

Dane County Public Safety Communications Center 4th Quarter 2010 Telephone Call Summary

Incoming/Outgoing/Abandoned* Calls: 135,075

Incoming	98,166
Outgoing	31,075
Abandoned	5,834

* 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 : 43,939*

Wireless	31,361
Landline	10,667
VOIP (Internet)	176
Other**	1,735

* 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: 5,834

Wireless	4,419
Landline	1,384
VOIP (Internet)	15
Other	16

Answered 9-1-1 Calls: Ring Time

0-10 sec (up to 1.66 rings)	31,268
10-20 sec (1.66 – 3.33 rings)	4,858
> 20 sec (over 3.33 rings)	2,272

Total Incoming Calls to non 9-1-1 lines: 59,792

Public Non-Emergency Numbers	41,972
Unlisted / Unpublished Lines	17,820

Quarterly Average Call Answer and Length

Type of Call	Answer Time (in seconds)	Answer time (in rings)	Talk Time
All Incoming	9	1.5	1:44
Incoming 9-1-1	8	1.3	2:15

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

Time Period	Answer Time	Talk Time
6:45am-10:45am	8	2:05
10:45am-2:45pm	9	2:05
2:45pm-6:45pm	8	2:13
6:45pm-10:45pm	7	2:21
10:45pm-2:45am	8	2:30
2:45am-6:45am	7	2:37

* 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.