



Fire and Police Commission

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Memorandum

To: Honorable Members of the Milwaukee Common Council

From: Leon Todd, Executive Director
Barbara Cooley, Research and Policy Analyst

Date: March 6, 2023

RE: MPD/MFD Call Wait Times Report, Q3 & 4 2022

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 Tom Maureau of Winbourne Consulting, the City’s contractor for developing a PSEP (Public Safety Enhancement Program), with analysis by the FPC Research and Policy Analyst.

Workflow Efficiencies Initiated

On October 11 & 12, 2022, a new Automatic Call Distribution (ACD) workflow was implemented which had a significant positive impact on 9-1-1 call answer performance metrics. This is the fastest way to answer a 9-1-1 call. The Automatic Call Distribution (ACD) automatically drops a 9-1-1 call into an available Call Taker’s headset. The call is preceded by two beeps to alert the Call Taker of the incoming call.

Other measures to improve call answer times have included:

1. The PSEP Executive Steering Committee approved the utilization of overtime to ensure MPD had a minimum mandatory number of Call Takers.
2. MPD ECC management of call taking operations was improved.
3. A new Interactive Voice Response (IVR) message was implemented advising 9-1-1 callers to not hang-up and call back.
4. An MFD initiative improved the availability of MFD Call Takers thereby reducing the amount of time MPD Call Takers were on hold waiting for MFD to answer.
5. An increase in telecommunicator pay was approved by the City in March 2022 to improve recruitment and retention of telecommunicators going forward. The increase appeared in May 26, 2022 paychecks, retroactive to February 20, 2022, and was followed by a recruitment approximately double the size of the previous recruitment.

Compliance with new initiatives over the past two years:

	% Compliant at end of 2022
<u>Fire/EMS</u>	
• Call Takers are immediately transferring the caller to MFD and not validating the incident address prior to the transfer	80%
• Call Takers do not enter Fire/EMS only incidents into the MPD CAD system	90%
• For Fire/EMS only calls, Call Takers immediately disconnect once the MFD Call Taker has control of the call (e.g., speaking directly to the 9-1-1 caller)	95%
<u>9-1-1 Call Takers</u>	
• For each shift, a specific number of Call Takers are assigned 9-1-1/10-digit emergency calls only, which demonstrates 9-1-1 calls have a higher priority over non-emergency/admin calls	100%
• Call Takers assigned to 9-1-1 calls only are not assigned other tasks that remove them from being available for incoming 9-1-1 calls	95%
• Call Takers assigned to 9-1-1 calls only do not make 9-1-1 call back calls that would remove them from being available for incoming 9-1-1 calls	100%
• Call Takers assigned to non-emergency/admin calls complete 9-1-1 call backs as incoming call volume allows	100%
<u>9-1-1 System</u>	
• Call Takers are following MPD directives regarding the utilization of the Solacom “busy” state and after call clean-up	30%
<u>Unnecessary MPD Workload</u>	
• The MPD Emergency Communications Center is not receiving unnecessary calls from MPD personnel	95%
• Call Takers are not being taken offline and assigned to mail room tasks	95%

Call Answer Standard

In conjunction with the implementation of the Solacom 9-1-1 system, the PSEP Executive Steering Committee established two primary performance metrics that are National Emergency Number Association (NENA) standards:

1. 90% of all 9-1-1 calls arriving at the PSAP **SHALL** be answered within (<=) 15 seconds
2. 95% of all 9-1-1 calls arriving at the PSAP **SHOULD** be answered within (<=) 20 seconds



The Solacom 9-1-1 system monthly reports use the NENA standard as the foundation and then 15 second increments.

Availability of Bilingual Call Takers

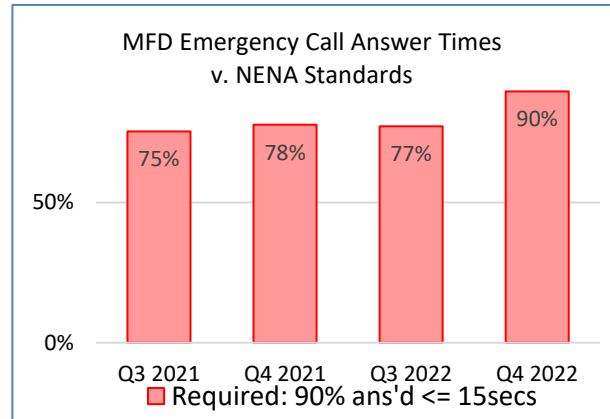
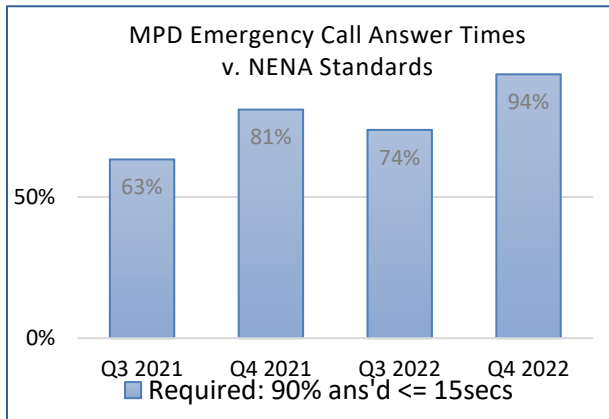
MPD has eight Spanish speaking call takers assigned to various shifts. Any non-Spanish speaking member who takes a call from a Spanish-only caller can transfer the call to a Spanish-speaking member. If no Spanish-speaking members happen to be working, the Language Line can be utilized to provide translation for a considerable number of languages. In the past it has been used to translate at least 15 different languages, including Rohingya, Mandarin, Somali, and Korean.

MFD has no Spanish speaking call takers, but does make use of the Language Line whenever needed.

Analysis by FPC Staff

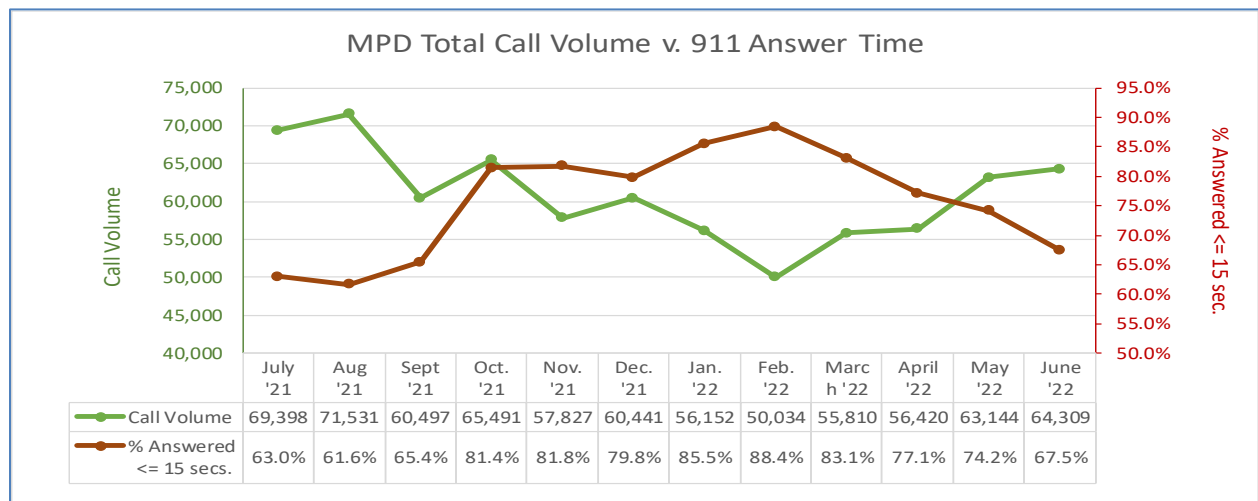
911 Call Answer Times 2021 v. 2022:

During Q4 2022, both MPD and MFD reached their NENA standard of at least 90% of 911 calls answered within 15 seconds. MPD exceeded the goal by 4%, for a total of 94% of calls answered within the goal time. This is a striking improvement for both departments over Q4 2021, when percentages of the NENA standard were 81% and 78% respectively.



911 Call Volume v. Answer Time

The following graph shows the relationship between MPD total call volume (emergency and non-emergency) and 911 call pickup time over the twelve months ending in Q2 2022. There is an inverse relationship between call volume and call pickup time. The staffing level during this period was relatively flat at just over 100 call takers. This result indicated call takers were working at capacity and there was a need to hire more call takers to reduce call answer time.



Note: "Total Call Volume" = Emergency + Administrative



Increasing Staffing Levels

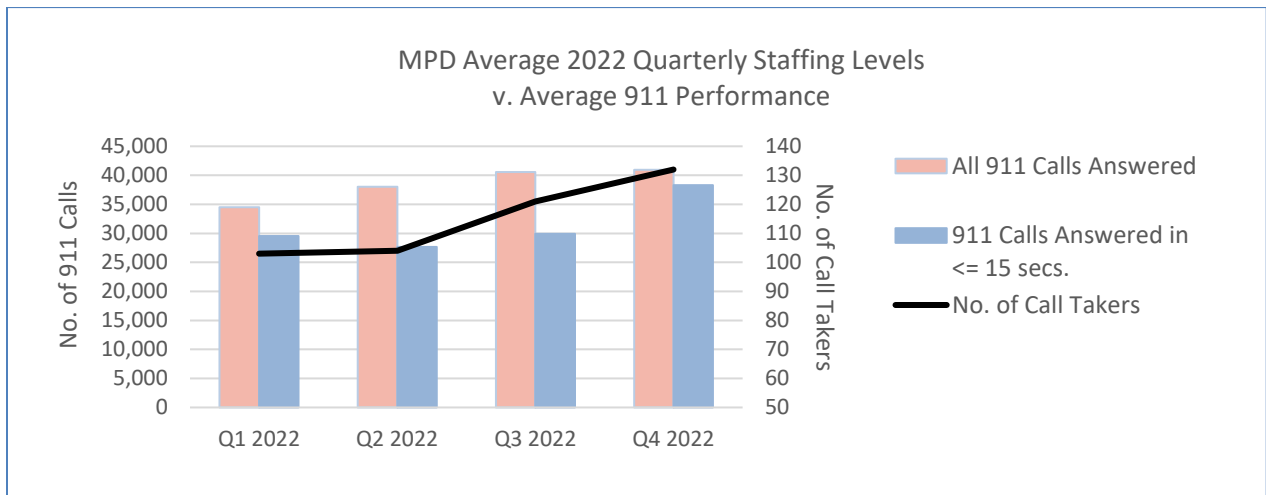
The effort to increase the number of call takers for both MPD and MFD has resulted in much improved 911 call answer times during Q4 2022.

The first telecommunicator recruitment since the pay increase was approved, which closed on April 1, 2022 with 292 applicants, was more than twice the size of the last recruitment before the pay increase, which had 123 applicants.

The actual hire rate for telecommunicators increased by a similar amount:

- The recruitment prior to the April 1 recruitment yielded a class of 9 MPD telecommunicator hires which began training on May 16, and an MFD telecommunicator class of 2 which began on May 31.
- The April recruitment has yielded telecommunicator classes which began July 11 with 30 MPD recruits and 4 MFD recruits, and on September 19 with 18 additional MPD recruits and 4 MFD recruits. (The hiring process for this recruitment was expedited, as well.)

It takes 8 weeks from hire for telecommunicators to be fully trained: 5 weeks in classroom and 3 weeks on-the-job. As a result, we began to see the effects of the pay increase and expedited hiring process on call answer times during Q3 and Q4 of 2022.



Call Taker Turnover Rate

2022 Q3&4 MPD Call Taker Quit Rates

	Dispatchers	Telecommunicators	All Call Takers
Average no. of employees	68	65	133
Resignations	0	7	8
Quit Rate	0.0%	10.9%	6.0%



A high quit (turnover) rate is an obstacle to maintaining staffing levels. In the first half of 2022, the quit rate for telecommunicators was particularly high, at 31.7%. In the second half (Q3 & Q4) it dropped to 10.9%. Dispatchers had a 0% quit rate in the second half of 2022.

The quit rates for the second half of 2022 have improved to less than the most recent national quit rate of 12.7% in the [U.S. Census](#) for state and local government workers, excluding education.

Conclusion

Until Q3, the number of 911 calls answered within 15 seconds was inversely related to total call volume, indicating that the current staff of about 100 call takers was working at capacity and there was a need to increase staffing in order to reach NENA standards. Measures put in place to do so were increasing telecommunicator pay and improvements in processes including an expedited hiring process. These were followed by an approximately doubled size of new telecommunicator applicants and greatly increased number of hires to a Q4 staff of about 130 call takers, as well as a much lower quit rate.

By the end of Q4, the percentage of 911 calls answered in 15 seconds or less met or exceeded the 90% NENA standard for both MPD and MFD.

Q3 and Q4 2022 DATA PRESENTED IN THE FORMAT OF EARLIER REPORTS

Tom Maureau of Winbourne Consulting presented the full Q3/4 2022 data in the same format as earlier reports, to the extent possible. Those tables are presented below.

9-1-1/10-Digit Emergency Calls**MPD Q3 2022**

Incoming MPD 9-1-1 Calls	July	Aug	Sept
All Received	50,850	48,040	46,486
Answered	42,001	39,816	39,869
Abandoned	8,849	8,224	6,617
Call Backs	7,501	6,909	5,457
MPD Answered 9-1-1 Calls	July	Aug	Sept
Average 9-1-1 Call Wait Time	0:00:24	0:00:21	0:00:18
Percent Answered Within 15 sec	70.5%	72.5%	78.4%

MPD Q4 2022

Incoming MPD 9-1-1 Calls	Oct	Nov	Dec
All Received	47,053	41,857	42,336
Answered	41,191	40,459	41,140
Abandoned	5,862	1,398	1,196
Call Backs	2,426	1,221	991
MPD Answered 9-1-1 Calls	Oct	Nov	Dec
Average 9-1-1 Call Wait Time	0:00:06	0:00:06	0:00:06
Percent Answered Within 15 sec	91.0%	94.1%	95.5%

MFD Q3 2022

Incoming MFD 9-1-1 Calls	July	Aug	Sept
All Received	17,156	16,635	17,657
Answered	16,583	16,196	17,076
Abandoned	573	439	581
Call Backs	5	4	3
MFD Answered 9-1-1 Calls	July	Aug	Sept
Average 9-1-1 Call Wait Time	0:00:24	0:00:25	0:00:19
Percent Answered Within 15 sec	73.6%	77.2%	80.9%

MFD Q4 2022

Incoming MFD 9-1-1 Calls	Oct	Nov	Dec
All Received	16,561	16,695	16,448
Answered	16,351	16,607	16,285
Abandoned	210	88	163
Call Backs	1	0	0
MFD Answered 9-1-1 Calls	Oct	Nov	Dec
Average 9-1-1 Call Wait Time	0:00:18	0:00:06	0:00:06
Percent Answered Within 15 sec	83.8%	92.2%	92.7%

9-1-1/10 Digit Call Answer Time

MPD Q3 2022

MPD Emergency TIME INCREMENT	July		Aug		Sept	
	MPD CALLS ANSWERED	Individual % of Calls	MPD CALLS ANSWERED	Individual % of Calls	MPD CALLS ANSWERED	Individual % of Calls
0 - 15 Seconds	29,603	70.5%	28,874	72.5%	31,259	78.4%
16 - 30 Seconds	3,020	7.2%	2,779	7.0%	2,200	5.5%
31 - 45 Seconds	2,220	5.3%	2,024	5.1%	1,635	4.1%
46 - 60 Seconds	1,716	4.1%	1,542	3.9%	1,184	3.0%
61 - 75 Seconds	1,311	3.1%	1,140	2.9%	872	2.2%
76 - 90 Seconds	976	2.3%	791	2.0%	667	1.7%
91 - 105 Seconds	722	1.7%	638	1.6%	497	1.2%
106 - 120 Seconds	572	1.4%	474	1.2%	379	1.0%
121 - 150 Seconds	729	1.7%	576	1.4%	513	1.3%
151 - 180 Seconds	433	1.0%	375	0.9%	287	0.7%
181 - 210 Seconds	303	0.7%	194	0.5%	164	0.4%
211 - 240 Seconds	156	0.4%	145	0.4%	97	0.2%
241 - 270 Seconds	90	0.2%	76	0.2%	51	0.1%
271 - 300 Seconds	50	0.1%	44	0.1%	22	0.1%
301 - 330 Seconds	39	0.1%	46	0.1%	21	0.1%
331 - 360 Seconds	22	0.1%	25	0.1%	4	0.0%
361 - 390 Seconds	15	0.0%	25	0.1%	8	0.0%
391 - 420 Seconds	9	0.0%	14	0.0%	5	0.0%
421 - 450 Seconds	3	0.0%	11	0.0%	2	0.0%
451 - 480 Seconds	5	0.0%	11	0.0%	1	0.0%
481 - 510 Seconds	2	0.0%	1	0.0%	0	0.0%
511 - 540 Seconds	3	0.0%	3	0.0%	0	0.0%
541 - 570 Seconds	1	0.0%	3	0.0%	0	0.0%
571 - 600 Seconds	0	0.0%	0	0.0%	0	0.0%
601 - 1200 Seconds	1	0.0%	5	0.0%	1	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	42,001	100.0%	39,816	100.0%	39,869	100.0%



MPD Q4 2022

MPD Emergency TIME INCREMENT	Oct			Nov			Dec		
	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	37,472	91.0%	91.0%	38,092	94.1%	94.1%	39,288	95.5%	95.5%
16 - 30 Seconds	1,202	2.9%	93.9%	812	2.0%	96.2%	672	1.6%	97.1%
31 - 45 Seconds	781	1.9%	95.8%	581	1.4%	97.6%	422	1.0%	98.2%
46 - 60 Seconds	502	1.2%	97.0%	338	0.8%	98.4%	285	0.7%	98.9%
61 - 75 Seconds	347	0.8%	97.8%	208	0.5%	98.9%	162	0.4%	99.2%
76 - 90 Seconds	214	0.5%	98.4%	130	0.3%	99.3%	107	0.3%	99.5%
91 - 105 Seconds	171	0.4%	98.8%	90	0.2%	99.5%	65	0.2%	99.7%
106 - 120 Seconds	127	0.3%	99.1%	62	0.2%	99.6%	49	0.1%	99.8%
121 - 150 Seconds	153	0.4%	99.5%	69	0.2%	99.8%	44	0.1%	99.9%
151 - 180 Seconds	81	0.2%	99.7%	30	0.1%	99.9%	19	0.0%	99.9%
181 - 210 Seconds	53	0.1%	99.8%	18	0.0%	99.9%	10	0.0%	100.0%
211 - 240 Seconds	38	0.1%	99.9%	12	0.0%	100.0%	4	0.0%	100.0%
241 - 270 Seconds	25	0.1%	100.0%	4	0.0%	100.0%	5	0.0%	100.0%
271 - 300 Seconds	6	0.0%	100.0%	3	0.0%	100.0%	3	0.0%	100.0%
301 - 330 Seconds	10	0.0%	100.0%	3	0.0%	100.0%	1	0.0%	100.0%
331 - 360 Seconds	3	0.0%	100.0%	0	0.0%	100.0%	4	0.0%	100.0%
361 - 390 Seconds	3	0.0%	100.0%	3	0.0%	100.0%	0	0.0%	100.0%
391 - 420 Seconds	0	0.0%	100.0%	1	0.0%	100.0%	0	0.0%	100.0%
421 - 450 Seconds	2	0.0%	100.0%	1	91.0%	100.0%	0	0.0%	100.0%
451 - 480 Seconds	1	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%	2	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	41,191	100.0%		40,459	191.0%		41,140	100.0%	



MFD Q3 2022

MFD Emergency TIME INCREMENT	July			Aug			Sept		
	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	12,202	73.6%	73.6%	12,499	77.2%	77.2%	13,817	80.9%	80.9%
16 - 30 Seconds	1,348	8.1%	81.7%	1,077	6.6%	83.8%	955	5.6%	86.5%
31 - 45 Seconds	716	4.3%	86.0%	598	3.7%	87.5%	592	3.5%	90.0%
46 - 60 Seconds	536	3.2%	89.3%	432	2.7%	90.2%	388	2.3%	92.2%
61 - 75 Seconds	403	2.4%	91.7%	338	2.1%	92.3%	297	1.7%	94.0%
76 - 90 Seconds	327	2.0%	93.7%	288	1.8%	94.0%	229	1.3%	95.3%
91 - 105 Seconds	226	1.4%	95.0%	236	1.5%	95.5%	165	1.0%	96.3%
106 - 120 Seconds	207	1.2%	96.3%	176	1.1%	96.6%	146	0.9%	97.1%
121 - 150 Seconds	273	1.6%	97.9%	215	1.3%	97.9%	212	1.2%	98.4%
151 - 180 Seconds	144	0.9%	98.8%	124	0.8%	98.7%	131	0.8%	99.2%
181 - 210 Seconds	81	0.5%	99.3%	78	0.5%	99.2%	58	0.3%	99.5%
211 - 240 Seconds	63	0.4%	99.7%	46	0.3%	99.5%	39	0.2%	99.7%
241 - 270 Seconds	26	0.2%	99.8%	26	0.2%	99.6%	20	0.1%	99.8%
271 - 300 Seconds	14	0.1%	99.9%	19	0.1%	99.7%	11	0.1%	99.9%
301 - 330 Seconds	10	0.1%	100.0%	17	0.1%	99.8%	7	0.0%	99.9%
331 - 360 Seconds	5	0.0%	100.0%	7	0.0%	99.9%	2	0.0%	100.0%
361 - 390 Seconds	1	0.0%	100.0%	7	0.0%	99.9%	4	0.0%	100.0%
391 - 420 Seconds	0	0.0%	100.0%	6	0.0%	100.0%	3	0.0%	100.0%
421 - 450 Seconds	1	0.0%	100.0%	1	0.0%	100.0%	0	0.0%	100.0%
451 - 480 Seconds	0	0.0%	100.0%	3	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%	2	0.0%	100.0%	0	0.0%	100.0%
541 - 570 Seconds	0	0.0%	100.0%	1	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	16,583	100.0%		16,196	100.0%		17,076	100.0%	



MFD Q4 2022

MFD Emergency TIME INCREMENT	Oct			Nov			Dec		
	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	13,695	83.8%	83.8%	15,317	92.2%	92.2%	15,102	92.7%	92.7%
16 - 30 Seconds	751	4.6%	88.3%	374	2.3%	94.5%	326	2.0%	94.7%
31 - 45 Seconds	515	3.1%	91.5%	286	1.7%	96.2%	232	1.4%	96.2%
46 - 60 Seconds	343	2.1%	93.6%	188	1.1%	97.3%	181	1.1%	97.3%
61 - 75 Seconds	258	1.6%	95.2%	99	0.6%	97.9%	125	0.8%	98.0%
76 - 90 Seconds	207	1.3%	96.4%	87	0.5%	98.5%	96	0.6%	98.6%
91 - 105 Seconds	151	0.9%	97.4%	71	0.4%	98.9%	48	0.3%	98.9%
106 - 120 Seconds	88	0.5%	97.9%	49	0.3%	99.2%	57	0.4%	99.3%
121 - 150 Seconds	140	0.9%	98.8%	71	0.4%	99.6%	46	0.3%	99.6%
151 - 180 Seconds	81	0.5%	99.3%	37	0.2%	99.8%	21	0.1%	99.7%
181 - 210 Seconds	51	0.3%	99.6%	9	0.1%	99.9%	17	0.1%	99.8%
211 - 240 Seconds	28	0.2%	99.7%	9	0.1%	99.9%	6	0.0%	99.8%
241 - 270 Seconds	18	0.1%	99.8%	7	0.0%	100.0%	10	0.1%	99.9%
271 - 300 Seconds	9	0.1%	99.9%	1	0.0%	100.0%	4	0.0%	99.9%
301 - 330 Seconds	6	0.0%	99.9%	1	0.0%	100.0%	5	0.0%	99.9%
331 - 360 Seconds	3	0.0%	100.0%	0	0.0%	100.0%	5	0.0%	100.0%
361 - 390 Seconds	4	0.0%	100.0%	1	0.0%	100.0%	1	0.0%	100.0%
391 - 420 Seconds	2	0.0%	100.0%	0	0.0%	100.0%	1	0.0%	100.0%
421 - 450 Seconds	1	0.0%	100.0%	0	0.0%	100.0%	1	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%	1	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	16,351	100.0%		16,607	100.0%		16,285	100.0%	



Non-Emergency/Administrative Calls**MPD Q3 2022**

Incoming MPD Non-Emergency Calls	July	Aug	Sept
Answered**	16,975	16,567	15,440
MPD Answered Non-Emergency Calls	July	Aug	Sept
Average Non-Emergency Call Wait Time	0:02:42	0:02:28	0:02:24
Percent Answered Within 15 sec	2.6%	46.3%	54.2%

MPD Q4 2022

Incoming MPD Non-Emergency Calls	Oct	Nov	Dec
Answered**	17,246	16,027	16,310
MPD Answered Non-Emergency Calls	Oct	Nov	Dec
Average Non-Emergency Call Wait Time	0:00:54	0:00:30	0:00:24
Percent Answered Within 15 sec	74.1%	80.8%	83.7%

MFD Q3 2022

Incoming MFD Non-Emergency Calls	July	Aug	Sept
Answered**	2,116	1,995	1,793
MFD Answered Non-Emergency Calls	July	Aug	Sept
Average Non-Emergency Call Wait Time	0:00:37	0:00:25	0:00:24
Percent Answered Within 15 sec	77.5%	82.8%	85.1%

MFD Q4 2022

Incoming MFD Non-Emergency Calls	Oct	Nov	Dec
Answered**	1,961	1,997	2,001
MFD Answered Non-Emergency Calls	Oct	Nov	Dec
Average Non-Emergency Call Wait Time	0:00:18	0:00:06	0:00:06
Percent Answered Within 15 sec	86.3%	94.2%	94.4%

Non-Emergency/Administrative Call Answer Time

MPD Q3 2022

MPD Admin TIME INCREMENT	July		Aug		Sept	
	MPD CALLS ANSWERED	Individual % of Calls	MPD CALLS ANSWERED	Individual % of Calls	MPD CALLS ANSWERED	Individual % of Calls
0 - 15 Seconds	440	2.6%	7,676	46.3%	8,364	54.2%
16 - 30 Seconds	622	3.7%	620	3.7%	523	3.4%
31 - 45 Seconds	898	5.3%	591	3.6%	416	2.7%
46 - 60 Seconds	1,084	6.4%	515	3.1%	388	2.5%
61 - 75 Seconds	1,187	7.0%	429	2.6%	320	2.1%
76 - 90 Seconds	1,311	7.7%	395	2.4%	320	2.1%
91 - 105 Seconds	1,206	7.1%	406	2.5%	267	1.7%
106 - 120 Seconds	1,250	7.4%	364	2.2%	243	1.6%
121 - 150 Seconds	2,042	12.0%	683	4.1%	458	3.0%
151 - 180 Seconds	1,700	10.0%	515	3.1%	412	2.7%
181 - 210 Seconds	1,235	7.3%	519	3.1%	369	2.4%
211 - 240 Seconds	955	5.6%	433	2.6%	308	2.0%
241 - 270 Seconds	677	4.0%	351	2.1%	286	1.9%
271 - 300 Seconds	546	3.2%	335	2.0%	252	1.6%
301 - 330 Seconds	399	2.4%	288	1.7%	187	1.2%
331 - 360 Seconds	288	1.7%	274	1.7%	190	1.2%
361 - 390 Seconds	229	1.3%	241	1.5%	149	1.0%
391 - 420 Seconds	172	1.0%	202	1.2%	148	1.0%
421 - 450 Seconds	149	0.9%	158	1.0%	148	1.0%
451 - 480 Seconds	106	0.6%	184	1.1%	133	0.9%
481 - 510 Seconds	91	0.5%	146	0.9%	131	0.8%
511 - 540 Seconds	68	0.4%	109	0.7%	105	0.7%
541 - 570 Seconds	58	0.3%	136	0.8%	105	0.7%
571 - 600 Seconds	52	0.3%	94	0.6%	74	0.5%
601 - 1200 Seconds	196	1.2%	788	4.8%	971	6.3%
1201 - 1800 Seconds	12	0.1%	102	0.6%	153	1.0%
> 1800 Seconds	2	0.0%	13	0.1%	20	0.1%
Total Answered Calls	16,975	100.0%	16,567	100.0%	15,440	100.0%



MPD Q4 2022

MPD Admin TIME INCREMENT	Oct			Nov			Dec		
	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	12,787	74.1%	74.1%	12,954	80.8%	80.8%	13,657	83.7%	83.7%
16 - 30 Seconds	455	2.6%	76.8%	359	2.2%	83.1%	378	2.3%	86.1%
31 - 45 Seconds	377	2.2%	79.0%	313	2.0%	85.0%	298	1.8%	87.9%
46 - 60 Seconds	356	2.1%	81.0%	258	1.6%	86.6%	258	1.6%	89.5%
61 - 75 Seconds	288	1.7%	82.7%	237	1.5%	88.1%	209	1.3%	90.7%
76 - 90 Seconds	255	1.5%	84.2%	208	1.3%	89.4%	184	1.1%	91.9%
91 - 105 Seconds	222	1.3%	85.5%	187	1.2%	90.6%	157	1.0%	92.8%
106 - 120 Seconds	197	1.1%	86.6%	139	0.9%	91.4%	130	0.8%	93.6%
121 - 150 Seconds	345	2.0%	88.6%	257	1.6%	93.0%	213	1.3%	94.9%
151 - 180 Seconds	278	1.6%	90.2%	202	1.3%	94.3%	145	0.9%	95.8%
181 - 210 Seconds	244	1.4%	91.6%	181	1.1%	95.4%	144	0.9%	96.7%
211 - 240 Seconds	186	1.1%	92.7%	148	0.9%	96.4%	117	0.7%	97.4%
241 - 270 Seconds	166	1.0%	93.7%	93	0.6%	96.9%	80	0.5%	97.9%
271 - 300 Seconds	143	0.8%	94.5%	73	0.5%	97.4%	67	0.4%	98.3%
301 - 330 Seconds	117	0.7%	95.2%	62	0.4%	97.8%	47	0.3%	98.6%
331 - 360 Seconds	107	0.6%	95.8%	63	0.4%	98.2%	51	0.3%	98.9%
361 - 390 Seconds	71	0.4%	96.2%	37	0.2%	98.4%	30	0.2%	99.1%
391 - 420 Seconds	67	0.4%	96.6%	44	0.3%	98.7%	30	0.2%	99.3%
421 - 450 Seconds	52	0.3%	96.9%	39	0.2%	98.9%	15	0.1%	99.4%
451 - 480 Seconds	67	0.4%	97.3%	23	0.1%	99.1%	18	0.1%	99.5%
481 - 510 Seconds	44	0.3%	97.6%	26	0.2%	99.2%	16	0.1%	99.6%
511 - 540 Seconds	45	0.3%	97.8%	20	0.1%	99.4%	5	0.0%	99.6%
541 - 570 Seconds	29	0.2%	98.0%	15	0.1%	99.4%	9	0.1%	99.7%
571 - 600 Seconds	32	0.2%	98.2%	15	0.1%	99.5%	6	0.0%	99.7%
601 - 1200 Seconds	272	1.6%	99.7%	73	0.5%	100.0%	46	0.3%	100.0%
1201 - 1800 Seconds	40	0.2%	100.0%	1	0.0%	100.0%	0	0.0%	100.0%
> 1800 Seconds	4	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
Total Answered Calls	17,246	100.0%		16,027	100.0%		16,310	100.0%	



MFD Q3 2022

MFD Admin	July			Aug			Sept		
	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	1,639	77.5%	77.5%	1,651	82.8%	82.8%	1,526	85.1%	85.1%
16 - 30 Seconds	112	5.3%	82.8%	87	4.4%	87.1%	63	3.5%	88.6%
31 - 45 Seconds	66	3.1%	85.9%	36	1.8%	88.9%	37	2.1%	90.7%
46 - 60 Seconds	43	2.0%	87.9%	31	1.6%	90.5%	32	1.8%	92.5%
61 - 75 Seconds	43	2.0%	89.9%	28	1.4%	91.9%	29	1.6%	94.1%
76 - 90 Seconds	28	1.3%	91.3%	22	1.1%	93.0%	24	1.3%	95.4%
91 - 105 Seconds	27	1.3%	92.5%	22	1.1%	94.1%	14	0.8%	96.2%
106 - 120 Seconds	15	0.7%	93.2%	19	1.0%	95.0%	9	0.5%	96.7%
121 - 150 Seconds	28	1.3%	94.6%	24	1.2%	96.2%	10	0.6%	97.3%
151 - 180 Seconds	17	0.8%	95.4%	15	0.8%	97.0%	6	0.3%	97.6%
181 - 210 Seconds	14	0.7%	96.0%	17	0.9%	97.8%	13	0.7%	98.3%
211 - 240 Seconds	18	0.9%	96.9%	14	0.7%	98.5%	7	0.4%	98.7%
241 - 270 Seconds	11	0.5%	97.4%	4	0.2%	98.7%	6	0.3%	99.1%
271 - 300 Seconds	6	0.3%	97.7%	6	0.3%	99.0%	3	0.2%	99.2%
301 - 330 Seconds	10	0.5%	98.2%	4	0.2%	99.2%	3	0.2%	99.4%
331 - 360 Seconds	6	0.3%	98.4%	3	0.2%	99.4%	3	0.2%	99.6%
361 - 390 Seconds	9	0.4%	98.9%	5	0.3%	99.6%	1	0.1%	99.6%
391 - 420 Seconds	3	0.1%	99.0%	1	0.1%	99.7%	3	0.2%	99.8%
421 - 450 Seconds	3	0.1%	99.1%	2	0.1%	99.8%	1	0.1%	99.8%
451 - 480 Seconds	5	0.2%	99.4%	2	0.1%	99.9%	1	0.1%	99.9%
481 - 510 Seconds	12	0.6%	100.0%	1	0.1%	99.9%	1	0.1%	99.9%
511 - 540 Seconds	0	0.0%	100.0%	0	0.0%	99.9%	1	0.1%	100.0%
541 - 570 Seconds	0	0.0%	100.0%	0	0.0%	99.9%	0	0.0%	100.0%
571 - 600 Seconds	0	0.0%	100.0%	1	0.1%	100.0%	0	0.0%	100.0%
601 - 1200 Seconds	1	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	2,116	100.0%		1,995	100.0%		1,793	100.0%	



MFD Q4 2022

MFD Admin	Oct			Nov			Dec		
	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
TIME INCREMENT									
0 - 15 Seconds	1,693	86.3%	86.3%	1,881	94.2%	94.2%	1,888	94.4%	94.4%
16 - 30 Seconds	56	2.9%	89.2%	26	1.3%	95.5%	31	1.5%	95.9%
31 - 45 Seconds	41	2.1%	91.3%	14	0.7%	96.2%	14	0.7%	96.6%
46 - 60 Seconds	35	1.8%	93.1%	19	1.0%	97.1%	16	0.8%	97.4%
61 - 75 Seconds	19	1.0%	94.0%	16	0.8%	97.9%	10	0.5%	97.9%
76 - 90 Seconds	21	1.1%	95.1%	6	0.3%	98.2%	7	0.3%	98.3%
91 - 105 Seconds	15	0.8%	95.9%	2	0.1%	98.3%	2	0.1%	98.4%
106 - 120 Seconds	10	0.5%	96.4%	6	0.3%	98.6%	4	0.2%	98.6%
121 - 150 Seconds	25	1.3%	97.7%	9	0.5%	99.1%	8	0.4%	99.0%
151 - 180 Seconds	20	1.0%	98.7%	3	0.2%	99.2%	5	0.2%	99.2%
181 - 210 Seconds	2	0.1%	98.8%	6	0.3%	99.5%	5	0.2%	99.5%
211 - 240 Seconds	5	0.3%	99.0%	3	0.2%	99.7%	3	0.1%	99.6%
241 - 270 Seconds	4	0.2%	99.2%	1	0.1%	99.7%	0	0.0%	99.6%
271 - 300 Seconds	6	0.3%	99.5%	0	0.0%	99.7%	3	0.1%	99.8%
301 - 330 Seconds	0	0.0%	99.5%	1	0.1%	99.8%	0	0.0%	99.8%
331 - 360 Seconds	1	0.1%	99.6%	1	0.1%	99.8%	1	0.0%	99.8%
361 - 390 Seconds	0	0.0%	99.6%	1	0.1%	99.9%	2	0.1%	99.9%
391 - 420 Seconds	0	0.0%	99.6%	1	0.1%	99.9%	0	0.0%	99.9%
421 - 450 Seconds	1	0.1%	99.6%	0	0.0%	99.9%	0	0.0%	99.9%
451 - 480 Seconds	1	0.1%	99.7%	0	0.0%	99.9%	2	0.1%	100.0%
481 - 510 Seconds	0	0.0%	99.7%	0	0.0%	99.9%	0	0.0%	100.0%
511 - 540 Seconds	0	0.0%	99.7%	0	0.0%	99.9%	0	0.0%	100.0%
541 - 570 Seconds	2	0.1%	99.8%	0	0.0%	99.9%	0	0.0%	100.0%
571 - 600 Seconds	1	0.1%	99.8%	1	0.1%	100.0%	0	0.0%	100.0%
601 - 1200 Seconds	3	0.2%	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	1,961	100.0%		1,997	100.0%		2,001	100.0%	

