



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: August 12, 2025

RE: MPD/MFD Call Wait Times Report, Q2 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:

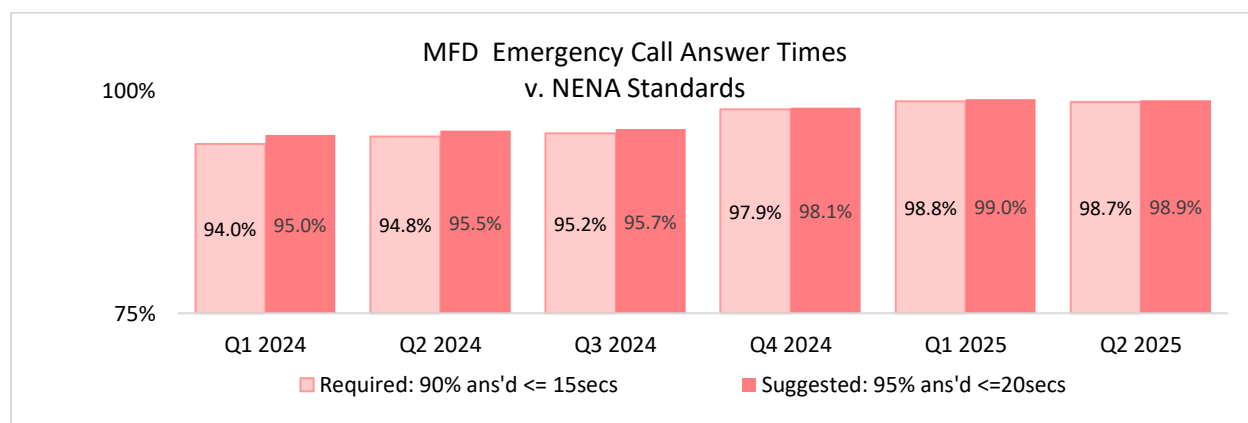
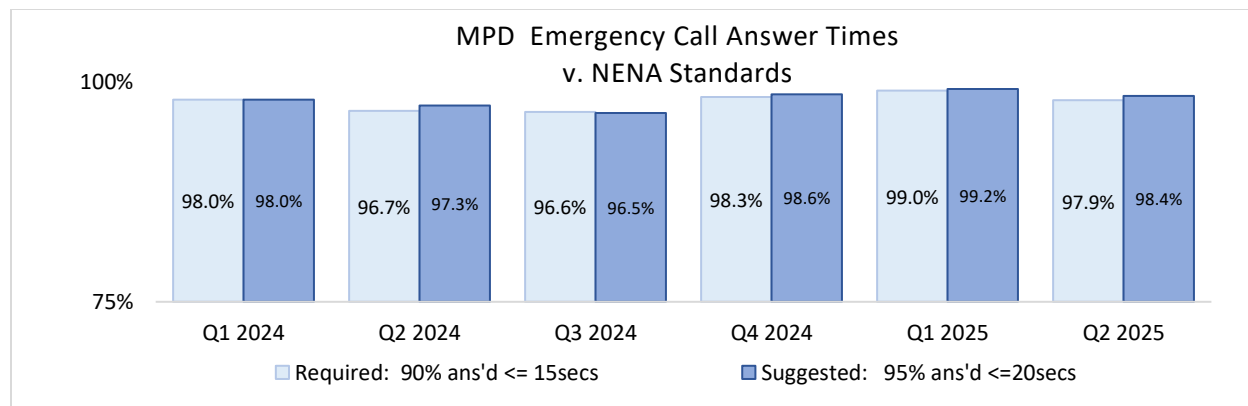
1. 90% of all 911 calls arriving at the Emergency Communications Center SHALL be answered within (\leq) 15 seconds.
2. 95% of all 911 calls arriving at the Emergency Communications Center SHOULD be answered within (\leq) 20 seconds.

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

Analysis by FPC Staff

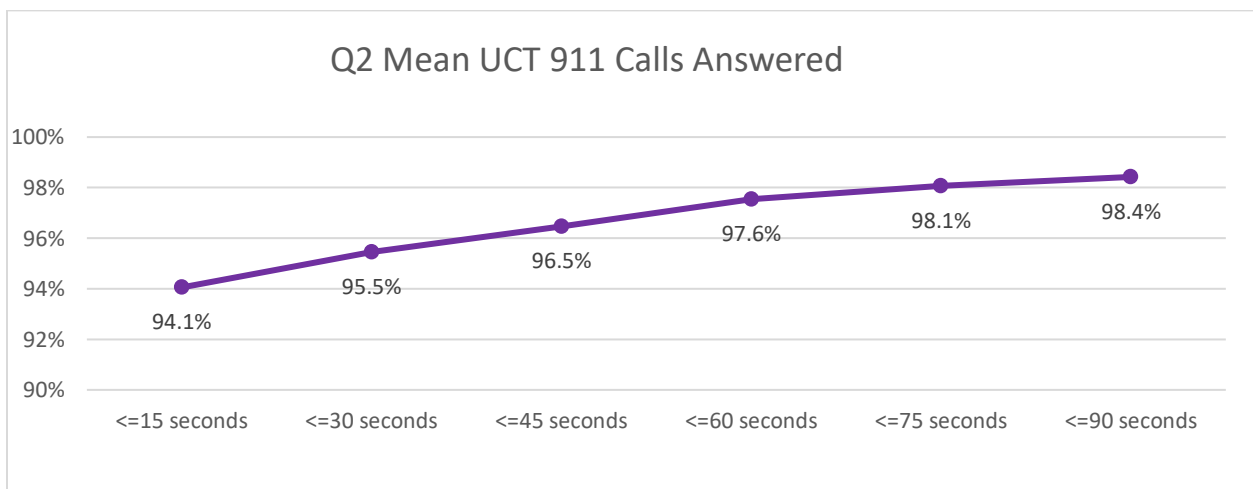
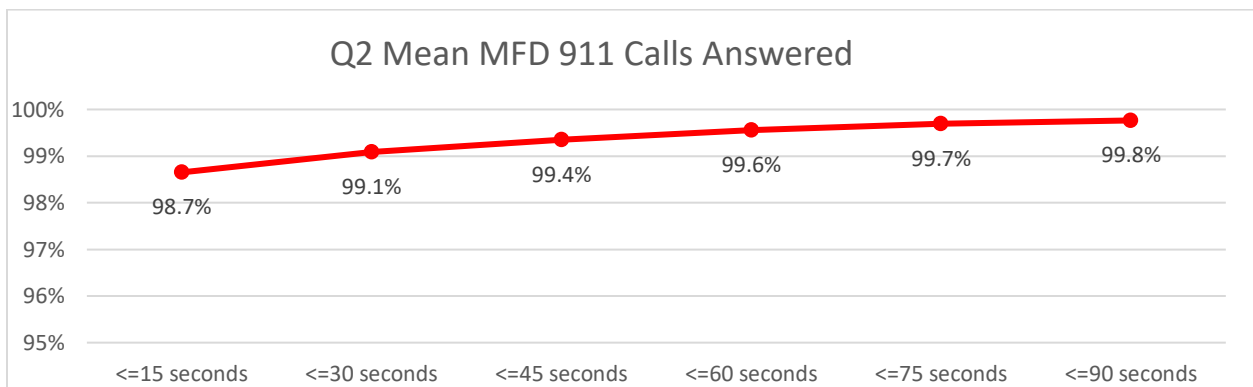
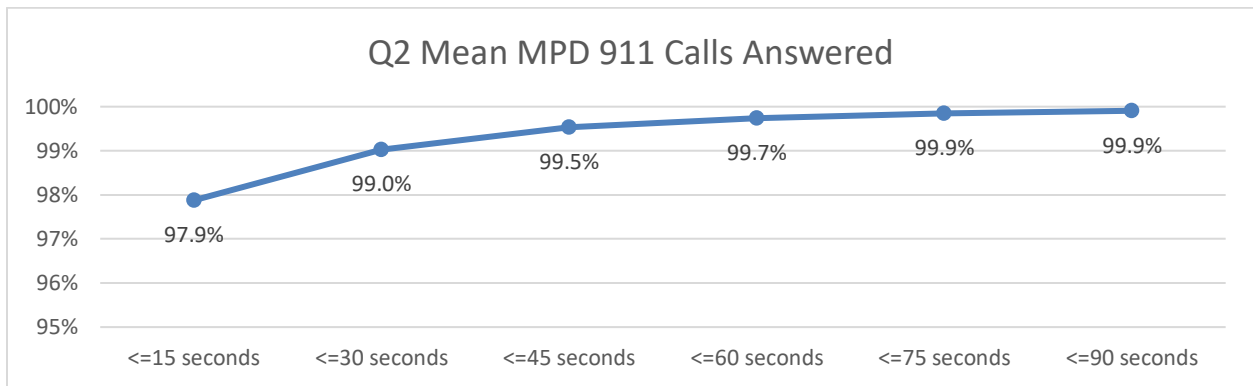
During Q2 2025, both the Milwaukee Police Department (MPD) and the Milwaukee Fire Department (MFD) continued to exceed both NENA standards. MPD exceeded the 15-second

standard by 7.9% and MFD by 8.7%. MPD exceeded the 20-second standard by 3.4% and MFD by 3.9%.



Beginning on March 28, 2025, universal call takers (UCTs) began taking both MFD and MPD calls. Their results are included below for the last three days of March and Q2 2025, although there is no prior quarterly data for comparison and the number of calls taken is relatively low. 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 MPD and MFD calls combined. All telecommunicators, dispatchers, and UCTs are now referred to as emergency communications officers (ECOs).

Overall in Q2 2025, on average (mean), 99.9% of MPD, 99.8% of MFD, and 98.4% 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 slightly from Q1 2025 for both MPD and MFD emergency calls.

By comparison, in Q1 2025, 0.002% of MPD 911 emergency calls (.67/month) were outlier calls, and 0.01% of MFD 911 emergency calls (1.7/month) were outlier calls. Also in Q1, 1.0% of MPD non-emergency calls (149/month) were outlier calls, and 0.42% of MFD non-emergency calls (7/month) were outlier calls.

	MPD		MFD		UCT	
	911	Admin	911	Admin	911	Admin
Average calls/mo.	35,219	15,852	5,939	1,526	5,537	35
Outlier calls/mo.	1.33	273	3.0	5	1.3	1
Outliers as percentage	0.004%	1.72%	0.05%	0.33%	.02%	2.86%

Performance by Shift

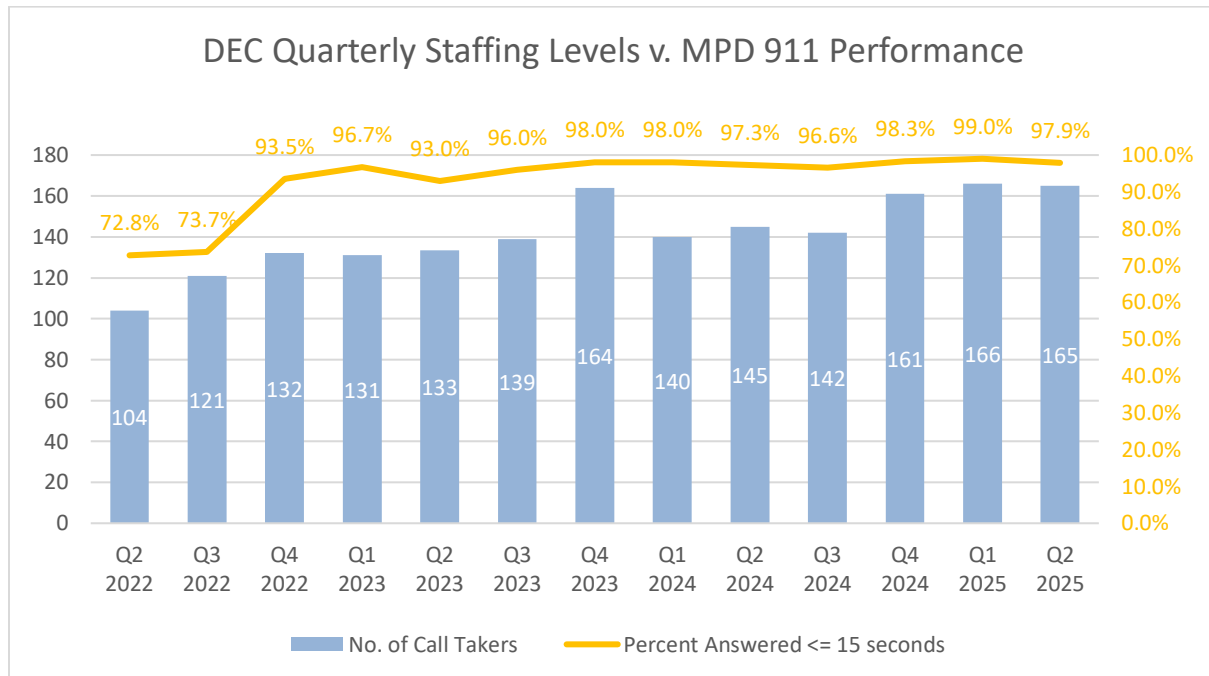
MPD and MFD 911 calls in Q2 exceeded NENA 15-second goals of 90% for every shift:

MPD	Day	Early	Night
Q2	97.9%	97.7%	96.8%
MFD	Day	Early	Night
Q2	98.5%	98.3%	99.0%

Increasing Staffing Levels

Since 2022, the effort to increase the number of telecommunicators, dispatchers and UCTs for both MPD and MFD has resulted in much improved 911 call answer times, as can be seen in the chart below. The number of ECOs averaged 165 in Q2 2025, with a 97.9% rate of answering MPD 911 calls 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 will begin 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 MPD and MFD, reaching 97.9% for MPD and 98.7% for MFD in Q1 2025.

Q2 2025 DATA

9-1-1/10-Digit Emergency Calls

MPD Q2 2025

Incoming MPD 9-1-1 Calls	April	May	June
All Received	34,131	36,911	37,948
Answered	33,148	35,557	36,951
Abandoned	983	1,354	997
Call Backs	851	1,210	852
MPD Answered 9-1-1 Calls	April	May	June
Average 9-1-1 Call Wait Time	0:00:00	0:00:01	0:00:02
Percent Answered Within 15 sec	98.8%	98.6%	96.2%

MFD Q2 2025

Incoming MFD 9-1-1 Calls	April	May	June
All Received	9,180	5,196	3,459
Answered	9,176	5,192	3,450
Abandoned	4	4	9
Call Backs	1	1	4
MFD Answered 9-1-1 Calls	April	May	June
Average 9-1-1 Call Wait Time	0:00:01	0:00:01	0:00:01
Percent Answered Within 15 sec	98.8%	98.4%	98.8%

UCT Q2 2025

Incoming UCT 9-1-1 Calls	April	May	June
All Received	4,475	5,023	7,699
Answered	4,462	4,759	7,391
Abandoned	13	264	308
Call Backs	7	246	281
UCT Answered 9-1-1 Calls	April	May	June
Average 9-1-1 Call Wait Time	0:00:01	0:00:01	0:00:03
Percent Answered Within 15 sec	98.9%	97.7%	93.9%

9-1-1/10 Digit Call Answer Time

MPD Q2 2025

MPD Emergency	April			May			June		
TIME INCREMENT	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	32,763	98.8%	98.8%	35,062	98.6%	98.6%	35,542	96.2%	96.2%
16 - 30 Seconds	249	0.8%	99.6%	309	0.9%	99.5%	672	1.8%	98.0%
31 - 45 Seconds	70	0.2%	99.8%	111	0.3%	99.8%	367	1.0%	99.0%
46 - 60 Seconds	35	0.1%	99.9%	32	0.1%	99.9%	162	0.4%	99.4%
61 - 75 Seconds	18	0.1%	100.0%	17	0.0%	99.9%	87	0.2%	99.7%
76 - 90 Seconds	3	0.0%	100.0%	10	0.0%	100.0%	46	0.1%	99.8%
91 - 105 Seconds	5	0.0%	100.0%	8	0.0%	100.0%	27	0.1%	99.9%
106 - 120 Seconds	0	0.0%	100.0%	2	0.0%	100.0%	20	0.1%	99.9%
121 - 150 Seconds	4	0.0%	100.0%	4	0.0%	100.0%	18	0.0%	100.0%
151 - 180 Seconds	1	0.0%	100.0%	0	0.0%	100.0%	8	0.0%	100.0%
181 - 210 Seconds	0	0.0%	100.0%	1	0.0%	100.0%	1	0.0%	100.0%
211 - 240 Seconds	0	0.0%	100.0%	1	0.0%	100.0%	0	0.0%	100.0%
241 - 270 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	1	0.0%	100.0%
271 - 300 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
301 - 330 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
331 - 360 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
361 - 390 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
391 - 420 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
421 - 450 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	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%	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	33,148	100.0%		35,557	100.0%		36,951	100.0%	

MFD Q2 2025

MFD Emergency	April			May			June		
TIME INCREMENT	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	9,064	98.8%	98.8%	5,107	98.4%	98.4%	3,409	98.8%	98.8%
16 - 30 Seconds	35	0.4%	99.2%	26	0.5%	98.9%	15	0.4%	99.2%
31 - 45 Seconds	24	0.3%	99.4%	15	0.3%	99.2%	8	0.2%	99.5%
46 - 60 Seconds	13	0.1%	99.6%	14	0.3%	99.4%	7	0.2%	99.7%
61 - 75 Seconds	13	0.1%	99.7%	9	0.2%	99.6%	3	0.1%	99.8%
76 - 90 Seconds	9	0.1%	99.8%	2	0.0%	99.6%	3	0.1%	99.9%
91 - 105 Seconds	2	0.0%	99.8%	6	0.1%	99.7%	2	0.1%	99.9%
106 - 120 Seconds	5	0.1%	99.9%	4	0.1%	99.8%	1	0.0%	99.9%
121 - 150 Seconds	2	0.0%	99.9%	6	0.1%	99.9%	2	0.1%	100.0%
151 - 180 Seconds	2	0.0%	99.9%	1	0.0%	100.0%	0	0.0%	100.0%
181 - 210 Seconds	3	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
211 - 240 Seconds	1	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
241 - 270 Seconds	0	0.0%	100.0%	1	0.0%	100.0%	0	0.0%	100.0%
271 - 300 Seconds	1	0.0%	100.0%	1	0.0%	100.0%	0	0.0%	100.0%
301 - 330 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
331 - 360 Seconds	1	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
361 - 390 Seconds	1	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
391 - 420 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
421 - 450 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	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%	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	9,176	100.0%		5,192	100.0%		3,450	100.0%	

UCT Q2 2025

UCT Emergency	April			May			June		
TIME INCREMENT	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	4,411	98.9%	98.9%	4,649	97.7%	97.7%	6,938	93.9%	93.9%
16 - 30 Seconds	30	0.7%	99.5%	58	1.2%	98.9%	206	2.8%	96.7%
31 - 45 Seconds	7	0.2%	99.7%	24	0.5%	99.4%	119	1.6%	98.3%
46 - 60 Seconds	3	0.1%	99.8%	13	0.3%	99.7%	67	0.9%	99.2%
61 - 75 Seconds	1	0.0%	99.8%	5	0.1%	99.8%	26	0.4%	99.5%
76 - 90 Seconds	1	0.0%	99.8%	3	0.1%	99.9%	16	0.2%	99.7%
91 - 105 Seconds	3	0.1%	99.9%	3	0.1%	99.9%	12	0.2%	99.9%
106 - 120 Seconds	0	0.0%	99.9%	0	0.0%	99.9%	2	0.0%	99.9%
121 - 150 Seconds	1	0.0%	99.9%	3	0.1%	100.0%	2	0.0%	100.0%
151 - 180 Seconds	4	0.1%	100.0%	0	0.0%	100.0%	1	0.0%	100.0%
181 - 210 Seconds	1	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
211 - 240 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
241 - 270 Seconds	0	0.0%	100.0%	1	0.0%	100.0%	0	0.0%	100.0%
271 - 300 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	1	0.0%	100.0%
301 - 330 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	1	0.0%	100.0%
331 - 360 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
361 - 390 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
391 - 420 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	100.0%
421 - 450 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	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%	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	4,462	100.0%		4,759	100.0%		7,391	100.0%	

Non-Emergency/Administrative Calls

MPD Q2 2025

Incoming MPD Non-Emergency Calls	April	May	June
Answered**	15,667	15,720	16,168
MPD Answered Non-Emergency Calls	April	May	June
Average Non-Emergency Call Wait Time	0:00:09	0:00:11	0:00:17

MFD Q2 2025

Incoming MFD Non-Emergency Calls	April	May	June
Answered**	1,575	1,496	1,507
MFD Answered Non-Emergency Calls	April	May	June
Average Non-Emergency Call Wait Time	0:00:05	0:00:03	0:00:05

UCT Q2 2025

Incoming UCT Non-Emergency Calls	April	May	June
Answered	28	39	38
UCT Answered Non-Emergency Calls	April	May	June
Average Non-Emergency Call Wait Time	0:00:00	0:00:21	0:00:08

Non-Emergency/Administrative Call Answer Time

MPD Q2 2025

MPD Admin	April			May			June		
TIME INCREMENT	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	14,224	90.8%	90.8%	14,075	89.5%	89.5%	13,381	82.8%	82.8%
16 - 30 Seconds	232	1.5%	92.3%	253	1.6%	91.1%	502	3.1%	85.9%
31 - 45 Seconds	208	1.3%	93.6%	212	1.3%	92.5%	424	2.6%	88.5%
46 - 60 Seconds	180	1.1%	94.7%	166	1.1%	93.5%	335	2.1%	90.6%
61 - 75 Seconds	160	1.0%	95.8%	175	1.1%	94.7%	289	1.8%	92.3%
76 - 90 Seconds	111	0.7%	96.5%	144	0.9%	95.6%	198	1.2%	93.6%
91 - 105 Seconds	112	0.7%	97.2%	107	0.7%	96.3%	174	1.1%	94.6%
106 - 120 Seconds	74	0.5%	97.7%	94	0.6%	96.9%	132	0.8%	95.5%
121 - 150 Seconds	115	0.7%	98.4%	133	0.8%	97.7%	206	1.3%	96.7%
151 - 180 Seconds	74	0.5%	98.9%	98	0.6%	98.3%	148	0.9%	97.7%
181 - 210 Seconds	52	0.3%	99.2%	82	0.5%	98.8%	124	0.8%	98.4%
211 - 240 Seconds	39	0.2%	99.5%	50	0.3%	99.2%	86	0.5%	99.0%
241 - 270 Seconds	32	0.2%	99.7%	29	0.2%	99.4%	45	0.3%	99.2%
271 - 300 Seconds	24	0.2%	99.8%	31	0.2%	99.5%	32	0.2%	99.4%
301 - 330 Seconds	14	0.1%	99.9%	11	0.1%	99.6%	27	0.2%	99.6%
331 - 360 Seconds	6	0.0%	99.9%	13	0.1%	99.7%	14	0.1%	99.7%
361 - 390 Seconds	4	0.0%	100.0%	8	0.1%	99.8%	13	0.1%	99.8%
391 - 420 Seconds	3	0.0%	100.0%	12	0.1%	99.8%	9	0.1%	99.8%
421 - 450 Seconds	0	0.0%	100.0%	7	0.0%	99.9%	9	0.1%	99.9%
451 - 480 Seconds	3	0.0%	100.0%	3	0.0%	99.9%	9	0.1%	99.9%
481 - 510 Seconds	0	0.0%	100.0%	3	0.0%	99.9%	4	0.0%	100.0%
511 - 540 Seconds	0	0.0%	100.0%	4	0.0%	99.9%	2	0.0%	100.0%
541 - 570 Seconds	0	0.0%	100.0%	2	0.0%	99.9%	2	0.0%	100.0%
571 - 600 Seconds	0	0.0%	100.0%	0	0.0%	99.9%	2	0.0%	100.0%
601 - 1200 Seconds	0	0.0%	100.0%	8	0.1%	100.0%	1	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	15,667	100.0%		15,720	100.0%		16,168	100.0%	

MFD Q2 2025

MFD Admin	April			May			June		
TIME INCREMENT	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	1,468	93.2%	93.2%	1,430	95.6%	95.6%	1,407	93.4%	93.4%
16 - 30 Seconds	30	1.9%	95.1%	12	0.8%	96.4%	23	1.5%	94.9%
31 - 45 Seconds	19	1.2%	96.3%	7	0.5%	96.9%	20	1.3%	96.2%
46 - 60 Seconds	20	1.3%	97.6%	13	0.9%	97.7%	17	1.1%	97.3%
61 - 75 Seconds	8	0.5%	98.1%	5	0.3%	98.1%	11	0.7%	98.1%
76 - 90 Seconds	8	0.5%	98.6%	3	0.2%	98.3%	5	0.3%	98.4%
91 - 105 Seconds	5	0.3%	98.9%	10	0.7%	98.9%	5	0.3%	98.7%
106 - 120 Seconds	5	0.3%	99.2%	5	0.3%	99.3%	2	0.1%	98.9%
121 - 150 Seconds	5	0.3%	99.6%	7	0.5%	99.7%	6	0.4%	99.3%
151 - 180 Seconds	1	0.1%	99.6%	2	0.1%	99.9%	4	0.3%	99.5%
181 - 210 Seconds	1	0.1%	99.7%	2	0.1%	100.0%	2	0.1%	99.7%
211 - 240 Seconds	1	0.1%	99.7%	0	0.0%	100.0%	0	0.0%	99.7%
241 - 270 Seconds	1	0.1%	99.8%	0	0.0%	100.0%	1	0.1%	99.7%
271 - 300 Seconds	1	0.1%	99.9%	0	0.0%	100.0%	1	0.1%	99.8%
301 - 330 Seconds	0	0.0%	99.9%	0	0.0%	100.0%	2	0.1%	99.9%
331 - 360 Seconds	2	0.1%	100.0%	0	0.0%	100.0%	0	0.0%	99.9%
361 - 390 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	99.9%
391 - 420 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	0	0.0%	99.9%
421 - 450 Seconds	0	0.0%	100.0%	0	0.0%	100.0%	1	0.1%	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%	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	1,575	100.0%		1,496	100.0%		1,507	100.0%	

UCT Q2 2025

UCT Admin	April			May			June		
TIME INCREMENT	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	28	100.0%	100.0%	36	92.3%	92.3%	37	97.4%	97.4%
16 - 30 Seconds	0	0.0%	100.0%	0	0.0%	92.3%	0	0.0%	97.4%
31 - 45 Seconds	0	0.0%	100.0%	0	0.0%	92.3%	0	0.0%	97.4%
46 - 60 Seconds	0	0.0%	100.0%	0	0.0%	92.3%	0	0.0%	97.4%
61 - 75 Seconds	0	0.0%	100.0%	0	0.0%	92.3%	0	0.0%	97.4%
76 - 90 Seconds	0	0.0%	100.0%	1	2.6%	94.9%	0	0.0%	97.4%
91 - 105 Seconds	0	0.0%	100.0%	0	0.0%	94.9%	0	0.0%	97.4%
106 - 120 Seconds	0	0.0%	100.0%	0	0.0%	94.9%	0	0.0%	97.4%
121 - 150 Seconds	0	0.0%	100.0%	0	0.0%	94.9%	0	0.0%	97.4%
151 - 180 Seconds	0	0.0%	100.0%	0	0.0%	94.9%	0	0.0%	97.4%
181 - 210 Seconds	0	0.0%	100.0%	0	0.0%	94.9%	0	0.0%	97.4%
211 - 240 Seconds	0	0.0%	100.0%	1	2.6%	97.4%	0	0.0%	97.4%
241 - 270 Seconds	0	0.0%	100.0%	0	0.0%	97.4%	0	0.0%	97.4%
271 - 300 Seconds	0	0.0%	100.0%	0	0.0%	97.4%	1	2.6%	100.0%
301 - 330 Seconds	0	0.0%	100.0%	0	0.0%	97.4%	0	0.0%	100.0%
331 - 360 Seconds	0	0.0%	100.0%	0	0.0%	97.4%	0	0.0%	100.0%
361 - 390 Seconds	0	0.0%	100.0%	0	0.0%	97.4%	0	0.0%	100.0%
391 - 420 Seconds	0	0.0%	100.0%	0	0.0%	97.4%	0	0.0%	100.0%
421 - 450 Seconds	0	0.0%	100.0%	0	0.0%	97.4%	0	0.0%	100.0%
451 - 480 Seconds	0	0.0%	100.0%	1	2.6%	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	28	100.0%		39	100.0%		38	100.0%	