

Dane County 911 call center dispatch times

The time it takes for personnel to handle emergency calls from answering the phone to dispatch can vary greatly depending on the type and severity of call. This data, compiled from May 2013 through March 2014, shows the 80th percentile times for Dane County, meaning a dispatch is made 80 percent of the time in the time shown or less. Echo calls, the most serious, are not shown because the sample size is too small. Alpha and Omega calls, also not shown, typically take longer because they are less serious.

