

MILWAUKEE POLICE DEPARTMENT MEMORANDUM

Date: Tuesday, September, 5th, 2017

TO: Inspector Terrance Gordon
Strategic Management Bureau

FR: Captain Paul L. Felician
Technical Communications Division

RE: Annual Wireless 911 Calls



Sir,

The 911 Wireless Call volume for 2016 was as follows:

911 Call Volumes and Averages

Total Wireless 911 and Wireline 911 Call Volumes:

Year	Wireless (includes Abandoned Calls)	Wireline calls (includes Abandoned Calls)	Wireless Abandoned Calls	Wireline Abandoned Calls	Total Calls
2013	466,623	80,770	53,974	11,090	547,393
2014	579,706	74,099	91,079	10,784	653,805
2015	692,330	66,348	164,246	12,468	758,678
2016	660,820	58,312	145,077	10,626	719,132

Cassidian Call Taking Averages

Year	Average Calls taken per hour	Peak Calls taken per hour	Wireless (includes Abandoned Calls)	Man Hours to Answer
2013	10	1348	466,623	46,662
2014	10	1939	579,706	57,970
2015	11	1630	692,330	69,233
2016	10	1436	660,820	66,082