

Dane County Public Safety Communications Center 2nd Quarter 2009 Telephone Call Summary

Incoming/Outgoing/Abandoned* Calls: 149,866

Incoming	112,919
Outgoing	31,655
Abandoned	5,292

* 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: 40,872

Wireless	28,294
Landline	11,985
VOIP (Internet)	147
Other**	446

* 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: 5,270

Wireless	3,691
Landline	1,543
VOIP (Internet)	15
Other	21

Answered 9-1-1 Calls: Ring Time

0-10 sec (up to 1.66 rings)	30,726
10-20 sec (1.66 – 3.33 rings)	3,379
> 20 sec (over 3.33 rings)	1,497

Total Incoming Calls to non 9-1-1 lines: 77,317

Public Non-Emergency Numbers	59,566
Unlisted / Unpublished Lines	17,751

Quarterly Average Call Answer and Length

Type of Call	Answer Time (in seconds)	Answer time (in rings)	Talk Time
All Incoming	7.38	1.23	1 min 39 sec
Incoming 9-1-1	6.50	1.08	2 min 19 sec

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

Time Period	Answer Time	Talk Time
6:45am-10:45am	6sec	1min 54sec
10:45am-2:45pm	7sec	1min 56sec
2:45pm-6:45pm	7 sec	2min 02sec
6:45pm-10:45pm	6 sec	2min 11sec
10:45pm-2:45am	7sec	2min 19sec
2:45am-6:45am	6sec	2min 18sec

* 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.