

El Paso - Teller County 9-1-1 Call Volume Report Jan 2018

Agency	9-1-1 Wire Line	9-1-1 VOIP	9-1-1 Wire Less	9-1-1 Text Message	Calls Transferred	Calls Abandoned	Average Answer Time	Average Talk Time	Personnel Assigned
	*1	*2	*2	*3	*4	*5	*6	*7	*8
Colorado Springs	4,079	1,059	14,453	51	812	3,449	13.36	202.19	96
El Paso County	1,145	228	3,816	9	317	595	5.18	204.56	56
Teller County	137	15	401	-	121	-	4.01	131.99	10
Peterson AFB	-	-	-	-	-	-	0	0	8
Fort Carson	144	1	330	1	56	60	4.92	124.87	16
Cripple Creek	24	4	32	-	10	-	3.78	282.2	9
Woodland Park	31	9	52	-	2	-	6.21	206.38	8
Monthly Totals	5,560	1,316	19,084	61	1,318	4,104			203
Monthly Total			25,960						

*1- Calls received from wire line telephone devices. *2- Calls received from wireless/VoIP devices *3- Text/SMS messages sent to PSAP *4- Calls transferred to another PSAP

*5- Calls where caller hung up before call was answered. *6- Average time to answer 9-1-1 Calls in Seconds. *7- Average time on line with caller in Seconds.

*8- Number of personnel assigned to center. This is both call takers and radio dispatchers, of which not all answer 9-1-1 calls.