

Dane County Public Safety Communications Center 1st Quarter 2009 Telephone Call Summary

Incoming/Outgoing/Abandoned* Calls: 136,395

Incoming	100,479
Outgoing	31,032
Abandoned	4,884

* 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: 37,527*

Wireless	25,377
Landline	11,425
VOIP (Internet)	138
Other**	587

* 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: 4,871

Wireless	3,285
Landline	1,556
VOIP (Internet)	13
Other	17

Answered 9-1-1 Calls: Ring Time

0-10 sec (up to 1.66 rings)	29,000
10-20 sec (1.66 – 3.33 rings)	2,704
> 20 sec (over 3.33 rings)	952

Total Incoming Calls to non 9-1-1 lines: 67,823

Public Non-Emergency Numbers	51,296
Unlisted / Unpublished Lines	16,527

Quarterly Average Call Answer and Length

Type of Call	Answer Time (in seconds)	Answer time (in rings)	Talk Time
All Incoming	6.7	1.12	1 min 35 sec
Incoming 9-1-1	6.05	1.01	2 min 03 sec

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

Time Period	Answer Time	Talk Time
6:45am-10:45am	6 sec	1 min 52 sec
10:45am-2:45pm	6 sec	1 min 53 sec
2:45pm-6:45pm	6 sec	1 min 56 sec
6:45pm-10:45pm	6 sec	2 min 12 sec
10:45pm-2:45am	6.3 sec	2 min 15 sec
2:45am-6:45am	6 sec	2 min 23 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.