



## Fire and Police Commission

**Griselda Aldrete**  
Executive Director

**Steven M. DeVougas**  
Chair

**Nelson Soler**  
Vice-Chair

**Ann Wilson**  
**Fred Crouther**  
**Angela McKenzie**  
**Everett Cocroft**  
**Raymond Robakowski**  
Commissioners

**TO:** Honorable Members of the Milwaukee Common Council

**FROM:** Griselda Aldrete, Executive Director

**RE:** **Quarter 1, 2020:** File No. 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.

**DATE:** May 21, 2020

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This memo is in response to Communications File 190001, Amendment 33, requesting the Fire and Police Commission to provide quarterly reports of the volume of 9-1-1 calls and average wait times received at the City of Milwaukee Fire and Police Departments Public Safety Answering Points (PSAPs). The City's current 9-1-1 system was installed in 2010 and there are limitations to its reporting capabilities. The contract for a replacement 9-1-1 system for both Fire and Police was signed in January of 2020, however implementation has been delayed due to the DNC and the COVID-19 pandemic. At this time, we are hopeful that the new system will be installed before the end of the year.

Along with the new 9-1-1 system, an RFP for a joint Fire and Police Computer Aided Dispatch system (CAD) should be published very shortly. The combined Fire and Police CAD project is mission critical in the establishment of a consolidated Fire and Police 9-1-1 call center. One of the efficiencies gained by this consolidation will be universal call-taking (UTC), which will significantly improve 9-1-1 call taking operations and reduce response times to emergency medical incidents. 9-1-1 callers will talk to a single call taker trained to manage both Fire/EMS and Police incidents. This will improve call center performance by eliminating the transfer of calls between Police and Fire, resulting in more call-takers available to answer emergency calls, thereby reducing wait times for our residents.

To ensure that this consolidation is successful, the Fire and Police Commission has contracted with Winbourne Consulting to evaluate the current state of our PSAPs including current and future systems, call flow, staffing, policies and procedures, response times, and data collection and reporting. Their report will identify gaps in the above areas and make recommendations, along with highlighting potential roadblocks that could jeopardize the success of this initiative. Depending upon delays from the DNC and COVID-19, this project is scheduled to be completed in by Q3 2020.

Below you will see tables and definitions with the 9-1-1 call volume data, including abandoned calls, as well as some average times for calls. Included are wait times by average and by interval.

Also included below is a table with some data concerning non-emergency calls. This is an initial attempt to pull data for these types of calls, and while not required by the Communications file, is being provided at the request of several Aldermen.

You may also see disclaimers where shortcomings in the data have been identified. It is highly likely that these reports will change and/or additional disclaimers added as the Winbourne PSAP Assessment Report comes back with their findings.

### Incoming Emergency Call Data

#### Definitions:

All incoming Calls – count includes all calls where 9-1-1 or our 10 digit emergency number was dialed whether the call was answered or not.

Answered Calls – count includes calls that were answered by a call-taker.

Abandoned Calls – count includes calls that reached our 9-1-1 system, but were never answered by a call-taker. This could be because a caller mistakenly dialed 9-1-1 and quickly hung up, or because they hung up while waiting for a call-taker to answer. The vast majority of calls that abandon in under 10 seconds are of the first type of abandoned call.



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Incoming MPD 9-1-1 Calls	January	February	March
All Received	40,968	39,171	41,899
Answered	31,923	29,910	33,105
Abandoned	9,045	9,261	8,794
MPD Answered 9-1-1 Calls	January	February	March
Average 9-1-1 Call Wait Time	0:00:12	0:00:13	0:00:09
Average 9-1-1 Caller Talk Time	0:01:52	0:02:00	0:02:06
Average 9-1-1 Total Call Time	0:02:37	0:02:47	0:02:55
Percent Answered Within 10 sec	82.30%	82.20%	88.00%

Incoming MFD 9-1-1 Calls	January	February	March
All Received	8,315	7,648	8,275
Answered	8,276	7,621	8,245
Abandoned	39	27	30
MFD Answered 9-1-1 Calls	January	February	March
Average 9-1-1 Call Wait Time	0:00:16	0:00:13	0:00:15
Average 9-1-1 Caller Talk Time	0:02:07	0:02:08	0:02:09
Average 9-1-1 Total Call Time	0:02:55	0:02:39	0:02:48
Percent Answered Within 10 sec	68.00%	71.00%	68.00%

**Disclaimer:** It is important to note that the Fire Department operates as a secondary PSAP, meaning that all 9-1-1 calls go the Police first and are then transferred to Fire if an EMS or Fire response is needed. So, while the call volume can be considered accurate, the Wait, Talk, and Total times for these types of calls is not giving an accurate representation of the total time the caller spent waiting and talking to both Police and then Fire call-takers. At this time, we have no accurate way to provide total call time statistics for calls that traverse both Police and Fire call centers.

### Wait Time Interval Tables for Emergency Calls

The wait time intervals for all incoming, answered, and abandoned calls is given in the following tables. For example, the first table shows that for March, 2020, of the total of 41,899 emergency calls made to MPD, 36,991 were either answered or abandoned (caller disconnected) within the first 10 seconds. The next two tables break out the answered and abandoned calls into their time intervals. Unfortunately, we did not receive the data for MPD for the months of January and February in time to include with this quarterly report.



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### All MPD Incoming Emergency Calls

	Wait Time in Seconds	0 - 10	11 - 20	21 - 30	31 - 40	41 - 50	51 - 60	>=61	Total
<b>January</b>	Calls Ans./Aban. Within Time Interval	33,892	2,370	1,129	901	659	470	1,547	40,968
	% Ans./Aban. Within Time Interval	82.7%	5.8%	2.8%	2.2%	1.6%	1.1%	3.8%	
	% Ans./Aban. Within Time Interval (Cumulative)	82.7%	88.5%	91.3%	93.5%	95.1%	96.2%	100.0%	
<b>February</b>	Calls Ans./Aban. Within Time Interval	31,779	2,164	1,245	919	643	535	1,886	39,171
	% Ans./Aban. Within Time Interval	81.1%	5.5%	3.2%	2.3%	1.6%	1.4%	4.8%	
	% Ans./Aban. Within Time Interval (Cumulative)	81.1%	86.7%	89.8%	92.2%	93.8%	95.2%	100.0%	
<b>March</b>	Calls Ans./Aban. Within Time Interval	36,991	1,750	776	589	435	334	1,024	41,899
	% Ans./Aban. Within Time Interval	88.3%	4.2%	1.9%	1.4%	1.0%	0.8%	2.4%	
	% Ans./Aban. Within Time Interval (Cumulative)	88.3%	92.5%	94.3%	95.7%	96.8%	97.6%	100.0%	

### MPD Answered Emergency Calls\*

	Wait Time in Seconds	0 - 10	11 - 20	21 - 30	31 - 40	41 - 50	51 - 60	>=61	Total
<b>January</b>	Calls Answered Within Time Interval	26,282	1,991	837	676	546	348	1,243	31,923
	% Answered Within Time Interval	82.3%	6.2%	2.6%	2.1%	1.7%	1.1%	3.9%	
	% Answered Within Time Interval (Cumulative)	82.3%	88.6%	91.2%	93.3%	95.0%	96.1%	100.0%	
<b>February</b>	Calls Answered Within Time Interval	24,171	1,717	899	678	518	386	1,541	29,910
	% Answered Within Time Interval	80.8%	5.7%	3.0%	2.3%	1.7%	1.3%	5.2%	
	% Answered Within Time Interval (Cumulative)	80.8%	86.6%	89.6%	91.8%	93.6%	94.8%	100.0%	
<b>March</b>	Calls Answered Within Time Interval	29,128	1,487	575	458	362	239	856	33,105
	% Answered Within Time Interval	88.0%	4.5%	1.7%	1.4%	1.1%	0.7%	2.6%	
	% Answered Within Time Interval (Cumulative)	88.0%	92.5%	94.2%	95.6%	96.7%	97.4%	100.0%	



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MPD Abandoned Emergency Calls*									
	Wait Time in Seconds	0 - 10	11 - 20	21 - 30	31 - 40	41 - 50	51 - 60	>=61	Total
<b>January</b>	Calls Abandoned Within Time Interval	7,610	379	292	225	113	122	304	9,045
	% Abandoned Within Time Interval	84.1%	4.2%	3.2%	2.5%	1.2%	1.3%	3.4%	
	% Abandoned Within Time Interval (Cumulative)	84.1%	88.3%	91.6%	94.0%	95.3%	96.6%	100.0%	
<b>February</b>	Calls Abandoned Within Time Interval	7,608	447	346	241	125	149	345	9,261
	% Abandoned Within Time Interval	82.2%	4.8%	3.7%	2.6%	1.3%	1.6%	3.7%	
	% Abandoned Within Time Interval (Cumulative)	82.2%	87.0%	90.7%	93.3%	94.7%	96.3%	100.0%	
<b>March</b>	Calls Abandoned Within Time Interval	7,863	263	201	131	73	95	168	8,794
	% Abandoned Within Time Interval	89.4%	3.0%	2.3%	1.5%	0.8%	1.1%	1.9%	
	% Abandoned Within Time Interval (Cumulative)	89.4%	92.4%	94.7%	96.2%	97.0%	98.1%	100.0%	

All MFD Incoming Emergency Calls									
	Wait Time in Seconds	0 - 10	11 - 20	21 - 30	31 - 40	41 - 50	51 - 60	>=61	Total
<b>January</b>	Calls Ans./Aban. Within Time Interval	5,678	1,503	277	197	112	88	460	8,315
	% Ans./Aban. Within Time Interval	68.3%	18.1%	3.3%	2.4%	1.3%	1.1%	5.5%	
	% Ans./Aban. Within Time Interval (Cumulative)	68.0%	86.0%	90.0%	92.0%	93.0%	94.0%	100.0%	
<b>February</b>	Calls Ans./Aban. Within Time Interval	5,433	1,297	262	148	116	108	284	7,648
	% Ans./Aban. Within Time Interval	71.0%	17.0%	3.4%	1.9%	1.5%	1.4%	3.7%	
	% Ans./Aban. Within Time Interval (Cumulative)	71.0%	88.0%	91.0%	93.0%	95.0%	96.0%	100.0%	
<b>March</b>	Calls Ans./Aban. Within Time Interval	5,658	1,511	349	177	113	104	363	8,275
	% Ans./Aban. Within Time Interval	68.4%	18.3%	4.2%	2.1%	1.4%	1.3%	4.4%	
	% Ans./Aban. Within Time Interval (Cumulative)	68.0%	87.0%	91.0%	93.0%	94.0%	96.0%	100.0%	



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MFD Answered Emergency Calls									
	Wait Time in Seconds	0 - 10	11 - 20	21 - 30	31 - 40	41 - 50	51 - 60	>=61	Total
<b>January</b>	Calls Answered Within Time Interval	5,667	1,498	276	192	110	84	452	8,276
	% Answered Within Time Interval	68.5%	18.1%	3.3%	2.3%	1.3%	1.0%	5.5%	
	% Answered Within Time Interval (Cumulative)	68.5%	86.6%	89.9%	92.2%	93.5%	94.5%	100.0%	
<b>February</b>	Calls Answered Within Time Interval	5,417	1,297	261	145	113	107	261	7,621
	% Answered Within Time Interval	71.1%	17.0%	3.4%	1.9%	1.5%	1.4%	3.4%	
	% Answered Within Time Interval (Cumulative)	71.1%	88.1%	91.5%	93.4%	94.9%	96.3%	100.0%	
<b>March</b>	Calls Answered Within Time Interval	5,640	1,510	346	175	113	103	358	8,245
	% Answered Within Time Interval	68.4%	18.3%	4.2%	2.1%	1.4%	1.2%	4.3%	
	% Answered Within Time Interval (Cumulative)	68.4%	86.7%	90.9%	93.0%	94.4%	95.7%	100.0%	

MFD Abandoned Emergency Calls									
	Wait Time in Seconds	0 - 10	11 - 20	21 - 30	31 - 40	41 - 50	51 - 60	>=61	Total
<b>January</b>	Calls Abandoned Within Time Interval	11	5	4	5	2	4	8	39
	% Abandoned Within Time Interval	28.2%	12.8%	10.3%	12.8%	5.1%	10.3%	20.5%	
	% Abandoned Within Time Interval (Cumulative)	28.2%	41.0%	51.3%	64.1%	69.2%	79.5%	100.0%	
<b>February</b>	Calls Abandoned Within Time Interval	16	0	1	3	3	1	3	27
	% Abandoned Within Time Interval	59.3%	0.0%	3.7%	11.1%	11.1%	3.7%	11.1%	
	% Abandoned Within Time Interval (Cumulative)	59.3%	59.3%	63.0%	74.1%	85.2%	88.9%	100.0%	
<b>March</b>	Calls Abandoned Within Time Interval	18	1	3	2	0	1	5	30
	% Abandoned Within Time Interval	60.0%	3.3%	10.0%	6.7%	0.0%	3.3%	16.7%	
	% Abandoned Within Time Interval (Cumulative)	60.0%	63.3%	73.3%	80.0%	80.0%	83.3%	100.0%	



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### Non-Emergency Call Data

Below are call statistics for non-emergency calls that we have tried to mirror after the statistics provided for emergency calls. Unfortunately, we are unable to provide the same level of detail nor do we have the same confidence in the accuracy of the data. For example, non-emergency calls may originate as direct inward calls from citizens or internal transfers from districts or other city departments. Additionally, we are unable to differentiate between unanswered calls for Fire and Police as the final destination of the call is not known until the call is answered.

<b>Incoming MPD Non-Emergency Calls</b>	January	February	March
Received*	x	x	x
Answered**	13,157	12,463	13,369
Unanswered*	x	x	x
<b>MPD Answered Non-Emergency Calls</b>	January	February	March
Average Non-Emergency Call Wait Time	00:00:44	00:00:42	00:00:22
Average Non-Emergency Caller Talk Time	00:02:30	00:02:32	00:02:40
Average Non-Emergency Total Call Time***	x	x	x
Percent Answered Within 10 sec	77%	77%	84%

<b>Incoming MFD Non-Emergency Calls</b>	January	February	March
Received*	x	x	x
Answered**	3,584	3,526	3,700
Unanswered*	x	x	x
<b>MFD Answered Non-Emergency Calls</b>	January	February	March
Average Non-Emergency Call Wait Time	00:00:07	00:00:07	00:00:07
Average Non-Emergency Caller Talk Time	00:00:45	00:00:46	00:00:49
Average Non-Emergency Total Call Time***	x	x	x
Percent Answered Within 10 sec	85%	84%	84%

\*Unable to provide as calls are not defined as MPD or MFD calls until assigned to a console or phone.

\*\*Non-Emergency Calls answered by MPD/MFD call-taker consoles at primary location only.

\*\*\*System not currently configured to accurately provide this data.