

Dane County Public Safety Communications Center 3rd Quarter 2009 Telephone Call Summary

Incoming/Outgoing/Abandoned* Calls: 153,312

Incoming	114,530
Outgoing	33,281
Abandoned	5,501

* 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: 41,664

Wireless	29,058
Landline	11,963
VOIP (Internet)	152
Other**	491

* 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: 5,475

Wireless	3,885
Landline	1,556
VOIP (Internet)	5
Other	29

Answered 9-1-1 Calls: Ring Time

0-10 sec (up to 1.66 rings)	31,403
10-20 sec (1.66 – 3.33 rings)	3,533
> 20 sec (over 3.33 rings)	1,253

Total Incoming Calls to non 9-1-1 lines: 78,341

Public Non-Emergency Numbers	61,198
Unlisted / Unpublished Lines	17,143

Quarterly Average Call Answer and Length

Type of Call	Answer Time (in seconds)	Answer time (in rings)	Talk Time
All Incoming	8	1.33	1 min 37 sec
Incoming 9-1-1	7	1.17	2 min 02 sec

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

Time Period	Answer Time	Talk Time
6:45am-10:45am	7sec	1min 55sec
10:45am-2:45pm	7sec	1min 50sec
2:45pm-6:45pm	7 sec	1min 56sec
6:45pm-10:45pm	6 sec	2min 08sec
10:45pm-2:45am	7sec	2min 15sec
2:45am-6:45am	6sec	2min 26sec

* 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.