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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: March 1, 2024

RE: MPD and MFD Response Times

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This memorandum is an updated response to a Public Safety and Health Committee request for information regarding response times from emergency 911 call to dispatch and from dispatch to appearance on scene. Data was provided by MPD's Office of Management, Analysis and Planning (OMAP) and by MFD's Support Bureau. The initial memorandum dated October 9, 2023 covered the 18-month period from January 2022 through June 2023. This update now includes and compares the additional 6-month period from July through December 2023.

### MPD RESPONSE TIMES

#### MPD Priority Categories

From January 2022 through December 2023, MPD was categorizing calls that generate a squad response as follows:

Priority E (Emergency) is for emergency situations and non-pre-emptable assignments (e.g., assists, officer down, park and walks). [A Park and Walk is when the officer notifies dispatch they are on foot patrol outside of their squad and are walking in a specific area.]

Priority One calls are for situations involving life-threatening conditions:

1. All calls for service regarding life threatening incidents that:
  - a. Are in progress;
  - b. Are not in progress, but the suspect is on the scene;

- c. Just occurred (5 minutes or less) and it is reasonable to assume that the suspect may still be in the area (e.g., armed robbery just occurred, burglary - unknown if suspect(s) are still on the scene).
2. Any incident of an emergency nature that threatens human life or great bodily harm (e.g., gas leak, explosive device, sniper).
3. Any criminal incident to which an ambulance is sent (e.g., battery, sexual assault).
4. All gunshot detections via ShotSpotter (verified detections will be immediately broadcast upon receipt by dispatchers on the radio talk group of the district involved).

Priority Two calls are for situations involving major property threatening conditions, accidents involving injury, or incidents reporting a non-specific complaint of injury or illness not as a result of criminal actions:

1. All calls for service regarding major property threatening incidents that:
  - a. Are in progress (e.g., entry to autos in progress);
  - b. Are not in progress, but the suspect is on the scene;
  - c. Just occurred (5 minutes or less) and it is reasonable to assume that the suspect may still be in the area (e.g., theft that just occurred).
2. Any felony or misdemeanor which did not involve life threatening conditions, that recently occurred and the logical probability exists that the suspect is near the scene, in the area, or a high probability of apprehension exists (e.g., burglar alarm, drug dealing, entry to auto).
  - a. Accidents involving injury (e.g., personal injury traffic accidents, industrial accidents)
  - b. Any non-specific complaint of personal injury or illness not as a result of criminal actions (e.g., injured/sick person, check the welfare).

Priority Three calls are for situations not requiring an immediate response to prevent personal injury or property loss/damage and situations indicating criminal activity for report purposes only:

1. Any incident that does not require immediate police response to prevent personal injury or property loss/damage (e.g., crash – property damage only, trouble with subject, shoplifter).
2. Any recent incident wherein the preservation of evidence or protection of the crime scene is not of an urgent nature (e.g., property damage, entry, battery).
3. Any felony or misdemeanor not in progress that does not require immediate investigation (e.g., theft, violation of restraining order).

Priority Four calls are for situations of a minor nature that do not fall within the above priority categories.

1. Any incident that involves an apparent minor violation or offense (e.g., noise nuisance).
2. Any incident that involves non-criminal police services (e.g., escort, notifications).
3. Any incident of a minor nature, not in progress, that requires follow-up investigation (e.g., recovered property, 911 abuse).

OMAP issues quarterly reports of response times from call received to presence on scene for Priorities One through Four and E. The results for 2023 are as follows:<sup>1</sup>

Dispatched Calls for Service	Jan-Mar 2023		Apr-June 2023		July-Sept 2023		Oct-Dec 2023	
	Priority	Total	Median (mins:secs)	Total	Median (mins:secs)	Total	Median (mins:secs)	Total
1	16,482	11:02	20,135	11:11	20,229	11:34	17,009	11:37
2	22,750	18:57	26,140	20:31	27,603	20:50	24,560	20:50
3	18,480	39:23	20,342	48:57	19,298	50:19	16,870	48:22
4	3,763	23:55	4,491	28:11	4,653	28:30	3,826	26:16
E	18	9:43	18	7:26	11	04:31	14	11:43
<b>Total/Overall</b>	<b>61,493</b>	<b>18:52</b>	<b>71,126</b>	<b>19:46</b>	<b>71,794</b>	<b>20:02</b>	<b>62,279</b>	<b>20:00</b>

#### MPD PRIORITY ONE CALL-TO-DISPATCH AND DISPATCH-TO-ON SCENE RESULTS

The data analyzed was taken from the CAD system and consists of 145,758 Priority One calls made during the full 24 months studied. Calls as defined in Footnote 2 above were excluded.

In addition, a considerable number of calls (7,236 of the total 145,758 in the full 24-month period) are recorded as taking zero seconds from call created to on scene. According to OMAP, “This may be due to the fact the squad went out with the call for service and were then immediately dispatched (e.g., they may have been flagged down by the caller, they were on scene immediately, they observed the crime in progress, or they saw the call for service pending and went + out with it right away before being dispatched).” As the intent of this report is to monitor the full call-to-dispatch-to-on-scene process, these have been excluded as well, leaving a total of 138,522 calls over 24 months in this analysis.

Call times for the 18-month and 6-month periods studied are as follows. As can be seen in the table, the variation between the initial 18-month period and the 6-month follow up period is minimal. This is true for both MPD and MFD.

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<sup>1</sup> Data obtained from Computer-Aided Dispatch (CAD). Dispatched calls for service exclude: Priority 5 and 6 calls, which do not result in a squad response, misdials, training units and training calls, calls that have no primary unit assigned, and calls with a disposition of: Cancelled, Differential Response Unit (DRU), License Investigation Unit (LIU), Milwaukee County Sheriff’s Office (MCSO), or Milwaukee Fire Department (MFD). Additional exclusions are made to calculate response times, which results in fewer dispatched calls for service. Response times exclude any dispatched calls for service with a negative response time (due to daylight savings), calls with a response time greater than 24 hours, and calls that do not contain an on-scene time. Created Date/Time represents the moment a 911 call is made to and received by Technical Communications Division (TCD).

**Priority One Response Times (Minutes)**

	January 2022 - June 2023		July-December 2023	
	Mean	Median	Mean	Median
Call to Dispatch	8	3.5	7	3.6
Dispatch to On Scene	9	7	9	7
Call to On Scene	15	12	16	12

The median (at which the number of smaller and larger results is equal) is lower than the mean (average) and is a more meaningful measure of response times generally because the few extremely high results skew the mean upward. Note that the call to on scene mean and median times are not equal to the sums of means and medians for call to dispatch and dispatch to on scene. This results from omitting zero times from each. Some calls have a zero call to dispatch time, some have a zero time for dispatch to on scene, and some have zero time from call to on scene. The number of calls remaining in each category differs, so the categories are not additive.

By police district, the average (mean and median) priority one response times are:

Call to Dispatch Response Times (minutes)

District	January 2022 - June 2023 (18 mos.)			July 2023 - December 2023 (6 mos.)		
	Total Calls	Mean	Median	Total Calls	Mean	Median
1	4,141	6	4	1,531	6	4
2	13,398	5	4	4,649	6	4
3	21,055	6	6	6,886	6	4
4	14,551	8	5	5,131	9	5
5	22,794	5	3	7,704	6	4
6	5,232	6	4	1,872	6	4
7	21,472	6	3	7,453	7	4
Overall	102,643	6	4	35,226	7	4

Dispatch to OnScene Response Times (minutes)

District	January 2022 - June 2023 (18 mos.)			July 2023 - December 2023 (6 mos.)		
	Total Calls	Mean	Median	Total Calls	Mean	Median
1	4,064	8	6	1,510	8	6
2	13,185	8	6	4,571	8	6
3	20,624	9	7	6,766	10	8
4	14,423	11	9	5,092	11	10
5	22,159	8	6	7,539	9	7
6	5,201	9	7	1,850	9	8
7	21,099	9	7	7,319	9	8
Overall	100,755	9	7	34,647	9	7

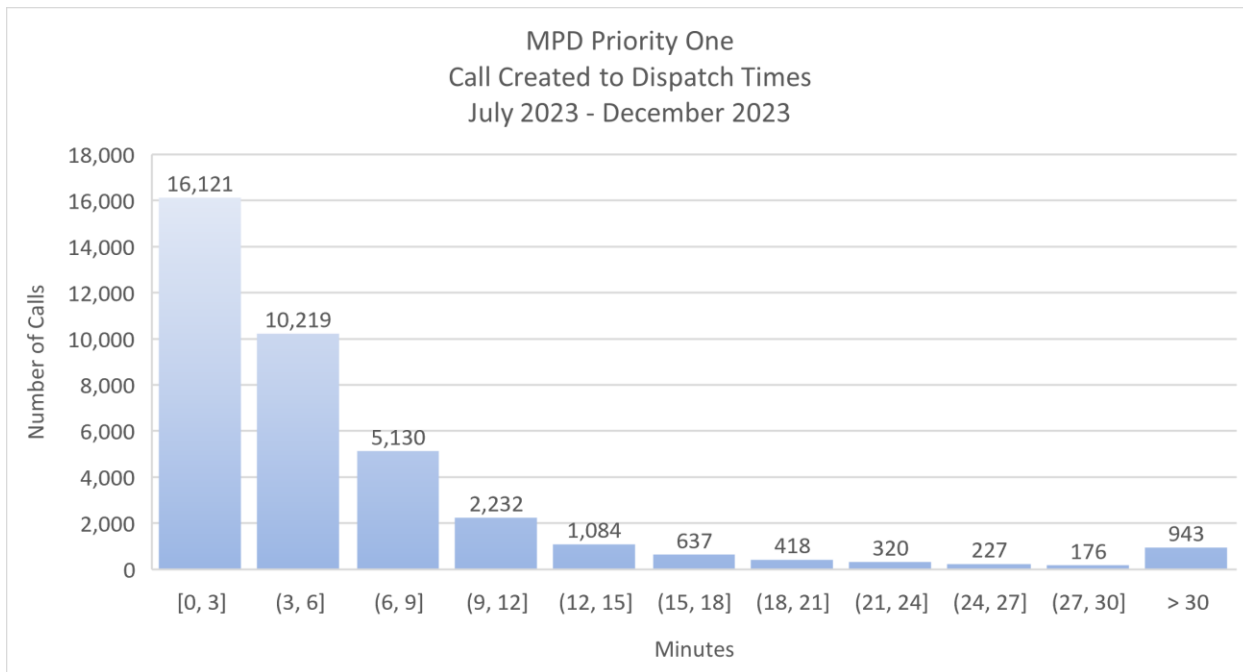
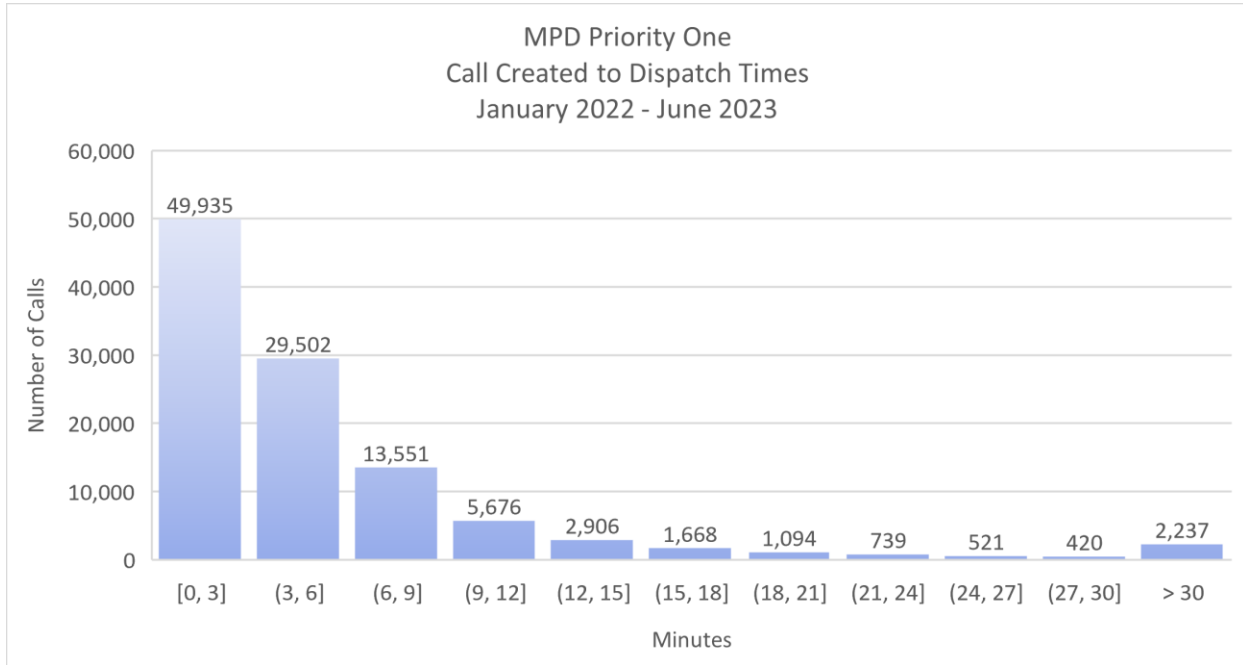
Call to On Scene Response Times (minutes)

District	January 2022 - June 2023 (18 mos.)			July 2023 - December 2023 (6 mos.)		
	Total Calls	Mean	Median	Total Calls	Mean	Median
1	4,738	12	11	1,544	14	10
2	14,148	12	10	4,669	14	11
3	21,888	14	11	6,906	16	12
4	15,353	18	15	5,148	20	15
5	23,758	13	10	7,719	15	11
6	5,650	13	12	1,878	16	12
7	22,359	14	12	7,465	16	12
Overall	107,894	14	12	35,329	16	10

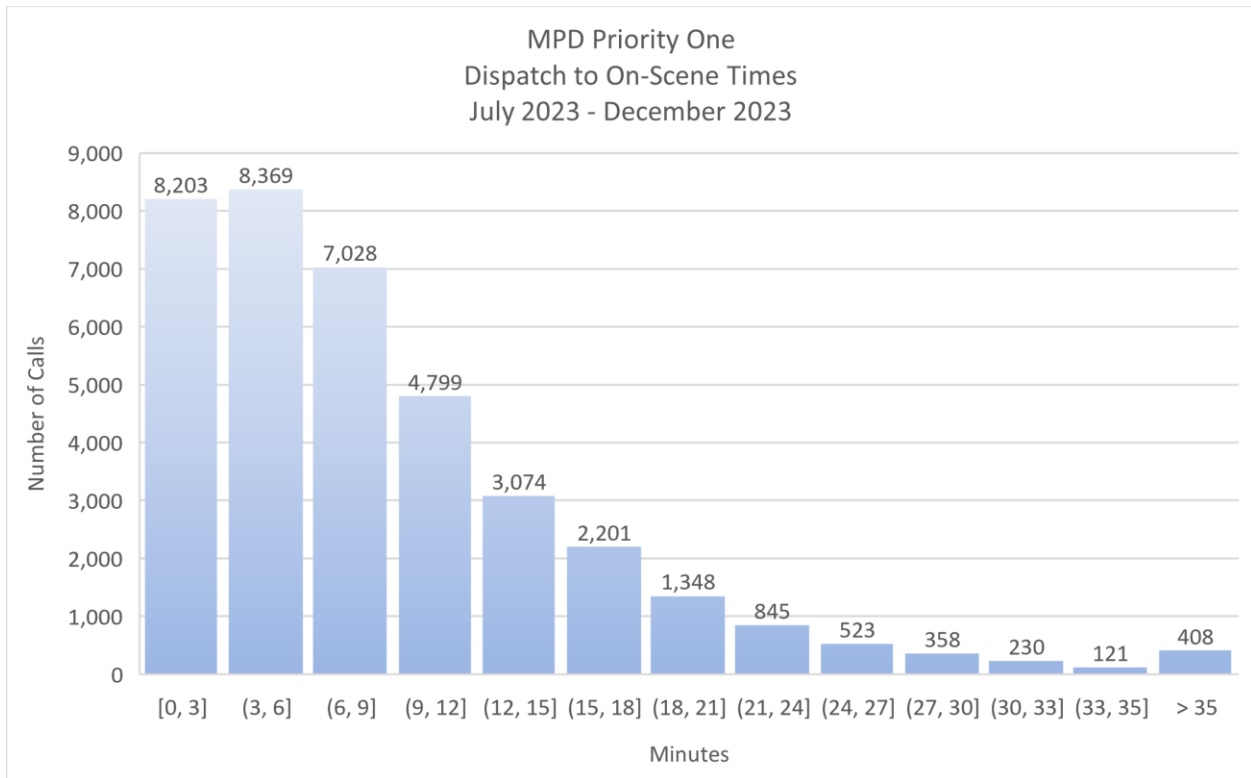
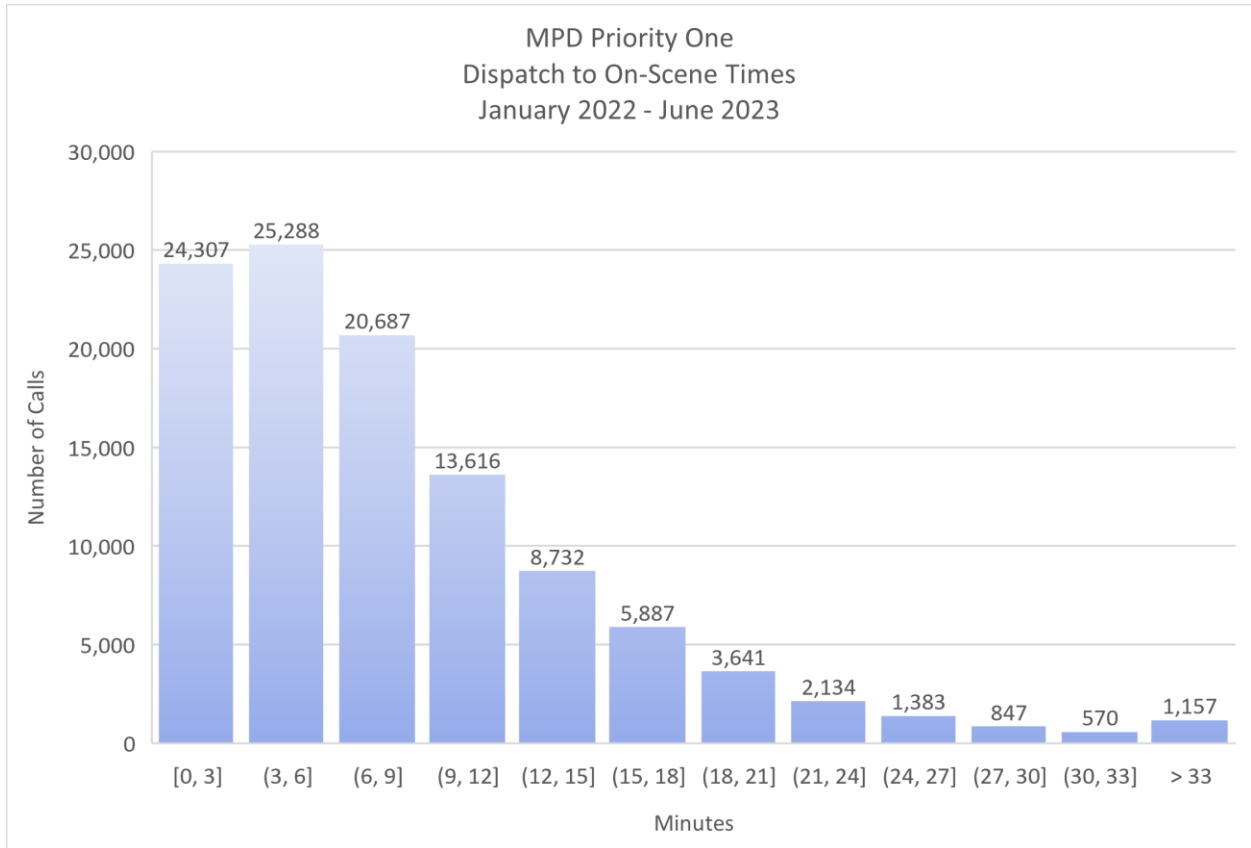
The distribution of response times is as shown in the histograms below. The notation (a,b] on the intervals can be read “from a to b”. In each category (Call Created to Dispatch, etc.), the results from the initial 18-month analysis in the October 11 memo are shown first, and then the results from the 6-month July-December 2023 update are shown for comparison. As can be seen, the

distribution of response times changed very little between the two periods of time studied. The total number of calls is greater by a factor of about 3 for the 18-month period than for the 6-month period.

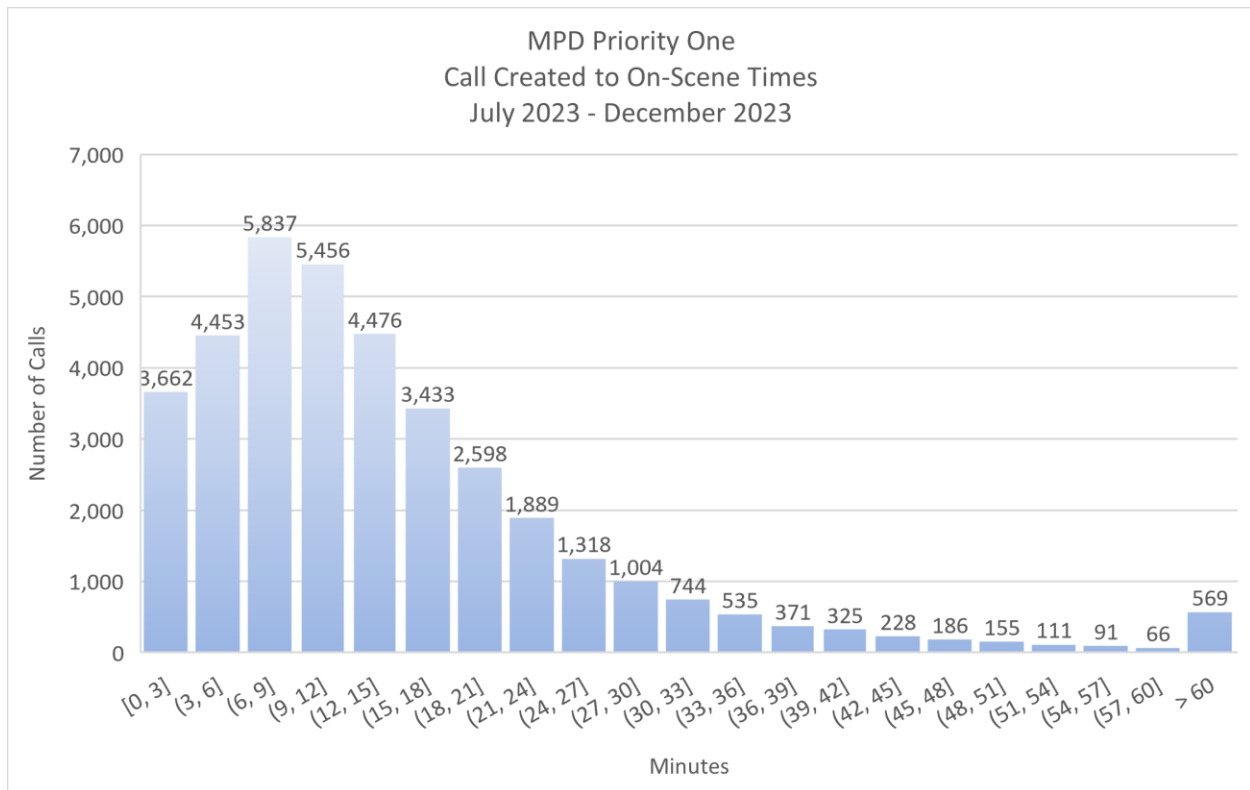
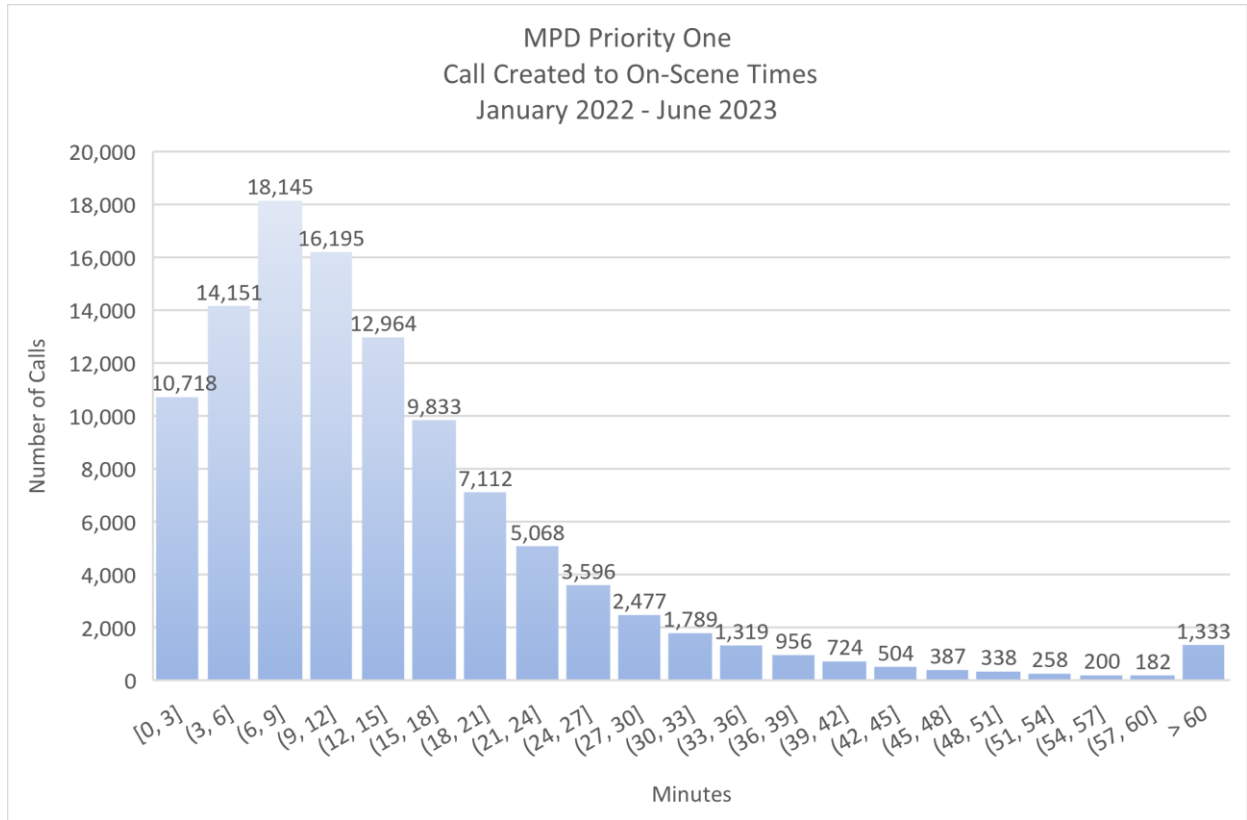
Call Created to Dispatch Times



Dispatch to On-scene Times



Call Created to On-Scene Times





## MFD RESPONSE TIMES

MFD categorizes its calls for service by type of call rather than by priority. Calls analyzed here are grouped as All Emergency Medical Services (EMS), Building Fires (first vehicle on scene), and All Fires (first vehicle on scene).

Total calls for service for the two periods studied are as follows:

	January 2022 - June 2023 (18 mos.)	July - December 2023 (6 mos.)
EMS	190,444	51,505
Building Fires	924	248
All Fires	3,820	1,305

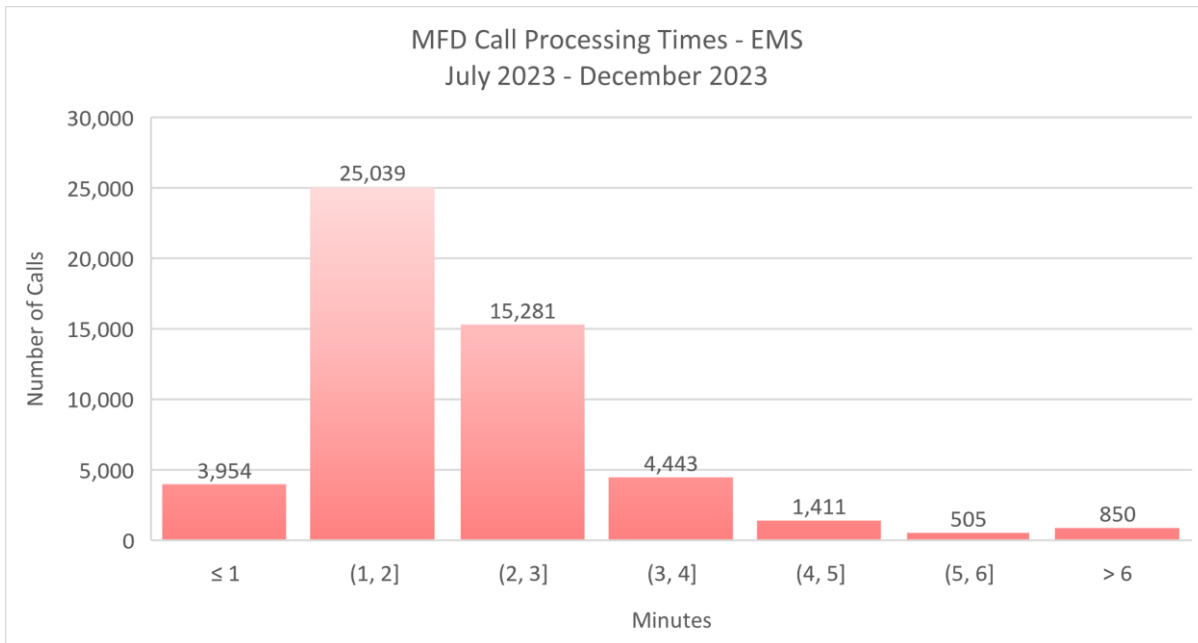
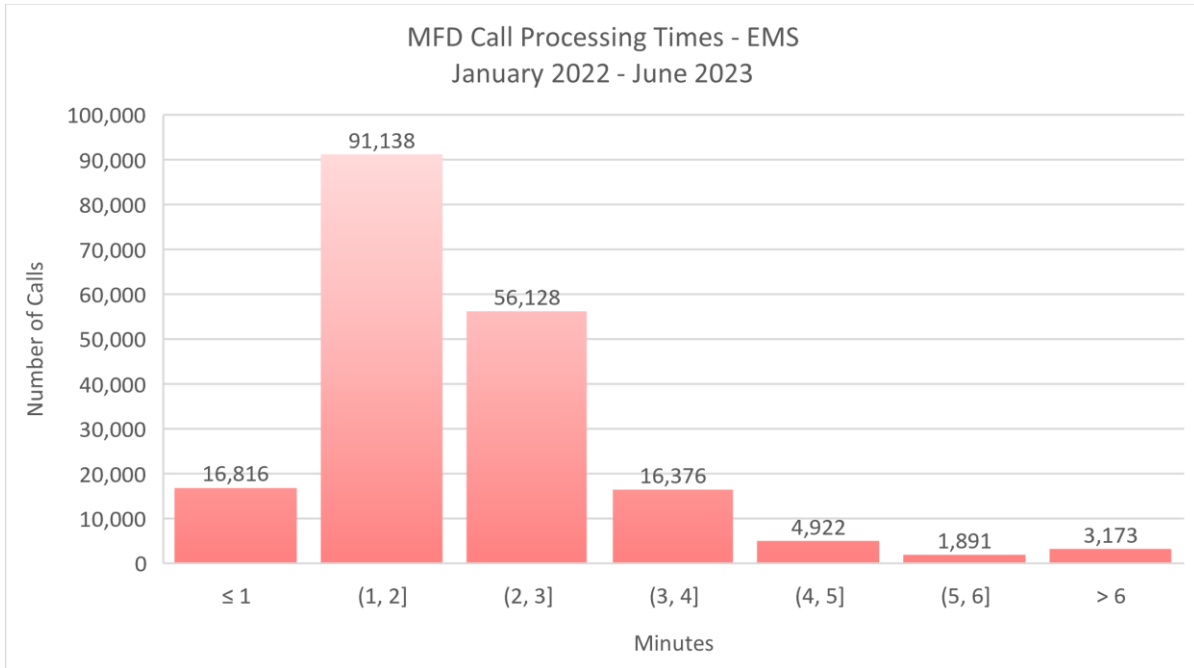
## MFD EMS CALL PROCESSING AND TRAVEL TO ON SCENE TIMES

In these results, the medians are more meaningful than the means because the means are skewed by relatively few extreme examples:

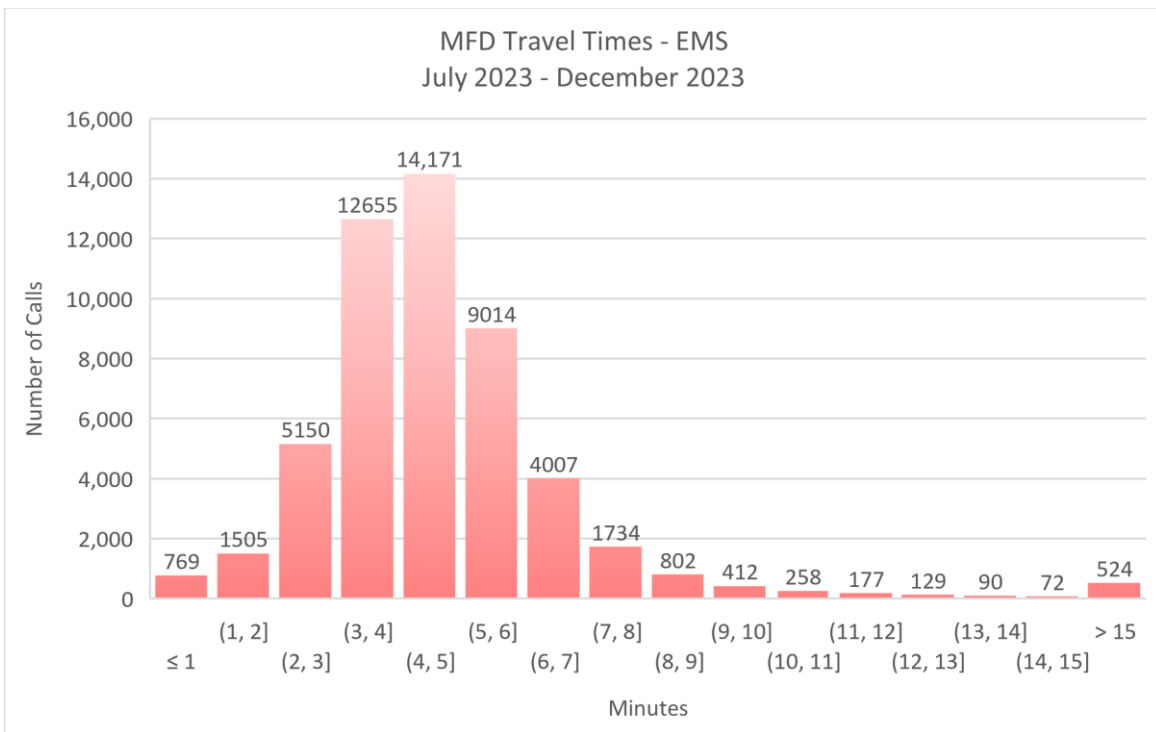
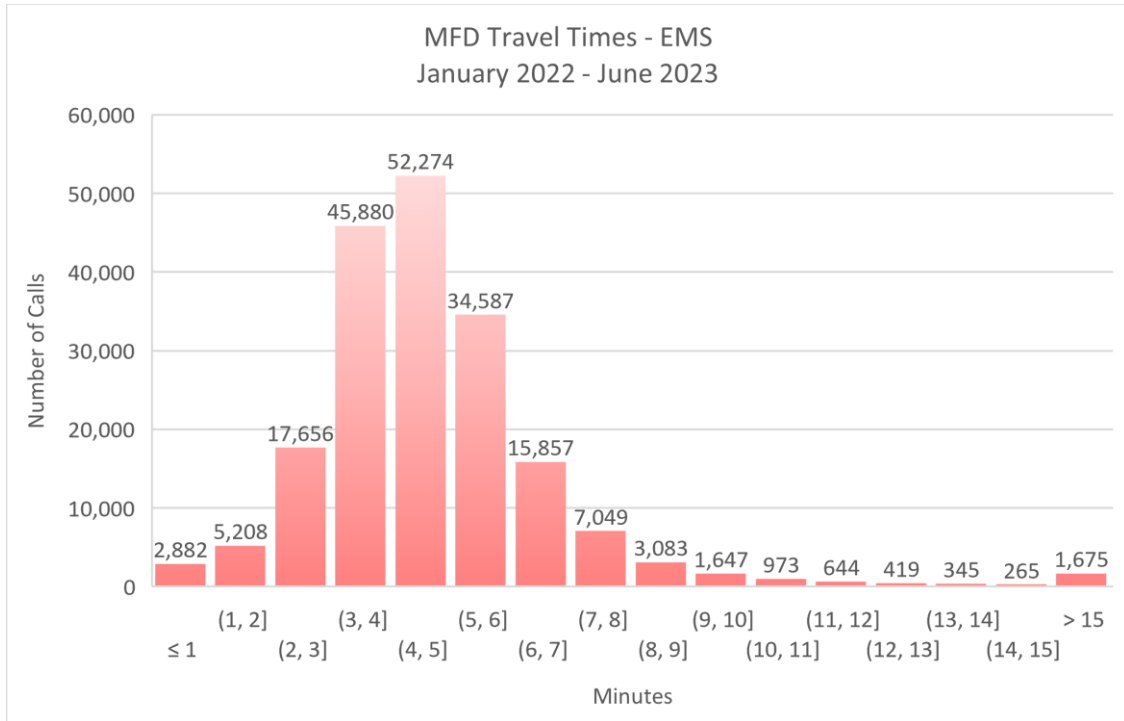
<b>EMS Response Times (Minutes)</b>				
	January 2022 - June 2023		July-December 2023	
	Mean	Median	Mean	Median
Call Processing	2.6	1.8	2.4	1.9
Travel Time	5.7	4.5	5.5	4.4

The distribution of EMS call processing and travel times for the entire 24-month period analyzed is as shown in the histograms below. The notation (a,b] on the intervals can be read “from a to b”.

## EMS Call Processing Times



EMS Travel Times

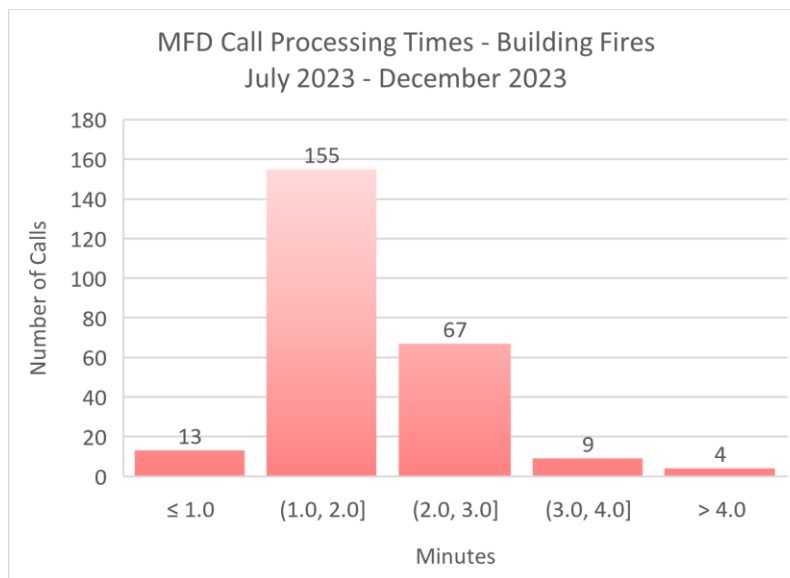
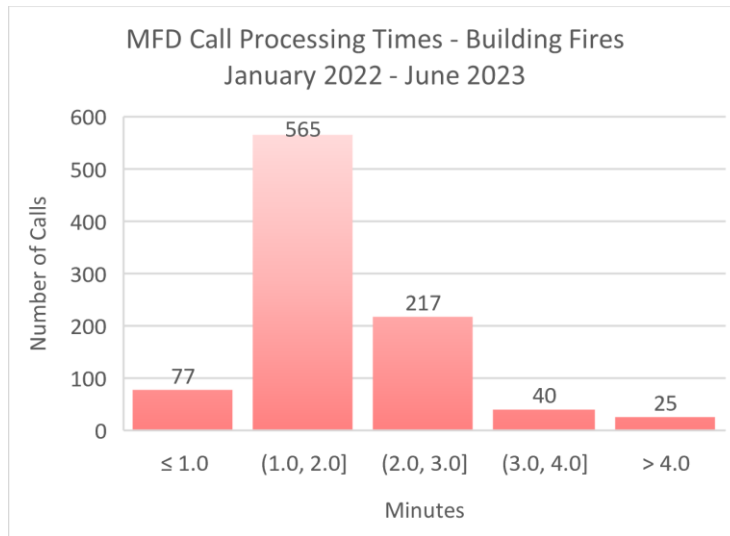


## MFD BUILDING FIRE RESPONSE TIMES (1<sup>ST</sup> Vehicle on Scene)

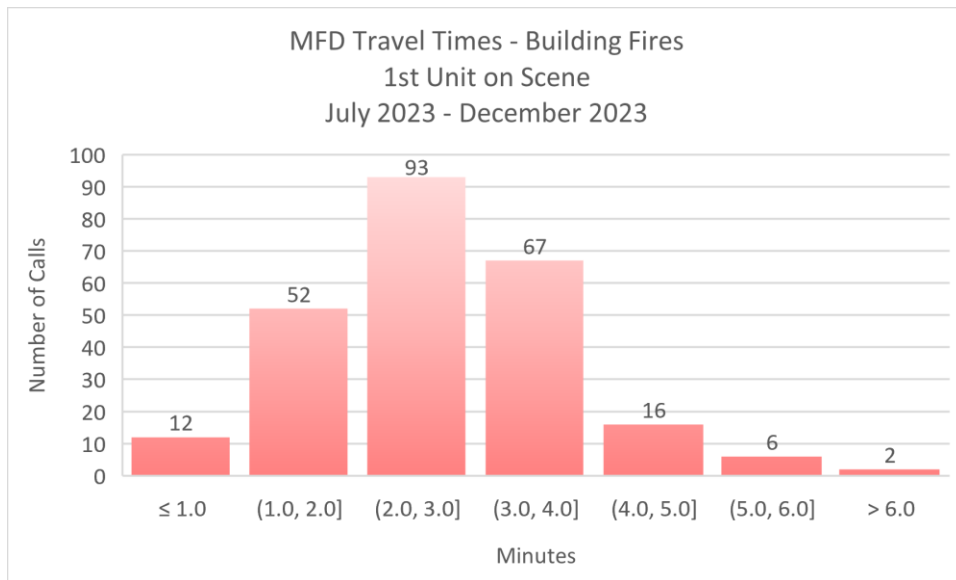
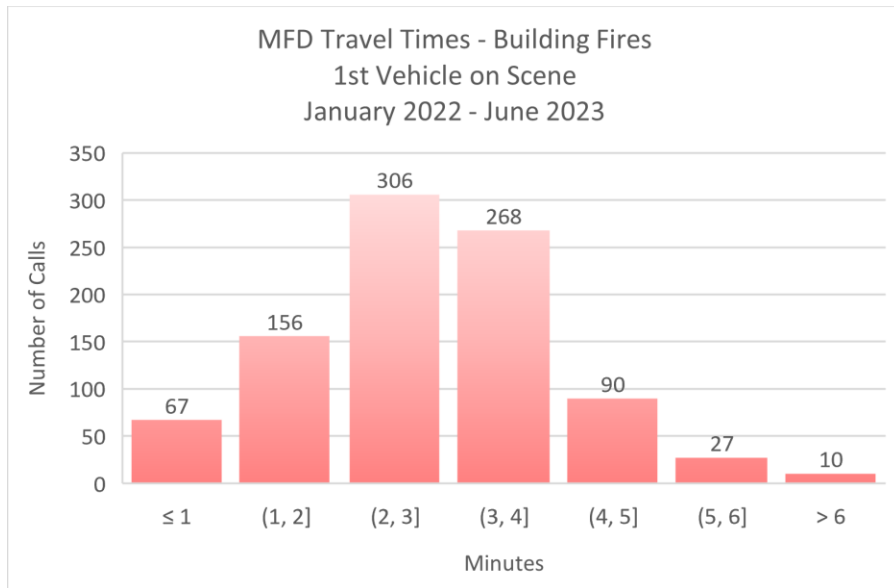
	Building Fire Response Times (Minutes)			
	January 2022 - June 2023		July-December 2023	
	Mean	Median	Mean	Median
Call Processing	1.8	1.6	1.9	1.7
Travel Time	2.8	1.7	2.7	2.6

The distribution of building fire call processing and travel times for the entire 24-month period analyzed is as shown in the histograms below. The notation (a,b] on the intervals can be read “from a to b”.

### Building Fire Call Processing Times



## Building Fire Travel Times – 1<sup>st</sup> Vehicle on Scene



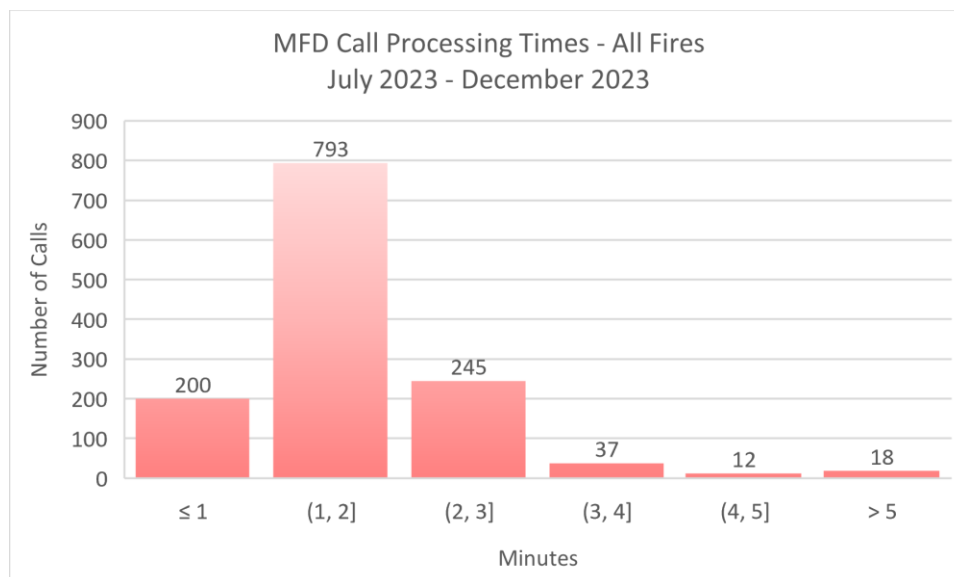
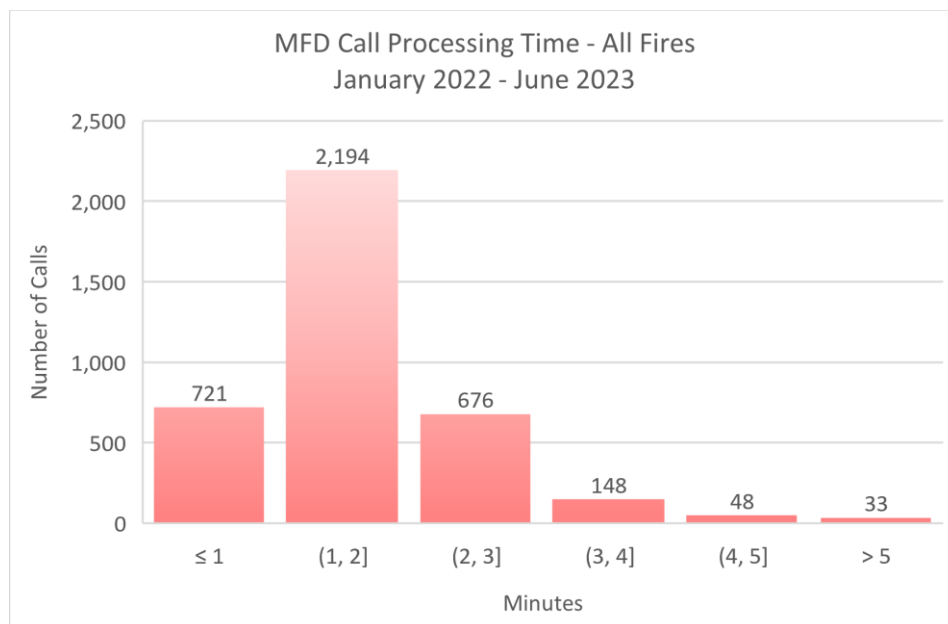
## RESPONSE TIMES ALL MFD FIRES (1<sup>st</sup> Vehicle on Scene)

### Response Times - All Fires (Minutes)

	January 2022 - June 2023		July-December 2023	
	Mean	Median	Mean	Median
Call Processing	1.7	1.5	1.8	1.5
Travel Time	3.2	3.6	4.0	3.6

The distribution of response times for all fire calls, including 2<sup>nd</sup> and 3<sup>rd</sup> alarm building fires, for the entire 24-month period analyzed is as shown in the histograms below. The notation (a,b] on the intervals can be read “from a to b”.

### Call Processing All Fires



Travel Time All Fires – 1<sup>st</sup> Vehicle on Scene

