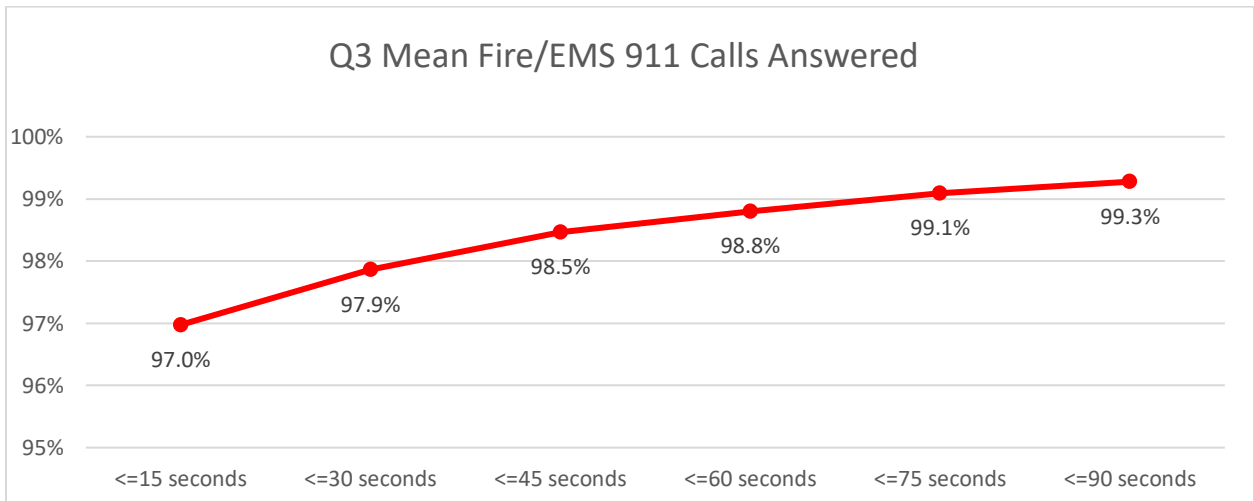
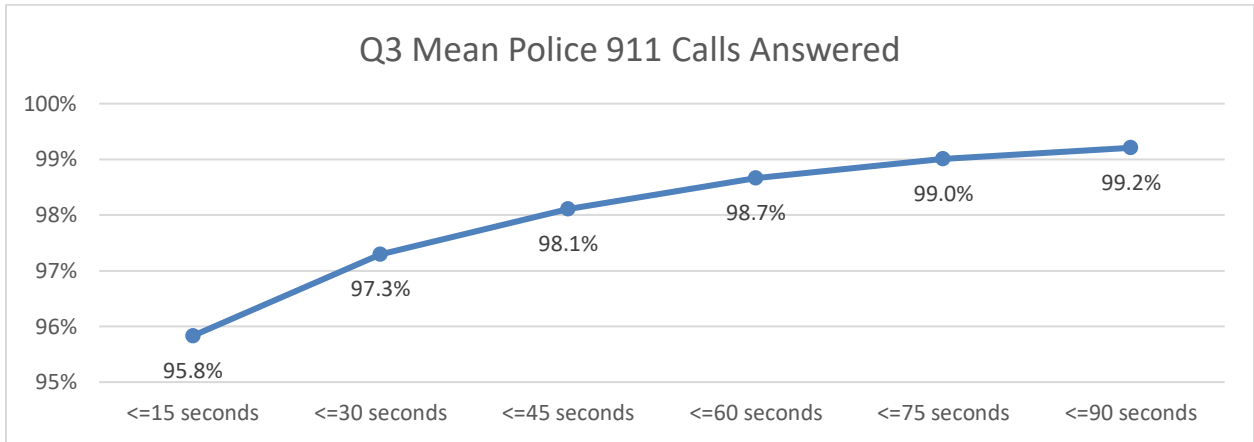
exceeded the 15-second standard by 5.8% and exceeded the 20-second standard by 6.4%. For fire/EMS-related calls, DEC exceeded the 15-second standard by 6.9% and exceeded by 20-second standard by 7.4%. Note that the vertical axis on the charts below begins at 75%.



Beginning on March 28, 2025, universal call takers (UCTs) began taking both police and fire/EMS calls. Their results are included below. The DEC’s goal is to increase the number of trained UCTs until all call takers eventually provide that service and call answer time data will be shown as the total of all calls combined. All telecommunicators, dispatchers, and UCTs are now referred to as emergency communications officers (ECOs).



Overall in Q3 2025, on average (mean), 99.2% of police, 99.3% of fire/EMS, and 99.6% 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) – increased from Q2 2025 for both MPD and MFD emergency calls.

By comparison, in Q2 2025, 0.004% of police-related 911 emergency calls (1.33/month) were outlier calls, and 0.05% of fire/EMS-related 911 emergency calls (3.0/month) were outlier calls. Also in Q2, 1.7% of police non-emergency calls (273/month) were outlier calls, and 0.33% of fire/EMS non-emergency calls (5/month) were outlier calls.

	Police		Fire/EMS		UTC	
	911	Admin	911	Admin	911	Admin
Average calls/mo.	29,251	16,259	1,535	1,292	13,847	70
Outlier calls/mo.	118.7	306.3	5.0	7.7	16.3	0.3
Outliers as percentage	0.41%	1.88%	0.33%	0.59%	0.12%	0.48%

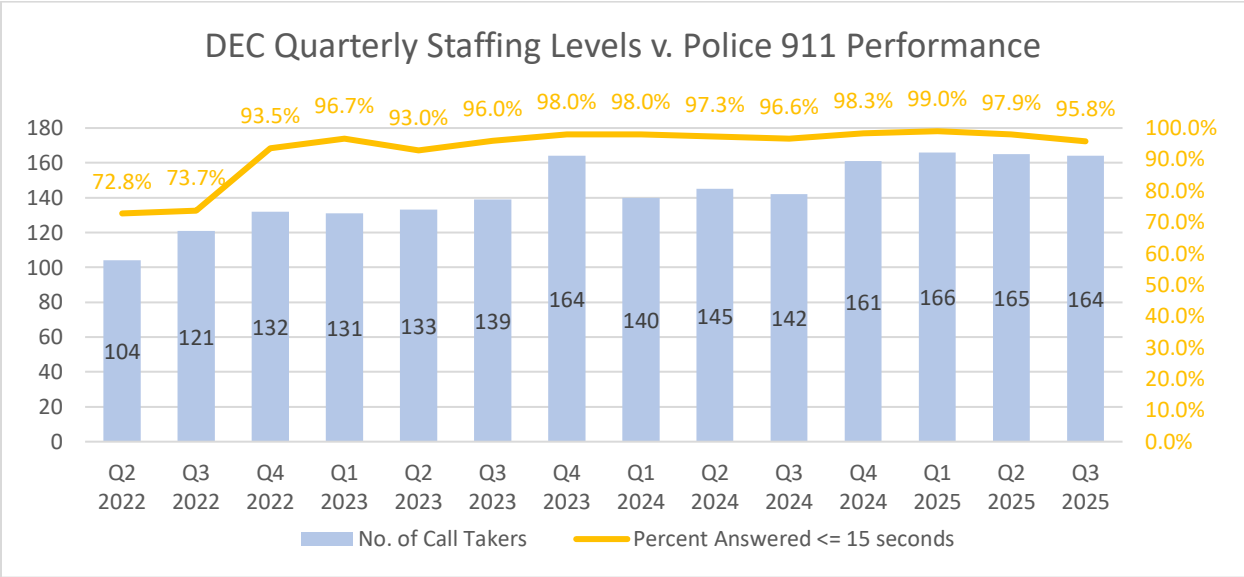
Performance by Shift

Both police and fire/EMS 911 calls in Q3 exceeded NENA 15-second goals of 90% for every shift:

Police	Day	Early	Night
Q3	97.4%	95.3%	94.7%
Fire/EMS	Day	Early	Night
Q3	98.3%	97.0%	96.3%

Increasing Staffing Levels

Since 2022, the effort to increase the number of telecommunicators, dispatchers and UCTs at DEC has resulted in much improved 911 call answer times, as can be seen in the chart below. The number of ECOs averaged 164 in Q3 2025, with a 95.8% rate of answering police-related 911 calls within 15 seconds.



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 police- and fire/EMS-related calls.

Q3 2025 DATA

9-1-1/10-Digit Emergency Calls

Incoming Police 9-1-1 Calls	July	August	September
All Received	31,411	34,285	25,085
Answered	30,686	32,306	24,759
Abandoned	725	1,979	326
Call Backs	630	1,764	284
Police Answered 9-1-1 Calls	July	August	September
Average 9-1-1 Call Wait Time	0:00:02	0:00:08	0:00:01
Percent Answered Within 15 sec	96.4%	93.4%	97.7%

Incoming Fire/EMS 9-1-1 Calls	July	August	September
All Received	1,644	1,856	1,400
Answered	1,632	1,623	1,349
Abandoned	12	233	51
Call Backs	8	203	44
Fire/EMS Answered 9-1-1 Calls	July	August	September
Average 9-1-1 Call Wait Time	0:00:01	0:00:06	0:00:01
Percent Answered Within 15 sec	98.0%	94.1%	98.7%

Incoming UCT 9-1-1 Calls	July	August	September
All Received	13,855	12,536	15,775
Answered	13,662	12,310	15,570
Abandoned	193	226	205
Call Backs	169	211	187
UCT Answered 9-1-1 Calls	July	August	September
Average 9-1-1 Call Wait Time	0:00:01	0:00:03	0:00:01
Percent Answered Within 15 sec	97.9%	96.1%	98.2%

9-1-1/10 Digit Call Answer Time

Police Q3 2025

MPD Emergency	July			August			September		
	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	29,589	96.4%	96.4%	30,177	93.4%	93.4%	24,181	97.7%	97.7%
16 - 30 Seconds	431	1.4%	97.8%	602	1.9%	95.3%	278	1.1%	98.8%
31 - 45 Seconds	214	0.7%	98.5%	392	1.2%	96.5%	133	0.5%	99.3%
46 - 60 Seconds	172	0.6%	99.1%	260	0.8%	97.3%	71	0.3%	99.6%
61 - 75 Seconds	105	0.3%	99.4%	159	0.5%	97.8%	47	0.2%	99.8%
76 - 90 Seconds	67	0.2%	99.6%	102	0.3%	98.1%	19	0.1%	99.9%
91 - 105 Seconds	38	0.1%	99.8%	81	0.3%	98.3%	15	0.1%	99.9%
106 - 120 Seconds	34	0.1%	99.9%	60	0.2%	98.5%	5	0.0%	100.0%
121 - 150 Seconds	25	0.1%	100.0%	75	0.2%	98.8%	6	0.0%	100.0%
151 - 180 Seconds	6	0.0%	100.0%	50	0.2%	98.9%	2	0.0%	100.0%
181 - 210 Seconds	3	0.0%	100.0%	40	0.1%	99.0%	2	0.0%	100.0%
211 - 240 Seconds	2	0.0%	100.0%	31	0.1%	99.1%	0	0.0%	100.0%
241 - 270 Seconds	0	0.0%	100.0%	22	0.1%	99.2%	0	0.0%	100.0%
271 - 300 Seconds	0	0.0%	100.0%	16	0.0%	99.3%	0	0.0%	100.0%
301 - 330 Seconds	0	0.0%	100.0%	5	0.0%	99.3%	0	0.0%	100.0%
331 - 360 Seconds	0	0.0%	100.0%	19	0.1%	99.3%	0	0.0%	100.0%
361 - 390 Seconds	0	0.0%	100.0%	19	0.1%	99.4%	0	0.0%	100.0%
391 - 420 Seconds	0	0.0%	100.0%	31	0.1%	99.5%	0	0.0%	100.0%
421 - 450 Seconds	0	0.0%	100.0%	16	0.0%	99.5%	0	0.0%	100.0%
451 - 480 Seconds	0	0.0%	100.0%	16	0.0%	99.6%	0	0.0%	100.0%
481 - 510 Seconds	0	0.0%	100.0%	25	0.1%	99.7%	0	0.0%	100.0%
511 - 540 Seconds	0	0.0%	100.0%	10	0.0%	99.7%	0	0.0%	100.0%
541 - 570 Seconds	0	0.0%	100.0%	9	0.0%	99.7%	0	0.0%	100.0%
571 - 600 Seconds	0	0.0%	100.0%	8	0.0%	99.7%	0	0.0%	100.0%
601 - 1200 Seconds	0	0.0%	100.0%	82	0.3%	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	30,686	100.0%		32,307	100.0%		24,759	100.0%	

Fire/EMS Q3 2025

MFD Emergency	July			August			September		
	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	1,600	98.0%	98.0%	1,528	94.1%	94.1%	1,332	98.7%	98.7%
16 - 30 Seconds	13	0.8%	98.8%	17	1.0%	95.2%	11	0.8%	99.6%
31 - 45 Seconds	6	0.4%	99.2%	21	1.3%	96.5%	2	0.1%	99.7%
46 - 60 Seconds	6	0.4%	99.6%	9	0.6%	97.0%	1	0.1%	99.8%
61 - 75 Seconds	4	0.2%	99.8%	9	0.6%	97.6%	1	0.1%	99.9%
76 - 90 Seconds	2	0.1%	99.9%	6	0.4%	98.0%	1	0.1%	99.9%
91 - 105 Seconds	0	0.0%	99.9%	1	0.1%	98.0%	0	0.0%	99.9%
106 - 120 Seconds	1	0.1%	100.0%	4	0.2%	98.3%	0	0.0%	99.9%
121 - 150 Seconds	0	0.0%	100.0%	6	0.4%	98.6%	1	0.1%	100.0%
151 - 180 Seconds	0	0.0%	100.0%	7	0.4%	99.1%	0	0.0%	100.0%
181 - 210 Seconds	0	0.0%	100.0%	5	0.3%	99.4%	0	0.0%	100.0%
211 - 240 Seconds	0	0.0%	100.0%	3	0.2%	99.6%	0	0.0%	100.0%
241 - 270 Seconds	0	0.0%	100.0%	2	0.1%	99.7%	0	0.0%	100.0%
271 - 300 Seconds	0	0.0%	100.0%	1	0.1%	99.8%	0	0.0%	100.0%
301 - 330 Seconds	0	0.0%	100.0%	0	0.0%	99.8%	0	0.0%	100.0%
331 - 360 Seconds	0	0.0%	100.0%	0	0.0%	99.8%	0	0.0%	100.0%
361 - 390 Seconds	0	0.0%	100.0%	0	0.0%	99.8%	0	0.0%	100.0%
391 - 420 Seconds	0	0.0%	100.0%	3	0.2%	99.9%	0	0.0%	100.0%
421 - 450 Seconds	0	0.0%	100.0%	0	0.0%	99.9%	0	0.0%	100.0%
451 - 480 Seconds	0	0.0%	100.0%	1	0.1%	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	1,632	100.0%		1,623	100.0%		1,349	100.0%	

UCT Q3 2025

UCT Emergency TIME INCREMENT	July			August			September		
	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	13,372	97.9%	97.9%	11,836	96.1%	96.1%	15,282	98.2%	98.2%
16 - 30 Seconds	127	0.9%	98.8%	167	1.4%	97.5%	139	0.9%	99.0%
31 - 45 Seconds	64	0.5%	99.3%	90	0.7%	98.2%	67	0.4%	99.5%
46 - 60 Seconds	35	0.3%	99.5%	68	0.6%	98.8%	32	0.2%	99.7%
61 - 75 Seconds	25	0.2%	99.7%	37	0.3%	99.1%	23	0.1%	99.8%
76 - 90 Seconds	9	0.1%	99.8%	22	0.2%	99.3%	10	0.1%	99.9%
91 - 105 Seconds	13	0.1%	99.9%	20	0.2%	99.4%	10	0.1%	100.0%
106 - 120 Seconds	8	0.1%	99.9%	8	0.1%	99.5%	4	0.0%	100.0%
121 - 150 Seconds	8	0.1%	100.0%	9	0.1%	99.6%	1	0.0%	100.0%
151 - 180 Seconds	1	0.0%	100.0%	6	0.0%	99.6%	0	0.0%	100.0%
181 - 210 Seconds	0	0.0%	100.0%	4	0.0%	99.7%	1	0.0%	100.0%
211 - 240 Seconds	0	0.0%	100.0%	2	0.0%	99.7%	1	0.0%	100.0%
241 - 270 Seconds	0	0.0%	100.0%	4	0.0%	99.7%	0	0.0%	100.0%
271 - 300 Seconds	0	0.0%	100.0%	2	0.0%	99.7%	0	0.0%	100.0%
301 - 330 Seconds	0	0.0%	100.0%	1	0.0%	99.7%	0	0.0%	100.0%
331 - 360 Seconds	0	0.0%	100.0%	4	0.0%	99.8%	0	0.0%	100.0%
361 - 390 Seconds	0	0.0%	100.0%	5	0.0%	99.8%	0	0.0%	100.0%
391 - 420 Seconds	0	0.0%	100.0%	2	0.0%	99.8%	0	0.0%	100.0%
421 - 450 Seconds	0	0.0%	100.0%	2	0.0%	99.8%	0	0.0%	100.0%
451 - 480 Seconds	0	0.0%	100.0%	2	0.0%	99.8%	0	0.0%	100.0%
481 - 510 Seconds	0	0.0%	100.0%	3	0.0%	99.9%	0	0.0%	100.0%
511 - 540 Seconds	0	0.0%	100.0%	2	0.0%	99.9%	0	0.0%	100.0%
541 - 570 Seconds	0	0.0%	100.0%	1	0.0%	99.9%	0	0.0%	100.0%
571 - 600 Seconds	0	0.0%	100.0%	3	0.0%	99.9%	0	0.0%	100.0%
601 - 1200 Seconds	0	0.0%	100.0%	10	0.1%	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	13,662	100.0%		12,310	100.0%		15,570	100.0%	

Non-Emergency/Administrative Calls

Police Q3 2025

Incoming Police Non-Emergency Calls	July	August	September
Answered**	16,751	16,390	15,635
Police Answered Non-Emergency Calls	July	August	September
Average Non-Emergency Call Wait Time	0:00:13	0:00:20	0:00:09

Fire/EMS Q3 2025

Incoming Fire/EMS Non-Emergency Calls	July	August	September
Answered**	1,375	1,308	1,192
Fire/EMS Answered Non-Emergency Calls	July	August	September
Average Non-Emergency Call Wait Time	0:00:07	0:00:10	0:00:01

UCT Q3 2025

Incoming UCT Non-Emergency Calls	July	August	September
Answered	59	64	87
UCT Answered Non-Emergency Calls	July	August	September
Average Non-Emergency Call Wait Time	0:00:00	0:00:15	0:00:01

Non-Emergency/Administrative Call Answer Time

Police Q3 2025

MPD Admin TIME INCREMENT	July			August			September		
	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	14,845	88.6%	88.6%	13,639	83.2%	83.2%	14,026	89.7%	89.7%
16 - 30 Seconds	315	1.9%	90.5%	410	2.5%	85.7%	292	1.9%	91.6%
31 - 45 Seconds	223	1.3%	91.8%	370	2.3%	88.0%	280	1.8%	93.4%
46 - 60 Seconds	215	1.3%	93.1%	301	1.8%	89.8%	202	1.3%	94.7%
61 - 75 Seconds	183	1.1%	94.2%	234	1.4%	91.2%	151	1.0%	95.6%
76 - 90 Seconds	152	0.9%	95.1%	221	1.3%	92.6%	120	0.8%	96.4%
91 - 105 Seconds	130	0.8%	95.9%	189	1.2%	93.7%	112	0.7%	97.1%
106 - 120 Seconds	107	0.6%	96.5%	183	1.1%	94.9%	92	0.6%	97.7%
121 - 150 Seconds	169	1.0%	97.5%	215	1.3%	96.2%	116	0.7%	98.4%
151 - 180 Seconds	123	0.7%	98.3%	166	1.0%	97.2%	77	0.5%	98.9%
181 - 210 Seconds	77	0.5%	98.7%	127	0.8%	98.0%	57	0.4%	99.3%
211 - 240 Seconds	47	0.3%	99.0%	89	0.5%	98.5%	32	0.2%	99.5%
241 - 270 Seconds	35	0.2%	99.2%	55	0.3%	98.8%	26	0.2%	99.7%
271 - 300 Seconds	33	0.2%	99.4%	38	0.2%	99.1%	19	0.1%	99.8%
301 - 330 Seconds	20	0.1%	99.5%	48	0.3%	99.4%	9	0.1%	99.8%
331 - 360 Seconds	9	0.1%	99.6%	23	0.1%	99.5%	6	0.0%	99.9%
361 - 390 Seconds	8	0.0%	99.6%	15	0.1%	99.6%	9	0.1%	99.9%
391 - 420 Seconds	9	0.1%	99.7%	14	0.1%	99.7%	3	0.0%	100.0%
421 - 450 Seconds	6	0.0%	99.7%	11	0.1%	99.7%	2	0.0%	100.0%
451 - 480 Seconds	6	0.0%	99.8%	8	0.0%	99.8%	0	0.0%	100.0%
481 - 510 Seconds	4	0.0%	99.8%	7	0.0%	99.8%	2	0.0%	100.0%
511 - 540 Seconds	7	0.0%	99.8%	3	0.0%	99.8%	0	0.0%	100.0%
541 - 570 Seconds	7	0.0%	99.9%	2	0.0%	99.9%	0	0.0%	100.0%
571 - 600 Seconds	1	0.0%	99.9%	3	0.0%	99.9%	2	0.0%	100.0%
601 - 1200 Seconds	20	0.1%	100.0%	13	0.1%	100.0%	0	0.0%	100.0%
1201 - 1800 Seconds	0	0.0%	100.0%	3	0.0%	100.0%	0	0.0%	100.0%
> 1800 Seconds	0	0.0%	100.0%	4	0.0%	100.0%	0	0.0%	100.0%
Total Answered Calls	16,751	100.0%		16,391	100.0%		15,635	100.0%	

Fire/EMS Q3 2025

MFD Admin TIME INCREMENT	July			August			September		
	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	1,264	91.9%	91.9%	1,220	93.3%	93.3%	1,170	98.2%	98.2%
16 - 30 Seconds	23	1.7%	93.6%	15	1.1%	94.4%	5	0.4%	98.6%
31 - 45 Seconds	18	1.3%	94.9%	11	0.8%	95.3%	5	0.4%	99.0%
46 - 60 Seconds	19	1.4%	96.3%	11	0.8%	96.1%	4	0.3%	99.3%
61 - 75 Seconds	12	0.9%	97.2%	5	0.4%	96.5%	1	0.1%	99.4%
76 - 90 Seconds	8	0.6%	97.7%	7	0.5%	97.0%	1	0.1%	99.5%
91 - 105 Seconds	6	0.4%	98.2%	4	0.3%	97.3%	2	0.2%	99.7%
106 - 120 Seconds	5	0.4%	98.5%	9	0.7%	98.0%	3	0.3%	99.9%
121 - 150 Seconds	8	0.6%	99.1%	5	0.4%	98.4%	1	0.1%	100.0%
151 - 180 Seconds	4	0.3%	99.4%	6	0.5%	98.9%	0	0.0%	100.0%
181 - 210 Seconds	1	0.1%	99.5%	2	0.2%	99.0%	0	0.0%	100.0%
211 - 240 Seconds	1	0.1%	99.6%	3	0.2%	99.2%	0	0.0%	100.0%
241 - 270 Seconds	0	0.0%	99.6%	2	0.2%	99.4%	0	0.0%	100.0%
271 - 300 Seconds	3	0.2%	99.8%	0	0.0%	99.4%	0	0.0%	100.0%
301 - 330 Seconds	2	0.1%	99.9%	2	0.2%	99.5%	0	0.0%	100.0%
331 - 360 Seconds	1	0.1%	100.0%	0	0.0%	99.5%	0	0.0%	100.0%
361 - 390 Seconds	0	0.0%	100.0%	1	0.1%	99.6%	0	0.0%	100.0%
391 - 420 Seconds	0	0.0%	100.0%	0	0.0%	99.6%	0	0.0%	100.0%
421 - 450 Seconds	0	0.0%	100.0%	0	0.0%	99.6%	0	0.0%	100.0%
451 - 480 Seconds	0	0.0%	100.0%	0	0.0%	99.6%	0	0.0%	100.0%
481 - 510 Seconds	0	0.0%	100.0%	1	0.1%	99.7%	0	0.0%	100.0%
511 - 540 Seconds	0	0.0%	100.0%	0	0.0%	99.7%	0	0.0%	100.0%
541 - 570 Seconds	0	0.0%	100.0%	1	0.1%	99.8%	0	0.0%	100.0%
571 - 600 Seconds	0	0.0%	100.0%	0	0.0%	99.8%	0	0.0%	100.0%
601 - 1200 Seconds	0	0.0%	100.0%	2	0.2%	99.9%	0	0.0%	100.0%
1201 - 1800 Seconds	0	0.0%	100.0%	0	0.0%	99.9%	0	0.0%	100.0%
> 1800 Seconds	0	0.0%	100.0%	1	0.1%	100.0%	0	0.0%	100.0%
Total Answered Calls	1,375	100.0%		1,308	100.0%		1,192	100.0%	

UCT Q3 2025

UCT Admin TIME INCREMENT	July			August			September		
	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	59	100.0%	100.0%	62	96.9%	96.9%	86	98.9%	98.9%
16 - 30 Seconds	0	0.0%	100.0%	0	0.0%	96.9%	0	0.0%	98.9%
31 - 45 Seconds	0	0.0%	100.0%	0	0.0%	96.9%	0	0.0%	98.9%
46 - 60 Seconds	0	0.0%	100.0%	0	0.0%	96.9%	0	0.0%	98.9%
61 - 75 Seconds	0	0.0%	100.0%	1	1.6%	98.4%	1	1.1%	100.0%
76 - 90 Seconds	0	0.0%	100.0%	0	0.0%	98.4%	0	0.0%	100.0%
91 - 105 Seconds	0	0.0%	100.0%	0	0.0%	98.4%	0	0.0%	100.0%
106 - 120 Seconds	0	0.0%	100.0%	0	0.0%	98.4%	0	0.0%	100.0%
121 - 150 Seconds	0	0.0%	100.0%	0	0.0%	98.4%	0	0.0%	100.0%
151 - 180 Seconds	0	0.0%	100.0%	0	0.0%	98.4%	0	0.0%	100.0%
181 - 210 Seconds	0	0.0%	100.0%	0	0.0%	98.4%	0	0.0%	100.0%
211 - 240 Seconds	0	0.0%	100.0%	0	0.0%	98.4%	0	0.0%	100.0%
241 - 270 Seconds	0	0.0%	100.0%	0	0.0%	98.4%	0	0.0%	100.0%
271 - 300 Seconds	0	0.0%	100.0%	0	0.0%	98.4%	0	0.0%	100.0%
301 - 330 Seconds	0	0.0%	100.0%	0	0.0%	98.4%	0	0.0%	100.0%
331 - 360 Seconds	0	0.0%	100.0%	0	0.0%	98.4%	0	0.0%	100.0%
361 - 390 Seconds	0	0.0%	100.0%	0	0.0%	98.4%	0	0.0%	100.0%
391 - 420 Seconds	0	0.0%	100.0%	0	0.0%	98.4%	0	0.0%	100.0%
421 - 450 Seconds	0	0.0%	100.0%	0	0.0%	98.4%	0	0.0%	100.0%
451 - 480 Seconds	0	0.0%	100.0%	0	0.0%	98.4%	0	0.0%	100.0%
481 - 510 Seconds	0	0.0%	100.0%	0	0.0%	98.4%	0	0.0%	100.0%
511 - 540 Seconds	0	0.0%	100.0%	0	0.0%	98.4%	0	0.0%	100.0%
541 - 570 Seconds	0	0.0%	100.0%	0	0.0%	98.4%	0	0.0%	100.0%
571 - 600 Seconds	0	0.0%	100.0%	0	0.0%	98.4%	0	0.0%	100.0%
601 - 1200 Seconds	0	0.0%	100.0%	1	1.6%	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	59	100.0%		64	100.0%		87	100.0%	