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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: April 27, 2026

RE: DEC Call Wait Times Report, Q1 2026

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

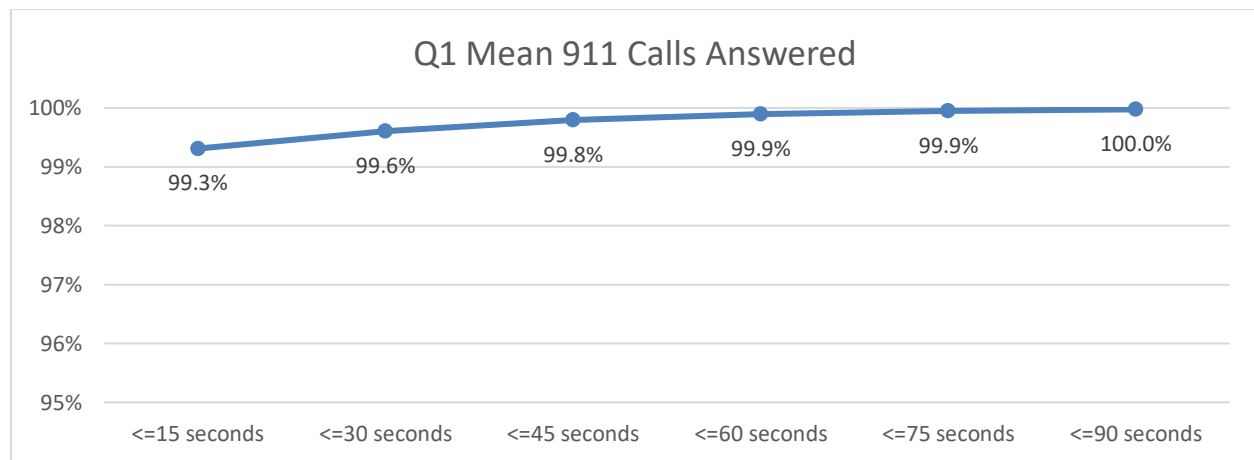
Until now, DEC has recorded call wait times separately for the Milwaukee Police Department (MPD) and the Milwaukee Fire Department (MFD, and for DEC's Universal Call Takers (UCT), who answer both police-related and fire/EMS-related calls.

As of Q1 2026, DEC is combining call wait times for MPD, MFD and UCTs. Eventually, all call takers will be UCTs and will respond to both MPD and MFD calls. Beginning with this report, the combined response time will be available for the 911 call wait times reports.

In fact, there has been little variation among the three classifications of call wait times in the past year and response times have well exceeded NENA standards, as can be seen in our previous reports.

Combined results for Q1 DEC call wait times are as follows:

	Required: 90% ans'd <= 15secs	Suggested: 95% ans'd <=20secs
Q1 2026	99.3%	99.4%



The average (mean) of outlier calls per month – those answered in more than 180 seconds (3 minutes) – decreased markedly from Q3 and Q4 2025 for MPD, MFD, and UTC emergency calls.

Outliers Q1	DEC	
	911	Admin
Average calls/mo.	36,725	13,815
Outlier calls/mo.	0	91
Outliers as percentage	0%	0.6%

Performance by Shift

DEC calls in Q1 2026 exceeded NENA 15-second goals of 90% for every shift:

DEC	Day	Early	Night
Q1	99.0%	99.4%	99.5%

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. In Q3 of 2022 the MPD 911 performance was only 73.7% of calls answered within 15 seconds. Beginning with increased staffing in Q4 2022, the same call answer rate was up to 93.5%. The number of ECOs averaged 157 in Q4 2025, with a 98.4% rate of answering MPD 911 calls within 15 seconds. There has been a 78% correlation between the call answer rate and the number of staffers since Q3 2022.

Because DEC data now is unified, staffing levels v. answer rates for Q1 are not comparable to those of prior quarters. The averages of staffing levels for the quarter are listed below:

Title	Q1 Average
ECO I	23
ECO II	52
ECO III	65
ECO IV	4
ECO V	4
ECO Leads	14
Total	159

Summary

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

For DEC as a whole, in Q1 2026, the overall call answer rate was 99.3% answered in <=15 seconds.

Q1 2026 DATA

Incoming 9-1-1 Calls	January	February	March
All Received	36,960	34,232	39,614
911 Answered	33,913	31,636	36,716
10-Digit Answered	2,890	2,422	2,599
Abandoned	157	174	299
Call Backs	129	151	259
Answered 9-1-1 Calls	January	February	March
Average 9-1-1 Call Wait Time	0:00:00	0:00:00	0:00:01
Percent Answered Within 15 sec	99.6%	99.4%	98.9%

Incoming Non-Emergency Calls	January	February	March
Answered**	13,650	12,934	14,862
Answered Non-Emergency Calls	January	February	March
Average Non-Emergency Call Wait Time	0:00:04	0:00:04	0:00:06

DEC Emergency	January		February		March	
TIME INCREMENT	CALLS ANSWERED	Individual % of Calls	CALLS ANSWERED	Individual % of Calls	CALLS ANSWERED	Individual % of Calls
0 - 15 Seconds	36,647	99.6%	33,867	99.4%	38,888	98.9%
16 - 30 Seconds	89	0.2%	77	0.2%	169	0.4%
31 - 45 Seconds	42	0.1%	47	0.1%	120	0.3%
46 - 60 Seconds	11	0.0%	40	0.1%	62	0.2%
61 - 75 Seconds	4	0.0%	16	0.0%	37	0.1%
76 - 90 Seconds	4	0.0%	7	0.0%	21	0.1%
91 - 105 Seconds	2	0.0%	1	0.0%	8	0.0%
106 - 120 Seconds	1	0.0%	1	0.0%	4	0.0%
121 - 150 Seconds	3	0.0%	2	0.0%	6	0.0%
151 - 180 Seconds	0	0.0%	0	0.0%	0	0.0%
181 - 210 Seconds	0	0.0%	0	0.0%	0	0.0%
211 - 240 Seconds	0	0.0%	0	0.0%	0	0.0%
241 - 270 Seconds	0	0.0%	0	0.0%	0	0.0%
271 - 300 Seconds	0	0.0%	0	0.0%	0	0.0%
301 - 330 Seconds	0	0.0%	0	0.0%	0	0.0%
331 - 360 Seconds	0	0.0%	0	0.0%	0	0.0%
361 - 390 Seconds	0	0.0%	0	0.0%	0	0.0%
391 - 420 Seconds	0	0.0%	0	0.0%	0	0.0%
421 - 450 Seconds	0	0.0%	0	0.0%	0	0.0%
451 - 480 Seconds	0	0.0%	0	0.0%	0	0.0%
481 - 510 Seconds	0	0.0%	0	0.0%	0	0.0%
511 - 540 Seconds	0	0.0%	0	0.0%	0	0.0%
541 - 570 Seconds	0	0.0%	0	0.0%	0	0.0%
571 - 600 Seconds	0	0.0%	0	0.0%	0	0.0%
601 - 1200 Seconds	0	0.0%	0	0.0%	0	0.0%
1201 - 1800 Seconds	0	0.0%	0	0.0%	0	0.0%
> 1800 Seconds	0	0.0%	0	0.0%	0	0.0%
Total Answered Calls	36,803	100.0%	34,058	100.0%	39,315	100.0%

DEC Admin	January		February		March	
TIME INCREMENT	CALLS ANSWERED	Individual % of Calls	CALLS ANSWERED	Individual % of Calls	CALLS ANSWERED	Individual % of Calls
0 - 15 Seconds	13,059	95.7%	12,296	95.1%	13,887	93.4%
16 - 30 Seconds	112	0.8%	127	1.0%	187	1.3%
31 - 45 Seconds	76	0.6%	104	0.8%	140	0.9%
46 - 60 Seconds	64	0.5%	75	0.6%	109	0.7%
61 - 75 Seconds	50	0.4%	65	0.5%	108	0.7%
76 - 90 Seconds	46	0.3%	45	0.3%	77	0.5%
91 - 105 Seconds	52	0.4%	43	0.3%	64	0.4%
106 - 120 Seconds	27	0.2%	36	0.3%	48	0.3%
121 - 150 Seconds	48	0.4%	51	0.4%	58	0.4%
151 - 180 Seconds	34	0.2%	31	0.2%	53	0.4%
181 - 210 Seconds	28	0.2%	14	0.1%	40	0.3%
211 - 240 Seconds	20	0.1%	21	0.2%	34	0.2%
241 - 270 Seconds	11	0.1%	9	0.1%	16	0.1%
271 - 300 Seconds	6	0.0%	4	0.0%	6	0.0%
301 - 330 Seconds	5	0.0%	4	0.0%	8	0.1%
331 - 360 Seconds	2	0.0%	4	0.0%	10	0.1%
361 - 390 Seconds	2	0.0%	2	0.0%	2	0.0%
391 - 420 Seconds	2	0.0%	2	0.0%	2	0.0%
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481 - 510 Seconds	1	0.0%	0	0.0%	1	0.0%
511 - 540 Seconds	1	0.0%	1	0.0%	1	0.0%
541 - 570 Seconds	0	0.0%	0	0.0%	0	0.0%
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Total Answered Calls	13,650	100.0%	12,934	100.0%	14,862	100.0%