

Dane County Public Safety Communications Center 2st Quarter 2010 Telephone Call Summary

Incoming/Outgoing/Abandoned* Calls: 142,553

Incoming	103,733
Outgoing	32,684
Abandoned	6,136

* 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: 44,902*

Wireless	30,674
Landline	11,953
VOIP (Internet)	224
Other**	2,051

* 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: 6,136

Wireless	4,427
Landline	1,667
VOIP (Internet)	18
Other	24

Answered 9-1-1 Calls: Ring Time

0-10 sec (up to 1.66 rings)	36,622
10-20 sec (1.66 – 3.33 rings)	5,283
> 20 sec (over 3.33 rings)	2,997

Total Incoming Calls to non 9-1-1 lines: 64,799

Public Non-Emergency Numbers	45,516
Unlisted / Unpublished Lines	19,283

Quarterly Average Call Answer and Length

Type of Call	Answer Time (in seconds)	Answer time (in rings)	Talk Time
All Incoming	8	1.3	1:43
Incoming 9-1-1	8	1.3	2:03

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

Time Period	Answer Time	Talk Time
6:45am-10:45am	8 sec	1 min 52 sec
10:45am-2:45pm	9 sec	1 min 54 sec
2:45pm-6:45pm	8 sec	2 min 02 sec
6:45pm-10:45pm	8 sec	2 min 12 sec
10:45pm-2:45am	6.6 sec	2 min 20 sec
2:45am-6:45am	6 sec	2 min 30 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.