

## Dane County Public Safety Communications Center 4<sup>th</sup> Quarter 2008 Telephone Call Summary

### Incoming/Outgoing/Abandoned\* Calls: 149,866

Incoming	109,865
Outgoing	34,919
Abandoned	5,082

\* 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: 41,570\*

Wireless	28,434
Landline	12,307
VOIP (Internet)	156
Other**	673

\* 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: 5,081

Wireless	3,451
Landline	1,596
VOIP (Internet)	10
Other	24

### Answered 9-1-1 Calls: Ring Time

0-10 sec (up to 1.66 rings)	31,541
10-20 sec (1.66 – 3.33 rings)	3,641
> 20 sec (over 3.33 rings)	1,307

### Total Incoming Calls from non 9-1-1 lines: 73,376

Public Non-Emergency Numbers	56,375
Unlisted / Unpublished Lines	17,001

### Quarterly Average Call Answer and Length

Type of Call	Answer Time (in seconds)	Answer time (in rings)	Talk Time
All Incoming	7.0	1.2	1 min 36 sec
Incoming 9-1-1	6.3	1.05	2 min 02 sec

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

Time Period	Answer Time	Talk Time
6:45am-10:45am	7 sec	1 min 51 sec
10:45am-2:45pm	6 sec	1 min 51 sec
2:45pm-6:45pm	7 sec	1 min 56 sec
6:45pm-10:45pm	6 sec	2 min 08 sec
10:45pm-2:45am	6 sec	2 min 24 sec
2:45am-6:45am	6 sec	2 min 15 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.