

Dane County Public Safety Communications Center 1st Quarter 2010 Telephone Call Summary

Incoming/Outgoing/Abandoned* Calls: 127,312

Incoming	92,475
Outgoing	29,559
Abandoned	5,278

* 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: 37,811*

Wireless	25,882
Landline	10,530
VOIP (Internet)	193
Other**	1,206

* 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: 5,215

Wireless	3,772
Landline	1,389
VOIP (Internet)	17
Other	37

Answered 9-1-1 Calls: Ring Time

0-10 sec (up to 1.66 rings)	28,376
10-20 sec (1.66 – 3.33 rings)	3,021
> 20 sec (over 3.33 rings)	1,199

Total Incoming Calls to non 9-1-1 lines: 59,879

Public Non-Emergency Numbers	43,277
Unlisted / Unpublished Lines	16,602

Quarterly Average Call Answer and Length

Type of Call	Answer Time (in seconds)	Answer time (in rings)	Talk Time
All Incoming	7.5	1.25	1:40
Incoming 9-1-1	6.9	1.15	2:03

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

Time Period	Answer Time	Talk Time
6:45am-10:45am	7 sec	2 min 14 sec
10:45am-2:45pm	5.6 sec	2 min 19 sec
2:45pm-6:45pm	7 sec	1 min 59 sec
6:45pm-10:45pm	8 sec	1 min 52 sec
10:45pm-2:45am	7 sec	1 min 50 sec
2:45am-6:45am	6 sec	2 min 21 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.