



## Legislation Text

---

**File #:** 191457, **Version:** 0

---

191457

ORIGINAL

ALD. COGGS, STAMPER, PEREZ AND LEWIS

Resolution requesting the Board of Fire and Police Commissioners to provide quarterly reports to the Common Council on 911 call wait times, as well as activities, trainings and initiatives to reduce call wait times.

This resolution requests the Board of Fire and Police Commissioners to provide quarterly reports to the Common Council on 911 call wait times, as well as activities, training and initiatives to reduce call wait times.

Whereas, The 2020 Budget was adopted by Common Council File Number 190001 on November 26, 2019; and

Whereas, Amendment 33 placed a footnote in the Budget stating, "The Fire and Police Commission shall provide quarterly reports to the Common Council on 911 call wait times, as well as activities, training, and initiatives to reduce call wait times"; and

Whereas, The national standard for call wait time is 90% of 911 calls answered within 10 seconds; and

Whereas, In Milwaukee, the monthly percentage of 911 calls answered within 10 seconds is typically between 75% and 85%; and

Whereas, The Milwaukee Police Department is preparing to implement a new 911 call system in early 2020; and

Whereas, A quick response after dialing 911 is critical to a resident's perception of safety and security; and

Whereas, It is incumbent upon the Common Council to be knowledgeable of up-to-date 911 call wait times and ongoing efforts to reduce wait time; now, therefore, be it

Resolved, By the Common Council of the City of Milwaukee, that the Board of Fire and Police Commissioners is requested to provide quarterly reports to the Common Council on 911 call wait times, as well as activities, trainings and initiatives to reduce 911 call wait times; and, be it

Further Resolved, That the Board of Fire and Police Commissioners is requested to provide the first of these quarterly reports within 4 months of adoption of this resolution.

LRB175652-1  
Luke Knapp  
12/05/2019