

• Minimum Call-Taker Staffing •

Required Call-Takers	Average Call-Taker Busy Time, in seconds																		
	30	35	40	45	50	55	60	65	70	75	80	85	90	95	100	105	110	115	120
1	16	13	11	9	8	7	6	6	5	5	5	4	4	4	4	3	3	3	3
2	77	64	54	47	42	37	34	31	28	26	24	23	21	20	19	18	17	16	16
3	157	131	112	98	86	78	70	64	59	55	51	48	45	42	40	38	36	34	33
4	247	206	177	154	137	123	111	102	94	87	81	76	71	67	64	60	57	55	52
5	343	287	246	215	191	171	156	142	131	122	113	106	100	94	89	85	80	77	73
6	443	371	318	278	247	222	202	185	170	158	147	138	130	122	116	110	105	100	95
7	545	457	393	344	306	275	250	229	211	196	182	171	161	152	154	136	130	124	118
8	650	545	469	411	365	329	299	274	252	234	218	205	192	182	172	163	155	148	142
9	756	635	546	479	426	384	349	319	295	273	255	239	225	212	201	191	181	173	165
10	864	726	625	548	488	439	399	366	338	313	292	274	258	243	230	219	208	199	190
11	973	818	705	618	550	496	451	413	381	354	330	309	291	275	260	247	235	224	214
12	1082	911	785	689	614	553	503	461	425	395	368	345	325	307	290	276	262	250	239
13	1193	1005	866	761	678	611	555	509	470	436	407	382	359	339	421	305	290	277	265
14	1304	1099	948	833	742	669	608	558	515	478	446	418	393	371	352	334	318	303	290
15	1416	1194	1030	905	807	727	662	607	560	520	485	455	428	404	383	364	346	330	316
16	1528	1289	1113	978	872	786	715	656	606	563	525	492	463	437	414	393	374	357	342
17	1641	1385	1196	1051	937	845	769	706	652	605	565	530	498	471	446	423	403	385	368
18	1754	1481	1279	1125	1003	905	824	756	698	648	605	567	534	504	477	453	432	412	394
19	1868	1578	1364	1199	1069	965	878	806	744	691	645	605	569	538	509	484	460	439	420
20	1982	1674	1447	1273	1136	1025	933	856	791	734	686	643	605	571	541	514	489	467	447
21	2096	1772	1532	1348	1202	1085	988	906	837	778	726	681	631	605	573	545	518	495	473
22	2211	1869	1616	1423	1269	1145	1043	957	884	822	767	719	577	639	606	575	548	523	500
23	2326	1967	1701	1497	1336	1206	1098	1008	931	865	808	758	713	573	638	606	577	551	527
24	2441	2065	1786	1573	1404	1267	1154	1059	979	909	849	796	749	708	670	637	606	579	554
25	2556	2163	1872	1648	1471	1328	1210	1110	1026	953	890	835	786	742	703	668	636	607	581

1. Determine the length of an average telephone call—include all tasks.
Determine the total number of telephone calls received during the busiest hour.
2. Find average call duration in the top row (from 30 to 120 seconds).
3. Go down that column to the number of calls handled in the peak hour.
4. Follow that row across to the left to determine the number of call-takers required to answer 90% of all calls within 10 seconds. If there is no exact figure, use the next highest staffing figure.

Source: U.S. Dept of Justice Study
DISPATCH Monthly Web site
www.911dispatch.com