

Dane County Public Safety Communications Center 2008 Telephone Call Summary

Incoming/Outgoing/Abandoned* Calls: 640,754

Incoming	473,604
Outgoing	144,835
Abandoned	22,315

* An abandoned call is defined as a call that is terminated by the caller prior to being answered by a call taker

9-1-1 Calls: 176,795*

Wireless	118,119
Landline	55,268
VOIP (Internet)	558
Other**	2,849

* Does not include calls made to non-emergency numbers listed in the telephone directory or calls made to unlisted numbers by public safety officials

** No location information is provided by the telephone company

Abandoned 9-1-1 Calls: 22,297

Wireless	14,863
Landline	7,291
VOIP (Internet)	26
Other	117

Answered 9-1-1 Calls: Ring Time

0-10 sec (up to 1.66 rings)	129,343
10-20 sec (1.66 – 3.33 rings)	17,334
> 20 sec (over 3.33 rings)	7,821

Total Incoming Calls to non 9-1-1 lines: 319,106

Public Non-Emergency Numbers	248,835
Unlisted / Unpublished Lines	70,271

Yearly Average Call Answer and Length

Type of Call	Answer Time (in seconds)	Answer time (in rings)	Talk Time
All Incoming	7.7	1.3	1 min 36 sec
Incoming 9-1-1	7.3	1.2	1 min 50 sec

Average 9-1-1 Call Length Statistics By Time*

Time Period	Answer Time	Talk Time
6:45am-10:45am	8 sec	1 min 40 sec
10:45am-2:45pm	8 sec	1 min 41 sec
2:45pm-6:45pm	8 sec	1 min 41 sec
6:45pm-10:45pm	7 sec	1 min 55 sec
10:45pm-2:45am	7 sec	2 min 11 sec
2:45am-6:45am	6 sec	2 min 12 sec

* These numbers include situations where a communicator remains on the line with a crime victim, or to provide emergency medical instructions. Calls are often radioed to emergency responders during, not after, the 9-1-1 call.