

**El Paso - Teller County E9-1-1
Call Volume Report
December 2010**

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1		*2	*3	*4	*5	*6	*7
Colorado Springs	5960	0	12423	1328	2357	10	155	88
El Paso County	1781	0	840	36	66	3.7	253	35
Teller County	169	10	306	130	0	3.86	110.25	10
Fountain	125	46	168	21	0	3.61	218.29	9
Manitou Springs	28	22	37	11	0	4.94	221.2	6
Air Force Academy	58	4	8	5	4	8.62	92.89	4
Peterson AFB	61	3	9	2	8	7.42	129.08	8
Fort Carson	161	2	94	20	0	5.87	179.51	15
Cripple Creek	33	3	20	7	3	4.6	220.4	8
Woodland Park	62	0	51	4	0	8.3	271.64	7
Monthly Totals	8438	90	13956	1564	2438			190
Monthly Total			22484					

*1- Calls received from wire line telephone devices. *2- Calls received from wireless devices *3- Calls transferred to another PSAP
 *4- Calls where caller hung up before call was answered. *5- Average time to answer 9-1-1 Calls. *6- Average time on line with caller.
 *7- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.

911 CALLS	JAN	FEB	MAR	1st QTR	APR	MAY	JUN	2nd QTR
1995	12,300	13,685	12,520	38,505	13,505	15,002	15,187	43,694
1996	13,396	14,748	14,535	42,679	14,395	15,899	16,459	46,753
1997	11,697	12,630	13,985	38,312	14,118	15,264	16,904	46,286
1998	14,361	13,310	15,822	43,493	15,818	19,096	18,232	53,146
1999	15,904	14,820	17,649	48,373	17,991	19,311	20,289	57,591
2000	18,497	17,192	20,548	56,237	19,996	22,533	22,283	64,812
2001	21,091	19,198	20,974	61,263	22,141	23,682	24,852	70,675
2002	16,538	16,139	16,825	49,502	19,977	23,606	24,336	67,919
2003	17,366	16,954	23,323	57,643	19,563	21,427	21,639	62,629
2004	19,248	19,178	19,140	57,566	19,407	21,678	18,957	60,042
2005	18,907	17,413	14,395	50,715	21,838	22,200	23,618	67,656
2006	19,513	13,752	16,483	49,748	21,200	23,842	23,183	68,225
2007	19,360	18,044	21,221	58,625	22,065	22,685	23,999	68,749
2008	19,658	18,945	21,216	59,819	20,928	22,498	23,892	67,318
2009	19,844	18,331	21,712	59,887	20,770	23,389	22,908	67,067
2010	20,941	18,594	22,258	61,793	21,354	24,807	25,249	71,410
2011				0				0

JUL	AUG	SEP	3rd QTR	OCT	NOV	DEC	4th QTR	Annual
16,472	14,676	14,639	45,787	14,609	13,527	12,780	40,916	168,902
17,145	16,556	14,270	47,971	14,384	13,055	13,320	40,759	178,162
18,269	17,684	15,877	51,830	17,621	15,595	14,963	48,179	184,607
19,293	17,602	16,882	53,777	14,767	14,542	16,092	45,401	195,817
21,917	20,968	18,530	61,415	20,017	18,911	18,736	57,664	225,043
24,764	25,129	22,519	72,412	22,404	20,150	21,626	64,180	257,641
20,282	19,847	21,364	61,493	19,806	16,137	17,230	53,173	246,604
23,923	23,357	20,137	67,417	20,228	26,918	22,162	69,308	254,146
23,834	22,934	20,653	67,421	20,812	18,659	19,187	58,658	246,351
23,460	22,862	20,810	67,132	21,453	17,670	19,202	58,325	243,065
25,874	24,301	22,686	72,861	22,433	22,071	21,307	65,811	257,043
23,670	22,850	20,735	67,255	21,465	20,091	23,680	65,236	250,464
27,074	25,348	22,522	74,944	22,250	19,839	19,715	61,804	264,122
26,915	25,663	22,317	74,895	21,823	20,041	20,228	62,092	264,184
24,840	25,634	22,251	72,725	22,216	20,696	21,262	64,174	263,853
27,447	26,167	24,795	78,409	23,788	21,079	22,484	67,351	278,963
			0				0	0