

**El Paso - Teller County 9-1-1**  
**Call Volume Report**  
**May 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	4,097	1,076	17,314	65	788	4,679	24.63	205.23	96
El Paso County	1,130	248	4,629	18	335	569	5.24	199.54	56
Teller County	122	25	454	4	184	-	3.57	129.77	10
Peterson AFB	-	-	-	-	-	-	-	-	8
Fort Carson	155	-	381	3	104	82	5.26	128.08	16
Cripple Creek	27	-	77	-	10	-	3.81	215.59	9
Woodland Park	54	8	151	-	11	-	4.66	186.5	8
<b>Monthly Totals</b>	5,585	1,357	23,006	90	1,432	5,330			203
<b>Monthly Total</b>			29,948						

\*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.

911 CALLS	JAN	FEB	MAR	1st QTR	APR	MAY	JUN	2nd QTR	JUL	AUG	SEP	3rd QTR	OCT	NOV	DEC	4th QTR	Annual
1995	12,300	13,685	12,520	38,505	13,505	15,002	15,187	43,694	16,472	14,676	14,639	45,787	14,609	13,527	12,780	40,916	168,902
1996	13,396	14,748	14,535	42,679	14,395	15,899	16,459	46,753	17,145	16,556	14,270	47,971	14,384	13,055	13,320	40,759	178,162
1997	11,697	12,630	13,985	38,312	14,118	15,264	16,904	46,286	18,269	17,684	15,877	51,830	17,621	15,595	14,963	48,179	184,607
1998	14,361	13,310	15,822	43,493	15,818	19,096	18,232	53,146	19,293	17,602	16,882	53,777	14,767	14,542	16,092	45,401	195,817
1999	15,904	14,820	17,649	48,373	17,991	19,311	20,289	57,591	21,917	20,968	18,530	61,415	20,017	18,911	18,736	57,664	225,043
2000	18,497	17,192	20,548	56,237	19,996	22,533	22,283	64,812	24,764	25,129	22,519	72,412	22,404	20,150	21,626	64,180	257,641
2001	21,091	19,198	20,974	61,263	22,141	23,682	24,852	70,675	20,282	19,847	21,364	61,493	19,806	16,137	17,230	53,173	246,604
2002	16,538	16,139	16,825	49,502	19,977	23,606	24,336	67,919	23,923	23,357	20,137	67,417	20,228	26,918	22,162	69,308	254,146
2003	17,366	16,954	23,323	57,643	19,563	21,427	21,639	62,629	23,834	22,934	20,653	67,421	20,812	18,659	19,187	58,658	246,351
2004	19,248	19,178	19,140	57,566	19,407	21,678	18,957	60,042	23,460	22,862	20,810	67,132	21,453	17,670	19,202	58,325	243,065
2005	18,907	17,413	14,395	50,715	21,838	22,200	23,618	67,656	25,874	24,301	22,686	72,861	22,433	22,071	21,307	65,811	257,043
2006	19,513	13,752	16,483	49,748	21,200	23,842	23,183	68,225	23,670	22,850	20,735	67,255	21,465	20,091	23,680	65,236	250,464
2007	19,360	18,044	21,221	58,625	22,065	22,685	23,999	68,749	27,074	25,348	22,522	74,944	22,250	19,839	19,715	61,804	264,122
2008	19,658	18,945	21,216	59,819	20,928	22,498	23,892	67,318	26,915	25,663	22,317	74,895	21,823	20,041	20,228	62,092	264,184
2009	19,844	18,331	21,712	59,887	20,770	23,389	22,908	67,067	24,840	25,634	22,251	72,725	22,216	20,696	21,262	64,174	263,853
2010	20,941	18,594	22,258	61,793	21,354	24,807	25,249	71,410	27,447	26,167	24,795	78,409	23,788	21,079	22,484	67,351	278,963
2011	20,351	19,751	22,812	62,914	23,838	26,113	29,706	79,657	33,325	29,865	27,303	90,493	26,175	22,873	24,021	73,069	306,133
2012	22,844	21,953	25,103	69,900	24,562	27,977	31,242	83,781	31,223	31,288	28,613	91,124	26,938	26,296	24,746	77,980	322,785
2013	24,052	21,299	25,490	70,841	24,211	28,654	31,676	84,541	29,680	32,095	28,679	90,454	26,388	24,978	24,049	75,415	321,251
2014	23,629	22,199	24,825	70,653	25,007	31,652	29,224	85,883	32,952	32,799	28,377	94,128	27,728	25,008	26,552	79,288	329,952
2015	25,962	23,468	27,754	77,184	28,071	29,231	32,774	90,076	34,515	34,673	32,773	101,961	30,279	27,455	27,307	85,041	354,262
2016	25,504	24,533	27,556	77,593	27,132	29,794	31,730	88,656	33,896	31,488	29,641	95,025	29,095	25,199	25,862	80,156	341,430
2017	25,429	22,621	26,135	74,185	25,768	28,036	29,189	82,993	30,725	29,614	28,470	88,809	27,248	27,419	26,798	81,465	327,452
2018	25,960	23,329	27,576	76,865	27,271	29,948		57,219				0				0	134,084