

# Dane County Public Safety Communications Center 2010 Telephone Call Summary

## Incoming/Outgoing/Abandoned\* Calls: 552,488

Incoming	402,908
Outgoing	126,150
Abandoned	23,430

\* 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: 173,686\*

Wireless	120,584
Landline	44,850
VOIP (Internet)	809
Other**	7,443

\* 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: 23,430

Wireless	17,257
Landline	6,006
VOIP (Internet)	63
Other	104

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

0-10 sec (up to 1.66 rings)	141,905
10-20 sec (1.66 – 3.33 rings)	20,870
> 20 sec (over 3.33 rings)	10,911

## Total Incoming Calls to non 9-1-1 lines: 251,884

Public Non-Emergency Numbers	178,907
Unlisted / Unpublished Lines	72,977

## Yearly Average Call Answer and Length

Type of Call	Answer Time (in seconds)	Answer time (in rings)	Talk Time
All Incoming	8.2	1.4	1 min 36 sec
Incoming 9-1-1	7.2	1.2	2 min 07 sec

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

Time Period	Answer Time	Talk Time
6:45am-10:45am	8 sec	1 min 56 sec
10:45am-2:45pm	8 sec	1 min 56 sec
2:45pm-6:45pm	7 sec	2 min 4 sec
6:45pm-10:45pm	7 sec	2 min 14 sec
10:45pm-2:45am	6.6 sec	2 min 21 sec
2:45am-6:45am	6 sec	2 min 28 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.