

Dane County Public Safety Communications Center 4th Quarter 2009 Telephone Call Summary

Incoming/Outgoing/Abandoned* Calls: 143,150

Incoming	104,666
Outgoing	32,711
Abandoned	5,773

* 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: 41,454*

Wireless	29,469
Landline	11,163
VOIP (Internet)	180
Other**	642

* 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: 5,747

Wireless	4,128
Landline	1,587
VOIP (Internet)	12
Other	20

Answered 9-1-1 Calls: Ring Time

0-10 sec (up to 1.66 rings)	33,908
10-20 sec (1.66 – 3.33 rings)	4,814
> 20 sec (over 3.33 rings)	2,732

Total Incoming Calls to non 9-1-1 lines: 68,963

Public Non-Emergency Numbers	52,999
Unlisted / Unpublished Lines	15,964

Quarterly Average Call Answer and Length

Type of Call	Answer Time (in seconds)	Answer time (in rings)	Talk Time
All Incoming	8.7	1.5	1 min 38 sec
Incoming 9-1-1	7.0	1.2	2 min 02 sec

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

Time Period	Answer Time	Talk Time
6:45am-10:45am	8 sec	1 min 49 sec
10:45am-2:45pm	7 sec	1 min 50 sec
2:45pm-6:45pm	7 sec	1 min 58 sec
6:45pm-10:45pm	7 sec	2 min 07 sec
10:45pm-2:45am	6.6 sec	2 min 23 sec
2:45am-6:45am	6 sec	2 min 22 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.