

El Paso - Teller County 9-1-1
Call Volume Report
March 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	3,969	1,119	15,697	69	782	4,071	20.56	205.14	96
El Paso County	1,087	220	4,200	6	320	501	5.32	190.85	56
Teller County	97	5	387	-	144	-	3.41	116.41	10
Peterson AFB	-	-	-	-	-	-	0	0	8
Fort Carson	197	5	426	1	76	88	4.82	123.94	16
Cripple Creek	18	2	36	-	8	-	3.22	328.13	9
Woodland Park	34	6	71	-	6	-	5.44	203.17	8
Monthly Totals	5,402	1,357	20,817	76	1,336	4,660			203
Monthly Total			27,576						

*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.