



## 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: February 3, 2026

RE: DEC Call Wait Times Report, Q4 2025

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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:

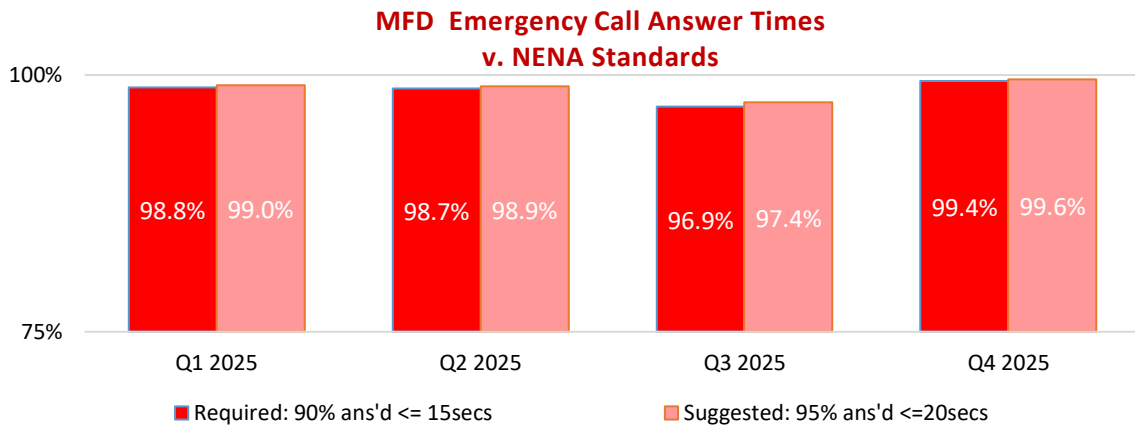
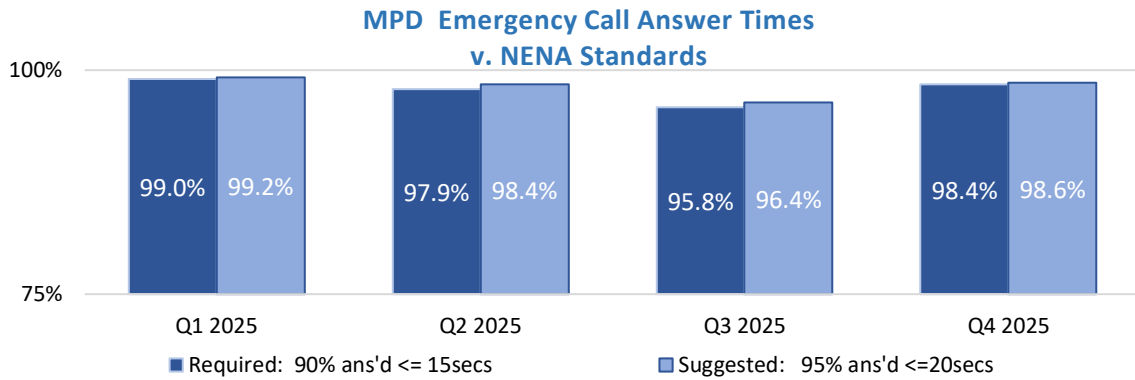
1. 90% of all 911 calls arriving at the Emergency Communications Center SHALL be answered within ( $\leq$ ) 15 seconds.
2. 95% of all 911 calls arriving at the Emergency Communications Center SHOULD be answered within ( $\leq$ ) 20 seconds.

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

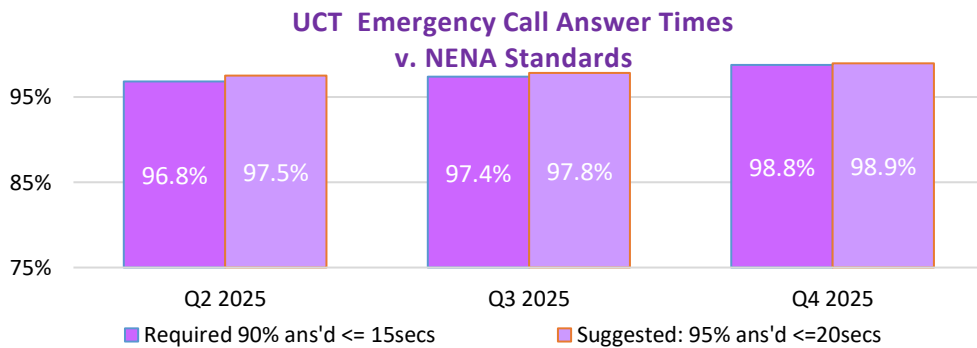
### Analysis by FPC Staff

During Q4 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

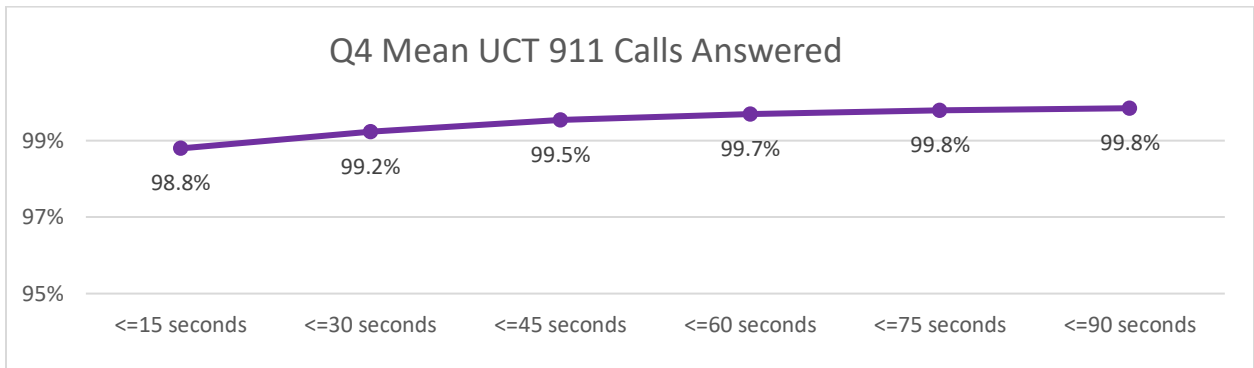
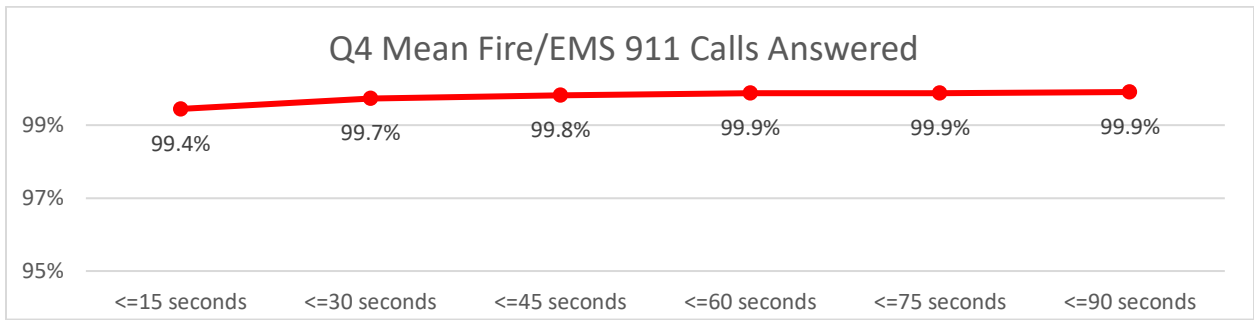
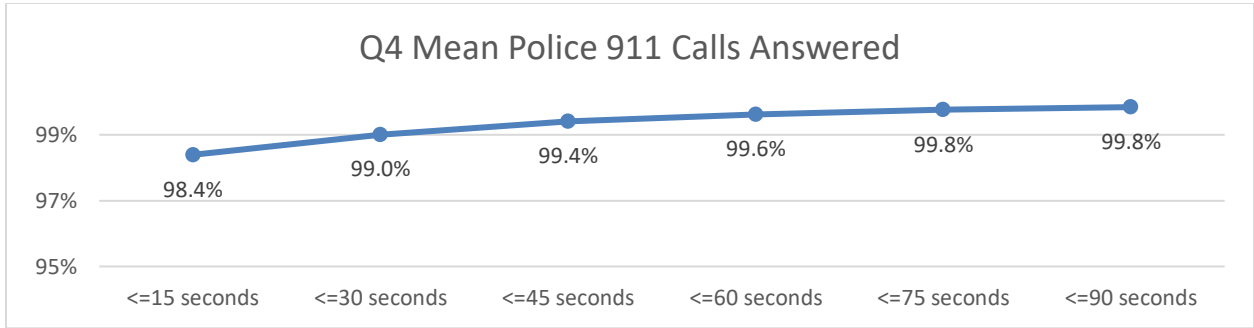
exceeded the 15-second standard by 8.4% and exceeded the 20-second standard by 3.6%. For fire/EMS-related calls, DEC exceeded the 15-second standard by 9.4% and the 20-second standard by 4.6%. Note that the vertical axis on the charts below begins at 75%.



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), 99.8% of police, 99.9% of fire/EMS, and 99.8% 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 markedly from Q3 2025 for police, fire/EMS and UTC emergency calls.

<b>Outliers Q4</b>	<b>Police</b>		<b>Fire/EMS</b>		<b>UTC</b>	
	911	Admin	911	Admin	911	Admin
Average calls/mo.	19,027	11,197	1,117	1,033	19,081	2,946
Outlier calls/mo.	5.0	116.3	0.0	0.3	3.7	10.0
Outliers as percentage	0.03%	1.04%	0.00%	0.03%	0.02%	0.34%

<b>Outliers Q3</b>	<b>Police</b>		<b>Fire/EMS</b>		<b>UTC</b>	
	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

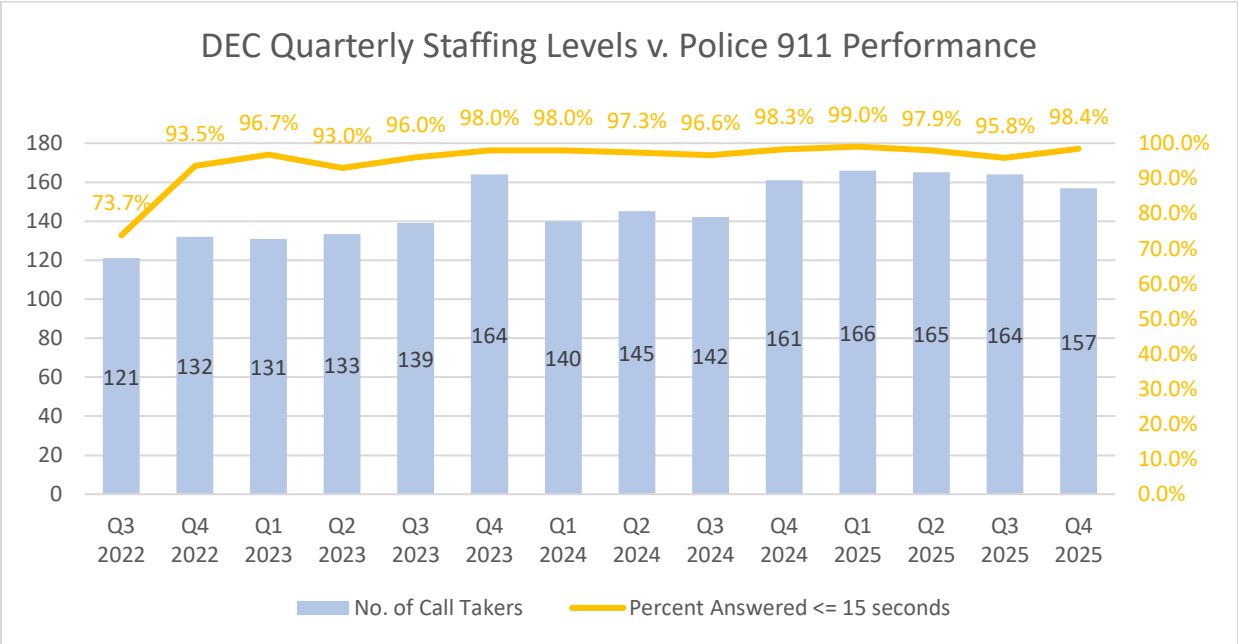
MPD, MFD and UCT 911 calls in Q4 exceeded NENA 15-second goals of 90% for every shift:

<b>Police</b>	<b>Day</b>	<b>Early</b>	<b>Night</b>
Q4	98.9%	99.0%	98.6%
<b>Fire/EMS</b>	<b>Day</b>	<b>Early</b>	<b>Night</b>
Q4	99.4%	99.5%	99.2%
<b>UCT</b>	<b>Day</b>	<b>Early</b>	<b>Night</b>
Q4	99.3%	99.4%	99.0%

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 157 in Q4 2025, with a 98.4% rate of answering police 911 calls within 15 seconds. There is a 78% correlation between the number of telecommunicators and the call answer rate within 15 seconds.

On February 21, 2025, the FPC commenced a new 911 telecommunicator recruitment to fill existing openings. The application period for this recruitment closed on March 21, 2025, and a class of 12 began in August 2025.



**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, reaching 98.4% for MPD and 99.4% for MFD in Q4 2025, as well as 98.8% for UCTs.

**Q4 2025 DATA**

**9-1-1/10-Digit Emergency Calls**

<b>Incoming Police 9-1-1 Calls</b>	<b>October</b>	<b>November</b>	<b>December</b>
All Received	18,418	20,854	18,263
Answered	18,193	20,720	18,169
Abandoned	225	134	94
Call Backs	194	110	76
<b>Police Answered 9-1-1 Calls</b>	<b>October</b>	<b>November</b>	<b>December</b>
Average 9-1-1 Call Wait Time	0:00:01	0:00:01	0:00:00
Percent Answered Within 15 sec	97.1%	98.8%	99.3%

<b>Incoming Fire/EMS 9-1-1 Calls</b>	<b>October</b>	<b>November</b>	<b>December</b>
All Received	1,253	983	1,152
Answered	1,231	973	1,146
Abandoned	22	10	6
Call Backs	20	7	4
<b>Fire/EMS Answered 9-1-1 Calls</b>	<b>October</b>	<b>November</b>	<b>December</b>
Average 9-1-1 Call Wait Time	0:00:00	0:00:00	0:00:00
Percent Answered Within 15 sec	99.5%	99.7%	99.1%

<b>Incoming UCT 9-1-1 Calls</b>	<b>October</b>	<b>November</b>	<b>December</b>
All Received	22,292	16,113	19,531
Answered	22,003	15,885	19,356
Abandoned	289	228	175
Call Backs	271	214	163
<b>UCT Answered 9-1-1 Calls</b>	<b>October</b>	<b>November</b>	<b>December</b>
Average 9-1-1 Call Wait Time	0:00:01	0:00:01	0:00:00
Percent Answered Within 15 sec	98.3%	99.0%	99.0%





**Non-Emergency/Administrative Calls**

<b>Incoming Police Non-Emergency Calls</b>	<b>October</b>	<b>November</b>	<b>December</b>
Answered**	15,432	12,227	5,933
<b>Police Answered Non-Emergency Calls</b>	<b>October</b>	<b>November</b>	<b>December</b>
Average Non-Emergency Call Wait Time	0:00:01	0:00:06	0:00:04

<b>Incoming Fire/EMS Non-Emergency Calls</b>	<b>October</b>	<b>November</b>	<b>December</b>
Answered**	1,252	1,042	1,252
<b>Fire/EMS Answered Non-Emergency Calls</b>	<b>October</b>	<b>November</b>	<b>December</b>
Average Non-Emergency Call Wait Time	0:00:02	0:00:03	0:00:01

<b>Incoming UCT Non-Emergency Calls</b>	<b>October</b>	<b>November</b>	<b>December</b>
Answered	116	1,290	7,433
<b>UCT Answered Non-Emergency Calls</b>	<b>October</b>	<b>November</b>	<b>December</b>
Average Non-Emergency Call Wait Time	0:00:00	0:00:03	0:00:03

## Non-Emergency/Administrative Call Answer Time

### Police Q4 2025

October			November			December		
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
13,944	90.4%	90.4%	11,556	94.5%	94.5%	5,694	96.0%	96.0%
242	1.6%	91.9%	121	1.0%	95.5%	46	0.8%	96.7%
193	1.3%	93.2%	115	0.9%	96.4%	33	0.6%	97.3%
158	1.0%	94.2%	76	0.6%	97.1%	35	0.6%	97.9%
151	1.0%	95.2%	57	0.5%	97.5%	21	0.4%	98.2%
124	0.8%	96.0%	48	0.4%	97.9%	31	0.5%	98.8%
111	0.7%	96.7%	42	0.3%	98.3%	12	0.2%	99.0%
95	0.6%	97.3%	40	0.3%	98.6%	15	0.3%	99.2%
101	0.7%	98.0%	38	0.3%	98.9%	12	0.2%	99.4%
81	0.5%	98.5%	39	0.3%	99.2%	12	0.2%	99.6%
69	0.4%	98.9%	18	0.1%	99.4%	7	0.1%	99.7%
53	0.3%	99.3%	23	0.2%	99.6%	4	0.1%	99.8%
26	0.2%	99.5%	21	0.2%	99.7%	1	0.0%	99.8%
23	0.1%	99.6%	6	0.0%	99.8%	3	0.1%	99.9%
16	0.1%	99.7%	7	0.1%	99.8%	4	0.1%	99.9%
10	0.1%	99.8%	3	0.0%	99.9%	0	0.0%	99.9%
8	0.1%	99.8%	3	0.0%	99.9%	1	0.0%	100.0%
5	0.0%	99.9%	3	0.0%	99.9%	2	0.0%	100.0%
6	0.0%	99.9%	2	0.0%	99.9%	0	0.0%	100.0%
4	0.0%	99.9%	3	0.0%	100.0%	0	0.0%	100.0%
4	0.0%	99.9%	1	0.0%	100.0%	0	0.0%	100.0%
2	0.0%	100.0%	1	0.0%	100.0%	0	0.0%	100.0%
3	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
3	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
0	0.0%	100.0%	3	0.0%	100.0%	0	0.0%	100.0%
0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
0	0.0%	100.0%	1	0.0%	100.0%	0	0.0%	100.0%
<b>15,432</b>	<b>100.0%</b>		<b>12,227</b>	<b>100.0%</b>		<b>5,933</b>	<b>100.0%</b>	

### Fire/EMS Q4 2025

October			November			December		
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
1,214	97.0%	97.0%	997	95.7%	95.7%	789	98.1%	98.1%
10	0.8%	97.8%	9	0.9%	96.5%	4	0.5%	98.6%
7	0.6%	98.3%	9	0.9%	97.4%	4	0.5%	99.1%
4	0.3%	98.6%	7	0.7%	98.1%	1	0.1%	99.3%
9	0.7%	99.4%	1	0.1%	98.2%	2	0.2%	99.5%
2	0.2%	99.5%	3	0.3%	98.5%	1	0.1%	99.6%
1	0.1%	99.6%	5	0.5%	98.9%	2	0.2%	99.9%
2	0.2%	99.8%	3	0.3%	99.2%	1	0.1%	100.0%
2	0.2%	99.9%	1	0.1%	99.3%	0	0.0%	100.0%
1	0.1%	100.0%	6	0.6%	99.9%	0	0.0%	100.0%
0	0.0%	100.0%	0	0.0%	99.9%	0	0.0%	100.0%
0	0.0%	100.0%	1	0.1%	100.0%	0	0.0%	100.0%
0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
<b>1,252</b>	<b>100.0%</b>		<b>1,042</b>	<b>100.0%</b>		<b>804</b>	<b>100.0%</b>	

