

El Paso - Teller County 9-1-1
Call Volume Report
April 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	3,950	1,013	15,572	39	819	4,002	21.42	201.47	96
El Paso County	1,047	273	4,166	8	317	495	6.32	204.56	56
Teller County	131	7	391	3	163		3.6	131.62	10
Peterson AFB	-	-	-	-	-	-	-	-	8
Fort Carson	162	4	370	3	76	72	4.68	122.31	16
Cripple Creek	20	-	27	-	3		1.65	268.37	9
Woodland Park	37	11	90	-	8		4.98	188.93	8
Monthly Totals	5,347	1,308	20,616	53	1,386	4,569			203
Monthly Total			27,271						

*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.